

Quick Start

for **Users**



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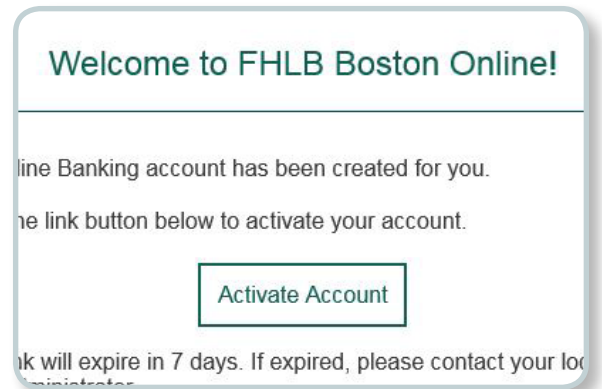
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Getting Started

STEP 1/3

Activate Your Account

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

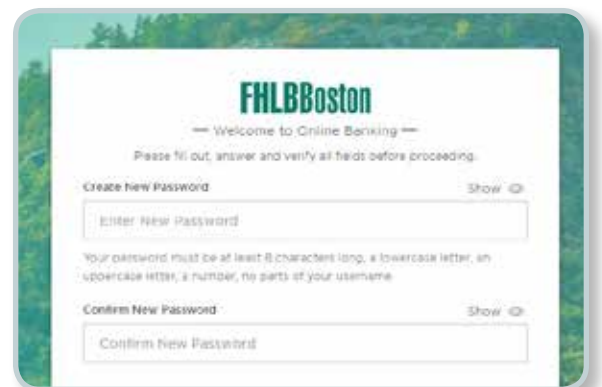


STEP 2/3

Create Your Password

- 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."

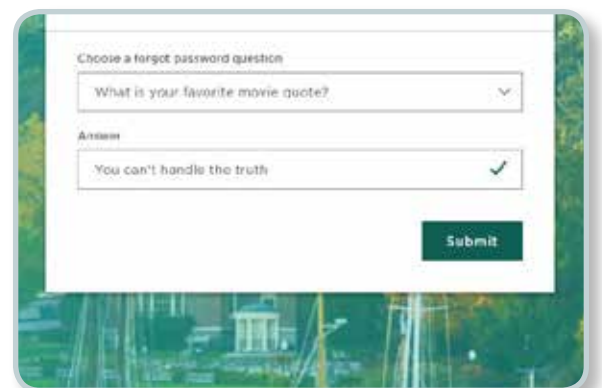


STEP 3/3

Set Up Your Security Question and Answer

- 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.



Multifactor Authentication

STEP 1/3

Set Up Voice Call

- Enter a phone number for **Voice Call authentication** and **click "Send Code."**

Tip: This can be either an office phone or a mobile phone. If you anticipate accessing Online Banking while away from the office, we strongly recommend using a mobile number.



— Welcome to Online Banking —

Please enter and verify at least one of the methods below before proceeding.

 Please input a phone number to be used as the method for Voice Call authentication.

Select Send Code to receive a voice call and verify your device by inputting the code below.

Enter Number for Voice Call

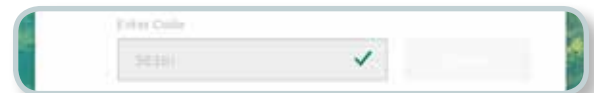
US

STEP 2/3

Voice Call Verification

- You will receive a phone call to the number provided. **Answer the call, enter the code provided, and click "Verify."**

Note: A green check mark confirms the authentication has been accepted.



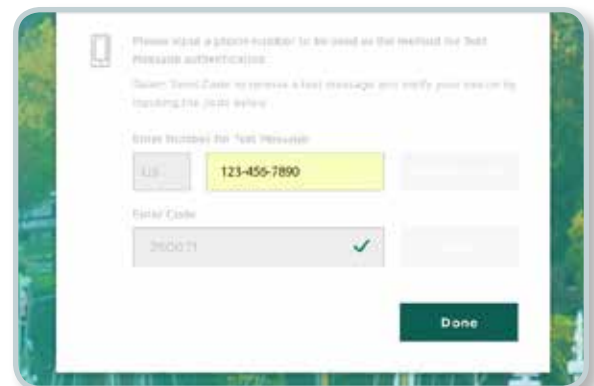
Enter Code


STEP 3/3 (optional)

Text Message Verification

- Follow the same process as Steps 1 and 2 to add a mobile number for Text Message authentication. When you are finished, **click "Done."**

Note: This step is optional but highly recommended. You can use the same phone number for both the Voice Call and the Text Message.



