



NATIONAL CREDIT UNION ADMINISTRATION

CUONLINE:
CREDIT UNION PROFILE
AND
5300 CALL REPORT

USER'S GUIDE

Natural Person Credit Unions

June 2023

Table of Contents

Introduction.....	5
Accessing CUOnline.....	5
Usernames and Passwords	5
Email Notifications	5
NCUA Connect Email Notifications	5
CUOnline Email Notifications.....	6
My Account	7
Managing User Account Details (Self Service).....	7
CUOnline Credit Union User Roles	8
CUOnline CU Administrator	8
CUOnline CU User	9
CUOnline Credit Union Administrator Responsibilities	10
Add a CUOnline CU User Account.....	10
Modify or Remove a CUOnline CU User's Account	10
Reset Passwords and Unsuspend User Accounts.....	10
Credit Union Profile.....	11
View Profile Snapshots.....	11
General Tab.....	12
Edit General Profile Data.....	12
Contacts Tab	14
Job Title	15
Role	16
Add Credit Union Contacts.....	16
Edit Credit Union Contacts.....	18
Delete Credit Union Contacts	20
Print Credit Union Contacts.....	22
Sites Tab.....	25
Site Type	25
Site Function	25
Add Credit Union Sites	25
Edit Credit Union Sites	27

Delete Credit Union Sites	29
Print Sites	31
PSSP Tab	33
Add and Modify PSSP Tab General Information	33
Edit a Primary PSSP	34
Add a Secondary PSSP	35
Edit a Secondary PSSP	37
Delete Secondary PSSP	39
Print PSSP Tab Information.....	41
Information Technology (IT) Tab.....	42
Add and Modify Information Technology General Profile Information	42
Add a Data Processing Conversion.....	44
Edit Information Technology Data Conversion Information.....	45
Delete Information Technology Data Conversion Information.....	46
Regulatory Tab.....	48
Add Regulatory Information.....	48
Print Regulatory Tab Information.....	63
Delete Regulatory Information	81
Disaster Recovery Tab.....	95
Edit “Disaster Recovery” Tab Information.....	95
Add Disaster Recovery Test	96
Edit Disaster Recovery Test.....	97
Delete Disaster Recovery Test.....	99
Print “Disaster Recovery” Tab Information	101
Programs & Services Tab	103
Add and Modify Programs & Services Information.....	103
Grants Tab.....	105
Add a Grant.....	105
Edit a Grant.....	106
Delete a Grant	108
Print “Grants” Tab Information	110
Merger Registry Tab.....	112

Add and Modify Merger Registry Information	112
Print Merger Registry	113
Saving and Certifying the Credit Union Profile	115
Saving Profile Changes Without Certifying	115
Profile Auto Save	116
Save and Certify the Credit Union Profile	117
Certification Help Tips	118
Complete a 5300 Call Report.....	119
Help Tips.....	119
Edit Third Party Assistance Information	120
Call Report Status	121
Enter 5300 Call Report Data.....	123
Import Call Report Data.....	125
Submit a Call Report.....	128
Correcting Call Reports	131
Correcting Not Validated, Status is <i>Submitted</i> Call Reports	131
Correcting Validated Call Reports.....	133
Downloading Profile and Call Report Information	137
Download XML Profile Data.....	137
Download XML Call Report Data.....	137
Printing.....	139
Print Call Report PDF from the Call Report Page.....	139
Print Call Report PDF from the Call Report Details Pages	139
Print individual Call Report pages.....	140
Print Profile PDF from the Profile Snapshots Page	141
Print Profile PDF from the Profile Tabs	142
Password and Computer Security Best Practices.....	144
Password Help Tips	144
DOs and DON'Ts of Password Security	144
Computer Security Information	144
Appendix A: Table of Figures	146

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

To access CUOnline, users must first be granted access to NCUA Connect. Please refer to the [NCUA Connect & Admin Portal: User Guide](#) for detailed instructions on establishing access to NCUA Connect.

Once NCUA Connect access has been granted, CUOnline users can access CUOnline by selecting the CUOnline tile from My Apps. Alternatively, users will be directed to the NCUA Connect login from the link in 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.

Usernames and Passwords

Users are required to provide a unique username, password, and multifactor authentication (MFA) method to access their NCUA Connect account. The NCUA Connect username must be in email format, but it does not have to be a valid email address.

If a user does not have access to CUOnline, please contact the credit union's assigned CUOnline Administrator for access.

To change a user account password, follow the instructions listed under the [My Account](#) section of this document.

Email Notifications

NCUA Connect Email Notifications

NCUA Connect generates the following email notifications:

- Welcome to NCUA Connect: Sent when a new credit union user is added to NCUA Connect. The user will need to follow the account activation steps to access the system. Account activation links expire seven (7) calendar days after being generated, so users are encouraged to follow the steps as soon as they are able.
- New Account Request Approved: Informs the account requestor when a new account request is approved by the NCUA. A separate email is sent to the new user prompting them to set up their NCUA Connect account.
- New Account Request Denied: Informs the account requestor when a new user account was denied with an explanation for the denial.

- **User Reactivation Request Approved:** Informs the requestor when an account reactivation request is approved by the NCUA. A separate email is sent to the reactivated user prompting them to set up their NCUA Connect account. This scenario occurs if a user has a suspended NCUA account (e.g., the user has not accessed NCUA Connect in 120 days). Deactivated accounts must be unlocked by NCUA.
- **User Reactivation Request Denied:** Informs the requestor when a user reactivation request is denied and provides an explanation for denial. This scenario occurs if a user has a suspended NCUA account (e.g., the user has not accessed NCUA Connect in 120 days). Suspended accounts must be unlocked (or denied) by NCUA.
- **Password Reset:** Sent when a user changes or resets their password.

CUOnline Email Notifications

CUOnline generates the following email notifications:

- **Financial Performance Report (FPR):** Sent to designated users after each successful Call Report upload.
- **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 Credit Union Administrator did not create the user account in the Admin Portal. 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 Credit Union 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.

My Account

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

Managing User Account Details (Self Service)

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

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

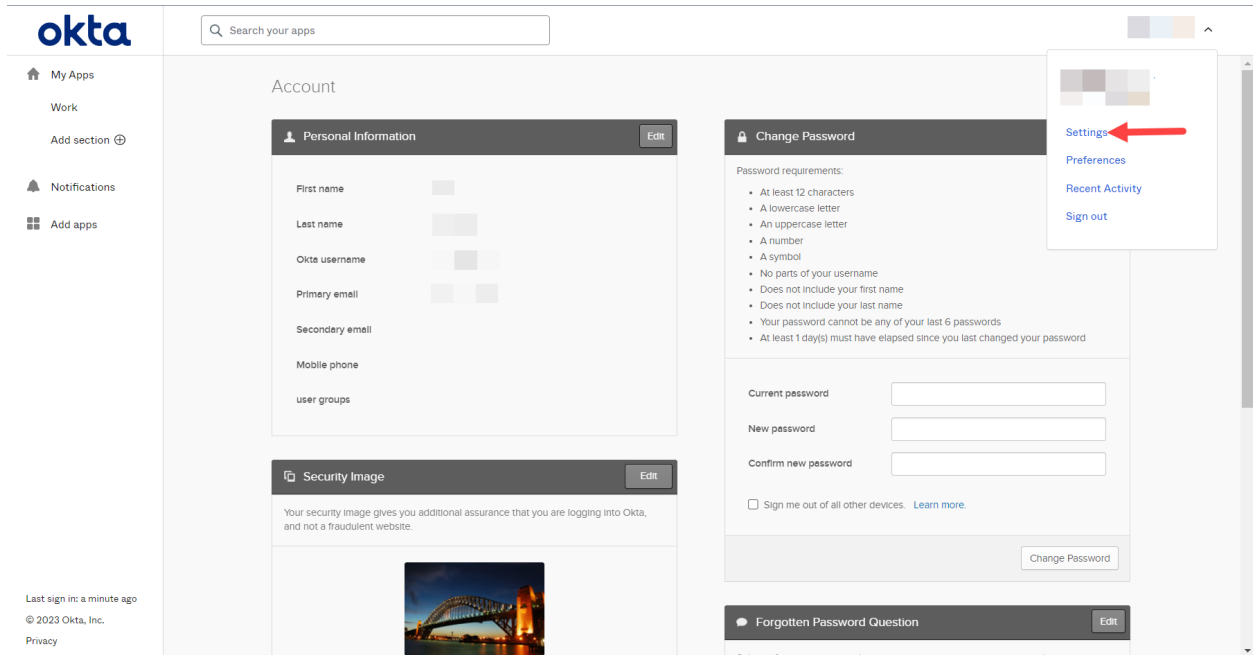


Figure 1 – NCUA Connect Settings Page

If you do not have an existing NCUA Connect account, contact your credit union's NCUA Connect Administrator.

CUOnline Credit Union User Roles

All credit union users must be registered and assigned one of the two 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. ¹
- Reset passwords and unlock user accounts for users in their credit union. ²
- Change their personal information in NCUA Connect.
- 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.

¹ CUOnline CU Administrators that are also NCUA Connect Admin Portal Administrators can add, edit, and delete users by logging in to the NCUA Connect Admin Portal.

² CUOnline CU Administrators that are also NCUA Connect Admin Portal Administrators can reset passwords and unlock user accounts by logging in to the NCUA Connect Admin Portal.

- Input and submit a 5300 Call Report on behalf of their credit union,
- Correct and delete pending corrected 5300 Call Reports for their credit union.

CUOnline CU User

The CUOnline CU 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 in NCUA Connect,
- 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, submit, and correct a 5300 Call Report for their credit union.

CUOnline Credit Union Administrator Responsibilities

CUOnline CU Administrators are responsible for establishing, modifying, and deleting user accounts in NCUA Connect. 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.

Notes:

- The number of CUOnline user roles a CU Administrator can assign is unlimited, though CU Administrators cannot assign other administrators at this time. For new CU Administrator accounts, please contact the NCUA Service Desk at onestop@ncua.gov to initiate the account provisioning process.
- When adding/managing user permissions, it may take several minutes for provisioning to occur.

Add a CUOnline CU User Account

CUOnline CU Administrators must register all the credit union users that should have access to CUOnline for their credit union in NCUA Connect. To add CUOnline CU Users, follow the steps in the [NCUA Connect and Admin Portal User Guide](#).

Modify or Remove a CUOnline CU User's Account

CU Administrators with NCUA Connect Admin Portal access can update and remove users for their credit union by following the steps in the [NCUA Connect and Admin Portal User Guide](#).

Reset Passwords and Unsuspend User Accounts

CU Administrators with NCUA Connect Admin Portal access can initiate password resets on behalf of a user, as well as unsuspend a suspended user account for their credit union by following the steps in the [NCUA Connect and Admin Portal User Guide](#).

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 2.

The screenshot displays the CUOnline interface for a credit union profile. At the top, there is a navigation bar with the CUOnline logo, user information, and a 'Logout' button. Below this, there are tabs for 'Profile' and 'Call Report'. The 'Profile' tab is active, and it contains several sub-sections: 'General Credit Union Information', 'Call Report Info', 'NCUA Examiner Contact', and 'NCUA Supervisory Examiner Contact'. A red arrow points to a question mark icon in the top right corner of the 'General Credit Union Information' section, indicating that clicking this icon will open the instructions for that section.

Figure 2 – “?” 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 3.

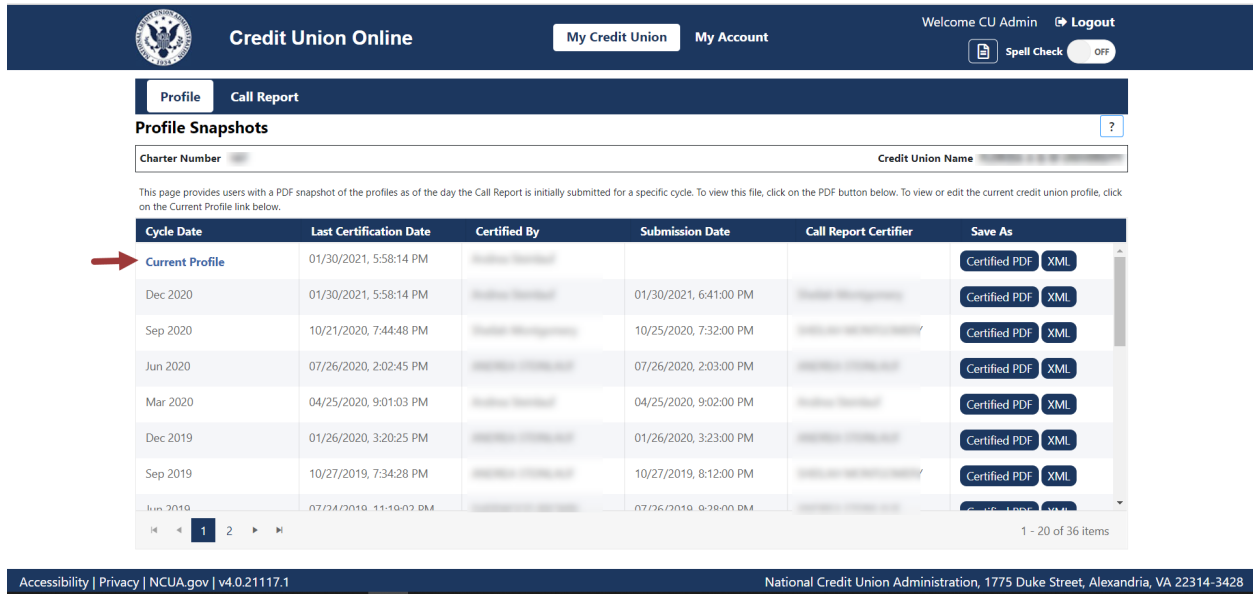


Figure 3 - Profile Snapshot Page

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 4.

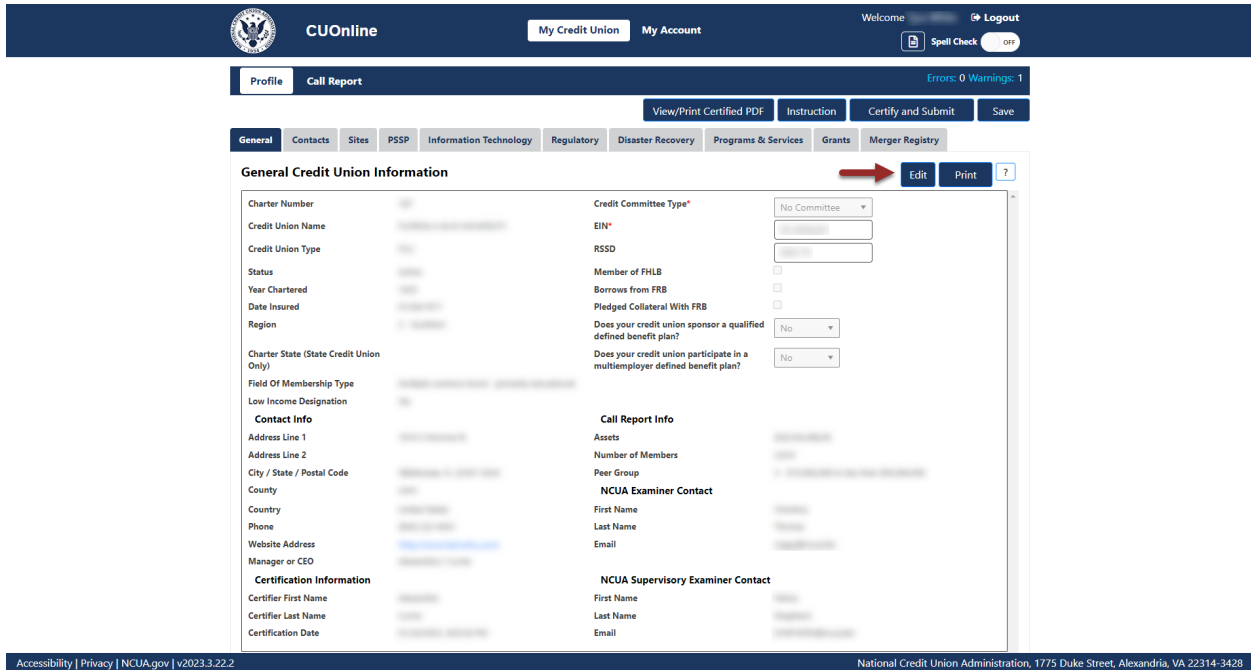


Figure 4 – “Edit” Button on “General” Tab

2. **Edit** the required information and select the “OK” button, as seen in Figure 5.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

The screenshot displays the 'General Credit Union Information' edit screen in CUOnline. The page has a dark blue header with the CUOnline logo and navigation links like 'My Credit Union' and 'My Account'. Below the header, there are tabs for 'Profile' and 'Call Report'. The main content area is titled 'General Credit Union Information' and contains several sections of form fields: 'Charter Information' (Charter Number, Name, Type, Status, etc.), 'Contact Info' (Address, City, Country, etc.), 'Certification Information' (Certifier Name, Date, etc.), 'Credit Committee Type' (dropdown menu), 'EIN' and 'RSSD' (text boxes), 'Member of FHLB', 'Borrowers from FRB', and 'Pledged Collateral With FRB' (checkboxes), and 'Does your credit union sponsor a qualified defined benefit plan?' (dropdown). At the top right of the form, there are 'OK', 'Cancel', and '?' buttons. A red arrow points to the 'OK' button. The footer of the page contains accessibility and privacy information, and the NCUA address.

Figure 5–“General” Tab “Edit” Button

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 6.

The screenshot displays the 'Contacts and Roles' tab in the CUOnline system. At the top, there is a navigation bar with 'CUOnline' and 'My Credit Union' buttons. Below this, a secondary navigation bar includes 'Profile', 'Call Report', and 'Errors: 0 Warnings: 1'. The main content area features a 'Contacts and Roles' section with a 'Print' button and a 'Charter Number' field. A table below lists contact information with columns for Last Name, First Name, Job Titles, and Contact Roles. The table contains several rows of data, including roles like Board Chairperson, Board Treasurer, Manager or CEO, Board Member, Supervisory Committee Chairperson, and Supervisory Committee Member, each with associated contact roles such as Volunteer, General Credit Union Contact, and Primary Patriot Act Contact.

Figure 6 – "Contacts" Tab

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 7.

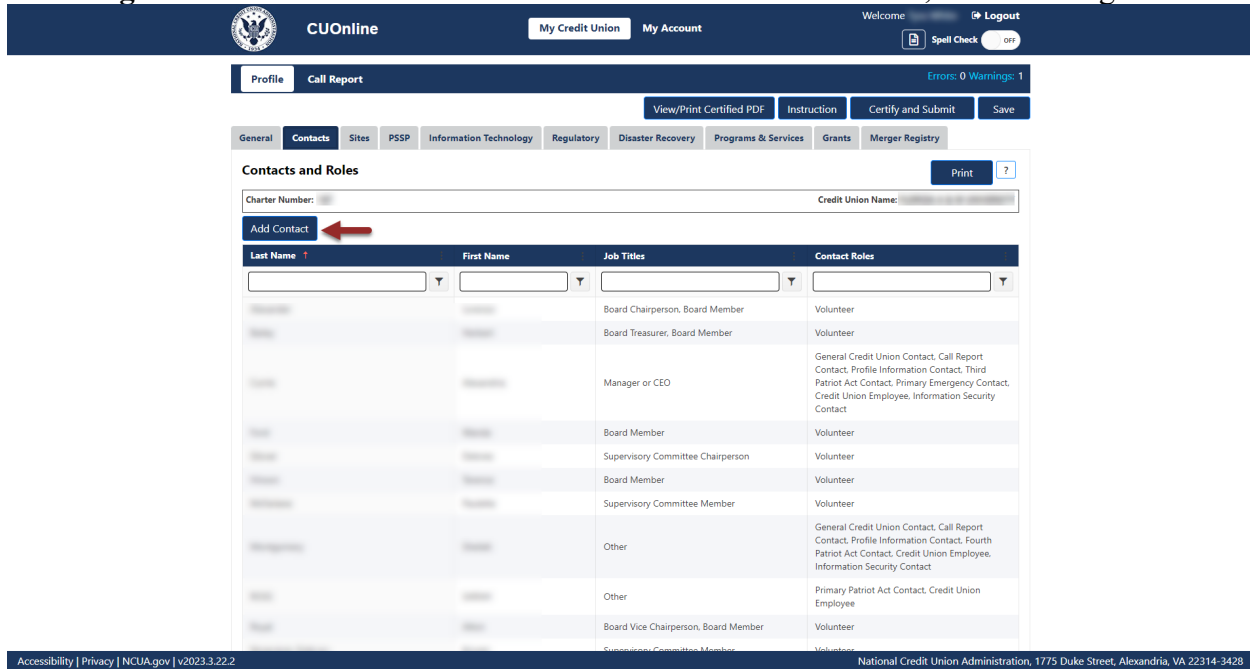


Figure 7 – "Add Contact" Button

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 8:

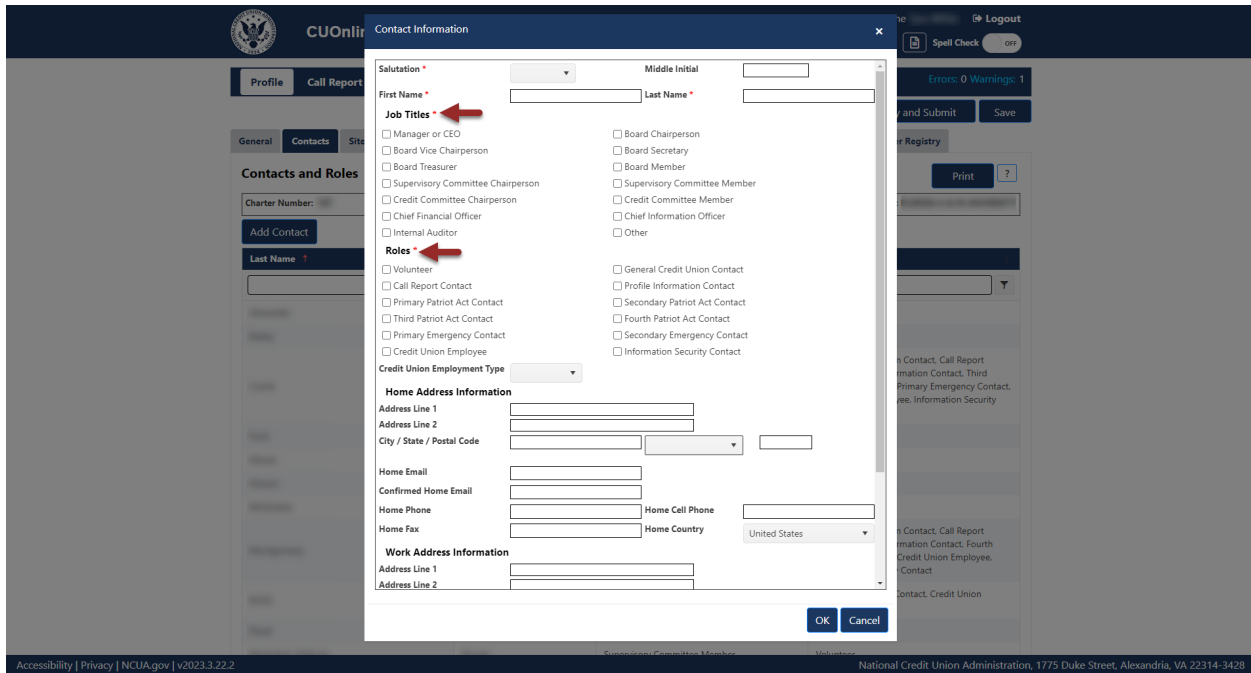


Figure 8 – The “Add New Contact” Form

3. If users do not enter all mandatory information, users will receive an error message at the top of the form. Users must correct all errors to save the contact.
4. **Select** the “OK” button to save changes or the “Cancel” button to cancel changes, as seen in Figure 9.

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.

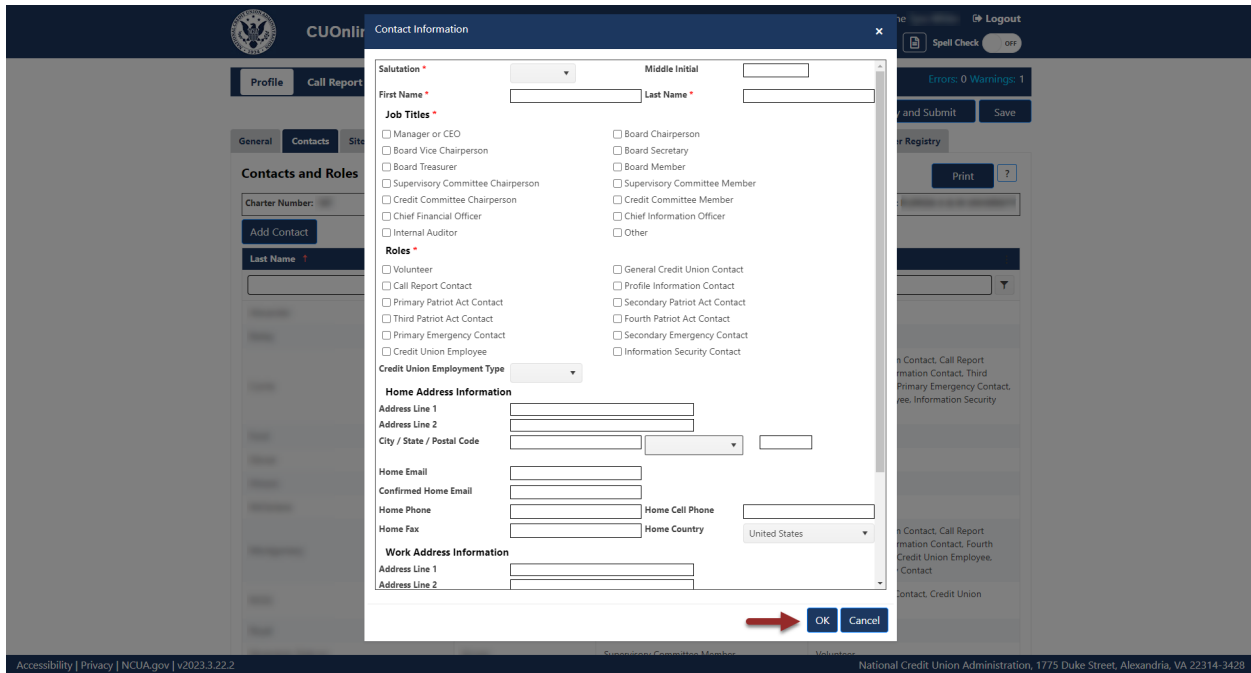


Figure 9 – "Contact Information" Form "OK" Button

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 10.

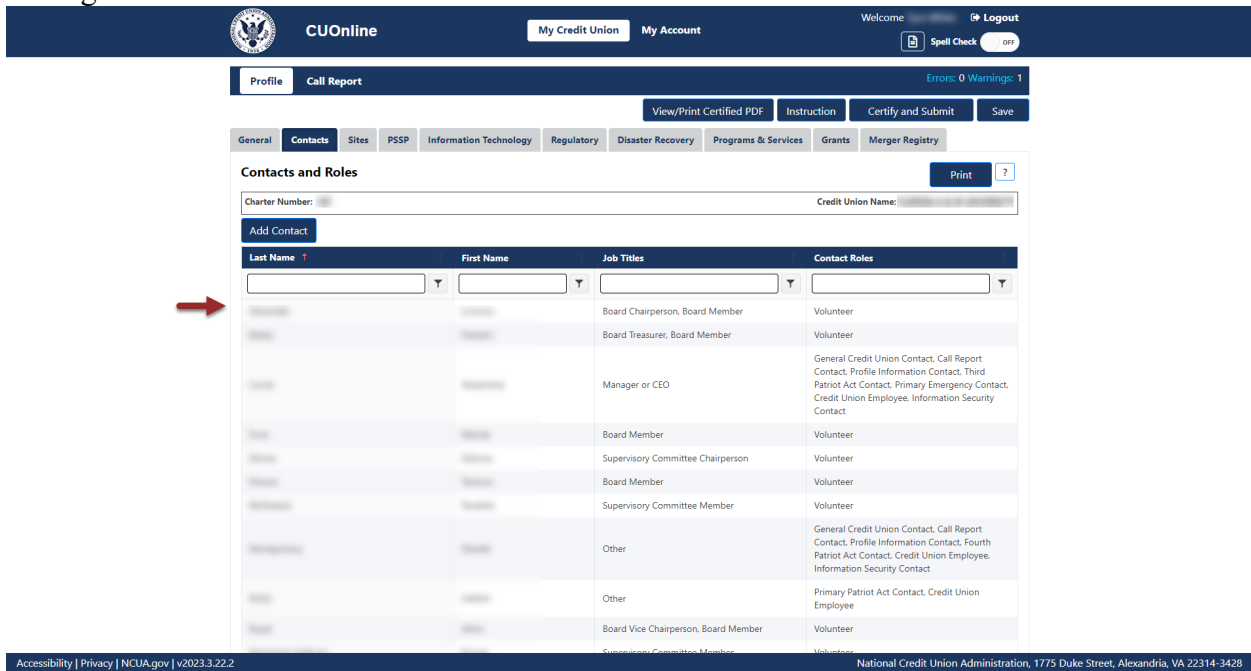


Figure 10 – "Profile" Page "Contacts" Tab

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 11.

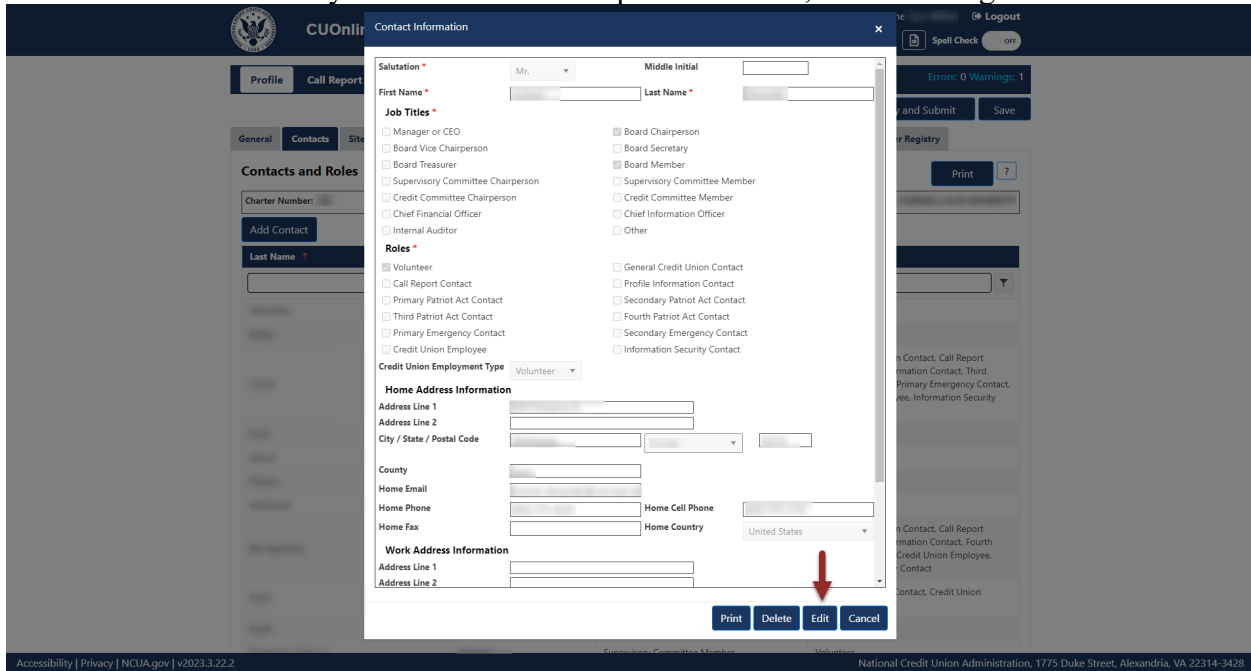


Figure 11 – "Edit" Button on "Contact Information" Screen

3. To confirm and save edits, **select** the "OK" button, as seen in Figure 12.

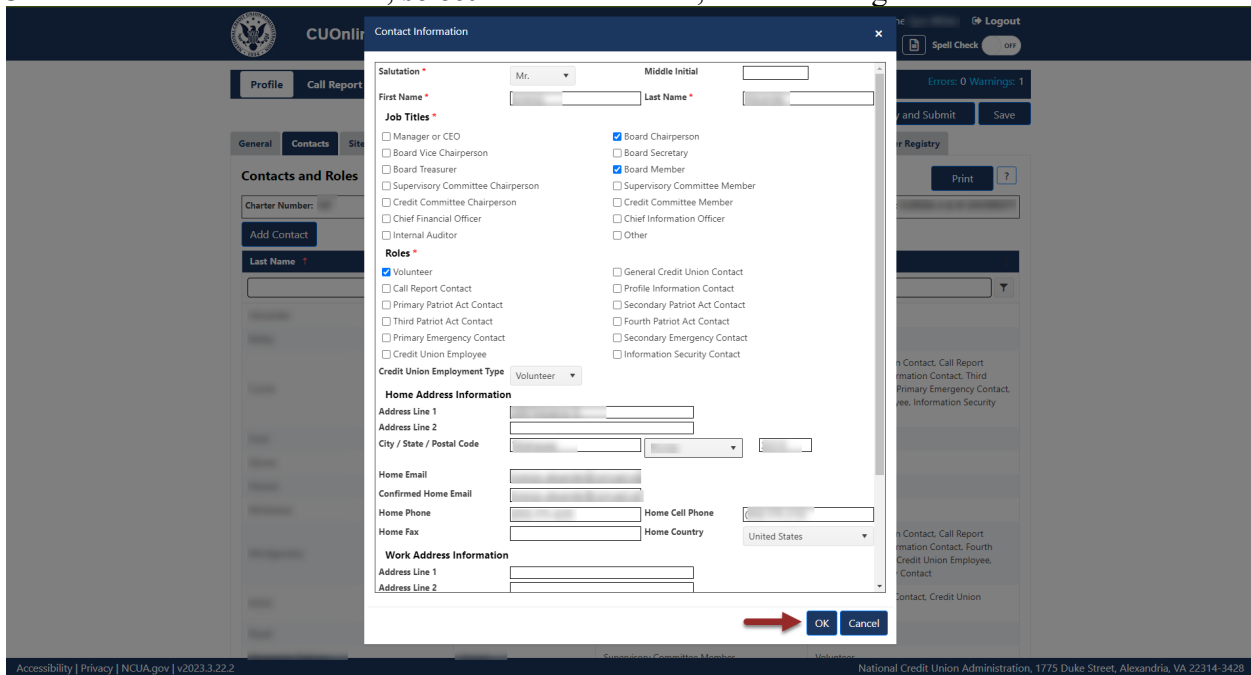


Figure 12 – "Contact Information" Edit Screen

- 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:

- Navigate** to the “Contacts” tab and **select** the name of the contact to be deleted, as seen in Figure 13.

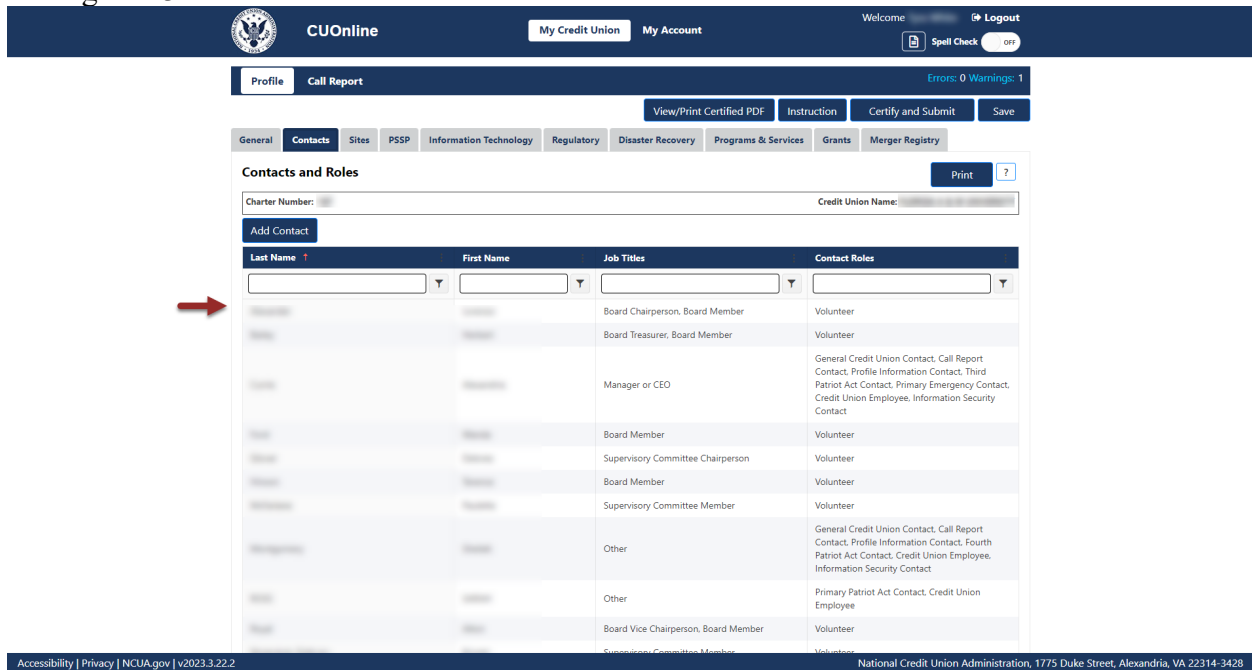


Figure 13 – “Profile” Page “Contacts” Tab

- From the “Contact Information” screen, **select** the “Delete” button, as seen in Figure 14.

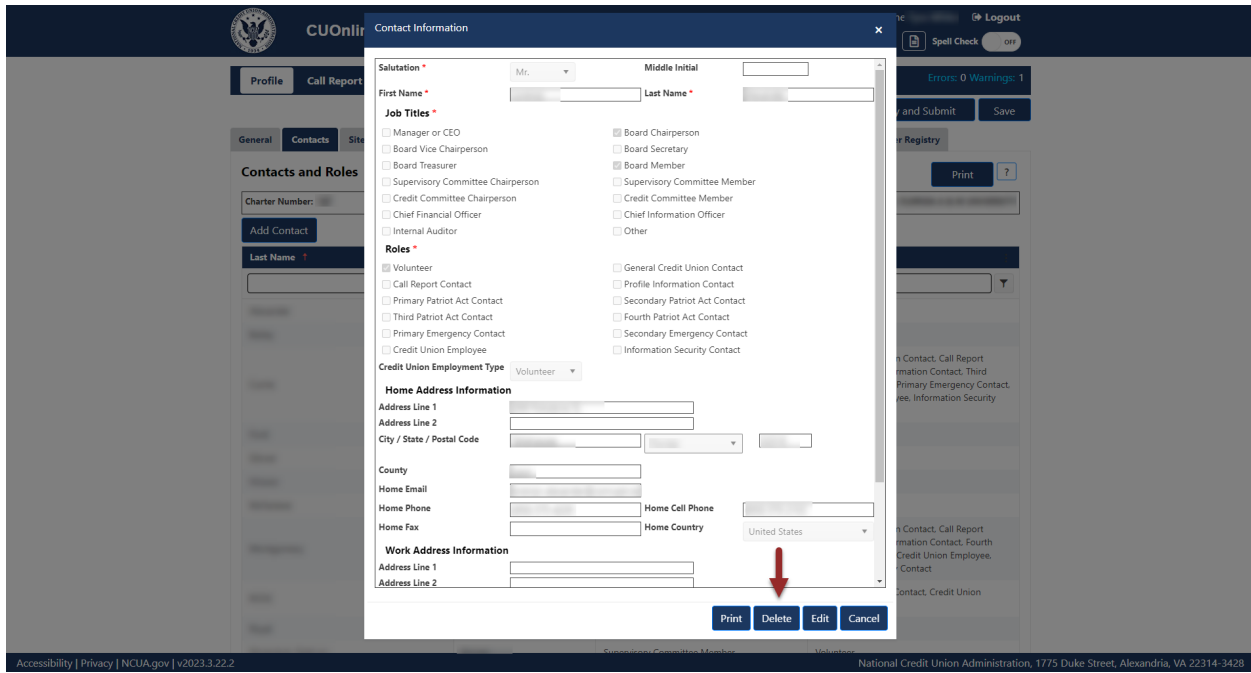


Figure 14 – "Delete" Button on "Contact Information" Screen

3. Select the "OK" button to delete the user information. To discard deletion, select the "Cancel" button to cancel the deletion request, as seen in Figure 15.

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

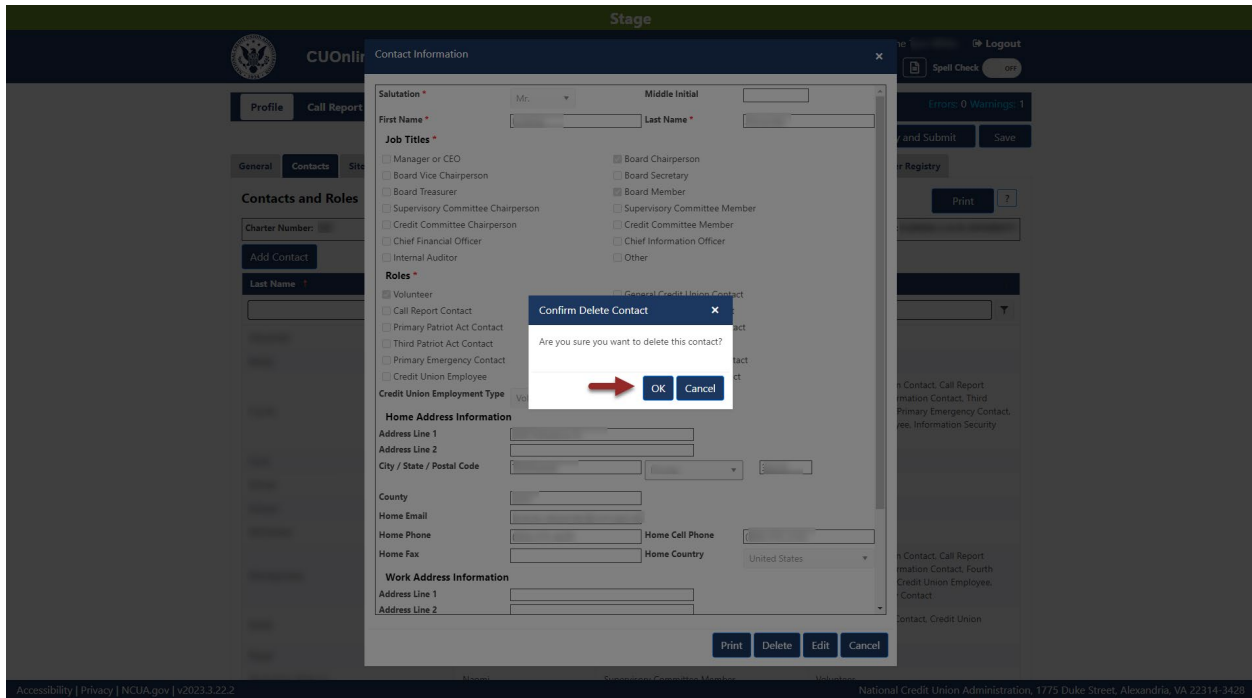


Figure 15 – "Confirm Delete Contact" Confirmation Pop-Up

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 16.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

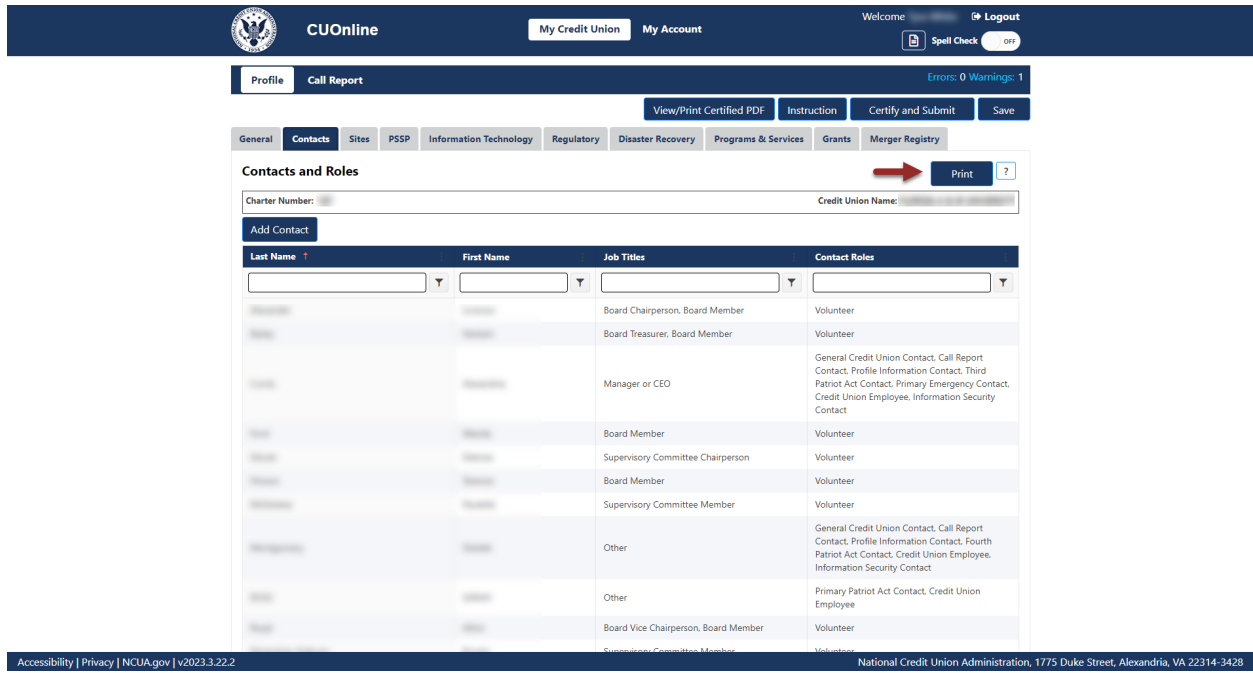


Figure 16 – Print Credit Union Contacts

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.

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 17.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

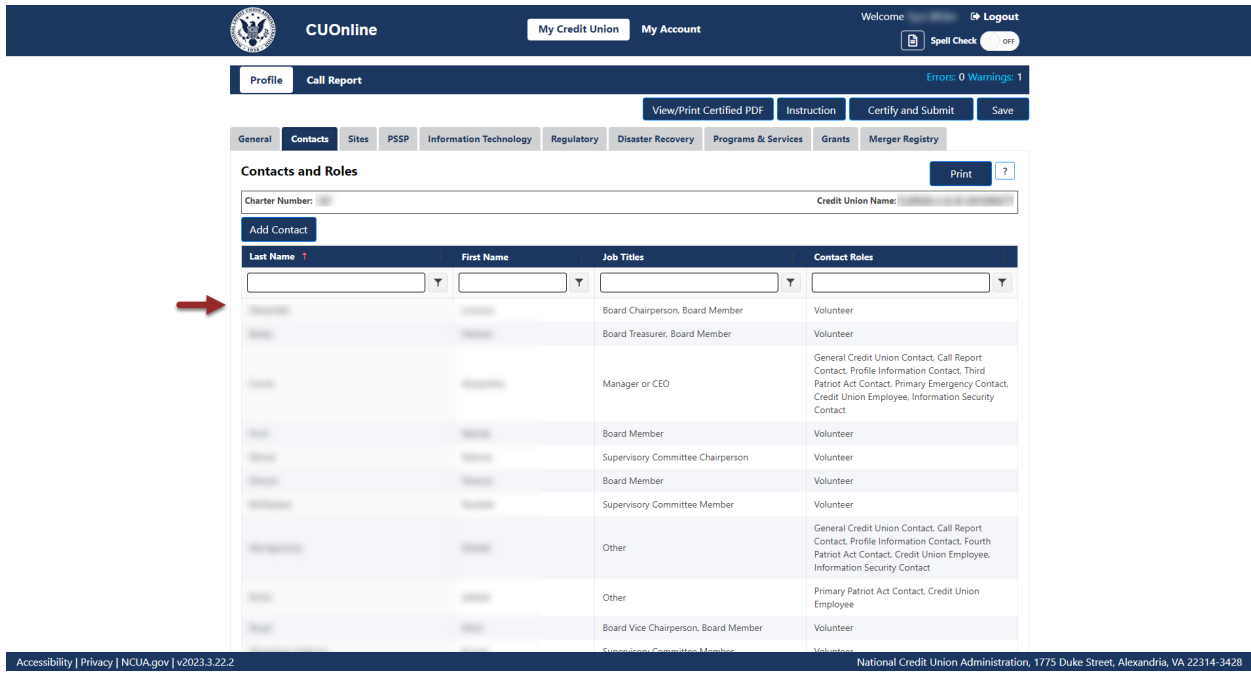


Figure 17 – Profile “Contacts” Tab

2. To print the contact information, select the “Print” button, as seen in Figure 18.

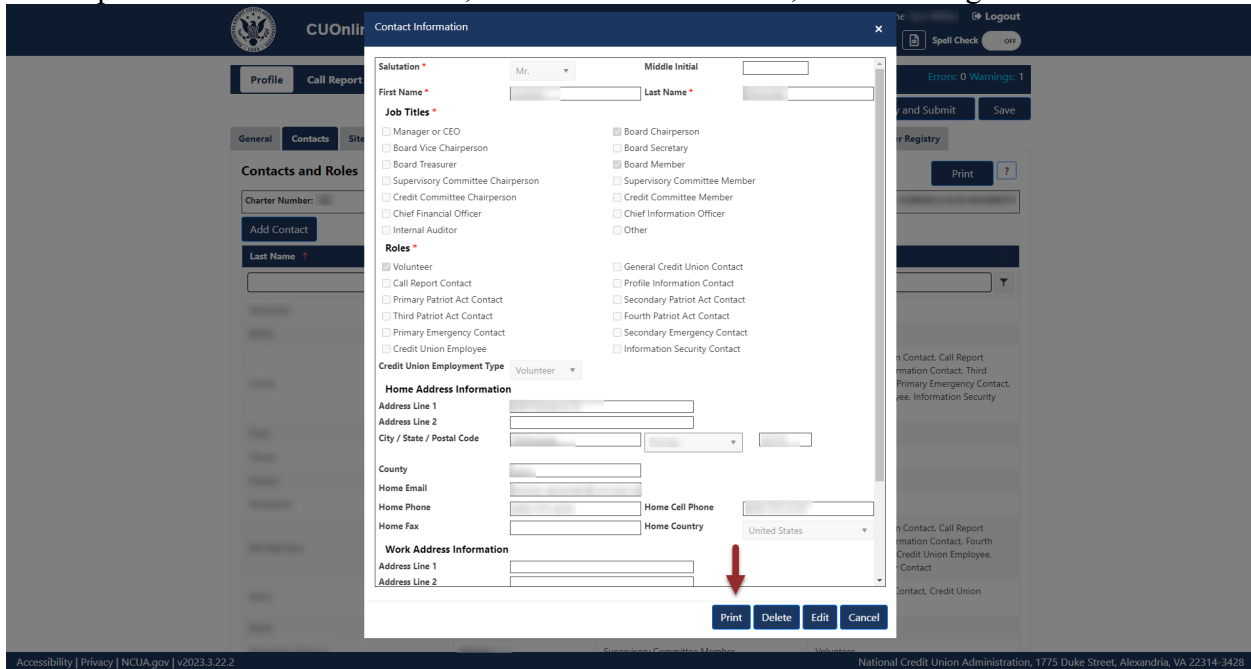


Figure 18 – “Print” Button on “Contact Information” Screen

3. A screen will open with the contact information details and the options to print or save as a PDF.

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 19.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

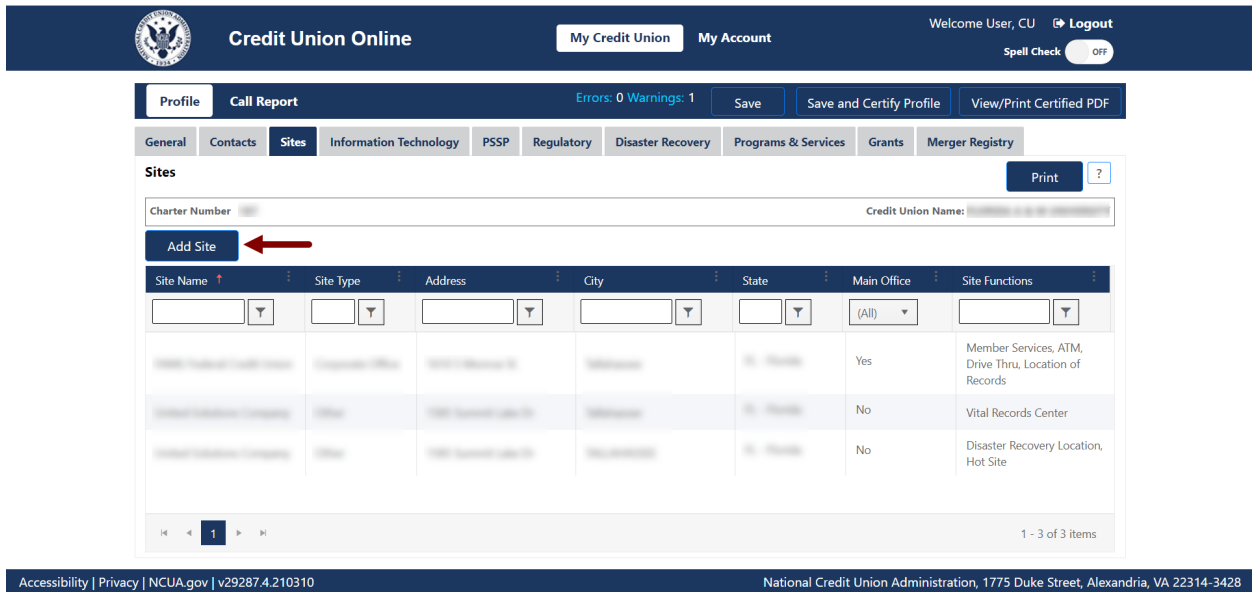


Figure 19 – "Add Site" Button

2. **Enter** the required fields including site name, operation status, site type, and site functions, as seen in Figure 20. Depending on the site type and site function, the system may require additional information.

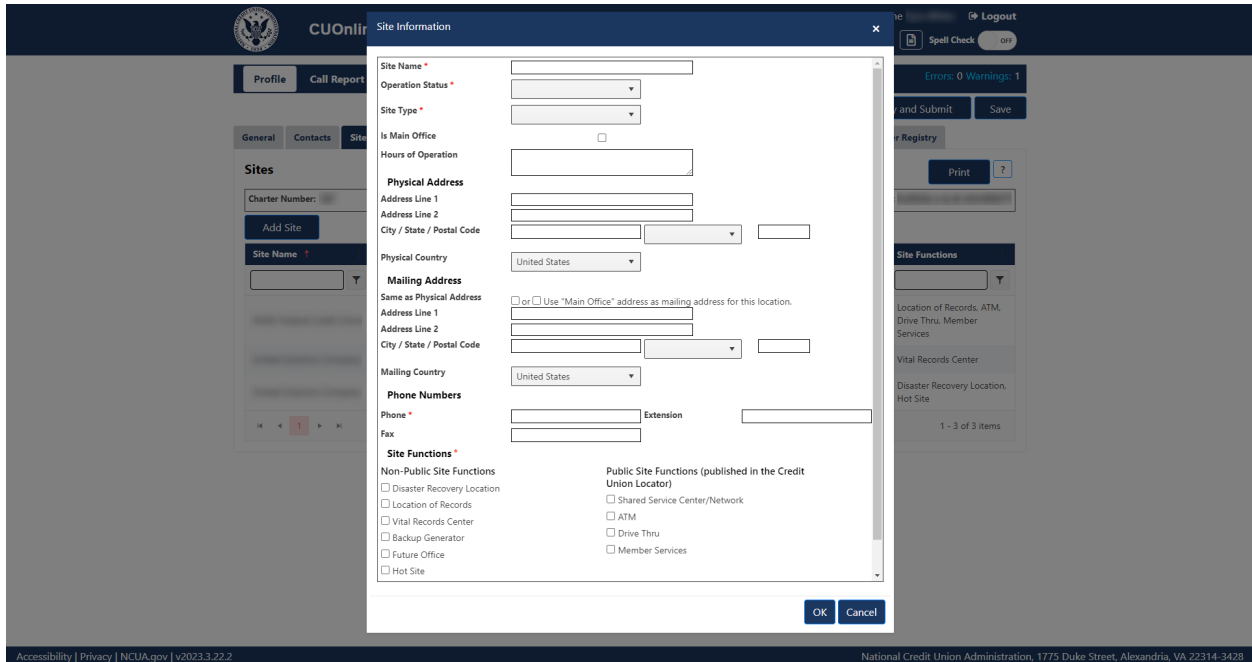


Figure 20 – Add New "Site Information" Screen

Note: When adding a site, users must complete all required fields for the site information to save. Errors will be noted in red at the top of the page. 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 21. Users must correct all errors to save the site information.

