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## 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](http://www.pfcu.org)

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

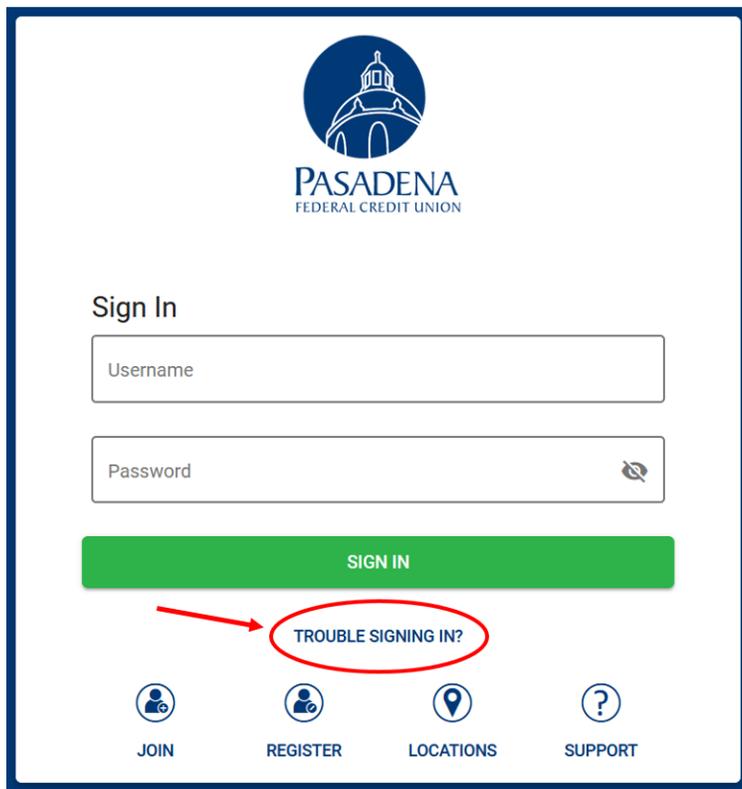
Android users will download a new app. Search the Play Store for "Pasadena FCU" and look for the new icon.

## 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 SIGNING IN?" link.



The image shows a screenshot of the Pasadena Federal Credit Union's online banking sign-in page. At the top center is the Pasadena Federal Credit Union logo, which consists of a blue circular emblem containing a white silhouette of a building with a dome, with the text "PASADENA FEDERAL CREDIT UNION" below it. Below the logo is the heading "Sign In". Underneath the heading are two white input fields: the first is labeled "Username" and the second is labeled "Password" with a small eye icon to its right. Below the password field is a prominent green button with the text "SIGN IN" in white. Below the "SIGN IN" button is a link labeled "TROUBLE SIGNING IN?" which is circled in red, and a red arrow points to it from the left. At the bottom of the page, there are four icons with corresponding labels: "JOIN" (with a person icon), "REGISTER" (with a person and gear icon), "LOCATIONS" (with a location pin icon), and "SUPPORT" (with a question mark icon).

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 Pasadena Federal Credit Union logo at the top. Below it is a progress bar with two steps: '1 Request' and '2 Retrieve'. The 'Request' step is active. The text reads: '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, a note states: 'Must be the primary email we have on file. Call 626-799-0882 for assistance.' At the bottom, there are two buttons: 'REQUEST PASSWORD RESET' and 'FORGOT USERNAME?'.

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

The screenshot shows the Pasadena Federal Credit Union logo at the top. Below it is a progress bar with two steps: '1 Request' and '2 Retrieve'. The 'Request' step is complete, indicated by a checkmark icon. The text reads: 'We have received your password reset request.' Below this, it says: '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 a bulleted list: '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, it says: 'If you need further assistance please contact us at 626-799-0882.' At the bottom, there is a blue button labeled 'RETURN TO SIGN IN'.