 Please input a phone number to be used as the method for Text Message authentication.

Select Send Code to receive a text message and verify your device by inputting the code below.

Enter Number for Text Message

US

Send Code

Log In

After you set up your password, security question, and authentication, you're ready to log in to Online Banking for the first time.

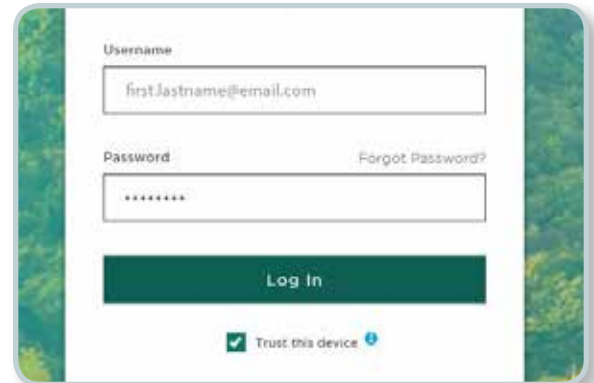
Note: For future reference, access Online Banking at <https://olb.fhlbboston.com/>

STEP 1/3 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 2/3 Login Passcode

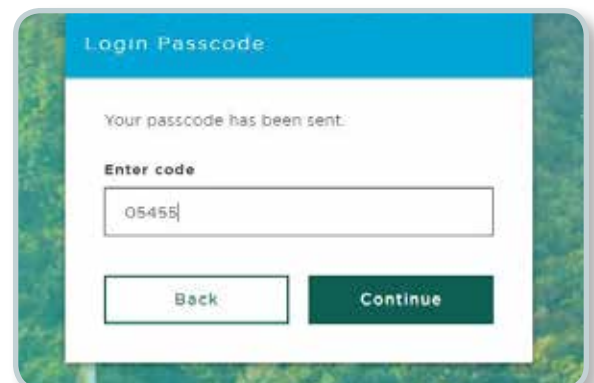
- **Select** to receive your passcode via **Voice Call** or **Text Message**.



STEP 3/3 Enter Passcode

- After you receive a call or text with the passcode, **enter it in the box, and click "Continue."**

Tip: After 30 seconds, you can have your passcode resent.

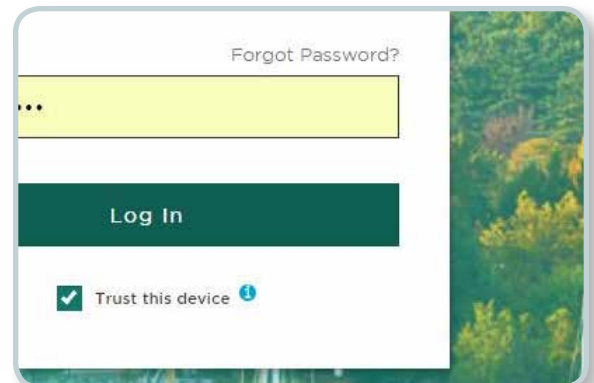


Reset Your Password

STEP 1/5

Forgot Password Link

- If you cannot remember your password to log in to the Online Banking Portal, **click on the “Forgot Password” link.**

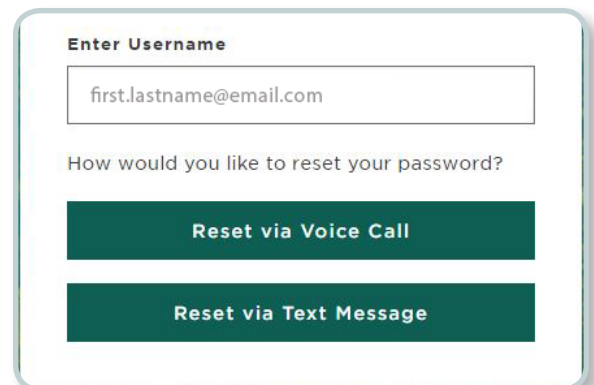


STEP 2/5

Password Reset

- **Enter your Username** and **select** to reset your preferred password reset method.

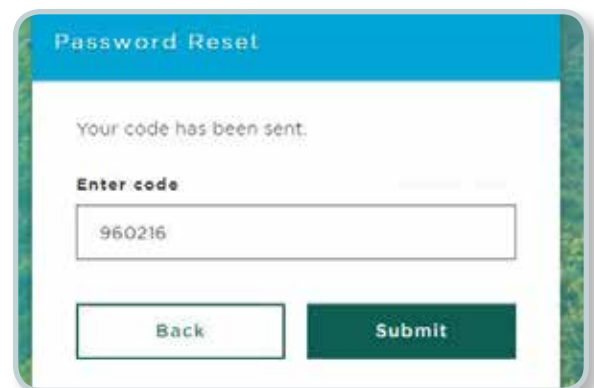
Tip: Your Username is your email address.



