ONLINE & MOBILE

Two Factor Identification (2FA) User Guide

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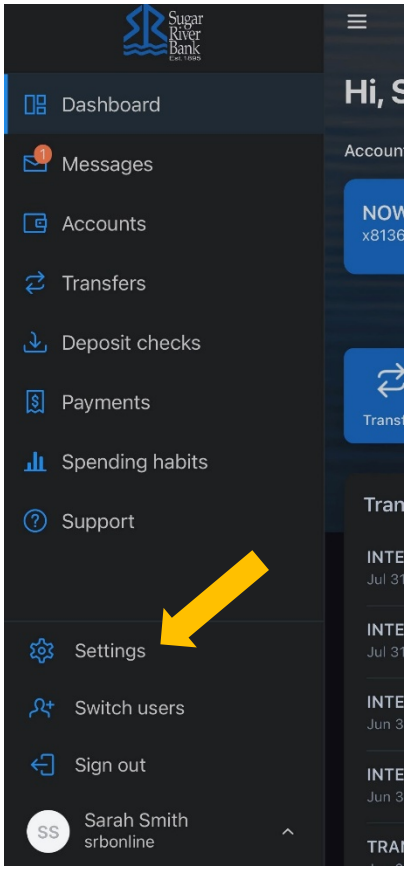
Mobile Experience

Add A New Authentication Method

1.



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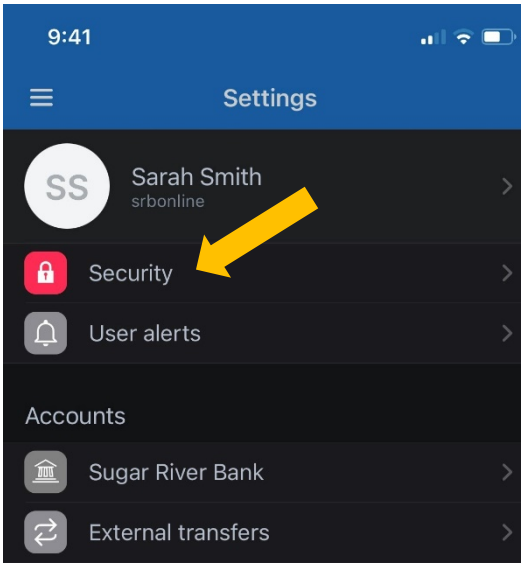

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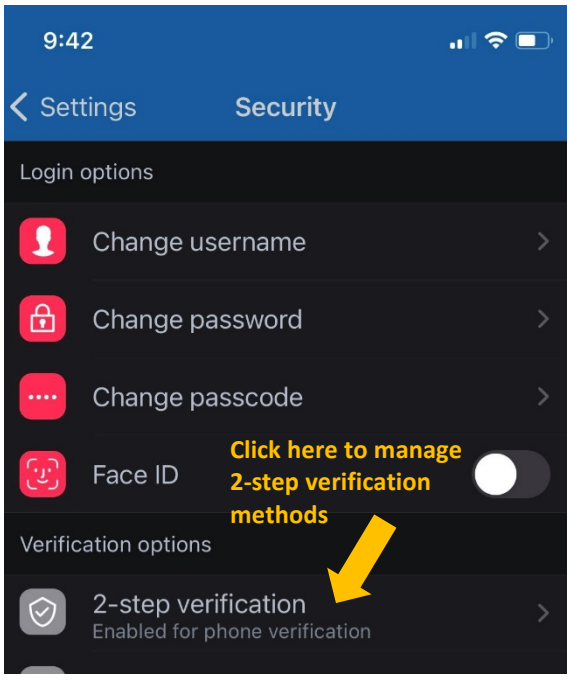

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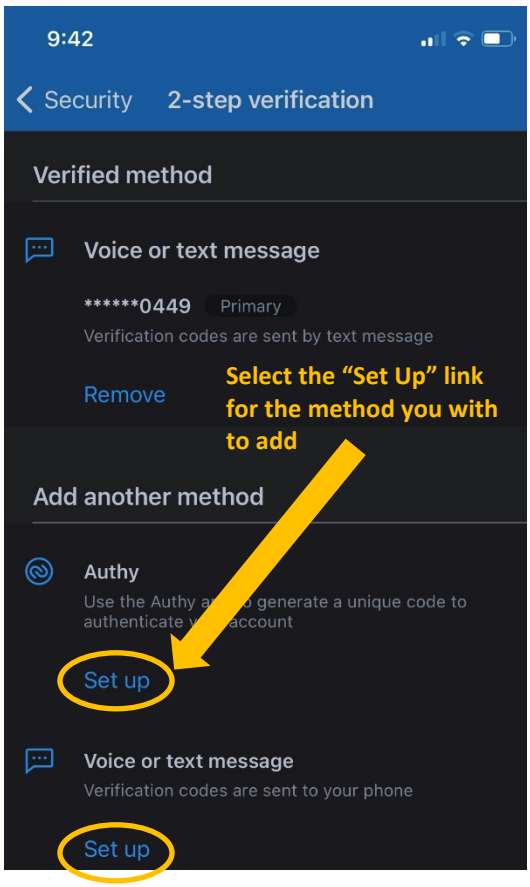
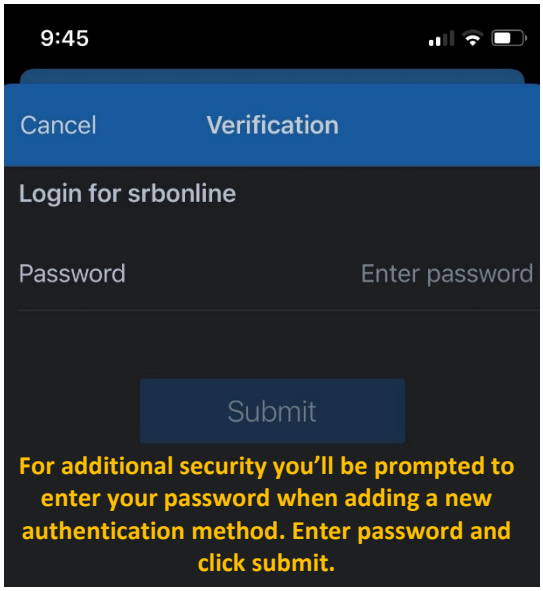


Voice or Text Message Setup

1.



