2-Step Verification Troubleshooting Guide

Enhanced login through an auto-generated code is a security measure designed to help keep your accounts even more protected. Need some help with this feature? Here are some common scenarios involving 2-Step Verification and the steps to take.

Please note - Most issues can be resolved by either clearing your web browser's cache or performing a software update on your smartphone:

Online banking users – clearing your web browser's cache: Please click on the appropriate link based on the browser you are using:

- [Google Chrome, iPhone, iPad and Android](#)
- [Safari](#)
- [Microsoft Edge](#)
- [Firefox](#)

For any other browsers, please check their support site for instructions.

For memorized/saved logins (including how to disable): Click 'Show Saved Logins' if you already have the feature enabled. This will display your saved logins. Click 'Manage Login Profiles' if you want to delete existing login (select trashcan icon to remove). Note that the Remember Me/ Saved Login in feature is not required as part of the login process.

For online banking that's been bookmarked: Please replace your bookmarked link with the following for full functionality:

https://www.cccu.ca/log-in

For instructions on replacing bookmarks, please click on the appropriate link based on the browser you are using:

- [Safari](#)
- [Google Chrome](#)
- [Microsoft Edge](#)
- [Firefox](#)

For connection error messages ("sorry, we cannot connect at this time"):

This could be due to your internet settings (i.e. settings that are set to high alert). Please contact your Internet Service Provider.

For finding the Profile/Preferences section on online banking:
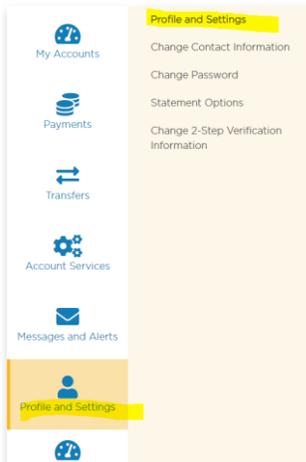
This is where you'll navigate to if you ever need to change your contact info for receiving verification codes. Look for this tab (left) on online banking. For the Coastal Community mobile app, you'll swipe left to access the Settings tab.

Preferences

Change Contact Information >	Change Personal Access Code >	Statement Options >
Update your address, phone number and other personal details.	Edit your secure Personal Access Code here.	Statement Options

Change 2-Step Verification Information >
Change your phone number and/or email address used for 2-Step Verification
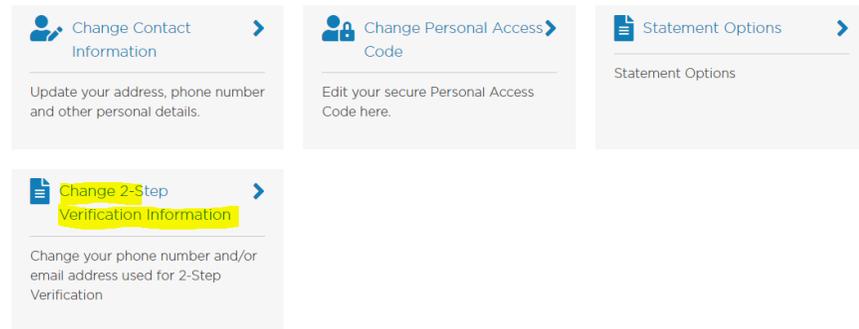
Other helpful tips:

- References to "PAC" (Personal Access Code) means your online banking password. *This does not mean your 6 digit Authentication Code* sent to you via text or email.
- Your login info (i.e. your member number and PAC) remains the same. Remember that your PAC must be at least 8 characters and include letters, numbers and special characters.
- Your 6 digit Authentication Code can only be sent via text or email—a landline won't work.
- Never share your 6 digit Authentication Code with anyone. The Code is only valid for 10 minutes once it's generated.