

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].



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](#)

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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

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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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 body text: 'Dear Carla James', 'To reset your logon credentials, click on the link below:', and a long URL. A red arrow points to the URL. At the bottom, there is a warning: '***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].



Payment Center®

Need to reset your logon credentials?

User ID [i]



Enter your user ID

Unlock your account?



Reset your password?



CONTINUE

[Cancel](#)

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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

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 'HOME' ribbon is active, showing options like 'New Email', 'Ignore', 'Clean Up', 'Delete', 'Reply', 'Reply All', 'Forward', and 'More'. The 'SEND / RECEIVE' ribbon shows 'Send', 'Send All', and 'Send Deleted Items'. The 'FOLDER' ribbon shows 'Move', 'Rules', and 'OneNote'. The 'VIEW' ribbon shows 'Assign Policy', 'Unread/Read', 'Categorize', and 'Follow Up'. The 'Search People' ribbon shows 'Search People', 'Address Book', and 'Filter Email'. The left sidebar shows 'Favorites' with 'Clutter 8' and 'carla.james@okstate.edu' with 'Inbox', 'Drafts', 'Sent Items', 'Deleted Items 43', and '***LETTER IS PROCESS***'. The main pane shows a list of emails from 'notifications@centresuite.com'. The top email is highlighted with a red box and contains the text: 'User Information Password Alert! This message may contain a request for your'. The bottom email is also from 'notifications@centresuite.com' and contains the text: 'Your Logon Credentials Dear Carla James'. The right pane shows the details of the selected email, including the sender's name 'notifications@centresuite.com', the subject 'User Information', and the recipient 'To James, Carla'. The email body contains a '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.***' A red arrow points to the new password 'wBI30/oq' in the email body. The bottom of the interface shows 'Mail Calendar People Tasks ...' and the status bar displays 'notifications@centresuite.com No Items'.

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].

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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:


New password: [?]


Confirm new password:


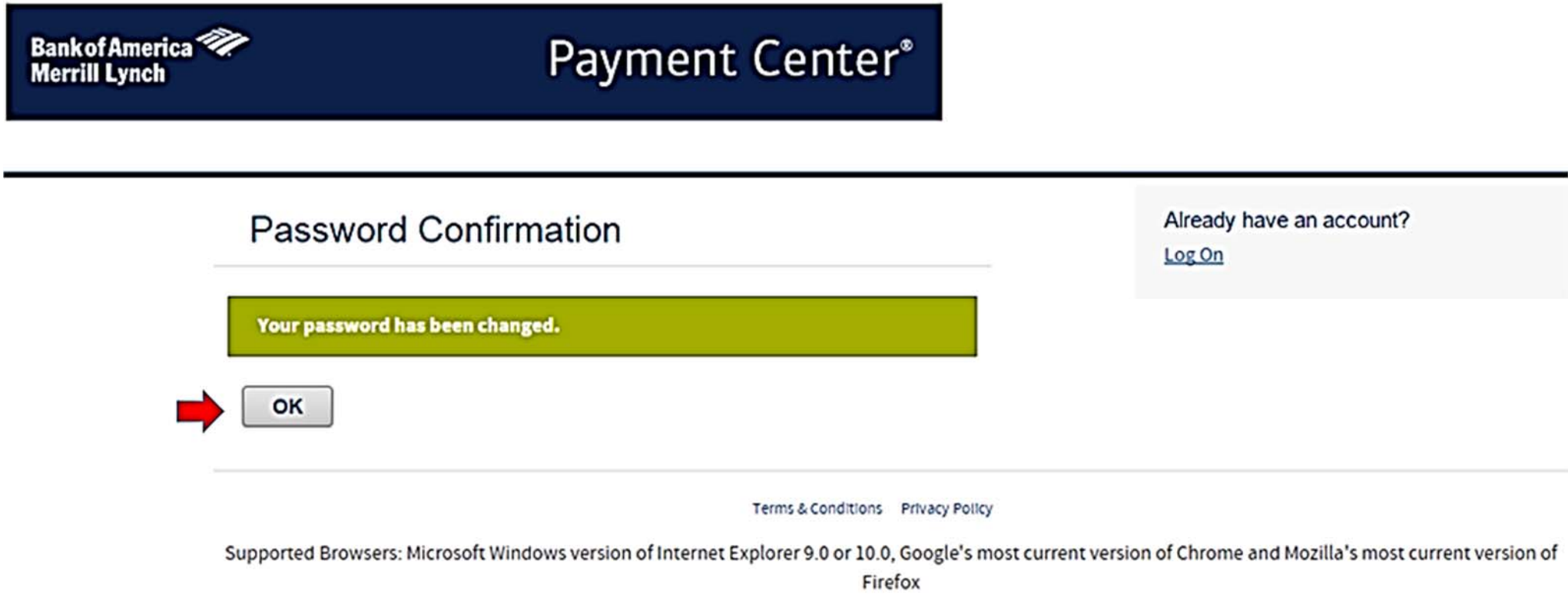
Password hint: [?]


 [Cancel](#)

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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, a grey box contains the text "Already have an account?" with a blue "Log On" link. At the bottom, there are links for "Terms & Conditions" and "Privacy Policy", and a footer listing 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".