Oracle FLEXCUBE Direct Banking

User Manual Core
Release 12.0.3.0.0

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Core User Manual

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1. Preface

1.1 Intended Audience

This document is intended for the following audience:

- Customers
- Partners

1.2 Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

1.3 Access to OFSS Support

https://support.us.oracle.com

1.4 Structure

This manual is organized into the following categories:

Preface gives information on the intended audience. It also describes the overall structure of the User Manual.

Transaction Host Integration Matrix provides information on host integration requirements for the transactions covered in the User Manual.

Introduction provides brief information on the overall functionality covered in the User Manual.

Chapters post Introduction are dedicated to individual transactions and its details, covered in the User Manual.

1.5 Related Information Sources

For more information on Oracle FLEXCUBE Direct Banking Release 12.0.3.0.0, refer to the following documents:

- Oracle FLEXCUBE Direct Banking Licensing Guide
- Oracle FLEXCUBE Direct Banking Installation Manuals

2. Transaction Host Integration Matrix

Legends

NH	No Host Interface Required.
★	Host Integration to be done separately
✓	Pre integrated Host interface available
✕	Pre integrated Host interface not available

Transaction Name	FLEXCUBE UBS	Third Party Host System
Login	**NH**	**NH**
Logout	**NH**	**NH**
View and Update Applications	✓	★
New Application	✓	★
Update File Status	**NH**	**NH**
View Customer Transaction	**NH**	**NH**
Workflow Configuration	**NH**	**NH**
Security Questions Maintenance	**NH**	**NH**
Mailbox	✓	★
Manage Policies	**NH**	**NH**
Create Role	**NH**	**NH**
Modify Role	**NH**	**NH**
Delete Role	**NH**	**NH**
View Role	**NH**	**NH**
Create User	**NH**	**NH**
Modify User	**NH**	**NH**
Delete User	**NH**	**NH**
Revoke User	**NH**	**NH**
Activate User	**NH**	**NH**
Deactivate User	**NH**	**NH**

Transaction Name	FLEXCUBE UBS	Third Party Host System
Lock User	**NH**	**NH**
Unlock User	**NH**	**NH**
View User	**NH**	**NH**
Reset Password	**NH**	**NH**
Terminate User Session	**NH**	**NH**
Print Welcome Letter, Passwords	**NH**	**NH**
Customer Profile	✓	★
Account Mapping Setup	✓	★
Maintain User List	**NH**	**NH**
Manage Rules	✓	★
Calendar Setup	**NH**	**NH**
Transaction Cutoff	**NH**	**NH**
Time for Deal Acceptance and Cut-off	**NH**	**NH**
Global Limit Packages	**NH**	**NH**
Alert Registration	✓	★
Forex Alert Subscription	✓	★
Entity Management	✓	★
Role Subject Mapping	**NH**	**NH**
Maintain Bulletins	**NH**	**NH**
Map Reports To Users	**NH**	**NH**
Register Report	**NH**	**NH**
Transaction Blackout	**NH**	**NH**
Transaction Password Configuration	**NH**	**NH**
Session Summary	**NH**	**NH**
Host Interface Log	**NH**	**NH**
View Audit Log	**NH**	**NH**
View System Log	**NH**	**NH**
User Logging	**NH**	**NH**

Transaction Name	FLEXCUBE UBS	Third Party Host System
Manage Application Messages	**NH**	**NH**
Configuration Properties	**NH**	**NH**
Manage Timers	**NH**	**NH**
Sitemap	**NH**	**NH**
Preferences	**NH**	**NH**
Change password	**NH**	**NH**
Request Processing	**NH**	**NH**
Transaction Status Change	**NH**	**NH**
Transaction Activities	✓	★
Payment Purpose Maintenance	✓	★
Goal Category Maintenance	✓	★

3. Introduction

The Core Module allows the Bank administrator to carry out various transactions required so as to carry out the day to day transactions by you. The core module of FLEXCUBE Direct Banking is used by the administrator to carry out the basic maintenance activity for smooth follow of transactions done by the Customers of the Bank.

A few of the transactions included in the Core module are User management, Role Maintenance, Customer Management, Cut off maintenance, Account mapping, Limits maintenance, Limits maintenance, etc.

Each transaction is explained in detail in the following manual for better understanding and smooth functioning of the application.

4. Login

This option allows you to log in to the **ORACLE FCDB** Administration application. By default, the security keyboard option is checked. This enables you to access the interface through a virtual keyboard appearing on the screen by either clicking or hovering on the keys. Alternatively, you can clear the security keyboard option and can use the keyboard**.**

To log in to Oracle FLEXCUBE Direct Banking

1. Enter the appropriate URL of the application provided in the address bar
2. The system displays the main page of the **Oracle FLEXCUBE Direct Banking** application

Oracle FLEXCUBE Direct Banking

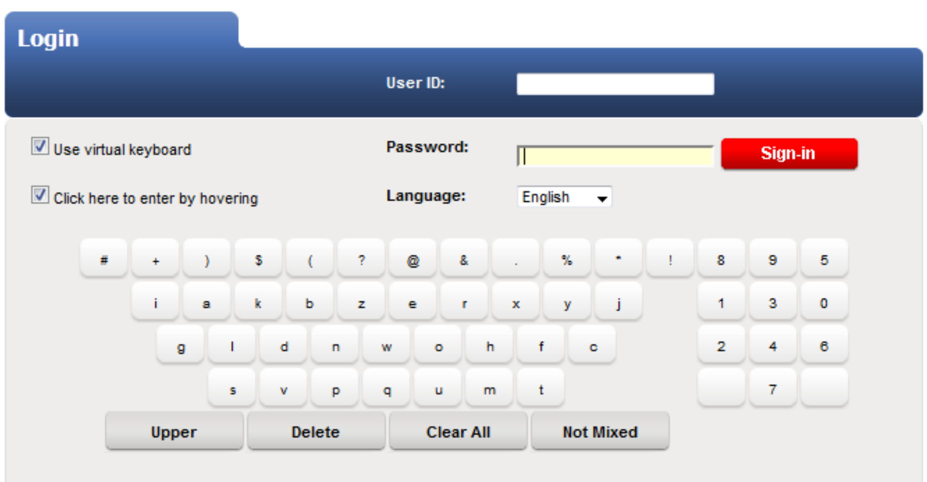
Field Description

Field Name	Description
User ID	[Mandatory, Alphanumeric, 20] Type the unique user Id.
Password	[Mandatory, Alphanumeric, 20] Type the password.
Language	[Mandatory, Dropdown] Select the Language for the login.

Field Name	Description
Use Virtual Keyboard	[Optional, Check Box] Select the **Use Virtual Keyboard** check box to use the virtual keyboard. By default, this check box is checked.
Click here to enter by hovering	[Optional, Check Box] Select the **Click here to enter by hovering** check box to enter the password by moving the mouse over the keyboard without clicking the keys.

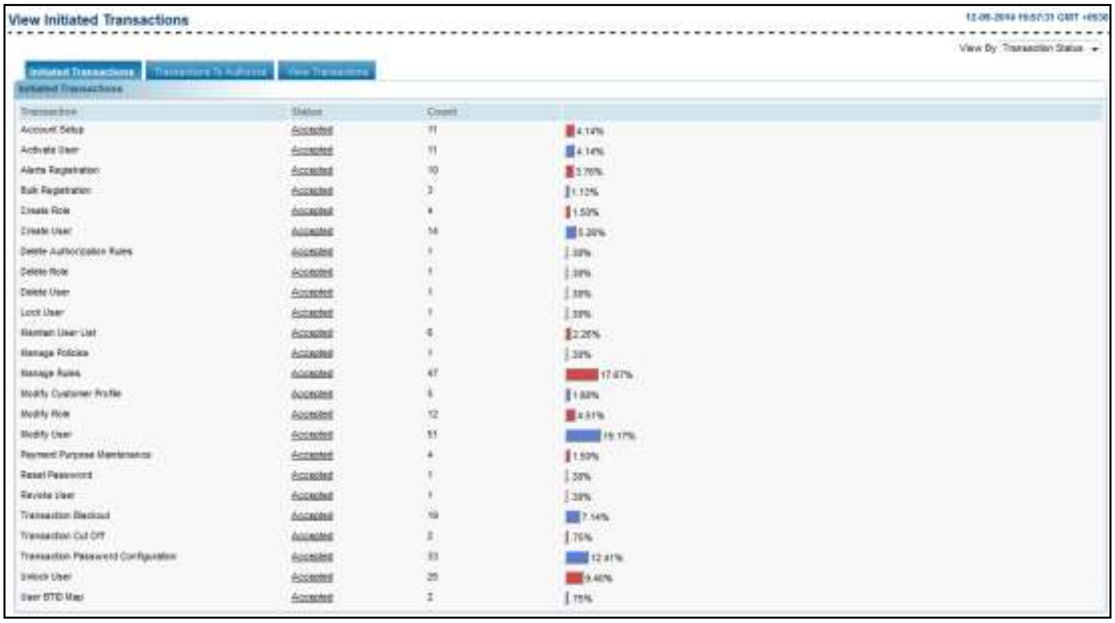
3. Enter the user ID and password.
4. Click the **Upper** button to arrange the keyboard using the uppercase characters for entering the password.
   OR
   Click the **Lower** button to arrange the keyboard using the lowercase characters for entering the password.
5. Click the **Delete** button to delete previously entered characters.
   OR
   Click the **Clear All** to clear the password field.
6. Click the **Not Mixed** to arrange the keyboard as per standard key board layout. The caption of the button changes to **Mixed**. Click on the **Mixed** to change the keyboard layout after every character click.

Oracle FLEXCUBE Direct Banking



7. Click the **Sign In** button to log in to the application. The system displays the **View Initiated Transaction** screen as the landing screen.

View Initiated Transaction



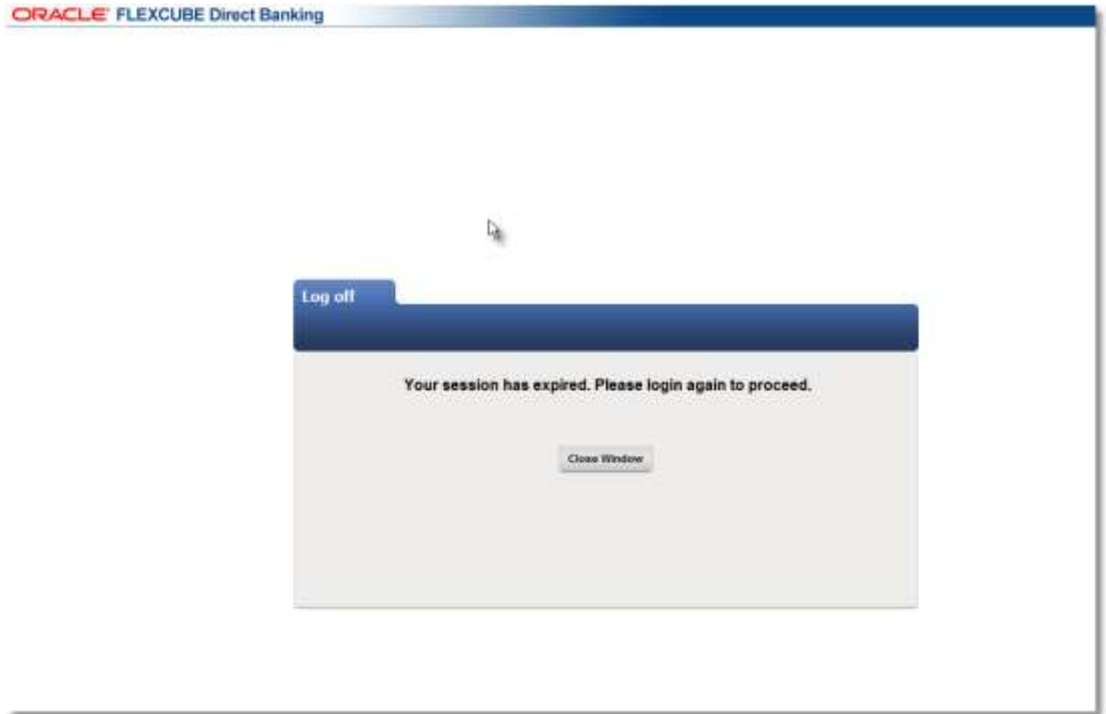
5. Logout

This option allows you to log out of the ORACLE FCDB application.

To log out of the Oracle FLEXCUBE Direct Banking

1. Log in to the **Oracle FLEXCUBE Direct Banking** application
2. Navigate **Default Transaction > Logout.** The system displays **FLEXCUBE Internet Banking - Log off** screen.

FLEXCUBE Internet Banking - Log off



3. Click the **Close Window** button to close the window

6. Transaction Activities

6.1 Initiated Transactions

This displays all self initiated transactions along with the current status of the transactions & number of transaction count for each type with specific status.

To view initiated transactions

1. Log on the **Internet Banking** Application
2. Navigate through the menus to **Transactions Activities > Transactions**. The system displays **View Initiated Transactions** screen.

View Initiated Transactions

Field Description

Field Name	Description
View By	[Mandatory, Drop-down] Select the type of view for initiated transactions. The options are: • Transaction Status

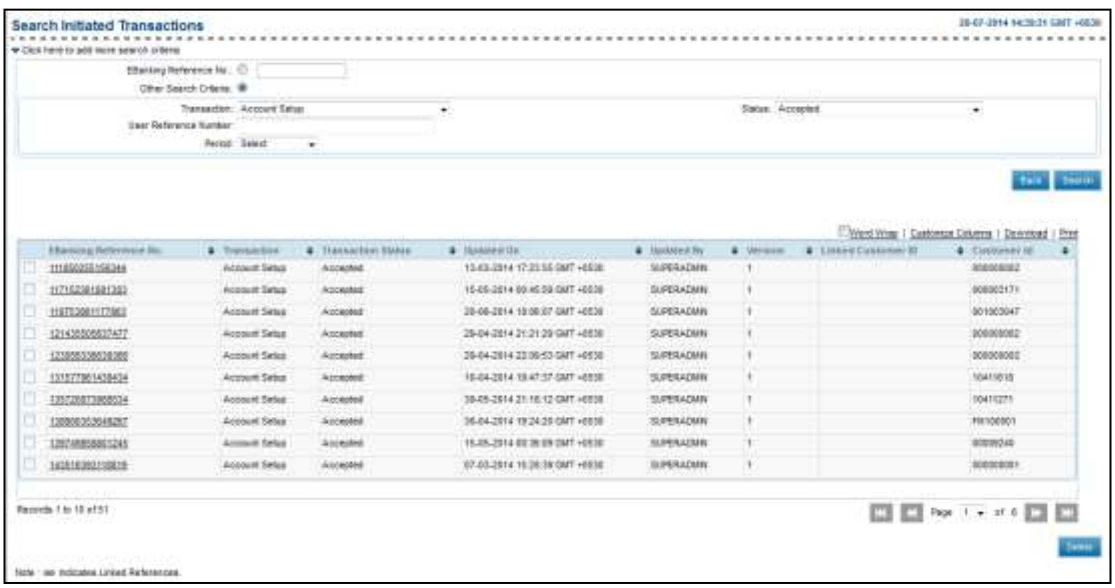
Initiated Transactions

Transaction	[Display] This column displays the type of transaction that has been initiated.
Status	[Display] This column displays the current status of transactions.
Count	[Display] This column displays the number of times a particular transaction has been initiated corresponding to the other details.
Graph	[Display] This column displays the count as a graph.

3. Click on the hyperlink of the status and system displays search initiated transactions screen.

Search Initiated Transaction Screen

This screen provides the user to search for a particular transaction by entering search parameters like EBanking Reference Number, type of the transaction, status of the transaction, customer id, account number, user reference number and time period during which the transaction was initiated.



