



Member How-to Document

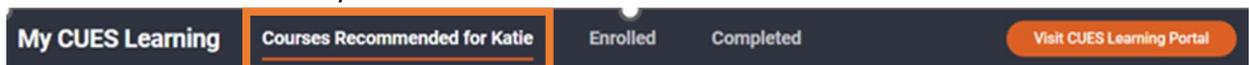
Enrolling in a Course or Learning Journey

Purpose: To self-enroll in a learning journey or course.

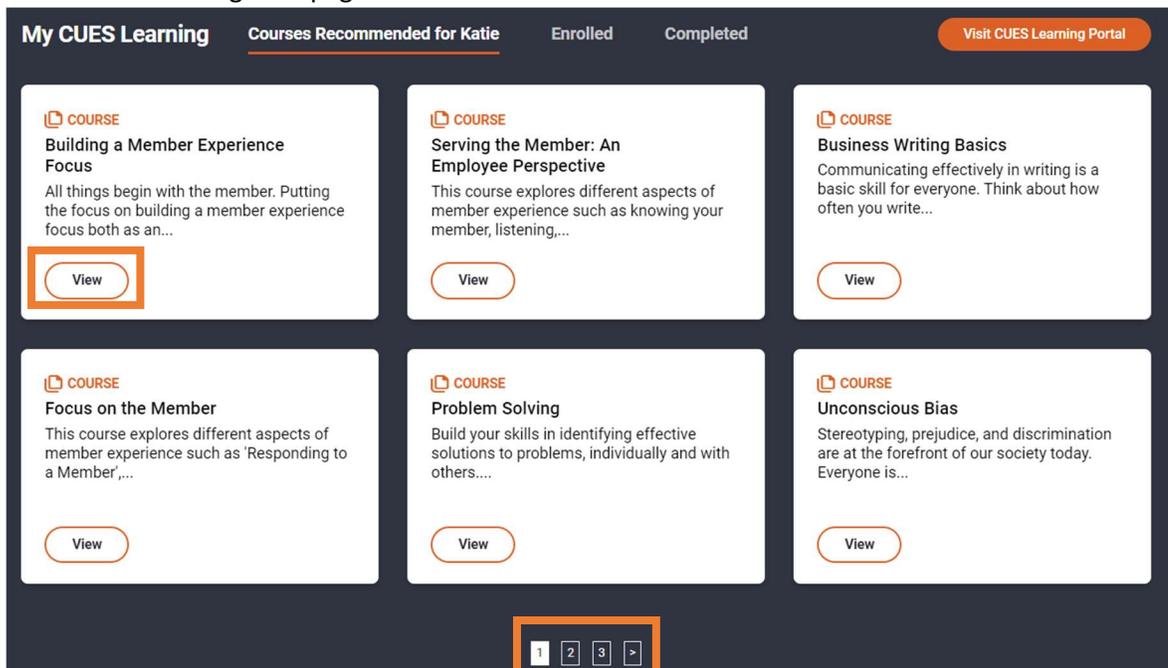
Process:

Finding and Enrolling in a Course From MyCUES Dashboard

1. After you've logged into cues.org and have accessed myCUES dashboard. Scroll to the "My CUES Learning" section. Click on "Courses Recommended For [Name]." This will show you available courses that are tailored to your role.



2. If you see a course you'd like to take, click on "View", otherwise you can select the numbers at the bottom of the button to change the page and look for more courses.



3. You will now be redirected to the course landing page, giving you the option to enroll/sign up & a brief description of the course. Click on the blue Enroll/Sign up button.

The image shows a dark blue header with the text "Focus on the Member" in white. Below the header, on the left, it says "Started October 31, 2023". On the right, there is a blue button with the word "Enroll" in white, which is highlighted with an orange border.

Course Description

This course explores different aspects of member experience such as 'Responding to a Member', 'Creating A Member Centered Culture', 'Building a Member Focused Organization' and 'Credit Union Member Experience'.

Note: if you're not currently logged into the CUES Learning Portal you will be prompted to login. Please view the "Accessing CUES Learning Portal" guide in the CUES Member Help Center if you need assistance.

