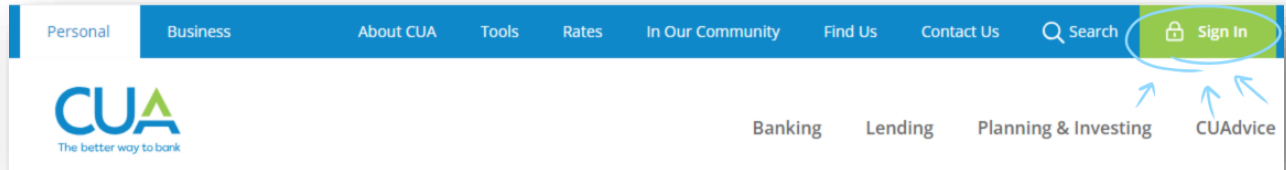


MEMBER INSTRUCTION GUIDE

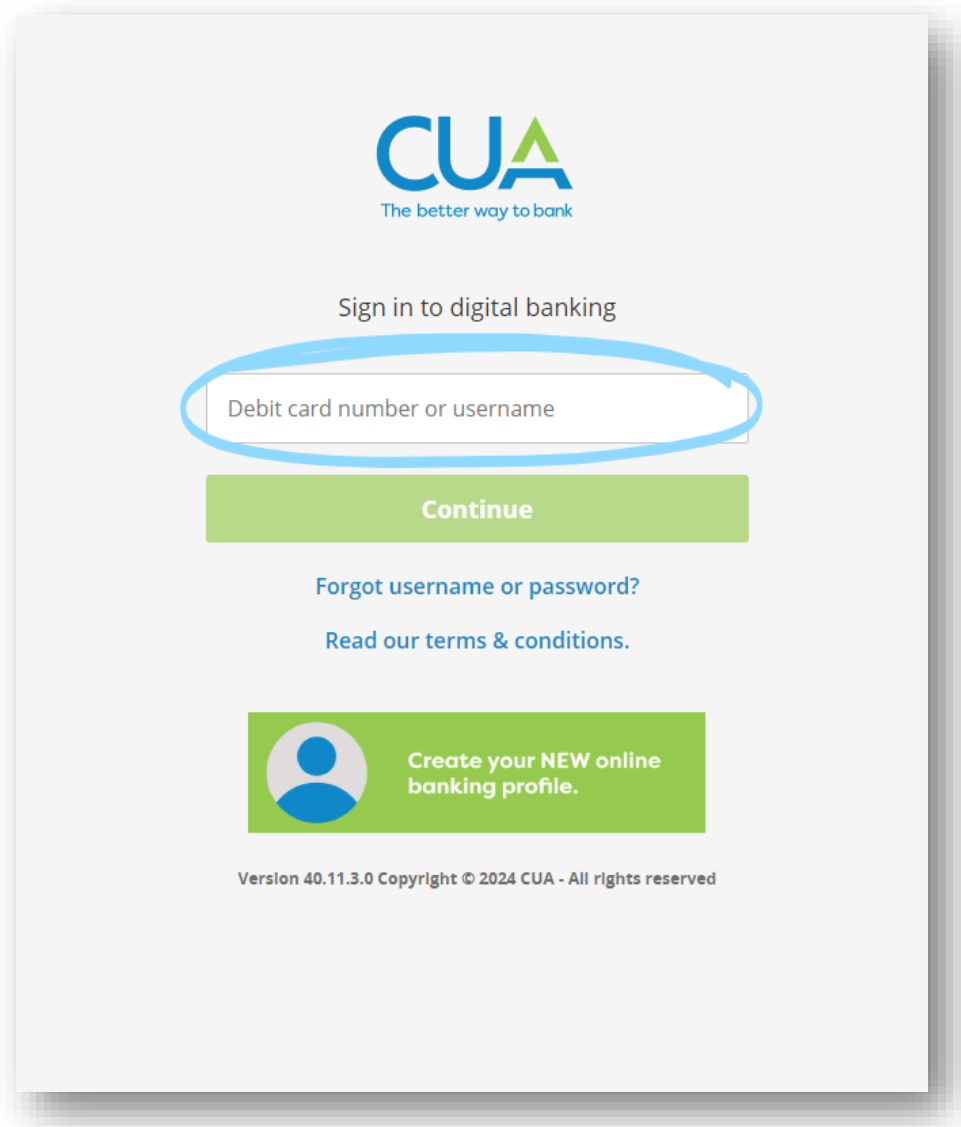
GUIDE 7: FIRST TIME LOG IN TO ONLINE BANKING

1. To access the new online banking system, go to the CUA website just like you do today. Once you are on the website, click the green “Sign in” link in the top right-hand corner of the menu bar.



2. You will then be brought to the new sign in page. To begin, enter your Member (Debit) Card number in the 'Debit card number or username' box. If you are a personal member with a Member Card, enter the 19-digit number from the front of this card. If you have received a letter dated July 29 with an assigned number, enter the assigned number here. Click 'Continue'.

