ICBA Roster Management Guide

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FEBRUARY 2024

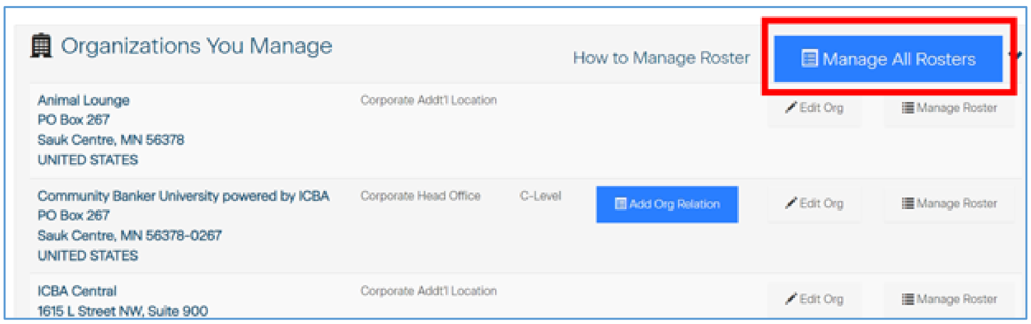
EMPLOYEE ROSTER MANAGEMENT SPECIAL NOTE

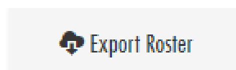
Before adding, editing or deleting an individual, review your organization's current employee roster to determine if an individual profile already exists, and his/her location, among other details.

EXPORTING EMPLOYEE ROSTER WITH ICBA

To export your roster, follow these steps:

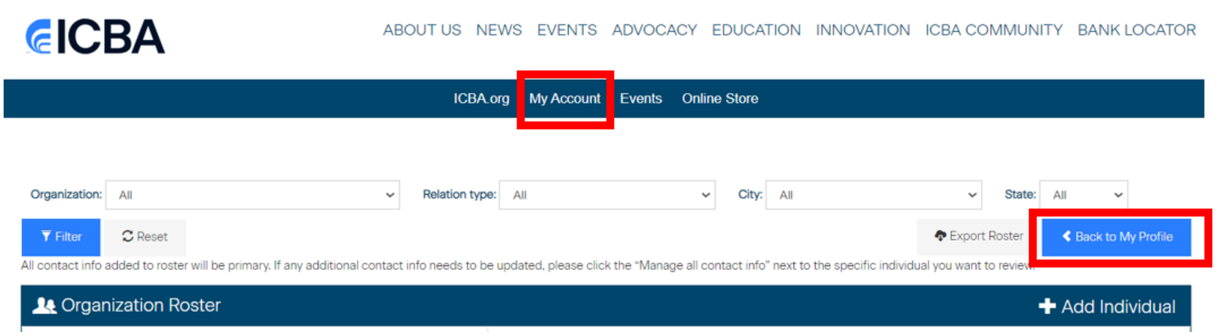
1. Go to www.icba.org.
2. Click on **Member Login** in the upper right corner.
3. Enter your e-mail and password for your ICBA Account.
4. Click on the **My Account** link in the upper right corner.
5. Scroll down to the **Organizations You Manage** box and click **Manage All Rosters**. Or click the **Manage All Rosters** link found towards the top of the page in the My Account Links box.



6. In the upper right, click the **Export Roster** button  .

7. Your bank's roster will be exported to an Excel document to your downloads folder. Use this document to work from to determine who is missing, needs to be edited, or removed from your roster. You will make all of those changes on our site, not in the excel document.

If at any time you need to get back to your "**Organizations You Manage**" or "**My Profile**" screen, click the **My Account** link in the blue line under the ICBA website directories, or if on the roster management grid there is a button named "**Back to My Profile**".



