# Trouble shooting iPhone Log In Issues

The Police Credit Union deployed a mobile app upgrade to enhance stability, performance and security. Unfortunately, due to this upgrade, an issue was identified whereby login for iPhone users was affected.

Please try the steps below to resolve the issue and, if you know how, make sure you have the most recent version of iOS. If none of these steps work, please contact our tech support line at: 1.866.209.2615 or our Member Solutions Centre at 416.226.3353 or TF at 1.800.561.2557. **NOTE: If you do not know your member/account number or your personal access code the tech support line cannot assist you.**

These are the steps to take to troubleshoot the issues:
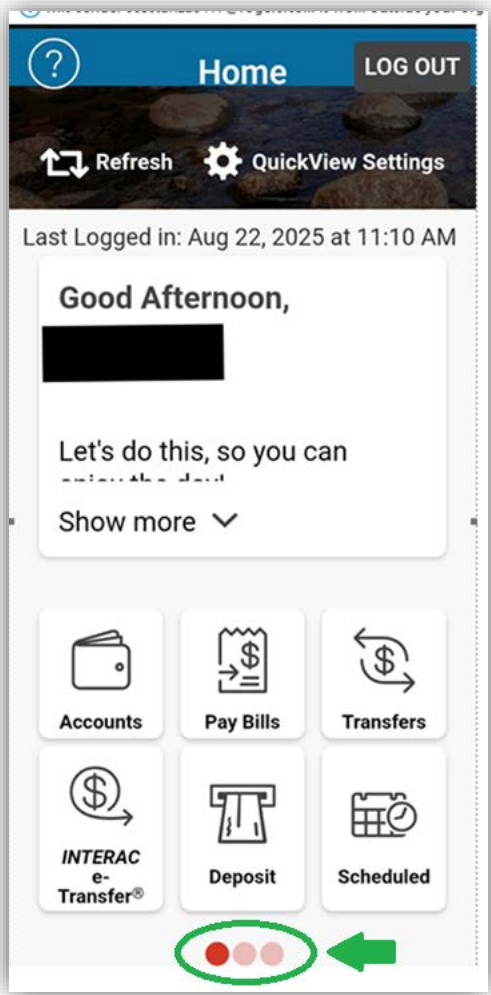
FIRST STEP:

1. Uninstall the mobile app currently on your phone and reinstall the app by going to the app store. Search for "The Police Credit Union Limited" and look for our name and logo.
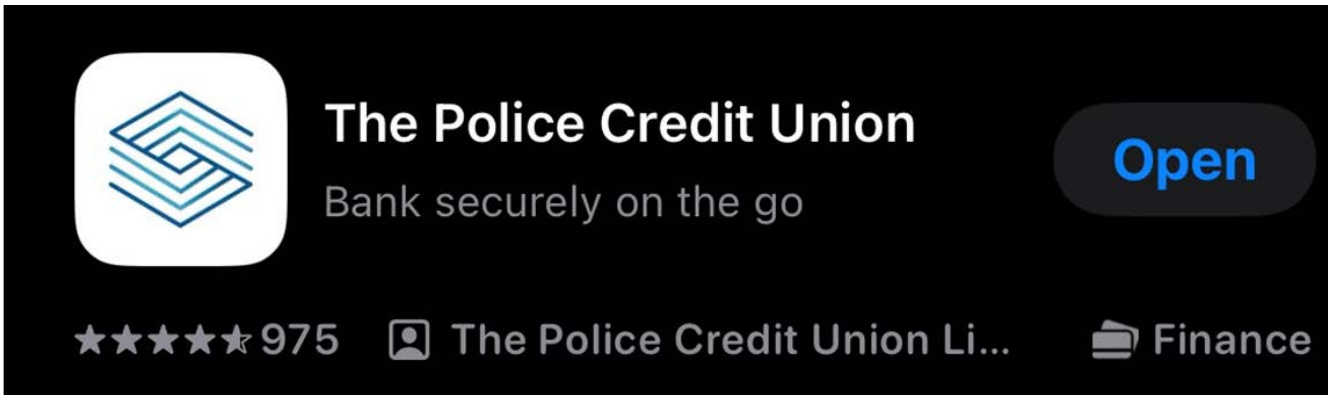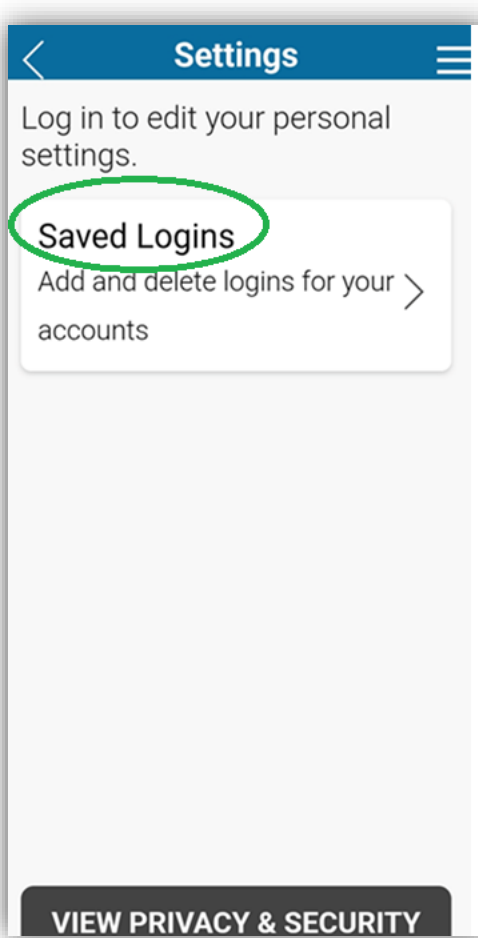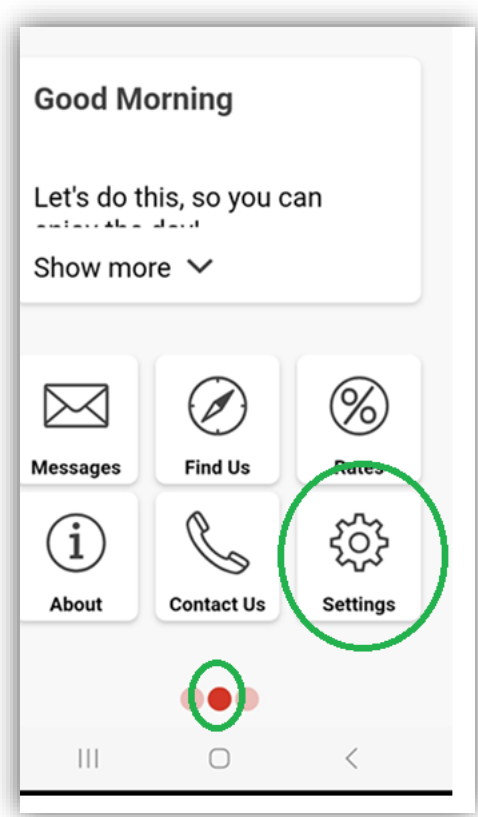

