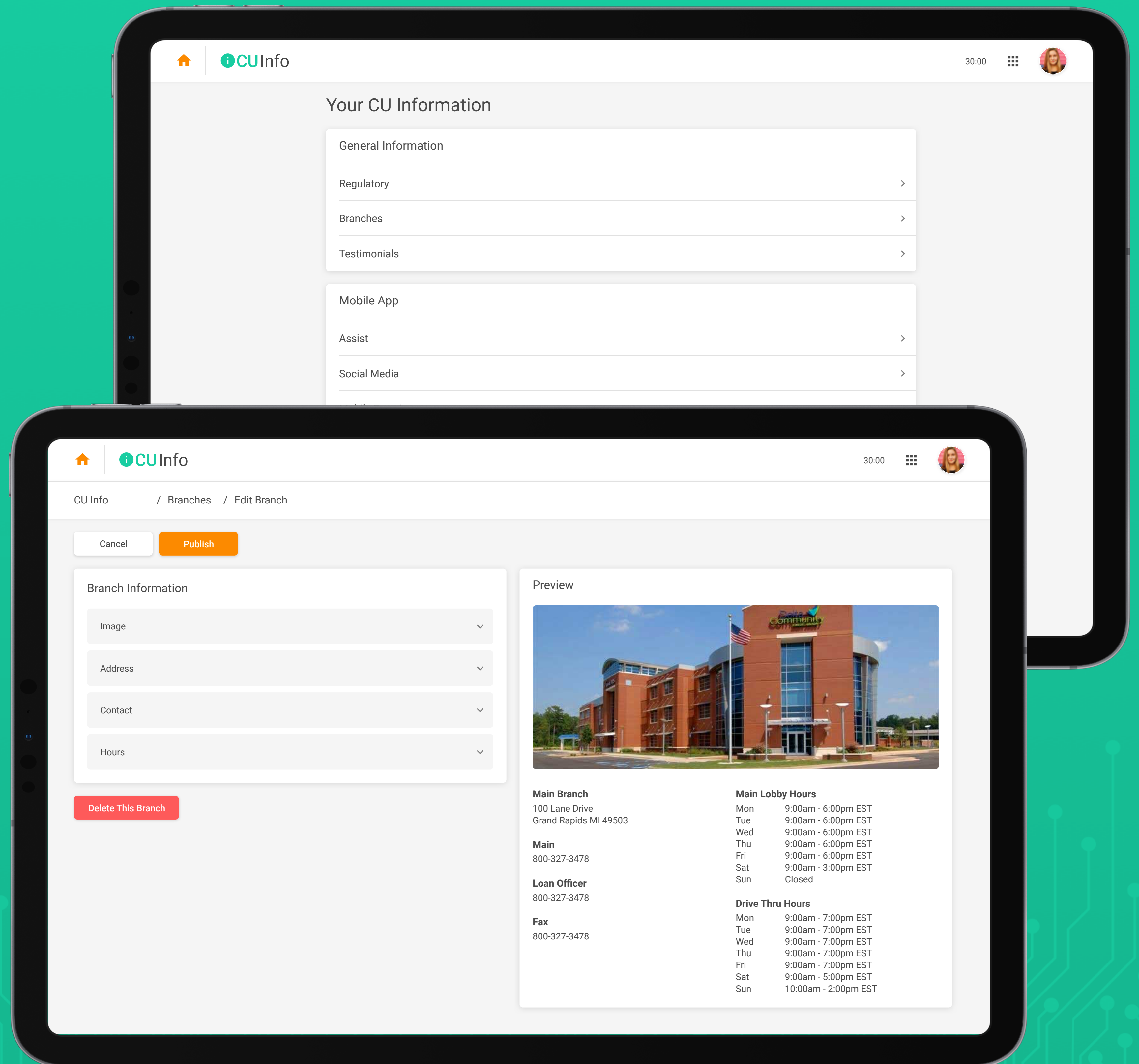


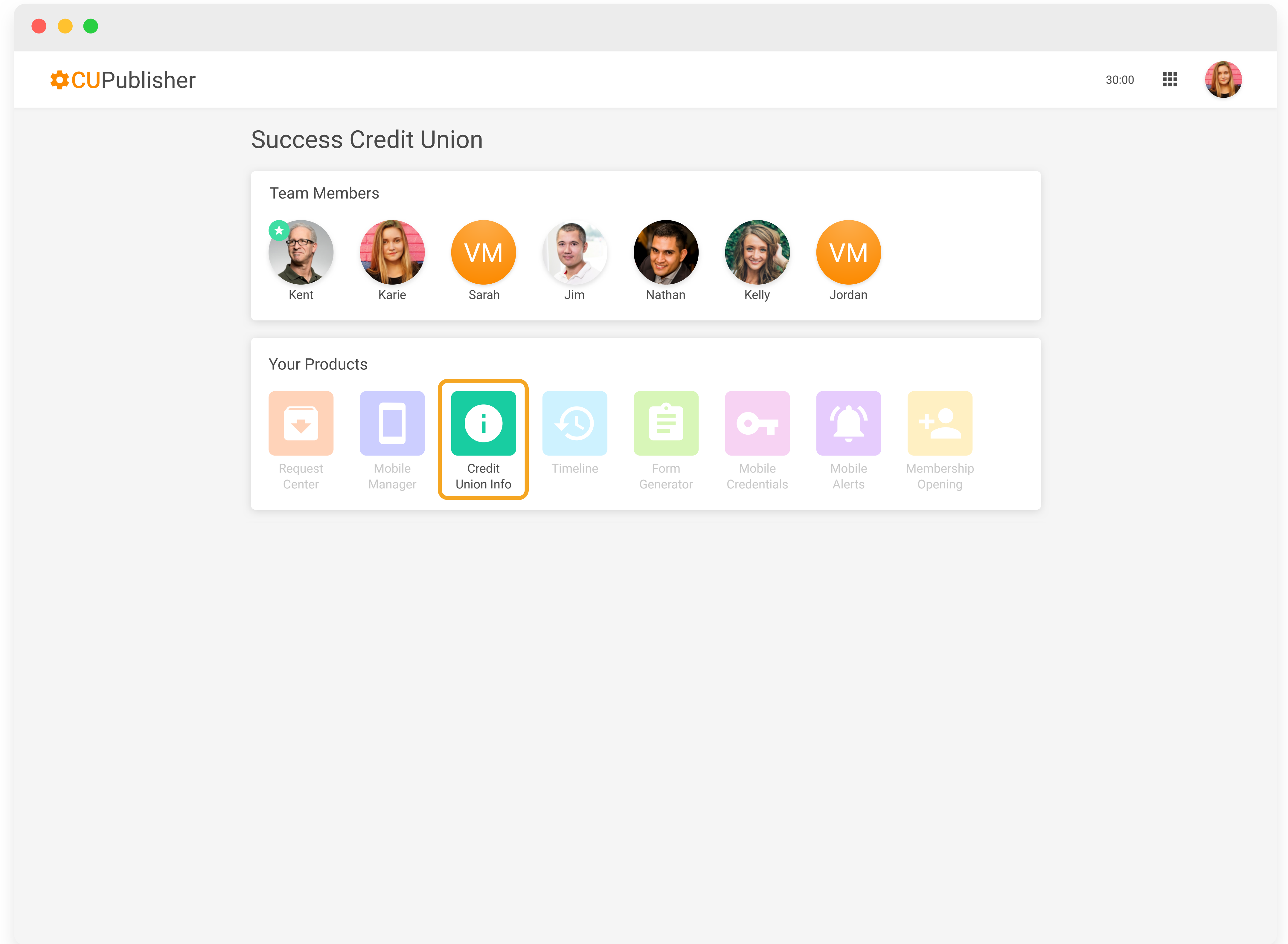
iCUInfo

Mobile Technologies Group • CU*Answers



What is "CU Info"

CU Info allows you to dynamically update your credit union information across CU Publisher products like your Membership Opening sites (MAP/MOP), Mobile 4.0 and the upcoming Biz Mobile 1.0 and Micro Apps.



