



October 18, 2011

The Federal Reserve Banks are committed to delivering payments and information services via secure platforms. We continually strive to maintain high standards for the reliability of our FedLine® access solutions. Common with security best practices of industry leaders, we regularly evaluate and enhance the security technology components used to access our services.

In response to customer feedback and in an effort to more effectively and securely deliver our services, FedLine user authentication will be upgraded over the next few years. One of the longer-term enhancements includes the migration of all FedLine customers to a FedLine security token to access Federal Reserve Bank services, which is how the majority of our customers authenticate to FedLine today.

Provided below are highlights on how these enhancements will begin to impact your Subscribers' authentication. **The changes noted below are scheduled to take effect in the coming months.** We will notify your organization once these changes are implemented.

#### Upcoming FedLine User Authentication Enhancements

Subscribers will no longer be issued a User ID and password as part of the security authorization to access FedCash® and/or Check Services via FedLine Web®. Instead, all **new** FedCash Services Subscribers will be issued FedLine security tokens, and all **new** Check Services Subscribers will be issued digital certificates, unless the Subscriber has other services that require a FedLine security token.

For Subscribers currently utilizing a User ID and password to access these services, **the Federal Reserve Banks will notify the respective End User Authorization Contacts (EUACs) at the appropriate time to transition their Subscribers to a FedLine security token and passphrase or digital certificate.** Please note these changes will be applied earlier than their transition time if current Subscribers request changes or updates to their credentials on or after the effective date. Additionally, Subscriber requests for credential changes that are in the process of being updated as of the effective date will similarly be issued either a digital certificate or FedLine security token, depending on their service usage.

EUACs will be responsible for managing changes and verifying Subscribers' authorization at their organization. The authentication changes will not have any impact on your services or access levels.

Throughout this process, the [Customer Contact Center \(CCC\)](#) will be available to support your organization and address any questions you may have. Additionally, the "Event Tracker Report", which allows self-service EUACs to generate a pre-defined report of credential issuance and maintenance activity over a given period of time, will provide information in real-time, instead of as of the prior business day. This enhancement will help you to track the changes to your Subscribers' authentication as they are made. Please note that concurrent with these changes, baseline activity information, which details service changes for Subscribers who had transactions occur prior to the requested reporting period, will be accessible via the "Subscriber and Roles Report" instead of the "Event Tracker Report".

#### Steps to Prepare

To help your organization prepare for the future enhancements, please reference the following information:

- **Sign up for EUAC Self-Service** – Having access to EUAC self-service will help streamline and facilitate the user authentication upgrades for your organization. To sign-up for EUAC self-service, please review the information available at the [EUAC Self-Service Setup](#) page.
- **Review and Update Subscribers and EUACs** – It is your organization's responsibility to periodically review and update the list of individuals within your organization who are authorized to access or manage FedLine access solutions. The "Subscriber and Roles Report" can assist you in identifying your organization's Subscribers and

can be downloaded from the [EUAC Center](#). If a Subscriber no longer needs access, he/she should be removed. To remove or update a Subscriber's access, complete the [Subscriber Request Form](#). It is also important to ensure that your organization's list of EUACs and their respective contact information is current and complete.

- **Review the Latest Hardware and Software Requirements and customer documentation** - The most current versions of all FedLine Web documents are available via the [EUAC Center](#). Additionally, the hardware and software requirements for [FedLine Web](#) are available on FRBservices.org. Having the most current documentation and understanding the hardware and software requirements for FedLine Web is integral to ensuring that your organization has accurate information related to technical updates.
- **Confirm compatibility with FedLine security tokens** – Ensure that your organization's Subscribers are able to use a FedLine security token or digital certificate on their computers that connect to FedLine Web.

### Resources

Additional information about FedLine user authentication enhancements is available on our [Online Resource Center](#). For questions about the upcoming changes, please call the Customer Contact Center at **(888) 333-7010, Option 1**.

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