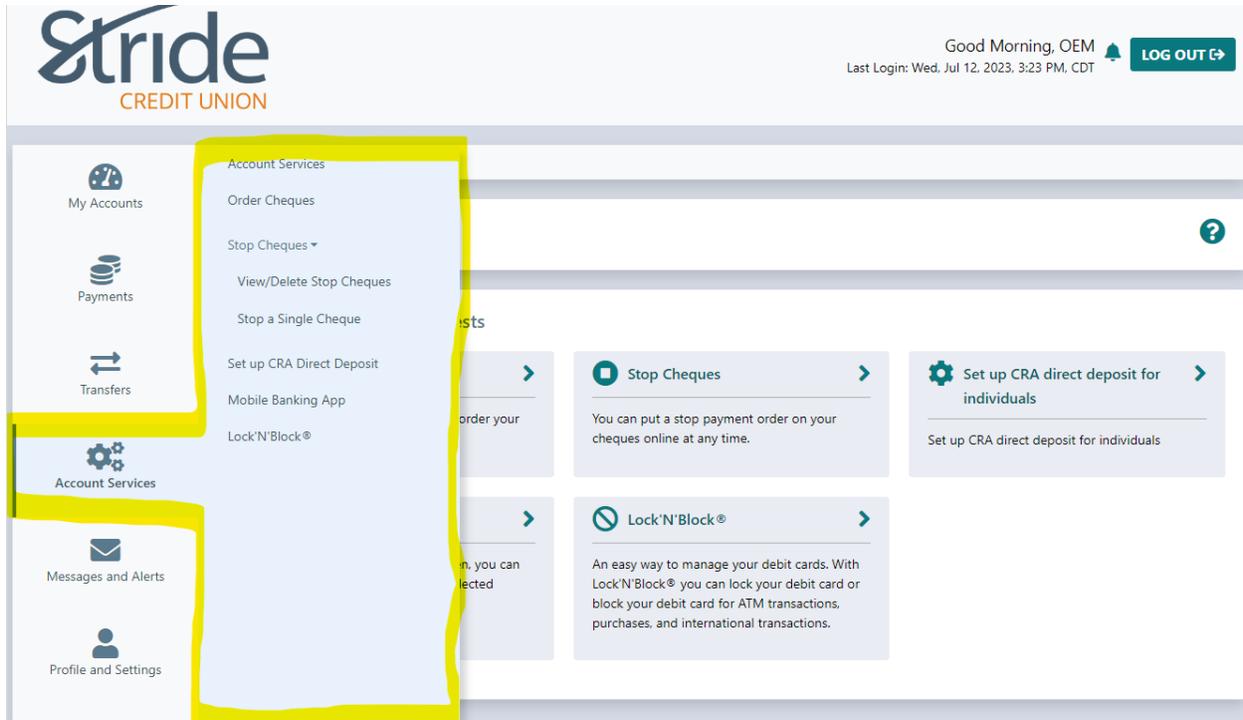




Account Services

Here we can: order cheques; put on a stop payment; set up CRA direct deposit; deactivate QuickView for the app if your phone is lost or stolen; as well as enable Lock'N'Block, which is a MemberCard manager, if your MemberCard is lost or stolen.



Account Services > Accounts Services

- Brings you to the Account Services Home Screen, with options to Order Cheques; Stop Cheques (Stop Payment); Set up CRA Direct Deposit for individuals; Mobile Banking App (if your mobile phone is lost or stolen, you can deactivate QuickView – the feature that allows you to see your balances without logging in); and Lock’N’Block (you can lock or block your MemberCard for ATM transactions, purchases, and international transfers.)

