ANDOVER
STATE BANK
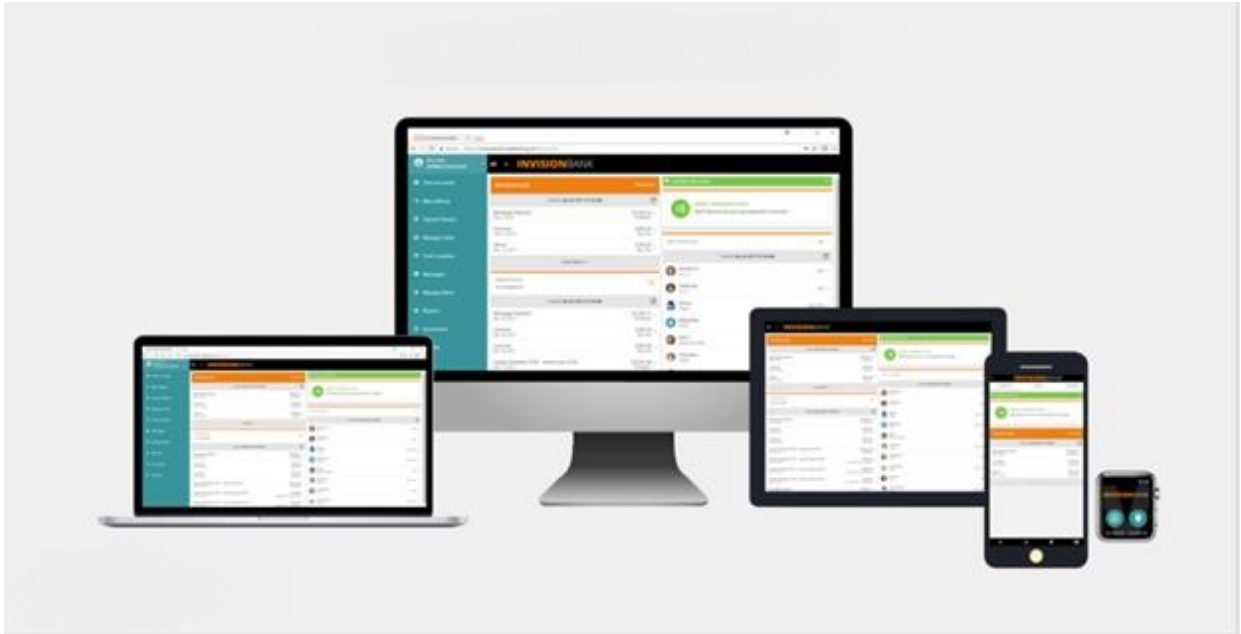
DIGITAL BANKING

CUSTOMER LOGIN INSTRUCTIONS FOR DUAL AUTHENTICATION
(otherwise known as OOBA - out of band authentication)

OOBA Consumer Login Instructions

Once customer is given Out of Band Authenticator permission

The system will automatically take customer to the 'Security Devices' tab when they log in. Customer will not be able to proceed past this point until they successfully set up their security device.
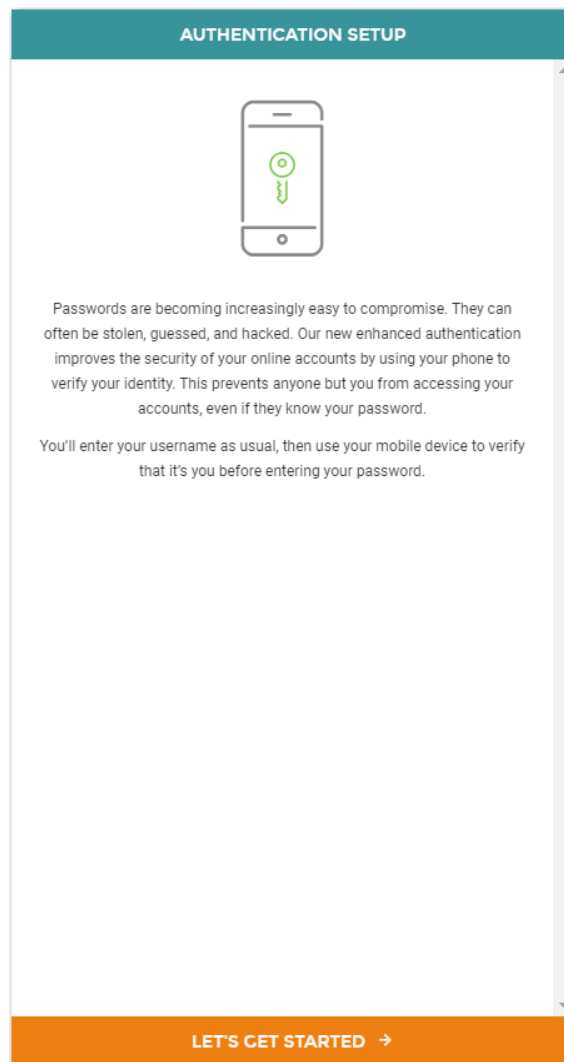
In order to continue customer will need to click the **"Let's Get Started"** button

