Regions OnePass Password Reset
Help Card

Key Facts

iTreasury is accessed through Regions OnePass®. For additional details about OnePass, please see the OnePass User Guide located at regions.com/TMResources > Information Reporting > Regions OnePass.

> **Need Help?** Contact your Regions Treasury Management Officer or call Client Services at 1-800-787-3905.

Resetting your OnePass Password

1. Go to the Regions OnePass login page: (https://onepass.regions.com/onepass)

2. Click on the **Forgot your password?** link

3. Enter your Login ID (this is the email address associated with your OnePass account).

4. Choose how you would like to receive your challenge. You can choose to answer security questions, or to authenticate yourself via a phone call which will call the phone number registered in OnePass.
   Note: If you choose to authenticate yourself via a phone call, please have your four-digit security code available.

5. Next, you will be asked to create a new password. The password must meet all the following criteria:

   a. Password must not match or contain first name.
   b. Password must not match or contain last name.
   c. Password must contain at least 2 alphabetic character(s).
   d. Password must be at least 6 characters long.
   e. Password must contain at least 1 lowercase letter(s).
   f. Password must contain at least 1 numeric character(s).
   g. Password must contain at least 1 uppercase letter(s).
   h. Password must not be one of 5 previous passwords.
   i. Password must start with an alphabetic character.
   j. Password must not match or contain user ID.

6. Confirm your new password by entering it a second time.

7. Click **Submit**.

8. Next, you will be taken to the OnePass home page.

Additional Information

For additional information about OnePass, including access credentials, Regions Out-of-Band Authentication (ROOBA), and binding an application to your OnePass Profile, view the **Regions OnePass User Guide** at regions.com/MyOnePass or regions.com/TMResources.