



# Microsoft Authenticator Setup and Maintenance



**FHLBank**  
Chicago

## Contents

Microsoft Authenticator Security Requirements.....	2
Downloading Microsoft Authenticator - Apple/iPhone.....	2
Downloading Microsoft Authenticator - Android .....	3
Registering Microsoft Authenticator .....	5
eBanking or AHP Online User Sign-In.....	13
Password Reset.....	15
New Mobile Device .....	19

## Introduction

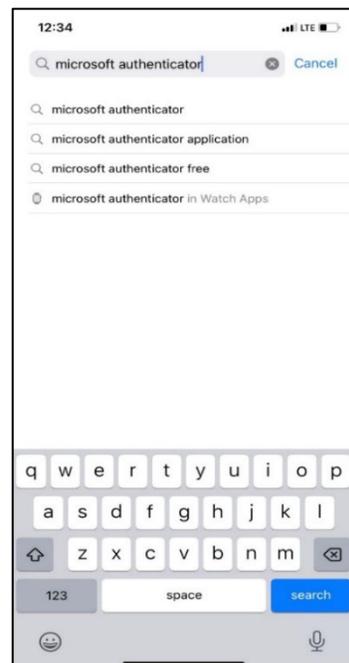
This step-by-step guide will walk users through how to download the Microsoft Authenticator app (also called Authenticator) and set-up their account for FHLBank Chicago's new security authentication platform.

## Microsoft Authenticator Security Requirements

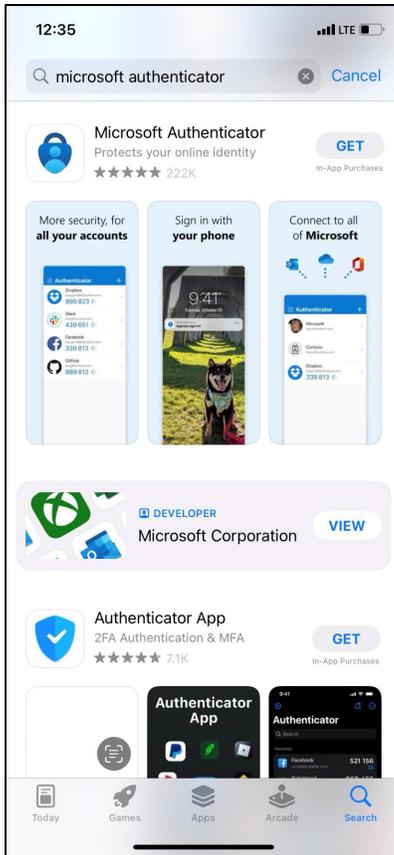
1. Soft tokens must use the official and most recent version of the Authenticator app available for your mobile device. Automatic updates should be enabled.
2. Soft tokens that are "jailbroken" or modified without permission from the developer will not be accepted.
3. Soft tokens may not be installed 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.



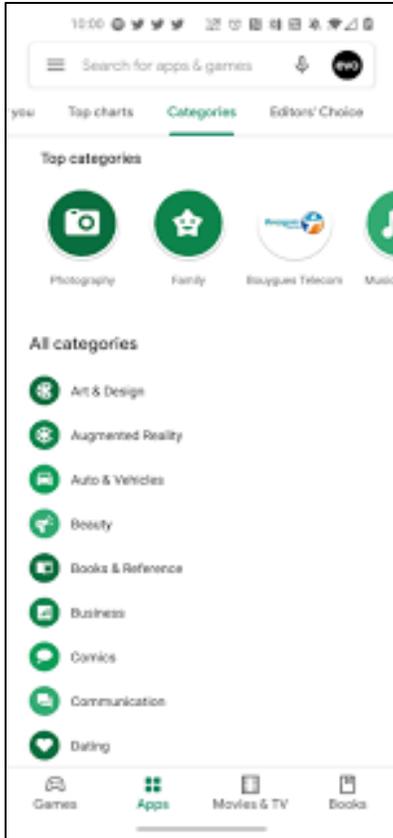
5. Select the Microsoft Authenticator app and click the "GET" button.



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."



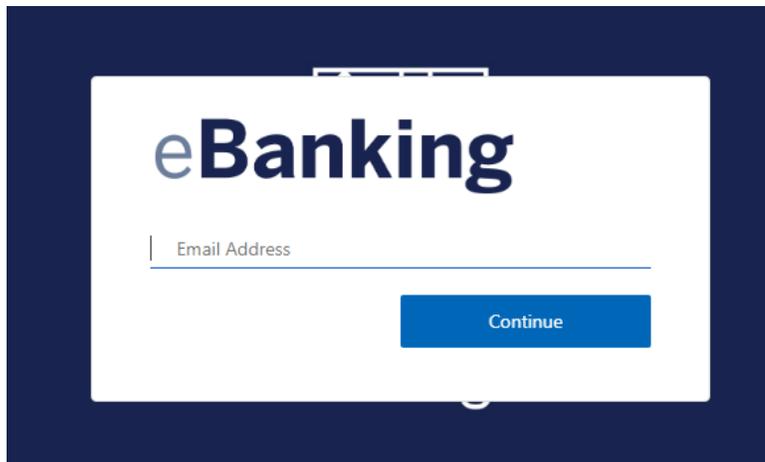
3. Click on the "Install" button.



