Text Banking Enrollment

PYRAMID
FEDERAL CREDIT UNION
Improve your financial life!

Context

Pyramid FCU recommends our members use our online banking system to enroll in text banking. Anyone using Sprig is encouraged to migrate as we feel the new solution is a better offering.

Self-enrollment – Pyramid FCU text banking

Text banking is enrolled in from Pyramid FCU online banking or Pyramid FCU mobile banking app (Android or iOS). **You must first enroll in online banking**. Then you may subsequently enroll in text banking by selecting **Settings | Text Enrollment** from either the online banking or mobile banking user interface navigational commands. Set Text Enrollment to "ON", CAREFULLY enter your mobile number, Agree to the Terms and click the **Save** button on the bottom right.

Text Enrollment

On

Enable and authorize text banking on the mobile device below.

SMS TEXT NUMBER *

(610)716-2959

☑ Agree To Terms
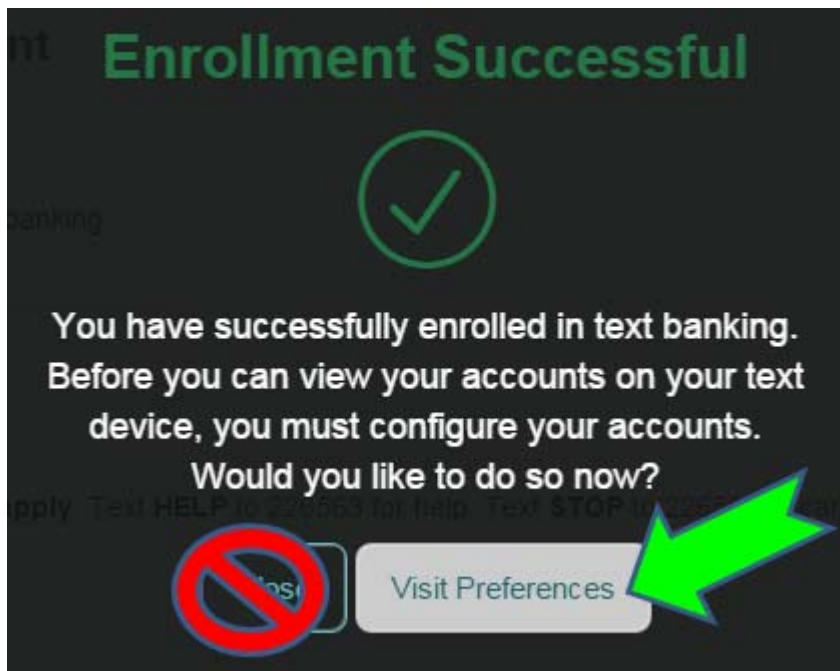
Msg & Data rates may apply. Text **HELP** to 226563 for help.

Terms and Conditions

Privacy Policy

Save

You'll get the Enrollment Successful notice.

DO NOT CLOSE. Text Banking is not usable yet. Click the **Visit Preferences** button (also available through **Settings | Account Preferences | Text**) and be sure to enable, assign display "nicknames" to accounts and set display order.

The first field is a nickname for use in text banking. It can be up to 4 characters long (example: CHK). The second column is a number that lets you control the order that the accounts are displayed to you in text banking. The Enabled check box lets you control whether or not that particular account will be included for text banking commands. For example, if not enabled, BAL will not return that account, and it won't be an available choice for HIST or XFER commands.

Text Banking Frequently Asked Questions

Question: What is Pyramid's text banking short code?
**Answer**: **226563**

Problem: I sent a valid command to **226563** but got no response.
Answer: Confirm you are enrolled. You can tell by looking at the Text Banking enrollment page. If you are enrolled, see the next FAQ.

Problem: I AM enrolled in PFCU text banking, but I'm still having trouble making BAL, HIST and/or XFER commands work.
Answer: These commands require accounts be enabled for text banking and display "nicknames" be set up first. Go to Settings | Account Preferences and select the Text button to configure these. Provide a nickname, in the case below "CHK", check Enabled and set display order (the number to the right).
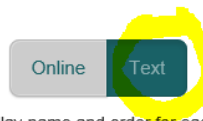
If you are enrolled for text banking AND Account Preferences are set up and the member is still only getting text banking to respond to HELP… and nothing else, then chances are good the mobile number set up could have been mis-keyed. Go back to the **Text Enrollment** page and verify that the enrolled mobile number is actually right!

Commands

CMD – returns a list of valid commands
HELP – returns support information
BAL – balances of accounts enabled for text banking
HIST [nickname] – recent transactions for named account
XFER <from acct nickname> <to acct nickname> <amount> - transfer funds
STOP – turn off text banking for this mobile device #