

# How to add a new two-factor authentication method via the web browser

## A guide for WGSB customers

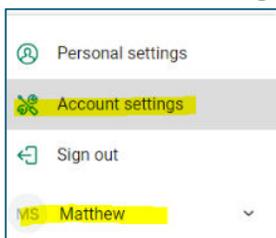
In response to the March 19, 2024 end-of-life of the Authy Desktop application for two-factor authentication (2FA), this guide is provided to assist Woodsville Guaranty Savings Bank customers without a mobile device to set up a new 2FA method.

If you are trying to follow this and the Authy Desktop app is not working, your current 2FA method will need to be reset. To do this, contact the bank and ask a member of our Customer Service team to reset your current 2FA method.

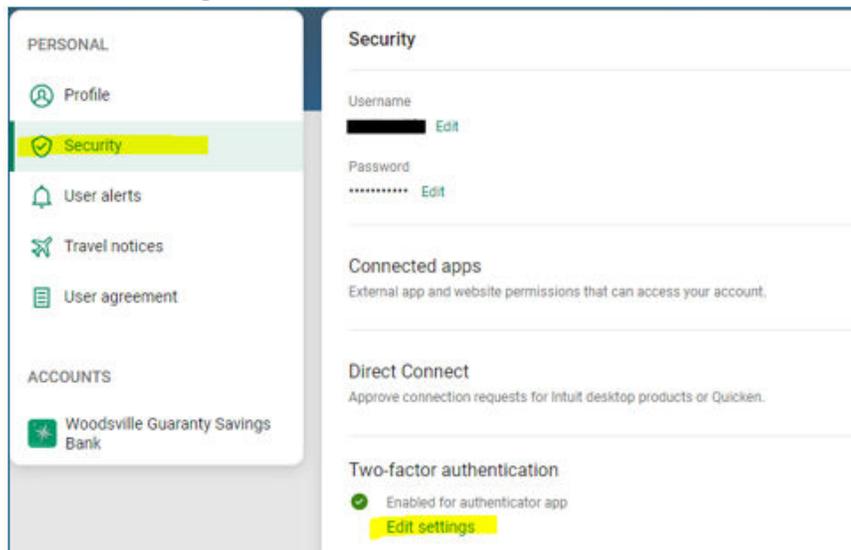
**Note:** before beginning, you must establish an alternative 2FA app (ex. Password1, Lastpass, etc.). This will require you to create an account with that application. Very often, there are free options available.

Once you have a 2FA app, do the following:

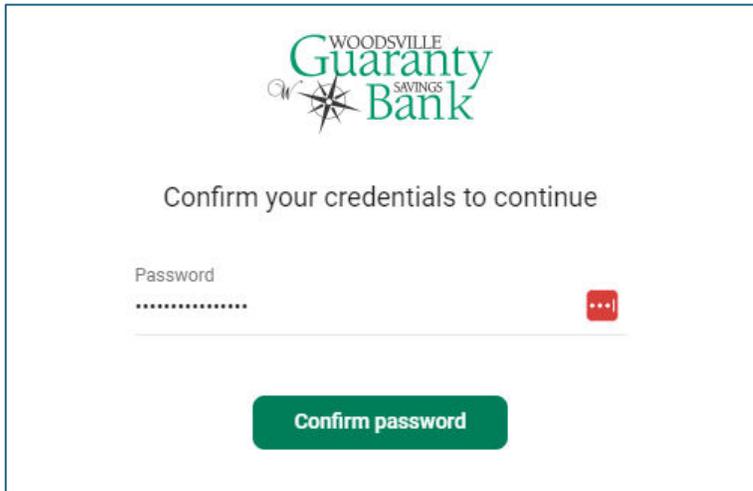
1. Log into your profile with WGSB's online banking service.
2. Click your name in the lower left
3. Click Account settings:



