



## Join the Lakeland Credit Union Online Banking Experience

Online 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

Lakeland Credit Union members have access to online and mobile banking. Visit [lakelandcreditunion.com](http://lakelandcreditunion.com) or download the Lakeland Credit Union app from App Store or Google Play and follow the prompts to log in.

#### You'll need:

- your active Login ID or Member Card number (PAN)
- date of birth
- a valid cell number or personal 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
- Open a new chequing or savings account
- Put stop payments on cheques (not available on the app)

## 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

- Add, edit or delete Interac e-Transfer® contacts
- View pending and completed Interac e-Transfers®

Online banking on your own terms, wherever you are, any time of the day, any day of the week.

## Transfers









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

- Transfer funds between your Lakeland Credit Union accounts or to another Lakeland Credit Union member
- Set your transfers to immediate, scheduled or recurring
- Send money via Interac e-Transfer®
- Set up autodeposit to receive Interac e-Transfer® without the need to respond to a security question



## Customization

The enhanced features of our new online and mobile banking app 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 on the app)</p>	<p><b>Biometric authentication</b></p> <p>Set up fingerprint and/or facial recognition to log in (available only on the app)</p> 	 <p><b>Messages</b></p> <p>Click the envelope icon to see your received, sent and archived messages from Lakeland Credit Union</p>

## Help!

We're here for you! We've created an information portal called 'Help Centre' at [lakelandcreditunion.com](http://lakelandcreditunion.com) to help walk you through how to prepare and Q&A's. If you need further assistance, our team is happy to connect with you.

Email: [admin@lakelandcreditunion.com](mailto:admin@lakelandcreditunion.com)  
 Bonnyville: 780.826.3377 Cold Lake: 780.594.4011