Online Ballots

Configuration and User Guide

INTRODUCTION

Introducing an online voting system that allows credit unions to set up simple ballots in CU*BASE and then allows members to vote online in **It's Me 247**. This tool is a simple, inexpensive way for you to gather votes from members and take advantage of Online Banking users to increase participation in your elections. Think of what a great tool this can be to collect the required percentage of votes for Board elections or proposals, such as for the Annual Meeting!

Scheduled ballots can even be set for specific times of day so they can be used for quick short-term surveys.

This booklet will cover how to configure a ballot for your credit union, how to record a ballot vote for a member and how to print a report of the ballot results.

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For an updated copy of this booklet, check out the Reference Materials page of our website:
http://www.cuanswers.com/client_reference.php
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FREQUENTLY ASKED QUESTIONS

This section covers frequently asked questions. First an overview of online ballots is discussed, followed by questions grouped according to actions taken to create a ballot, vote on its questions, and view the ballot results.

WHAT IS AN ONLINE BALLOT?

An online ballot is an online voting system so that credit unions can periodically set up a ballot in CU*BASE to allow members to complete the ballot (vote) online after logging into **It's Me 247** online banking.

To allow for paper ballots to still be cast (for members that don't have access to a computer, or who have disabilities that don't allow them to use a computer, etc.), CU*BASE will allow **authorized users** to enter the results of paper ballots to be tallied along with online votes.

Configurations are in place that prevents a ballot from being changed after the active voting period has begun, and you must clear the results from a previous election prior to setting up a ballot for the next election. The voting tools for CU*BASE and **It's Me 247** include controls to prevent members from voting more than once (per SSN/TIN or per membership) and to ensure that members are eligible to vote (must have par value, for example). These settings are configured when the ballot is created.

An online ballot is a simple, inexpensive way for credit unions to take advantage of the audience they have with their online banking users to gather more votes from members on things like Board elections or proposals, etc., such as for the Annual Meeting. But the software is flexible enough that it could even be used for informal surveys as well.

You can even use online ballots for quick short-term surveys. Online ballots support specific times of day, so you can run a ballot to end at 6 PM, for example.

CREATING AND ACTIVATING AN ONLINE BALLOT

Question: Can I activate a ballot at the same time that I set it up?

Answer: Yes, you can activate the ballot immediately when you create the ballot. When you save the online ballot, check the box to *Activate the ballot....* On the configured date, the ballot will begin.

Question: Can I set up a ballot ahead of time but activate it later?

Answer: Yes, you can set up a ballot ahead of time and activate it at a later date. When you save the configured ballot, uncheck the *Activate the ballot...* checkbox. Then at a later date, return and this time check it to activate the ballot at that time.

Question: Does the online ballot run for only a selected length of time, for example for a day-long survey?

Answer: Yes, the online ballot runs for only the length of time that you determine when you configure the online ballot. The

configuration allows you to select the date and time that the ballot will begin and end.

Question: Can online ballots be scheduled for specific times of day?

Answer: Online ballots do support specific times of day, so you can run a ballot to end at 6 PM, for example. You can use ballots for quick short-term surveys, even for a few hours.

Question: How do I set up an online ballot?

Answer: You first configure the ballot using ***Online Ballot Config/Results Rpt*** on the Internet Member Services Config menu (MNCNFE). Here you set up the eligibility requirements and the questions and answers. See Page 8.

Question: How do I activate a ballot?

Answer: You can activate the ballot when you configure it or at a later date. The ballot is activated when you select *Confirm* (F10). See Page 13.

Question: Can I run multiple online ballots at the same time?

Answer: No, you can only run one ballot at a time.

Question: How to I create the questions and answers for the online ballot?

Answer: You create questions by selecting *Add Question* (F6) from the ballot configuration screen. A screen opens allowing you to enter the question and up to 99 answers. See Page 11.

Question: What if I want to create a question where more than one selection is allowed, such as in a Board Election?

Answer: CU*BASE allows you to indicate the maximum number of allowed answers when creating the question. See Page 11.

Question: Can I use an online ballot as a survey?

Answer: Yes, you can use the online balloting feature to conduct a survey of your members. You can, however, only have one active online ballot at a time so you can only run one survey in this manner at a time.

VOTING AND ELIGIBILITY

Question: How do you determine eligibility to vote in an online ballot?

Answer: Eligibility is determined when you configure the online ballot. Items that can be selected include requirements such as: par value, a minimum age, or minimum balance of accounts. See Page 8.

Question: Can a member vote twice if he or she has more than one membership?

Answer: This depends on your configuration. You can select to allow one vote per SSN/TIN or one vote per membership. See Page 8.

Question: Can non-members, such as joint owners vote too?

Answers: Yes, if desired, but only via paper ballots entered by an employee in CU*BASE (since non-members cannot log in to **It's Me 247** online banking). Eligibility is determined by comparing a non-member SSN/TIN to a list from a database file that you generate, using whatever selection settings you wish. For example, some credit union policies allow the joint owners on the membership base share to vote just like the primary member can. In that case you'd create a database file of SSN/TINs for all eligible joint owners and the system would compare against that list when an employee enters the vote in CU*BASE.

Question: How does a member vote in Online Banking?

Answer: A member clicks on *Place Your Vote* to the right in **It's Me 247**. The questions will be presented with the questions and answers. The member simply indicates his or her choice by selecting the appropriate box and clicking the *Record My Vote* button. See Page 17.

Question: How can a credit union employee record a vote for an online ballot if a member is unable or unwilling to vote in Online Banking?

Answer: Yes, a credit union employee can vote for the member using CU*BASE by selecting ***Record Mbr Vote (Online Ballot)*** on the Internet Member Services Config menu (MNCNFE). The employee enters the member's account base or SSN/TIN, then selects the questions and marks the votes for the member. See Page 19.

Question: Can a vote be changed once a member has voted or voted incorrectly?

Answer: No, once a ballot is submitted the member's answers cannot be altered or changed.

CLOSING THE BALLOT AND VIEWING THE RESULTS

Question: Can I end a ballot early (before the configured period end?

Answer: Yes. If for some reason you want to end the ballot early, you can end an active ballot by selecting *End Ballot* (F16). The questions will be saved so you can use them as a basis for a new ballot configuration. See Page 14.

Question: What happens when the ballot voting period has ended?

Answer: If the ballot voting date range has ended and there are answers to the ballot questions, a *Voting Period Has Ended* screen will appear when you access the configuration screen. This will list the number of votes cast, allow you to print a report of the results, and clear the votes. See Page 23.

Question: How can I view the results of an online ballot?

Answer: You can view the results of a ballot by selecting *Print Results* (F14) on the previously mentioned *Voting Period Has Ended* screen. Using this option will generate a printed report or allow you to analyze the results.

Question: How do I clear the questions of an online ballot?

Answer: You must clear the votes of a ballot and prepare CU*BASE to configure a new ballot by selecting *Clear Votes* (F16) on the previously mentioned "Voting Period Has Ended" screen. This will clear the old votes so that you can configure another ballot.
See Page 25.

HOW TO CONFIGURE AN ONLINE BALLOT

OVERVIEW

Use ***Online Ballot Config/Results Rpt*** on the Internet Member Services Config menu (MNCNFE) to set up your online ballot. You have the choice to activate the ballot at setup or at a later date. Online ballots are configured for a selected length of time and once activated; the online ballot cannot be changed. Only one ballot can be configured at a time.

