Making Your Digital Banking Experience Even Safer

At Cinfed, we continually look for ways to improve your experience with Digital Banking – both online and the Mobile App. That's why Cinfed recommends adding **two-factor authentication** instead of a passcode sent by phone call, email, or SMS message.

Members can establish a more secure login to their Cinfed account through their preferred authenticator app. The instructions below use the Google Authenticator* app as an example.

"Where do I get the Google Authenticator app?"

For Apple products (iPhones, iPads, etc.): Go to your App Store, search for Google Authenticator and click on 'Get'

For Android products: Go to your Play Store, search for Google Authenticator and click on 'Install'

"How do I use Google Authenticator?"

Log in to the desktop version of your digital banking via cinfed.com. Once logged in you will need to click through these sections:

1. Find 'Settings' inside the profile icon
2. Click 'Security'
3. Scroll down to the section 'Two-Factor Authentication'
4. Find the '2FA App' bar within the section
5. Click on the pencil on the right hand side of the '2FA App' bar
6. Select 'Enroll' in the yellow square
7. Get your phone and open the Google Authenticator app
8. Click the '+' in the bottom right corner
9. Choose 'Scan a QR code'
10. Use your phone to scan the QR code on your desktop
11. Type in the code that appears below 'CinfedCreditUnion'
12. Click Next
13. Click Done

If you have any questions, please call Cinfed eServices Department at **513-333-6349** or reach out by email at **eservices@cinfed.com**.

*Google Authenticator is a trademark of Google LLC