STEP 3/5

Enter Passcode

- After you receive a call or text with the passcode, **enter it in the box**, and **click “Submit.”**

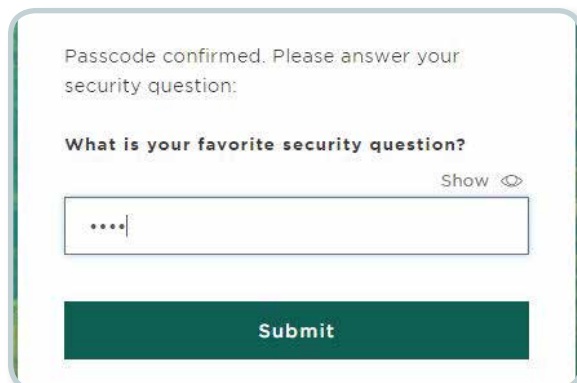


Reset Your Password


STEP 4/5

Answer Security Question

- Once your passcode is confirmed, **answer your security question** and **click “Submit.”**



Passcode confirmed. Please answer your security question:

What is your favorite security question? Show 

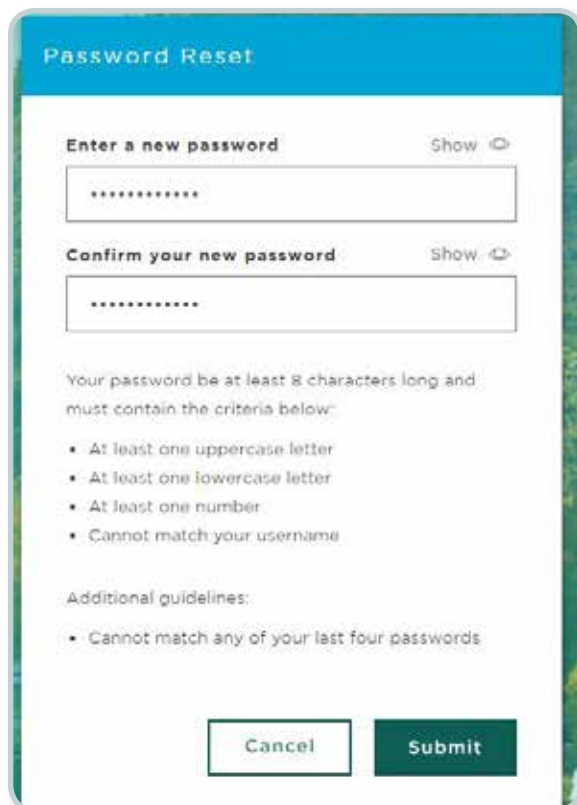
Submit

STEP 5/5


Create New Password


- Finally, **create** and **confirm** a new password, and **click “Submit.”**

Note: You will receive a Password Alert email, noting that a new password has been established.



Password Reset

Enter a new password Show 

Confirm your new password Show 

Your password be at least 8 characters long and must contain the criteria below:

- At least one uppercase letter
- At least one lowercase letter
- At least one number
- Cannot match your username

Additional guidelines:

- Cannot match any of your last four passwords

Cancel **Submit**

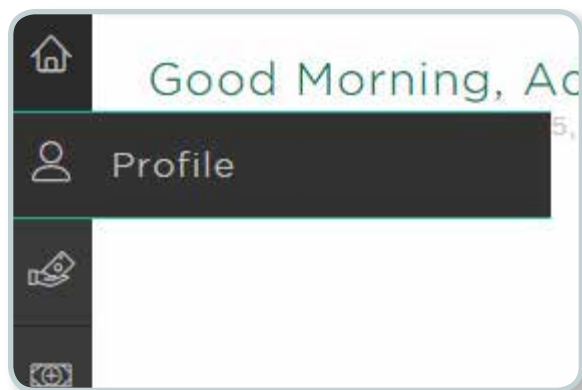
Reset Your Security Question

All users can change their own password security question.

