

CUAid App FAQ

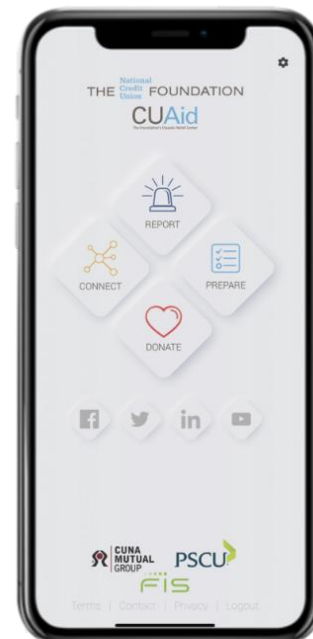
The National Credit Union Foundation, in collaboration with PSCU & CU-APPS, launched a disaster recovery app to streamline and connect credit unions with one another when disasters strike to quickly coordinate resources.

Download:

Apple: <https://apps.apple.com/us/app/cuaid/id1514464704>

Android: <https://play.google.com/store/apps/details?id=com.sideresult.cuaid>

Browser: <https://cuaid.ncuf.coop/>



- **Who should register from my credit union?**

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

- **Can other employees at my credit union register in the app as Admins?**

Yes! You can add additional Admins to your account who have the ability to make updates to your credit union's resources and information.

For example: the primary point of contact is the CEO. However, you would like your VP of IT, Human Resources Manager and Community Outreach Director to have access to updating your information and connecting with other organizations during a time of disaster. You can set up those three individuals as Admins.

- **Can other employees at the credit union sign up for the app but not edit our information?**

Yes, other credit union employees can register themselves or Admins can add them to your account as **Members** who can view the account information and browse the database.

- **What is the difference between an Admin and a Member?**

Admin: The first person from the credit union to register is set up as an Admin. This first Admin can then add new users and adjust roles of all other users for the credit union. They can also change/update the Prepare form, browse the database and submit a disaster.

Member: These users can log in and search the database, view but not change Prepare information and submit a disaster.

- **How do I know if someone from my credit union has already registered?**

Once you register in the app, you can search the database by your organization's name to see if there are other users. You can also email the Foundation at cuaid@ncuf.coop for a list of registered users from your organization.

If the Foundation notices more than one user for an organization, we will reach out to the credit union to verify who the primary contact person is/should be.

- **What should non-credit union entities enter for their charter number and core processor when registering?**

Please use 1111 for your charter number and choose the first processor on the list. Future editions of the app will have more specific choices for non-credit union entities.

- **How can leagues and/or foundations assist in the process?**

Leagues can assist by using and sharing the [PR information](#) from the Foundation in their newsletters, emails, social media and other coordinated communications with their state foundation. They can encourage registration and provide the information for the demonstration webinars, which is listed on the [Foundation's website](#).

- **What type of security does the app have?**

Once you register, a confirmation email will be sent to your account giving you an option to enable two-factor authentication using your phone number.

- **Can I donate to CUAid via the app?**

Yes! Please use the Donate button on the front page of the app.

- **What happens when I submit a disaster?**

You will receive an immediate pop-up notification confirming your submission. This confirmation will also be sent via email to the user who submitted it and the Foundation will be notified. The Foundation will contact the organization's main point of contact/primary Admin.

Have a question that wasn't answered above? Please contact us at cuaid@ncuf.coop and we will get back to you as soon as possible, or [visit our website](#) for details on upcoming live webinars with Q&A sessions.