

Travis Quick-Pay FAQ

May 25, 2016

Here are some Frequently Asked Questions to help you use this service for quick loan payments. First-time users will need complete a one-time registration and then validate the information shown to be able to access Travis Quick-Pay.

Q. I can't complete my registration

A. If you can't complete the registration, please review your information to be sure you provided the correct answer or the correct format of the answer. For example, if MM/DD/YYYY is required and the user enters M-D-YYYY this will create an error. Additionally, dashes are used when slashes are required.

Q. What do I do if my User ID is locked?

A. Please visit the "Problems Logging In" section on the web tool to reset your password.

Q. How do I reset my password / What if I can't remember my password?

A. Please visit the "Problems Logging In" section of the web tool and follow the steps to reset your password.

Q. I am trying to register for the first time and I've received a message saying my account is unavailable for 24 hours. How do I resolve this?

A. This error will result if you provide three incorrect responses to the validation questions. After 24 hours you may attempt to register again by providing the correct responses. If you still can't log in and need to initiate a payment, please call Travis Credit Union at (800) 877-8328 during normal business hours.

Q. I can log in but I can't make a payment.

A. If you discover you can't make a payment after successfully logging in, please contact Travis Credit Union at (800) 877-8328 during normal business hours. A new registration will be required.