NATIONAL CORPORATE CREDIT UNION ADMINISTRATION

CORPORATE CU ONLINE:
CORPORATE CREDIT UNION PROFILE
AND
5310 CALL REPORT

USER’S GUIDE
Corporate Credit Unions

March 2021
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Introduction

Corporate Credit Union Online (Corporate CU Online) 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 CU Online system and illustrate webpage navigation and data entry tips to help users use the system.

Accessing Corporate CU Online

Users can access the online system from the Corporate CU Online 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.

Email Notifications

Corporate CU Online generates the following email notifications:

- **User Email Address Verification**: Sent when an administrator adds a user, or the user changes their email address. If the user does not respond to this email, they will be unable to log in the system.
- **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 CU Online. This can be confirmed with the credit union’s assigned Corporate CU Online administrator. Review the Corporate CU Online 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 CU Online administrator or the “My Account” module of Corporate CU Online.

3. 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 CU Online Credit Union User Roles

All users of Corporate CU Online must be registered and assigned one of the following three user roles as described in the following sections.
Corporate CU Online Credit Union Administrator

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

- Add, edit, and delete users for their assigned credit union only;
- Reset passwords and unlock user accounts for users in their assigned credit union only;
- Change 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 CU Online Credit Union User

The Corporate CU Online 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 CU Online credit union user’s role includes the ability to:

- Change 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 CU Online Credit Union Basic

Corporate CU Online credit union basic users have “view only” permissions within Corporate CU Online for their assigned credit union only and cannot edit 5310 Call Report or credit union profile information. Basic users can update their personal information on the “My Account” module in Corporate CU Online.
Corporate CU Online Credit Union Administrator Responsibilities

Corporate CU Online credit union administrators are responsible for establishing, modifying, and deleting user accounts. 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.

Add a Corporate CU Online Credit Union User Account

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

1. **Login to Corporate CU Online** as an administrator, as seen in Figure 1.

   ![Figure 1 – “Login” Page](image)

2. Upon successful login, the user will be redirected to the “My Credit Union” tab that displays the “Profile Snapshots” list.
3. **Select** the desired profile from the “Profile Snapshots” page, as seen in Figure 2.
4. **Select** the “Users” tab from the profile navigation tabs and **select** the “Add User” button. See Figure 3.

5. **Complete** the data entry fields, as seen in Figure 4.
   - **First Name**: Enter the user’s first name,
   - **Last Name**: Enter the user’s last name,
• Email Address: Enter a valid email address for the user. The system does not require a corporate credit union related email address,
• Username: Enter a username. Every user must have a unique username. This field is not case sensitive and can include letters, numbers, and the underscore (“_”),
• User Type: The user type field is automatically populated and cannot be modified. Users are either internal (NCUA) or external (credit union or state authority) users,
• Password: Enter a password for the user. The password must be at least eight characters long with one upper case letter, one lower case letter, one number, and one special character. External users may change their password at any time by going to the “My Account” module. Note: Passwords are case-sensitive,
• Confirm Password: Re-type the password for the user. This field must match the “password” field exactly to pass validation and is case sensitive, and
• Roles: Select a role for each user: administrator, user, or basic user. Each corporate credit union must select at least two administrators. See the Corporate CU Online Credit Union User Roles section of this guide for specific details about each role.

6. When done, select the “Save” button.

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

NCUA will send an email verifying the email address. Each user must select the link on the email message to finalize registration and gain access to the system. Users who do not follow this last step cannot gain access to the system.
Edit a Corporate CU Online Credit Union User’s Account

To edit an existing credit union user’s account:

1. **Select** the “Users” tab within the credit union’s “Profile” page and **select** the desired user’s name that requires modification, see Figure 5.

![Figure 5 - Select User to Edit](image1)

2. **Select** the “Edit” button to edit the first name, last name, email address, or role, as seen in Figure 6.

![Figure 6 - Edit User Details](image2)
3. **Select** the “Save” button to ensure that edits are saved in Corporate CU Online, as seen in Figure 7.

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

![Figure 7 – Save User Details](image-url)
Delete a Corporate CU Online Credit Union User’s Account

To remove an existing credit union user’s account:

1. **Select** the “Users” tab within the credit union’s “Profile” page. **Select** the user to be deleted, as seen in Figure 8.

   ![Figure 8 – Select User to be Deleted](image)

2. **Select** the “Delete” button, as seen in Figure 9.