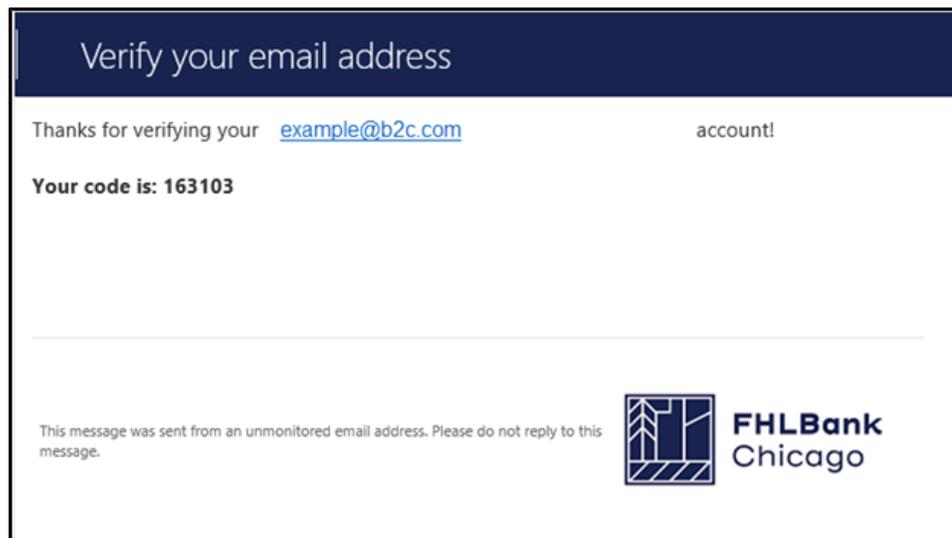
4. After the App has successfully downloaded, it will be visible on your home screen.

# Registering Microsoft Authenticator

1. Open a web browser on a computer.
2. Navigate to [fhllbc.com](http://fhllbc.com) and click the "eBanking login" button in the upper right-hand corner to go to eBanking to register.
3. Enter your e-mail address (e-mail address listed in eBanking under your user profile). Each user in eBanking will need to have a unique email address.
4. Click the blue "Continue" button.



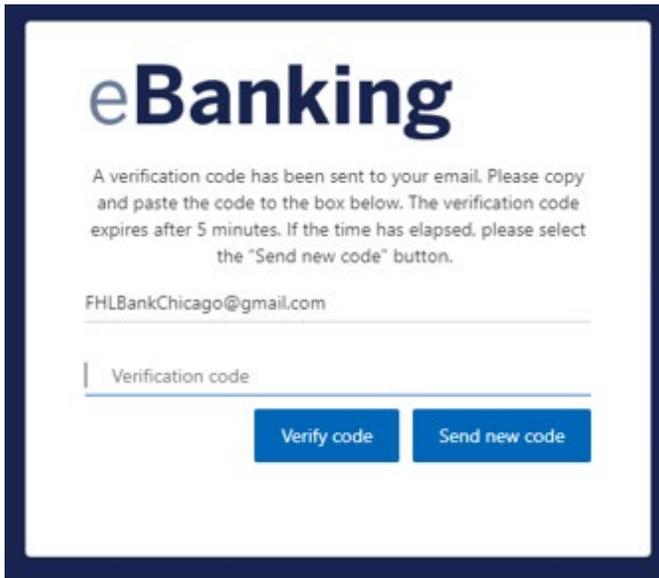
5. Navigate to your e-mail inbox
6. Open the email from Microsoft on behalf of "FHLBC B2C" with the subject line "FHLBC Customer Login."



7. Copy the code from the e-mail and paste into the field on the web browser.

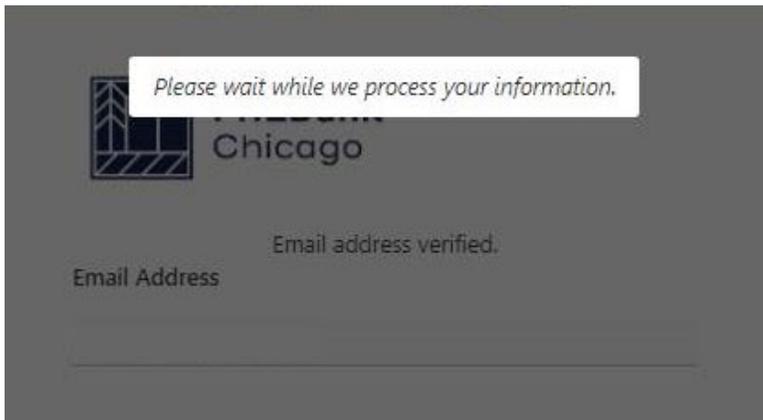
**Please Note: The verification code will expire after 5 minutes. If the code expires, click the "Send new code" button, which will send a new verification code to your inbox.**

