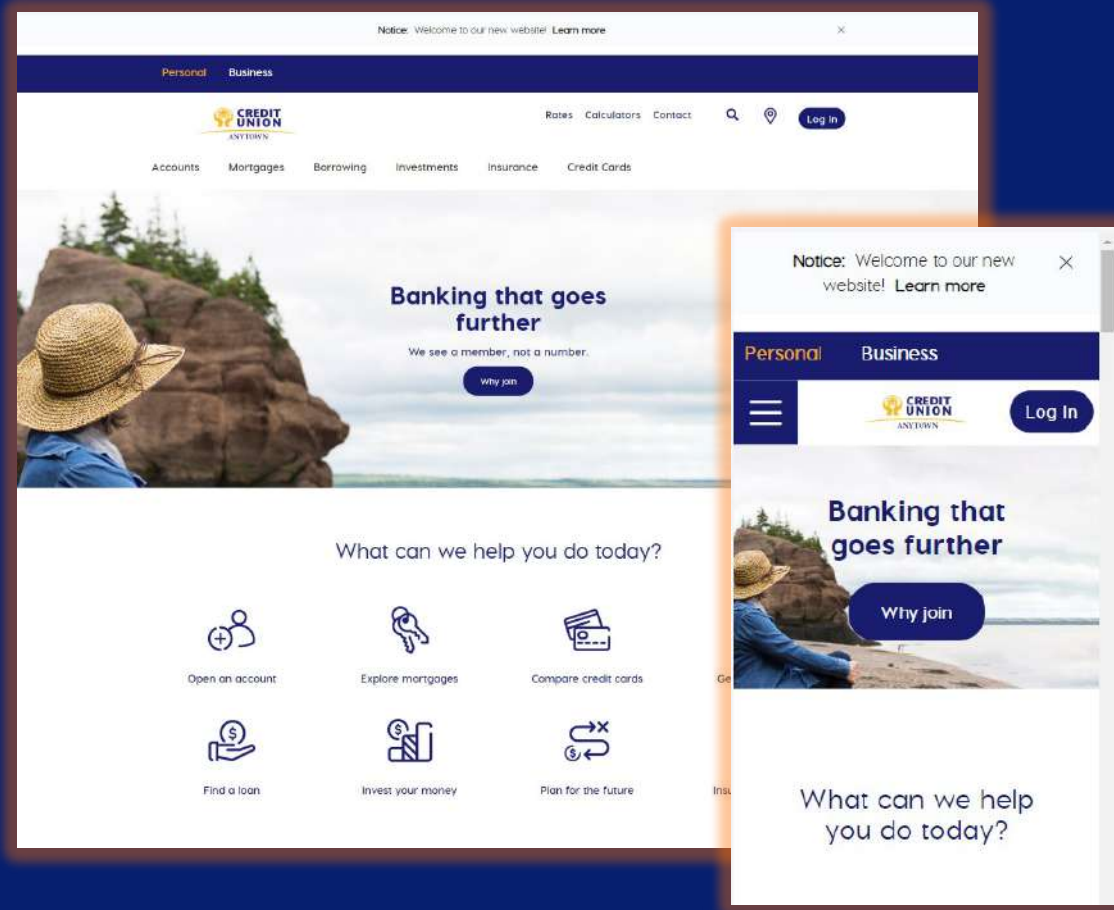


Valley Credit Union – Online Banking



Images are for reference only, and may not be the same as what you see on: valleycreditunion.com

- ✓ Modern look and responsive design for a seamless experience on desktop and mobile devices
- ✓ Same great everyday banking services – and local honest advice!



Recommend bookmarking the website.

How to Login

- Enter your “New Member ID”
- Enter your current “Personal Access Code” (PAC)
- You can use the “Forgot Personal Access Code” link to reset your account
- Use the “Remember Me” checkbox to save your profile and give it a “Nickname”



Troubleshooting Tip – Clear your old Member ID before trying to login for your first time, after the upgrades.

CREDIT UNION

To lookup your new Member ID, please use this link.

Member ID

Personal Access Code (PAC) Show Personal Access Code (PAC)

