M&T Bank

CentreSuite Self Unlock & Password Reset

USER GUIDE

For informational purposes only, not considered an advertisement.

UNLOCKING YOUR ACCOUNT

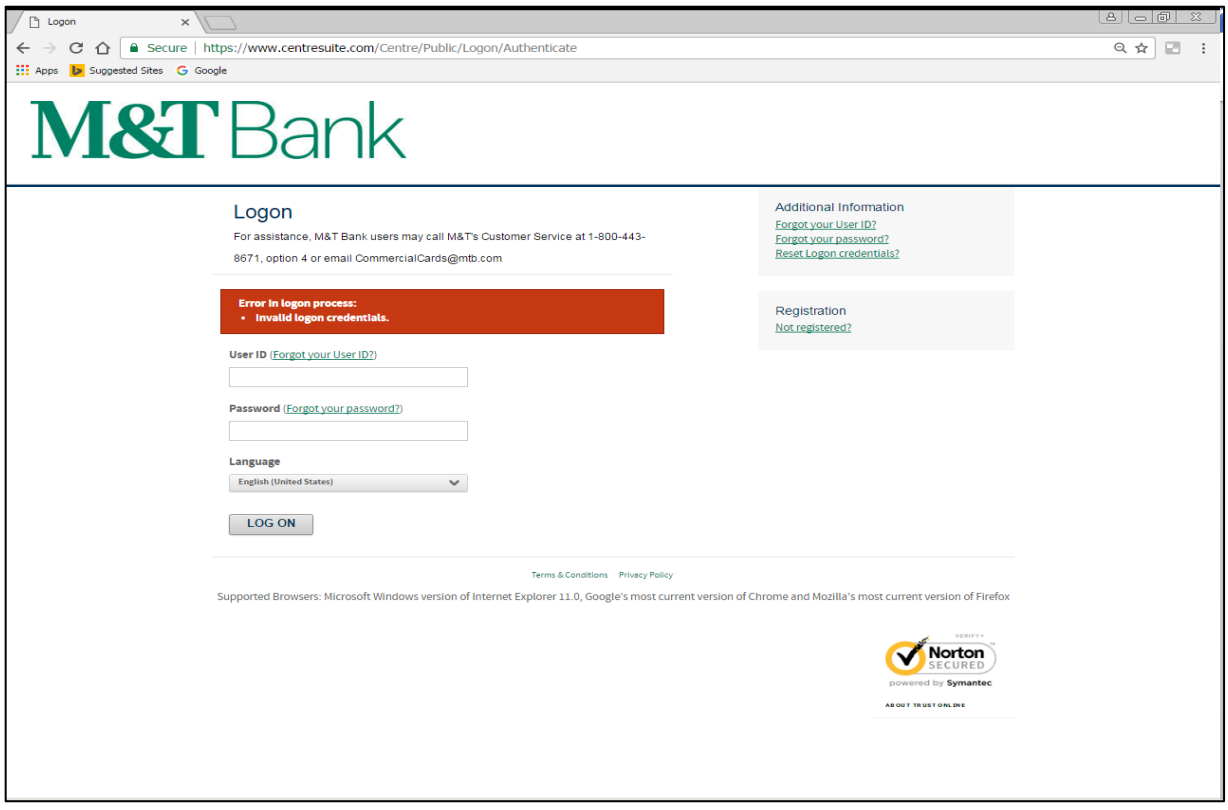
Your CentreSuite user ID and Password are case sensitive and may contain upper and lower case letters as well as numbers. Inputting either incorrectly will result in denial of access to CentreSuite.

IMPORTANT: To avoid login problems, please do not copy and paste your password Into the CentreSuite password field at login

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

Error in logon process

- Invalid Logon Credentials



You may attempt to access the system again by re-entering your user ID and password and clicking the “Log On” button.

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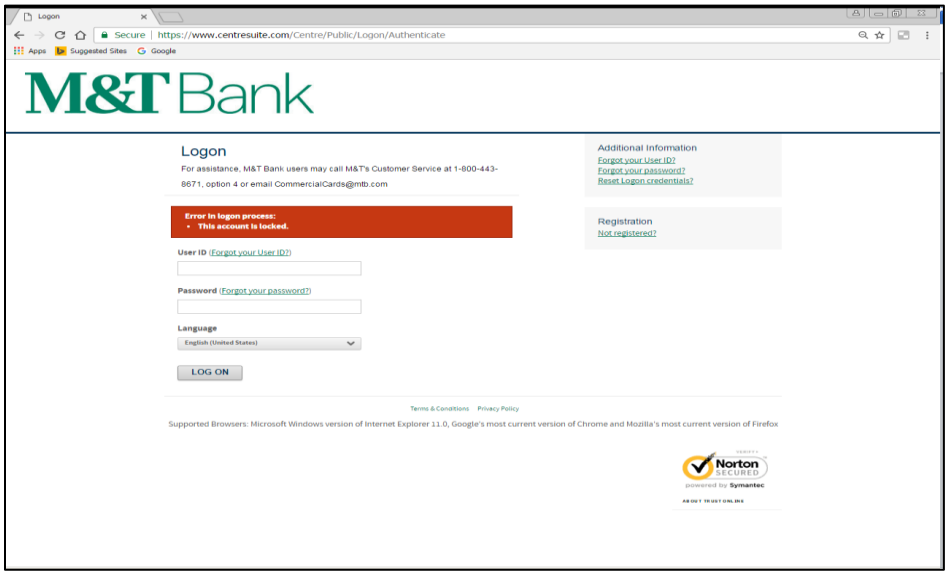
If you enter your user ID correctly but enter your password incorrectly three times in succession your user ID will be locked and you will see an error message that reads:

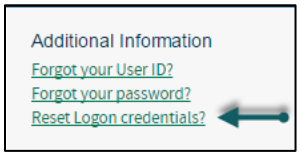
Error in logon process:

- This account is locked



Your user ID must be unlocked before you will be granted access to CentreSuite.

To unlock your user ID, click the link on the right side of the screen titled "Reset Logon Credentials?" This link will Unlock and/or Reset your Password.



The screen on the next page will appear. Enter your user ID and email address and click the “Submit” button.

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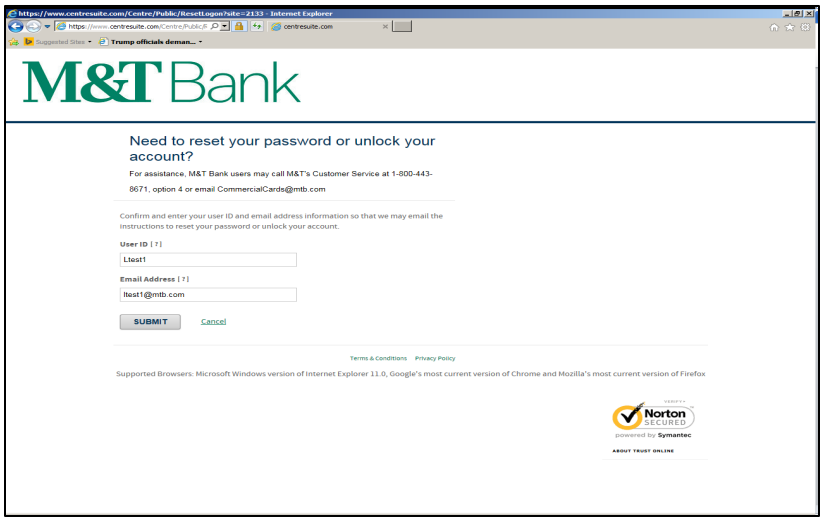
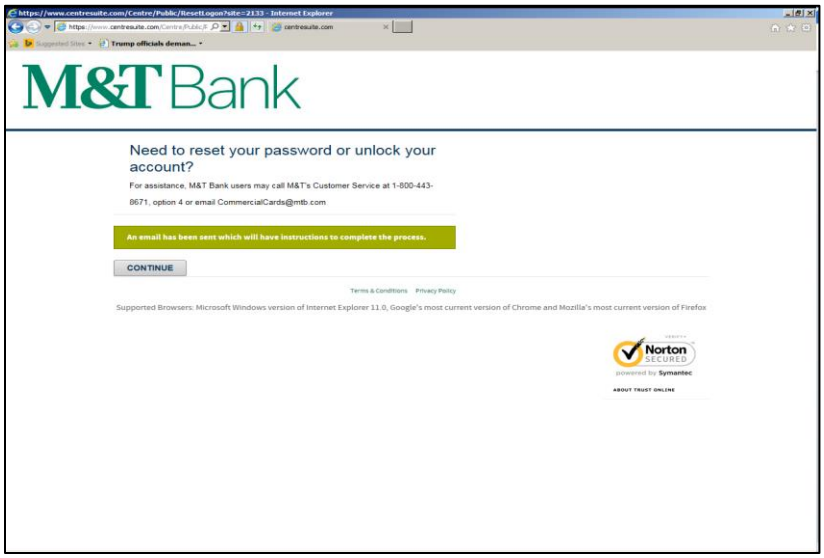


The screen below will appear to let you know that an email has been sent which will have instructions on how to complete the process. Click the “Continue” button. After clicking the “Continue” button, you will be taken back to the CentreSuite sign-on screen. Check your email at this time.