4. Click Security
5. Click Edit settings under "Two-factor authentication":

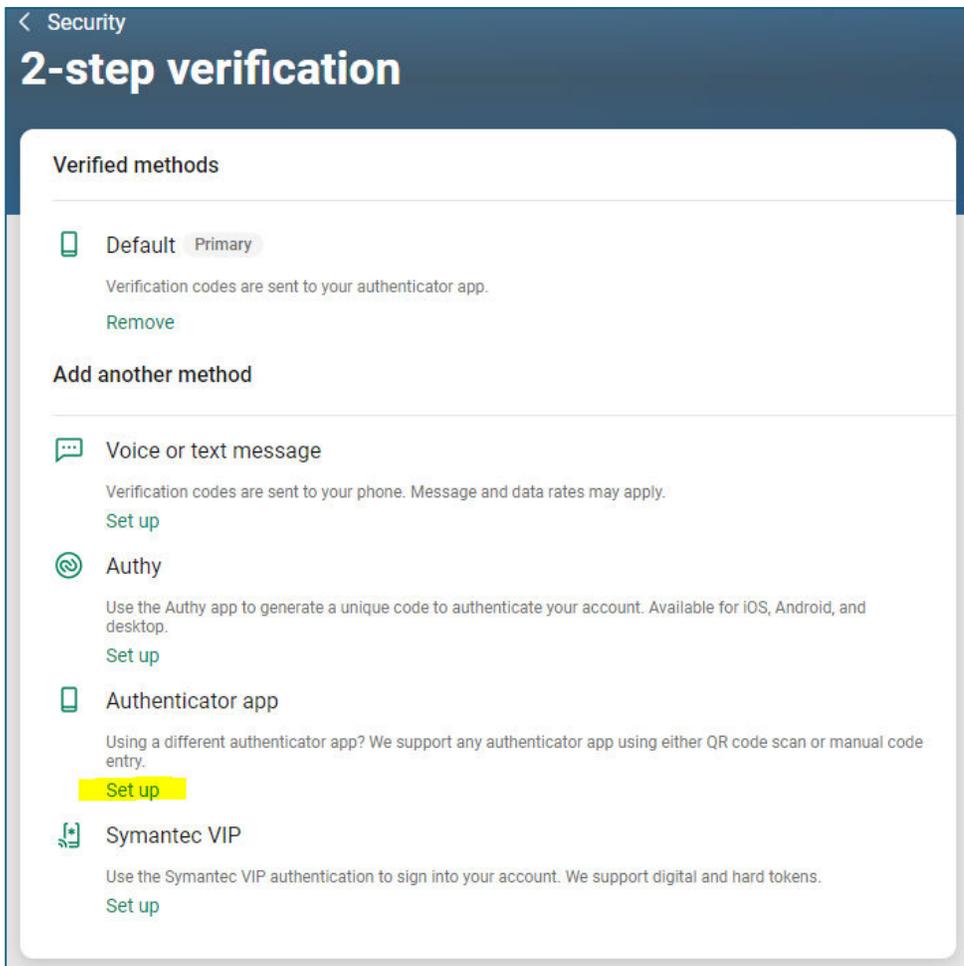


6. Re-enter your online banking password and click 'Confirm' password to continue. This is needed for additional protection:



The screenshot shows the Woodsville Guaranty Bank logo at the top. Below the logo, the text "Confirm your credentials to continue" is displayed. Underneath, there is a "Password" field with a masked password (dots) and a red eye icon to toggle visibility. At the bottom, there is a green button labeled "Confirm password".

7. Under Authenticator app, click 'Set up':



The screenshot shows the "2-step verification" setup screen. At the top, there is a back arrow and the text "Security". Below that, the title "2-step verification" is displayed. The screen is divided into two main sections: "Verified methods" and "Add another method".

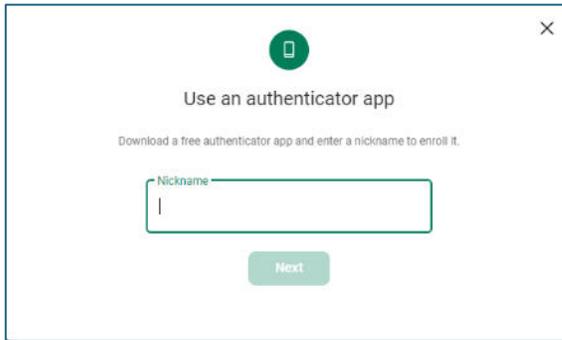
**Verified methods**

- Default** (Primary): Verification codes are sent to your authenticator app. [Remove](#)