Password Reset - Pasadena FCU inbox x



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



to



**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

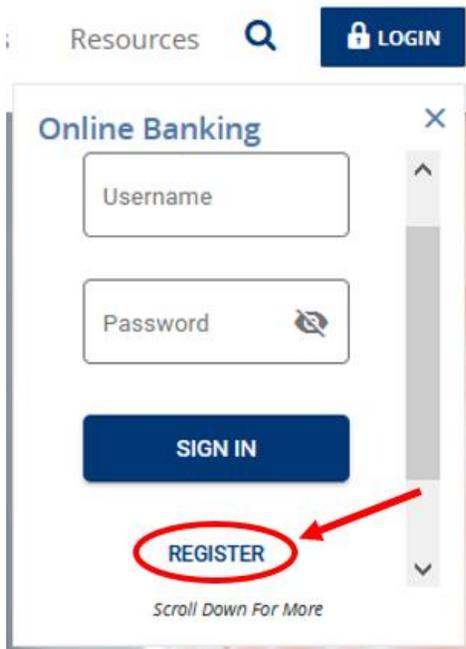
As a new user, you can register for Online Banking by visiting our website or downloading the mobile app.

### Website:

Visit [www.pfcu.org](http://www.pfcu.org)

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

Click the blue REGISTER link



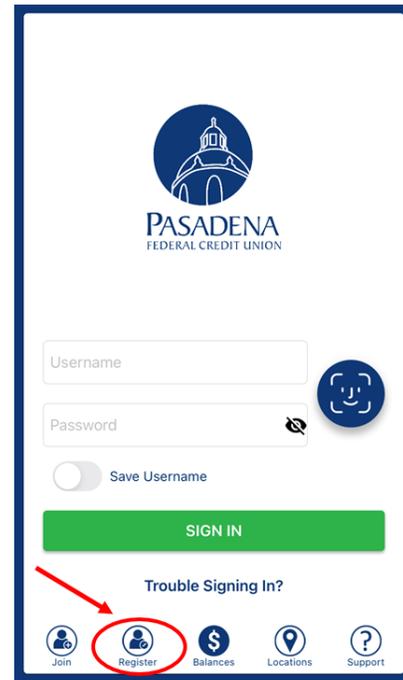
The screenshot shows the Pasadena FCU website's login interface. At the top right, there is a blue 'LOGIN' button. Below it, a modal window titled 'Online Banking' is displayed. It contains two input fields: 'Username' and 'Password'. Below the password field is a blue 'SIGN IN' button. At the bottom of the modal, the word 'REGISTER' is circled in red, and a red arrow points to it from the right. Below the 'REGISTER' link, the text 'Scroll Down For More' is visible.

### Mobile App:

Go to App Store or Play Store

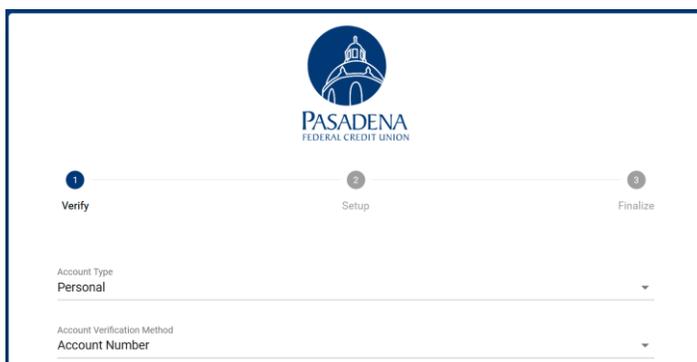
Download the Pasadena FCU mobile app

Click on Register icon at the bottom



The screenshot shows the Pasadena FCU mobile app's login screen. At the top is the Pasadena Federal Credit Union logo. Below it are two input fields: 'Username' and 'Password'. There is a 'Save Username' toggle switch and a blue 'SIGN IN' button. Below the sign-in button is a 'Trouble Signing In?' link. At the bottom, there is a navigation bar with five icons: 'Join', 'Register', 'Balances', 'Locations', and 'Support'. The 'Register' icon is circled in red, and a red arrow points to it from the left.

Complete the Registration form and create a Username & Password.



The screenshot shows the Pasadena FCU registration form. At the top is the Pasadena Federal Credit Union logo. Below it is a progress indicator with three steps: '1 Verify', '2 Setup', and '3 Finalize'. The 'Verify' step is active. Below the progress indicator are two dropdown menus: 'Account Type' (set to 'Personal') and 'Account Verification Method' (set to 'Account Number').

