The Basics

- Passwords containing a combination of letters (upper and lowercase), numbers, and special characters are always recommended.
- Choose difficult security questions.
- Certain users have an authentication image that is assigned a phrase upon the initial login. Always verify that the authentication image and phrase match. If the image and phrase do not match, stop immediately and contact a bank representative.
- Don't ever share your login information or token with anyone, you are responsible for securing this information.
- Don't write your login information down or leave it visibly on your desk.
- Avoid opening multiple Internet windows and leaving an online session opened while completing other tasks.
- Always sign out of your online session when you are finished or leave your computer.

Heritage Bank
Big Bank Smarts, *Small Town Hearts.*

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