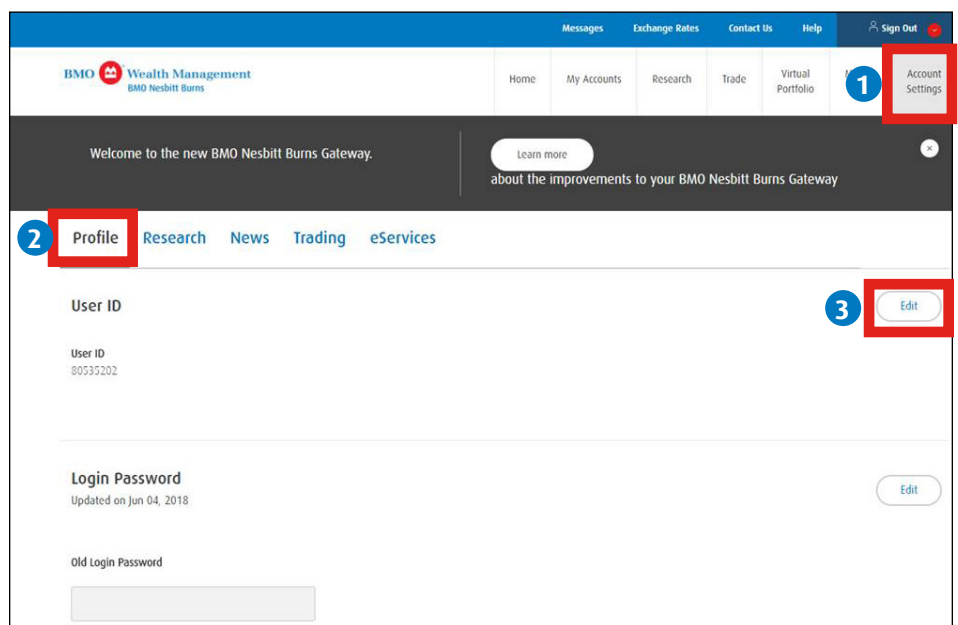


Job Aid: Changing Your Gateway User ID

You can create a personalized User ID for your Gateway account. However, **you can only set up your customized User ID once**. After setting up a customized User ID, you will not be able to edit or change it again.

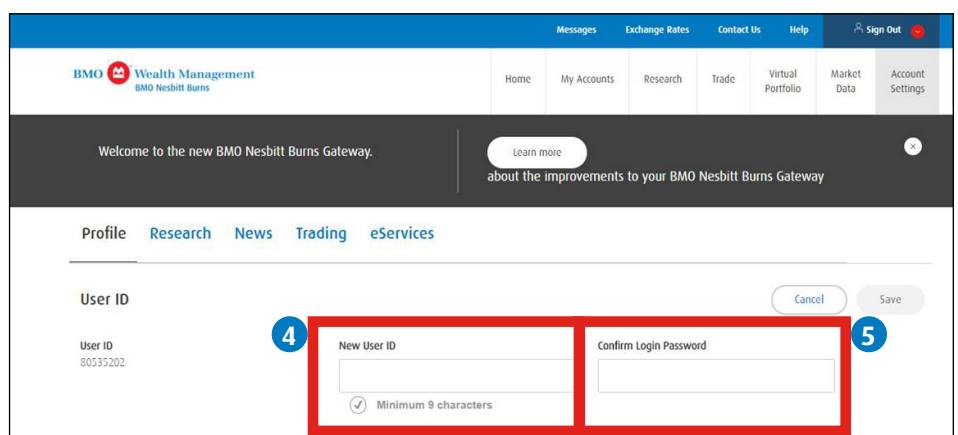
To set up your customized User ID, follow these steps:

1. Log in to Gateway (gateway.bmonesbittburns.com) and go to the **Account Settings** page;
2. Click on the **Profile** tab; and
3. Beside the **User ID** field, click **Edit**.



4. Enter your new, unique User ID into the **New User ID** field; and
5. Enter your login password into the **Confirm Login Password** field.

Note: Your User ID must be between nine and 30 characters in length, can include any combination of letters and numbers, but cannot include any special characters. However, your email address cannot be used as your User ID.



6. If your new User ID meets the requirements, the checkmark below the **New User ID** field will turn green. Enter your password in the **Confirm Login Password** field and the **Save** button will turn blue.

The screenshot shows the BMO Gateway account settings page. The 'New User ID' field contains 'TestUser1' and has a green checkmark below it. The 'Confirm Login Password' field is empty. The 'Save' button is highlighted in blue and has a circled '6' next to it. The 'Cancel' button is greyed out.

7. A message containing your new, customized User ID has been saved and will appear under User ID. In addition, your new User ID will be displayed under the User ID field. Again, no further edits or changes are permitted. Please make note of your new User ID, and securely store this information for future reference.

The screenshot shows the BMO Gateway account settings page after the user ID has been changed. A red box highlights a message that says 'You have successfully changed your user ID. (Message 20054)'. Below the message, the 'User ID' field now displays 'TestUser1'.

If you have any questions, please contact the Gateway Help Desk at 1-877-873-7664 between 8:00 a.m. to 8:00 p.m. ET, Monday to Friday, or by e-mail at gateway.helpdesk@bmonb.com.