Field Description

Field Name	Description
EBanking Reference Number	[Mandatory, Radio Button] Select the radio button and enter the ebanking reference number of the transaction. Reference number generated when the transaction was initiated

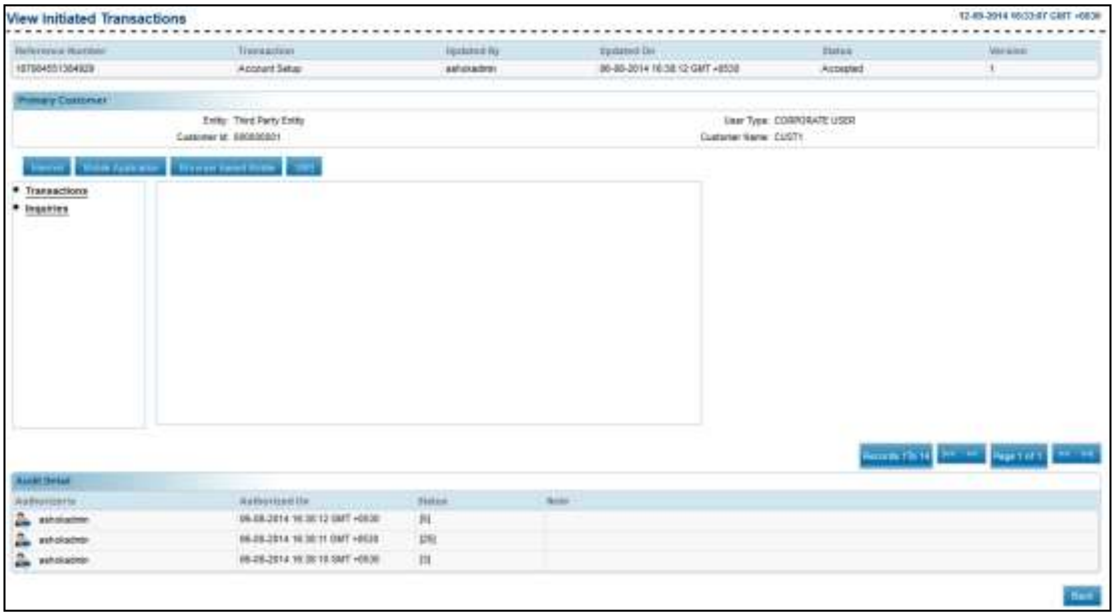
Field Name	Description
Other Search Criteria	[Radio Button] Select the radio button search by other search criteria.
Transaction	[Mandatory, Drop-down] Select the name of the transaction from the list.
User reference number	[Optional, Alphanumeric] Type the user reference number as a search criteria. Reference number entered by the user when the transaction was initiated.
Status	[Mandatory, Drop-down] Select the status of the transaction from the drop-down list. The options are: • All • Initiated • Semi Authorized • Authorized • Rejected • Accepted • Rejected by Authorizer • Deleted • Liquidated • Under Process • Error • Work in Progress • Sent Failed Retry • Rejected for Modify • Request Rejected • Sent To host • Transaction deleted by host • Transaction in progress for host • Transaction completed successfully at host

Field Name	Description
Period	[Conditional, Drop-down] Select the period in which the transaction was initiated. The options: • Last 1 Day • Last 6 Months • Custom Date This field is enabled and mandatory only if radio button **Period** is selected.
From Date	[Optional, Date Picker] Enter the date range in which the transaction was initiated. From date shall be less than or equal to current host business date. This field is enabled and mandatory only if **Custom Date** is selected in the transaction **Period** drop-down.
To Date	[Optional, Date Picker] Enter the To Date to search by date range. To Date shall be less than or equal to current host business date This field is enabled and mandatory only if **Custom Date** is selected in the transaction **Period** drop-down.
Search Results	
EBanking Reference Number	[Display] This column displays the ebanking reference number of the transaction.
Transaction	[Display] This column displays the name of the transaction.
Transaction Status	[Display] This column displays the current status of the transaction.
Created By	[Display] This column displays the creator of the transaction.
Created On	[Display] This column displays the date and time on which the transaction was updated.
Updated By	[Display] This column displays the user ID of last user who has updated the transaction.

Field Name	Description
Updated On	[Display] This column displays the date on which the transaction is updated.
Version	[Display] This column displays the version of transaction. (Version gets incremented if a rejected transaction gets modified by initiator).
Account Number	[Display] This column displays the account number from which the transaction was initiated. This field is applicable only if the admin user is initiating transactions on behalf of the business user. For e.g.: Upload of bulk files.
Transaction Amount	[Display] This column displays the amount of the transaction. This field is applicable only if the admin user is initiating transactions on behalf of the business user. For e.g.: Upload of bulk files.
User reference number	[Display] This column displays the user reference number.
State Bit	[Display] This column displays state bit.
Value Date	[Display] This column displays the value date of the transaction.

4. The additional search criteria fields and the additional search result fields are available as per the transaction selected.
5. Click hyper linked Reference Number to view the further details of the transaction.

View Initiated Transactions



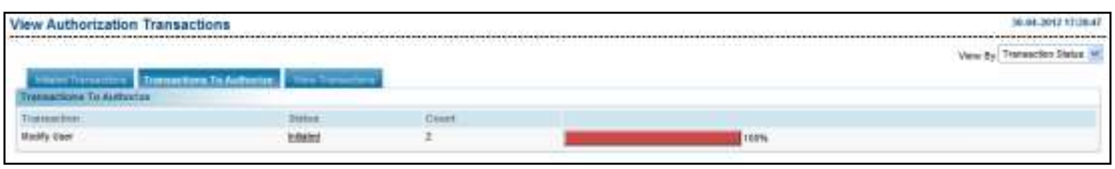
6.2 Transactions to Authorize

Transactions to Authorize tab displays the transaction pending for authorizations with user.

To authorize transactions

1. Logon to **Internet Banking** Application
2. Navigate through the menus to **Transaction Activities >Transactions to Authorize**.
   The system displays the Transaction to Authorize screen

View Authorization Transactions



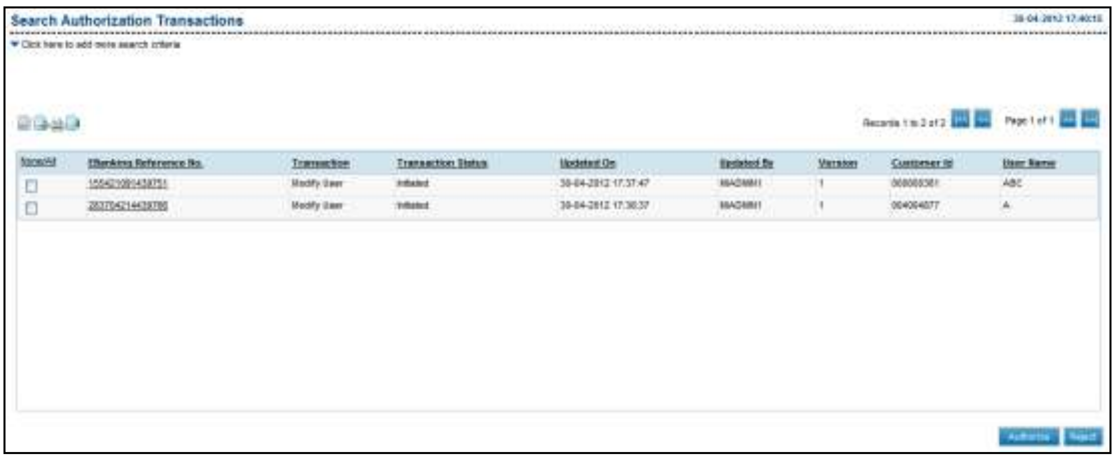
Field Description

Field Name	Description
View By	[Mandatory, Drop-down] Select the type of view for initiated transactions. The options are: • Transaction Status
Transaction	[Display] This column displays the name of the transaction.

Field Name	Description
Status	[Display] This column displays the current status of the transaction. The options are: • Transaction Status Initiated • Semi Authorized
Count	[Display] This field displays the number of transaction pending for authorization corresponding to the other details.
Graph	[Display] This field displays the count as a graph.

3. Click the Status hyperlink of the transaction. The system displays **Search Authorization Transactions** screen.

Search Authorization Transaction



Field Description

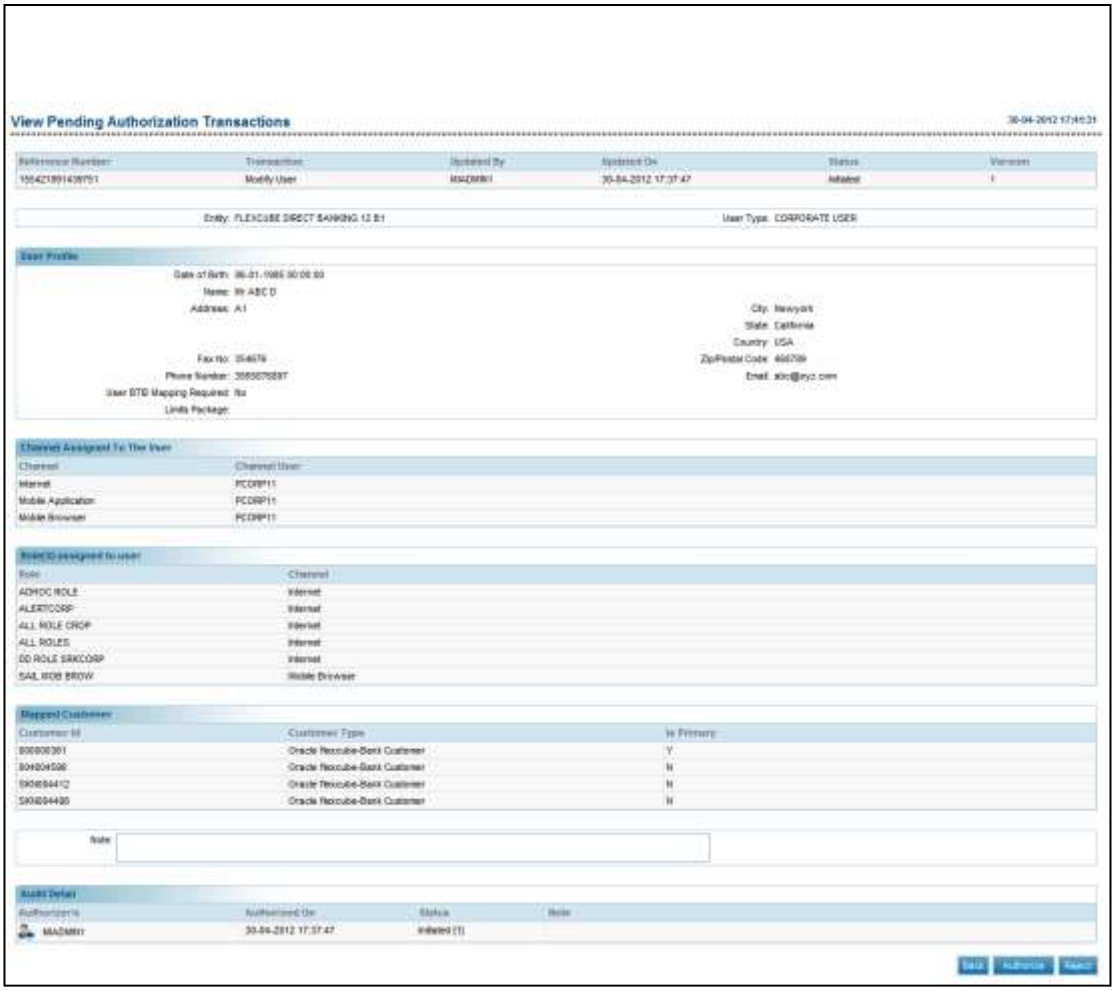
Field Name	Description
EBanking Reference Number	[Radio Button, Input] Select the radio button and enter the ebanking reference number of the transaction. Reference number generated when the transaction was initiated.
Other Search Criteria	[Radio Button] Select the radio button search by other search criteria.
Transaction	[Drop-Down] Select the name of the transaction from the drop-down list.

Field Name	Description
User reference number	[Optional, Alphanumeric] Type the user reference number as a search criteria. Reference number entered by the initiator when the transaction was initiated
Status	[Dropdown] Select the status of the transaction from the drop-down list.
Initiator	[Optional, Alphanumeric] Enter the user id of the initiator of the transaction as search criteria.
Period	[Drop-Down] Select the period in which the transaction was initiated. Values: • Last 1 Day • Last 6 Months • Custom Date
From Date	[Date Picker] Enter the date range in which the transaction was initiated. From date shall be less than or equal to current host business date. From Date will be enabled and mandatory if **Custom Date** is selected in the **Period** dropdown.
To Date	[Date Picker] Enter the date range in which the transaction was initiated. To Date shall be less than or equal to current host business date. To Date will be enabled and mandatory if **Custom Date** is selected in the **Period** dropdown.
Search Results	
EBanking Reference Number	[Display] This column displays the ebanking reference number of the transaction.
Transaction	[Display] This column displays the name of the selected transaction.
Status	[Display] This column displays the current status of the transaction.
Initiator	[Display] This column displays the user id of the initiator of the transaction.

Field Name	Description
Period	[Display] This column displays the period in which transaction was initiated
Created By	[Display] This column displays the creator of the transaction.
Created on	[Display] This column displays the date on which the transaction was updated.
Updated By	[Display] This column displays the user Id of last user who has last updated the transaction.
Updated On	[Display] This column displays the date and time on which the transaction is updated.
Version	[Display] This column displays the version of transaction. (Version gets incremented if a rejected transaction gets modified by initiator).
User Reference Number	[Display] This column displays the reference number entered by the user.
Account Number	[Display] This column displays account number from which the transaction was initiated. This field is displayed only if the admin user is initiating transactions on behalf of the business user. For e.g.: Upload of bulk files
Transaction Amount	[Display] This column displays amount of the transaction. This field is displayed only if the admin user is initiating transactions on behalf of the business user. For e.g.: Upload of bulk files
Value Date	[Display] This column displays value date of the transaction. This field is displayed only if the admin user is initiating transactions on behalf of the business user. For e.g.: Upload of bulk files
State Bit	[Display] This column displays state bit.

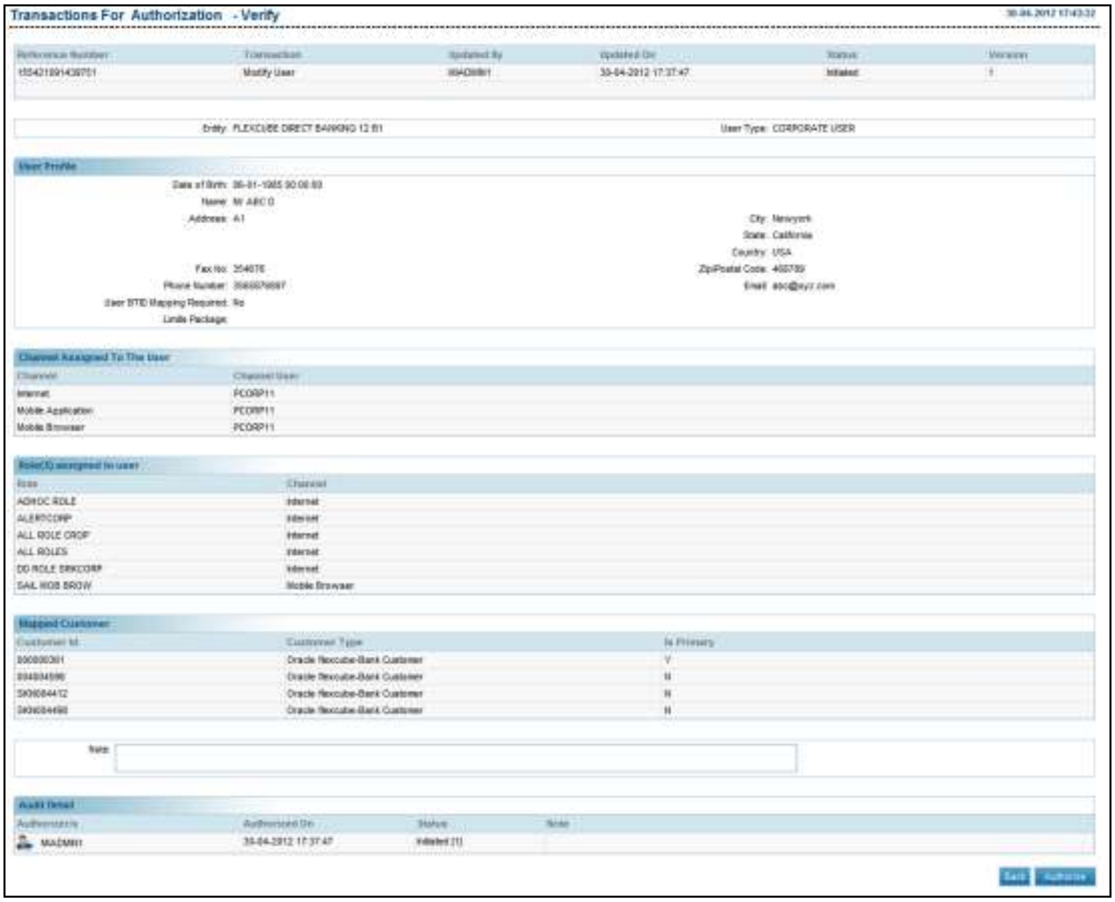
4. The additional search criteria fields and the additional search result fields are available as per the transaction selected.
5. To view the further details of the transaction, click on the transaction reference number.

View Authorization Transactions



6. Click the Authorize button to authorize the transaction. The system displays the Verify Transaction For Authorization screen.
OR
Click the Reject button to reject the transaction.
OR
Click the Back button to go back to the summary page

Transactions For Authorization – Verify



7. Click the **Authorize** button to verify the details for the authorization The system displays the **Confirm Transaction For Authorization** screen..

