



WEST SHORE BANK

# WSB Touch

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## Two-Factor Authentication (2FA) User Guide

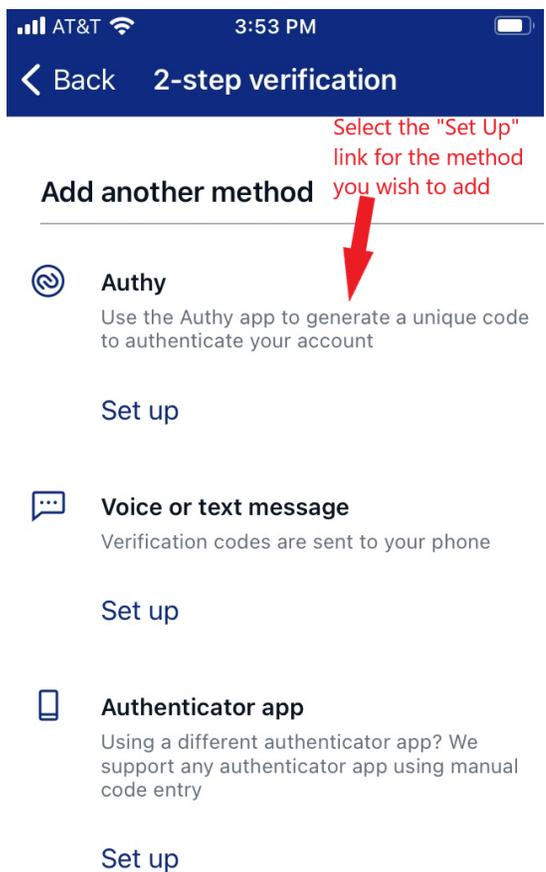
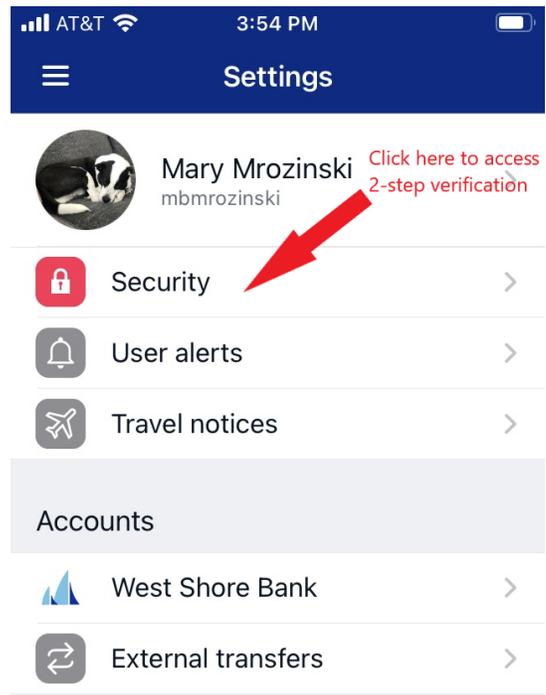
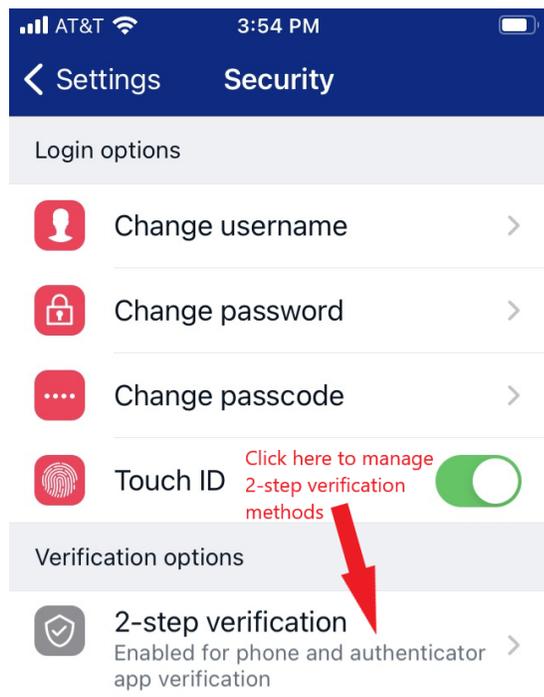
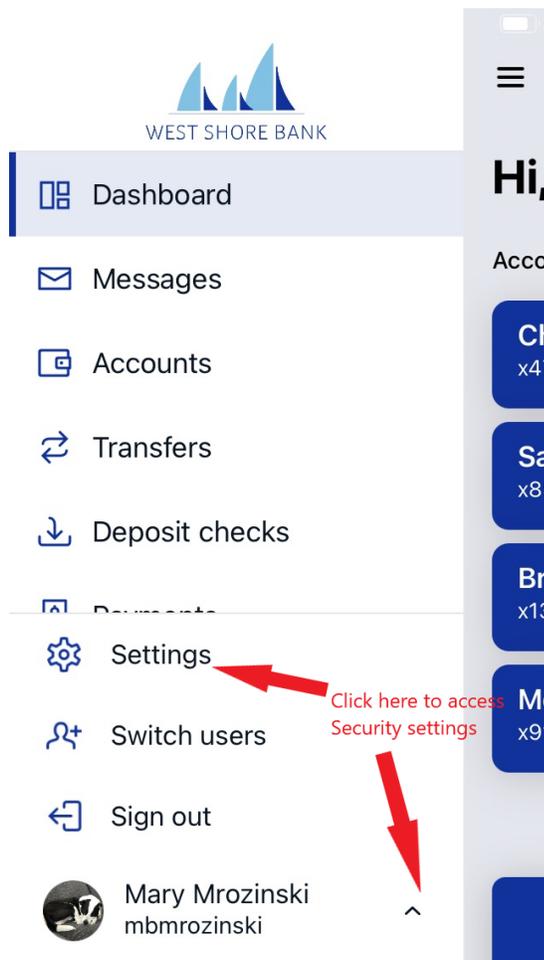
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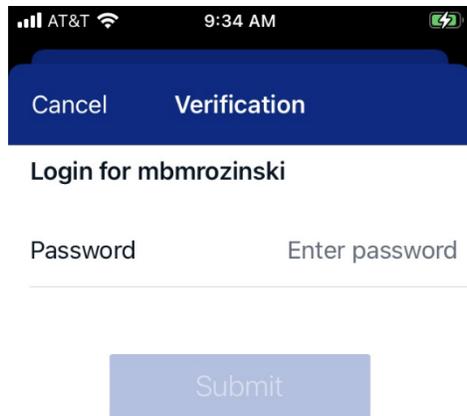
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# Mobile Experience

