

FIRST TIME LOGIN

1

Login to the Insight Bank App

Username
h [Switch]

Enter your password
[Forgot?]

Sign in with a passkey Sign in

2

Open Email, retrieve OTP Verification code.

OTP verification code -EXTERNAL

customercare@insightbank.com on behalf of customercare@alt

This Message is From an External Sender
This message came from outside your organization.

Your one time passcode is
517620

If you did not request a one time passcode, please call
(800) 815-2265 immediately.

customercare@insightbank.com Privacy Policy
(800) 815-2265
33 East Main Street, American Fork, UT

3

Enter passcode to confirm email

Confirm email

We sent an email with a verification code to
[redacted].com. This code will expire after 5
minutes.

Verification code

Don't ask for codes again while using this browser

Verify Resend Code

4

Get started

Protect your account with 2-step verification

Each time you sign into your account on an unrecognized device, we require your password and a verification code. Never share your code with anyone.

Add an extra layer of security
Enter your password and a unique verification code.

Keep the bad people out
Even if someone else gets your password, it won't be enough to sign into your account.

Get started

5

Select a verification

Voice or text message
Verification codes are sent to your phone.

Authy
Verification codes are sent to your phone or the Authy app.

Authenticator app
Using a different authenticator app? We support using any authenticator app using either a QR code scan or manual code entry.

6

Continue your verification process using one of the links below.

Select the link that corresponds with the type of authentication method you prefer to use:

- Mobile or Landline Verification
- Landline Only Verification
- Chrome Browser
- Auth App

LOG IN USING a Text Message or Voice Call to Authenticate

1 Enter your current username and password.

Username [Switch](#)

Enter your password

[Forgot?](#)

Sign in with a passkey

2 Click Get started.

Protect your account with 2-step verification

Each time you sign into your account on an unrecognized device, we require your password and a verification code. Never share your code with anyone.

- Add an extra layer of security
Enter your password and a unique verification code.
- Keep the bad people out
Even if someone else gets your password, it won't be enough to sign into your account.

3 Select voice or text message.

- Voice or text message
Verification codes are sent to your phone.
- Authy
Verification codes are sent to your phone or the Authy app.
- Authenticator app
Using a different authenticator app? We support using any authenticator app using either a QR code scan or manual code entry.

4 Enter your mobile number or landline.

Let's set up your phone

Provide a phone number that we have on file. On sign in, this number will be used to contact you with a unique verification code to confirm it's you. Message and data rates may apply.

Country

US/Canada

5 Select text or phone call.

How do you want to get your codes?

We will send a one-time code to the phone number you provided. It will be valid for 5 minutes.

- Text message/SMS (2FA program)
Message and data rates may apply. Reply HELP for help and STOP to opt out of SMS terms [Privacy policy](#)
- Phone call

Landline users select phone call here!

6 Enter code from text or voice call and click Verify.

Confirm phone number

We will be sending you a text message shortly at *****6349 with your verification code. This code will expire after 5 minutes.

Don't ask for codes again while using this browser

LOG IN USING a Voice Call to Authenticate

1

Enter your current username and password.

Username
TestCustomer Switch

Enter your password

[Forgot?](#)

 Sign in with a passkey

Sign in

2

Click Get started.



Protect your account with 2-step verification

Each time you sign into your account on an unrecognized device, we require your password and a verification code. Never share your code with anyone.

 Add an extra layer of security
Enter your password and a unique verification code.

 Keep the bad people out
Even if someone else gets your password, it won't be enough to sign into your account.

Get started

3

Select voice or text message.



 Voice or text message
Verification codes are sent to your phone.

 Authy
Verification codes are sent to your phone or the Authy app.

 Authenticator app
Using a different authenticator app? We support using any authenticator app using either a QR code scan or manual code entry.

4

Enter your phone number



Let's set up your phone

Provide a phone number that we have on file. On sign in, this number will be used to contact you with a unique verification code to confirm it's you. Message and data rates may apply.

Country
+1 Phone
-6349

US/Canada

Next

[Need help?](#)

5

Select phone call, then Send code



How do you want to get your codes?