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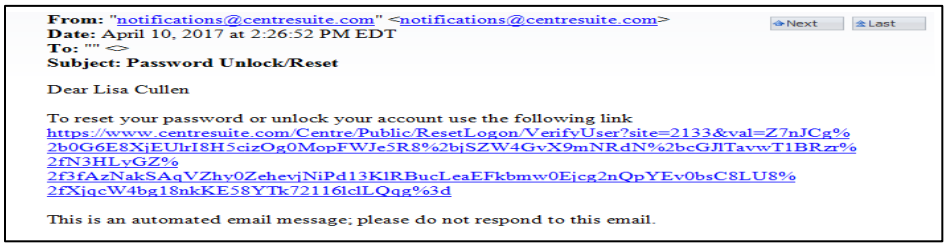
You will receive an email from notifications@centresuite.com that looks like this:



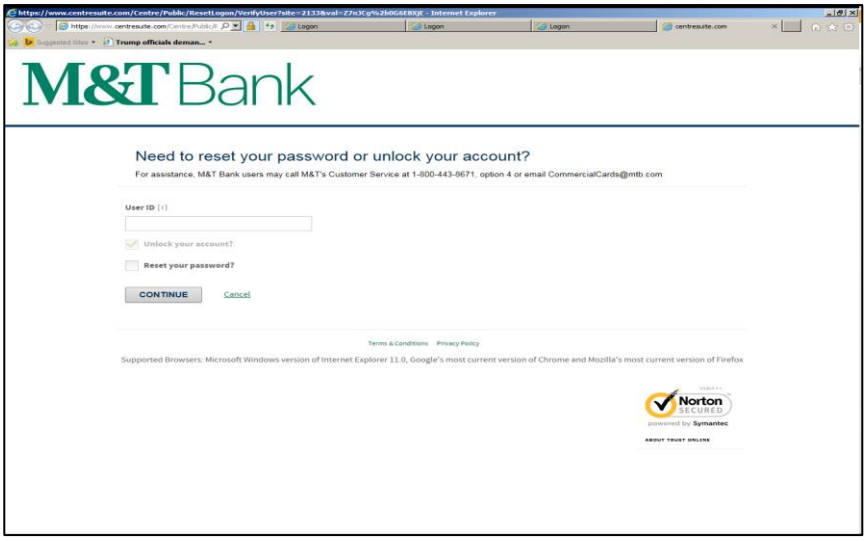
From: "notifications@centresuite.com" <notifications@centresuite.com>
Date: April 10, 2017 at 2:26:52 PM EDT
To: "" <>
Subject: Password Unlock/Reset

Dear Lisa Cullen

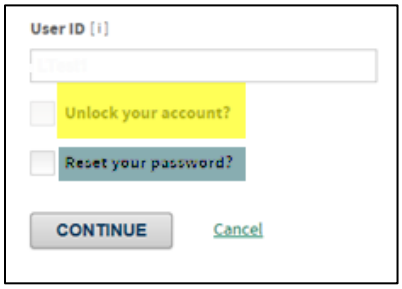
To reset your password or unlock your account use the following link
https://www.centresuite.com/Centre/Public/ResetLogon/VerifyUser?site=2133&val=Z7nJCg%2b0G6E8XjEUlrI8H5cizOg0MopFWJe5R8%2bjSZW4GvX9mNRdN%2bcGJlTavwT1BRzt%2fN3HLyGZ%2f3fAzNakSAqVZhy0ZehevjNiPd13KlRBucLeaEFkbmw0Ejcg2nQpYEv0bsC8LU8%2fXjqcW4bg18nkKE58YTk72116lclLQgg%3d

This is an automated email message; please do not respond to this email.

Click the link provided in the email. After clicking the link, you will be taken to this screen:



Enter your User ID and click the check the box next to “Unlock your account?” Choose this option only if you **do** really know your password. If you do not remember your password, check the box next to "Reset your password?" as well.



The security question screen will appear.

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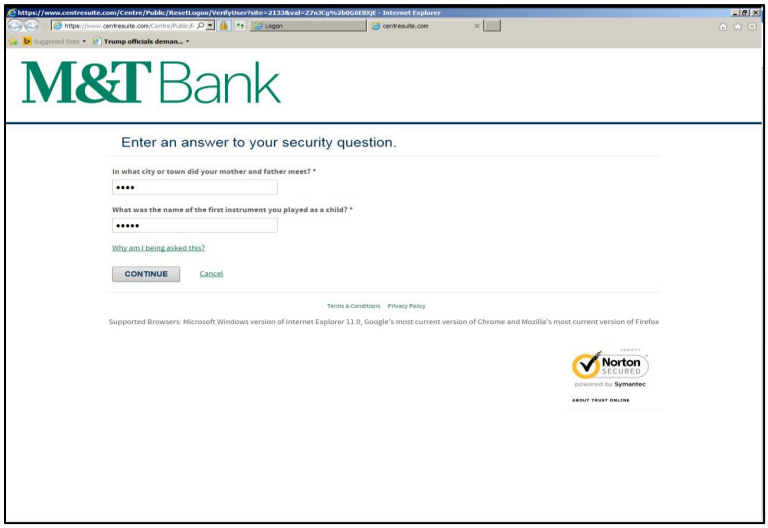
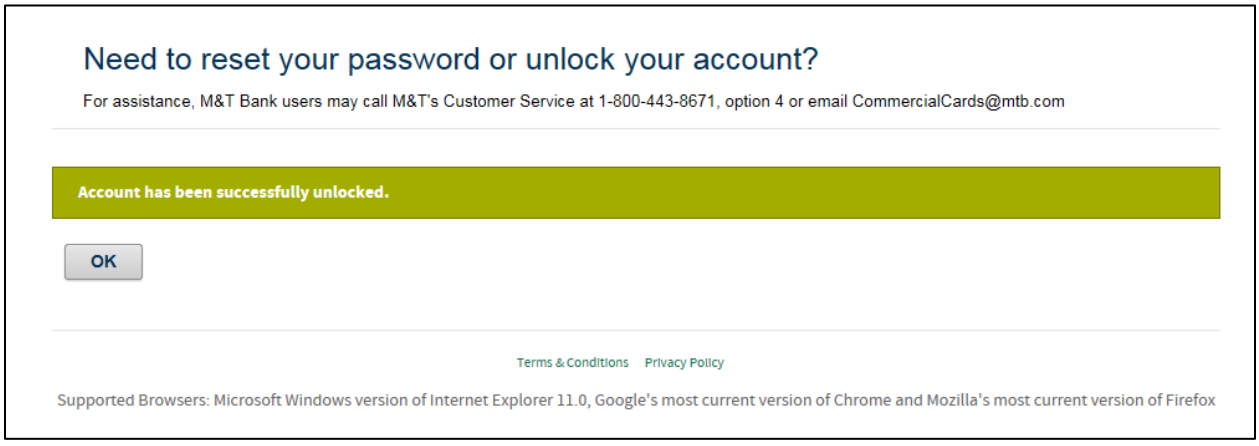
Enter your answers to the security questions posed and click the “Continue” button.



