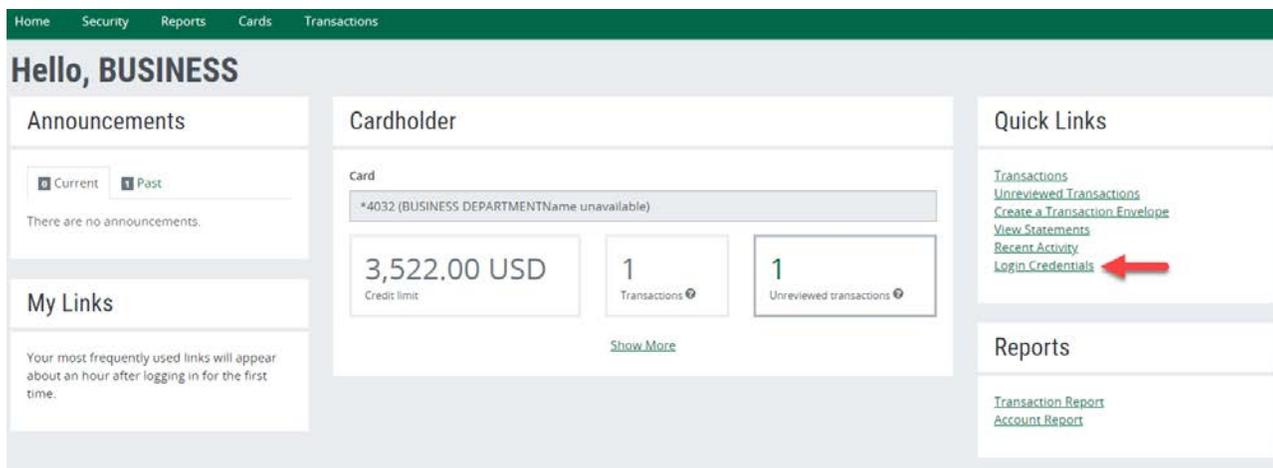# Resetting your Password and Forgot Password in Commerce Bank

(Re-designed Commerce Bank website)

Use the below instructions in you already know your password, but you would like to reset it:

1. To change your current login credentials (reset password, update challenge questions) login and look to your Quick Links on the Home Page.
2. Click on **Login Credentials**.

3. Type in your current password, and then choose a new password and repeat. Be sure to follow the password requirements listed on the page. When all the requirements have a green checkmark, you have chosen an acceptable password.

4. Click **Save**.

Login Credentials

All fields must be completed unless marked (optional).

Username

business

Current password (optional)

New password (optional)

Confirm password (optional)

Password must meet the following requirements:

✕ Needs work	Be at least 8 characters long
✕ Needs work	Includes at least one lower case letter
✕ Needs work	Includes at least one upper case letter
✕ Needs work	Includes at least one number
✕ Needs work	Includes at least one special character
✔ All set	Doesn't include the word 'password'
✔ All set	Doesn't include your username

Save

5. You will receive the **Options successfully saved message**.

Login Credentials

Options successfully saved.

All fields must be completed unless marked (optional).

Username

business

Current password (optional)

··········

New password (optional)

··········

Confirm password (optional)

··········

Password must meet the following requirements:

✔ All set	Be at least 8 characters long
✔ All set	Includes at least one lower case letter
✔ All set	Includes at least one upper case letter
✔ All set	Includes at least one number
✔ All set	Includes at least one special character
✔ All set	Doesn't include the word 'password'
✔ All set	Doesn't include your username

6. You can update your **Challenge Questions** from this page as well. Select the question and indicate the new answer, repeat, and then click **Save**.

Use the below instructions if you forgot your password when attempting to login:

7. From the login screen, click on the **Forgot Password** link.

8. Step 1 of 3, complete all fields. (Organization ID is: wcsdgroup.) Click **Verify Account.**

Forgot Password

Step 1 of 3

All fields must be completed unless marked (optional).

Username

business

Email

xyz @washoeschools.net

Organization ID

wcsdgroup

Verify Account

Cancel

9. Step 2 of 3, complete all fields. (Zip code for all cards is 89512.) Click **Validate Account**.

Forgot Password

Step 2 of 3

All fields must be completed unless marked (optional).

Card Number

XXXX XXXX XXXX XXXX

ZIP or Postal Code

89512

What is the middle name of your youngest child?

••••••••

What was your first car model?

•••

In what city were you born?

••••

Validate Account

Cancel

10. Step 3 of 3, choose a new password and repeat. Be sure to follow the password requirements listed on the page. When all the requirements have a green checkmark, you have chosen an acceptable password.

Forgot Password

| Step 3 of 3 |

All fields must be completed unless marked (optional).

Password

Confirm Password

Password must meet the following requirements:

✕ Needs work	Be at least 8 characters long
✕ Needs work	Includes at least one lower case letter
✕ Needs work	Includes at least one upper case letter
✕ Needs work	Includes at least one number
✕ Needs work	Includes at least one special character
✔ All set	Doesn't include the word 'password'
✔ All set	Doesn't include your username

Reset Password

Cancel

11. Click **Reset Password.**

Forgot Password

| Step 3 of 3 |

All fields must be completed unless marked (optional).

Password

••••••••••

Confirm Password

••••••••••

Password must meet the following requirements:

✔ All set	Be at least 8 characters long
✔ All set	Includes at least one lower case letter
✔ All set	Includes at least one upper case letter
✔ All set	Includes at least one number
✔ All set	Includes at least one special character
✔ All set	Doesn't include the word 'password'
✔ All set	Doesn't include your username

Reset Password

Cancel

12. You will be redirected to the login page. Enter your new password to login and continue using Commerce Bank. If you experience any issues, contact the P Card Administrator.

Your password has been changed. Please keep your new password in a secure location as it will be needed for login.

Username

business

Password

[   ] Show

Organization ID

wcsdgroup

☐ Remember me

Log In

Register   Forgot Username   Forgot Password