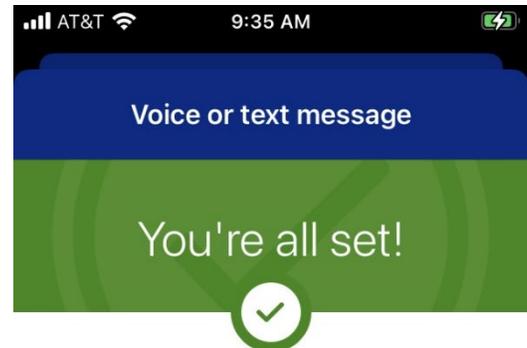
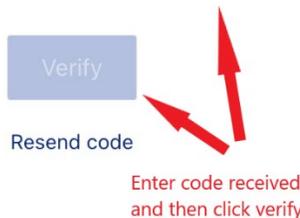
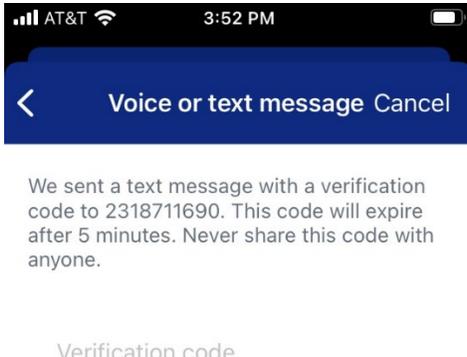
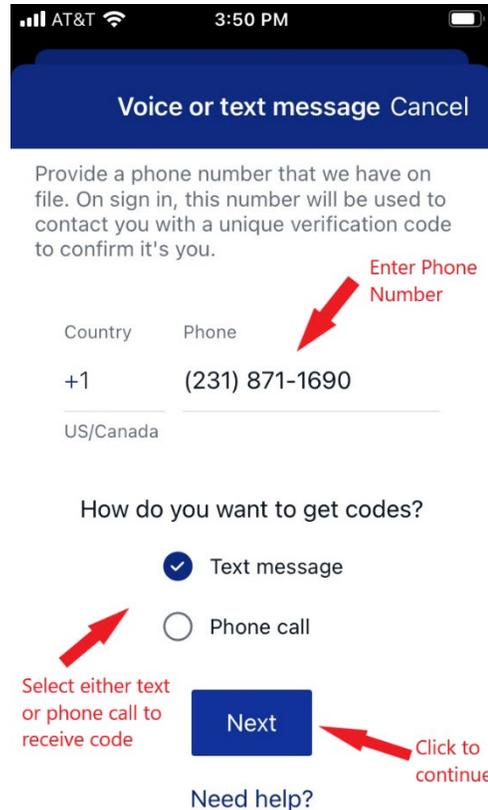
## Add A New Authentication Method



# Voice or Text Message Setup



For additional security you'll be prompted to enter your password when adding a new authentication method. Enter password and click submit.