Configure Now/Activate Later

You have the option to configure your online ballot on a date prior to its activation. Simply select not to activate the ballot when you save it. Then prior to the beginning date of the ballot, return to the configuration screen and use *Save* (F10) a second time. This time, check the box to activate the ballot. The members will be able to vote during the prescribed times.

You can also choose to activate the ballot directly after configuring it by checking the checkbox to activate directly after saving it the first time.

During and After Activation

If a ballot is currently activated, you will receive messaging that the ballot is in progress and cannot be changed.

- NOTE: Scheduled ballots can be set for specific times of day so they can be used for quick short-term surveys.

When the voting period is over you will receive messaging telling you that the voting period has ended and you will be able to print the results of the ballot. See Page 23.

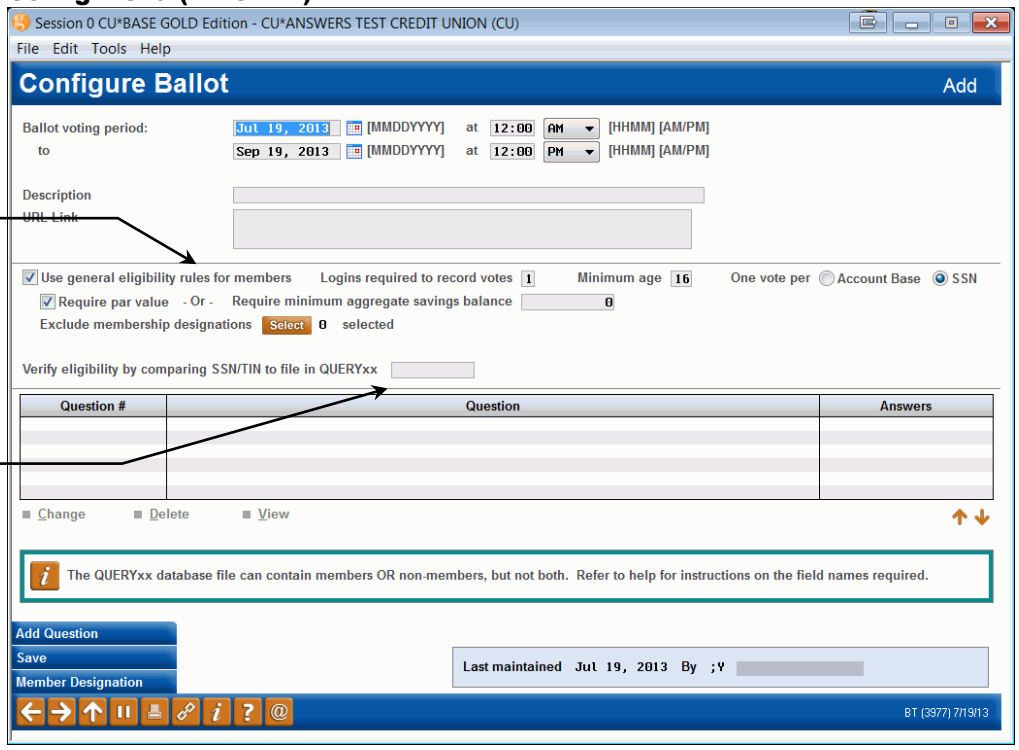
CONFIGURING AN ONLINE BALLOT

To set up an online ballot use ***Online Ballot Config/Results Rpt*** on the Internet Member Services Config menu (MNCNFE). This will take you to the screen where you can configure your ballot and set the eligibility rules. Select from the appropriate options, and then select *Save* (F10) to continue to the screen where you select to activate the ballot immediately or at a later time.

"Online Ballot Config/Results Rpt" on the Internet Member Services Config menu (MNCNFE)

This section of the screen can be used to create eligibility rules for members.

You can enter a filename of non-members or members here, but the file cannot contain both members and non-members.



Field Name	*Description*
Ballot voting period	Enter the range of dates (including start and end time) during which the member will be able to vote. This can be changed when the ballot is activated. • NOTE: Scheduled ballots can be set for specific times of day so they can be used for quick short-term surveys. • NOTE: This time is based on the System time on your CU*BASE server. If this runs on Eastern Standard time, this time will be in ET.
Description	Enter a description such as "2013 Annual Meeting". This description will display in CU*BASE and **It's Me 247** where votes are cast.
URL Link	Use this option to enter a URL that will be viewed when the member votes in Online Banking. This allows you to send the members to another webpage to give them additional information or tips.
Use general eligibility rules	Must be checked in order for the voting programs to use the eligibility rules:

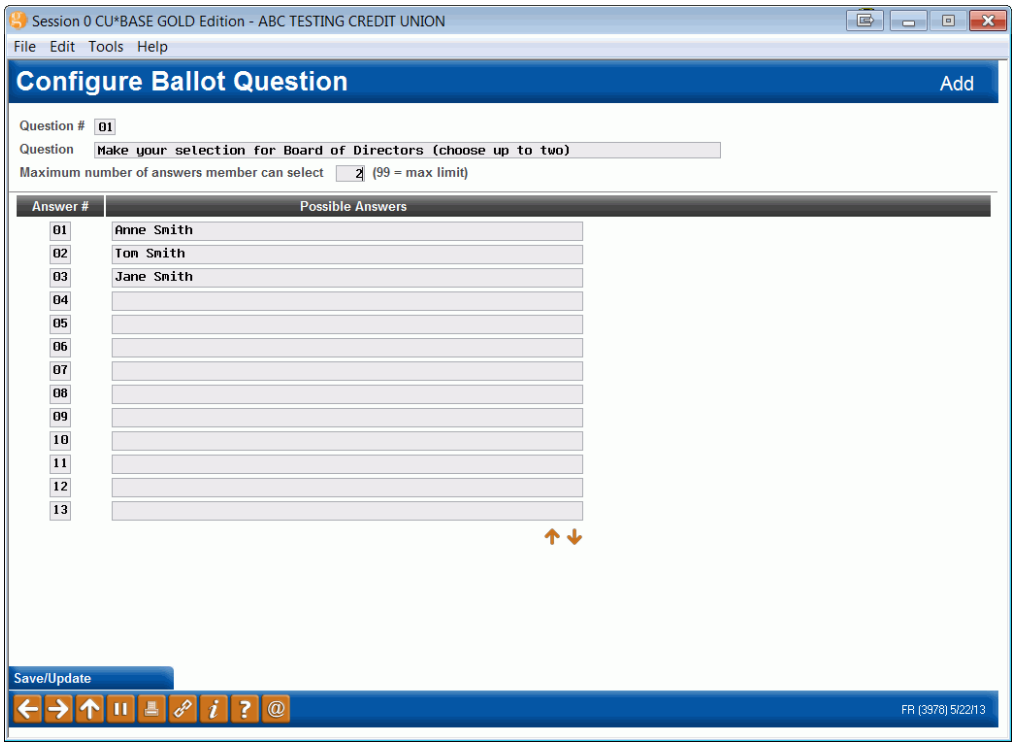
	• If this box is unchecked, then *Verify eligibility by comparing SSN/TIN to file in QUERYxx* must have a valid file name in it so there are other configured eligibility rules to follow.
Logins required to record votes	Use this option to indicate how many employees will need to enter their username and password in order to cast a vote for a member in CU*BASE. This number is also used to determine how many usernames and passwords are required to end a ballot early. Enter 1 or 2 in this field. These employees will also need to have access to the menu options.
Minimum age	This is a greater than or equal to parameter, for example, if you enter 16, the member must be 16 or older to vote. This is a required field and defaults to 16. Enter 000 for no minimum age requirement (it doesn't matter how old the member is).
One vote per	If you select **Account Base**, the system allows only one vote per membership. This information is based on the MASTER file. This selection does not pay attention to SSN/TIN so a member could vote twice if he or she has two memberships. Additionally, only the primary member can vote in this instance. Joint owners cannot vote with this selection. If you select **SSN**, the default, the system will allow one vote per SSN or TIN per the MASTER file. • The SSN/TIN option can allow both a member and a joint owner to cast a vote if the joint owner's SSN is in a file and that file is entered in the *Verify eligibility by comparing SSN/TIN to file in QUERYxx* field.
Require par value	This defaults to checked, and if checked, CU*BASE confirms that that the member has a par value on the base account before allowing the member to vote. If this box is checked, CU*BASE checks your configuration for par and makes sure the current balance (CURBAL) of the 000 base share account is equal to or greater than that amount in order to vote.
Require min aggregate savings balance	This defaults to include no requirement. If an amount is entered, CU*BASE aggregates all of the member's savings, checking and CD accounts, and if the member has a balance equal to or greater than this amount, he or she is eligible to vote. If this option is selected, *Require par value* must be left unchecked; either one or the other option can be selected.
Exclude membership designations	Use this to exclude your business accounts or other non-eligible types of memberships. Use the Select button to open a window where you can select the excluded designations. Hold down the Ctrl key to select multiple designations. Then use Select to return to the configuration screen. The number next to the button indicated the number of designations selected. Members who have these selected designations will not be eligible to vote. Members can be excluded from voting due to a membership designation, but still be eligible to vote through ownership of another membership with no excluded membership designations.
Verify eligibility by comparing	This allows a credit union to compile its own list of "eligible voters" via a Query database file. If entered the

