THE CONFERENCE OF STATE BANK SUPERVISORS

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CSBS Regulator RiSE Portal

Record Keeper User Guide

Sept. 8, 2025

Contents

RiSE Portal Roles, Access, and Best Practices

Role of the Record Keeper

The record keeper is granted access to the CSBS RiSE portal to make updates to our CRM on behalf of your agency. This portal allows record keepers to manage your agency's data, including:

- Basic agency info — name, address, website, phone, and fax.
- These updates are communicated across CSBS systems.
- State chartered banks and contacts for the bank membership campaign.
- Agency staff roster and contact information that's used for the directory and CSBS communications.
- Primary contacts based on role or expertise that should be listed in the online and printed versions of the annual membership directory.

CSBS provides each agency copies of the printed version and access to the digital State Agency Directory. The directory is designed to display names identified by your agency as primary contacts based on their role (commissioner, assistant, chief of staff, etc.) or their specialty (mortgage contact, legal contact, media contact, etc.). CSBS also use the contact information for our distribution lists and mailings. As far as timing of updates, we request that each agency update their basic info as changes occur, bank info ahead of the membership campaign (Q4), and agency roster/contacts information in preparation for the development of the annual directory (Q2). Member Relations will send reminder emails to the record keepers ahead of each initiative to request these tasks are completed.

Note that every commissioner by default is granted access as a record keeper to have access to your agency's information and to view their current bank members.

How to Request Access for a New Record Keeper

Record keeper assignments and access to the Regulator RiSE site requires authorization from agency leadership. To request access for a record keeper, complete this form.

Additional Assistance

If you need assistance or have additional questions, email member.relations@csbs.org.

Accessing the Regulator RiSE Portal and Resetting Your Password

- Click here or visit https://portal.csbs.org to access the Regulator RiSE Portal.
- To reset password, click forgot password to start the password recovery process. You will receive an email with a link to change your password. Your new password must be at least 10 alpha/numeric characters.
- For your convenience, you can now access the Regulator RiSE portal through the CSBS OKTA portal. Note that the tile is now available but will not save your credentials at this time.

Data Entry Best Practices

- As you review the list, do not overwrite an individual in the portal by swapping names/email addresses in a profile. Each profile holds information that is attached to that specific individual. When an individual needs to be deleted/removed, we ask that you follow the steps to remove that individual, as well as following the steps to add the new individual. If you make someone inactive, CSBS will verify any changes monthly and the contact will appear as inactive until that review is complete.
- Each financial institution must only have ONE point of contact. There can be multiple employees but only one point of contact. The point of contact should be the individual who should receive membership solicitation. This could be the President and CEO, Accounts Payable, CFO, etc.
- Include/insert a prefix (Mr., Ms., Mrs., etc.) for each individual profile. We use this field when we merge documents for membership solicitation.
- Do not type in ALL CAPS (unless the financial institution's name is legally in all caps). As mentioned above, we use these fields to merge documents for membership solicitations.
- Banks that have asked us to not solicit them, or if the banking department has asked CSBS to not solicit a specific institution, will show up in the list of banks with the status of SUSPENDED or S in the last column next to the institution. Banks and financial institutions that are active will show up and have an A in the status column. If you see an institution with a status of SUSPENDED (S) and would like to make them ACTIVE again, please reach out to CSBS Membership staff and we can make that change.
- If you have the email address for financial institution staff, please be sure to add that information to each member's profile.

Roster Tab

View State Agency Roster

1. Log into your account.
2. Click the **Continue** button on the home page.
3. Check that the **Roster** tab is selected. The Roster tab will display by default when you enter the portal.

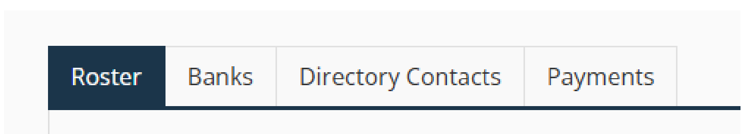

Figure 1: RiSE Portal Tabs

View and Edit Department Information

1. On the agency page, you will see your **department's name** listed. If the name has been changed or needs to be updated, email member.relations@csbs.org.

   Note: To maintain consistency of agency names and websites across CSBS systems, we request that Record Keepers submit an email to member.relations@csbs.org and cc their commissioner for any changes to your agency's name as it appears on the RiSE site. This change will be communicated throughout CSBS's many systems for your convenience.

