



Consumer Banking User Guide

Security Preferences

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Security preferences overview

Use your password and login ID to login to online and mobile banking. When needed, you can change them in the security preferences.

You can also use the Touch Authentication feature to login using Apple's Touch ID sensor rather than a login ID and password.

You can configure your secure delivery contact information that we use to send secure access codes. We only send secure access codes to a known secure delivery contact.

Secure access code delivery methods

Method	Details
Phone	The system calls the selected telephone number. You answer the phone normally and make a selection to hear the code. If necessary, you can repeat the code. The system does not leave the code on voice mail. If you miss the call, you can request a new code.
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.

Changing your password

You can change your account password for online and mobile banking. You use the same password for both.

To change your account password

1. In the navigation menu, click or tap **Services & Settings** > **Security Preferences**. The Security Preferences page appears.
2. Click or tap **Change Password**.
3. Enter your existing password in the **Old Password** field.
4. Enter your new password in the **New Password** field.

5. Re-enter the new password in the **Confirm New Password** field.
6. Click or tap **Change Password** to submit the change.

Changing your Login ID

If needed, you can change your Login ID. The same Login ID is used for online and mobile banking.

To change your Login ID

1. In the navigation menu, click or tap **Services & Settings > Security Preferences**. The Security Preferences page appears.
2. Click or tap **Change Login ID**. The Change Login ID page appears.
3. Enter the new ID in the **New Login ID** field.
4. Click or tap **Submit**.

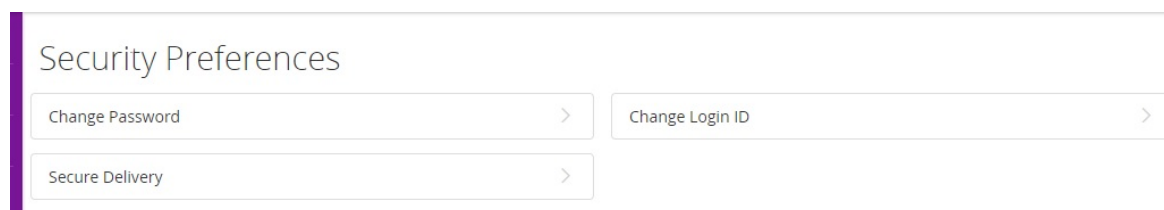
Configuring secure delivery contact information

Depending on your Secure Delivery configuration, you can use the Security Preferences page to configure your secure delivery contact information. You can also delete a contact.

Caution: Deleting a contact is permanent.

To add a new secure delivery contact

1. In the navigation menu, click or tap **Services & Settings > Security Preferences**. The Security Preferences page appears.
2. Click or tap **Secure Delivery**. The Secure Delivery Contact Information tab appears.



3. Click or tap one of the following:
 - o **New Email Address**
 - o **New Phone Number**
 - o **New SMS Text Number**
4. Enter the contact information and click or tap **Save**.

To edit a secure delivery contact

1. In the navigation menu, click or tap **Services & Settings > Security Preferences**. The Security Preferences page appears.
2. Click or tap **Secure Delivery**. The Secure Delivery Contact Information tab appears.
3. Locate the method that you want to edit and click or tap **Edit** (the pencil icon).
4. Make any needed changes to the contact information and click or tap **Save** (the floppy disk icon).

To delete a secure delivery contact

1. In the navigation menu, click or tap **Services & Settings > Security Preferences**. The Security Preferences page appears.
2. Click or tap **Secure Delivery**. The Secure Delivery Contact Information tab appears.
3. Locate the method that you want to delete, and click or tap **Delete** (the trash can icon).

Caution: You must have at least one form of contact. If you attempt to delete your only form of contact, an error message appears.

Thank you for being an owner of UT Federal Credit Union!

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