

What's Changing About How I Log In?

At The National Bank of Indianapolis, we are transitioning from physical token authentication to a more modern and convenient **multi-factor authentication (MFA) method using text messages (SMS) or automated phone calls**. This update enhances security while simplifying the login experience.

Why the Change?

Our authentication tokens have served us well, but improvements with MFA technology provide:

- **Stronger security** using industry-standard identity verification
- **Faster authentication** with no token to carry
- **Reduced support issues** tied to lost, expired, or malfunctioning tokens
- **Better flexibility** by authenticating from any mobile or landline phone

What You'll Do Going Forward

When logging into supported systems:

1. Enter your username and password, as usual.
2. Choose whether to receive a **text message** or **phone call**.
3. Enter the 8-digit verification code from your text (SMS) or answer the automated call.

A mobile token app is no longer needed. You may now approve all high-risk actions, including ACH edits; wire edits/approvals; and user entitlement changes with a text message or automated phone call.

Questions?

Please contact TM Support at the Bank: (317) 261-0333 or treasurymanagement@nbofi.com

EXAMPLE OF WHAT YOU CAN EXPECT

Phone Numbers for Authentication

For authentication purposes when working with transactions, please provide phone numbers to receive text messages (SMS) and automated phone calls. You may be prompted to verify your identity by responding to a text message or automated phone call when working with transactions within the Treasury Management platform.

Text Message (SMS)

Get a prompt via text message and reply to verify your identity.

Add Phone Number

Automated Phone Call

Receive a prompt via automated phone call and reply to verify your identity.

Add Phone Number

You can only enter this information one time. You must contact your financial institution to change your security phone numbers.

Done