



Butterfield Online - How To: Password & Security Question Updating

At Butterfield, protecting our customers' information is a top priority. Token security users' online access is secured through the use of a password and a digital token code.

For customers who do not use security tokens, your online access is secured with the use of a password and security questions. Changing your password and/or security questions periodically will help enhance your account security.

To change your password, sign into Butterfield Online, click on the "Change Password" button in the upper right of the screen

and follow the steps.



Butterfield Online - How To: Password & Security Question Updating (continued)

For non-token users, you can change your security questions as the security question page. To change, enter your ID and Password.

The screenshot shows the Butterfield Online login interface. At the top, it says "Welcome to the new Butterfield Online" and "Fast, convenient and secure banking services at your fingertips 24-hours a day". Below this is a login box titled "Log in with your current User ID and Password." containing fields for "User ID" and "Password" with a "Continue" button. To the right is a "Butterfield Assistant" sidebar with links for "Take the tours and learn more about the new Butterfield Online", "Security Tips", "Contact Us", and "Online Banking Support Hotline (441) 295 1111".

On the security question page, answer the question and also select "Reset Security Questions".

The screenshot shows the "Challenge Question" page. It features a table with a "Question" column and an "Answer" column. The question is "What do you like to do in your spare time?" and the answer is "fime1". Below the table is a "Reset Security Questions" checkbox, which is checked and circled in red. A "Submit" button is located at the bottom right.

After clicking "Submit", you will be directed to a page instructing you to select and answer five new security questions.

The screenshot shows the "Security Questions" page. It instructs the user to "Select and answer five security questions" and to "Remember the answers to your security questions as one will be required when logging into the new system." Below this are five sets of dropdown menus for selecting questions and text input fields for providing answers.