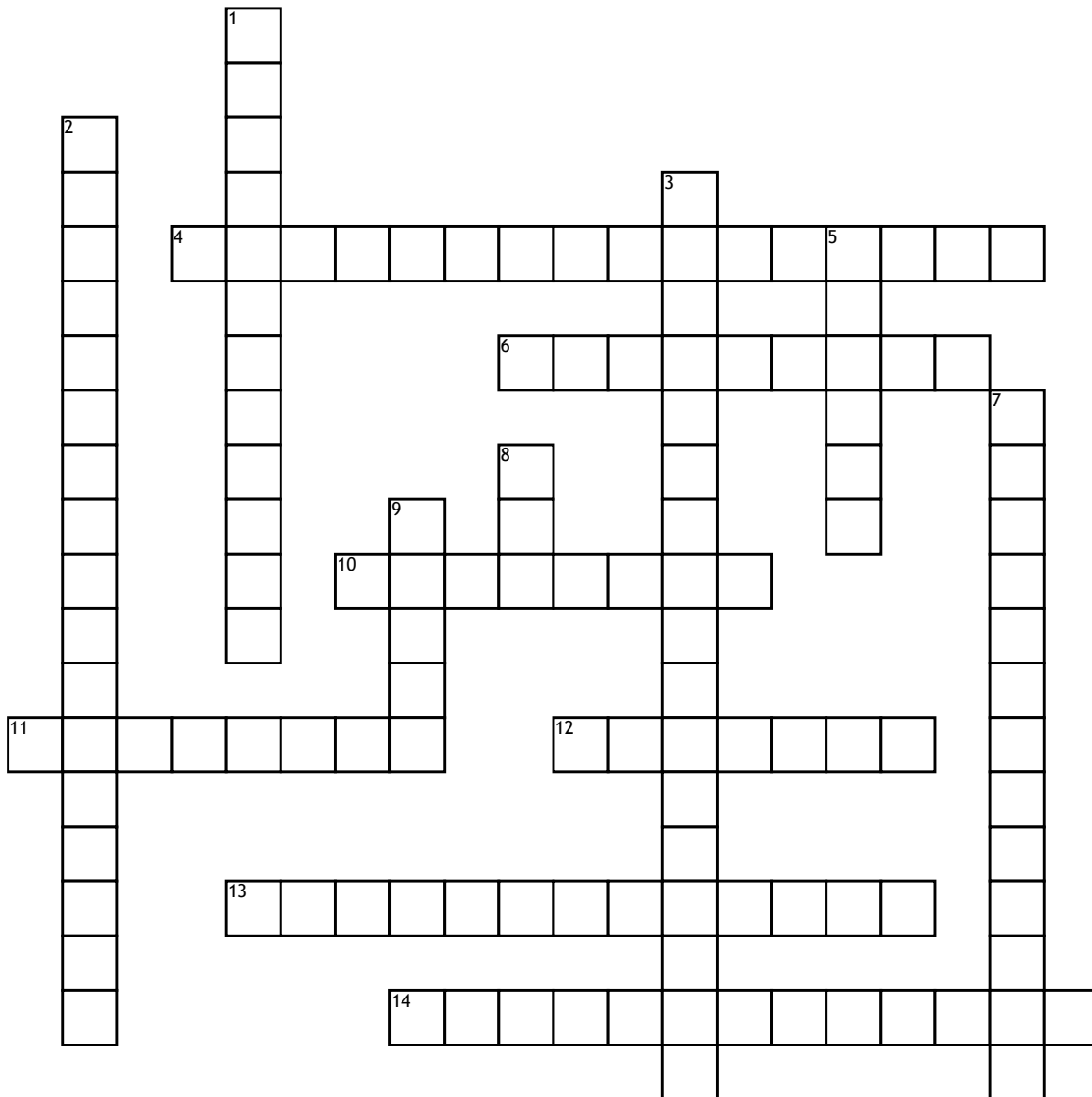


Name: _____

Admin Tool Glossary



Across

4. A Secure Access Code (SAC) is a random code delivered via email, text, or phone.

6. The system used to manage and support Online Banking as well as the partner in providing Online Banking and related products to their customers.

10. A word or string of characters that must be supplied, in conjunction with the User ID, by a user in order to gain access to online banking.

11. A unique sequence of characters used to identify the customer and is the first item needed to allow the customer access to online. Is synonymous with login ID, login name, sign-in name, etc.

12. A web browser, commonly referred to as a browser, is a software application for retrieving, presenting, and traversing information on the internet. Most common web browsers are Internet Explorer (IE), Firefox, Chrome, and Safari.

13. A unique number that varies in the amount of digits that identifies the customer. This is the same as the customer's account number.

14. The system customers use to view accounts, make transfers, access bill payment, and perform other online tasks.

Down

1. Identifies membership as a whole, while an Account Number is a unique 14 digit number assigned to a specific account. Each account type (checking, savings, loan) will have a different Account Number.

2. A time-based one-time password (TOTP) is a temporary passcode, generated by an algorithm, for use in authenticating access to computer systems.

3. When selected, this installs a cookie and other fingerprints on a customer's computer, which becomes the additional factor for authentication. A device that is registered will not require a Secure Access Code at login.

5. A cookie is a data file stored by your browser (Internet Explorer, Firefox, Safari, Chrome, etc.) to store specific data allowing Online Banking to function properly. Cookies are required for Online Banking and are managed automatically by your browser.

7. refers to the use of a smartphone or other cellular device to perform online banking tasks while away from your home computer, such as checking account balances, transferring funds between accounts, bill payment and locating an ATM.

8. A text messaging service used to send the secure access code to a customer. In addition, SMS is used to set up and send notifications.

9. The cache (pronounced "cash") is a space in your computer's hard drive and in RAM memory where your browser saves copies of previously visited Web pages. Your browser uses the cache like a short-term memory.