

# Quick Start

for **Application-based Authentication**



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## **Application-based Authentication requires the following:**

1. Have your mobile phone handy.
2. Ensure your mobile phone can scan a QR code.
3. Plan on completing application-based authentication installation during the hours of 8:30 a.m. – 3:00 p.m. so you can call customer service at 800-357-3452 for help if needed.

## **Decision to Migrate to Application-based Authentication**

To increase information security related to wire transactions occurring in OLB, FHLBank Boston has implemented app-based authentication. Previously, OLB only supported phone-based authentication, which was easier for bad actors to circumvent. To ensure greater security, FHLBank Boston migrated OLB authentications from phone- to app-based.

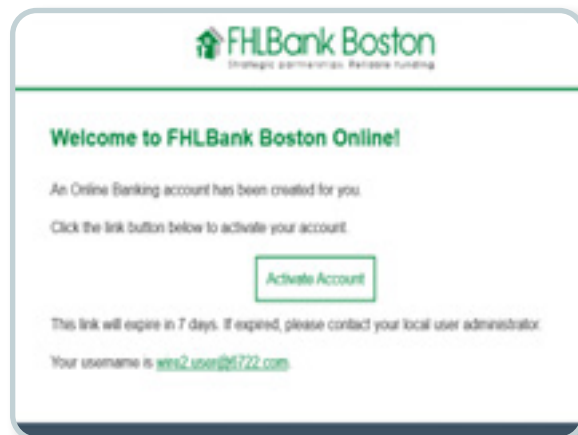


# New Online Banking (OLB) Users

## STEP 1/4

### Activate Your Account

- To get started, **click on the “Activate Account” button** in your welcome email.



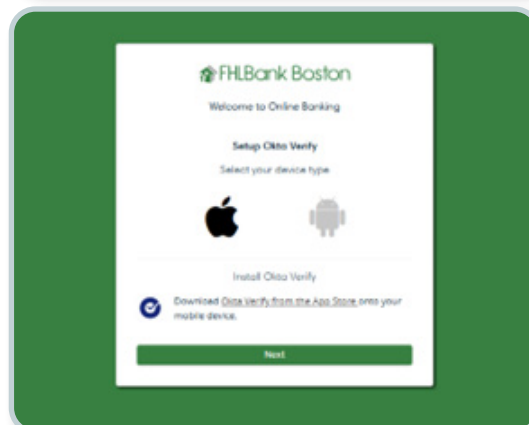
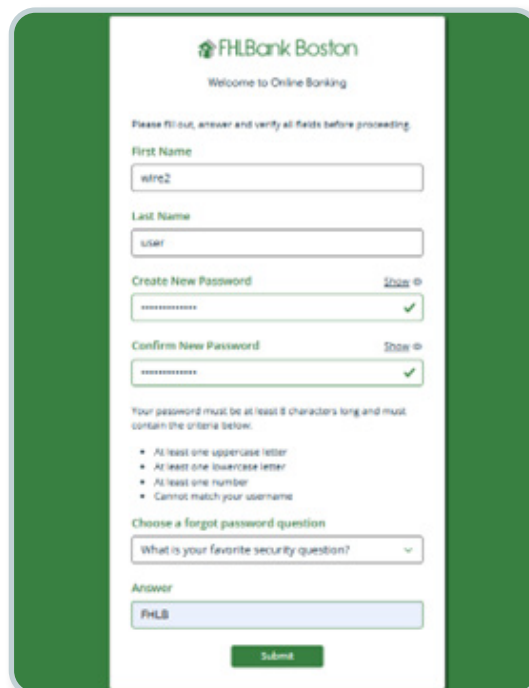
## STEP 2/4

### Create Your Password & Set Up Your Security Question and Answer

- Create and confirm your new Online Banking password, noting the criteria on the screen.
- Tip:** To see the password you've entered, click "Show." To hide it, click "Hide."
- Select a question with an answer that is easy for you to remember but difficult for others to guess.
  - After both steps are complete, **click “Submit.”**

**Note:** You will receive a Password Alert email, confirming that your Online Banking password has been established.

- You will then see the **“Setup Okta Verify”** screen.

