

## Advanced Login Authentication Tips

There are some settings in a PC that make Device Profile work more effectively. Essentially these settings will expose more of the PC Profile to the Device Review, making it easier for the system to tell legitimate customers from a fraud attempt. Here are a few tips:

- Third-Party Cookies should be allowed
- JavaScript enabled
- Flash available
- Silverlight available
- Browser set to remember history or not delete cookies on exit
- Browser allowed to load images automatically (this can be disabled in Firefox)
- [Use a Modern Browser](#)
- Some browser software/plugin stop items from loading and can limit Device Review. If your computer is using one of these, you can add our profiling domain, "online-metrix.net" under the "approved" domains to give the system an opportunity to recognize you by your details.

### Additional Information on Advanced Login Authentication

Sometimes a combination of changes will cause the system to ask you to re-authenticate. This is necessary to prevent a cyber-criminal from attempting to mimic your PC and login to your accounts.

Because Device Profiling looks at many factors together as well as a system cookie and a Flash Object from a prior session, there are some instances where changes to a combination of factors will trigger a risk score that requires additional authentication.

- The system watches for frequency of logins on the same device or with the same user ID across multiple devices. A higher frequency would prompt the need for additional authentication.
- Examples that may require additional authentication include: combinations of clearing cookies, a browser setting change, a browser update, cleared flash object, system dates out-of-sync.
- If you are logging in through a corporate network on a Proxy IP, there may be system or network routing changes made at the corporate level that can impact your Device Profile.