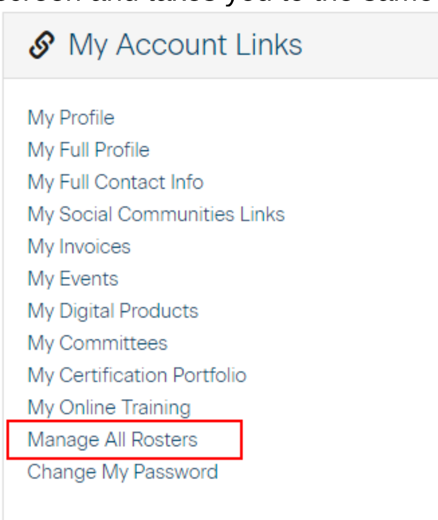
EMPLOYEE ACCOUNTS

Adding a New Employee

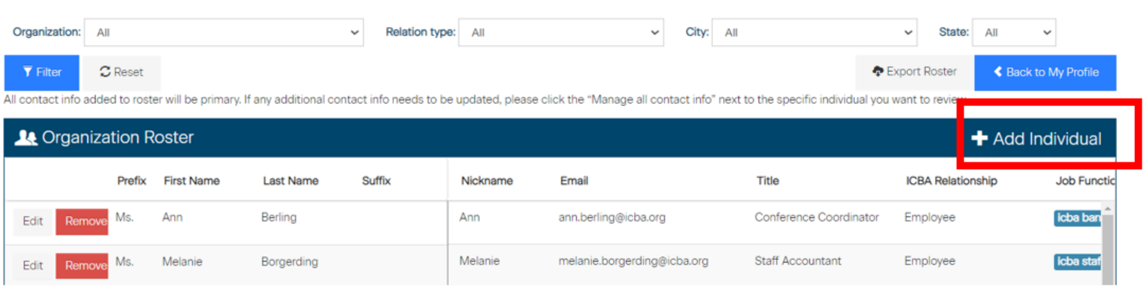
There are two ways in which a new employee can be added to the system. The employee may set up their own account (if they have a legitimate e-mail address) which will connect them to the bank OR an employee with Administrator permissions can add the new employee to the bank's Roster. Our recommended method is for an Administrator from your bank to create accounts for your staff.

Bank Administrator creating new account:

1. Go to www.icba.org.
2. Click on **Member Login** in the upper right corner.
3. Enter your e-mail and password for your existing ICBA Account.
4. Click on **My Account** in the upper right corner.
5. Click the **Manage All Rosters** link found in the **My Account Links** list of items on the right side of this page.
   You could also scroll down and click the blue **Manage All Rosters** button found in the **Organizations You Manage** section of the page, this button is towards the right side of the screen and takes you to the same grid of all your employees.

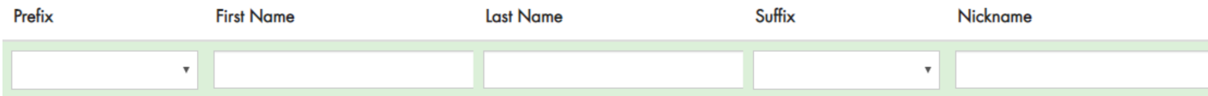


6. Click **+Add Individual** button on the right side top of the employee grid

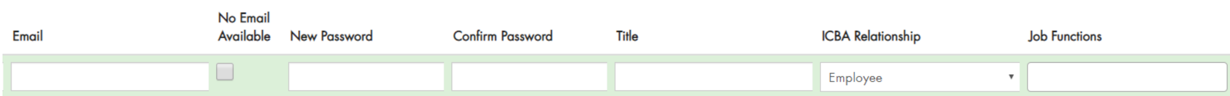


7. Complete each of the fields on the newly inserted blank row at the top of the employee roster grid. You may use the tab button to move from field to field or use your mouse to click into each field. If using your mouse, you must scroll to the right to view the additional fields.

   Please enter data using mixed case (both upper and lowercase letters) and standard capitalization rules.



   a. **Prefix** – Required field.
   b. **First Name** – Required field.
   c. **Last Name** – Required field.
   d. **Suffix** – If applicable, not required.
   e. **Nickname** – Required field.