**Add another method**

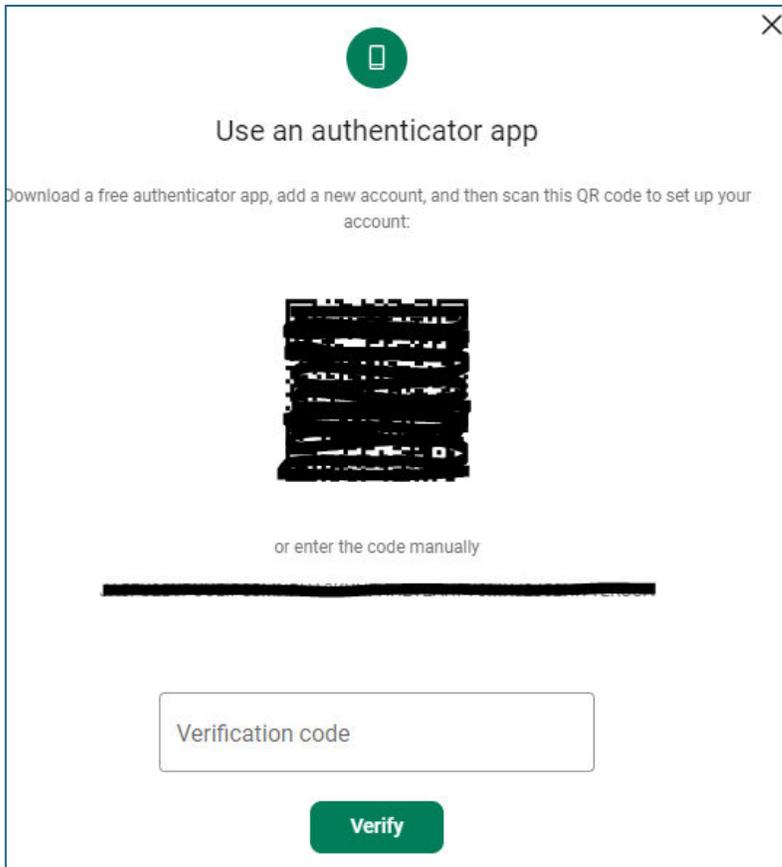
- Voice or text message**: Verification codes are sent to your phone. Message and data rates may apply. [Set up](#)
- Authy**: Use the Authy app to generate a unique code to authenticate your account. Available for iOS, Android, and desktop. [Set up](#)
- Authenticator app**: Using a different authenticator app? We support any authenticator app using either QR code scan or manual code entry. [Set up](#)
- Symantec VIP**: Use the Symantec VIP authentication to sign into your account. We support digital and hard tokens. [Set up](#)

8. Enter a Nickname. This could be the name of the app/browser plugin you have chosen.
9. Click 'Next':



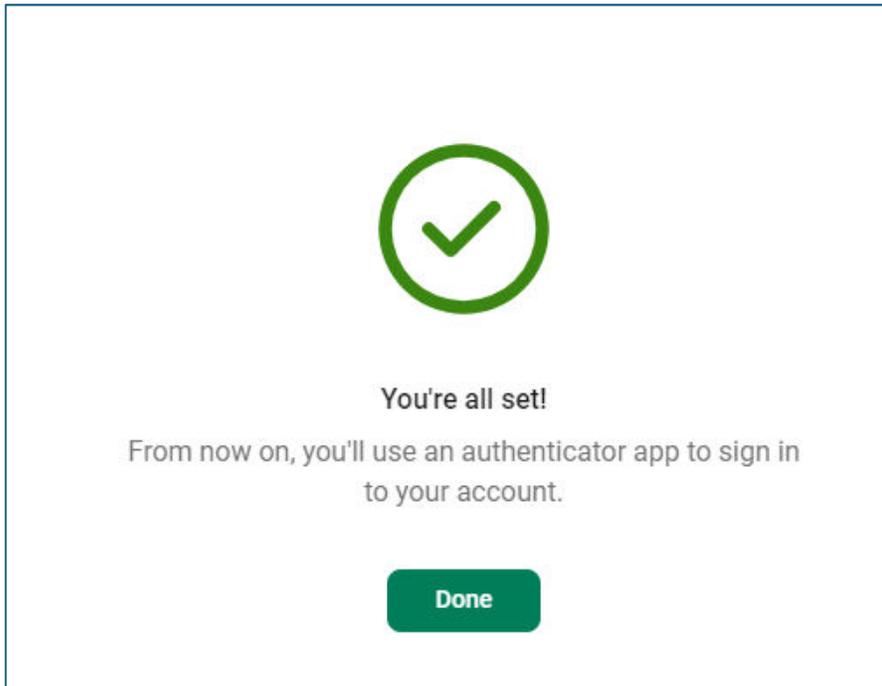
A dialog box titled "Use an authenticator app" with a close button (X) in the top right corner. Below the title is a green circular icon containing a white smartphone symbol. The text reads: "Use an authenticator app" followed by "Download a free authenticator app and enter a nickname to enroll it." Below this is a text input field labeled "Nickname" with a cursor inside. At the bottom center is a green button labeled "Next".

