

A setup guide for

Digital Banking Services for Business Members

Once our digital banking services are back online, you'll need to complete a few additional steps to resume your digital business banking services. Please note there are two business online banking systems referenced below: online business banking and advanced business online banking (formerly called business express internet). Please make sure you reference the appropriate section to understand upcoming impacts.

Business online banking

1. When signing into online banking at prospera.ca you will need to use all 16 digits on your MemberCard along with your **existing online banking password**.
 - For future logins, you can choose "remember me" to save your card number.
2. Set up your two-step verification.
3. Set up your Interac e-Transfer sender profile and add recipients.
 - Sign up for auto-deposit if you used this feature previously.
 - Note - the first time you receive an Interac e-Transfer, you will need to select Prospera from the drop down list.
4. All bill payees that have been set up on the account will be automatically transferred over.
5. If you previously used the following features, you will need to set them up again the first time you login:
 - Delegates
 - Consolidated accounts
 - Account alerts
6. Please note that CRA forms history will no longer be accessible through your online banking. You can still check the forms data through CRA's: [myCRA Business Accounts website](#).

New features

Some great new features will now be available to you including:

- Business online invoicing and requesting Interac e-Transfers
- Business payroll
- Interac online payments: this is an alternative payment option that allows you to make payments online using your debit card instead of credit card. The funds come directly from your account, using our secure online banking service.



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Business express internet

Please note this service will now be referred to as **Advanced business online banking**

Over the service outage weekend, new user IDs and temporary passwords will be emailed to all users that formerly used the business express internet platform.

These emails will be sent as encrypted messages to ensure the information is secure. If you cannot find the email over the weekend, make sure to check your “junk” folder in case it was re-directed.

After Nov 13, please access this new portal to [LOG IN](#)

When logging in for the first time, you will need to accept the service agreement.


Automated fund transfers

This service is also referred to as **PaymentStream AFT**

If you use this service, please access this new portal to [LOG IN](#)

Your login information and password will remain the same.

Mobile app

1. Uninstall the previous mobile app and install the new Prospera Credit Union mobile app. 
2. Log in by entering your 16 digit MemberCard and your online banking password (Note: your password will remain the same).
3. Set up account quick views and biometric login (Face ID or Touch ID) if you used these features previously.
4. Set up your Interac e-Transfer profile (if you haven't already done in online banking).
 - Set up auto-deposit if you used this feature previously.
 - Add your e-Transfer contacts.
5. Set up your account alerts to keep you updated on account activities.



If you're having any difficulties with our digital banking services, please contact our Member Service Centre at 1 888 440 4480 or 24/7 technical support support at 1 888 884 4430.