



Primary Compliance Contact User Guide

Welcome to Compliance Alliance! We're happy to have you!

Your bank now has full access to our products and services. This guide will provide an overview of navigating our website as well as the features available to you as a Primary Compliance Contact (PCC).

As the PCC, you have capabilities within the Compliance Alliance website that are not available to other members. You have the ability to add or remove users from your bank, control the documents listed within in the "Bank Favorites" and can monitor and run reports on the usage of your members within the Compliance Alliance website.

LOGGING IN

You have been assigned a username and password. You will receive your login information in an email from info@compliancealliance.com. The email is automatically generated by the website, so if you don't receive it promptly, please check your junk email.

We recommend contacting your IT and having the domain @compliancealliance.com whitelisted so that the users you add receive their login emails as well.

To login, visit our homepage www.compliancealliance.com and enter your login information in the boxes provided. When you have successfully logged in, the login boxes will disappear and you will see an area at the top of your screen that notes "You are logged in as..."

A screenshot of the Compliance Alliance website's homepage. At the top right, there is a red-bordered box containing the text "You are logged in as Valerie Cook". To the right of this box are links for "Your Profile" (with a green arrow icon) and "Logout" (with a magnifying glass icon). Below the top navigation bar is a dark horizontal menu bar with five items: "About Us", "Find a Tool", "Our Services", "Laws & Regulations", and "News & Events".

MANAGING YOUR USERS

To add a user, select "Your Profile" at the top of any page (when you are logged in). From the drop-down, select "Your Dashboard." At the bottom of the second column of Your Dashboard, select "Manage Bank Users." Then select the green button that says "Add member."

A screenshot of the "Active Users" section of the Compliance Alliance dashboard. On the left, there is a header "Active Users". On the right, there is a green button labeled "Add Member".

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Note: As the user that is logged in, you will not see your email address on the list of users. This keeps anyone from accidentally removing their admin rights or deactivating themselves.

ADDITIONAL CAPABILITIES

In the Manage Bank Users area, you can also remove a user's access to our tools and resources by selecting "deactivate account." This is essentially deleting a user. The user will no longer be able to login to our website, but they will still be listed beneath your active users in case at any point you need to give them access again.

You'll also notice that each listed user has a "Role." The majority of your users should be "Bank User(s)." "Bank Admin" would give the user the same rights that you have as the PCC. They would be able to add/remove users, add documents to the "Bank Favorites" and run reports about the bank's usage. You can change a user's role by clicking the gray box, which either says "Make Bank Admin" or "Make Bank User."

dimitris@compliancealliance.com 	Bank Admin	<input type="button" value="▼ Make Bank User"/>	<input type="button" value="Deactivate Account"/>
kelsey@compliancealliance.com 	Bank User	<input type="button" value="▲ Make Bank Admin"/>	<input type="button" value="Deactivate Account"/>

EDITING A USER'S INFO

In the Manage Bank Users area, you can also edit your existing users by clicking on their email address. In this area, you can update the user's first and last name or change their password.

We recommend that any user that has lost their password click the "forgot password" button on the homepage to reset their password.

If a user's email needs to be updated, please contact C/A. You do not have the ability to change the user's email address.

MANAGING FAVORITES

Another tool available on your dashboard is your favorites. The purpose of this tool is to provide you a place to bookmark documents that you frequently use.

The "Bank Favorites" are controlled by anyone with Bank Admin as their "Role." This gives you the ability to bookmark documents for all of the users of your bank. These documents will be available through the "Bank Favorites." You can do the same with documents that you use most often under "My Favorites."

When you find a tool you are interested in bookmarking, select "Manage Favorites." You must have selected the tool from the tool listing, and then be on that particular tool's webpage.

Account Opening Thank You CDD Letter

[★ Manage Favorites](#)

Updated 01/01/2015

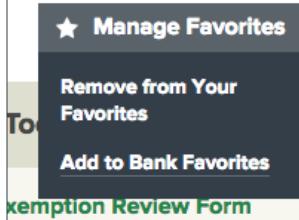
This letter may be sent to new customers as part of your customer due diligence.

[Download Now](#)

Related Tools

 [BSA Exemption Review Form](#)

 [BSA Identification Procedures](#)



This will allow you to choose whether to add the document to "Bank Favorites" or "My Favorites."

You can also remove a tool from your vault in the same way. Once the tool has been added to your vault, the menu will show "Remove from My Favorites" or "Remove from Bank Favorites."

REPORTING

As the PCC or User Admin, you can also run reports on your users' activity within the C/A website. You can view the reporting from "Your Dashboard." At the bottom of the first column, you'll see:

Reports

See reports for:

- [Login Activity](#)
- [Download Activity](#)

The Login Activity report will show a listing of your users and when they have logged in. The one exception is if the user has chosen to stay logged in. Then their initial login will be listed but the additional times they have accessed the site will not be listed.

Download activity will tell you what documents each of your users has downloaded.

These reports can be exported to an excel file in increments of 3 months, 1 year or all.

IT REQUIREMENTS

Please have your IT department whitelist the domain @compliancealliance.com to ensure that you receive all emails from C/A - including answers to your time sensitive compliance questions.

To access our live chat, you may also need to whitelist: *.zopim.com

CONTACT US

Contact us at 888-353-3933 or any of the email addresses below. You also have access to our live chat from the website. We are available from 7 AM to 6 PM Central. Compliance Alliance is closed on FDIC holidays.

For Hotline questions email hotline@compliancealliance.com.

For general inquiries email info@compliancealliance.com.

To submit review documents email review@compliancealliance.com.