

# BB&T Web Vault Logon Information and Troubleshooting

## Security Questions

BB&T places the utmost importance on your security and we are committed to working with you to fight fraud. Security questions protect your sensitive information by adding an extra layer of protection to your Web Vault account.

After you set up your security questions, if you sign in to Web Vault with your Access ID and Password from another device or another computer you will need to answer one of your challenge questions to verify that it's you. You will be prompted to reset your security questions annually.

## Forgot Password

If you forget your password, you can select the Forgot Password link on the Web Vault login page. You will be prompted to enter your Access ID and your email address associated with the Access ID. You will receive a one-time passcode by email that will allow you to set a new password once you answer one of your security questions.

If you cannot remember the answers to your security questions, or if your account becomes locked, a Web Vault Supervisor at your company can follow the steps outlined below to unlock your account and reset your password and/or security questions.

## Account Locked

Your account will be locked if you have entered the wrong password or wrong answers to your security questions too many times.

### **Account Locked – Password**

If you have locked your account by entering the wrong password too many times, a Web Vault Supervisor at your company can login to Web Vault to reset and unlock your password.

A Company Web Vault Supervisor should complete the following steps to unlock and reset password:

- Log in to Web Vault
- Select User Maintenance
- Select the User you want to unlock
- Click the Reset Password button
- Enter a temporary ID
- Provide the temporary ID to the user
- The first time the user signs on with the temporary ID they will be prompted to change their password to one of their own choosing.

### **Account Locked – Security Questions**

If you have forgotten the answers to your security questions or you have locked your account by entering the wrong answer to security questions too many times, another of your company's Web Vault Supervisors can login to Web Vault to reset and unlock your security questions.

A Company Web Vault Supervisor should complete the following steps to unlock and reset Security Questions:

- Log in to Web Vault
- Select User Maintenance
- Select the User you want to unlock and/or Reset Security Questions
- Click the Reset Questions button
- Enter the User Access ID in the Verify Access ID field

- Click Submit
- Notify the User. Once their questions and answers have been reset, the next time they log on to Web Vault they will be asked to select three challenge questions from a list for which they will need to provide answers.

Once questions and answers have been reset, the next time the user logs on to Web Vault they will be asked to select three challenge questions from a list for which they will need to provide answers.

### **Logon Troubleshooting**

- For the best user experience, use Internet Explorer as your browser. You may experience logon issues if you are not using Internet Explorer as your browser.
- Access IDs for Web Vault cannot contain any spaces, i.e. John Smith, it must be Johnsmith. This includes having spaces before or after the Access ID. If you have an Access ID with a space this may cause problems with logging in and you must have your user name deleted and then added back without spaces.

### **Web Vault Logon Best Practices**

- For the best user experience use Internet Explorer as your browser.
- Sharing passwords is not recommended. As an alternative, have a Web Vault Supervisor add more associates as users in Web Vault under their own logon and password.
- Set up more than one Web Vault Supervisor in Web Vault so that someone at the company can easily unlock accounts to reset passwords and/or security questions.

If you continue to experience logon issues with Web Vault we ask that you contact us at 727-549-1202 or toll-free at 888-722-6669 to allow us to help resolve the issue. When you call we may ask you the following questions:

- Do you use the same computer every day?
- Are other users within the company/association having the same issue?
- What web browser are you using and what version (e.g. IE 9, Chrome 23, etc.)?
- What operating system are you using (e.g. Windows 7, Apple/Mac OS X, etc.)?
- What antivirus and/or security software do you use (e.g. Webroot 2013, AVG Free 2013, etc.)?
- Have you had any upgrades to your system?
- Have you installed any add-ons such as Yahoo browser or Ask in your toolbar?