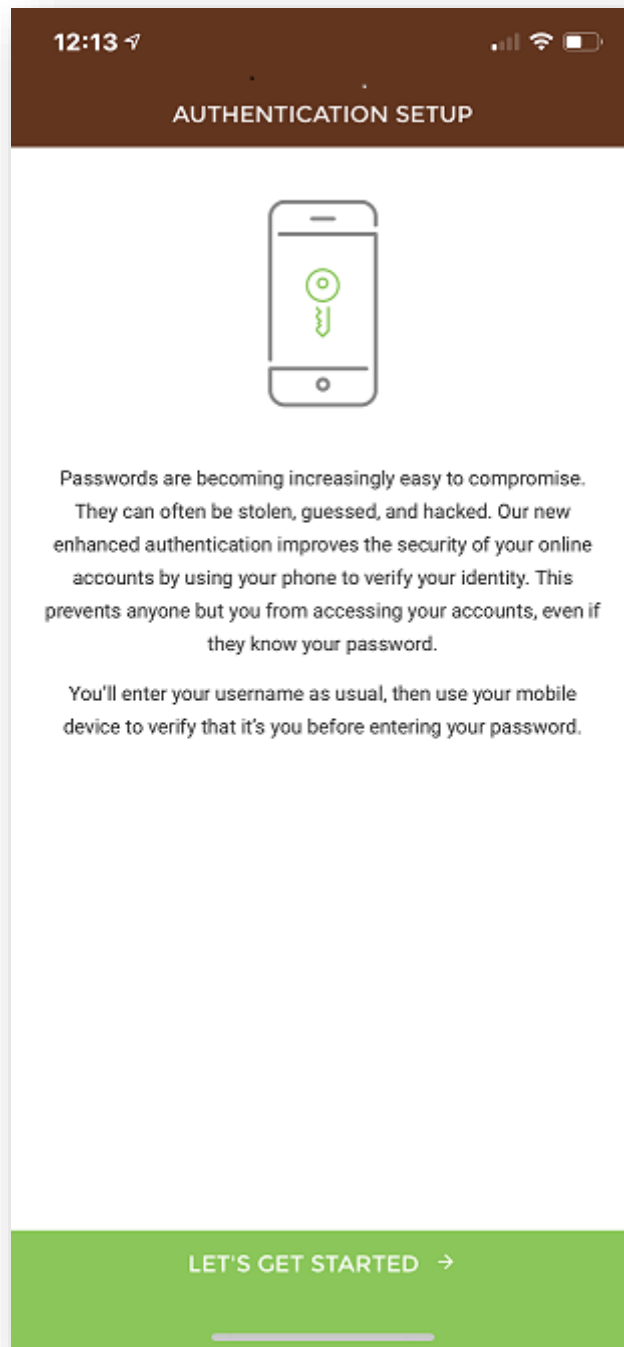# ★ ANCHOR D BANK ★

OOBA- Out of Band Authentication and DUO MOBILE

1. You will begin with a *Get Started page*. This will pop up the first time you sign onto the App after your Bank has implemented this additional safety measure.

2. You will enter your 10-digit phone number, and a nickname for your device. You will see a line to choose what type of device (Apple/Android/Windows or Blackberry). Select the correct one, then click TEXT ME (this is the most common choice) You may be on a device that is not able to receive a Text- and would choose CALL ME

3. You will receive a text or call with a verification code. You will see a box to enter the VERIFICATION CODE received by a notification on your device. After putting in the 6 digit code, you will click on the green band at the bottom of the screen: **VERIFY DEVICE**.

4. If you are using a smartphone- you will be given the opportunity to download **DUO MOBILE**

Duo Mobile is an application that runs on your phone and helps you authenticate. Without it you'll still be able to log in using a phone call or text message, but we strongly recommend that you use Duo Mobile to authenticate quickly and easily.

WHY USE DUO MOBILE?

