Volume 25: CU*BASE Employee Security

Building the Faciliary

UNDERSTANDING EMPLOYEE SECURITY AT A GLANCE

Find out about TEMPLATES FOR EMPLOYEE SECURITY

DON'T HAVE THE TIME

for you!

Simple DIY Instructions Inside!

Hanagement Services

Building the Factory

Vol. 25: Managing Your Employee Access in CU*BASE

This document and other volumes in this series are intended to give a credit union a complete road map to execute a marketing or managerial campaign. This road map will take the user from the very beginning point all the way through the end of the process and the evaluation of current processes and procedures. This design will contain all the steps necessary to track, audit and update your current employee access, the steps to follow through to the end using the referenced CU*BASE options to review the data and update your current processes and procedures.

What is the Objective?

Help ensure the safety and soundness of your member information. Understand CU*BASE USERIDs, how to perform internal resets within your credit union's policy and perform audits regularly to meet auditor and examiner criteria. Ideally this would be done on a monthly basis but it is recommended at least quarterly.

How Do I Find the USERIDs on CU*BASE?

- 1. Begin by accessing the Auditing Functions (MNAUDT) menu
- 2. Select User ID Information & History

Entering the Selection Criteria

- 1. On this screen the current USERID's that are active on CU*BASE will be displayed with the "Last Logged in Date", "Last Maintenance Date' and "Last Password Change Date.
- 2. You can enter the "# of days since login" to view employees who have not logged in for a period greater than this number of days.

Use	User ID Information									
As of Oct 28, 2014 06:01:11 View user IDs who have not logged in in the past days										
					Last Logged In	Last Password				
U	Jser ID		User Name		Date	Change Date	Created Date			
AND			ANDY		Oct 27, 2014	Oct 24, 2014	Jun 12, 2013			
CAR			CAR		Oct 27, 2014	Oct 24, 2014	Jun 12, 2013			
DAVE			DAVI		UCT 27, 2014	UCT 17, 2014	Jun 12, 2013			
KIM			KIM		UCT 27, 2014	UCT 23, 2014	Jun 12, 2013			
MUDI			MICI		OCT 27, 2014	OCT 27, 2014	Jun 12, 2013			
DUTL			nhni Duti		Oct 27, 2014	Oct 24, 2014	Jan 30, 2014 Jun 12, 2012			
SHOL			SHOL		Oct 21, 2014	Oct 20, 2014	Jun 12, 2013			
SHEE			SHEE		Oct 27, 2014	Oct 22, 2014	Jun 12, 2013			
STAC			STA		Oct 27, 2014	Oct 27, 2014	Jun 12, 2013			
TERF			Teri		Oct 27, 2014	Oct 24, 2014	Jun 12, 2013			
					,					

- 1. The overall list is initially displayed. However, you may choose the column headers for different sort options.
- 2. You may print a report by choosing the **Print Report** button.

Report Sample

12/01/11 12 RUN ON	:26:11 12/01/11		TEST USER ID AS OF 1	CREDIT UNION INFORMATION RI 1/30/11 12:48	EPORT :41		LUSRPLST	PAGE USER
		LIST USER IDS	WHO HAVE N	OT LOGGED IN :	IN THE PAST	2 DAYS		
USER ID BETHS111 CINDYS111	NAME Beth Smith Cindy Smith			LAST LOGGED IN DATE 4/12/2011 11/17/2011 END OF REPORT	LAST PASSWO CHANGE DAT 4/11/2011 10/26/201	RD CREATION E DATE 3/28/2011 1 12/10/1999	•	

- 3. You may view the history of Added, Deleted and Purged USERIDs. Noting that IDs deleted automatically will be logged as "Performed By" SYSTEM. (When a User ID has not been used for 92 days there is an automated program that runs to delete the User ID for security purposes.)
 - a. You can use the "Jump to" function which advances the list to that date or USERID.
 - b. You can use the "Search for" fields to narrow the list down to only items containing that User ID or User Name.

User ID History									
Jump to: Action date Image: [MMDDYYYY] User ID Search for: User ID containing User name containing									
User ID	User Nam	e	Action	Action Date	Performed By	Fee			
JAMES	JAMES		Purged	12/09/2011	SYSTEM	N			
BKHD	BKHD		Purgea	12/09/2011	STALEM	n			

- 4. Password Resets are also show in the User ID History screen.
 - a. Password resets are listed with the "Performed By" column for you to understand who is taking the option to reset your employees' USERIDs.

