PARTNERSHIP FINANCIAL CREDIT UNION

VIRTUAL BRANCH ENROLLMENT PROCEDURES

Please go to our website at www.mypfcu.org. This will open up P*f*CU's home page. To enroll in Virtual Branch, click on "**Enroll**" in the "**Online Access**" tab located on the right side of the screen on our home page.

A new window will open.

Click on **Enroll Online**, located to the left in the green area.

A new window will open (see below) - enter the requested information:

1. Member Account Number – Input your ***new 9 digit account number***
2. The last 4 digits of the Social Security Number of the Primary Account Holder (the first name on the account)
3. Full 9 digit Social Security number of the primary account holder
4. Address Only – Ex: 12345 Main St, enter 12345 only – do not enter the street name

5. Click on Terms & Conditions. Once you have finished reading the terms and conditions. X out and click in the box: "I have read and agree to the Terms and Conditions" and click continue.

Choose a Log on ID – Your new ID must be between 6 & 50 alphanumeric characters. For special characters, only the following are allowed: dashes, underscore or the @ symbol. Please <u>do not</u> use your account number as your login ID.

Next, **choose a Security Code**. It must be between 8 – 16 characters and have at least 2 numbers and 2 letters and cannot contain any special characters.

Enter your e-mail address and click on enroll.

An **Enrollment** window will open indicating your login ID. At the bottom of the box a message that says "To proceed to the login page Click Here." Please "Click Here"

You are now back at the **User Logon Page**.

Enter the **User ID** you just chose and click on OK.

Enter the **Password** you just chose and click OK.

You will now need to answer 3 security questions. Choose 1 in each area and enter an answer. When all 3 are answered, click on OK. A message window will appear stating "**Questions and Answers Saved**." Click on OK

Next, you will need to choose a security phrase (this is **<u>not</u>** your password). After choosing your security phrase, click OK – A message window will appear indicating "**Security Phrase Saved**". Click OK.

You are now in **Virtual Branch**.

To utilize **Bill Pay**, click on the **Bill Pay Tab**. Complete the required information and accept the Terms and Conditions of On-Line Bill Pay. We encourage you to view the demo that is available on the top right side of the screen to get an understanding of how this product works.

Please do not hesitate to contact any of our four locations for assistance:

VCU Office – 847-699-1600
NTSCU Office – 847-675-6610
BAECU Office – 847-381-3233
NTFCU Office – 847-256-8411