
PREPARED BY
ScreenSteps

DATE
August 1, 2024

How to Build an Onboarding Program at Your Financial Institution

Train employees to leave onboarding
confident and independent in 3 steps



Welcome



Greg
DeVore

CEO + Co-founder



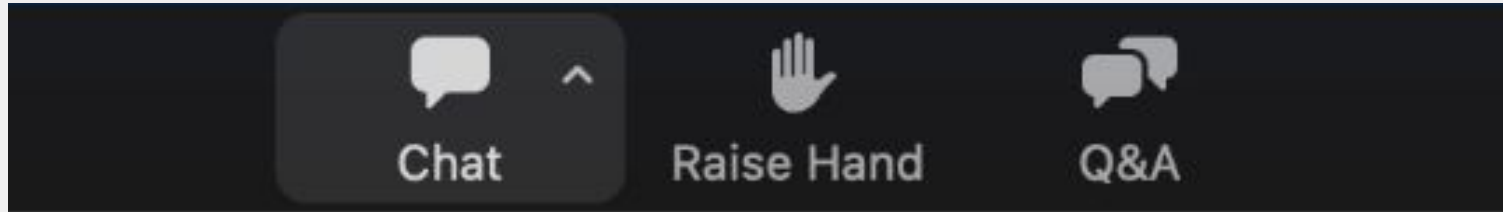
Jonathan
DeVore

Director of Implementation

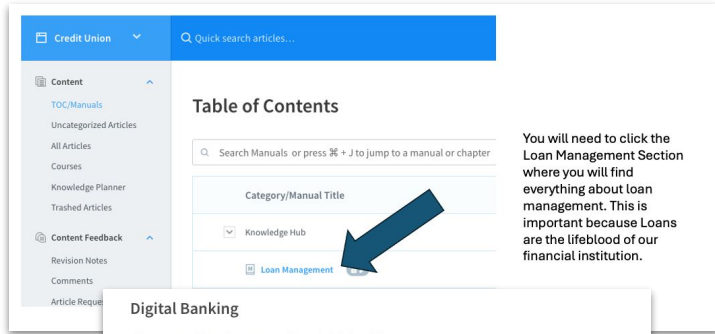
Chat with us...



...or ask us
questions



Typical Training



Credit Union

Quick search articles...

Content

- TOC/Manuals
- Uncategorized Articles
- All Articles
- Courses
- Knowledge Planner
- Trashed Articles

Content Feedback

- Revision Notes
- Comments
- Article Request

Table of Contents

Search Manuals or press **⌘ + J** to jump to a manual or chapter

Category/Manual Title
<input checked="" type="checkbox"/> Knowledge Hub
<input type="checkbox"/> Loan Management

You will need to click the **Loan Management Section** where you will find everything about loan management. This is important because Loans are the lifeblood of our financial institution.

Digital Banking

Things you need in order to access The Bank Digital Banking:

You can access The Bank Digital Banking with an internet connection at a computer or mobile banking app.

For desktops running Windows or macOS, the minimum system requirements are:

- Current version of Google Chrome and previous two versions (recommended)
- Current version of Mozilla Firefox and previous two versions (supported)
- Current version of Microsoft Edge and previous two versions (supported)
- Current version of Apple Safari and previous two versions (supported)

The minimum system requirements for our mobile banking app include:

- Current version of iOS and previous two versions (supported for iPhone)
- Current version of Android and previous two versions (supported for Android)

Note: Earlier versions of browsers and operating systems may still be available on older versions. Experiences may differ across various browser and operating system combinations.

Direct deposit

Secure access code or register browser or device

There are several reasons you may need to request a secure access code each time you log in.

