

2-Step Verification

How-To Guide

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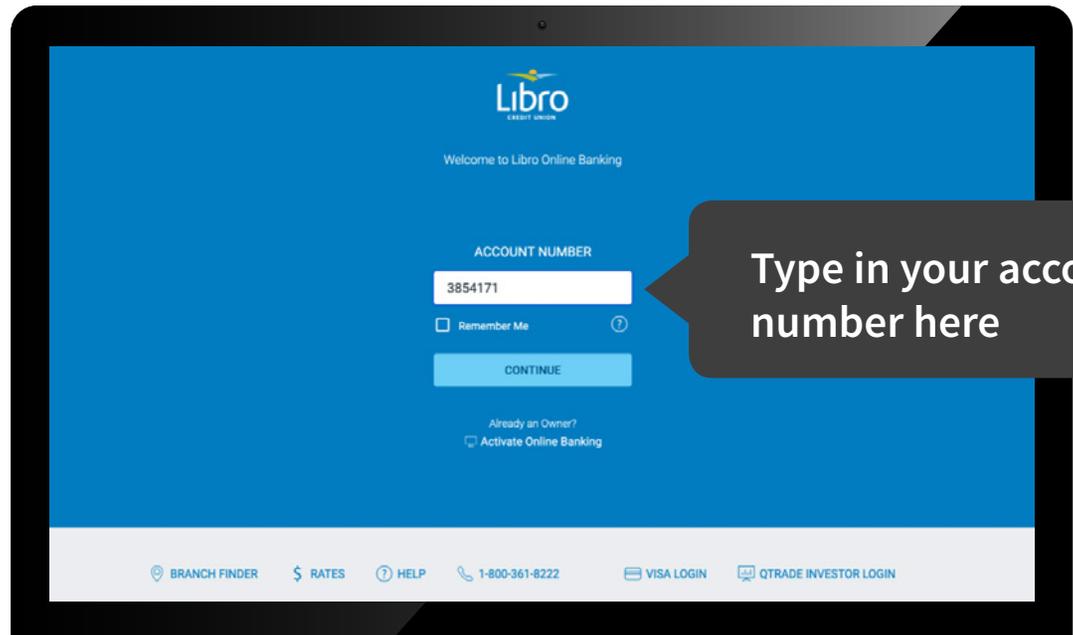
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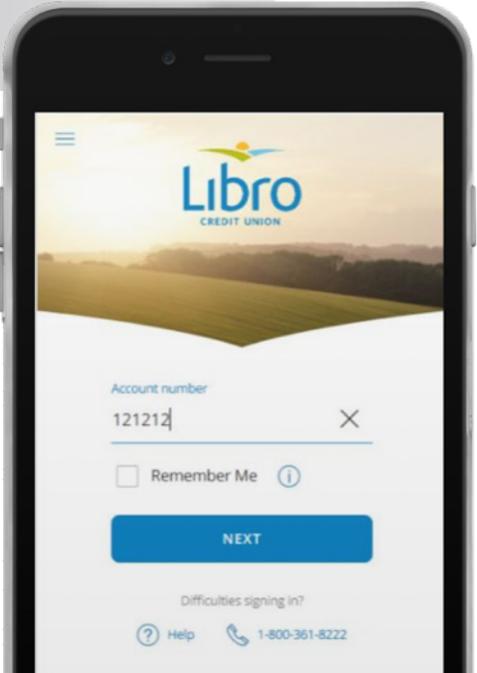
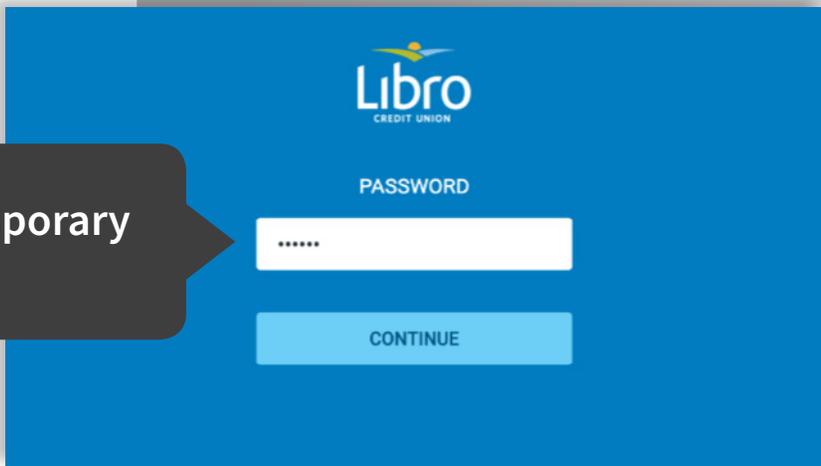
Login to Online Banking for the first time

1. Go to my.libro.ca/Login, enter your new Online Banking login credentials provided to you by your Coach. Click 'Continue'.
2. Enter your temporary password provided to you by your Coach. Click 'Continue'.

