Fraud Prevention

Starts Here

More account protection.
More peace of mind.

What's New

Two-Factor Authentication

VERIFY

## Two-Factor Authentication Guide

Two-Factor Authentication feature is implemented for account access, ensuring your banking experience remains safe. When you log in to your online banking for the first time, you will be prompted to set up this additional account security.

What does two-factor authentication mean for you?

• No more frustrating security questions when accessing your account
• No need to memorize your new passcode – each generated code is unique
• Each passcode is sent directly to your device for easier access
• Your account is more secure

Logging in for the first-time

1. Once you've reached your online banking login screen, you may enter your current Username and Password credentials. Then, click the "Log In" icon.

2. Now, you may set up your contact phone numbers. Please enter the phone number where you'd like to receive the one-time passcode.
   • For US Numbers, you do not need to include the 1 in front of the area code.
   • To receive SMS Text Messages, the mobile phone number is a required field
   • If you do not have a home number, you may repeat the number in the mobile field.

3. That's it! You are now set up.
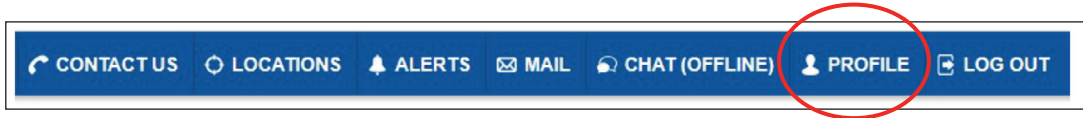
ACCESSbank.com
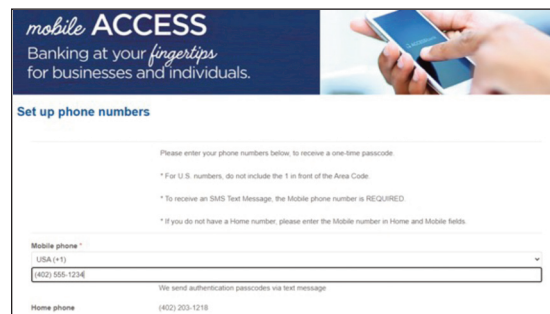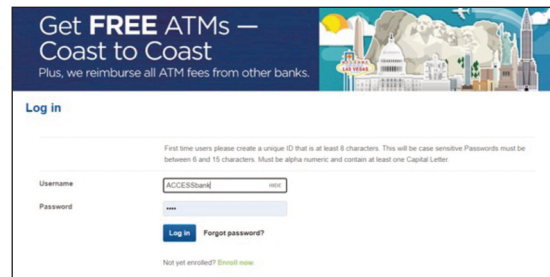
Frequently Asked Questions

How do I change my phone number where I'd like to receive alerts?

These instructions also work for those who indicated no number or need to update a phone number.

1. Once you've logged in to your online banking, click on the "Profile" button in the upper, right-hand corner of your menu bar.

2. Once in the "Profile" section of your online banking, locate the line-item titled "Security Challenge". Next, select "Edit" .
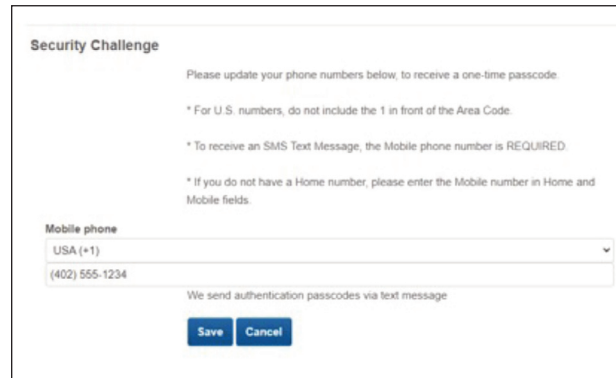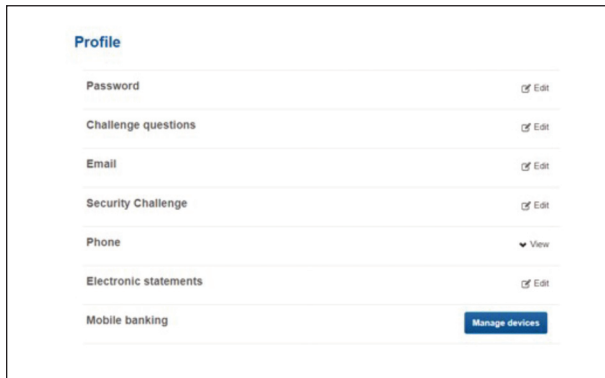
3. Here you can update your contact phone number. Once this step is complete, simply click "Save".

What if I have locked myself out of my account?

We are here to assist you! Simply contact us at **402.763.6000** and we will assist in unlocking your account.

I inadvertently replied "STOP". How do I reinstate text messaging to my mobile device?

Please follow the instructions titled "How do I change my phone number where I'd like to receive alerts?" to reinstate text messaging to your mobile device.

When I receive the alert call, it appears as a SPAM call. Is this a legitimate call?

The call center where verification calls originate is located in Sunny Vale, CA. This may appear as SPAM on your caller ID, depending on your carrier.