   ![Figure 9 – Delete Users](image)
3. **Select** the “OK” button to confirm deletion, as seen in Figure 10.

**Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.
Reset Passwords and Unlock User Accounts

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

1. **Select** the “Users” tab and **select** the record to be modified, as seen in Figure 11.

![Figure 11 – Select User for Password Reset](image)

2. **Select** the “Reset Password” button, as seen in Figure 12.

**Notes:**

- Selecting the “Reset Password” button will email a new password to the user’s email address.
- Resetting a password will not unlock the user’s account. If a user locks themselves out and cannot remember their password, the account must be unlocked first and then their password can be reset. The “Reset Password” button will be available once their email address has been verified.
- Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.
Unlocking Credit Union User Accounts:

1. If a Corporate CU Online user is locked out or cannot remember their password, they need to contact their administrator for assistance. The user will use the same username and password. To unlock an account, select the “Unlock” button, as seen in Figure 13.

2. The system will change the “Status” field from LOCKED to ACTIVE, as seen in Figure 14. Select the “OK” button on the success prompt.
Resending Email Verification to Credit Union Users:

1. **Select** “Resend Verification” to resend the verification email to a user who deleted or did not receive the initial verification email. Corporate CU Online will send a verification email to users when a Corporate CU Online Credit Union Administrator adds a new user or when a user changes their email address.

   **Note:** A user must be added first before the verification email can be resent. A user must select the link from the email message they receive to confirm and finalize the change. If the email is accidentally deleted or not received, the Corporate CU Online Credit Union Administrator can resend the email using the “Resend Verification” button from the “User Details” screen, as seen in Figure 15.
Figure 15 – “Resend Verification” Button
Usernames and Passwords

System administrators establish accounts on Corporate CU Online for all other administrators and users in the corporate credit union. Please review the Corporate CU Online Credit Union User Roles section of this document for additional details.

If a user does not have a username and password for Corporate CU Online, please contact the credit union’s assigned Corporate CU Online administrator to see if they established the user account or call OneStop, the NCUA IT Help Desk, at 1-800-827-3255.

Users can change their first name, last name, password, and email address in the “My Account” module. To change the assigned user role, users are encouraged to contact the credit union’s assigned Corporate CU Online administrator.

Changing a User Account Password

1. Select the “My Account” module in the system header, as seen in .

2. Select the “Change Password” tab, as seen in .

Figure 16 – “My Account” Module
3. The username value will pre-populate with the logged in user’s username.
4. **Enter** the old (current) user account password.
5. **Enter** the new user account password. The password must be at least eight characters in length with one upper case letter, one lower case letter, one number, and one special character. Note that the password field is case sensitive.
6. Confirm the new user account password by entering it a second time. The password confirmation field must match the new password field.
7. **Select** the “Save” button.
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 18. The site-wide announcements contain important information from the NCUA regarding system outages, due dates, or general updates for CU Online.

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 19. The revisit a site announcement after it is closed, the user will be required to log out and back into the system.
Figure 19 - 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 CU Online 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 20. The PDF output file will be displayed by Adobe or similar PDF viewer software once the file is opened, as seen in Figure 20.

3. View the PDF files, as seen in Figure 21 and view the XML files, as seen in Figure 22.
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 23.

![Figure 23 – “Edit” Button on “General” Tab](image)

2. Edit the required information and select the “OK” button, as seen in Figure 24.
**Figure 24 – Save General Credit Union Information - “OK” Button**

**Note:** Selecting “OK” after making changes on the edit screens of the Profile in Corporate CU Online 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 25. 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.

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 26. 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 CU Online Profile as described below, as seen in Figure 27.

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Mandatory Contact</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager or CEO</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Board Chairperson</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Board Vice Chairperson</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Board Treasurer</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Supervisory Committee Chairperson (FCU Only)</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Two Supervisory Committee Members (FCU Only)</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>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</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Figure 25 – ”Contacts” Tab - Basic User

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 26.

![Figure 26 – "Add Contact" Button](image)

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 27. The system may require additional information depending on the job title and role.
3. If a user fails to enter all mandatory information, they will receive an error message, as seen in Figure 28. Users must correct all errors to save the contact.

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.
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 29.

![Figure 29 – “Profile” Page “Contacts” Tab](image)

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 30.
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 31.

**Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.
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 32.

   ![Figure 32 – “Profile” Page “Contacts” Tab](image)

2. From the “Contact Information” screen, **select** the “Delete” button, as seen in Figure 33.

   ![Figure 33 – "Delete" Button on "Contact Information" Screen](image)
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 34.

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

![Figure 34 – "Confirm Delete Contact" Confirmation Pop-Up](image)

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 35.
2. To print the contact information on the screen, select the “Print” button, as seen in Figure 36.

3. A screen will open with the contact information details and the options to print, as seen in Figure 37. Users may print to the desired printer location from this screen.
### Figure 37 – Contact Information Printer Ready Screen

<table>
<thead>
<tr>
<th>Contact Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit Union Name:</td>
<td>ALLIANCE CORPORATE FEDERAL CREDIT UNION</td>
</tr>
<tr>
<td>Charter Number:</td>
<td>24694</td>
</tr>
<tr>
<td>Title</td>
<td></td>
</tr>
<tr>
<td>First Name</td>
<td>Todd</td>
</tr>
<tr>
<td>Last Name</td>
<td>Adams</td>
</tr>
<tr>
<td>Job Title</td>
<td></td>
</tr>
<tr>
<td>CEO / President / Manager</td>
<td>Chairman</td>
</tr>
<tr>
<td>Vice Chairman</td>
<td></td>
</tr>
<tr>
<td>Board Treasurer</td>
<td></td>
</tr>
<tr>
<td>Supervisory Committee Chairman</td>
<td></td>
</tr>
<tr>
<td>Credit Committee Chairperson</td>
<td></td>
</tr>
<tr>
<td>Executive Committee Chair Member</td>
<td></td>
</tr>
<tr>
<td>Chief Financial Officer</td>
<td></td>
</tr>
<tr>
<td>Internal Auditor</td>
<td></td>
</tr>
<tr>
<td>Chief Operating Officer</td>
<td></td>
</tr>
<tr>
<td>Chief Risk Officer</td>
<td></td>
</tr>
<tr>
<td>Roles</td>
<td></td>
</tr>
<tr>
<td>Volunteer</td>
<td>NCUA Liaison</td>
</tr>
</tbody>
</table>
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 38.
2. **Enter** the required fields including site name, operation status, site type, and site functions, as seen in Figure 39. Depending on the site type and site function, the system may require additional information.

![Figure 39 – “Site Information” Screen](image)

**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 CU Online 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 40. Users must correct all errors to save the site information.
3. **Select** the “OK” button to save changes or the “Cancel” button to cancel changes, as seen in Figure 39.

   **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 40.

   **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 41.
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 42.

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 43.
**Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.

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 .

![Figure 43 – "Confirm Site Edit Cancel" Confirmation Pop-Up](image-url)
2. From the “Site Information” screen, select the “Delete” button, as seen in Figure 45.

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 46.
Note: Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.

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 47.
2. To print site information on the screen, select the “Print” button, as seen in Figure 48.

3. Select the print icon to print the page, as seen in Figure 49.
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 CU Online displays up to 5 previously entered dates.

1. Select the IS&T Tab and select the “Add Data Conversion” button, as seen in Figure 50.

![Figure 50 – “Add Data Conversion” Button on the “IS&T” Tab](image)

2. Enter data conversion information and select the “OK” button, as seen in Figure 51. 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.
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 52.

---

**Figure 52 – IS&T Select Data Conversion Record to Edit**
2. Select the “Edit” button to edit data conversion information, as seen in Figure 53.

![Figure 53 - "Edit" Button on “Data Conversion Information” Screen](image)

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 54.

![Figure 54 - Select Conversion Record for Deletion](image)

2. Select the “Delete” button to delete data conversion information, as seen in Figure 55.
3. To confirm deletion, **select** the “Yes” button as, seen in Figure 56.

**Note:** Selecting the “No” button will cancel all changes. Changes will not be saved to the system.
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 57.

   ![Figure 57 - Edit IS&T General Information](image)

2. **Edit** the desired information and **select** the “OK” button to save changes, as seen in Figure 58.

   **Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.
Print IS&T Information

To print a single corporate credit union contact record:

1. Select the “Regulatory” tab on the “Profile” page and select the name of the contact to be modified, as seen in Figure 59.

![Figure 59 – Profile IS&T Tab](image)
2. To print the regulatory information on the screen, **select** the “Print” button, as seen in Figure 60.