We will send a one-time code to the phone number you provided. It will be valid for 5 minutes.

Text message/SMS (2FA program)
Message and data rates may apply.
Reply HELP for help and STOP to opt out.
[SMS terms](#) [Privacy policy](#)

Phone call
(509) 860-6349

Send code

[Need help?](#)

6

Answer the call, enter the verification code you hear and click Verify



Confirm phone number

We will be sending you a text message shortly at *****6349 with your verification code. This code will expire after 5 minutes.

Verification code

Don't ask for codes again while using this browser

Verify

[Resend Code](#)

LOG IN USING Authenticator Chrome Browser Plug-In

1 Install GAAuth Authenticator

(You only need to do this on initial setup)

chrome web store

Discover Extensions Themes



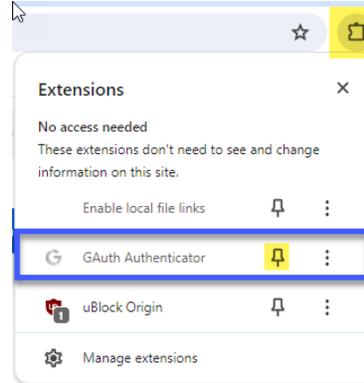
GAAuth Authenticator

Prerequisites:

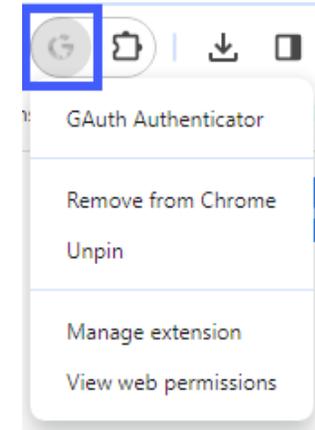
- User must be on Windows or Mac OS Computer
- Must use Chrome web browser
- Must download and install the GAAuth Chrome Browser Plug-in

2 PIN GAAuth Plug-in to your Menu bar

(You only need to do this on initial setup)

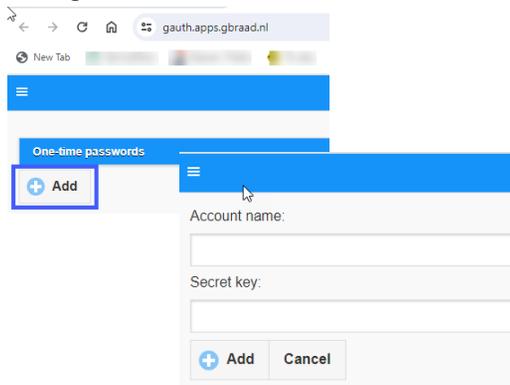


3 Launch GAAuth Plug-in



4 Add Profile

Begin adding a profile for Online Banking by clicking the **+Add** button



See the next page for login instructions and how to setup Authentication to mobile banking

LOG IN USING Authenticator Chrome Browser Plug-In

5

Login to Online Banking in a separate browser

A screenshot of an online banking login page. It features a 'Username' field with the text 'TestCustomer' and a 'Switch' button. Below it is a 'Password' field with the placeholder text 'Enter your password'. There is a 'Forgot?' link and a 'Sign in with a passkey' button. A large blue 'Sign in' button is at the bottom right.

6

Select Get Started

A screen titled 'Protect your account with 2-step verification'. It explains that a unique verification code is required for unrecognized devices. It offers two options: 'Add an extra layer of security' (password + code) and 'Keep the bad people out' (password + code, even if someone has the password). A blue 'Get started' button is at the bottom.

7

Select Authenticator app

A screen showing three options for 2-step verification: 'Voice or text message', 'Authy', and 'Authenticator app'. The 'Authenticator app' option is highlighted with a blue border. It states that the system supports using any authenticator app via QR code scan or manual code entry.