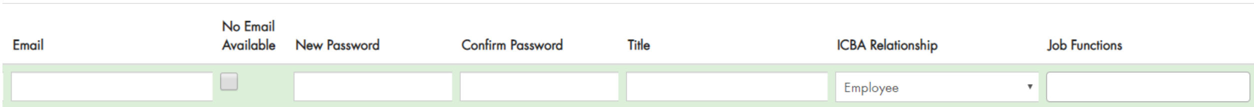


   f. **Email –** An e-mail address is required for all new accounts as this is their "username" to access the system. If the employee has a legitimate e-mail, enter their e-mail address. *Note: duplicate e-mail addresses may not be used. Everyone must have their own unique e-mail address.* If the employee does not have a legitimate e-mail, leave the e-mail field blank and **check the box** "**No Email Available**". A fictitious e-mail address will be generated for them once their account is created (xxxxxx@commbanku.com).
   g. **New Password** – You may choose to create a password for the new employee to get them started. It is not required. **However, If the employee does not have a legitimate e-mail address you MUST create a password for them as they cannot *reset* their password on their own. We recommend you set a password on their account and tell them to change it afterwards.**
      i. If you *do not* create a password for the employee, they must follow the Password Reset instructions in the Password Reset section of this Guide.
      ii. If you *do* create a password for another employee, the employee will receive an e-mail from info@icba.org stating their password has been changed. We also suggest you have them change their password to something only they know once they've logged in. Provide the employee with the following instructions:
         - Go to www.icba.org.
         - Click on **Member Login** in the upper right corner.
         - Enter your e-mail and the password provided to you and click the **Login** button.
         - Click on **My Account** in the upper right corner.
         - Click on **Change My Password** found at the bottom of the list in the "My Account Links" box on the right side of the screen.
         - Enter your new password twice and click the **Save** button.
         - You will receive an e-mail from info@icba.org stating that your password has been changed (if you have a legitimate e-mail address).

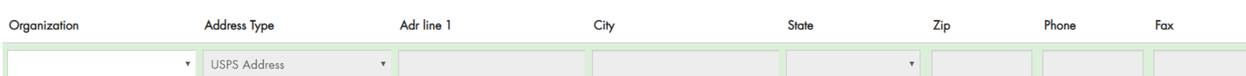
Employees who do not have a legitimate e-mail address, may change their e-mail address this same way. They just cannot reset their password on their own if they have forgotten it.

Passwords are case sensitive – *there are no other requirements for length or character type.*

h. **Confirm Password** – If you entered a password in the Password field, you must re-enter the password in this Confirm Password field.



i. **Title** – Required field.
j. **ICBA Relationship** – Required field. This fields determines what the employee can do within the bank's online ICBA account. Choose one of the following from the dropdown:
    i. *Employee* – Can manage their own account and no others.
    ii. *Middle Manager* – Can manage individuals only at the location they are linked to.
    iii. *C-Level* – Can manage individuals at any branch or head office location as well as manage organization locations and demographics. LMS Administrators must be C-level.
k. **Job Functions** – This field is used to capture an employee's role within the bank. You may choose more than one job function by choosing them individually or holding the Control key on your keyboard while selecting from the dropdown. **Note: If you need to add an employee as an LMS Administrator you must contact a ICBA Education Team member for those account permissions.**

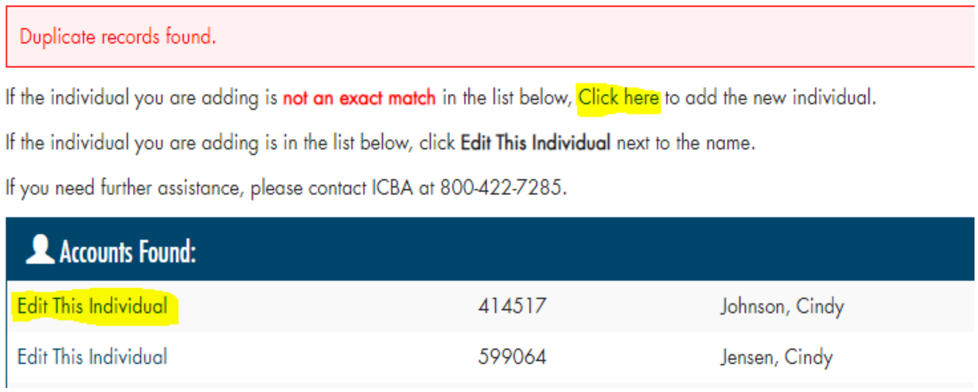


l. **Organization** – Select the location from the dropdown list that you want this new employee to be connected to. The address information will pre-fill once an Organization is selected.

