

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 or mobile phone

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.

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.

ONLINE BANKING
LOGIN ►►

Kootenay Savings

Branch
Select a Branch

Member Number
[Input Field]

Enter Password [Input Field] [Show Password](#)

Remember Me

LOGIN

[Forgot Password?](#)

1.800.665.5728

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- You'll be prompted to **enable 2-Step Verification**. You can choose to receive your code by email or text message.
- 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.

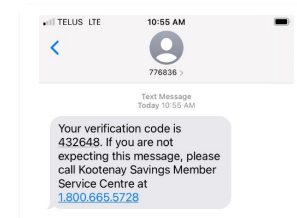
Email verification code
subject line:

“Your Verification Code”.



Text message verification code
comes from the number

“776-836”.



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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.

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".

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

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

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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](#)



UPDATE CONTACT INFORMATION

You can edit or delete your contact information below.

NUMBER

250-123-4567 

EMAIL

 [Add email address](#)

CLOSE

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