



Guide to Secure Website Portal

***User Guide to Accessing
the Secure Website Portal***

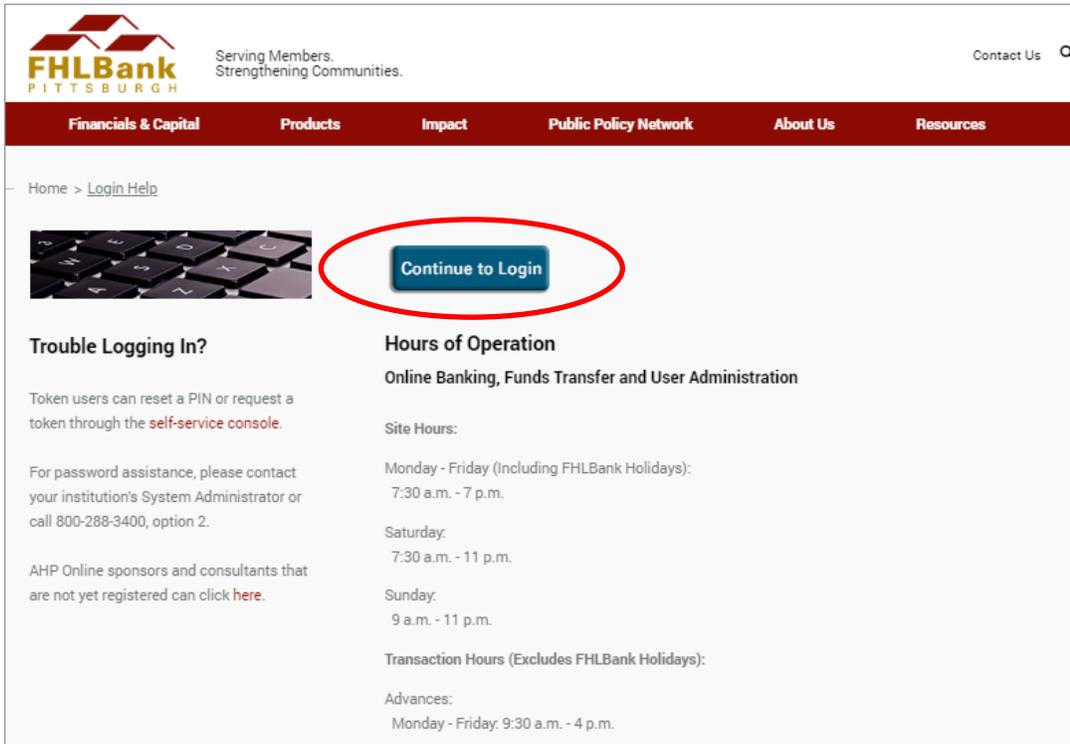
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Logging In

To log into FHLBank Pittsburgh's secure internet banking website portal and related applications ("secure website portal"), visit www.fhlb-pgh.com and select the portal login link at the top of the page.

The link will take you to the login help screen, which provides application availability and resources to assist you with any login issues. Click the "Continue to Login" button to proceed.



On the secure website portal login screen, enter your User ID and password.

If you are logging into the secure website portal site for the first time, enter your temporary portal password issued via FHLBank secure email – the system will then prompt you to change your password and log back in again using your new password.

Please note: your account will be locked after three unsuccessful login attempts. If your account is locked, contact your System Administrator(s) or FHLBank for assistance.

A screenshot of the FHLBank Pittsburgh "Application Portal" login form. The form includes the FHLBank Pittsburgh logo and the text "Application Portal". Below this, there are two input fields: "User ID" and "Password". A blue "Sign In" button is positioned at the bottom of the form.

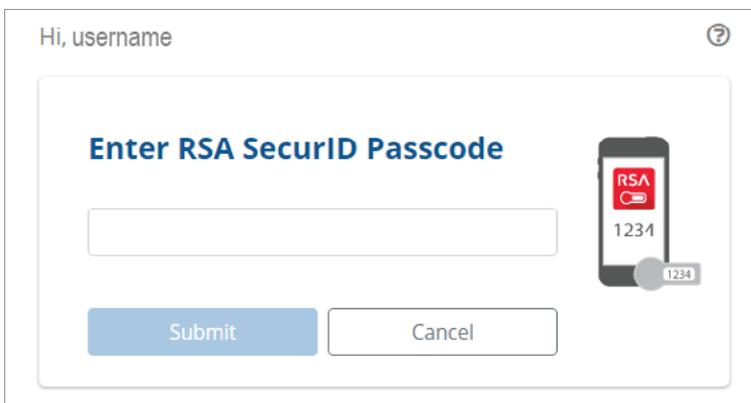
Password Requirements

- Does not match any of your previous six passwords
- Contains 10-20 characters
- Uses at least one letter
- Contains at least three of the following character types: uppercase letter, lowercase letter, numeric digit or special character
- Does not have more than two instances of repeated characters

