National Credit Union Administration

NCUA CUSO REGISTRY

User Manual

Version 1.2

Document History

Revisions

Version	Date	Author	Changes
1.0	17 Dec 2015	Sarah Stewart	Initial manual version
1.1	22 Jan 2016	Sarah Stewart	Updates to screen shots
1.2	10 Mar 2016	Sarah Stewart	Updated screen shot for step 1 of initial CUSO registration; clarification for adding new users to multiple CUSOs

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1.0 Introduction

NCUA is the independent federal agency that regulates, charters, and supervises federal credit unions. With the backing of the full faith and credit of the U.S. government, NCUA operates and manages the National Credit Union Share Insurance Fund, insuring the deposits of more than 100 million account holders in all federal credit unions and the overwhelming majority of state-chartered credit unions.

Through their written agreements with credit unions and as required by Part 712 and Part 704, Section 704.11 of NCUA's Rules and Regulations, Corporate Credit Union Service Organizations (CUSOs) must supply certain operational and financial data annually to NCUA. The NCUA's CUSO Registry system accepts this information directly from CUSOs, rather than through CUSO clients or owners (i.e., credit unions).

The purpose of the CUSO Registry is to increase consistency and transparency of CUSO information and address any potential systemic safety and soundness concerns stemming from relationships between credit unions and CUSOs. Gathering data directly from CUSOs improves the depth and quantity of CUSO data, allowing NCUA to better monitor ongoing risks, identify emerging trends, and allocate resources more effectively.

1.1 Definitions

The following terms are used within this user manual and throughout the CUSO Registry system application.

Term	Definition
CUSO	A business owned in whole or in part by a federally insured credit union
High-Risk or Complex Services	Services defined in NCUA rules and regulations Part 712.3(d)(4) as high-risk or complex
Low-Risk Services	Services which do not fall within the definition of high-risk or complex
Reaffirmation	The process of reviewing and updating a registered CUSO’s registry record; required on at least a yearly basis

Table 1: Definitions

1.2 References

- Letter to Credit Unions 13-CU 13
- CUSO Reporting Requirements
- 12 CFR Parts 712 and 741, Final Rule
- 12 CFR Part 704, Final Rule
- NCUA website

2.0 Application Overview

The CUSO Registry is a one-stop system for the public, NCUA, Credit Unions, State Supervisory Authorities (SSAs), and CUSOs to view CUSO data, register a CUSO, or modify CUSO data, as applicable.

2.1 User Roles

The following table defines all user roles that have access to the CUSO Registry system. Some CUSO Registry users may have multiple roles.

Role	Description
Public	View access; general public who can access basic information about the NCUA CUSO Registry and view select publicly available CUSO filing information; this functionality will not be available until mid-2016
CUSO Administrator	Admin access; an individual within a registered CUSO who can add, remove, and modify access privileges of other users from their CUSO organization except for themselves and who can input and file registration information
CUSO Contributor	Contribute access; an individual within a registered CUSO who can input and file registration information, but cannot add other users
CUSO Viewer	View access; an individual within a registered CUSO who can view the CUSO's complete filing, but cannot file or edit the registration or add other users

Table 2: CUSO Registry User Roles

2.2 Application Home

From the home page, users can create a CUSO Registry account and log in to manage CUSO data.

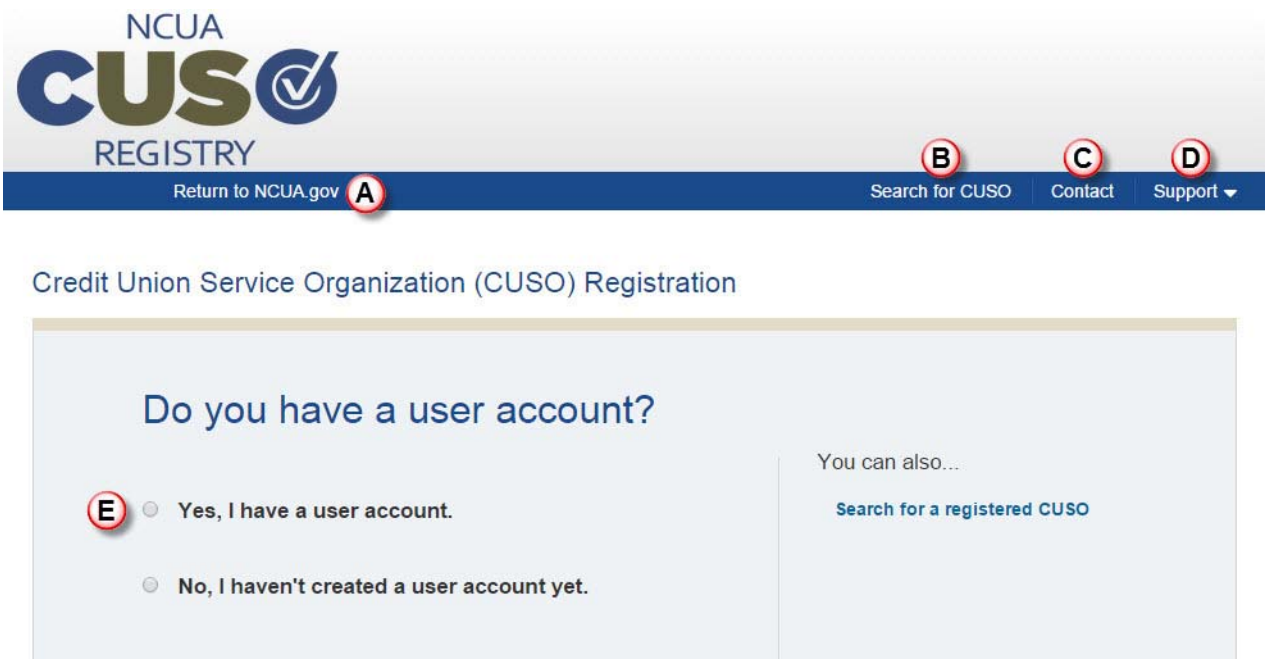

Figure 1: CUSO Registry Home Page

A. Click to go to the NCUA.gov home page.
B. Click to search for a CUSO registered within CUSO Registry.

NOTE: This search functionality will be available mid-2016.

C. Click to view contact information (see Contact).
D. Click to view a drop-down menu for CUSO Registry support, including FAQs, training guides, etc. (see Support).
E. Select an option to either log in or create an account.

2.2.1 Contact

The CUSO Registry provides contact information for system application questions as well as policy-related questions.

To view contact information, click **Contact** from the application header.

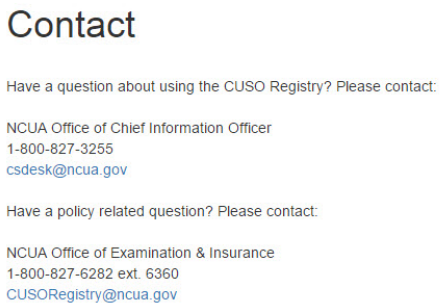

Figure 2: Contact

2.2.2 Support

CUSO Registry provides support resources available to all users. To access these resources, click **Support** from the application header.

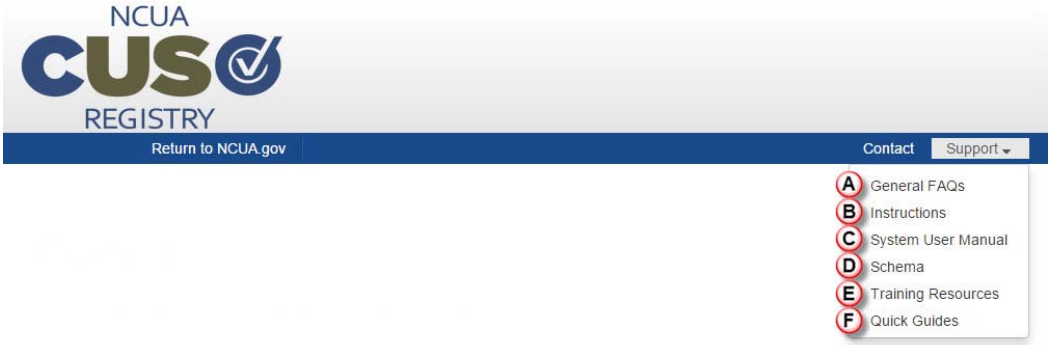

Figure 3: Support Menu

A. **General System FAQs** provides a list of FAQs to help individuals use the CUSO Registry system.
B. **Instructions** provides the CUSO Registry element descriptions.
C. **System User Manual** provides the CUSO Registry User Manual to help individuals perform specific processes within the CUSO Registry system.
D. **Schema** provides Microsoft Excel schemas for users to download to assist in populating the Credit Union Customers and Owners lists when registering a CUSO. Users can download these schemas, complete the spreadsheet with customer or owner information, and import the list to populate the appropriate fields in the registration process (see Credit Union Customers and Owners).

NOTE: Refer to the Using Schemas Quick Guide to ensure a successful Credit Union Customer and Owners information upload.

E. **Training Resources** directs you to NCUA.gov's CUSO Registry landing page, where you can find links to CUSO Registry help materials, including archived webinars of live demos.
F. **Quick Guides** provides step-by-step instructions for multiple sections within the CUSO Registry, such as adding a new user to your CUSO, finding credit union charter insurance numbers, and amending your CUSO record.

2.3 Account Maintenance

When logged in to the CUSO Registry, users can review and edit their user account settings and password from the user drop-down menu in the application header.

Figure 4: User Account Menu

A. Select **Account Settings** to edit your name and/or email address for your user account (see Edit Account Settings).

B. Select **Change Password** to change the password for your user account (see Change Password).
C. Select **Sign Out** to sign out of the CUSO Registry.

2.3.1 Edit Account Settings

To edit your name or email address for your account, click **Account Settings** from the User Account menu (see User Account Menu).

Figure 5: Account Settings

Edit your name and/or email, and then click **Update Settings**.

2.3.2 Change Password

To change your password, click **Change Password** from the User Account menu (see User Account Menu).

