

## NEW Authentication Option for Home Banking and Mobile App

A NEW option for authentication is available for Home Banking and Mobile Banking for extra account security. Once enabled, you will have the option to receive login verification codes using your preferred authenticator app when logging in from new device or browser!

### Get started

Download an authenticator app of choice on your mobile device and do not setup at this time, setup instructions are provided below. These popular authenticator apps can be found in the iOS or Android App stores: **Google Authenticator – Authy – DUO – Microsoft Authenticator**

### How to enable using Home Banking

1. Login to Home Banking and select **My Profile**.

Notifications**My Profile**

Help

Support

Logout

2. Go to **Login & Security** then select Edit next to **Security Options**.

Login & SecurityUsername | [Edit](#)

To: -----

Password | [Edit](#)

\*\*\*\*\*

Security options | [Edit](#)

(301) ----- | Text enabled

3. Under **Confirming your Identity**, adjust the ON/OFF bar to **ON** under authenticator. Enter your password in the Current Password field. Then **Save**.

Confirming your identity

If we do not recognize your computer or device, we confirm your identity by one of the methods below:

## By phone

Confirm your identity by responding to a text or call to a phone you have handy.

+1 ▼ (301) :

+ Add another number

## By authenticator

☒ Confirm your identity with an authenticator.

Save this setting to generate a code for your authenticator app. You will need to provide the code to your app to finish setup.

► What is an authenticator?

► How do I get an authenticator?

Current password

Password

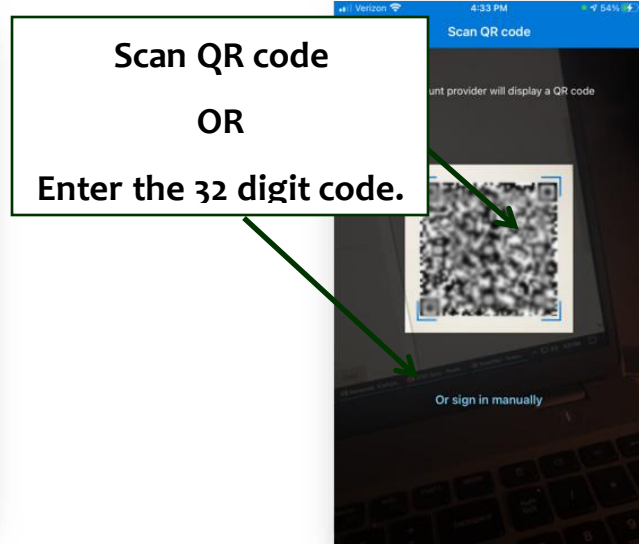
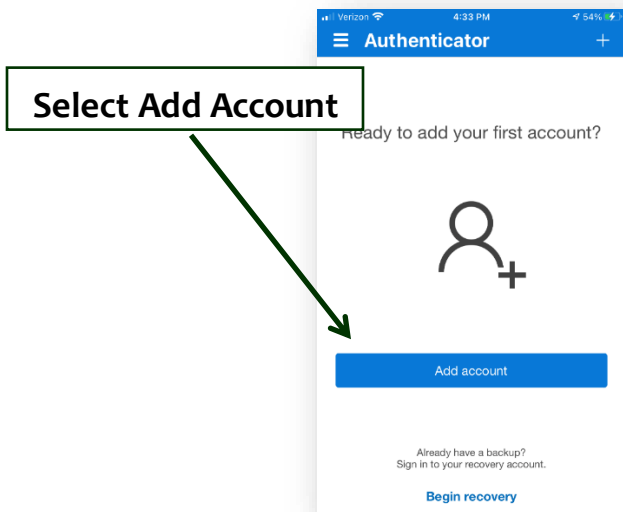
Save

Cancel

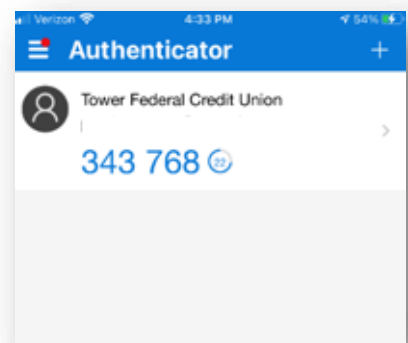
4. You will then see a QR code and 32 digit code on the screen.



5. Open the authenticator app on your mobile device.  
*Do not close the webpage with the QR code.*



6. You should now see your authenticator app generating codes.



7. First time login after successful authenticator setup (If you are logging in from an unrecognized device or browser.)

You will see the option to Enter Code. Open the authenticator app to find your code.

Secure login

It looks like you are logging in from an unrecognized device. For security, we need to verify your identity.

(xxx) xxx-6938

Text me Call me

(xxx) xxx-0918

Call me

Authenticator

Enter code

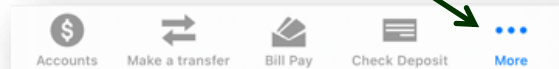
Questions?

- I can't access one of these options.
- Why must I complete this step again?

