

Authenticator App How-to (Desktop):



Log In

1

Access the portal link through CCU's website. It will take you to this login page.

Welcome!

Thanks for choosing Columbia Credit Union.

* Email

* Password

[Forgot password?](#)

Log In

New Customer [Sign Up](#)

2

If you're **NOT** a Columbia Credit Union Member, click the Sign Up link.

[Privacy Policy](#) Powered by redix

Log In

1

Fill out basic information to create your portal account.

Get your Small Business Loan

The application typically takes about 10-15 minutes.

* What product are you interested in?

Working Capital Line of Credit

* First Name

* Last Name

* Email

* Mobile

Create a unique password and use it for this site only.

1 Passwords should be at least:

- 8 characters
- 1 lowercase letter
- 1 uppercase letter
- 1 number
- 1 special character (! @ \$ % ^ & * - _ + = < >)

* Create a Password

Your password meets all necessary criteria.

* Retype Password

I'm not a robot

Continue

or

[Log In & Continue](#)

[Privacy Policy](#) Powered by redix

2

Then click here!

1

Select the option to choose any authentication app.

COLUMBIA
CREDIT UNION

Choose a Verification Method

How would you like to verify your identity?

☐ Use the Salesforce Authenticator mobile app

☒ Use verification codes from an authenticator app (such as Google Authenticator or Authy)

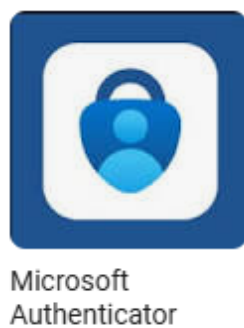
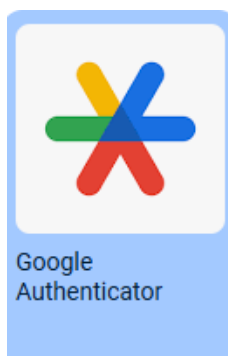
[Back](#) [Continue](#)

2

Then click Continue!

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Commonly used Authentication Apps:





Connect an Authenticator App

1

Use the QR icon on your Authentication App. Hover your phone over the QR code and let your phone capture it!

Connect a third-party authenticator app to your Salesforce account so you can use it to verify your identity.

1. Open an authenticator app.
2. Scan this QR code with the authenticator app.
3. Enter the code generated by the app.



Verification Code

Back

Connect

[I Can't Scan the QR Code](#)

[Choose Another Verification Method](#)

2

Your authenticator App will generate a code, type it in here!

3

Click Connect!

****Users will only have to scan the QR code once! Then everytime they sign on afterwards, they'll only use the Authenticator App to generate a 6-digit code to type in.**



Verify Your Identity

Once you've authenticated yourself for the first time, every login after that, you'll just be asked to generate a code from the Authentication app.

You're trying to **log in to Customer Portal**. To make sure your account is secure, we have to verify your identity.

Use the authenticator app on your mobile device to generate a verification code.

Username columbiacu.org

Verification Code

Verify

THE PROCESS

- APPLICATION
- ELIGIBILITY
- YOUR BUSINESS
- PERSONAL INFO
- PERSONAL INCOME
- COLLATERAL
- REVIEW & SUBMIT
- NEXT STEPS

Your Working Capital Line of Credit

Once verified, you'll be launched to the portal application.

* How much do you need to borrow?

USD

Is your Organization a non-profit?

☐

* Loan Purpose

* Are there other owners or guarantors for this loan?

Yes No

1 Help us understand everyone involved in the loan request. All owners with 20% or more ownership are required to provide a personal guaranty.

* Are you currently a member of Columbia Credit Union?

Yes No

* Are you or your business located in Washington State or the Oregon State Counties of Multnomah, Washington, Clackamas, Marion?

Yes No

2 Columbia Credit Union membership requires an individual or business to live or work within these areas.

* Click to review the Consent to Receive Electronic Loan Documents to proceed with this application.

Save and come back later

Sandbox: Welcome



Columbia Credit Union <smbprocessing@c
To • @columbiacu.org



Reply

Reply All

Forward



Thu 10/30/2025 2:55 PM

If there are problems with how this message is displayed, click here to view it in a web browser.

This Message Is From an External Sender

CAUTION: This email originated from outside of Columbia Credit Union. DO NOT click on links or open attachments unless you were expecting the email, recognize the sender, and know the content is safe.

The user will receive an email, welcoming them to the portal.

Hi,

It's time to log in to Columbia Credit Union | Business Services Full Sandbox.

[Log In to Get Started](#)

If you have trouble with the button, use this link:

https://columbiacreditunion--ccufull.sandbox.my.site.com/customerportal/login?c=kAKvRVC0c.CMNZ1Zgxr5Ljimps9qoE8xliJOSYyxldkDE_KIS1Qfl5tNZvp9NWylfblfXyJmA1gOgotvcAQBIsGBZ

If you have any questions or concerns, give us a call at (360) 891-4000.

Thanks!

Columbia Credit Union | Business Services Full Sandbox

Sandbox: A new verification method was added to your Customer Portal account



Columbia Credit Union <smbprocessing@c
To • @columbiacu.org



Reply

Reply All

Forward



Thu 10/30/2025 3:00 PM

This Message Is From an External Sender

CAUTION: This email originated from outside of Columbia Credit Union. DO NOT click on links or open attachments unless you were expecting the email, recognize the sender, and know the content is safe.

The following identity verification method was recently added to your @columbiacu.org account:

Use verification codes from an authenticator app (such as Google Authenticator or Authy)

If you didn't add this verification method, contact your Customer Portal admin immediately to prevent unauthorized access to your account.

The user will also receive a confirmation email when they add the verification method to their portal account.