

# Outbank Helpdesk

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I forgot my master password. Can I get a new password from the support or can I reset the password?

Christine - 2016-09-15 - in Master password

No, since the master password was assigned and confirmed by you personally during the initial use, it is only known to you and can not be reseted by the Outbank support.

It is not possible to change or circumvent the password from "outside".

Please delete Outbank from your device and reinstall the app from the App Store.