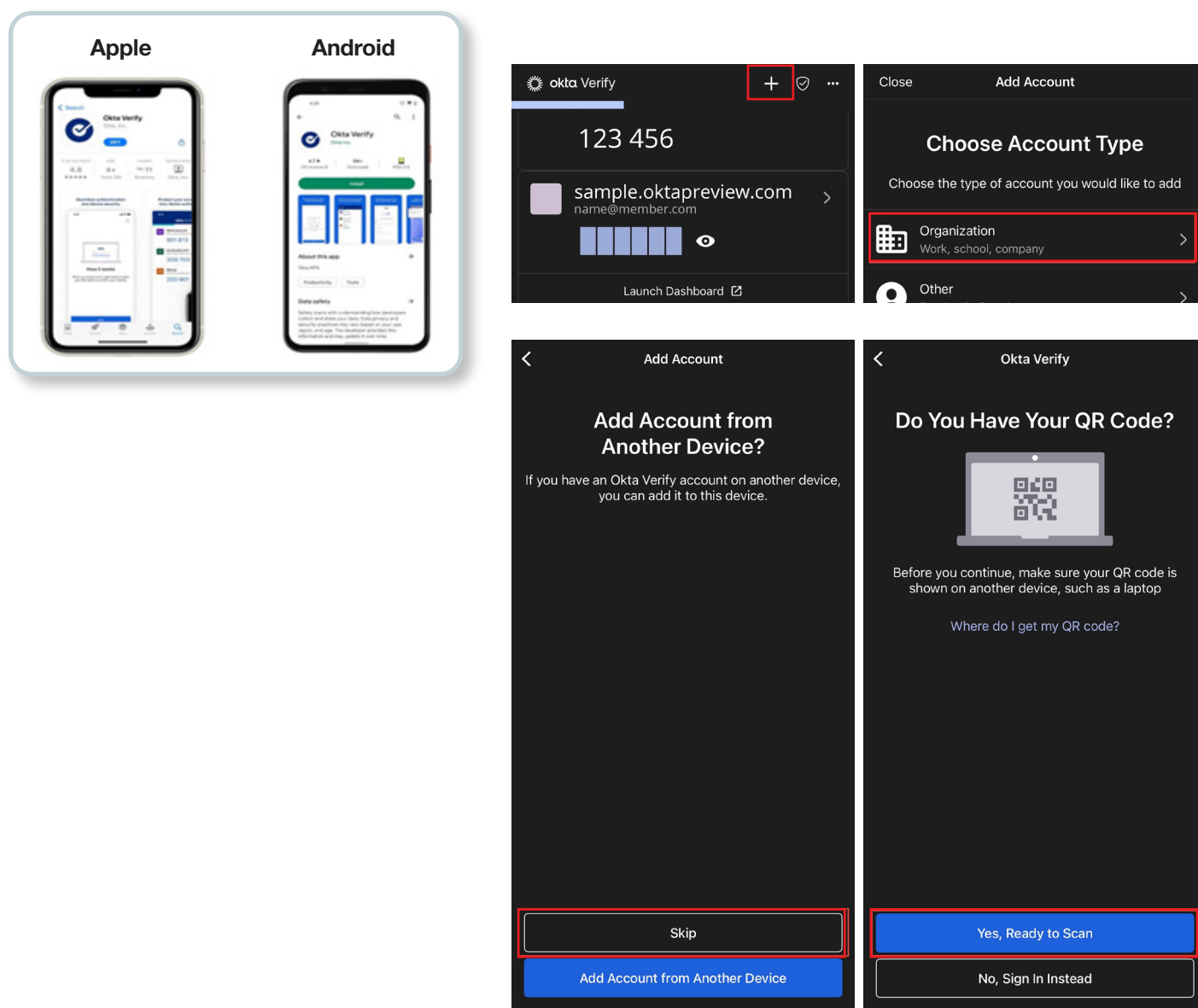


# New Online Banking (OLB) Users

## STEP 3/4

### Set Up Application-based Authentication

- Using your **Mobile Device** go to the app store and download the appropriate **“Okta Verify”** application based on your device.
- Once the **“Okta Verify”** application is successfully downloaded to your mobile device, click on the **“Next”** button on the screen.
- Click on the **Add Account Icon (+)** and select **Organization** as the account type.
- Click on the **“Skip”** button, then click on the **“Yes, I'm Ready to Scan”** button.



# New Online Banking (OLB) Users

- Once the **“Okta Verify”** application is successfully downloaded to your mobile device, click on the **“Next”** button on the computer screen.
- You will now see the **“Setup Okta Verify”** screen on your computer. **Scan the QR code with your mobile device** to install.
- Once the mobile device setup is complete, you will receive the success message on your computer screen. Click **“Continue”**, to proceed to the login page.
- Log in with your username, which is typically your email address, and your password.



