

# Online Security Best Practices

## 1. CREATE A STRONG PASSWORD

- The longer your password is, the harder it is to guess.
- Your passwords should be unique for all online accounts. This ensures your EBC account is not accessible even if your password is leaked from another system.

## 2. MONITOR TRANSACTIONS

- Regularly monitor your benefit account transactions, just as you would a bank account.
- If suspicious activity is detected, lock your Benefits Card using the [EBCentral app](#) and report it to our [Participant Services Team](#).

## 3. WATCH FOR EMAILS AND ALERTS

- Watch for email alerts from EBC that mention unexpected changes to your contact information, banking information, or security questions.
- If you receive an email and you did not make the specified changes, please contact our [Participant Services Team](#) so we can temporarily lock your account.

## 4. UTILIZE MULTI-FACTOR AUTHENTICATION AND SECURITY QUESTIONS

- Always enable multi-factor authentication (MFA) for enhanced account security. Verify your contact information is up-to-date, as EBC requires MFA to be enabled.
- Set strong security questions that most people would not know. Security questions are a way to verify your identity if you forget your username or password.