



StellerVista
credit union

HOW TO: 2-Step Verification

We can help you get started and support your future needs.

- ✓ Banking from home is safe and easy
- ✓ StellerVista is here to support you – including from your home

Your digital security is our priority. We keep your information secure.

If you have questions or would like assistance please call your branch and we would be happy to assist you.

If you do not know your account number or password please phone your branch:

1.866.960.6666

Cranbrook | Castlegar | Elkford
Fernie | Sparwood
West Boundary | Slocan Park

After hours technical assistance

1.877.251.5230 (in North America) or email Technical Support at info@StellerVista.com

Technical Support services include:

- ✓ Online banking issues
- ✓ Lost or stolen MEMBERCARD®
- ✓ ATM support

Call 1.855.341.4643 (toll-free 24/7) for lost or stolen CREDIT CARD.

2-Step Verification

To replace challenge questions

2-Step Verification replaces the use of static challenge questions with a generated one-time verification code. The codes are sent by SMS text message or by email according to how you have registered for the security feature.

The following information will guide you through the process of the new login and 2-Step registration.

You will notice the *LOGIN TO ONLINE BANKING* has changed. Simply click on **Login** and you will be taken to the new login screen.

stellervista.com

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Bank Like You Live Here.

What you

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Member Number

Member Number

Access Code (PAC) [Show Access Code \(PAC\)](#)

Access Code (PAC)

☐ Remember Me

LOGIN

[Forgot Password?](#)

HOW TO: 2-Step Verification

Enter your Member Number, Access Code and Login

1. The first time you login to online banking, you will be prompted to enroll.
2. The enrolment screen briefly describes what 2-Step Verification is and allows you to register a mobile phone number or an email address through which one-time verification codes are sent during stepped-up authentications.

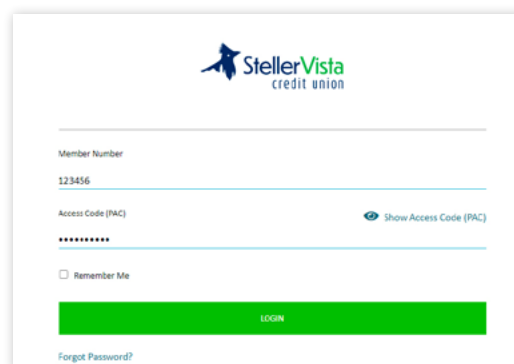
When enrolling for 2-Step Verification, registration of any mobile phone number or email address entered by the member is subject to validation. Until you enter a mobile phone number or an email address on the screen, its corresponding **Send Code** option is greyed out.

Once you have entered a mobile phone number or an email address in the expected format, you can select its corresponding **Send Code** option to submit it for registration.

By selecting **Send Code** a verification code is sent as a notification to the mobile phone or email address that was entered.

3. You can retrieve the code and enter it on the *Enter Your Verification Code* screen, which is now displayed and awaiting user input. You select **Continue** to submit the code for verification.

4. When you select **Continue**, enrolment is complete, the verification screen is dismissed and you have access to your online or mobile banking.



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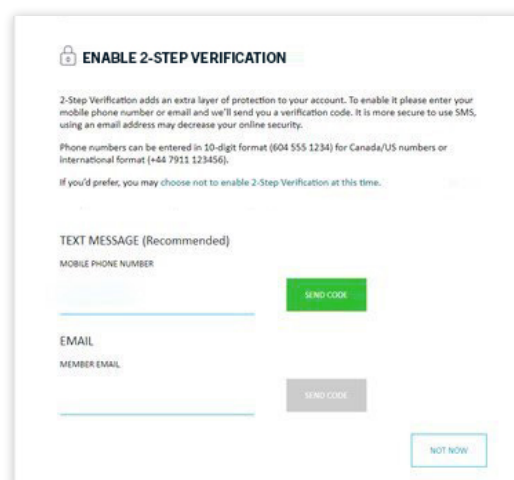
Member Number
123456

Access Code (PAC) Show Access Code (PAC)

☐ Remember Me

LOGIN

[Forgot Password?](#)



ENABLE 2-STEP VERIFICATION

2-Step Verification adds an extra layer of protection to your account. To enable please enter your mobile phone number or email and we'll send you a verification code. It is more secure to use SMS, using an email address may decrease your online security.

