

Images Direct FAQ's

- 1) Is there a fee to view my checks through Images Direct?

No, this is a free service through Online Banking.

- 2) How can I view that front and back of my cleared share draft (check)?

Once you access your checking account history just click on the underlined check number you want to view. A separate box will appear with the front and back of your cleared share draft (check).

- 3) Can I print the front and back of my cleared share draft (check)?

Yes, once the image of your cleared share draft (check) appears click on the Blue print button located at the top of the page.

- 4) What does "Image Not Available" mean?

When you receive the "Image Not Available" message it could mean one of the following:

- The image is being processed and will be available by the next business day
- Many merchants and payees have begun to convert your paper checks into electronic payments. Since these payments are presented to the credit union as electronic transactions ~ and because there is no cancelled check involved ~ we are unable to display the check image for viewing. These payments can be viewed in your account history as a withdrawal along with the merchant name and amount.

- 5) Can I view a copy of a Bill Payment check?

No, only the checks that you have written from your Solidarity account will be available on Images Direct.