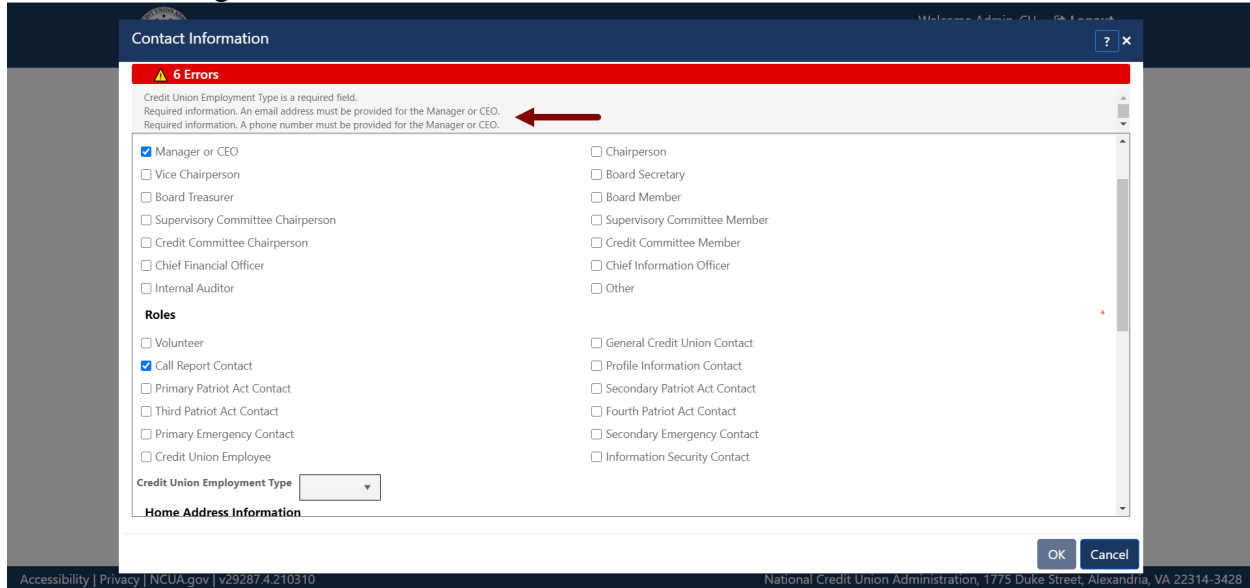


Figure 21 - Error Message On "Site Information" Screen

3. Select the "OK" button to save changes or the "Cancel" button to cancel changes, as seen in Figure 20.

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 21.

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 22.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

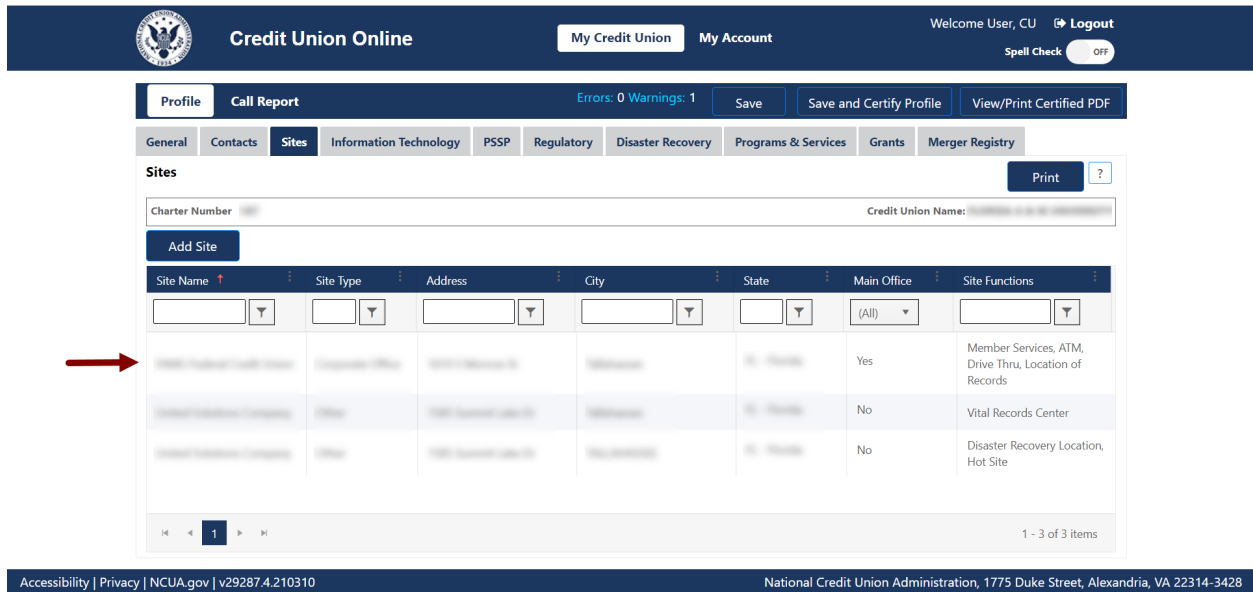


Figure 22 – Profile “Sites” Tab

- 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 23.

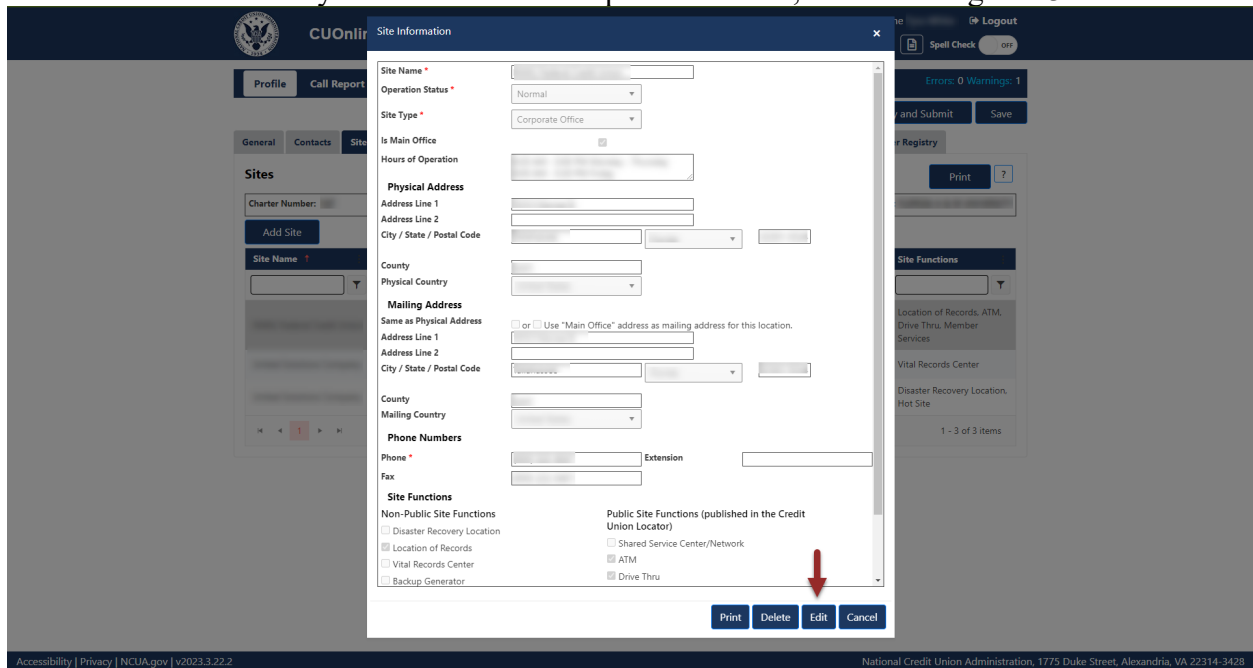


Figure 23 – “Edit” Button on “Site Information” Screen

- 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 24.

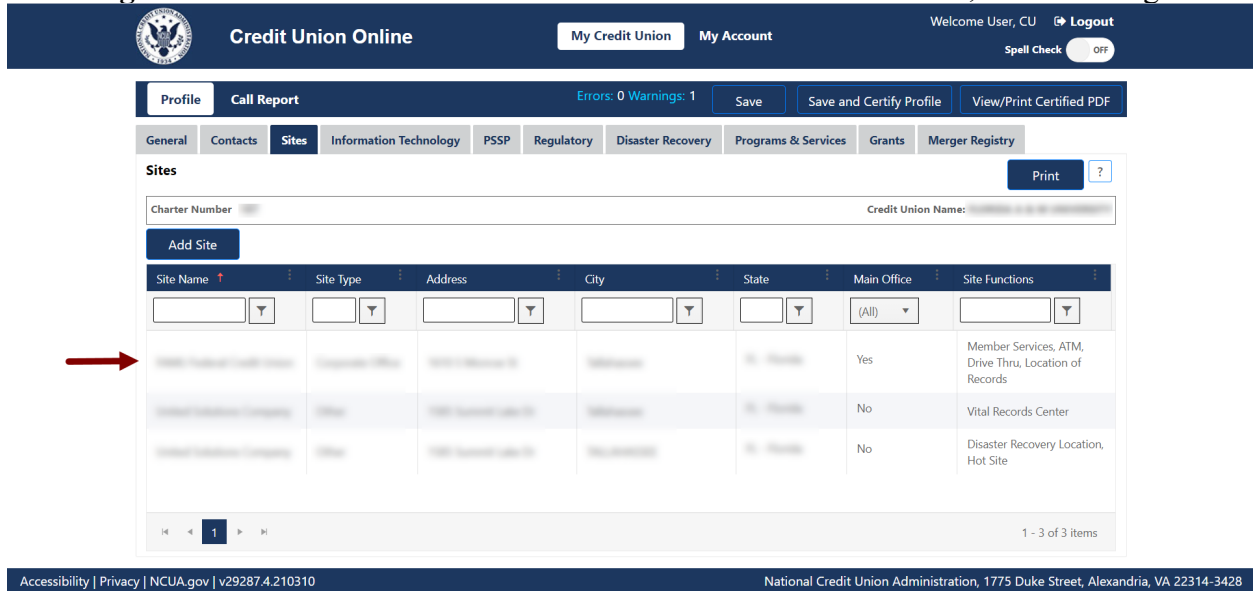


Figure 24 – Sites Tab Site Selection

2. From the “Site Information” screen, **select** the “Delete” button, as seen in Figure 25.

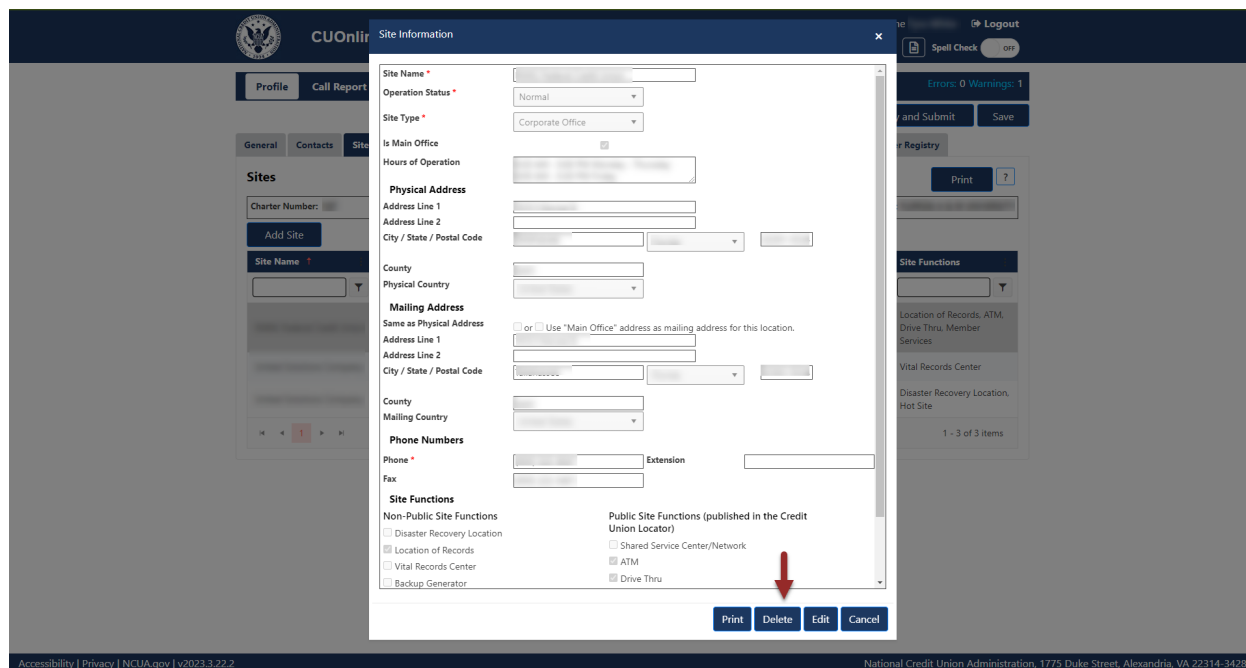


Figure 25 – "Delete" Button on "Site Information" Screen

3. To confirm deletion, **select** the "OK" button, as seen in Figure 26. 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.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

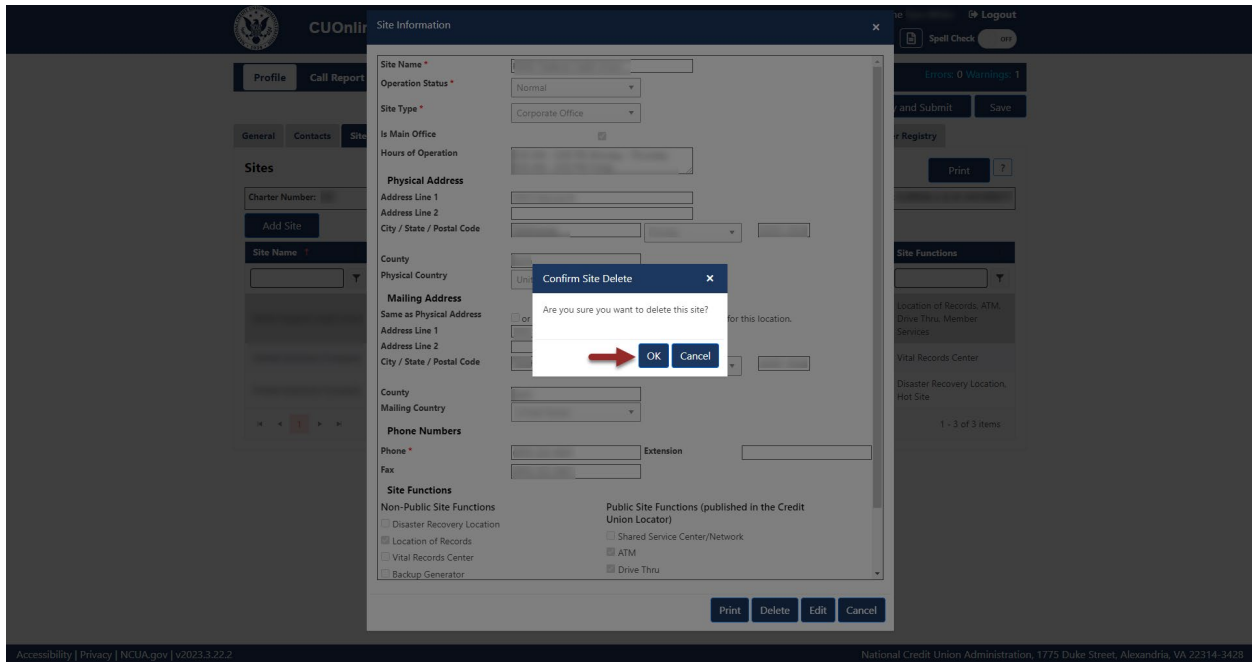


Figure 26 – "Confirm Site Delete" Confirmation Pop-Up

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 27.

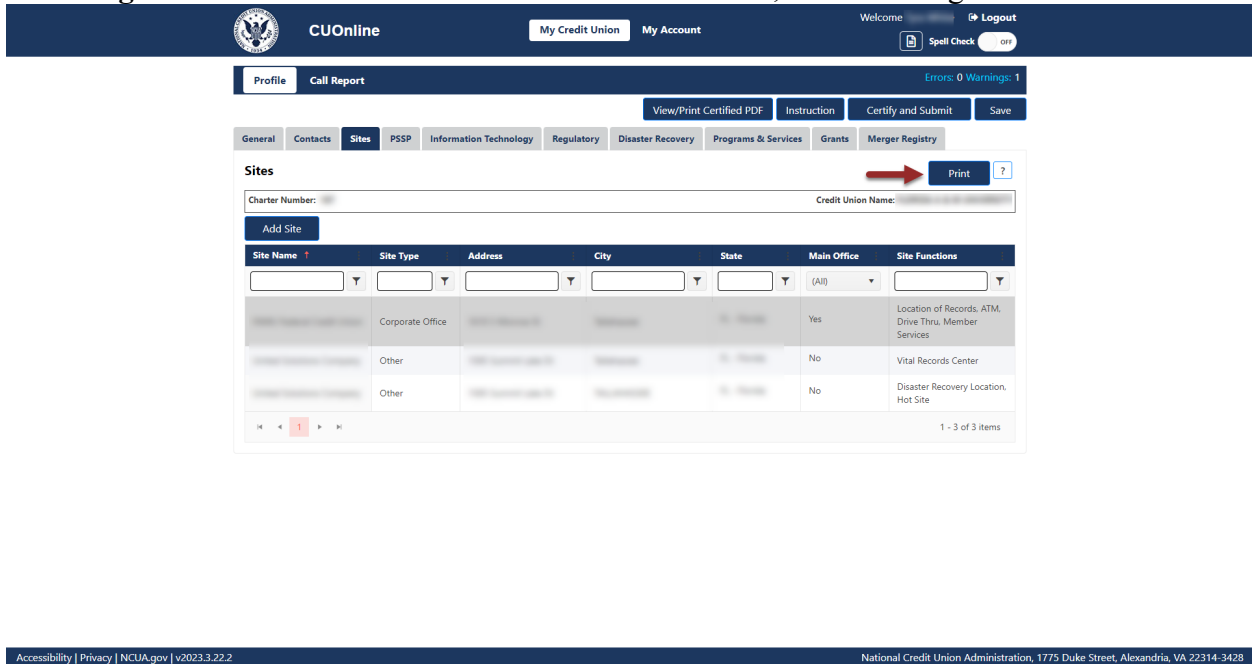


Figure 27 – "Sites" Tab "Print" Button

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.

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 28.

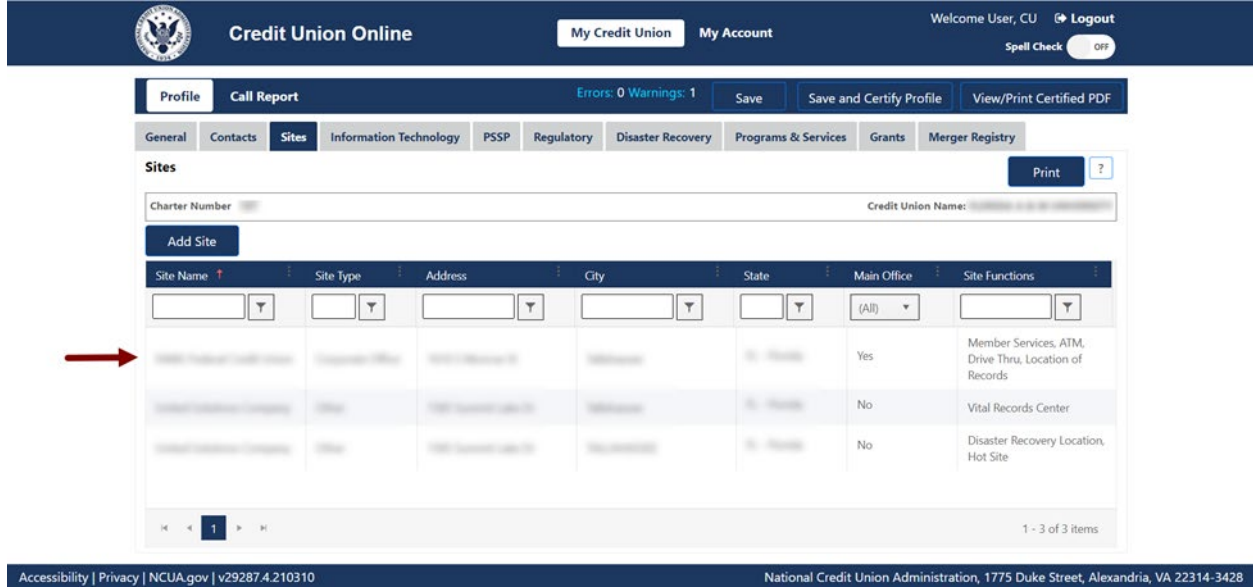


Figure 28 – “Profile” Page “Sites” Tab

2. To print site information on the screen, **select** the “Print” button, as seen in Figure 29.

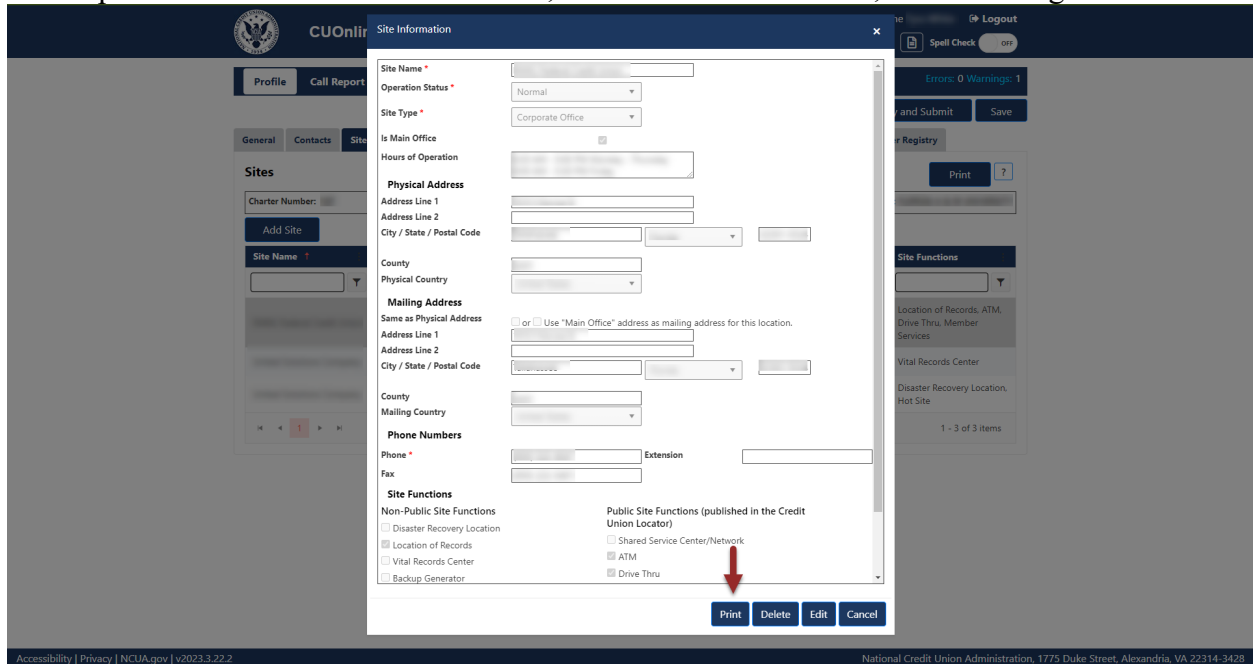


Figure 29 – “Print” Button on “Site Information” Screen

3. **Select** the print icon to print the page, and/or **select** the “Close” button.

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 30.

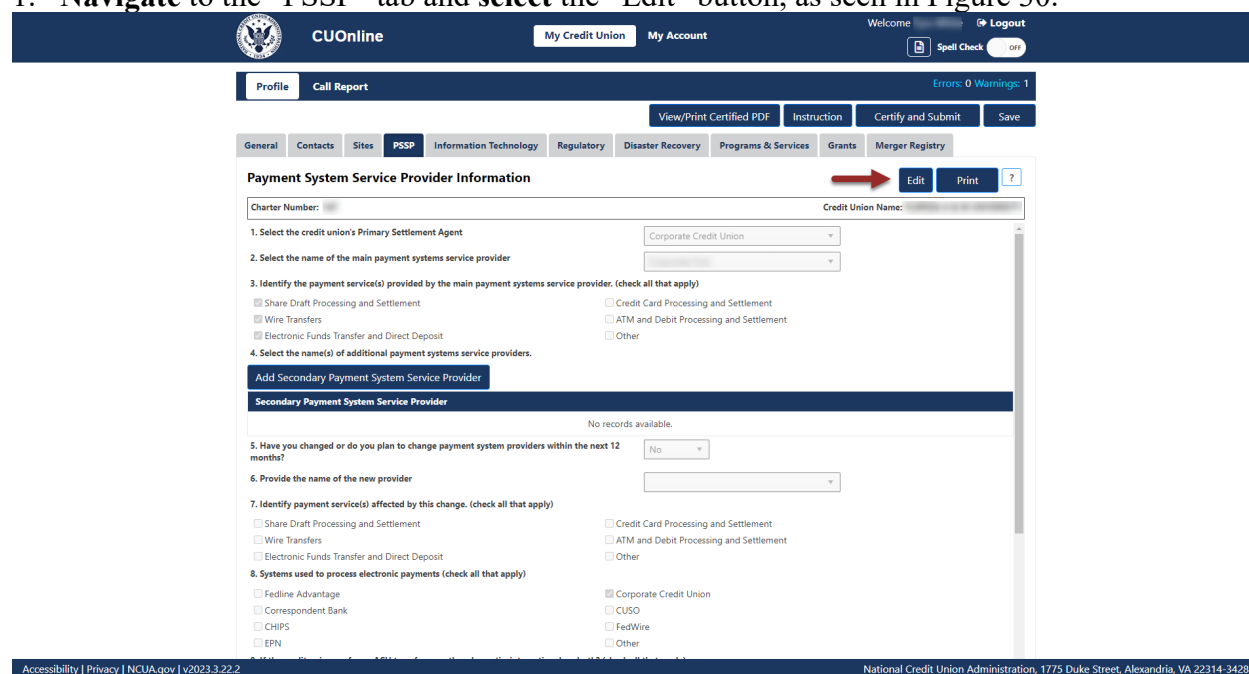
The screenshot shows the CUOnline user interface. At the top, there is a dark blue navigation bar with the CUOnline logo, 'My Credit Union', 'My Account', 'Welcome', and 'Logout' options. Below this is a secondary navigation bar with tabs for 'Profile', 'Call Report', and 'Errors: 0 Warnings: 1'. The main content area has a horizontal menu with tabs for 'General', 'Contacts', 'Sites', 'PSSP', 'Information Technology', 'Regulatory', 'Disaster Recovery', 'Programs & Services', 'Grants', and 'Merger Registry'. The 'PSSP' tab is selected. The main content area is titled 'Payment System Service Provider Information' and contains several sections for entering and managing PSSP data. A red arrow points to the 'Edit' button in the top right corner of the main content area. The bottom of the page has a footer with 'Accessibility | Privacy | NCUA.gov | v2023.3.22.2' on the left and 'National Credit Union Administration, 1775 Duke Street, Alexandria, VA 22314-3428' on the right.

Figure 30 – “PSSP” Tab “Edit” Button

2. Edit information and **select** the “OK” button to save edits, as seen in Figure 31.

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

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

The screenshot shows the 'PSSP' tab in the CUOnline interface. The page is titled 'Payment System Service Provider Information'. It includes a header with 'CUOnline', 'My Credit Union', 'My Account', 'Welcome', and 'Logout'. Below the header are navigation tabs: 'Profile', 'Call Report', 'View/Print Certified PDF', and 'Instruction'. The main content area has a sub-header 'Payment System Service Provider Information' with 'OK' and 'Cancel' buttons. The form contains several sections:

- Charter Number: [text input] Credit Union Name: [text input]
- 1. Select the credit union's Primary Settlement Agent: [Corporate Credit Union dropdown]
- 2. Select the name of the main payment systems service provider: [dropdown]
- 3. Identify the payment service(s) provided by the main payment systems service provider. (check all that apply)
 - Share Draft Processing and Settlement
 - Wire Transfers
 - Electronic Funds Transfer and Direct Deposit
 - Credit Card Processing and Settlement
 - ATM and Debit Processing and Settlement
 - Other
- 4. Select the name(s) of additional payment systems service providers.
 -
 - Secondary Payment System Service Provider**
 - No records available.
- 5. Have you changed or do you plan to change payment system providers within the next 12 months? [No dropdown]
- 6. Provide the name of the new provider: [dropdown]
- 7. Identify payment service(s) affected by this change. (check all that apply)
 - Share Draft Processing and Settlement
 - Wire Transfers
 - Electronic Funds Transfer and Direct Deposit
 - Credit Card Processing and Settlement
 - ATM and Debit Processing and Settlement
 - Other
- 8. Systems used to process electronic payments (check all that apply)
 - Fedline Advantage
 - Correspondent Bank
 - CHIPS
 - EPN
 - Corporate Credit Union
 - CUSO
 - FedWire
 - Other

Figure 31 – “PSSP” Tab Edit Confirmation Screen

Edit a Primary PSSP

1. Navigate to the “PSSP” tab and select the “Edit” button, as seen in Figure 32.

The screenshot shows the 'PSSP' tab in the CUOnline interface. The page is titled 'Payment System Service Provider Information'. It includes a header with 'CUOnline', 'My Credit Union', 'My Account', 'Welcome', and 'Logout'. Below the header are navigation tabs: 'Profile', 'Call Report', 'View/Print Certified PDF', 'Instruction', 'Certify and Submit', and 'Save'. The main content area has a sub-header 'Payment System Service Provider Information' with 'Edit' and 'Print' buttons. The form contains several sections:

- Charter Number: [text input] Credit Union Name: [text input]
- 1. Select the credit union's Primary Settlement Agent: [Corporate Credit Union dropdown]
- 2. Select the name of the main payment systems service provider: [dropdown]
- 3. Identify the payment service(s) provided by the main payment systems service provider. (check all that apply)
 - Share Draft Processing and Settlement
 - Wire Transfers
 - Electronic Funds Transfer and Direct Deposit
 - Credit Card Processing and Settlement
 - ATM and Debit Processing and Settlement
 - Other
- 4. Select the name(s) of additional payment systems service providers.
 -
 - Secondary Payment System Service Provider**
 - No records available.
- 5. Have you changed or do you plan to change payment system providers within the next 12 months? [No dropdown]
- 6. Provide the name of the new provider: [dropdown]
- 7. Identify payment service(s) affected by this change. (check all that apply)
 - Share Draft Processing and Settlement
 - Wire Transfers
 - Electronic Funds Transfer and Direct Deposit
 - Credit Card Processing and Settlement
 - ATM and Debit Processing and Settlement
 - Other
- 8. Systems used to process electronic payments (check all that apply)
 - Fedline Advantage
 - Correspondent Bank
 - CHIPS
 - EPN
 - Corporate Credit Union
 - CUSO
 - FedWire
 - Other

Figure 32 – “PSSP” Tab “Edit” Button

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 33.

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

The screenshot shows the CUOnline interface for the 'PSSP' tab. The main heading is 'Payment System Service Provider Information'. There are two buttons at the top right: 'OK' (highlighted with a red arrow) and 'Cancel'. Below the heading, there are several sections:

- Charter Number:** [Text input field]
- Credit Union Name:** [Text input field]
- 1. Select the credit union's Primary Settlement Agent:** [Dropdown menu showing 'Corporate Credit Union']
- 2. Select the name of the main payment systems service provider:** [Dropdown menu]
- 3. Identify the payment service(s) provided by the main payment systems service provider. (check all that apply)**
 - Share Draft Processing and Settlement
 - Wire Transfers
 - Electronic Funds Transfer and Direct Deposit
 - Credit Card Processing and Settlement
 - ATM and Debit Processing and Settlement
 - Other
- 4. Select the name(s) of additional payment systems service providers.**
 - Add Secondary Payment System Service Provider** (button)
 - Secondary Payment System Service Provider** (table with 'No records available.'
- 5. Have you changed or do you plan to change payment system providers within the next 12 months?** [Dropdown menu showing 'No']
- 6. Provide the name of the new provider:** [Text input field]
- 7. Identify payment service(s) affected by this change. (check all that apply)**
 - Share Draft Processing and Settlement
 - Wire Transfers
 - Electronic Funds Transfer and Direct Deposit
 - Credit Card Processing and Settlement
 - ATM and Debit Processing and Settlement
 - Other
- 8. Systems used to process electronic payments (check all that apply)**
 - Fedline Advantage
 - Correspondent Bank
 - CHIPS
 - EPN
 - Corporate Credit Union
 - CUSO
 - FedWire
 - Other

Figure 33 – “PSSP” Tab Save Edits

Add a Secondary PSSP

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 34.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

The screenshot shows the CUOnline interface for the 'Payment System Service Provider Information' form. The 'PSSP' tab is selected. A red arrow points to the 'Add Secondary Payment System Service Provider' button. The form contains several sections:

- Charter Number:** [Text field]
- Credit Union Name:** [Text field]
- 1. Select the credit union's Primary Settlement Agent:** [Dropdown menu]
- 2. Select the name of the main payment systems service provider:** [Dropdown menu]
- 3. Identify the payment service(s) provided by the main payment systems service provider. (check all that apply)**
 - Share Draft Processing and Settlement
 - Wire Transfers
 - Electronic Funds Transfer and Direct Deposit
 - Credit Card Processing and Settlement
 - ATM and Debit Processing and Settlement
 - Other
- 4. Select the name(s) of additional payment systems service providers.**
 - Add Secondary Payment System Service Provider** (highlighted with a red arrow)
 - Secondary Payment System Service Provider** (table with 'No records available')
- 5. Have you changed or do you plan to change payment system providers within the next 12 months?** [Dropdown menu: No]
- 6. Provide the name of the new provider:** [Text field]
- 7. Identify payment service(s) affected by this change. (check all that apply)**
 - Share Draft Processing and Settlement
 - Wire Transfers
 - Electronic Funds Transfer and Direct Deposit
 - Credit Card Processing and Settlement
 - ATM and Debit Processing and Settlement
 - Other
- 8. Systems used to process electronic payments (check all that apply)**
 - Fedline Advantage
 - Correspondent Bank
 - CHIPS
 - EPN
 - Corporate Credit Union
 - CUSO
 - FedWire
 - Other

Figure 34 – “PSSP” Tab “Add Secondary Payment System Service Provider” Button

2. **Select** a secondary PSSP from the drop down and **select** the “OK” button to save edits, as seen in Figure 35. 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.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

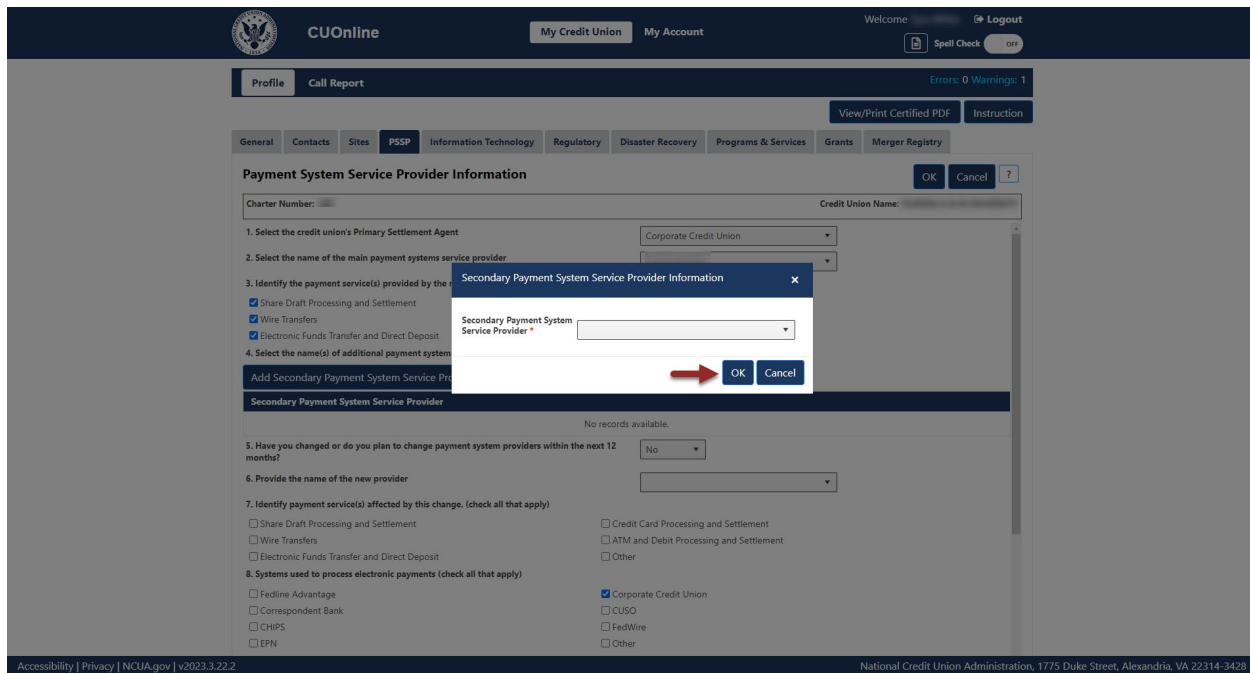


Figure 35 – "Secondary Payment System Service Provider Information" Edit Confirmation Pop-Up

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 36.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

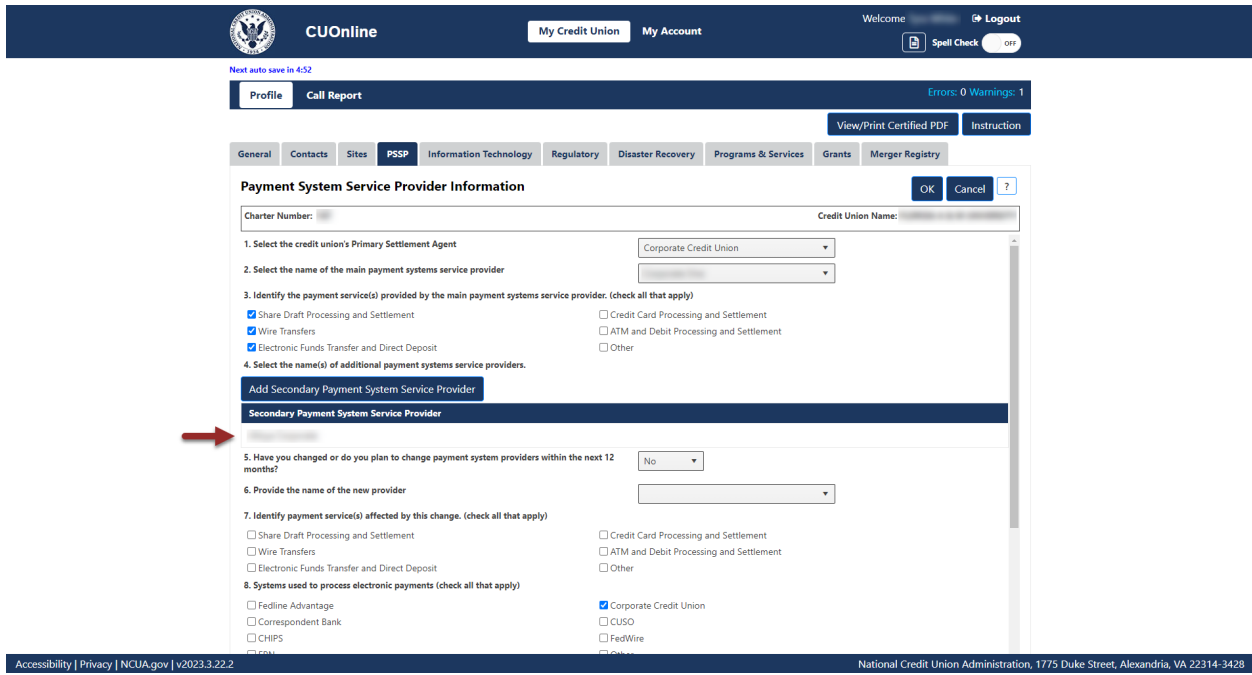


Figure 36– “PSSP” Tab Secondary Payment System Service Provider Section

2. Select the “Edit” button, as seen in Figure 37.

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

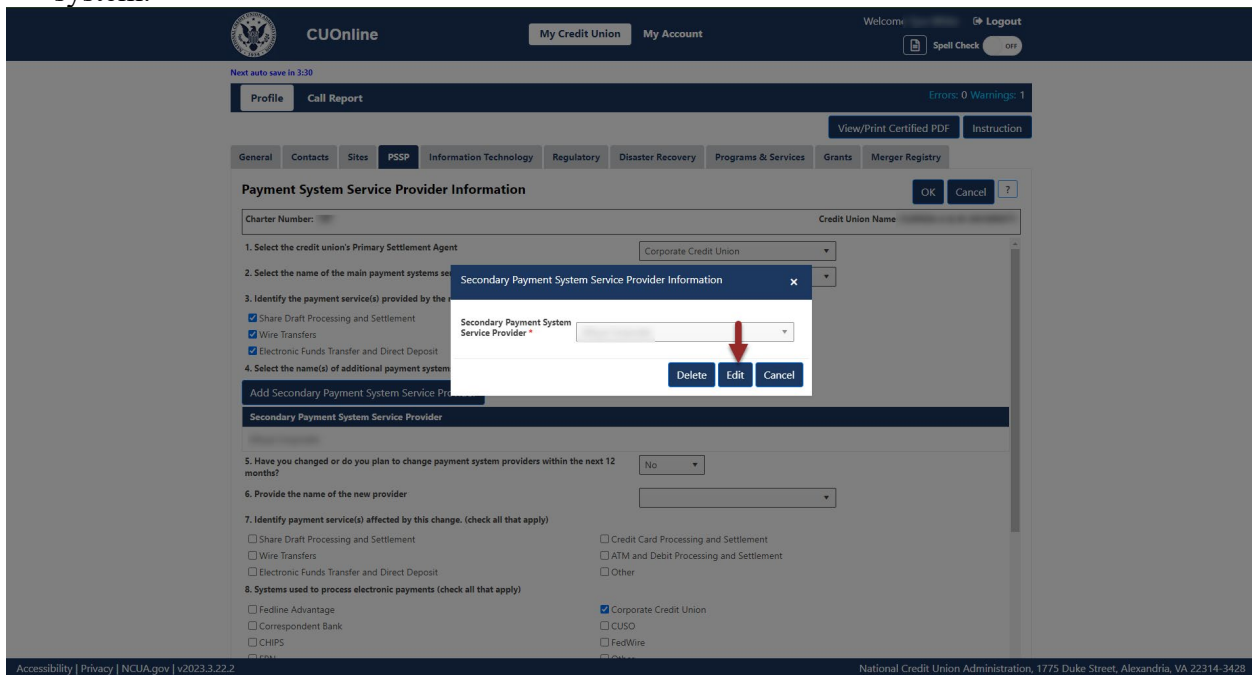


Figure 37 – “PSSP” Tab Secondary PSSP “Edit” Button

- To confirm and save edits, **select** the “OK” button, as seen in Figure 38.

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

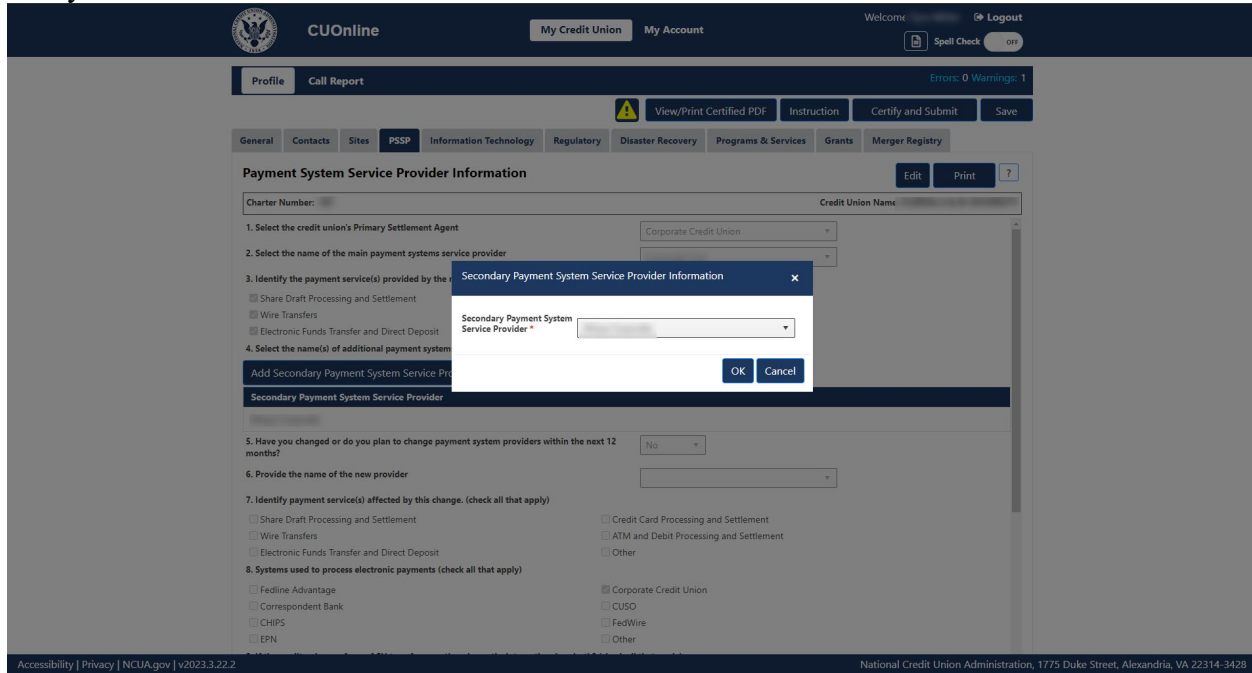


Figure 38 – “PSSP” Tab Secondary PSSP Edit Confirmation Pop-Up

Delete Secondary PSSP

Follow these steps to delete a secondary PSSP:

- Navigate** to the “PSSP” tab and **select** the name of the Secondary PSSP to be deleted, as seen in Figure 39.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

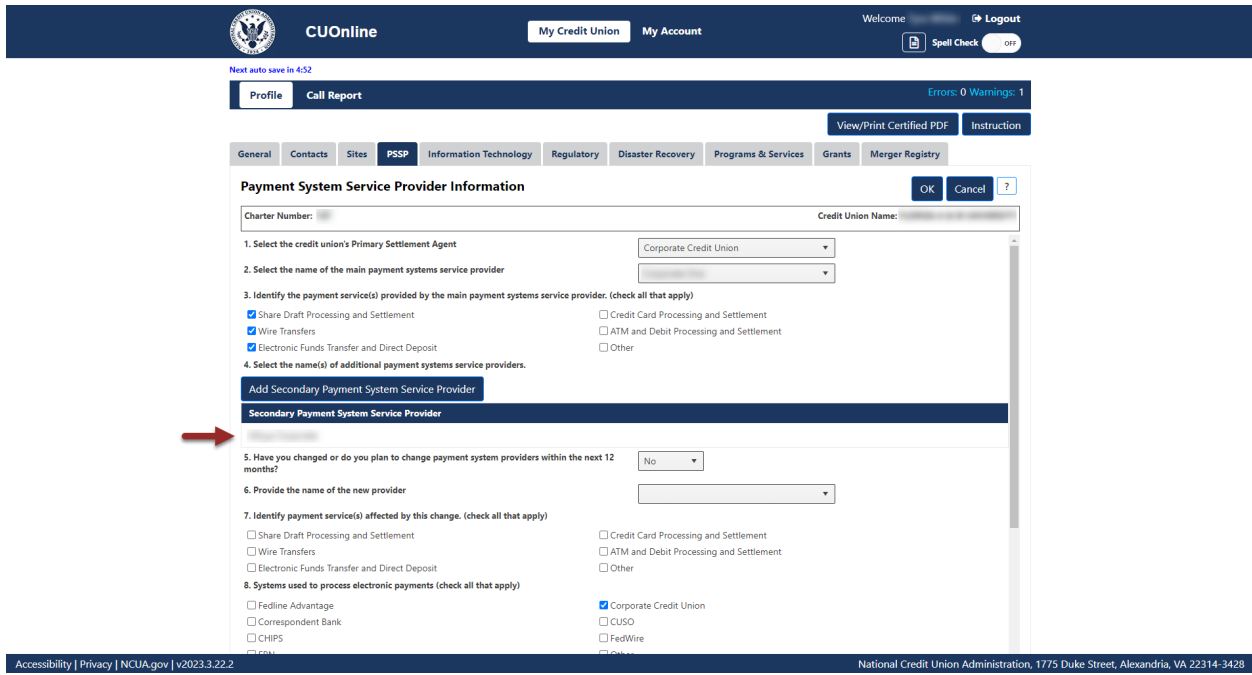


Figure 39 – “PSSP” Tab Secondary Provider Selection

2. Select the “Delete” button, as seen in Figure 40.

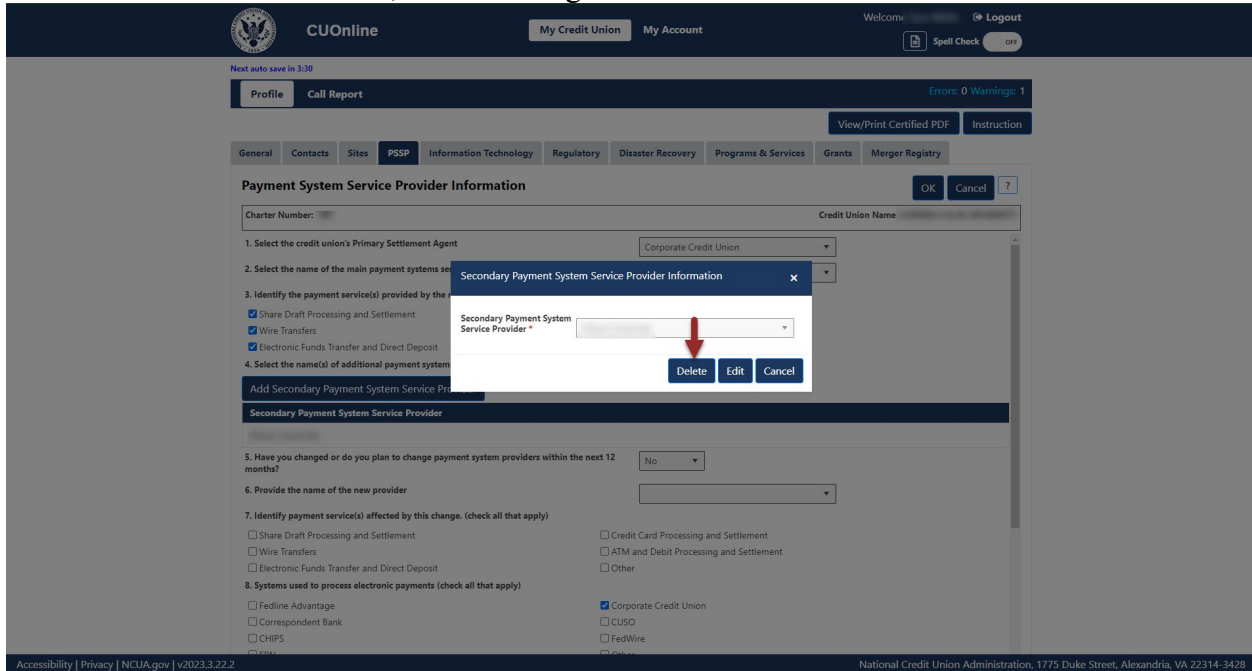


Figure 40 – “Delete” Button on Secondary PSSP Screen

3. To confirm deletion, select the “Yes” button, as seen in Figure 41.

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

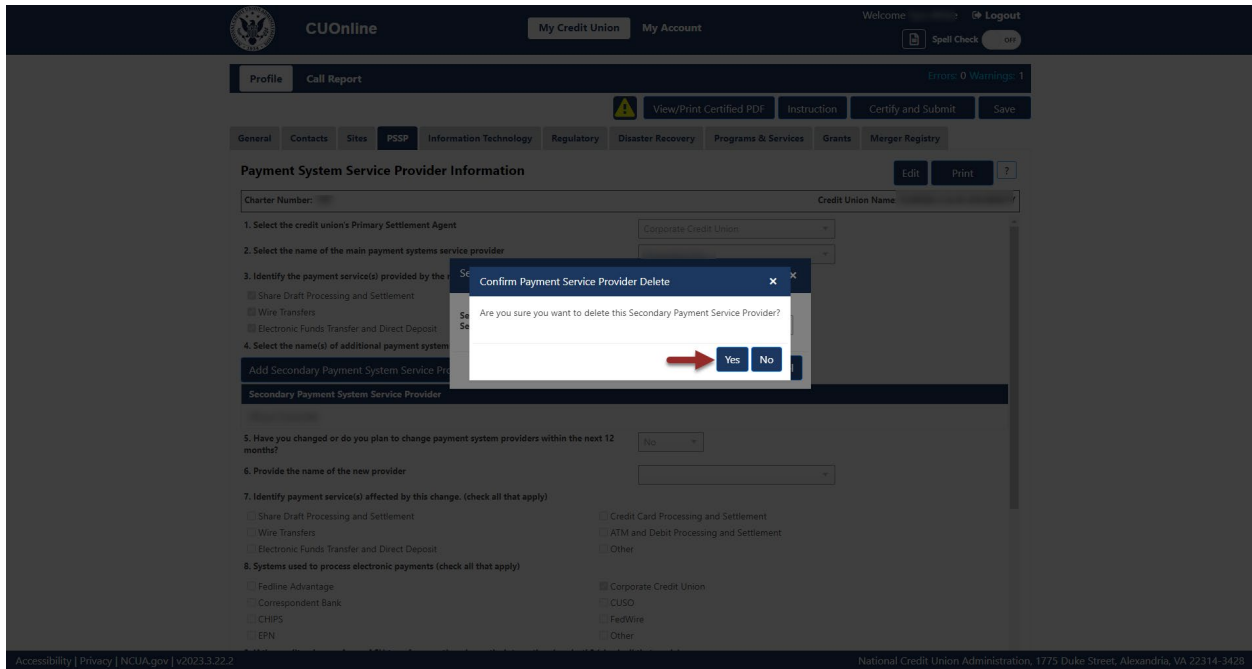


Figure 41 – "Confirm Payment Service Provider Delete" Confirmation Pop-Up

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 42.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

The screenshot shows the CUOnline interface for a credit union profile. The top navigation bar includes 'CUOnline', 'My Credit Union', 'My Account', 'Welcome', and 'Logout'. Below this, there are tabs for 'Profile' and 'Call Report'. The 'Call Report' section has buttons for 'View/Print Certified PDF', 'Instruction', 'Certify and Submit', and 'Save'. The 'PSSP' tab is selected, showing the 'Payment System Service Provider Information' form. The form includes fields for 'Charter Number' and 'Credit Union Name', and several sections for selecting service providers and payment services. A red arrow points to the 'Print' button in the top right corner of the form area.

Figure 42 – “PSSP” Print Button

2. **Select** the print icon to print the page, and/or **select** the “Close” button.

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 43.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

The screenshot shows the CUOnline interface for the 'Information Technology' tab. The top navigation bar includes 'CUOnline', 'My Credit Union', 'My Account', 'Welcome', and 'Logout'. Below this, there are tabs for 'Profile' and 'Call Report'. The 'Information Technology' tab is active, and the 'Edit' button is highlighted with a red arrow. The form contains various fields for website information, including 'Charter Number', 'Credit Union Name', 'Does the credit union have a website?', 'Website Address', 'Where is the website hosted?', 'Provide the name of the external website vendor', 'Other (Please Specify)', 'Select the type(s) service offered (check all that apply)', 'If a credit union has online or mobile banking, how many members use it?', 'Which wireless networks, if any, does the credit unions operate?', 'Data Processing System used to maintain credit union records', 'Name of the primary share/loan data processing vendor', 'Core Data Processing Conversions', and 'Select the service(s) the credit union offers electronically (check all that apply)'. The 'Add Data Conversion' button is also visible.

Figure 43 – "Information Technology" Tab "Edit" Button

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

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

The screenshot shows the CUOnline interface for the 'Information Technology' tab, similar to Figure 43. The 'OK' and 'Cancel' buttons are highlighted with a red arrow. The form contains the same fields as in Figure 43, but with some changes: 'Informational Website' and 'Online Banking' are checked under 'Select the type(s) service offered (check all that apply)', and 'Private or Restricted Network' is checked under 'Which wireless networks, if any, does the credit unions operate?'. The 'Add Data Conversion' button is also visible.

Figure 44 – "Information Technology" Tab Edit Confirmation Screen

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 45.

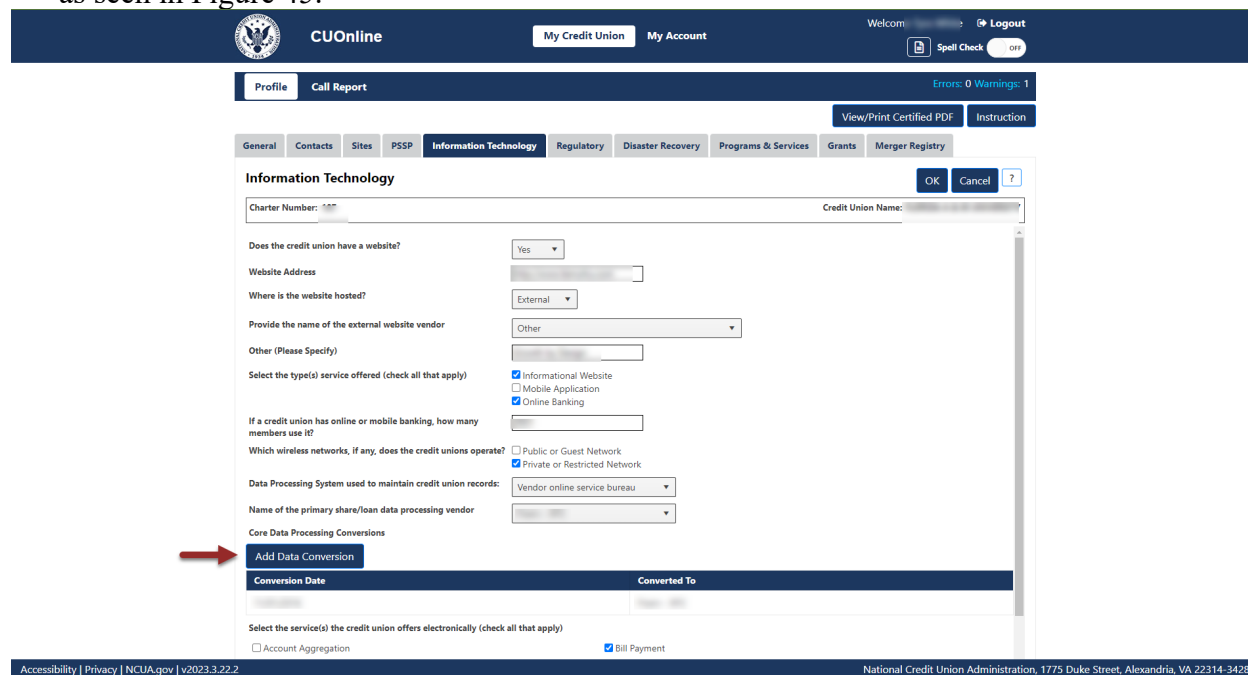
The screenshot shows the CUOnline interface. At the top, there's a dark blue header with the CUOnline logo, user name 'Welcome', and 'Logout' button. Below that, a navigation bar includes 'Profile' and 'Call Report' tabs. The main content area is titled 'Information Technology' and contains various form fields and checkboxes. A red arrow points to the 'Add Data Conversion' button, which is located in a table with columns 'Conversion Date' and 'Converted To'. The table currently has one empty row. At the bottom of the page, there's a footer with accessibility and privacy information, and the address 'National Credit Union Administration, 1775 Duke Street, Alexandria, VA 22314-3428'.

