How to add multiple phone numbers for Out-of-Band Authentication

Once you have completed the first-time login process, you may need to enable additional phone numbers to be able to receive the one-time verification code for Out-of-Band Authentication. This document will guide you through the process of adding phone numbers.

Please note: When adding additional phone numbers, please ensure that you have access to that device (or owner of the device) as a code will be sent to the new number during the setup process. Also security changes will require you to perform an Out-of-Band verification, so please ensure you have access to a device currently enrolled for Out-of-Band.

Steps

1. Sign on to FHB Online, and go to your profile settings. Select the “Settings” option in the top right corner of the page.

2. This will bring up the “Settings” menu. Next, select “Security and Alerts”.

![First Hawaiian Bank login page](image)

![First Hawaiian Bank settings page](image)
3. This will bring up the sub-menu for the selected option. Next, select “Identity Verification Phones”.

4. You will be prompted to perform an Out-of-Band verification to make any security changes. Complete the Out-of-Band verification process.
5. You will reach the “Add Identity Verification Phone” screen. You can add up to 5 different phones for ID. Enter in the phone number, provide a nickname, choose a delivery method, agree to the terms and conditions, and Save. To modify an existing number, you will need to delete the current entry and add it as a new number.

6. After you’ve added up to 5 phones, the next time you are prompted to provide Out of Band Authentication you will have the option of choosing from the list of phone numbers you entered.