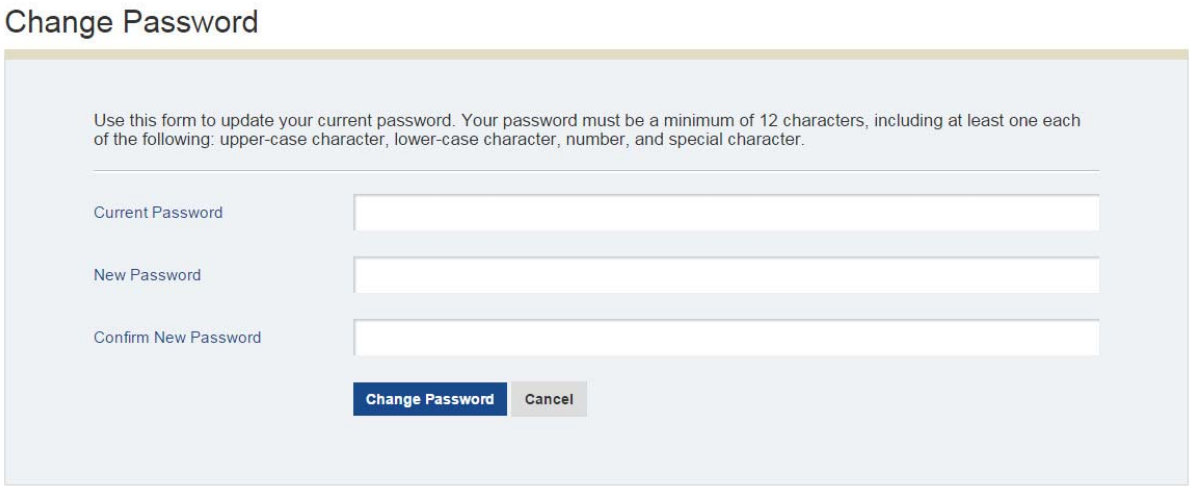

Figure 6: Change Password

Enter your current password and new password, and then click **Change password**.

3.0 CUSO Registration

CUSO Administrators register within the CUSO Registry system to provide operational and financial data as part of the requirements outlined in Part 712 and Part 704, Section 712.11 of NCUA's Rules and Regulations. The following registration deadlines apply:

- For CUSOs organized prior to 1/31/2016, initial registration must be completed by 3/31/2016. The CUSO Registry system will send reminder emails periodically to the primary CUSO administrator for registry records that have been started but not completed.
- For CUSOs organized after 1/31/2016, initial registration must be completed within 60 days of the CUSO date of organization. The CUSO Registry system will send a notification email 1 business day prior to the registration deadline to remind CUSO Administrators to register their CUSO.
- Users with administrator or contributor roles must log in to the CUSO Registry yearly during the registration period to reaffirm, or update, their CUSO information. After the initial registration period in 2016, NCUA will set the deadline for reaffirmation every year. The CUSO Registry system will send reminder emails periodically to CUSO Administrators.

3.1 Create Account

CUSO Administrators that are new to the CUSO Registry system must create a user account while registering their CUSO. The CUSO Administrator uses this account to manage the CUSO and the users tied to the CUSO record.

NOTE: Users can search the list of registered CUSOs to ensure a CUSO has not already been registered within the system. See Contact. If the CUSO has already been registered, contact the CUSO Administrator for that CUSO to request access.

To create a CUSO Registry account, access the CUSO Registry home page:

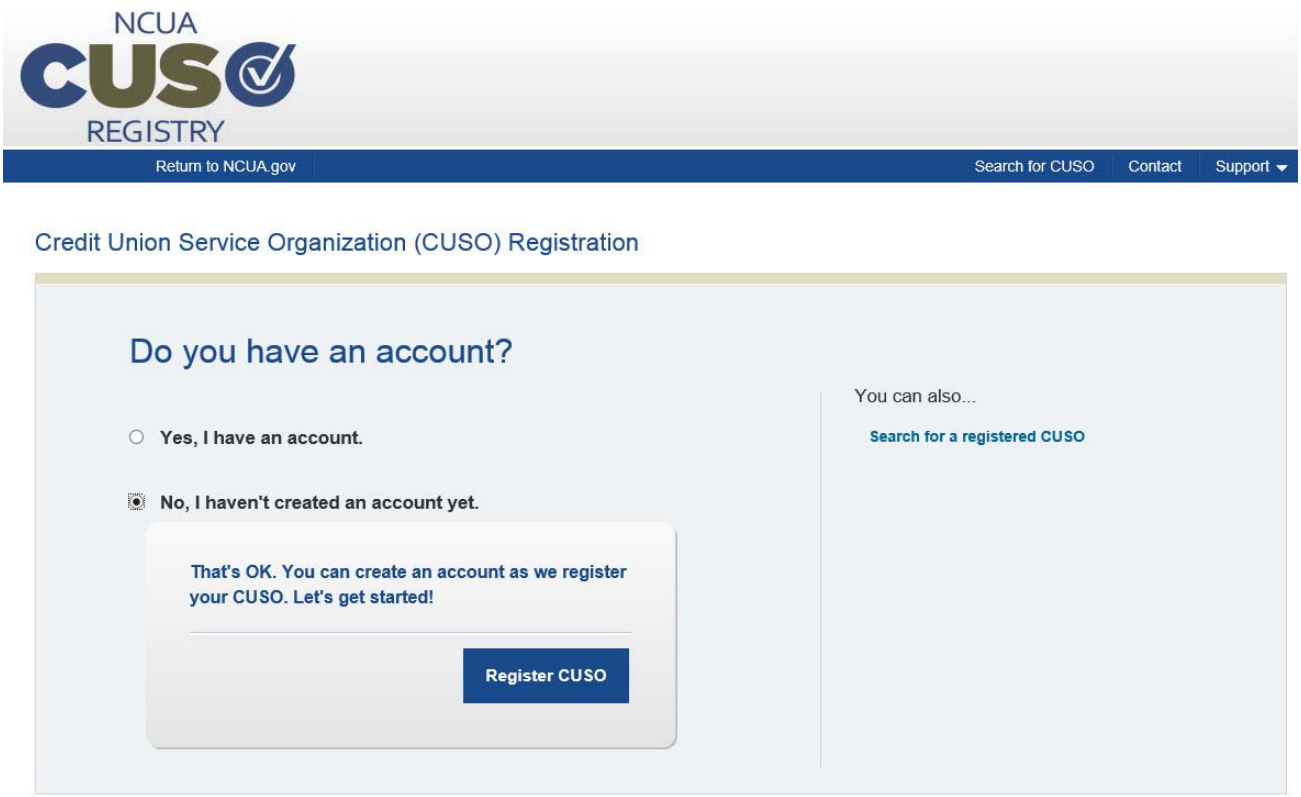

Figure 7: Create Account - Home Page

Select **No, I haven't created an account yet**, and then click **Register CUSO**. The CUSO screening process begins (see Screen CUSO). Your account will be created as part of the CUSO screening process.

3.2 Screen CUSO

Before CUSO Administrators can register a CUSO, they must verify that CUSO registration is required. CUSO Administrators start the screening process in one of two ways:

1. A CUSO Administrator that already has a CUSO Registry account logs in and clicks **Register New CUSO** from the CUSO Administrator home page.
2. A CUSO Administrator that does not yet have a CUSO Registry account clicks **Register CUSO** from the home page (see Create Account).

For either scenario, the CUSO Registration Screening page displays:

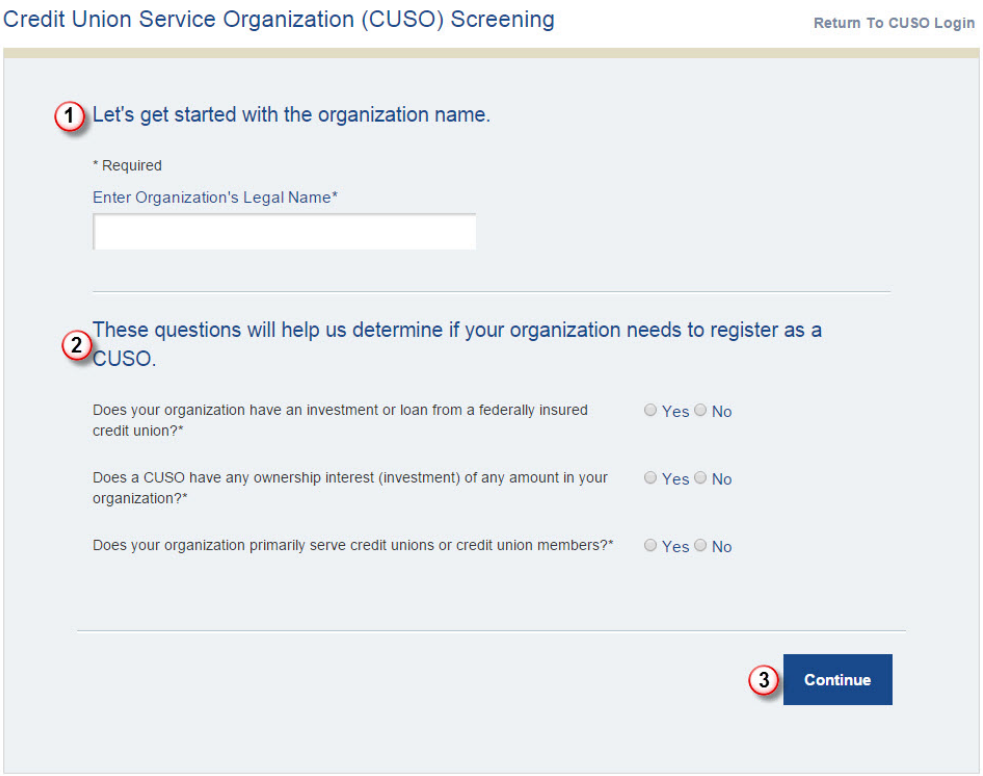

Figure 8: CUSO Screening

1. Enter the legal name of your organization (not the trade name).
2. Select the appropriate responses to the CUSO Registry screening questions.
3. Click **Continue**.

If your responses to the registry questions indicate that your organization does not need to register, you will see the message in the following figure. If you think you responded incorrectly to any of the screening questions, click **Return to Screening Questions** to change and resubmit your responses. If your responses to the screening questions indicate you should be registered, you will be routed to the first step of the verification process (see EIN and General Information).

