Online Banking FAQ

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Online Banking

Why is this site so much slower than the old one?

The new system has more modern features, and there is some additional information that is being loaded for your information. Also, our real time system may take a few more moments to load, but you're assured of seeing up to the second account information.

Your 'Forgot Password' system does not work!

'Forgot Password' can only be used if you have not yet locked out your account. Entering an incorrect password four times in a row locks you out of the system. This is done to prevent unauthorized access to your account. If you think you may have forgotten your password, do not keep trying to log on. Immediately, click on the 'Forgot Password' option to begin the process of logging into your account.

My browser saves my Login ID and Password. I changed my password yesterday, and today it doesn't work.

Browsers have no way of knowing that the password has changed, and will keep filling in the old one until the new one is manually entered. Erase the old one and type in the new one, and your browser should prompt you to remember it.

What if I have forgotten my Online Banking Login ID and Password?

If you have forgotten your Login ID, please contact American Federal Bank via email at customersupport@americanfederal.net or by a phone call to your local American Federal Bank office.

If you have forgotten your password, please enter your Login ID. When prompted for a Password click on the 'Forgot Password' link. Select how you would like to receive your one-time Secure Access Code. Enter the code in the box provided and select a new password.

The system has warned me that one more unsuccessful login will lock my account. What are my options?

If you have unsuccessfully tried to login and have been warned that one more unsuccessful entry will lock your account, you may choose the Forgotten Password process. That process will enable you to reset your password to something you can remember without the risk of locking your account. If you choose to try to login one more time and fail, you will be required to contact us, either by emailing customersupport@americanfederal.net, or by contacting your local American Federal Bank location, to unlock your account.

I have been locked out of the system due to entering the wrong password too many times. How do I unlock my account?

If you have locked your account due to several unsuccessful login attempts, for your security you are required to contact us, either by emailing customersupport@americanfederal.net, or by contacting your local American Federal Bank location, to unlock your account.

What is a secure cookie?

A secure cookie is a small text file with hashed content that is placed on your computer to help identify the user. In this case, the cookie that is stored on your device during login allows you to bypass sending a Secure Access Code and re-registering your device. The secure cookie will periodically expire on your device and will be required to remember your computer again.

Mobile App

What are some tips to keep mobile banking experience safe?

Here are some general best practices for banking on your mobile device:

- To prevent viruses or other unwanted problems, do not open attachments from unknown or untrustworthy sources.

- Do not install pirated software or software from unknown sources.

- Limit unauthorized access to your mobile device. Do not leave your mobile device unattended during an open mobile banking session.

- Never save your Login ID and Password in the mobile device, in memos, or anywhere on your mobile device.

- Always remember to log off properly using the 'Log Off' button when you have completed your banking activities.

- Be aware of the potential for fraudulent mobile banking apps.

What mobile devices are supported?

Most Android and Apple devices are supported. If you do not have one of these devices, you may want to consider our Text Banking option.

Do I need a separate Login ID and Password from Online Banking to use the Mobile Banking App?

No. The same Login ID and Password you use to access your Online Banking account can be used to access your account through desktop, tablet, and mobile device.

What is the proper way to log off of the mobile app?

There are two ways to log properly out of the mobile app.

1. You can click your device's back button two to three times, depending on what menu you are on. The app will ask you 'Are you sure you want to exit?'. Click OK through this message to be logged off of the app.

2. Click on the Menu button in the upper left corner of the app. In the bottom of the list is a 'Log Off' option. Clicking this will log you out of the app.