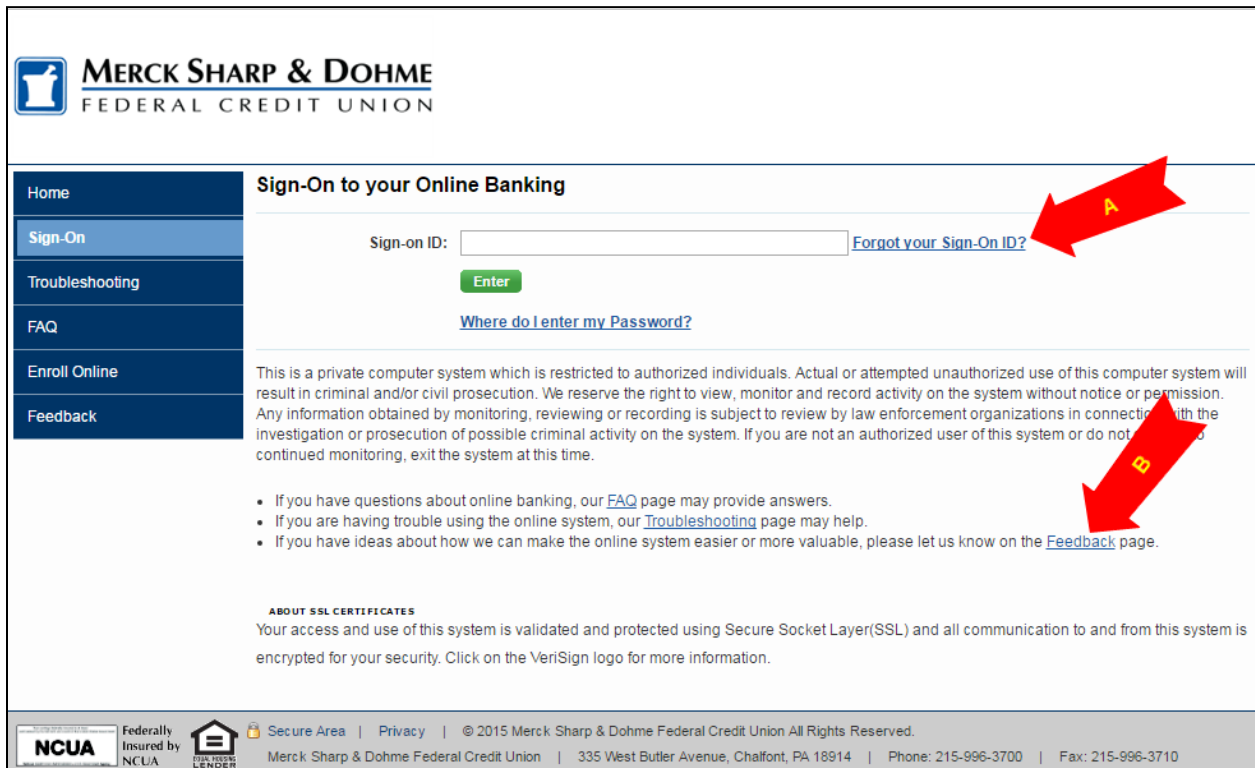


How To: Forgot Sign-On ID

If you have forgotten your Sign-On ID you can contact the Call Center 215-996-3700 or email the support desk.

1. From the **Sign-On to your Online Banking** screen
 - A. Click on the **Forgot you Sign-On ID?** link.
 - OR
 - B. Click on the **Feedback** link.



MERCK SHARP & DOHME
FEDERAL CREDIT UNION


Home | **Sign-On to your Online Banking** | [Forgot your Sign-On ID?](#)

Sign-on ID: [Where do I enter my Password?](#)

This is a private computer system which is restricted to authorized individuals. Actual or attempted unauthorized use of this computer system will result in criminal and/or civil prosecution. We reserve the right to view, monitor and record activity on the system without notice or permission. Any information obtained by monitoring, reviewing or recording is subject to review by law enforcement organizations in connection with the investigation or prosecution of possible criminal activity on the system. If you are not an authorized user of this system or do not wish to be subject to continued monitoring, exit the system at this time.

