



Frequently Asked Questions

How do I enroll in MoneyView Online Banking?

In the MONEYVIEW ONLINE BANKING login box at www.pvfcu.org, click the link that says "New Users?". You will enter your PVFCU account number and use the last four digits of the primary account holder's Social Security Number as the PIN. The system will guide you through the rest of the enrollment process. For more information, consult the "How to Enroll in MoneyView Online" document posted at www.pvfcu.org.

How do I reset my Password?

In the MONEYVIEW ONLINE BANKING login box at www.pvfcu.org, click the "Forgot Password" link, then click 'Go to Password Reset' and enter the credentials requested. A temporary password will be sent to the email address on file. If an email is not received, the credentials entered do not match PVFCU's files, and you should contact us for assistance.

How can I enroll if I don't have a Social Security Number?

Those without a Social Security Number should contact us for assistance.

I'm enrolling a Business Account that has a Tax ID. What should I use for the PIN?

Businesses with a FEIN (Tax ID) number should use the last four digits of the FEIN (Tax ID).

I'm enrolling a Business Account. What should I use for the "Birthdate" in New User Info?

PVFCU sets that for you. Business Accounts will need to contact us for assistance in enrolling.

How do I activate Text Alerts?

To activate your mobile phone for text or email alerts, click on **User Options**, then choose **Change User Devices** to add your mobile number. To add new alerts, go to **Online Service > Alerts** and choose **Add New Alert**. You can choose your mobile device as the delivery option.

How can I set up transfers to other accounts – either PVFCU accounts or accounts at other financial institutions (example: transfers to another account's club, Money Market, S90 checking, or loans)?

In MoneyView Online, go to **Accounts > Linked Accounts > Add a New Account**. Select "Bank Account" for Account Type. Complete instructions are on the resulting page.

How do loan payments and Visa payments work in MoneyView?

You can make these payments by performing a transfer. In the "Transfer To" dropdown box, choose the loan or Visa card account on which you want to make a payment. When you complete the transfer, your payment has been made.

Can I place a stop payment on an electronic funds transfer (ACH) transaction through MoneyView?

Yes. Both of these stop payment requests are available online.

Which Quickbooks for Mac versions will work with MoneyView?

QuickBooks Mac 2011 and newer support Direct Connect and Web Connect – the two ways to move transaction info into Quickbooks. Intuit no longer supports their 2010 product lines.

Which Quicken for Mac versions will work with MoneyView?

The supported version is called Quicken Essentials for Mac. Earlier Quicken for Mac versions have a security issue and are not compatible with MoneyView.