



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!

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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.

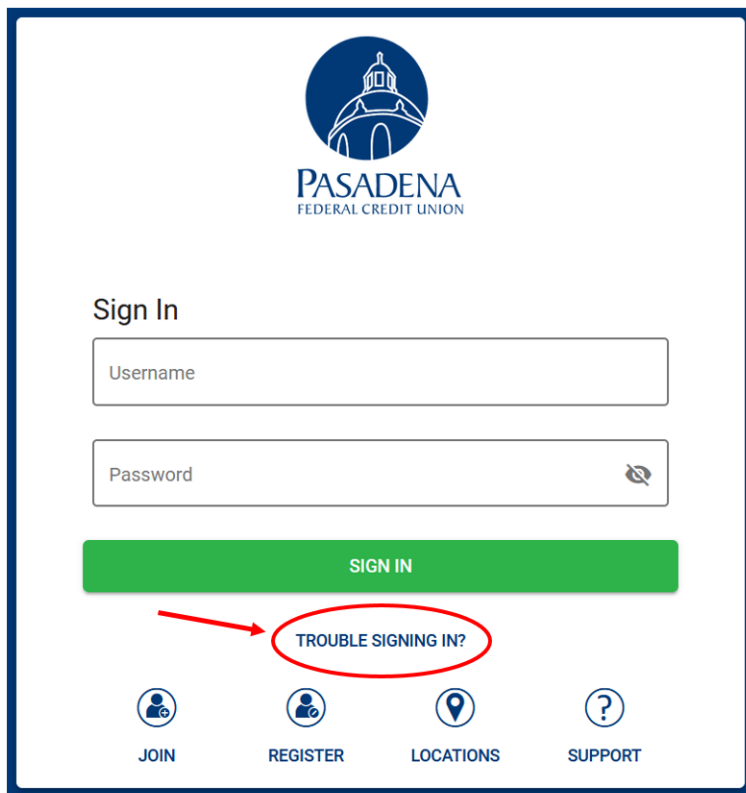
Android users will download a new app. Search the Play Store for "Pasadena FCU" and look for the new icon.

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.



PASADENA
FEDERAL CREDIT UNION

Sign In

Username

Password

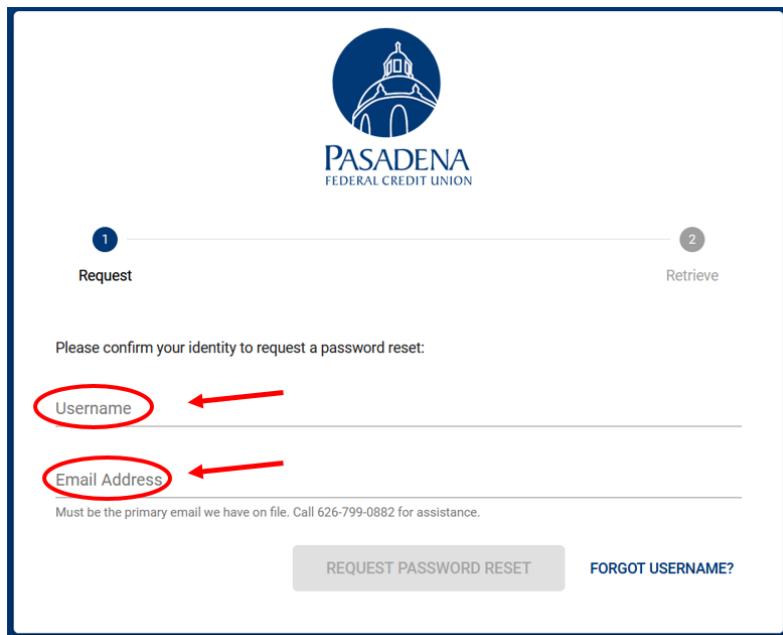
SIGN IN

TROUBLE SINGING IN?