8. When all fields are complete, click the **Save** button on the left side of the screen.

9. If no duplicate or similar names are found in the system, the new employee is added and can be found in the roster alphabetically by last name. **For those employees that do not have a legitimate e-mail address, you will need to find the new employee and notate the system-generated e-mail address.**

10. If a potential duplicate account is found in the system that is similar to the one you are attempting to add, the following will appear on your screen above the roster grid:



a. If a matching name appears in the "Accounts Found" box, you must determine if this is the same person you are attempting to add.
   - If an Individual of a potential match appears and is the same as your Individual but the person is at a different Organization or location of your organization, double check with the individual field, then click **Edit This Individual** and change their Organization (location) and all of the appropriate fields to match their current position at your bank. After editing, click the **Save** button.
   - If there is an exact match and all information is correct, the new employee you are attempting to add, is already set up. Click the **Cancel** button next to the new entry you started.

b. If there is not an exact account match in the "Accounts Founds" box or you are uncertain if a potential match is an exact match, click on **Click here to add the individual anyway** and they will be added to the system. *Note:* This may happen when an employee leaves the bank, they are deleted, and then return to the bank to work. Even though they were removed from your bank, they are not removed from the ICBA system.

Employee creating own account:

1. Go to www.icba.org.
2. Click on **Member Login** in the upper right corner.
3. Click on **Create an account** in the "Login" box.
4. Enter your e-mail address, a password, and click **Continue**.
   An e-mail will be sent to the e-mail address entered in Step #4 with instructions to complete your account setup. Two things to note regarding the e-mail and continued account setup:
   a. *To receive appropriate access rights and ICBA benefits, make sure that you select an organization from the dropdown list of existing organizations.*
   b. ***The link is valid for 24 hours from the time of receipt and can only be clicked on once.***

   The e-mail will come from info@icba.org. Please check your spam or quarantine to find the e-mail. Also, ask your IT department to whitelist the following in order to receive e-mails:

   - IP addresses (205.201.42.27 and 205.201.40.208),
   - domain icba.org, and
   - main email address info@icba.org

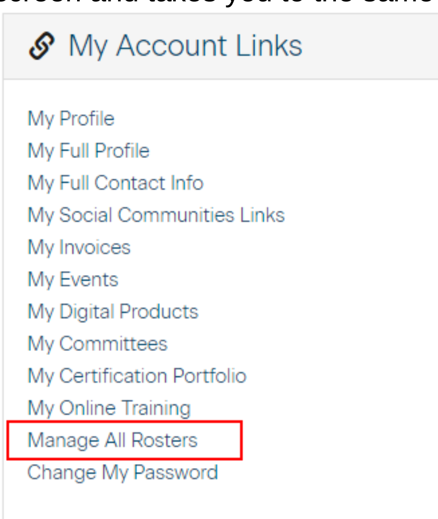
   Whitelisting ICBA's email domain does not affect your bank's email security or deactivate your spam filter.

Removing an Employee

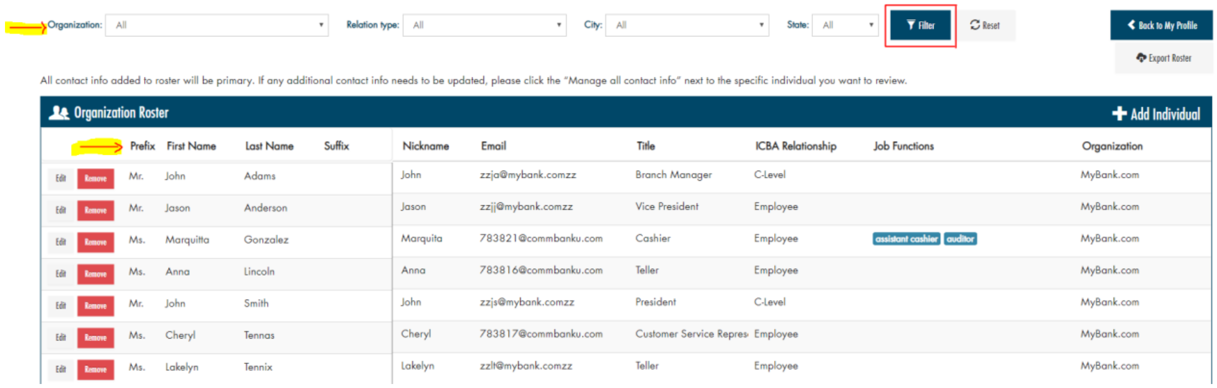
There are three important things to note prior to removing an employee from your bank's roster.