Your 2-step verification was setup successfully

From now on, when prompted for a verification code upon sign in you can receive that code from a (phone call or text message) to this phone number.



# Authenticator App Setup

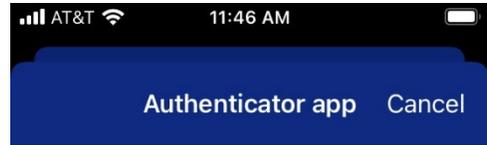


**Login for mbmrozinski**

Password  Enter password

Submit

For additional security you'll be prompted to enter your password when adding a new authentication method. Enter password and click submit.

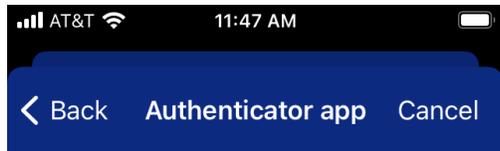


Download a free authenticator app and enter a nickname to enroll it.

Nickname

Next

Name the app, for example if downloading the Google Authenticator app, name it "Google". Then Click Next.



In your Google app, add a new account and copy the code below to setup your account. Paste the verification code you receive from the authenticator app below to complete the setup.

OJJU OZZV LJXE C6T2 HBTD  
AJJR LJNX EVZQ NVKG 2KCS  
FF5G 6JRQ MV3Q

Copy code

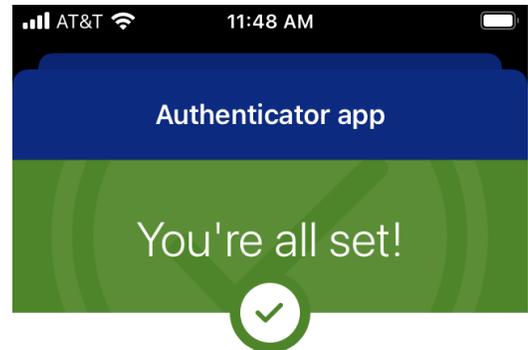
Copy code and paste it into the downloaded app.

Verification code

Enter verification code from app and click Verify.

Verify

Need help?



Your 2-step verification was setup successfully

From now on, you'll use an authenticator app to sign in to your account.

