

Hingham Institution for Savings

Frequently Asked Questions about Enhanced Login Security

What is the Enhanced Login Security service?

This feature improves the security of your Internet Banking account. It will help prevent unauthorized access to your online account.

How does Enhanced Login Security Work?

Once you've enrolled in the service, you won't even know it's there. A unique, secure device ID will be placed in the browser of your computer. After you enroll, we will check for both your password and your computer to validate your login. If you log in from a computer we don't recognize, we will ask you more questions to validate your identity.

Can I enroll more than one computer?

Yes. Many people access their online account from more than one computer, such as home and work. There is no limit to the number of computers you may enroll.

What if I need to access my accounts from another computer?

If you need to access your accounts from a computer other than your primary computer, such as the library or a friend or family's computer, you will be asked to provide information that only you will know. You will gain access to your accounts upon successfully providing that information.

I've just purchased a new computer. Will I still be protected?

Yes. You will be prompted to provide your additional validation information and can choose to add the Enhanced Login Security to your new computer at that time. We suggest unenrolling your old computer if you will no longer be using it to access your accounts. To unenroll, **Log In** your online account from the old computer and go to **User Options**. Select **Enhanced Login Security** and then select **Unenroll This Computer**. Confirm your selection to unenroll your old computer.

If I'm already enrolled in the Enhanced Login Security, why am I being asked to answer challenge questions?

Are you using a different browser than usual? If so, please provide the answers to access your online account. In addition to having to enroll each computer, you will also need to enroll each browser. Once you've logged in you can add the Enhanced Login Security service to the additional browser using the steps above.

Have you recently deleted your cookies? If so, you may have deleted the cookie that our security feature uses to recognize you. Simply provide the answers to access your online account and add the Enhanced Login Security service using the steps provided above.

What if I don't remember the answers to my challenge questions?

If you don't remember the answers to your challenge questions, simply contact Hingham Institution for Savings at 781.749.2200 and we will be happy to assist you.