

Extraco Online Banking Login Troubleshooting

➤ Below are three common login issues, and steps you can take to resolve those issues.

- 1) Forgotten or Locked username.
- 2) Forgotten Password.
- 3) Login disabled.

Forgotten or Locked Username

Navigate to the Login page, and choose either **“Forgot/Unlock Username”**, or **“Forgot your password?”** depending on the information you need to recover.

Extraco
Banks.

Login ID

Password

Remember me

Log In

Forgot your password?

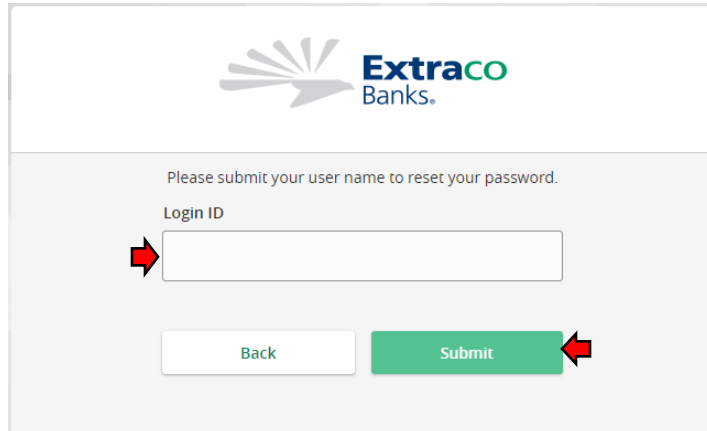
Business Enrollment | Personal Enrollment

Contact Us | Locations | **Forgot/Unlock Username** | Privacy Policy

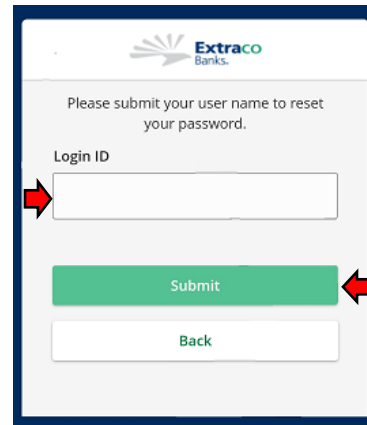
MAKE ONE TIME LOAN PAYMENT

Forgotten Password

If you select **"Forgot your password?"**, you will be asked to provide the Login ID and submit.
(Desktop and Mobile view below)

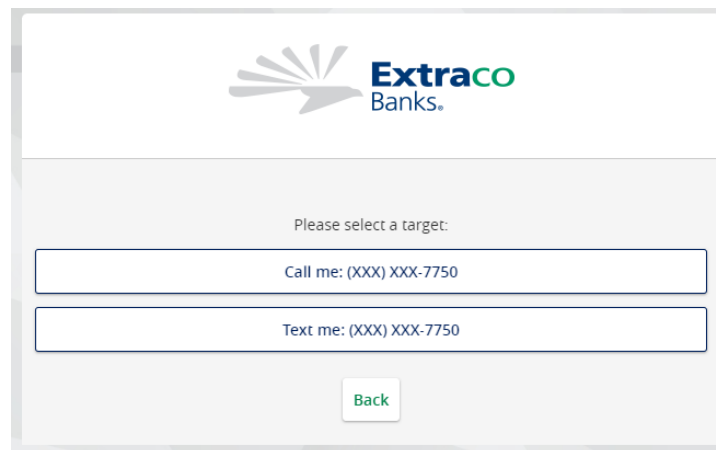


The desktop view of the 'Forgotten Password' form features the Extraco Banks logo at the top. Below the logo, the text reads 'Please submit your user name to reset your password.' A 'Login ID' label is positioned above a text input field. A red arrow points to the input field. Below the input field are two buttons: a white 'Back' button and a green 'Submit' button. A red arrow points to the 'Submit' button.



