



ONLINE BANKING TROUBLESHOOTING

1. You will need an active BACU MemberCard to create a new login. If you do not have a current 19-digit MemberCard you will need to get one by contacting your branch before you start.
2. If your old passwords and usernames were previously saved to Online Banking, you may have to clear the cache (cookies) on your computer.
3. For the first login only after conversion, you will need to access the “Full Site” desktop version of BACU Online banking at www.belgianalliancecu.mb.ca so you can view and accept the new user agreement. You can reach the “Full Site” version on a tablet or smart phone by selecting “Full Site” at bottom of login page.
4. You will not be able to set up the new login and passwords using the myBACU app.
5. Some Business Memberships may not convert to the new default password to allow for the first-time log-in. Call or visit one of the branches and a staff member will provide you with a new default password.

REMINDER:

- BACU members will have a **NEW** login (19-digit MemberCard PAN #) and **Default** password to log in for the first time after conversion on July 3, 2020. Upon first log in, members will have to select a new password. The old alias login name and password **WILL NOT** carry forward and a **NEW** secure password will have to be created.
- The **8-digit default password will be the last 4-digits of your MemberCard Number (PAN#) and the cardholder’s year of birth**. Members must login, accept a new Direct Services Agreement and change their default password to a new secure password (see Online Banking Login Instructions).
- Some business accounts with Online Banking may require branch assistance to log-in for the first time.