Done

# 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**



## Verified method

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### Voice or text message

\*\*\*\*\*2697 Primary

Verification codes are sent by text message

[Remove](#)<sup>1</sup>

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

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



### Authenticator app

#### Google

Verification codes are sent to your authenticator app

[Remove](#)<sup>1</sup> [Set as primary](#)<sup>2</sup>

## Add another method

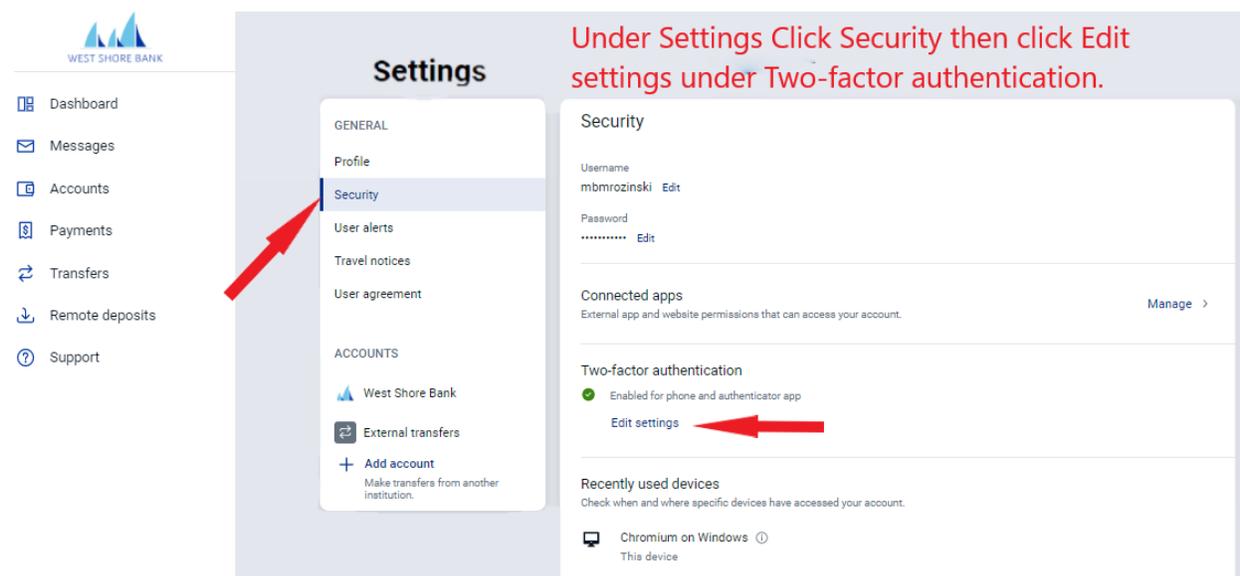
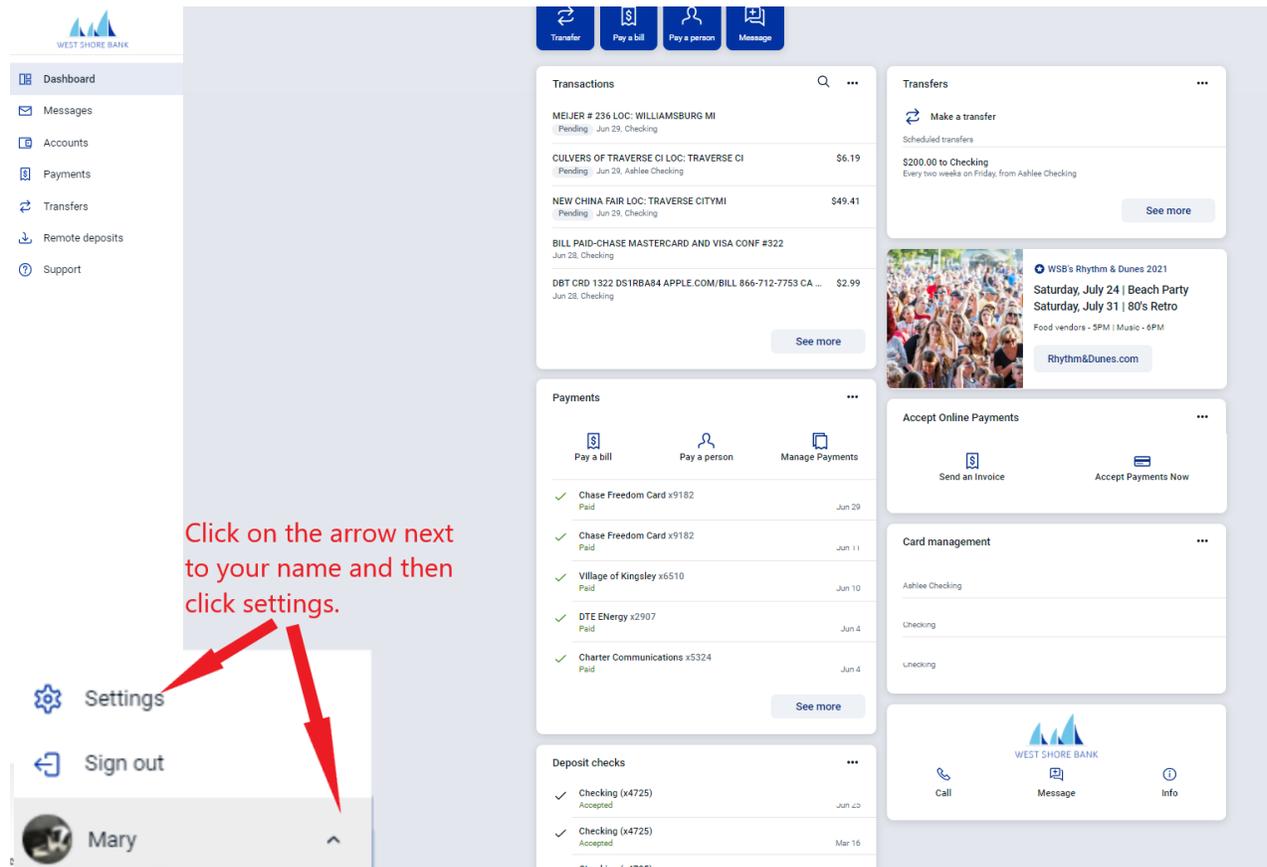
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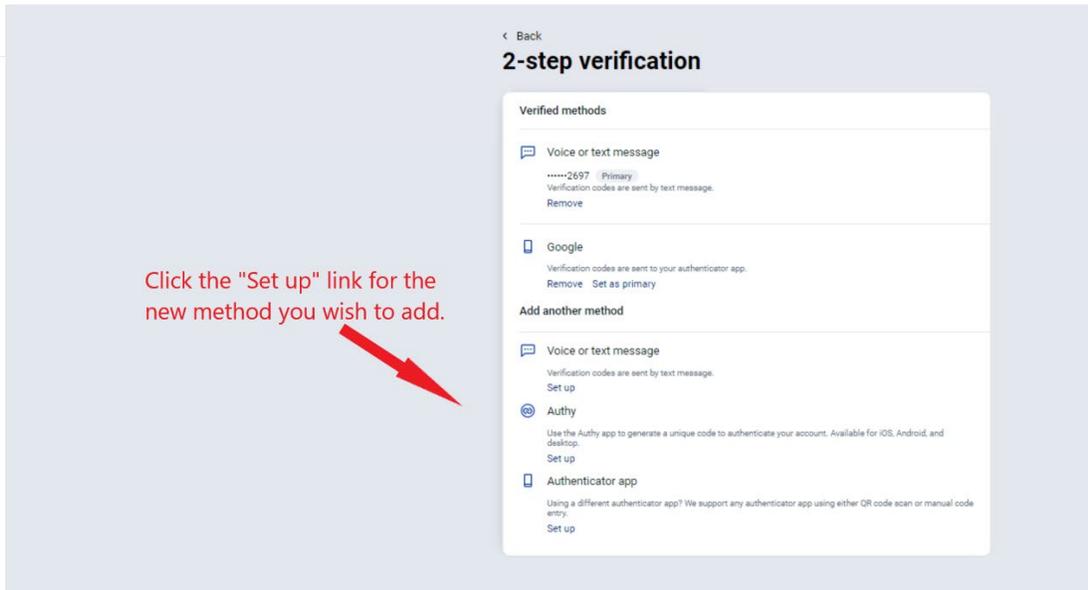
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# Online Experience

