Members Only User Manual for Member Administrators

Updated Members Only and New Master Transaction Agreement (MTA)

You may have noticed a few things have changed on our Members Only site. On March 11, 2024, we rolled out changes to how Member Administrators maintain their institution's Member User accounts as a result of our digital transformation and new MTA.

This new agreement consolidates 10 current FHLBank Topeka agreements into one electronic document and eliminates the need to collect wet signatures from multiple branches or individuals for these authorizations. Once this agreement goes live on May 6, 2024, your institution's Member Administrators will have complete online authorization control for transactional roles*. Plus, security has also increased to require dual approval for all changes submitted by Member Administrators. As a result, as part of the MTA, your institution is required to officially designate at least two Member Administrators. And on an ongoing basis, your institution will be required to maintain at least two Member Administrators (three or more are strongly recommended). Since the responsibilities of Member Administrators have increased with the introduction of these online role/authorization assignments, please ensure you have the correct individuals assigned to this role.

The new MTA was sent via email on February 6, 2024 to all Presidents and Member Administrators for review by your management and board of directors. (If your institution did not receive this email, please reach out to our Product Administration team at 800.809.2733 or fhlb_prodadmin@fhlbtopeka.com.) You can also find the information here on our Digital Transformation landing page. As a reminder, please ensure your institution's secretary/assistant secretary of the board has signed the associated MTA Enrollment Form via Adobe Sign by May 3, 2024 to prevent any disruptions in service for your institution and Member Users.

* *During our transition period (March 11, 2024 – May 3, 2024), our current agreements are still in force and required to designate transactional authority, however, please also request any changes submitted via these paper agreements via Members Only.*

Member Administrators (Member Admin) Role

Member Administrators have the ability and responsibility to create user accounts with specific roles for others (Member Users) in their organization. Member Administrators are also responsible for maintaining the Member User accounts, which includes deleting obsolete accounts and updating roles as necessary.

The actions a Member Administrator takes require dual control, one Member Administrator to request, and then another to review and approve or reject. For this reason, at least two Member Administrators must be maintained by each institution at all times. We highly recommend each institution maintain at least three Member Administrators.

