Reference Guide

CU*ANSWERS Imaging Solutions

CU*Forms

INSIDE THIS GUIDE:

This guide describes CU*Forms, a web application that allows credit unions to build their very own form templates, which staff can use to automate their form preparation, signing, and auditing.

Last Revision date: July 1, 2026

Find other Reference Materials page on our website: https://www.cuanswers.com/resources/doc/cubase-reference/

Start your online help journey here:
https://help.cubase.org/cubase/Welcome.htm

Table of Contents

Introduction

Creating general forms and getting them signed is easier than ever with CU*Forms, accessed directly from CBX. CU*Forms is a web application that allows credit unions to build their very own membership form templates, which staff can use to prepare documents for signing. Once documents are prepared, members may sign with Topaz signature pads and/or eDOCSignature E-Sign. Clients have access to over 500 CBX data points for general membership data like account base/number, SSN, first name, last name, and address to automatically fill forms. You can also manually upload and index forms for archival.

You can even add your own fields and signature fields, so you can have the forms signed by the member. Additionally, you can send out the forms to be signed remotely.

With an additionally configured component, you can also automate the presentation of these forms when opening accounts and printing miscellaneous account forms. Checklists, communication, and auditing tools round out "FormFLOW" in CU*Forms.

Want to order CU*Forms for your credit union? Visit our online store https://store.cuanswers.com/product/cuforms/ to get started.

The CU*Answers Imaging team is here to assist at any time. Find us, contact us, and learn more via The Store | The Website | Email

Getting Started

Get Started by Signing Up on the Online Store

To get started with CU*Forms, sign up via the CU*Answers online store page: https://store.cuanswers.com/product/cuforms/.

Check Out the Videos Available!

There are several video shorts on the On Demand website and the store page to help you get familiar with the features of CU*Forms. View CU*Forms videos On Demand or visit the CU*Forms store tile.

You will find the following demos:

- How to use and sign a form
- How to build a template
- How to set up membership products.
- More coming soon!

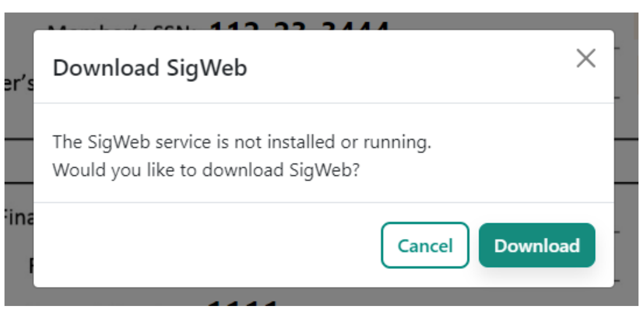
Over 500 Data Fields Populated from CBX to Form Listing

CU*Forms allows you to pull data directly from CBX into your form according to the pre-programmed field on the form. For example, you might pull in the member's or joint owner's address or social security number.

SigWeb Installation

You can configure forms to allow the member to sign them on a Topaz signature pad. This will require a software driver to be installed on your computer called SigWeb, which is a third-party application that allows the user to connect their Topaz signature pad to the form to apply signatures. If you do not have SigWeb installed when you go to sign a document, you will receive the following error message.

Prompt to Install SigWeb



Simply select the download button to download and install SigWeb. This software installation requires administrative permissions.

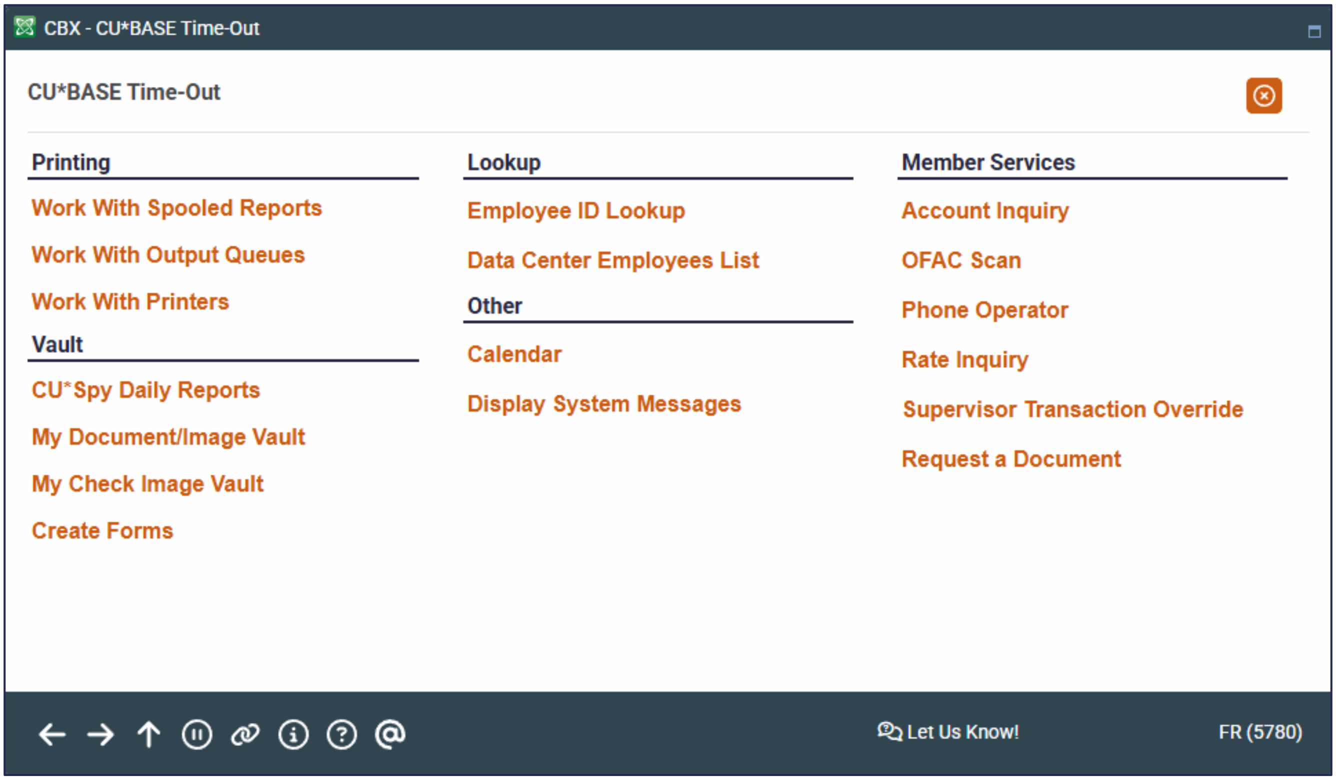
Access CU*Forms

Depending on the reason you are using CU*Forms, you may access it from several locations.

Access CU*Forms from the Time-Out Window

One easy way to access CU*Forms is to click **Create Forms** on the CBX Time-Out Window. Access the Time-Out Window by clicking the Escape key on your keyboard or selecting the pause icon from the from any CBX screen.

Access CU*Forms from the Time-Out Window

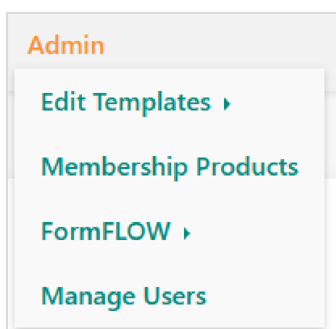


If you are not set up with CU*Forms, you will be redirected to the store page to sign up for the feature.

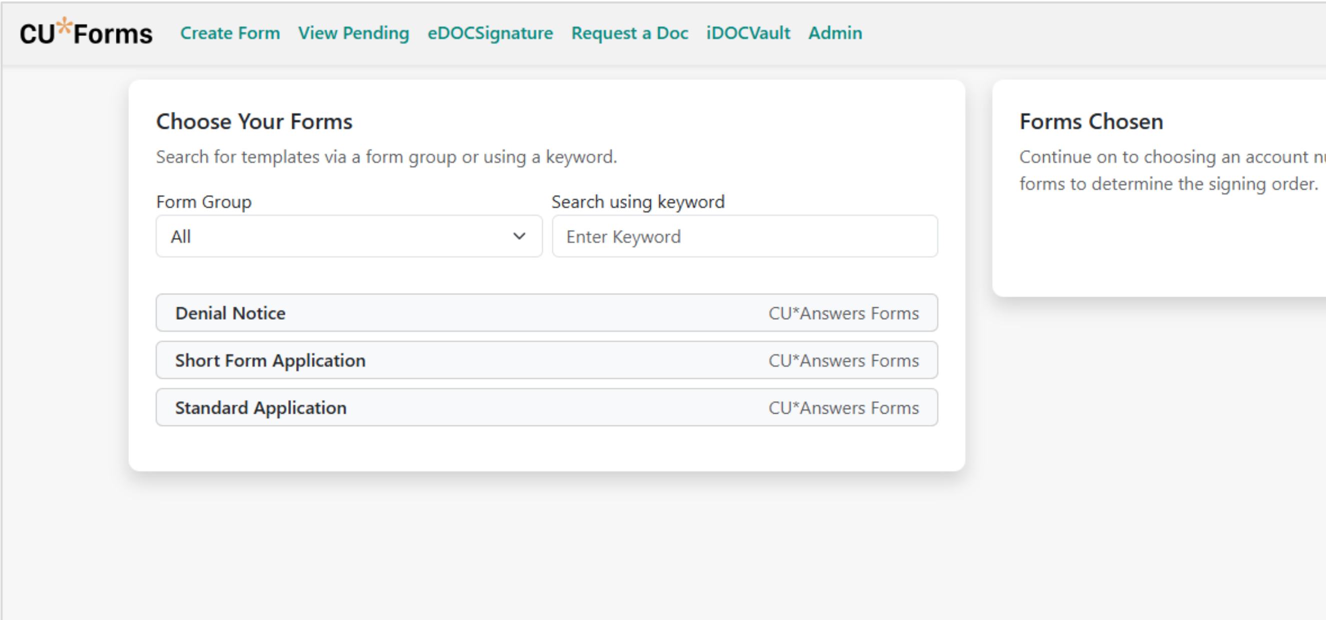
Once you click **Create Forms**, a web browser will open allowing you to add new templates and populate existing ones. What you see on this page depends on your permissions.

- Below is an example of a user with all permissions granted.

Permissions for an Admin User - All Access Granted



At the start, your CU*Forms site will have three pre-configured loan forms available:



These loan forms replace their counterparts in the core. They are fully programmed but cannot be customized. If you do not use lending in CBX or have other versions of these forms, you can disable or replace them. Please contact Imaging Solutions for further assistance with this matter.

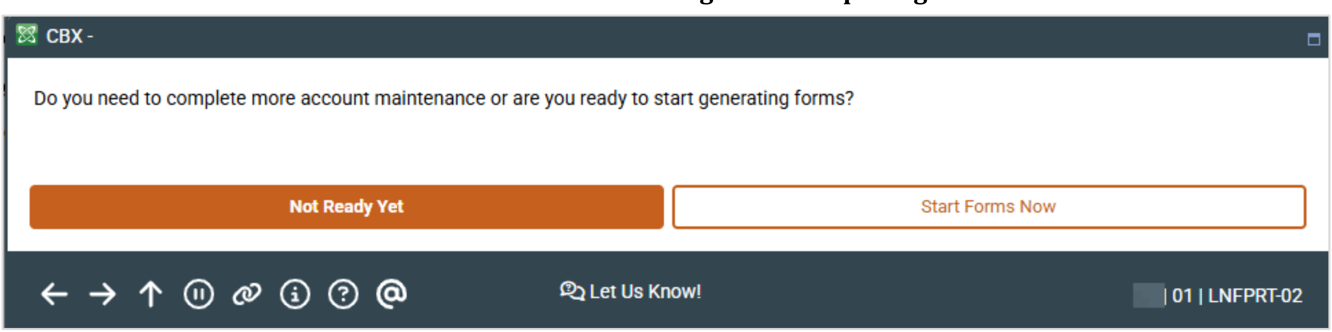
Access FormFLOW When Opening Sub-Accounts

This feature requires separate activation. Contact the Imaging Solutions team for assistance.

There are separate activations for membership and lending access points.

This access point appears during the sub-account opening process (via **Tool #3 *Open/Maintain Memberships/Accounts***). When it is time to print the forms for the account, CBX will present the following window.

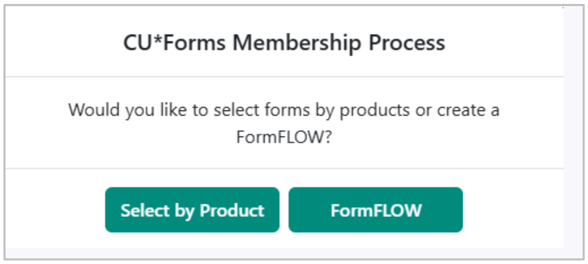
Access FormFLOW During Account Opening



At this point, you click **Start Forms Now** to access FormFLOW, which will walk you through signing and printing all the forms associated with the sub-account.

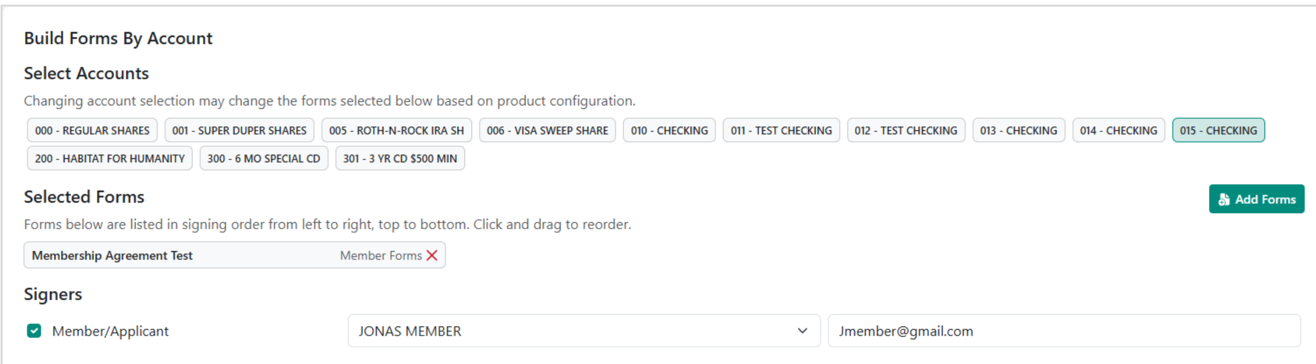
- If you need to open an additional sub-account, click **Not Ready Yet** to return to the account opening process. After all accounts are opened, click **Start Forms Now**, and the forms for all sub-accounts will be presented sequentially.

You will be redirected to the Membership Process screen in CU*Forms.



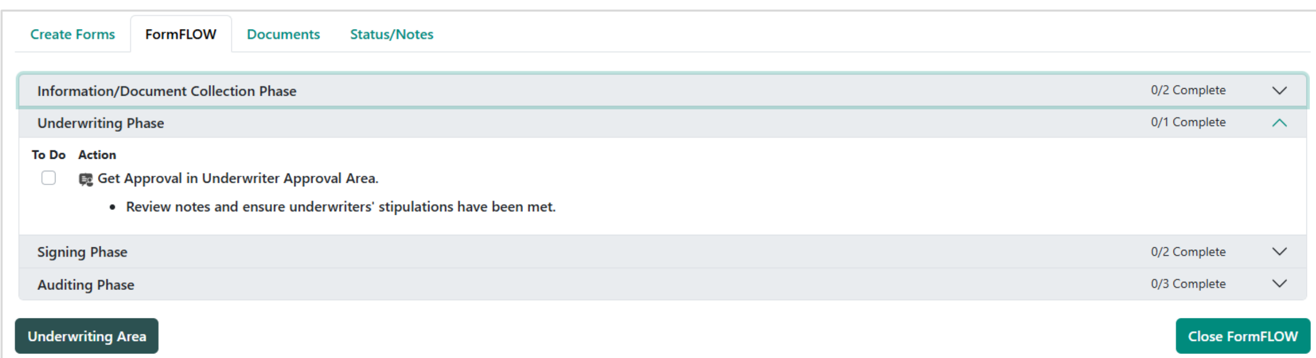
If you open a sub-account for an existing member, you can click **Select by Product** to be taken to the Select Forms By Account screen. Any sub-accounts opened in the last seven days will be automatically checked and their configured forms will display in the *Selected Forms* area below.

Select by Product Screen



If you open a new membership, you can click **FormFLOW** to enter the FormFLOW.

FormFLOW Screen

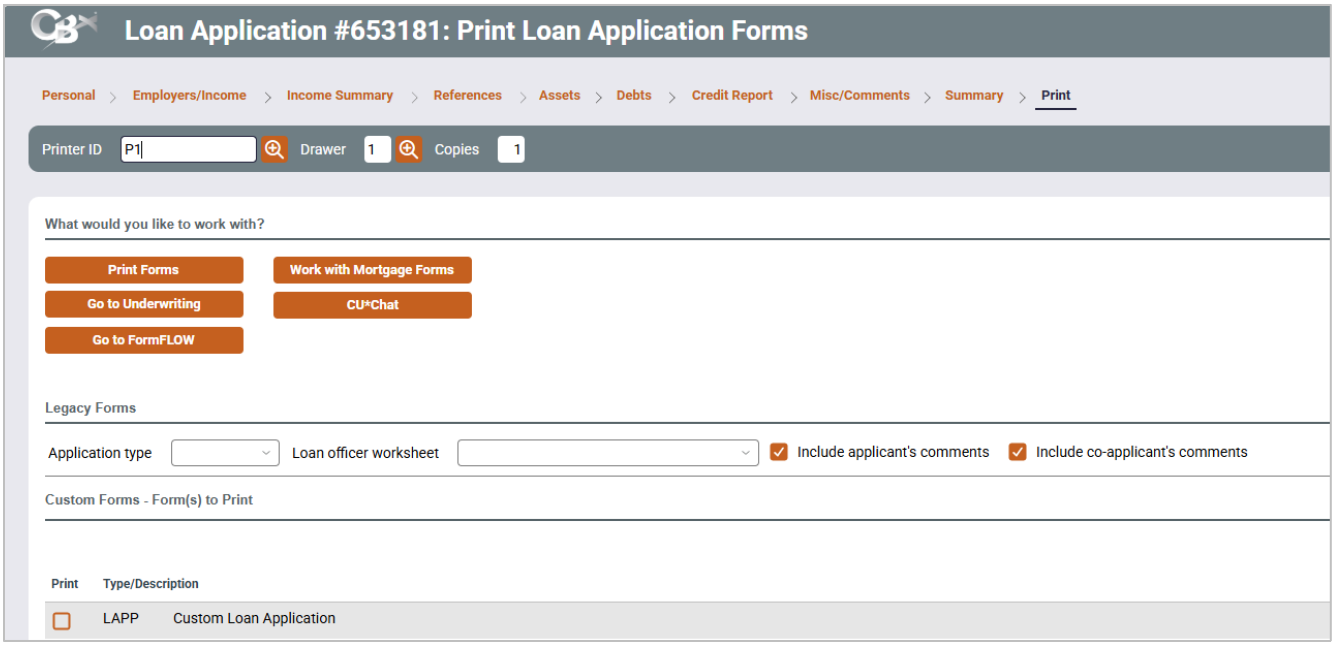


Refer to page 54 for step-by-step instructions for using FormFLOW during the account opening process. (This feature requires configuration, which is covered starting on page 41.)

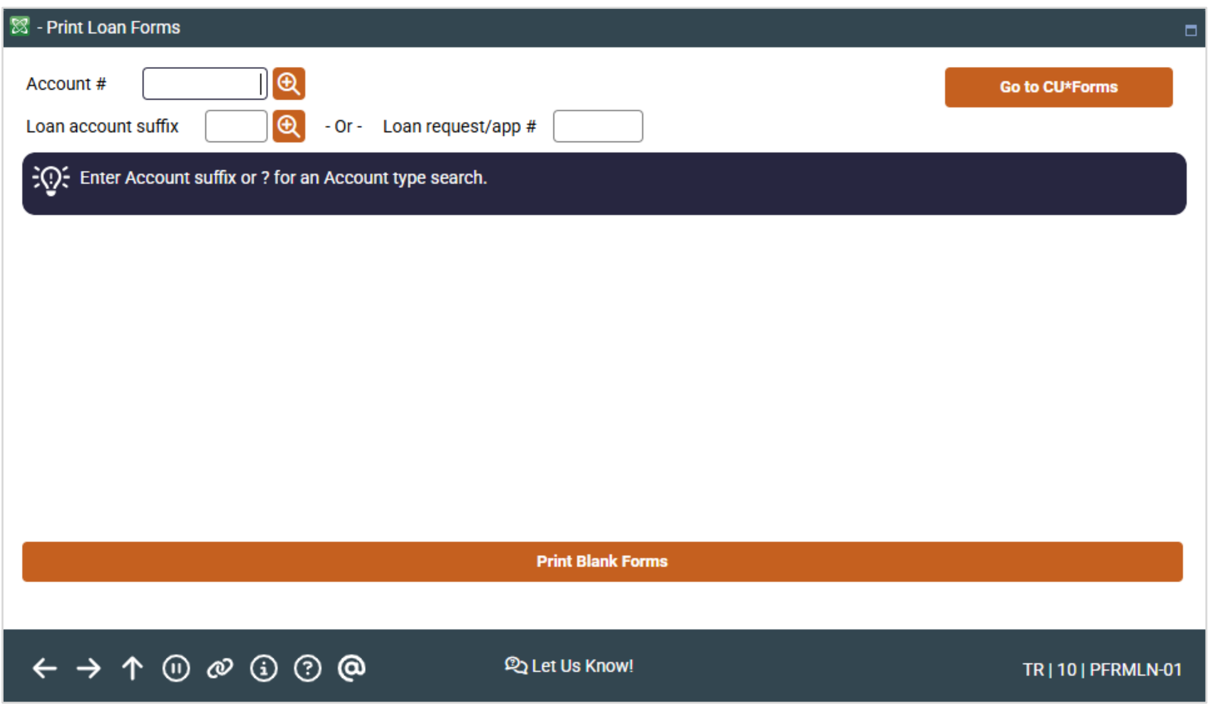
Access CU*Forms from Loan Applications

There are separate activations for membership and lending access points.

CU*Forms can also be accessed within the loan queue when working on a loan application. Buttons linking out to CU*Forms will appear on the Print screen in the loan application workflow. Select **Print Forms** to access CU*Forms and generate forms associated with this loan application with the core data already populated. You may also use **Go to FormFLOW** on the same screen to directly access FormFLOW for that application (see page 53) or use the **Go to Underwriting** button to access the applicant's underwriting comments in CU*Forms (see page 48).



CU*Forms can also be accessed from **Tool #52 *Print Loan Forms*** by selecting **Go to CU*Forms** to be redirected to CU*Forms.



Filling Out Forms

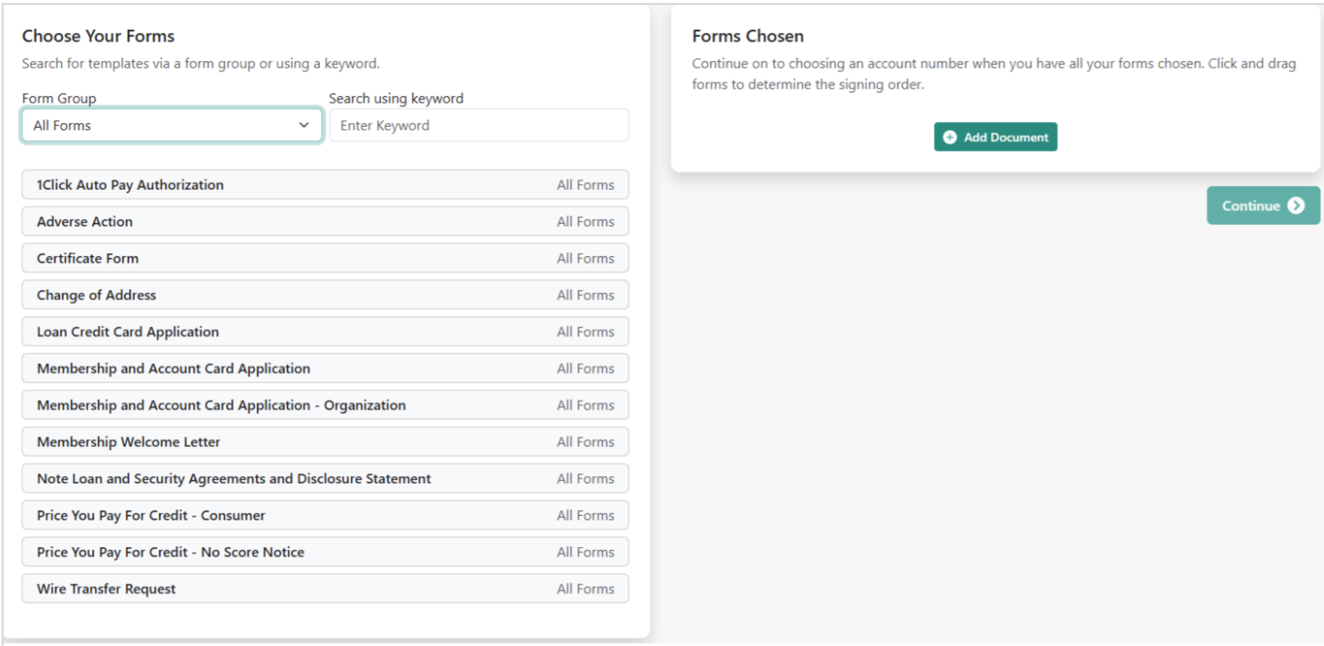
This section of the booklet covers selecting a pre-programmed form in CU*Forms and importing member data. It also covers signing the form, sending it out for signature, saving, and printing the form.

- For information on creating a template, refer to the section "Building a Template" on page 25.
- For information on adding the form to the pending area, see page 15.

Select a Form

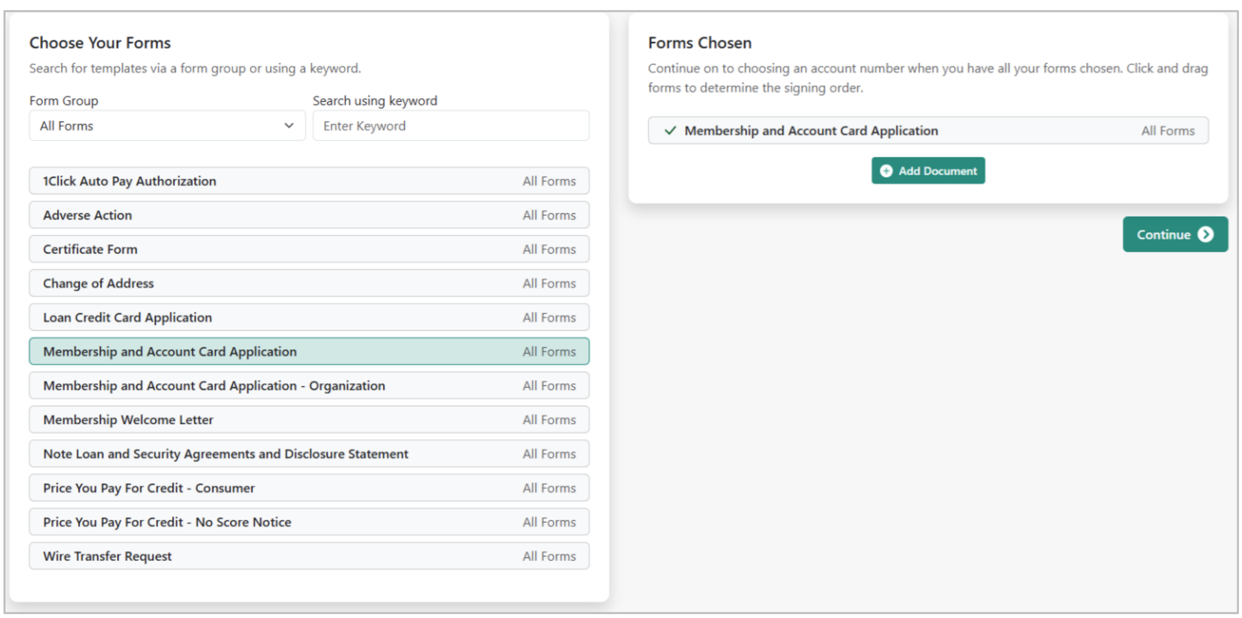
The entry screen lists the categories of forms available in CU*Forms. You can search for a form by the keyword search or by filtering by form group.

Select Active Form



1. To select a form, click on it from the list on the left, and it will appear in the *Forms Chosen* list on the right. You can then click on multiple forms from the left column to build a package manually. Click and drag a form in the right column to rearrange the order of your selected forms.

