



First time login.

1. Login
2. Pass challenge question (if applicable)

Security challenge

Answer a question

What street did you live on in third grade?

HIDE

Don't challenge me again on this device.

Continue

3. Setup phone numbers (Change configuration)

Home and work phone number are pulled from the Core.

Mobile phone field is blank, and you must add their mobile number here to receive text messages, the mobile number is stored in the SECURENOW^{TD} database. It's not related with the core.



SET UP PHONE NUMBERS

Please enter your mobile phone number below, to receive a one-time passcode. ?

For U.S. numbers, do NOT include the 1 in front of the Area Code.

To receive an SMS Text Message, the Mobile phone number is REQUIRED. ?

Mobile phone *

USA (+1)

9545576013

We send authentication passcodes via text message

Home phone

(954) 661-4572

Continue



4. Verification alert.

If the alert wasn't sent, probably the mobile number entered above isn't correct or the carrier is blocking the text messages.

Natbank Verification codes activated
Reply HELP or call
[1-800-205-9992](tel:1-800-205-9992) for help
Reply STOP to Opt Out
Msg&Data rates may apply

Next Login

- 5. Pass the OTP challenge “one-time passcode”
- 6. Choose the option to get the passcode

Security challenge

The layered Authentication is a security feature designed to protect the privacy and security of your personal information. This challenge is used to identify you and prevent unauthorized access to your information.

Text message

Receive a one-time passcode via text message to +1-XXXXXX4635

[Send text message](#)

Phone call

Receive a one-time passcode via automated phone call to

[Call phone](#)

The number that starts with +1 is the mobile phone number and the number that starts with (xxx) is the number that comes from the core (Home/Work field)



Phone call

Receive a one-time passcode via automated phone call to

All verification messages will come from the same 5-digit phone number (36397).

Natbank This is a verification code you have requested: 669717
Reply HELP or call [1-800-205-9992](tel:1-800-205-9992) for help
Reply STOP to Opt Out
Msg&Data rates may apply

Inside “Retail Online” – profile settings

You can update the mobile phone number from your profile in the section *Security challenge* if it is required.





Security Challenge

Please update your mobile phone number below, to receive a one-time passcode. ?

For U.S. numbers, do NOT include the 1 in front of the Area Code.

To receive an SMS Text Message, the Mobile phone number is REQUIRED.

Mobile phone

USA (+1)

(954) 557-6013

We send authentication passcodes via text message

Save

Cancel