NATIONAL CORPORATE CREDIT UNION ADMINISTRATION

CORPORATE CUONLINE:

CORPORATE CREDIT UNION PROFILE

AND

5310 CALL REPORT

USER'S GUIDE
Corporate Credit Unions

August 2022

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Introduction

Corporate Credit Union Online (Corporate CUOnline) is a web-based system used to collect and disseminate corporate credit union data. The system includes the corporate credit union Profile and 5310 Call Report data. NCUA requires all corporate credit unions to submit their data through this system.

This document will provide guidance regarding the Corporate CUOnline system and illustrate webpage navigation and data entry tips to help users use the system.

Accessing Corporate CUOnline

Users can access the online system from the Corporate CUOnline section of NCUA's website or by visiting https://corporatecuonline.ncua.gov/. NCUA recommends users establish a shortcut to this site or add it to their favorites for easy reference.

As of 2022 all external users will be required to access the system via NCUA Connect, which is NCUA's enterprise tool for Multi-Factor Authentication. In most cases, the user's account is requested by the assigned Credit Union Administrator. If you do not know who the administrator is or this individual is no longer employed with the organization, please contact NCUA's Technical Customer Support (OneStop) at 1- 800-827-3255 or email onestop@ncua.gov for assistance.

Email Notifications

Corporate CUOnline generates the following email notifications:

- Welcome to NCUA Connect: Sent when a new credit union or State user is added to NCUA Connect. The user will need to follow the account activation steps in order to access the system. Account activation links expire seven (7) calendar days after being generated, so users are encouraged to follow the steps as soon as they are able.
- Corporate Financial Performance Report (CFPR): Sent to designated users after each successful Call Report upload.
- Password Reset: Sent when a user changes or resets their password.
- Call Report Validation: Sent to designated users once the Call Report has been validated.

NCUA sends these email notifications from **SysEWeb@NCUA.gov** or from **sys5300@ncua.gov**. In the event that a user does not receive these email notifications, one of the following problems may exist:

1. The administrator did not create the user account in Corporate CUOnline. This can be confirmed with the credit union's assigned Corporate CUOnline administrator. Review the Corporate CUOnline Credit Union User Roles section of this document for additional information.

2. The administrator entered an invalid or incorrect email address when they were setting up the user's account. Check with the credit union's assigned Corporate CUOnline administrator or the "My Account" module of Corporate CUOnline.

2. The user's email system may have NCUA on an anti-spam list. The subscriber should contact their email support staff and request NCUA be removed from the anti-spam list.

Corporate CUOnline Credit Union User Roles

All users of Corporate CUOnline must be registered and assigned one of the following three user roles as described in the following sections.

Corporate CUOnline Credit Union Administrator

The Corporate CUOnline credit union administrator role controls access to Corporate CUOnline and submission of corporate credit union data. Every corporate credit union must select at least two Corporate CUOnline administrators; however, a corporate credit union should limit the number of administrators due to the privileges and control they have of Corporate CUOnline for their corporate credit union. Corporate CUOnline administrator's role includes the ability to:

- Request new user accounts for their credit union only via NCUA Connect;
- Modify and delete users for their assigned credit union only via NCUA Connect;
- Reset passwords and unlock user accounts for users in their assigned credit union only;
- View their personal information on the "My Account" module;
- Input and change corporate credit union profile data for their assigned credit union only;
- Certify the profile data for accuracy and submit to NCUA on behalf of their assigned credit union only; and
- Input and submit a 5310 Call Report, including 5310 Call Report corrections on behalf of their assigned credit union only.

Corporate CUOnline Credit Union User

The Corporate CUOnline credit union user role is more restricted than the administrator role. A corporate credit union may or may not have any users with this role. A Corporate CUOnline credit union user's role includes the ability to:

- View their personal information on the "My Account" module;
- Input and change corporate credit union profile data on behalf of their assigned credit union only;
- Certify the "Profile" page for accuracy and submit to NCUA on behalf of their assigned credit union only; and
- Input and submit a 5310 Call Report, including 5310 Call Report corrections on behalf of their assigned credit union only.

Corporate CUOnline Credit Union Basic

Corporate CUOnline credit union basic users have "view only" permissions within Corporate CUOnline for their assigned credit union only and cannot edit 5310 Call Report or credit union profile information. Basic users can view their personal information on the "My Account" module in Corporate CUOnline.

Corporate CUOnline Credit Union Administrator Responsibilities

Corporate CUOnline credit union administrators are the designated point of contact for user management on behalf of their credit union. The administrator is responsible for ensuring only staff needing access to the system are granted access, and only to the level of permissions needed to complete their work.

Note: When adding/managing user permissions, it may take several minutes for provisioning to occur.

Add a Corporate CUOnline Credit Union User Account

Corporate CUOnline credit union administrators must register all the corporate credit union users that should have access to Corporate CUOnline. Corporate CUOnline credit union administrators may only create users for their assigned corporate credit union. To add a Corporate CUOnline credit union user, complete the following steps:

1. **Navigate** to https://ncua.oktapreview.com/. When prompted, provide user login details. The user will be prompted for their registered authentication method as well.
2. Upon successful login, the user will be directed to the 'My Apps' landing page in NCUA Connect. **Select** the 'Admin Portal' icon.

   Note: The Admin Portal will not work using Internet Explorer. The NCUA recommends using Google Chrome.

3. The landing page for the Admin Portal includes options to search for users or add a new user. To add a user, select the 'New User' button.
4. **Enter** the user's First Name and Last Name. An optional Middle Name can be added.
5. **Enter** a valid email address. The user's email address will serve as the username for the account when accessing NCUA Connect.

Figure 1: Okta Admin Portal New Account Form

6. **Select** a role for the user.
7. **Enter** any option comments.

8. **Select** the 'Submit' button.

Upon submission, an email notification is sent to the NCUA, and a staff member will review the request for application access per NCUA security requirements and approve or deny the new user request. The requestor will receive an email notification once the request has been acted upon. NCUA staff may contact the administrator if they have any questions about the new user request.

When a new account is approved, the user will receive an email notification from NCUA Connect (noreply@okta.com) prompting them to set up their account.

Note: When adding/managing user permissions, it may take several minutes for provisioning to occur.

Modify or Remove a Corporate CUOnline Credit Union User's Account

Credit Union Administrators and SSA Administrators (Admin Portal Administrators) can update and remove users for their organization. The following actions can be taken:

- **Edit Profile** – provides a form to update the user's First Name, Middle Name, Last Name, Username, and Email Address
- **Access –** provides a form to update the user's NCUA Connect and application role(s)
- **Reset Password –** sends a password reset email notification to the user
- **Reset MFA –** sends a multifactor authentication email notification to the user
- **Suspend –** disables the user's account, however, allows the SSA or credit union administrator the ability to re-instate the account without NCUA intervention. Suspend should be used in situations where temporary access removal is necessary.
- **Unsuspend –** re-instates the suspended user's account
- **Deactivate –** removes the user account. Deactivation should be used in situations where the user has been off-boarded from your organization or will no longer require NCUA Connect access in the future.
- **Request Reactivation** – submits a reactivation request to the NCUA application approvers.

To modify or remove an existing credit union user's account:

1. Locate the user account to be updated.
2. **Select** the 'Actions' menu to view the available actions for a selected user.
3. Select the desired action. To remove a user, select the **Suspend** or **Deactivate** option.

Note: When adding/managing user permissions, it may take several minutes for provisioning to occur.

Reset Passwords and Unlock User Accounts

Credit Union Administrators and SSA Administrators (Admin Portal Administrators) can initiate password resets on behalf of a user, as well as unlock a locked user account. The following actions can be taken:

- **Reset Password –** sends a password reset email notification to the user
- **Reset MFA –** sends a multifactor authentication email notification to the user
- **Suspend –** disables the user's account, however, allows the SSA or credit union administrator the ability to re-instate the account without NCUA intervention. Suspend should be used in situations where temporary access removal is necessary.
- **Unsuspend –** re-instates the suspended user's account
- **Deactivate –** removes the user account. Deactivation should be used in situations where the user has been off-boarded from your organization or will no longer require NCUA Connect access in the future.
- **Request Reactivation** – submits a reactivation request to the NCUA application approvers.

Reset Credit Union User Passwords (as a Corporate Credit Union Administrator):

To modify or reset a credit union user's account password:

1. **Locate** the user account to be updated.
2. **Select** the 'Actions' menu to view the available actions for a selected user.
3. **Select** the 'Reset Password' action from the 'Actions' menu.
4. The system will send a password reset email notification to the selected user.

Unlocking Credit Union User Accounts:

User accounts may become locked for several reasons. The most common reason is failed login attempts. After five (5) consecutive failed login attempts, the user account status is changed to 'Locked', and the user is unable to access their account. To unlock a user's account:

1. **Locate** the user account to be updated.
2. **Select** the 'Actions' menu to view the available actions for a selected user.
3. **Select** the 'Reset Password' action from the 'Actions' menu.
4. The system will send a password reset email notification to the selected user.

Usernames and Passwords

Users are required to provide a unique email address that will serve as the username for their account. Upon account approval, users are required to follow a series of steps to complete account setup. Account step topics include:

- Account registration (password selection, security image selection, confirmations)
- Multifactor Authentication (MFA) settings

If a user does not have a username and password for Corporate CUOnline, please contact the credit union's assigned Corporate CUOnline administrator for access.

My Account

The My Account module in Corporate CUOnline is read-only. Users are required to make self-service modifications to their account via NCUA Connect.

Managing User Account Details (Self Service)

User account details are managed through NCUA Connect. By using the ' Account Settings' module of NCUA Connect, users with existing NCUA Connect accounts can perform the follow self-service updates:

- Modify personal information including First Name, Last Name, and email address.
- Change the selected security image.
- Modify the display language
- Change the current password.
- Select a new security question. This is the question that is prompted when a user requests a password reset.
- Add/modify login verification methods.
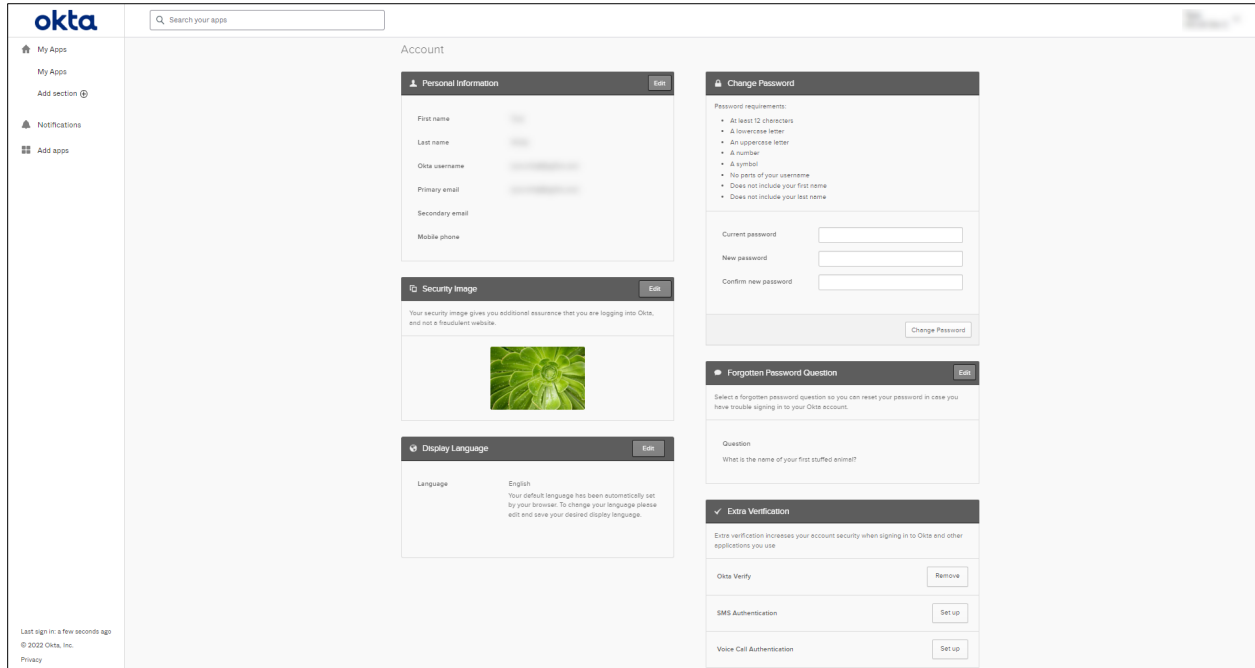
Figure 2: NCUA Connect Account Settings Page

End User Site Announcements Feature

The "Site Announcements" feature allows E&I Administrators, ONES Administrators, NCUA Administrators, and Help Desk users to communicate directly with the credit unions.

Upon successful log in, users may be prompted with site-wide announcements, as seen in Figure 4. The site-wide announcements contain important information from the NCUA regarding system outages, due dates, or general updates for CUOnline.

Figure 3 - Sample of an End User Site Announcement

The site-announcements will remain just below the navigation header until the user indicates that they wish to close the site announcement, as indicated in Figure 5. The revisit a site announcement after it is closed, the user will be required to log out and back into the system.

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Figure 4 - Remove a Site Announcement by Selecting the "X" Button

Corporate Credit Union Profile

After submitting the initial Call Report for a cycle, NCUA's Corporate CUOnline application takes a snapshot of the corporate credit union's profile as of that date and time.

View Profile Snapshots

Users can view current and previously submitted saved or certified profiles on the "Profile Snapshots" page as a PDF or XML file. If there is Call Report correction for a cycle, the snapshots page will not change. To view profile snapshots for an assigned credit union:

1. After logging into the system, users will be redirected to the profile snapshots page for their assigned credit union.

2. **Select** the "Certified PDF" or "XML" buttons to view previous or current profile snapshots. Depending on the user's individual web browser settings, the browser will download the selected file to the user's computer and will display the selected file(s) at the bottom of the browser. See Figure 6. The PDF output file will be displayed by Adobe or similar PDF viewer software once the file is opened, as seen in Figure 6.

Figure 5 – Certified PDF and XML Download Notifications

3. **View** the PDF files, as seen in Figure 7 and **view** the XML files, as seen in Figure 8.

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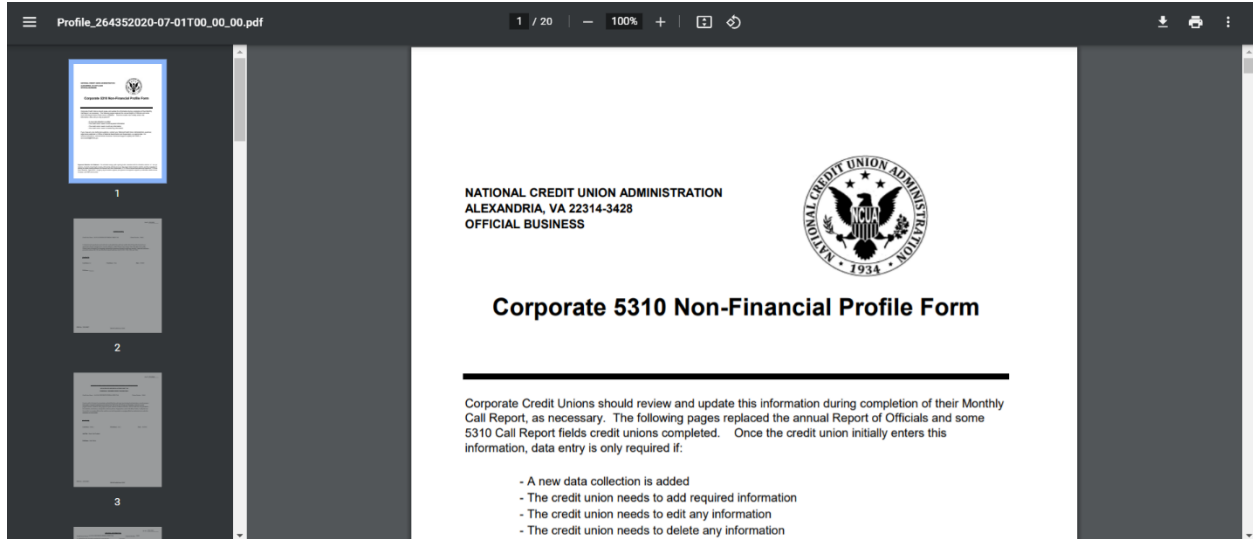
Figure 6 – Sample Certified PDF Document

Figure 7 – Sample Profile XML Data

General Tab

The General tab displays general credit union information. Many of the fields displayed in this tab are read-only and sourced from other parts of the corporate credit union profile, call report

data, and examination data. Authorized users may modify a limited number of fields from the "General" tab, to include:

- Credit Committee Type
- Primary Settlement Agent
- EIN
- RSSD
- Member of FHLB
- Borrows from FRB
- Pledged Collateral With FRB
- Pledges Collateral With FHLB
- FRB EBA Agent
- Total Members with EBA Accounts

To add or edit profile data a user must be a Credit Union Administrator for their assigned corporate credit union account to update this information.

Edit Profile Data

To update the editable fields under the "General" tab:

1. From the "Profile" page, **select** the "General" tab, and **select** the "Edit" button, as seen in Figure 9.
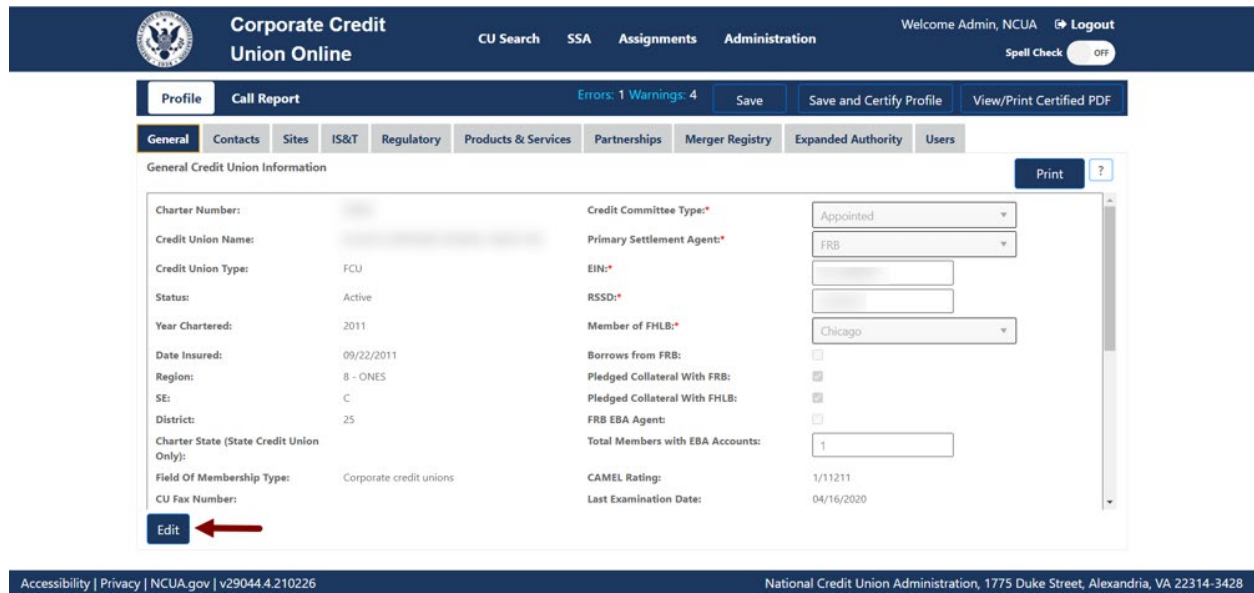
Figure 8 – "Edit" Button on "General" Tab

2. **Edit** the required information and **select** the "OK" button, as seen in Figure 10.

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Figure 9 – Save General Credit Union Information - "OK" Button

Note: Selecting "OK" after making changes on the edit screens of the Profile in Corporate CUOnline saves updates and changes.

Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.

Contacts Tab

The "Contacts" tab displays the last name, first name, job titles, and roles of individuals employed by, or associated with, the corporate credit union, as seen in Figure 11. Users can sort by last name, first name, job titles, and roles, and print, but only authorized credit union users may add or edit credit union contacts.
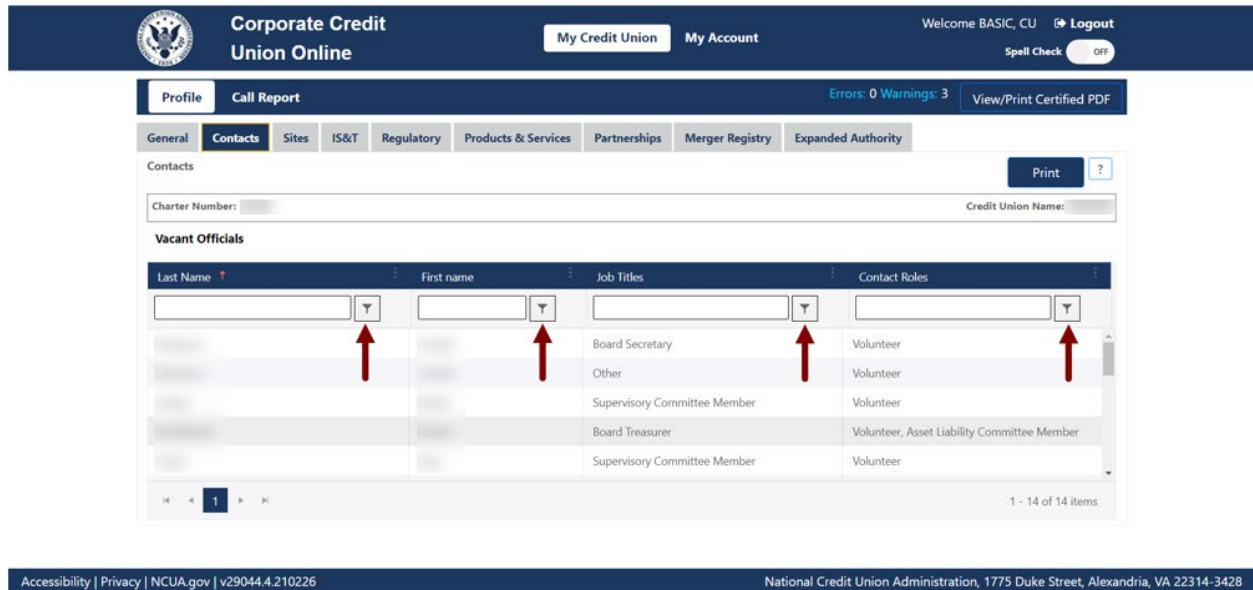
Figure 10 – "Contacts" Tab - Basic User

As a Credit Union Administrator, users will assign each contact a job title and a role as a part of the "Add Contact" button functionality, as seen in Figure 12. Listed below are the mandatory job titles and roles that must be reported for each corporate credit union. Identify the job title(s) and role(s) for each individual when adding contacts to the Corporate CUOnline Profile as described below, as seen in Figure 13.

Job Title

Identify one contact for each of the following mandatory job titles. A contact may have more than one job title.

- Manager or CEO,
- Board Chairperson,
- Board Vice Chairperson,
- Board Treasurer,
- Supervisory Committee Chairperson (FCU Only),
- Two Supervisory Committee Members (FCU Only),
- If a state chartered corporate credit union identifies a Supervisory Committee Chairperson, the corporate credit union must also identify at least two Supervisory Committee members, and

- If a corporate credit union identifies a Credit Committee Chairperson, the corporate credit union must also identify Credit Committee Members.

Role

Identify one contact for each of the following mandatory roles. A contact may have more than one role.

- Call Report Contact,
- Profile Information Contact,
- Primary Patriot Act Contact,
- Secondary Patriot Act Contact,
- Primary Emergency Contact,
- Secondary Emergency Contact, and
- Information Security Contact.

Add Corporate Credit Union Contacts

To add a new corporate credit union contact:

1. **Select** the "Contacts" tab of the "Profile" page and **select** the "Add Contact" button, as seen in Figure 12.
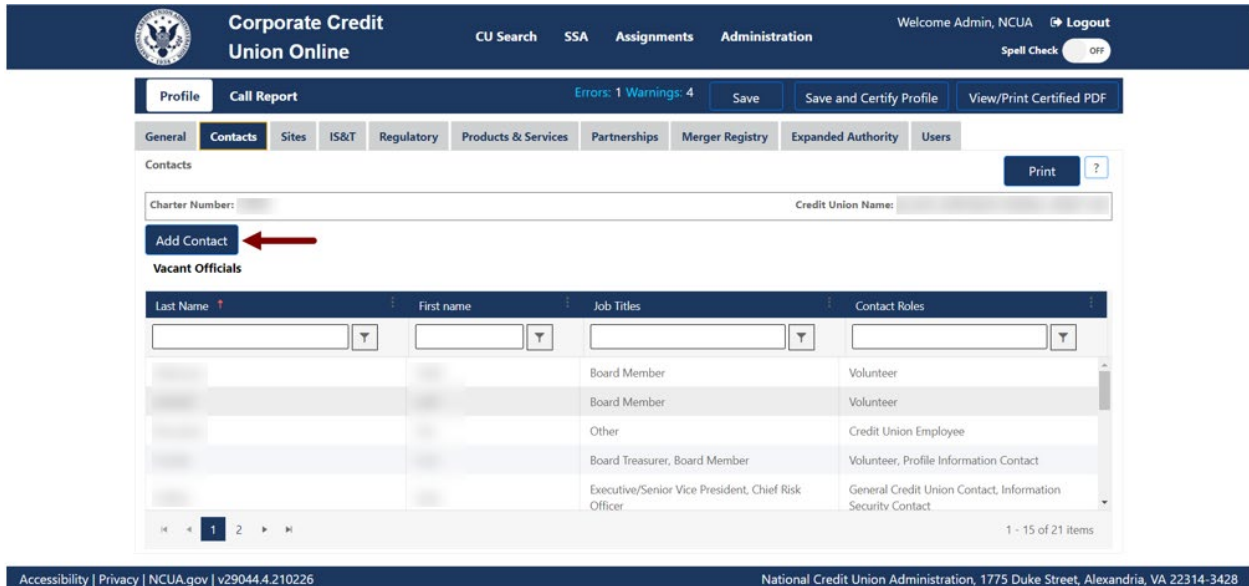
Figure 11 – "Add Contact" Button

2. **Enter** the required fields including a salutation, first name, last name, job title, role, and corporate credit union employment type, as seen in Figure 13. The system may require additional information depending on the job title and role.
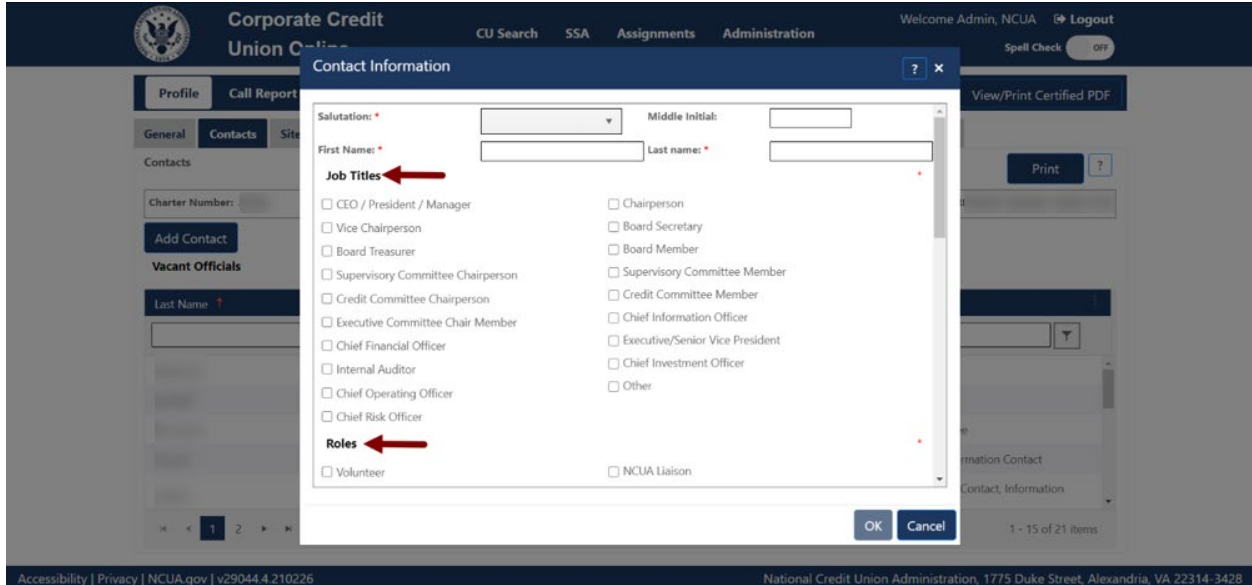
Figure 12 – Selecting Job Titles and Roles

3. If a user fails to enter all mandatory information, they will receive an error message, as seen in Figure 14. Users must correct all errors to save the contact.
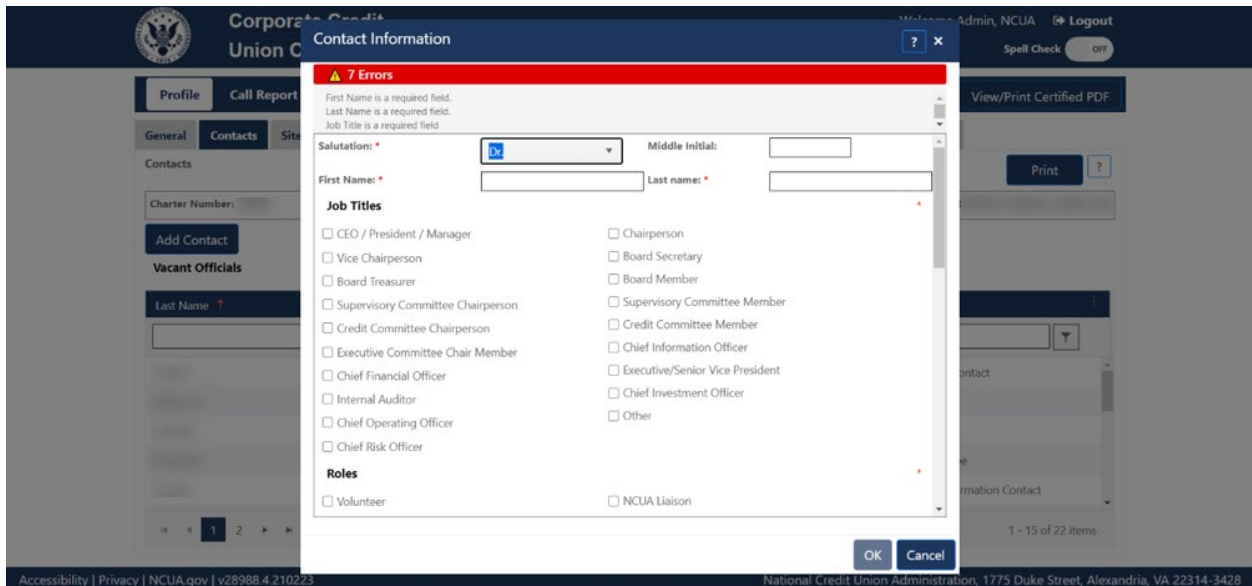
Figure 13 – Error Message On "Contact Information" Screen

4. **Select** the "OK" button to save changes or the "Cancel" button to cancel changes.

    Note: All information must be complete and error-free to save a contact. Errors will be noted in red at the top of the "Contact Information" screen.

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Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.

Edit Corporate Credit Union Contacts

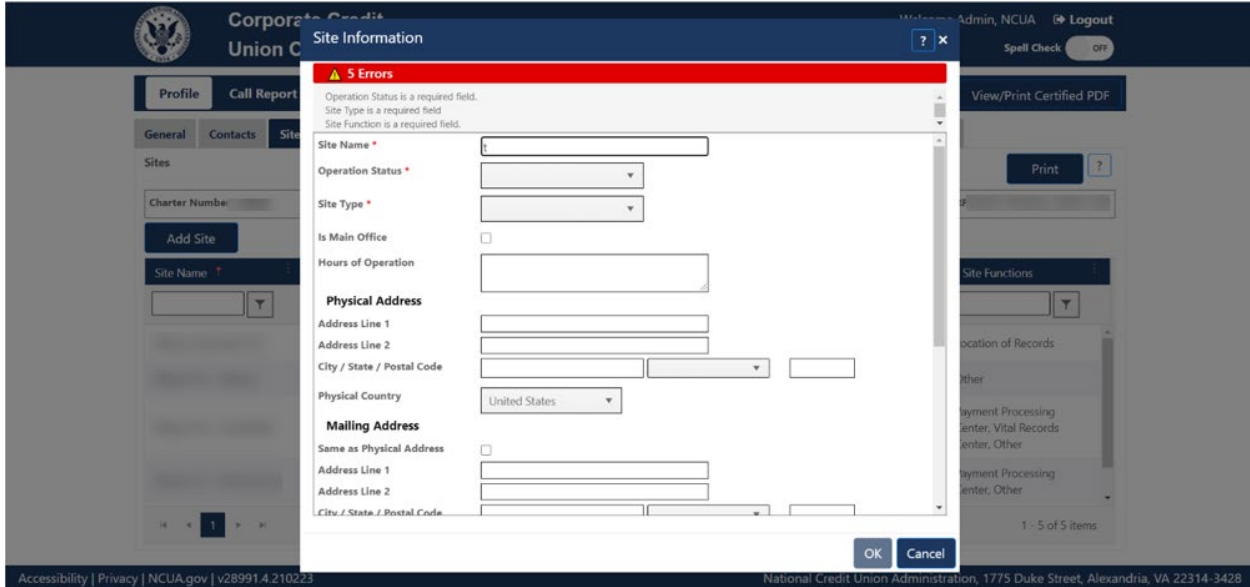To edit an existing corporate credit union contact:

1. **Select** the "Contacts" tab on the "Profile" page and **select** the name of the contact to be modified, as seen in Figure 15.
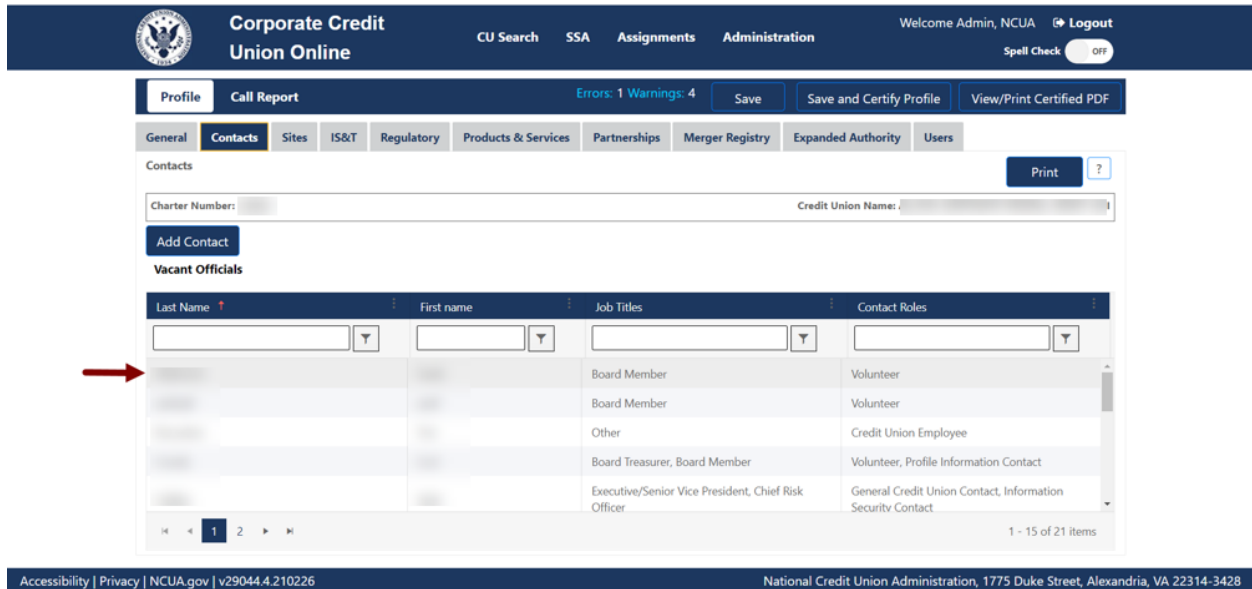
Figure 14 – "Profile" Page "Contacts" Tab

2. From the "Contact Information" screen, **select** the "Edit" button. Selecting the "Edit" button will allow users to modify information for the specific contact, as seen in Figure 16.

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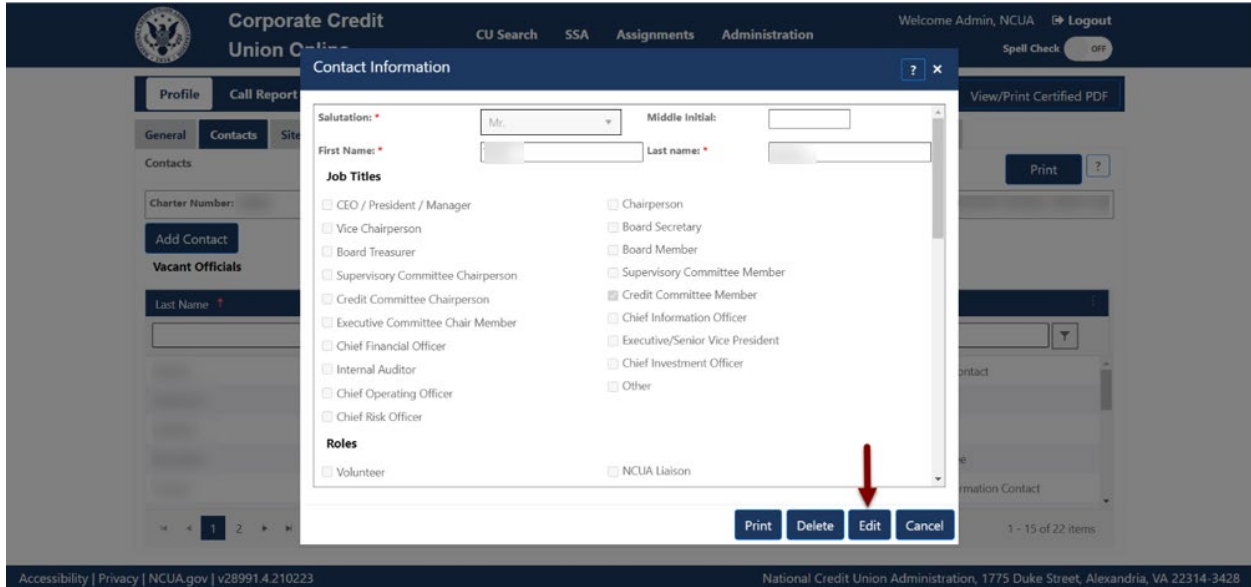
Figure 15 – "Edit" Button on "Contact Information" Screen

3. To confirm and save edits, **select** the "OK" button. To discard edits, **select** the "Cancel" button and select the "Yes" button to confirm the edits will be discarded, as seen in Figure 17.

   Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.
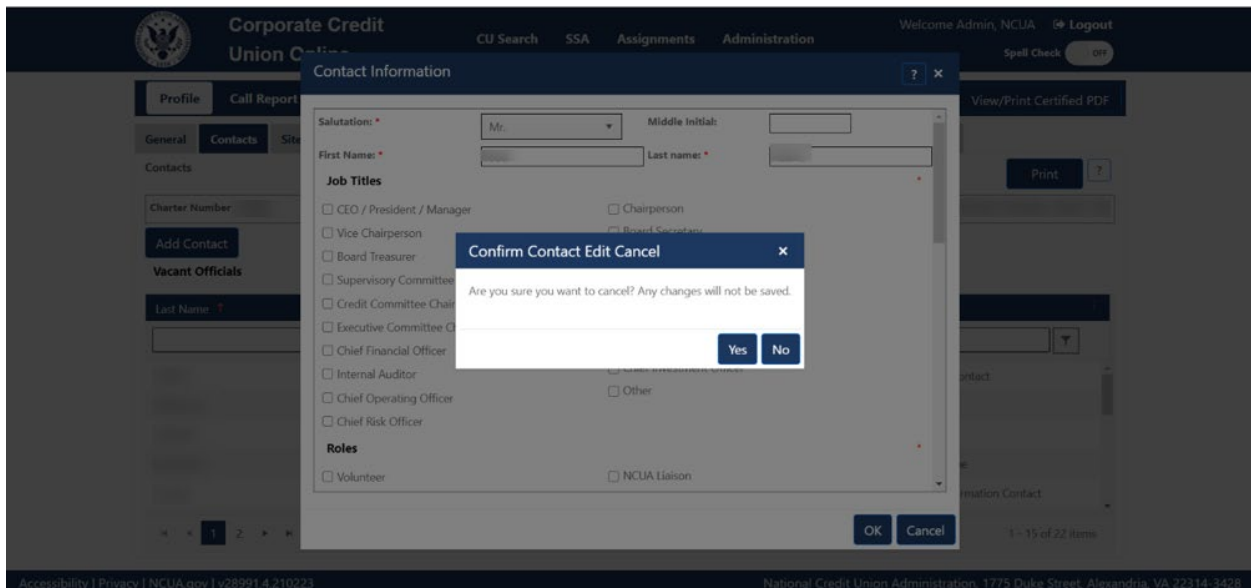
Figure 16 – "Confirm Contact Edit Cancel" Confirmation Pop-Up

Delete Corporate Credit Union Contacts

To delete an existing corporate credit union contact:

1. **Select** the "Contacts" tab on the "Profile" page and **select** the name of the contact to be deleted, as seen in Figure 18.
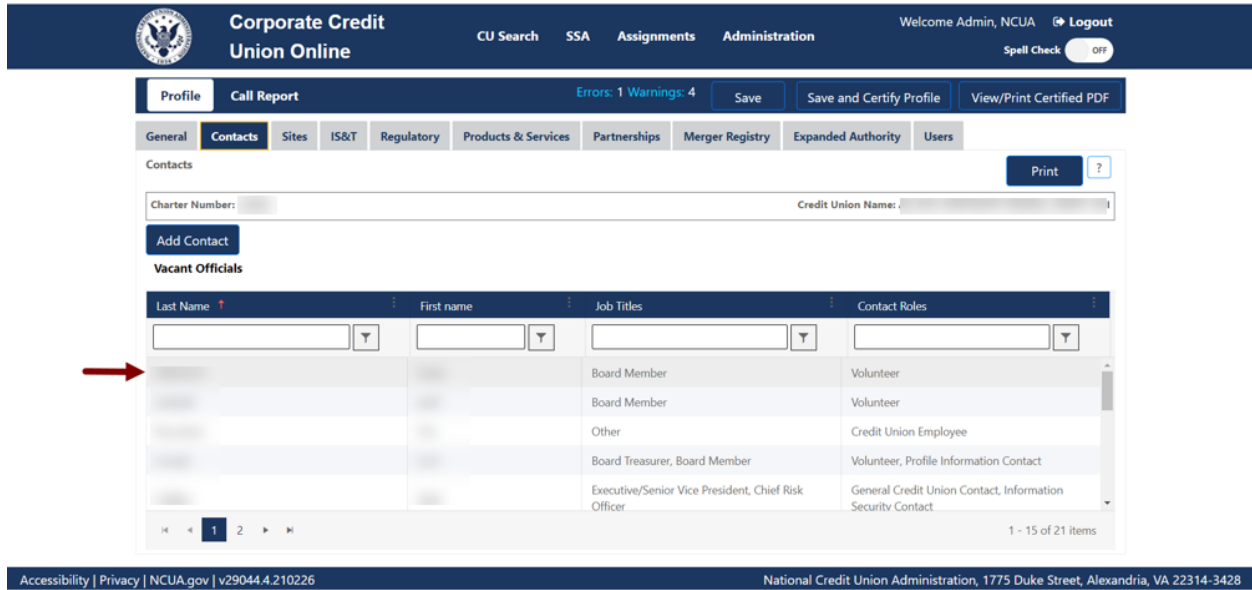
Figure 17 – "Profile" Page "Contacts" Tab

2. From the "Contact Information" screen, **select** the "Delete" button, as seen in Figure 19.
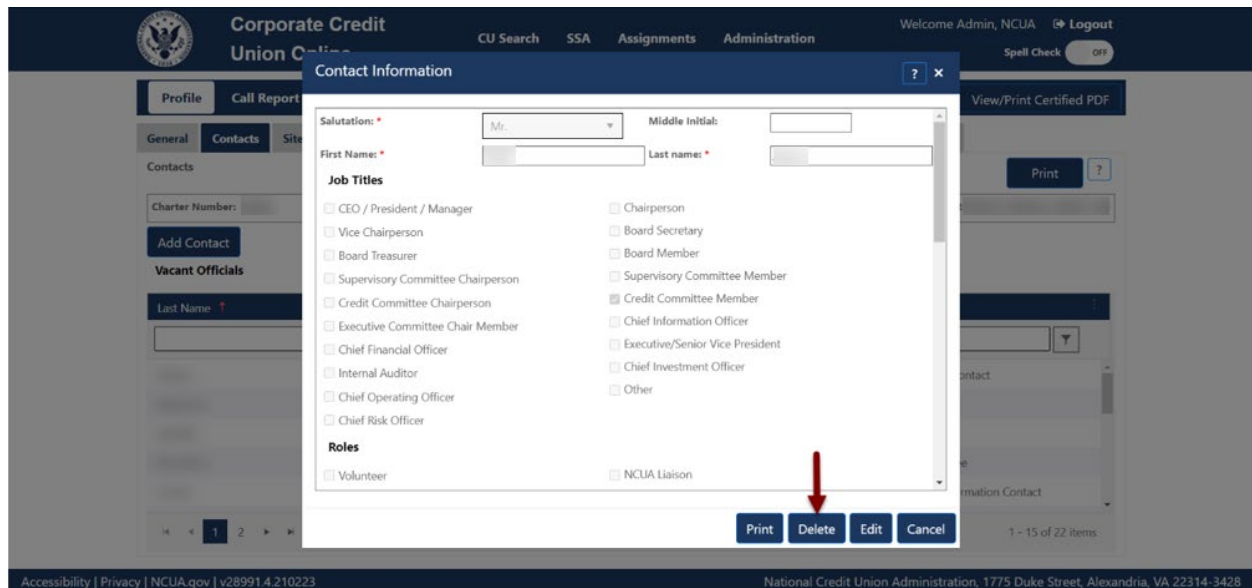
Figure 18 – "Delete" Button on "Contact Information" Screen

3. **Select** the "OK" button to delete the user information. To discard deletion, **select** the "Cancel" button to cancel the deletion request, and then **select** the "Yes" button to confirm the delete action will be discarded, as seen in Figure 20.

