



Company Admin How-to Document

Removing an Account

Purpose: *When an individual has left the credit union, be sure to remove them from CUES. This process will remove the individual from the membership and remove them as part of your credit union staff/board.*

Process:

To complete the steps below, you must have admin rights for cues.org.

1. Once you are logged in to cues.org, you'll be in the myCUES Dashboard. From here, click 'Manage My Account'.

Hi, Laura.

Laura Gibbs
Member Engagement Manager
CUES Staff

Membership Level
Unlimited+

Member ID
1081755

Manage My Account >

2. Now, scroll down to the 'Manage Membership Access' section and click 'Add/Remove/Update Database'.

Manage Membership Access

This section is for Company Administrators Only!

In this section you may add, update, or remove staff from our database and grant them access to membership. The person must be added to the database before they can be granted access to membership. We recommend that admins review and update this information annually to ensure that only current employees and board members are receiving CUES access through your organization. This section is for company administrators only!

Company Profile Management

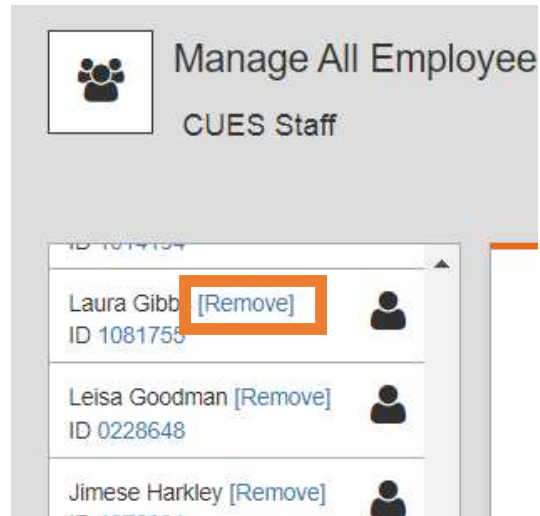
Add/Remove/Update Database

contact is in the database. You must add them to the database before you grant them membership. You can also download your current roster of staff/board contacts in this section. This section does not grant or verify access to the membership.

Add/Remove Membership Access

Here you may add/remove access to membership or magazine subscriptions for your staff and board. This option is only available to organizations with U or U+ memberships. You must enter the contact in the database before granting access. Only company administrators can use this function. Contact us at cues@cues.org for assistance.

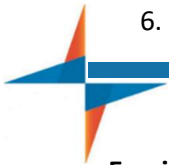
3. Locate the individual that needs to be removed, and click 'Remove'



4. The system will ask you to confirm the removal. To confirm, click 'OK'. To cancel, click 'Cancel'.



5. The individual will immediately be removed.
6. Repeat steps 3 & 4 for other individuals that need to be removed.



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