



WHAT IS 2-STEP VERIFICATION?

2-Step Verification is an extra layer of protection to reduce fraud risks and further secure your account. This will ensure that you are the only person that can access your account through MemberDirect online banking or the Mobile App, even if someone learns your password.

SETUP

Login to your online banking through MemberDirect or the Mobile App (note: your login screen will look a little different).

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Bringing Communities Together

Login ID

Access Code (PAC) [Show Access Code \(PAC\)](#)

Remember Me

LOGIN

Choose your preferred method of contact.

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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).

TEXT MESSAGE (Recommended)

MOBILE PHONE NUMBER

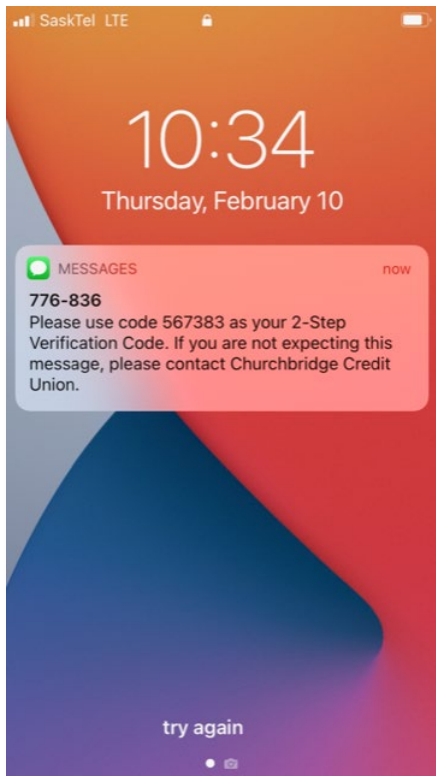
SEND CODE

EMAIL

MEMBER EMAIL

SEND CODE

A code will be sent to you, which you will enter on the screen like the one shown below. *This code will expire after 10 minutes.*



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ENTER YOUR VERIFICATION CODE

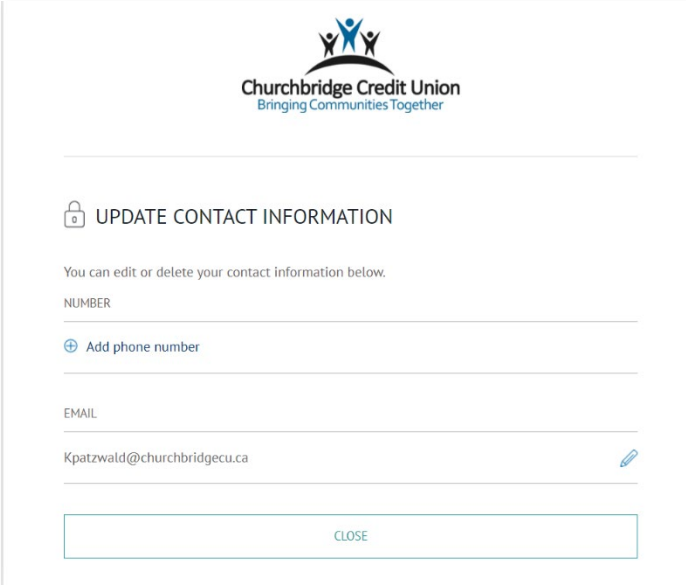
Please enter the verification code that was sent to email Kp*****ld@*****.ca. If this is no longer the correct email please contact Churchbridge Credit Union.

ENTER VERIFICATION CODE

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

CONTINUE

At any point after enrollment you choose to change your contact method, you can easily edit your phone number or email address.



The screenshot shows a web interface for updating contact information. At the top is the Churchbridge Credit Union logo with the tagline "Bringing Communities Together". Below the logo is a horizontal line. Underneath is a lock icon followed by the text "UPDATE CONTACT INFORMATION". A sub-header reads "You can edit or delete your contact information below." There are two main sections: "NUMBER" and "EMAIL". The "NUMBER" section has a plus icon and the text "Add phone number". The "EMAIL" section has the email address "Kpatzwald@churchbridgecu.ca" and a pencil icon for editing. At the bottom is a "CLOSE" button.

NOTES

- If you defer enrollment, you will have up to 30 days to setup 2-Step Verification.
- Member configurations or settings related to authenticated logins, such as enabling Touch ID and QuickView on the mobile app and enabling memorized accounts (the “Remember Me” option selected during a login) in digital banking, must all be re-configured by customers after enrollment in 2-Step Verification.
- Please discontinue using the Internet Explorer web browser as it is no longer supported by Microsoft. As a result, it has reduced security features. Supported browsers, which provide full security features, include Chrome, Firefox, and Microsoft Edge.

If you have any questions or require assistance, please contact us:

- Toll Free: 1-877-890-2797
- Text: 1-306-400-5718
- Email: info@churchbridgecu.ca



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