



Queensland
COUNTRY
CREDIT UNION

GUIDE TO

SMS & SECURITY TOKEN REGISTRATION

Effective 1 October 2016



Getting started

Queensland Country Members and signatories can obtain the protection of SMS or token security. Token security can be obtained via a free soft token app on a smart phone or a physical device. Search for "VIP Access" and download the soft token app from the Google Play or Apple App store at any time. You can request to receive a physical security token at any Queensland Country branch. You need to register for SMS security before you can register your security token.

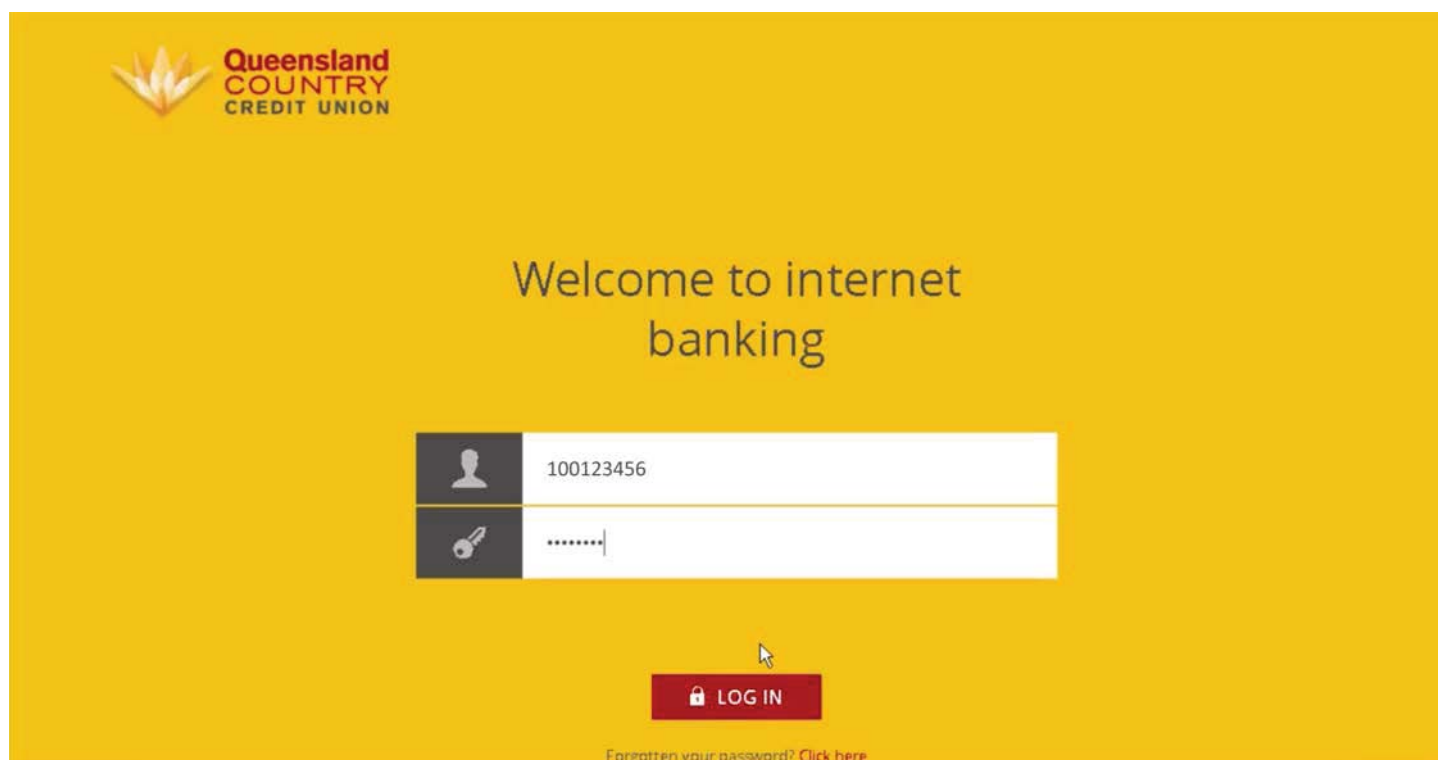


Soft security token



Physical security token

To upgrade to SMS or token security, firstly login to internet banking. If you are not registered for internet banking, please call Queensland Country on 1800 075 078 to register. Once you are registered, go to www.qccu.com.au and select "Log in". Enter your customer number and password.



SMS & SECURITY TOKEN REGISTRATION GUIDE

Register for SMS security

When you login you will see your account balances.