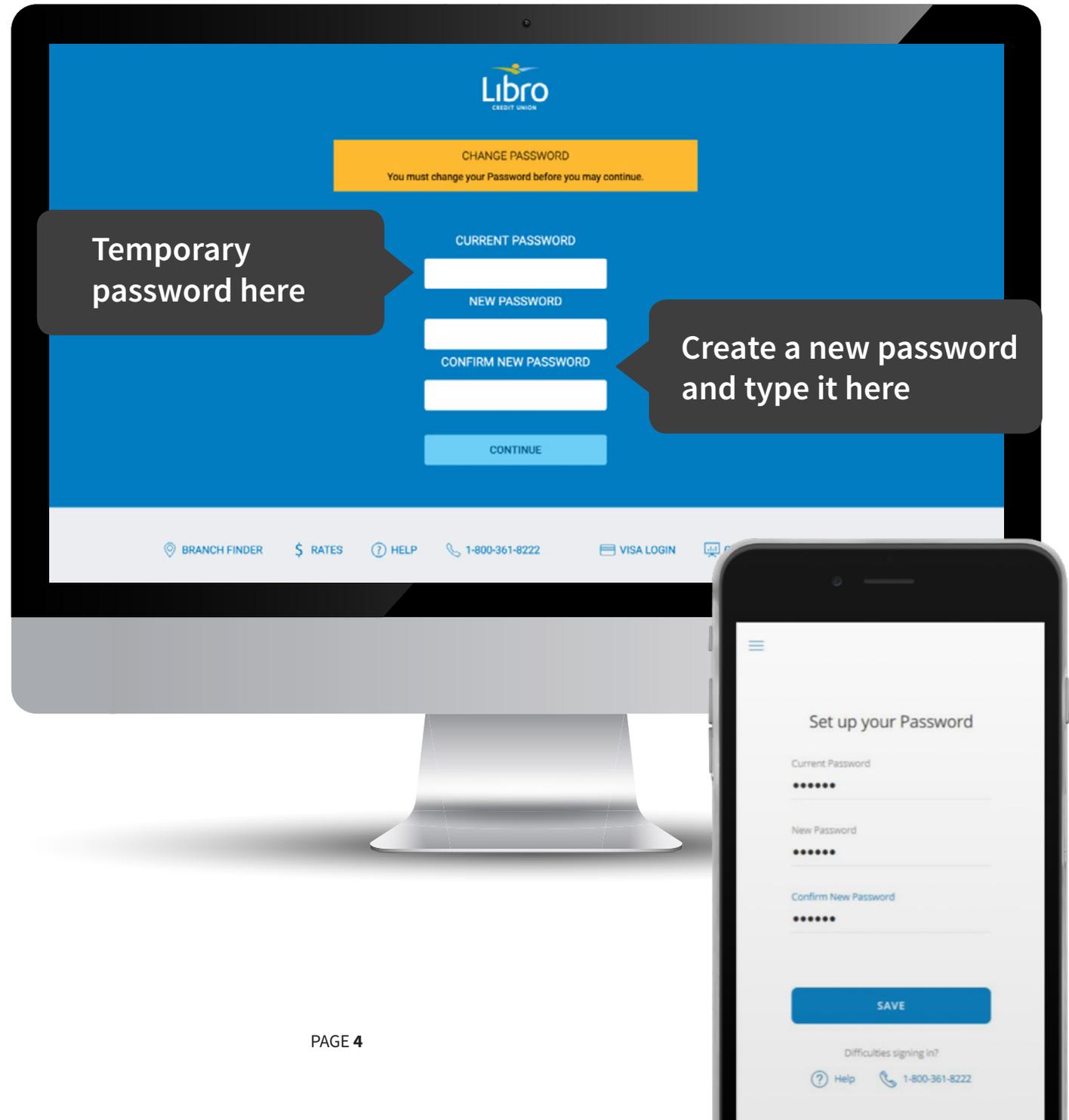


Type in your account number here

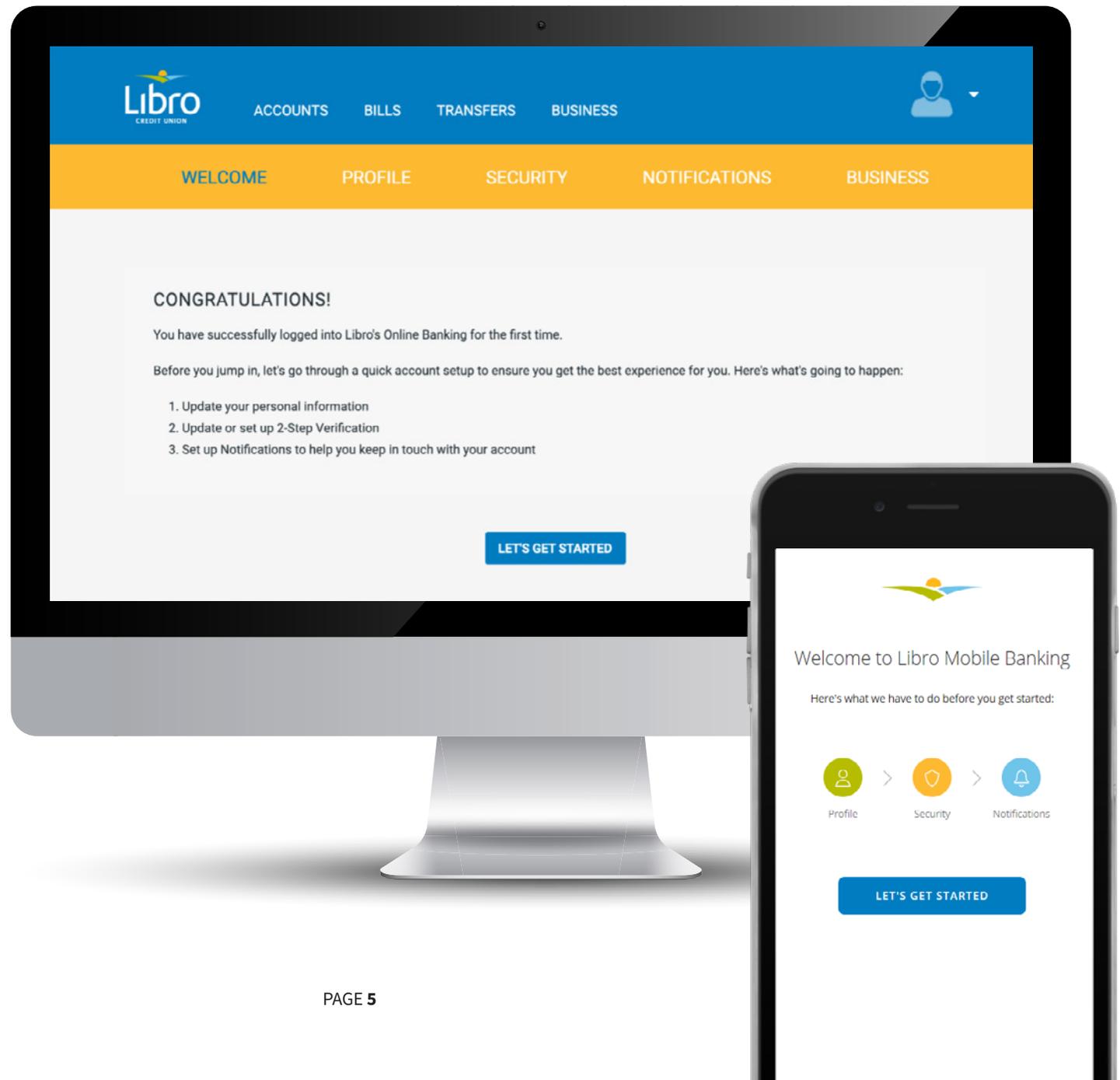
Type in your temporary password here



3. Change your password for your account by typing in your temporary password first and then creating a new password that you will use to login going forward. Click 'Continue'.

