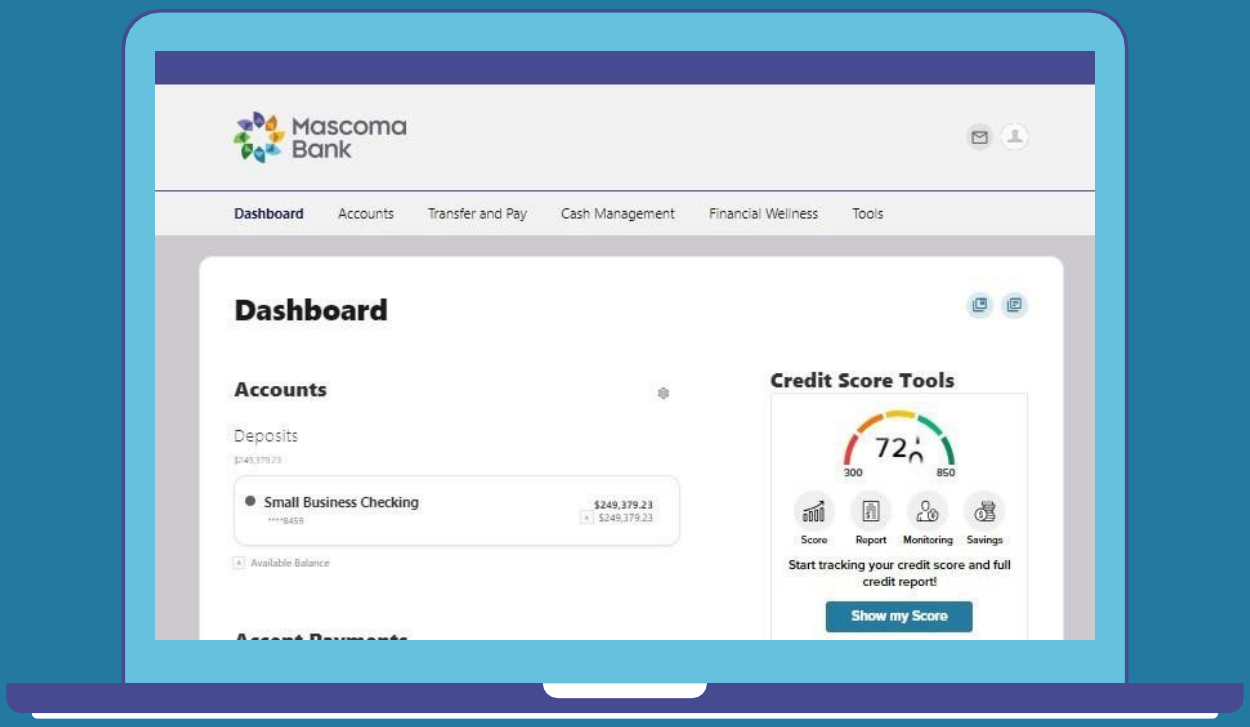
Digital Banking Security User Guide
Soft Tokens