Phone numbers can be entered in 10-digit format (604 555 1234) for Canada/US numbers or International format (+44 7911 123456).

If you'd prefer, you may choose not to enable 2-Step Verification at this time.

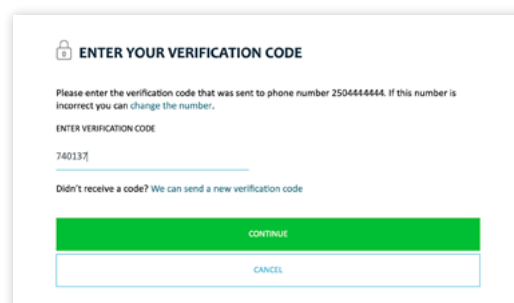
TEXT MESSAGE (Recommended)

MOBILE PHONE NUMBER **SEND CODE**

EMAIL **SEND CODE**

MEMBER EMAIL

NOT NOW



ENTER YOUR VERIFICATION CODE

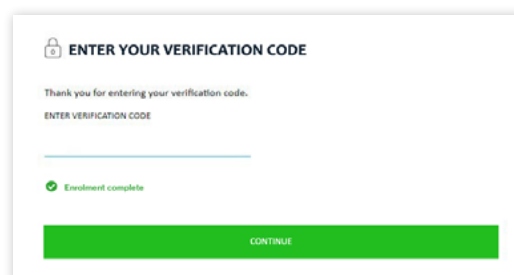
Please enter the verification code that was sent to phone number 2504444444. If this number is incorrect you can [change the number](#).

ENTER VERIFICATION CODE
740137

Didn't receive a code? We can send a new verification code

CONTINUE

CANCEL



ENTER YOUR VERIFICATION CODE

Thank you for entering your verification code.

ENTER VERIFICATION CODE

Enrolment complete

CONTINUE

HOW TO: 2-Step Verification

IMPLEMENTATION

After successfully enrolling in 2-Step Verification, whenever authentication is stepped up for high-risk logins, you are presented with the *Enter Your Verification Code* verification screen.

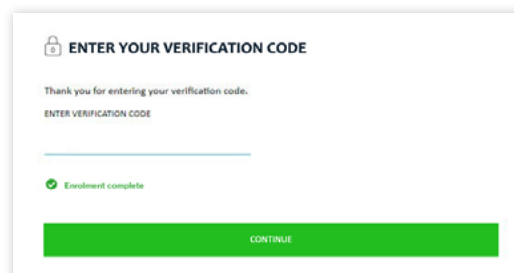
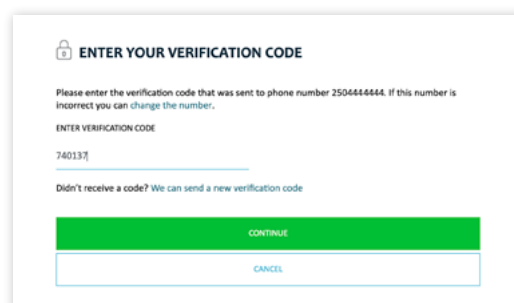
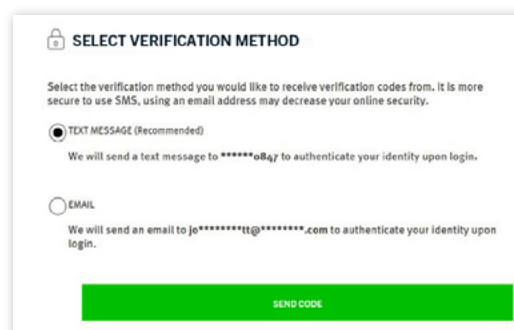
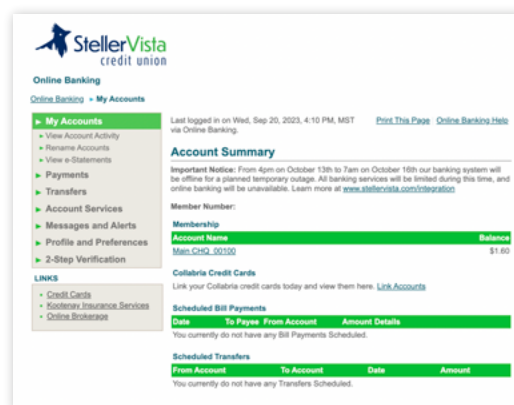
At the same time, a verification code is sent to you through the mobile phone or email address that you registered during enrolment to receive notifications.