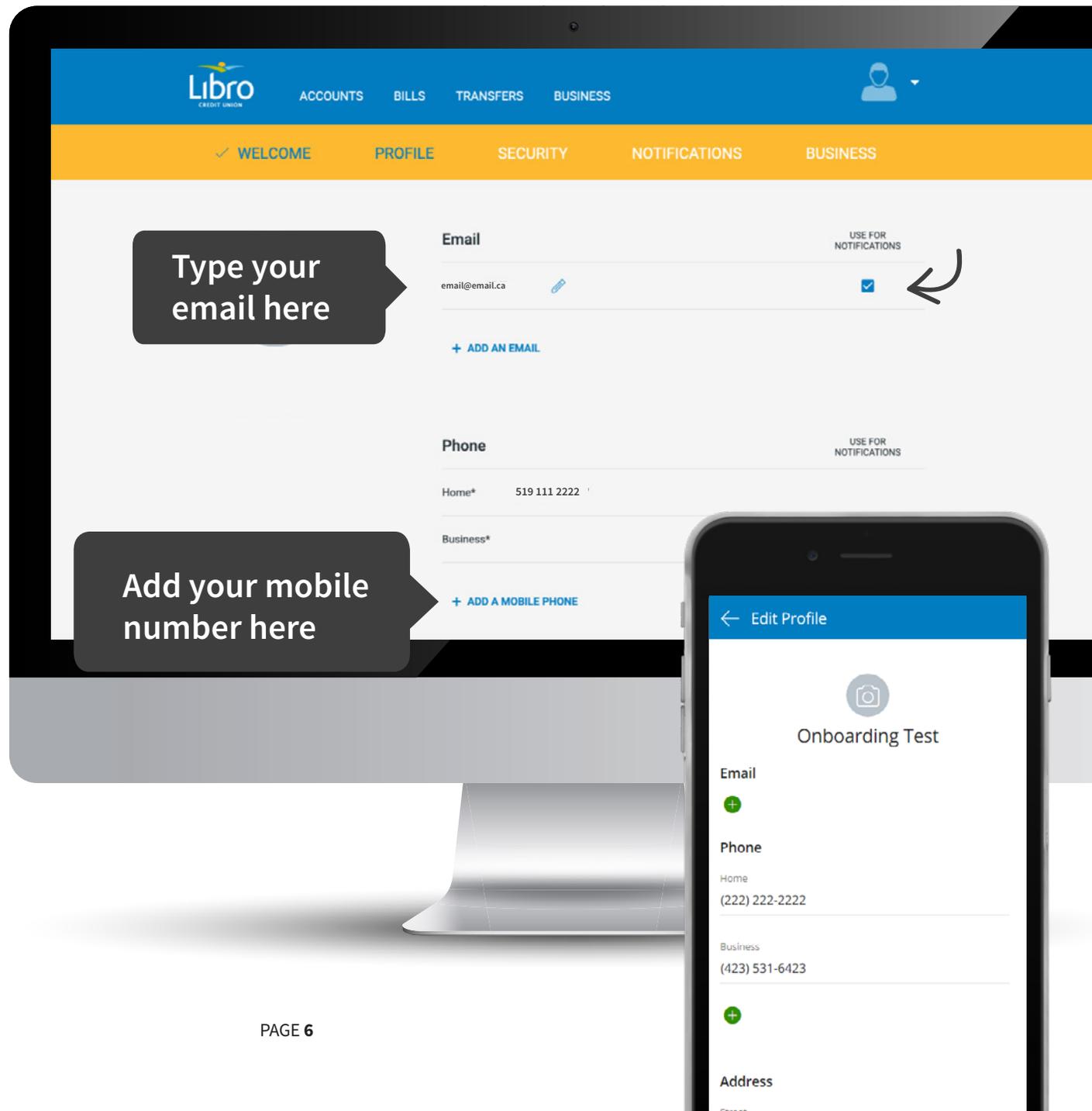


4. You have now successfully logged into online banking. Click 'Let's Get Started'.



5. Next, update your profile by adding your email and phone number.
6. Once your email is added, make sure to check 'Use for Notification' check box. This will help us notify you about important updates related to your accounts in the future.

Don't worry! This doesn't sign you up for marketing messages.

