

# Multi-Factor Authentication (MFA)

## – Frequently Asked Questions

### 1) Why is my online banking experience changing?

We take our obligation to protect our members seriously. To make your online banking experience as secure as possible, we are introducing a new security feature called Multi-Factor Authentication (MFA). After you enroll in this new security system, most of the time, your logon will be the same as it was before. The only difference is that now you will have an extra layer of security working behind-the-scenes to protect your account 24/7, even when you are not online.

### 2) What is Multi-Factor Authentication (MFA)?

MFA stands for Multi-Factor Authentication. It is a new security system that adds an extra layer of protection to your online Home Banking account by letting you know you're at our legitimate Home Banking site, and letting us know it's you accessing your account.

#### Letting you know you're at our legitimate Home Banking site

Multi-Factor Authentication will help you distinguish our Home Banking site from a look-a-like. Upon registering for this new security feature, you will receive a personal image and phrase, which will become a shared secret between you and us. When you see the image and phrase displayed on the screen, you can be confident that you are at our Home Banking site and that it is safe to enter your password. It is important to make sure that you NEVER enter your password without seeing your personal image and phrase.

#### Letting us know it's you accessing your account

If the security system does not recognize the computer being used when you log on to our Home Banking site, it will ask you to verify your identity by prompting you to either answer a security question or enter a one-time password that is sent to your personal e-mail address.

When you log on to our Home Banking site from a different computer, you are asked to answer a security question or enter a one-time password to protect your account. You can choose to register your computer so that the system will remember it in the future, in which case it will not ask you to answer a security question or enter a one-time password the next time you log on from that computer.

### 3) Why do I need this new security system?

The increase in threats to the security of personal financial information and funds is causing concern among members, credit unions and regulators. To address these concerns and adhere to the Federal Financial Institutions Examination Council's suggestion, we are adding an extra layer of security to our Home Banking site. This new level of security helps you guard against fraudulent online activities like "Phishing" (malicious requests for your personal information) and identity theft.

### 4) What is Phishing?

Phishing, (pronounced fishing), is the act of sending an e-mail to a user falsely claiming to be a legitimate enterprise in an effort to scam the user into surrendering private information. The e-mail directs the user to visit a web site where they are asked to update personal information, such as passwords and credit card, social security, and financial institution account numbers that the legitimate enterprise already has. The web site is designed to steal the user's information, which is often used for identity theft. The e-mail may state something like, "Your account will expire if you do not log on and update your profile."

### 5) How does the new security system work?

When you visit your branch office, you know our faces and we know yours. Our new security feature does the same thing over the Internet. When you enroll, you will receive a secret image and phrase known only to you. Whenever you log on to your Home Banking account, the system will display this image and phrase so you can feel confident that you are accessing our legitimate Home Banking site. **Remember: Never enter your password without seeing your personal image and phrase.**

The security system also checks the computer that you are using to access your Home Banking account. Typically you will access your account from one or two computers, such as your work and home machine. The system remembers your computer(s) if you choose to register them. If you log on from a computer that has not been registered, the system will take additional steps to verify your identity, such as asking you to provide the answer to your own personalized security questions or asking you to enter a one-time password that is sent to your e-mail address.

# Multi-Factor Authentication (MFA)

## – Frequently Asked Questions (continued)

### 6) **When will I be asked for more information?**

When you first enroll in the new security feature, you will receive a randomly assigned image and choose your personal phrase. You will also be asked to answer some questions, provide an e-mail address, and decide whether to register your computer. You can choose to change or update the image, phrase, e-mail address, questions and answers at any time. You will only be prompted to enter additional information when you use a computer that is not registered.

### 7) **When should I register my computer?**

When you initially enroll, or anytime you successfully log on to an unregistered computer, you can choose to register the computer you are using.

- If you choose to register that computer: You will not need to answer a security question or enter a one-time password the next time you log on from that computer. You may want to choose this option if you are using a personal home or work computer.
- If you choose NOT to register that computer: The system will prompt you to answer a security question or enter a one-time password that is sent to your e-mail address to validate your identity the next time you log on to your account. You should choose this option if you are using a public terminal.

