

WebDCB

Web Banking Security Tips



While The Bank works hard to protect and secure your accounts, you also have a very important role to play in preventing and reporting unauthorized account activity. We highly recommend the following practices:

- Change your Password Frequently -- You can easily change your password by going to the Preferences tab and select the Security page. Use complex passwords. Please be sure to review the Creating a Password tip sheet.
- Remember to sign off each WebDCB session -- It is considered a best practice to log-off of every website when you are finished. Therefore, it is important to sign off when you are finished with your Online Banking session. For your security, Online Banking will automatically end your banking session after 25 minutes of inactivity.
- Notify The Delaware County Bank and Trust immediately by phone if you notice any unusual account activity. Call us at (740) 657-7200 between 8 AM to 5 PM Monday - Thursday; 8 AM to 6 PM Friday or 8 AM to 12 Noon Saturday.
- Make sure the computer(s) you use has current anti-virus software -- Anti-virus software requires frequent updates to guard against new viruses.
- Install a personal firewall to help prevent unauthorized access to your home computer.
- Be suspicious of unsolicited email from a "business" that asks for your password, Social Security number, or other highly sensitive information. Legitimate businesses typically do not ask for this type of information over the Internet. Contact the business directly to verify the authenticity of the email.
- Do not reply to or click any links in unsolicited emails, especially those asking for personal information.
- Do not provide private financial information online or over the phone unless you initiated the contact and know the party you are dealing with is legitimate.
- Be cautious of imitation web sites -- They are designed to trick consumers into believing they are connecting to their bank's website and they try to collect their personal information. This practice is commonly referred to as "phishing."