- It's fast & easy – one click Approval/Denial
- Works in any country
- Doesn't require cell service

INSTALL THE APP

Select \"User Duo Mobile\" and receive two text messages:

1. THE FIRST MESSAGE WILL CONTAIN A LINK TO INSTALL THE DUO MOBILE APP. PLEASE CLICK THE LINK TO INSTALL THE APP.
2. THE SECOND MESSAGE WILL CONTAIN A LINK TO ACTIVATE YOUR ACCOUNT. PLEASE CLICK THE LINK TO ACTIVATE YOUR ACCOUNT IN THE DUO MOBILE APP.
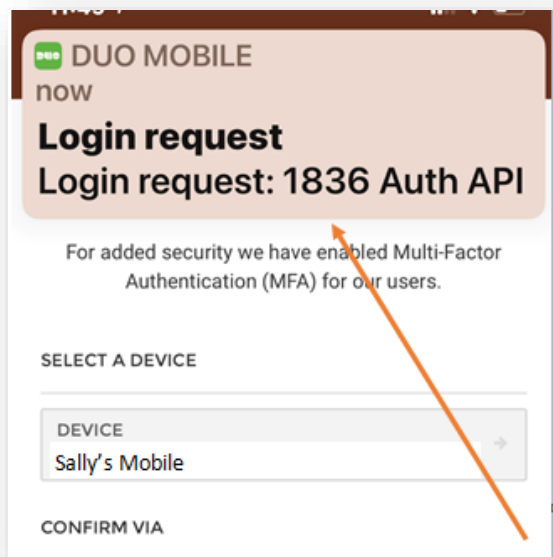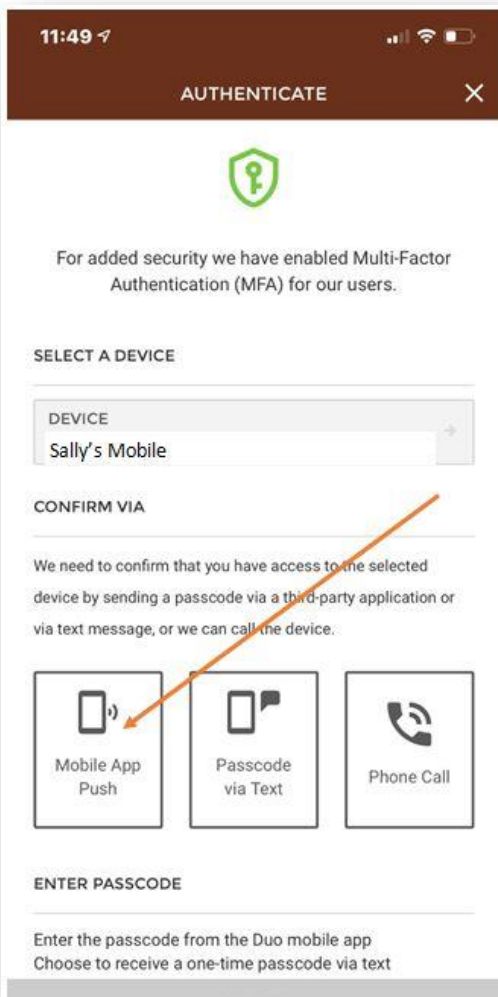
USE DUO MOBILE

SKIP THIS STEP →

Continued…

5. If you choose to download the app, you will receive 2 links via text to download and verify the app. By downloading the DUO Mobile App- your OOBA verification/Approval will be one click. (no code, text, etc.) It will be quick and easy.


Download Mobile App: http://m-03bde0b6.duosecurity.com

To activate the app, click and open this link with Duo Mobile: https://m-03bde0b6.duosecurity.com/android/Vih731N4nJSqzKuTiK5d
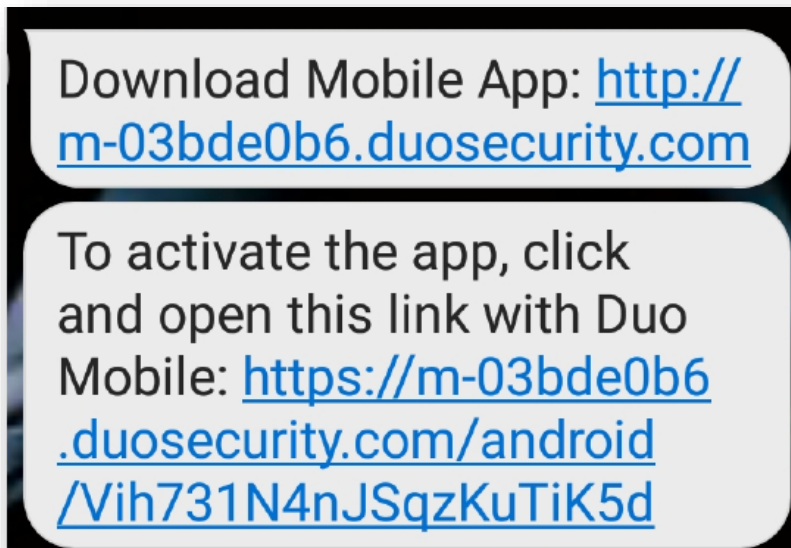
6. Once it is verified- you will get a DUO MOBILE SCREEN.
        This Screen allows you to choose MOBILE APP PUSH