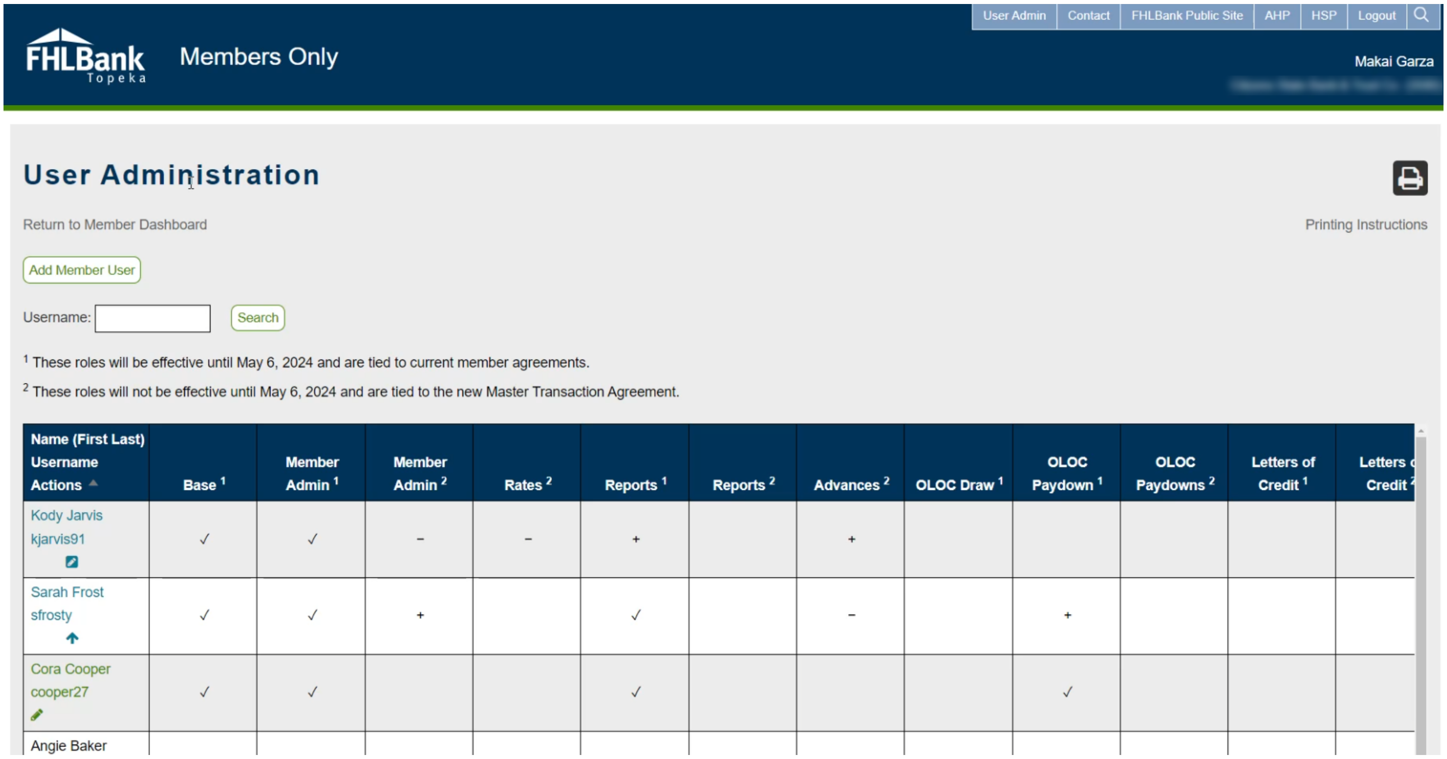
Note: The Member Admin role may be assigned to other Member Users by the Member Administrators. This role grants the authority to update the roles of all Member Users (via the dual approval process). Please assign this role judiciously.

Member User Management for Member Administrators

Member Administrators will manage Member User accounts on the User Administration page (shown below) which can be accessed from the User Admin banner at the top of the Members Only screen.

1. On the User Administration page, Member Administrators can:
    a. View current Member User accounts and roles,
    b. Add Member User accounts,
    c. Modify Member User accounts **(pencil/edit icon)**,
    d. Delete Member User accounts **(trash can/delete icon),**

e. Cancel previously submitted Member User account requests **(pencil in box/pending review icon),** and
f. Approve or reject submitted Member User account requests **(pencil in box/pending review icon)**.



During the transition period, roles are listed with either a '1' or '2' identifier. Roles with a '1' are roles that are effective in Members Only today. Roles with a '2' are roles that will become effective with the new MTA. All Member User accounts are required to be reviewed to ensure current and future roles are appropriately assigned. As part of this review of each Member User, please acknowledge the review by selecting the 'Submit Request' button, which will trigger the required approval (or rejection) by a second Member Administrator to complete the review process. If this process is not completed for any particular Member User before May 6, 2024, that Member User will not have their roles/authorizations activated and available from that day forward until this task is completed.

NAVIGATING THE USER ADMINISTRATION PAGE

The following are some tips for navigating the User Administration Page:

1. Hovering over each role name on the User Administration page, shown above, (or on the Administration Form, shown below) will provide the role description.
2. Hovering over each action icon in the first column of the Member User grid will provide the applicable action description.
3. The Member User grid can be sorted by any column.
4. The Member User grid can be scrolled both vertically and horizontally.
5. The number of rows in the Member User grid can be updated.
6. If you have more Member Users than are displayed on the page, use the page numbers (bottom right) to move to other pages.
7. You can search for a Member User by Username at the top of the page.
8. Action icon meanings (in first column of grid):
   a. Pencil icon indicates the Member User account can be edited.
   b. Pencil in box icon indicates the Member User account has a pending request.
   c. Up arrow icon indicates the Member User account has a pending FHLBank review (FHLBank must review all Member User account requests to add a Member Admin role).

