

Perfect Teller Online Banking

Frequently Asked Questions

How do I enroll in Online Banking?

- Go to www.duboispike.org
- Click on the **Online Banking** button
- Click on the **NEW Online Banking** button
- Enter your account number
- When you try to put a password in, it will recognize that you are a new user and prompt you to:
 - Enter your phone number to receive text or voice call authorization, and select **REQUEST PIN**. (If authorization fails, call or email the credit union to make sure we have your correct phone number on file.)
 - Enter the PIN you receive to authorize the device for one-time or permanent use and hit **OK**
- Validate your ID by verifying your information. (This information must match the account owner's information that we have on file.)
- Create a password that meets all the requirements and keep this for your records.
- Enter your email address
- Agree to electronic statements (automatically selected)
- Review the disclosure (and click the box that you have read and agree)
- Click **ENROLL**
- You will then be directed back to the login screen.
 - Enter your account number and password then click **Sign In**.

What if my phone number is not updated on my account?

Let us know by contacting us at:

- Phone: 812-634-9278
- Email: member.service@duboispike.org

Once it is updated on your account you will be ready to sign in!

What is the direct link?

- <https://ptapp.pt4web.com/20805>

What if I forgot my password?

*You may be prompted multiple times to enter your phone number for a PIN to be sent to you.

- Go to Sign In page
- Enter your account number
- When you try to put a password in, it will prompt you to:
 - Enter your phone number to receive text or voice call authorization, and select **REQUEST PIN**. (If authorization fails, call or email the credit union to make sure we have your correct phone number on file.)
 - Enter the PIN you receive to authorize the device for one-time or permanent use and hit **OK**
- You will be directed back to the Sign In page
- Select **FORGOT PASSWORD** Link
- Create new password that meets all the requirements and click **OK**
- You will then be directed to the Sign In page again
- Enter your account number and new password, then press **Sign On**

How do I install the NEW Online Banking?

- You now just go to the link on Safari, Chrome, Firefox, Edge... whatever your browser, just follow the link. No app to download. We recommend you save the link as an icon on your home screen.

How do I transfer money?

- Go to Login page
- Enter your account number and password, then press **LOGIN**
 - You may be prompted to enter your phone number to receive a PIN, once you receive the PIN, enter in the field were requested then hit **OK**. Then enter password on the Sign In screen.
- Select **MENU** (Top left corner)
- Select **TRANSFER MONEY**
- A new screen will appear with a (SOURCE ACCOUNT) side and a (DESTINATION ACCOUNT) side
- On the left side (SOURCE ACCOUNT), click drop down menu and pick **FROM** account
- On the right side (DESTINATION ACCOUNT), click drop down menu to pick **TO** account
 - *If you are transferring to a different account number, that you have authorized on your account, click the box **INCLUDE MY SUB ACCOUNTS**. They will appear in the drop-down options*
- Enter the amount you want to transfer
- Select **TRANSFER**
- You will need to review your selections before pressing **OK**
- You will receive a confirmation page, and the transfer is complete

NOTE: To authorize a new sub account to transfer to and from, please contact us at 812-634-9278.

How do I review transactions?

- Complete the Sign In process
- Click or Tap on the account type you want to review (such as **REGULAR-SAVINGS** or **DRAFT-ACCOUNT**)
- Select **SHOW HISTORY**
- The most recent history will appear on screen, including pending transactions

Tip: You can search for specific items. Pull up the account history and click **SEARCH** above the history to look for what you need.

NOTE: A pending transaction is a purchase or bill payment that has not cleared your account yet. The transaction was authorized but it has not completed posting. You will see *Anticipated Balance* underneath a transaction that has not cleared yet. This will allow you to know your account balance once the item has cleared.

How do I pull a copy of my statements?

- Complete the Sign In process
- Select **MENU** (Top left corner)
- Select **View Statements**
- A scroll option in the middle of the screen will appear showing the Month and Year of each Statement
- Click or Tap on the one you want
- Click **GET STATEMENT**
- The statement will pull up on screen for you to review or print

How do I pay my Dubois Pike FCU loan?

- Complete the Sign In process
- Enter your account number and password, then press **LOGIN**
- Select **MENU** (Top left corner)
- Select **TRANSFER MONEY**
- On the left side (SOURCE ACCOUNT), click drop down menu and pick **FROM** account
- On the right side (DESTINATION ACCOUNT), click drop down menu to pick **TO** account. The **TO** account will show your loan as an option
- Enter the dollar amount
- Select **TRANSFER**
- You will need to review your selections before pressing **OK**
- You will receive a confirmation page, and the payment is complete

How do I access Bill Pay?

- Complete the Sign In process in your online banking
- Select **MENU** (Top left corner)
- Select **BILL PAY iPAY**
- Press **CONTINUE**
- You will then be directed to the Dubois Pike FCU Online Bill Payment Platform through iPay
- Please note, a checking account is required to use this *FREE* feature. Contact us if you need a checking account setup today (and start seeing the benefits IMMEDIATELY)

Have questions or problems?

Let us know by contacting us at:

- Phone: 812-634-9278
- Email: member.service@duboispike.org