

WSB Touch

Two-Factor Authentication (2FA) User Guide

Contents

Mobile Experience	.3
Add A New Authentication Method	.3
Voice or Text Message Setup	.4
Authenticator App Setup	.5
Manage Verified Methods	.6
Online Experience	.7
Add A New Authentication Method	.7
Voice or Text Message Setup	.8
Authenticator App Setup	.9
Manage Verified Methods1	10
New User Experience1	11
Alert Notification1	12

Mobile Experience

Add A New Authentication Method



•II AT8	ат २ 3:54 РМ	Ù			
≡	Settings				
2	Mary Mrozinski Mbmrozinski	access ation			
A	Security	>			
Ļ	User alerts >				
- N	Travel notices				
Acco	ounts				
	West Shore Bank	>			
¢	External transfers				
- 1 AT 9	T 🗢 2:62 DM				
AIA	1				
く Ba	ck 2-step verification				
Adc	ck 2-step verification Select the "Set link for the me you wish to ad	Up" thod d			
✓ Bar Adc ⊗	ck 2-step verification Select the "Set link for the me you wish to ad Authy Use the Authy app to generate a unique to authenticate your account Set up	Up" thod d			
✓ Bar Adc ⊚	ck 2-step verification Select the "Set link for the mery you wish to added the set of the set link for the mery you wish to added the set of	Up" thod d code			
✓ Bar Addc ⊚	ck 2-step verification Select the "Set link for the mered another method Select the "Set link for the mered another method Authy Set up Use the Authy app to generate a unique to authenticate your account Set up Voice or text message Verification codes are sent to your phon Set up Set up Using a different authenticator app? We support any authenticator app using ma code entry	Up" thod d code e			

Voice or Text Message Setup



Click to continue

3

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**



Add another method

Authy

Online Experience

Add A New Authentication Method







Voice or Text Message Setup

Remove Set as primary	< Security 2-step verification
	Verified methods
Let's set up your phone	🖂 Voice or text message
Provide a phone number that we have on file. On sign in, this number v be used to contact you with a unique verification code to confirm it's you. Message and data rates may apply.	vill ••••••2697 Primary Verification codes are sent by text message. Remove
Country Phone (231) 871-1690	for Use iffication codes are sent to your authenticator app. Remove Set as primary
Enter phone US/Canada	Add another method
number, select • Text message	
either text or O Phone call	Confirm phone number
phone call and click Next.	We will be sending you a text message shortly at ••••••1690 with your verification code. This code will expire after 5 minutes.
	Verification code
	Enter code
	click Verify.
	You're all set!
	From now on, when prompted for a verification code upon sign in you can receive that code from a text message to this phone number.
WSB Touch 2FA User Guide	8 Page

Authenticator App Setup

() Authy	
×	• for iOS, A
Use an authenticator app	QR code so
Download a free authenticator app and enter a nickname to enroll it.	
Nickname	
Next	
Name the app, for example if downloading the Google	
Authenticator app, name it "Google". Then click Next.	



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



¢			< <i> </i>
Let's set Provide a phone number number will be used to co code to confirm it's you. I	up your phone that we have on file. On sign in, this ntact you with a unique verification Message and data rates may apply.	Use an authenticator app Download a free authenticator app, add a new account, and then acan this QR code to set up your account:	Get codes from the Authy app Provide an email and phone number we have on file. Authy supported for iOS, Android, and desktop. We will only use to information for account security.
+ 1 Pho How do yo	ne US/Canada J want to get codes? Text message	or enter the code manually PUDOIIZEOF, JOSZZQLNZEMVRFPIRT46CNMJFHWYTVJVYHMORKMJYQ	Email Country + 1 Phone
0	Phone call Next	Verification code	US/Canada Next Need help?
	leed help?		Need help?

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 care team at (888) 295-4373 or customercare@westshorebank.com. Sample notifications are shown below:



Hi there,

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 (888) 295-4373 immediately.



Hi there, Sign in verification has been turned off for +12313132697. Your phone number was removed from your account.



If you don't recognize this activity, please call (888) 295-4373 immediately to resolve this issue.

West Shore Bank <u>customercare@westshorebank.com</u> | <u>Privacy Policy</u> (888) 295-4373 201 W Loomis St, Ludington, MI West Shore Bank <u>customercare@westshorebank.com</u> | <u>Privacy Policy</u> (888) 295-4373 201 W Loomis St, Ludington, MI