- You may need to register your device. If you're using your personal computer or device, we recommend that you select Register Device to avoid receiving the prompt for a secure access code each time you log in. Helpful tip: Requesting your secure access code by text is the quickest way to receive your code.
- Your browser is set to clear cookies each time it closes. If this is the case, it'll clear the registration and you'll have to register your device each time you log in. Check your browser settings, and make sure it'll allow cookies to be stored.
- You log in with a different browser on a registered computer. If you use multiple browsers (e.g. Chrome and Edge), your device will need to be registered in each browser.
- You've deleted and reinstalled the mobile banking app. You'll need to re-register your device the first time you log in after reinstalling the app.
- The browser was closed prior to completing your login. Make sure you log in fully to complete registration, and don't close your browser before reaching the Accounts Overview page.
- Your antivirus software is set to clear cookies. The antivirus software installed on your device may delete cookies each time you log out of Digital Banking.
- Registrations have been reset for all users. At times, we may reset all users' active registrations for security reasons.

Reset my login credentials

If you're able to log in to Digital Banking: After you've logged in, select Profile and Preferences from the left navigation menu and then select Log In Preferences. From this page you can change your login ID, password and secure delivery method the way you'll receive your one-time secure access code. If you're in the Digital Banking app, you can also manage facial recognition, fingerprint and 4-digit PIN access.

If you're unable to log in to Digital Banking: You can change your login ID and password by selecting the Forget ID/Password? link in our login box or by selecting the Forget Password? or Forget Login ID? links from the mobile app login screen. You'll need your account number, Social Security number or Tax ID, and the email address on file in Digital Banking. When changing your login ID or password, please follow these guidelines.



PowerPoint Decks



SharePoint



Lots of Lecture, Lots of Questions

Onboarding Problems

**New hires are overwhelmed
Supervisors are burnt out**

**Imagine if your
onboarding
program could
produce...**



Instant engagement



Confident learners



**Supervisors who are amazed
at what new hires can do**

Many financial institutions have worked the same over the last 30 years



Classroom training with long lectures and slide decks



Shadowing experienced employees



Binders of procedures



Supervisor to MSR/teller ratio

**Your current onboarding
curriculum isn't working**

You need a
training knowledge transfer
strategy for a modern business

**How do you build a
knowledge transfer strategy
for your modern credit union?**

3-Step Process for Building an Onboarding Program

1

Separate knowledge

2

Create your resources

3

**Run Find & Follow
Practice Sessions**

1

Separate
Knowledg
e



Actionable Knowledge

Actionable knowledge is knowledge that **helps employees DO something** such as:

- Respond to a question or request
- Perform a procedure
- Troubleshoot a problem

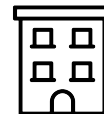
Can I...?



How do I?



Why doesn't
this work?



Opening Accounts

Actionable

- How to open a new account
- How to identify the required documents for opening an account
- How to add joint owners to a new account
- Can you add beneficiaries to this type of account?
- How to add beneficiaries to a new account
- Can I become a member (i.e. what are the eligibility requirements?)
- How to scan a license
- How to run a CIP
- How to run an OFAC check
- I'm seeing an error – what do I do?

Foundational Knowledge

Foundational knowledge is knowledge that provide context and background. It's information employees need to know.

5 Types of Questions to Answer for Foundational Explanations

- What?
- Why?
- When?
- Who?
- High-level how?

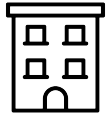
Can I...?



How do I?



Why doesn't this work?



Technology Used to Support Operations

High-Level Operational Processes

Products/Services

Company Knowledge

Industry Knowledge

Opening Accounts

Actionable

- How to open a new account
- How to identify the required documents for opening an account
- How to add joint owners to a new account
- Can you add beneficiaries to this type of account?
- How to add beneficiaries to a new account
- Can I become a member (i.e. what are the eligibility requirements?)
- How to scan a license
- How to run a CIP
- How to run an OFAC check
- I'm seeing an error – what do I do?

Foundational

- SSN
- ITIN
- Eligibility
- Initial Deposit
- CIP
- OFAC
- Savings Accounts
- Share Draft
- ChexSystems
- Types of Accounts
- Joint Membership
- Overview of opening accounts
- System X (where you will set up members)
- System Y (where you do OFAC)

2

Create Your **Resources**



Training Resources



Foundational Courses

Short lessons that cover basic context and background information.