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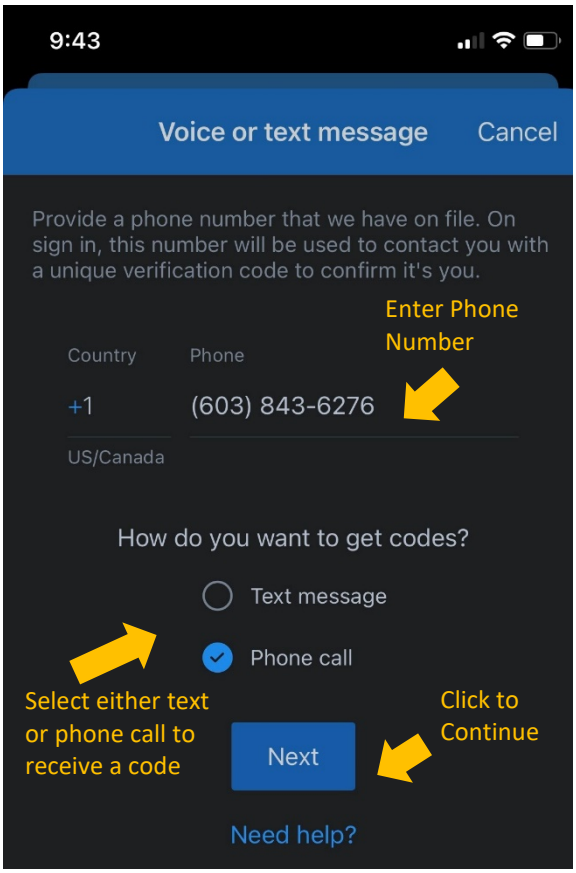

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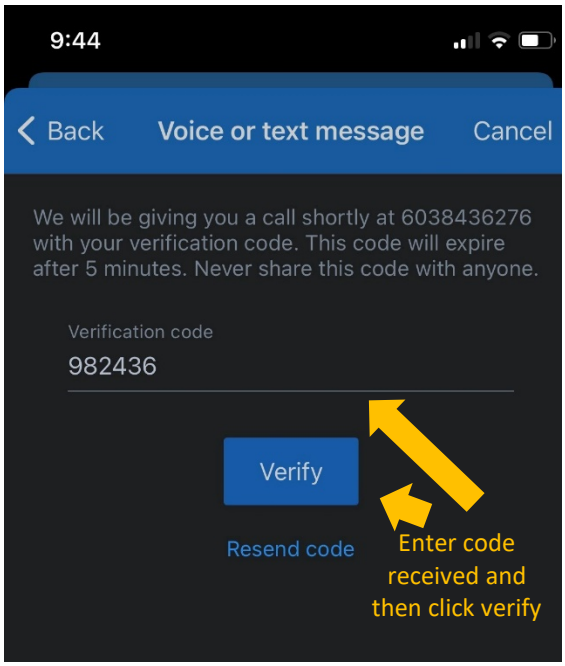

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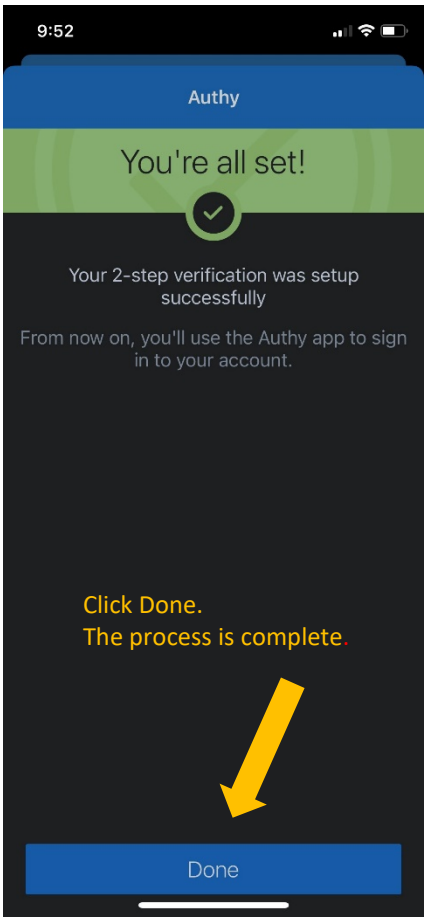
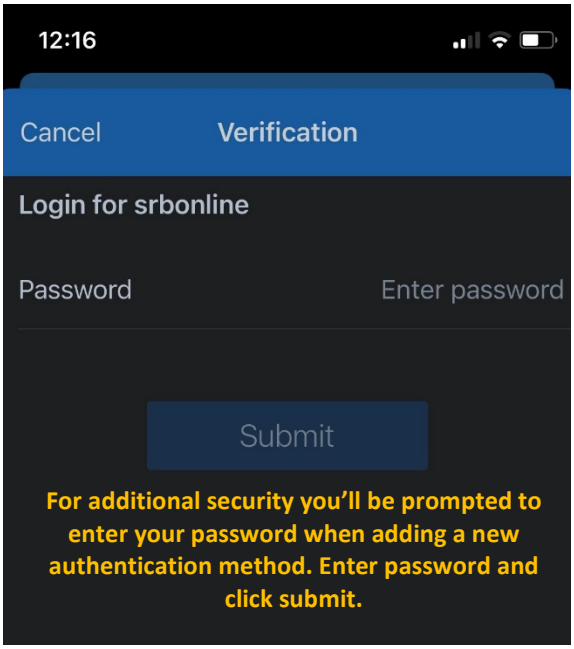


Authenticator App Setup

1.