    d. Trash can icon indicates the Member User account can be deleted.
9. If the Name field is in blue font, a Member Administrator has requested changes to that Member User.
    a. If any role column has a plus sign (+), a request to add that role was submitted.
    b. If any role column has a minus sign (-), a request to remove that role was submitted.
    c. If any role column has a checkmark (✓), no change was requested for that role.
    d. If a name change was submitted, the current name will be displayed on the User Administration page and the updated name will be displayed on the Member User's Administration Form.
    e. If an email address was updated, the updated email will be displayed on the Member User's Administration Form.
10. If the Name field is in green font, the Member User has not yet been submitted and approved for the first time. *A Member Administrator needs to complete this step for all Member Users before May 3, 2024, to prevent any interruption in roles/authorizations for the Member User.*
11. When the User Administration page is accessed, the default sort order of Member Users is: (1) Member Users in blue font at the top (alphabetical order by first name), (2) Member Users in green font (alphabetical order by first name) and (3) all other Member Users in black font (alphabetical order by first name).

CREATING A NEW MEMBER USER ACCOUNT

Every member of your team authorized to do transactions with FHLBank will require a Members Only account once the MTA goes live on May 6, 2024, even if they are only conducting transactions by phone or on an infrequent basis. Please begin adding Members Only user accounts now.

Note: Per the MTA, your institution agrees that no group or shared user IDs or passwords will be issued and that each Member User shall not share user IDs or passwords with anyone.

To add a new Member User:

1. Click on the 'Add Member User' button near the top of the User Administration page. This will take you to the Member User's Administration Form (shown below).
2. On the Administration Form, enter the following information:
    a. Username – *If a username is already in use by any institution, an error message will appear requesting a new username be selected.*
    b. First Name (include middle name if part of or is the individual's preferred name)
    c. Last Name (include suffix, such as Jr., Sr. or III, when applicable)
    d. Email Address
3. Select the role(s)* to be assigned to this Member User (see further description of roles below).
4. Click the 'Submit Request' button.

Submitting the request will return the Member Administrator to the User Administration page. At the same time, a notification will be sent to all Member Administrators requesting approval of the submitted request.

- If a Member Administrator approves the request, the changes will be implemented in Members Only and the Member User will be notified via email that their account has been changed.
- If a Member Administrator rejects the request, notification of the rejection will be sent to all Member Administrators.

** Note: The Member Admin role may be assigned to other Member Users by the Member Administrators. This role grants the authority to update the roles of all Member Users (via the dual approval process). Please assign this role judiciously.*

Administration Form page:

User Admin | Contact | FHLBank Public Site | AHP | HSP | Logout

FHLBank Topeka Members Only

Katie Mize

Administration Form

Return to User Administration

Cust Id* 5392

Username*

First Name*

Last Name*

Email Address*

[1] These roles will be effective until May 6, 2024 and are tied to current member agreements.

[2] These roles will not be effective until May 6, 2024 and are tied to the new Master Transaction Agreement.

Other

- ☐ Base [1]
- ☐ Member Admin [1]
- ☐ Member Admin [2] ***required to have at least 2 member admins at all times***
- ☐ Rates [2]
- ☐ Reports [1]
- ☐ Reports [2]

Products

- ☐ Advances [2]
- ☐ OLOC Draw [1]
- ☐ OLOC Paydown [1]
- ☐ OLOC Paydowns [2]
- ☐ Letters of Credit [1]
- ☐ Letters of Credit [2]
- ☐ OND Transactions [1]
- ☐ OND Transactions [2]
- ☐ AHP/HSP [1]
- ☐ AHP/HSP [2]

Collateral/Safekeeping

- ☐ QCD Data Entry [1]
- ☐ QCD Data Entry [2]
- ☐ QCD Approver [1]
- ☐ QCD Approver [2]
- ☐ Collateral Pledge & Release [2]
- ☐ Joint Custody Pledge & Release [2]
- ☐ Security Transactions [2]
- ☐ Security Transfer Verification [2]

Wires - *Please allow 1 business day for any changes to a Wires role to be processed. PINs are then sent via USPS.*

- ☐ Outgoing Wires - Initiate [2]
- ☐ Outgoing Wires - Verify [2]

Submit Request

Below is a listing of all Member User roles along with their descriptions:

[1] These roles will be effective until May 6, 2024 and are tied to current member agreements.

