



# Writing Team: Tricks of the Trade

## January Top Picks: MACO Documentation

Issue 70

Be sure to attend the upcoming Tricks of the Trade webinar on January 31 from 3:30-4:00 PM ET. Watch for an invitation via email. Learn more about MACO (Multi-Authentication Convenience Options).

### Pick #1: [Where are their step by step directions of what the member sees when they enroll and authenticate using MACO?](#)

Look no further than the [new MACO \(Multi-Authentication Convenience Options\) booklet!](#) Follow step by step what the member sees on their phone when they enroll or authenticate using the four MACO (fingerprint, voice, face recognition, or PIN). Find this booklet by entering “MACO” in the CU\*Answers site Google search.

### Pick #2: [Where can I learn more about MACO pricing?](#)

Interested in a high-level overview of MACO and its pricing? Find this in the [“MACO Info Sheet.”](#) This is posted in the MACO section in the IRSC (Internet Retailer Support Center) store.

### Pick #3: [Where can I watch a live demo of MACO?](#)

The IRSC led several informative [MACO webinars](#) during which they showed a live demo of all the MACOs. A taped session is posted in the MACO section in the IRSC store.

### Pick #4: [I am ready to purchase MACO or am looking for the two resources above! Where is the MACO section in the IRSC store?](#)

Purchase MACO and find the two resources mentioned above in the [MACO section in the IRSC store](#). Go to [irsc@cuanswers.com](mailto:irsc@cuanswers.com) and then select “Shop.” Find the MACO page in the “Mobile Options” category.

### Pick #5: [Where can I find a booklet about Mobile App Banking?](#)

Mobile App Banking is a requirement for MACO. Find out more by entering [“Mobile App Banking”](#) in the CU\*Answers site Google search.

[Refer to the Tricks of the Trade Newsletter Series page](#) to review previous issues in the Tricks of the Trade.