8. Click "Verify code" button.



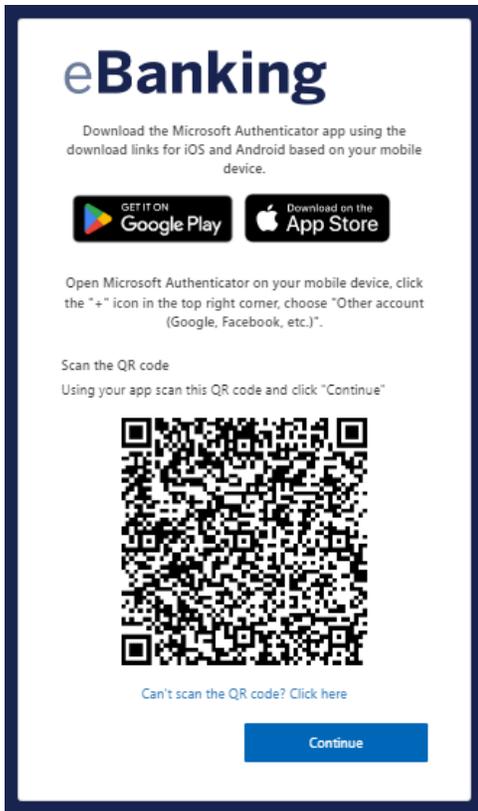
The image shows a web interface for eBanking. At the top, the word "eBanking" is displayed in a large, bold, blue font. Below it, a paragraph of text reads: "A verification code has been sent to your email. Please copy and paste the code to the box below. The verification code expires after 5 minutes. If the time has elapsed, please select the 'Send new code' button." Underneath this text, the email address "FHLBankChicago@gmail.com" is shown. Below the email address is a text input field with the placeholder text "Verification code". At the bottom of the form, there are two blue buttons: "Verify code" and "Send new code".

9. The system will verify your email address.

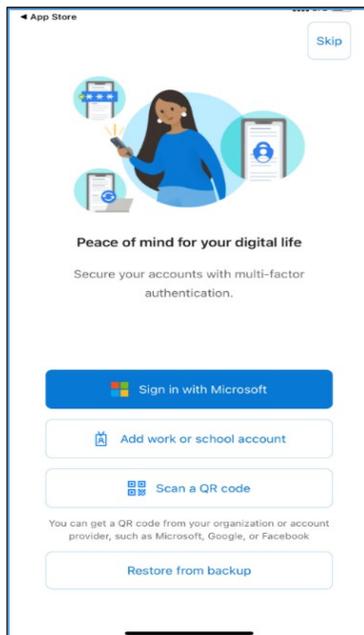


The image shows a confirmation screen with a dark grey background. At the top left is a logo consisting of a stylized 'L' shape made of horizontal and vertical lines. To the right of the logo, the word "Chicago" is written in a white, sans-serif font. A white rectangular box with rounded corners contains the text "Please wait while we process your information." in a light grey font. Below this, the text "Email address verified." is displayed in a light grey font. At the bottom left, the text "Email Address" is shown in a light grey font, followed by a horizontal line representing an input field.

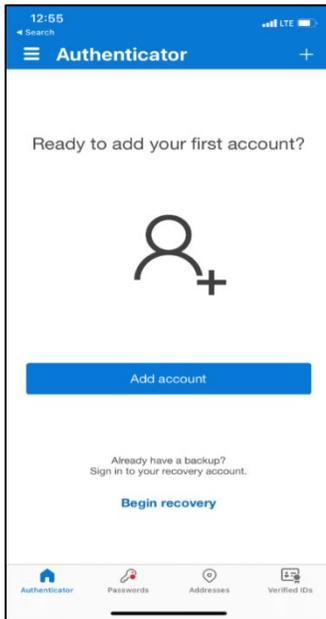
10. The screen will refresh and a QR code will appear on the screen.



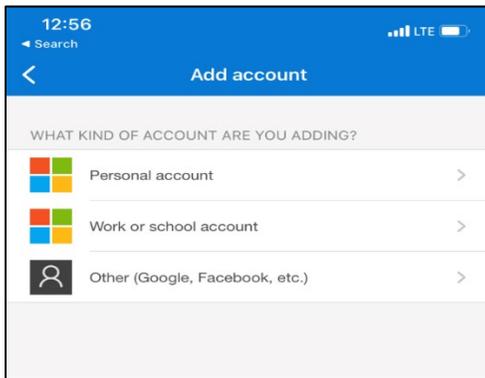
11. Open the Authenticator app on your mobile phone.
12. When opening the App you may receive a prompt asking if you want to share your app use data with Microsoft Authenticator. Please indicate your choice by the toggle and click the Accept button.
13. You will be brought to the screen below, select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



