

360 Federal Credit Union will be enhancing Web24 security for your protection and your attention is required.

To avoid interruptions with online banking and mobile access to your accounts, we are asking you to update your **Security Questions** and **Identity Phone Verification Numbers** *prior to January 21, 2020*.

Updates can only be completed by logging in from our home page, www.360fcu.org using a web browser.

Note** this process cannot be completed via the mobile app******

Enter username and password at the Login box on our home page.



The image shows the Web24 login interface. It features the 'Web24' logo at the top left. Below the logo are two input fields: 'Username:' and 'Password:'. At the bottom left of the form is a 'Sign In' button. To the right of the 'Sign In' button are links for 'Enroll', 'Disclaimer', and 'Forgot Password'.

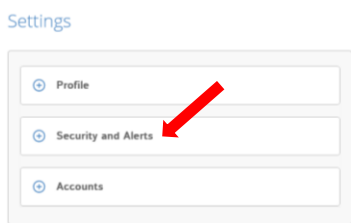
Settings:

From the main screen on the top right corner, click "**Settings**".

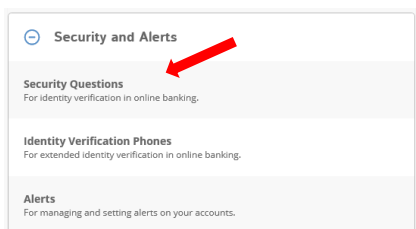


Update Your Security Questions

Click "**Security and Alerts**" from the menu.

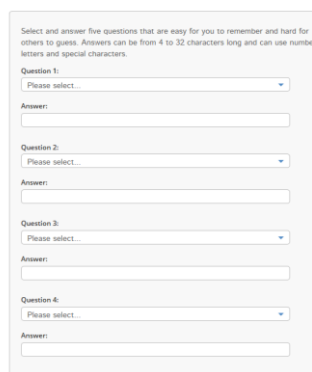


Click "**Security Questions**" from the menu.



Select and answer questions from the drop down to create security questions, then **Save**.

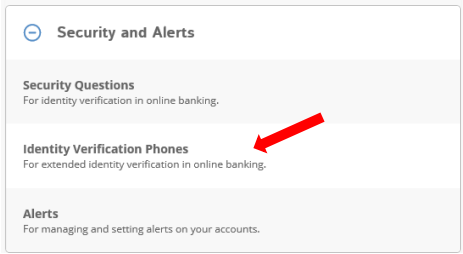
Select Security Questions



The image shows the 'Select Security Questions' form. It has a title 'Select Security Questions' at the top. Below the title is a paragraph of instructions: 'Select and answer five questions that are easy for you to remember and hard for others to guess. Answers can be from 4 to 32 characters long and can use number letters and special characters.' Below the instructions are five question entries. Each entry consists of a 'Question' label, a dropdown menu with 'Please select...' as the placeholder, and an 'Answer' label followed by a text input field. The questions are labeled 'Question 1' through 'Question 5'.

Review and Update Your Identity Verification Phones:

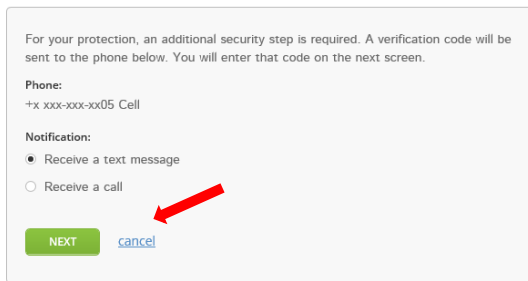
From the Security Questions menu click ***“Identity Verification Phones”***.



The screenshot shows a menu titled "Security and Alerts" with three options: "Security Questions", "Identity Verification Phones", and "Alerts". A red arrow points to the "Identity Verification Phones" option.

Select the notification method that will receive your security code to continue. Click **Next**.

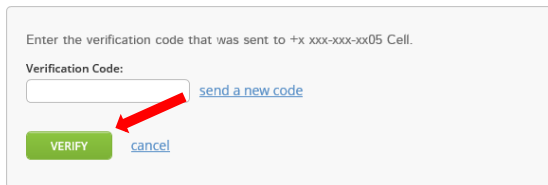
Select Notification Method



The screen displays instructions: "For your protection, an additional security step is required. A verification code will be sent to the phone below. You will enter that code on the next screen." It shows a phone number "+x xxx-xxx-xx05 Cell" and two notification options: "Receive a text message" (selected) and "Receive a call". A red arrow points to the "NEXT" button.

Enter the verification code that was sent via call or text, click **Verify**.