The secure website portal page displays all the applications to which you have access. Click an individual application icon during normal site hours to access that application.



All users that are not Affordable Housing Program sponsors/consultants must authenticate themselves prior to entering an application. If you do not have a token, please see the Request a Token section of this guide for details. To authenticate yourself using your token, enter your personal identification number (PIN), plus the number currently displayed on your FHLBank-issued token, on the passcode screen. Then click "Submit."



Tip: The RSA SecurID passcode is your PIN plus your token number (the number currently displayed on your FHLBank-issued token or registered device). After three unsuccessful passcode attempts, your token will be locked for one hour. Please call FHLBank at 800-288-3400, option 2, if you need immediate assistance.

You will now see the home screen of your selected application.

Managing Your Login Credentials

The following guide can help you manage the login information you need to access FHLBank applications and information.

Credential Type	User ID Needed	Password Needed	For Support
FHLBank secure email	Your email address	User-set password established as part of the secure mail onboarding	Contact FHLBank at 800-288-3400, option 2.
FHLBank secure website portal	User ID issued by FHLBank via secure email	First-time login: Temporary portal password issued by FHLBank via secure email – required to be changed upon first successful login Regular login: Password set by user	Contact your System Administrator(s) or call FHLBank at 800-288-3400, option 2.
RSA self-service console		Same regular portal password noted above	Contact FHLBank at 800-288-3400, option 2.
Passcode, when logging into individual secure website portal applications		Personal identification number (PIN) plus the code currently displayed on your token	Use the self-service console, contact your System Administrator(s) or call FHLBank at 800-288-3400, option 2.

About Tokens

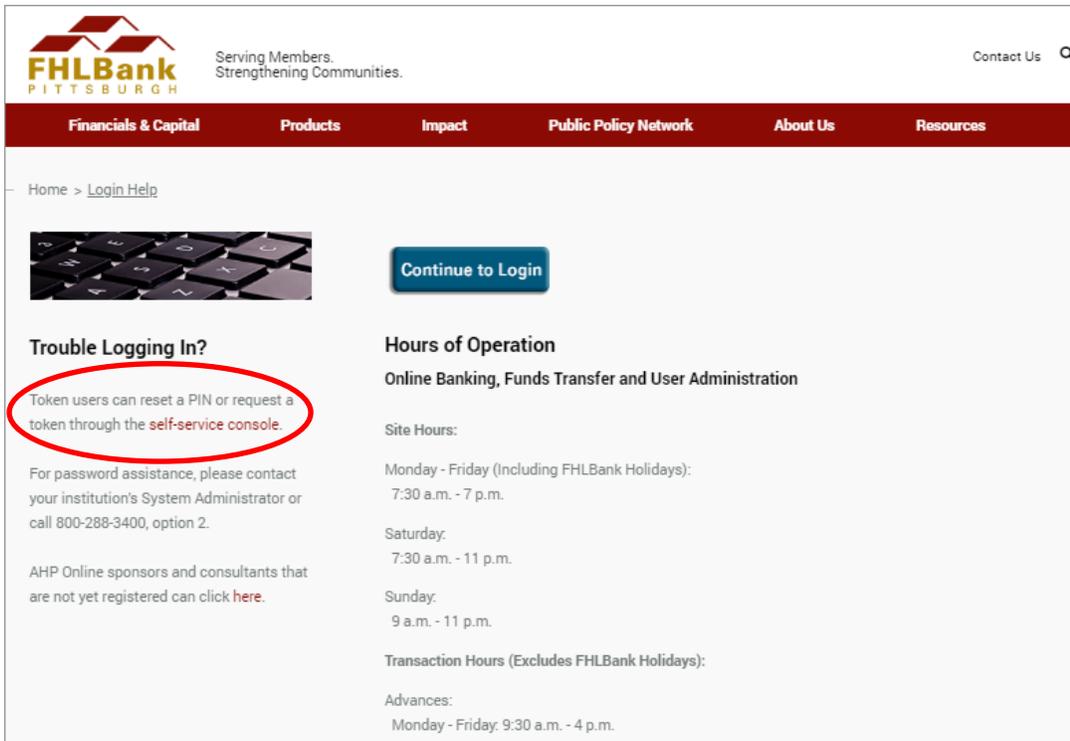
FHLBank Pittsburgh is committed to the security of member information and transactions on our secure internet banking website portal and related applications. For our member users, we have implemented the use of tokens, which are industry-standard security for authentication, as an efficient method of user authentication for secure website portal access and wire transactions.