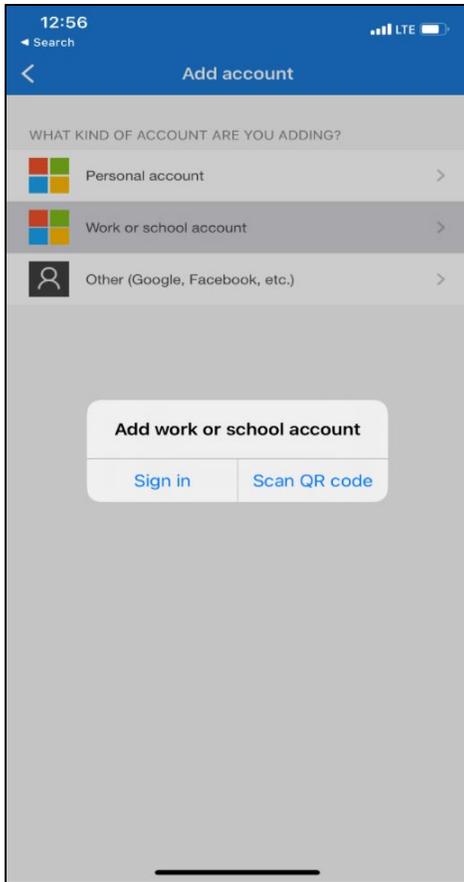
14. Click on "+" icon in the right hand corner of the app.
  - a. Click this icon if you are adding a new account for the first time or if you are already using the Authenticator App for another account.



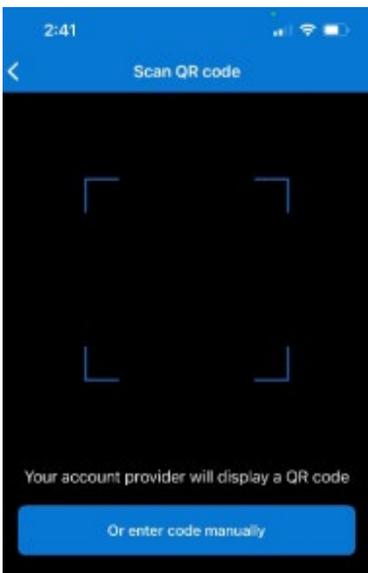
15. Under "Add account," select the "Other (Google, Facebook, etc.)" option.



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

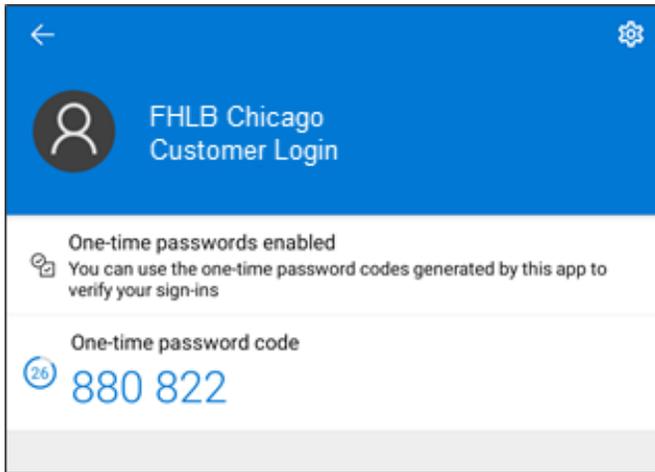


17. Scan the QR Code on the screen with your mobile device camera.

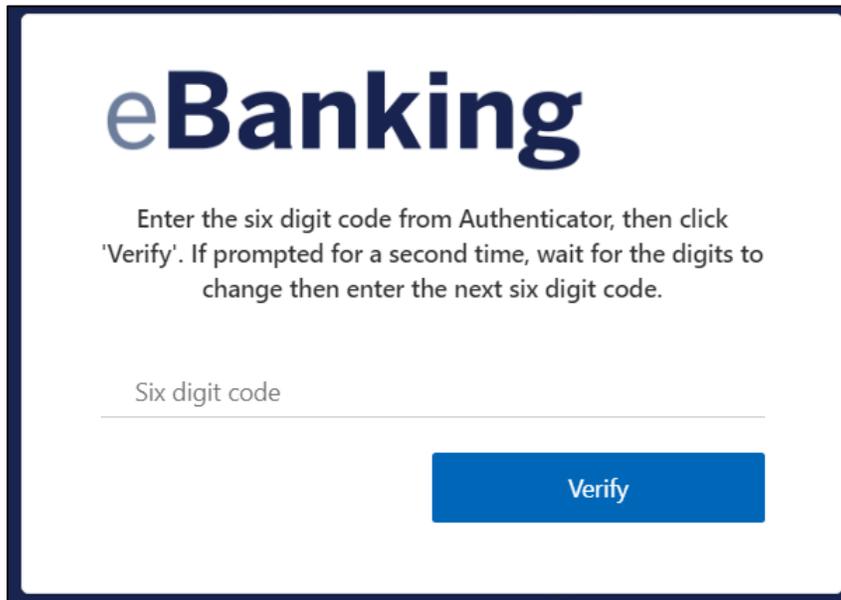


**Please Note: If you unable to scan the code, please navigate to the section on page 12 titled "Manually Importing QR Code"**

18. An account will be listed in your Authenticator app called "FHLBank Chicago Customer Login."
19. On your mobile device, click on that account to see a six digit code.