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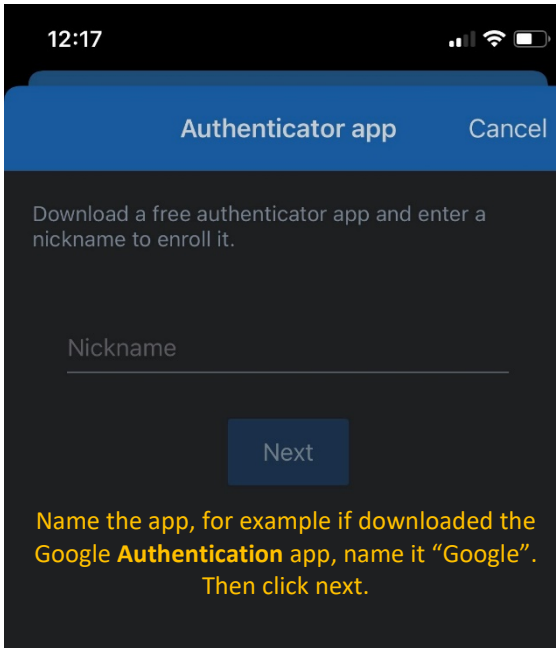

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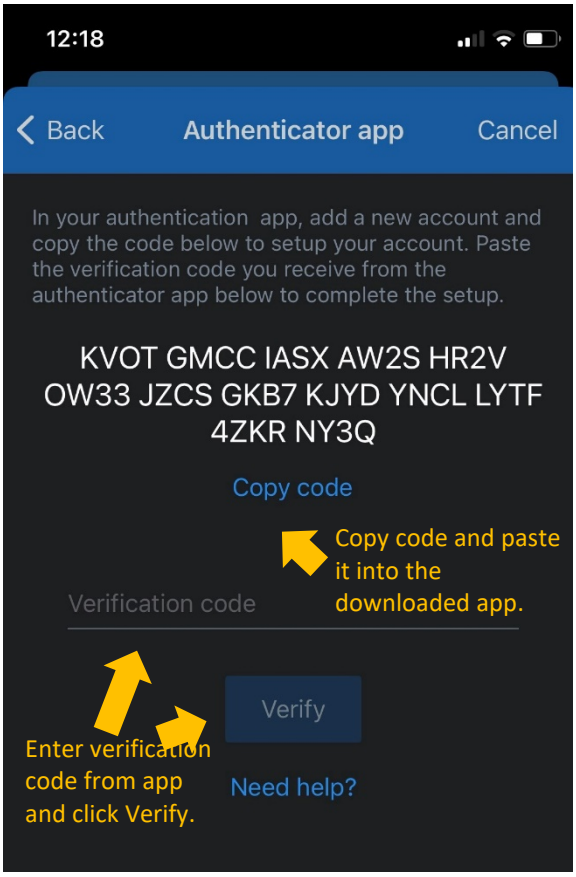

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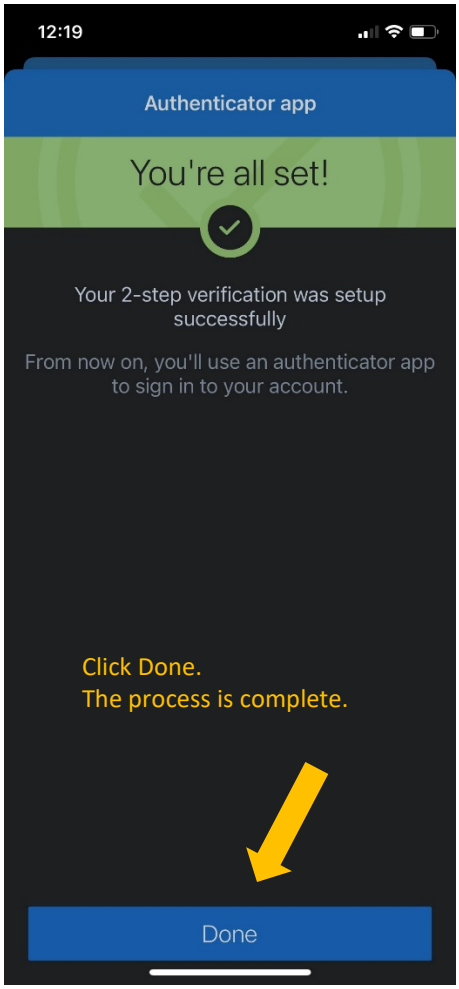
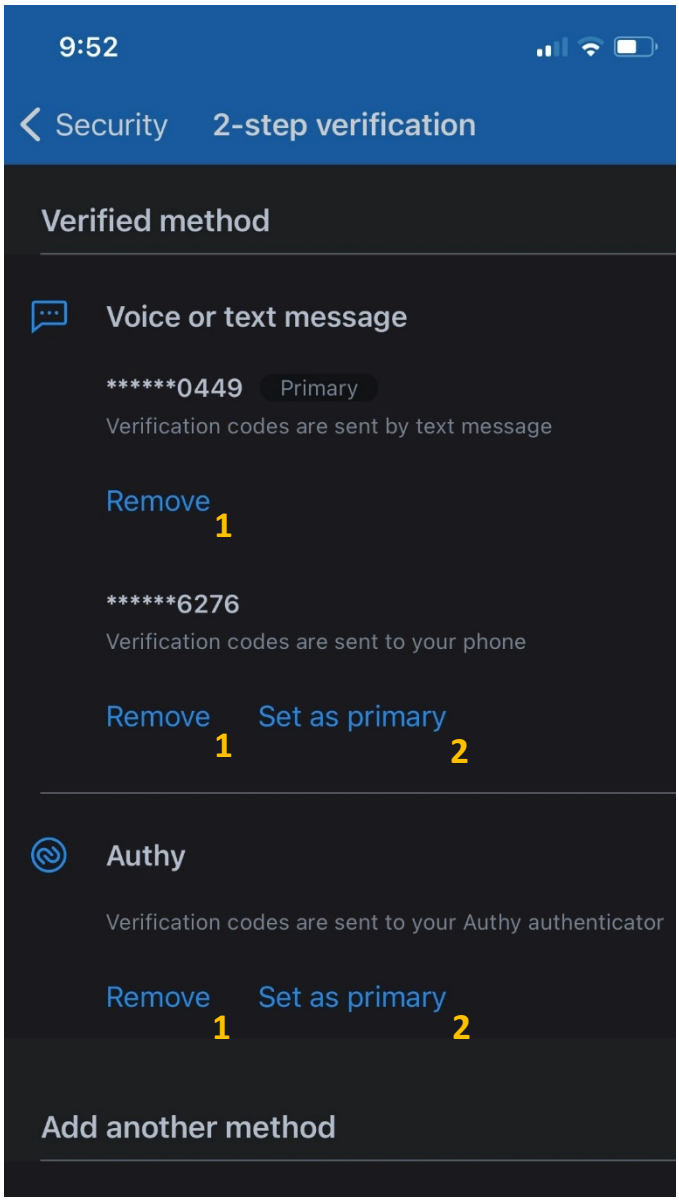


