

## Online Banking Initial Log-in Process – Set-by-Step

In order to log into our new Online Banking for the first time, you will need your **GENIE24 PIN** (Personal Identification Number) and your **Tyndall member number**.

Your GENIE24 PIN is not the PIN you use with your ATM/Check Card, nor is it the passcode you used in our old Online Banking system.

It is the PIN you use when you call into our automated telephone banking system to access your account information (at 78-GENIE). (It is a personal identification number you probably chose when you first opened your account).

If you have never used GENIE24 or do not remember your GENIE24 PIN, please call us and we will reset it for you (you can find the phone numbers on our home page).

1. Log on to our web site at <http://www.tyndall.org>.

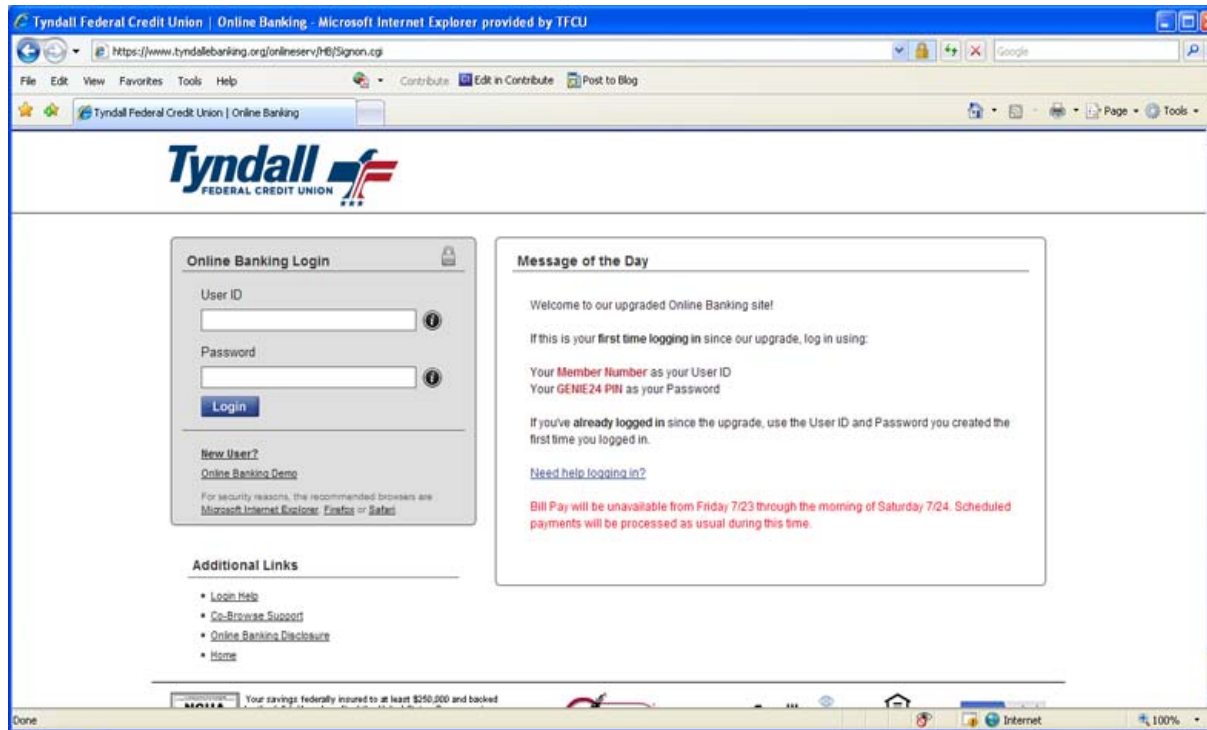
**Please do not access Online Banking from a link you had saved in your Favorites prior to July 23<sup>rd</sup> – that link will no longer work;** you will just receive an “Unauthorized Action” error message that states you are using an incorrect passcode or your account has been disabled.

2. Clear the temporary Internet files and cookies from your browser. In many web browsers, you do this by selecting Tools/Internet Options, but your browser may be different. Therefore, please refer to your browser’s Help section if you do not know how to do this.