Figure 45 – "Add Data Conversion" Button on the "Information Technology" Tab

2. **Enter** data conversion information and **select** the "OK" button, as seen in Figure 46. 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.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

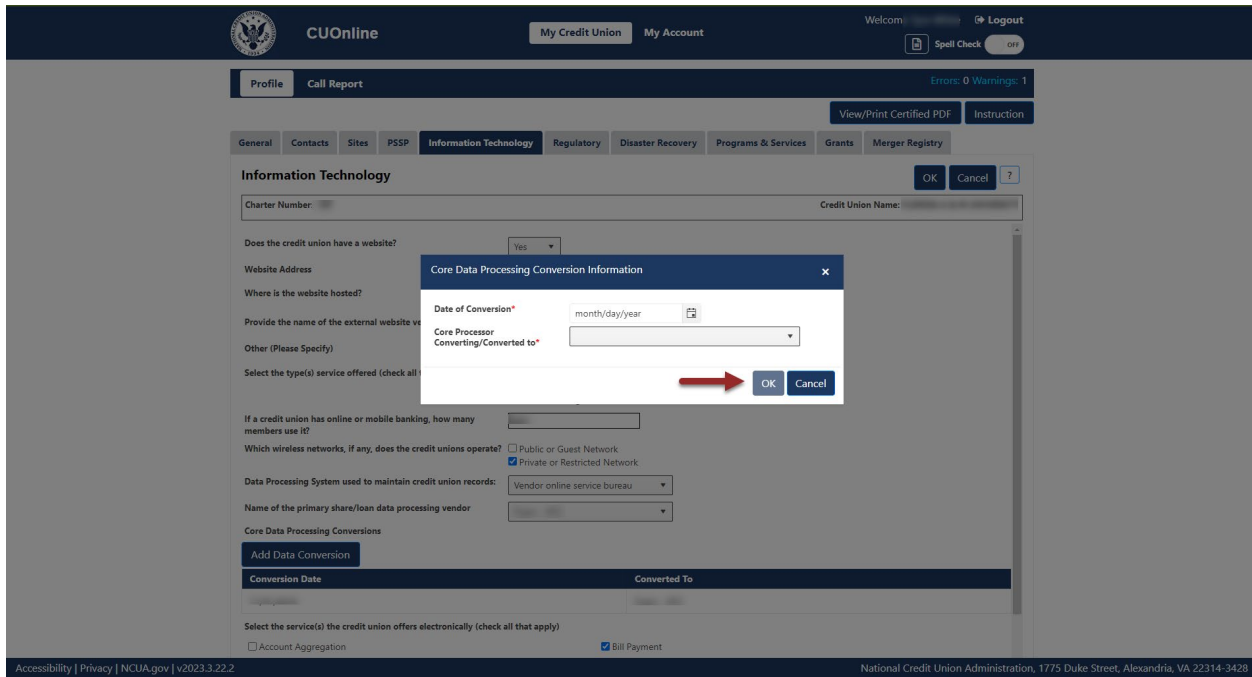


Figure 46 – “Data Conversion Information” Screen

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 47.

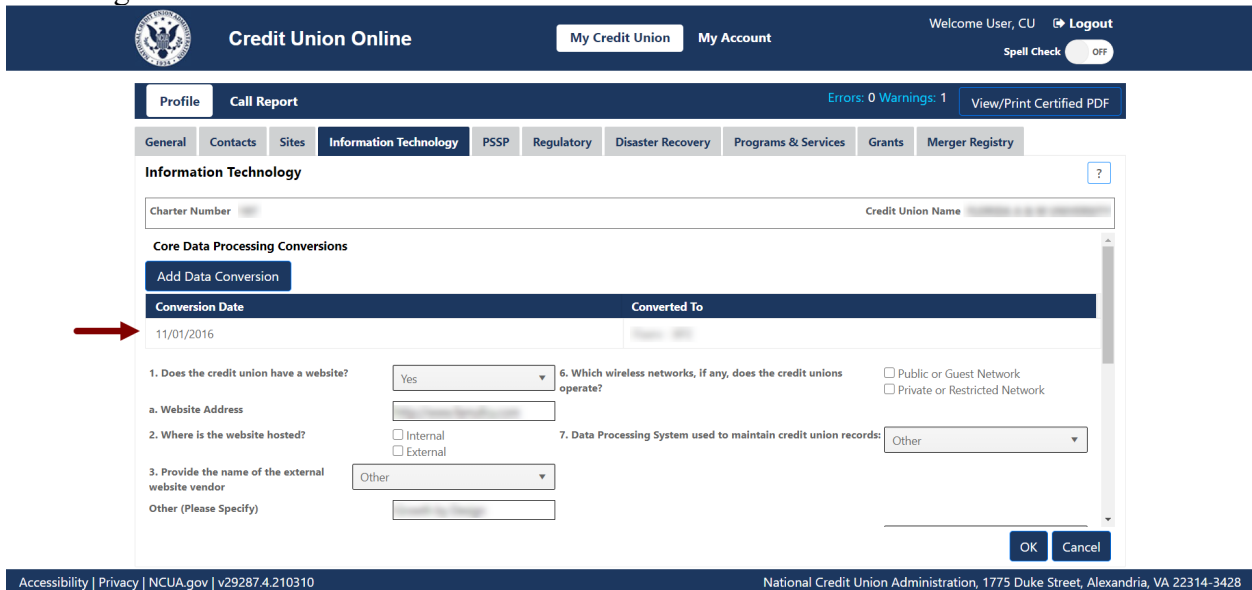


Figure 47 – “Information Technology” Tab “Core Data Processing Conversions” Section

2. Select the “Edit” button to edit data conversion information, as seen in Figure 48.

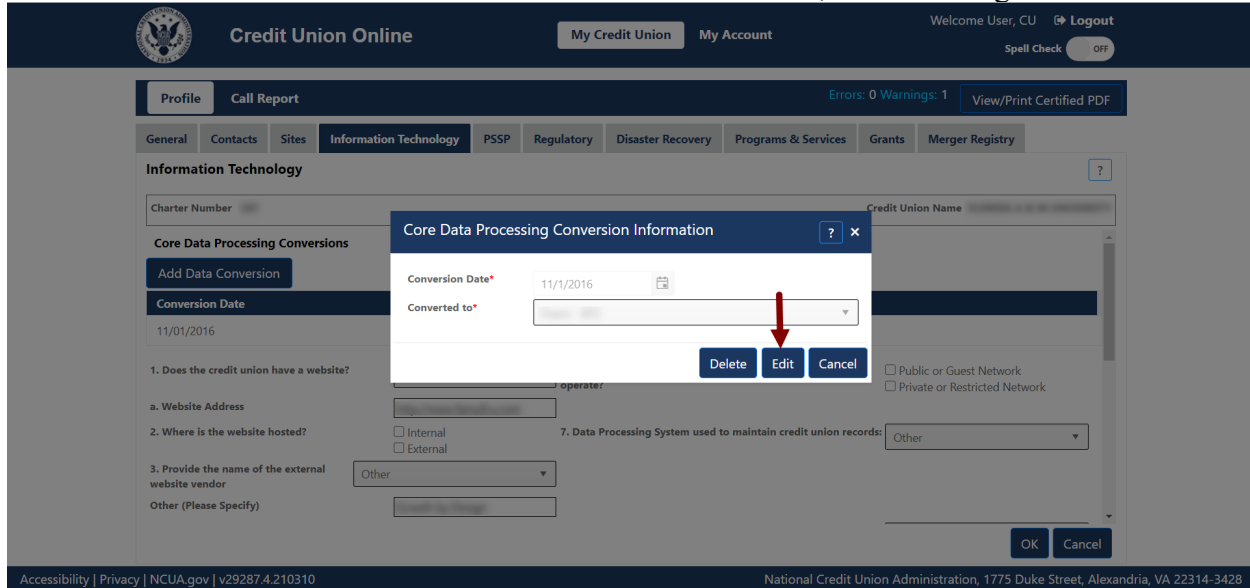


Figure 48 – “Edit” Button on “Core Data Processing Conversion Information” Screen

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 49.

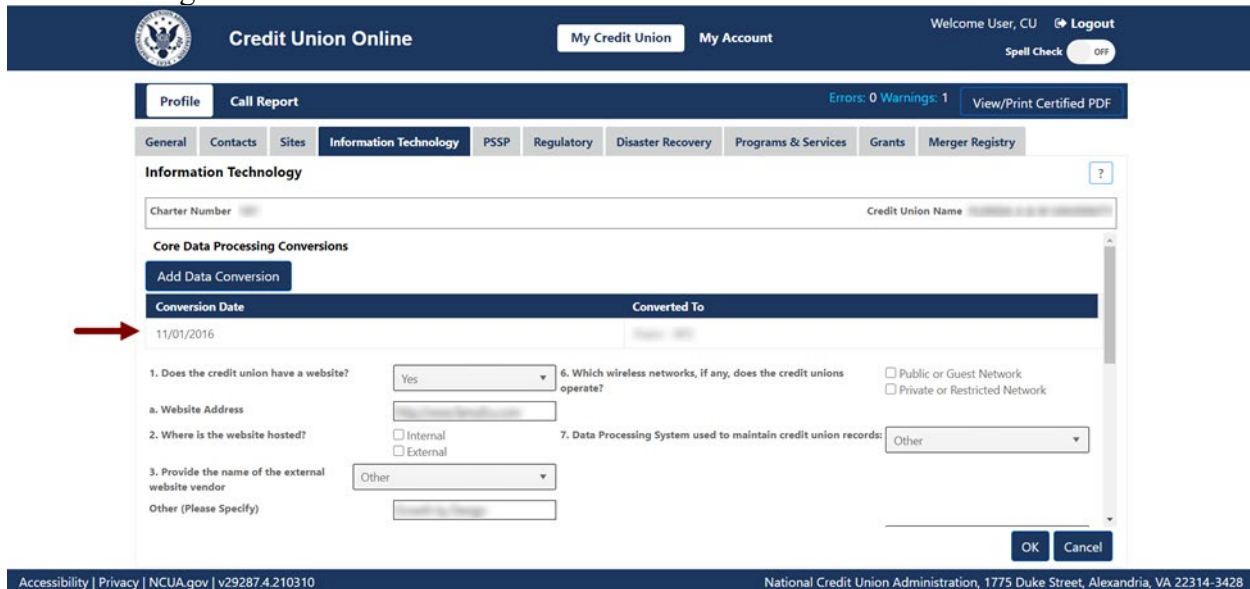


Figure 49 - “Information Technology” Tab “Core Data Processing Conversions” Section

2. Select the “Delete” button to delete data conversion information, as seen in Figure 50.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

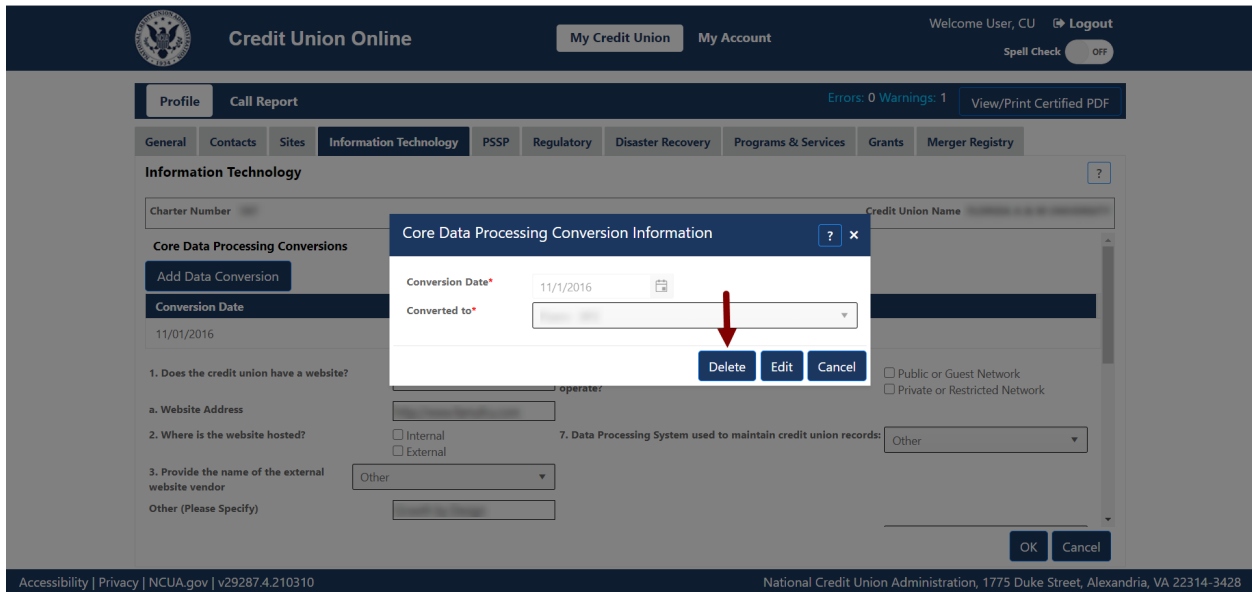


Figure 50 – "Delete" Button on "Core Data Processing Conversion Information" Screen

4. To confirm deletion, select the "Yes" button, as seen in Figure 51.

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

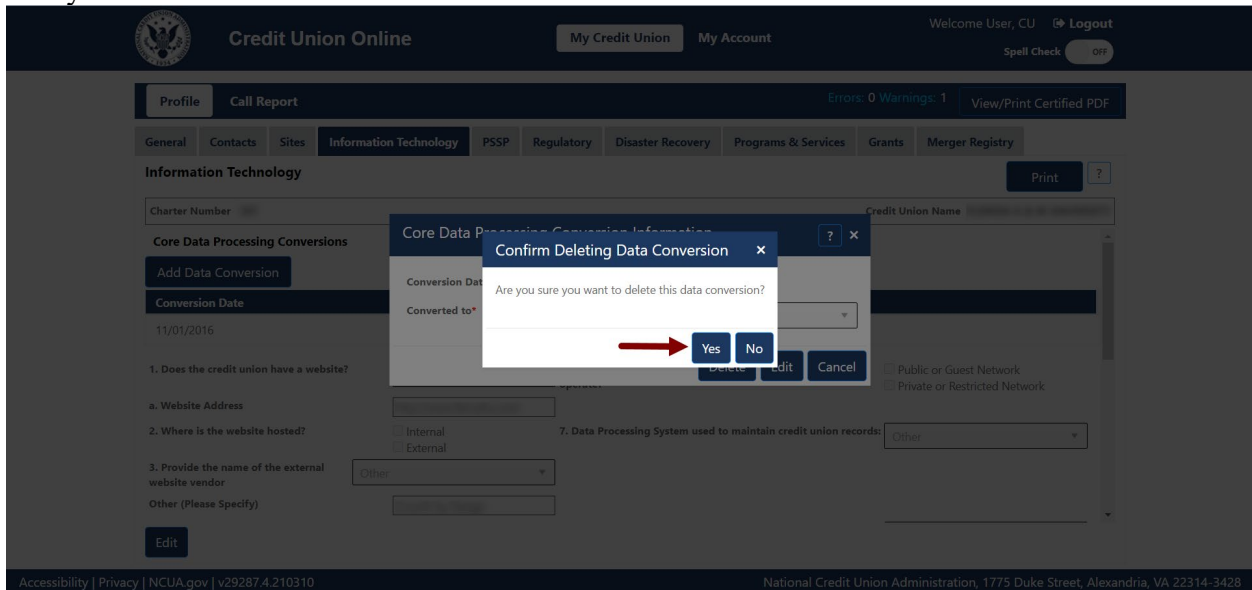


Figure 51 – Delete Confirmation for Data Conversion

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 52.

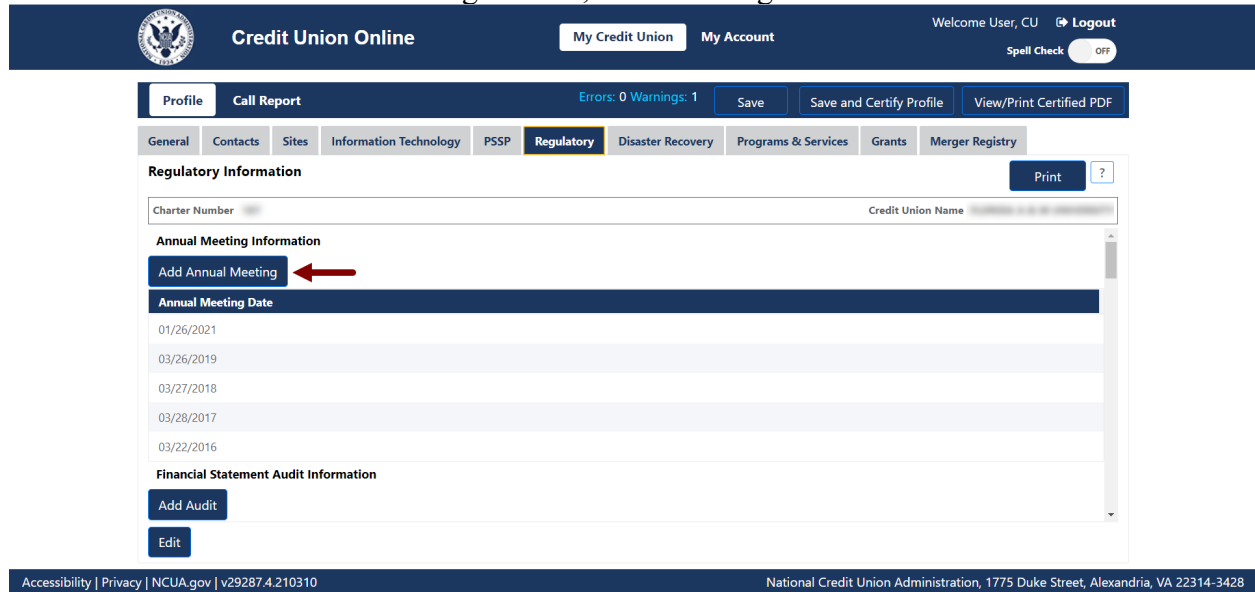


Figure 52 – “Add Annual Meeting” Button

2. **Enter** the required information and **select** the “OK” button, as seen in Figure 53.

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

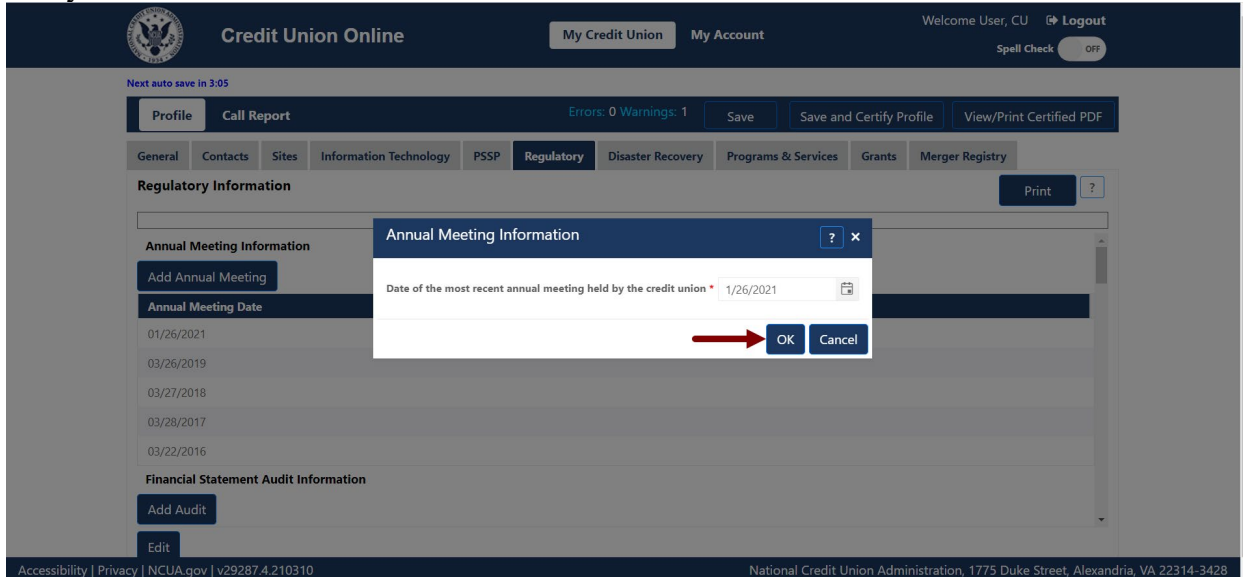


Figure 53 – “Annual Meeting Information” Screen

Add Financial Statement Audit

1. Select the “Add Audit” button, as seen in Figure 54.

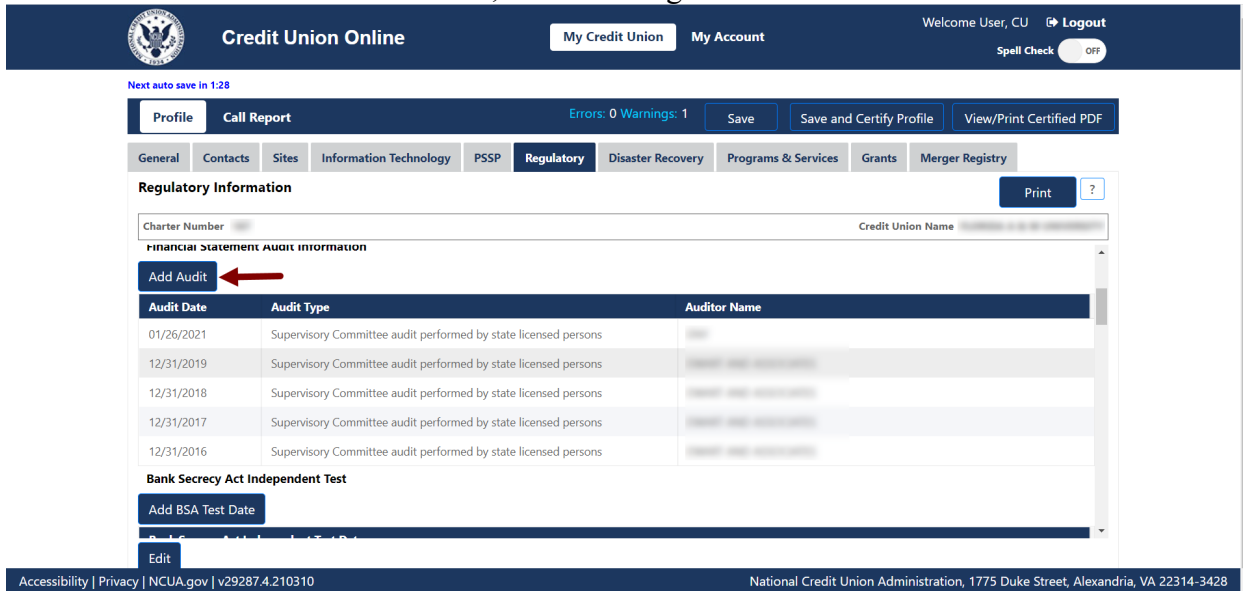


Figure 54 – “Add Audit” Button

2. Enter the required information and select the “OK” button, as seen in Figure 55.

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

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

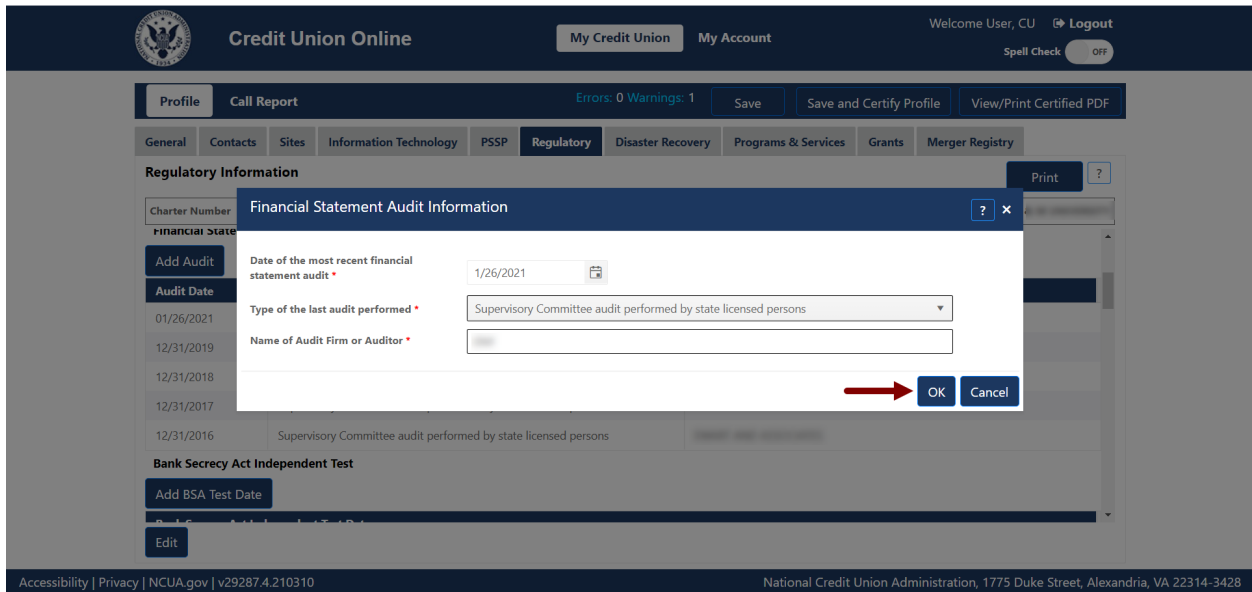


Figure 55 – "Financial Statement Audit Information" Edit Confirmation Screen

Add Member Account Verification

1. Select the "Add Member Account Verification" button, as seen in Figure 56.

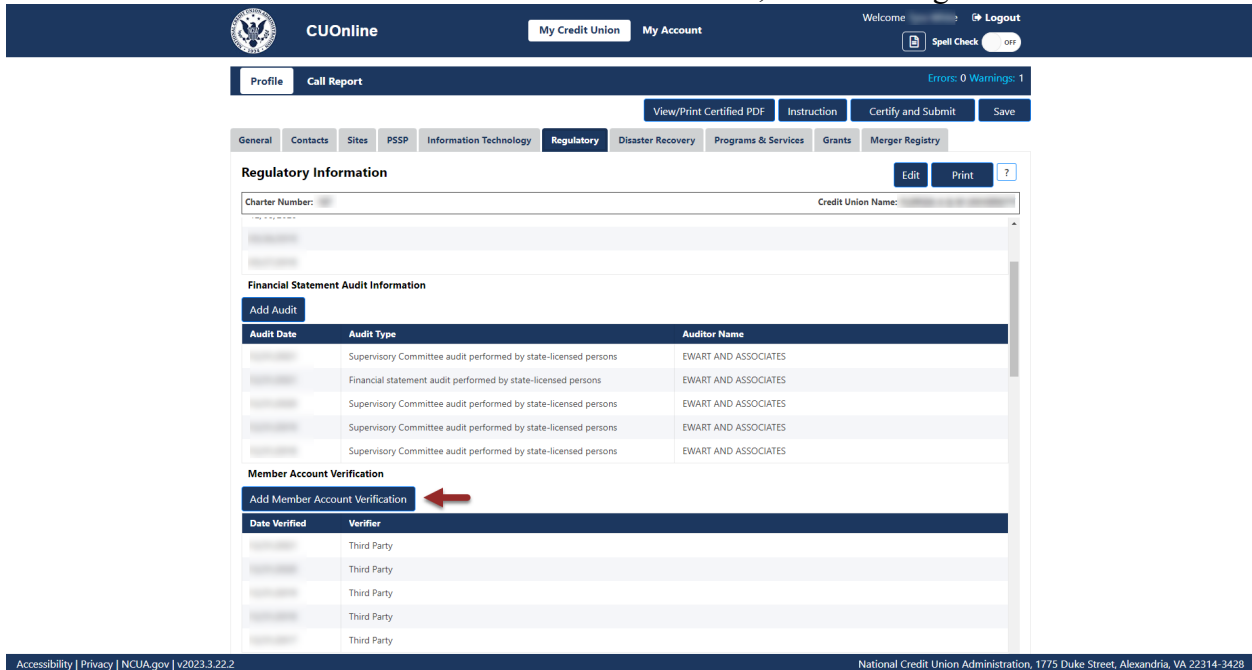


Figure 56 – "Add Member Account Verification" Button

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

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

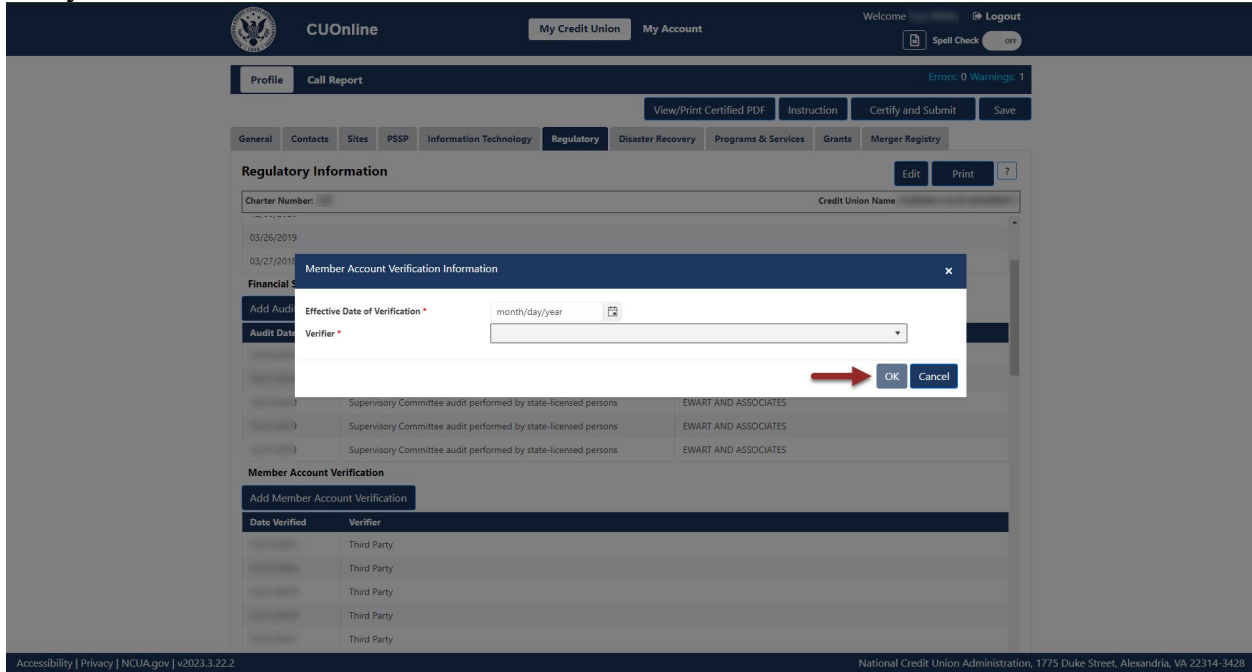


Figure 57 – "Member Account Verification Information" Add Confirmation Screen

Add Supervisory Committee Information

1. Select the “Edit” button on the “Regulatory Tab”, as seen in Figure 58.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

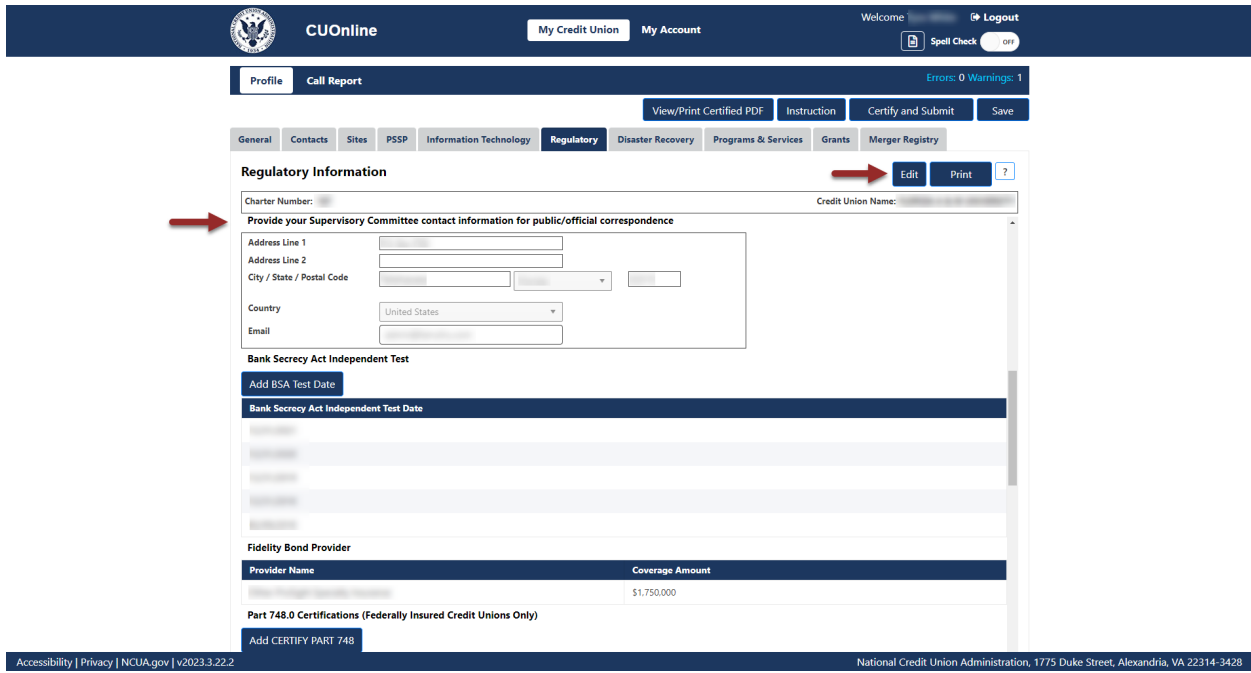


Figure 58– "Edit" Button On "Regulatory" Tab

2. **Enter** the required information and **select** the "OK" button, as seen in Figure 59.

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

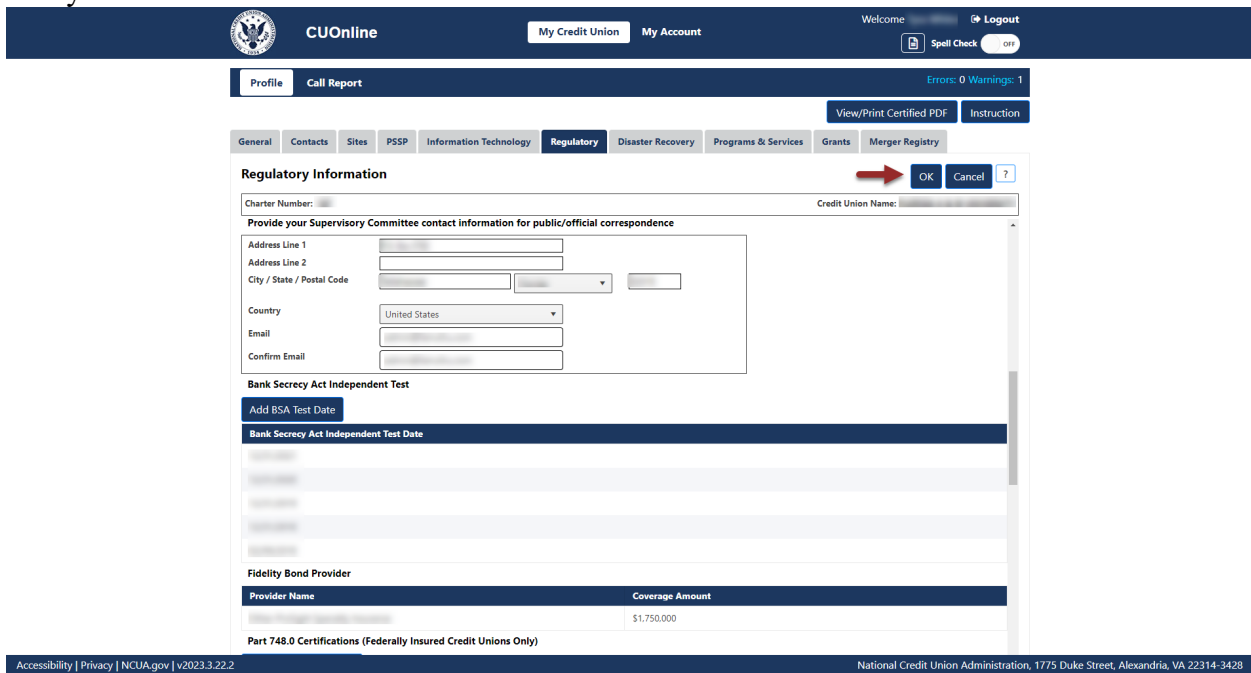


Figure 59 – "Supervisory Committee Contact Information" Add Confirmation Screen

Add BSA Test Date

1. **Select** the “Add BSA Test Date” button, as seen in Figure 60.

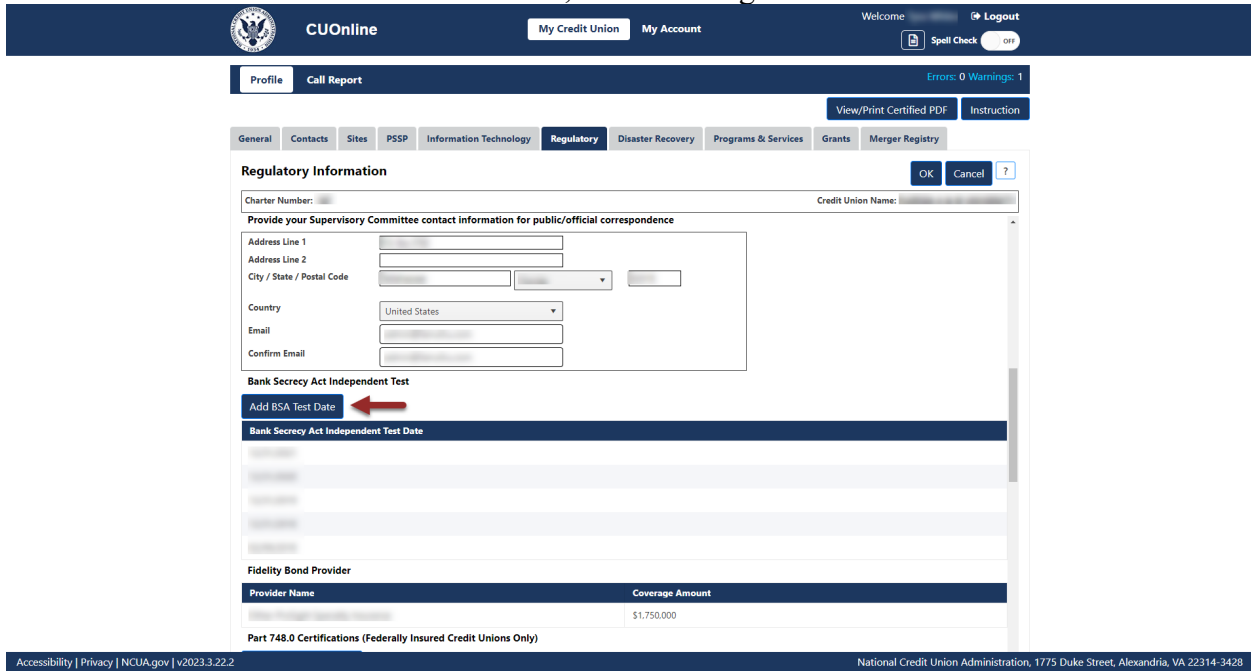


Figure 60 – "Add BSA Test Date" Button

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

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

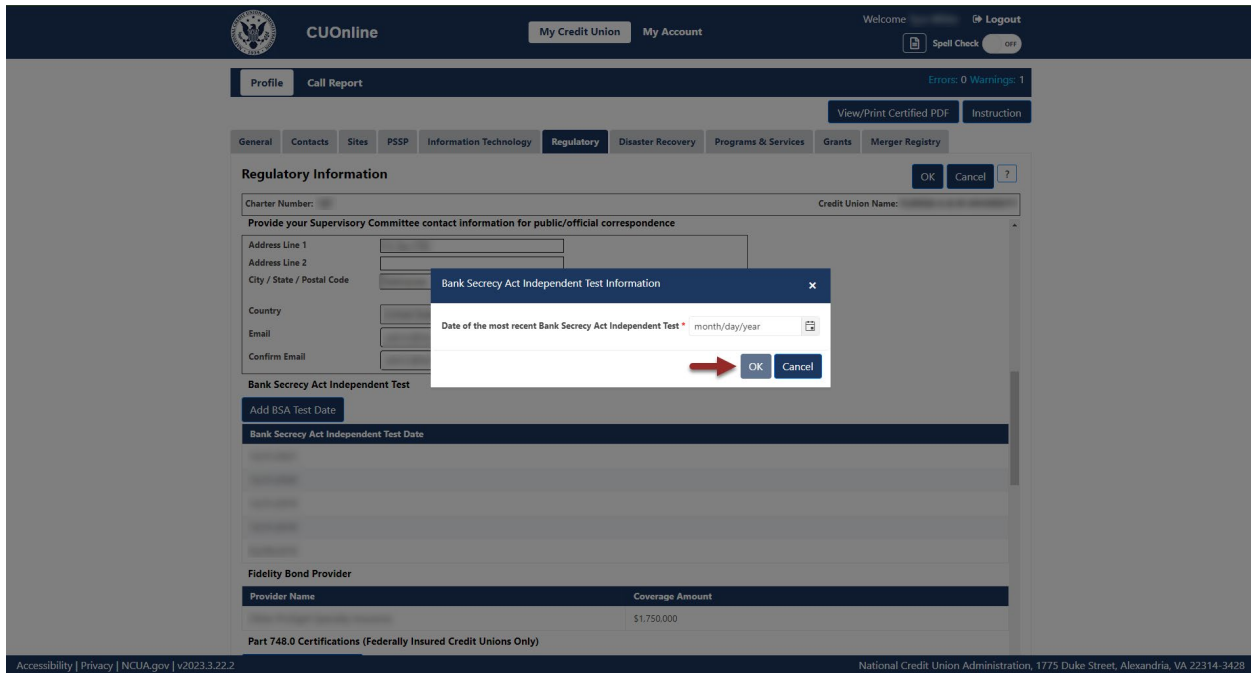


Figure 61 – "Bank Secrecy Act Independent Test Information" Add Confirmation Screen

Add Fidelity Bond Provider

1. Select the "Add Fidelity Bond" button, as seen in Figure 62.

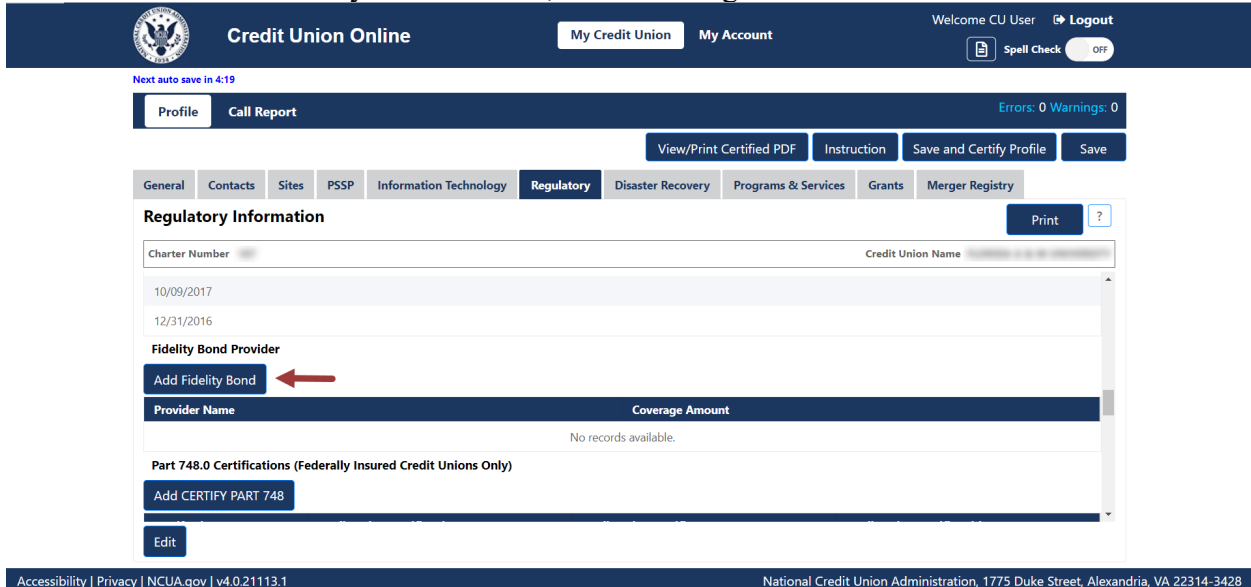


Figure 62 – "Add Fidelity Bond" Button

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

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

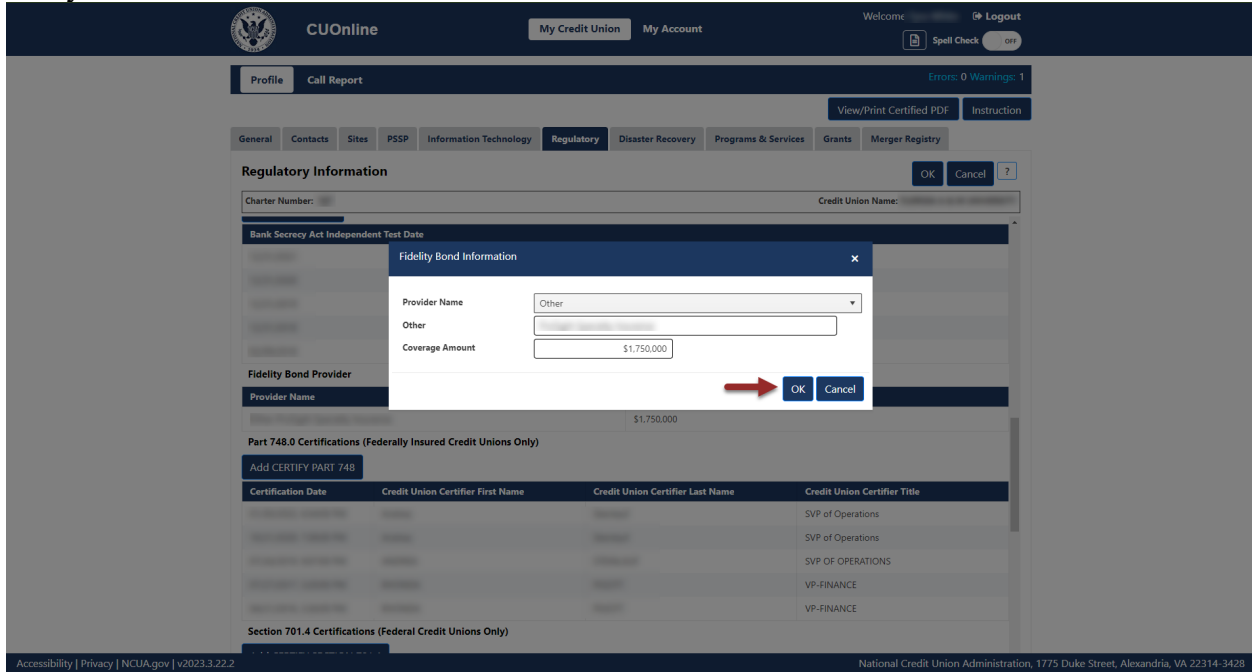


Figure 63 – "Fidelity Bond Information" Add Confirmation Screen

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 64.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

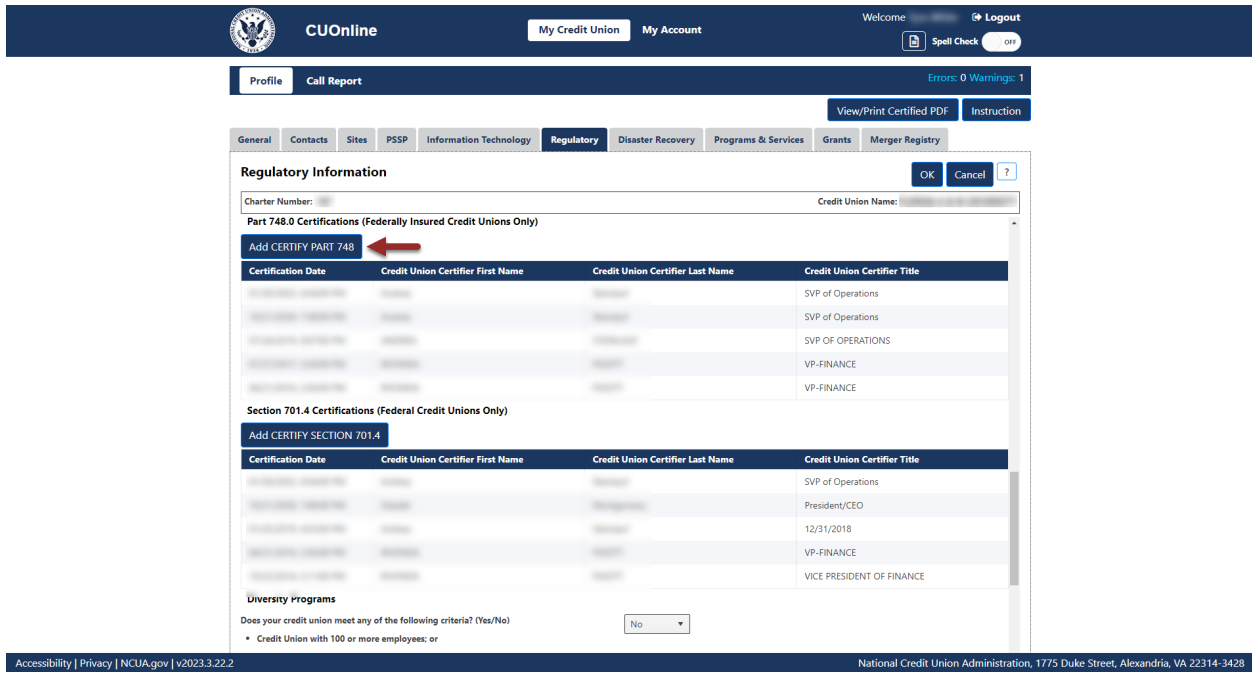


Figure 64 – "Add Certify Part 748" Button

2. **Enter** the required information and **select** the “OK” button, as seen in Figure 65.

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

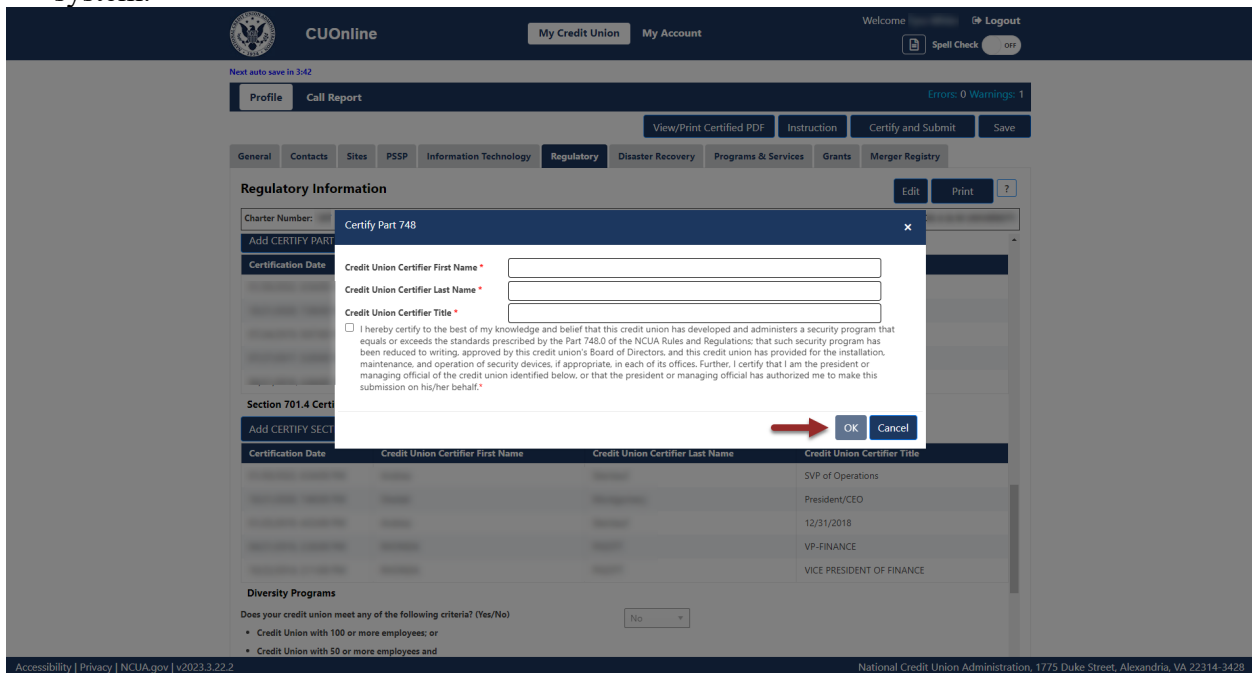


Figure 65 – “Certify Part 748” Add Confirmation Screen

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 66.

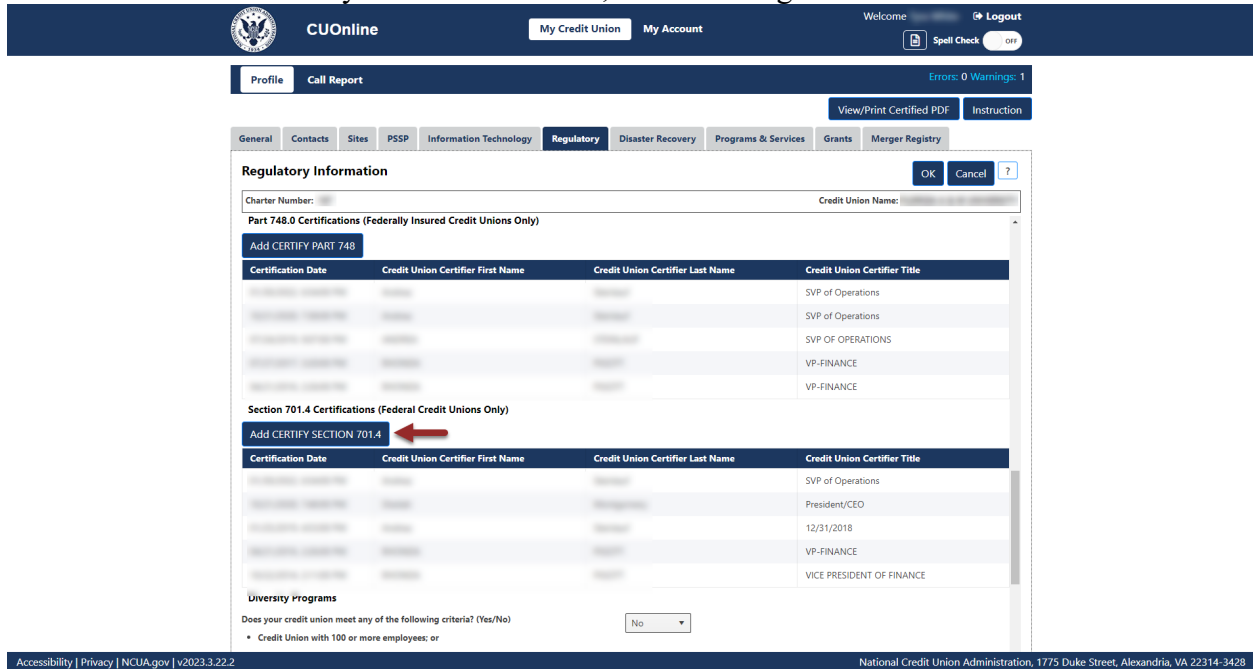


Figure 66 – "Add Certify 701.4" Button

2. Add the required information and select the “OK” button, as seen in Figure 67.

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

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

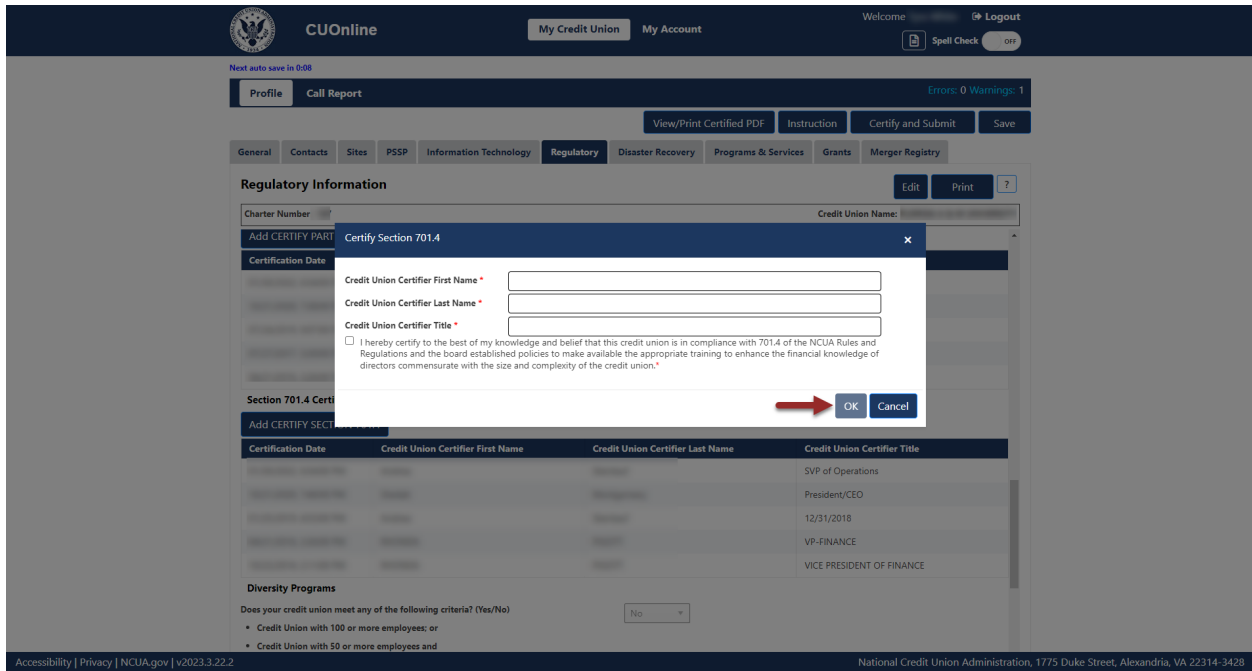


Figure 67 – “Certify Section 701.4” Add Confirmation Screen

Add Diversity Programs

1. Select the “Edit” button, as seen in Figure 68.

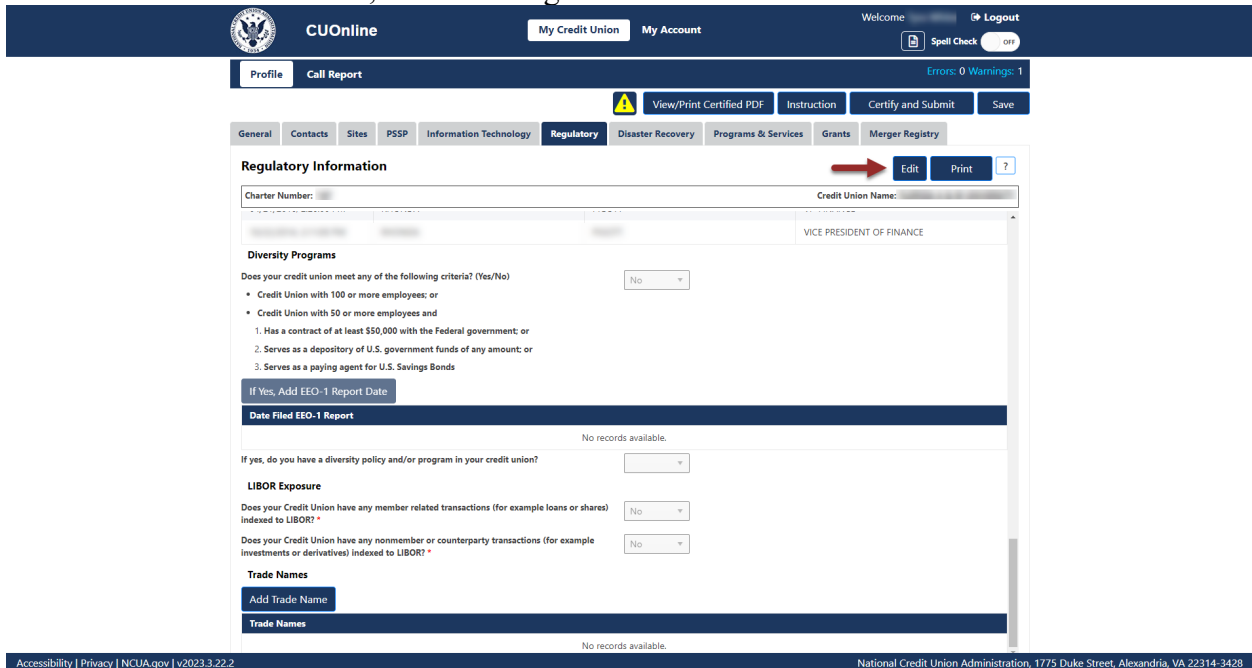


Figure 68 – “Regulatory” Tab “Edit” Button

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 69.