The screen below will appear, with the message in red font that reads “Account has been successfully unlocked.”



Press the “OK” button.

After pressing the “OK” button, you will be taken to the CentreSuite sign-on screen.

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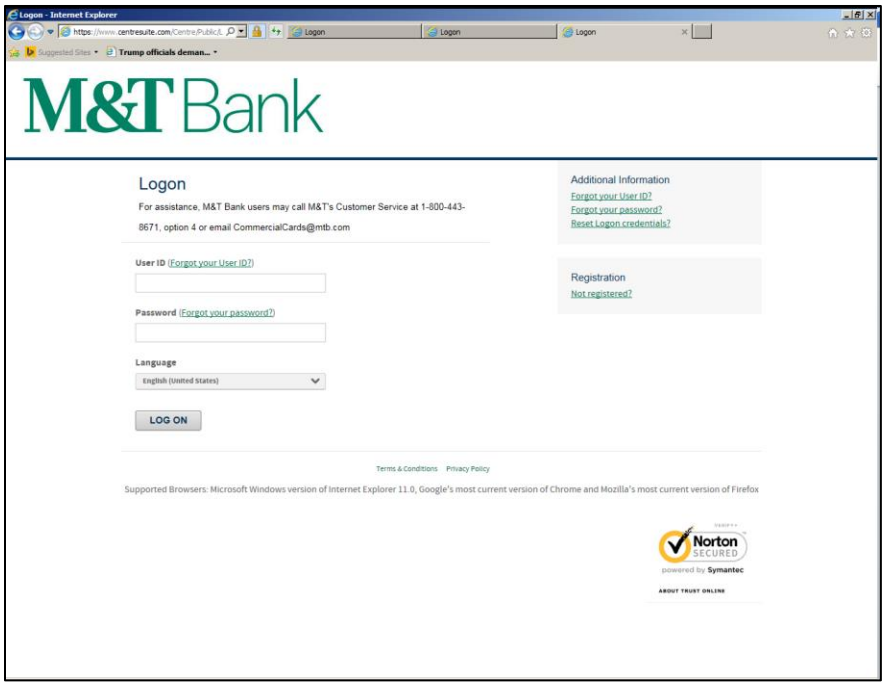
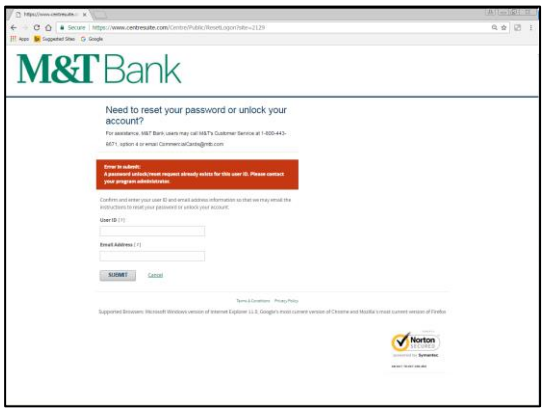
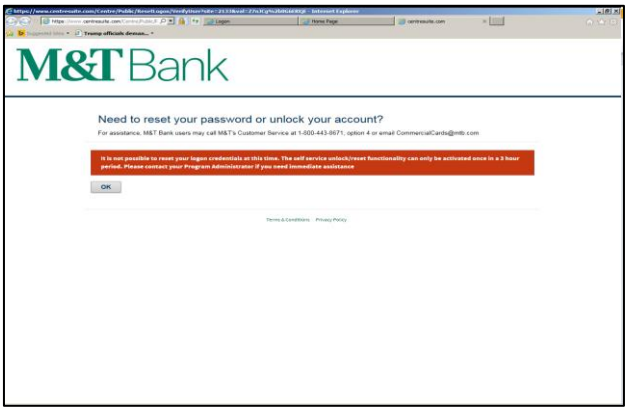


Enter your user ID and password and click the “Log On” button to be taken to your CentreSuite home screen.

IMPORTANT: If the security questions are answered incorrectly during the self-unlock process, the following error message will be displayed: "An error occurred while attempting to process your request. Please contact your program administrator."

For security reasons, the user self-unlock feature is only available once during a 3 hour time period. For immediate assistance, please contact your program administrator or attempt to unlock your account again after the waiting period has expired.





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RESETTING SECURITY QUESTIONS

If you cannot remember the answers you provided to CentreSuite Security Questions, your administrator has the ability to reset your Security Questions.

When your Security Questions have been reset by your administrator, you will be asked to setup new security questions and answers after your next login to CentreSuite.

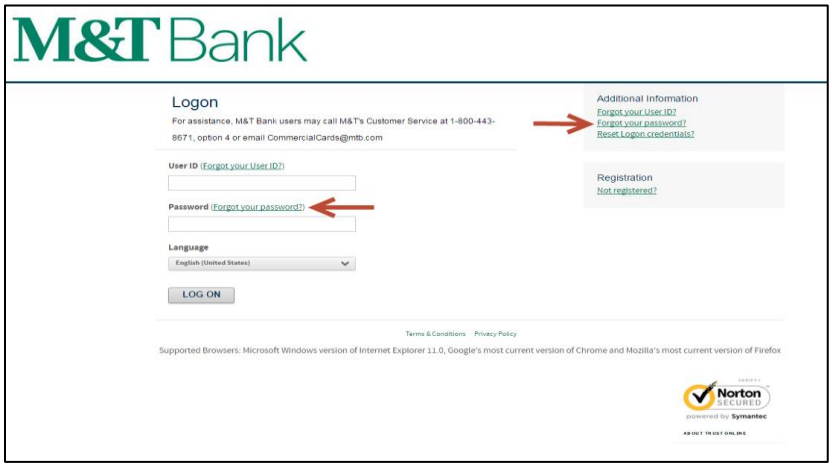
Please contact your program administrator for more information.

SECURITY QUESTION TIPS:

- When providing answers to security questions, please only use letters and numbers without extra spaces (more than 1 space between words) or special characters in your responses
- Answers to security questions are not case sensitive
- You must provide a unique answer to each of your selected security questions

PASSWORD REMINDER

To receive a password reminder, click the “Forgot your password?” link on the right side of the screen or the link next to where you enter your Password (Forgot your password?).



