



Online/Mobile Banking Authentication Methods

Tip: Make sure you know your member number and have your current mobile number and email address on file with us.

How can I receive the authentication code needed for access to Online and Mobile Banking?

SMS Text:

The default method for delivering your authentication code is SMS text to the mobile number you have provided Freedom. See below for an example text:

Security code for Freedom Federal Credit Union: 3354046

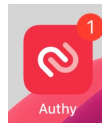
If you cannot or choose not to receive your authentication code by text, you can receive the code by automated phone call or by using an Authenticator app.

Phone:

- On the verification code screen click *Try another way* located beneath the Verify button
- Select *Phone Call* and click *Next*
- You will receive an automated phone call that will provide your access code (Have a pen and paper ready)
- Return to the verification code screen
- Enter your access code and click *Verify*

Authenticator App:

- On the verification code screen click *Try another way* located beneath the Verify button
- Select *Authenticator App* and click *Next*
- Follow the prompts to install Authy on your mobile device or desktop computer to retrieve your authentication code.



- Return to the verification code screen
- Enter your access code and click *Verify*

Note: You may select “Don’t ask for codes again while using this browser” upon login to Online Banking to avoid needing to complete Two-Factor Authentication upon future logins.