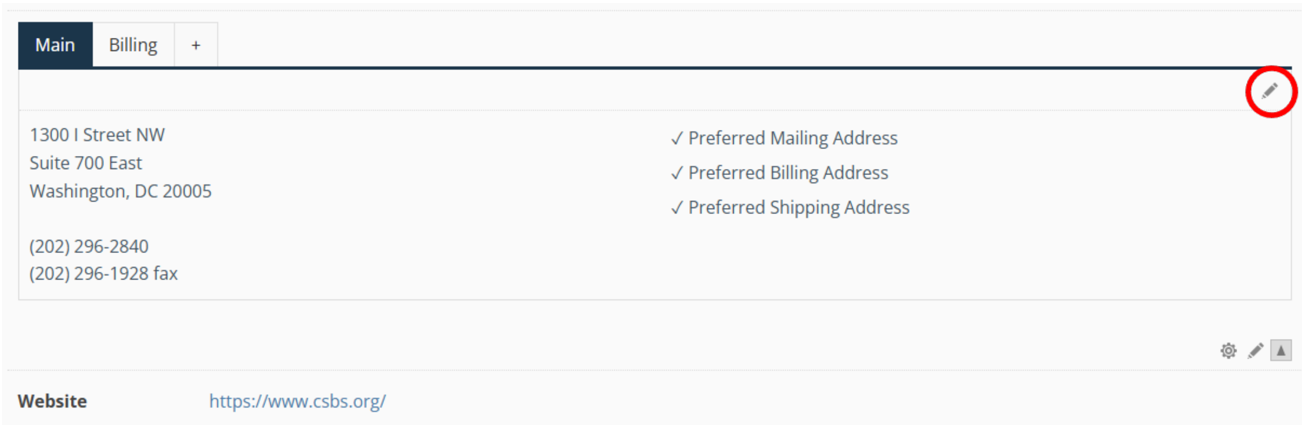

Figure 2: Edit Address Information

2. Click the pencil **Edit** icon next to **Address** and make edits to your agency information including address, phone, and fax. Here you can indicate the preferred mailing and billing address. Note your main address will be listed in the Membership Directory.
3. Click **Save** to save any changes made.
4. This page will display your **agency's commissioner or main point of contact** and full roster for your agency below the search box. To update this section, click on their profile in the full roster below.

   Note: To maintain consistency across CSBS systems, we request that Record Keepers submit an email to member.relations@csbs.org and cc their commissioner to designate a new commissioner or point of contact. This change will be communicated throughout CSBS's many systems for your convenience.

Search for Individuals on Your Roster

1. Scroll down to select the **Roster** table and search for the employee by either entering their name or viewing the roster.