   **Note:** Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.
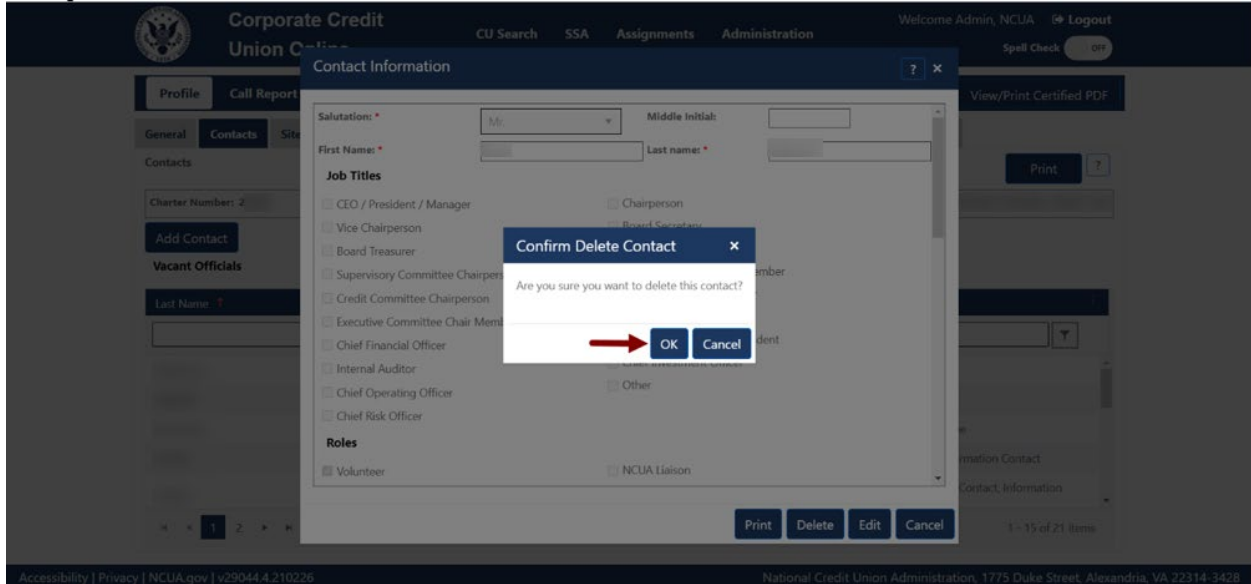
Figure 19 – "Confirm Delete Contact" Confirmation Pop-Up

Print Corporate Credit Union Contacts

To print a single corporate credit union contact record:

1. **Select** the "Contacts" tab on the "Profile" page and **select** the name of the contact the be modified, as seen in Figure 21.

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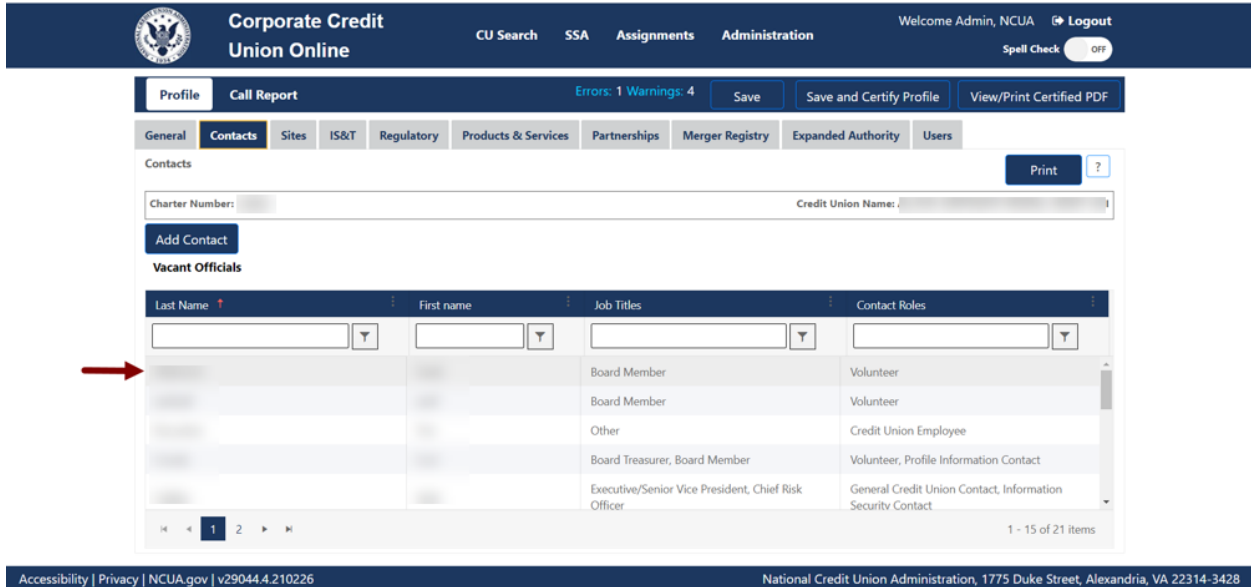
Figure 20 – "Profile" Page "Contacts" Tab

2. To print the contact information on the screen, **select** the "Print" button, as seen in Figure 22.
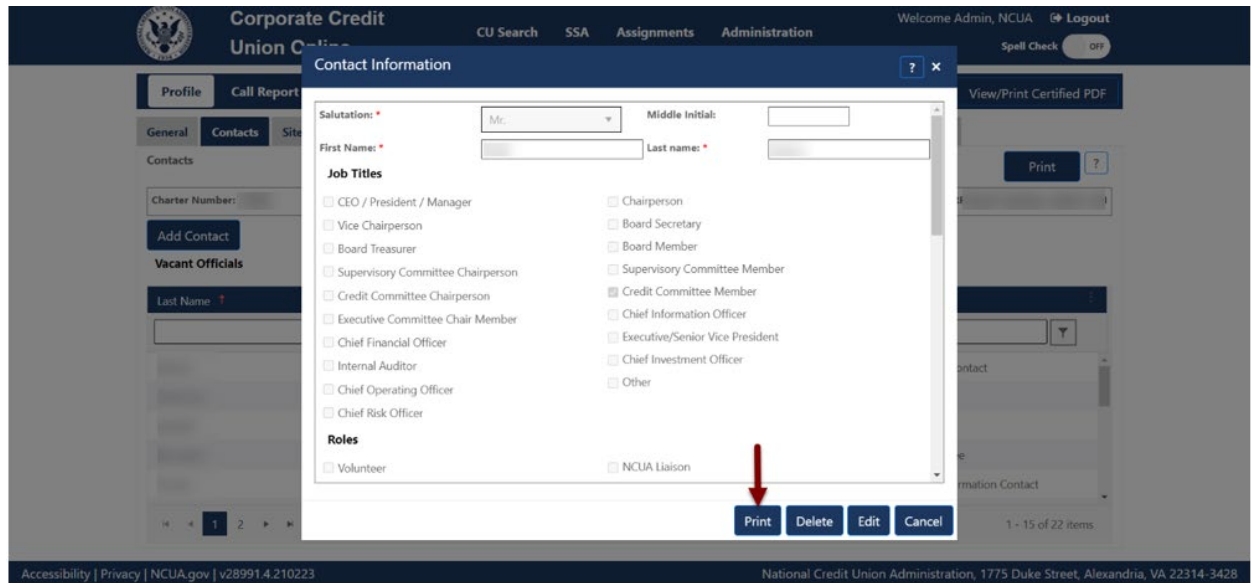
Figure 21 – "Print" Button on "Contact Information" Screen

3. A screen will open with the contact information details and the options to print, as seen in Figure *23*. Users may print to the desired printer location from this screen.
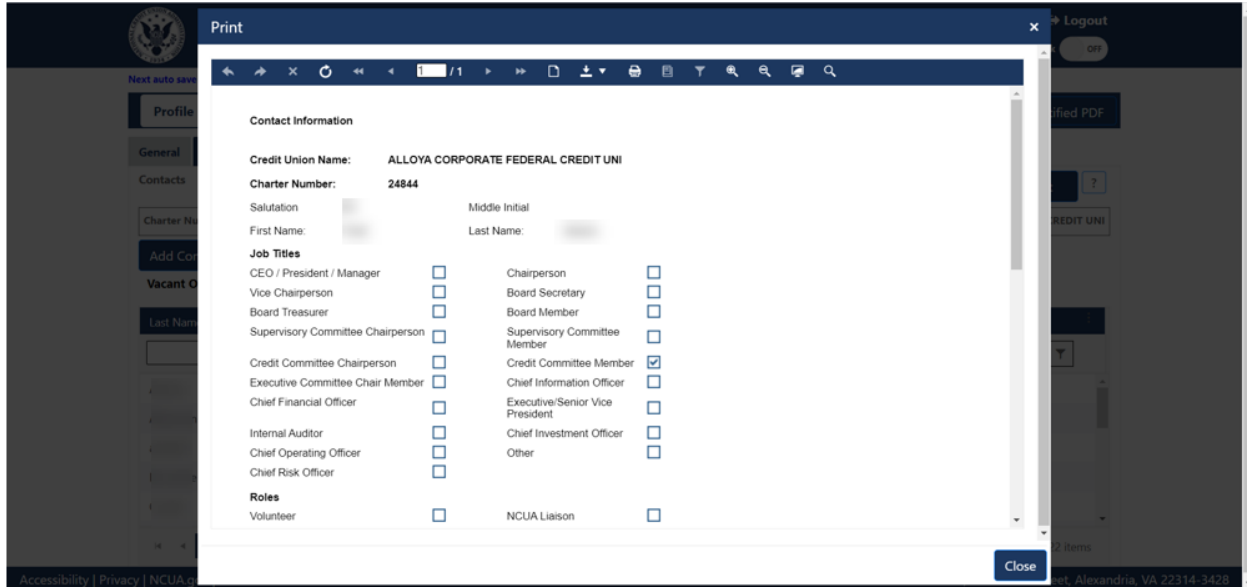
Figure 22 – Contact Information Printer Ready Screen

Sites Tab

The "Sites" tab includes information about corporate credit union offices and record location(s). Corporate credit unions must assign each site a site type and a site function. Listed below are the mandatory site types and site functions users must report for their assigned corporate credit union.

Site Type

Identify a site for these mandatory site types. Corporate credit unions must identify a corporate office and all branch offices.

- Corporate office – This is the main office of the corporate credit union, and
- Branches (if applicable) – This is a location separate from the corporate office location.

Site Function

Identify a site for each of the mandatory site functions (non-public information).

- Location of records,
- Disaster recovery location, and
- Vital records center.

Add Corporate Credit Union Sites

To add a new corporate credit union site:

1. **Select** the "Sites" tab of the "Profile" page and **select** the "Add Site" button, as seen in Figure 24.

Figure 23 – "Add Site" Button

2. **Enter** the required fields including site name, operation status, site type, and site functions, as seen in Figure 25. Depending on the site type and site function, the system may require additional information.
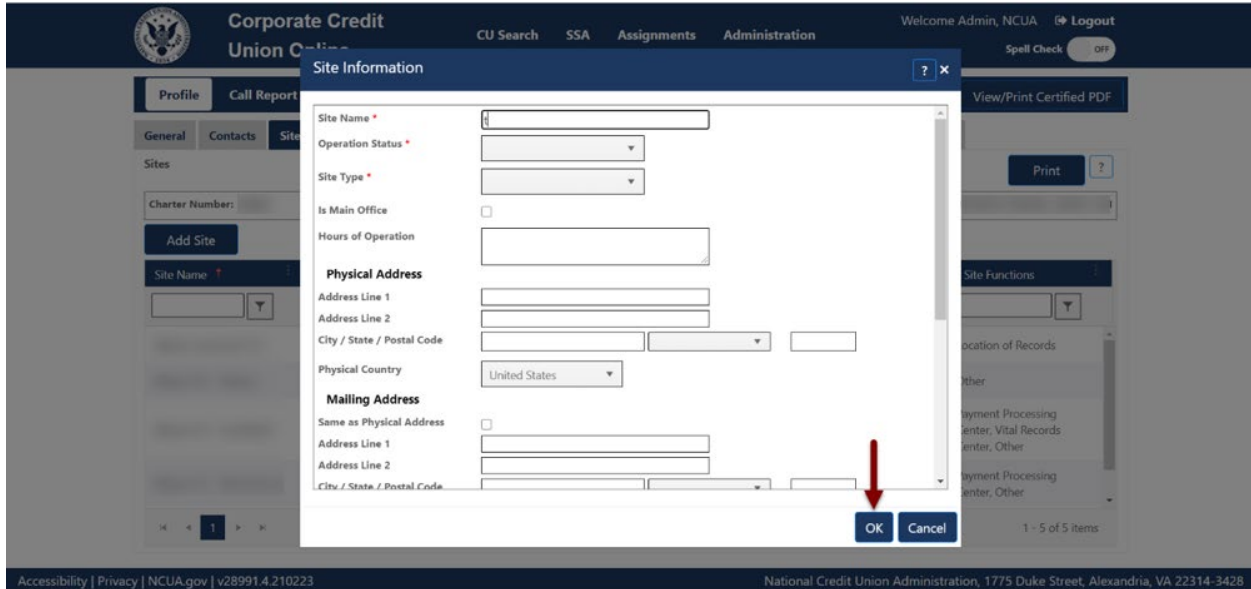
Figure 24 – "Site Information" Screen

Note: When adding a site, users must complete all required fields for the site information to save. Errors will be noted in red at the top of the page. Corporate CUOnline checks the formatting of the addresses provided against the United States Postal Service (USPS) address verification service. User must enter the address as suggested and formatted by the USPS for the profile to upload. If a user fails to enter all mandatory information, they will receive an error message, as seen in Figure 26. Users must correct all errors to save the site information.

Figure 25 - Error Message On "Site Information" Screen

3. **Select** the "OK" button to save changes or the "Cancel" button to cancel changes, as seen in Figure 25.

   Note: All information must be complete and error-free to save a site. Errors will be noted in red at the top of the "Site Information" screen, as seen in Figure 26.

   Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.

Edit Corporate Credit Union Sites

To edit an existing corporate credit union site:

1. **Select** the "Sites" tab on the "Profile" page and **select** the name of the site to be modified, as seen in Figure 27.

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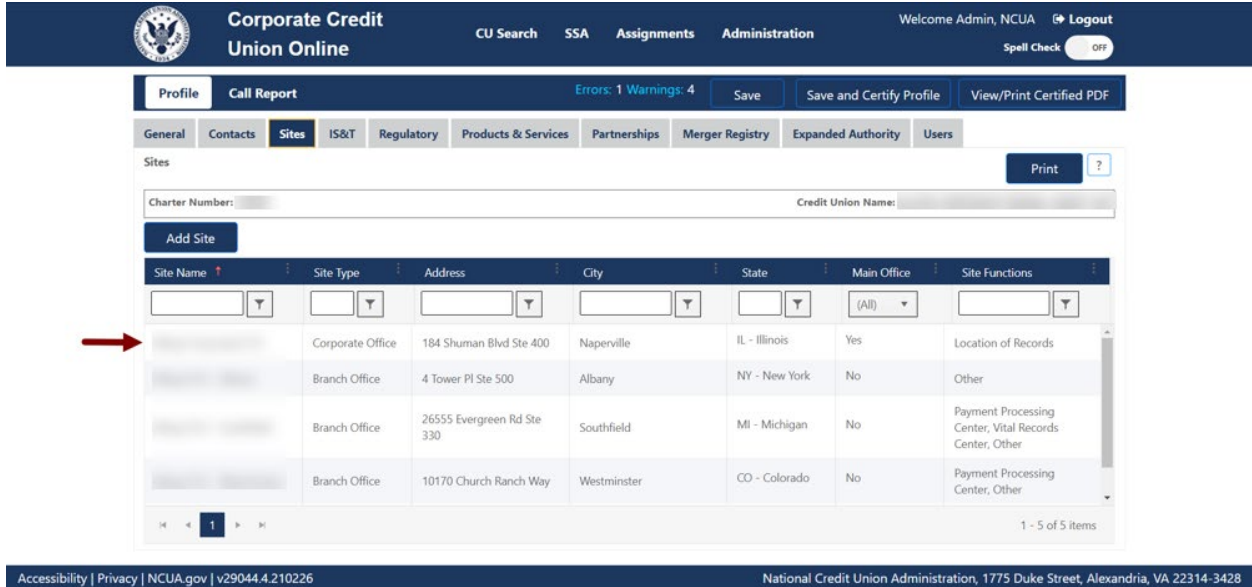
Figure 26 – "Sites" Tab Site Selection

2. From the "Site Information" screen, **select** the "Edit" button. Selecting the "Edit" button will allow users to modify information for the specific contact, as seen in Figure 28.
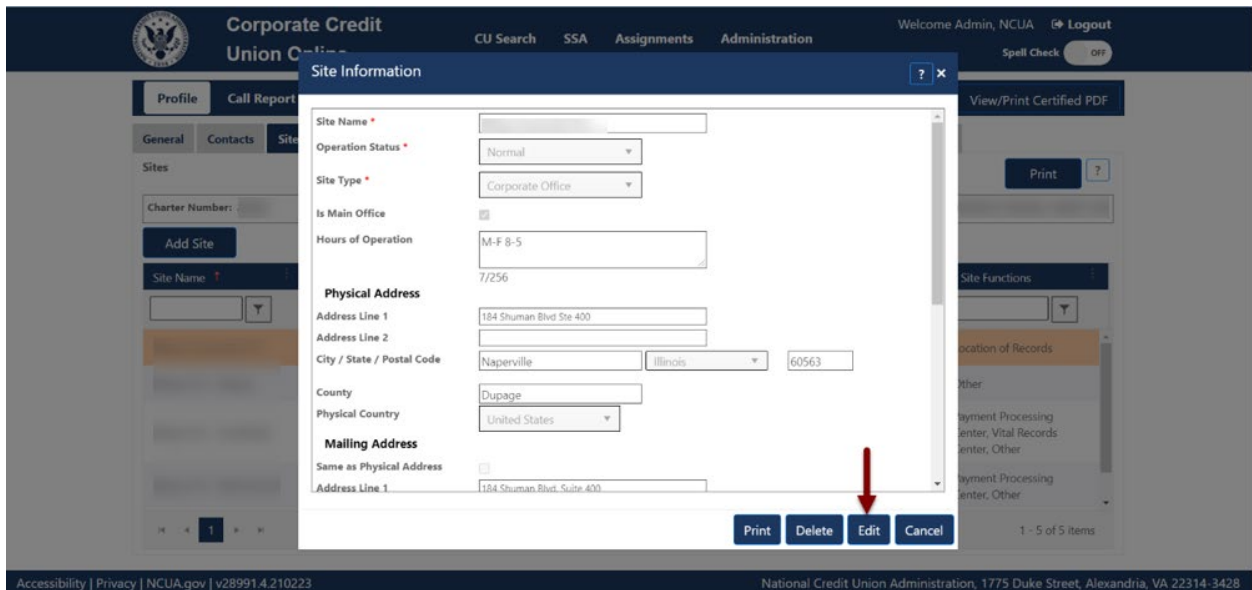
Figure 27 – "Edit" Button on "Site Information" Screen

3. To confirm and save edits, **select** the "OK" button. To discard edits, **select** the "Cancel" button and select the "Yes" button to confirm the edits will be discarded, as seen in Figure 29.

Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.
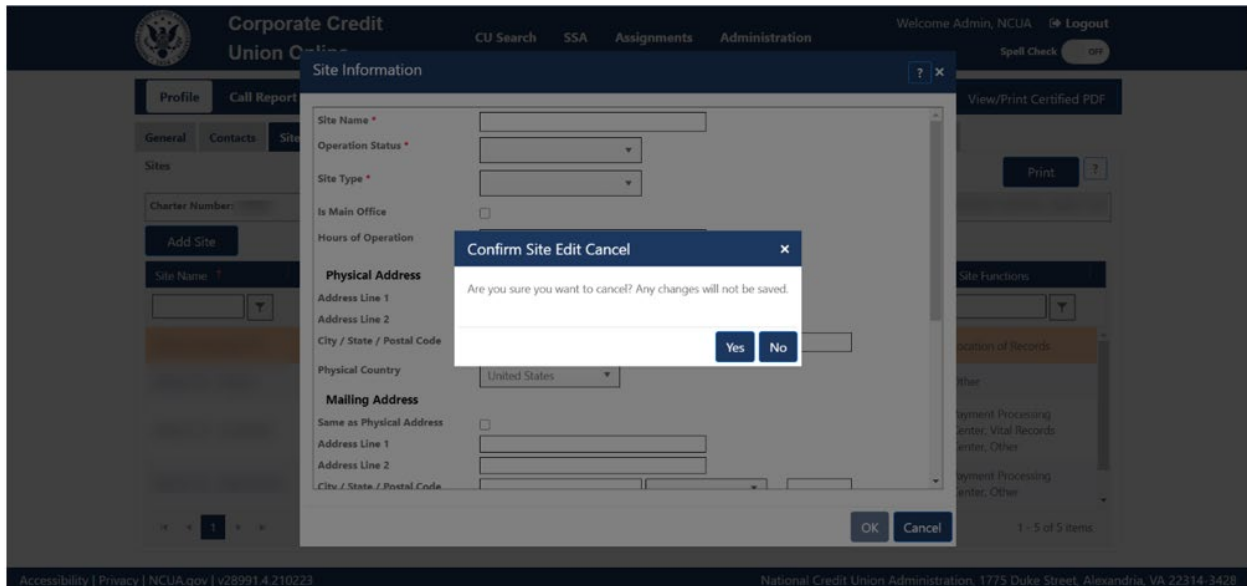
Figure 28 – "Confirm Site Edit Cancel" Confirmation Pop-Up

Delete Corporate Credit Union Sites

To delete an existing site from a corporate credit union profile:

1. **Select** the "Sites" tab on the "Profile" page and **select** the name of the site to be deleted, as seen in **Error! Reference source not found.**.

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Figure 29 - Site Tab Site Selection

2. From the "Site Information" screen, **select** the "Delete" button, as seen in Figure 31.
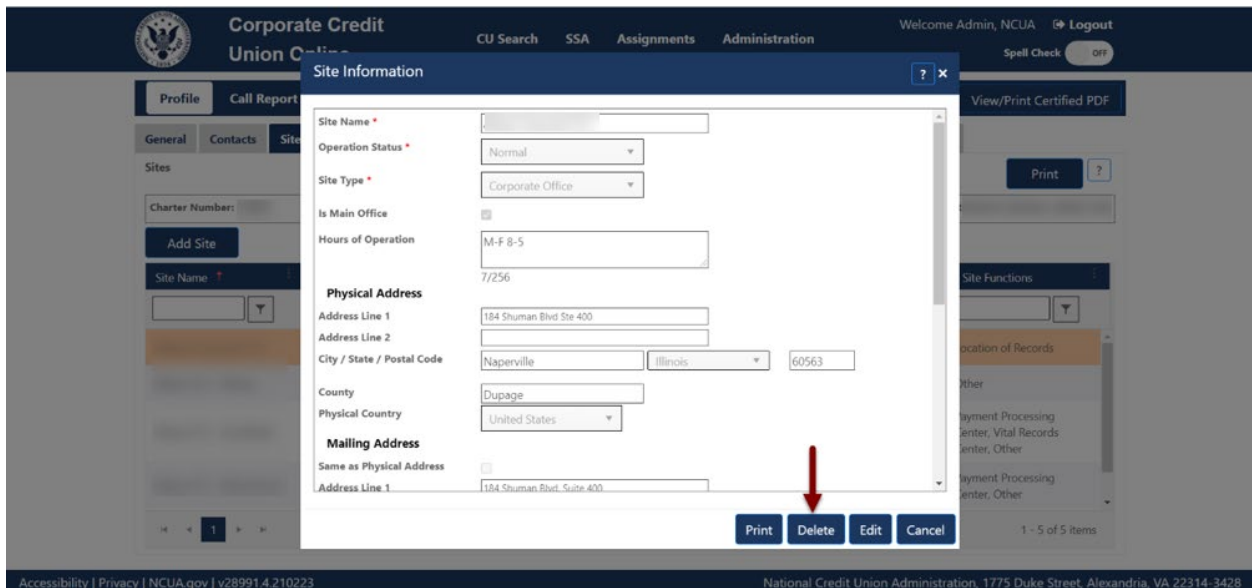
Figure 30 – "Delete" Button on "Site Information" Screen

3. To confirm deletion, **select** the "OK" button to delete the user information. To discard deletion, **select** the "Cancel" button to cancel the deletion request, and select the "Yes" button to confirm the deletion will be discarded, as seen in Figure 32.

    Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.
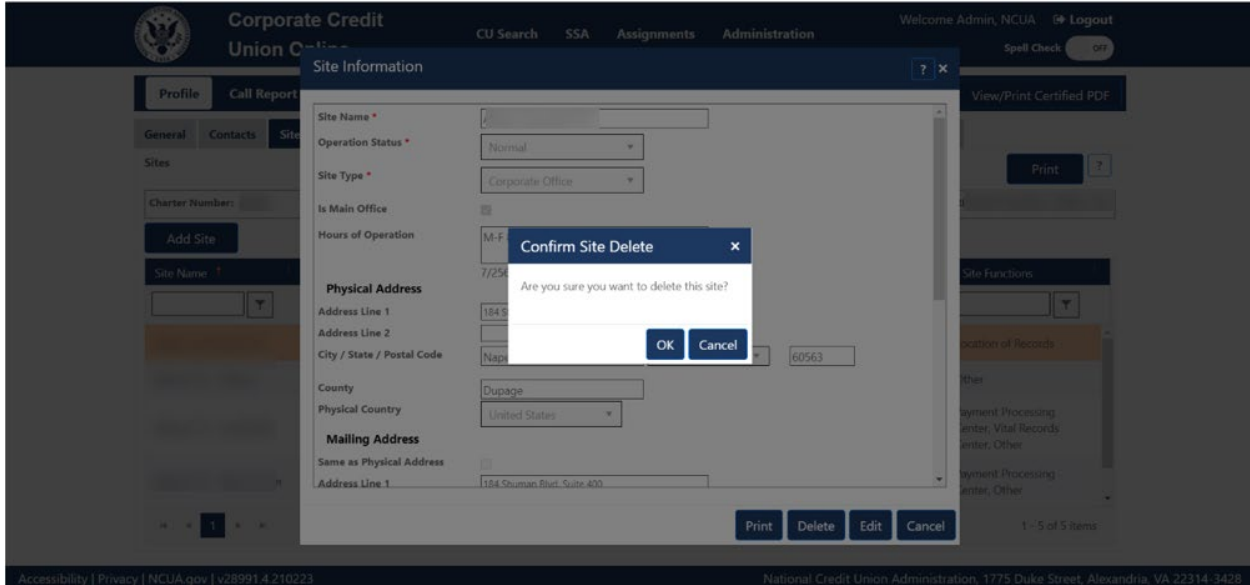
Figure 31 – "Confirm Site Delete" Confirmation Pop-Up

Print Corporate Credit Union Sites

To print a corporate credit union site record:

1. **Select** the "Sites" tab on the "Profile" page and **select** the name of the site to be printed, as seen in Figure 33.
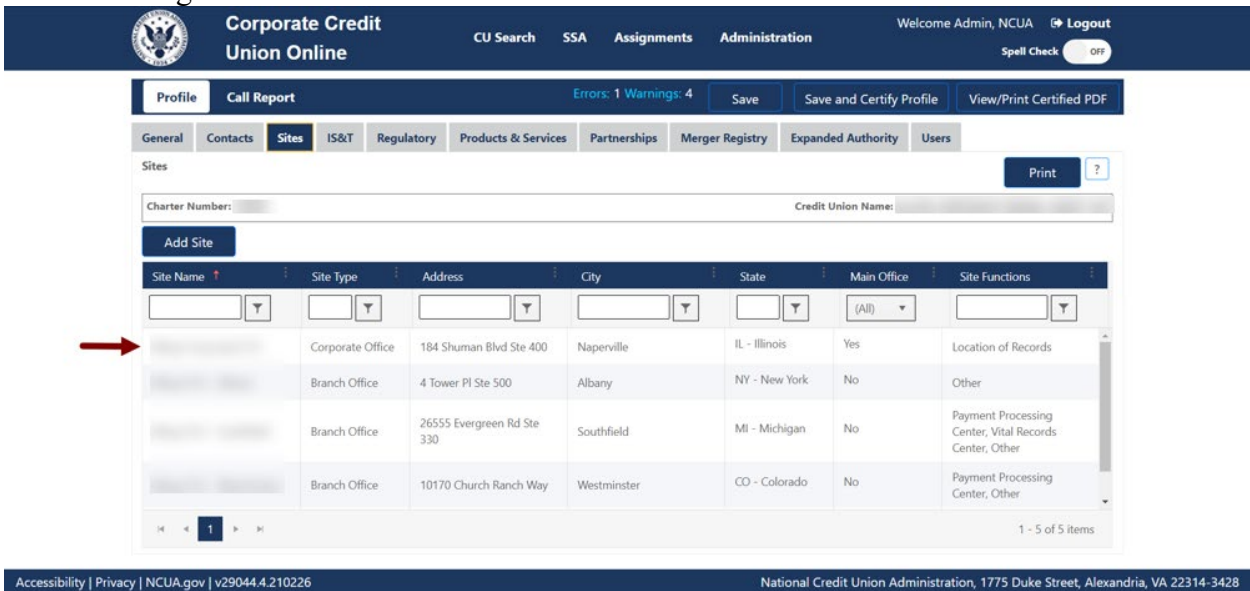
Figure 32 – "Profile" Page "Sites" Tab

2. To print site information on the screen, **select** the "Print" button, as seen in Figure 34.
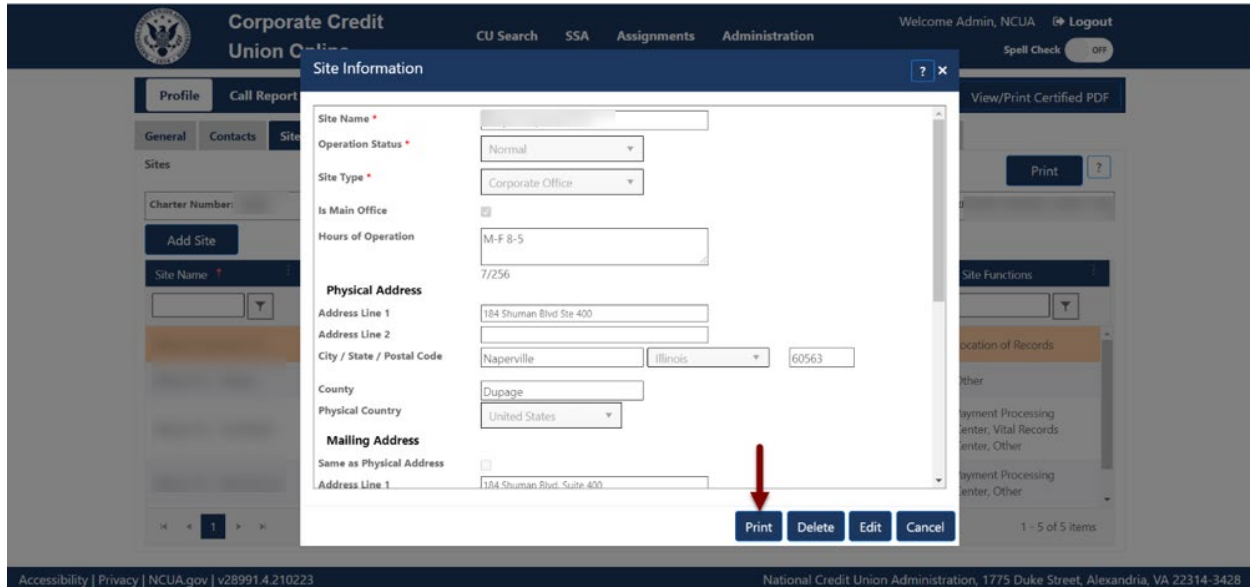
Figure 33 – "Print" Button on "Site Information" Screen

3. **Select** the print icon to print the page, as seen in Figure 35.
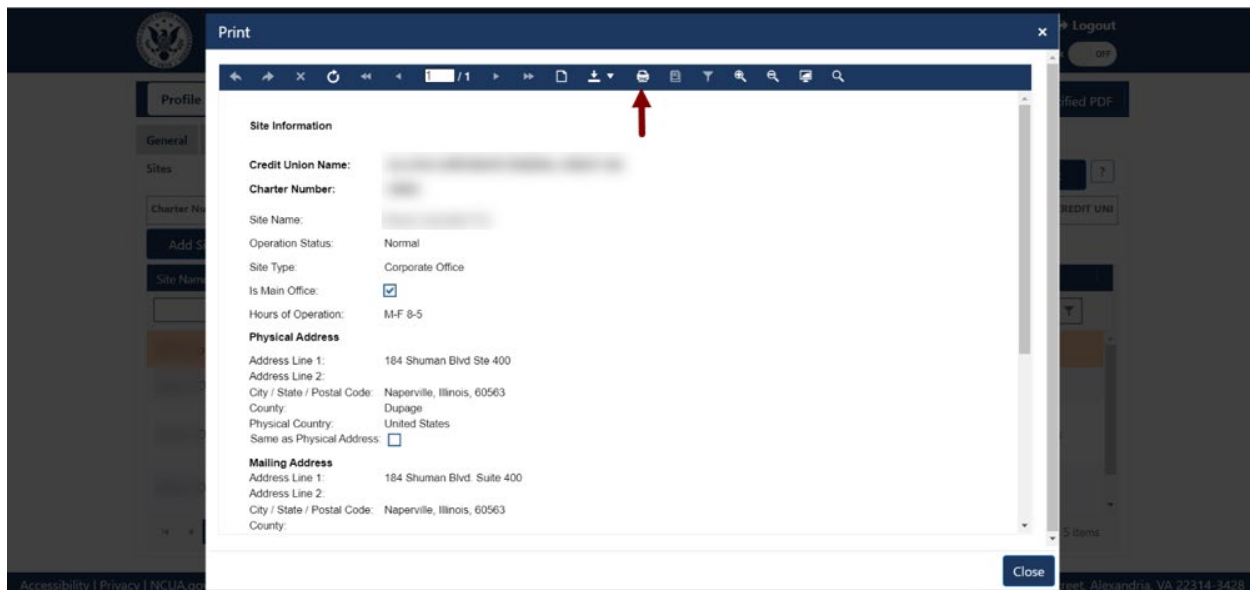
Figure 34 – Print Option on the "Sites Information Print" Screen

Information Services & Technology (IS&T) Tab

The "IS&T" tab displays information about the corporate credit union's information services and technology. This tab also includes information on payment system service providers and data processing conversions completed by the corporate credit union.

Add a Data Processing Conversion Record

Follow these steps to add a data processing conversion for the corporate credit union's primary/core share and loan data processing system. Corporate CUOnline displays up to 5 previously entered dates.

1. **Select** the IS&T Tab and **select** the "Add Data Conversion" button, as seen in Figure 36.

Figure 35 – "Add Data Conversion" Button on the "IS&T" Tab

2. **Enter** data conversion information and **select** the "OK" button, as seen in Figure 37. To discard data conversion information, **select** the "Cancel" button.

   Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.

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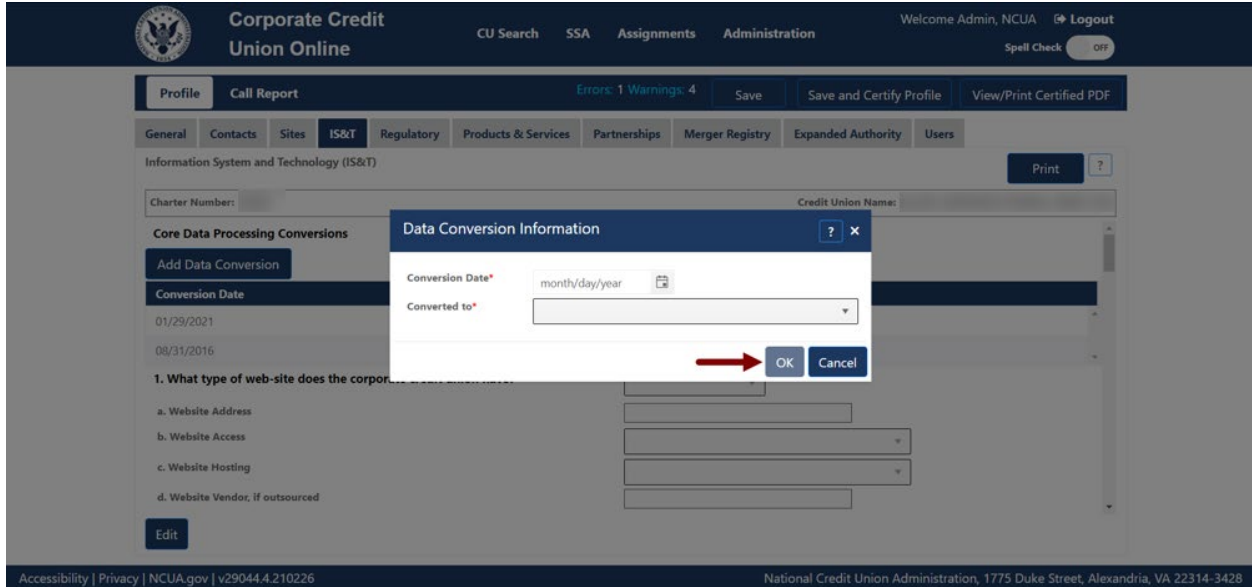
Figure 36 – "Data Conversion Information" Screen

Edit an Existing IS&T Data Conversion Record

Authorized users may edit existing conversion date records in the system by following these steps:

Note: Users should **not** edit the existing date unless the information is inaccurate.

1. **Select** the "IS&T" tab and **select** the conversion date to edit, as seen in Figure 38.
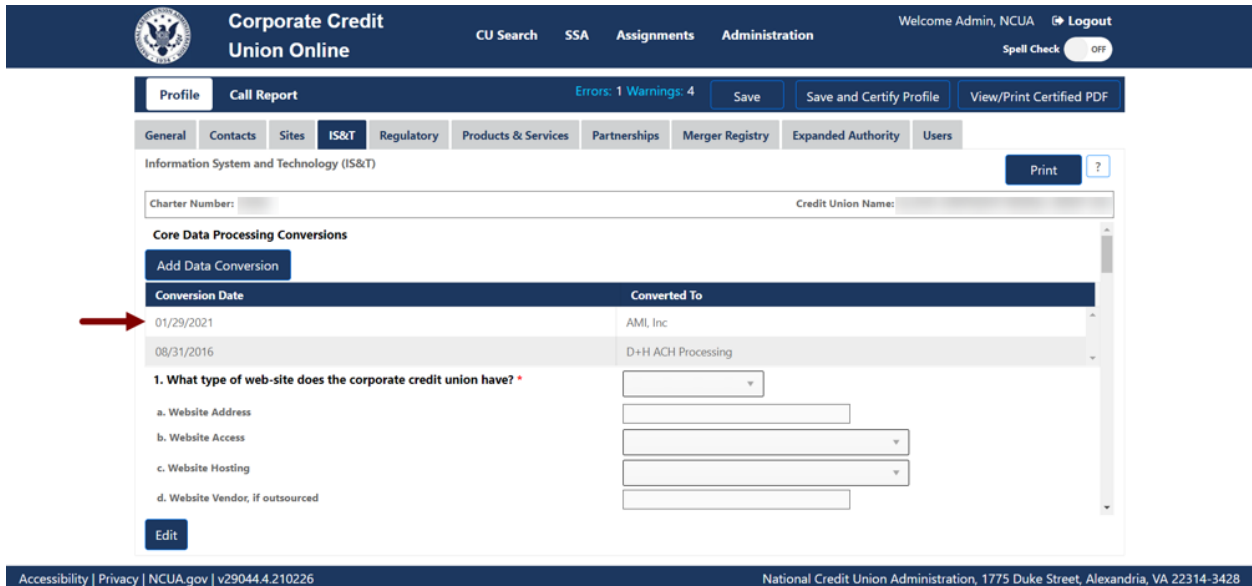
Figure 37 – IS&T Select Data Conversion Record to Edit

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2. **Select** the "Edit" button to edit data conversion information, as seen in Figure 39.
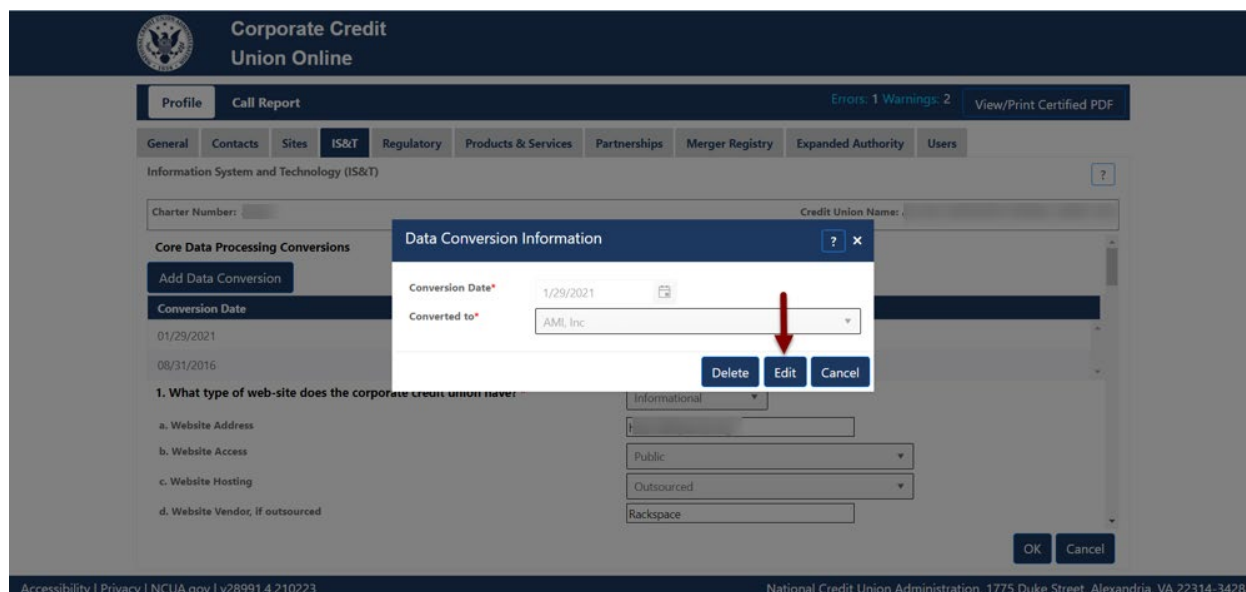
Figure 38 - "Edit" Button on "Data Conversion Information" Screen

3. To confirm and save edits, **select** the "OK" button. To discard edits, **select** the "Cancel" button and select the "Yes" button to confirm the edits will be discarded.

   Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.

