New Online Banking & Mobile App Platform

User Guide

We want to ensure you have everything you need for the new online banking roll out.
Take a look at the following helpful tips to make sure you're ready to go!

Contents

Access New Online Banking & Mobile App Platform

Desktop users can access the new Online Banking platform by visiting www.pfcu.org

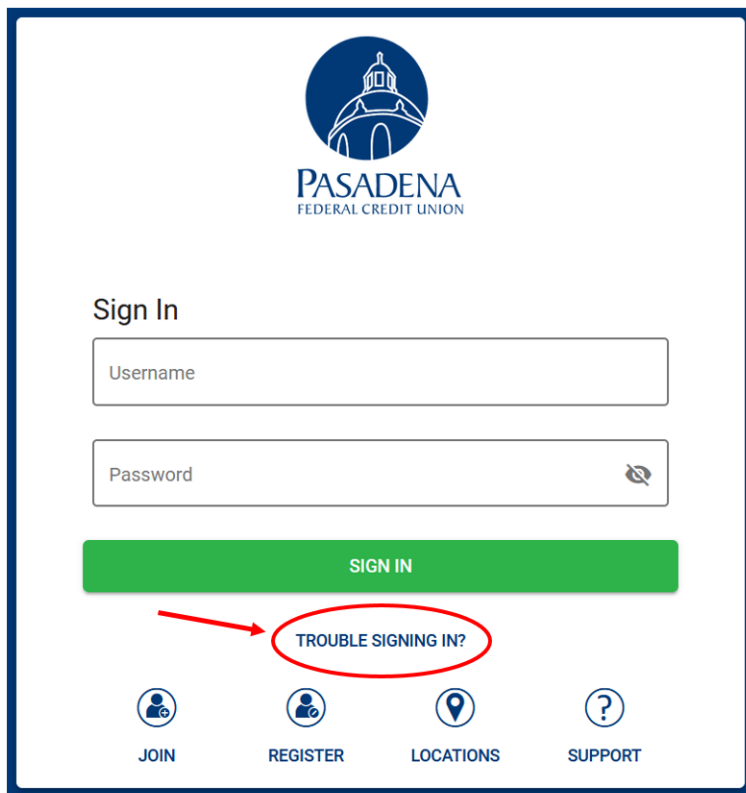iOS users will update their existing app. Look for the update in the App Store.

Android users will download a new app. Search the Play Store for "Pasadena FCU" and look for the new icon.

Registration

Existing User – Reset Password Before First Sign-In

You **must** reset your password before your first sign-in. Your existing password will not carry over to the new Online Banking platform.