8

Copy Secret code

Into your GAuth browser tab and click +Add to finish setup

A screenshot of a GAuth browser tab. It shows a QR code and a secret key: 'LVKAZS2OZYVMPFNPNCDFRQKZMHNALB0SUZDFHLYOZQF4A'. A red arrow points to the 'Add' button in the bottom right corner of the secret key box.

8

Copy the numeric one-time PIN to your Online Banking login

A screenshot of the online banking login page. The 'One-time password' field contains the numeric PIN '989381'. A red arrow points to this field. The 'Bank Name' field is empty. A 'Verify' button is at the bottom.

10

You're all set!!

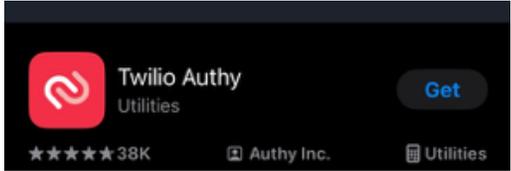


You're all set!
From now on, you'll use an authenticator app to sign in to your account.

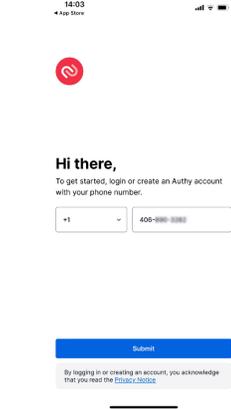
Done

LOG IN USING Authy App

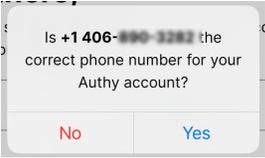
1 Install Twilio's Authy App
To begin, install the mobile version of the Twilio Authy App from the iOS or Google Play Store.



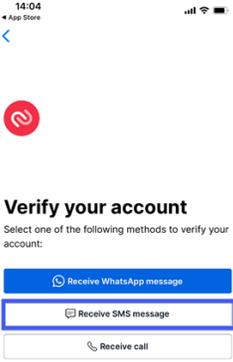
2 Open Authy App
Open the Authy app, enter your Country code and phone number, click **Submit**.



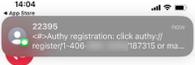
Verify correct phone number in pop-up. If correct, click **Yes**



3 Verify your account
Select a verification method. In this case SMS message was selected.



4 Enter verification code from SMS message



SMS message sent
Enter the verification code we sent to +1 406-990-3282

Code can be resent in 25 seconds...
Use a different verification method

5 Login to Bank

Username: TestCustomer [Switch]

Enter your password

Forgot?

Sign in with a passkey [Sign in]

6 Get Started

Protect your account with 2-step verification

Each time you sign into your account on an unrecognized device, we require your password and a verification code. Never share your code with anyone.

- Add an extra layer of security
Enter your password and a unique verification code.
- Keep the bad people out
Even if someone else gets your password, it won't be enough to sign into your account.

Get started

LOG IN USING Authy App

7 Select Authy from the Verification methods

Voice or text message
Verification codes are sent to your phone.

Authy
Verification codes are sent to your phone or the Authy app.

Authenticator app
Using a different authenticator app? We support using any authenticator app using either a QR code scan or manual code entry.

8 Provide Email, Country code and Phone Number

Be sure the phone number matches the number provided to Authy

Get codes from the Authy app

Provide an email and phone number to get codes via phone, SMS, or Authy authenticator app.

Email: [redacted]@gmail.com

Country: +1 Phone: (406) [redacted]

US/Canada

Next

Need help?

9 Select how you want to receive the authenticator codes

How do you want to get your codes?

Text message (406) [redacted]

Phone call (406) [redacted]

Authenticator app
We support the Authy app. Download Authy

Send code

Need help?

10 Open the Authy App on your device

14:07

Search

TWILIO Authy

Western Security Bank token is:

26 518 24

Your token expires in 19

SendGrid Western Security Bank Add Account

11 Enter token provided by Authy

Confirm account

We sent a code to [redacted]. If you have the Authy app installed, you can get your code there. This code will expire after 5 minutes.

Verification code: 2651824

Don't ask for codes again while using this browser

Verify

Resend Code or Try another way

12 You're all set!

You're all set!

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

Done