The following sections outline how to request and activate a token and how to use the self-service console to reset a personal identification number (PIN).

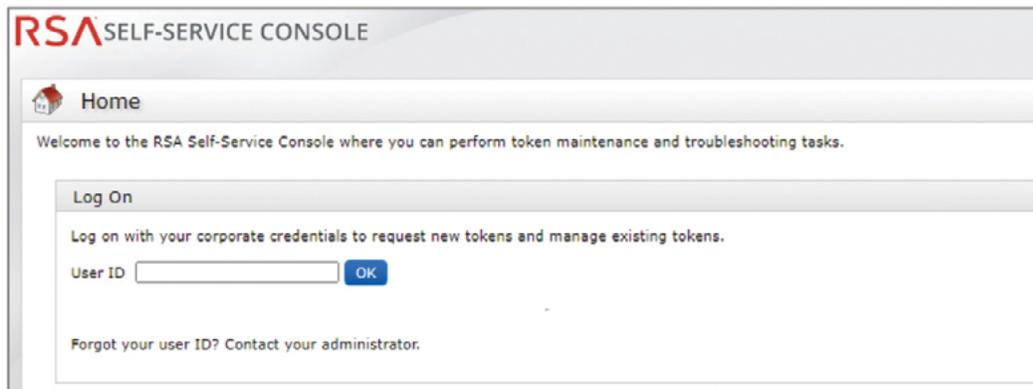
Requesting a Token

Once a new account has been created, users will receive a secure email with their User ID and temporary password. Be sure to log into the secure website portal first to reset your password before requesting a token – see the Logging In section of this guide for login steps.

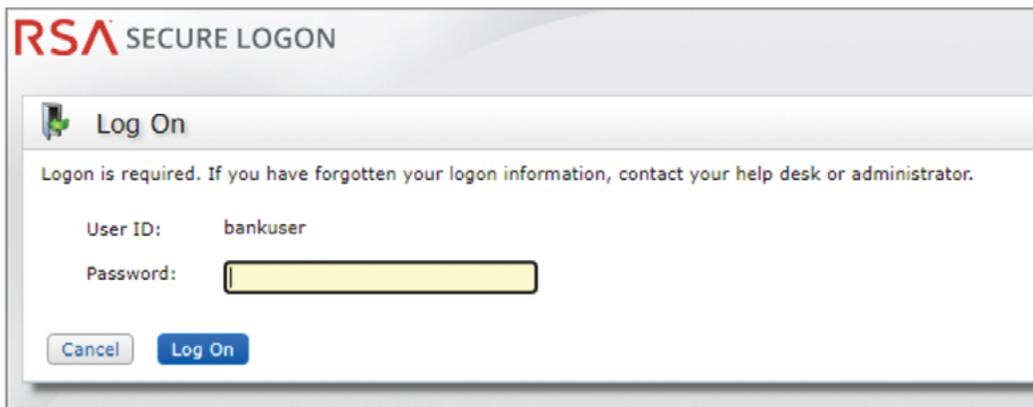
To request your token, visit www.fhlb-pgh.com and select the portal login link at the top of the page. The link will take you to the login help screen. Select the link for the self-service console.