1. Please do not remove employees unless they are no longer with the organization, as they may be enrolled in other important ICBA programs.
2. If an employee changes bank locations/branch, **do not remove the employee**, but edit their profile. See Editing an Employees Account instructions on the next page.
3. Before removing an employee from the bank's roster, if you have online training subscriptions with ICBA, you must pull an Activity Report from the LMS because removing an employee from your bank's roster also removes them *and their training history* from the LMS.
4. You are NEVER deleting an account, you are just removing them from your bank list of employees. Do not think you can delete and start over as that would only be creating a duplicate account for this individual.

After following the important steps above, proceed with the following procedures to remove an employee:

1. Go to www.icba.org.
2. Click on **Member Login** in the upper right corner.
3. Enter your e-mail and password for your ICBA Account.
4. Click on **My Account** in the upper right corner.
5. Click the **Manage All Rosters** link found in the **My Account Links** list of items on the right side of this page.
   You could also scroll down and click the blue **Manage All Rosters** button found in the **Organizations You Manage** section of the page, this button is towards the right side of the screen and takes you to the same grid of all your employees.
   

6. From this screen you can filter and sort the report in several ways to find the employee you want to remove or simply click through each page until you find the individual (listed in last name alphabetical order). You can choose from any of the dropdowns at the top of the screen and click the **Filter** button or you can click on any of the column headers within the Organization Roster to sort on that column.

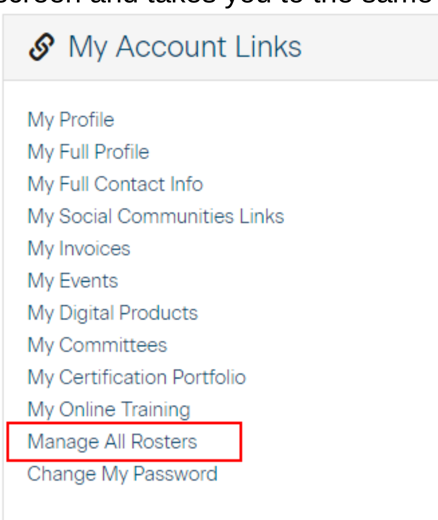


7. When you find the employee, click the **Remove** button.
8. A confirmation box will appear to ensure you want to remove this employee. Click **Yes, remove employee** or **No**.

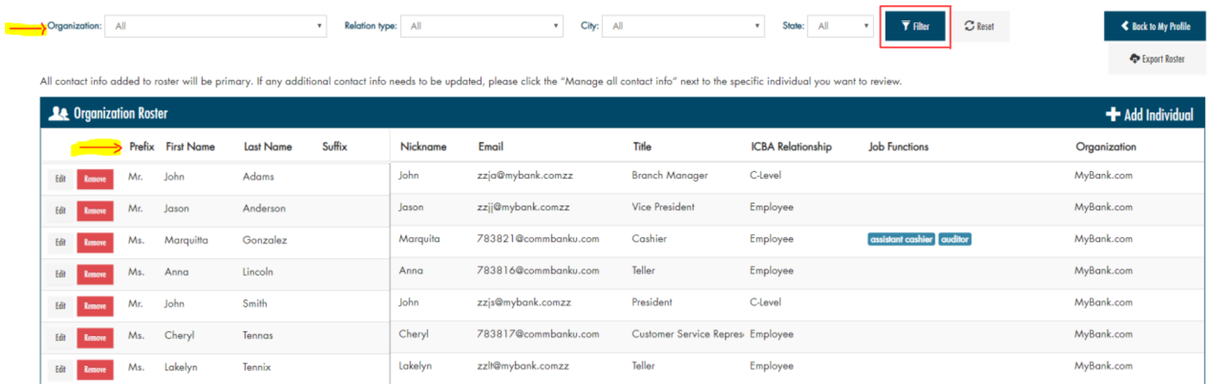
NOTE: The Removal of an employee does not occur immediately within the LMS if you use any of our Online Training education subscriptions. The employee will be removed during the LMS weekly update process that occurs each Friday night.

Editing an Employee's Account

1. Go to www.icba.org.
2. Click on **Member Login** in the upper right corner.
3. Enter your e-mail and password for your ICBA Account.
4. Click on **My Account** in the upper right corner.
5. Click the **Manage All Rosters** link found in the **My Account Links** list of items on the right side of this page.
   You could also scroll down and click the blue **Manage All Rosters** button found in the **Organizations You Manage** section of the page, this button is towards the right side of the screen and takes you to the same grid of all your employees.



