

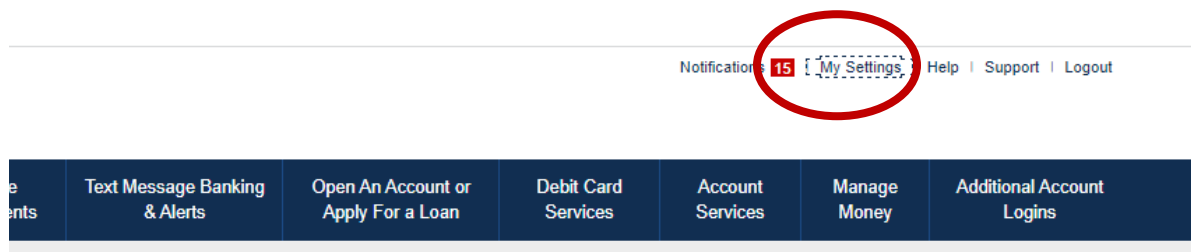
How to Update Your Online Banking Username & Password

Washington Trust recommends using a unique and complex Username and Password combination when logging into Online or Mobile Banking. What do we mean by unique and complex?

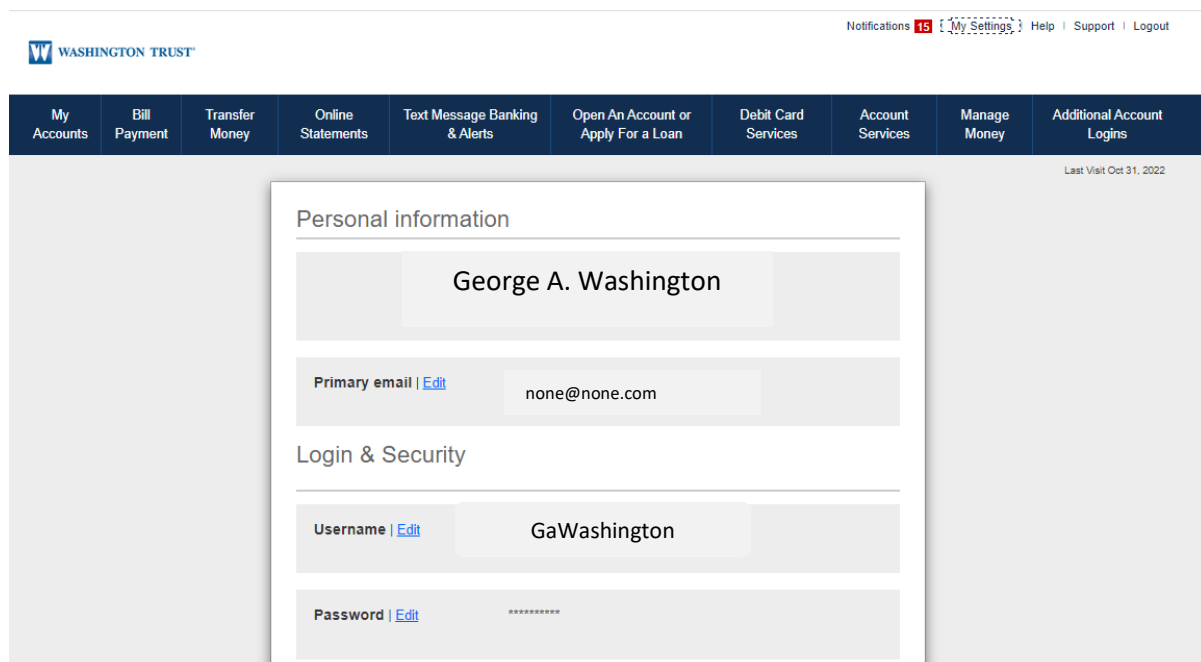
- More than 8 characters
- Mix of Numbers and Letters
- Use Special Characters
- Consider using a Phrase like "1LUV2TRAV3L401"

How To Change Your Username

To change your username, simply log into Washington Trust Online or Mobile Banking and access My Settings.



Note Username and click Edit.



Enter your New Username in the field provided and confirm your password to update.

