CREDIT UNION PROFILE

AND

5300 CALL REPORT

USER GUIDE

Natural Person Credit Unions
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Introduction

CUOnline is the web-based system the NCUA uses to collect and disseminate credit union data. CUOnline includes the credit union 4501A Profile and 5300 Call Report. The NCUA requires all active credit unions to submit their data through CUOnline.

This document provides guidance for completing all required and optional information, data entry help tips, and webpage navigation.

Accessing CUOnline

Users can access CUOnline from the CUOnline section of the NCUA’s website or by visiting https://cuonline.ncua.gov/. The NCUA recommends that users establish a shortcut to this site and/or add it to their favorites for easy reference.

Email Notifications

CUOnline 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.
- **CUOnline Account Inactivity:** Sent when a user has not accessed CUOnline recently.
- **Financial Performance Report (FPR):** Sent to designated users after each successful Call Report upload.
- **Password Reset:** Sent when a user changes or resets their password.
- **Password Expiration:** Sent when a user password is about to expire.
- **Call Report Validation:** Sent to designated users once the Call Report has been validated.
- **General Call Report Notifications:**
  - One- and two-day reminder emails to submit the Call Report.
  - When a Call Report is late and subject to civil money penalties.
  - A credit union’s Call Report status has changed.
  - Validation: An email is sent to designated users once the Call Report has been validated.
  - Corrections: An email is sent to designated users when the Call Report is submitted after previous validations (e.g. corrections were made).
- **General Profile Notifications:** Sent to credit union Profile contacts and regulators.
  - A credit union Profile has been certified.
  - A credit union Profile is expiring.
  - Additions or Deletions are made to the “General” Tab.
  - Additions or Deletions are made to the “Sites” Tab.
  - Additions or Deletions are made to the “Contacts” Tab.
  - Additions or Deletions are made to the “Information Technology” Tab.
  - Additions or Deletions are made to the “Programs & Services” Tab.
The NCUA sends these email notifications from SysEWeb@NCUA.gov or from sys5300@ncua.gov. If users do not receive these email notifications, one of the following problems may exist:

1. The administrator did not create the user account in CUOnline. This can be confirmed with the credit union’s assigned CUOnline administrator. Review the 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 CUOnline administrator or the “My Account” module of CUOnline.

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

**Usernames and Passwords**

Credit union administrators establish accounts in CUOnline for all other credit union administrators and users. Please review the CUOnline Credit Union User Roles section of this document for additional details.

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

To change a user account password, follow the instructions listed under the My Account section of this document.
My Account

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

Changing A User Account Password

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

![Figure 1 – “My Account” Module](image)

2. Select the “Change Password” tab, as seen in Figure 2.
3. The username value will be pre-populated 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.
CUOnline Credit Union User Roles

All credit union users must be registered and assigned one of the three user roles described in the following sections:

**CUOnline CU Administrator**

This role controls access to CUOnline and submission of credit union data. Every credit union must select at least two credit union administrators; however, a credit union should limit the number of administrators due to the privileges and control they have of CUOnline for their credit union. A credit union administrator’s role includes the ability to:
- Add, edit, and delete users for their credit union;
- Reset passwords and unlock user accounts for users in their credit union;
- Resend account verification emails for users in their credit union;
- Change their personal information on the “My Account” module;
- Input and change Profile data for their credit union;
- Certify the Profile for accuracy and submit to the NCUA on behalf of their credit union; and
- Input and submit a 5300 Call Report, including 5300 Call Report corrections for their credit union.

**CUOnline CU User**

The CUOnline credit union user role is more restricted than the administrator role. A credit union may or may not have any users with this role. A credit union user’s role includes the ability to:
- Change their personal information on the “My Account” module;
- Input and change Profile data for their credit union;
- Certify the Profile for accuracy and submit to the NCUA for their credit union; and
- Input and submit a 5300 Call Report, including 5300 Call Report corrections for their credit union.

**CUOnline CU Basic**

CUOnline credit union basic users have “view only” permissions within CUOnline for their credit union and cannot edit 5300 Call Report or Profile information. Basic users can update their personal information on the “My Account” module.
CU Administrator Responsibilities

CUOnline 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 CUOnline Credit Union User Account

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

1. **Login to CUOnline** as an administrator, as seen in Figure 3.

![Figure 3 – “Login” Page](image)

2. Upon successful login, the user will be navigated to the “My Credit Union” module that displays the “Profile Snapshots” list, as seen in Figure 4.
3. Select the current Profile from the “Profile Snapshots” page, as seen in Figure 5.

4. Select the “Users” tab from the Profile navigation tabs and select the “Add User” button, as seen in Figure 6.
5. **Complete** the data entry fields, as seen in Figure 7. All fields denoted with an asterisk are required.

- **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 credit union related email address, but an email address cannot be used more than once,
- **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**: Enter a user type (Internal or External),
- **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. User’s 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 is case sensitive and must match the Password field exactly to pass validation.
- **Roles**: Select a role for each user: administrator, user, or basic. Each credit union must select at least two administrators. See the [CUOnline 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.

   The 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 CUOnline Credit Union User 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 user’s name that requires modification, as seen in Figure 8.

![Figure 8 – Profile “Users” Tab](image)

2. **Select** the “Edit” button to edit the first name, last name, email address, status or role, as seen in Figure 9.

![Figure 9 – “User Detail” Screen “Edit” Button](image)
3. **Select** the “Save” button to ensure that edits are saved in CUOnline, as seen in Figure 10.

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

   ![Figure 10 – “User Detail” Screen “Save” Button](image1)

### Delete a CUOnline Credit Union User Account

To delete a 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 11.

   ![Figure 11 – Profile “Users” Tab](image2)
2. **Select** the “Delete” button, as seen in Figure 12.

![Figure 12 – “User Detail” Screen “Delete” Button](image)

3. **Select** the “OK” button to confirm deletion, as seen in Figure 13.

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

![Figure 13 – User Details “Confirm Delete” Confirmation Pop-Up](image)

**Reset Passwords, Unlock Accounts, or Resend Account Verification Email**

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

1. **Select** the “Users” tab and **select** the record to be modified, as seen in Figure 14.
2. **Select** the “Reset Password” button, as seen in Figure 15.

**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 (See *Unlocking Credit Union User Accounts* below) 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 CUOnline user is locked out or cannot remember their password, they will 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 16.

