**CU\*BASE® Access Security Policy**

**S A M P L E***For Use by Online   
Credit Unions*

The purpose of this security policy is to control access via CU\*BASE to credit union member and accounting files by CU\*Answers as our data processing provider.

# Data Center Employee ID “Alias” Access

We understand that employee IDs 89-99 are reserved for data center use, including 9*x* where *x* equals a character A-Z. We understand CU\*Answers will require access to our files using data center staff IDs tied to any or all of the following “alias” CU\*BASE employee IDs:

|  |  |
| --- | --- |
| “Alias” CU\*BASE Employee ID |  |
| 89 | Client Services and other client support staff |
| 90 | Operations |
| 91 | Systems |
| 92 | Programming and Quality Control |
| 93 | Xtension Call Center |
| 9*x* | Various, used by Xtend, Lender\*VP, etc. |

Regarding the maintenance of alias employee ID settings on our CU\*BASE Employee Security Master record, our policy is that (choose one):

|  |  |
| --- | --- |
| 🞏 | The passwords, access privileges, and other settings on the reserved alias employee IDs are the responsibility of CU\*Answers and can be changed by CU\*Answers service personnel as needed to provide support to the credit union. |
| 🞏 | The password, access privileges, and other settings on the reserved alias employee IDs will be maintained solely by my credit union as needed for day-to-day support. If a CSR or other data center employee is not able to access a needed menu command, they must request a credit union security officer to make an adjustment to the alias settings in CU\*BASE. **We understand that there may be a delay in receiving support in those situations.** |

# Credit Union Employee and User IDs

Other than the reserved alias IDs described above, all other CU\*BASE employee IDs are solely the credit union’s responsibility. CU\*Answers will not adjust settings or reset passwords for any credit union employee IDs under any circumstances.

For the user IDs used to log into CU\*BASE, the credit union’s security officer is responsible for resetting passwords using **Tool # 762 *Reset Employee ID Password***. If a CU security officer is unavailable and we request a CU\*Answers CSR to reset a password, we understand that we will be charged a fee for this service.

# Credit Union Responsibilities

On a monthly basis, we will review activity performed on our files by CU\*Answers data center staff, using the tools and reports outlined under “Overview of Available Tools” in the [**Auditing Employee Access to CU\*BASE Tools**](https://www.cuanswers.com/wp-content/uploads/AuditingEmployeeAccesstoCUBASETools.pdf) booklet provided on the CU\*Answers website.

*(continued)*

# CU\*Answers Responsibilities

Before any changes are made to any data files, CU\*Answers must obtain written permission from the credit union detailing the changes that will be allowed. Once any authorized maintenance has been performed, CU\*Answers will provide written documentation showing the changes made.

# Authorized Signature

Credit Union Name:

CU#: Date:

Signed by CU Security Officer:

Print Name:

Rev: April 2019

X:\Writing Team\Private\Reference Page Materials (fka Misc Booklets)\Special Interest Docs\ClientSupportPolicySAMPLE\_Online.docx