Online Banking

Logins & Passwords

Each authority who accesses the Business' online banking will receive a new Login/Password. The different individual authorities on the Business profile will have separate Logins. See "Prior to the Transition" below for more information on the new Login Numbers.

All Business Member Login Numbers and Passwords will change for online banking.

- **Prior to the transition:** When you log in to the Business online profile, you will find an **e-notification** in **"View e-documents"** under **"My Accounts"** with the following important information:
  - A new Login Number and a Temporary Password
  - Your new Login Number will match the Business DUCA debit card.
  - If there are multiple debit cards, it will match the most frequently used card.
  - If there are no debit cards, it will be a newly generated number.

  To find your e-notification, you must log in to your account from a desktop. E-notifications are not visible on the mobile app. The first signer on the profile should print or store the new Login Number and Temporary Password as they will be required for the first login after the transition. If this information is lost, you must **call 1.866.900.3822** for direction.

- **After the transition:** The first signer must bring the new Business Login credentials to the first login after the upgrade.
  - Log in with the new Login Number and Temporary Password. **This step must be done on a desktop computer.** Your first log in after the transition cannot be done on your mobile app.
  - Create a new password.
  - New credentials may be shared with other signing authorities who have permission to access the online profile.

  The first signer on the profile must undertake the first login.

  Consider activating a "Memorized Account" for your future logins. This enables the system to store your new Login Number in case you do not have your debit card and/or newly assigned number with you the next time you log in.

  Note: If you currently use "Memorized Accounts," that information will not carry over and you will be required to set this up again after the transition.

Viewing Transaction History

The history of transactions prior to the transition will continue to be visible **through online Statements only** and to all Business signers with online access. If there are other signers on the profile who wish to view transactions that occurred prior to the upgrade, and they do not have online access, they can either review previous paper statements or contact the first signer, a branch, or Member Connect.

Epost (Canada Post's portal for bill payments)

Epost will transition over to the new banking system however, stored data will not carry over. Business Members who wish to continue using Epost will have to re-enter company data for payments.