Select Form



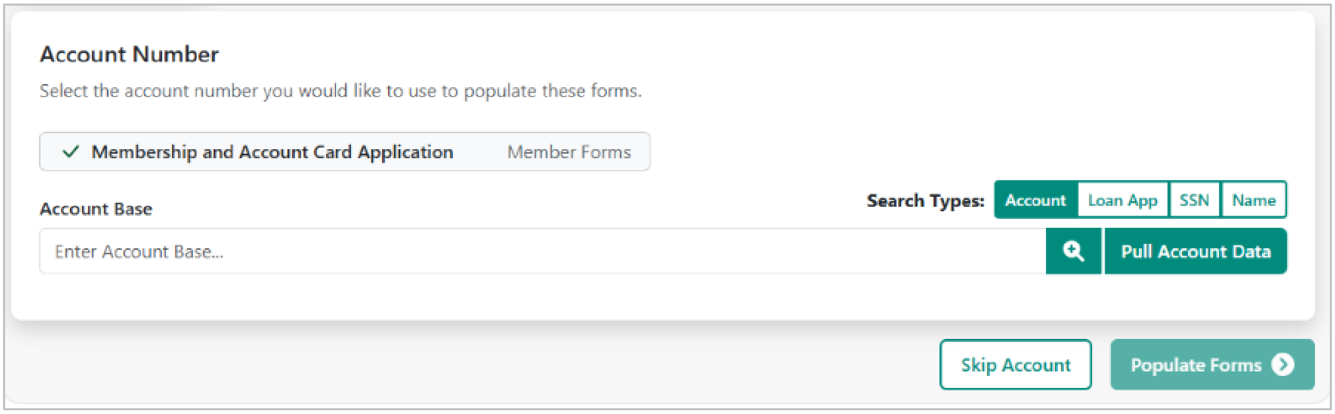
2. Once you are satisfied with your forms chosen, click **Continue**.

Complete Form and Populate Member Data

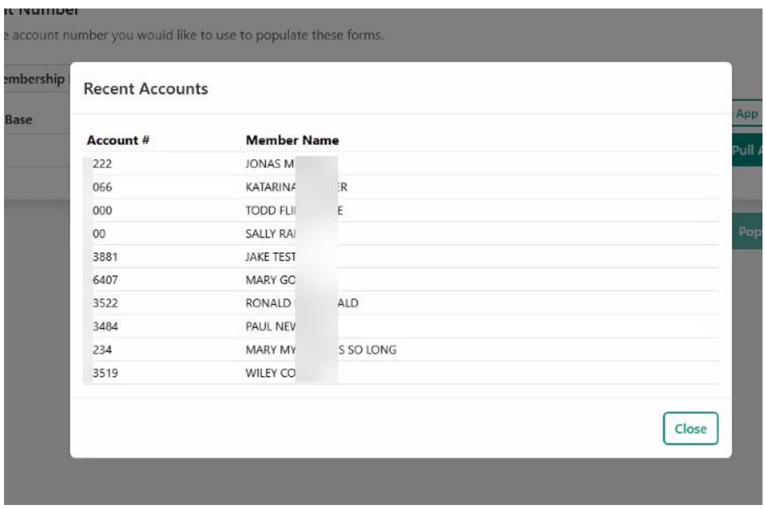
If the form has been programmed to accept CBX data, the system will ask for the member information, so you can designate which membership's data will be populated on the form.

You can use any of the following by changing the *Search Types* selection: account number, loan application, social security number, or name. (If you select name, first and last name fields will appear.)

Enter Member Information to Populate Form



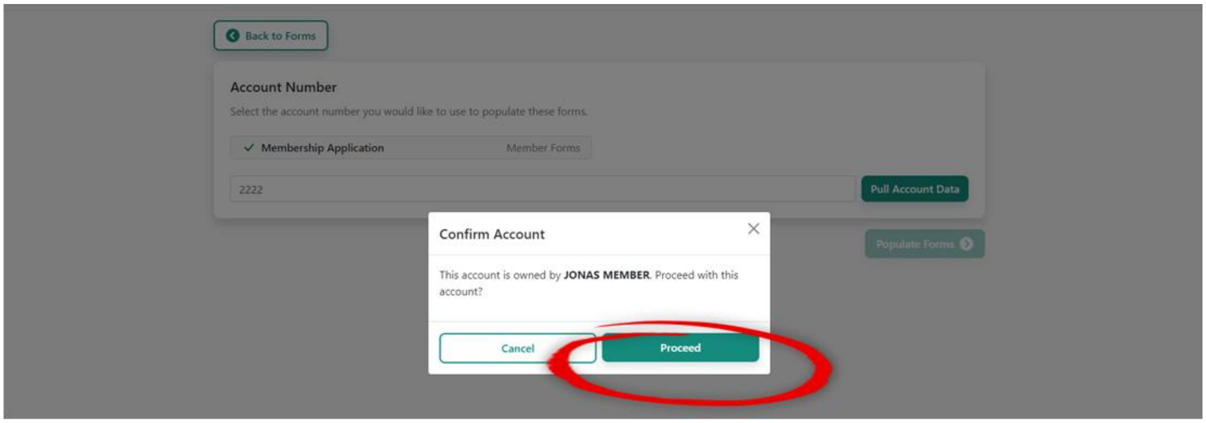
1. Enter your member data and click **Pull Account Data**. You can also use the lookup icon to present a window to find the member from your last ten accounts you accessed in CBX.



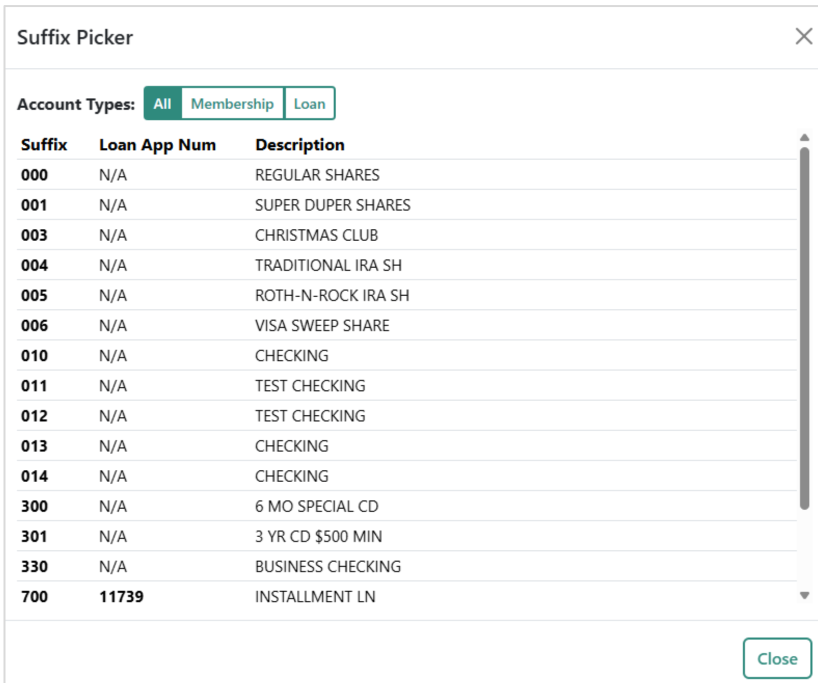
*If you don't want to pull account data, use **Skip Account** to create a blank form. This can then be forwarded to the member for them to fill out themselves.*

2. A confirmation window will appear showing the member. Confirm the correct member was selected by clicking **Proceed**.

Confirm Member



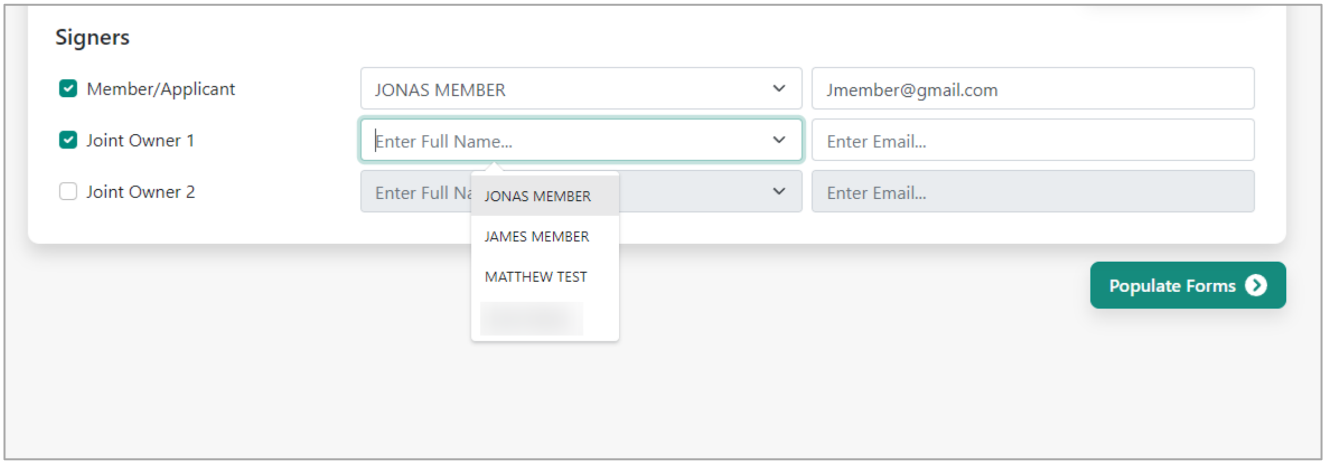
3. If a form is programmed to pull suffix-specific data, you will be prompted to specify the suffix from the list of suffixes under the membership.



4. A screen will appear listing the signer(s) configured for the form(s). If a signer is configured to populate a particular person from the account you selected, such as the member or a joint owner, their name and email address appear in the corresponding fields. Click the drop-down in the Name column to see all available people on the account for a specific signer.

   This screen also allows you to elect to pull additional roles as well by checking the box by the signer's name. To add one or more signers, check the box and select the name from the drop-down menu. (The names that appear on the list are joint owners on the membership in CBX.)

Add Joint Owners by Checking the Box and Selecting from the Drop-down List



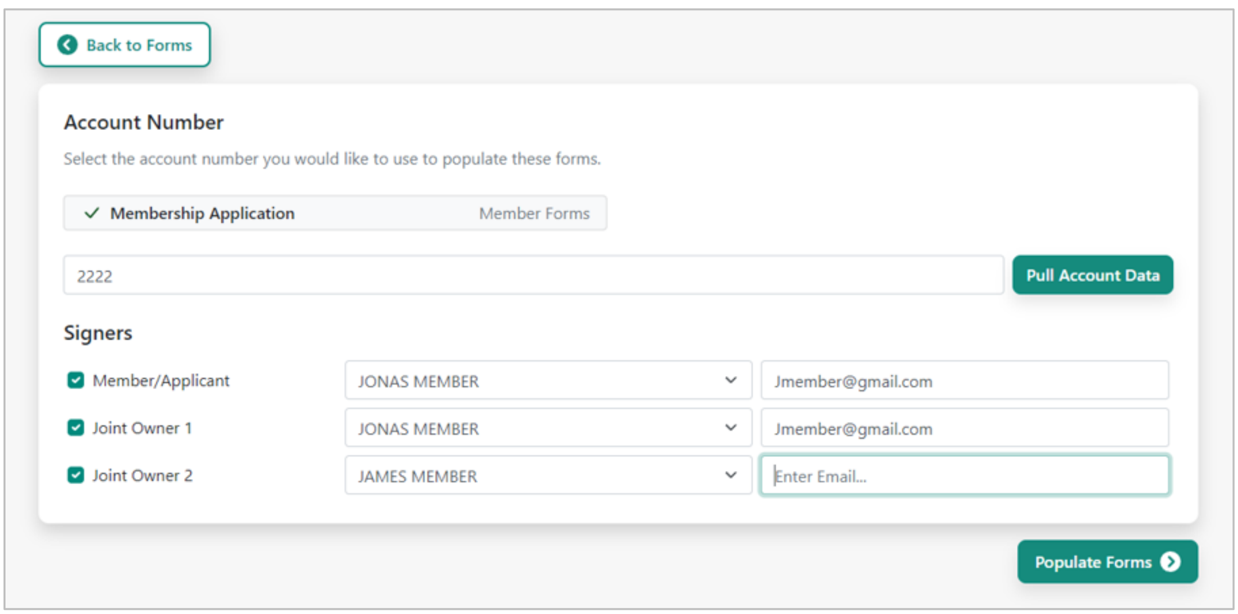
You can also include names that are not stored in CBX.

You will see your name listed at the bottom of the list of available names for a signer with the word [USER] in brackets. This feature allows you to add yourself as a staff signer on a form. (This is not shown.)

- You may edit the email addresses as needed.

IMPORTANT NOTE: This will not update the email address in CBX.

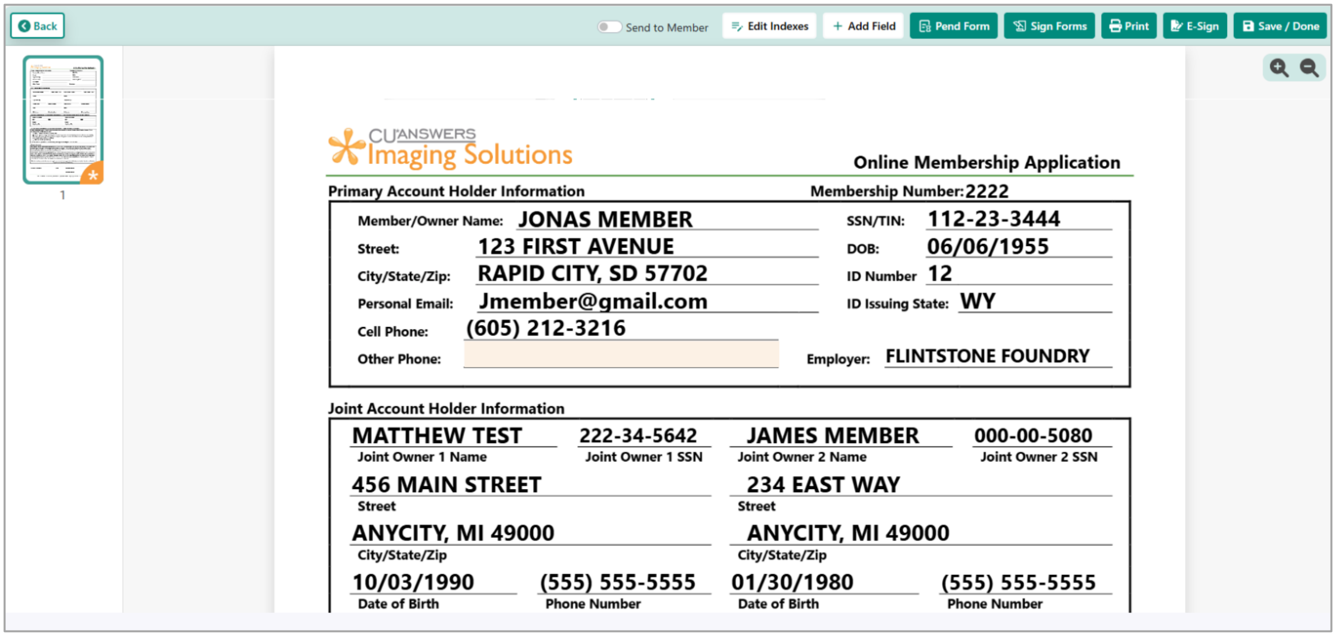
Edit or Add Any Email Addresses



You don't need to add an email address, but an email is required in order to use E-Sign for email.

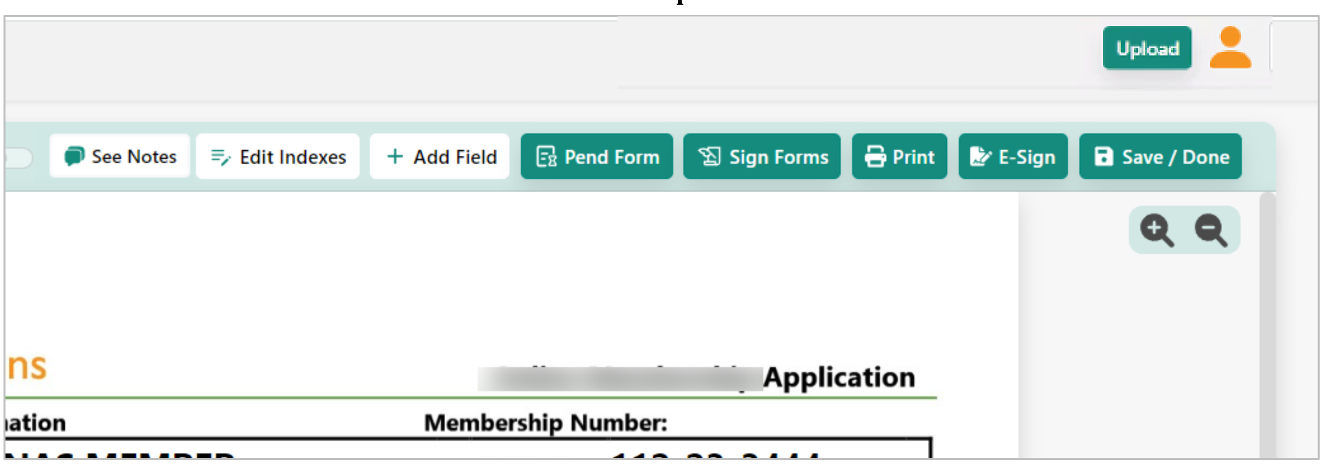
5. Now, it is time to populate the form with data from CBX by clicking **Populate Forms**.
   - The populated data appears in the form(s) where the fields are mapped. (See next section on building the template.)

Member and Joint Owner CBX Data Populate Mapped Fields



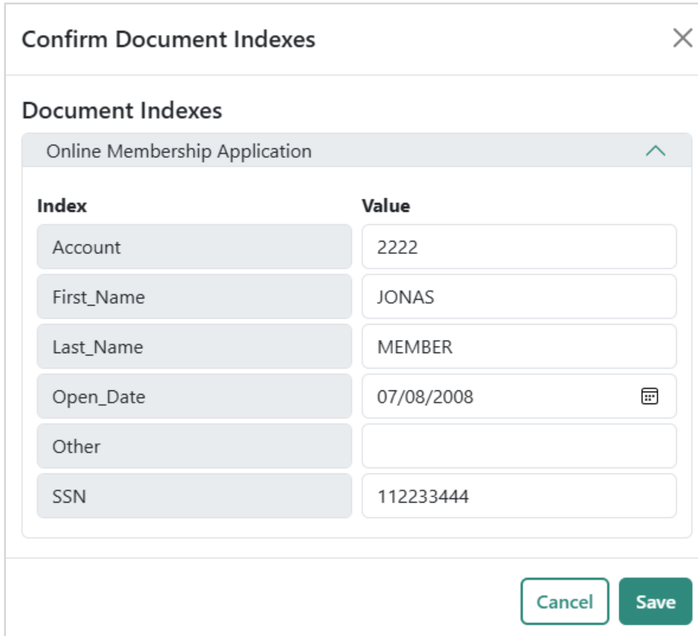
Advance through the form by using the Tab key on your keyboard. To complete the form, fill in any manual fields, such as text fields, check boxes, or signature fields. If a form has fields that are marked required for staff, the number of fields will be displayed in the bottom right of the application (as shown below). Required fields cannot be left blank prior to signing a form.

Buttons at Top of Screen



There are several buttons in the upper right-hand corner of the form.

- **See Notes** is covered on page 18.
- Use **Edit Indexes** to modify the values by which the form is saved to the vault.



- Use **Add Field** to draw a field on the form. The field will appear in the upper left corner of the screen. Hovering over the field will turn the mouse into a move symbol which will allow you to drag it to the appropriate location on the form. Double click the field to edit the field values.
- **Pend Form** will place the form temporarily in the Pending area. Pending areas are covered on page 15.
- **Sign Forms** will take you to the in-branch signing phase.
- You can **Print** the form(s) at any point after the document has been generated.
- **E-Sign** allows you to send out the form(s) for electronic signing.

When you have completed the form, click **Save/Done** to exit the form(s) and return to the main screen. Saved forms are archived in iDOCVault.

Pend Form

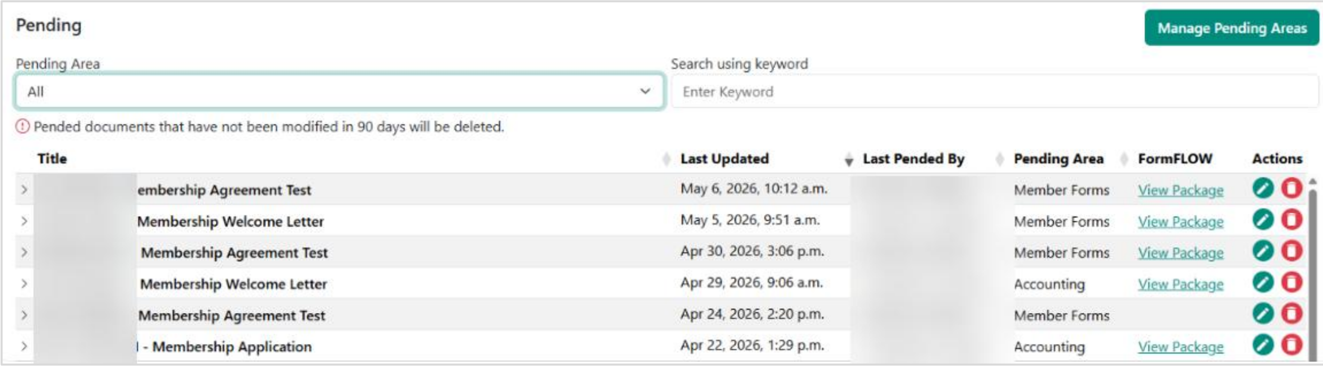
You can temporarily save an incomplete form to the pending area, for example, if you are waiting for a member to sign the form in branch.

All users have access to add forms to the pending area and to view and retrieve pending items. Only users with Manage Pending permissions can create and delete the folders in the pending area.

Create/Delete Pending Folders

To manage the folders where you save pending items, access the pending area.

Manage Pending Area Folders

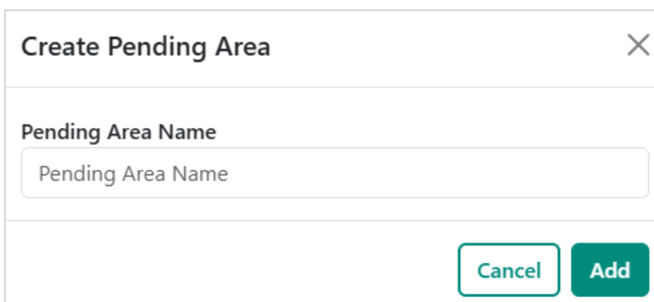


From the Pending area, click **Manage Pending Areas**.

View Pending Area Sub-Folder Structure

To add an additional folder and create a new pending area, click **Add**. Then, name the new folder in the space provided and click **Add**.

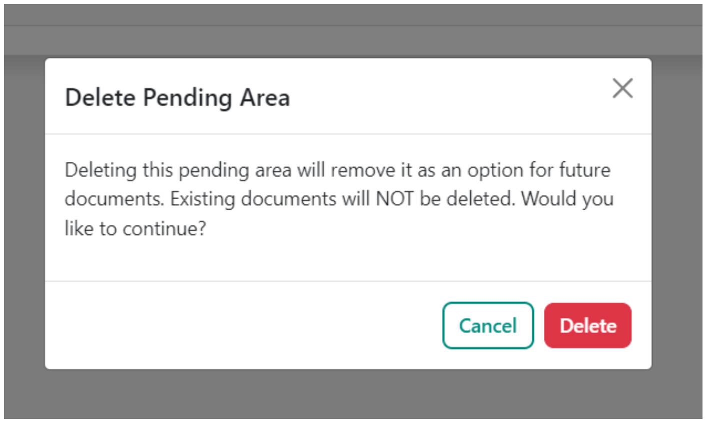
Add New Sub Folder in Pending Area



To delete a folder from the pending area, click the trash can icon next to the folder. Then, click **Delete** on the confirmation window.

- The existing documents in the folder will not be deleted but will be kept in the master pending area folder.

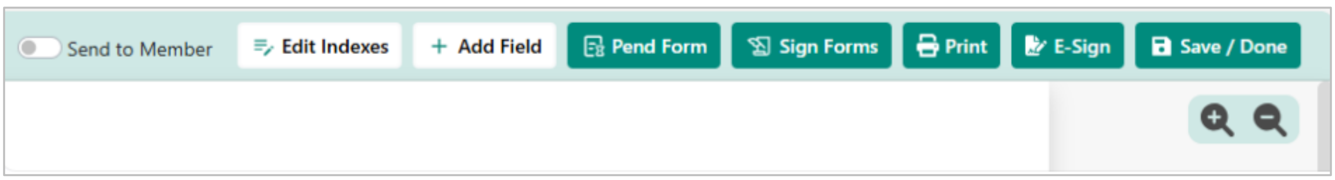
Delete Folder in Pending Area



Add Form to Pending Area

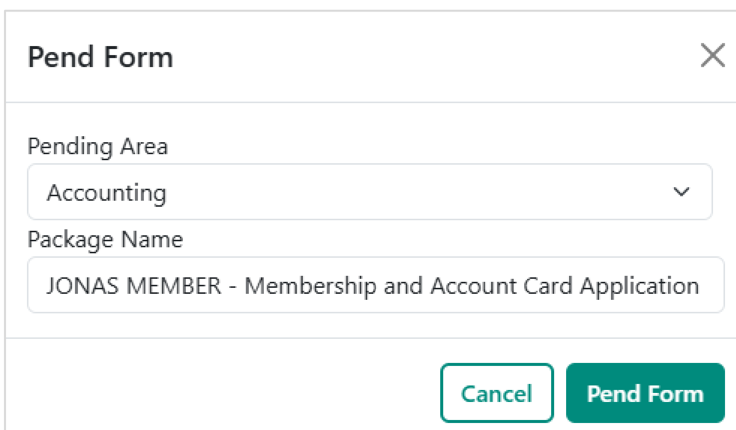
To begin the process of adding a form to the Pending area, click **Pend Form** from the form creation screen.

Begin Pending Form Process



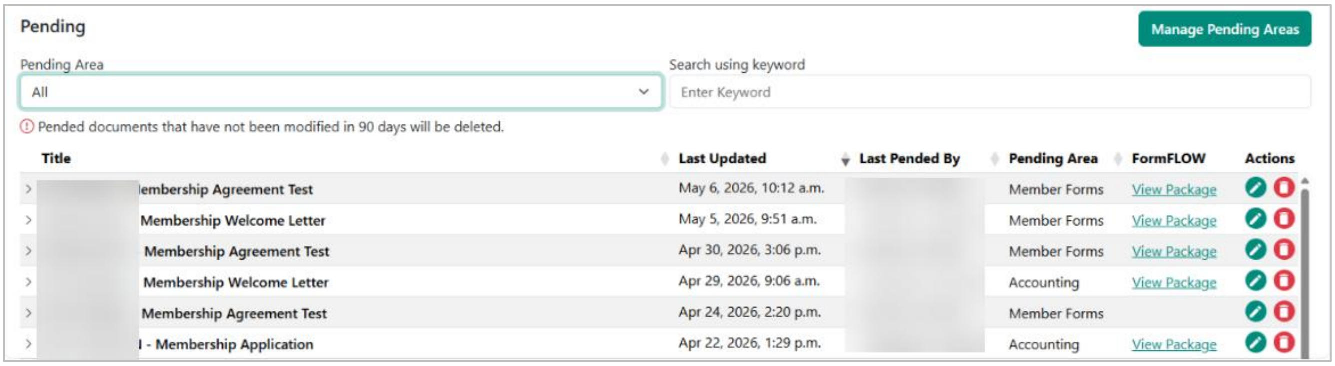
Select the Pending Area where you want to save the form. Click **Pend Form** again to complete the process.

Complete Pending Process



The pending form can then be viewed under the View Pending tab.

Pending Form Saved in Pending Area



Retrieve Pending Forms

To retrieve a form saved in the Pending area, click **View Pending** from header on the the main page of CU*Forms.

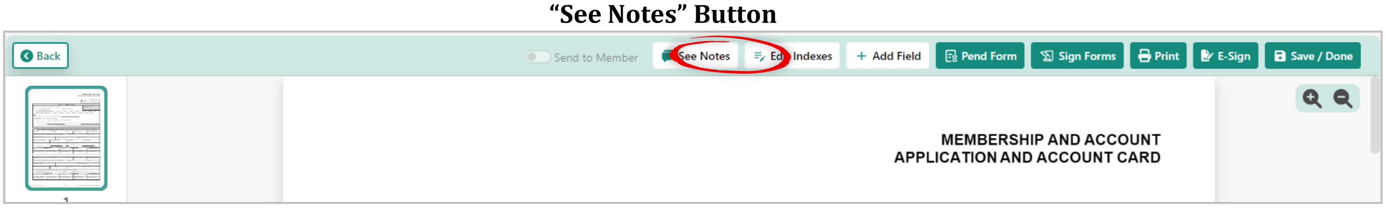
Simply select the form from the list. It will open the form editor, ready for the form to be completed. If you pend a signed form, you will not be able to add new data to the form other than signatures.

Read Notes

You can write notes in your templates to give helpful tips to front line staff when they are filling out the forms with the members. For information on configuring these notes, see page 34.

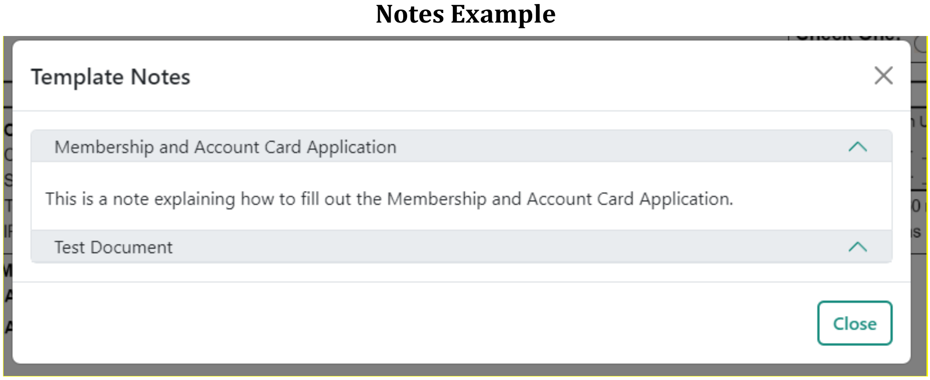
When filling out the form, the employee can click **See Notes** at the top of the screen to view the notes configured for that template.