4. Click "Start learning"

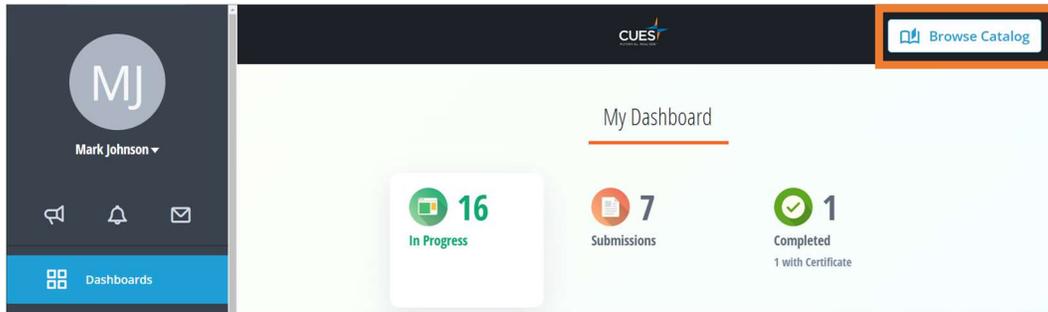
The image shows the course landing page with a dark blue header "Focus on the Member". Below the header, there are tabs for "Course Outline", "To-dos", and a star icon with "0". A blue button labeled "Start Learning" is highlighted with an orange border. Below the tabs, a section titled "Your Progress Towards Completion" features two circular progress indicators. The first indicator shows a star icon and the number "0" with the text "Receive 215 Points" below it. The second indicator shows a checkmark icon and the number "0" with the text "Complete total of 2 To-dos" below it.

5. Now you can start taking the course.

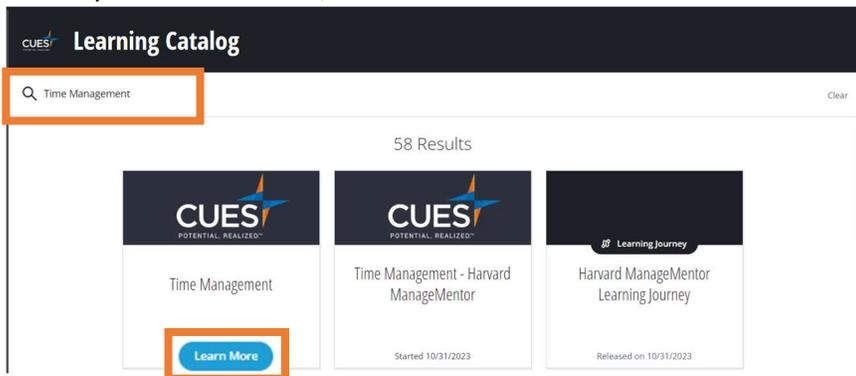
The image shows a browser window displaying the course content page. The browser tab is titled "Leading the Business" and the page URL is "https://cues.com/Member-Service". The page has a dark blue header with the text "Introduction To Member Service" and "20 mins of work". On the left, there is a sidebar with a "Course Content" list. The list includes "What is Member Service?" (95 stars), "Introduction To Member Service" (15 stars, marked as completed with a green checkmark), "A Member-Centered Culture" (45 stars), "Selecting The Right Members" (35 stars), "Serving the Member: A Leader Perspective" (80 stars), "Credit Union Member Experience" (40 stars), and "Wrap Up" (35 stars). The main content area shows the "Introduction" section with the text: "Member service in credit unions is of paramount importance as it directly impacts the overall member experience. Throughout this course, you'll gain insights into delivering the best member service in credit unions, emphasizing its significant impact on the overall member experience."

Finding and Enrolling in a Course From CUES Learning Portal

- After you've accessed CUES Learning Portal, click on "Browse Catalog" at the top right corner of the page.



- This will open the Learning Catalog and show all the content you are not currently enrolled in. From here, you can search for any course title or topic in the search bar. After you've found the course you'd like to access, click "Learn More".

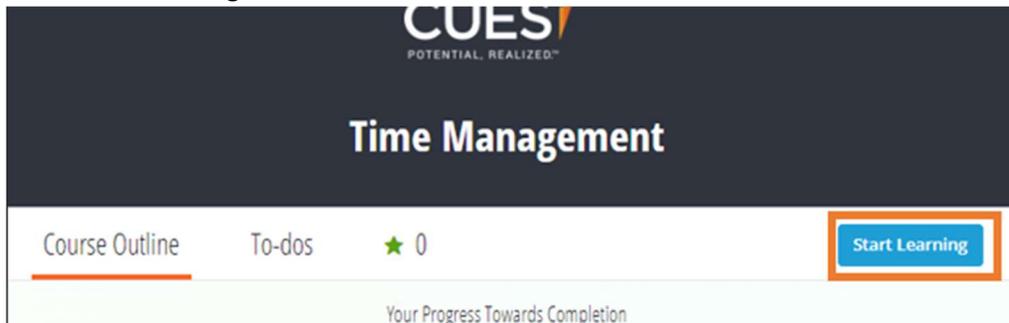


- Click "Enroll".



Note: The "Started" text is the date the course was last updated and does not mean you have started the course.

