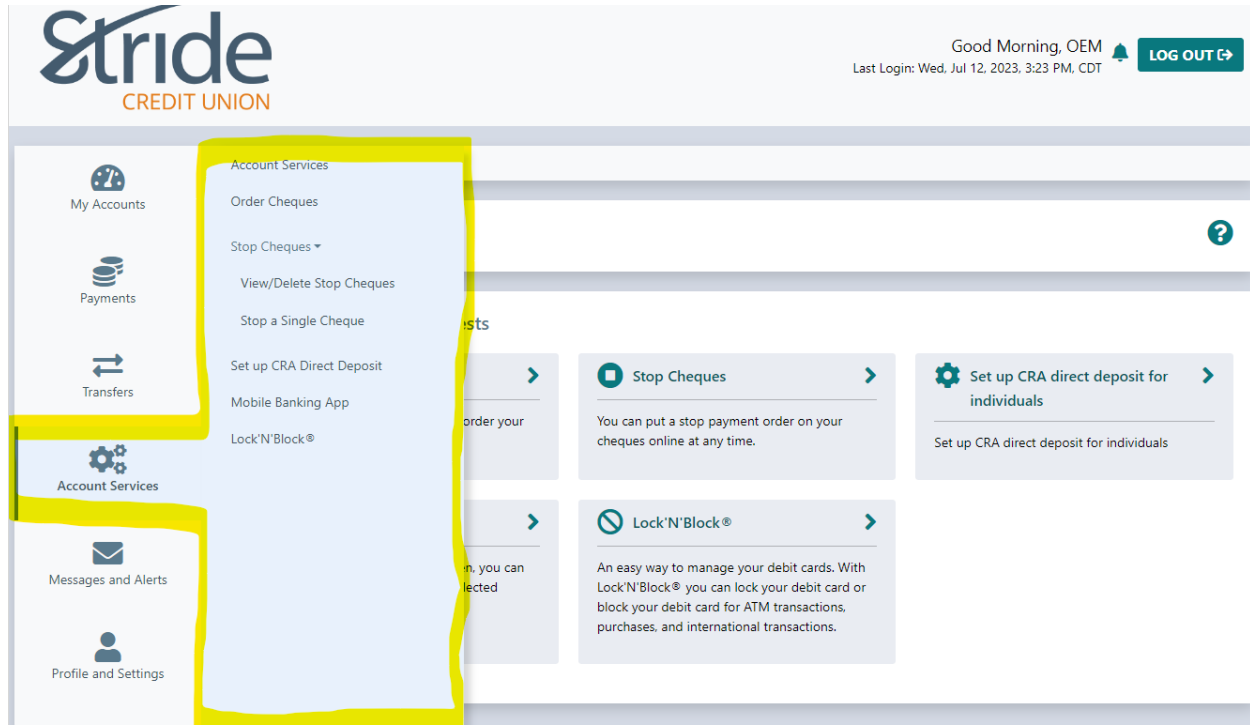




Account Services

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 displays the Stride Credit Union online banking interface. At the top, the Stride Credit Union logo is on the left, and the user's name 'Good Morning, OEM' with a bell icon and a 'LOG OUT' button is on the right. Below the header, a breadcrumb trail shows 'Online Banking > Account Services'. The main content area is titled 'Account Services' with a help icon. Under the 'Online Settings and Requests' section, there are five interactive cards: 'Order Cheques', 'Stop Cheques', 'Set up CRA direct deposit for individuals', 'Mobile Banking App', and 'Lock’N’Block®'. Each card includes a brief description of the service and a right-pointing arrow for further action. A left-hand navigation menu contains icons and labels for 'My Accounts', 'Payments', 'Transfers', 'Account Services' (which is highlighted), 'Messages and Alerts', and 'Profile and Settings'.

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.

My Accounts
Payments
Transfers
Account Services
Messages and Alerts
Profile and Settings

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 shows the Stride Credit Union online banking interface. At the top, the Stride Credit Union logo is on the left, and the user's name 'Good Morning, OEM' with a bell icon and a 'LOG OUT' button is on the right. Below the logo, a navigation menu on the left 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 > Stop Cheques' and the title 'Stop Cheques and Holds' with a help icon. The text explains how to stop a payment of a single cheque, warning that the stop payment will not be valid if the item has already cleared. It also states that the user must complete all requested information and that the stop payment may not be effective if the information is not complete and fully accurate. A yellow button labeled 'Stop a Single Cheque' is visible. At the bottom, it says 'There are no Stopped Cheques for you to remove.'

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](#)

There are no Stopped Cheques for you to remove.

Account Services > Stop Cheques > Stop a Single Cheque

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

LOG OUT

My Accounts

Payments

Transfers

Account Services

Messages and Alerts

Profile and Settings

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

Stop Cheques - Single Cheque

To create the Stop Payment, enter the required information and click on **Submit**. Click on **Help** for further information.

Chequing Account

Cottage Chequing 102 [Balance: \$1.00]

Reason for Creating Stop

Lost or Stolen Cheque

Cheque Date

17/07/2023

dd/mm/yyyy

Payee

Bell MTS

Cheque Number

420

Amount

55.76

Cancel

Submit

- 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

[Cancel](#) [Confirm](#)

- 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)

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

LOG OUT

My Accounts
 Payments
 Transfers
 Account Services
 Messages and Alerts
 Profile and Settings

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	\$5.76		

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***

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

LOG OUT

My Accounts
 Payments
 Transfers
 Account Services
 Messages and Alerts
 Profile and Settings

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.

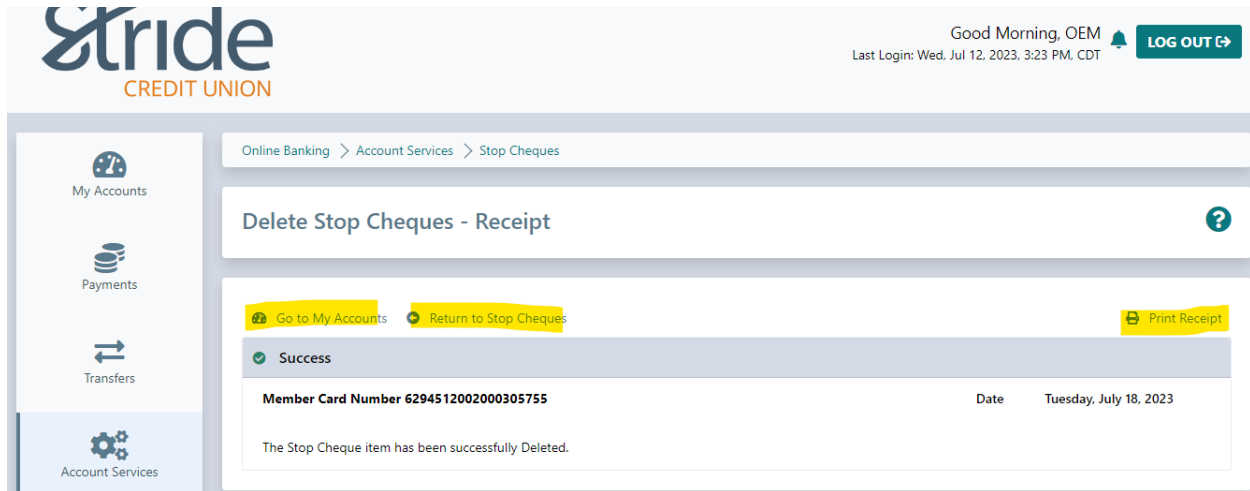
Click on **Delete** to remove a Stop Cheque item that you do not want processed. Click on **Help** for further information.

Stop a Single Cheque

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


- 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.





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.



My Accounts


Payments


Transfers



Account Services


Messages and Alerts


Profile and Settings

Online Banking > Account Services > Set up CRA Direct Deposit

Set up CRA Direct Deposit



1

2

3

Payment InformationAuthorizationConfirmation

All fields required unless otherwise indicated

Payment Information

The Canada Revenue Agency (CRA) will deposit the refunds and payments you're eligible for in your account, including:

- Income tax refunds
- Goods and Services tax credit, Harmonized sales tax credit and any similar provincial or territorial payments
- Canada child benefit and any similar provincial or territorial payments
- Canada workers benefit
- 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 at 1-800-959-8281. You can also call this number to change the contact information you provided to the CRA or to deregister from direct deposit.

This application has more pages. By clicking the "Next" button below, the applicant will proceed to the next page.

Next

- When ready, select the Next button.

Account Services > Set up CRA Direct Deposit for Individuals

Continued...

Payments

Transfers

Account Services

Messages and Alerts

Profile and Settings

Set up CRA Direct Deposit

1

2

3

Payment Information

Authorization

Confirmation

All fields required unless otherwise indicated

Set up CRA Direct Deposit

Please select a CAD chequing or savings account in to which you would like your Canada Revenue Agency payments deposited

Account Selection

Select an Account

Social Insurance Number

123456789

Date of Birth

01/01/1995

First Name

OEM

Last Name

Wallet

Ensure your name and date of birth above matches your tax records. If it does not then the form will not be accepted by the CRA. You may still set up direct deposit on the CRA website.

☐ I authorize Stride Credit Union to share my banking information with the Canada Revenue Agency for the purposes of establishing direct deposit.

By providing my banking information to the CRA, I authorize the Receiver General to deposit in the bank account number provided, any amounts to be paid to me by the CRA, until otherwise notified by me. I understand that this authorization will replace all of my previous direct deposit authorizations. I also acknowledge reading the Privacy Statement found below.

> Privacy Statement

This application has more pages. By clicking the "Next" button below, the applicant will proceed to the next page.

PreviousNext

- 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

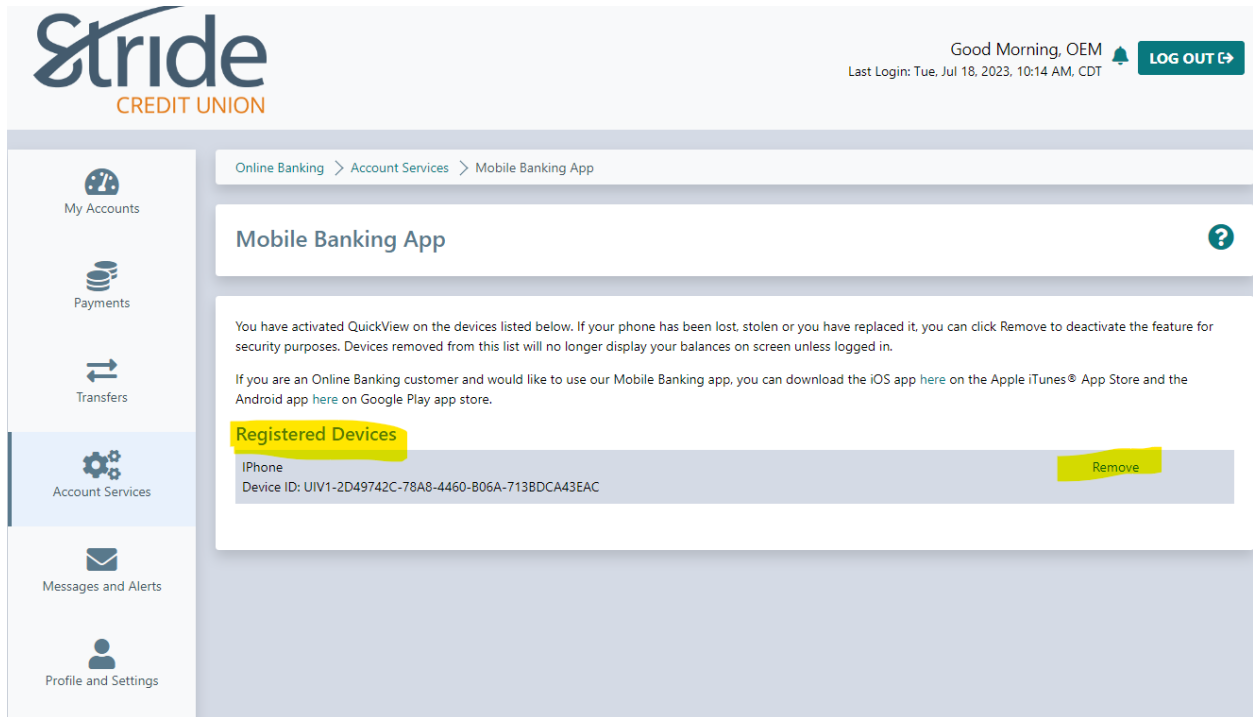
Thank you for enrolling in direct deposit. The direct deposit information you provided has been sent to the CRA for all future CRA payments you may be entitled to. Changes to your CRA account may take up to two days to appear.

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

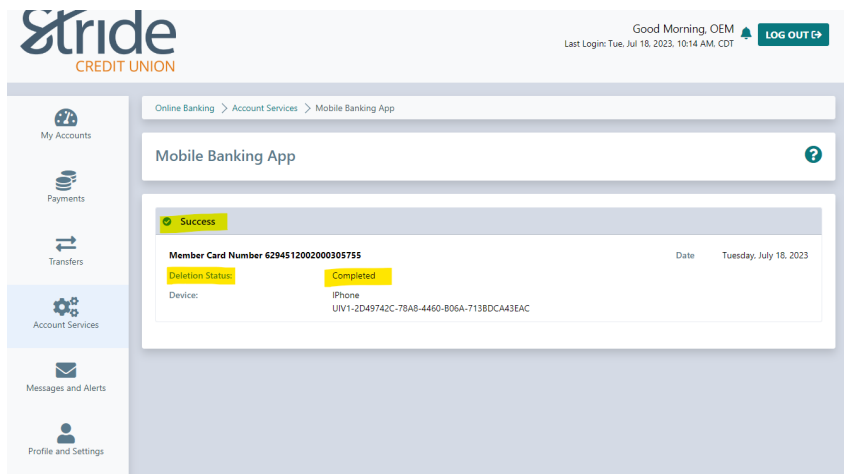
For further information about the direct deposit program, visit the Government of Canada's Direct Deposit site.

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.

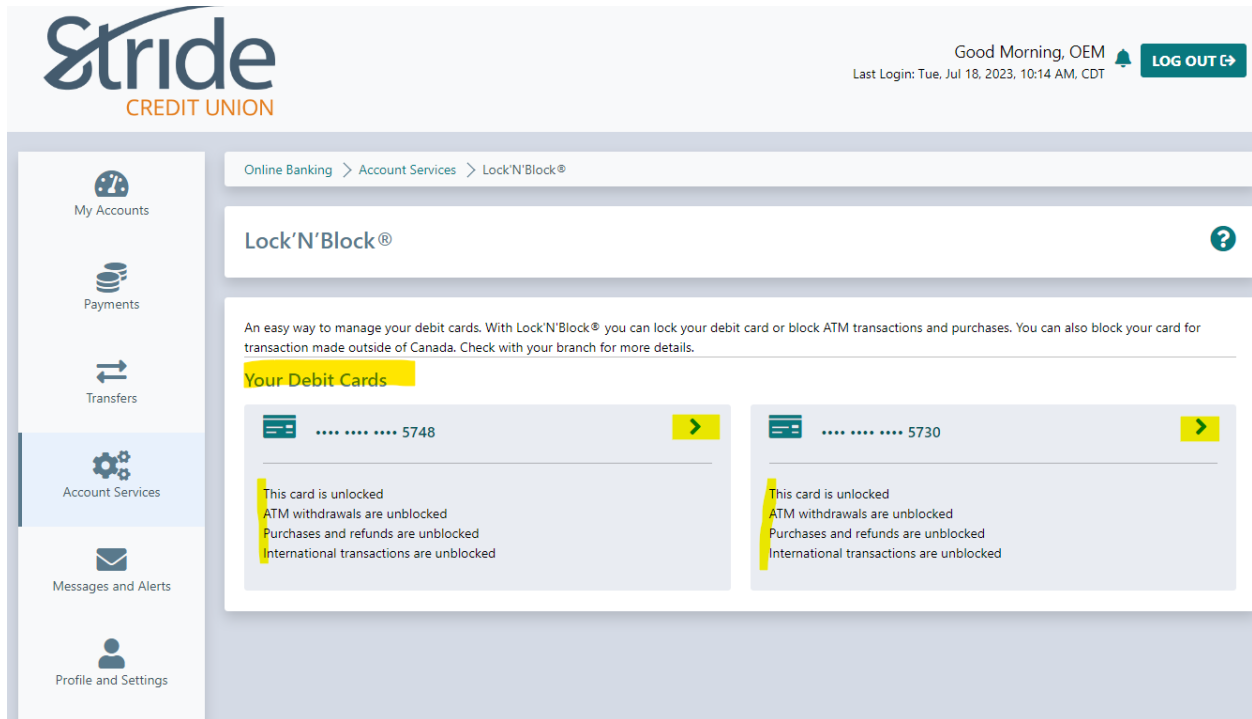


- Select the Remove button in order to remove your saved log-in/QuickView from your Stride Mobile Banking app on your mobile device.
- You will be taken to a confirmation page. Select "Continue" or "Cancel"
- You will be shown a receipt that the mobile device has been removed, along with a device ID.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



- Select a MemberCard to be Locked'N'Blocked

Stride
CREDIT UNION

Good Morning, OEM
Last Login: Tue, Jul 18, 2023, 10:14 AM, CDT [LOG OUT](#)

Online Banking > Account Services > Lock'N'Block®

Lock'N'Block®

Card Name Card Number

..... 5748

☐ Lock this card (block all transactions)

☐ Block all ATM withdrawals

☐ Block all purchases and refunds

☐ Block all international transactions

[Cancel](#) [Save Changes](#)

- 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, the Stride Credit Union logo is on the left, and the user's name 'Good Morning, OEM' with a last login timestamp and a 'LOG OUT' button is on the right. A navigation menu on the left includes 'My Accounts', 'Payments', 'Transfers', 'Account Services' (highlighted), 'Messages and Alerts', and 'Profile and Settings'. The main content area is titled 'Lock'N'Block®' and includes a breadcrumb trail: 'Online Banking > Account Services > Lock'N'Block®'. Below the title, there is a brief explanation of the service. The 'Your Debit Cards' section displays two cards. The first card, 'John's Card' with number '5748', is marked as 'locked' in a yellow box. The second card, with number '5730', is marked as 'unlocked' and lists that ATM withdrawals, purchases, and international transactions are all unlocked.

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