Member FDIC

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Mascoma Bank
COMMUNITY FIRST
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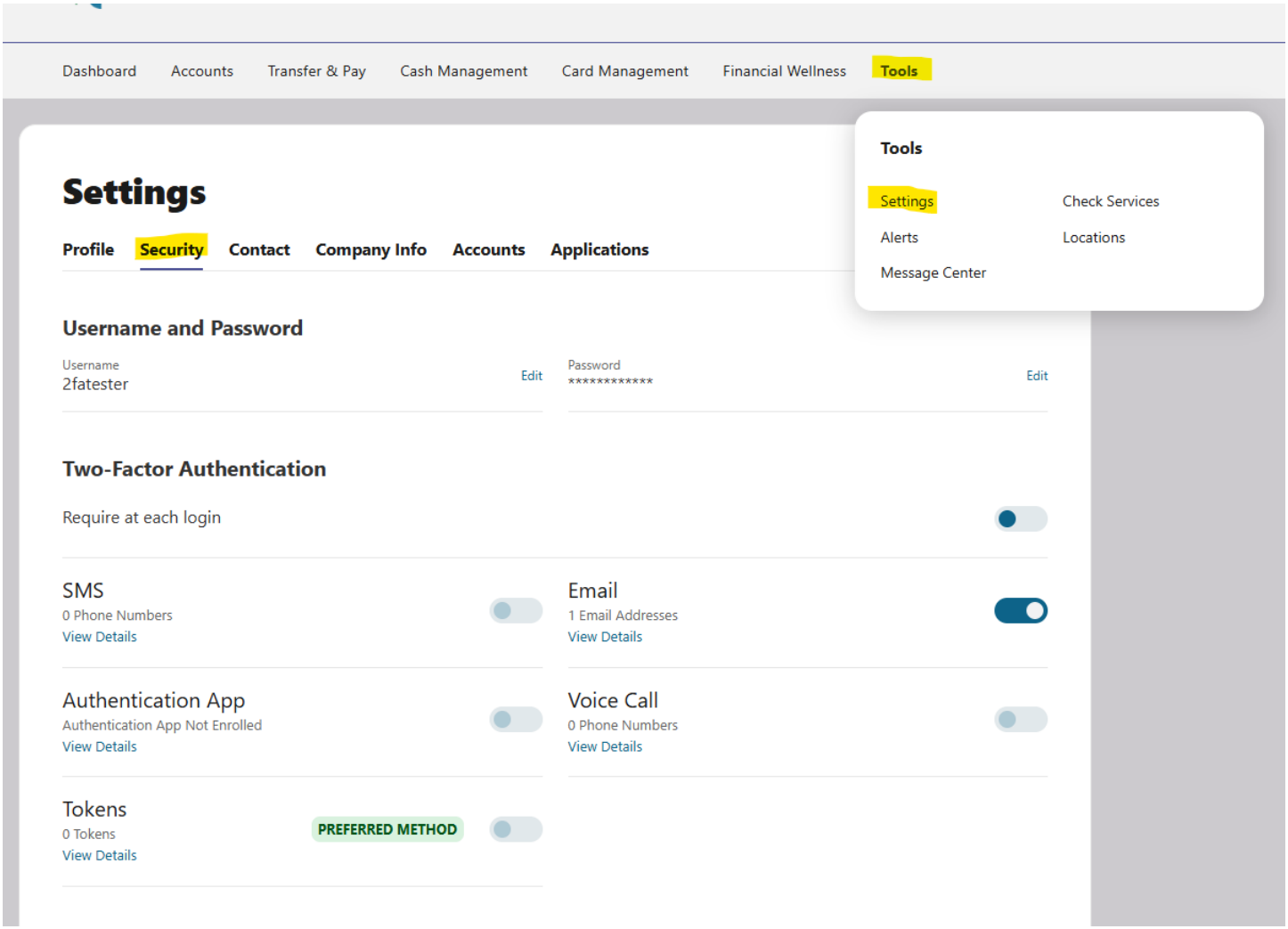
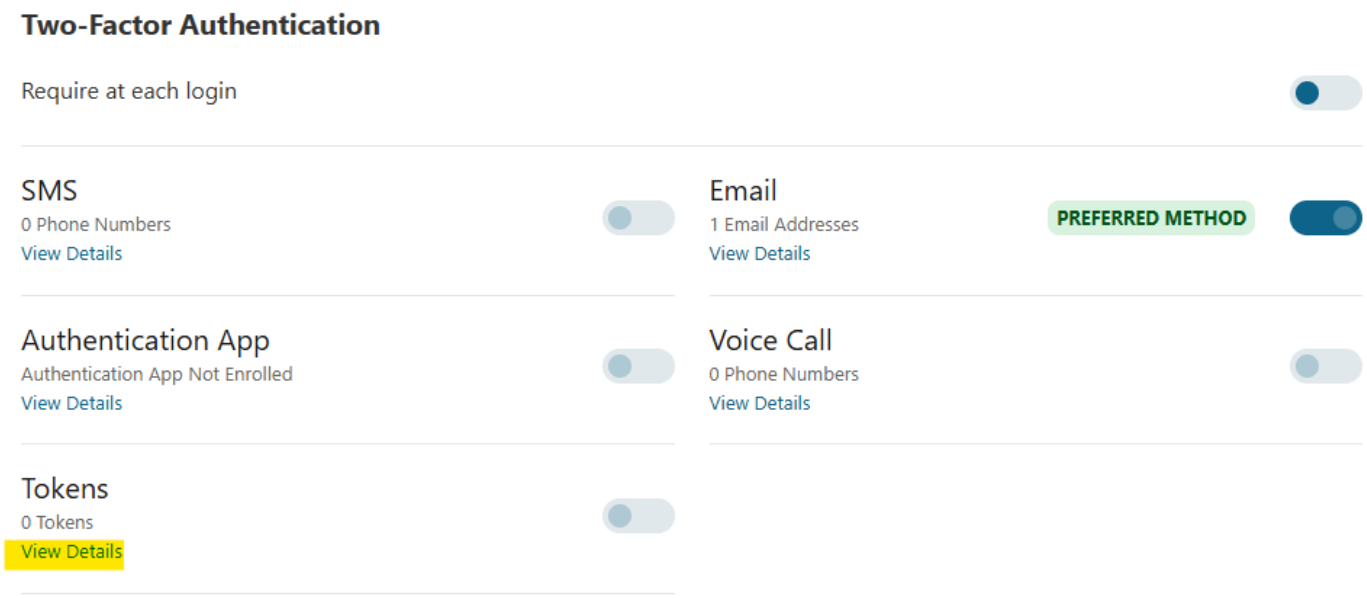
Entrust IdentityGuard Security Token Setup

