

How To Reset Your Passcode

Whether there is a log in error or too many failed attempts, **you have the option to reset their own passcode** by clicking **Reset your passcode**:

LOG IN ERROR

It appears that you have entered an invalid Access ID or Passcode. If you feel that you have entered your Access ID and Passcode correctly check the following probable causes:

- **Caps Lock on** – Remember your Access ID and Passcode are each case sensitive.
- **Num Lock off** – If this has been turned off then when you try to use the numbers on the right of your keyboard nothing will be entered.
- **Not approved yet** – It's possible that your application has not been approved yet.
- **Typographical** – You might have accidentally mistyped your Access ID or Passcode.

Reset your account using our passcode reset feature below:

[Reset your passcode](#)

If none of the above apply, try to log on again. And, if you are still unable to log on to your account, contact Superior National Bank for assistance.

Superior National Bank
Phone: 866-482-0404

! Too many failed login attempts

Recover your account using our passcode reset feature below:

[Reset your passcode](#)

Please contact us for more details and information.

Superior National Bank
Phone: 866-482-0404

Follow the **4 Steps**:

1. Enter **Access ID, Primary Email Address, and Tax ID/SSN**

Forgot Your Passcode

STEP 1

Account Validation

STEP 2

Security Verification

STEP 3

Generate Temporary Passcode

STEP 4

Reset Your Passcode

To reset your passcode, please enter your Access ID, Primary Email Address, and Tax ID/SSN .

Access ID

Primary Email Address

Tax ID/SSN

[Cancel](#)

[Submit](#)

2. Answer **Security Verification Question** (This is something the user would have established)

Forgot Your Passcode

STEP 1

Account Validation

STEP 2

Security Verification

STEP 3

Generate Temporary Passcode

STEP 4

Reset Your Passcode

Please answer your security verification question:

Company where you had your first job?

Show My Security Answer(s)

Cancel

Submit

3. Choose the delivery option to receive the **Temporary Passcode**

Forgot Your Passcode

STEP 1

Account Validation

STEP 2

Security Verification

STEP 3

Generate Temporary Passcode

STEP 4

Reset Your Passcode

Please choose the delivery option to receive your temporary passcode.

☐ Voice Message XXX-XXX-1471 ▾

☐ Mobile Phone SMS @XXX-XXX-1471

Cancel

Submit

4. Once the **Temporary Passcode** is received, type it in and then choose a **New Passcode** that meets the requirements, and **Confirm New Passcode**

Forgot Your Passcode

STEP 1

Account Validation

STEP 2

Security Verification

STEP 3

Generate Temporary Passcode

STEP 4

Reset Your Passcode

A temporary passcode was sent via sms to XXX-XXX-1471 on 7/23/2025 at 11:10:58 am EDT.

NOTE: This temporary passcode is valid for 30 minutes.

Haven't received your temporary passcode yet? [Resend](#) (Maximum 3 attempts)

Temporary Passcode

New Passcode

Confirm New Passcode

- Must contain at least 1 numeric and 1 alpha character.
 - Must be at least 8 characters long.
 - Must contain at least 1 special character.
-
- Is case sensitive.
 - Must be different from any passcode used in the last 9 months.
 - Must be different from any of your last 6 passcodes used.
 - Cannot be the same as your Access ID.

[Cancel](#)

[Submit](#)

Once changed, the **Passcode Changed Successfully** box will appear and the customer can continue to sign in.


Passcode Changed Successfully.

Passcode has been successfully updated.

[Continue to Application](#)

For Commercial Sub-Users:

If a sub-user has been **disabled** by the Focus-Customer, this is what the sub-user will see when attempting to sign in:

 **Access denied. Please contact Support.**

Recover your account using our passcode reset feature below:

Reset your passcode

Please contact us for more details and information.

Superior National Bank

Phone: 866-482-0404

If the sub-user attempts to reset their passcode, they will be met with this **error** in Step 1:

Forgot Your Passcode

STEP 1
Account Validation

STEP 2
Security Verification

STEP 3
Generate Temporary Passcode

STEP 4
Reset Your Passcode

To reset your passcode, please enter your Access ID, Primary Email Address, and Tax ID/SSN .

We are unable to reset your passcode: Your account has been disabled: Access denied. Please contact Support. Please contact Superior National Bank at 866-482-0404 for assistance.

Access ID

Primary Email Address

Tax ID/SSN

Cancel

Submit