2-Step Verification Troubleshooting Guide

Enhanced login through an auto-generated code is here. Need some help with this new feature? Here are some common scenarios involving 2-Step Verification and the steps to take.

Please note:
Most issues can be resolved by either clearing your web browser's cache or performing a software update on your smartphone:

Online banking users – clearing your web browser's cache*: Please click on the appropriate link based on the browser you are using:*

- Google Chrome, iPhone, iPad and Android

- Safari

- Microsoft Edge

- Firefox

For any other browsers, please check their support site for instructions.

Mobile banking users – software update: Ensure your smartphone has undergone the latest Software Update (or System Update on Android devices). Updates can be found in your phone's Settings app.

For memorized/saved logins (including how to disable): Click 'Show Saved Logins' if you already have the feature enabled. This will display your saved logins. Click 'Manage Login Profiles' if you want to delete existing login (select trashcan icon to remove). Note that the Remember Me/ Saved Login in feature is not required as part of the login process.

For online banking that's been bookmarked: Please replace your bookmarked link with the following for full functionality: https://auth.sunshineccu.com/login For instructions on replacing bookmarks, please click on the appropriate link based on the browser you are using:

- Safari
- Google Chrome
- Microsoft Edge
- Firefox

For updating your SCCU mobile banking app: Open the App Store (Play Store on Androids) on your device. Navigate to your account and find the SCCU app in the list. Select Update. If you do not see the SCCU app on the list, that means you have the most recent update already installed.

For connection error messages ("sorry, we cannot connect at this time"): This could be due to your internet settings (i.e. settings that are set to high alert). Please contact your Internet Service Provider.

For finding the Profile/Preferences section on online banking:
This is where you'll navigate to if you ever need to change your contact info for receiving verification codes. Look for this tab (left) on online banking. For the SCCU mobile app, you'll swipe
left to access the Settings tab.

Other helpful tips:

- Your login info (i.e. your member number and Password) remains the same. Remember that your password must be at least 9 characters and include letters, numbers, and special characters.
- Your 6-digit Authentication Code can only be sent via text or email—a landline won't work.
- Never share your 6-digit Authentication Code with anyone. The Code is only valid for 10 minutes once it's generated.