



# Home Banking and Mobile Teller Sign-In Procedure

## Web Browser Login Process

With the new upgrade, our members will no longer use or see **Personal Image** or **Personal Phrase** to verify their identity.

**Step 1.** Going to Home Banking, it will first ask to input your **User ID** and press **Continue**

Please enter your User ID [? Help](#)

User ID

Member

Continue

[Forgot Password](#)  
[Register](#)  
[Supported Browsers](#)

[Privacy Policy](#)  
[Disclaimer](#)  
[Sign In Problems FAQ](#)



**Step 2.** Input your **Password** and press **Sign In**

Password

User ID

Member

Password

\*\*\*\*\*

Sign in

Back

**Step 3.** After Signing In, you will be asked to verify your Identity by receiving a text or receiving an automated phone call with a **Confirmation Code**

**Note: Contact numbers can only be reached out to the numbers listed on the account**

## 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-5555

### Call my phone

We will call you and provide a confirmation code.

(xxx) xxx-5555

[Why am I being asked this?](#)



# Home Banking and Mobile Teller Sign-In Procedure

## Step 4. Enter the confirmation code from the text message or the phone call 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:

[Why am I being asked this?](#)

## Step 5. Information is displayed about setting up your profile, continue by pressing **Continue**.

New Security Features

**What is it?**  
In order to make your Online Teller experience as secure as possible, American Heritage is introducing several enhancements that will help detect any uncharacteristic or unusual behavior involving your account.

**How does it work?**  
If anything out of the ordinary is detected, we will ask you a few additional security questions to verify your identity. These are questions that you will establish so answering them should only take a moment. However, someone trying to gain unlawful access to your accounts would be stopped, even if they had your user ID and password.

**What are the next steps?**

1. Select and answer three security questions.
2. Continue banking, with an even higher level of security.

## Step 6. Members first sign on after the conversion will be asked to update their **Security Questions** and **Security Answers**.

What is your favorite song?

Who is your favorite artist?

Who is your favorite celebrity?

Press **Continue** to complete the registration and enrollment of your device to our new Security platform.



# Home Banking and Mobile Teller Sign-In Procedure

## Mobile App Login Process

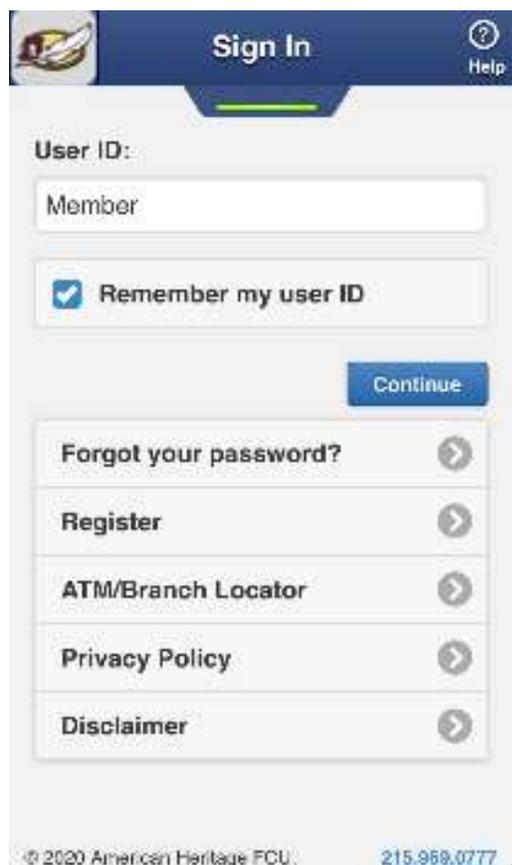
Launch the American Heritage app



With the new upgrade, our members will no longer use or see **Personal Image** or **Personal Phrase** to verify their identity.

