



2-Step Verification Quick Guide



2-Step Verification for Online Banking: Web

Step 1.) Login!

If you're on the mobile app, or desktop, click or tap the login button on the top right of your screen.

Step 2.) Enter your credentials.

You will be prompted to enter your credentials on this page. Enter your member number and current password (PAC). Proceed to click the login button below.

Step 3.) Choose your desired authentication method.

Choose which (or both) authentication methods you would like to use first. Mobile phone, or email. Enter your details and click "send code" to receive a one-time code.

🔒 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 27817 days to enrol before the new security features will be required.

TEXT MESSAGE (Recommended)

MOBILE PHONE NUMBER

SEND CODE

EMAIL

MEMBER EMAIL

SEND CODE

NOT NOW

Step 4.) Verify the authentication code.

Authenticate you chosen method by entering the one-time code sent to you.

🔒 Enter Your Verification Code

To complete 2-Step Verification please enter the verification code that was sent to email **gcoutts@lvcu.ca**.

If this email is incorrect you can change the email.

ENTER VERIFICATION CODE

Didn't receive a code? We can send a new verification code

CONTINUE



Step 5.) Complete the enrollment process.

Once the code is validated, and you see the “enrollment complete” message, you have successfully enrolled in 2 step verification! Congratulations!

Optional Step 6.) Update / Remove 2 step verification methods.

After the initial setup of 2sv, you can continue to setup a second method, or choose to update the information. This is especially useful if you get a new phone number / email address.