The screenshot shows the Stride Credit Union online banking interface. At the top left is the Stride logo with 'CREDIT UNION' underneath. At the top right, it says 'Good Morning, OEM' and 'Last Login: Wed, Jul 12, 2023, 3:23 PM, CDT' next to a 'LOG OUT' button. A left-hand navigation menu includes 'My Accounts', 'Payments', 'Transfers', 'Account Services' (highlighted), 'Messages and Alerts', and 'Profile and Settings'. The main content area shows the breadcrumb 'Online Banking > Account Services' and a heading 'Account Services' with a help icon. Below this is a section titled 'Online Settings and Requests' containing five cards: 'Order Cheques', 'Stop Cheques', 'Set up CRA direct deposit for individuals', 'Mobile Banking App', and 'Lock’N’Block®'. Each card has a brief description and a right-pointing arrow.

Stride
CREDIT UNION

Good Morning, OEM
Last Login: Wed, Jul 12, 2023, 3:23 PM, CDT [LOG OUT](#)

Online Banking > Account Services

Account Services

Online Settings and Requests

- Order Cheques** >
Follow our quick and easy steps to order your cheques online today.
- Stop Cheques** >
You can put a stop payment order on your cheques online at any time.
- Set up CRA direct deposit for individuals** >
Set up CRA direct deposit for individuals
- Mobile Banking App** >
If your mobile phone is lost or stolen, you can deactivate QuickView feature on selected devices here.
- Lock’N’Block®** >
An easy way to manage your debit cards. With Lock’N’Block® you can lock your debit card or block your debit card for ATM transactions, purchases, and international transactions.

Account Services > Order Cheques

- If you need to order cheques, you can do so here! Enter the information required, accept that fees may be charged and the consent and select Order Cheques

Stride
CREDIT UNION

Good Morning, OEM
Last Login: Wed, Jul 12, 2023, 3:23 PM, CDT [LOG OUT](#)

Online Banking > Account Services > Order Cheques

Order Cheques

1 Cheque Information — 2 Confirm & Submit

Please allow 2-4 weeks for order processing and delivery.

All fields required unless indicated

Cheque Information

Account
17316498 - Cottage Chequing 00102

Name(s) on cheques
John Doe
e.g. Ms Jane Smith

Information to display on cheques

Address
 Phone Number
 Email

- Account – If you have multiple Chequing accounts, select which account you'd like to print cheques for.
- Name of Cheques – will default to your name on the banking system.
- Information to display on cheques – by selecting Address, Phone Number or Email, you will be required to enter that information, which will then be printed on the cheques. You can select one, multiple or all to print on the cheques.

Account Services > Order Cheques

Continued...

Information to display on cheques

Address

Phone Number

Email

Cheque Start Number (optional) ⓘ

001

Quantity ⓘ

24

48

100

Delivery Information

Deliver to

Select delivery address

Agreement

Fees may be charged for your order, depending on your account and type of cheques.

I accept that fees may be charged.

I consent to Stride Credit Union collecting, using and disclosing my personal information as described in the agreement below.

> Full Agreement

Order Cheques

- Cheque Start # - if you know what number you'd like the cheques to start at, enter it here.
- Quantity – Select the number of cheques in your order
- Deliver To – You can select delivery to your House, your Home Branch, or another selected address that you will enter.
- Agreement – you must select 'I accept that' and the 'I consent to...' check box.
 - o Service Agreement can be found by clicking on 'Full Agreement' above the Order Cheques button.
- When all information is ready, select Order Cheques

Notes:

- Cheques can take up to 7-10 business days to arrive.
- Fees will be debited from the Chequing account that the cheques are ordered from.

Account Services > Stop Cheques and Holds

- If you have written a cheque that gets lost or stolen, you can place a stop online as long as you have the majority of the details! Select Stop a Single Cheque below to place a cheque stop.
- Reminder: Please verify that the cheque in question has not cleared your account. If it has cleared, the stop payment will not be honoured.
- A fee may be charged for this service.

The screenshot displays the Stride Credit Union online banking interface. At the top, the Stride logo is on the left, and the user's name 'Good Morning, OEM' and last login 'Wed, Jul 12, 2023, 3:23 PM, CDT' are on the right, along with a 'LOG OUT' button. A navigation breadcrumb shows 'Online Banking > Account Services > Stop Cheques'. The main content area is titled 'Stop Cheques and Holds' and contains the following text:

To stop the payment of a single cheque, click on Create a Stop Cheque. Before you enter your stop payment, please check your account to make sure that the item has not already cleared. You cannot stop payment of a cleared item. There is a possibility that the item will have cleared but not appear in your account: in that case your stop payment will not be valid.

