



11 February 2021

Dear Manager,

As [advised by the Central Bank in October](#), we are launching a new Platform called the Central Bank of Ireland Portal ('The Portal'). The Portal will simplify how credit unions engage with the Central Bank on a range of services. As the launch date draws closer, we wanted to provide you with further information to ensure your credit union is ready to register on the Portal.

### What does my institution need to know?

The Portal registration will commence for credit unions before the end of March 2021.

Upon successful registration, credit unions will be able to:

- *View information* relating to your credit union;
- *Notify the Central Bank of changes to your credit union's information* via [Request Changes](#);
- *Communicate* with the Central Bank regarding such *changes* via *Portal Messages*.

Each credit union will need to nominate their first user who will act as the Portal Administrator. The Portal Administrator will have the ability to carry out the activities above and can also grant access to other Portal Users in the credit union to complete these activities if required. The [Portal Administrator](#) is responsible for your credit union's use of the Portal, including management of your Portal users' access and permissions.

### What does my credit union need to do now?

- Your credit union must identify the individual who will act as [Portal Administrator](#) for the credit union.
- Your credit union should also identify the individuals who will be [Portal users](#) for the credit union.

While these individuals do not need to be communicated to the Central Bank at this time, they should be requested to consult the [administration section](#) of the help pages, to familiarise themselves with the responsibilities of a Portal Administrator/ Portal User. Identifying your Portal Administrator now will help ensure your credit union is ready when the registration window opens for your sector.



### What happens next?

In March, we will send you a communication to coincide with the opening of the registration window. This communication will contain all the information you need to complete registration and to set up your credit union's Portal Administrator. We will also include links to relevant help articles to get you started. Further information is available on the Central Bank of Ireland website. If you have any questions, please contact us on [portalsupport@centralbank.ie](mailto:portalsupport@centralbank.ie)

Kind Regards,

Registry of Credit Unions

Central Bank of Ireland