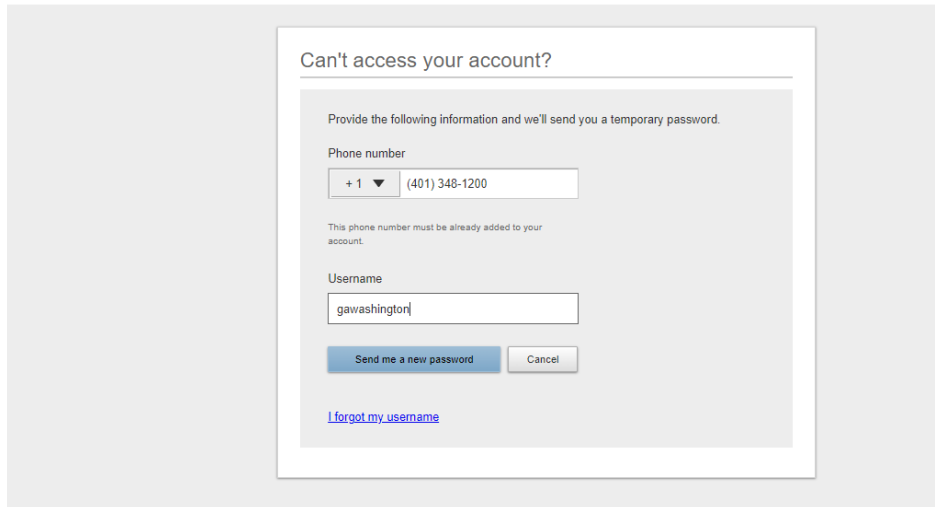
The screenshot shows the 'Edit Username' form within the Washington Trust online banking interface. At the top, a dark blue navigation bar contains links: My Accounts, Bill Payment, Transfer Money, Online Statements, Text Message Banking & Alerts, Open An Account or Apply For a Loan, Debit Card Services, Account Services, Manage Money, and Additional Account Logins. The user's last visit is noted as Nov 1, 2022. The form itself is titled 'Edit Username' and displays the 'Current Username' as 'GaWashington'. The 'New Username' field is currently empty, with a red border and an error message: 'Username cannot be blank.' Below this, two bullet points specify requirements: 'Minimum of six characters' and 'Cannot be all numbers'. The 'Current password' field is also empty, with a 'SHOW' link to the right. At the bottom of the form are 'Save' and 'Cancel' buttons.

How To Change Your Password

Not sure of your password? If you're not sure of your password and would like to reset, select "Forgot Login?" from the Washington Trust Personal Online Banking login page.

The screenshot shows the Washington Trust login page. On the left, a promotional banner for 'Cooking up a new kitchen? Home Equity Lines' features a woman and a child holding vegetable rings. The banner includes the Washington Trust logo and the text 'AskWashTrust'. On the right, the login form includes the Washington Trust logo, a 'Username' field with a 'Save' toggle, a 'Password' field with an eye icon, and a 'Login' button. Below the login button, the 'Forgot Login?' link is highlighted with a red rectangle. Other links include 'Test your browser' and 'Trouble testing your browser'.

When presented, enter your phone number on file for verification and enter your Username. Click Send me a new password. Depending on your settings, you will either receive a voice call with the new password or a text message.



Can't access your account?

Provide the following information and we'll send you a temporary password.

Phone number

+1 ▼ (401) 348-1200

This phone number must be already added to your account.

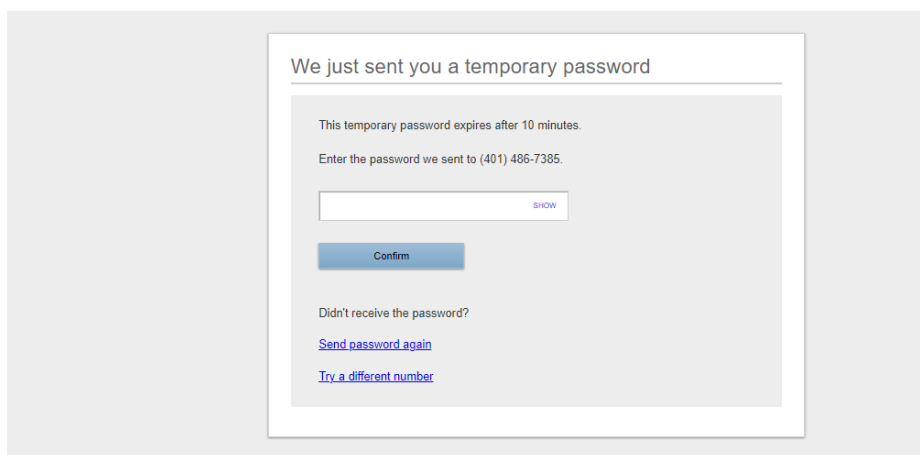
Username

gawashingtor

[Send me a new password](#) [Cancel](#)

[I forgot my username](#)

The screen will refresh to allow for the temporary password to be entered. Use the “Show” button to confirm the details on screen match to the provide password. Click Confirm.



We just sent you a temporary password

This temporary password expires after 10 minutes.

Enter the password we sent to (401) 486-7385.

[SHOW](#)

[Confirm](#)

Didn't receive the password?

[Send password again](#)

[Try a different number](#)

You may be prompted to receive a verification call or text message. Enter the value as provided and continue to the Change Password Screen.

Enter your New Password including a minimum of:

- 8 Characters
- 2 Letters
- 1 Uppercase Letter
- 1 Lowercase Letter
- 1 Number
- 1 Special Character

Once the password requirements have been met, all font will change to green with a check mark. Click Update Password.

Success! You need to change your password.

Temporary password

pw2lu8qp [HIDE](#)

New password

Newpasswordhere123! [HIDE](#)

- ✓ Minimum of 8 characters
- ✓ Minimum of 2 letters
- ✓ Minimum of 1 uppercase letter
- ✓ Minimum of 1 lowercase letter
- ✓ Minimum of 1 number
- ✓ Minimum of 1 special character

Retype password

Newpasswordhere123! [HIDE](#)

- ✓ Passwords must match

[Update password](#)