

Perth & Kinross Credit Union

Getting Online!

Table of Contents

Before you begin	1
Registering for our online services	1
Resetting your PIN or Password	2

Before you begin

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

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

We hope you enjoy using our online services!

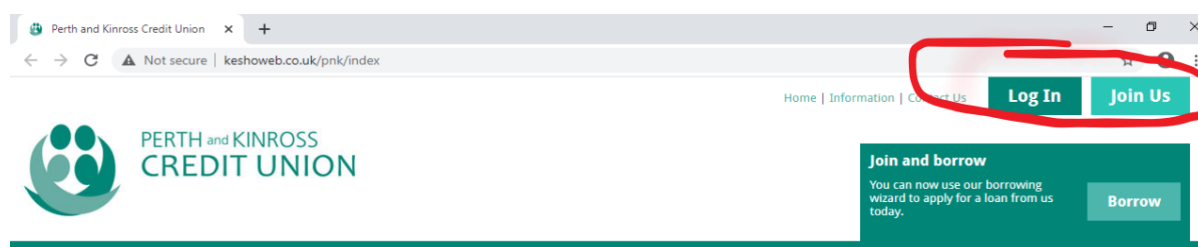
If you have any questions or need help, then please contact 01738 624872 or email info@pkcu.org.uk who will be happy to help.

Registering for our online services

1. Open a browser (e.g. Chrome, Firefox, Edge) and navigate to our web site.

You can do this by entering our web address, <https://www.pkcu.org.uk/> in the search or address bar.

2. Select "Register/Login"



3. Select “Not an online user...”

PERTH and KINROSS CREDIT UNION

NOT YET REGISTERED?
It's free & easy to register.
24/7 access to your account.

check your balances
view a mini statement
transfer money
apply online for a loan
amend personal details
request or print forms
send an online enquiry

NOT YET A MEMBER?
Join and/or borrow

Membership number:
PIN:
Date of birth: / /

NEXT

NOT AN ONLINE USER ? EXISTING MEMBERS REGISTER HERE

| Forgotten your **PIN** ? - [click here](#) | Forgotten your **Login Password** ? - [click here](#) | Forgotten **both** ? - [contact the credit union](#) |

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THE CREDIT UNION LTD IS AUTHORISED AND REGULATED BY THE PRUDENTIAL REGULATION AUTHORITY AND THE FINANCIAL CONDUCT AUTHORITY.
FRN XXXXXX. FOR DETAILS VISIT: WWW.FCA.ORG.UK/REGISTER

4. Now complete the online registration form.

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

A word about the PIN and Passwords:

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.

Please be aware that we have a time out function in our member's area for added security

5. Click “Register” to submit your registration request.

The following screen will be displayed, to confirm that your request has been submitted:

6. 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.

You will received an email to confirm that your registration request has been approved:

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.