William Winston Smith - YOU LAST LOGGED IN 5/08/2016 10:46AM ACST LOGOUT

Queensland COUNTRY CREDIT UNION

ACCOUNTS TRANSFER/PAY APPLY SERVICES SMART BUDGET SETTINGS HELP

Welcome, William Winston Smith
CUSTOMER NUMBER: 100123456

RE-ORDER ACCOUNTS

Christmas Club Account 64112345	\$745.04 Current \$745.04
All Access Account 64198765	\$1,400.00 Current \$1,400.00

SESSION HISTORY
TODAY'S DATE: FRIDAY 5 AUG 2016
YOU LAST LOGGED IN: 05/08/2016 10:46 AM ACST

LAST TRANSACTIONS
LAST INTERNAL TRANSFER: 05/08/2016 10:33 AM ACST
VIEW SESSION HISTORY >

MAILBOX
NO UNREAD MESSAGES.
VIEW MAIL >

You must be registered for SMS security before registering your security token. To register for SMS security, select "Settings" then "Secure SMS Management".

William Winston Smith - YOU LAST LOGGED IN 5/08/2016 10:46AM ACST LOGOUT

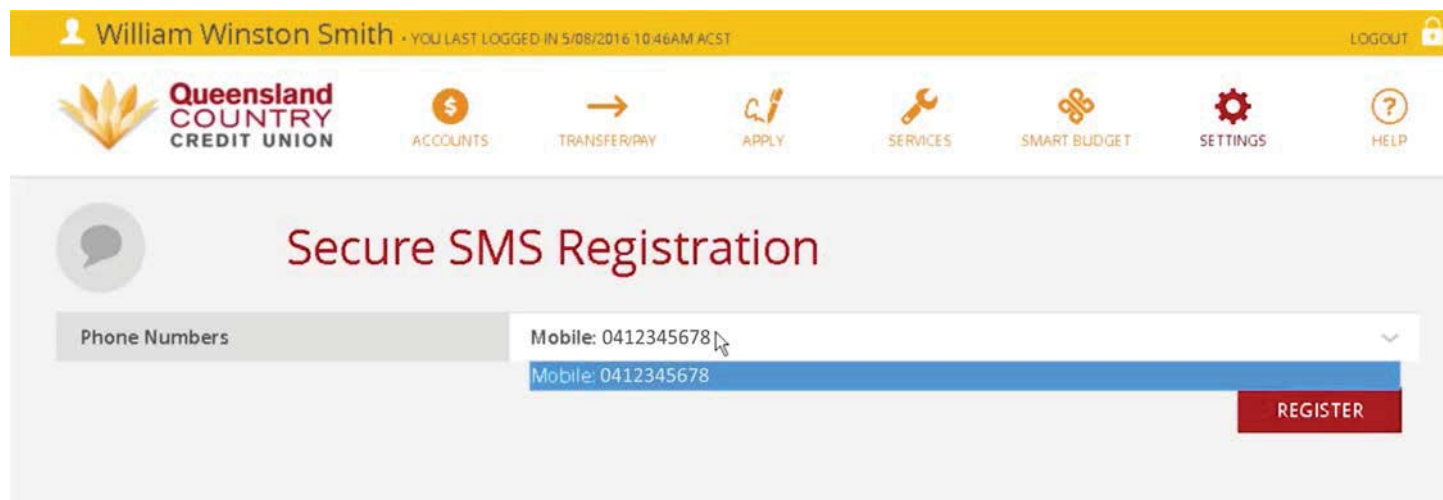
Queensland COUNTRY CREDIT UNION

ACCOUNTS TRANSFER/PAY APPLY SERVICES SMART BUDGET **SETTINGS** HELP

ADDRESS DETAILS CONTACT DETAILS PERSONAL DETAILS WORK DETAILS CHANGE PASSWORD ACCOUNT REORDER NOTIFICATIONS SETTINGS

SECURE SMS REGISTRATION TRANSACTION LIMITS

Select the correct number from the drop down box. Select "Register". If you do not have a mobile phone number registered with Queensland Country, please call 1800 075 078 to proceed. If you are currently outside of Australia, please call +61 7 4412 3526 to proceed.



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Secure SMS Registration

Phone Numbers Mobile: 0412345678

Mobile: 0412345678

REGISTER

Select "Request SMS Code". An authorisation code will be sent in an SMS to your mobile phone.



This option requires Secure SMS validation.
If you wish to proceed, simply click on 'Request SMS Code'.
You will receive SMS message containing an SMS code.
Please enter the SMS code received and proceed with your action.

REQUEST SMS CODE

Enter the SMS code and select "Continue Registration".



