

# Parsons Federal Credit Union eStatements

## Frequently Asked Questions

### 1. Why does a blank window open and then close when I click to view my eStatement?

You may have a pop-up blocker installed that needs to be disabled in order to view eStatements. If you have installed Windows XP Service Pack 2, this Service Pack updates Internet Explorer with a built-in pop-up blocker that is turned on by default. To turn it off, click on Tools in the menu bar, then select Pop-up Blocker, then select Turn Off Pop-up Blocker. You should then be able to open your eStatement. After you have viewed your eStatement you can turn the pop-up blocker back on if you wish.

### 2. Do I need any special software to use the eStatement service?

If you have Adobe Acrobat Reader version 4 or higher on your computer, you're all set. If you do not have Adobe Acrobat Reader, you can [click here for your free download](#).

### 3. What browsers are compatible with PFCU eStatements?

PFCU eStatements is compatible with all internet browsers including Internet Explorer, Firefox, Safari and Chrome.

### 4. Do I have to be enrolled in CU Online Home Banking services in order to register for eStatements?

Yes. To enrolled in FREE CU Online Home Banking visit [https://www.parsonsfcu.org/Product\\_Services/eservices\\_cu\\_online.html](https://www.parsonsfcu.org/Product_Services/eservices_cu_online.html).

### 5. How can I register my account for eStatements?

Registering is easy. For the primary account holder, click the "Register" button on the sign on page and then simply type in your social security number, date of birth, and account number. It is extremely important that you follow the format listed for each of these fields. Also, you will be asked to provide a valid email address so that you can be notified when your eStatements are available.

### 6. What if I am having trouble registering?

Most registration errors are a result of formatting. First check to make sure that you have provided your information in the appropriate format specified for each field. Also make sure that you are providing the information for the **primary account holder**, not the secondary account holder, if you have two names on the account. If you still experience challenges registering, please contact us.

7. How will I know when my registration has been completed?

Once you've completed the registration process you will receive an email from us confirming your successful registration.

8. How will I know when I can view my statement?

You will receive an email notification from us whenever a new statement is available for viewing. If the statement is not viewed within a certain time frame, we will send you a reminder email.

9. Can I print my statement out?

Yes! You can print your statements, and you can also save them to your hard drive, diskette, or CD.

10. How long will my statement be available for viewing?

eStatements will remain available for viewing for 3 years after they have been posted.

11. What do I do if my email address changes?

You can provide your new email address for eStatements notification by selecting "Change Registration", and then choosing "Change Your Email Address".

12. What if I have multiple account numbers?

You can link your account numbers together in the eStatement application, as long as the accounts have the same primary Social Security Number. Upon registering for the first account, the system will automatically prompt you to link accounts, if you have other accounts on file. Once you have linked your accounts, all of your statements will be available to you with a single log in. If you open another account with your financial institution at a later time, you can link that account by selecting "Change Registration", and then choosing "Link Accounts".

13. I got an error message while trying to view an eStatement. It says "There was an error processing a page. A font contains a bad CMap/Encoding". What does this mean?

You are using an old version of Adobe Acrobat Reader, and need to upgrade to version 4 or higher. Adobe recommends that you first uninstall any older version of Acrobat Reader prior to installing the updated version. Once this has been done you should be able to view your eStatements with no problems. [Click here](#) to get the latest version.

#### 14. What do I do if I'm having trouble viewing my statement?

Recent changes to your operating system software such as upgrades, downloads, and/or system enhancements can affect your PC's ability to connect with secure sites, including our eStatement site.

We recommend trying the following steps:

- Verify that you are current on all Windows Updates. From the Start menu, click on Windows Update, and download recommended updates and patches, then shut down and restart the computer.
- Un-install and re-install Adobe Acrobat Reader.  
<http://www.adobe.com/products/acrobat/readstep2.html>
- Ensure that you are using the most up to date version of your browser.

For Internet Explorer (recommended) -

<http://www.microsoft.com/windows/ie/default.asp>

Other browsers are not supported for this application.

- Some pop-up blocker and firewall programs may prevent access to eStatements. If you utilize these types of applications, you may need to disable certain features of the programs in order to access your eStatements.