

# Online Banking Login Security



**Security and protection are vital features when it comes to banking. Beginning April 22, 2024, a new Online Banking login security feature will be in effect that will better protect you and your accounts.**

## How it Works:

This additional layer of protection confirms not only your credentials, but also the device you are using during login. If the system detects a new device or suspicious activity, you may be asked to verify your identity with a one-time passcode sent to your phone.



## How to Set Up:

Set up is simple. Starting April 22, 2024, when you log in to your Online Banking account through our website or Mobile Banking app, you will be asked to set up your verification phone number and choose your preferred delivery method—text message or phone call.

You will receive a text message or phone call containing a passcode. Enter this passcode during login to complete your phone number verification. Once entered, you will be logged into Online Banking.

Visit [homefederalne.bank](https://homefederalne.bank) for more details and to view our helpful video tutorial.

## Am I required to set this up?

Yes, your enrollment in this new security process is required.

## Is this replacing the current Security Challenge Questions?

Yes, this security process will replace the current Security Challenge Questions.

## Why the change?

Cybercriminals are constantly developing new methods to steal your personal data and are getting more sophisticated with each passing day. We've chosen to adapt and evolve to stay one step ahead of those threats.

## How will this feature work in the future?

Once set up, this security feature will only be activated if it detects a login attempt that falls outside of how you typically log in. When this happens, you will be prompted to enter a passcode during login. The passcode will be sent to the phone number you set up previously using your preferred delivery method. Simply enter the passcode to complete your login.

## Will this affect the Mobile Banking app?

Yes, the same new security set up and process will apply to logging in via our Mobile Banking app.

## Can I change my verification phone number from the Mobile Banking app once enrolled?

No. You must log in to Online Banking via our website to update your verification phone number. Or, call Customer Support at 800-658-3183 and our team will be happy to assist you.

## Is there a cost?

There is no cost to you for this additional protection. It is part of our ongoing commitment to keeping our account holders and their accounts safe and secure.

