Online Banking FAQs

I'm trying to login to the online branch but my username and/or password isn't working:

Are you a first-time online branch user?

If you haven't been set up for the online branch please contact FCCU Member Service at (920) 563-7305 for a temporary username and password or click on "Enroll in Online Banking" from the login screen. Please note, clicking on the" Enroll in Online Banking" link will redirect you to an enrollment form on our website. Simply complete the form and click "Submit". A member service representative will reach out to you shortly to finalize your enrollment. You may always contact us at (920) 563-7305 during business hours and we can set you up immediately.

If this is your first time logging in since FCCU has assigned you with a new username and password the username will be your base account number without any dashes or suffixes. For example, if your account number is 12345-6-00 you will enter your username as 123456. Please contact FCCU with questions regarding resetting your password. Any reset passwords will always reflect the Primary Account Holder's information or if the account is a business account, passwords will reflect the Business' information.

Has it been more than 5 days since you were issued a new username and/or password?

If this is your first time logging in since FCCU assigned you a username and password and it has been over 5 days, you will need to contact FCCU to reset your password. Temporary passwords are only valid for 5 days for security purposes.

Not a first-time user but still having problems logging in with your Username and/or Password?

NOTE: All usernames and passwords are case sensitive. If you are entering your username or password with the wrong case you will not be able to login.

Forgot your password?

Click on the "Forgot my Password" link on the login page. A temporary password will be sent via text or email to the phone or email address you established during your first-time login. A box will appear letting you know where your temporary password has been sent. Enter the temporary password sent to you in the "Password" field on the Login screen and click "Login". You will be prompted to select a new password. If you continue to encounter login issues, contact FCCU Member Service at (920) 563-7305.

Have you tried an incorrect password 5 times?

If you have tried logging in 5 times with an incorrect password you will be locked out of your online branch account and will need to contact FCCU Member Service for assistance.

How do I change my Username?

To change your username please login to your online branch account. At the bottom of the main summary screen you will see a link titled "My Account". Click on the link. Once there, click on your username and you will be prompted to change your username.

I can't remember my username.

If you cannot remember your username, please contact FCCU Member Service at (920) 563-7305 for assistance.

Why am I not receiving my Challenge PIN?

Are you receiving your Challenge PIN via your cell phone as a text message?

Has your cell phone number or cell phone provider recently changed? If so, please contact FCCU Member Service at (920) 563-7305 so we can update your phone number and/or provider in our system to ensure you receive all future Challenge PINs.

If your phone number or provider has not changed and you still have not received your PIN, make sure you have service on your cell phone. If so, and you still have not received your PIN within 3 minutes, please contact any FCCU representative for assistance.

Are you receiving your Challenge PIN via your email?

Are you leaving our website to login to your email to retrieve your PIN? If so, your Challenge PIN will become invalid when you log in again. Every time you enter your username, our system is prompted to send you a new Challenge PIN when accessing the online branch from an unauthorized computer. In order to prevent this from happening, please open up a new tab when retrieving your Challenge PIN and go to your email from the new tab. When you come back to the FCCU page to enter your Challenge PIN, you should be at the same screen you were on before you opened the new tab.

Is the PIN not being sent to your email? If you have not received your PIN within 3 minutes, please contact any FCCU representative for assistance.

What does it mean when I'm asked to authorize my computer?

When you authorize your computer, you will no longer be asked for a Challenge PIN at every log in. The Challenge PIN is a security feature that makes it difficult for unauthorized users to access your online branch account. When using a computer that you have not authorized any unauthorized users would have to be able to receive your Challenge PIN before they would be asked for your password. Without having access to your cell phone or your email password, unauthorized users would be prevented from accessing your account online.

When authorizing a computer you should be aware that anyone that tries to login to the online branch from that computer will not be asked for a Challenge PIN.

Why am I being asked for a Challenge PIN when I have already authorized my computer?

If you have recently installed new virus protection or have your computer settings set to delete all cookies and history after a certain time period, you will be asked for your Challenge PIN. The cookies on your computer are what tell the website that you have already authorized it. If those cookies get deleted in a monthly computer cleanup, then it will not recognize that you had authorized the computer and you will have to reauthorize it after entering the Challenge PIN again.

FCC

FORT COMMUNITY CREDIT UNION

How do I set up alerts with my balance or deposits?

Upon logging in to your online branch account, click on the link on the bottom of the main summary screen titled "My Account". From there, you can click on "Change My Alerts" and set up a variety of different alert options!