



PFFCU On-Line FEATURES

It is simple to access your accounts online with PRIORITY FIRST FCU. Go to www.priorityfirstfcu.org and click on PFFCU On-Line to log in. Enter your account number and assigned Password. Your password must be entered exactly as it is assigned to you. For security purposes, you will be required to change your password upon signing in. You are responsible for the security of your Password and Login ID. Do not share your Login ID or Password with anyone.

Upon entering PFFCU On-Line, your account balances will automatically appear. To view a particular account, just click on its balance. Balances shown reflect the most recent available data.

NOTE: PFFCU On-Line will automatically logoff if it remains idle for five (5) minutes. This security measure was added to help reduce the odds of an unwanted user gaining access to your account information. If the system logs off while still in use, simply reenter your account number and password at the login screen.

CHECK YOUR BALANCES *TO VIEW THE CURRENT BALANCE OF AN ACCOUNT.*

1. Click on the Balances button at the top of the screen.
2. All accounts and current account balances with Priority First FCU will be displayed.
3. Click on an account to view 90 days of account transactions.
4. Click the Back button or Balances to view other accounts.

VIEW HISTORY *TO VIEW THE HISTORY OF TRANSACTIONS IN AN ACCOUNT,*

1. Click on the History button at the top of the screen.
2. 30 days of transactions will automatically be displayed for each account.
3. The box at the top of the screen gives three options to search for transactions: 30 days, 90 days, or by date.

NOTE: Account transactions will be kept on the system for 5 quarters. However, when you first sign up for PFFCU On-Line, you will only be able to access the last 90 days of transactions for an account. All new transactions will be available and a history will be stored up to 5 quarters, but will not exceed 90 before signing up for PFFCU On-Line.

4. Click the circle beside the desired search method and Click "Get Accounts". To Search by date, enter the starting date and ending date you wish to view and then Click "Get Accounts".

TRANSFER FUNDS/LOAN PAYMENT *TO TRANSFER FUNDS OR PAY A LOAN.*

1. Click on the Transfer button at the top of the screen.
2. Select the Account you want to transfer FROM
3. Select the Account you want to transfer TO,
4. Enter the desired amount you want transferred and click on "Transfer Funds"

MAKE A WITHDRAWAL *TO WITHDRAW MONEY FROM AN ACCOUNT, TO BE MAILED OR PICKED UP.*

1. Click on the Withdraw button at the top of the screen.
2. Select the Account you want to withdraw FROM
3. Enter the desired amount you want to withdraw.
4. Click on "Withdraw Funds" to complete the transaction.
5. If a withdrawal request is made during regular business hours the check will be mailed that same day. Any requests made after business hours will be sent the next business day.

VIEW CLEARED CHECKS *TO VIEW CHECKS BY NUMBER OR DATE CLEARED.*

1. Click on the Cleared Checks button at the top of the screen.
2. Select the desired checking account.
3. You can click on "Date Order" to view checks cleared by date for the last 90 days. OR
4. You can click on "Check Order" to view cleared checks by check number. OR
5. Under "Search for Individual", you can type in a check number and click on "Retrieve Check" to see if it has been cleared.
6. Check images are available for **FREE through PFFCU On-Line**. They are still available at any office for **\$1.50** per check.

CHANGE YOUR PASSWORD *TO CHANGE YOUR CURRENT PASSWORD.*

1. If you feel your current password has been compromised in any way, you should change your password immediately. To do this,
2. Click on the Password button at the top of the screen.
3. Enter your current password and then enter your new password (twice).
4. Click on "Change Password" to update your new password.
5. REMINDER: Do not lose your password, Priority First FCU does not have access to account passwords and will not be able to give you your password if it is lost. The On-line Account will have to be reset and a new password will be given to the member. A service charge may be applied for this service.

E- STATEMENTS

1. Contact the credit union if you wish to receive your monthly/quarterly statement electronically.
2. You will be notified by email when your statement is available online.
3. Log onto PFFCU Online.
4. Click on statement tab.
5. Select statement period you would like to view.
6. Click on Get Statement.

BILL PAYMENT

1. Contact the credit union if you wish to activate bill payment.
2. You will be notified by email when your bill pay is activated.
3. Log onto PFFCU Online.
4. (Bottom left you will see) **CREDIT UNION BILL PAY**
[CLICK HERE TO PAY YOUR BILLS ONLINE](#)

Note: Payees ineligible for electronic remittance processing will produce a paper check. The correct payee information is important for quick and efficient processing with the payee and the postal office.

FEEDBACK *TO SEND AN EMAIL TO THE CREDIT UNION ABOUT THE ON-LINE BANKING SYSTEM.*

1. Click on the Feedback button at the top of the screen
2. A pre-addressed email will appear with the subject "CU FEEDBACK". Type your question or comment in the bottom field and when finished click on "Send".
3. Priority First FCU will process your request ASAP.

NOTE: The Credit Union will not process a requested transaction sent by email. If you are having problems completing a transaction through PFFCU On-Line, please call or stop in at the Credit Union for assistance.