# New Online Banking (OLB) Users

## STEP 4/4

### Using Application-based Authentication

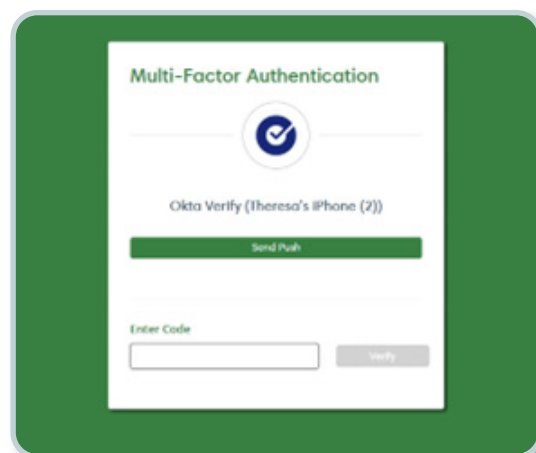
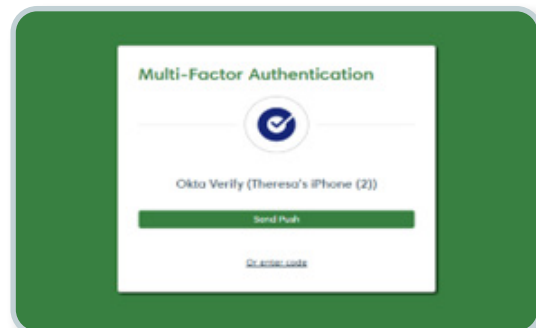
- Upon logging in you will see the authentication screen with the **option to either send a “Push” notification or enter a code.**

#### Push Notification

- Click **“Send Push”** to send a message to the **“Okta Verify”** application on your mobile device. Select **“Yes, it’s me.”** on your mobile device.

#### Enter Code

- Click **“Enter Code”** to display a code on the **“Okta Verify”** application on your mobile device. Enter the code into the **“Authentication”** screen.
- After completing one of the authentication methods (Push Notification or Enter Code), you will see the OLB home screen.



# Existing OLB Users

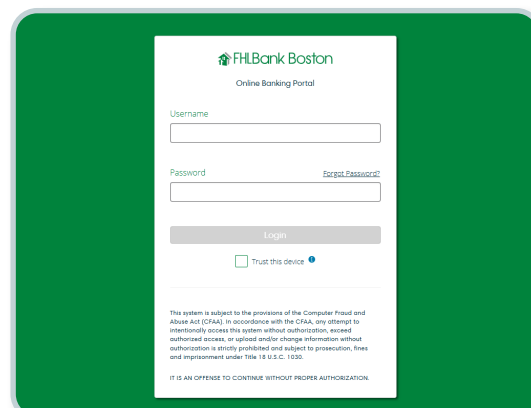
## STEP 1/4

### Log In

- **Log in** to Online Banking with your Username and Password. Your Username is your email address.

**Note:** The ‘i’ in the blue circle stands for information. Hover over it to learn more about a function or feature.

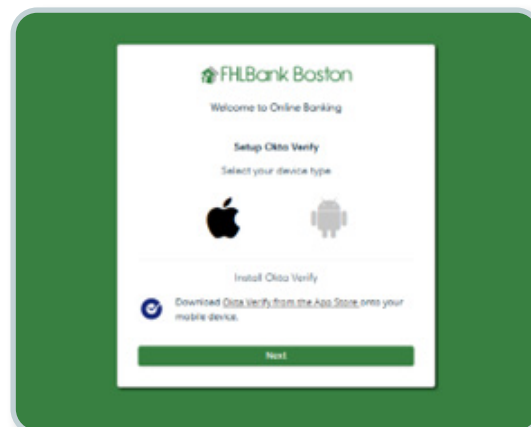
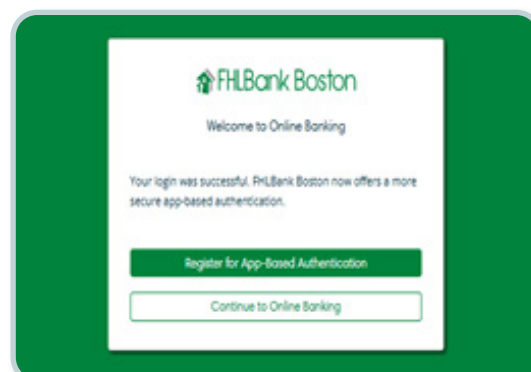
**Tip:** Save time when logging in on your work computer or device by checking “Trust this device.” You will not need to authenticate yourself when you log in to that same device in the future.



## STEP 2/4

### Register for App-based authentication

- Existing OLB users will see a prompt to register for app-based authentication when they log in, **click “Register for App-Based Authentication.”**
- You will then see the **“Setup Okta Verify”** screen.

