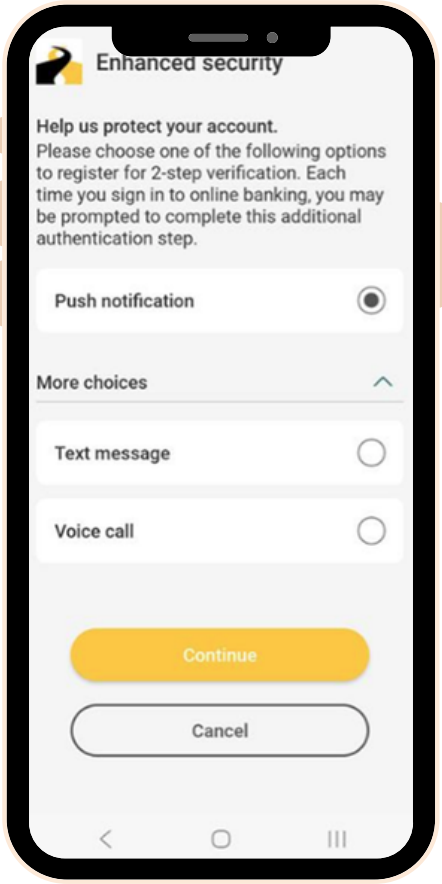
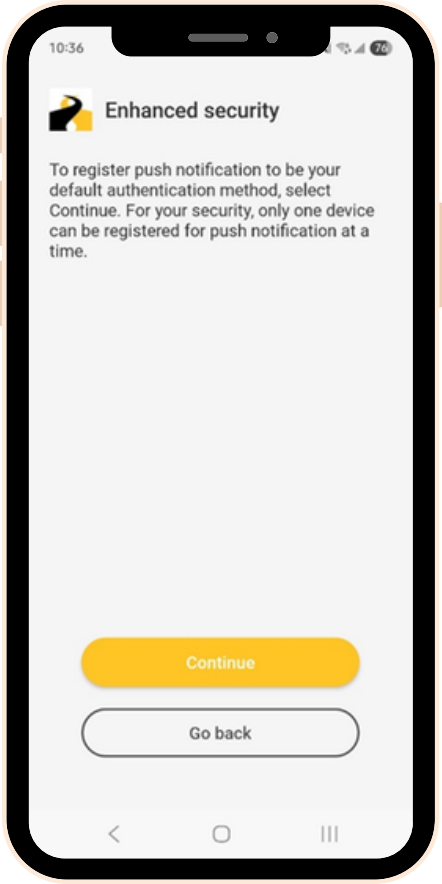
Push Notification Registration (Mobile)

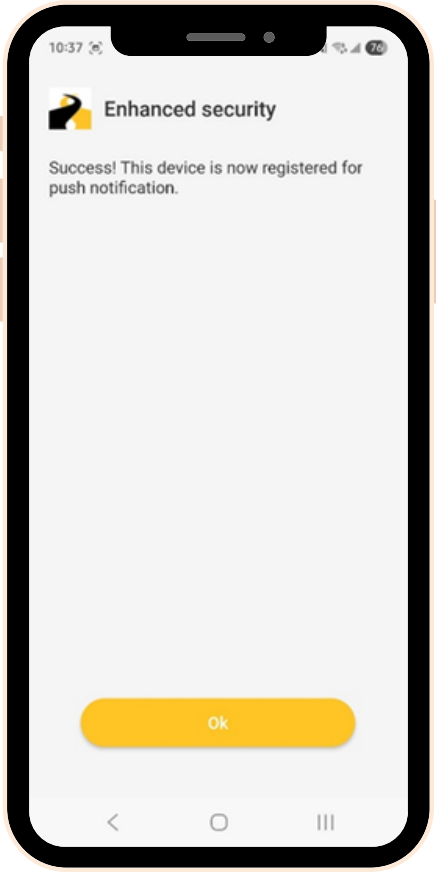
* Recommended for mobile users*



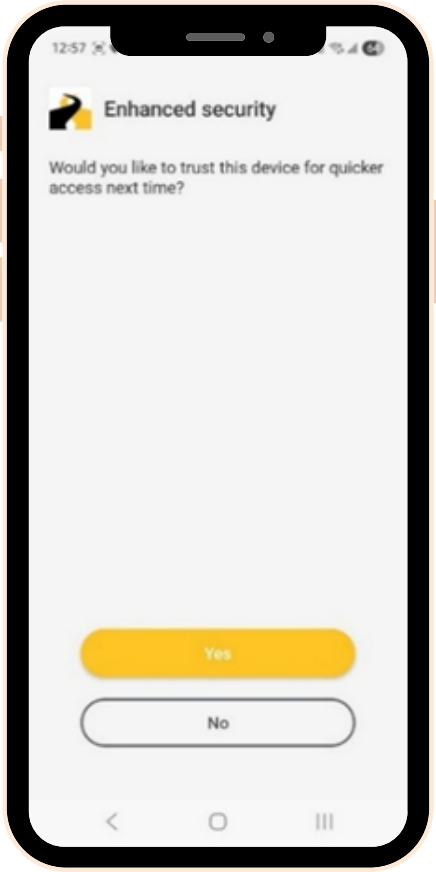
New MFA Selection Screen
On the mobile app, a selection screen is displayed prompting members to register for MFA. Push is selected by default. Tap Continue.



Confirm Push Notifications for MFA
You will be notified that you are about to add push notifications as your default MFA method. Tap Continue.



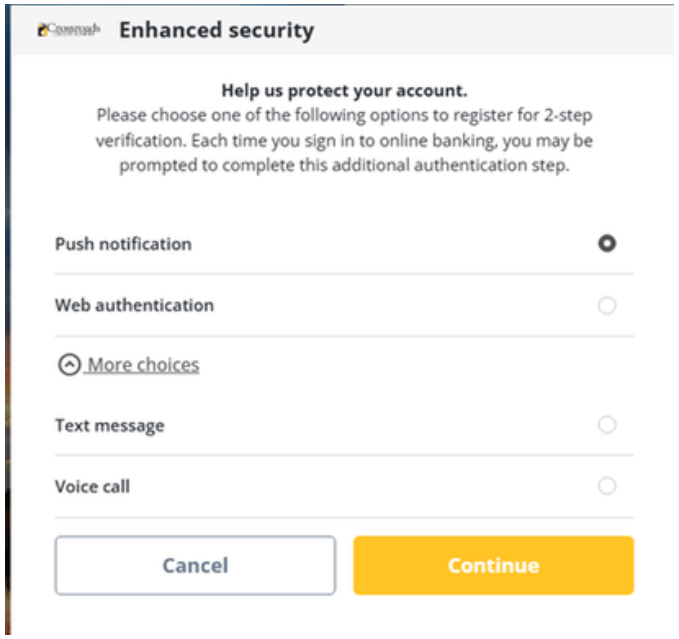
Confirmation Message
Tap Ok and proceed to sign in to digital banking.



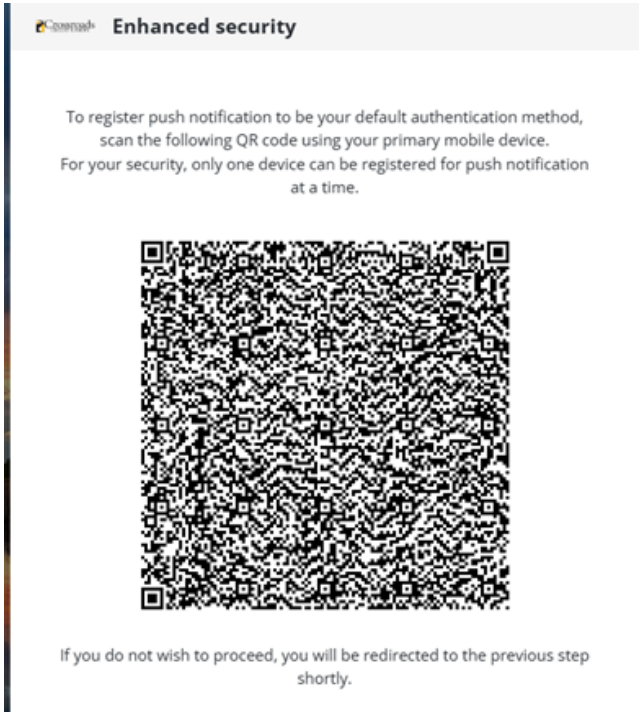
Trusted Device
When using the mobile app, once a device is marked as trusted, MFA will not be required for future logins —unless the app is reinstalled or the device is removed from the list of trusted devices. You're now all set with push notifications.