2. The system will change the “Status” field from LOCKED to ACTIVE, as seen in Figure 17. **Select** the “OK” button on the success prompt.
Resending Email Verification to Credit Union Users:

1. **Selecting** “Resend Verification” resends the verification email to a user who deleted or did not receive the initial email. CUOnline will send a verification email to users when a CUOnline Administrator adds them 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 their email address. If the email is accidentally deleted or not received, the credit union administrator can resend the email using the “Resend Verification” button from the “User Detail” screen, as seen in Figure 18.
Figure 18 – “Resend Verification” Button
Credit Union Profile

Please reference the NCUA Form 4501A Profile - Instructions or select the “Instructions” button seen on the top of the Profile tabs. Instructions for each page of the Profile can also be accessed by clicking the “?” at the top of each page of the Profile, as seen in Figure 19.

Figure 19 – “?” Icon to Open Profile Tab Instructions

The following sections provide details on how to view, add, edit, and delete credit union Profile data.

View Profile Snapshots

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

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 a Call Report correction for a cycle, the snapshots will not change.

Note: Only Credit Union Administrators can download the Profile XML File.

To view the “Profile Snapshots” page for a credit union:

1. After logging into the system, all credit union users will be redirected to the “Profile Snapshots” page for their credit union, as seen in Figure 20.
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 save or open the selected file.

**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 credit union Profile, Call Report data, and examination data. Authorized users may modify a limited number of fields from the “General” tab, seen below. For more information on user roles, see the [CUOnline Credit Union User Roles](#) section of this document.

- Credit Committee Type,
- EIN,
- RSSD,
- Member of FHLB,
- Borrows from FRB,
- Pledged Collateral With FRB,
- Does your credit union sponsor a qualified defined benefit plan?, and
- Does your credit union participate in a multiemployer defined benefit plan?

**Edit General Profile Data**

To add or edit Profile data, a user must be a Credit Union Administrator or Credit Union User for their credit union in order to be authorized to update this information.
1. From the “Profile” page, select the “General” tab, and select the “Edit” button, as seen in Figure 21.

![Figure 21 – "Edit" Button on "General" Tab](image)

2. Edit the required information and select the “OK” button, as seen in Figure 22.

![Figure 22 – “General” Tab “Edit” Button](image)
Note: Selecting “OK” after making changes on the edit screens of the Profile in 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 credit union. All credit union users can sort by last name, first name, job titles, and roles, and print, but only authorized users may add, edit, or delete credit union contacts. For more information on user roles, see the CUOnline Credit Union User Roles section of this document.

From the “Contacts” tab, users can sort by last name, first name, job titles, and roles, and can print the page, as seen in Figure 23.

Typically, Credit Union Administrators will assign each contact a job title and a role as a part of the “Add Contact” functionality. Listed below are the mandatory job titles and roles that must be reported for each credit union. Identify the job title(s) and role(s) for each individual when adding contacts to the CUOnline Profile as described below.

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,
• Board Members,
• Supervisory Committee Chairperson (FCU Only),
• Two Supervisory Committee Members (FCU Only),
• If a state-chartered credit union identifies a Supervisory Committee Chairperson, the
  credit union must also identify at least two Supervisory Committee members, and
• If a credit union identifies a Credit Committee Chairperson, the 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 Credit Union Contacts
1. **Navigate** to the “Contacts” tab and **select** the “Add Contact” button, as seen in Figure 24.
2. **Enter** the required fields (listed above are the mandatory job titles and roles that must be reported for a credit union). The system may require additional information depending on the job title and role. Identify the job title(s) and role(s) for each individual when adding contacts to the CUOnline Profile as described below and as seen in Figure 25:
3. If users do not enter all mandatory information, users will receive an error message, as seen in Figure 26. Users must correct all errors to save the contact.

![Figure 26 – Error Message On "Contact Information" Screen](image)

4. **Select** the “OK” button to save changes or the “Cancel” button to cancel changes, as seen in Figure 27.

**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.
Figure 27 – “Contact Information” Form “OK” Button

Edit Credit Union Contacts

Follow these steps to edit a contact:

1. **Navigate** to the “Contacts” tab and **select** the name of the contact to be edited, as seen in Figure 28.

Figure 28 – “Profile” Page “Contacts” Tab
2. From the “Contact Information” screen, select the “Edit” button. Selecting the “Edit” button allows users to modify information for the specific contact, as seen in Figure 29.

![Figure 29 – "Edit" Button on "Contact Information" Screen](image)

3. To confirm and save edits, select the “OK” button, as seen in Figure 30.

![Figure 30 – “Contact Information” Edit Screen](image)

4. To discard edits, select the “Cancel” button and then 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 Credit Union Contacts

To delete an existing credit union contact:

1. **Navigate** to the “Contacts” tab and **select** the name of the contact to be deleted, as seen in Figure 31.

![Figure 31 – “Profile” Page “Contacts” Tab](image)

2. From the “Contact Information” screen, **select** the “Delete” button, as seen in Figure 32.
3. **Select** the “OK” button to delete the user information. To discard deletion, **select** the “Cancel” button to cancel the deletion request, as seen in Figure 33.

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

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**Figure 32 – “Delete” Button on "Contact Information" Screen**

**Figure 33 – “Confirm Delete Contact” Confirmation Pop-Up**
Print Credit Union Contacts

To print all contacts for a credit union:

1. **Navigate** to the “Contacts” tab and **select** the “Print” button at the top of the page, as seen in Figure 34.

![Figure 34 – Print Credit Union Contacts](image)

2. A screen will open with the credit union contacts information and the options to print, save to PDF, toggle different print options and find information on the screen, as seen in Figure 35.

![Figure 35 – Contact Information Printer Ready Screen](image)

To print a single credit union contact record:

1. **Navigate** to the “Contacts” tab and **select** the name of a contact, as seen in Figure 36.
2. To print the contact information, **select** the “Print” button, as seen in Figure 37.

3. A screen will open with the contact information details and the options to print or save as a PDF, as seen in Figure 38.
Sites Tab

The “Sites” tab includes information about credit union offices and records location(s). Credit unions must assign each site a site type and a site function. Listed below are the mandatory site types and site functions credit union users must report for their credit union. For more information on user roles, see the CUOnline Credit Union User Roles section of this document.

Site Type

Identify a site for these mandatory site types. Users must identify a main office and all branch offices.

- Office – The main office of the credit union.
- Branches (if applicable) – A location separate from the office location.

Also, identify other site types as needed to report all mandatory and optional site functions.

Site Function

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

- Location of Records,
- Disaster Recovery Location, and
- Vital Records Center.

Select as many non-mandatory site functions as needed to identify all site functions. Non-mandatory site functions are:

- Backup Generator,
• Future Office,
• Hot Site,
• Planned Evacuation Site,
• Other,
• Shared Service Center/Network (public),
• ATM (public),
• Drive Thru (public), and
• Member Services (public).