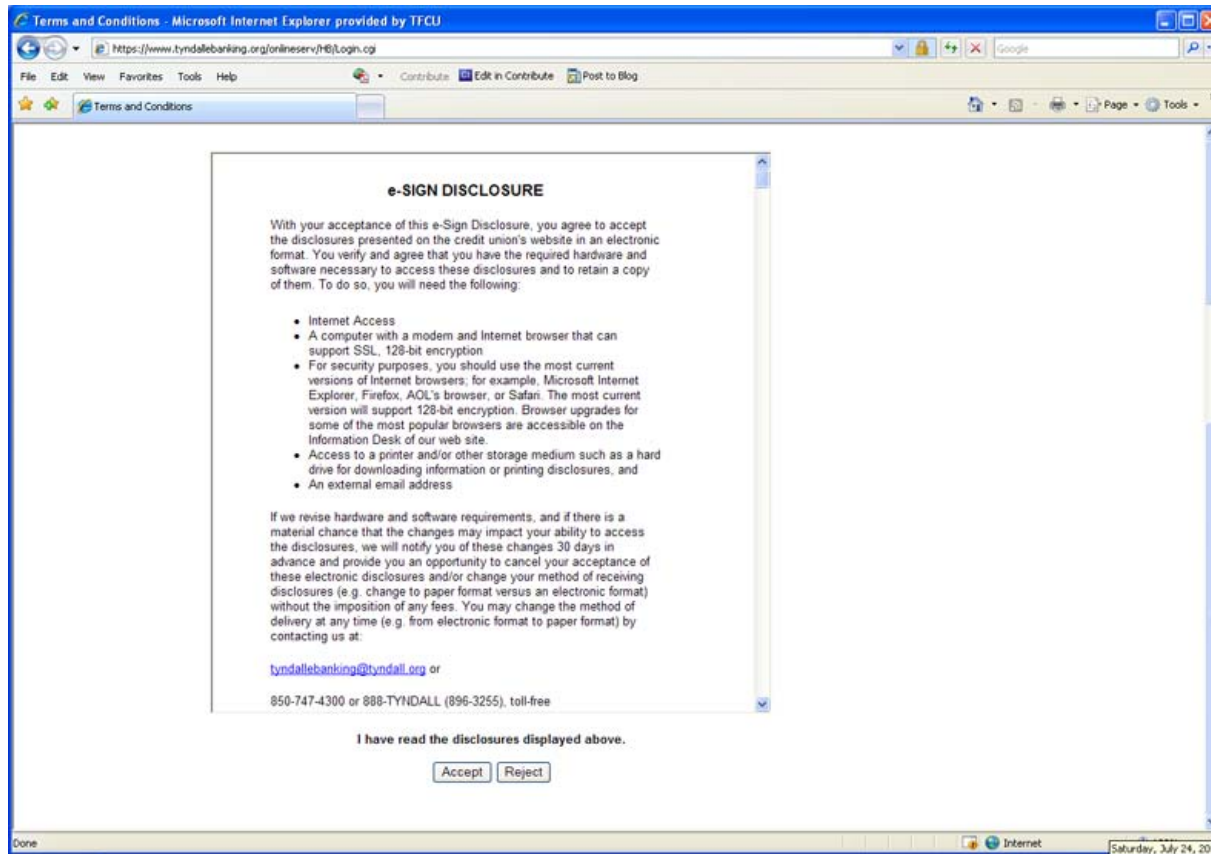
3. Click on the [Continue to Login](#) button, located above the top menu bar on Tyndall's home page.



4. On the Log-In page, enter your **Tyndall member number** in the **User ID** field and **your GENIE24 PIN** in the **Password** field. Then, click the **Login** button.



4. You will be presented with new disclosures for Online Banking. These are required because we have changed Online Banking providers and there are different features available within this new system. Please review the disclosures and, if you agree with them, click the **Accept** button.



