

My Co-op Application User Group Matrix and Application Glossary

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System Disclaimer: My Co-op regularly updates its user interface. The most recent changes may not be reflected in the screenshots or functionality, but the principles in this document remain the same.

Introduction

About This Guide

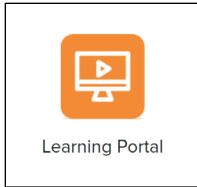
My Co-op is the single, secure launching point for all our applications. My Co-op ensures compliance with PCI Data Security Standards by employing multifactor authentication (MFA) and simplifies the way you sign on to applications by leveraging single sign-on wherever possible.

My Co-op administrators should use the table in this guide to determine which application user groups to assign to users. Process descriptions for creating and managing users, including assigning or removing application user groups from users' profiles, are in the My Co-op Delegated Admin Console Guide.

This guide also contains an application glossary following the table, which provides additional description of each application.

My Co-op Documentation

Additional documents can be found in the Learning Portal within My Co-op.



Pre-rollout and Admin Guides

- **My Co-op Pre-rollout Checklist** – An overview of steps to help your organization plan a successful rollout of My Co-op.
- **My Co-op Client Leader Guide** – A detailed overview for staff at your organization who will lead the rollout and the use of My Co-op. This guide and the My Co-op Delegated Admin Console Guide contain a sample email script to use as a starting point for the message you send to new users after they are set up with access to My Co-op.
- **My Co-op Delegated Admin Console Guide** – Detailed information and procedures for your Power Admins of the Delegated Admin Console, who manage My Co-op users by creating and deleting them, assigning users to groups, and resetting passwords. This guide and the My Co-op Client Leader Guide contain a sample email script to use as a starting point for the message you send to new users after they are set up with access to My Co-op.
- **My Co-op Delegated Admin Console Quick Reference Guide** – A short, task-based guide containing steps for your admins who set up My Co-op users. A sample email script to send to new users is also included.
- **My Co-op Application User Group Matrix and Application Glossary** – (This guide) Contains a list of the user groups and the applications assigned to each user group, as well as an application glossary.

End-User Guides

- **My Co-op Quick Reference Guide** – A brief guide to assist users as they sign on to the My Co-op platform for the first time.
- **My Co-op End-User Guide** – Detailed procedures and FAQs to guide your staff as they access and use My Co-op.

Application User Group Matrix

The following table provides the correlation of application user groups and the applications assigned to each group. The application user group names correspond to the general job functions or role of a user, and the group contains applications likely needed for that user's role.

Note Applications with an asterisk (*) are SAML-enabled and launch without the need for credentials when a user signs in to My Co-op. Note that some legacy applications do not support SSO or SAML, although we leverage SSO or SAML wherever possible.

Important! The first Power Admin at your organization will be assigned to the Delegated Admin Console group. If you create additional Power Admins, be sure to assign them to this group so they can access the Delegated Admin Console after they sign on to My Co-op.

Business configurations that may exist for the financial institution and users: (i.e., what kind of business do they do with us?)	General				Client Admins	Processing Clients				Bill Pay and Imaging	Shared Branching	Network Access	ATM	Zelle	Contact Center Only
	Learning Portal	Developer Portal	Coop Service Portal	Marketing	Delegated Admin Console	Member Servicing	Debit and IHC Back Office	Debit and IHC Admin	Full Service Credit / Integrated Debit	ECOM	Shared Branching	Network Access Only	ATM	Zelle Support	Contact Center
3D Secure						X	X	X	X		X				
Arcot									X						
ATM Visual Control								X				X			

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	Learning Portal	Developer Portal	Coop Service Portal	Marketing	Delegated Admin Console	Member Servicing	Debit and IHC Back Office	Debit and IHC Admin	Full Service Credit / Integrated Debit	ECOM	Shared Branching	Network Access Only	ATM	Zelle Support	Contact Center
Augeo (Rewards) Admin				X			X								
BackOffice							X		X						
Binload							X				X	X			
Cardholder Maintenance*						X	X	X							
CardPro Connect*							X	X							
CST, customer support tool							X		X					X	
Dashboard								X							
Data Navigator*						X	X	X		X	X	X	X		
Delegated Admin					X										
Desktop Director (eACCESS)*						X	X	X		X		X			