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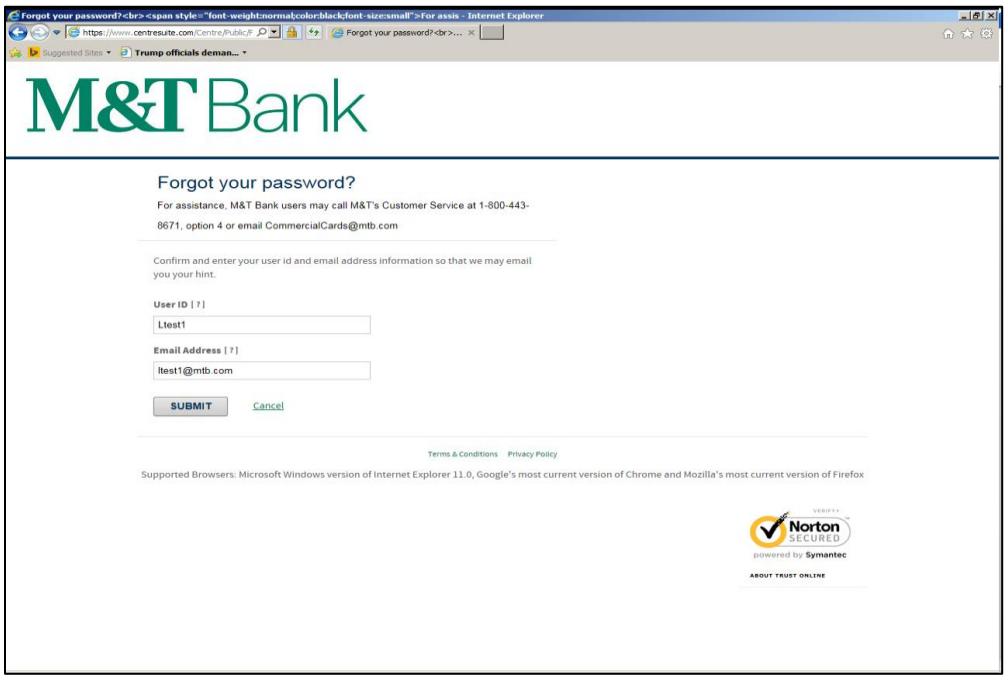
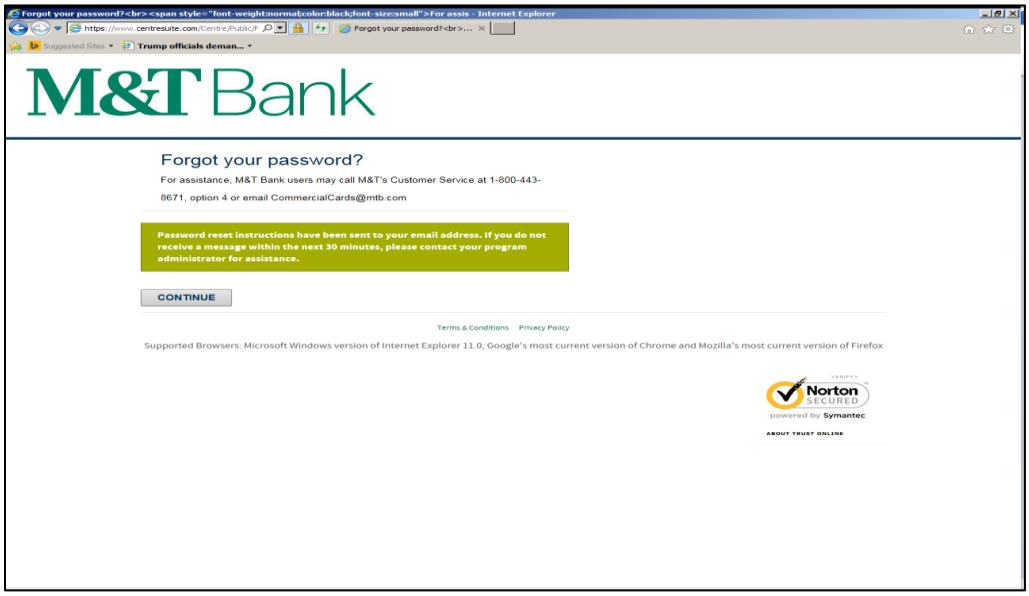
The screen below will appear. Enter your user ID and email address and click the “Submit” button.



The screen below will appear to let you know that an email has been sent which will have instructions to complete the process. Click the “Continue” button to return to the CentreSuite sign-on screen, and check your email.



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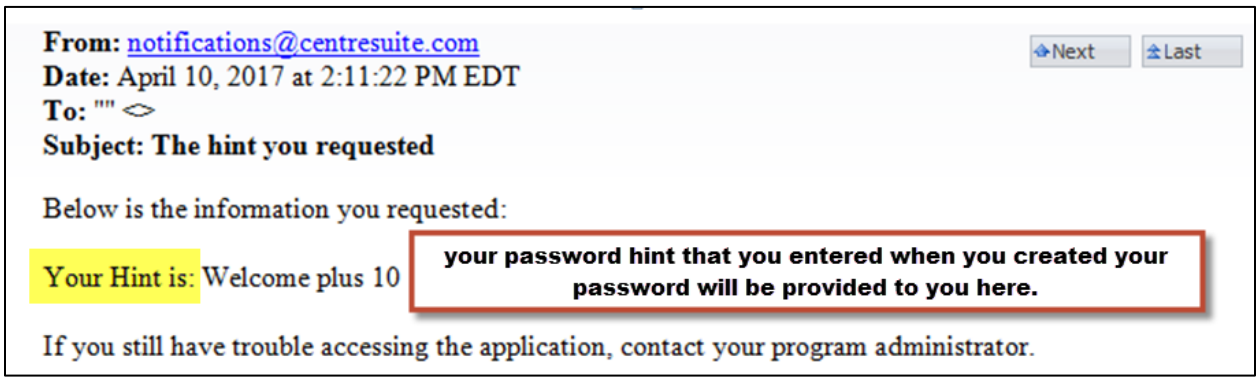
You will receive an email from notifications@centresuite.com that contains your **password hint** that looks like this:

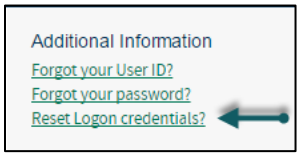


If the password hint you originally supplied helps you remember your password, sign on with your user ID and password. If not and you need to reset your password, continue to RESETTING YOUR PASSWORD.

RESETTING YOUR PASSWORD

If the password hint provided in the previous step does not help you remember your password, you may reset your password.

To reset your password, click the link on the home screen that says “Reset Logon Credentials?”



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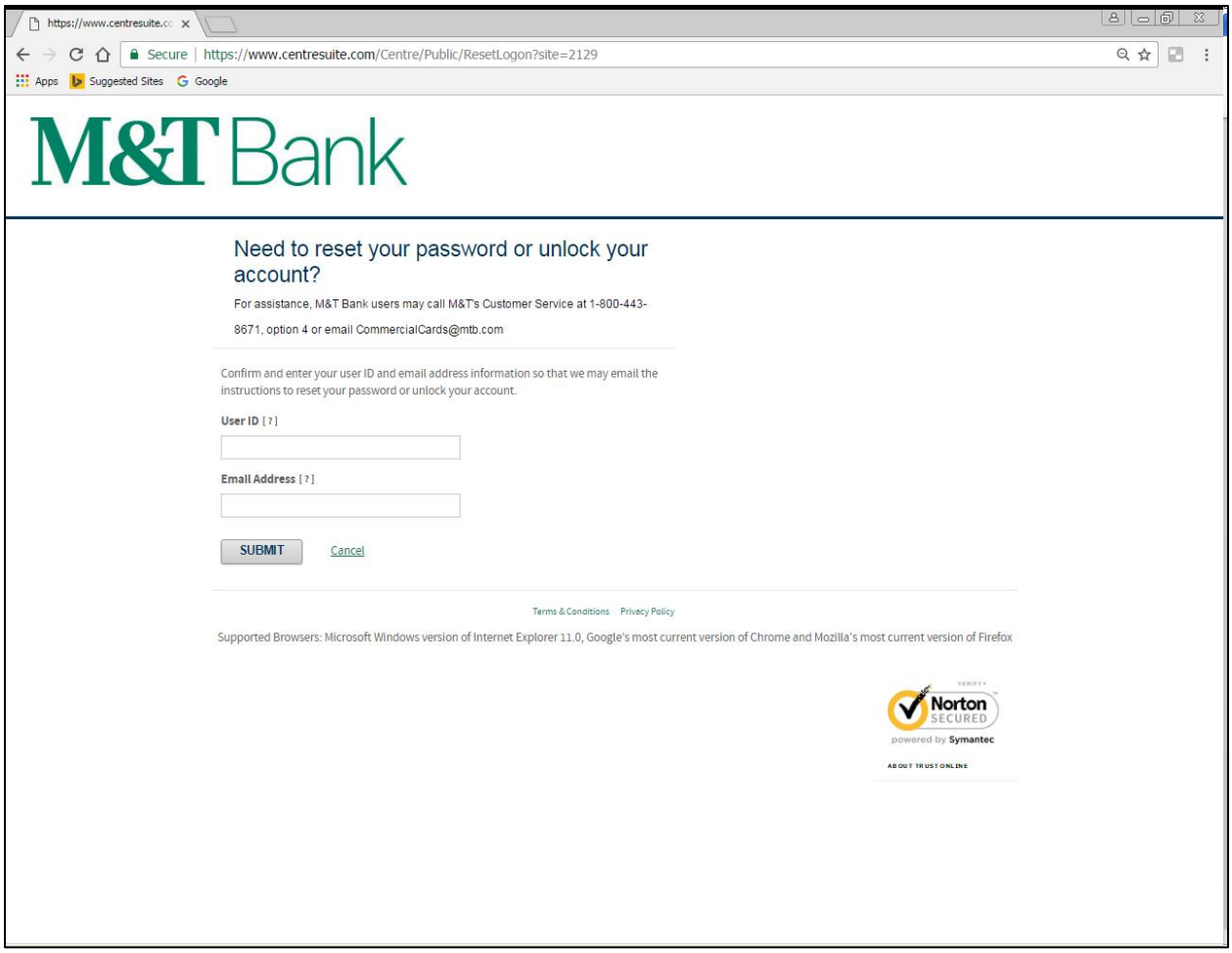