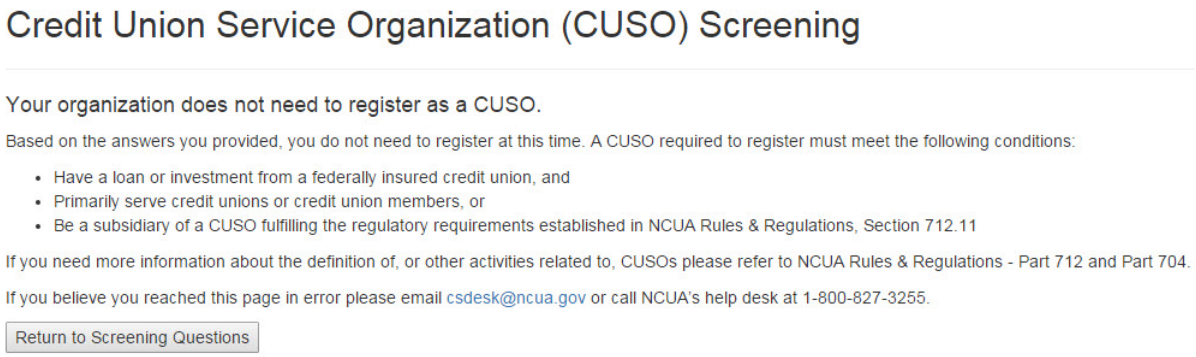

Figure 9: CUSO Registration Not Needed

3.2.1 EIN and General Information

If registration is deemed necessary for your CUSO, step 1 of the verification process displays:

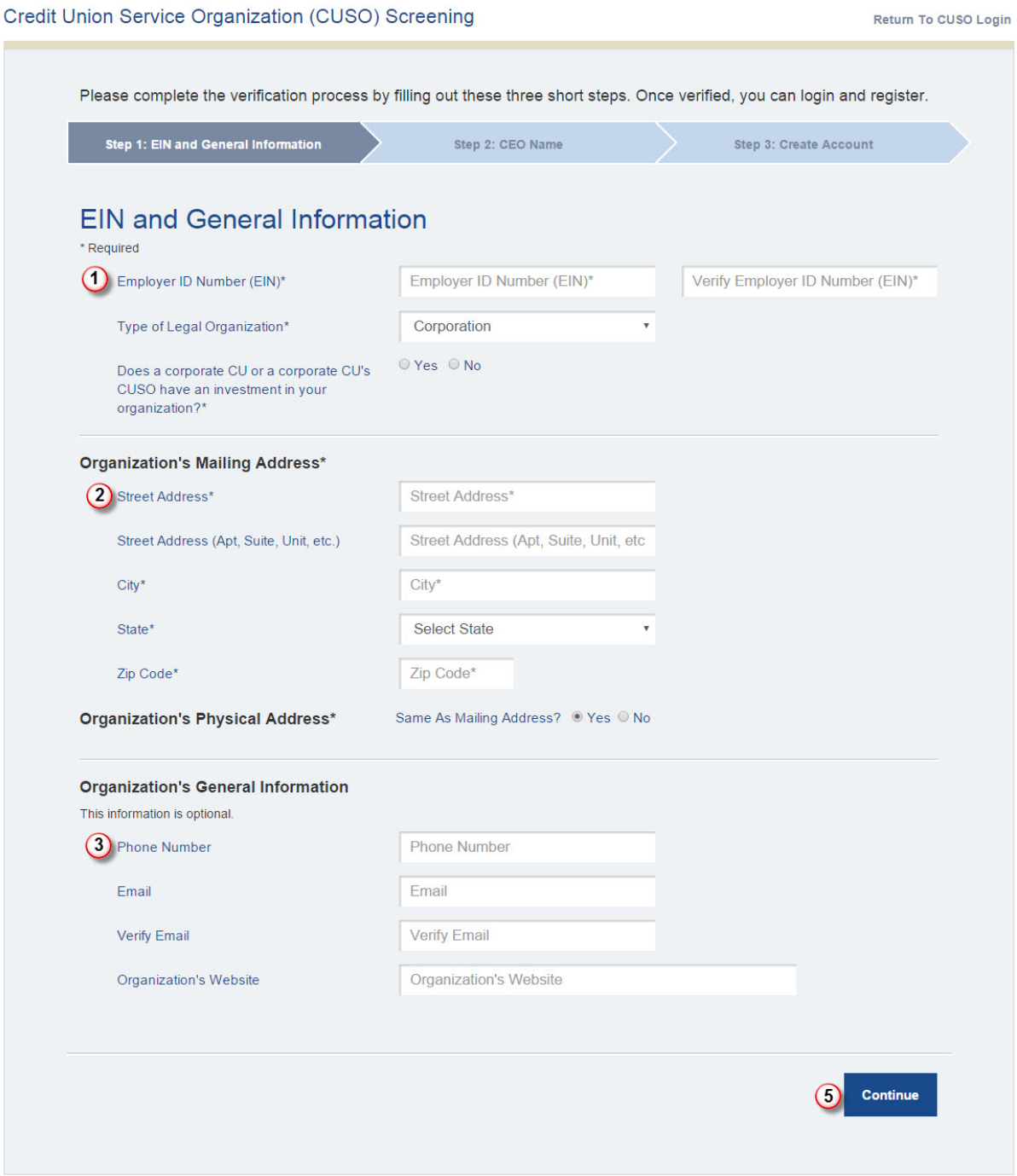

Figure 10: CUSO Screening - Step 1

1. Enter the EIN, select the organization type, and select whether a corporate credit union or a corporate credit union's CUSO has an investment in your organization.
2. Enter the organization's mailing and physical address (if different than the mailing address). Otherwise, select **Yes** in response to the **Same as Mailing Address** question. Addresses are validated by USPS data.

3. Enter the organization's general contact information.
4. Click **Continue** to proceed to the next step (CEO Name).

3.2.2 CEO Name

Step 2 of the screening process requires CEO contact information:

Figure 11: CUSO Screening - Step 2

1. Enter the organization's CEO name.
2. Enter the CEO's business email address (for NCUA records).
3. Click **Continue** to proceed to the next step (Create Account).

3.2.3 Create Account

Step 3 of the screening process requires account administrator contact information:

Credit Union Service Organization (CUSO) Screening

Return To CUSO Login

Step 1: EIN and General Information | Step 2: CEO Name | Step 3: Create Account

Create Account

This information will be used to create the administrative account and login information.

* Required

NOTE: If you are an administrator attempting to register multiple CUSOs, please log into your account to register additional CUSOs.

1 Administrator Name — Same as CEO

Prefix

First Name*

Last Name*

Phone* — Ext

Email*

Confirm Email*

2 Username*

Password must be a minimum of 12 characters, including at least one each of the following: upper-case character, lower-case character, number, and special character.

Password*

Confirm Password*

3 First Security Question* — Select One

Answer to First Security Question*

Second Security Question* — Select One

Answer to Second Security Question*

Previous

4 Continue

Figure 12: CUSO Screening - Step 3

1. Enter the CUSO Administrator information (the CUSO Registry account administrator). Select the **Same as CEO** check box if the CEO entered in the previous registration step is the CUSO Administrator.
2. Enter a unique user name and password for the account.
3. Select two security questions and enter responses.
4. Click **Continue**.

The verification success message displays:

Figure 13: CUSO Screening Success

A validation email will be sent to the address provided in the account creation process. Follow the instructions in the email to validate your email address and continue through the registration process.

3.2.3.1 EIN Not Found

If your EIN is not found in the NCUA database, you will see the following message after completing step 3 of the screening process.

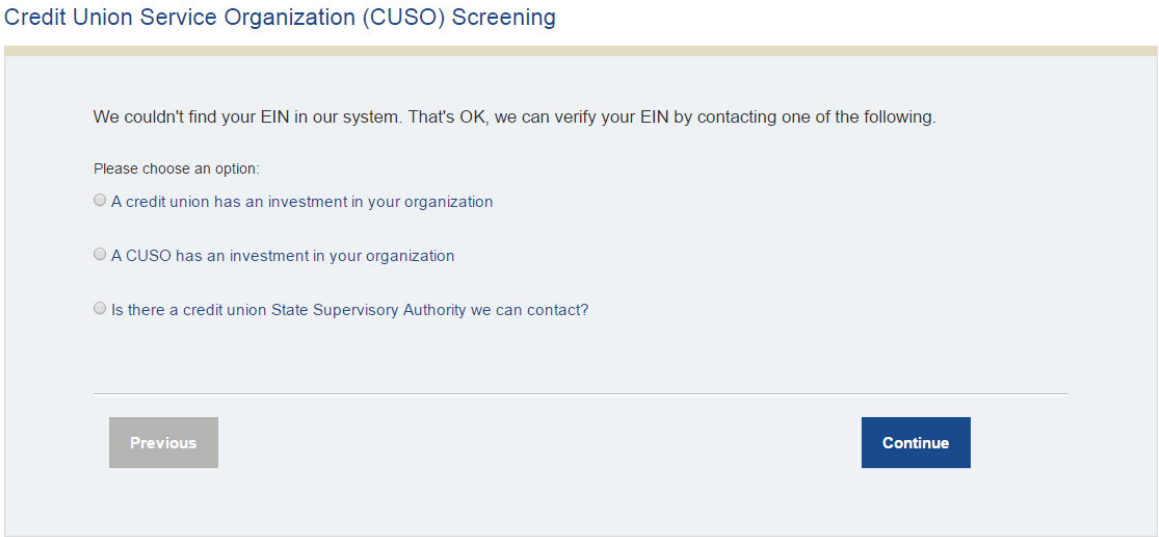

Figure 14: CUSO EIN Not Found

Select an option, complete the requested information, and then click **Continue** to have NCUA validate your information.

3.2.3.2 EIN Already Registered

If your EIN has already been recorded in the CUSO Registry, you will see the following message after completing step 3 of the screening process.

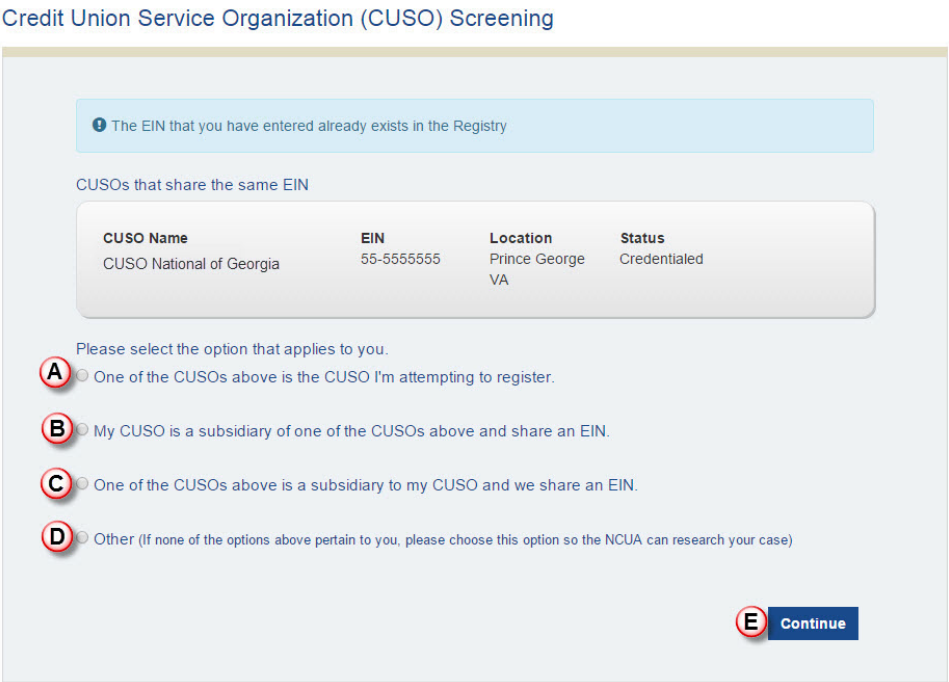

Figure 15: CUSO EIN Already Registered

A. If the CUSO you are attempting to register is the same as the CUSO already in the registry, you will be prompted to contact the administrator of that CUSO.
B. If your CUSO is a subsidiary of the CUSO that is already registered, you will be prompted to select the parent CUSO, and then the account creation success message displays.
C. If the CUSO that is already in the registry is a subsidiary of the CUSO you are attempting to register, you will be prompted to select the CUSO, and then the account creation success message displays.
D. If none of these options apply, provide a response explaining the reason for the duplicate EIN so that NCUA can research your case.
E. After selecting an option, click **Continue**.