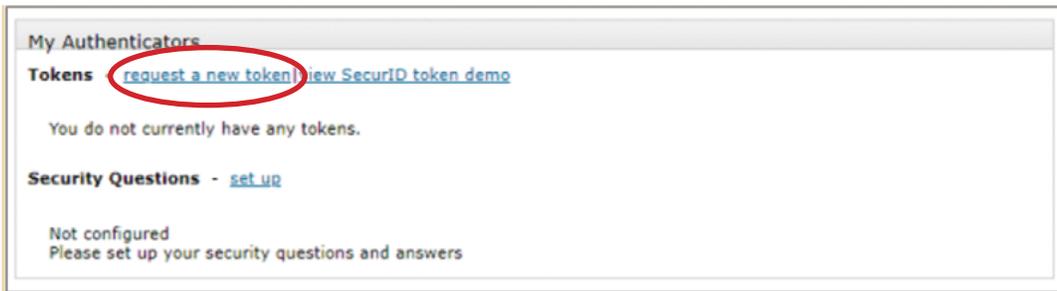
Log in with your User ID. Then click "OK."



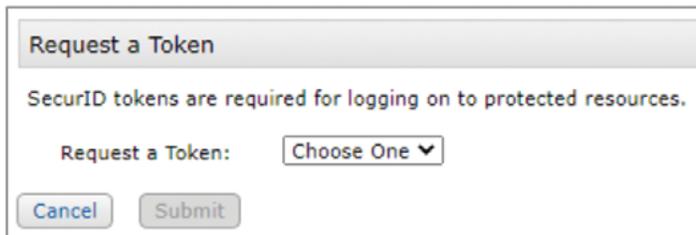
On the next screen, enter your portal password and select "Log On."



On the next screen, select "request a new token."



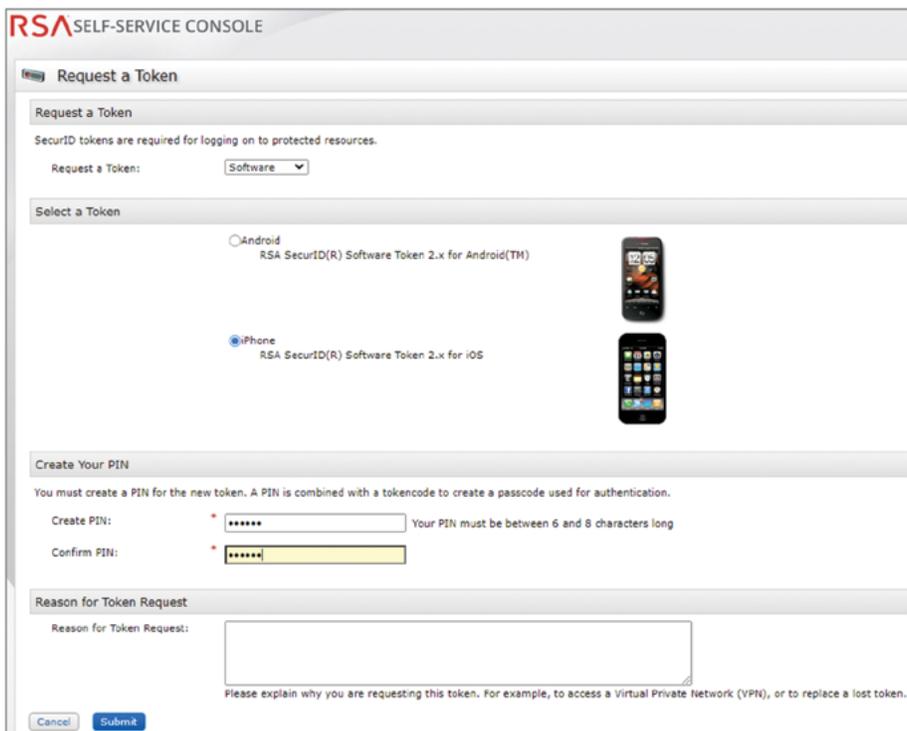
On the next screen, select software token, which uses an app on a registered device. Then click "Submit." If your device cannot support a software token, please contact FHLBank at 800-288-3400, option 2, for further assistance.