Delete an Existing IS&T Data Conversion Record

Authorized users may delete existing data conversion records by following these steps:

1. **Select** the "IS&T" tab and **select** the conversion date to edit, as seen in Figure 40.
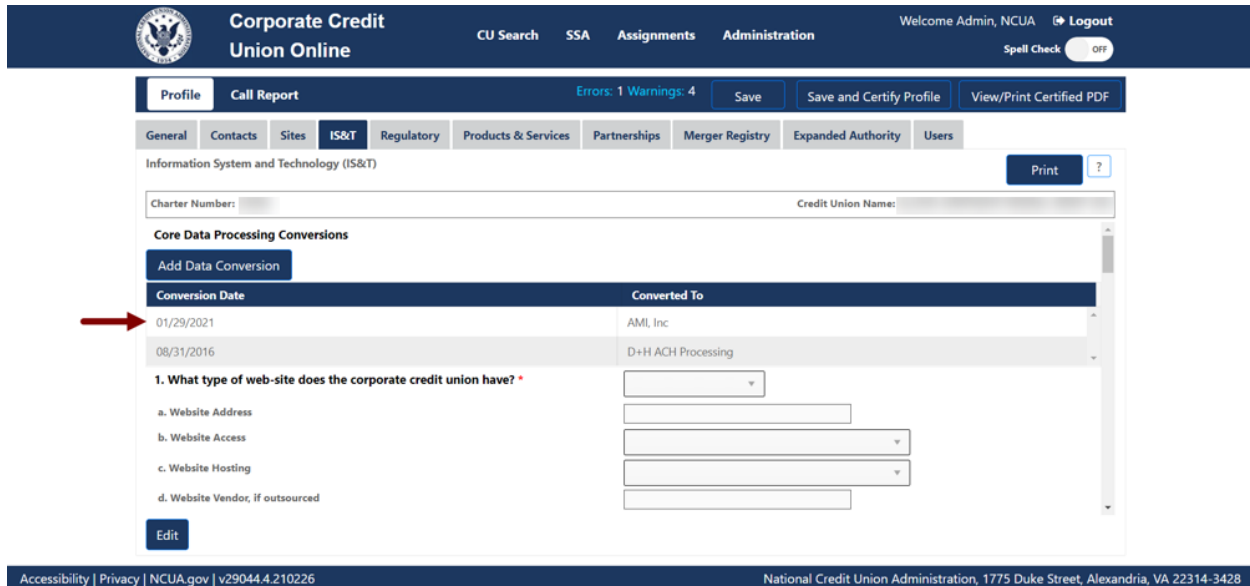
Figure 39 - Select Conversion Record for Deletion

2. **Select** the "Delete" button to delete data conversion information, as seen in Figure 41.
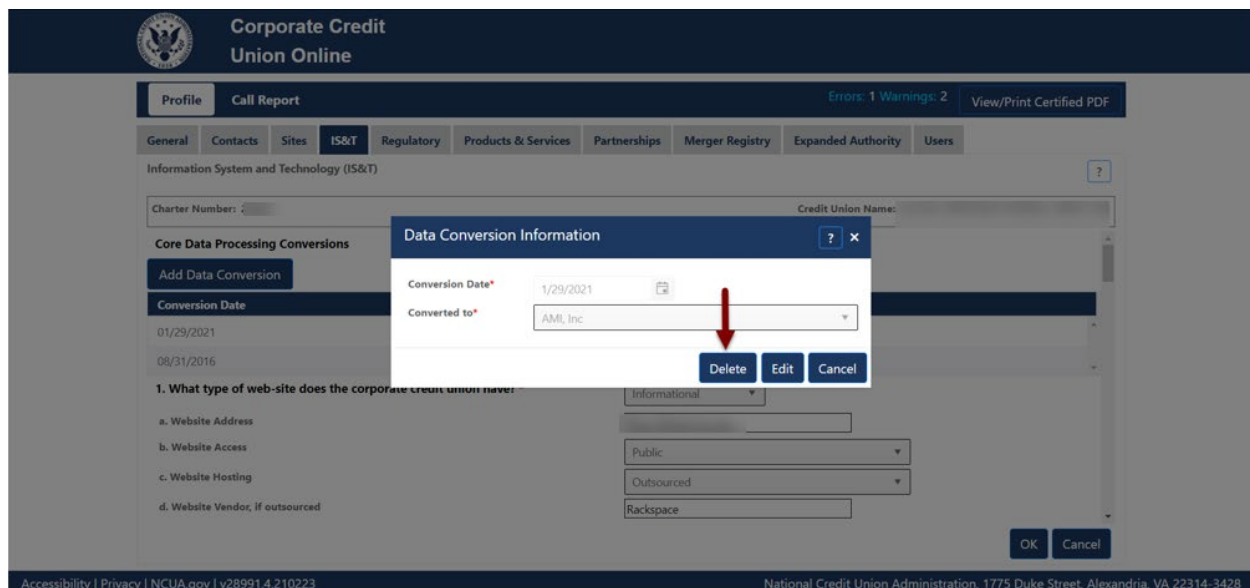
Figure 40 - "Delete" Button on "Data Conversion Information" Screen

3. To confirm deletion, **select** the "Yes" button as, seen in Figure 42.

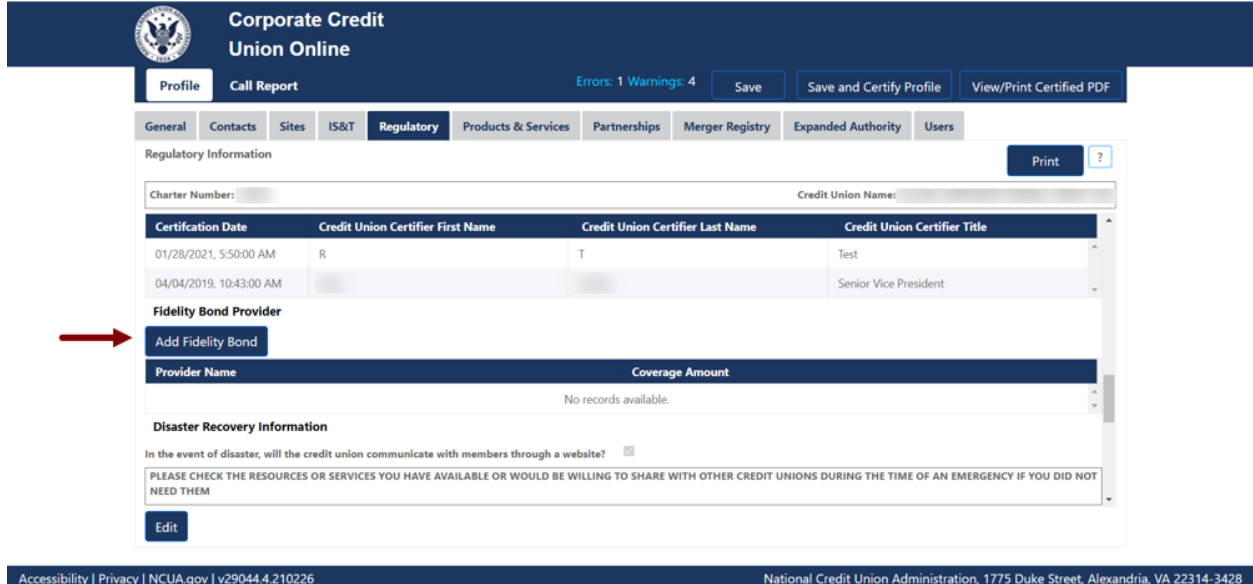   **Note:** Selecting the "No" button will cancel all changes. Changes will not be saved to the system.

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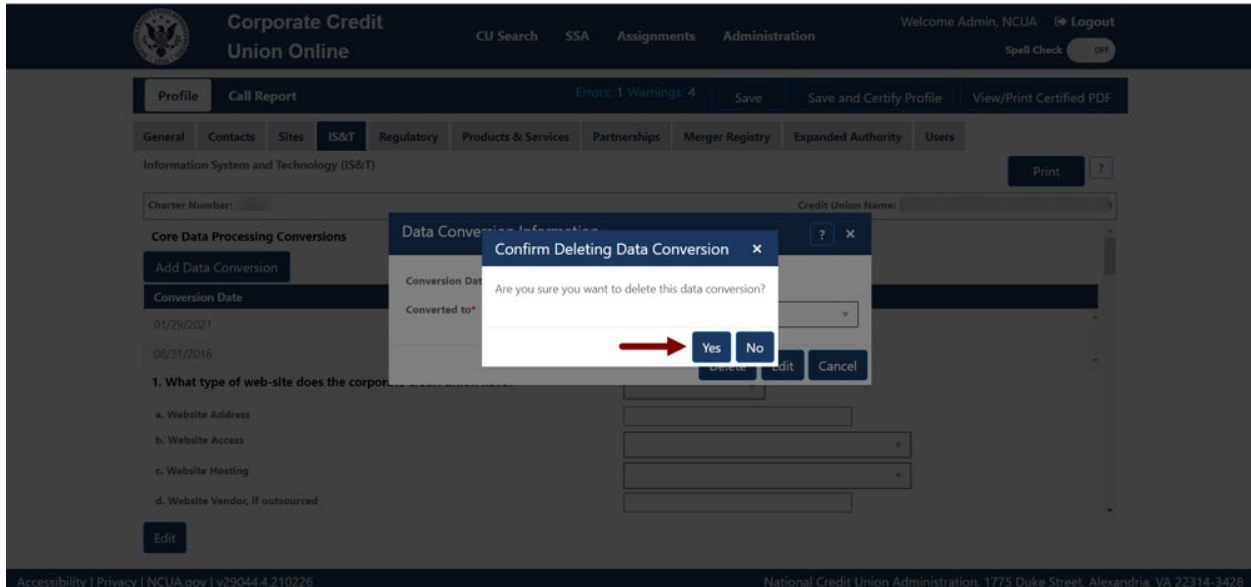
Figure 41 - Delete Confirmation for Data Conversion

Adding and Modifying IS&T General Information

Follow these steps to add or make changes to IS&T general information:

1. **Select** the "IS&T" tab on the "Profile" page and **select** the "Edit" button, as seen in Figure 43.

Figure 42 - Edit IS&T General Information

2. **Edit** the desired information and **select** the "OK" button to save changes, as seen in Figure 44.

   Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.

Figure 43 - Confirm "IS&T" Tab Page Edit

Print IS&T Information

To print corporate credit union IS&T Profile information:

1. **Select** the "IS&T" tab on the "Profile" page.

Figure 44 – Profile IS&T Tab

2. To print the IS&T information on the screen, **select** the "Print" button, as seen in Figure 46.

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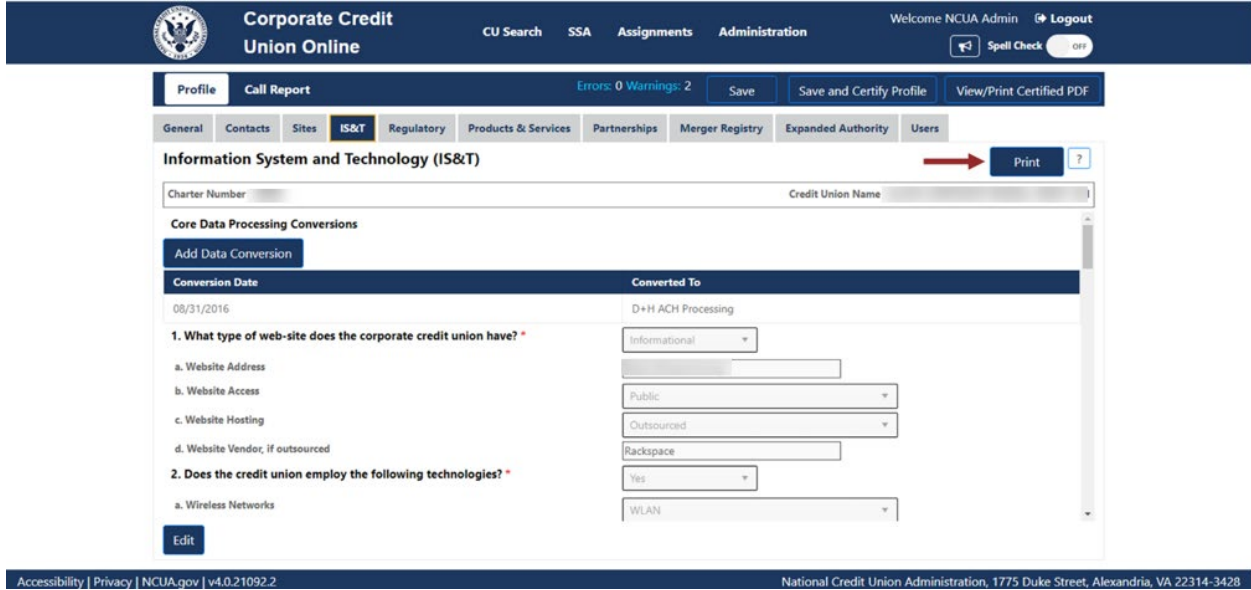
Figure 45 - IS&T "Print" Button

3. A screen will open with the IS&T details and the options to print, as seen in Figure *23*. Users may print to the desired printer location from this screen.
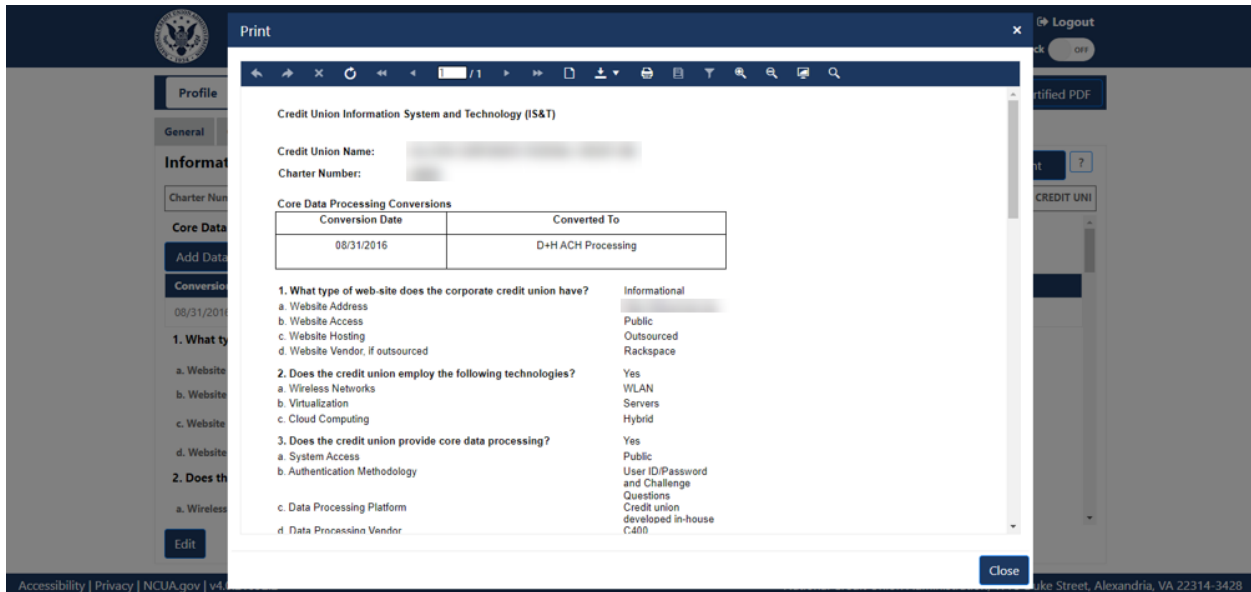
Figure 46 - IS&T Print View

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Regulatory Tab

The "Regulatory" tab of the "Profile" page lists required regulatory information a corporate credit union must report (per NCUA guidelines). The type of regulatory information required is divided into eight "areas":

- Annual meetings,
- Audits,
- Bank Secrecy Act Test Dates,
- Disaster Recovery Test Dates and Information,
- Part 748.0 Certifications,
- Fidelity Bond Provider,
- Risk Management Expert, and
- NEV Model Validation.

The system enables authorized users to add, edit and delete information in each of the eight areas. The process to add regulatory data using the system is the same for each of the eight listed areas.

Adding Regulatory Tab Information

Add a New Annual Meeting Record

1. **Select** the "Add Annual Meeting Button" button, as seen in Figure 48.
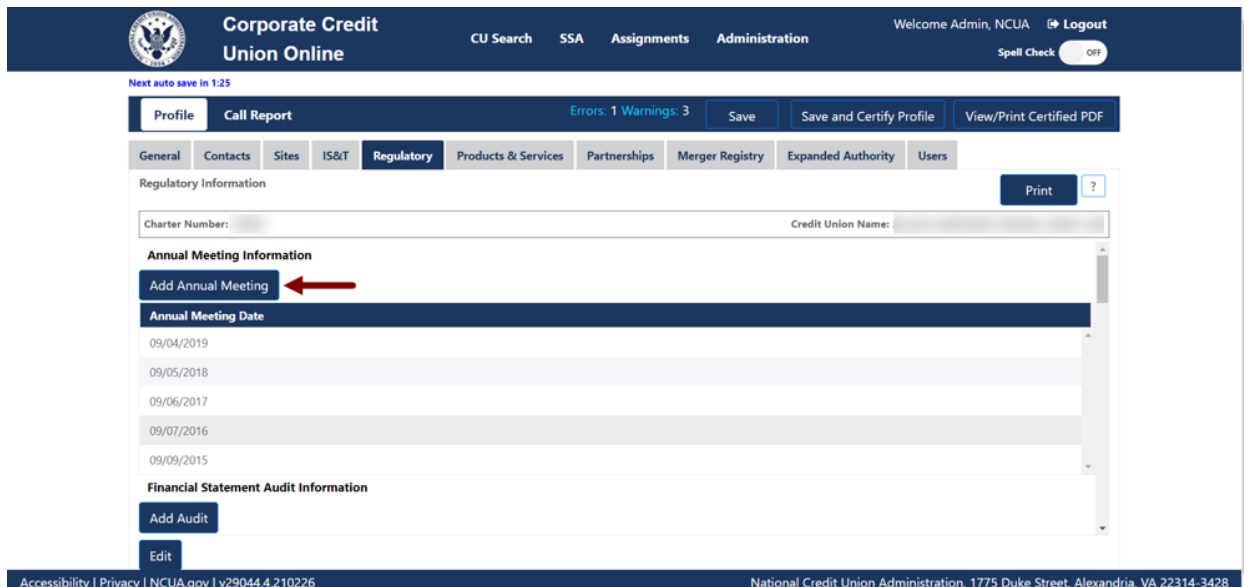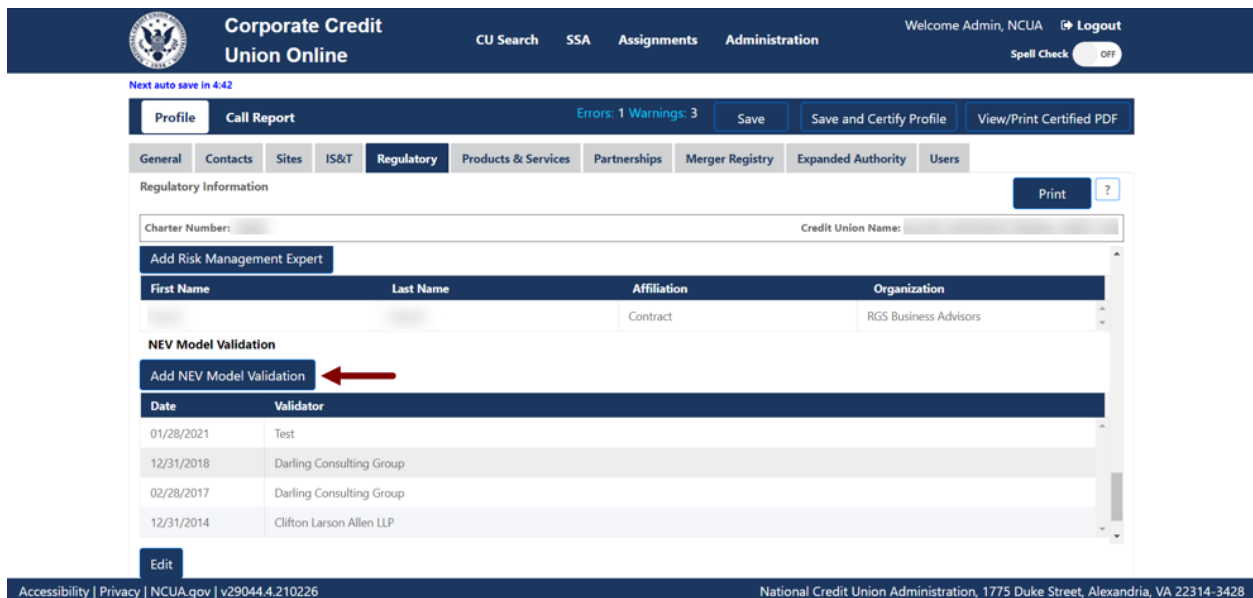

Figure 47 – "Add Annual Meeting" Button

2. Add the required information and **select** the "OK" button, as seen in Figure *49*.

Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.
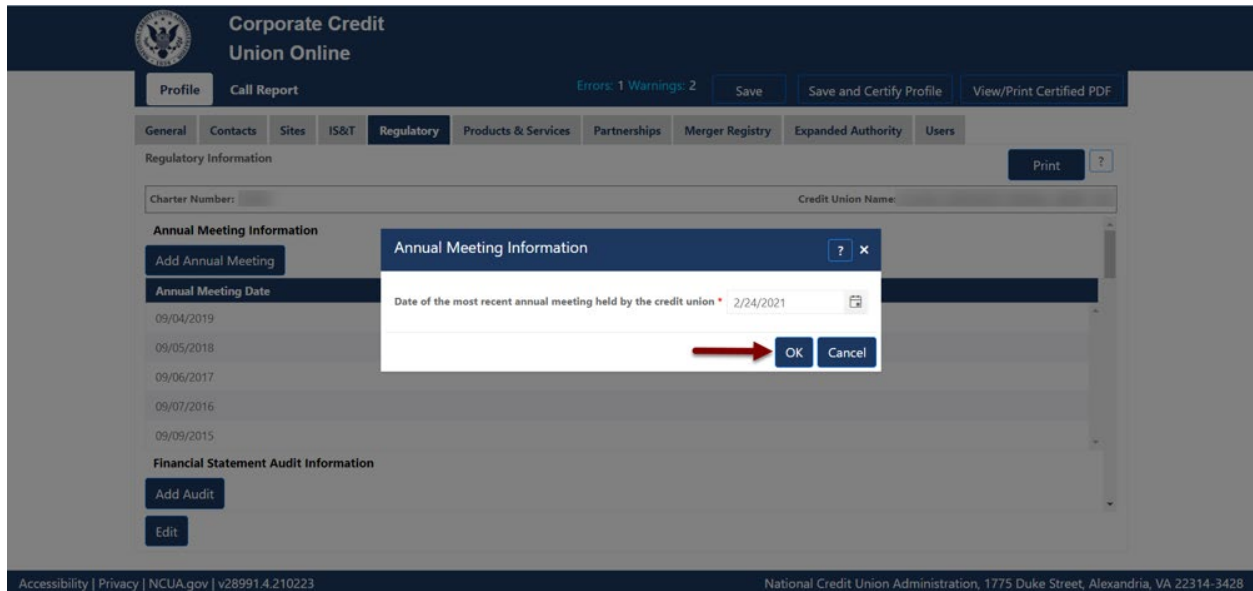
Figure 48 – "Annual Meeting Information" Screen

Add a New Audit Record

1. **Select** the "Add Audit" button, as seen in Figure 50.
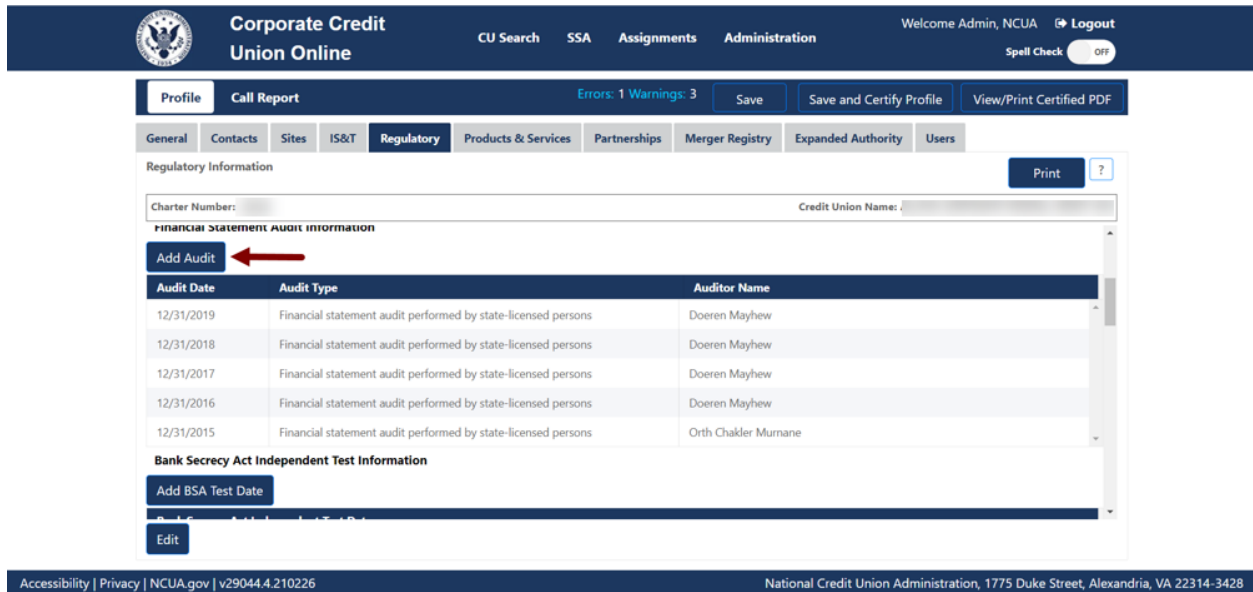
Figure 49 – "Add Audit" Button

2. Add the required information and **select** the "OK" button, as seen in Figure *51*.

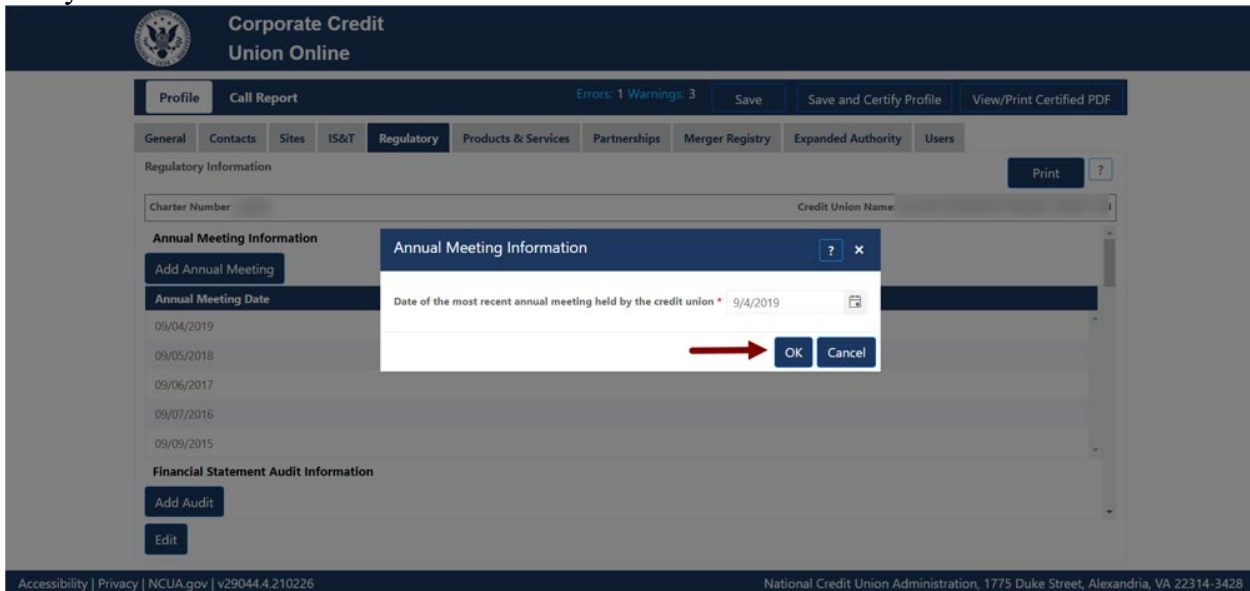**Note:** Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.
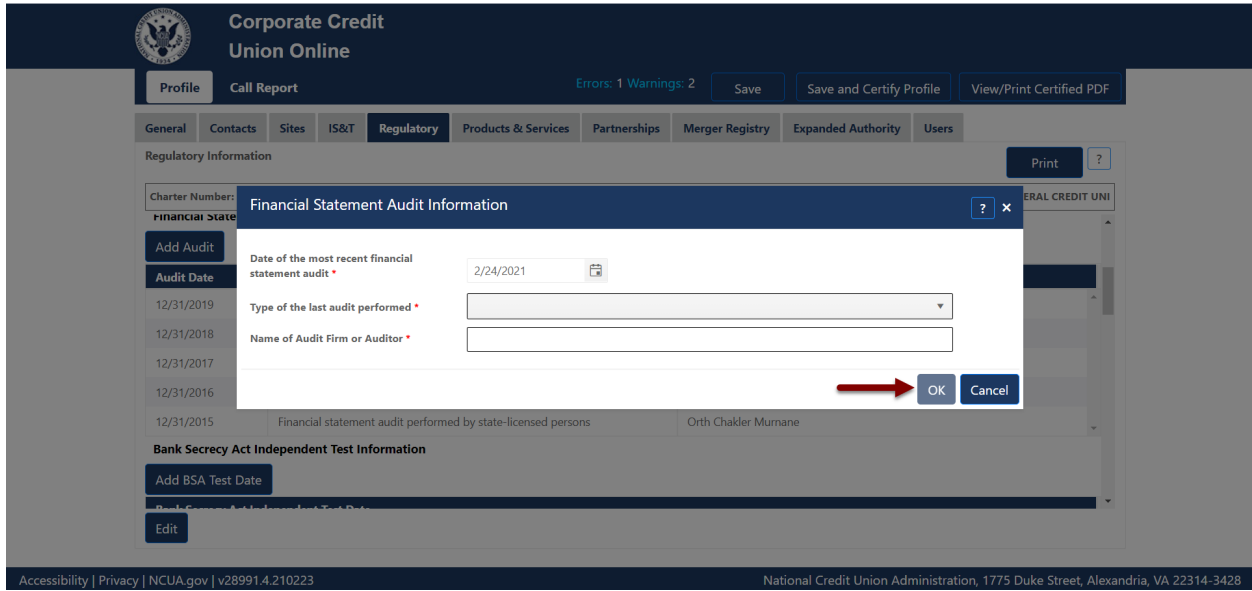
Figure 50 – "Financial Statement Audit Information" Screen

Add a New BSA Test Date

1. **Select** the "Add BSA Test Date" (Bank Secrecy Act) button, as seen in Figure 52.
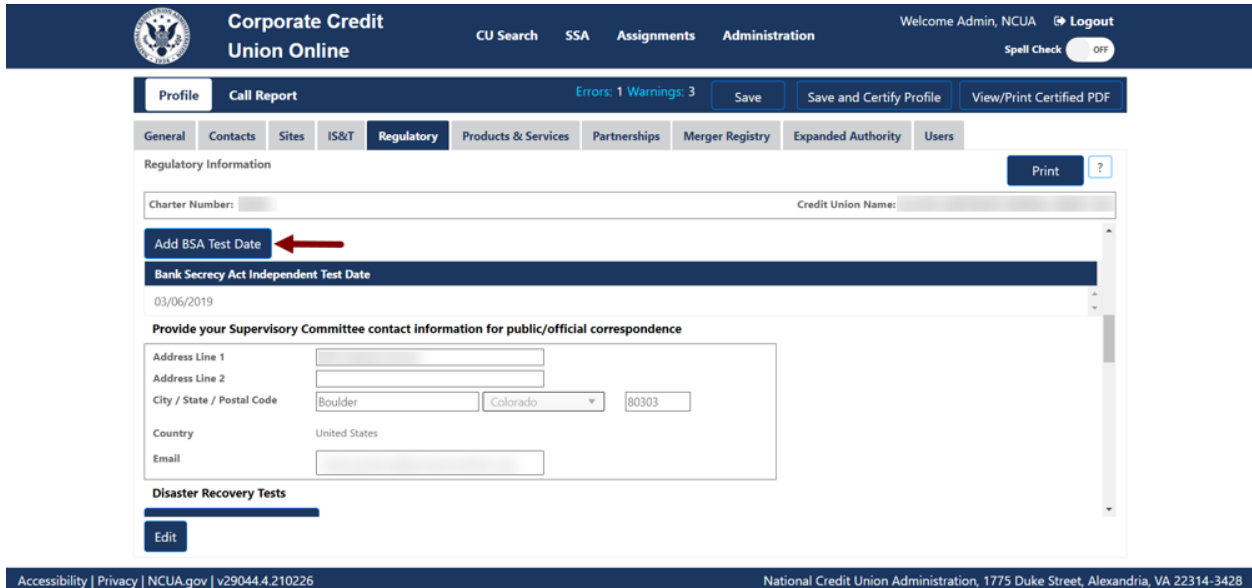
Figure 51 – "Add BSA Test Date" Button

2. Add the required information and **select** the "OK" button, as seen in Figure 53.

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Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.
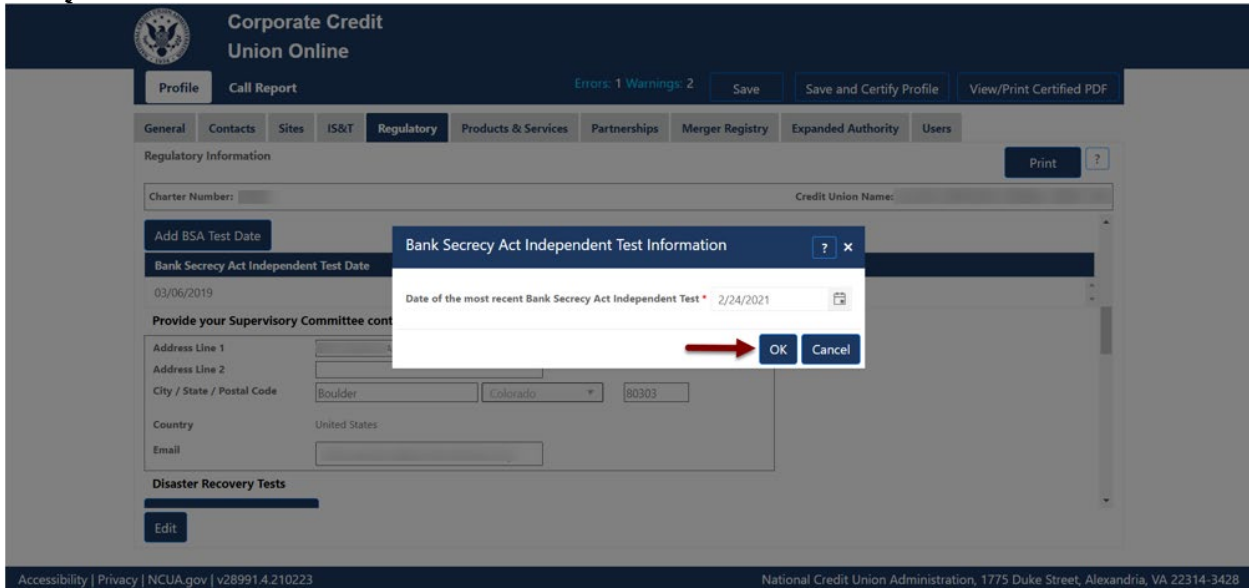
Figure 52 – "Bank Secrecy Act Independent Test Information" Screen

Add a New Disaster Recovery Test Record

1. **Select** the "Add Disaster Recovery Test" button, as seen in Figure 54.
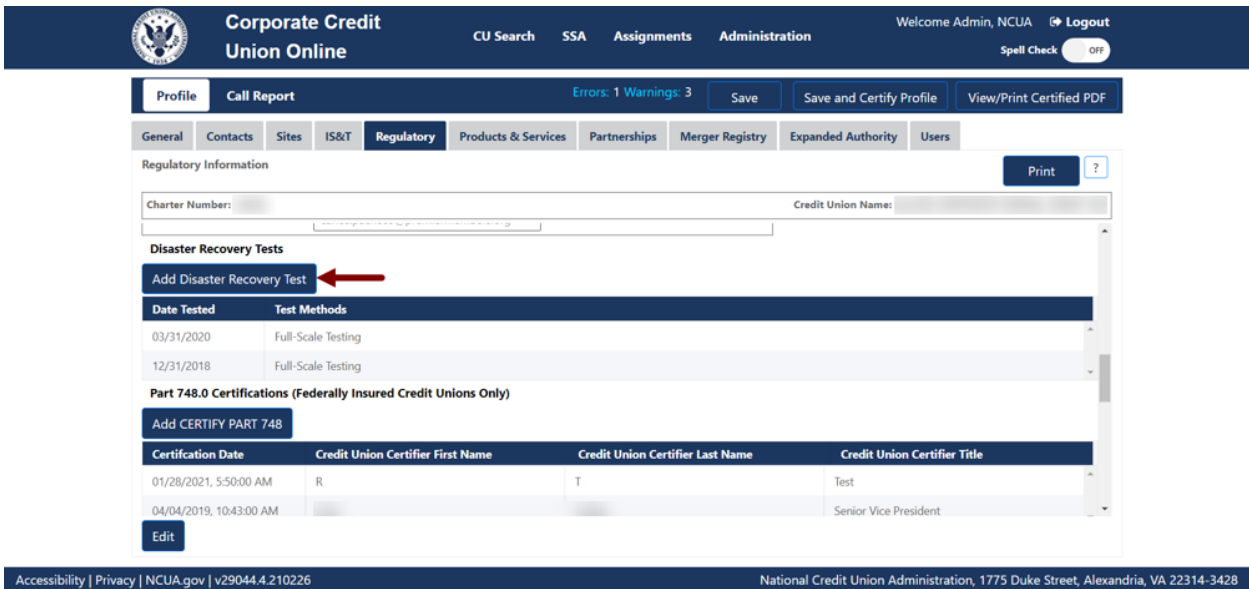
Figure 53 – "Add Disaster Recovery Test" Button

2. Add the required information and **select** the "OK" button, as seen in Figure 55.

    Note: This section contains information about the corporate credit union's disaster recovery plans. The NCUA will not release this information to the public. The NCUA may use this

information in the event of a disaster to aid and/or partner corporate credit unions. Indicating a willingness to assist does not constitute an obligation on the part of the corporate credit union.

Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.
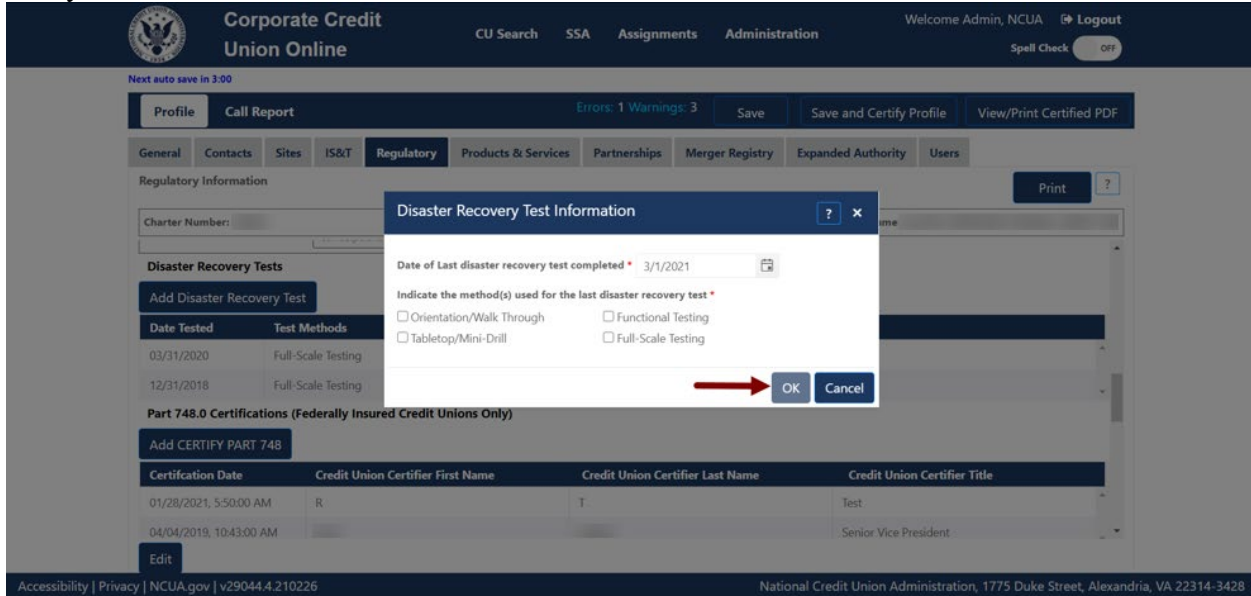
Figure 54 – "Disaster Recovery Test Information" Screen

Add a New Certify Part 748 Record

1. **Select** the "Add Certify Part 748" button, as seen in Figure 56.

   Note: NCUA Rules and Regulations Part 748 requires each federally insured corporate credit union to develop a written security program and to file an annual statement certifying its compliance with this requirement. Corporate credit unions will document compliance with this regulation with Corporate CUOnline.

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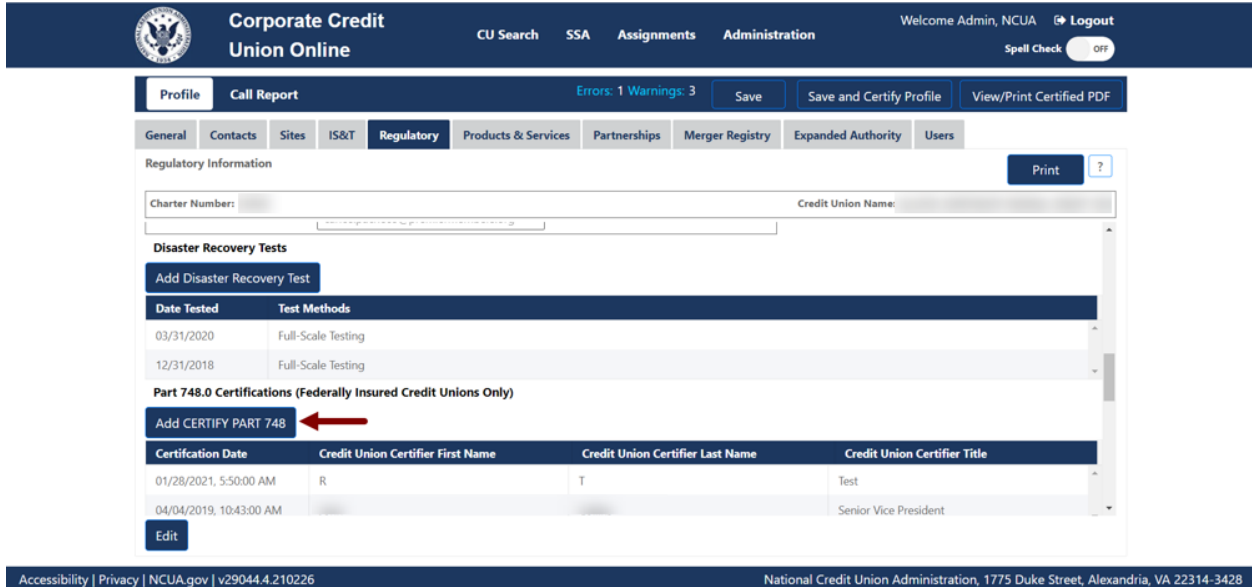
Figure 55 - "Add Certify Part 748" Button

2. Add the required information and **select** the "OK" button, as seen in Figure 57.

   Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.
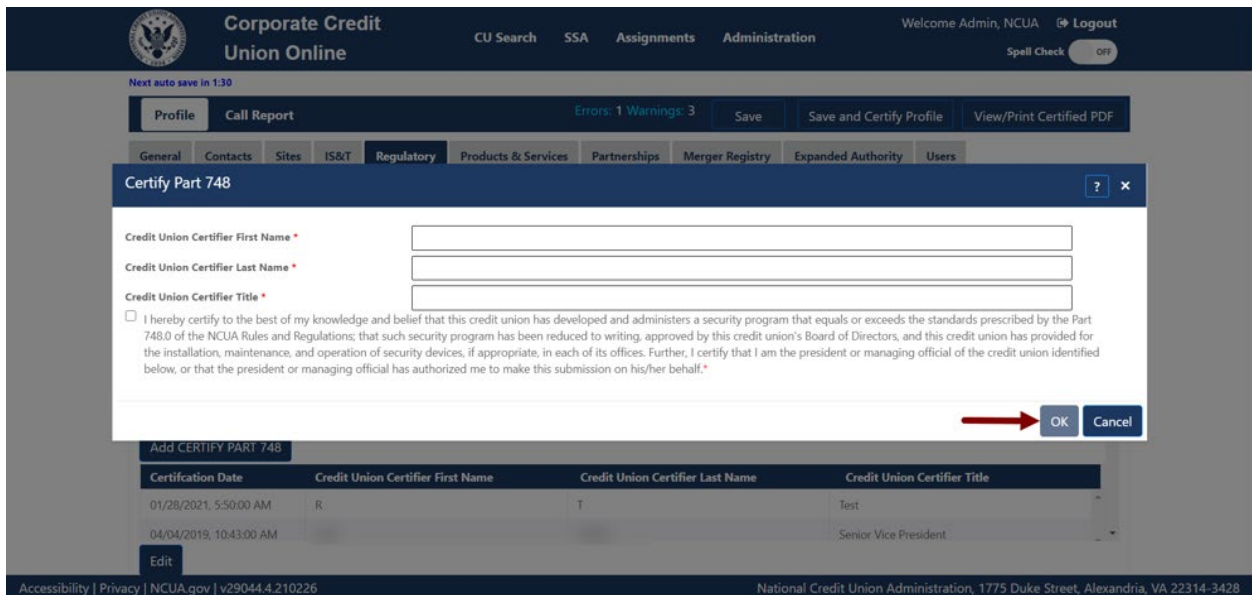
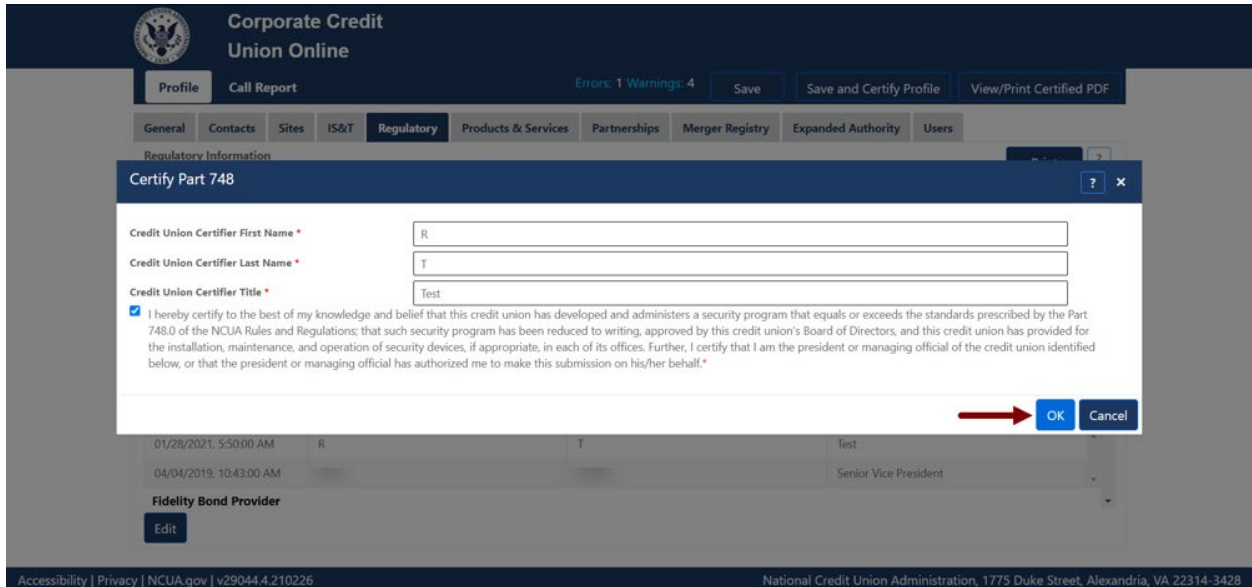*Figure 56 – "Certify Part 748" Screen*

Add a New Fidelity Bond Provider

1. **Select** the "Add Fidelity Bond" button, as seen in Figure 58.

Note: There can only be one Fidelity Bond Provider. Therefore, the only way to add a new Fidelity Bond Provider is if one does not exist. If one does exist, users will have to delete the current provider (see the Delete an Existing Fidelity Bond Provider section of this document) and add a new one.

