FHLBAccess®
FREQUENTLY ASKED QUESTIONS

What is FHLBAccess?

FHLBAccess is FHLBank Atlanta's password-protected web-based system that provides members with online transactional functionality as well as reports, statements, and other relevant information for monitoring account relationships with FHLBank Atlanta. Most screens within **FHLBAccess** offer sorting, filtering, and exporting capabilities to Microsoft Excel.

FHLBAccess provides members with a tool for managing capital stock, deposits, advances, collateral, and securities portfolios with FHLBank Atlanta. Additionally, **FHLBAccess** provides members with the ability to review and approve Affordable Housing Program (AHP) applications for financing qualified affordable housing developments. Members can review transaction requests (i.e. advance takedowns, modifications, and extensions) and review and submit AHP progress reports and AHP monitoring reviews via **FHLBAccess**.

How Do I Get My Institution Enrolled on FHLBAccess?

If your institution is a member of FHLBank Atlanta, then your institution should be on **FHLBAccess**. Signup includes the following steps:

1. Your institution's execution of the Signature Card, including the designation of individuals with Authority F, Online Banking Agreement Authority
2. Your institution's execution of the Service Order for Online Banking Services, together with the Online Banking Terms and Conditions
3. Your institution's execution of the Initial Certification of Remote Administrators, which serves to designate a minimum of two individuals at your institution to manage the FHLBAccess relationship. Refer to the section titled, **"What is a Remote Administrator?"**

Once the documentation has been completed and returned to FHLBank Atlanta, the designated Remote Administrator will be contacted via phone by an FHLBank Atlanta representative to provide ID(s) and passwords within five business days. If you would like to request the sign-up documentation, please call an FHLBank Atlanta Shareholder Support Specialist at 1.800.536.9650, Option 7.

What are the FHLBAccess Accessibility Functions and Features?

All users have access to online help documentation. It is recommended that users first reference the online documentation; however, if at any time, additional assistance or information is required, please call an FHLBank Atlanta Shareholder Support Specialist at 1.800.536.9650, Option 7.

As an FHLBAccess User, Who is My Main Point of Contact?

Your main points of contact are your institution's Remote Administrators. Each member is required to designate a minimum of two Remote Administrators.

What is a Remote Administrator?

Remote Administrators are responsible for the following tasks for their institution:
- Creating user accounts
- Assigning user privileges to perform online transactions and view information
- Maintaining user accounts and related information
- Unlocking users and changing user passwords
- Responding to user inquiries regarding access

Each institution is required to have at least two Remote Administrators. If you need to add or remove a Remote Administrator for your institution or change contact information for a Remote Administrator, please complete the appropriate form below and return it to FHLBAccess@fhlbatl.com.

- Certification of Remote Administrators

Can I View and Print Current and Previous Statements on FHLBAccess?

Yes. Statements and reports must be retrieved from **FHLBAccess**.

Additionally, FHLBank Atlanta recommends that members adopt the following technical configurations:

Browser Support
- Internet Explorer versions currently supported by Microsoft
- Firefox versions currently supported by Mozilla

Operating System
- Windows versions currently supported by Microsoft

Browser Settings
- TLS1.0 or Above Enabled
- Cookies —Enabled; JavaScript—Enabled

Adobe Acrobat Reader Support
- Adobe X (v10) or Above