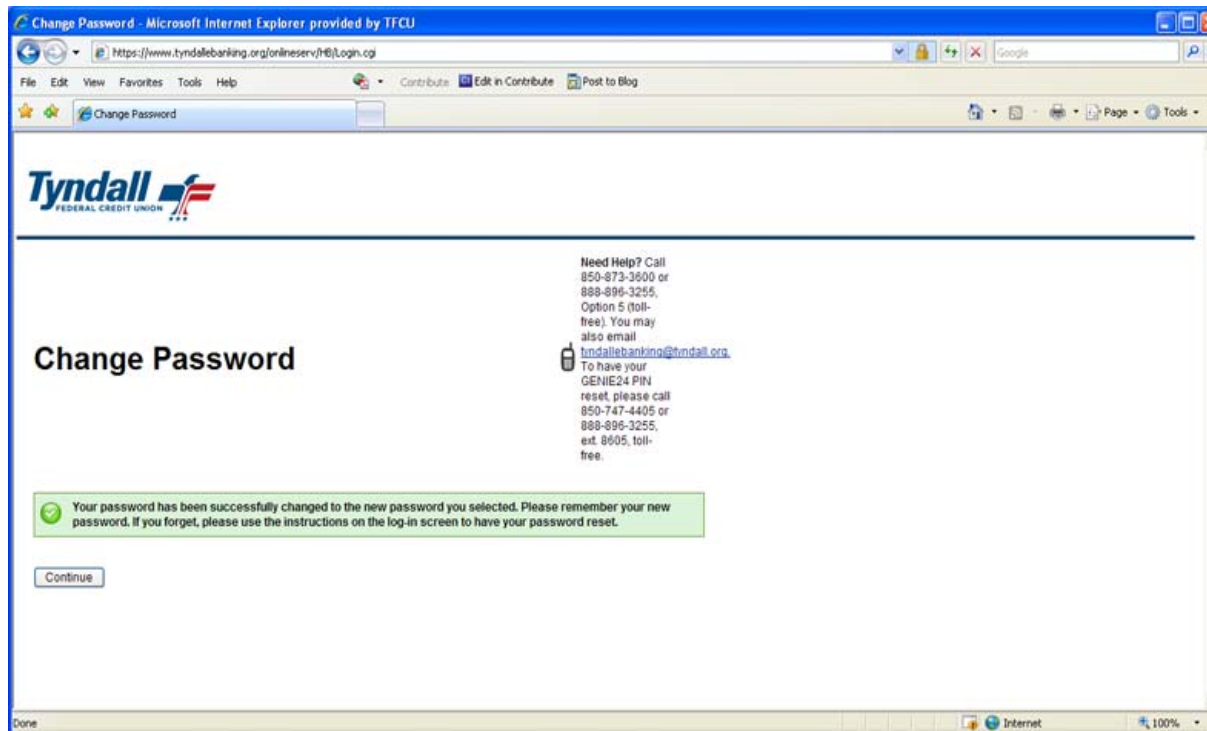
5. On the **Select New Password** screen:

Enter your **GENIE24 PIN** in the **Current Password** field. Then, choose a new **Password** that you would like to use for your Online Banking access. You may use anything you would like, as long as it meets the security criteria shown in the **Notes** section of the page (you can even use your old Online Banking passcode if it meets the security criteria). Enter your **New Password** in the **New Password** field and again in the **Re-Enter New Password Field**. Then, click **Continue**.

Please note: **The Password field is case-sensitive**; you may use capital letters, lower case letters, or a combination of both, but *you must re-enter it the same way any time you enter your Password* (for example: if you enter "Tyndall5" as your Password, it will not work if you enter "tyndall5").

The screenshot shows a web browser window titled "Select New Password - Microsoft Internet Explorer provided by TFCU". The address bar shows the URL "https://www.tyndallebanking.org/onlineserv/H8/Login.cg". The page features the Tyndall Federal Credit Union logo at the top left. On the right side, there is a "Need Help?" section with contact information: "850-873-3600 or 888-896-3255, Option 5 (toll-free). You may also email tyndallebanking@tyndall.org." Below this, it says "To have your GENIE24 PIN reset, please call 850-747-4405 or 888-896-3255, ext. 8605, toll-free." The main heading is "Select New Password". A security notice states: "For security reasons, you are now required to change your password. Please complete all the information requested below, then click Continue. \*\*\*If this is your initial log-in, YOUR CURRENT PASSWORD IS YOUR GENIE24 telephone access PIN\*\*\*". A "NOTE" box lists password requirements: "cannot contain leading or trailing spaces", "should be between 8 and 12 characters", "should be at least 2 letters", "should be at least 1 number", "should have at least 1 special character (a special character is any one of the following: ! @ # \$ % ^ & \* \_ - = () {} | \\\\ ; : ' , . ~ ?)", and "cannot contain leading or trailing blanks". Below the note are three input fields: "Current Password:", "New Password:", and "Re-Enter New Password:". At the bottom left are "Continue" and "Clear" buttons. The browser status bar at the bottom shows "Done" and "Internet" with a 100% zoom level.

6. You will be presented with a screen that confirms that your Password has been changed. Click **Continue**.



7. With our new Online Banking, you will no longer use your member number to log in. You will create a **unique User ID** that you will use to access your account. Please read the User ID requirements in the **Notes** section and enter your **New User ID** in the **New User ID** field. Enter it again in the **Re-Enter New User ID** field, and then click **Continue**.

