Unified identity service (UIS)

Unified Identity Service (UIS) for Treasury Management is a replacement solution to Outseer's (formerly RSA) Multifactor Authentication. UIS aligns with Bank of San Francisco's strategic direction for platform security by employing modern OAuth 2.0 authentication protocol. We recognize that transitions like this can be difficult, and often bring about new challenges. We promise that we'll do everything we can to make this upcoming transition as seamless as possible, and work with you to resolve issues and provide guidance.

We've answered some of the most frequently asked questions here to get you started:

Frequently asked questions

Treasury Management already has 2FA at login. Why this change?

There are several reasons why UIS takes Treasury Management in the right direction. While the existing two-factor login authentication provides the basic need for scrutinized access, UIS takes that to the next level, providing a more consistent and secure mechanism for login authentication. With UIS, a unique identifier is generated and maintained for a single identity that links users with their credentials stored in Google Cloud Identity.

Can my I keep my existing username?

It is possible that a user's existing Login ID can be used again, however usernames now need to be unique across your entire brand. In many cases a new username will have to be chosen. One way to choose a username that will already be familiar is to use a combination of your existing Company ID plus your existing Login ID. For example, a Company ID of C102345 with a Login ID of janedoe could be a UIS ID of C102345janedoe.

What if I currently log into multiple companies?

During migration, each user meeting the criteria outlined will receive an email to create their Digital ID. If the same email address is tied to more than one user, whether a different company or the same company, each will receive an individual email.

The first email link clicked on will take the user through the steps outlined above. When they click the link in the second (or third) email, they will be able to use the "Already have a Treasury Bank ID?" Login to link an additional account feature show below. Upon entering their Digital ID their accounts will be linked together under that digital ID. Upon subsequent logins the user will get to choose which company they want to access.

What are the new rules for creating a username?

Usernames must be between 4 and 64 characters in length. Usernames can contain letters (a-z), numbers (0-9), dashes (-), underscores (_), apostrophes ('), and periods (.) and can begin or end with non-alphanumeric characters except periods (.) and spaces.

Usernames cannot contain more than one period (.) in a row, accents, accented letters, ampersands (&), equal signs (=), brackets (<,>), plus signs (+), at signs (@), or commas (,).

What are the new rules for creating a password?

Passwords must be between 8 and 64 characters in length. All ASCII and Unicode characters (including spaces) are supported for passwords. Passwords must not match or contain your username and must not begin or end with a space. Passwords will not expire.

Can users lock themselves out with UIS at login?

Users can be temporarily locked with multiple failed 2FA verification attempts, with varying failed attempts based on the authentication method. Users cannot be locked out due to invalid password attempts. If you are locked out, please contact Bank of San Francisco.

Can the 'Don't ask for codes again while using this browser' feature be disabled for Treasury Management users?

No, it cannot be disabled. The 'remember this browser' feature is tied to the browser that is used during selection of the 2FA method. If a brute-force attack was attempted, or a login from a different browser was attempted, 2FA prompts would occur and access would not be granted until successfully validated using one of the established 2FA methods. Remember, post-authentication actions can still be challenged at the activity itself.

We're here for you every step of the way

We hope that you're as excited about this new journey as we are. If you have any additional questions or concerns, please reach out – we're happy to help in whatever way we can. Call us at 415-744-6700 or email at digitalbanking@bankbsf.com. As always, thank you for trusting us to serve you!