Important Step: Reset your password by clicking on the "TROUBLE SINGING IN?" link.
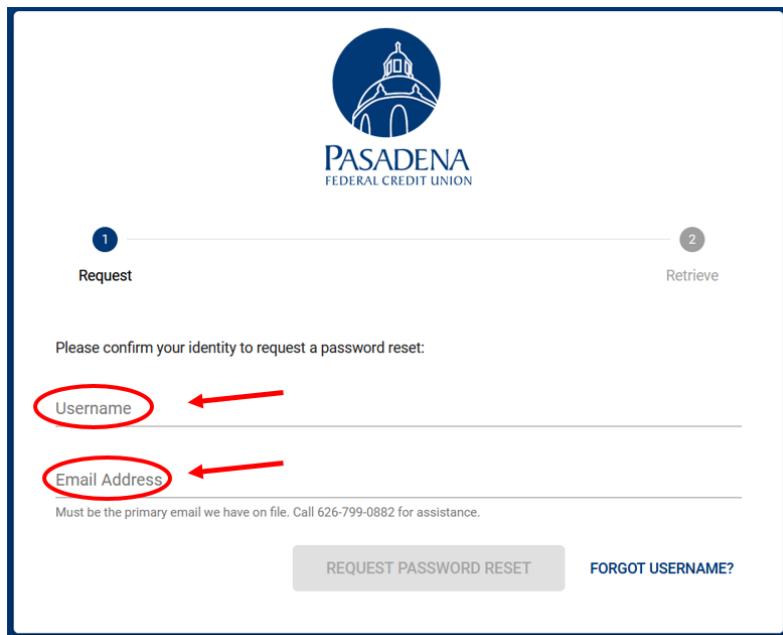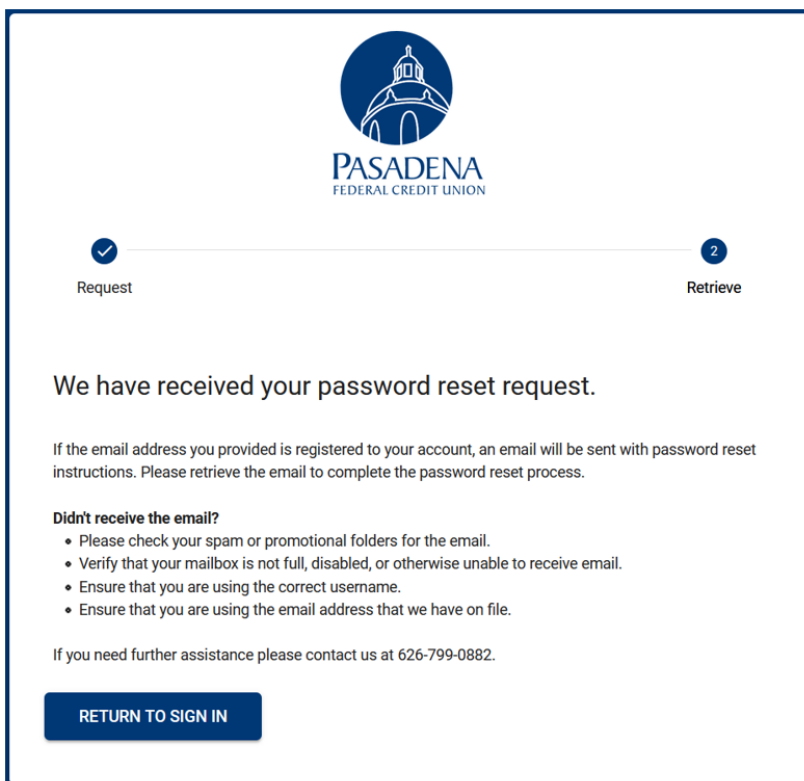
Provide us your Username & Email Address to verify your identity.

NOTE: The Email Address you enter must be the primary email we have on file.

If the information matches what we have on file, a Password Reset email will be sent to your email.

Password Reset - Pasadena FCU ➤ Inbox ×

Pasadena FCU <noreply@online.pfcu.org>
to

PASADENA
FEDERAL CREDIT UNION

Password Reset
Pasadena Federal Credit Union

You recently requested to reset your password to your online banking account. This password reset is *only valid for the next 24 hours*.

Click the button below to reset your password!

RESET PASSWORD

If you did not request a password reset, please contact us at 626-799-0882.

Thank you,
Pasadena Federal Credit Union

If you have any issues receiving the Password Reset email:

- Please check your spam or promotional folders for the email.
- Verify that your mailbox is not full, disabled, or otherwise unable to receive email.
- Ensure that you are using the correct Username.
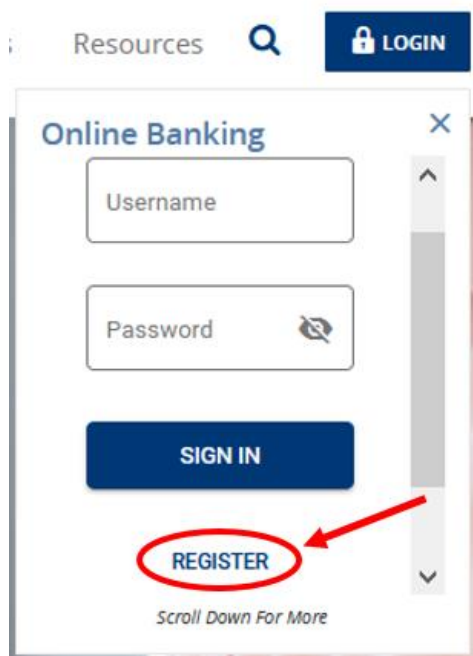- Ensure that you are using the Email Address that we have on file.

New User

As a new user, you can register for Online Banking by visiting our website or downloading the mobile app.

Website:	**Mobile App:**
Visit www.pfcu.org	Go to App Store or Play Store
Click on the blue LOGIN button (top right of page)	Download the Pasadena FCU mobile app
Click the blue REGISTER link	Click on Register icon at the bottom

Complete the Registration form and create a Username & Password.

Username Requirements:

Must be 6 -20 characters
Any uppercase & lowercase letters
Numeric values allowed
*No special characters*
Cannot start with a numeric value

After completing the registration steps, you can Sign In.