The screenshot shows a web browser window titled "Change User ID - Microsoft Internet Explorer provided by TFCU". The address bar shows the URL "https://www.tyndallebanking.org/online/serve/HE/Login.cgi". The page features the Tyndall Federal Credit Union logo at the top left. On the right side, there is a "Need Help?" section with contact information: "850-873-3600 or 888-896-3255, Option 5 (toll-free). You may also email [tyndallebanking@tyndall.org](mailto:tyndallebanking@tyndall.org). To have your GENIE24 PIN reset, please call 850-747-4405 or 888-896-3255, ext. 8605, toll-free."

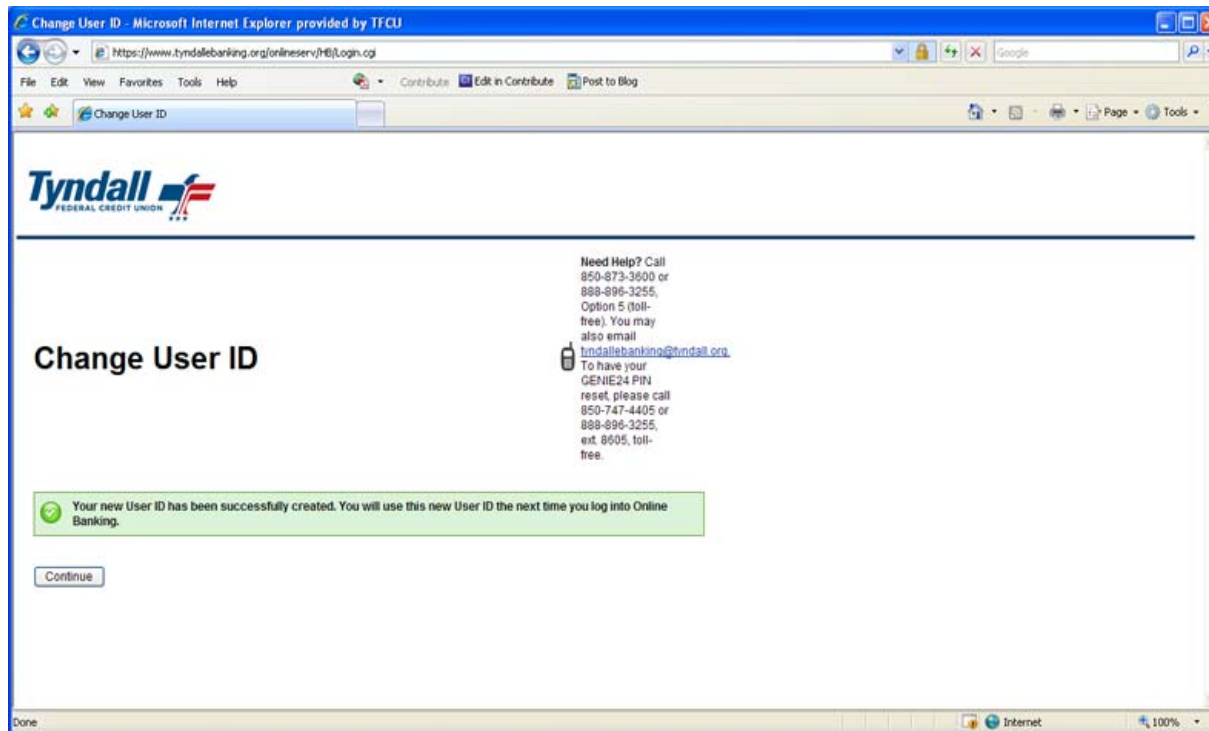
The main heading is "Change User ID". Below it, a security notice states: "For security reasons, you are required to create a new User ID, which you will use each time you log in to Online Banking in the future. Please do not use your member number, SSN, etc. for your User ID."

