

# REAL SUBJECT OF SUBJEC

# COMING COMING MARCH 2017

Revised: January 27, 2017

# A New Day-to-Day Experience for CU\*BASE Users

#### **COMING IN MARCH 2017**

- When it comes to the employee experience, it doesn't get much closer to home than the way users navigate CU\*BASE
- Serving the Google generation searching is the new norm
- Serving the "it's me" generation set things up the way you like to work
- More than just a pretty new face this project is a completely new infrastructure on which we can build for years to come



#### "But I liked it the way it was before!"

#### GO-TO POINTS SO YOU CAN BE A CHEERLEADER FOR THE NEW NAVIGATION

- Search right from the home page faster and more intuitive search engine
- Sort your list the way you like
- Set up your favorites and assign your own option number – your tools in the order you like them
- Favorites are by employee ID, not workstation – use them anywhere you're working
- Permanent tool #s we can reference in our help doc and release summaries – no more outdated references

- Shortcuts for any tool –
   no extra security settings needed
   90 new shortcuts on day one!
- See only the tools you can use but you can still get curious about new tools to explore
- Old MNXXXX shortcuts are still available to help with the transition – we haven't forgotten about our current power users!
- Much faster learning curve for new users designed for both mouse and keyboard users
- Cool stuff for data analysis and auditors, too embedded tools to explain program names

 The CU\*BASE menudriven navigation system is being replaced by the new
 CU\*BASE Tools home page

Coming in March! Session 0 CU\*BASE GOLD х File Edit Tools Help All Available Tools CU\*BASE Welcome, DAWN TESTING! Filter by Type My Favorite Tools What would you like to do today? Tool # Shortcut Filter by Category All My Tools **Refresh Filters Recommended Tools** Search for All Available Tools Total # of tools: 765 Search long description Exact match Tool # **Tool Description** Shortcut More Need Help? TELLER i 🛧 Go! **Teller Line Posting** 1 i 🛧 Work/View Loan Application Status LOANQ Go! 2 i 🖈 Go! **Open/Maintain Memberships/Accounts** OPEN 3  $i \star$ **MYXSALES** Go! 4 View My Cross Sales Status New navigation how-to video > *i* 🖈 Go! 5 Work with Member Follow-ups TRACKERS Navigating the *i* 📩 Go! Member Inquiry INQ 6 home page  $i \star$ Go! Phone Operator / Call Center Tools 7 PHONE Member Starter/Replacement Checks STARTER i 🕇 Go! 10 Go!  $i \star$ 11 ATM/Debit Card Maintenance CARD CC *i* 📩 See what's new Go! Update/Order Online Credit Cards 12 Work My Follow-Ups ONLINE *i* 🛣 Work Online Banking Apps/Requests Go! 13 *i* 🛣 Go! Member Personal Banker PB 14 **CU<sup>\*</sup>BASE** <u>ተ</u> Auto-security is ON for employee ID DM **aold** editior TR (6139) 1/12/17

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- Driven by a powerful new search engine
  - Shorter learning curve for new users



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Coming in

Flexible interface with an "it's me" approach – organize your tools the way you like

> ...to control whether or not you see options you can't access

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	ity i	s ON for employee ID DM 🛛 💋			<b>↑</b> ↓	CU*BASE

Flexible interface with an "it's me" approach – organize your tools the way you like

> ...see how those grayedout ones disappeared?

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	e, DA	WN TESTING! like to do today? Tool # Shortcut	All My Tools S S S S S My Favorite Tools Filter by Category All My Tools
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Auto-secu		S ON for employee ID DM	↑ ↓ CU*BASE gold edition
←→		II = 8 i ? @	TR (6139) 1/12/1

Coming in

Flexible interface with an "it's me" approach organize your tools the way you like

> Permanent tool #s that we can refer to in doc

Session 0 CU\*BASE GOLD -



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Flexible interface with an "it's me" approach – organize your tools the way you like



Flexible interface with an "it's me" approach – organize your tools the way you like



