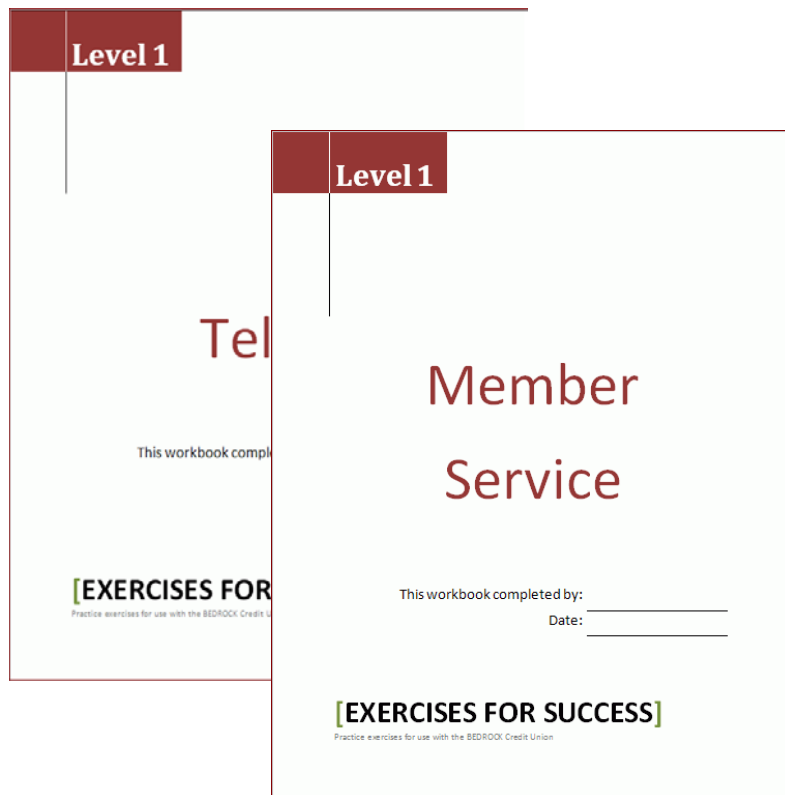


Exercises for Success



Exercises for Success provides helpful exercises to practice Teller and Member Service tasks. These workbooks are designed to be used with Bedrock Credit Union after the Online University courses for Teller and Member Service are completed.

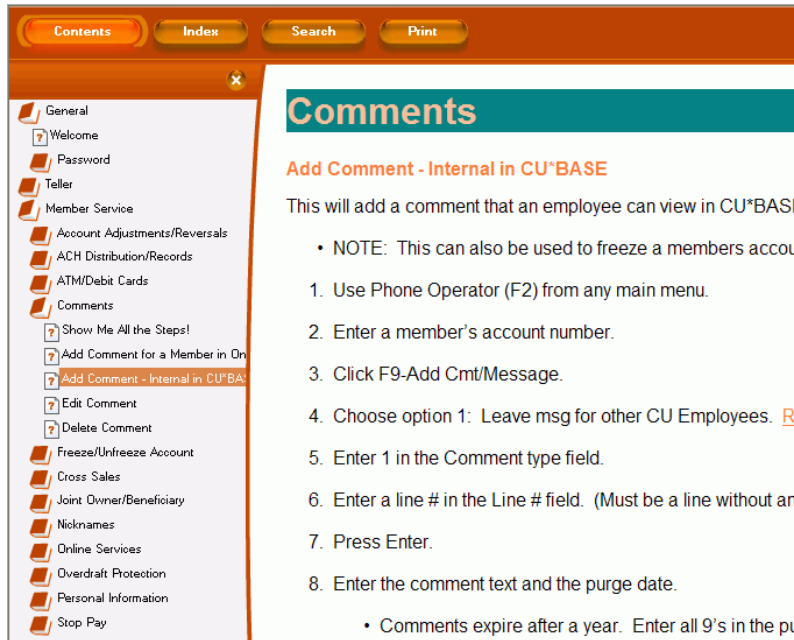
Exercises for Success helps you learn at your own pace. Use this in conjunction with Show Me the Steps Online Help.

HOW TO FIND THE EXERCISES FOR SUCCESS:

Find links to the Exercises for Success page on the Education Page or on the CU*BASE Reference Page:


http://www.cuanswers.com/client_education_exercises.php

Show Me the Steps! Online Help



Check out Show Me the Steps Online Help! This help system includes step-by-step directions on many Member Service tasks and will help you step-by-step with the activities in many of these exercises. The Table of Contents is broken down by job task – check out the Member Services section. Or use the Index or Search to find the directions you are looking for.

