



# Compliance Alliance Admin & User Guide

Updated: 3/11/2020

## WHAT IS THIS FOR?

This helpful guide should serve as both an introductory document and a handy reference for any user of C/A services.

## WHAT DOES C/A DO?

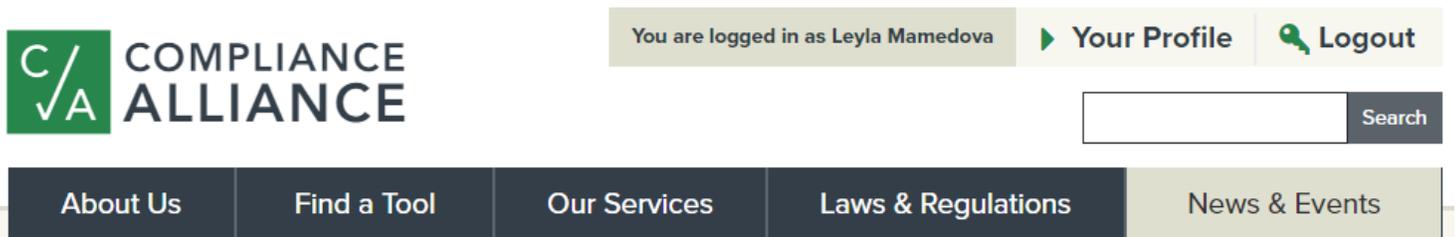
Compliance Alliance, a part of the Bankers Alliance family, is your compliance vendor. We can help your bank stay in line with regulators with our **all-access hotline, library of compliance tools, document review service, regulatory updates, and training webinars**. All these services are included in your membership – your bank will never be charged an extra fee.

## LOGGING IN:

Once you have been assigned a username and password, you will receive your login information in an email from info@compliancealliance.com. The email is automatically generated by the website, so if you don't receive it, please check your junk email.

To log in, visit our homepage (www.compliancealliance.com) and enter your credentials. When you have successfully logged in, you will see an area at the top of your screen that notes "You are logged in as..."

Even though the website will look the same, you will not be able to access any of C/A's services or documents if you are not logged in.



## ADMIN SECTIONS:

Every bank has at least one **Bank Admin** responsible for the management of users for their institution. Every year we send an updated contact form with your invoice – please make sure this gets filled out so we have the most accurate admin on file. Watch out for the green sections labeled ADMIN TIP throughout this document!

## YOUR DASHBOARD:

When you log in, you will arrive directly at your dashboard. This is the central hub for all your favorite C/A services. On the left-hand side, you can see your **Recently Used Tools**, and **New & Updated Tools**– these are all automatically populated.

**ADMIN TIP:** At the bottom of the left column is a section for reports. By clicking on each link you can see who last logged in, and who downloaded tools recently.

We are working to provide more comprehensive reporting in the near future.

### Reports

See reports for:

- [Login Activity](#)
- [Download Activity](#)

In the center, you will see your **favorites** and **your bank favorites**. You can mark any tool to be added to your favorites for easy access; your bank favorites are managed by your admins.

### ★ Favorites

#### My Favorites

You can add tools to this list:

Tool Name	Remove
<a href="#">Fair Credit Reporting Act Training</a>	✕

### Bank Favorites

These favorites display for all users in your bank group:

Tool Name	Remove
<a href="#">2018 HMDA Data Collection Worksheet</a>	✕
<a href="#">Fair Lending Risk Assessment</a>	✕

**ADMIN TIP:** On the Admin dashboard, there is a button above 'Update Profile' that says 'Manage Bank Users.' This is where you can add and activate or deactivate users within your bank.

## Administer Bank Members of Compliance Alliance

Active Users		Add Member
Username	Role	
<a href="mailto:darlia@compliancealliance.com">darlia@compliancealliance.com</a> 	Admin	Deactivate Account
<a href="mailto:victoria@compliancealliance.com">victoria@compliancealliance.com</a> 	Admin	Deactivate Account
<a href="mailto:scott@texashbankers.com">scott@texashbankers.com</a> 	Admin	Deactivate Account

By clicking on the individual member's e-mail, you can also change the spelling of their name and their password. **If you need to change a user's e-mail, or if your bank is undergoing a domain change, please e-mail [admin@bankersalliance.org](mailto:admin@bankersalliance.org).** Please be advised we require written notice on bank letterhead for any rebranding or domain changes, with a date on which we can change the login information for your entire institution.

Below your favorites is a link to **update your profile** (at this time, this just includes your name and password), and **links to our user guides**.

On the top of the right-hand column of your dashboard is the button to submit a review.

**Submit a Document for Review**

This will take you to a form where you can attach your document. Please be advised of the following:

- We review policies, procedures, disclosures, new products, advertising and marketing, and websites.
- If you are submitting multiple policies to be reviewed, please submit them as separate documents in separate forms, when possible.
- It is our company policy to not click on links. If you are submitting a website to be reviewed, please submit screenshots.
  - Don't know how to take a screenshot? Check out our IT guide.
- For documents less than 10 pages in length, we have a 3-business day turnaround. For documents between 10 and 30 pages, this becomes 5 days.