Transaction For Authorization – Confirm

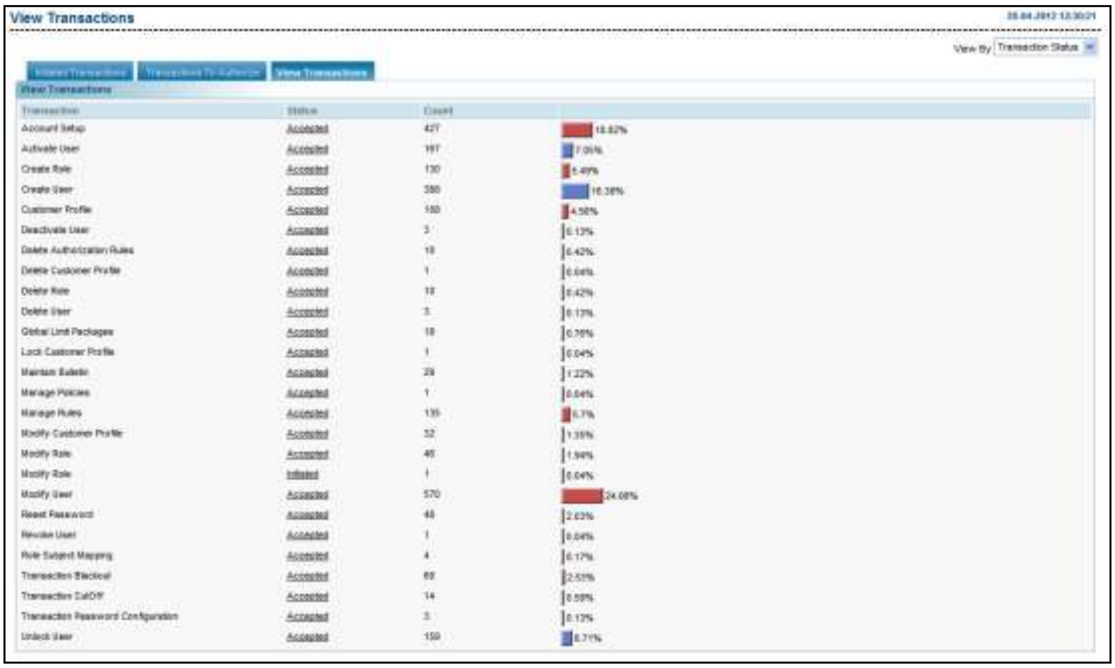
6.3 View Transactions

View Transactions Tab displays the transactions for which you have view access. You can see the transactions initiated or authorized by other users. Users see the summary templates using predefined ageing criteria's through which they can drill down to view actual transaction details.

To view transactions

1. Logon to **Internet Banking** application
2. Navigate through the menu to **Transaction Activities > View Transactions**. The system displays the **View Transactions** screen

View Transactions



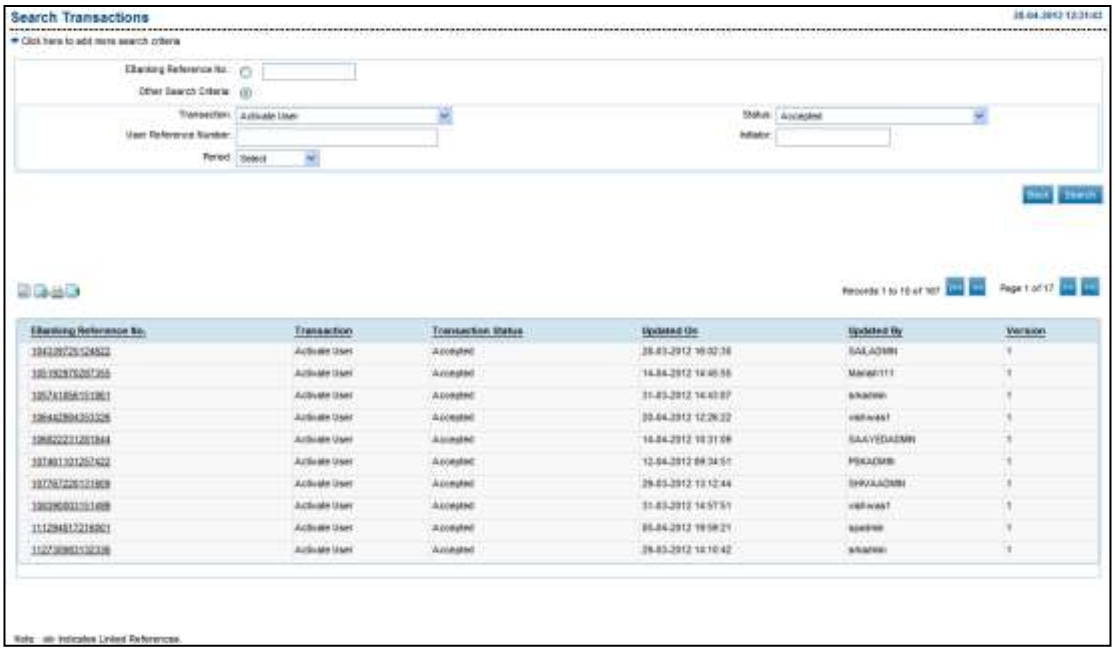
Field Description

Field Name	Description
View Transaction	
Transaction	[Display] This column displays the list of transactions.
Status	[Display] This column displays the status of transactions.
Count	[Display] This field displays the number of transaction for each transaction type with same status.

Field Name	Description
Graph	[Display] This field displays the count as a graph.

3. Click the **Status** hyperlink of the transaction. The system displays the **Search Transactions** screen.

Search Transactions



Field Description

Field Name	Description
EBanking Reference Number	[Radio Button, Input] Select the radio button and enter the ebanking reference number of the transaction.
Other Search Criteria	The following fields are displayed if other search criteria is selected
Transaction	[Mandatory, Drop-down] Select the transaction from the drop down menu.
Status	[Optional , Drop-down] Select the status from the drop down menu
User Reference Number	[Optional, Alphanumeric, 20] Enter the user reference number of the transaction.

Field Name	Description
Initiator	[Optional, Alphanumeric] Enter the user id of the initiator of the transaction.
Period	[Optional, Drop-down] Click the button besides period and select the period from drop down list. The options are: • Last 1 Day • Last 6 Months • Custom Date
From Date, To Date	[Conditional, Pick List] Enter Transaction Initiation date range This field is enabled only if **Custom Date** is selected from **Period** Drop-down list.
Search Result	Click Search and the results are displayed
EBanking Reference Number	[Display] This field displays the reference number generated when the transaction was initiated.
Transaction	[Display] This field displays the name of the transaction.
Created By	[Display] This field displays the user ID of last user who has created the transaction.
Created on	[Display] This field displays the date on which the transaction was initiated.
Updated By	[Display] This field displays the user ID of last user who has updated the transaction.
Updated On	[Display] This field displays the Date & Time at which transaction was updated.
Transaction Status	[Display] This field displays the current status of the transaction.

Field Name	Description
Account Number	[Display] This column displays the account number from which the transaction was initiated. This field is applicable only if the admin user is initiating transactions on behalf of the business user. For e.g.: Upload of bulk files.
Transaction Amount	[Display] This column displays the amount of the transaction. This field is applicable only if the admin user is initiating transactions on behalf of the business user. For e.g.: Upload of bulk files.
Version	[Display] This field displays the Version of Transaction. (Version gets incremented if a rejected Transaction gets modified by initiator).
User Reference Number	[Display] This field displays the reference number entered by the initiator when the transaction was initiated.
State Bit	[Display] This field displays the state Bit.

4. The additional search criteria fields and the additional search result fields are available as per the transaction selected.
5. Click **Reference Number** to view the further details of the transaction.

View Authorization Transactions

6. Click the **Back** button to return to the Dashboard

6.4 Request Processing

Using this transaction Administrator can process the requests assigned for processing. For some requests admin need to manually process the request and then update the status of the request using this transaction; whereas for some type of requests application will process the relevant task and update the status accordingly.

To Process the Request raised by the Business Users

1. Logon to **Internet Banking** application
2. Navigate through the menu to **Transaction Activities > Request Processing**. The system displays the **Request Processing** screen.

Request Processing

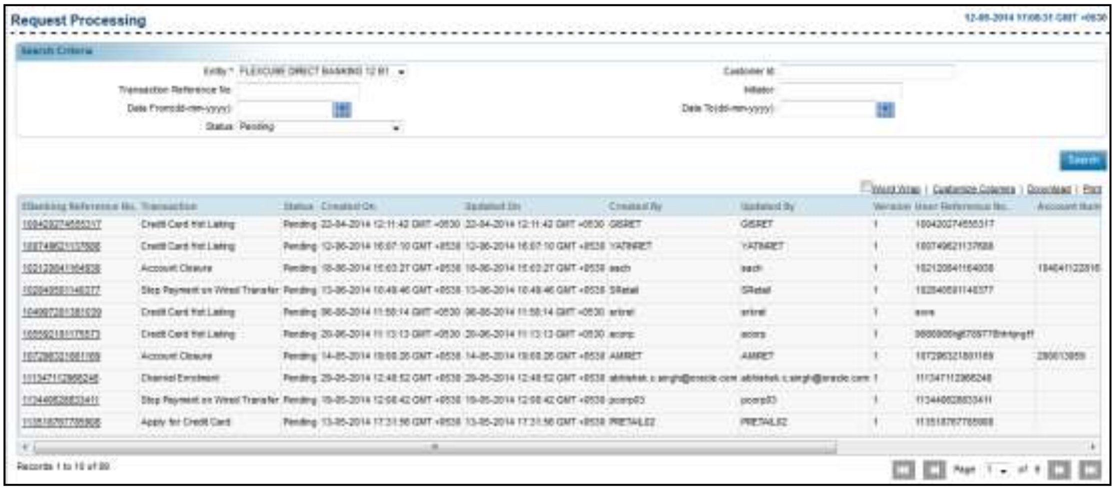
Field Description

Field Name	Description
Entity	[Mandatory, Dropdown] Select the Entity from the dropdown list.
Customer Id	[Optional, Alphanumeric, 20] Type the Customer Id for the search criteria.
Transaction Refernce No	[Optional, Alphanumeric, 20] Type the Transaction Ref no for the search criteria.
Initiator	[Optional, Alphanumeric, 20] Type the User Id of the initiator for the search criteria.
Date From	[Optional, Pick List] Select the start date for the search criteria.
Date To	[Optional, Alphanumeric, 20] Select the end date for the search criteria.
Status	[Optional, Dropdown] Select the status of transaction you want to search. The options are: Pending Request Accepted for Processing Service Request Accepted

Field Name	Description

3. Enter the search criteria and select status of the request to be proceessed.
4. Click the **Search** button. The system displays the result in the **Request Processing** screen.

Request Processing



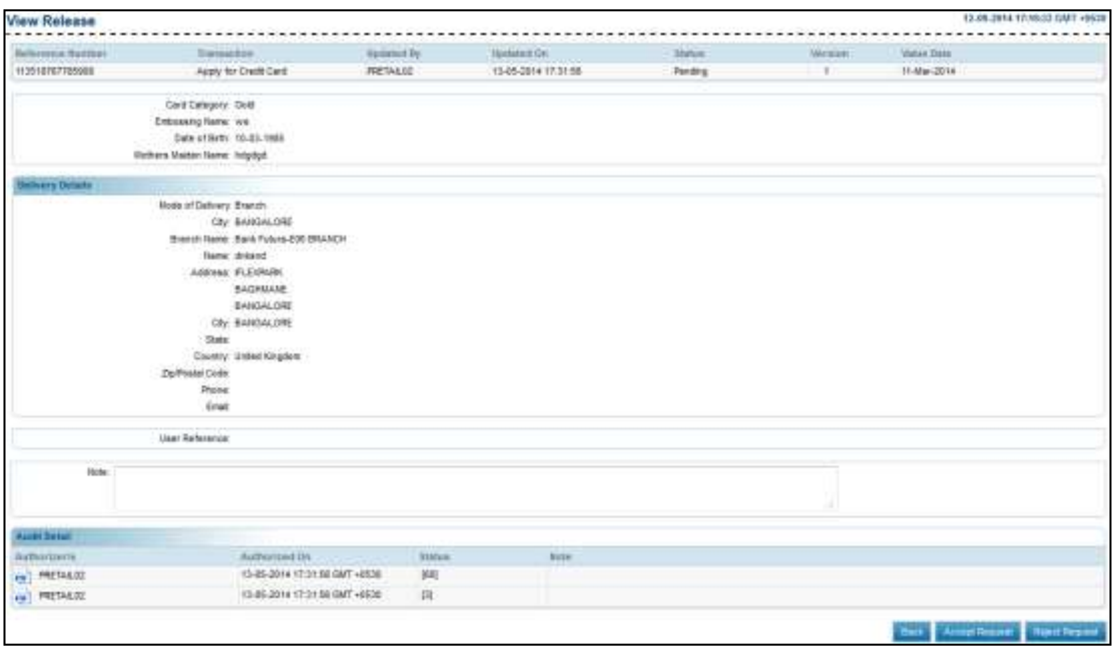
Field Description

Field Name	Description
EBanking Reference Number	[Display] This column displays the EBanking Reference Number of the Transaction.
Transaction	[Display] This column displays the type of the Transaction.
Status	[Display] This column displays the status of the Transaction.
Created On	[Display] This column displays the Date of creation of the Transaction.
Updated On	[Display] This column displays the Date of update of the Transaction.
Created By	[Display] This column displays the User id with which the Transaction is created.

Field Name	Description
Updated By	[Display] This column displays the User id with which the Transaction is updated.
Version	[Display] This column displays the version number of the transaction.
User Reference No	[Display] This column displays the user reference number.
Account Number	[Display] This column displays the account number of the Transaction.
Transaction Amount	[Display] This column displays the amount of the Transaction.
Value Date	[Display] This column displays the Value date of the Transaction.

5. Click the E Banking Reference Number link. The system displays **View Release** screen for the selected request.

View Release



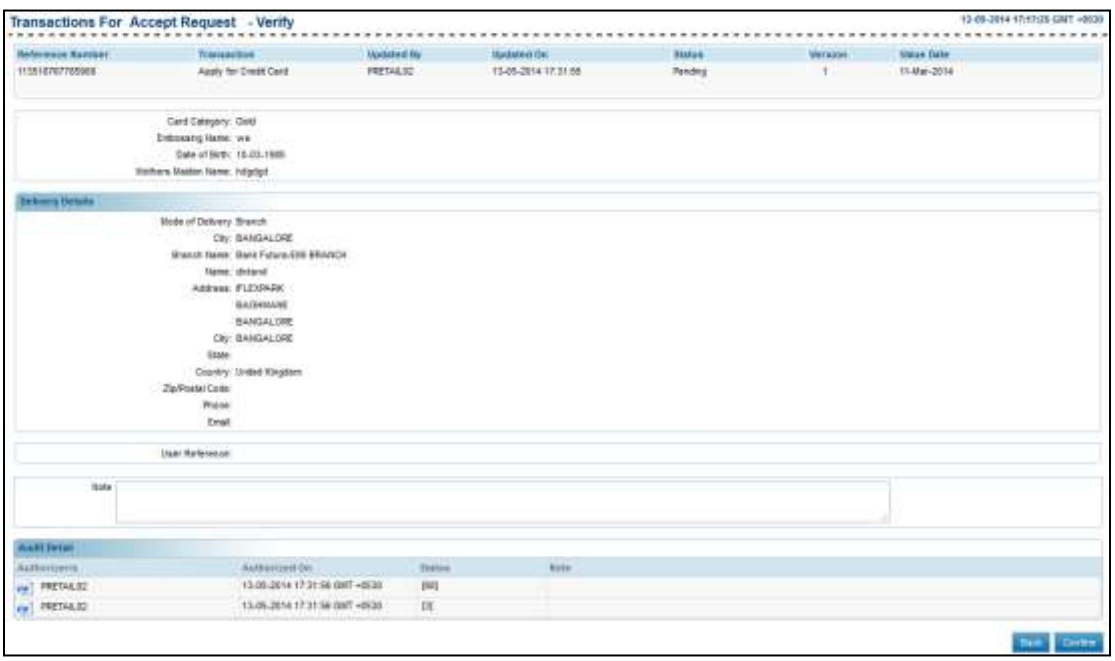
Field Description

Field Name	Description

Field Name	Description
Audit Detail	
Authorizer / s	[Display] This column displays the name of the Authorizer.
Authorized On	[Display] This column displays the date and time of the authorization.
Status	[Display] This column displays the status of the transaction or request.
Note	[Display] This column displays the note.

