

## Online Banking

### Platform

Some Business Members currently access their online accounts on a platform intended for Personal Members. As a result of the banking system upgrade, Business Members with more than one signer will move to the **Member Direct Small Business** platform which presents a more business-oriented experience. **If your Business has more than one signer, please refer to our Resource Guide: Business Edition for banking system changes.**

### Logins & Passwords

Members will have one Login/Password to access all their banking products. Separate Logins for different banking products will not be required. Login information to access online banking will be associated with the number imprinted on the debit card.

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

- **Prior to the transition:** When you log in to your online account, 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 your DUCA debit card.
  - If you have multiple debit cards, it will match the most frequently used card.
  - If you do not have a debit card, 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. Print or store your new Login Number and Temporary Password as they will be required for your first log in after the transition. If this information is lost, you must **call 1.866.900.3822** for direction.

- **After the transition:** Bring your new Login credentials with you the first time you log in.
  - Log in with your new Login Number and Temporary Password. **This step must be done at a desktop computer.** Your first log in after the transition cannot be done on your mobile app.
  - Create a new strong password.

Consider activating a “Memorized Account” for 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 to you **through online Statements only**, providing you are the Primary (or only) Holder. If you are a Secondary Holder, i.e., in a joint account, and you wish to view transactions that occurred prior to the upgrade, you can either review previous paper statements or contact the Primary Holder, 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. Members who wish to continue using Epost will have to re-enter company data for payments.