[2] These roles will not be effective until May 6, 2024 and are tied to the new Master Transaction Agreement.

Base[1] – Required for all Member Users.

Member Admin[1] – Provides authority to create, edit and delete users. *During our transition period, to complete any changes to Member User accounts, at least two Member Users will need to have this role. If you only have one, please stop and see step one on page nine.*

Member Admin[2] – Provides authority to create, edit and delete users. *Each institution is required to have at least two Member Users with this role assigned at all times, three are highly recommended.*

Rates[2] – Provides access to FHLBank Topeka rates.

Reports[1] – Provides access to view and download reports.

Reports[2] – Provides access to view and download reports.

Advances[2] – Provides authority to request term advance and overnight line of credit (OLOC) transactions. This role also provides authority to request capital stock redemption, exchange and cash-in-lieu transactions as well as approve AHP/HSP projects.

OLOC Draw[1] – Provides authority to request draws on overnight line of credit (OLOC). *This role is being replaced by Advances[2].*

OLOC Paydown[1] – Provides authority to request online paydowns on overnight line of credit (OLOC).

OLOC Paydowns[2] – Provides authority to request online paydowns on overnight line of credit (OLOC).

Letters of Credit[1] – Provides authority to request letter of credit transactions.

Letters of Credit[2] – Provides authority to request letter of credit transactions.

OND Transactions[1] – Provides authority to request online overnight deposit transfers.

OND Transactions[2] – Provides authority to request online overnight deposit transfers.

AHP/HSP[1] – Provides authority to access AHP/HSP Online and complete all activities required to participate in the Housing and Community Development programs.

AHP/HSP[2] – Provides authority to access AHP/HSP Online and complete all activities required to participate in the Housing and Community Development programs.

QCD Data Entry[1] – Provides authority to enter data on the Qualifying Collateral Determination (QCD) form.

QCD Data Entry[2] – Provides authority to enter data on the Qualifying Collateral Determination (QCD) form.

QCD Approver[1] – Provides authority to approve the QCD form after a user with QCD Data Entry role submits the form.

QCD Approver[2] – Provides authority to approve the QCD form after a user with QCD Data Entry role submits the form.

Collateral Pledge & Release[2] – Provides authority to pledge and release securities, loans and cash.

Joint Custody Pledge & Release[2] – Provides authority to pledge and release securities to third-party entities.

Security Transactions[2] – Provides authority to provide instructions for the settlement of securities held in safekeeping.

Security Transfer Verification[2] **–** Provides authority to verify free-delivery instructions for held securities being delivered out.

Outgoing Wires – Initiate[2] **–** Provides authority to initiate outgoing wires. *Please allow additional time for this role to be processed. After processing, PINS are sent via USPS.*

Outgoing Wires – Verify[2] **–** Provides authority to verify outgoing wires. *Please allow additional time for this role to be processed. After processing, PINS are sent via USPS.*

Note: During the transition period, the roles highlighted in grey above can only be assigned if the currently associated member agreement has been submitted via hard copy form for the individual. The roles highlighted in blue above will be automatically assigned if the currently associated member agreement has been submitted via hard copy form for the individual.

UPDATING AN EXISTING MEMBER USER ACCOUNT

There are multiple reasons a Member User's account may need to be updated from time to time, including name, email and/or role changes.