What Info Can I Manage?

In addition to managing the members of your CU Publisher team, you can edit the information in the following categories:

- Regulatory Statuses (ex. NCUA)
- Branch Contact Info and Hours
- Testimonials
- Assist Questions and Answers
- Social Media Links

The screenshot shows a web application interface for 'iCUInfo'. At the top, there is a navigation bar with a home icon, the 'iCUInfo' logo, a clock showing '30:00', a grid icon, and a user profile picture. The main content area is titled 'Your CU Information' and contains three main sections:

- General Information**: A white card containing four sub-sections: 'Regulatory', 'Branches', and 'Testimonials', each with a right-pointing chevron icon. There is a horizontal line between 'Regulatory' and 'Branches'.
- Mobile App**: A white card containing three sub-sections: 'Assist', 'Social Media', and 'Mobile Experience', each with a right-pointing chevron icon. There are horizontal lines between 'Assist' and 'Social Media', and between 'Social Media' and 'Mobile Experience'.
- Manage Team (Admin Only)**: A white card with the heading 'Manage Team (Admin Only)' and the instruction 'Select a team member to edit data and manage privledges.' Below this, there is a row of eight team member profiles. Each profile consists of a circular avatar and a name below it. The first two profiles, Kent and Karie, have a green star icon in the top-left corner of their avatars. The last two profiles, Jesse and Karamo, are represented by orange circles with white initials 'JM' and 'KB' respectively.

Editing Information

When you want to make a change to your information, navigate to the location you want to edit, make and preview your changes, then click "Publish" when you're done. Changes will be made live instantly!

Note: Members may not see your changes instantly if they are currently using the mobile app. Some changes may require the app to be open and closed to be seen.

The image displays two overlapping browser windows from the CUInfo system. The background window shows the 'Your CU Information' page with a sidebar menu containing 'General Information', 'Regulatory', 'Branches', 'Testimonials', 'Mobile App', 'Assist', 'Social Media', 'Mobile Experience', and 'Manage Team (Admin Only)'. The 'Social Media' menu item is highlighted with an orange dot, and an orange arrow points from it to a modal window in the foreground. The foreground window is titled 'CU Info / Social Media' and contains a 'Social Media' form. The form includes a 'Cancel' button and a highlighted orange 'Publish' button. Below these are five text input fields for social media links: Facebook Link (https://www.facebook.com/SuccessCreditUnion/), Twitter Link (https://www.twitter.com/SuccessCreditUnion/), YouTube Link (https://www.youtube.com/SuccessCreditUnion/), LinkedIn Link (empty), and Instagram Link (https://www.instagram.com/SuccessCreditUnion/). The modal also contains a heading 'Social Media' and a sub-heading 'Connect your Credit Union's social media accounts to show in your Main and It's My Biz. If a link is not assigned, it will not be shown'.

Branch Information

When creating a branch in Branch Information, you can assign a branch name, image, address, contact information, and hours sets. Contact information can be added as phone numbers or email addresses (we suggest at least one of both). Multiple sets of hours can be created if that branch has different hours between it's lobby, drive-thru, call center, or other departments.

The screenshot shows the 'CUInfo' interface for editing a branch. The breadcrumb trail is 'CU Info / Branches / Edit Branch'. The form contains the following sections:

- Branch Information:**
 - Image: A dropdown menu.
 - Address: A dropdown menu.
 - Contact: A section with a table for phone numbers.