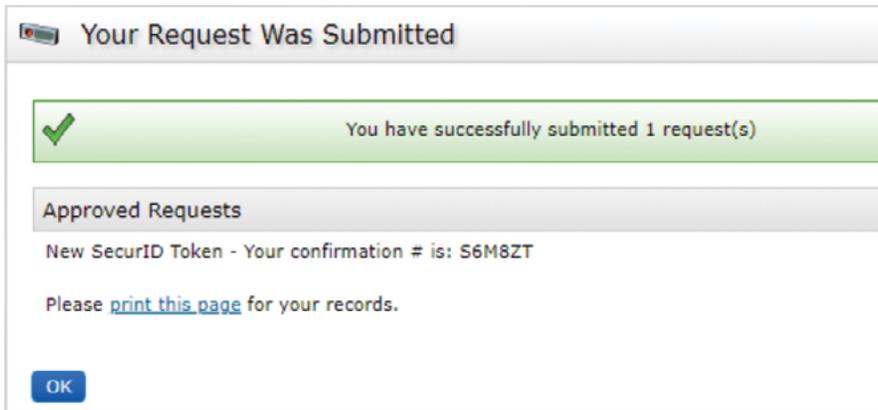
On the expanded screen, select the type of device you have.

Then create a personal identification number (PIN) for your new token that consists of six to eight characters. Confirm your entry.

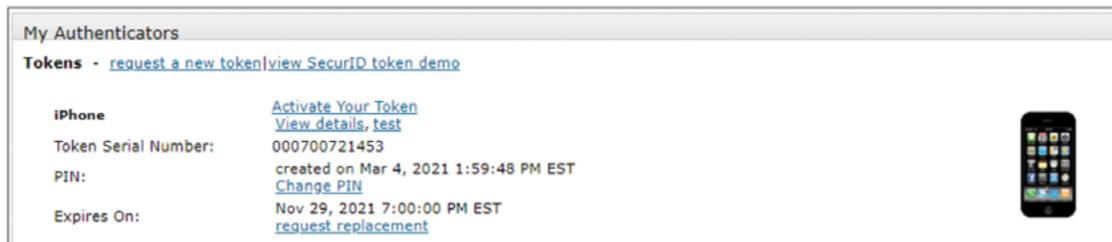
When the above is completed, click "Submit."



Your request will be acknowledged, and you will see the confirmation screen below. You will also receive a confirmation email.



Select "OK" to return to your token list.

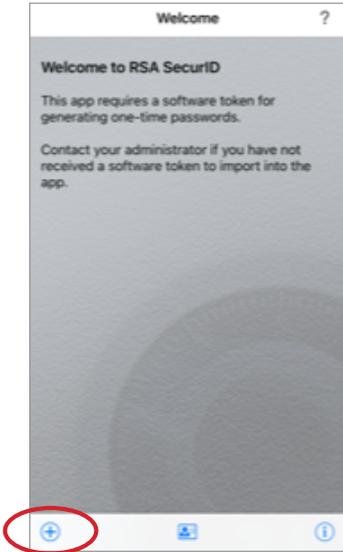


Activating Your Software Token

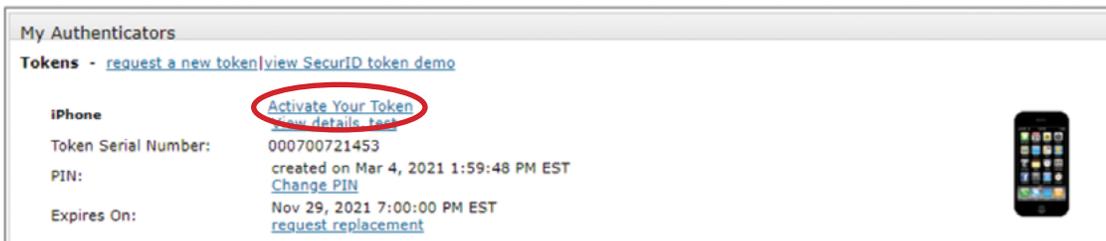
If you do not already have the RSA SecurID software token app installed on the mobile device you want to register, you must download it on your device. Visit the app store appropriate for your device – the Google Play store for Android devices or the Apple App Store for iOS devices. Search for the RSA SecurID software token app and download it to your mobile device. For assistance registering a non-mobile device or to add an already activated token to a different device, contact FHLBank at 800-288-3400, option 2.