Add Credit Union Sites

To add a new credit union site:

1. **Navigate** to the “Sites” tab **select** the “Add Site” button, as seen in Figure 39.

![Figure 39 – "Add Site" Button](image)

2. **Enter** the required fields including site name, operation status, site type, and site functions, as seen in Figure 40. Depending on the site type and site function, the system may require additional information.
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. CUOnline checks the formatting of the addresses provided against the United States Postal Service (USPS) address verification service. Users will have to enter the address as formatted by the USPS for the Profile to upload. If users do not enter all mandatory information, users will receive an error message, as seen in Figure 41. 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 40.

   **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 41.

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

**Edit Credit Union Sites**

To edit an existing credit union site:

1. **Select** the “Sites” tab on the “Profile” page and **select** the name of the site to be edited, as seen in Figure 42.

![Figure 42 – Profile “Sites” Tab](image)

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 43.
3. To confirm and save edits, select the “OK” button. To discard edits, select the “Cancel” button and then 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 Credit Union Sites**

To delete an existing site from a credit union Profile:

1. **Navigate** to the “Sites” tab and select the name of the site to be deleted, as seen in Figure 44.
2. From the “Site Information” screen, select the “Delete” button, as seen in Figure 45.

3. To confirm deletion, select the “OK” button, as seen in Figure 46. To discard deletion, select the “Cancel” button to cancel the deletion request.

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

To print all credit union sites in table format:

1. **Navigate** to the “Sites” tab and select the “Print” button, as seen in Figure 47.

2. A screen will open with the credit union sites information and the options to print, save to PDF, toggle different print options and find information on the screen, as seen in Figure 48.
To print a credit union site record:

1. **Navigate** to the “Sites” tab and **select** the name of the site to print, as seen in Figure 49.

2. To print site information on the screen, **select** the “Print” button, as seen in Figure 50.
3. Select the print icon to print the page, and/or select the “Close” button, as seen in Figure 51.

![Figure 51 – Print Option on the Sites Information “Print” Screen](image)

**PSSP Tab**

Payment System Service Provider (PSSP) information, once found on the Information Technology tab, is now its own tab on CUOnline. The “PSSP” tab includes information regarding a credit union’s main and secondary PSSPs. Credit union administrators and users may
add, edit, or delete PSSP information. For more information on user roles, see the CUOnline Credit Union User Roles section of this document.

**Note:** Credit unions can add multiple PSSPs. CUOnline displays all PSSPs entered by the credit union.

### Add and Modify PSSP Tab General Information

1. **Navigate** to the “PSSP” tab and **select** the “Edit” button, as seen in Figure 52.

![Figure 52 – "PSSP" Tab "Edit" Button](image)

2. Edit information and **select** the “OK” button to save edits, as seen in Figure 53.

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

1. **Navigate** to the “PSSP” tab and **select** the “Edit” button, as seen in Figure 54.

   ![Figure 54 – “PSSP” Tab “Edit” Button](image)

2. **Select** the new PSSP from the drop down (making any additional edits as needed) and **select** the “OK” button to save edits, as seen in Figure 55.

   ![Figure 53 – “PSSP” Tab Edit Confirmation Screen](image)

Note: Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.
Follow these steps to add a secondary PSSP:

1. **Navigate** to the “PSSP” tab and **select** the “Add Secondary Payment System Service Provider” button, as seen in Figure 56.

2. **Select** a secondary PSSP from the drop down and **select** the “OK” button to save edits, as seen in Figure 57. Repeat this process until all PSSPs have been identified.
**Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.

![Image of Secondary Payment System Service Provider Information](image)

**Figure 57 – “Secondary Payment System Service Provider Information” Edit Confirmation Pop-Up**

**Edit a Secondary PSSP**

Follow these steps to edit a secondary PSSP:

1. Navigate to the “PSSP” tab and select the record to be edited, as seen in Figure 58.

![Image of PSSP Tab Secondary Payment System Service Provider Section](image)

**Figure 58 – “PSSP” Tab Secondary Payment System Service Provider Section**
2. **Select** the “Edit” button, as seen in Figure 59.

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

3. To confirm and save edits, **select** the “OK” button, as seen in Figure 60.

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

Follow these steps to delete a secondary PSSP:

1. **Navigate** to the “PSSP” tab and **select** the name of the Secondary PSSP to be deleted, as seen in Figure 61.

![Figure 61 – “PSSP” Tab Secondary Provider Selection]

2. **Select** the “Delete” button, as seen in Figure 62.

![Figure 62 – “Delete” Button on Secondary PSSP Screen]

3. To confirm deletion, **select** the “Yes” button, as seen in Figure 63.
Note: Selecting the “No” button will cancel all changes. Changes will not be saved to the system.

Print PSSP Tab Information

Follow these steps to print PSSP information:

1. **Navigate** to the “PSSP” tab and **select** the “Print” button, as seen in Figure 64.

2. **Select** the print icon to print the page, and/or **select** the “Close” button, as seen in Figure 65.
Information Technology (IT) Tab

The “Information Technology” (formerly IS&T) tab includes information about the credit union’s information technology. This tab also includes information on data processing conversions planned or completed by the credit union.

Add and Modify Information Technology General Profile Information

1. **Navigate** to the “Information Technology” tab and **select** the “Edit” button, as seen in Figure 66.
2. Edit 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.

Add a Data Processing Conversion

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

1. Navigate to the Information Technology Tab and select the “Add Data Conversion” button, as seen in Figure 68.
2. **Enter** data conversion information and **select** the “OK” button, as seen in Figure 69. 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.
Edit Information Technology Data Conversion Information

Users with the appropriate permissions, can edit incorrect conversion dates in the system. **Note:** Users should not edit the existing date unless the information is not accurate.

1. **Navigate** to the “Information Technology” tab and **select** the conversion date to edit, as seen in Figure 70.

![Figure 70 – “Information Technology” Tab “Core Data Processing Conversions” Section](image)

2. **Select** the “Edit” button to edit data conversion information, as seen in Figure 71.

![Figure 71 – "Edit" Button on “Core Data Processing Conversion Information” Screen](image)
Delete Information Technology Data Conversion Information

Users can delete data conversion information by following these steps:

1. **Navigate** to the “Information Technology” tab and **select** the conversion date to delete, as seen in Figure 72.

![Figure 72 - “Information Technology” Tab “Core Data Processing Conversions” Section](image)

2. **Select** the “Delete” button to delete data conversion information, as seen in Figure 73.

