Trustmark Online Solutions Website: Security questions and answers setup process
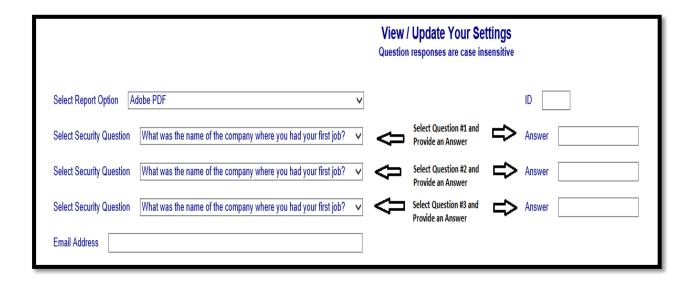
1. When you navigate to Trustmark Online Solutions Website this is the web page that will appear.

2. Enter your current User ID, Password and Click on the "Login" button

3. Once you've completed the log in, the screen shot below shows the popup message box that appears.

4. After clicking "OK" this is the web page that will appear. On this form you will need to select three different questions from the questions list and provide answers for each of those questions. **Note: answers are not case sensitive.**

5. Click on "Save" and you will receive a popup stating that the information has been saved and the Authorized Applications page will appear. **Note: If you exit without saving, everytime you log in you will be prompted to setup these questions.**
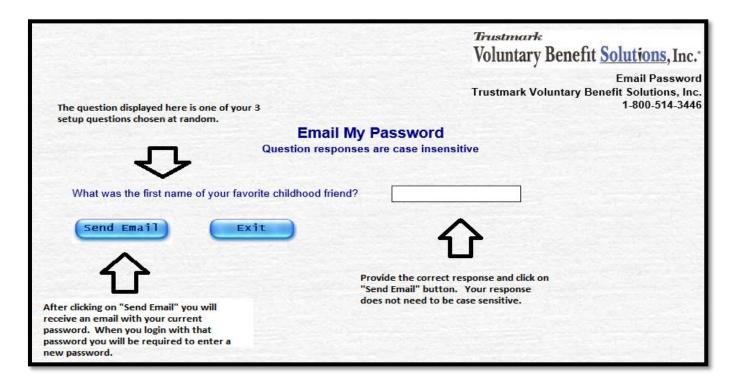
Trustmark Online Solutions Website: Password reset process

(Note: Steps 4 through 7 are the same steps when your password expires on a monthly basis)
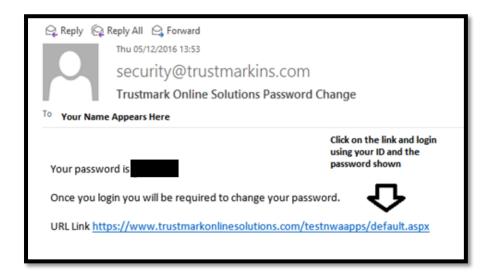
1. On the Login page is a link called "Reset Password'. Enter your UserID and click on the "Reset Password" link.
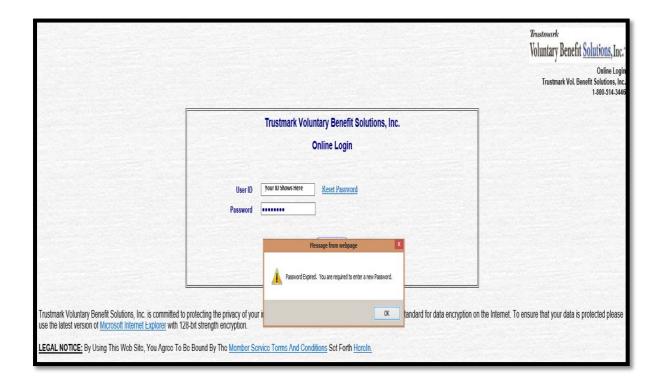

2. The screen shot below shows the page that appears. The security question is chosen at random, from your list. Type in the correct response and click on "Send Email".

3. You will receive an email similar to the one shown below with a tempororay password you can use to log in.
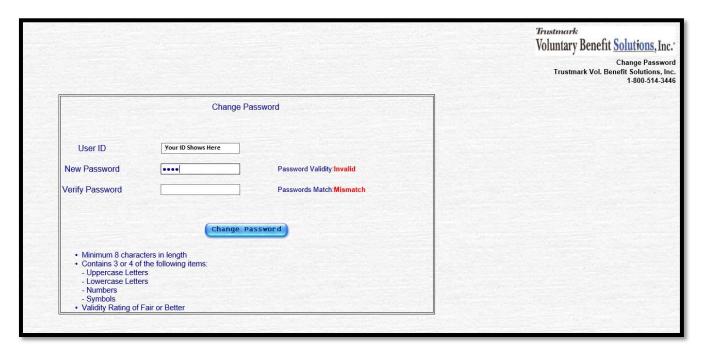

4. After clicking on the link in the email you will automatically navigate to the Login page. Enter your UserID and your current password as shown in the email. Click on the "Login" button and the popup message below will appear.
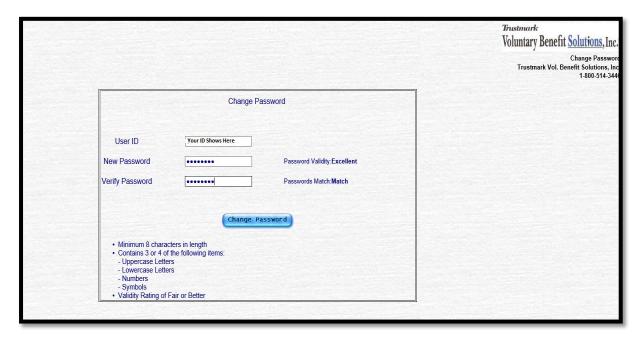
5. After clicking OK for the popup message the web page shown below will appear. This page is used to setup your new password. The information in the lower-left part of the page describes the guidelines for entering a new password. A password will not be accepted until the "Password Validity" fields shows "Fair", "Good" or "Excellent" based on the outlined criteria. The goal should be to enter a password that is "Good" or "Excellent", but "Fair" will be accepted.

6. Once the password is validated, you will need to reenter the password into the "Verify Password" field. The "Passwords Match" field will indicate when the two passwords match. Only then can you click on the "Change Password" button.

7. You will receive the popup message shown below. Once you click OK, you will be taken back to the Login page where you will have to enter your UserID and the new password that you just setup.