

Digital Banking Guide

2 Factor Authentication



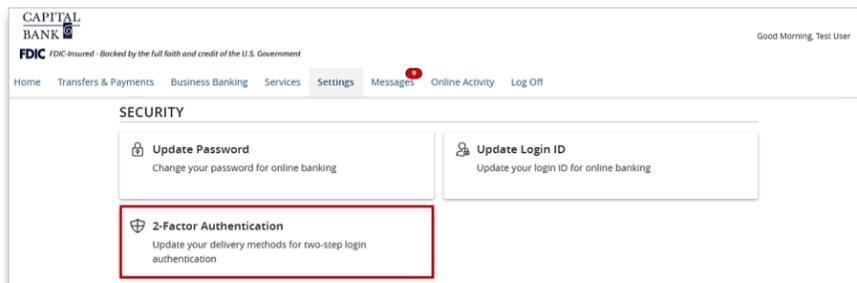
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User Guide – 2-Factor Authentication

Introduction to 2-Factor Authentication

2-Factor Authentication enhances the security of online banking by adding a requirement of a second layer of verification. This method ensures that access to your account is granted after verifying a secure code received via your preferred delivery mode.

Digital Banking allows you to set up and manage the delivery methods for receiving secure access codes including email, voice calls and text messages. You can add, edit or delete the delivery contact methods as needed to maintain control over your authentication preferences.

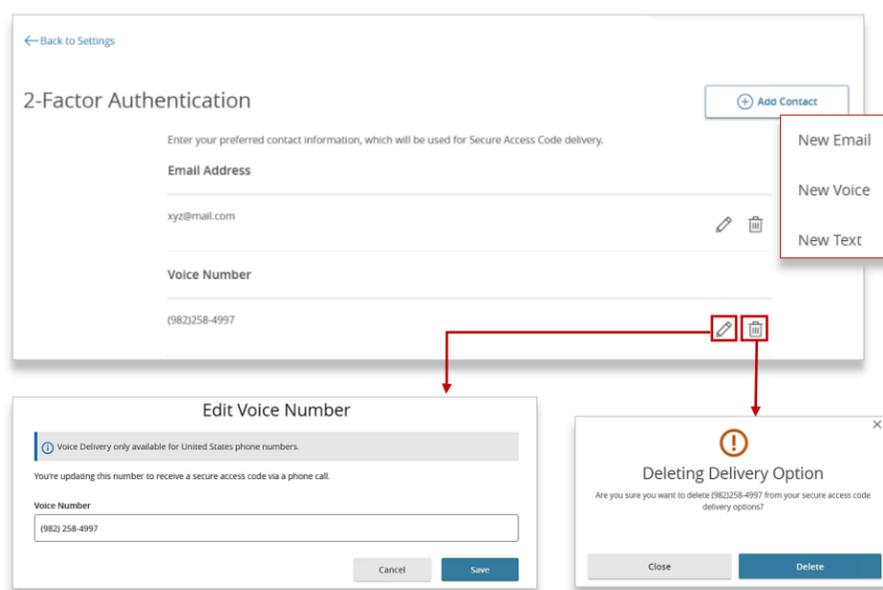


Overview:

This user guide explains how to set up and manage 2-Factor Authentication delivery of your online banking system.

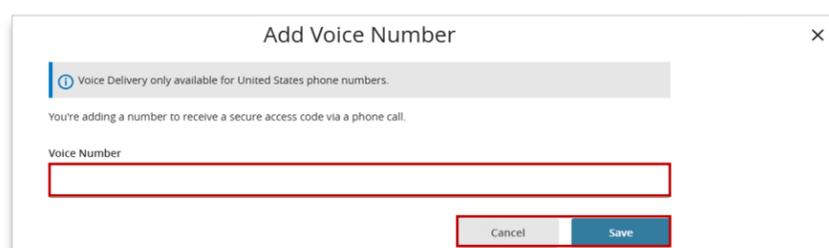
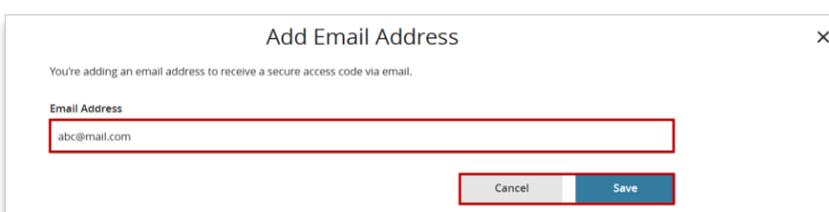
Navigation:

1. Navigate to the 'Settings' tab available in the top menu bar.
2. Click on the '2-Factor Authentication' tile located in the 'Security' section of the 'Settings' page.



Section 1: Managing 2-Factor Authentication

1. To add a new contact, click the 'Add Contact' button in the top right corner.
 - Choose a delivery method - New Email, New Voice or New Text.
2. To delete an existing contact method, click the trash  icon next to it.
3. To edit an existing contact method, click on the pencil  icon next to it.



Section 2: Setting Up 2-Factor Authentication

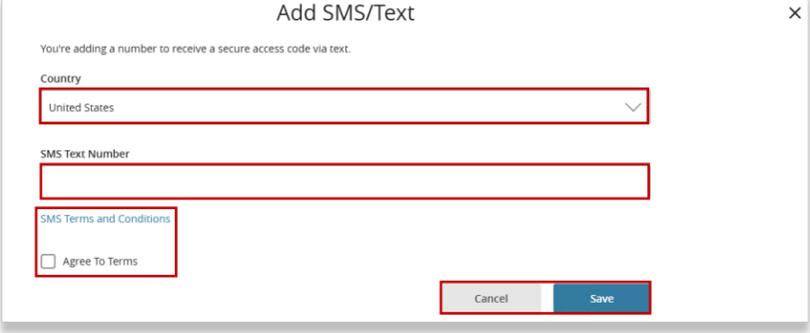
1. New Email:

- a. Select 'New Email' from the 'Add Contact' dropdown.
- b. A pop-up window will appear. Enter your email address in the 'Email Address' field.
- c. Click 'Save' to add the email with 2-Factor Authentication or select 'Cancel' to discard the action.

2. New Voice:

- a. Select 'New Voice' option from the 'Add Contact' dropdown.
- b. A pop-up window will appear. Enter your phone number in the 'Voice Number' field to receive Secure Access Codes via phone call.
- c. Click 'Save' to add the number or select 'Cancel' to discard the action.

Please Note: Voice delivery is only available for United States phone numbers.



Add SMS/Text x

You're adding a number to receive a secure access code via text.

Country
United States

SMS Text Number

SMS Terms and Conditions
 Agree To Terms

Cancel Save

3. New SMS/Text:

- a. Select 'New Text' from the 'Add Contact' dropdown.
- b. Choose the country in the 'Country' dropdown (default is 'United States') and enter your number in the 'SMS Text Number' field.
- c. Read and accept the terms and conditions and check the 'Agree To Terms' checkbox.
- d. Click 'Save' to add the number or select 'Cancel' to discard the action.