"See Notes" Button



Once the employee clicks the button, the notes are displayed.

Notes Example

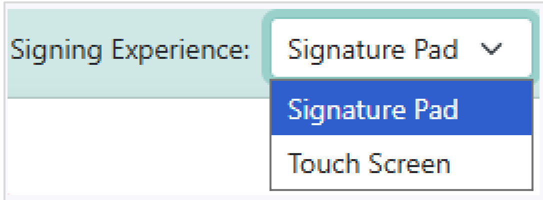


Sign Form in Branch

You can set fields in a form to require a signature. If you advance to a signature field and have your configured signature pad ready, your member can sign the form in branch.

The member can sign on the device (such as a touchscreen) or by a signature pad. This selection is made at the top of the screen.

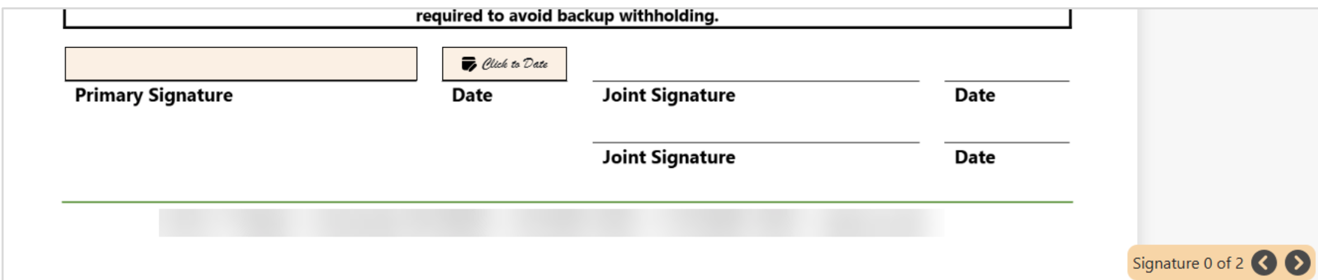
Signing Experience Selection



NOTE: If you are using a signature pad, you must have SigWeb installed. SigWeb is the interface between your Topaz signature pad and web application. If you do not have SigWeb installed and click the Sign Forms button, a screen will appear, notifying you with a link to install SigWeb.

After clicking **Sign Forms**, you will see a tab displaying the total number of signature fields. Click the arrow to advance to the next field.

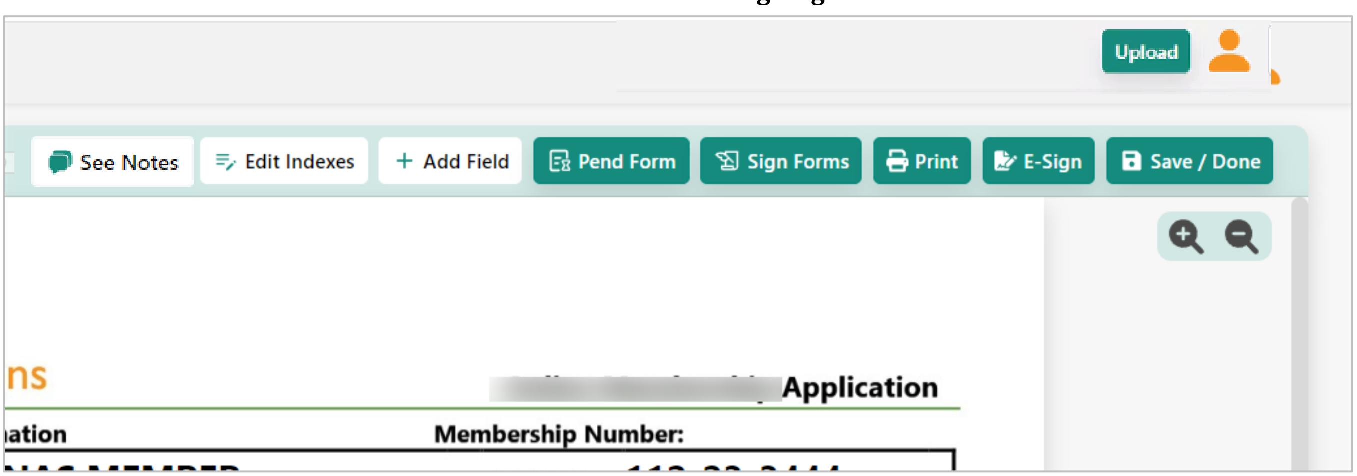
Signature Fields



Send Form for E-Sign

If the form is configured for E-Sign, you can send the form out for remote signing and choose the form recipients from the email addresses configured when you set up the form. To start the process, click **E-Sign**.

Start Process for E-Signing

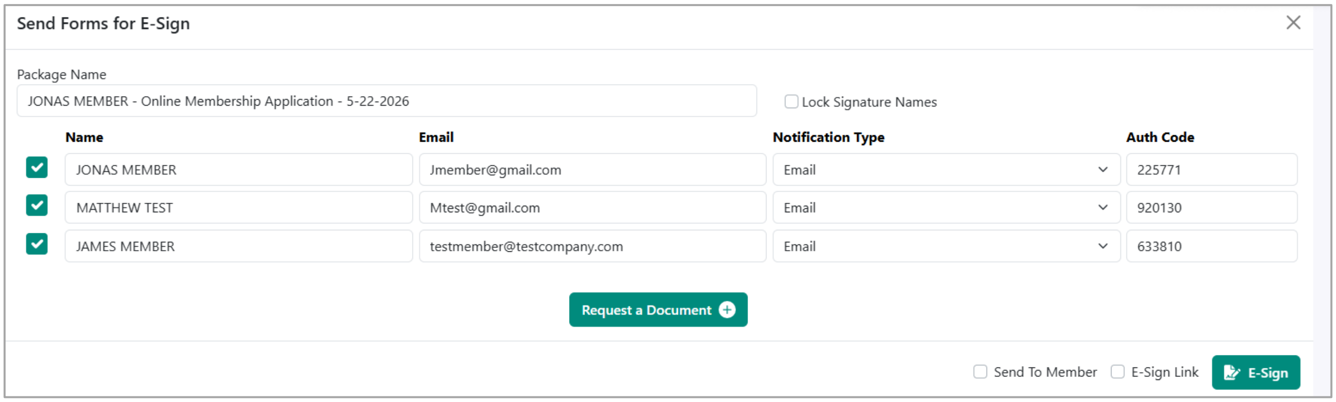


Select the form recipients by checking the boxes in front of their names. Unchecking a signer will keep their data on the form. You can also choose to select the following boxes:

- *Lock Signature Names* forces the user to sign the name in the field stated by the credit union.
- *Send to Member* sends a copy of the form to the member via **It's Me 247**.

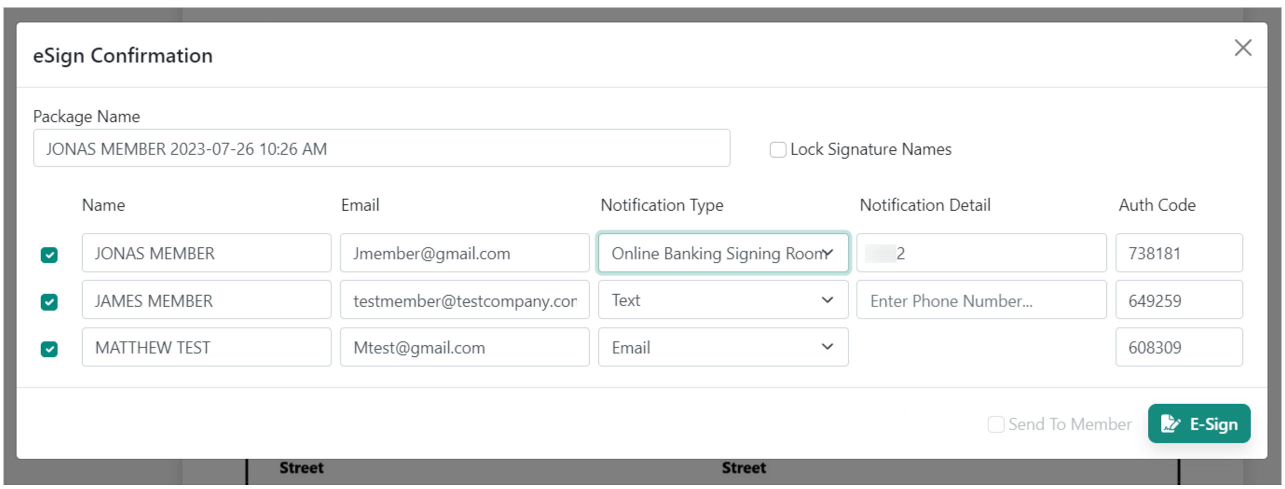
- *E-Sign Link* generates a URL that can be pasted into a third-party software.

Send Form for E-Sign



Using the Notification Type field, you can elect to send the form to an **It's Me 247** Signing Room or via email or text message.

E-Sign Notification Options



Click **E-Sign** to send the form to the selected people via the delivery channel selected.

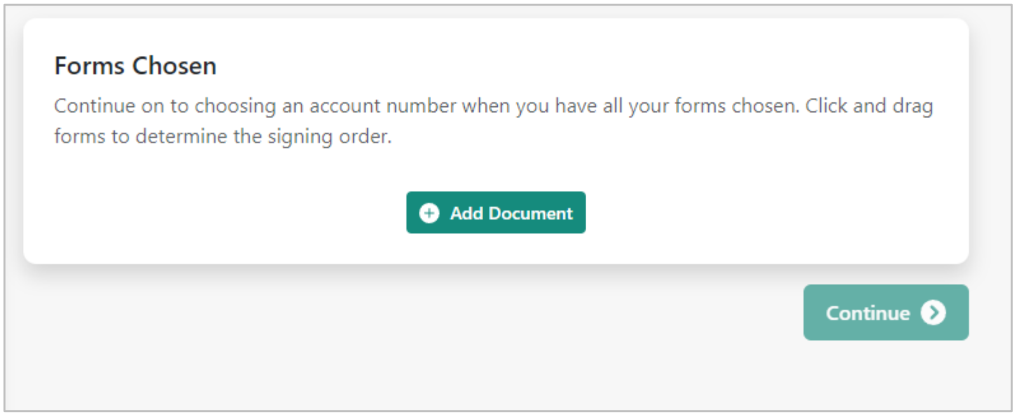
As an additional security feature, you may add an authorization code the signer will be required to provide to access the form. This authorization code must be provided to the signer separately.

Upload General Form for E-Sign

If needed, CU*Forms allows you to upload single documents for one-off situations where you might need a signature. (This might be for a disclosure that you need the member to initial, for example.)

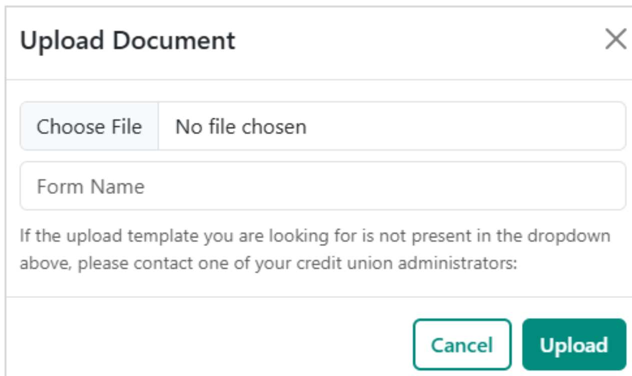
1. In the Forms Chosen panel of the main screen, click **Add Document**.

Select to Add Document



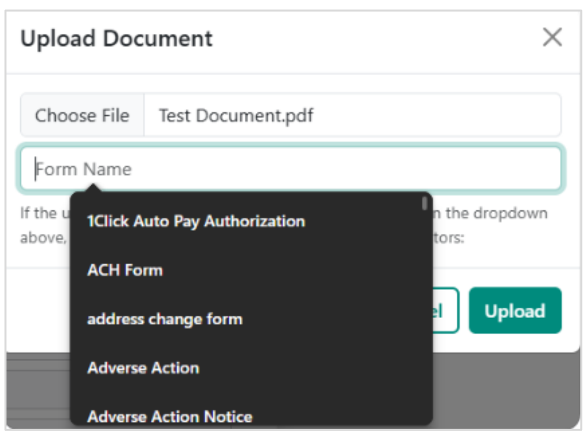
2. The window appears that allows you to select the form from your computer files.

Select the Form



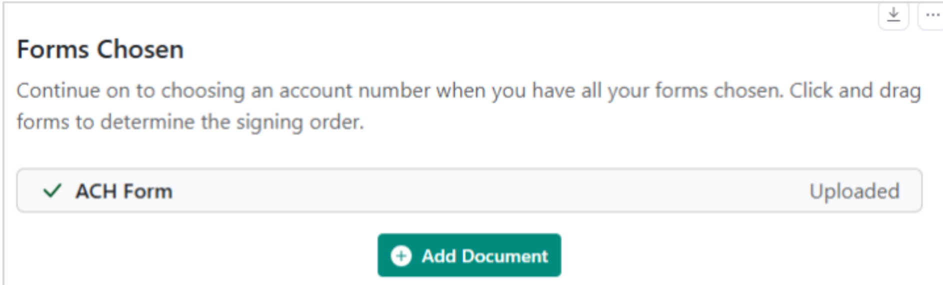
3. From the window above, select the form and the archive table.
4. After selecting the form and archive table, input the Form Name.

Form and Archive Table Selected



5. Next, click **Upload**. The form will appear in the Forms Chosen list.

Form Appears on List

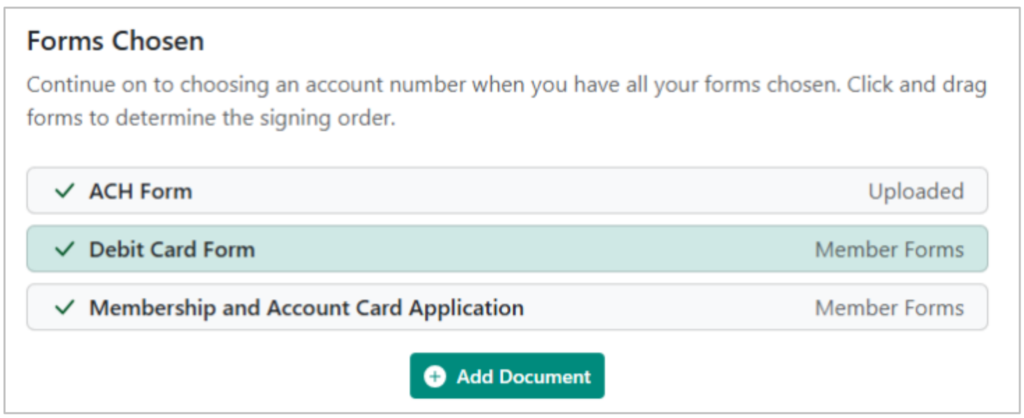


Adding Additional Forms

At this point, you can also add additional forms, as shown in the image below. This way you can also select forms that are already programmed for CU*Forms.

1. If you need to add another form, click **Add Document**.

Multiple Forms Selected for Package

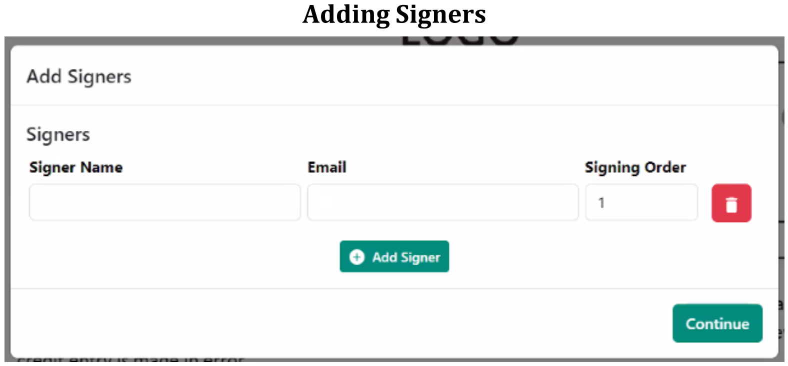


2. When you have finished adding and rearranging forms, click **Continue**.

Adding Signer Information and Signer Fields

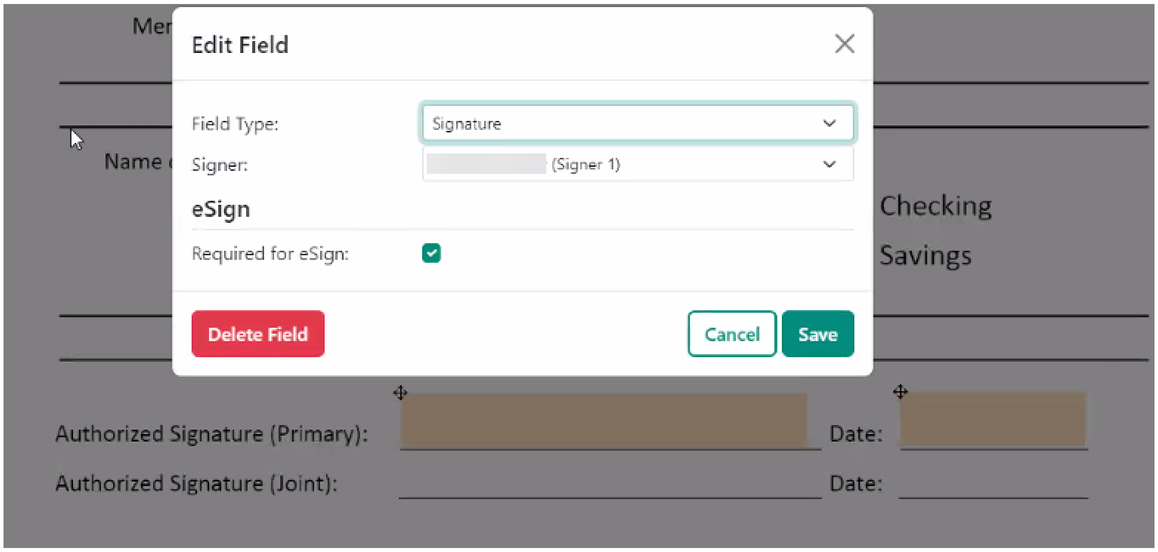
1. If you do not add additional forms and a signer is not identified, you will be prompted to add one. Then, click **Continue**.

Adding Signers

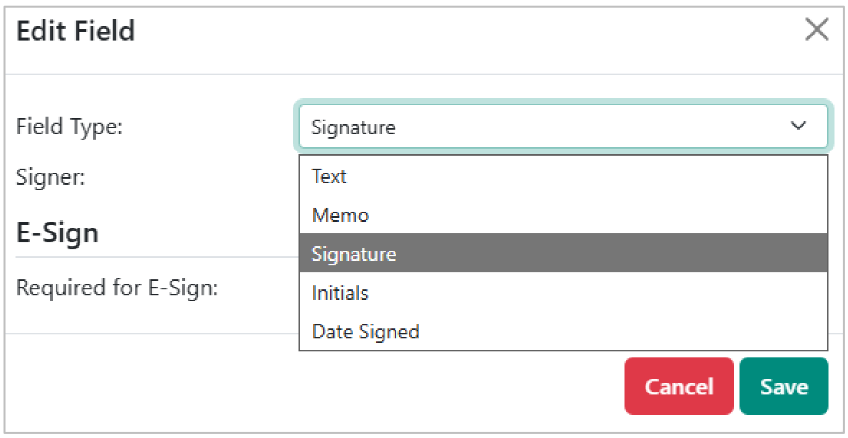


2. Then, click **Add Field** or hold down the left mouse to draw a field to add signer fields. Below is an example of a signature field and the possible types of signer fields you can add.

Adding a Signer Field



Possible Signer Fields



Upload General Form for Archive

You can also archive a general form to a membership without importing CBX data.

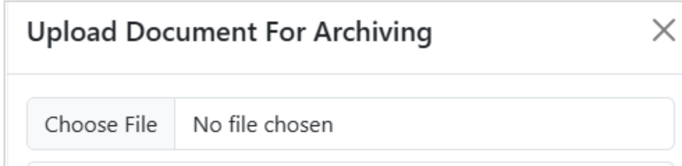
1. Click the **Upload** button to the right of the top navigation bar.

> *This procedure allows you to upload a document to the vault but does not allow you to send it to members for E-Sign.*

Upload a PDF to Create General Form

2. A window will appear allowing you to upload the PDF form.

Choose PDF from Computer Directory



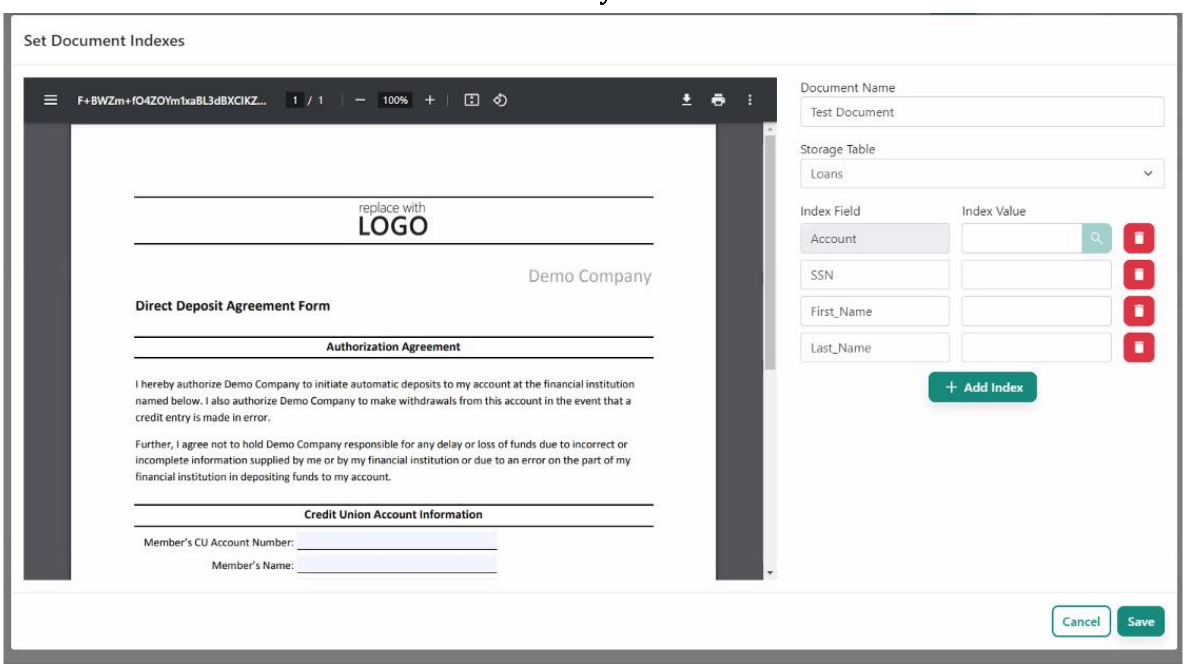
3. Click **Choose File**.

4. Navigate to the file on your computer and select it. The file will then appear in the CU*Forms window. Enter a Document Name for the selected file.

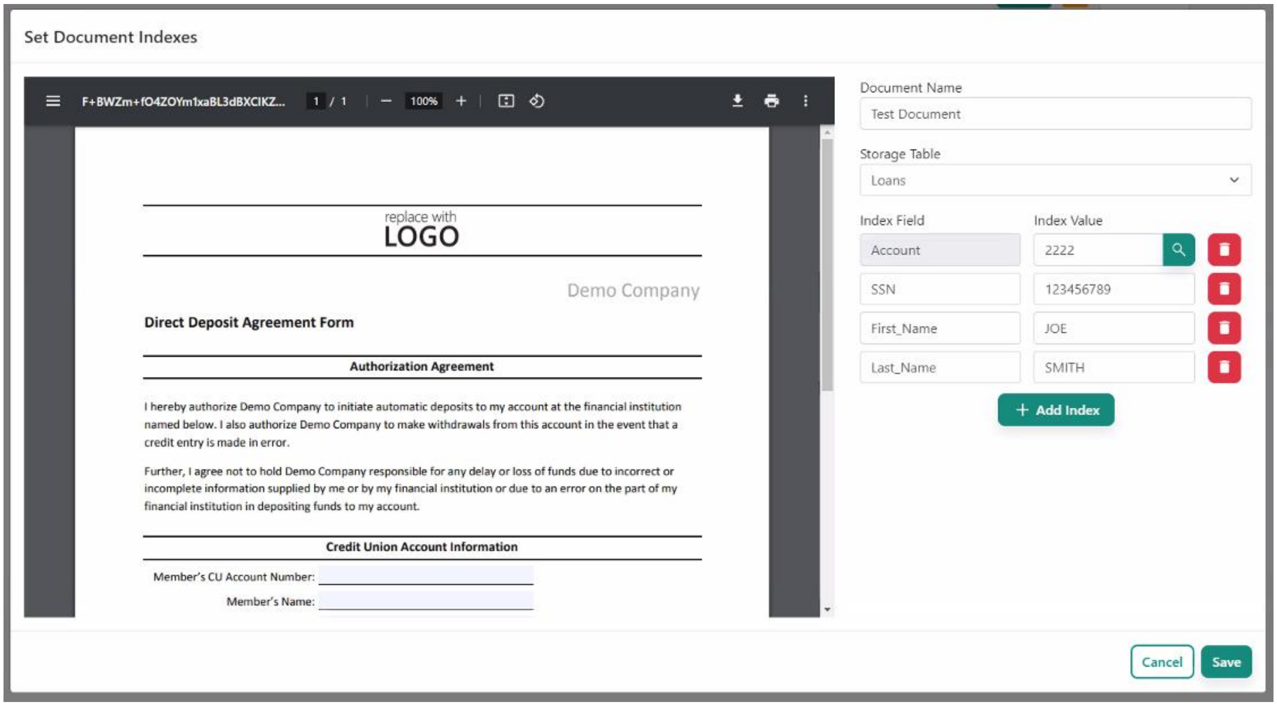
Final Upload of the PDF Form

5. Click **Upload**. The fields will appear allowing you set the document's field indexes.

Form Ready to Index



Enter Index Values for Archive



6. Once the indexes are filled in, click **Save**. The form will be archived.

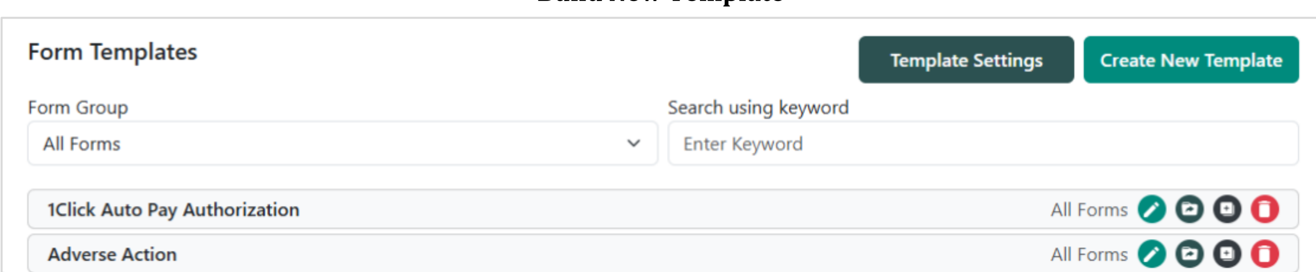
Build a Template

While CU*Forms supports most common file formats, the most convenient document format to program is a fillable PDF. Fillable fields can be programmed onto a PDF with a more advanced version of Adobe Acrobat or another PDF generator software. When uploaded into CU*Forms, these fillable fields will be detected and automatically placed onto the document where you can assign CBX fields to create a template. This template is then used to create a form.

Access the Template Area

Uploading and modifying templates requires the *Edit Template* permission for your CU*Forms User profile. Contact your CU*Forms administrator for access to your templates. With this permission, go to *Admin*, select *Edit Templates*.

Build New Template

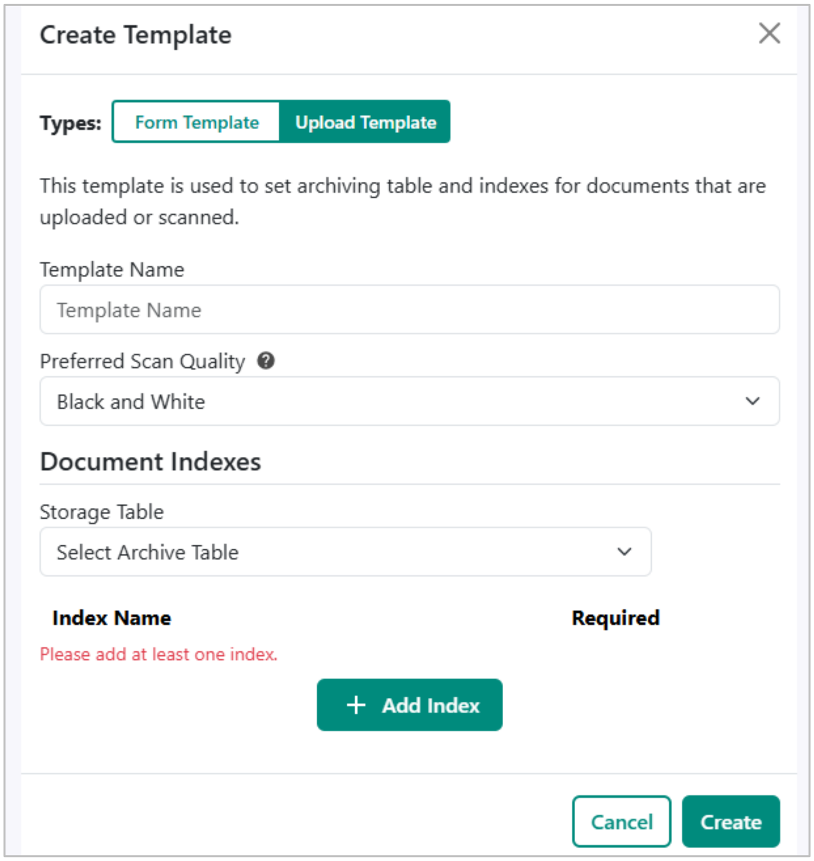


Create an Upload Template

To create a template, select **Create New Template.** There are two options for the template type. An Upload Template is an option your staff can select when they scan or upload a document through

CU*Forms or Native Receipts. You can name the template, define the preferred scan quality, and specify the storage table to which this template saves.

