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## ONLINE & MOBILE

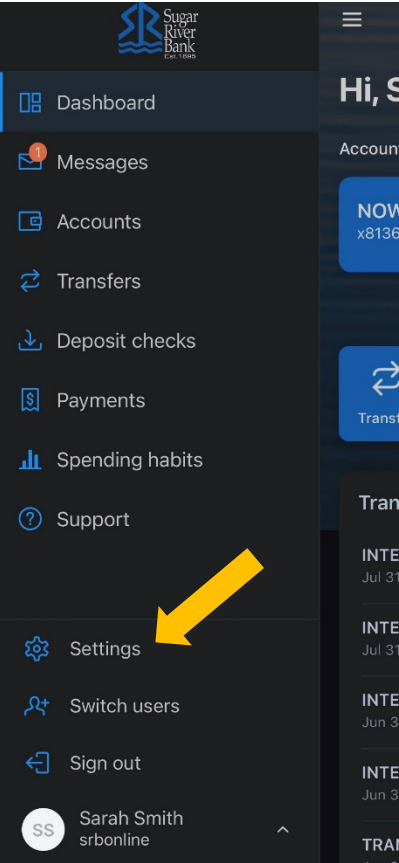
# Two Factor Identification (2FA) User Guide

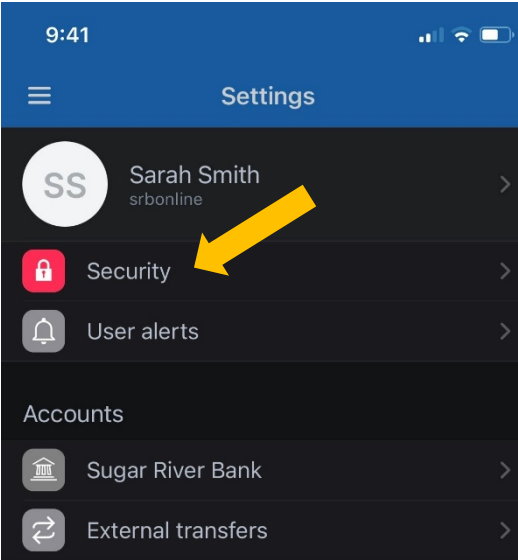
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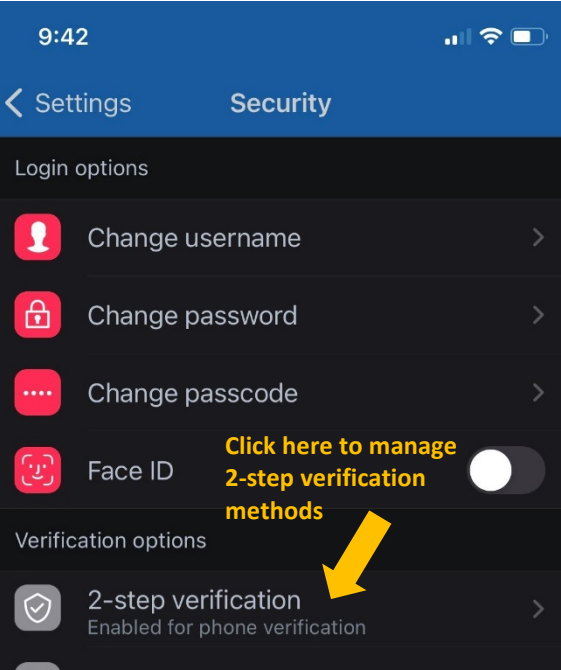
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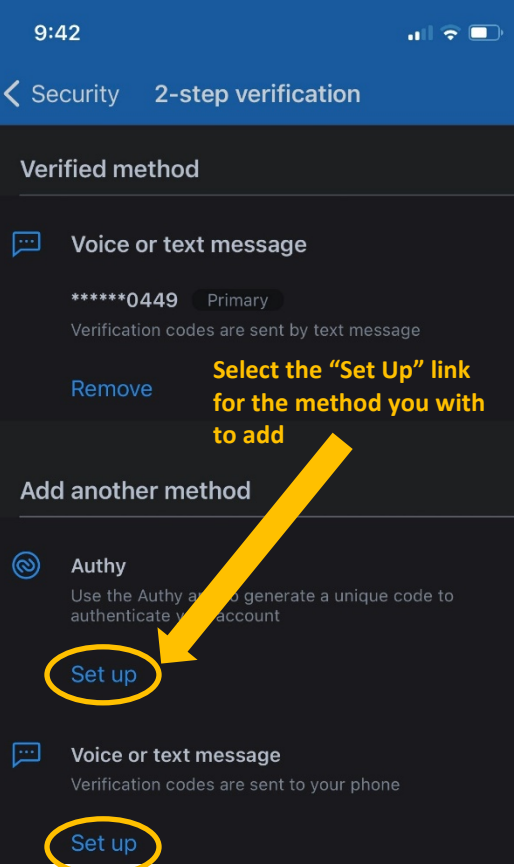
# Mobile Experience