Remember Me

Save Login Profile

Demo

LOGIN

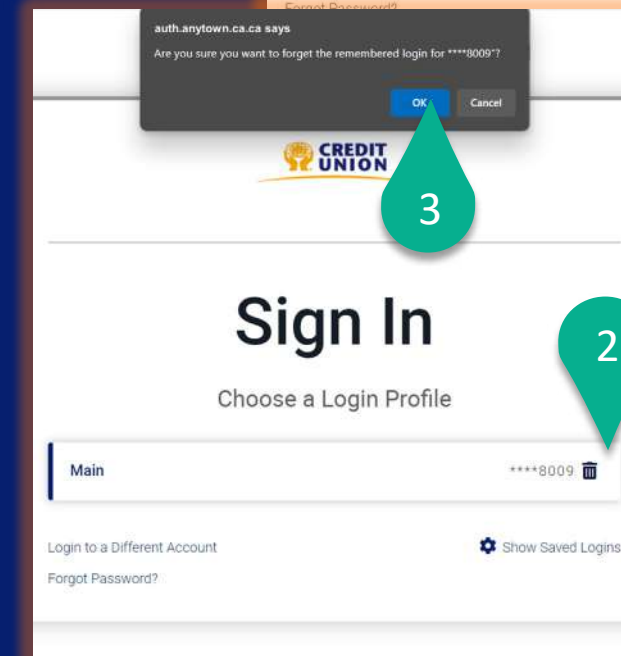
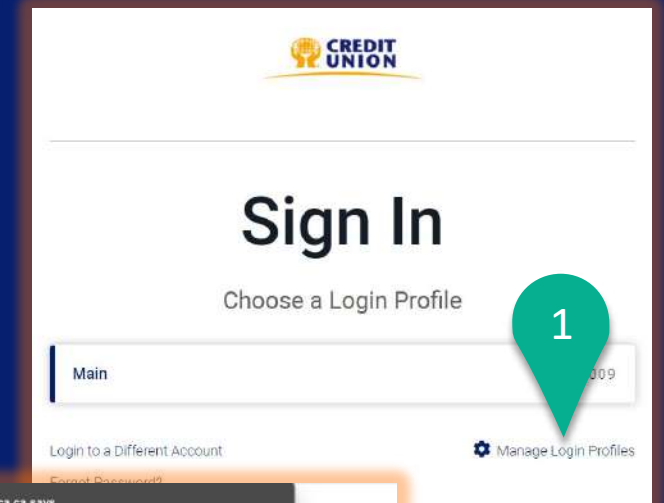
[Forgot Personal Access Code \(PAC\)?](#)

How to Clear - Memorized Login Profile

Old profile(s) should be cleared after February 7, 2025

Steps to clear:

1. Select “Manage Login Profiles” gear icon
2. Click the “trash” icon
3. Select “OK” to clear/remove from your memorized list of accounts

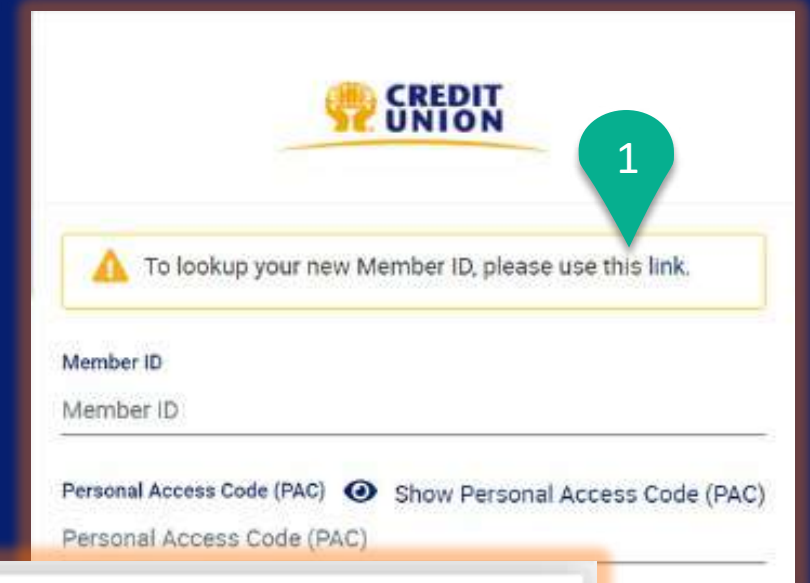


NEW - Self-Serve Member ID Lookup Tool

Steps:

1. Use the link in the message box on the login screen
2. Agree to view the page outside of the app
3. Enter your old Primary Member Number (Login ID) and email address on record with Valley CU
4. Press submit

An email with the New Member ID will be sent if the credentials match. This feature is only available after the upgrades Feb 11, 2025.




CREDIT UNION

1

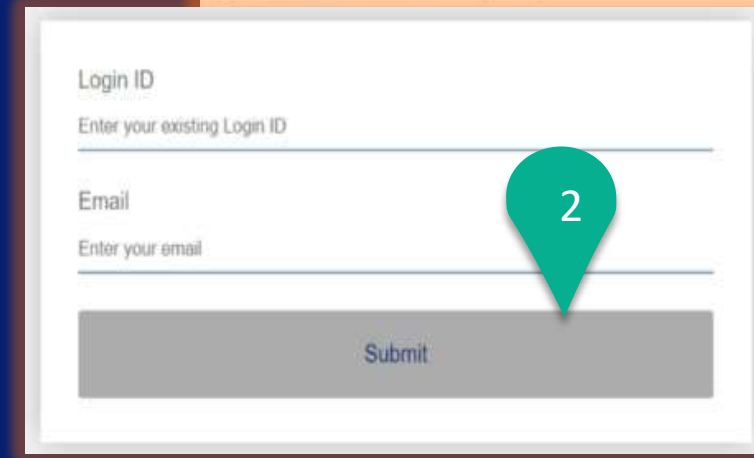
⚠ To lookup your new Member ID, please use this link.