10. Open the new Authenticator App and follow the process to add a Secret Key, then copy the verification code generated into the Verification code field, and click 'Verify':

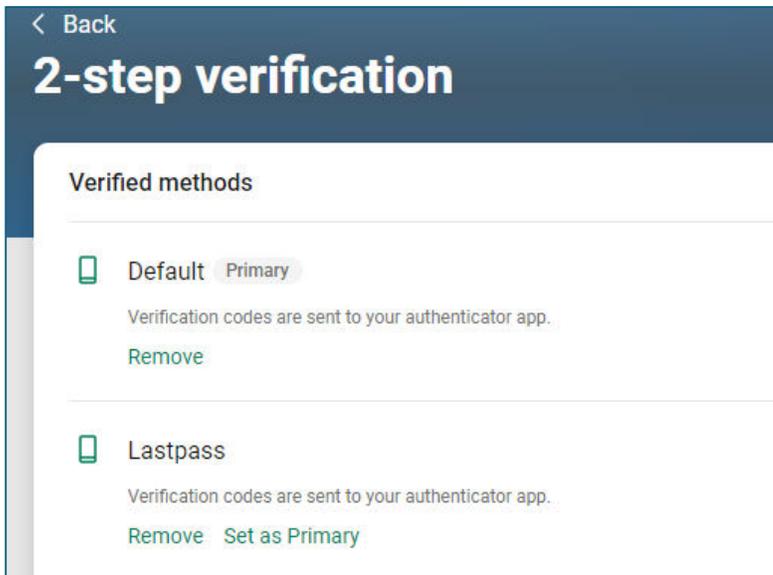


A dialog box titled "Use an authenticator app" with a close button (X) in the top right corner. Below the title is a green circular icon containing a white smartphone symbol. The text reads: "Use an authenticator app" followed by "Download a free authenticator app, add a new account, and then scan this QR code to set up your account:". Below this is a large, dark, pixelated QR code. Underneath the QR code is the text "or enter the code manually" followed by a thick black horizontal line. At the bottom is a text input field labeled "Verification code" and a green button labeled "Verify".

11. If successful, you will see below. Click 'Done':

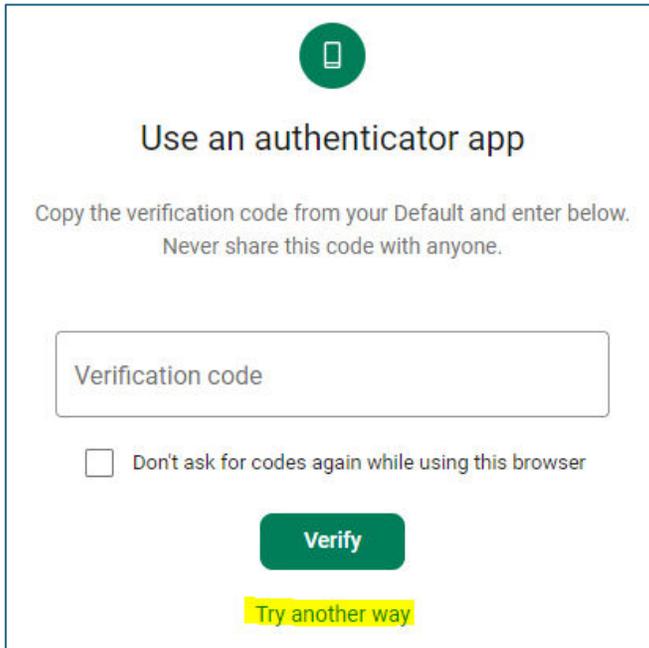


12. Under 2-step verification in Account Settings, you will see the new option listed:



13. From here, click 'Set as Primary' if the Default method is Authy Desktop and/or 'Remove' the Default.

14. If you choose to keep multiple options, those other than the default can be accessed when logging in by choosing “Try another way”:



Use an authenticator app

Copy the verification code from your Default and enter below.  
Never share this code with anyone.

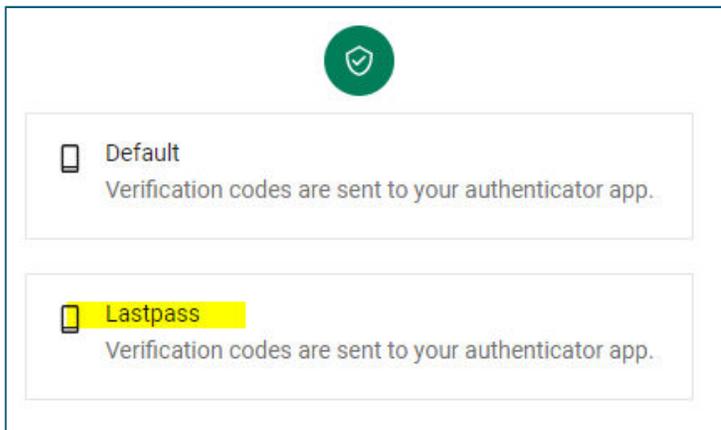
Verification code

Don't ask for codes again while using this browser

Verify

Try another way

15. Choose the app you want and you will be asked for the Verification code from that app:



Default  
Verification codes are sent to your authenticator app..

Lastpass  
Verification codes are sent to your authenticator app..