

# Reset your Password

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## Reset your Password

Your Centresuite user ID and password are case sensitive. They may also contain upper and lower case letters as well as numbers. Inputting your user ID and/or password incorrectly will result in an unsuccessful login attempt.

If you enter your ID or password incorrectly, you will see an error message in red text that reads:

### Error in logon process

- Invalid logon credentials

If you enter your user ID correctly but enter your password incorrectly three times in succession your account will be locked. This will also occur if you enter incorrect answers to your security questions three times in succession. You will then see an error message in red text that reads:

### Error in logon process

- This account is locked

If your account is locked then it must first be unlocked before you will be granted access to Centresuite.

IMPORTANT: TO AVOID LOGIN PROBLEMS, PLEASE DO NOT COPY AND PASTE YOUR PASSWORD INTO THE CENTRESUITE PASSWORD FIELD AT LOGIN.



Welcome to CentreSuite®

## Logon

### Additional Information

[Forgot your password?](#)  
[Reset Logon credentials?](#)

### Enter credentials

User ID

Password

To reset your password, click **Reset Logon credentials?**

# Reset your Password

**Need to reset your password or unlock your account?**

**Have a Question?**  
Confirm and enter your user id and email address information so that we may email you the Unlock/Reset instructions.

**Confirm your account information**


User ID

Email Address

[Terms & Conditions](#) and [Privacy Policy](#)

Supported Browsers: Microsoft Windows version of Internet Explorer 7.0 or 8.0

**Enter your user ID and email address and then click *Submit*.**



**Need to reset your password or unlock your account?**

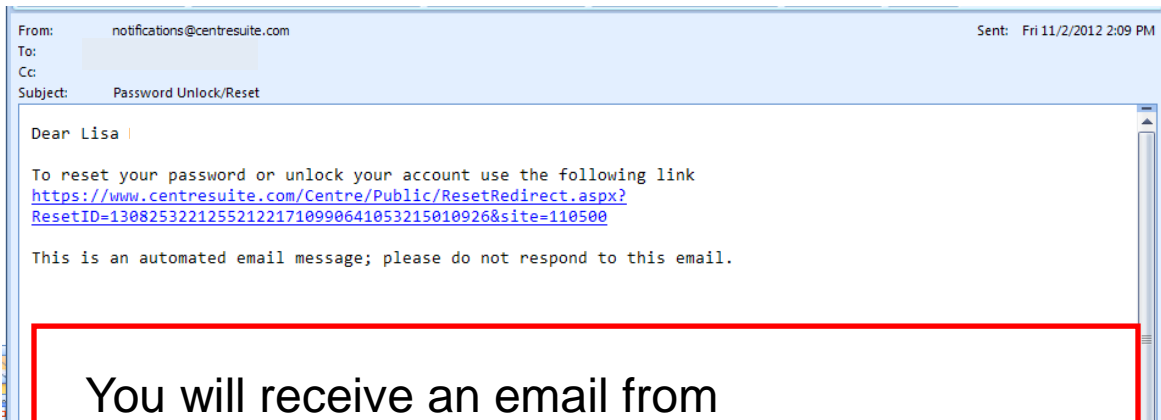
**Have a Question?**  
Confirm and enter your user id and email address information so that we may email you the Unlock/Reset instructions.

**Confirm your account information**  
An email has been sent which will have instructions to complete the process.

**An email will be sent to your email address. Click *Continue* to return to the Centresuite login screen. Check your email.**

# Reset your Password

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You will receive an email from [notifications@centresuite.com](mailto:notifications@centresuite.com). Click on the link provided in the email.



Welcome to CentreSuite®

## Need to reset your logon credentials?

### Have a Question?

Please enter your User ID; select the options that apply to reset your logon credentials.

### Confirm your account information

User ID

Unlock your account?

Reset your password?

After clicking the link, you will be taken to this screen. Enter your user ID and click **Reset your password?**, **Unlock your account?** or both. Then click **Continue**.

Continue

Cancel

[Terms & Conditions](#) and [Privacy Policy](#)

# Reset your Password

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**M&T Bank | CentreSuite**

**Montgomery College**  
endless possibilities

**Need to reset your password or unlock your account?**

**Have a Question?**  
Verify your identification by answering one of your security questions then click **Continue** to unlock your account or receive your temporary password.