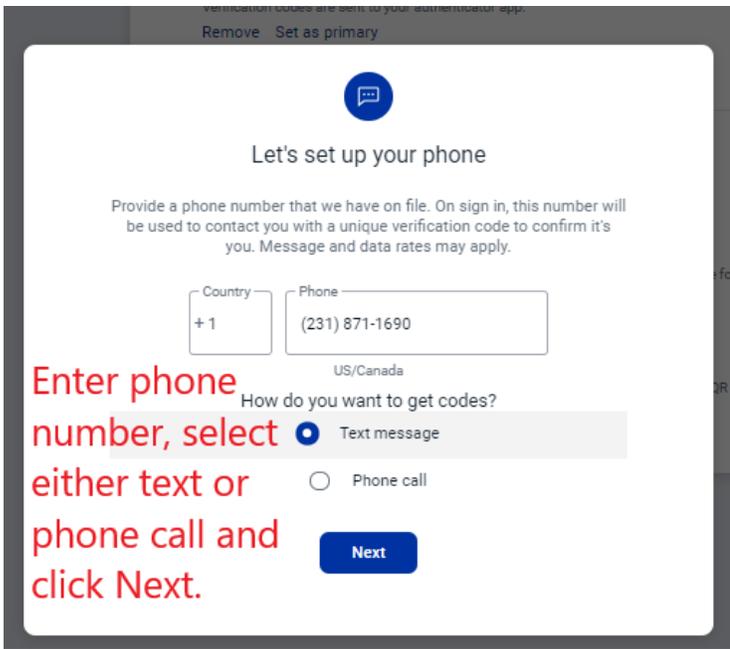
## Add A New Authentication Method



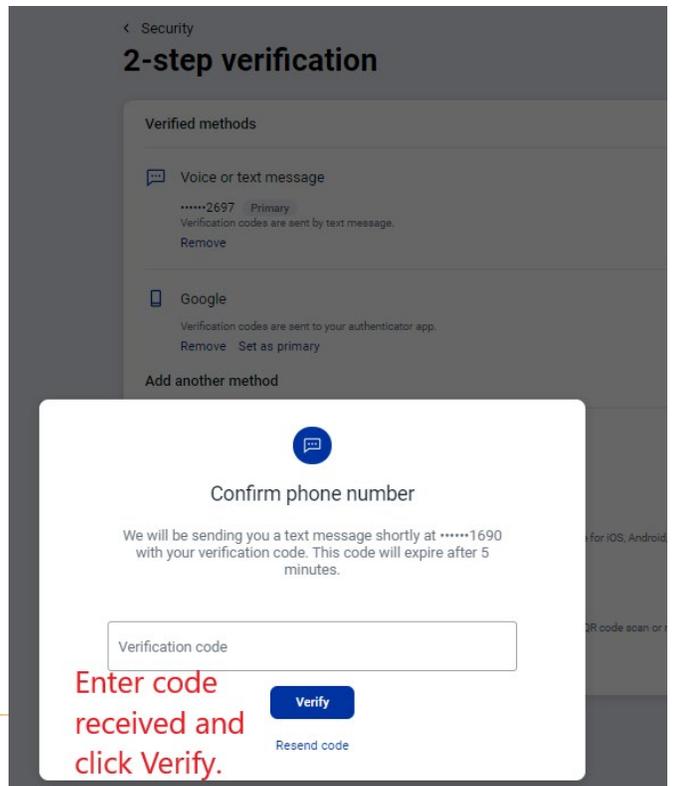
- WEST SHORE BANK
- Dashboard
- Messages
- Accounts
- Payments
- Transfers
- Remote deposits
- Support



