

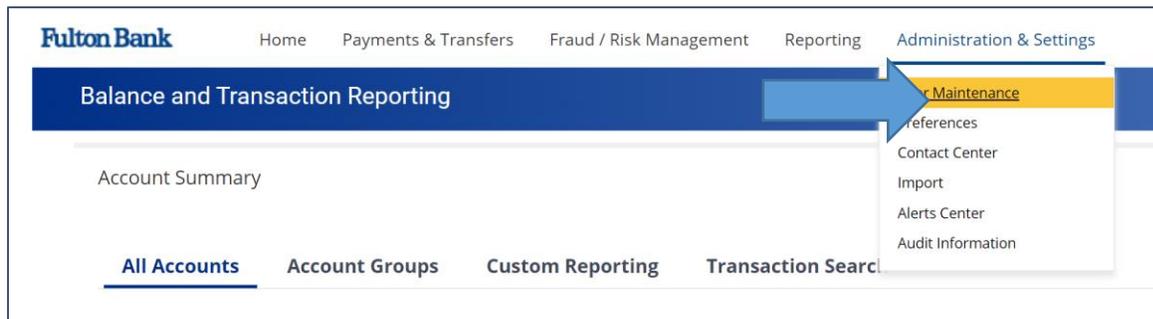
BOSS Online Banking Guide

Passcode Maintenance – Quick Reference Guide

This quick reference guide will provide you step-by-step instructions on to locate your One Time Passcode (OTP) contact information.

Locating a User’s Passcode Maintenance Widget

- Log into BOSS’s Online Banking Application
- Click **Administration & Settings**
- Select **User Maintenance**



- Scroll down until you locate the **Passcode Maintenance** widget

A screenshot of the 'Passcode Maintenance' widget. It is divided into two sections: 'Text Message' and 'Voice Call'.
Text Message Section:
- Displays '717' with a 'Remove' link and a green checkmark next to 'Default'.
- A label 'Mobile Phone Number' with a help icon is above an empty text input field.
- A link 'Add Another Phone Number' is below the input field.
Voice Call Section:
- Displays '717' with a 'Remove' link and a blue checkmark next to 'Click Here to Make Default'.
- A label 'Phone Number' is above an empty text input field.
- A link 'Add Another Phone Number' is below the input field.
At the bottom of the widget, there are two buttons: 'Save' (in a blue box) and 'Reset'.

- Confirm your phone number is up to date

The screenshot displays the 'Passcode Maintenance' interface. It is divided into two main sections: 'Text Message' and 'Voice Call'.
In the 'Text Message' section, the number '717' is shown with a 'Remove' link and a 'Default' status (indicated by a green checkmark). Below this is a 'Mobile Phone Number' input field with a help icon. A blue arrow points to the '717' text.
In the 'Voice Call' section, the number '717' is shown with a 'Remove' link and a 'Click Here to Make Default' link (indicated by a blue checkmark). Below this is a 'Phone Number' input field. A blue arrow points to the '717' text.
At the bottom of the interface are 'Save' and 'Reset' buttons.

- Admin users will have access to remove and update their OTP contact number, as well as make necessary changes to their sub users. Additional OTP contact numbers can be added as needed.

Please Note: This option is only available for Admin users. If you are not entitled as an Admin user, you will not be able to make these changes to a user profile.