

Helpful Tips for Multi-Factor Authentication

1. When you click “Sign On” or are in another area of the multi-factor process and nothing happens
Or
Once you have enrolled in Multi-Factor Authentication and you are attempting to log into your account again and you are receiving an error message after the security question, please reset your security settings. If you have Internet Explorer you may go to:
 - a. Tools
 - b. Then choose Internet Options
 - c. Click on the security tab
 - d. Click on Custom Level
 - e. On the bottom of the new screen that popped up change the custom setting to medium and click reset. If it is currently on medium, please choose medium low. You may change it back to medium after you have gone through all the steps (a-j).
 - f. Then click Yes, you are sure you want to change this.
 - g. Click OK
 - h. Click OK again.
 - i. Close out all your internet explorer windows (please do not minimize)
 - j. Open one up again and try to sign on again.

You may contact our technical support at 1-888-908-7438 if you need assistance to complete this.
2. If you keep getting an error page
 - a. Make sure you close all browser windows (Not minimized) and try again
 - b. If that doesn't work, please clear your cookies. If you are unsure of where to go to clear your cookies, please call our technical support line at 888-908-7438 to walk you through this for your browser.
3. During the enrollment process, DO NOT use your PIN/PASSWORD as your “Security Image”.
4. Once you are enrolled, you can then change your security questions or security image. You would log into Online Banking, click on the “More” button on the top menu. Then click on the “MFA” button that comes up on the screen. This will let you view your security questions, change them, and change your security image.
5. Please note that our technical support line only assists with settings on a computer and/or browser. They are not able to reset passwords.