

# Frequently Asked Questions

Login Experience Updates

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## What is changing?

We are updating the design of the login experience, retiring security questions as a multi-factor authentication option, and adding time-based one time passcodes as a multi-factor authentication option.

## How do I know if I'm on the right login page?

There are two web pages you can log in to Advantis Online Banking from: [www.advantiscu.org](http://www.advantiscu.org) and [my.advantisonline.org](http://my.advantisonline.org). All of these updates will affect the *advantisonline.org* URL only, so you'll continue to see the same design you're used to on *advantiscu.org*. As long as your browser's address bar is pointed to one of these URLs, you can rest assured you are on the right page.

If you have any concerns or otherwise can't tell if you're on the correct login page, you can always call us at 503-785-2528 M-F 8AM to 6PM to confirm.

## Why are security questions being retired?

Security questions are now widely recognized as being an ineffective method of multi-factor authentication. When easy answers to questions are used, it is easy for bad actors to use social engineering to compromise your account. When hard or fake answers are used, it's easy to forget the answers leading to locked accounts and a poor experience overall.

## What are time-based one time passcodes?

Time-based one time passcodes (TOTP) are temporary, single-use authorization codes (similar to those that you may be used to receiving via SMS message or automated voice call) that are produced by a dedicated authenticator app on your phone. They are used in combination with your username and password as an additional authentication step to provide extra security.

## What authenticator apps can I use?

There are many TOTP authenticator apps available—popular options include Duo, Authy, and Google Authenticator—and you can use any of them. We don't restrict usage of any apps, as long as they're able to complete the setup process as described below.

## How do I set up an authenticator app on my profile?

To set up the authenticator app of your choice:


1. Log in to your Advantis Online Banking profile on a computer.
2. Navigate to Settings > Security, locate the Two-Factor Authentication section, and click the pencil icon next to 2FA APP.
3. Open your preferred authenticator app on your phone and follow their instructions for adding a new service.
4. When prompted, point your phone camera at the QR code or manually enter the code displayed on the Online Banking screen.

OFF  ON

Authenticate using a two factor authenticated application like Google Authenticator, Authy, or duo

Scan the QR code below using preferred authentication app. Alternatively you can manually enter code into your app.

2FA APP



Manually Enter Code:

Set As Preferred Authentication Method ★

5. If desired, check “Set As Preferred Authentication Method” and click Next.
  6. Your authenticator app is now connected to your Online Banking profile, and the option to use this as an additional verification method will be offered from that point forward.
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## Need Help?

Call us at 503-785-2528 M-F 8AM to 6PM, or send us a secure message through the Online Message Center. We're here to help!