Figure 3: Contact Search

View and Edit Individual Information

1. Scroll down on **Roster** tab and find the specific employee by either entering their name or viewing the roster.

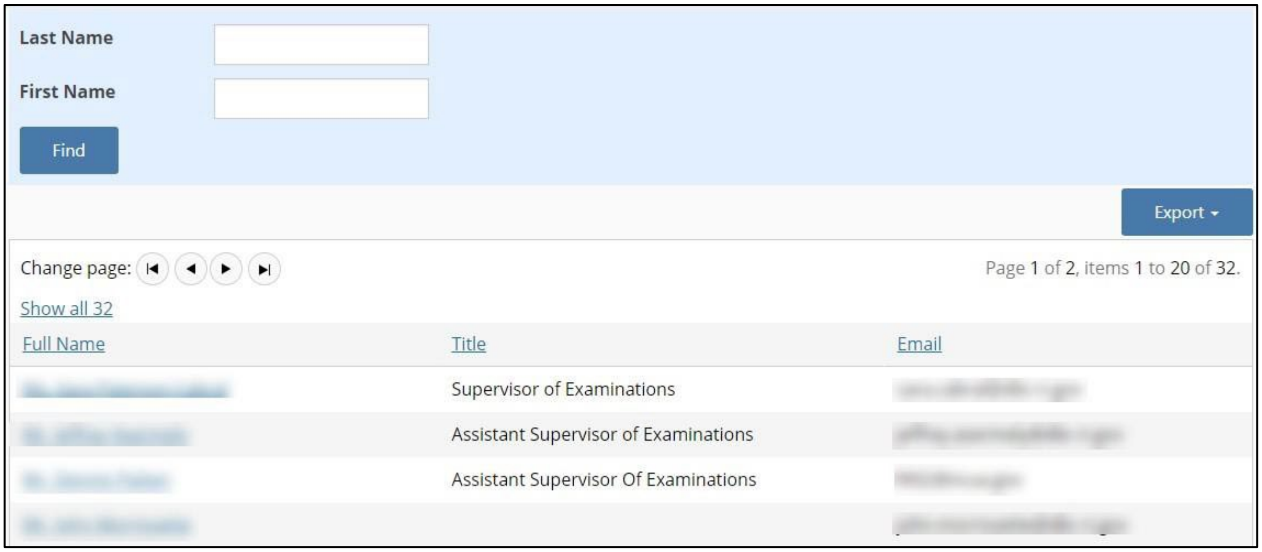

Figure 4: Employee Roster

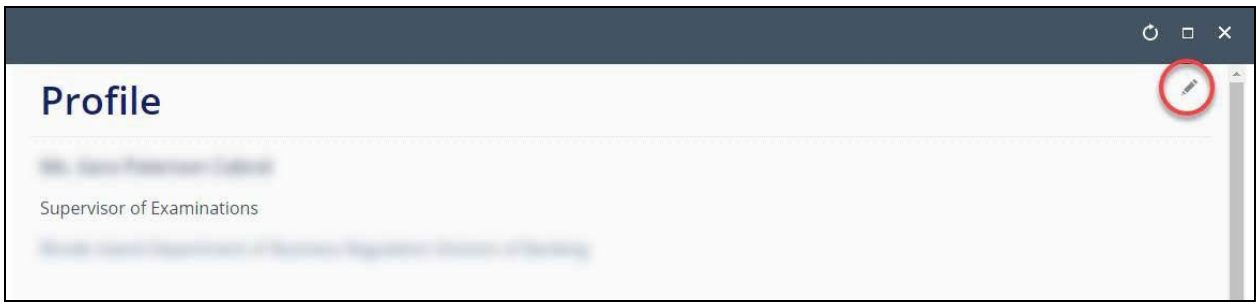

Figure 5: Individual Profile Page

2. Click on the individual's hyperlinked name to open their profile.
3. Click the **Edit** icon next to **Profile** and make the appropriate modifications to name, title, and mobile number (commissioners only).
4. Click **Save** to save any changes made.

Note: CSBS does request mobile numbers for commissioners for the purpose of executive communications only. This number will not be shared on CSBS's printed or digital directories.

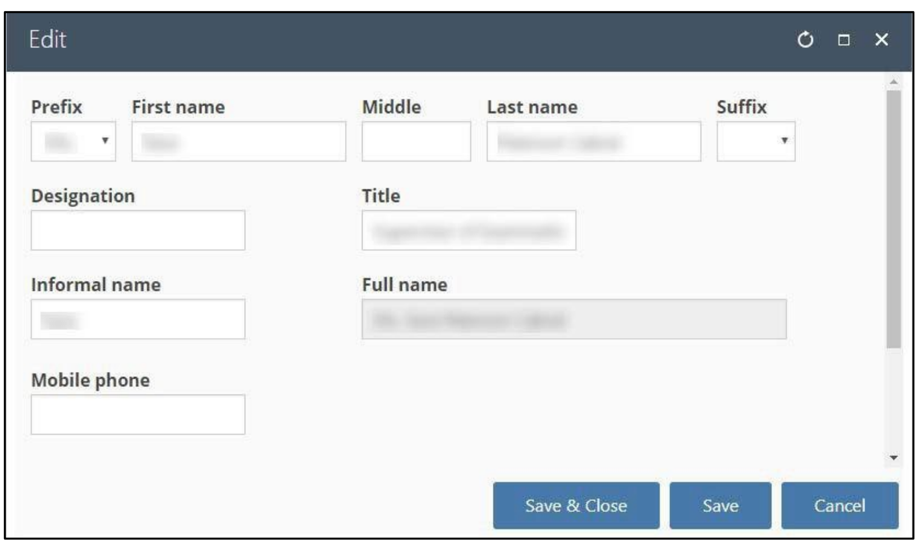

Figure 6: Individual Information Form

Add an Employee

1. To add a new employee to your roster, click the **Add Employee** button, enter their information, and save. CSBS requests their name, title, email address, and a phone number. Note that your department's main address and phone number will pre-populate in their profile. Add a direct line to the employee, if appliable.

Figure 7: Add Employee

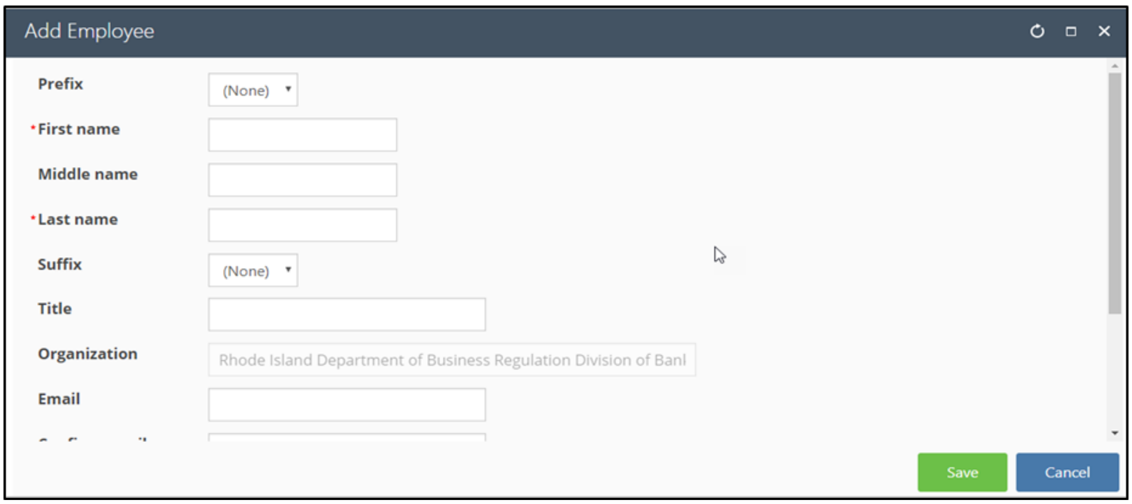

Figure 8: Add Employee Form

Remove an Employee

1. Log into your account.
2. Click the **Continue** button on the home page.
3. Scroll down to select the **Contacts** tab and find the specific employee by either entering their name or viewing the roster.
4. Click on the individual's hyperlinked name to open their profile.