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Desktop Director Secondary							X								
Developer Portal		X													
Extranet						X	X	X			X	X	X		
ezAdmin								X	X	X	X	X			
File Transfer*							X	X			X	X			
Hot Card*						X	X	X							
IDCheck											X				
Insights Center*				X				X			X		X	X	X
Insights Center Admin*								X							
(Velera) Learning Portal	X				X	X	X	X	X	X	X	X	X	X	X

Business configurations that may exist for the financial institution and users: (i.e., what kind of business do they do with us?)	General				Client Admins	Processing Clients				Bill Pay and Imaging	Shared Branching	Network Access	ATM	Zelle	Contact Center Only
	Learning Portal	Developer Portal	Coop Service Portal	Marketing	Delegated Admin Console	Member Servicing	Debit and IHC Back Office	Debit and IHC Admin	Full Service Credit / Integrated Debit	ECOM	Shared Branching	Network Access Only	ATM	Zelle Support	Contact Center
LendingTools								X							
Loanliner							X		X						
Marketing Portal				X				X							
mConsole Connex						X	X	X							
mConsole Omaha								X							
MemberView									X						
PaymentsOne*							X					X			
Revelation				X			X	X				X			
Secure File Transfer			X												
SmartLook								X							
SpendTrend								X							
Springboard*			X				X	X	X						X

Business configurations that may exist for the financial institution and users: (i.e., what kind of business do they do with us?)	General				Client Admins	Processing Clients				Bill Pay and Imaging	Shared Branching	Network Access	ATM	Zelle	Contact Center Only
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My Co-op Application User Groups that may be applicable:															
Springboard MX*						X	X	X	X						X
STAR Station									X						
Terminal Emulator – Web									X						

Application Glossary

The following applications are available in My Co-op for financial institutions' use. For information on making applications available to My Co-op users at your financial institution, consult the Application User Group Matrix in this guide and the My Co-op Delegated Admin Console End-User Guide.

Arcot

Used by financial institutions to manage customer passwords for Verified by Visa and Mastercard SecureCode. Financial institutions can also pull reports on those programs from the site.

ATM Visual Control

Includes three modules: Content Manager, for the creation of customized ATM screens; Electronic Journal, to remotely pull EJ files from ATMs; Remote Manager, to remotely distribute software to the ATM.

Augeo (Rewards) Admin

Tool used by financial institutions to manage their Rewards program offered by Augeo.

BackOffice

File Management Reporting and support ticketing for ecom/Bill Pay.

Binload

Other EFT processors and financial institutions who drive their own ATMs download our BIN File each week so they know which BINs belong to the Co-op Network. By knowing that, they will know which transactions are surcharge-free at their ATMs.

Cardholder Maintenance

A web-based tool that financial institutions can use to add, edit, or delete cardholder records from our database in real-time.

CardPro Connect

A web-based application for financial institutions with CardPro to view and track their plastic collateral inventory, card issuance from transmission through production and shipment, initiate pulls and expedited shipping.

CIMple Access Admin

Provides tools for user management and reporting on Shared Branch express transactions.

CST, customer support tool

Support tool for payment issues for ecom/Bill Pay.

Dashboard

A client-facing website that provides easy access to processing and solution information. Information contained within the dashboard

includes the following: trending industry topics, consumable blog content, details on our solutions, interactive products page, training materials and manuals, product enhancements and announcements, insider stories, a personalized client dashboard and much more.

Data Navigator

An application used by financial institution staff to research transactions in real time (ATM, PIN POS, Signature, Shared Branching), perform ATM adjustments, review ATM statuses and cash positions, and manage disputes and chargebacks.

Delegated Admin Console

My Co-op administrative tool.

Desktop Director (eACCESS)

Main portal access for FIS tools (eACCESS).

Desktop Director Secondary

Secondary access to FIS tools.

Developer Portal

An enterprise-level API management system that houses all our APIs in one library, organized in a way that makes it easy to browse and find ways to integrate with us. The platform also supports developers with environments for testing and mocking services.