Select Verification Method

1. You retrieve the verification code from the notification, enter it on the *Enter Your Verification Code* screen and select **Continue** to submit it for verification.

2. If the submitted verification code is verified, the verification screen is dismissed, allowing you access to your online or mobile banking. When verification fails, you will receive an error message on the verification screen with each failed submission.

Note: You are allowed three attempts to enter the verification code before your account is locked. For locked accounts, you should contact StellerVista, who should authenticate them before unlocking your account.



HOW TO: 2-Step Verification

MAINTENANCE

At any time after enrolment, you can add or edit the mobile phone number and/or email address used in 2-Step Verification notifications.

You can go through the *Profile and Preferences* screen in digital banking or the *Security* screen in mobile banking to **Add** or **Edit** your 2-Step Verification settings.

Adding a Mobile Phone Number or an Email Address

1. Using the *Update Contact Information* screen, you can select to register a mobile phone number or an email address, depending on which option is available.

2. Selecting option **Add/Edit Phone Number** opens the *Enter Phone Number* screen.

3. Selecting option **Add/Edit Email Address** opens the *Enter Email Address* screen.

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Online Banking
Online Banking > Profile and Preferences

Profile and Preferences

Member Card: [Redacted]
Preferences
Change Contact Information
Change Personal Access Code
Change 2-Step Verification Information
Manage Memorized Cards

Change 2-Step Verification Information
Change your phone number and/or email address used for 2-Step Verification

Manage Memorized Cards
No need to type in your membership number every time. Remember it on this computer now.

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UPDATE CONTACT INFORMATION

You can edit or delete your contact information below.

TEXT MESSAGE NUMBER
(250) 444-4444

EMAIL
Add email address

CLOSE

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ENTER PHONE NUMBER

Please enter the phone number you'd like to use to receive your 2-Step Verification Codes. A new code will be sent to verify this number.

Phone numbers can be entered in 10-digit format (604 555 1234) for Canada/US numbers or international format (+44 7911 123456).

MOBILE PHONE NUMBER
|

CONTINUE
CANCEL

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ENTER EMAIL ADDRESS

Please enter the email address you'd like to use to receive your 2-Step Verification Codes. A new code will be sent to verify this email.

MEMBER EMAIL
|

SEND CODE
CANCEL

HOW TO: 2-Step Verification

4. With either of these screens, you can enter the new mobile phone number or email address and submit it for registration by selecting **Continue**.

This initiates a notification sent to the entered mobile phone number or email address while opening an *Enter Your Verification Code* screen at the same time.

5. You complete the registration by retrieving the verification code from the notification, then entering it in the *Enter Your Verification Code* screen and selecting **Continue**.

If the verification code is verified, the *Enter Your Verification Code* screen closes and the *Enter Phone Number* or *Enter Email Address* screen is re-displayed, now showing a registration confirmation message.

6. You select **Continue** to complete the registration. After successfully adding the mobile phone number or email address, you are returned to the *Profiles and Preferences* screen.

Deleting a Mobile Phone Number or an Email Address

You can delete a registered phone number or email address from the *Update Contact Information* screen by selecting the **Delete Icon** beside it. The deletion is immediate when the icon is selected, with the *Update Contact Information* screen display refreshed and the deleted mobile phone number or email address now removed and replaced with an **Add Phone Number** or **Add Email Address** option.

Note: You cannot remove both the mobile phone number and email address. At least one notification channel must be active.