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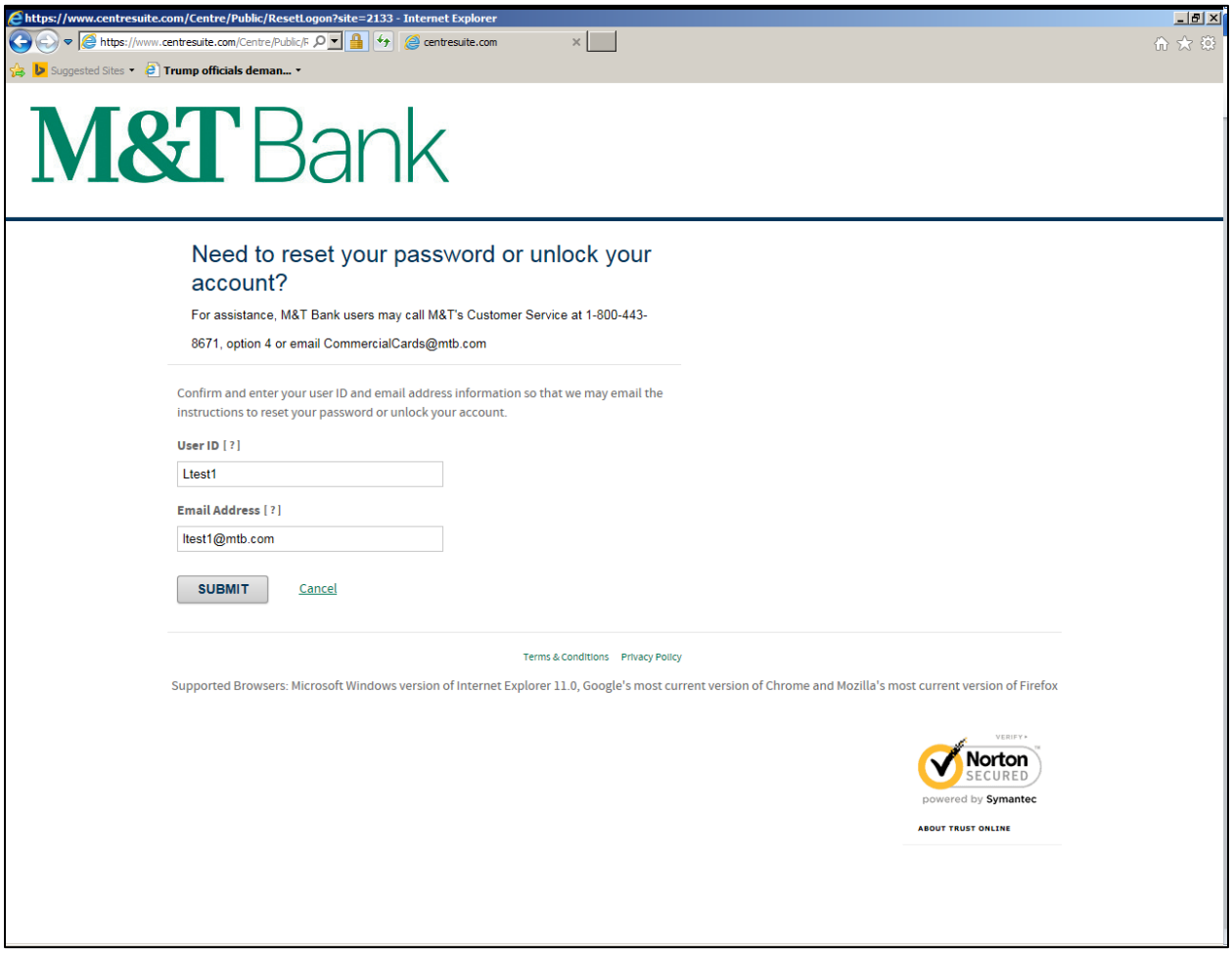
Enter your user ID and email address and click the “Submit” button.



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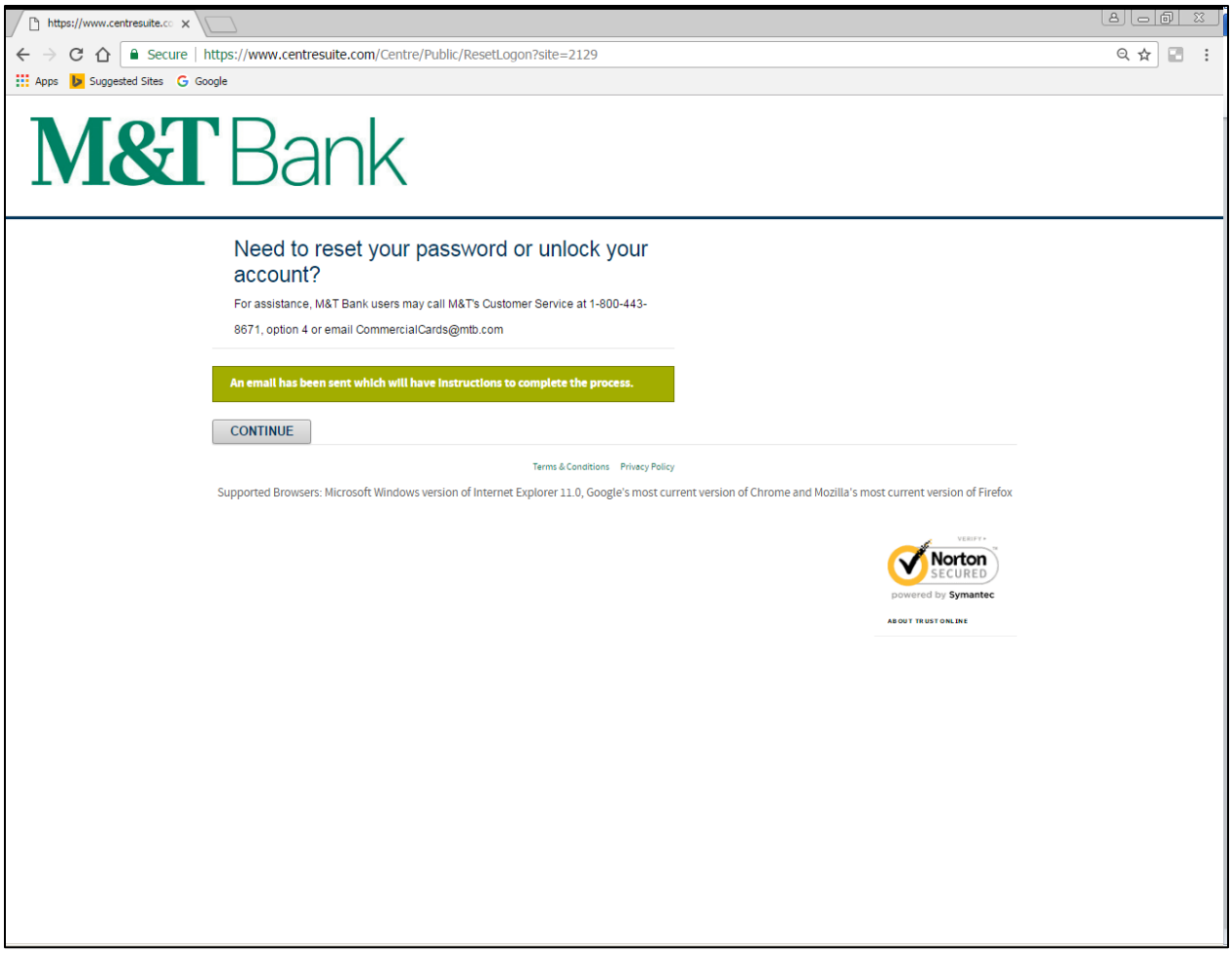
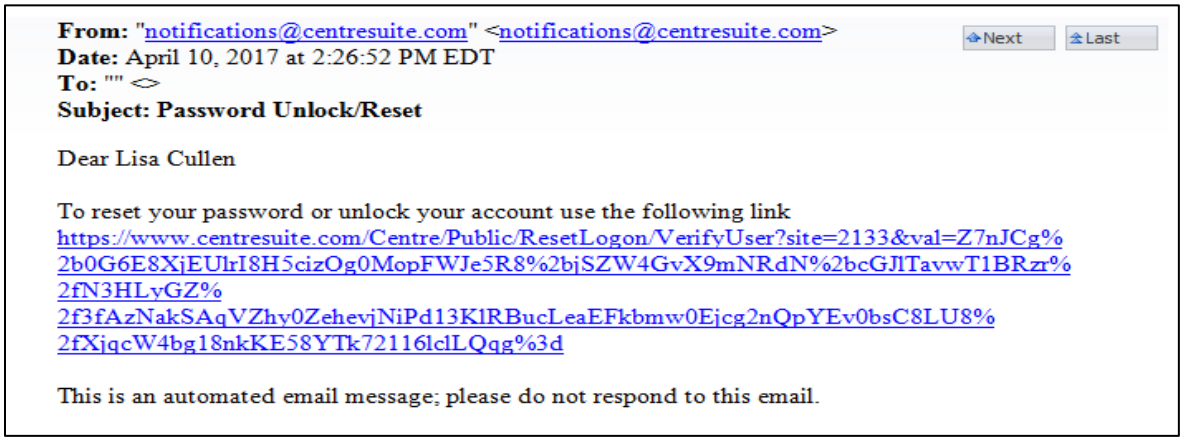


