

Reset Payment Center Password

1. Go to: <https://centresuite.com/>
2. To receive the password hint you previously created, choose [Forgot your password?]
3. To reset your password, chose [Reset Logon Credentials].

The screenshot shows the Bank of America Payment Center login interface. At the top left is the Bank of America Merrill Lynch logo. The main heading is "Payment Center". Below this is a section titled "Enter credentials" which contains three input fields: "User ID", "Password" (with a link to "Forgot your password?"), and "Language" (set to "English (United States)"). A "LOG ON" button is positioned below these fields. To the right of the login form, a text box explains that the "Forgot your Password" link will email a reminder. Further right, under "Additional Information", there are two links: "Forgot your password?" and "Reset Logon credentials?". A red arrow points from the "Forgot your Password" text to the "Forgot your password?" link, and another red arrow points from the "Reset Logon credentials?" link to the "Reset Logon Credentials" text in the instructions. Below these links is a note: "If not completely locked out, choose 'Reset Logon Credentials.' You will be able to reset your password." At the bottom of the page, there are links for "Terms & Conditions" and "Privacy Policy", and a footer note about supported browsers: "Supported Browsers: Microsoft Windows version of Internet Explorer 9.0 or 10.0, Google's most current version of Chrome and Mozilla's most current version of Firefox".

Bank of America
Merrill Lynch

Payment Center®

Enter credentials

User ID

Password [Forgot your password?](#)

Language

English (United States) ▼

LOG ON

"Forgot your Password" will email you the reminder you originally set up in Payment Center.

Additional Information

[Forgot your password?](#)

[Reset Logon credentials?](#)

If not completely locked out, choose "Reset Logon Credentials." You will be able to reset your password.

Registration

[Not registered?](#)

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

Supported Browsers: Microsoft Windows version of Internet Explorer 9.0 or 10.0, Google's most current version of Chrome and Mozilla's most current version of Firefox

4. Enter Your User ID.
5. Enter your work email address you used when creating your Payment Center account and choose [SUBMIT].



Payment Center®

Need to reset your logon credentials?

Confirm and enter your user ID and email address information so that we may email the instructions to reset your password or unlock your account.

User ID [?]



Email Address [?]

[Cancel](#)

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

Supported Browsers: Microsoft Windows version of Internet Explorer 9.0 or 10.0, Google's most current version of Chrome and Mozilla's most current version of Firefox

6. The system will send an email to you. Choose [Continue]

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Need to reset your logon credentials?

An email has been sent which will have instructions to complete the process.



CONTINUE

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Supported Browsers: Microsoft Windows version of Internet Explorer 9.0 or 10.0, Google's most current version of Chrome and Mozilla's most current version of Firefox

7. Go to your email account. Depending on how you have your email account setup, your screen may look different than this screenshot. Watch for the email from notifications@centresuite.com. If you do not receive it in a timely manner, check your Junk Email folder. Once received, click on the link provided.

The screenshot shows the Outlook interface for the account 'carla.james@okstate.edu'. The ribbon includes 'FILE', 'HOME', 'SEND / RECEIVE', 'FOLDER', and 'VIEW'. The left sidebar shows the 'Inbox' folder selected, containing one email from 'notifications@centresuite.com' with the subject 'Your Logon Credentials' and a timestamp of '10:02 AM'. This email is highlighted with a red border. The main pane displays the email content, including the sender's name and email address, the recipient 'James, Carla', and the subject 'Dear Carla James'. The body text reads: 'To reset your logon credentials, click on the link below: https://www.centresuite.com/Centre/Public/ResetLogon/ResetRedirect?Site=175891&val=Z7nJCG%2bOG6E8XjEUlri8H8WRvPCRrEIPvi9POxMwoBWjtw3uqwpDgu4XWYg3CGQeab5I2z0u5Qd5fnWhPaJ1Te1%2be8zKivpihB4dm9FQWF3JoH81aXcxtALM8QCjErC1CD9MIEfjB56uJGAO4%2bX2ko1UnVEY2TMJZMvWpv1%2ffe4spgkUIGpnITy6l86ZzcRcMI0uejfvdGFIwfvTXFoO%3d%3d'. A red arrow points to the URL. At the bottom, a warning message states: '***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.***'

8. The link will take you back to Payment Center. Enter your user ID, click [Reset your password?], and [CONTINUE].



Need to reset your logon credentials?