SSN/TIN to file in QUERYxx	system reviews this file in order to decide whether to allow the member to vote or not. This can be used in addition to the *Use general eligibility rules*, or independent of them, but at least one must be chosen to determine eligibility to vote. Enter a valid file name in QUERYxx that contains a list of non-members or members. (It cannot contain BOTH members and non-members.) If the file contains a list of members, include their ACCTBS, if non-members, include the appropriate NMACCTBS. It is very important that these field names be included in the file. The member file can then also be used with Member Connect.
Last maint / by	Records the last employee ID, employee name, and date using *Save* (F10).

CREATING BALLOT QUESTIONS AND ANSWERS

To create questions for your online ballot select *Add Question* (F6) from the ballot configuration screen (see page 8). Enter your questions and list up to 99 answers. When you are finished, select *Save/Update* (F5) to add the question to the ballot. If you enter more than four answers, you must indicate a number for the "Maximum number of answers a member can select" field. (This maximum value can also be used with a lower number of answers.)

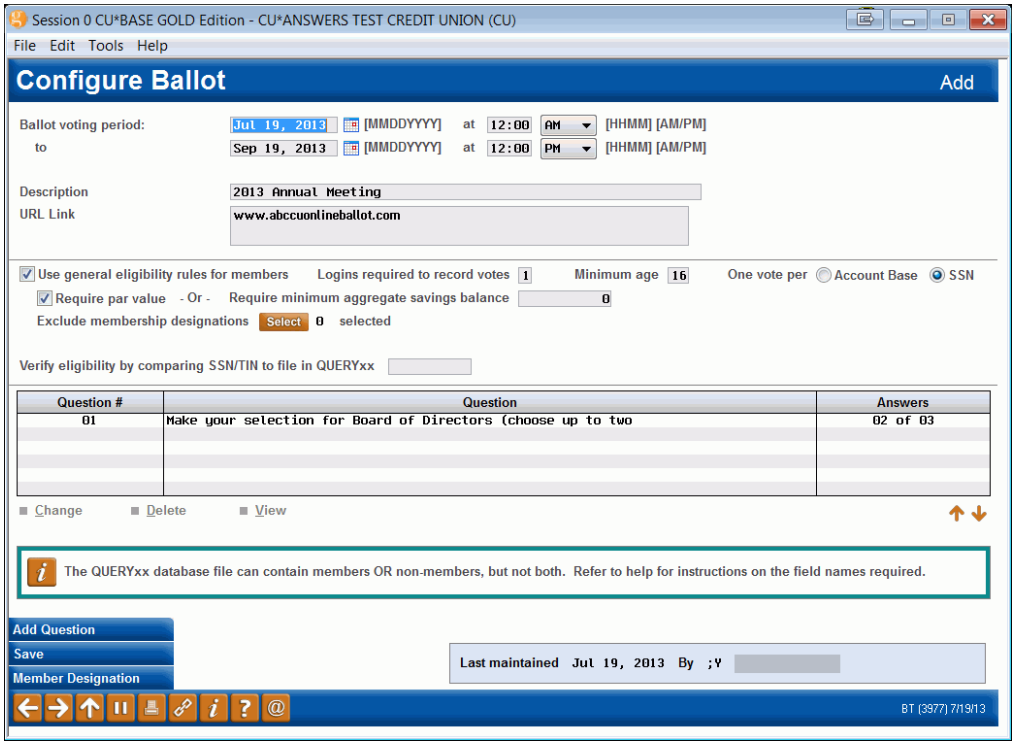
Configure Ballot Question and Answer



- TIP: This question should include the maximum number of answer that a member can select. For example, you might enter a 3 here if your question stated: "Make Your Selection for Board of Directors (choose up to two)", as in the example above.
- The answers can be resorted by renumbering the Answer # field and pressing Enter.

Once you add the question, the question will appear on the configuration screen. The Maximum number of answers will be indicated.