3.3 Register CUSO

NOTE: If your CUSO status is Provisional, you will be able to input your CUSO's information, but you will not be able to complete CUSO registration until the issue is resolved by an NCUA Administrator. Your CUSO may be Provisional if the EIN entered when creating an account has not yet been verified by NCUA (see EIN Not Found) or is a duplicate (see EIN Already Registered).

To register a CUSO, log in to the CUSO Registry as the CUSO Administrator.

A registration message displays:

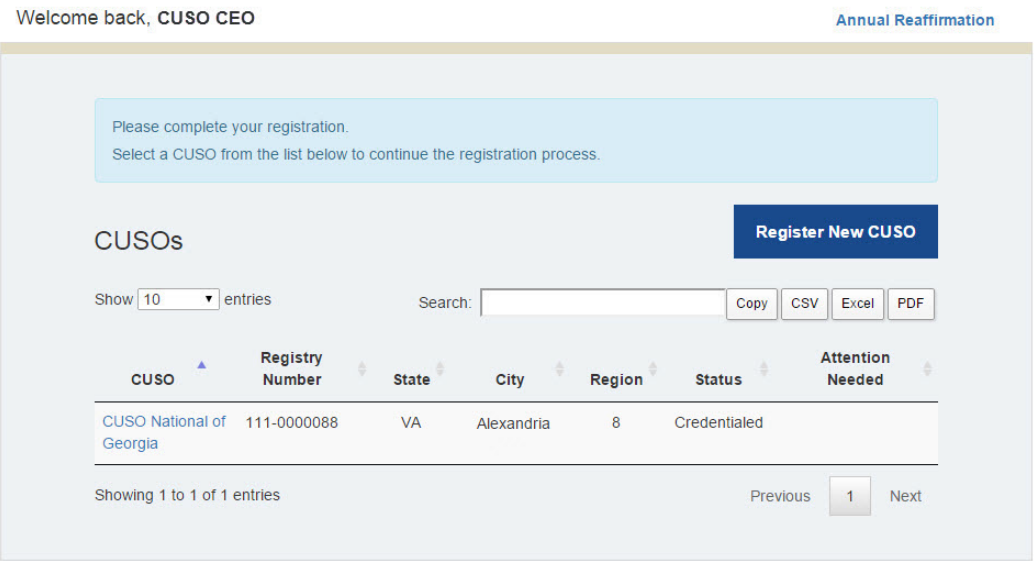

Figure 16: Register CUSO

Click the CUSO name from the list of CUSOs to start the registration process.

3.3.1 CUSO General Information

After you click the CUSO name to start the registration process, the CUSO General Information page displays:

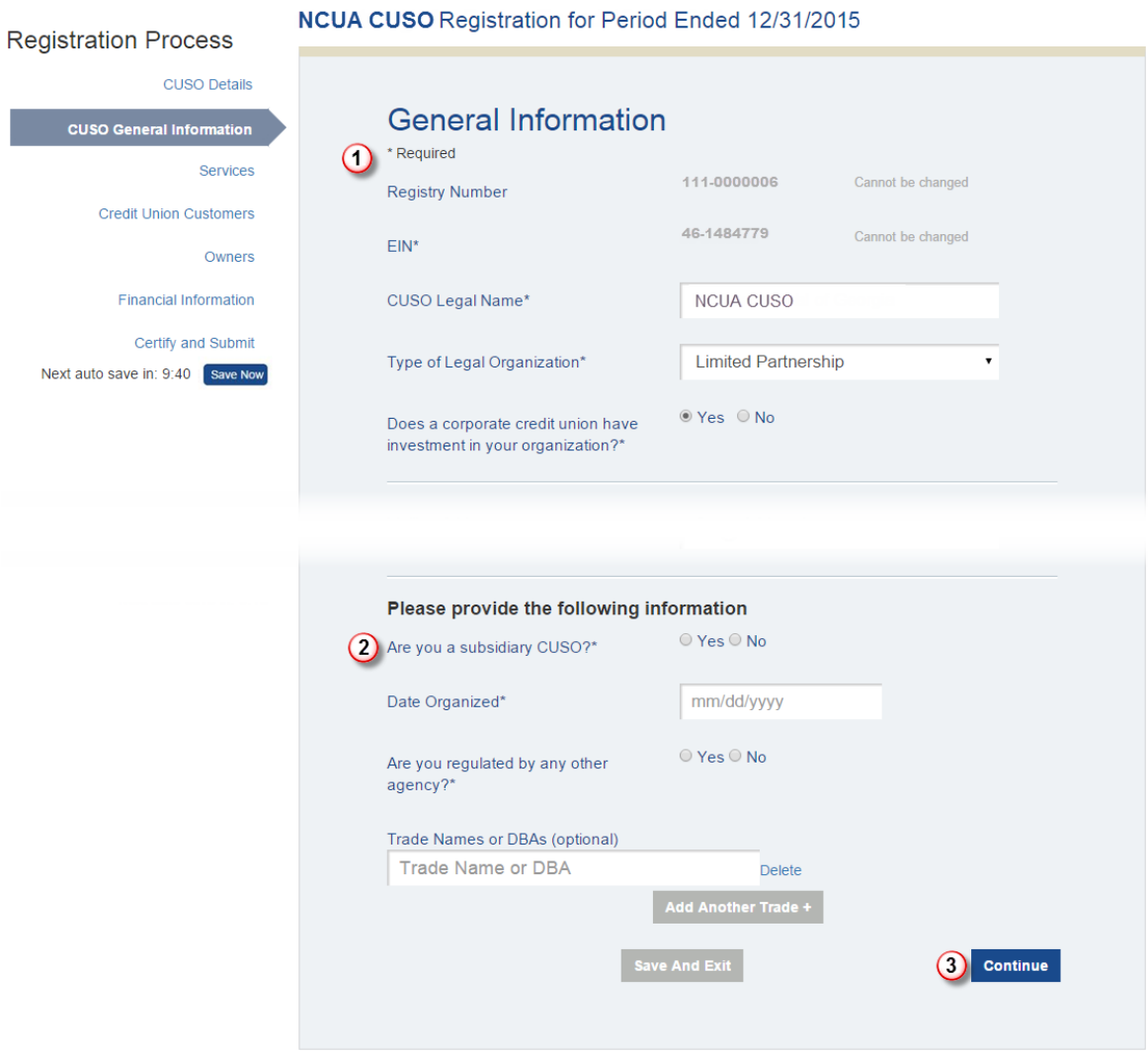

Figure 17: Register CUSO - General Information

1. Review and confirm the CUSO information provided when the CUSO was created.
2. Complete the additional information fields.
3. Click **Continue** to proceed to the next step (Services). Alternatively, click **Save and Exit** to save your entries and exit the registration process.

NOTE: The registration will automatically save every 10 minutes. The next autosave time displays on the left side of the registration screen.

3.3.2 Services

After completing the CUSO General Information step, the Services page displays:

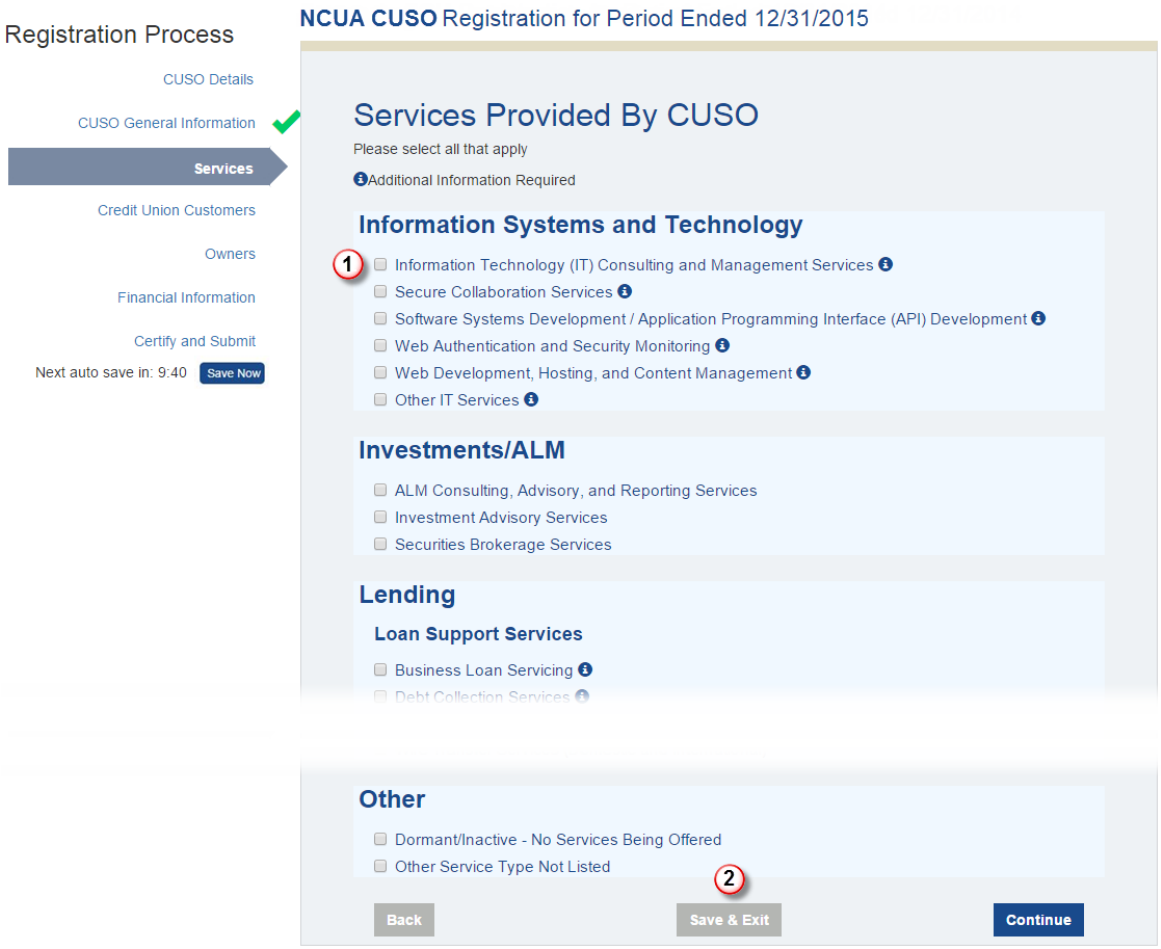

Figure 18: Register CUSO - Services

1. Select all the services your CUSO provides. Services with an icon will require additional information later in the registration process.
2. Click **Continue** to proceed to the next step (Additional Services or Credit Union Customers). Alternatively, click **Back** to return to the previous step or click **Save and Exit** to save your entries and exit the registration process.

