# **INSTRUCTIONS FOR SETTING 2-FACTOR AUTHENTICATION**

We've upgraded our security for your protection. To sign into your JN Bank LIVE profile, you no longer need to choose a security image; answer a security question; or enter a transaction password. Two-factor authentication (2FA) is now required via Google Authenticator to verify login details and to conduct your transactions.

Below are the steps to enable 2FA on your first login into JN Bank LIVE when this security feature has been made effective. For this process, you will need to input your:

- Username
- Password
- Cell number you provided to JN Bank

## What is your username?

This is the name that was created when you sign up for JN Bank LIVE. If you have forgotten your username, you can retrieve it using one of the methods:

(1) Click the self-service option ('Forgot your credentials') below the 'Sign In' button, and the select forgot username,

- (2) Send an email to live@jnbank.com to request recovery of your username
- (3) Contact the Member Care Centre at the following numbers:

Jamaica: 1-888-991-4065/6

United Kingdom: 0-800-328-0387

USA & Canada: 1-800-462-9003

## What is your login password?

Your login password should be a minimum of 9 characters in length. The characters should comprise 5 letters with at least one letter being capital, a minimum of 3 numbers, and a special character.

If you don't know your login password, you should contact our Member Care Centre.

## Logging in for the first time since 2FA

Step 1: With your username and password, log into JN Bank LIVE Personal (<u>www.jnbslive.com</u>) as you've always logged in (see below).



Step 2: When you've sucessfully logged in, a notice will appear onscreen similar to the one below about the enhanced security features of the website, including the introduction of 2FA verification via Google Authenticator. Please read and click "OK" to continue.

	VERIFY MOBILE NUMBER	ENTER THE TOKEN	
To the Ser	About Google A	uthenticator App	
	For your security, we have improved the login process for	r JN Bank Live online banking.	
	To login, you no longer need to answer security que simplified the login process so that you will only nee Authenticator app when logging into your JN Bank LIVE generate a code to log in, set up a new transaction and for saved transfers.	stions and select an image. We have strengthened and d to enter a verification code generated by the Google profile. You will be required to use the app each time to to approve transfers. App verification will not be required	
	To access Google Authenticator, you will need to install Play Store. Our team is ready to assist. Contact our Men setting up Google authenticator	the app to your phone by downloading it from the Google aber Care Centre at any of the numbers below for help with	
	Jamaica: 1-888-991-4065/6 United Kingdom: 0-800-328-0387 USA & Canada: 1-800-462-9003		
	We'll help you find a way.		
Customer Service Agents: Jamaica 1-888-99		Ok	bement.
			Norton 77

Step 3: On the screen titled "Setup Google Authenticator" as seen below, enter the last 4 digits of the mobile number we have for you at JN Bank, then click "Send SMS".

N.B., a verification token will be sent to your mobile phone verified via SMS text messaging.

1	2
VERIFY MOBILE NUMBER *******655 To receive the verification code, please enter the last 4 digits, including 65, then click Send SMB	ENTER THE TOKEN Enter the token received from your mobile Send Token
Insert the st 4 digits Send SMS	Would you like to add this device in your trusted list? This selection is not recommended for public devices
	devices Venty

SETUP GOOGL	SETUP GOOGLE AUTHENTICATOR	
$\overline{\bigcirc}$	2	
VERIFY MOBILE NUMBER *******665 To receive the verification code, please enter the tast 4 digits, including 65, then click send SMS *** Send SMS	ENTER THE TOKEN The the token received from your mobile Control of the token received from your The validation code has been sent The validation code has been sent The validation code has been sent Control of the validation of the validation Control of the validatio	

Step 4: When you receive the verification code, enter it in the second screen below and click "Verify"

Step 5: Scan the QR Code using Google Authenticator or enter the numbers below into the app. Then click "Continue".

Enable God	ogle Authenticator
About the Go	ogle Authenticator app
To continue your Google Aut <u>Huawei</u> to	henticator setup, click <u>Android, IOS,</u> or o download the app.
Then use the configured authenticator a	application to scan this QR code or enter the following code number
	Code Number 4828 89B8 47D4 D60D C7C0 CFFA F3A0 F757
	Cancel Continue

Linking the Google Authenticator app with your JN LIVE account



## Google Authenticator logo

There are a few things to know before linking the app to your JN Bank LIVE Personal profile:

- i. You will need a cellphone or a tablet to download the Google Authenticator app.
- ii. If you do not have the app on your device, go to the the Google Play Store or the App store and dowloand the app there. Search for the Google Authenticator logo as displayed above.
- iii. Launch the app.
- iv. Select "add a code" or click on the + icon in the lower right hand corner.
- v. Either the QR Code or the code number can be used to enable Google Authenticator.

Set 6: Once you have scanned the QR Code or entered the code number, click on "Continue."

Enable Goo	gle Authenticator
About the Go	ogle Authenticator app
To continue your Google Autl <u>Huawei</u> to	nenticator setup, click <u>Android, IOS,</u> download the app.
Then use the configured authenticator a	oplication to scan this QR code or enter the follo code number
	Code Number
	4828 89B8 47D4 D60D C7C0 CFFA F3A0 F757

Step 7: Your Google Authenticator app, as seen below, will display a confirmation code. Enter the code on the user verification screen on JN Bank LIVE.



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	VERIFY MOBILE NUMBER		ENTER THE TOKEN	
T H S	Us Enter the confirmation co	ser Verification ode displayed in the Goog App 7 5 7	S gle Authenticator	
			Canool	

Step 8: If the code is entered correctly, you should receive a message stating that Google Authenticator has been successfully activated, and you will be redirected to your JN Bank LIVE Personal dashboard in a few seconds. Please wait.

$\bigcirc$	$\bigcirc$
VERIFY MOBILE NUMBER	ENTER THE TOKEN
s Google Authenticator a Please wait you are	ator app Activated application was successfully configured e being redirected to the dashboard
	Would you like to add this device in your trusted list?

If the code is entered incorrectly, you'll receive an error message like the one displayed below. If this happens, please review the code and re-enter.

N.B. You have 3 chances to enter the correct code.

User Verification			
Enter the confirmation code displayed in the Google Authenticator App			
You've entered an incorrect code. Please try again. You have 2 attempts left.			
Would you like to add this device in your trusted list?			
This selection is not recommended for public devices.			
	Cancel		
Customer Service Agents:         Jamaica         USA and Canada         UK           1-888-991-4065         1-800-462-9003         0-800-328-0387	> Legal Agreement > Security > Support		