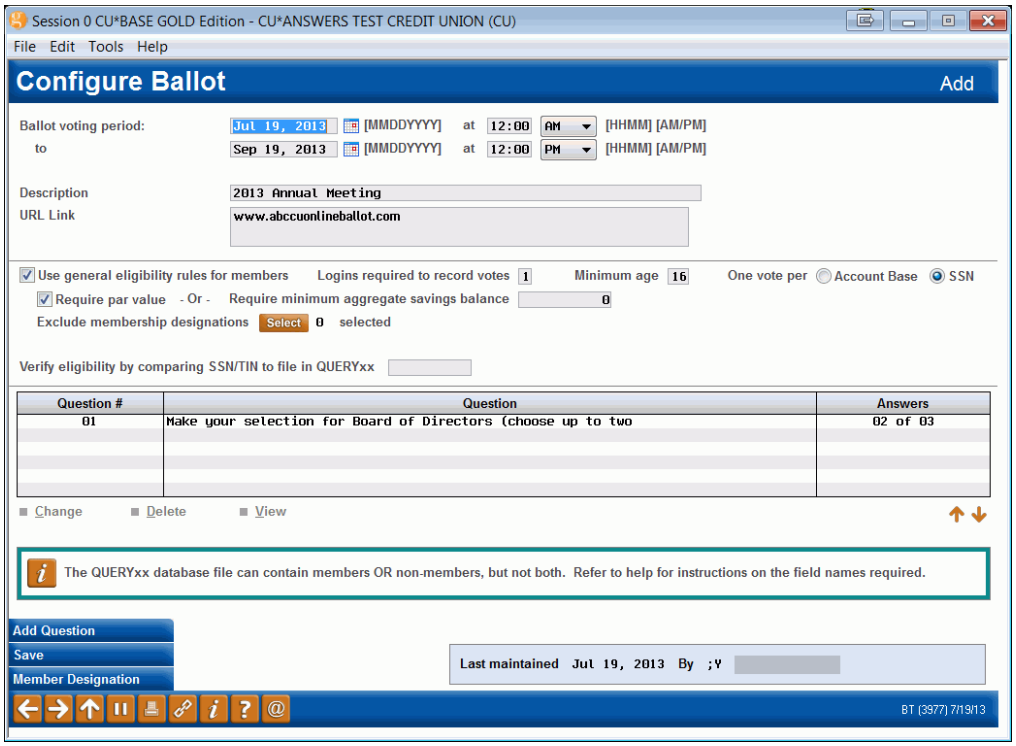
Answer Added to Ballot Configuration



This question then can be changed, deleted or viewed using the options below the question area.

ACTIVATING AN ONLINE BALLOT

Ballot Ready for Activation

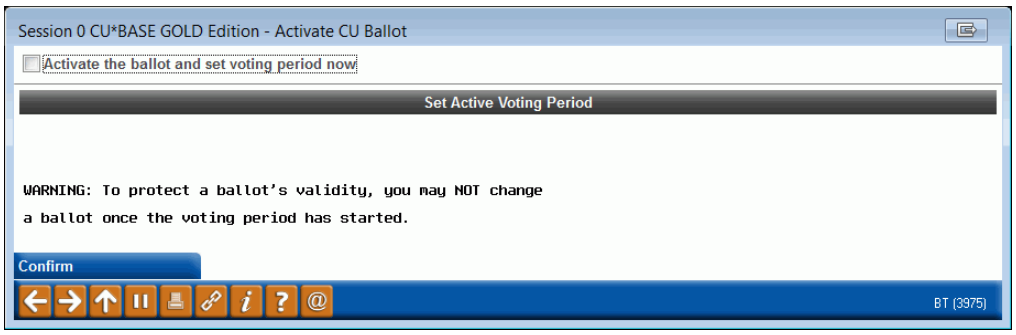


Once you click *Save* (F10) you will come to a screen asking whether you want to activate the ballot now or at a later date.

Activate Later

If you want to activate the ballot at a later date, leave *Activate the ballot and set voting period now* unchecked. Use *Confirm* (F5) to exit the balloting software and to return to the Internet Services Config (MNCNFE) menu.

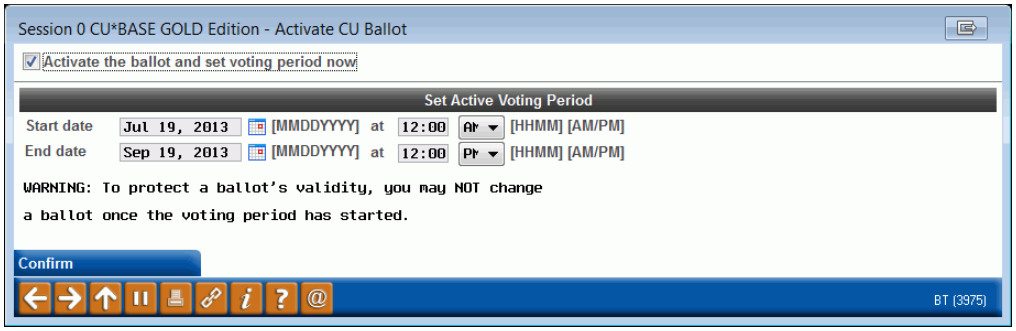
Activate Online Ballot Later



Activate (at time of configuration or at a later date)

Later (or at the time of configuration) when you are ready to activate your ballot, return to the configuration screen by selecting ***Online Ballot Config/Results Rpt*** on the Internet Services Config (MNCNFE) menu. This time when you use *Save* (F5) on the configuration screen, check the *Activate the ballot and set the voting period now* box.

Activate Online Ballot



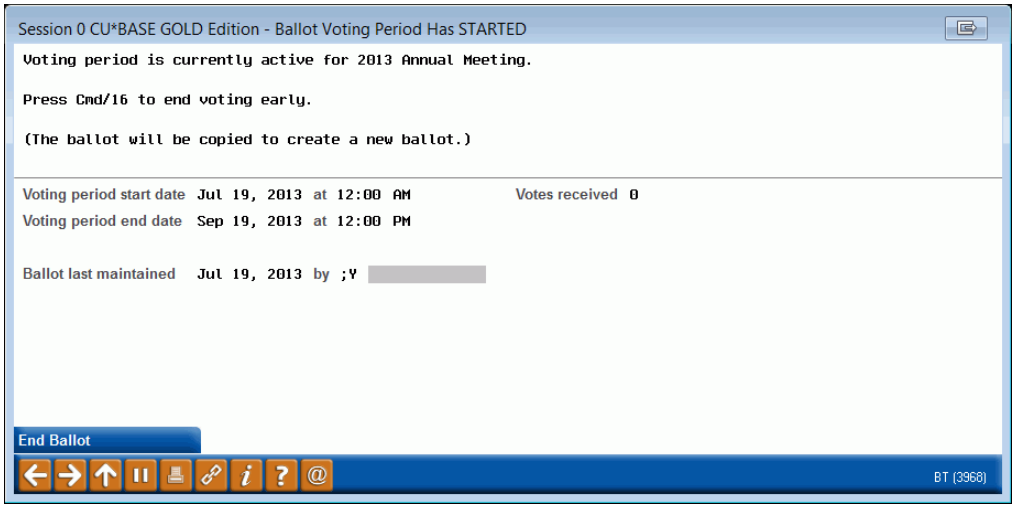
This will cause the voting date range to appear, and you have the option of adjusting the dates and times at this time.

When you use *Confirm* (F5) this time, the ballot will be activated. Members will be able to begin voting during the selected voting range.

NOTE ON BALLOT ACTIVATION

Once you activate the online ballot, the ballot cannot be altered or ended. The ballot will run according to the configured settings. If a ballot is activated, and you attempt to access the configuration screen, you will receive a message saying that a ballot is activated and that configuring a new ballot is not allowed.

Change or Configuration of Ballot Not Allowed

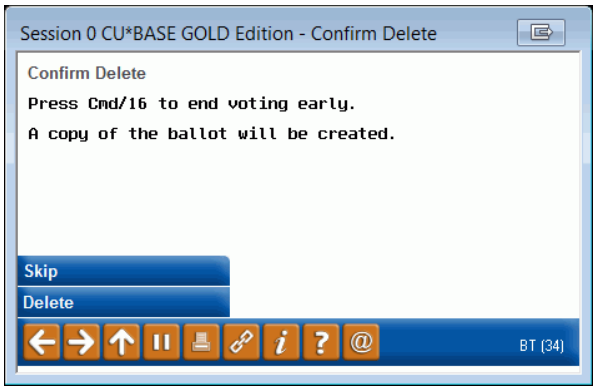


ENDING A BALLOT EARLY

If for some reason, you need to end a ballot earlier than the scheduled time, use *End Ballot* (F16) (see screen above) to end the ballot.