Phone Name	Number	Ext.
Member Services	(800) 900 - 1234	Ext.
Loans	(800) 900 - 1234	111

 Below the table is an 'Add a Number' button.
 - Email Name: A dropdown menu.
 - Address: A text input field with 'members@successcu.com' and an 'Add an Email' button.
 - Hours: A dropdown menu.
- Preview:**
 - Image: A photograph of a brick building with a sign that says 'Success CU'. An American flag is flying in front.
 - Main Branch:** 100 Lane Drive, Grand Rapids MI 49503
 - Main Lobby Hours:**

Mon	9:00am - 6:00pm EST
Tue	9:00am - 6:00pm EST
Wed	9:00am - 6:00pm EST
Thu	9:00am - 6:00pm EST
Fri	9:00am - 6:00pm EST
Sat	9:00am - 3:00pm EST
Sun	Closed
 - Main:** 800-327-3478
 - Loan Officer:** 800-327-3478
 - Fax:** 800-327-3478
 - Drive Thru Hours:**

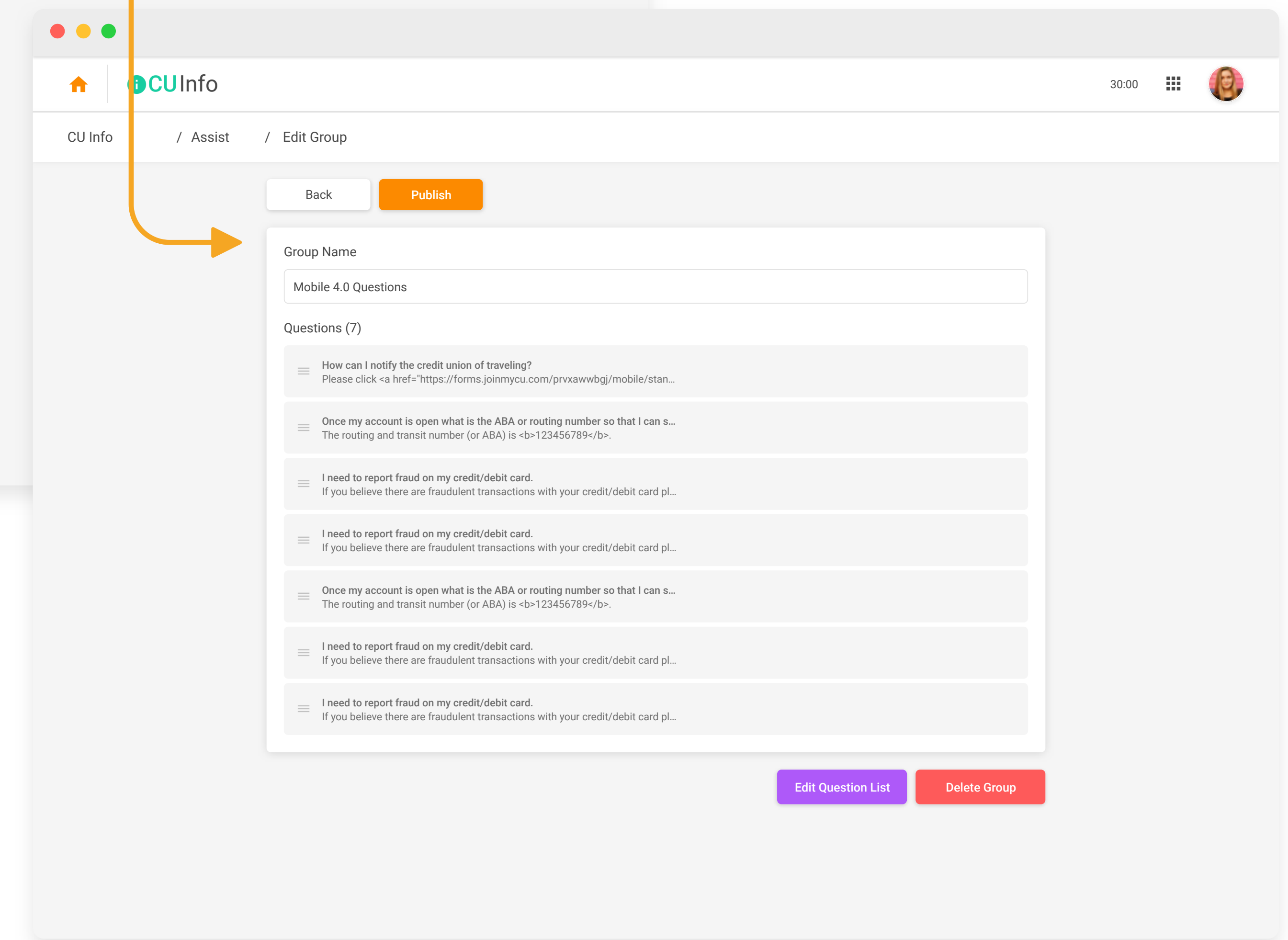
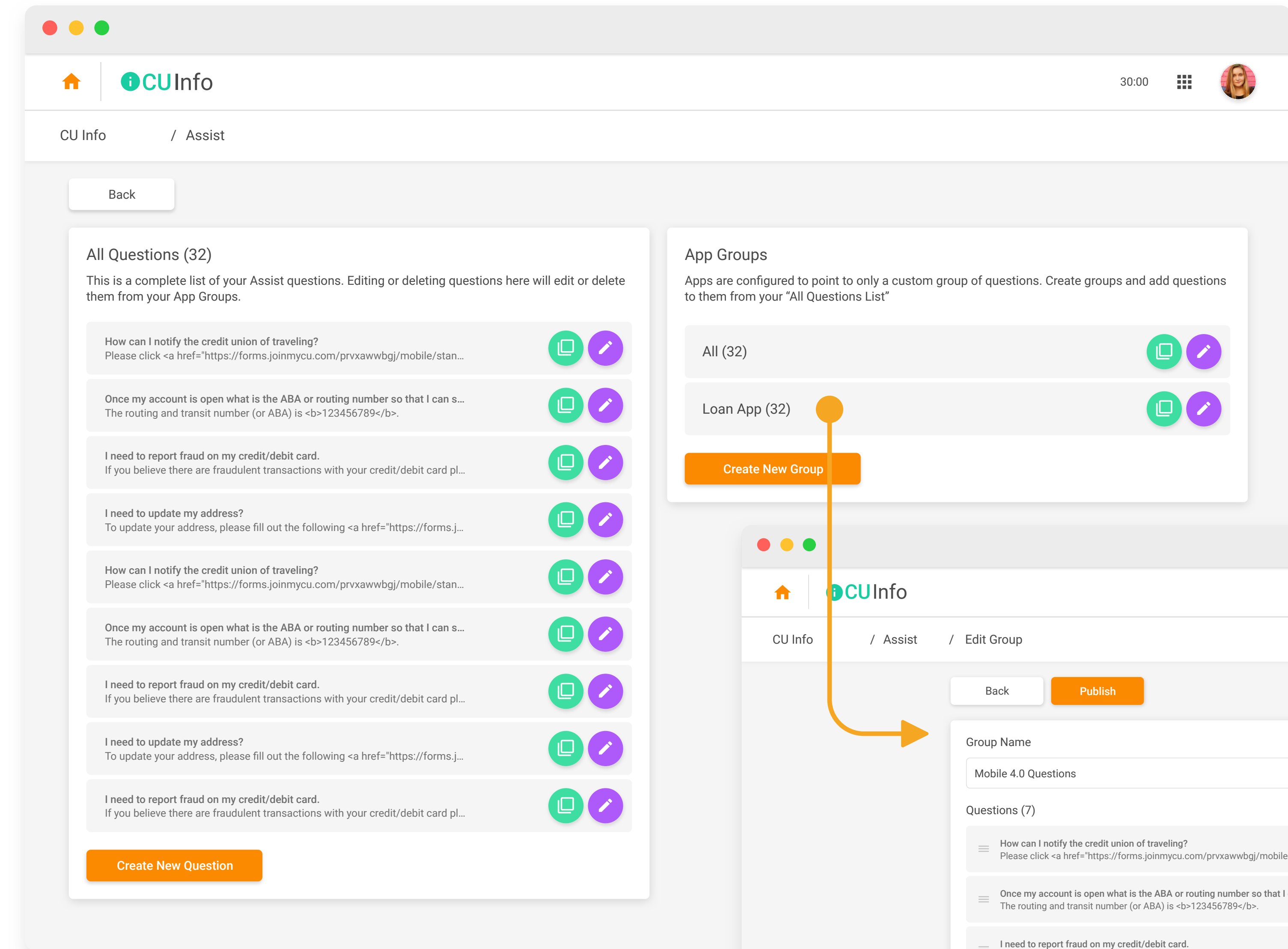
Mon	9:00am - 7:00pm EST
Tue	9:00am - 7:00pm EST
Wed	9:00am - 7:00pm EST
Thu	9:00am - 7:00pm EST
Fri	9:00am - 7:00pm EST
Sat	9:00am - 5:00pm EST
Sun	10:00am - 2:00pm EST