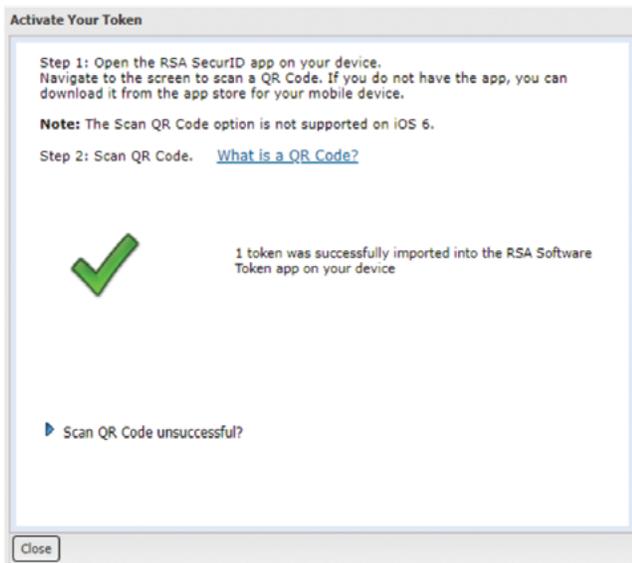
On your mobile device, open the software token app and answer any user questions the app may ask. Then select the plus sign at the bottom-left of the screen and choose "Scan QR Code."



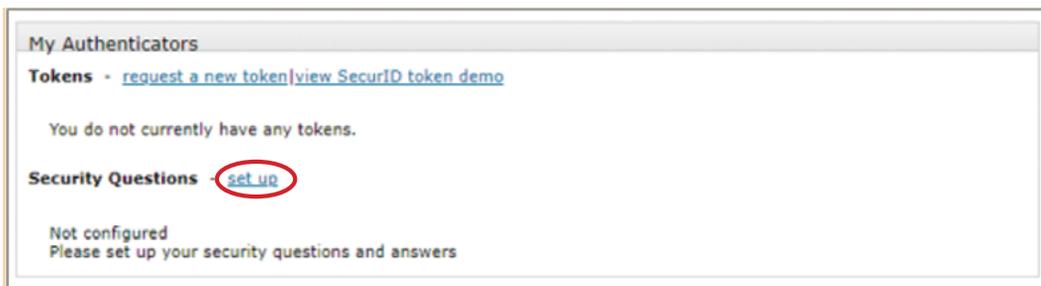
Back on your token list screen, select "Activate Your Token" to generate a QR code.



Use the mobile device you are registering to scan the QR code on the screen. The app may ask for permission to use the device's camera in order to take a picture of the QR code. If the scan is unsuccessful, view the "Scan QR Code unsuccessful?" information beneath the QR code for additional assistance. Once you have successfully activated your token, you will see the following screen.



Select "Close" to return to the self-service console main page. You can now set up your security questions and answers by clicking "set up" in the Security Questions section.



Provide answers to the five questions and select "Submit Your Request."

RSA SELF-SERVICE CONSOLE

Set up

Select and answer 5 security questions in the language that you choose. If you have trouble logging on, you can answer these questions to authenticate. Answers are not case sensitive.

[Cancel](#) [Submit Your Request](#)

* Required Field

Security Questions

Language:

1: *

2: *

3: *

4: *

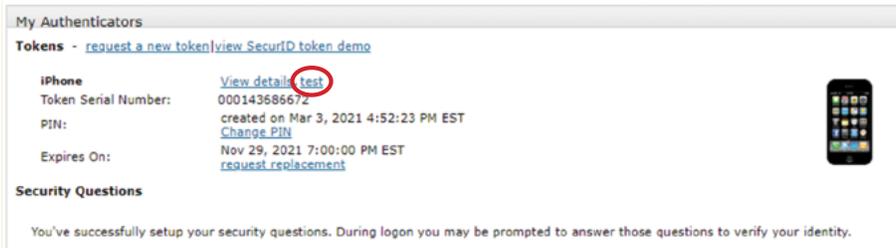
5: *

[Cancel](#) [Submit Your Request](#)

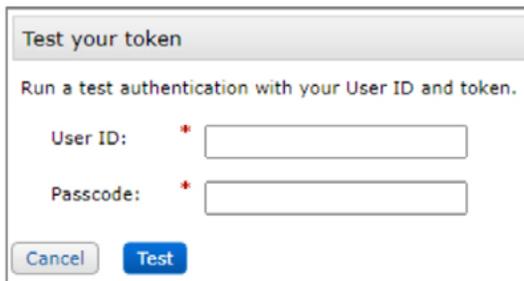
Testing Your Token

All tokens can be tested from the main page of the self-service console. Visit www.fhlp-pgh.com and select the secure portal login link at the top of the page. The link will take you to the login help screen. Select the link for the self-service console

For the appropriate type of token, click the “test” link.