Figure 57 – "Add Fidelity Bond" Button

2. Add the required information and **select** the "OK" button, as seen in **Error! Reference source not found.**.

    Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.
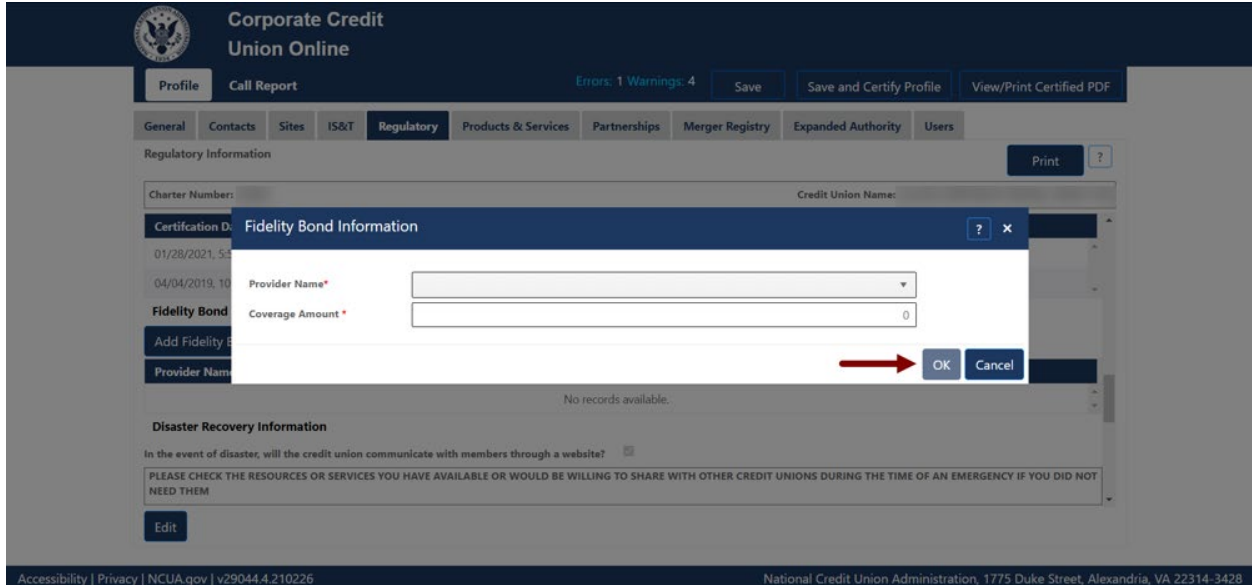
Figure 58 - Fidelity Bond Information Screen

Add a New Risk Management Expert

1. **Select** the "Add Risk Management Expert" button, as seen in Figure 60.
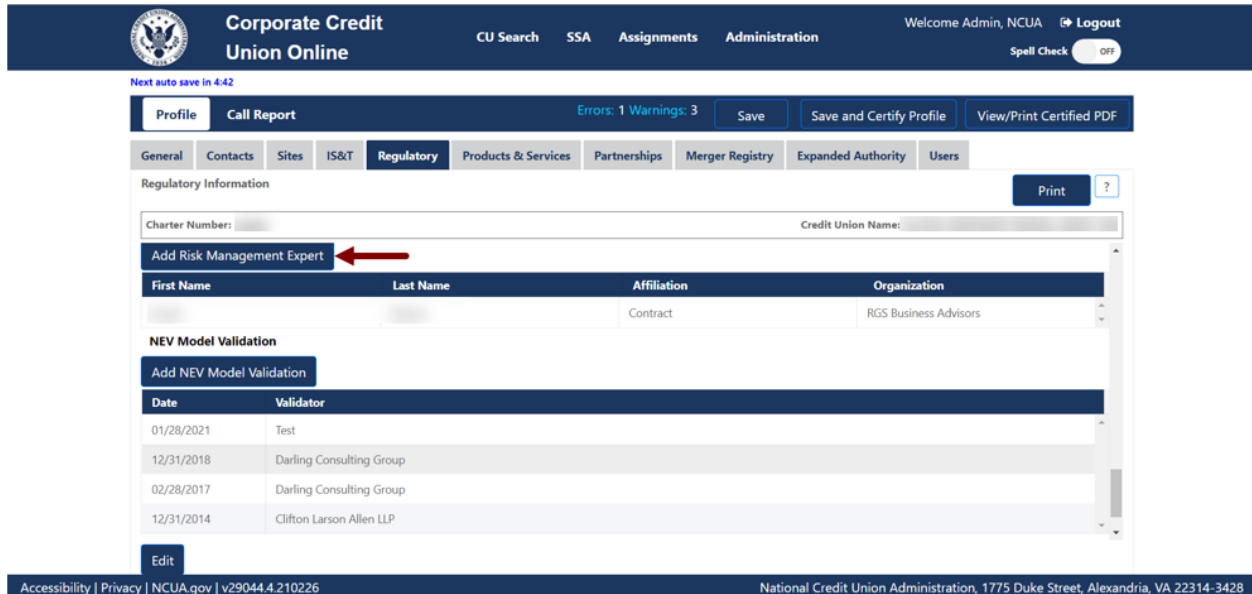
Figure 59 – "Add Risk Management Expert" Button

2. Add the required information and **select** the "OK" button, as seen in Figure 61.

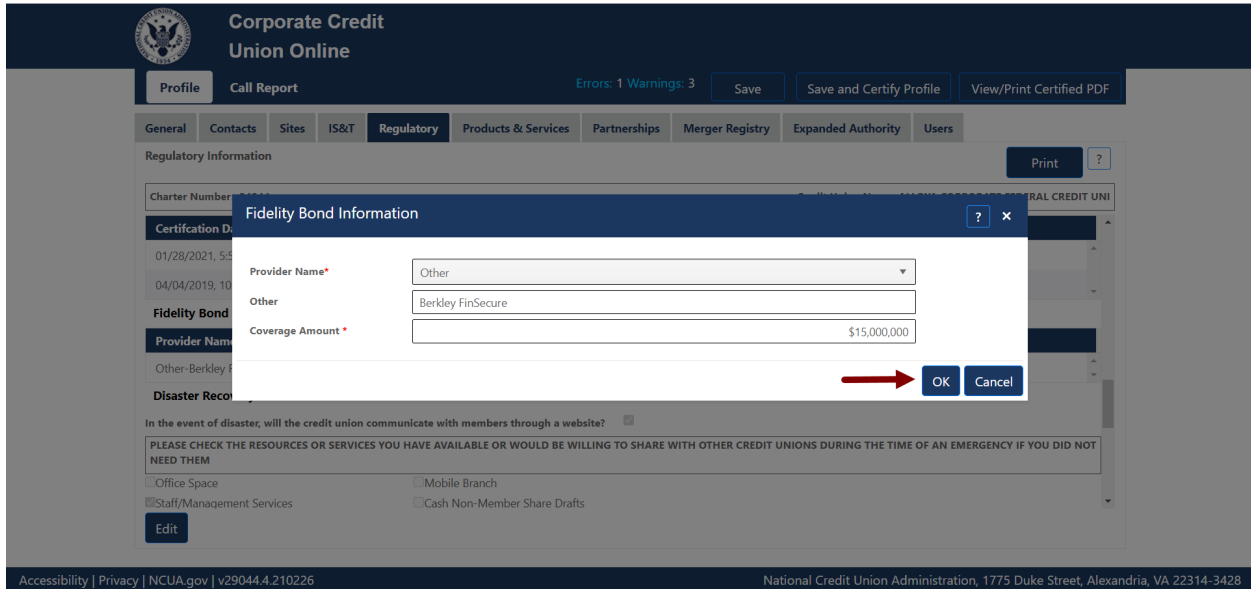   **Note:** Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.
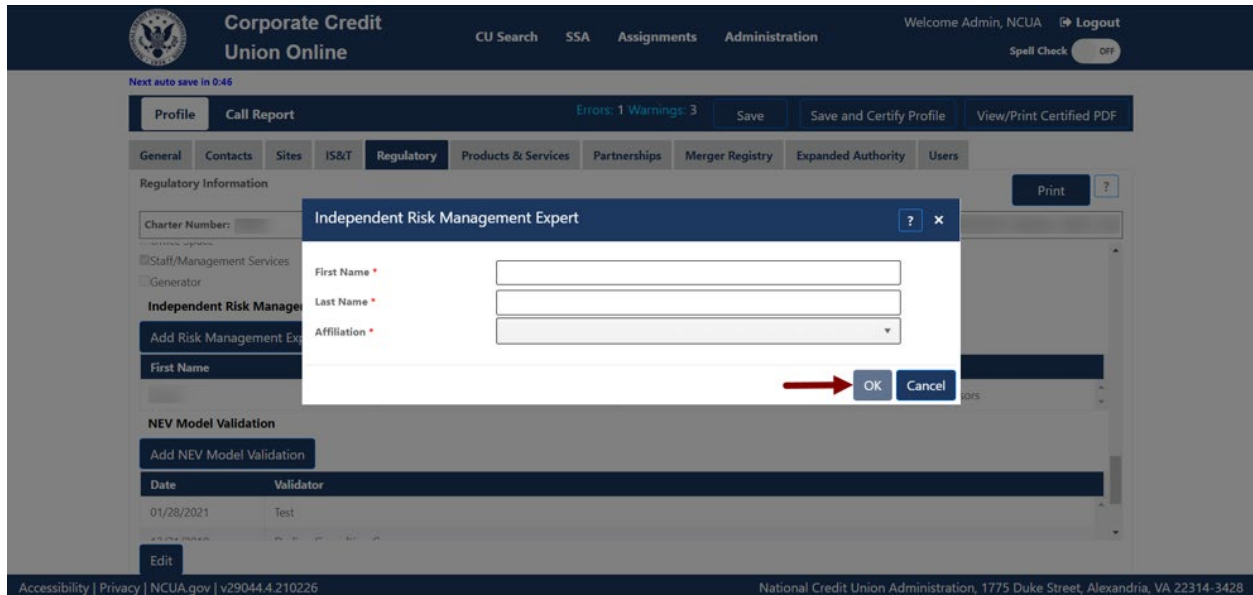
Figure 60 – "Independent Risk Management Expert" Screen

Add a New NEV Model Validation Record

1. **Select** the "Add NEV Model Validation" (Net Economic Value) button, as seen in Figure 62.

Figure 61 – "Add NEV Model Validation" Button

2. Add the required information and **select** the "OK" button, as seen in Figure 63.

   Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.

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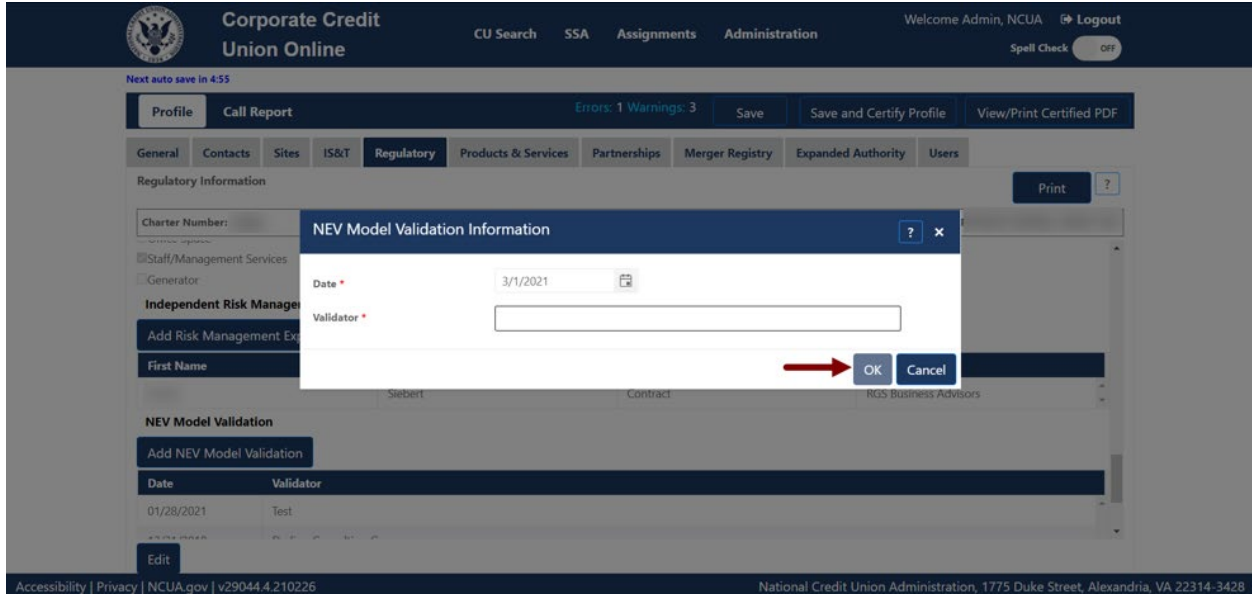
Figure 62 – "NEV Model Validation Information" Screen

Edit Regulatory Tab Information

Edit an Existing Annual Meeting Record

1. **Select** the annual meeting date to be edited, as seen in Figure 64.
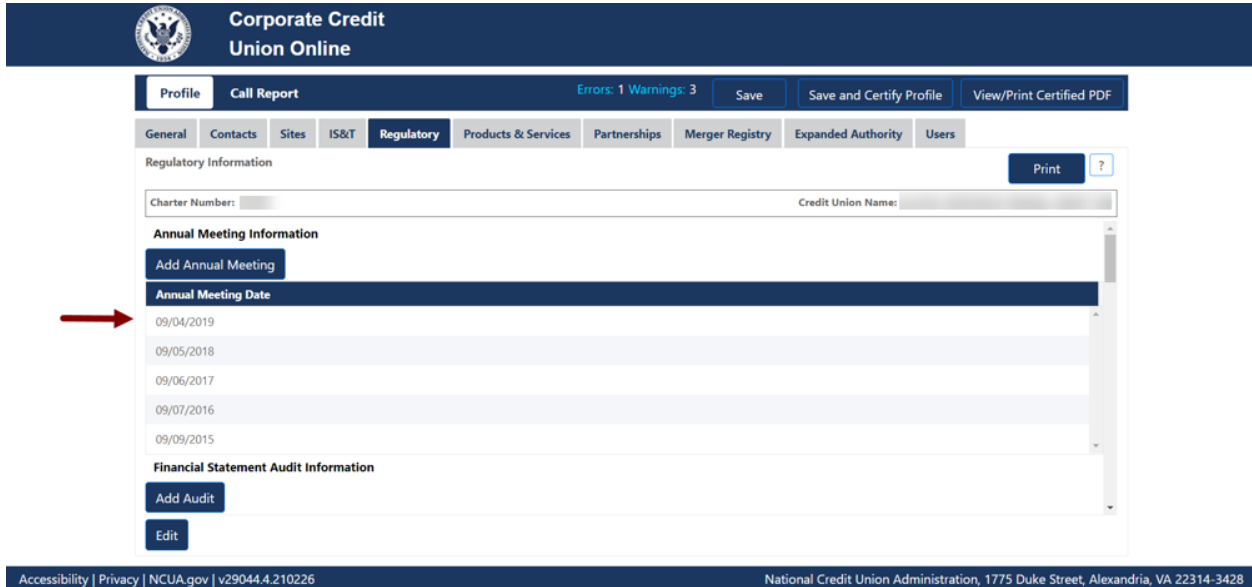
Figure 63 – "Annual Meeting Date" Record Selection to Edit

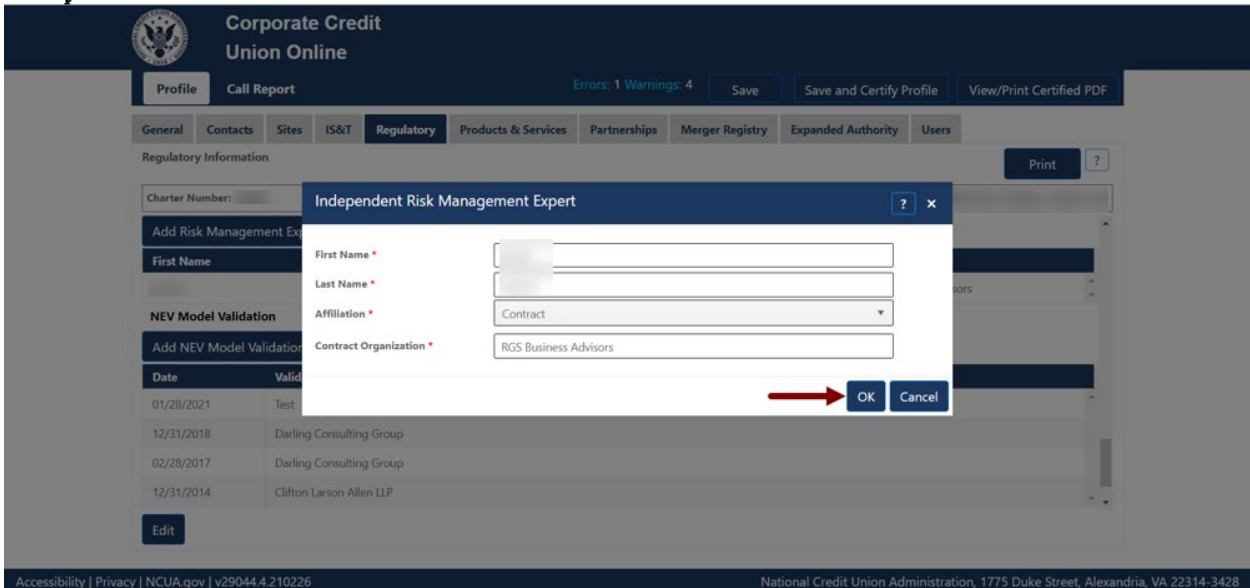2. **Select** the "Edit" button to edit information, as seen in Figure 65.
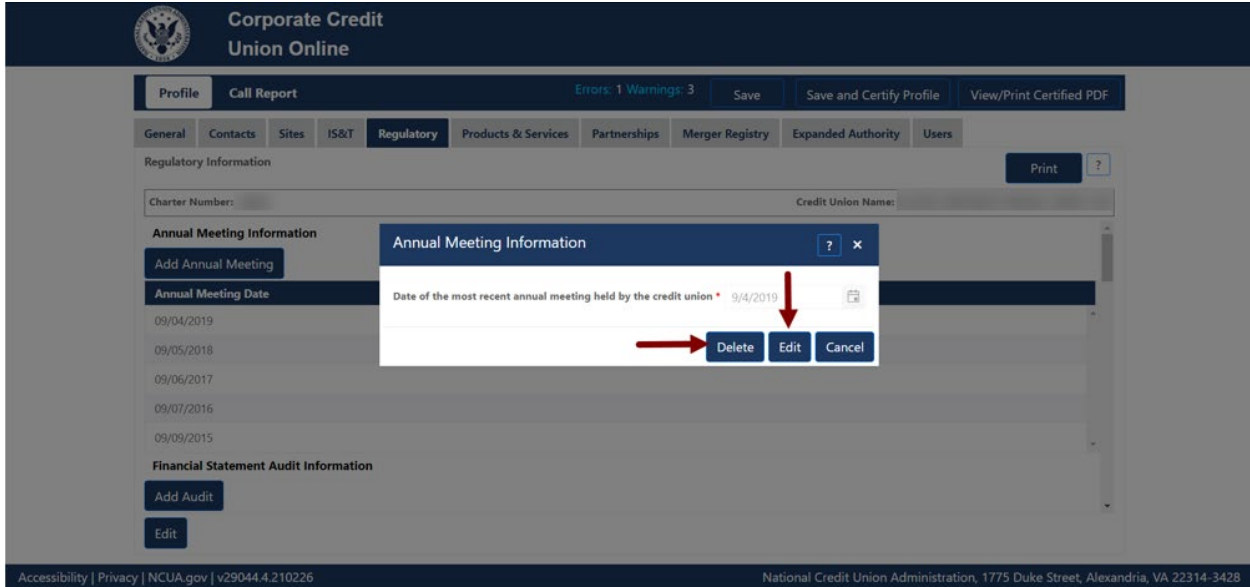
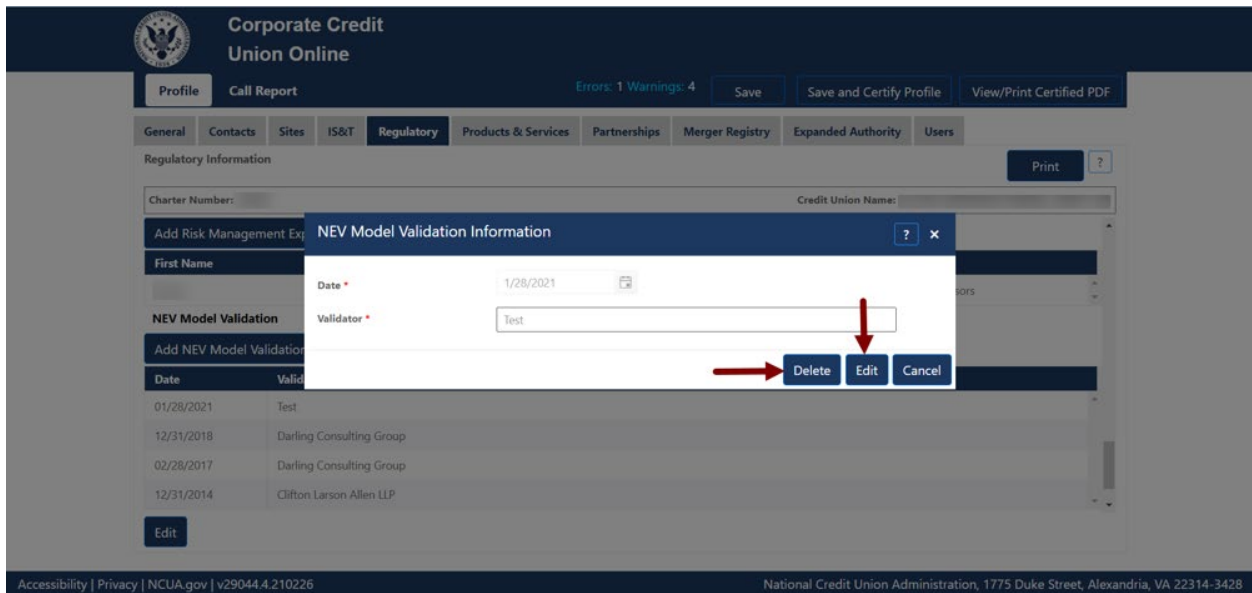*Figure 64 – "Annual Meeting Information" Edit or Delete Screen*

3. **Edit** the desired information and **select** the "OK" button to save changes, as seen in Figure 66.

   Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.
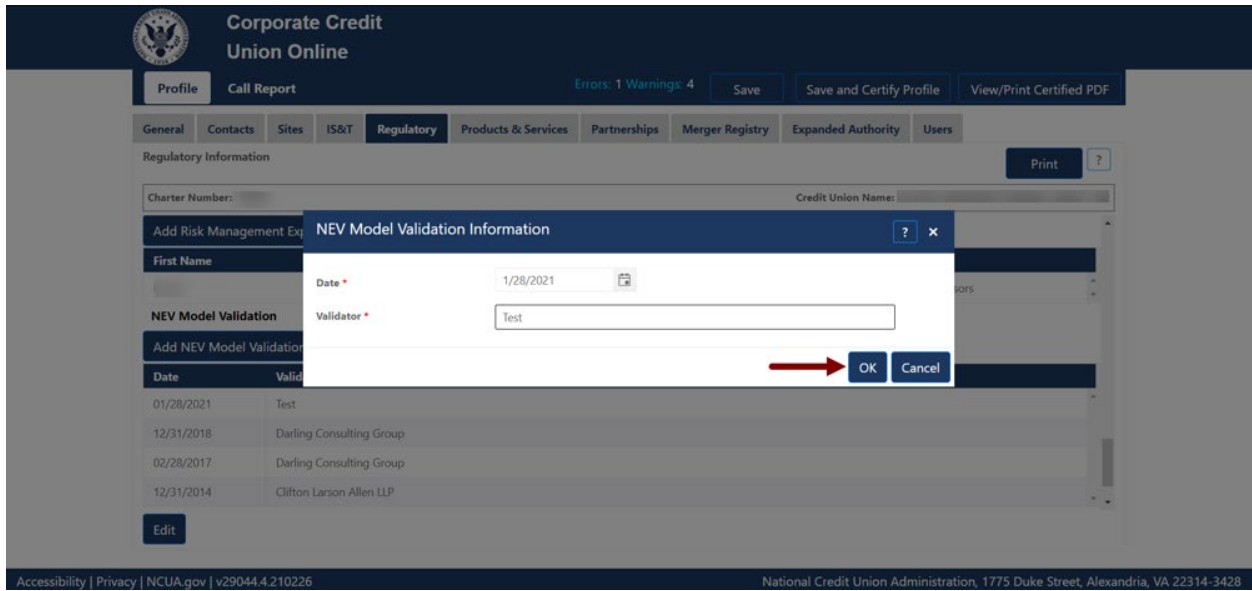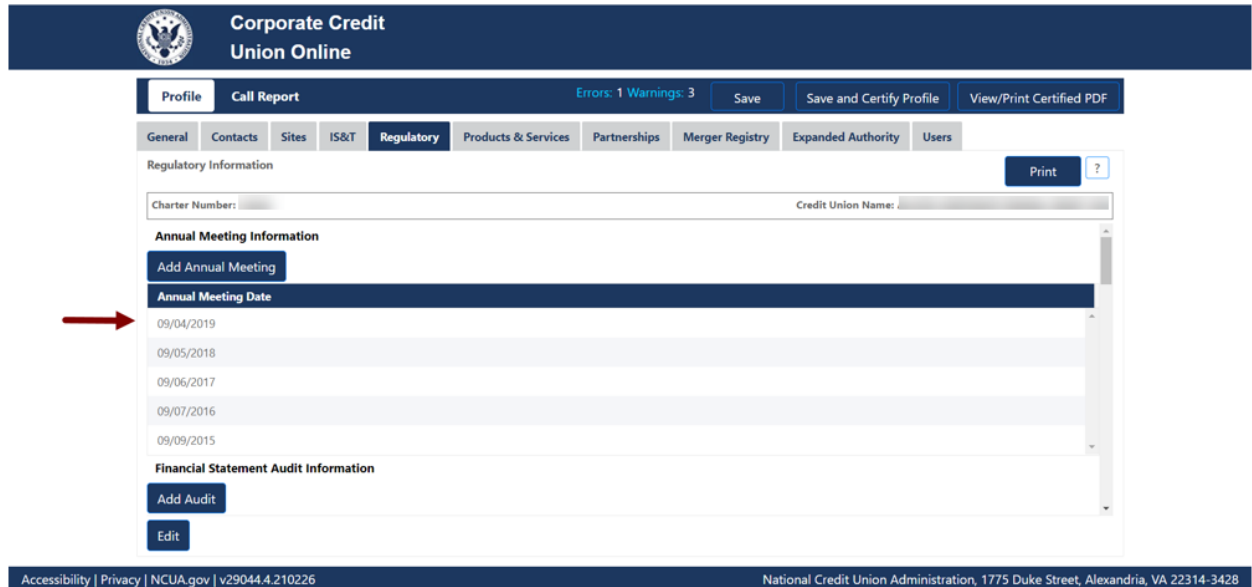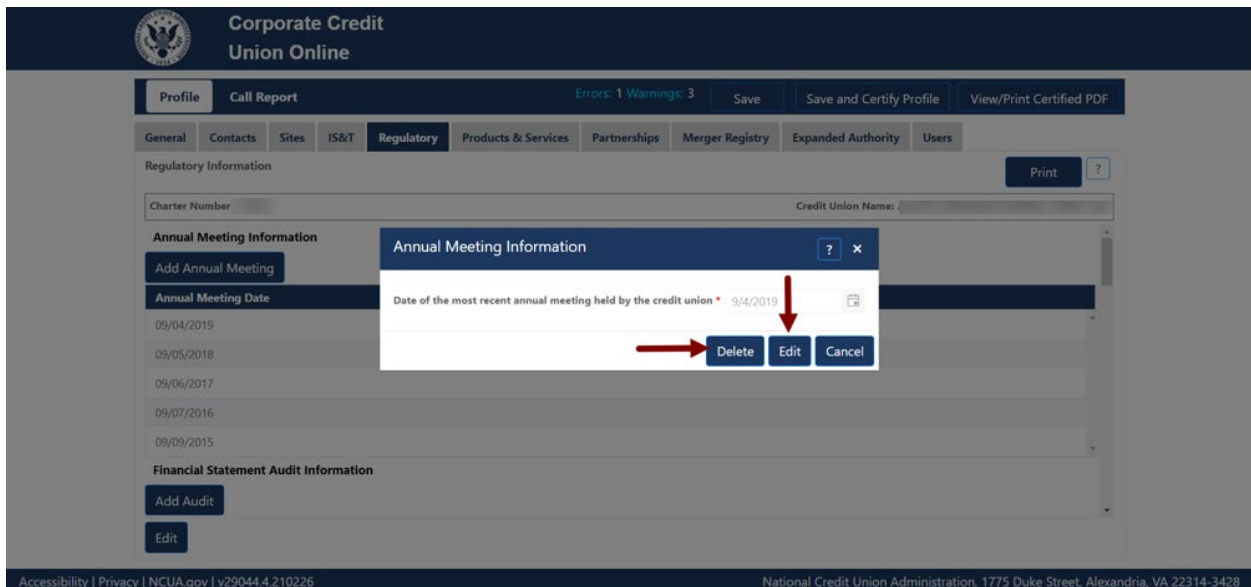

Figure 65 – "Annual Meeting Information" Edit Confirmation Screen

Edit an Existing Audit Record

1. **Select** the audit to be edited, as seen in Figure 67.

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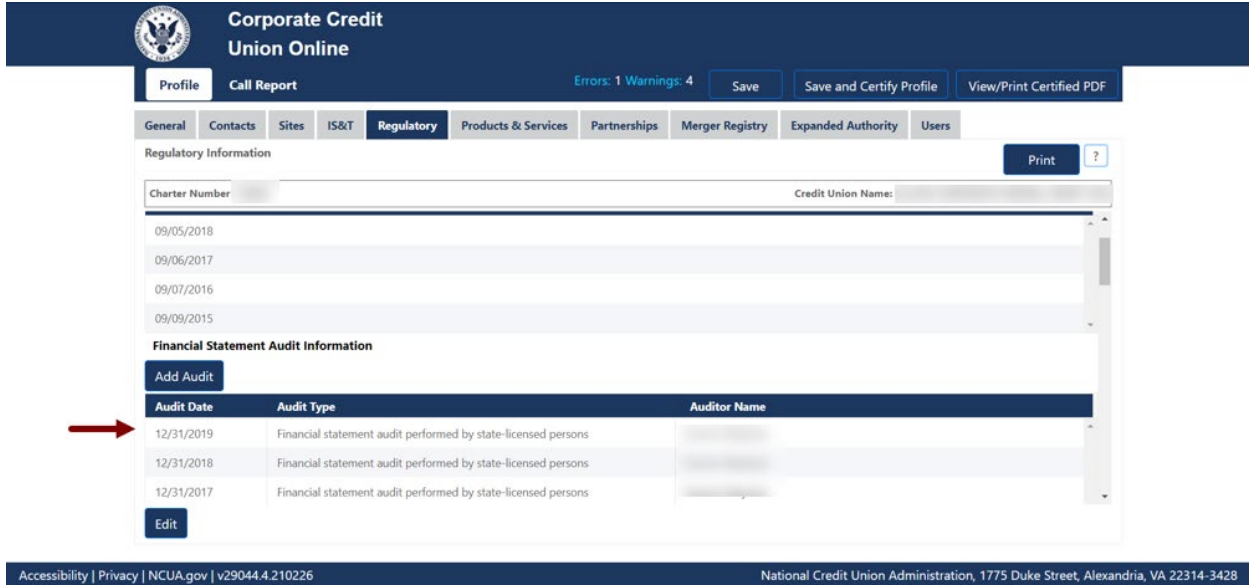
Figure 66 – "Audit Date" Record Selection to Edit

2. **Select** the "Edit" button to edit information, as seen in Figure 68.
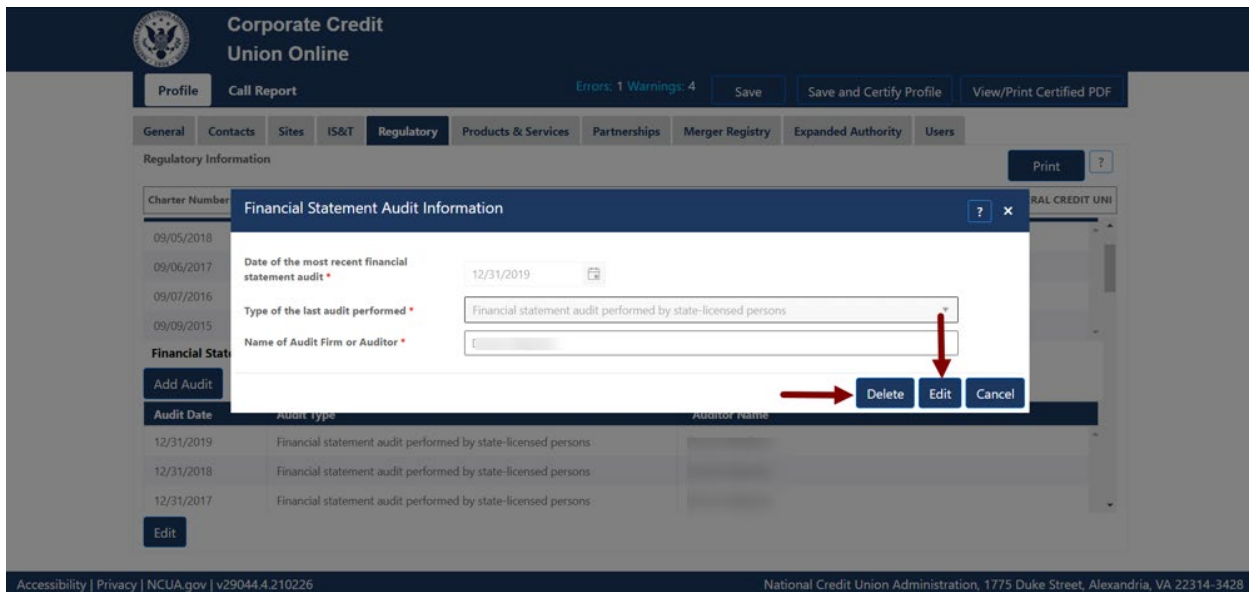
Figure 67 – "Financial Statement Audit Information" Screen

3. **Edit** the desired information and **select** the "OK" button to save changes, as seen in Figure 69.

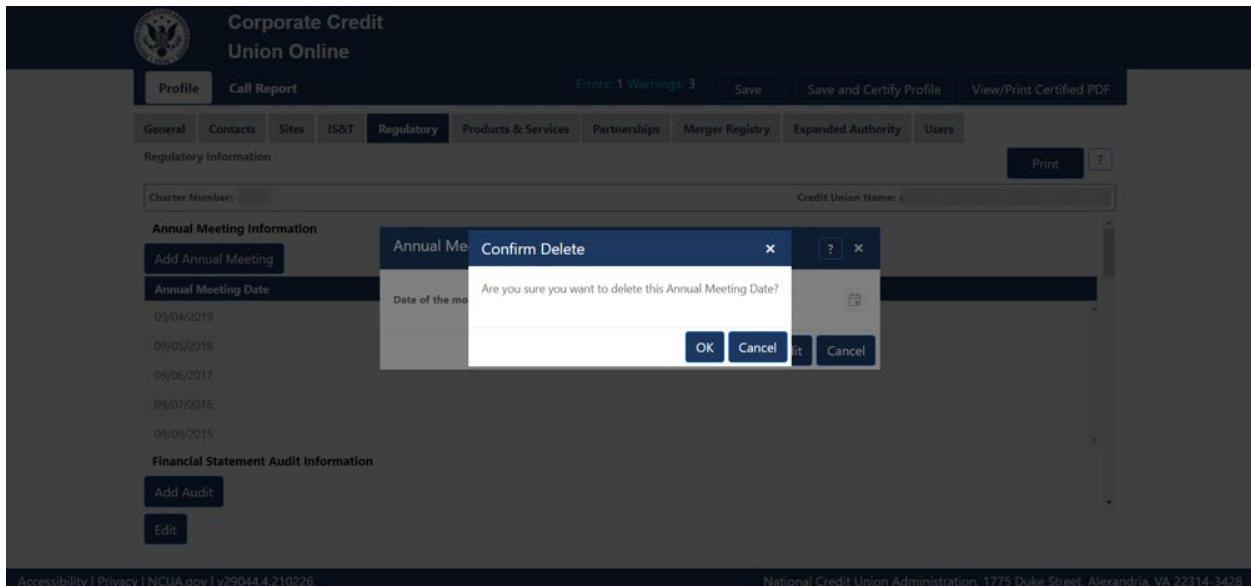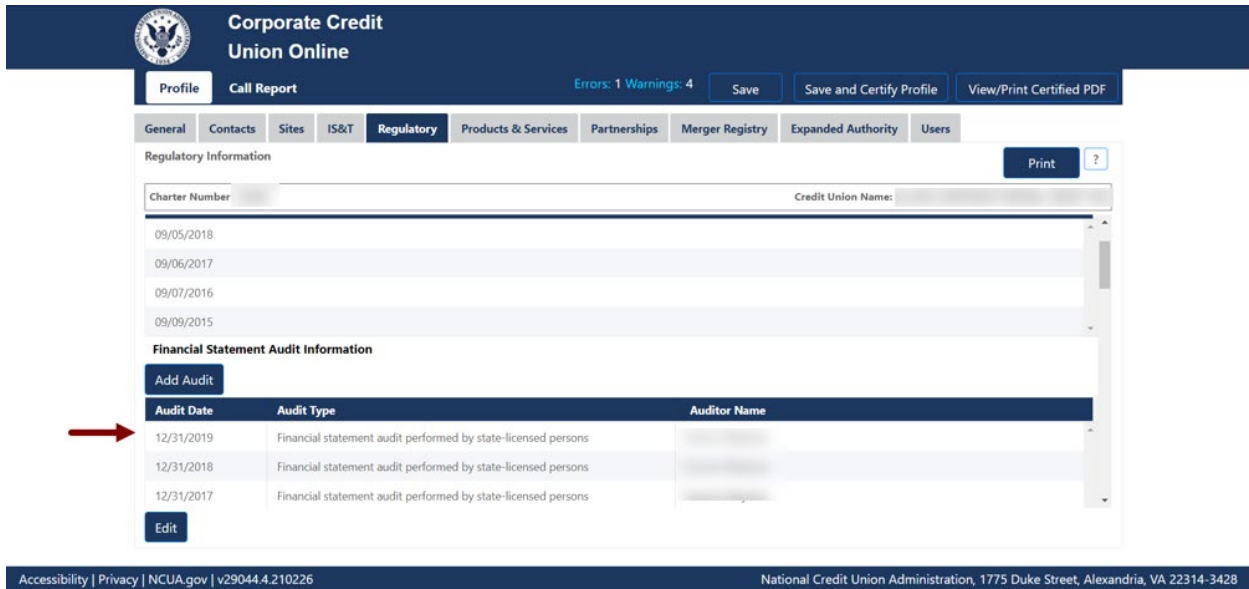   **Note:** Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.

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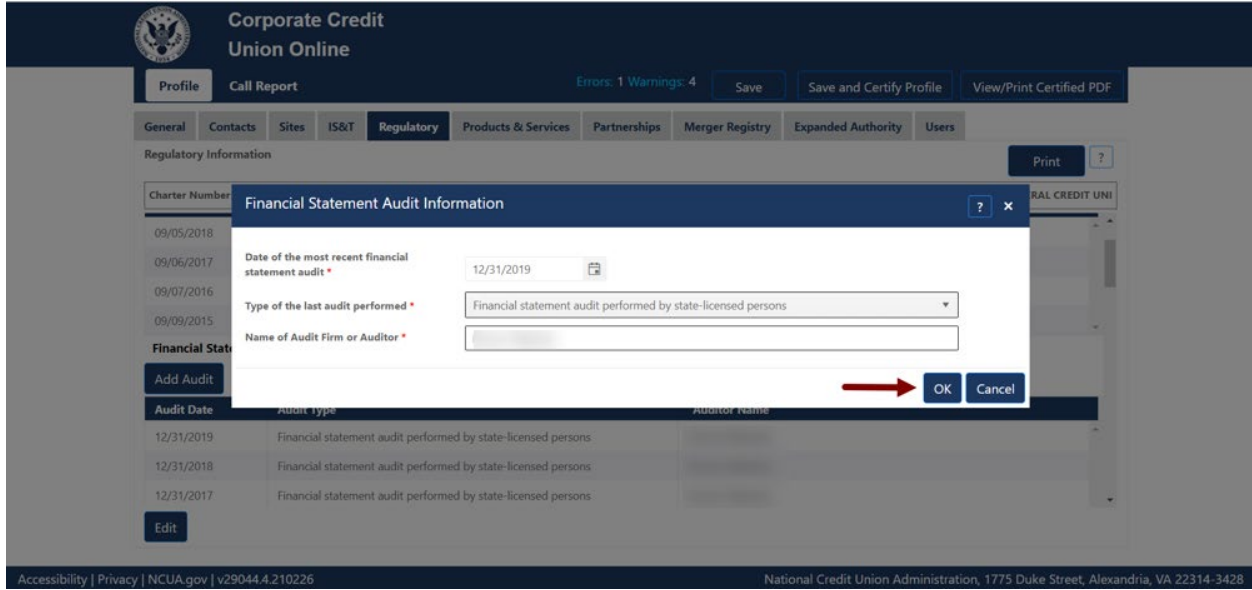
Figure 68 – "Financial Statement Audit Information" Screen

Edit an Existing BSA Test Date

1. **Select** the BSA test date to be edited, as seen in Figure 70.
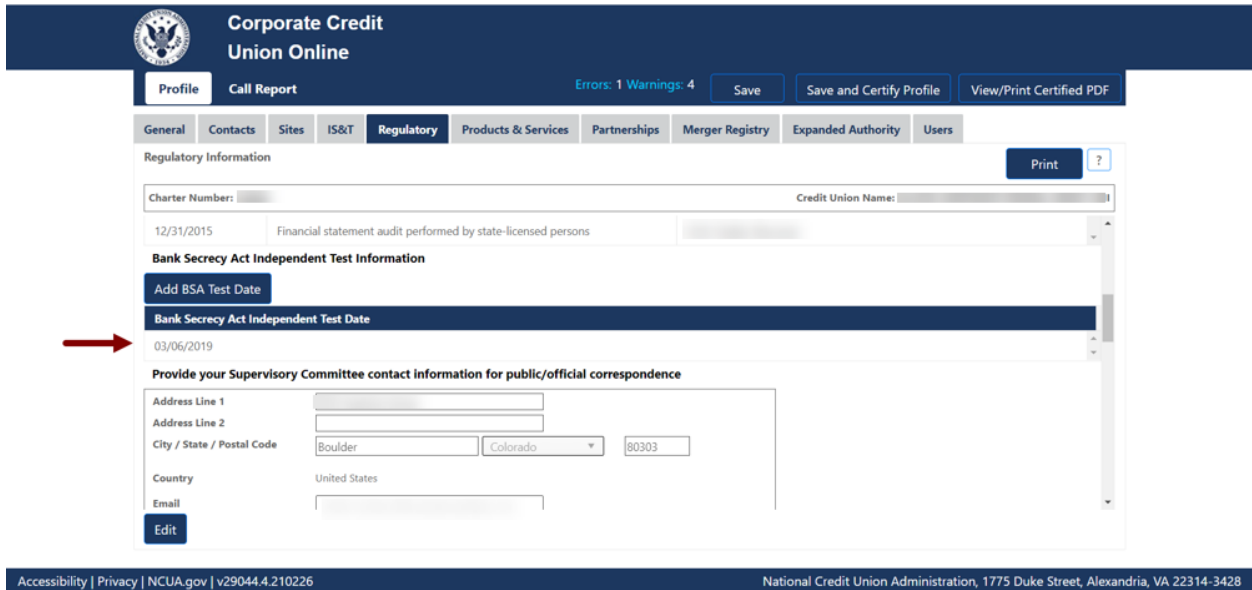
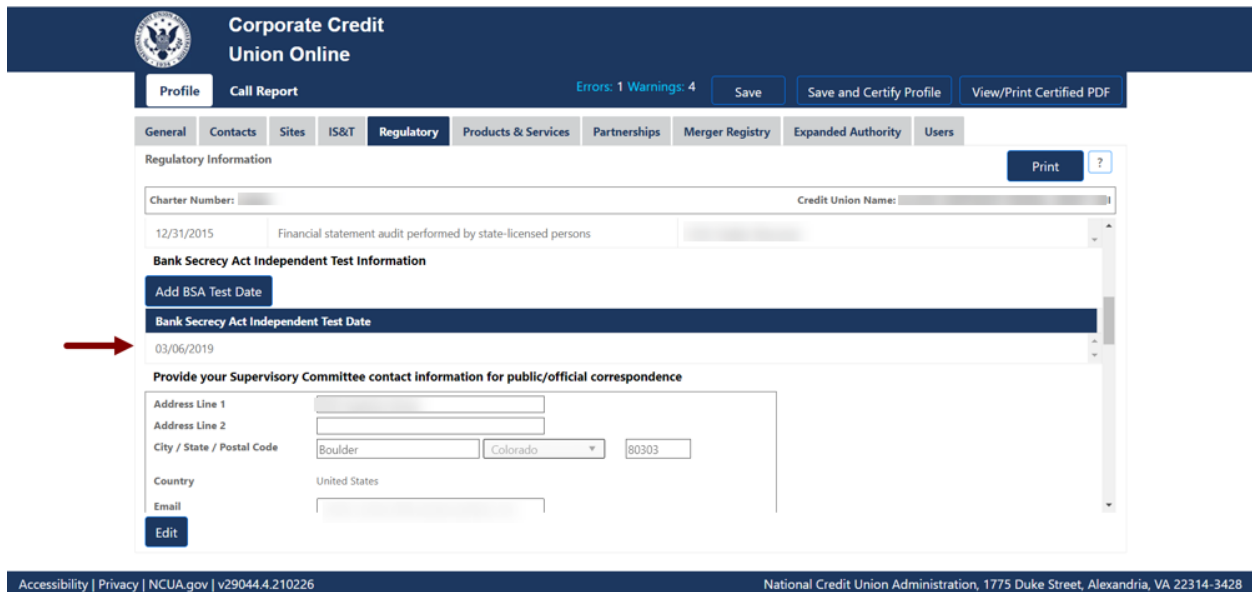*Figure 69 – "Bank Secrecy Act Independent Test Date" Record Selection to Edit*

2. **Select** the "Edit" button to edit information, as seen in Figure 71.
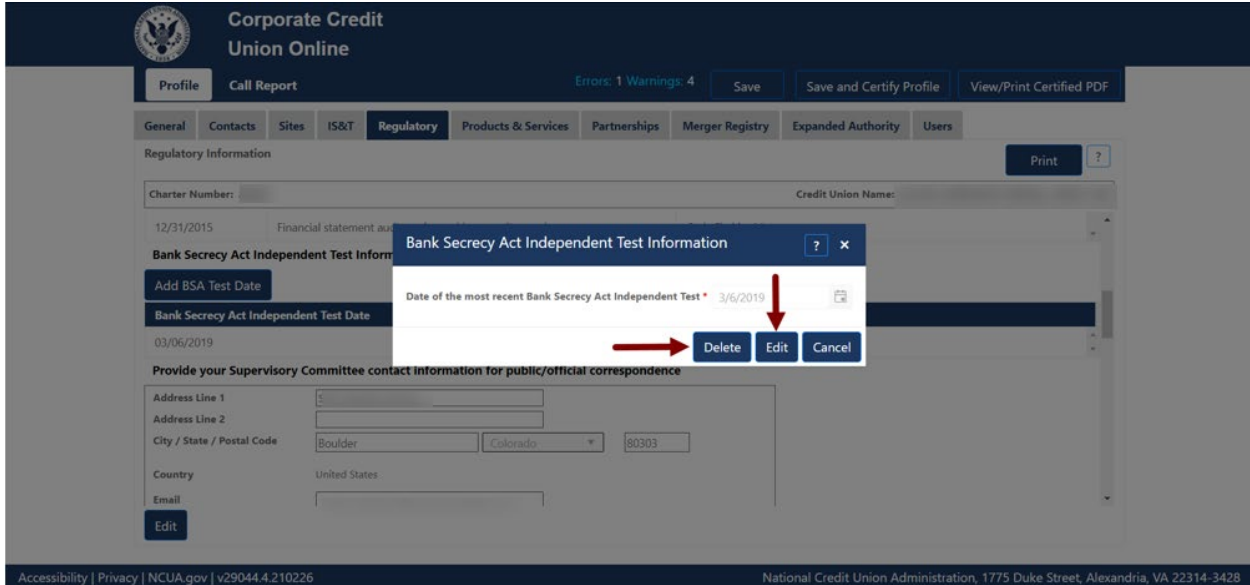
Figure 70 – "Bank Secrecy Act Independent Test Information" Edit or Delete Screen

3. **Edit** the desired information and **select** the "OK" button to save changes, as seen in Figure 72.

   Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.
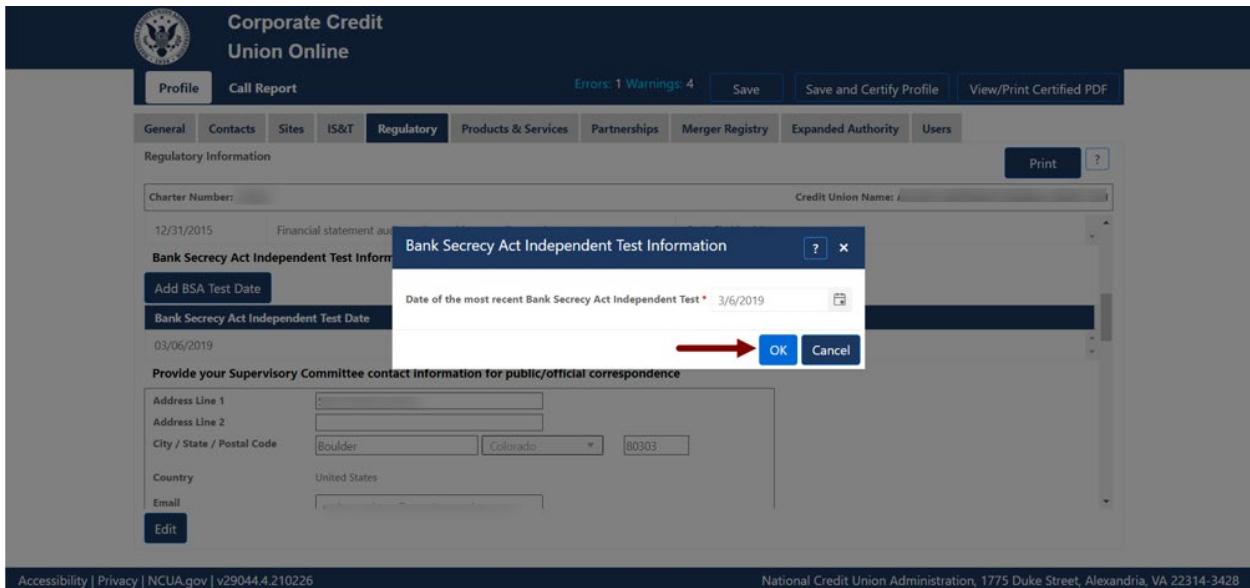
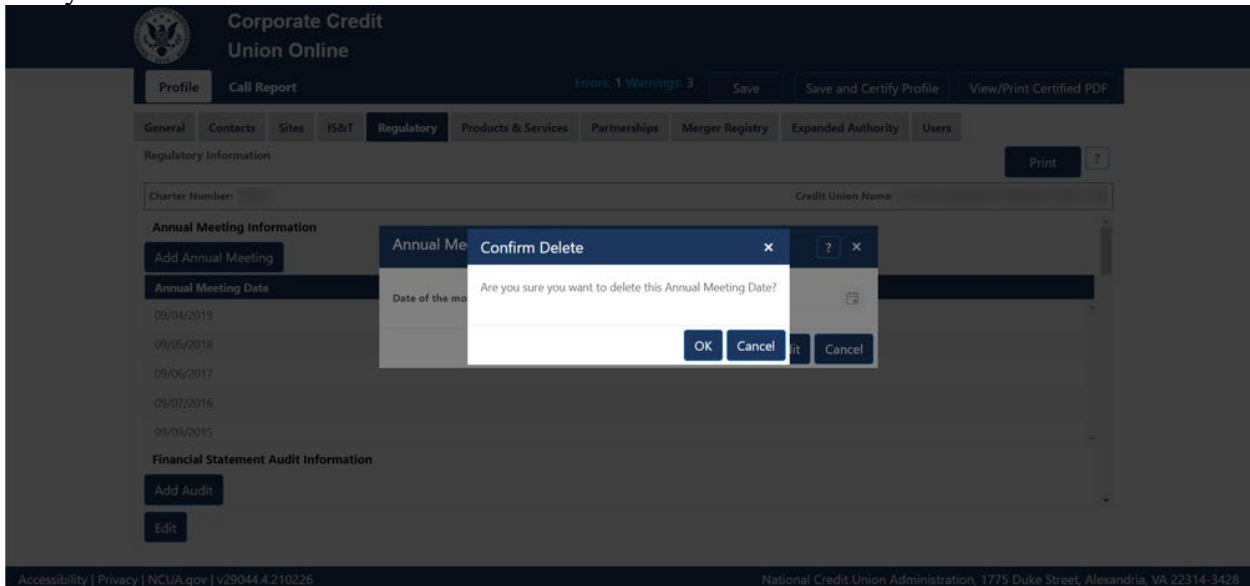*Figure 71 – "Bank Secrecy Act Independent Test Information" Edit Screen*

Edit an Existing Disaster Recovery Test Record

1. **Select** the disaster recovery test date to be edited, as seen in Figure 73.
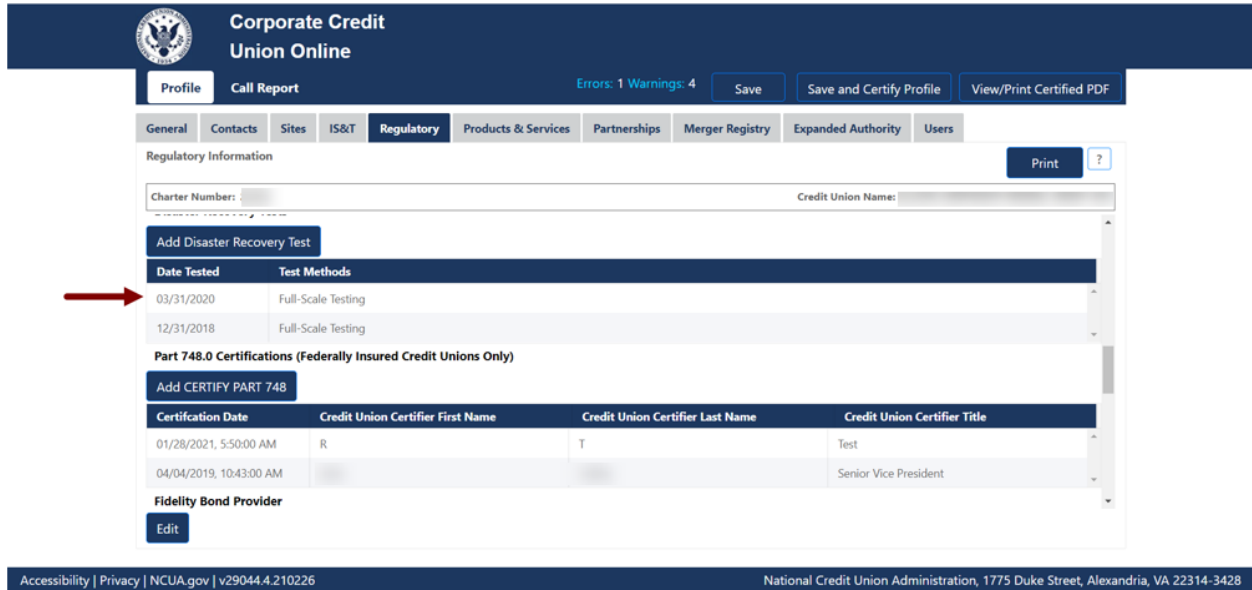
Figure 72 – "Disaster Recovery Test" Record Selection to Edit

2. **Select** the "Edit" button to edit information, as seen in Figure 74.
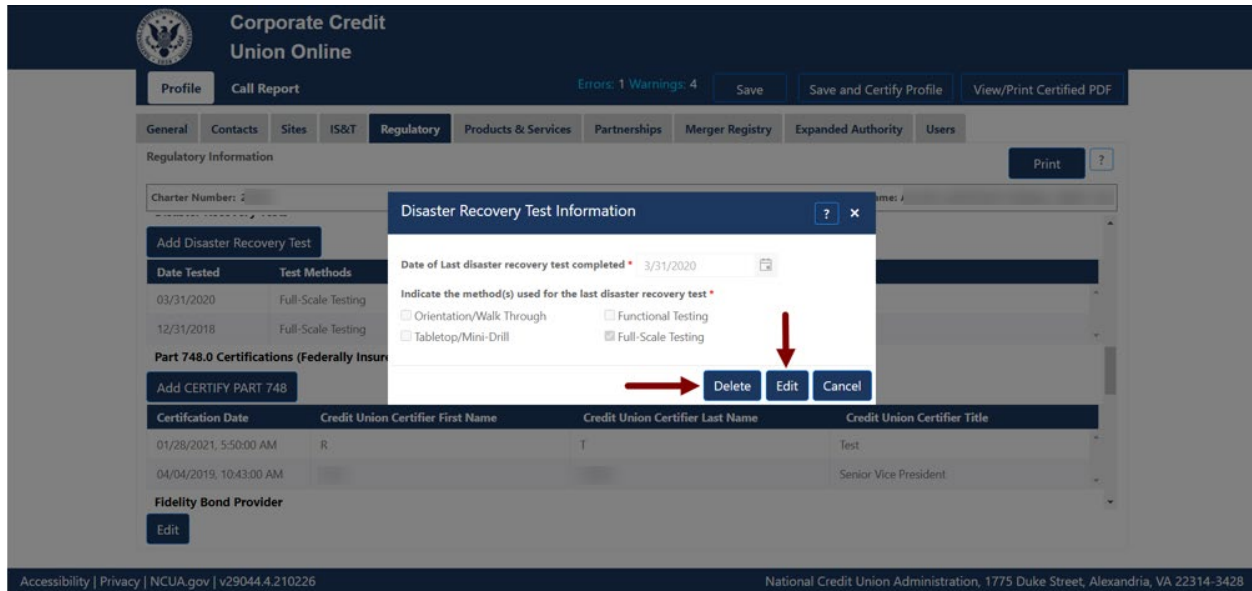
Figure 73 – "Disaster Recovery Test" Edit or Delete Pop-Up

3. **Edit** the desired information and **select** the "OK" button to save changes, as seen in Figure 75.

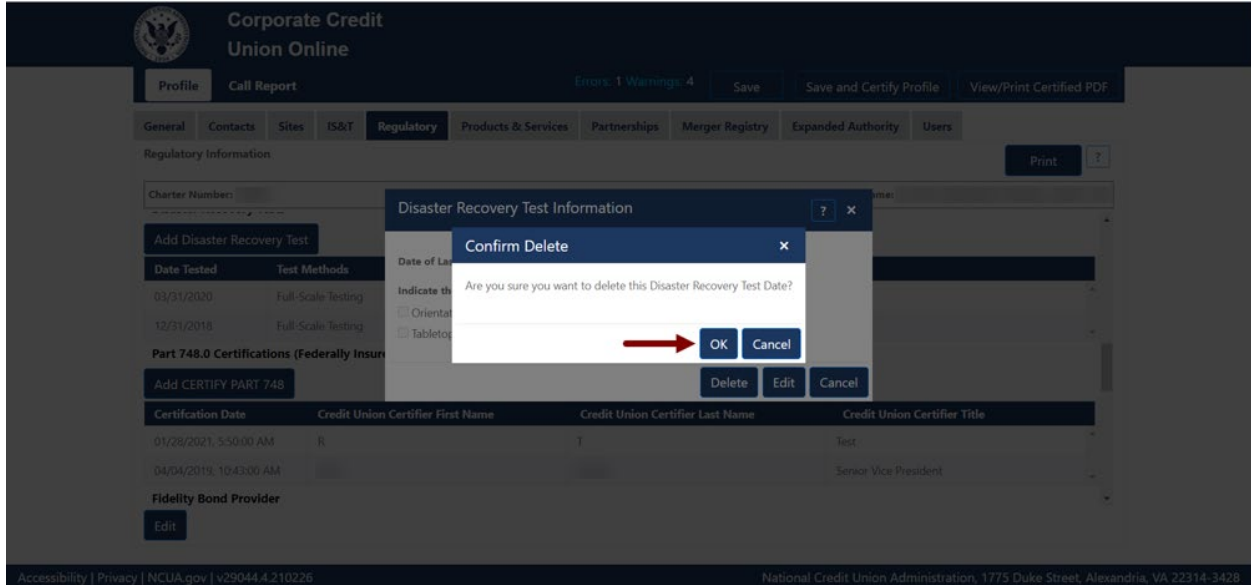   **Note:** Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.
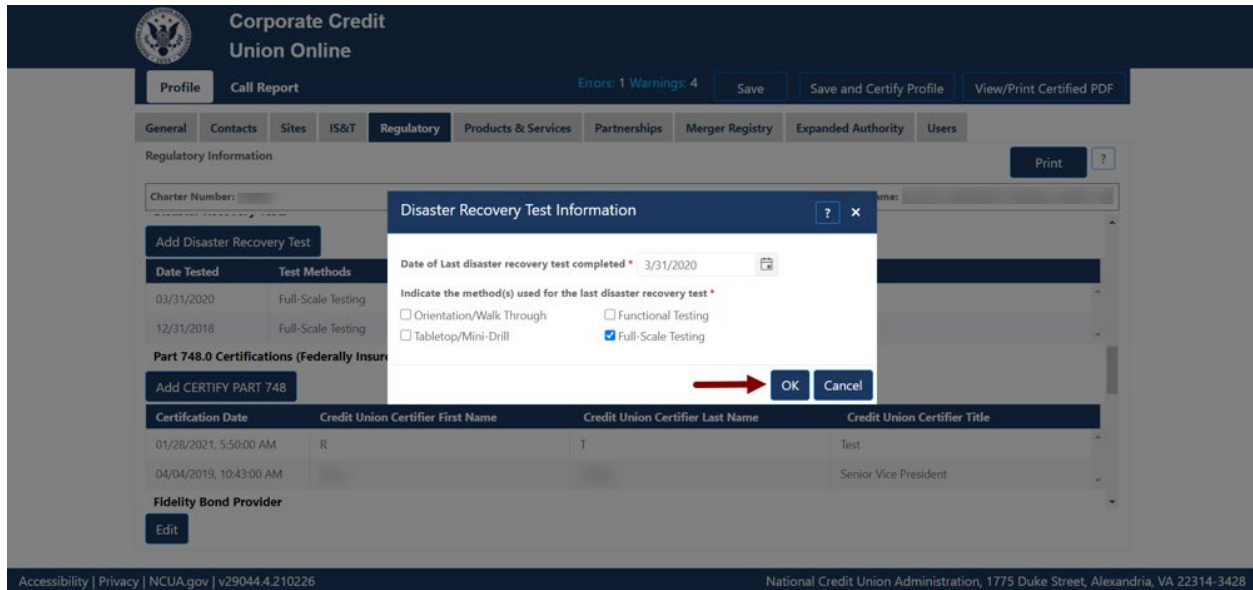
Figure 74 – "Disaster Recovery Test" Edit Confirmation Screen

Edit an Existing Certify Part 748 Record

1. **Select** the certification date to be edited, as seen in Figure 76.
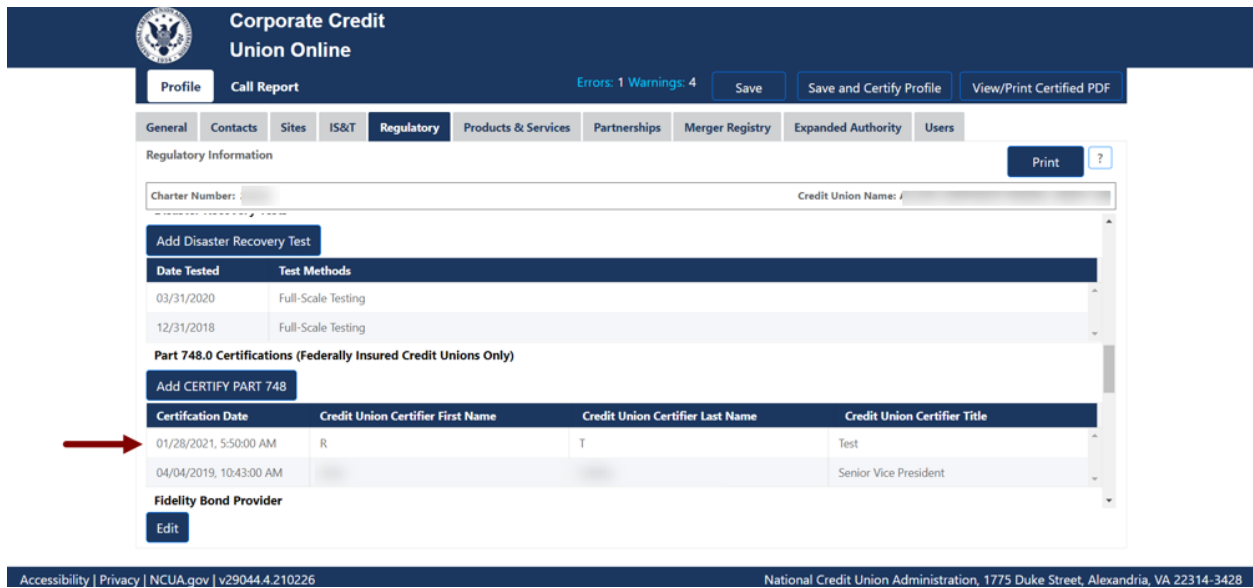
Figure 75 – "Certify Part 748" Record Selection to Edit

2. **Select** the "Edit" button to edit certifier information, as seen in Figure 77.
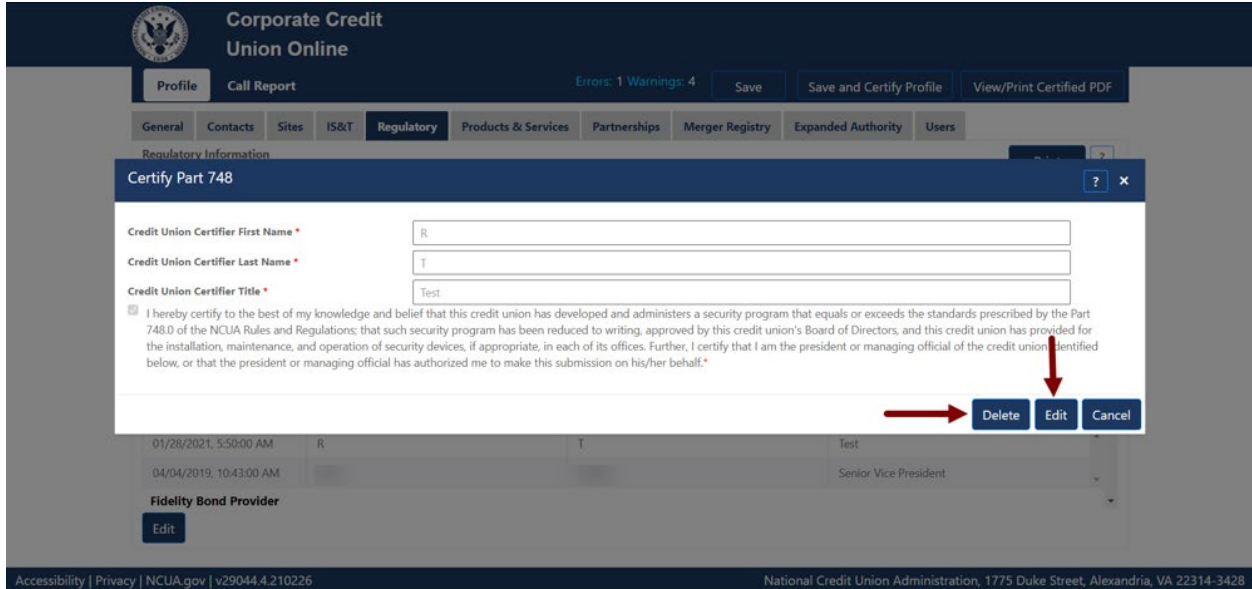
Figure 76 – "Certify Part 748" Edit and Delete Screen

3. **Edit** the desired information and **select** the "OK" button to save changes, as seen in Figure 78.

   Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.

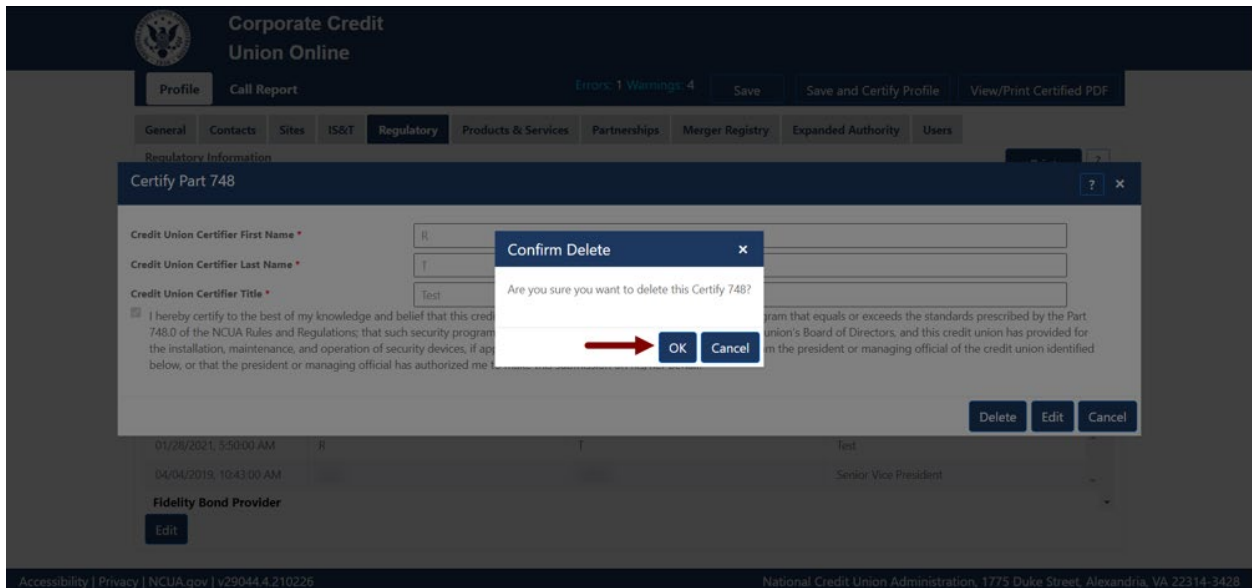*Figure 77 – "Certify Part 748" Edit Certification Screen*

Edit an Existing Fidelity Bond Provider

1. **Select** the fidelity bond provider to be edited, as seen in Figure 79.
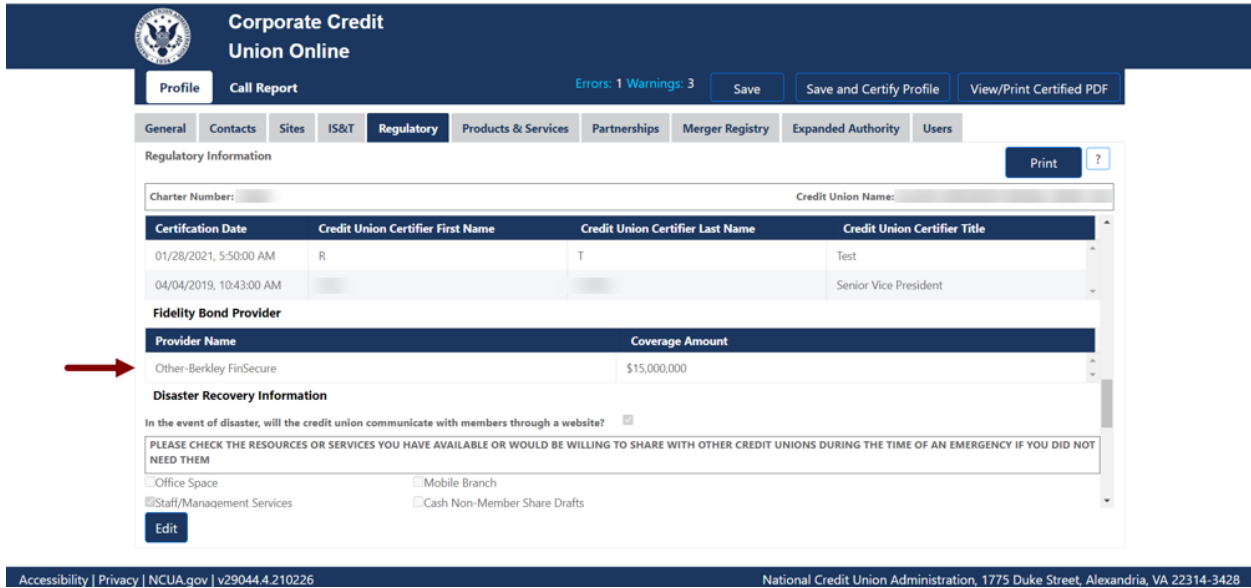
Figure 78 – "Fidelity Bond Provider" Record Selection to Edit

2. **Select** the "Edit" button to edit information, as seen in Figure 80.
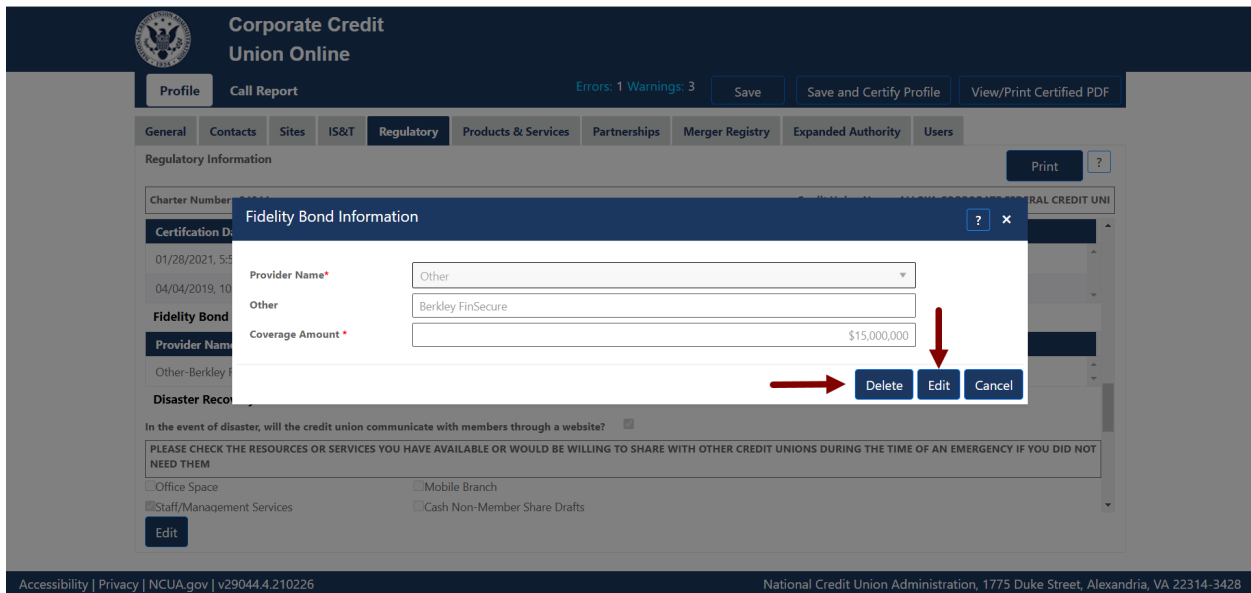
Figure 79 – "Fidelity Bond Provider" Edit and Delete Screen

3. **Edit** the desired information and **select** the "OK" button to save changes as seen in Figure 81.

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Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.

Figure 80 – "Fidelity Bond Information" Edit Confirmation Screen

Edit an Existing Risk Management Expert

1. **Select** the risk management expert to be edited, as seen in Figure 82.
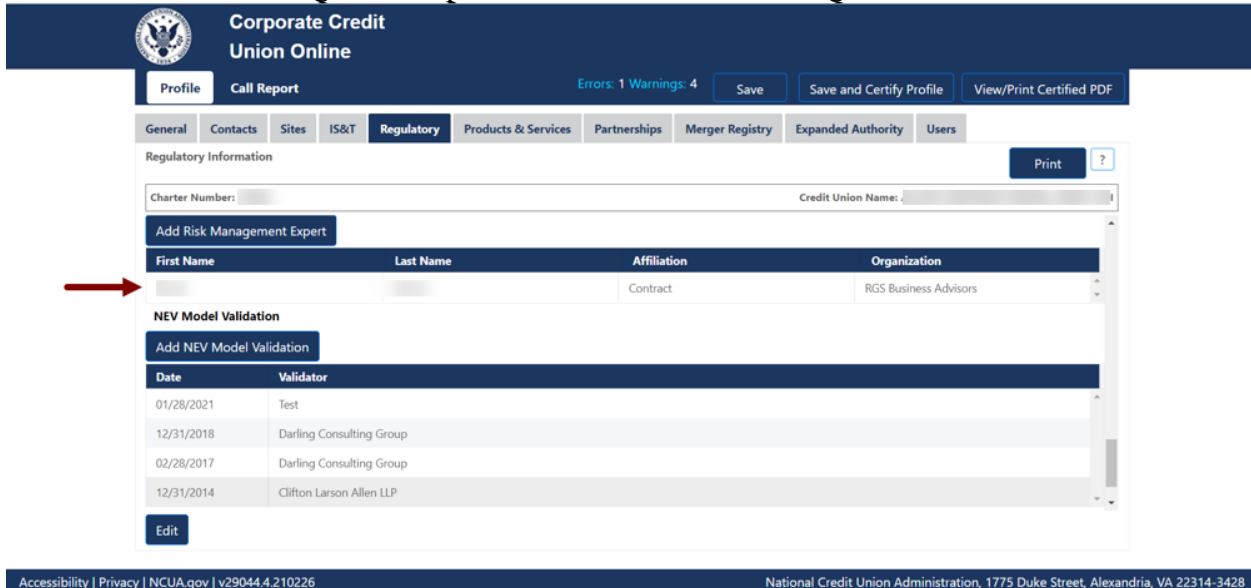
Figure 81 – "Risk Management Expert" Record Selection to Edit

2. **Select** the "Edit" button to edit information, as seen in Figure 83.
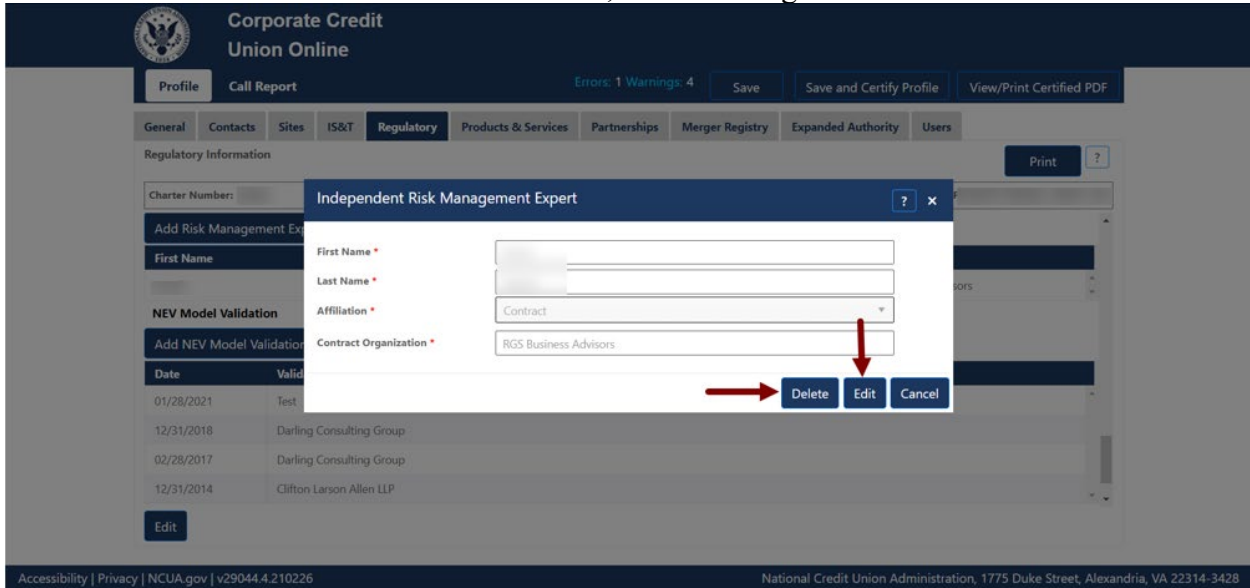
Figure 82 – "Risk Management Expert" Edit or Delete Screen

3. **Edit** the desired information and **select** the "OK" button to save changes, as seen in Figure 84.

   Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.

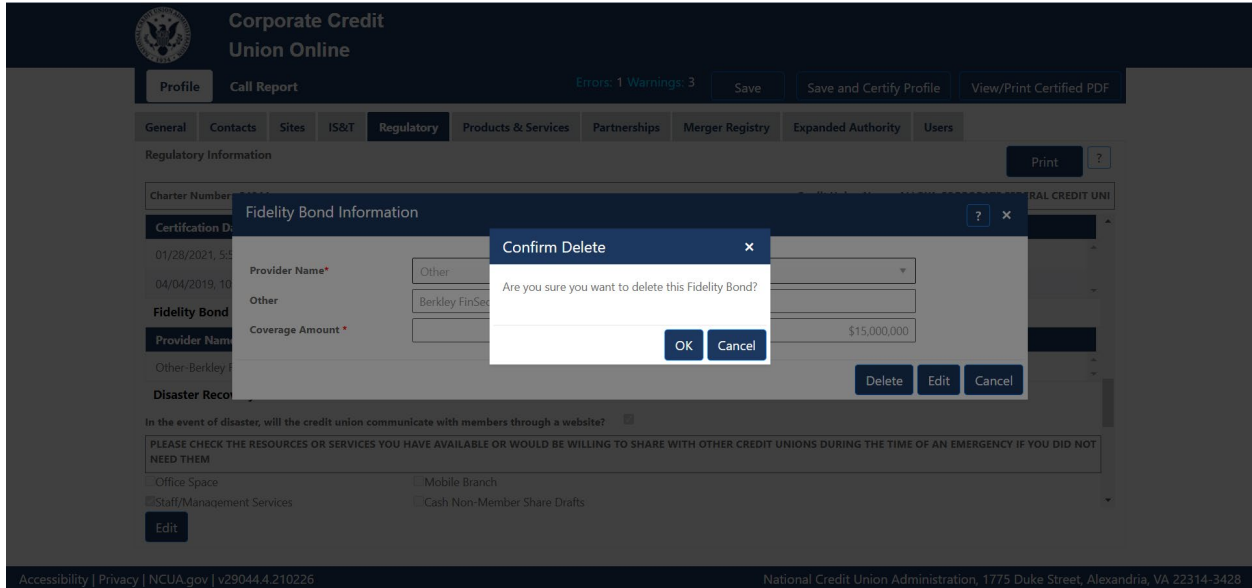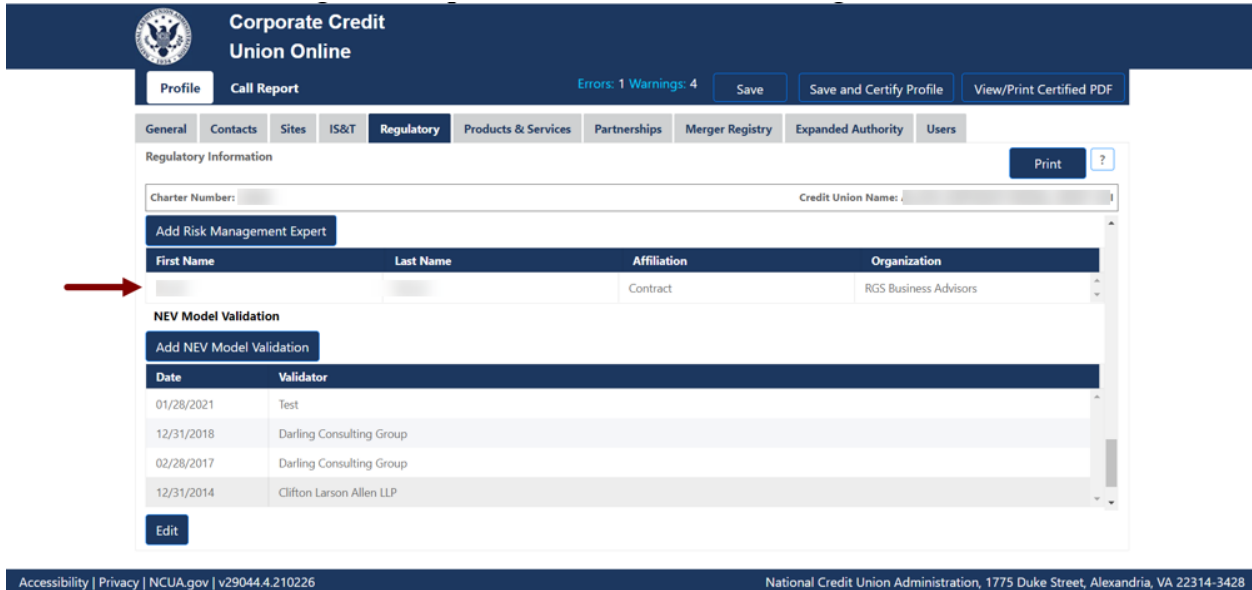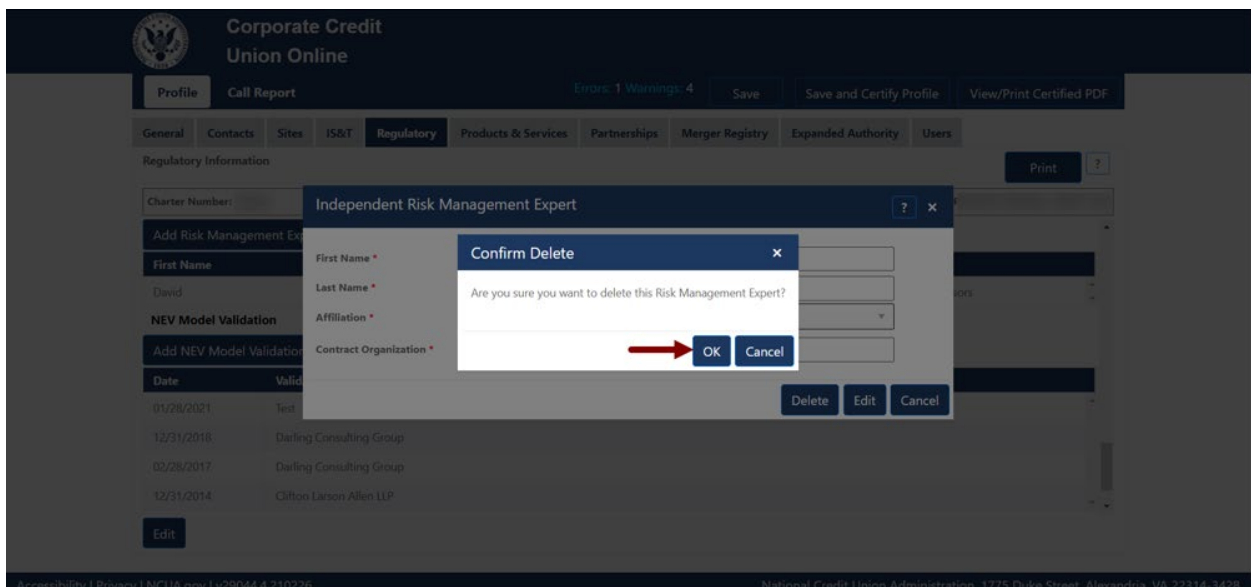*Figure 83 – "Risk Management Expert" Edit Confirmation Screen*

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Edit an Existing NEV Model Validation Record

1. **Select** the validation record to be edited, as seen in Figure 85.
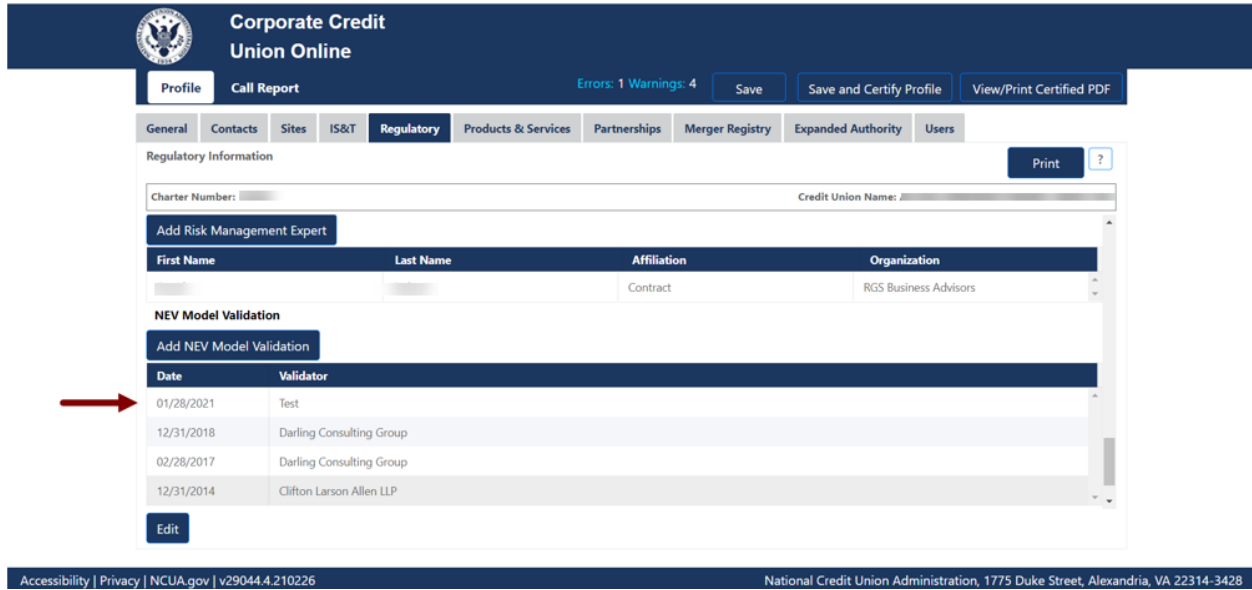
Figure 84 – "NEV Model Validation" Record Selection to Edit

2. **Select** the "Edit" button to edit information, as seen in Figure 86.

Figure 85 – "NEV Model Validation Information" Edit and Delete Screen

3. **Edit** the desired information and **select** the "OK" button to save changes, as seen in Figure 87.

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Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.

Figure 86 – "NEV Model Validation" Confirm Edit Screen

Delete Regulatory Tab Information

Delete an Existing Annual Meeting Record

1. **Select** the annual meeting date to be deleted, as seen in Figure 88.

Figure 87 – "Annual Meeting Date" Record Selection to Delete

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2. **Select** the "Delete" button to delete information, as seen in Figure 89.

Figure 88 – "Annual Meeting Information" Edit or Delete Screen

3. Confirm deletion and **select** the "OK" button, as seen in Figure 90.

   Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.

Figure 89 – "Annual Meeting Information" "Confirm Delete" Pop-Up

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Delete an Existing Audit Record

1. **Select** the audit date to be deleted, as seen in Figure 91.

