

Quick Start

for **Application-based Authentication**



FHLBank Boston Online Banking

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Note:

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.

Application-based Authentication

Decision to Migrate to Application-based Authentication

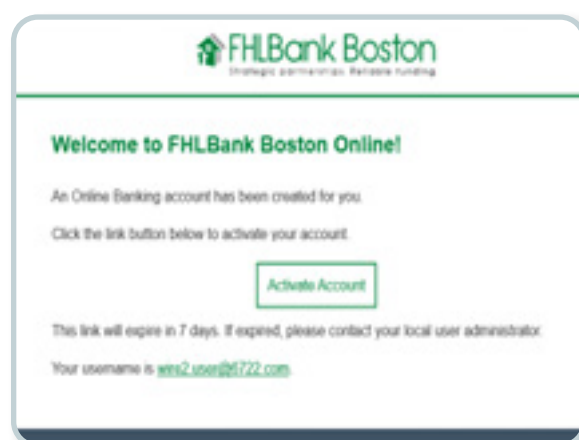
To increase information security related to wire transactions occurring in OLB, FHLBank Boston has implemented app-based authentication. Previously, OLB only supported phone-based authentication, which was easier for bad actors to circumvent. To ensure greater security, FHLBank Boston migrated OLB authentications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

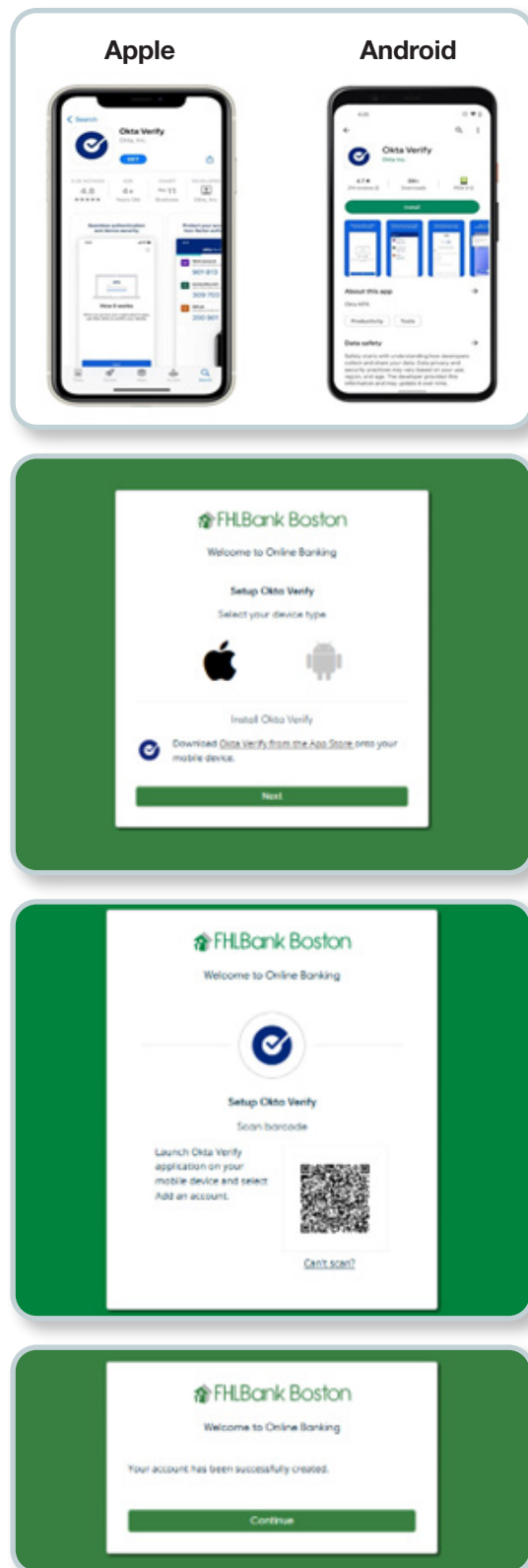
A screenshot of the FHLBank Boston Online Banking registration form. The header shows the FHLBank Boston logo and "Welcome to Online Banking". Below this, it says "Please fill out, answer and verify all fields before proceeding." The form includes fields for "First Name" (containing "wire2"), "Last Name" (containing "USER"), "Create New Password" (with a "Show" link and a green checkmark), and "Confirm New Password" (with a "Show" link and a green checkmark). Below these, it states "Your password must be at least 8 characters long and must contain the criteria below:" followed by a bulleted list: "At least one uppercase letter", "At least one lowercase letter", "At least one number", and "Cannot match your username". There is a link "Choose a forgot password question" and a dropdown menu for "What is your favorite security question?". Below that is an "Answer" field containing "FHLB" and a green "Submit" button at the bottom.

