
My Services User Registration

Step-by-Step Instructions



Common Purpose. Uncommon Commitment.

User Registration

You need to register for a CUNA Mutual Group account to access the online services and applications for which you've been authorized. This includes access to not only My Services, but to the Protection Resource Center, and Lending Resource Center as well.

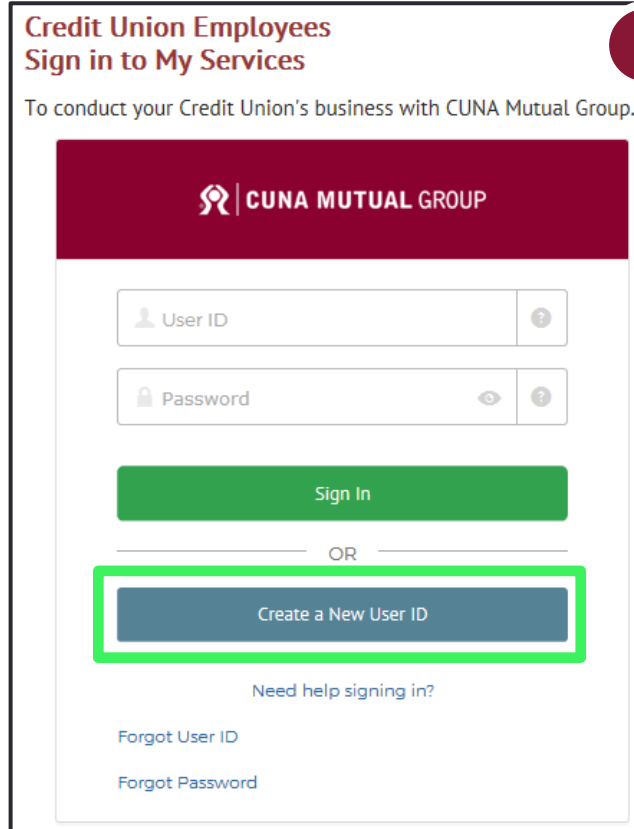
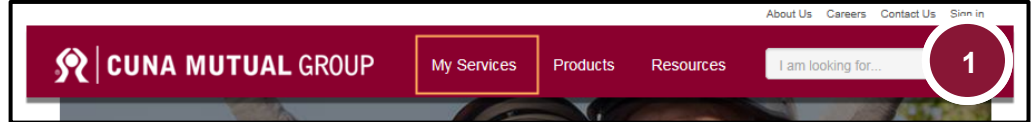
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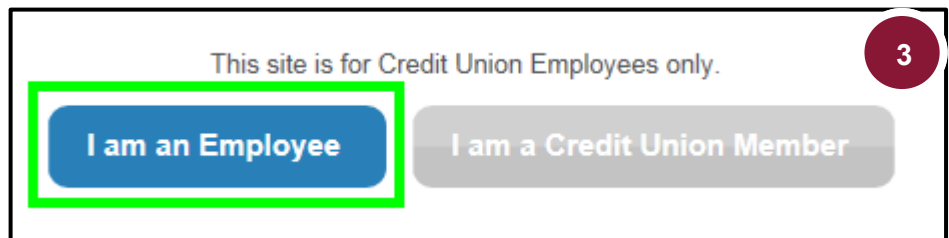
Register for a New User ID, Getting Started

1. Go to cunamutual.com and click **My Services** from the top-line navigation bar.

2. When prompted, click on the **Create a New User ID** link.



3. When prompted, click on the, **I am an Employee** link.



New User Registration, Profile

1. The **New User Registration**, page will display.

New User Registration

1

Hello and welcome to CUNA Mutual Group!
Get started with new user registration by following these steps:

- Tell us about you
- Provide your login information
- Select your services

2. Complete the **My Profile** fields.

Note: Use your business email address for your organization.

My Profile

2

First Name:*

Last Name:*

E-mail:*

Phone:* Ext:

Country/Territory:*

Title:

3. Under **Organization Information**, click on the **Search** button.

Organization Information

3

Credit Union/Organization Name:

4. The **Organization Search** window is displayed.

- a. Enter your organization's **contract number**, or
- b. Search for your organization by **Name, Type, or State/Country**.
- c. Click on the **Search** button.

Organization Search

4

Enter a full Contract Number or search by Credit Union/Organization Name. For Credit Union or Organization Name, enter all or part of the name. You can limit your results by choosing an Organization Type and/or State.

a b
Organization Type:
State/Country:

- or -

c

5. The **Organization Search Results** window is displayed.

- a. Select your Organization's Name.

Organization Name	Contract ID	Type	Address
ABC Credit Union	123-1234-1	Credit Union	1234 Main Street Madison, WI 12345

6. Your **Organization Information** is displayed.

Name	Contract ID	Address
ABC Credit Union	123-1234-1	1234 Main Street Madison, WI 12345

7. Enter your **Job Information**.

- a. If you have been selected to be a **Security Administrator**, select **Yes**. If not, select **No**.