![Figure 60 - IS&T "Print" Button](image)

3. A screen will open with the regulatory information details and the options to print, as seen in Figure 37. Users may print to the desired printer location from this screen.

![Figure 61 - IS&T Print View](image)
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 62.

![Figure 62 – “Add Annual Meeting” Button](image)

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

![Figure 63 – Adding Annual Meeting Information](image)
Note: Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.

Add a New Audit Record

1. Select the “Add Audit” button, as seen in Figure 64.

2. Add the required information and select the “OK” button, as seen in Figure 65.
Note: Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.

**Figure 65 – “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 66.

2. Add the required information and **select** the “OK” button, as seen in Figure 67.
Note: Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.

Figure 67 – "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 68.

Figure 68 – "Add Disaster Recovery Test" Button

2. Add the required information and select the “OK” button, as seen in Figure 69.

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.

![Image of Disaster Recovery Test Information Screen]

**Figure 69 – "Disaster Recovery Test Information" Screen**

**Add a New Certify Part 748 Record**

1. **Select** the “Add Certify Part 748” button, as seen in Figure 70.

   **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 CU Online.
2. Add the required information and select the “OK” button, as seen in Figure 71. **Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.

Add a New Fidelity Bond Provider

1. Select the “Add Fidelity Bond” button, as seen in Figure 72.
**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.

2. Add the required information and **select** the “OK” button, as seen in .

**Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.
Add a New Risk Management Expert

1. **Select** the “Add Risk Management Expert” button, as seen in Figure 74.

2. Add the required information and **select** the “OK” button, as seen in Figure 75.
   
   **Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.
Add a New NEV Model Validation Record

1. Select the “Add NEV Model Validation” (Net Economic Value) button, as seen in Figure 76.

2. Add the required information and select the “OK” button, as seen in Figure 77.

   **Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.
Edit Regulatory Tab Information

*Edit an Existing Annual Meeting Record*

1. **Select** the annual meeting date to be edited, as seen in Figure 78.

2. **Select** the “Edit” button to edit information, as seen in Figure 79.
3. **Edit** the desired information and **select** the “OK” button to save changes, as seen in Figure 80.

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

**Edit an Existing Audit Record**

1. **Select** the audit to be edited, as seen in Figure 81.
2. **Select** the “Edit” button to edit information, as seen in Figure 82.

![Figure 81 – “Audit Date” Record Selection to Edit](image)

3. **Edit** the desired information and **select** the “OK” button to save changes, as seen in Figure 83.

   ![Figure 82 – ”Financial Statement Audit Information” Screen](image)

   **Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.
Edit an Existing BSA Test Date

1. **Select** the BSA test date to be edited, as seen in Figure 84.

2. **Select** the “Edit” button to edit information, as seen in Figure 85.
3. **Edit** the desired information and **select** the “OK” button to save changes, as seen in Figure 86.

**Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.
Edit an Existing Disaster Recovery Test Record

1. Select the disaster recovery test date to be edited, as seen in Figure 87.

![Figure 87 – “Disaster Recovery Test” Record Selection to Edit](image)

2. Select the “Edit” button to edit information, as seen in Figure 88.

![Figure 88 – “Disaster Recovery Test” Edit or Delete Pop-Up](image)

3. Edit the desired information and select the “OK” button to save changes, as seen in Figure 89.

   **Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.
**Edit an Existing Certify Part 748 Record**

1. **Select** the certification date to be edited, as seen in Figure 90.

2. **Select** the “Edit” button to edit certifier information, as seen in Figure 91.
Figure 91 – “Certify Part 748” Edit and Delete Screen

3. **Edit** the desired information and **select** the “OK” button to save changes, as seen in Figure 92.

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

Figure 92 – “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 93.

![Figure 93 – "Fidelity Bond Provider" Record Selection to Edit](image)

2. **Select** the “Edit” button to edit information, as seen in Figure 94.

![Figure 94 – "Fidelity Bond Provider" Edit and Delete Screen](image)

3. **Edit** the desired information and **select** the “OK” button to save changes as seen in Figure 95.
Note: Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.

Figure 95 – "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 96.

Figure 96 – “Risk Management Expert” Record Selection to Edit
2. Select the “Edit” button to edit information, as seen in Figure 97.

