

Common Online Banking Questions

Q: How do I access the new Online Banking platform?

Visit fcfcu.com and click on the green "Online Banking" button in the top right corner, or download the mobile app and follow the prompts for registration.

Q: How do I access the new Mobile App?

Update or download our new app by searching "Financial Center" on your app store. A black background will appear in your new app icon once downloaded on your smartphone.

Q: Can I use my account number or first and last name as my Online Banking username?

You are not able to use your Financial Center account number or first and last name as your Online Banking login.

Q: Can I receive a verification code over text for enrollment?

You will need to verify enrollment using the email address you entered during the first step of enrollment, but when adding future devices, you may receive a verification code through text.

Q: I'm locked out of Online Banking. What are my options?

You can reset your password attempts by clicking the "forgot password" button on the Online Banking login screen. Additionally, you can contact us at 800.473.2328 option 2.

Q: I'm a joint account owner. Whose information do I use to enroll?

If you are a joint owner, you must create a login using your own information to enroll in Online Banking. Be sure to observe the enrollment question that requires the primary owner's date of birth.

Q: Is Bill Pay affected by these changes?

Bill pay isn't changing- your payees and any automatic transfers set up in the previous version of Online Banking will still be active.

Q: I have e-alerts set up. Will they be affected?

E-alerts (such as low balance alerts) for your account currently will continue to work but you will be unable to edit or add new alerts at this time. If you would like to remove e-alerts from your account, please contact us at 800.473.2328 option 2.