

MFA FAQs

What is Multi-Factor Authentication (MFA)?

As part of our ongoing efforts to employ the latest in Internet security technology, we are incorporating Multi-Factor Authentication (MFA) into our Internet banking service. MFA is a series of technology tools for UNCLE Credit Union that helps protect your account from fraudulent transactions. Additional authentication factors, combined with your username and password, provide additional layers of security. Most of these security enhancements are happening automatically and will not require any action on your part.

The MFA security includes a variety of monitoring activities. For example, one feature tracks the type of computer you typically use to access your account. If you sign on to online banking from the same computer on a regular basis and then log on to a different computer, you'll notice some additional security measures. We may ask you some questions to verify your identity before allowing you to sign on. With these extra layers of security in place, your account information will have the added protection.

How does MFA work?

When you sign on to your account, we will record the means by which you access online banking. This information includes the computer hardware and software, Internet Protocol (IP) address and network connection. We store this information and build a unique profile for you. If we determine you are signing on from a computer or network that doesn't match your history, you will be presented with additional security questions. If these questions are answered correctly, you will be allowed access to your account.

Why all this attention to security?

Increasing rates of identity theft call for increased vigilance. One common method of fraud involves impersonating members through the sign on process. It is our intention to make this process as difficult as possible for fraudsters, while keeping your online experience as hassle-free as possible.

Will I need to change my password?

No. Your password remains the same. However, we do recommend that you change your password every 60 to 90 days. In addition, you should select a password which contains both letters and numbers.

Why am I being asked to set up a security questions and answers?

When you register your account, you will be required to input a series of security questions and answers. It is an added security feature that helps ensure you are signing on to the legitimate UNCLE Credit Union online banking web site.

Why do I have to answer security questions every time I sign on?

These security questions are meant to keep imposters out because only you know the answers to these questions. The system uses information about your computer hardware and software, IP address and network connection to ensure it is you requesting access to your account.

Some reasons you are receiving the security questions are:

- You are signing on from a different computer.
- You are signing on from a different browser.
- You cleared all the cookies on your computer.
- You incorrectly typed your username on the first attempt.

If you receive the security questions, answer the question(s) with the correct answer, and your browser will direct you to the log on page.

Will I have to answer security questions every time I sign on?

No, you will only need to answer security questions if you sign on from a different computer. If you sign on to online banking from the same computer on a regular basis and then log on from a different computer, you'll notice some additional security measures. We may ask you some questions to verify your identity before allowing you to sign on. With these extra layers of security in place, your account information will have the added protection.

Why do you need to confirm my identity when I know my username and password?

Increasing rates of identity theft call for increased vigilance. One common method of fraud involves impersonating members through the sign on process (with simply an username and password). It is our intention to make this process as difficult as possible for fraudsters, while keeping your online experience as hassle-free as possible. Therefore, additional authentication factors, combined with your username and password, help provide additional layers of security.

If I share my computer with someone who has their own account, can we both sign on from the same machine?

Yes, you can use the same computer to sign on to your individual accounts. There is no limit on how many people can sign on to online banking from the same computer.

Do I need to set up a different security questions and answers for each of my accounts?

Yes. If you use online banking to access multiple accounts, you will need to create security questions and answers for each account.