Note: All **Data Processor** organization's employees must select **Yes**. However, you will not be granted Security Administrator access after your account is approved.

- b. Select the **Position/Role** that you fill at your organization.
- c. Select the **Primary Job Function** that you perform at your organization.
- d. Select any **Secondary Job Functions** that you perform at your organization.

Note: **Primary and Secondary Job Functions** will be used to suggest what **Service and Roles** you might need access to on the **Service and Roles** page.

- e. Agree to the **Standards and Acceptable User policy**, and click on **Continue**.

I want to register as a Security Administrator.

Position/Role: Risk Management

Your primary and secondary job functions will be used to suggest the CUNA Mutual Group services that you will need access to. Please select a primary job function that best represents what you do at your organization on a daily basis. Select any secondary job functions that you also perform.

Primary Job Function: I identify and/or reduce risk to my organization and our members.

Secondary Job Function(Select all that apply): I process member Loan Applications. I identify employee fraud.

* I have read and agree to CUNA Mutual Group Standards and Acceptable Use policy.

New User Registration, ID & Password

1. Enter the **User ID** and **Password** you would like to use for this account.

2. Select the **Security Question** and enter the **Response** that you would like associated with this account.

Note: Use a question/response that you will remember.

3. Enter the **User Validation** code and click on **Continue**

New User Registration

Create your User ID and Password

Login Information

User ID:*


Your user ID must be between 6 and 20 characters, and cannot begin with a number.

[Select]

Password:*

Security Response:*

User Validation



Type the Code Shown:*

(case sensitive, do not include spaces)

New User Registration, Services & Roles

1. If you need access to CUNA Mutual Group's Services (Applications) & Roles, check the **Service** that you need access to on this page. Services are grouped by product types and may require you to select a **Role** within the specific application or service.

Note: **Services** may be preselected based on the Job Functions you selected previously. You can uncheck these items if you do not need access to the corresponding service.

- a. When you have selected all your Services & Roles, click on **Continue**.

Note: All **Data Processor** organization's employees can **Skip this step** unless instructed to do otherwise.

New User Registration

Services & Roles

Select the CUNA Mutual Group services (and any associated roles) that you need to utilize. Services may have job functions. If necessary, you can remove these by deselecting the service.

[Skip this step](#) if you do not need to select any services.

Click to Collapse All -

Lending Support -

4 Service(s) Selected

Access loanliner.com, view compliance alerts, and obtain student loan information.

Credit Union Report Builder

Receive your customized performance results delivered to you on your schedule!

Select All Roles that Apply | [Descriptions](#)

Manager User

GAP Cancellation

Submit a Guaranteed Asset Protection waiver cancellation request

Lending Resource Center

Product information, member-facing marketing materials, LOANLINER compliance resources, real-time compliance alerts to help credit unions make the most of every lending opportunity

Linked Service

loanliner.com (including Protection Advisor, GAP, and MRC)

Provides access to credit union level summary reports and data including counts of issued member contracts for GAP and MRC.

Select a Role | [Descriptions](#)

Processor Reader SiteAdmin

MRC Cancellation

Submit a Mechanical Repair Coverage cancellation request

Participation Tracking

Participation Tracking Upload

An efficient, secure way to submit payment protection participation tracking data for reporting in the Participation Tracking Reporting service

Payment Protection Client Application

Upload month-end data file for calculation through CUNA Mutual Group's calculation engine

[Continue](#) [a](#)

New User Registration, Subscriptions

1. From the **Subscriptions** page you will have the ability to subscribe to various **Newsletters and Emails**.
 - a. One you have completed your subscriptions, click the Submit Registration button.

New User Registration

Subscriptions

Your e-mail address is already subscribed to e-mail lists, and cannot be modified during registration. Please submit your registration. You can add and remove subscriptions after your registration has been approved.

To complete your registration, click Submit Registration below.



Account Confirmation

1. After you have submitted your registration, the **Account Confirmation** screen will be displayed.

Note: Your registration for your **New User Account** or access to **Services & Roles** is not complete until you receive an email notifying you of the completion of your registration and access approvals.

Account Confirmation

Thank you for registering at cunamutual.com.

Your User ID is: iowa12345

Your registration will be sent to the security administrator at your organization for approval. Please contact any of the following security administrator for any questions.

- David McDaniel

Communications related to the approval process and sign-in instructions will be sent to you at bonnie.schulte@cunamutual.com.

You have registered for the following Services and Roles for State Of Iowa Credit Union:

Credit Union Protection

Plastic Card Claims

Protection Resource Center

Lending Claims & Premium Services

Credit Claims Online - Debt Protection - Life

Lending Support

GAP Cancellation

LDPZone

Lending Resource Center

loanliner.com (including Protection Advisor, GAP, and MRC)

MRC Cancellation

If any of the above information is incorrect, please contact CUNA Mutual Group Internet Technical Support Unit at 800.962.5465.
NOTE: Please be sure to add cunamutual.com to your list of "safe" e-mail senders.