Member ID

Member ID

Personal Access Code (PAC)  Show Personal Access Code (PAC)

Personal Access Code (PAC)



Login ID

Enter your existing Login ID

Email

Enter your email

Submit

2

2-Step Verification

Setting up your security details:

1. Enter “**Mobile Number**” (recommended) or “**Email Address**” and click “**Send Code**”
2. Enter the code received by method selected
3. Click “**Continue**”



A second step on your account protects against password-stealing scams.

CREDIT UNION

🔒 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).

If you'd prefer, you may choose not to enable 2-Step Verification at this time. You have 2043 days to enrol before the new security features will be required.

TEXT MESSAGE (Recommended)

MOBILE PHONE NUMBER

SEND CODE

EMAIL

MEMBER EMAIL

SEND CODE

CREDIT UNION

🔒 Enter Your Verification Code

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

If this number is incorrect you can change the number.

ENTER VERIFICATION CODE

CONTINUE

Consolidated Account View - Dashboard

What New:

- New look and feel
- Consolidated view of accounts
- Joint Accounts grouped

Online Banking > My Accounts

Account Summary

Account All ▾

Membership

Account Name	Balance	Actions
Share - Equity	\$5.00	⋮
Personal Chequing - No Interest	\$1,418.26	⋮
Personal Savings - Paid Monthly	\$13,012.04	⋮
Personal HSA - Paid Monthly	\$65,925.03	⋮

Membership 123987654

Account Name	Balance	Actions
Share - Equity	\$5.00	⋮
Personal Chequing - No Interest	\$102.67	⋮

Scheduled Bill Payments

Membership 123456789
You currently do not have any Bill Payments Scheduled.

Membership 123987654
You currently do not have any Bill Payments Scheduled.

Scheduled Transfers

Membership 123456789
You currently do not have any Transfers Scheduled.

Membership 123987654
You currently do not have any Transfers Scheduled.

Good Morning, GEORGE [LOG OUT](#)

Last Login: Tue, May 28, 2024, 9:09 AM, ADT



Existing account nicknames will remain in place

Interac e-Transfer[®]

Due to the Feb 2025 upgrades, you can expect a loss of:

- Sender Profile
- Recipient list
- History
- Autodeposit

Action After:

- ✓ Register for Interac e-Transfer
- ✓ Add recipient list
- ✓ Register for Autodeposit



Interac e-Transfer® Profile

Steps to set up profile:

1. Select “Transfers” menu item
2. Edit Sender Profile
3. Complete profile details
4. Click “Continue”



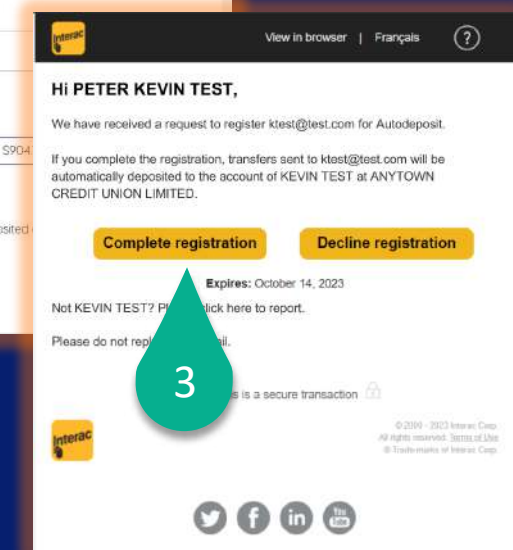
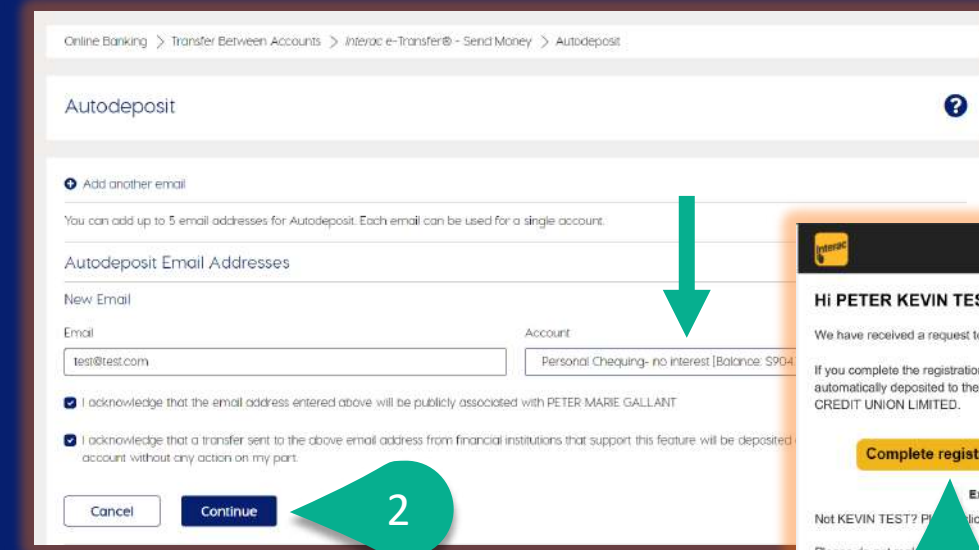
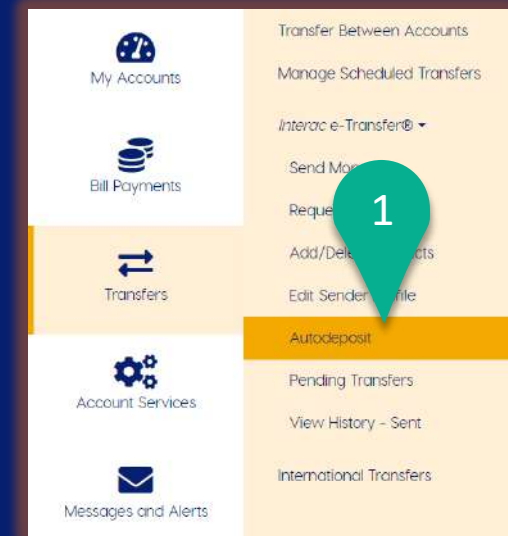
During the upgrades in February 2025, autodeposit will have a brief period where they may need to be manually accepted or may not show until you update your settings.