Continued…

7. Once you click on the Mobile App Push- you will receive a **Login Request** from Duo Mobile- and will be able to click it. If you miss it- go to your notices- and click on the **Login Request** from Duo Mobile

8. The **Login Request** Screen will appear- and once you press **Approve**- you are ready to complete your transaction!
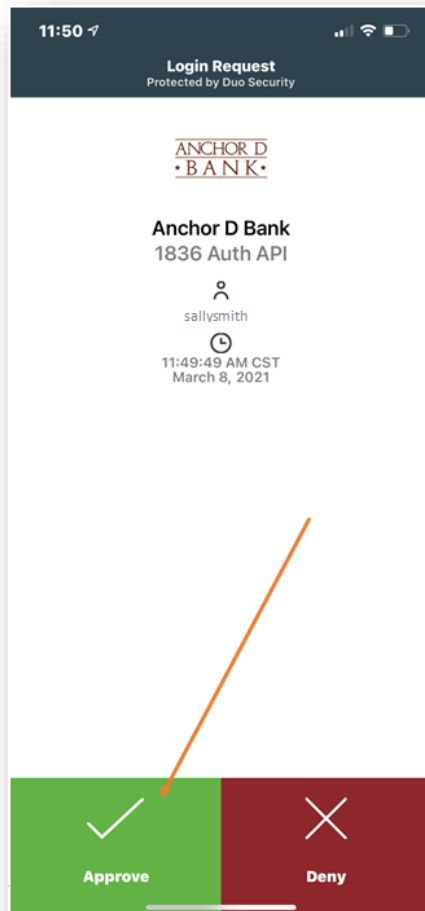

9. To exit from OOBA- Customer will need to swipe gently- to show all their other open pages/windows on their device and click on the ADB Mobile App Screen. (DUO will cover that screen- so you need to retrieve the ADB Mobile page- to continue your inquiry or transaction) **OR** once the DUO MOBILE PUSH is approved- you will see a tiny **Anchor D,** press the arrow to the left of this.