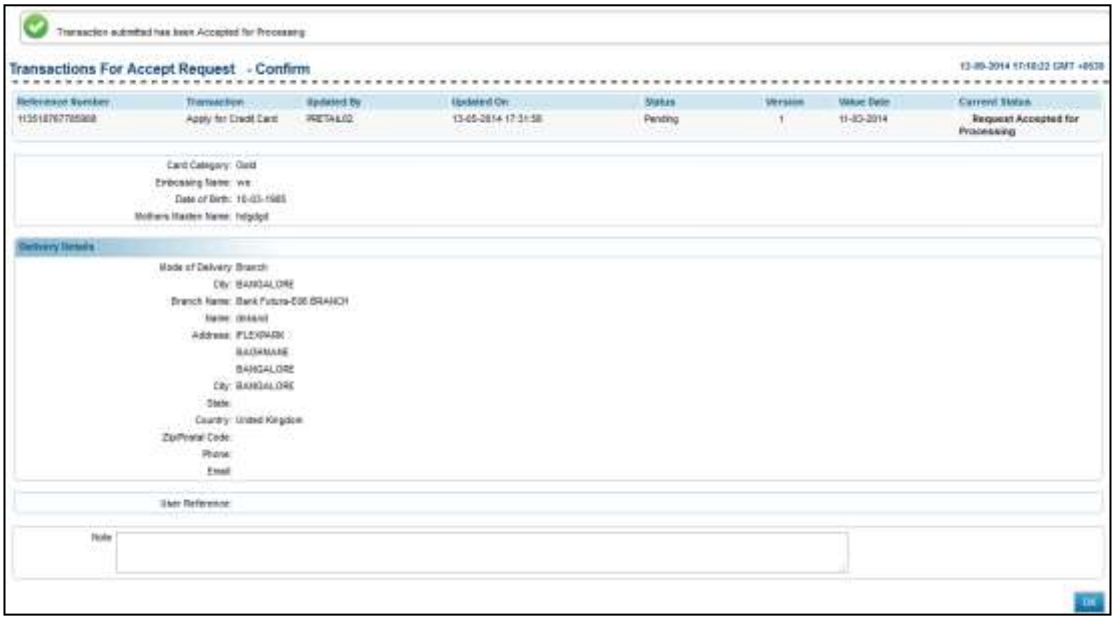
6. Click the **Back** button to navigate to the previous screen.
OR
Click the **Accept Request** button to accept the Release request. The system displays the **Transaction For Accept Request - Verify** screen.

Transactions For Dispatch - Verify



7. Click the **Back** button to navigate to the previous screen.
OR
Click the **Confirm** button. The system displays the **Transaction For Accept Request - Confirm** screen.

Transactions For Accept Request - Confirm



8. Click the **OK** button. The system displays the **Request Processing** Screen.

6.5 Transactions Status Change

Using the Transaction Status Change option administrator can change the status of the transactions for which status has not got updated from host. This is the operation facility to update the correct status of the transactions which have not received the appropriate responses due to some technical failures or communication failures.

To update the transaction status

1. Logon to **Internet Banking** application
2. Navigate through the menu to **Transaction Activities > Transactions Status Change**. The system displays the **Transactions Status Change** screen

Transaction Status

Field Description

Field Name	Description
Entity	[Mandatory, Drop-Down] Select the Entity from the dropdown list.
Customer Id	[Mandatory, Alphanumeric, 20] Type the Customer Id for the search criteria.
Transaction Type	[Optional, Drop-Down] Select the type of transaction from the dropdown list.
Status	[Optional, Drop-Down] Select the status of the transaction from the dropdown list.
Account Number	[Optional, Alphanumeric, 20] Type the Account Number for the search criteria.
Currency	[Optional, Drop-Down] Select the currency of the transaction from the dropdown list.
Date Type	[Optional, Drop-Down] Select the date type from the dropdown list.
Ebanking Reference number	[Optional, Alphanumeric, 20] Type the Ebanking Reference number for the search criteria.

Field Name	Description
From Date	[Optional, Pick list] Select the from date for the search criteria from the date pick list.
To Date	[Optional, Pick list] Select the to date for the search criteria from the date pick list.

3. Enter the search criteria. Click the **Search** button the system displays the Transaction status details screen.
OR
Click the Cancel button to cancel the transaction.

Transaction Status

Field Description

Field Name	Description
Transaction sequence number	[Display] This column displays the transaction Sequence number of the transaction.
Transaction type	[Display] This column displays the type of the transaction.
Initiation date	[Display] This column displays the initiation date of the transaction.
Value date	[Display] This column displays the value date of the transaction.
Account number	[Display] This column displays the account number for the transaction.
Debit currency	[Display] This column displays the debit currency of the transaction.
Transaction status	[Display] This column displays the transaction status of the transaction.

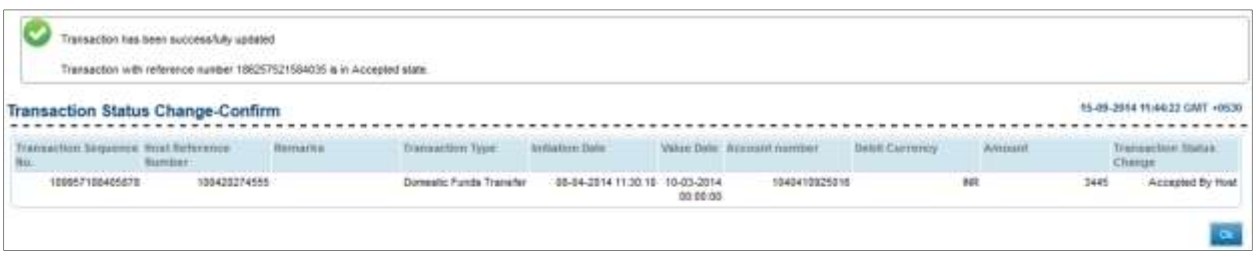
Field Name	Description
Status	[Optional, Dropdown] Select the new status for the transaction.
Remarks	[Optional, Alphanumeric] Type the remarks for status change if any..
Amount	[Display] This column displays the amount of the transaction.
Host reference Number	[Optional, Alphanumeric] Type the Host reference number for the transaction.

4. Click the **Update status** of the transaction to change the status of the transaction. The system displays the **Transactions Status Change -Verify** screen.

Transactions Status Change-Verify

5. Click **Update status**. The system displays the **Transactions Status Change-Confirm** screen.

Transactions Status Change-Confirm



6. Click **Ok**. The system displays the initial **Transactions Status Change** screen.

7. Role Maintenance

Role maintenance is the process by which the Administrator regulates the access and privileges of users over the transactions. Role is a group of transactions with specified access privileges. Each role is associated with a user type and entity. The list of transactions available for each user type that can be included in the role will be defined as part of the day 0 setup. A transaction can be part of multiple roles.

Roles can be of three types.

Normal Roles

- A role which is not marked as a **Default** is a normal role and this can be assigned to the users by the bank administrator.

Default Roles

- A role can be defined as a default role for a user type. In this case such a role will automatically be mapped to every user belonging to that user type. Default roles cannot be assigned by the administrator to a specific user.
- The transaction in a role can be given three kinds of privileges namely 'Initiation', 'Authorization' and 'View'

Initiate

- Initiation privilege for a transaction allows user to initiate the associated transaction. When initiate privilege is granted, the user is able to see and access the transaction in the menu item.

Note: In case of inquiry transactions Initiate privilege allows user to initiate (Invoke) the inquiry transaction.

Authorize

- Authorization privilege for a transaction allows the user to authorize associated transaction. When authorize privilege is granted, the user is able to authorize the transaction and it will be available to the user under 'Dashboard' – 'Transactions to Authorize' tab. (This will also depend on the authorization rules set and account access matrix).

Note: In case of inquiry transactions this privilege cannot be set.

View

- View privilege for a transaction allows the user to view all the records and their status of associated transaction. When view privilege is granted, the user is able to view the transaction and will be available to the user under 'Dashboard' – 'View Transactions' tab.
- When a role is modified, the changes in the role get reflected to the users associated. A role can be modified even when users associated with role are logged in. Changes in role will be effected in the subsequent login session for such users. While modifying the role, role type cannot be changed, e.g. default role cannot be change to a normal role.
- Deletion of Normal roles can be done only if no user is associated with that role. Default roles can be deleted any time. User can be created without mapping any role to you. In such case user will able to access only default functions assigned to that user type & channel as per the day 0 parameter.

- All the transactions pertaining to each module will be clubbed together under each User Type & channel. If access is to be provided to the entire module, then the user needs to check the boxes next to the module name. This will automatically check all the boxes for all the transaction under that module, or can explore the module to select specific transaction/s.

7.1 Create Role

This option allows you to create a role. The various transactions with different access rights can be mapped role. The role is applicable for Entity - User Type - Channel.

To create a role

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **Role Management > Create Role**. The system displays the **Create Role** screen.

Create Role

Field Description

Field Name	Description
User Type-Channel	[Mandatory, Drop-Down] Select the user type/channel from the drop-down list.
Entity	[Display] This field displays the entity under which role is applicable.
User Type	[Display] This field displays the user type for which role is applicable video
Channel	[Display] This field displays the channel / user type.
Role Description	[Mandatory, Alphanumeric, 80] Type the description for the role.

Field Name	Description
Set As Default Role	[Optional, Check Box] Select the **Set As Default Role** check box to set the role as default.

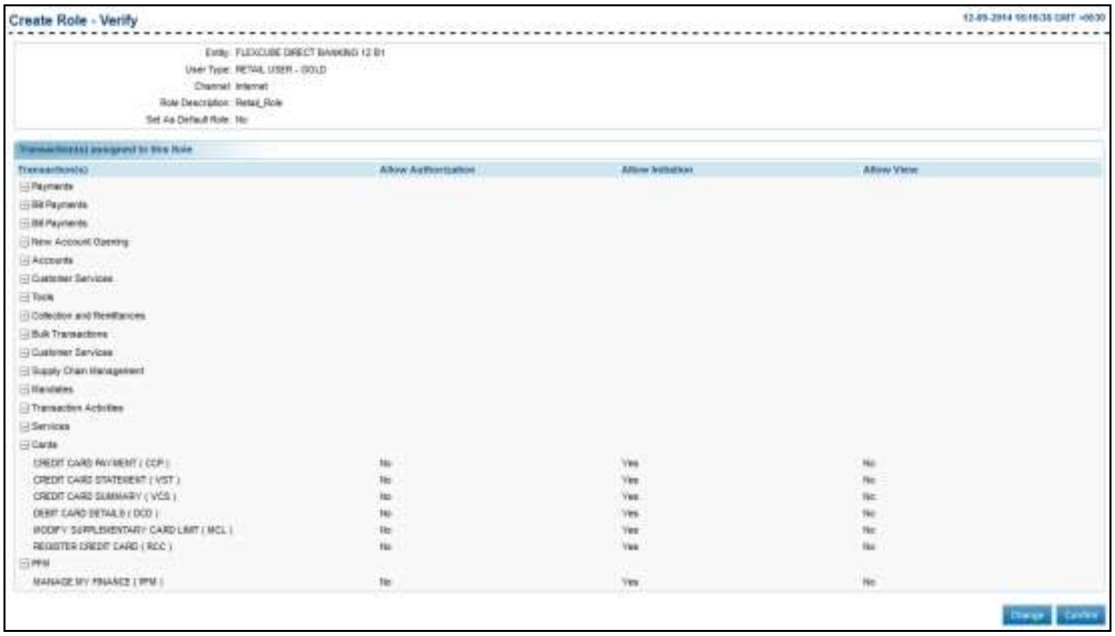
Column Name	Description
Transaction Name	[Display] This field displays the complete list of transactions available for the selected User Type - Channel.
Allow Initiation	[Optional, Check Box] Select the **Allow Initiation** check box adjacent to the listed transactions To map the role to initiate the selected transaction.
Allow Authorization	[Optional, Check Box] Select the **Allow Authorization** check box adjacent to the listed transactions. This enables you mapped to this role to authorize the selected transactions.
Allow View	[Optional, Check Box] Select the **Allow View** check box adjacent to the listed transaction. This enables you mapped to this role to view the selected transactions.

3. Enter the role description.
4. Select the Default Role check box if role is to be created as a default role.
5. Select the transactions and the transaction privileges.

Create Role

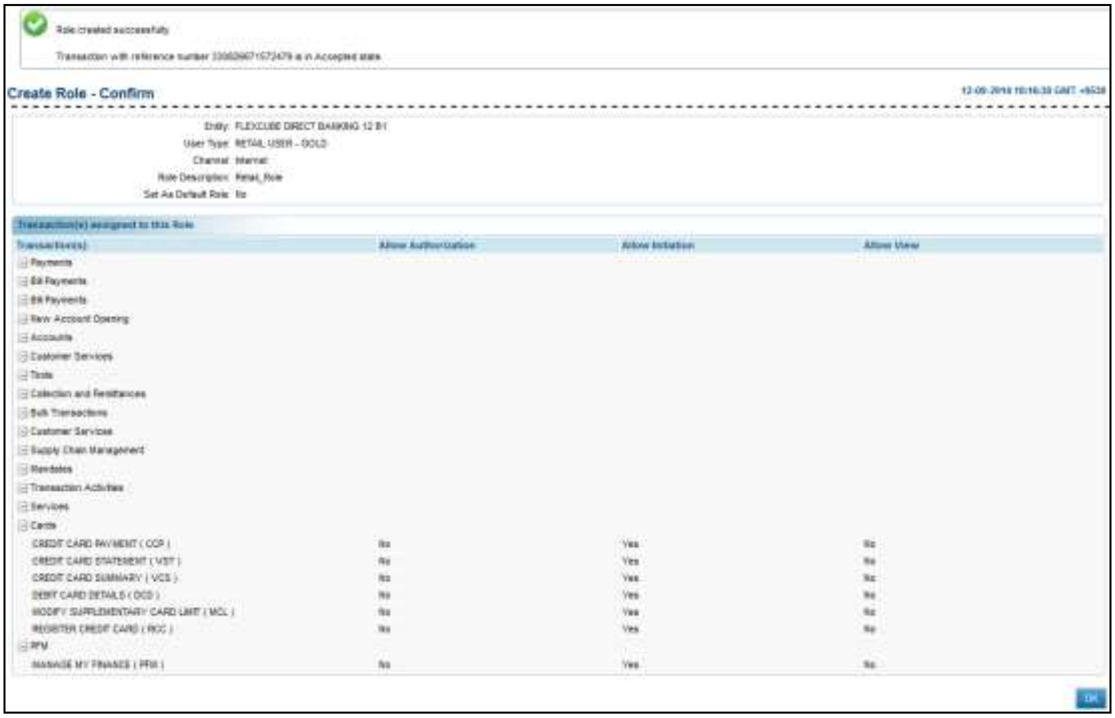
6. Click the **Create Role** button. The system displays the **Create Role - Verify** screen.

Create Role - Verify



7. Click the **Confirm** button. The system displays the **Create Role - Confirm** screen with the status message.
OR
Click the **Change** button to modify the selected transactions.

Create Role - Confirm



8. Click the **OK** button. The system displays the **Create Role** screen.

7.2 Modify Role

This option allows the bank administrator to modify the role. The system displays the transactions mapped to the role. You can remove the transactions/ privileges by clearing and can add more transactions/ privileges by selecting the relevant check boxes. It allows you to change/modify transaction types and access levels (Initiation / Authorization / View) mapped to a selected role.

To modify a Role

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **Role Management > Modify Role**. The system displays the **Modify Role** screen.

Modify Role

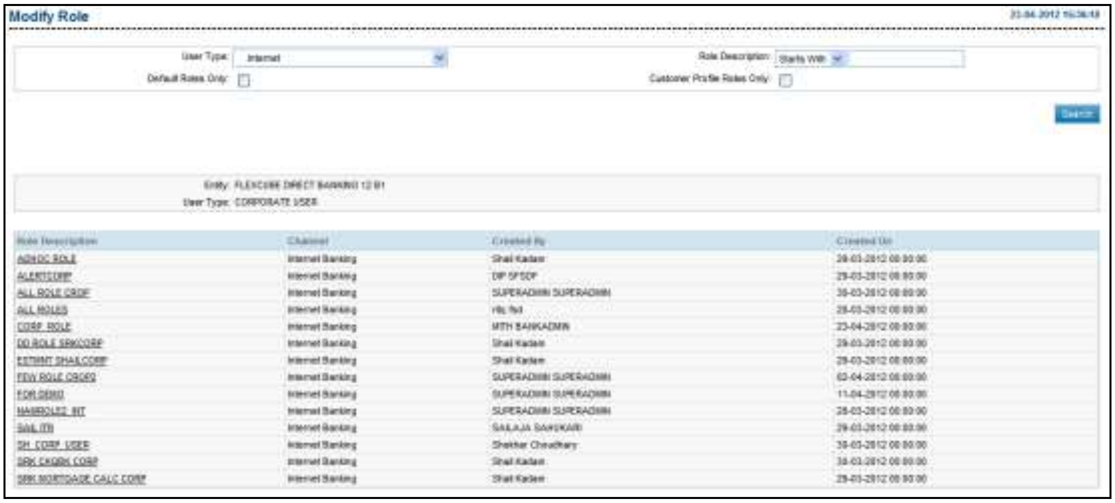
Field Description

Field Name	Description
User Type	[Mandatory, Drop-Down] Select the user type channel from the drop-down list.
Role Description	[Mandatory, Drop-Down, Alphanumeric, 80] Select the role description from the drop-down list. The options are as follows: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the role description as **Starts With**,and enters **A** in the adjacent field, then the system displays all the roles starting with **A**
Default Roles Only	[Optional, Check Box] Select the **Default Roles Only** check box to view the default roles.
Customer Profile Roles Only	[Conditional, Check Box] Select the **Customer Profile Roles Only** check box for displaying only customer profile roles. This field is enabled only if **User Type** is **Corporate User**.

3. Select the user type from the drop-down list.

4. Select the role description from the drop-down list
5. Enter the search criteria.
6. Click the **Search** button. The system displays the **Modify Role** screen with the search results.