![Figure 73 – "Delete" Button on "Core Data Processing Conversion Information" Screen](image)
4. To confirm deletion, select the “Yes” button, as seen in Figure 74.

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

![Figure 74 – Delete Confirmation for Data Conversion](image)

**Regulatory Tab**

The “Regulatory” tab of the credit union Profile includes the regulatory information a credit union is required to report (per the NCUA regulations). The system enables credit union administrators and users to add, edit and delete information in each of the required areas. For more information on user roles, see the CUOnline Credit Union User Roles section of this document.

- Annual Meetings,
- Financial Statement Audits,
- Member Account Verification,
- Supervisory Committee Contact Information,
- Bank Secrecy Act Test Dates,
- Fidelity Bond Provider,
- Part 748.0 Certifications,
- Part 701.4 Certifications,
- Diversity Programs EEO-1 Report,
- LIBOR Exposure, and
- Trade Names.
Add Regulatory Information

Add Annual Meeting

1. **Select** the “Add Annual Meeting” button, as seen in Figure 75.

   ![Figure 75 – “Add Annual Meeting” Button](image)

2. **Enter** the required information and **select** the “OK” button, as seen in Figure 76.

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

   ![Figure 76 – “Annual Meeting Information” Screen](image)
Add Financial Statement Audit

1. **Select** the “Add Audit” button, as seen in Figure 77.

![Figure 77](image)

Figure 77 – “Add Audit” Button

2. **Enter** the required information and **select** the “OK” button, as seen in Figure 78.

![Figure 78](image)

Figure 78 – “Financial Statement Audit Information” Edit Confirmation Screen

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

1. **Select** the “Add Member Account Verification” button, as seen in Figure 79.

![Figure 79 – “Add Member Account Verification” Button](image)

2. **Enter** the required information and **select** the “OK” button, as seen in Figure 80.

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

![Figure 80 – "Member Account Verification Information" Add Confirmation Screen](image)
**Add Supervisory Committee Information**

1. Select the “Edit” button on the “Regulatory Tab”, as seen in Figure 81.

![Figure 81 – "Edit" Button On “Regulatory” Tab](image)

2. Enter the required information and select the “OK” button, as seen in Figure 82.

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

![Figure 82 – "Supervisory Committee Contact Information” Add Confirmation Screen](image)
Add BSA Test Date

1. **Select** the “Add BSA Test Date” button, as seen in Figure 83.

   ![Figure 83 – "Add BSA Test Date" Button](image)

2. Add the required information and **select** the “OK” button, as seen in Figure 84.

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

   ![Figure 84 – "Bank Secrecy Act Independent Test Information" Add Confirmation Screen](image)
Add Fidelity Bond Provider

1. **Select** the “Add Fidelity Bond” button, as seen in Figure 85.

![Figure 85 – “Add Fidelity Bond” Button](image)

2. **Enter** the required information and **select** the “OK” button, as seen in Figure 86.

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

![Figure 86 – “Fidelity Bond Information” Add Confirmation Screen](image)
Add Certify Part 748

The NCUA regulations Part 748 requires each federally insured credit union to develop a written security program and to file an annual statement certifying its compliance with this requirement. Follow these steps to document compliance with this regulation:

1. **Select** the “Add Certify Part 748” button, as seen in Figure 87.

   ![Figure 87 – "Add Certify Part 748" Button](image-url)

2. **Enter** the required information and **select** the “OK” button, as seen in Figure 88.

   **Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.
Add Certify Part 701.4 (Federal Credit Unions Only)

The NCUA regulations §701.4 requires each federally chartered credit union to have policies to make available the appropriate training to enhance the financial knowledge of directors, commensurate with the size and complexity of the credit union. Credit unions will document their compliance with this regulation within CUOnline.

Follow these steps to certify compliance:

1. **Select** the “Add Certify Part 701.4” button, as seen in Figure 89.
2. Add the required information 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.
Add Diversity Programs

1. Select the “Edit” button, as seen in Figure 91.

   Figure 91 – “Regulatory” Tab “Edit” Button

2. Select the appropriate answer to the “Diversity Programs” question and if “yes,” select the “If Yes, Add EEO-1 Report” button, as seen in Figure 92.

   Note: This is a mandatory question for users.

   Figure 92 – “If Yes, Add EEO-1 Report Date” Button
3. Enter the required information and select the “OK” button, as seen in Figure 93.

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

![Figure 93 – “Diversity Program Information” Add Confirmation Screen](image)

**Add LIBOR Exposure**

1. Select the “Edit” button as seen in Figure 94.

![Figure 94 – “Regulatory” Tab “Edit” Button](image)
2. Under “LIBOR Exposure,” select the correct response to the two LIBOR questions, as seen in Figure 95.

![Figure 95 – Required LIBOR Exposure Questions](image)

**Add Trade Name**

1. Select the “Add Trade Name” button, as seen in Figure 96.

![Figure 96 – "Add Trade Name” Button](image)
2. **Enter** the required information and **select the** “OK” button, as seen in Figure 97.

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

![Image of Trade Name Used Add Confirmation Screen](image)

**Figure 97 – “Trade Name Used” Add Confirmation Screen**

Print Regulatory Tab Information

Follow these steps to print the Regulatory tab information:

1. **Select** the “Regulatory” tab on the “Profile” page and **select** the “Print” button, as seen in Figure 98.

![Image of Regulatory Tab Information](image)

**Figure 98 – Regulatory Tab Information**
2. **Select** the print icon to print the page, and/or select the “Close” button, as seen in Figure 99.

![Figure 99 – Print Option on the “Regulatory Print” Screen](image)

**Edit Regulatory Information**

**Edit Annual Meeting**

1. **Select** the annual meeting date to be edited, as seen in Figure 100.

   **Note:** Users should **not** edit the existing date unless the information is not accurate.
2. **Select** the “Edit” button to edit information, as seen in Figure 101.

3. **Edit** the information and **select** the “OK” button to save changes, as seen in Figure 102.

   **Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.
Figure 102 – “Annual Meeting Information” Edit Confirmation Screen

**Edit Financial Statement Audit**

1. **Select** the financial statement audit to be edited, as seen in Figure 103. **Note:** Users should **not** edit the existing date unless the information is not accurate.

2. **Select** the “Edit” button to edit information, as seen in Figure 104.
Edit Member Account Verification

1. Select the verifier record to be edited, as seen in Figure 106. Note: Users should not edit the existing date unless the information is not accurate.
2. Select the “Edit” button to edit information, as seen in Figure 107.

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

3. Edit the information and select the “OK” button to save changes, as seen in Figure 108.
Note: Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.