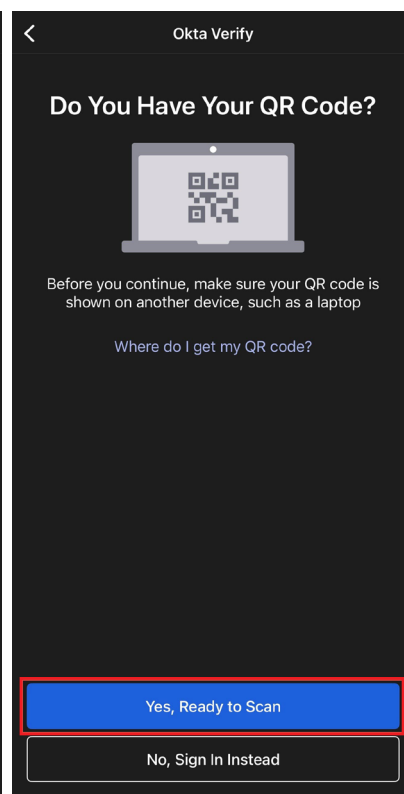
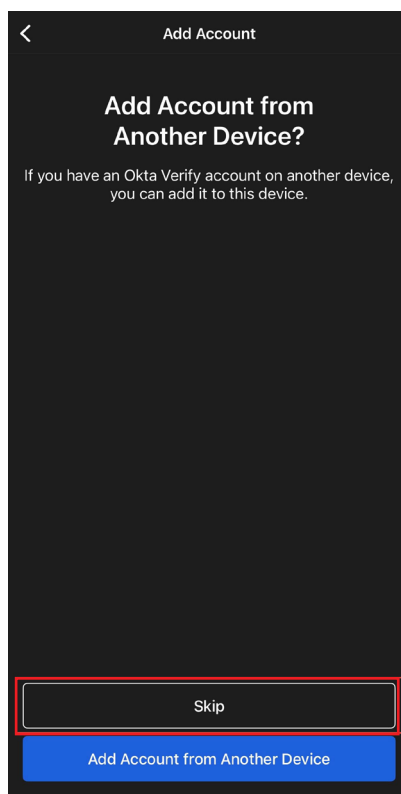
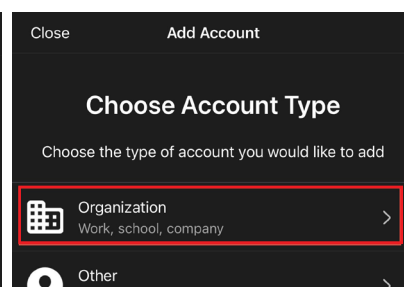
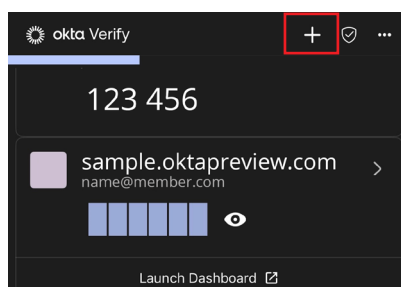
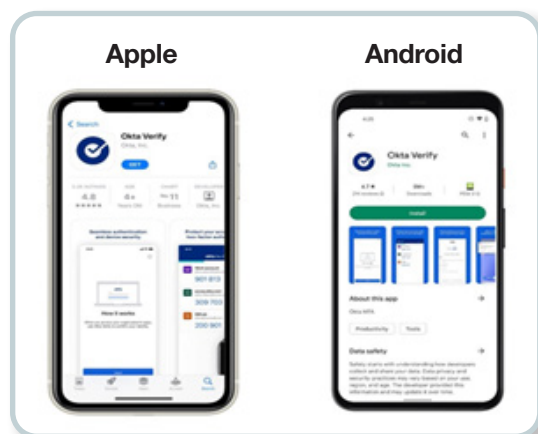