New Online Banking (OLB) Users

STEP 3/4

Set Up Application-based Authentication

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

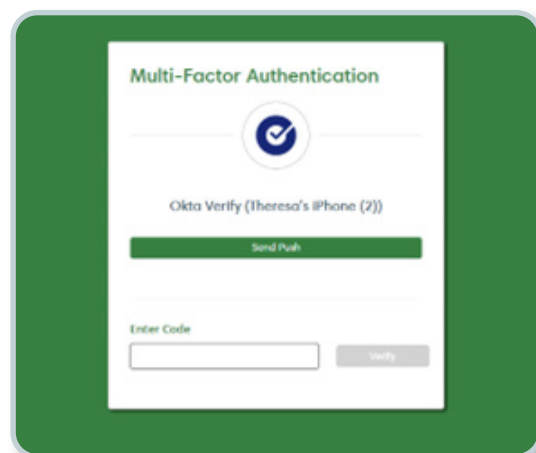
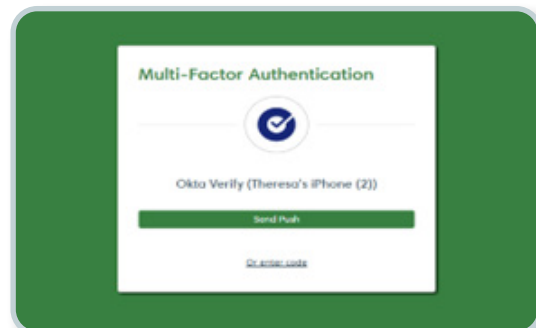
- Upon logging in you will see the authentication screen with the **option to either send a “Push” notification or enter a code.**

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

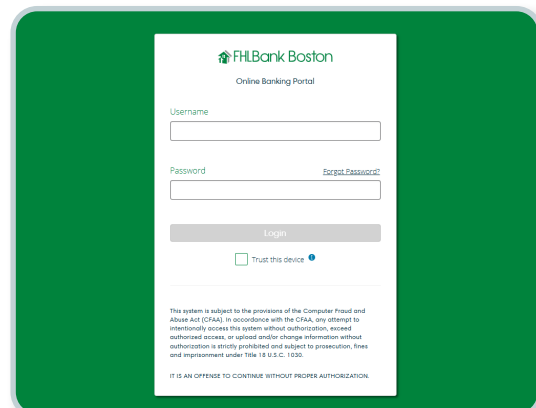
STEP 1/4

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.

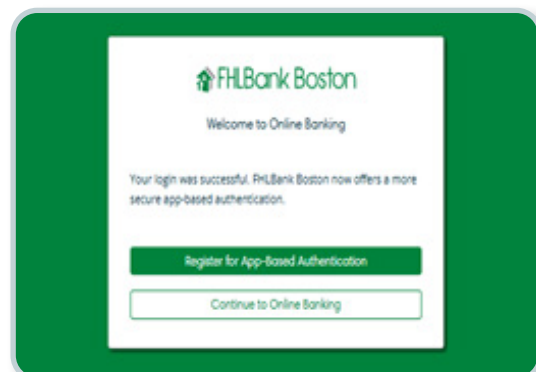
Tip: Save time when logging in on your work computer or device by checking “Trust this device.” You will not need to authenticate yourself when you log in to that same device in the future.