**Step 1.** Going to Home Banking, it will first ask to input your **User ID** and press **Continue**

**Step 2.** Input your **Password** and press **Sign In**



The screenshot shows the 'Sign In' screen of the American Heritage mobile app. At the top, there is a blue header with the American Heritage logo on the left, the text 'Sign In' in the center, and a 'Help' icon on the right. Below the header, there is a 'User ID:' label followed by a text input field containing the word 'Member'. Underneath the input field is a checkbox labeled 'Remember my user ID' which is checked. A blue 'Continue' button is positioned to the right of the input field. Below the 'Continue' button is a list of links: 'Forgot your password?', 'Register', 'ATM/Branch Locator', 'Privacy Policy', and 'Disclaimer', each with a right-pointing arrow. At the bottom of the screen, there is a copyright notice: '© 2020 American Heritage FCU' and a phone number: '215.968.0777'.



The screenshot shows the 'Password' screen of the American Heritage mobile app. At the top, there is a blue header with the American Heritage logo on the left and the text 'Password' in the center. Below the header, there are labels for 'User ID' and 'Member' above a text input field. Below the input field is a 'Password' label above another text input field. At the bottom of the screen, there are two buttons: 'Sign in' and 'Back'.

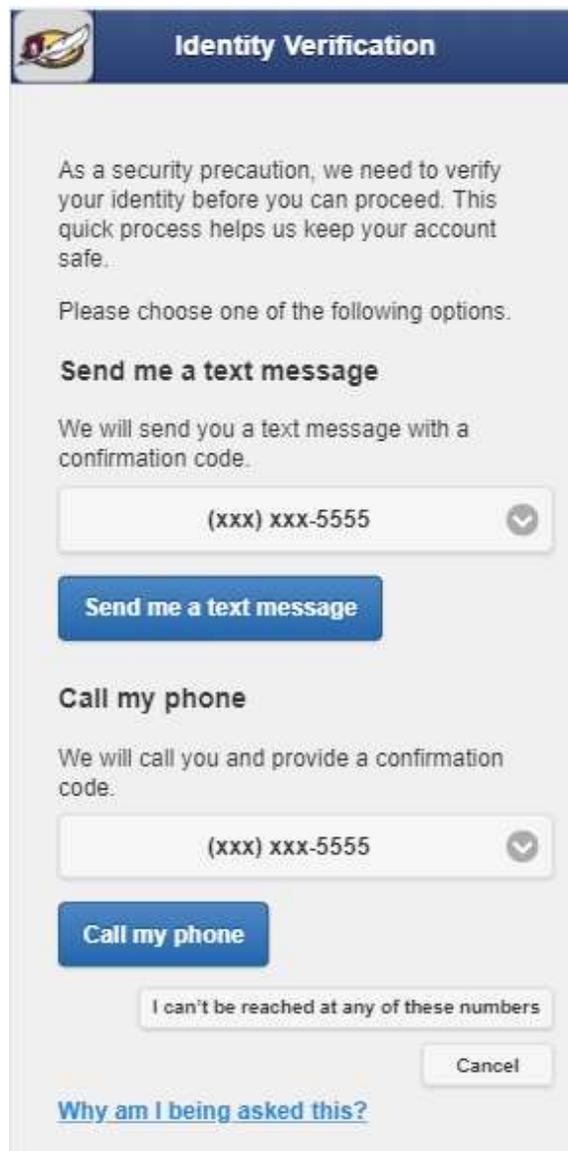


## Home Banking and Mobile Teller Sign-In Procedure

**Step 3.** After Signing In, you will be asked to verify your Identity by receiving a text or receiving an automated phone call with a **Confirmation Code**

Contact numbers can only be reached out to the numbers listed on the account

**Step 4.** Enter the confirmation code from the text message or the phone call



**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-5555

**Send me a text message**

**Call my phone**

We will call you and provide a confirmation code.

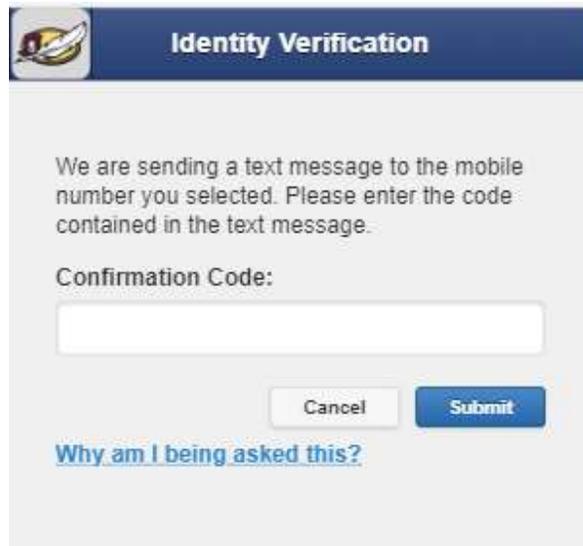
(xxx) xxx-5555

**Call my phone**

I can't be reached at any of these numbers

Cancel

[Why am I being asked this?](#)



