

Secure Access Codes



When it comes to accessing your accounts through online banking or our mobile app, we want to be positive it's you logging in. So we'll ask you for your login ID and password, but we'll also require that you enter a secure access code that we'll send you by phone, text or email. We use two-factor authentication to prevent access to your account by someone who simply knows (or can guess) your password.

Set yourself up for success.

Let's make sure we can reach you with a secure access code when you need it. In online banking or on your mobile app:

- Go to **Settings**
- Select **Security Preferences**
- Under **Secure Delivery**, see what email address and phone number are listed
- Update, save and be on your way!

You'll need a secure access code the very first time you log into online banking, our mobile app, or if you log in from an unregistered device.

Why we'll ask—again!

So you received your secure access code and you've registered your device. Why are you being asked for a secure access code again? Here are some common reasons:

- You're logging in from a new or different (and therefore unregistered) device
- You're using a different browser on your registered device to log in
- Your cookies are not being saved, or are being deleted, on your registered device (check cookie settings in your browser's options or setting menu)
- An occasional security update requires that you re-register your device(s) by receiving a new secure access code

You choose to register your device, or not

As part of the secure access code process, register your private computer, smartphone or tablet when prompted for faster access to online and mobile banking. This step may let you skip the secure access code for future online and mobile banking sessions from that device.

A screenshot of a mobile app interface showing a registration prompt. The text reads "Register this device for later use?" followed by "Access Code Accepted." in green. Below this are two buttons: "Do Not Register Device" and "Register Device".

Register this device for later use?
Access Code Accepted.
Do Not Register Device
Register Device

“Customer **service** and account access with **total security.**”

Questions? Contact us.

For You 24/7: 800-860-8821
Visit CamdenNational.com or one of our banking centers