Note: This is a mandatory question for users.

The screenshot shows the 'Regulatory Information' section of the CUOnline interface. A red banner at the top indicates '2 Errors'. The 'Diversity Programs' section asks 'Does your credit union meet any of the following criteria? (Yes/No)'. The 'Yes' option is selected in the dropdown menu, indicated by a red arrow. Below this, the 'If Yes, Add EEO-1 Report' button is visible. The form also includes fields for Charter Number, Credit Union Name, and various other regulatory questions.

Figure 69 – “If Yes, Add EEO-1 Report Date” Button

3. **Enter** the required information and **select** the “OK” button, as seen in Figure 70.

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

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

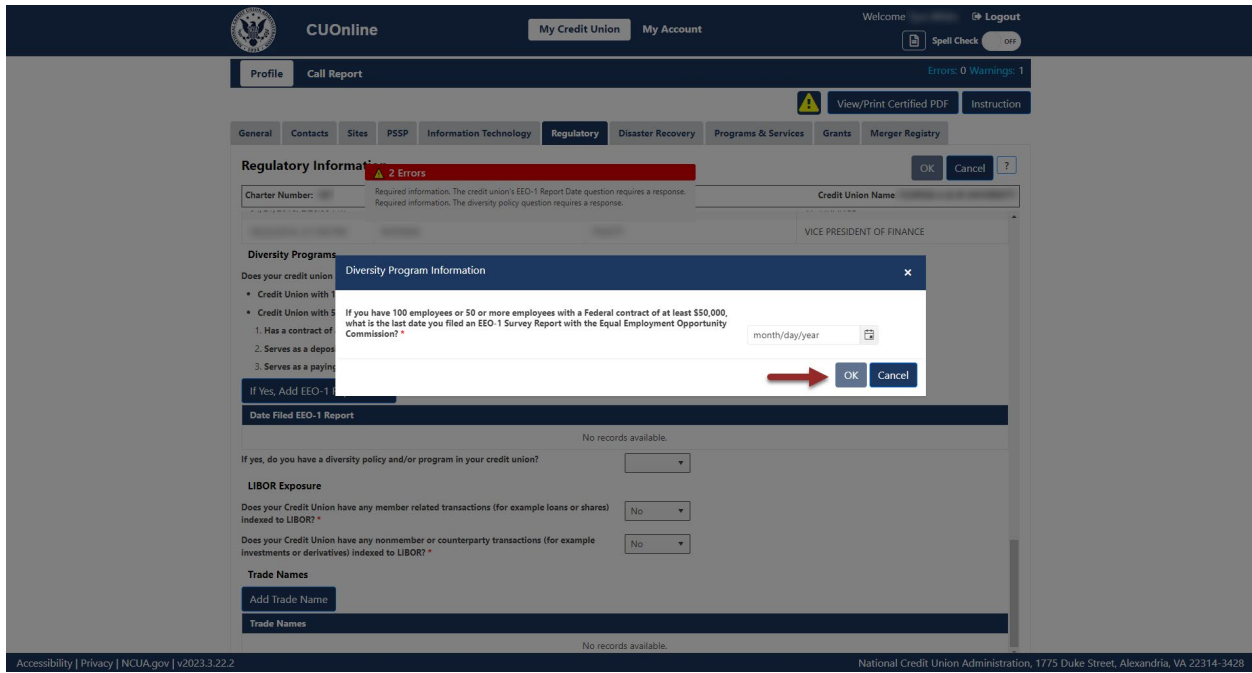


Figure 70 – “Diversity Program Information” Add Confirmation Screen

Add LIBOR Exposure

1. Select the “Edit” button as seen in Figure 71.

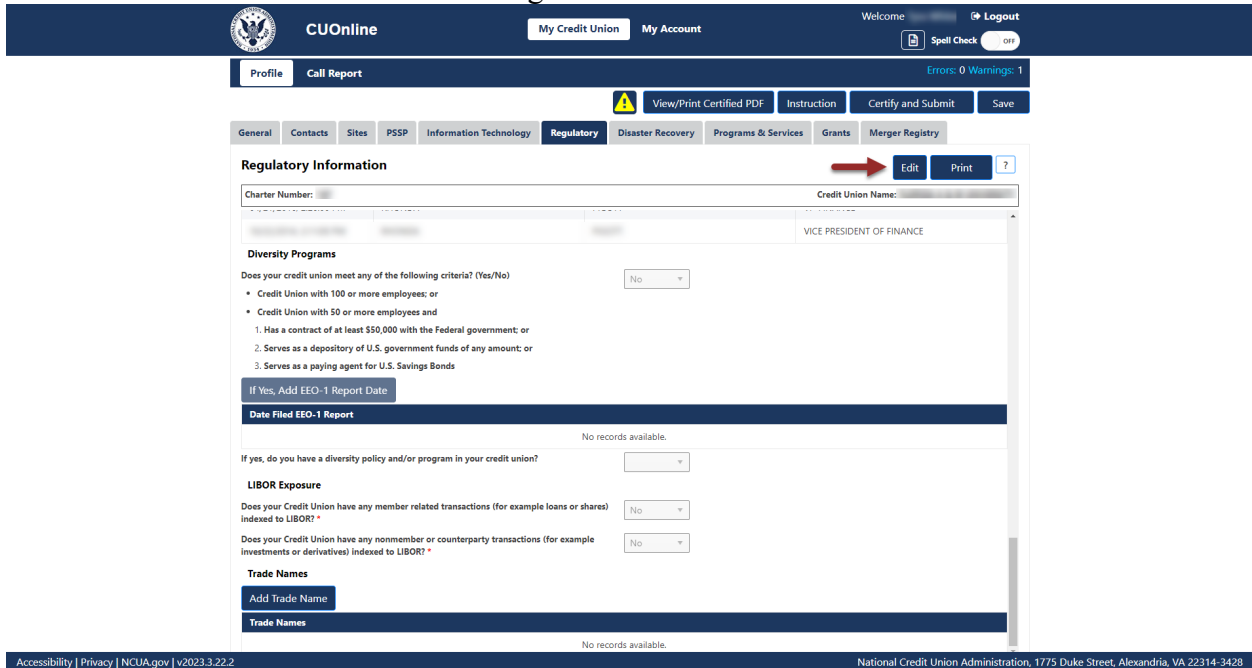


Figure 71 – “Regulatory” Tab “Edit” Button

2. Under “LIBOR Exposure,” select the correct response to the two LIBOR questions, as seen in Figure 72.

The screenshot shows the CUOnline interface for a credit union profile. The top navigation bar includes the CUOnline logo, "My Credit Union", "My Account", "Welcome", "Logout", "Spell Check", and "Errors: 0 Warnings: 1". Below this is a secondary navigation bar with tabs for "Profile", "Call Report", "View/Print Certified PDF", and "Instruction". The main content area is titled "Regulatory Information" and contains several sections: "Charter Number" and "Credit Union Name" fields; "Diversity Programs" with a "No" dropdown and a list of criteria; "Date Filed EEO-1 Report" with "No records available."; "LIBOR Exposure" with two "No" dropdowns; and "Trade Names" with "Add Trade Name" and "Trade Names" buttons. A red arrow points to the "LIBOR Exposure" section. The footer contains "Accessibility | Privacy | NCUA.gov | v2023.3.22.2" and "National Credit Union Administration, 1775 Duke Street, Alexandria, VA 22314-3428".

Figure 72 – Required LIBOR Exposure Questions

Add Trade Name

1. Select the “Add Trade Name” button, as seen in Figure 73.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

The screenshot displays the CUOnline interface for a Natural Person Credit Union. The top navigation bar includes the CUOnline logo, user account information (Welcome, Logout), and a 'My Credit Union' / 'My Account' dropdown. Below this is a 'Profile' / 'Call Report' dropdown and a 'Errors: 0 Warnings: 1' indicator. A secondary navigation bar contains tabs for 'General', 'Contacts', 'Sites', 'PSSP', 'Information Technology', 'Regulatory' (selected), 'Disaster Recovery', 'Programs & Services', 'Grants', and 'Merger Registry'. The 'Regulatory Information' form is the main content area, featuring fields for 'Charter Number' and 'Credit Union Name'. It includes sections for 'Diversity Programs' with a 'No' dropdown, 'Date Filed EEO-1 Report' with 'No records available', and 'LIBOR Exposure' with two 'No' dropdowns. The 'Trade Names' section is highlighted with a blue bar and contains an 'Add Trade Name' button, which is pointed to by a red arrow. Below the button is a table with the header 'Trade Names' and 'No records available.' The footer contains accessibility and privacy information, and the National Credit Union Administration address.

Figure 73 – "Add Trade Name" Button

2. **Enter** the required information and **select the** "OK" button, as seen in Figure 74.

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

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

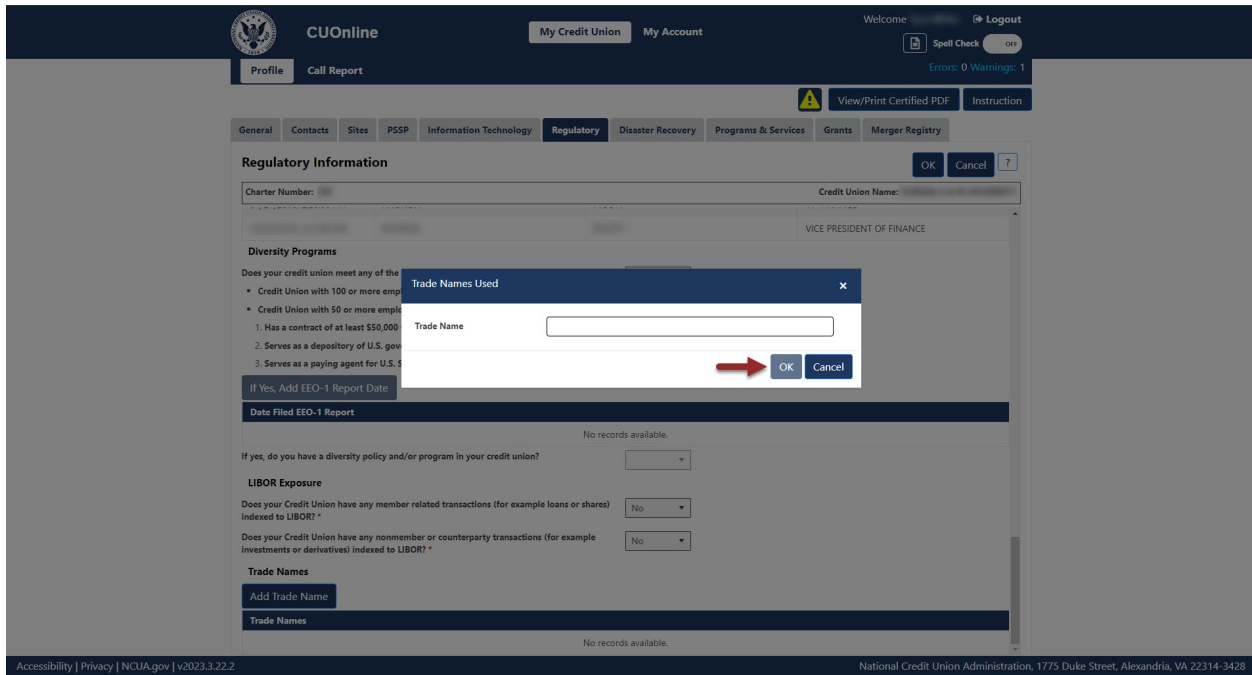


Figure 74– “Trade Name Used” Add Confirmation Screen

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 75.

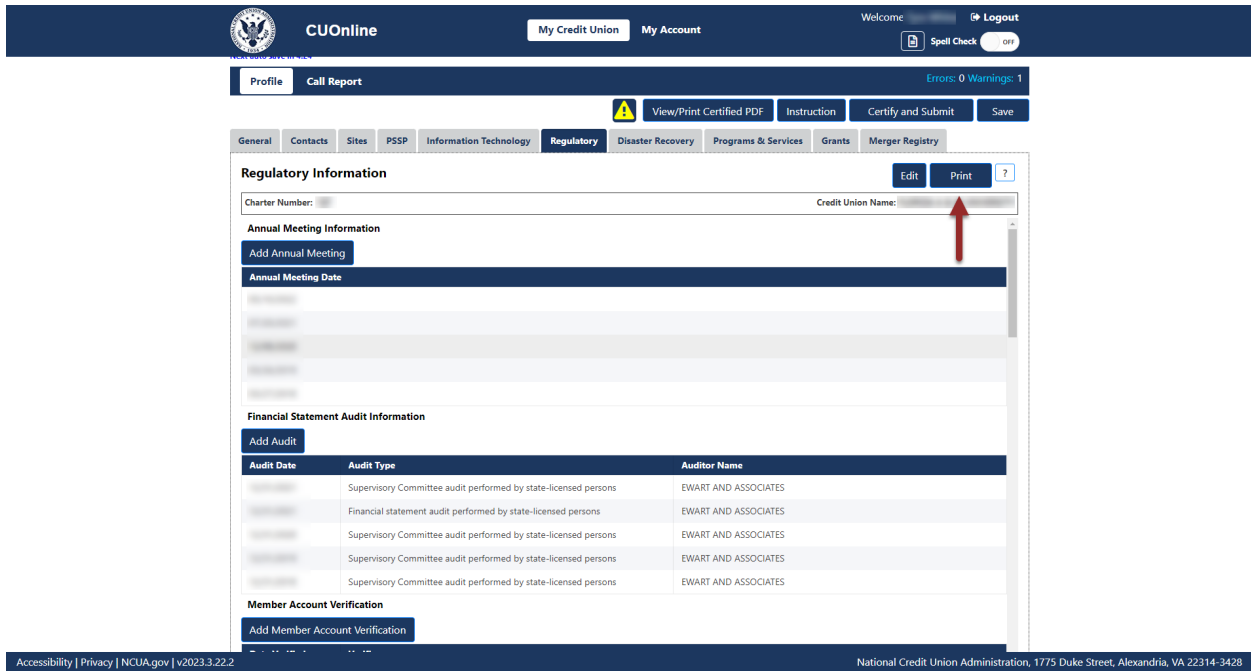


Figure 75 – “Regulatory” Tab Print Button

2. **Select** the print icon to print the page, and/or **select** the “Close” button.

Edit Annual Meeting

1. **Select** the annual meeting date to be edited, as seen in Figure 76.

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

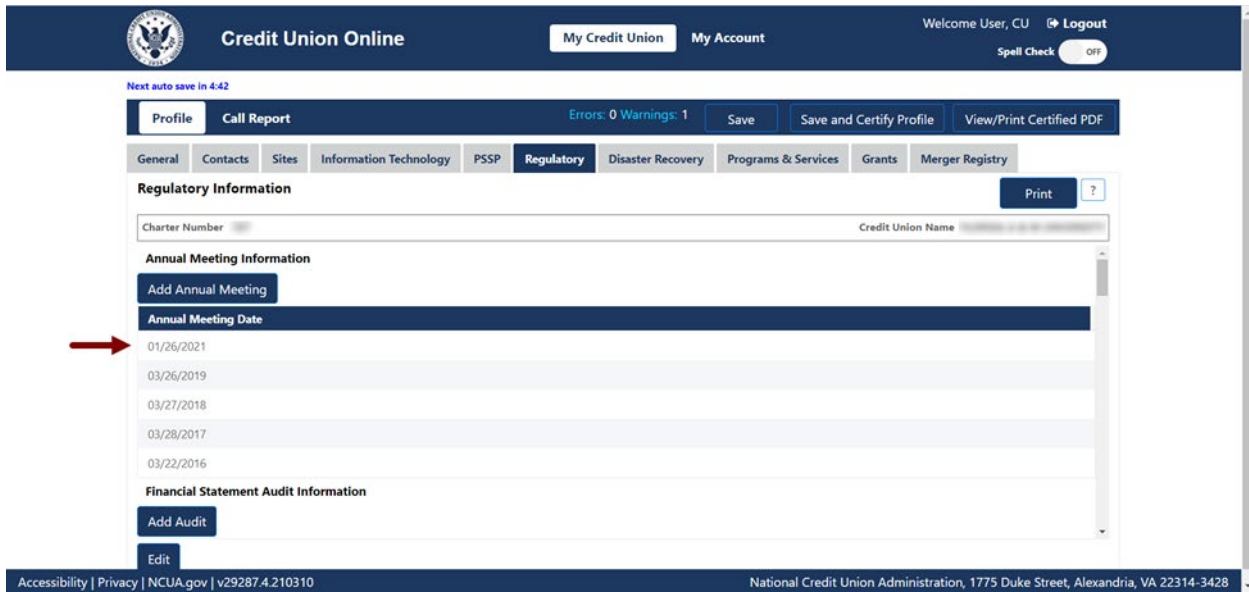


Figure 76 - "Annual Meeting Information" Section of the "Regulatory" Tab

2. Select the "Edit" button to edit information, as seen in Figure 77.

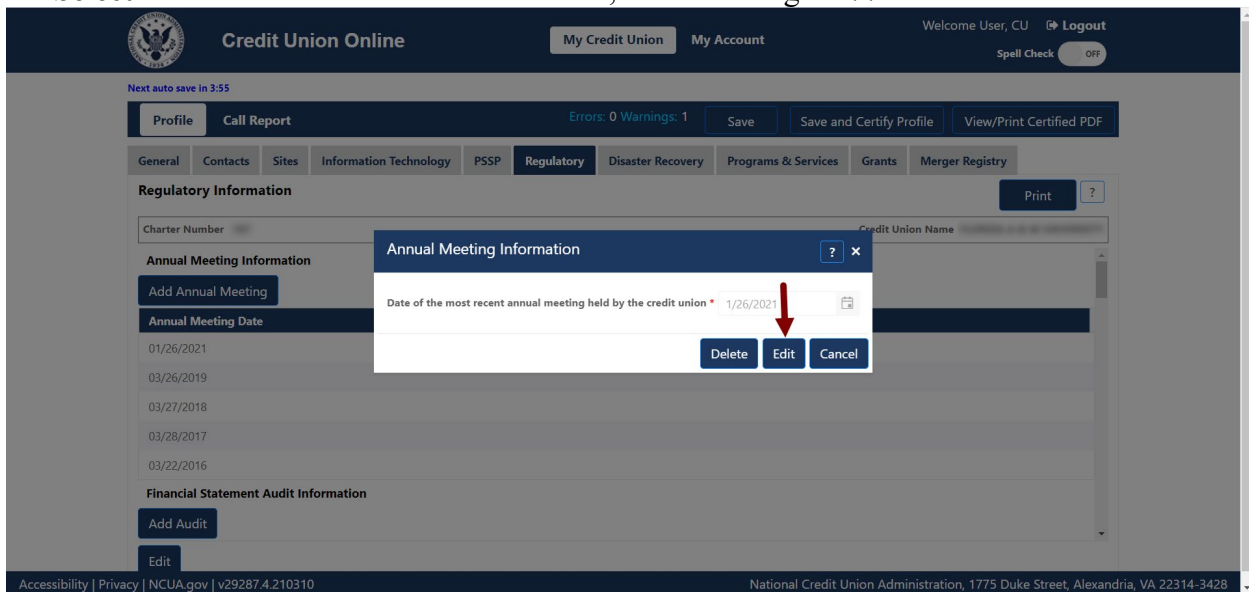


Figure 77 – "Annual Meeting Information" Screen "Edit" Button

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

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

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

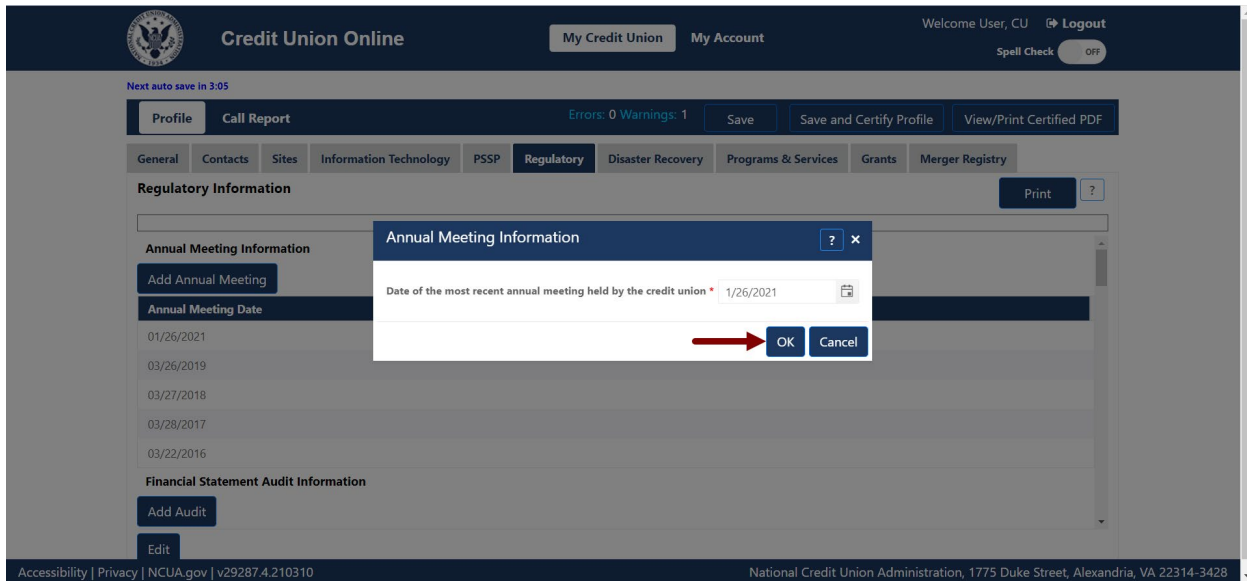


Figure 78 – "Annual Meeting Information" Edit Confirmation Screen

Edit Financial Statement Audit

1. Select the financial statement audit to be edited, as seen in Figure 79. **Note:** Users should not edit the existing date unless the information is not accurate.

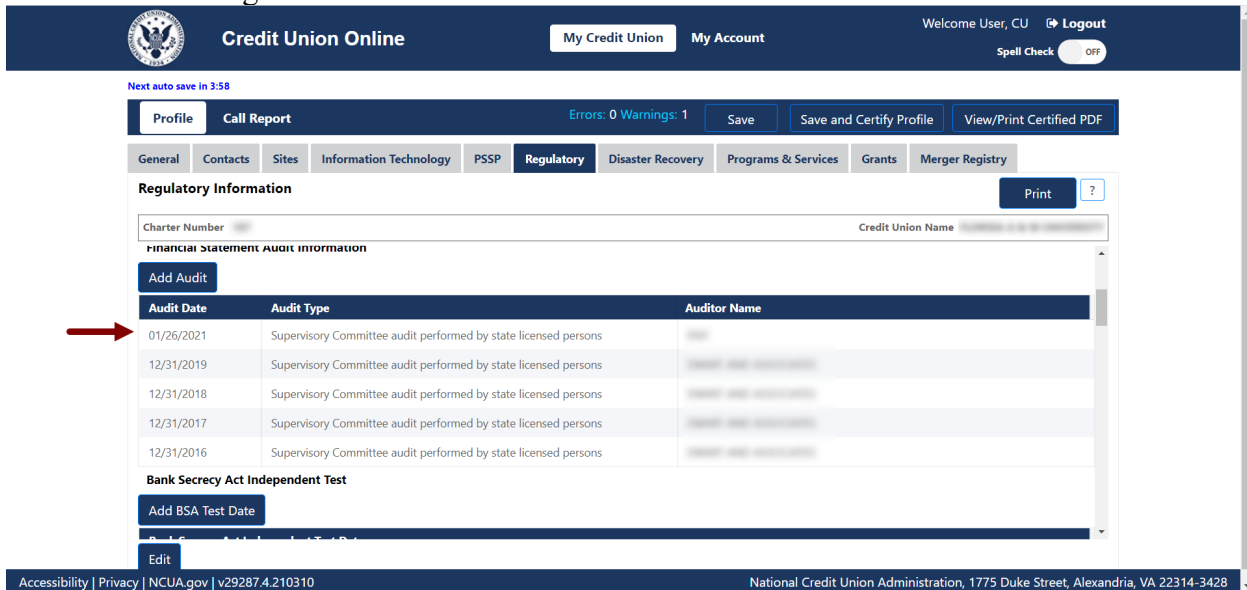


Figure 79 – "Audit Date" Section of the "Regulatory" Tab

2. Select the "Edit" button to edit information, as seen in Figure 80.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

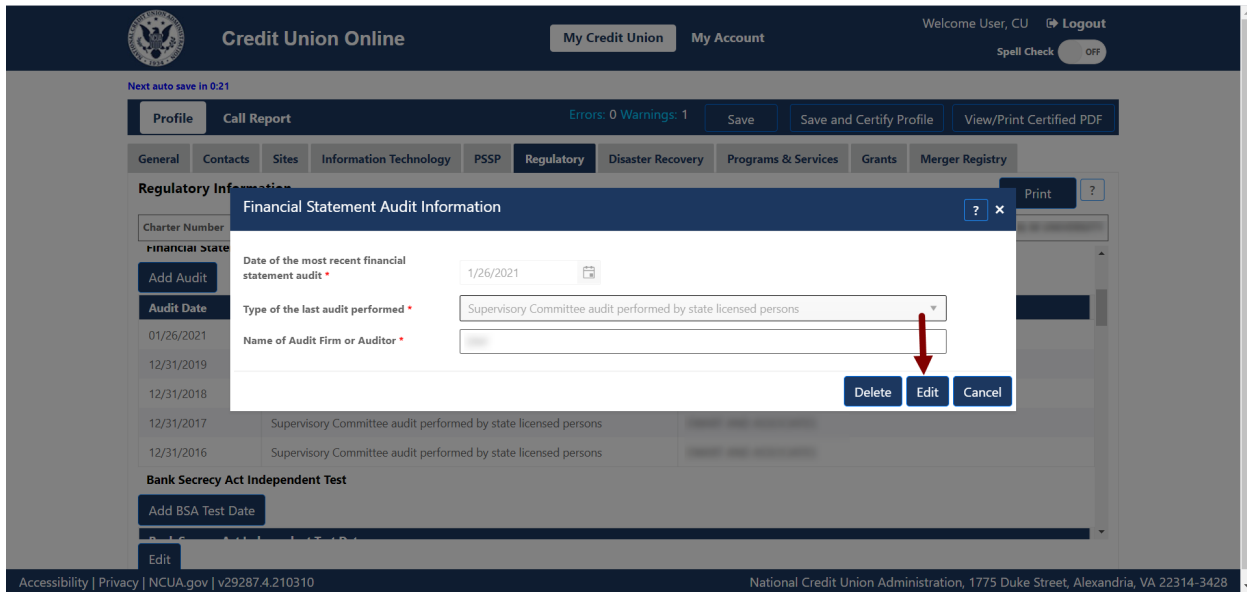


Figure 80 – "Financial Statement Audit Information" Screen "Edit" Button

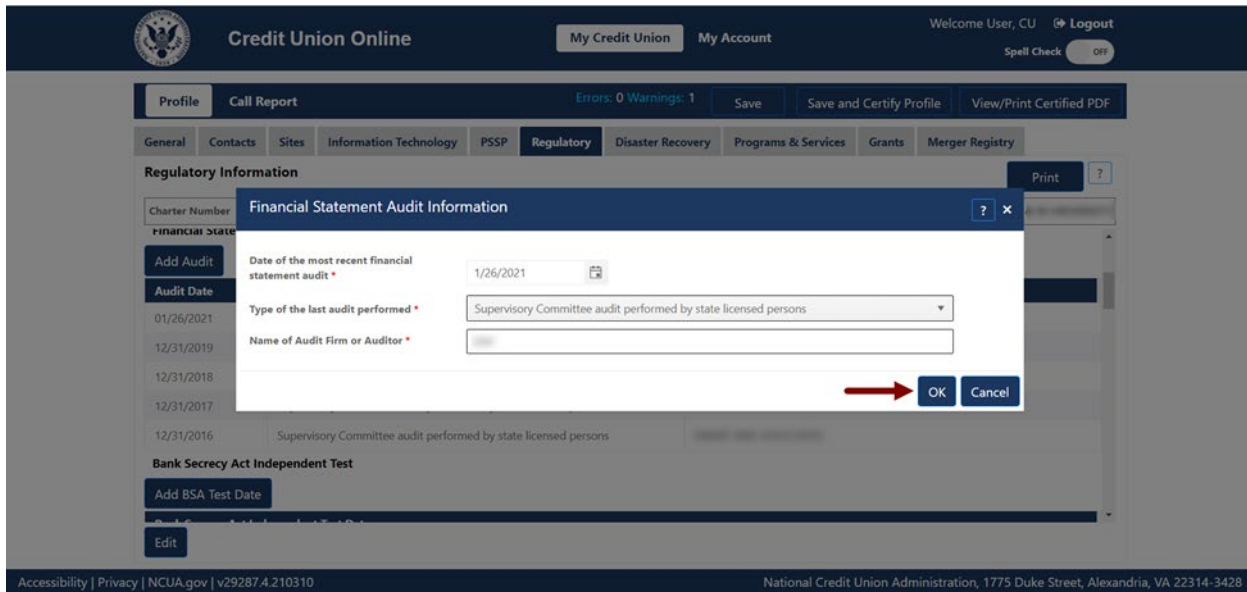


Figure 81 – "Financial Statement Audit Information" Edit Confirmation Screen

Edit Member Account Verification

1. **Select** the verifier record to be edited, as seen in Figure 82. **Note:** Users should **not** edit the existing date unless the information is not accurate.

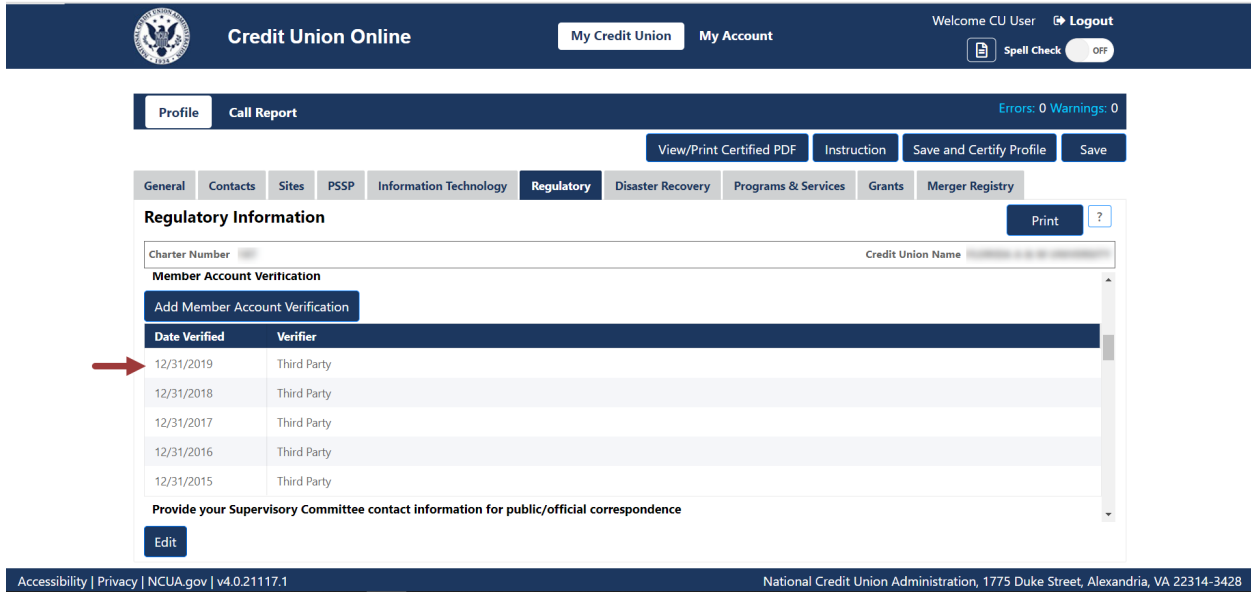


Figure 82 – "Member Account Verification" Section of the "Regulatory" Tab

2. Select the "Edit" button to edit information, as seen in Figure 83.

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

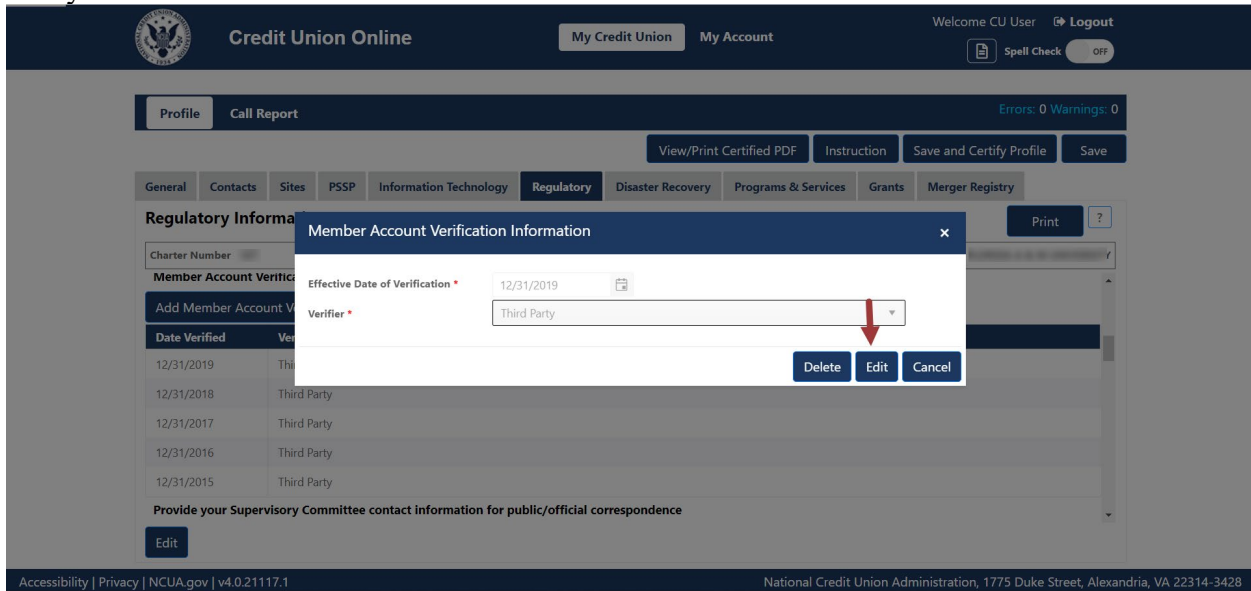


Figure 83 – "Member Account Verification Information" Screen "Edit" Button

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

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

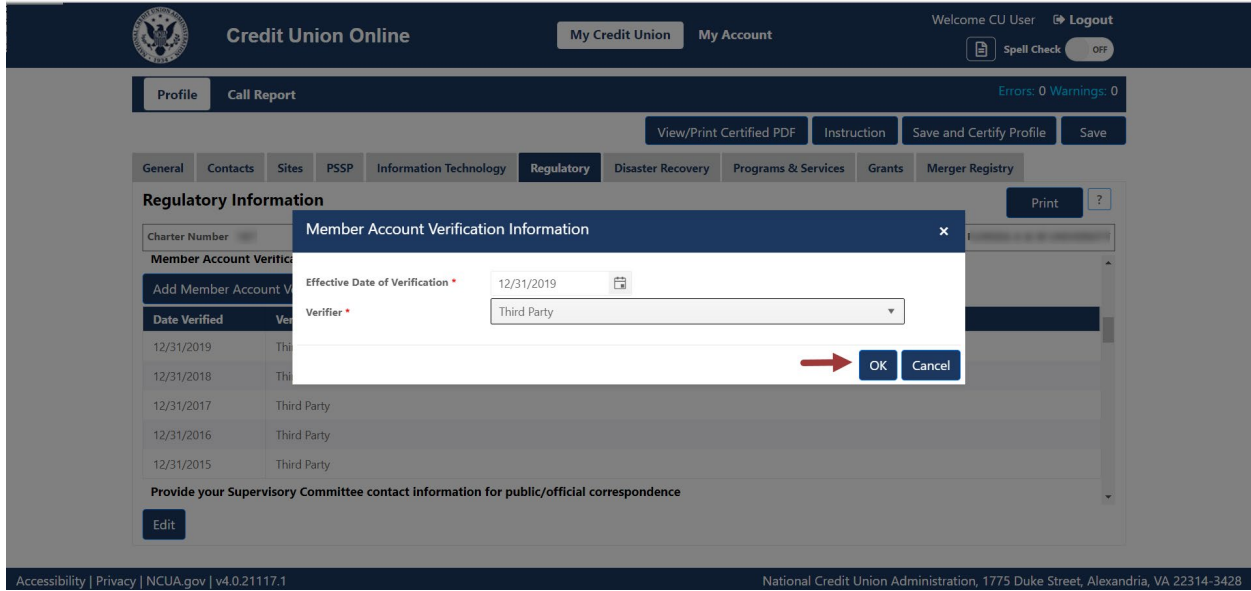


Figure 84 – "Member Account Verification Information" Edit Confirmation Screen

Edit Supervisory Committee Information

1. Select the “Edit” button on the “Regulatory Tab”, as seen in Figure 85.

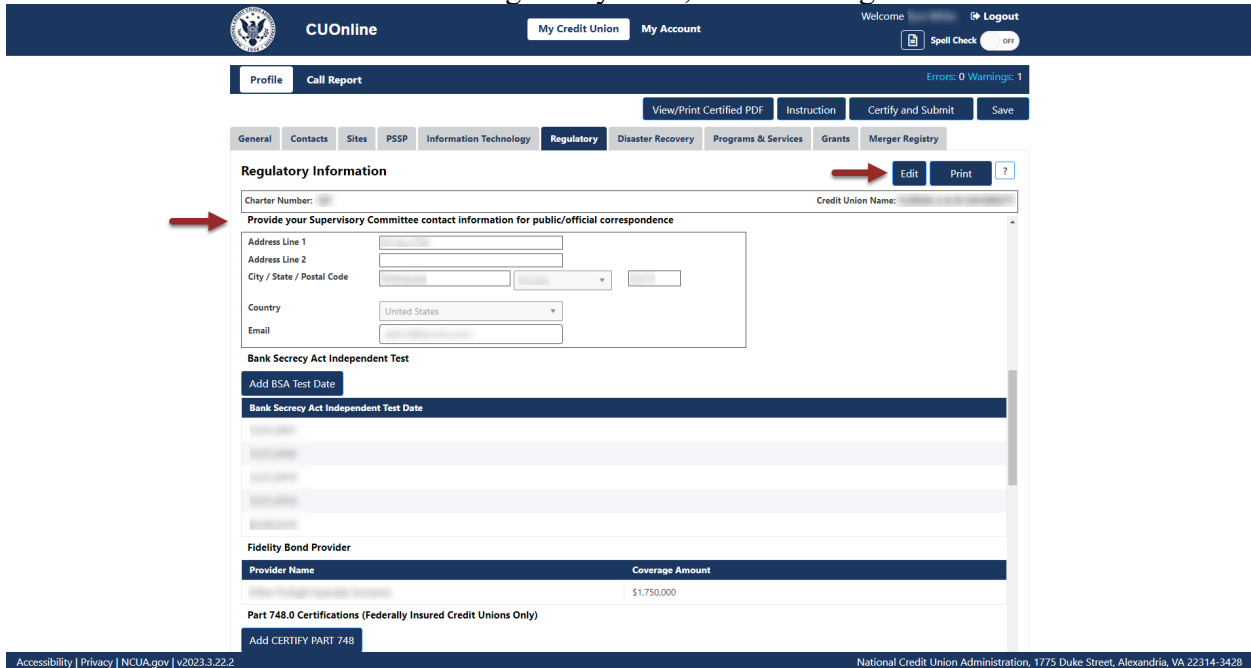


Figure 85 – "Edit" Button on "Regulatory" Tab

2. Edit the existing 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 – “Supervisory Committee Contact Information” Edit Confirmation Screen

Edit BSA Test Date

1. **Select** the BSA test date to be edited, as seen in Figure 87.

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

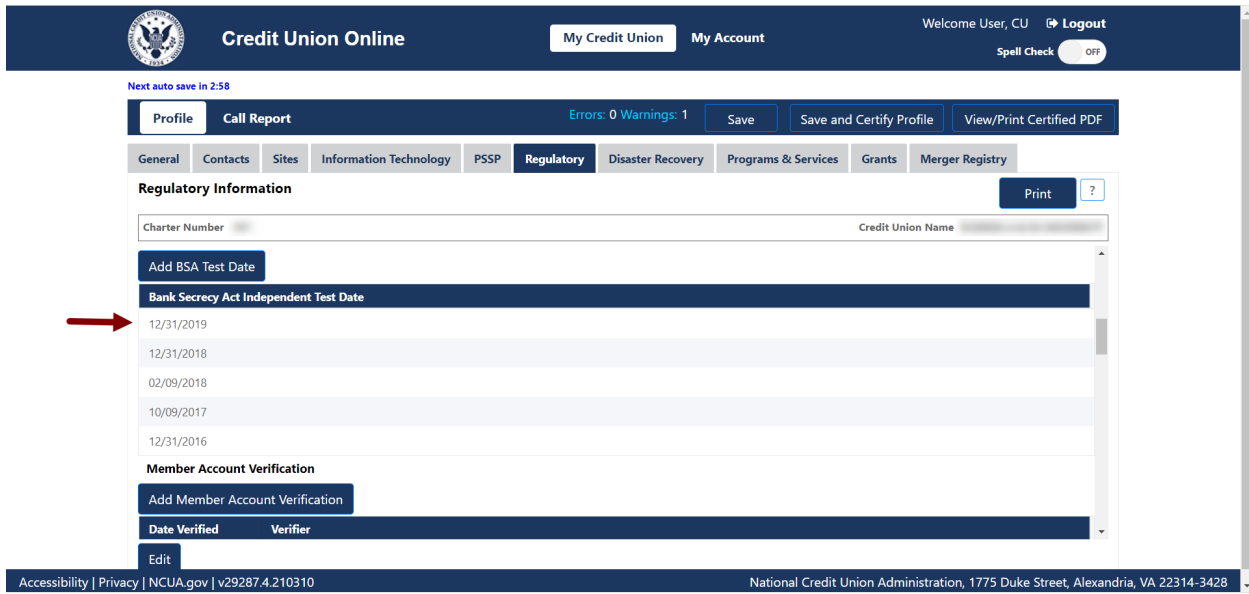


Figure 87 – “Bank Secrecy Act Independent Test Date” Section of the “Regulatory” Tab

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

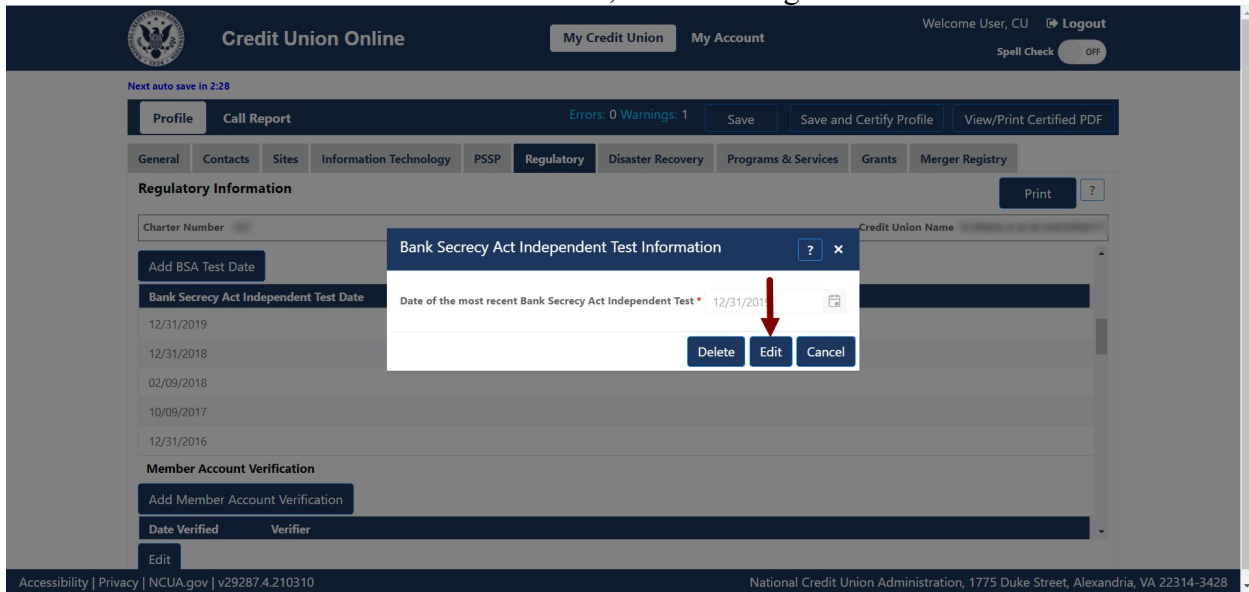


Figure 88 – “Bank Secrecy Act Independent Test Information” Screen “Edit” Button

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

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

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

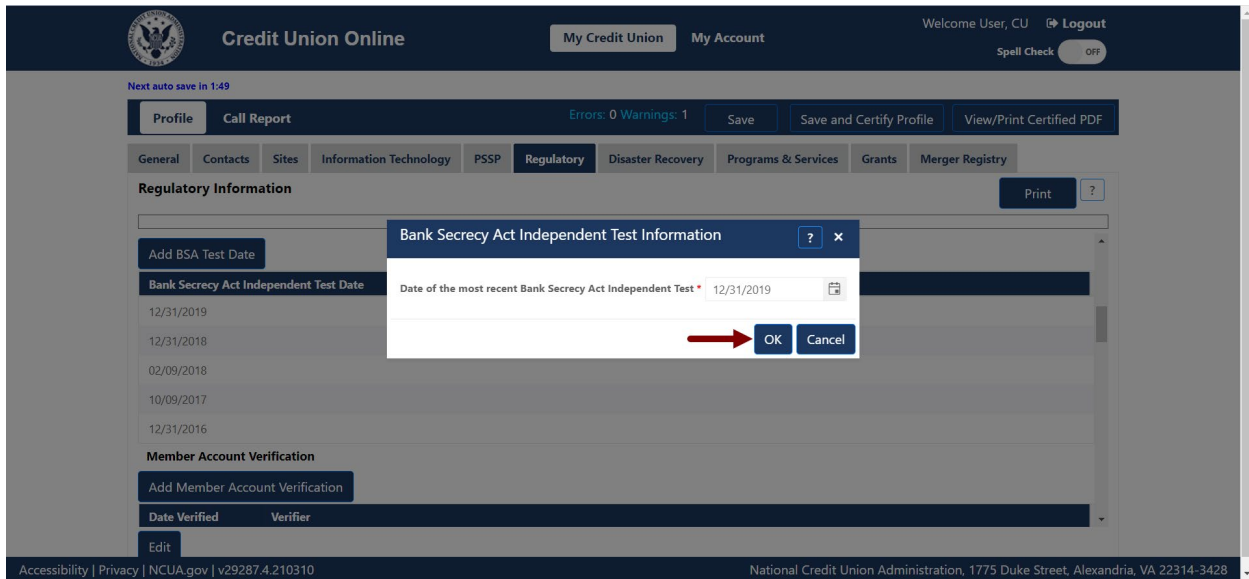


Figure 89 – "Bank Secrecy Act Independent Test Information" Edit Conformation Screen

Edit Fidelity Bond Provider

1. Select the fidelity bond provider to be edited, as seen in Figure 90.

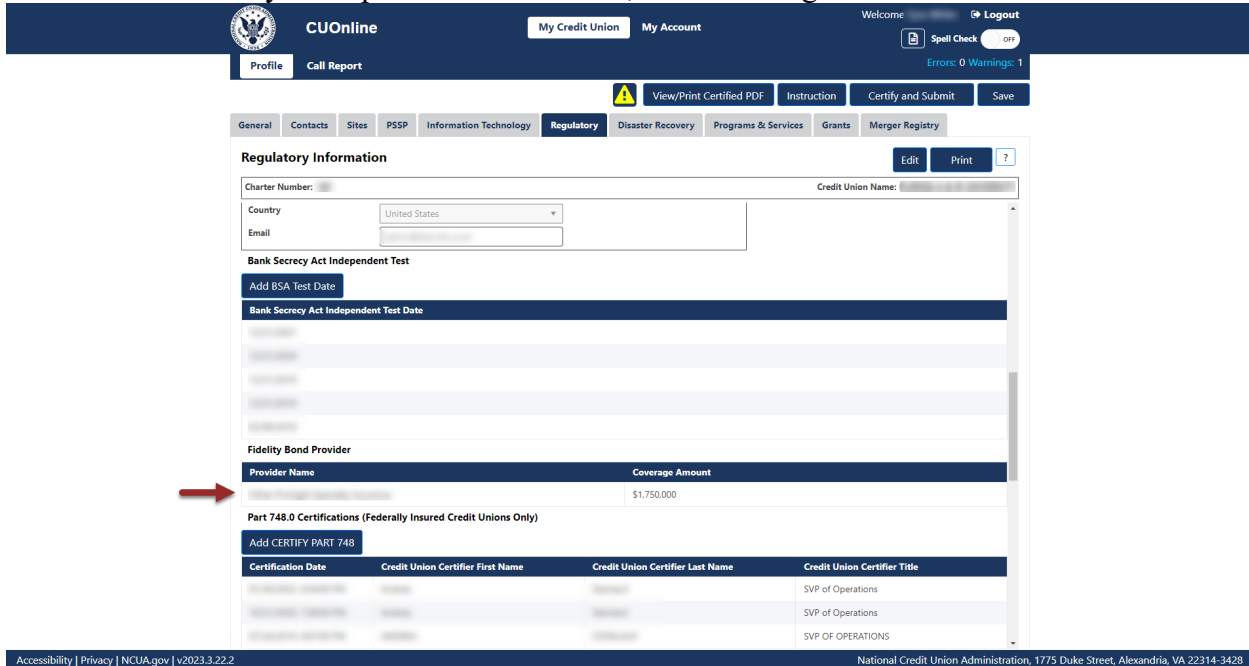


Figure 90 – "Fidelity Bond Provider" Section of the "Regulatory" Tab

2. Select the "Edit" button to edit information, as seen in Figure 91.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

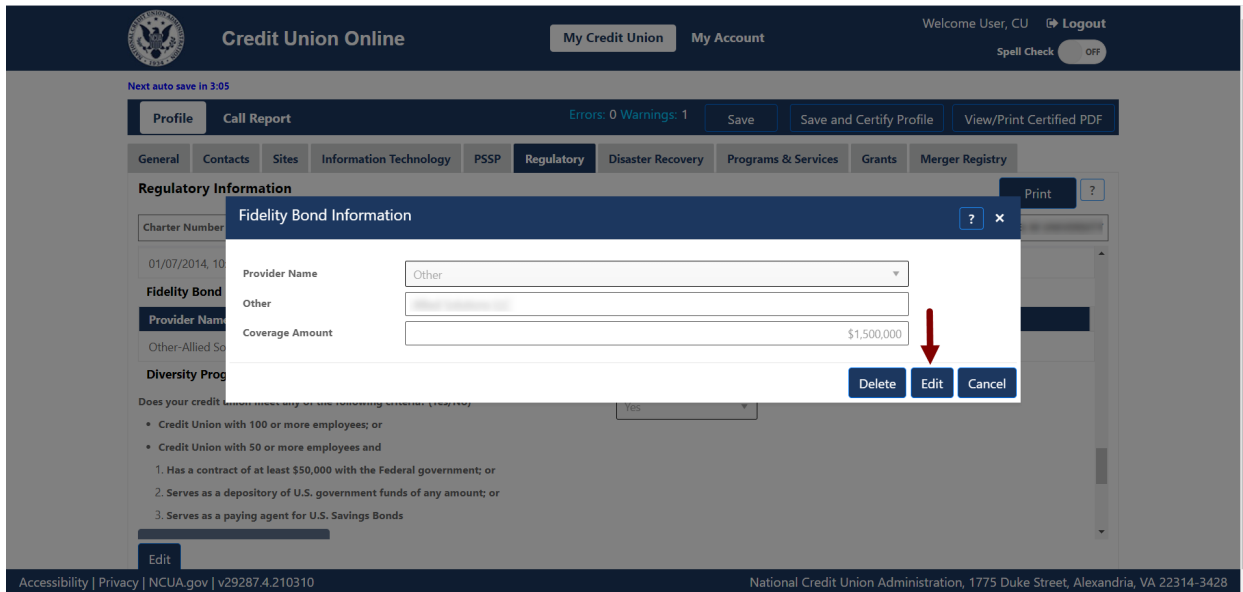


Figure 91 – "Fidelity Bond Provider" Screen "Edit" Button

3. **Edit** the information and **select** the "OK" button to save changes as seen in Figure 92.

