

BEFORE YOU CAN RESET YOUR PASSWORD YOURSELF THE FOLLOWING STEPS NEED TO BE PERFORMED:

Sign on to Netteller

### STEP 1: Enter Electronic Banking ID and submit

The screenshot shows a web browser window with the URL <https://www.netteller.com/login2008/Authent>. The page header includes the Bank of Millbrook logo and tagline "The Strength of Relationships". On the right, contact information is listed: "BANK OF MILLBROOK 3263 FRANKLIN AVENUE, P.O. BOX 4F, MILLBROOK, NY 12545 (845) 677-5321 5094 ROUTE 22, AMENIA, NY 12501 (845) 373-7731 2971 CHURCH STREET, PINE PLAINS, NY 12567 (518) 398-5500 11 HUNNS LAKE ROAD, STANFORDVILLE, NY 12581 (845) 868-7700". A yellow banner reads "Login to Electronic Banking" with a question mark icon. Below this, a security warning states: "No one from Bank of Millbrook will ever call you asking for your account or debit card information. If you receive a call, do not give any information, and please notify your local branch. Internet Solutions' support of IE8 for NetTeller Online Banking will cease Thursday, June 26, 2014". The main form area contains the label "Electronic Banking ID:" followed by an empty text input field and a "Submit" button. A footer note reads: "\* Some internet browsers may save user names and passwords. This will automatically complete any login for you and may allow people at your computer to use your logins without knowing your passwords. For your security, please review your internet browsers 'Help' section, or contact their Customer Support, to see if this option is available and how to turn it off."

### STEP 2: Enter Electronic Password and submit

The screenshot shows the same web browser window as in Step 1. The security warning is still present. The main form area now shows the "Electronic Banking ID:" field populated with "BOMtest". Below it, the "Electronic Banking PASSWORD:" label is followed by an empty text input field, a "Reset Password" link, and a "Submit" button. The footer note remains the same.

### STEP 3: Click the Option Tab

The screenshot shows the Bank of Millbrook website interface. At the top, there is a navigation bar with tabs for 'Personal', 'Account', 'Options', 'Display', and 'Alerts'. The 'Options' tab is highlighted in yellow, and a red arrow points to it. Below the navigation bar, there is a 'Modify Personal Settings' section with a question mark icon. The form contains the following fields:

- Current Email Address:** kosterhoudt@bankofmillbrook.com
- Change Email Address:** [Empty text box]
- Reenter New Email Address:** [Empty text box]
- PASSWORD Reset Question:** City where you work? [Text box containing 'Millbrook']
- PASSWORD Reset Answer:** [Empty text box]
- Personal Watermark:** [Image of a flower] NOTE: Click on Watermark to change.

On the right side of the page, there is contact information for the Bank of Millbrook:

BANK OF MILLBROOK  
3263 FRANKLIN AVENUE, P.O. BOX 46, MILLBROOK, NY 12545 (845) 677-5321  
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2971 CHURCH STREET, PINE PLAINS, NY 12567 (518) 398-5500  
11 HUNNS LAKE ROAD, STANFORDVILLE, NY 12581 (845) 868-7700

