

Frequently Asked Questions

1. **Who is eligible to access eAdvantage?**

Only member financial institutions of FHLB Des Moines are eligible.

2. **Who in my financial institution may access eAdvantage?**

Each member financial institution must authorize one or two Administrators who may, in turn, authorize other personnel in their institution to have access to eAdvantage.

3. **How can I find out if my financial institution already has access to eAdvantage?**

Send an email to the Help Desk at helpdesk@fhlbdm.com. Include your name, the name of your financial institution, city, state and phone number. If you know your institution's member number, please include it as well in your email.

4. **How long will the sign-up process take?**

Your request should be processed within a few days; however, a large volume of requests could delay the process. The best way to guarantee a quick turn-around is to make sure you have correctly filled out all necessary forms. Incorrect forms may cause delays in the approval process.

5. **Which browsers are supported by eAdvantage?**

The eAdvantage system enforces the use of 128-bit SSL to ensure the highest level of protection for your data, so you must have a browser that has this capability. For optimal performance and functionality, FHLB Des Moines strongly recommends that members use the latest version of Internet Explorer. You can check the version of your browser by clicking on "Help" in your browser's toolbar and selecting the "About" menu item.

6. **What features do I need to have enabled in my browser?**

It is important for you to have cookies and JavaScript enabled. If cookies are not enabled, you will not be able to log onto the system. If JavaScript is not enabled, some of the interactive pages of the system may not work properly on your browser.

7. **What if I forget my password?**

Check with your institution's eAdvantage Administrator(s). If you are an

eAdvantage Administrator, please contact the Help Desk at 800.544.3452, ext. 1029 for assistance in resetting your password.

8. How can I get the width of the eAdvantage pages to fit on my monitor so that I don't have to scroll across to view all of the information?

Try adjusting the resolution setup on your computer. The recommended minimum resolution setting for your computer is 800 by 600 pixels.

To change the resolution setup on your computer click on the "Windows Start" button, select "Settings" and then "Control Panel" from the drop-down menu. The Control Panel window will be displayed. Double click the "Display" icon. Click on the "Settings" tab near the top of the Display Properties window. Place your cursor on the slide bar under the Screen Area section and while holding down the left mouse button, drag the slide bar until the setting reaches 800 by 600 pixels. Click on the "Apply" button. Click the "OK" button and then click the "Yes" button to approve the monitor settings. Click the "OK" button again to exit this screen.

9. Why can I still view pages from eAdvantage by clicking on the back button, even after I log out?

Web browsers usually keep copies of previously accessed pages in a local cache. This speeds up access to repeatedly accessed pages by allowing them to be served from this cache rather than the original server. So, even though you are logged out of our system, you may still have sensitive data residing in your browser's cache. Therefore, it is strongly recommended that each user close their browser when they are finished using eAdvantage.

10. Why don't printed reports have page breaks?

Currently only Internet Explorer version 6.0 or higher supports page breaks. Earlier versions of Internet Explorer and all 4.x versions of Netscape Navigator do not support this feature. To download the newest version of Internet Explorer free of charge, go to <http://www.microsoft.com/windows/ie>.

11. Why do I get new Internet windows (new browser sessions) when I click on certain links and how do I get back to the eAdvantage site?

For security reasons and ease of navigation, FHLB Des Moines designed this system to launch an additional browser session when linking to pages outside of the secure eAdvantage site. This method will prevent users from having to log back into the eAdvantage system. To return to the eAdvantage site, simply close the new browser session by clicking on the X in the upper right corner of the window.

12. Why does the eAdvantage system sometimes force me to re-login?

For your safety, the eAdvantage system requires each user to re-login after 30 minutes of inactivity. This provides a measure of protection for each user who has not logged or has left the browser open.

13. How do I request a certificate to access secured areas of eAdvantage?

Each user that requires access to certificate protected areas within eAdvantage should follow the simple instructions in Question #14 to request a certificate. Any questions should be directed to the Help Desk at 800.544.3452, ext. 1029.

14. How can I check if an eAdvantage certificate is installed in my browser?

Microsoft Internet Explorer

- Click on "Tools" on the browser's menu bar.
- Click "Internet Options" and Select the "Content" tab.
- Click the "Certificates..." button. This will bring up the Certificate Manager.
- Within the "Personal" tab of the Certificate Manager, you will see a listing of all of the personal certificates installed in the browser. You should see a certificate that has been issued to your UserID by the eAdvantage system.

What should I do if my certificate gets lost due to a machine crash, hardware/software upgrade or accidental deletion or if I believe that my certificate may have been compromised?

Contact FHLB Des Moines Help Desk at 800.544.3452, ext. 1029. Your current certificate will be revoked so that you can acquire a new one.