3.3.3 Additional Services

If you selected services that require additional information, the Additional Services page displays. Otherwise, you will proceed directly to the Credit Union Customers step.

Figure 19: Register CUSO - Additional Services

1. Complete the requested information about the services provided.
2. Click **Continue** to proceed to the next step (Credit Union Customers). Alternatively, click **Back** to return to the previous step or click **Save and Exit** to save your entries and exit the registration process.

3.3.4 Credit Union Customers

After completing the Services or Additional Services step(s), the Credit Union Customers page displays:

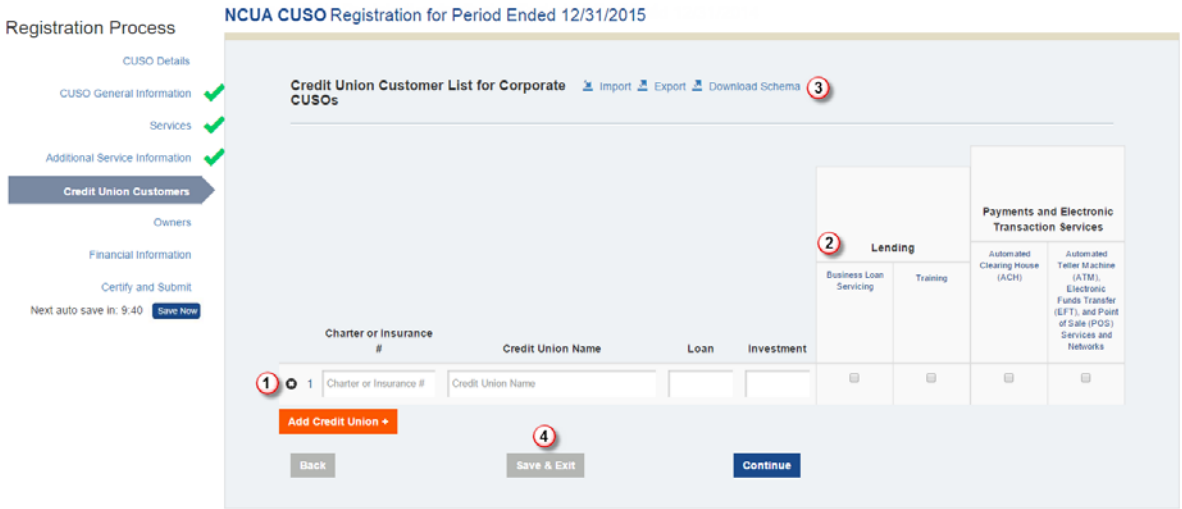

Figure 20: Register CUSO - Customers

1. Enter the information for all credit union customers for your CUSO. You can begin typing the **Charter or Insurance #** or the **Credit Union Name** to select from a list of credit unions in the NCUA database. Click **Add another customer** to add multiple customers.
2. Additional information, such as the **Lending** and **Payments and Electronic Transaction Services** columns in the example provided, may be required if you selected high-risk or complex services. If you selected only low-risk services, you are not required to select the applicable services.
   i. The information required in the **Loan** and **Investment** columns depends on the services your CUSO offers. If your CUSO offers high-risk or complex services as defined by NCUA regulations, (services

with an icon on the Services page), the system provides fields for you to enter the loan and investment amounts. Otherwise, the system only provides check boxes for these columns:

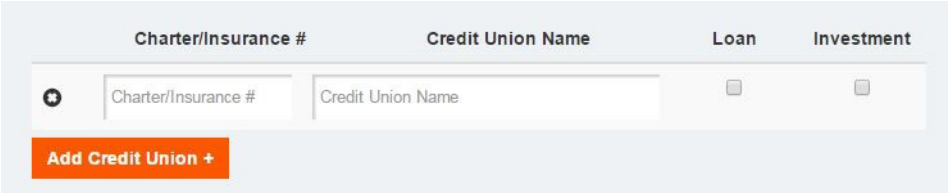

Figure 21: CUSO Offering Low-Risk Services

ii. If your CUSO offers both high- and low-risk services, you must list all customers, not just customers who receive high-risk or complex services.

3. Alternatively, if you have a list of customers to add, click **Download Schema** to download a Microsoft Excel worksheet with the format required to import the data into the system. After adding the list of customers to the Microsoft Excel worksheet, click **Import** to upload the list and populate the fields below. You can also click **Export** to export the current list as a spreadsheet to save to your machine.
   i. Files that are not in the correct data format cannot be uploaded into the CUSO Registry system. Ensure you have downloaded the correct schema before attempting to upload your information. Refer to the Using Schemas Quick Guide to ensure a successful Credit Union Customer and Owners information upload.
   ii. If you are uploading a large customer list (approximately 100 customers or more), a separate screen displays with a progress bar:

Figure 22: Upload File Progress Bar

   iii. Click **Continue** when the upload completes to go back to the Customers step to verify your customers imported as expected:

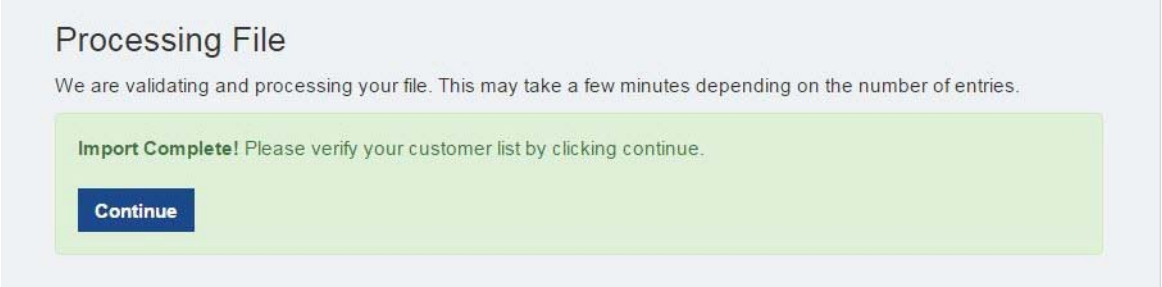

Figure 23: Upload File Completed

4. Click **Continue** to proceed to the next step (Owners). Alternatively, click **Back** to return to the previous step or click **Save and Exit** to save your entries and exit the registration process.

3.3.5 Owners

After completing the Credit Union Customers step, the Owners page displays:

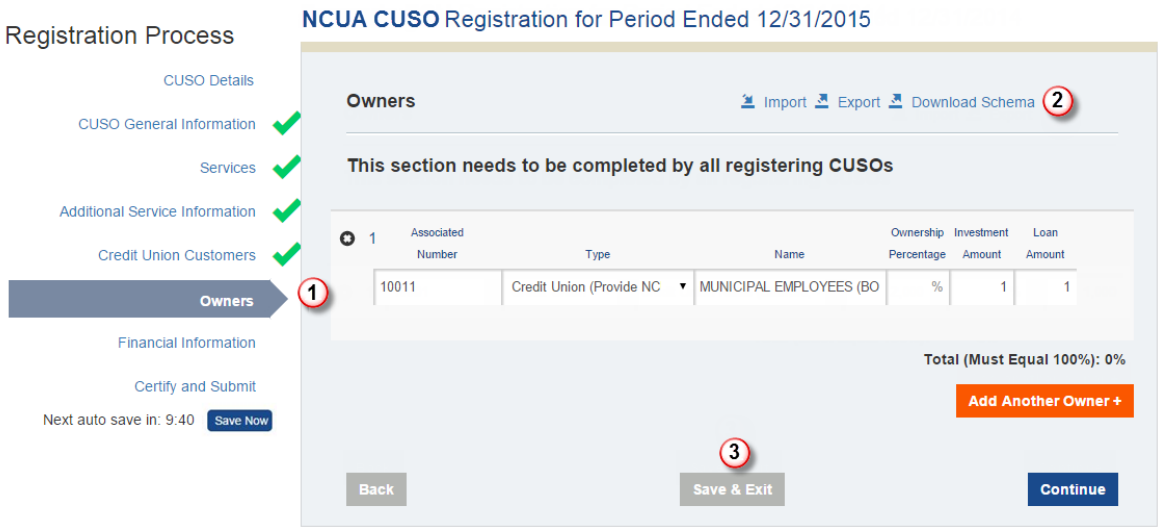

Figure 24: Register CUSO - Owners

1. Enter the information for all owners of your CUSO. Click **Add another owner** to add multiple owners. The **Ownership Percentage** column must add up to 100% before you can proceed to the next step of the registration.
   i. Credit union customers that are identified as owners in the Credit Union Customers list (Credit Union Customers) will automatically populate on this page.
   ii. If the owner type is **Other**, you will be prompted to provide additional information.
2. Alternatively, if you have a list of owners to add, click **Download Schema** to download a Microsoft Excel worksheet with the format required to import the data into the system. After adding the list of owners to the Microsoft Excel worksheet, click **Import** to upload the list and populate the fields below. You can also click **Export** to export the current list as a spreadsheet file to save to your local machine.
   i. Files that are not in the correct data format cannot be uploaded into the CUSO Registry system. Ensure you have downloaded the correct schema before attempting to upload your information. Refer to the Using Schemas Quick Guide to ensure a successful Credit Union Customer and Owners information upload.
   ii. If you are uploading a large owner list (approximately 100 owners or more), a separate screen displays with a progress bar:

Figure 25: Upload File Progress Bar

   iii. Click **Continue** when the upload completes to go back to the Owners step to verify your owners imported as expected:

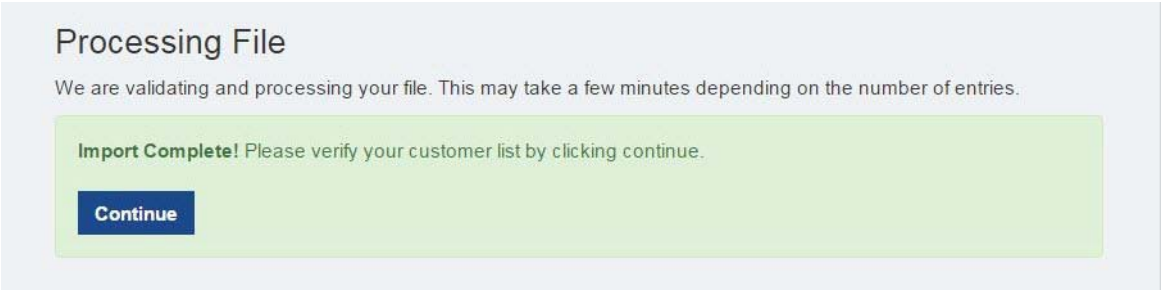

Figure 26: Upload File Completed

3. Click **Continue** to proceed to the next step (Financial Information or Certify and Submit). Alternatively, click **Back** to return to the previous step or click **Save and Exit** to save your entries and exit the registration process.

