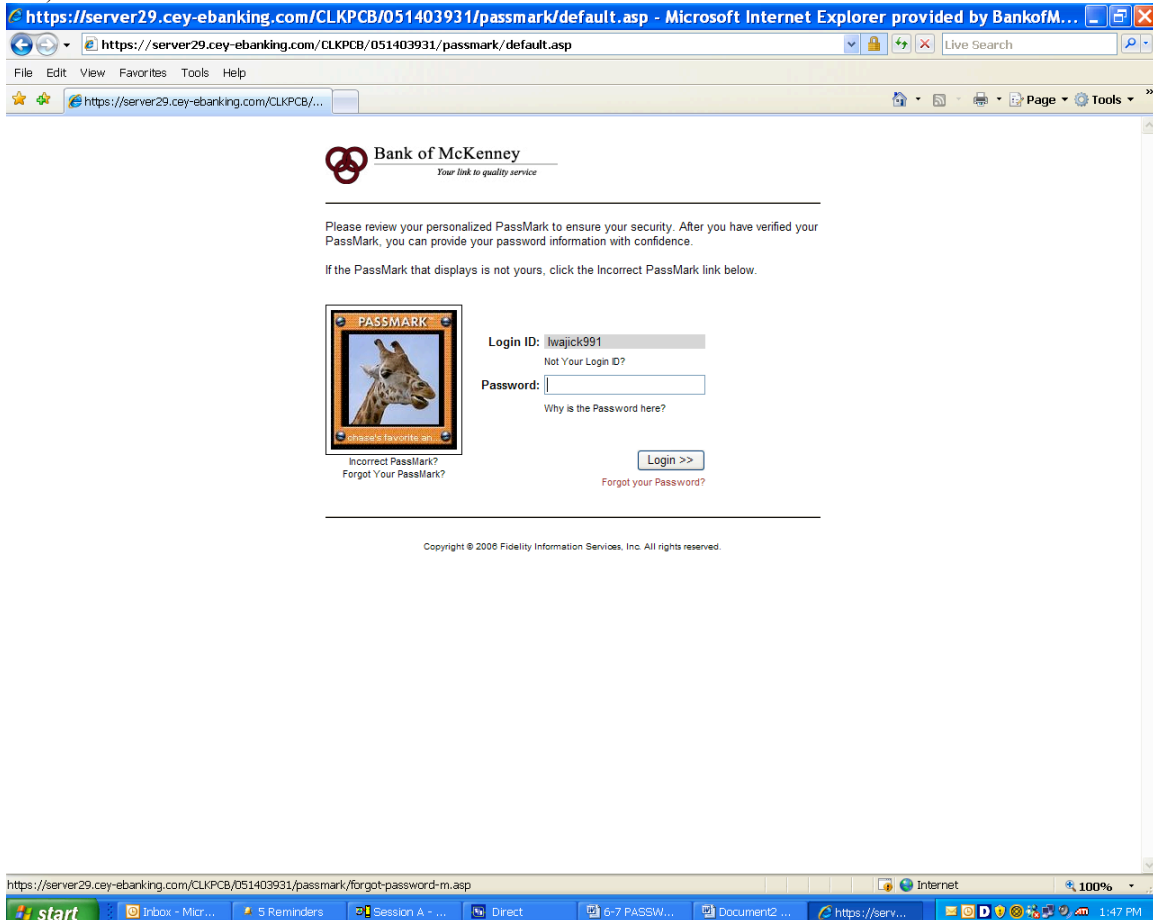


**Forgotten Your Password?** – Effective July 2007, you may now request a password reset from the PERSONAL banking log-in page only. Corporate Cash Management users (Business Banking Log-in) must still contact IB Support at 804-478-5566 for password resets.

See the following quick reference:

From the Personal Banking LOGIN screen, enter your LOGIN ID and click on “validate”. You will see your passmark picture as on the following screen. Then click on “forgot your password” (below the login box).



The screenshot shows a Microsoft Internet Explorer browser window displaying the Bank of McKenney login page. The address bar shows the URL: <https://server29.cey-ebanking.com/CLKPCB/051403931/passmark/default.asp>. The page features the Bank of McKenney logo and the tagline "Your link to quality service". Below the logo, there is a message: "Please review your personalized PassMark to ensure your security. After you have verified your PassMark, you can provide your password information with confidence. If the PassMark that displays is not yours, click the Incorrect PassMark link below." A PassMark image is displayed, showing a giraffe's head. Below the image are two links: "Incorrect PassMark?" and "Forgot Your PassMark?". To the right of the image are the login fields: "Login ID: lwajick991" (with a "Not Your Login ID?" link), a "Password:" field, and a "Why is the PassMark here?" link. A "Login >>" button is located below the password field. At the bottom of the page, there is a copyright notice: "Copyright © 2006 Fidelity Information Services, Inc. All rights reserved." The browser's taskbar at the bottom shows the Start button, several open applications (Inbox - Micr..., 5 Reminders, Session A - ..., Direct, 6-7 PASSW..., Document2 ...), and the current browser window. The system clock shows 1:47 PM.

