MULTI-FACTOR AUTHENTICATION



More security for your everyday banking

NOVEMBER 3 - 4

We're making improvements to how you sign in to online and mobile banking.

You'll see a new security feature designed to strengthen your online and mobile banking security.

CONFIRM YOUR CONTACT INFO

Log in to the app

- Tap ***More***
- ***Profile***
- ***Contact Info***

Without up-to-date info, you may not be able to set up MFA or log in.

TAKE NOTE OF YOUR USERNAME

You might not know your username if you have it saved in your app or browser or if you use Face ID or fingerprint to log in.

Double check that you know it. MFA set up requires your username and password for your first login after the upgrade. Face ID and fingerprint won't work until after you've set up MFA.

NOTE FOR LAUNCH DAY: NOV 3-4

Installing the updated app and setting up MFA may take a little longer than your usual login. This is a one-time step and once you are set up sign-ins will be quick and secure.



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Follow these steps the first time you log in after the upgrade:

STEP 1: UPDATE YOUR MOBILE APP

When the upgrade is complete, you'll be prompted to downloand the latest version of our app before logging in.

You can also visit your app store to download the latest version.

- Open the App Store (iPhone) or Google Play Store (Android)
- Search for our app and tap update.

STEP 2: SET UP MULTI-FACTOR AUTHENTICATION (MFA)

MFA adds a quick extra step when you log in so we know it's really you.

1. Sign in with your username and password
   - You won't be able to use Face ID or fingerprint for this first log in.

2. You'll be prompted to set up MFA.
3. Choose your method
   - Push notification (**recommended** - fastest & easiest)
   - Web authentication
   - Text Message
   - Voice Call
4. Confirm and you're all set.

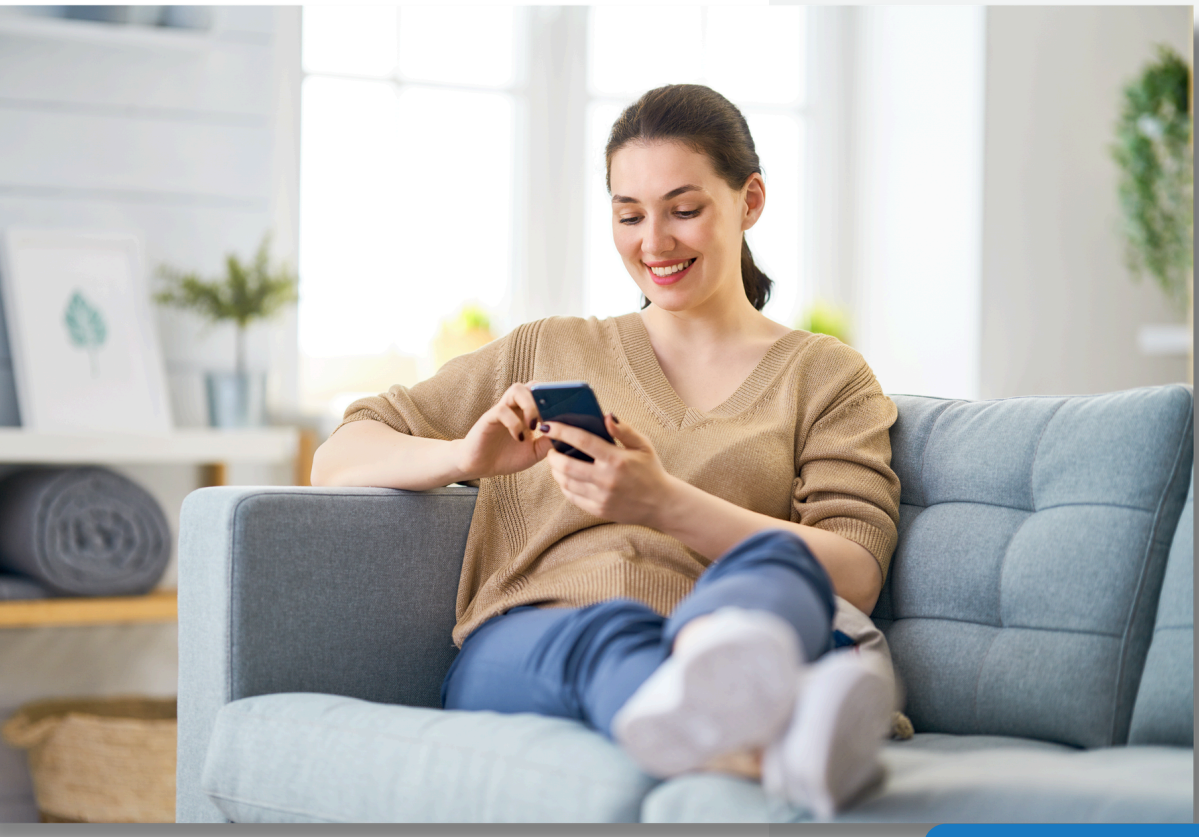
TIP: After MFA is set up, you can turn Face ID or fingerprint login back on for quicker sign-ins.
Go to *More>Security Settings>Biometric Authentication and toggle it on.*

MULTI-FACTOR AUTHENTICATION

WE'RE HERE TO HELP

If you'd like someone to walk you through setting up Multi-Factor Authentication (MFA) or you just want to make sure you're doing it right, we're here to help.!

- Stop by our branch or call 780.853.2822 and our team can guide you through set up.





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