JOIN REGISTER LOCATIONS SUPPORT

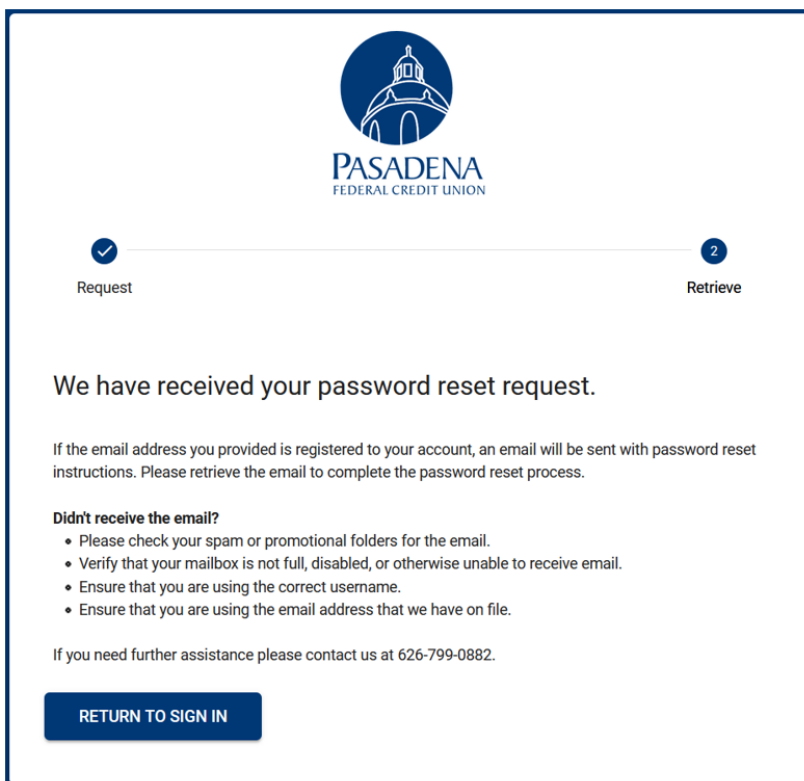
Provide us your Username & Email Address to verify your identity.

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



The screenshot shows the 'Request' step of a password reset process. At the top is the Pasadena Federal Credit Union logo. Below it is a progress bar with two steps: '1 Request' (active) and '2 Retrieve'. The main heading is 'Please confirm your identity to request a password reset:'. There are two input fields: 'Username' and 'Email Address'. Both fields are circled in red, and red arrows point to them from the right. Below the 'Email Address' field is a note: 'Must be the primary email we have on file. Call 626-799-0882 for assistance.' At the bottom are two buttons: 'REQUEST PASSWORD RESET' (disabled) and 'FORGOT USERNAME?' (active).

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



The screenshot shows the 'Retrieve' step of the password reset process. At the top is the Pasadena Federal Credit Union logo. Below it is a progress bar with two steps: '1 Request' (completed with a checkmark) and '2 Retrieve' (active). The main heading is 'We have received your password reset request.' Below this is a paragraph: 'If the email address you provided is registered to your account, an email will be sent with password reset instructions. Please retrieve the email to complete the password reset process.' There is a section titled 'Didn't receive the email?' with four bullet points: '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.', and 'Ensure that you are using the email address that we have on file.' Below this is a paragraph: 'If you need further assistance please contact us at 626-799-0882.' At the bottom is a blue button labeled 'RETURN TO SIGN IN'.



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

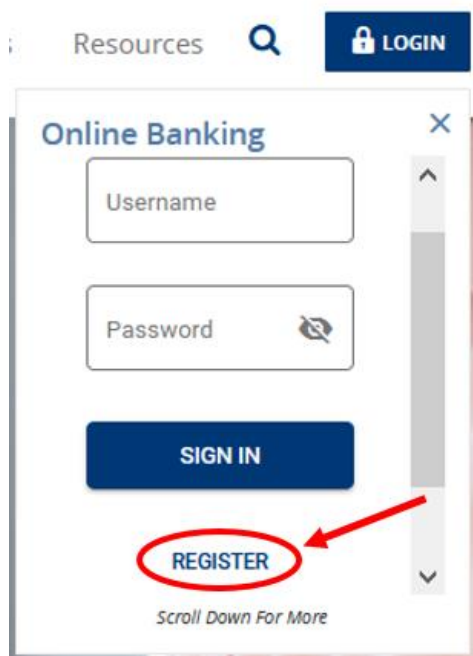
As a new user, you can register for Online Banking by visiting our website or downloading the mobile app.