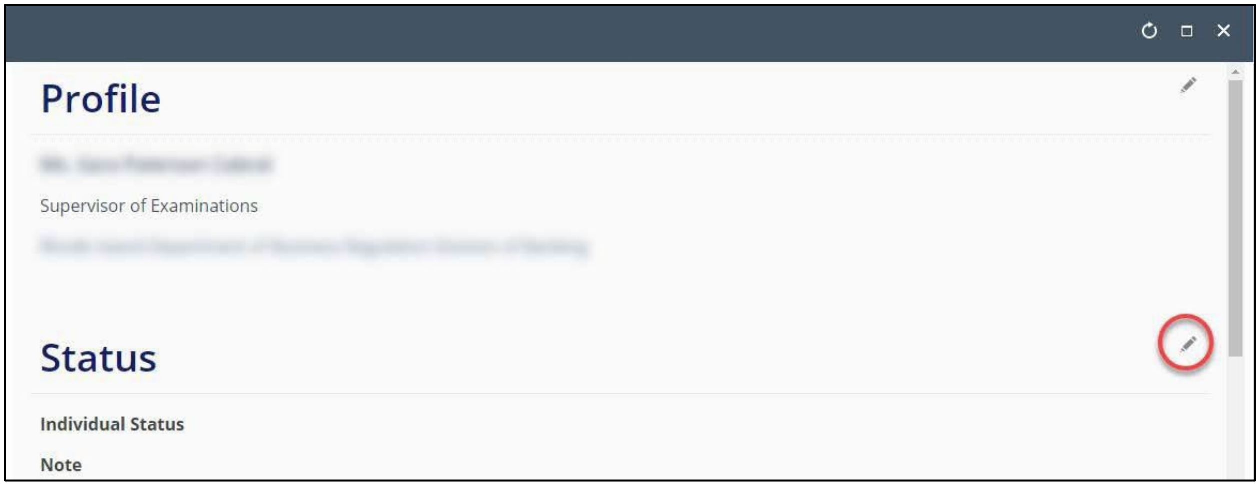

Figure 8: Individual Profile

5. Click the **Edit** icon next to **Individual Status** and change their status to deceased, retired, or no longer with the company.
6. Click **Save**.

   Note: If you make someone inactive, CSBS will verify any changes monthly and the contact will appear as inactive until that review is complete.

Figure 9: Individual Status

Export Data from Department

1. Scroll down to select the roster and click the **Export** button.
2. Select your file type from the dropdown.

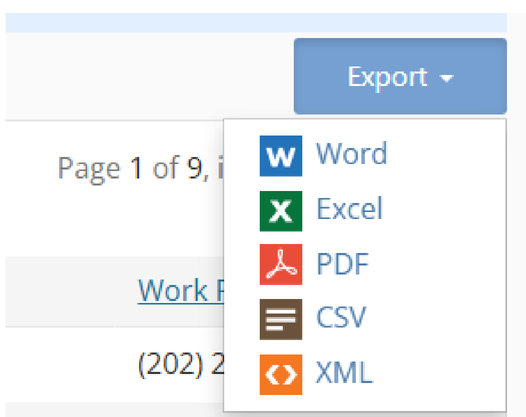

Figure 10: Export Data

Banks Tab

View Roster of State Banks

1. Click the **Banks** tab.
2. Scroll down to view the bank roster.

View Current Bank Members

1. Click the **Banks** tab.
2. The right-most column **2025MB** shows if a bank is a current CSBS bank member.
    - Note you may need to scroll to the right to view the column if it is not displayed
3. Click on the column header to sort alphabetically by status. Click again to sort in reverse alphabetical order for member banks to appear at the top of the list.

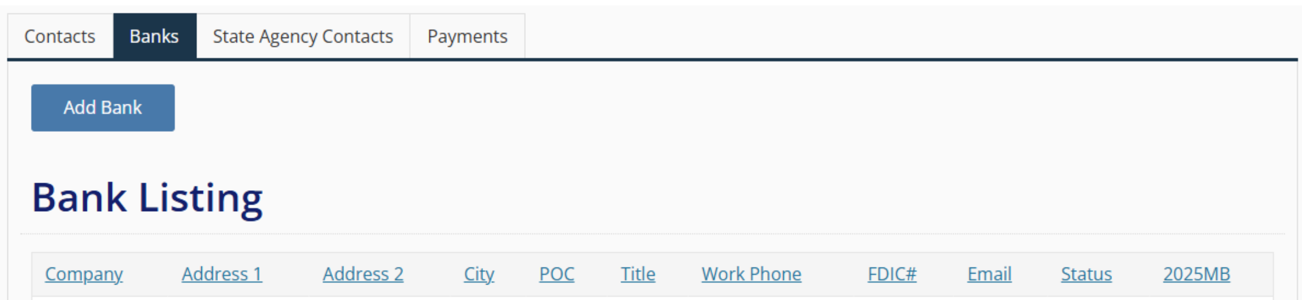

Figure 11: Bank Listing

Add a Bank POC

Reminder: Each financial institution must only have <u>ONE</u> point of contact. There can be multiple employees but only one point of contact. The point of contact should be the individual who should receive membership solicitation.