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.”**

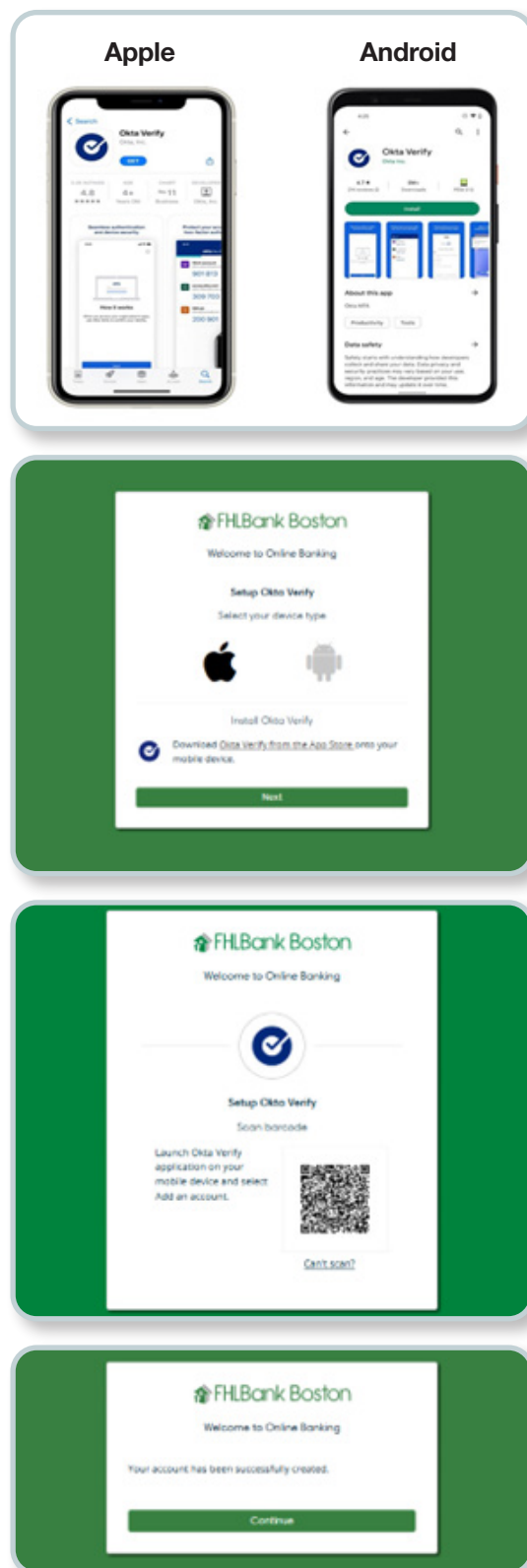


Existing OLB Users

STEP 3/4

Set Up Existing OLB Users

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Existing OLB Users

STEP 4/4

Using Application-based Authentication

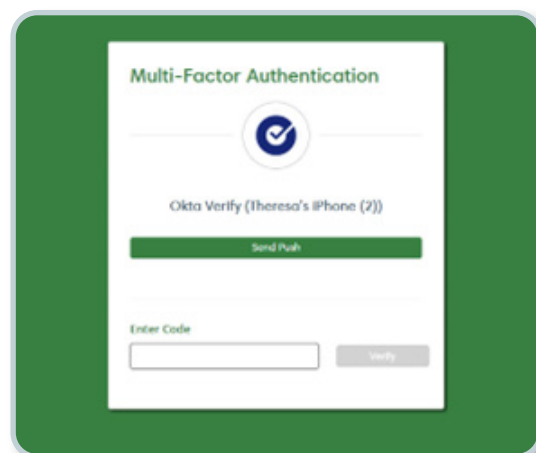
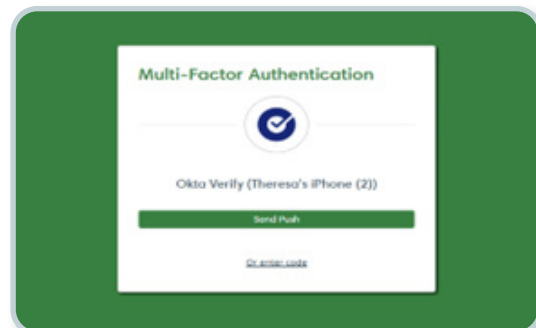
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Push Notification

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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

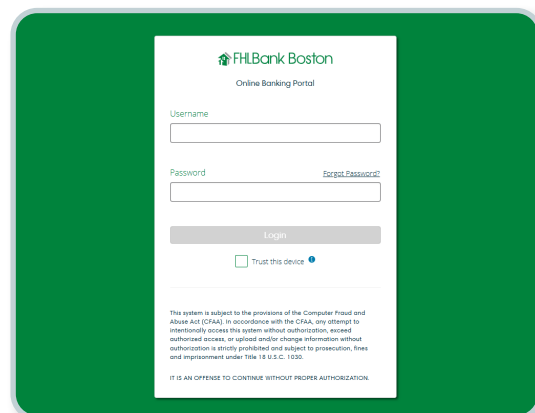
STEP 1/2

Log In

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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.