## Add A New Authentication Method

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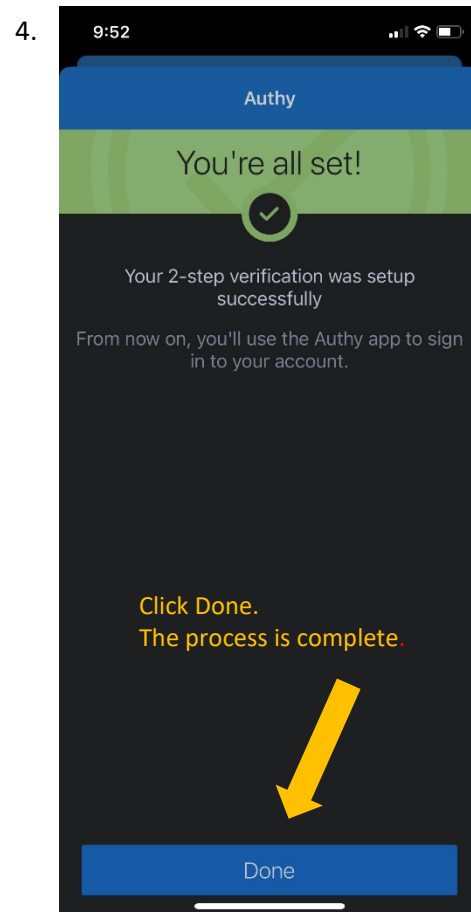
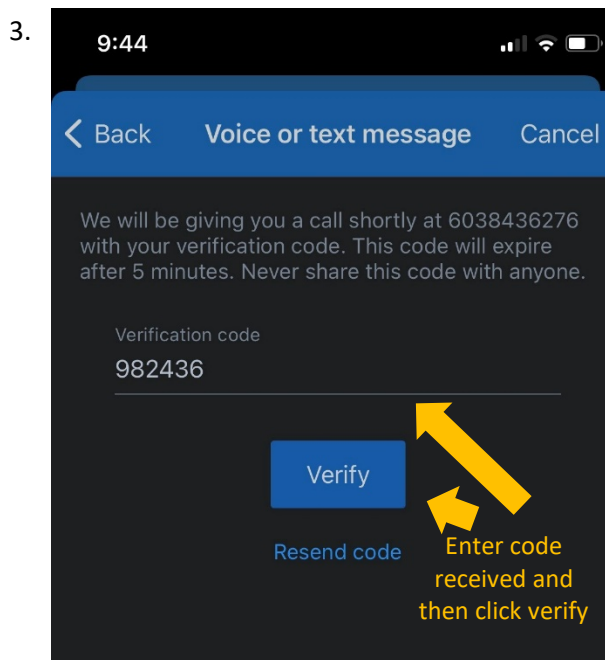
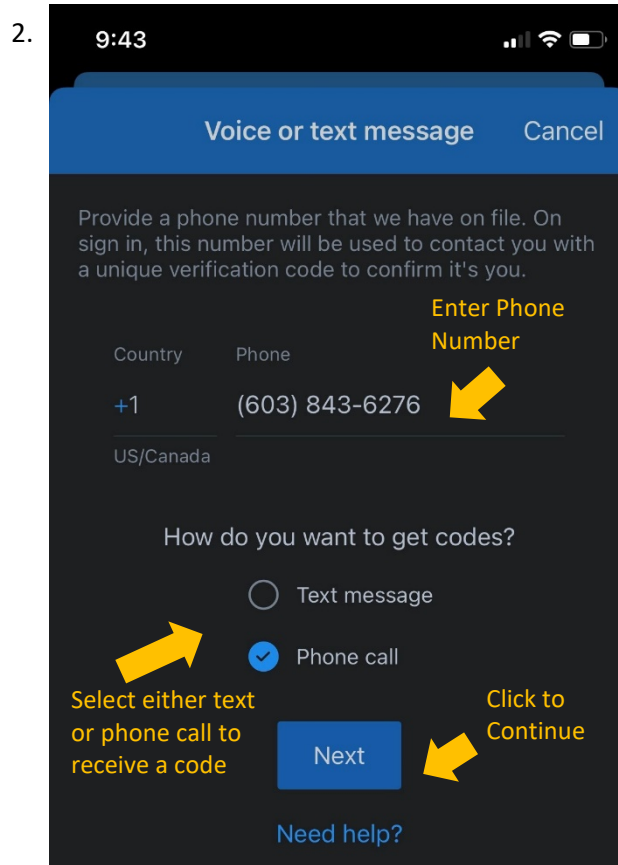
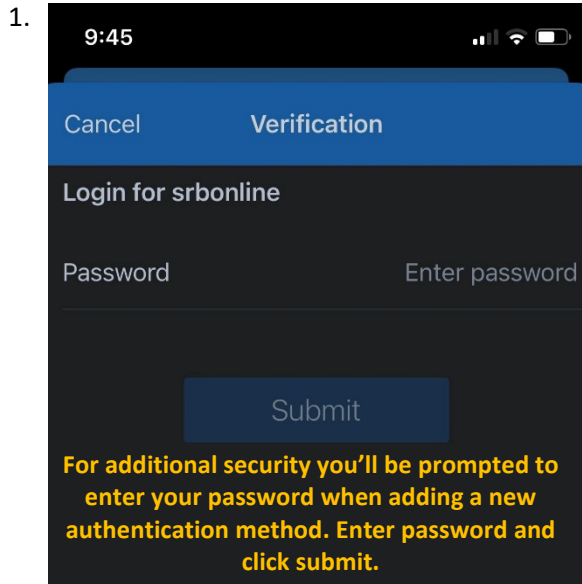
1. The mobile app home screen shows a sidebar menu with options: Dashboard, Messages, Accounts, Transfers, Deposit checks, Payments, Spending habits, Support, Settings, Switch users, and Sign out. A yellow arrow points to the 'Settings' option.
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2. The 'Settings' screen shows the user profile 'Sarah Smith' and a list of settings: Security, User alerts, and Accounts. A yellow arrow points to the 'Security' option.
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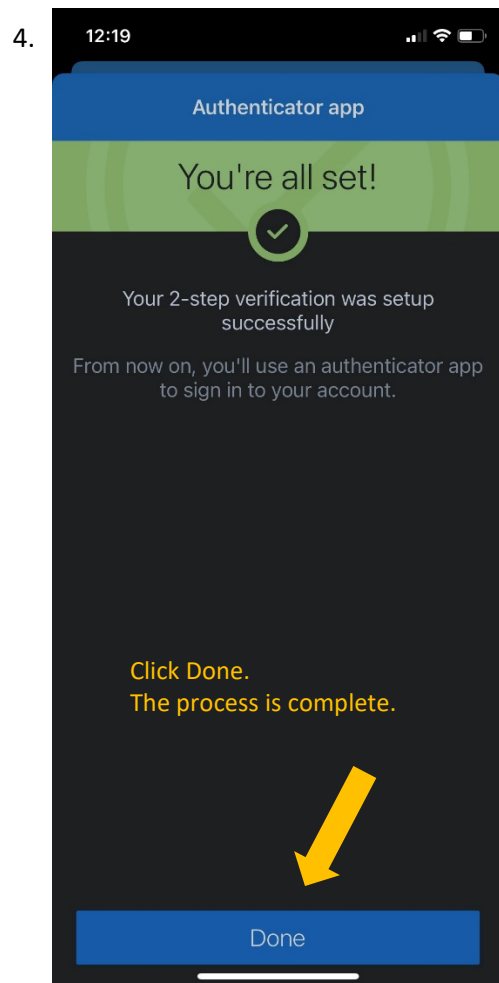