Figure 90 – "Audit Date" Record Selection to Delete

2. **Select** the "Delete" button to delete information, as seen in Figure 92.
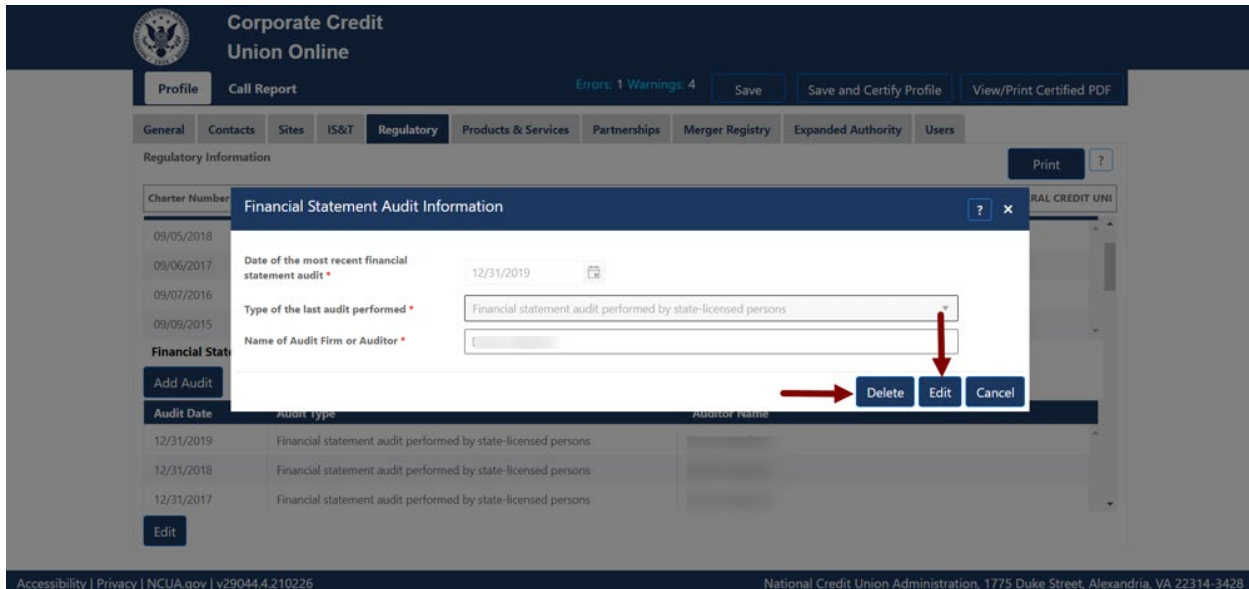
Figure 91 – "Financial Statement Audit Information" Edit or Delete Screen

3. Confirm deletion and **select** the "OK" button, as seen in Figure 93.

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Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.
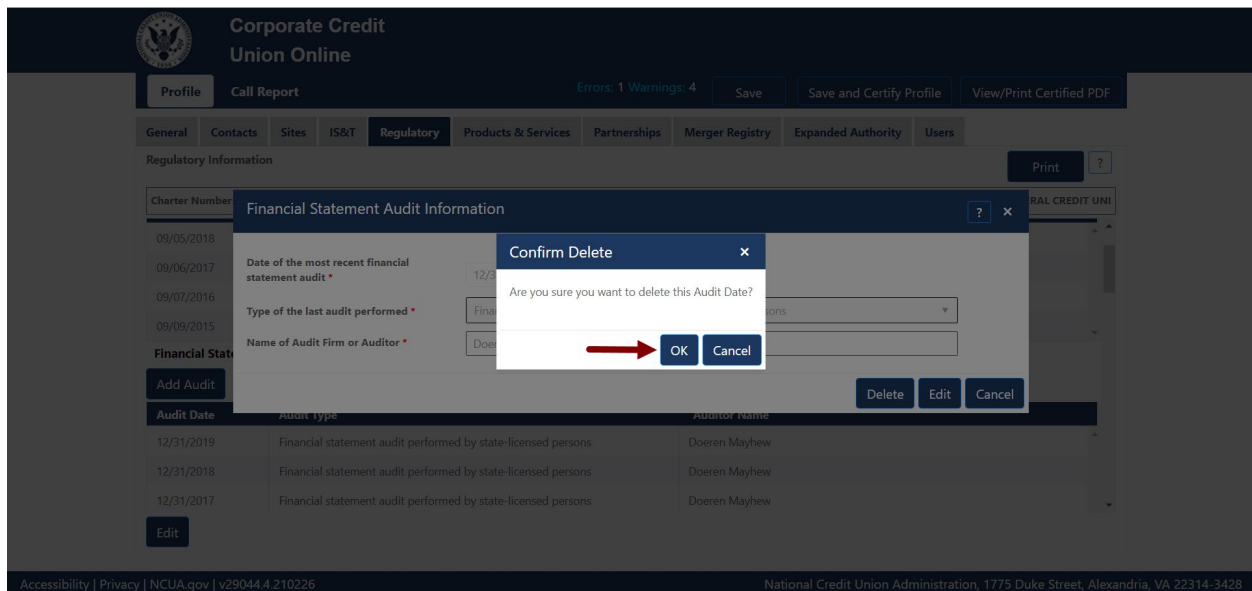
Figure 92 – Audit Meeting "Confirm Delete" Pop-Up

Delete an Existing BSA Test Date

1. **Select** the BSA test date to be deleted, as seen in Figure 94.

Figure 93 – "Bank Secrecy Act Independent Test Date" Record Selection to Delete

2. **Select** the "Delete" button to delete information, as seen in Figure 95.

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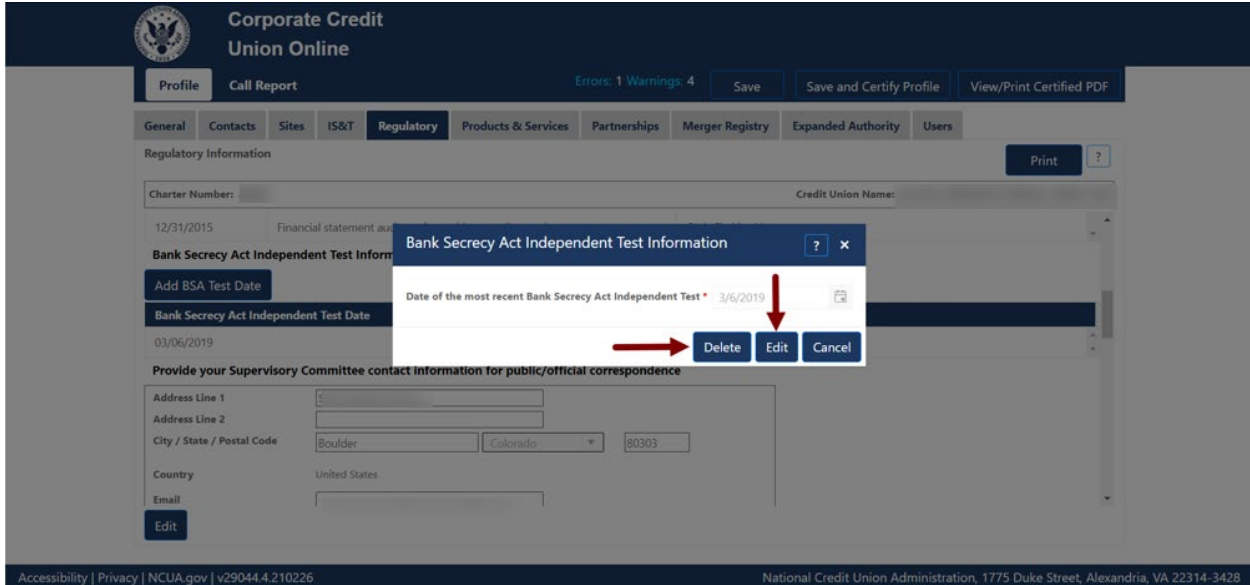
Figure 94 – "Bank Secrecy Act Independent Test Date" Edit or Delete Screen

3. Confirm deletion and **select** the "OK" button, as seen in Figure 96.

   Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.

Figure 95 – "Bank Secrecy Act Independent Test Date" "Confirm Delete" Pop-Up

Delete an Existing Disaster Recovery Test Record

1. **Select** the disaster recovery test to be deleted, as seen in Figure 97.
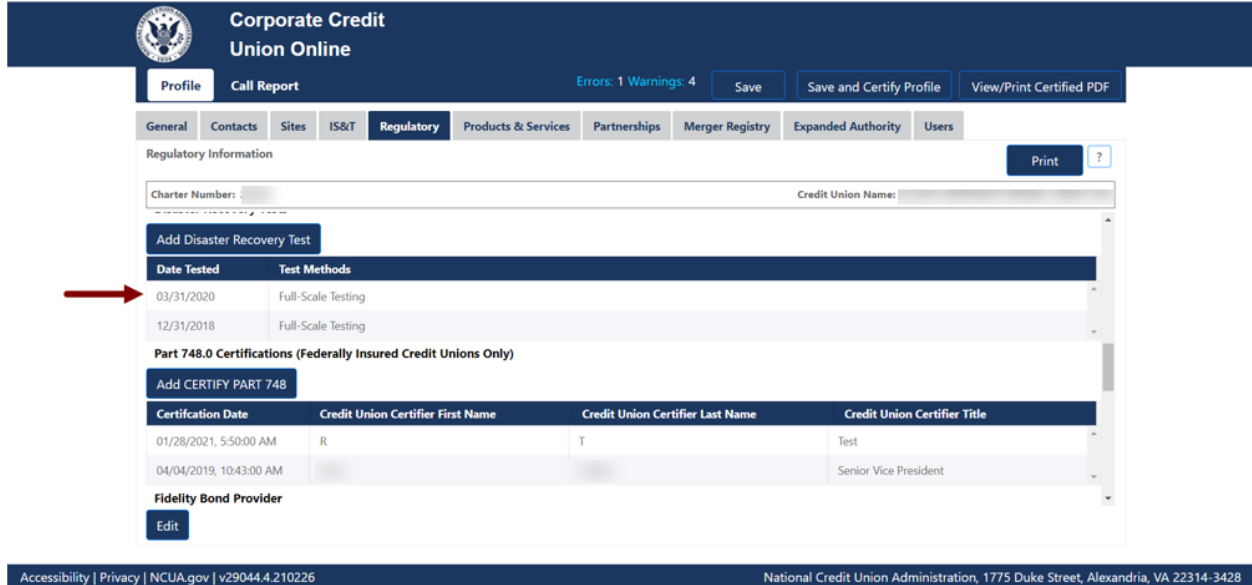
Figure 96 – "Disaster Recovery Test" Record Selection for Deletion

2. **Select** the "Delete" button to delete information, as seen in Figure 98.
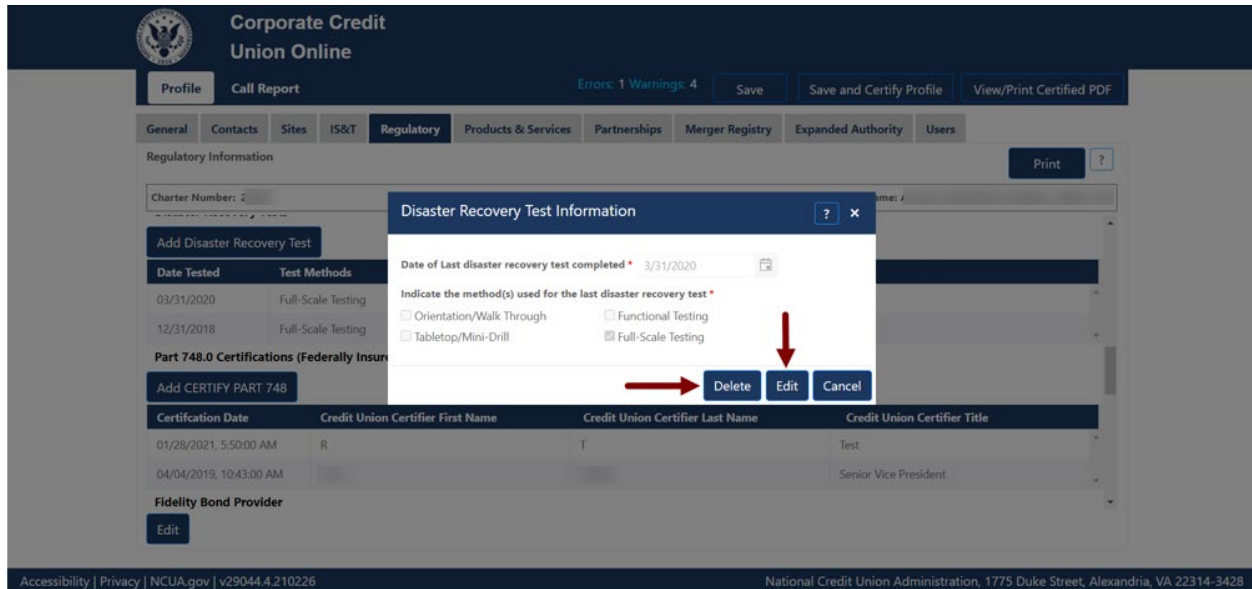
Figure 97 – "Disaster Recovery Test Information" Edit and Delete Screen

3. Confirm deletion and **select** the "OK" button, as seen in Figure 99.

Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.

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Figure 98 – "Disaster Recovery Test" "Confirm Delete" Pop-Up

Delete an Existing Certify 748 Record

1. **Select** the certification record to be deleted, as seen in Figure 100.
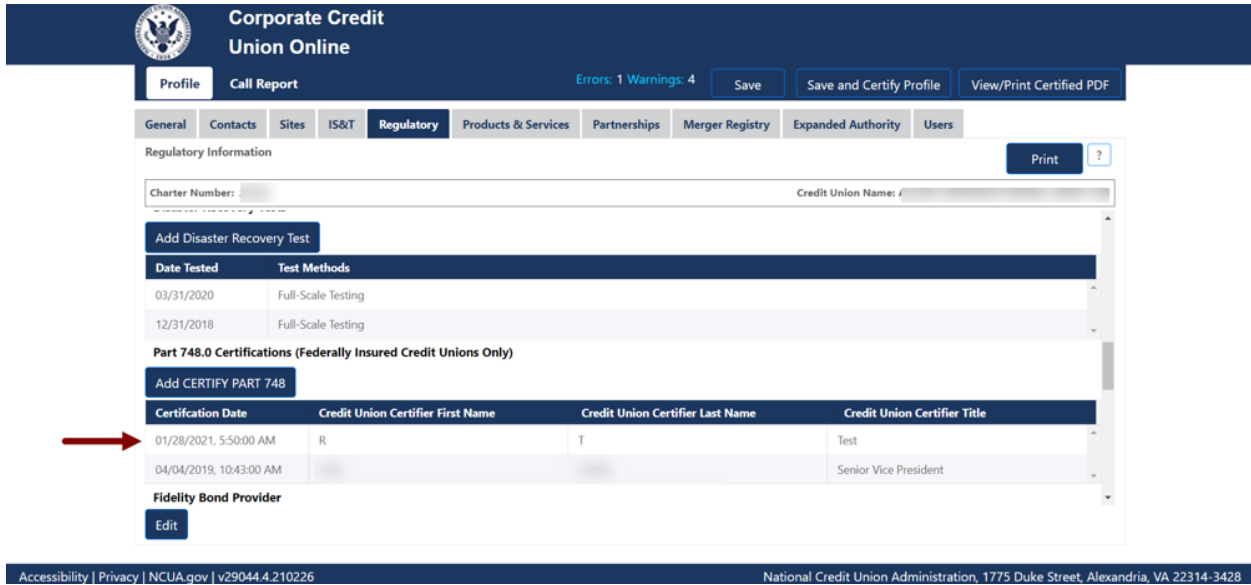
Figure 99 – "Certify Part 748" Record Selection to Delete

2. **Select** the "Delete" button to delete information, as seen in Figure 101.
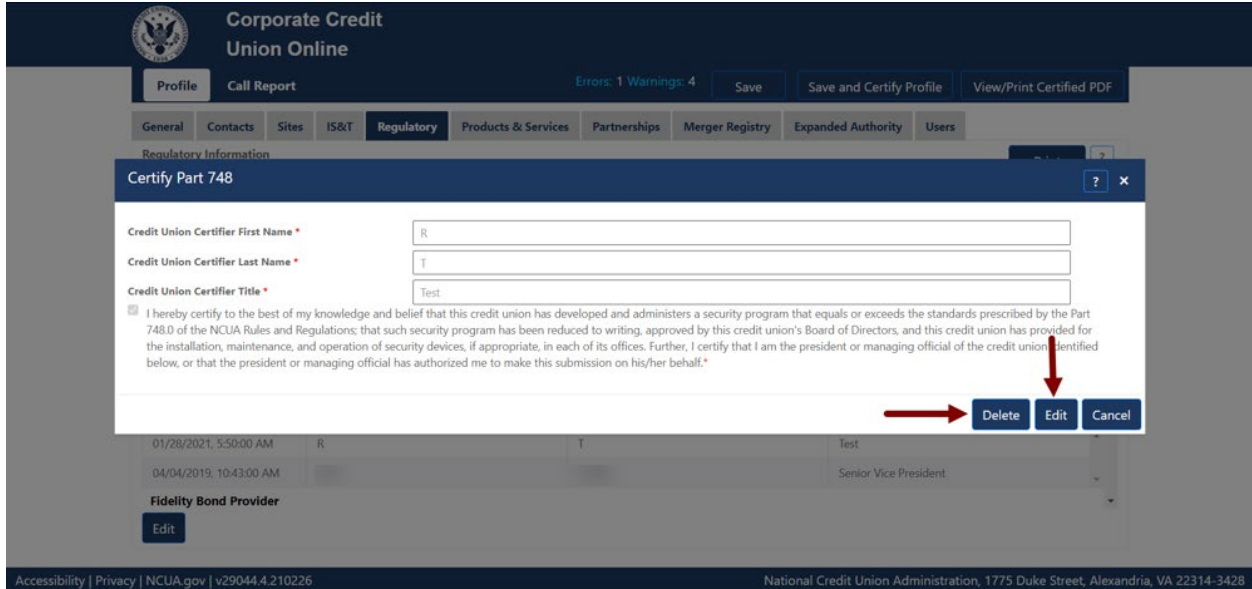
Figure 100 – "Certify Part 748" Edit and Delete Screen

3. Confirm deletion and **select** the "OK" button, as seen in Figure 102.

    Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.

*Figure 101 – "Certify Part 748" "Confirm Delete" Pop-Up*

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Delete an Existing Fidelity Bond Provider

1. **Select** the fidelity bond provider to be deleted, as seen in Figure 103.
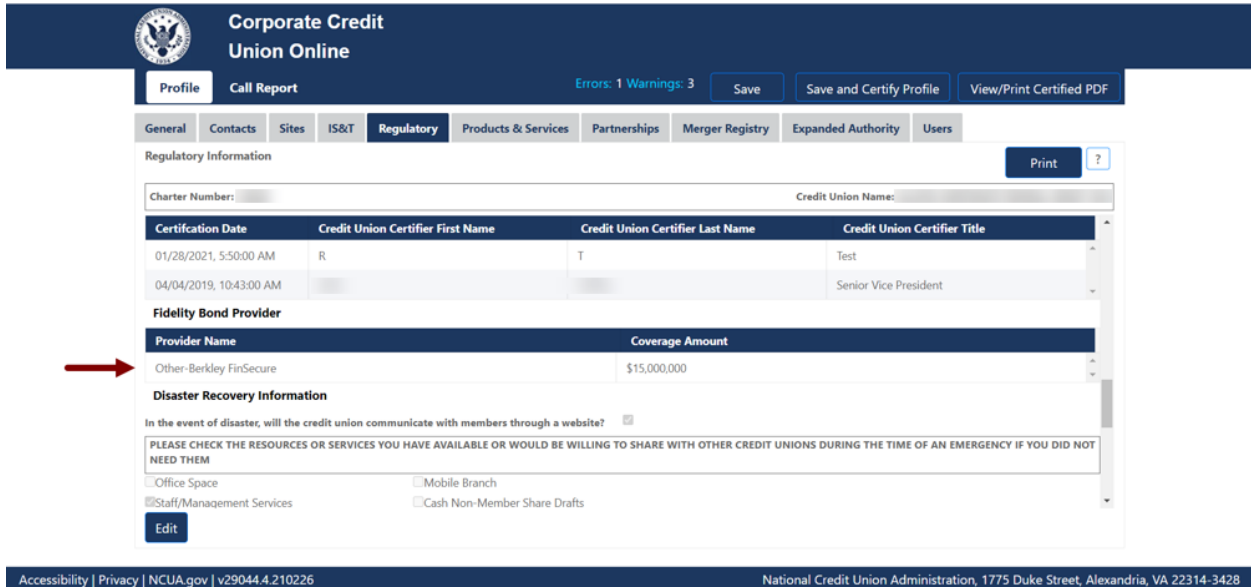
Figure 102 – "Fidelity Bond Provider" Record Selection to Delete

2. **Select** the "Delete" button to delete information, as seen in Figure 104.
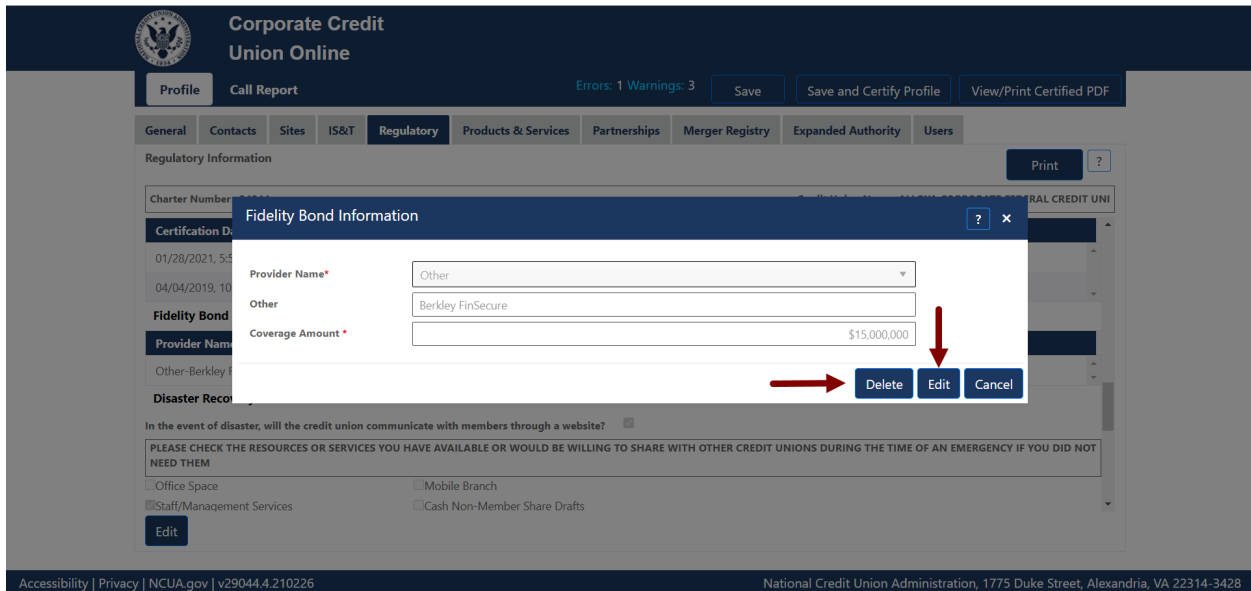
Figure 103 – "Fidelity Bond Provider" Edit and Delete Screen

3. Confirm deletion and **select** the "OK" button, as seen in Figure 105.

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Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.

Figure 104 – "Fidelity Bond Provider" "Confirm Delete" Pop-Up

Delete an Existing Risk Management Expert

1. **Select** the risk management expert to be deleted, as seen in Figure 106.

Figure 105 – "Risk Management Expert" Record Selection to Delete

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2. **Select** the "Delete" button to delete the risk management expert, as seen in Figure 107.
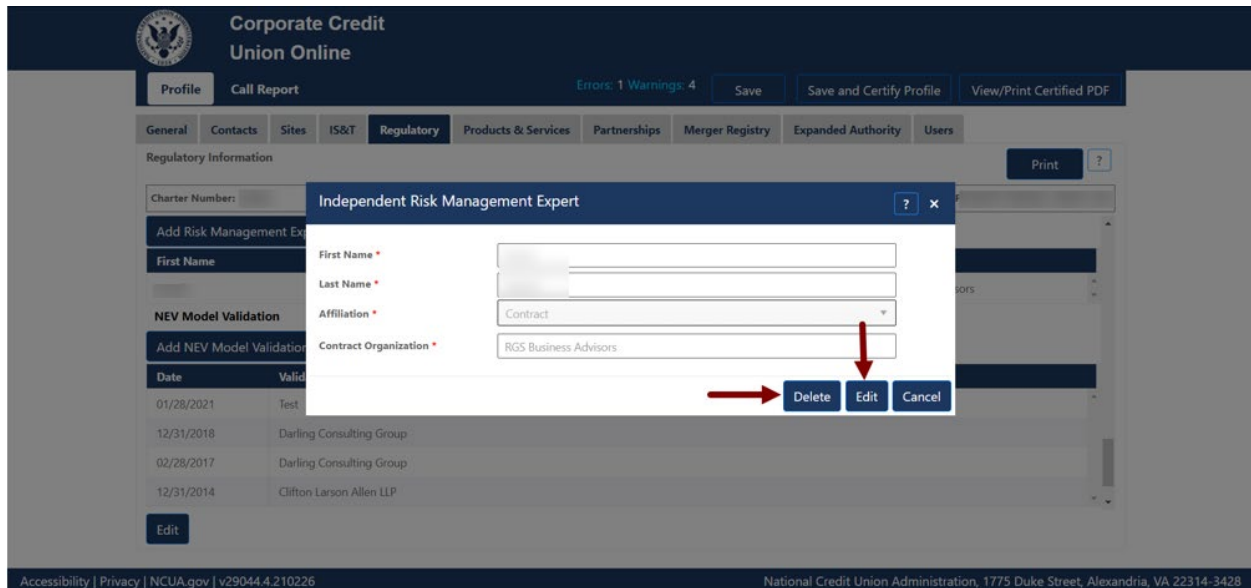
Figure 106 – "Risk Management Expert" Edit or Delete Screen

3. Confirm deletion and **select** the "OK" button, as seen in Figure 108.

   Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.

*Figure 107 – "Risk Management Expert" "Confirm Delete" Pop-Up*

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Delete an Existing NEV Model Validation Record

1. **Select** the validation record to be deleted, as seen in Figure 109.
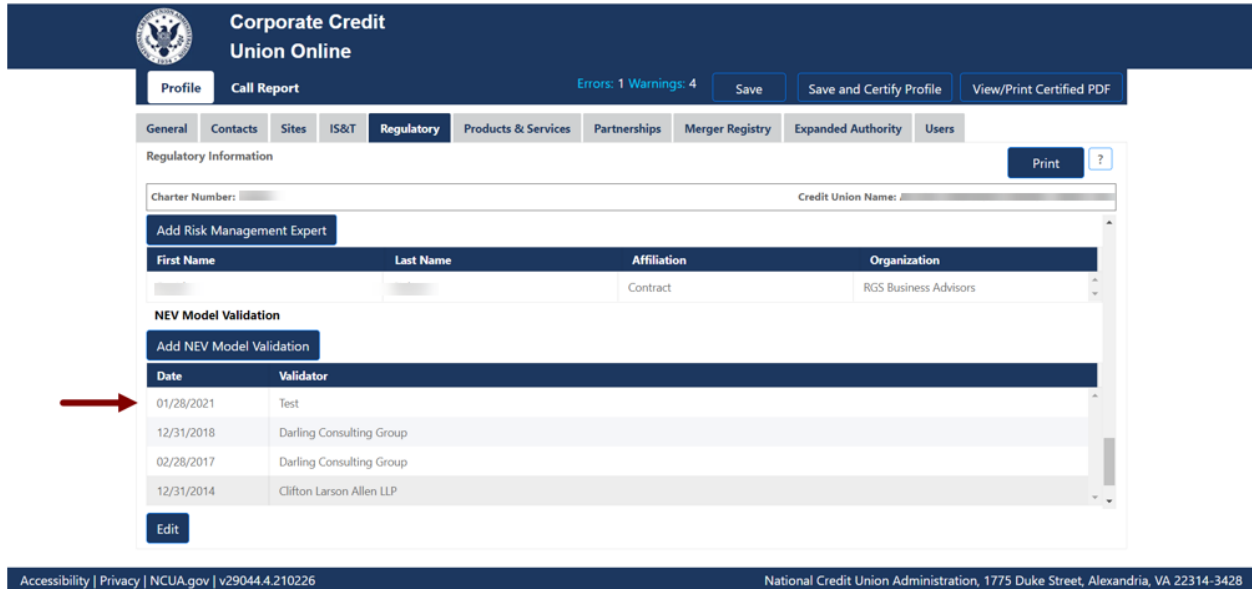
Figure 108 – "NEV Model Validation" Record Selection for Deletion

2. **Select** the "Delete" button to delete information, as seen in Figure 110.
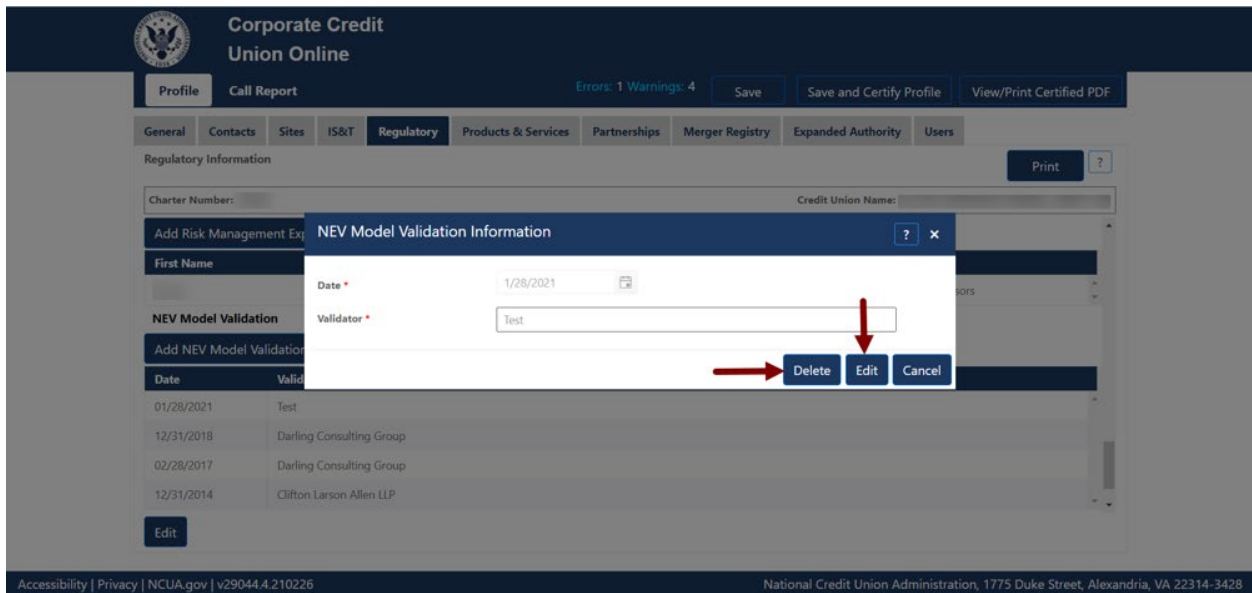
Figure 109 – "NEV Model Validation Information" Edit and Delete Screen

3. Confirm deletion and **select** the "OK" button, as seen in Figure 111.

   Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.

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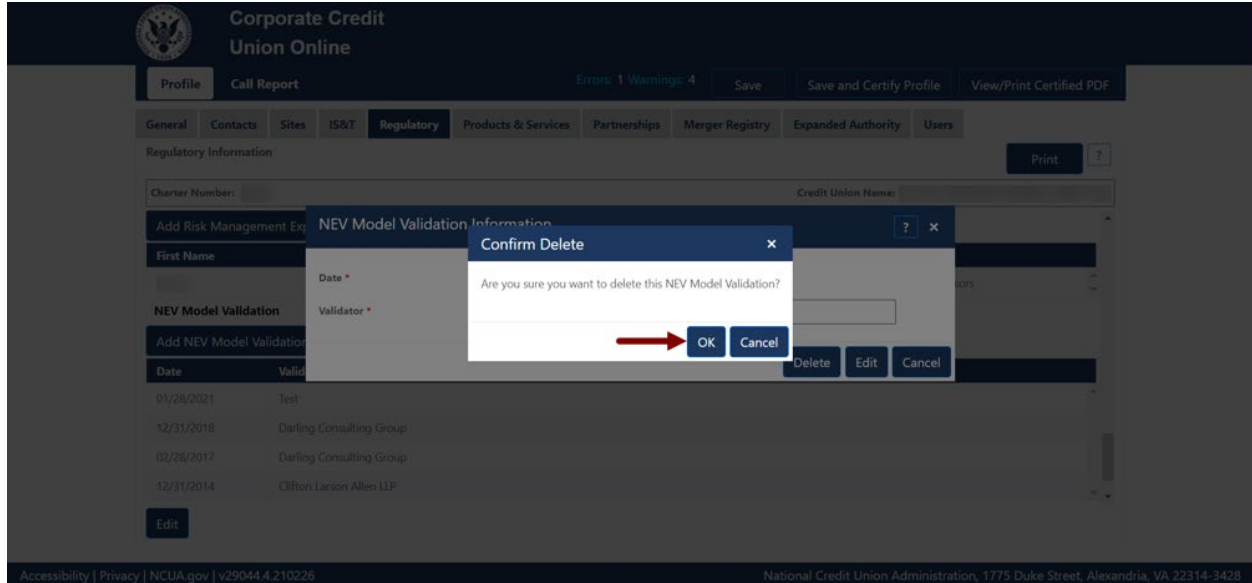
Figure 110 – "NEV Model Validation" "Confirm Delete" Pop-Up

Print Corporate Credit Union Regulatory Information

To print corporate credit union Regulatory information:

1. **Select** the "Regulatory" tab on the "Profile" page and **select** the name of the contact the be modified, as seen in Figure 112.
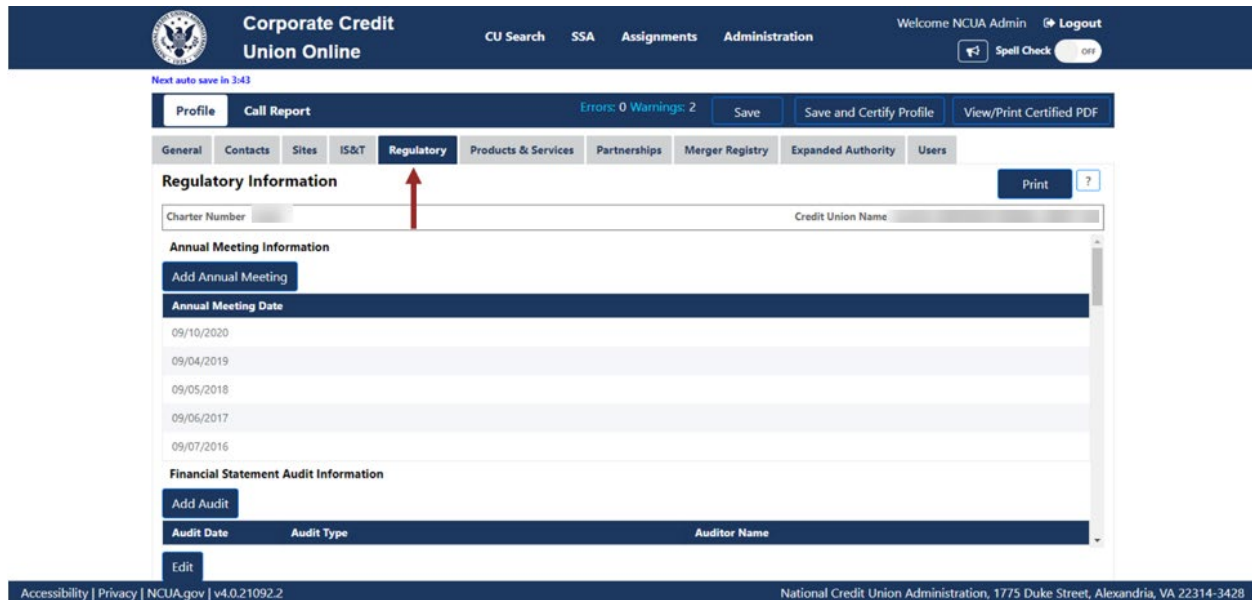
Figure 111 - Profile "Regulatory" Tab

2. To print the regulatory information on the screen, **select** the "Print" button, as seen in Figure 113.
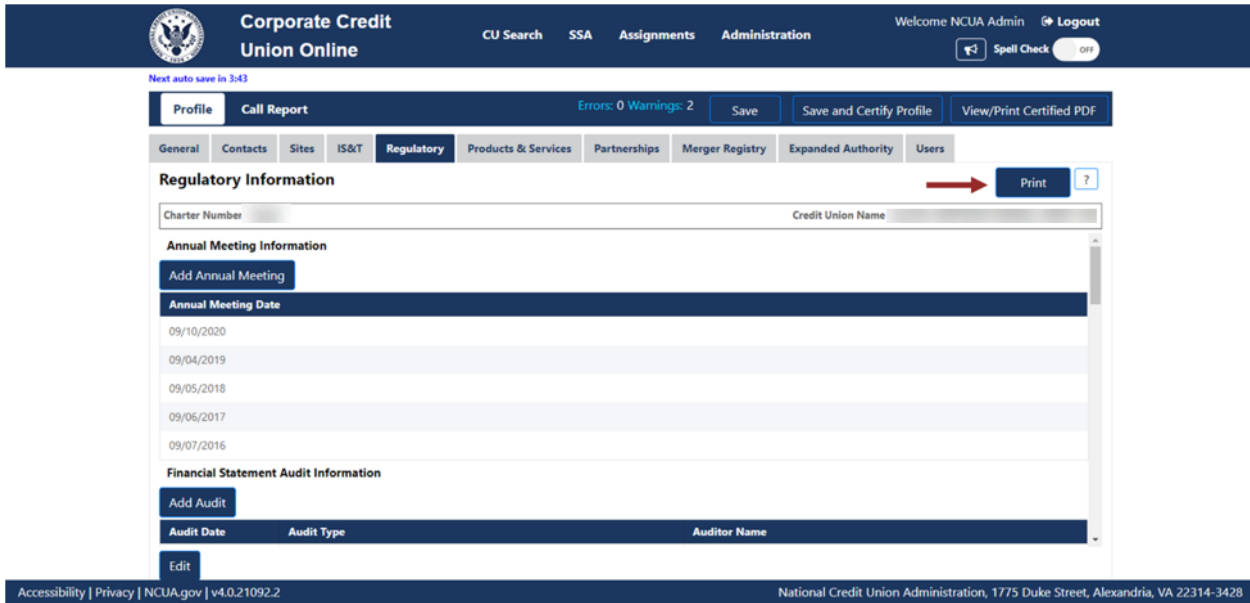
Figure 112 - Regulatory "Print" Button

3. A screen will open with the regulatory information details and the options to print, as seen in Figure 114. Users may print to the desired printer location from this screen.
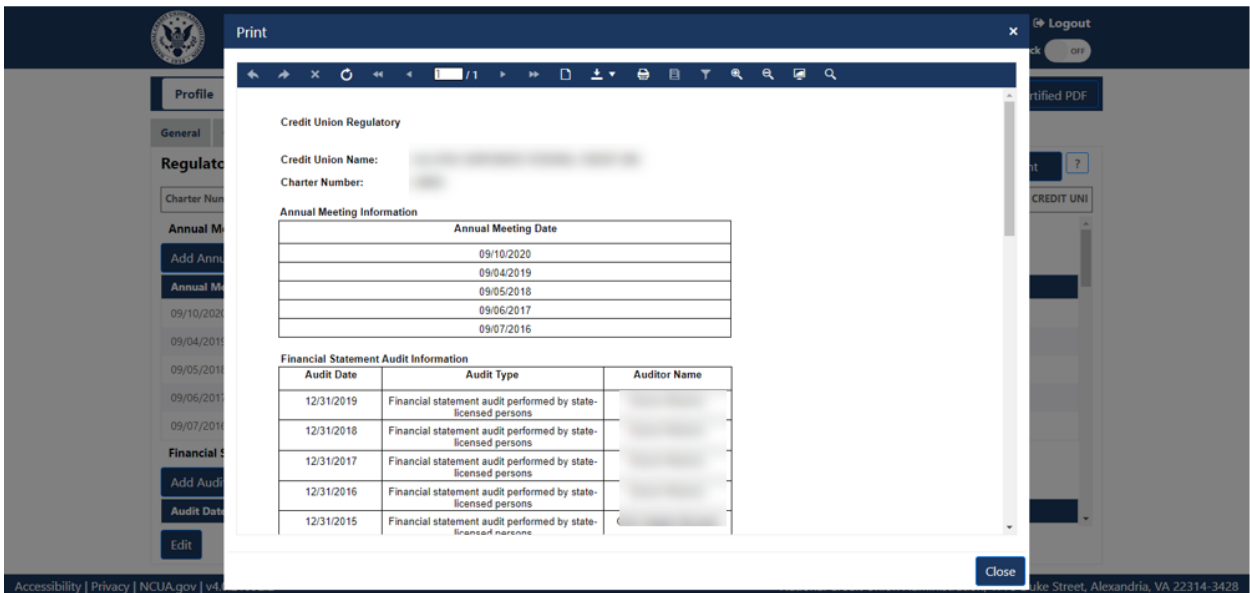
Figure 113 - Regulatory Print View

Products & Services Tab

The "Products & Services" tab displays corporate credit union products and member services offered by the corporate credit union.

Add or Edit Products & Services

Follow these steps to initially report or to edit this section of the profile. **Select** the "Products & Services" tab and **select** the "Edit" button at the bottom of the screen, as seen in Figure 115.

Figure 114 – "Products & Services" Tab Edit Button

1. **Edit** the desired information on the page and **select** the "OK" button, as seen in Figure *116*, to save edits.

   Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.

Figure 115 – "Products and Services" Edit Confirmation Screen

Print Products & Services

Follow these steps to print the "Products & Services" tab:

1. **Select** the "Products & Services" tab and **select** the "Print" button, as seen in Figure 117.

Figure 116 – "Products & Services" Tab Print

2. **Select** the "Printer" icon to print the page or **select** the "Close" button to close the print screen, as seen in Figure 118.
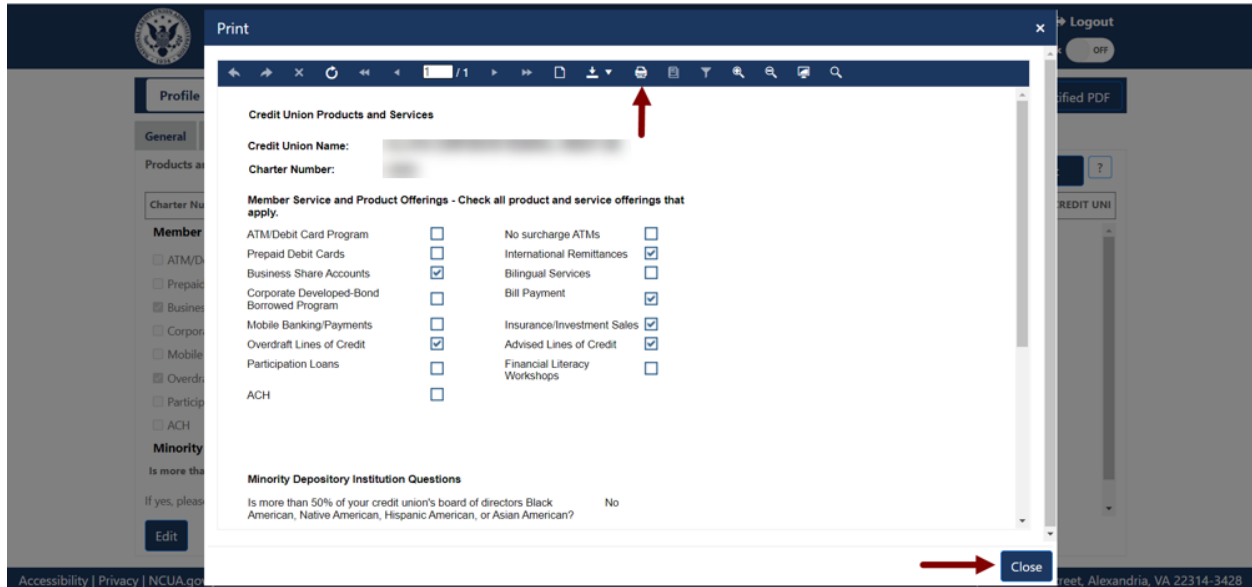
Figure 117 – "Products & Services" Print Screen

Partnerships Tab

The "Partnerships" section of the corporate credit union profile allows users can view a table of a corporate credit union's partner credit unions and summary information, such as partner credit union, service type, and relationship type.

Add a New Partnership Record

To add a new partnership record:

1. **Select** the "Partnerships" tab on the "Profile" page and **select** the "Add Partnership" button, as seen in Figure 119.
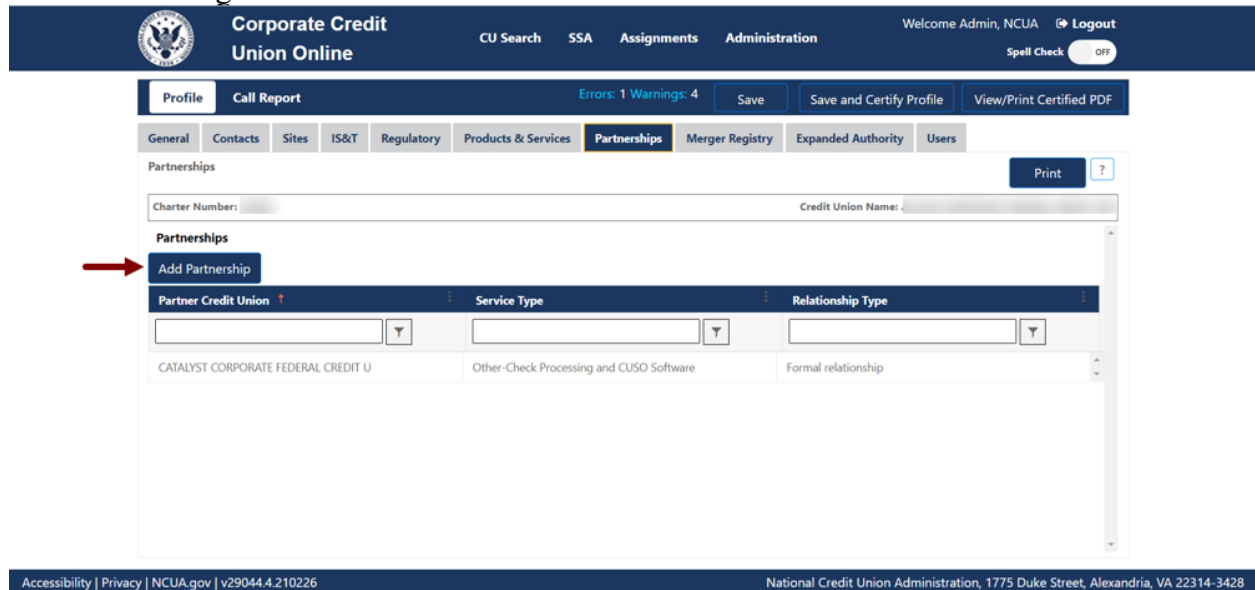
Figure 118 – "Add Partnership" Button to Add Partnership

2. **Enter** the relevant partnership information and **select** the "OK" button to save edits, as seen in Figure 120.

   Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.

