

# Resetting Your Password in the PPP Forgiveness Portal

## Resetting Your Password

## Clearing Cache & Cookies

To reset your PPP Forgiveness Portal password:

1. Clear your browser cache and cookies. See page four for instructions if needed.
2. Launch the PPP Forgiveness Portal **in Chrome**: <https://commercebanksba-community.force.com/>
2. Click **Forgot password?**

Welcome to the Commerce Bank SBA PPP Forgiveness Portal  
Log in to continue.

Email  
|

Password

Forgot password?

Log In

New Customer? Sign Up

3. Enter your **Email** address.
  4. Click **Reset Password**.
- (continued on next slide)

What happens next?

- You will receive an email that includes a link to reset your password.

Forgot your password?  
We'll send you an email with a link to reset it.

Email

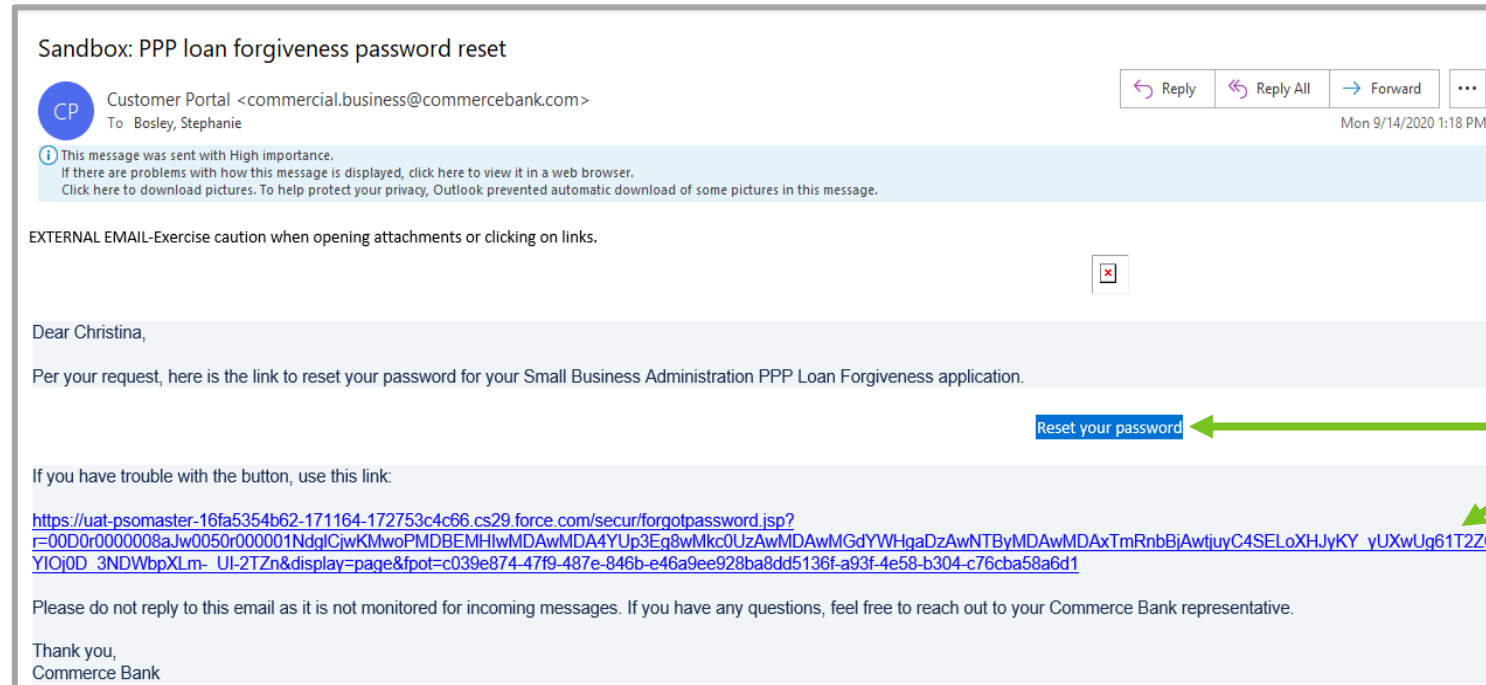
Reset Password

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5. Click **Reset your Password** or click the link in the email.  
(continued on next slide)



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6. Type a new password that meets the guidelines listed on the screen.
7. Re-type the password.
8. Click **Login**.

