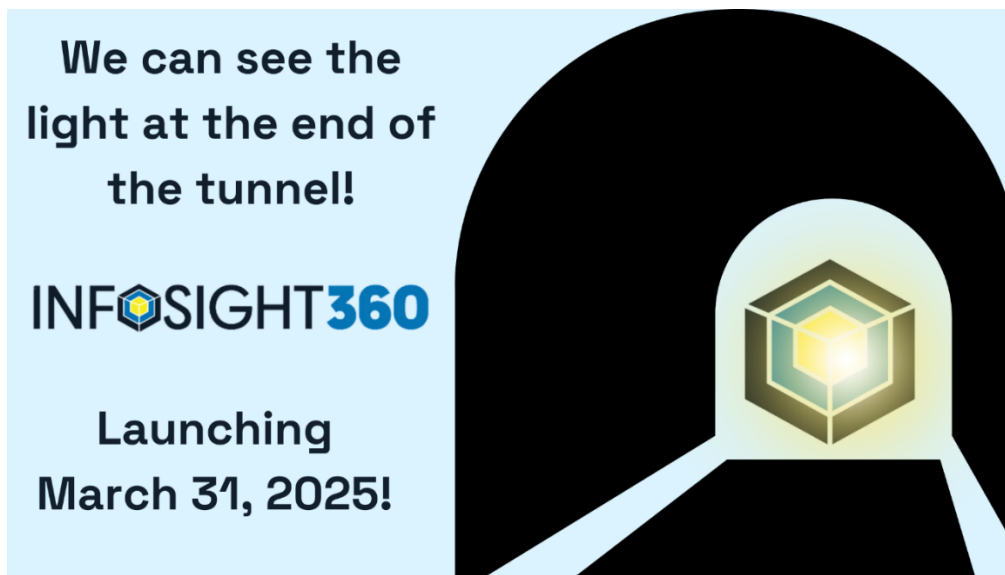

March 2025

CUPolicyPro✓ *and* RecoveryPro✓ Newsletter



Dear CU PolicyPro & RecoveryPro Clients,

It's just about time! InfoSight360 is almost here!! We are so excited and hope you are too! We wanted to use this newsletter to provide some important information regarding the InfoSight360 launch.

Keep in mind that we are committed to providing you with the best experience possible. While we've done everything we can to ensure a smooth rollout and make sure the system is as intuitive as possible, as with any significant technology change, there may be some questions, challenges, and bumps along the way. Please know that our team and your League/Association are ready and dedicated to assisting you. We will continue to be vigilant and prioritize answering support tickets, being proactive in communications, and providing user training. We do anticipate a higher volume of user and technical support being needed during the first few weeks of transition, so ask for your patience and understanding as we dedicate the resources to ensure everyone is getting the support and experience they need.

Thank you for all your support, feedback, and patience! We can't wait to share this amazing technology with you!

[Check out this quick video!](#)

Our CEO recorded a [30-minute video](#) going over some key features of the new system and some important information about logging in to the system and the migration of users, passwords and information! It provides a great overview of how to navigate around the system and some of the new cool features.

How do I get in?

On March 31, 2025, you will access <https://www.InfoSight360.com>. This URL will contain a dropdown menu for you to find your credit union's specific URL. If you do not see your credit union listed, please reach out to us at 360support@infosight360.com.

What's my password?

Your current CU PolicyPro/RecoveryPro password has been retained as part of the system migration. If you remember your password, you should be able to access InfoSight360 without issue. Don't worry, you can use the "reset password" link on the login screen to have a password reset link emailed to you so you can access seamlessly!

If any of your staff are active InfoSight users, but not CU PolicyPro/RecoveryPro users, they can use the "Reset Password" option to activate their profile and have a password reset link emailed to them.

I'm not getting the password reset email!

Please reach out to your Technology Department. Infosight360.com is a new email domain, and we've been finding that it is getting hung up in SPAM filters! Please encourage your Technology Department to have the domain whitelisted.

The system doesn't recognize my email address

Don't worry, we'll get it figured out! Please email us at 360support@infosight360.com.

Credit Union Administrator Responsibilities! Important!

If you are an administrator of CU PolicyPro, you have become an administrator of InfoSight360. This means that you will have the ability to add/remove employees (among other things). One important task since we are integrating InfoSight is to review the current employees who currently have access to InfoSight360. We not only migrated over CU PolicyPro/RecoveryPro users, but we also migrated over active InfoSight users. Since those users were not maintained by the credit union, we encourage you to review the list to make sure the list of employees and their corresponding role and access level is accurate.

Note: InfoSight users from your credit union who are migrated to your InfoSight360 implementation will be assigned one role – InfoSight Only - that will limit their access to InfoSight content only. As an administrator you can choose to upgrade their access to include content from CU PolicyPro and/or RecoveryPro.

Newsletter Update

This will be the last CU PolicyPro/RecoveryPro newsletter as we know it! Going forward, this newsletter will be the InfoSight360 newsletter and will contain information collectively about InfoSight, CU PolicyPro, and RecoveryPro updates. It will also continue to include best practices credit unions can

utilize, and content-specific updates/summaries. The newsletter will continue to be published on a monthly basis.

Upcoming InfoSight360 Webinars

- [Wednesday, April 2 at 2pm ET – Introducing InfoSight360 - Register Now!](#)
- [Wednesday, April 9 at 2pm ET– InfoSight360 Administrator Essentials - Register Now!](#)
- [Wednesday, April 17 at 2pm ET – Managing Content in InfoSight360 – Register Now!](#)

Questions?

Please let us know how we can help! Contact our support team at 360support@infosight360.com with questions or to be added to the distribution list for our newsletter!

Note: Infosight360 availability and pricing are based on credit union asset size and league/association affiliation status.

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