FHLBank Chicago

Microsoft
# Authenticator
Setup

Contents

Introduction

This step-by-step guide walks users through how to download the Microsoft Authenticator app (also called Authenticator) and set-up their account for FHLBank Chicago's new security authentication platform.

Microsoft Authenticator Security Requirements

1. Soft tokens must use the official and most recent version of the Authenticator app available for your mobile device. Automatic updates should be enabled.
2. Soft tokens that are "jailbroken" or modified without permission from the developer will not be accepted.
3. Soft tokens may not be installed on desktops or laptops.
4. Ensure the smart device you are using requires a passcode.
5. Confirm the data on your mobile device is encrypted.
6. Ensure all apps installed on your mobile device came from approved app stores.

Downloading Microsoft Authenticator – Apple/iPhone

1. On your iPhone, navigate to the App Store.
2. Click "search" in the bottom left-hand corner.
3. In the search bar, type in "Microsoft Authenticator."
4. Click on the "search" on the button right-hand side of your keyboard.
5. Select the Microsoft Authenticator app and click the "GET" button.
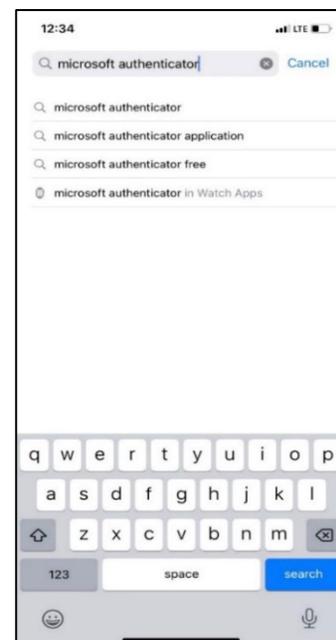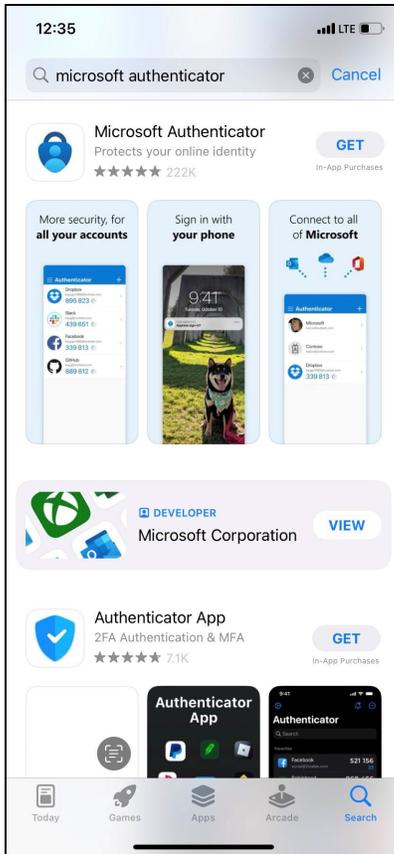
6. Tap the "Install" button. Since you are already signed into iCloud, you will only need to put in your Apple ID password.
    a. If it is your first time using the App Store with a newly created Apple ID, you will need to press "Review" to allow your account to be used in App Store.
7. After the app has successfully downloaded, it will be visible on your home screen.

Downloading Microsoft Authenticator - Android

1. On your Android device, navigate to the Google Play Store.
2. In the search bar, type "Microsoft Authenticator."
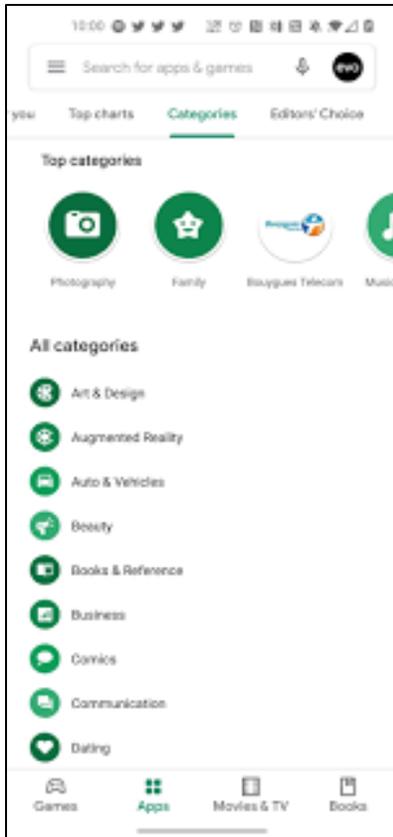
3. Click on the "Install" button.