You will receive an email from notifications@centresuite.com that looks like this:



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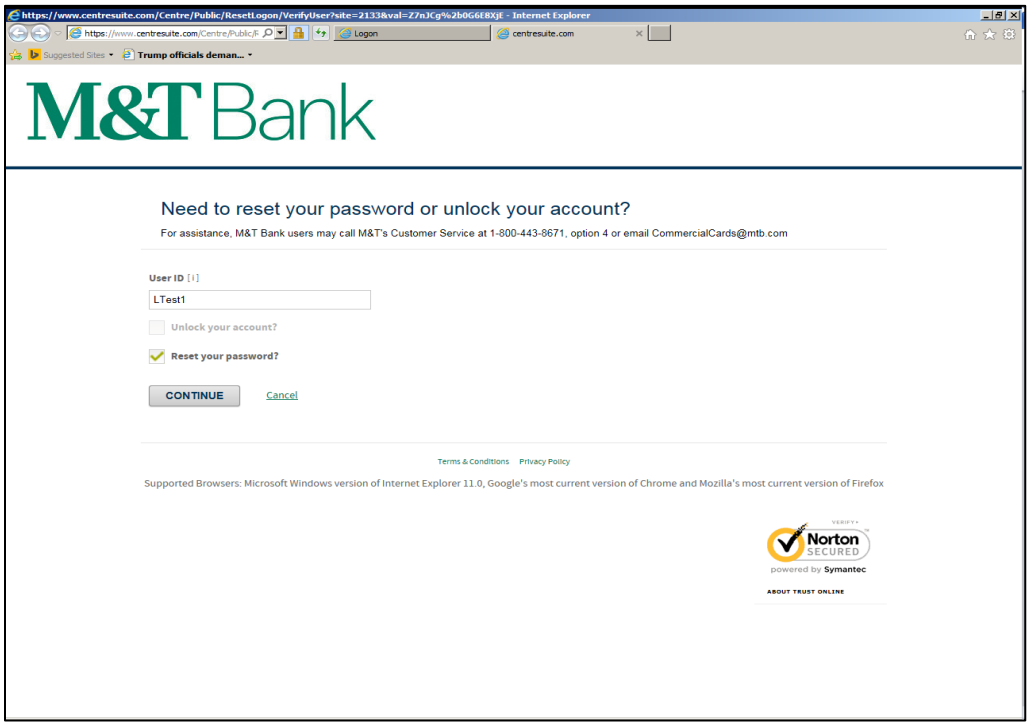
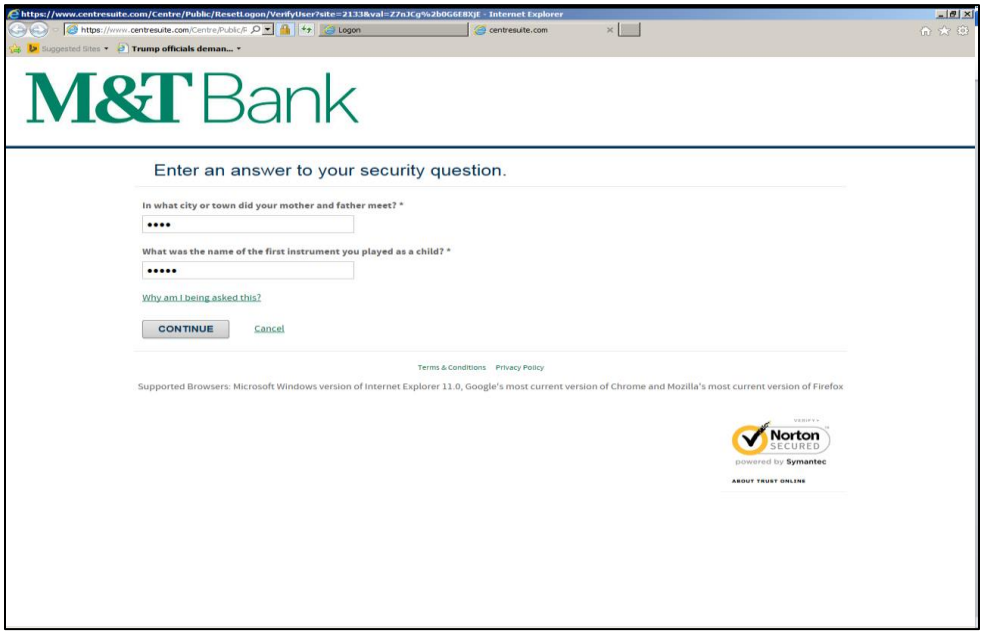
Enter your User ID and check RESET YOUR PASSWORD. Click on the “Continue” button.



You will be taken to the screen below to answer 2 of your 5 randomly selected security questions. Enter your answers to the security questions posed and click the “Continue” button.