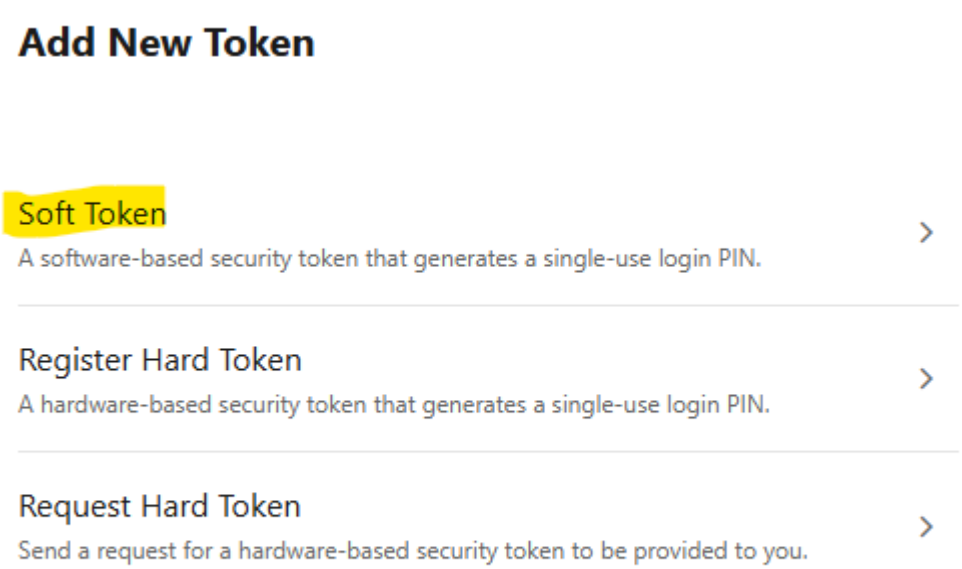
1. After logging in to the digital banking platform, go to the “Tools” widget then select “Settings” and navigate to the “Security” sub tab.



2. Under the “Two Factor Authentication” section, locate the “Tokens option and click “View Details”.



3. From the pop-out window choose “Soft Token”



4. The pop-out window will then instruct you to download the Entrust Identity mobile app. Click next and follow the instructions below on how to download the app.