# A new way to find what you need

Search by key wordORFilter by

, Category

Coming in March! Session 0 CU\*BASE GOLD - $\times$ File Edit Tools Help ð % X All Available Tools CU\*BASE Welcome, DAWN TESTING! Filter by Type My Favorite Tools What would you like to do today? Tool # Shortcut Filter by Category All My Tools **Refresh Filters** Recommended Tools Search for Filters to see All Available Tools Total # of tools: 765 Search long descrip Exact match all related Tool # Tool De Shortcut More tools in one Need Help? i 🛧 Go! **Teller Line Posting** LLER 1 place i 🛧 Work/View Loan Application Sta LOANQ Go! 2 *i* 📩 Go! **Open/Maintain Memberships/Accounts** OPEN 3 1 📩 Go! **MYXSALES** 4 View My Cross Sales Status New navigation how-to video > *i* 📩 Go! 5 Work with Member Follow-ups TRACKERS Navigating the *i* 📩 Go! Member Inquiry INQ 6 home page *i* 📩 Go! Phone Operator / Call Center Tools PHONE 7 Go! Member Starter/Replacement Checks STARTER *i* 10 Go! i 🖈 CARD 11 ATM/Debit Card Maintenance CC *i* 📩 See what's new Gol Update/Order Online Credit Cards 12 Work My Follow-Ups ONLINE 1 🖈 Go! Work Online Banking Apps/Requests 13 *i* 🛣 Go! Member Personal Banker PB 14 CU\*BAS **4** Auto-security is ON for employee ID DM S. iold edition @ TR (6139) 1/12/17



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# A new way to learn about CU\*BASE tools

Employees, managers, and security officers will have ready access to details about what the tool does and who should be using it



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Employees, managers, and security officers will have ready access to details about what the tool does and who should be using it

March! Session 0 CU\*BASE GOLD -File Edit Tools Help All Available Tools CU\*BASE Welcome, DAWN TESTING! My Favorite Tools Filter by Type What would you like to do today? Tool # Shortcut Filter by Category All My Tools lools Session 0 CU\*BASE GOLD - About This Tool Ð Sear Member Personal Banker Tool # 14 Title Save As Favorite Shortcut PB My tool # **Remove Favorite** Description eed Go! A central starting point for many options a member can request, such as e-Statement (enrollment or change elp? enrollment status), bill paument (enrollment or change status), audio response and online banking Go! (activation/enrollments, change PIN or password historu). PIB (Personal Internet password, view Branch) (change PIB password or view PIB username), e-Alerts and e-Notices (subscribe, change settings, view history), Account to Account (A2A) relationships (add, modify or remove), email address Go! maintenance (mark as incorrect email address or update address). Debit Card Round-up (enroll or change transfer account), or to change the member's Req EOpt In/Out preference. This option also allows you to Go! configure See and Jump (See/Jump) permissions for a member. video > Go! Go! Launch Now! Go! UPERBNKCL Program Member Personal Banker My Access to This Tool Go! 🔯 Member Service Tools, Online/Mobile Banking Tools & Analyses Categories Full Access Go! 💽 Maintenance & Posting Programs Tool types Gol 's new /-Ups Gol TR (6135) PB Member Personal Banker Go Auto-security is ON for employee ID DM 1 TR (6139) 1/12/17

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#### **Changes to Employee Security**

# There is one group that won't need much cheerleading...

#### THINGS JUST GOT ABOUT A THOUSAND PERCENT BETTER FOR YOUR SECURITY OFFICERS

10/27/16 14:09:28 RUN ON 10/27/16 *** MENU SECURITY - MNGELE ( EMP ID AA AUDJ AB ANDF AE AMF	EMPLOYEE SECURITY AUDIT REPORT AS OF 10/27/16 General Ledger 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 3 N N * N N N N N N N N N N * * N N N N N	MPAU10 PAGE USER DAWNM * = NOT A MENU OPTION 22 23 24 25 26 27 28 29 * * * * * N * N N * * * *	VS.	
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# There is one group that won't need much cheerleading...

#### THINGS JUST GOT ABOUT A THOUSAND PERCENT BETTER FOR YOUR SECURITY OFFICERS

- Releases will no longer change anyone's security settings – tool #s and tool assignments are now permanent!
- New programs added in CU\*BASE releases will no longer be automatically assigned to any employees
  - "NEW" category will make it a breeze to see only the tools added in the most recent release

- "Dashboard" view to see who can do what, and who can't
   *no more reports with cryptic columns of Ys and Ns*
- Search for employee IDs by name
- Jump to an ID in the list
- Sort your list the way you like
- Assign many tools to a single employee
- Assign many employees to the same tool
- Record start date, email address, and NMLSR# for all employees – ready for your next custom form updates!