**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:

Cancel Submit

[Why am I being asked this?](#)



## Home Banking and Mobile Teller Sign-In Procedure

**Step 5.** Information is displayed about setting up your profile, continue by pressing **Continue**.



**Setup Profile**

In order to make your Online Teller experience as secure as possible, American Heritage is introducing several enhancements that will help detect any uncharacteristic or unusual behavior involving your account.

### How does it work?

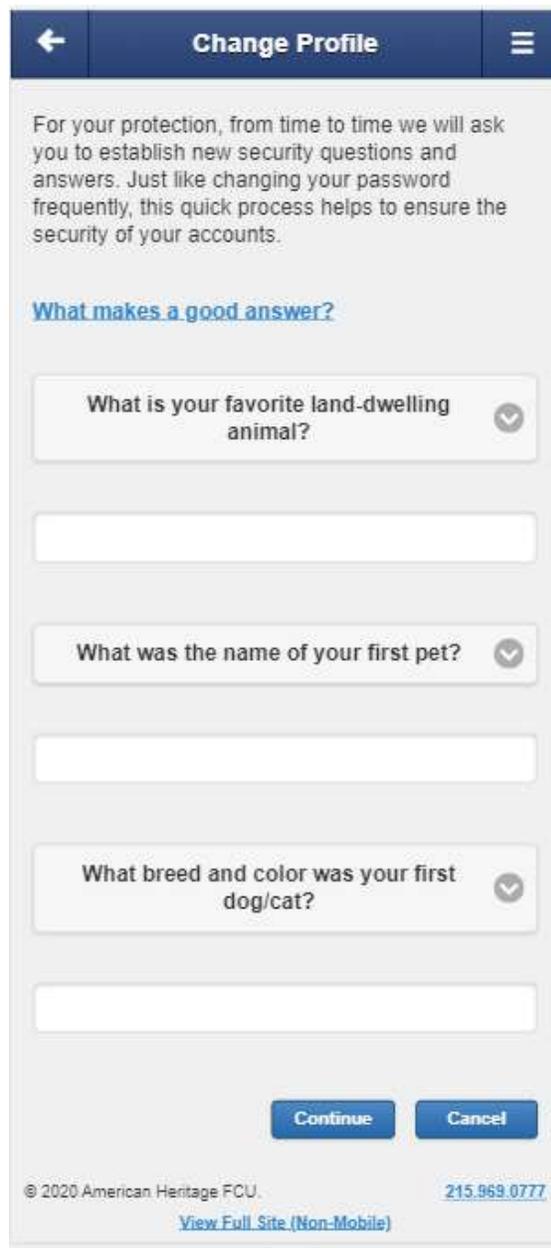
If anything out of the ordinary is detected, we will ask you a few additional security questions to verify your identity. These are questions that you will establish so answering them should only take a moment. However, someone trying to gain unlawful access to your accounts would be stopped, even if they had your user ID and password.

### What are the next steps?

1. Select and answer three security questions.
2. Continue banking, with an even higher level of security.

[Continue](#)

**Step 6.** Members first sign on after the conversion will be asked to update their **Security Questions** and **Security Answers**.



**Change Profile**

For your protection, from time to time we will ask you to establish new security questions and answers. Just like changing your password frequently, this quick process helps to ensure the security of your accounts.

[What makes a good answer?](#)

What is your favorite land-dwelling animal?

What was the name of your first pet?

What breed and color was your first dog/cat?

[Continue](#) [Cancel](#)

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[View Full Site \(Non-Mobile\)](#)

Press **Continue** to complete the registration and enrollment of your device to our new Security platform.