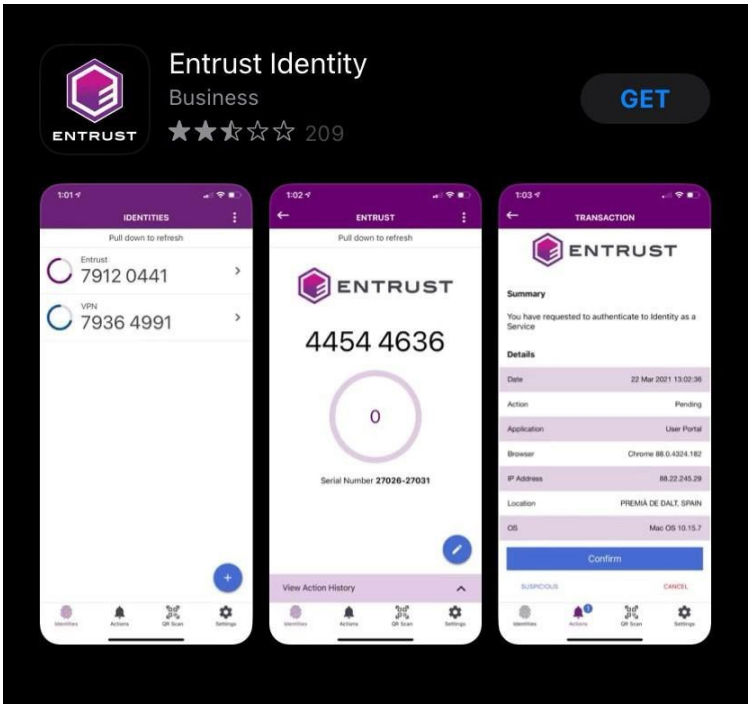
Soft Token

Download and install the Entrust Identity mobile app from Google Play or iOS App Store.

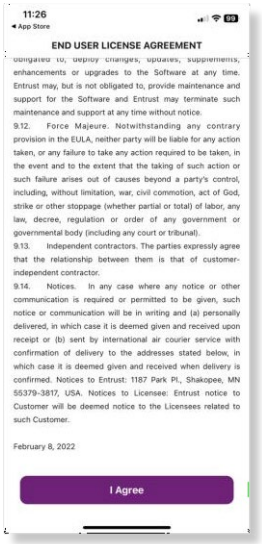
Download on the App Store | GET IT ON Google Play

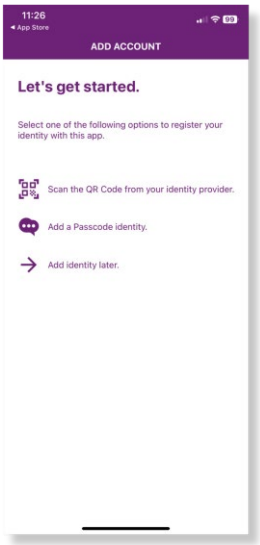
Back | Next

5. Download the Entrust Identity Mobile Application from your App Store or Google Play Store and search for "Entrust IdentityGuard Mobile App."



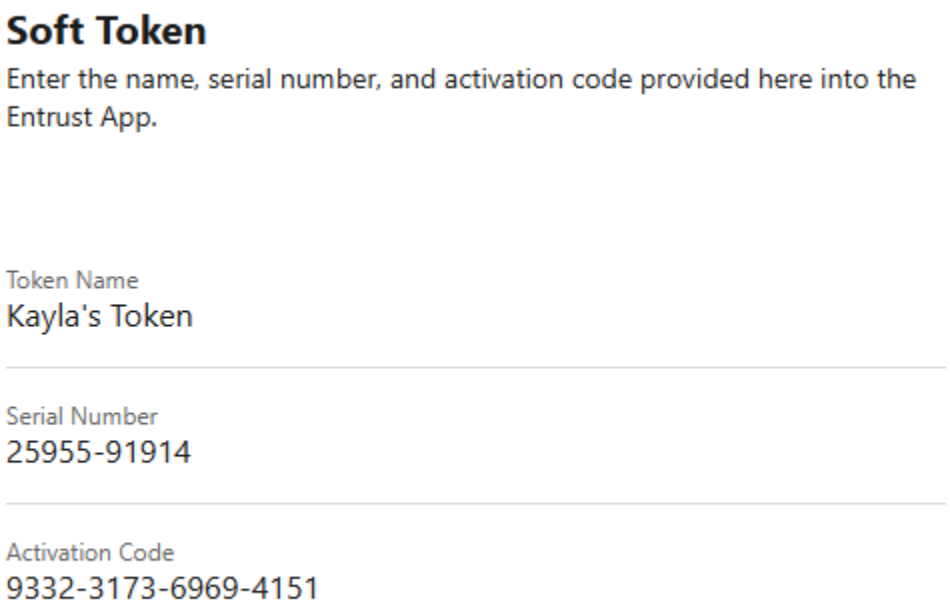
6. Review and agree to the End User License Agreement. Select the “Add identity later” option