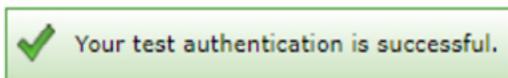


On the next screen, enter your User ID. In the Passcode field, enter your token PIN followed by the code currently displayed on your token. Then select click “Test.”

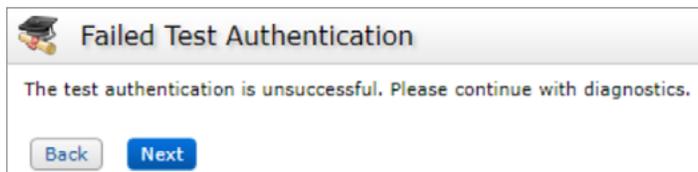


The screenshot shows a form titled "Test your token" with the instruction "Run a test authentication with your User ID and token." There are two input fields: "User ID:" and "Passcode:". Below the fields are "Cancel" and "Test" buttons.

If the test is successful, you will see the following confirmation. Click “OK” to be returned to the self-service console main page.



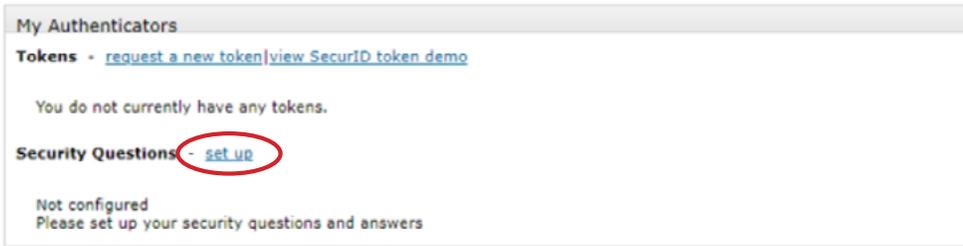
If the test is unsuccessful, you can click the “Back” button and try again.



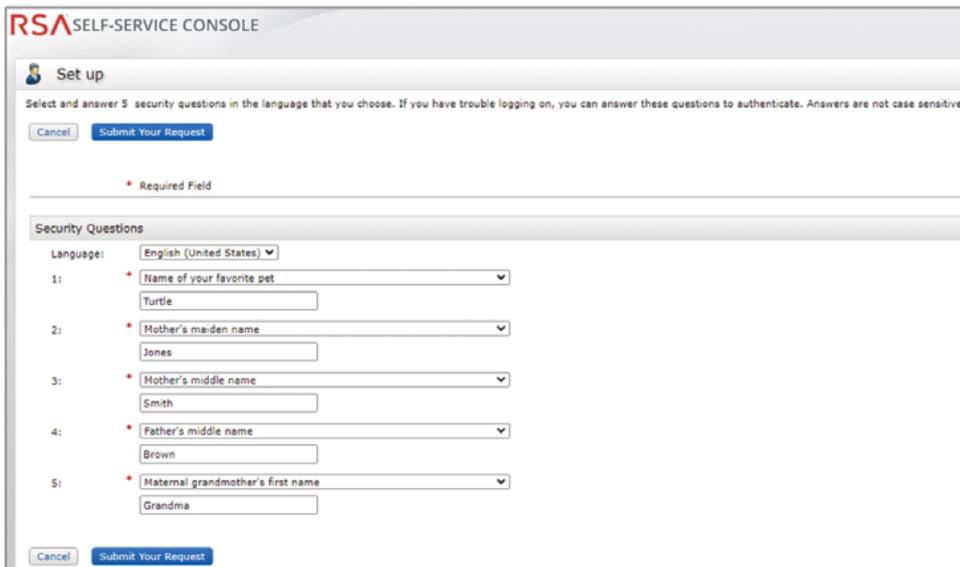
Setting Security Questions

Choosing to set security questions for the self-service console will allow you to reset your token PIN in the event it is forgotten. If you haven't already set answers to your security questions, you can do so through the self-service console. Visit www.fhlp-pgh.com and select the portal login link at the top of the page. The link will take you to the login help screen, where you can select the link for the self-service console.

Click on the "set up" link in the security questions section.