20. On your computer, click the "Continue" button.
21. The page will refresh and show the screen below.
22. Enter the six digit code from authenticator then click the "Verify" button.



23. The screen will refresh to the new screen below.
24. You must wait for the six digit code to change in Authenticator, then enter the new set of digits, then click the "Verify" button.

# eBanking

Enter the six digit code from Authenticator, then click 'Verify'. If prompted for a second time, wait for the digits to change then enter the next six digit code.

Six digit code

Verify

25. The page will refresh to the page below to create your password.

26. Create a password and re-enter the password

a. Please ensure your password meets the password requirements.

27. Click on the "Continue" button.

# eBanking

Create Password

Confirm Password

Continue

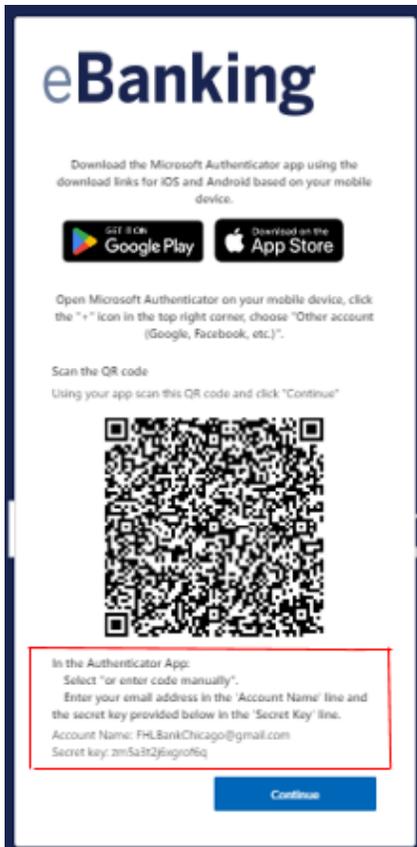
## Password Requirements

1. Minimum 12 characters
2. Last 12 passwords cannot be re-used
3. The password must contain characters from all four of the following categories:
  - Uppercase characters (A-Z)
  - Lowercase characters (a-z)
  - Numbers (0-9)
  - Non-alphanumeric characters  
(For example, !, \$, #, or %)
4. The password must not contain three or more characters from the user's login ID

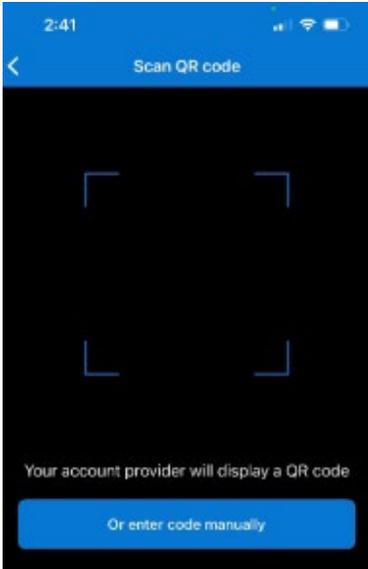
28. You have successfully setup your eBanking login credentials! For questions or token inquiries, please reach out our Member Support team at [membersupport@fhlbc.com](mailto:membersupport@fhlbc.com) or 855.345.2244, option 0, or contact your Sales Director.

## Manually Importing QR Code

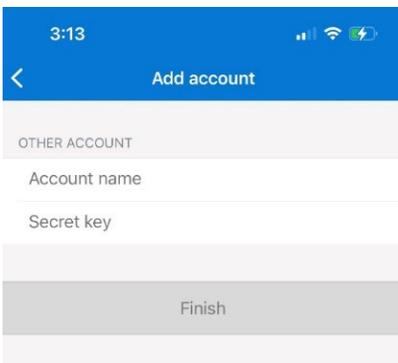
1. If you are unable to scan the QR code, click the "Can't scan the QR code? Click here" button at the bottom of this page. It will display an account key and secret key like what is shown below.



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 19 in the "Registering Microsoft Authenticator" section of this guide.