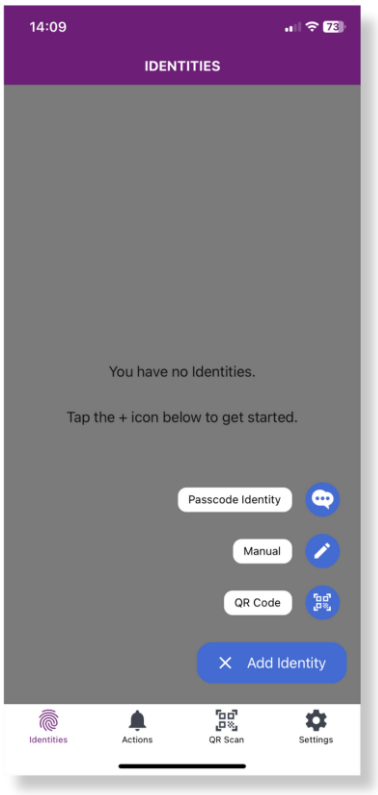
7. On your digital banking screen, enter a name for your token and click next.

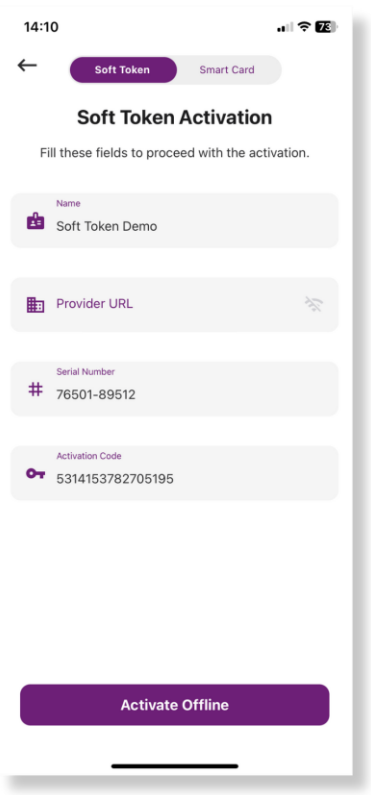
8. The Serial number and activation code will be displayed on your screen. You will need to enter this information into the "Entrust IdentityGuard Mobile" app on your phone.



9. Navigate back to the Entrust IdentityGuard Mobile app on your phone:

    1. Click the blue plus sign on the bottom right of the app
    2. Select "Manual" option within Identities.
    3. Enter your token name under "Name"
    4. Leave Provider URL blank
    5. Enter the serial number and activation displayed on your screen on the Mascoma Bank website
    6. Click the purple checkmark to move forward

