

Changes to online banking effective August 25th, 2022

At Turtleford Credit Union your online security is a top priority. Therefore, we will be implementing a new layer of security to the way that you login to your online banking called 2 Step Verification.

What is 2 Step Verification?

2 Step Verification is used to confirm your identity by sending you a code via SMS or email that you must enter before continuing into your online banking.

What are the steps to setup 2 Step Verification?

1. Login to your online banking. The login screen will look a little different.
2. Complete the Enable 2 Step Verification enrolment screen when prompted.
3. Enter your preferred email address or mobile phone number to receive your verification code. If available, we recommend that you use a mobile phone number as it is considered the most secure way.
4. Enter the verification code sent to you.

You will be provided with a grace period of **40 days** after we launch 2 Step Verification where you will be able to defer enrolment. After **October 3rd** it will become mandatory.

Note: If you have Touch/Face ID or QuickView enabled then you will need to reconfigure these settings after setting up 2 Step Verification.

FAQs

Q: Will I get prompted for a verification code every time I login?

A: No. You will not be required to enter a code every time you login but will be prompted during higher risk logins (i.e., a login from a different location).

Q: Can I register both SMS and email for 2 Step Verification?

A: Yes. During the initial enrollment you can register only one, but once you are enrolled you can add or change your contact information. This can be done by going to the Profiles and Preferences screen.

Q: Is 2 Step Verification more secure than the challenge questions?

A: Yes. The challenge questions can become less effective over time as fraudsters often know how to find the answers to them. Also, the verification codes are only valid for 10 minutes.

For any other questions or concerns, please contact us.

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Supported Mobile Browsers, Operating Systems and Devices

Below is information on operating systems, browsers and tested devices for mobile.

Mobile Web Browsers and Operating Systems

Support	iOS	Android
Browser Support	Safari	Chrome browser
Level 1*	iOS 15 iOS 14	Android 12 Android 11
Level 2**	iOS 13 iOS 12 iOS 11 iPad OS***	Android 10 Android 9.0 Android 8.0 Android 7.0 Android 6.0

Related Pages

> [Supported Desktop Browsers and Operating Systems](#)

Support

> [Client Support Services](#)

Mobile App Operating Systems

App Version	Support	iOS	Android
v15, v16, v17	Level 1*	iOS 15 iOS 14	Android 12 Android 11
	Level 2**	iOS 13 iOS 12 iOS 11 iPad OS***	Android 10 Android 9.0 Android 8.0 Android 7.0 Android 6.0

*Central 1 has conducted thorough testing and fully supports these devices and operating systems

**These mobile products and features will continue to run.

***Our mobile app is optimized for mobile phone devices and although we do support all functionality on the iPad, some features and/or screens may appear less than optimal on an iPad or other tablet devices.

Apple

Manufacturer	Tested Devices
Apple	iPhone 6 Plus
Apple	iPhone 8 Plus
Apple	iPhone XR
Apple	iPhone X
Apple	iPhone 11
Apple	iPad Air 2
Apple	iPad Mini 3
Apple	Watch Series 3

Android

Manufacturer	Tested Devices
Google	Pixel 3
Google	Pixel 4
Google	Nexus 5
Google	Nexus 6
Samsung	S6
Samsung	S9
Samsung	Note 8
Samsung	Note 5