An Upload Template



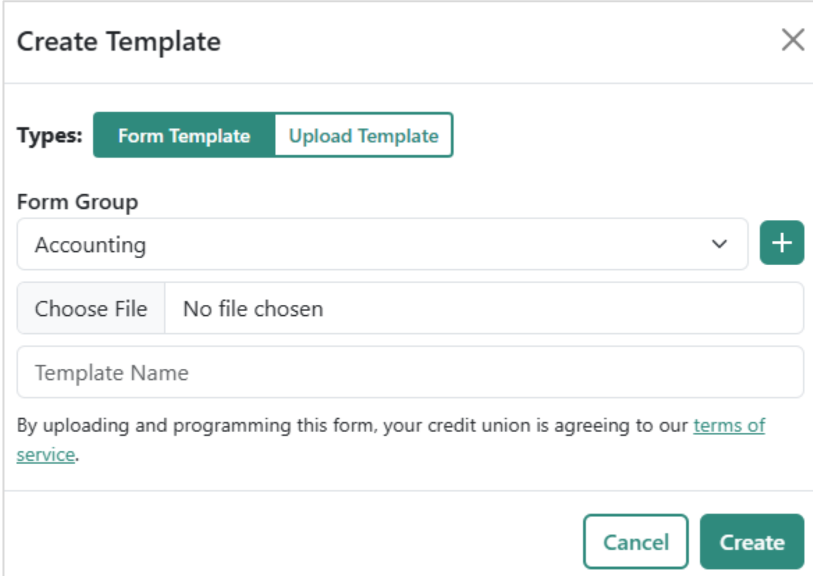
Create a Form Template

1. From the *Edit Templates* page, select **Create New Template**.
2. On the Create Template screen, select *Form Template* for the type of template. A Form Template is a form that you upload and program to pull values from CBX.
3. To assist with the location of this form in your library, assign it to a form group. You can add additional form groups by clicking the plus sign.
4. Next, upload the document by clicking **Choose File**. While it is not required, importing a form with defined fields is recommended. At this point, choose the file to upload by clicking *Choose File* and browsing to find it. (See image below.)

   *CU*Forms supports many file formats, including but not limited to: PDF, DOC/DOCX, JPEG, PNG, and TIFF. Excel spreadsheets are not natively supported.*

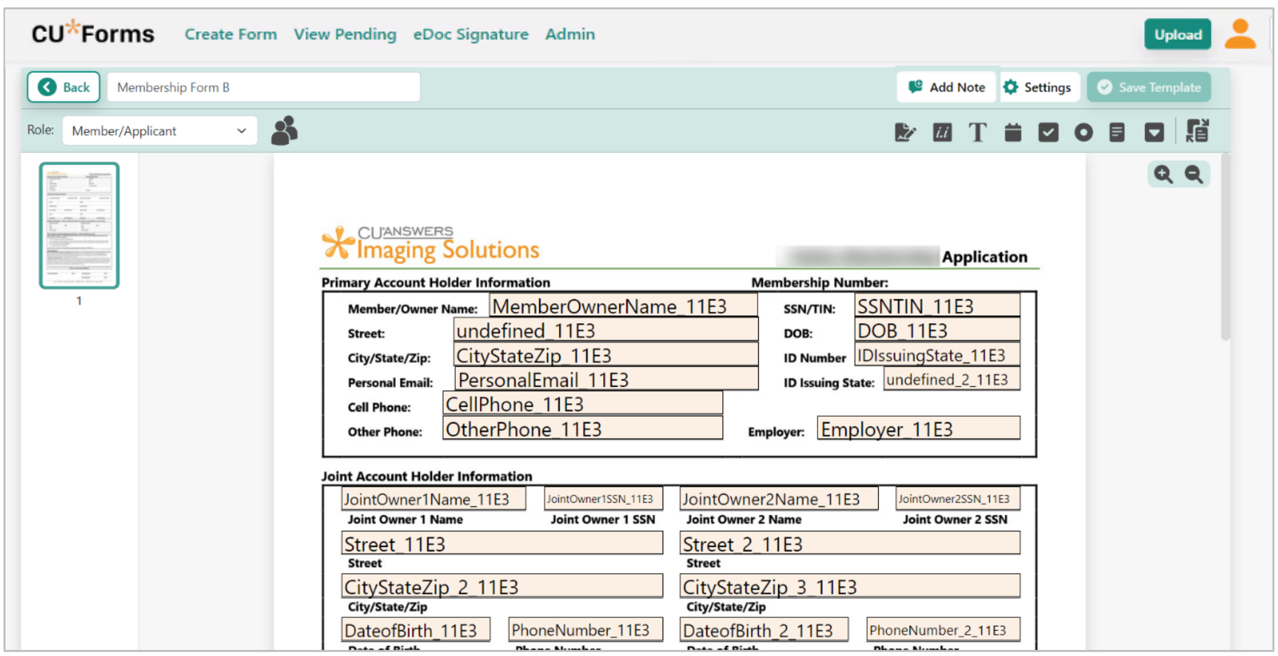
5. Name the form in the *Template Name* field.
6. When checked, the *Extract Fields* checkbox will transfer fillable fields from the pdf to the CU*Forms template.
7. Lastly, click **Create** to generate the form template in CU*Forms.

A Form Template



The PDF will be pulled into the CU*Forms interface with each field assigned a field name. The next step is to map these defaulted fields to CBX pre-defined fields.

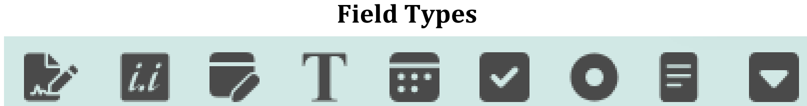
Template Uploads with Default Field Names



Add Manual Fields

If your document does not have prefilled fields, you will need to manually add them. You can add a variety of commonly used fields, including assigning a signature field, check box, text field, and more. Click on the corresponding icon on the toolbar in the top right of the screen to add this type of field.

Field Types



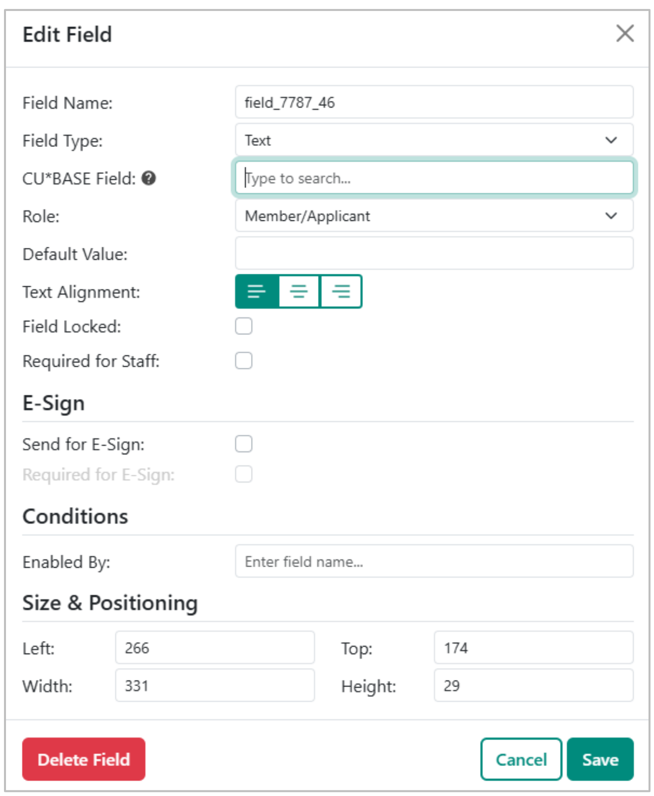
Manual Field Options

Field Name	***Description***
	Add signature field.
	Add initials field.
	Add text box. (Limits values to a single line)
	Add date field.
	Add checkbox. Checkboxes allow for multiple options to be selected.
	Add radio button. Radio buttons allow a single option to be selected. To link a set of radio buttons together, you must assign the same Field Name to all fields in that set. (See Other Fields Options on page 33 for more information on Field Names.)
	Add memo field. (Values can fill multiple lines.)
	Add a drop-down menu. (An area will appear within the *Edit Field* screen to allow you to enter the options.)

Work with the Fields

After you have defined the necessary fields for your form, indicate what data to populate when the employee clicks **Populate Forms**. Double-click on each field to reveal the *Edit Field* screen.

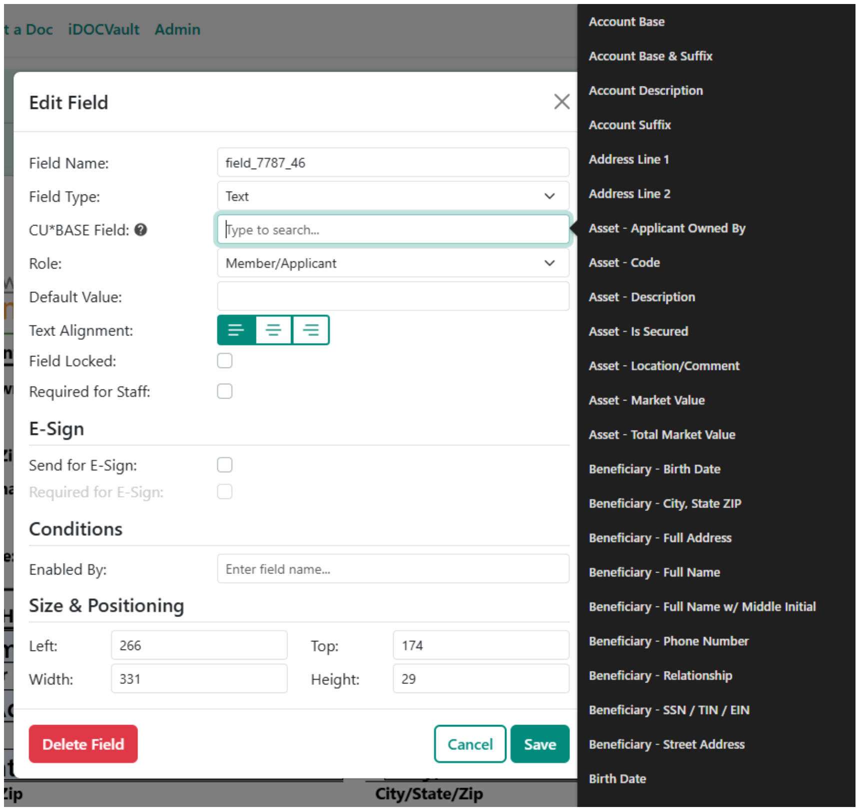
Edit Field Screen



1. To program a value from CBX into the field, go to the CU*BASE Field line and click within the box to display a list of available values.

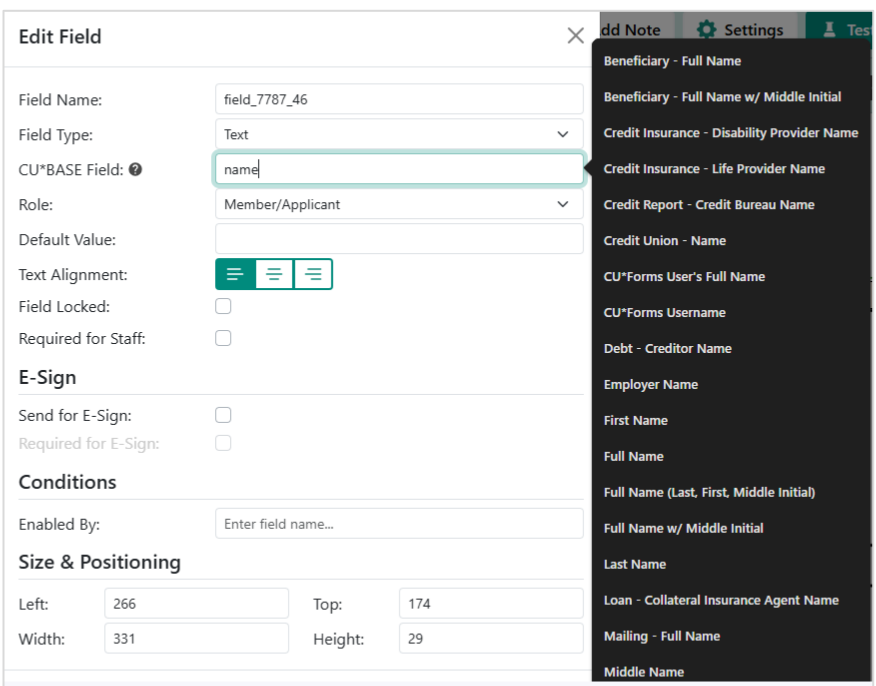
> *The list of values that appear depends on the Field Type.*

Available CBX Fields



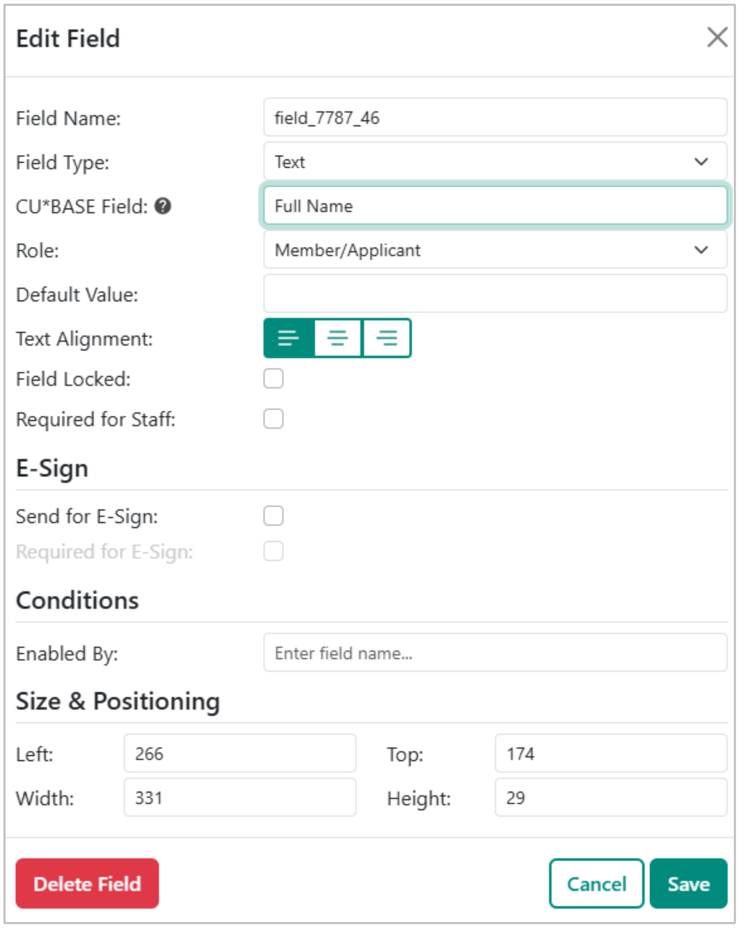
2. Then, shorten the list of available fields to select by typing to search (or scrolling through the list).

Shorten Field Listing



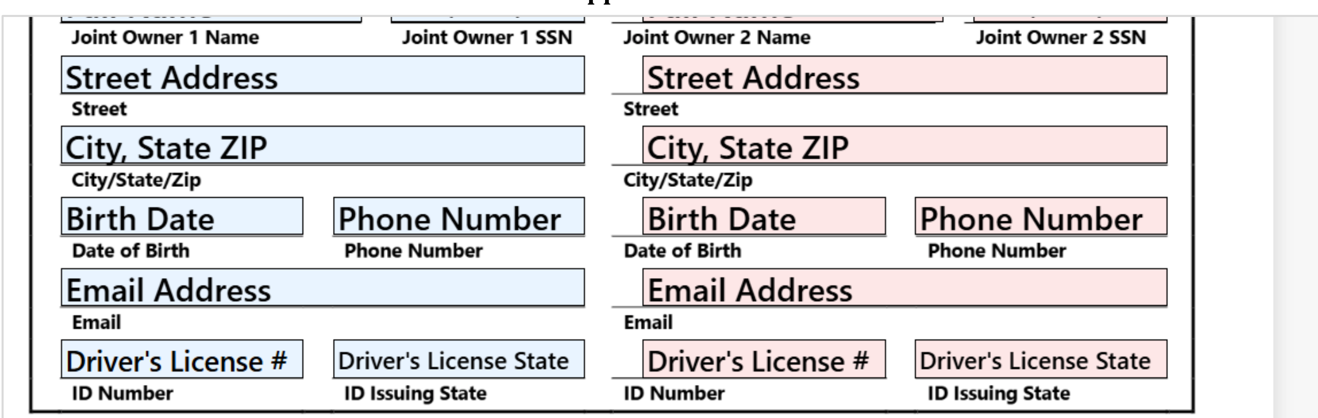
3. Select the desired field from the list.

Select Field



4. Click **Save**, and the field name will be updated.

Fields Mapped with CBX Values



5. Continue this process until you have mapped all the needed fields.

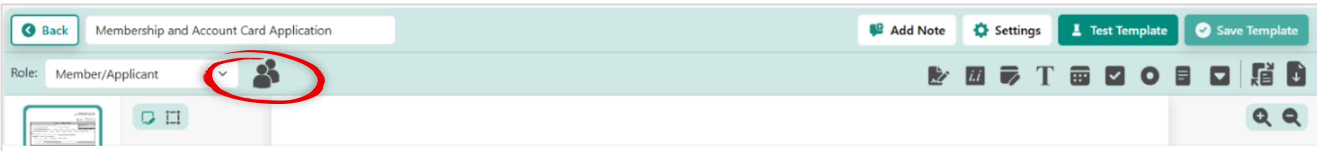
Assign Roles to Template

Roles allow you to define which person's information pulls from an account in CBX onto a form or which person needs to sign at a particular point on a form.

Beneficiary Note: *You do not need to create a beneficiary role since beneficiary information is defined in field values. Be sure to put all beneficiary fields under member/applicant role.*

1. To assign roles, click the **Manage Roles** icon in the upper left corner of the template screen.

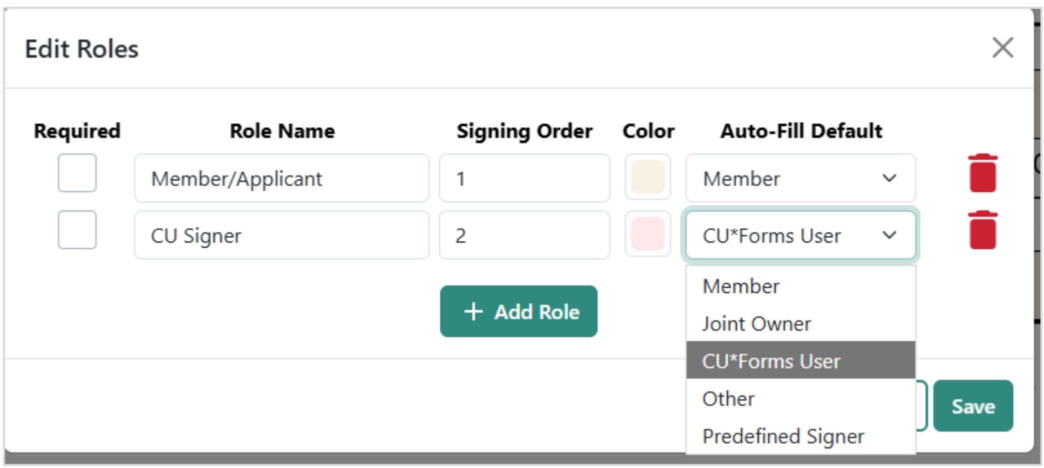
Add Roles to Template



2. A window will appear allowing you to assign the role. *Member/Applicant* is listed by default on all new forms. To define additional roles to this form, click **Add Role**.

3. Enter a new role name. Clicking in *the Role Name* field will display any existing roles you have created for other templates. Selecting an existing role will use the Color and Auto-Fill Default parameters set on other forms.

Add Additional Role



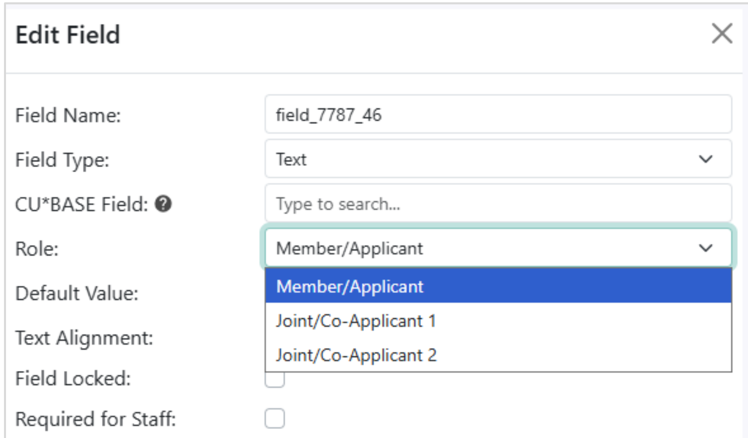
Column	***Description***
Required	Required roles must be filled with a signer before populating the form.
Role Name	Description of the type of person appearing in the role.
Signing order	*This setting applies only to E-Sign*. Roles that share the same number will access copies of the form in E-Sign at the same time, while roles with a greater number will receive a copy of the form to E-Sign after all roles with a lesser number have signed the form.
Color	Change the color of fields assigned to the role.
Auto-Fill Default	Used by CU*Forms to place people into signing roles ahead of form population. A role with the 'Member' auto-fill default will place the primary account holder into that role after an account has been selected. See the screenshot above for a complete list of auto-fill options.
Trash Can Icon	Delete the role from the form.

4. Add additional roles in this manner and then click **Save**.

Change Field's Role

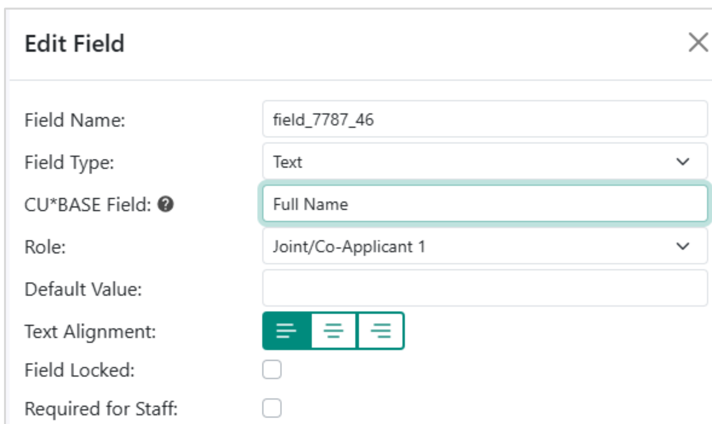
1. On the *Edit Field* screen, select the *Role* from the drop-down menu. The role must be added to the form in the *Manage Roles* screen to appear in the drop-down.

Select Role for Field



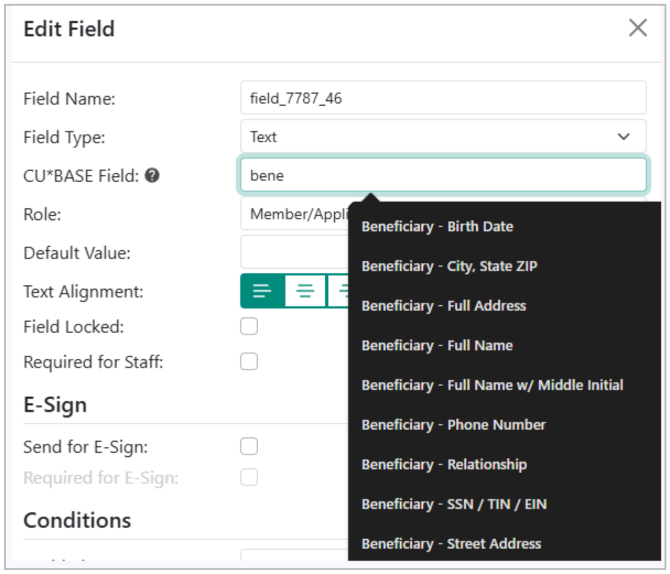
2. Then, when you select a CBX field, the joint owner data will autofill when the form is created.

Joint Owner Field Populate



***Beneficiary Note:** You do not need to create a beneficiary role since beneficiary information is defined in field values. Be sure to put all beneficiary fields under member/applicant role.*

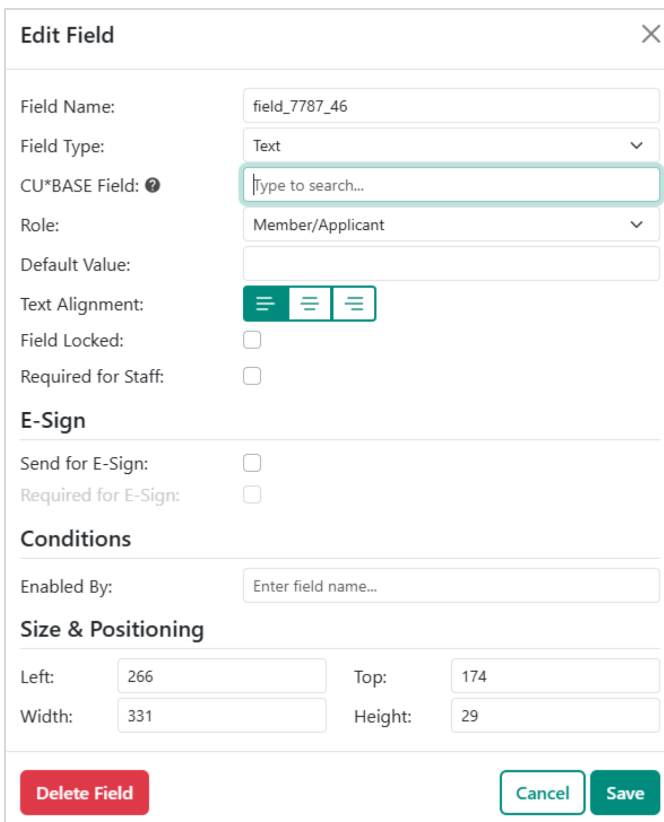
Assign Beneficiary Fields



Other Field Options

On the *Edit Field* screen, you can define additional field attributes.

Other Field Attributes



The following field-level settings can be granted:

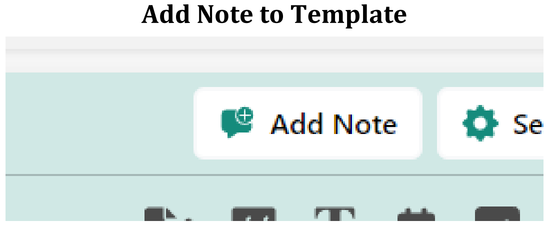
Field Name	***Description***
Field Name	The field name differentiates a field from all other fields on the form and in a package. This value is used in setting up conditions and defining a set of radio buttons. The field name will never appear on a populated form.
Default value	This value is auto filled in this field each time the form is populated. For example, use this with a unique rate or specific date.
Required for staff	A credit union employee must fill this field before the signing phase can begin.
Field Locked	The value in this field is locked and cannot be changed.
Send for E-Sign	This field can be filled out or modified by the signing role in E-Sign.
Required for E-Sign	This field is required when the form is sent for E-Sign. For example, use this with a signature field. (Send for E-Sign must be checked for this option to appear.)
Enabled By	This setting allows you to hide fields behind other fields. Take the field name of the field that you want to trigger this field and paste it in the space. If you enter the field name of a radio button, you will be prompted to define the specific radio button in a new line. You can differentiate radio buttons in a set by giving them a Selected Value.
Size & Positioning	These four values control the shape and placement of the field. Left and Top refer to the appropriate sides of the field while Width and Height control the size of the text that appears within the field.

Add Note to Forms

You can also add notes to forms so that front line staff have directions on how to complete the forms.