A screenshot of the 'Create Your Interac e-Transfer Profile' form. The form has a title bar with a question mark icon. Below the title, there is a message: 'To use the Interac Transfer service or view related transaction information you first need to create an Interac e-Transfer profile.' The form contains four input fields: 'Name' (with a green arrow pointing to it), 'Email', 'Mobile Phone Number', and 'Receive Notices By'. The 'Name' field contains 'KEVIN TEST', the 'Email' field contains 'ktest@test.com', and the 'Receive Notices By' dropdown is set to 'Email'. Below the fields are 'Cancel' and 'Continue' buttons. A green callout bubble with the number '2' points to the 'Continue' button. At the bottom, there is a small Interac logo and a disclaimer: 'Interac, Interac e-Transfer and the Interac logo are registered trademarks of Interac Corp. Used under license.'

Interac e-Transfer[®] Autodeposit

Steps to register:

1. Select “Autodeposit” menu item
2. Complete the details and “Continue”
3. Retrieve the registration email and “complete registration”



Interac e-Transfer® Contacts

Steps to set up contacts:

1. Select “Transfers” menu and “Add/Delete Contacts”
1. Click “Add Contact” link
2. Complete contact details and “Continue”

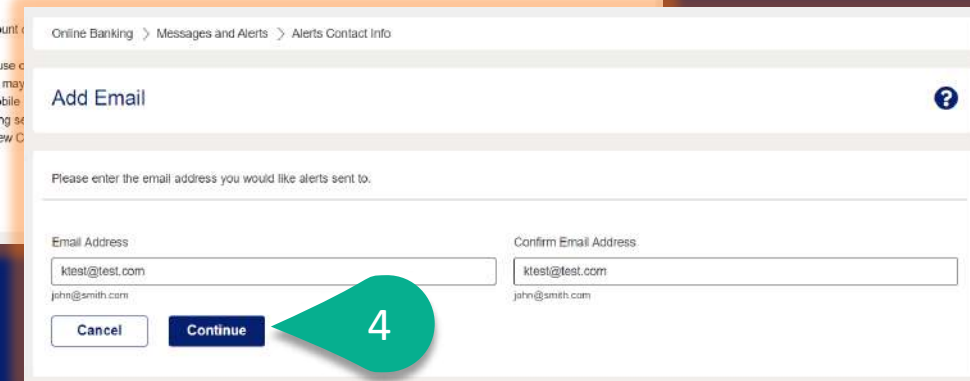
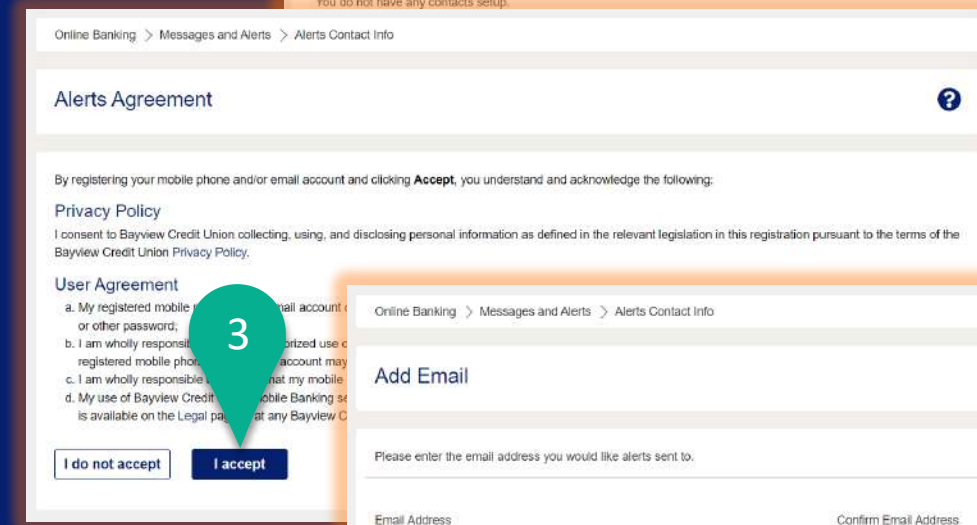