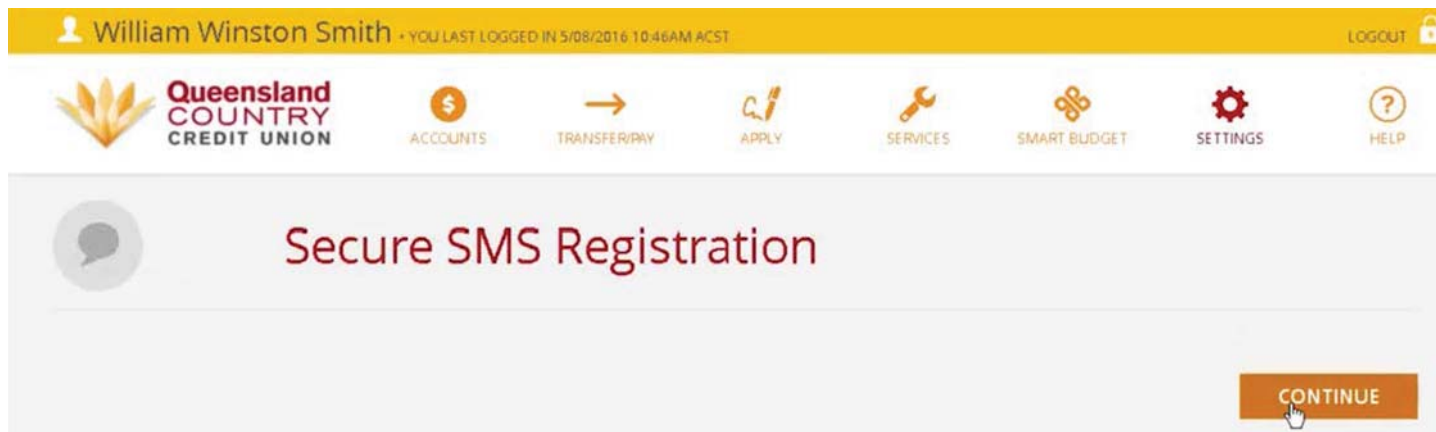
REQUEST SMS CODE

404699

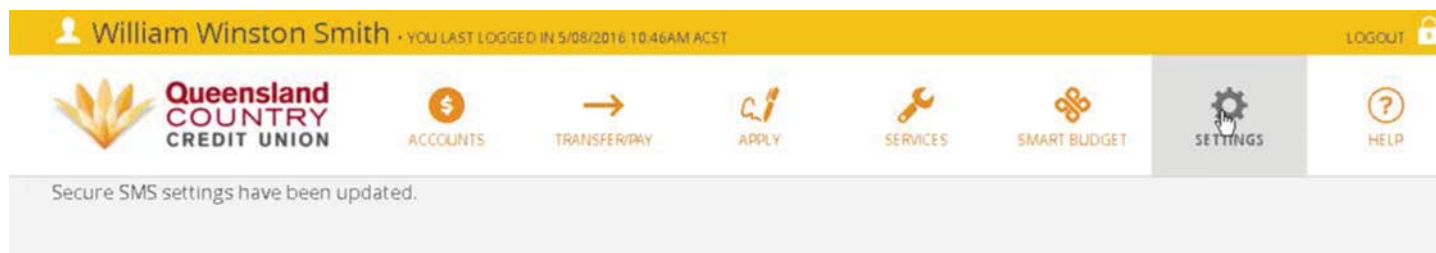
SMS Code Sent. Please enter the code.

CANCEL **CONTINUE REGISTRATION**

Select "Continue".