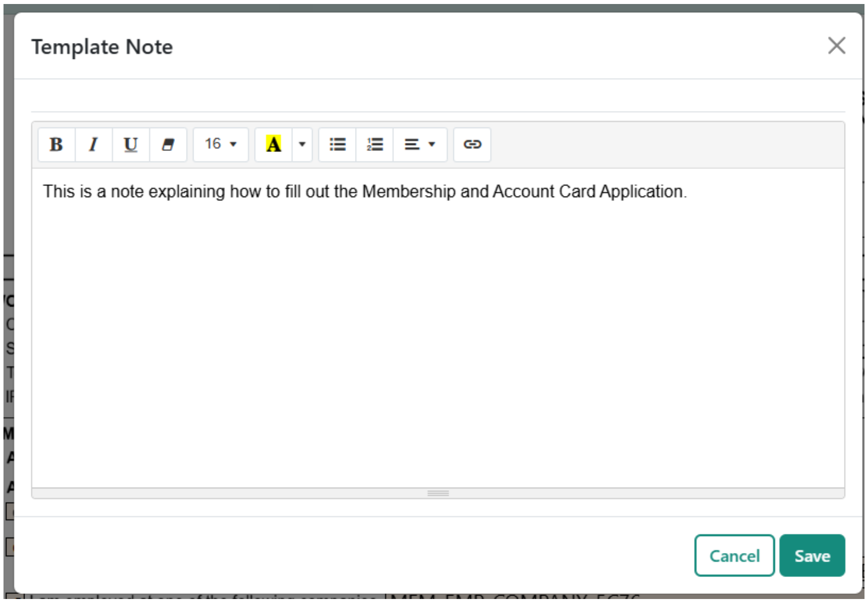
1. Click **Add Note** in the upper right corner of the screen.

Add Note to Template



2. A window will appear allowing you to enter the note. The note editor allows for basic text formatting. This note can be viewed when the form is filled in. For information on reading a note, see page 18.

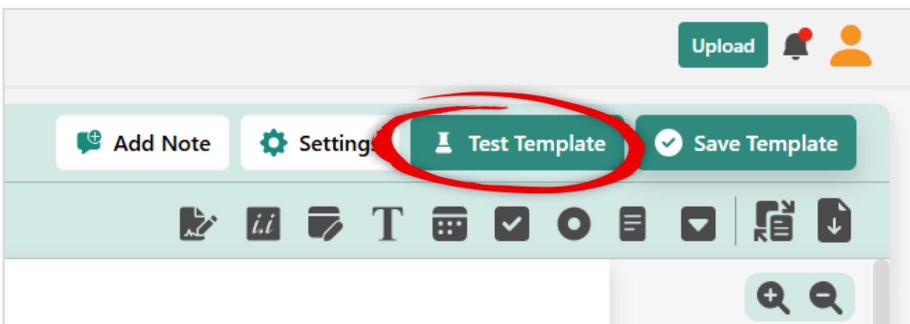
Compose Note



Test Template

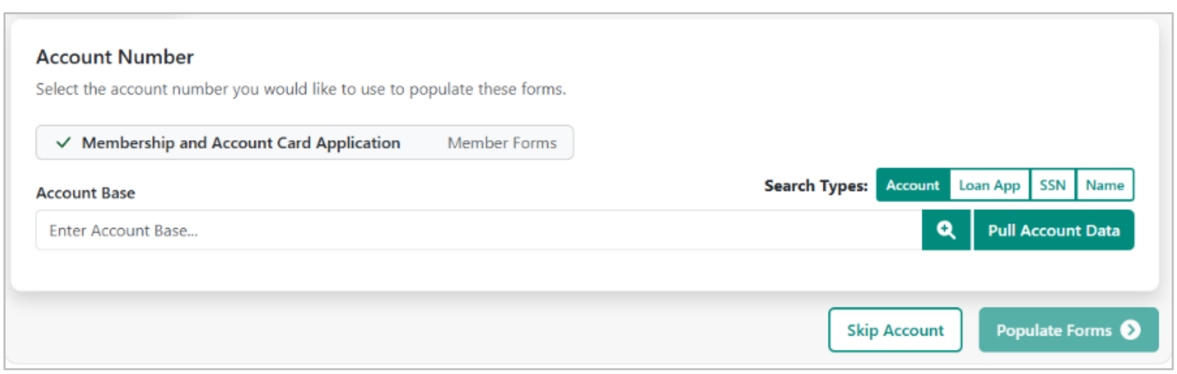
1. After you have finished programming a section of your form, you can test the form by clicking the **Test Template** button:

Test Template



2. This action will launch a separate window of CU*Forms on the Account Selection screen where you can enter a member's information to view your changes and ensure the form fields work as expected.

Account Selection



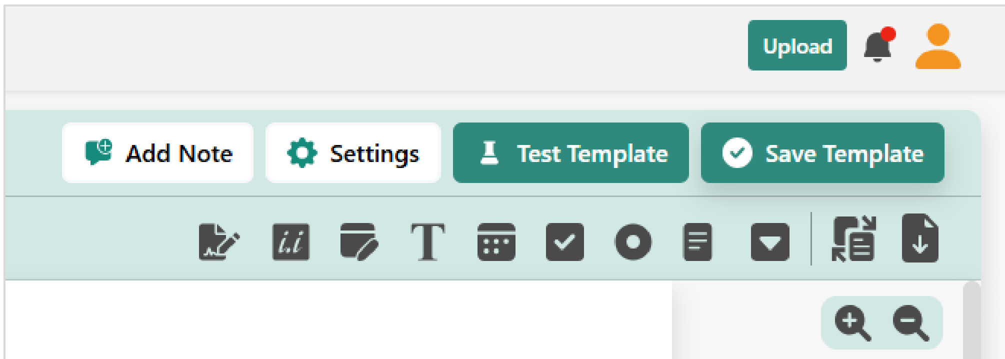
3. After you have verified your work, you can close out of this tab and go back to the existing CU*Forms tab with your template.

Save Template

This section covers saving the completed template, so all users can use it to create forms.

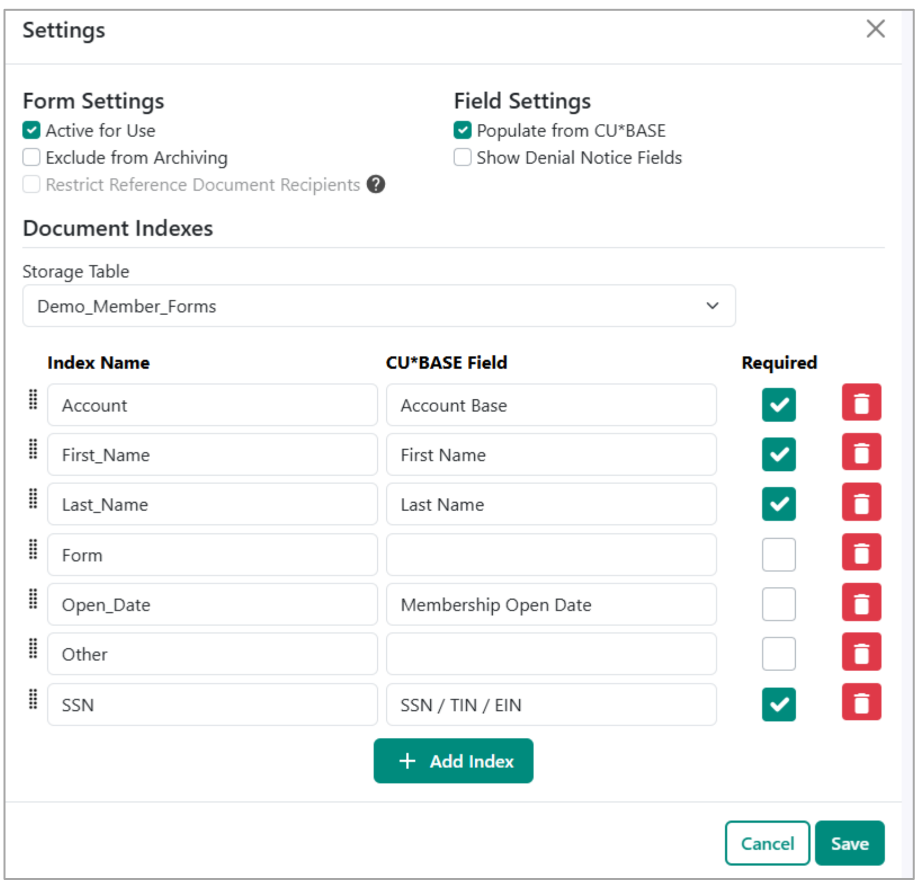
1. When you have completed mapping and configuring the fields on the template, click **Save Template**.

Save Template



2. You will then be asked to define the form settings for your template.

Settings for Saving

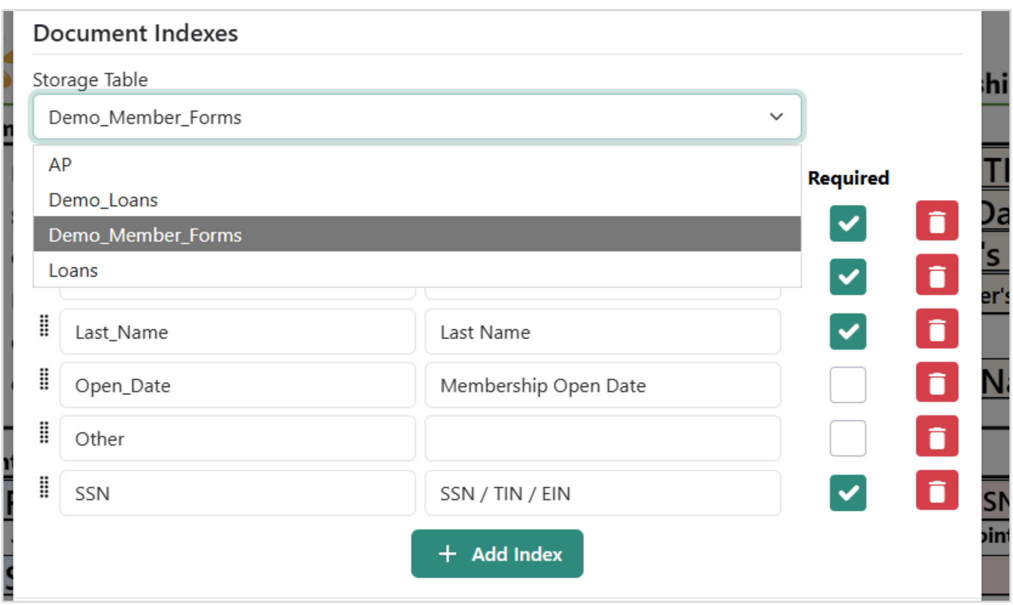


Field Name	*Description*
Active for use	This will make the template visible to all staff in CU*Forms.

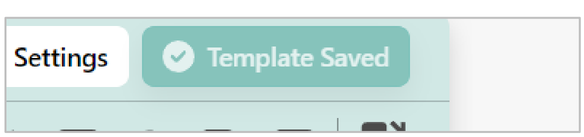
Field Name	Description
	Important Note! If you do not mark it as Active for Use, the form will display as inactive and will be visible only to staff with the Edit Templates permission.
Populate from CU*BASE	Check this to pull values from the core.
Exclude from archiving	Check this to prevent the form from being saved to iDOCVault. Useful for reference documents, such as letters or disclosures, that do not require signatures.
Show Denial Notice Fields	If programming your own Denial Notice or Adverse Action Notice, check this box to have the Denial fields appear in the list of available CBX Fields.
Restrict reference document recipients	If checked, only signers configured for this template will receive this document when sent out for E-Sign. This is helpful, for example, to not disclose things such as credit scores to other signers. *This setting will be ignored if any fields are configured to be used for E-Sign.*

3. Select the appropriate storage table from the drop-down menu.

Select Storage Table



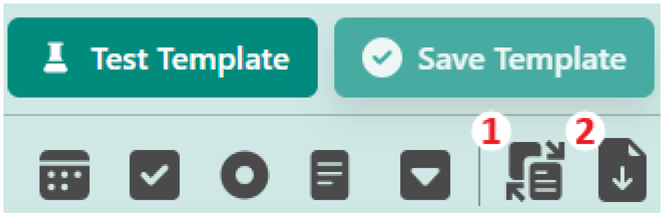
4. Click **Save** when you are finished with your changes. The button will then read *Template Saved*.



5. Depending on your permissions, when you select **Create Forms** and are prompted to create new forms, the form template will be available for use.

Other Template Settings

The final two options allow for form management.



1. **Replace Document** allows you to upload a different PDF as the base layer of your form template while leaving any fields and their programming intact. You can use this feature to update documents without having to reprogram a template from scratch.

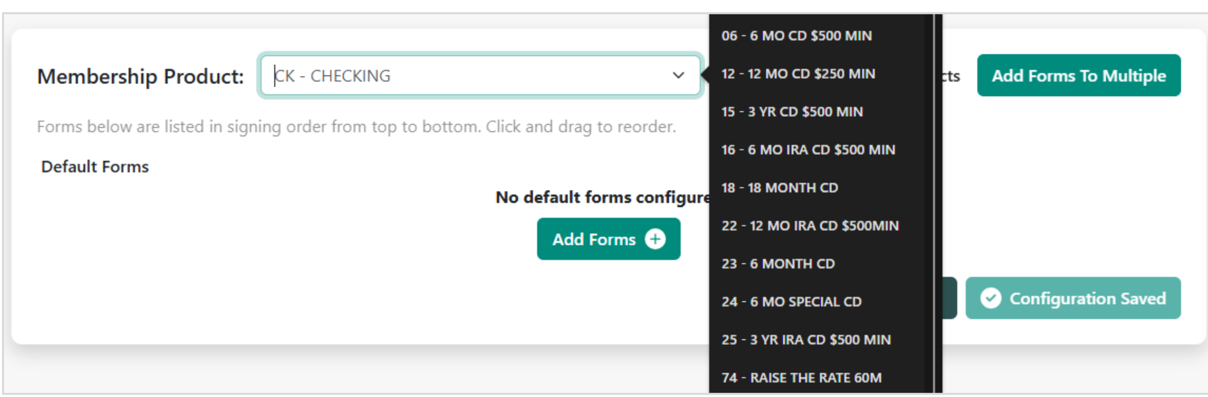
2. **Download Document** allows you to download the template as a PDF without fillable fields.

Configure Membership Products

This step attaches existing membership forms to your credit union products. (See page 25 for creating the forms.) When the frontline staff opens a sub account, the appropriate forms are presented either in the Select Forms By Account screen or FormFLOW for completion.

1. To begin the process of matching the product to the forms, select **Membership Products** under the Admin tab. Next, select the product from the drop-down menu next to *Membership Product.*

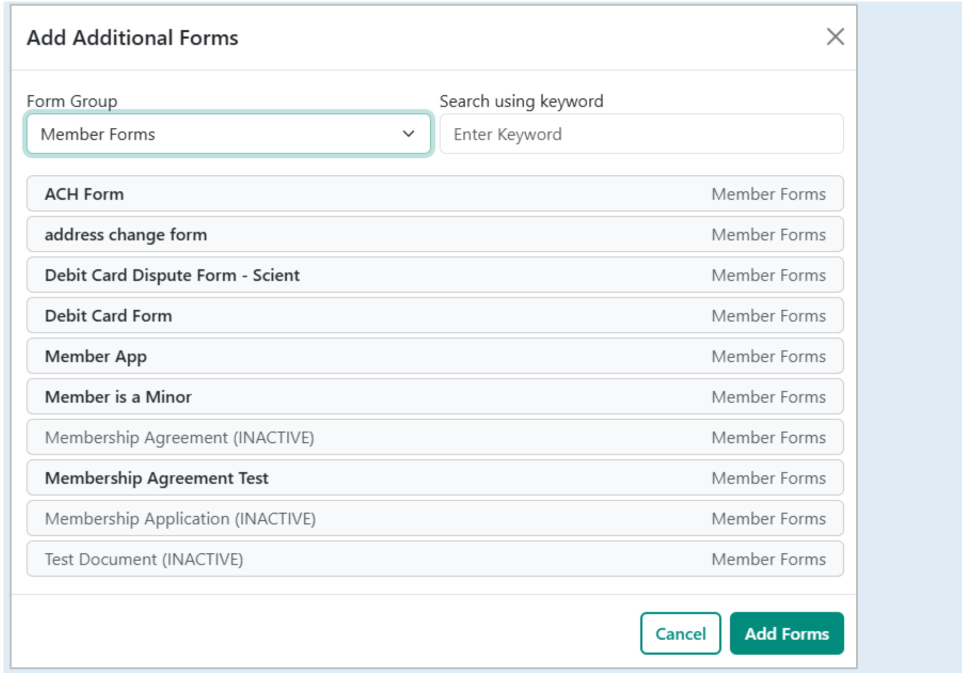
Select Product



2. The *Default Forms* are blank at entry, and there are no forms attached to the product. Click **Add Forms** to add them.

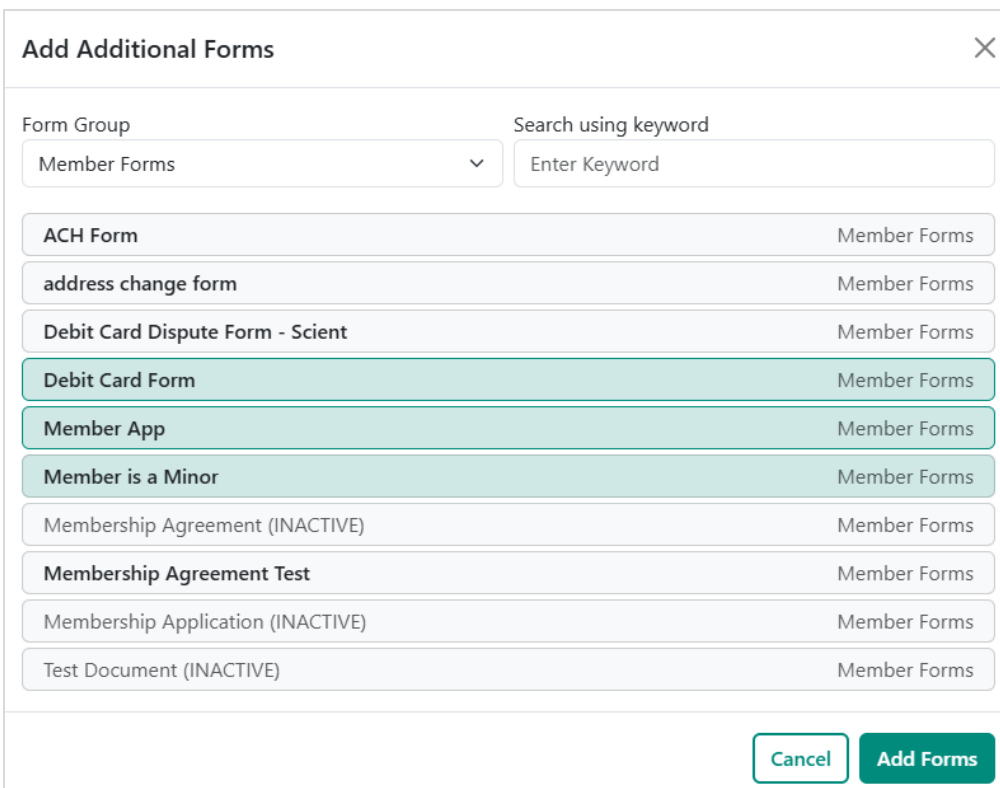
3. Here we have already narrowed down the forms by selecting *Member Forms* from the *Form Group* drop-down menu.

Forms Ready for Selection



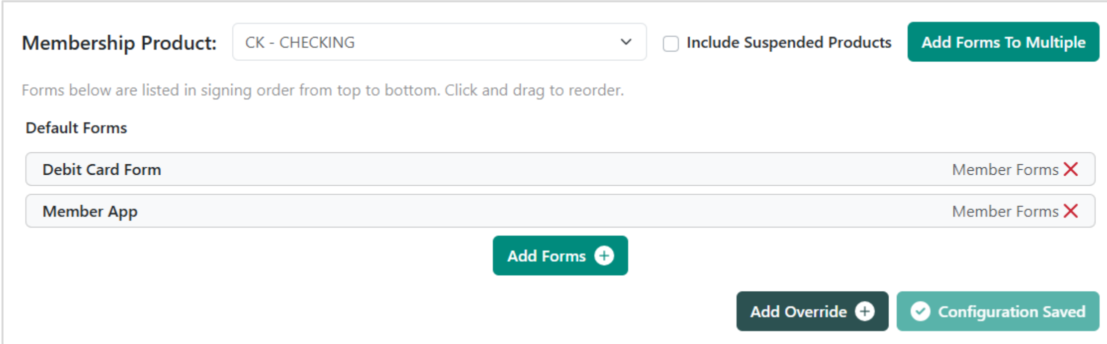
4. Select the forms you wish to attach to the product and click **Add Forms**.

Select Forms from Listing (Sub List Selected)



5. The forms are now added to the product and will be presented during account opening.

Forms Attached to Product



6. If you need to remove any form, click the red X to the right of the form.

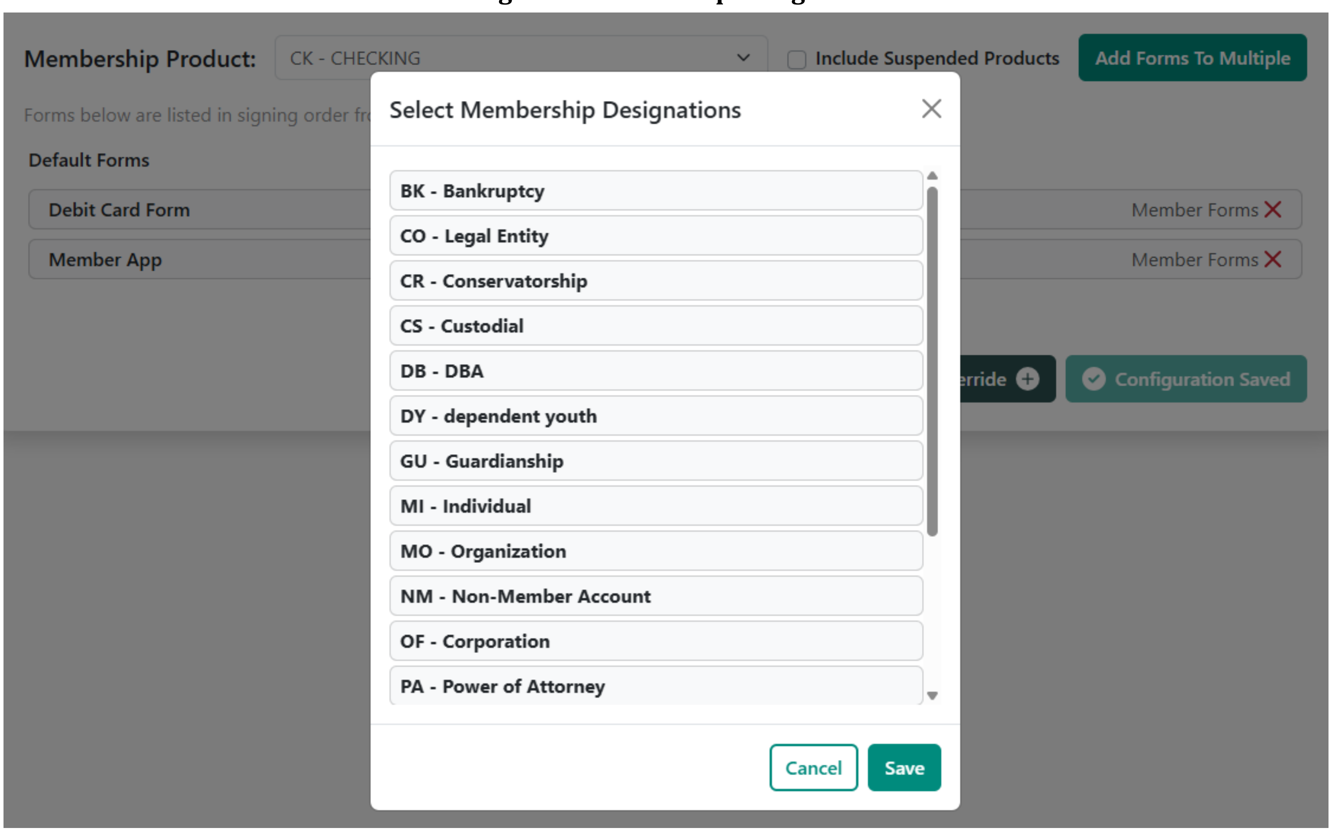
Add Membership Designation Override

If your sub-accounts apply to shared membership designations but you use different forms for each designation, you can also create an override. Membership designations are configured in **Tool #523 *Member Designation Configuration***.

1. To present a separate set of forms based on a Membership Designation, click **Add Override**.

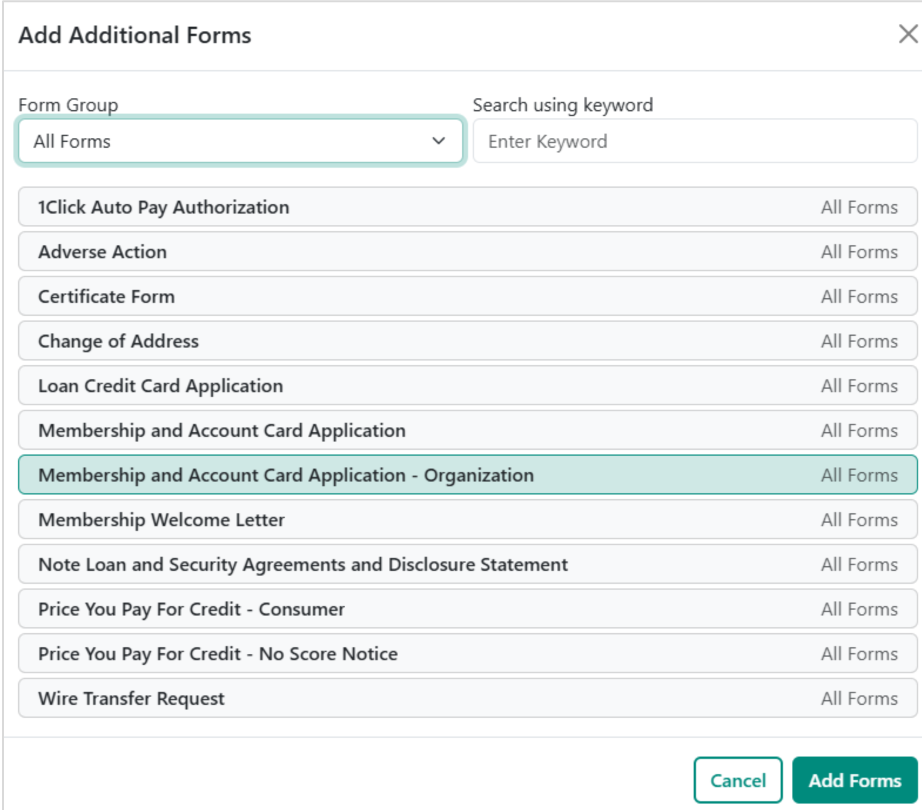
2. CU*Forms presents your configured Membership Designations. Select the appropriate Membership Designation(s) from the list and click **Save**.

Configured Membership Designations



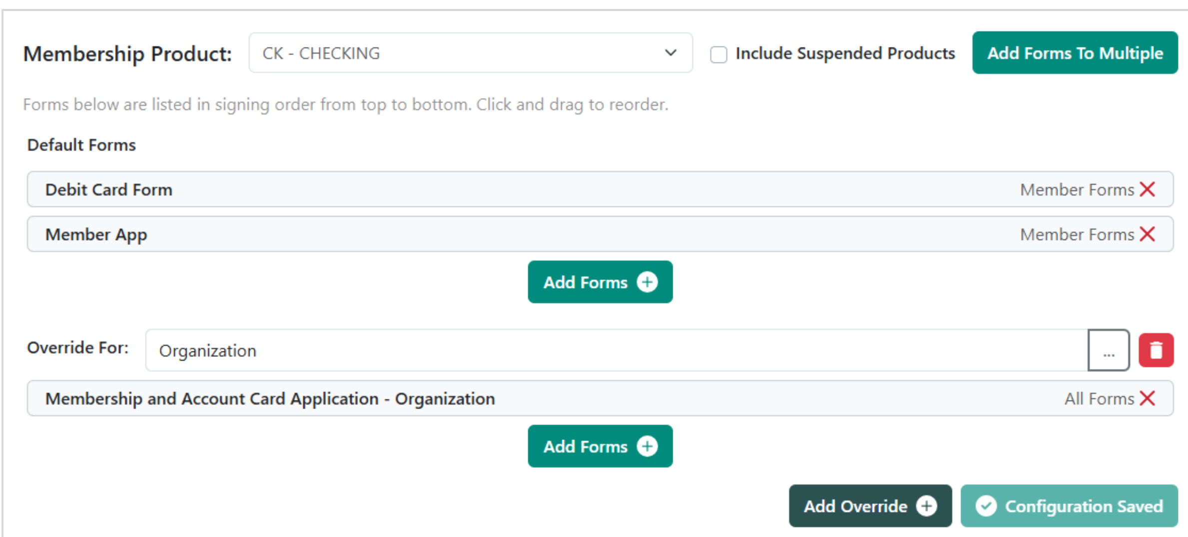
3. Then, pick the alternate forms for this Membership Designation and click **Add Forms**.

Select Alternative Forms for Membership Designation



4. The alternate forms will be shown below.

Override Form Added



5. From here, you can also add additonal forms as needed by clicking **Add Form**. When finished, select **Save Configuration**.

FormFLOW Configuration

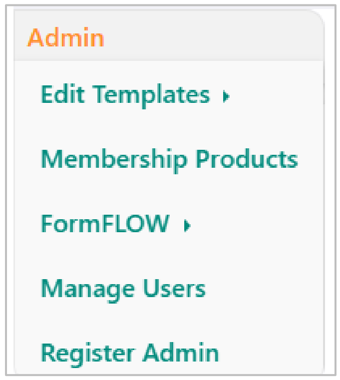
Certain aspects of this feature require separate activation. Contact the Imaging Solutions team for assistance.