Manage Verified Methods

Navigate to 2-step Verification by:

1. Logging into mobile banking
2. Click the three bars in the top left corner to open the menu
3. At the bottom of the menu select the arrow next to your name
4. Then click **Settings** > **Security**
5. Select **2-step verification**

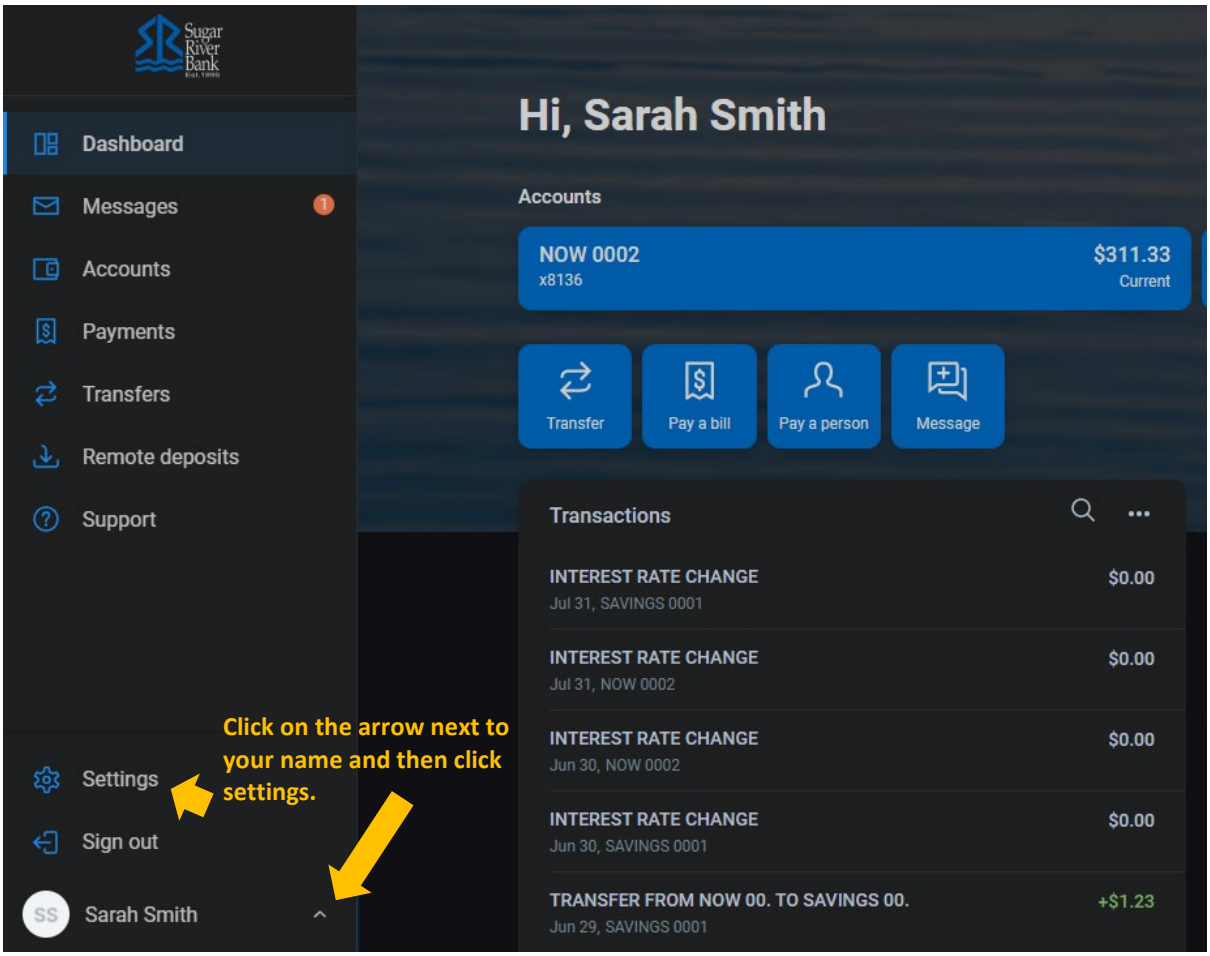


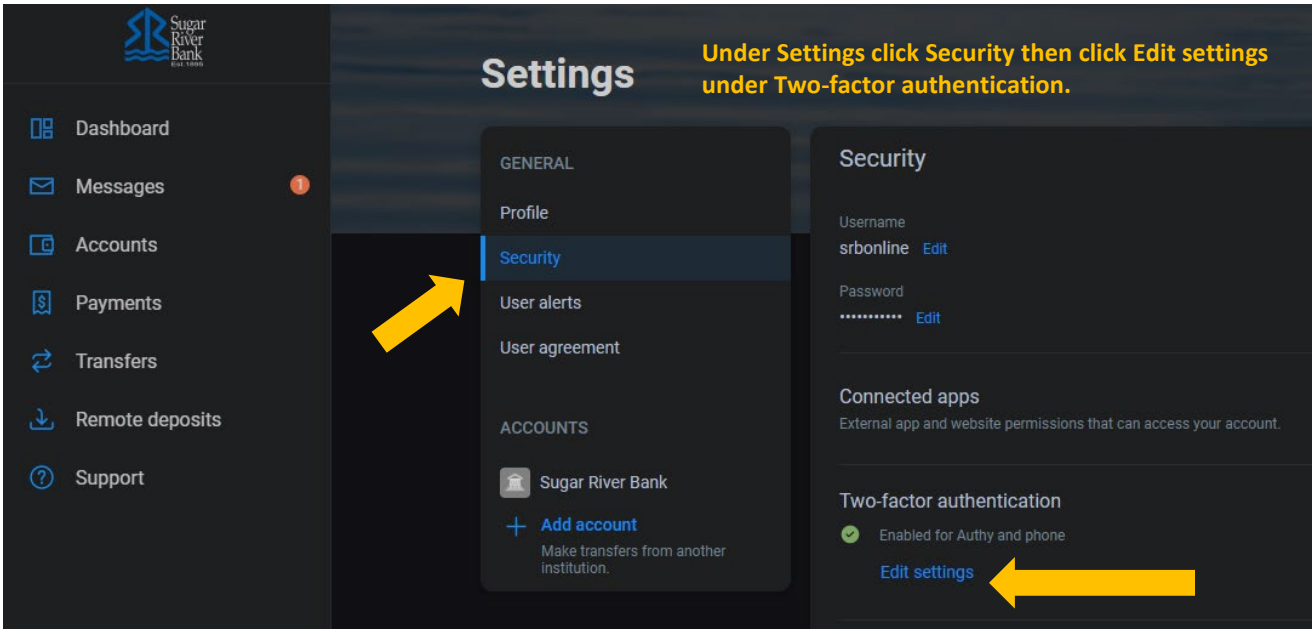
1. To remove a verified method, click the **Remove** link.

