



General Questions

Q: What is iPay? A: iPay is an online payment platform that allows you to conveniently and securely make payments and manage your finances from the comfort of your own home or on the go.

Q: Is iPay safe to use? A: Yes, iPay prioritizes the security of your personal and financial information. We utilize advanced encryption technology and follow industry best practices to ensure your data is protected.

Q: How do I sign up for iPay? A: To sign up for iPay, please visit our website and click on the "Sign Up" button. Follow the instructions to create your account and start enjoying the benefits of iPay.

Q: Can I use iPay on my mobile device? A: Yes, iPay is compatible with both iOS and Android devices. Simply download the iPay mobile app from the App Store or Google Play Store to access your account on the go.

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Payments and Transfers

Q: What types of payments can I make with iPay? A: With iPay, you can make a wide range of payments, including bill payments, person-to-person transfers, and external account transfers.

Q: How long does it take for payments to be processed? A: The processing time for payments may vary depending on the type of payment and the recipient. In general, most payments are processed within 1-2 business days.

Q: Can I schedule recurring payments with iPay? A: Yes, iPay allows you to set up recurring payments for bills that you need to pay regularly. Simply select the recurring payment option when scheduling your payment.

Q: Are there any fees associated with using iPay? A: Our Credit Union may charge certain fees for specific services provided through iPay. Please refer to our fee schedule or contact our customer support team for more information.

Security and Support

Q: What should I do if I forget my iPay password? A: If you forget your iPay password, you can click on the "Forgot Password" link on the login page. Follow the instructions to reset your password.

Q: How can I update my personal information in iPay? A: To update your personal information, log in to your iPay account and navigate to the "Profile" or "Settings" section. From there, you can make the necessary changes.

Q: What should I do if I encounter an issue or need assistance with iPay? A: If you experience any issues or require assistance with iPay, please contact our customer support team. They will be happy to help you resolve any problems or answer any questions you may have.

We hope this FAQ page has provided you with the information you need to understand and use iPay effectively. If you have any further questions, please don't hesitate to reach out to our customer support team.