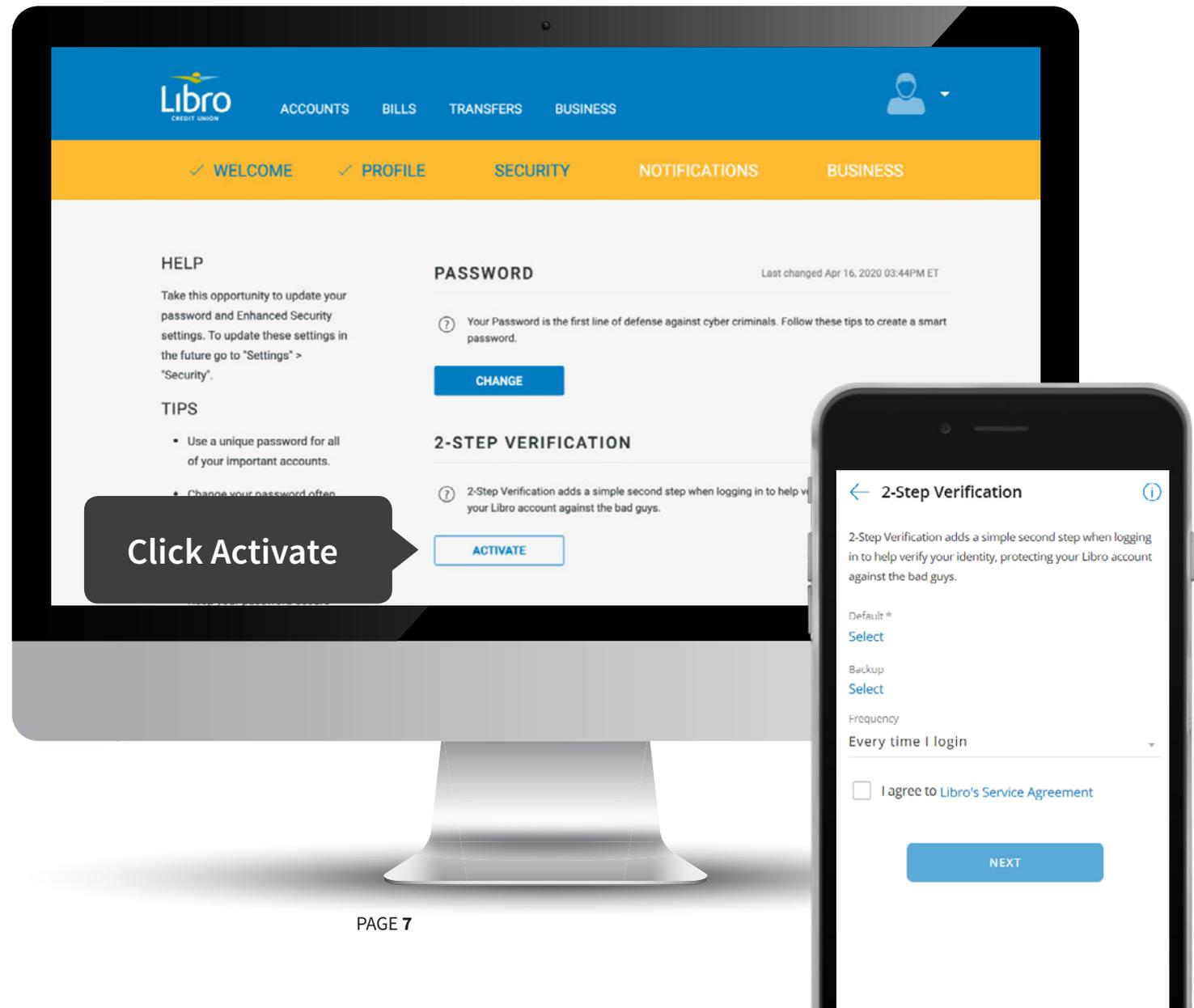


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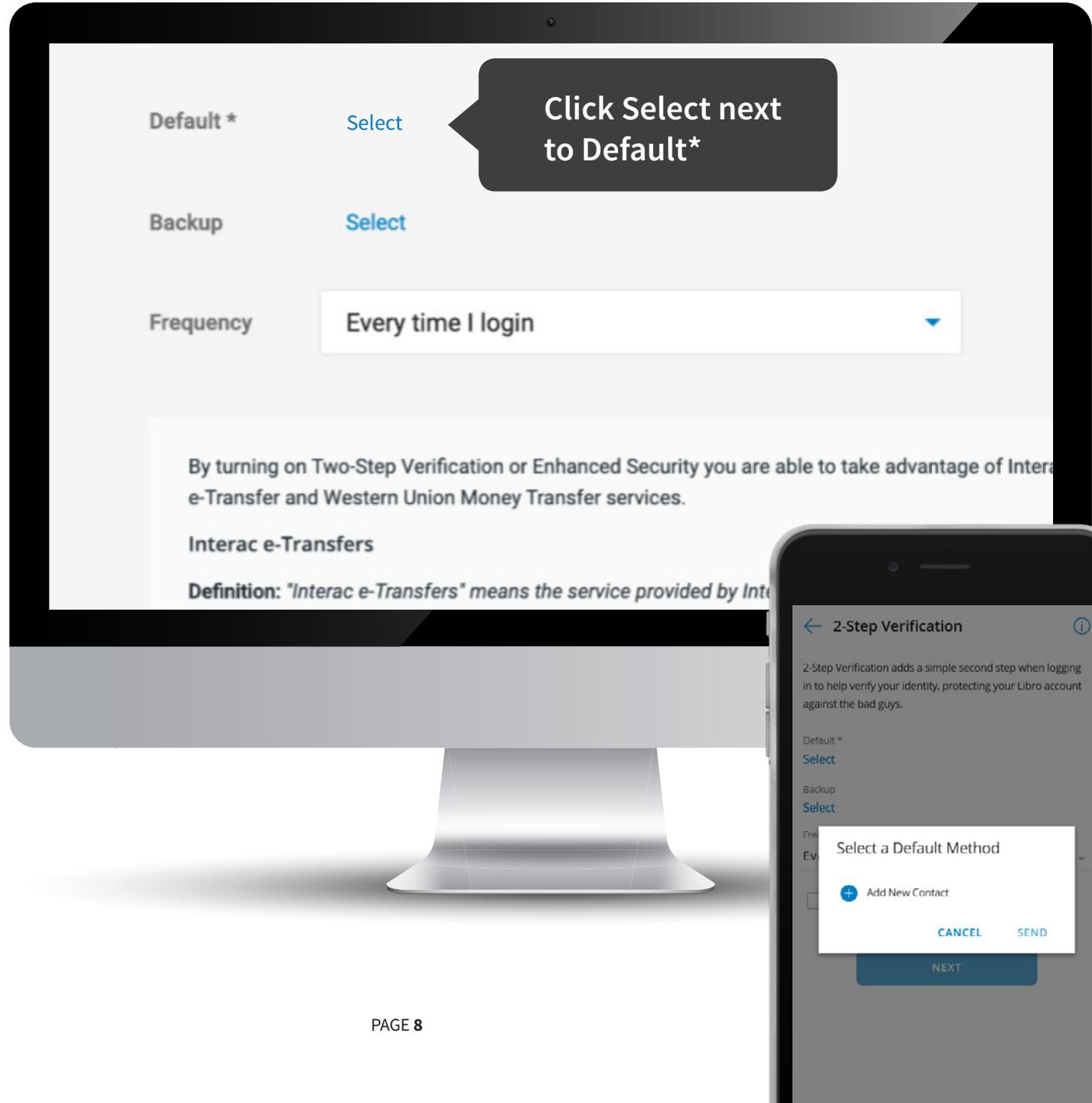
Turn on 2-Step Verification

Now that you have successfully logged into Online Banking you can set up 2-Step Verification. This is an extra layer of security to ensure that only you can log in to your online banking.