## eBanking or AHP Online User Sign-In

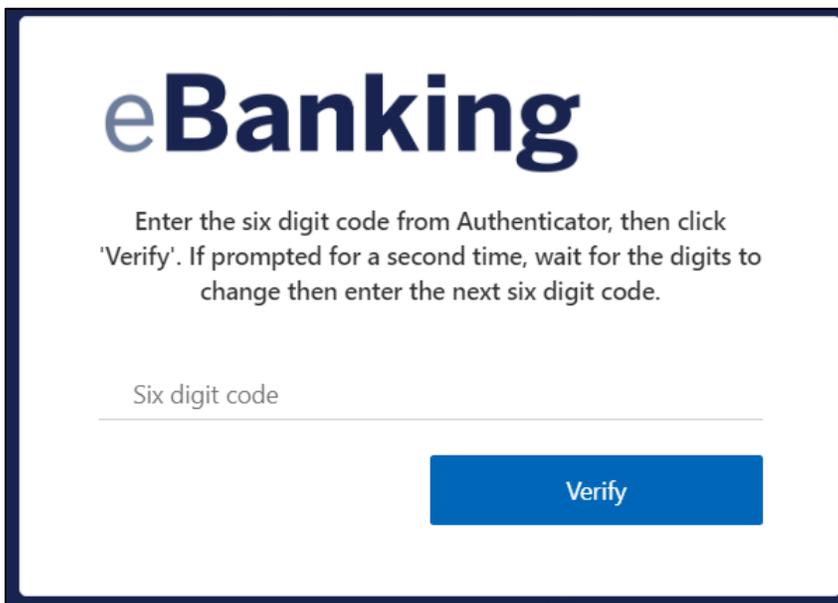
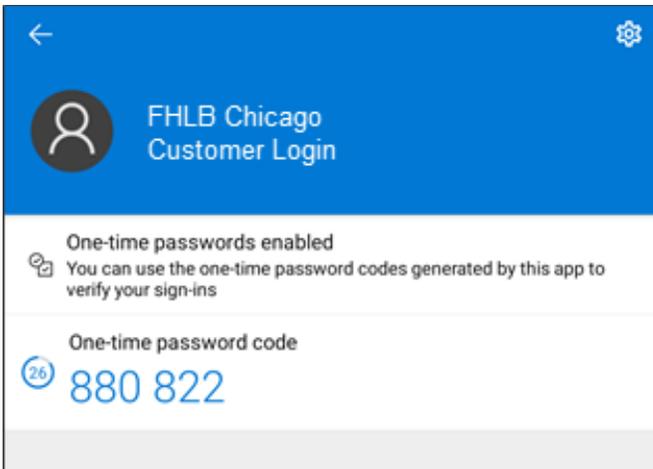
1. Navigate to fhlbc.com.
2. Click on the eBanking button in the upper right-hand corner. For AHP Online, navigate to the [Community Investment page](#) > then the Affordable Housing Program (AHP) General Fund page and click on the "AHP Online login" button in the upper right-hand corner.
3. Enter your e-mail address (the one associated with your FHLBank Chicago eBanking or AHP Online account); this is also the email you setup in Microsoft Authenticator during registration with the Authenticator app.
4. Click the "Continue" button.

The screenshot shows the top portion of the eBanking login interface. At the top, the word "eBanking" is displayed in a large, bold, dark blue font. Below the logo, there is a text input field with the placeholder text "Email Address". A blue button with the text "Continue" is positioned to the right of the input field. The entire interface is set against a white background with a dark blue border.

5. Enter your password then click the "Sign in" button.

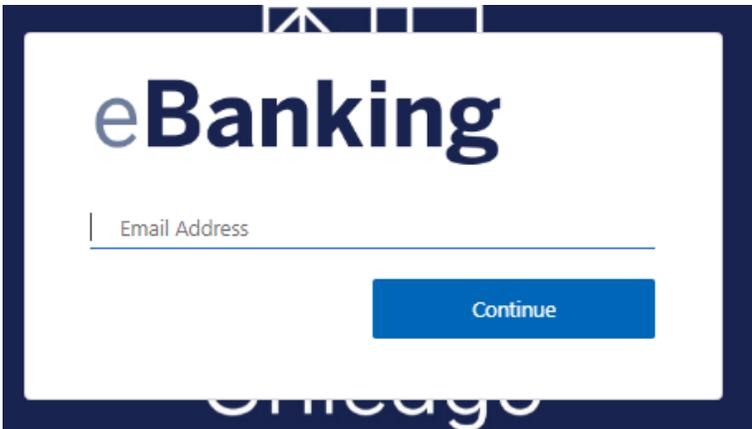
The screenshot shows the full eBanking login interface. At the top, the word "eBanking" is displayed in a large, bold, dark blue font. Below the logo, the text "Sign in with your email" is shown. There are two text input fields: the first contains the email address "FHLBankChicago@gmail.com" and the second is labeled "Password". To the right of the password field, there is a link that says "Forgot your password?". A blue button with the text "Sign in" is located at the bottom right of the form. The entire interface is set against a white background with a dark blue border.

6. Enter your six digit code from Authenticator then click the "Verify" button.
  - a. In Authenticator, click on "FHLB Chicago Customer Login" on your mobile device to see a six digit code.