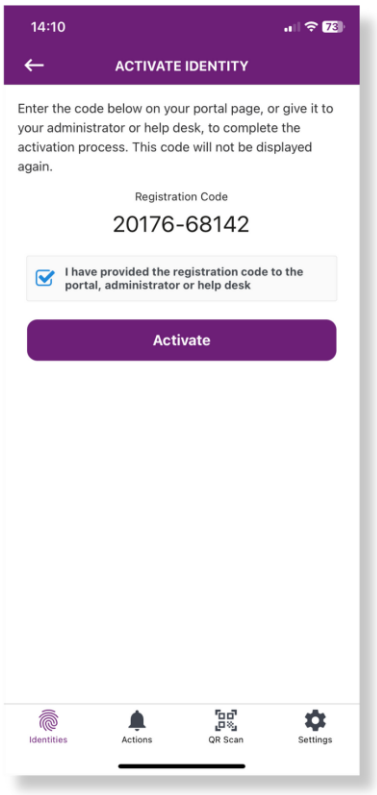


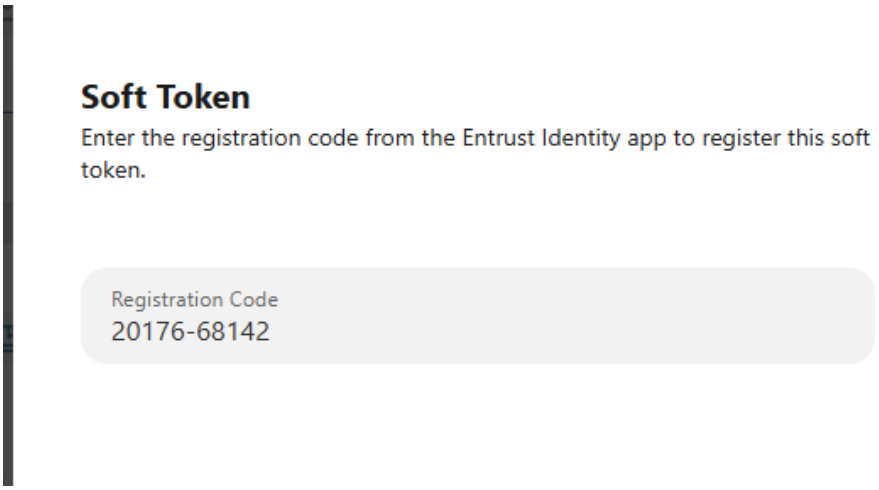


10. On the following screen in the app:

Do NOT select the Activate option yet as the Registration Code needs to be entered into your computer screen.

a. Enter the Registration Code displayed in your mobile app into the digital banking screen.

