



CentreSuite Self Unlock & Password Reset

USER GUIDE

UNLOCKING YOUR ACCOUNT

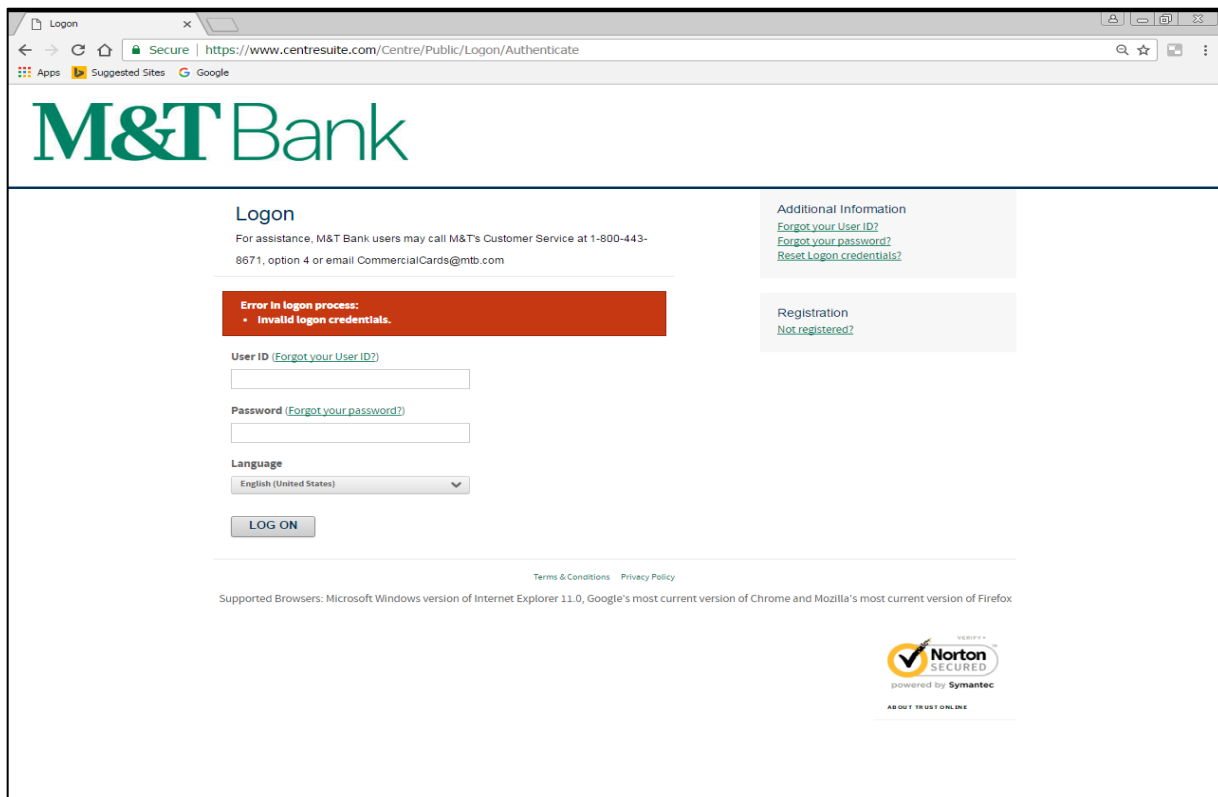
Your CentreSuite user ID and Password are case sensitive and may contain upper and lower case letters as well as numbers. Inputting either incorrectly will result in denial of access to CentreSuite.

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

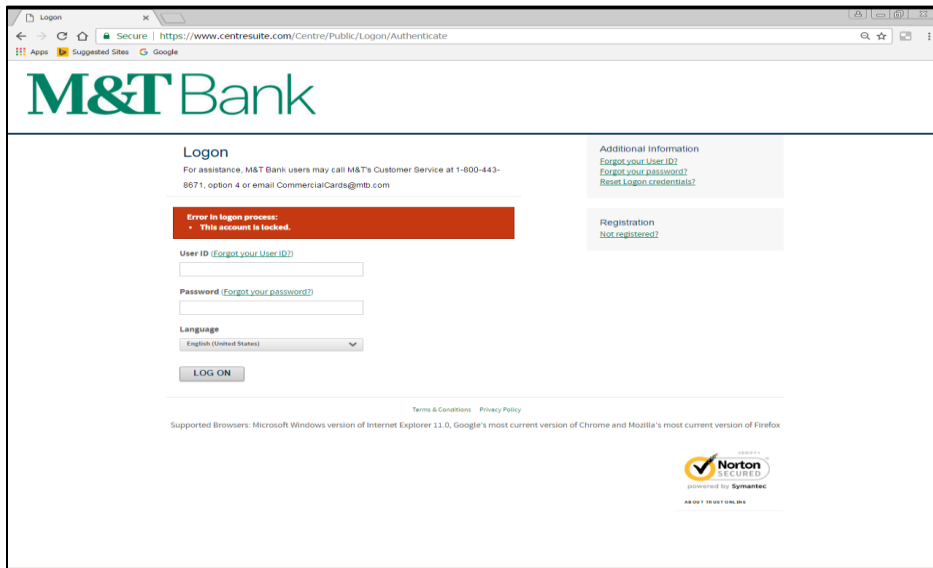
A screenshot of the M&T Bank web application's logon page. The browser's address bar shows the URL 'https://www.centresuite.com/Centre/Public/Logon/Authenticate'. The page features the M&T Bank logo at the top. Below the logo, the heading 'Logon' is followed by contact information: 'For assistance, M&T Bank users may call M&T's Customer Service at 1-800-443-8671, option 4 or email CommercialCards@mtb.com'. A prominent red error box displays the message 'Error in logon process: Invalid logon credentials.' Below this, there are input fields for 'User ID' and 'Password', each with a link to 'Forgot your [User ID/Password?]' and a 'Language' dropdown menu set to 'English (United States)'. A 'LOG ON' button is positioned below the password field. To the right, a sidebar contains 'Additional Information' with links for 'Forgot your User ID?', 'Forgot your password?', and 'Reset Logon credentials?'. Below that is a 'Registration' section with a 'Not registered?' link. At the bottom of the page, there are links for 'Terms & Conditions' and 'Privacy Policy', a line of text about supported browsers, and a 'Norton SECURED' logo with the text 'powered by Symantec' and 'ABOUT TRUST ONLINE'.

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

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:

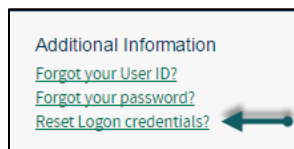
Error in logon process:

- 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.

M&T Bank

Need to reset your password or unlock your account?