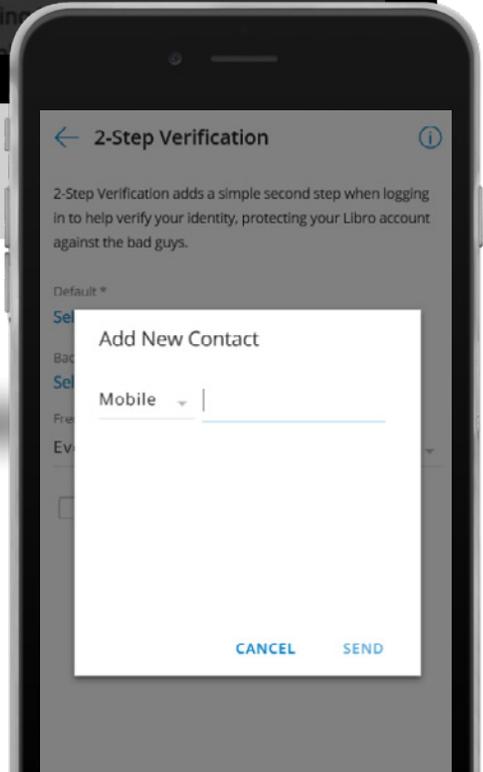
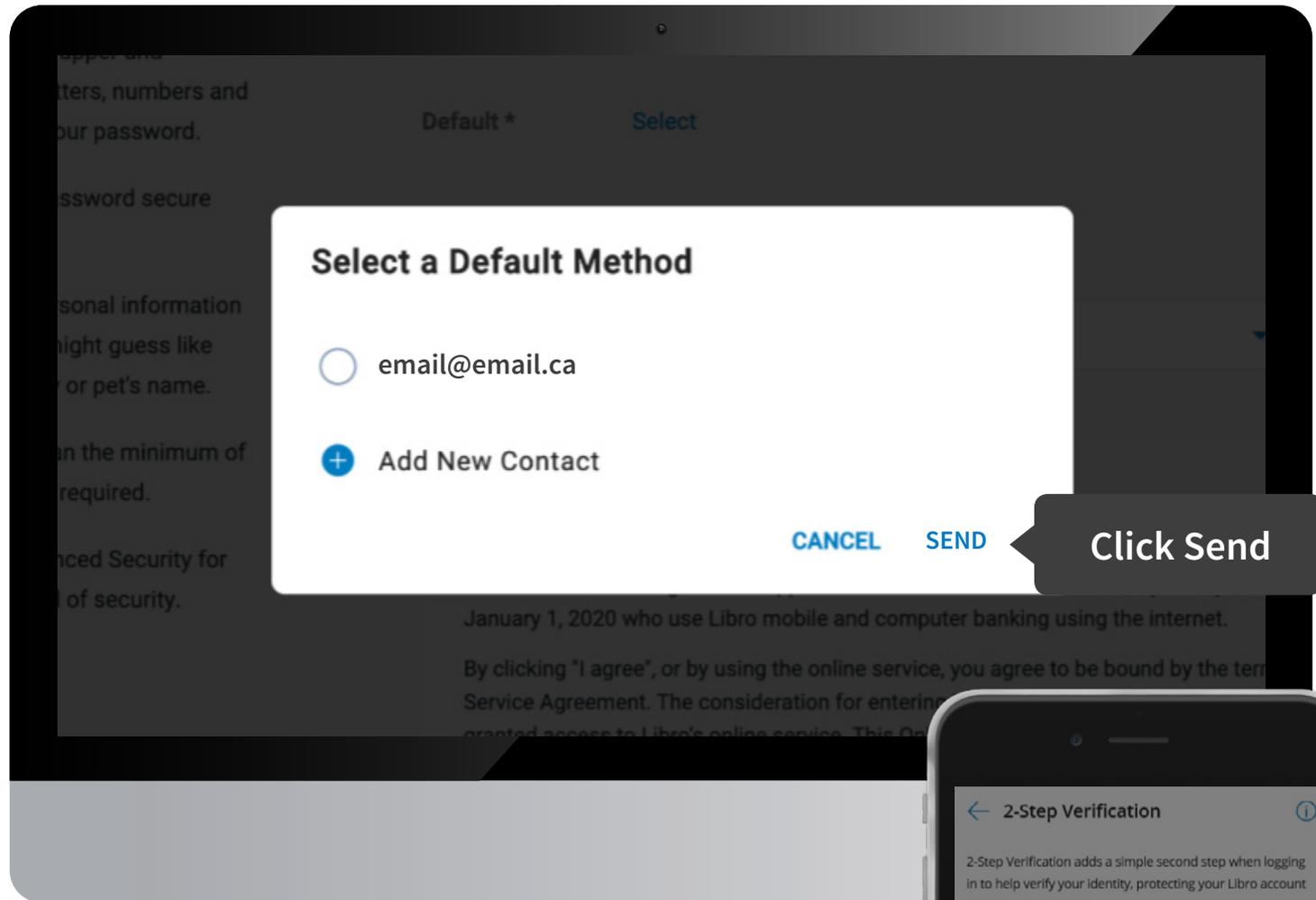
1. Once signed in, go to Settings and select Security.
2. Select 'Activate' under 2-Step Verification.