On the next screen, you will be required to answer one of your security questions. Then click on “Get New Password”.

The screenshot shows a web browser window with the following content:

**Bank of McKenney**  
*Your link to quality service*

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**Password Assistance**

Enter the required data. After you have filled in the necessary information, press the 'Get New Password' button and we will send you a new temporary password to your e-mail address on file. The 'Cancel' button will send you back to the previous page.

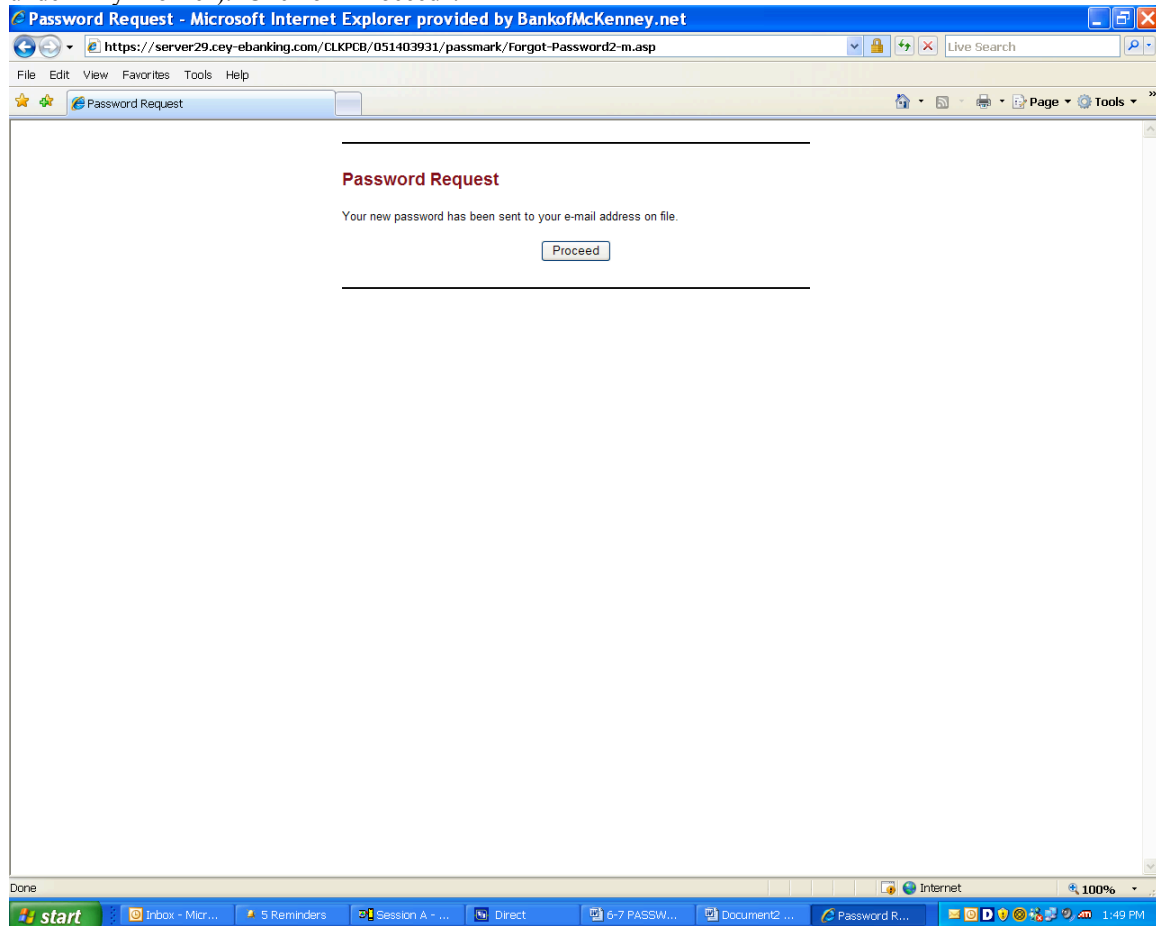
Login ID:   
Not Your Login ID?

Challenge Question:

Your Answer:

The browser's address bar shows the URL: <https://server29.cey-ebanking.com/CLKPCB/051403931/passmark/forgot-password-m.asp>. The Windows taskbar at the bottom shows the Start button, several open applications (Inbox, Reminders, Session A, Direct, 6-7 PASSW..., Document2), and the system tray with the time 1:48 PM.

The new password will be e-mailed to the e-mail address we have on file for you (this address shows up under “My Profile”). Click on “Proceed”.



With in a few minutes, you will received and e-mail from [IBSUPPORT@BANKOFMCKENNEY.COM](mailto:IBSUPPORT@BANKOFMCKENNEY.COM) that reads as follows:

“You have received this temporary password at your request. Please do not reply to this message by e-mail. If you did not request a new password contact customer service immediately. Your new temporary password is: XXXX####”

It’s that easy!!!!