



**FHLBank**  
Chicago

## **Frequently Ask Questions: Microsoft Authenticator**

### **What is changing?**

FHLBank Chicago is upgrading our security authentication application from RSA to Microsoft Authenticator. This upgrade will change the way you login to eBanking and Affordable Housing Program (AHP) Online by replacing your current RSA application or hard token with the Microsoft Authenticator (also called Authenticator) application. In order to access eBanking and AHP Online, you must install and register the Microsoft Authenticator application on your mobile device **effective April 17**. Beginning April 17, users will also see an updated login screen on eBanking.

### **Does this change impact me?**

This upgrade to our security authentication method impacts **all users** including those who access AHP/Downpayment Plus® Programs (DPP®) via AHP Online and Sponsor Registration. All users who access eBanking and AHP Online will need to transition to Microsoft Authenticator. For Participating Financial Institutions (PFI) users, the **eMPF® platform is not impacted at this time** and will continue to use the existing the multi-factor authenticator method.

If a user does not transition to Microsoft Authenticator and cannot access eBanking, they can still transact in all capacities with FHLBank Chicago by calling the Member Transaction Desk at 1.855.345.2244, option 1 or contacting your Sales Director.

For those who use eBanking for wires, they will need to retain their RSA token for the time being. RSA is not needed for Direct Wire but will be needed to access the wire system.

### **How can I prepare for this change?**

The below instructions will help guide members through this process:

- Please see the [step-by-step installation instructions](#).
  - The document will guide you on how to install and register the Microsoft Authenticator application on your mobile device.
- Our Microsoft Authenticator set-up videos for [iOS \(Apple devices\)](#) and [Android](#) can also guide you through the process.
- Once the installation is complete, users can test their login on our pre-registration site per the instructions.

- Users may also register for [upcoming FHLBank Chicago webinars](#) to help walk you through the process and answer questions.

### **When can I begin using Microsoft Authenticator?**

Prior to April 17, 2023, users should continue to use their legacy username and password for logging into eBanking and AHP Online – even after pre-registering for Microsoft Authenticator. Users may begin using their new credentials and Microsoft Authenticator beginning Monday, April 17, 2023. As a reminder, users need their own email and password (sharing emails and passwords is not allowed).

### **Will this change impact the wires system?**

GFX Wires System users will need to use the following:

- Microsoft Authenticator to access eBanking.
- Users will still use their existing RSA token method to access the GFX Wires system.
- **Please ensure you retain your pin and RSA token for wire access.**

### **Can I receive assistance or training in advance of the April 17, 2023 cutover?**

- To help facilitate this process, we have provided [detailed instructions](#) and a [pre-registration site](#), which is available from March 3 until end of day April 14.
- To help assist in this important transition, we will host [several webinars](#) during March and April 2023.

### **What happens if I do not set-up Microsoft Authenticator by April 17?**

- If users do not set-up and install the Microsoft Authenticator application on your mobile device by end of day April 14, they will lose access to eBanking and AHP Online.
- In order to complete the set-up after April 14, please follow the [step-by-step guide](#) and videos for [iOS \(Apple devices\)](#) and [Android](#) – as well as use this [post-April 14 registration page](#).
- For those who use eBanking for wires, they will need to retain their RSA token for the time being. RSA is not needed for Direct Wire but will be needed to access the wire system.

### **Who do I contact if I have questions or experience issues?**

- For all questions or issues, please reach out to our Member Support team at [membersupport@fhlbc.com](mailto:membersupport@fhlbc.com) or 855.345.2244, option 6, or contact your Sales Director.
- For AHP sponsor questions, please contact our Community Investment team at [ci@fhlbc.com](mailto:ci@fhlbc.com).