Push Notification Registration (Online Banking)

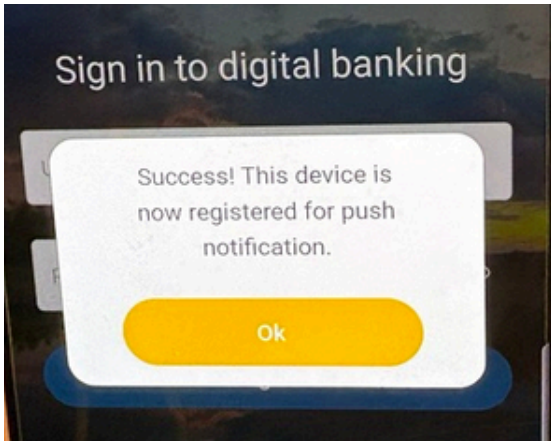
Note: Push Notifications for online banking are not available if you **do not** have a mobile device with the mobile app installed.



New MFA Selection Screen
After you enter your credentials, a pop-up screen will be displayed prompting you to select an option for your preferred MFA method. Push is selected by default. Click Continue.



QR Code Display
A QR code will be displayed to complete the registration process for push notifications.
Note: Scanning the QR code with your mobile device will prompt you to open the Crossroads Credit Union mobile app.

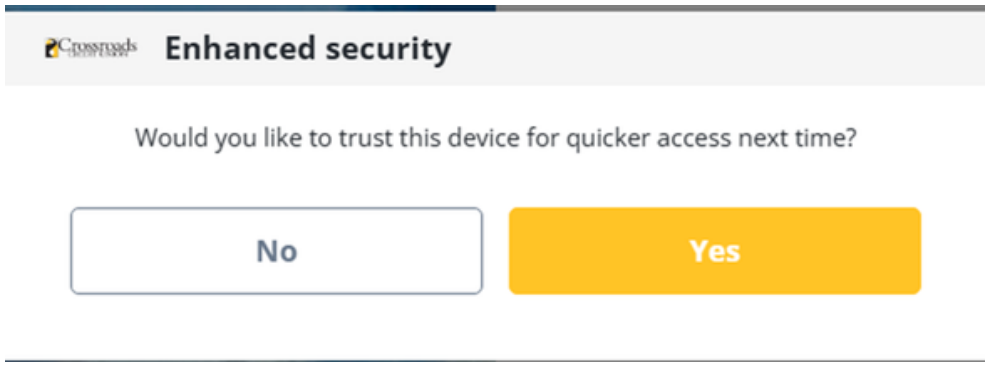


Prompt on mobile app.
Tap Ok.

Push Notification Registration (Online Banking) Continued...

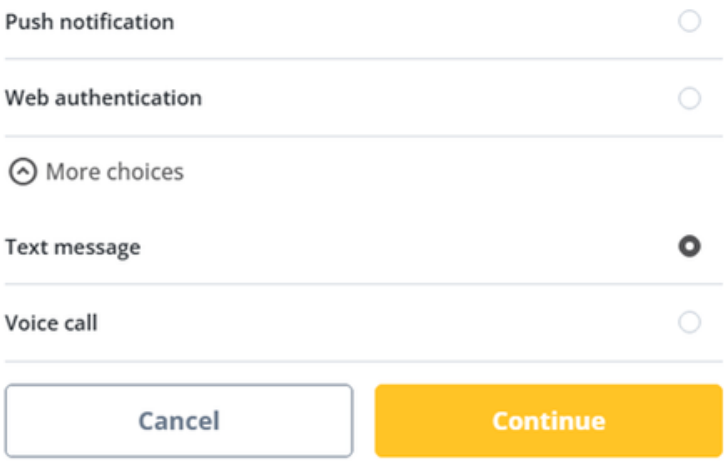


Approve Push Notification
You will receive a pop-up asking you to “Approve” or “Decline” the sign in attempt. Selecting “Approve” takes you to your digital banking dashboard on the device you are attempting to sign in on.