- i. If the person that reset the User ID is a credit union employee you will see their ID and it will end with your credit union's assigned number on CU*BASE. For example: TOMS860.
- ii. It is important to note that your credit union Security Officers need access to Reset User Password / Device on the Back Office (MNBACK) menu so User ID passwords and Devices are reset at the credit union level.



- iii. Taking the **Reset User Password / Device** option will reset the user's password to x1234.
 - 1. HINT: To locate your device name, click the question mark on the lower bar of any CU*IBASE GOLD menu and select "About this Application."
 - 2. CU*BASE GOLD workstations will end in "G0" or "G1"





- b. If the person that reset your User ID is a CU*Answers employee you will see their ID and it will not have a number at the end. For example: SANDYR860
 - i. It is important to note that when calling CU*Answers to reset a User ID your credit union may incur a charge for this service.

How Do I Add a New USERID to CU*BASE?

- 1. User IDs can only be added by CU*Answers Team members.
- A special form called "Credit Union Security Authorization Request" is available by contacting CU*Answers at <u>csr@cuanswers.com</u>.
- 3. This form must be completed and signed by the credit union's security officer listed on file at CU*Answers.
 - a. Prior to adding a new USERID the documentation listing the Security Officer is reviewed.
- 4. The User ID request is added to the AnswerBook for documentation.
- Created on CU*BASE GOLD with the following format: First 6 characters of the employee's first name, first letter of the last name, and with the three digit number assigned to the credit union. For example, Andy Smith at Bedrock CU would be ANDYS860.
 - a. The maximum length of an employee is 10 digits.
 - b. The first name of the employee may be shortened if it is too long.
 - c. No two User IDs can be the same. A slight change is made to add the second letter of the last name if two users have the same name.

How Do I Delete USERIDs?

- 1. User IDs can only be deleted by CU*Answers Team members.
- 2. A special form called "Credit Union Security Authorization Request" is available by contacting CU*Answers at <u>csr@cuanswers.com</u>.
- 3. This form must be completed and signed by the credit union's security officer listed on file at CU*Answers.

Creating / Updating Internal Audit Procedures

It is recommended these reports and processes be run on a monthly basis by an internal auditor, information security manager, etc. If monthly checks are not possible or do not make business sense, at least quarterly scans are highly encouraged.

Form Sample

CU*BASE Users & Security Officers

Credit Union Security Authorization Request

This form must be used to request access for credit union employees to log in to CU*BASE. It includes special authorizations for Security Officer-level users as well as User IDs for other employees who access CU*BASE in their day-to-day work. *IMPORTANT: Only employees already designated as CU Security Officers can complete this form to add new users or designate new security officers.*

Section 1: Credit Union Security Officers

Complete this section if you need to add, remove, or change the names of the employees who are designated as credit union Security Officers. A security officer is responsible for updating employee ID settings in CU*BASE, and can also request additions and changes to User IDs to log in to CU*BASE.

Please Add the following name(s) as Security Officer (a new Security Officer cannot designate his or her own name here!)

			-		
[Employee Name	Title	Contact #	Sample Signature
[1 st				100 KM
	2 nd				Mile AN

Please Change or Delete the following name(s) designated as Security Officers

	Security Officer Name	Delete	Change	Instructions
Γ				

Section 2: CU*BASE Users

Complete this section if you need to add, remove, or change which credit union employees can log in to CU*BASE. (User IDs will be assigned for you and relayed to your Security Officer.)

Add User

Please add the following users:

Employee Name	Title	[Employee Name Title				
		[

Delete/Change User

Please delete or modify the following users:

Employee Name	Title	Delete	Change	Instructions

Section 3: Credit Union Authorization

→This form must be signed by an authorized credit union Security Officer.

Credit Union		CU #	
Security Officer			
Signature	Date		

To transmit this request securely, please **save this form** as a *.PDF document and **attach it to a question** in the <u>AnswerBook</u>. (Or you may fax it to a Client Services Representative at 616-285-7285.)



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