4. After the App has successfully downloaded, it will be visible on your home screen.

Registering Microsoft Authenticator

1. Open a web browser on a computer.
2. Click one of the following links:

   Pre-April 17, 2023 link

   Post-April 17, 2023 eBanking link (this link will take you to fhlbc.com – click the "eBanking login" button in the upper right-hand corner to go to eBanking to register)

   Post-April 17, 2023 Affordable Housing Program (AHP) Online link (this link will take you to fhlbc.com – click the "AHP Online login" button in the upper right-hand corner to go to AHP Online to register)
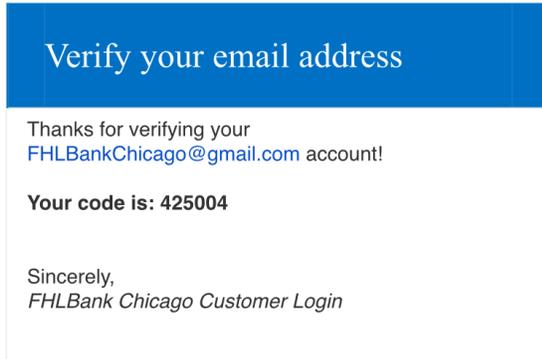
3. The web browser will open the below registration page.
4. Select the button "Click here to begin the process."
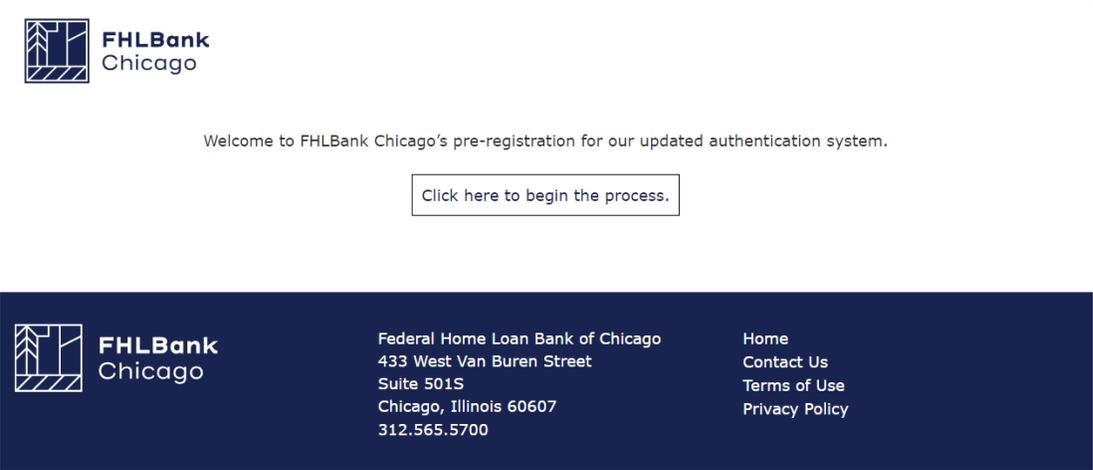
5. Enter your email address associated with your eBanking or AHP Online user profile. Each user in eBanking and AHP Online will need to have a unique email address.
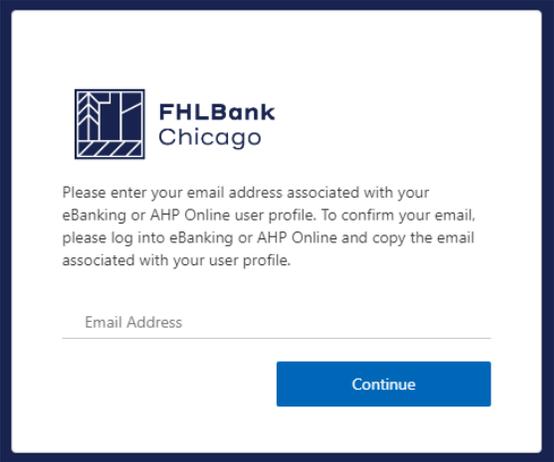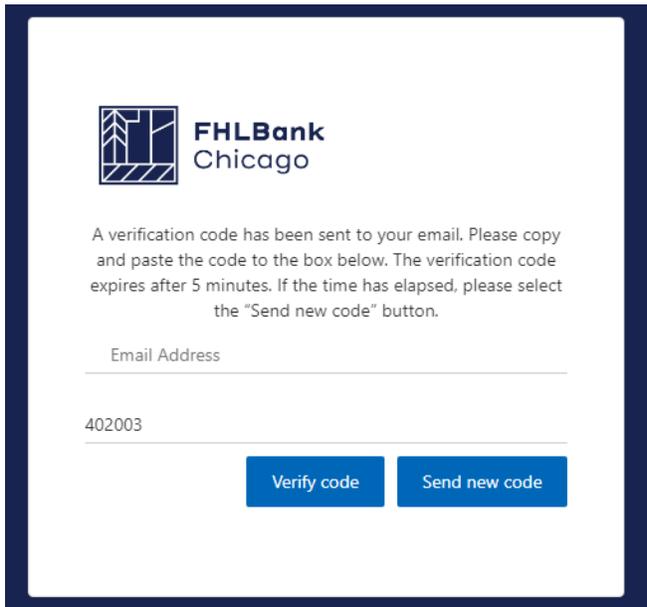
6. Click the blue "Continue" button. This prompts a verification code to be sent to your email.
7. Navigate to your email inbox.
8. Open the email from Microsoft on behalf of "FHLBank Chicago Customer Login" with the email subject line "FHLBank Chicago Customer Login account email verification code."