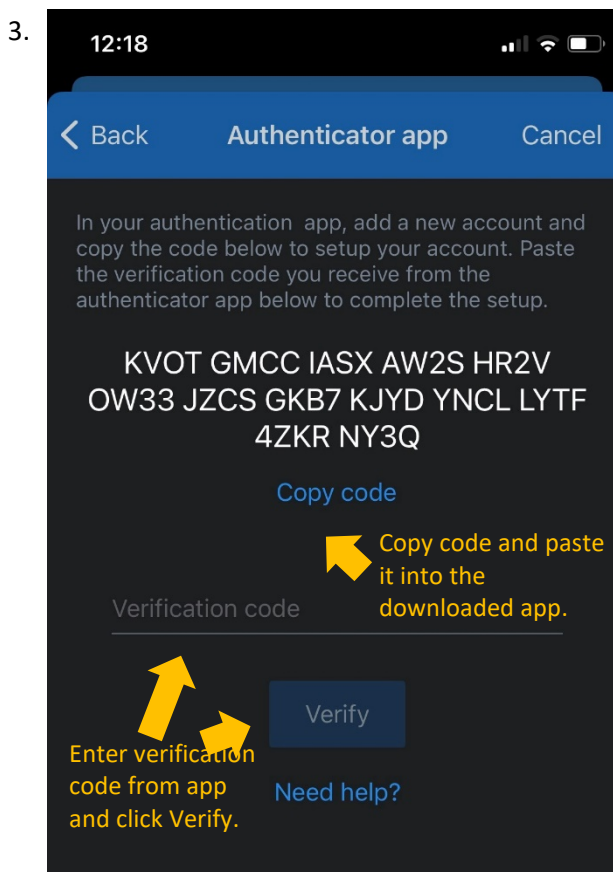
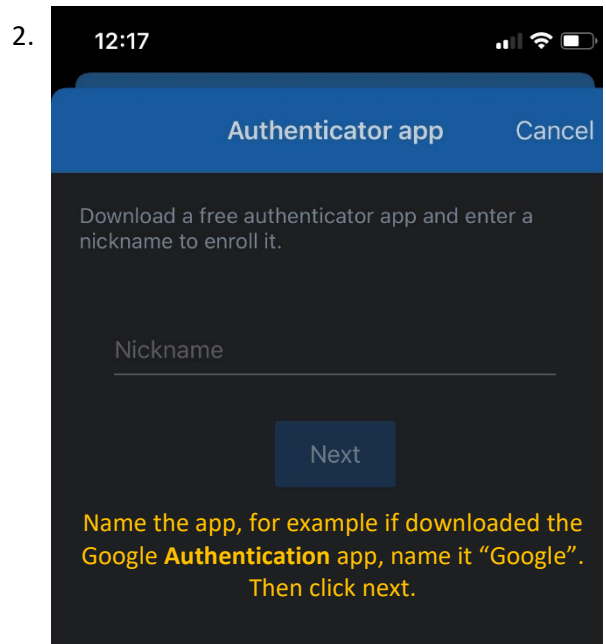
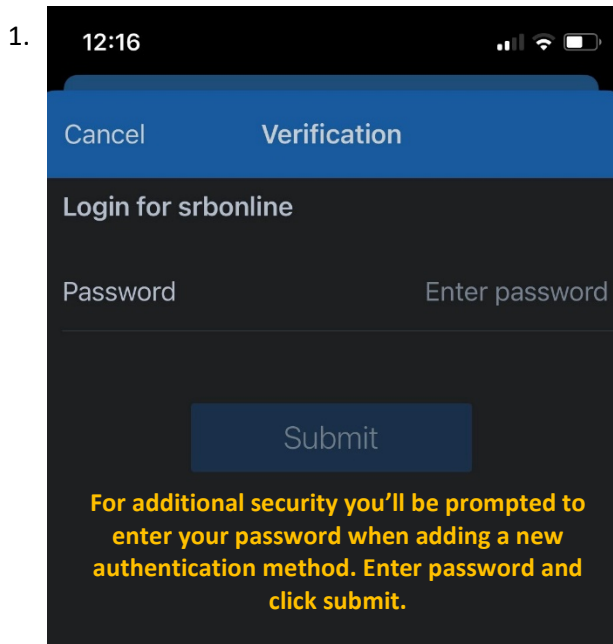
3. The 'Security' screen shows 'Login options' (Change username, Change password, Change passcode, Face ID) and 'Verification options' (2-step verification). A yellow arrow points to the '2-step verification' option. Text overlay: **Click here to manage 2-step verification methods**
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4. The '2-step verification' screen shows a 'Verified method' (Voice or text message) and an 'Add another method' section. The 'Authy' method is selected, and a yellow arrow points to the 'Set up' link. Text overlay: **Select the "Set Up" link for the method you wish to add**

