



PIN Self Reset User Guide

IMPORTANT NOTE: Prior to having the need to reset your PIN, you must first setup your Personal Question and Personal Question Answer. The Question and Answer will be used to authenticate you as the authorized user. Follow the procedures below to set this up.

PROCEDURES TO SETUP PIN RESET FEATURE

The screenshot shows the TIBLINK user interface. At the top, there is a navigation bar with tabs: HOME, BILL PAYMENT, CASH MANAGEMENT, OPTIONS, and Alerts. A yellow arrow points to the 'OPTIONS' tab. Below the navigation bar, there is a section titled 'Modify Personal Settings' with a question mark icon. This section contains the following fields:

Current Email Address:	MFIGUEROA@TIBBANK.COM
Change Email Address:	<input type="text"/>
Reenter New Email Address:	<input type="text"/>
Password Reset Question:	<input type="text"/>
Password Reset Answer:	<input type="text"/>

1. Log into **TIBLINK**
2. Click on the **Options** tab
3. System Displays the user's current Email which can be changed if necessary
4. Enter Password Reset Question
5. Enter Password Reset Answer



PIN Self Reset User Guide

PROCEDURES TO RESET YOUR PIN

From the default login screen (Fig. 1), a user who has successfully completed their setup for **PIN Self Reset** (see page 1) can click on **Reset Password** tab, which will be located to the right of the default login fields.



TIB BANK 99451 Overseas Hwy. Key Largo, FL 33037 (305)451-4660
Customer Support (866)613-4028

Problem signing on?
Please contact us at (305)246-9741 (M-F 7:30AM-5:00PM EST)

Login to Internet Banking [Home](#)

Online Banking
Registered Users, Please Enter Your Internet Banking ID and PIN

Internet Banking ID
Internet Banking PIN [Reset Password](#)

Fig. 1

You will be prompted to enter your **TIBLINK ID**, **email address (that is currently on file with TIBLINK)**, and an **Email Subject** (Fig. 2). The verbiage selected for the Email Subject will appear on the incoming email subject line. This will make it easier for you to recognize the incoming email as a legitimate email from TIB Bank. After completing this screen, click submit.

[Log Out](#)



TIB BANK 99451 Overseas Hwy. Key Largo, FL 33037 (305)451-4660
Customer Support (866)613-4028

PIN Self Reset ?

Please provide the following information:

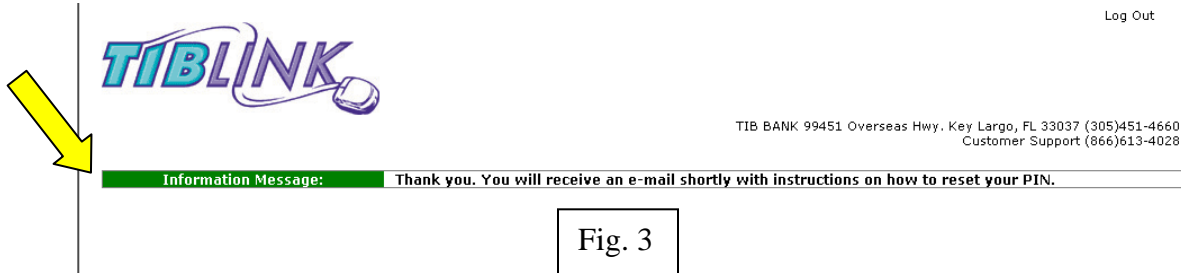
Internet Banking ID:
E-mail Address On File:
E-mail Subject: [what's this?](#)