*Note: **Do not** select 'Forgot username or password?' for your first-time logging in, as you need to go through the process of verifying your contact details and creating a profile. Once you've created a profile, you can use this option to retrieve or reset your login credentials in the future. If you are having trouble logging in for the first time, please call our Customer Contact Centre at 902.492.6500.*



3. You will then be asked to walk through setting up a profile. Enter your: **1)** date of birth (see *step 4*), and **2)** either your mobile phone number or email address. Then, **3)** click 'Confirm' next to the verification method you selected.

Note: This information must match the details on your account profile. If they do not match or are not on file, you will receive an error message directing you to contact CUA. Before contacting us at 902.492.6500, please try both your mobile phone number and email address.

CUA
The better way to bank
Welcome!

We see that you're a new CUA online banking user. You'll need to set up a profile in order to access your banking information. Don't worry! We'll walk you through two simple steps.

For identification and security purposes, please enter your date of birth and either the mobile phone number or e-mail address we have on file for you.

An authentication code will be sent to the mobile phone number or e-mail for confirmation.

* Member/Debit Card Number (populated from previous step) XXXX XXXX XXXX XXXX XXX

1) Date of birth

2) Mobile phone number
Canada +1

3) Confirm >

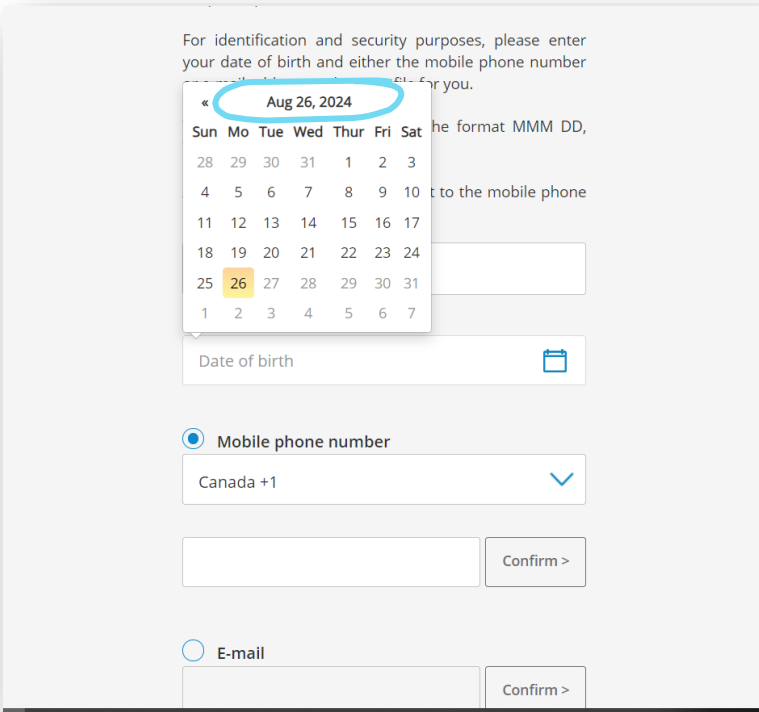
E-mail

Confirm >

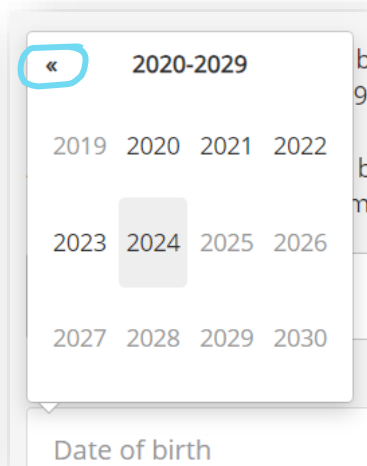
Continue

Cancel

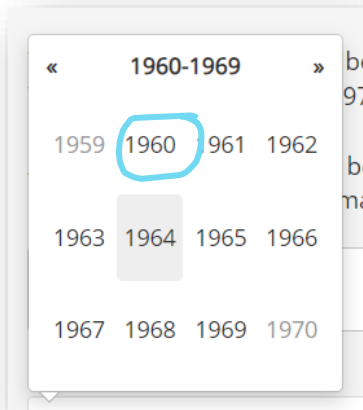
- When using the calendar for your date of birth, you do not need to scroll day by day to find the date. You can quickly scroll to the appropriate year by clicking on the current date. One click shows you all of the months in the current year. Two clicks shows you a 10-year span, making it easy to scroll to the year you need.