**Edit Supervisory Committee Information**

1. **Select** the “Edit” button on the “Regulatory Tab”, as seen in Figure 109.

2. Edit the existing information 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.

**Edit BSA Test Date**

1. Select the BSA test date to be edited, as seen in Figure 111.

Note: Users should not edit the existing date unless the information is not accurate.
2. **Select** the “Edit” button to edit information, as seen in Figure 112.

![Figure 112 – "Bank Secrecy Act Independent Test Information" Screen “Edit” Button](image)

3. **Edit** the information and **select** the “OK” button to save changes, as seen in Figure 113.

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

![Figure 113 – "Bank Secrecy Act Independent Test Information" Edit Conformation Screen](image)
**Edit Fidelity Bond Provider**

1. **Select** the fidelity bond provider to be edited, as seen in Figure 114.

![Figure 114 – "Fidelity Bond Provider" Section of the “Regulatory” Tab](image)

2. **Select** the “Edit” button to edit information, as seen in Figure 115.

![Figure 115 – "Fidelity Bond Provider" Screen “Edit” Button](image)

3. **Edit** the information and **select** the “OK” button to save changes as seen in Figure 116.

**Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.
1. Select the certification date to be edited, as seen in Figure 117. **Note:** Users should not edit the existing information unless the information is not accurate.

2. Select the “Edit” button to edit certifier information, as seen in Figure 118.
3. **Edit** the information and **select** the “OK” button to save changes, as seen in Figure 119.

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

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**Figure 119 – "Certify Part 748" Edit Certification Screen**

**Edit Certify Part 701.4 (Federal Credit Unions)**

1. **Select** the certification date to be edited, as seen in Figure 120. **Note:** Users should **not** edit the existing information unless the information is not accurate.
2. Select the “Edit” button to edit certifier information, as seen in Figure 121.

![Figure 121 – “Certify Part 701.4” “Edit” Button](image)

3. Edit the information and select the “OK” button to save changes, as seen in Figure 122.

   **Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.
Figure 122 – “Certify Part 701.4” Edit Certification Screen

Edit Diversity Programs EEO-1 Report

1. Select the report to be edited, as seen in Figure 123.

Figure 123 – “EEO-1” Record Selection to Edit

2. Select the “Edit” button to edit information, as seen in Figure 124.
3. **Edit** the information and **select** the “OK” button to save changes, as seen in Figure 125.

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

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**Edit LIBOR Exposure**

1. **Select** the “Edit” button on the “Regulatory Tab”, as seen in Figure 126.
2. Edit the existing information and select the “OK” button, as seen in Figure 127.

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

**Edit Trade Name**

1. Select the trade name to be edited, as seen in Figure 128.
2. Select the “Edit” button, as seen in Figure 129.

![Figure 129 – "Trade Names Used" Edit Button](image)

3. Edit the information and select the “OK” button, as seen in Figure 130.

   **Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.
Figure 130 – "Trade Names Used" Edit Confirmation Screen

Delete Regulatory Information

Delete Annual Meeting

1. Select the annual meeting date to be deleted, as seen in Figure 131. Note: Users should not delete the existing dates unless the information is not accurate.

2. Select the “Delete” button to delete information, as seen in Figure 132.
3. Confirm deletion and select the “OK” button, as seen in Figure 133.

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

1. **Select** the audit date to be deleted, as seen in Figure 134. **Note:** Users should **not** delete the existing dates unless the information is not accurate.

![Figure 134 – “Audit Date” Section of the “Regulatory” Tab](image)

2. **Select** the “Delete” button to delete information, as seen in Figure 135.

![Figure 135 – “Financial Statement Audit Information” Delete Screen](image)

3. Confirm deletion and **select the “OK” button**, as seen in Figure 136.
Note: Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.

**Delete Member Account Verification**

1. **Select** the verifier to be deleted, as seen in Figure 137.

   A. **Note:** Users should not delete the existing records unless the information is not accurate.

2. **Select** the “Delete” button to delete information, as seen in Figure 138.
3. Confirm deletion and select the “OK” button, as seen in Figure 139.

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

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**Delete BSA Test Date**

1. Select the BSA test date to be deleted, as seen in Figure 140.
Note: Users should not delete the existing dates unless the information is not accurate.

2. Select the “Delete” button to delete information, as seen in Figure 141.

3. Confirm deletion and select the “OK” button, as seen in Figure 142.

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

1. Select the fidelity bond provider to be deleted, as seen in Figure 143.

2. Select the “Delete” button to delete information, as seen in Figure 144.
3. Confirm deletion and **select** the “OK” button, as seen in Figure 145.

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

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**Delete Certify Part 748**

1. **Select** the certification record to be deleted, as seen in Figure 146.

   **Note:** Users should not delete the existing information unless the information is not accurate.
2. Select the “Delete” button to delete information, as seen in Figure 147.

3. Confirm deletion and select the “OK” button, as seen in Figure 148.

   **Note:** Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.
Delete Certify Section 701.4 (Federal Credit Unions)

1. Select the certification record to be deleted, as seen in Figure 149.

   **Note:** Users should **not** delete the existing information unless the information is not accurate.

2. Select the “Delete” button to delete information, as seen in Figure 150.
3. Confirm deletion and select the “OK” button, as seen in Figure 151.

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

![Figure 150 – “Certify Section 701.4” Delete Screen](image)

Delete Diversity Programs EEO-1 Report

1. Select the report to be deleted, as seen in Figure 152.

![Figure 151 – “Certify Section 701.4” “Confirm Delete” Pop-Up](image)
Note: Users should not delete the existing date unless the information is not accurate.

2. Select the “Delete” button to edit information, as seen in Figure 153.

3. Confirm deletion and select the “OK” button to save changes, as seen in Figure 154.

   Note: Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.
Figure 154 – "Diversity Program Information" Delete Confirmation Screen

Delete Trade Name

1. Select the trade name to be deleted, as seen in Figure 155.

Figure 155 – "Trade Name" Record Selection On "Regulatory" Tab

2. Select the “Delete” button, as seen in Figure 156.
3. Confirm deletion and select the “OK” button, as seen in Figure 157.

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

**Disaster Recovery Tab**

The “Disaster Recovery” tab contains information about a 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 credit unions. Indicating a willingness to assist does not constitute an obligation on the part of the credit union.

Credit union administrators and users may add, edit, or delete disaster recovery information. For more information on user roles, see the CUOnline Credit Union User Roles section of this document.

**Edit “Disaster Recovery” Tab Information**

1. **Navigate to the** “Disaster Recovery” tab and **select** the “Edit” button, as seen in Figure 158.