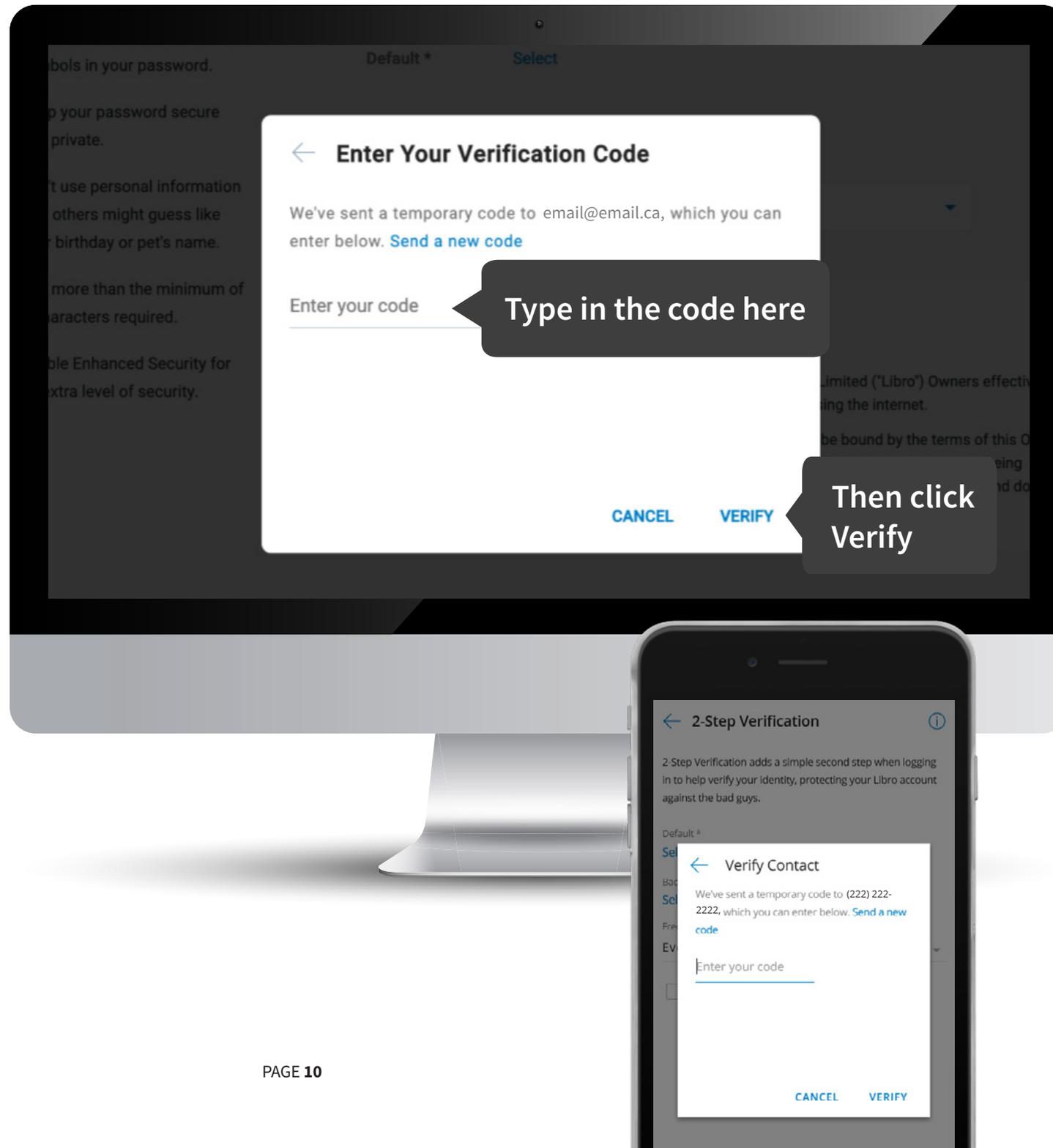
2. Click 'Select' next to Default* to choose your default trusted contact. This can be a cell phone number or email address.