For assistance, M&T Bank users may call M&T's Customer Service at 1-800-443-8671, option 4 or email CommercialCards@mtb.com

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 [*]

[SUBMIT](#) [Cancel](#)

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

Supported Browsers: Microsoft Windows version of Internet Explorer 11.0, Google's most current version of Chrome and Mozilla's most current version of Firefox


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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.

M&T Bank

Need to reset your password or unlock your account?


For assistance, M&T Bank users may call M&T's Customer Service at 1-800-443-8671, option 4 or email CommercialCards@mtb.com

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

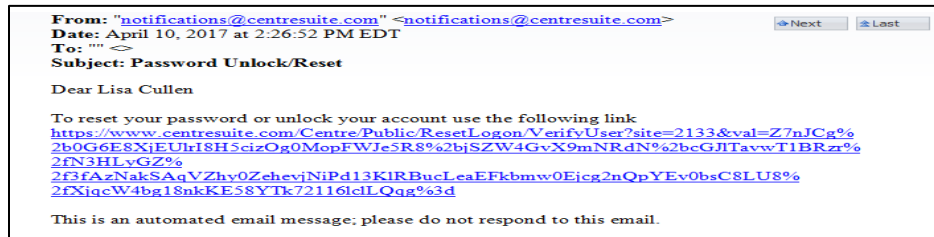
[CONTINUE](#)

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

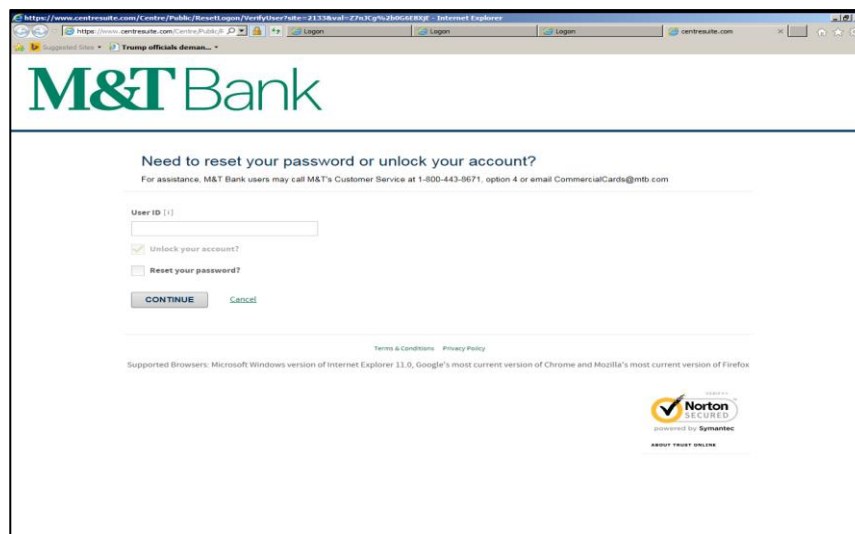
Supported Browsers: Microsoft Windows version of Internet Explorer 11.0, Google's most current version of Chrome and Mozilla's most current version of Firefox


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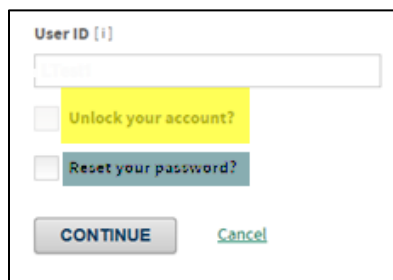
You will receive an email from notifications@centresuite.com that looks like this:



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

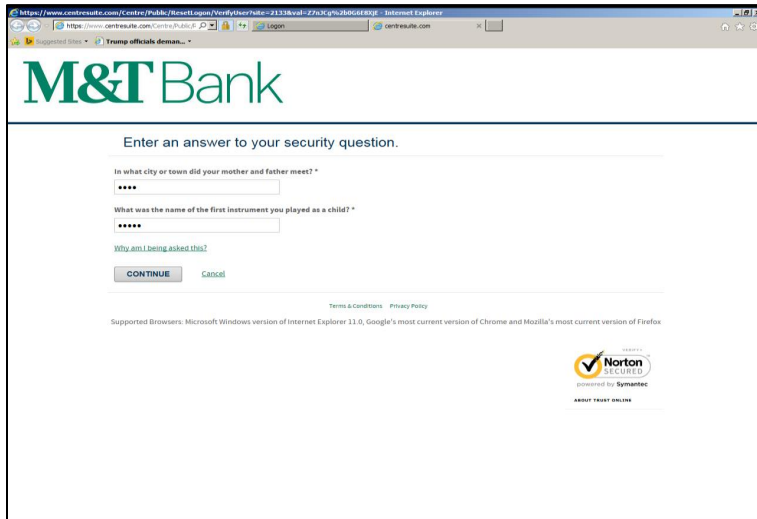


Enter your User ID and click the check the box next to "Unlock your account?" Choose this option only if you **do** really know your password. If you do not remember your password, check the box next to "Reset your password?" as well.

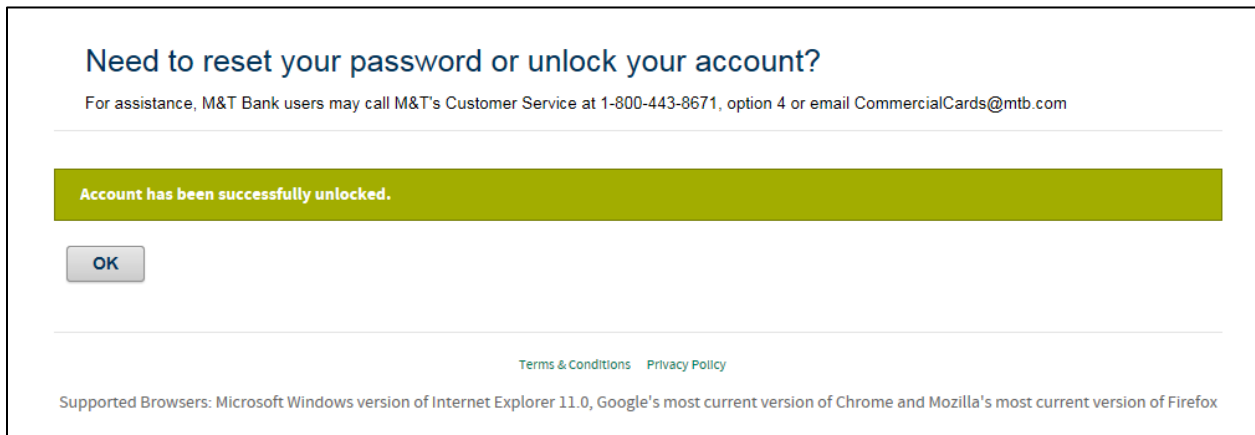


The security question screen will appear.