- NOTE: CU*BASE uses the value in the "logons required to record votes" field in the ballot configuration to determine how many logins are needed to end the ballot. This way you can require that two usernames and passwords are required to end a ballot.

The following screen will appear to confirm that the votes (if existing) should be deleted.



You will then be asked to confirm your deletion of the ballots. After the deletion, you will move to the screen to print the ballot results. Press Enter to move past this screen as well. (A ballot results report with no values may print.)

When you return to the configuration screen, the questions will remain on the screen, allowing you to make edits and restart the ballot at a new time. To start a new ballot, simply enter a new date range and either use the existing questions or delete the questions and create new ones.

ONLINE BALLOT VOTING

OVERVIEW

As was covered in the configuration section, eligibility for a member to vote is determined by the configuration of the ballot. This determines if one vote is allowed per membership or SSN/TIN and also determines if non-members are allowed to vote. The member can vote in two ways: through Online Banking or with the assistance of a credit union employee through CU*BASE. The vote is permanent and cannot be changed; if the member made an incorrect choice when voting, the member cannot change his or her selection.

- **NOTE:** Non-members can only vote with the assistance of a credit union employee using CU*BASE.

A member votes through **It's Me 247** by clicking on the Vote Now button at the top of his or her screen. The member votes by selecting their desired answers and uses the Record My Vote button and receives a confirmation that the vote has been recorded.

If a member is unwilling or unable to vote online, the member can ask assistance at the credit union. ***Record Mbr Vote (Online Ballot)*** on the Internet Service Member Config (MNCNFE) menu allows authorized credit union employee(s) to cast a vote for the member. Only selected employees should have access to this option.

MEMBER VOTING THROUGH "IT'S ME 247"

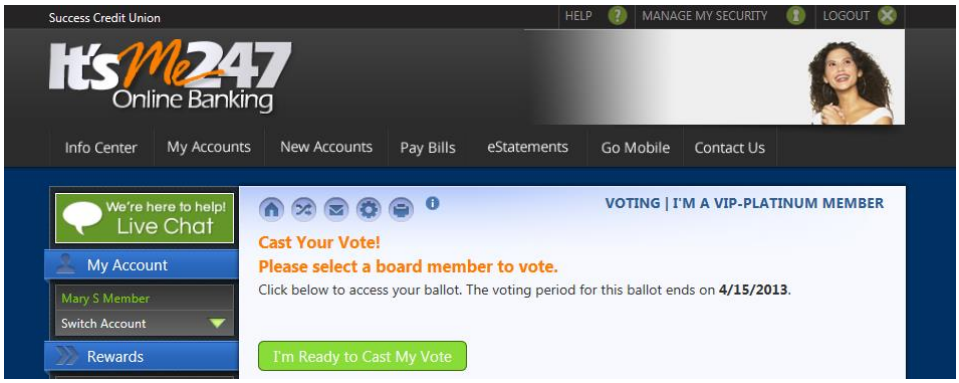
1. To vote on an online ballot through **It's Me 247**, the member simply clicks "Place Your Vote!" in the left hand navigation bar.

Voting In "It's Me 247

When a member can vote on a ballot, the member will see this icon on the bar. Only eligible voters will see this button, and only during the active voting period.

2. The member then clicks on “I’m Ready to Cast My Vote”.

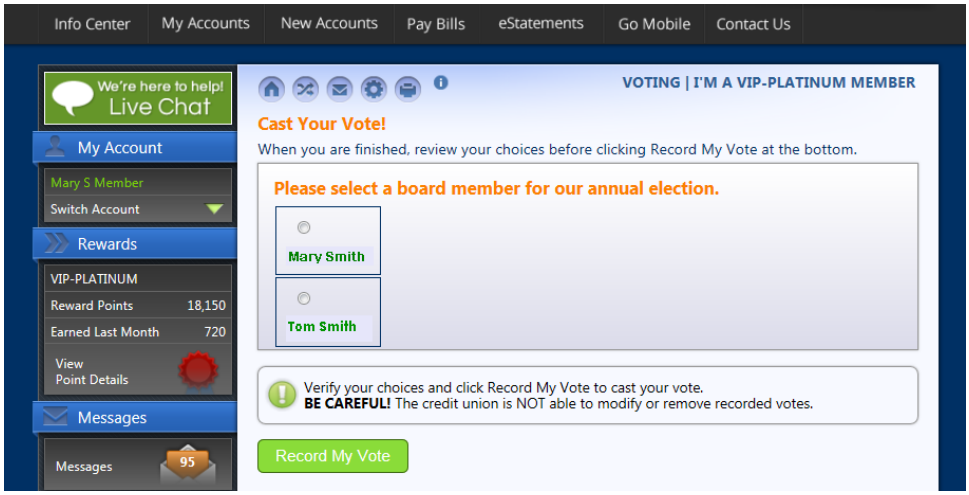
Voting in “It’s Me 247” Second Screen



- NOTE: The configured Description appears here and if they click “I Want to Learn More First”, they are sent to your configured website.

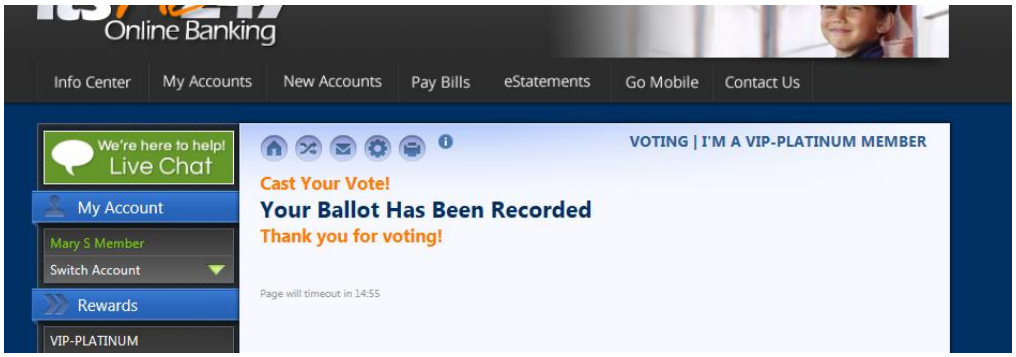
3. The member then makes his or her selections and clicks Record My Vote. A warning message tells the member that the vote is permanent.

Voting in “It’s Me 247” Third Screen



The member then receives a confirmation message and the voting is complete!

Confirmation of Voting Message



EMPLOYEE VOTING FOR MEMBER THROUGH CU*BASE

If a member is unable or unwilling to vote online, selected credit union employees can assist the member and cast a vote for him or her using CU*BASE.