Verify your email address

Thanks for verifying your
FHLBankChicago@gmail.com account!

Your code is: 425004

Sincerely,
FHLBank Chicago Customer Login

9. Copy the code from the email and paste into the field on the web browser.

Please Note: The verification code will expire after 5 minutes. If the code expires, click the "Send new code" button, which will send a new verification code to your inbox.

10. Click "Verify code" button.

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A verification code has been sent to your email. Please copy and paste the code to the box below. The verification code expires after 5 minutes. If the time has elapsed, please select the "Send new code" button.

Email Address

402003

Verify code   Send new code

11. The email was verified. Press the "Continue" button.
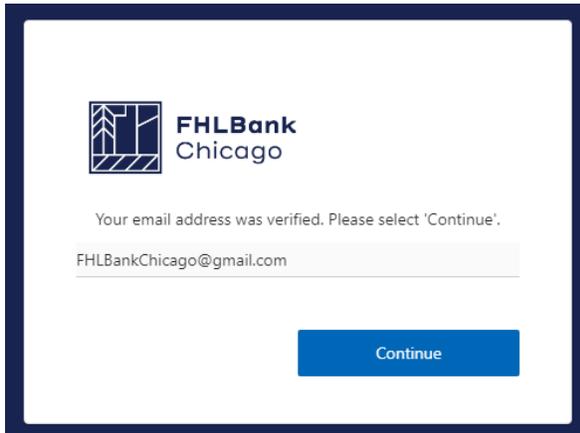
12. The screen will refresh and a QR code will appear on the screen.
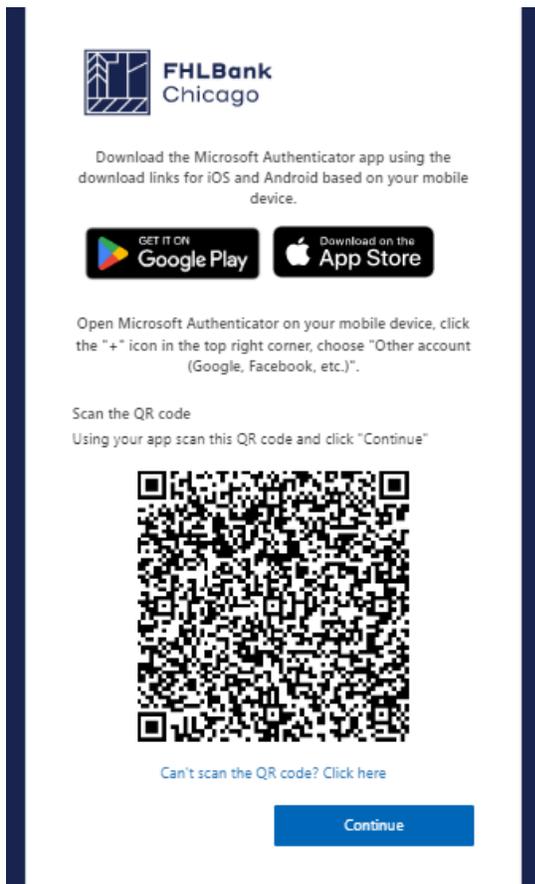