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

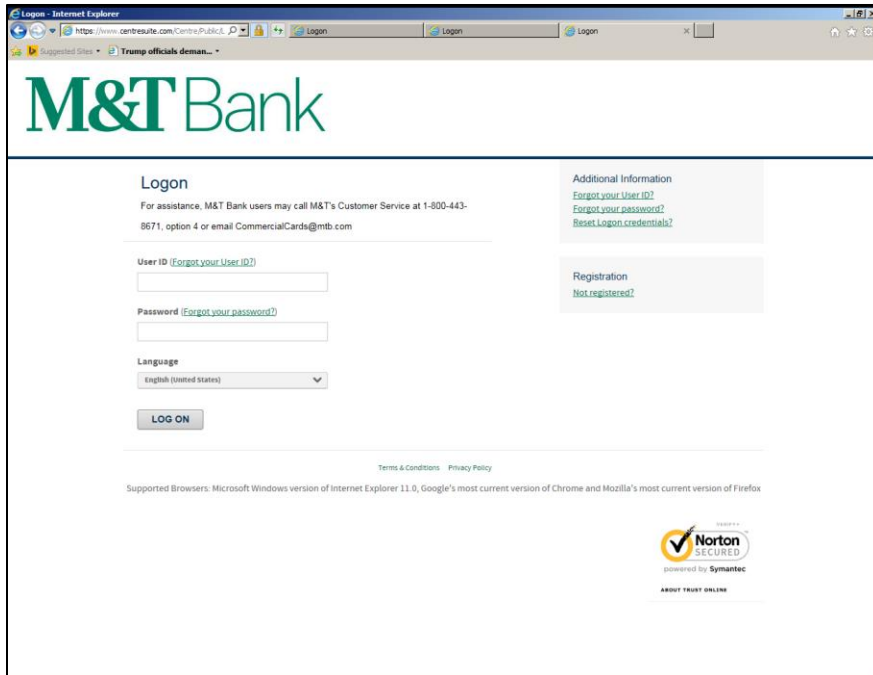
A screenshot of a web browser displaying the M&T Bank security question screen. The page has the M&T Bank logo at the top. Below the logo, it says "Enter an answer to your security question." There are two security questions: "In what city or town did your mother and father meet? *" and "What was the name of the first instrument you played as a child? *". Each question has a text input field with four asterisks (****) indicating a masked answer. Below the questions is a link that says "Why am I being asked this?". At the bottom of the form area are two buttons: "CONTINUE" and "Cancel". Below the buttons are links for "Terms & Conditions" and "Privacy Policy". At the very bottom, it says "Supported Browsers: Microsoft Windows version of Internet Explorer 11.0, Google's most current version of Chrome and Mozilla's most current version of Firefox." and a Norton Secured logo.

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

A screenshot of a web browser displaying the M&T Bank account unlock confirmation screen. The page has the heading "Need to reset your password or unlock your account?". Below the heading, it says "For assistance, M&T Bank users may call M&T's Customer Service at 1-800-443-8671, option 4 or email CommercialCards@mtb.com". In the center of the page is a green banner with the text "Account has been successfully unlocked." Below the banner is an "OK" button. At the bottom of the page are links for "Terms & Conditions" and "Privacy Policy". At the very bottom, it says "Supported Browsers: Microsoft Windows version of Internet Explorer 11.0, Google's most current version of Chrome and Mozilla's most current version of Firefox."

Press the “OK” button.

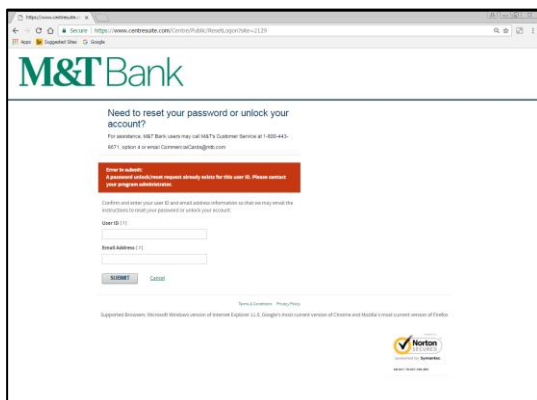
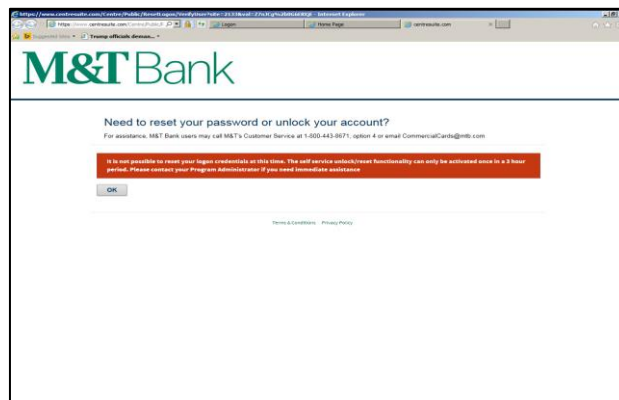
After pressing the “OK” button, you will be taken to the CentreSuite sign-on screen.



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.

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.

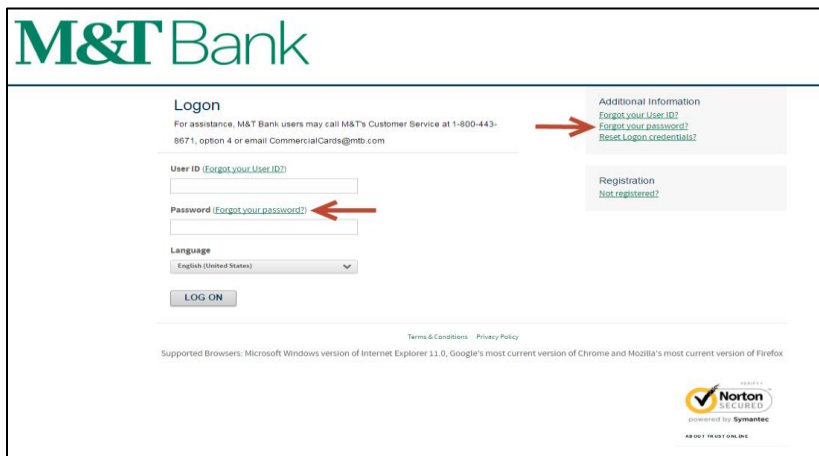
Please contact your program administrator for more information.

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?).