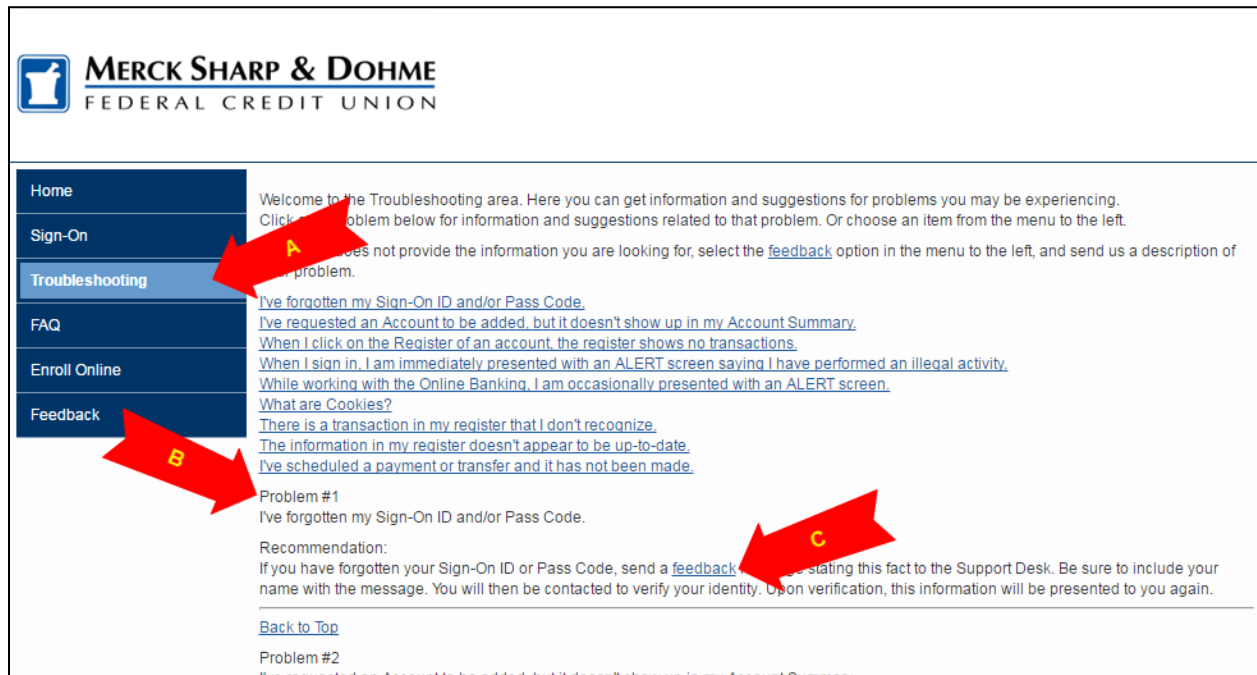
- If you have questions about online banking, our [FAQ](#) page may provide answers.
- If you are having trouble using the online system, our [Troubleshooting](#) page may help.
- If you have ideas about how we can make the online system easier or more valuable, please let us know on the [Feedback](#) page.

ABOUT SSL CERTIFICATES
Your access and use of this system is validated and protected using Secure Socket Layer(SSL) and all communication to and from this system is encrypted for your security. Click on the VeriSign logo for more information.

NCUA Federally Insured by NCUA  [Secure Area](#) | [Privacy](#) | © 2015 Merck Sharp & Dohme Federal Credit Union All Rights Reserved.
Merck Sharp & Dohme Federal Credit Union | 335 West Butler Avenue, Chalfont, PA 18914 | Phone: 215-996-3700 | Fax: 215-996-3710

2. Troubleshooting

- A. **Troubleshooting** menu
- B. View **Problem #1**.
- C. Click on the **Feedback** link.



