

# FAQs for Users



FHLBank Boston Online Banking

## GETTING STARTED

### How is an Online Banking account activated?

The account activation process starts when you receive a “Welcome to FHLB Boston Online” email and click on the “Activate Account” link button. You will then establish and confirm a password, establish a security question and answer, and set up multi-factor authentication (MFA) credentials.

Once these three items are established, the account is activated and you can log in to Online Banking at <https://olb.fhlbboston.com>. (Please bookmark this site for future reference.)

Online Banking users will receive an activation email when your local User Entitlement Administrator (UEA) approves your entitlements.

### What happens if my account is not activated within seven days of the activation email?

If your account is not activated, your local administrator can resend you an activation email.

### What are the password requirements?

- At least 8 characters long
- At least one uppercase letter
- At least one lowercase letter
- At least one number
- Cannot match any part of your username
- Special characters are allowed

### What is the security question used for?

The security question is used as a layer of multi-factor authentication for password changes.

### What is multi-factor authentication?

Multi-factor authentication provides additional security by requiring both something you know (your username and password), and something you have (a smartphone, landline, and/or answers to security questions).

### When is multi-factor authentication required?

Multi-factor authentication is required when logging in for the first time, logging in with a new device or a new browser, and when resetting a password.

### Can I change the multi-factor authentication requirements?

No.

**What number should I use for my voice call authentication?**

Either an office phone or a mobile phone can be used for the voice call authentication. However, extensions will not work with Online Banking.

If you think you'll need to access Online Banking while away from the office, or if you have an extension in your office phone number, we recommend you use your mobile phone for voice authentication.

**Can I use the same phone number for both voice and text authentication?**

Yes.

**I don't have a mobile phone. Is it required?**

No. You can use a direct dial land line for your voice call authentication. Text message authentication is optional, though highly recommended.

**What happens if I enter the passcode received via voice or text message incorrectly?**

You may re-enter the correct passcode within 30 seconds of receiving it. If more than 30 seconds has transpired, you must request a new passcode by clicking on the "Resend Code" link.

## LOGGING IN

**What is my username?**

Your username is your email address.

**Can I change my username?**

No. Usernames cannot be changed. If a username was set up incorrectly, a UEA must delete the account and set up a new account.

**How often will I have to change my password?**

Passwords must be updated every 90 days.

**What does "Trust this device" mean?**

If you are logging in from a device you use often, you can designate it as a trusted device. You will not need to authenticate yourself every time you log in from this device in the future.

However, every 90 days you will need to re-authenticate yourself.

**How many attempts do I have to log in to Online Banking before I am locked out?**

You have five attempts to log in to the system before being locked out.

We recommend clicking on the "Forgot Password" link to reset your own password prior to being locked out.

**What happens if I am locked out?**

A UEA can send you a password reset email.

## THE UEA ROLE

**What is a User Entitlement Administrator (UEA)?**

A User Entitlement Administrator (UEA) is an individual at your institution designated to control access rights to the new FHLB Boston Online Banking platform. We also refer to UEAs as local administrators.

**What is the UEA's role?**

Upon account activation, the UEA's role is to:

- Confirm that users and associated entitlements have been converted to the new system correctly or make any necessary adjustments
- Approve and activate users once they have been confirmed



Once all users are activated in Online Banking, the UEA's on-going role is to:

- **Add** new users
- **Delete** users who should no longer have access
- **Change** user entitlements
- **Reset** user passwords (if a user's self-service password reset is unsuccessful)

## ENTITLEMENTS

### What level of entitlements are available?

The following levels of entitlements are available in Online Banking:

Access Category	View <sup>i</sup>	Initiate <sup>i</sup>	Approve Own <sup>i</sup>	Approve <sup>i</sup>	All <sup>i</sup>
 Safekeeping	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
 User Administration	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- **View**—Entitles the user to see information and transaction lists. A user with only view access cannot create, edit, or approve transactions.
- **Initiate**—Entitles the user to create and view transactions.
- **Approve**—Entitles the user to view all information and approve transactions initiated by others.
- **Approve Own**—Entitles the user to view and initiate and approve one's own transactions and changes. *Approve own is **not allowed** for user-related changes, trades of securities or shares delivered outside of the Member's safekeeping account, and wires.*

### What do the different colored checked boxes mean?

A green box with a white check mark inside of it indicates that the user has been deliberately approved for and granted that ability.

A white box with a green check mark inside of it indicates that the user has inherited that access by default based on the hierarchy of another entitlement granted.

ENTITLEMENT PERMISSIONS				
View	Initiate	Approve Own	Approve	Combinations for Granted and Inherited Permissions*
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		If a user has <b>Approve Own</b> , <b>Initiate</b> and <b>View</b> are included by default
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			If a user has <b>Initiate</b> , <b>View</b> is included by default
<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	If a user has <b>Approve</b> , <b>View</b> is included by default
<input checked="" type="checkbox"/>				A user can have <b>View</b> by itself
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	A user can have both <b>Approve Own</b> and <b>Approve</b>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	A user can have <b>Initiate</b> and <b>Approve</b>
*Exceptions apply. See the "Transaction Segregation of Duties and MFA Grid" on the last page.				

## USER CHANGES

### Can a UEA change a user's phone number?

No. Users can change their own phone number on their User Profile page.

### Can a UEA add a mobile phone number for a user at a later date?

No. Users can add a mobile phone number on their User Profile page.

## MISCELLANEOUS

### Where was the picture from the Online Banking Portal log in page taken?

The picture was taken in Camden, Maine by photographer Benjamin Williamson.

### What is the Transaction Segregation of Duties and MFA grid?

The Transaction Segregation of Duties and MFA Grid summarizes the logical controls established within Online Banking to help mitigate segregation of duties and identity theft risk.

TRANSACTION SEGREGATION OF DUTIES AND MFA GRID				
Functional Area/Access Level	View / Reports with MFA Required (Y/N)	Initiate with MFA Required (Y/N)	Approval Required (Y/N)	Approval with MFA Required (Y/N)
<b>User Administration</b>				
Add new user	No	No	Yes	No
Update Existing User	No	No	Yes	No
Delete User	No	No	No	No
<b>Safekeeping</b>				
Free Delivery	No	Yes	Yes	Yes
Free Receive	No	No	No	No
Sale	No	Yes	Yes	Yes
Purchase	No	No	No	No
Transfers	No	No	No	No
Notes: Where Approval Required is <b>Yes</b> , FHLB Boston requires segregation of duties. Where Approval Required is <b>No</b> , the member has the option to manage its own segregation of duties.				