### 8) **How am I more secure with the new security system?**

The new security system displays a secret image and phrase to protect you from accidentally logging on to a phony Home Banking site. In addition, if your user name and password are stolen, the third party will still not be able to access your account because he/she is not at your registered computer. And since the computer is not registered, the system will either prompt you to answer a security question, to which only you know the answer, or e-mail a one-time password to your personal e-mail address.

### 9) **How do I sign up for the new security system?**

Expect to be prompted at some point while banking online to enter additional information. At this time, the system will randomly assign you with a secret image, which you can change after you log on to your account. You will also select a phrase that will appear under the image on the Home Banking site. The combination of the image and phrase is only known to you and the system. When you see your personalized image and phrase, you can be assured that you are logging on to your actual Home Banking site.

You will also be asked to provide a personal e-mail address, select security questions to which only you know the answers, and choose whether or not to register your computer. Once this occurs, you have added a layer of protection to your account.

### 10) **How do I know if the new security system is working?**

You only need to complete the enrollment process once. Afterwards, it will work automatically. That means you are being protected 24/7 — when you're online and when you're not.

### 11) **Can I upload my own secret image?**

To keep the enrollment as simple as possible, you cannot upload your own image. However, the security system offers a variety of images that you can choose from.

### 12) **Can I change my secret image and phrase?**

Yes, you can change your secret image and phrase at any time. To make the change, go to the Multi-Factor Authentication Preferences Screen after you log on to your account.

### 13) **Can I change my security questions/answers or e-mail address?**

Yes, you can change your security questions/answers or e-mail address at any time. To make the change, go to the Multi-Factor Authentication Preferences Screen after you log on to your account.

### 14) **Is the e-mail address required to enroll?**

Yes. If the system does not recognize your computer during a future log on attempt, you may be asked to enter a one-time password that will be sent to the e-mail address that you provide. You should provide an e-mail address that only you can access. Since an unauthorized user will not have access to your e-mail to obtain the one-time password, they will be unable to log on to your account.



# Multi-Factor Authentication (MFA)

## – Frequently Asked Questions (continued)

system is allowing you to choose whether you want to answer a security question or enter a one-time password that the system will send to the e-mail address that you provided at enrollment. Before answering a security question or entering your password, make sure that you are going to the legitimate credit union web site. The easiest way to ensure this is by typing our credit union's URL directly into your web browser's address area and clicking on the link to access your Home Banking account. Then, after you correctly answer the security question or enter the password, you should see your secret image and phrase. If your secret image and phrase is there, you can be confident that you are at our legitimate Home Banking site and can enter your password.

**25) I already have anti-virus software and a personal firewall installed on my computer.**

**Why do I need this?**

It's good that you use anti-virus software and a personal firewall. Be sure that you keep both software programs up-to-date for the best possible protection against viruses, Trojans, and hackers. This new security feature protects against other threats, such as a stolen user name and password. It works with your other personal security programs, but it does not replace them.

**26) What do I do if I am locked out from my account?**

You will have to contact your credit union to clear the lockout.

**27) Is my personal information still safe?**

Yes. In fact, your personal information is safer than ever before because the security system is making sure it is really you and not an unauthorized user trying to access your information.



**Pinal County  
Federal Credit Union**

**[www.pinalcountyfcu.com](http://www.pinalcountyfcu.com)**

**Florence**

200 W. 20th Street  
P.O. Box 969  
Florence, AZ 85232  
(520) 868-5639  
Toll-Free 1-800-221-4179  
Fax (520) 868-0142

**Casa Grande**

1000 E. Florence Blvd.  
Casa Grande, AZ 85222  
(520) 836-6181  
Toll-Free 1-800-450-4179  
Fax (520) 836-6024

**Apache Junction**

290 S. Phelps Drive  
Apache Junction, AZ 85220  
(480) 671-9575  
Toll-Free 1-800-470-4179  
Fax (480) 671-9585