### STEP 4: Create a unique question and answer in the PASSWORD Reset section – submit when completed

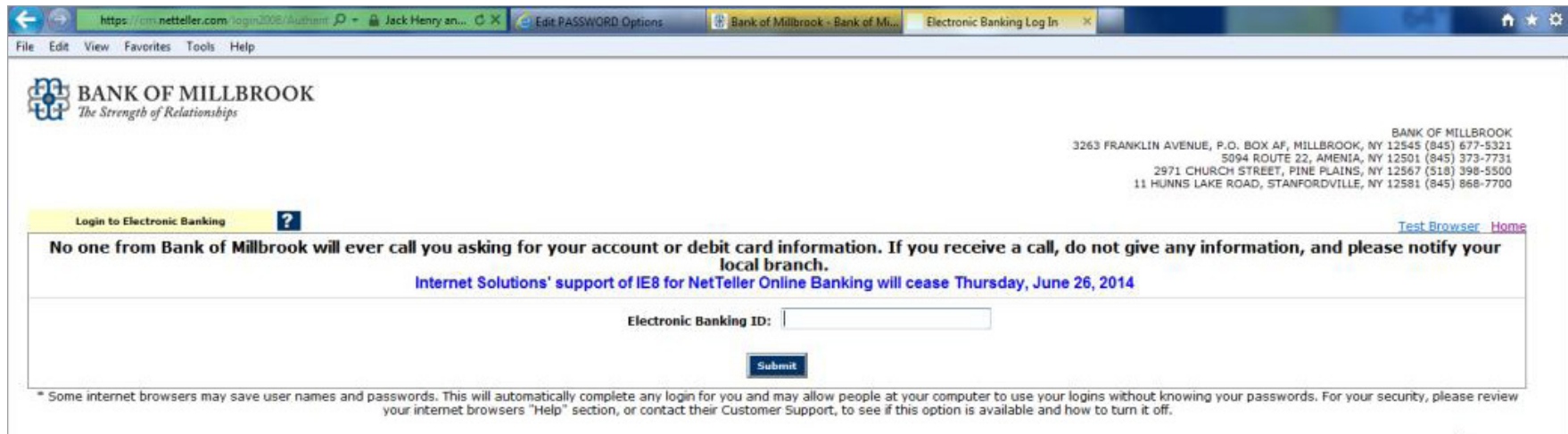
The screenshot shows the same Bank of Millbrook website interface as in Step 3. A green information message box is displayed at the top of the form area, stating: "Information Message: Your Personal Question/Answer has been created." Below this message, the 'Modify Personal Settings' section is visible, with the same form fields as in Step 3. A red arrow points to the 'PASSWORD Reset Question' field, which contains the text 'City where you work?' and 'Millbrook'.

BANK OF MILLBROOK  
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11 HUNNS LAKE ROAD, STANFORDVILLE, NY 12581 (845) 868-7700

You will now be able to reset your password if needed. Instructions about resetting your password follows.

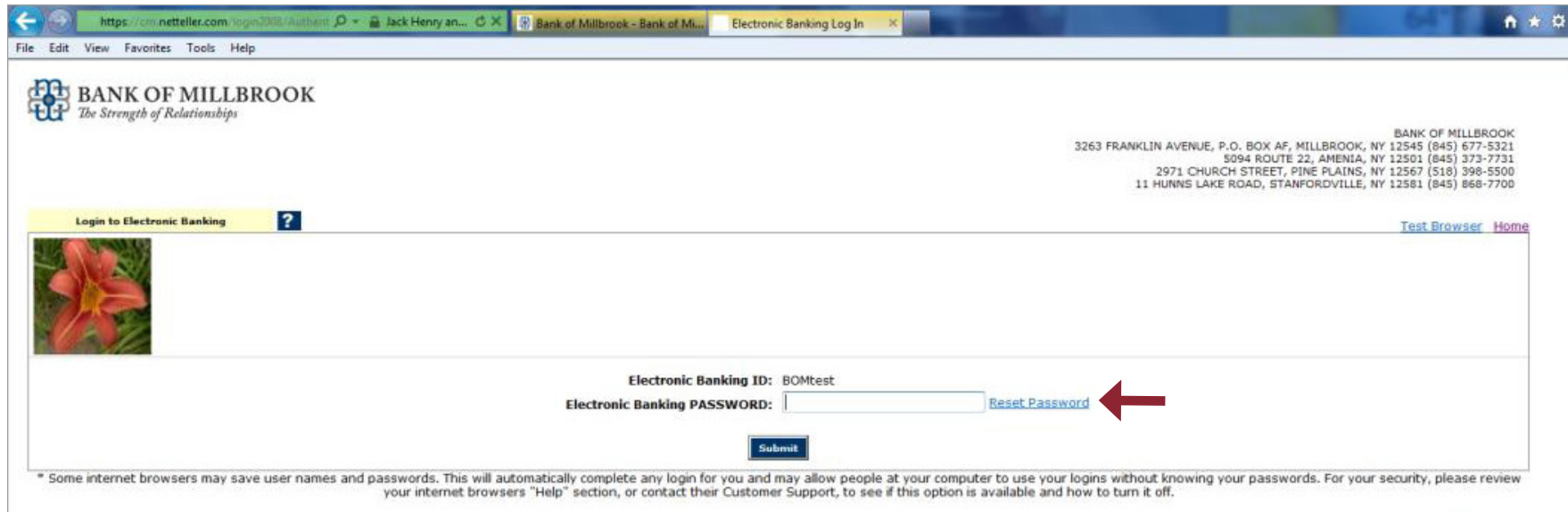
## Instructions to Reset Password:

