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
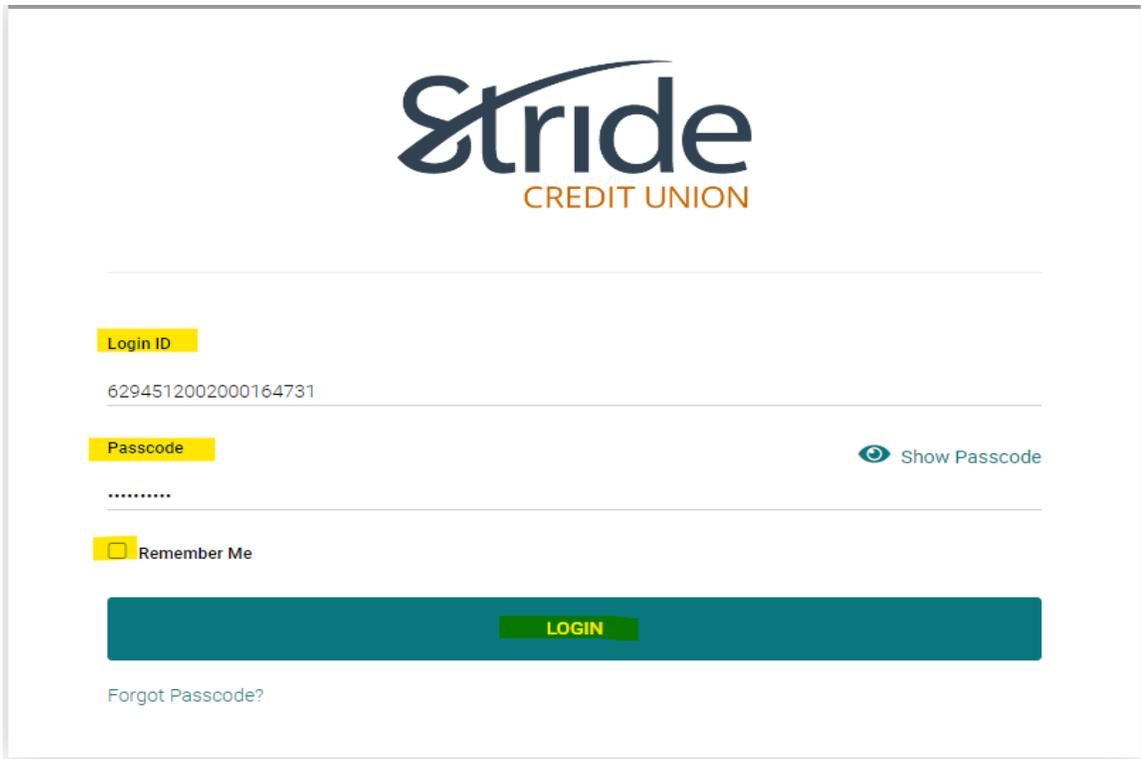2. Click the **LOGIN** link at the top right-hand of the website.

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

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.

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

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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)**

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.'

Stride
CREDIT UNION

🔒 **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.

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.

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.