

CO-OP Training Department Quarterly Newsletter: January 2017

Did You Know?

We have published an Anytime Learning Module for CO-OP Concierge.

With this service multiple contacts, travel plan information and personalized blocking instructions allow you to provide members with a customized concierge-like service.

Anytime Learning

Training whenever you want it with CO-OP's Anytime Learning modules

Do you sometimes find it challenging to attend regularly-scheduled webinars? Do you wish you could start and stop training classes due to unavoidable interruptions? We have a solution for you: CO-OP's "Anytime Learning Modules!" It's easy!

- Choose from over 38 topics.
- Register for your module at www.co-opfs.org.
 - You'll receive a link to start the module.
 - You can start and stop as many times as you like.
 - Want to view it again? No problem!

Have questions after viewing? Just contact the Training Department, and a live person will assist you. www.trainingdept@co-opfs.org

Training Workshops

The CO-OP Training Department offers exciting, interactive Training Workshops that get rave reviews. We promise not to subject our participants to "death by PowerPoint!" Instead, we strive to make our workshops interesting and engaging, which results in learning! Perhaps there will be one near you!

Locations in 2017: TBD
Dates: TBD

For more information, e-mail trainingworkshop@co-opfs.org



Be There Be More

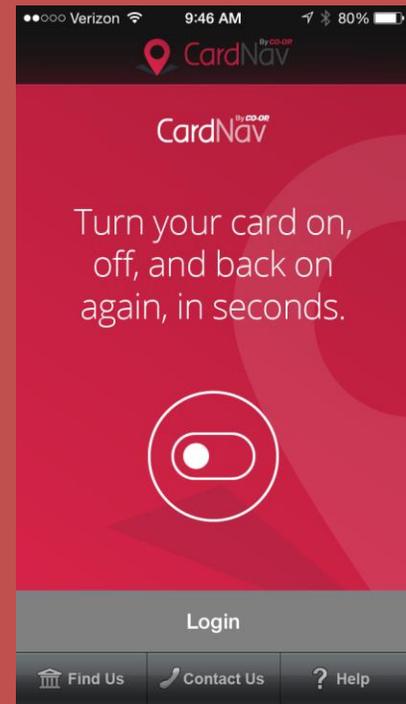
CardNav & mConsole Webinars

CardNav by CO-OP lets members manage the use of their debit and credit cards using a smartphone app. It's great for business members whose employees use company cards, for parents wishing to monitor their children's spending and for anyone wanting to ensure their cards are being used how they want, where they want.

CardNav by CO-OP also adds another layer of security for your members and their cards. It does so by allowing your Members to deactivate their cards in real-time when not in use, and set alerts that will let them know if a card is used in an unusual or unapproved manner based on controls the member has set in place.

During this training we will provide you with a quick overview of the CardNav App, followed by an in depth focus of the Management Console tool for CardNav known as mConsole. mConsole is an application for credit union representatives to provide member support and perform analysis of CardNav member usage.

Register for the next webinar: www.co-opfs.org/be-more/training



Resources and Tips

As a valued CO-OP Credit Union, you have access to a myriad of educational resources that are specifically designed to provide you with the knowledge you need to succeed. The CO-OP Training Department is a great resource for information and guidance. You can reach them at trainingdept@co-opfs.org

Extranet Library

The CO-OP Extranet Library is a marvelous resource for you to access written information. User Guides, Training Manuals and Quick Reference Guides are just a few mouse clicks away! You can access the library CO-OP Website at www.co-opfs.org. Under "Login," click on "Extranet." After entering your sign-in information, just click on "Library" from the Extranet home page. Click on "Training Material" to view the long list of resources available to you!

Exciting News!

In addition to the live training opportunities, we have also published some new Anytime Learning Modules. Please register by visiting our website at <http://www.co-opfs.org/insights/training>.

New Topics: EFU for VISA, EFU for MasterCard, Falcon Reports, Next Gen ATM.



Be There Be More