The screenshot shows the M&T Bank Logon page. The page has a header with the M&T Bank logo. Below the logo is a section titled "Logon" with a subtext: "For assistance, M&T Bank users may call M&T's Customer Service at 1-800-443-8671, option 4 or email CommercialCards@mtb.com". There are two input fields: "User ID (Forgot your User ID?)" and "Password (Forgot your password?)". Below the password field is a "Language" dropdown menu set to "English (United States)" and a "LOG ON" button. To the right of the logon fields is a box titled "Additional Information" containing links: "Forgot your User ID?", "Forgot your password?", and "Reset Logon credentials?". Below this box is a "Registration" section with a link "Not registered?". Red arrows point from the "Forgot your password?" link in the "Additional Information" box to the "Password" input field, and from the "Forgot your password?" link in the password field's label to the same field. At the bottom of the page, there are links for "Terms & Conditions" and "Privacy Policy", a list of supported browsers, and a Norton Security logo.

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

Forgot your password?

For assistance, M&T Bank users may call M&T's Customer Service at 1-800-443-8671, option 4 or email CommercialCards@mtb.com

Confirm and enter your user id and email address information so that we may email you your hint.

User ID [?]
Ltest1

Email Address [?]
ltest1@mtb.com

SUBMIT Cancel

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

Supported Browsers: Microsoft Windows version of Internet Explorer 11.0, Google's most current version of Chrome and Mozilla's most current version of Firefox

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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.

Forgot your password?

For assistance, M&T Bank users may call M&T's Customer Service at 1-800-443-8671, option 4 or email CommercialCards@mtb.com

Password reset instructions have been sent to your email address. If you do not receive a message within the next 30 minutes, please contact your program administrator for assistance.

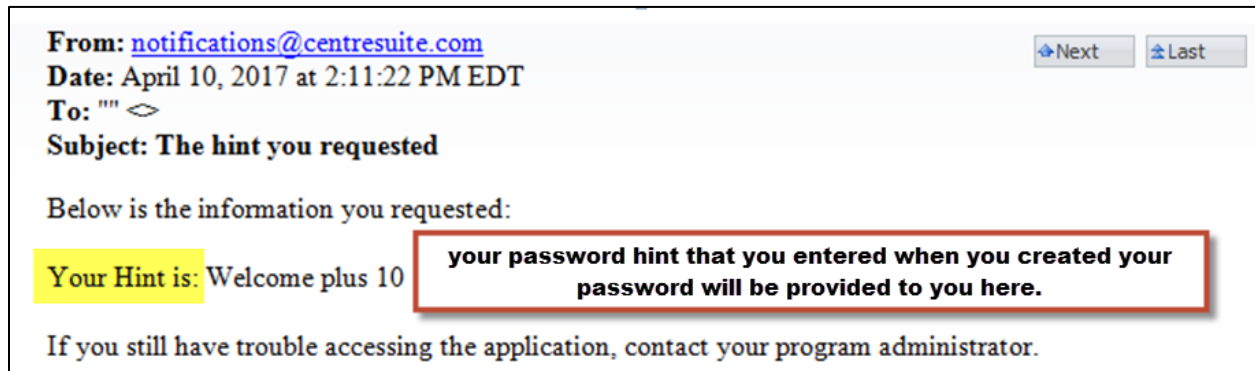
CONTINUE

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

Supported Browsers: Microsoft Windows version of Internet Explorer 11.0, Google's most current version of Chrome and Mozilla's most current version of Firefox

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

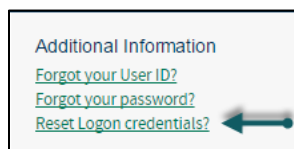


If the password hint you originally supplied helps you remember your password, sign on with your user ID and password. If not and you need to reset your password, continue to **RESETTING YOUR PASSWORD**.

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?”



The screenshot shows a web browser window with the URL <https://www.centresuite.com/Centre/Public/ResetLogin?site=2129>. The page features the M&T Bank logo at the top. Below the logo, the heading "Need to reset your password or unlock your account?" is displayed. A sub-header provides contact information: "For assistance, M&T Bank users may call M&T's Customer Service at 1-800-443-8671, option 4 or email CommercialCards@mtb.com".

The main content area prompts the user to "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." Below this, there are two input fields: "User ID [?]" and "Email Address [?]". A "SUBMIT" button is located below the email address field, and a "Cancel" link is to its right.

At the bottom of the page, there are links for "Terms & Conditions" and "Privacy Policy". A line of text states: "Supported Browsers: Microsoft Windows version of Internet Explorer 11.0, Google's most current version of Chrome and Mozilla's most current version of Firefox." In the bottom right corner, there is a "Norton SECURED" logo with the text "powered by Symantec" and a link to "ABOUT TRUSTONLINE".

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

The screenshot shows a web browser window with the URL <https://www.centresuite.com/Centre/Public/ResetLagon?site=2133>. The page features the M&T Bank logo at the top. Below the logo, the heading "Need to reset your password or unlock your account?" is displayed. A subheading provides assistance information: "For assistance, M&T Bank users may call M&T's Customer Service at 1-800-443-8671, option 4 or email CommercialCards@mtb.com". A confirmation message states: "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." The form contains two input fields: "User ID [?]" with the value "ltest1" and "Email Address [?]" with the value "ltest1@mtb.com". Below the fields are two buttons: "SUBMIT" and "Cancel". At the bottom of the page, there are links for "Terms & Conditions" and "Privacy Policy", a statement about supported browsers, and a Norton Secured logo with the text "powered by Symantec" and "ABOUT TRUST ONLINE".

Need to reset your password or unlock your account?

For assistance, M&T Bank users may call M&T's Customer Service at 1-800-443-8671, option 4 or email CommercialCards@mtb.com

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 [?]

ltest1


Email Address [?]