You must complete all the information requested. If the information is not complete and fully accurate, the stop payment may not be effective.

By entering the stop payment you agree to hold the credit union harmless for all costs, damages, expenses and liability which may arise from the stop payment or the honouring or failure to honour it, whether a result of inadvertence, accident, equipment failure or otherwise.

Click on **Delete** to remove a Stop Cheque item that you do not want processed. Click on **Help** for further information.

A yellow button labeled 'Stop a Single Cheque' is visible. Below it, a message states: 'There are no Stopped Cheques for you to remove.'

The left sidebar contains navigation options: My Accounts, Payments, Transfers, Account Services (highlighted), Messages and Alerts, and Profile and Settings.

Account Services > Stop Cheques > Stop a Single Cheque

The screenshot shows the Stride Credit Union online banking interface. At the top left is the Stride logo. At the top right, it says "Good Morning, OEM" and "Last Login: Wed, Jul 12, 2023, 3:23 PM, CDT" with a "LOG OUT" button. A navigation breadcrumb at the top reads "Online Banking > Account Services > Stop Cheques > Stop a Single Cheque". The main heading is "Stop Cheques - Single Cheque". Below this is a message: "To create the Stop Payment, enter the required information and click on **Submit**. Click on **Help** for further information." The form contains the following fields:

Chequing Account Cottage Chequing 102 [Balance: \$1.00]	Reason for Creating Stop Lost or Stolen Cheque
Cheque Date 17/07/2023 <small>dd/mm/yyyy</small>	Payee Bell MTS
Cheque Number 420	Amount 55.76

At the bottom of the form are "Cancel" and "Submit" buttons.

- Select the Chequing Account on which the cheque was written.
- Select Reason for Creating Stop. Options are:
 - o Lost or Stolen Cheque, Membership Cancelled, Dispute on Bill, Post-Dated Cheque Outstanding, and Other
- Cheque Date – Enter the date that is written on the cheque.
- Payee – Enter who the cheque was written to.
- Cheque Number – Enter the number on the cheque.
- Amount – Enter the exact dollar (\$) value of the cheque.

Account Services > Stop Cheques > Stop a Single Cheque

- When the details are entered, select Submit. You will be taken to a confirmation page. If details are accurate, select Confirm.

Stride
CREDIT UNION

Good Morning, OEM
Last Login: Wed, Jul 12, 2023, 3:23 PM, CDT **LOG OUT**

Online Banking > Account Services > Stop Cheques > Stop a Single Cheque

Stop Cheques - Confirm

Please verify that this cheque has not cleared your account. If it has cleared, the stop payment will not be honoured.
As per our current fee schedule, a fee may be charged for this service.
Select **Confirm** if you wish to continue.
Select **Cancel** if you no longer wish to continue placing this stop payment.

Account	Cottage Chequing 102
Reason	Other
Cheque Date	17-Jul-2023
Payee	Bell MTS
Cheque Number	420
Amount	\$55.76

- You will get a copy of the Stop Receipt with an option to Print, and can Go to My Accounts Home Page or return to Stop Cheque (If you have multiple stops)

Stride CREDIT UNION

Good Morning, OEM
Last Login: Wed, Jul 12, 2023, 3:23 PM, CDT [LOG OUT](#)

Online Banking > Account Services > Stop Cheques > Stop a Single Cheque

Create a Stop Cheque - Receipt

[Go to My Accounts](#) [Return to Stop Cheques](#) [Print Receipt](#)

Success

Member Card Number	6294512002000305755	Date	Tuesday, July 18, 2023
Create Stop Cheque Status	Completed		
Membership	17316498		
From Account	Cottage Chequing 102		
Reason for Creating Stop	Other		
Cheque Date	17-Jul-2023		
Payee	Bell MTS		
Cheque Number	420		
Amount	55.76		