![Figure 97 – “Risk Management Expert” Edit or Delete Screen](image)

3. Edit the desired information and select the “OK” button to save changes, as seen in Figure 98.

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

![Figure 98 – “Risk Management Expert” Edit Confirmation Screen](image)
Edit an Existing NEV Model Validation Record

1. **Select** the validation record to be edited, as seen in Figure 99.

![Figure 99 – “NEV Model Validation” Record Selection to Edit](image)

2. **Select** the “Edit” button to edit information, as seen in Figure 100.

![Figure 100 – “NEV Model Validation Information” Edit and Delete Screen](image)

3. **Edit** the desired information and **select** the “OK” button to save changes, as seen in Figure 101.
**Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.

**Delete Regulatory Tab Information**

**Delete an Existing Annual Meeting Record**

1. **Select** the annual meeting date to be deleted, as seen in Figure 102.
2. **Select** the “Delete” button to delete information, as seen in Figure 103.

![Figure 103 – “Annual Meeting Information” Edit or Delete Screen](image)

3. Confirm deletion and **select** the “OK” button, as seen in Figure 104.

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

![Figure 104 – “Annual Meeting Information” “Confirm Delete” Pop-Up](image)
Delete an Existing Audit Record

1. **Select** the audit date to be deleted, as seen in Figure 105.

   ![Figure 105 – “Audit Date” Record Selection to Delete](image)

2. **Select** the “Delete” button to delete information, as seen in Figure 106.

   ![Figure 106 – "Financial Statement Audit Information" Edit or Delete Screen](image)

3. Confirm deletion and **select** the “OK” button, as seen in Figure 107.
Note: Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.

**Delete an Existing BSA Test Date**

1. **Select** the BSA test date to be deleted, as seen in Figure 108.

2. **Select** the “Delete” button to delete information, as seen in Figure 109.
3. Confirm deletion and select the “OK” button, as seen in Figure 110.

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

---

**Delete an Existing Disaster Recovery Test Record**

1. Select the disaster recovery test to be deleted, as seen in Figure 111.
2. **Select** the “Delete” button to delete information, as seen in Figure 112.

3. Confirm deletion and **select** the “OK” button, as seen in Figure 113.
   
   **Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.
Delete an Existing Certify 748 Record

1. **Select** the certification record to be deleted, as seen in Figure 114.

2. **Select** the “Delete” button to delete information, as seen in Figure 115.
3. Confirm deletion and **select** the “OK” button, as seen in Figure 116.

   **Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.
Delete an Existing Fidelity Bond Provider

1. **Select** the fidelity bond provider to be deleted, as seen in Figure 117.

![Figure 117 – “Fidelity Bond Provider” Record Selection to Delete](image1)

2. **Select** the “Delete” button to delete information, as seen in Figure 118.

![Figure 118 – “Fidelity Bond Provider” Edit and Delete Screen](image2)

3. Confirm deletion and **select** the “OK” button, as seen in Figure 119.

![Figure 119 – “Fidelity Bond Provider” Edit and Delete Screen](image3)
**Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.

![Figure 119 – "Fidelity Bond Provider" “Confirm Delete” Pop-Up](image)

**Delete an Existing Risk Management Expert**

1. Select the risk management expert to be deleted, as seen in Figure 120.

![Figure 120 – “Risk Management Expert” Record Selection to Delete](image)
2. **Select** the “Delete” button to delete the risk management expert, as seen in Figure 121.

![Figure 121 – “Risk Management Expert” Edit or Delete Screen](image)

3. Confirm deletion and **select** the “OK” button, as seen in Figure 122.

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

![Figure 122 – “Risk Management Expert” “Confirm Delete” Pop-Up](image)
Delete an Existing NEV Model Validation Record

1. Select the validation record to be deleted, as seen in Figure 123.

![Figure 123 – “NEV Model Validation” Record Selection for Deletion](image)

2. Select the “Delete” button to delete information, as seen in Figure 124.

![Figure 124 – “NEV Model Validation Information” Edit and Delete Screen](image)

3. Confirm deletion and select the “OK” button, as seen in Figure 125.

   **Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.
Print Corporate Credit Union Regulatory Information

To print a single corporate credit union contact record:

4. Select the “Regulatory” tab on the “Profile” page and select the name of the contact that be modified, as seen in Figure 126.

5. To print the regulatory information on the screen, select the “Print” button, as seen in Figure 127.
6. A screen will open with the regulatory information details and the options to print, as seen in Figure 128. Users may print to the desired printer location from this screen.

