

## **E-Statements Frequently Asked Questions:**

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### **1. What is PC TYME?**

PC TYME is the brand name of SRP Federal Credit Union's online banking product.

### **2. How secure is my personal information?**

SRP Federal Credit Union uses several methods to ensure that your information is secure.

- **User Name and Password:** Your user name and password are unique identifiers that only you know. As long as you don't share your user name and password with anyone, no one can sign into the PC TYME Online Branch as you.
- **SSL:** PC TYME uses SSL (secure sockets layer) which ensures that your connection and information are secure from outside inspection.
- **Encryption:** PC TYME uses 128-bit encryption to make your information unreadable as it passes over the Internet.
- **Automatic Sign Out:** In addition, PC TYME automatically signs you out of a session if you are inactive for a predefined number of minutes. It is best if you sign out immediately after you are finished using online banking.

### **3. Is PC TYME required to get E-Statements?**

Yes. For security reasons, E-Statements are available to PC TYME members only. Please note that PC TYME must be activated for each member number receiving E-Statements.

### **4. My child has an account at the credit union. Can I get E-Statements for him, too?**

Yes. However, your child must have PC TYME access (please refer to FAQ #3, above). To enroll a minor child (age 17 or younger), please complete the PC TYME application and sign it in the same manner as the signature card. In other words, the application should be signed by the minor, if possible, and co-signed by the parent, guardian, or responsible adult who initially set up the account.

### **5. Will I still receive a paper statement if I sign up for E-Statements?**

You may receive a paper statement the first month that you activate the E-Statements option; however, after that you will no longer be receiving statements by mail.

Should you require a paper copy, you can print an e-statement from your saved file or directly from your computer. Please refer to FAQ # 9 for instructions.

### **6. When I first signed up for E-Statements, you asked for my email address. What if I want my E-Statement mailed to a different address?**

For your protection, your e-statements and check images are not being emailed to you. Instead, this confidential information is being archived on a secure server behind our PC TYME firewall until you choose to retrieve it by logging on to PC TYME.

We ask for your email address so that we can send you notification when your current statement is available. If you wish to update your email address, log on to PC TYME, go to "User Options" and click "E-mail Address". Type your updated email address in the field provided and click the "Change E-mail Address" button.

## **7. How much statement history will I be able to access online?**

Your e-statement history will begin with the April 2003 statement. Each month, the current statement will be added to the listing until 18 months' worth have accrued. Statements will be available for a rolling 18 months thereafter.

## **8. How do I save my E-Statements to a disk?**

To save your statement, you must first display it as a .pdf file. To do this:

- Click the gray Print/Save button. This opens Adobe Acrobat Reader and displays the statement in .pdf format.
  - Note: If you don't have Adobe Acrobat Reader, [click here](#) to download it for free.
- Once you have opened the document in Adobe Reader, choose File/Save or click the Floppy Disk icon. You can then save the item to the directory (folder) of your choice.

## **9. How do I print my E-Statements?**

There are two ways to print your statements: (1) directly from your computer, (2) from the disk to which you have saved previous statements.

To print from your computer:

- Click the gray Print/Save button. This opens Adobe Acrobat Reader and displays the statement in .pdf format.
  - Note: If you don't have Adobe Acrobat Reader, [click here](#) to download it for free.
- Once you have opened the statement in Adobe Reader, you can print it by choosing File, then Print, or by clicking on the Printer icon on the Adobe toolbar.

To print from your disk:

- Insert the disk into the appropriate drive and open the document you wish to print.
- Once the document is displayed, choose File/Print or click the Printer icon on the toolbar.

## **10. How do I save my Check Images?**

To save your check image, you must first display it as a .pdf file. To do this:

- Click the gray Print/Save button. This opens Adobe Acrobat Reader and displays the statement in .pdf format.
  - Note: If you don't have Adobe Acrobat Reader, [click here](#) to download it for free.
- Once you have opened the document in Adobe Reader, choose File/Save or click the Floppy Disk icon. You can then save the item to the directory (folder) of your choice.

## **11. How do I print my Check Images?**

To print your check image, you must first display it as a .pdf file. To do this:

- Click the gray Print/Save button. This opens Adobe Acrobat Reader and displays the check image in .pdf format.
  - Note: If you don't have Adobe Acrobat Reader, [click here](#) to download it for free.

- Once you have opened the check image in Adobe Reader, you can print it by choosing File, then Print, or by clicking on the Printer icon on the Adobe toolbar.

## **12. What is the best way to view my E-Statements and Check Images?**

E-Statements and Check Images are best viewed on a monitor at 800 x 600 resolution and greater than 256 colors (16k+ recommended).

## **13. Why doesn't the "Back" key always work?**

For security, this system will not let you use the "Back" key from all screens. This is to prevent someone from being able to access your personal information from a more generic "non-personal" screen if you have stepped away from your PC. Please click the "Return" key to go back to the previous page.

## **14. I currently get my Newsletter in my statement. How will I get it now that I've enrolled in E-Statements?**

Each month, you will receive an email notifying you that your current e-statement is available. A link will be included with this email that will take you directly to the online version our current newsletter.

## **15. How do I cancel E-Statements and begin getting paper statements again?**

To cancel your E-Statements service, please contact the SRP Federal Credit Union Online Branch at [onlinebranch@srpfcu.org](mailto:onlinebranch@srpfcu.org) or by calling (803) 202-4346.