Step 1: Set up Device

Customer will need to fill out the information that corresponds to their phone.

Step 2: Verify Device

Customer will need to either click **"Text Me"** or **"Call Me**

Enter the code that was provided in the text or phone call and then click **"Verify Device."**

VERIFY DEVICE

PHONE NUMBER	
NICKNAME	Test
TEXT MESSAGE ON	Yes
DEVICE SELECTED	iOS

Enter the verification code that you received below:

12

Didn't get a message? Resend Verification Code

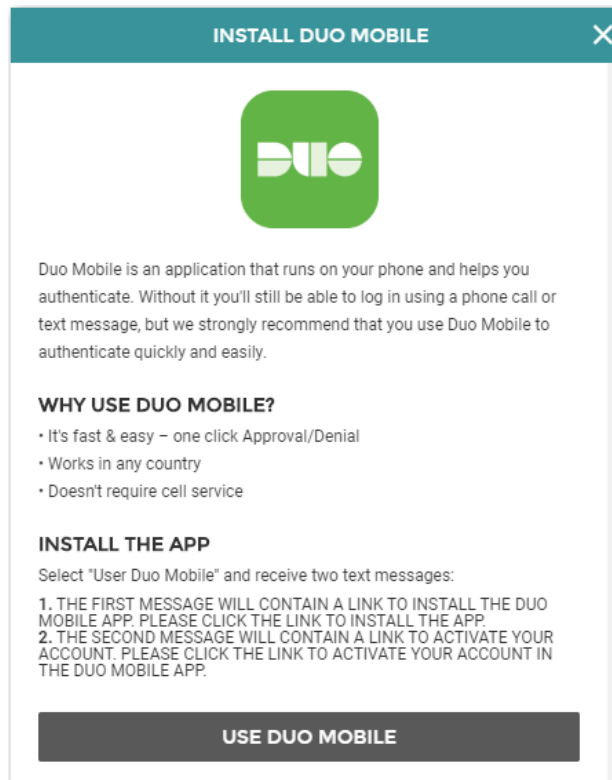Enter the wrong phone number? Start the process over

VERIFY DEVICE →

Step 3: DUO App Link & Activation Link

Customer will now have the option to have the Install and Activation links sent through text message
Click **"Text Me"**

If you don't have time at this moment click **"Skip this Step"** and you can continue this at a later time.

Follow the link in the text message to download the app and activate it.
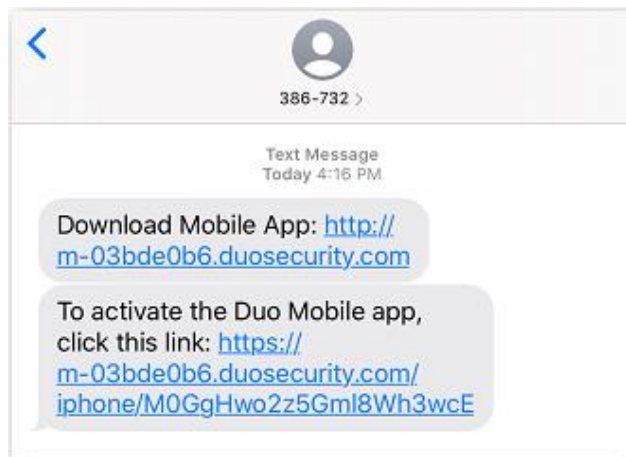
Once the App has been downloaded and activated, please click on the **"Complete Setup."** or you can may click on **"Add Another Device."**