NOTE: If the **Associated Number** provided for a credit union is not found in the NCUA database, an alert will display. You will not be able to certify and submit the registration until the owner is validated.

3.3.6 Financial Information

If you selected services that require additional information, the Financial Information page displays. Otherwise, you will proceed directly to the Certify and Submit step.

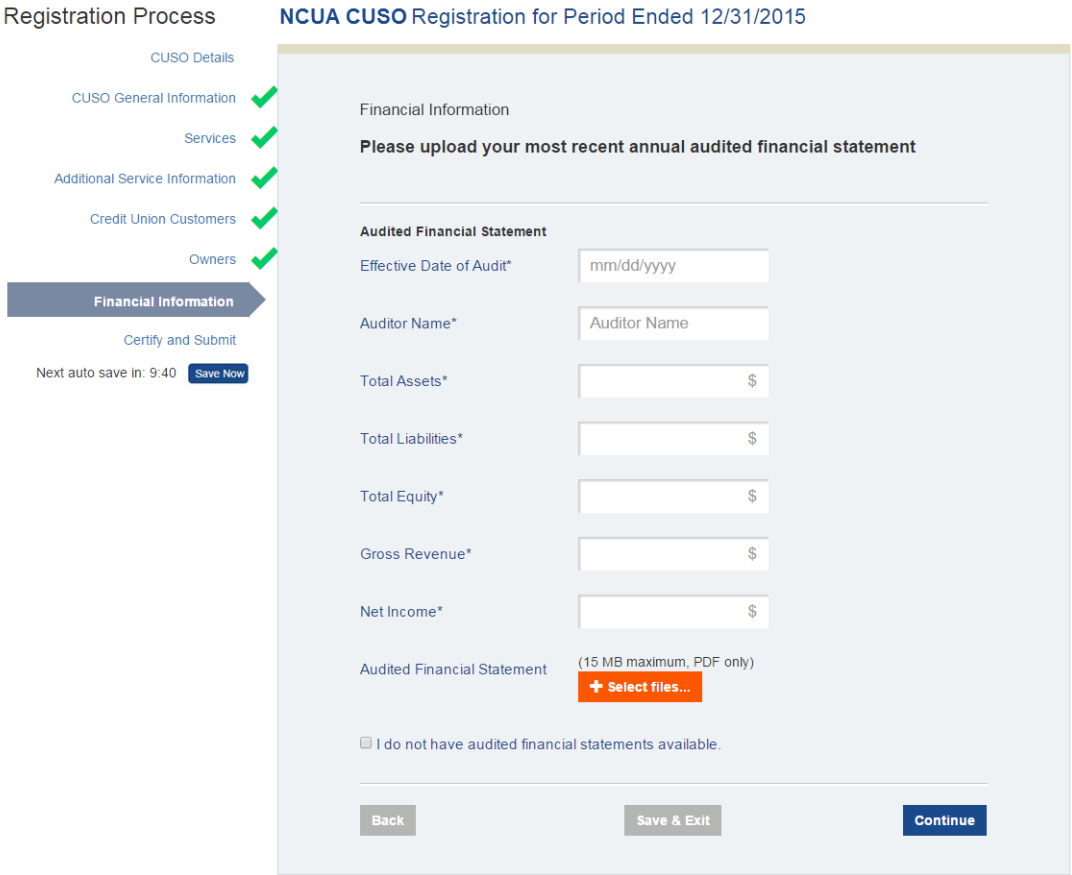

Figure 27: Register CUSO - Financial Information

1. Enter the information for your most recent annual audited financial statement, if applicable. Click **Select files** to browse for and upload the associated financial statement files. If you do not have an audit, leave the fields blank, select **I do not have audited financial statements available**, and provide a reason where prompted.

NOTE: Only PDFs can be uploaded into the CUSO Registry System. The maximum file size is 15 MB.

Corporate CUSOs can also upload additional files, as necessary.

2. Click **Continue** to proceed to the next step (Certify and Submit). Alternatively, click **Back** to return to the previous step or click **Save and Exit** to save your entries and exit the registration process.

3.3.7 Certify and Submit

After completing the Owners or Financial Information step(s), the Certify and Submit step of the registration process page displays:

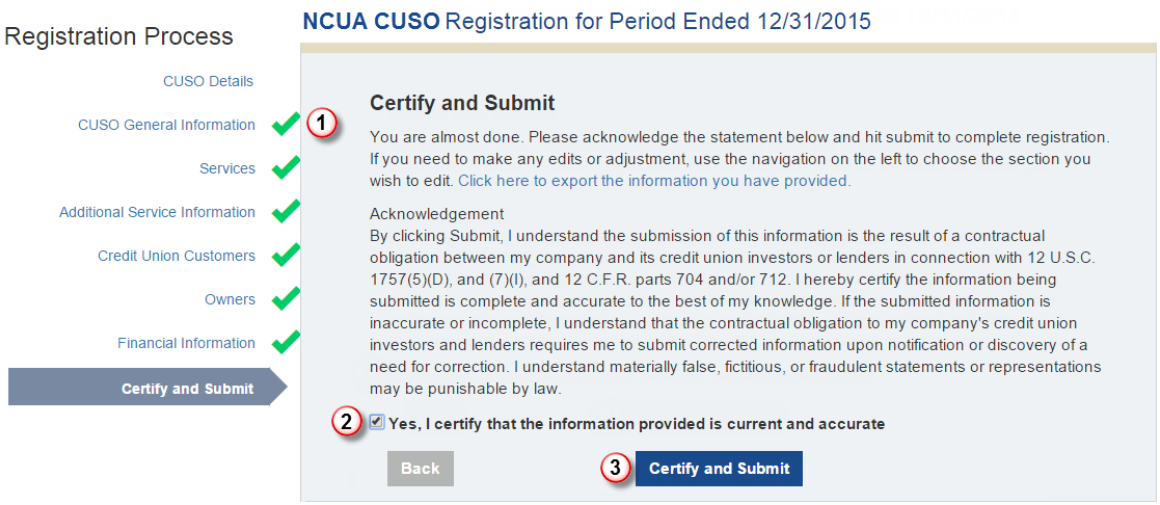

Figure 28: Register CUSO - Certify and Submit

1. All steps must be completed (marked by a ✔) before you can certify and submit your CUSO.
2. Select the check box to certify that the information provided is current and accurate.
3. Click **Certify and Submit**.

NOTE: If there were issues verifying the customers or owners entered in the registration process, you will not be able to certify and submit the registration until valid information is provided.

3.4 CUSO Status

The CUSO Registry will update the registration status of the CUSO throughout the registry process. The following table defines all registration statuses.

Status	Description
Provisional	The CUSO EIN is a duplicate or needs to be confirmed.
Credentialed	The CUSO EIN is confirmed and the registration is in process.
Registered	The CUSO registration is complete and up-to-date.
Incomplete	The registration deadline was missed.
Inactive	The CUSO has not completed their registration or reaffirmation 30 days after their deadline; CUSO Administrators will be unable to access the data for the CUSO in this status and must contact NCUA for assistance.
NonReporting	The CUSO does not meet the guidelines for reporting in the CUSO Registry.

Table 3: CUSO Registration Statuses

4.0 CUSO Administration - CUSO Administrators

CUSO Administrators can review, edit, and manage CUSO information at any time. CUSO Administrators can also add or remove users with view, contribute, or administrative privileges to the CUSO account. This is all done through the CUSO Administrator's home page.

After logging in to the CUSO Registry as the CUSO Administrator, the home page displays a list of all CUSOs associated with the CUSO Administrator's account.

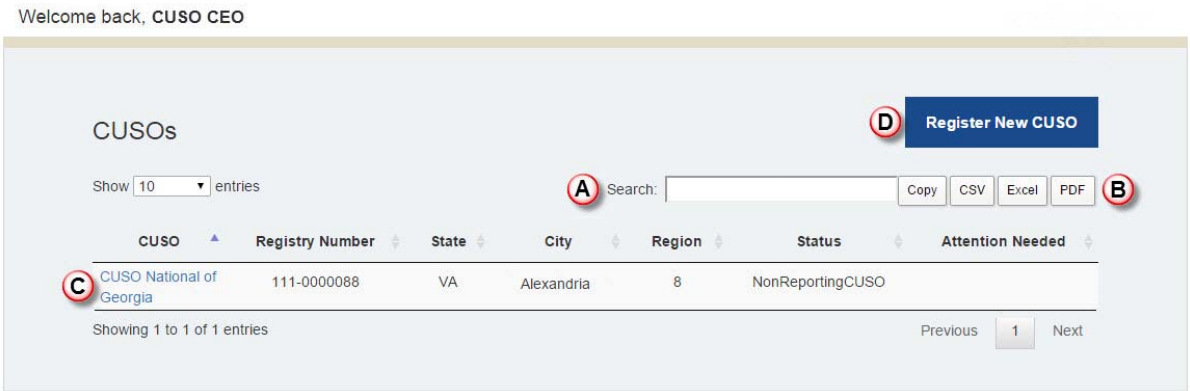

Figure 29: CUSO Administrator Home Page

A. Enter keywords to filter the list of CUSOs, as desired.
B. Click one of the action buttons to copy the list to the clipboard or to open the list as a CSV, Excel, or PDF file.
C. Click the CUSO name hyperlink to view the information provided for the CUSO (see Review and Amend CUSO Record).
D. Click **Register New CUSO** to complete the registration process for a new CUSO (see Register CUSO).

4.1 Review and Amend CUSO Record

CUSO Administrators can view registry fields, documents, and account users at any time.

To view the details for a CUSO, click the CUSO name hyperlink from the home page (see CUSO Administrator Home Page).

