Research the institution’s policies. For example, what does its privacy policy say about how it will use your personal information? Does it offer a “zero liability” guarantee for any unauthorized transactions? Will it reimburse any late fees if your bill payment isn’t sent as scheduled?

Create a strong password for your account. The longer the password, the harder it is for someone to figure out, especially if you use a combination of capital and lowercase letters, numbers and symbols. Don’t make a password out of a pet’s name, birthday, or other personal information.

Keep your ID/username and password private. Don’t share it with anyone and don’t leave it where someone could find it. Change your password regularly; change it immediately if you think it has been compromised. Don’t allow your browser to “Remember my password” or “Remember me on this computer” for financial accounts.

Log off the banking website when you are done with your session or if you have to step away from the computer, and close the browser window after signing off. On shared computers, clear your “cached” activity by clicking on the “Tools” menu (in most browsers) and selecting “Clear Recent History” or something similar. (The words may be slightly different depending on the browser you use.)

Password-protect your home wireless network so that strangers can’t access your wireless Internet account and possibly capture the data you send and receive. Call your Internet service provider for instructions on how to do this.

Use a firewall, which is a virtual barrier between your computer and the Internet. Your computer’s operating system (OS) may have a built-in firewall; make sure it’s turned on. Update your antivirus and antispyware software to guard against new malware as it appears. (Some banks offer customers free or reduced-price virus protection software.)

Avoid online banking when using public or unencrypted wireless networks (Wi-Fi). If you must use public Wi-Fi, take precautions. Look for the closed padlock or unbroken key in the browser frame and an “s” after “http” (https://) in the Web address, which indicates an SSL (Secure Sockets Layer) connection. Don’t send sensitive information via email, chat or instant messaging (IM).

Know how much time it takes your bank to get a payment to your creditors after receiving your online bill payment request. Some payments, typically to larger creditors, are made electronically and may reach their destination within a couple of days of your request. Payments to smaller creditors, such as your dentist, may take a week or more because the bank sends an actual check to the recipient. Leave plenty of time for payments to reach your creditors before the due date.

Monitor your account activity regularly—even daily. In most cases, you must report unauthorized account activity to the bank within a certain time period (say, within 60 days of when the transaction first appeared on your statement) for full protection. If you don’t, you may not be reimbursed for fraudulent transactions.

Check your monthly statements every month, even if you fail to get an email reminder. Place a reminder on your calendar of when to check for a new statement each month.

Assistance and information
If you are already a customer, you can contact the financial institution’s customer service department for help with online banking. The following resources may be helpful when considering a new financial institution or to learn more about staying safe online.

Federal Deposit Insurance Corporation (FDIC)
www.fdic.gov / 877-275-3342
Contact the FDIC to confirm that any bank you are considering doing business with is insured.

National Credit Union Administration (NCUA)

Don’t make a password out of capital and lowercase letters, numbers and symbols. Don’t make a password out of a pet’s name, birthday, or other personal information.
Paying a bill, depositing a check or conducting any other financial transaction used to require a trip to the bank or post office. Now technology makes it possible to bank and pay bills without leaving your home or office.

Online banking is safe and offers many advantages over branch banking. But that doesn’t mean you should let your guard down. In addition to the many measures financial institutions take to keep out intruders, you have to take precautions to protect your personal data and accounts. Once you know what to watch for and what tools are available to enhance your security, you can enjoy the benefits of online banking without risk.

What is online banking?

Online banking, also known as Internet banking, lets you access your accounts and make certain transactions using a computer and the Internet, as opposed to traditional branch banking. Most financial institutions, including banks, credit unions, lenders and investment companies, offer online banking. There are even banks that only offer online accounts.

You can set up your current checking/savings accounts for online banking. There are many advantages to banking online, since it requires less paper (fewer checks, and accounts that are made electronically—often are free or low-cost, even if you get cash from an ATM or “cash back” on purchases (at the grocery store, for example). And, account information is available 24/7—no more waiting for the monthly statement.

