

Perth & Kinross Credit Union Getting Online!

Members can access their accounts and transact online using our new **Online members' area**, which is designed for desktop and laptop PCs.

A **Webapp** optimised for mobile devices (smartphone and tablets) will be released soon.

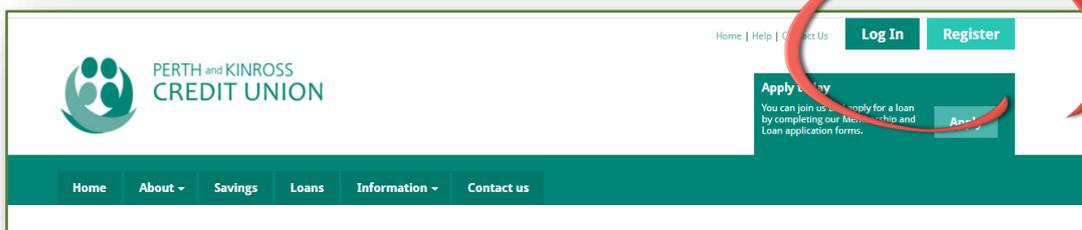
We hope you enjoy using our online services!

If you have any questions or need help, then please contact 01738 624872 or email info@pkcu.org.uk who will be happy to help.

Registering for our online services

Step 1. Open a browser (e.g. Chrome, Firefox, Edge, Safari) and navigate to our web site, <https://www.pkcu.org.uk/>

Step 2. Select "Register"



Step 3. Complete the online registration form.

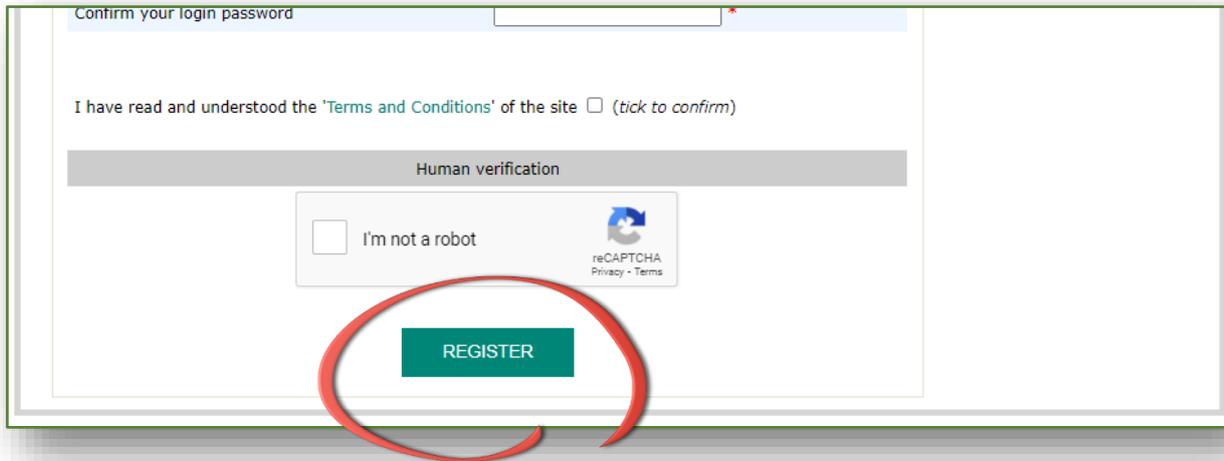
A screenshot of the online registration form on the Perth & Kinross Credit Union website. The form is titled 'PLEASE COMPLETE THIS FORM TO REGISTER FOR THE MEMBERS' AREA'. It includes a note that 'Fields marked with an "*" are mandatory.' and several input fields: 'Membership number:', 'Full name:', and 'First line of address and post code:'. A 'NOT YET REGISTERED?' section on the right provides information about the benefits of registering, such as 24/7 account access and the ability to check balances.

Be sure to enter your **membership number**, which was provided to you when you joined the Credit Union. If you can't remember it, call our office on 01738 624872 or email info@pkcu.org.uk

To access the online members' area, you will need to enter both a **PIN** and **login password**. These are chosen and set by you here, when you register.

Remember to select the tick box to confirm you have read the terms and conditions and the “CAPTCHA” box (this is an anti-spam and internet “bot” measure).

When you’ve filled-in the form, click “Register” to submit your registration request.

A screenshot of a web registration form. At the top, there is a text input field labeled "Confirm your login password" with a red asterisk to its right. Below this is a checkbox labeled "I have read and understood the 'Terms and Conditions' of the site" with the text "(tick to confirm)" in parentheses. Underneath is a grey bar labeled "Human verification". Below the bar is a checkbox labeled "I'm not a robot" next to a reCAPTCHA logo and the text "reCAPTCHA Privacy · Terms". At the bottom center of the form is a green button with the word "REGISTER" in white capital letters. A red hand-drawn circle highlights the "REGISTER" button.

Step 4. Our office staff will review and approve your registration request

Your registration request will be reviewed during office hours.

If any of the details you enter differ from those we have on record, we will need to contact you. This will delay your registration.

We will send you an email to confirm that your registration request has been approved.

Step 5. Login to begin using your online services!

Resetting your PIN or Password

If you forget your PIN or password, you can usually reset it yourself, without requiring the help of our office staff (who are available during office hours).

The online members’ area offers **forgotten PIN** and **forgotten password** self-service recovery options.

Forgotten PIN, self-service process:

1. Click the “Forgotten PIN” option on the members’ area login screen
2. When prompted, enter your member number, date of birth and current online password and then click “RESET”.
3. You will be advised, “A PIN reset has been emailed to you”. Within a few minutes, you will receive an email that contains your temporary PIN.
4. Login, using your existing details, together with the temporary PIN.
5. Upon successful login, you will be prompted to set a new PIN.

Forgotten password, self-service process:

1. Click the “Forgotten password” option on the members’ area login screen
2. When prompted, enter your member number, date of birth and current online PIN and then click “RESET”.
3. You will be advised, “A login password reset has been emailed to you”. Within a few minutes, you will receive an email containing a temporary password.
4. Login, using your existing details, together with the temporary password.
5. Upon successful login, you will be prompted to set a new password.