# Voice or Text Message Setup



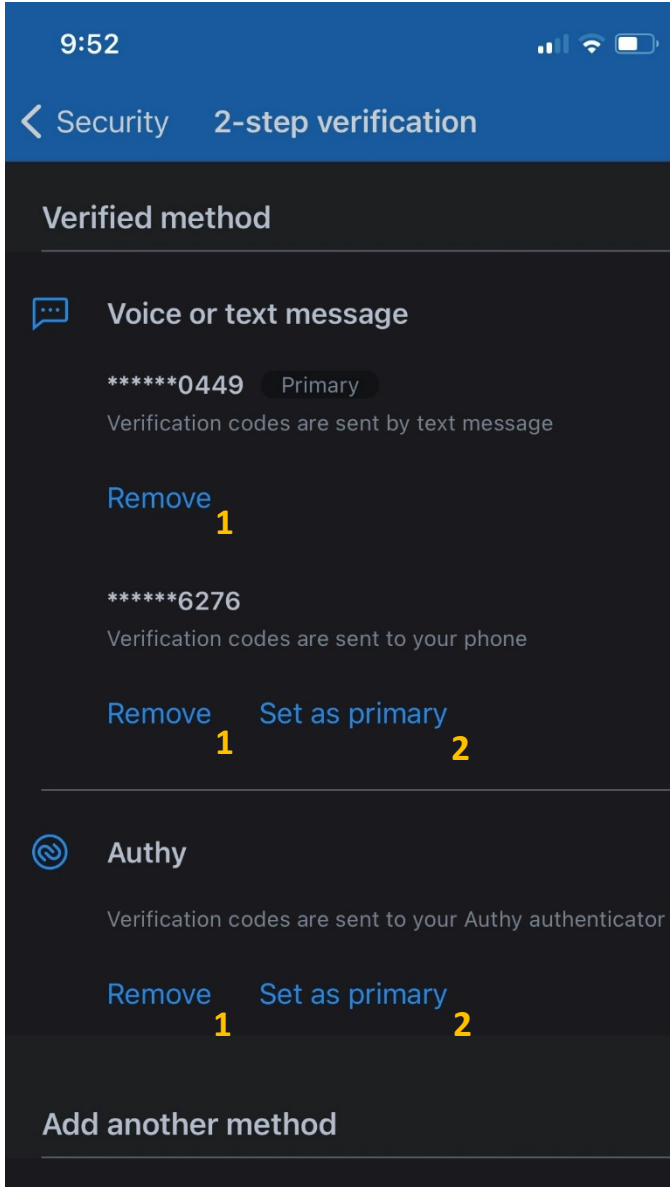
# Authenticator App Setup



# 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**

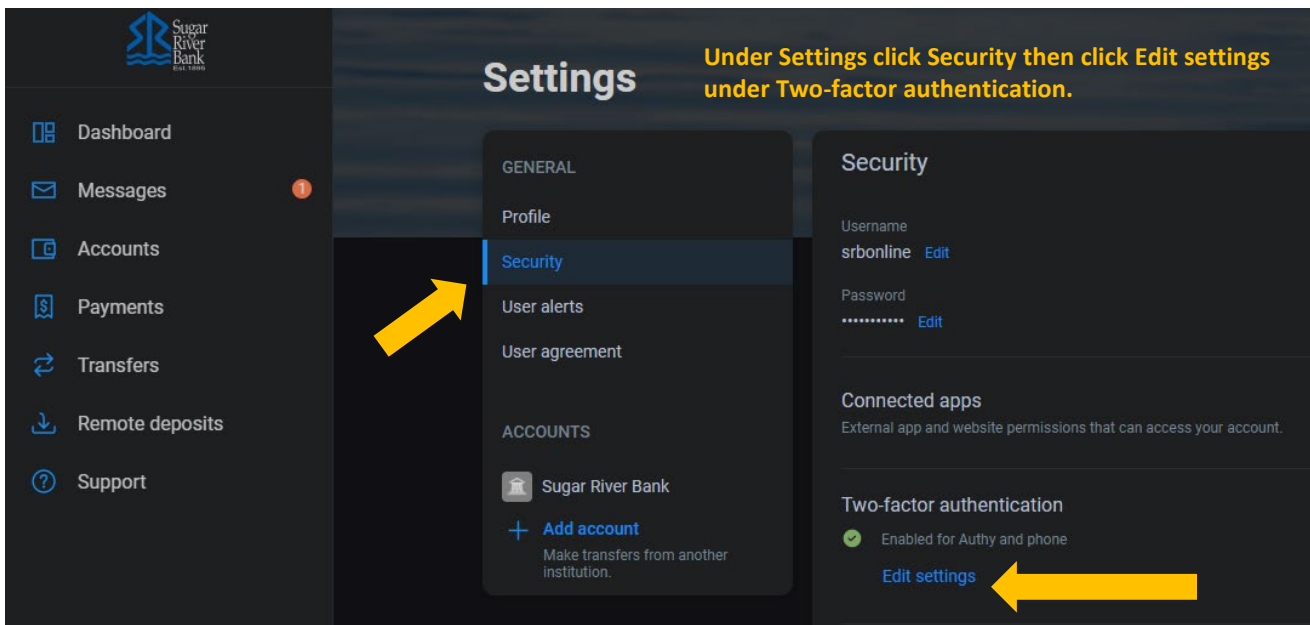
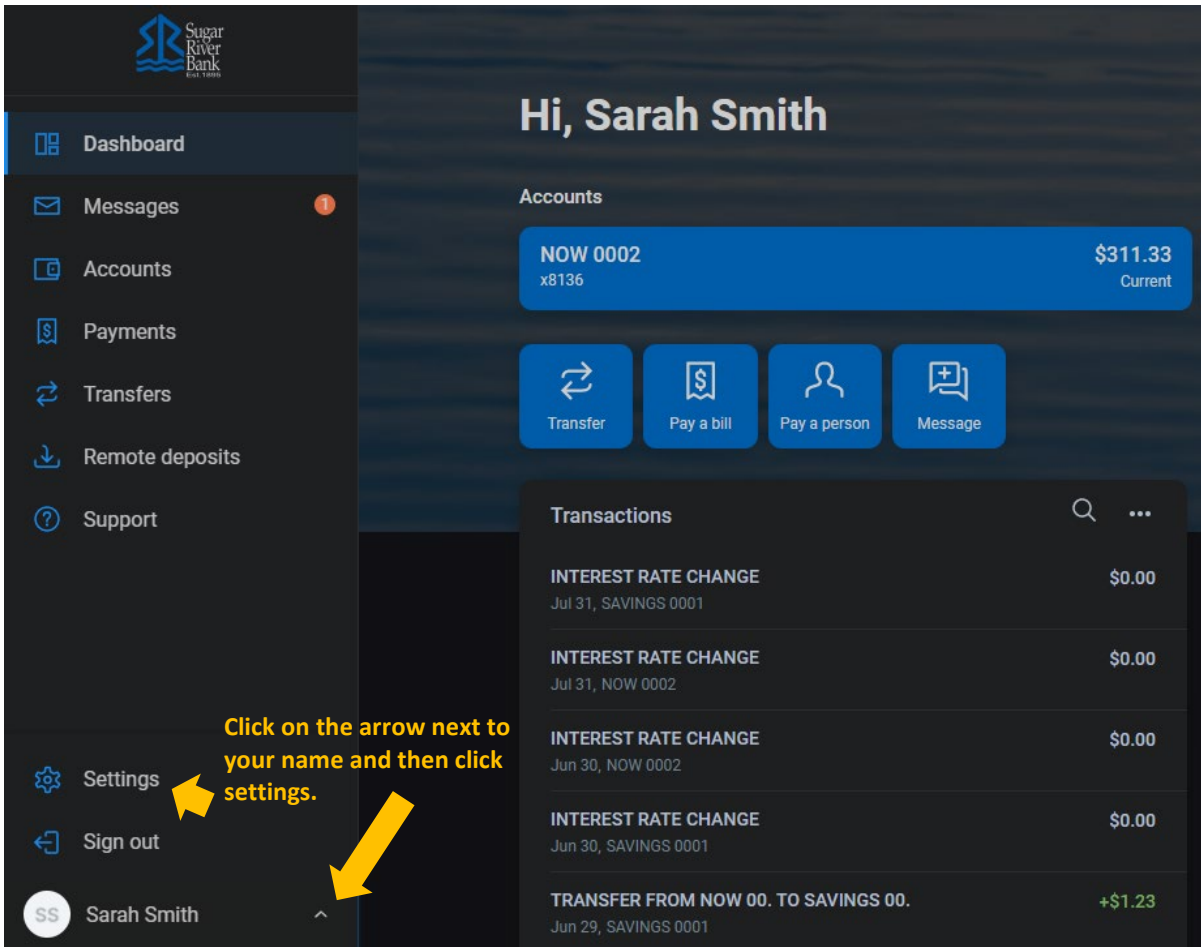