To update a Member User's account:

1. Access the User Administrator page by clicking on the 'User Admin' banner at the top of the screen.
2. Locate the Member User (first column) whose account needs to be updated.
3. Click the pencil icon in the first column to edit the Member User's account. This will take you to the Administration Form (shown above) for that Member User.
4. On the Administration Form, make any necessary edits (add roles, remove roles, update Member User information, etc.). Note: Username cannot be updated.
5. Click the 'Submit Request' button.

Submitting the request will return the Member Administrator to the User Administration page. At the same time, a notification will be emailed to all Member Administrators requesting approval of the submitted request.

- If a Member Administrator approves the request, the changes will be implemented in Members Only and the Member User will be notified via email that their account has been changed.
- If a Member Administrator rejects the request, notification of the rejection will be sent to all Member Administrators.

** Note: The Member Admin role may be assigned to other Member Users by the Member Administrators. This role grants the authority to update the roles of all Member Users (via the dual approval process). Please assign this role judiciously.*

DELETING AN EXISTING MEMBER USER ACCOUNT

As employees change roles or leave your institution, it may be necessary to remove their access to Members Only.

To delete a Member User account:

1. Access the User Administration page by clicking on the 'User Admin' banner at the top of the screen.
2. Locate the Member User (first column) whose account needs to be deleted.
   a. If the Member User's Name field is in green font, the Member User has not yet been submitted and approved for the first time. This step will need to be completed prior to processing the deletion.
   b. If the Member User's Name field is in black font, proceed with step three.
3. Click on the trash can icon in the first column to delete the Member User account.
4. Select 'Yes' in the confirmation box if the Member User account should be deleted.

At the same time, a notification will be emailed to all Member Administrators requesting approval of the submitted request.

- If a Member Administrator approves the request, the Member User account will be deleted from Members Only and the individual will be notified via email that their account has been deleted.
- If a Member Administrator rejects the request, notification of the rejection will be sent to all Member Administrators.

CANCELLING A REQUEST (add, modify, delete)

If the Member Administrator who submitted a request determines they need to cancel the request, this may be completed as long as a second Member Administrator has not yet approved or rejected the request.

To cancel a request to update a Member User account:

1. Access the User Administration page by clicking on the 'User Admin' banner at the top of the screen.
2. Locate the Member User (first column) whose account update request needs to be cancelled.
3. Click the pencil in box icon in the first column for the applicable Member User.
4. On the Administration Form, select 'Cancel Request' at the bottom of the page.

At the same time, a notification will be emailed to all Member Administrators notifying them of the cancelled request.

APPROVING OR DENYING A REQUEST (add, modify, delete)

While all Member Administrators will receive add, modify, and delete notifications, only the Member Administrator(s) who did not submit the request will have the option on the Administration Form to approve or deny the request. The Member Administrator who submitted the request will instead have the option to cancel the request. *All requests expire in 5 business days, so it is important that Member Administrators not delay their review.*

To approve or deny a request:

1. Access the User Administration page by clicking on the 'User Admin' banner at the top of the screen.
2. Locate the Member User (first column) that had a change request (all pending requests will be in blue font).
3. Review the row to see what role changes have been requested for that Member User (roles added are designated with a plus sign, roles removed are designated with a minus sign and roles unchanged are designated with a checkmark). Also note the Member User's name.
4. Click the pencil in box icon in the first column. This will take you to the Administration Form for that Member User.
5. On the Administration Form, review the Member User's name and email for accuracy as these fields may have been updated.
6. If the submitted request is to delete the Member User account, a message indicating as such will display at the bottom of the screen (as shown below).
7. If you agree with ALL requested change(s), select the 'Approve Request' button at the bottom of the page.
8. If you do not agree with ALL requested change(s), select the 'Reject Request' button at the bottom of the page.

At the same time, a notification will be emailed to all Member Administrators notifying them of the approval or rejection.

- If a Member Administrator approves the request, the changes will be implemented in Members Only and the Member User will be notified via email that their account has been changed.
- If a Member Administrator rejects the request, notification of the rejection will be sent to all Member Administrators.

Member Administrator To-Do List

We would like to help make this transition process as easy as possible, so we have provided a simple to-do list to get you started. Thank you for helping us make this digital transformation possible.

