

Tips for accessing online banking

1. If this is the first time you are logging in to online banking since our banking system conversion, please click on “Get New Login Credentials”
2. The system will generate a new 16–19 digits Member Card number for you. This number will be the number you use to access online banking going forward.
3. You will also be provided with a temporary Access Code (PAC) which you will be prompted to change on a later screen.
4. The next screen that appears is the Terms and Agreement where you will be required to input the temporary password provided to you.
5. When you are setting up your online banking Access Code, ensure you are entering a password that contains between 8 to 30 alpha numeric characters including a combination of upper/lower case, numeric and one special character (i.e., !, @, #, \$ or & ONLY).
6. The password cannot be a password you have used previously.
7. Once you have your 16–19 digits Member card number and you have created your online banking password, you can now log in using these credentials.
8. Because the Member card number is lengthy, you may choose to Add a Memorized Account by clicking the link when you log in.

Tips for troubleshooting

1. The first time you log in to online banking, you must do this on a laptop or desktop computer. It will not work using the mobile app.
2. If your old password and alias continue to populate the fields, try clearing the cache, cookies, and favourites, which will clear out previously memorized accounts.
3. You may have saved your password in your browser; to confirm, try using an alternate browser.
4. Ensure you click on the “I am not a Robot” checkbox and follow any instructions.
5. When entering your Member Card number, do not put spaces between any of the numbers.
6. Please note your online banking password is different from debit card password.