

How to login to digital banking the first time

Complete this one-time setup to create your new username and password. This guide is for business members who have used Coastal Community digital banking before.

Before you begin

- ✓ Have your member number and Personal Access Code (PAC) ready.
- ✓ Make sure you can access the phone or email address linked to your membership. You will need this to receive verification codes.
- ✓ Have on hand your list of delegates and consolidated memberships that you had previously set up in digital banking. You will need to set these up in the new digital banking experience.

Set up your access to the new digital banking experience

1. Go to cccu.ca and click **Log In** in top-right corner of your screen.
2. Click **Start Setup**.
3. Enter your member number and PAC.
4. Enter the one-time verification code sent to your phone or email.
5. Create a username and password. You'll use these instead of your member number/PAC when logging in.
6. Sign in using your new username and password.
7. Review the Electronic Services Agreement and click **I Agree**.
8. Choose whether to set up alerts now or skip this step.
9. Notify your Authorized Signatories (signers) to complete their own setup following steps 1-8 above.
10. Once you've logged in, you're ready to re-add your delegates and re-consolidate memberships.

Have questions?

We want to hear from you. Scan the QR code to send your questions and feedback. Or give us a call at 1.888.741.1010.



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