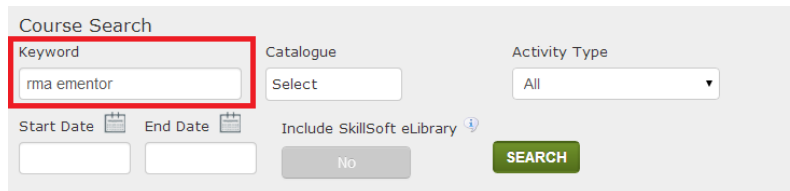


## How to Register for and Access RMA eMentor

1. In your Learning Gateway profile, click on the **Search & Learn** tab.
2. In the keyword search, type in “rma ementor”, then click the **Search** button.



3. Locate the module labelled “User License for RMA eMentor-Registration”, and then click on the **Details** button.

|           |  |   |        |                |
|-----------|--|---|--------|----------------|
| eLearning | <b>User License for RMA eMentor-Registration</b><br>(EMP-LVF-RMEME01-LCN)<br>RMA's eMentor® is a comprehensive online resource for commercial credit, risk, industry, and analytical support information. Using a...<br>(See More) | <b>Registration:</b> Open<br>(You have this course) | \$0.00 | <b>Details</b> |
|-----------|--|---|--------|----------------|

4. On the next screen, click **Register**
5. The **Register** button will change to **You have this course**
6. Click on the **My Courses** tab.
7. Locate the User License among your list of courses.

|  |            |
|--|------------|
| [-] <b>User License for RMA eMentor-Registration (EMP-LVF-RMEME01-LCN)</b><br>(CUSOURCE \ 2. eLearning Course Catalogue \ 2.1 Commercial Credit) | Registered |
| <b>Lessons</b><br>0% <b>Launch</b> User License for RMA eMentor-Registration   | Registered |

8. Click on the Launch link found below the module title.
9. You will see the following message on the next screen:  
*Congratulations! You have finished the lesson. Please select a place to go now:*
10. Below this message, click on the **Launch RMA eMentor** link.
11. The RMAU Online access portal will open. From here you log in using your existing credentials or create a new account.

RMAU ONLINE

Login:  Password:    
Forgot your password?

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- ENTERPRISE RISK
- MARKET RISK
- OPERATIONAL RISK
- QUICK LINKS

## New User Registration

You have arrived at this page via a Seamless Link.

You will need to register **ONE TIME ONLY** by filling in the fields below. In the future you may enter RMAU directly via your seamless link.

(If you already have a **username** and **password** for RMAU then just enter them in the boxes above.)

**Email**

**Confirm Email**

**Institution Name** Credit Union Central of Canada

**Custom User ID**

**Prefix**  ▼

**First Name**

**Middle Initial**

**Last Name**

**Password**

**Confirm Password**

**Address**

**City/Municipality**

**State/Province**

**Postal Code**

**Country**  United States  Canada



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12. After clicking **Save**, read through the license agreement and scroll down to click Accept.
13. In order to re-access RMA, click on the Launch link for the course license and follow Steps 7-11.

## Using RMA eMentor

If you need assistance navigating through RMA, the **Help** section offers a number of tips and strategies for maneuvering through the website. The link to the Help page is at the bottom of every page.

RMAU ONLINE Hi, Paul Danyluk  
My Account Log Out

CREDIT RISK/eMentor™ ENTERPRISE RISK MARKET RISK OPERATIONAL RISK QUICK LINKS

### Help

- Home
- General Information
- Technical Specifications
- Support
- Navigating and Searching
- Personalization
- FAQs
- About Us
- eStatementStudies

[Help](#) > / Home

## Welcome to RMAU Online Help

### Support and Technical Help

Technical Help is provided when a problem arises due to the product not functioning properly. Examples are: web site is down, your access has been denied, or a link within the product is not routing to the correct location.


**User Help:** Bank users should first contact [their institution's](#) RMAU Administrator to report all technical problems.


**Email Help:** Users can email a tech question to [rmau@rmahq.org](mailto:rmau@rmahq.org)

**Phone Help:** Technical phone support is available **To Bank Administrators and Users** by dialing 215-446-4084 ☎ or 4143. **The support line is available M-F 8-5pm ET.**

Response times to email/phone inquiries is one hour; targeting problem resolution within 4 hours.

To use the help section, Please click on the help navigational links in the left panel. Clicking on any of the topics shows the topic content in this pane. Subtopics are listed beneath major headers.




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