### ACCESSING THE HOTLINE:

We do not limit access to our attorneys and compliance specialists – not by call time, amount of questions asked, or number of documents sent for review. There are multiple ways to contact them.

<b>Phone (Main Line)</b>	(888) 353-3933 Please be prepared to provide the following when you call: your name, your bank, and your full e-mail. We use this information to verify membership before we put you through to an attorney.
<b>Chat</b>	If you are logged in, the chat module should always appear at the bottom of the page, no matter where you are on the website. If you do not see the chat module at the bottom of your screen, clear your cache and restart your browser. If you do not know how to do that, please refer to the IT Guide sent to your admin.
<b>E-Mail</b>	hotline@compliancealliance.com

### FIND A TOOL:

In the **Find a Tool** section, you can sort our tools 4 different ways:

- Banking Function: individual tools geared towards a specific area of the bank
- Tool Type: will allow you to start your search by type of tool (e.g.: policies, forms, etc.)
- Regulation: search by regulation
- Toolkit: find the right combination of tools for a specific area of the bank.

All of these sorting functions can be stacked – for example, if you select **Consumer Lending Compliance** under banking function, you can then select **Summaries** in the ‘Filter by Tool Type’ panel on the right.

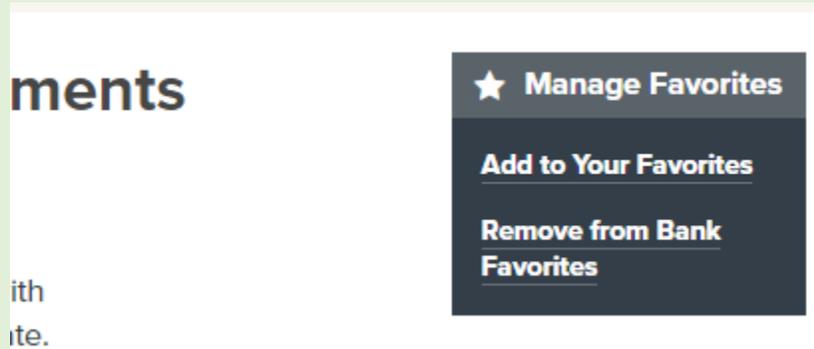
Last, you can also use the Search to find a tool. The search is located at the top of the browser beneath “Your Profile.” You must be logged in to see the search.

## Consumer Lending Compliance Summaries

Our consumer lending products are a suite of reliable resources to assist in managing your consumer lending program. Our comprehensive consumer lending resources include policies, procedures, checklists, risk assessments, worksheets, training tools and much more. Access information containing the requirements of the financial institutions portfolio of loans for personal purposes, such as purchase or refinance of consumer goods (auto) or even those unsecured loans, through our individual resources as well as our lending toolkits.

Last Updated ↕	Tool Name ^
11/16/2017	2017 TILA-RESPA Integrated Disclosures (TRID) Rule Summary

**ADMIN TIP:** Clicking on the 'Manage Favorites' menu on the top right-hand side of any tool page will allow you to add the tool to your personal favorites, or add/remove it from your **bank favorites**. Non-admin users cannot edit bank favorites – meaning you have full control over a custom set of tools for your team.



## NEWS & EVENTS:

The most important part of our News & Events section is our **Calendar**. Here we **post comment periods and effective dates for regulatory updates as well as our online training events**. We are happy to offer an option to download this calendar to Outlook, where it will automatically update for you in perpetuity.

### Full Calendar

[Download calendar events](#)

Sun	Mon
-----	-----

Another way to keep up with us is via e-mail. We send regulatory updates in daily and weekly newsletters, as well as reminders about our training events.

We currently offer the following:

- **Back2Basics Webinars:** These webinars are a birds-eye view of a topic for people new to compliance, or those who just need a refresher. These happen on Tuesdays.



- **Monthly Webinars:** Our monthly webinars happen on Thursdays, and are a much deeper dive into a topic.
- **Compliance Huddles:** One Wednesday per month, one of our compliance experts facilitates an interactive discussion between our national family of bankers – this includes you! Participation instructions are on the website, and get sent out in the days before the Huddle.
- **Live User Walkthrough:** For a more in-depth overview of our services and website, our Membership team offers a walkthrough of our website every third Tuesday of the month.

All of our training events are archived in the **Past Events** section along with their materials. Our webinars also come with credits – to receive a certificate of completion, please contact [admin@bankersalliance.org](mailto:admin@bankersalliance.org).

### CONTACT US:

Phone (Main Line): (888) 353-3933

For concerns regarding your contracts or help troubleshooting, contact Membership at [admin@bankersalliance.org](mailto:admin@bankersalliance.org)

To submit a question to the hotline, contact [hotline@compliancealliance.com](mailto:hotline@compliancealliance.com).

To submit a document for review, contact [review@compliancealliance.com](mailto:review@compliancealliance.com).