



Writing Team: Tricks of the Trade

April Top Picks: Member-Facing Features in 15.0

Issue 41

Be sure to attend the upcoming Tricks of the Trade webinar on April 21 from 3:30-4:00 PM ET. Watch for an invitation via email. Learn about documentation on member-facing features included in the 15.0 release.

Pick #1: How can I display credit scores to members in online banking? How does this feature work?

New with the 15.0 release, your credit union can begin showing members their credit scores in **It's Me 247** on the new Credit Score History page. Learn more about what is considered a "current score," the configuration options, and what a member sees in online banking. Encourage education as well as the sale of new loans using this new feature!

Learn more in the "Credit Scores in Online Banking" booklet, available under "C" on the CU*BASE and **It's Me 247** Reference pages. [This booklet will be available starting April 17.](#)

Pick #2: How can my credit union encourage members to change their online banking passwords?

Starting with the 15.0 release, online banking begins presenting a "soft" warning message to members when they have not changed their password during the last 30 days. This new reminder appears at the top of the Account Summary page. Members can choose between changing their password or receiving another reminder in 30 days. All of this is recorded in CU*BASE as well as in **It's Me 247** online banking for auditing purposes.

Learn more in the "**It's Me 247**: Strategies for Securing and Controlling Member Access" booklet, available under "S" on the **It's Me 247** Reference page. [This booklet will be updated on April 17.](#)

Pick #3: Where can I learn more about My Virtual StrongBox?

My Virtual StrongBox is an online safe deposit box where members can conveniently save their important documents such as wills, mortgages, tax documents, and more—all safely and securely. With this release, CU*Answers has created a new single sign-on link that lets members jump directly to My Virtual StrongBox from **It's Me 247**.

Learn more about this feature in the "My Virtual Strongbox" brochure, available under "M" on the **It's Me 247** Reference page. [This brochure will be available starting April 17.](#)

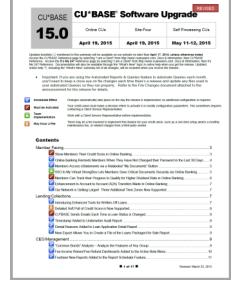
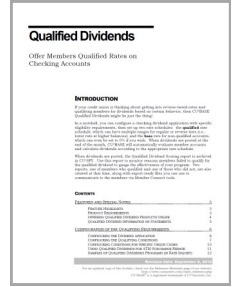
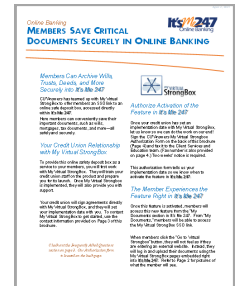
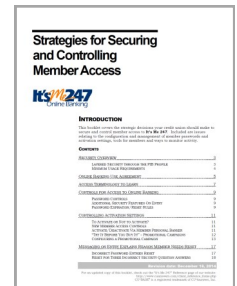
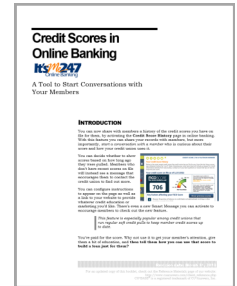
Pick #4: How can a member track their progress to a higher dividend rate?

The Qualified Dividend feature allows you to reward members who perform certain activities with a higher rate. With the 15.0 release, your credit union can show a member their progress toward that rate in a new page in online banking.

Learn more about this feature in the "Qualified Dividends" booklet, available under "Q" on the CU*BASE and **It's Me 247** Reference pages. [This booklet will be updated on April 17.](#)

Pick #5: [How can I find out all of the new features included in the 15.0 release?](#)

Learn about all of the new features in the 15.0 release in the CU*BASE 15.0 Release Summary. For a quick overview, check out the Table of Contents. The summary is grouped by job description to assist you with finding what most affects your work at your credit union.



[Refer to the Tricks of the Trade Newsletter Series page](#) to review previous Tricks of the Trade newsletters!