

How to verify a new device

As an added layer of protection, anytime you login to Digital Banking from a new device, certain 'high-risk' actions (like external transfers and changes to personal information) are blocked until you are able to verify the new device.

01 Start Verification on the New Device

- Upon attempting a high-risk action on the new device, you will be notified that the action is blocked
- Select **Verify device**

02 Access Settings From Your Anchor Device

- Login to Digital Banking using your designated anchor device
- Navigate to **Settings**
 - On the right-hand side of your main dashboard, click your **User** icon, and then **Settings**; or
 - In the lower left corner, click **My Profile**, and then **Personal settings**

03 Review and Complete Verification


- At the top of the settings dashboard, in the Verify new device popup, click **Review device**
- Review the details to ensure the device should be trusted, including the device type and location
- Click **Yes, this is me** to unblock the new device
 - If the two devices are connected to the same WiFi network, you will be prompted to verify using your established 2FA; or
 - If the two devices are not connected to the same WiFi network, you will be prompted to scan a QR code displayed on your anchor device
- Upon successful authentication or QR code scan, the new device will be unblocked

If you ever get a new device and don't have your anchor device available, or if you run into any issues with the self-service option, give us a call and we can complete the verification for you right over the phone!


Action blocked


The action you're attempting to perform is blocked on this device. To continue, please verify this device.


[Close](#)[Verify device](#)



How to verify this device


 1. Sign in to Digital Banking using your:

 iPhone 14 Pro


**Verify new device**

A new device has access to your profile. For your security, the new device is blocked from performing certain riskier actions until you verify that this is you.

[Review device](#)

**Yes, this is me**

This is my device and I want to unblock it.

**No, this is not me**

This is not my device and it should be removed.