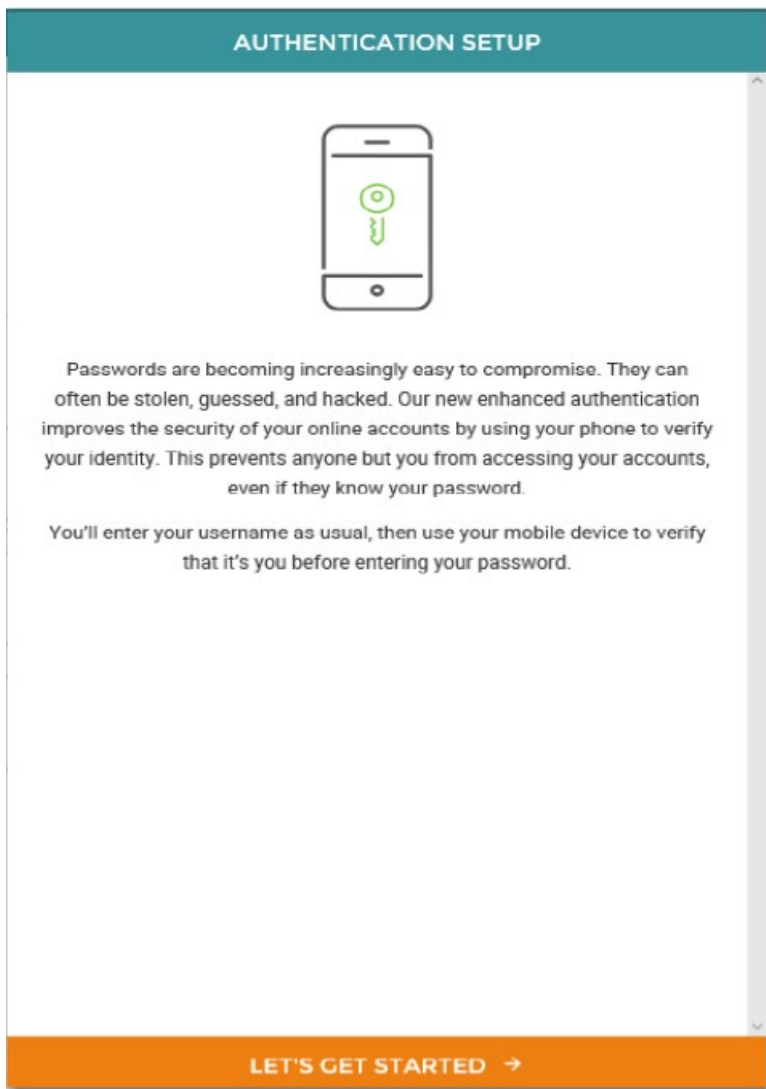


We've Updated Our Online/Mobile Banking!

To help decrease encounters with fraud, we have updated the security for your online and mobile banking! Help us, help you by learning our new Multi-Factor Authentication (MFA) process.

MFA will launch the morning of **Tuesday, December 8th**.
Follow these steps for an easy set-up.

(1) Begin with a Get Started Page.







(2) Enter your 10 digit phone number, a nickname for your device, and choose your type of phone.

PHONE NUMBER

NICKNAME

Your device's nickname is how it will be referenced when signing in later or editing device settings.

SELECT YOUR DEVICE

Can your device receive a text message?

[Use other mobile device or landline](#)





(3) You will now be prompted to verify your device.

PHONE NUMBER

NICKNAME

Your device's nickname is how it will be referenced when signing in later or editing device settings.

SELECT YOUR DEVICE

Can your device receive a text message?

VERIFY DEVICE

We need to verify the setup of your device. We can call or text a verification code to use on the next step

[TEXT ME](#)

[CALL ME](#)

[Use other mobile device or landline](#)

- (4) You will receive a text or call with a verification code based off the option you chose. Proceed to enter the code.

VERIFY DEVICE

PHONE NUMBER	[REDACTED]
NICKNAME	[REDACTED]
TEXT MESSAGE ON	Yes
DEVICE SELECTED	Android

Enter the verification code that you received below:

VERIFICATION CODE

Didn't get a message? [Resend Verification Code](#)
Enter the wrong phone number? [Start the process over](#)

VERIFY DEVICE →

- (5) You will receive a call or text before getting into your account. You will not see SUBMIT turn green until you have input the passcode that was texted or that you received via phone call.

The image shows a mobile application dialog box titled "AUTHENTICATE" with a close button (X) in the top right corner. The dialog is divided into several sections:

- SELECT A DEVICE**: A list box containing one item, "Kellie's phone".
- Remember Device**: A radio button that is currently unselected.
- CONFIRM VIA**: A section with explanatory text: "We need to confirm that you have access to the selected device by sending a passcode via a third-party application or via text message, or we can call the device." Below this text are two buttons: "PASSCODE VIA TEXT" (with a mobile phone icon) and "PHONE CALL" (with a telephone handset icon).
- ENTER PASSCODE**: A section with text: "Enter the passcode from the Duo mobile app or choose to receive a one-time passcode via text". Below this is a text input field labeled "PASSCODE".
- SUBMIT**: A large grey button at the bottom of the dialog.

To add more than one device to your account, follow these steps:

- **Manage Profile**
- **Contact Settings**
- **Phone**

- **Manage Devices**
- **Add New Device**
- **Fill in the information below**

DEVICE SETUP ✕





COUNTRY
United States →

PHONE NUMBER required

NICKNAME required

Your device's nickname is how it will be referenced when signing in later or editing device settings.

SELECT YOUR DEVICE

Can your device receive a text message?

[Use other mobile device or landline](#)

ADD DEVICE

Thank you for your cooperation! Here's to safe and secure banking.