To create packages around processes rather than new sub-accounts, build a FormFLOW. It is encouraged that you program most or all your forms prior to configuring FormFLOW. FormFLOW provides the same package structure as Membership Products as well as an optional, customizable checklist, a built-in auditing feature, and a place to leave notes for your staff about the status of the workflow.

Administrator access is required for the following two steps.

1. To access your FormFLOWs, select *FormFLOW* from the Admin tab.
2. Choose from the Membership, Lending, or Custom options. Membership and Lending FormFLOWs integrate with the core while Custom FormFLOWs can be designed for internal credit union processes, such as the fulfillment of a new workstation or employee onboarding.

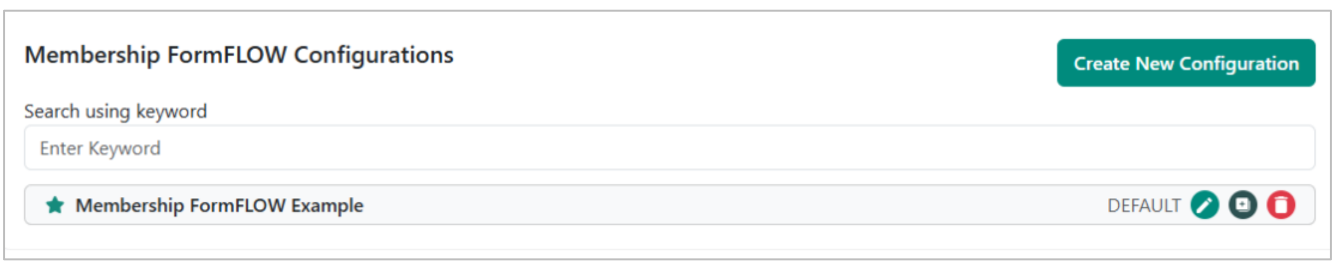
Enter FormFLOW from Admin



Different default FormFLOW templates are available for membership versus lending.

One reason you might create a new template would be for another type of membership, such as a trust that needs a different checklist.

Default Membership Template



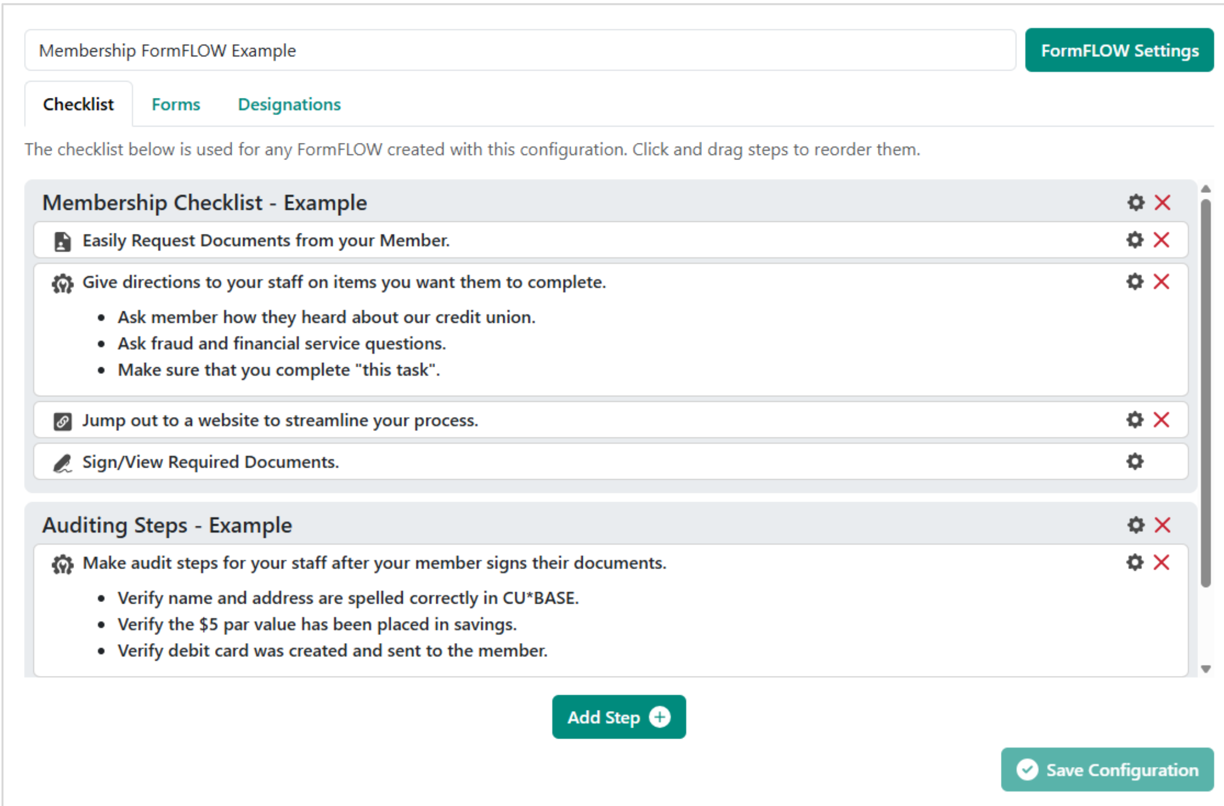
Default Lending Templates

- Click the pencil icon to enter the FormFLOW.
- Click the Duplicate Config icon to make a copy of a FormFLOW.

- Click the trash can icon to delete a FormFLOW.
- To make a particular FormFLOW the default selection when no membership designation or lending products are defined in the rest of your FormFLOWs, click the star icon.

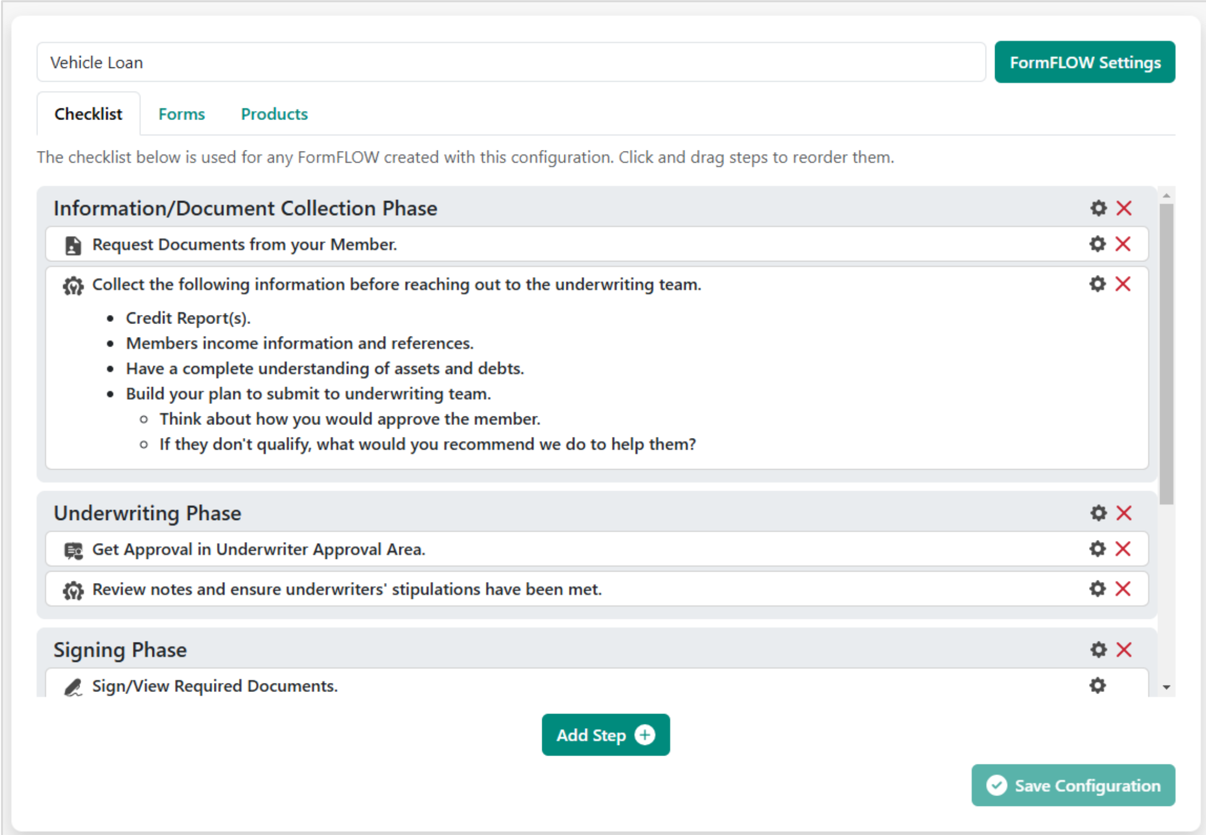
Below is an example of what your membership FormFLOW checklist will look like as a default.

Membership FormFLOW Checklist



Below is an example of a lending FormFLOW checklist.

Loan FormFLOW Checklist

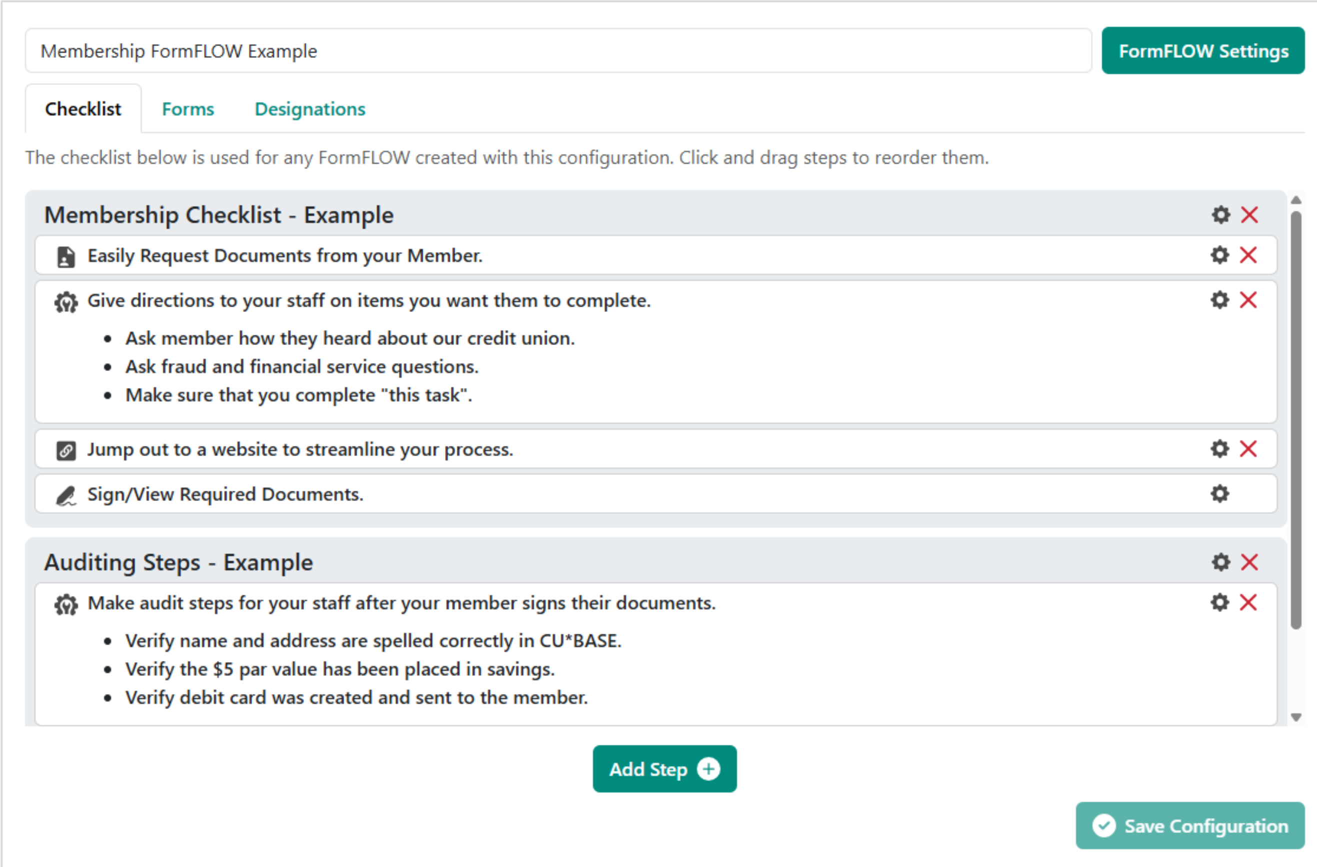


Unique to the loan checklist is the "Get Approval in Underwriting Approval Area" step type. This is shown first in the "Underwriter Phase" section shown above. ***See page 48 for more details about the user experience of this section.***

Configure Checklist

To add steps to the checklist, click **Add Step** at the bottom of the checklist. To modify a step, click the gear icon next to the step. To rearrange steps, click on one and drag it up or down. You can move steps between sections (also known as phases) this way as well.

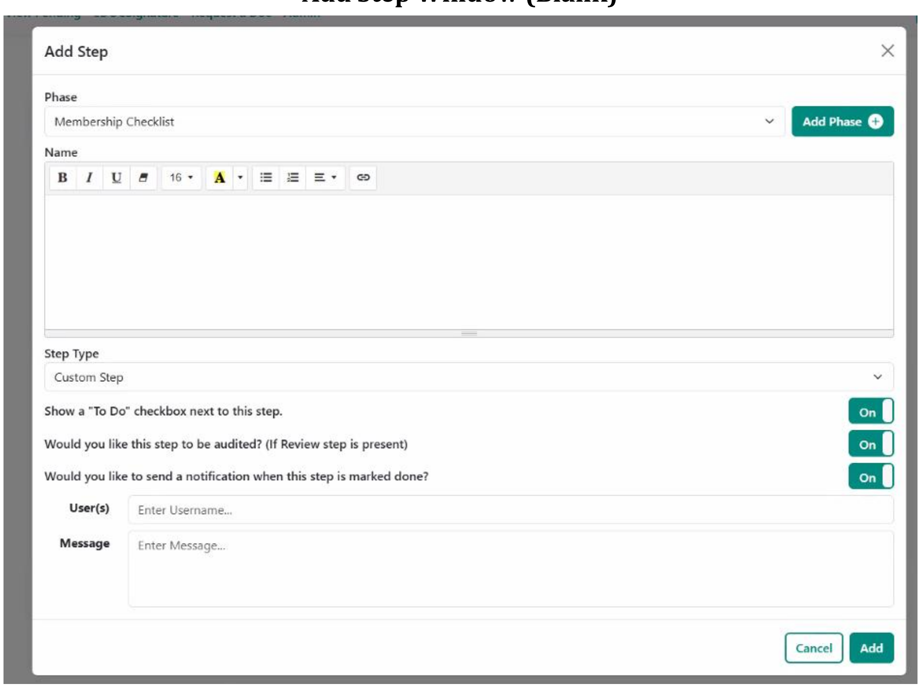
Example of Membership Checklist



By default, the *Sign/View Required Documents* step is added to all checklists. This gives easy access to signing the forms when filling out the checklist.

When creating or editing a step, a popup window will allow you to define the step. When creating a step, the Add Step window is blank upon entry, as shown below.

Add Step Window (Blank)



The *Phase* drop-down window will indicate to which section of the checklist this step belongs. To create a new phase, click **Add Phase**.

Use the *Name* field to describe the action(s) of the step. Select an option from the *Step Type* drop-down menu to indicate what kind of task you are adding. See page 46 for details on step types.

The three toggles allow you to define 1) an initial checkbox for staff to mark the action complete; 2) an additional checkbox for a manager to validate the initial action, and 3) a notification sent to specified users when the step is initially marked done.

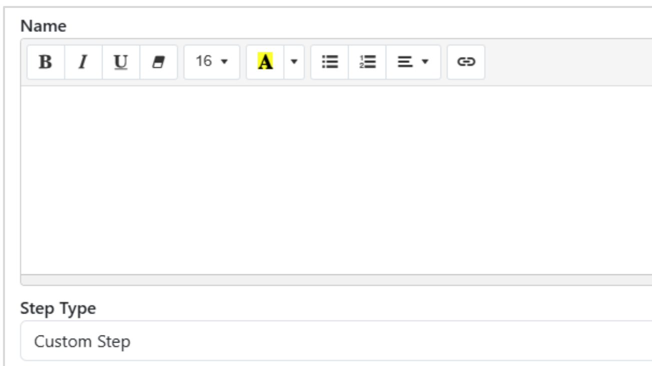
Click **Add** to add the step to the checklist. To finalize the checklist, click **Save Configuration**. The button will grey out, indicating the checklist is saved.

FormFLOW Step Types

Custom Step

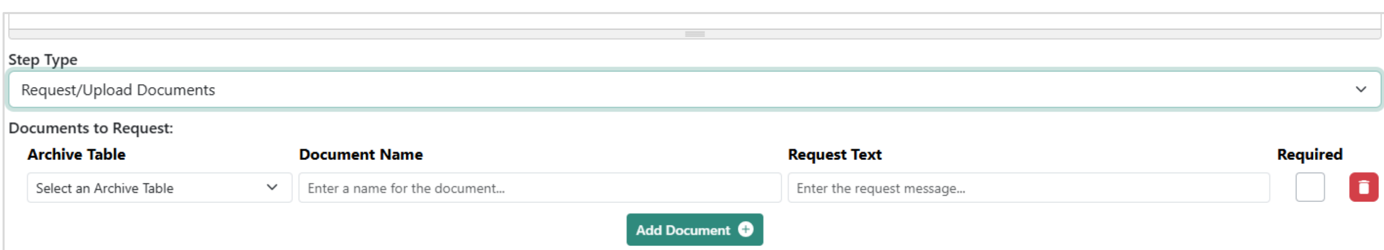
Use the custom step to define actions for your staff in the *Name* text box. This is the default when you click **Add Step**.

Adding a Custom Step



Request Upload Document Step

This step allows you to request or upload documents from a member or applicant.

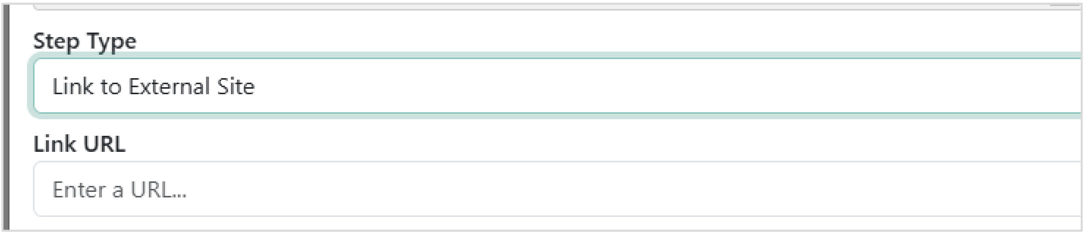


Field Name	***Description***
Archive table	Select the table you want the document to be saved to in iDOCVault.
Document Name	Specify the name of the document as it will appear in the vault.
Request Text	Specify the document requested to be uploaded in this field. If the document is requested from a member or applicant, they will see this text only.

Field Name	Description
Required	Check this if this document is required. The step will display a message when your staff try to check the step's checkbox if the required document does not have an upload or scan.

Link to External Site

This step type allows you to link the step to an external site on the Internet.



Archive Supporting Documents

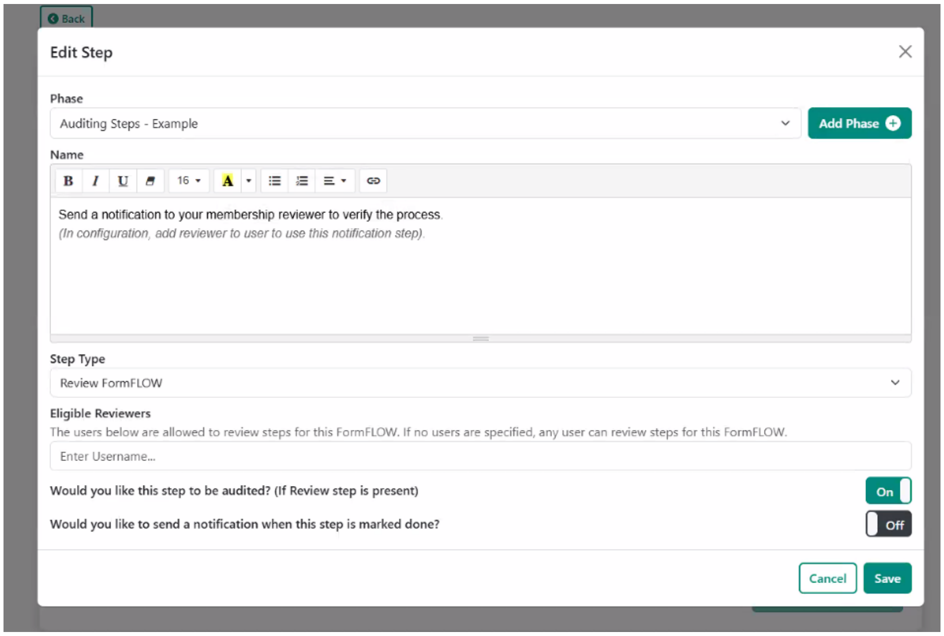
This step type allows you to archive documents from a set list.

Field Name	Description
Archive Table	Specify the table to which the document will save in the iDOCVault.
Document Type	Select the document from the preconfigured list.
Document Name	Specify the name of the document as it will appear in the iDOCVault.
Required	Check this if this document is required. The step will display a message when your staff try to check the box if the required document does not have an upload.

Review FormFLOW

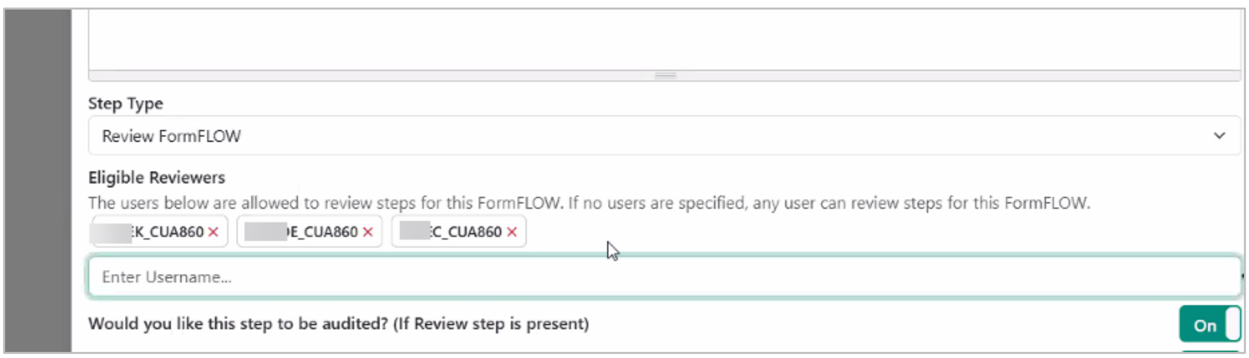
1. To add reviewers, select the step type **Review FormFLOW**. (See example below.)

Configure FormFLOW Audit Settings (with Reviewers Added)



2. Add CU*Forms users as the eligible the reviewers.

Reviewers Added



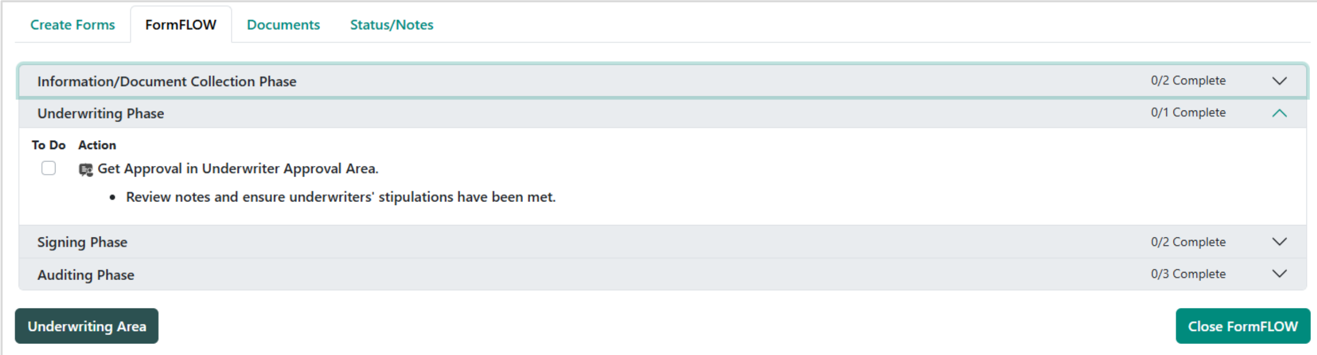
3. Click **Save**. See page 57 for what the reviewer will see.

User Experience: Underwriting Section in FormFLOW Checklist

This feature is only available for lending FormFLOW.

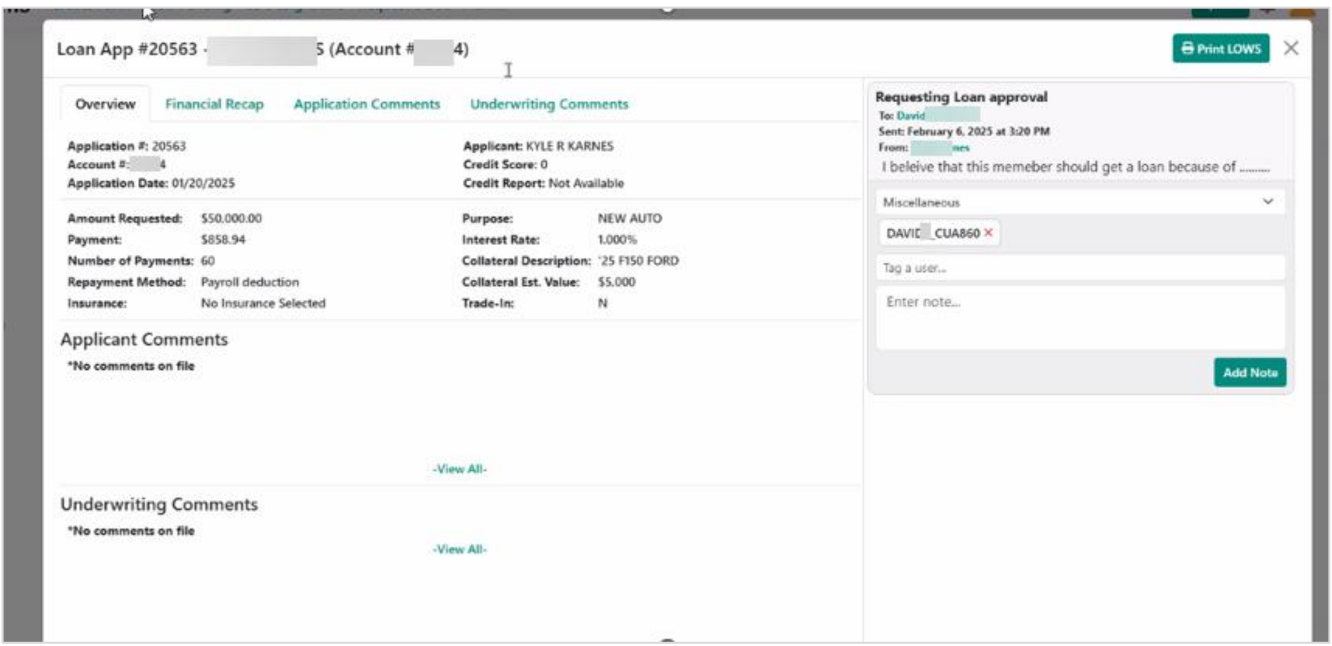
Below is an example of how a user interacts with the Underwriter section of the lending FormFLOW checklist.

Underwriting Area Access



The user clicks *Underwriting Area* or the *Underwriting Approval Process* step to access the screen below.

Underwriter Approval Area Example



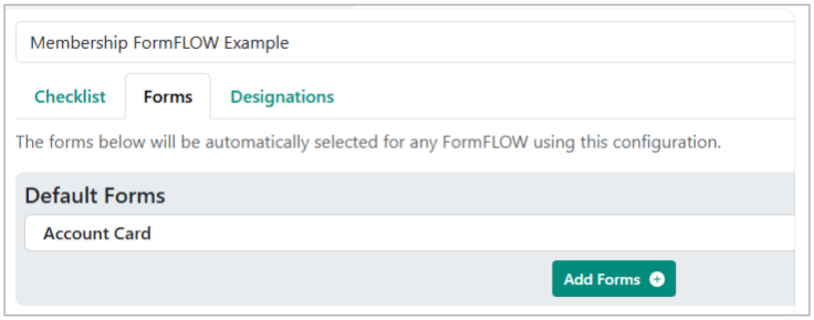
The Underwriting Area contains several helpful features for your loan staff. The four tabs on the left side of the screen display details from the loan application. The comments column on the right side provides space for your loan staff and underwriters to confer on a decision. All comments will be written to the audit summary document in a separate Underwriter section (see page 59).

Adding a Form to a FormFLOW

The *Forms* tab is where you can define the forms to be used in the FormFLOW process. Click **Add Forms** to select the essential forms for your package under the *Default Forms* heading.