User ID [i]



Unlock your account?

 **Reset your password?**

 [Cancel](#)

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

Supported Browsers: Microsoft Windows version of Internet Explorer 9.0 or 10.0, Google's most current version of Chrome and Mozilla's most current version of Firefox

9. This screen will appear. Choose [OK].



Payment Center®

Need to reset your logon credentials?

Your temporary logon credentials have been emailed to you.



OK

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Supported Browsers: Microsoft Windows version of Internet Explorer 9.0 or 10.0, Google's most current version of Chrome and Mozilla's most current version of Firefox

- Go back to your email account. Look for the new message from notifications@centresuite.com. Locate the new password. Either note or copy the string of characters.

The screenshot shows the Outlook interface for the account 'carla.james@okstate.edu'. The ribbon includes 'FILE', 'HOME', 'SEND / RECEIVE', 'FOLDER', and 'VIEW'. The left sidebar shows the 'Favorites' section with 'Clutter 8' and 'carla.james@okstate.edu' expanded to show the 'Inbox'. The main pane displays a list of emails, with the top one from 'notifications@centresuite.com' selected and highlighted with a red border. The email subject is 'User Information' and the body contains a password alert. The right pane shows the details of the selected email, including the sender's name 'notifications@centresuite.com', the recipient 'James, Carla', and the message content. The new password 'wBI30/oq' is highlighted in a red box. A red arrow points to this box from the left. The bottom of the interface shows 'Mail Calendar People Tasks ...'.

Inbox - carla.james@okstate.edu - Outlook

FILE HOME SEND / RECEIVE FOLDER VIEW

Ignore Clean Up Delete Reply Reply All Forward Meeting Pcard Works Co... To Manager Team Email Done Reply & Delete Create New Move Rules OneNote Assign Policy Unread/Read Categorize Follow Up Search People Address Book Filter Email Find

Search Current Mailbox (Ctrl+E) | Current Mailbox

All Unread By Categories A to Z

(none)

notifications@centresuite.com 10:07 AM
User Information
Password Alert! This message may contain a request for your

notifications@centresuite.com 10:02 AM
Your Logon Credentials
Dear Carla James

Reply Reply All Forward

Mon 2/22/2016 10:07 AM

notifications@centresuite.com
User Information

To James, Carla

Password Alert! This message may contain a request for your password. NEVER SEND OR RESPOND TO E-MAIL REQUESTS FOR YOUR PASSWORD. For questions about this alert, please contact the IT HelpDesk at 405-744-4357 or email helpdesk@okstate.edu.

Dear Carla James
Your password has been reset. Your new password is **wBI30/oq**

Note: You will be forced to change your password after logging on.

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 'HELP' LINK CONTAINED WITHIN THE APPLICATION.

notifications@centresuite.com No Items

Mail Calendar People Tasks ...

11. Go back to Payment Center and enter your [User ID] and [Password]. The password is the one received in the email. Click [LOG ON].

Bank of America
Merrill Lynch

Payment Center®

Enter credentials

User ID
Enter your user name.

Password ([Forgot your password?](#))
Enter the temporary password provided in the email.

Language
English (United States) ▼

LOG ON


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

Registration
[Not registered?](#)

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

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12. Enter the [Old Password], which is the one you received in the email. Enter and re-enter your newly created password. Add a password hint and then [Save].





Payment Center®


Please enter a new password


Already have an account?
[Log On](#)

Old password:
 Re-enter the temporary password provided in the email.

New password: [?]
 Enter your newly created password.

Confirm new password:
 Re-enter your newly created password.