General Navigation

Sign In

To sign into Online Banking from your desktop, visit www.pfcu.org and click on the blue LOGIN button near the top right corner of the page. Enter your Username & Password and click the blue SIGN IN button.
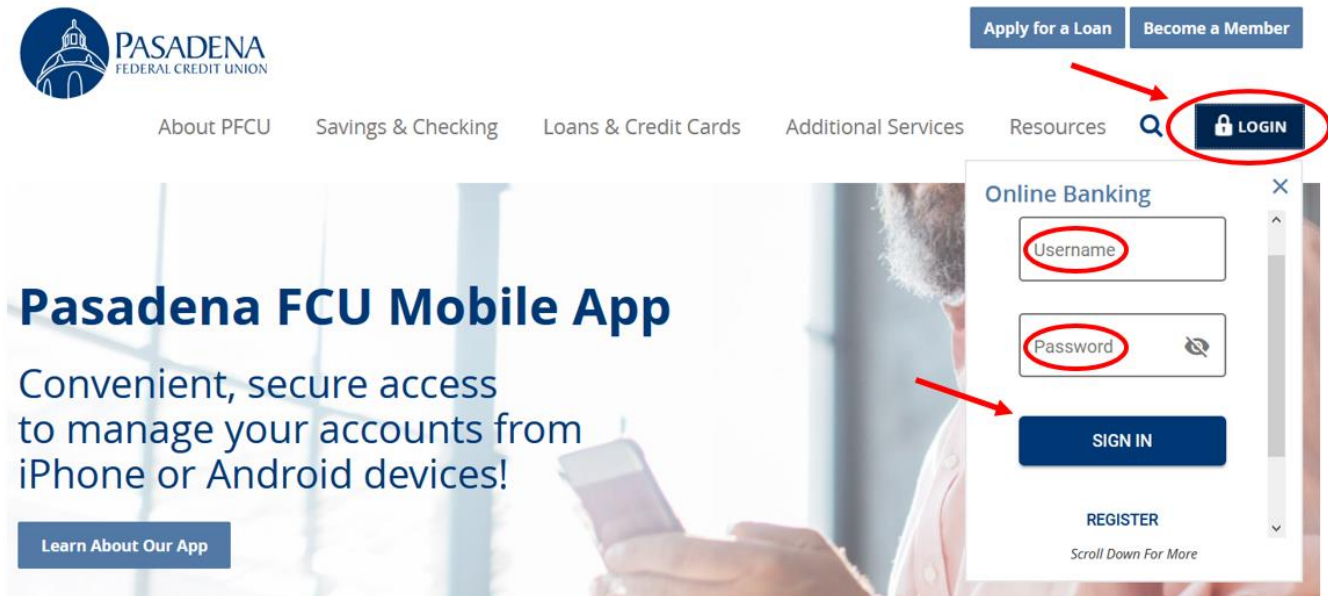
To sign into Mobile Banking from your mobile device, open the mobile app and enter your Username & Password. You also have the ability to set up fingerprint recognition and/or facial recognition in Settings if your mobile device allows for that particular set-up.
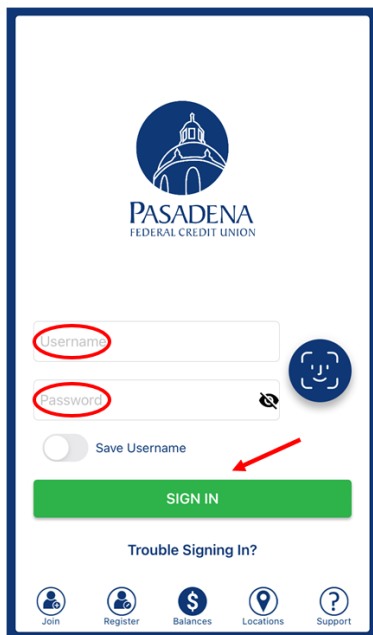
Views

You can view your account information with two different views.

Compact Account List (Summary) & Extended Account List (My Accounts)

Online Banking:

Use the View icons on the top right to toggle between the Compact Account List and Extended Account List.

