

# CU Senior Safeguard

## Frequently Asked Questions

### **Can anyone take these courses?**

Any current employee of a CUA member credit union is eligible to participate in this certification coursework. Login to the CUA membership portal and get started today!

### **Can a report be generated for a credit union to track the certification activities of their employees?**

Yes, CUA would be happy to provide a report of activities upon request.

### **How can we train a large group?**

The coursework is designed to be taken individually, and individual registration is key for tracking and certification. Each credit union employee is encouraged to create their own CUA membership profile and Everfi login credentials to complete the coursework and receive their individual certification.

### **When will this certification program be available?**

The CU Senior Safeguard coursework is available right now on the CUA website. [Click HERE](#).

### **I've tried to reset my Everfi password, but I haven't received the automatic email to reset my password. What can I do?**

Please ask your IT department to white list the Everfi email address for the automatic email and try again. The address used to deliver these reset emails is [noreply@everfi.net](mailto:noreply@everfi.net).

### **I've tried to reset my CUA membership portal password, but I haven't received the automatic email to reset my password. What can I do?**

Please ask your IT department to white list the CUA automatic email address and try again. The address used to deliver these reset emails is [messages@app.production.membersuite.com](mailto:messages@app.production.membersuite.com).

### **Who can I speak to if I have technical difficulties with the coursework?**

For technical support, please contact our partner's support team at EverFi by email at: [atworksupport2@everfi.com](mailto:atworksupport2@everfi.com) or by phone at 855.385.8488.

### **Who can I speak to about membership with the Cooperative Credit Union Association?**

CUA would be happy to discuss opportunities for membership with you. Contact us at 1-800-842-1242.

**Cooperative**   
**Credit Union Association**

*Creating Cooperative Power*