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

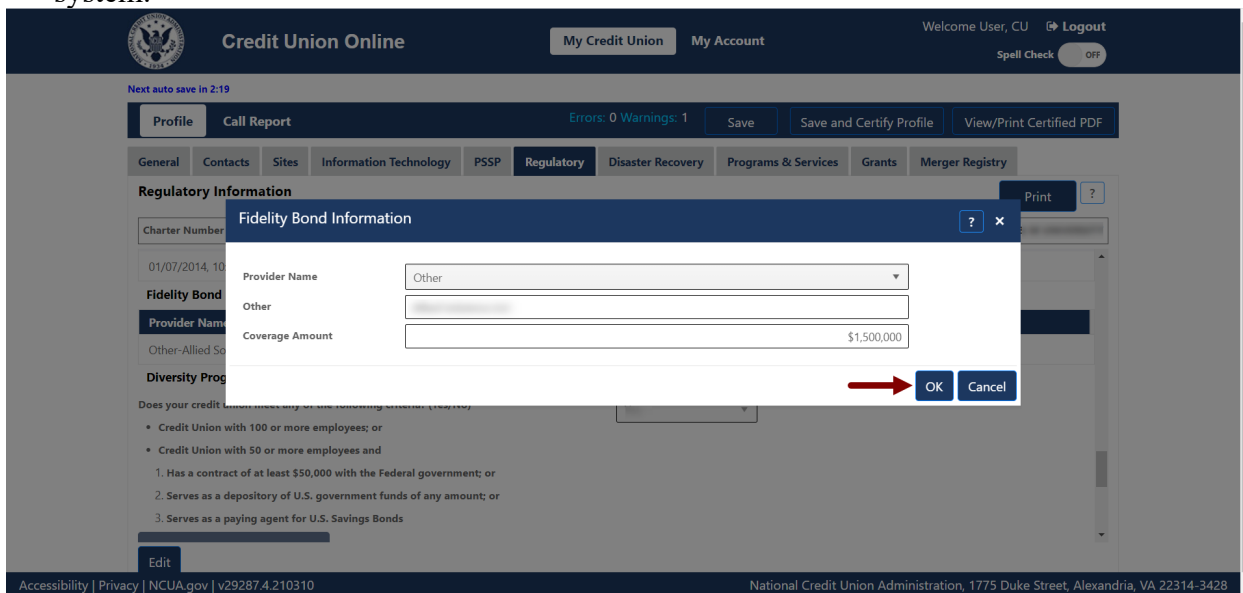


Figure 92 – "Fidelity Bond Information" Edit Confirmation Screen

Edit Certify Part 748

1. **Select** the certification date to be edited, as seen in Figure 93. **Note:** Users should **not** edit the existing information unless the information is not accurate.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

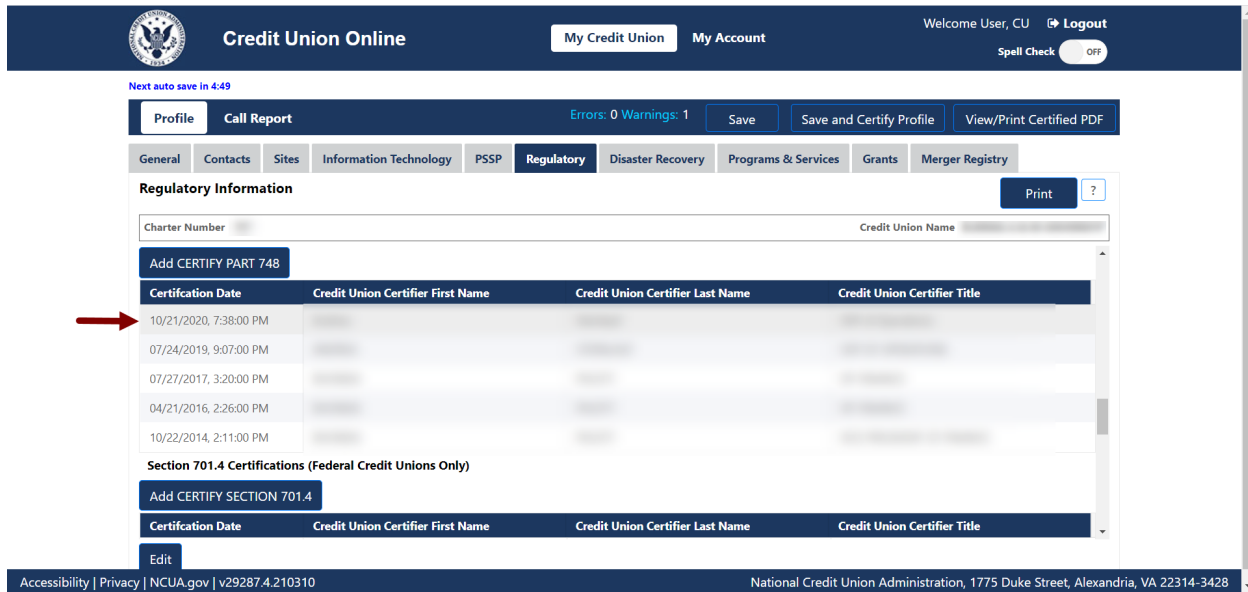


Figure 93 – “Certify Part 748” Section of the “Regulatory” Tab

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

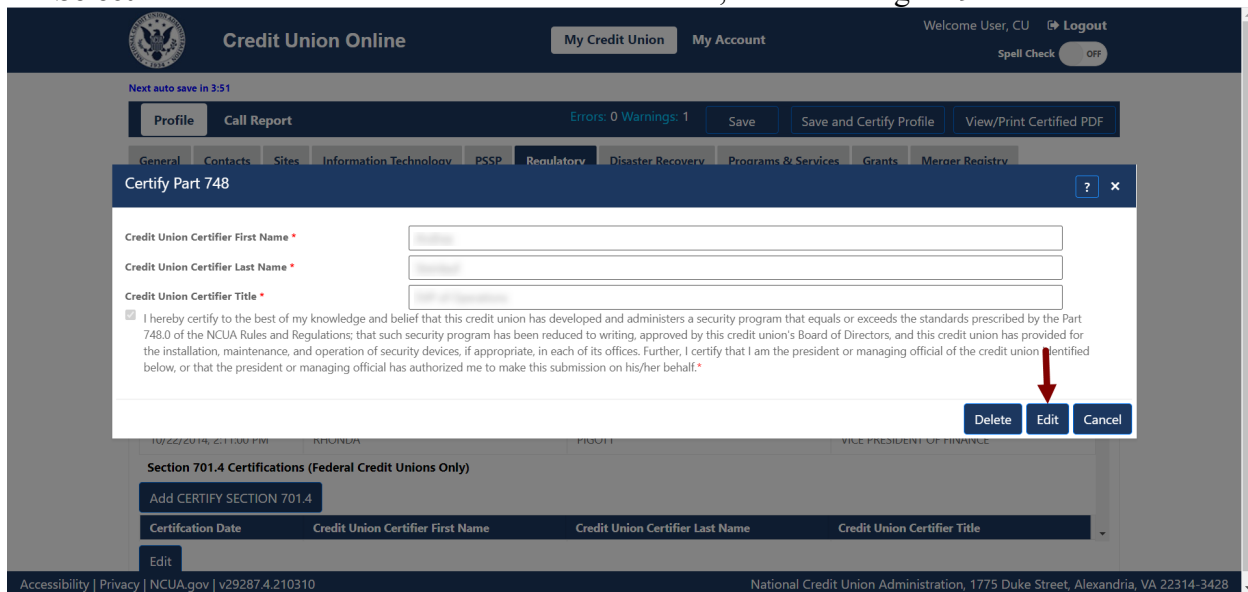


Figure 94 – “Certify Part 748” “Edit” Button

3. **Edit** the information and **select** the “OK” button to save changes, as seen in Figure 95.

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

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

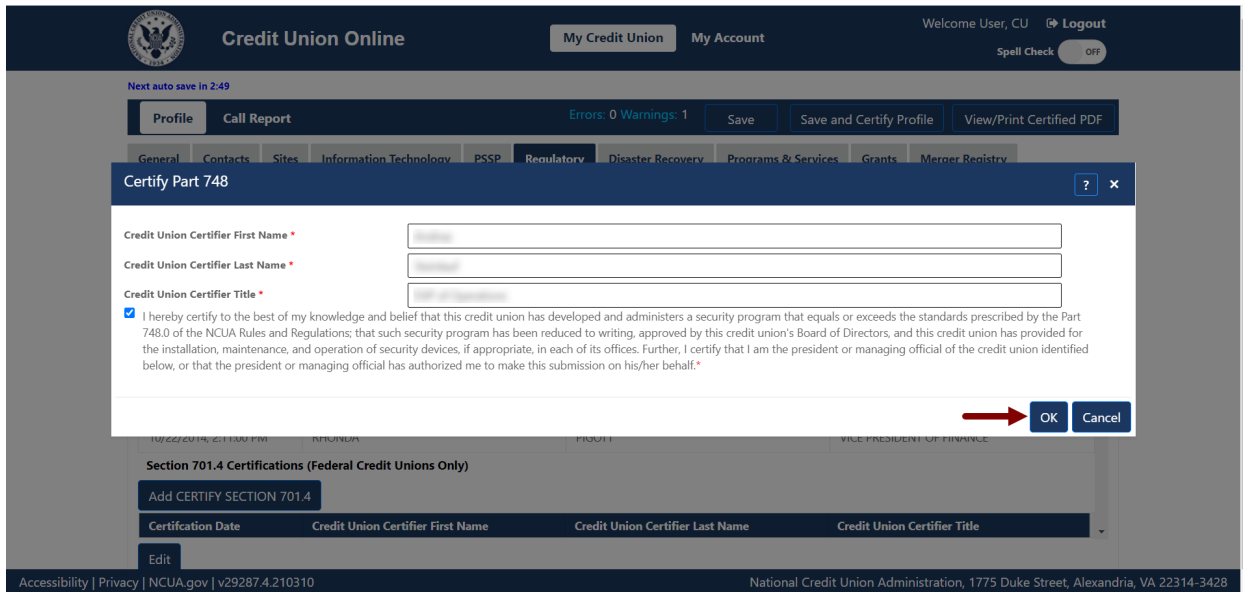


Figure 95 – "Certify Part 748" Edit Certification Screen

Edit Certify Part 701.4 (Federal Credit Unions)

1. Select the certification date to be edited, as seen in Figure 96. **Note:** Users should **not** edit the existing information unless the information is not accurate.

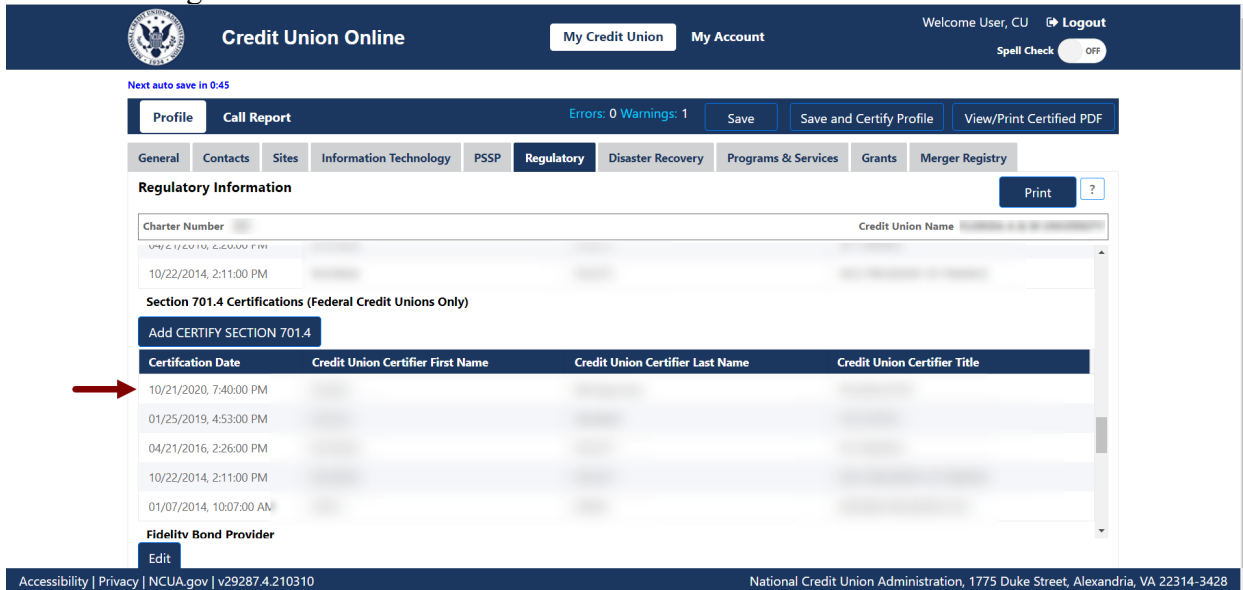


Figure 96 – "Certify Part 701.4" Section of the "Regulatory" Tab

2. Select the "Edit" button to edit certifier information, as seen in Figure 97.

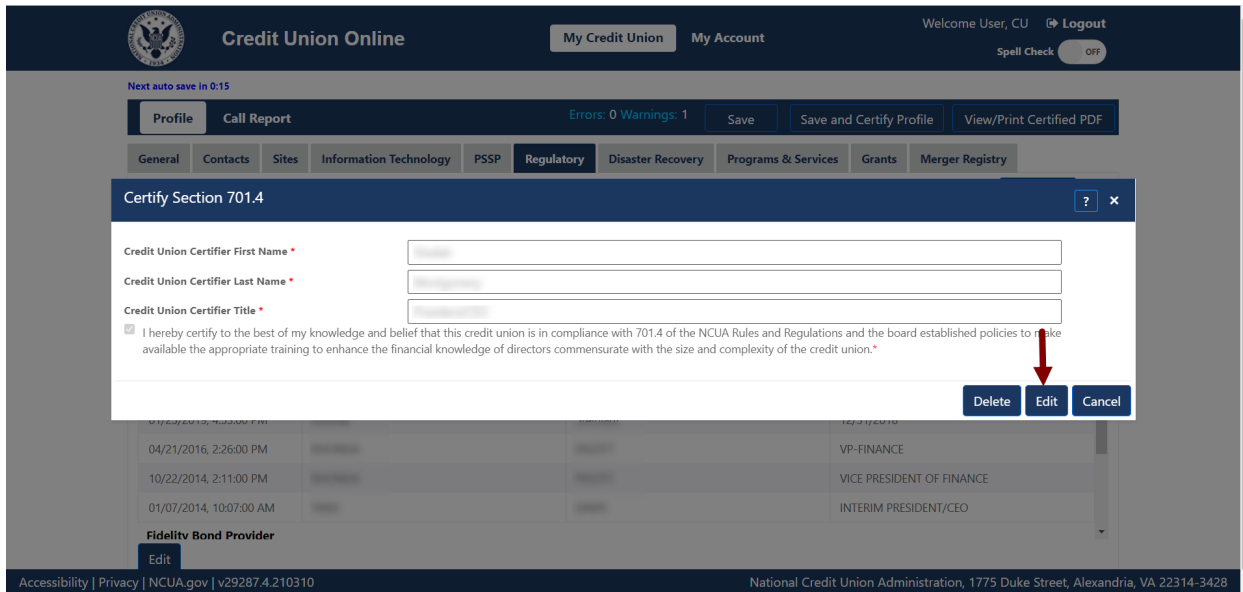


Figure 97 – “Certify Part 701.4” “Edit” Button

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

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

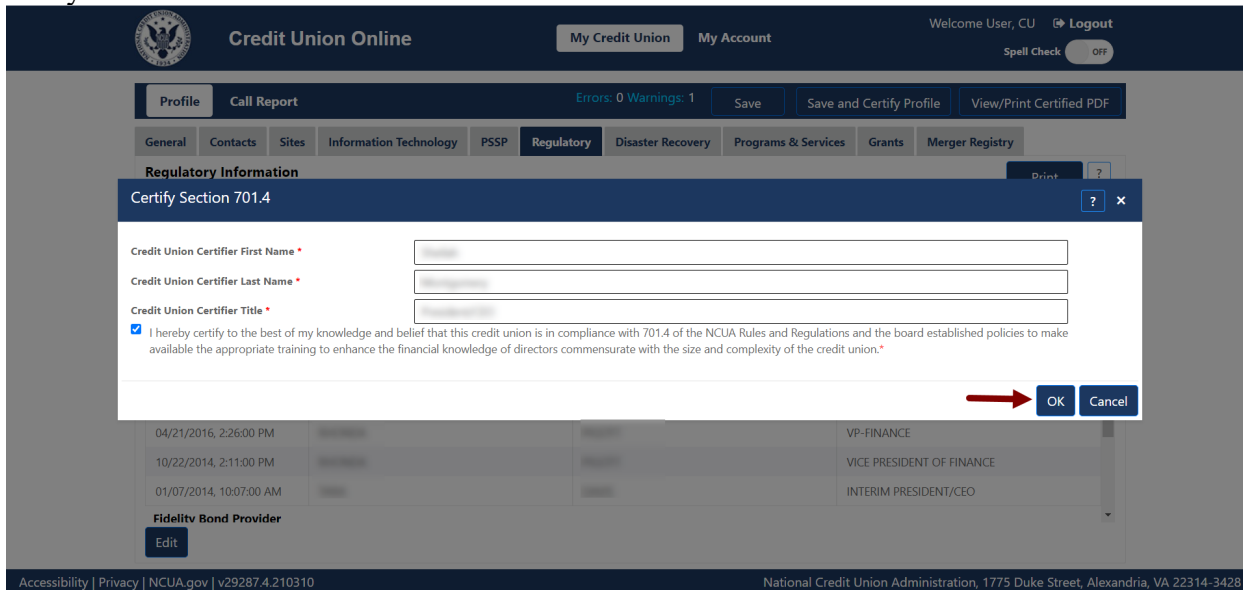


Figure 98 – “Certify Part 701.4” Edit Certification Screen

Edit Diversity Programs EEO-1 Report

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

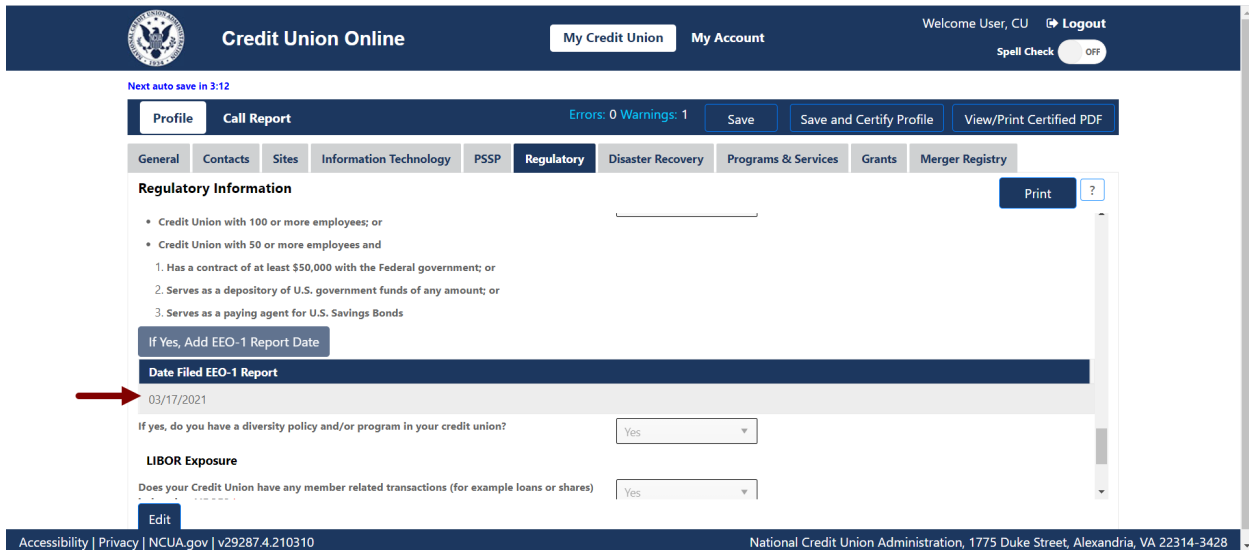


Figure 99 – "EEO-1" Record Selection to Edit

2. Select the "Edit" button to edit information, as seen in Figure 100.

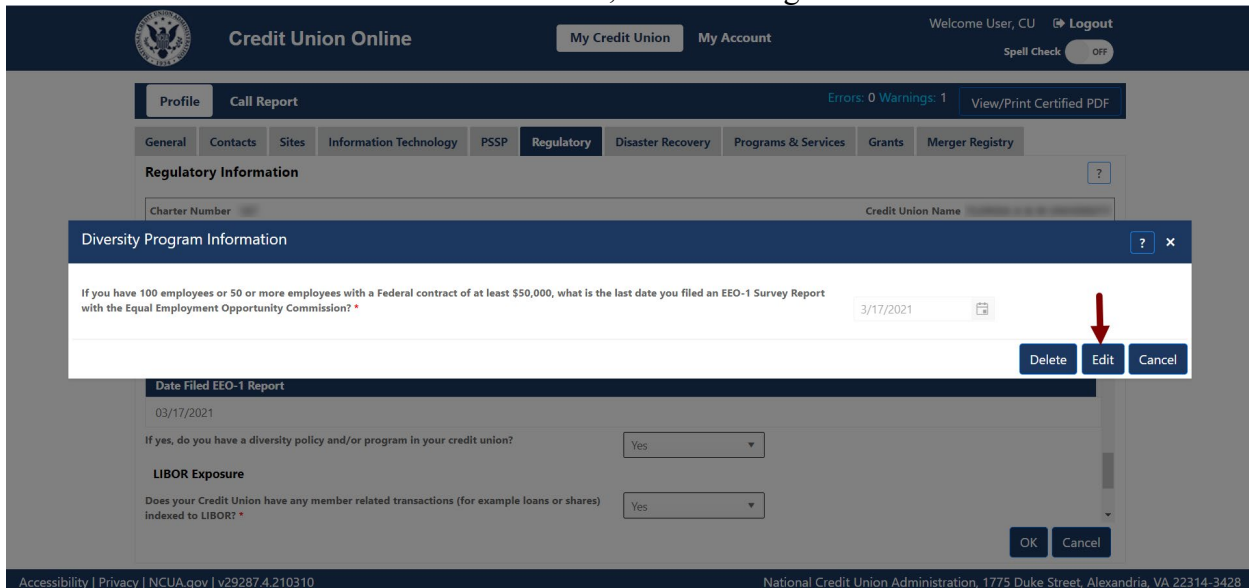


Figure 100 – "Diversity Program Information" "Edit" Button

3. Edit the information and select the "OK" button to save changes, as seen in Figure 101.

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

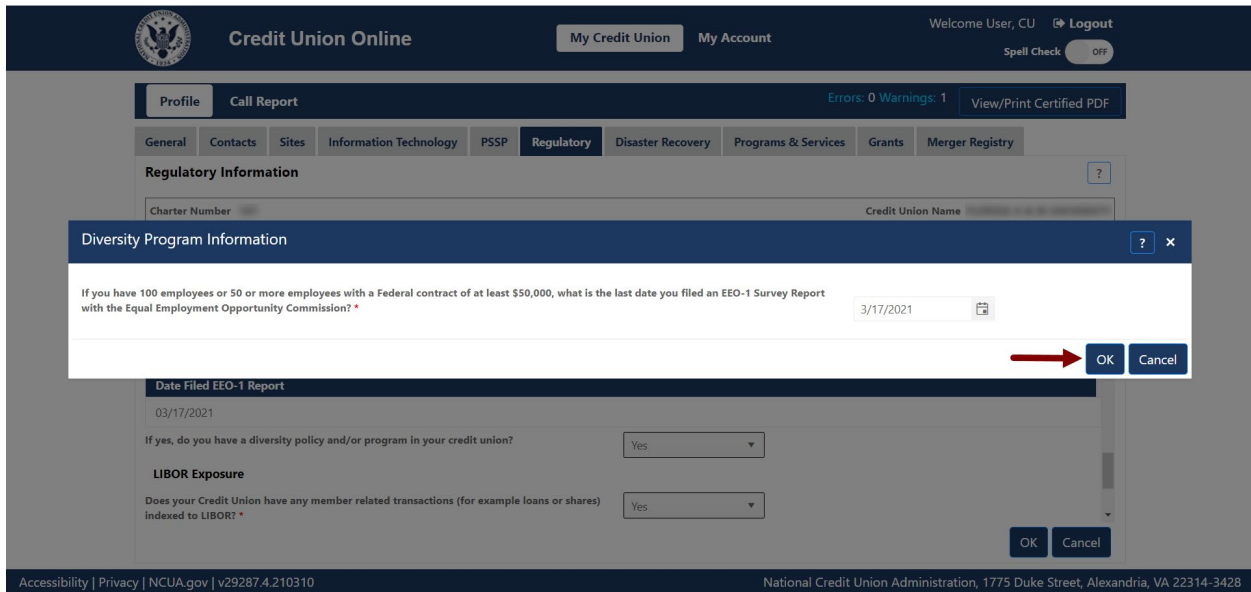


Figure 101 – "Diversity Program Information" Edit Confirmation Screen

Edit LIBOR Exposure

1. Select the "Edit" button on the "Regulatory Tab", as seen in Figure 102.

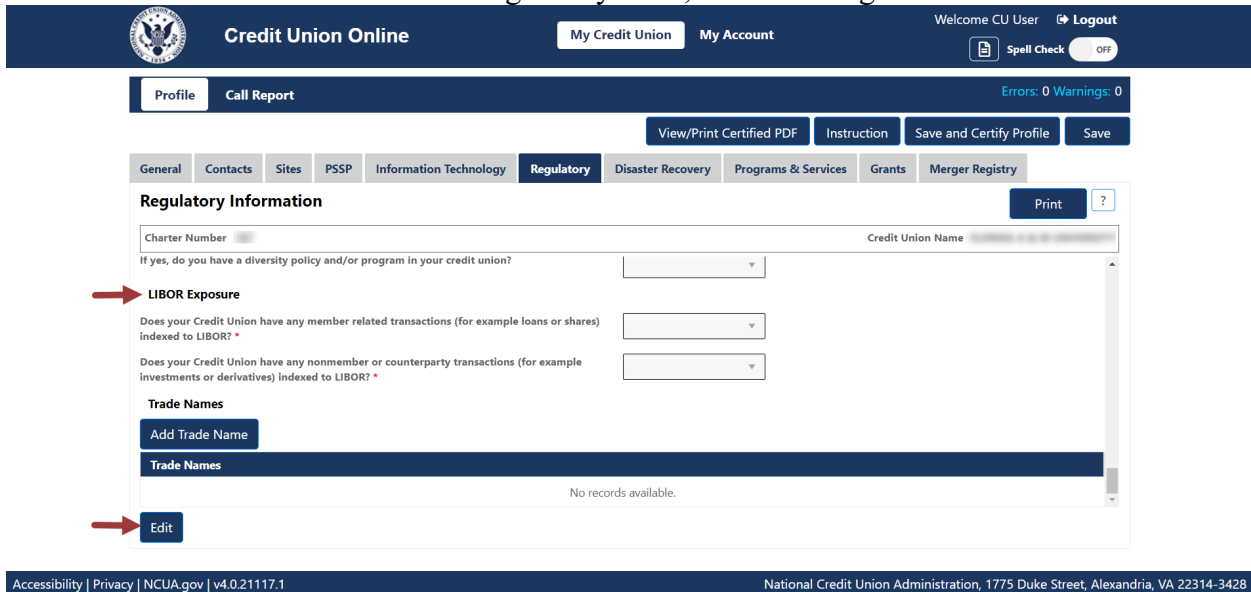


Figure 102 – "Edit" Button on the "Regulatory" Tab

2. Edit the existing information and **select** the "OK" button, as seen in Figure 103.

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

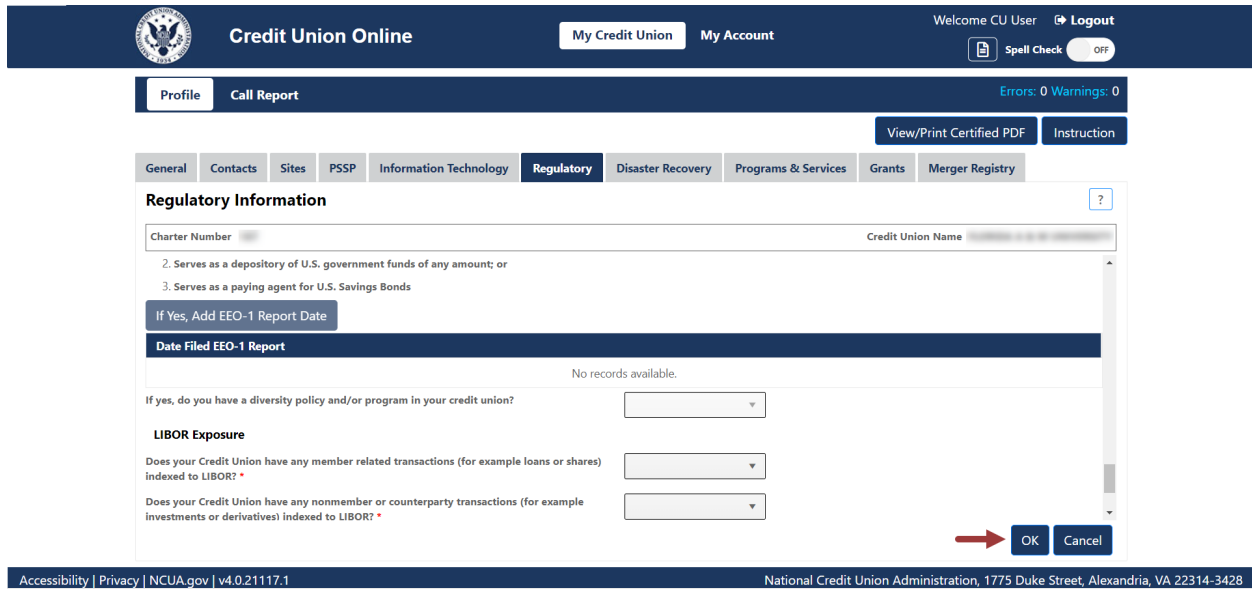


Figure 103 – "LIBOR Exposure" Edit Confirmation Screen

Edit Trade Name

1. Select the trade name to be edited, as seen in Figure 104.

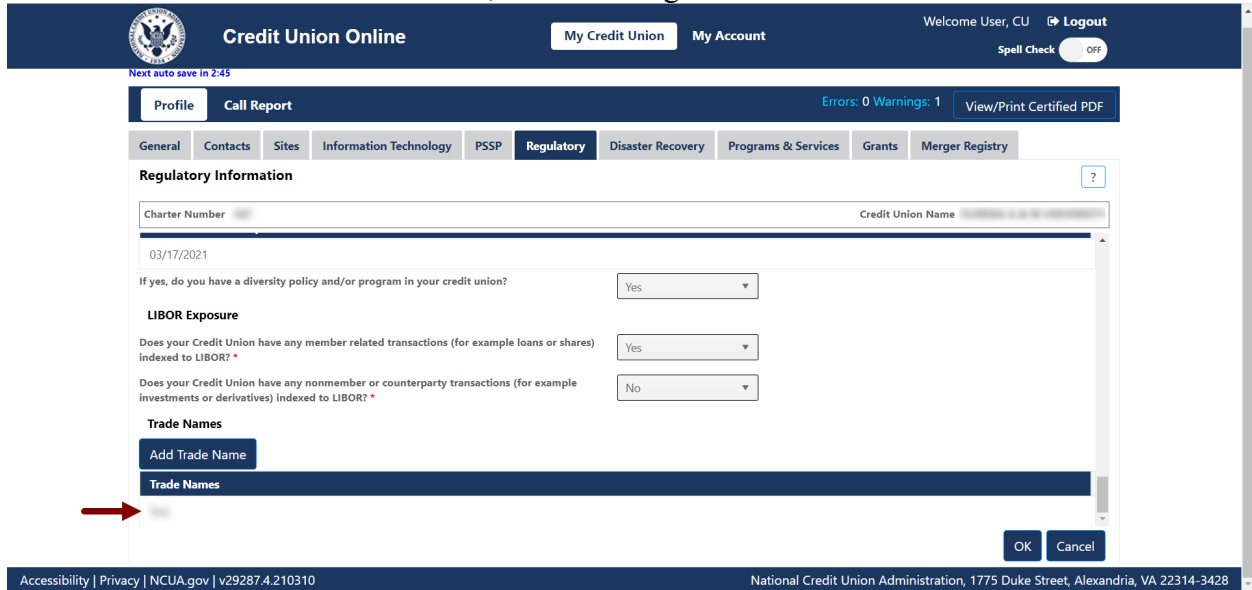


Figure 104 – "Trade Name" Section of the "Regulatory" Tab

2. Select the "Edit" button, as seen in Figure 105.

CUOnline: Credit Union Profile and 5300 Call Report
User's Guide for Natural Person Credit Unions

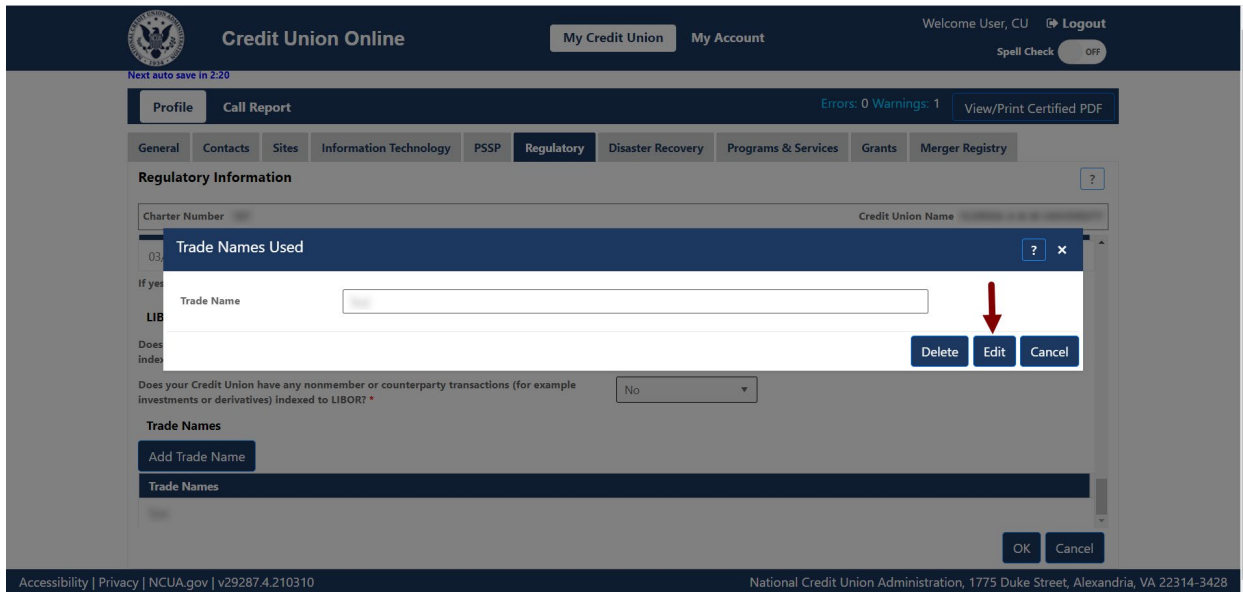


Figure 105 – "Trade Names Used" Edit Button

3. Edit the information and **select** the "OK" button, as seen in Figure 106.

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

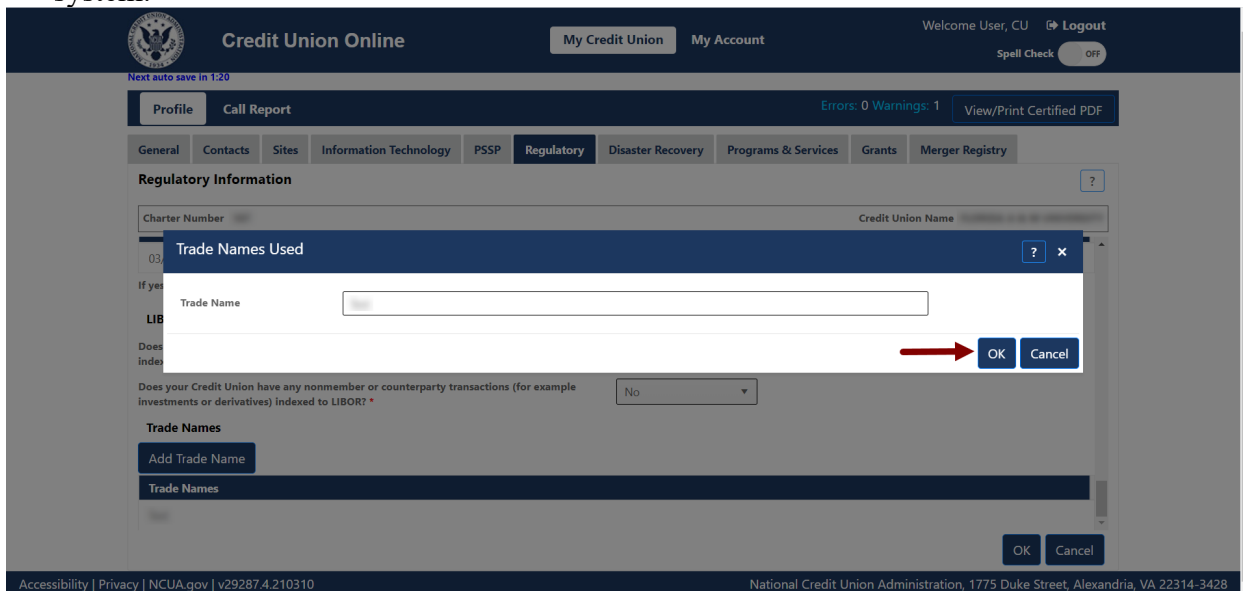


Figure 106 – "Trade Names Used" Edit Confirmation Screen

Delete Regulatory Information

Delete Annual Meeting

1. **Select** the annual meeting date to be deleted, as seen in Figure 107. **Note:** Users should **not** delete the existing dates unless the information is not accurate.

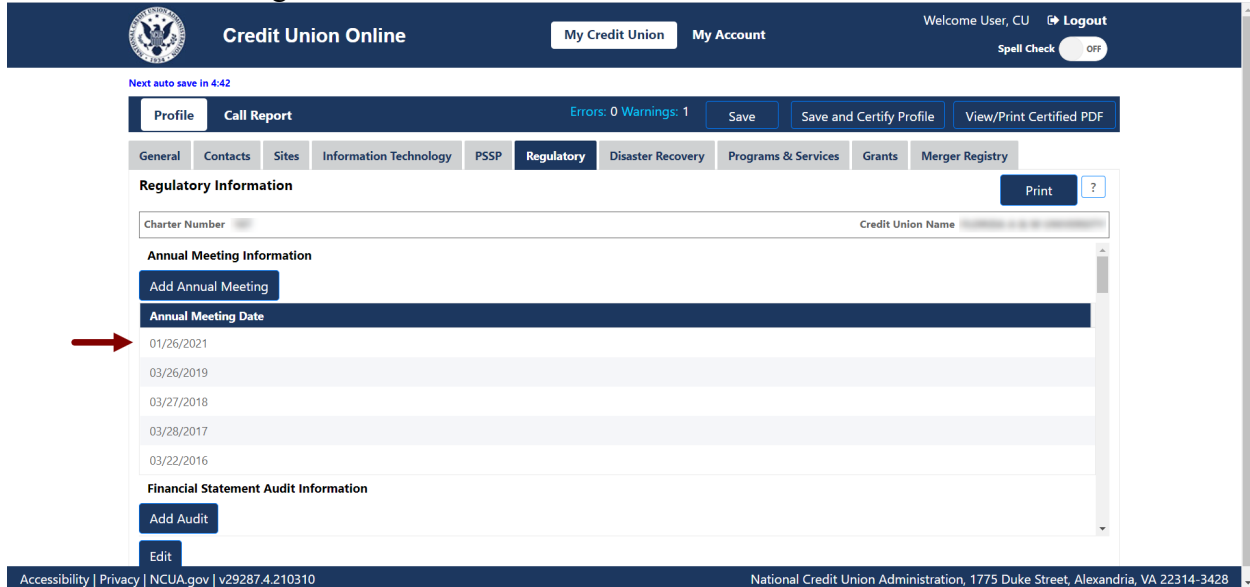


Figure 107 – “Annual Meeting Date” Section of the “Regulatory” Tab

2. **Select** the “Delete” button to delete information, as seen in Figure 108.

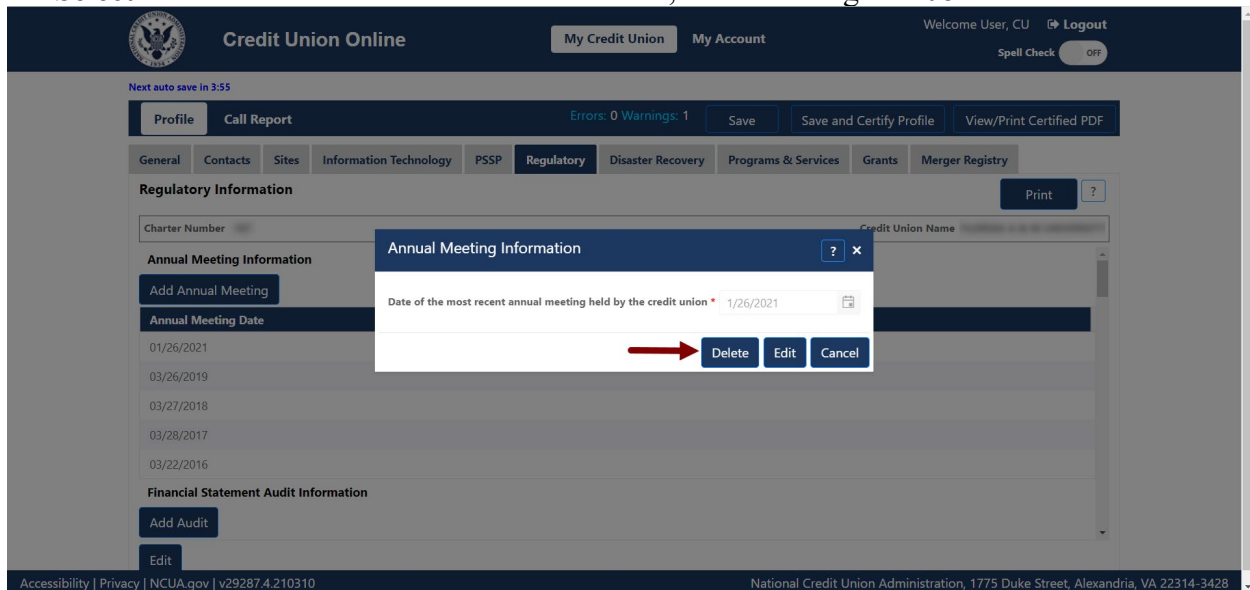


Figure 108 – “Annual Meeting Information” Delete Button

3. **Confirm** deletion and **select** the “OK” button, as seen in Figure 109.

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

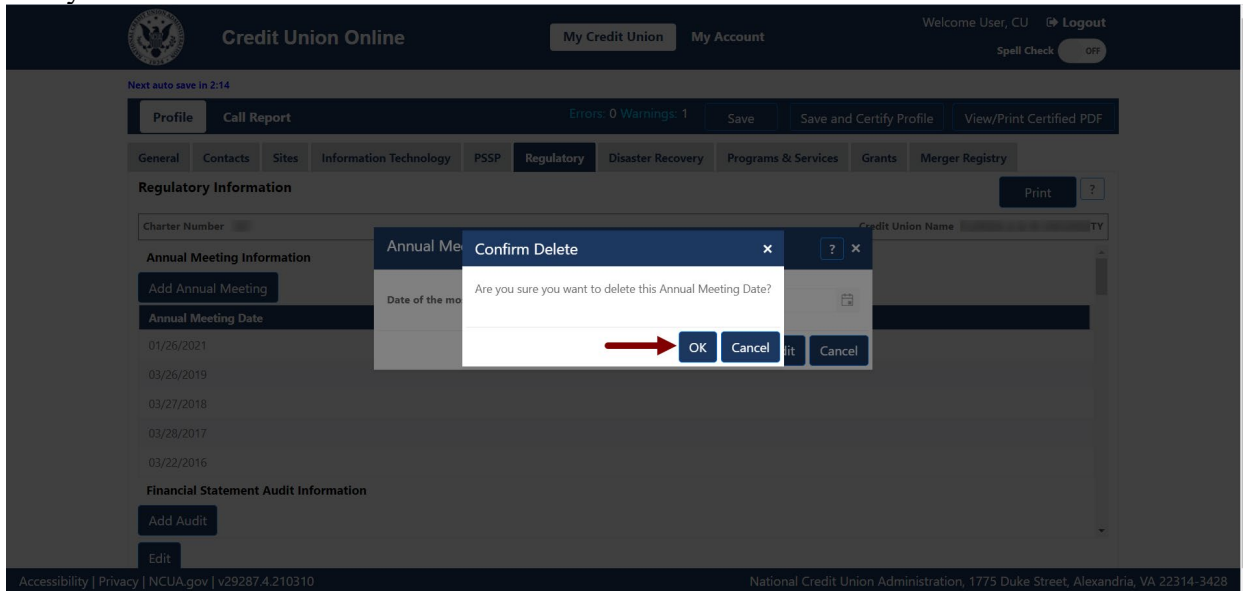


Figure 109 – “Annual Meeting Information” “Confirm Delete” Pop-Up

Delete Financial Statement Audit

1. **Select** the audit date to be deleted, as seen in Figure 110. **Note:** Users should **not** delete the existing dates unless the information is not accurate.

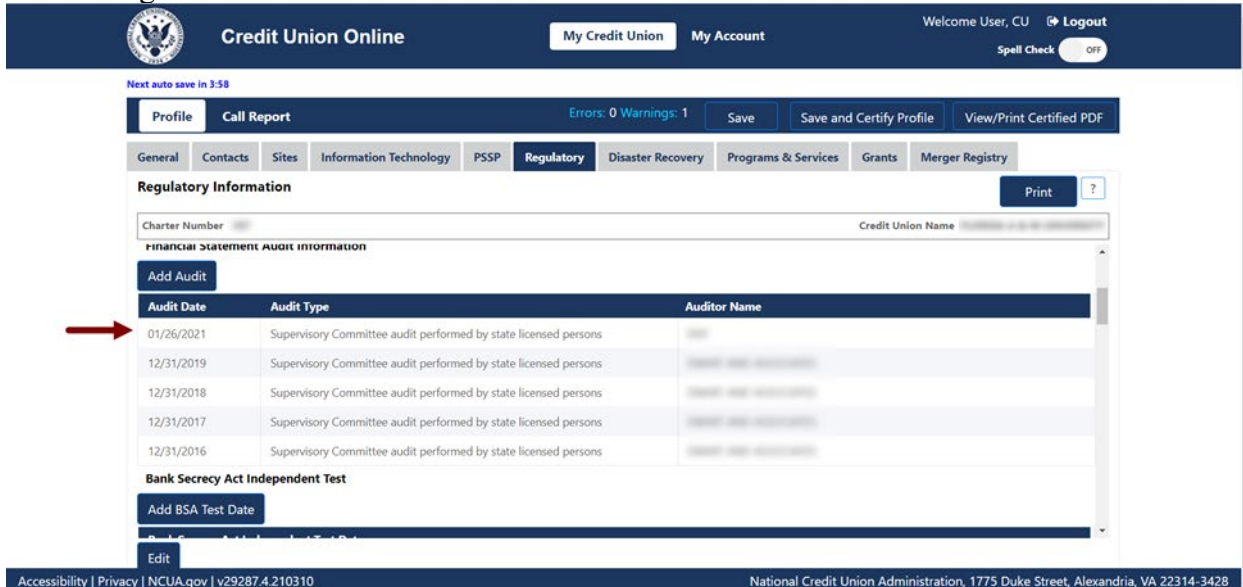


Figure 110 – “Audit Date” Section of the “Regulatory” Tab

CUOnline: Credit Union Profile and 5300 Call Report
User's Guide for Natural Person Credit Unions

2. Select the “Delete” button to delete information, as seen in Figure 111.

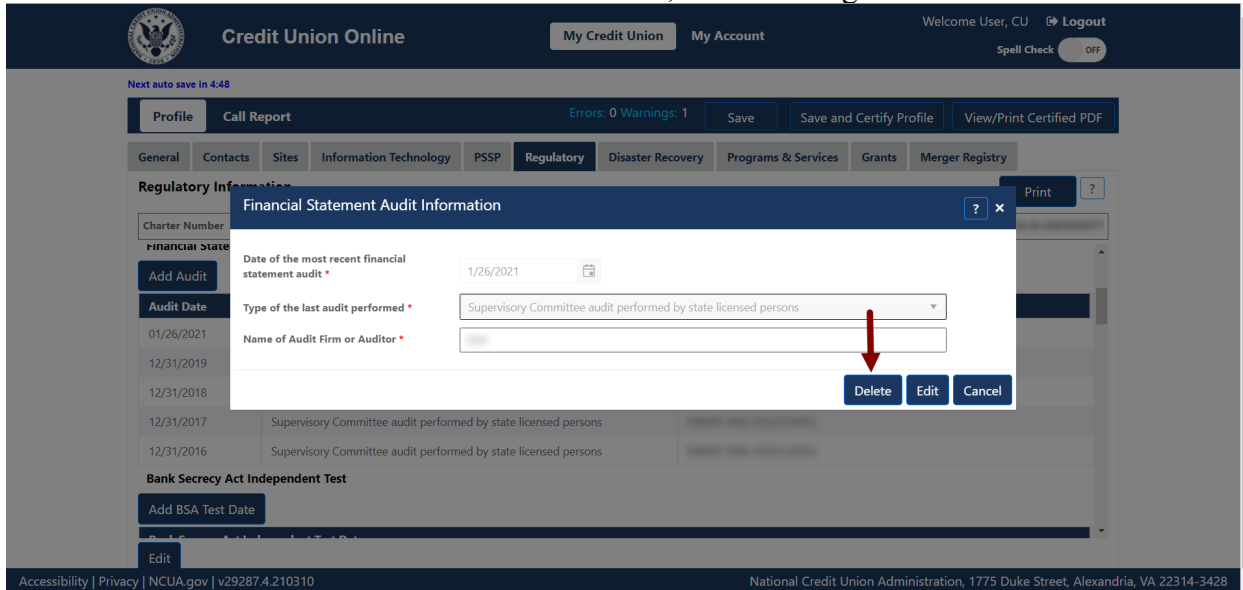


Figure 111 – “Financial Statement Audit Information” Delete Screen

3. Confirm deletion and select the “OK” button, as seen in Figure 112.

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

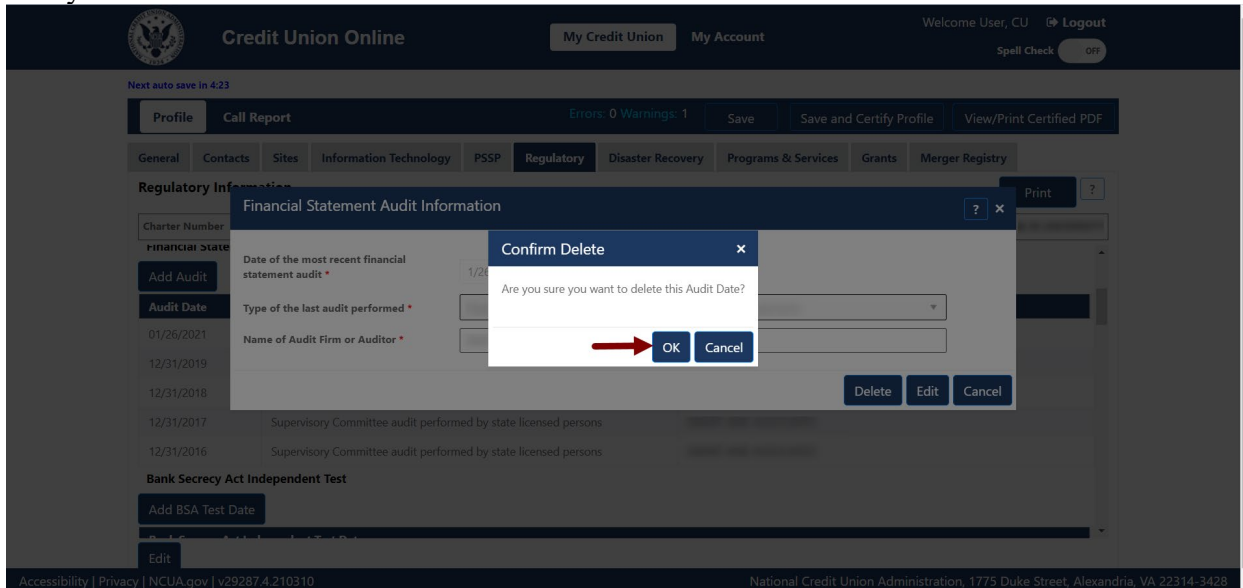


Figure 112 – Audit Meeting “Confirm Delete” Pop-Up

Delete Member Account Verification

1. Select the verifier to be deleted, as seen in Figure 113.

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

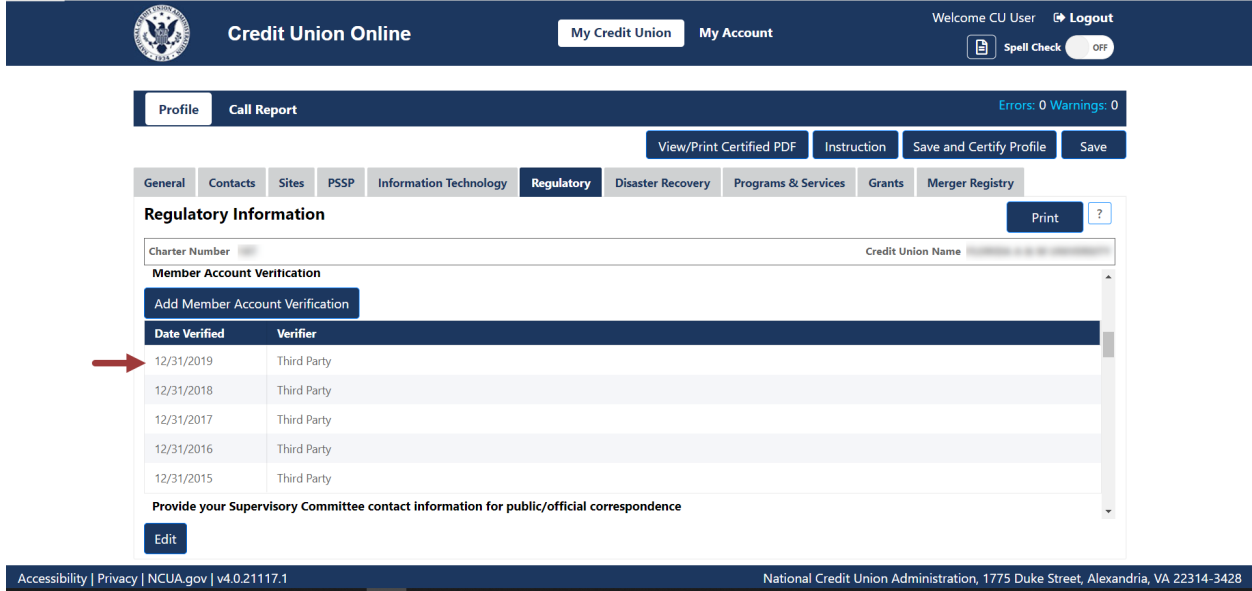


Figure 113 – “Member Account Verification” Section of the “Regulatory” Tab

2. Select the “Delete” button to delete information, as seen in Figure 114.

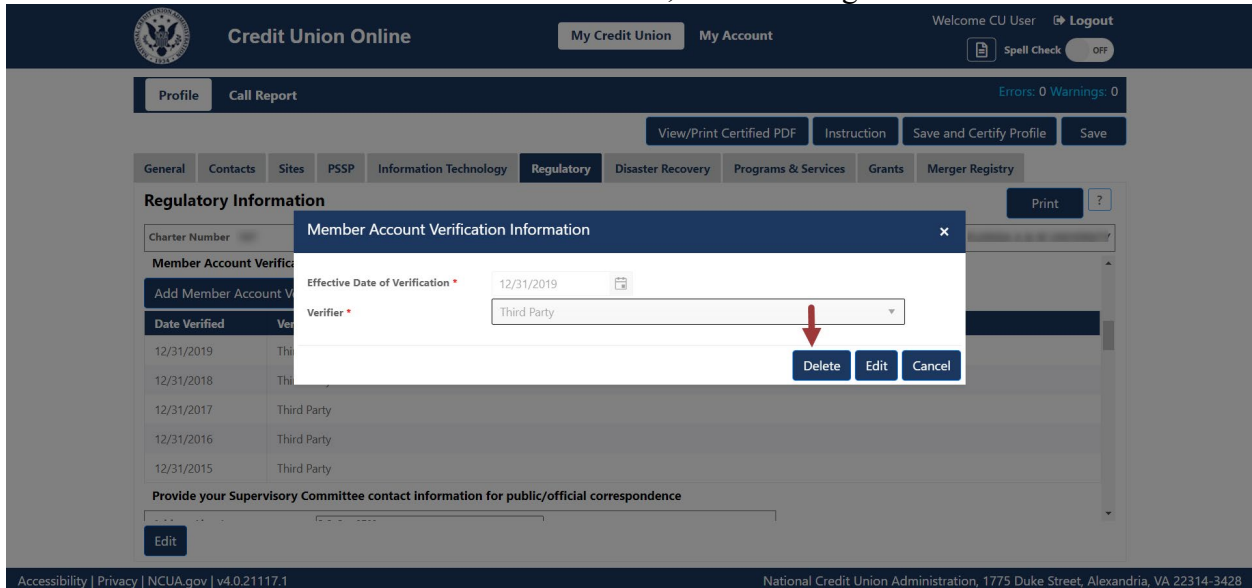


Figure 114 – “Member Account Verification” Delete Screen

3. Confirm deletion and select the “OK” button, as seen in Figure 115.

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

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

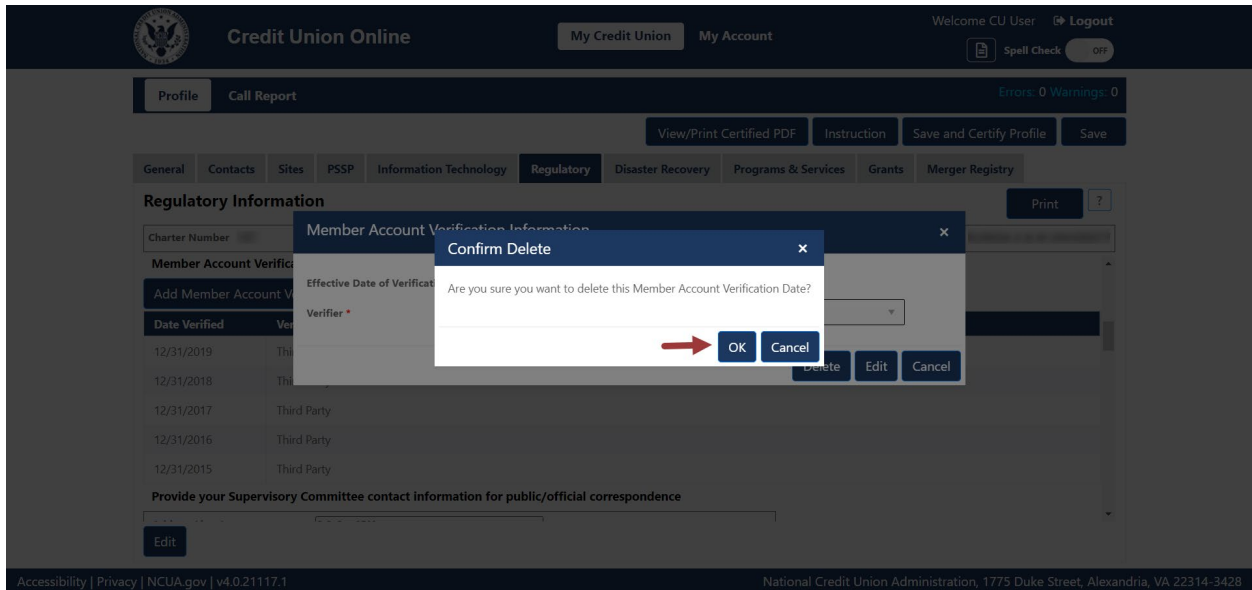


Figure 115 – “Member account Validation” “Confirm Delete” Pop-Up

Delete BSA Test Date

1. Select the BSA test date to be deleted, as seen in Figure 116.

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

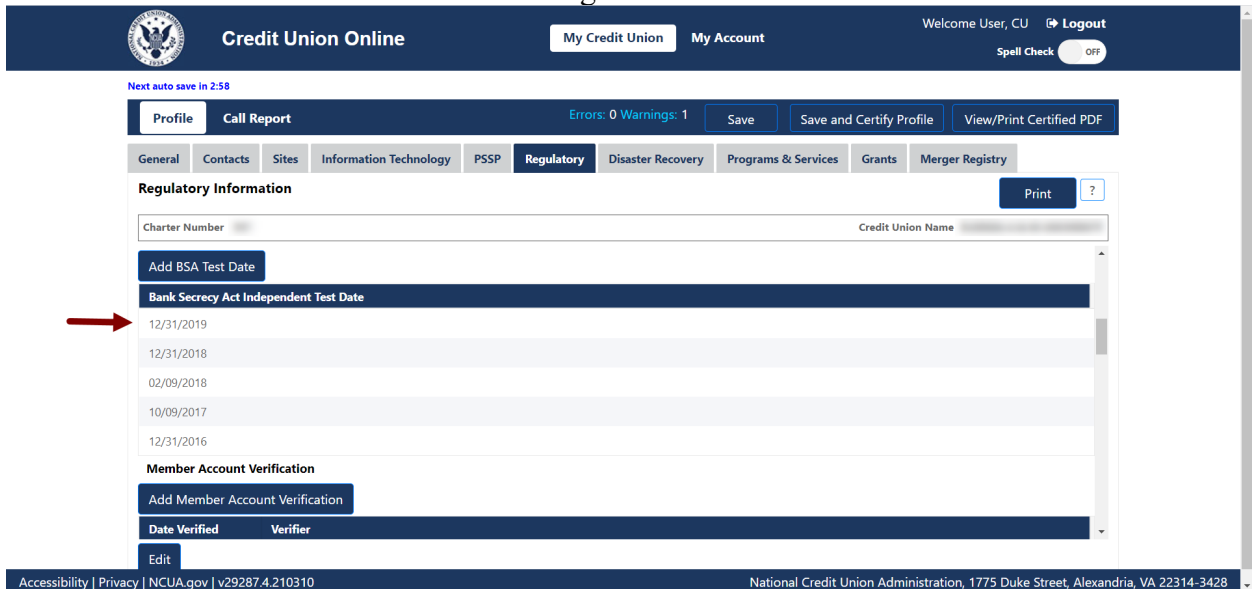


Figure 116 – “Bank Secrecy Act Independent Test Date” Record Selection to Delete

2. Select the “Delete” button to delete information, as seen in Figure 117.

CUOnline: Credit Union Profile and 5300 Call Report
User's Guide for Natural Person Credit Unions