Website:

Visit www.pfcu.org

Click on the blue LOGIN button (top right of page)

Click the blue REGISTER link

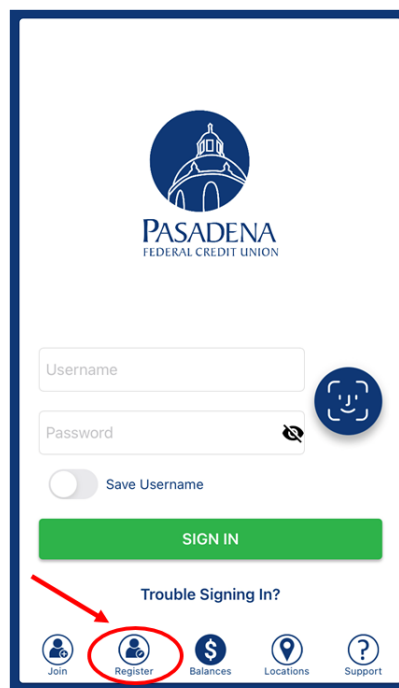


Mobile App:

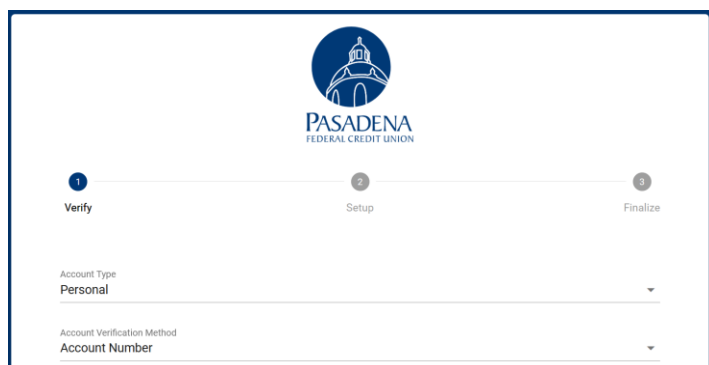
Go to App Store or Play Store

Download the Pasadena FCU mobile app

Click on Register icon at the bottom



Complete the Registration form and create a Username & Password.



After completing the registration steps, you can Sign In.

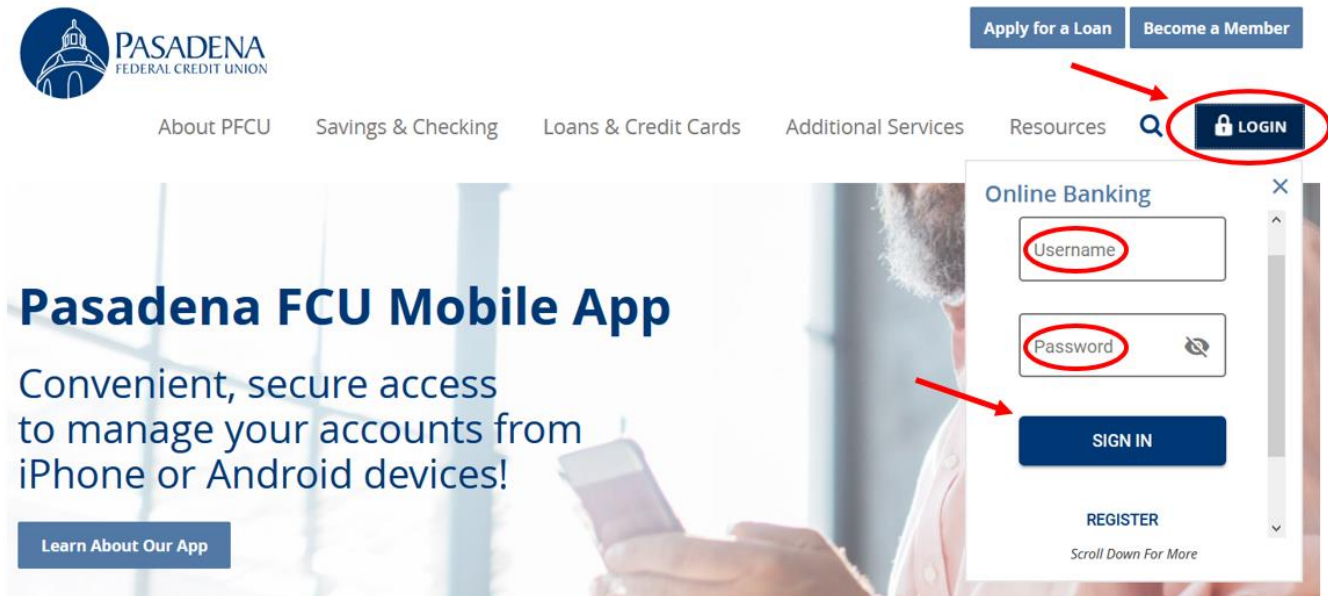
Username Requirements:

