

Reset password

If you forget your online banking password – don't worry, you can reset your password yourself online, in a secure way by following these steps:



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ubank.com.au
13 30 80

01

Click on 'Reset password' link under the login boxes

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02

Enter your 'Login' email in the box provided then hit continue

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Your login email is your individual email address that you use when logging in to your Online Banking, this may be different to your contact email.

03

Enter the answer to your security question in the box provided and then click 'continue'

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If your answer includes a space (i.e. it's more than one word) make sure you include the space when you enter this in the box below.

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04

An SMS will be sent to the mobile phone which you have registered with us.

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If you don't receive the SMS after a couple of minutes, you can click 'Resend SMS' which will send you a new temporary password – this is the password you will need to enter into the box provided.

Reset your password - Step 3

A temporary password has just been sent via SMS to your mobile phone . Enter this password into the box below to reset your password .

If your SMS message doesn't come through in a couple of minutes, click "Resend SMS", otherwise give us a call on 13 30 80 or +61 2 8756 0855 if you're overseas.

SMS temporary password

[Resend SMS](#)

CONTINUE

A new box will appear prompting you to enter in a new password for your Online Banking.

Your password will need to be between 7 and 16 characters and has to be a combination of letters and numbers or symbols. The 'Password security level' meter will show you just how secure your password is (aim for strong!) You will then need to re-enter the same password under the security level metre.

Remember, your password is case sensitive. So, if you put a capital letter into the field, you need to make sure you use a capital letter each time you log in using that password.

Once you click 'Update and login' you're good to go!

Change your password

Your new password *

Password security level **strong**

Re-enter new password *

UPDATE AND LOGIN