THE **National Credit Union** FOUNDATION

ADMIN GUIDE

CUAid Disaster Recovery App

CUAid
The Foundation's Disaster Relief Center

GET STARTED

Download

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Search for:
CUAid by CU-APPS
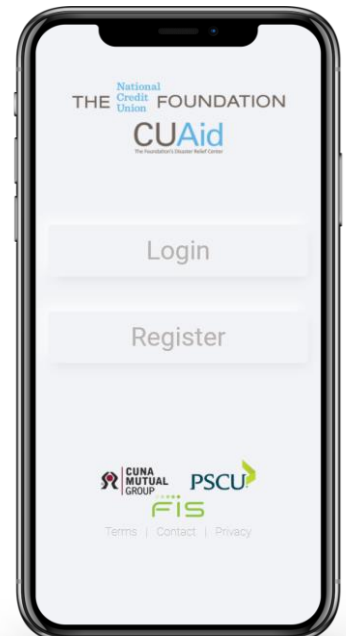
Desktop version:

CUAid.ncuf.coop

Register

Credit unions register by completing the enrollment form to add their information to the Foundation's Disaster Relief Program database. Setting up an account provides access to resources to prepare for and report disasters and to seek and provide resource support.

Your credit union's **main point of contact** in case of disaster is who should register your organization. This will be the individual who will be set up as an Admin for the CUAid app and have access to add and edit other users for your credit union.

1. Click the **Register** button on the app start screen

2. Scroll to read through the overview and complete the enrollment form with your credit union and account info

   Note: If you're a non-credit union entity, use 1111 for your charter number and choose "Other" for your core system

3. Once complete, select the checkbox to agree to the Terms and Conditions then click **Register**

THE National Credit Union FOUNDATION
CUAid
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Login

Register

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PREPARE

## Complete the Prepare Form

1. Click **PREPARE** on the app front page

2. Fill out all 6 sections of the form by clicking through the gray tabs or using the **Next** button at the bottom of each page
   - As you make edits, they are automatically saved

Note: the person listed as the **Resource Contact** in the Contacts section of the form will be the main point of contact when people are searching for resources
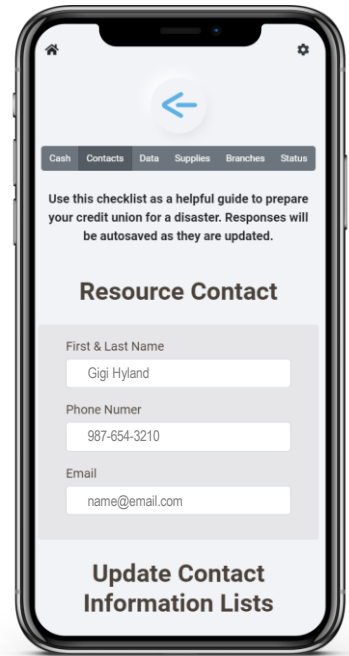
Add users

1. Click on the gear in the upper-right

2. Select **Users** from the menu

3. Click **Create** in upper-right to toggle to the "Add User" form

4. Fill in the form then click **Create**
   - *Provide the password used to that user; the user can then log in and change their password by clicking the gear icon (upper-right) and then selecting* **Security**
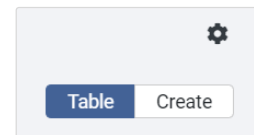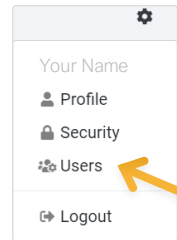
Edit user roles

After creating a new user, you can select **Table** in the upper-right to toggle back to the Users list. From here you can edit the users' role of either Administrator or Member.

ADMIN	MEMBER
Edit Prepare form	View Prepare form
Report a disaster	Report a disaster
Add/disable users	
Adjust user roles	

We've experienced a disaster; how do I get help?

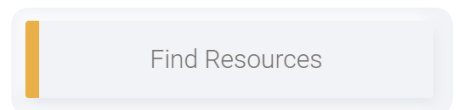# REPORT

Report a disaster

1. Click **REPORT** on the app front page

2. Fill out the information form about the disaster

3. "National Credit Union Foundation Contact" is the person who the Foundation should contact for further information

4. Once you click **Submit** a confirmation email is sent to both you and the Foundation
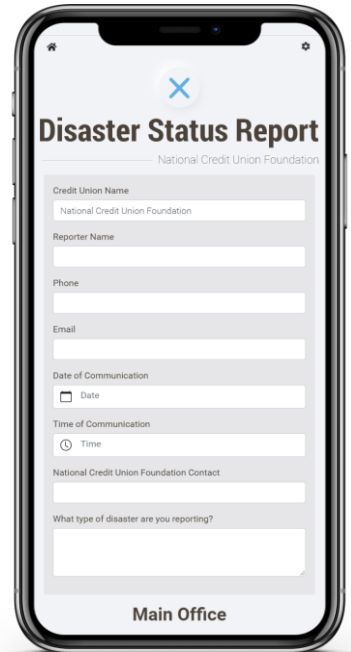
CONNECT

Find resources

1. Click **CONNECT** on the app front page

2. Select "**Find Resources**" to search by State and/or Credit Union Name
   • You can leave all fields blank and click **Search** to view all listings in the database

I know there is a disaster; how can I help?

# CONNECT

Alerts and Events

1. Click **CONNECT** on the app front page

2. Select "**Alerts and Events**" to view app notifications and reported disasters

3. Select a reported disaster to get details and contact information for organizations in need of resources
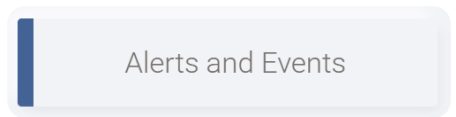
DONATE

1. Click **DONATE** on the app front page to quickly access the online donation form

Donations provided to the CUAid General Disaster Relief Fund allow the Foundation to quickly distribute funds to credit union employees in need. 100% of funds received through CUAid go to meeting the needs of those affected as the Foundation absorbs all administrative and fundraising costs.
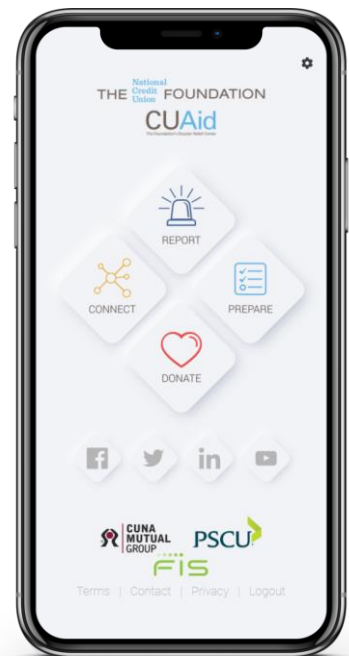
MORE INFO

Frequently Asked Questions

For answers to additional questions:

Download FAQ

Contact us

Have a question, need assistance or want to learn more?
Please Contact Melissa Ibach and Traci O'Neill:

Email: **CUAid@ncuf.coop**

Phone: **202.508.6716**

Visit our website