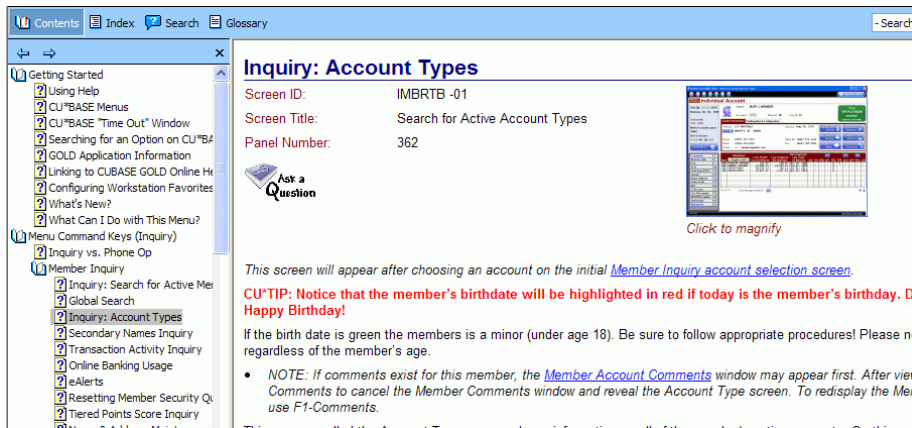
HOW TO FIND THE SHOW ME THE STEPS! ONLINE HELP:

1. You can access this system by clicking  on the top left corner of any menu screen in CU*BASE.
2. Then click on the **Show Me the Steps!** link.



For a more direct route to the Show Me the Steps! Help, click <http://www.cuanswers.com/doc/stepbystep/stepbystep.htm>

CU*BASE Online Help



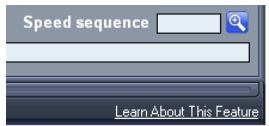
CU*BASE Online Help includes more detailed information about the screens you will use in CU*BASE. Don't know something about CU*BASE? Check this help out for the answer!


Use the Table of Contents, Index and Search features to find the information you need. This help system also includes links to videos, examples of reports and pictures of each screen.

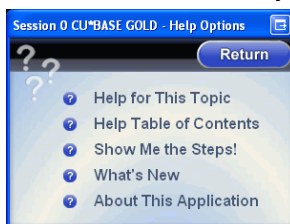
To view a close-up of each CU*BASE screen, click *Click to Magnify* under the small graphic at the top of the topic. (View image above.) A larger picture of the screen will appear.

HOW TO FIND THE CU*BASE ONLINE HELP:

1. Click Learn About This Feature in the bottom right hand corner of each screen:

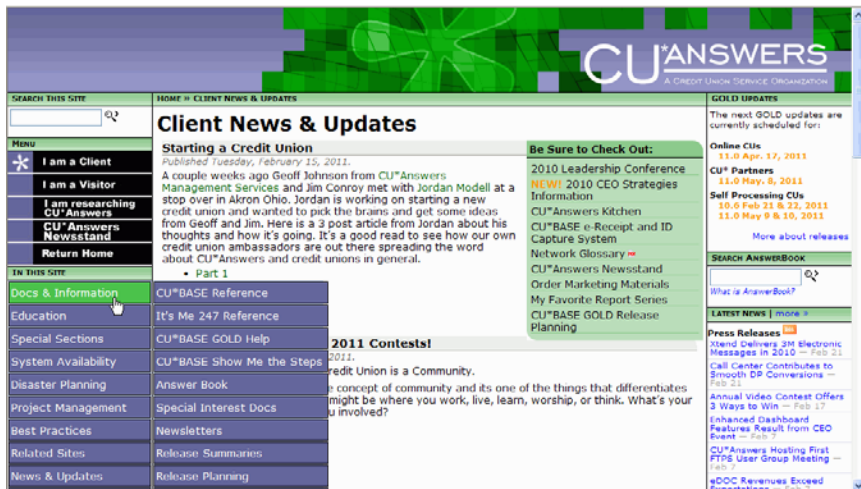


1. You can also access this system by clicking  on the top left corner of any menu screen in CU*BASE
2. Then click on the **Help Table of Contents** link.



For a more direct route to the CU*ASE Online Help, click <http://www.cuanswers.com/doc/gold/gold.htm>

Reference Pages – CU*BASE and “It’s Me 247”

