Frequently Asked Questions

1).What is multi-factor authentication?

Multi-factor authentication multiple steps to verify a user's credentials - i.e., to ensure that the person attempting to login is in fact the person whose information is being used. Multi-factor authentication is more secure than using a password, strengthening information security from cyber threats. It is also less cumbersome than requiring all users to use a SecureID token for all applications. The World Bank has adopted this authentication system to provide a secure environment that allows the Bank to transact with individuals who are not currently Bank staff - including new hires, Bank retirees, and Bank clients.

2).Why did I have to restart the enrollment process?

If your computer is idle for 15 minutes while you are in the enrollment process, login process, or accessing the application, the application will time out and you will have to sign in again. Additionally, the application is designed to handle very short breaks in Internet connectivity, but significant breaks in connectivity will terminate the session. If you do not finish the enrollment process in one sitting, you must restart the enrollment process again.

3).I no longer have access to the email account the World Bank has on file. How can I reset my password and/or security questions?

Please fill out this help, form and in the comments field explain that you no longer have access to the email account on file. Someone will contact you within 24 hours. If after 24 hours you have not been contacted, form please resubmit your problem through the help.If you change the email address on file, you will have to complete the enrollment process again, providing new authentication credentials. However, your information within the application will not change.

4).How do I reset my password?

In the first log-in screen, click the hyperlink "Forgot Password" located below the user ID field. You will be asked to enter your user ID and copy verification characters. An email will then be sent to the email address the World Bank has on file for you. If you no longer have access to that email account, technical supports using this help form

5.) What is a security question, why do I need these in addition to a password and why do I need to select four different questions?

The security questions provide an additional layer of security to protect confidential information from cyber security threats. You should choose questions to which you can easily remember the answer but others cannot answer. By selecting several questions, the question asked in the login process will rotate such that you will not be asked the same question each time you login. Each of the four questions must be different, and no two questions can have the same answer.

6).Why do I need to enter a personal assurance message and picture?

Hackers frequently use phishing sites, copying the look of the legitimate site, to collect personal login information. It is extremely unlikely that any phishing site would have your unique personal assurance message and picture; therefore, if you do not recognize your message and/or picture, you will immediately know you have been directed to a malicious site. If you do not recognize your personal assurance message or picture, do not enter any further information and immediately contact the World Bank using the help [form](#)

7).Why do I need to use the on-screen keyboard to enter my password?

Your computer may have keystroke tracking software or malware that records everything you type using your keyboard including your password and other login information. This risks exposing your password and jeopardizes World Bank information security.

8).How can I perform the tasks in the application if I do not have access to reliable Internet connectivity?

If you are aware that you will not have a reliable Internet connection for some period and know that you will need to access the services offered through portal in that time frame, please contact technical support using the help [form](#) before you leave. If your connectivity fails unexpectedly and you need to perform a particular task or retrieve information, please contact HR via telephone using (insert phone number). This number should only to be used if you no longer are able to connect to the Internet. For all other questions or technical difficulties, use the online help [form](#)

9).(Especially for retirees) Why can't I call x32121 for technical support?

The standing policy for the Global Support Center is to only take calls from current World Bank Staff. External users, including retirees, should use the help [form](#) provided.You will receive feedback as soon as possible.

10).(for new hires or current staff if relevant) Is this the same system I will use to access my World Bank Notes account via webmail and other remote access systems?

No. You will continue to use the existing process for logging into webmail using a password, pin, and RSA SecureID token. The multi-factor authentication system will only be used for select applications.