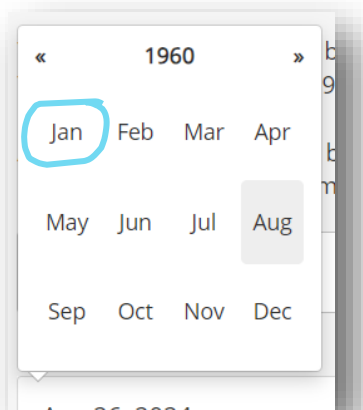
As an example, to enter the birth date January 1, 1960, click on today's date twice to see the 10-year span 2020-2029. You can then use the left arrow to scroll to the 10-year span of 1960-1969.



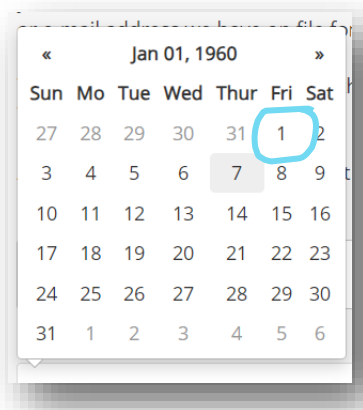
Once there, click on your birth year – in this example, 1960.



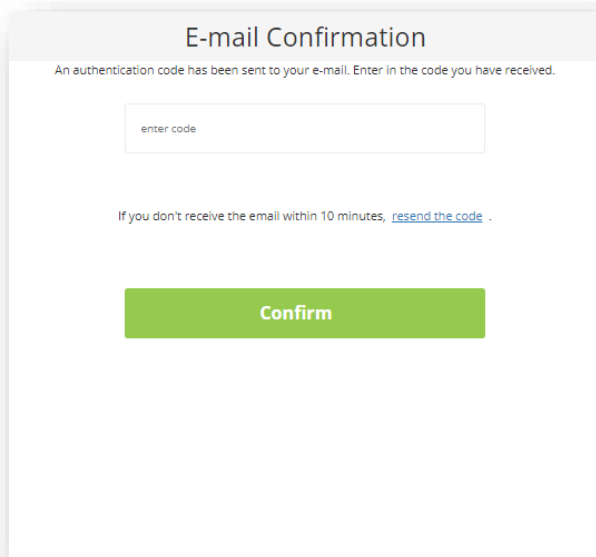
You will then be shown all 12 months of 1960. Click on the correct month.



Then, you will see all of the days within that month and year. Click on the appropriate day and your birthdate will populate into the field, and you can proceed to the next step.



5. If the information entered in the above screens matches the information on file at CUA, you will be prompted to enter an authentication code which will be sent to your mobile phone number or email address that you entered above. Enter the code and click 'Confirm'.



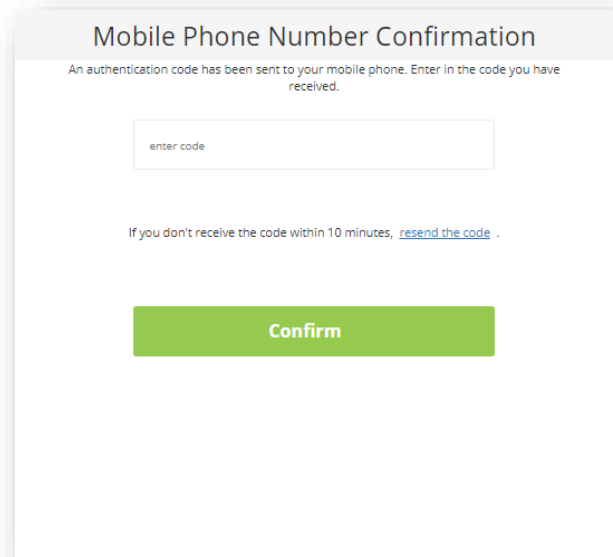
E-mail Confirmation

An authentication code has been sent to your e-mail. Enter in the code you have received.

enter code

If you don't receive the email within 10 minutes, [resend the code](#) .

Confirm



Mobile Phone Number Confirmation

An authentication code has been sent to your mobile phone. Enter in the code you have received.

enter code

If you don't receive the code within 10 minutes, [resend the code](#) .

Confirm

6. After successfully entering the authentication code, you will be asked to select a new username and password. Once you've selected your new login credentials and accepted the terms of the *Direct Service Agreement*, click 'Continue'.

Note: The username should be something you will easily remember, as you will use it to sign into online banking from now on.

CUA
The better way to bank

Step 1 of 2: Create a new user profile

Welcome **CUA Member** You'll need to set up a new user profile consisting of a username and a strong password.

Username

Enter username

Enter new password

Password strength: Weak

- ⊗ Minimum 10 characters
- ⊗ Minimum 1 uppercase letter
- ⊗ Minimum 1 lowercase letter
- ⊗ Minimum 1 number

Re-enter new password

I have read and accept the terms in the [Direct Service Agreement](#).

Continue

Cancel

7. You will see a summary screen outlining your name, new username, concealed password and mobile phone number or email address. If you are satisfied with the information, click “Create user profile”. If you need to make changes, you can click “Cancel” and re-enter your information.



8. You can now proceed to log in to the new online banking system using the username and password you have just set!