## Voice or Text Message Setup



Enter phone number, select either text or phone call and click Next.



Enter code received and click Verify.

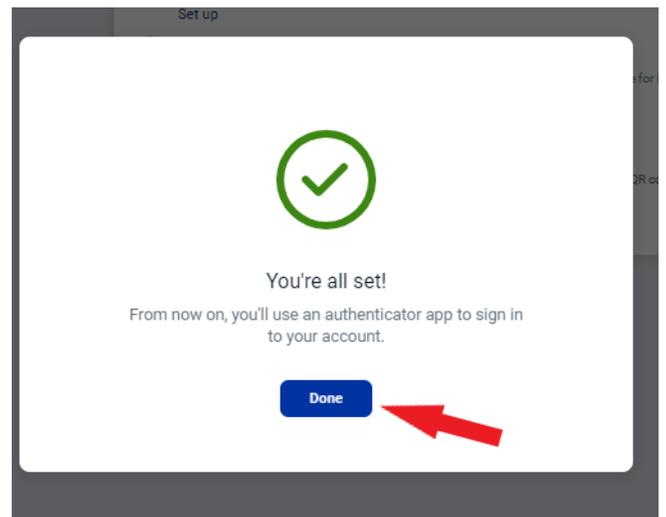
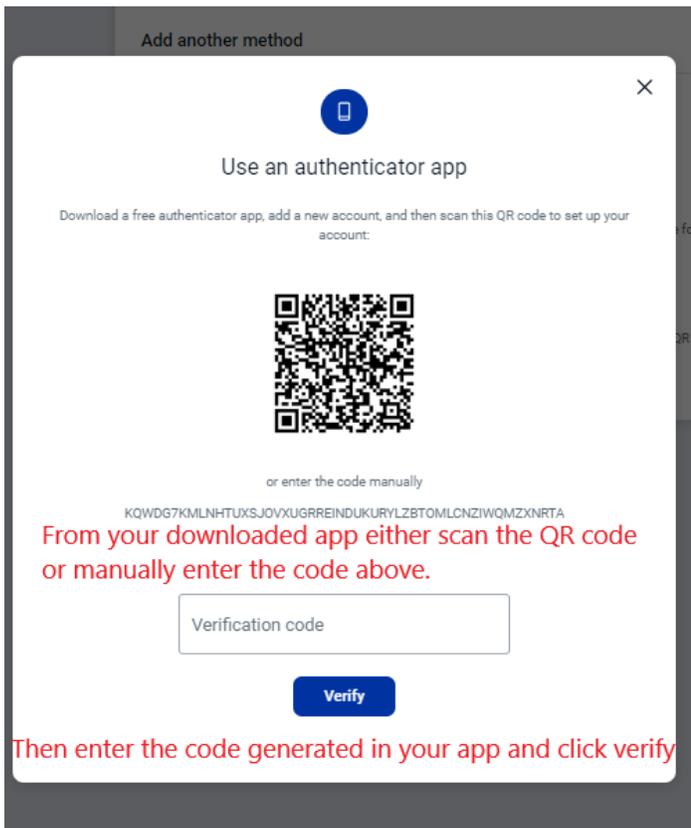
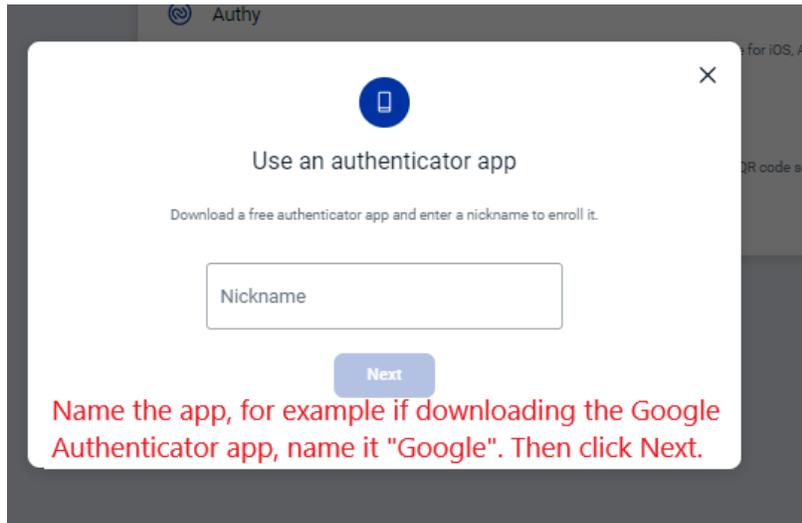


You're all set!