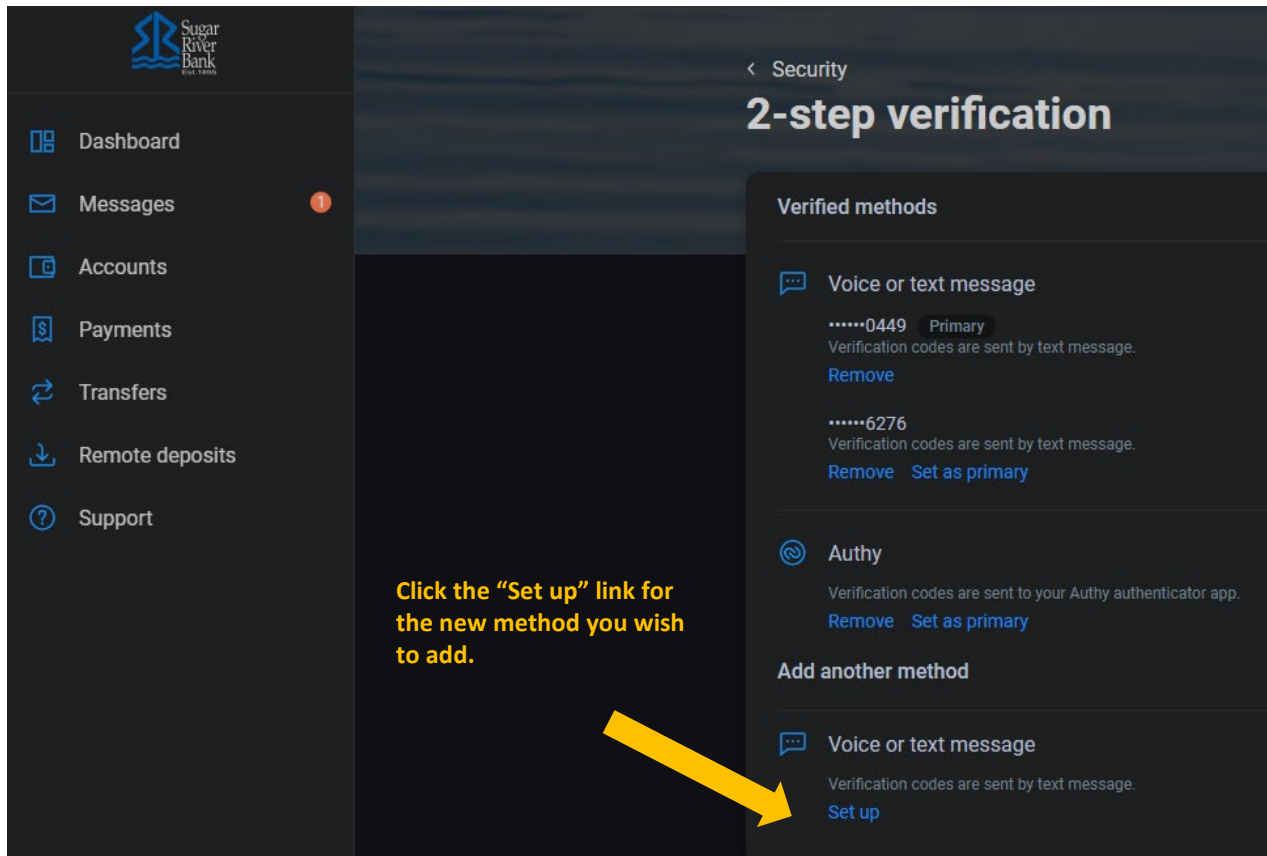
1. To remove a verified method, click the **Remove** link.

