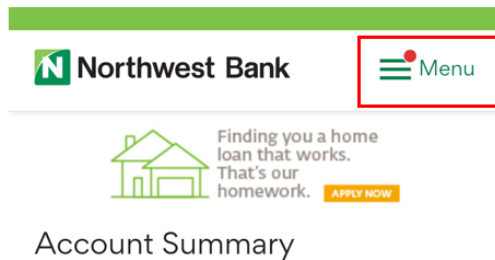


## Setting Up Face ID and Fingerprint Authentication for the Northwest Mobile App

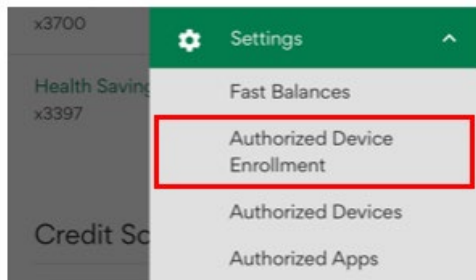
### Guidelines:

- The Face ID and fingerprint verification options are available using the Northwest mobile app.
- You will need to enable Face ID or the fingerprint function while logged into your app before being able to use the service for verification.
- If you would like to unenroll a device that was previously enrolled in Face ID or fingerprint authentication, select **Settings** then **Authorized Devices**. This will show the devices you currently have set up. To remove a device, click the trash can icon to next to the device you would like to remove.



1. Log into online banking through the Northwest mobile app. Then, select **Menu** in the top right corner.

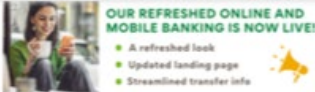


2. From the **Menu** screen, select **Settings** and **Authorized Device Enrollment**.



3. On **Authorized Device Enrollment** page, enter your device name, user ID and password. Then select **Enroll**.

 Northwest Bank  Menu



### Authorized Device Enrollment

Biometric authentication allows you to log into Mobile Banking with the biometric sensor on your device.



Device Name (e.g., Mary's Phone)


\* User ID



\* Password


**Enroll**

4. You will receive a confirmation page showing your device has been enrolled for biometric authentication (Face ID or Fingerprint Authentication).

1:25  

 Search

 This device has been enrolled for biometric authentication. 



### Authorized Device Enrollment

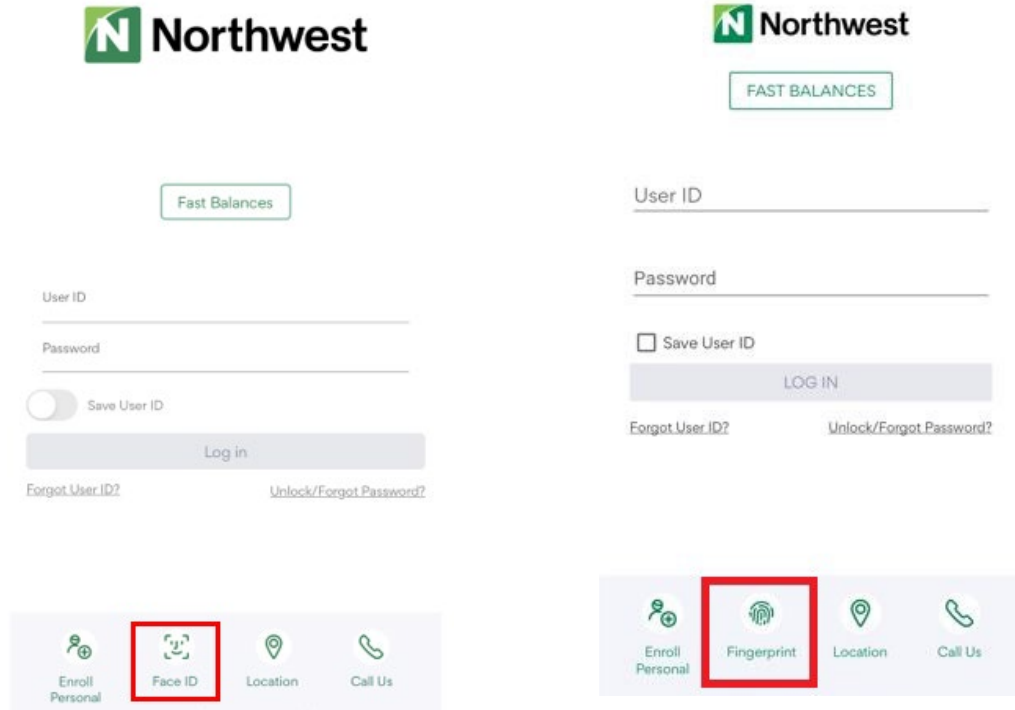
Unenrolling will disable biometric authentication on this device.

Device Name

**Unenroll**

5. You can now use Face ID or fingerprint authentication on this device.

When logging into the app going forward, select the **Face ID** button or the **Fingerprint** button (depending on your phone) from the login page to complete the verification process.



6. The process is now complete. If you experience any issues, please contact Northwest Bank Customer Service.