> *If you are working with a new membership FormFLOW, you may have already added the relevant forms under the appropriate Savings sub-account. You do not need to add those forms to the Default Forms of a new membership FormFLOW, as Membership Products work with FormFLOWs. If you have not added any forms to your Savings sub-account(s), you can create your new membership package in the Default Forms without issue.*

Forms Tab

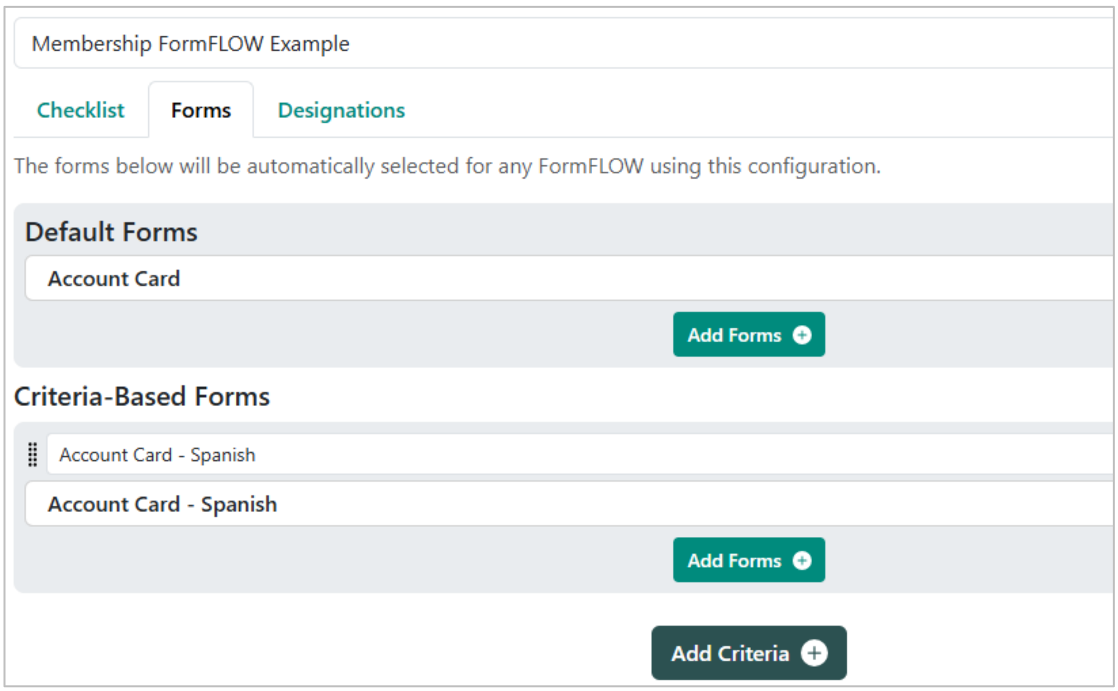


Adding Criteria-Based Forms

To present specific forms when certain conditions are met, click **Add Criteria**. Define the criteria required to trigger the special form(s).

> *This might be used to handle special situations, for example when trusts or minor accounts are serviced.*

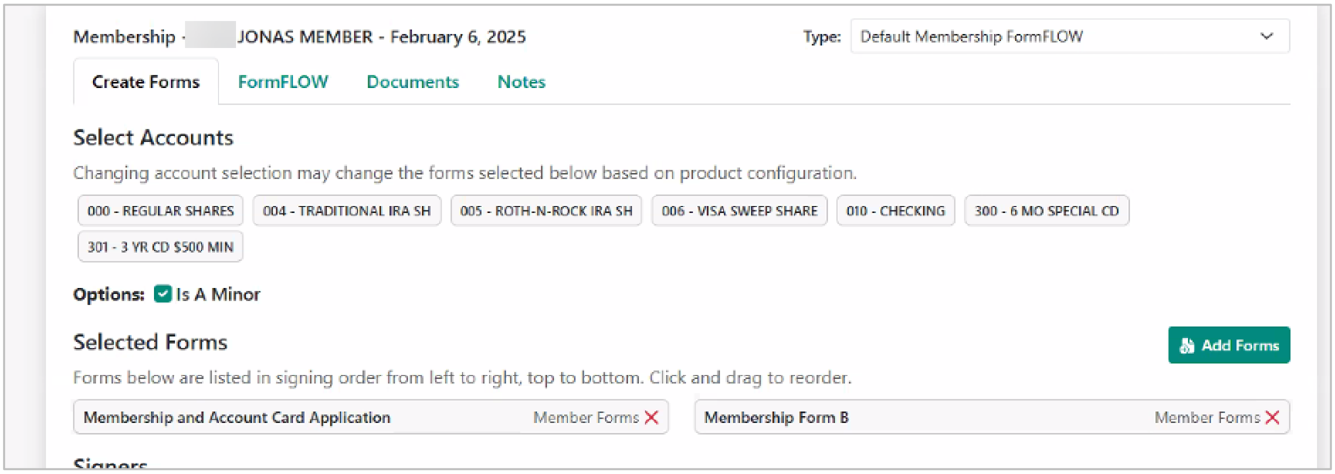
Membership Forms Tab with Criteria-Based Forms



Use **Add Forms** below the criteria to select specific forms to be presented if this sort of condition is met.

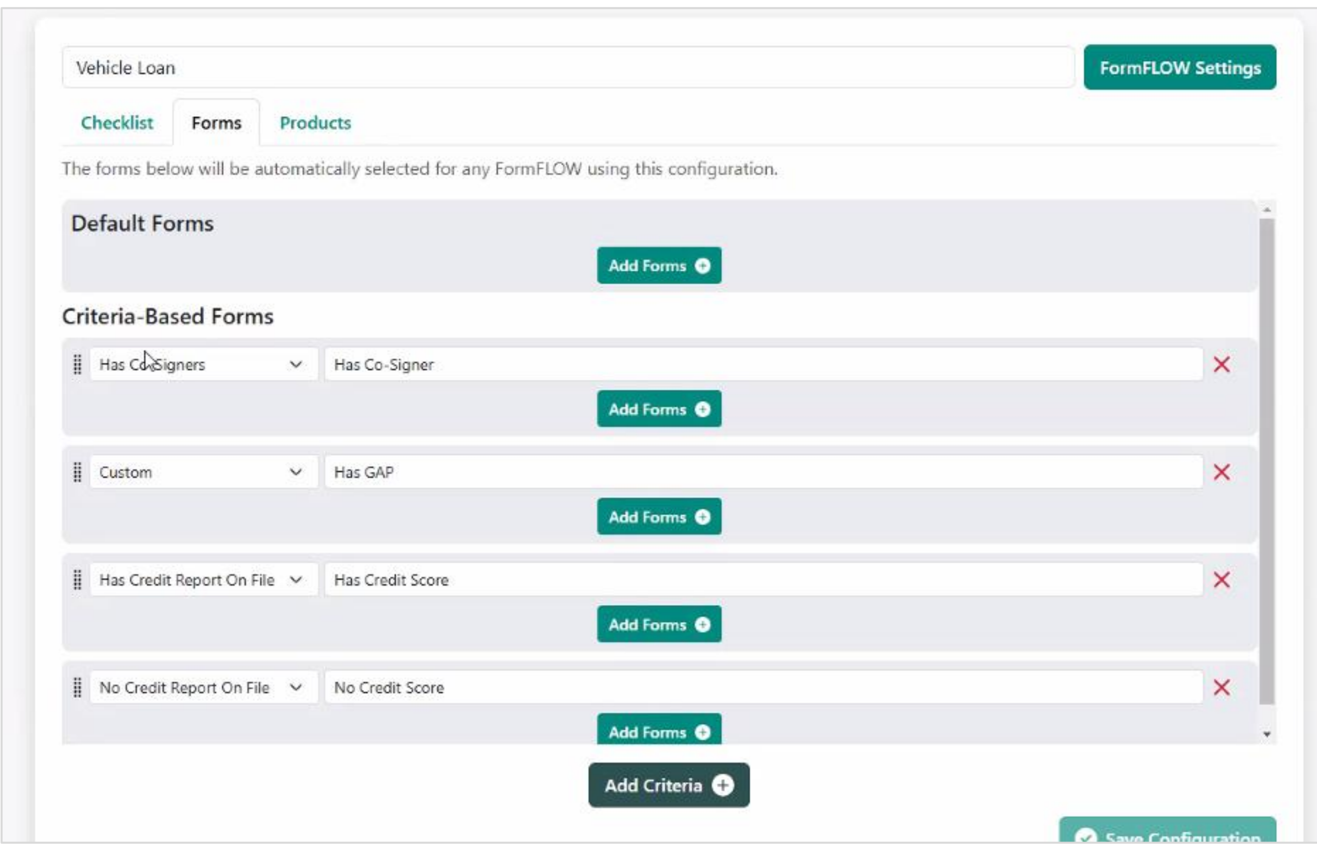
Following is an example of a membership FormFLOW with a criteria-based form option. When the FormFLOW is being completed, the user must check the *Options* box (shown in the example below as "Is a minor") to show the conditional form.

Criteria-Based Forms as Options



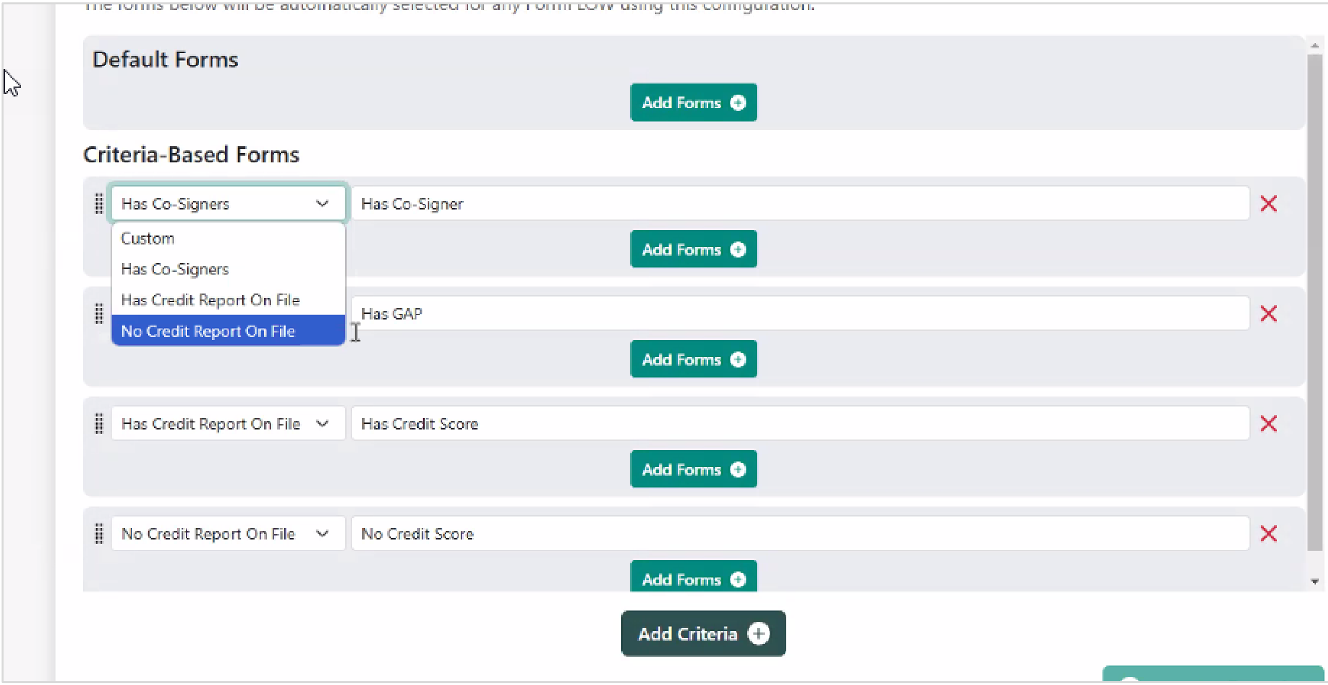
Following is an example of the criteria-based forms options for a lending FormFLOW. The *Custom* criteria option works similar to the membership criteria-based forms work, with the user needing to check a box when creating forms. The other three (*Has Cosigner*, *Has Credit Report on File*, and *No Credit Report on File*) use fields in CBX to determine whether the special forms should be shown.

Lending Forms Tab with Criteria-Based Forms



Below shows the criteria drop-down menu for a lending FormFLOW.

Criteria Options



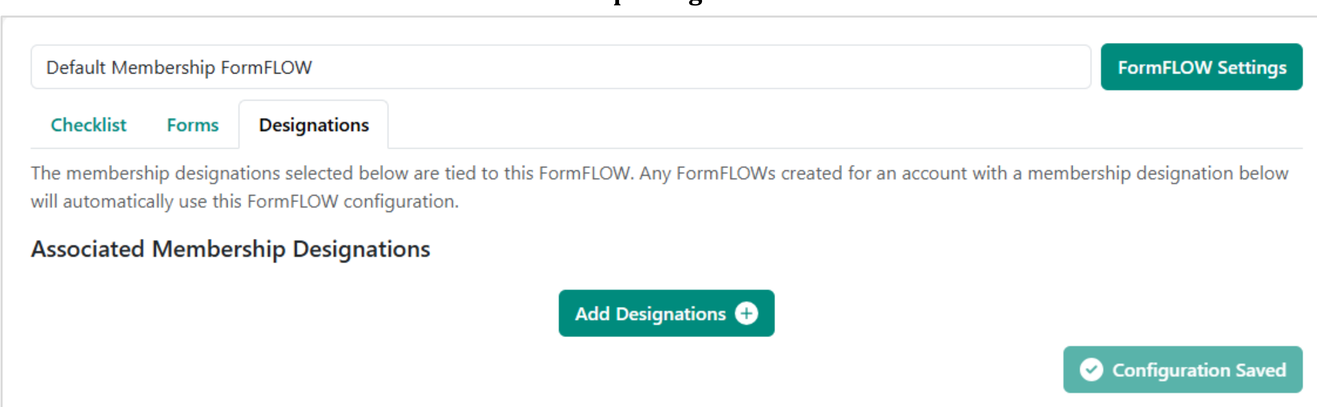
Add Designations/Products to FormFLOW

The Designations tab applies to membership FormFLOWs while the Products tab applies to lending FormFLOWs.

To ensure that the correct package (and optional checklist) appears when your staff transition to CU*Forms from the core, you must tie the membership designations/loan products to your FormFLOW using the third tab.

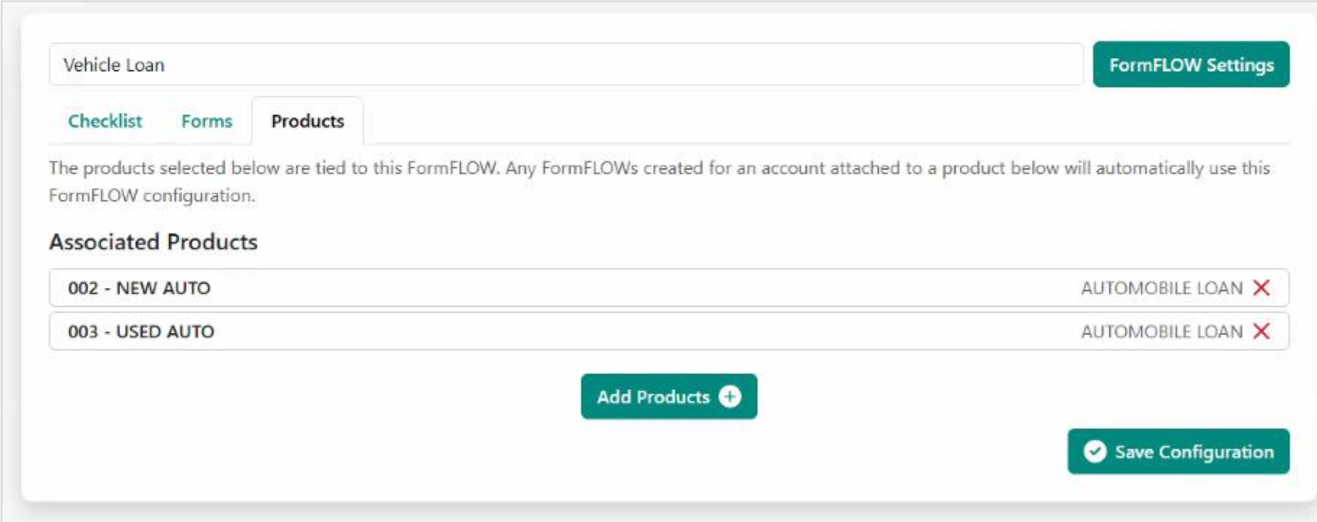
For membership FormFLOWs, click **Add Designations** to view a list of your membership designations. You can select more than one option if applicable. Click **Save Configuration** after you are finished. When your staff open a new membership that matches the designation selected in your FormFLOW, they will be redirected to this FormFLOW when they are ready to fill out the forms.

Membership Designations Tab



For lending FormFLOWs, click **Add Products** to view a list of your loan products. You can select more than one option if applicable. Click *Save Configuration* after you are finished. When your staff access the FormFLOW from the loan application in **Tool #2**, they'll be redirected to the FormFLOW that contains the product of the application.

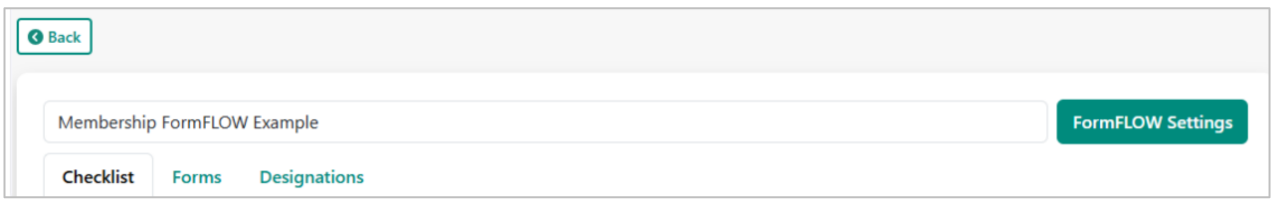
Lending Products Tab



FormFLOW Settings

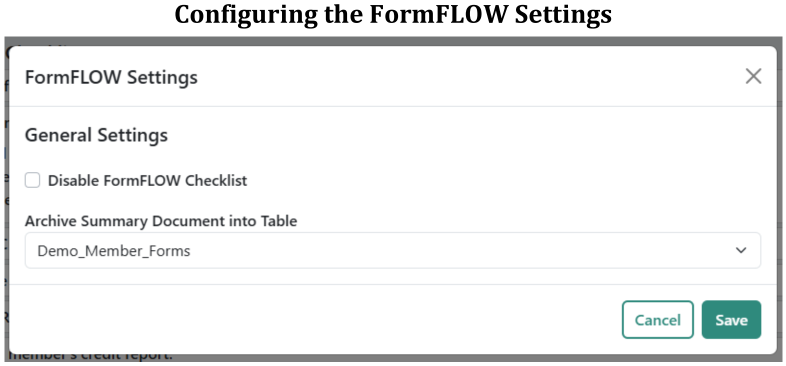
When you finish setting up a FormFLOW, click **FormFLOW Settings**.

Top of Checklist



If you don’t want the checklist enabled for this FormFLOW, check the box to disable this feature. To define where the summary document is archived, select the table from the dropdown into which you want to archive the summary document.

Configuring the FormFLOW Settings



Use FormFLOW with Account Opening

Once you have assigned forms to your products or FormFLOWs and optionally set up your checklists, your frontline staff can use FormFLOW when opening new accounts and suffixes.

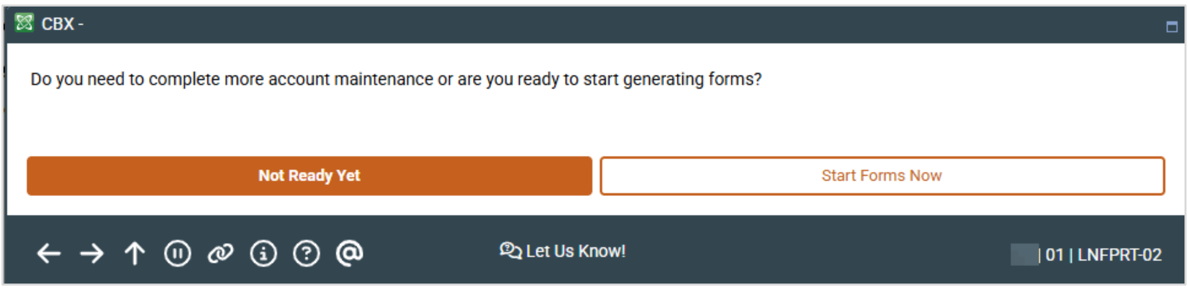
This feature requires Imaging Solutions assistance to activate. Please reach out once you are ready to connect your FormFLOWs to your membership opening process.

- See page 41 for connecting forms to your configured products. See page 44 for how to set up your FormFLOW checklists.

Access FormFLOW from Account Opening

As covered in the access section of this booklet on page 7, FormFLOW for account opening is accessed when you click *Start Forms Now* when opening a sub account.

Accessing FormFLOW During the Account Opening Process

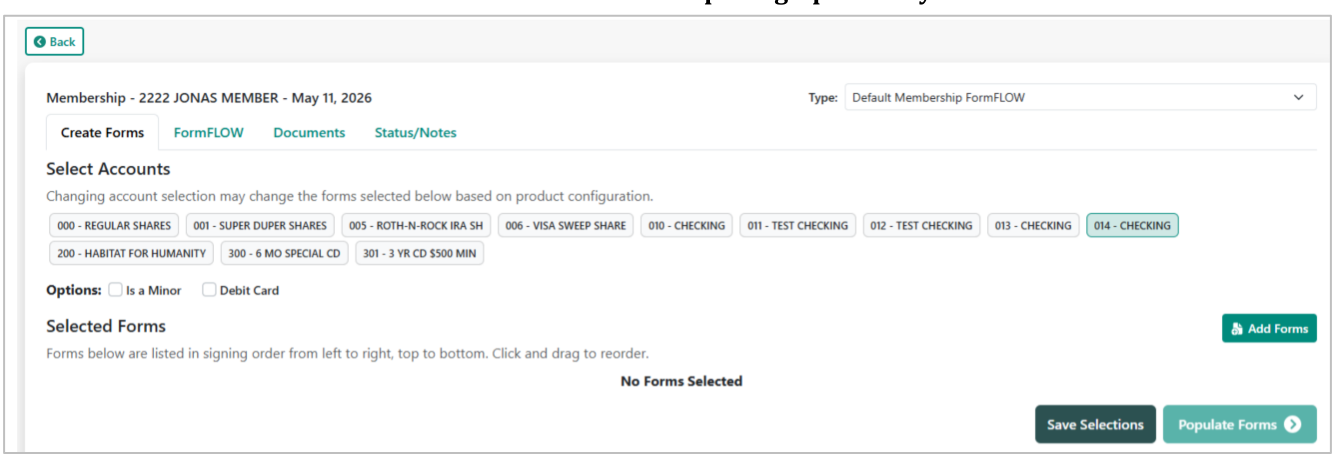


Select Accounts to Reveal Forms

This will then walk you through collecting the data, auditing, signing, and printing of all the forms associated with the sub account.

FormFLOW defaults to the *Create Forms* tab and lists of all the member's sub accounts. Select accounts for which you want to process forms.

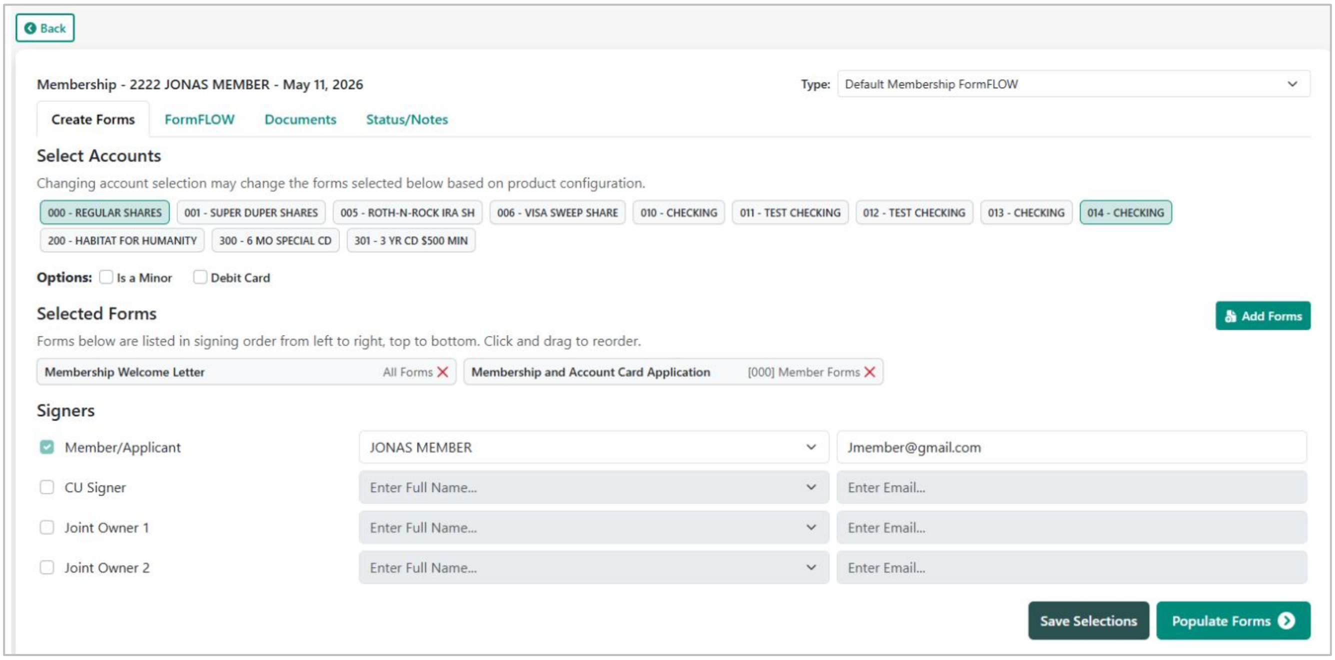
FormFLOW for Account Opening Upon Entry



Selecting accounts will populate the required forms and additional required fields below.

In this example, we clicked the Test Share sub account, which presented the already configured Membership Welcome Letter, Membership Application, and Membership Disclosure.

Select Sub Account to Reveal Associated Forms



The fields to enter joint owner information are provided below the forms listing.

> *NOTE: Any information entered in these fields will not be sent back to CBX. This data set is only used when filling in the forms.*

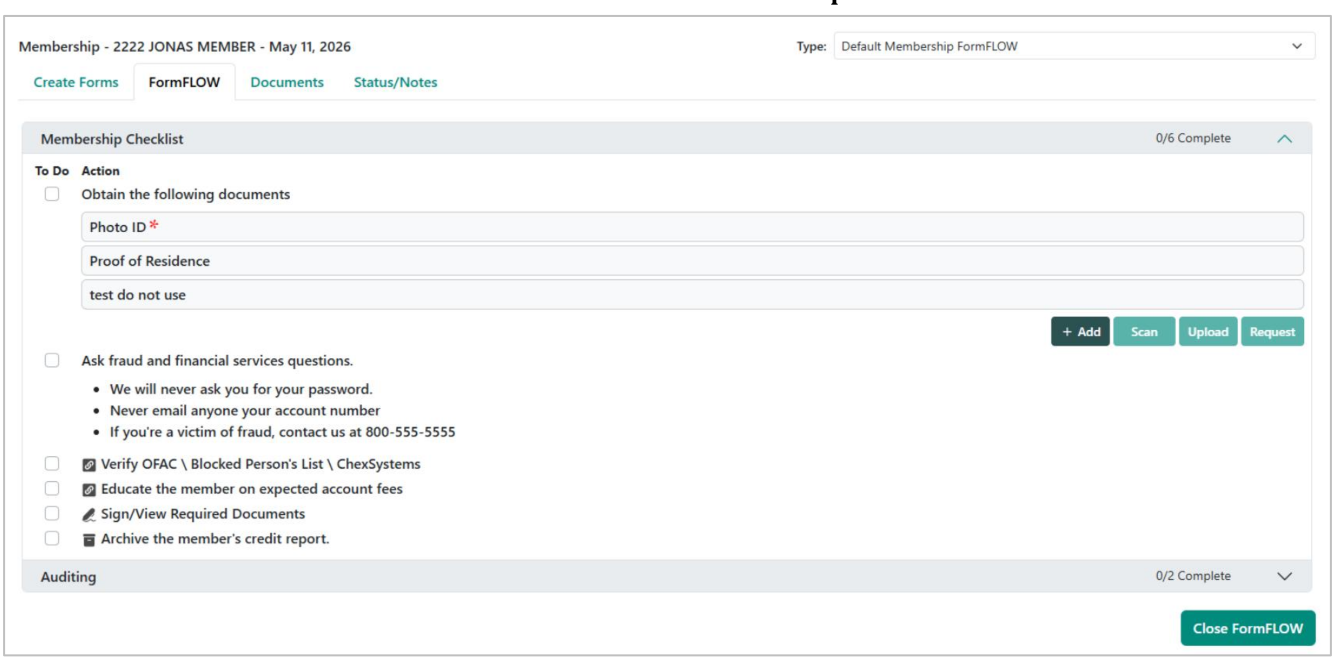
Next, click the *FormFLOW* tab. This will advance you to the auditing checklist you have configured in the previous step.

Work FormFLOW Checklist

Below is an example of a checklist.

- The process to configure these checklists is covered on page 55.

Checklist for FormFLOW Example



From the checklist, your employee can work on the steps required for the account opening processes, including:

- Access signing the forms attached to the checklist (by using the *Sign/View Required Documents* step).
- Request documents from a member.
- Upload and archive documents provided by the member.
- Check off tasks required by the account opening process to verify they are completed.
- Check off tasks to indicate the tasks have been reviewed.
- Access external websites for additional information.

