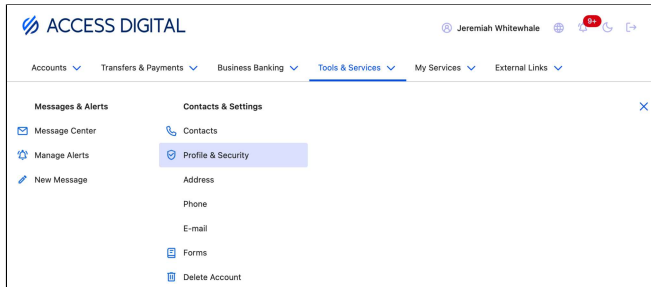


# Access Digital: Contacts and Settings

## Overview

In Access Digital's Contacts and Settings area, your members have access to their settings for contact details, profile details, and account deletion options. Contacts and Settings customization options are accessible from the **Tools & Services** menu item.

- Overview
- Contact Details
- Profile Details
  - Password
  - Username
  - Passkeys
  - Event Logs
- Account Deletion



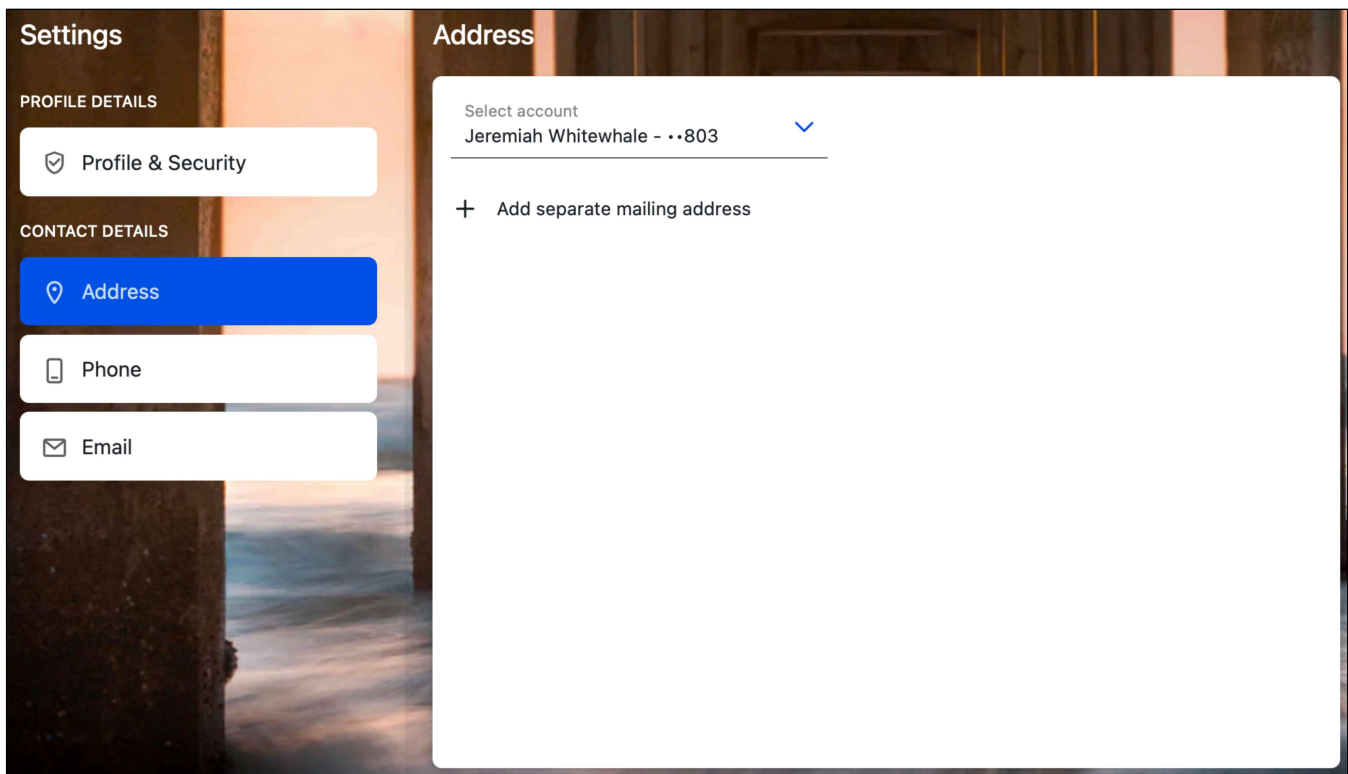
## Contact Details

In the Contact Details section, you can view, add, edit, and delete the following settings:

- **Address:** If you have multiple accounts, select the desired account from the selector.
- **Phone:** Home, mobile, and work numbers.
- **Email:** Set a primary email address.

### Configuration Details

You can control which options are available. For more information, see [Contacts and Settings Customization Guide](#).



## Profile Details

The Profile & Security area lets your members manage the following settings:

- Password
- Username
- Passkeys
- Event Logs

### Password

From here, your members can change their password. They must know their current password and follow your established password requirements. While a member changes their password, Access Digital presents:

- The password requirements
- A visual Strength graph
- A [compromised credential check](#)

After a member changes their password, Access Digital logs out of all sessions except the current one. The member must log back in using the new password for other sessions.

## ← Edit Password

Make sure to choose a strong password that you're not using anywhere else.

Current password

●●●●●●●●

New password

●●●●●●●●



Password must be at least 8 characters long

Password can be up to 20 characters long

Your password must contain the following:

- At least one lowercase letter (a through z)
- At least one uppercase letter (A through Z)
- At least one number

Strength: Fair



 [Check your password security](#)



Your password appears on a list of known data breaches. We strongly encourage you to change it to keep your account secure.



