Frequently Asked Questions

gr consumers
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Whether you are using your phone, tablet, or home computer, the overall look and feel will appear uniform across all platforms! Below are some of our frequently asked questions.

1.What is the username & password requirements?

- Usernames are 1-20 characters and may contain only letters and numbers. They are not case sensitive, cannot be all numbers, cannot contain your account number or first/last name.

- Passwords must be at least 10 characters long and include 3 of the 4 following criteria: uppercase letter, lowercase letter, number, special character.

2. Why can't I see more details when I access Bill Pay in my account?

The Bill Pay screen was enhanced to provide quick and easy access to the tools you need. If you don't see what you are looking for, try clicking on the "Full-featured Bill Pay" button.

3.How do I add an account to my "Favorite Accounts" list?

Add an account to this list by clicking on the gear icon to the right of the words Favorite Accounts. Then select which accounts you want to see on the main home screen when you log in. You can also change the order that your accounts are listed in on the list by clicking the gear icon and then clicking the 3 stacked lines on the right side of the screen and drag and drop it to where you want it to appear in the list.

4.How do I see my full account summary list? (Where it has the payment dates, amounts for my loans, and the available and actual balances for my savings and checking accounts.)

To see the full detailed view of your accounts, select See Full Account Summary under your Favorite Accounts list.

5.All of my accounts are not displaying on the home page. How can I view all of my accounts?

If all of your accounts are not listed on the home page you can scroll down and click See Full Account Summary under the current list of accounts. This will take you to a screen where you can view all of your accounts. If you want to see all of your accounts on the main home screen you can add them to your Favorite Accounts list by following the steps in #3 above.

6.How do I access all of my transactions for my accounts?

To access your transactions, click the account you want to view, and you'll see a drop-down list appear, from this list click Account Details. This will take you to your summary with all your transactions for that account. The account drop downs are designed to provide quick and easy access to the tools you need to help manage that particular account.

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7.Can I search my transaction history?

Yes, you can search your transaction history. When viewing Account Details (transaction history) there is a new "search transactions" box where you can enter an amount, part of the transaction description, a check #, or any other text that appears in the transaction list to find all matching items. An "Advanced" button also lets you choose from a list of common transaction types or specify a dollar amount range. You can print out this information by right- clicking on the page and selecting "Print".

8.What file formats can I download my transaction history to?

Available formats include CSV, Quicken, or Quickbooks. To download your account information, go to Member Services>Download Account History. Choose an account, then the range of dates and the type of file you'd like to download, then click "Download Activity".

9. Where can I see/jump to other membership accounts that I am primary or joint on?

Click on the orange circle with your initials in the upper right-hand corner of the screen. The memberships that you can switch/jump to will be listed here. Simply click on the membership you want to access and you will be directed to that membership. To switch/jump back to your primary membership, repeat the same steps. If you're other membership accounts are not showing up, please contact the credit union.

10.How do I get back to the main screen after logging in?

You can always get back to the main ItsMe247 home page by clicking on the GRCCU Logo or the word "Home" – both located in the upper left-hand corner of the page.

11.How do I view my e-Statements in the web browser?

When I click on the date, it wants me to save them to my computer instead.To open your e-Statements in the web browser, right-click on the statement month you want to view. In the pop-up menu, select "Open in New Tab". Your statement should appear in a new tab within your browser. From there, you can print or download the statement if you wish.