# New Online Banking (OLB) Users

## STEP 3/4

### Set Up Existing OLB Users

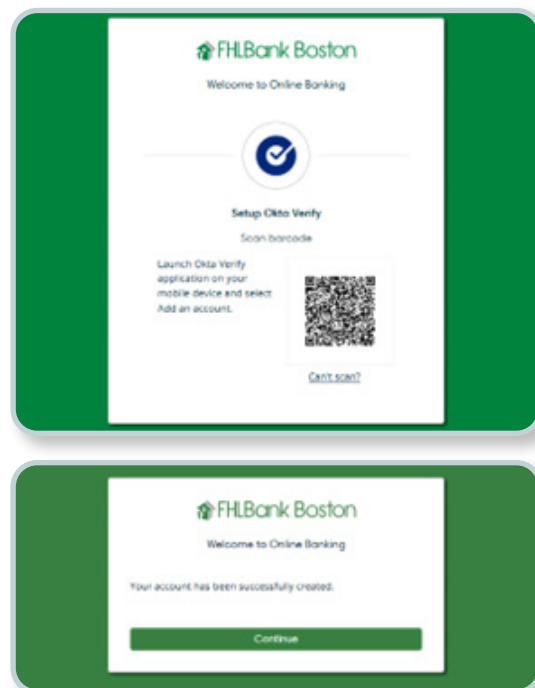
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- Click on the **Add Account Icon (+)** and select **Organization** as the account type.
- Click on the **“Skip”** button, then click on the **“Yes, I'm Ready to Scan”** button.





# New Online Banking (OLB) Users

- Once the **“Okta Verify”** application is successfully downloaded to your mobile device, click on the **“Next”** button on the computer screen.
- You will now see the **“Setup Okta Verify”** screen on your computer. **Scan the QR code with your mobile device** to install.
- Once the mobile device setup is complete, you will receive the success message on your computer screen. Click **“Continue”**, to proceed to the login page.
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# Existing OLB Users

## STEP 4/4

### Using Application-based Authentication

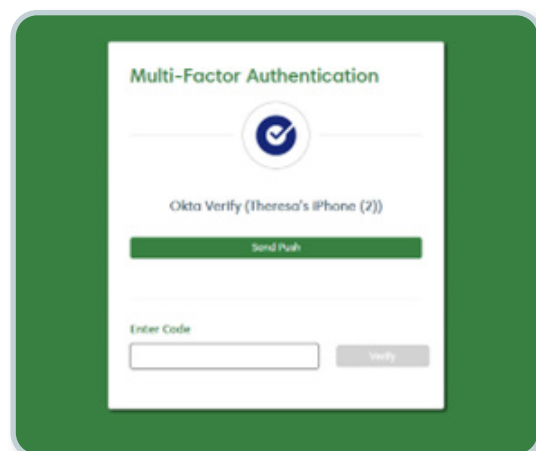
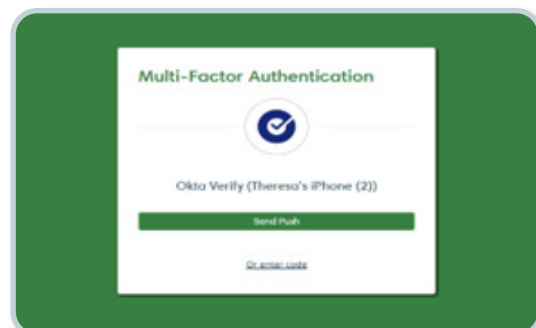
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#### Push Notification

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#### Enter Code

- Click **“Enter Code”** to display a code on the **“Okta Verify”** application on your mobile device. Enter the code into the **“Authentication”** screen.
- After completing one of the authentication methods (Push Notification or Enter Code), you will see the OLB home screen.



# Existing OLB Users Who Opt Out of Application-based Authentication

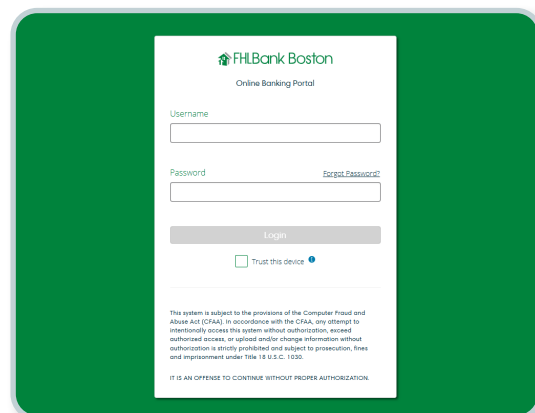
## STEP 1/2

### Log In

- **Log in** to Online Banking with your Username and Password. Your Username is your email address.

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**Tip:** Save time when logging in on your work computer or device by checking “Trust this device.” You will not need to authenticate yourself when you log in to that same device in the future.



## STEP 2/2

### Opt out of App-based authentication

- Users who do not wish to enroll in app-based authentication may continue using phone-based methods. After clicking on “**Continue to Online Banking,**” you will see the OLB home screen.

**Note:** Application-based authentication is required for wire transfers.

**Tip:** Reference the [Quick Start Guide for Users](#) for additional information on phone-based authentication methods.