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.

Done

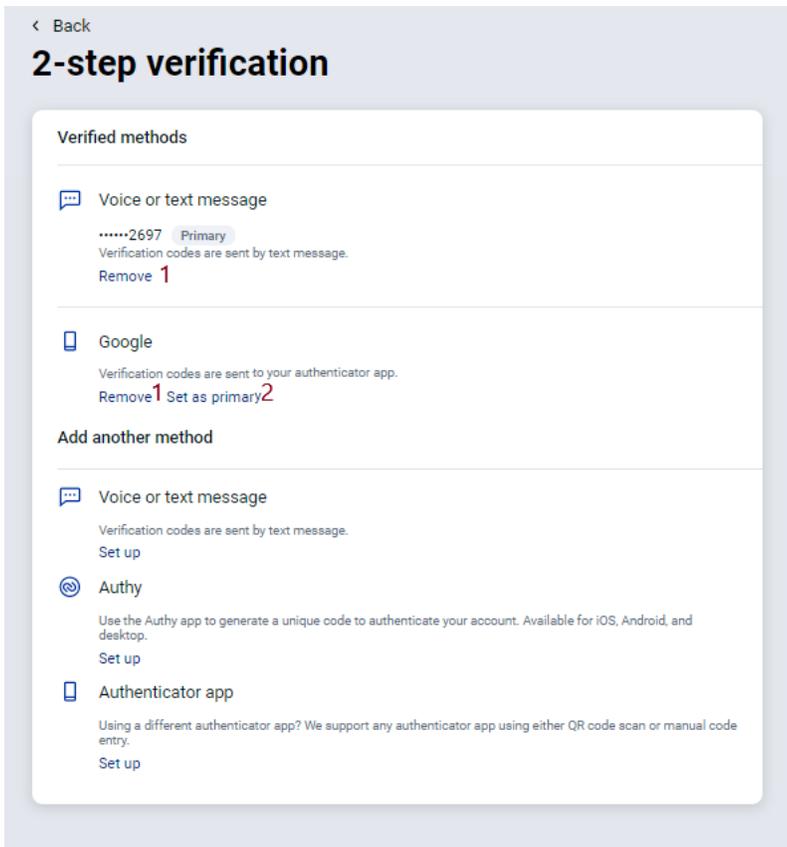
# Authenticator App Setup



# 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**

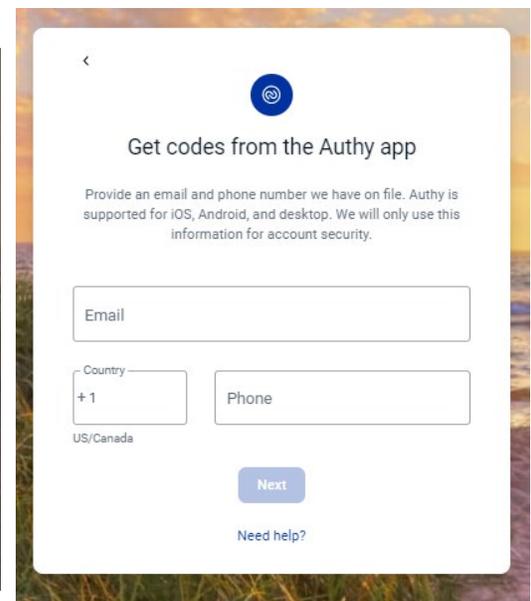
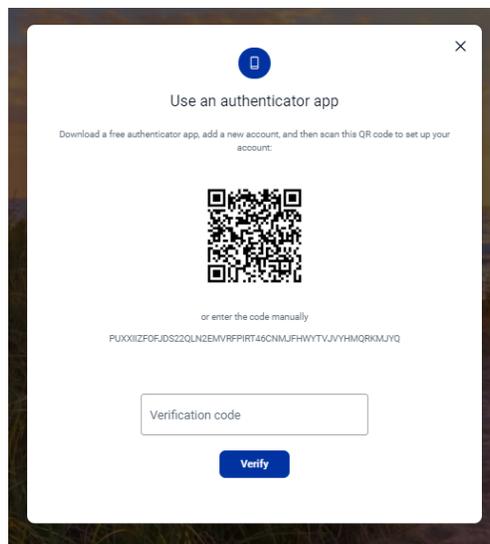
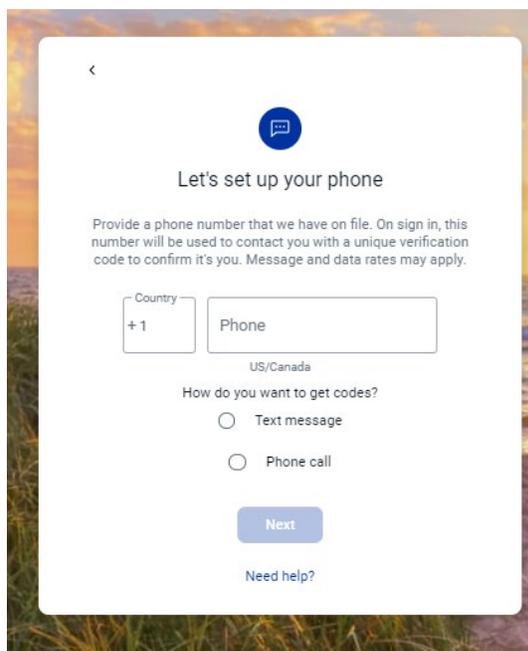
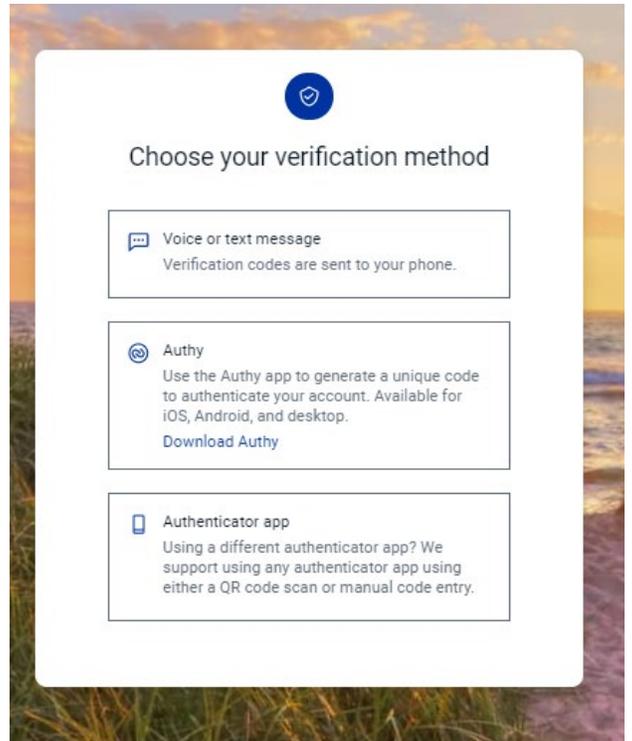
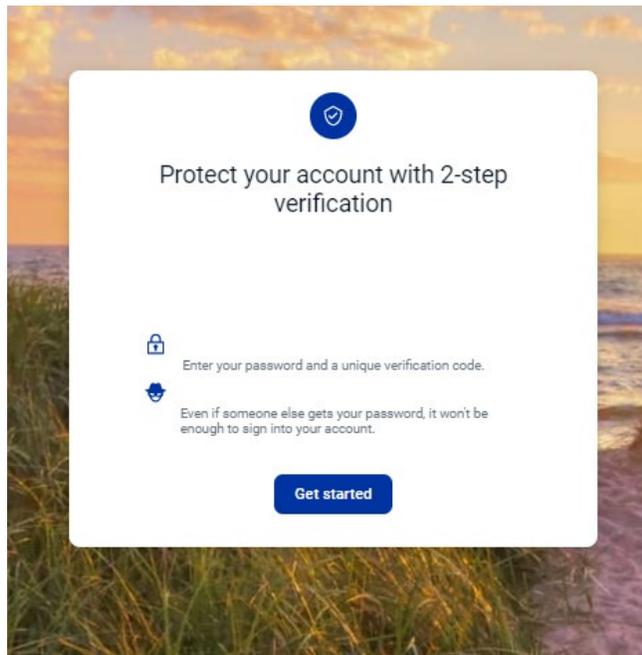


1. To remove a verified method click the **Remove** link.

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 care team at (888) 295-4373 or [customercare@westshorebank.com](mailto: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.

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West Shore Bank  
[customercare@westshorebank.com](mailto:customercare@westshorebank.com) | [Privacy Policy](#)  
(888) 295-4373  
201 W Loomis St, Ludington, MI



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.

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