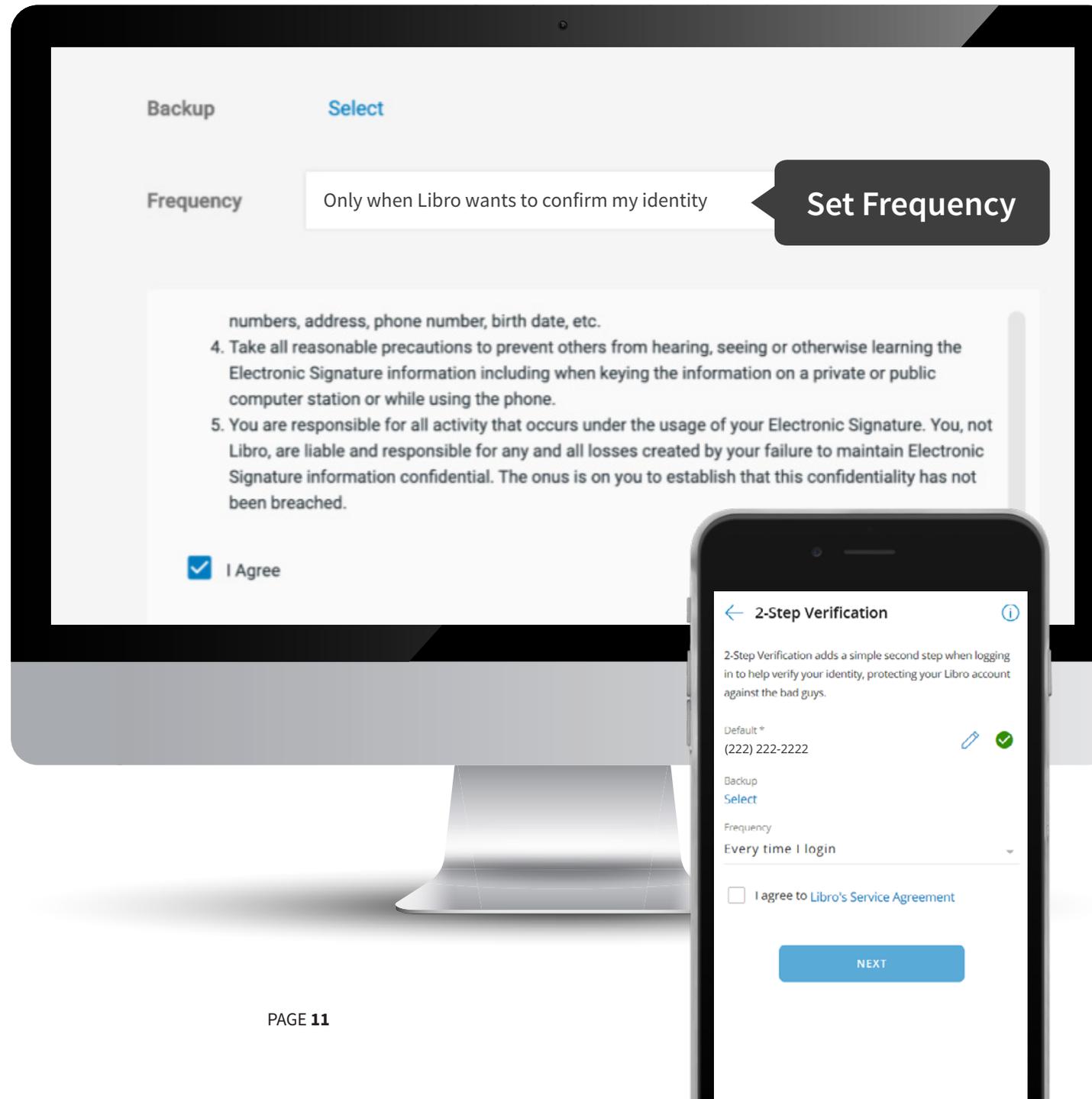
3. A pop-up window will appear allowing you to select your default contact.
4. Click 'Send'. Libro will send you a verification code to the email or cell number you provided.



5. If you selected your email address, you will need to **open a new web page** and login to your email account. Write down the code you received from Libro.
6. Once you have the code, go back to Libro Online Banking and type the code into the pop-up window. Click 'Verify'.



7. A backup method is optional if you have access to both text messaging and email. A backup can come in handy, but it is not mandatory.
8. Choose a Frequency from the drop-down menu. **Recommended:** 'Only when Libro wants to confirm my identity'. By selecting this option, Libro will use 2-Step Verification periodically when you log in from a different device or location.



9. Agree to the terms of Libro's service agreement by clicking and holding the scroll bar on the right side of the window and dragging your mouse down until you see a check box with 'I agree' beside it.

10. Click 'Save'. This will turn on 2-Step Verification.



11. Click 'Continue' to proceed. You'll move through to setting up Notifications which is not mandatory and then you're all set.