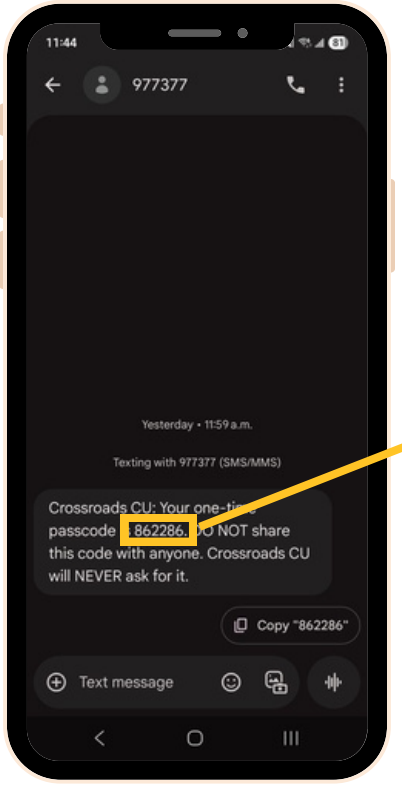


Add a Trusted Device Prompt
In online banking, once the QR code is scanned and push notifications are established on the mobile app, a prompt will appear asking you to add a trusted device.
If you select “Yes,” you can bypass MFA for 12 hours. If you select “No,” the prompt will appear again in future login sessions.

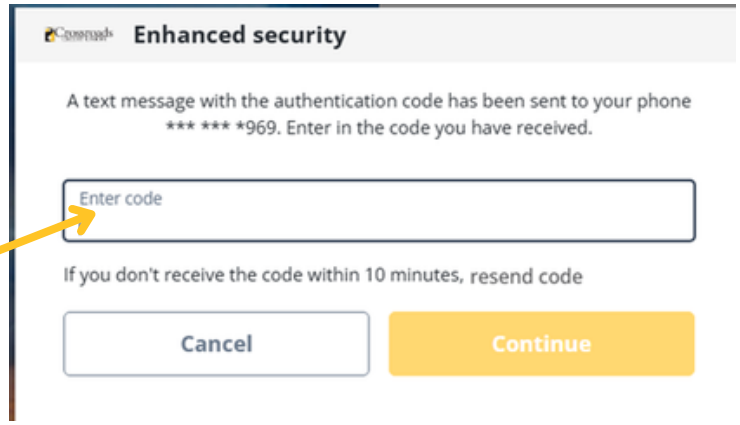
Text Message Registration (Mobile & Online)



New MFA Selection Screen
On the mobile app, a selection screen is displayed prompting you to register for MFA.
Select text message and click or tap continue.

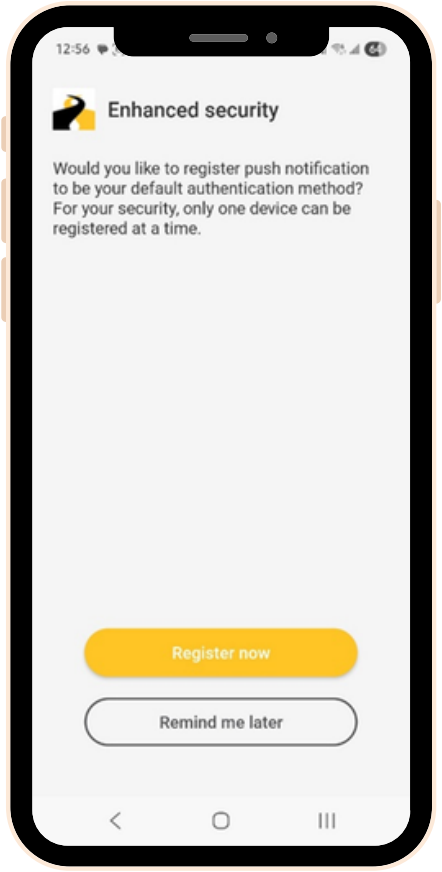


You will receive a text message from a Crossroads-designated number containing your One-Time Code.



