



Troubleshooting Guide

If your account has been locked:

- **DO** send an email to ibpasswordhelp@rfhl.com with your username and full name. A temporary password will be sent to your registered email address.
- **DO** login using a browser after you've received your temporary password (Google Chrome, Mozilla Firefox, Safari – do not use Internet Explorer)
- **DO** enter your existing USER ID and temporary password
- **DO** choose a secret question and answer that is easy to remember, but ones that are not common knowledge

For previous online banking users who had never used the mobile app :	For previous online banking users who were also users of the mobile app :
<ul style="list-style-type: none"> • DO select SMS (text message) as your second factor authentication and ensure the correct mobile number is inserted • DO insert the security code you will receive as an SMS (text message) and continue into the new system! 	<ul style="list-style-type: none"> • DO download the RepublicMobile TT app from your App Store • DO select RepublicMobile App as your second factor authentication method • DO use your mobile device to scan the QR code or enter the coupon code displayed on your browser to sync the mobile app

- **DON'T** copy and paste your temporary password. **Type it in.** (For new users and existing users who've requested password resets) – remember you can now view your password by clicking on the () button to confirm accuracy
- **DON'T** use any special characters when setting your new password
- **DON'T** close your browser when selecting your second factor authentication
- **DON'T** delete your mobile app after logging in, as you will have to sync your mobile device again as your second factor authentication method
- **DON'T** sign in to the app and web at the same time. Only one connection will be allowed.