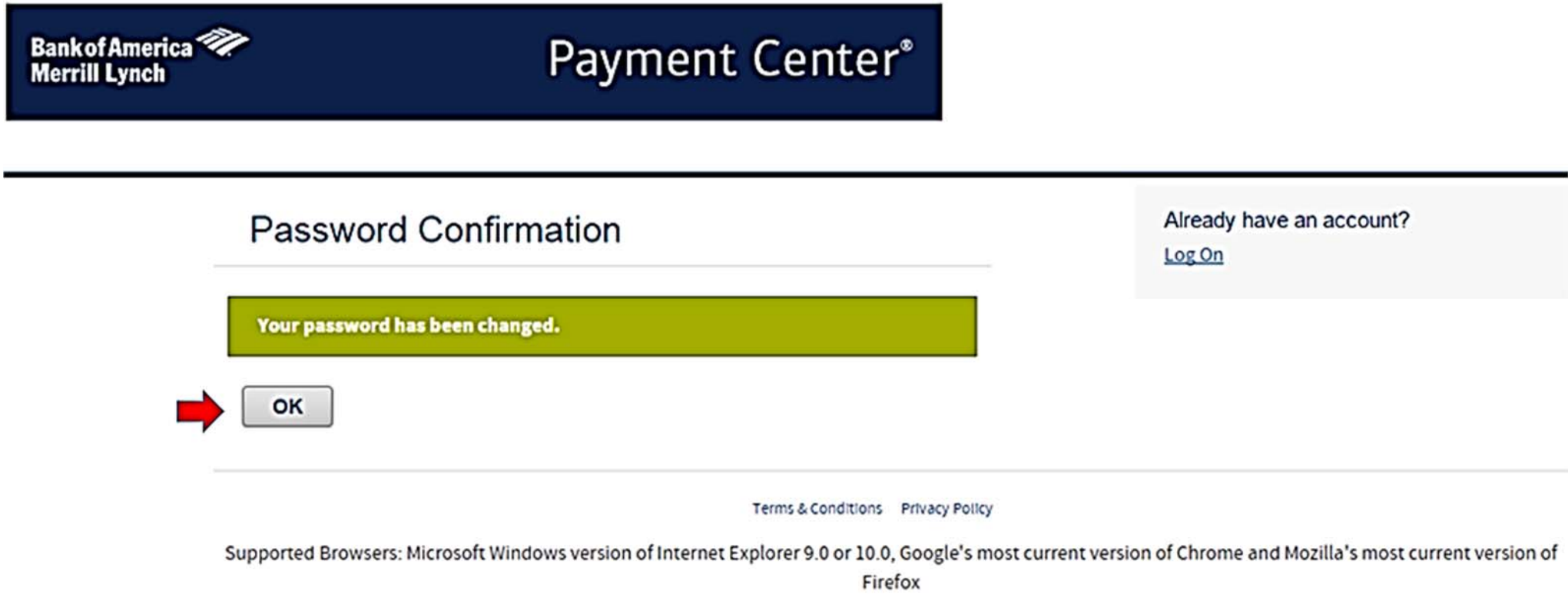
Password hint: [?]
 Insert a password hint. It must be longer than a few characters. If you forget your password, this can be emailed to you.

 [Cancel](#)

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

Supported Browsers: Microsoft Windows version of Internet Explorer 9.0 or 10.0, Google's most current version of Chrome and Mozilla's most current version of Firefox

13. Select [OK], and you have finished resetting your password.



The screenshot shows the Bank of America Payment Center interface. At the top left is the Bank of America Merrill Lynch logo. The main header reads "Payment Center®". Below this is a "Password Confirmation" section. A green message box states "Your password has been changed." Below the message is a grey "OK" button, which is highlighted by a red arrow. To the right, there is a link for "Log On" under the heading "Already have an account?". At the bottom, there are links for "Terms & Conditions" and "Privacy Policy", and a note about supported browsers: "Supported Browsers: Microsoft Windows version of Internet Explorer 9.0 or 10.0, Google's most current version of Chrome and Mozilla's most current version of Firefox".