![Figure 158 – “Disaster Recovery” Tab “Edit” Button](image)

2. **Edit information and select the** “OK” button, as seen in Figure 159.

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

1. **Navigate** to the “Disaster Recovery” tab and **select** the “Add Disaster Recovery Test” button, as seen in Figure 160.

2. Add the required information and **select** the “OK” button, as seen in Figure 161.
Note: Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.

**Figure 161 – “Disaster Recovery Test Information” Add Confirmation Screen**

**Edit Disaster Recovery Test**

1. **Select** the test to be edited, as seen in Figure 162. **Note:** Users should **not** edit the existing date and test method unless the information is not accurate.

2. **Select** the “Edit” button, as seen in Figure 163.
3. Edit the information and select the “OK” button, as seen in Figure 164.

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

Delete Disaster Recovery Test

1. Select the test to be deleted, as seen in Figure 165.
**Note:** Users should **not** delete the existing test information unless the information is not accurate.

2. **Select** the “Delete” button, as seen in Figure 166.

3. **Confirm deletion and select** the “OK” button, as seen in Figure 167.

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

Follow these steps to print Disaster Recovery information:

1. **Navigate** to the “Disaster Recovery” tab and **select** the “Print” button, as seen in Figure 168.

2. **Select** the print icon to print the page, and/or **select** the “Close” button, as seen in Figure 169.
**Programs & Services Tab**

The “Programs & Services” tab contains information about a credit union’s member programs and services. A credit union’s product offerings, PALs, and Minority Depository Institution information is seen here as well. Credit union administrators and users may add, edit, or delete programs and services tab information. For more information on user roles, see the [CUOnline Credit Union User Roles] section of this document.

*Figure 169 – Print Option on the “Disaster Recovery Print” Screen*

*Figure 170 – “Programs & Services” Tab on the “Profile” Page*
Add and Modify Programs & Services Information

1. **Navigate** to the “Programs & Services” tab and **select** the “Edit” button, as seen in Figure 171.

![Figure 171 - Edit button on the Programs & Services Tab](image)

2. Edit the information and **select** the “OK” button, as seen in Figure 172.

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

The “Grants” tab includes information about a credit union’s grants including grantor, date awarded, amount, and grant type.

Note: The NCUA will release this information to the public.

Add a Grant

Follow these steps to add a grant:

1. **Navigate** to the “Grants” tab and **select the** “Add Grant” button, as seen in Figure 173.
2. Add the required information and **select** the “OK” button, as seen in Figure 174.

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

![Figure 174 – “Grants Information” Add Confirmation Pop-Up](image)

**Edit a Grant**

Follow these steps to edit a grant:

1. **Navigate** to the “Grants” tab and **select** the record to be edited, as seen in Figure 175.
2. Select the “Edit” button, as seen in Figure 176.

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

3. To confirm and save edits, select the “OK” button, as seen in Figure 177.
Note: Selecting the “Cancel” button will cancel all changes. Changes will not be saved to the system.

Delete a Grant

Follow these steps to delete a Grant:

1. Navigate to the “Grants” tab and select the name of the grant to be deleted, as seen in Figure 178.
2. **Select** the “Delete” button, as seen in Figure 179.

![Figure 179 – "Delete" Button on Grants Information Pop-Up Screen](image)

3. To confirm deletion, **select** the “Yes” button, as seen in Figure 180.

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

![Figure 180 – "Confirm Delete" Grants Confirmation Pop-Up](image)
Print “Grants” Tab Information

Follow these steps to print “Grants” tab information:

1. **Navigate** to the “Grants” tab and **select** the “Print” button, as seen in Figure 181.

   ![Figure 181 – “Grants” Tab Print Button](image1)

2. **Select** the print icon to print the page, and/or **select** the “Close” button, as seen in Figure 182.

   ![Figure 182 – Print Option on the “Grants Print” Screen](image2)
Merger Registry Tab

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

Add and Modify Merger Registry Information

1. **Navigate** to the “Merger Partner Registry” tab and **select** the “Edit” button, as seen in Figure 183.

![Figure 183 – "Merger Registry" Tab "Edit" Button](image)

2. **Edit information and select** the “OK” button, as seen in Figure 184.

   **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 information:

1. **Navigate** to the “Merger Registry” tab and **select** the “Print” button, as seen in Figure 185.

2. **Select** the “Printer” icon to print the page or **select** the “Close” button to close the print screen, as seen in Figure 186.
Figure 186 – "Merger Registry" Print Screen
Saving and Certifying the Credit Union Profile

Credit unions must submit their Profile to the NCUA after all changes and at least once per quarter.

If credit union users are unable to complete the updates to a credit union Profile, but wish to save progress, users have the option to save Profile changes without submitting the changes to the NCUA. Alternatively, users may submit an unlimited number of certified Profile changes to the NCUA by Saving and Certifying the Profile.

Saving Profile Changes Without Certifying

To save credit union Profile changes without certifying:

1. **Navigate** to a credit union’s “Profile” section, as seen in Figure 187.

![Figure 187 – “Profile Snapshots” Page](image)

2. **Navigate** to the current Profile. Make the desired changes to the credit union Profile. More details regarding modifying the Profile can be found in the Credit Union Profile section.

3. **Select** the “Save” button, as seen in Figure 188.

   **Note:** While users may click through the Profile tabs without selecting the save or allowing the auto save countdown to complete, navigating away from the credit union Profile without saving changes will result in data loss.
Profile Auto Save

After making changes to the credit union Profile, users trigger an auto save function. Every five minutes after an initial change is made to the credit union Profile, the system will automatically save the user’s progress. An example of the auto save countdown is available in Figure 189.

**Note:** Auto save only triggers after a user has made changes to data that has already been saved. While users may click through the Profile tabs without selecting the save or allowing the auto save countdown to complete, navigating away from the credit union Profile without saving changes will result in data loss.
Certify and Submit the Credit Union Profile

After changes have been made to a credit union’s Profile and checked for accuracy, users should certify and submit the credit union Profile to the NCUA.

To certify and submit a credit union Profile:

1. Navigate to a credit union’s “Profile” section, as seen in Figure 190.
2. **Navigate** to the current Profile. Make the desired changes to the credit union Profile. More details regarding modifying the Profile can be found in the [Credit Union Profile] section.

3. **Select** the “Certify and Submit” button as shown in Figure 191.

   **Note:** While users may click through the Profile tabs without selecting the save or allowing the auto save countdown to complete, navigating away from the credit union Profile without saving changes will result in data loss.