### STEP 1: Enter Electronic Banking ID and submit



The screenshot shows a web browser window with the URL <https://on.netteller.com/login2008/Authent>. The page header includes the Bank of Millbrook logo and tagline "The Strength of Relationships". On the right side, there is contact information for the bank's various branches. The main content area features a yellow banner with the text "Login to Electronic Banking" and a question mark icon. Below this, a security warning states: "No one from Bank of Millbrook will ever call you asking for your account or debit card information. If you receive a call, do not give any information, and please notify your local branch." A blue link for "Internet Solutions' support of IE8 for NetTeller Online Banking" is provided, with a note that support will cease on Thursday, June 26, 2014. The "Electronic Banking ID:" label is followed by an empty text input field. A blue "Submit" button is located below the input field. At the bottom, a disclaimer states: "Some internet browsers may save user names and passwords. This will automatically complete any login for you and may allow people at your computer to use your logins without knowing your passwords. For your security, please review your internet browsers 'Help' section, or contact their Customer Support, to see if this option is available and how to turn it off."

### STEP 2: Click on Reset Password



The screenshot shows the same web browser window as in Step 1. The "Electronic Banking ID:" field now contains the text "BOMtest". The "Electronic Banking PASSWORD:" label is followed by an empty text input field. A blue link labeled "Reset Password" is positioned to the right of the password input field, with a red arrow pointing to it. A blue "Submit" button is located below the password input field. The same disclaimer as in Step 1 is visible at the bottom of the page.

### STEP 3: Re-enter your Electronic Banking ID

- » Enter E-mail Address on file (if you do not have an e-mail on file, contact a Customer Service Rep at one of our local branches)
- » Enter E-mail Subject – Reset Password
- » Click on “Continue”

https://cm.netteller.com/login2008/Authent Jack Henry an... Bank of Millbrook - Bank of M... Security Settings

File Edit View Favorites Tools Help

Exit

**BANK OF MILLBROOK**  
*The Strength of Relationships*

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11 HUNNS LAKE ROAD, STANFORDVILLE, NY 12581 (845) 868-7700

**PASSWORD Page Self Reset** ?

Please enter your Electronic Banking ID

E-mail Address on file  [What's this](#)

E-mail Subject



https://cm.netteller.com/login2008/Authent Identified by V... Bank of Millbrook - Bank of M... Security Settings