Modify Role

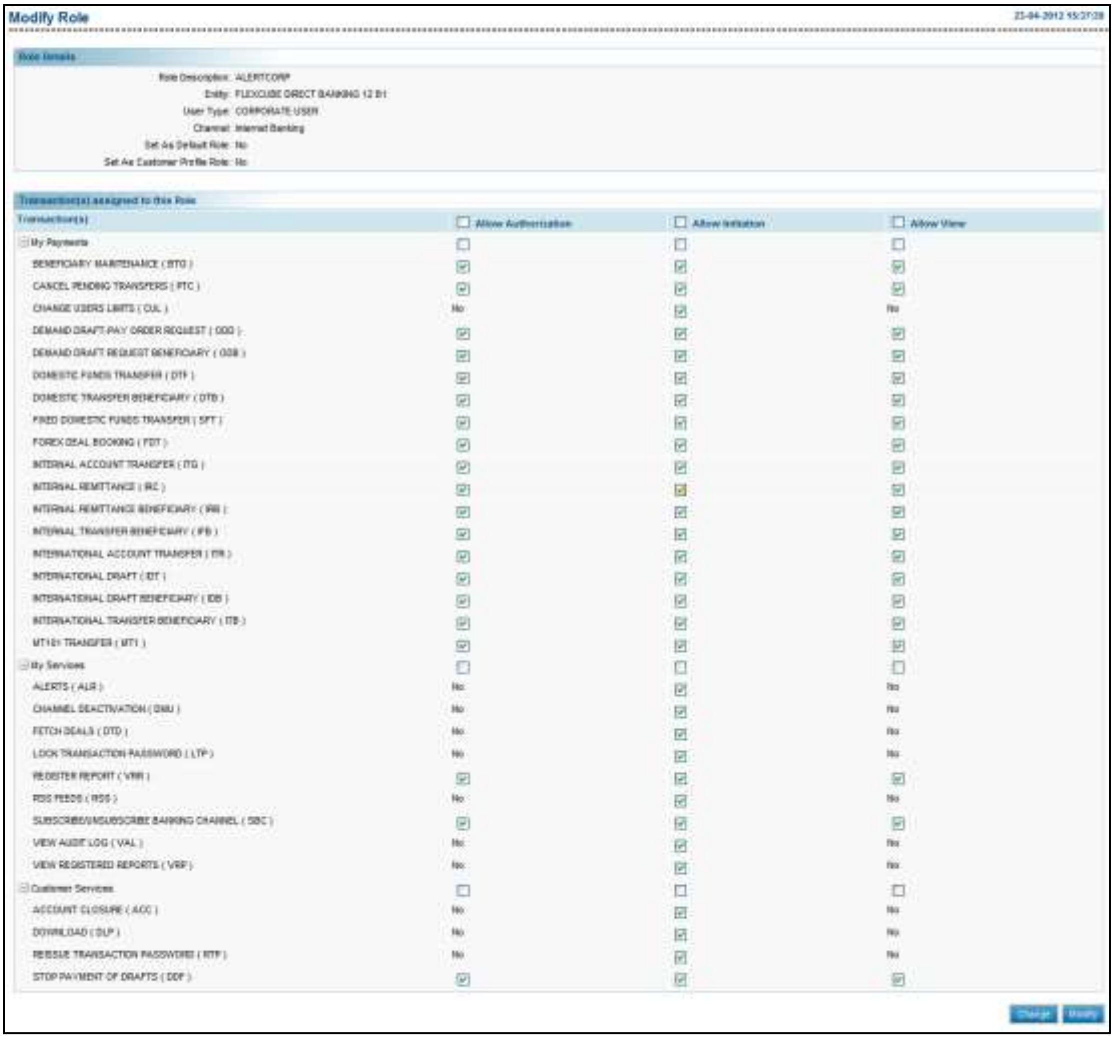


Field Description

Field Name	Description
Entity	[Display] This field displays the name of the entity.
User Type	[Display] This field displays the user type.
Role Description	[Display] This column displays the name of the role.
Channel	[Display] This column displays the transaction operation channel.
Created By	[Display] This column displays the user name who has created the role
Created On	[Display] This column displays the date of the role creation

7. Click the role description hyper link. The system displays the **Modify Role** screen with the details.

Modify Role



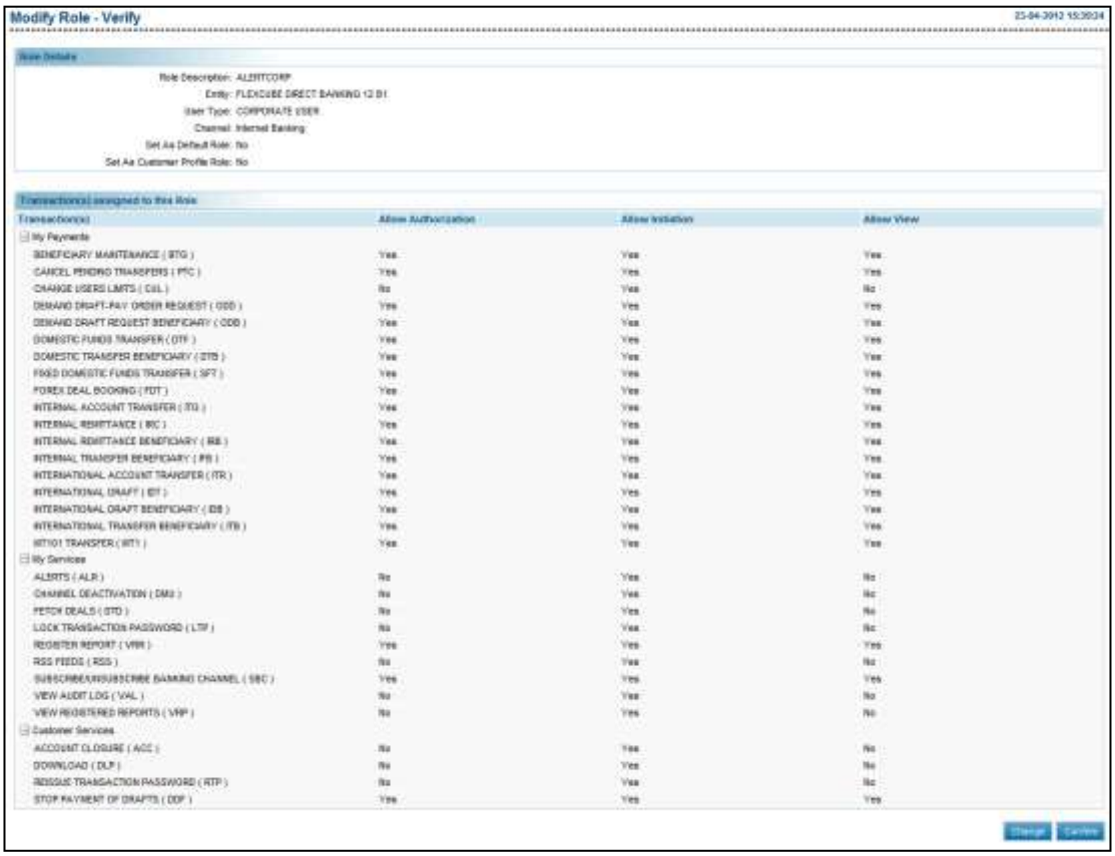
Field Description

Field Name	Description
Transaction(s)	[Optional, Check Boxes] This field displays the Displays the complete list of transactions under the selected User Type. System also lists transaction privileges configured • Initiation • View • Authorisation
User Type	[Display] This field displays the user type.

Field Name	Description
Role Description	[Display] This column displays the name of the role.
Channel	[Display] This column displays the transaction operation channel.

8. Click the **Modify** button. The system displays the **Modify Role - Verify** screen.
   OR
   Click the **Change** button to select another role.

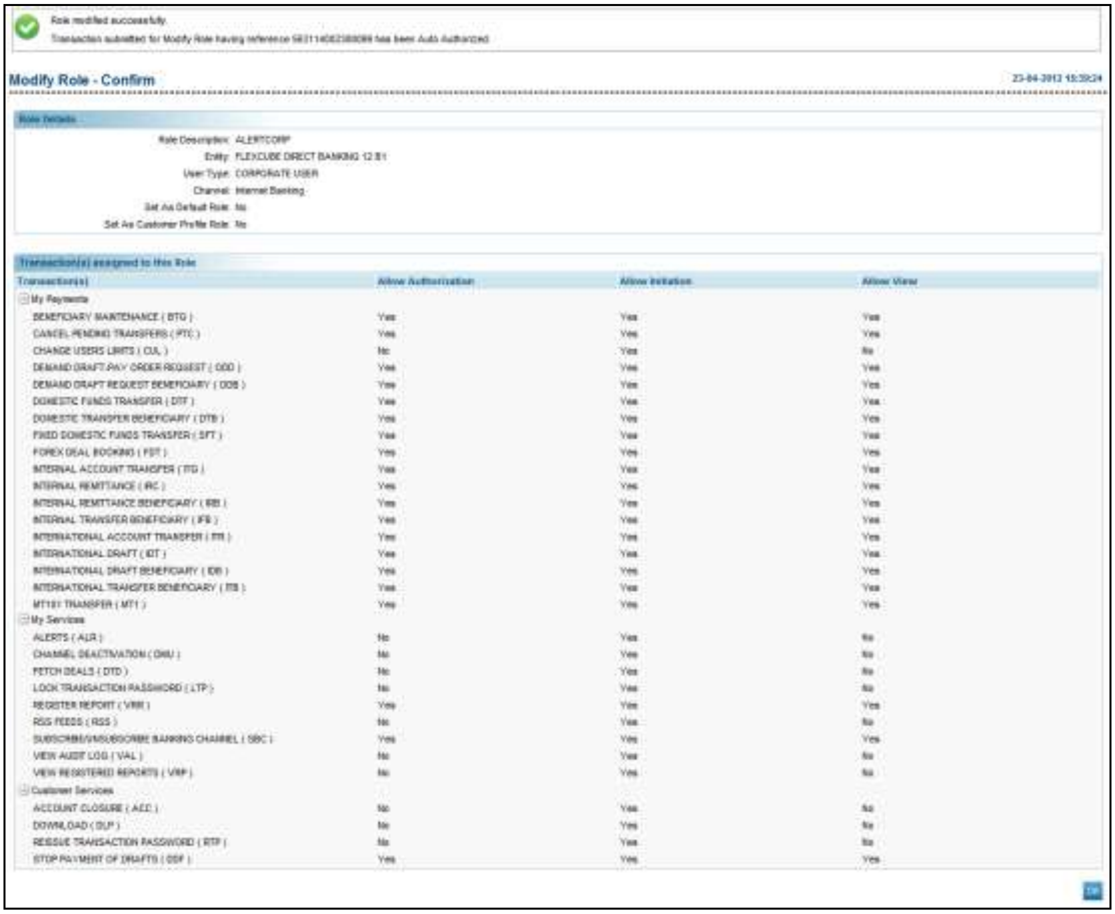
Modify Role - Verify



Transaction(s)	Allow Authorization	Allow Initiation	Allow View
My Payments			
BENEFICIARY MAINTENANCE (BTG)	Yes	Yes	Yes
CANCEL PENDING TRANSFERS (PTC)	Yes	Yes	Yes
CHANGE USERS LIMITS (CUL)	No	Yes	No
DEMAND DRAFT-PAY ORDER REQUEST (DDD)	Yes	Yes	Yes
DEMAND DRAFT REQUEST BENEFICIARY (DDB)	Yes	Yes	Yes
DOMESTIC FUNDS TRANSFER (DTF)	Yes	Yes	Yes
DOMESTIC TRANSFER BENEFICIARY (DTB)	Yes	Yes	Yes
FIXED DOMESTIC FUNDS TRANSFER (SFT)	Yes	Yes	Yes
FOREX DEAL BOOKING (FDT)	Yes	Yes	Yes
INTERNAL ACCOUNT TRANSFER (ITG)	Yes	Yes	Yes
INTERNAL REMITTANCE (IRC)	Yes	Yes	Yes
INTERNAL REMITTANCE BENEFICIARY (IRB)	Yes	Yes	Yes
INTERNAL TRANSFER BENEFICIARY (PR)	Yes	Yes	Yes
INTERNATIONAL ACCOUNT TRANSFER (ITR)	Yes	Yes	Yes
INTERNATIONAL DRAFT (IDT)	Yes	Yes	Yes
INTERNATIONAL DRAFT BENEFICIARY (IDB)	Yes	Yes	Yes
INTERNATIONAL TRANSFER BENEFICIARY (ITB)	Yes	Yes	Yes
MT101 TRANSFER (MT1)	Yes	Yes	Yes
My Services			
ALERTS (ALR)	No	Yes	No
CHANNEL DEACTIVATION (DMU)	No	Yes	No
FETCH DEALS (STD)	No	Yes	No
LOCK TRANSACTION PASSWORD (LTP)	No	Yes	No
REGISTER REPORT (VRR)	Yes	Yes	Yes
RSS FEEDS (RSS)	No	Yes	No
SUBSCRIBE/UNSUBSCRIBE BANKING CHANNEL (SBC)	Yes	Yes	Yes
VIEW AUDIT LOG (VAL)	No	Yes	No
VIEW REGISTERED REPORTS (VRP)	No	Yes	No
Customer Services			
ACCOUNT CLOSURE (ACC)	No	Yes	No
DOWNLOAD (DLP)	No	Yes	No
REISSUE TRANSACTION PASSWORD (RTP)	No	Yes	No
STOP PAYMENT OF DRAFTS (DDF)	Yes	Yes	Yes

9. Click the **Confirm** button. The system displays the **Modify Role - Confirm** screen with the status message.

Modify Role - Confirm



10. Click the **OK** button. The system displays the **Modify Role** screen.

7.3 Delete Role

This option allows you to delete the existing roles.

To delete a role

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **Role Management > Delete Role**. The system displays the **Delete Role** screen.

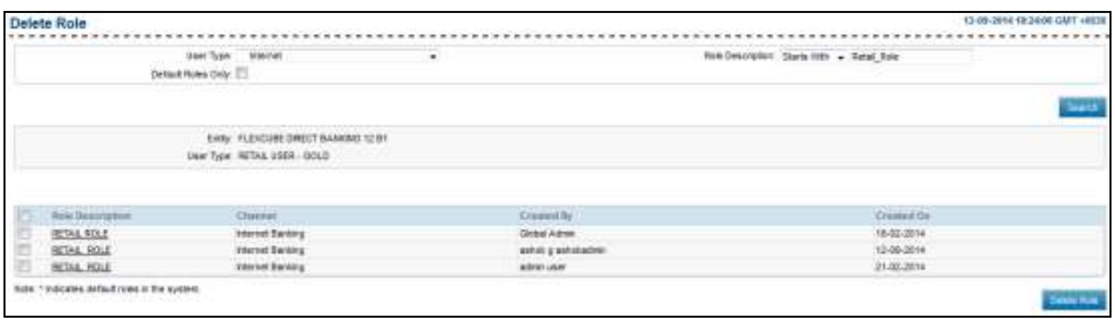
Delete Role

Field Description

Field Name	Description
User Type	[Mandatory, Drop-Down] Select the user type from the drop-down list.
Role Description	[Mandatory, Drop-Down, Alphanumeric, 80] Select the role description from the drop-down list. The options are as follow: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **A** in the adjacent field, then the system displays all the roles starting with **A**
Default Roles Only	[Optional, Check Box] Select the **Default Roles Only** check box to view the default roles.

3. Select the user type from the drop-down list.
4. Select the role description from the drop-down list and enter the search string.
5. Click the **Search** button. The system displays the **Delete Role** screen with the search results.

Delete Role



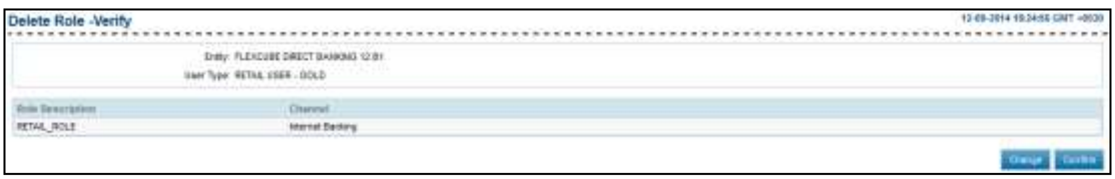
Field Description

Column Name	Description
Entity	[Display] This field displays the name of the entity.