6. From this screen you can filter and sort the report in several ways to find the employee you want to edit or simply click through each page until you find the individual (listed in last name alphabetical order). You can choose from any of the dropdowns at the top of the screen and click the **Filte**r button or you can click on any of the column headers within the Organization Roster to sort.



		Prefix	First Name	Last Name	Suffix	Nickname	Email	Title	ICBA Relationship	Job Functions	Organization
Edit	Remove	Mr.	John	Adams		John	zzja@mybank.comzz	Branch Manager	C-Level		MyBank.com
Edit	Remove	Mr.	Jason	Anderson		Jason	zzjj@mybank.comzz	Vice President	Employee		MyBank.com
Edit	Remove	Ms.	Marquitta	Gonzalez		Marquita	783821@commbanku.com	Cashier	Employee	assistant cashier auditor	MyBank.com
Edit	Remove	Ms.	Anna	Lincoln		Anna	783816@commbanku.com	Teller	Employee		MyBank.com
Edit	Remove	Mr.	John	Smith		John	zzjs@mybank.comzz	President	C-Level		MyBank.com
Edit	Remove	Ms.	Cheryl	Tennas		Cheryl	783817@commbanku.com	Customer Service Repres	Employee		MyBank.com
Edit	Remove	Ms.	Lakelyn	Tennix		Lakelyn	zzlt@mybank.comzz	Teller	Employee		MyBank.com

7. Once you find the employee you will take one of two options depending on what you want to edit.
    a. Click the **Edit** button on the left if you want to edit the individuals:
        i. Name
        ii. E-mail address
        iii. Organization/Location
        iv. Title
        v. ICBA Relationship
        vi. Job Function

    b. Click the **Manage all contact info** button found by scrolling all the way to the right of that employees record, if you want to edit the individuals contact information such as:
        i. Phone
        ii. Fax
        iii. Additional Individual Address
        iv. Additional e-mail addresses
8. Edit all applicable fields.
9. Once all changes are complete, click the **Save** or **Close** button.

Password Resets

There are 3 ways in which an employee's password may be reset if they have forgotten it.

Employee Resets Their Own Password

An employee may reset their own password to the system if they have a legitimate e-mail address. Have the employee follow these instructions:

1. Go to www.icba.org.
2. Click on **Member Login** in the upper right.
3. Click on the **Forgot your password**? link.
4. Enter your e-mail address and click Submit.
5. An e-mail will be sent with instructions to reset the password. ***Note: The link is valid for 24 hours from the time of receipt and can only be clicked on once.***

The e-mail will come from info@icba.org. Please check your spam or quarantine to find the e-mail. Also, ask your IT department to whitelist the information below in order to receive e-mails. Whitelisting ICBA's email domain does not affect your bank's email security or deactivate your spam filter.

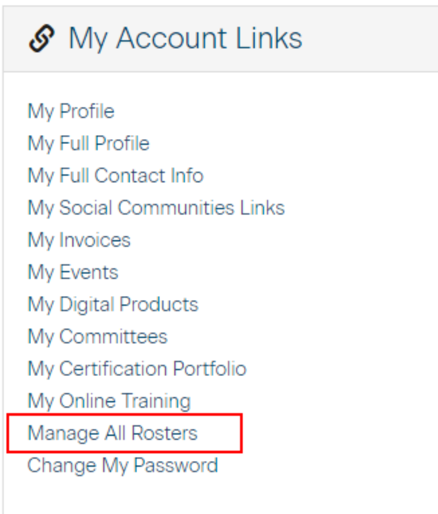
- IP addresses (205.201.42.27 and 205.201.40.208),