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

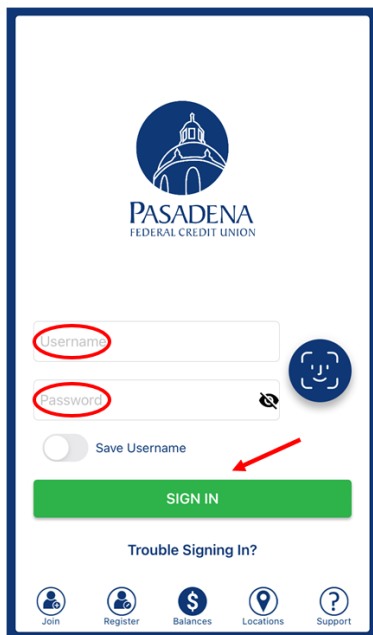
General Navigation

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.

****7890
Last Name, First Name

Shares	Current Balance	Available Balance
Savings **** -0000	\$488.37	\$483.37
Checking **** -0090	\$308.04	\$308.04

Loans	Available Credit	Balance
Signature Loan **** -0100	\$256.97 Due 02/01	N/A
Rewards Credit Card **** -1000	\$51.00 Due 02/06	\$0.00

****7890
Last Name, First Name

Transfer & Pay

From:
To:
Amount: \$
TRANSFER

WELCOME!

Please enjoy your **NEW** online banking experience!

Any questions? [VIEW FAQs](#)

