

Online Banking Security Tips

Mobile Device Security

- ▶ **Configure your device to require a passcode to gain access** if this feature is supported in your device.
- ▶ **Avoid storing sensitive information.** Mobile devices have a high likelihood of being lost or stolen so you should avoid using them to store sensitive information (e.g. passwords, account numbers, etc.). If sensitive data is stored, enable encryption to secure it.
- ▶ **Keep your mobile device's software up-to-date.** These devices are small computers running software that needs to be updated just as you would update your PC. Use the automatic update option if one is available.
- ▶ **Review the privacy policy and data access of any applications (apps)** before installing them. Only download apps from trusted app stores (Apple, Google Play).
- ▶ **Disable features not actively in use such as Bluetooth, Wi-Fi, and infrared.** Set Bluetooth-enabled devices to non-discoverable when Bluetooth is enabled.
- ▶ **"Sign out" or "Log off" when finished with an app** rather than just closing it.
- ▶ **Utilize antivirus software** where applicable (i.e. Android, Windows, etc).
- ▶ **Do not Jailbreak** or otherwise circumvent security controls.

Online Security

- ▶ **Never click on suspicious links** in emails, tweets, posts, or online advertising. Links can take you to a different website than their

labels indicate. Typing an address in your browser instead of clicking a link in an email is a safer alternative.

- ▶ **Only submit sensitive information to websites using encryption** to ensure your information is protected as it travels across the Internet. Verify the web address begins with "https://" (the "s" is for secure) rather than just "http://". Sometimes browsers also display a closed padlock.

- ▶ **Do not trust sites with certificate warnings or errors.** These messages could be caused by your connection being intercepted or the web server misrepresenting its identity.

- ▶ **Avoid using public computers or public wireless access points** for online banking and other activities involving sensitive information when possible.

- ▶ **Always "sign out" or "log off"** of password protected websites when finished to prevent unauthorized access. Simply closing the browser window may not actually end your session.

- ▶ **Be cautious of unsolicited phone calls, emails, or texts** directing you to a website or requesting information.

General PC Security

- ▶ **Maintain active and up-to date antivirus protection** provided by a reputable vendor. Schedule regular scans of your computer in addition to real-time scanning.

- ▶ **Update your software frequently** to ensure you have the latest security patches. This includes your computer's operating system and other installed software (e.g. web browsers, Adobe Flash Player, Adobe Reader, Java, Microsoft Office, etc.).

- ▶ **Automate software updates**, when the software supports it, to ensure it's not overlooked.

- ▶ **If you suspect your computer is infected with malware**, discontinue using it for banking, shopping, or other activities involving sensitive information. Use security software and/or professional help to find and remove malware.
- ▶ **Use firewalls on your local network** to add another layer of protection for all the devices that connect through the firewall (e.g. PCs, smart phones, and tablets).
- ▶ **Require a password to gain access.** Log off or lock your computer when not in use.
- ▶ **Use a cable lock to physically secure laptops** when the device is stored in an untrusted location.

Passwords

- ▶ **Create a unique password for all the different systems/websites you use.** Otherwise, one breach leaves all your accounts vulnerable.
- ▶ **Never share your password over the phone, in texts, by email, or in person.** If you are asked for your password it's probably a scam.
- ▶ **Use unpredictable passwords** with a combination of lowercase letters, capital letters, numbers, and special characters.
- ▶ **The longer the password, the tougher it is to crack.** Use a password with at least 8 characters. Every additional character exponentially strengthens a password. Passphrases are most effective. A passphrase is a short sentence and generally easier to remember.
- ▶ **Avoid using obvious passwords** such as:

- Names (your name, family member names, business name, user name, etc.)
- Dates (birthdays, anniversaries, etc.)
- Dictionary words

▶ **Choose a password you can remember without writing it down.** If you do choose to write it down, store it in a secure location.

Additional Resources

▶ To learn more about information security visit any of the following websites:

- [OnGuardOnline.gov](https://www.onguardonline.gov)
- [StaySafeOnline.org](https://www.staysafeonline.org)
- [BBB.org/Data-Security](https://www.bbb.org/data-security)
- [US-CERT.gov](https://www.us-cert.gov)