1. Scroll down to select the **Banks** tab and find the specific bank by searching for their city or company name, or by viewing the roster.
2. Click on the bank's hyperlinked name to open their profile.
3. Scroll down to select the **Contacts** tab.

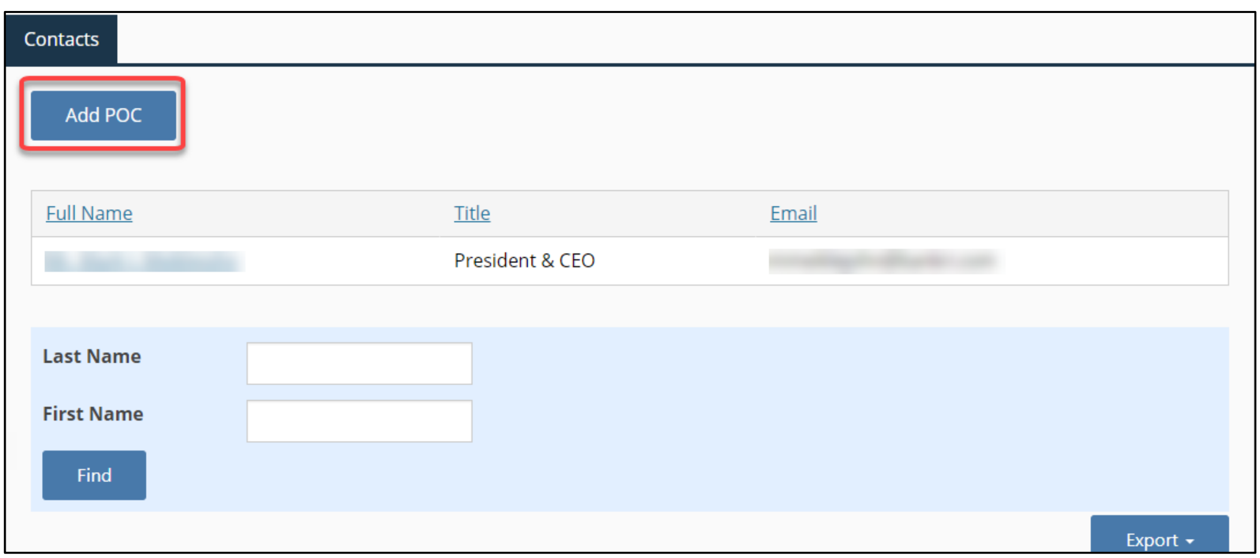

Figure 12: Add Bank POC

4. Click the **Add POC** button
5. Enter POC data and click **Save.**
6. Click the **Close** button to return to the roster.

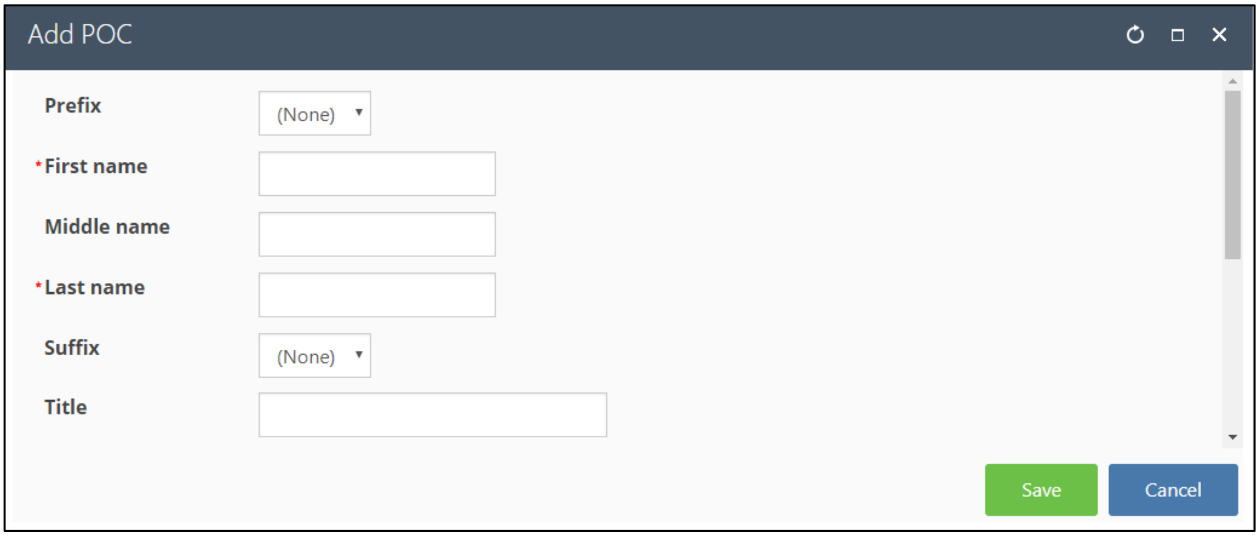

Figure 13: Add POC Form

View and Edit Bank Information

1. Scroll down to select the **Banks** tab and find the specific bank by searching for their city or company name, or by viewing the roster.
2. Click on the bank's hyperlinked name to open their profile.
3. Click the **Edit** icon next to the bank listing and make the appropriate changes.

