

Outbank Helpdesk

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I forgot my master password, login via Touch ID / Face ID is set up and works. Can I reset the master password?

Verena von Outbank - 2019-02-18 - in Master password

No, master passwords can not be reset by Outbank Support, as we do not store any passwords. There is no way to change the password "from the outside" or a "forgot password" function.

You can continue using Outbank with Touch ID / Face ID. If you would like to set up a new master password, delete Outbank from your device and install the app from the [App Store](#) again. Please note that in this case you have to set up Outbank including all bank accounts one more.

Related Pages

- [I forgot my master password. Can I get a new password from the support or can I reset the password?](#)
- [How can I change my master password in Outbank?](#)