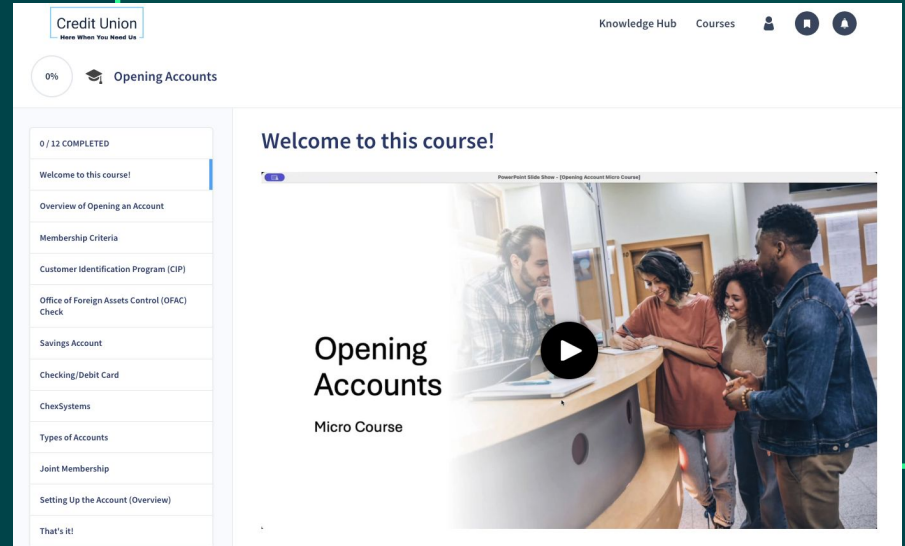


Digital Guides

Step-by-step instructions that are findable, followable, and scannable.

Foundational Courses

Short courses to build a foundational knowledge. Courses can be in video format or a presentation.



The screenshot displays a user interface for a 'Credit Union' micro-course titled 'Opening Accounts'. The top navigation bar includes the 'Credit Union' logo with the tagline 'More When You Need Us', and links for 'Knowledge Hub', 'Courses', and user profile icons. A progress indicator shows '0%' completion. A sidebar on the left lists course topics: 'Welcome to this course!', 'Overview of Opening an Account', 'Membership Criteria', 'Customer Identification Program (CIP)', 'Office of Foreign Assets Control (OFAC) Check', 'Savings Account', 'Checking/Debit Card', 'CheqSystems', 'Types of Accounts', 'Joint Membership', 'Setting Up the Account (Overview)', and 'That's It!'. The main content area features a 'Welcome to this course!' message and a video player. The video player shows a scene with four people at a service counter, with the text 'Opening Accounts Micro Course' overlaid on the video.

Digital guides that are ...



Findable

Employees can find the appropriate digital guide in seconds.



Followable

The digital guide stands on its own. An employee can follow it even if it is their first time seeing the guide.



Scannable

An employee can quickly scan the guide for necessary information without needing to pause what they are doing.

Credit Union / Account Management / Opening Accounts

Opening a New Account



Updated on Aug 01, 2024

Verify Prospective Member Meets Criteria

<input type="checkbox"/>	1. Current Driver's License with Address	▼
<input type="checkbox"/>	2. SSN OR TIN	▼
<input type="checkbox"/>	3. Meet Eligibility Requirements	▼
<input type="checkbox"/>	4. \$25 to open account	

Does Prospective Member Meet the Above Criteria?

1. Select one Option Below

<input type="radio"/>	YES	<input type="radio"/>	NO
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Show Comments

3

Run the Find & Follow Practice Sessions



Trainer's Guide

Prepare your trainers to lead your new hire onboarding sessions.

