Citizens National BANK

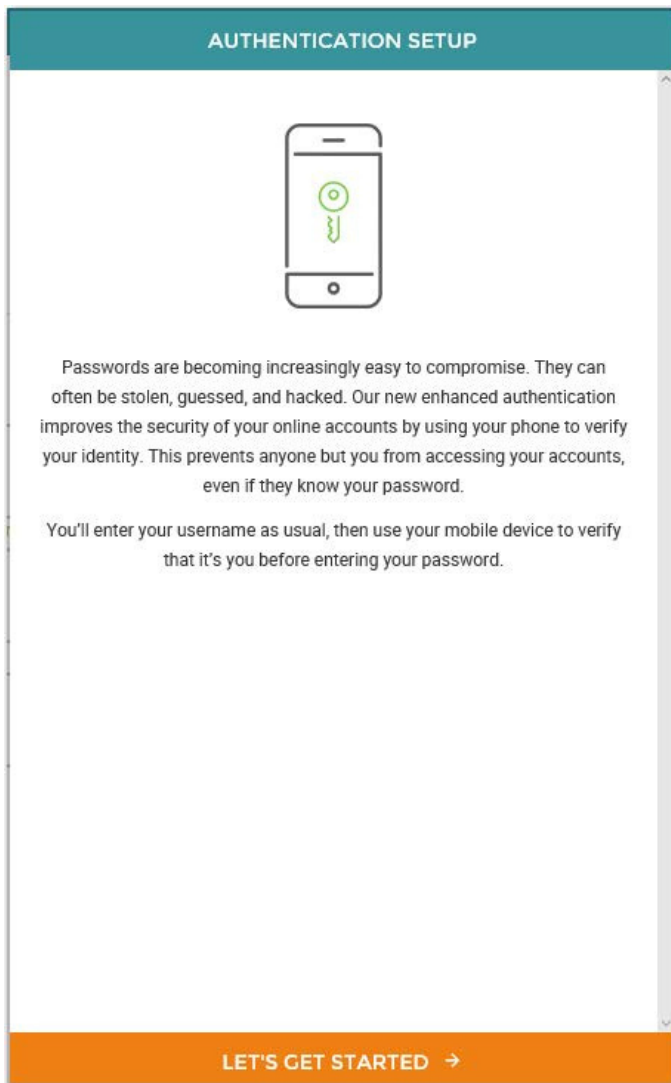MY BANK Cares About Me · EST. 1931 · Come Home to Your Bank

DUO Mobile Authentication

Duo Mobile works with Duo Security's two-factor authentication service to make logins more secure. The application generates passcodes for login and can receive push notifications for easy, one-tap authentication.

AUTHENTICATION SETUP

Passwords are becoming increasingly easy to compromise. They can often be stolen, guessed, and hacked. Our new enhanced authentication improves the security of your online accounts by using your phone to verify your identity. This prevents anyone but you from accessing your accounts, even if they know your password.

You'll enter your username as usual, then use your mobile device to verify that it's you before entering your password.

LET'S GET STARTED →

①

CNBmobile and online users will begin with a Get Started Page

PHONE NUMBER

NICKNAME

Your device's nickname is how it will be referenced when signing in later or editing device settings.

SELECT YOUR DEVICE

Can your device receive a text message? ✓

Use other mobile device or landline

❷

User will enter their 10-digit phone number, a nickname for their device, and chose their type of operating system (android, apple, desktop, etc.)

PHONE NUMBER

NICKNAME

Your device's nickname is how it will be referenced when signing in later or editing device settings.

SELECT YOUR DEVICE

Can your device receive a text message? ✓

VERIFY DEVICE

We need to verify the setup of your device. We can call or text a verification code to use on the next step

TEXT ME

CALL ME

Use other mobile device or landline

❸

User will then be prompted to verify their selected device.

VERIFY DEVICE

PHONE NUMBER	
NICKNAME	
TEXT MESSAGE ON	Yes
DEVICE SELECTED	Android

Enter the verification code that you received below:

VERIFICATION CODE

Didn't get a message? Resend Verification Code

Enter the wrong phone number? Start the process over

VERIFY DEVICE →

❹

Customer will receive a text or a call with a verification code depending on the option selected. Customer will then be asked to enter the code

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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

❺

If using a smartphone, customer will be given the opportunity to download the Dou Moible app from Google Play or the App Store

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

❻

If the customer chooses to download the app, they will be sent 2 links.

The first text will be to download the security app.

The second text will be to verify the app.

Should you have any difficulties or questions about this added security step, please contact our Support Center at 231-627-7111

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