The CUSO details display:

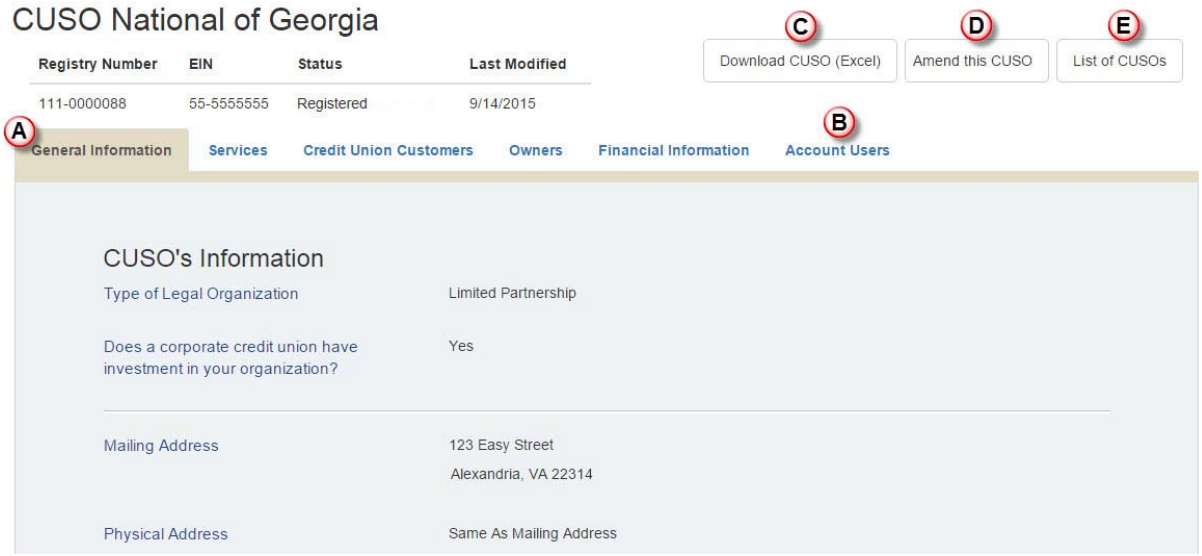

Figure 30: CUSO Information

A. Click the tabs to view the associated information for the CUSO.
B. Click **Account Users** to view, add, and/or remove users from the CUSO (see Manage CUSO Users).
C. Click **Download CUSO (Excel)** to download an Excel file containing the CUSO's information. Each tab on the CUSO information page (e.g., General Information, Services, etc.) is populated in its own sheet within the Excel workbook.
D. Click **Amend this CUSO** to edit the CUSO information (see Amend CUSO Record). If the CUSO is in Provisional or Credentialed status, this action changes to **Continue Registration**. Click **Continue Registration** to continue the registration process.
E. Click **List of CUSOs** to return to the home page and view the list of CUSOs tied to your account.

4.1.1 Amend CUSO Record

CUSO Administrators can update their registered CUSO's information at any time, with the exception of the EIN and Registry Number. To update the information, click **Amend this CUSO** from the CUSO's information page (see CUSO Information).

The Amend CUSO page displays:

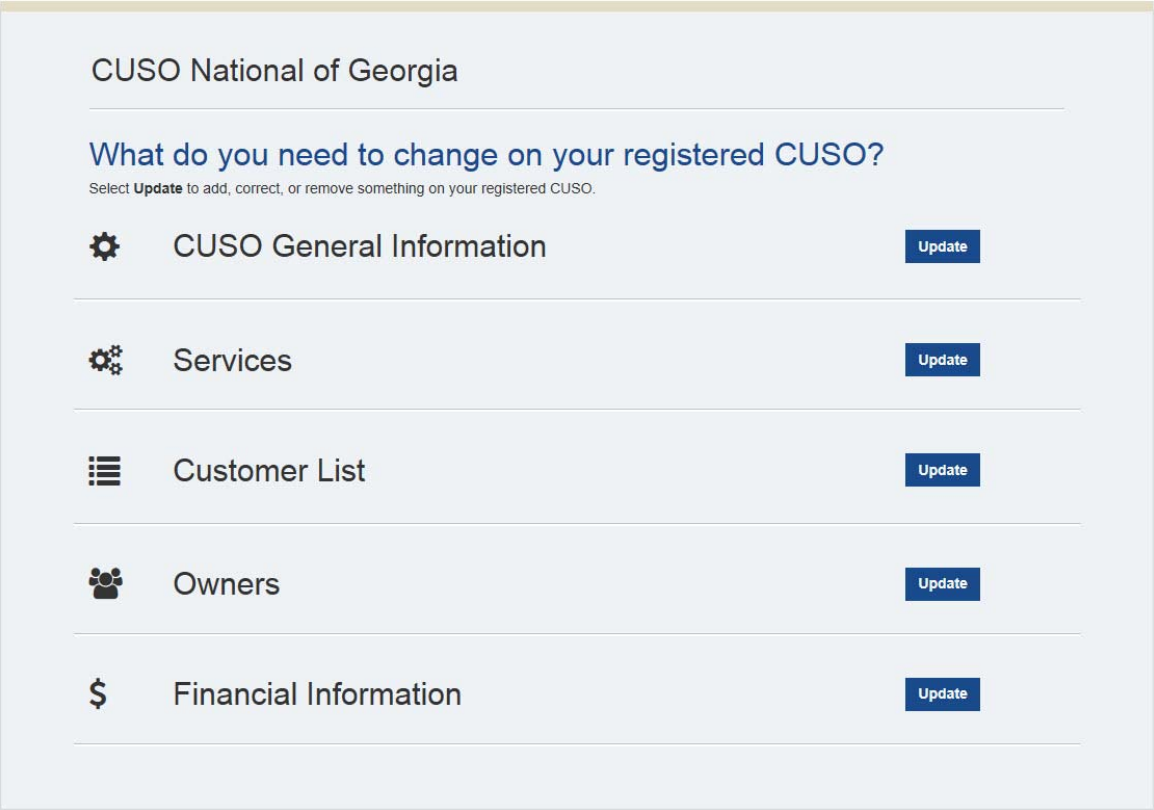

Figure 31: Amend CUSO

Click **Update** for any category to update that section.

The Amendment Process page displays for the selected category:

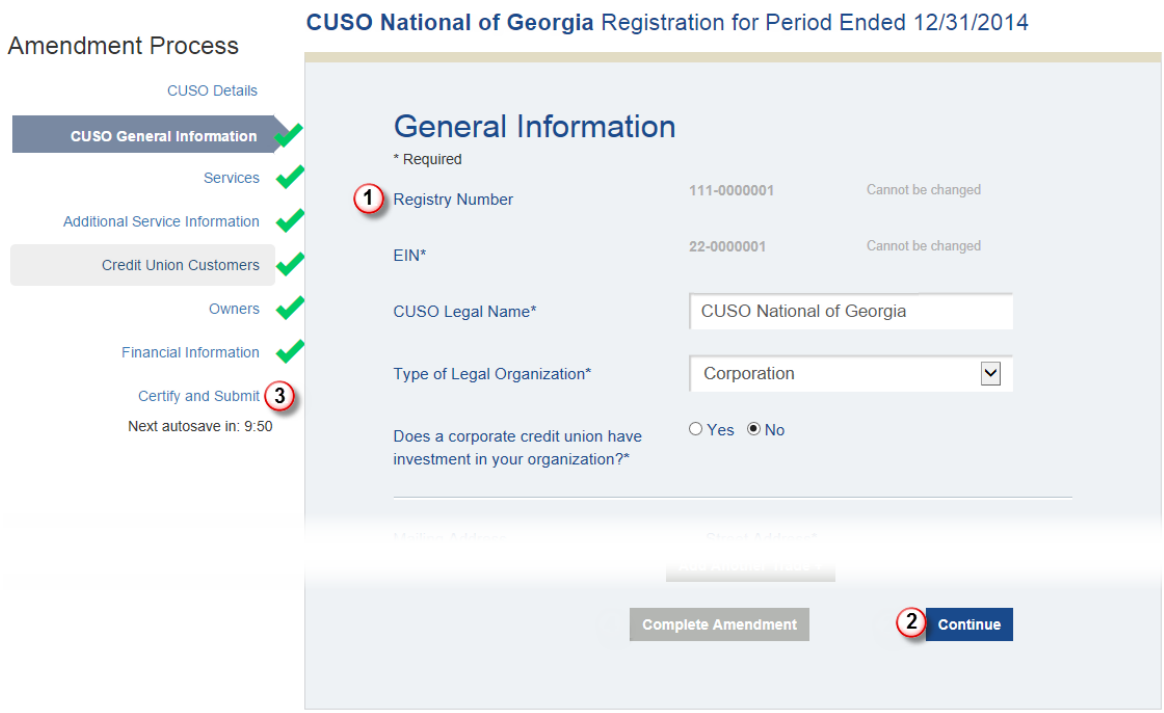

Figure 32: Amendment Process

1. Update the information, as necessary.
2. Click **Continue** to continue through the CUSO registration steps to update information in multiple categories, as desired.
3. When all information is reviewed and completed, click **Certify and Submit**.

   The Certify and Submit page displays:

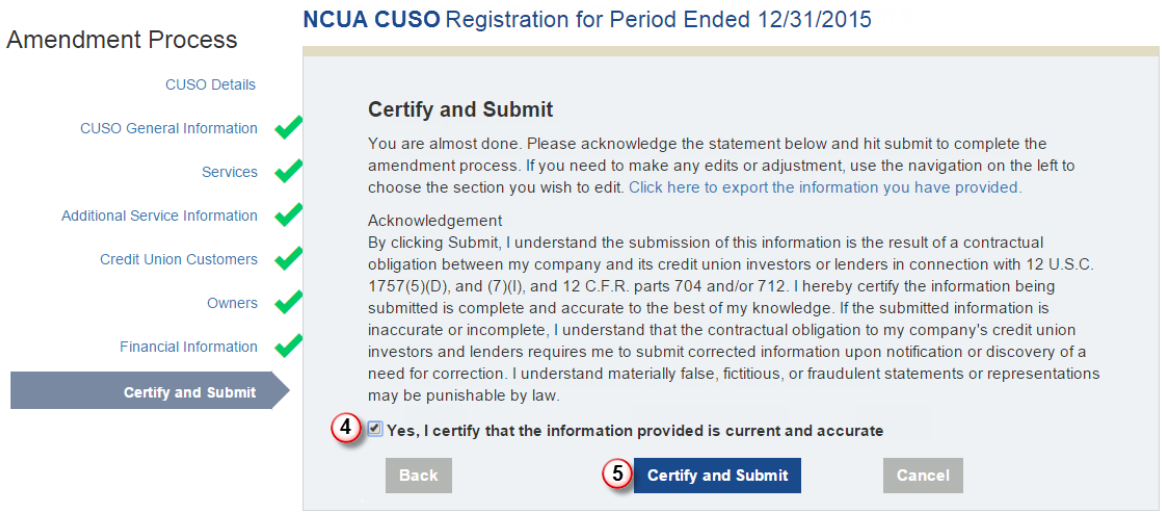

Figure 33: Amendment Process - Certify and Submit

4. Select the check box to certify that the information provided is current and accurate.

5. Click **Certify and Submit**.

NOTE: Depending on the amendment changes, you may be required to provide additional information. For example, if you added a high-risk or complex service, you are required to provide additional information about that service.

4.1.2 Manage CUSO Users

CUSO Administrators use the Account Users tab of the CUSO Information page to control access and permissions for the CUSO. The CUSO Administrator can add users to and remove users from the CUSO account with view, contribute, and administrative privileges.

To view and edit account users, click the **Account Users** tab from the CUSO's information page (see CUSO Information).