****7890
Last Name, First Name

Current Balance	Available Balance
\$488.37	\$483.37

Savings
Share 0000

Current Balance	Available Balance
\$308.04	\$308.04

Checking
Share 0090

Signature Loan
Loan 0100

\$256.97 Due 02/01

Loan Balance

Transfer & Pay

From:
To:
Amount: \$
TRANSFER

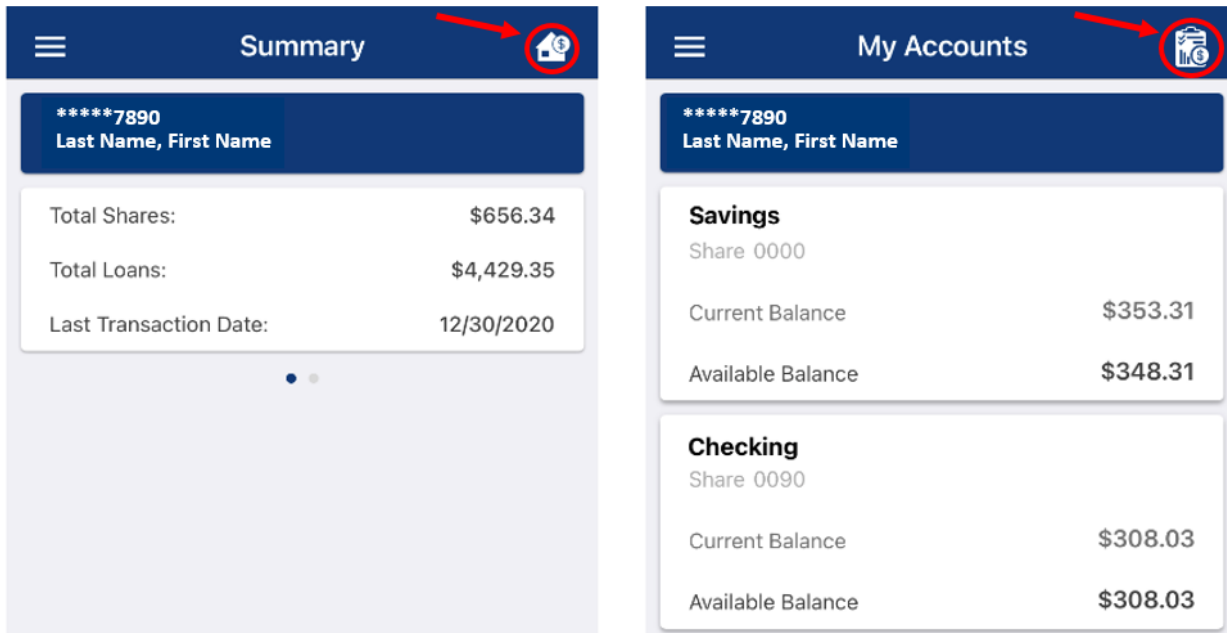
WELCOME!

Please enjoy your **NEW** online banking experience!

Any questions? [VIEW FAQs](#)

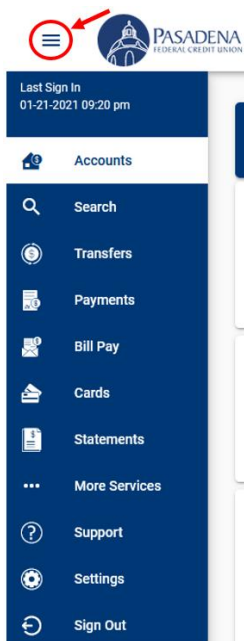
Mobile Banking:

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



Side Menu

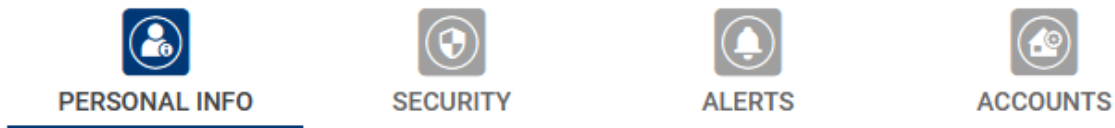
Online Banking and Mobile Banking have a Side Menu to display the different functions. The Side Menu is represented by the three horizontal lines on the top left corner. Clicking or tapping on the icon will toggle between displaying and hiding the Side Menu.



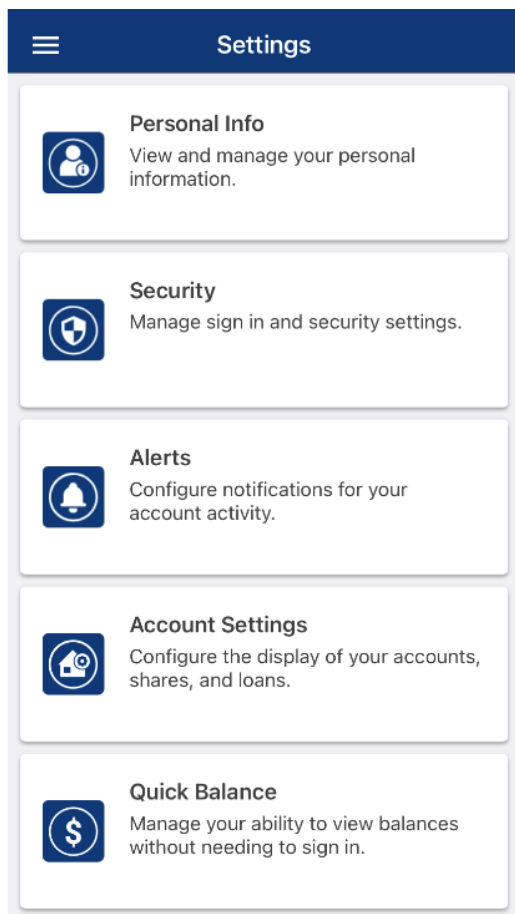
Settings

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.