Column Name	Description
User Type	[Display] This field displays the user type.
Role Description	[Mandatory, Check Box] Select the **Role Description** check box to delete the role. It displays the roles pertaining to the search criteria.
Channel	[Display] This column displays the transaction operation channel related to the role.
Created By	[Display] This column displays the User Name who created the Role
Created On	[Display] This column displays the Date of the Role Creation

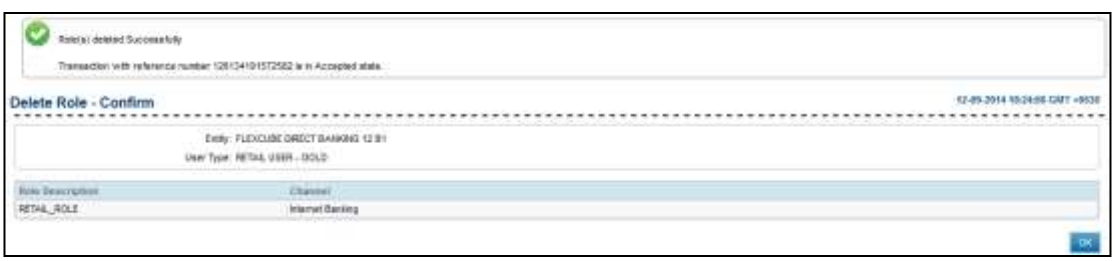
6. Select the role to be deleted.
7. Click the **Delete Role** button. The system displays the **Delete Role - Verify** screen.
   OR
   Click the link below the **Role Description** column to view the role details.

Delete Role - Verify



8. Click the **Confirm** button. The system displays the **Delete Role - Confirm** screen with the status message.

Delete Role - Confirm



9. Click the **OK** button. The system displays the **Delete Role** screen.

7.4 View Role

This option allows the bank administrator to view the roles. If the search criteria are not specified then it displays all the records under the particular user type.

To view a Role

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **Role Management > View Role**. The system displays the **View Role** screen.

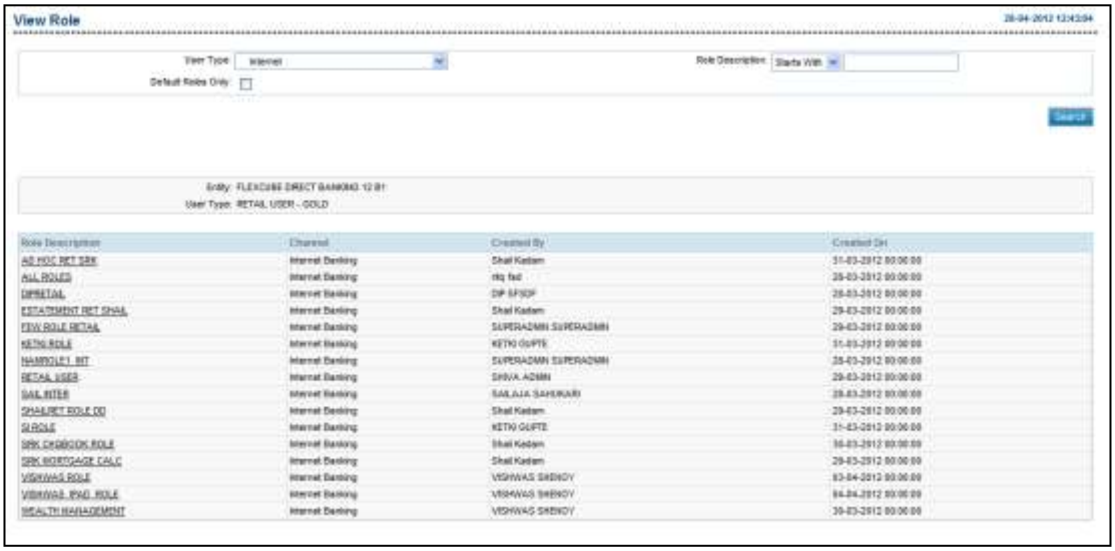
View Role

Field Description

Field Name	Description
User Type	[Mandatory, Drop-Down] Select the user type from the drop-down list.
Role Description	[Optional, Drop-Down, Alphanumeric, 80] Select the search criteria for the role description from the drop-down list. The options are as follow: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **A** in the adjacent field, then the system displays all the roles starting with **A**.
Default Roles Only	[Optional, Check Box] Select the **Default Roles Only** check box to view the default roles.

3. Select the user type.
4. Enter the role description.
5. Click the **Search** button. The system displays the **View Role** screen with the search result.

View Role

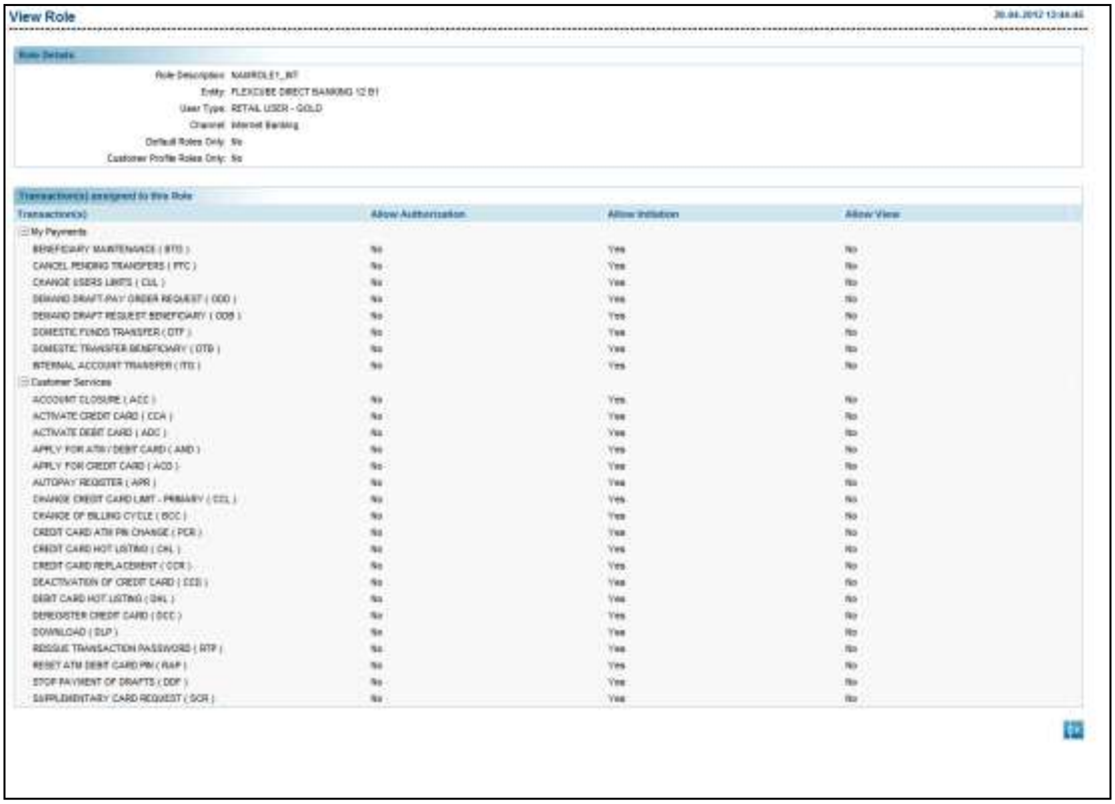


Field Description

Field Name	Description
Entity	[Display] This field displays the name of the entity.
User Type	[Display] This field displays the user type.
Role Description	[Display] This column displays the name of the role.
Channel	[Display] This column displays the transaction operation channel.
Created By	[Display] This column displays the user name who created the Role
Created by User Type	[Display] This column displays the user type through which the role is created.
Created On	[Display] This column displays the Date of the Role Creation

6. Click the link below the **Role Description** column to view the role details.

View Role



Field Description

Field Name	Description
Role Description	[Display] This field displays the description of selected Role.
Entity	[Display] This field displays the entity under which Role is applicable.
User Type	[Display] This field displays the User type for which Role is applicable
Channel	[Display] This field displays the Channel / User type.
Created By	[Display] This field displays the user id through which the Role is created.
Created By user type	[Display] This field displays the user type through which the Role is created.

Field Name	Description
Default Role only	[Display] This field displays whether the Role is marked as Default Role
Created by Customer id	[Display] This field displays the customer id through which the Role is created. This field will be displayed only if the Role is created by a corporate user with administrative transactions.

Column Name	Description
Transaction Name	[Display] This column displays the transaction mapped to the selected User
Allow Initiation	[Display] This column displays whether Initiation/ Invoke access is allowed for the respective transaction
Allow Authorization	[Display] This column displays whether Authorization access is allowed for the respective transaction
Allow View	[Display] This column displays whether View access is allowed for the respective transaction

7. Click the **OK** Button to go back to the View Role Search Screen.

8. Account Opening

Bank administrator can help in completion of the new account request on behalf of the prospect. You can view and download online account opening requests and leads. Administrator can also manually modify status update.

8.1 View and Update Applications

This transaction enables you to view the list of applications and leads.

To View and Update Application

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **Account Opening > View and Update Applications**. The system displays the **Search Application Form** screen.

Search Application Form

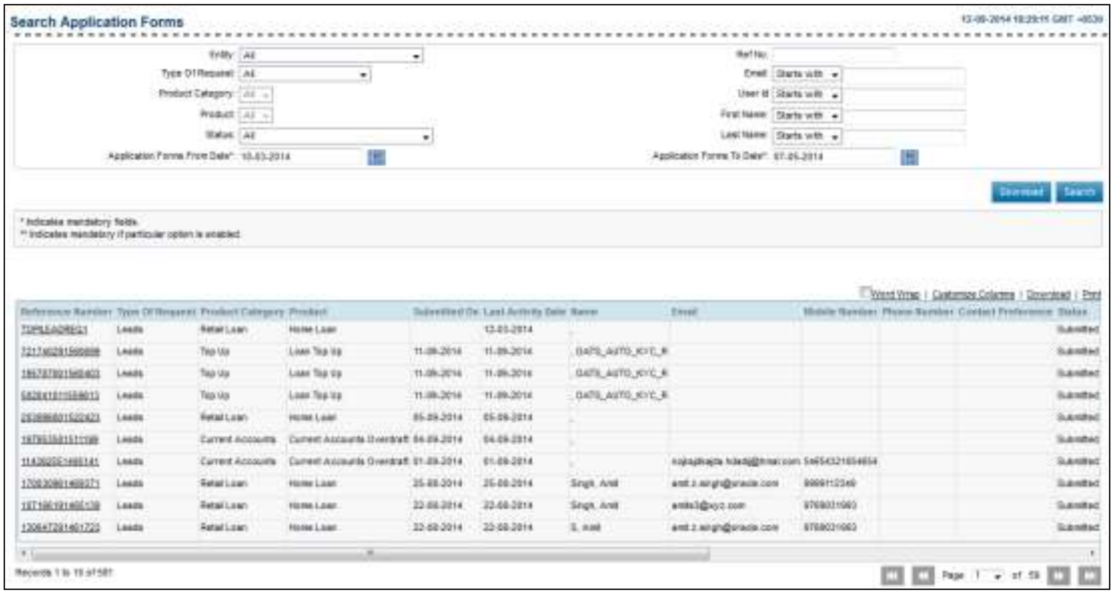
Field Description

Field Name	Description
Entity	[Optional, Drop-Down] Select the Entity of application.
Type of Request	[Optional, Drop-Down] Select the request type from drop down list. The options available are: • All (Default Value) • Completion by the bank requested • Online requests • Leads • Saved by the customers (Saved but not submitted)

Field Name	Description
Product Category	[Optional, Drop-Down] Select the type of product applied . The options available are: • All (Default Value) • Credit Cards • Savings Account • Current Accounts • Loans • Deposits
Product	[Optional, Drop-Down] Select the type of products available under the selected product category.
Status	[Optional, Drop-Down] Select the current Status of the application
Ref No.	[Optional,Input,20] Enter to search by reference number.
Email	[Optional,Input,100] Enter to search by email address.
User Id	[Optional,Input,35 Enter to search by user id.
First Name	[Optional,Input,35] Enter the first name of the applicant.
Last Name	[Optional,Input,35] Enter the last name of the applicant.
Application Forms From Date	[Mandatory, Date picker] Select date to specify the date range
Application Form To Date	[Mandatory, Date picker] Select date to specify the date range.

3. Click **Download** button to download the application form to extract all the application which have been submitted.
OR
Click **Search** button. The system will display following application form list details.

Search Application Form- Details



Field Description

Field Name	Description
Reference Number	[Display] This field displays the transaction reference number.
Type of Request	[Display] This field displays the type of request for origination
Product Category	[Display] This field displays the product category
Product	[Display] This field displays the product name
Date	[Display] This field displays date of last activity on the application
Name	[Display] This field displays the name of the applicant.
E-mail Address	[Display] This field displays email address of the applicant
Mobile Number	[Display] This field displays mobile number of the applicant
Phone Number	[Display] This field displays phone number of the applicant

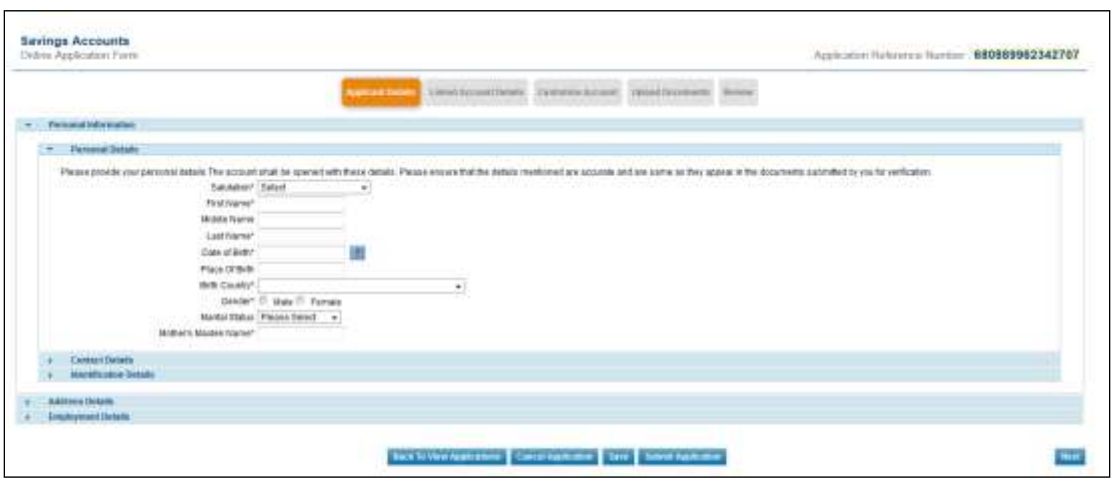
Field Name	Description
Contact Preference	[Display] This field displays email and phone number of the applicant
Status	[Display] This field displays the current status of the application
Remarks	[Display] This field displays the latest remarks available for the application.

4. Click on **Reference Number** of the application from list. The system will display Customer Relationship Details screen.

Customer Relationship Details

5. Click **Next** Button .The system displays the application form.

Application Form



6. Enter the respective details to update or fill the application form. For more details refer *User Manual Oracle FLEXCUBE Direct Banking Retail Cross Channel Originations*.

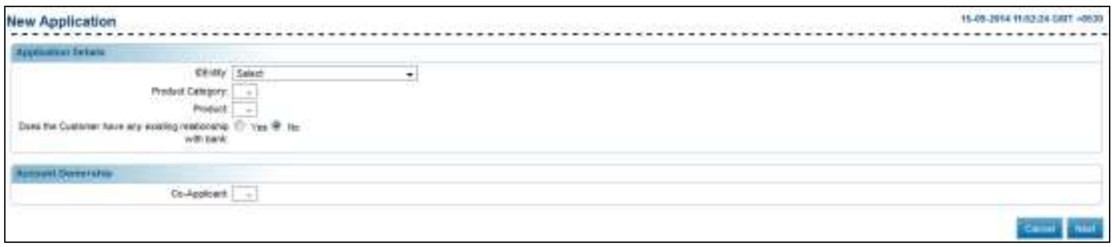
8.2 New Application

Bank administrator can fill and submit the application form for opening the account.

To view New Application Form

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **Account Opening > New Application**. The system displays the **New Application** screen.

New Application



Field Description

Field Name	Description
ID Entity	[Optional, Drop-Down] Select the Entity id of application.
Product Category	[Mandatory, Drop-Down] Select the product category available.
Product	[Mandatory, Drop-Down] Select the product from the dropdown for the selected category
Does the customer have any existing relationship with bank	[Mandatory, Radio Button] Select the option for customer existence. The values available are: • Yes • No
Customer id	[Mandatory,Input,20] Enter the customer id or account number of the customer This field will be enabled only if you select Yes radio button for having existing customer relationship with bank.
Account Ownership	
Co-Applicant	[Optional, Drop-Down] Select the number of the co-applicants.

3. Click **Next** button. The system will display **Online Application Form** based on searched criteria.
4. Enter respective details in the application form. For more details refer *User Manual Oracle FLEXCUBE Direct Banking Retail Cross Channel Originations*.
5. Click **Submit** Application.

8.3 Update File Status

The status of the application forms can be updated using the update file status option.

To Update the File Status

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **File Upload > Update File Status**. The system displays the **Update File Status** screen.

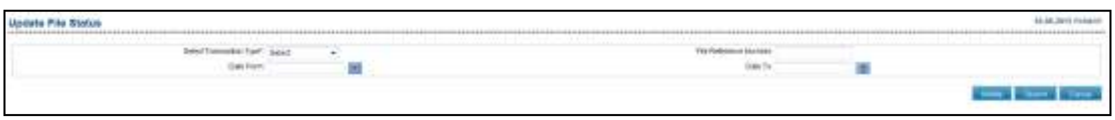
Search Application Form

Field Description

Field Name	Description
Select Transaction Type	[Mandatory, Drop Down] Specify the transaction type for which to upload the status file.