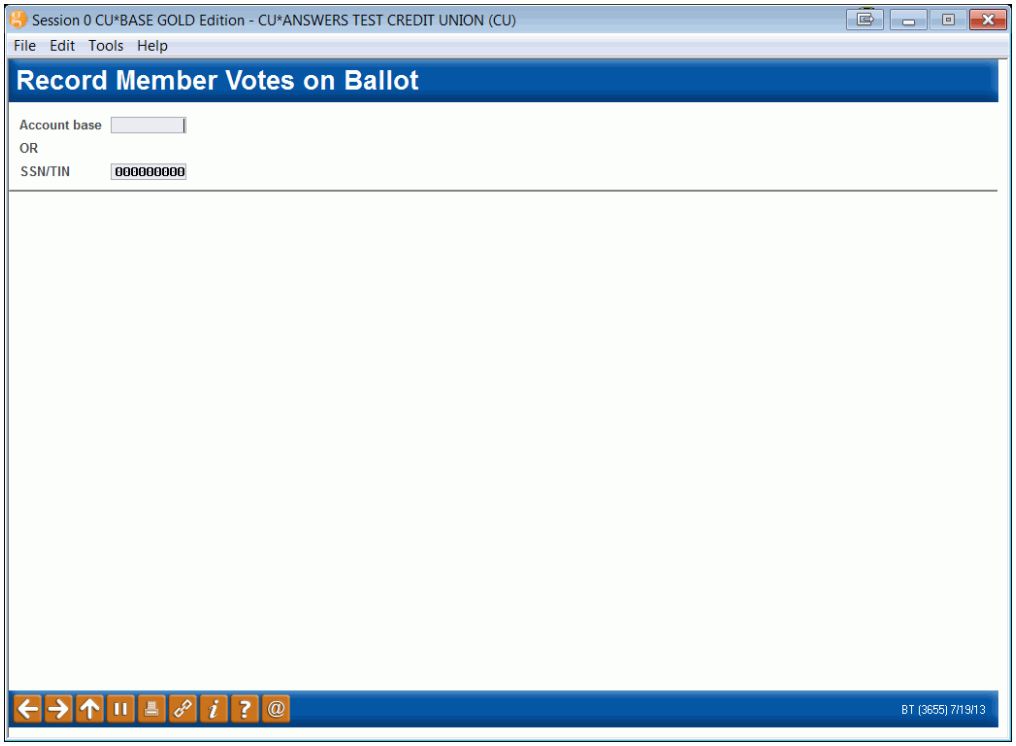
- In the ballot configuration (see page 8), you can require that either one or two credit union employee IDs and passwords must be entered to vote in CU*BASE. Both employees must be granted access to the menu command.

The vote is permanent; once the vote is cast, it cannot be changed.

1. Use ***Record Mbr Vote (Online Ballot)*** on the Internet Services Member Config (MNCNFE) menu to begin voting for the member.

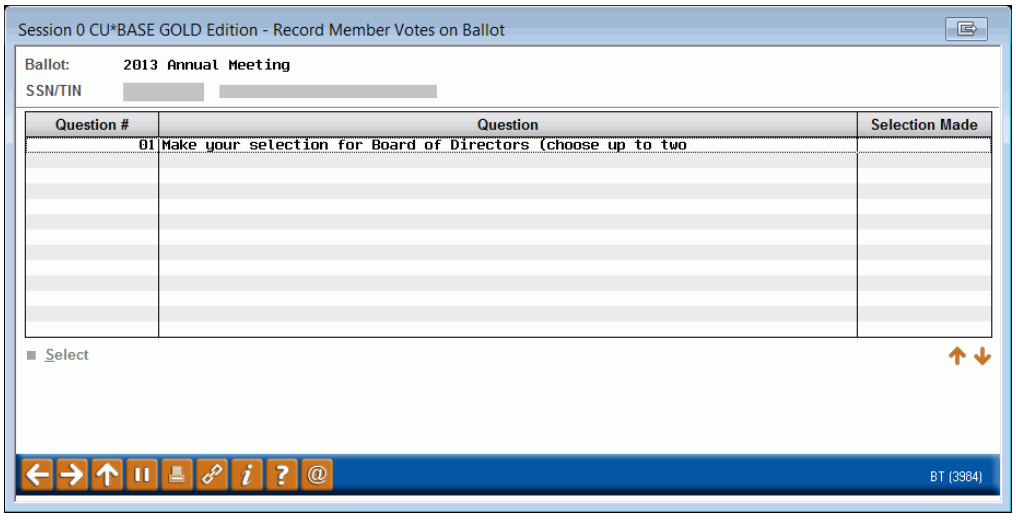
2. Enter the member's account base or SSN/TIN and press Enter.

Entering a Member's Account Base or SSN/TIN



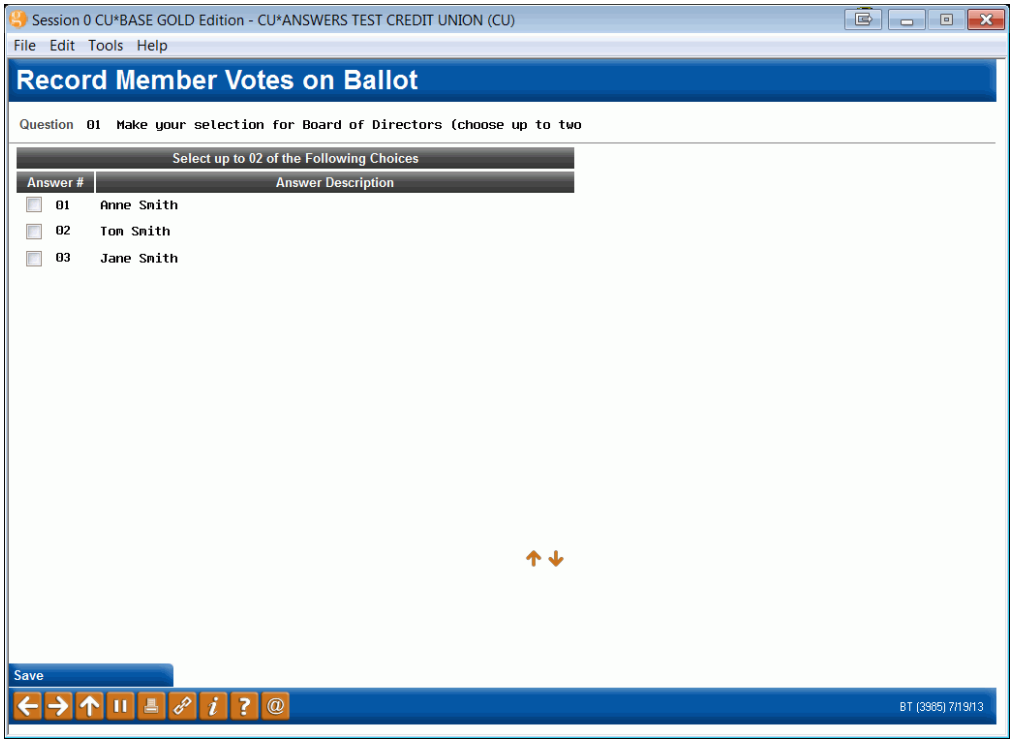
3. Select the question and use *Select* to view the possible answers.