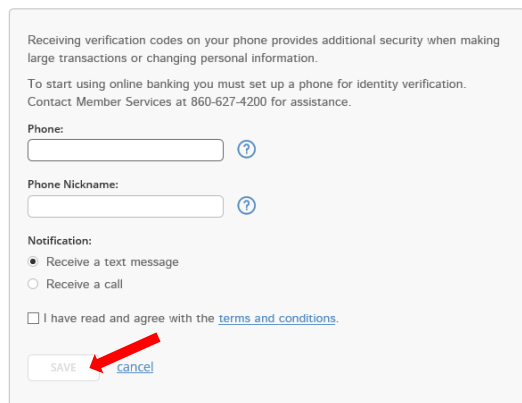
Enter Verification Code



The screen prompts the user to "Enter the verification code that was sent to +x xxx-xxx-xx05 Cell." It features a text input field for the "Verification Code" and a "send a new code" link. A red arrow points to the "VERIFY" button.

Enter additional phone numbers for verification codes to be sent for security. Then click **Save**.

Add Identity Verification Phone



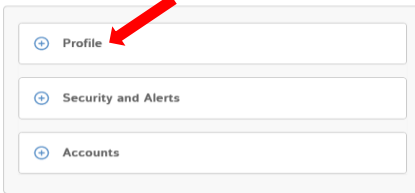
The screen provides instructions: "Receiving verification codes on your phone provides additional security when making large transactions or changing personal information. To start using online banking you must set up a phone for identity verification. Contact Member Services at 860-627-4200 for assistance." It includes fields for "Phone:" and "Phone Nickname:", both with help icons. Notification options are "Receive a text message" (selected) and "Receive a call". A checkbox for "I have read and agree with the terms and conditions" is present. A red arrow points to the "SAVE" button.

Review and Update Contact Information:

Profile:

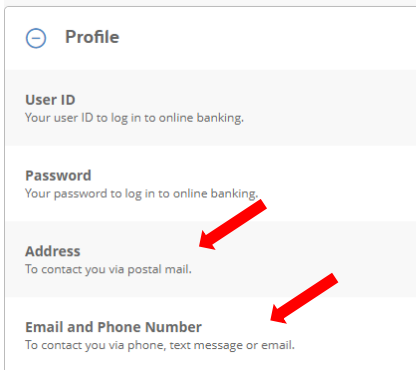
Click **“Profile”** from the Settings menu.

Settings



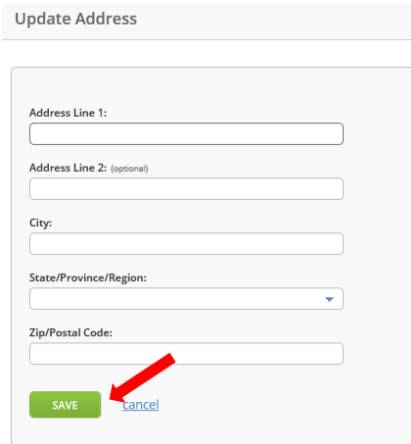
A screenshot of the Settings menu. It contains three items: Profile, Security and Alerts, and Accounts. A red arrow points to the Profile option.

Click **“Address”** or **“Email and Phone Number”** from the Profile menu.



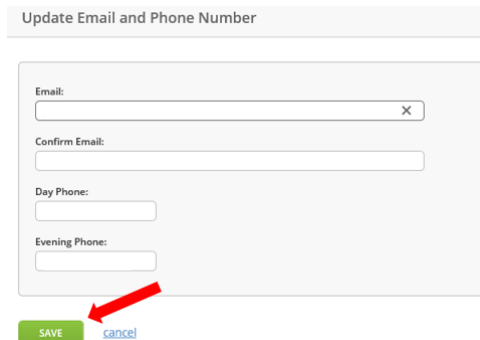
A screenshot of the Profile menu. It has a back arrow and the title 'Profile'. Below are four sections: User ID, Password, Address, and Email and Phone Number. Red arrows point to the Address and Email and Phone Number sections.

Update Address information, then **Save**.



A screenshot of the 'Update Address' form. It has fields for Address Line 1, Address Line 2 (optional), City, State/Province/Region (dropdown), and Zip/Postal Code. At the bottom are 'SAVE' and 'cancel' buttons. A red arrow points to the 'SAVE' button.

Update Email and Phone information, then **Save**.



A screenshot of the 'Update Email and Phone Number' form. It has fields for Email, Confirm Email, Day Phone, and Evening Phone. At the bottom are 'SAVE' and 'cancel' buttons. A red arrow points to the 'SAVE' button.