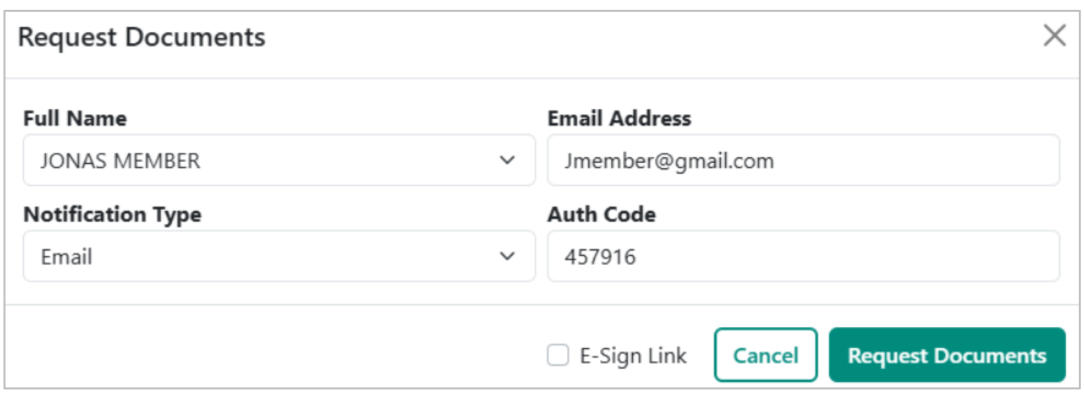
Request Form or Upload Document

1. To request or upload a document, select the document from the list and select the appropriate option.

Document Collection

2. The screen below will appear when you request a document. Enter the member's information, choose the notification type, and click **Request Documents**.

Request Document

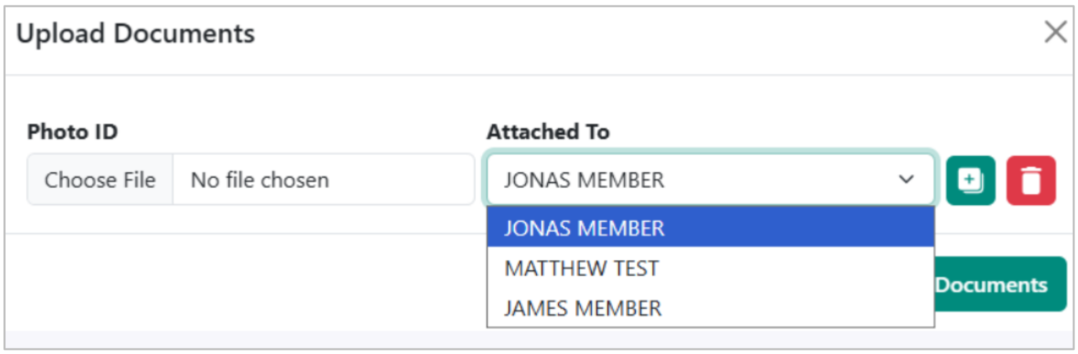


3. The screen below will appear when you upload a document. Click **Choose File** to select a file and then click **Upload Documents**.

Upload Document

4. For documents configured to save to the Customer_ID table, an additional column will appear for your staff to select an account owner from the membership.

Upload Document - Photo ID



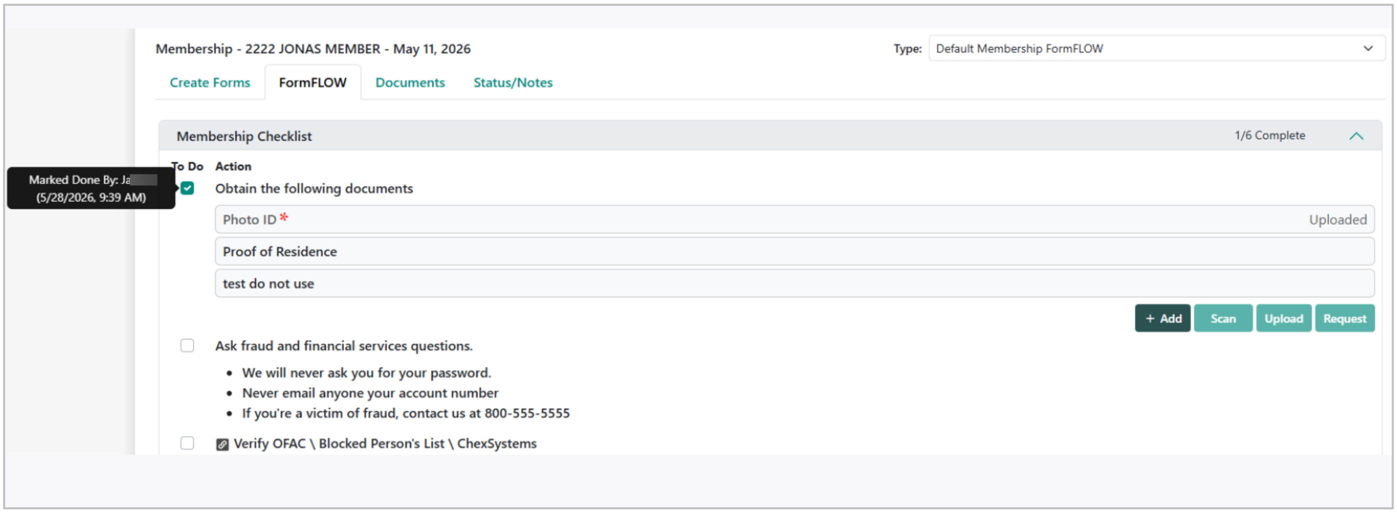
5. Once the file has been uploaded, the status will update on the step. The document will also appear under the Documents tab in the FormFLOW. You can reselect the document to overwrite the initial upload.

Created Documents

Complete and Review Tasks

When a task is completed, check the box in front of it. Hover over a checked step to see the staff member, time, and date associated with the step's completion (see image below). This information also appears on the audit summary document that is created upon the completion of the FormFLOW.

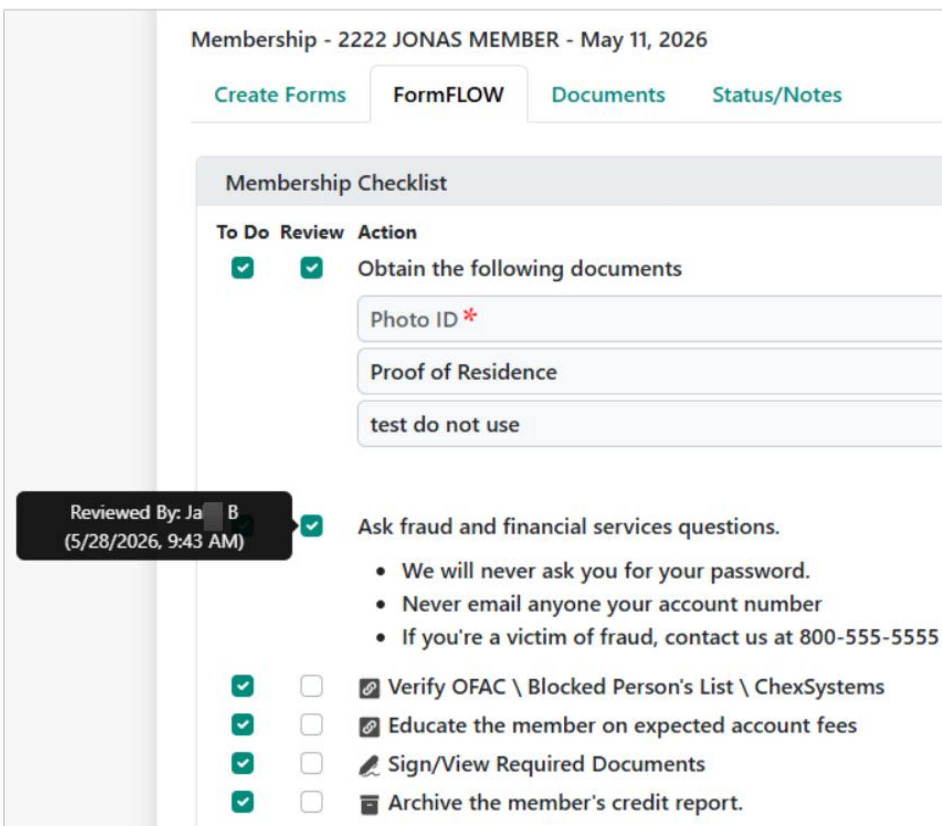
Task Marked Completed



*If the task has a completion notification associated with it, a notification will be sent to the configured person(s) when the task is checked as complete. (Notification is set up in the configuration of the task. See page 44.) The notification will appear as a bell icon in the top right corner of the CU*Forms screen.*

If a review step is configured on the checklist, the reviewer(s) will see a second column of checkboxes that they can mark. (See page 48 for information on adding reviewers to a checklist.)

Task Reviewed



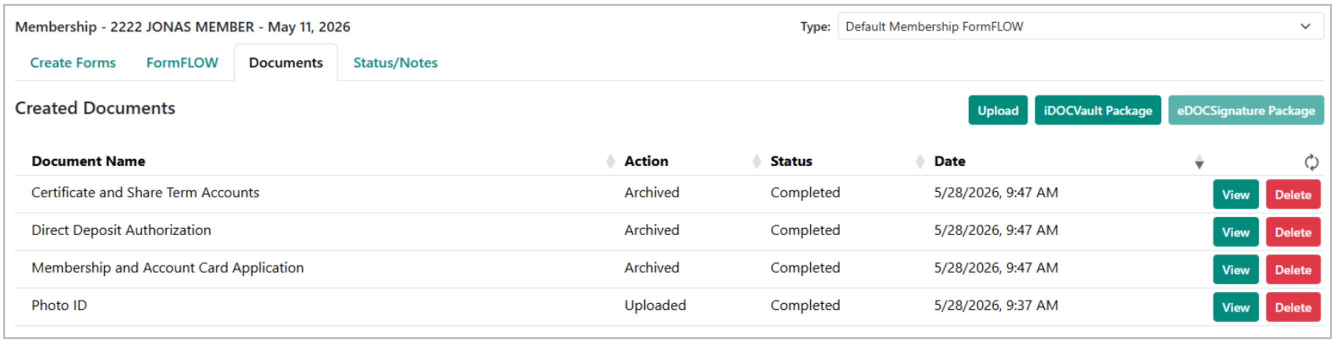
Additional Activities in FormFLOW

Before you archive the FormFLOW, you can perform additional activities on separate tabs.

View Uploaded Documents and Document Status

Click the *Documents* tab to view the documents attached with this FormFLOW and their status. View and manage documents from iDOCVault and eDOCSignature all in one place.

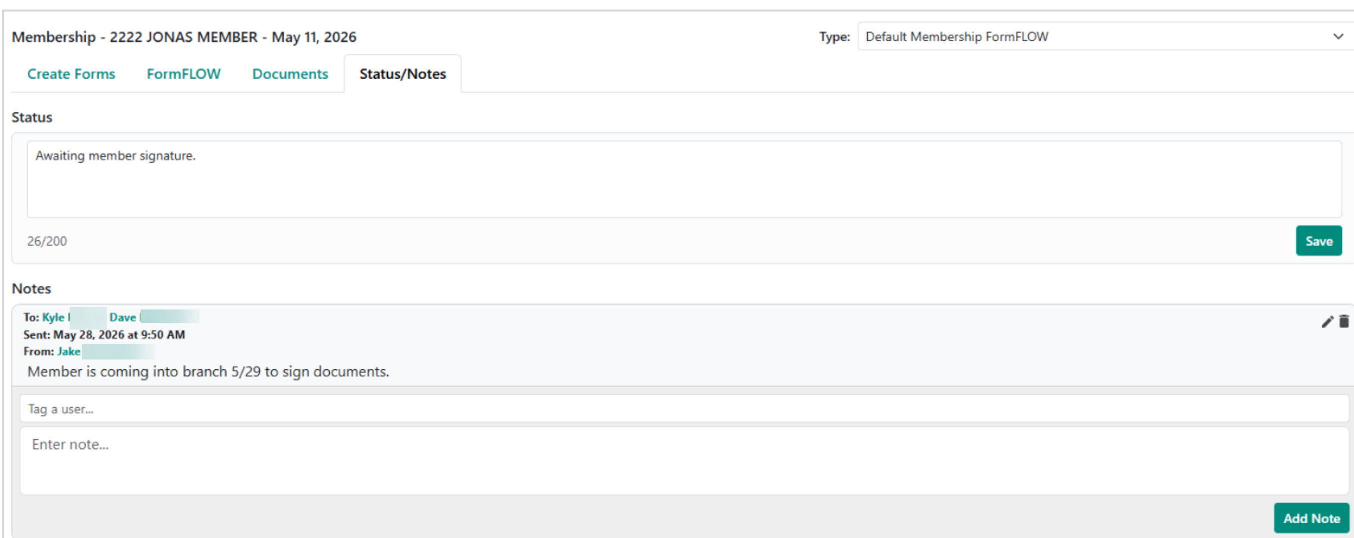
Documents Tab



Add Additional Notes

Click the *Status/Notes* tab to add notes or update statuses. Statuses can also be added on the Manage FormFLOW screen and are meant to be temporary notes. Statuses will not write out to the audit summary document, but notes will.

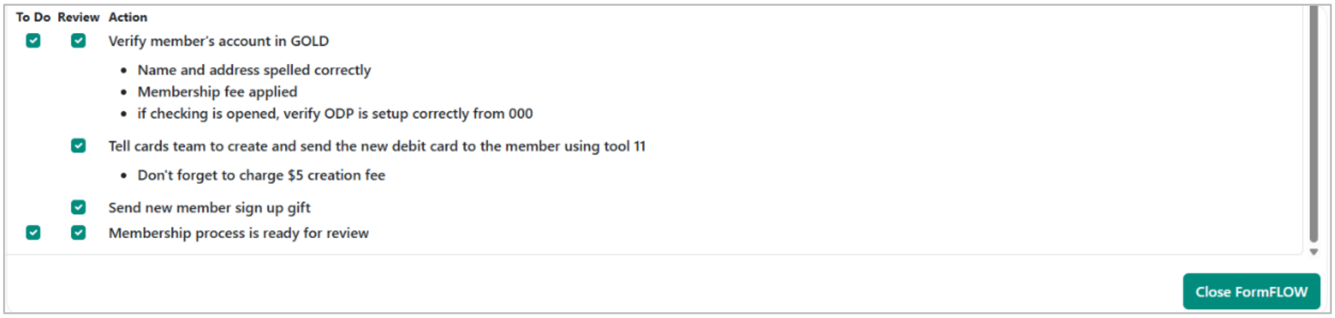
Status/Notes Tab



Archive and Create Summary Document

1. Once the last task (or activity) on the checklist is completed, click **Close FormFLOW.**

Exit FormFLOW

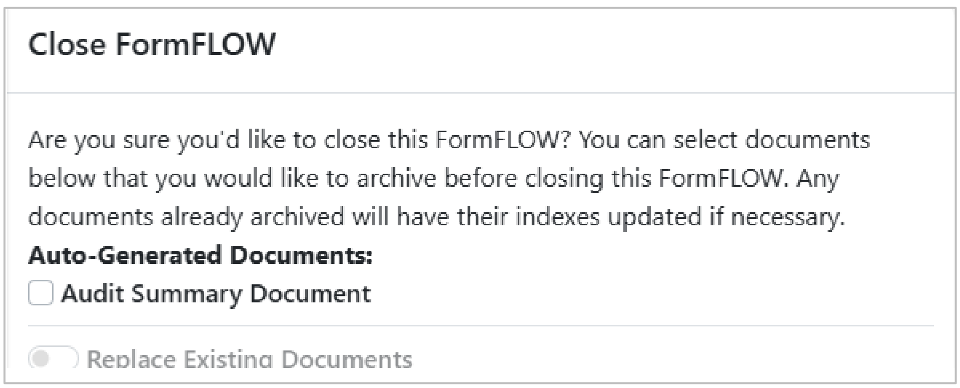


2. The final screen will prompt the generation and regeneration of various documents depending on the type of FormFLOW as well as the steps in said FormFLOW.

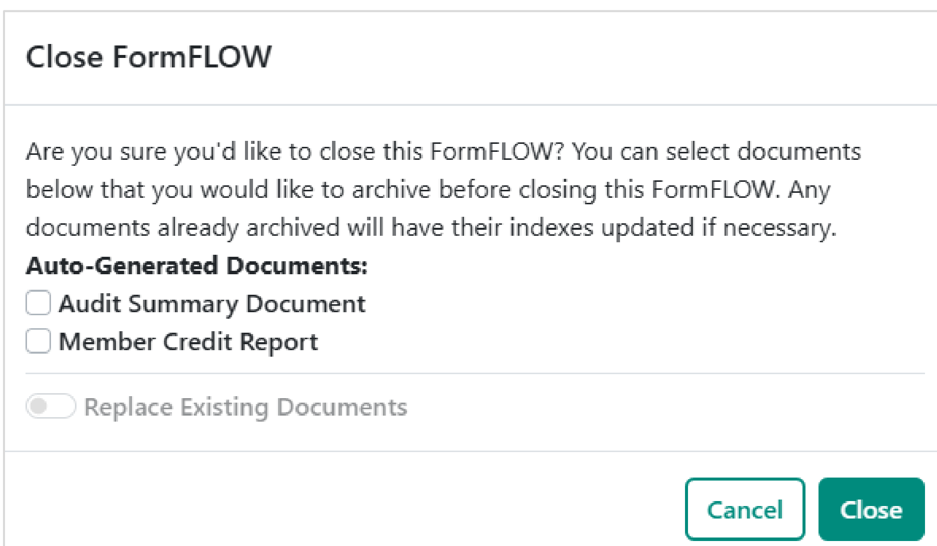
3. Check the box next to each document you wish to archive and click **Close**.

4. If one of the documents in the list has already been generated as part of the Archive Supporting Documents step, you will have the option to replace the existing document with a new copy, should one exist. See the images below for examples of this screen.

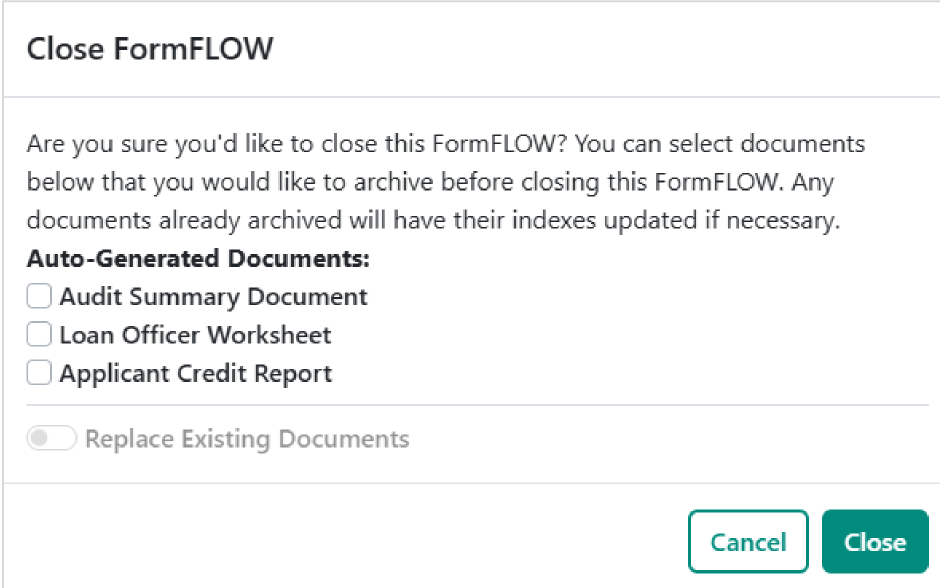
Archive Documents – Membership FormFLOW



Archive Documents with Credit report – Membership FormFLOW

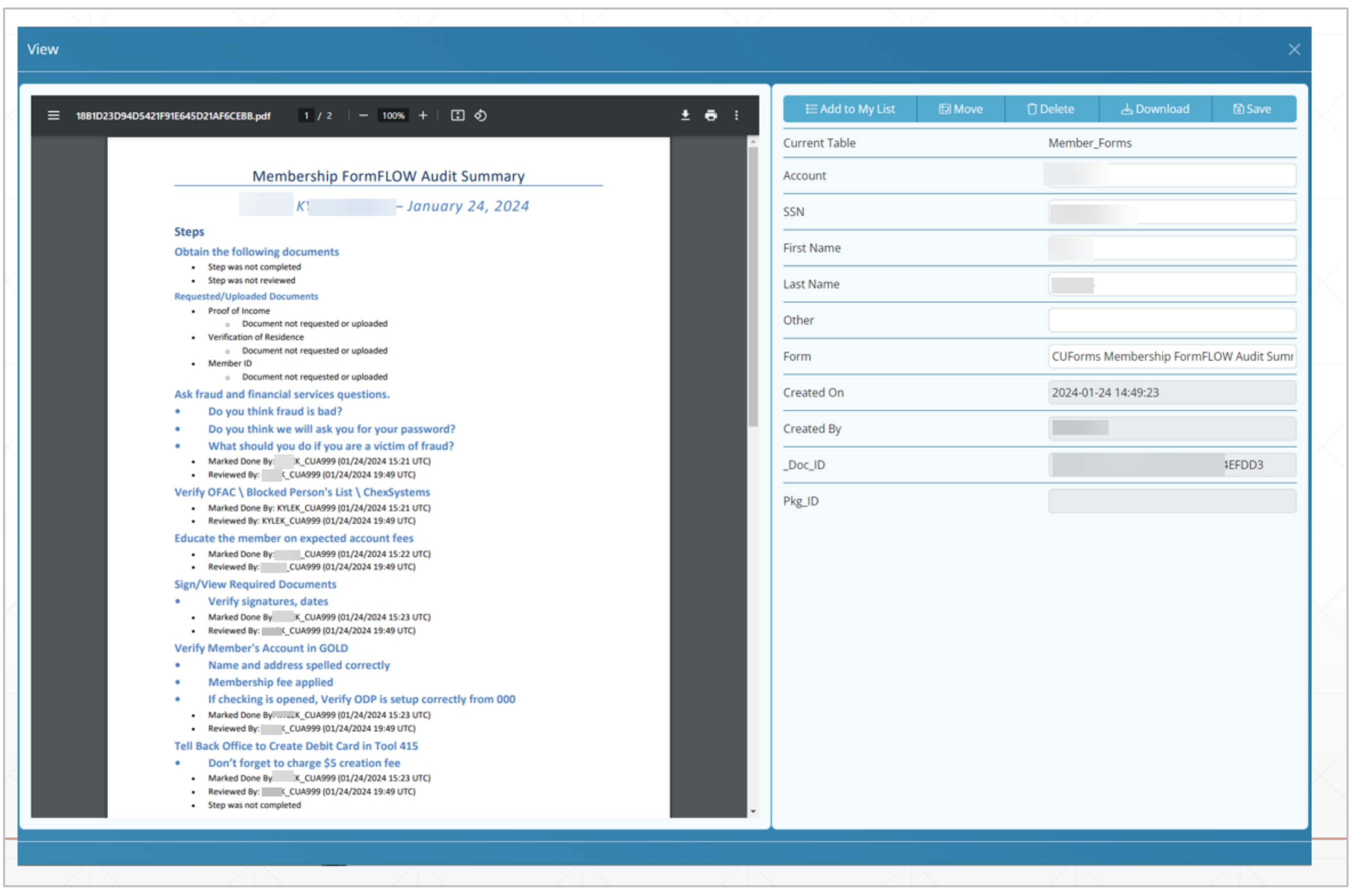


Archive Documents – Loan FormFLOW



Below is an example of an archived summary document.

Summary Report Example



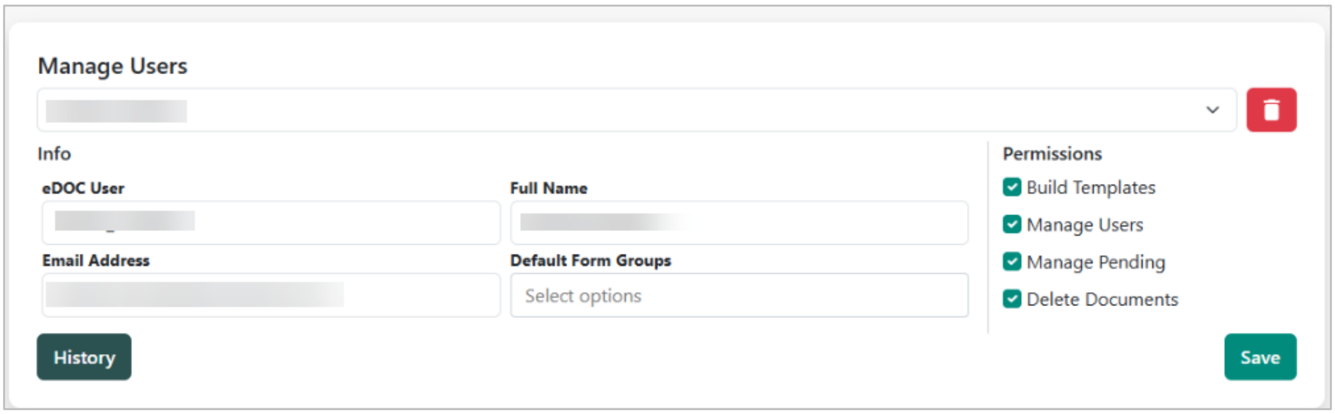
Manage Users

The first time you enter CU*Forms, you will be prompted to create a user. CU*Forms allows you to set permissions for users to give them access to unique features. By default, users have access only to the *Create Forms*, *View Pending*, *eDOCSignature* and *iDOCVault* tabs.

Add or Adjust Permissions for Admin User

To add or adjust the permissions assigned to your credit union staff, click *Admin* and then *Manage Users*. (If you do not have this access, you will not be able to change permissions.)

Manage Users Selected

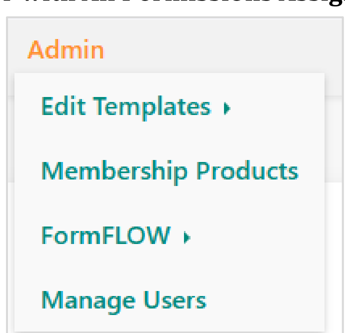


The following permissions can be granted:

Permission	*Description*
Build Templates	Users can create, modify, or delete forms and upload templates. They can also configure membership product and FormFLOW packages.
Manage Users	This permission allows a user to define users' permissions.
Manage Pending	This permission allows the user to create new pending areas and delete current ones.
Delete Documents	This permission allows users to delete archived documents from FormFLOWs.

Below, a user has all permissions assigned.

User with All Permissions Assigned



Frequently Asked Questions

The following are questions commonly asked about CU*Forms.

How do I access CU*Forms?

You access CU*Forms from the Time-Out Window, which is accessed by using the Escape key or selecting the pause icon from any CBX screen. Select the **Create Forms** button in the bottom left.

Is CU*Forms included in my other services from the Imaging team?

CU*Forms is included in the Imaging Solutions Enhanced Online Vault or if you subscribe to release management for your In-House Vault.

How many forms can I create in CU*Forms?

You can create an unlimited number of forms with CU*Forms.

What is a template? What is the procedure for creating one?

A form template allows you to map fields to pull pre-defined CBX data into the document when it is created. An upload template is a set of parameters for scanned or uploaded documents. The process for creating a template is covered on page 25.

How many data points from CBX can be populated into a form?

Over 500 data points from CBX can be populated into a CU*Forms template.

Once I program a template, is it available right away? How do I mark a form as active?

You must mark a template as active for it to be available to all your employees to create as a form. This option is found the Settings tab of a form template.

Can all users see all the forms?

Only forms marked active for use in their settings will be visible to all staff.

How do I populate the data of a beneficiary?

There are special fields designed to assist with the population of beneficiary information. See page 32 to learn more.

Can a member sign a form in branch and also send it out via E-Sign to a joint owner?

Yes, you can have the member sign a form in branch and send the same form out for E-Signing. Once a signer begins to sign in branch, they must complete all signature fields tied to their role before another action (such as E-Sign) can take place.

What is the pending area used for?

You may save incomplete forms in the pending area.

What are the permissions assigned to users?

When a new user accesses CU*Forms, they are given the default permissions, which allow them to create a form, use the pending area, and access eDOCSignature and iDOCVault.

The following permissions can be granted to a user: build templates, manage users, manage pending, and delete documents. For more information on each of these permissions, see page 62.

Where are the completed and saved forms archived?

Archived forms are stored in iDOCVault according to the storage table assigned to the template(s). See page 36.

What determines which field I advance to next when filling out a form?

CU*Forms advances to the next field on the page top to bottom and then left to right.

Does CU*Forms allow me to manually add additional fields to the template?

Yes, you can add fields to programmed forms on the fly. See page 27.

Is it best practice to set up the PDF with fields prior to import?

It is not necessary to set up the PDF with fields prior to import, but it certainly will speed up your creation of a new template and the subsequent mapping to the CBX fields.

How should I handle deleting staff users from CU*Forms?

There is no negative impact of deleting a user in CU*Forms. All FormFLOWs and pended packages assigned to a deleted user will still be available and sortable by their username in their respective areas. To ensure work is not lost, we recommend the following steps:

- Switch any open FormFLOWs to another user to complete outstanding tasks.
- Edit FormFLOW configurations to remove the user from any notifications or review steps.

We do NOT recommend changing any closed FormFLOWs as the documents are already saved to iDOCVault and tasks are complete.

How can I get additional buttons in CBX to link out to CU*Forms?

The buttons in **Tool #2** and **Tool #3** must be activated by the Imaging Solutions team. Reach out for further assistance.