ltest1@mtb.com

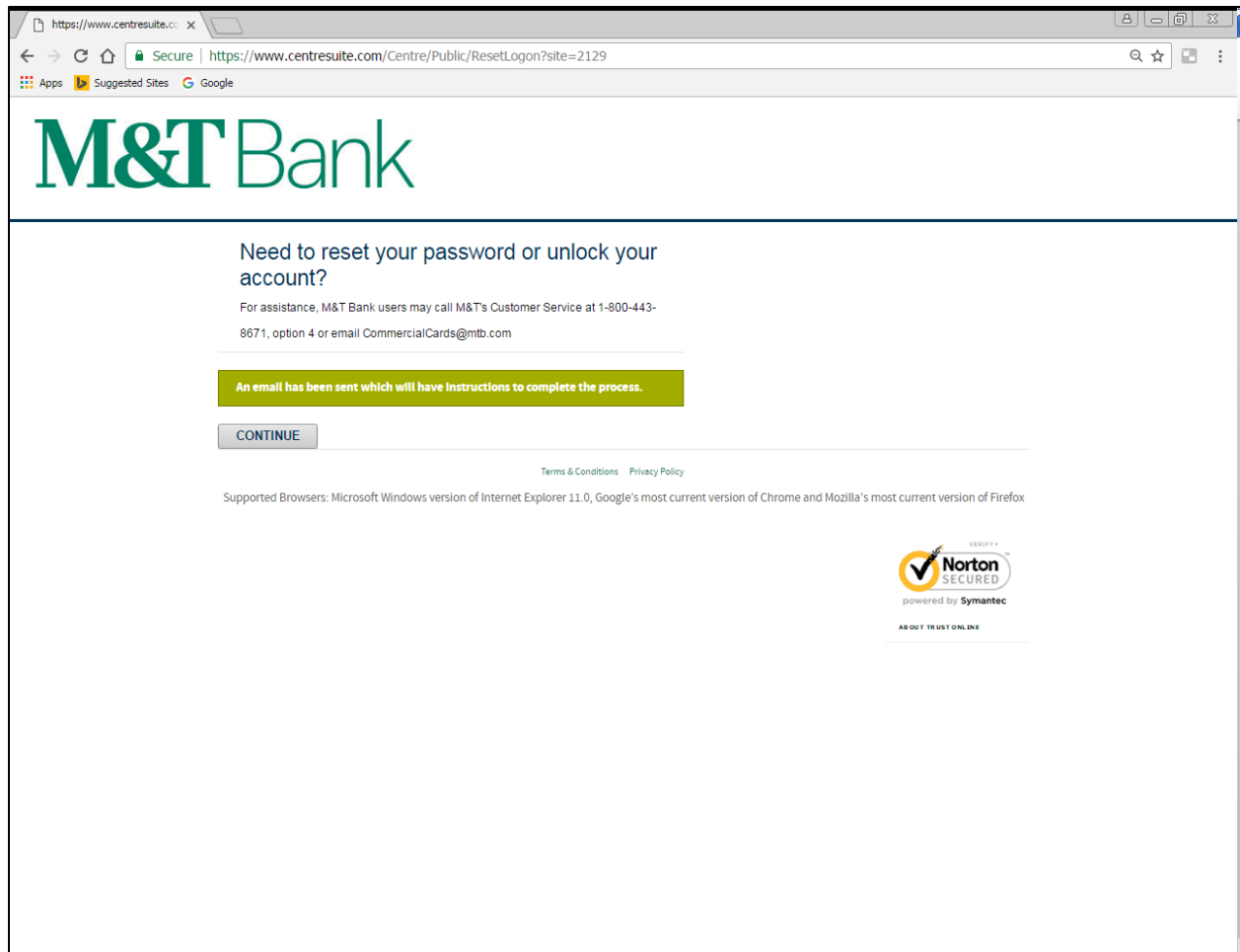
SUBMIT [Cancel](#)

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

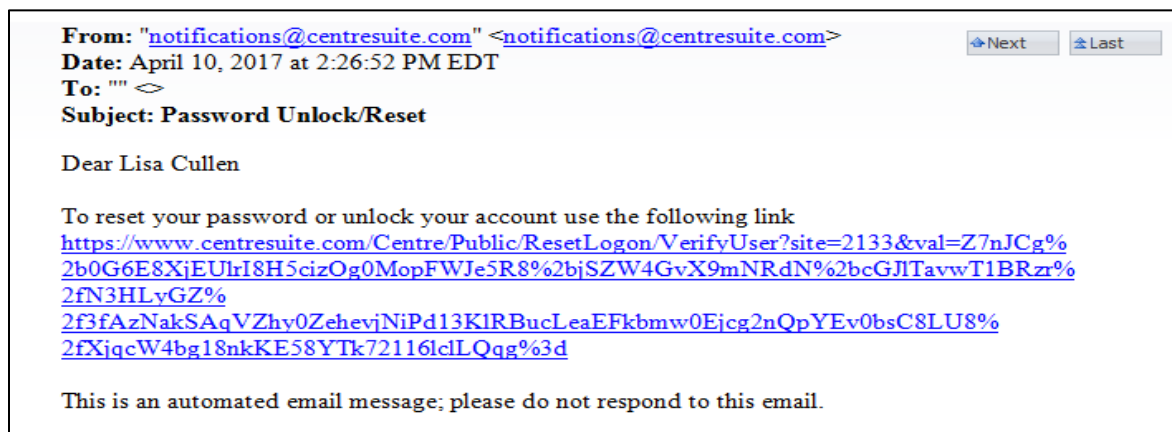
Supported Browsers: Microsoft Windows version of Internet Explorer 11.0, Google's most current version of Chrome and Mozilla's most current version of Firefox