Online banking risks

While there are many advantages to banking online, there may also be some disadvantages. These include:

- temporarily losing access to your account, either because you don’t have access to a computer, the Internet connection is interrupted or the institution’s website is “down”
- you miss a payment because you don’t notice the email that alerts you to your online statements
- email “phishing” and other scams to convince victims to provide their log-in information
- failure to protect your usernames and passwords, which could allow a stranger to access your account

Safer online banking

Banks and other financial institutions work hard to ensure a safe, problem-free online banking experience. But there are things you can do to increase the likelihood that your personal information will remain private and your accounts will stay secure.

Make sure that any institution you do business with is legitimate. (A fancy website doesn’t prove anything.) Start by reading about the bank in the site’s “About Us” section, and then try to verify the information. For example, call the phone number provided. Also, do an online search to find any posts about the institution, including consumer complaints.

Bookmark your bank’s site instead of typing in its Web address (URL) on each visit, as you could make a typo and end up on a spoof site designed to trick you into entering your login information. If you use the bookmark, double-check to be sure you’ve typed the URL correctly.

Verify that the bank is insured. The FDIC name and logo indicate that the bank’s customers will be reimbursed for losses on their deposits up to $250,000 if the bank fails. But don’t just trust the presence of a logo on a website. Confirm that the institution is insured by visiting the FDIC’s website (www.fdic.gov), where you can search by the bank’s name, city, state or ZIP code. If you have more than one account at one institution, such as your IRA account, are not FDIC-insured.)

To end your online banking session, sign off (or log out) and close your browser. If you walk away during a session, most financial services websites will log you out automatically after a period of inactivity. Log back in to continue.

Online banking benefits

Online banking is safe and offers many advantages over branch banking. But that doesn’t mean you should let your guard down. In addition to the many measures financial institutions take to keep out intruders, you have to take precautions to protect your personal data and accounts. Once you know what to watch for and what tools are available to enhance your security, you can enjoy the benefits of online banking without risk.

> view canceled checks
> transfer money between accounts
> pay bills (you enter payee information and choose when the bills will be paid)
> view account terms (such as interest rates, fees and due dates)
> set and manage alerts, request a stop-payment, or order checks
> contact customer service by instant chat or secure email

TIP: Confused? Most financial institutions offer a “test drive” for online banking in the form of a video or virtual tour of the site. Watch and learn!

During this process you may be asked to choose a photo and write a phrase to “authenticate” yourself and help you know you are at the right site when you log in. In addition, you may be asked to answer several secret questions in case you forget your username or password.

Generally, you can access checking and savings, credit card and mortgage accounts online.

Once your online account access is established, you can log into the system by entering your user identification (which might be your email address or username) and your password. If you have more than one account at one institution, such as a checking and a savings account, you can click on the account you want to access.

Depending on the institution and the types of accounts you have, while you are logged in you may be able to:

> check account balance
> transfer money
> view account activity (deposits, withdrawals and payments)
> read and download your statements
> search for particular transactions (by date, amount, check number, or payee name)
> view canceled checks
> transfer money between accounts
> pay bills (you enter payee information and choose when the bills will be paid)
> view account terms (such as interest rates, fees and due dates)
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Online banking benefits

Convenience is the main reason people bank online. With direct deposits and automatic bill payments, online banking customers can avoid going to a branch or mailbox. Most bank accounts come with an automated teller machine (ATM) card so you can get cash from an ATM or “cash back” on purchases (at the grocery store, for example). And, account information is available 24/7—no more waiting for the monthly statement.

TIP: Many financial institutions issue “debit cards,” which can be used as an ATM card as well as to make purchases at stores and online. Confirm that your debit card with your PIN number or by signing your name.

Lower cost is another benefit of online banking. Not only can you avoid the cost of postage to mail bills, you reduce the number of checks you have to buy. And “e-accounts”—accounts that require that all or most deposits and other transactions be made electronically—often are free or low-cost, even if you don’t keep a minimum balance.

Online banking also is an environmentally friendly alternative to regular banking, since it requires less paper (fewer checks, and statements and bills can be delivered electronically) and no fuel.