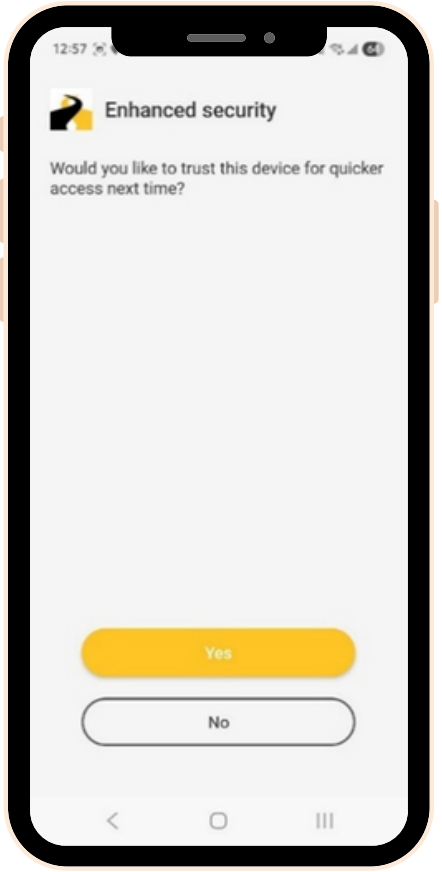
***Make sure to enter the code from the message itself, not the phone number the message was sent from.**

Text Message Registration (Mobile & Online) Continued...



***Push Notification Prompt**
After completing the text message registration, you will be prompted to register for push as your default MFA method. Choosing “Register Now” will start the setup process for push notifications. If you select “Remind me later,” the prompt will appear again in future login sessions.

Note: The mobile app must be installed on your mobile device to use push notifications.



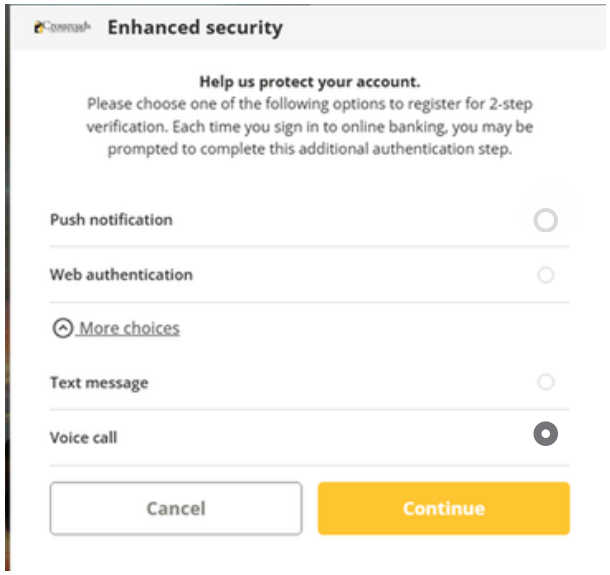
Add a Trusted Device Prompt
After selecting “Remind Me Later” or completing push notification setup, you'll be asked if you want to trust your device.

If you choose “Yes”, you won't be asked to complete MFA again for 12 hours when signing in through online banking. On the mobile app, your trusted device will remain trusted unless it is removed.

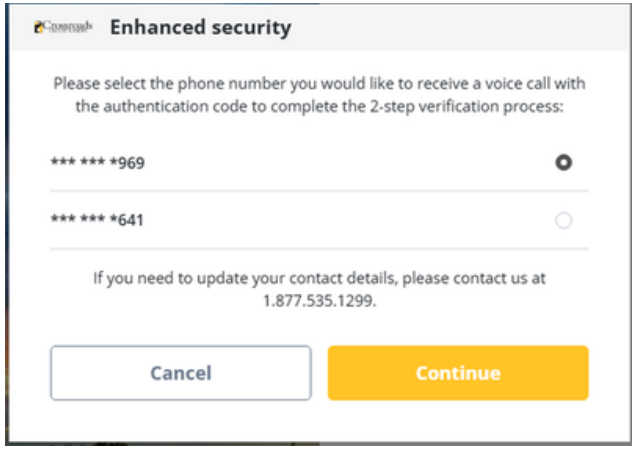
If you choose “No”, you'll be asked again during future sign-in sessions.

