

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 personal members who have used Coastal Community digital banking before.

You'll need:

- ✓ Your Member Number
- ✓ Your current Personal Access Code (PAC) for digital banking
- ✓ Make sure you can access the phone or email address linked to your membership. You'll need this to receive verification codes.
- ✓ A laptop or desktop computer (recommended)

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 Personal Access Code, then click **Continue**.
4. We'll send you a verification code. Click **Try Another Method** to choose how you'd like to receive your security code—text message, email or voice call.
5. Enter the six-digit code and click **Confirm**.
6. Create your username with 6–32 characters, letters, no spaces and no more than three repeated characters. Numbers and most special characters are optional.
7. Create your password with 10–50 characters, including an uppercase letter, a lowercase letter, a number and a special character. Do not use spaces or these characters: / & < > " * ?
8. Click **Proceed to Login**, then sign in with your new username and password.
9. Review the Electronic Services Agreement and click **I Agree**.
10. Choose whether to set up banking alerts now or skip this step for now.

Important: After setup, you will use your new username and password—not your Member Number and PAC—to log in to digital banking.

We're here to help. Call us at **1.888.741.1010** or visit our website for helpful resources.



Get help with digital banking at cccu.ca

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CREDIT UNION**

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GREAT THINGS