



Simplified Login FAQ's

1. What do you mean by “simplified login?”

Just like it sounds, we're simplifying the Online Banking login process by eliminating a few steps – an entire screen, actually – and moving the Password box so that it's more conveniently located.

2. What exactly is changing?

The Password box will be moved onto the home page of www.thatsmybank.com, so that you can enter your Online ID and Password at the same time, on the same screen. And, the pop-up window that displays your chosen image and passphrase is going away. Instead, you'll be logged directly into Online Banking and will no longer be required to view your image and passphrase.

3. When is it changing?

The change will go into effect on Tuesday, January 12, 2016.

4. Why is it changing?

Technology is rapidly changing and old ways of doing things are constantly being replaced with much better ways of doing things. The technology behind the image and passphrase is simply being replaced by more current technology.

5. Is there anything I need to do?

No, you don't have to do anything. When you visit our home page the morning of the 12th, and going forward, you'll simply login by entering your Online ID and Password on that page. The only thing you'll notice is that you will no longer be presented with your image and passphrase.

6. Will I still have to answer challenge questions?

Yes, the system will continue to prompt for challenge questions as needed, such as when you login from an unrecognized computer.

7. Is the cookie tracking going away?

No, at this point in time, nothing is changing regarding security cookies.

8. Does this change mean that the system will be less secure?

No, this upcoming change is not lessening the security of our systems in any way. We have multiple layers of security and monitoring embedded within our website and Online Banking systems.

9. If I'm concerned about security, what suggestions do you have?

We offer additional security options for users in the form of Alerts, which you can enable and configure from the “Other Services” menu within Online Banking to send you email or SMS text notifications. We encourage all of our clients to install anti-virus and anti-malware software, keep the software and virus definitions up-to-date, and run regular scans. For more helpful tips on how to stay secure while online, please visit our Online Security Center at <http://www.thatsmybank.com/service-center/online-support-security/online-support.html>

10. What other changes can we expect?

As we continually improve and update our systems, you can expect more enhancements and even more security options in both the near and distant future.