13. Open the Authenticator app on your mobile phone.
14. When opening the app, you may receive a prompt asking if you want to share your app to use data with Microsoft Authenticator. Please indicate your choice by the toggle and click the "Accept" button.
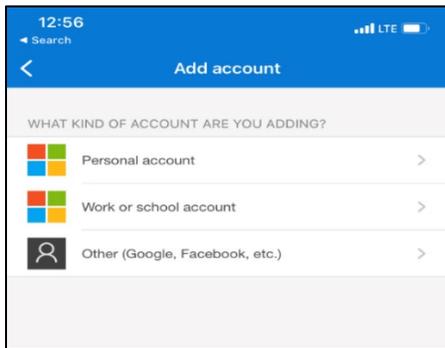
15. You will be brought to the screen below, select the "Skip" button in the right hand corner.
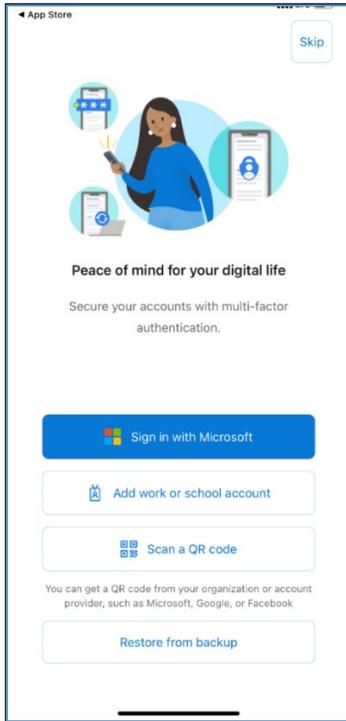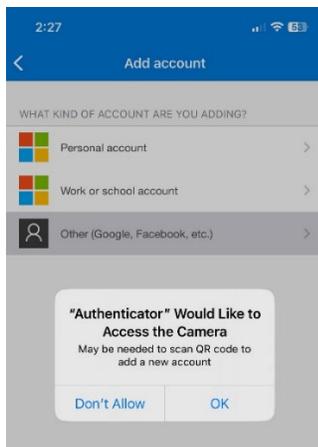

16. Click on "+" icon in the right hand corner of the app.
    a. Click this icon if you are adding a new account for the first time or if you are already using the Authenticator App for another account.
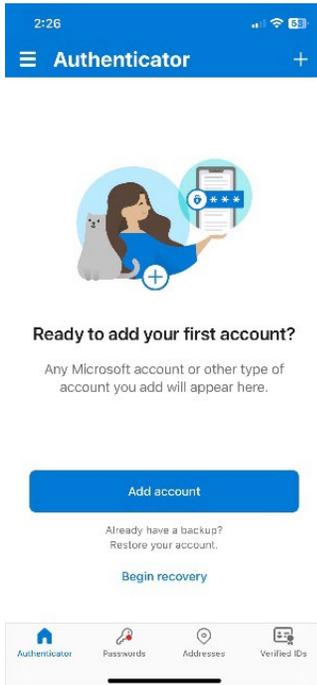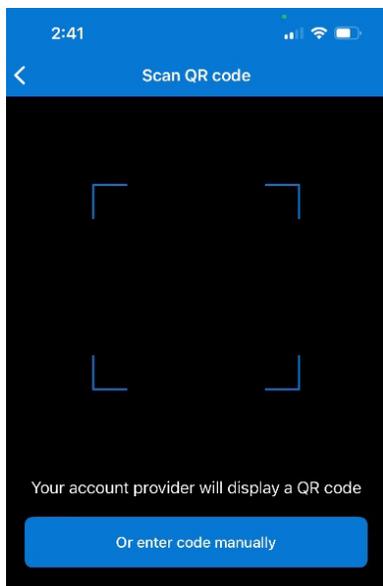
17. Under "Add account," select the "Other (Google, Facebook, etc.)" option.


18. Allow access to your mobile device's camera.

19. Scan the QR Code on the screen with your mobile device camera.

Please Note: If you unable to scan the code, please navigate to the section on page 11 titled "Manually Importing QR Code"