The screenshot shows the Merck Sharp & Dohme Federal Credit Union website's Troubleshooting section. On the left is a navigation menu with links for Home, Sign-On, Troubleshooting, FAQ, Enroll Online, and Feedback. The main content area contains a welcome message and a list of troubleshooting links. Three red arrows with letters A, B, and C point to the Troubleshooting menu item, Problem #1, and the feedback link respectively.

MERCK SHARP & DOHME
FEDERAL CREDIT UNION

Home
Sign-On
Troubleshooting
FAQ
Enroll Online
Feedback

Welcome to the Troubleshooting area. Here you can get information and suggestions for problems you may be experiencing. Click on a problem below for information and suggestions related to that problem. Or choose an item from the menu to the left.

If you do not provide the information you are looking for, select the [feedback](#) option in the menu to the left, and send us a description of your problem.

- [I've forgotten my Sign-On ID and/or Pass Code.](#)
- [I've requested an Account to be added, but it doesn't show up in my Account Summary.](#)
- [When I click on the Register of an account, the register shows no transactions.](#)
- [When I sign in, I am immediately presented with an ALERT screen saying I have performed an illegal activity.](#)
- [While working with the Online Banking, I am occasionally presented with an ALERT screen.](#)
- [What are Cookies?](#)
- [There is a transaction in my register that I don't recognize.](#)
- [The information in my register doesn't appear to be up-to-date.](#)
- [I've scheduled a payment or transfer and it has not been made.](#)

Problem #1
I've forgotten my Sign-On ID and/or Pass Code.

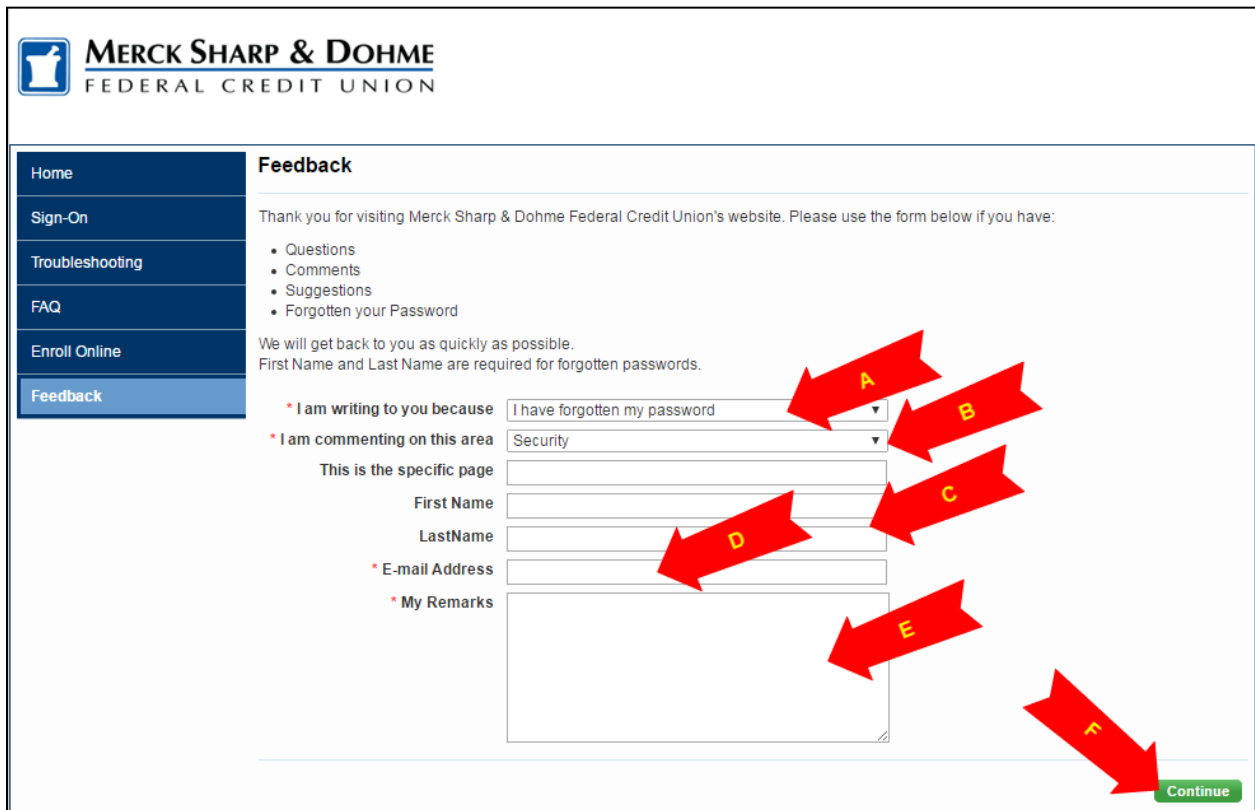
Recommendation:
If you have forgotten your Sign-On ID or Pass Code, send a [feedback](#) message stating this fact to the Support Desk. Be sure to include your name with the message. You will then be contacted to verify your identity. Upon verification, this information will be presented to you again.