1. Review Member Users with the Member Admin[1] role assigned and ensure you have more than one.
   a. If yes, proceed to step 2.
   b. If no, in order to proceed, your institution may need to request to have a second Member Administrator added. This process now requires at least two Member Administrators so that all changes can be reviewed and approved/denied by a different Member Administrator than submitted the change.
      - If your institution recently signed the MTA, please wait a couple days for processing and then try again to see if all assigned Member Administrators have been set up with the assigned Member Admin role. Please do not attempt to add the Member Administrator role in Members Only at this point.
      - If your institution has not yet submitted the MTA, you can add a second Member Administrator by completing and submitting our Members Only Administrator Setup Form. Please do not attempt to add the Member Administrator role in Members Only at this point.
2. Review each Member User at your institution.
   a. If the Name field is in green font, the Member User has not yet been submitted and approved for the first time. *A Member Administrator needs to complete this step for all Member Users before May 3, 2024, to prevent any interruption in roles/authorizations for the Member User.*
   b. Is this Member User still with your institution? Has this person changed jobs at your institution and no longer in a position where they need this authority?
      - If access to Members Only and FHLBank transactional authority is no longer necessary for a Member User, submit a request to delete the account.
   c. Is the Member User's name and email address up-to-date?
      - If not, make any necessary updates.
   d. What are this Member User's current Members Only roles? Should they continue to have these roles?
      - If the Member User currently has a role (designated with a 1) and should continue to have the role, check the applicable new role (designated with a 2). If not, do not check the applicable new role. Below is a table of current roles and the associated new roles.

Current Role	New Role
Base[1]	None – included by default
Member Admin[1]	Member Admin[2]
Reports[1]	Reports[2]
OLOC Draw[1]	Advances[2] (authority to issue all types of advances)
OLOC Paydown[1]	OLOC Paydowns[2]
Letters of Credit[1]	Letters of Credit[2]
AHP/HSP[1]	AHP/HSP[2]
QCD Data Entry[1]	QCD Data Entry[2]
QCD Approver[1]	QCD Approver[2]

   e. What are this Member User's current transactional authorities that were previously assigned by a member resolution or agreement? Should they continue to have these roles?
      - These roles did not all previously exist in Members Only and were previously authorized via a hard copy member resolution or agreement.
      - Our annual agreements review email was distributed to each member's President contact last fall. (If you need a more recent listing of authorizations, please contact our Product Administration team at fhlb_prodadmin@fhlbtopeka.com.) You can compare this list with the User Administration page to help determine what new roles may need to be assigned and/or what new Member User accounts may need to be created.

- Below is a table of these roles:

Current Resolution/Agreement	New Role
Credit Resolution, Credit Authorization	Advances[2], Letters of Credit[2], Collateral Pledge & Release[2], QCD Approver[2]
AHP/HSP Authorization	AHP/HSP[2]
Wire Transfer Authorization	Outgoing Wires - Initiate[2], Outgoing Wires - Verify[2]
Institutional Custody Authorization Form	Joint Custody Pledge & Release[2], Security Transactions[2], Security Transfer Verfication[2]

f. Are there any roles not assigned to the Member User that should be assigned?
   - Review the User Administration page for each Member User to ensure all appropriate roles have been applied or requested.

3. Review other staff at your institution who should have authority to do business with FHLBank Topeka, but that do not currently have a Member User account.
   a. Add new Member User account(s) as necessary.
      - Even if only conducting transactions by phone or on an infrequent basis, individuals are required to have a Members Only account once the MTA goes live on May 6, 2024.
4. Continue to update and maintain your institution's Member User accounts.
   a. On a regular and ongoing basis, Member Administrators should review and make any necessary updates to names, emails, roles/authorities to ensure all appropriate changes are reflected.
5. Contact our Product Administration team with any questions.
   a. You may reach us by phone at 800.809.2733 or email at fhlb_prodadmin@fhlbtopeka.com.