Crossroads CREDIT UNION

YOUR DIGITAL BANKING IS GETTING

ADDED SECURITY. GREATER PEACE OF MIND.



COMING DECEMBER 9

We're introducing Multi-Factor Authentication (MFA) to online and mobile banking.

MFA adds an extra layer of security by requiring a second step to verify your identity when signing in. It's simple to set up, easy to use, and helps keep your accounts secure.



Before December 9

Know Your Username and Password

For your first login after the update, you'll need both your username and password.
If you normally use Face ID or fingerprint sign-in, take a moment to make sure you **know your username and password before December 9.**
To find your username:

- Log in to the app
- Tap More > Profile OR
- Sign in to Online Banking go to My Crossroads > Profile details

Face ID and fingerprint sign-in won't work until MFA setup is complete.

We're Here To Help

December 9

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Step 1: Open Your Mobile App

When the update goes live, you'll be prompted to download the latest version of the Crossroads Credit Union app before signing in.
You can also visit our app store to download the latest version.

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Step 2: Set Up MFA

1. Sign in using your username and password.
2. Follow the prompts to set up MFA.
3. Choose your preferred verification method.
   - Push Notifications (recommended)
   - Web Authentication
   - Text Message
   - Voice Call
4. Confirm and you are all set.

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Step 3: Re-enable Biometrics

Once MFA setup is complete, you can turn Face ID or fingerprint sign-in back on. **Go to More > Security Settings > Biometric Authentication and toggle it on.**

Contact Us!
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