The list of CUSO account users displays:

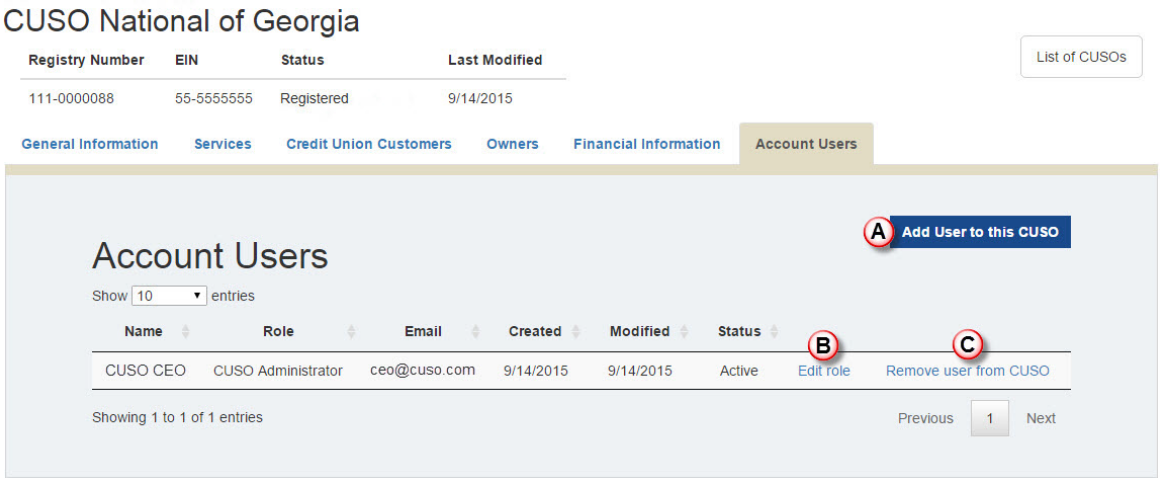

Figure 34: CUSO Account Users

A. Click **Add User to this CUSO** to add a user to the CUSO (see Add CUSO Account User).
B. Click **Edit Role** to edit the user's permissions (see Edit CUSO Account User).
C. Click **Remove user from CUSO** to remove the user from the CUSO account (see Remove CUSO Account User).

4.1.2.1 Add CUSO Account User

To add a user to a CUSO, click **Add User to this CUSO** from the CUSO's Account Users tab (see CUSO Account Users).

The Account Users: Add User form displays:

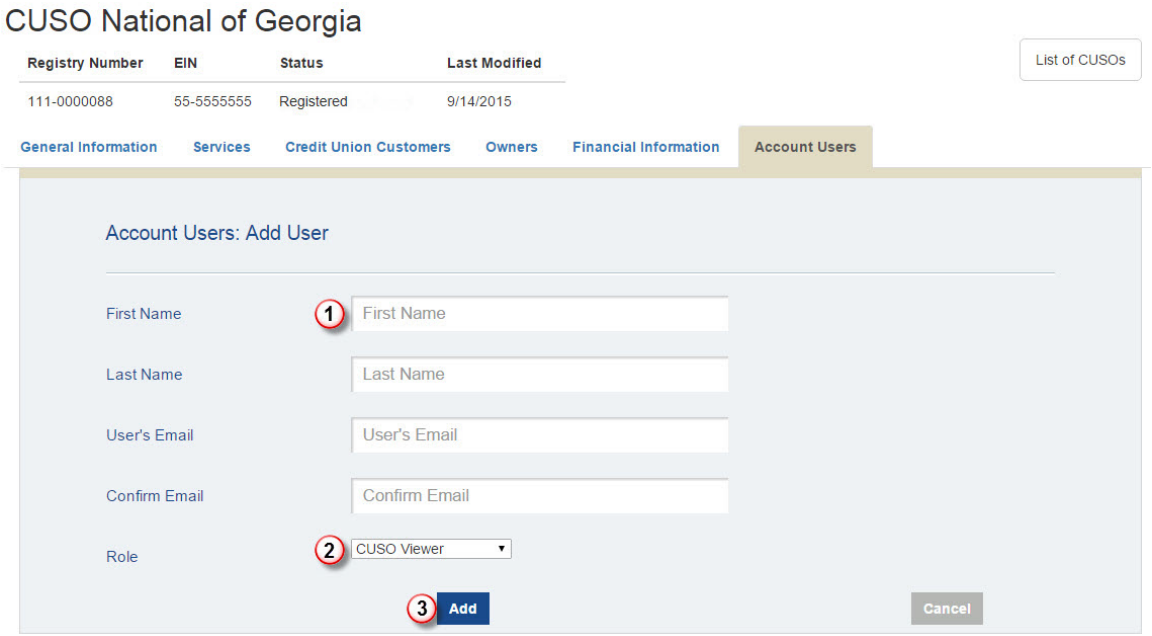

Figure 35: Add New User

1. Enter the user's name and email address.
2. Select the role to assign to the user.
   i. CUSO Viewer has read-only access to the CUSO information.
   ii. CUSO Contributor has edit permissions, but cannot add new users.
   iii. CUSO Administrator has full administrative permissions for the CUSO.
3. Click **Add**.

If the user already has a CUSO Registry account, he or she will automatically be added to the CUSO Account Users tab. If the user does not have a CUSO Registry account, he or she will receive an email invitation to create one. The new user will click the link in the email to create their user account.

NOTE: Special note for CUSO Administrators managing multiple CUSOs:

If you want to add a new user to multiple CUSOs, first you will need to check to see if the user already has a CUSO Registry system account. If the user does ***not*** have a CUSO Registry account, add the new user to only one of your CUSOs. The system will send the user an email invitation to create a CUSO Registry account. Once the user's account is created, you can then add the user to the remaining CUSOs.

<u>If you add a new user to multiple CUSOs before he/she creates a CUSO Registry account, the system will send multiple invitation emails prompting the user to create multiple, separate CUSO Registry accounts.</u>

After clicking the link, the New CUSO User Registry page displays:

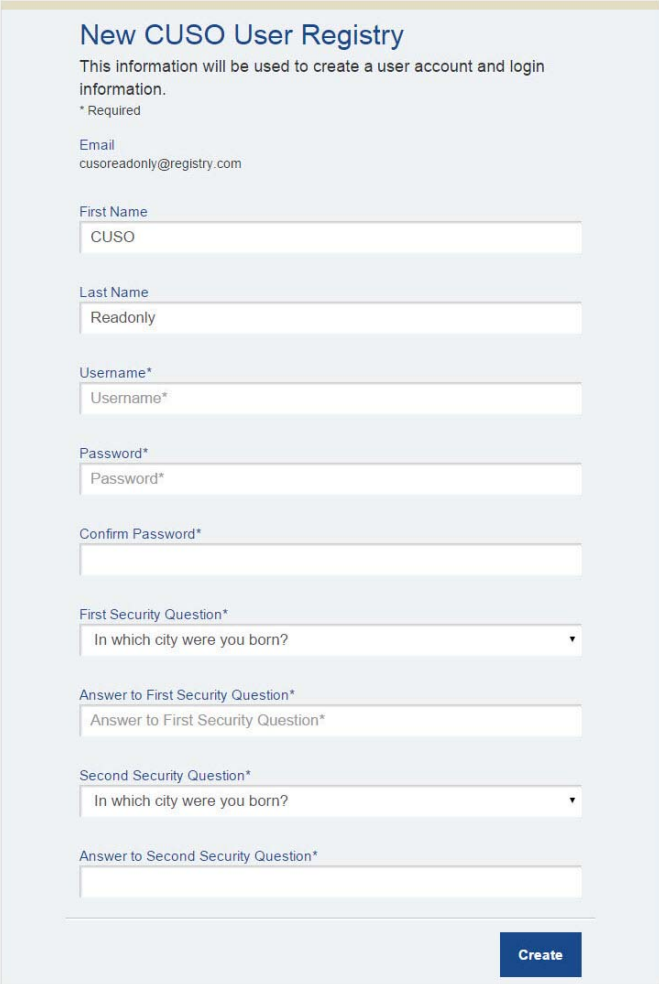

Figure 36: New CUSO User Registry

Complete the requested information, and then click **Create**.

A validation email will be sent to the address provided in the account creation process. The user must follow the instructions in the email to validate their email address and complete their user account creation.

Once the account is created, the user will be added to the CUSO Account Users tab.

NOTE: CUSO Administrators can see pending users and can delete new users (see Manage CUSO Users).

It is recommended that each CUSO has at least two CUSO Administrators. CUSO Administrators should review the CUSO's users periodically to monitor access and permissions.

4.1.2.2 Edit CUSO Account User

To edit a user of your CUSO, click **Edit role** from the CUSO's Account Users tab (see CUSO Account Users).

The Account Users: Edit Permission form displays:

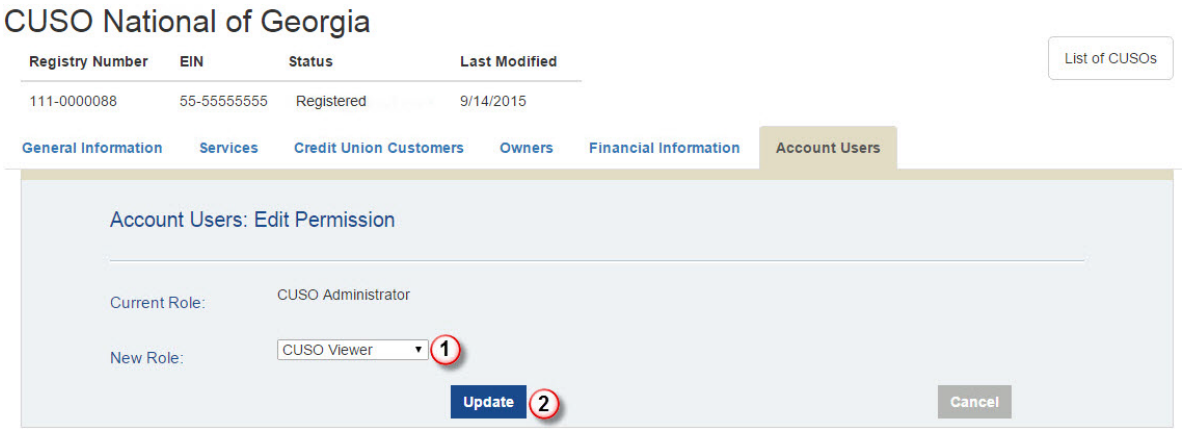

Figure 37: Edit Permission

A. Select a new role for the user.
   i. CUSO Viewer has read-only access to the CUSO information.
   ii. CUSO Contributor has edit permissions, but cannot add new users.
   iii. CUSO Administrator has full administrative permissions for the CUSO.
B. Click **Update**.

4.1.2.3 Remove CUSO Account User

To remove a user from the CUSO, click **Remove user from CUSO** from the CUSO's Account Users tab (see CUSO Account Users).

A confirmation window displays:

Figure 38: Remove CUSO User

Click **Yes** to confirm the removal.

Appendix A: Acronyms

Acronym	Definition
CUSO	Credit Union Service Organization
E&I	Office of Examination and Insurance
NCUA	National Credit Union Administration
SSA	State Supervisory Authority

Table 4: Acronyms

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