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

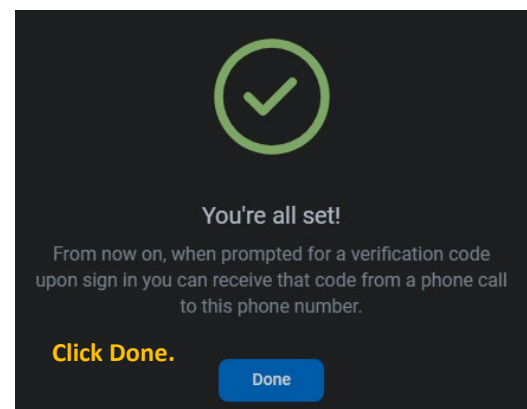
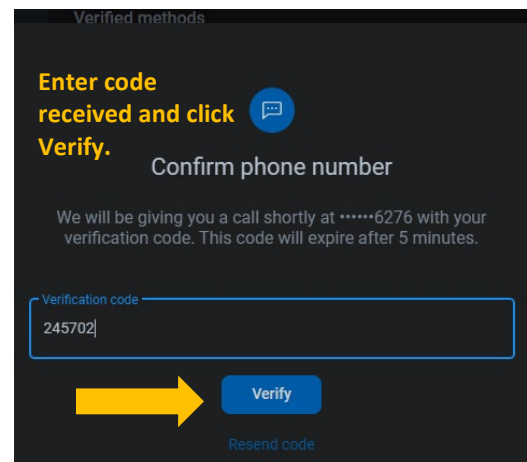
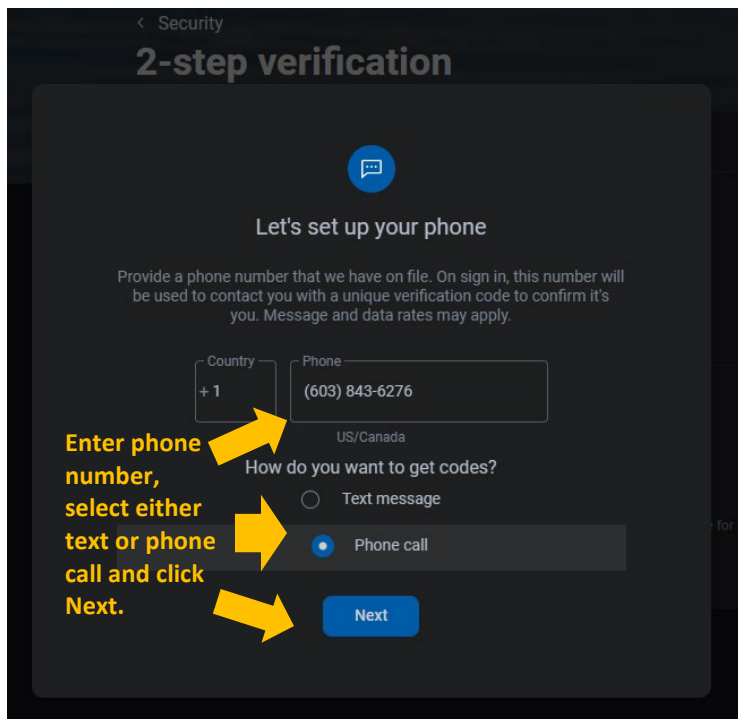
# Online Experience

