Digital Banking Platform

Jack Henry Identity for JHA OpenAnywhere™

frequently asked questions

What's happening?

In the near future, JHA OpenAnywhere will begin using Jack Henry's enterprise-level identity service, Jack Henry Identity, to authenticate bank and credit union employees as you log into OpenAnywhere.

Jack Henry's engineering teams are preparing now for this change, and we will provide you with a timeline for that transition when those details are solidified.

Why is this happening?

Jack Henry Identity is our go-to identity solution, which will simplify the login and authentication processes by allowing bank and credit union employees to use a common login credential and two-factor authentication methods for all Jack Henry products.

It will mean that, in the future, your employees will have one identity across our ecosystem of solutions, making it easier and more efficient to manage authentication.

This change does not affect any of your customers or members applying for deposits through the OpenAnywhere system.

How does this compare with our login process today?

In today's world, bank and credit union employees access OpenAnywhere using a username and password just for OpenAnywhere. However, those OpenAnywhere credentials don't give you access to any other Jack Henry systems.

Jack Henry Identity uses different protocols to identify individuals, and in its initial release, you'll need to use one set login information to access the Jack Henry products – like OpenAnywhere, LoanVantage™, or the Banno Digital Platform™ – that use Jack Henry Identity and a second set of login credentials to access the network at your financial institution.

Is there anything else that will be different for me as a back-office user of OpenAnywhere?

You'll enter your username and password into a new login screen that interfaces with Jack Henry Identity.

If you're a user of Banno Admin today or are already set up in LoanVantage, you'll already be familiar with the new login screen. If not, that's okay! We'll share more information with you about the changes as we get closer to rollout.

What do I need to do to get started?

Please ensure that a ForClients authorized contact at your organization enters a case through the ForClients Portal with 'Jack Henry Identity for OpenAnywhere' in the subject line no later than August 15, 2025. Please include business contact information including name, email, and telephone number for **the person or people that should be the primary contact for all communications** about this migration to Jack Henry Identity.

The individual you identify should have the ability to assign permissions and application access at your financial institution, and may be a member of your IT or Application Security team, rather than an OpenAnywhere back-office user.

In addition, please reach out to your ForClients administrator to ensure that the individual you're identifying as the correct contact for the move to Jack Henry Identity is an authorized contact in the ForClients system.

What is the implementation timeline for OpenAnywhere's move to Jack Henry Identity?

We'll happily share a timeline for the shift to Jack Henry Identity as those details are firmed up. We will also be sharing additional user guides and information as we get closer to implementation.

What if I use Xperience today? How does that compare to Jack Henry Identity?

Xperience – and in particular, the new Xperience interface (X3) functions as a single sign-on gateway for various Jack Henry products, bridging login gaps until Jack Henry Identity is fully adopted across the Jack Henry ecosystem. However, Xperience doesn't actually create a single identity for bank and credit union employees; it simulates that functionality.

Jack Henry Identity, on the other hand, actually creates a single identity for individuals to use across Jack Henry products and services, which – in combination with authorization management services also being developed and coming soon – will streamline and simplify audit reporting, authentication, and authorization capabilities.

we're here for you every step of the way

Our team is here to support you. Reach out to us on the ForClients Portal with 'Jack Henry Identity for OpenAnywhere' in the summary and we'll be in touch.

For more information about Jack Henry, visit jackhenry.com.