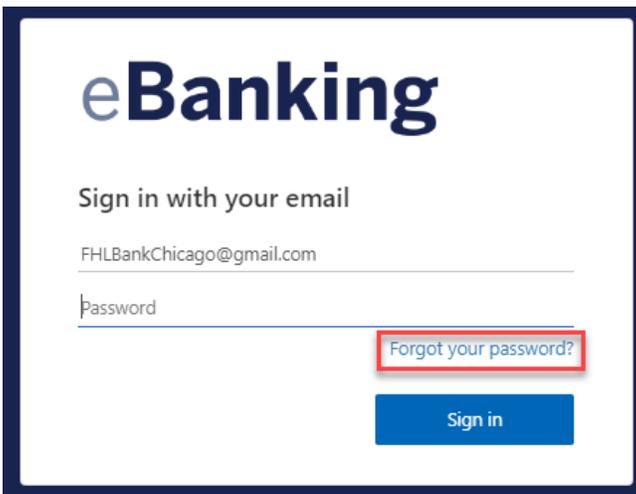


## Password Reset

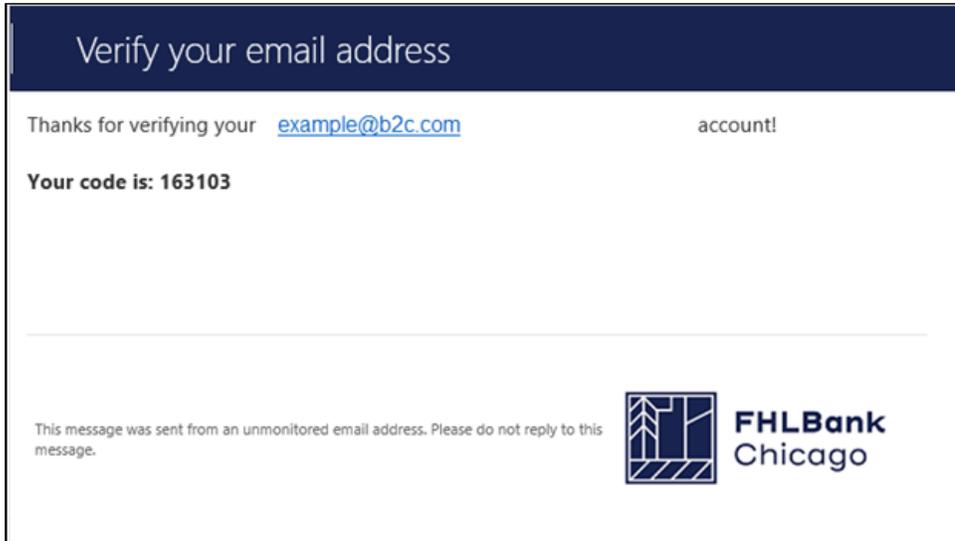
1. The user must have a registered email account to Microsoft Authenticator and be able to receive temporary code via email link.
2. Navigate to fhlbc.com.
3. Click on the eBanking button in the upper right-hand corner. For AHP Online, navigate to the [Community Investment page](#) > then the Affordable Housing Program (AHP) General Fund page and click on the "AHP Online login" button in the upper right-hand corner.
4. Enter your email address then press "Continue."



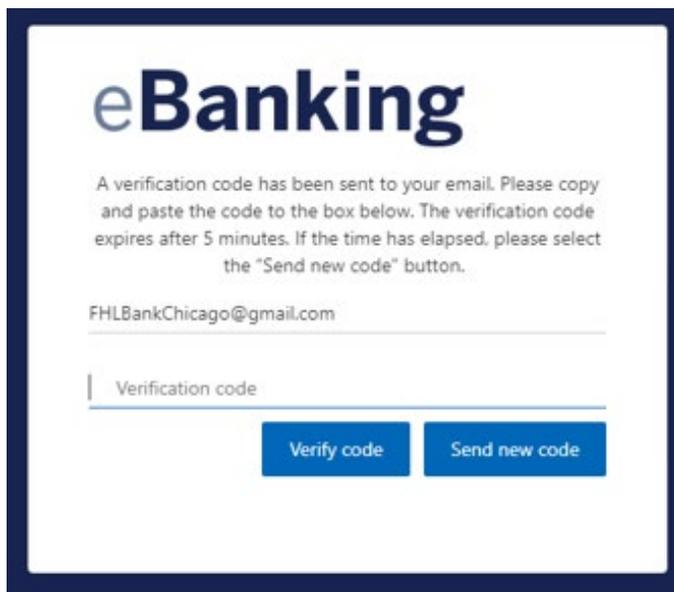
5. Click the "Forgot your Password?" link.



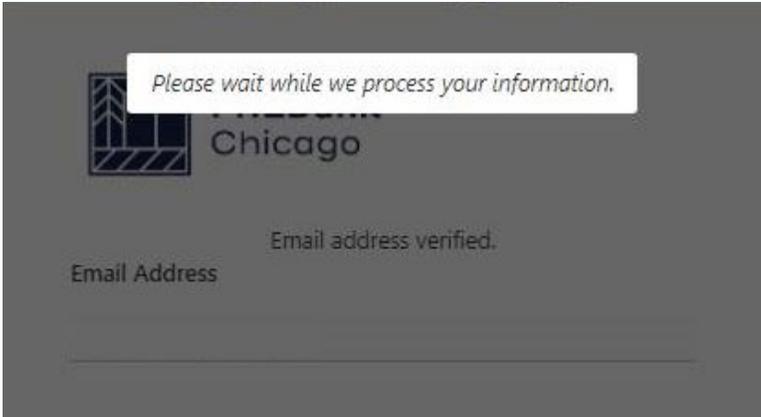
6. You will receive an email with a temporary code with subject line, "Microsoft on behalf of FHLBC" from Microsoft on behalf of FHLB Chicago Customer Login.



