

User Entitlement Administrator (UEA) FAQs

What is a User Entitlement Administrator (UEA)?

The User Entitlement Administrator (UEA) is an individual at your institution designated to control access rights to the new FHLB Boston Online Banking platform. At least two UEAs must be designated per institution.

What is the UEA's role?

Prior to your go-live date, the UEA will:

- Confirm that users and associated entitlements have been converted to the new system correctly or make any necessary adjustments.
- Activate users once they have been confirmed.

Once the new Online Banking is live, the UEA will be able to:

- **Add** new users.
- **Deactivate** users.
- **Change** user entitlements.
- **Reset** user passwords (if a user's self-service password reset is unsuccessful).

How do I designate a UEA?

To designate a UEA, please complete Exhibit E.

What is Exhibit E?

Exhibit E, the FHLB Boston Online Banking Administrator for User Entitlement Administrator (UEA) form, is used to designate and authorize UEAs at your institution.

Can a UEA be a user as well as an administrator?

Yes.

What level of entitlements are available?

The UEA will be able to set up Online Banking users with the following levels of entitlements:

- **View**—Entitles the user to see, but not edit content.
- **Initiate**—Entitles the user to create and view transactions.
- **Approve**—Entitles the user to view all information and approve transactions initiated by others.
- **Approve Own**—Entitles the user to view and initiate and approve one's own transactions and changes. *Approve own is not allowed for user-related changes, trades of securities or shares delivered outside of the Member's safekeeping account and wires.*

Do I have to notify FHLB Boston of entitlement changes once the new Online Banking is live?

No! Once you go-live, changes you make to users and their entitlements will automatically feed to our back-end systems.

Do entitlement changes require a second approval?

Yes. Entitlement changes require a second approval, which is why we require a minimum of two UEAs. Deactivating a user does not require a second approval.

The Exhibit E requires mobile phone numbers for UEAs. What if a UEA does not have a mobile phone?

Exhibit E requests both an office phone and a mobile phone for multi-factor authentication. If a user does not have a mobile phone, a land line is acceptable. However, please be advised that authentication approval will go to the designated landline, even if the user is working away from the office.