Confirm password

●●●●●●●●

Cancel

Save

### Configuration Details

You can establish username and password requirements in the Admin Tool. For more information, see [Access Digital: Credentials Customization Guide](#).

## Username

AVAILABLE WITH ACCESS DIGITAL 5.11 AND LATER

Members can change their username from this screen. While a member chooses a username, Access Digital presents:

- The current username.
- The username requirements.
- Visual indicators if the new username doesn't meet the requirements.

After a member changes their username, Access Digital logs out of all sessions except the current one. The member must log back in using the new username for other sessions.

## ← Edit Username

Your username is used to log in to your online banking account.

Username  
whitewhale

Username must be at least 4 characters long  
Username can be up to 20 characters long

Cancel

Save

## Passkeys

From here, your members can view a list of established passkeys, create a new passkey, delete a passkey, or enable passkey-only login. To learn more about Passkeys, see [Access Digital: Using Passkeys](#).

### Settings

#### PROFILE DETAILS

Profile & Security

#### CONTACT DETAILS

Address

Phone

Email

### ← Passkeys

When logging in using a passkey, we will prompt you to choose your passkey. If you choose a location from a mobile device, we'll send a post notification to your smartphone. Scan your biometrics or enter a PIN code and complete your passkey authentication. At this point, you will be logged in, all without your login information or biometric data needing to be typed out or transmitted.

Passkeys can sync across devices. They're seamless and convenient to use.  
[Learn more about passkeys](#)

#### Use passkey-only login method

Passkey-only login will replace your regular credentials or biometric login



#### List of passkeys

+ Add a passkey

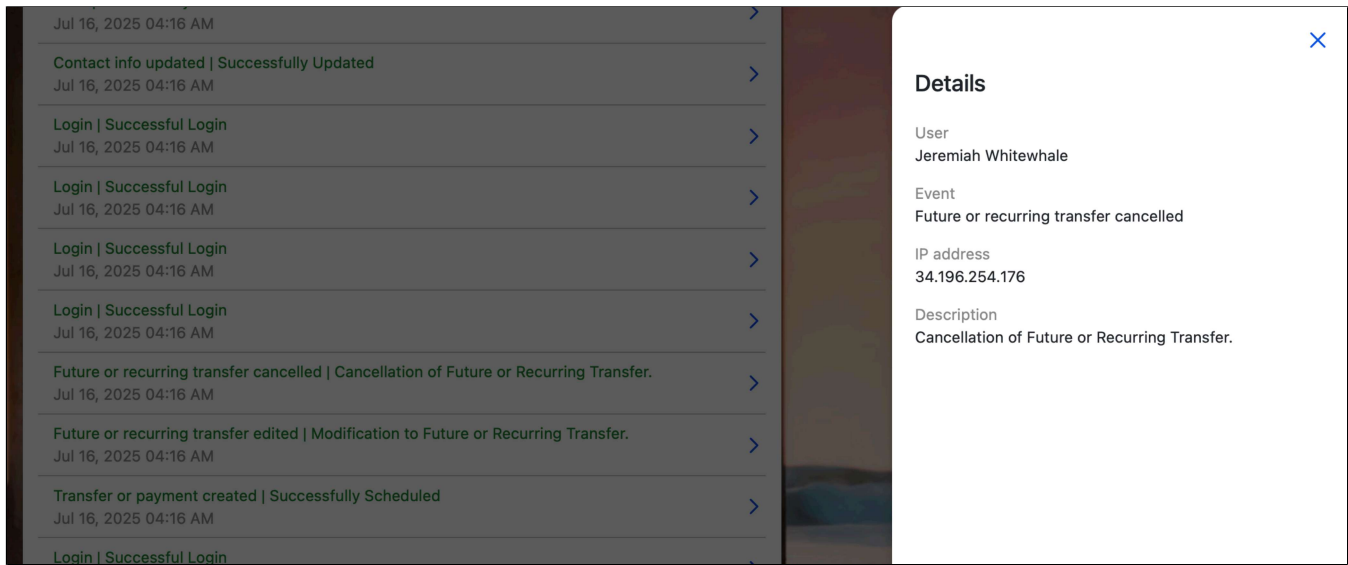


Passkey  
Added on 09/12/2024



## Event Logs

From here, your members can view their event logs. These logs include details on events such as successful logins, alerts, and transfers. They can view details on the event like the time and date of the event, who performed the event, and an event description.



The screenshot displays an event log interface. On the left, a list of events is shown, each with a date and time (Jul 16, 2025 04:16 AM) and a right-pointing arrow. The events include: 'Contact info updated | Successfully Updated', 'Login | Successful Login', 'Future or recurring transfer cancelled | Cancellation of Future or Recurring Transfer.', and 'Transfer or payment created | Successfully Scheduled'. On the right, a 'Details' modal is open, showing the following information:

- User: Jeremiah Whitewhale
- Event: Future or recurring transfer cancelled
- IP address: 34.196.254.176
- Description: Cancellation of Future or Recurring Transfer.

## Account Deletion

When your members select Delete Account from the Contacts and Settings menu, Access Digital redirects them to the message center with a pre-populated message. Edit the necessary fields and send the message to request account deletion.

# Message center



Attach Send

- Inbox 99+
- Secure messages
- Alerts 99+
- Sent messages

## New message

Send to  
Account Support

Subject  
Account Deletion Request

Please consider this email as my formal request for account deletion. I understand that this process is irreversible, and it will result in the permanent removal of my account from your platform.

For your reference, here are my account details:

- Full Name: [User's Full Name]
- Username: [User's Username]
- Registered Email: [User's Email Address]
- User ID: [User's Account ID/User ID, if applicable]

If you require any further information to process this request, please do not hesitate to contact me.

Thank you for your assistance.

Send

Preview