



FAQ: Enhanced Login Security and Security Question

Q: Why am I being prompted to select and answer a Security Question when I login to Account Access?

A: The Security Question exists to provide an additional line of defense to prevent unauthorized access to your account. Once you've set up your Security Question and answer, you have the option to enroll your computer(s) into Enhanced Login Security. The next time you log in, its business as usual. The rest of your online banking experience will remain exactly the same.

Q: What is Enhanced Login Security (ELS)?

A: PNWFCU's new Enhanced Login Security (ELS) feature helps to prevent unauthorized access to your account by identifying you as the true owner of your accounts, recognizing not only your password but your computer as well. Once you've enrolled in ELS, our system will ask you the Security Question you've selected if it doesn't recognize your computer-- because you've logged in from a computer you haven't used before or you've removed cookies from your enrolled computer.

Q: How do I register my computer for Enhanced Login Security?

A: To improve your online security and obtain Enhanced Login Security, just follow these simple steps:

- Login to PNWFCU's Account Access
- If you have not already done so, select and answer a Security Question when prompted
- Select User Options -> Enhanced Login Security -> Add extra security protection to this computer (default) -> Submit - and you're all set!

Note: After enabling the Enhanced Login Security option, you will be prompted to answer your Security Question if you login from a computer you haven't used before.

Q: Can I enable Enhance Login Security (ELS) on multiple computers?

A: Yes. You can enroll more than one computer with ELS so you will no longer have to answer your security question on that computer. However, we strongly discourage you from enrolling ELS on public computers.

Q: I have registered my computer at home but not at work. I am trying to login to Account Access at work, but I have forgotten my Security Question. What should I do?

A: Please come into a branch or contact PNWFCU at 1-800-444-5858 during normal business hours (8:00 am to 6:00 pm Pacific Time) and we will reset your password. Every time PNWFCU re-sets your password, ELS will be removed from all your registered computers. You will have to select another Security Question and answer as well as re-enroll your computer in Enhanced Login Security.

Q: Is there a way to remove the Enhanced Login Security feature from my computer?

A: Yes. Login to Account Access, select User Options -> Enhanced Login Security -> Remove extra security protection from this computer -> Submit. A confirmation screen will verify the removal of ELS.

Q: What happens to Enhanced Login Security if I clear the cookies on my computer?

A: If you clear the cookies on your computer, it will un-enroll that computer and our system will ask you the Security Question at your next login. You will have to re-enroll that computer to prevent having to answer the Security Question each time you access your account.

Note: Please set up your computer to enable cookies. If you are using a computer on a managed network that does not accept cookies, you may be unable to enroll that computer. You also may want to share your Security Question and answer with any joint owner on your account who uses Account Access.