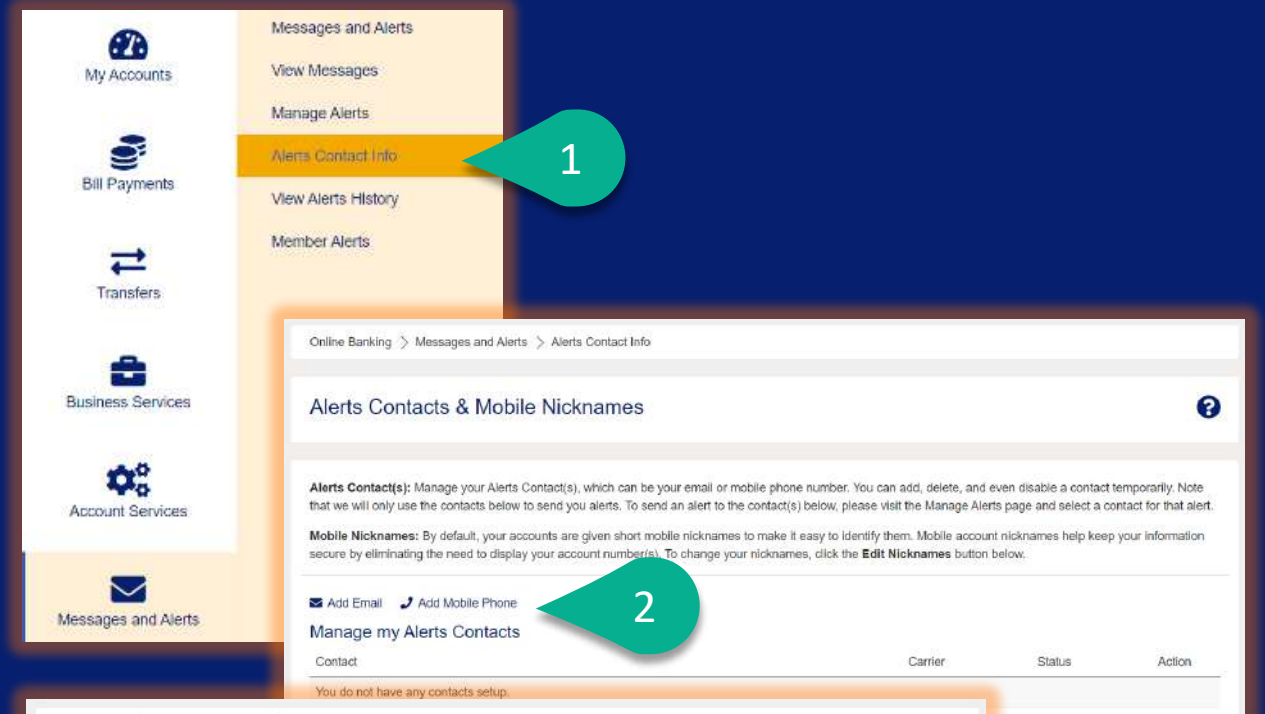
The image displays three screenshots of the Interac e-Transfer interface, illustrating the steps to add a contact:

- Step 1:** The first screenshot shows the main navigation menu. The "Transfers" menu item is selected, and the "Add/Delete Contacts" option is highlighted. A green callout bubble with the number "1" points to this option.
- Step 2:** The second screenshot shows the "Add/Delete Contacts" page. The "Add Contact" link is highlighted. A green callout bubble with the number "2" points to this link.
- Step 3:** The third screenshot shows the "Add a Contact" form. The form fields are filled with test data: Name (John Test), Email (Test@Test.com), Mobile Phone Number (empty), Preferred Language (English), Security Question (Test Question), and Answer (Test). A green arrow points from the "Add Contact" link in the previous screenshot to the "Name" field. A green callout bubble with the number "3" points to the "Continue" button at the bottom of the form.

Alert Contact

Steps to add:

1. Select “Messages and Alerts” menu, and “Alerts Contact Info”
2. Click “Add” Mobile Phone or Add Email
3. Review and “Accept” the terms
4. Enter details and “Continue”
5. Follow any additional prompts on the screen



Turn On Account Alerts

Steps to add notifications/alerts:

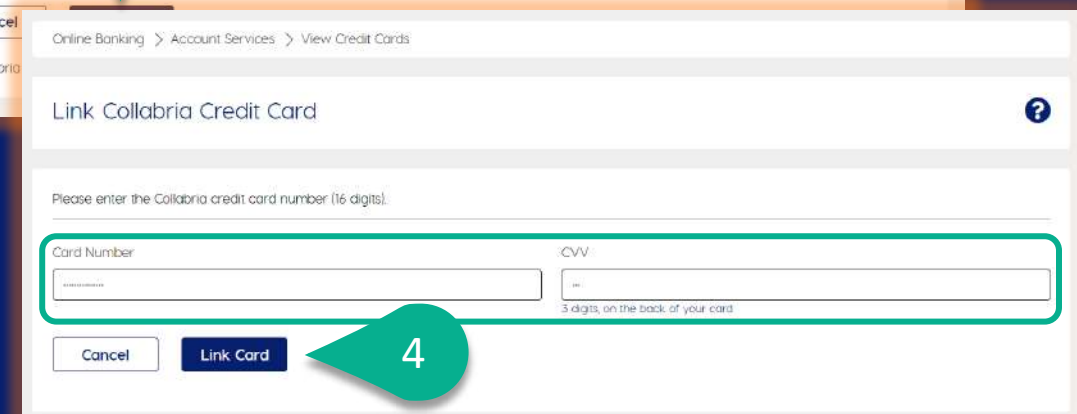
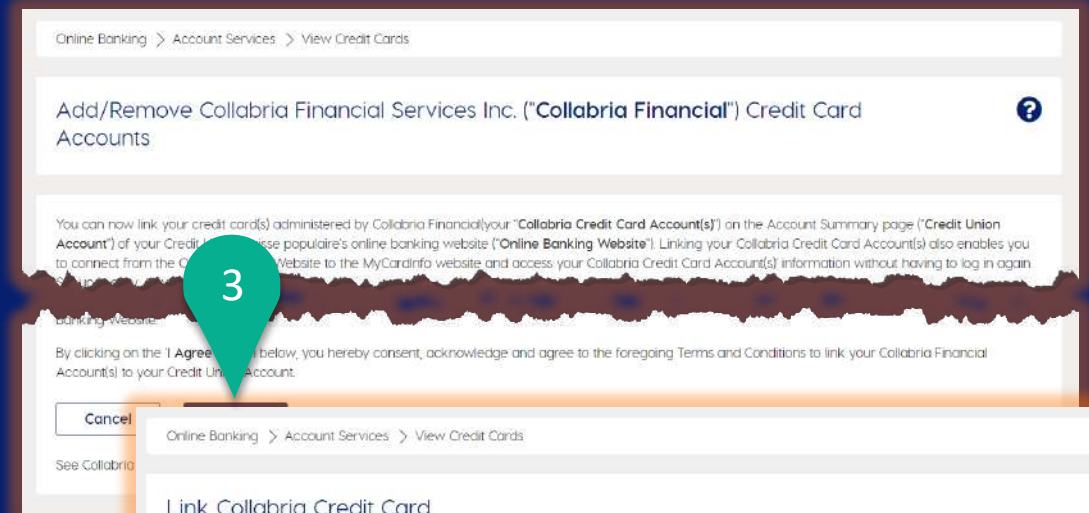
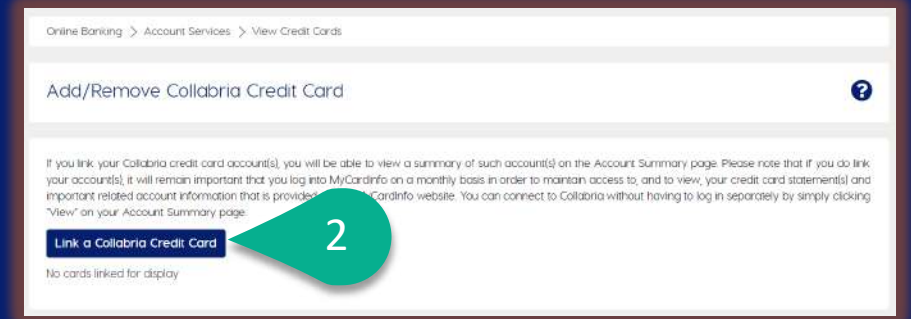
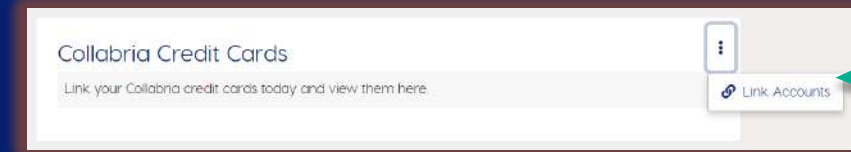
1. Select “Messages and Alerts” menu, and “Manage Alerts”
2. Select “Add a New Alert” use the +Add icon to open the category, and click “Add”
3. Select either an email address or mobile phone number and “Submit”

The image displays three sequential screenshots from a mobile banking application, illustrating the process of setting up account alerts. The first screenshot shows the 'Messages and Alerts' menu with 'Manage Alerts' highlighted. The second screenshot shows the 'Alerts' page with an 'Add' button highlighted. The third screenshot shows the 'Create Alert' page with an email address entered and a 'Submit' button highlighted.