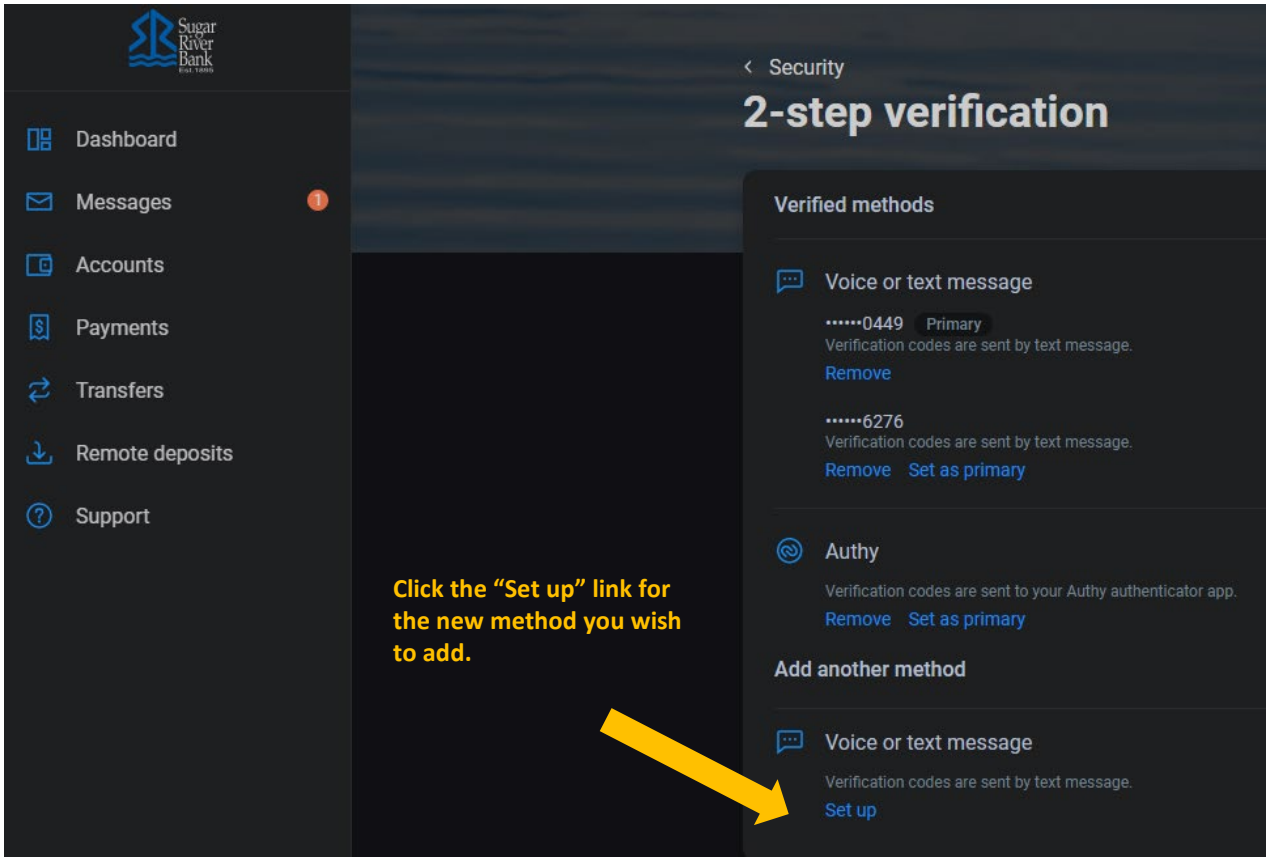
2. To change which method is primary click the **Set as primary** link.

