

## Remember My Device

What is Remember My Device? This feature allows you to request our Online Banking system to trust a known device and remember that device for future logins. An untrusted device may require challenge question events at login. A trusted device may reduce the number of challenges you encounter.

- Available on Desktop and Mobile
- Available for Retail and Business users
- Examples of different devices: Different browsers, mobile devices, tablets, desktops.
- This enhancement uses cookies. If you use incognito mode or block cookies, remembering devices may not work as expected.

### Setting up Remember My Device

1. When logging in from an untrusted device, you will get challenge questions.
2. Enter the confirmation code from the chosen method of verification.

### Identity Verification

As a security precaution, we need to verify your identity before you can proceed. This quick process helps us keep your account safe.

Please choose one of the following options.

**Send me a text message**

We will send you a text message with a confirmation code.

(xxx) xxx-1504

**Call my phone**

We will call you and provide a confirmation code.

(xxx) xxx-1504

### Identity Verification

We are sending a text message to the mobile number you selected. Please enter the code contained in the text message.

\* Confirmation Code:

## Remember Device Prompt

1. Give your device a name to easily identify this device in the future.
2. Choose an option, Default set includes:
  - a. **Remember This Device** – This is a personal computer or mobile device that you trust and use frequently that you would like to skip challenge questions if possible when logging in from this specific device.
  - b. **Never Remember This Device** – This is a public computer or someone else’s device that you do not trust and you never want to be asked again to trust this device. Give me challenge questions from this device in the future.
  - c. **Remind Me Later** – I don’t want to decide now. Ask me again later. The default configuration for this is every login.

▼ **Device Settings**

Would you like us to remember this device?

Remembering this device will help avoid security questions and one-time passcodes at login in the future. You can always choose to do this at a later time within the profile section.

\* Device Name:

**Remember This Device**

**Never Remember This Device**

**Remind Me Later**

## Managing Your Devices

1. In the Service Center section of Online Banking you can see current device as well as any unique devices to which you've logged in.
2. First login, Last login, Device Name, and if the device is trusted, or not, is shown.
3. Features column = Trusted Device or blank. You can choose to add your current device as a trusted device or delete previous devices.
4. If you choose to add current device, you will be brought to a screen to add your device name and save.

▼ My Devices

<input type="checkbox"/>	Device Name	Last Login	First Login	Features
<input type="checkbox"/>	Chrome PM (Current Device)	10/01/2018 10:51:28 AM	09/19/2018 5:18:00 PM	
<input type="checkbox"/>	Android	09/05/2018 8:59:40 AM	09/05/2018 8:59:40 AM	Trusted Device
<input type="checkbox"/>	IE Windows 7	08/31/2018 11:10:39 AM	08/31/2018 11:10:39 AM	

Delete
Add Current Device

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▼ My Devices

Remembering this device will help avoid security questions and one-time passcodes at login in the future. Please provide a device name, this will help differentiate your various devices in use.

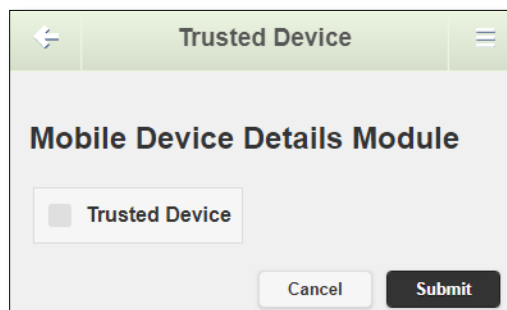
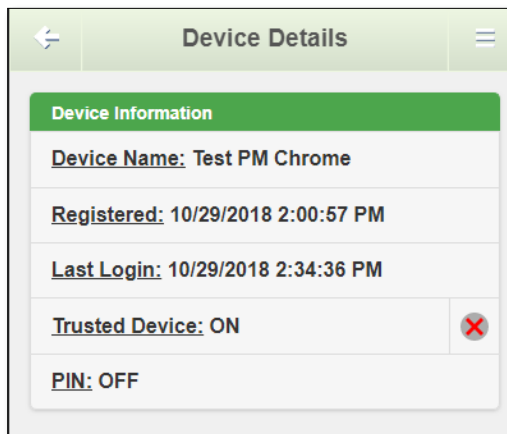
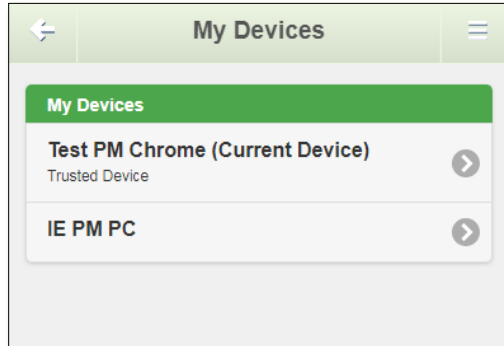
Device Name:

Cancel
Save

**Mobile**

Banking Services > My Profile > My Devices

1. You have the ability to see devices and add or remove the trusted device feature.
2. On the device page, if the device has 'Trusted Device' under it, that means it is trusted.
3. Click on the device desired and you will be brought to a device details page.
4. To un-trust the device, click the red X; to add the device as trusted, click the trusted device text and click the check box shown.



## Alerts

### Email System Alerts

Two system alert notifications have been established to notify you when a change has been made to your trusted device(s).

**Email Sample #1:**

*Subject: Putnam Bank: New Trusted Device*

*Body:*

*Your Name,*

*Thank you for adding {Trusted Device Nickname} as a trusted device. Please contact us at 800-377-4424 if you have any questions.*

**Email Sample #2:**

*Subject: Putnam Bank: Removed Trusted Device*

*Body:*

*Your Name,*

*{Trusted Device Nickname} is no longer a trusted device. You will now be asked to verify this device at every login. Please contact us at 800-377-4424 if you have any questions.*

### Push Message Alerts

**Push Sample #1:**

*Subject: Putnam Bank: New Trusted Device*

*Body:*

*New Trusted Device: {Nickname}. Please contact us at 800-377-4424 if you have any questions.*

**Push Sample #2:**

*Subject: Putnam Bank: Removed Trusted Device*

*Body:*

*{Trusted Device Nickname} removed. You will now be asked to verify this device at every login. Please contact us at 800-377-4424 if you have any questions.*