Account Services > Stop Cheques > View/Delete Stop Cheques

- Here you can view any stop payment that you have placed, delete any stops that have been placed, and Stop a Single Cheque.
Placing a Stop won't be covered here as it has been covered

Stride CREDIT UNION

Good Morning, OEM
Last Login: Wed, Jul 12, 2023, 3:23 PM, CDT [LOG OUT](#)

Online Banking > Account Services > Stop Cheques

Stop Cheques and Holds

To stop the payment of a single cheque, click on Create a Stop Cheque. Before you enter your stop payment, please check your account to make sure that the item has not already cleared. You cannot stop payment of a cleared item. There is a possibility that the item will have cleared but not appear in your account; in that case your stop payment will not be valid.

You must complete all the information requested. If the information is not complete and fully accurate, the stop payment may not be effective.

By entering the stop payment you agree to hold the credit union harmless for all costs, damages, expenses and liability which may arise from the stop payment or the honouring or failure to honour it, whether a result of inadvertence, accident, equipment failure or otherwise.

Click on **Delete** to remove a Stop Cheque item that you do not want processed. Click on **Help** for further information.

[Stop a Single Cheque](#)

Cottage Chequing 102 > Bell MTS			
Number	Type	Expiry Date	Amount
420	Other	16-Jan-2024	\$55.76

[Delete](#)

- To Stop a Single Cheque, select the Stop a Single Cheque button and enter the details as noted in previous steps.

- To Delete a Stop Payment, select the 'Delete' trash can on the right-hand side.
- You will be taken to a confirmation page, confirming you want to delete the Stop Payment, and then taken to the Receipt page, where you can Go to My Accounts, Return to Stop Cheques, or Print Receipt.

The screenshot shows the Stride Credit Union online banking interface. At the top, the Stride logo is on the left, and the user's name 'Good Morning, OEM' and last login 'Wed, Jul 12, 2023, 3:23 PM, CDT' are on the right, along with a 'LOG OUT' button. The main navigation menu on the left includes 'My Accounts', 'Payments', 'Transfers', and 'Account Services'. The breadcrumb trail reads 'Online Banking > Account Services > Stop Cheques'. The page title is 'Delete Stop Cheques - Receipt'. Below the title, there are three navigation links: 'Go to My Accounts', 'Return to Stop Cheques', and 'Print Receipt'. A success message is displayed: 'Success' with a green checkmark icon, followed by 'The Stop Cheque item has been successfully Deleted.' Below this message is a table with the following data:

Member Card Number	Date
6294512002000305755	Tuesday, July 18, 2023

Account Services > Set up CRA Direct Deposit for Individuals

- The Canada Revenue Agency will deposit the refunds and payments you're eligible for in your account, including:
 - o Income Tax
 - o GST/HST and other similar payments
 - o Canada Child Benefit
 - o Canada Workers Benefit
 - o Deemed overpayment of tax
- You only need to register once to receive any type of refund or payment.
- If you did not file a tax return for the past two full tax years you cannot set up CRA direct deposit here and should contact the CRA directly @ 1-800-959-8281. You can also call this number to change the contact information you provided to the CRA or to de-register from Direct Deposit.

- Select the account you want your refunds/payments to be deposited into. You can only select one account for all your payments.
- Enter your Social Insurance Number (SIN). This helps confirm identity.
- Date of Birth, First & Last Name are pulled from the system.
- Select 'I authorize...' in order to establish the CRA direct deposit.
 - o Privacy Statement can be found by clicking on 'Privacy Statement' above the Next button.

- Select Next. You will be taken to a confirmation page. If info is correct, select Submit

my ACCOUNTS

Payments

Transfers

Account Services

Messages and Alerts

Profile and Settings

Set up CRA Direct Deposit

1 Payment Information 2 Authorization 3 Confirmation

Authorization

Edit

Set up CRA Direct Deposit

Account Selection: 17316498 - Cottage Chequing 00102

Social Insurance Number: *****621

By clicking the "Submit" button below, the applicant agrees that Stride Credit Union may collect, use, and disclose their personal information in accordance with Stride Credit Union's Privacy Policy.