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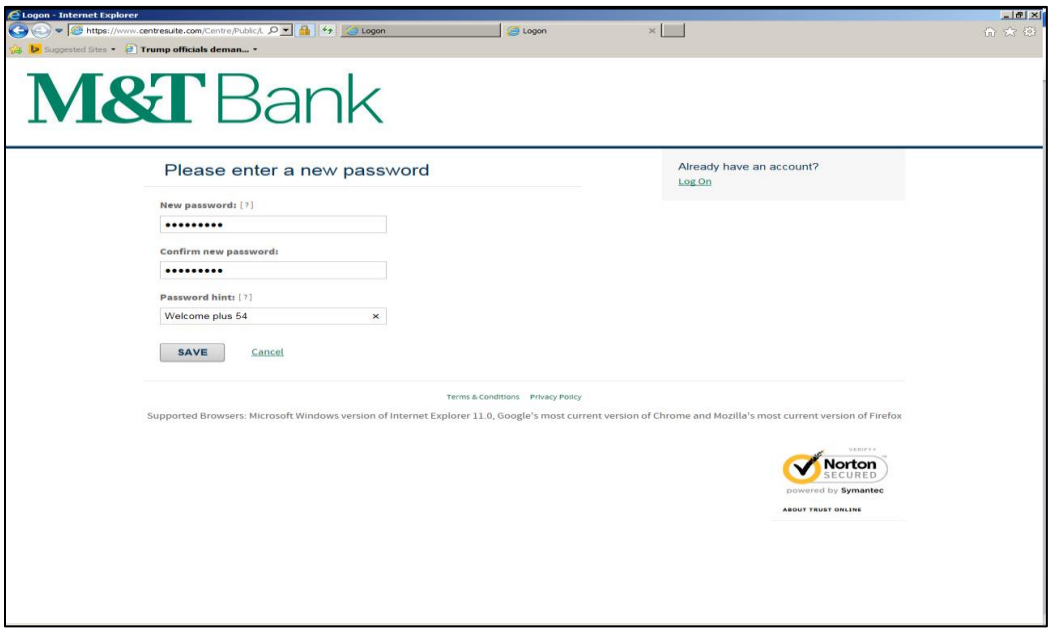
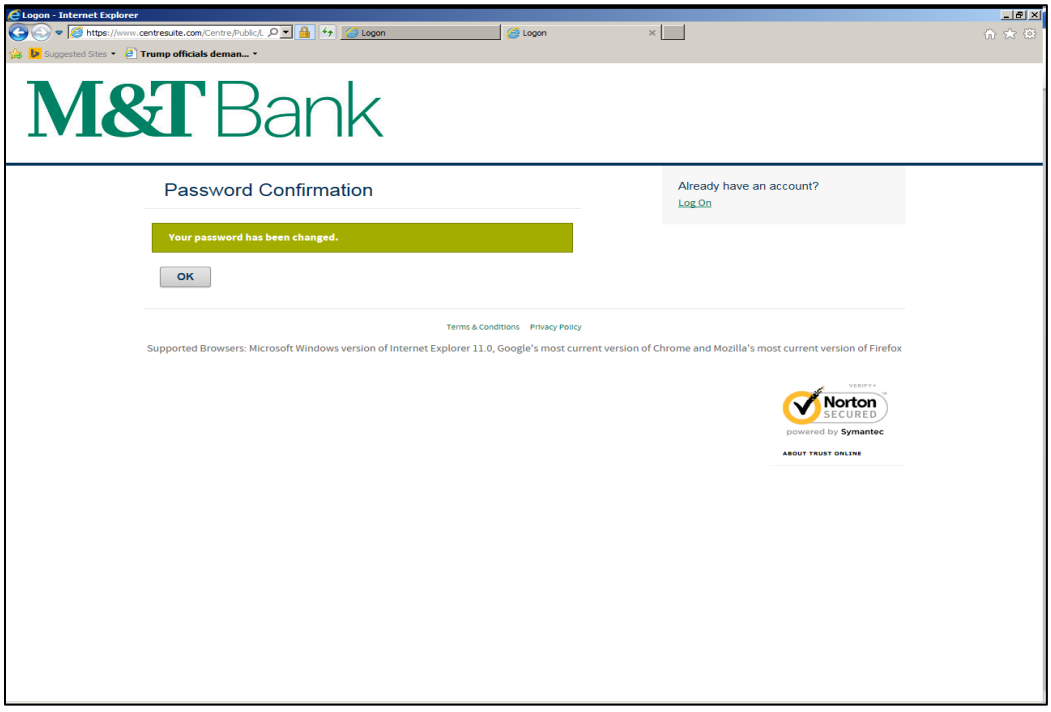
Once the security questions are answered correctly, the screen below will appear and you can choose your new password at that time and set your password hint.



Click “Save” and your password has now been changed. The new password will be ready to use when you sign into CentreSuite. Click “OK” to login.



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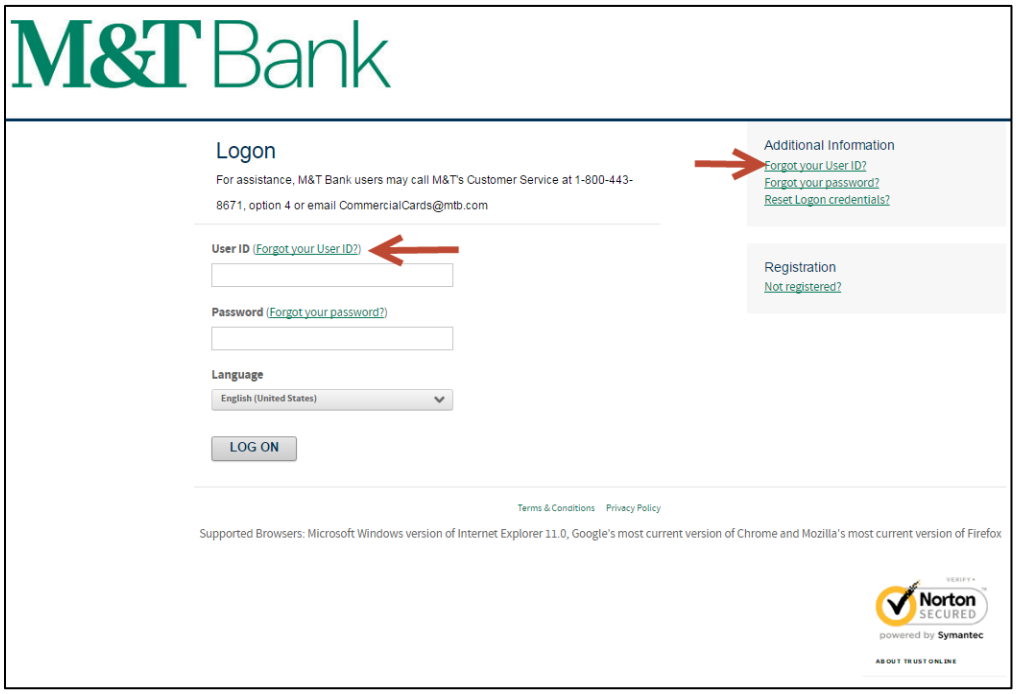
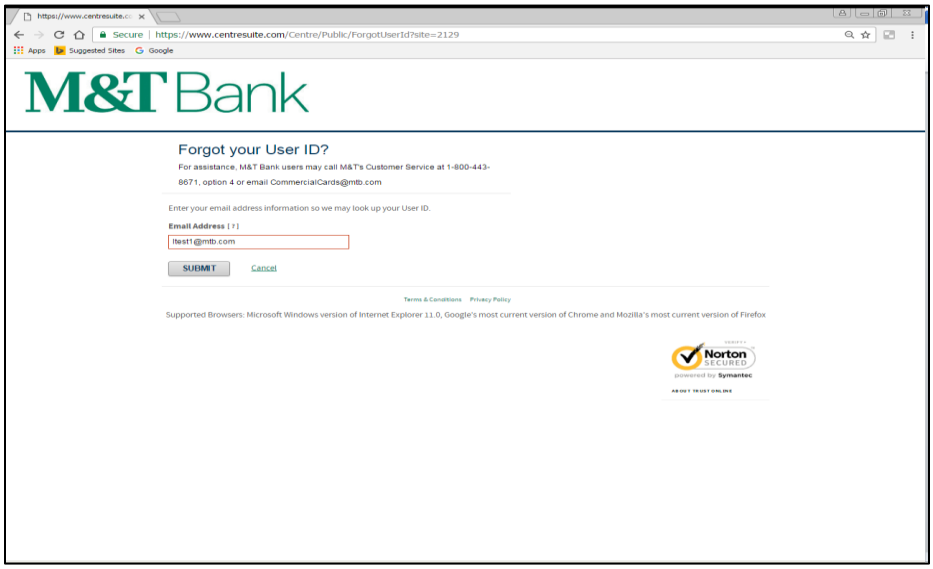
FORGOT YOUR USER ID?

If you have forgotten your User ID, there is a self-help option for that as well. To have your User ID emailed to you, click on the link on the right side of the screen titled Forgot your User ID? or click on the link next to where you enter your User ID (Forgot your User ID?).



The page below will appear, please enter your email address.