## Add A New Authentication Method



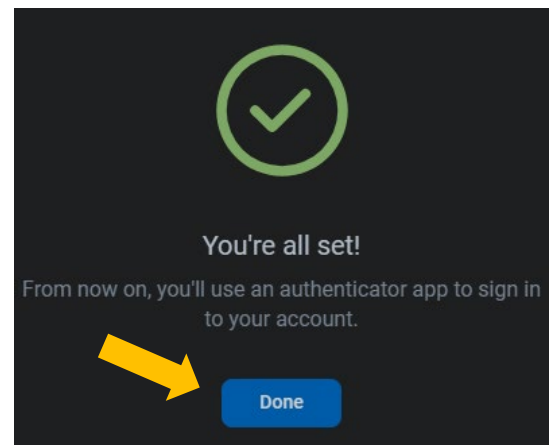
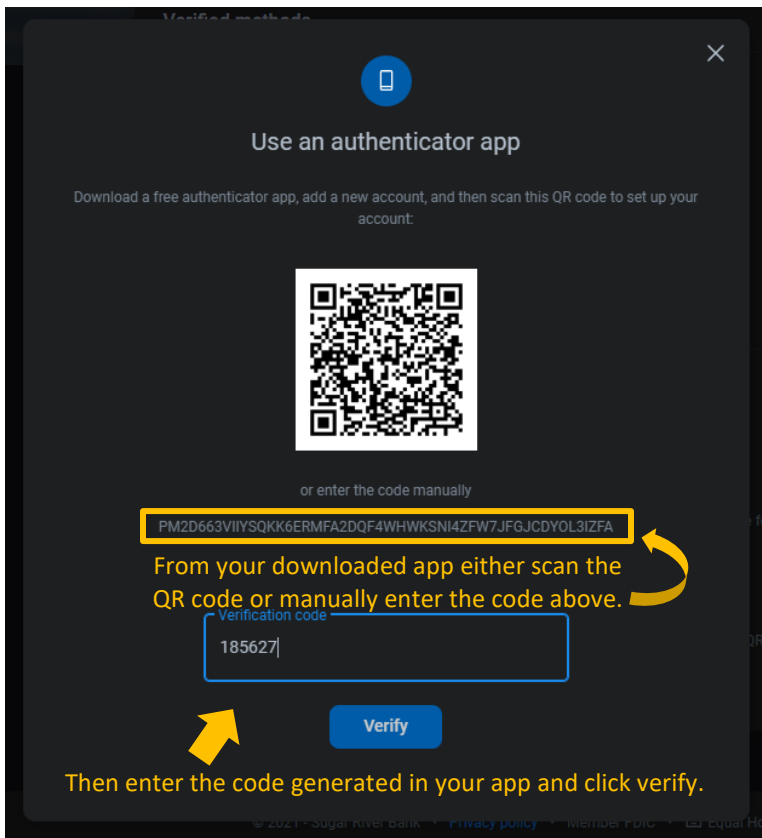
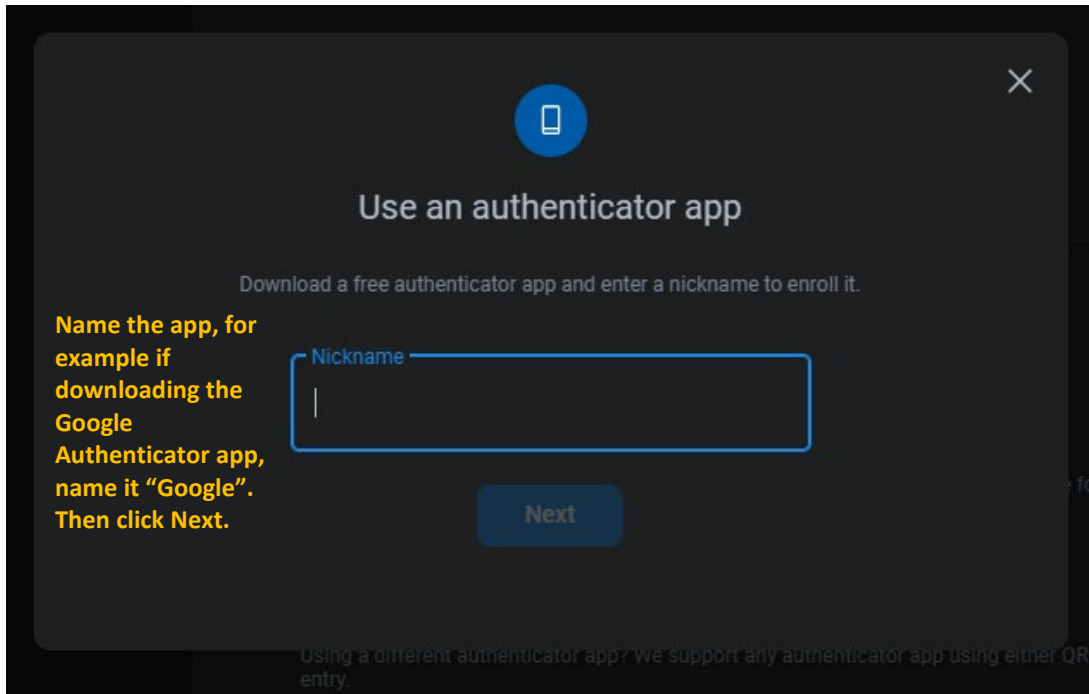