- domain icba.org, and
- main email address info@icba.org

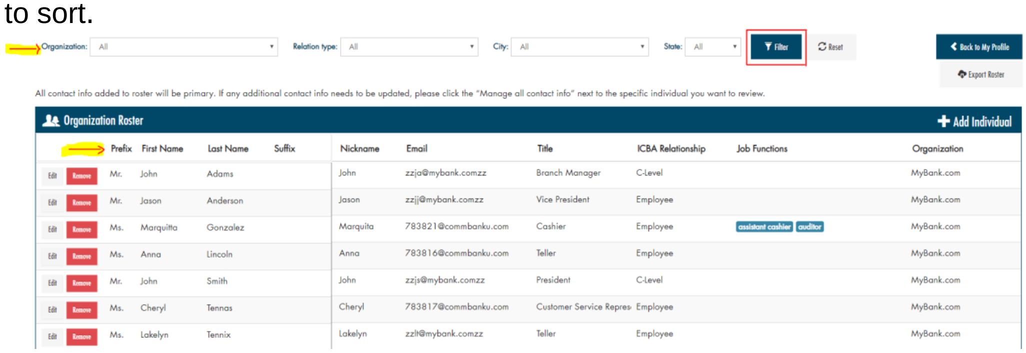
Bank Admin Resets Employees Password

An employee designated with the needed authority may also reset a password. Anyone set up as a Middle Manager or C-Level in our system can reset an employee's password for their organization within the ICBA website. Follow these instructions:

1. Go to www.icba.org.
2. Click on **Member Login** in the upper right.
3. Enter your e-mail and password for your ICBA account.
4. Click on **My Account** in the upper right corner.
5. Click the **Manage All Rosters** link found in the **My Account Links** list of items on the right side of this page.
   You could also scroll down and click the blue **Manage All Rosters** button found in the **Organizations You Manage** section of the page, this button is towards the right side of the screen and takes you to the same grid of all your employees.



6. From this screen you can filter and sort the report in several ways to find the employee you want to reset or simply click through each page until you find the individual (listed in last name alphabetical order). You can choose from any of the dropdowns at the top of the screen and click the **Filter** button or you can click on any of the column headers within the Organization Roster to sort.



7. Once you find the employee, click the **Edit** button on the left side of the screen next to the individual.
8. Tab or scroll and click to type in a value in the "**New Password**" field.
9. Enter in a new password and enter it again in the "**Confirm Password**" field.

10. Click the **Save** button on the left side.
11. The employee will receive an e-mail from info@icba.org stating that their password has been changed.

The employee will not be prompted to change their password upon login once you have reset it. We recommend you have them change their password to something only they know once they've logged in. Provide the employee with the following instructions:

- Go to www.icba.org.
- Click on **Member Login** in the upper right corner.
- Enter your e-mail and the password provided to you and click the **Login** button.
- Click on **My Account** in the upper right corner.
- Click on **Change My Password** found at the bottom of the list in the "**My Account Links**" box on the right side of the screen.
- Enter your new password twice and click the **Save** button.
- You will receive an e-mail from info@icba.org stating that your password has been changed (if you have a legitimate e-mail address).

Employees who do not have a legitimate e-mail address, may change their e-mail address this same way. They just cannot reset their password on their own if they have forgotten it.

ICBA Education Team Member Resets Password

You can contact an ICBA Education team member at education@icba.org
or call 1-800-422-7285 to have the password reset.

If an ICBA Education team member resets a user's password, they will receive an e-mail that their password has been reset (if a legitimate e-mail is on file).

MANAGING YOUR ORGANIZATION

The following instructions are to be followed if you have a C-Level relationship type and need to add a **NEW branch** to your organization or edit the head office or branch locations information.

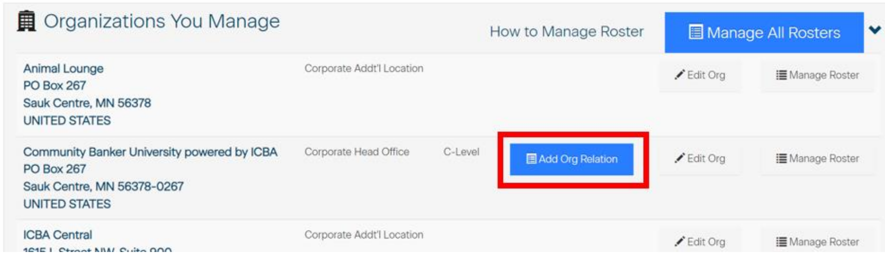
NOTE: Relocating a head office and/or adding a new organization in a merger situation can be tricky. Please reach out to ICBA for any organization changes due to mergers and acquisitions.

Contact info@icba.org or 1-800-422-7285 for assistance.