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**Certification Help Tips**

**Quarterly Certification Rule:** Each operating insured credit union must file with the NCUA a quarterly Call Report.

Credit unions must review and certify the information in their Profile at least quarterly during the Call Report cycle and ensure the information is accurate. A Credit Union may certify the Profile more frequently. CUOnline will prompt a user to certify the Profile. Users will not be able to submit the Call Report until the Profile is certified. This requirement will be completed within CUOnline.

**Error Messages During Certification:** If there are error message while trying to certify the Profile then these must be corrected. To correct errors, go to the Profile and enter the missing information. Most errors occur because the required information was not entered into the Profile.

**Technical Assistance:** If all errors are corrected and the system cannot certify the Profile or there are technical difficulties, contact OneStop, the NCUA IT Service Desk, at 1-800-827-3255.
Complete a 5300 Call Report

On the first day of each Call Report cycle, all active credit unions will have a pending Call Report for that cycle. The first day of the Call Report cycle is the first day following the cycle end date (i.e. January 1st, April 1st, July 1st, and October 1st).

Note: Credit union administrators and users can either import data into the pending Call Report or begin entering data. See the Import Call Report Data section of this guide for more information about importing Call Report data.

Help Tips

General 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 “?” icon links the user to context sensitive instruction. Selecting this icon will allow the user to view PDF help documentation in the system.
- Any single Call Report page can be printed without printing the entire Call Report.

Call Report Tips

- A Call Report must be in Pending or Under Review status to add or correct data.
- In 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).
- Users may hover over an account code in order to see account level context sensitive help.
- Only enter decimal places when entering the “Rate” fields of the Call Report.
- Account codes that trigger errors and warnings are noted in purple.
- 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.
- Account 719 – Allowance for Loan and Lease Losses or Account AS0048 – Allowance for Credit Losses – when adding an entry for this field; enter it as a positive number if it has a credit balance on the balance sheet. For example, enter 10000 in CUOnline if the value on the credit union’s balance sheet is -10,000.
- Account 119 – Less Interest Refund – when adding an entry for this field; enter it as a positive number if it has a credit balance on the balance sheet. For example, enter 10000 in CUOnline if the value on the credit union’s balance sheet is -$10,000.
Edit Third Party Assistance Information

Authorized users can edit a credit union’s third-party assistance information, including Credit Union Administrators. To edit this information:

1. **Navigate** to the “Call Report” tab and **select** “Edit” at the top of the page under “Filing Information”, as seen in Figure 192.

2. Check the box if the credit union uses a third party to assist with updating the Profile and/or Call Report and **select the “OK” button** to save changes as seen in Figure 193.
Call Report Status

Pending: If the credit union started or is correcting a Call Report, it will be in *Pending* status. A Call Report must be in *Pending* or *Under Review* status to make changes.

Processing: When the credit union submits a Call Report, the submission status changes from *Pending* to *Processing*. If the Call Report status is *Processing*, the credit union sent the Call Report to the NCUA and it will be processed in the order received. Once the NCUA’s systems process the Call Report, the status changes to *Submitted* and the Call Report Contact(s) for the credit union and the assigned examiner(s) will receive the Financial Performance Report (FPR) via email.

A similar process is in place when the regulator validates a Call Report. Once the regulator locks the Call Report and clicks “Validate”, the Call Report status changes to *Processing*. Once the NCUA’s systems process the Call Report, the status will change to *Validated*.

Submitted: Submitted Call Reports are ready for review and validation. An examiner or credit union can “Unsubmit” the Call Report so they can make changes. When the credit union clicks “Unsubmit” the Call Report, it goes back to *Pending* status. All Call Reports in *Submitted* status at 12:00:01 AM Eastern time will be automatically validated.

Under Review: The regulator locked the Call Report for review and validation. When a user locks a Call Report, credit unions cannot make any changes to it. Users can “unlock” a Call Report by clicking the “Unlock” button. When this occurs, the status changes to *Submitted* and the credit union can “Unsubmit” the Call Report to make changes.

Validated: The regulator verified the Call Report. Users can correct a validated Call Report, but users cannot delete it from the system. Once a user validates a Call Report, it is available to the public.
Enter 5300 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 Import Call Report Data section of this document for guidance on importing call report data.

1. **Navigate** to the “Call Report” tab and **select** on the cycle date to be modified, as seen in Figure 194.

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

![Figure 194 – “Call Report” Submissions Page]

2. **Select** the page number to be modified, as seen in Figure 195.

   **Note:** The page numbers across the top of the “Call Report Detail” page are links to each individual page of the Call Report.

   **Note:** 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 the page the user is editing or viewing. For example, Figure 195 indicates that the user is on page 3 and that there are errors on page 2, 4, and 7 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, as seen in Figure 196.

4. A Validation Results window will open listing all errors and warnings, as seen in Figure 197. Correct all errors and enter comments for warnings.
   - Errors: The Errors tab displays a count and a detailed explanation of any errors that triggered during data entry. (The orange highlighting on the Call Report Detail page navigation bar also identifies the page(s) that have errors.) Users can select the
referenced page to go directly to any pages containing errors. **Users cannot successfully submit the Call Report until all errors are corrected.**

- **Warnings:** The Warnings tab displays the count and a detailed explanation of any warnings that triggered during data entry. Review the warnings and make any necessary corrections. Delete, copy, paste and backspace can all be used when responding to warnings. **Users must provide a comment for all warnings in order to submit the Call Report.**

- **Historical Warnings:** The Historical Warnings tab displays the count and a detailed explanation of any historical warnings that triggered during data entry. Review the historical warnings and make any necessary corrections. Delete, copy, paste and backspace can all be used when responding to historical warnings.

---

**Import Call Report Data**

The NCUA provides a schema for vendors and credit unions to develop software to import Call Report data into CUOnline each cycle. The NCUA posts this information on the Credit Union Online webpage at [www.NCUA.gov](http://www.NCUA.gov). An XML file can be imported into 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, CUOnline will only overwrite these accounts in the pending Call Report.

Additionally, 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.
Credit unions may also import a file for a Call Report correction. The Call Report must be in pending status. See the [Correcting Call Reports](#) section for details.

To import a Call Report XML file:

1. **Navigate** to the “Call Report” tab and **select** the cycle date for importing data, as seen in Figure 198.

   ![Figure 198 – “Call Report” Tab Record Selection to Import Data](image)

2. **Select** the “Import Call Report” button, see Figure 199, on any of the Call Report Detail screens.

   ![Figure 199 – “Import Call Report” Button](image)
3. Browse for the file and **select** the “Save” button, as seen in Figure 200.

**Note:** Once the file has been imported, check to ensure all data imported correctly. Users are still responsible for correcting errors, commenting on all warnings, and submitting the Call Report.

