How do Credit Unions join the Saving Challenge?

To navigate to Saving Challenge page from CUNA homepage:

- **http://cuna.org/**
- in upper-right corner, click on “Products & Services”
- on left side of page, under “Member Education,” click on “Youth Week”
- on Youth Week page, click the “Sign up for Saving Challenge” link
(or, URL is [http://cuna.org/finlit/saving_challenge.html](http://cuna.org/finlit/saving_challenge.html))

**Registration process:**

**Step 1)** Go to [http://cuna.org/finlit/member/savings_challenge_register.php](http://cuna.org/finlit/member/savings_challenge_register.php) (or, find “Sign up” link on Saving Challenge page); the Saving Challenge sign up page will look like this:

![Authorization Required](image)

**Figure 1**

**a)** If you already have an account with CUNA, enter your username and password and click the “submit” button

**Notes:**
- If you previously checked the “Remember Me” box, you will bypass the above page, and be taken to the Goals page → See Step 3
- If you know you have an account, but can’t remember your password, click the “Click here” link under “Forgot your password?” to request password (see Figure 1)
- If you think you might have an account, but can’t remember for sure, click the “Email us” link under “Not sure?” to send customer service an email (see Figure 1)
b) If you don’t have a username and password, click the “Sign up here” link (see Figure 1)

i) You will be taken to a New Customer Registration form, which you are required to complete; the page will look like this:

![New Customer Registration form](image)

**Figure 2**

ii) The form fields marked in red are required:
- email
- first name
- last name
- company name
- username (default is your email address)
- password

iii) Once completed, click the “Register” button at the page bottom

iv) Your account will be created, but just log out and wait for an email confirmation (takes about a day)

v) All requests for access are processed during regular business hours; once approved, you will receive email confirmation and can then use your username and password (IF after a day you still haven’t received an email confirmation, try logging in with username and password, as it’ll most likely work after a day)

**Note:** If you encounter any problems along the way, notice that the phone number and email address for customer service are listed on Registration form (see Figure 2)

**Step 2**) With username and password, log in at the Saving Challenge sign up page (http://cuna.org/finlit/member/savings_challenge_register.php)
**Step 3** You will be taken to the **Goals page**, which you are required to complete; the page will look like this:

![Figure 3](image)

**Goals**

Enter your credit union’s goals here. ([Click here](http://cuna.org/finlit/saving_challenge_steps.html) for help in setting your goals.)

*Please print this page for your records.*

Return to the main Savings Challenge main page.

| Goal 1: Number of members younger than age 18 making deposits |  
| Goal 2: Number of new youth accounts opened:  |  
| Goal 3: Total deposits by young members ($) |  

After you click the “Submit” button above, your credit union’s goals are recorded. To be eligible for one of 10 $100 prizes for youth, you must submit actual results after you complete your Saving Challenge.

**Figure 3**

**a) Enter your credit union’s goals**

i) If you need help setting goals, go to [http://cuna.org/finlit/saving_challenge_steps.html](http://cuna.org/finlit/saving_challenge_steps.html)

ii) You can also contact our mentors at [http://cuna.org/finlit/saving_challenge_mentor.html](http://cuna.org/finlit/saving_challenge_mentor.html)

**b) Click the “Submit” button**

i) Your credit union’s goals have been recorded

ii) Your credit union is now an official Saving Challenge participant!
Troubleshooting – Q&As:

Sign up page for Saving Challenge (http://cuna.org/finlit/member/savings_challenge_register.php) looks like this:

1) Is my username the same as my business email address?

Yes, if you have an account, the business email you provided while registering was automatically made your username.

2) I have an account, but I can’t remember my password. What do I do?

On the Saving Challenge sign up page, click the “Click here” link under “Forgot your password?” to submit your email address, and request password. You can also request a password at https://ebus.cuna.org/.

3) I’m not sure if I have an account or not. What do I do?

Send customer service an email at webservices@cuna.com, or call 1-800-356-9655, ext. 4077, to verify your account information and username and password in our system.

4) I definitely don’t have an account, and I need a username and password. What do I do?

On the Saving Challenge sign up page, click the “Sign up here” link to complete the New Customer Registration form. You can also register at https://ebus.cuna.org/ by clicking on “Create Account.”

5) My email address has changed. What do I do?

Send customer service an email at webservices@cuna.com, or call 1-800-356-9655, ext. 4077, if you want to verify your account information and username and password in our system. Also, please note that if you have an account, you can always update your contact information by logging in at https://ebus.cuna.org/.
6) Where can I go to access my account or create an account?

Go to https://ebus.cuna.org/ to log in with username and password, or register for a new account by clicking on “Create Account.” You can also request password by clicking on “Forgot Username/Password?” The page will look like this: