



Setting Up Your Account

Signing up for MemberDirect Online Banking is easy: contact your Financial Experience Officer or visit your local Stride Credit Union branch and request access to MemberDirect Online Banking. You will be given a temporary Access Code (PAC) which you'll be prompted to change to a strong password upon first log-in.

Signing In – First Time

1. **Log-in to Online Banking** from our website home page using your desktop <https://www.stridecu.ca>
2. Click the **LOGIN** link at the top right-hand of the website.



Enter to win!

When you qualify for a Stride mortgage between May 12-August 31, 2023 you will be entered to win a \$5000 gift card towards an appliance package! Click [here](#) for more information!



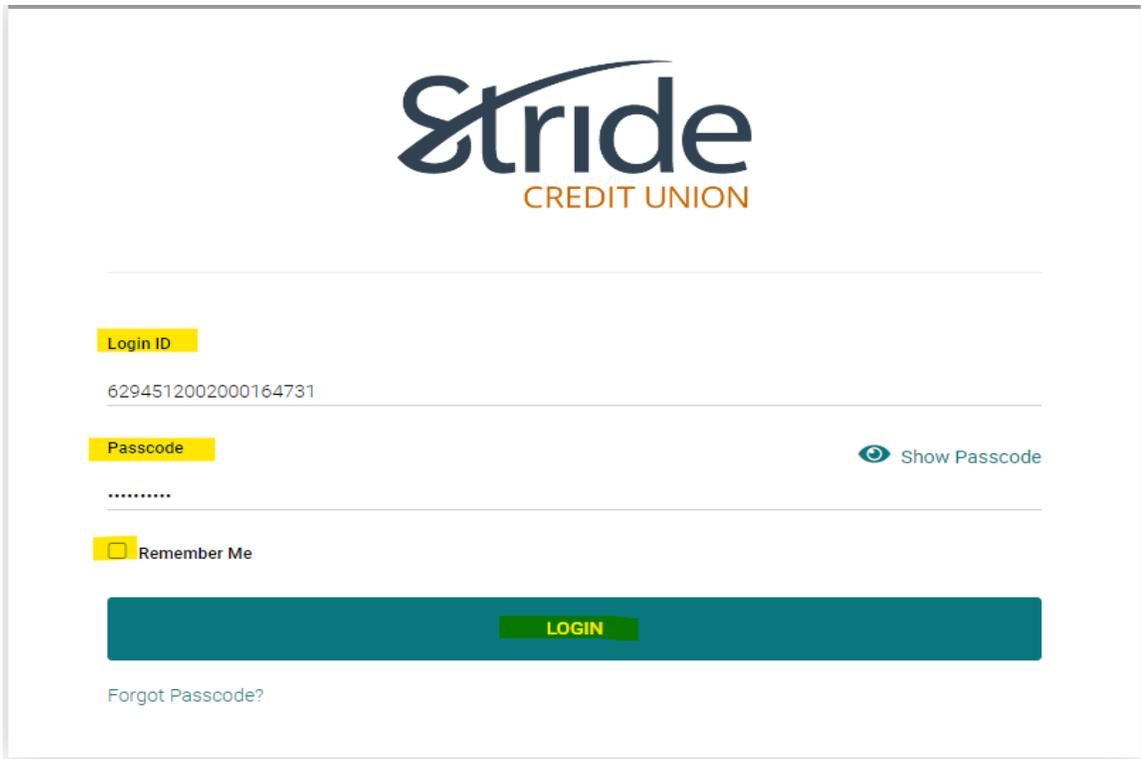
3. In the Log-In ID box, enter your **PAN (Personal Access Number)** - the 19-digit debit card or the 16-digit access number provided when you opened your account).
4. In the Passcode box, enter your **temporary password (PAC)**.

Tip - Select 'Remember Me' if you'd like your desktop to save your log-in ID. You will then name your log-in. This works great if you have multiple log-ins or have multiple people on one computer.

Reminder: You will always have to enter your PAC by selecting 'Remember Me.'

Leave 'Remember Me' unselected if you want to enter your ID & PAC each log-in.

If your PAC automatically populates after set-up, Auto-Complete within your Internet browser or a third-party password keeper program has been turned on. This can be edited through your Internet Browser or your password keeper app



The image shows a login form for Stride Credit Union. At the top center is the Stride logo, with "Stride" in a large, dark blue font and "CREDIT UNION" in a smaller, orange font below it. Below the logo is a horizontal line. The form contains three main sections: 1. "Login ID" with a yellow label and a text input field containing the number "6294512002000164731". 2. "Passcode" with a yellow label, a text input field containing seven dots, and a "Show Passcode" link with an eye icon to its right. 3. "Remember Me" with a yellow label, an unchecked checkbox, and the text "Remember Me". Below these sections is a large teal button with the word "LOGIN" in yellow. At the bottom left of the form is a link that says "Forgot Passcode?".

5. You will then be prompted to **set up a new strong password (PAC)**. It is important to have a strong password for security reasons.

Tip - Use 'Show Passcode' to confirm PACs match.

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PASSCODE CHANGE

Please enter your new passcode (PAC).
Your new PAC must be 9-30 characters and must contain 1 upper case alpha, 1 lower case alpha, 1 numeric value and 1 special character. Valid special characters are: ? : - . # () / @ \$!
NOTE: You cannot reuse your previous 10 passwords.

New passcode Show Passcode

.....

Re-enter new passcode

.....

CHANGE PASSCODE

Requirements for creating a strong password:

No fewer than 9 and no more than 30 characters that includes an upper-case letter, a lower-case letter, a number and an acceptable special character @ # \$ - | !

Keep your password confidential at all times.

6. After the new strong PAC is set up, you will be prompted to **Enable 2 Step Verification (2SV)**. 2-Step Verification adds an extra layer of protection to your account. To enable it, please enter your mobile phone number or email and we'll send you a verification code.

Tip - It is more secure to use SMS, using an email address may decrease your online security**

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

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ENABLE 2-STEP VERIFICATION

2-Step Verification adds an extra layer of protection to your account. To enable it please enter your 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).

TEXT MESSAGE (Recommended)

MOBILE PHONE NUMBER

2048562700 **SEND CODE**

EMAIL

MEMBER EMAIL **SEND CODE**

7. Once your code is received, you can now **Enter Your Verification Code**
If you don't receive that code, confirm the phone number/email address provided by selecting the 'Change the Number' link. If this is accurate, you can select 'We can send a new verification code.'



 **ENTER YOUR VERIFICATION CODE**

To complete 2-Step Verification please enter the verification code that was sent to phone number **2048702549**.

If this number is incorrect you can **change the number.**

ENTER VERIFICATION CODE

846999

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

CONTINUE

8. Once the **Verification Code** has been entered, you will be prompted with 'Enrollment Complete.' Please select Continue again.



 **ENTER YOUR VERIFICATION CODE**

Thank you for entering your verification code.

ENTER VERIFICATION CODE

985037

 **Enrolment complete**

CONTINUE

Here is what your desktop should look like upon first log-in, the Account Summary page! We have now successfully completed our first log-in to MemberDirect.

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CREDIT UNION

Good Morning, Stride
Last Login: Mon, Jun 19, 2023, 11:07 AM, CDT

LOG OUT

Online Banking > My Accounts

Account Summary

Login ID: 6294512002000164731

Membership 17200064

Account Name	Balance	Actions
Regular Chequing 00101	\$19.85	⋮
Plan 24 00202	\$20.00	⋮

Scheduled Bill Payments >

You currently do not have any Bill Payments Scheduled.

Scheduled Transfers >

You currently do not have any Transfers Scheduled.

Privacy Policy Online Security
Legal Investa Find Branch/ATM Connect with Us

From the Account Summary page, if you select the three dots under Actions, you have the following options:

- View Account Activity
- Transfer Money (between accounts / Member 2 Member)
- Pay Bills
- Send e-Transfer
- Rename Account

TIP – Rename Account – Limit of 28 alpha-numeric characters. No symbols allowed.

Requirements for creating a strong password:

No fewer than 9 and no more than 30 characters that includes an upper-case letter, a lower-case letter, a number and an acceptable special character @ # \$ - | !

Keep your password confidential at all times.