3. Click the **Submit** button. The system displays following screen.

Update File Status



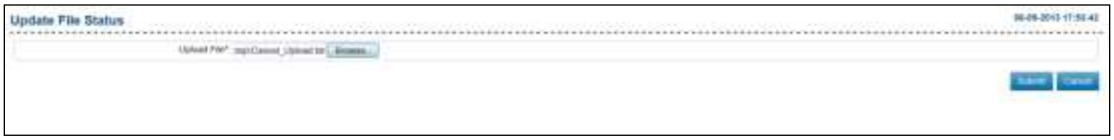
Field Description

Field Name	Description
Select Transaction Type	[Mandatory, Drop-Down] Select the transaction type as a Account Opening.
File Reference Number	[Optional,Input,Alphanumeric,20] Specify the File reference number that was generated at the time of status file upload.
Date From	[Optional, pick list] Select the status of the bulk file.
Date To	[Optional, pick list] Select the start date of uploading from the pick list.

4. Click **Initiate** button. The **Update File status** screen will be displayed.

5. Upload the file with updated status.

Update File Status



Field Description

Field Name	Description
File Reference Number	[Display, Hyperlink] This column displays the File Reference Number.
Update Date	[Display] This column displays the Date on which the file was uploaded.
Transaction Type	[Display] This column displays the type of transaction contained in the file.
Number of Transactions	[Display] This column displays the total number of transactions.
Status	[Display] This column displays the Status of the file.
File Name	[Display, Hyperlink] This column displays the Name of the uploaded file. Click on the hyperlink to view the file details

6. Click **Submit** button. The following screen will be displayed.

Update File Status- Confirm

7. Click **Ok**.

9. User Management

9.1 Create User (Bank Administration User)

This option allows you to create a Bank Administration user. The bank Administration user can be created by another bank administrator

To create a user:

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **User Management > Create User**. The system displays the **Create User** screen.

Create User

Field Description

Field Name	Description
Select User Type	[Mandatory, Drop-Down] Select the Bank Administrator as type of user from the drop-down list.

3. Click the **Create User** button. The system displays the **Create User-Profile** screen.

Create User - Profile

Field Description

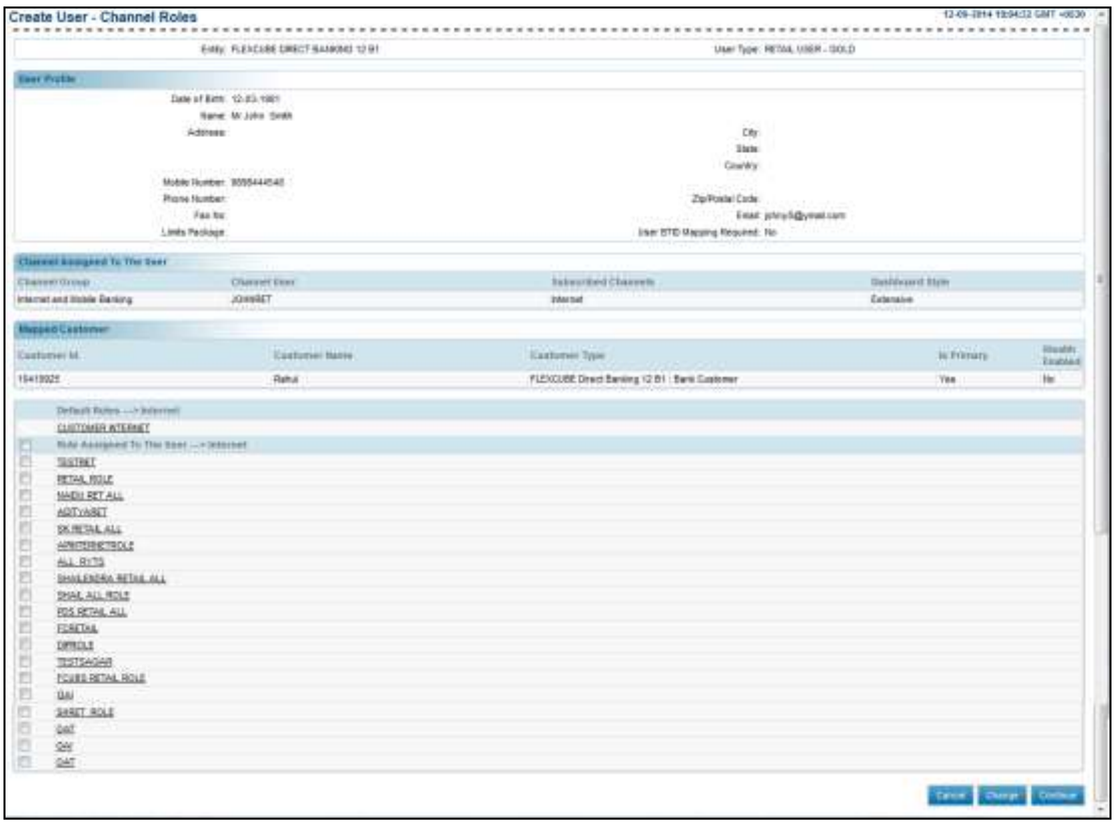
Field Name	Description
Entity	[Display] This field displays the type of entity.
User Type	[Display] This field displays the type of user.

Field Name	Description
Date of Birth	[Mandatory, Pick List] Select the date of birth of the user from the pick list.
Salutation	[Mandatory, Drop-Down] Select the salutation of the user from the drop-down list. The options are: • Mr • Mrs • Miss • Dr
First Name	[Mandatory, Alphanumeric, 40] Type the first name of the user.
Last Name	[Mandatory, Alphanumeric, 40] Type the last name of the user.
Address	[Mandatory, Alphanumeric, 70] Type the address of the user.
City	[Optional, Alphanumeric, 26] Type the name of the city.
State	[Optional, Alphanumeric, 20] Type the name of the state.
Country	[Optional, Alphanumeric, 35] Type the name of the country.
Phone Number	[Optional, Numeric, 20] Type the phone number of the user.
Mobile Number	[Mandatory, Numeric, 20] Type the mobile number of the user.
Zip/Postal Code	[Optional, Numeric, 7] Type the zip code.
Fax No	[Optional, Numeric, 11] Type the fax number of the user.

Field Name	Description
Email	[Mandatory, **UNIQUE**, Numeric, 100] Type the email address of the user. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
Limits Package	[Optional, Drop-Down] Select the limit package from the drop-down list to map the transaction limit package to the user.

4. Click the **Continue** button. The system displays the **Create User - Channel** screen.
OR
Click the **Cancel** button to cancel the transaction.

Create User - Channel



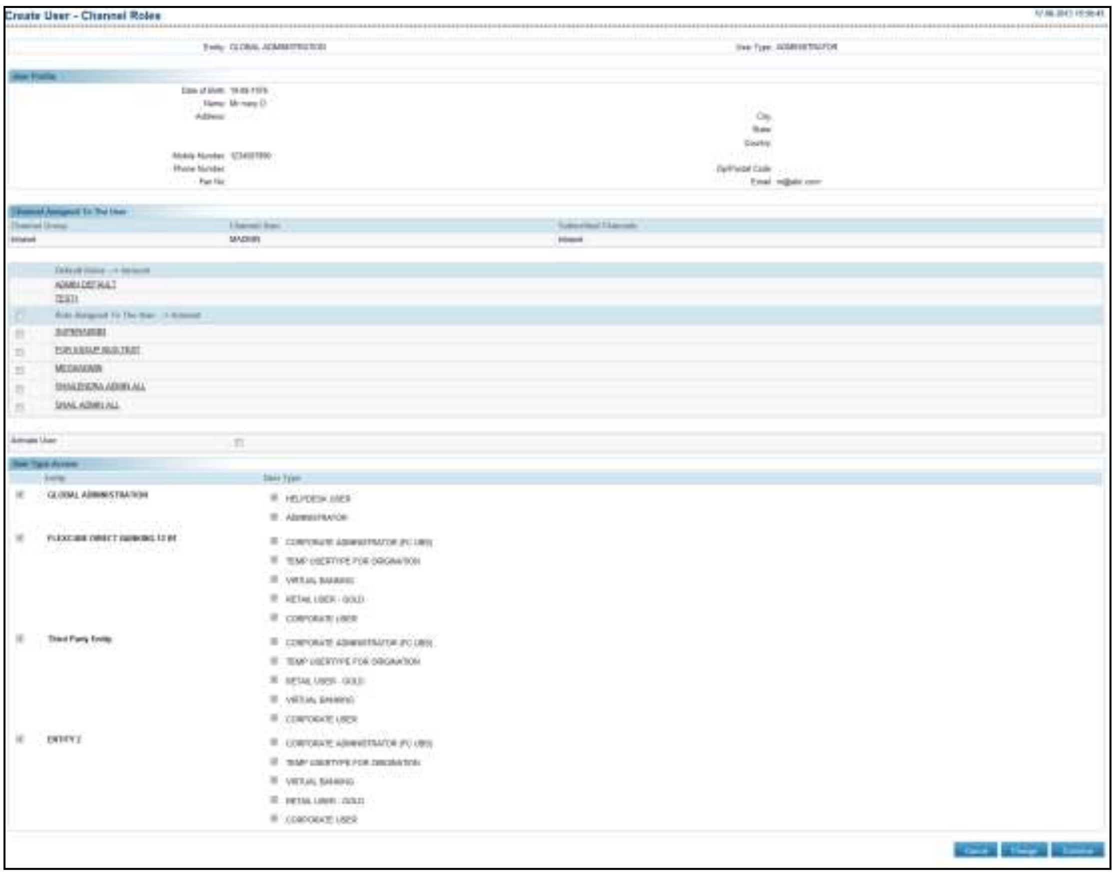
Field Description

Field Name	Description
Channel Description	[Optional, Check Box] Select the channel to be mapped to the user.

Field Name	Description
Channel User	[Mandatory, Alphanumeric,] Type the channel user Id.

5. Click the **View User Id policy** to view the User Id Policy.
6. Enter the channel details.
7. Click the **Continue** button. The system displays the **Create User - Channel Roles** screen.
OR
Click the **Change** button to return to the previous screen
OR
Click the **Cancel** button to cancel the transaction.

Create User-Channel Roles



Field Description

Field Name	Description
Default Roles	[Display] This field will display default Roles attached to the user created. id.
Role Assigned to the User	[Display, check box] Select the checkbox to select the Role to be assigned to the user. This field will display the Roles assigned to the user.
Activate User	[Optional, Check box] Select the **Activate User** checkbox to directly Activate the User while creating the user.
User Type Access	
Entity	[Optional, Check box] Select the **Entity** checkbox to give the access to the selected entity while creating the user.
User Type	[Optional, Check box] Select the **User Type** checkbox to give the access to the selected user type while creating the user.

8. Select the **checkbox** for Roles to be selected.
9. Select the **Activate User** check box, if user need to be activated immediately after creation. This option will be available only to the user types for which it is configured as a Day 0 Parameter
10. Click the **Continue** button. The system displays the **Create User - Verify** screen.
OR
Click the cancel button to cancel the user creation
11. Click the **Roles** hyperlink to view the details of the Role selected (Refer View Roles Transaction under Role Management).

Create User - Verify

12. Click the **Confirm** button. The system displays the **Create User**- **Confirm** screen with the status message.
OR
Click the **Change User Profile** button to change the user profile.
OR;
Click the **Change User Channel** button to change the user channel.
OR
Click the **Change User Role** button to change the user role.
OR
Click the **Cancel** button to cancel the transaction.

Create User-Confirm

13. Click the **OK** button. The system displays the **Create User** screen

9.2 Create User(Business user creation)

This option allows you to create a user. The bank interface is accessed by various classes of internal as well as external users. Whenever a new user is inducted under any user type, the administrator creates the user profile using this utility.

To create a user:

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **User Management > Create User**. The system displays the **Create User** screen.

Create User

Field Description

Field Name	Description
Select User Type	[Mandatory, Drop-Down] Select the type of user from the drop-down list.

3. Click the **Create User** button. The system displays the **Create User-Profile** screen.

Create User - Profile

Field Description

Field Name	Description

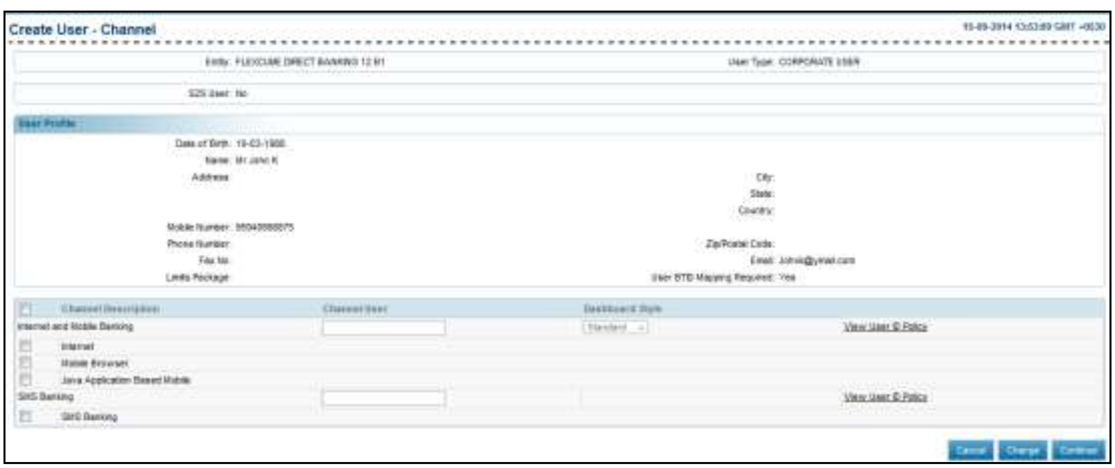
S2S User flag will be displayed only on **Corporate** user profile screen.

Field Name	Description
S2S User	[Optional, Check Box] Select check box to create S2S functionality. If this field is checked then, below fields will be available: • First name • Phone Number • Email id • Limits Package - Mandatory User BTID mapping required – Default checked
Below fields will be displayed for non S2S user	
Entity	[Display] This field displays the type of entity.
User Type	[Display] This field displays the type of user.
Date of Birth	[Mandatory, Pick List] Select the date of birth of the user from the pick list.
Salutation	[Mandatory, Drop-Down] Select the salutation of the user from the drop-down list. The options are: • Mr • Mrs • Miss • Dr
First Name	[Mandatory, Alphanumeric, 40] Type the first name of the user.
Last Name	[Mandatory, Alphanumeric, 40] Type the last name of the user.
Address	[Mandatory, Alphanumeric, 70] Type the address of the user.
City	[Optional, Alphanumeric, 26] Type the name of the city.
State	[Optional, Alphanumeric, 20] Type the name of the state.

Field Name	Description
Country	[Optional, Alphanumeric, 35] Type the name of the country.
Phone Number	[Optional, Numeric, 20] Type the phone number of the user.
MobileNumber	[Mandatory, Numeric, 20] Type the mobile number of the user.
Zip/Postal Code	[Optional, Numeric, Seven] Type the zip code.
Fax No	[Optional, Numeric, 11] Type the fax number of the user.
Email	[Mandatory, **UNIQUE**, Numeric, 100] Type the email address of the user. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
Limits Package	[Optional, Drop-Down] Select the limit package from the drop-down list to map the transaction limit package to the user.

4. Click the **Continue** button. The system displays the **Create User - Channel** screen.
   OR
   Click the **Cancel** button to cancel the transaction.

Create User - Channel

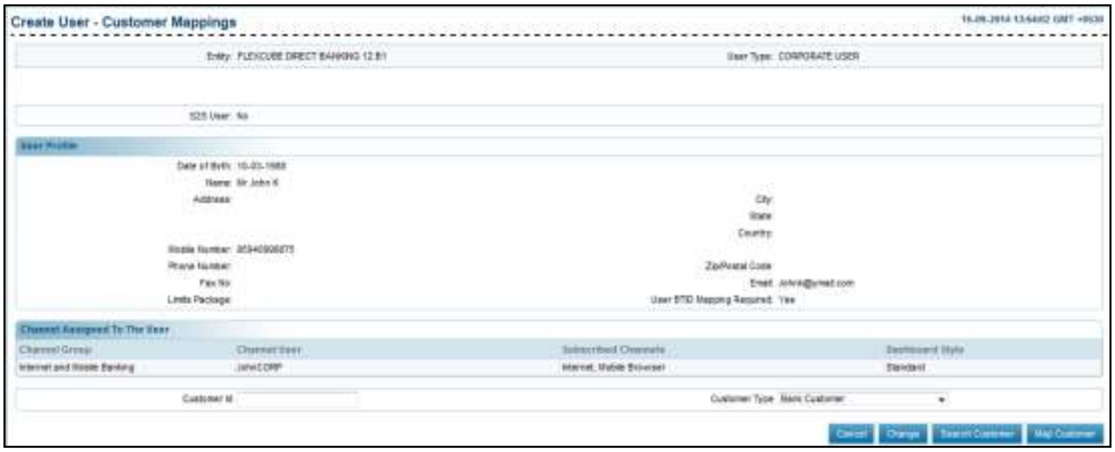


Field Description

Field Name	Description
Channel Description	[Optional, Check Box] Select the channel to be mapped to the user. **Note:** Internet & Mobile Banking is a single group. So Channel User will be same across all the sub-channels under this group, provided their checkboxes are checked. In above screen, if all the checkboxes for sub-channels Internet, Mobile Browser & Mobile Application are checked, then same channels user will be applicable to all these channels under Internet and Mobile Banking group. Channels displayed will be configured as day 0 for selected entity and user type. Logical grouping can be maintained at day 0 and the groups will be displayed in channel selection screen.
Channel User	[Mandatory, Alphanumeric,] Type the channel user Id. **Note:** The administrator can assign channel access to individual channels of a group but will have to define a single user id for all the channels that are part of a group.
Dashboard Style	[Mandatory, Dropdown] Select a dashboard style for the user for the internet banking channel. The values are: • Treasurer • Standard **Note**: This filed will be enabled only if the internet channel is selected.

