

Registration Instructions for cunamutual.com



Common Purpose. Uncommon Commitment.

1. Go to www.cunamutual.com and click on “**My Services**” tab
2. On the “My Services” screen: “Register for a New UserID”
 - Under General Information, type in your name, email and phone number with extension.
 - Under Organization Information – click search and enter your credit union’s contract number or enter your credit union name, organization type should already read credit union, enter your state and then click on search.
 - Under Organization Search Results screen, click on the name of your credit union. This will take you back to the New User Registration screen.
 - Under Job Information: Select Position/Title from the drop down & check under Department all that apply. After you read the ‘CUNA Mutual Standards and Acceptable Use Policy’ click on the box and click on the continue button at the bottom of the screen.
3. Next, create a UserID and password (specific instructions to the right of these fields), select and provide response to a security question, enter the user validation code and click continue at the bottom of the screen.
4. On Services and Roles page, scroll down to “Member Services” and click on it to expand the heading and see a list of services. Click on the boxes in front of “CU Navigator Management Reporting” and “MemberCONNECT Resource Center.” Click the continue box at the bottom of the screen.
5. On Subscriptions, click Submit Registration.
6. You will receive a confirmation page with your UserID, the email address CUNA Mutual Group will use for communications regarding subscriptions and a list of the services you selected.
7. Your request will be forwarded to your credit union’s **CUNA Mutual Security Administrator** or **CUNA Mutual’s Internet Technical Support Unit** for approval. (If you know who your CUNA Mutual Security Administrator is, you may want to inform them that an email will be coming to them to approve in order for you to be given access to the services requested.) This approval process may take 1-2 days to complete. After this is completed, you will receive an email indicating approval or denial of the services you had selected.

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Request MemberCONNECT Resource Center – Already Have Access to www.cunamutual.com

1. Go to www.cunamutual.com and click on “My Services”
2. Enter your UserID and password and click on Sign In
3. Under “My Profile” Click on Edit Services & Rolls
4. On Services and Roles page, scroll down to “Member Services” and click on it to expand the heading and see a list of services. Click on the box for the MemberCONNECT Resource Center. Click the continue box at the bottom of the screen.
5. Submit & Close

Your request will be forwarded for approval. You will receive an email indicating approval or denial of services you had selected.