Collabria Credit Card Link

How to link your Collabria Card:

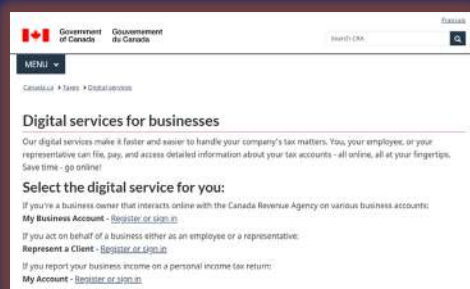
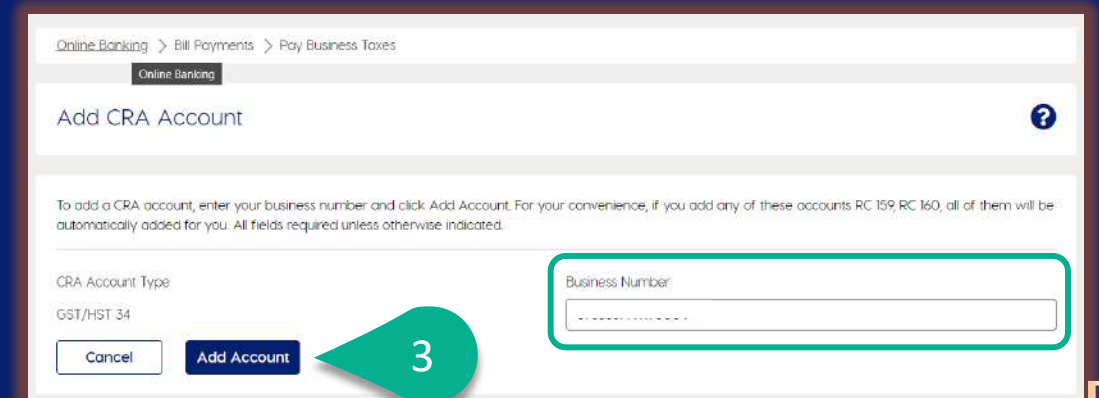
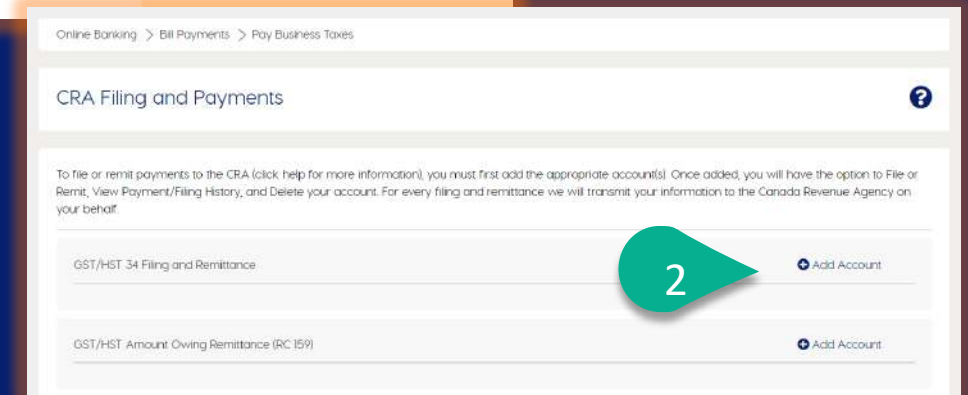
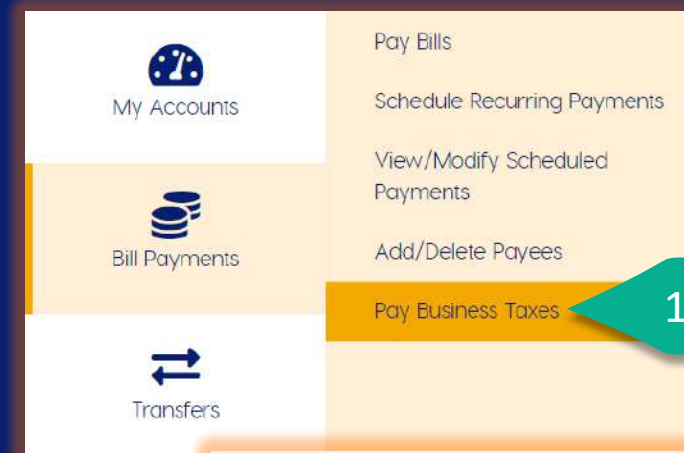
1. Click the “Menu” of the Collabria Credit Cards section and “Link Accounts”
2. Click “Link a Collabria Credit Card”
3. Review and accept the terms
4. Enter your card number and CVV and select “Link Card”



CRA Filing & Payments

Steps to add accounts:

1. Select the “Payments” menu and “Pay Business Taxes”
2. Select “Add Account” on the desired type of tax/remittance
3. Enter the business number and “Add Account”