Submit

- You will receive confirmation that Direct Deposit has been set-up.
- To confirm if your direct deposit was successful, log in to your CRA account directly.
- For more information about the direct deposit program, visit the Government of Canada's Direct Deposit site.

Stride
CREDIT UNION

Good Morning, OEM
Last Login: Tue, Jul 18, 2023, 8:42 AM, CDT

LOG OUT

Online Banking > Account Services > Set up CRA Direct Deposit

Set up CRA Direct Deposit

Print page

Success

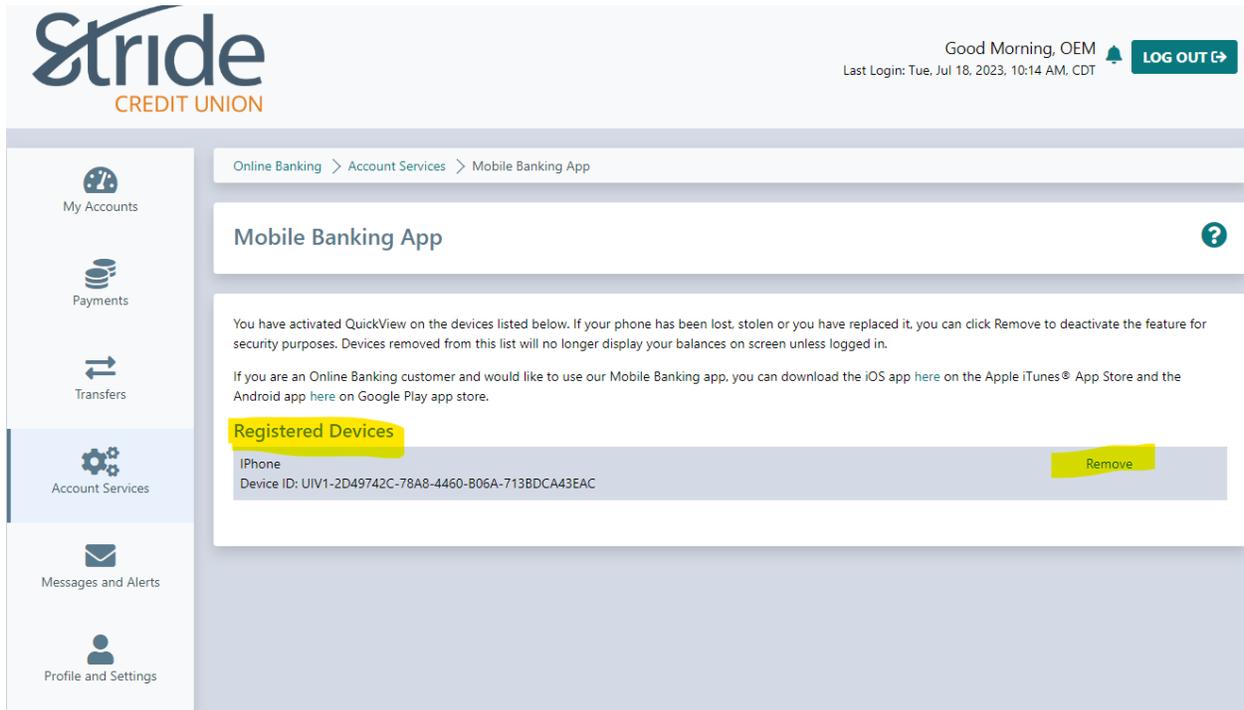
Thank you for enrolling in direct deposit. The direct deposit information you provided has been sent to the CRA for all future CRA payments you may be entitled to. Changes to your CRA account may take up to two days to appear.

To confirm if your direct deposit was successful, log in to your CRA account directly.