*Figure 200 – “Call Report Information” Import File Page*
Submit 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, users may submit the Call Report.

Follow these steps to submit the Call Report:

1. **Select** the Call Report Cycle to be submitted, as seen in Figure 201.

   **Note:** The Call Report must be in *Pending* status and must be free of errors in order to submit, see Figure 201.

2. **Select** the “Submit” button, as seen in Figure 202.

   **Note:** If the submit button is not active, there are errors in the Call Report, comments have not been entered on all warnings, or the Profile has not been saved and certified. These must be addressed prior to continuing to the next step.
3. **Complete** the “Submit Call Report” screen and **select** the “Submit” button, as seen in Figure 203.

**Note:** The Managing Officials or Chief Financial Officer is responsible for accuracy of this information.

**Note:** When a user submits the Call Report, the Submission Status changes from *Pending* to *Processing*. If the Call Report status is *Processing*, the Call Report has been sent to the NCUA and we will process it 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 credit union and the assigned examiner(s) will receive the Financial Performance Report (FPR) via email.
4. Upon successful submission, a “Call Report Submission Confirmation” pop-up will appear. See Figure 204.
Correcting Call Reports

Federally insured credit unions (FICUs) must submit a corrected Call Report upon discovery or notification of the need for a change. Users can make corrections on up to four years of previous Call Report cycles within CUOnline. In the event of a need to correct a Call Report that is not editable in CUOnline, users will contact their assigned NCUA Examiner or State Regulator. The process for correcting validated or submitted Call Reports is described below.

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 has a status of Under Review.

Correcting Not Validated, Status is Submitted Call Reports

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

1. Select the “Call Report” tab and select the cycle date of the relevant Call Report, as seen in Figure 205.

![Figure 205 – “Call Report” Tab Not Validated, Submitted Record](image)

2. Select the “Unsubmit” button on any Call Report Detail page, as seen in Figure 206.

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 207. Select “Save” to save changes.

4. Select “Submit” to re-submit the Call Report, as seen in Figure 208. Reference the Submit a Call Report section for additional information.
5. **Confirm** the Call Report was re-submitted, as seen in Figure 209.

**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 210.
2. Select the “Correct” button, as seen in Figure 211.

3. The Call Report status will change from Validated to Pending, as seen in Figure 212.
Note: Users may notice there are two Call Reports listed for that cycle on the Main Call Report page – one will have a status of *Pending* and one will have a status of *Validated*, as seen in Figure 212. Once the assigned regulator validates the corrected Call Report, it will replace the previously validated Call Report.

Figure 212 – 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, as seen in Figure 213. This action can only be performed by a Credit Union Administrator.
5. Correct any errors identified in the “Errors” or “Warnings.” Once complete, submit the Call Report. Refer to the Submit a Call Report section for more information.
**CUOnline: Credit Union Profile and 5300 Call Report**

**User Guide for Natural Person Credit Unions**

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**Downloading Profile and Call Report Information**

Users can download an XML file for a credit union containing all Profile data or all Call Report data for one cycle. The following sections outline how to download XML data.

**Download XML Profile Data**

**Note:** Only Credit Union administrators can download the Profile XML data.

1. **Select** the desired credit union.

2. On the “Profile Snapshots” page, **select** the “XML” button next to the Profile name to download, as seen in Figure 214. Based on the web browser used to access CUOnline, a window will open prompting the user to open, save, or cancel the XML download.

![Image](figure214.png)

*Figure 214 – “Profile Snapshot” Page "XML" Button*

**Download XML Call Report Data**

**Note:** Only Credit Union administrators and users can download Call Report XML data.

1. **Select** the “Call Report” page for the selected credit union.

2. **Select** the “XML” button next to the cycle date of the Call Report to download, as seen in Figure 215. Based on the web browser used to access CUOnline, a window will open prompting users to open, save, or cancel the XML download.

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Figure 215 – "Call Report" Tab “XML” Button
Printing

The complete Call Report can be printed to PDF from two different locations in 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, after selecting a specific credit union.

2. Select the “PDF” button for the desired cycle date on the Call Report list page to print to PDF, as seen in Figure 216. Depending on the user’s individual web browser settings, the browser will prompt the user to save or download the selected file to the user’s computer.

![Figure 216 – "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 details 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 as seen in Figure 217. Depending on the user’s individual web browser settings, the browser will prompt the user to save or download the selected file to the user’s computer.
Print individual Call Report pages

Each page of the Call Report can be printed as a stand-alone document by following the instructions below:

1. **Navigate** to the Call Report page to be printed.
2. **Select** the “Print” button at the top of the page, as seen in Figure 218.
3. **Select** the “Printer” icon to print the page or **select** the “Close” button to close the print screen, as seen in Figure 219.

![Figure 219 – “Printer” Icon on the Printer Ready Screen](image)

**Print Profile PDF from the Profile Snapshots Page**

The certified Profile 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 cycle, as seen in Figure 220. Depending on the user’s individual web browser settings, the browser will prompt the user to save or download the selected file to the user’s computer.
Print Profile PDF from the Profile Tabs

The certified Profile can also be printed from any of the Profile tabs for the Current Profile. Please follow the instructions below:

1. **Navigate** to any Profile tab, by **selecting** the Current Profile from the “Profile Snapshots” page.

2. **Select** the “View/Print Certified PDF” button in the banner on any of the Profile tabs, as seen in Figure 221. Depending on the user’s individual web browser settings, the browser will prompt the user to save or download the PDF file to the user’s computer.
Figure 221 – "Profile" Tab "View/Print Certified PDF" Button and PDF Download
Password and Computer Security Best Practices

Below are some basic security tips for using CUOnline 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

<table>
<thead>
<tr>
<th>DO</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Commit password to memory rather than writing it down. If written down, keep it in a safe place and separate from the username.</td>
<td></td>
</tr>
<tr>
<td>Log out of the user account when finished using the system.</td>
<td></td>
</tr>
</tbody>
</table>

| DON'T                                                                 |   |
| Share password with anyone. If they need access, the assigned credit union administrator can establish a separate account in their name. |   |
| Send user password in an email message.                             |   |
| Use dictionary words or names, even if spelled backwards.           |   |
| Use personal data, such as legal name, birth date, Social Security number, phone number, or address. |   |
| Use the Username as any part of user passwords.                    |   |
| Use the credit union name or charter number as a password.         |   |
| 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 the NCUA when using 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 CUOnline website directly or uploaded directly.

11. Report suspicious emails to the assigned credit union regulator. It may be a phishing attempt.

12. The 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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