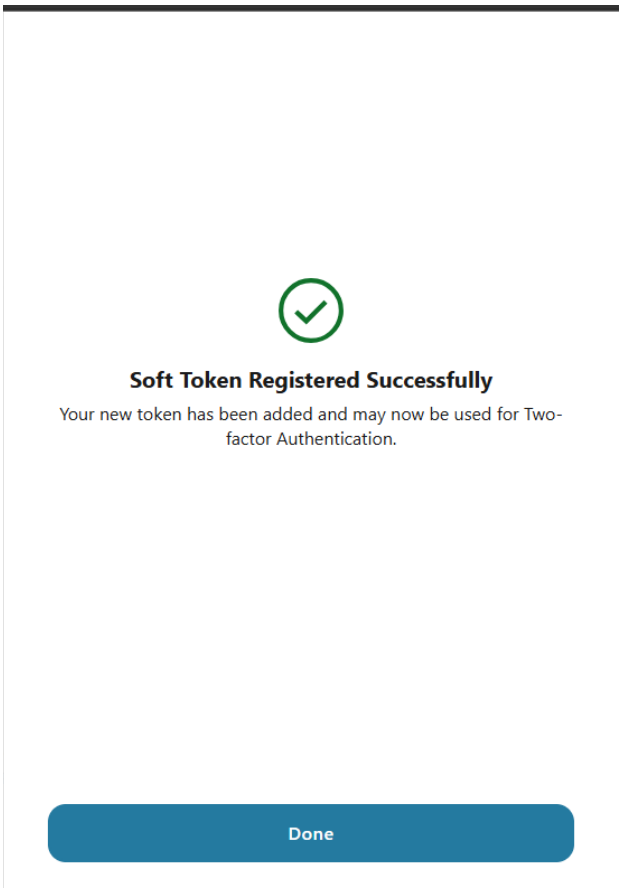




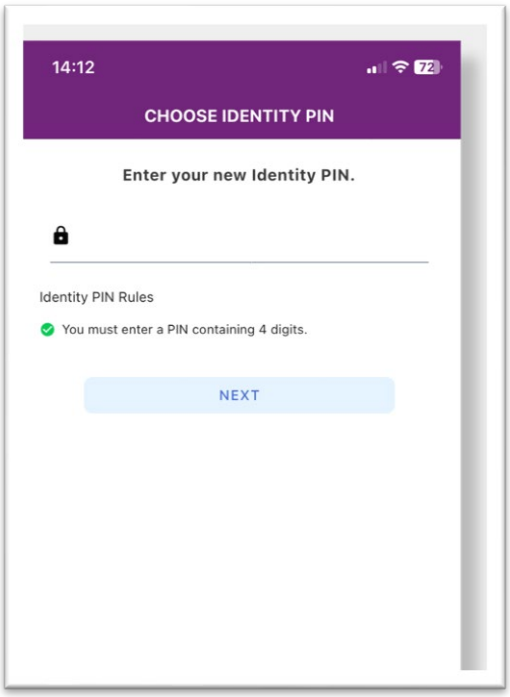
b. Click “Next” on your computer screen

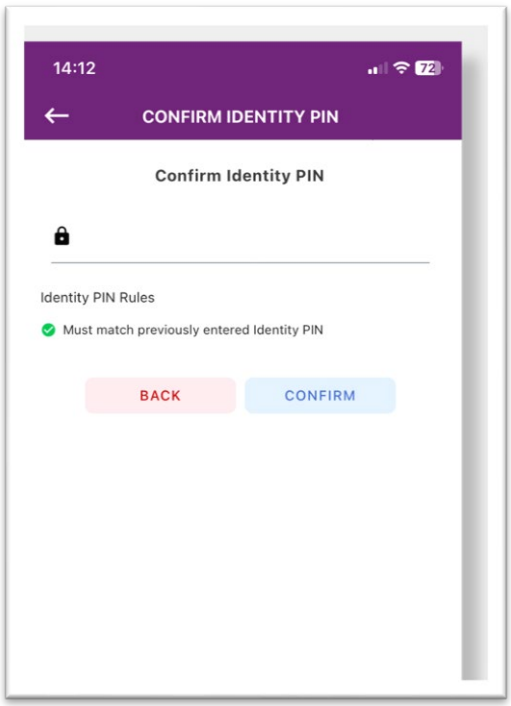
c. In the mobile app check the box to confirm you have entered the registration code on your computer. Then hit “Activate” on your mobile device.

11. The computer will prompt you to enter a verification code. Click “send code” then Enter the verification code that was sent to email or by text message. Click Verify. You should then reveive the below “success” message

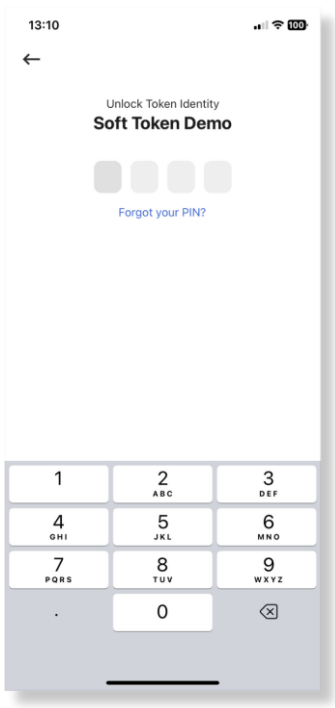


12. On the Entrust IdentityGuard App, enter and confirm a 4 digit PIN number of your choice.





Using your Entrust IdentityGuard Security Token

13. When accessing your Entrust IdentityGuard App to receive a security token, you will need to select Verify and enter your 4-digit PIN number to confirm your identity.

14. Your Token Code will then appear and can be entered into the multi-factor authentication box on your computer screen.