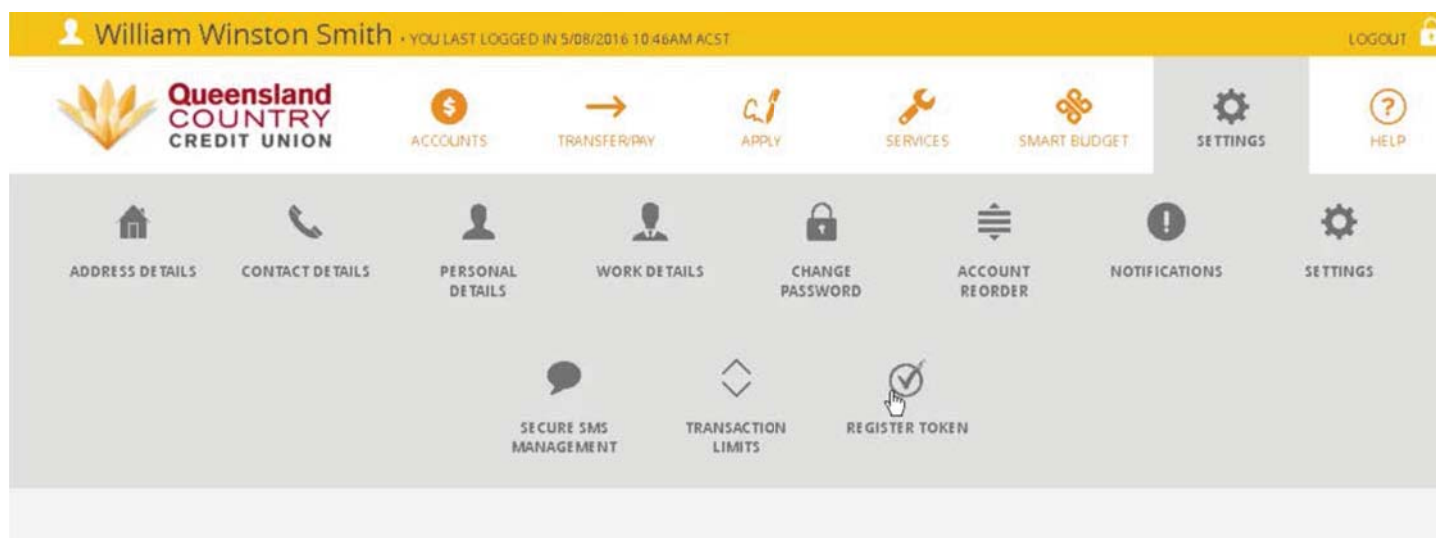


You have successfully validated your mobile number and are registered for SMS security.



Register your security token

You can now register your security token. Select "Settings" then "Register Token".



Enter your Credential ID. If you have a soft token, your Credential ID can be found above your security code in the VIP Access app. If you have a physical token, your Credential ID can be found on the back of your token.

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ACCOUNTS TRANSFER/PAY APPLY SERVICES SMART BUDGET SETTINGS HELP

Register Token

STEP 1: ENTER YOUR CREDENTIAL ID.
The credential ID is typically a series of 12 alphanumeric characters (ex: ABCD12345678).
Note: For physical tokens this reference is after the S/N: on the back of your token.

Enter Credential ID

Your security code is automatically refreshed every 30 seconds. To generate a security code on a physical token, press the grey button on the front of the device. Enter the security code displayed on the screen.

STEP 2: GENERATE SECURITY CODE
Press the Security Code Generation button on your token to generate a unique security code for this transaction.
Note: Security Codes are only valid for 30 seconds. If you do not submit your request within 30 seconds of generating and entering your security code, you will be required to generate a new one.

STEP 3: ENTER SECURITY CODE
Please enter the Security Code generated in step 2 into the field provided below.

Security Code

Your second security code will be different to the previous code. After your security code has refreshed, enter the new code displayed on the screen.

STEP 4: GENERATE SECOND SECURITY CODE
Press the Security Code Generation button on your token to generate a unique security code for this transaction.
Note: Please ensure the Security Code is not identical to the code generated in Step 2.

STEP 5: ENTER 2ND SECURITY CODE
Please enter the 2nd Security Code generated in step 4 into the field provided below.

Security Code

Read through and agree to the Terms and Conditions. Select "Register".

You agree to the following and shall be held liable if you act in contradiction to these rules:

1. Comply with this Agreement, the VIP Policy and all laws. You must use the VIP Credential and any related service only in accordance with this Agreement, the VIP Policy (available at www.versign.com/repository or at request) and all applicable laws and regulations.
2. Accurate Information. You agree to provide accurate information and to provide all information reasonably requested by VeriSign or the Credential Issuer.
3. Your Security Obligations. You will maintain secure possession of the VIP Credential and promptly notify the Credential Issuer if you lose possession for any reason (for example, if you change your mobile phone containing the VIP Credential or if you lose the token or hardware device which stores the VIP Credential). You may not let someone else use your VIP Credential.
4. Termination. VeriSign and the Issuer may revoke your VIP Credential, each at its own discretion, if you breach this Agreement or if you compromise the security or integrity of the VIP Network.

By Selecting This Box I Agree To Comply With The Above Terms And Conditions.

REGISTER

Important: Once your VIP credential is registered you will need to use it everytime you sign in to your account.

FAQs The fine print Get in touch BSB 704 640 | 1800 075 078


ABN 18 087 651 027 | Australian Credit Licence 244 533
Queensland Country Credit Union Limited

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You have successfully registered your security token.

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Queensland COUNTRY CREDIT UNION ACCOUNTS TRANSFER/PAY APPLY SERVICES SMART BUDGET **SETTINGS** HELP

 **VIP Register Success**

You have successfully registered for VIP Token Authentication!

For further assistance, please:

- visit our website at qccu.com.au
- call us 1800 075 078; or
- visit your local Queensland Country branch

Queensland Country Credit Union Limited ABN 77 087 651 027
AFSL/Australian Credit Licence 244533