## Voice or Text Message Setup





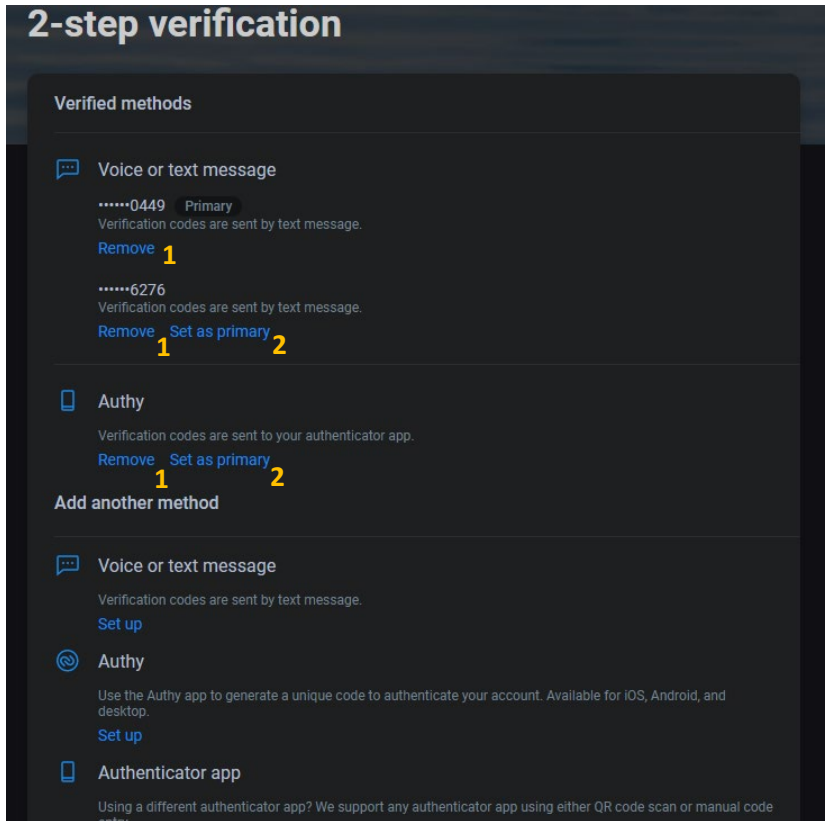
# Authenticator App Setup



# 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**

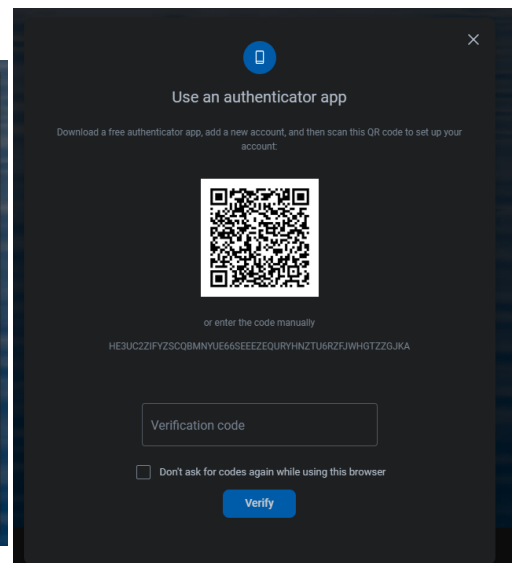
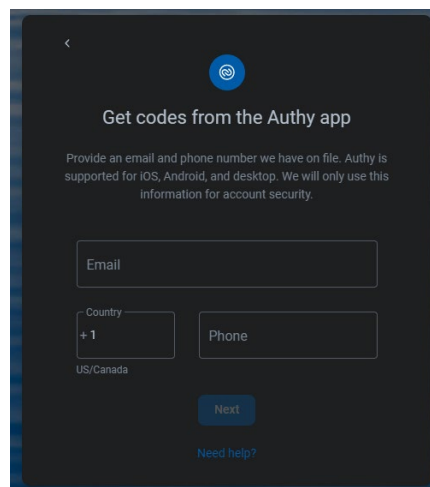
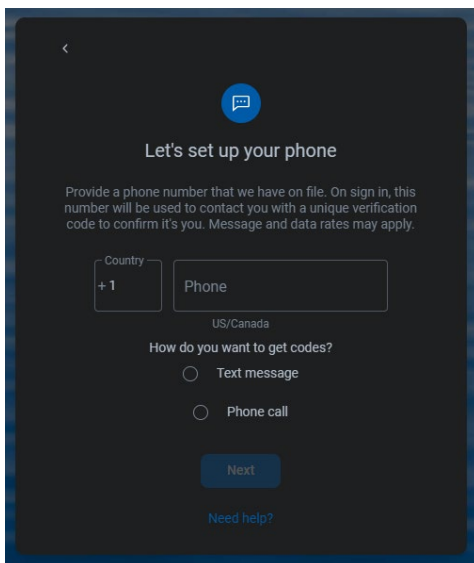
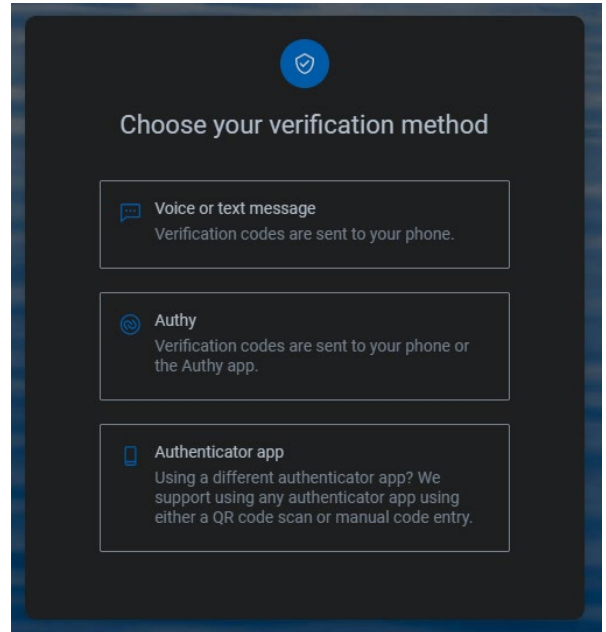
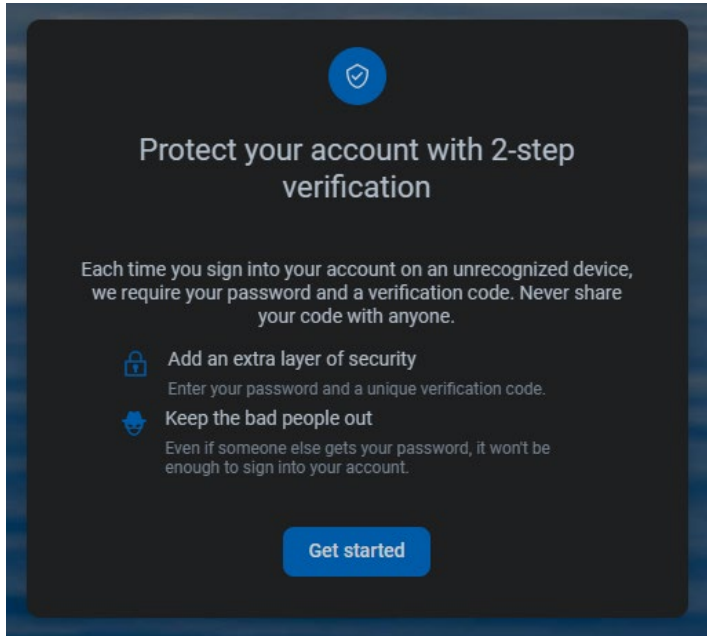


**1.** To remove a verified method click the **Remove** link.

**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

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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](mailto: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.

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[online@sugarriverbank.com](mailto: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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