



# Join the Bow Valley Credit Union Digital Banking Experience

Launch Date: July 27, 2021

Digital banking is an easy, quick and secure way to do your daily banking on your own terms. Manage your money wherever you are, any time of the day, any day of the week with this great self-serve banking option.



## Signing In

Bow Valley Credit Union members have access to online and mobile banking. Visit [www.bowvalleycu.com](http://www.bowvalleycu.com) or download the Bow Valley Credit Union app and follow the prompts to log in. You'll need:

- your 19-digit debit card number
- date of birth
- a valid mobile phone number or email address

## Accounts

The Accounts tab in online and mobile banking allows you to quickly and securely view and manage your money. From this tab you can:

- view all your account details, transactions and eStatements
- create shortcuts for your favourite transactions
- name your accounts
- select a primary account for transactions
- hide accounts from view or change the order
- put stop payments on cheques (available only with online banking)

## Payments

Pay bills, view scheduled payments and manage payees in just a few clicks.

From this tab you can:

- make instant bill payments or set up recurring payments
- view your scheduled payments
- delete scheduled payments
- add, edit, or delete bill payees

## Transfers

Money transfers and Interac e-Transfers® are simple to set up. From this tab you can:

- transfer funds between your BVCU accounts or to another BVCU member
- set your transfers to immediate, scheduled or recurring
- view scheduled transfers
- send money via Interac e-Transfer®
- add, edit, or delete Interac e-Transfer® contacts









- view pending and completed Interac e-Transfers®
- set up autodeposit to receive Interac e-Transfers® without the need to respond to a security question

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## Customization

The enhanced features of our new online and mobile banking allow you to customize your experience to help manage your money more conveniently. Here are some of those features:

<p><b>Alerts</b></p>  <p>Set up account or security alerts for things like a low balance, account withdrawals, logins, etc.</p>	<p><b>Password</b></p>  <p>Update your password (increase your security by updating often)</p>	<p><b>Contact details</b></p> <p>Easily update your address, phone number or email</p> 	<p><b>Profile details</b></p> <p>Add a profile picture or background image</p> 
<p><b>Statement preferences</b></p> <p>Choose paper or electronic statements</p> 	<p><b>Widgets</b></p>  <p>Add favourite transactions and account balances to the sign in screen widget (available only with mobile banking)</p>	<p><b>Biometric authentication</b></p> <p>Set up fingerprint and/or facial recognition to log in (available only with mobile banking)</p> 	<p><b>Messages</b></p>  <p>Click the envelope icon to see your received, sent and archived messages</p>

**If you need help... We're here for you!**

We've created a page to get you started with all the new great features and frequently asked questions for your digital banking experience. If you need further assistance, our team is happy to connect with you.

**1.800.207.0068**