STEP 1/5

Navigate to Your Profile Page

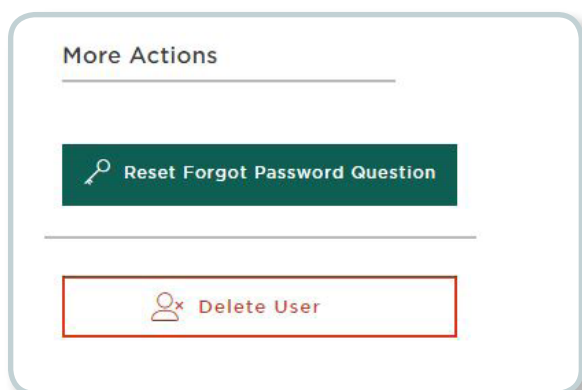
- **Scroll** to the left-hand navigation and **click** on the **“Profile”** icon.



STEP 2/5

Reset Question

- On your Profile page, **click** on the **“Reset Forgot Password Question”** button.



STEP 3/5

Choose a New Forgot Password Question

- Select a new question with an answer that is easy for you to remember but difficult for others to guess. After both steps are complete, **click “Submit.”**



Reset Your Security Question

STEP 4/5

Authorize

- To authorize this change, **select** to receive a passcode via **Voice Call** or **Text Message**.

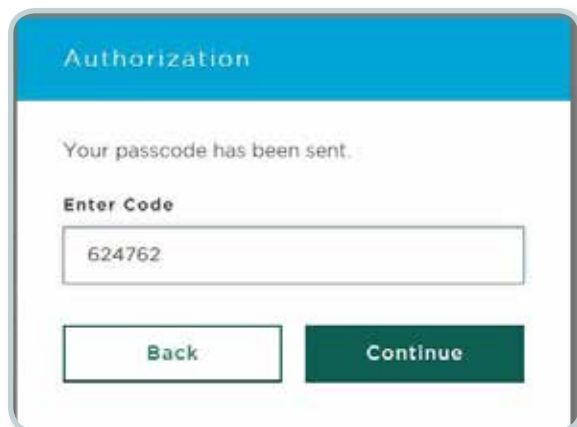


The screenshot shows a mobile application interface titled "Authorization". Below the title, the text reads "How would you like to receive your passcode?". There are two large, dark green buttons stacked vertically: "Receive via Voice Call" and "Receive via Text Message".

STEP 5/5

Enter Passcode

- After you receive a call or text with the passcode, **enter it in the box**, and **click "Continue."**



The screenshot shows a mobile application interface titled "Authorization". Below the title, the text reads "Your passcode has been sent.". There is a text input field labeled "Enter Code" containing the number "624762". Below the input field are two buttons: a white "Back" button and a dark green "Continue" button.

Change Your Phone Number

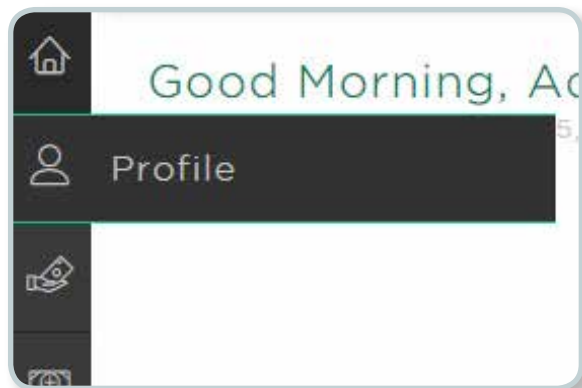
All users can change their account phone numbers used for multifactor authentication.

Note: UEAs cannot change user phone numbers.

STEP 1/3

Navigate to Your Profile Page

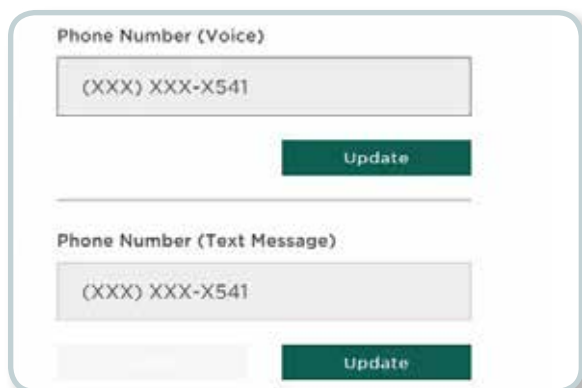
- **Scroll** to the left-hand navigation and **click** on the **“Profile”** icon.



STEP 2/3

Select a Phone Number to Update

- **Click** on the **“Update”** button under your Voice or Text Message phone number.



STEP 3/3

Update Phone Number

- Input a phone number for authentication and **click “Send Code.”**
- After you receive a call or text with the passcode, **enter it in the box, click “Verify”** and **click “Submit.”**