Voice Call Registration (Mobile & Online)

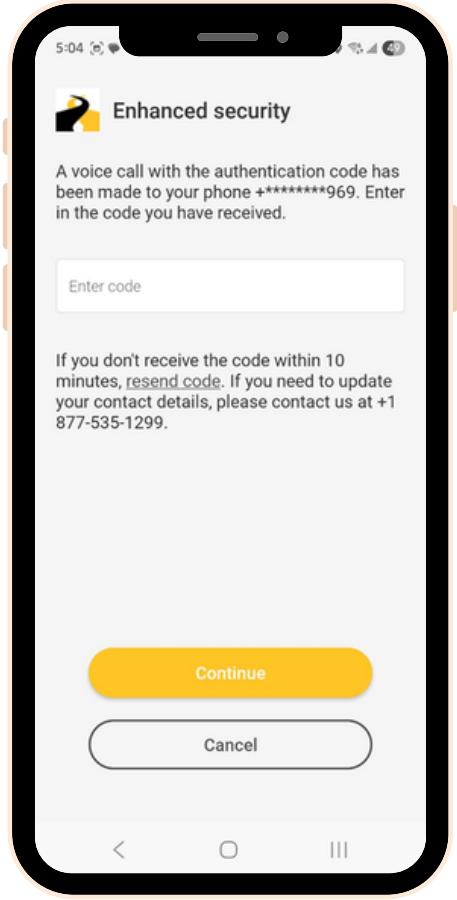
*Option if you do not have a cell phone.



New MFA Selection Screen
On the mobile app, a selection screen is displayed prompting you to register for MFA. Select Voice Call and click or tap Continue.



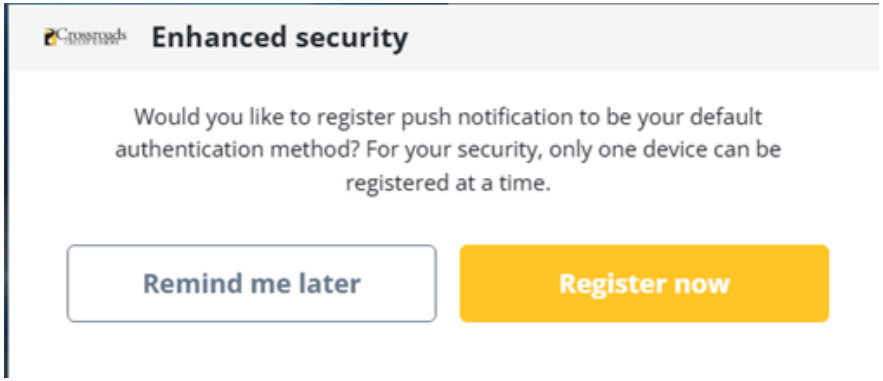
Step 1: OTP Pop-up
If you select Voice Call as your preferred MFA method, you will have the option to receive a phone call with an OTP code to one of the phone numbers you have on file with Crossroads Credit Union.



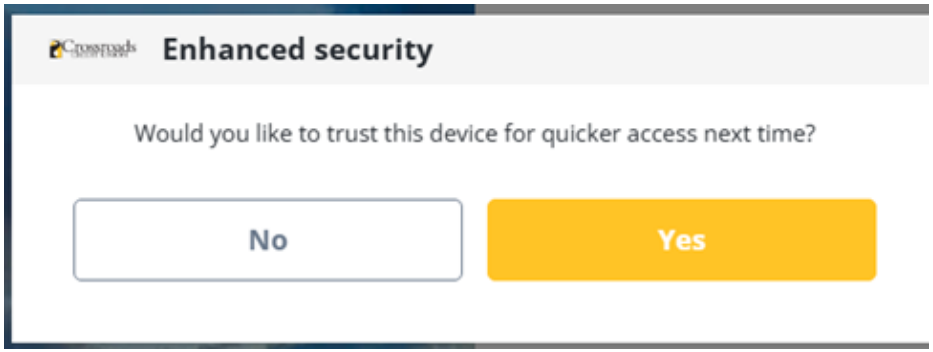
Step 2: Receive Code via Phone Call
You will receive an automated phone call that will read out their OTP code and repeat it two times.

Step 3: Enter the Code

Voice Call Registration (Mobile & Online) Continued



Push Notification Prompt
After completing the Voice Call registration, you will be prompted to register for push as your default MFA method. Choosing “Register Now” will start the setup process for push notifications.
Note: The mobile app must be installed on your device to use push notifications.



Add a Trusted Device Prompt
After selecting “Remind Me Later” or completing push notification setup, you'll be asked if you want to trust your device.

If you choose “Yes”, you won't be asked to complete MFA again for 12 hours when signing in through online banking. On the mobile app, your trusted device will remain trusted unless it is removed.