Creating Assist Entries

To allow different apps to use different lists of Assist Entries, the Assist feature in CU Info allows you to create question groups.

The “All Questions” list on the main Assist page is where all your assist entries are stored, each able to be edited or duplicated in the case of a similar question that requires a different answer per app.

Also on this screen are groups of questions. Each of your apps will point to a group of questions to use in that app’s Assist feature. By default apps will point to the “All” group, a default groups containing every question you’ve created. You can also create a group of only certain questions and have an app point to that.



Track Changes in Timeline

Integration with:



Timeline, a free CU Publisher product included with every subscription, will be able to keep track of actions made by your whole team in all your CU Publisher products. This includes changes to your Credit Union's information made in CU Info, forms created and edited in Form Generator, form requests processed in message center, and more!

The image shows a composite screenshot illustrating the integration between CU Info and the Timeline application. The top window is the CU Info 'Edit Branch' page, featuring a 'Publish' button. An orange arrow points from this button to the Timeline application. The Timeline application displays a vertical timeline of user actions from January 18th to 22nd, 2020. The actions are as follows:

- January 22nd, 2020:**
 - Matthew from 10.150.11.59 Added a New Branch Location at 1:30 PM EST
 - MTG ADMIN from 10.150.11.59 Edited a Mobile App Banner at 11:30 AM EST
- January 21st, 2020:**
 - Jim from 10.150.11.59 Ran a mobile credentials test at 4:35 PM EST
 - Kent from 10.150.11.59 Modified a form request at 3:28 PM EST
 - Kristian from 10.150.11.59 Updated the status of a form request at 2:20 PM EST
 - Kent from 10.150.11.59 Updated a form at 11:29 PM EST
- January 20th, 2020:**
 - Kristian from 10.150.11.59 Modified a form request at 11:29 PM EST
- January 19th, 2020:**
 - Kristian from 10.150.11.59 Modified a form request at 10:34 AM EST
 - Kent from 10.150.11.59 Edited a Mobile App Banner at 9:12 AM EST
- January 18th, 2020:**
 - Jim from 10.150.11.59 Ran a mobile credentials test at 4:35 PM EST
 - Kent from 10.150.11.59 Modified a form request at 3:28 PM EST
 - Kristian from 10.150.11.59 Updated the status of a form request at 2:20 PM EST



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As Part of a CU Publisher Subscription

Unlimited Team Members

You can add as many of your Credit Union team members to CU Publisher as you'd like! Team leaders can also be assigned administrator privileges, allowing them to manage who can access which products.

Lightning Fast Editing

Any change you make to your products goes live to your members instantly! No more waiting or emailing — they're your products on your schedule!

Product Support Always Available

Have a question about how to use any CU Publisher product? We're here to help! Questions can be answered by emailing kristiandaniel@cuanswers.com