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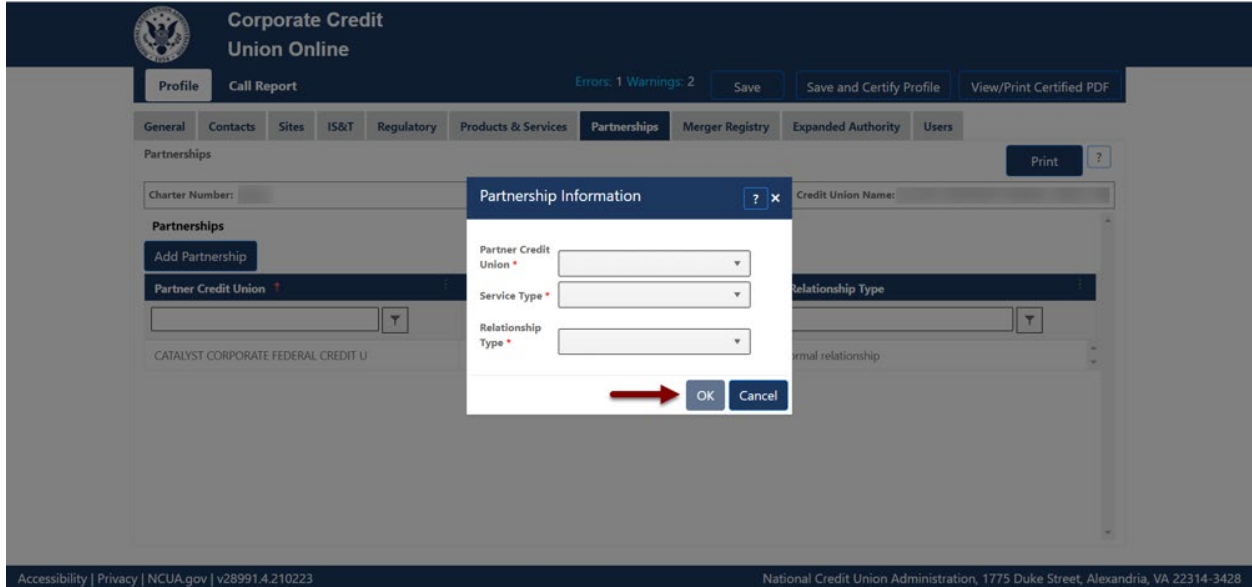
Figure 119 – "Partnership Information" Add Confirmation Screen

Edit an Existing Partnership Record

To edit an existing partnership record:

1. **Select** the "Partnerships" tab and **select** the partnership to be edited, as seen in Figure 121.
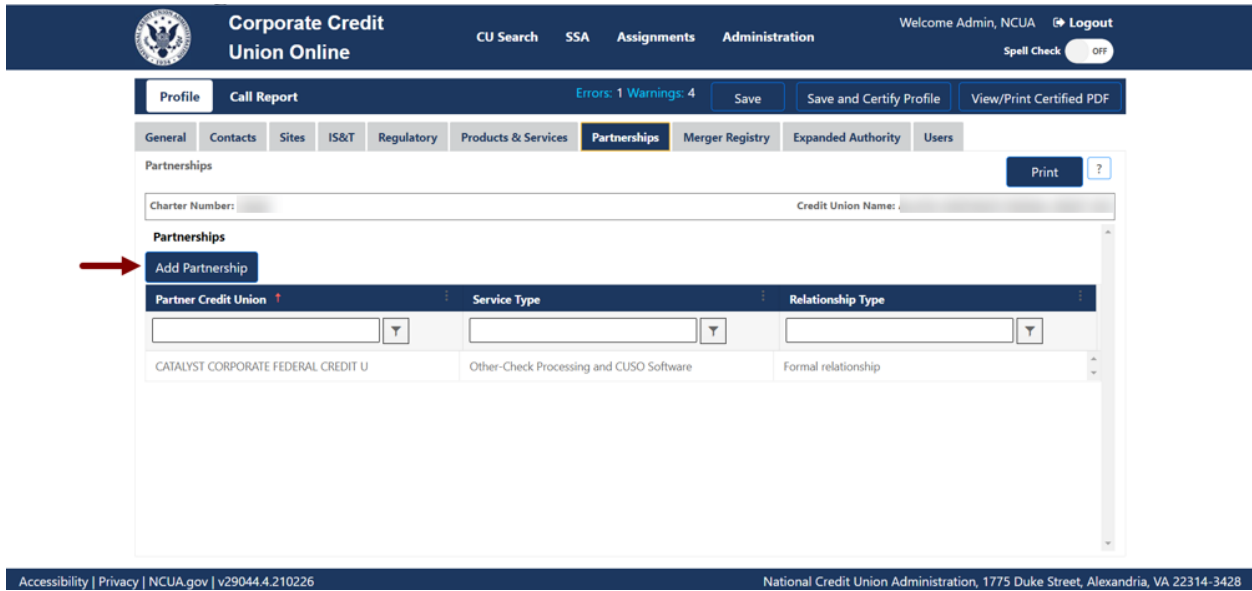
Figure 120 – "Partnerships" Tab Record Selection to Edit

2. **Select** the "Edit" button to edit partnership information, as seen in Figure 122.
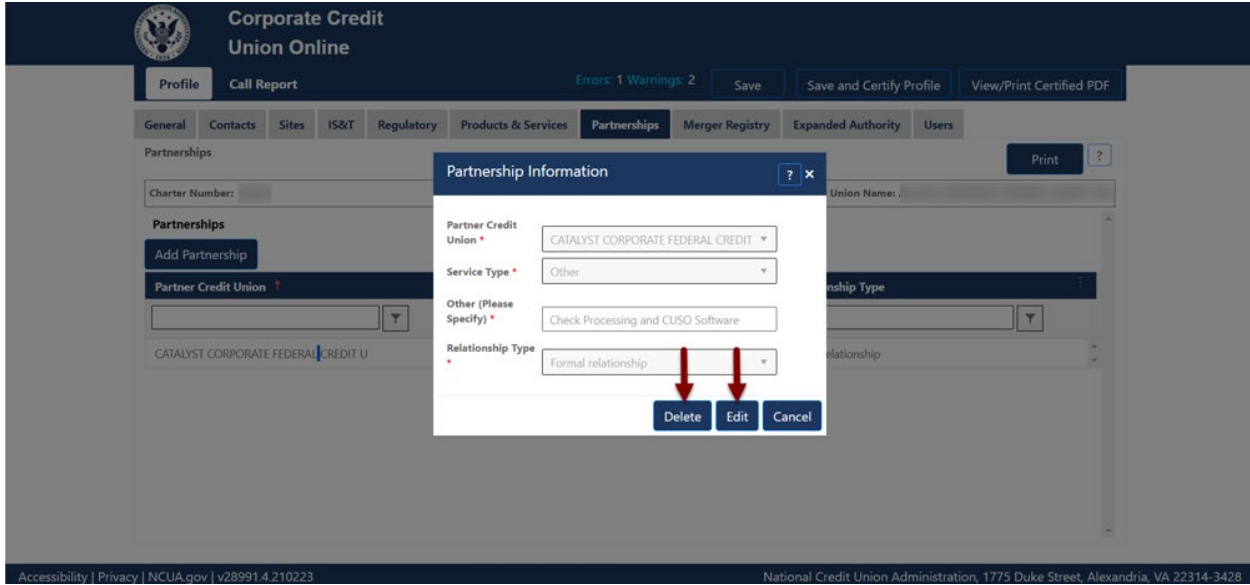
Figure 121 – "Partnership Information" Edit or Delete Screen

3. **Enter** the relevant partnership information and **select** the "OK" button to save edits, as seen in Figure 123.

   Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.
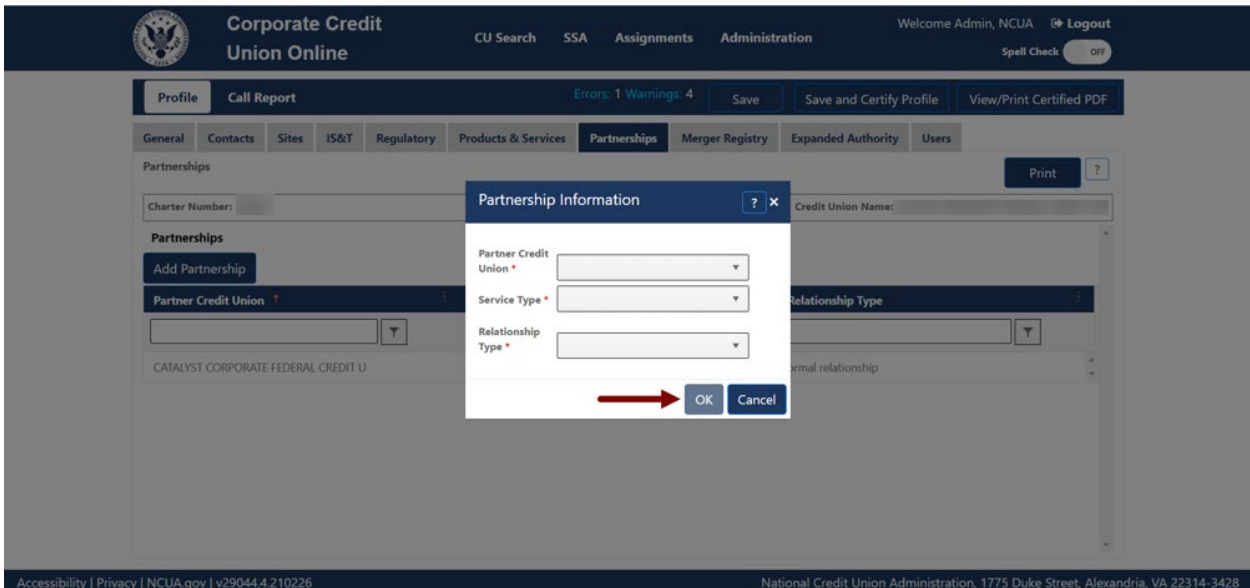
Figure 122 – "Partnership Information" Edit Confirmation Screen

Delete an Existing Partnership Record

To delete an existing partnership record:

1. **Select** the "Partnerships" tab and **select** the partnership to be deleted, as seen in Figure 124.
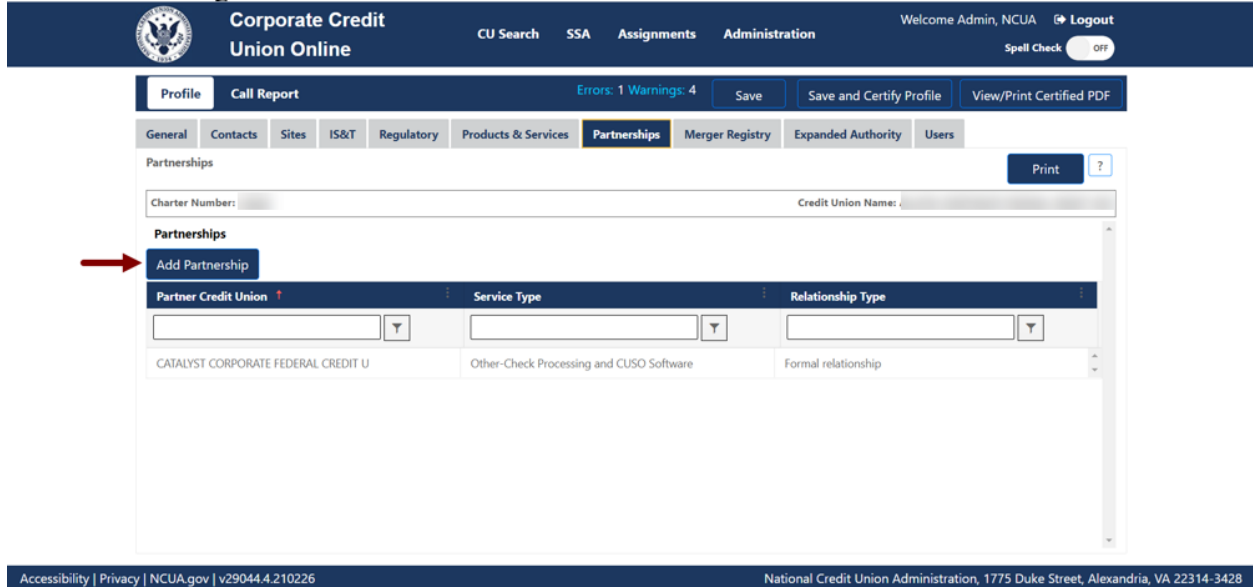
Figure 123 – "Partnerships" Tab Record Selection for Deletion

2. **Select** the "Delete" button to edit partnership information, as seen in Figure 125.
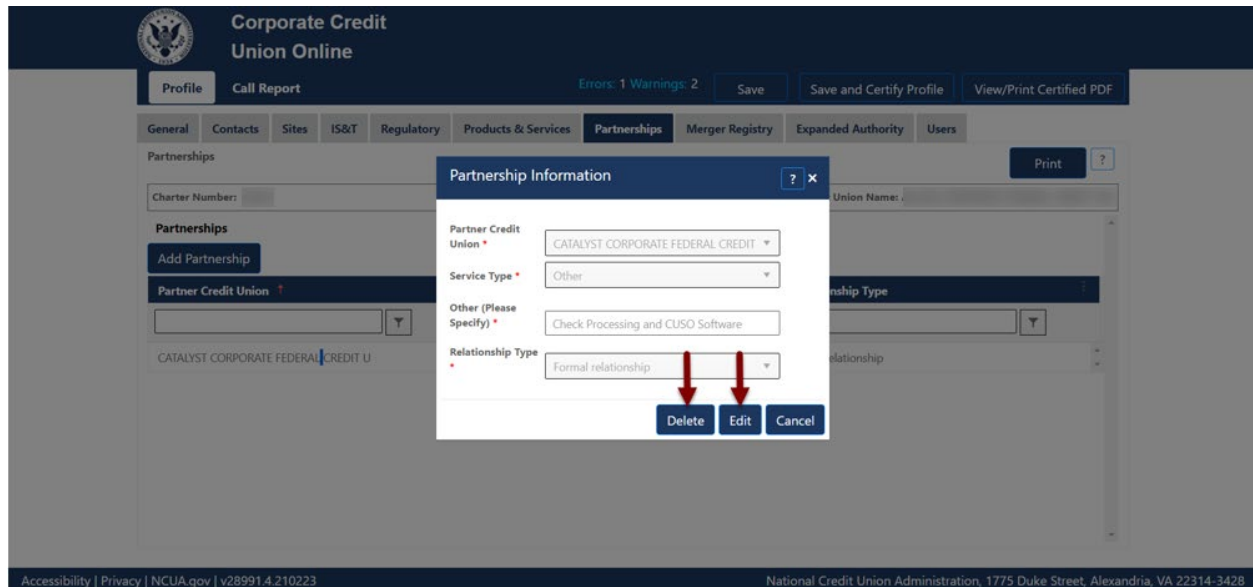
Figure 124 – "Partnership Information" Edit or Delete Screen

3. Confirm deletion and **select** the "OK" button, as seen in Figure 126.

**Note:** Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.
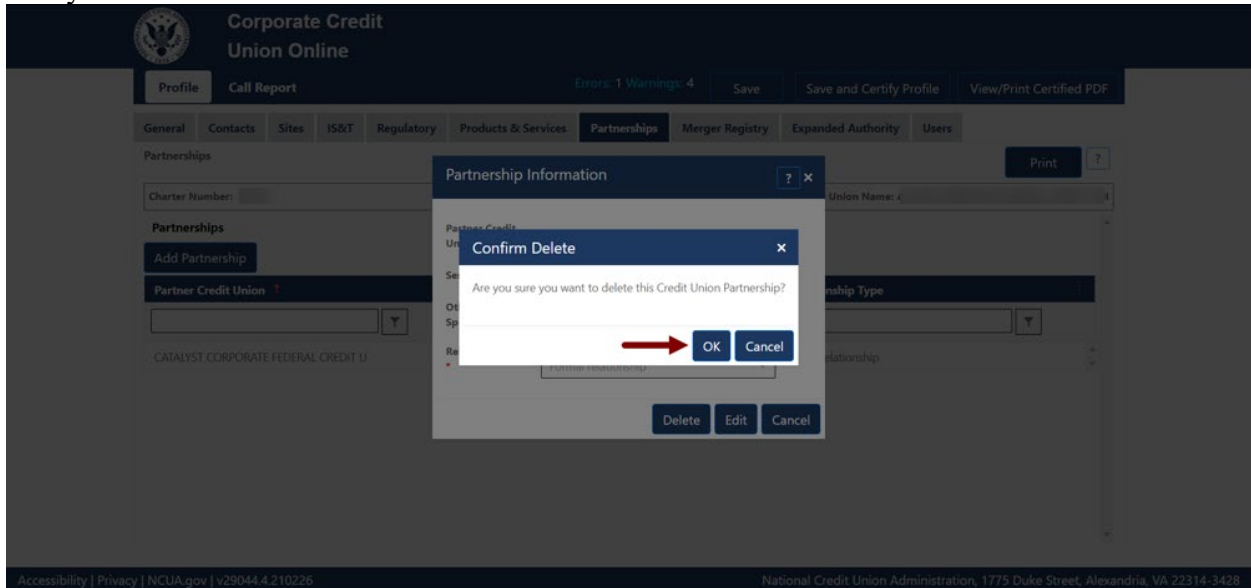
Figure 125 – "Partnership Information" "Confirm Delete" Pop-Up

Print Partnerships

Follow these steps to print the "Partnerships" tab:

1. **Select** the "Partnerships" tab and **select** the "Print" button, as seen in Figure 127.
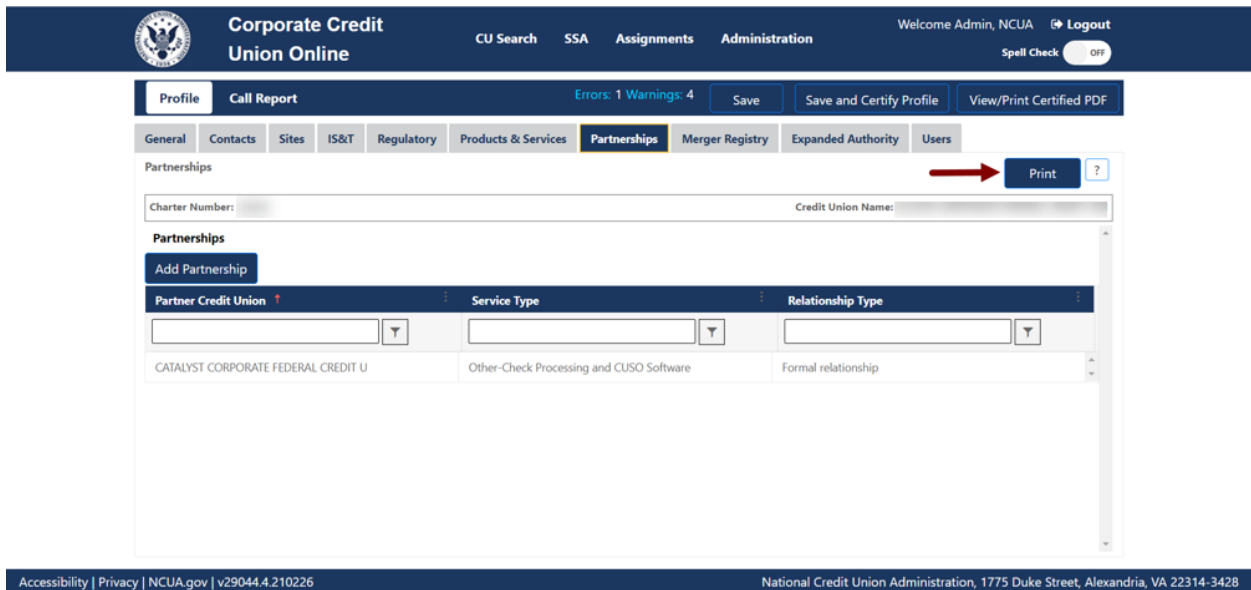
Figure 126 – "Partnerships" Tab to Print

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2. **Select** the "Printer" icon to print the page or **select** the "Close" button to close the print screen, as seen in Figure 128.
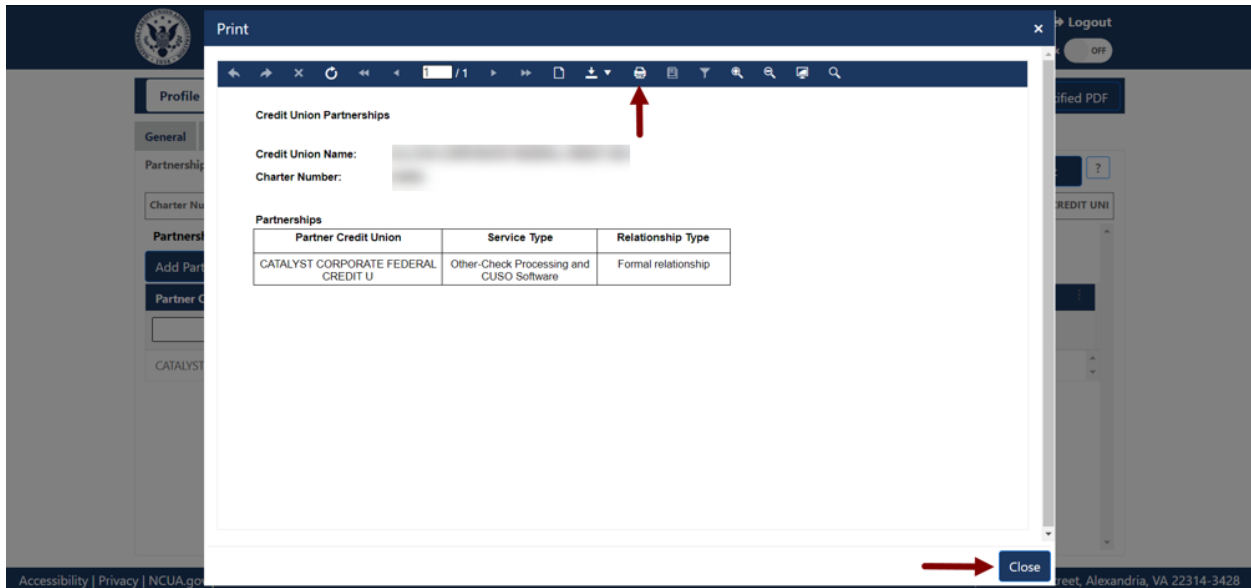
Figure 127 – "Partnerships" Print Screen

Merger Registry Tab

The "Merger Registry" tab may only be modified by corporate credit union administrators. In this registry, users can express an interest for the NCUA to consider their assigned credit union for corporate credit union consolidations (either a merger or purchase and assumption partner) to expand the credit union's field of membership. Corporate credit unions are not required to complete this information; however, by providing this information, NCUA staff may contact the identified point of contact about potential corporate credit union consolidations. The NCUA will not release this information to the public.

Add or Edit Merger Registry

1. **Select** the "Merger Registry" tab of the "Profile" page, as seen in Figure 129. **Select** the "Edit" button.

Figure 128 – "Merger Registry" Tab to Edit

2. **Edit** information on the page and **select** the "OK" button, as seen in Figure 130, to save edits.

   Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.

Figure 129 – "Merger Registry" Tab Edit Confirmation Screen

Print Merger Registry

Follow these steps to print the "Merger Registry" tab:

1. **Select** the "Merger Registry" tab and **select** the "Print" button, as seen in Figure 131.
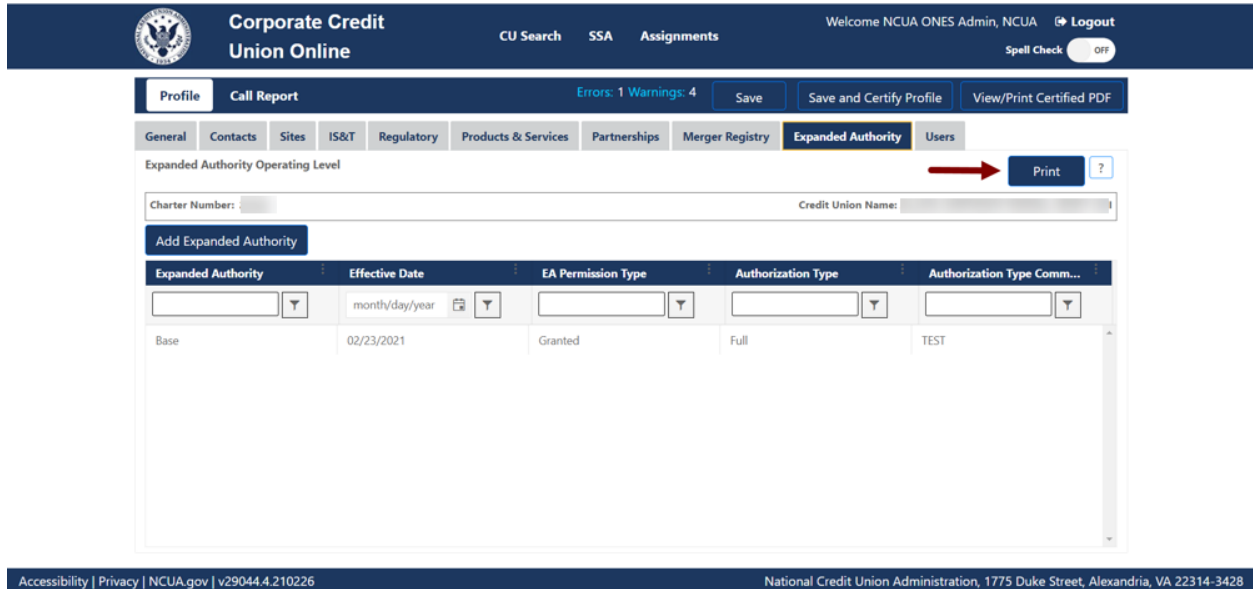

Figure 130 – "Partnerships" Tab to Print

2. **Select** the "Printer" icon to print the page or **select** the "Close" button to close the print screen, as seen in Figure 132.

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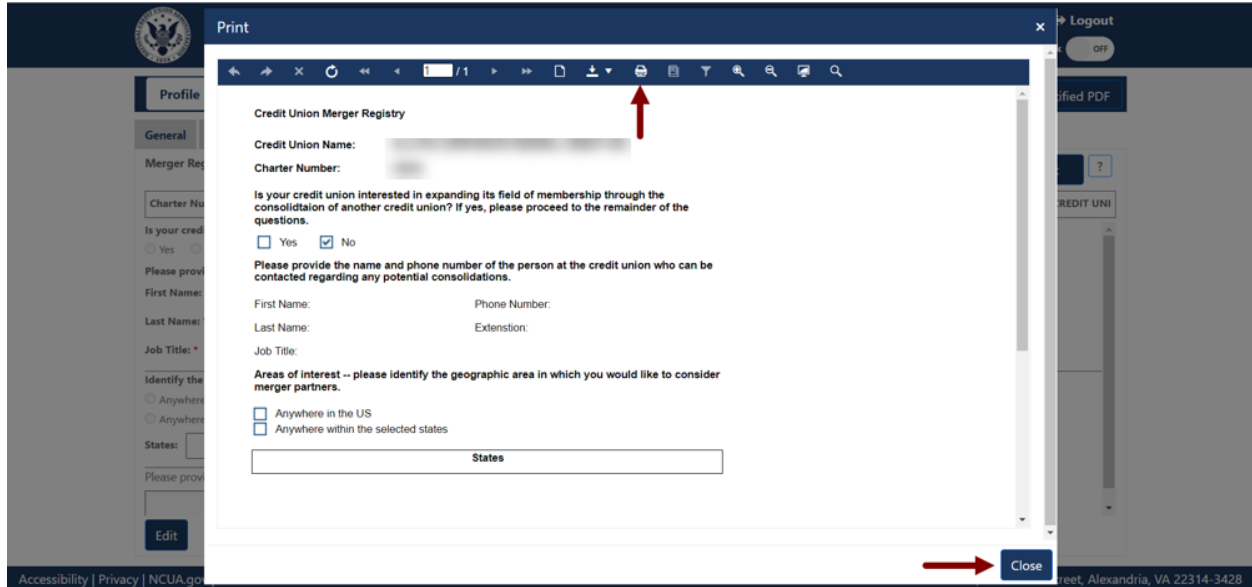
Figure 131 – "Merger Registry" Print Screen

Expanded Authority Tab

The "Expanded Authority" tab captures key information and authorization of a corporate credit union's expanded authority status as outlined by the NCUA.

Note: Only authorized users (ONES Administrator role) can update expanded authority information.

Add a New Expanded Authority Record

To add a new expanded authority record to the corporate credit union profile:

1. **Select** the "Expanded Authority" tab on the "Profile" page and select the "Add Expanded Authority" button, as seen in Figure 133.

Figure 132 – "Add Expanded Authority" Button

2. Enter the relevant information and **select** the "OK" button to save edits, as seen in Figure 134.

Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.
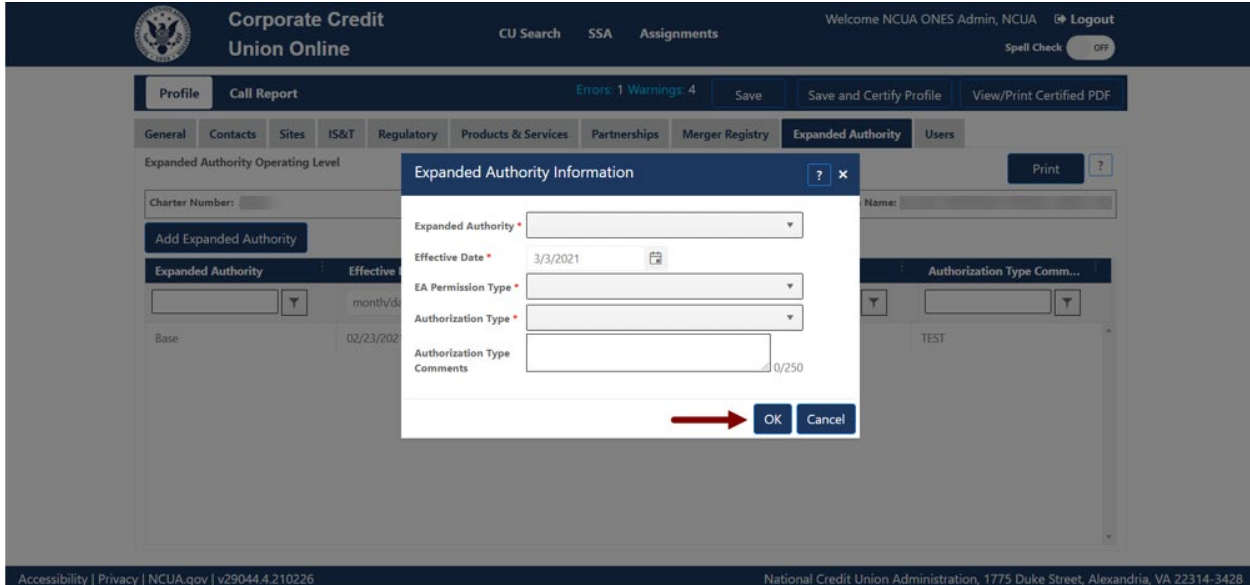
Figure 133 – "Expanded Authority Information" Add Confirmation Screen

Edit an Existing Expanded Authority Record

To edit an existing expanded authority record:

1. **Select** the "Expanded Authority" tab and **select** the record to be modified, as seen in Figure 135.
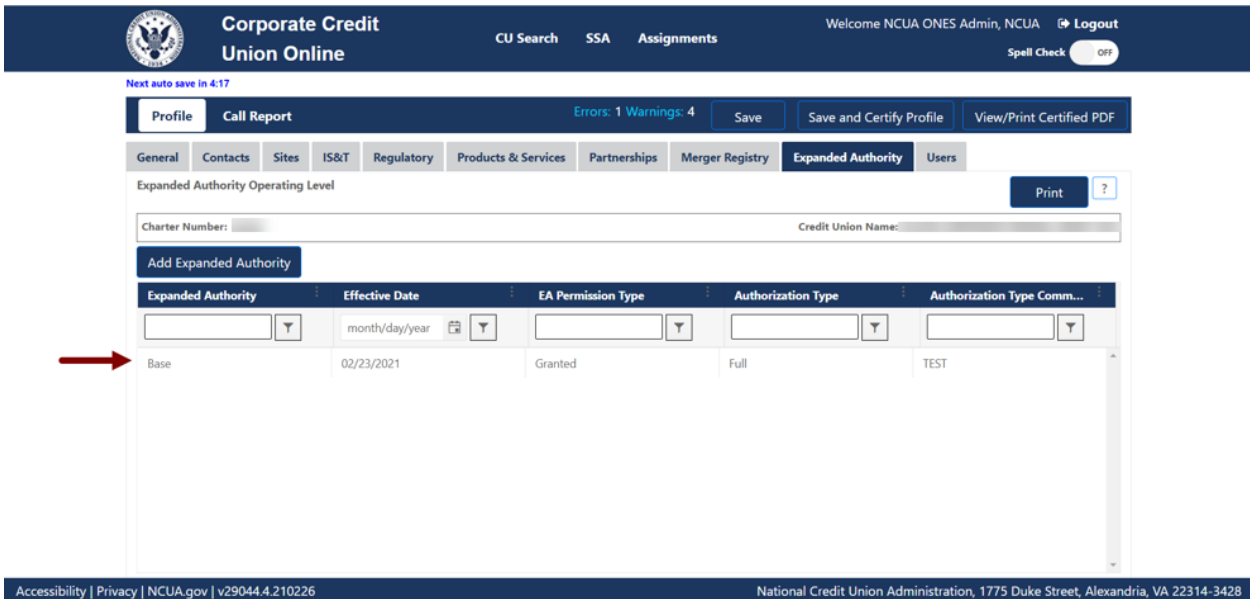
Figure 134 – "Expanded Authority" Record Selection to Edit

2. **Select** the "Edit" button to edit information, as seen in Figure 136.
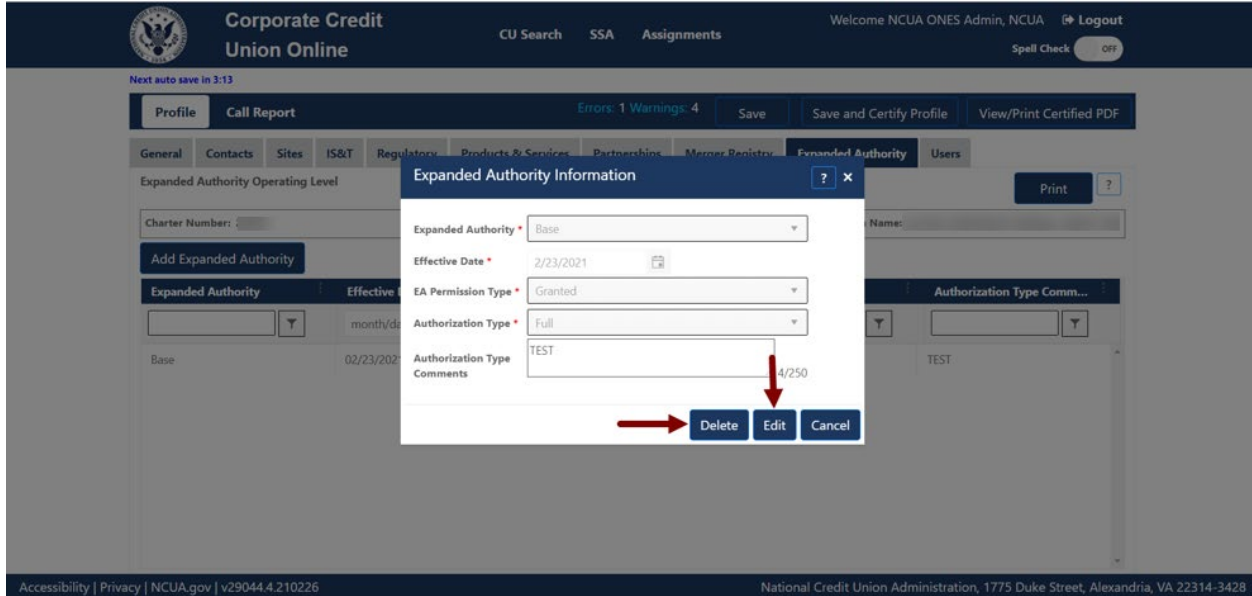
Figure 135 – "Expanded Authority Information" Edit or Delete Screen

3. **Enter** the relevant information and **select** the "OK" button to save edits, as seen in Figure 137.

    Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.
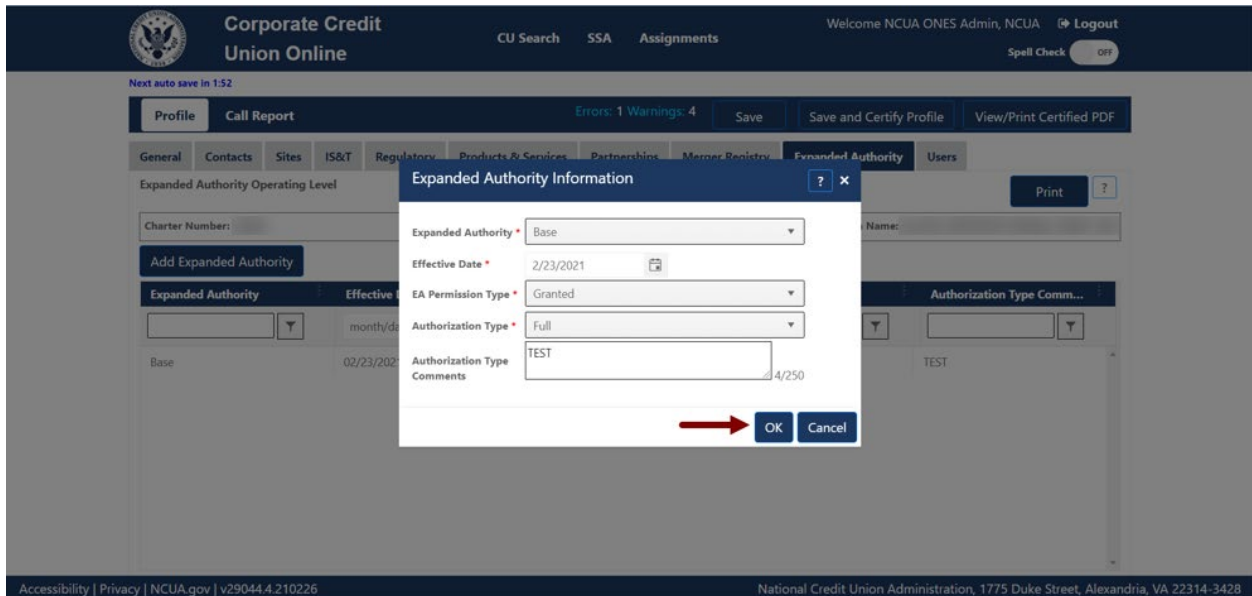
Figure 136 – "Expanded Authority Information" Edit Confirmation Screen

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Delete an Existing Expanded Authority Record

To delete an existing expanded authority record:

1. **Select** the "Expanded Authority" tab and **select** the record to be deleted, as seen in Figure 138.
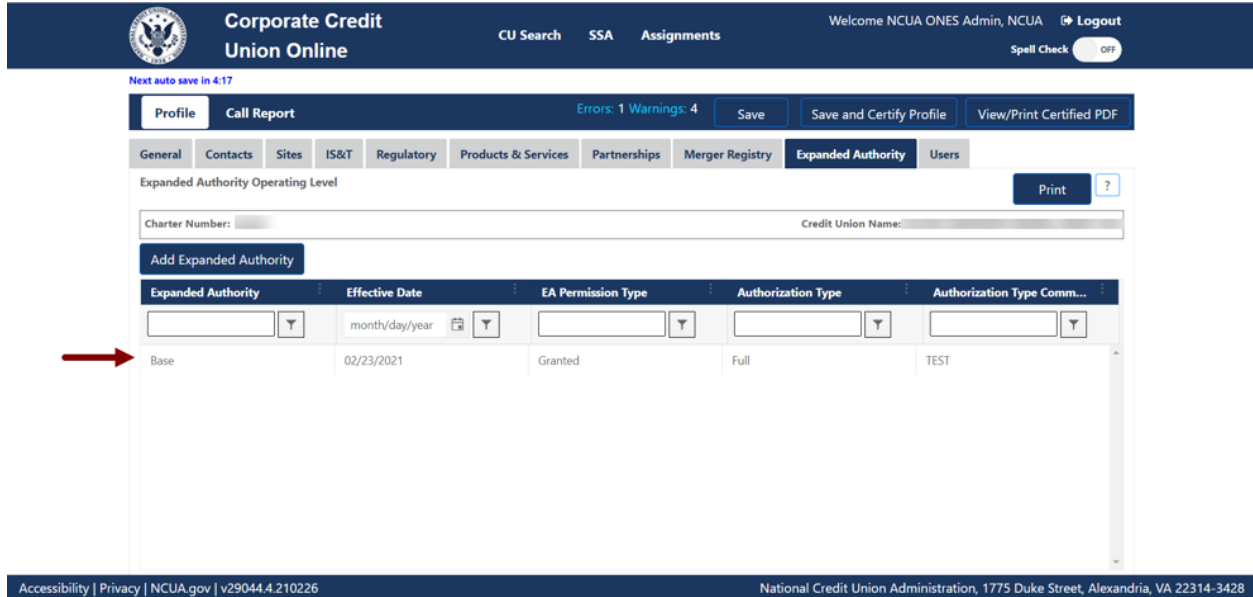
Figure 137 – "Expanded Authority" Tab Record Selection for Deletion

2. **Select** the "Delete" button to initiate removal of expanded authority information, as seen in Figure *139*.
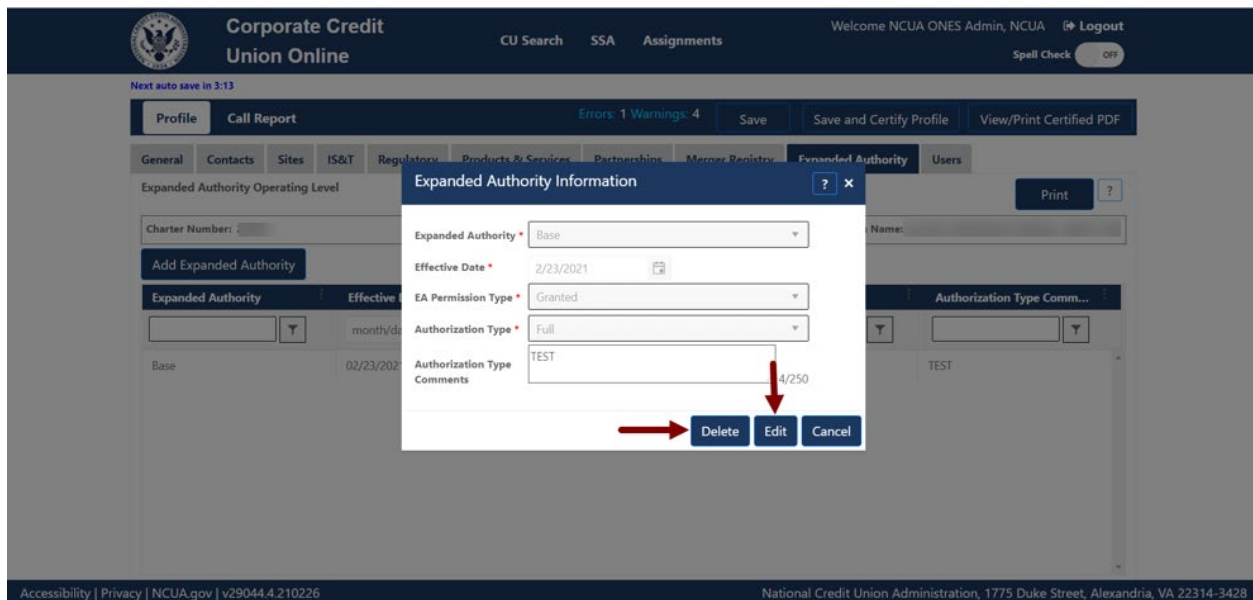
Figure 138 – "Expanded Authority Information" Edit or Delete Screen

3. Once prompted, **select** the "OK" button to delete the expanded authority record, as seen in Figure 140.

   Note: Selecting the "Cancel" button will cancel all changes. Changes will not be saved to the system.
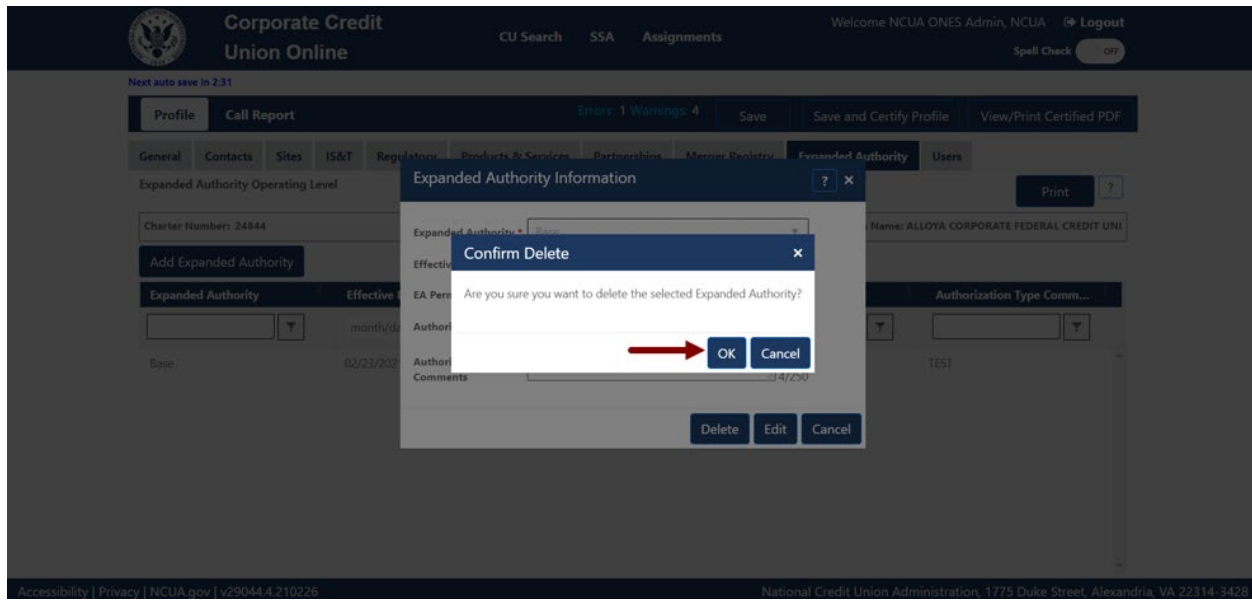
Figure 139 – "Expanded Authority Information" "Confirm Delete" Pop-Up

Print Expanded Authority Information

Follow these steps to print the "Expanded Authority" page:

1. **Select** the "Expanded Authority" tab and **select** the "Print" button, as seen in Figure 141.

