

New Home banking FAQs

Will my username and password remain the same?

Yes. You will be prompted to create a new user id upon logging in to the new system for the first time. For security purposes, your user id cannot be changed into anything that includes your account number.

What if I forget my user id or password?

There is an option when logging in that says “forgot my login”. You will then answer security questions to get to the prompts to view your user id or reset your password.

What if I lock myself out?

After three unsuccessful attempts to login, you will be locked out. There is an option to reset your locked account. You will answer security questions in order to do so. You can only reset your locked account yourself once every 24 hours- otherwise you will have to contact us at 734-641-8400.

Can you have multiple logins for one account?

A primary account holder may create a sub-account login through their maintenance tab.

How can I change my user id and password?

When logged into home banking, at the top right corner of the screen, there will be an option that reads “change security. Clicking that will prompt you with the option of doing either.

Will my current online banking history transfer to the new platform?

Yes, your history will transfer.

Will my recurring transfers need to be set up again?

No, everything will transfer over.

How can I see accounts I'm joint on?

At the top left corner of the page, you will see a dropdown that has your account number in it. You can click the dropdown and view any accounts you are joint on. The page will be refreshed to show those account details.

What features and functionality does PSCU's new online banking offer?

Our user friendly system offers great new features like easy transfers, quick balance view, mobile banking and a responsive design that makes it easy to do your banking on the go.