Savings ¹
****7890

Current Balance \$488.37
Available Balance \$483.37

Date	Description	Amount	Balance
01-21-2021	Online Withdrawal	-\$1,715.00	\$488.37
01-20-2021	ACH Deposit	\$1,850.00	\$2,203.37
12-31-2020	Dividend Deposit	\$0.06	\$353.37
12-30-2020	Online Withdrawal To Loan	-\$300.00	\$353.31
12-30-2020	Online Withdrawal To Loan	-\$260.00	\$653.31
12-30-2020	ACH Deposit	\$560.00	\$913.31
12-24-2020	Online Withdrawal	-\$1,715.00	\$353.31

Search

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

Search All Transactions

Search Transactions withdrawal

Date	Description	Account	Amount
01-21-2021	Online Withdrawal To Share 0001	****7890 Share 0090	-\$500.00
01-21-2021	Online Withdrawal	****7890 Share 0000	-\$1,715.00
01-19-2021	Online Withdrawal	****7890 Share 0090	-\$0.01
01-07-2021	ACH Withdrawal SO CAL GAS PAID	****7890 Share 0090	-\$31.54
01-05-2021	ACH Withdrawal WAWANESA	****7890 Share 0090	-\$44.00
01-05-2021	ACH Withdrawal WAWANESA	****7890 Share 0090	-\$213.59
01-04-2021	ACH Withdrawal CHARTER	****7890 Share 0090	-\$64.99

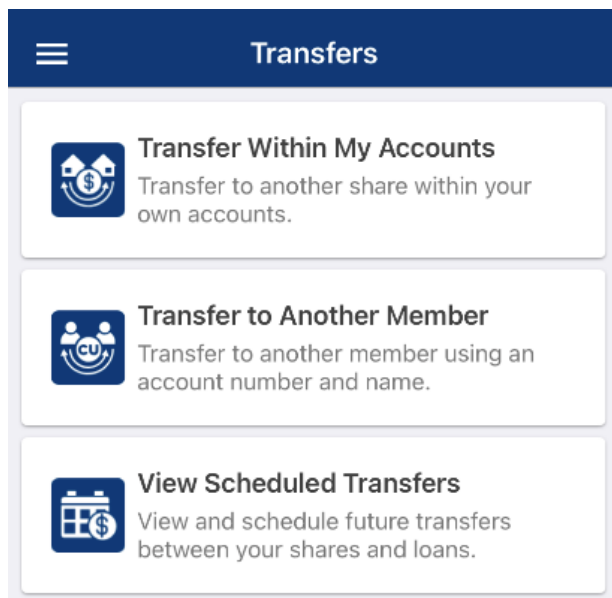
Transfers

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:



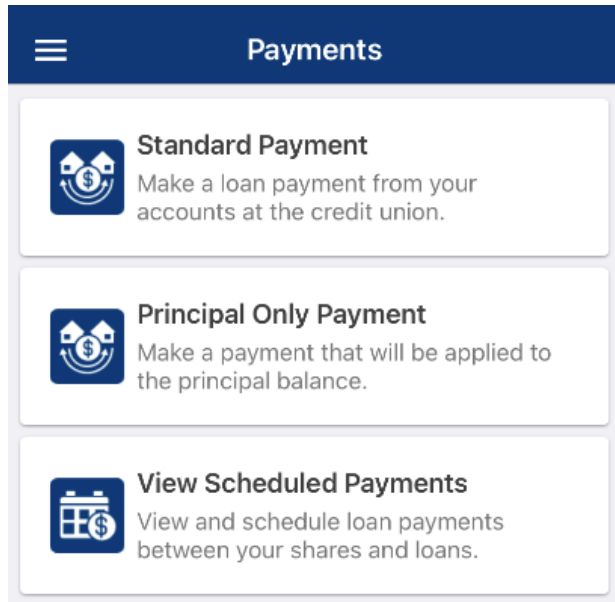
Payments

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.