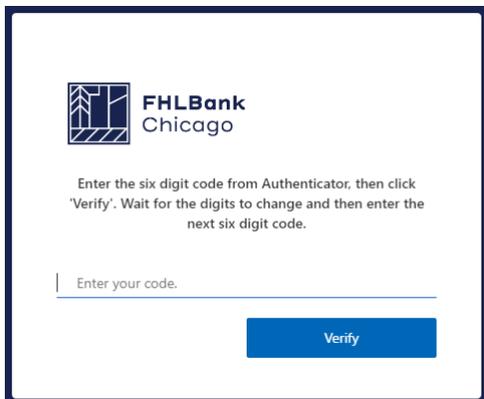20. An account will be listed in your Authenticator app called "FHLBank Chicago Customer Login."
21. On your mobile device, click on that account to see a six digit code.
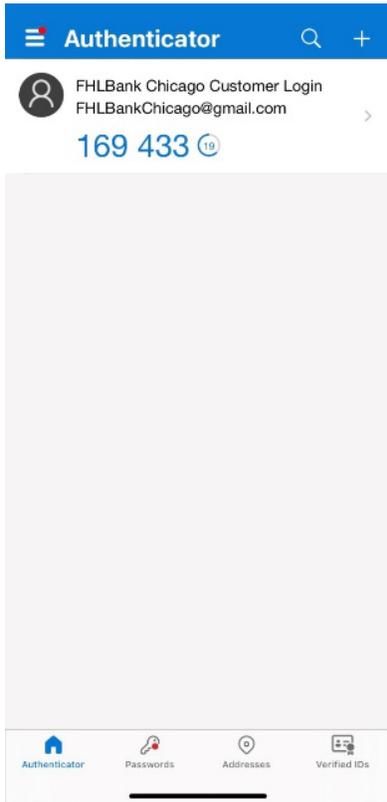
22. On your computer, click the "Continue" button.
23. The page will refresh and show the screen below.
24. Enter the six digit code from authenticator then click the "Verify" button.

25. The screen will refresh and appear the same as the above screen.

26. You must wait for the six digit code to change in Authenticator, then enter the new set of digits, then click the "Verify" button.
27. The page will refresh to the page below to create your password.
28. Create a password and re-enter the password.
    a. *Please ensure your password meets the password requirements.*
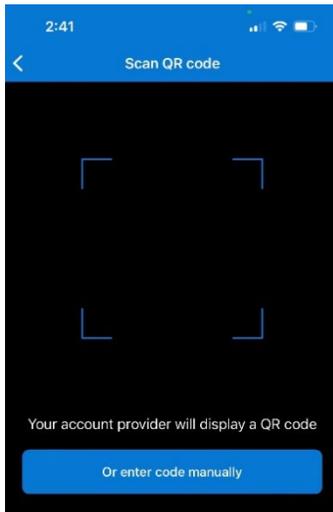29. Click on the "Continue" button.

30. You have successfully completed your installation! For questions or token inquiries, please reach out our Member Support team at membersupport@fhlbc.com or 855.345.2244, option 6, or contact your Sales Director.

Manually Importing QR Code

1. If you are unable to scan the QR code, click the "Can't scan the QR code? Click here" button at the bottom of this page. It will display an account key and secret key like what is shown below.
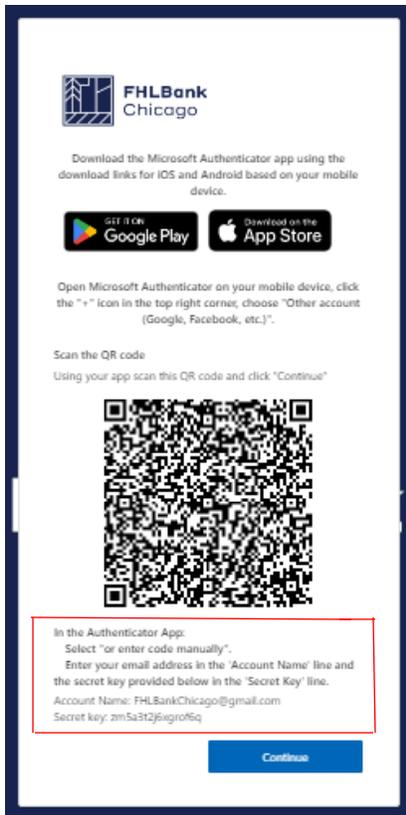
2. Follow steps 13-18 in Registering Microsoft Authenticator section.
3. Instead of scanning the QR code, select the "Or enter code manually" on your mobile device.

4. A screen will appear on the app for you to add your account name and secret key from your computer screen. Click "Finish" once entered.
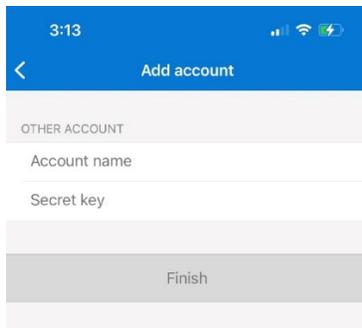
5. On your computer, click the "Continue" button.
6. Continue to Step 21 in the "Registering Microsoft Authenticator" section of this guide.

New Mobile Device

If you have a new mobile device, please reach out our Member Support team at membersupport@fhlbc.com or 855.345.2244, option 6.