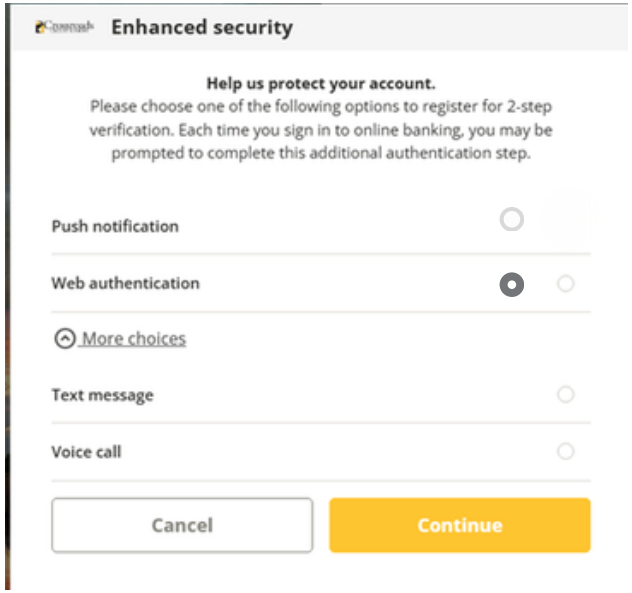
If you choose “No”, you'll be asked again during future sign-in sessions.

Web Authentication (Online Banking Only)

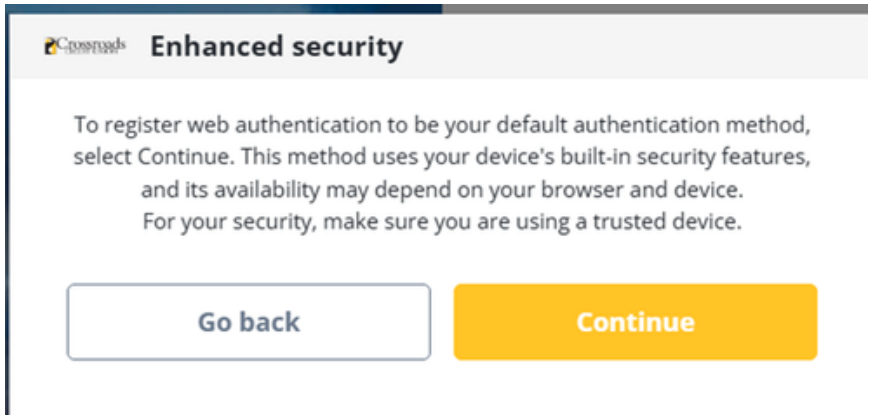
Depending on your devices, operating systems and browsers that are used (iPhone vs. Android, Windows vs. Mac, Microsoft Edge vs. Google Chrome vs. Safari, etc.), this registration process may vary slightly depending on the combination you are using.

We've included screenshots to guide you through setting up PIN authentication on your computer.
If you need help with other web authentication methods, feel free to contact us at 1.877.535.1299.

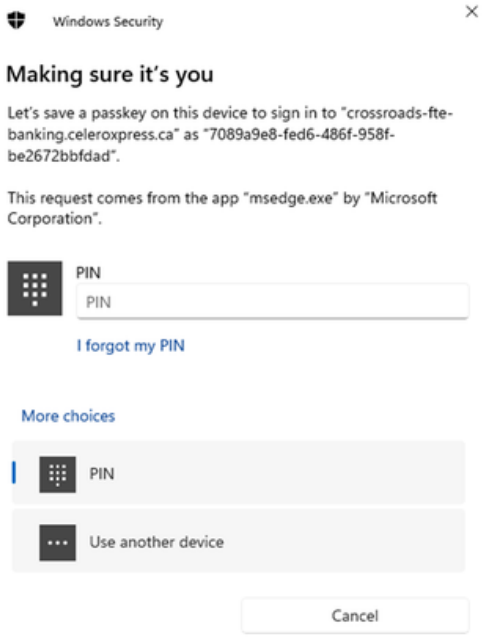
Step 1
Select Web Authentication.
Click Continue.



Step 2
Click Continue.



Step 3
Enter your computers PIN Number.



Step 4
Your computer will verify your identity.