 Streamlining the CU\*BASE Employee Security tools

Jum	p to ID	Search to	r name containing			Show only job classification	Primary
ID		Name	Job Class	Team	Teller	Comments	Vault Start Date
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 Streamlining the CU\*BASE Employee Security tools ✤ Session 0 CU\*BASE GOLD -

File Edit Tools Help

#### **Employee Security Maintenance**

ump to ID	Search for nam	ne containing			Show only job classification	_	0
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File Edit Tools Help

#### **Employee Security Maintenance**



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★ Session 0 CU\*BASE GOLD -

File Edit Tools Help

 Streamlining the CU\*BASE Employee Security tools

ID	Name	Job Class	Team	Teller	Comments	Primary Vault	Start Date
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⊁ Session 0 CU\*BASE GOLD -

 Streamlining the CU\*BASE Employee Security tools

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 Streamlining the CU\*BASE Employee Security tools

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Employee Profile Copy Delete View Profile Account Security	23 + Aug 01 04 +

Session 0 CU\*BASE GOLD -



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employees



More data about your employees

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U Options	r Employees					Recomme	ended To	ols

More data about your employees

Coming in March! Session 0 CU\*BASE GOLD -X File Edit Tools Help **Employee Security Maintenance** Jump to ID DM Q Search for name containing Show only job classification Primary Comments Start Date ID Name Job Class Team Teller Vault Jan 06, 2017 DM DAWN TESTING TELLER TL testing a cu user 01 DO I DO1 01 03 + DP NEW HIRE 11/17/08 DA TL DT DE Session 0 CU\*BASE GOLD - Select Job Class Code - One Only DŲ RU D₩ DE Select Job Class Code - One Only DZ DA EH EM EK ER Job Class Description EL EL EP Account ing EМ ACCOUNTING ΕV BR ASSTMGR Assistant Branch Manager EY EM BRANCHMGR Branch Manager Job Class codes let us E1 EA CALLCENTER Call Center E2 EA COLLECT Collections give security officers FC HEADTELLER FA Head Teller FF FR HR Human Resources 场 our recommendations FH FL IT Information Technology FM FA LENDER Consumer Loan Officer MARKETING Marketing for tool assignments  $\mathbf{T}$ Emplo Select Specia @TR (6183) **All Tool Assignments** Add Employee CU Options Data Center Employees View Maintenance 2 @ TR (6184) 1/09/17



employees

one)

March! Session 0 CU\*BASE GOLD -X File Edit Tools Help **Employee Security Maintenance** Jump to ID DM Q Search for name containing Show only job classification Primary Comments Start Date ID Name Job Class Team Teller Vault A whole new way to HEADTELLER Jan 06, 2017 DM DAWN TESTING TL testing a user 01 DO DO) 01 DP DA TL **0**3 · Y NEW HIRE 11/17/08 assign tools to your DE DT 01 RU For RD Loans Kept on the books DŲ LN 01 D₩ DE LOAN CHECKING 04 LC DZ DA IT 03/2014 01 EM 06/02/2016 EH TL 01 · Y EK ER TL Y MAIN OFFICE 01.16.09 01 EL EL ΙV TELLER / INVESTMENTS 01 EP EM TL Ŷ 05/2014 01 · BR ΕŲ TL 07/01/2013 Y **01** + EY EM TL 08/2015 01 · Y EACLE CH COLUED CALL EA E1 TL 12 + EA 12 -E2 FC FA 01 + Set up what *this* FF FR 01 FH FL 01 + employee can do... FM FA 01  $\uparrow \downarrow$ Employee Profile Copy Delete Security Special Security Assign Tools to this Employee Q ... or work with what all your employees can do (let's try this All Tool Assignments <u>""</u> Add Employee F2 | CU Options Data Center Employees View Maintenance 르 @ ? Π TR (6184) 1/09/17

Coming in

# Assigning tools to your employees

# A whole new way to assign tools to your employees



	# employees 239	Coming in March! × All Available Tools A highlighted row indicates a custom program
Image: Straight of the straight	View Only       Catego         CONFIGS       REPORTS, MARKETING         KNOWMBR, ANALYSIS       KNOWMBR, ANALYSIS         CONFIGS       CONFIGS         Y       AP, REUIEW         PART       REPORTS         ACH       ACH         ACH, GANNEDQRY       ACH, MBRINQ         CONFIGS       ANALYSIS, BUDGETIN         ACH       STUDENTLINS         Y       PART         ACH       STUDENTLINS         ACH       ACH         ACH       ACH         ACH       ACH         ACH       STUDENTLINS         BEPORTS, MARKETING       ACH         ACH       ACH         ACH       STUDENTLINS         BEPORTS, MARKETING       AIRES	How many employees
$\leftarrow \rightarrow \uparrow \parallel = \beta i ? @$		TR (6166) 1/09/17