Viewing the Questions

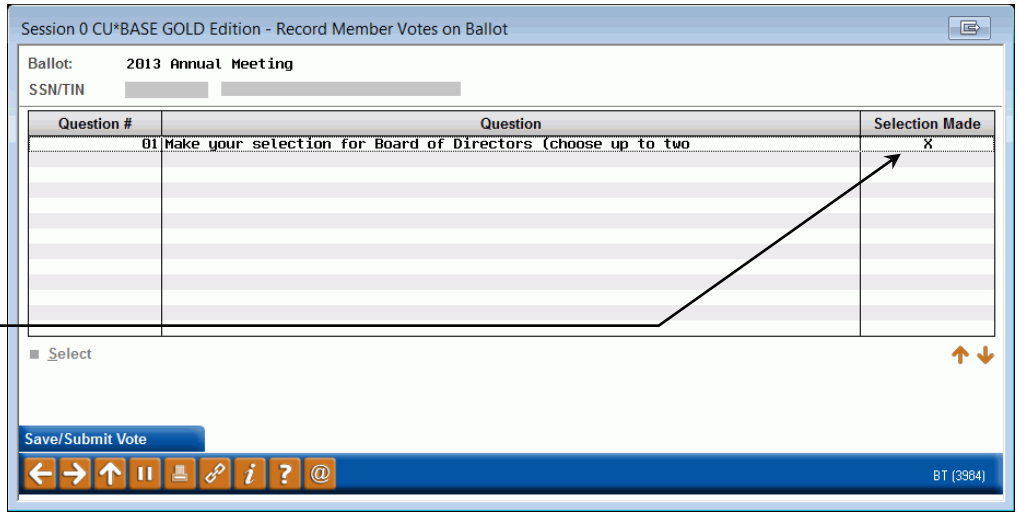


4. Select the member's answers by checking the appropriate answer. If too many answers are selected, a warning message will appear saying that the votes are invalid.

Possible Answers to Questions

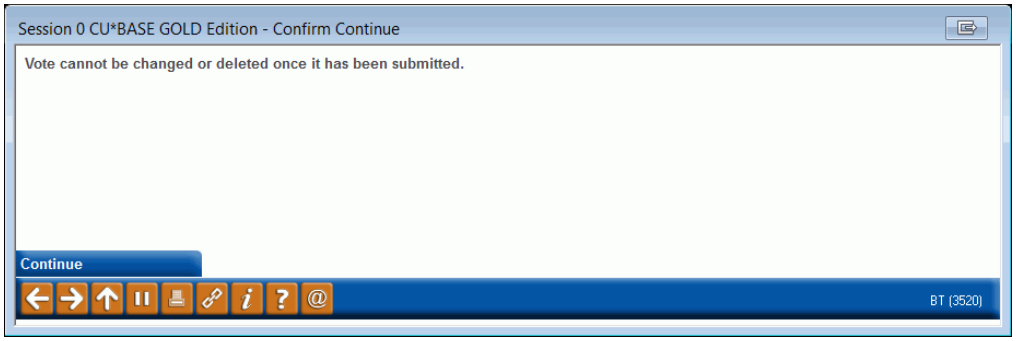


5. Press Enter to save the selected answers. The screen will indicate that a selection has been made.



An X here indicates that the member has voted on this question.

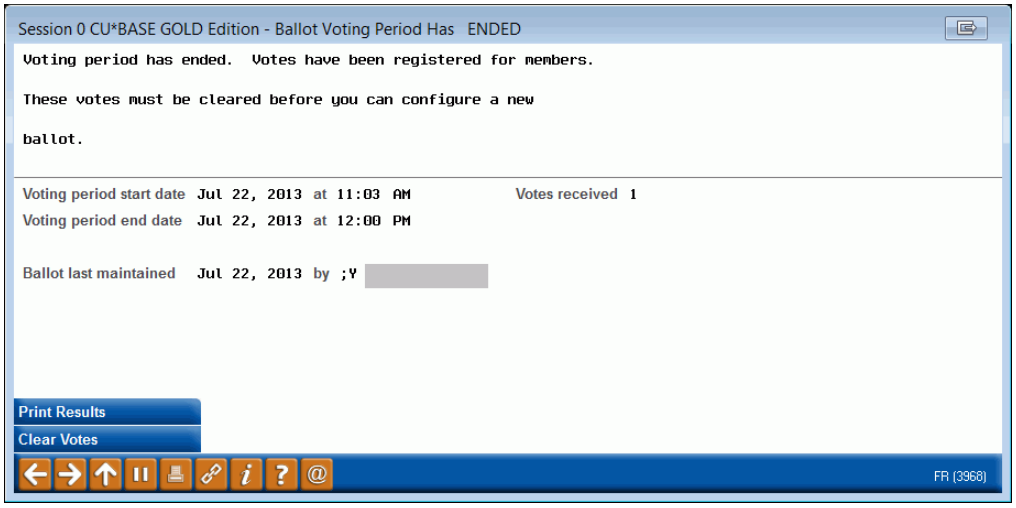
6. Use *Save/Submit Vote* (F5) to record the member's vote. A confirmation screen will appear.



7. Use *Continue* (F10) to finalize the vote.

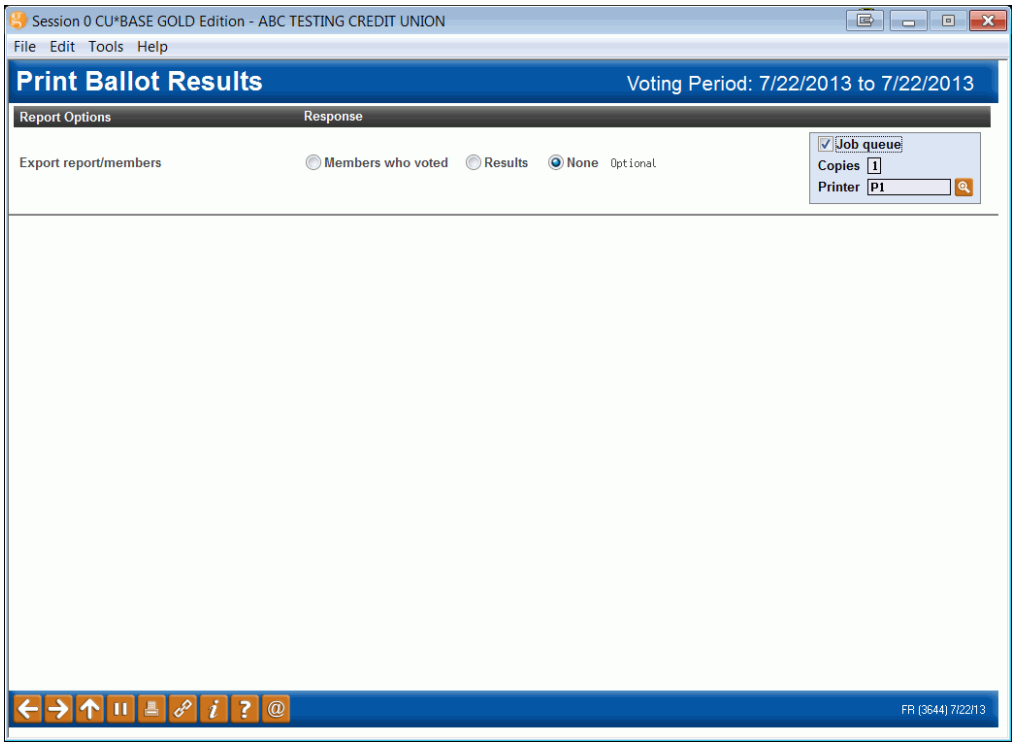
VIEWING THE ONLINE BALLOT RESULTS

Once the voting period has ended the ballot will close and the members will no longer be eligible to vote. If you select ***Online Ballot Config/Results Rpt*** on the Internet Member Services Config (MNCNFE) menu, the screen will alert you of this condition.