Commerce Bank

### Create a Password

Create a Password

6 →

**i** Passwords should be at least:

- ✓ 8 characters
- ✓ 1 lowercase letter
- ✓ 1 uppercase letter
- ✓ 1 number
- ✓ 1 special character (! # \$ % ' \_ = + < >)

Create a unique password and use it for this site only.

7 →

Retype Password

8 →

Log In

Privacy Policy |

What happens next?

- The PPP Forgiveness Portal launches and opens at your Dashboard page.

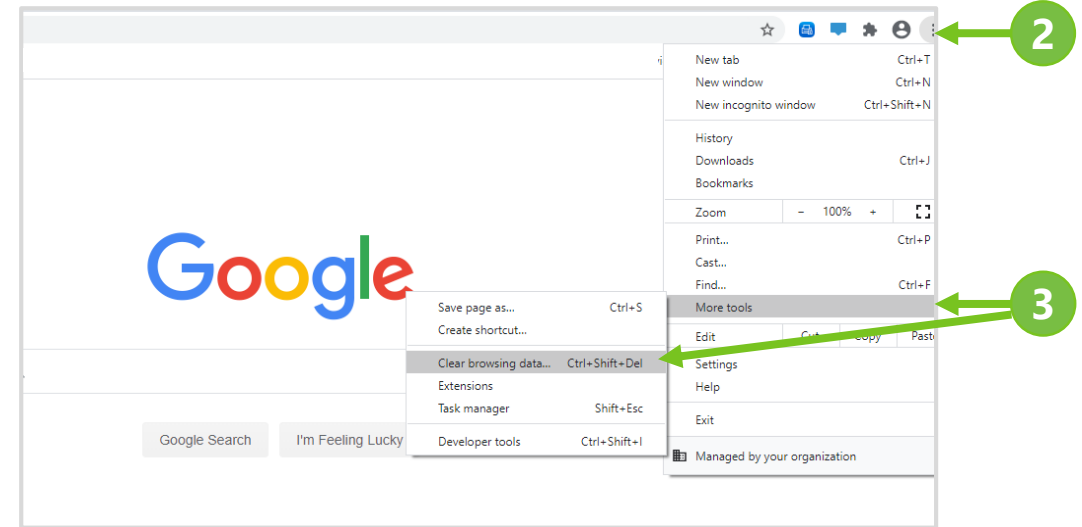
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## Resetting Your Password

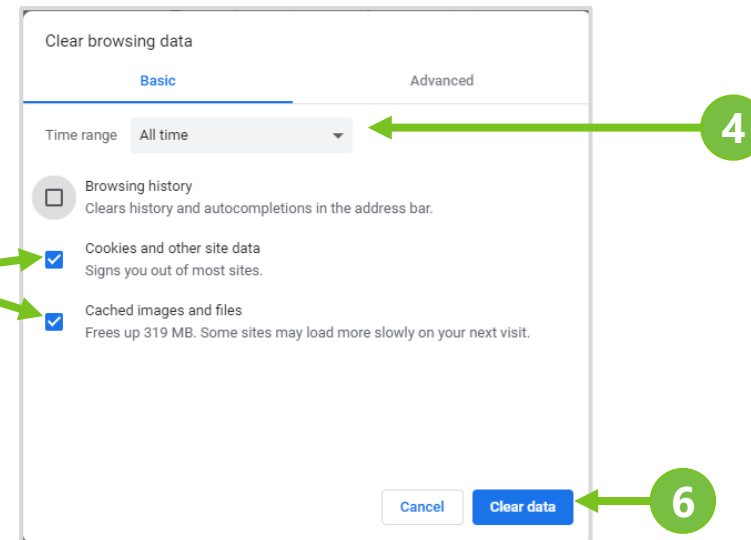
## Clearing Cache & Cookies

To clear your browser cache and cookies:

1. On your computer, open **Chrome**.
2. At the top right, click ☰
3. Click **More tools** and then **Clear browsing data**.



4. Select a **Time range**. To delete everything, select **All time**.
5. Check the boxes next to **Cookies and other site data** and **Cached images and files**.
6. Click **Clear data**.



Return to page one for the instructions for resetting your password.