Extranet

Portal for financial institutions to receive our notices, Notice of Action information for disputes, risk reports, fraud forum access, update contact and ATM information. Financial institutions are also able to access Concierge to load travel notes, upload dispute forms for the Dispute Resolution Center and view their invoices.

ezAdmin

Ensenta's web-based Check Imaging product used by financial institution staff for daily proofing and validation of deposited items. Admin level functions are also available.

File Transfer

Allows a financial institution to download its legacy reports, as well as upload cardholder data files to the Co-op switch.

Hot Card

A web-based tool that financial institutions can use to add blocked card information to the warning bulletins at Visa and Mastercard. They can also select certain area of the world in which the cards should be blocked.

Insights Center

This web-based platform is our custom-built, data analytics warehouse and dashboard tool that simplifies complex portfolio information, providing financial institutions with the technology to analyze cardholder and ATM data, understand the health of their portfolio, and make decisions to grow their portfolio.

Lending Tools

This application is used to upload ACH files to the FED.

Loanliner

A CUNA Mutual application that is used as a loan application entry tool.

Marketing Portal

Web-based access for financial institutions to view, use, and purchase marketing collateral for our Products and Services.

mConsole Connex

Web-based access for financial institutions to assist customers with CardNav Control and Alert issues on the Connex platform. This site is also used to pull CardNav reports.

mConsole Omaha

Web-based access for financial institutions to assist customers with CardNav Control and Alert issues on the Omaha platform. This site is also used to pull CardNav reports.

PaymentsOne

Online servicing application that provides access to multiple back-end applications for processing different payments types. Available functions include Managing Currency Conversion rate, Remote Balancing (TTF), and Issuers Clearinghouse Service.

Revelation

Web-based data analytics tool. Transactions include ATM, PIN POS, Signature, FSC, IHC and Shared Branch Express and Shared Branching information. Other functions include campaign management, fraud forensics which includes Compromise Card Manager and Breached Merchant, as well as ATM Profitability.

Secure File Transfer

Allows a financial institution or third party to safely exchange ad-hoc files containing sensitive data. The Secure File Transfer is PCI compliant.

SmartLook

This web-based application is our custom-built, data analytics warehouse and dashboard tool for Fiserv Credit and Debit issuers. The SmartLook platform simplifies complex portfolio information, giving our staff and clients the technology to analyze cardholder data to create marketing campaigns that deliver the right offer at the right time to the right cardholders and provide for better overall portfolio management. Dashboards include Product P&L information, New Account Acquisition, TRIP Analysis, Month-On-Books Reporting, Merchant Analysis, Credit Score "bands", Rewards Program analytics, and more.

SpendTrend

A web-based application that allows financial institutions to access standard and customized reports to analyze fraud trends. SpendTrend

enables clients to identify immediately fraud trends affecting their card portfolio. It takes the information gathered during suspicious transactions and pools it into a consortium file.

Springboard

A back-office platform designed to streamline cardholder servicing and program management for credit and debit programs into a single application. This unified, web-based platform delivers secure access to cardholder account information, real-time access to transaction details, and reporting. The administration module in Springboard is used to configure access to several features and applications, including Insights Center.

Springboard and **Springboard Beta** are legacy applications for financial institutions processing on the Optis platform.

Springboard MX and **Springboard MX Beta** support credit and debit processing on the Optis and Connex platforms and support several integrated functions, including Resolution Center.

StarView

Located within Desktop Director. A repository for reports. If financial institutions need to access an old report that they did not save internally, they can go into StarView and retrieve a copy.

STAR Station

A web-based tool used by Optis and Shared Systems clients and by Connex clients that manage their own exception processing. Also used to process adjustments and disputes that routed over the STAR Network, and to report transactions as fraudulent.

Terminal Emulator – Web

Provides real-time access to card account information on the Optis system. This system is used to perform many of the services financial institution staff perform each day: create new accounts, control card program parameters, and more.

Contact Information

For assistance, contact Client Care at 800-782-9042, option 5 or email clientcare@coop.org.