

INTRODUCING MORE SECURITY FOR YOUR ONLINE BANKING

Getting Started is Easy!

STEP 1: Login using your ACCESS ID. Click Submit.

Note: The login page is now split into two separate pages. Neither your ACCESS ID or PASSWORD have changed.

STEP 2: Enter your PASSWORD. Click Submit.

STEP 3: Enter your e-mail address and then enter it again to confirm that it is correct.

STEP 4: Enter an Authentication Pass Phrase underneath the image.

Note: Do NOT make this Authentication Pass Phrase the same as your Password.

STEP 5: Choose your “Challenge Questions” and provide your answers.

Note: Clicking the down arrow next to each question will reveal that you have more than option for each. Choose the question you like the best and answer it the associated box.

STEP 6: Select whether to register this computer.

Note: Only register personal computers that you frequently use and are not available for public use. Examples of public use computers include those found in internet cafés, hotel lobbies, libraries, etc.

STEP 7: Click Submit

The next time you log onto our Online Banking service, Bank of Nevada will recognize you and display the image and the Authentication Pass Phrase you selected.

If we don't recognize the computer you are using to log in, we will ask you to answer one of the security questions you previously created.

After completion of the steps above, if you don't see the image you selected, exit the site immediately and notify the bank.

If you have questions or need additional assistance, please contact us at service@bankofnevada.com or (702) 252-6133.



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Frequently Asked Questions

Q: What's the goal of this change?

A: Anything we can do to make your Online Banking experience safer and more secure is in both yours and our best interest.

Q: Does this process have a name?

A: It is called Layered or Multi-Factor Authentication (MFA). If you haven't heard of it by now, you will very soon. Financial Institutions across the country are implementing similar MFA procedures and solutions.

Q: How does Multi-Factor Authentication work?

A: Upon your initial registration, Bank of Nevada's host computer will verify some of your personal computer's characteristics in the form of a secure cookie that does not contain any personal information - as well as checking various shared objects on your personal computer's hard drive. Upon subsequent logins from the same computer, we will be able to verify that we have communicated with that particular computer previously. By entering your ACCESS ID and PASSWORD, we are able to verify that we are communicating with you.

Q: What if I my Internet Explorer privacy settings are set to block all cookies?

A: We will have a very difficult time authenticating your personal computer as one we have communicated with in the past. Blocking all cookies is a security procedure that is extreme. You can safely browse the internet with your privacy settings at High or lower.

Q: What if I routinely delete my cookies from the browser cache or reinstall various hardware and software components?

A: You will need to re-register the computer.

Q: What about the image and the Authentication Pass Phrase?

A: The image and Authentication Pass Phrase is to let you know we have completed authentication of your personal computer and to let you know you are on our secure site. You will always see the same image and Authentication Pass Phrase. If you do not see the image and Authentication Pass Phrase you selected, you are not on our secure site. DO NOT ENTER YOUR PASSWORD.

Q: What about changing the Authentication Pass Phrase or the Challenge Questions and Answers. Can they be changed as well?

A: Yes. After a successful login, click Change Password options button. Select Change Security Data.

Q: Do I have to be truthful about my answers the Challenge Questions ?

A: Not necessarily. But be prepared to remember what you answered. And make sure you are consistent with your answers. Failure to correctly answer the Challenge Questions will result in being locked out of your account.



Q: I'm getting the error "Unable to Process Request – Try Again Later or Contact Customer Support." Why?

A: You likely answered a Challenge Question incorrectly. There is also a possibility that you are spelling your answer differently from when you registered. Either way, this condition will result in a lockout of your Online Banking session. Please contact Customer Service in order for the bank to release the lockout. The Security Questions and Answers will need to be provided at next log in. The option to register the computer is also presented.

Q: I access my account from both my home computer and work computer. Can I register them both?

A: Yes, you may register multiple computers. Choosing whether to register a work computer is an individual decision that should be made on a case-by-case basis. One factor to consider before registering a work computer is how many people you work with have access to that same computer. The risk is small –the person would need to know your ACCESS ID and PASSWORD to gain access to your accounts – but it is still a risk.

Q: I accidentally registered a public computer; is this really a problem?

A: It could be. The only way some one could access your personal information is if they knew your ACCESS ID and PASSWORD as well. So immediately changing your PASSWORD from a registered non-public computer is advised.

Furthermore, you should contact the bank and request that we delete your Multi-Factor Authentication specifications. Doing so, will erase the registration data of the public computer you accidentally registered. It will also erase the registration data for non-public computers which, in turn, will require your non-public computer to be re-registered.

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