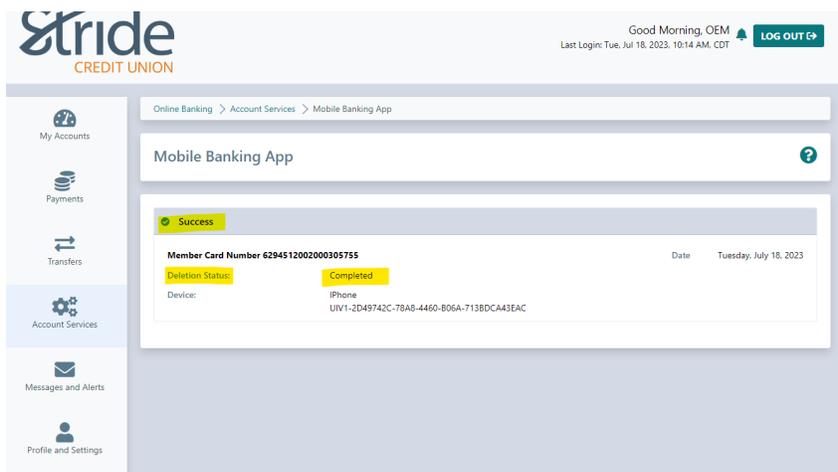
For further information about the direct deposit program, visit the Government of Canada's Direct Deposit site.

Account Services > Mobile Banking App (QuickView)

- If you have QuickView set-up through the Stride Credit Union Mobile Banking app, here is where you can remove a device(s) in the event it is lost or stolen.



- Select the Remove button in order to remove your saved log-in/QuickView from your Stride Mobile Banking app on your mobile device.
- You will be taken to a confirmation page. Select "Continue" or "Cancel"
- You will be shown a receipt that the mobile device has been removed, along with a device ID.
- Select "My Accounts" to get back to the Home Screen

