

Q: How do I access my monthly statements on the new site?

A: To begin receiving your account statement electronically, simply:

1. Log in to Digital Banking via our Desktop site www.firstent.org.
2. Select the **eDocs** Widget  then the Overview tab
3. Click the  Settings icon, then choose Online

Once enrolled, click the *Tab* button until you open the Statements tab to access your Credit Union account statements.

If you are requesting eStatements for your *Visa® Credit Card*, you will have access to past statements, only those received following enrollment. And don't forget to disable your pop-up blocker when accessing your eDocs because the widget will open in either a new window or tab (depending on your browser settings).

Note: If you do not see the **eDocs** Widget  on your Dashboard, click the **More** Widget to open and view your list of *Active Widgets*.

Q: Why am I no longer able to access the CURewards site?

A: In March 2021, First Entertainment introduced an enhanced rewards platform. * The brand-new rewards website is optimized for both mobile and desktop viewing and is accessible only through Digital Banking (Desktop site and Mobile App) **Visa Rewards** Widget.  That means there's no need for a separate login ID or password!

Visit our [Rewards Program Upgrade](#) page to learn more about the rewards platform upgrade.

*Available for members with a personal First Entertainment Visa® Platinum Credit Card opened before February 23, 2021.

Q: How do I redeem my reward points?

A: Use Digital Banking to log in to your account and click the **Visa Rewards** Widget  to review activity, total balance, or redeem your Credit Card points. But make sure to disable your pop-blockers because the **Visa Rewards** Widget will open in either a new window or tab (depending on your browser settings).

Note: If you do not see the **Visa Rewards** Widget  on your Dashboard, click the **More** Widget to open and view your list of *Active Widgets*.

Q: Can I add a Travel Notice online?

A: Yes! Our **Card Manager** Widget gives you more control over both your Visa®Credit and Debit Card than ever before, including the ability to set Travel Notices.

Note: If you do not see the **Card Manager** Widget  on your Dashboard, click the **More** Widget to open and view your list of *Active Widgets*. First-time **Card Manager** Widget users will need to **Activate** the card before proceeding.

1. Log in to Digital Banking via our Desktop site or Mobile App
2. Click the **Card Manager** Widget 
3. Select *Travel Notices*
4. Enter a Start Date and End Date under Add New Travel Notice
5. Specify your Destination
 - a. Domestic or International
 - b. State or Country
6. Then click **Save**

Q: I can't find my Visa® Credit/Debit Card. Can I order a replacement?

A: Of course! Requesting a new card is effortless when you use our Digital Banking's **Card Manager** Widget.

Note: If you do not see the **Card Manager** Widget  on your Dashboard, click the **More** Widget to open and view your list of **Active Widgets**. First-time **Card Manager** Widget users will need to **ACTIVATE** the card before proceeding.

1. Log in to Digital Banking via our Desktop site or Mobile App
2. Click the **Card Manager** Widget 
3. Select *Card Replacement Options (Lost/Stolen)*
4. Choose **Lost**
5. To submit, click **Report Card Lost**

Your replacement card will arrive between five (5) to seven (7) business days at the address on file. To activate upon receipt:

1. Log in to Digital Banking via our Desktop site or Mobile App
2. Select the **Card Manager** Widget 
3. Click **ACTIVATE** located on the bottom right-hand corner of the card image.

Q: Can I change my Debit Card's ATM withdrawal limit?

A: Yes! Our **Card Manager** Widget gives you more control over your Debit Card than ever before, including the ability to increase or decrease your Debit Card ATM, POS, and Signature Limits on the go.

Note: If you do not see the **Card Manager** Widget  on your Dashboard, click the **More** Widget to open and view your list of **Active Widgets**. First-time **Card Manager** Widget users will need to **Activate** the card before proceeding.

1. Log in to Digital Banking via our Desktop site or Mobile App
2. Click the **Card Manager** Widget 
3. Choose the Debit Card you want to modify (**tip:** the last four (4) digits should match)
4. Select *Daily Limits* to adjust the Min/Max amount(s)
5. Click **Save Changes**



WIDGET FAQs DIGITAL BANKING EXPERIENCE

Q: *Why can't I get the Bill Pay widget to launch?*

A: The **Bill Pay** Widget will open in either a new window or tab (depending on your browser settings) when selected, so be sure to disable your pop-up blockers beforehand.

Note: If you do not see the **Bill Pay** Widget  on your Dashboard, click the **More** Widget to open your list of **Active Widgets**.

[To search other Digital Banking FAQs click here.](#)