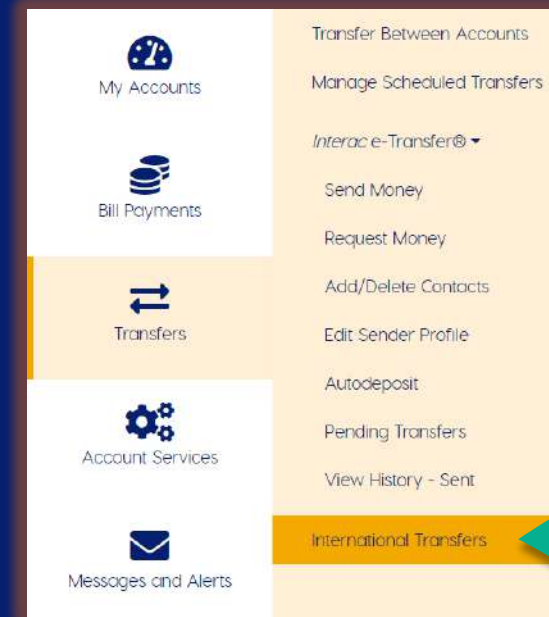


[< Access Your History:](#)
[Digital Services for businesses](#)

International Transfers

Steps to enroll:

1. Select “Transfers” menu and “International Transfers”
2. Review and accept the terms and “Complete” the profile



A screenshot of the 'International Transfers' enrollment form. The form is titled 'International Transfers' and includes a 'Return to Online Banking' link. It welcomes the user 'REBECCA JAMIESON' and asks them to confirm the following information:

- Email: MEMBER@GMAIL.COM
- Address Line 1: 45 ANYTOWN STREET
- Address Line 2: (empty)
- City: ANYTOWN
- Province: NS
- Country: CA
- Postal Code: B6G3M7
- Date of Birth: 01/01/1980
- Home Phone: (empty)
- Work Phone: (empty)
- Cell Phone: 009022528103
- Industry: Please select...
- Occupation: (empty)

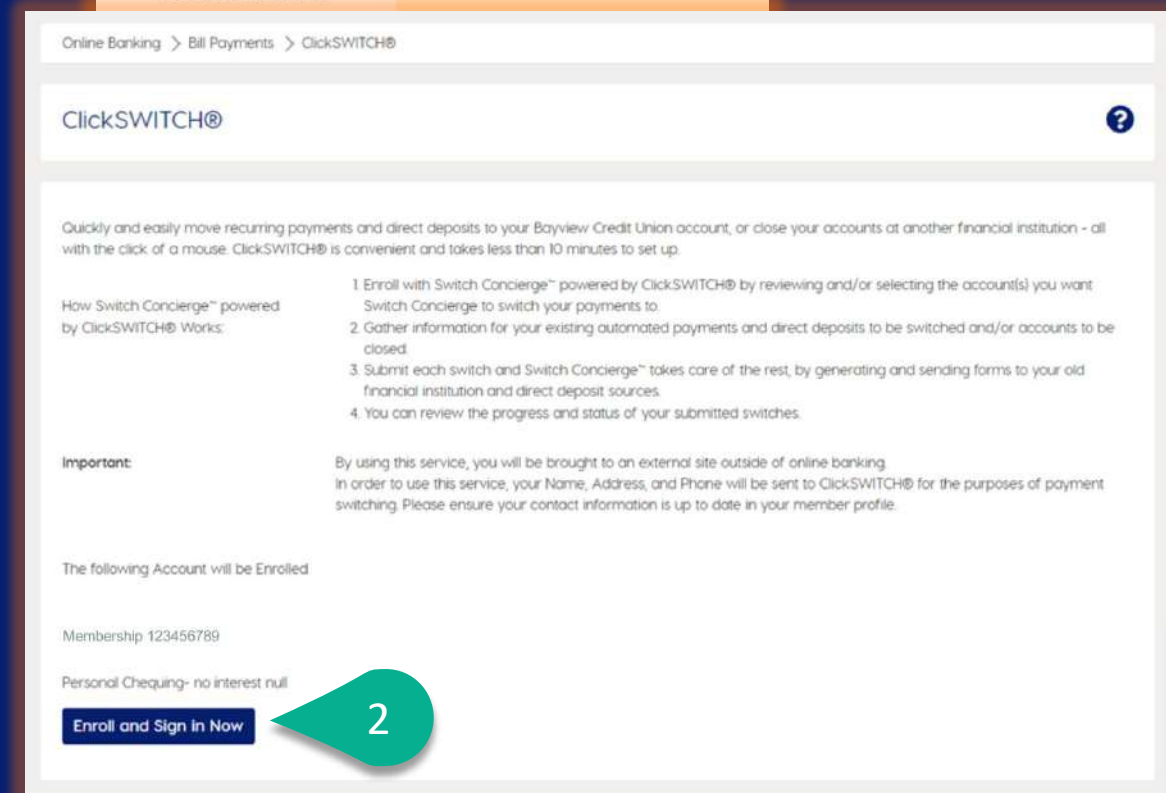
A green callout bubble with the number '2' is positioned to the right of the form.

ClickSWITCH®

This service may not be available for your credit unions.

Steps to enable:

1. Select the “Bill Payments” menu and “ClickSWITCH®”
2. Select the accounts (if applicable) and “Enroll and Sign in Now”



SMS/Text Telephone Banking

Steps to register:

1. Select the “Account Services” menu and “Add/Modify Mobile Banking”
2. Click “Register Your Phone”
3. Review and accept the User Agreement
4. Enter “Mobile Phone Number” and select “Carrier”
5. Enter one-time “passcode”