File Edit View Favorites Tools Help


Exit

**BANK OF MILLBROOK**  
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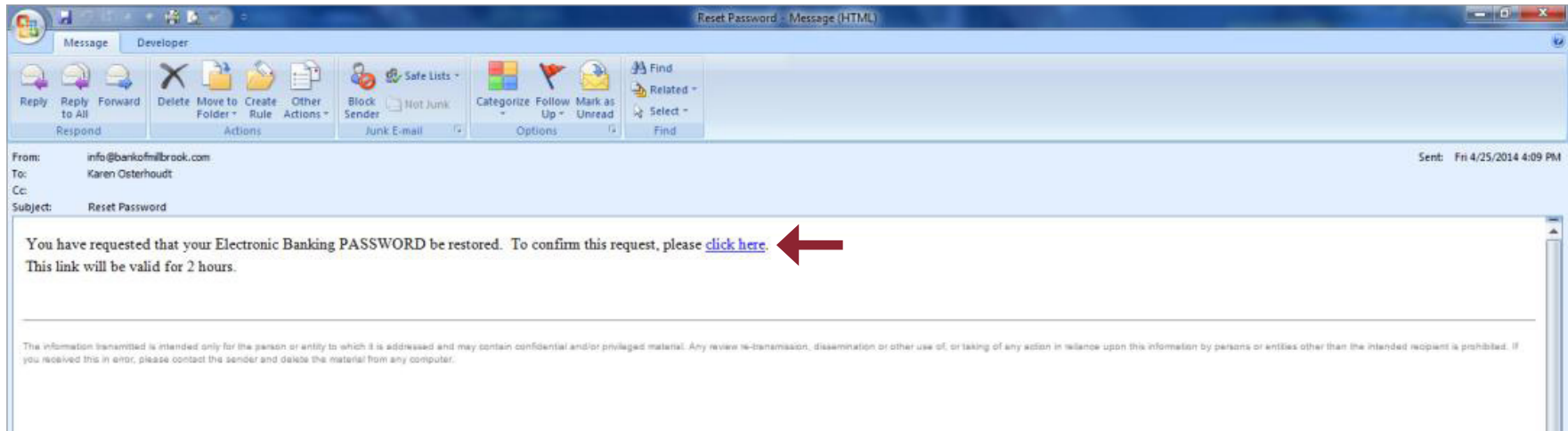
**PASSWORD Page Self Reset** ?

Thank you. You will receive an e-mail shortly with instructions on how to reset your PASSWORD.



**STEP 4:** You will receive an e-mail from [info@bankofmillbrook.com](mailto:info@bankofmillbrook.com) with the subject line Reset Password.

» To confirm your request, please click on the option [click here](#) in the e-mail.

