

# INTERNET SECURITY & ONLINE BANKING CHECKLIST



## Passwords & Usernames

- Never share your passwords or usernames
- Avoid using common words or phrases, including special dates, family or pet names, etc.
- Use a mix of letters, numbers, and special characters (such as, ! @ # \$ %)
- Avoid using any type of automatic login feature that saves your username and password
- Best practice is to change your password every 30-90 days



## Debit Card

- Report a lost or stolen debit card immediately
- Indicate dates when you will be traveling out of the area so that your card will still process transactions



## Review Accounts Daily

- Best practice is to check your account balances and transaction history daily to verify they are correct
- If you see a transaction you do not recognize or did not authorize, contact the bank immediately (Main Street Bank is available 24/7 at 508-481-8300)



## Set Up Alerts

- Set up standard and custom alerts within your online banking platform
- Alerts can be turned on for account activity, debit card usage, bill pay use, or for other notifications (such as an email address change on your online banking profile)
- Alerts can be sent via email, text message, or both when a specific activity occurs



## Computer & Wi-Fi Security

- Do not allow anyone remote access to your personal computer from an outside source
- Never leave your computer unattended when using online banking
- Avoid using public computers, such as those in a library or internet café, for accessing your online banking
- Do not use public or other unsecured Wi-Fi; best practice is to use your own private Wi-Fi or a personal hotspot if you are away from home
- Make sure your computer is up to date on all patching and security updates
- Install anti-virus and anti-malware software on your computer
- Only download updates directly from the provider's website



## Email Security

- Do not click on links or open attachments within emails coming from someone you are not familiar with or are not expecting
- When in doubt, contact the sender with a phone call to confirm that the individual or entity did send you an email
- Avoid sending non-public, personal information through email
- Use the official contact information for a company or individual if calling them, rather than contact information within an email
- Search for a company's official website rather than using the website information within an email



## Who to Contact for Help

- Call Main Street Bank main line and online banking support: 508-481-8300
- Email: [InternetBanking@bankmainstreet.com](mailto:InternetBanking@bankmainstreet.com)



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