[Terms & Conditions](#) and [Privacy Policy](#)  
Supported Browsers: Microsoft Windows version of Internet Explorer 7.0 or 8.0

**Confirm your account information**

**In what CITY did you and your spouse meet for the first time?**

[Why am I being asked this?](#)

**Enter your answers to the security question or questions. Click *Continue*.**

**Need to reset your logon credentials?**

**Have a Question?**  
Click OK to return to the Logon screen.

[Terms & Conditions](#) and [Privacy Policy](#)

**Your temporary logon credentials have been emailed to you.**

**An email with your temporary password will be sent to your email address. Click *Ok* to return to the Centresuite logon screen. Check your email.**

# Reset your Password

From: notifications@centresuite.com  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: Your Logon Credentials

Sent: Wed 8/27

Dear PCard,

Your password has been reset. Your temporary password is: edIL6zdn

\*\*\*PLEASE DO NOT REPLY TO THIS EMAIL MESSAGE. THIS E-MAIL ADDRESS IS USED BY AN AUTOMATED SYSTEM AND RESPONSES ARE NOT MONITORED. FOR ASSISTANCE, PLEASE CLICK ON THE 'CONTACT US' LINK CONTAINED WITHIN THE APPLICATION.\*\*\*

You will receive an email from [notifications@centresuite.com](mailto:notifications@centresuite.com). This email will contain your temporary password. This is the initial password that you will use to login into the system on the Centresuite logon page.

https://www.centresuite.com/Centre/Public/Logon.aspx?ReturnUrl=%2fcentre%2fDefault.aspx&sit

File Edit View Favorites Tools Help

Logon

M&T Bank CentreSuite

M&T Bank, N.A.

Montgomery College  
endless possibilities

Logon

Additional Information

[Forgot your password?](#)

[Unlock/Reset password?](#)

[Not registered?](#)

Enter credentials

User ID

Password

Language

English (United States)

Log On

Enter your user ID and temporary password and click **Log On**.

# Reset your Password

The screenshot shows a web form titled "Logon" with a sub-header "Please enter a new password". On the left, there is a box labeled "Additional Information" containing the text: "Your password has expired or been reset. You must update your password in order to log on." The main form area contains four input fields: "Old password", "New password", "Confirm new password", and "Password hint". Each field has a small information icon to its right. At the bottom of the form are "Submit" and "Cancel" buttons. Three red callout boxes with arrows point to specific elements: the first points to the "Old password" field with the text "Type the temporary password that was provided to you."; the second points to the "New password" and "Confirm new password" fields with the text "Create new password and hint."; the third points to the "Submit" button with the text "Click **Submit** when done." At the bottom left of the form, there are links for "Terms & Conditions" and "Privacy Policy".

New password must contain:

- \*At least 7 and no more than 25 characters
- \*\*At least 1 lowercase alpha character(s) (a-z)
- \*\*\*At least 1 uppercase alpha character(s)(a-z)
- \*\*\*\*At least 1 number character(s)(0-9)
- \*\*\*\*\*Password cannot contain " % \* ' [] \/# space & <>

Hint length must be from 5 to 100 characters.

The screenshot shows the M&T Bank CentreSuite interface. At the top, there is a green banner with the M&T Bank logo and the text "M&T Bank | CentreSuite". Below the banner, a red-bordered box contains the text: "Once you've received password confirmation, click **Ok** to successfully login." Below this box, there are two columns. The left column is titled "Additional Information" and contains the text: "Your password has expired or been reset. You must update your password in order to log on." The right column is titled "Password Confirmation" and contains the text: "Your password has been changed." At the bottom center, there is an "OK" button. At the bottom left, there are links for "Terms & Conditions" and "Privacy Policy".

# Reset your Password

If your password hint or password doesn't meet the requirements or when you confirm your new password it doesn't match what you initially entered, you will receive an error message. Correct the error and press **Submit**.

The screenshot shows a web browser window with the M&T Bank CentreSuite login page. The page title is "Logon". Under the "Logon" heading, there is an "Error in logon process:" section with the following bullet points:

- At least 1 uppercase alpha character(s) (A-Z)
- Confirm password does not match new password.
- The hint length must be from 5 to 100 characters.

Below the error message are two sections: "Additional Information" and "Please enter a new password".

**Additional Information:** Your password has expired or been reset. You must update your password in order to log on.

**Please enter a new password:**

- Old password:** [password field]
- New password:** [password field] (Error: At least 1 uppercase alpha character(s) (A-Z))
- Confirm new password:** [password field] (Error: Confirm password does not match new password.)
- Password hint:** [text field] (Error: The hint length must be from 5 to 100 characters.)

At the bottom of the form are "Submit" and "Cancel" buttons.

When you have successfully changed your password, click **OK** to proceed to the homepage.

The screenshot shows the "Logon" page after a successful password reset. It features two sections: "Additional Information" and "Password Confirmation".

**Additional Information:** Your password has expired or been reset. You must update your password in order to log on.

**Password Confirmation:** Your password has been changed.

Below the "Password Confirmation" section is an "OK" button.

At the bottom of the page, there are links for "Terms & Conditions" and "Privacy Policy", and a note: "Supported Browsers: Microsoft Windows version of Internet Explorer 7.0 or 8.0".