

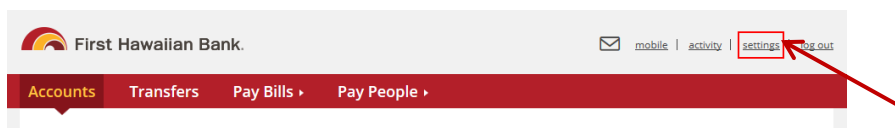
How to add multiple phone numbers for Out-of-Band Authentication

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.

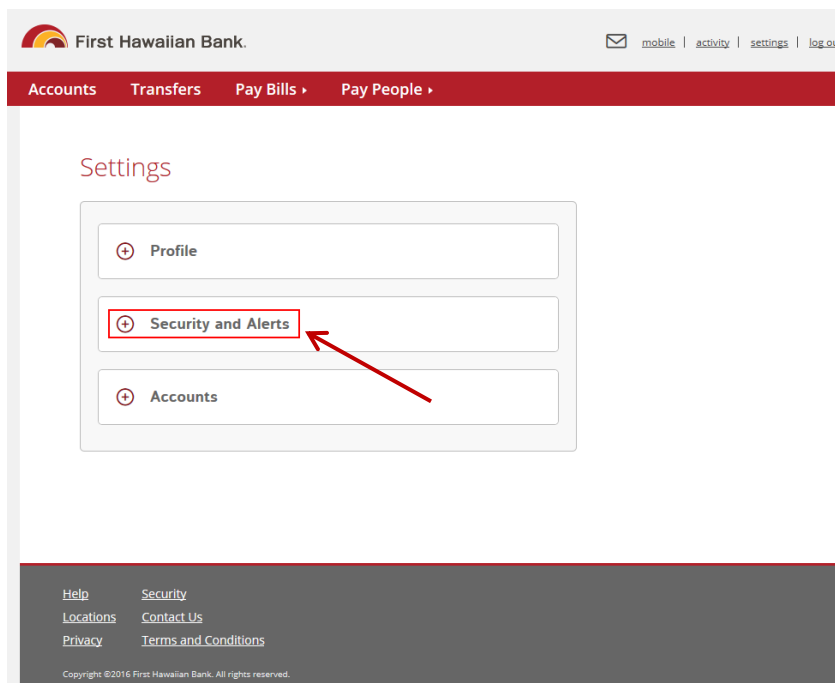
Please note: When adding additional phone numbers, please ensure that you have access to that device (or owner of the device) as a code will be sent to the new number during the setup process. Also security changes will require you to perform an Out-of-Band verification, so please ensure you have access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

Steps

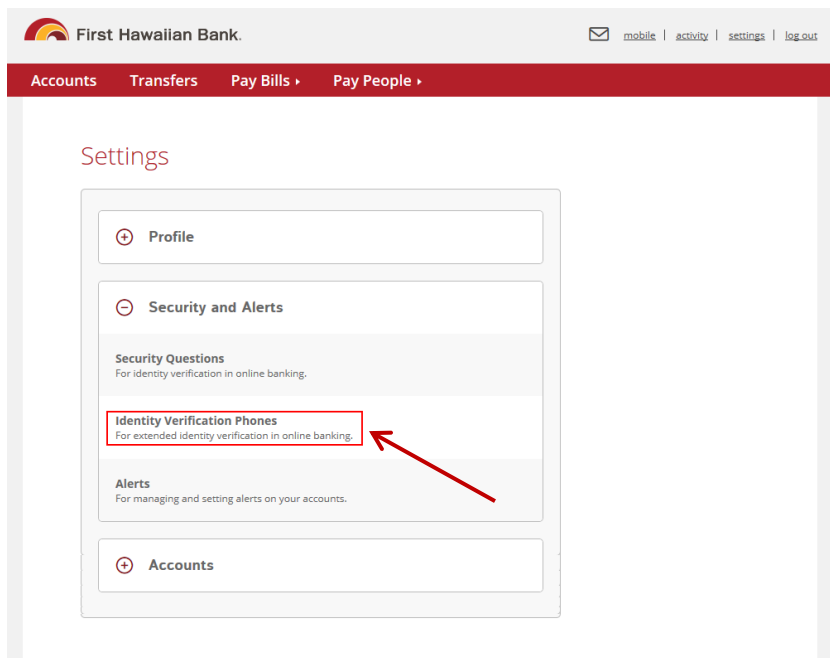
1. Sign on to FHB Online, and go to your profile settings. Select the “Settings” option in the top right corner of the page.



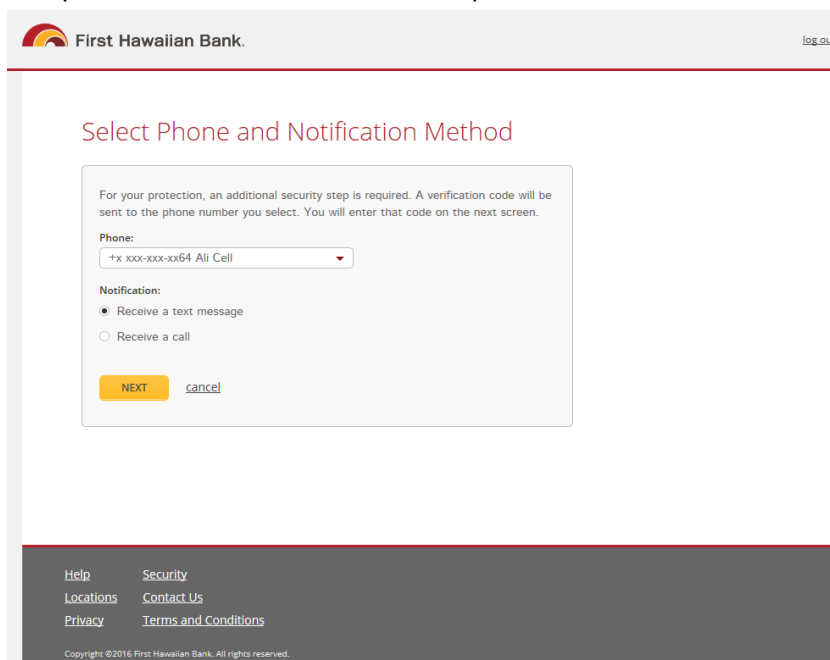
2. This will bring up the “Settings” menu. Next, select “Security and Alerts”.



- This will bring up the sub-menu for the selected option. Next, select “Identity Verification Phones”.



- You will be prompted to perform an Out-of-Band verification to make any security changes. Complete the Out-of-Band verification process.



- 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.

[Exit Identity Verification Phones](#)

Add Identity Verification Phone

Receiving verification codes on your phone provides additional security when making large transactions or changing personal information.

To use online banking you must designate one phone for identity verification. Contact Customer Service at 888-643-4343 for assistance.

Phone: ?

Phone Nickname: ?

Notification:

- Receive a text message
- Receive a call

I have read and agree with the [terms and conditions](#).

Identity Verification Phones

When prompted to receive a verification code you will be able to choose between any of the phones on your list.

Default	Phone	Phone Nickname	Notification	Action
<input checked="" type="radio"/>	+1 808-643-4343	FHB	Verify	delete
<input type="radio"/>	+1 808-844-4444	FHB	Verify	delete

- 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.

Select Phone and Notification Method

For your protection, an additional security step is required. A verification code will be sent to the phone number you select. You will enter that code on the next screen.

Phone:

+x xxx-xxx-xx64 Ali Cell

+x xxx-xxx-xx64 Ali Cell

+x xxx-xxx-xx25 Ali Work

Receive a call