 powered by Symantec

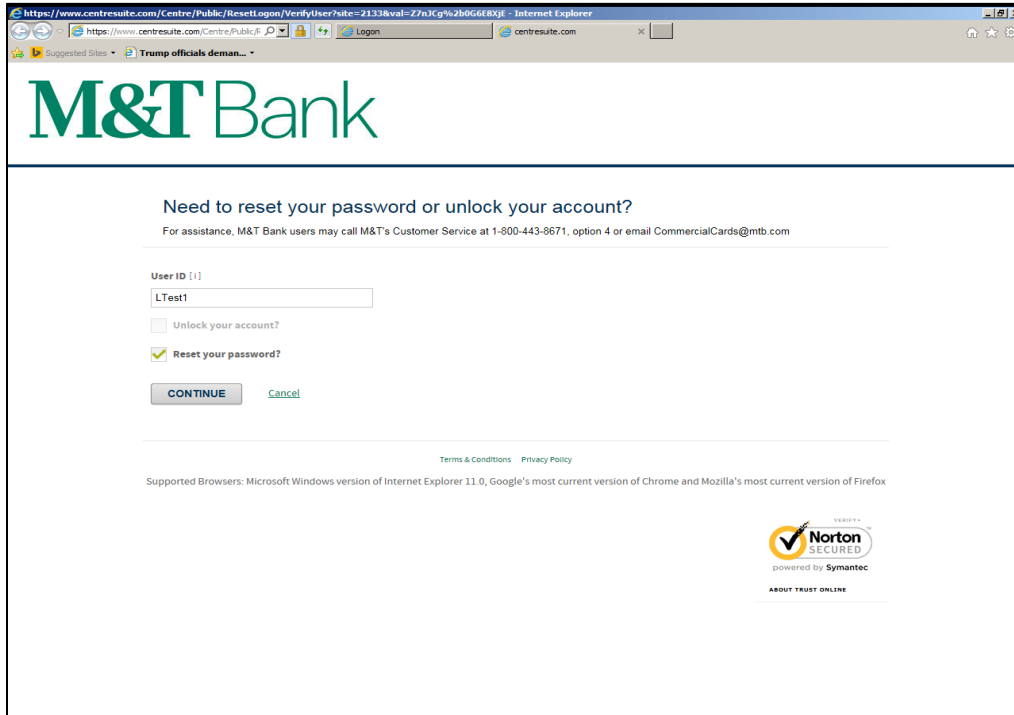
ABOUT TRUST ONLINE



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

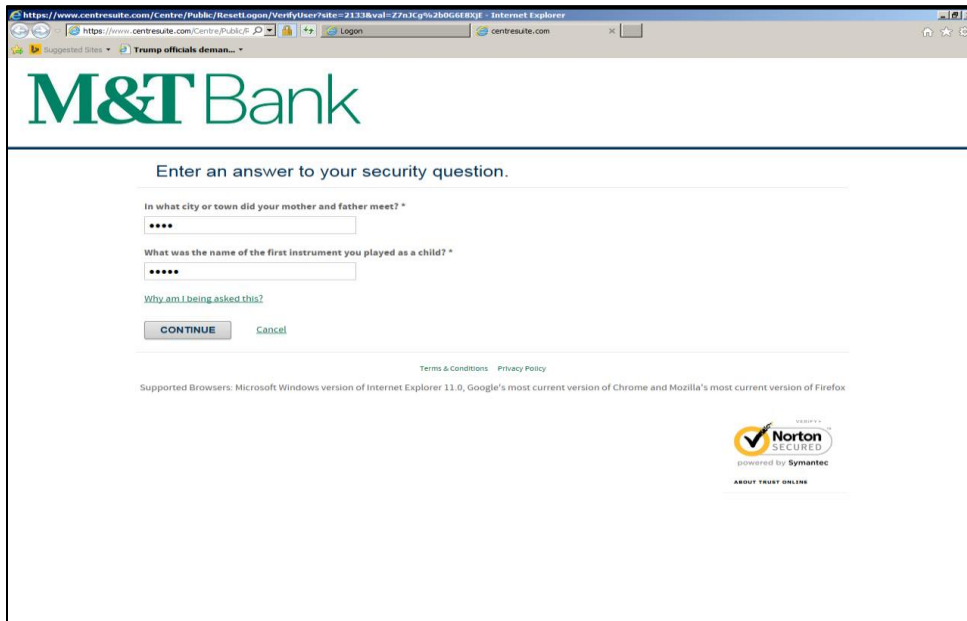


Enter your User ID and check RESET YOUR PASSWORD. Click on the “Continue” button.



The screenshot shows the M&T Bank website in an Internet Explorer browser. The URL is <https://www.centresuite.com/Centre/Public/ResetLogin/VerifyUser?site=2133&val=Z7nJG%2b0G6E8XjE>. The page features the M&T Bank logo at the top. Below the logo, the text reads: "Need to reset your password or unlock your account? For assistance, M&T Bank users may call M&T's Customer Service at 1-800-443-8671, option 4 or email CommercialCards@mtb.com". There is a text input field for "User ID" containing "LTest1". Below this are two radio buttons: "Unlock your account?" (unchecked) and "Reset your password?" (checked). At the bottom of the form are two buttons: "CONTINUE" and "Cancel". Below the form, there are links for "Terms & Conditions" and "Privacy Policy". A note states: "Supported Browsers: Microsoft Windows version of Internet Explorer 11.0, Google's most current version of Chrome and Mozilla's most current version of Firefox". At the bottom right, there is a Norton Secured logo with the text "powered by Symantec" and "ABOUT TRUST ONLINE".

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.



The screenshot shows the M&T Bank website in an Internet Explorer browser. The URL is <https://www.centresuite.com/Centre/Public/ResetLogin/VerifyUser?site=2133&val=Z7nJG%2b0G6E8XjE>. The page features the M&T Bank logo at the top. Below the logo, the text reads: "Enter an answer to your security question." There are two security questions, each with a text input field: "In what city or town did your mother and father meet? *" and "What was the name of the first instrument you played as a child? *". Below the questions is a link that says "Why am I being asked this?". At the bottom of the form are two buttons: "CONTINUE" and "Cancel". Below the form, there are links for "Terms & Conditions" and "Privacy Policy". A note states: "Supported Browsers: Microsoft Windows version of Internet Explorer 11.0, Google's most current version of Chrome and Mozilla's most current version of Firefox". At the bottom right, there is a Norton Secured logo with the text "powered by Symantec" and "ABOUT TRUST ONLINE".

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.

Logon - Internet Explorer

https://www.centresuite.com/Centre/Public/

Logon

Suggested Sites • Trump officials deman...

M&T Bank

Please enter a new password

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

New password: [?]

Confirm new password:

Password hint: [?]
Welcome plus 54

[SAVE](#) [Cancel](#)

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

Supported Browsers: Microsoft Windows version of Internet Explorer 11.0, Google's most current version of Chrome and Mozilla's most current version of Firefox

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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.

Logon - Internet Explorer

https://www.centresuite.com/Centre/Public/

Logon

Suggested Sites • Trump officials deman...

M&T Bank

Password Confirmation

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

Your password has been changed.

[OK](#)

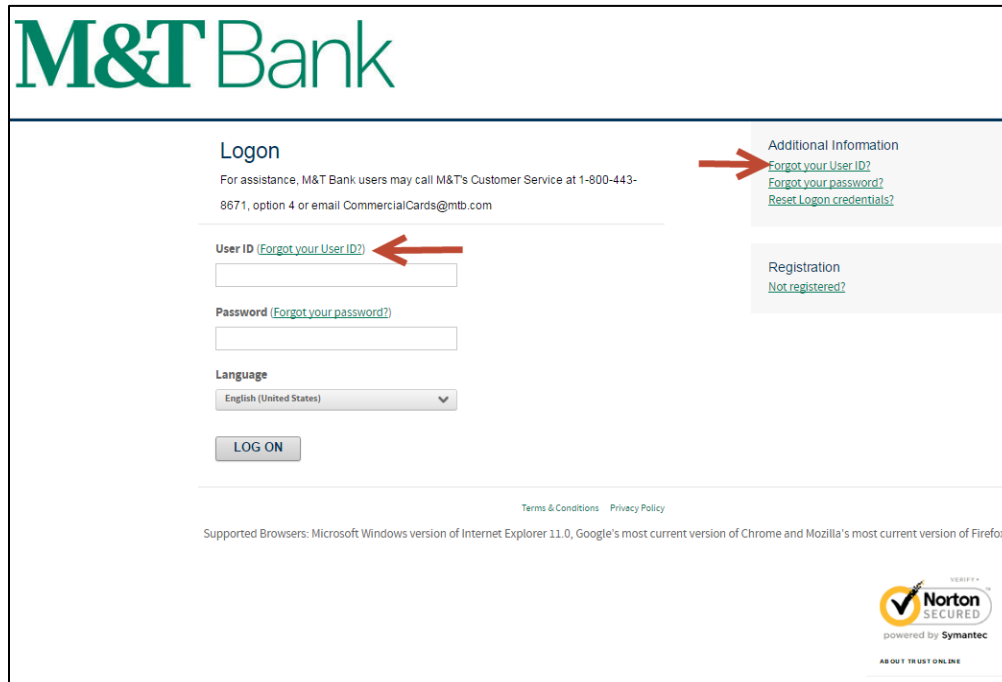
[Terms & Conditions](#) [Privacy Policy](#)

