



# Online Banking. Getting Started.

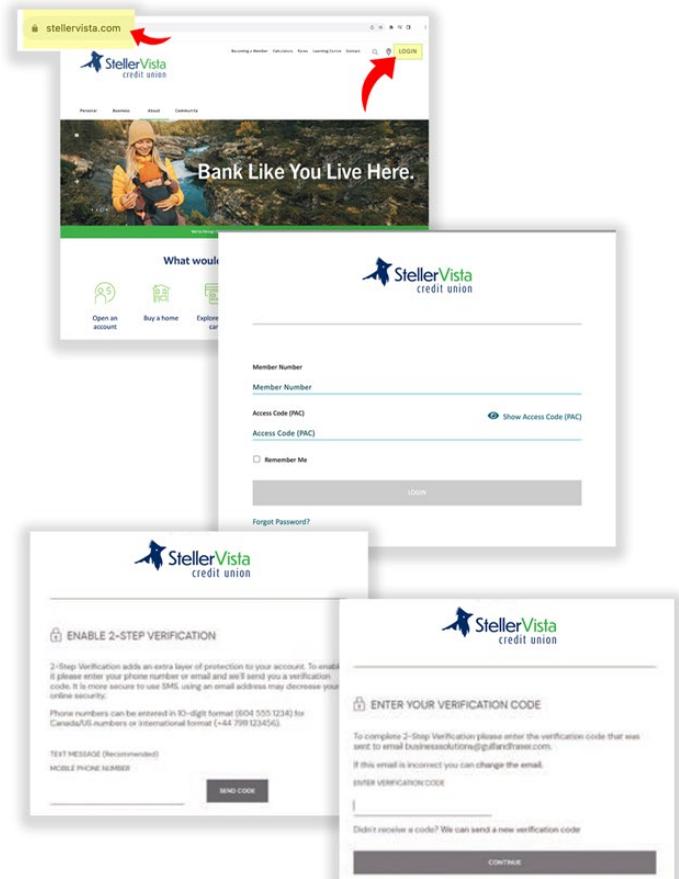
Starting October 16th, 2023, all StellerVista Credit Union members will be using the same mobile app and website for online banking.

For members coming from the HeritageCU.ca website, there are a few steps required in getting started – once complete, the process will be as fast and convenient as ever.

**Important Information:** Before you can begin, you need to have your new member number. These numbers are to be mailed between September 20th and October 9th. If you do not have your new member number by October 10th, please contact us directly at 1.866.960.6666.

## How to access online banking starting October 16th

1. Using a desktop computer, laptop, or tablet, go to [www.StellerVista.com](http://www.StellerVista.com).
2. Click the Login button found in the top right corner.
3. Follow the prompts to enter your new Member Number and Personal Access Code.
4. Read the Electronic Services Agreement disclaimer and click I AGREE
5. Follow the prompts to set up mandatory 2-step verification for enhanced security and enter your verification code when prompted. Once complete, you will be ready to access online banking!
6. For banking on-the-go with your mobile phone, download the StellerVista Mobile app from Google Play or the App Store.



**Questions?** Contact us by phone, 1.866.960.6666, Monday to Friday from 9am to 5pm. Visit your branch during business hours Tuesday through Saturday. Email us at [info@StellerVista.com](mailto:info@StellerVista.com)

# What's New?

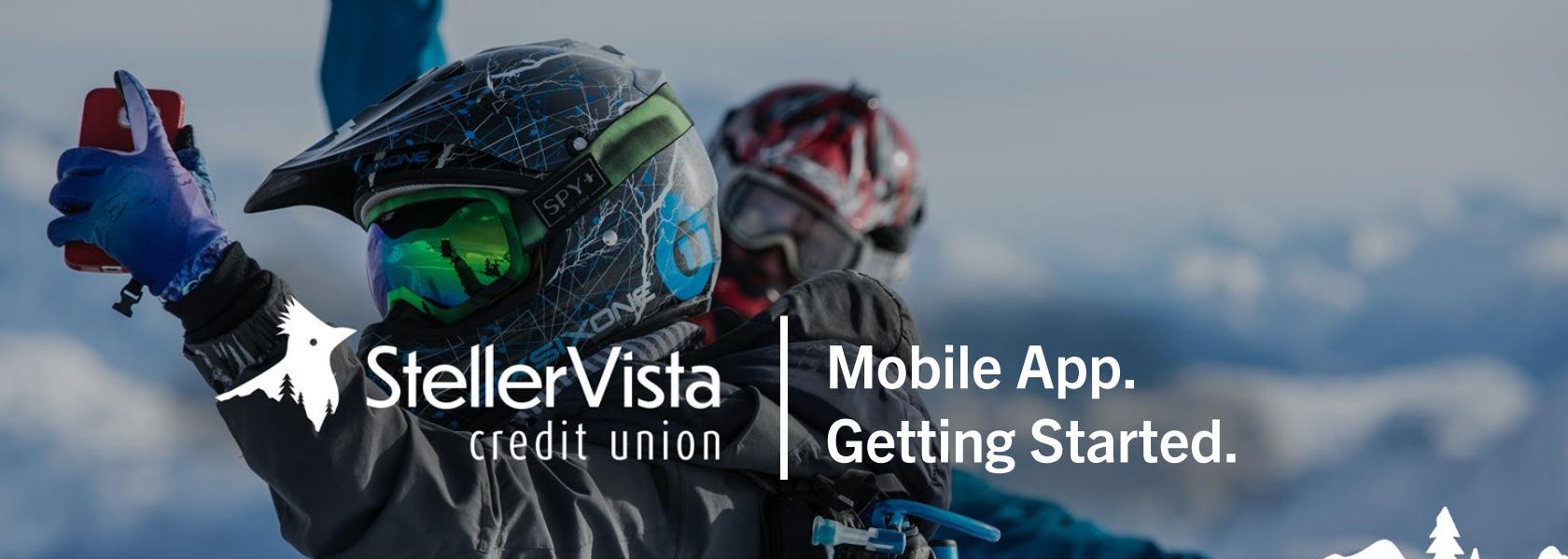
The change to online banking with StellerVista comes with a number of new features, including:

- 2-Step Verification. This feature is a huge step forward in online security. Matched with a new requirement for a strong password(PAC), online banking has never been safer.
- MemberDirect Alerts. Members using online banking can select real-time alerts with this new feature. Get updates on activity in your account texted to your phone or sent to your email. These alerts are optional and customizable.
- AccountPlus. This feature lets you link your Collabria credit card account, as well as Qtrade and Credential accounts for viewing in online banking.
- Self-serve PAC resets. You now have the option to reset or change your PAC on your own, no need to call us!
- Businesses can now access MemberDirect Small Business, a tool that features Account consolidation, Multiple user support, Dual signature support, Mobile access, Deposit Anywhere™, Online Banking Alerts, Interac® e-Transfer with Support for Dual Signer, and more. Business can sign-up for this by contacting their branch after Oct 16th.

## Need help?

If you need help accessing online banking starting October 16th, 2023, please call us at 1.866.960.6666 or email us at [info@stellervista.com](mailto:info@stellervista.com). In addition to our regular branch business hours, our call centre is open to support you from 9am to 5pm, Monday to Friday – six days a week, someone from StellerVista is available to assist you!

**Questions?** Contact us by phone, 1.866.960.6666, Monday to Friday from 9am to 5pm. Visit your branch during business hours Tuesday through Saturday. Email us at [info@StellerVista.com](mailto:info@StellerVista.com)



**StellerVista**  
credit union

**Mobile App.**  
**Getting Started.**

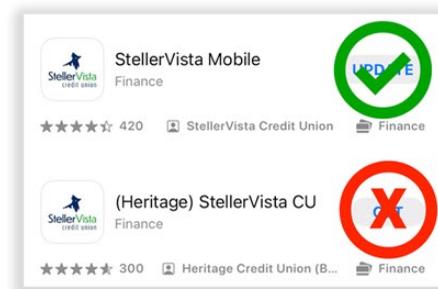
Starting October 16th, 2023, all StellerVista members wishing to do mobile banking will need to use the StellerVista Mobile app.

For members coming from the Heritage banking app, there are a few steps required in getting started – once complete, the process will be as fast and convenient as ever.

**Important Information:** Before you can begin, you need to have your new member number. These numbers are to be mailed between September 20th and October 9th. If you do not have your new member number by October 10th, please contact us directly at 1.866.960.6666.

## How to set up the StellerVista app

1. Delete your existing mobile banking app and download StellerVista Mobile from either app store. The app is available for both Android and Apple devices.
2. Open the app and enter your new Member Number in the Login ID / Member Number field.
3. Enter your new PAC into the Personal Access Code field.
4. To save your login for future use, tap the “Remember me” checkbox, and enter a “nickname” to remember it by (ie: Johns Account).
5. Tap Login.



StellerVista  
credit union

Member Number

Member Number

Access Code (PAC)  Show Access Code (PAC)

Access Code (PAC)

Remember Me

LOGIN

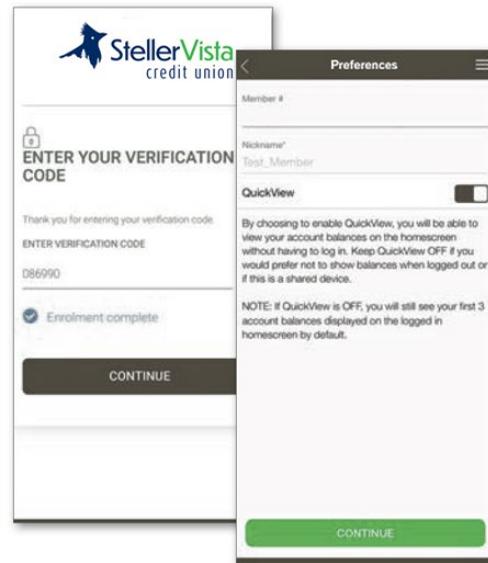
Forgot Password?

Show Saved Logins

**Questions?** Contact us by phone, 1.866.960.6666, Monday to Friday from 9am to 5pm. Visit your branch during business hours Tuesday through Saturday. Email us at [info@StellerVista.com](mailto:info@StellerVista.com)

## How to set up the StellerVista app

6. Review the Electronic Service Agreement and tap “I Agree”.
7. Set up 2-Step Verification.
  - a. **If using your mobile phone number:**  
Enter your phone number in the Mobile Phone Number field and tap Send Code.
  - b. **If using your email address:**  
Enter your email address in the Member Email field and tap Send Code.
8. Enter the code that was either sent to your mobile phone or email address in the Enter Verification Code field.
9. Tap Continue.
10. If the correct verification code was used, you’ll see an Enrollment complete text. Tap Continue.
11. If you used the Remember me feature, you can enable QuickView which will allow you to see up to three account balances without logging into the app.
  - a. To enable QuickView, go into the app’s settings menu and tap on “Account Preferences”, from there you can choose to turn the feature on or off.
  - b. Tap save.



## Need help?

If you need help accessing online banking starting October 16th, 2023, please call us at 1.866.960.6666 or email us at [info@stellervista.com](mailto:info@stellervista.com). In addition to our regular branch business hours, our call centre is open to support you from 9am to 5pm, Monday to Friday – six days a week, someone from StellerVista is available to assist you!