- Click "Start learning"

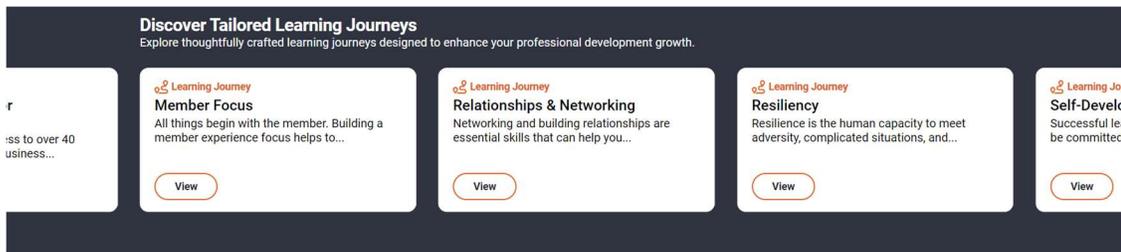


10. Now you can start taking the course.

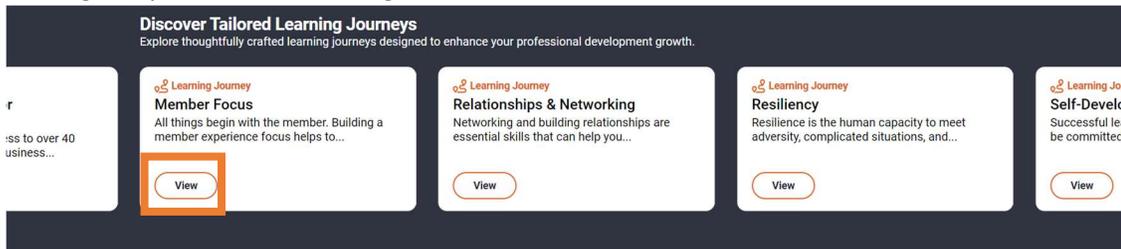


Finding & Enrolling in a Learning Journey and a Course Within the Learning Journey

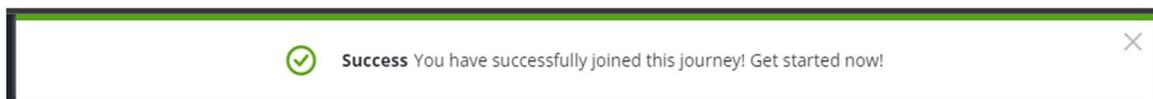
1. After you've logged into cues.org and have accessed myCUES dashboard. Scroll to the "My CUES Learning" section. Scrolling a bit further you will see the "Discover Tailored Learning Journeys" section. This section shows you tailored Learning Journeys that you are not currently enrolled in.



2. If you see a Learning Journey you'd like to enroll in, click "View". If you don't see what you're looking for, you can scroll through to look for more.



3. After you've clicked on the "View" button, you will be redirected to the Learning Journey page in CUES Learning Portal. From here, click "Start My Journey" to enroll. You will now see a pop-up confirming it worked.



4. Scroll to view the courses offered within the Learning Journey. Click “Learn More” on any course to launch it.

CUES
POTENTIAL, REALIZED™

Change Management

Your Progress Towards Completion
0 out of 4 complete

Today's global, interconnected business environment is in constant flux. To succeed in this context of continuous change, everyone in an organization needs to be skilled in responding and adapting to change. However, leaders are required to do more. Through this collection of courses, leaders at all levels will develop the ability to initiate and implement change initiatives successfully.

Complete All in Any Order

- 1 **CUES**
POTENTIAL, REALIZED™
Change Agility
Learn More
- 2 **CUES**
POTENTIAL, REALIZED™
Cultivating Your Personal Adaptability
In Progress
Started 10/31/2023
- 3 **CUES**
POTENTIAL, REALIZED™
Leading Change
Learn More
21 learners enrolled
- 4 **CUES**
POTENTIAL, REALIZED™
Resiliency
In Progress
Started 10/31/2023

5. Next, click “Enroll”.

CUES
POTENTIAL, REALIZED™

Leading Change

Started October 31, 2023

Enroll

6. Click “Start Learning”.

CUES
POTENTIAL, REALIZED™

Leading Change

Course Outline To-dos ★ 0 **Start Learning**

Your Progress Towards Completion

Receive 260 Points

Complete total of 2 To-dos

7. Now you can start taking the course.

Change Management... Leading Change **Today's Context for Organizational Change**

Course Content

| | |
|---|---------|
| How Change is Changing | ☆ 10 ^ |
| Today's Context for Organizational Change <small>25 mins of work ☆ 10</small> | |
| Be Ready for Change | ☆ 70 v |
| Initiating Change | ☆ 105 v |
| Implementing Change | ☆ 75 v |
| Wrap Up | ☆ 35 v |

Today's Context for Organizational Change

© 25 mins of work

Introduction

Change is an inevitable and often unwelcome reality, but as a leader, it becomes essential for you to guide your team and organization through these unforeseen shifts. This course will equip you with the necessary skills to effectively lead your team during times of change, even when met with resistance.



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