Supported Browsers: Microsoft Windows version of Internet Explorer 11.0, Google's most current version of Chrome and Mozilla's most current version of Firefox

Norton SECURED
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ABOUT TRUST ONLINE

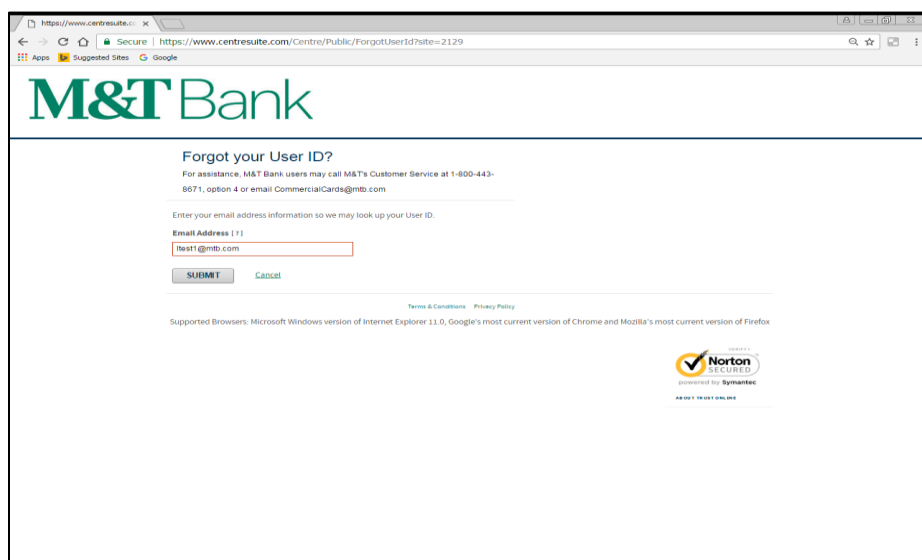
FORGOT YOUR USER ID?

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?**).



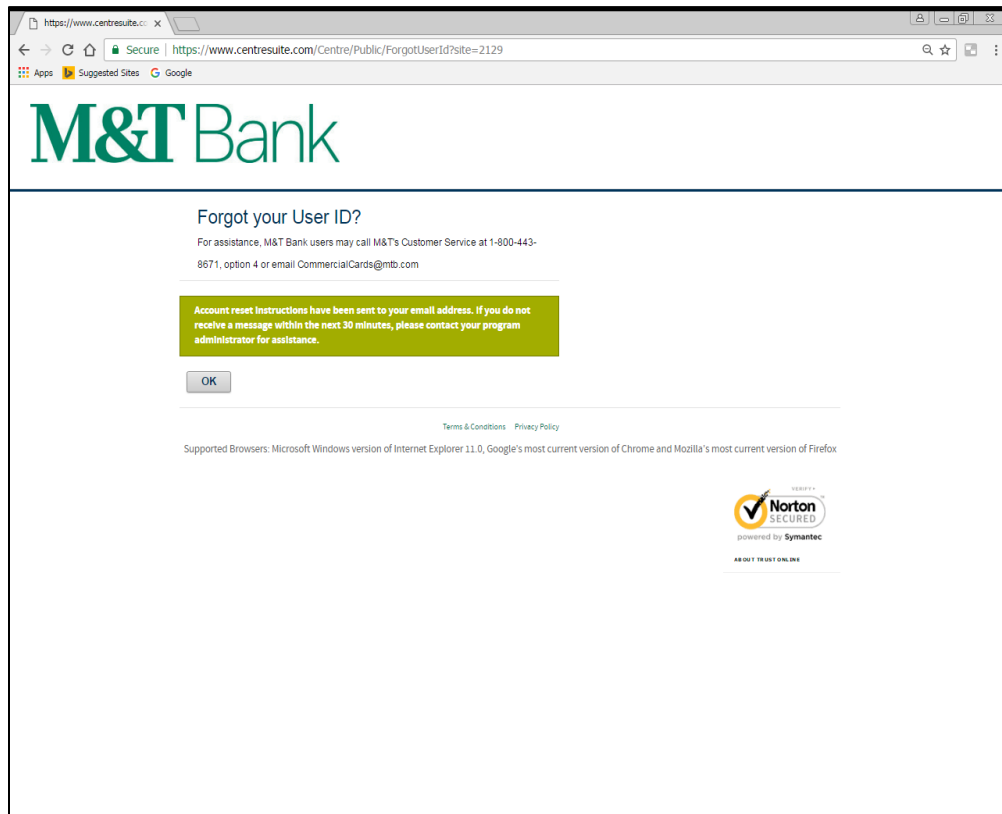
The screenshot shows the M&T Bank Ligon page. The M&T Bank logo is at the top left. Below it, the word "Ligon" is displayed. A message states: "For assistance, M&T Bank users may call M&T's Customer Service at 1-800-443-8671, option 4 or email CommercialCards@mtb.com". There are three input fields: "User ID" with a link "Forgot your User ID?", "Password" with a link "Forgot your password?", and a "Language" dropdown menu set to "English (United States)". A "LOG ON" button is below the fields. On the right side, there is a box titled "Additional Information" with links: "Forgot your User ID?", "Forgot your password?", and "Reset Logon credentials?". Below that is a "Registration" box with a link "Not registered?". At the bottom, there are links for "Terms & Conditions" and "Privacy Policy", a list of supported browsers, and a Norton Secured logo.

