



Digital Banking FAQs

How do I register a computer browser or device?

A conventional authentication system relies on two forms of identification to prove your identity: your Log In ID and your password. Two-factor authentication uses two forms of identification to make it harder for attackers to access your account. The two forms of identification are text and email.

In Online Banking, we send a Secure Access Code to a contact email address that you configure. The code is only valid for a single use and it expires after a short time. You choose one of the following ways to deliver the code.

Secure Access Code delivery methods

Text (SMS)	The system sends a text message with the code. Standard text messaging fees apply.
Email	The system sends a short email with the code. Depending on the configuration of the filters on your mail server, the message may be in your junk or spam mailbox.

If you have never used a particular computer browser or device to log in, you may need to enter a Secure Access Code to use it for the first time. If the browser or device is one that you plan to use again, you can register it. By registering a computer browser or a device, you confirm that it is under your control and that you intend to use it to access online banking.

TIP: Multiple users can register the same computer browser or device.

You register your computer browser or device again in the following circumstances:

- You use a different computer browser on your desktop or laptop
- Your computer browser does not save computer browser cookies
- You clear existing computer browser cookies
- We reset registration for all users for security reasons

WARNING: Only register a computer browser or device if it is under your control. Do not register a computer browser on a public computer.