MOBILE BANKING APP
TOUCH ID FAQs

What is Touch ID?
Touch ID is a simple, secure way to access mobile banking using built-in, fingerprint-sensor technology that allows you to use your fingerprint to login securely instead of entering your user id and password.

Important note: By enabling Touch ID, every person with an enrolled fingerprint on your device will have access to your account. Review the enrolled fingerprints to make sure that each person is authorized to access the personal and financial information available in this app.

Is any additional hardware required to enable Touch ID?
No additional hardware is required to enable Touch ID on Touch ID-capable devices.

What devices are you offering Touch ID on?
iPhone® 5S and higher

How do I enable Touch ID in the Mobile Banking App?
Upon successful logon into your Mobile Banking App with your username and password on a Touch ID-supported iPhone, you will receive a prompt asking if you would like to start using Touch ID to log in.

- If accepted, you will be able to log in with Touch ID the next time the Mobile Banking App is opened. You also will be prompted to verify your fingerprint for additional security.
- If not accepted, you will be prompted one more time after 30 days. After the 30-day period, if you want to enable Touch ID, it can be enabled from the Settings menu in the Mobile Banking App.

Can I still log in with my username and password if I have enabled Touch ID?
Yes.

Where is the fingerprint information stored?
Touch ID fingerprints are stored on the device and never leave it. Furthermore, they are encrypted with a key that is only accessible to the device. The Mobile Banking App cannot access the actual fingerprint. It can only determine if the fingerprint is valid or not.

What if a fingerprint is not recognized?
If a user tries to log in using Touch ID, but cannot provide a valid fingerprint after five tries, they must enter their device passcode to re-enable Touch ID.

How can I disable Touch ID in the Mobile Banking App?
There are two ways:
· Disable Touch ID in the Settings menu of the Mobile Banking App.
· Un-enroll all fingerprints or disable the device passcode from the device's Settings menu.
NOTE: Re-enabling Touch ID from the device Settings will also re-enable it for the Mobile Banking App if you have not disabled it in the Mobile Banking App settings.

What happens if a Touch ID-enabled device is stolen?
First, log into iCloud (https://www.icloud.com) and remotely wipe your device.
- After logging into iCloud, start the "Find My iPhone" app, select the device/s you have lost and erase the data on the device/s.
- Next, contact Seven Seventeen and request to invalidate the token.