Add a Bank

1. Scroll down to select the **Banks** tab.
2. Click the **Add Bank** button.

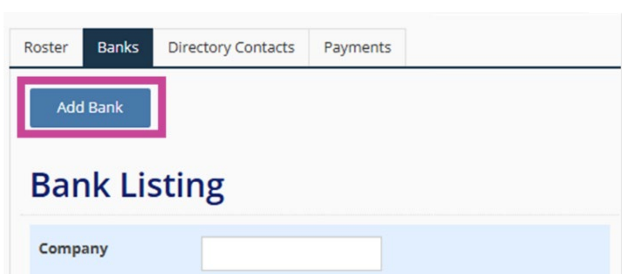

Figure 14: Add Bank

3. Add the bank information.
4. Click **Save**.
5. Click the **Close** button to return to the roster.

Remove or Delete a Bank

1. Select the **Banks** tab and find the specific bank by either entering their name or

viewing the roster.
2. Click on the bank's hyperlinked name to open their profile.
3. Click the **Edit** icon next to **Bank Status** and change their status to Do Not Solicit, Failed, or Merged.
4. Click **Save.**

Figure 15: Bank Status

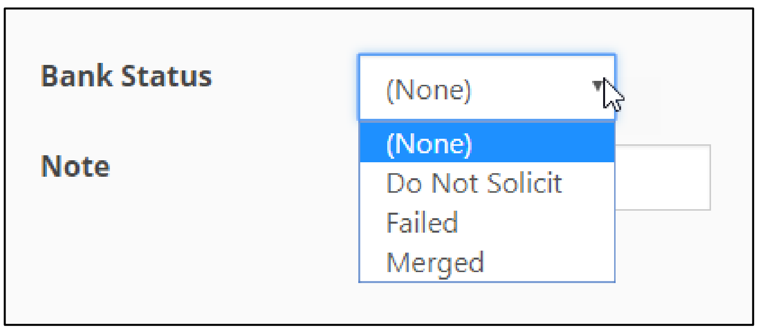

Figure 16: Bank Status Form

Export Data from Banking Institution

1. Select the **Banks** tab and find the specific bank by searching for their city or company name, or by viewing the roster.