At this point, you can print the ballot results and clear the votes. First, print the ballot results by using *Print Results* (F14).

Print Ballot Results



If only printed results are needed and you do not want to create a file, leave the option set to *None*. Press Enter twice to print the report results.

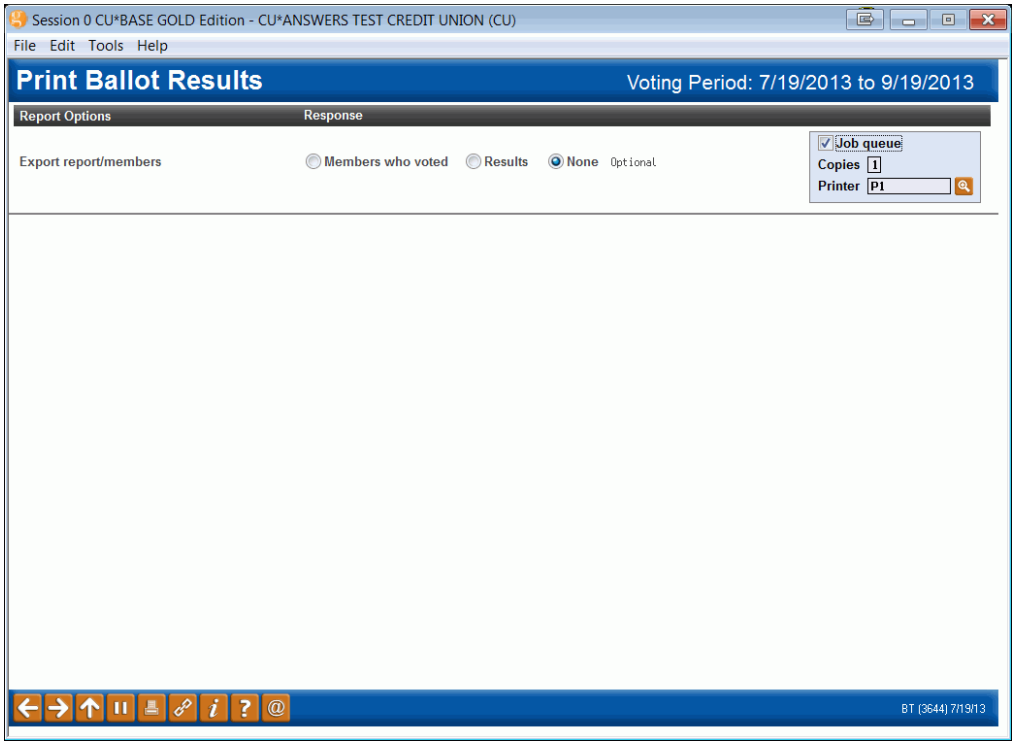
If however, you select to export the account bases of the members who participated in the ballot, select *Members who have voted*. Press Enter to view an additional line where you can enter the name of a file you generate when you press Enter. This file can then be used with Member Connect to contact the members who participated in the ballot. It only contains the account bases of members who voted.

If you would like to create a file containing the selections made on the ballot, choose *Results*, press Enter to view an additional line. Enter the file name and press Enter to create a file for use with Report Builder or to send to your auditors. The file that is generated contains the following items:

- Question sequence number
- Question description
- Answer sequence number
- Number of votes
- Percent of total

Information about which member voted for which option is not contained the "Members who voted" file. There is no way to connect a voter to an answer, similar to a "real" election where this information is kept confidential.

Selecting an Export Option (Optional)



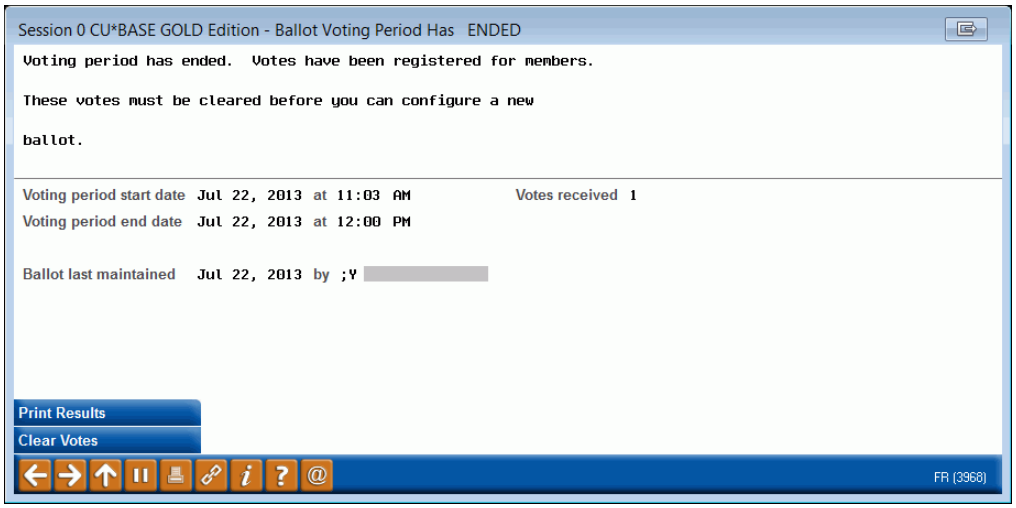
Report Sample

```
 9/16/09  16:42:18                                    TEST CREDIT UNION                          LCUBALR       PAGE      1
                                                   BALLOT RESULTS REPORT                                          ALYCIA
      BALLOT:          1  2009 Annual Meeting
                                                                                  --------MEMBER RESPONSES--------
Q# QUESTION                                          A# ANSWER                    # OF MEMBERS % OF TOTAL RESPONSE
01 Who should be elected to the Credit Union Board?  01 Mary Smith                     20              50.00%
                                                     02 Sally Smith                    10              25.00%
                                                     03 John Smith                     10              25.00%
                                                                                     -------
                                                                                        40
                                                   ***END OF REPORT***
```

CLEARING QUESTIONS AND ANSWERS OF A CLOSED BALLOT

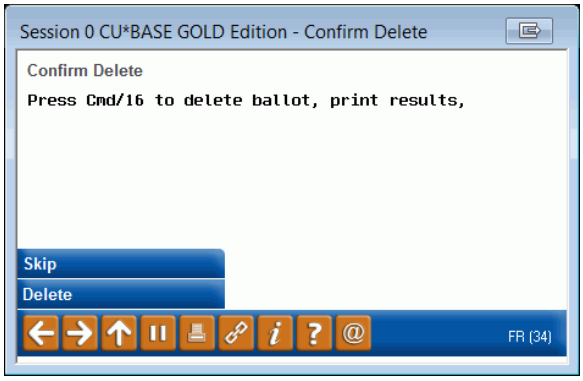
Once you have printed and reviewed the results, you will need to clear the votes before configuring your next online ballot. To do this, use *Clear Votes* (F16).

Clear Votes



A confirmation will appear.

Clear Vote Confirmation



Use *Delete* (F16) to completely clear the results. Once the votes are cleared, you will be ready to configure a new online ballot.