FOUNDERS ONLINE

FREQUENTLY ASKED QUESTIONS

What are the Username requirements?
Username can be between 1-32 characters in length with no spaces.

What are the password requirements for Founders Mobile?
Passwords must be between 8 to 32 characters long and must contain at least one upper case, one lower case, one number and one special character. Allowed special characters are ` ‘ “ , . @ ? ! ( ) $ / \ -

If I am a business member, what do I enter for my initial password?
If you were previously enrolled in Founders Online, you will use your same login name and the last 6 digits of your TIN (Tax Identification Number) as your initial password. You will then be asked to create a new, unique password following the requirements of:

- One uppercase letter
- One lowercase letter
- One number
- One Special Character

What is the minimum length for a security question answer?
The minimum length is four characters.

Why am I prompted to answer a security question when I login sometimes but not others?
Every third login you must answer a security question.

What can I do in the Self Service Tab?
The Self Service Tab allows you to visit your profile where you can make changes including your email address, sign up for mobile, reorder checks and more.

How do I change my Landing Page?
To change your settings to allow a different landing page other than the Overview page to display. Go to Self Service> Manage Sign- On Preferences or you can change this on the logon page.

How do I change my language preference?
To view the site in Spanish the member must log in and go to the Self Service tab and select Change Language Perference.

How do I reorder my Accounts?
To reorder your accounts go to Self Service> Manage Account Preferences.

If you have additional questions or concerns, please call toll free 1-800-845-1614.

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Why are my Checking and Money Market account numbers formatted differently than my Savings, Loan Certificates, etc.?
This is a new feature in Founders Online. You may use the MICR when establishing direct deposit or other ACH transactions. If you have more than one Checking or Money Market, it may be difficult to distinguish between the two. You can nickname your accounts under the Self Service tab. Click Self Service and then Manage Account Preferences.

What are Message Alerts?
Message alerts can be set up to notify you when you have a secure message. You may choose to be notified by email and/or mobile device. Alerts only run once a day.

What are my options to complete cross account transfers through the new Founders Online and Mobile sites?
Accessing the Founders Online site from your home or work computer will allow you to complete cross account transfers. Cross account transfers are not yet available on your mobile phone or tablet even when accessing the full site through the mobile device.

I'm trying to reorder checks and the page is not displaying. What do I do?
When clicking the "Check Reorder" option the new page display is behind the Founders Online window. Click on the new window to make it visible.

I need History that extends past 30 days. How do I find that?
History only displays the last 30 days on the Founders Mobile App and Founders Mobile Site. Log in to Founders Online on a personal computer to view Account History, or click on eStatements to retrieve older history.

I used Quicken on the old OLB system and I'm having issues on the new site, what do I need to do?
After logging into OLB, please select the Accounts Tab and then click Transaction Download. Select the Quicken option from the dropdown and select Download. You will receive a "Critical Message" with some basic instructions. There are also more detailed instructions available on our Login Assistance Page.
https://www.foundersfcu.com/ContentPage.aspx?name=login+assistance
Please follow the provided instructions to limit the risk of either duplicate or missing transactions.

Why do I need to complete an update for Quicken?
The update for Quicken is necessary for the new Direct Connect feature. This will allow direct download of transactions (One Step Update), as well as access to Founders Online Bill Pay and Transfers within Quicken. It is important to perform the instructions exactly as described. Failure to do so may cause your service to stop functioning properly.

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