Online Experience

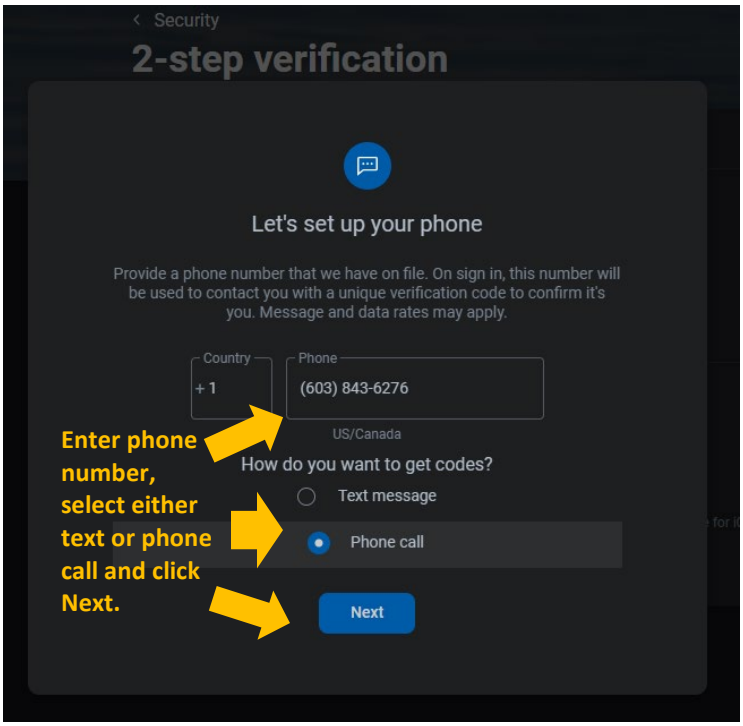
Add A New Authentication Method

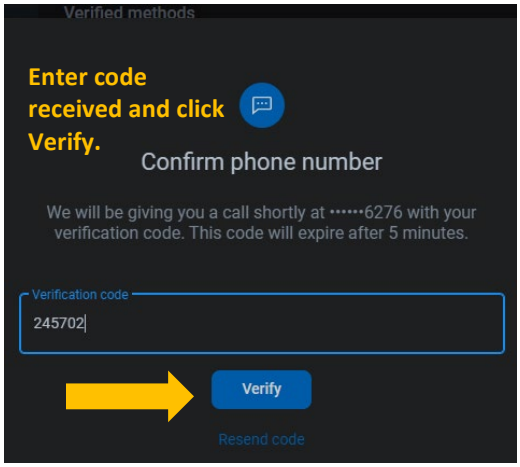


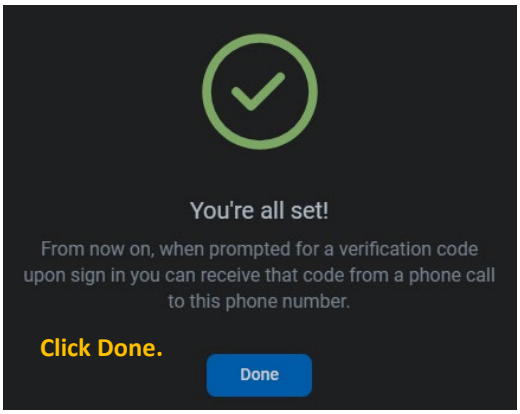




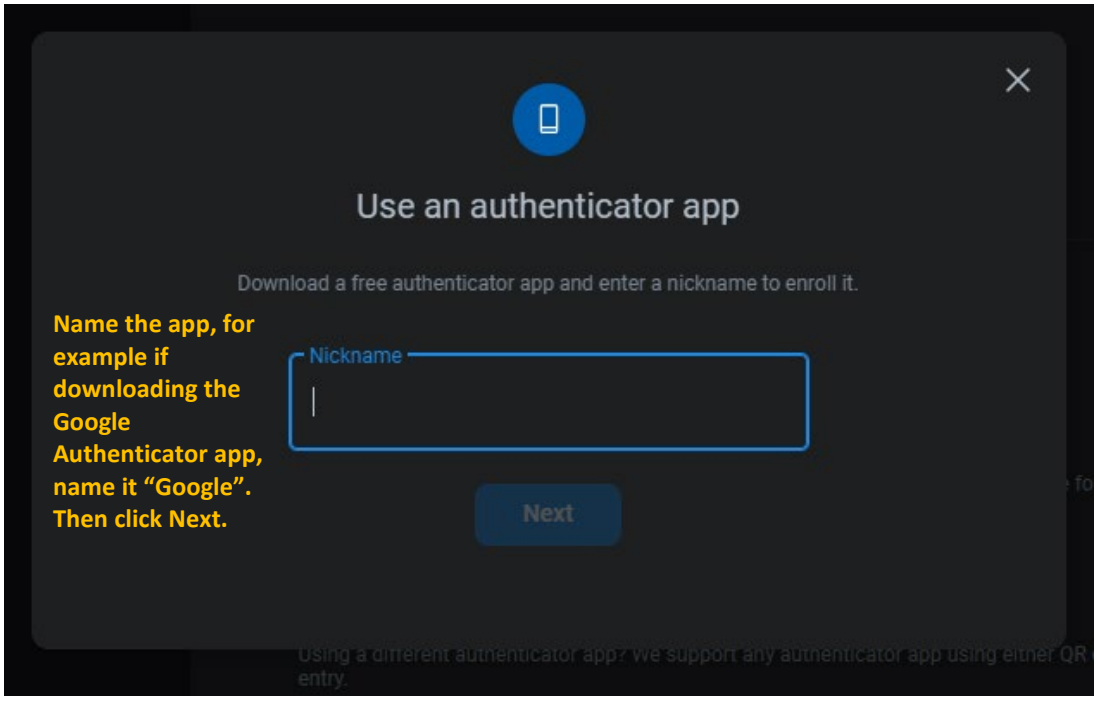
Voice or Text Message Setup

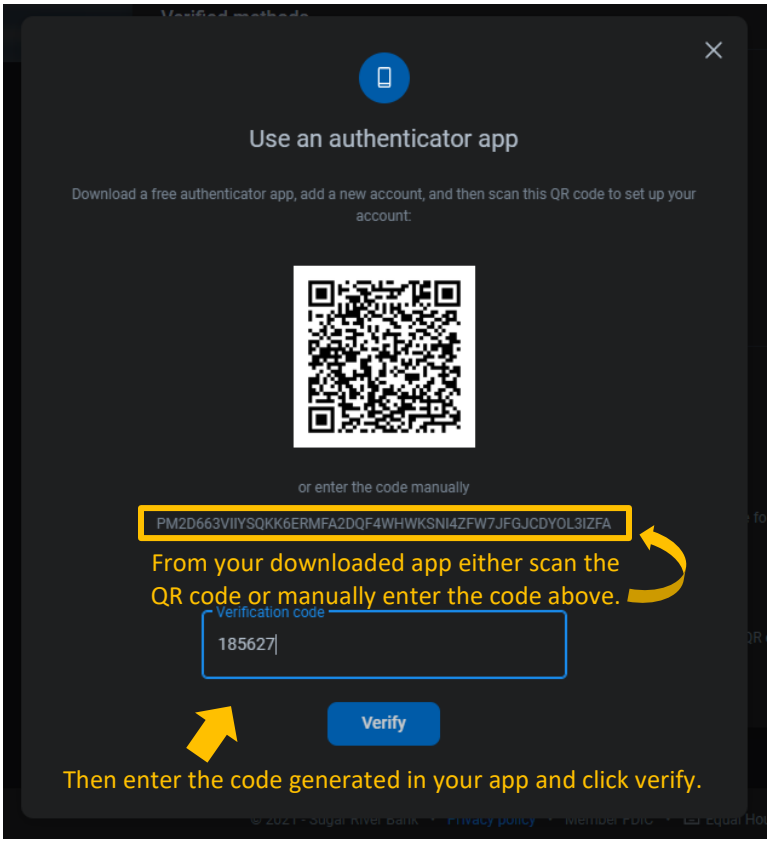


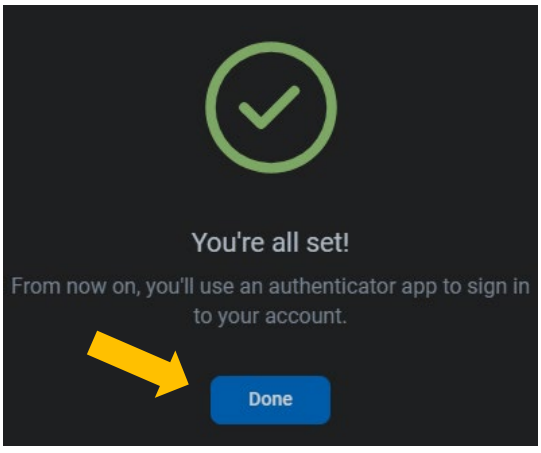




Authenticator App Setup



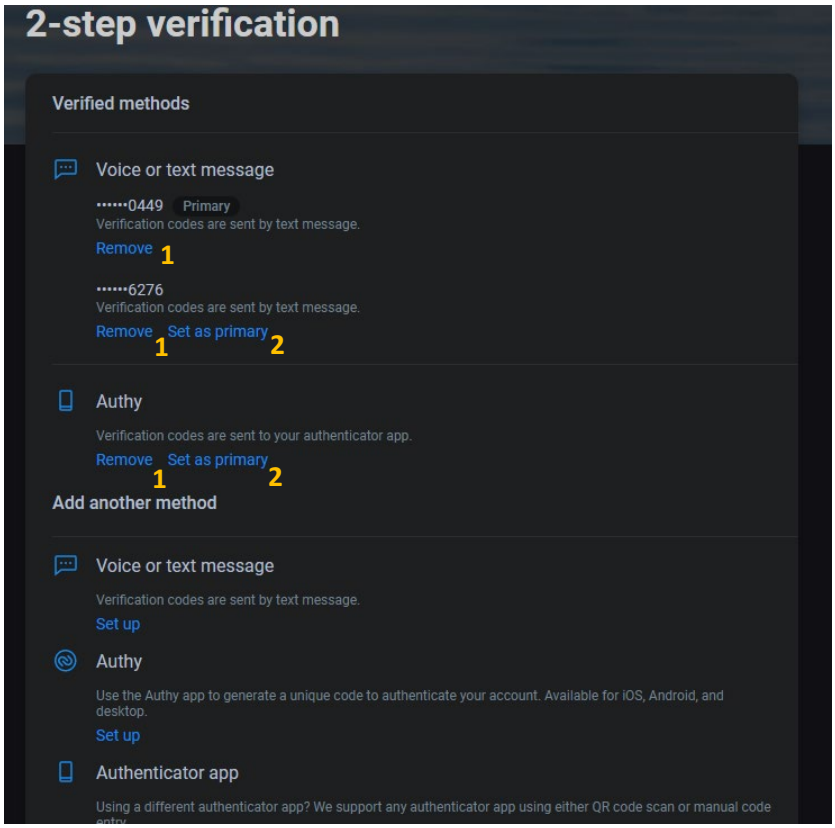




