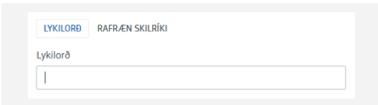
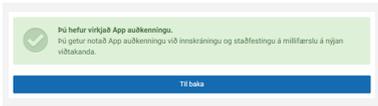
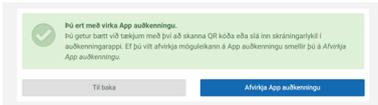


# App authentication

App authentication enables users to authenticate their IDs in their online bank account and the Arion app with an authentication number from the authentication app. Each authentication number is valid for 30 seconds and after that a new number appears.

Authentication is not dependent on having a phone signal and should therefore suit people who use the online bank when they don't have a phone signal.

## Activating app authentication

-  You can download an authentication app in the App Store or Google Play Store. Example: Google Authenticator, Microsoft Authenticator. These apps do not have access to information on users of Arion Online Bank.
-  Log on to your online bank account and choose **Settings > App authentication**.
-  **Verify your ID** using a password or eID.
-  A QR code or token key will appear on the screen. You can either **scan the QR code** in the authentication app or **enter the token key**.
-  An authentication number for Arion Online Bank then appears in the authentication app.
-  **Enter the authentication number** and click on **Activate**.
-  The message then appears: *"You have activated App authentication"*. You can use App authentication to log in and to confirm money transfers to a new recipient.
-  You can always deactivate app authentication in your online bank account under **Settings > App authentication**.

If you need any further assistance please don't hesitate to contact us via [arionbanki@arionbanki.is](mailto:arionbanki@arionbanki.is), through our **Facebook**-page or by calling **+354-4447000**.

Best regards,  
Arion Bank