After completing the registration steps, you can Sign In.

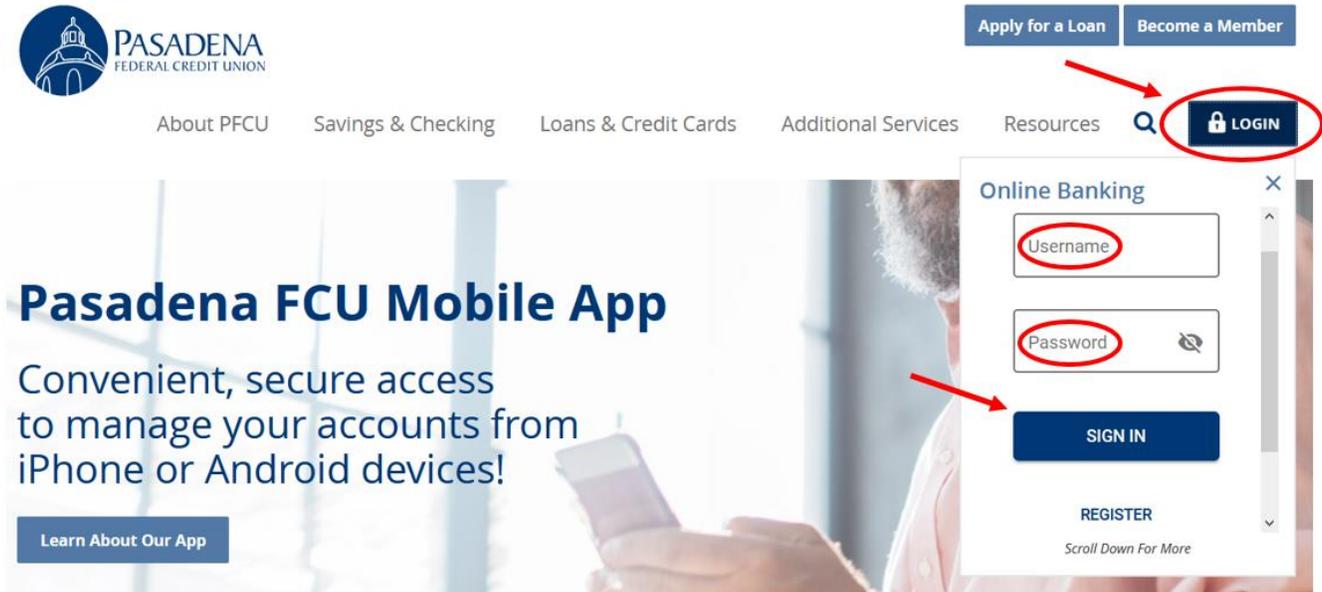
### Username Requirements:

- 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](http://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.

The screenshot shows the online banking interface for Pasadena Federal Credit Union. The top right corner features a 'View:' label with two icons: a list icon (three horizontal lines) and a compact icon (two horizontal lines). A red arrow points to the list icon, indicating the current view. The main content area displays a summary of accounts for a user with account number \*\*\*\*7890. The accounts are listed in a compact format with columns for account type, current balance, and available balance. A 'Transfer & Pay' section is visible on the right, and a 'WELCOME!' message is on the far right.

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

Loans	Available Credit	Balance
Signature Loan **** -0100	\$256.97 Due 02/01	\$1,948.13
Rewards Credit Card **** -1000	\$51.00 Due 02/06	\$2,505.26

The screenshot shows the online banking interface for Pasadena Federal Credit Union, displaying the Extended Account List view. A red arrow points to the compact icon (two horizontal lines) in the top right corner. The main content area displays a detailed view of the accounts for the same user. Each account is expanded to show its share number, current balance, and available balance. The 'Transfer & Pay' section and 'WELCOME!' message are also visible.