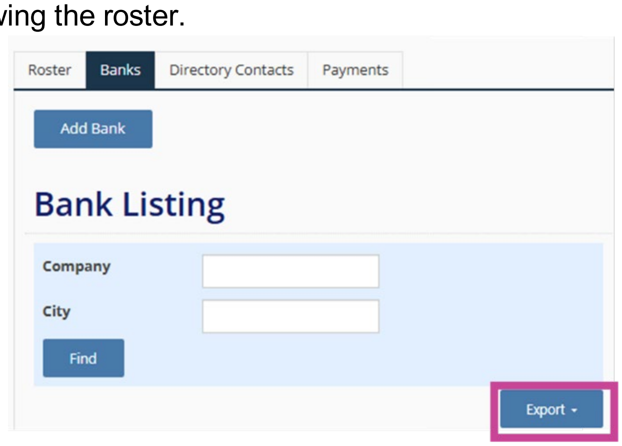

Figure 17: Bank Search

2. Click on the bank's hyperlinked name to open their profile.
3. Scroll down to select the **Contacts** tab.

4. Click the **Export** button.
5. Select your file type from the dropdown.

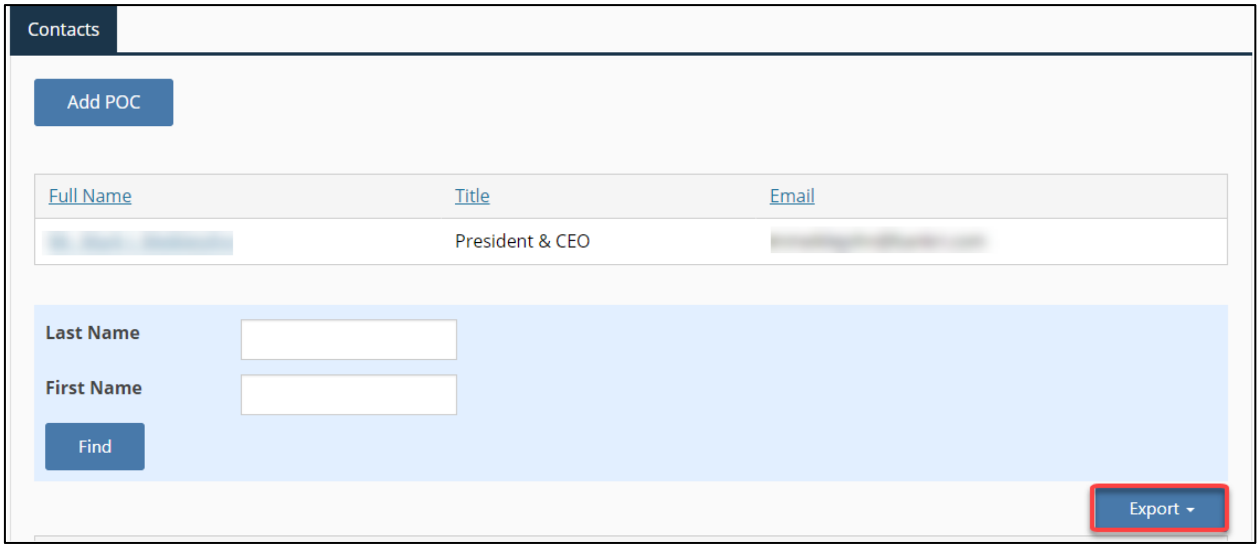

Figure 18: Bank Export

Directory Contacts Tab

About Directory Contacts

The **Directory Contacts** tab is the data source for the printed and digital [CSBS State Agency Directory](). The relationships designated in the RiSE portal determine who appears in the directory and how they are classified.

Add CSBS Relationship

You can add a relationship assigned to a member of your agency that appears on the Agency Staff list on the CSBS.org website and the printed version of the membership directory. See below for the list of Relationship types.

1. Click the **Directory Contacts** tab.
2. Click on the icon. This window appears:

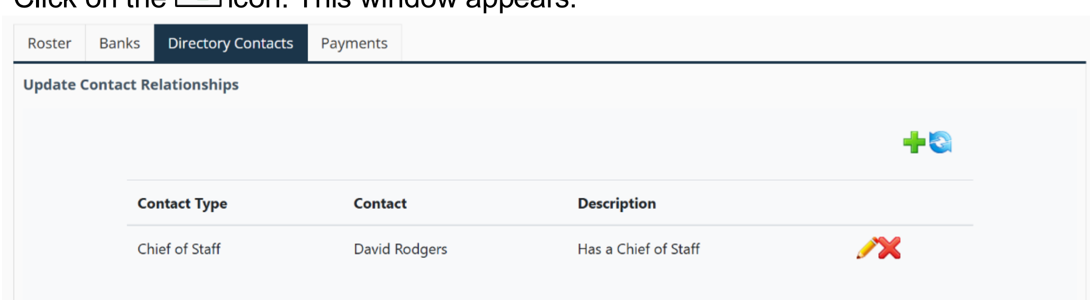

Figure 19: Update Contact Relationships

Note: The Directory Contacts tab is only available to SysAdmins in iMIS.

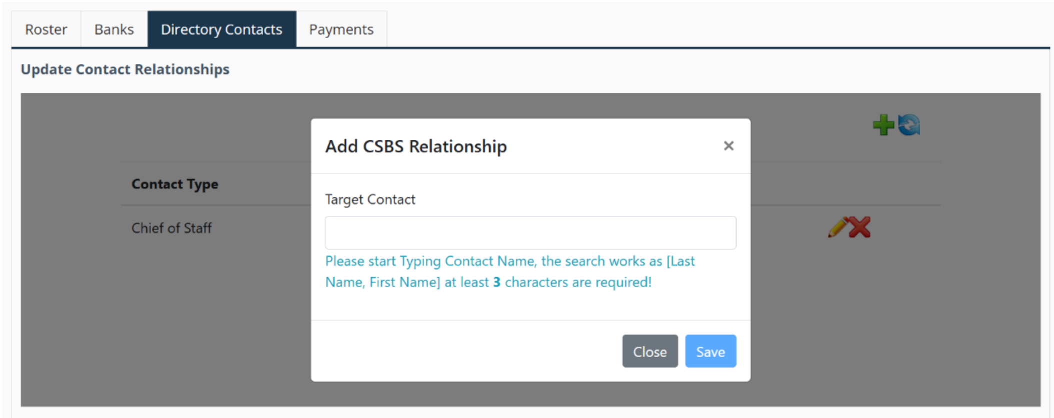

Figure 20: Add CSBS Relationship

3. Start typing in the last name of the user and a dropdown of matching names appears. **NOTE:** Only staff from the state banking department appear in the dropdown list.