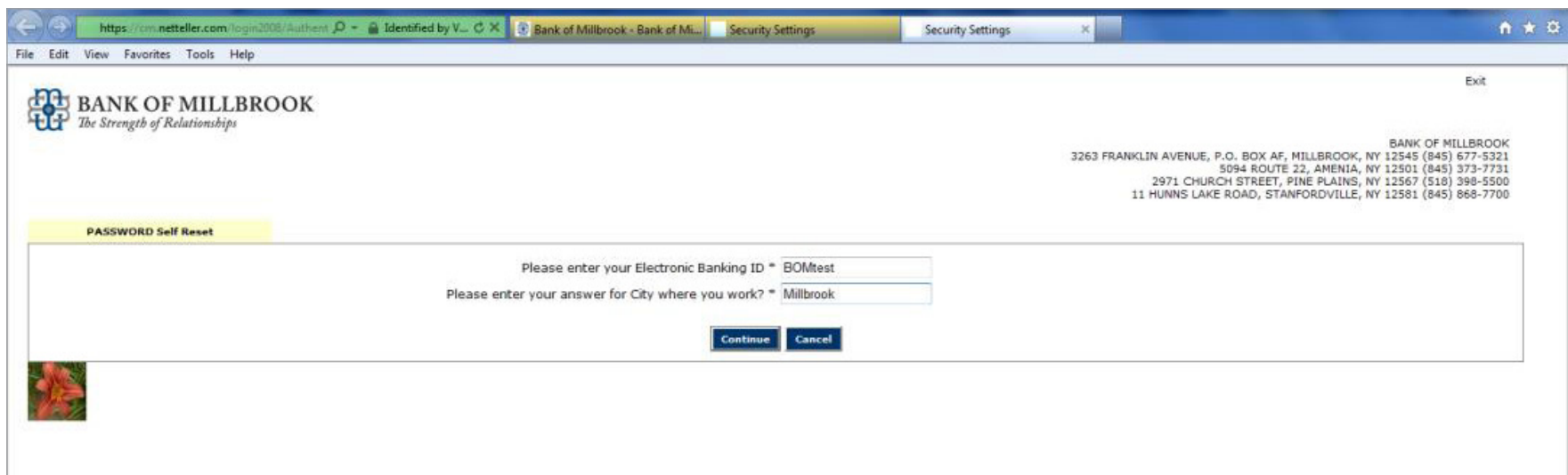


**STEP 5:** You will be redirected back to Bank of Millbrook's site:

» Enter your Electronic Banking ID

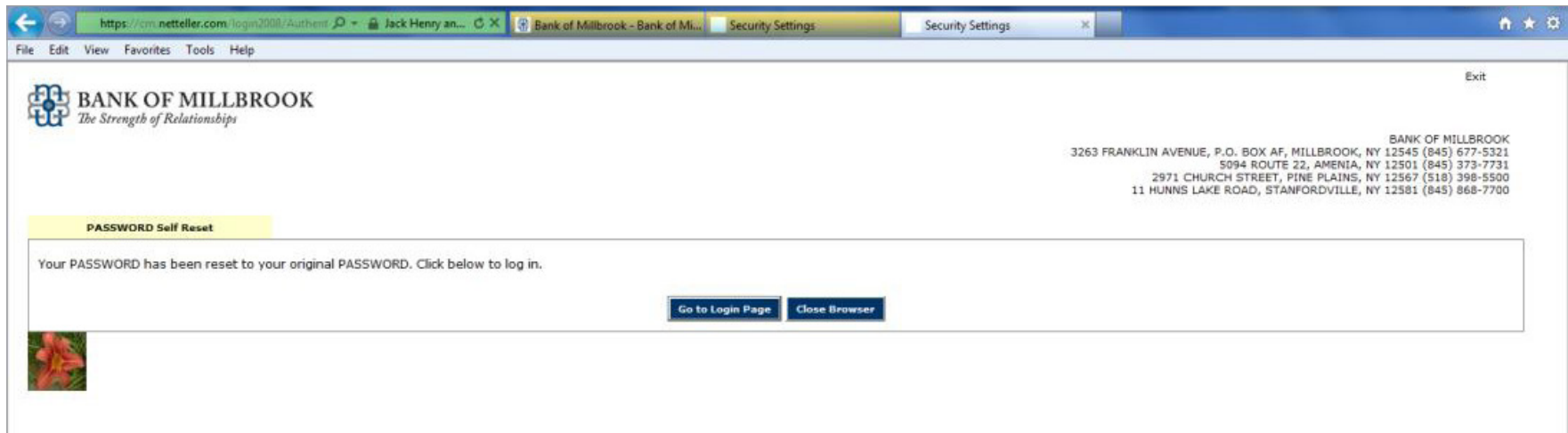
» Enter your answer for the security question you chose when setting up the Password Self Reset on your Netteller options.

» Click on "Continue"