Under the heading "Your Own User ID", there is a "NOTE: Your new User ID should:" section with a bulleted list of requirements:

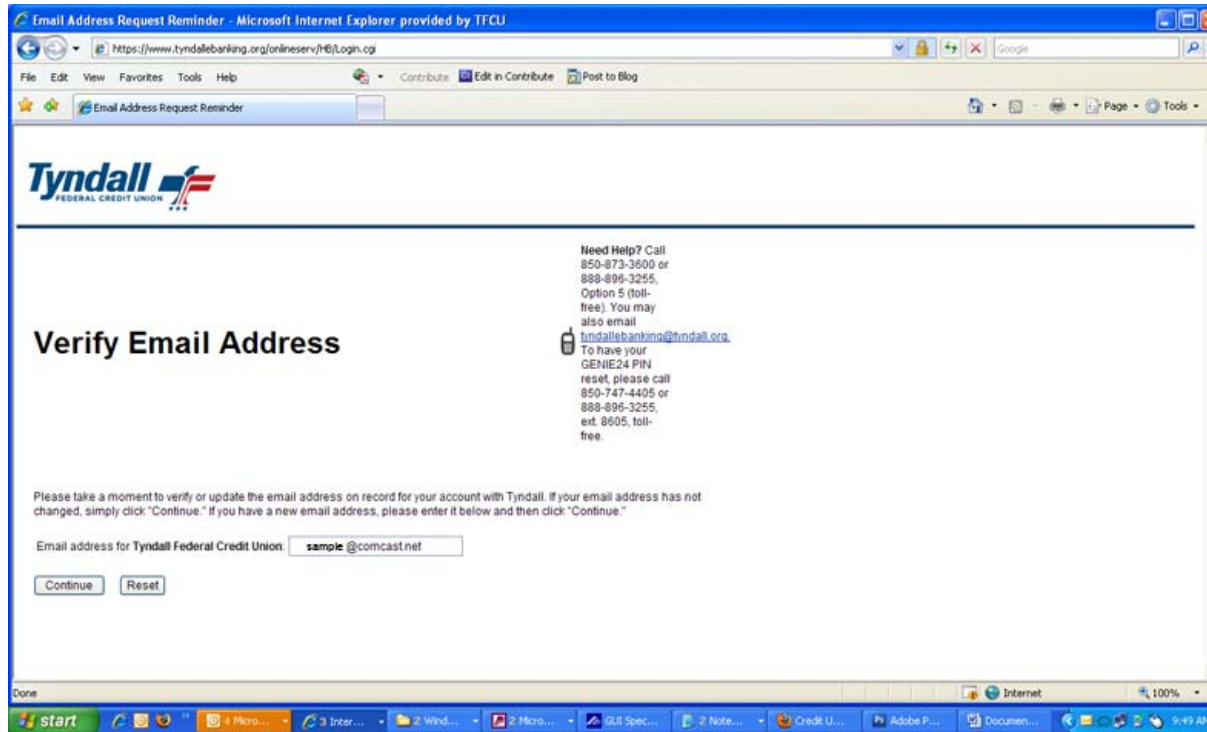
- be different than your current User ID
- be 5 to 20 characters in length
- contain at least 5 letters
- contain a number

Below the note are two input fields: "New User ID:" and "Re-Enter New User ID:". The "Re-Enter New User ID:" field has an "Accept" button next to it. The browser's status bar at the bottom shows "Done" and "Internet" with a 100% zoom level.

8. You will be presented with a screen that confirms that your User ID has been changed. Click **Continue**.



9. On the **Verify Email Address** screen, you will see the email address we have on file within Online Banking. If it is correct, just click **Continue**. If it is not correct, please enter the correct email address and then click **Continue**.



10. Next, you will be presented with the **Enhanced Login Security Setup** screen. As an additional measure of security, we ask that you choose two **Challenge Questions**. These questions will be used in the event that you forget your Password. They will also be used to verify your identity if you try to log into Online Banking from a public computer (such as a library computer) or from one you do not normally use.

In the **Challenge Question** section, please select a question from each of the **Question** drop-down lists and provide the answers in the appropriate **Answer** field.

In the **Enhanced Login Security** section, please read the **Private** and **Public** options carefully and **select the one that best suits your needs**. If you are using your own computer and do not wish to answer your **Challenge Questions** each time you log in, select **Private**. If you normally access Online Banking from a computer in a public place where other people may have access to it (such as in a public library), please select **Public**. This is for your protection.

Enhanced Login Security - Microsoft Internet Explorer provided by TFCU  
https://www.tyndallebanking.org/online/serve/16/1/login.cgi

**Tyndall**  
FEDERAL CREDIT UNION

**Enhanced Login Security Setup**

Need Help?  
850-873-3600 or  
888-896-3255  
(toll free), Option  
5. You may also  
email us at  
tyndallebanking@tyndall.org

**We need some additional information to make your accounts even more secure**

**Now...**  
Enter your details below  
So that you have Challenge Questions when we need to confirm your identity.

**Later...**  
When we need to confirm your identity, we'll ask you your Challenge Questions.  
We'll already have your details on file. All you need to do is answer your questions correctly to access your account securely.