Mobile Banking:

Tap the icon on the top right to toggle between Summary and My Accounts view.
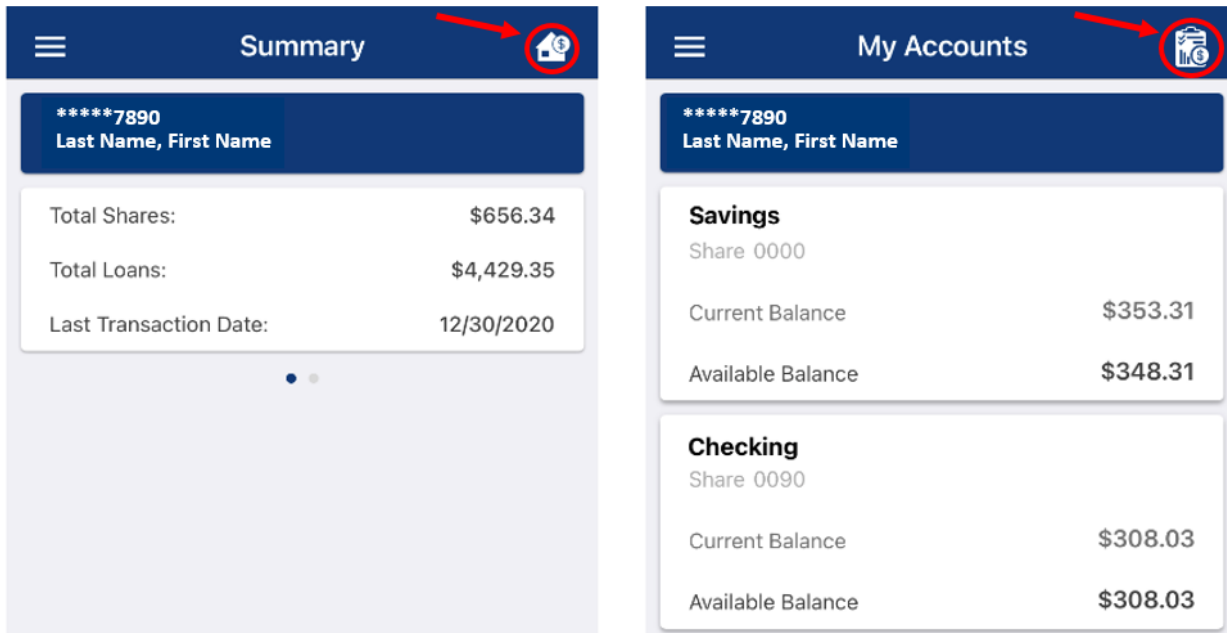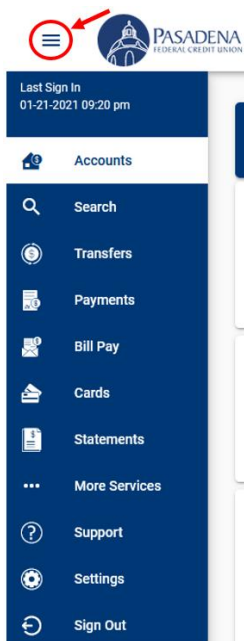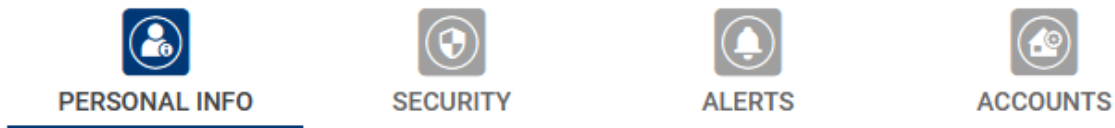

Side Menu

Online Banking and Mobile Banking have a Side Menu to display the different functions. The Side Menu is represented by the three horizontal lines on the top left corner. Clicking or tapping on the icon will toggle between displaying and hiding the Side Menu.
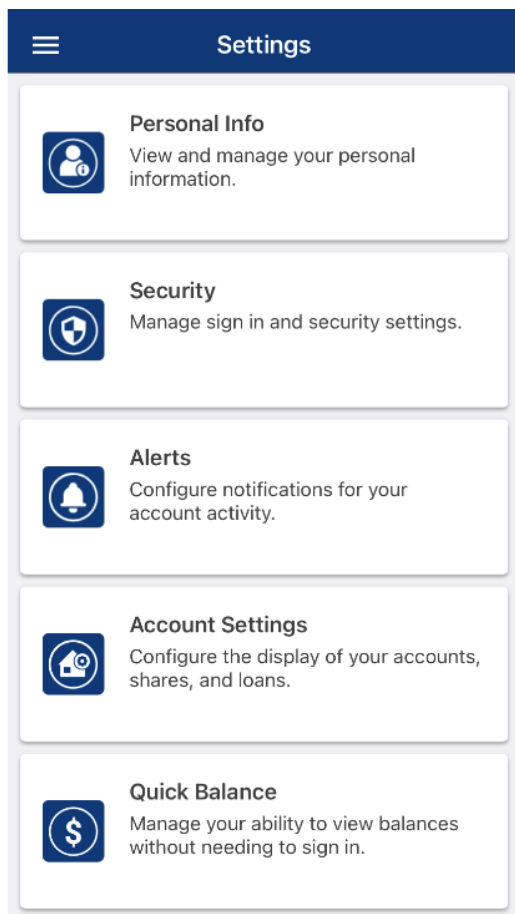
Settings

