2-Step Verification

Step-by-step guide.

NORTHERN SAVINGS
www.northsave.com

At Northern Savings your online security is our priority, which is why we use 2-Step Verification to ensure only authorized users can access your account.

With 2-Step Verification when you login to your account, you will provide two things:

1. **Something you know** – your password, and
2. **Something you have** – a one-time verification code sent to your email address or mobile phone

## Enabling 2-Step Verification for the First Time:

1 To get started, click the Login button in the top right corner of our homepage.

2 The Login screen will appear.

Here you will see a lock symbol in the web browser address which means you are entering our secure banking site.

* The Login screen will look completely different than it did previously.

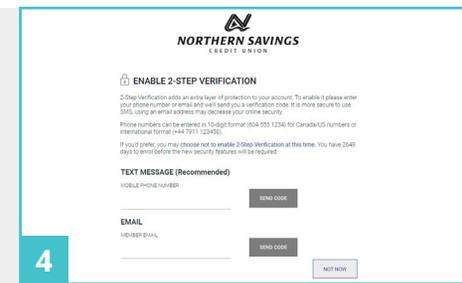**3** Enter your Member Card and current Password (PAC), then click LOGIN.
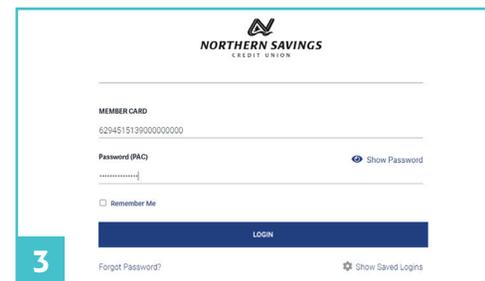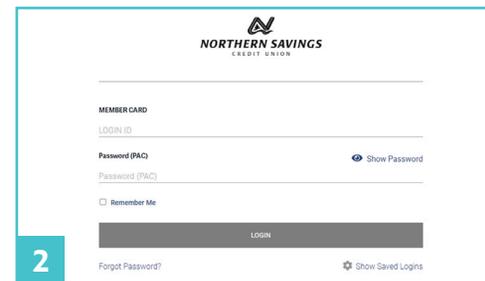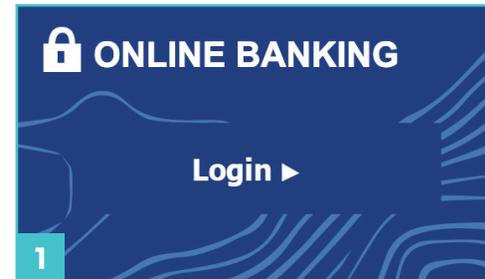
2-Step Verification *Step-by-step guide.*

4 The ENABLE 2–STEP VERIFICATION screen will appear. You can choose to receive your code by text message or email.

5 Enter your mobile phone number or email address and click SEND CODE.

- Note: It may take up to 10 minutes to receive your code. Wait to receive your first code before requesting a new one. This is an important step!

- If you request a new code, the original code will no longer work and you will get an error message. Also, to avoid receiving an error message at your next log in, be prepared to start and finish your enrolment in one session.

6 Once your code is retrieved, enter the code in ENTER VERIFICATION CODE box then click CONTINUE.

7 A green check mark with an enrolment complete message will appear. Click CONTINUE and you will be taken to the Account Summary page in your online banking.
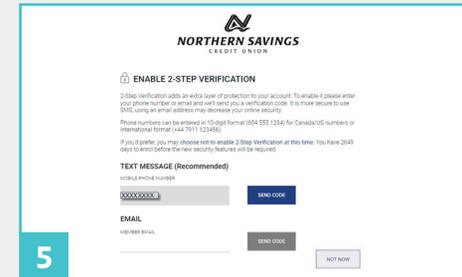
Add / Edit / Delete 2-Step Verification Contact Information

8 You can add a second verification method to your account. From the Profile and Preferences page of online banking select Change 2–Step Verification Information. From here, you can also edit or delete an email address or mobile phone number you previously enrolled.
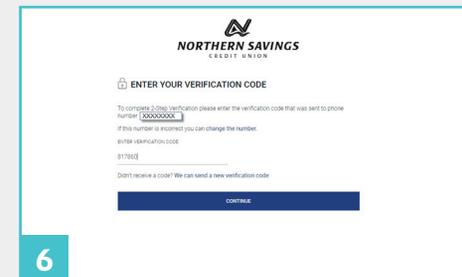
If you need assistance with 2-Step Verification contact our Technical Support at 1.855.801.5770
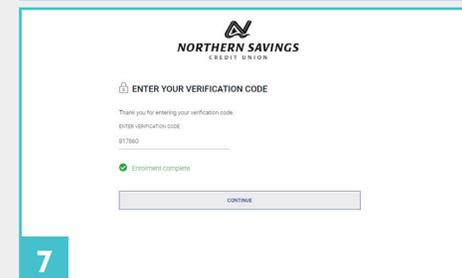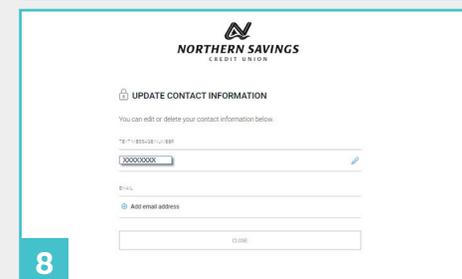
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