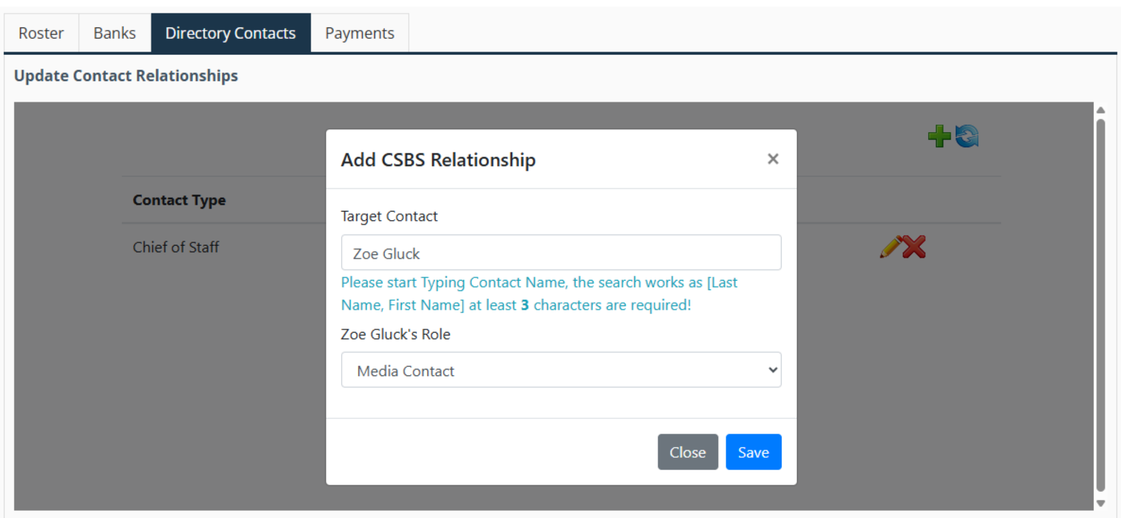

Figure 21: Select Relationship Type

4. Select the desired person.
5. Select the role from the dropdown list.
6. Click **Save.**
7. Click **Close.**

Edit CSBS Relationships

You can edit the relationship assigned to a member of your agency that appears on the Agency Staff list on the CSBS.org website and in the printed version of the membership directory. See page 12 for the list of Relationship types.

1. Click the **Directory Contacts** tab.
   NOTE: The State Agency Contacts tab is only available to SysAdmins in iMIS.
2. Click the  icon.
3. Select the desired **Contact Type.**
4. Click **Save.**
5. Click **Close.**

NOTE: You can click on the X icon to delete the relationship.

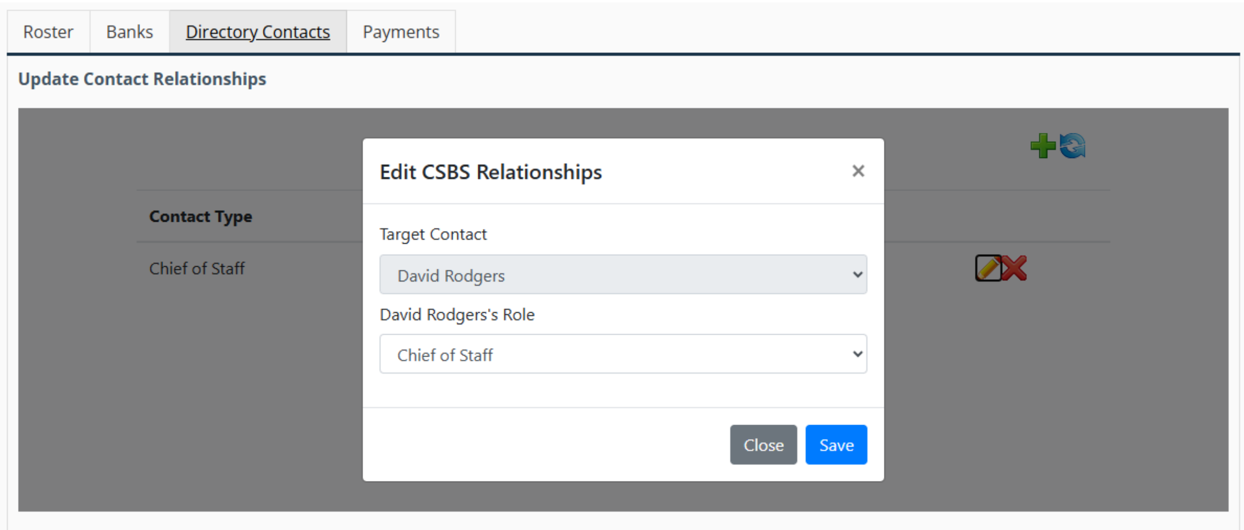

Figure 22: Edit CSBS Relationships

Relationship Types

Applications Contact
Chief Examiner
Chief Administrator
Chief of Staff
Commissioner's Assistant
Commissioner
Compliance Contact
Consumer Affairs Contact
Deputy Commissioner
Director
Division Manager
Enforcement Contact
General Counsel
Innovation Contact
Interstate Contact
International Contact
IT Contact
Legal Contact
Legislative Contact
Licensing Contact
Media Contact
Money Transmitter Contact
Mortgage Contact
Non-depository Contact
Review Examiner Contact
Trust Contact
Training Contact