

Virtual Token Adds Layer of Security

Blackhawk Bank has added another layer of online banking security for you with **VIP Access Virtual Tokens** for your mobile device. Virtual tokens provide an additional layer of authentication by requiring you to enter a six-digit code from the VIP Access App every time you login to your NetTeller Online Banking account at BlackhawkBank.com.

Q Tell me more about the Virtual Token:

A Symantec Validation & ID Protection (VIP Access) helps protect your online transactions and ensure secure access to your accounts. It requires an additional unique security code along with your standard NetTeller user name and password. User names and passwords can be guessed or discovered by malicious social engineering schemes. However, since **only you** have access to the VIP credential that generates the security code for validating your identity, your account is protected and transactions are secured.

Q How do I get a VIP Access Virtual Token?

A

1. Download the VIP Access App to your mobile device from your App Store.
2. Once you have installed the App, contact Client Services at 866.771.8924 for activation of the Virtual Token with your NetTeller Online Banking ID.
3. The next time you login to NetTeller Online Banking at blackhawkbank.com, you will be asked to register your Secure Token. Select 'Yes' and follow the screen prompts to complete the process.

Q How does it work?

A Once registered, the token must be used during each NetTeller Online Banking logon. Simply open the App on your mobile device and a new security code will be displayed. Enter this code on the Secure Token Validation screen in NetTeller and you will be able to access your accounts.

Q Will I need the virtual token when accessing my accounts through a Blackhawk Bank Mobile Banking App?

A No, you will only use the virtual token when accessing your NetTeller account from a computer or laptop, OR when you access NetTeller directly from blackhawkbank.com on your mobile device rather than using our App.

Q What if I have multiple computers that I use to access NetTeller Online Banking?

A You can use any computer to access NetTeller Online

Banking as long as you have your mobile phone with you to access the VIP Access App.

Q Is there an additional cost to use the Virtual Token?

A No, there is no additional cost to use this extra layer of security.

Q After I complete the registration process, will I be able to access my NetTeller accounts if I don't have my mobile device with me and can't get a virtual token from the VIP Access App?

A No, after the registration process has been completed, you will need to use your mobile device and the VIP Access App to get a secure token to access your accounts.

Q Is this available to all Blackhawk Bank clients?

A Yes. This additional level of security is encouraged for all clients who access their accounts at BlackhawkBank.com. Business and personal banking clients follow the same steps to access VIP Access Virtual Tokens.

Q What happens if I lose or change my mobile device?

A Call Client Services at 866.771.8924 during normal business hours and they will be happy to assist you. You may also stop in at a Blackhawk Bank office near you for additional assistance.

Q My husband and I use the same NetTeller login credentials and each of us has a mobile device. Will we be able to login to the same NetTeller account using Virtual Tokens from different mobile devices?

A No, only one Virtual Token may be tied to each NetTeller ID. If multiple people are using the same NetTeller ID and wish to access their accounts with this new security feature, each person will need to have a unique NetTeller ID. They may enroll for their own ID by selecting Login at BlackhawkBank.com and selecting the Enroll Now button, or by stopping in and speaking with a Personal Banker.


Blackhawk Bank
The advice you need for the life you want.

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