Figure 127 - Regulatory “Print” Button

Figure 128 - 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 129.

1. Edit the desired 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.
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 131.

2. **Select** the “Printer” icon to print the page or **select** the “Close” button to close the print screen, as seen in Figure 132.
Figure 132 – "Products & Services" Print Screen
**Partnerships Tab**

The “Partnerships” section of the corporate credit union profile allows users to 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 133.

   ![Figure 133 – “Add Partnership” Button to Add Partnership](image)

2. **Enter** the relevant partnership 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.
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 135.

2. **Select** the “Edit” button to edit partnership information, as seen in Figure 136.
3. **Enter** the relevant partnership 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.
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 138.

![Figure 138 – “Partnerships” Tab Record Selection for Deletion](image)

2. **Select** the “Delete” button to edit partnership information, as seen in Figure 139.

![Figure 139 – “Partnership Information” Edit or Delete Screen](image)

3. Confirm deletion and **select** the “OK” button, as seen in Figure 140.
**Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.

### Print Partnerships

Follow these steps to print the “Partnerships” tab:

1. **Select** the “Partnerships” tab and **select** the “Print” button, as seen in Figure 141.

---

**Figure 140 – “Partnership Information” “Confirm Delete” Pop-Up**

**Figure 141 – “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 142.

![Figure 142 – "Partnerships" Print Screen](image-url)
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 143. **Select** the “Edit” button.

![Figure 143 – “Merger Registry” Tab to Edit](image)

2. **Edit** information on the page and **select** the “OK” button, as seen in Figure 144, to save edits.

   **Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.
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 145.

2. **Select** the “Printer” icon to print the page or **select** the “Close” button to close the print screen, as seen in Figure 146.
Figure 146 – “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 147.

![Figure 147 – "Add Expanded Authority" Button]

2. **Enter** the relevant information and **select** the “OK” button to save edits, as seen in Figure 148.

**Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.
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 149.

2. **Select** the “Edit” button to edit information, as seen in Figure 150.
3. **Enter** the relevant information and **select** the “OK” button to save edits, as seen in Figure 151.

**Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.
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 152.

2. **Select** the “Delete” button to initiate removal of expanded authority information, as seen in Figure 153.
3. Once prompted, select the “OK” button to delete the expanded authority record, as seen in Figure 154.

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

![Figure 154 – “Expanded Authority Information” “Confirm Delete” Pop-Up](image)

**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 155.
2. Select the “Printer” icon to print the page or select the “Close” button to close the print screen as seen in Figure 156.

Figure 155 – "Expanded Authority" Tab to Print

Figure 156 – "Expanded Authority" Print Screen
Save and Certify the Corporate Credit Union Profile

Corporate credit unions must send profile information to NCUA after all changes and at least once per 180 days. Selecting “OK” after making changes on the edit screens of the “Profile” page in Corporate CU Online, 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 157. 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 CU Online 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 157 – “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 158.
2. After all errors and warnings have been addressed, select the “Save and Certify Profile” button from the “Profile” page, as seen in Figure 159.

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 160. The profile will be certified.
**Note:** Users can confirm that the profile is certified by returning to the “Profile Snapshots” page, as seen in Figure 2.

![Profile Certification Screen](image-url)

*Figure 160 – “Profile Certification” Screen*
Corporate CU Online: Corporate Credit Union Profile and 5310 Call Report

User’s Guide for Corporate Credit Unions

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 CU Online.

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 CU Online, 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 161.
Note: To edit a Call Report, it must be in Pending status.

Figure 161 – “Call Report” Page

Select the page number to be modified, as seen in

Figure 162 - “Call Report Detail” Page

2. 

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 162 - “Call Report Detail” Page

- indicates that the user is viewing page 8 and that there are errors on page 1 of the Call Report.
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 163.

**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.**
Importing Call Report Data

NCUA provides a schema for vendors and corporate credit unions to develop software to import Call Report data into Corporate CU Online 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 CU Online 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 CU Online will only overwrite these accounts in the pending Call Report.

Additionally, Corporate CU Online 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 164.

2. Select the “Import Call Report” button, see Figure 165, on any of the Call Report Details screens.
3. Browse for the file and select the “Save” button, as seen in Figure 166. **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 166 – “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 167.

![Figure 167 – Select Call Report to Submit](image)

2. Select the “Submit” button, as seen in Figure 168.

   **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.
3. **Complete** the “Submit Call Report” screen and **select** the “Submit” button, as seen in Figure 169.