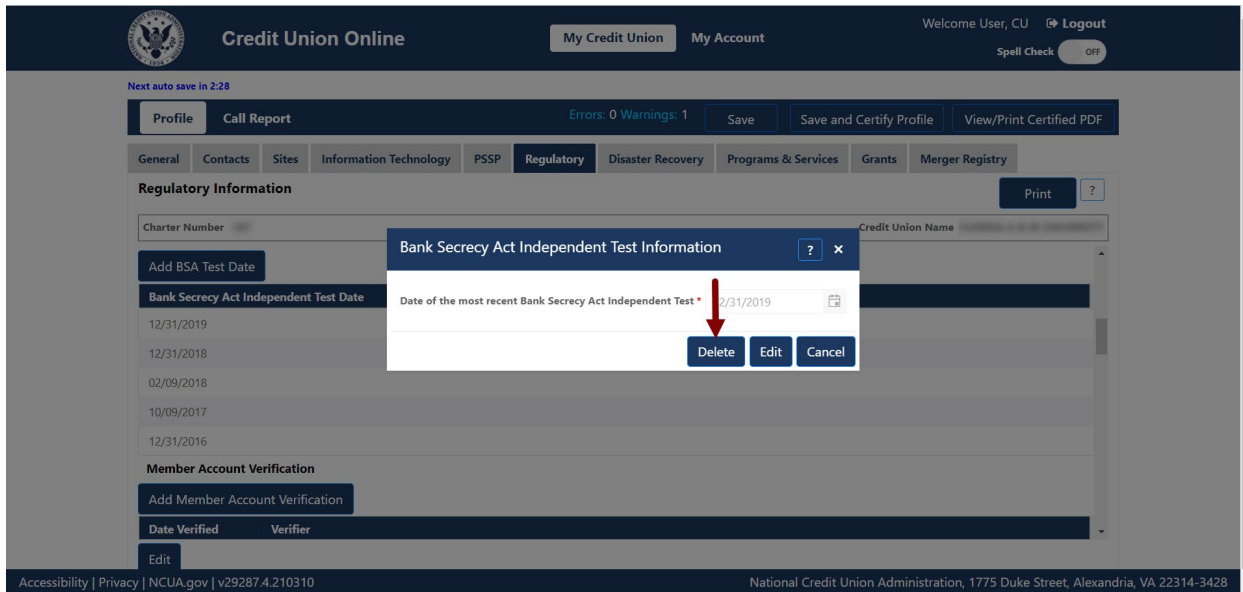


Figure 117 – “Bank Secrecy Act Independent Test Date” Delete Screen

3. Confirm deletion and **select** the “OK” button, as seen in Figure 118.

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

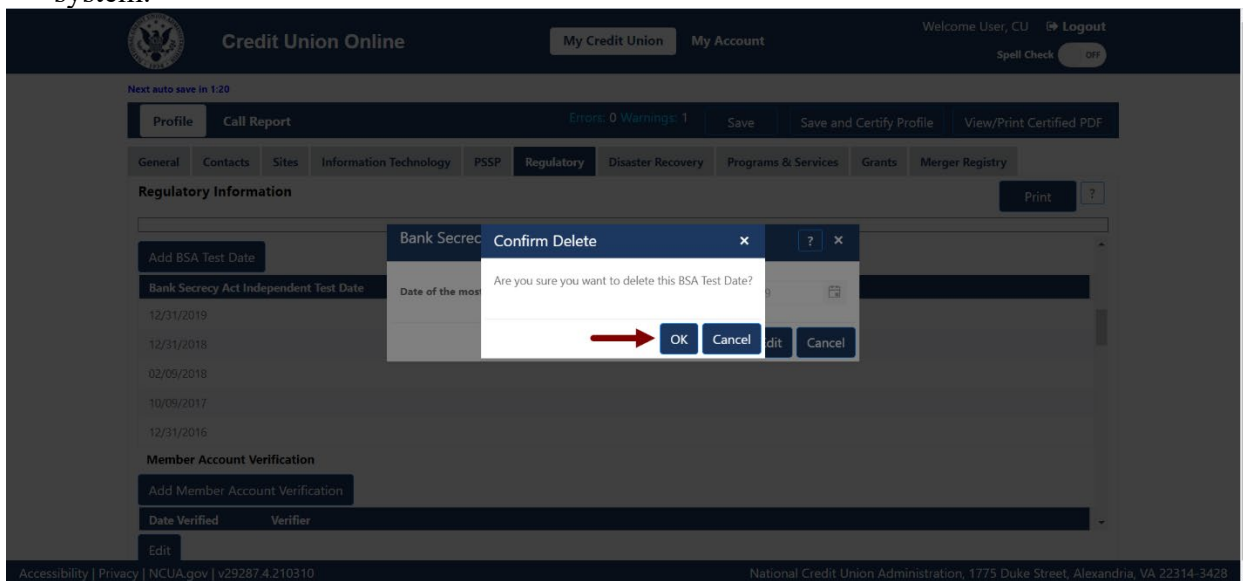


Figure 118 – “Bank Secrecy Act Independent Test Date” “Confirm Delete” Pop-Up

Delete Fidelity Bond Provider

1. **Select** the fidelity bond provider to be deleted, as seen in Figure 119.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

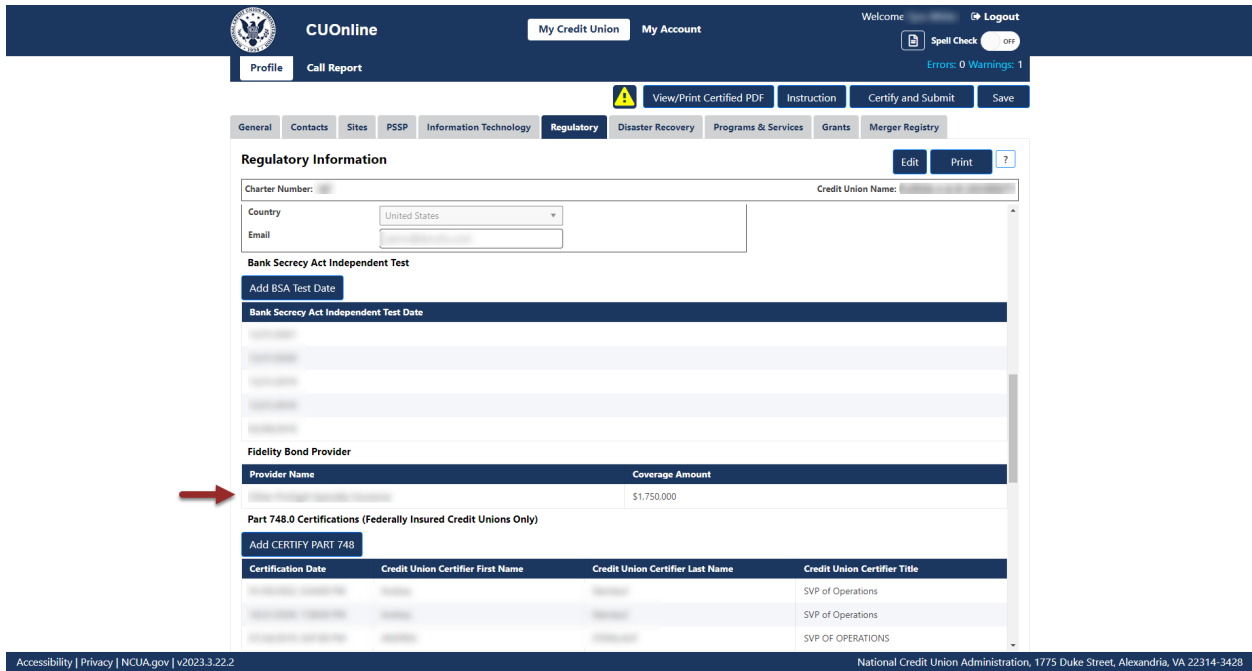


Figure 119 – “Fidelity Bond Provider” Section of the Regulatory Tab

2. Select the “Delete” button to delete information, as seen in Figure 120.

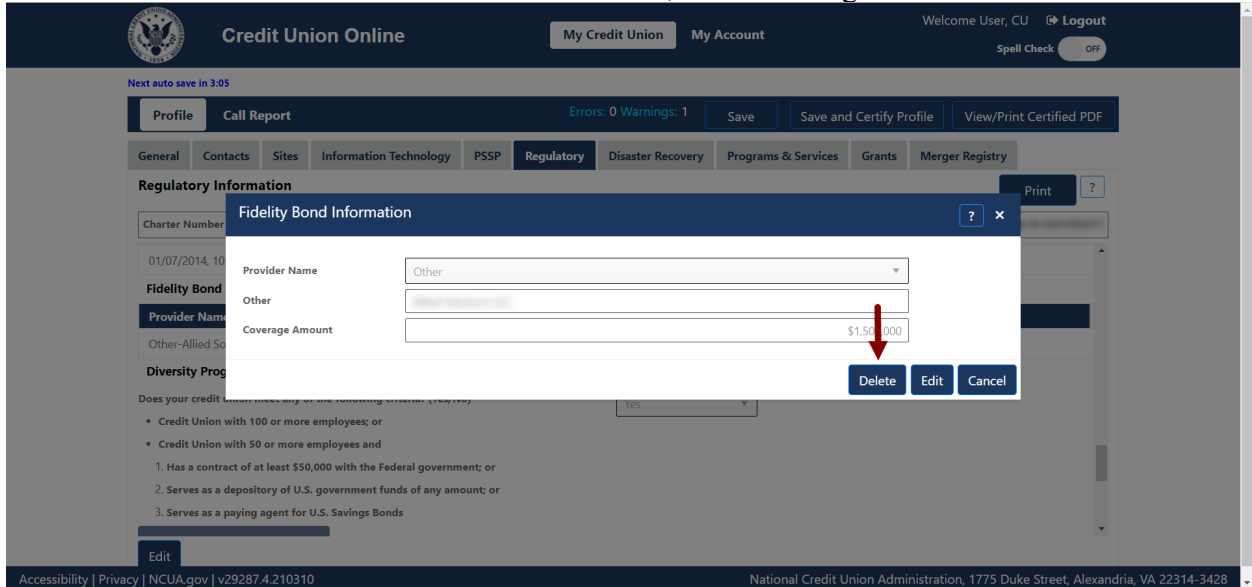


Figure 120 – “Fidelity Bond Provider” Delete Screen

3. Confirm deletion and select the “OK” button, as seen in Figure 121.

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

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

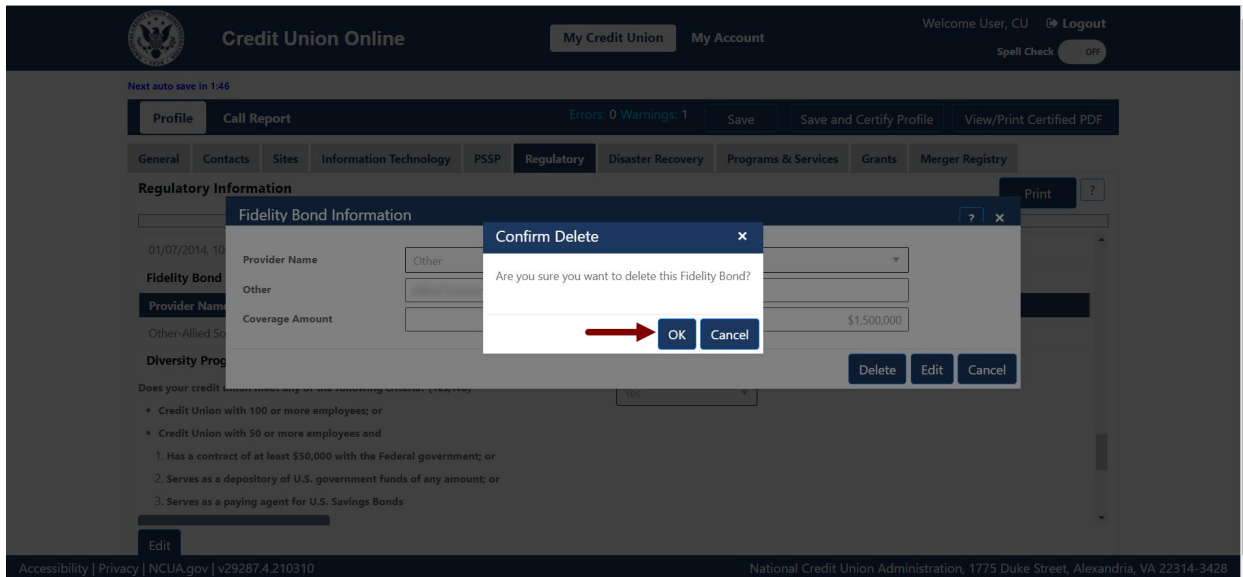


Figure 121 – "Fidelity Bond Provider" "Confirm Delete" Pop-Up

Delete Certify Part 748

1. Select the certification record to be deleted, as seen in Figure 122.

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

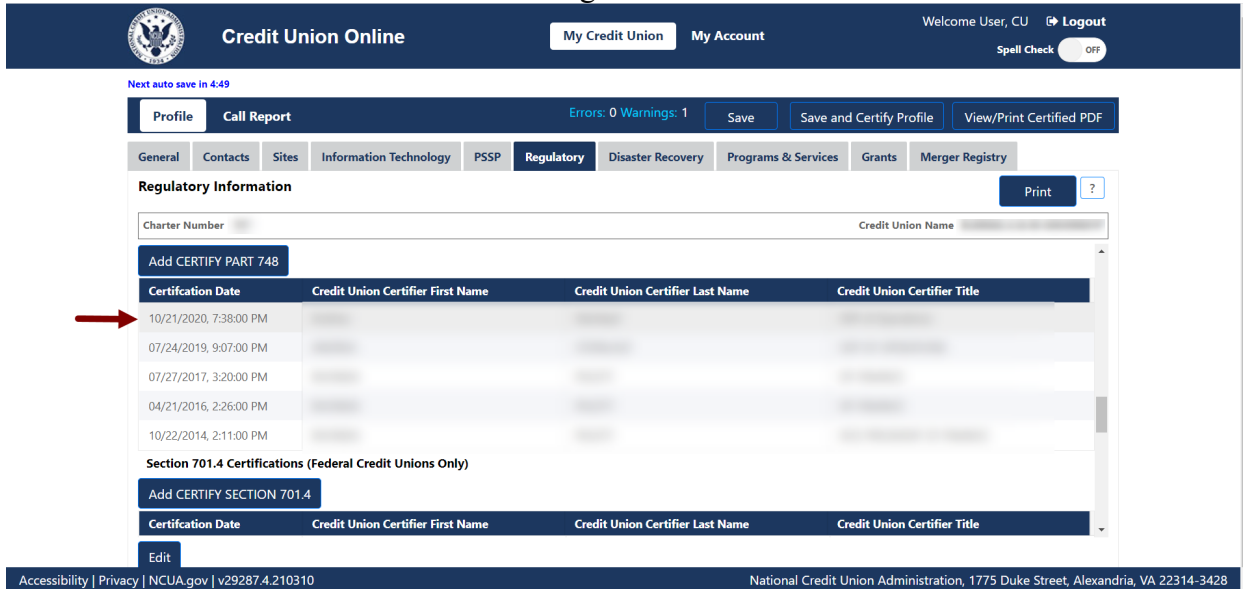


Figure 122 – "Certify Part 748" Section of the "Regulatory" Tab

2. Select the "Delete" button to delete information, as seen in Figure 123.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

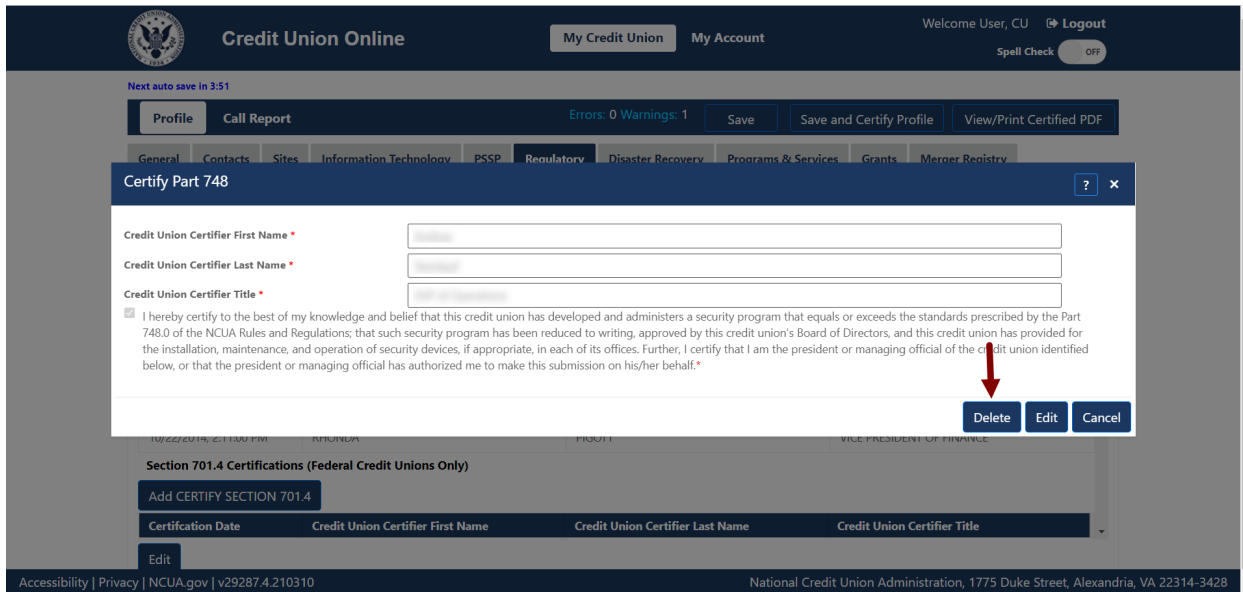


Figure 123 – “Certify Part 748” Delete Screen

3. Confirm deletion and **select the “OK” button**, as seen in Figure 124.

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

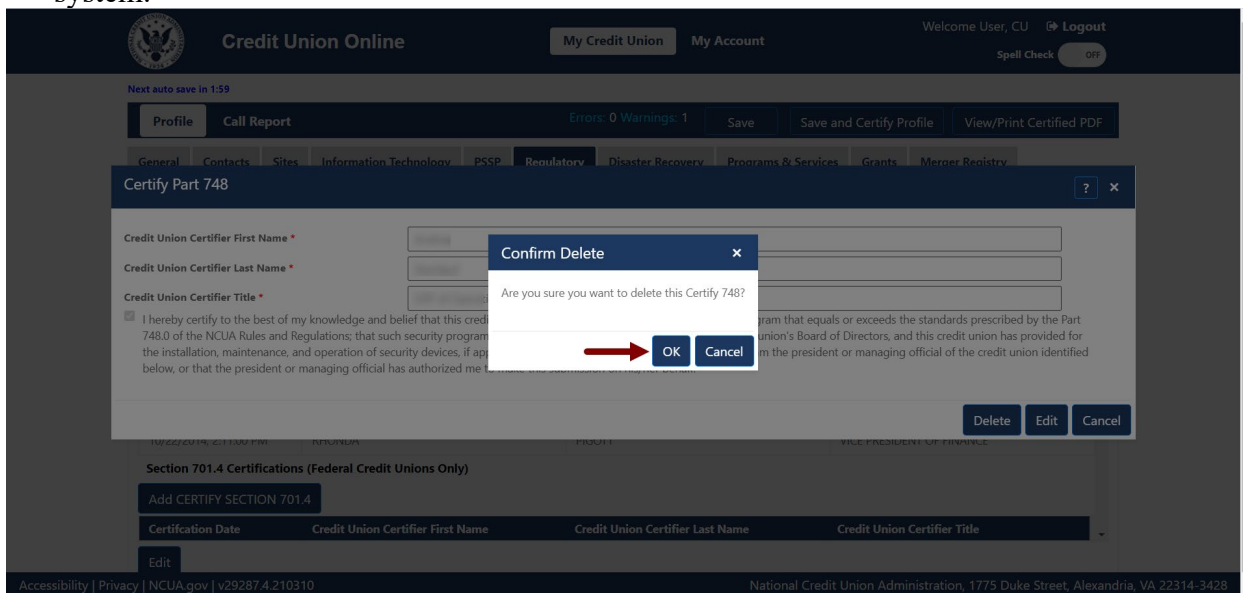


Figure 124 – “Certify Part 748” “Confirm Delete” Pop-Up

Delete Certify Section 701.4 (Federal Credit Unions)

1. **Select** the certification record to be deleted, as seen in Figure 125.

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

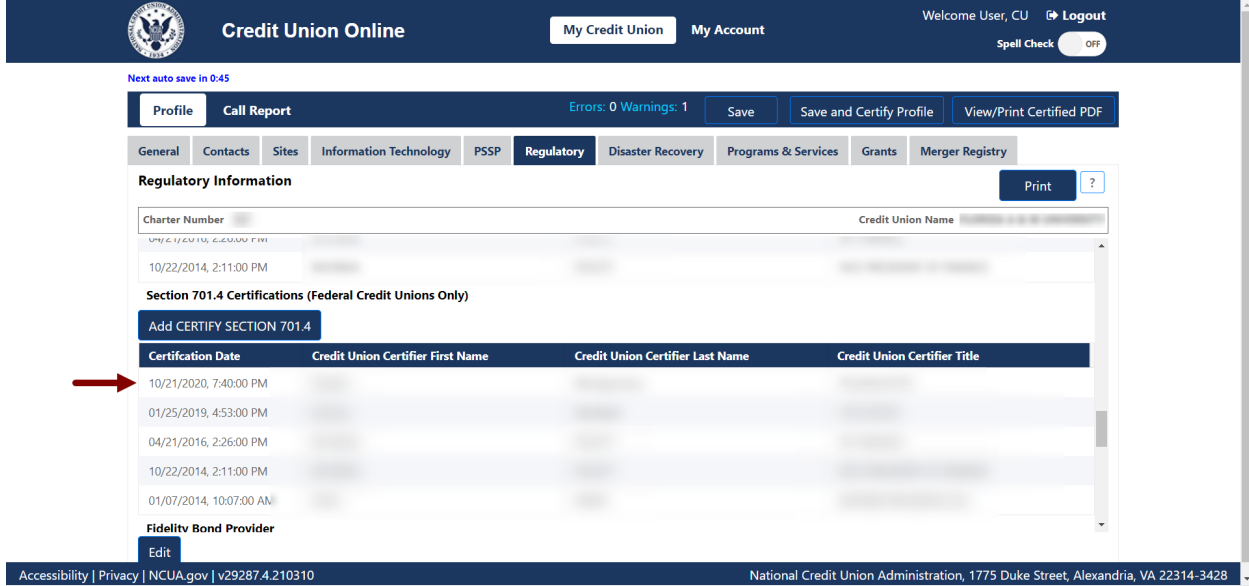


Figure 125 – “Certify Section 701.4” Section of the “Regulatory” Tab

2. Select the “Delete” button to delete information, as seen in Figure 126.

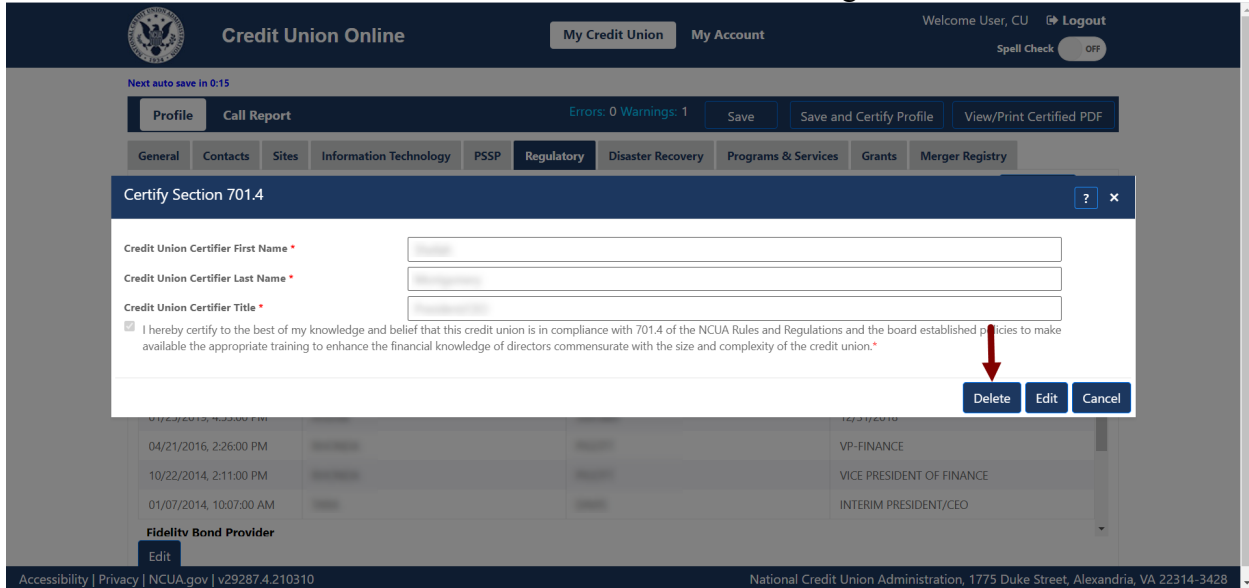


Figure 126 – “Certify Section 701.4” Delete Screen

3. Confirm deletion 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.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

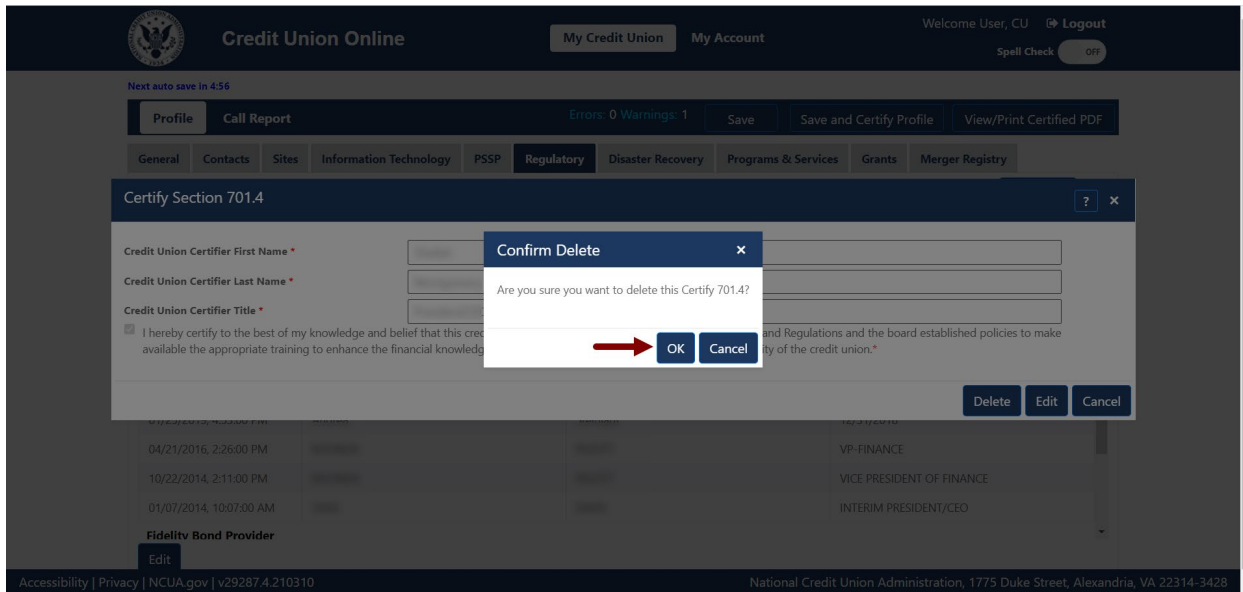


Figure 127 – "Certify Section 701.4" "Confirm Delete" Pop-Up

Delete Diversity Programs EEO-1 Report

1. Select the report to be deleted, as seen in Figure 128.

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

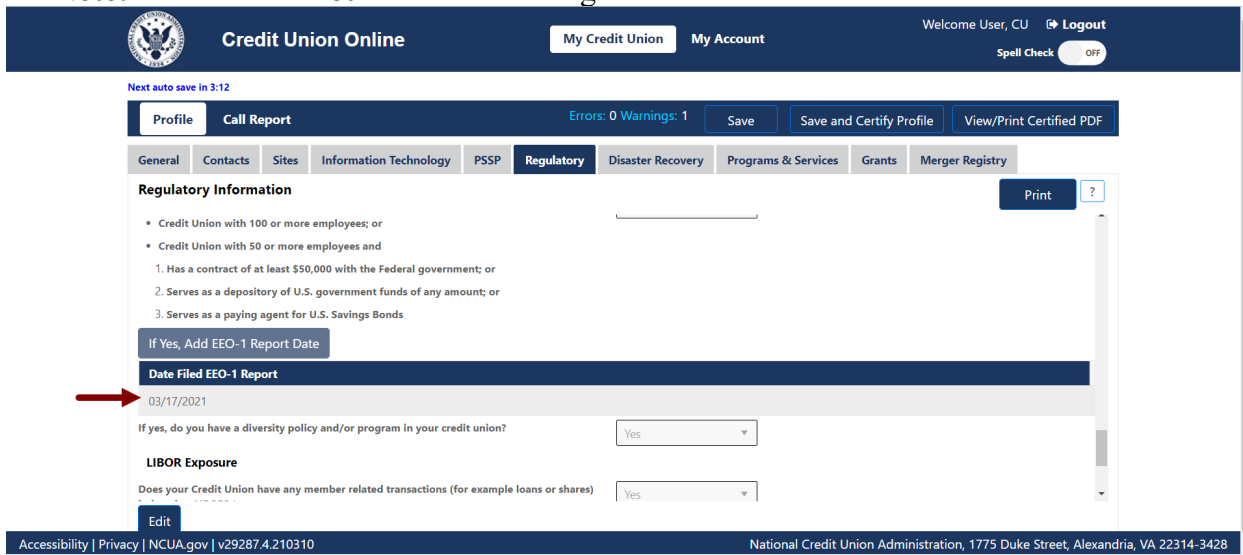


Figure 128 – "EEO-1" Record Selection to Delete

2. Select the "Delete" button to edit information, as seen in Figure 129.

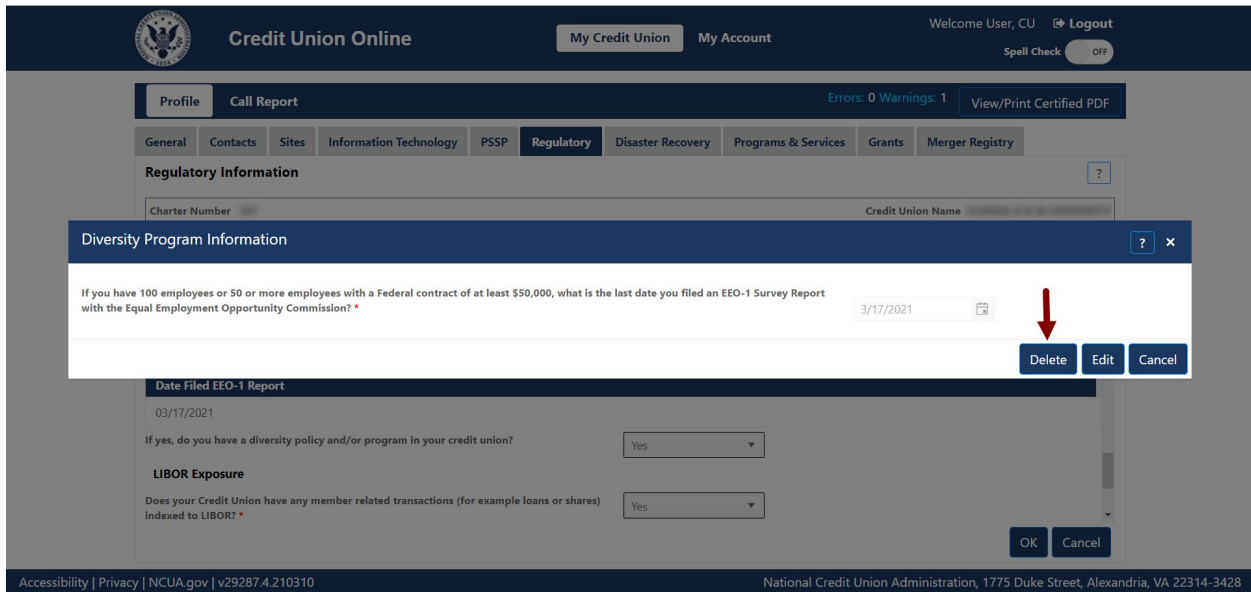


Figure 129 – "Diversity Program Information" "Edit" Button

3. Confirm deletion and **select** the "OK" button to save changes, as seen in Figure 130.

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

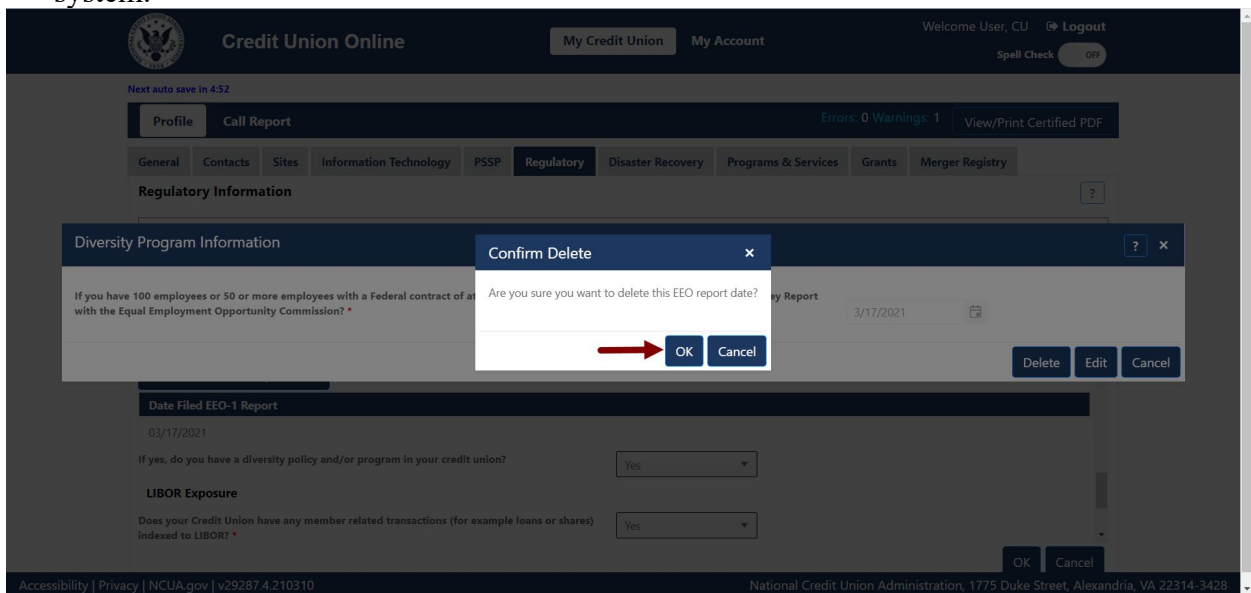


Figure 130 – "Diversity Program Information" Delete Confirmation Screen

Delete Trade Name

1. **Select** the trade name to be deleted, as seen in Figure 131.

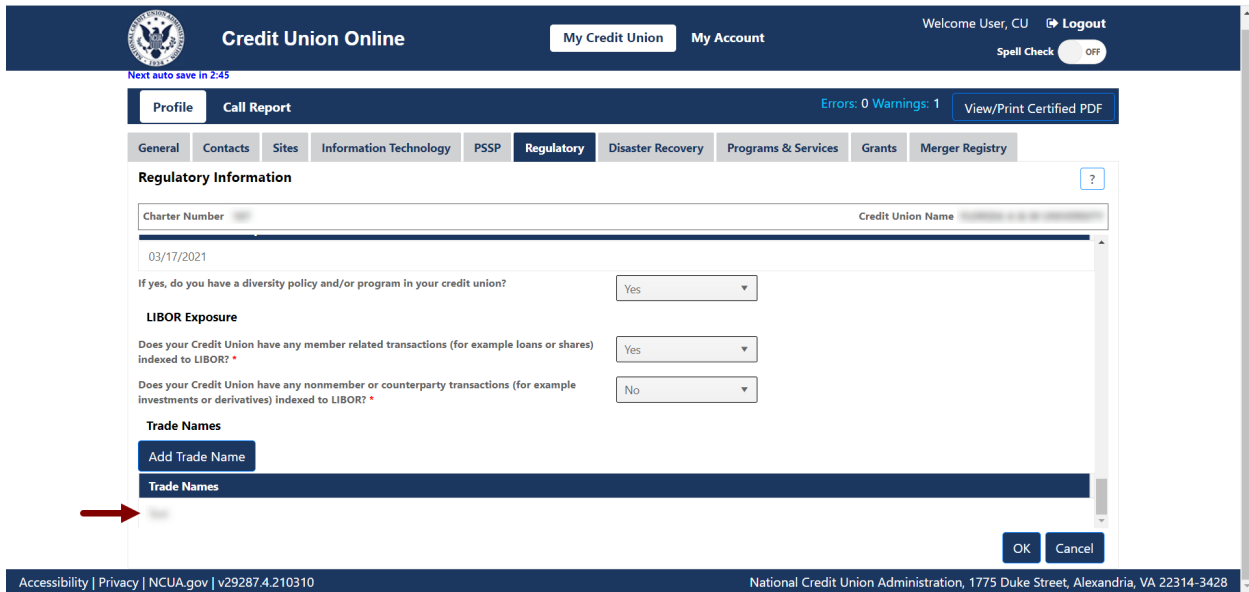


Figure 131 – "Trade Name" Record Selection On "Regulatory" Tab

2. Select the "Delete" button, as seen in Figure 132.

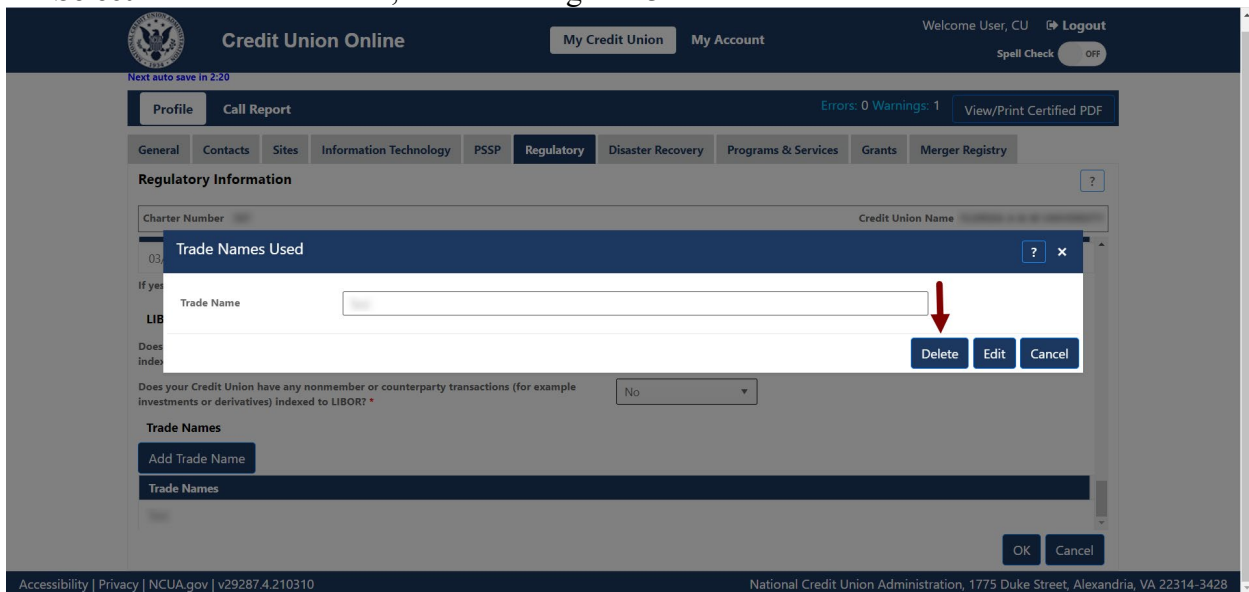


Figure 132 – "Trade Names Used" Delete Button

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.

CUOnline: Credit Union Profile and 5300 Call Report
User's Guide for Natural Person Credit Unions

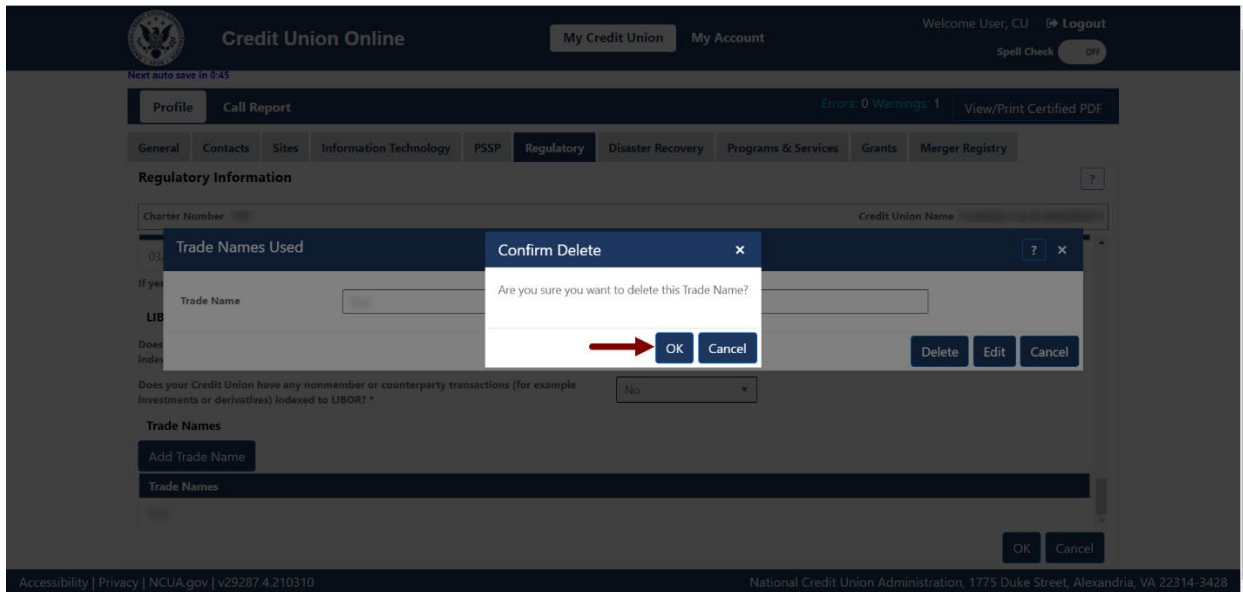


Figure 133 – "Trade Names Used" Delete Confirmation Screen

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 134.

The screenshot shows the CUOnline interface. At the top, there is a navigation bar with the CUOnline logo, 'My Credit Union', 'My Account', 'Welcome', and 'Logout'. Below this is a secondary navigation bar with tabs for 'Profile', 'Call Report', and 'Errors: 0 Warnings: 1'. The 'Disaster Recovery' tab is selected and highlighted. Below the tabs, there are buttons for 'View/Print Certified PDF', 'Instruction', 'Certify and Submit', and 'Save'. The main content area is titled 'Disaster Recovery Information' and contains a form with various fields and checkboxes. A red arrow points to the 'Edit' button in the top right corner of the form. Below the form, there is a table with columns 'Date Tested' and 'Test Methods'.

Date Tested	Test Methods
	Functional Testing
	Functional Testing
	Functional Testing
	Functional Testing
	Functional Testing

Figure 134 – “Disaster Recovery” Tab “Edit” Button

2. Edit information and **select the “OK” button**, as seen in Figure 135.

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

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

CUOnline My Credit Union My Account Welcome Logout

Profile Call Report Errors: 0 Warnings: 1

View/Print Certified PDF Instruction

General Contacts Sites PSSP Information Technology Regulatory **Disaster Recovery** Programs & Services Grants Merger Registry

Disaster Recovery Information OK Cancel ?

Charter Number: Credit Union Name:

In the event of disaster, will the credit union communicate with members through a website?

PLEASE CHECK THE RESOURCES OR SERVICES YOU HAVE AVAILABLE OR WOULD BE WILLING TO SHARE WITH OTHER CREDIT UNIONS DURING THE TIME OF AN EMERGENCY IF YOU DID NOT NEED THEM

Office Space Mobile Branch
 Staff/Management Services Cash Non-Member Share Drafts
 Generator IT Support

Disaster Recovery Tests

Add Disaster Recovery Test

Date Tested	Test Methods
	Functional Testing
	Functional Testing
	Functional Testing
	Functional Testing
	Functional Testing

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Figure 135 – “Disaster Recover” Tab Edit Confirmation Screen

Add Disaster Recovery Test

1. **Navigate** to the “Disaster Recovery” tab and **select** the “Add Disaster Recovery Test” button, as seen in Figure 136.

CUOnline My Credit Union My Account Welcome Logout

Profile Call Report Errors: 0 Warnings: 1

View/Print Certified PDF Instruction Certify and Submit Save

General Contacts Sites PSSP Information Technology Regulatory **Disaster Recovery** Programs & Services Grants Merger Registry

Disaster Recovery Information Edit Print ?

Charter Number: Credit Union Name:

In the event of disaster, will the credit union communicate with members through a website?

PLEASE CHECK THE RESOURCES OR SERVICES YOU HAVE AVAILABLE OR WOULD BE WILLING TO SHARE WITH OTHER CREDIT UNIONS DURING THE TIME OF AN EMERGENCY IF YOU DID NOT NEED THEM

Office Space Mobile Branch
 Staff/Management Services Cash Non-Member Share Drafts
 Generator IT Support

Disaster Recovery Tests

Add Disaster Recovery Test

Date Tested	Test Methods
	Functional Testing
	Functional Testing
	Functional Testing
	Functional Testing
	Functional Testing

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Figure 136 – “Disaster Recovery” Tab “Add Disaster Recovery Test” Button

2. Add the required information and **select the “OK”** button, as seen in Figure 137.

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

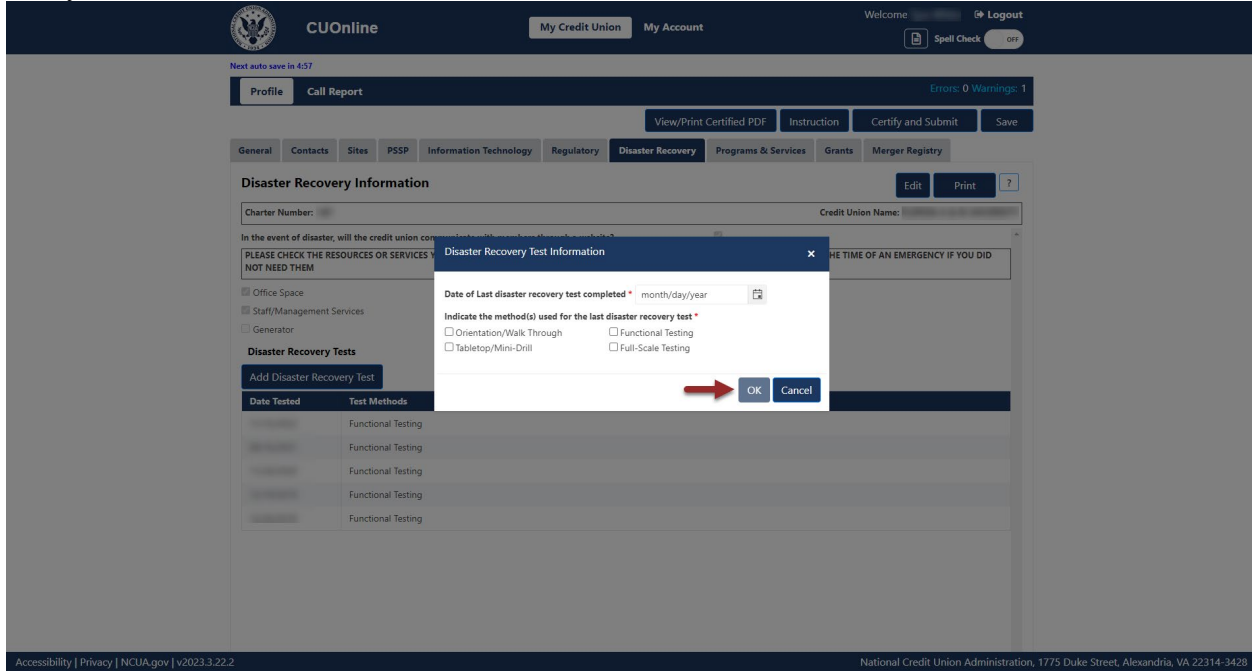


Figure 137 – “Disaster Recovery Test Information” Add Confirmation Screen

Edit Disaster Recovery Test

1. **Select** the test to be edited, as seen in Figure 138.

Note: Users should **not** edit the existing date and test method unless the information is not accurate.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

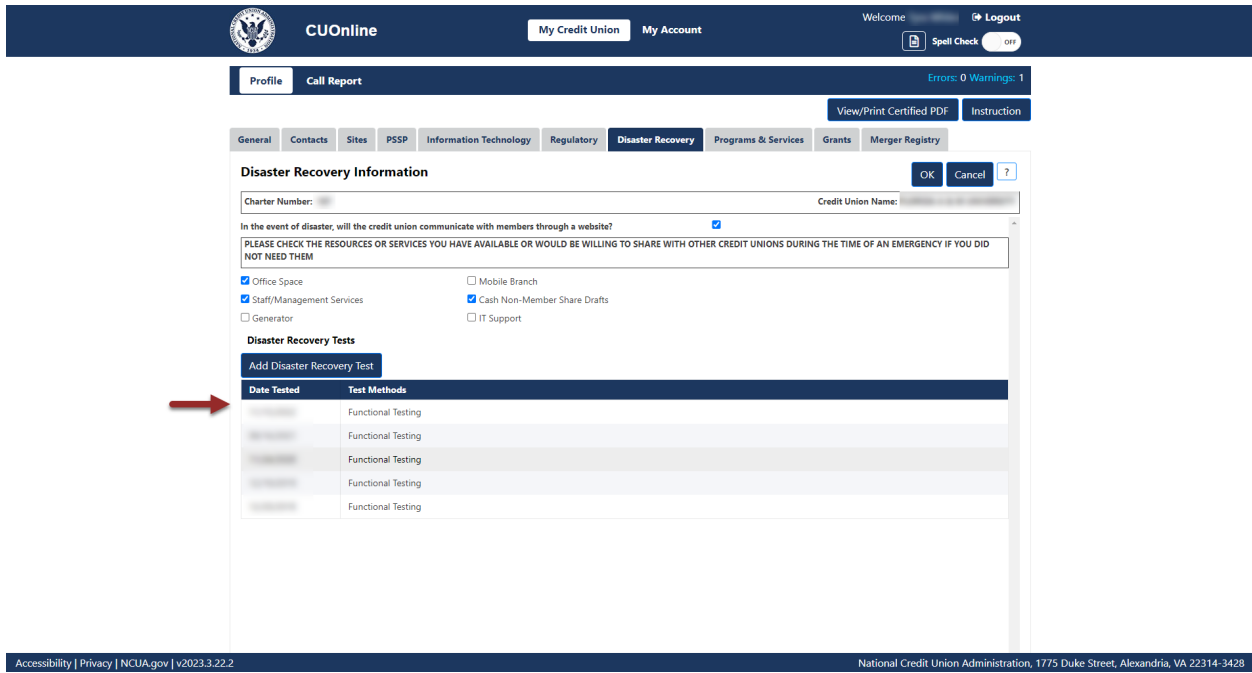


Figure 138 – "Disaster Recovery" Record Selection On "Regulatory" Tab

2. Select the "Edit" button, as seen in Figure 139.

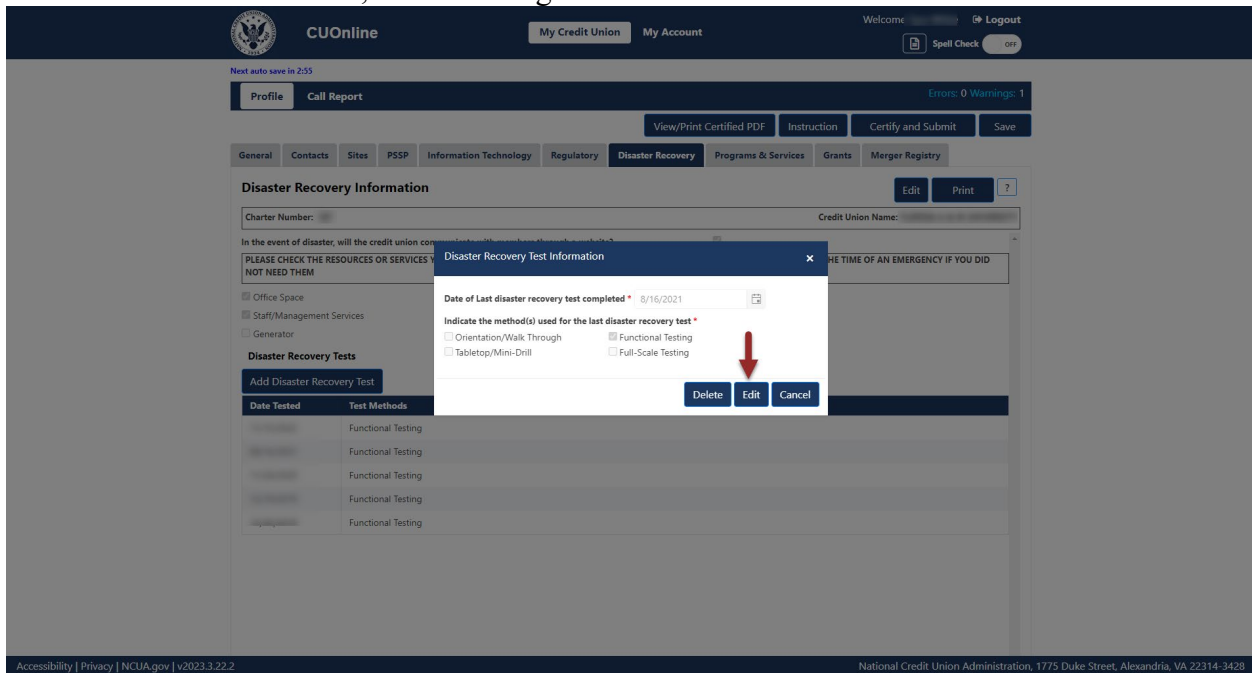


Figure 139 – "Disaster Recovery Test Information" Edit Button

3. Edit the information and select the "OK" button, as seen in Figure 140.

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

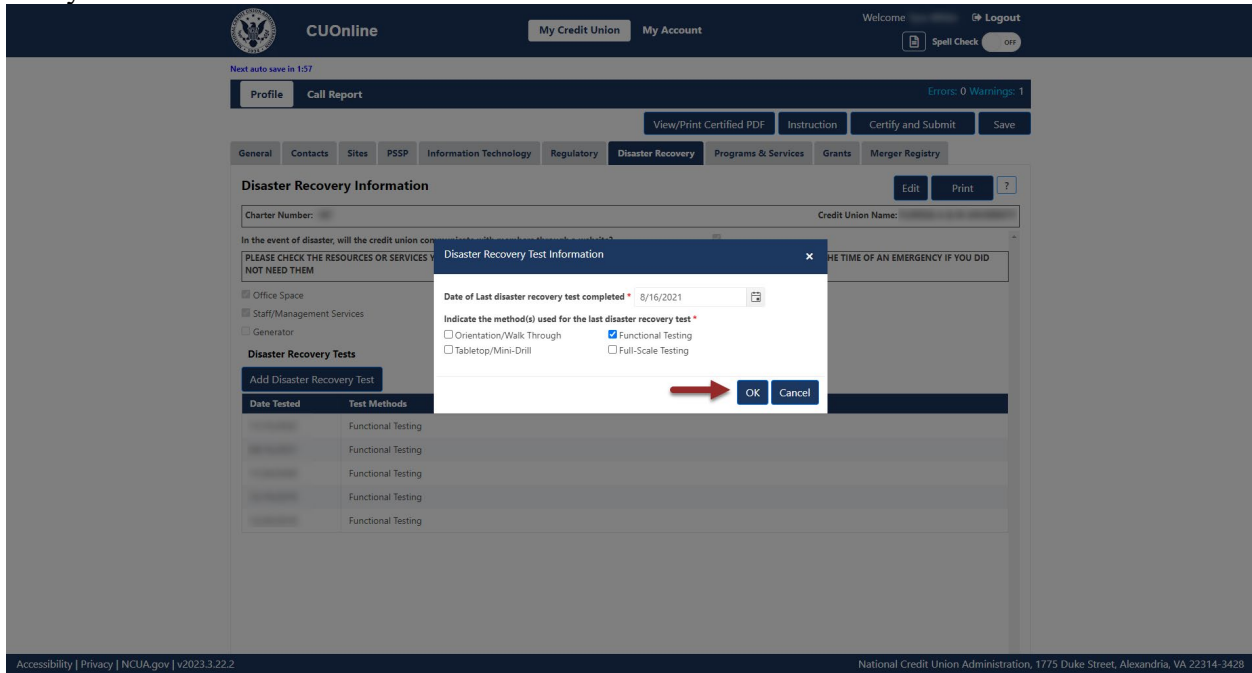


Figure 140 – “Disaster Recovery Test Information” Edit Confirmation Screen

Delete Disaster Recovery Test

1. **Select** the test to be deleted, as seen in Figure 141.

