Increased Authentication with
2-Step Verification

COASTAL COMMUNITY CREDIT UNION | TOGETHER, LET'S DO GREAT THINGS

Logging In

1. Start by logging in from our home page on our website at cccu.ca. Click Log In.

2. To sign-in to online banking, click Log In Now.

Enrolment

3. Enter your Member Number and Personal Access Code (PAC) – please note this is your password to sign into online banking.

4. You will be brought to the Two-Step Authentication page. You may either select to use a cell phone (landlines will not work) or email address as a secondary authentication method. Please enter your cell phone number or email address here and click **Send Code**.

5. You should receive a text message or email containing your 2-Step Verification Code. Please ensure you are checking both your Inbox and Spam folders.

6. Enter your 2-Step Verification code and click Continue. If you have not received the verification code, you can choose to select '**Change the number**' to verify your information – or '**We can send a new verification code**' to try again.

7. Once you have entered the correct verification code, you should see a green check mark next to 'Enrolment complete.' Click Continue again. You should be brought to your online banking accounts page.
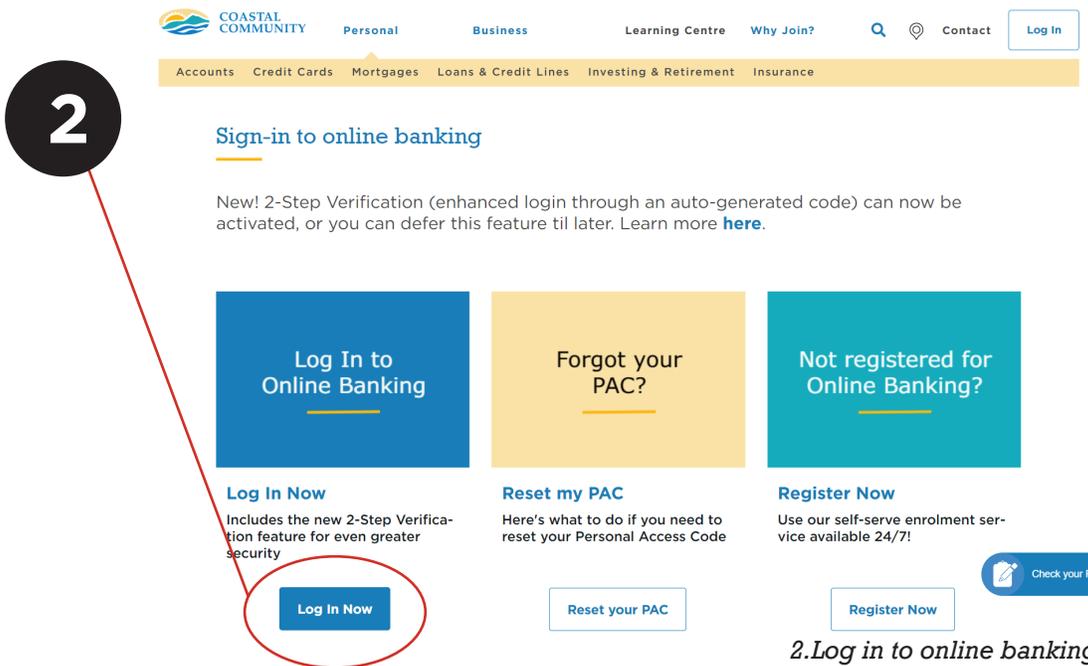
IMPORTANT TO NOTE

· PAC = Personal Access Code (your password to access your online banking)

· Must use a cell phone (not a landline) to receive your verification code.

Logging In
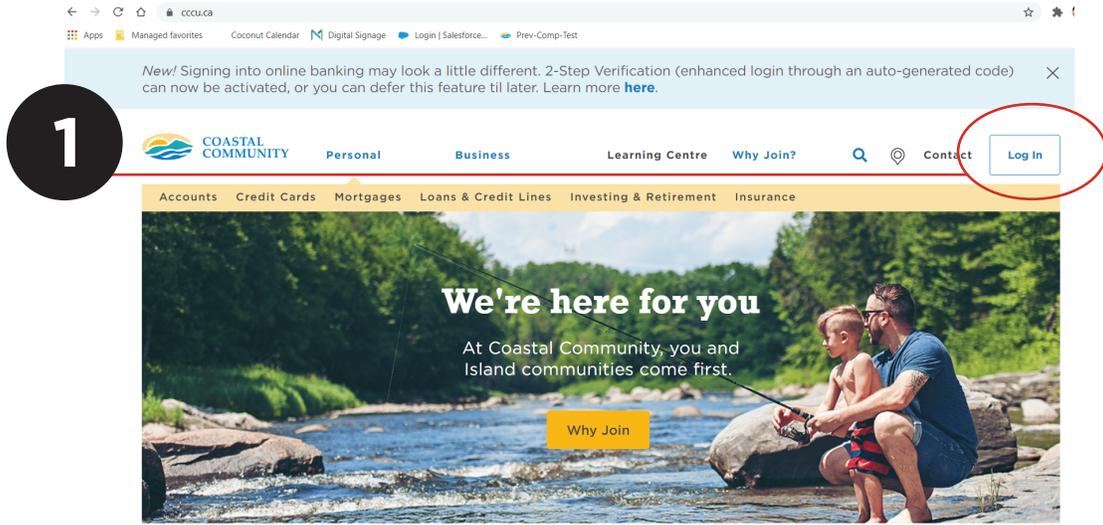
1. Visit cccu.ca

2. Log in to online banking

Enrolment

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Member Number

_____

Personal Access Code (PAC)   👁 Show PAC

••••••••   30

☐ Remember Me

LOGIN

3. Log in to online banking

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🔒 **ENABLE 2-STEP VERIFICATION**

2-Step Verification adds an extra layer of protection to your account. To enable it please enter your mobile phone number or email and we'll send you a verification code. It is more secure to use SMS, using an email address may decrease your online security.

Phone numbers can be entered in 10-digit format (604 555 1234) for Canada/US numbers or international format (+44 7911 123456).

If you'd prefer, you may **choose not to enable 2-Step Verification at this time.** You have 24 days to enrol before the new security features will be required.

TEXT MESSAGE (Recommended)
MOBILE PHONE NUMBER

_____   SEND CODE

EMAIL
MEMBER EMAIL

_____   SEND CODE

NOT NOW

4. Enable 2-Step Verification
& select send code

5

Today 11:59 AM

Please use 881987 as your 2-Step Verification code. If you are not expecting this message, please contact Coastal Community at 1-888-741-1010

Subject
Text Message

5. Text message with verification code

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🔒 **ENTER YOUR VERIFICATION CODE**

To complete 2-Step Verification please enter the verification code that was sent to phone number ▓▓▓▓▓▓▓▓▓

If this number is incorrect you can **change the number.**

ENTER VERIFICATION CODE

881987

Didn't receive a code? **We can send a new verification code**

CONTINUE

6. Submitting verification code

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🔒 **ENTER YOUR VERIFICATION CODE**

Thank you for entering your verification code.

ENTER VERIFICATION CODE

881987

✓ Enrolment complete

CONTINUE

7. Confirmation - enrolment complete

IMPORTANT TO NOTE

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