2-STEP VERIFICATION. *step-by-step guide.*

At Kootenay Savings your online security is our priority, which is why we use **2-Step Verification** to ensure only authorized users can access your account.

With 2-Step Verification when you login to your account, you'll provide two things:

1. Something you know – your password, and
2. Something you have – a one-time verification code sent to your email address, mobile phone or both (we recommend setting up both options)

Most of the time you won't be prompted for 2-Step Verification. It's only presented when there is a potential risk to the login. For example, if you are logging in from a new computer, or when logging in at a new location like a hotel, you may be asked to complete 2-Step Verification. **If you are traveling outside of Canada you will be also be prompted for 2-Step Verification**, please ensure you have set your code to deliver to an email if you are not activating your cell phone for international use.

Once 2-Step Verification is enabled it'll work across all our banking platforms including online banking on your desktop computer or mobile device, and our mobile app.

Enabling 2-Step Verification for the first time.

1. To get started, click the LOGIN button in the top right corner of our homepage.

2. You'll be taken to our login screen.
   Here you'll see a lock symbol in the web browser address which means you are entering our secure banking site.
   The URL is "https://auth.kscu.com/login".

3. Enter your Branch, Member Number and Password, then click LOGIN.

4. You'll be prompted to **enable 2-Step Verification**. You can choose to receive your code by email, text message or both (we recommend setting up both).

5. Enter your email address or mobile phone number and click SEND CODE. **It may take up to 10 minutes to receive your code.** Wait to receive your first code before requesting a new one. This is an important step! If you request a new code, the original code will no longer work and you will get an error message. Also, to avoid receiving an error message at your next log in, be prepared to start and finish your enrollment in one session.

A 2-Step Verification code expires after 10 minutes. If it expires during the **initial** enrollment process call our Member Service Centre at 1-800-665-5728 for assistance.

If your 2-Step Verification code expires during the login process after you have enrolled, restart your login from the homepage.

ENABLE 2-STEP VERIFICATION

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. 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 2914109 days to enrol before the new security features will be required.

TEXT MESSAGE (Recommended)
MOBILE PHONE NUMBER
[SEND CODE]

EMAIL
MEMBER EMAIL
[SEND CODE]

Email verification code subject line:

"Your Verification Code".

Text message verification code comes from the number

"776-836".
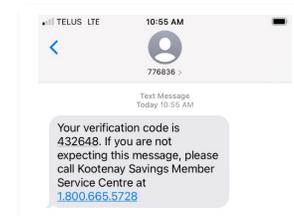
6. Once your code is retrieved, entered in 'ENTER VERIFICATION CODE" then click CONTINUE.

    A green check mark with an "enrollment complete" message will appear. Click CONTINUE and you will be taken to the Account Summary page in your online banking.

🔒 **ENTER YOUR VERIFICATION CODE**

To complete 2-Step Verification please enter the verification code that marketing@kscu.com.

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

ENTER VERIFICATION CODE

You can **Add / Edit / Delete 2-Step Verification Contact Information**

You can add a second verification method to your account. From the "Profile and Preferences" page of online banking select "Change 2-Step Verification Information".

Profile and Preferences
Change Contact Information
Change Personal Access Code
Change 2-Step Verification Information

About eDocuments

Preferences
Change Contact Information
Update your address, email address, phone number and other personal details.

Change 2-Step Verification Information

From here, you can also edit or delete an email address or mobile phone number you previously enrolled.

KS Kootenay Savings

🔒 **UPDATE CONTACT INFORMATION**

You can edit or delete your contact information below.

NUMBER

250-123-4567 ✏️

EMAIL

⊕ Add email address

CLOSE