

## **INSTRUCTIONS FOR FIRST TIME LOG-IN**

If you are a current user of PC TYME or an authorized user of PC TYME, please complete the following steps prior to using our new home banking software.

- **Please note:** In order to access your accounts online, you must be an authorized PC TYME user. To become an authorized user, a completed, signed application must be on file. If you have never submitted an application, you may do so in any of the following ways:

Click [here](#) to view, complete, print, sign, and date your application. Then:

- (a) Drop it off at your preferred branch location;
- (b) Mail it to Internet Services, P.O. Box 6730, North Augusta, SC 29861; or
- (c) Fax it to 803.510.3840.

### **1. Registering your Username:**

- From our Website, [www.srpfcu.org](http://www.srpfcu.org), select the icon for PC TYME and click to launch your home banking software.
- On the master login page, please click the “[No username? Click here](#)” link. This will take you to the next screen, which is entitled Username Registration.
- Once you have landed on the Username Registration page, fill in the appropriate boxes remembering that *your password is the last four (4) digits of your Social Security Number*. Click the “Continue” button to proceed.
- You will see your Username Registration page showing you that you have successfully created a username. To return to the master login page, click “[Here](#)” to login using your new username.

### **2. Logging Into PC TYME with your Username:**

- On the master login page, please submit your *username* and *password* to enter the home banking system.
- **Please note:** PC TYME will *not* allow you to use your account number to login. If you do not have a username, please create one using the instructions for “Registering your Username” above.
- **Please note:** The first time you login to PC TYME, your password will be the last four (4) digits of your Social Security Number. You will use this password to register your username, as well as for your first time login.
- After your first time login, you will be prompted to (a) Set your Challenge Questions, or (b) Change your Password, or both. To complete these processes, please refer to the appropriate instructions below.

### **3. Setting your Challenge Questions:**

- *At any point during the next 30 days after your first time login*, you will be prompted to set up three Challenge Questions and Answers. On the Challenge Question Collection page, you will be required to select three questions from a drop-down list and supply the appropriate answers.
- Please note that you will be given the option to “Continue” or “Continue without submitting”. You may proceed *without* setting up your Challenge Questions a total of three (3) times before the system *requires* you to set up your questions. After the third time, you will not be allowed to proceed without completing this section.

- You will be given the opportunity to review and edit your questions and answers prior to finalizing your selections. At this point in the setup process, we recommend that you either *record or remember* your answers for future use as you enter the system. *The software will require you to authenticate yourself by presenting one of these questions whenever you attempt to login from a PC that is not your normally used computer, or if you request a transaction that is unusual, or may present a higher risk to you.*
- You will know that your Challenge Questions and Answers have been successfully set up when you see the screen indicating “Collection complete”.
- To view your accounts, this page will also present the following instructions: “Click [Here](#) to view your account summary”. Please note, however, that even if you follow these instructions, the system will first prompt you to change your password before proceeding to the Account Summary page if your password is still set to the last four (4) digits of your Social Security Number.
- Instructions for Changing your Password are as follows:

#### 4. Changing Your Password:

- As a security precaution, you will be required to change your password from the last four (4) digits of your Social Security Number after your first-time login, or if your password has been reset by a Credit Union Representative.
- The Change Password page will present itself automatically. On this page, please enter your current password (this will be the last four (4) digits of your Social Security Number); then type and confirm your new password in the appropriate fields as directed.
- Please submit this information by clicking the “Continue” button. The next page will indicate that your password has been successfully changed by stating “This service has been completed.”
- You may now view your accounts by hovering your mouse over the Accounts tab in the upper left corner of your page, and clicking Account Summary from the resulting drop-down menu.

#### 5. Contacting your PC TYME Online Branch Staff:

Your PC TYME Online Branch staff are available during normal business hours to answer any questions or concerns related to:

- PC TYME Online Account Access;
- Online Bill Pay; or
- TYME Line Phone Account Access.

Please contact us using any of the following methods\*:

- Email: [srpfcuonlinebranch@srpfcu.org](mailto:srpfcuonlinebranch@srpfcu.org)
  - Call: 803.442.5141 or 800.237.9829, ext. 5141
  - Secure Credit Union Message Board:
    - (a) Login to PC TYME
    - (b) Hover your mouse over the Other Options tab in the upper right corner of your page and click Credit Union Message Board from the resulting drop-down menu.
    - (c) On the Credit Union Message Board page, click “[Leave Message](#)”, then follow the on-screen instructions to complete.
- \* Please *do not send* sensitive information such as account numbers, passwords, your Social Security Number, or similar data *by email*. This is *not* a secure method of communication. To protect your confidential data, please call or use the Secure Credit Union Message Board.