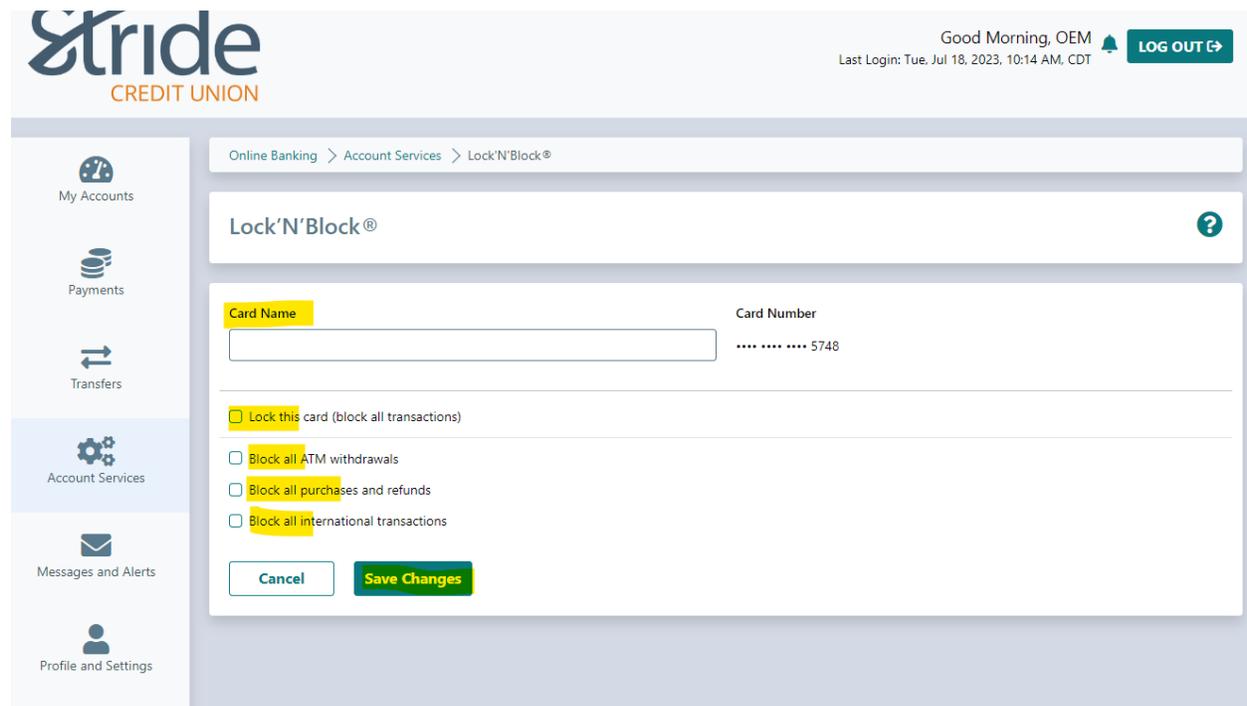


Account Services > Lock'N'Block

- An easy way to manage your debit cards. With Lock'N'Block you can lock your debit card or block ATM transactions and purchases. You can also block your card for transaction made outside of Canada.
- Great if you misplace it in the vehicle or if the kids grab it from your purse/wallet to play 'Store!'

The screenshot shows the Stride Credit Union online banking interface. At the top left is the Stride logo with 'CREDIT UNION' underneath. At the top right, it says 'Good Morning, OEM' and 'Last Login: Tue, Jul 18, 2023, 10:14 AM, CDT' next to a 'LOG OUT' button. A navigation breadcrumb shows 'Online Banking > Account Services > Lock'N'Block®'. The main heading is 'Lock'N'Block®' with a help icon. Below this is a descriptive paragraph: 'An easy way to manage your debit cards. With Lock'N'Block® you can lock your debit card or block ATM transactions and purchases. You can also block your card for transaction made outside of Canada. Check with your branch for more details.' A section titled 'Your Debit Cards' contains two card entries. Each entry shows a card icon, a masked card number ending in 5748 and 5730 respectively, and a yellow arrow icon. Below each card number, it states: 'This card is unlocked', 'ATM withdrawals are unlocked', 'Purchases and refunds are unlocked', and 'International transactions are unlocked'. A left-hand navigation menu includes: 'My Accounts', 'Payments', 'Transfers', 'Account Services' (highlighted), 'Messages and Alerts', and 'Profile and Settings'.

- Select a MemberCard to be Locked'N'Blocked



- If you have multiple cards, you can give your MemberCard a name to help identify.
- By selecting Lock this Card, you will block all ATM withdrawals, all purchases and refunds, and all international transfers. OR
- You can individually select what you'd like to Lock'N'Block. Options include:
 - o ATM Withdrawals
 - o Purchases & Refunds (POS)
 - o International Transfers
- Once you've made your selection, hit Save Changes.

Account Services > Lock'N'Block

Continued...

- You will now see that the card has the name identifier and shows that the card is locked.
 - o Our other MemberCard on file is still unlocked, ready to be used for any daily transactions.

The screenshot shows the Stride Credit Union online banking interface. At the top left is the Stride logo with 'CREDIT UNION' underneath. On the top right, it says 'Good Morning, OEM' with a notification bell icon and a 'LOG OUT' button. Below the header is a breadcrumb trail: 'Online Banking > Account Services > Lock'N'Block®'. The main heading is 'Lock'N'Block®' with a help icon. A descriptive paragraph explains the service: 'An easy way to manage your debit cards. With Lock'N'Block® you can lock your debit card or block ATM transactions and purchases. You can also block your card for transaction made outside of Canada. Check with your branch for more details.' Below this is a section titled 'Your Debit Cards' containing two card entries. The first card is 'John's Card' with a masked number ending in 5748 and a status of 'This card is locked'. The second card is a generic card ending in 5730 with a status of 'This card is unlocked' and a list of unlocked features: 'ATM withdrawals are unlocked', 'Purchases and refunds are unlocked', and 'International transactions are unlocked'. A left-hand navigation menu includes 'My Accounts', 'Payments', 'Transfers', 'Account Services' (highlighted), 'Messages and Alerts', and 'Profile and Settings'.

- To unlock a Locked MemberCard, repeat the above process, but deselect any Locks in place and select Save Changes.