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

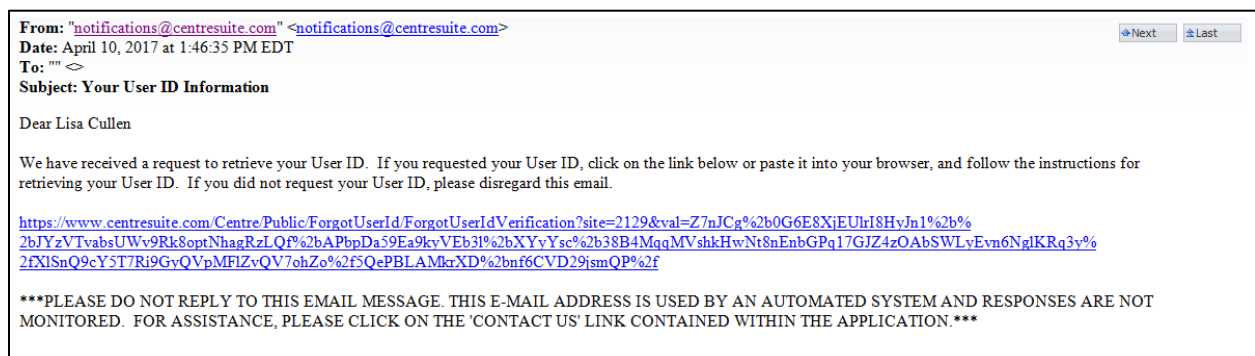


The screenshot shows the "Forgot your User ID?" page. The M&T Bank logo is at the top left. Below it, the text "Forgot your User ID?" is displayed. A message states: "For assistance, M&T Bank users may call M&T's Customer Service at 1-800-443-8671, option 4 or email CommercialCards@mtb.com". Below this, it says "Enter your email address information so we may look up your User ID." There is an "Email Address" input field with the text "test1@mtb.com". Below the input field are "SUBMIT" and "Cancel" buttons. At the bottom, there are links for "Terms & Conditions" and "Privacy Policy", a list of supported browsers, and a Norton Secured logo.

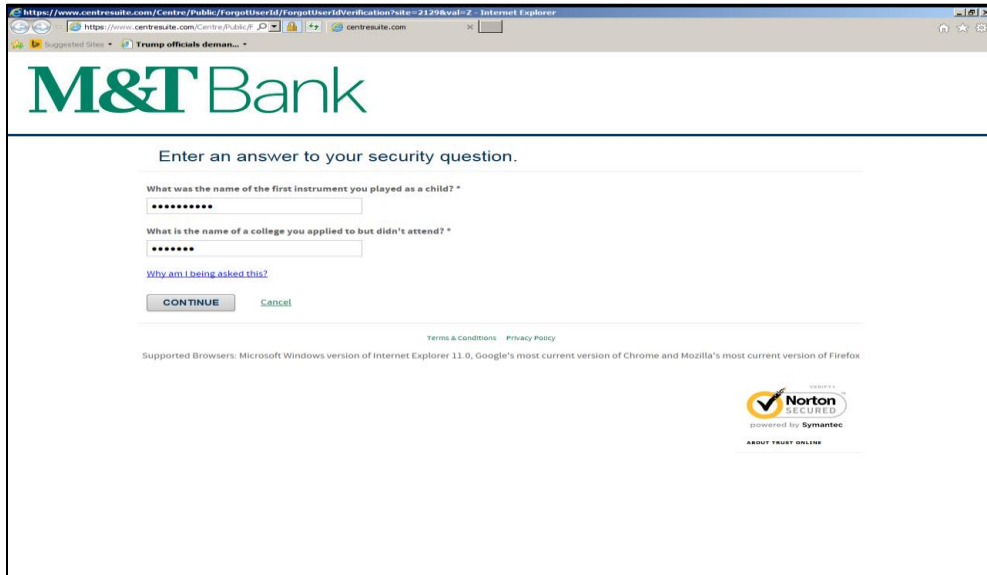
A message will appear stating that an email with Instructions will be sent to you. Please access your email.



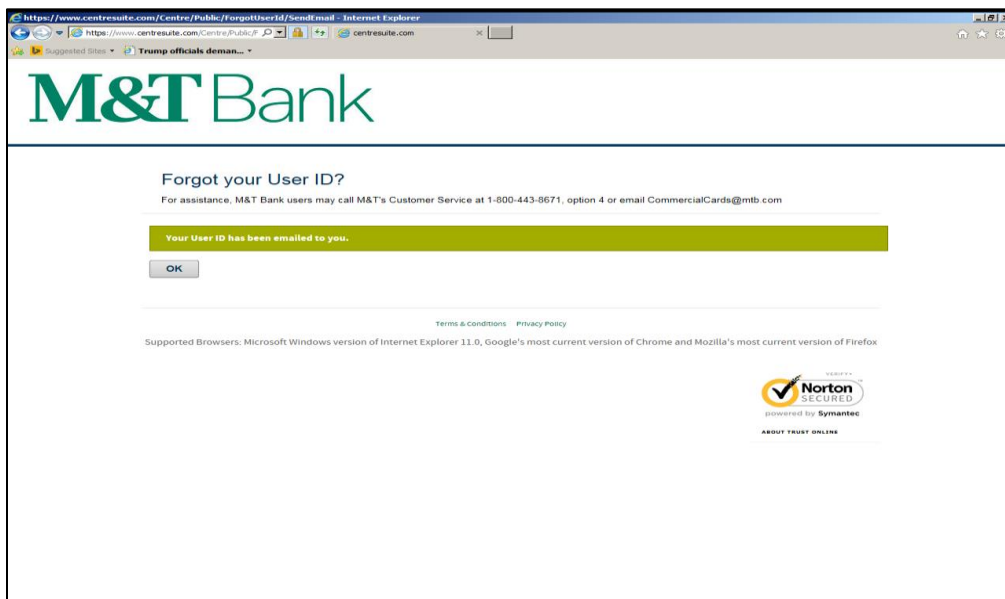
You will receive the email message below. Click on the link to proceed with obtaining your Logon ID.



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.



The screenshot shows the M&T Bank website in an Internet Explorer browser. The page title is "Enter an answer to your security question." Below the title, there are two security questions, each with a text input field and a password mask (dots). The first question is "What was the name of the first instrument you played as a child? *". The second question is "What is the name of a college you applied to but didn't attend? *". Below the questions, there is a link "Why am I being asked this?". At the bottom of the form, there are two buttons: "CONTINUE" and "Cancel". Below the buttons, there are links for "Terms & Conditions" and "Privacy Policy". At the very bottom, there is a line of text: "Supported Browsers: Microsoft Windows version of Internet Explorer 11.0, Google's most current version of Chrome and Mozilla's most current version of Firefox". In the bottom right corner, there is a "Norton SECURED" logo with the text "powered by Symantec" and "ABOUT TRUST ONLINE".



The screenshot shows the M&T Bank website in an Internet Explorer browser. The page title is "Forgot your User ID?". Below the title, there is a line of text: "For assistance, M&T Bank users may call M&T's Customer Service at 1-800-443-8671, option 4 or email CommercialCards@mtb.com". Below this text, there is a green banner with the text "Your User ID has been emailed to you." and an "OK" button. Below the banner, there are links for "Terms & Conditions" and "Privacy Policy". At the very bottom, there is a line of text: "Supported Browsers: Microsoft Windows version of Internet Explorer 11.0, Google's most current version of Chrome and Mozilla's most current version of Firefox". In the bottom right corner, there is a "Norton SECURED" logo with the text "powered by Symantec" and "ABOUT TRUST ONLINE".

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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