If that does not work, go to the next step:

SECOND STEP:

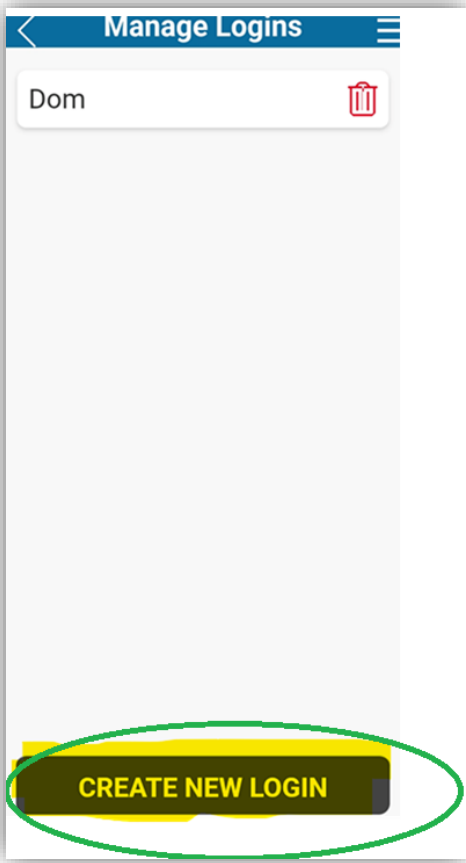1. Log into the app and swipe left to go to the next page:

2. Once on the next page, scroll to the bottom and choose setting, and saved logins:

3. Once you choose saved logins, proceed to delete:

4. Proceed to create a new login with your new credentials. You may use the same credentials as before; however, we strongly recommend using a new personal access code.

THIRD STEP:

Update the software to the most recent iOS version available.

If none of these steps work, or you do not know your log in credentials, please contact the Member Solutions Centre.

IMPORTANT NOTICE about ALERTS:

Please make sure you sign up for Alerts to protect your money. Setting it up is simple and easy. You can find more information here: https://www.tpcu.on.ca/internet-security/Online+Banking+Alerts

You will be 'Alerted' when:

- A new bill payee is added

- Interac e-Transfer recipient is added

- Your Personal Access Code (PAC) was changed on-line

- On-Line is locked after 3 attempts

- Your On-Line account has been logged into