Manage Verified Methods

Navigate to 2-step Verification by:

1. Logging into online banking
2. At the bottom of the menu select the arrow next to your name
3. Then click **Settings** > **Security**
4. Under “Two-factor authentication” click on **Edit settings**

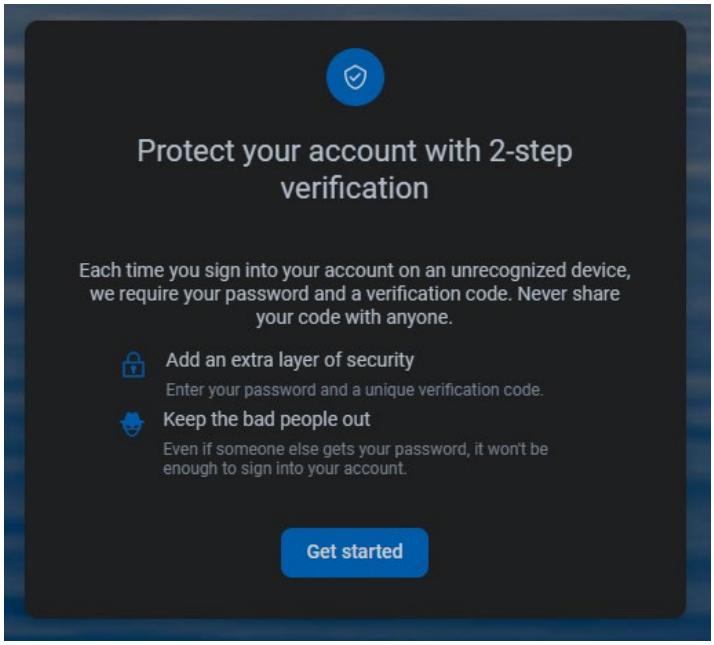


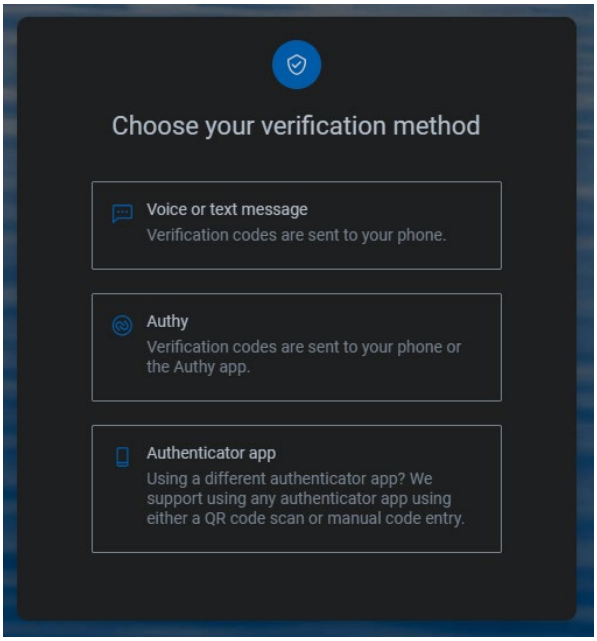
1. To remove a verified method click the **Remove** link.