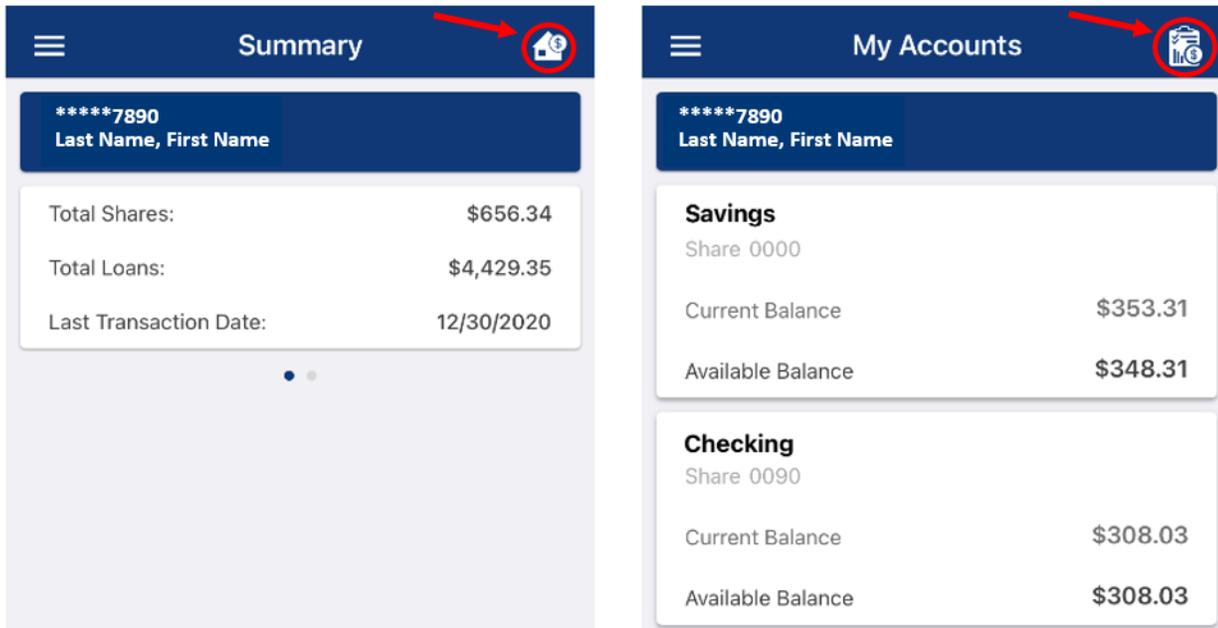
Account Type	Share	Current Balance	Available Balance
Savings	Share 0000	\$488.37	\$483.37
Checking	Share 0090	\$308.04	\$308.04

Loans	Loan Balance
Signature Loan Loan 0100	\$256.97 Due 02/01

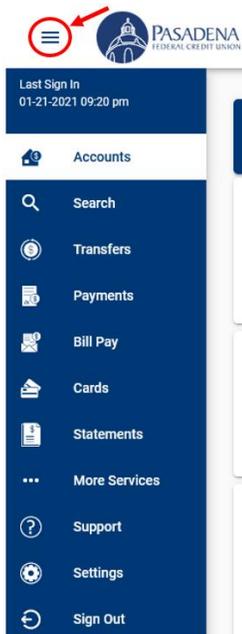
## Mobile Banking:

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



## Side Menu

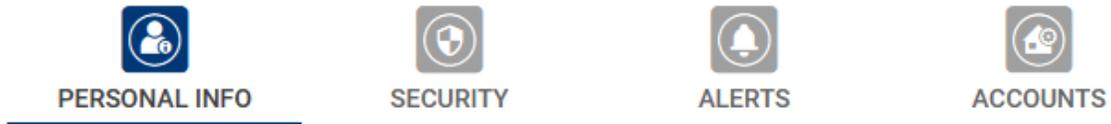
Online Banking and Mobile Banking have a Side Menu to display the different functions. The Side Menu is represented by the three horizontal lines on the top left corner. Clicking or tapping on the icon will toggle between displaying and hiding the Side Menu.



