



BUSINESS & INDUSTRIAL FEDERAL CREDIT UNION

COLUMBUS, INDIANA 47201 – PHONE (812) 372-6091

Perfect Teller Online Banking

Frequently Asked Questions

How do I enroll in Online Banking?

- Go to **www.busindcu.com**
- Click on the **Home Banking** button
- Click on the **NEW Home 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: **800-372-6091**
- Email: **www.busindcu.com**

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

What is the direct link?

- **<https://ptapp.pt4web.com/13940>**

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**