Example: IRA

Course: Overview of IRAs

Length of Microcourse: 23 minutes

Topics Covered in Micro Course

- What is an IRA?
- Traditional IRA vs. Roth IRA
- Requirements to set up an IRA
- Lifecycle of an IRA
- Required Minimum Distribution
- Inherited IRA
- Beneficiaries
- Ownership structure
- 1099
- Contribution Limits
- Transferring an IRA
- Early withdrawal

Questions to Check for Understanding

- What's the difference between a traditional IRA and Roth IRA?
- Who are some people who might want to set up a traditional IRA vs. Roth IRA?
- What is an RMD?
- What is an inherited IRA?
- What's a beneficiary?
- What is meant by ownership structure?
- What is a 1099?
- What's a contribution limit?
- What is meant by transferring an IRA?
- What is early withdrawal?

Activities to Practice Finding Guides in Knowledge Base

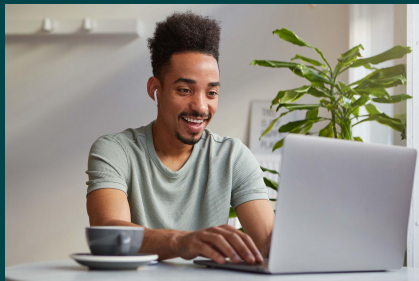
- How to differentiate between ROTH and Traditional IRAs
- How to set up an inherited IRA

Training Program



Foundational Courses

Share short foundational course.
Hold discussion and answer questions.



Digital Guides

Introduce digital guides and explain how to use them.



Practice Activities

Use realistic scenarios to role-play different situations where new hires practice using digital guides.

Real Results



87%

Reduction in
onboarding time



75%

Reduction in time to
proficiency



90%

Reduction in
cross-training time



79%

Reduction in new
employee attrition
during training

Testimonial

Julia Monts

Vice President of Member Services, Via Credit Union

ScreenSteps has been an invaluable tool for ViaCU, streamlining all our information into one easy-to-use database. Initially apprehensive about the transition, I found the entire process to be well-organized and straightforward from start to finish.



**Submit your
questions**

Find & Follow

How to learn more:



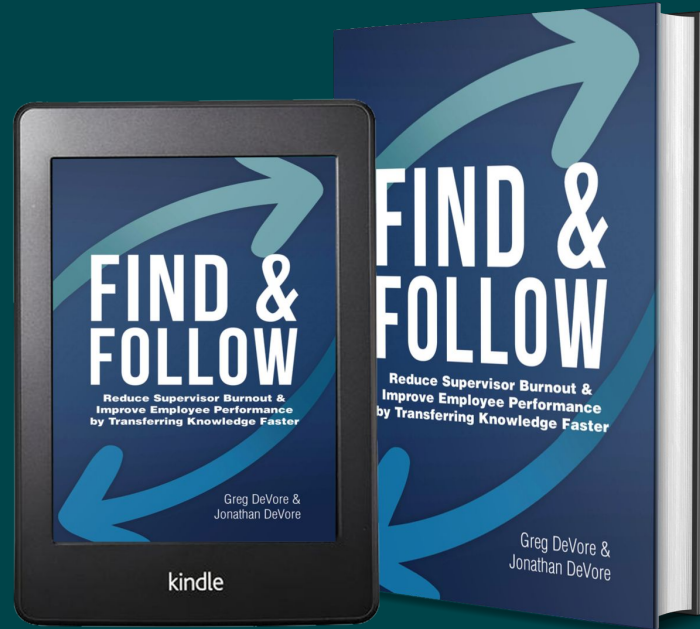
Get your copy on Amazon
(available in Kindle, paperback, and audio)



Take our free 30-minute course



Download our free Find & Follow playbook



Q & A

Contact Us



greg@screensteps.com



ja@screensteps.com



Set up a demo account

Try out the foundational courses in the ScreenSteps knowledge ops platform.



Develop a plan

Develop a plan for implementing mini-courses and practice activities in employee training.



Get your questions answered

Will this work for your financial institution? Meet with Greg or Jonathan to discuss your institution's situation.

Thank You