Figure 140 – "Expanded Authority" Tab to Print

2. **Select** the "Printer" icon to print the page or **select** the "Close" button to close the print screen as seen in Figure 142.
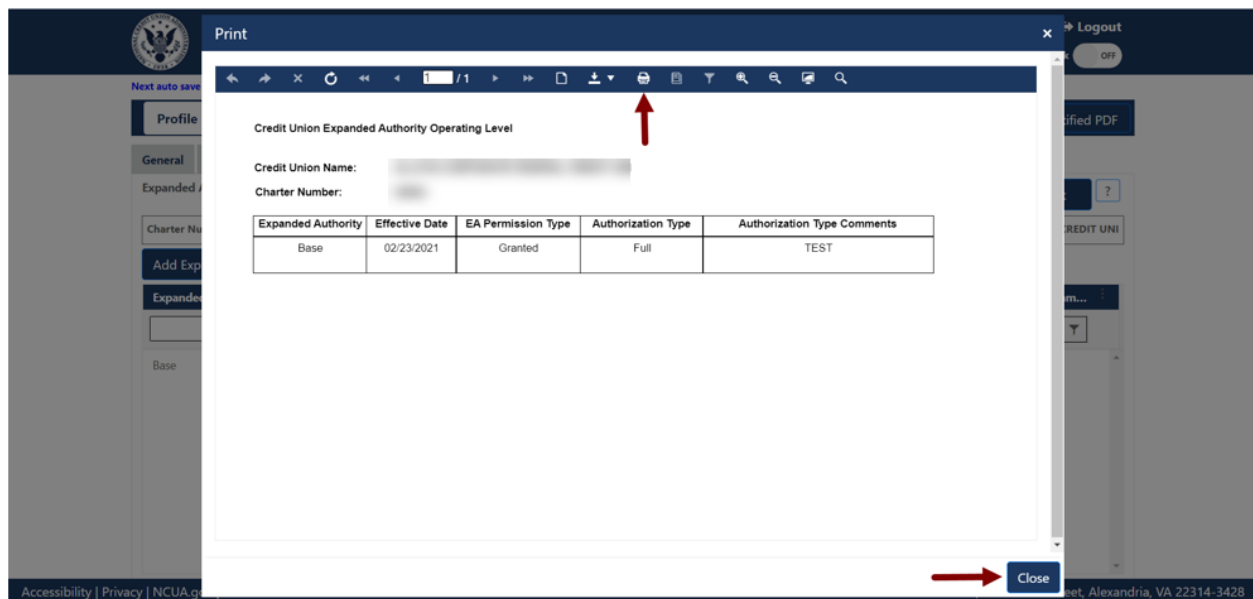
Figure 141 – "Expanded Authority" Print Screen

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Save and Certify the Corporate Credit Union Profile

Corporate credit unions must send profile information to NCUA after all changes <u>and</u> at least once per 180 days. **Selecting "OK" after making changes on the edit screens of the "Profile" page in Corporate CUOnline, does not permanently save profile changes; users must select the "Save and Certify Profile" button to save and submit the changes.**

The "Save and Certify Profile" button is in the upper right corner of the "Profile" page header, as seen in Figure 143. By selecting this button, users are indicating that they wish to certify all changes made to the Profile are accurate and send changes to NCUA. Corporate CUOnline will also save profile changes without requiring certification. Users may make all necessary changes to different tabs of the profile and then send profile data to NCUA at one time; however, changes will not be certified until after the user selects the "Save and Certify Profile" button.

Figure 142 – "Save and Certify Profile" Button

Certify Corporate Credit Union's Profile Information

In order to certify a corporate credit union profile to send it to the NCUA:

1. The corporate credit union user must correct errors in the profile and comment on all warnings, if any.

   To view errors and warnings in the Profile, **select** the "Errors" and "Warnings" links from profile header. All errors must be resolved, and all warnings require a comment from the corporate credit union before the profile can be certified. Once the links are selected, the user will be directed to the "Profile Validation Results" screen that lists all errors and warnings for the profile, as seen in Figure 144.
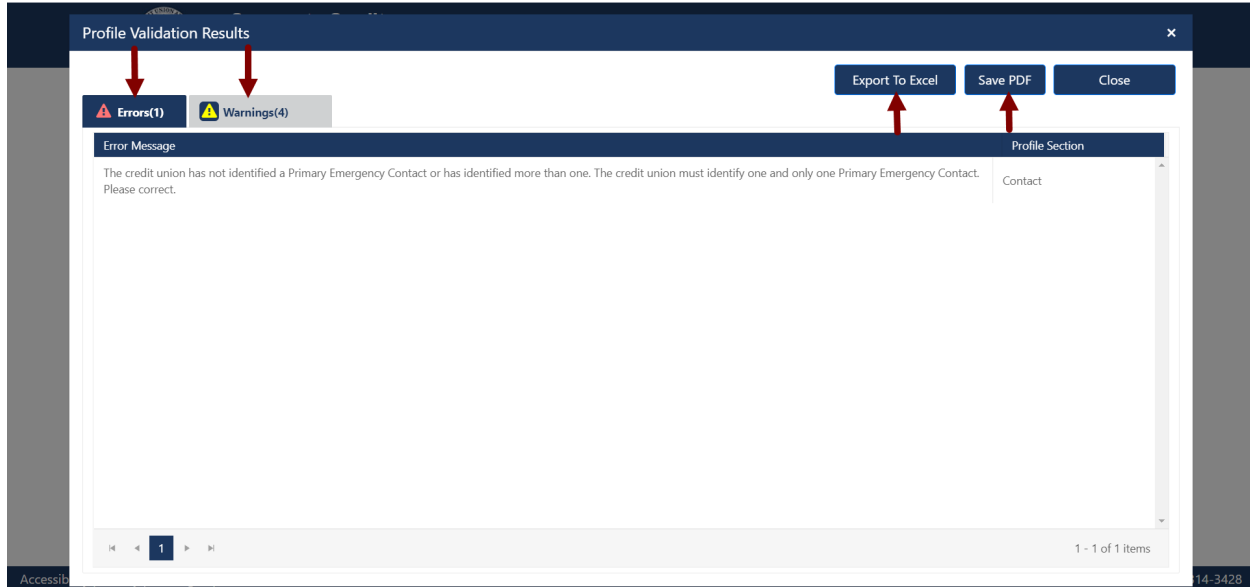
Figure 143 – "Profile Validation Results" Screen

2. After all errors and warnings have been addressed, **select** the "Save and Certify Profile" button from the "Profile" page, as seen in Figure 145.
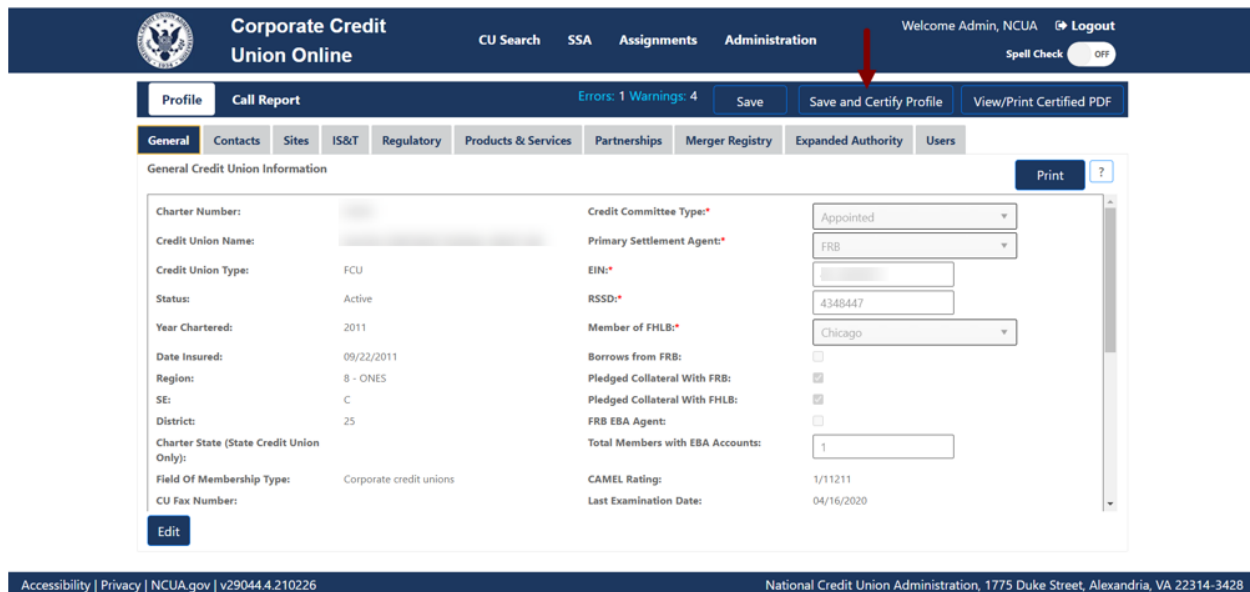
Figure 144 –"Save and Certify Profile" Button

3. **Enter** the first and last name of the certifier, **select** the box acknowledging accurate data is being submitted, and **select** the "Certify" button, as seen in Figure *146*. The profile will be certified.

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Note: Users can confirm that the profile is certified by returning to the "Profile Snapshots" page.

Figure 145 – "Profile Certification" Screen

Corporate Credit Union 5310 Call Report

Each operating insured corporate credit union must file with the NCUA a monthly 5310 Call Report. Users must complete this requirement within Corporate CUOnline.

Help Tips

- The system allows users to use standard keyboard shortcuts.
- The system auto saves data after five minutes as the user is populating the various screens and tabs in the "Profile" and "Call Report" pages.
- The system provides a spell check option allowing users to toggle this option on or off when desired. Misspelled words will be indicated on the screen using a red wavy line.
- A Call Report must be in *Pending* or *Under Review* status to add or correct data.
- In Corporate CUOnline, all fields must have a value, even if that value is zero.
- The system will mask all monetary and integer fields to separate the thousands (e.g.,1,000).
- To view any errors, and warnings, select the "Errors" or "Warnings" links at the top of the page. The errors and warnings refresh during data entry. As data is entered, the number of errors and warnings should decrease.
- A "?" icon links the user to context sensitive instruction. Selecting this icon will allow the user to view PDF help documentation in the system.
- Any screen or page can be printed.
- Users may hover over an account code in order to see account level context sensitive help.
- Account codes that trigger errors and warnings are denoted in purple.

Entering Call Report Data

On the first day of each Call Report cycle, all active corporate credit unions will have a pending Call Report for that cycle available. Users **do not** need to "start" the monthly Call Report. In the event that a pending call report is not available, users are encouraged to reach out to their NCUA contact to resolve this issue. The assigned corporate credit union examiner can initiate the call report on behalf of the corporate credit union so that users may enter or import their call report data.

Users have the option of importing data or manually entering data into the pending Call Report. See the Importing Call Report Data section of this guide for more information about importing Call Report data.

Manually Entering Call Report Data

To begin entering Call Report data, follow the steps below. Users also have the option of importing call report data via XML, if preferred. Use the Importing Call Report Data section of this document for guidance on importing call report data.

1. **Select** the "Call Report" tab and **select** the cycle date to be viewed or modified, as seen in Figure 147.

Note: To edit a Call Report, it must be in *Pending* status.

Figure 146 – "Call Report" Page

2. **Select** the page number to be modified, as seen in Figure 148.

   Notes:
   - The page numbers across the top of the "Call Report Detail" page are links to each individual page of the Call Report.
   - An *orange* highlight on the page number identifies pages of the Call Report that have Call Report errors. Page numbers are highlighted in *blue* to indicate which page the user is currently viewing. For example, Figure 148 indicates that the user is viewing page 8 and that there are errors on page 1 of the Call Report.

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Figure 147 - "Call Report Detail" Page

3. After entering all Call Report information across all Call Report pages, **select** the "Errors" or "Warnings" links at the top of the page. The "Validation Results" window will display listing all errors and warnings, as seen in Figure 149.

   Errors: The errors tab displays a count and detailed explanation of any errors that triggered during data entry. The orange highlighting on the page navigation bar also identifies the page(s) that have errors. **Users cannot successfully submit the Call Report until all errors are corrected.**

   Warnings: The Warnings Tab displays the count and detailed explanation of any warnings that triggered during data entry. Review the warnings and make any necessary corrections. **Users must provide a comment for all warnings in order to submit the Call Report.**

Figure 148 – "Call Report" Errors and Warnings Validation Results

Importing Call Report Data

NCUA provides a schema for vendors and corporate credit unions to develop software to import Call Report data into Corporate CUOnline each cycle. NCUA posts this information on the Corporate Credit Union Online webpage at www.NCUA.gov. An XML file can be imported into Corporate CUOnline for pending Call Reports only. Whenever data is imported, all account values in the XML file will overwrite the corresponding values in the pending Call Report. For example, if the XML file only contains ten account codes, Corporate CUOnline will only overwrite these accounts in the pending Call Report.

Additionally, Corporate CUOnline permits users to correct a previously imported file with a new one. Users can still edit the pending Call Report after importing a file and are responsible for ensuring the data is accurate.

Corporate credit unions may also import a file for a Call Report correction. The Call Report must be in pending status. See

Correcting Submitted/Validated Call Reports section for details.

To import a Call Report XML file:

1. **Select** the "Call Report" tab and **select** the cycle date for importing data, as seen in Figure 150.
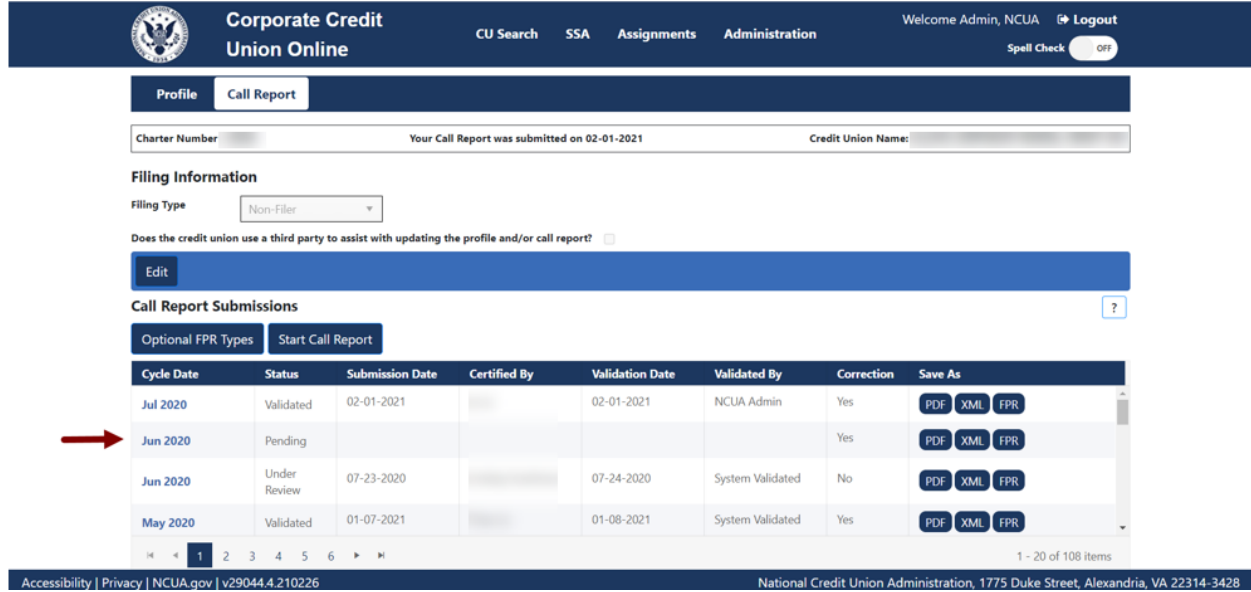
Figure 149 – "Call Report" Tab Record Selection to Import Data

2. **Select** the "Import Call Report" button, see Figure 151, on any of the Call Report Details screens.
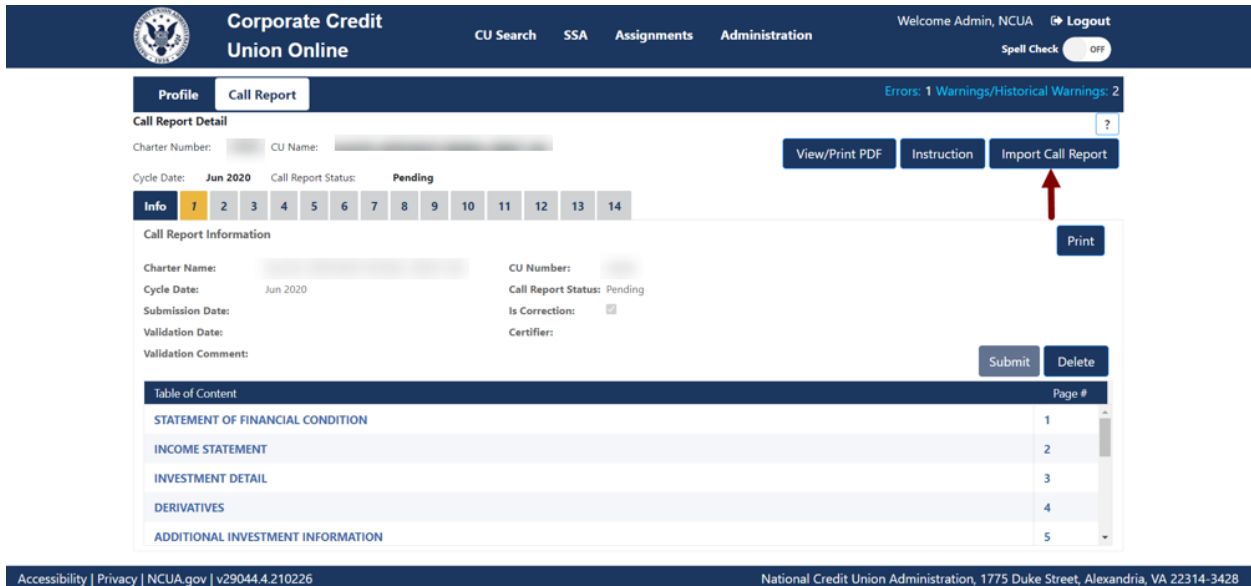
Figure 150 – "Import Call Report" Button

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3. Browse for the file and **select** the "Save" button, as seen in Figure 152.
   Note: Once the data has been imported, users are encouraged to check to ensure all data imported correctly. The Call Report submitter is still responsible for correcting errors, commenting on all warnings, and submitting the Call Report.

Figure 151 – "Call Report Information" Import File Page
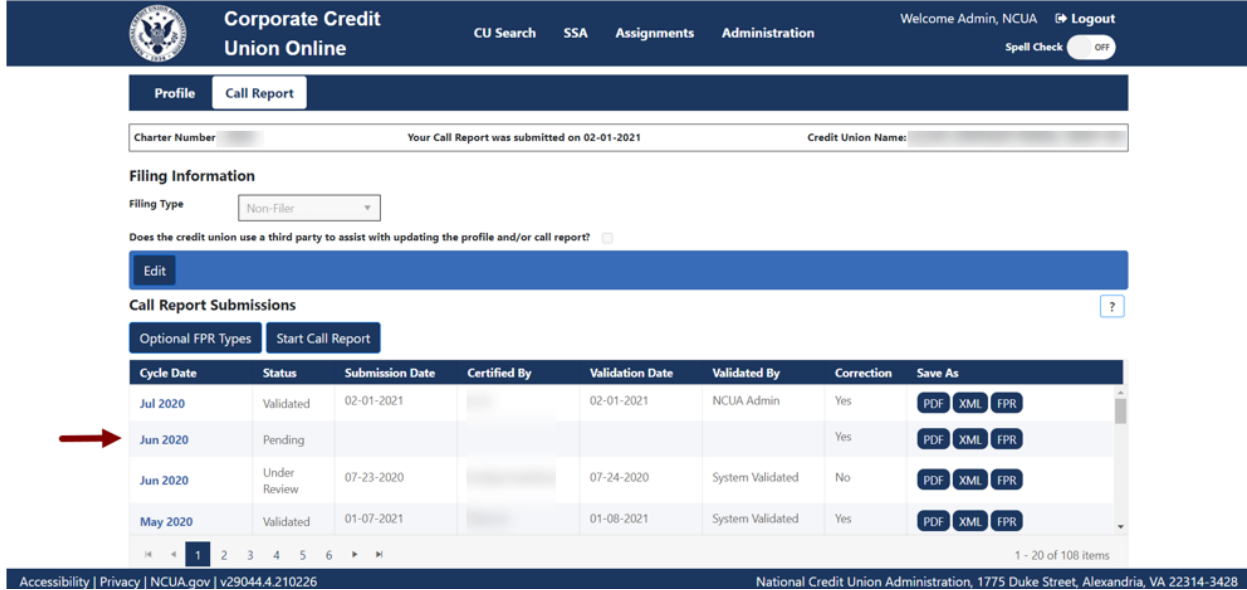
Submitting A Call Report

After entering or importing all relevant data in each of the applicable Call Report pages, correcting any errors, and commenting on all warnings, user may submit the Call Report.

Follow these steps to submit the Call Report:

1. **Select** the Call Report Cycle to be submitted.

   Note: The Call Report must be in *Pending* status and must be free of errors in order to submit, see Figure 153.

Figure 152 – Select Call Report to Submit

2. **Select** the "Submit" button, as seen in Figure 154.

   Note: If the submit button is not active, there are errors in the Call Report, or comments have not been provided on all warnings. Users must address these issues before continuing to the next step.

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Figure 153 – "Call Report" Page "Submit" Button

3. **Complete** the "Submit Call Report" screen and **select** the "Submit" button, as seen in Figure 155.

   Notes:
   - The Managing Officials or Chief Financial Officer is responsible for certifying the accuracy of this information by entering their name as the Certifier First Name and Certifier Last Name.
   - When submitting the corporate credit union Call Report, the Submission Status changes from *Pending* to *Processing*. If the Call Report status is *Processing*, the Call Report has been sent to NCUA and will be processed in the order received. Once the NCUA's systems process the Call Report, the status will change to *Submitted* and the Call Report contact(s) for the corporate credit union and the assigned examiner(s) will receive the Corporate Financial Performance Report (CFPR) via email.

Submit Call Report ✕

Charter Number: ▓▓▓▓

Credit Union Name: ▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓

Cycle Date: Nov 2020

Submission Status: Pending

By clicking Submit I hereby certify the information being submitted is complete and accurate to the best of my knowledge and has been certified by the person below. If submitted information is not accurate, I understand I am requited to submit a corrected Call Report upon notification or the discovery of a need for correction. I understand false entries and report or statement, including material omissions, with intent to injure or defraud the credit unions, the National Credit Union Administration, its examiners, or other individuals or companies is punishable under 18 U.S.C. 1006.

Certifier First Name: [_____]

Certifier Last Name: [_____]

Submit   Cancel

Figure 154 – "Submit Call Report" Screen

Correcting Submitted/Validated Call Reports

Federally insured corporate credit unions must submit a corrected Call Report upon discovery or notification of the need for a change. Users can make corrections up to four years of previous Call Report cycles within Corporate CUOnline. In the event of a need to correct a Call Report that is not editable in Corporate CUOnline, users should contact their assigned NCUA examiner or state regulator. Follow the applicable process below to correct a validated or submitted Call Report.

Note: If the status of the Call Report is Under Review, the regulator is reviewing the Call Report to validate it. Users cannot make a Call Report correction when it is under review.

Correcting Submitted Call Reports

Follow these steps to correct a Call Report that has not validated and is in a *Submitted* status.

1. **Select** the "Call Report" tab and **select** the cycle date of the relevant Call Report, as seen in Figure 156.

Figure 155 – "Call Report" Tab Not Validated, Submitted Record

2. **Select** the "Unsubmit" button on any Call Report Detail page, as seen in Figure 157.

    Note: The Call Report status changes from Submitted to Pending once the "Unsubmit" button is selected. A Call Report must be in *Pending* status to make necessary corrections. If corrections are no longer required after switching the Call Report to *Pending* status, users must select the "Submit" button again to change the Call Report back to *Submitted* status. This **will not** delete any validated Call Reports.

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Figure 156 – "Unsubmit" Call Report Button

3. Correct any errors and provide a comment on any warnings by selecting the "Errors" or
    "Warnings" links, as seen in Figure 158. **Select** "Save" to save call report modifications,

Figure 157 – Call Report Errors and Warnings Table

4. **Select** the "Submit" button to re-submit the Call Report, as seen in Figure 159 – "Call
    Report" Page Submit Call Report. Reference the

5. Submitting A Call Report section for additional information.
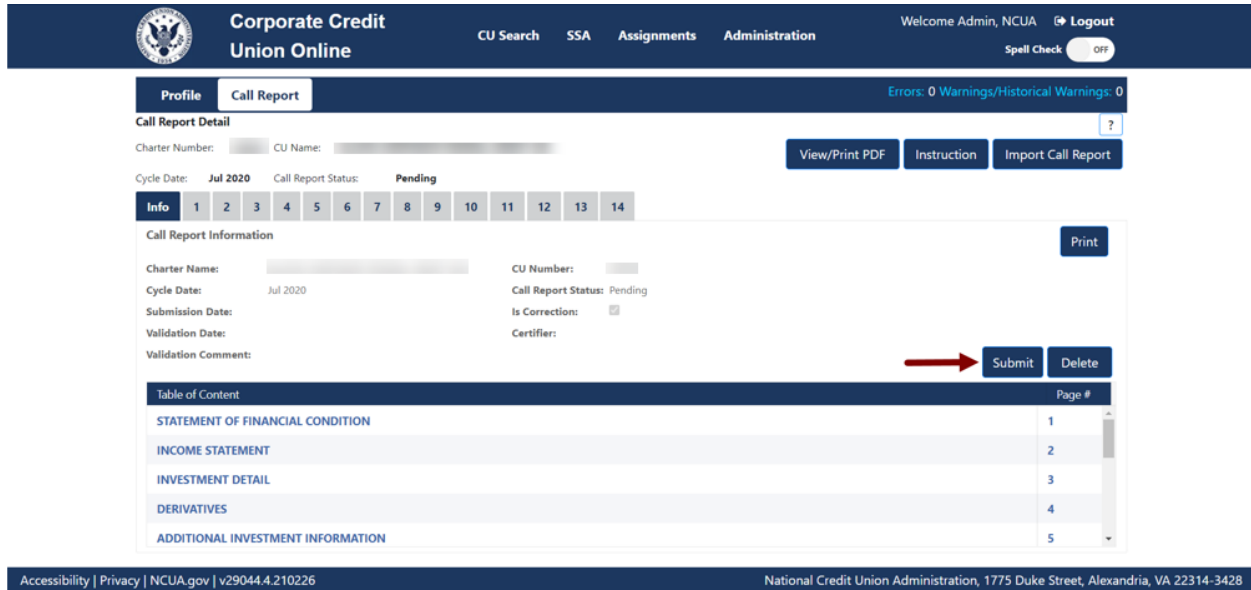
Figure 158 – "Call Report" Page Submit Call Report

6. **Confirm** the Call Report was re-submitted, as seen in Figure 160.
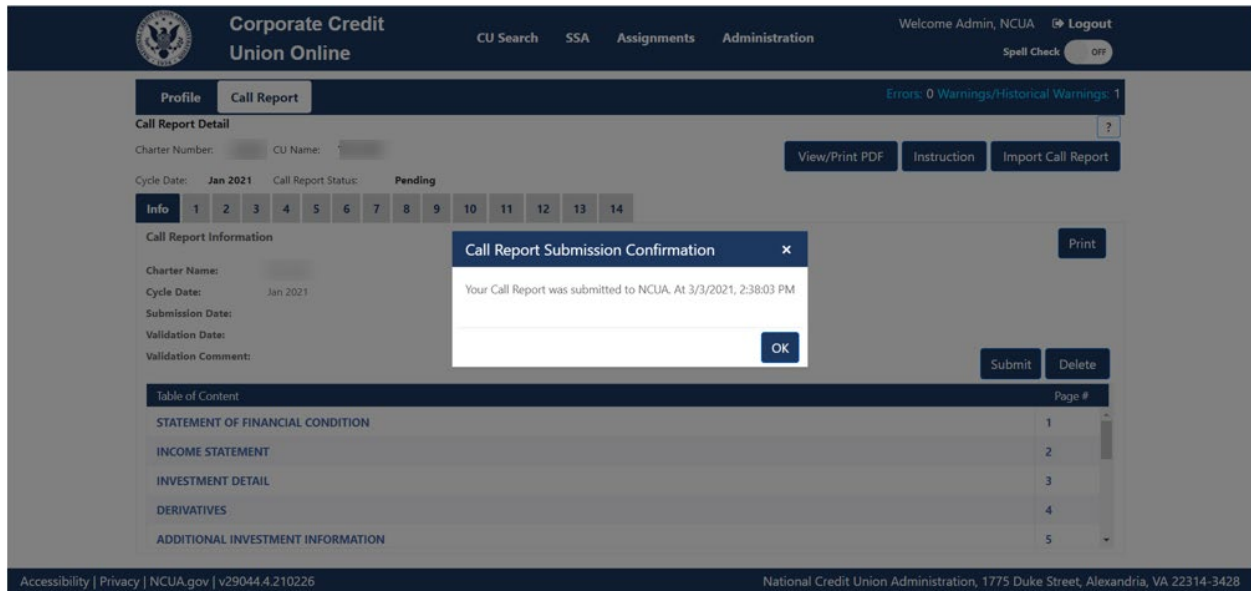
Figure 159 – "Call Report Submission Confirmation" Pop-up

Correcting Validated Call Reports

Follow these steps to correct a validated Call Report:

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1. **Select** the "Call Report" tab and **select** the cycle date of the relevant Call Report to be corrected as seen in Figure 161.
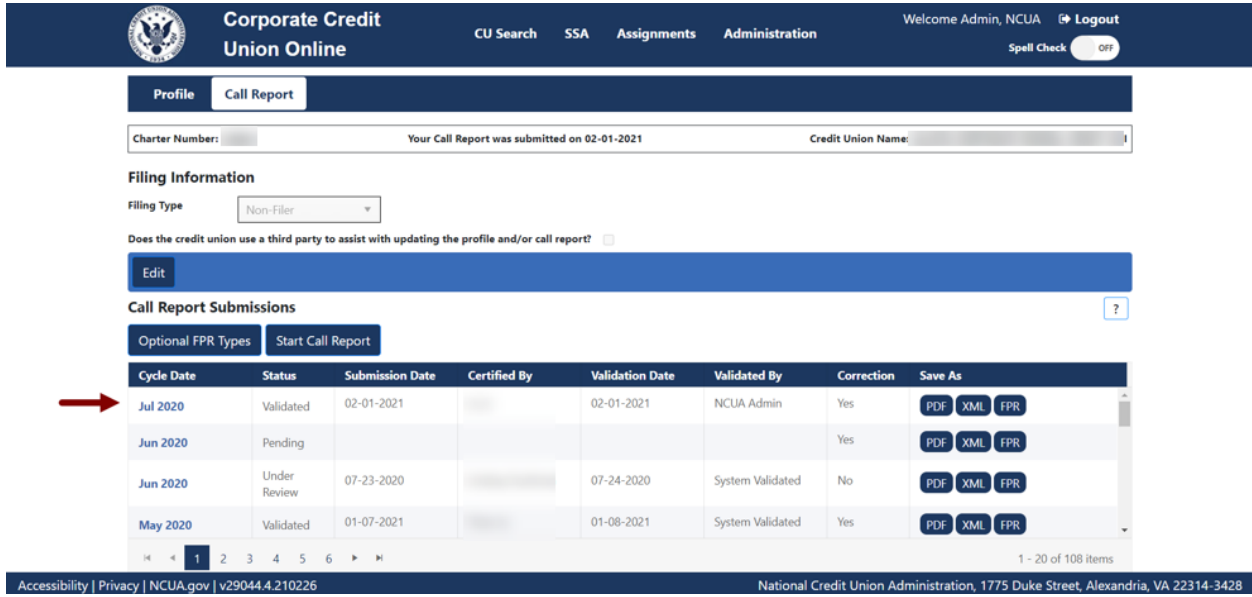
Figure 160 – "Call Report" Page Validated Call Report

2. **Select** the "Correct" button, as seen in Figure 162.
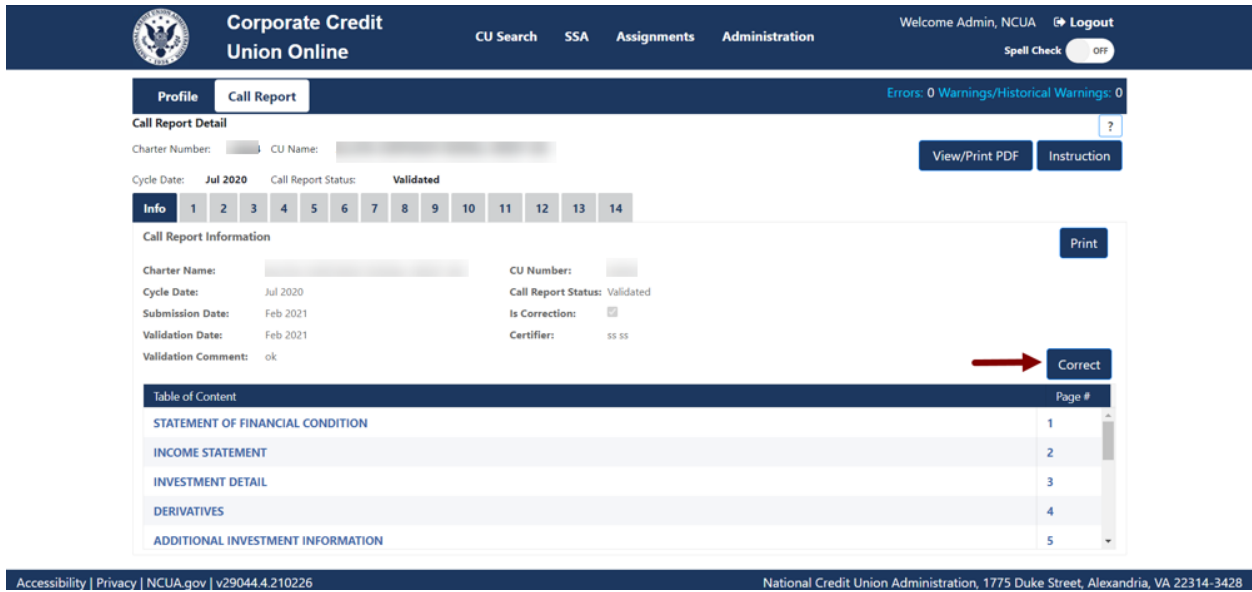
Figure 161 – "Correct" Call Report Button

3. The Call Report status will change from *Validated* to *Pending,* as seen in Figure 163.

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Note: Users may notice there are two Call Reports listed for that cycle on the Call Report list page – one will have a status of *Pending* and one will have a status of *Validated,* as seen in Figure 163. Once the corrected call report has been validated, it will replace the previously validated Call Report.

Figure 162 – Two Status' for One Call Report (Pending & Validated)

4. Make any necessary corrections. If it is determined that corrections are no longer required after switching the Call Report to *Pending* status, users must select "Delete" on the "View Call Reports" screen to remove the pending Call Report.

Figure 163 - "Delete" Pending Call Report

5. Correct any errors identified in the "Errors" or "Warnings." Once complete, submit the Call Report. Refer to the Submitting A Call Report section for more information.

Downloading Profile and Call Report Information

Authorized users can download an XML file for their assigned corporate credit union containing all "Profile" page and/or all "Call Report" page data for one cycle. Users can view, save, or import the file into programs such as Microsoft Excel or Access. The following outlines how to download this data.

Download XML Profile Data

1. On the "Profile Snapshots" page, **select** the "XML" button next to the profile cycle date to be downloaded as seen in Figure 165. Based on the user's individual browser settings, a window will open prompting the user to open, save, or cancel the XML download.

Figure 164 – "Profile Snapshot" Page "XML" Button and Download

Download XML Call Report Data

1. **Select** the "Call Report" page for the selected corporate credit union.
2. **Select** the "XML" button next to the cycle date of the Call Report to be downloaded, as seen in Figure 166. Based on the user's individual browser settings, a window will open prompting the user to open, save, or cancel the XML download.

Figure 165 – "Call Report" Tab "XML" Button and Downloads

Corporate Financial Performance Reports

After a corporate call report has been submitted, call report contacts will receive a corporate financial performance report (FPR) to their email address. Users also have the option of requesting an FPR at any time via access points available in the system.

Users may access the public Corporate FPR application by selecting the "Optional FPR Types" button from the Call Report Submissions page, as indicated in Figure 167.
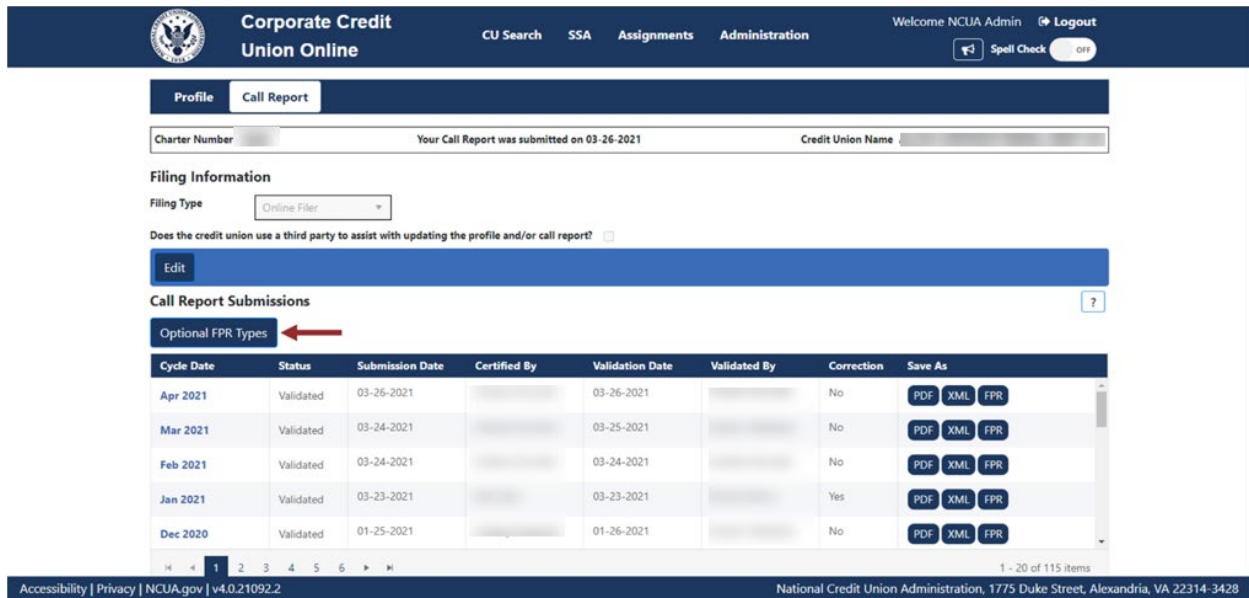
Figure 166 - "Optional FPR Types" Button

Users may also indicate that they wish to have a call report for a selected call report cycle sent to their email address on file by selecting the "FPR" button next to the desired cycle on the Call Report Submissions page, as seen in Figure 168.

Figure 167 - Call Report Submissions Page "FPR" Button

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Printing

The complete Call Report can be printed to PDF from two different locations in Corporate CUOnline.

Print Call Report PDF from the Call Report Page

The Call Report can be printed from the Call Report Page by following the instructions listed below:

1. Navigate to the Call Report page by **selecting** the Call Report tab, for the assigned corporate credit union.
2. **Select** the "PDF" button on the Call Report list page for any Call Report to be printed to PDF, as seen in Figure 169. Depending on the user's individual browser settings, a window will open requesting that the user save or download the PDF file. If a prompt does not appear, the system may simply open the PDF in the web browser or default PDF file viewing application.
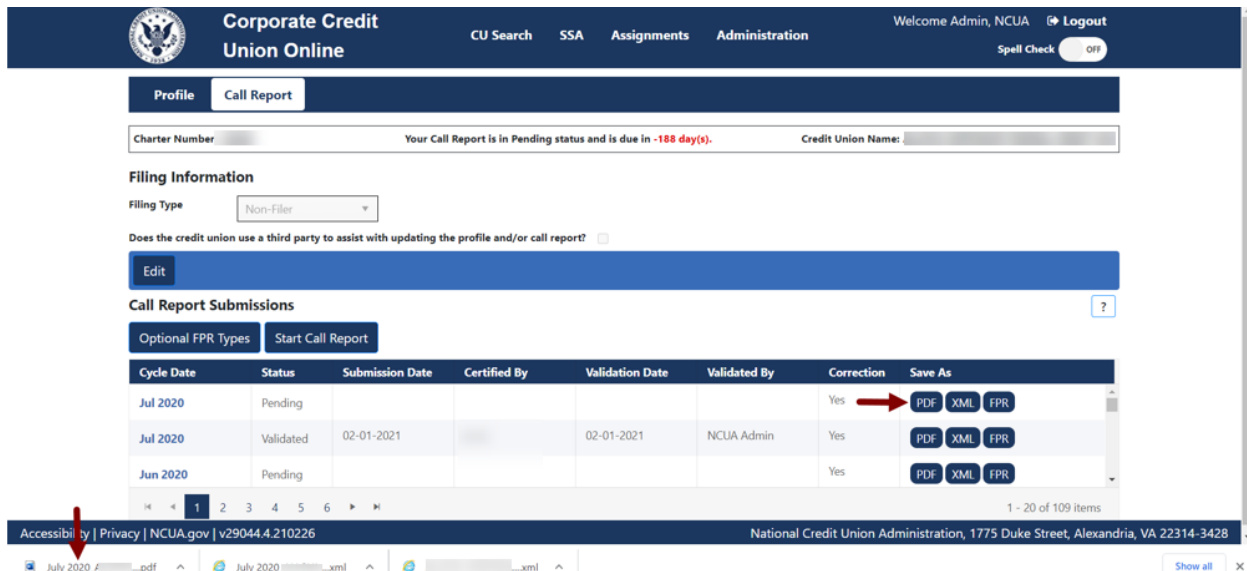
Figure 168 – "Call Report Page" PDF

Print Call Report PDF from the Call Report Details Pages

The Call Report can also be printed from any of the Call Report details pages. Please follow the instructions below:

1. Navigate to any Call Report page by selecting the cycle date for a specific Call Report from the Call Report page.
2. **Select** the "View/Print PDF" button in the banner on any of the Call Report Details pages. Depending on the user's individual browser settings, a window will open requesting that the

user save or download the PDF file. If a prompt does not appear, the system may simply open the PDF in the web browser or default PDF file viewing application.

Print Profile PDF from the Profile Snapshots Page

The certified profile in its entirety can be printed from the "Profile Snapshots" page by following the instructions listed below:

1. Navigate to the "Profile Snapshots" page.
2. **Select** the "Certified PDF" button for any available cycle, as seen in Figure 170. Depending on the user's individual browser settings, a window will open requesting that the user save or download the PDF file. If a prompt does not appear, the system may simply open the PDF in the web browser or default PDF file viewing application.

Figure 169 – "Profile Snapshot" Page "Certified PDF" Button and PDF Download

Print Profile PDF from the Profile Header

The certified profile can also be printed in its entirety from any of the profile header. Please follow the instructions below:

1. Navigate to any the desired profile cycle date to view the profile header.
2. **Select** the "View/Print PDF" button in the banner on any of the Profile tabs, as seen in Figure 171. Depending on the user's individual browser settings, a window will open requesting that the user save or download the PDF file. If a prompt does not appear, the system may simply open the PDF in the web browser or default PDF file viewing application.

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Figure 170 – "Profile" Tab "View/Print Certified PDF" Button and PDF Download

Password and Computer Security Best Practices

Below are some basic security tips for using the internet to input Call Report and profile data. Users are responsible for the security of their computer and their network.

Password Help Tips

1. Must be at least eight characters in length and must include an upper-case character, lower-case character, at least one number, and one special character. The longer and more complex the password, the better.
2. Passwords are case-sensitive.

DOs and DON'Ts of Password Security

DO	☺	Commit user passwords to memory rather than writing it down. If passwords must write it down, keep it in a safe place and separate from the account name.
DO	☺	Log out of the user account when finished using the system.
DON'T	☹	Share user passwords password with anyone. If they need access, the assigned corporate credit union administrator can establish a separate account in their name.
DON'T	☹	Send user password in an email message.
DON'T	☹	Use dictionary words or names, even if spelled backwards.
DON'T	☹	Use personal data, such as legal name, birth date, Social Security number, phone number, or address.
DON'T	☹	Use the Username as any part of user passwords.
DON'T	☹	Use the corporate credit union name or charter number as a password.
DON'T	☹	Save passwords in browser software or in an unprotected file.

Computer Security Information

1. Keep the operating system and other software patched by using the auto-update feature included with most software programs. Do not use unsupported or expired operating systems such as Windows XP.
2. Use antivirus and antispyware software and keep it up to date. Since many viruses attack the antivirus software first, check periodically to make sure the software is downloading and installing pattern file updates.
3. Use either a personal firewall or a hardware firewall device or ideally both. Make sure to activate any automatic update features. If using a hardware firewall, check the vendor's website regularly to see if updates are available for its firmware. If possible, sign up for email notices about critical updates from the vendor.
4. Configure web browsers to have medium or higher security.

5. Pay attention to the internet browser warnings.
6. Users should be mindful of the websites that they visit. Stick to websites operated by reputable people and companies. Visiting websites operated by less than reputable organizations could result in viruses or other malware installed on a computer without actively downloading anything.
7. Do not open unsolicited emails. Delete them.
8. Users will receive emails from NCUA when using Corporate CUOnline. Users may also receive system notifications and the NCUA Express email.
9. Do not select links in email unless it is from a trusted source. Selecting links in email is the primary method for computer virus, spyware, and malware infections. Some of which are so sophisticated they can take over a user's computer during and after hours.
10. Data should only be input on the NCUA Corporate CUOnline website directly or uploaded directly.
11. Report suspicious emails to the assigned credit union regulator. It may be a phishing attempt.
12. NCUA will not ask for specific member information such as account numbers, specific member account balances, etc. If asked to provide this information, contact the assigned credit union regulator.

Questions and Technical Support

If there are any questions, contact the assigned examiner, NCUA Regional Office, or State Supervisory Authority, as appropriate. For technical questions, contact OneStop, the NCUA IT Service Desk, by email at OneStop@NCUA.gov or phone at 1-800-827-3255.

Appendix A: Table of Figures

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