

## Multifactor Authentication Frequently Asked Questions

The Federal Home Loan Bank of Dallas (FHLB Dallas) will soon begin a phased rollout of multifactor authentication (MFA) for SecureConnect, accessed at [my.fhlb.com](https://my.fhlb.com). The new login process will require all users to set up an additional authentication method in addition to a password. FHLB Dallas has created this FAQ document to help answer questions users may have regarding the transition. In addition, please contact FHLB Dallas' Migration Support team at [migrationsupport@fhlb.com](mailto:migrationsupport@fhlb.com) or 866.415.1364 with questions. Please note that FHLB Dallas will not be making any changes to permissions associated with user accounts.

### What are the new changes coming to the login process and how will they impact me?

MFA will bring several improvements to the SecureConnect login process including:

- A streamlined way to log in to SecureConnect removing the need for a physical RSA token
- Additional safeguards to protect user information with more secure methods of verification
- Ability for users to self-service accounts by editing their profile, changing an email address or changing a password without having to reach out to the FHLB Dallas Member Services Desk

### What do I have to remember to log in?

MFA requires that users set up a second authentication method, in addition to a password. Additional authentication methods include using a mobile phone that can receive text messages and phone calls, verification via the Microsoft Authenticator app (available in the Apple App or Google Play stores) or direct dial landlines. Once a password is entered upon logging in, users will enter a verification code that they will receive via their preferred authentication method.

### When will this change happen?

FHLB Dallas will begin to roll out MFA starting in November 2021. All users must set up their MFA accounts and choose their preferred authentication method by January 15. Users who do not set up an account by January 15 will lose access to SecureConnect and its applications.

### What do I need to do to prepare for this transition?

Users should verify that their **email address** associated with the SecureConnect account is up to date. To verify an email address, log into SecureConnect and click "My Account" on the top right of the My Applications page. This will present a window that provides the ability to verify and/or edit an email address if needed. Also, please review bulletin B2021-21 and the following walkthrough videos to help prepare. In addition, for users who are currently using Internet Explorer as a browser, it is recommended to download a more updated browser, such as Google Chrome or Microsoft Edge.

Internet Explorer will be decommissioned on June 15, 2022, and SecureConnect will have limited accessibility with Internet Explorer.

- [Multifactor Authentication Walkthrough](#)
- [How to Change Your Email](#)
- [How to Edit Your Profile](#)
- [How to Change Your Password](#)
- [How to Change Your Access Profile](#)

### What do I need to do during the MFA migration?

Once FHLB Dallas has started its MFA migration, a self-migration link will be available on SecureConnect on the My Applications page. This link will take users to a self-migration wizard that will walk through the entire process. Please follow the steps and complete registration for an MFA account. During the process, you will receive a notification email with a confirmation code and link from [noreply@fhlb.com](mailto:noreply@fhlb.com). You will have a **two-hour** window to establish your preferred authentication method. After you've registered and established a password, you will select a second authentication method.

### What happens if I miss the two-hour window?

If the two-hour window is missed during the self-migration process, please reach out to Migration Support who will send a new confirmation email.

### Who can I reach out to if I encounter a problem during the registration process?

Please contact FHLB Dallas' Migration Support team at [migrationsupport@fhlb.com](mailto:migrationsupport@fhlb.com) or **866.415.1364** with questions or to help walk through the registration process.

### Can I change my preferred authentication method after I initially register?

Yes, preferred authentication methods can be changed after registering.

### Where can I learn more information?

Learn more by watching our walkthrough videos. Please contact FHLB Dallas' Migration Support team at [migrationsupport@fhlb.com](mailto:migrationsupport@fhlb.com) or 866.415.1364 with questions.

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