Within Settings, you have the ability to view and manage your personal information, manage your security settings, configure alerts, and manage the display of your accounts. In addition to the mentioned settings, mobile banking also has a setting to manage your ability to view a Quick Balance without needing to sign in.

Online Banking:

Mobile Banking:

Sign Out

The Sign Out button is the last option in the Side Menu. When you click or tap on the Side Menu icon, the Sign Out button is at the very bottom.

Basic Operations

Transactions

To view transactions, click or tap on a specific share account or loan. Transaction Amount, Current Balance, and Available Balance will be displayed.

Search

The Search functionality is available within Online Banking. The Search allows you to Search All Transactions with your desired keyword.
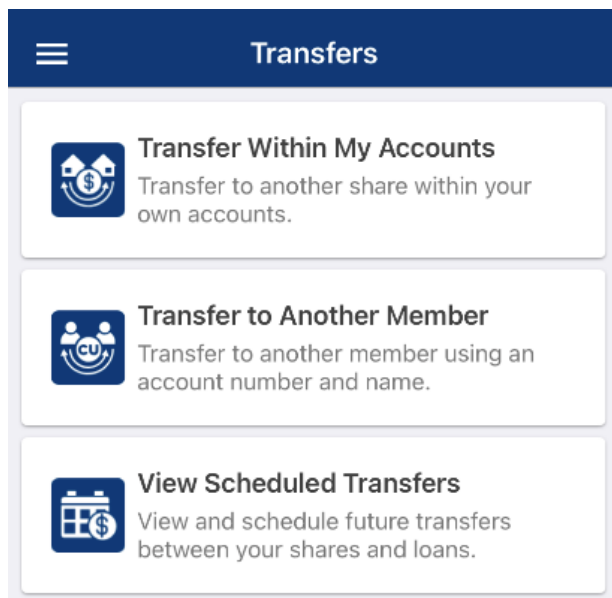
Transfers

Within Transfers, you can transfer funds to another share account within your own accounts, transfer funds to another member, and create scheduled transfers. Loan payments were previously considered to be a transfer, but they are now recognized as Payments. If you previously created transfers from share accounts to loans, you can now find them under the Scheduled Payments section within Payments.
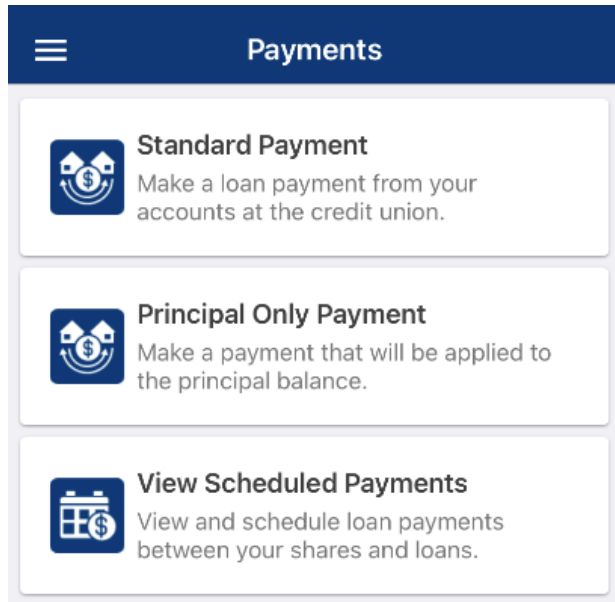
Online Banking:

Mobile Banking:

Payments

Within Payments, you can make a loan payment using funds from your accounts, make a principal only payment, and create scheduled payments. Here you will find what was once a share-to-loan transfer.

Online Banking:

Mobile Banking:

Please contact us at 626-799-0882 if you have any questions.