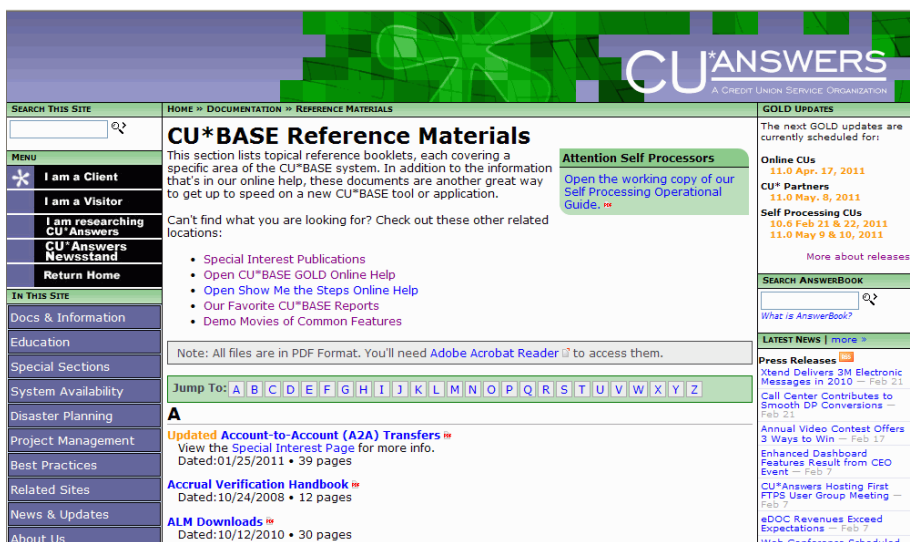


The CU*Answers website has two reference pages, the CU*BASE Reference Page with documentation on CU*BASE and the **It’s Me 247** Reference Page with documentation on online banking (**It’s Me 247**). Here you will find more product-related documentation.

HOW TO FIND THE REFERENCE PAGES:

Begin on the “I am a Client” page. Use the Docs & Information sidebar, the find the navigation to the two pages – CU*BASE GOLD Reference and It’s Me 247 Reference (see example above).

CU*BASE Reference Page







This is a listing of all documentation related to CU*BASE.

- NOTE: The “Our Favorite CU*BASE Reports” link at the top of the page takes you to several documentation pieces on commonly-used reports. The CU*BASE Daily Reports

manual that you can access from the bottom of this page shows examples of all CU*SPY Daily Reports

"It's Me 247" Reference Page

SEARCH THIS SITE <input type="text"/>	HOME » DOCUMENTATION » REFERENCE MATERIALS	GOLD UPDATES The next GOLD updates are currently scheduled for: Online CUs 11.0 Apr. 17, 2011 CU* Partners 11.0 May. 8, 2011 Self Processing CUs 10.6 Feb 21 & 22, 2011 11.0 May 9 & 10, 2011 More about releases
MENU * I am a Client I am a Visitor I am researching CU*Answers CU*Answers Newsstand Return Home	"It's Me 247" Reference Resources Page Help Systems <ul style="list-style-type: none">• It's Me 247 Online Help• CU*BASE GOLD Online Help Main Introductory Brochure <ul style="list-style-type: none">• It's Me 247 Color Introductory Brochure Demo Movies in On Demand <ul style="list-style-type: none">• Introductory Tour of It's Me 247 features• Account to Account Transfers• eNotices and Hide My Typing• Using Mobile Web Banking• Scheduling a Transfer• What are My Points (Tiered Services) Demonstration Access a practice account online. <ul style="list-style-type: none">• The account numbers you can use are 1782, 2007, 3910. For all accounts, use the 123456 (for the password) and test (as the answer for all security questions).	SEARCH ANSWERBOOK <input type="text"/> What is AnswerBook? LATEST NEWS more » Press Releases Xtend Delivers 3M Electronic Messages in 2010 — Feb. 21 Call Center Contributes to Smooth DP Conversions — Feb. 21 Annual Video Contest Offers 3 Ways to Win — Feb. 17 Enhanced Dashboard Features Result from CEO Event — Feb. 7
IN THIS SITE Docs & Information Education Special Sections System Availability Disaster Planning Project Management Best Practices		

About Us Home  Proud Member of the custerisk.com Network  Introducing custerisk.com	Reference Materials Some of these reference items are also posted on the CU*BASE Reference Page . <input type="text"/> Note: All files are in PDF Format. You'll need Adobe Acrobat Reader to access them. Jump To: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z A Updated Account-to-Account (A2A) Transfers ⓘ View the Special Interest Page for more info. Dated:01/25/2011 • 39 pages B Branding in It's Me 247 ⓘ Dated:05/12/2010 • 2 pages C CU*CHECK Viewer: Accessing Checks ⓘ Dated:07/17/2009 • 4 pages CU* CheckViewer: Using the CU* CheckViewer ⓘ Dated:05/11/2009 • 1 pages	Web Conference Scheduled Highlighting Risk Management Tool — Feb. 7 More News CONTACT US CU*Answers 6000 28th Street SE Suite 100 Grand Rapids, MI 49546 ph:616.285.5711 fr:800.327.3478 fx:616.285.5735 SELECT PARTNERS  Fuze Digital Solutions 
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This is home to all documentation related to online banking.

This has links to the main brochure, demo videos related to online banking, a link to the demonstration site and of course, the reference materials themselves.