Fig. 2

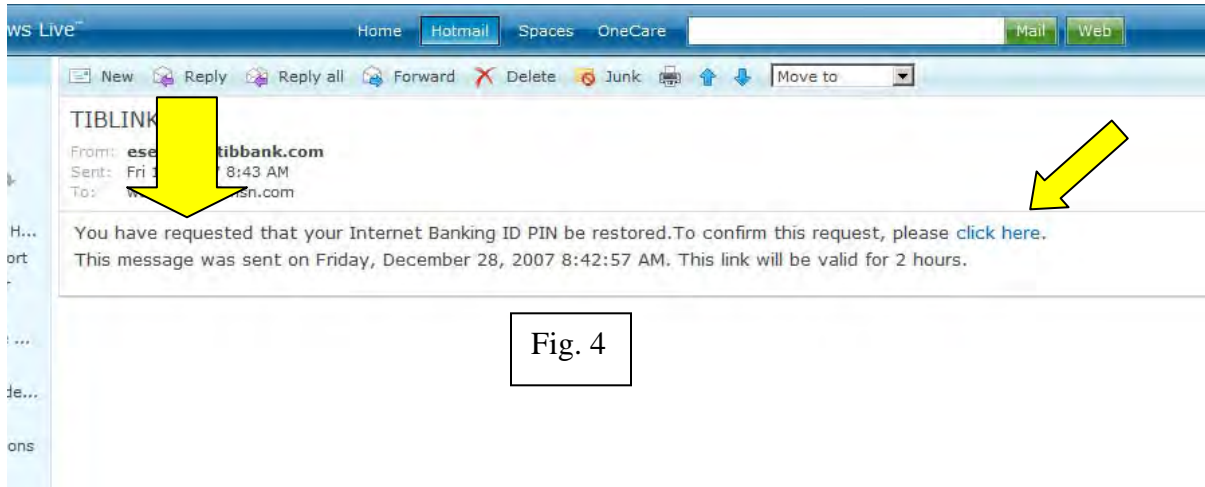


PIN Self Reset User Guide

You will receive an acknowledgement advising you that you will be receiving an email with instructions on how to reset your PIN (Fig. 3). Please allow 5-20 minutes for the email to be sent to your inbox.



Please note that you will have only 2 hours in which to reset your PIN once you receive your email notification. Open the incoming email (Fig. 4) and click the link.





PIN Self Reset User Guide

The link will take you to a new screen (Fig. 5) where you will be prompted to enter both your TIBLINK ID and the answer to your Personal Question.

Log Out



TIB BANK 99451 Overseas Hwy. Key Largo, FL 33037 (305)451-4660
Customer Support (866)613-4028

PIN Self Reset Confirmation ?

Please provide the following information:

Internet Banking ID:

What is your favorite pet?

*Please note that all fields are required.

Fig. 5

Once you have successfully entered the required information you will receive the acknowledgement shown below (Fig. 6). Click on the 'Go to Login Page' button to log into the system with your original 4 digit PIN.

Log Out



TIB BANK 99451 Overseas Hwy. Key Largo, FL 33037 (305)451-4660
Customer Support (866)613-4028

Your PIN has been reset to the last 4 digits of your Tax ID Number (Social Security Number).

Information Message: Your PIN has been successfully updated.

Fig. 6



PIN Self Reset User Guide

Log into TIBLINK (Fig. 7) using your TIBLINK ID and the last 4 digits of your Tax ID number as your Internet Banking PIN. You will then be prompted to change your PIN to a new one. (Fig. 8)



TIB BANK 99451 Overseas Hwy. Key Largo, FL 33037 (305)451-4660
Customer Support (866)613-4028

Problem signing on?
Please contact us at (305)246-9741 (M-F 7:30AM-5:00PM EST)

Online Banking
Registered Users, Please Enter Your Internet Banking ID and PIN

Internet Banking ID


Internet Banking PIN 

Fig. 7

Enter your current PIN which is the last 4 digits of your Tax ID number. Enter your new PIN and re-enter to verify. **Note: PIN must be 6-8 Alpha-Numeric characters and can not be the same as any of your previous last 2 PIN numbers you chose.**



Log Out

TIB BANK 99451 Overseas Hwy. Key Largo, FL 33037 (305)451-4660
Customer Support (866)613-4028

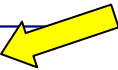
When changing your current PIN do not use any of your last 2 PINs.

Information Message: PIN Change Required.

Modify your login settings.

PIN must be alphanumeric and must contain at least one digit and one character.

Change your Internet Banking PIN (required):

Enter your current PIN: 

Enter your new PIN: **NOTE: PIN must be 6 - 8 Alpha-Numeric characters.**

Reenter your new PIN:

Fig. 8