

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.

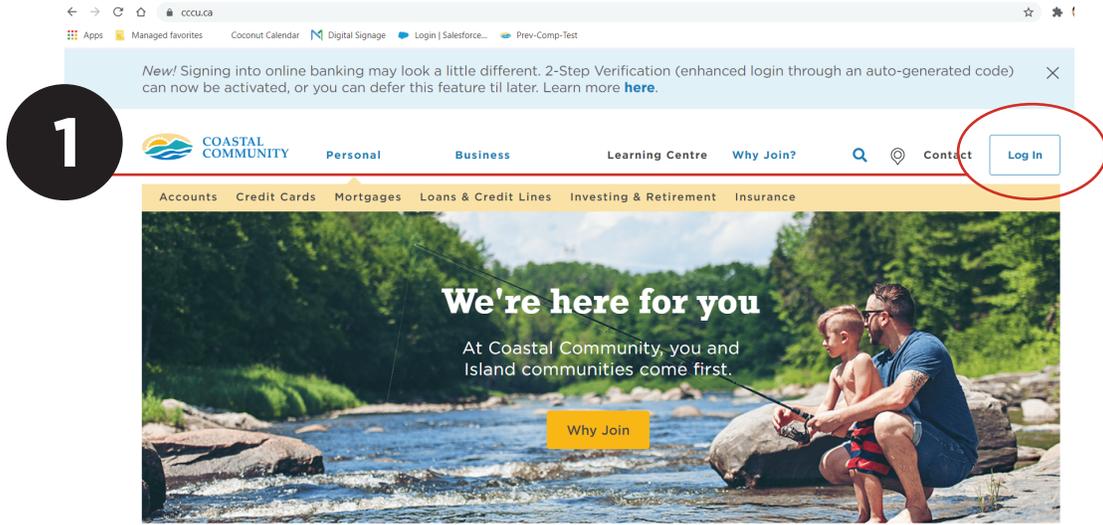
Enrolment

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.

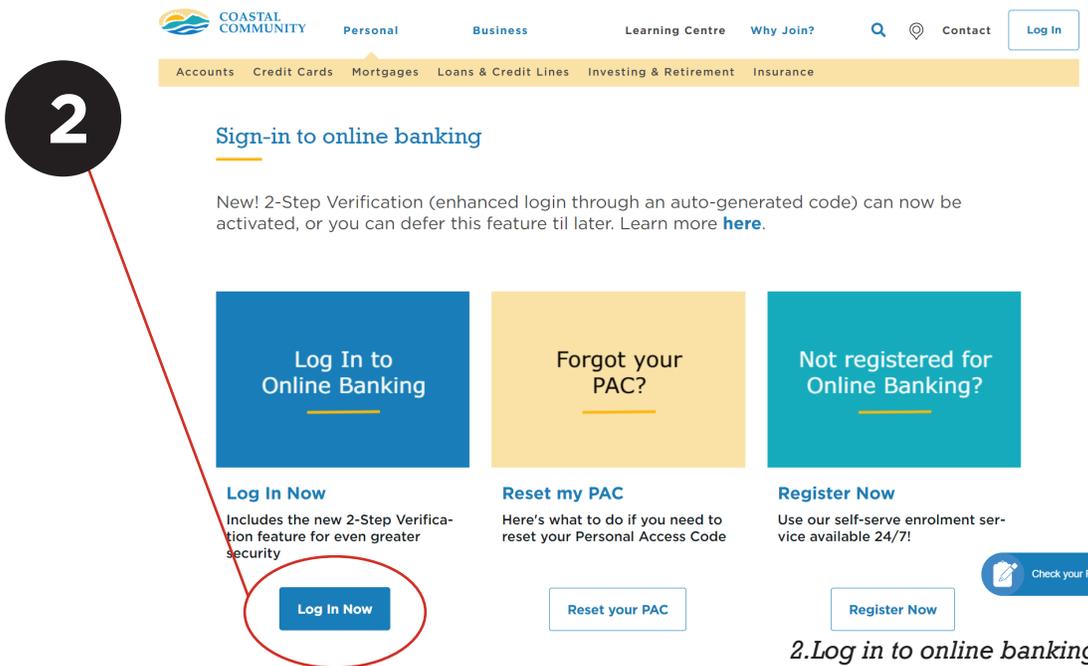
IMPORTANT TO NOTE

- 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
[REDACTED]

Personal Access Code (PAC) [Show PAC](#)
[REDACTED]

Remember Me

LOGIN

3. Log in to online banking

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ENTER YOUR VERIFICATION CODE

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

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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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

[REDACTED] SEND CODE

EMAIL

MEMBER EMAIL

[REDACTED] SEND CODE

4. Enable 2-Step Verification & select send code

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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](tel:1-888-741-1010)

Subject

Text Message

5. Text message with 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

- PAC = Personal Access Code (your password to access your online banking)
- Must use a cell phone (not a landline) to receive your verification code.