



Launch FAQs

When is InfoSight 360 launching?

March 31, 2025

Will there be any system downtime?

Yes, the CU PolicyPro/RecoveryPro system will be unavailable from March 26 to March 30, 2025, as we prepare for the transition to InfoSight360. Our client support team (360support@infosight360.com) will remain fully operational and available to assist you with any questions or concerns during the system downtime.

Why are the products being combined?

While all three products serve a unique purpose, the information in each complements the others and topics often overlap. The new system will allow for better integration of our products along with a single sign on, bringing compliance information, operational tools, resources, and your credit union's own policies, procedures, and business continuity plan all in one place!

Will I have separate logins for InfoSight, CU PolicyPro, and RecoveryPro?

No. The combined product will have a single sign on to access all products.

Will I have to login to a new site/URL?

Yes. Each credit union will have a unique URL which will be different than the current URLs currently used for InfoSight or CU PolicyPro/RecoveryPro. For a time after the product launch, the old URLs will redirect to your new InfoSight360 URL. We also have a client look up tool on our website to assist.

Will my login credentials change?

It depends. CU PolicyPro/RecoveryPro users will continue to use their existing login credentials. Users who only have an InfoSight login will need to use the "Reset Password" option to create a new password and activate their profile in the new system. If you're unsure whether you have a login or if you've forgotten your password, try using the "Reset Password" option or contact support for assistance at 360Support@InfoSight360.com.

What if my credit union does not subscribe to all three products?

All credit unions will be upgraded to the new platform regardless of which products they currently subscribe or utilize.

Credit unions are not required to subscribe to all three products. If you are utilizing only one or two of the products in the platform, you will still be able to see the potential resources available from the other products. Should any of this information appear beneficial, details on how to subscribe will be readily available, although there is no requirement to do so.

Note: subscription availability and pricing is dependent on league/association affiliation and asset size.

Will users have the same access rights as they did before the products combined?

Each user's current access rights will be mirrored as closely as possible when transitioned to the combined platform.

How will InfoSight users be integrated with CU PolicyPro/RecoveryPro users?

Active InfoSight profiles will automatically be added to their credit union's InfoSight360 system, with access limited to InfoSight information. InfoSight users will need to use the "Reset Password" option to activate their profile.

If additional access rights are needed, a system administrator can assign them accordingly.

What happens to my credit union's custom content from CU PolicyPro and RecoveryPro?

All content from your current CU PolicyPro and RecoveryPro system will be transferred to the new platform, including all previously published documents and uploaded files.

Will there be additional training/webinars?

Yes, there will be live and recorded webinars available as well as written documentation and FAQs to help users with the transition to the new combined platform.

What if I don't know my InfoSight360 login?

The "Reset Password" utility will be available if you need to reset your password. Our support staff is also available to help. You can contact support at 360support@infosight360.com.

Does combining the products on one platform affect pricing for each?

No. Credit unions will continue to pay the same annual subscription amount for each product.

Is InfoSight360 suitable for credit unions of all sizes?

Yes, InfoSight360 is designed to meet the needs of credit unions of varying sizes, providing scalable solutions that enhance compliance efficiency.

Does my credit union have to transition to the new system?

All credit unions will be upgraded to the new system. There is no option to stay on the old system.