Continued…

This will take you to the REVIEW THIS PAYMENT screen (you already submitted this that is why the SUBMIT is "grayed out"). The screen will automatically switch to the SUCCESS Screen with your Confirmation Number. You may now close. Your transaction is complete.
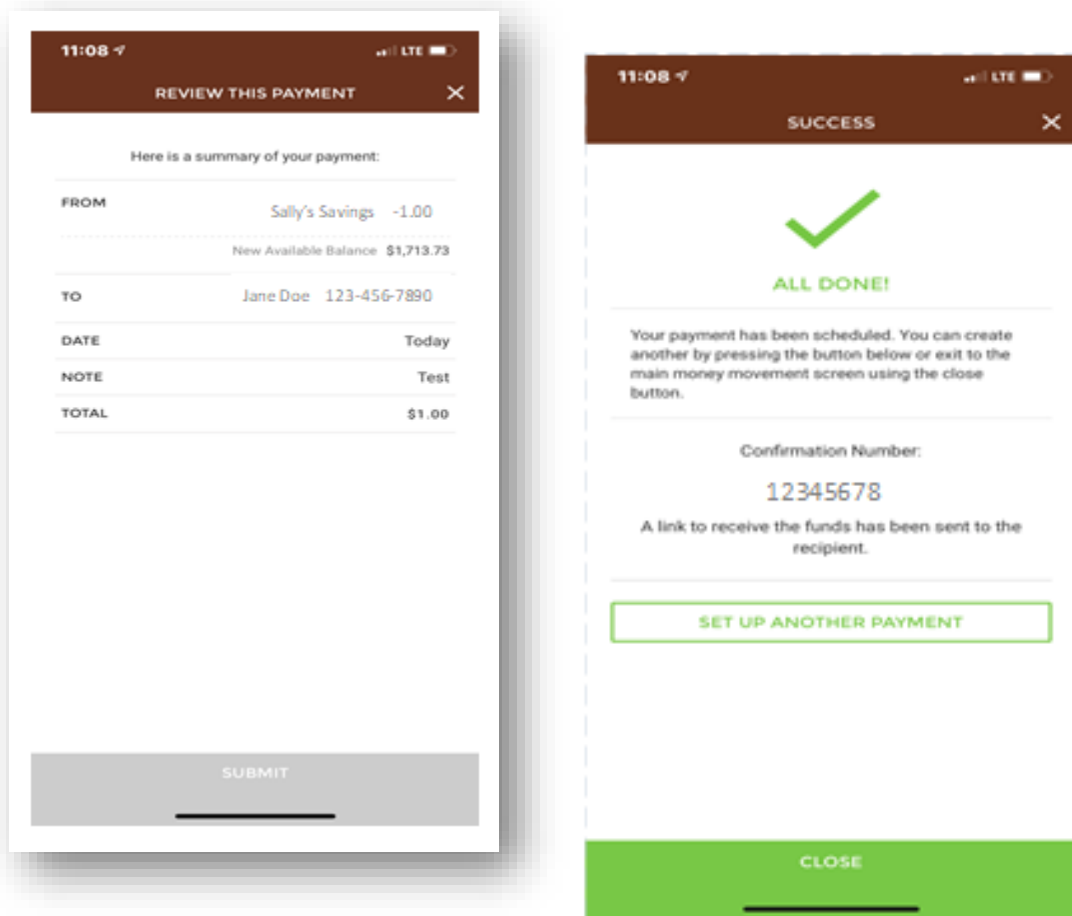
ADD OTHER DEVICES (this may be done on the INITIAL set up) If you would like to add another device later- Please contact the Bank and they can CLEAR and RESET your OOBA, and you can start over again. (just takes a few seconds!)

1. To add other devices- you will click **ADD ANOTHER DEVICE**. This is the screen that pops up at the end of the initial OOBA set up.

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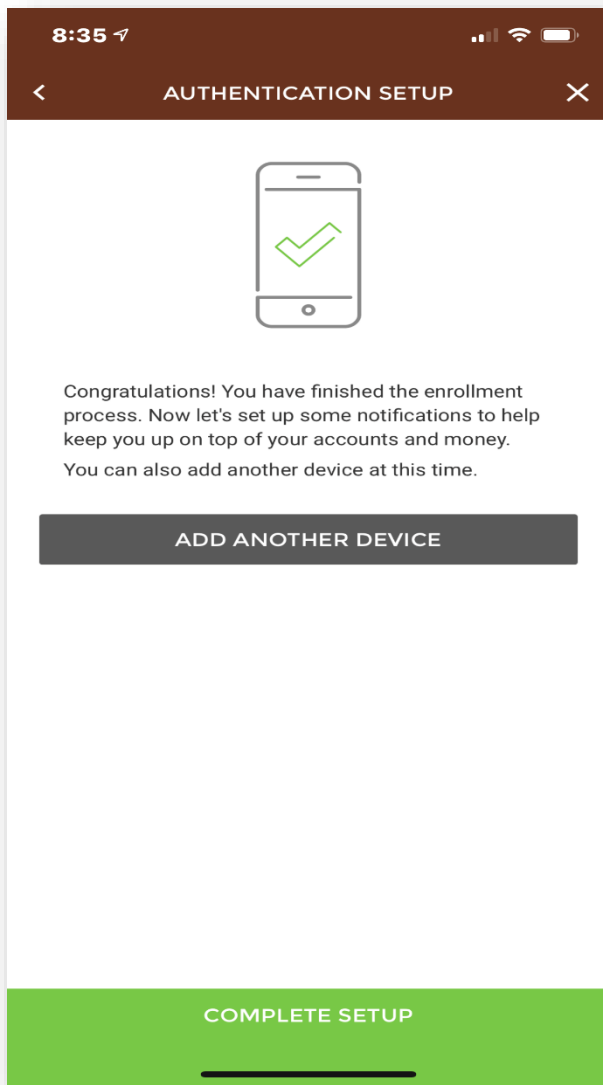
2. You MUST make sure the other or new device you want to add- is present. Add the new device phone number and you can nickname it. (Nicknames are important- if you have more than one device) In addition you will choose what type of device and press TEXT ME.