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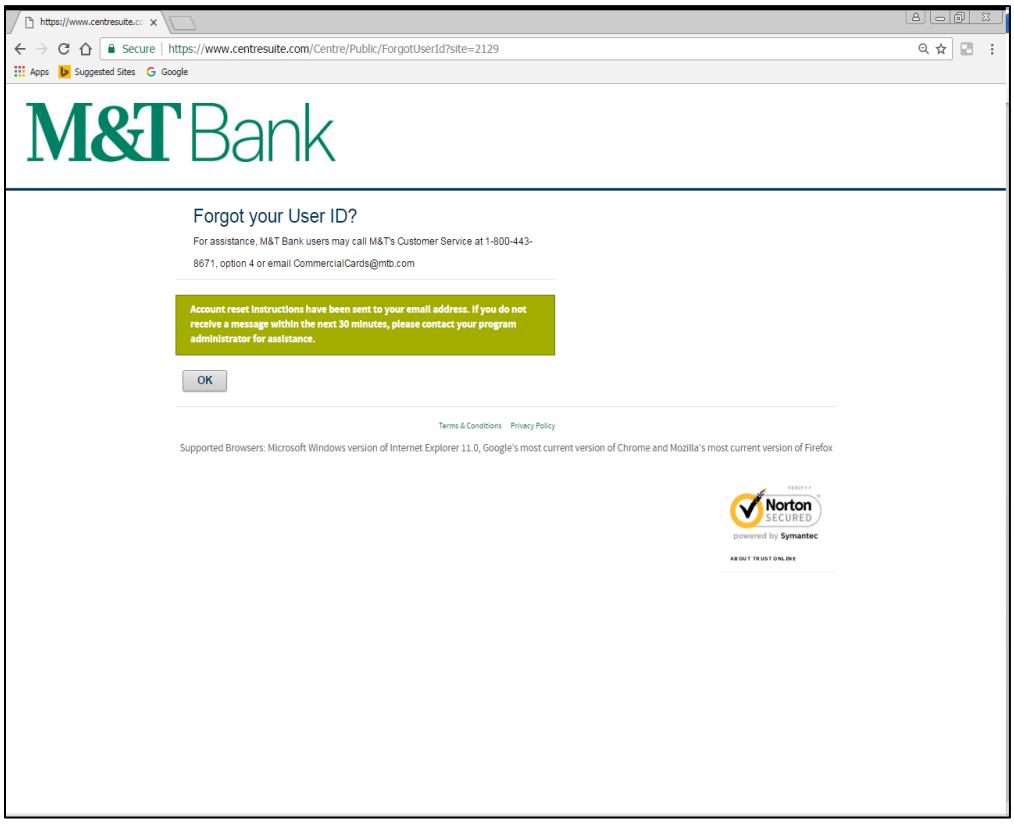
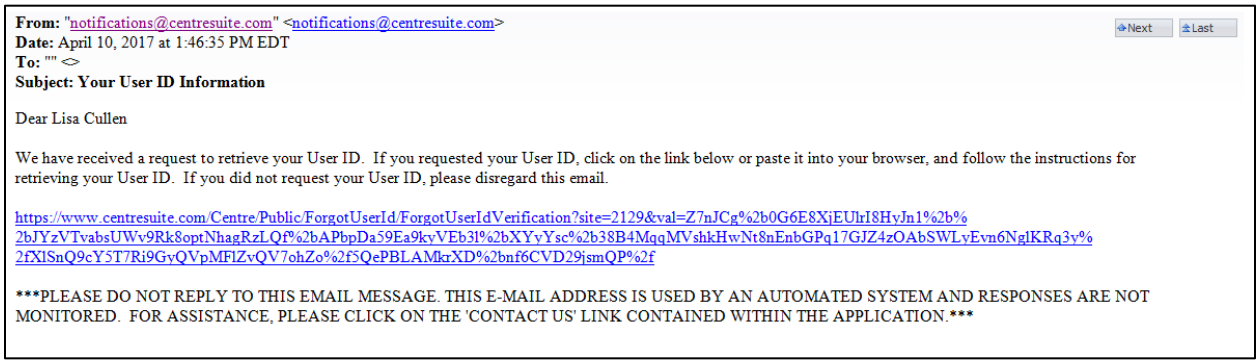
A message will appear stating that an email with Instructions will be sent to you. Please access your email.



You will receive the email message below. Click on the link to proceed with obtaining your Logon ID.



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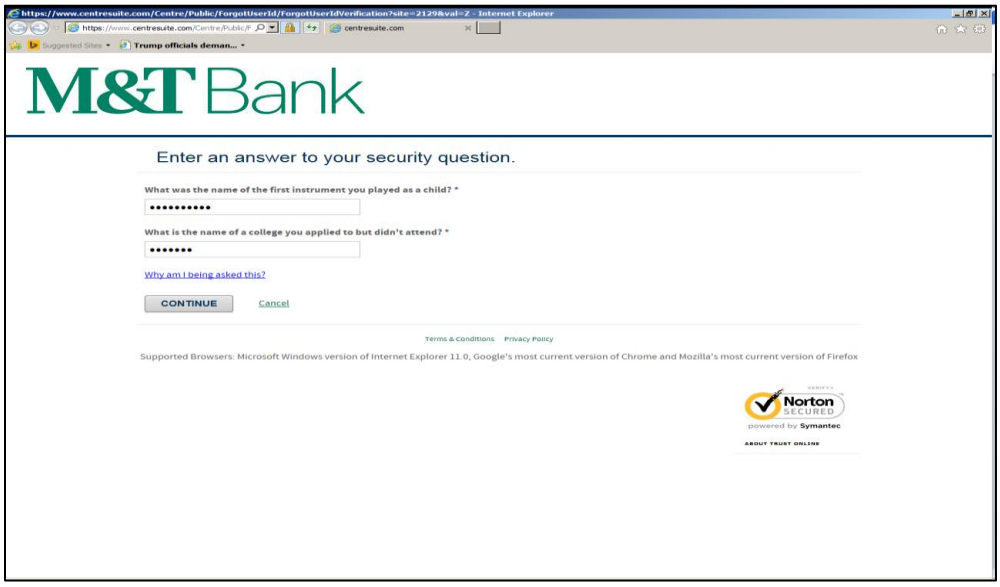
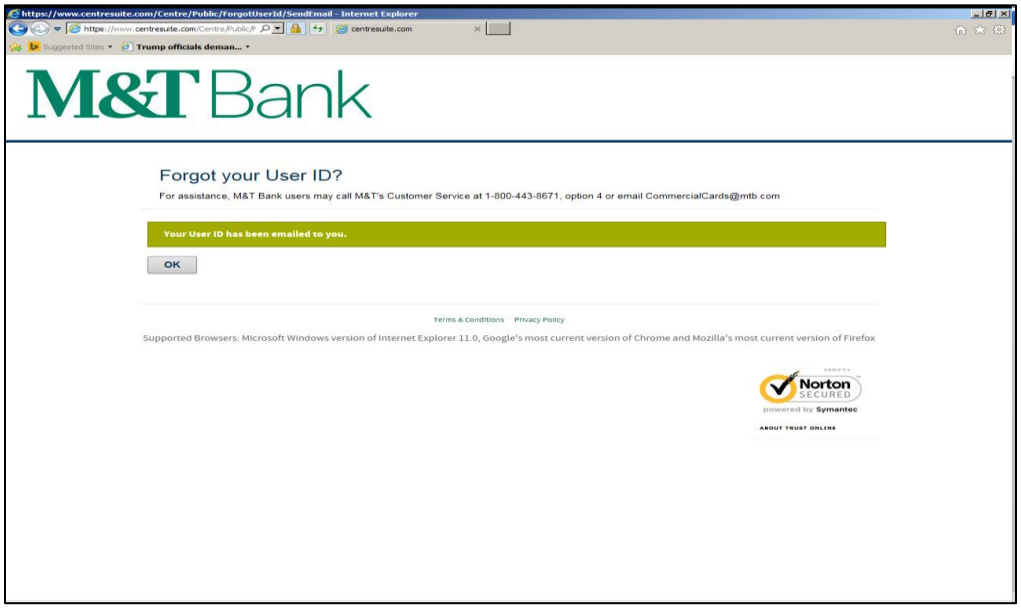
The screen to answer 2 of your 5 randomly selected security question will appear. Answer the questions correctly and click on “Continue”. If you answer them correctly, an email will be sent to you with your User ID. If the questions are not answered correctly, you will be instructed to contact your Program Administrator.





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You will receive the email below and your CentreSuite User ID will be provided to you.

CONTACT US

WE ARE HERE TO ASSIST YOU.

For CentreSuite questions, please call M&T's Commercial Card Team at:

1 (800) 443-8671

MONDAY – FRIDAY 7AM TO 7PM ET and SATURDAY 9AM TO 6PM ET

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