The mobile view of the 'Forgotten Password' form is shown within a dark blue border. It features the Extraco Banks logo at the top. Below the logo, the text reads 'Please submit your user name to reset your password.' A 'Login ID' label is positioned above a text input field. A red arrow points to the input field. Below the input field is a green 'Submit' button, with a red arrow pointing to it. Below the 'Submit' button is a white 'Back' button.

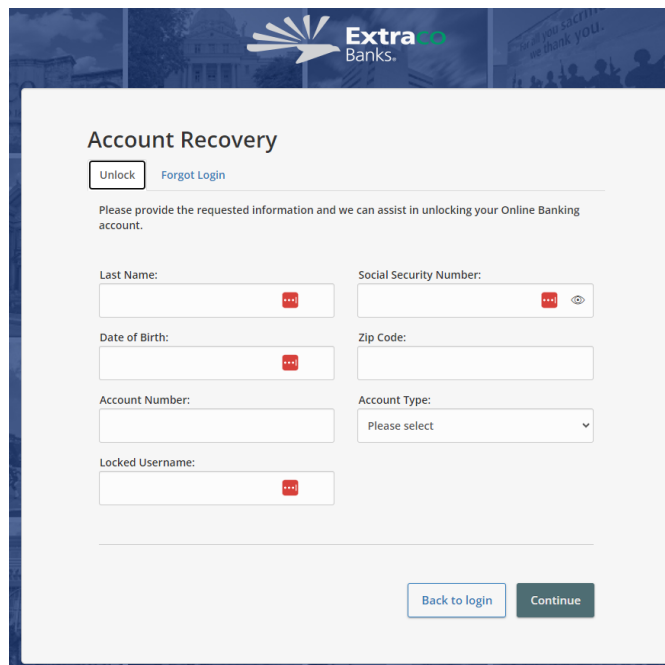
When the Login ID is submitted for the **Forgot Password**, you will be asked to select a method you'd like to receive your Secure Access Code (SAC) verification. Select either **Call me** or **Text me** for the code.



The form for selecting a target for SAC verification features the Extraco Banks logo at the top. Below the logo, the text reads 'Please select a target:'. There are two radio button options: 'Call me: (XXX) XXX-7750' and 'Text me: (XXX) XXX-7750'. Below these options is a white 'Back' button.


Login Disabled

If you need your account to be unlocked, you will need to fill out the required information to enable/recover the Login. If contact information has been changed, you will need to contact Extraco (866-398-7226) to assist.



The screenshot shows the 'Account Recovery' page for Extraco Banks. At the top, there are two buttons: 'Unlock' (highlighted) and 'Forgot Login'. Below the buttons, a message reads: 'Please provide the requested information and we can assist in unlocking your Online Banking account.' The form contains several input fields: 'Last Name', 'Social Security Number', 'Date of Birth', 'Zip Code', 'Account Number', 'Account Type' (a dropdown menu with 'Please select' as the current selection), and 'Locked Username'. Each text input field has a red eye icon to the right, indicating that the content is masked. At the bottom right of the form, there are two buttons: 'Back to login' and 'Continue'.

If **“Forgot Login”** has been selected, the Username field is removed and is replaced by the Mobile Phone Number option to retrieve the Login ID as long as all information entered is correct and up to date.



Account Recovery

[Unlock](#) [Forgot Login](#)

Please verify your identity and we will securely send you your User ID.

Mobile Phone Number:	<input type="text"/>	Last Name:	<input type="text"/>
Social Security Number:	<input type="text"/>	Date of Birth:	<input type="text"/>
Zip Code:	<input type="text"/>	Account Number:	<input type="text"/>
Account Type:	<input type="text" value="Please select"/>		

[Back to login](#) [Continue](#)

If none of these options work for you, feel free to contact Extraco directly for assistance! You can reach us by phone at 1.866.EXTRACO or by email at webcustomer@extracobanks.com.