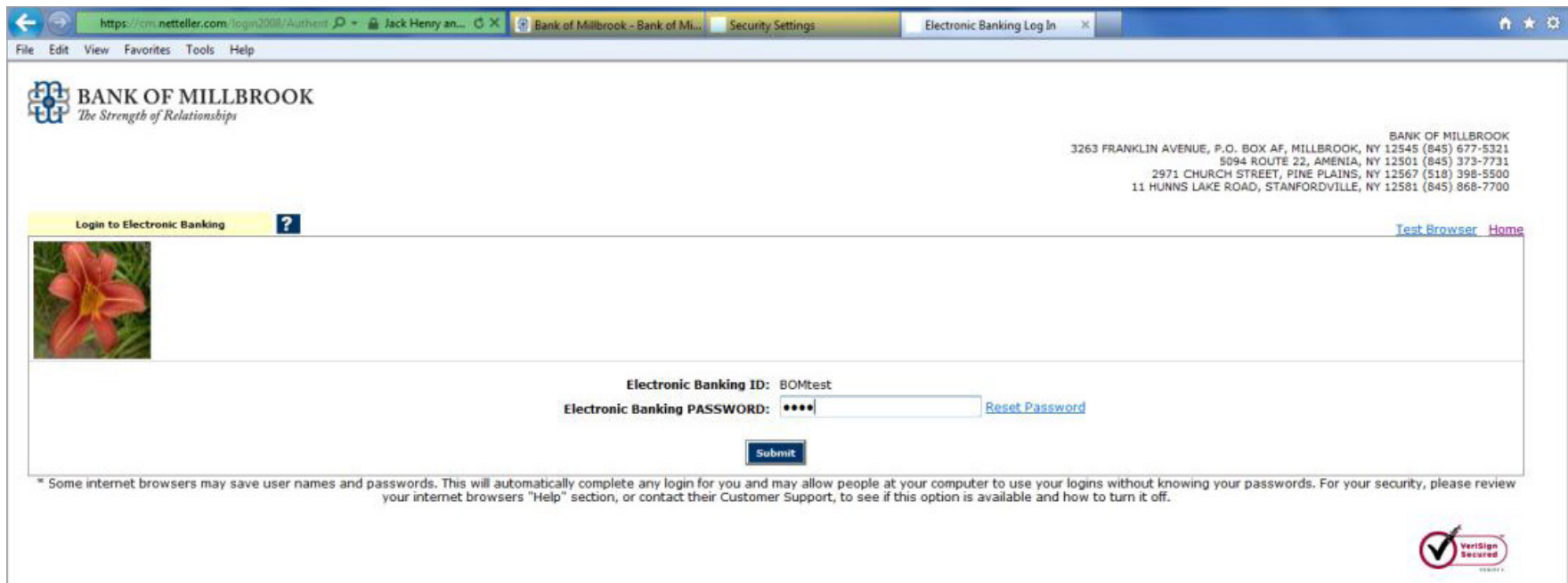


**STEP 6: Click on “Go to Login Page”, you assigned password as referred to below is last 4 digits of your Social Security # or TIN #.**



The screenshot shows a web browser window with the URL <https://cm.netteller.com/login2008/Authent>. The page header includes the Bank of Millbrook logo and tagline "The Strength of Relationships". On the right, contact information for the bank is listed. The main content area is titled "PASSWORD Self Reset" and contains the message: "Your PASSWORD has been reset to your original PASSWORD. Click below to log in." Below this message are two buttons: "Go to Login Page" and "Close Browser". A small image of a lily flower is visible in the bottom left corner of the content area.

**STEP 7: Re-enter your Electronic Banking ID and  
» Electronic Banking PASSWORD: (the last 4-digits of your Social Security # or TIN #)**



The screenshot shows a web browser window with the URL <https://cm.netteller.com/login2008/Authent>. The page header includes the Bank of Millbrook logo and tagline "The Strength of Relationships". On the right, contact information for the bank is listed. The main content area is titled "Login to Electronic Banking" and contains a lily flower image. Below the image, the "Electronic Banking ID" is pre-filled with "BOMtest". The "Electronic Banking PASSWORD" field contains four asterisks. A "Reset Password" link is located to the right of the password field. A "Submit" button is positioned below the password field. A security warning at the bottom of the page reads: "Some internet browsers may save user names and passwords. This will automatically complete any login for you and may allow people at your computer to use your logins without knowing your passwords. For your security, please review your internet browsers 'Help' section, or contact their Customer Support, to see if this option is available and how to turn it off." A VeriSign Secured logo is located in the bottom right corner.

**STEP 8: You will be required to change your Electronic Banking PASSWORD:**

- » \*Reminder PASSWORD must be between 6 and 12 characters, Alpha-Numeric (Numbers and letters only are required)
- » Click on “Continue”

The screenshot shows a web browser window with the URL <https://cm.netteller.com/login2008/Authent>. The browser tabs include "Bank of Millbrook - Bank of Millbrook", "Security Settings", and "Electronic Banking Log In". The page header features the Bank of Millbrook logo and tagline "The Strength of Relationships". On the right, contact information for three branches is listed: Millbrook, Amenia, and Stanfordville. A yellow banner at the top of the main content area reads "Change NetTeller PASSWORD" with a question mark icon. Below this, the section "Change your Electronic Banking PASSWORD (required):" contains three input fields: "Enter your current PASSWORD \*", "Enter your new PASSWORD \*", and "Reenter your new PASSWORD \*". A note specifies that the password must be between 6 and 12 characters and alpha-numeric. Below this, the section "Change your Electronic Banking ID (optional):" shows the current ID as "BOMtest" and an input field for a new ID. A note explains the requirements for the ID, including the use of special characters. A "Continue" button is located at the bottom of the form area.

Your password will then be reset to new password.