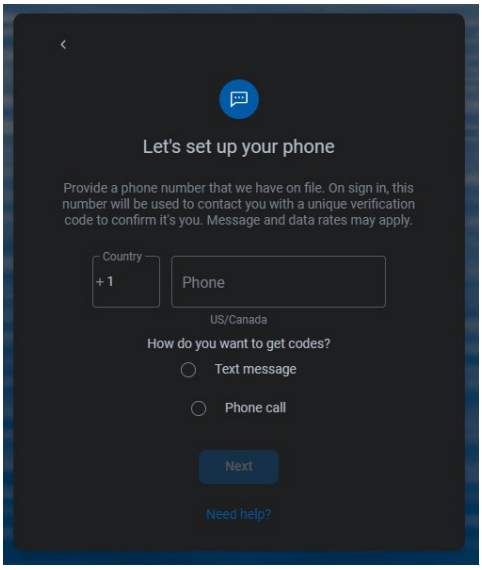
2. To change which method is primary click the **Set as primary** link.

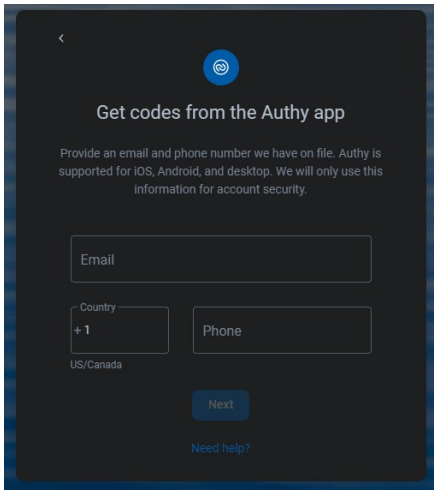
New User Experience

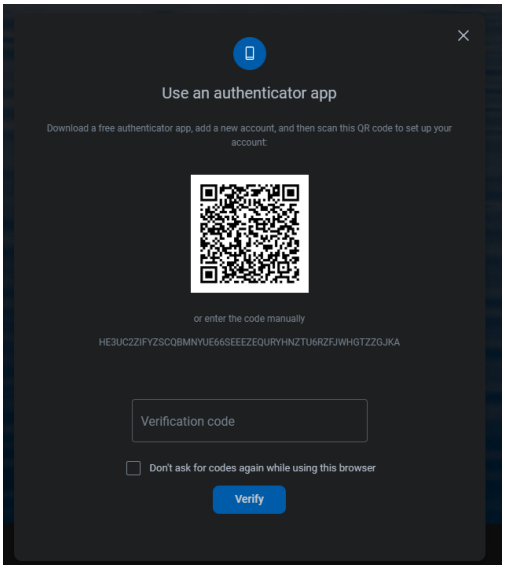
1. Select Get Started
2. Choose your verification method
3. Complete the screens as directed per method chosen
4. Verify with received code





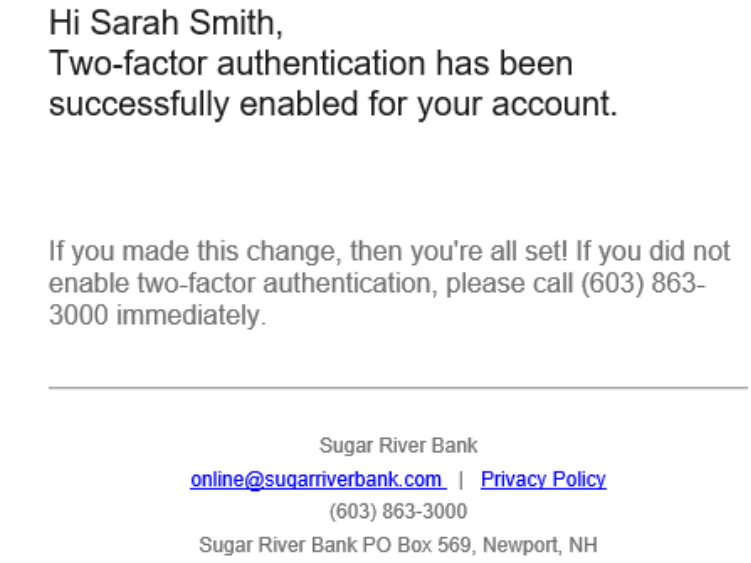






Alert Notification

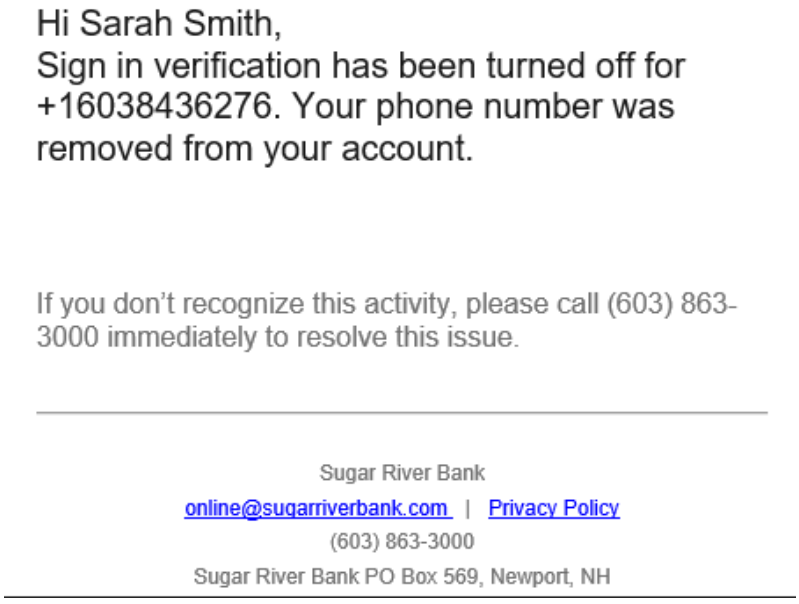
Email notifications will automatically be sent alerting you when a new two-factor authentication has been enabled and removed. If you did not add or remove a method and you receive such notification, please reach out to our Customer Service Online Support at 603-863-3000 or online@sugarriverbank.com . Sample notifications are shown below:



Hi Sarah Smith,
Two-factor authentication has been successfully enabled for your account.

If you made this change, then you're all set! If you did not enable two-factor authentication, please call (603) 863-3000 immediately.

Sugar River Bank
online@sugarriverbank.com | Privacy Policy
(603) 863-3000
Sugar River Bank PO Box 569, Newport, NH



Hi Sarah Smith,
Sign in verification has been turned off for +16038436276. Your phone number was removed from your account.

If you don't recognize this activity, please call (603) 863-3000 immediately to resolve this issue.

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(603) 863-3000
Sugar River Bank PO Box 569, Newport, NH