

2-STEP VERIFICATION STEP-BY-STEP GUIDE



Logging In

1. Start by logging in from our home page on our website at sunshineccu.com. Click **“Login to: > Online Banking”**.

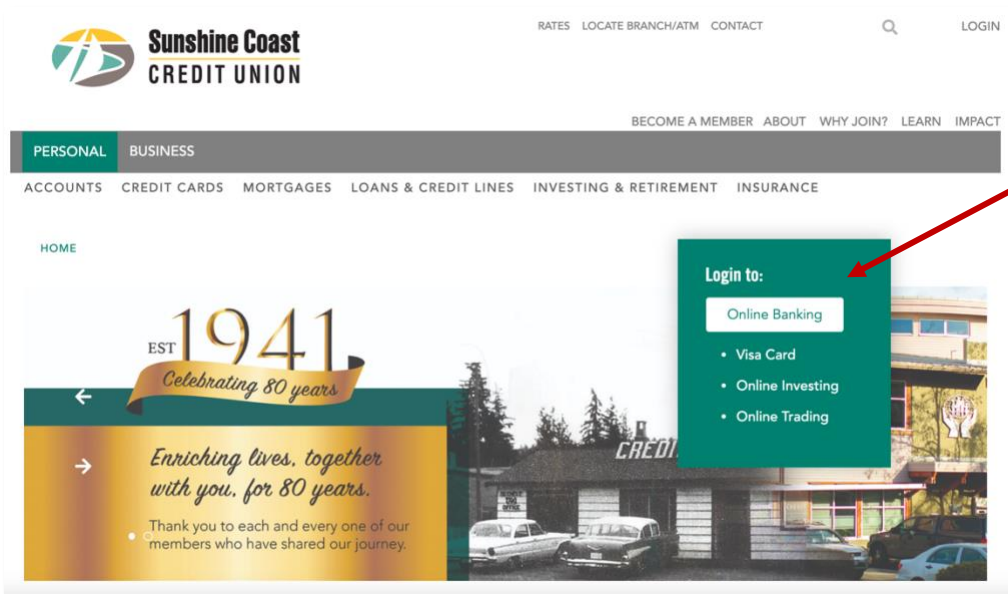
Enrolment

2. Enter your Member Number and Password – please note this is your password to sign into [online banking](#).
3. You will be brought to the Two-Step Authentication page. You may either select to use a cell phone (landlines will not work) or email address as a secondary authentication method. Please enter your cell phone number or email address here and click **Send Code**. You can also choose not to enable this feature during the grace period. If you choose to wait, please select **Not Now**.
4. You should receive a text message or email containing your 2-Step Verification Code. Please ensure you are checking both your Inbox and Spam folders.
5. Enter your 2-Step Verification code and click Continue. If you have not received the verification code, you can choose to select **‘Change the number’** to verify your information – or **‘We can send a new verification code’** to try again.
6. Once you have entered the correct verification code, you should see a green check mark next to ‘Enrolment complete.’ **Click Continue** again. You should be brought to your online banking accounts page.

IMPORTANT TO NOTE

Must use a cell phone (not a landline) to receive your verification code.

LOGGING IN



1. Visit sunshineccu.com and click > Login to: "Online Banking"

ENROLMENT

2. Log in to online banking

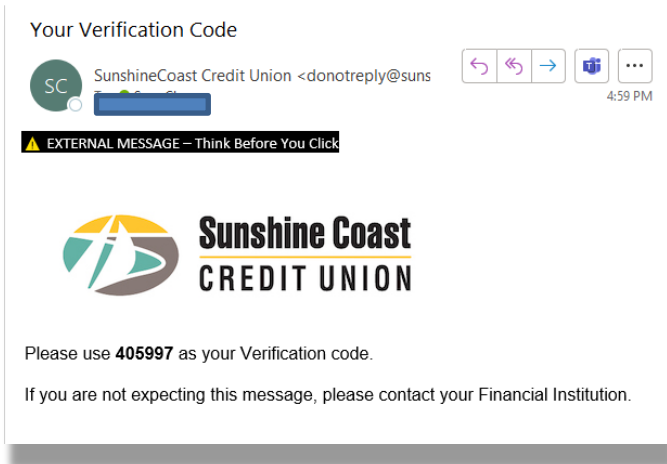
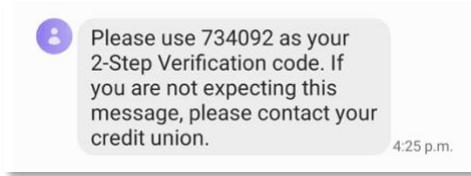
3. Enable 2-Step Verification & Select Send Code

The screenshot shows the login page for Sunshine Coast Credit Union. It features the logo and a form with fields for Member Number and Password. There is a 'Show Password' toggle and a 'Remember Me' checkbox. A 'LOGIN' button is at the bottom.

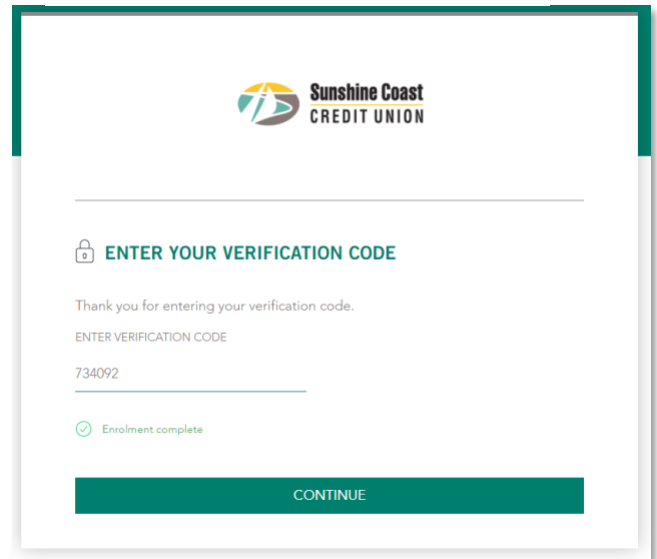
The screenshot shows the 2-Step Verification setup page. It includes a title 'ENABLE 2-STEP VERIFICATION', an explanatory paragraph, and instructions for entering phone numbers. There are two sections: 'TEXT MESSAGE (Recommended)' with a 'MOBILE PHONE NUMBER' field and a 'SEND CODE' button, and 'EMAIL' with a 'MEMBER EMAIL' field and a 'SEND CODE' button. A 'NOT NOW' button is at the bottom right.

ENROLMENT cont.

4. Text Message and email with verification code



5. Confirmation – enrollment complete



IMPORTANT TO NOTE

Must use a cell phone (not a landline) to receive