

Digital Banking Services


A setup guide for MemberCards that begin with 58162600

After November 14, you'll need to complete a few additional steps to resume online and mobile app banking. Please note that your scheduled bill payments and payees will be transferred automatically so there is no need to set these up again.

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.
 - Note – the first time you receive an Interac e-Transfer, you will need to select Prospera from the drop down list.
4. Link third party partner services such as Credential Asset Management or QTrade accounts.
 - Once logged in, go to Account Services > Manage Partner Accounts > Link and Investment Account.
 - Unfortunately for the time being, you will not yet be able to integrate your Prospera (Collabria) credit card accounts with online banking. You can access your Collabria credit cards through the My Card Info link in online banking. This feature will be updated in the near future.
5. Set up account alerts if previously used.
 - Once logged in, go to Messages and Alerts > Manage Alerts

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.

