



Android™ Fingerprint Authentication

GENERAL QUESTIONS

What's the new fingerprint authentication feature on the Firstent Mobile App? *Fingerprint authentication technology uses a unique fingerprint identity sensor to authenticate you before allowing access to your account on the Firstent Mobile Banking App. No more entering usernames and passcodes ... one touch and you're in!*

Is fingerprint authentication secure? Fingerprint authentication takes a biometric scan of your fingerprint to verify and authenticate you. Generally, no two fingerprints are the same and therefore you can rest assured that by using fingerprint authentication, your account will only be accessed by you.

Why should I use fingerprint authentication? Fingerprint authentication is a quick and secure way to access your account in the Firstent Mobile App. Instead of typing in your username and password, use your fingerprint to verify your login credentials.

What type of devices are supported? Android fingerprint authentication is available only on supported devices using an Android operating system.

What happens if I lose my phone? Because Android's fingerprint technology uses a biometric scan unique only to you, no one else will be able to access your Firstent account in the event your phone is lost. However, to safeguard all of your personal data on your device, utilize the [Android Device Manager](#) to find, lock or erase data as per your software manufacturer's (Google) instructions.

ACTIVATION, USAGE & MORE

How do I enable fingerprint authentication on my Firstent Mobile App? Open the Firstent Mobile App and log into your account using your username and password. In the menu located in the upper left corner, select "My Profile & Settings" and then "Enable Fingerprint." Follow the on-screen instructions to enable fingerprint authentication. This is also where you can disable fingerprint authentication if need be. Finally, make sure your device's settings have the fingerprint reader activated. Visit the [Android Help Center](#) if you need further assistance.

Once set up, how do I use fingerprint authentication? Open the Firstent Mobile App and when prompted to do so place your finger on your device's fingerprint reader. Upon successful fingerprint authentication, you will have logged into your account. When you're done accessing your account, simply log off.

What happens if fingerprint authentication is not working for me and I need to access my account? Upon opening the Firstent Mobile App, when prompted for your fingerprint, select "Cancel." You can then enter your username and password to sign into your account.

GETTING THE APP

Don't have the Firstent Mobile Banking App? Find out what you've been missing, and instructions on how to download your new App at firstent.org/mobilebanking.