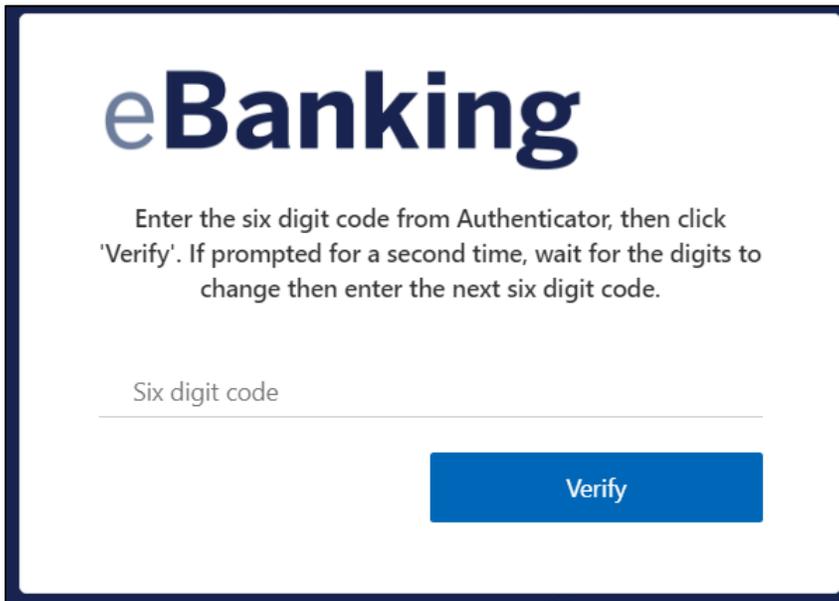
7. Enter the six digit code from the e-mail then click the "Verify code" button.



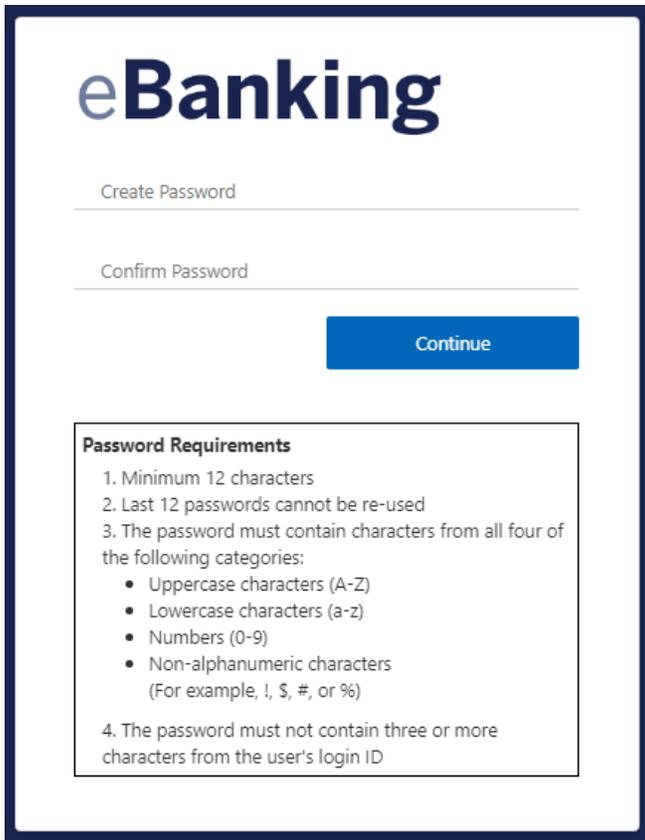
8. The system will verify your email address.



9. Enter the 6 digit code from authenticator then click the "Verify" button.
  - a. In Authenticator, click on "FHLB Chicago Customer Login" on your mobile device to see a six digit code.



10. Create a password a new password and reenter the password.
  - a. Please ensure your password meets the password requirements
11. Click on the "Continue" button.



The image shows a screenshot of an eBanking password creation interface. At the top left is the 'eBanking' logo. Below it are two input fields: 'Create Password' and 'Confirm Password'. A blue 'Continue' button is positioned to the right of the 'Confirm Password' field. Below the input fields is a box titled 'Password Requirements' containing a list of four rules: 1. Minimum 12 characters; 2. Last 12 passwords cannot be re-used; 3. The password must contain characters from all four of the following categories: uppercase characters (A-Z), lowercase characters (a-z), numbers (0-9), and non-alphanumeric characters (for example, !, \$, #, or %); 4. The password must not contain three or more characters from the user's login ID.

12. You have successfully reset your password!

## New Mobile Device

If you have a new mobile device, please reach out our Member Support team at [membersupport@fhlbc.com](mailto:membersupport@fhlbc.com) or 855.345.2244, option 0.