

## STRONG PASSWORD – MEMBERDIRECT SMALL BUSINESS

MemberDirect Small Business has a few unique scenarios that our consumer members will not have to deal with, addressed within this document.

### Reactivating Delegates

After strong password is enabled, the status of any delegate that a signer has created will flip to **Inactive**. The delegate will not be able to login successfully until the status is changed back to **Active**.

To complete this step, signers must first update to strong password in order to reactivate delegates. Navigate to Business Services > Add/Modify Delegates > Edit. From the Delegate Status dropdown list, select Active.

- My Accounts
- Payments
- Transfers
- Business Services
  - Manage Consolidated Accounts
  - Add/Modify Delegates
- Account Services
- Messages and Alerts
- Profile and Preferences

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### Edit Delegate

Member Number: D7120706

Delegate Status: Active  
Inactive

Access Level:  Read-only - View accounts only  
 Initiator - View accounts and initiate transactions

New Password:

Confirm Password:

\* First Name:

Initial:

\* Last Name:

Notes: 

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## Resetting Delegate Passwords

Delegate passwords are an anomaly in MemberDirect Small Business. Delegates are **NOT** forced to upgrade to a strong password. Unfortunately, we do not have the ability to change this. However, it may be a source of confusion for signers who are managing delegates.

Three scenarios are possible:

### *No Change to Delegate Password*

If the signer reactivates an existing delegate and DOES NOT assign a new temporary password, the delegate can continue to login using their **original 5-8 numeric password**.

### *Signer Assigns a New Temporary Password*

If the signer creates a new delegate or assigns an existing delegate a new temporary password, the signer must create a temporary password that is **5-8 characters only**. The temporary can contain numbers and/or letters or a combination of both.

If the signer does not use only 5-8 characters, an error will be presented. **However, it does not state what the problem is with the temporary password:**

#### Edit Delegate

**!** There appears to be an error! All errors must be corrected before continuing.

1. You have entered an incorrect new Personal Access Code (PAC). Please enter the correct PAC.

Member Number	D4450536
Delegate Status	Inactive <input type="button" value="v"/>
Access Level	<input checked="" type="radio"/> Read-only - View accounts only <input type="radio"/> Initiator - View accounts and initiate transactions
<b>!</b> New Password	<input type="text"/>
Confirm Password	<input type="text"/>

Once a temporary password is assigned by the signer, the delegate will be forced to change their password on their initial login.

If the delegate forgets their password, the signer must again assign a new 5-8 character **temporary** password for the delegate, as shown above.

### *Delegate Resets Their Own Password*

The delegate has the ability to reset their own password by navigating to Profile and Preferences > Change Personal Access Code.

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If the delegate does not follow the 8-30 character rule with the new password, an error will be presented.

**However, it does not state what the problem is with the new password:**

### Change Personal Access Code (PAC)

To change your Personal Access Code, enter your current PAC; then enter your New PAC and verify it by entering it again. Your new PAC must be 8-30 characters and must contain 1 upper case alpha, 1 lower case alpha and 1 numeric value. Limited special characters may also be added.

NOTE: You cannot reuse your previous 10 passwords.

**! There appears to be an error! All errors must be corrected before continuing.**

1. The new Personal Access Code (PAC) you have entered is invalid.

Current PAC

**!** New PAC

Verify New PAC

| [Cancel](#)

**As long as the delegate is following the rules outlined in the text for Changing their Personal Access Code, they should not receive this error.**

## Managing Consolidated Accounts

After we enable Strong Password, any Consolidated Accounts that MDSB users have created can no longer be viewed. On the Account Summary screen, the following notification is provided:

Notifications
Messages
This consolidated account cannot be viewed at this time [REDACTED]

On the Account Consolidation Manager screen, the following notification is provided:

### Account Consolidation Manager

Consolidate Account (1/3) | [Manage Delegate Access to Accounts](#)

Consolidating your accounts allows you to view all of them with a single login. You may consolidate up to 3 accounts.

Login ID
Login ID: [REDACTED] <a href="#">Update PAC</a>   <a href="#">Remove</a>
This consolidated account cannot be viewed at this time.

To correct this, the owner of the consolidated PAN (login ID) will need to login and upgrade to a strong password. Then, the signer will need to update the password on the Account Consolidation Manager screen. Once these two steps have been completed, the signer should again be able to view the consolidated accounts.