Fingerprint Authentication Guide

What is fingerprint authentication? An electronic device is used to capture a digital image of a fingerprint pattern. This image is digitally processed to create a biometric template which is stored on your mobile device. When fingerprint authentication is enabled, rather than entering a traditional password when logging into your Online Banking, you simply scan your fingerprint.

By combining either passcodes (something you know) or fingerprint biometrics (something you are) with mobile devices themselves (something you have), devices and applications utilize Multi-Factor Authentication Security Controls. Fingerprint authentication is now available for both iOS and Android. When you tap the Putnam Bank mobile Banking app, the app will determine whether your mobile device has fingerprint support. If so, the first-time fingerprint authentication availability prompt is displayed. Simply follow the enrollment prompts to set up fingerprint authentication.

*Note – These screens are only displayed on the initial install and launch of the app (for Android devices), and on initial launch and validation that a fingerprint is registered on iOS. All other times the user must enable/disable fingerprint authentication from the “Fingerprint Enrollment” menu under Mobile Services ➔ Manage Fingerprint.
Enrollment:

- Open the menu option

- Select Mobile Services

- Manage Fingerprint

- Fingerprint Enrollment
- Enter a device name
- Online Banking ID
- Online Banking Password
  - Enroll

*Note:
- You are able to register up to 5 devices per Online Banking ID. **With this in mind, it is recommended that you provide a unique and descriptive device name when enrolling.** (Example: Jack’s iPhone 6).

**Post Device Enrollment**

After filling out the required fingerprint authentication fields, the page will refresh and load with the ‘Accounts’ page where you will see a message at the top indicating successful enrollment.
If you navigate to the enrollment page after already having enrolled the device, you will see the device names and a “Manage Devices” button which will bring you to the “Manage Fingerprint Devices” page. If/when you add a new fingerprint to your device (or delete the device from the device management page) you must unenroll via this page using the Unenroll button.

Regular Sign In (After Fingerprint is enabled)

Below is what you will see after your device has been registered and when attempting to Sign In to the iMobile app using Fingerprint recognition or the regular User ID and Password.

*Note: Currently 5 devices per user are allowed
New Fingerprint Added to Device:

The following screens will be displayed in various situations:

- **If a new fingerprint is added to the device.**
- **All fingerprints are deleted from the device (Android).**
- **The device is deleted from device management.**

Unenrolling in Fingerprint Authentication:

You are able to unenroll/ delete devices using the following methods:

1. By using the mobile app and navigating from the: Sign In page → Mobile Services → Manage Fingerprint → Fingerprint Enrollment → Click “Unenroll”.
2. Using the mobile browser to Sign In into their accounts and navigate to the “Manage Fingerprint Devices” screen shown below or the Fingerprint Enrollment page.
3. Using a PC and navigating to the desktop version of “Manage Fingerprint Devices” shown in the next section.
4. If you delete a device from the Mobile app using the Manage Fingerprint devices screen (Mobile Services → Manage Fingerprint → Manage Fingerprint Devices → Click the red ‘x’ in the delete column that corresponds to the device you wish to delete), the next time that device attempts to Sign back in, you will be unable to use the registered device fingerprint and must unenroll the device from the Fingerprint Enrollment screen.
The following confirmation prompt is displayed when deleting a device.

Once the device delete is confirmed, the page will refresh and display as shown below:
Fingerprint Device Management (Desktop):

You have the ability to view and delete devices that are enabled by Signing in via the Desktop site → Click the Service Center Tab → in the “Mobile Banking” module select “Manage Fingerprint Devices”.

*Note: The Manage Fingerprint Devices page will display regardless if you have a device actively enrolled with the feature or not.

Once on the Fingerprint Authentication Device Management page, you will have the ability to see when each device was enrolled, the name given to the enrolled device and you will have the option to delete devices.