



Frequently Asked Questions

The Basics

What is Finance Central?

Finance Central is a financial management tool that combines, organizes and tracks all of your financial information. With it you can track expenses, create budgets, set goals and plan for the future.

Who can use Finance Central?

Finance Central is a FREE service offered to all members who are signed up for Online Banking (also a free service).

How does Finance Central get my account information?

Finance Central connects to GECU and other institutions through secure connections by using your user ID and password for each institution to collect your financial information.

Can I export information from Finance Central?

Yes! In the desktop version, you can export from the Transactions tool by selecting the "Export CSV" link on the top gray bar. In the mobile iPad app, from the Home Screen you can select "Reports", then the tabular data from each spending and income category. You can email or print the data using the icons in the upper right corner. This feature is not available in the iPhone app.

What browser is needed to support Finance Central?

Finance Central will not work in browsers older than IE8. You will need to upgrade your browser to the newer version to take advantage of the features offered in Finance Central. Download the most recent browser for free at the Microsoft website, or try using Firefox or Chrome browsers.

Getting Started!

How do I begin?

Conveniently, we've made Finance Central a single sign on with home banking. That means, once you're logged into your account, simply click on the Finance Central tab on the top of the screen. Finance Central will then walk you through the necessary steps to get you started. We also have a mobile app for your convenience as well.

Do I already need to have online accounts before using Finance Central?

Yes, you need to set up online accounts with any financial institution you want to access using Finance Central. The system imports data from your online accounts.

How long does it take to use Finance Central the first time?

First-time users typically need to devote 20-25 minutes to fully complete the process. But, this can be done over time if you wish. Finance Central saves your information so you can always pick up where you left off.

Finance Central Mobile

How do I get Finance Central mobile?

The mobile app is available for both Apple and Android devices. Simply search for Finance Central in your app store.

What if I forget my Finance Central app lock code?

For security purposes, we don't keep your app lock code, and we cannot unlock it for you. You will need to delete the app and reinstall it from your app store. Your financial data will be saved with your account and will not need to be re-entered.

Still need help?

Give us a call at the Credit Union at 309-793-3610. We are always available to assist you!