In a hurry? No problem. [Complete this setup later](#)

**QA**  
Challenge questions

Want the option to answer challenge question(s) for Enhanced Login Security?  
You can set up some questions that can be asked to confirm your identity.

Question1:  
What is the name of the last High School you attended? ▾  
Answer:

Question2:  
What was your high school mascot? ▾  
Answer:

**Enhanced Login Security**

Private (We will require your User ID and Password to log you in securely.)  
 Public (We will require your User ID, Password, and extra login security to log you in securely.)

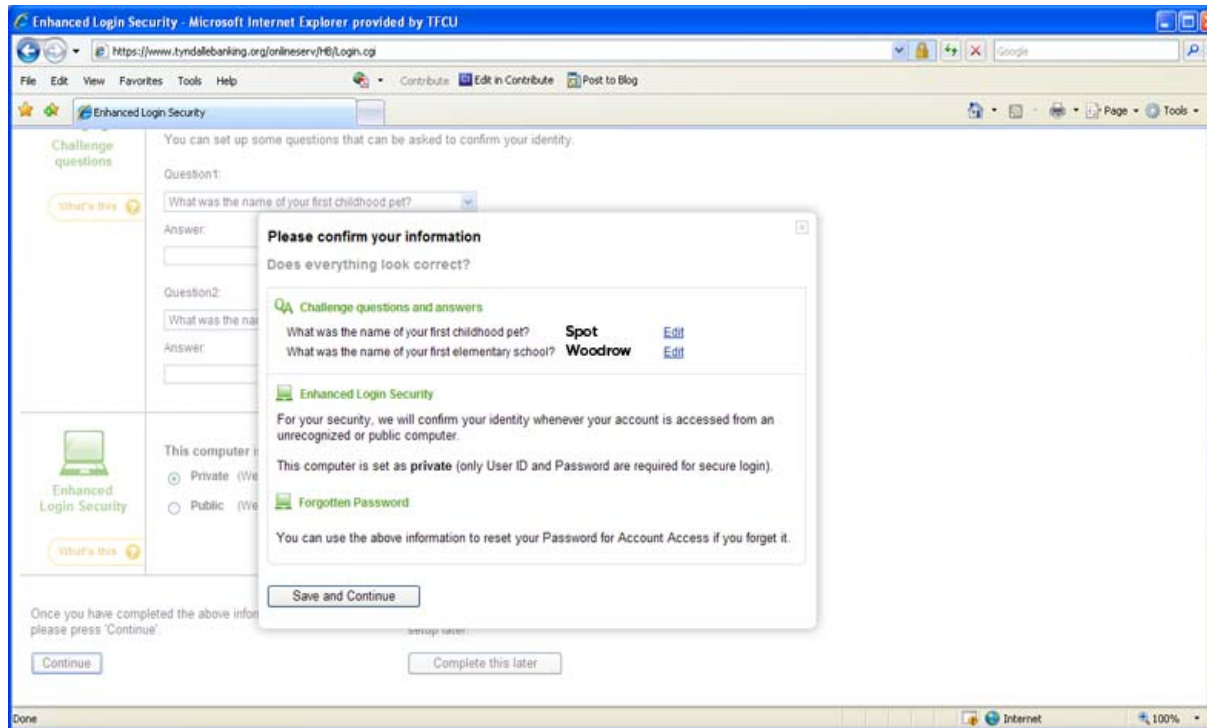
What's this ?

Once you have completed the above information, please press 'Continue'.  
Continue

In a hurry? No problem. You can complete this setup later.  
Complete this later

Done Internet 100%

11. You will be presented with a screen that confirms your answers to the **Challenge Questions**. Please review them to be sure the answers are correct and that there are no typographical errors. Edit them if necessary. If they are OK, please select **Save and Continue**.



12. **That's it.** You should be able to access your accounts, Bill Pay, Mobile Banking, FinanceWorks, etc. Take some time and look around - *it is a change* and may take a little time to get used to, but we think you will be pleased with the new system.

**The next time you log in to Online Banking, all you will need to enter is your new User ID and Password.**

**Note:** When you are finished, please be careful to select **Log Off** in the upper right-hand corner. If you simply hit the **X** in your browser, you will be unable to log back in to Online Banking until you close out of your Internet browser entirely. If you see an error message stating that the login session is not allowed..., please close your browser window (not just the tab) and open a new Explorer, Firefox, etc. browser window.