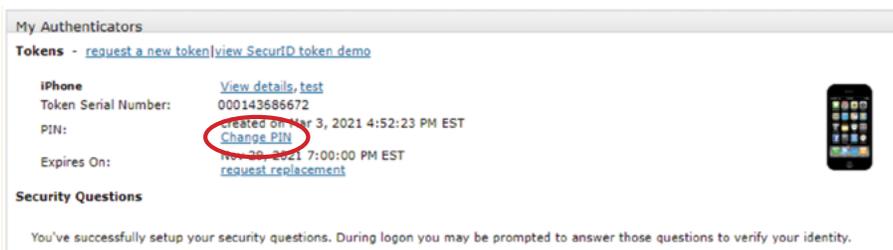
All five security questions must be answered. Click "Submit Your Request" once complete. You will receive a confirmation message and be returned to the self-service console main page.



Changing a Personal Identification Number (PIN)

To access the self-service console to reset a known PIN, visit www.fhlp-pgh.com and select the portal login link at the top of the page. The link will take you to the login help screen. Select the link for the self-service console.

Next, select "Change PIN."



Enter your current PIN, then enter and confirm your new PIN. Click "Save."

The screenshot shows the 'Change Your PIN' form in the RSA SELF-SERVICE CONSOLE. The form has a title bar with the RSA logo and 'SELF-SERVICE CONSOLE'. Below the title bar, there is a sub-header 'Change Your PIN' with a PIN icon. A red asterisk indicates a 'Required Field'. The form contains three input fields: 'Current PIN:', 'Create New PIN:', and 'Confirm New PIN:'. A note states 'Your PIN must be between 6 and 8 characters long'. At the bottom, there are 'Cancel' and 'Save' buttons.

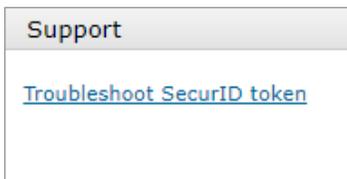
If your PIN change is successful, you will see the following screen.



Resetting a Forgotten Personal Identification Number (PIN)

To reset a forgotten token PIN, you can contact a System Administrator at your institution or use the self-service console. Navigate to the self-service console by visiting www.fhlp-pgh.com and selecting the portal login link at the top of the page. The link will take you to the login help screen. Select the link for the self-service console.

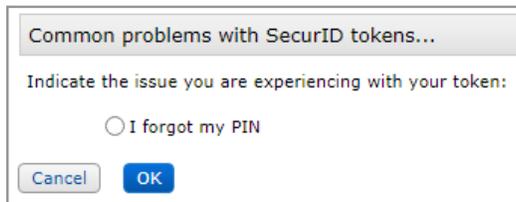
On the right side of the screen, select the "Troubleshoot SecurID token" link.



You will then need to log in with your User ID.

The screenshot shows the 'Log On' form. It has a title bar with a green checkmark icon and the text 'Log On'. Below the title bar, there is a message: 'Ligon is required. If you have forgotten your logon information, contact your help desk or administrator.' There is a single input field labeled 'User ID:'. At the bottom, there is an 'OK' button.

After logging in, you will be asked three of your security questions to verify your identity. On the next screen, select "I forgot my PIN," and then click "OK."



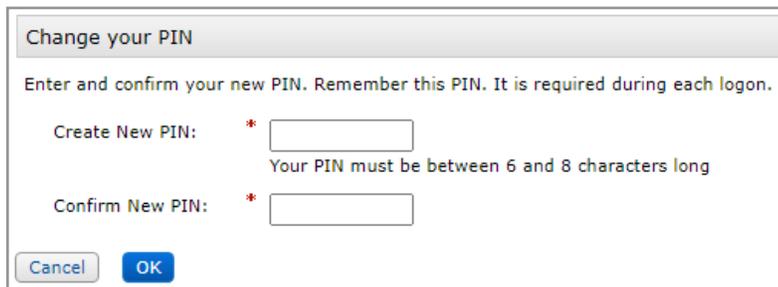
Common problems with SecurID tokens...

Indicate the issue you are experiencing with your token:

I forgot my PIN

Cancel OK

Enter and confirm a new PIN and select "OK."



Change your PIN

Enter and confirm your new PIN. Remember this PIN. It is required during each logon.

Create New PIN: *

Your PIN must be between 6 and 8 characters long

Confirm New PIN: *

Cancel OK

If the PIN change is successful, you will see the following message.