[Back to Top](#)

Problem #2
I've requested an Account to be added, but it doesn't show up in my Account Summary.

3. Feedback

- A. Select **I have forgotten my password** from the drop down menu (there is no dropdown for Sign-On ID).
- B. Select **Security** from the drop down menu.
- C. Enter your **First Name** and **Last Name**.
(required for forgotten passwords and Sign-On ID's)
- D. Enter your **E-Mail Address**.
- E. Add **My Remarks** (describe the problem, be as specific as possible)
- F. Click **Continue**.



MERCK SHARP & DOHME
FEDERAL CREDIT UNION

Feedback

Thank you for visiting Merck Sharp & Dohme Federal Credit Union's website. Please use the form below if you have:

- Questions
- Comments
- Suggestions
- Forgotten your Password

We will get back to you as quickly as possible.
First Name and Last Name are required for forgotten passwords.

* I am writing to you because I have forgotten my password

* I am commenting on this area Security

This is the specific page

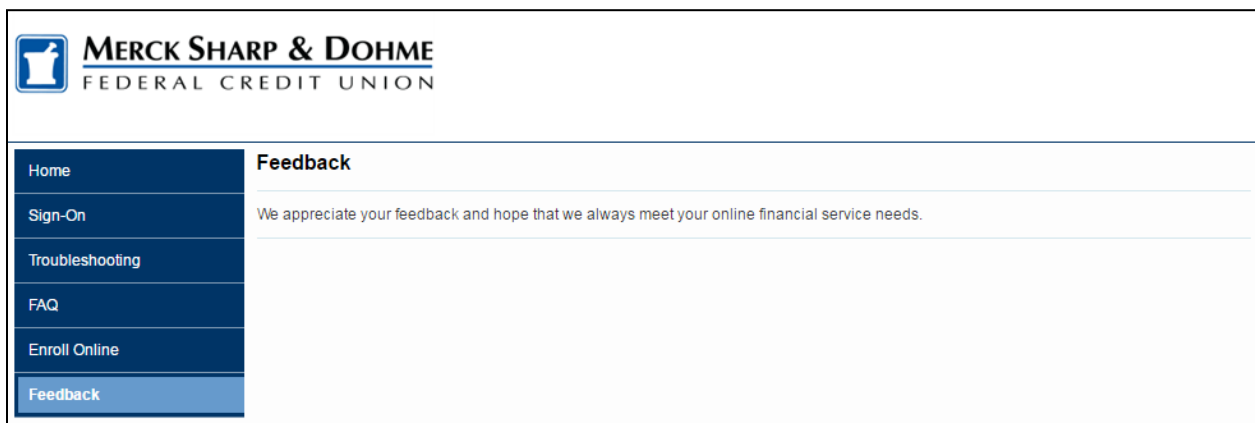
First Name

LastName

* E-mail Address

* My Remarks

Continue



MERCK SHARP & DOHME
FEDERAL CREDIT UNION

Feedback

We appreciate your feedback and hope that we always meet your online financial service needs.