# Assigning tools to your employees

More visibility of who can use your tools 券 Session 0 CU\*BASE GOLD -

POP1 POP2 <u>File Edit T</u>ools <u>H</u>elp

#### **Assign Tools to Employees**

For all employees	# employees	239	A highlighted row indicates a custom program
Search for	Exact Description	Tool #	
Categories Select	Types Select		

View **Tool Description** Only Categories # Employees Abnormal Activity Monitoring Config CONFIGS Account Balance Analysis Report REPORTS, MARKETING KNOWMBR, ANALYSIS Account Retention by Age Group Account Retention by Year Opened KNOWMBR, ANALYSIS Account Suffix Configuration CONFIGS Accounts Payable Vendor Inquiry AP, REVIEW Y Accrue Interest for 360 Partic. Loans PART Accrued Dividend Summary Rpt - CDs REPORTS ACH Extract/Post ACH ACH, CANNEDORY ACH Fed Transmission Summary Ing (ACHSM) 17 ACH, MBRINQ ACH Member Inquiry 147 ACH Postina Controls Confia CONFIGS ADB Calculator (Savings & Loans) ANALYSIS, BUDGETING Add Manual ACH File to Warehouse ACH STUDENTLNS Add-on Additional Funds to Student Loan 12 Add/Maintain Participation Loans PART Adjust Teller Drawer/Audit Keus ACCTADJ 37 REPORTS, MARKETING Age Distribution Analysis Report 39 AIRES - Create Files **AIRES**  Assign to Employee About This Tool
 Show Assigned Employees  $\bigcirc$ Which employees can use this tool? Show Assigned Print 1 8 П 2

Coming in March!

All Available Tools

TR (6166) 1/09/17

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# Assigning tools to your employees

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#### Assign Tools to Employees

For all employees	# employees	239	A highlighted row indicates a custom program
Search for	Exact Description	Tool #	
Categories Select	Types Select		

Coming in March!

All Available Tools

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#### New Reports for Auditing your Security Settings

#### **BEYOND THE DASHBOARD**

			*+1+2+ 10/27/16 14:09:28 RUN ON 10/27/16 *** MENU SECURITY - MNGELE EMP ID AA AUDJ AB ANDF AE AMF AF AMY AG AMA AH AN	MENU OPTIONS Y = ENABLED, BLANK = E 01 02 03 04 05 06 07 08 09 10 11 12 N N * N N N N N N N Y N N Y N N N N N N N N N	N LEMPAU10 PAGE	1 3 29 * * * * * * * *
12/05/1	'16 17:12:06 in On 12/05/16	RE	+6+7+8+ ELEASE CONTROL CREDIT UNION ASSIGNED TOOLS AUDIT REPORT ing Tools		AGE	
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	MX	MIKE WARREN TESTING			Employee security maintenance report	Prin
	89	CU*ANSWERS CLIENT SUPPORT	MANAGER			
	AA	AMY TESTPERSON	AUDITOR			
	AB	AMANDA TELLER	TELLER/MSR			
61			POST			
		Name	Job Classification			
	DM	DAWN MOORE TESTING LONG (DM)	AUDITOR			
	DX MX	DAWN'S SECOND ID TESTING DX MIKE WARREN TESTING	MANAGER			

#### **Understanding the Changes to Auto Security**

- The auto-security feature is now controlled via a button on the home page
  - If it's on, you don't have to enter your ID and password over and over every time you launch a tool
  - CU\*BASE still checks against your access privileges, though!
- Employees can still set Preferences to activate auto-security automatically after logging in
- Auto-security will be available to <u>all employees</u>, unless you deactivate it (for *everyone*) in CU\*BASE Employee Security (CU Options)

			BASE GOLD -
	File Edit		
	CU*E	BAS	E
			WN MOORE! like to do today? Tool # S
	Searcl	h for	Exact match Search long descrip
l	Tool	#	Tool Descri
	Go!	1	Teller Line Posting
	Go!	2	Work/View Loan Application Status
	Go!	3	Open/Maintain Memberships/Acco
	Go!	4	View My Cross Sales Status
	Go!	5	Work with Member Follow-ups
	Go!	6	Member Inquiry
	Go!	7	Phone Operator / Call Center Tools
	Go!	10	Member Starter/Replacement Chec
	Go!	11	ATM/Debit Card Maintenance
	Go!	12	Update/Order Online Credit Cards
	Go!	13	Work Online Banking Apps/Reque
l	Go!	14	Member Personal Banker
Ì	Auto-sec	urity is	: ON for employee ID ;D 🛛 💋
	<>		II



#### **Changes to Employee Security**

**Converting Your Existing Access Settings** 

#### **Converting your existing security settings**

#### YOU'LL BE READY TO GO ON RELEASE DAY

This report will be in your **HOLDxx output queue** on the day of the release All existing your permissions will be If you want it routed to CU\*Spy, you can move translated to the new this report to MONTHxx or another OUTQ structure for you \*...+....1....+....2....+....3....+....4....+....5....+....6....+....7....+....8....+....9. . . . . 3 1/04/17 9:56:27 CNV37579ES PAGE UPDATE CREDIT UNION Run On 1/04/17 EMPLOYEE SECURITY CONVERSION REPORT USER BRENDAB OLD Menu: MNACCK Option#: 01 Program: UAPOPCL OLD Desc: Work With Outstanding Invoices Parm: NEW TOOL #: Assigned to: Employee ID Name NEW Desc: Work With Outstanding Invoices 998 JF JEF 05 DON 16 GRE 19 KAR 37 LIS 89 CU\* XTE 9H 92 CU\* OLD Menu: MNACCK Option#: 02 Program: PAPSEFMCL OLD Desc: Select Invoices For Payment Parm: Assigned to: Employee ID Name NEW Desc: Select Invoices For Payment NEW TOOL #: 787 JEF JF MA BRA 05 DON GRE 16 19 KAR

#### **Converting your existing security settings**

#### YOU'LL BE READY TO GO ON RELEASE DAY

- This report will be in your HOLDxx output queue on the day of the release
  - If you want it routed to CU\*Spy, you can move this report to MONTHxx or another OUTQ

*+1	++.	3.	+ 4	+	5+.	6	.+	.7
1/04/17 9:5	6:27 UPI	DATE					CR	EDIT
Run On 1	/04/17			E	MPLOYEE	SECURI	СТУ СОГ	NVER
OLD Menu: MNA	ICCK Option#	: 01	Program:	UAPOPCL		OLD	Desc:	Wor
Assigned to:	Employee ID	Name				NEW	Desc:	Wor
	JF	JEF						
	05	DON						
	16	GRE						
	19	KAR						
	37	LIS						
	89	CU≭						
	9H	XTE						
	92	CU*						
OLD Menu: MNA	ICCK Option#	: 02	Program:	PAPSEFMC	L		Desc:	
Assigned to:		Name				NEW	Desc:	Sel_
	JF	JEF						
	MA	BRA						
	05	DON						
	16	GRE						
	19	KAR						

#### Tips:

- ✓ If a person had access to either the speed sequence OR the menu option, they'll have access to the new tool# (remember, this automatically gives them access to the shortcut, too!)
- For features that appeared on multiple menus, if a person had access to any one of the locations, they'll have access to the new tool#
- For tools that currently have view-only and update versions, the system will be smart enough to grant the same access level as now

# Keeping up with news about the rollout...

#### CUANSWERS

Products Solutions Resources Events About

#### In the Kitchen: Revamping the CU\*BASE Menu System

What's cooking in the kitchen?

#### https://www.cuanswers.com/resources/kitchen/

some of the large topic projects that are currently in varying phases of development.

Ask us about an Employee CU\*BASE Security Review for your credit union! AuditLink

auditlink.cuanswers.com

In the Kitchen

#### mpmg the CU\*BASE Menu System

What's cooking?

#### Test News

cp. £1/5/2017: A new release date has been set! The **17.03 release** is scheduled to online CU\*Answers clients on **March 19, 2017**. (Check out the <u>Release Planning</u> page for all our release dates.) In the meantime, use the links below to start getting ready now:

#### → Watch this video to get a quick tour of the new navigation

→ Watch this video to learn how to find tools in the new navigation

- → Watch this video to get an overview of button bars on the new CU\*BASE home page
- → Watch this video to learn about toolset controls on the new CU\*BASE home page

 In This Section

 →
 In the Kitchen

 →
 Name Truncation for Credit/Debit Call

 →
 M-Up

 →
 Revamping the CU\*BASE Menu Syste

 →
 Bill Payment Integrations: A New Full

 →
 Phone Number Database Expansion

 →
 TotalLook

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