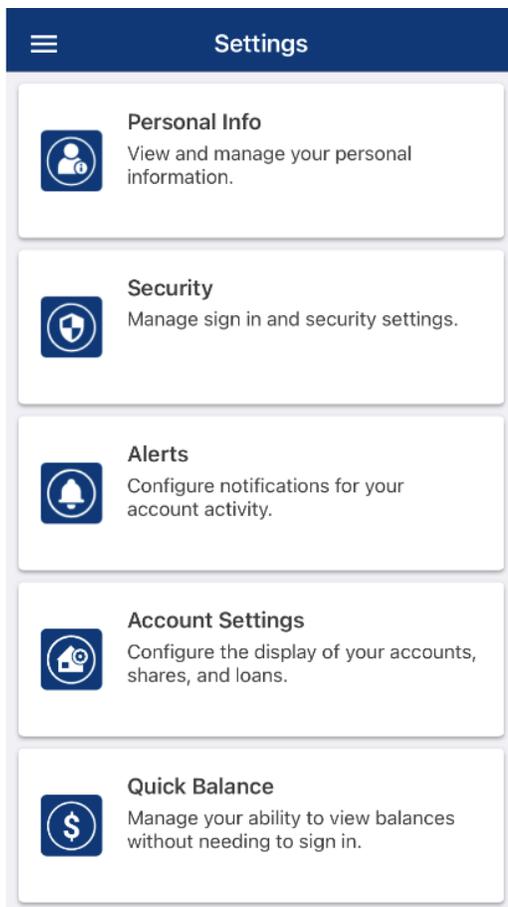
## Settings

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.

The screenshot displays the online banking interface for a Savings account. The account number is \*\*\*\*7890. The Current Balance is \$488.37 and the Available Balance is \$483.37. The transaction history table is as follows:

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.

The screenshot displays the search functionality within the online banking interface. The search bar is titled "Search All Transactions" and contains the keyword "withdrawal". The search results table is as follows:

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

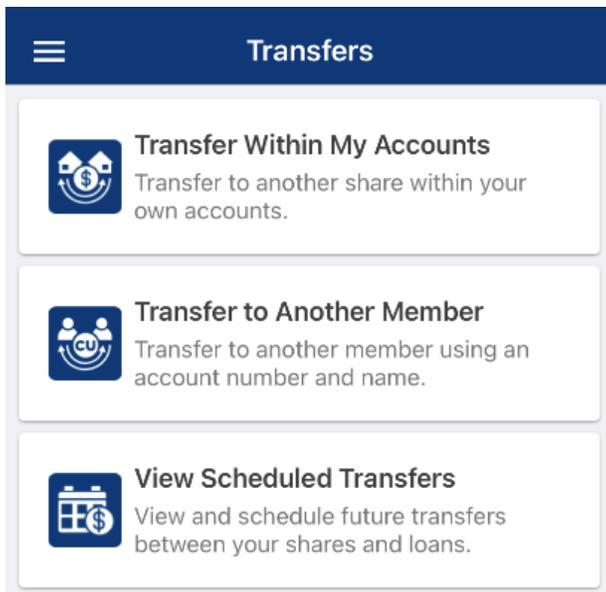
## Transfers

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:



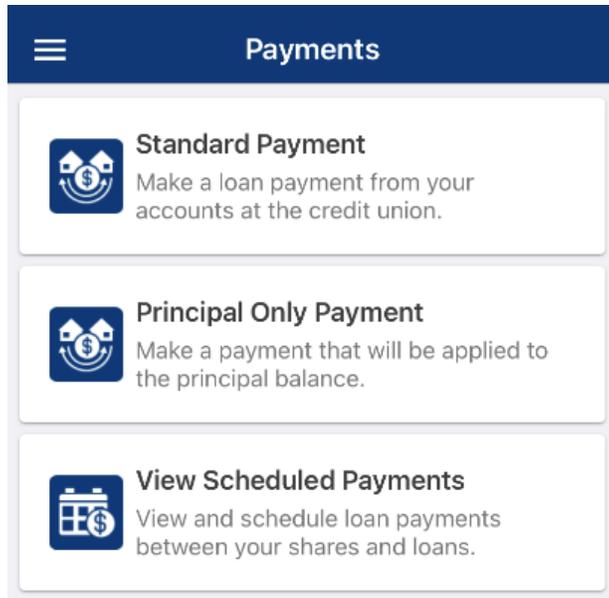
## Payments

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.

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