3. OOBA- will send a verification CODE to the device you are adding- and you will need to place the code in the box on your current device to verify it is ok to add the new one. Once accepted- you may choose DUO MOBILE for the new device and follow the steps above. (#4 through #9). The 2 texts to add the DUO MOBILE will appear on the new device. (You can add the APP to the new device and activate it.) Now you have both devices set up with OOBA and may choose which device you want the Verification Code sent to when you are in your Mobile App and OOBA Authorization is required.

4. The next time you are asked to use OOBA/ Authenticate – you will be given a choice to **SELECT A DEVICE** with a dropdown Box- Click on the down arrow to open and you will have all your devices listed.
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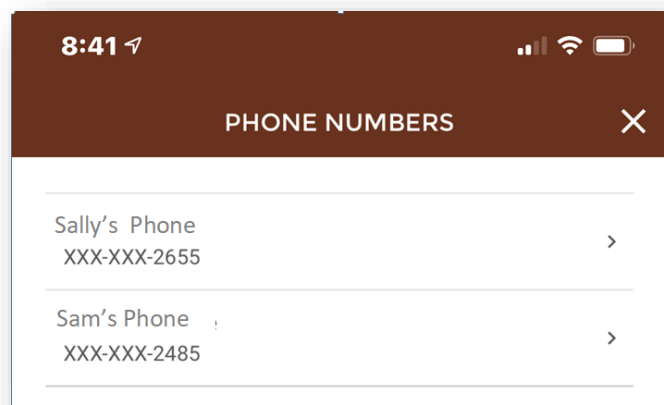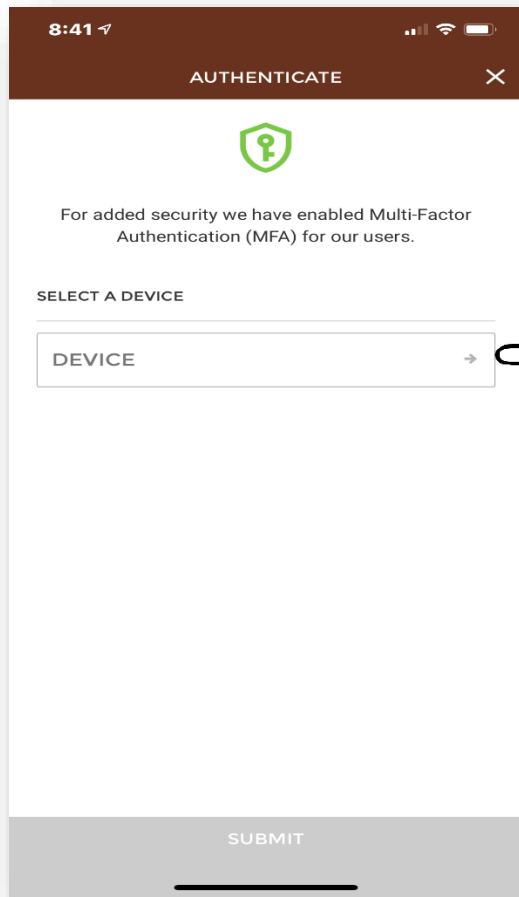
The device you choose will receive the Authentication/Verification Code or the DUO MOBILE PUSH Screen to send a MOBILE PUSH for OOBA authorization.

Problems or Questions? Please Call:

580-423-7541 Texhoma

580-349-2300 Goodwell

580-338-1000 Guymon

806-644-1300 Spearman