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

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

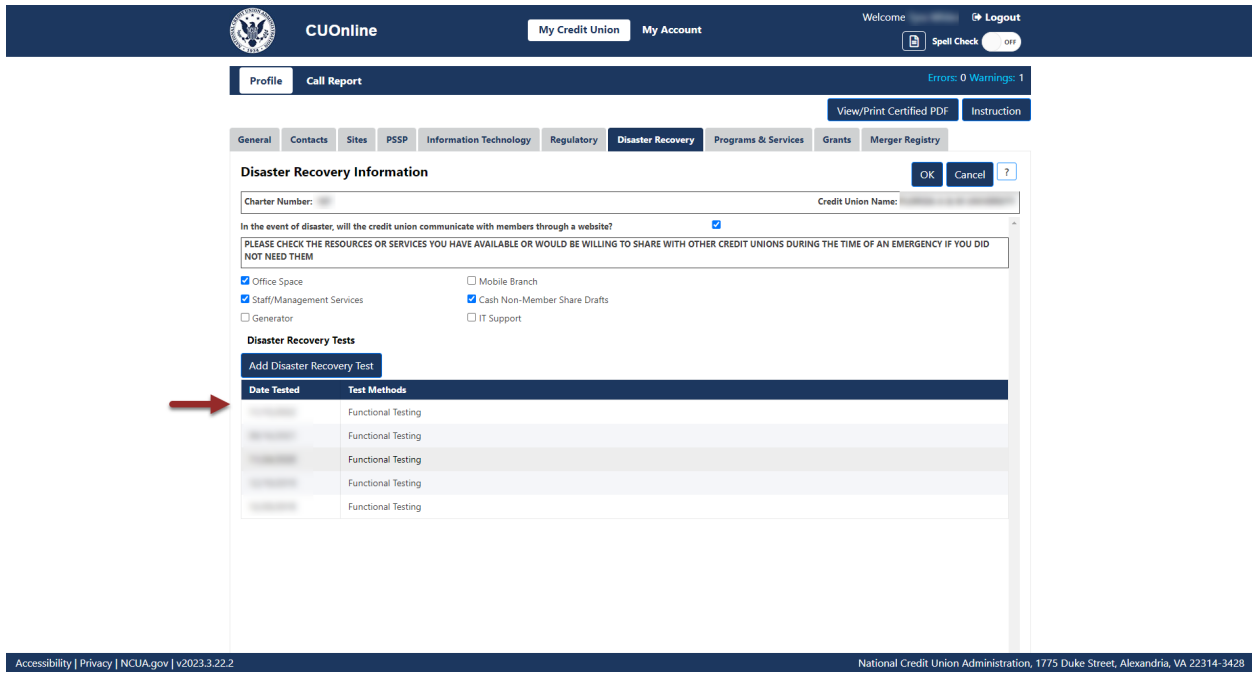


Figure 141 – "Disaster Recovery Test Date" Section of the Disaster Recovery Tab

2. Select the "Delete" button, as seen in Figure 142.

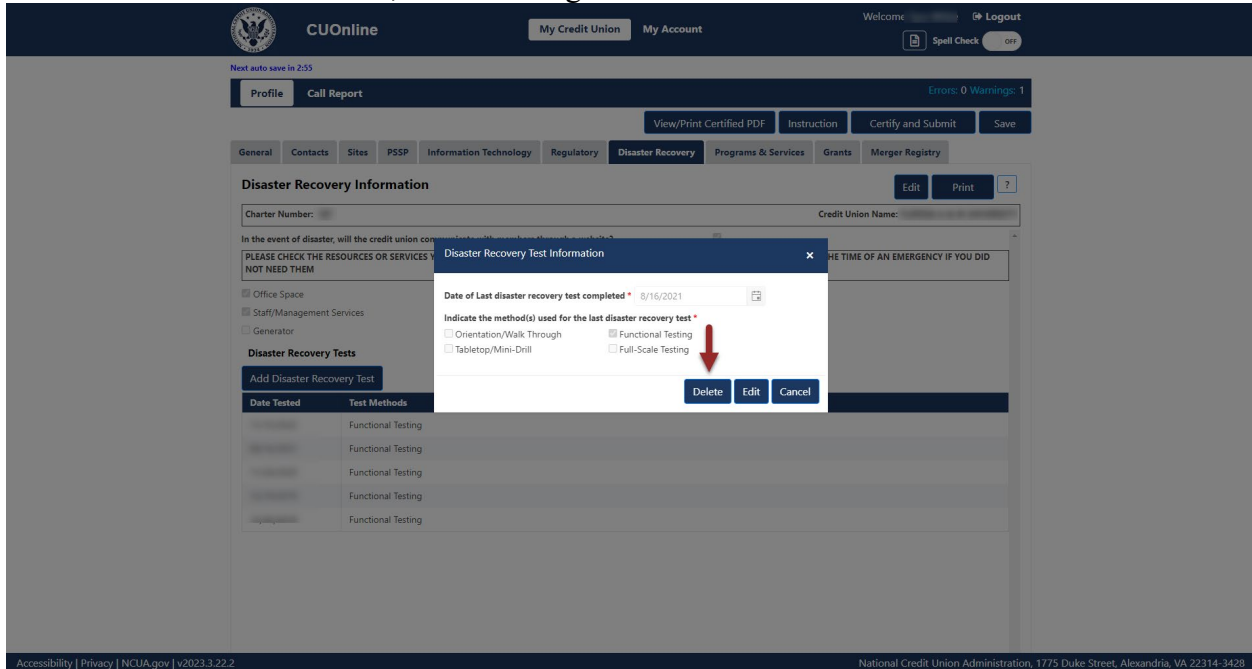


Figure 142 – "Disaster Recovery Test Information" Delete Button

3. Confirm deletion and select the "OK" button, as seen in Figure 143.

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

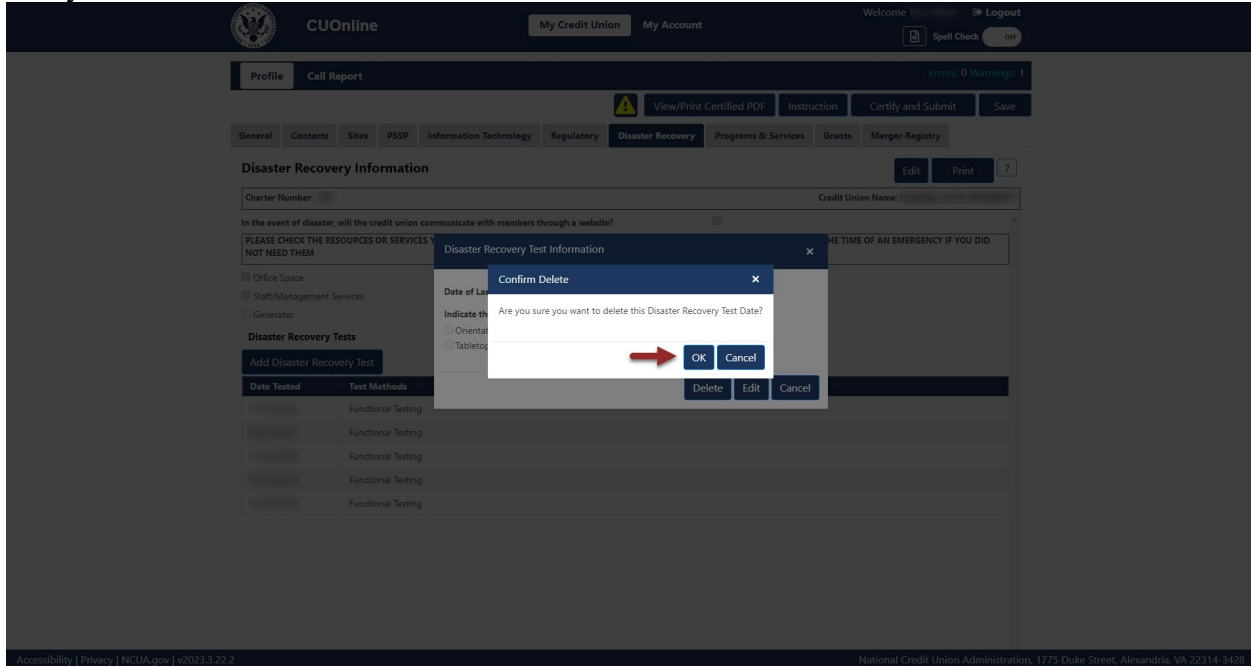


Figure 143 – “Disaster Recovery Test Information” Delete Confirmation Screen

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 144.

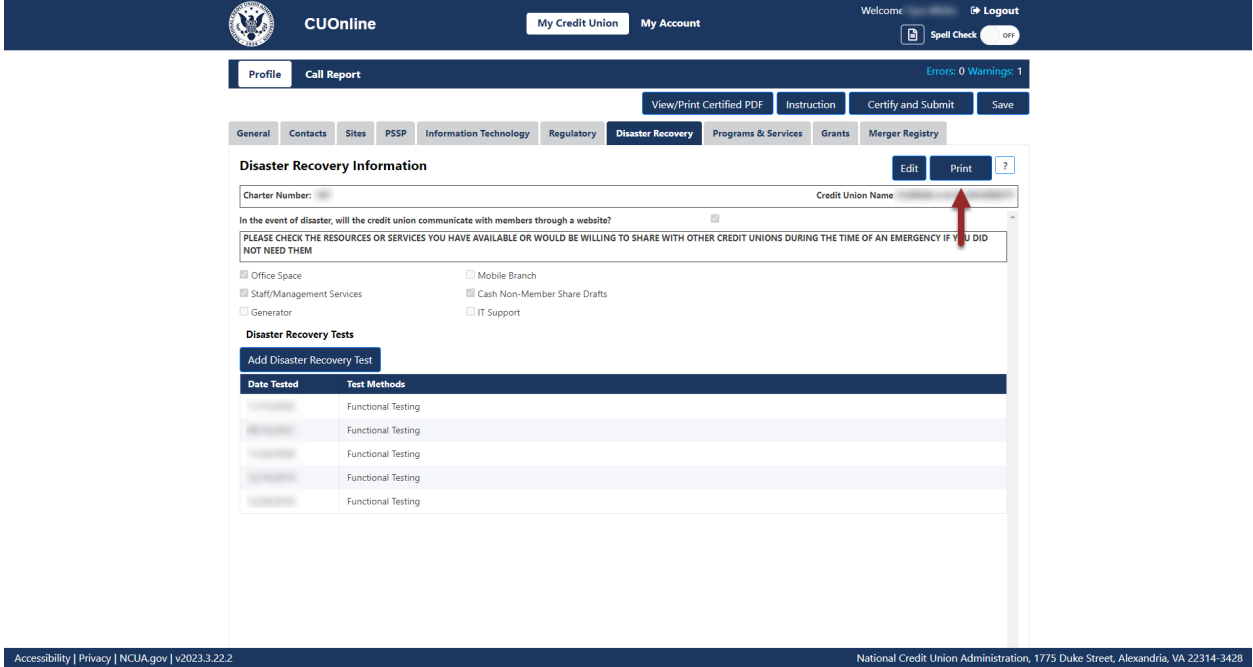


Figure 144– “Disaster Recovery” Tab Print Button

2. **Select** the print icon to print the page, and/or **select** the “Close” button.

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.

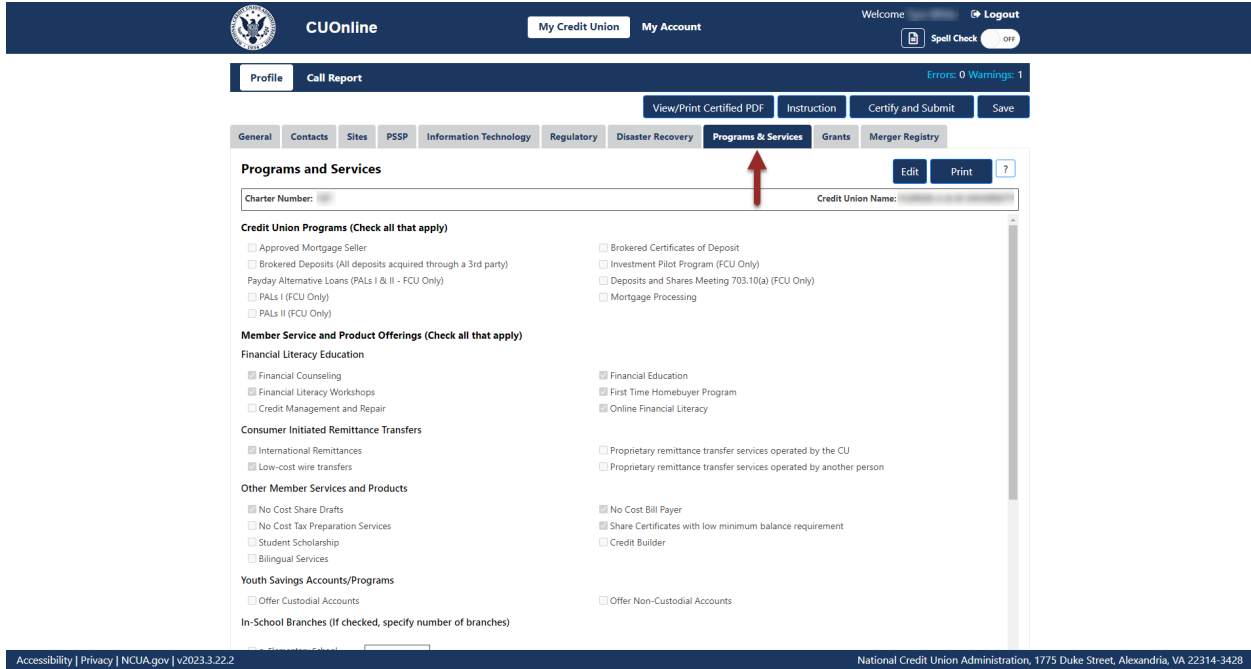


Figure 145 – “Programs & Services” Tab on the “Profile” Page

Add and Modify Programs & Services Information

1. **Navigate** to the “Programs & Services” tab and **select** the “Edit” button, as seen in Figure 146.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

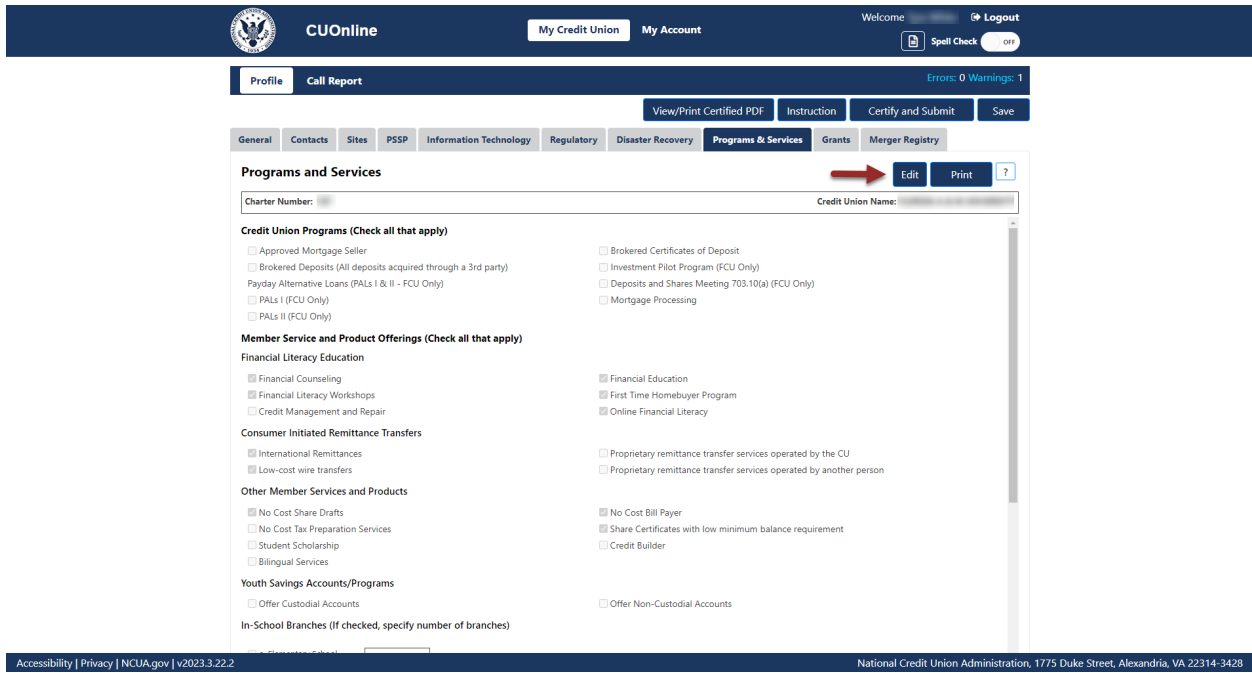


Figure 146 - Edit button on the Programs & Services Tab

2. Edit the information and select the “OK” button, as seen in Figure 147.

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

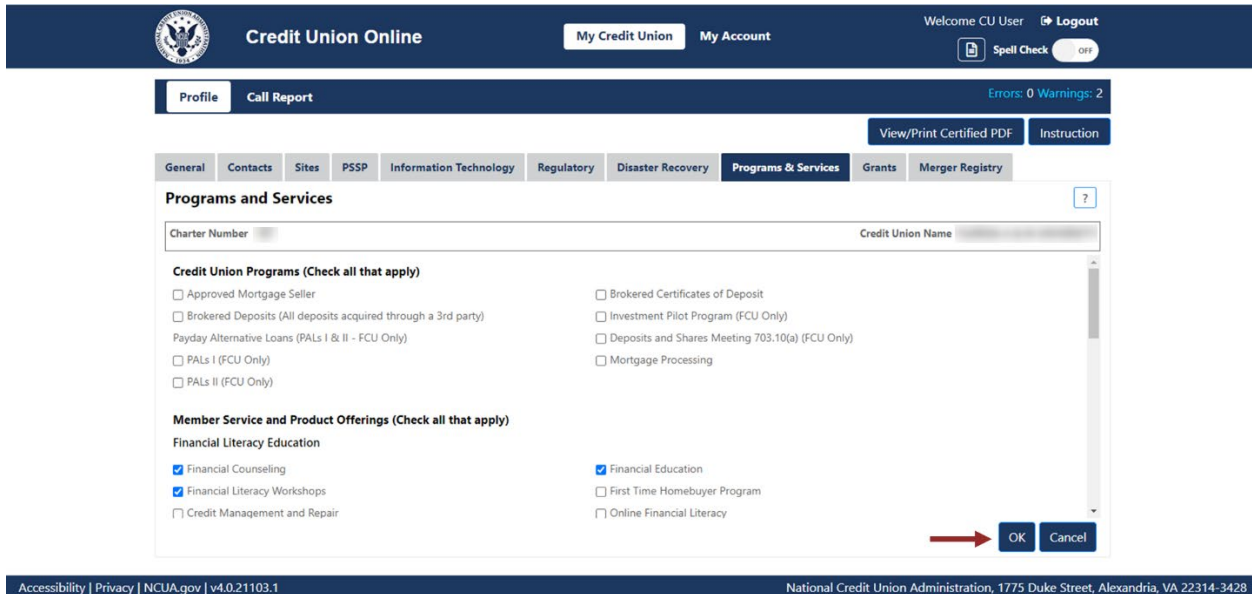


Figure 147 - Programs & Services Tab "OK" Button

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 148.

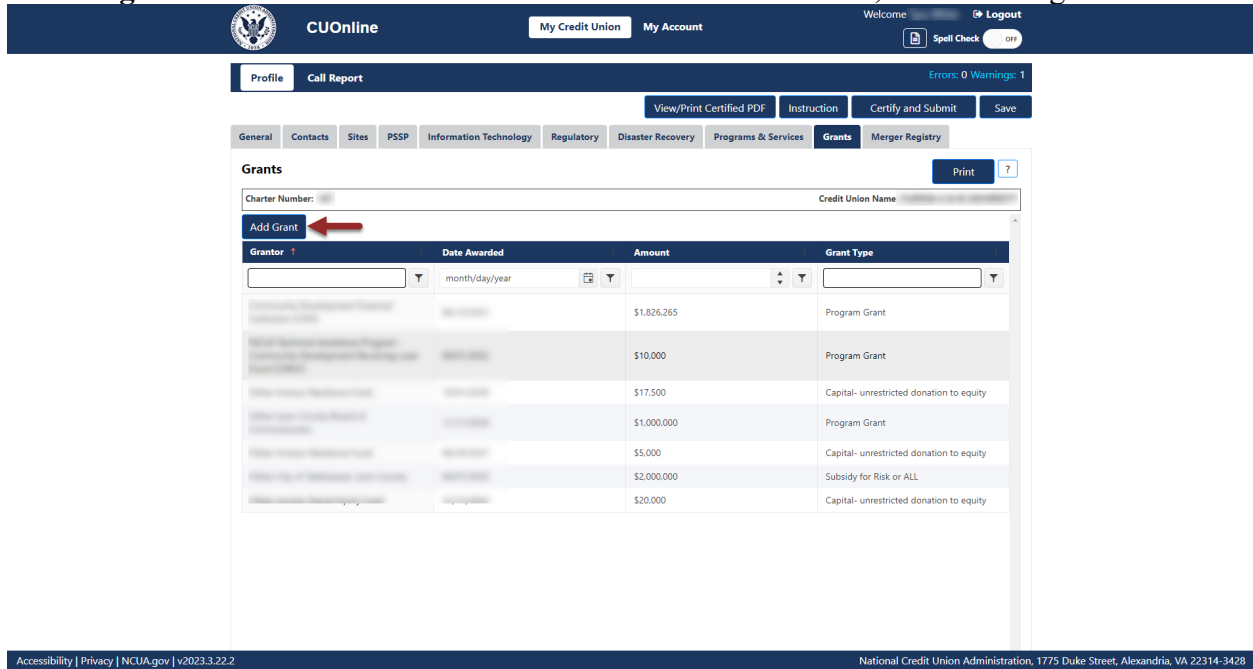


Figure 148 – “Grants” Tab “Add Grant” Button

2. Add the required information and **select the “OK” button**, as seen in Figure 149.

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

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

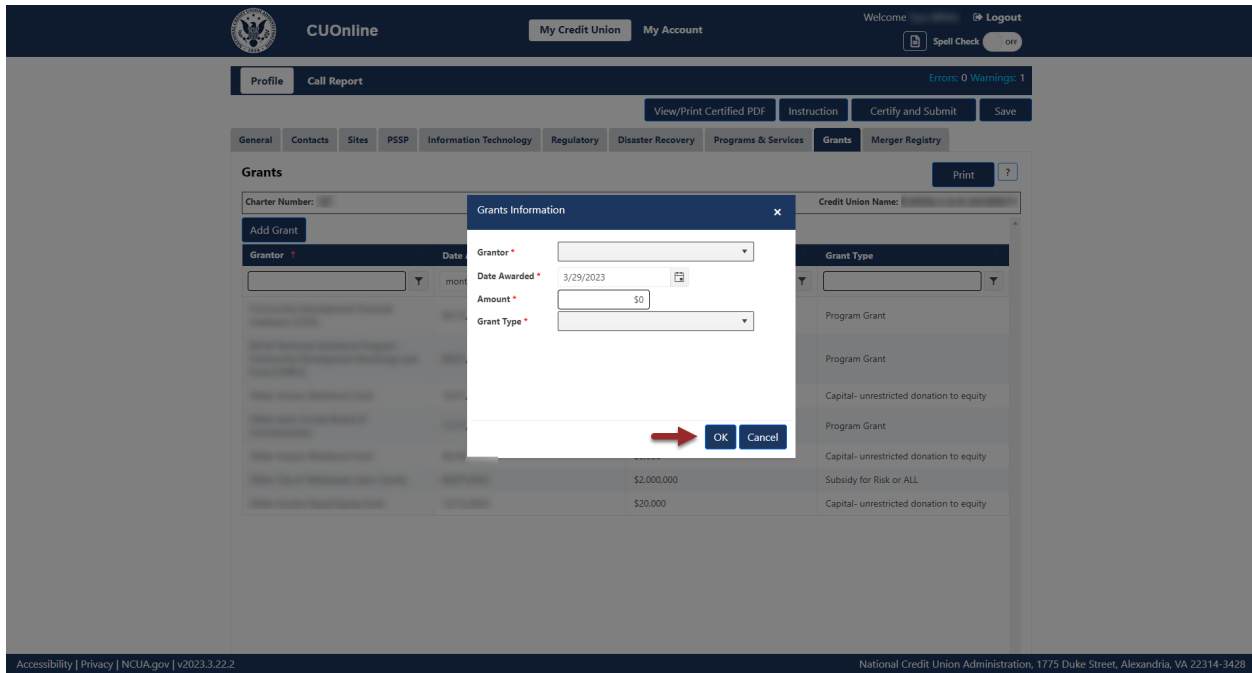


Figure 149 – "Grants Information" Add Confirmation Pop-Up

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 150.

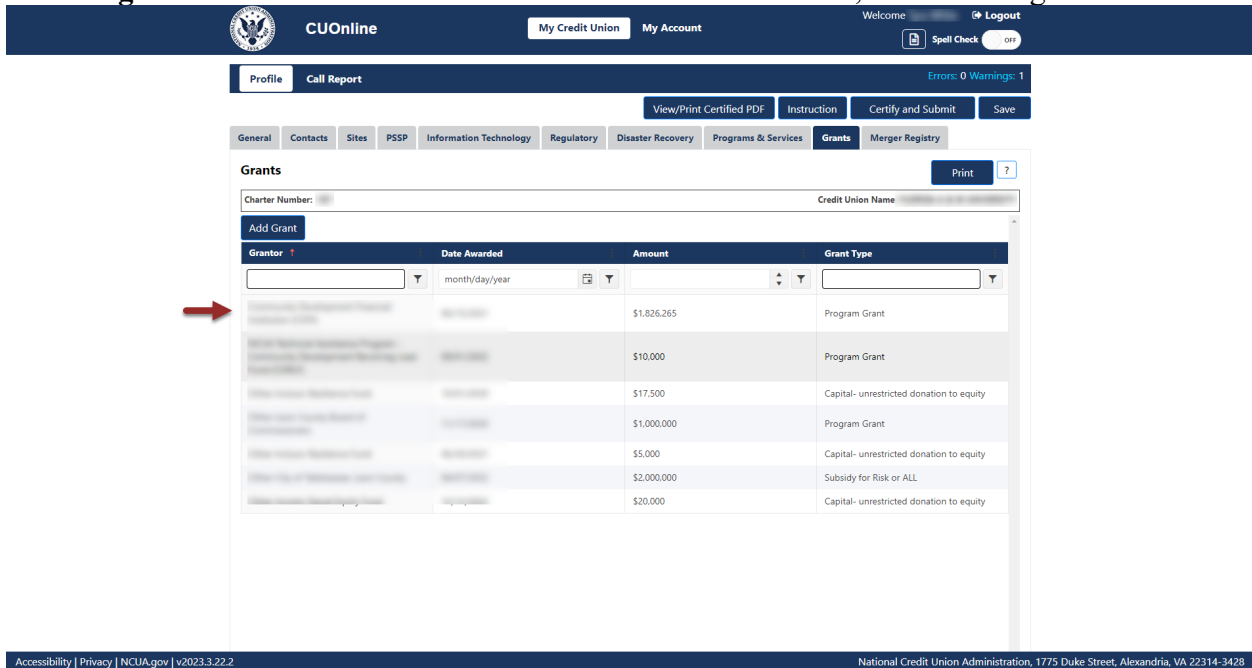


Figure 150 – "Grants" Profile Tab with Existing Grant Record

2. Select the “Edit” button, as seen in Figure 151.

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

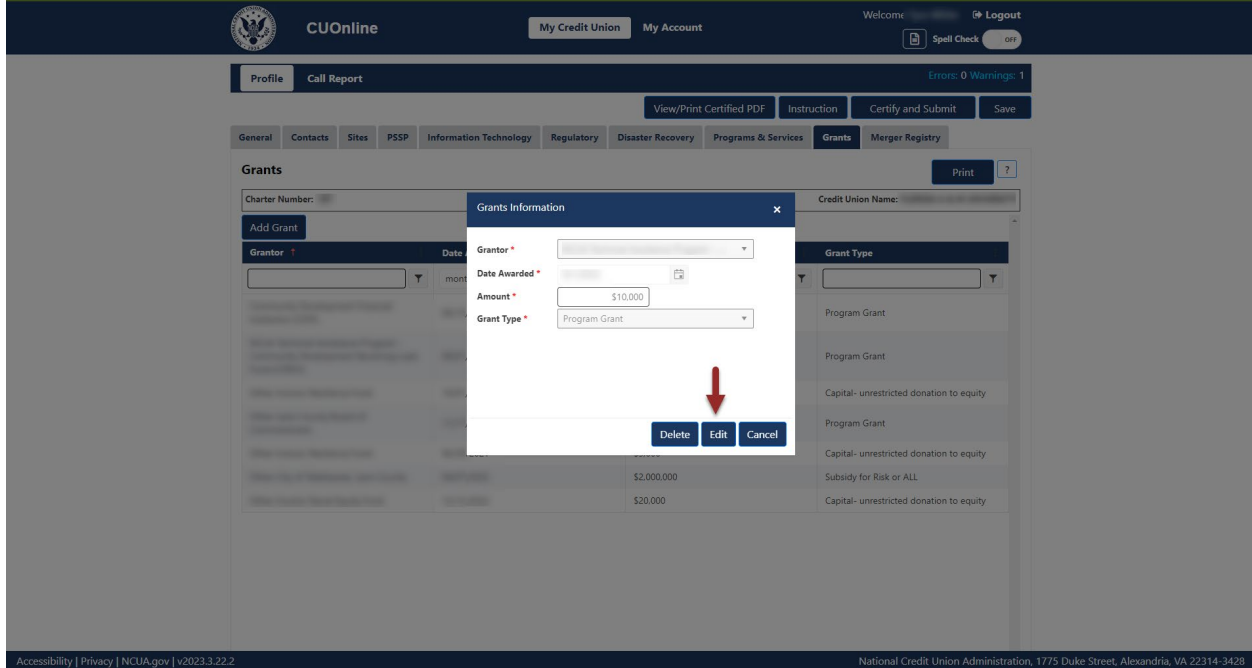


Figure 151 – “Grant” Tab “Edit” Button

3. To confirm and save edits, select the “OK” button, as seen in Figure 152.

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

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

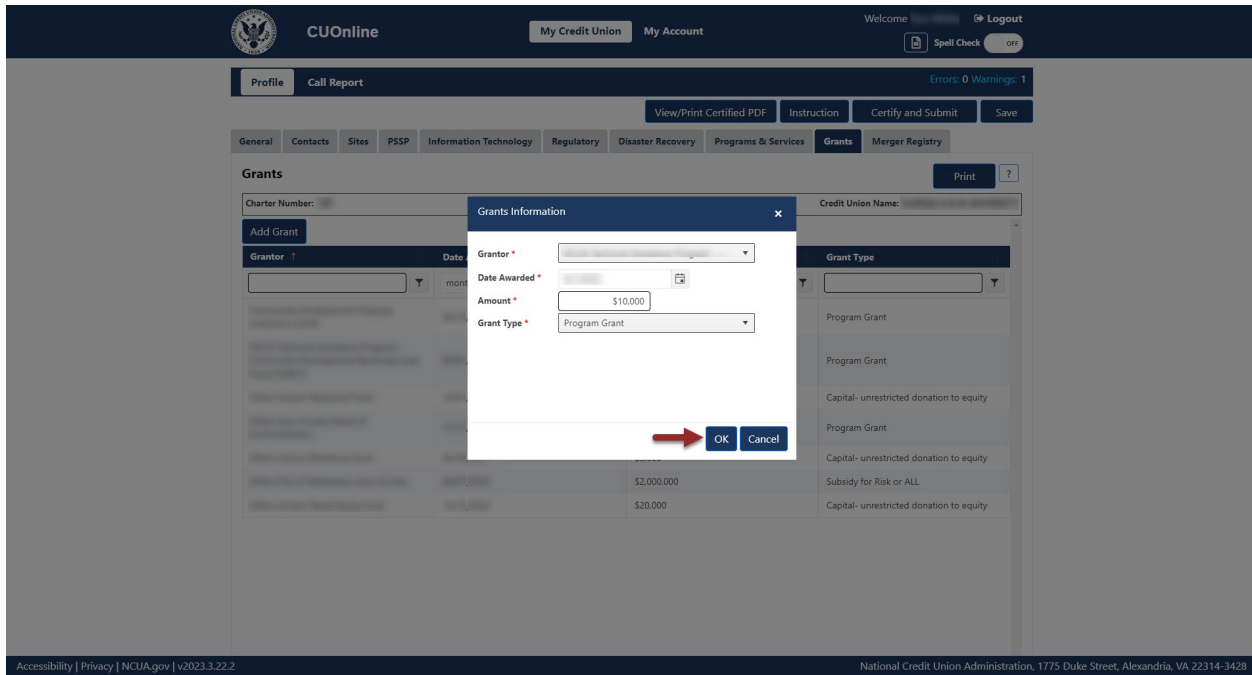


Figure 152 – "Grants" Tab Edit Confirmation Pop-Up

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 153.

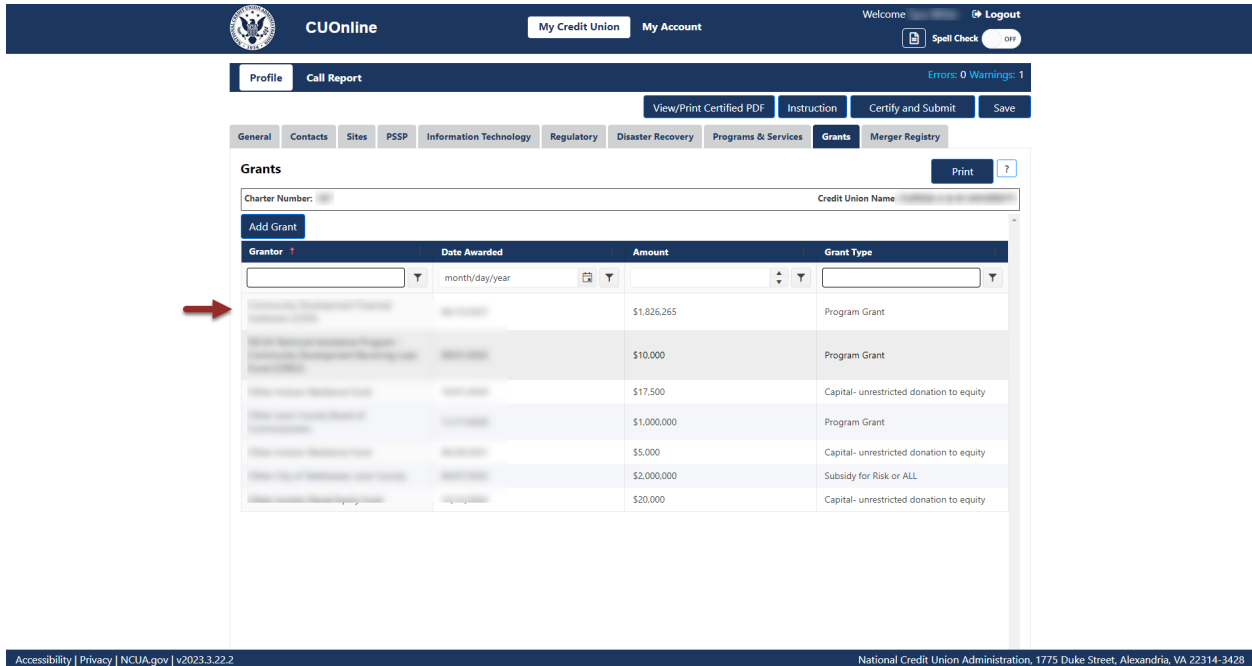


Figure 153 – “Grants” Profile Tab with Existing Grant Record

2. Select the “Delete” button, as seen in Figure 154.

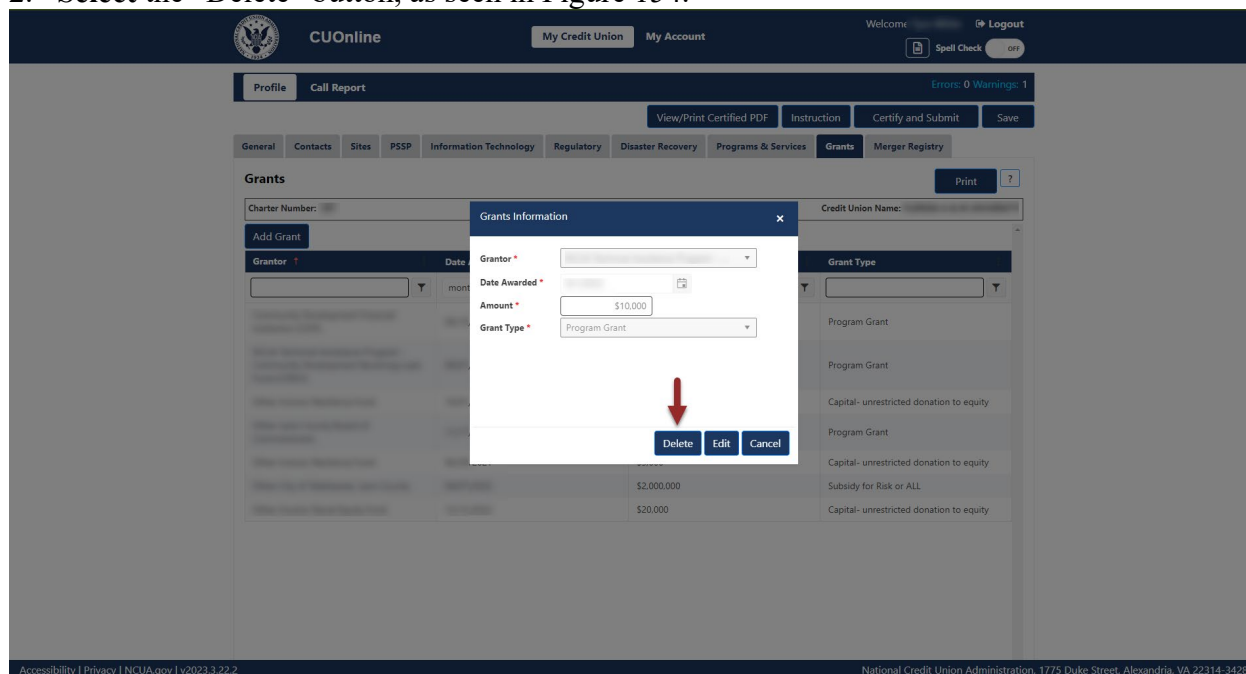


Figure 154 – “Delete” Button on Grants Information Pop-Up Screen

3. To confirm deletion, select the “Yes” button, as seen in Figure 155.

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

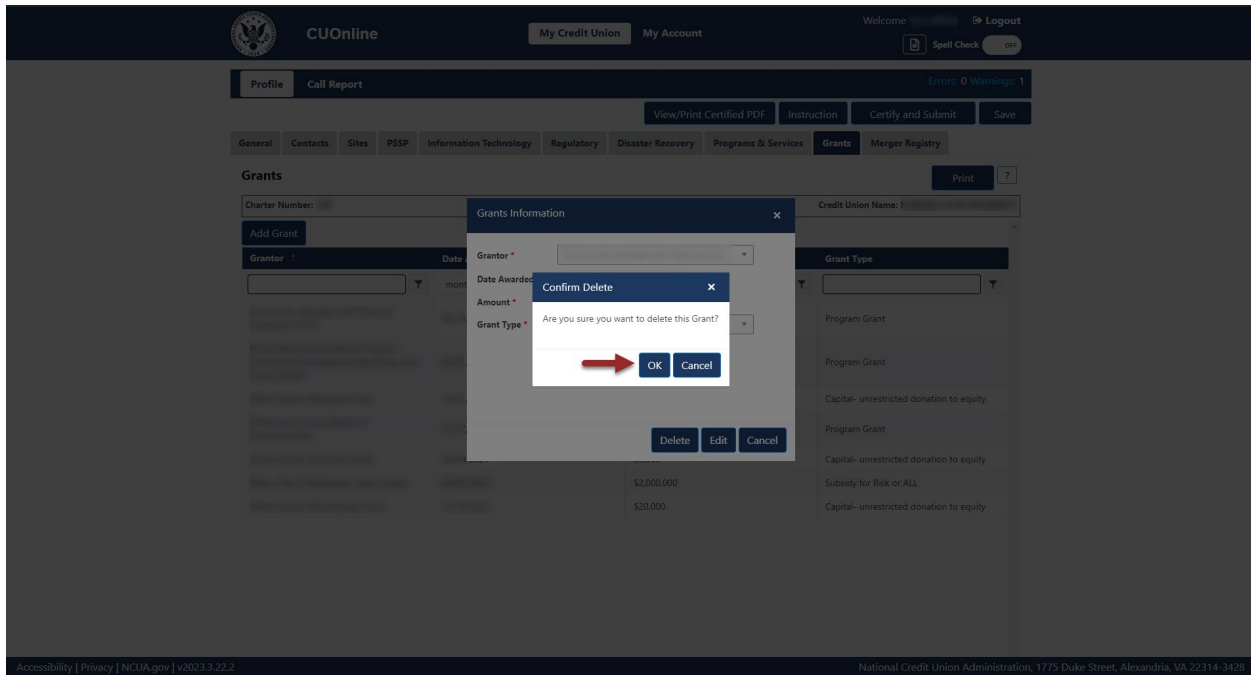


Figure 155 – "Confirm Delete" Grants Confirmation Pop-Up

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 156.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

The screenshot shows the CUOnline interface for the 'Grants' tab. At the top, there is a navigation bar with 'CUOnline', 'My Credit Union', 'My Account', 'Welcome', and 'Logout'. Below this, there are tabs for 'Profile' and 'Call Report', with 'Errors: 0 Warnings: 1' on the right. A secondary navigation bar includes 'View/Print Certified PDF', 'Instruction', 'Certify and Submit', and 'Save'. The main content area has tabs for 'General', 'Contacts', 'Sites', 'PSSP', 'Information Technology', 'Regulatory', 'Disaster Recovery', 'Programs & Services', 'Grants', and 'Merger Registry'. The 'Grants' tab is active, showing a 'Print' button with a red arrow pointing to it. Below the 'Print' button is a table with columns for 'Grantor', 'Date Awarded', 'Amount', and 'Grant Type'. The table contains several rows of grant data.

Grantor	Date Awarded	Amount	Grant Type
	month/day/year		
		\$1,826,265	Program Grant
		\$10,000	Program Grant
		\$17,500	Capital- unrestricted donation to equity
		\$1,000,000	Program Grant
		\$5,000	Capital- unrestricted donation to equity
		\$2,000,000	Subsidy for Risk or ALL
		\$20,000	Capital- unrestricted donation to equity

Figure 156– “Grants” Tab Print Button

2. **Select** the print icon to print the page, and/or **select** the “Close” button.

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 157.

The screenshot shows the CUOnline interface for the Merger Registry Information form. The top navigation bar includes the CUOnline logo, user account information (My Credit Union, My Account), and a Logout button. Below the navigation bar, there are tabs for Profile and Call Report. The main content area is titled 'Merger Registry Information' and contains several sections:

- Charter Number:** A text input field.
- Credit Union Name:** A text input field.
- Is your credit union interested in expanding its field of membership through the consolidation of another credit union? If yes, please proceed to the remainder of the questions.** Radio buttons for Yes and No.
- Please provide the name and phone number of the person at the credit union who can be contacted regarding any potential consolidations.** Fields for First Name, Last Name, Phone Number, and Extension.
- Job Title:** A dropdown menu.
- Areas of interest -- please identify the geographic area in which you would like to consider merger partners.** Radio buttons for 'Anywhere in the U.S.', 'Anywhere within the selected states', and 'Specific counties/cities within a selected State'.
- States:** A text input field.
- Please provide additional comments (optional):** A text area.

 The 'Edit' button is highlighted with a red arrow.

Figure 157 – “Merger Registry” Tab “Edit” Button

2. Edit information and **select** the “OK” button, as seen in Figure 158.

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

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

The screenshot shows the CUOnline interface with the 'Merger Registry' tab selected. The page title is 'Merger Registry Information'. A red arrow points to the 'OK' button. The form contains the following fields and options:

- Charter Number: [text box]
- Credit Union Name: [text box]
- Is your credit union interested in expanding its field of membership through the consolidation of another credit union? If yes, please proceed to the remainder of the questions.
 Yes No
- Please provide the name and phone number of the person at the credit union who can be contacted regarding any potential consolidations.
First Name *: [text box] Phone Number *: [text box]
Last Name *: [text box] Extension: [text box]
Job Title *: [dropdown menu]
- Areas of interest -- please identify the geographic area in which you would like to consider merger partners.
 Anywhere in the U.S.
 Anywhere within the selected states Specific counties/cities within a selected State
States: [text box]
- Please provide additional comments (optional): [text area]

Buttons: View/Print Certified PDF, Instruction, OK, Cancel, ?

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Figure 158 – "Merger Registry" Tab Page Edit Confirmation

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 159.

The screenshot shows the CUOnline interface with the 'Merger Registry' tab selected. The page title is 'Merger Registry Information'. A red arrow points to the 'Print' button. The form contains the following fields and options:

- Charter Number: [text box]
- Credit Union Name: [text box]
- Is your credit union interested in expanding its field of membership through the consolidation of another credit union? If yes, please proceed to the remainder of the questions.
 Yes No
- Please provide the name and phone number of the person at the credit union who can be contacted regarding any potential consolidations.
First Name *: [text box] Phone Number *: [text box]
Last Name *: [text box] Extension: [text box]
Job Title *: [dropdown menu]
- Areas of interest -- please identify the geographic area in which you would like to consider merger partners.
 Anywhere in the U.S.
 Anywhere within the selected states Specific counties/cities within a selected State
States: [text box]
- Please provide additional comments (optional): [text area]

Buttons: View/Print Certified PDF, Instruction, Save and Certify Profile, Save, Print, ?

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Figure 159 – "Merger Registry" Tab to Print

2. **Select** the “Printer” icon to print the page or **select** the “Close” button to close the print screen.

Saving and Certifying the Credit Union Profile

Credit unions must send 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 160.

The screenshot shows the 'Profile Snapshots' page in the Credit Union Online interface. The page has a dark blue header with the NCUA logo and navigation links: 'CU Search', 'SSA', 'My Credit Unions', and 'My Account'. The user is logged in as 'SSA ADMIN' and can click 'Logout'. There is a 'Spell Check' button set to 'OFF'. Below the header, there are two tabs: 'Profile' (selected, indicated by a red arrow) and 'Call Report'. The main content area is titled 'Profile Snapshots' and includes search filters for 'Charter Number' and 'Credit Union Name'. A descriptive paragraph explains that the page provides PDF snapshots of profiles as of the day the Call Report is initially submitted. Below this is a table with the following data:

Cycle Date	Last Certification Date	Certified By	Submission Date	Call Report Certifier	Save As
Current Profile	01/26/2021, 2:16:09 PM				Certified PDF XML
Dec 2020	01/26/2021, 2:16:09 PM		01/26/2021, 2:17:00 PM		Certified PDF XML
Sep 2020	10/23/2020, 1:15:01 PM		10/23/2020, 1:18:00 PM		Certified PDF XML
Jun 2020	07/23/2020, 12:39:42 PM		07/23/2020, 12:46:00 PM		Certified PDF XML
Mar 2020	04/22/2020, 3:38:45 PM		04/22/2020, 3:42:00 PM		Certified PDF XML
Dec 2019	01/21/2020, 3:48:23 PM		01/21/2020, 3:58:00 PM		Certified PDF XML
Sep 2019	10/23/2019, 12:33:27 PM		10/23/2019, 12:40:00 PM		Certified PDF XML
Jun 2019	07/22/2019, 12:28:36 PM		07/22/2019, 12:38:00 PM		Certified PDF XML

At the bottom of the table, there is a pagination control showing '1' of 2 items and a total of '1 - 20 of 36 items'.

Figure 160 – "Profile Snapshots" Page

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 161.

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.

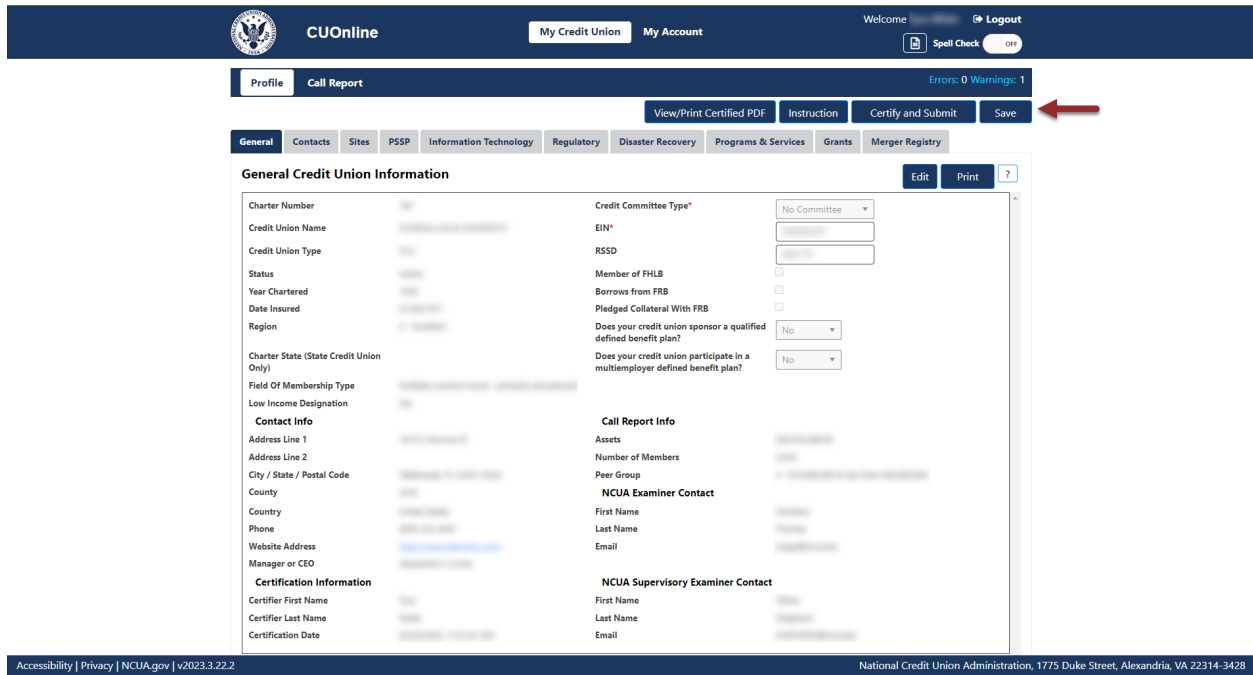


Figure 161 – Profile "Save" Button

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 162.

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.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

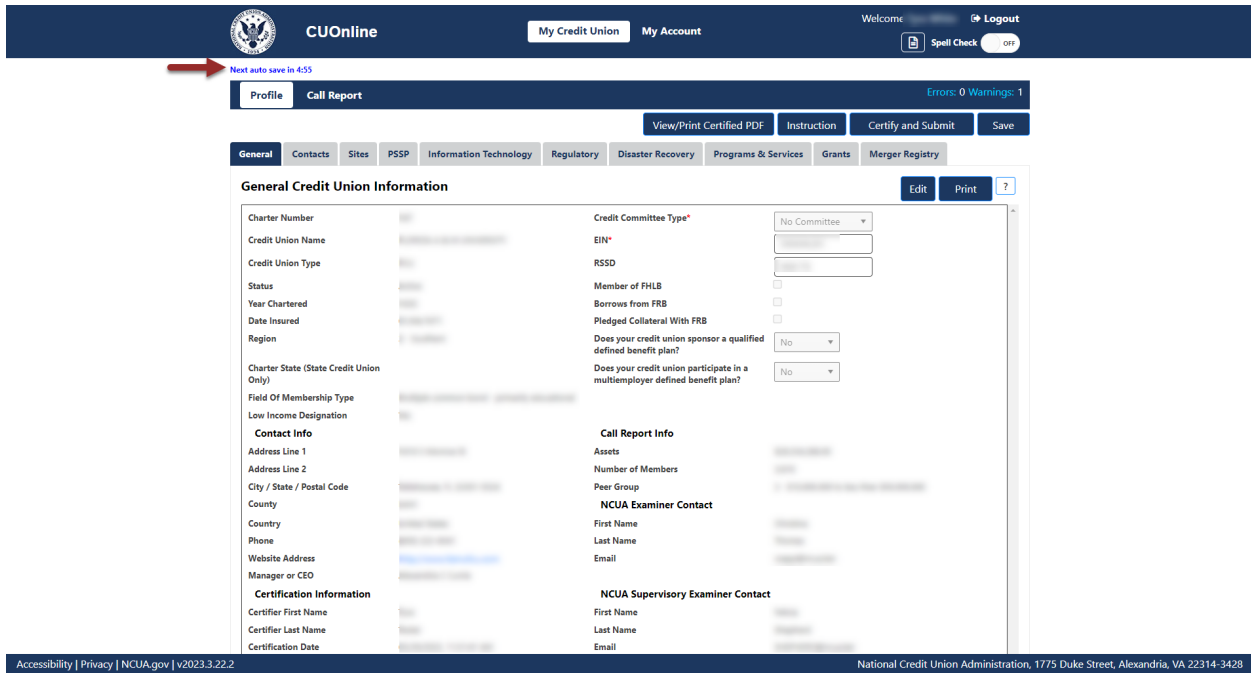


Figure 162 - Profile Auto Save Counter

Save and Certify the Credit Union Profile

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

To save and certify a credit union Profile:

1. Navigate to a credit union's "Profile" section, as seen in Figure 163.

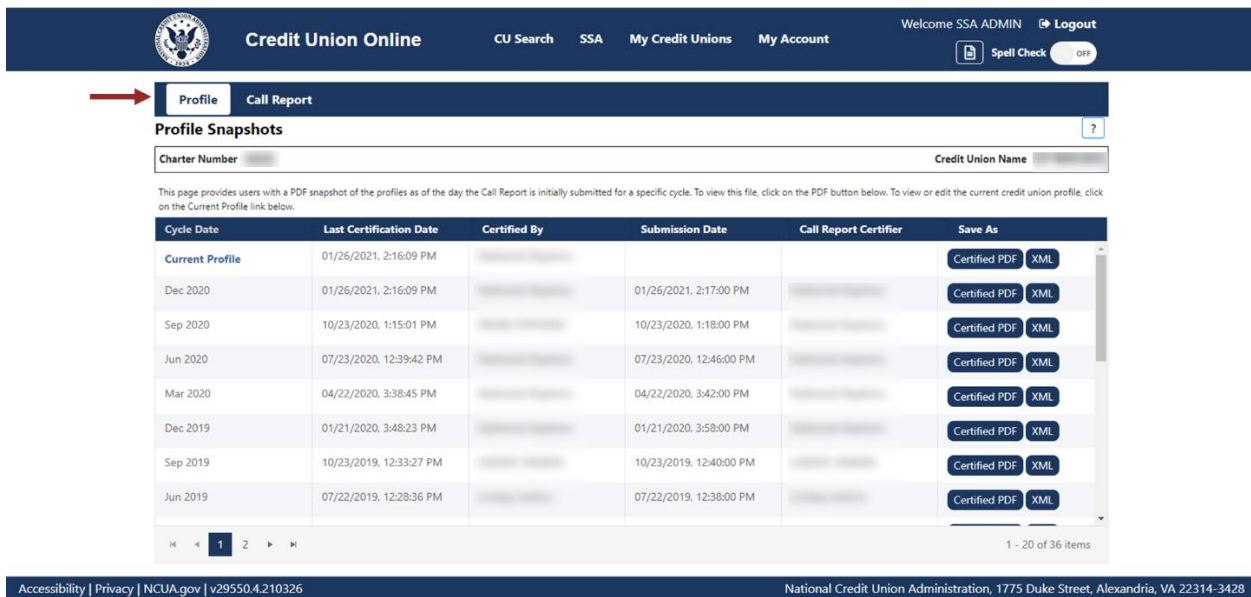


Figure 163 - Credit Union Profile Module

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 and Certify Profile” button as shown in Figure 164.