**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**

<table>
<thead>
<tr>
<th>Field</th>
<th>Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charter Number</td>
<td>24844</td>
</tr>
<tr>
<td>Credit Union Name</td>
<td>ALLOYA CORPORATE FEDERAL CREDIT UNION</td>
</tr>
<tr>
<td>Cycle Date</td>
<td>Nov 2020</td>
</tr>
<tr>
<td>Submission Status</td>
<td>Pending</td>
</tr>
</tbody>
</table>

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 required 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.

<table>
<thead>
<tr>
<th>Certifier First Name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Certifier Last Name</td>
<td></td>
</tr>
</tbody>
</table>

**Figure 169 – “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 CU Online. In the event of a need to correct a Call Report that is not editable in Corporate CU Online, 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 170.

   ![Figure 170 – “Call Report” Tab Not Validated, Submitted Record](image)

2. **Select** the “Unsubmit” button on any Call Report Detail page, as seen in Figure 171.

   **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.
3. Correct any errors and provide a comment on any warnings by selecting the “Errors” or “Warnings” links, as seen in Figure 172. Select “Save” to save call report modifications,

4. Select the “Submit” button to re-submit the Call Report, as seen in Figure 173 – "Call Report" Page Submit Call Report. Reference the
5. Submitting A Call Report section for additional information.

![Figure 173 – “Call Report” Page Submit Call Report](image)

6. **Confirm** the Call Report was re-submitted, as seen in Figure 174.

![Figure 174 – “Call Report Submission Confirmation” Pop-up](image)

**Correcting Validated Call Reports**

Follow these steps to correct a validated Call Report:
1. Select the “Call Report” tab and select the cycle date of the relevant Call Report to be corrected as seen in Figure 175.

![Figure 175 – "Call Report" Page Validated Call Report](image)

2. Select the “Correct” button, as seen in Figure 176.

![Figure 176 – “Correct” Call Report Button](image)

3. The Call Report status will change from Validated to Pending, as seen in Figure 177.
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 177. Once the corrected call report has been validated, it will replace the previously validated Call Report.

![Figure 177 – Two Status’ for One Call Report (Pending & Validated)](image)

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, as seen in...
5. Correct any errors identified in the “Errors” or “Warnings.” Once complete, submit the Call Report. Refer to
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 179. Based on the user’s individual browser settings, a window will open prompting the user to open, save, or cancel the XML download.

![Figure 179 – “Profile Snapshot” Page "XML” Button and Download](image)

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 180. Based on the user’s individual browser settings, a window will open prompting the user to open, save, or cancel the XML download.
Figure 180 – “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 181.

Figure 181 - "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 182.
Figure 182 - Call Report Submissions Page "FPR" Button
Printing

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

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 183. 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 183 – "Call Report Page" PDF](image)

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 184. 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 184 – "Profile Snapshot" Page "Certified PDF" Button and PDF Download](image)

**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 185. 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 185 – "Profile" Tab "View/Print Certified PDF” Button and PDF Download

<table>
<thead>
<tr>
<th>General Credit Union Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Charter Number:</strong> 24394</td>
</tr>
<tr>
<td><strong>Credit Union Name:</strong> AMERICAN CORPORATE FEDERAL CREDIT UNION</td>
</tr>
<tr>
<td><strong>Credit Union Type:</strong> PCU</td>
</tr>
<tr>
<td><strong>Status:</strong> Active</td>
</tr>
<tr>
<td><strong>Year Chartered:</strong> 2011</td>
</tr>
<tr>
<td><strong>Date Chartered:</strong> 04/22/2011</td>
</tr>
<tr>
<td><strong>Region:</strong> 6 - OHIO</td>
</tr>
<tr>
<td><strong>District:</strong> 25</td>
</tr>
<tr>
<td><strong>Charter State (State Credit Union Only):</strong></td>
</tr>
</tbody>
</table>
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 CU Online. 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 CU Online 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.
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<td>32</td>
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<tr>
<td>35</td>
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<td>36</td>
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<td>37</td>
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<td>38</td>
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<td>35</td>
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<tr>
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<td>36</td>
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<td>40</td>
<td>Error Message On &quot;Site Information&quot; Screen</td>
<td>37</td>
</tr>
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</tr>
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<td>42</td>
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<td>38</td>
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