## How to enable using Tower's Mobile App

1. Login to Tower's Mobile App:

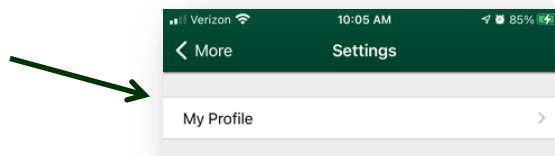
a. Select More



b. Select the Navigation Gear



c. Select My Profile



Login & Security

---

Username | [Edit](#)

town

---

Password | [Edit](#)

\*\*\*\*\*

---

Security options | [Edit](#)

(301) 300-0000 | Text enabled

2. Go to Login & Security then select Edit next to Security Options.

3. Under Confirming your Identity, adjust the ON/OFF bar to **ON** under authenticator. Enter your password in the Current Password field. Then Save.

Confirming your identity

If we do not recognize your computer or device, we confirm your identity by one of the methods below.

**By phone**

Confirm your identity by responding to a text or call to a phone you have handy.

+1 (301) 000 0000

[+ Add another number](#)

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**By authenticator**

☒ ON

Confirm your identity with an authenticator. Save this setting to generate a code for your authenticator app. You will need to provide the code to your app to finish setup.

[What is an authenticator?](#)

[How do I get an authenticator?](#)

**By authenticator**

☒ ON

Confirm your identity with an authenticator. Save this setting to generate a code for your authenticator app. You will need to provide the code to your app to finish setup.

[What is an authenticator?](#)

[How do I get an authenticator?](#)

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**Current password**

\*\*\*\*\*

[Save](#)

[Cancel](#)

4. You will then see a QR code and 32 digit code on the screen

**Security options | [Edit](#)**

(301) 300-0000 | Text enabled

Authenticator Code Activated | [Display Code](#) ^

Scan this QR code with your authenticator app

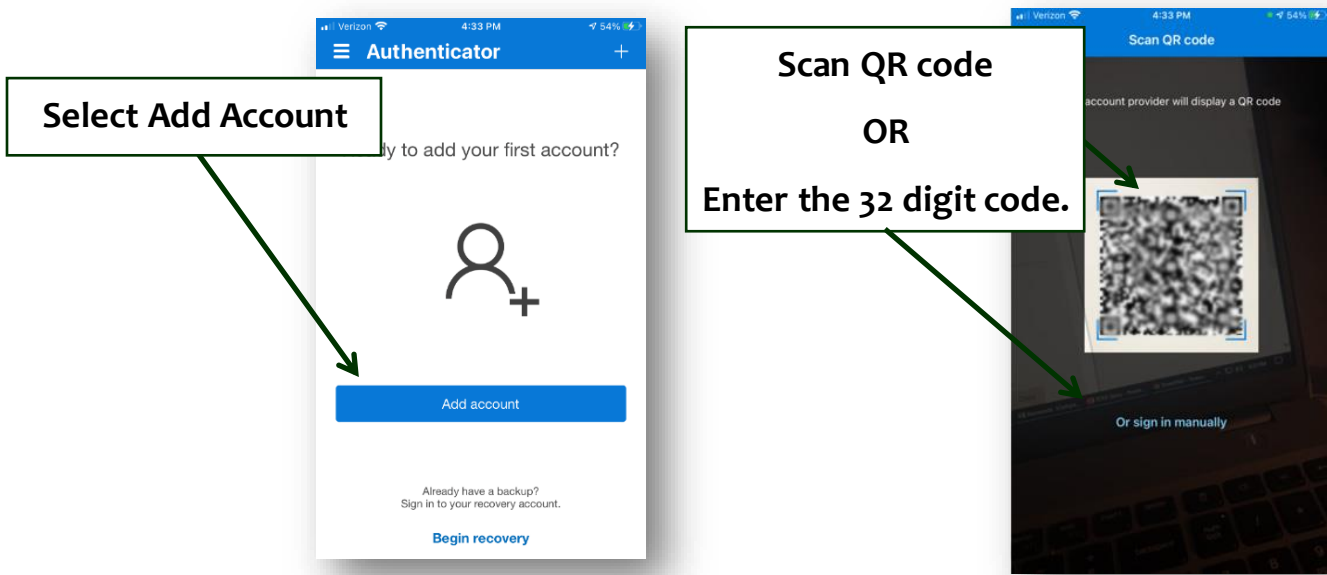


-OR-

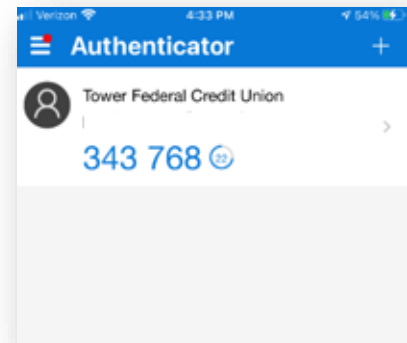
Enter this code into your authenticator app

LEBON03IOQWAKGU [Copy](#)

5. Open the authenticator app.  
*Do not close the webpage with the QR code.*



6. You should now see your authenticator app generating codes.



7. First time login after successful authenticator setup (If you are logging in from an unrecognized device or browser).

You will see the option to Enter Code. Click **Verify** to enter the code presented on the authenticator app.