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.

The screenshot displays the CUOnline user interface. At the top, there is a navigation bar with the CUOnline logo, user account information, and a 'Logout' button. Below this is a secondary navigation bar with tabs for 'Profile' and 'Call Report'. The main content area is titled 'General Credit Union Information' and contains various input fields for user data, including Charter Number, EIN, and contact information. A red arrow points to a button labeled 'Save and Certify Profile' located in the top right corner of the main content area. The footer of the page includes accessibility information and the National Credit Union Administration address.

Figure 164 - Profile "Save and Certify Profile" Button

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 165.

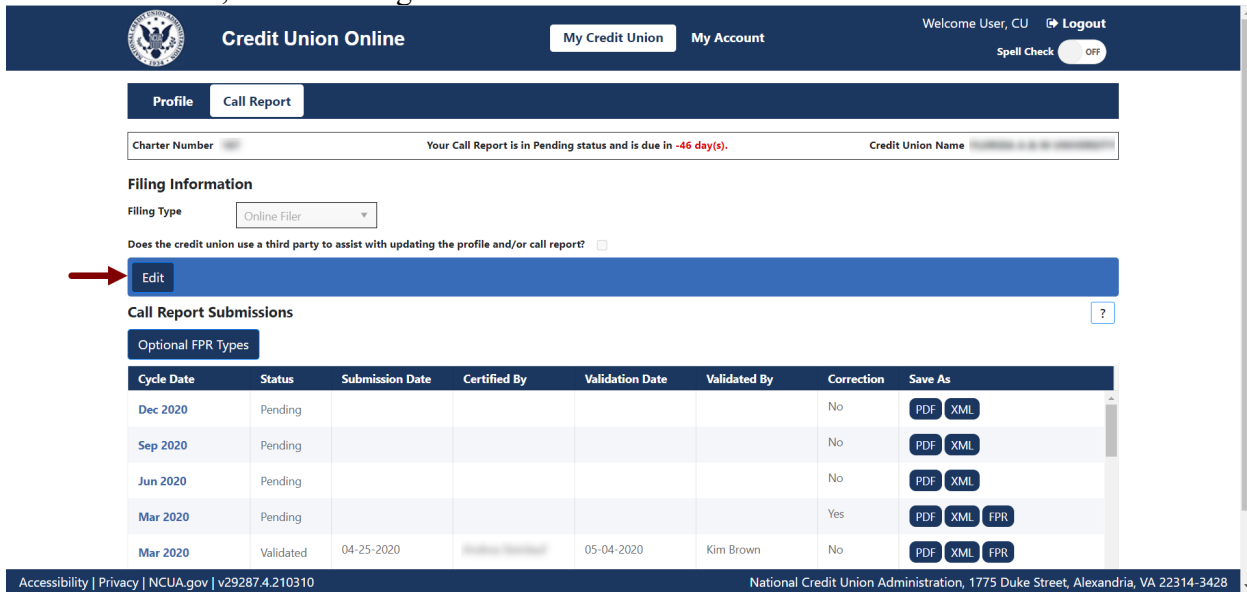


Figure 165 – “Call Report” Page Edit Filing Information

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 166.

Figure 166 – Edit Filing Information Screen

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 167.

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

Figure 167 shows the "Call Report Submissions" page in CUOnline. The page displays a table of call report submissions. A red arrow points to the "Dec 2020" row, which is highlighted in blue. The table columns are: Cycle Date, Status, Submission Date, Certified By, Validation Date, Validated By, Correction, and Save As. The "Dec 2020" row has a status of "Pending" and a "Correction" of "No". The "Mar 2020" row has a status of "Validated" and a "Correction" of "No". The "Save As" column shows buttons for "PDF" and "XML" for the "Dec 2020" row, and "PDF", "XML", and "FPR" for the "Mar 2020" row.

Cycle Date	Status	Submission Date	Certified By	Validation Date	Validated By	Correction	Save As
Dec 2020	Pending					No	PDF XML
Sep 2020	Pending					No	PDF XML
Jun 2020	Pending					No	PDF XML
Mar 2020	Pending					Yes	PDF XML FPR
Mar 2020	Validated	04-25-2020		05-04-2020		No	PDF XML FPR

Figure 167 – “Call Report” Submissions Page

2. **Select** the page number to be modified, as seen in Figure 168.

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 168 indicates that the user is on page 3 and that there are errors on page 2, 4, and 7 of the Call Report.

CUOnline: Credit Union Profile and 5300 Call Report
 User's Guide for Natural Person Credit Unions

Figure 168 – “Call Report Detail” Page

- 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 169.

Figure 169 – “Call Report” Page “Errors” and “Warnings” Links

- A Validation Results window will open listing all errors and warnings, as seen in Figure 170. **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 can click on the referenced page to go directly to the page with 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.

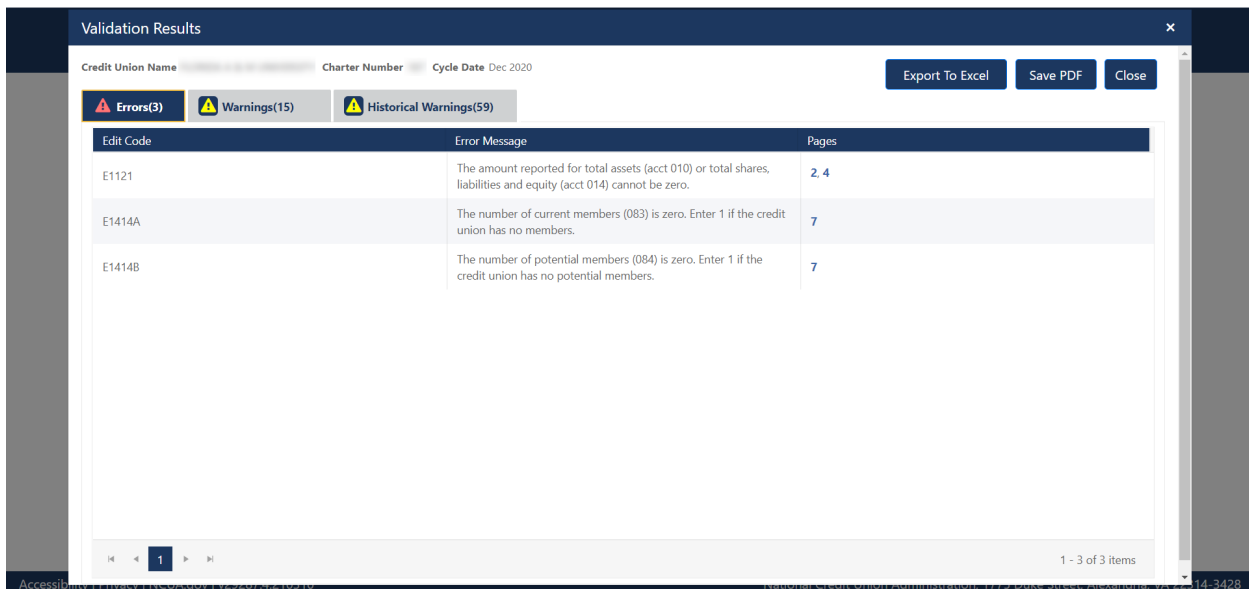


Figure 170 – “Call Report” Errors and Warnings Validation Results

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](http://www.NCUA.gov) webpage at 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 171.

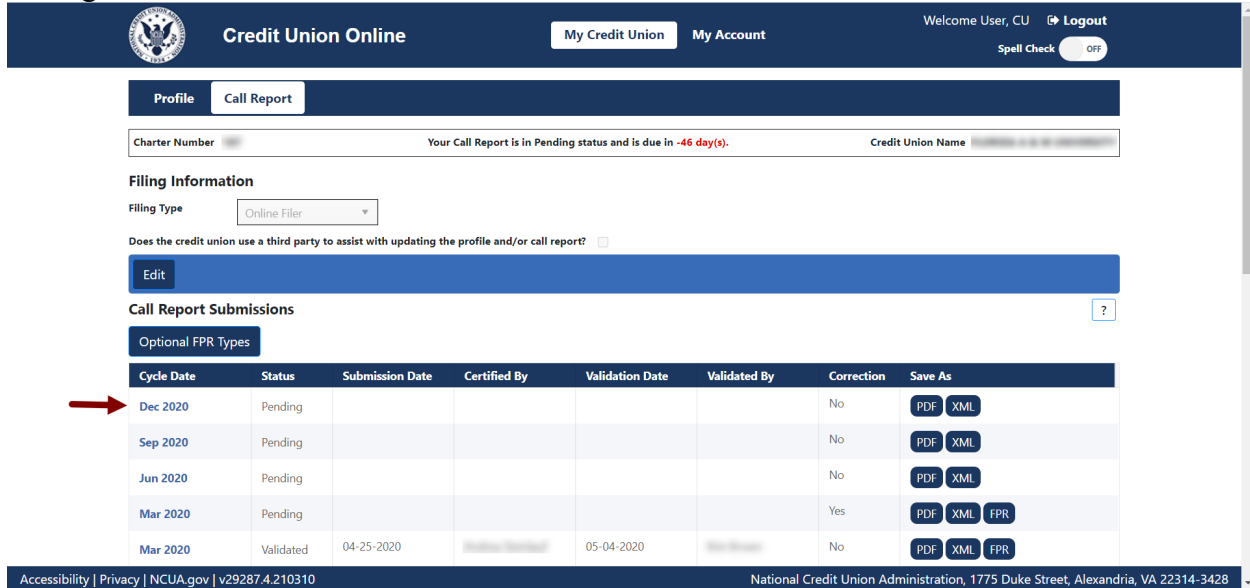


Figure 171 – “Call Report” Tab Record Selection to Import Data

2. **Select** the “Import Call Report” button, see Figure 172, on any of the Call Report Detail screens.

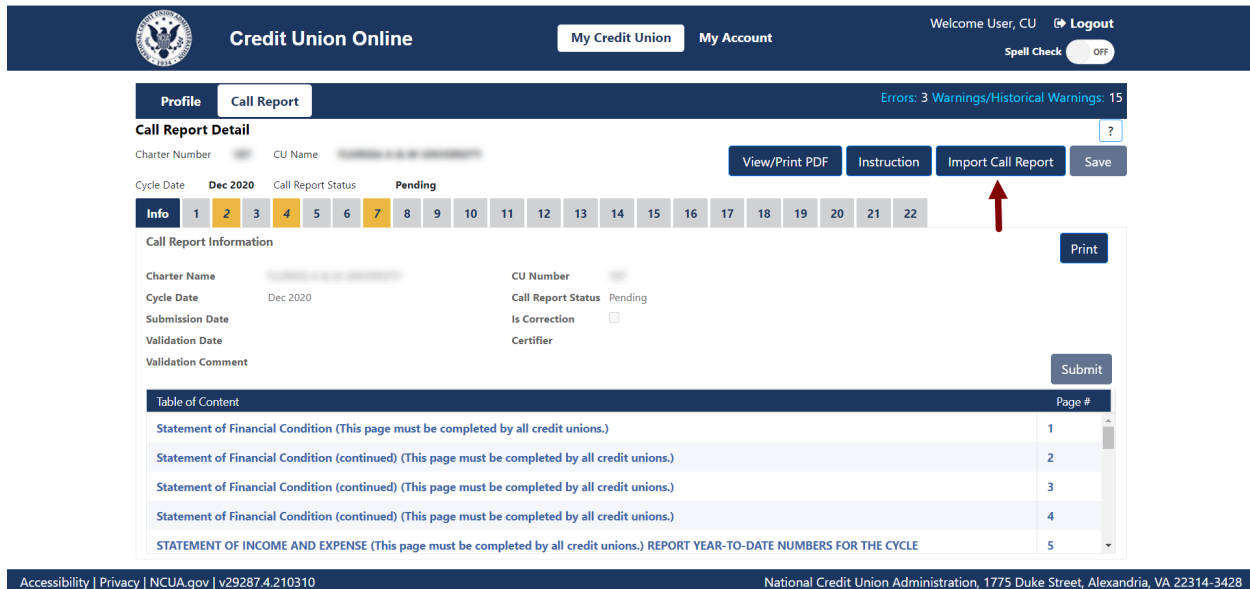


Figure 172 – “Import Call Report” Button

3. Browse for the file and **select** the “Save” button, as seen in Figure 173.

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.

The screenshot displays the 'Call Report Information' page within the CUOnline interface. At the top, the header includes the 'Corporate Credit Union Online' logo and navigation links for 'CU Search', 'SSA', 'Assignments', and 'Administration'. The user is logged in as 'Admin, NCUA' with a 'Logout' option and a 'Spell Check' toggle set to 'OFF'. Below the header, the 'Call Report' tab is active, showing fields for 'Charter Number', 'Credit Union Name', and 'Cycle Date' (Jun 2020). The 'Call Report Information' section contains a form with fields for 'Charter Number', 'Credit Union Name', 'Cycle Date', and 'Import File'. The 'Import File' field has a 'Choose File' button and a file type indicator 'a.xml'. At the bottom of the form, there are 'Save' and 'Cancel' buttons. A red arrow points to the 'Save' button.

Figure 173 – “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 174.

Note: The Call Report must be in *Pending* status and must be free of errors in order to submit, see Figure 174.

The screenshot shows the 'Credit Union Online' interface. At the top, there is a navigation bar with 'Credit Union Online', 'My Credit Union', 'My Account', 'Welcome CU User', and 'Logout'. Below this, there are tabs for 'Profile' and 'Call Report'. The 'Call Report' tab is active. A message states: 'Your Call Report is in Pending status and is due in -50 day(s)'. Under 'Filing Information', there is a 'Filing Type' dropdown set to 'Online Filer' and a checkbox for 'Does the credit union use a third party to assist with updating the profile and/or call report?'. An 'Edit' button is present. The 'Call Report Submissions' section contains a table with the following data:

Cycle Date	Status	Submission Date	Certified By	Validation Date	Validated By	Correction	Save As
Dec 2020	Pending					No	PDF XML
Sep 2020	Pending					No	PDF XML
Jun 2020	Pending					No	PDF XML
Mar 2020	Pending					Yes	PDF XML FPR
Mar 2020	Validated	04-25-2020		05-04-2020		No	PDF XML FPR

At the bottom of the page, there is a footer with 'Accessibility | Privacy | NCUA.gov | v29425.4.210320' and 'National Credit Union Administration, 1775 Duke Street, Alexandria, VA 22314-3428'.

Figure 174 – Select Call Report to Submit

2. **Select** the “Submit” button, as seen in Figure 175.

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.

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Figure 175 – "Call Report" Page "Submit" Button

3. **Complete** the "Submit Call Report" screen and **select** the "Submit" button, as seen in Figure 176.

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.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

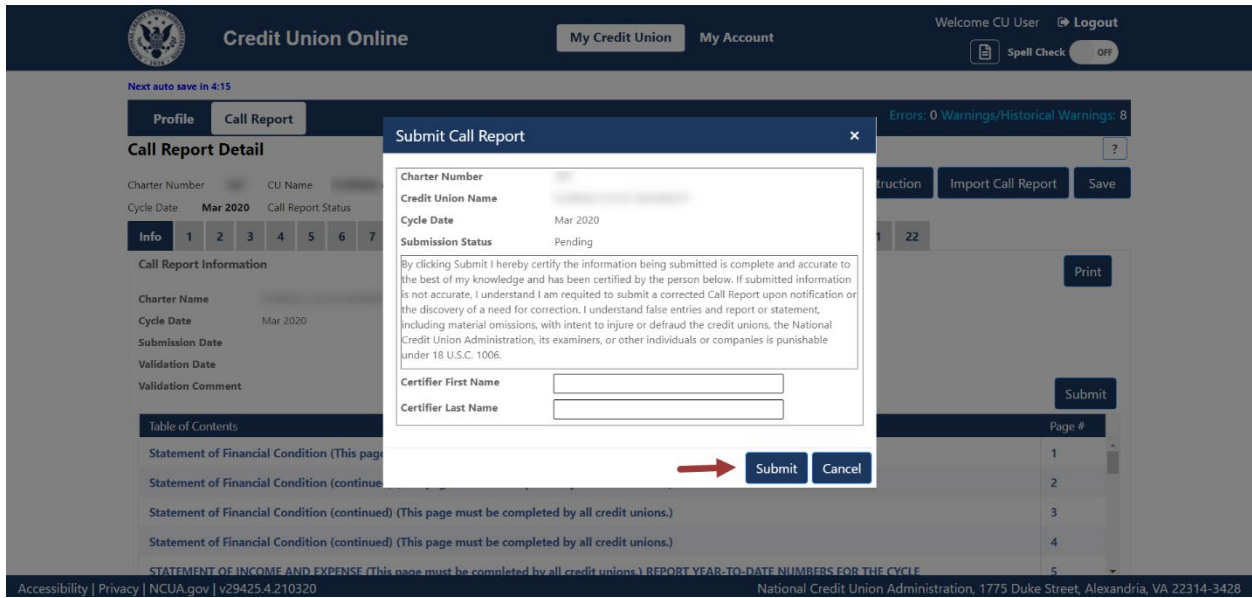


Figure 176 – “Submit Call Report” Screen

4. Upon successful submission, a “Call Report Submission Confirmation” pop-up will appear. See Figure 177.

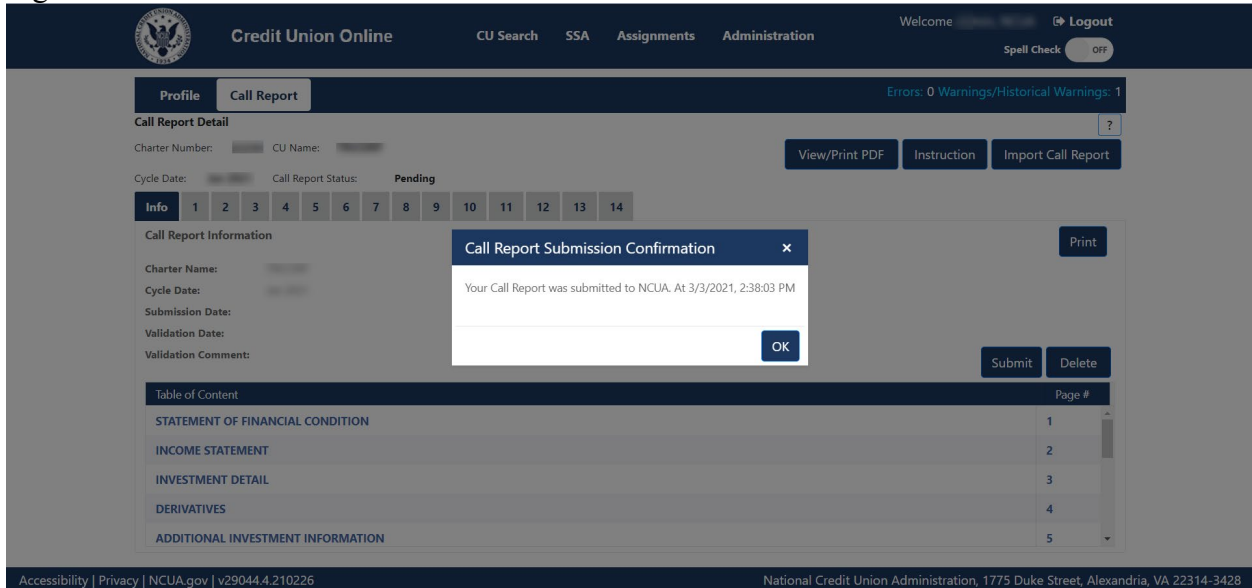


Figure 177 – “Call Report Submission Confirmation” Pop-up

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 178.

Figure 178 – “Call Report” Tab Not Validated, Submitted Record

2. Select the “Unsubmit” button on any Call Report Detail page, as seen in Figure 179.

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.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

The screenshot shows the 'Call Report' section of the CUOnline interface. At the top, there is a navigation bar with 'Credit Union Online' and various menu items like 'CU Search', 'SSA', 'Assignments', and 'Administration'. Below this, the 'Call Report' tab is active, and the status is 'Submitted'. A table of contents is visible, listing sections like 'STATEMENT OF FINANCIAL CONDITION', 'INCOME STATEMENT', 'INVESTMENT DETAIL', 'DERIVATIVES', and 'ADDITIONAL INVESTMENT INFORMATION'. A red arrow points to the 'Unsubmit' button, which is located next to a 'Lock' button. Other buttons include 'View/Print PDF' and 'Instruction'.

Figure 179 – “Unsubmit” Call Report Button

3. Correct any errors and provide a comment on any warnings by selecting the “Errors” or “Warnings” links, as seen in Figure 180. Select “Save” to save changes.

The screenshot shows the 'Validation Results' window. It displays a table with columns for 'Edit Code', 'Error Message', 'Pages', and 'Comments'. There are four error items listed, each with a '10' in the 'Pages' column. The error messages are related to capital ratios being below required percentages. The 'Comments' column contains text boxes for providing feedback. At the top of the window, there are buttons for 'Export To Excel', 'Save PDF', and 'Close'. The status bar at the bottom indicates '1 - 4 of 4 items'.

Edit Code	Error Message	Pages	Comments
E004	Base Case NEV is below 2%. Please double check	10	1/1000
E007	Tier One Capital is below 4%. Please double check.	10	1/1000
E008	The Tier One Risk Based Capital Ratio is below 4%. Please double check.	10	1/1000
E009	The Total Risk Based Capital Ratio is below 8%. Please double check.	10	

Figure 180 – Call Report Errors and Warnings Table

4. Select “Submit” to re-submit the Call Report, as seen in Figure 181. Reference the [Submit a Call Report](#) section for additional information.

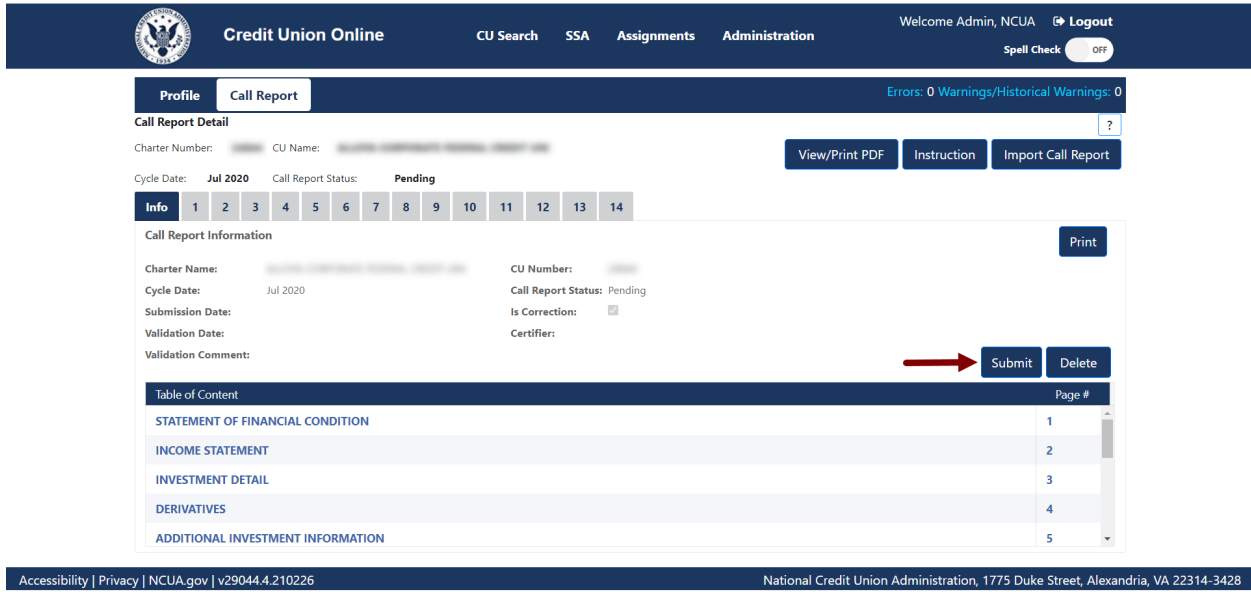


Figure 181 – "Call Report" Page Submit Call Report

5. **Confirm** the Call Report was re-submitted, as seen in Figure 182.

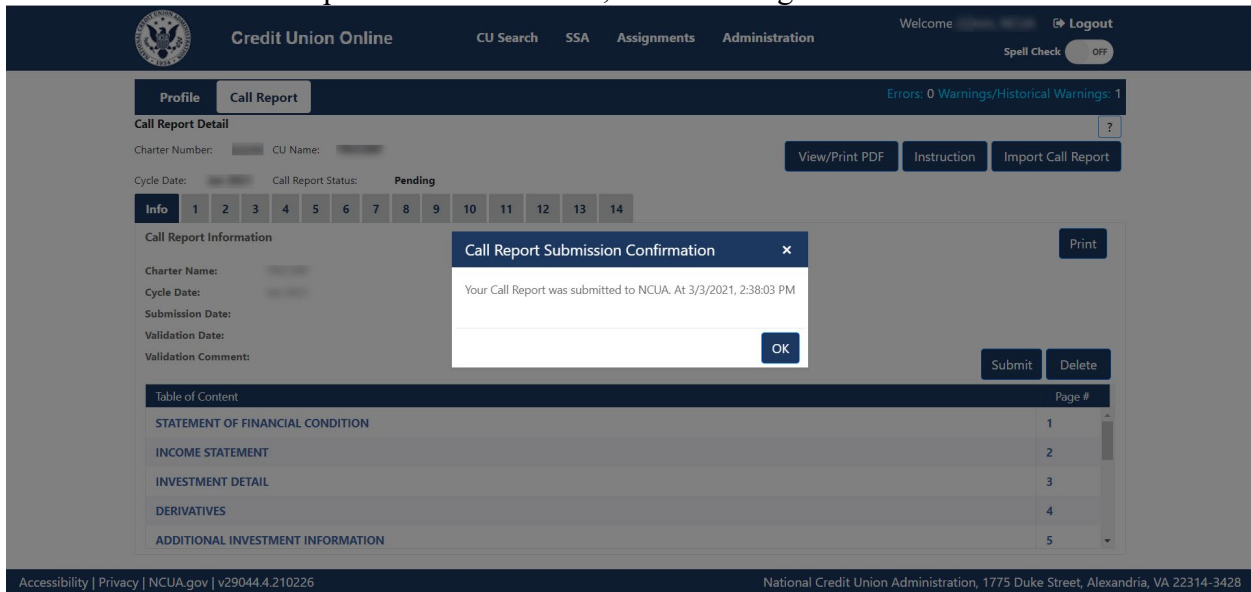


Figure 182 – "Call Report Submission Confirmation" Pop-up

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 183.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

The screenshot shows the 'Call Report Submissions' page. At the top, there are navigation tabs for 'Profile' and 'Call Report'. Below this, there's a header with 'Credit Union Online', 'My Credit Union', 'My Account', 'Welcome CU User', and 'Logout'. A 'Spell Check' button is also visible. The main content area includes 'Filing Information' with a dropdown for 'Filing Type' set to 'Online Filer' and a checkbox for 'Does the credit union use a third party to assist with updating the profile and/or call report?'. Below that is an 'Edit' button. The 'Call Report Submissions' section features a table with the following data:

Cycle Date	Status	Submission Date	Certified By	Validation Date	Validated By	Correction	Save As
Jun 2021	Pending					No	PDF XML
Mar 2021	Validated				System Validated	No	PDF XML FPR
Dec 2020	Validated				System Validated	Yes	PDF XML FPR
Sep 2020	Validated				System Validated	Yes	PDF XML FPR
Jun 2020	Validated				System Validated	Yes	PDF XML FPR

A red arrow points to the 'Correct' button in the 'Save As' column for the Jun 2021 submission. The table has a pagination bar at the bottom showing '1 - 20 of 101 items'.

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Figure 183 – “Call Report Submissions” Page

2. Select the “Correct” button, as seen in Figure 184.

The screenshot shows the 'Call Report Detail' page. At the top, there are navigation tabs for 'Profile' and 'Call Report'. Below this, there's a header with 'Credit Union Online', 'CU Search', 'SSA', 'Assignments', 'Administration', 'Welcome Admin, NCUA', and 'Logout'. A 'Spell Check' button is also visible. The main content area includes 'Call Report Detail' with a 'Call Report Status' of 'Validated'. Below this is a 'Table of Content' with the following data:

Table of Content	Page #
STATEMENT OF FINANCIAL CONDITION	1
INCOME STATEMENT	2
INVESTMENT DETAIL	3
DERIVATIVES	4
ADDITIONAL INVESTMENT INFORMATION	5

A red arrow points to the 'Correct' button. The page also includes a 'Print' button and a 'View/Print PDF' button. The bottom of the page shows 'Errors: 0 Warnings/Historical Warnings: 0'.

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Figure 184 – “Correct” Call Report Button

3. The Call Report status will change from *Validated* to *Pending*, as seen in Figure 185.

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 185. Once the assigned regulator validates the corrected Call Report, it will replace the previously validated Call Report.

The screenshot shows the 'Call Report' section of the CUOnline interface. At the top, there's a navigation bar with 'Credit Union Online', 'My Credit Union', 'My Account', 'Welcome CU User', and 'Logout'. Below this, there's a 'Profile' tab and a 'Call Report' sub-tab. A message states: 'Your Call Report is in Pending status and is due in 66 day(s)'. The 'Filing Information' section includes a 'Filing Type' dropdown set to 'Online Filer' and a checkbox for 'Does the credit union use a third party to assist with updating the profile and/or call report?'. An 'Edit' button is present. The 'Call Report Submissions' section features a table with columns: Cycle Date, Status, Submission Date, Certified By, Validation Date, Validated By, Correction, and File As. The table lists several submissions from 2019 to 2021. Two red arrows point to the 'Mar 2021' rows, one for a 'Pending' status and one for a 'Validated' status. The 'Correction' column shows 'No' for the 'Validated' row and 'Yes' for the 'Pending' row. The 'File As' column contains buttons for 'PDF', 'XML', and 'FPR'.

Cycle Date	Status	Submission Date	Certified By	Validation Date	Validated By	Correction	File As
Jun 2021	Pending					No	PDF XML
Mar 2021	Pending					Yes	PDF XML FPR
Mar 2021	Validated					No	PDF XML FPR
Dec 2020	Validated					Yes	PDF XML FPR
Sep 2020	Validated					Yes	PDF XML FPR
Jun 2020	Validated					Yes	PDF XML FPR
Mar 2020	Validated					Yes	PDF XML FPR
Dec 2019	Validated					Yes	PDF XML FPR
Sep 2019	Validated					Yes	PDF XML FPR

Figure 185 – 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 186. This action can only be performed by a Credit Union Administrator.

Credit Union Online My Credit Union My Account Welcome CU Admin Logout Spell Check OFF

Profile Call Report Errors: 0 Warnings/Historical Warnings: 8

Call Report Detail

Charter Number [redacted] CU Name [redacted] View/Print PDF Instruction Import Call Report Save

Cycle Date [redacted] Call Report Status **PENDING**

Info 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22

Call Report Information

Charter Name	[redacted]	CU Number	[redacted]	Print
Cycle Date	[redacted]	Call Report Status	PENDING	↓
Submission Date	[redacted]	Is Correction	<input type="checkbox"/>	
Validation Date	[redacted]	Certifier	[redacted]	
Validation Comment	[redacted]			

Submit Delete

Table of Contents

	Page #
Statement of Financial Condition (This page must be completed by all credit unions.)	1
Statement of Financial Condition (continued) (This page must be completed by all credit unions.)	2
Statement of Financial Condition (continued) (This page must be completed by all credit unions.)	3
Statement of Financial Condition (continued) (This page must be completed by all credit unions.)	4
STATEMENT OF INCOME AND EXPENSE (This page must be completed by all credit unions.) REPORT YEAR-TO-DATE NUMBERS FOR THE CYCLE	5
LOANS & LEASES - (This page must be completed by all credit unions.)	6

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Figure 186 – "Delete" Pending Call Report

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.

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 187. Based on the web browser used to access CUOnline, a window will open prompting the user to open, save, or cancel the XML download.

The screenshot displays the 'Profile Snapshots' page in CUOnline. At the top, there is a navigation bar with 'Credit Union Online', 'My Credit Union', 'My Account', 'Welcome CU Admin', and 'Logout'. Below this, there are tabs for 'Profile' and 'Call Report'. The main content area is titled 'Profile Snapshots' and includes a search bar for 'Charter Number' and 'Credit Union Name'. A table lists various profile snapshots with columns: Cycle Date, Last Certification Date, Certified By, Submission Date, Call Report Certifier, and Save As. The 'Save As' column contains buttons for 'Certified PDF' and 'XML'. A red arrow points to the 'XML' button for the 'Current Profile' row. The page also includes a footer with accessibility and privacy information.

Cycle Date	Last Certification Date	Certified By	Submission Date	Call Report Certifier	Save As
Current Profile	04/28/2021, 6:46:16 PM				Certified PDF XML
Mar 2021	04/28/2021, 6:46:16 PM				Certified PDF XML
Dec 2020	01/30/2021, 5:58:14 PM				Certified PDF XML
Sep 2020	10/21/2020, 7:44:48 PM				Certified PDF XML
Jun 2020	07/26/2020, 2:02:45 PM				Certified PDF XML
Mar 2020	04/25/2020, 9:01:03 PM				Certified PDF XML
Dec 2019	01/26/2020, 3:20:25 PM				Certified PDF XML
Sep 2019	10/27/2019, 7:34:28 PM				Certified PDF XML

Figure 187 – “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 188. Based on the web browser used to access CUOnline, a window will open prompting users to open, save, or cancel the XML download.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

The screenshot shows the 'Call Report' tab in the CUOnline interface. At the top, there is a navigation bar with 'Credit Union Online', 'My Credit Union', and 'My Account' buttons. A user is logged in as 'CU Admin' with a 'Logout' link. A 'Spell Check' button is set to 'OFF'. Below the navigation bar, there are tabs for 'Profile' and 'Call Report'. The 'Call Report' tab is active, showing a 'Charter Number' field, a status message 'Your Call Report is in Pending status and is due in 66 day(s)', and a 'Credit Union Name' field. Under 'Filing Information', there is a 'Filing Type' dropdown set to 'Online Filer' and a checkbox for 'Does the credit union use a third party to assist with updating the profile and/or call report?'. An 'Edit' button is present. The 'Call Report Submissions' section features a table with columns: Cycle Date, Status, Submission Date, Certified By, Validation Date, Validated By, Correction, and Save As. The 'Save As' column contains buttons for PDF, XML, and FPR. A red arrow points to the 'XML' button for the 'Jun 2021' submission. The footer contains accessibility and privacy information, and the National Credit Union Administration address.

Cycle Date	Status	Submission Date	Certified By	Validation Date	Validated By	Correction	Save As
Jun 2021	Pending					No	PDF XML
Mar 2021	Validated					No	PDF XML FPR
Dec 2020	Validated					Yes	PDF XML FPR
Sep 2020	Validated					Yes	PDF XML FPR

Figure 188 – "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 189. 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.

The screenshot shows the 'Call Report' page in CUOnline. At the top, there is a navigation bar with 'Credit Union Online', 'My Credit Union', and 'My Account'. Below this, there are tabs for 'Profile' and 'Call Report'. The main content area includes a 'Filing Information' section with a 'Filing Type' dropdown set to 'Online Filer' and a checkbox for 'Does the credit union use a third party to assist with updating the profile and/or call report?'. Below this is a 'Call Report Submissions' section with a table of submissions. The table has columns for Cycle Date, Status, Submission Date, Certified By, Validation Date, Validated By, Correction, and Save As. The 'Save As' column contains buttons for PDF, XML, and FPR. A red arrow points to the PDF button for the 'Jun 2021' submission. At the bottom of the page, there is a footer with accessibility and privacy information, and a browser download bar showing 'CallReport_June-2...pdf' with a red arrow pointing to the download icon.

Cycle Date	Status	Submission Date	Certified By	Validation Date	Validated By	Correction	Save As
Jun 2021	Pending					No	PDF XML
Mar 2021	Pending					No	PDF XML
Dec 2020	Validated	01-30-2021		01-31-2021		No	PDF XML FPR

Figure 189 – "Call Report Page" PDF

[Print Call Report PDF from the Call Report Details Pages](#)

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

1. **Navigate** to any Call Report 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 190. 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.

CUOnline: Credit Union Profile and 5300 Call Report

User's Guide for Natural Person Credit Unions

Figure 190 – "Call Report Details Page" "View/Print PDF" Button

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 191.

Figure 191 – "Print" Button on Individual Call Report Pages

3. **Select** the “Printer” icon to print the page or **select** the “Close” button to close the print screen, as seen in Figure 192.

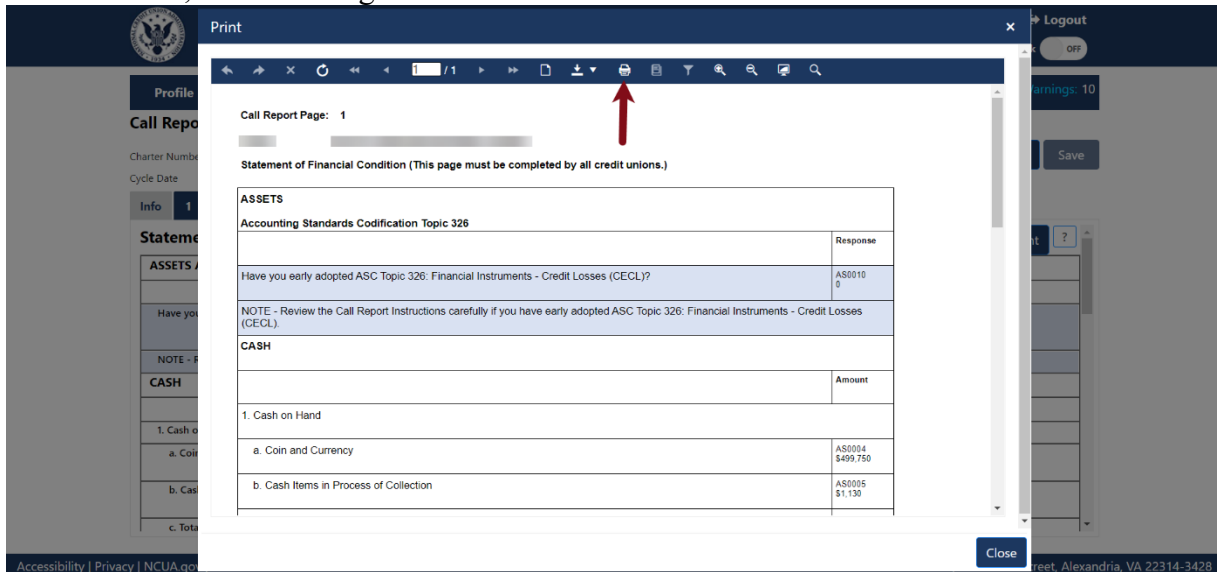


Figure 192 – “Printer” Icon on the Printer Ready Screen

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 193. 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.

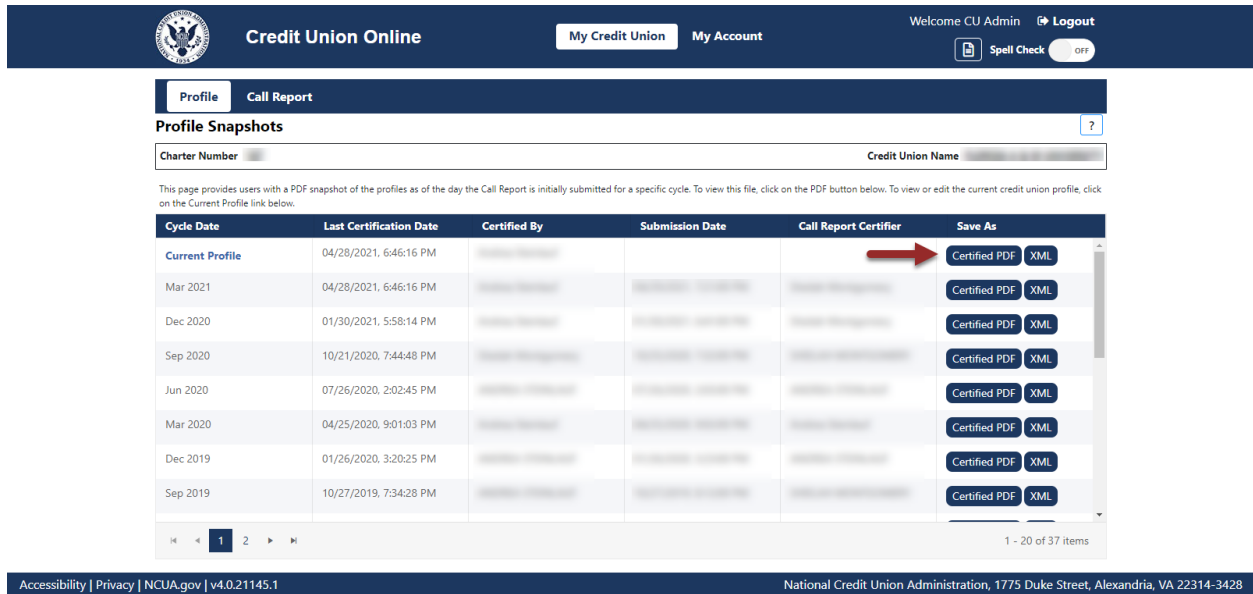


Figure 193 – "Profile Snapshot" Page "Certified PDF" Button and PDF Download

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 194. 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.

The screenshot displays the 'Profile' tab in the CUOnline system. At the top, there is a navigation bar with 'Credit Union Online', 'My Credit Union', and 'My Account' buttons. A 'Welcome CU User' message and a 'Logout' link are also present. Below this, a secondary navigation bar shows 'Profile' and 'Call Report' tabs. A red arrow points to the 'View/Print Certified PDF' button in this bar. To the right, it indicates 'Errors: 0 Warnings: 1'. Below the navigation bar is a menu of categories: 'General', 'Contacts', 'Sites', 'PSSP', 'Information Technology', 'Regulatory', 'Disaster Recovery', 'Programs & Services', 'Grants', and 'Merger Registry'. The 'General' category is selected, showing 'General Credit Union Information'. This section contains various fields for credit union details, such as Charter Number, Name, Type, Status, and various regulatory checkboxes. A 'Print' button is visible in the top right of this section. At the bottom of the page, there is a footer with 'Accessibility | Privacy | NCUA.gov | v29425.4.210320' and 'National Credit Union Administration, 1775 Duke Street, Alexandria, VA 22314-3428'. In the bottom left corner, a PDF file named 'Profile_Current_Ju...pdf' is shown, with a red arrow pointing to it. A 'Show all' button is located in the bottom right corner.

Figure 194 – "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

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

Computer Security Information

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

6. Users should be mindful of the websites that they visit. Stick to websites operated by reputable people and companies. Visiting websites operated by less than reputable organizations could result in viruses or other malware installed on a computer without actively downloading anything.
7. Do not open unsolicited emails. Delete them.
8. Users will receive emails from the NCUA when using CUOnline. Users may also receive system notifications from NCUA Connect.
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.

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

Appendix A: Table of Figures

Figure 1 – NCUA Connect Settings Page..... 8

Figure 2 – “?” Icon to Open Profile Tab Instructions..... 11

Figure 3 - Profile Snapshot Page 12

Figure 4 – "Edit" Button on "General" Tab 13

Figure 5–“General” Tab “Edit” Button..... 14

Figure 6 – "Contacts" Tab..... 15

Figure 7 – "Add Contact" Button..... 16

Figure 8 – The “Add New Contact” Form..... 17

Figure 9 – "Contact Information" Form “OK” Button 18

Figure 10 – “Profile” Page “Contacts” Tab 18

Figure 11 – "Edit" Button on "Contact Information" Screen..... 19

Figure 12 – "Contact Information" Edit Screen..... 19

Figure 13 – “Profile” Page “Contacts” Tab 20

Figure 14 – "Delete" Button on "Contact Information" Screen..... 21

Figure 15 – "Confirm Delete Contact" Confirmation Pop-Up 22

Figure 16 – Print Credit Union Contacts 23

Figure 17 – Profile “Contacts” Tab 24

Figure 18 – "Print" Button on "Contact Information" Screen 24

Figure 19 – "Add Site" Button..... 26

Figure 20 – Add New “Site Information” Screen..... 26

Figure 21 - Error Message On "Site Information" Screen 27

Figure 22 – Profile “Sites” Tab..... 28

Figure 23 – "Edit" Button on "Site Information" Screen..... 28

Figure 24 – Sites Tab Site Selection 29

Figure 25 – "Delete" Button on "Site Information" Screen 30

Figure 26 – "Confirm Site Delete" Confirmation Pop-Up..... 31

Figure 27 – “Sites” Tab “Print” Button 31

Figure 28 – “Profile” Page “Sites” Tab 32

Figure 29 – "Print" Button on "Site Information" Screen..... 32

Figure 30 – "PSSP" Tab "Edit" Button..... 33

Figure 31 – “PSSP” Tab Edit Confirmation Screen 34

Figure 32 – “PSSP” Tab “Edit” Button 34

Figure 33 – “PSSP” Tab Save Edits 35

Figure 34 – “PSSP” Tab “Add Secondary Payment System Service Provider” Button..... 36

Figure 35 – "Secondary Payment System Service Provider Information” Edit Confirmation Pop-Up..... 37

Figure 36– “PSSP” Tab Secondary Payment System Service Provider Section 38

Figure 37 – “PSSP” Tab Secondary PSSP “Edit” Button..... 38

Figure 38 – “PSSP” Tab Secondary PSSP Edit Confirmation Pop-Up 39

Figure 39 – “PSSP” Tab Secondary Provider Selection..... 40

Figure 40 – "Delete" Button on Secondary PSSP Screen..... 40

Figure 41 – "Confirm Payment Service Provider Delete" Confirmation Pop-Up 41

Figure 42 – “PSSP” Print Button 42

Figure 43 – "Information Technology" Tab "Edit" Button..... 43

Figure 44 – “Information Technology” Tab Edit Confirmation Screen 43

Figure 45 – “Add Data Conversion” Button on the “Information Technology” Tab..... 44

Figure 46 – “Data Conversion Information” Screen..... 45

Figure 47 – “Information Technology” Tab “Core Data Processing Conversions” Section 45

Figure 48 – "Edit" Button on “Core Data Processing Conversion Information” Screen..... 46

Figure 49 - “Information Technology” Tab “Core Data Processing Conversions” Section..... 46

Figure 50 – "Delete" Button on "Core Data Processing Conversion Information" Screen 47

Figure 51 – Delete Confirmation for Data Conversion 47

Figure 52 – “Add Annual Meeting” Button..... 48

Figure 53 – “Annual Meeting Information” Screen 49

Figure 54 – "Add Audit" Button..... 49

Figure 55 – "Financial Statement Audit Information" Edit Confirmation Screen..... 50

Figure 56 – "Add Member Account Verification" Button..... 50

Figure 57 – "Member Account Verification Information" Add Confirmation Screen..... 51

Figure 58– "Edit" Button On “Regulatory” Tab..... 52

Figure 59 – "Supervisory Committee Contact Information” Add Confirmation Screen..... 52

Figure 60 – "Add BSA Test Date" Button..... 53

Figure 61 – "Bank Secrecy Act Independent Test Information" Add Confirmation Screen..... 54

Figure 62 – “Add Fidelity Bond” Button..... 54

Figure 63 – "Fidelity Bond Information" Add Confirmation Screen 55

Figure 64 – "Add Certify Part 748" Button 56

Figure 65 – “Certify Part 748” Add Confirmation Screen 56

Figure 66 – "Add Certify 701.4" Button..... 57

Figure 67 – “Certify Section 701.4” Add Confirmation Screen..... 58

Figure 68 – "Regulatory" Tab "Edit" Button 58

Figure 69 – "If Yes, Add EEO-1 Report Date” Button 59

Figure 70 – “Diversity Program Information” Add Confirmation Screen 60

Figure 71 – "Regulatory" Tab "Edit" Button 60

Figure 72 – Required LIBOR Exposure Questions 61

Figure 73 – "Add Trade Name” Button 62

Figure 74– “Trade Name Used” Add Confirmation Screen 63

Figure 75 – “Regulatory” Tab Print Button 64

Figure 76 - "Annual Meeting Information" Section of the "Regulatory" Tab 65

Figure 77 – “Annual Meeting Information” Screen “Edit” Button 65

Figure 78 – "Annual Meeting Information" Edit Confirmation Screen 66

Figure 79 – “Audit Date” Section of the “Regulatory” Tab 66

Figure 80 – “Financial Statement Audit Information" Screen “Edit” Button 67

Figure 81 – "Financial Statement Audit Information" Edit Confirmation Screen 67

Figure 82 – “Member Account Verification” Section of the “Regulatory” Tab 68

Figure 83 – "Member Account Verification Information" Screen “Edit” Button 68

Figure 84 – "Member Account Verification Information" Edit Confirmation Screen 69

Figure 85 – "Edit" Button on “Regulatory” Tab 69

Figure 86 – "Supervisory Committee Contact Information” Edit Confirmation Screen 70

Figure 87 – “Bank Secrecy Act Independent Test Date” Section of the “Regulatory” Tab 71

Figure 88 – “Bank Secrecy Act Independent Test Information" Screen “Edit” Button 71

Figure 89 – "Bank Secrecy Act Independent Test Information" Edit Confirmation Screen 72

Figure 90 – "Fidelity Bond Provider" Section of the “Regulatory” Tab 72

Figure 91 – "Fidelity Bond Provider" Screen “Edit” Button 73

Figure 92 – "Fidelity Bond Information" Edit Confirmation Screen 73

Figure 93 – “Certify Part 748” Section of the “Regulatory” Tab 74

Figure 94 – “Certify Part 748” “Edit” Button 74

Figure 95 – "Certify Part 748" Edit Certification Screen 75

Figure 96 – “Certify Part 701.4” Section of the “Regulatory” Tab 75

Figure 97 – “Certify Part 701.4” “Edit” Button 76

Figure 98 – "Certify Part 701.4" Edit Certification Screen 76

Figure 99 – "EEO-1" Record Selection to Edit 77

Figure 100 – "Diversity Program Information “Edit” Button 77

Figure 101 – "Diversity Program Information" Edit Confirmation Screen 78

Figure 102 – “Edit” Button on the “Regulatory” Tab 78

Figure 103 – "LIBOR Exposure” Edit Confirmation Screen 79

Figure 104 – "Trade Name” Section of the “Regulatory” Tab 79

Figure 105 – "Trade Names Used" Edit Button 80

Figure 106 – "Trade Names Used” Edit Confirmation Screen 80

Figure 107 – “Annual Meeting Date” Section of the “Regulatory” Tab 81

Figure 108 – “Annual Meeting Information” Delete Button 81

Figure 109 – “Annual Meeting Information” “Confirm Delete" Pop-Up 82

Figure 110 – “Audit Date” Section of the “Regulatory” Tab 82

Figure 111 – "Financial Statement Audit Information" Delete Screen 83

Figure 112 – Audit Meeting “Confirm Delete” Pop-Up..... 83

Figure 113 – “Member Account Verification” Section of the “Regulatory” Tab 84

Figure 114 – “Member Account Verification” Delete Screen..... 84

Figure 115 – “Member account Validation” “Confirm Delete” Pop-Up..... 85

Figure 116 – “Bank Secrecy Act Independent Test Date” Record Selection to Delete 85

Figure 117 – “Bank Secrecy Act Independent Test Date” Delete Screen 86

Figure 118 – “Bank Secrecy Act Independent Test Date” “Confirm Delete” Pop-Up 86

Figure 119 – “Fidelity Bond Provider” Section of the Regulatory Tab 87

Figure 120 – “Fidelity Bond Provider” Delete Screen 87

Figure 121 – “Fidelity Bond Provider” “Confirm Delete” Pop-Up..... 88

Figure 122 – “Certify Part 748” Section of the “Regulatory” Tab 88

Figure 123 – “Certify Part 748” Delete Screen 89

Figure 124 – “Certify Part 748” “Confirm Delete” Pop-Up..... 89

Figure 125 – “Certify Section 701.4” Section of the “Regulatory” Tab 90

Figure 126 – “Certify Section 701.4” Delete Screen..... 90

Figure 127 – “Certify Section 701.4” “Confirm Delete” Pop-Up 91

Figure 128 – “EEO-1” Record Selection to Delete..... 91

Figure 129 – “Diversity Program Information” “Edit” Button..... 92

Figure 130 – “Diversity Program Information” Delete Confirmation Screen 92

Figure 131 – “Trade Name” Record Selection On “Regulatory” Tab 93

Figure 132 – “Trade Names Used” Delete Button..... 93

Figure 133 – “Trade Names Used” Delete Confirmation Screen 94

Figure 134 – “Disaster Recovery” Tab “Edit” Button 95

Figure 135 – “Disaster Recover” Tab Edit Confirmation Screen..... 96

Figure 136 – “Disaster Recovery” Tab “Add Disaster Recovery Test” Button..... 96

Figure 137 – “Disaster Recovery Test Information” Add Confirmation Screen..... 97

Figure 138 – “Disaster Recovery” Record Selection On “Regulatory” Tab..... 98

Figure 139 – “Disaster Recovery Test Information” Edit Button..... 98

Figure 140 – “Disaster Recovery Test Information” Edit Confirmation Screen 99

Figure 141 – “Disaster Recovery Test Date” Section of the Disaster Recovery Tab..... 100

Figure 142 – “Disaster Recovery Test Information” Delete Button 100

Figure 143 – “Disaster Recovery Test Information” Delete Confirmation Screen 101

Figure 144 – “Disaster Recovery” Tab Print Button 102

Figure 145 – “Programs & Services” Tab on the “Profile” Page 103

Figure 146 - Edit button on the Programs & Services Tab..... 104

Figure 147 - Programs & Services Tab “OK” Button..... 104

Figure 148 – “Grants” Tab “Add Grant” Button 105

Figure 149 – “Grants Information” Add Confirmation Pop-Up..... 106

Figure 150 – “Grants” Profile Tab with Existing Grant Record..... 106

Figure 151 – “Grant” Tab “Edit” Button 107

Figure 152 – "Grants" Tab Edit Confirmation Pop-Up 108

Figure 153 – “Grants” Profile Tab with Existing Grant Record..... 109

Figure 154 – "Delete" Button on Grants Information Pop-Up Screen 109

Figure 155 – "Confirm Delete" Grants Confirmation Pop-Up 110

Figure 156– “Grants” Tab Print Button 111

Figure 157 – "Merger Registry" Tab "Edit" Button 112

Figure 158 – "Merger Registry" Tab Page Edit Confirmation 113

Figure 159 – "Merger Registry" Tab to Print 113

Figure 160 – “Profile Snapshots” Page..... 115

Figure 161 – Profile "Save" Button 116

Figure 162 - Profile Auto Save Counter 117

Figure 163 - Credit Union Profile Module 117

Figure 164 - Profile "Save and Certify Profile" Button..... 118

Figure 165 – “Call Report” Page Edit Filing Information..... 120

Figure 166 – Edit Filing Information Screen..... 121

Figure 167 – “Call Report” Submissions Page..... 123

Figure 168 – “Call Report Detail” Page 124

Figure 169 – "Call Report" Page "Errors" and “Warnings" Links 124

Figure 170 – “Call Report” Errors and Warnings Validation Results 125

Figure 171 – "Call Report" Tab Record Selection to Import Data 126

Figure 172 – “Import Call Report” Button 126

Figure 173 – “Call Report Information” Import File Page..... 127

Figure 174 – Select Call Report to Submit..... 128

Figure 175 – "Call Report" Page "Submit" Button..... 129

Figure 176 – “Submit Call Report” Screen..... 130

Figure 177 – “Call Report Submission Confirmation” Pop-up 130

Figure 178 – “Call Report” Tab Not Validated, Submitted Record 131

Figure 179 – “Unsubmit” Call Report Button 132

Figure 180 – Call Report Errors and Warnings Table 132

Figure 181 – "Call Report" Page Submit Call Report 133

Figure 182 – “Call Report Submission Confirmation” Pop-up 133

Figure 183 – “Call Report Submissions” Page..... 134

Figure 184 – “Correct” Call Report Button 134

Figure 185 – Two Status' for One Call Report (Pending & Validated)..... 135

Figure 186 – "Delete" Pending Call Report..... 136

Figure 187 – “Profile Snapshot” Page "XML” Button..... 137

Figure 188 – "Call Report" Tab "XML" Button..... 138
Figure 189 – "Call Report Page" PDF 139
Figure 190 – "Call Report Details Page" "View/Print PDF" Button 140
Figure 191 – "Print" Button on Individual Call Report Pages..... 140
Figure 192 – "Printer" Icon on the Printer Ready Screen..... 141
Figure 193 – "Profile Snapshot" Page "Certified PDF" Button and PDF Download 142
Figure 194 – "Profile" Tab "View/Print Certified PDF" Button and PDF Download..... 143