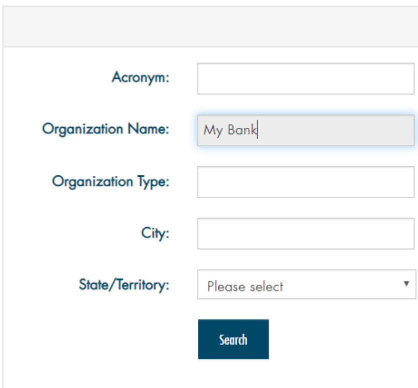
Adding a NEW Branch

Only use these steps if this is a branch new branch location. Do NOT use these instructions for a branch that is new as part of a merger or acquisition.

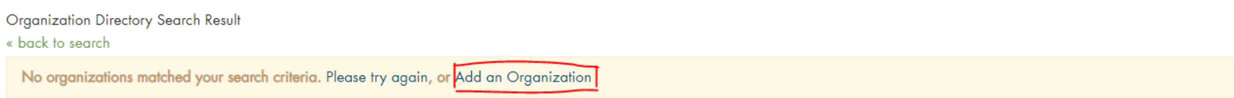
1. Go to www.icba.org.
2. Click on **Member Login** in the upper right.
3. Click on **My Account** in the upper right corner.
4. Scroll down to the **Organizations You Manage** box and click on the **Add Org Relation** button found next to the Bank Head Office.



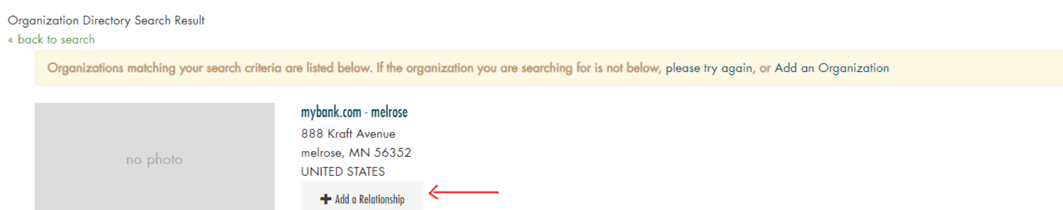
5. Enter in, at a minimum, the Organization Name, on the Search screen for the system to search to find potential duplicate organizations. The more information you enter the smaller the search results, <u>less is more</u>.



a. If no organizations are found, click "Add an Organization"



b. If a similar organization is found and it is a location that you want to hook to your bank, click the "+Add a Relationship" button.

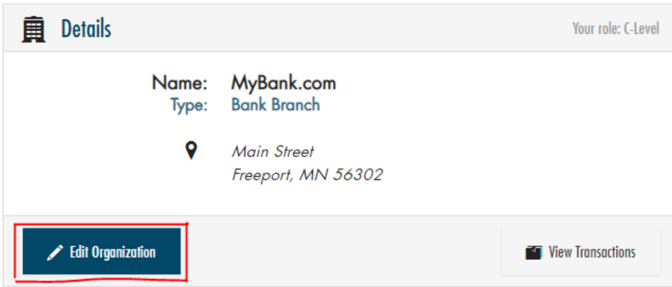


6. Complete all fields with information on the new branch on the "Add Organization Relation" screen and click the **Continue** button.
7. The new Branch will now appear in the list of Organizations You Manage. You may add employees to this branch as necessary.

Editing an Organization

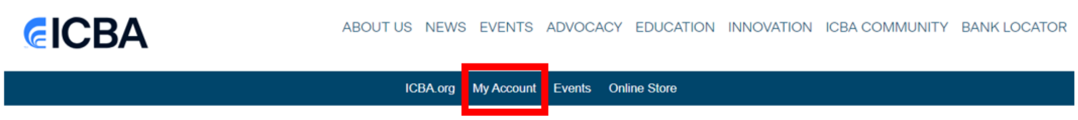
1. Go to www.icba.org.
2. Click on **Member Login** in the upper right.
3. Click on **My Account** in the upper right corner.

4. Scroll down to the **Organizations You Manage** and click the **Edit Org** button next to the specific branch or head office.
5. Click the **Edit Organization** button in the “Details” box.



6. Edit the necessary fields and click the **Save** button at the bottom.

7. To get back to your “Organization You Manage” or “My Profile” screen, click the **My Account** link in the blue line under the ICBA website directories.



Note: To Remove a branch please contact ICBA at info@icba.org or 1-800-422-7285.