5. Click the View User Id policy to view the User Id Policy.
6. Enter the channel details.
7. Click the **Continue** button. The system displays the **Create User - Customer Mappings** screen.
   OR
   Click the **Change** button to return to the previous screen
   OR
   Click the **Cancel** button to cancel the transaction.

Create User - Customer Mappings



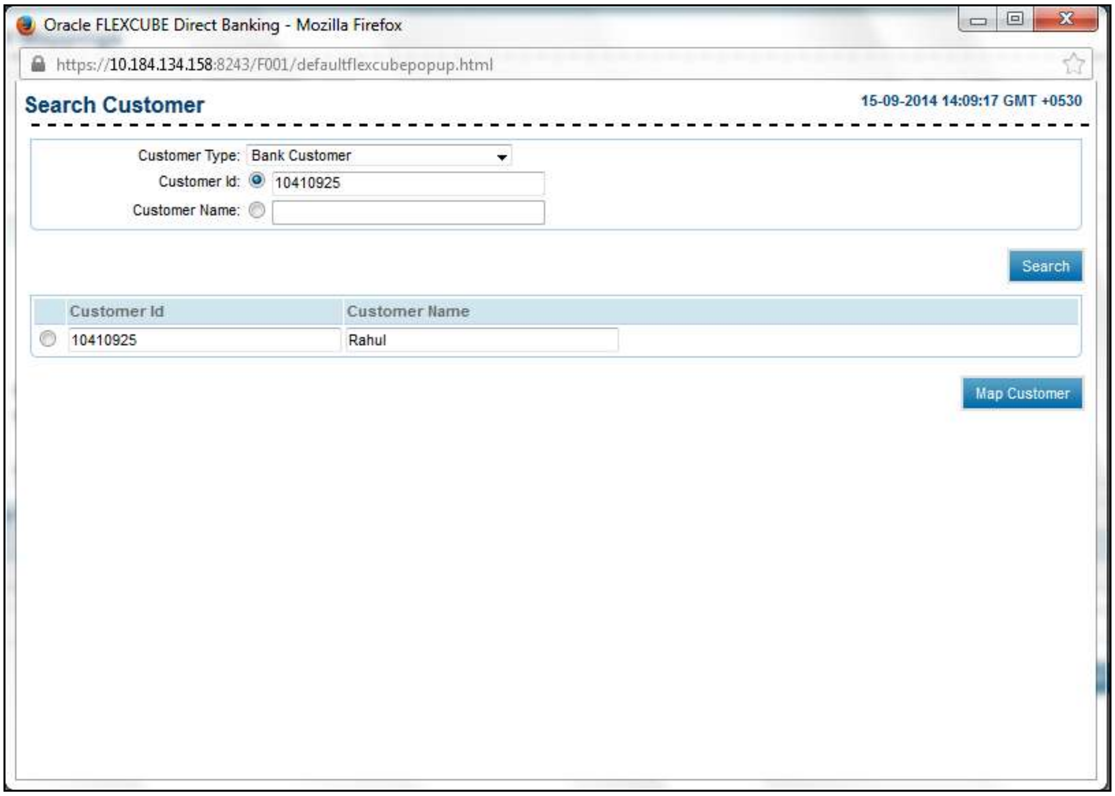
Field Description

Field Name	Description
Customer id	[Mandatory, Alphanumeric, 20] Type the Customer Id to be mapped to the user.
Customer Type	[Mandatory, Dropdown] Select the Type of customer from the dropdown list.

8. Click the **Map Customer** to Map the customer directly
   Or
   Click the **Search Customer** button to cancel the User creation

   Click the **Cancel** button to cancel the User creation
   OR
   Click the **Change** button to return to the previous screen for modification.

Search Customer

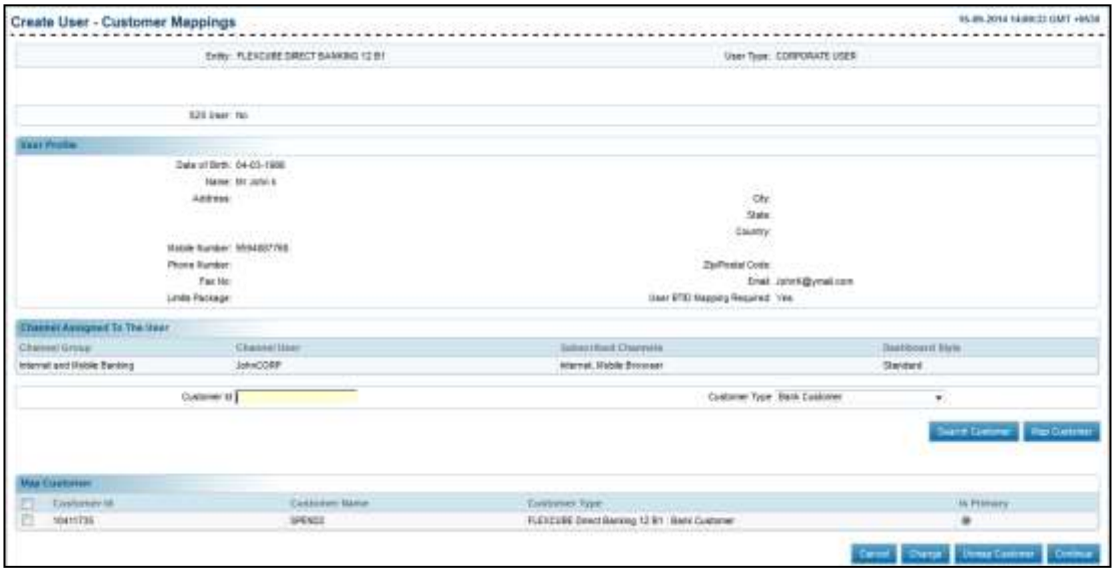


Field Description

Field Name	Description
Customer Type	[Mandatory, Drop-Down] Select the customer type from the drop-down list.
Customer ID	[Optional, Radio Button, Alphanumeric] Click the Radio button to search the customer by Customer Id. Type the customer id as search criteria.
Customer Name	[Optional, Radio Button, Alphanumeric] Click the Radio button to search the customer by Customer Name. Type the Customer name as search criteria.

9. Click the **Search** button to search the valid customers
10. Select the **Radio Button** of the Customer id to be selected for mapping
11. Click the **Map Customer** button. The system displays the **Create User - Customer Mappings** screen.

Create User-Customer Mapping



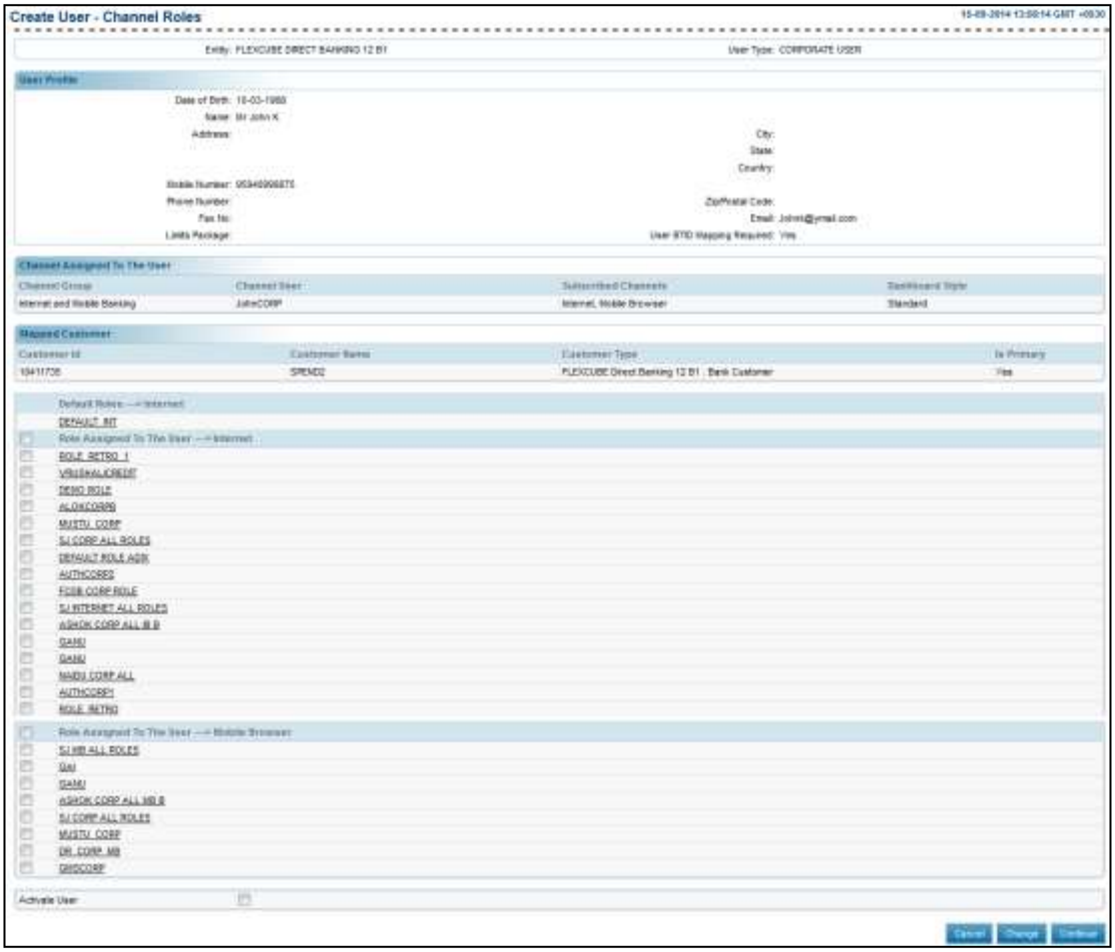
Field Description

Field Name	Description
Customer Id	[Display, Check Box] This field displays the Customer id selected for mapping. Select the **check box** to select for un mapping the customer id.
Customer Type	[Display] This field displays the **Customer type** selected from the dropdown list.
Is Primary	[Optional, Radio Button] Select **Is primary** to make the mapped customer the primary customer.
Wealth Enabled	[Mandatory, Check box] Select the check box to selct the customer as a Wealth Management customer.

12. Click **Continue**. The system displays the **Create User - Channel Roles** screen.
OR
Select a customer ID and click the **Un map Customer** button to un map a customer.

Note: Create User-Channel Roles screen will be disabled for corporate S2S user.

Create User-Channel Roles

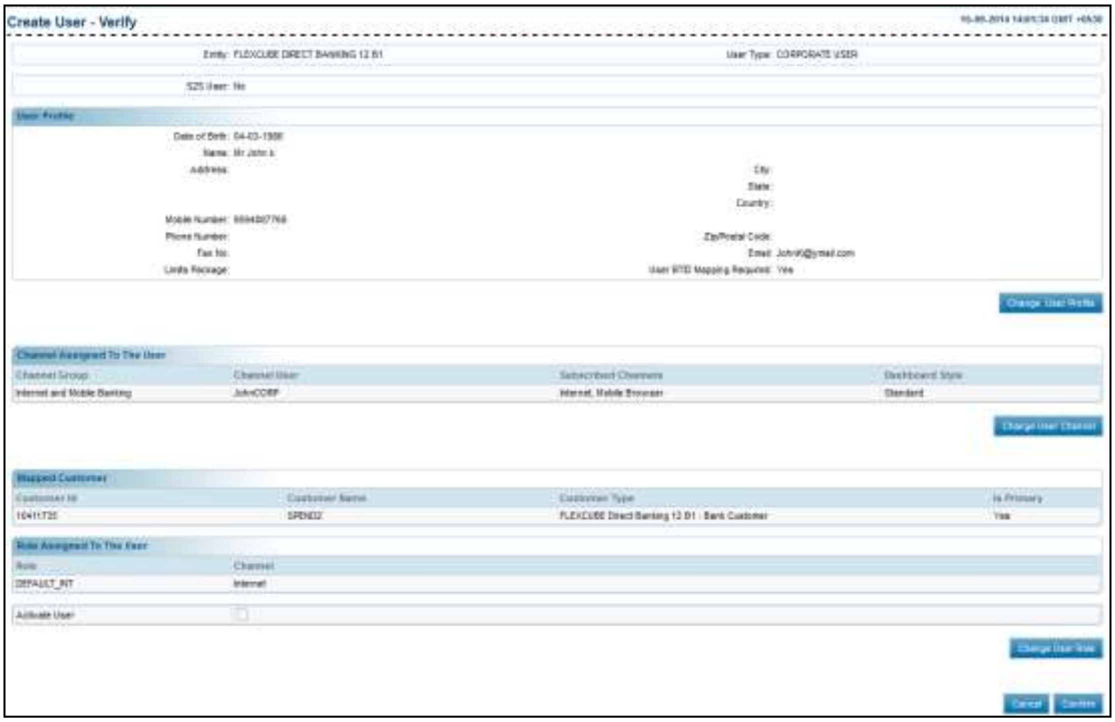


Field Description

Field Name	Description
Default Roles	[Display] This field will display default Roles attached to the user created. id.
Role Assigned to the User	[Display, check box] Select the checkbox to select the Role to be assigned to the user. This field will display the Roles assigned to the user.
Activate User	[Optional, Check box] Select the **Activate User** checkbox to directly Activate the User while creating the user.

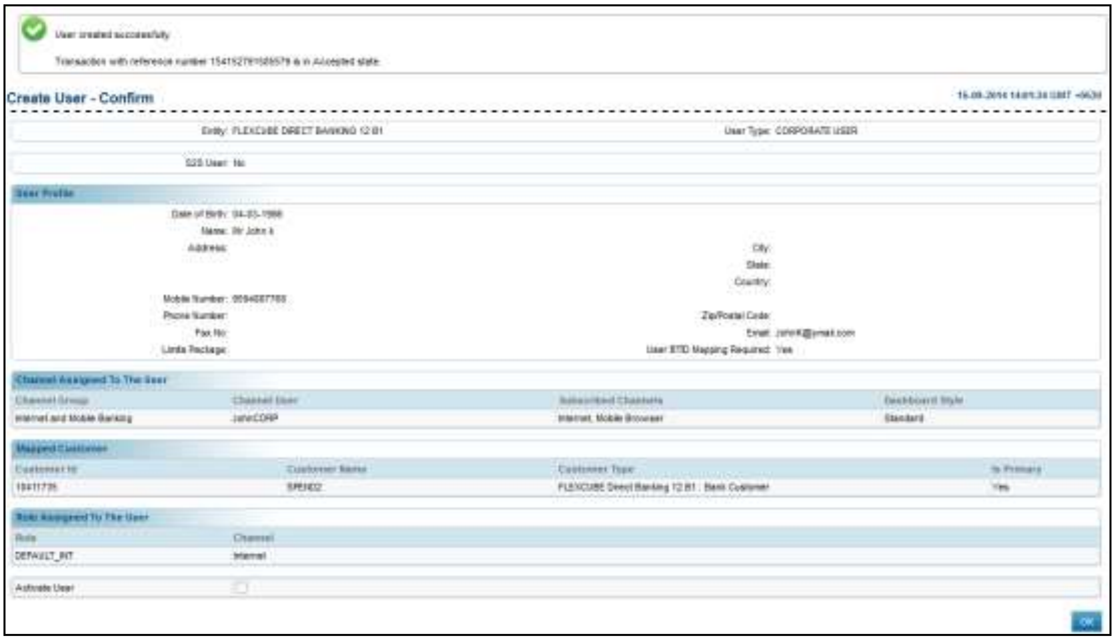
13. Select the **check box** for roles to be selected.
14. Select the **Activate User** check box, if user need to be activated immediately after creation. This option will be available only to the user types for which it is configured as a Day 0 Parameter
15. Click the **Continue** button. The system displays the **Create User - Verify** screen.
OR
Click the cancel button to cancel the user creation
16. Click the **Roles** hyperlink to view the details of the Role selected (Refer View Roles Transaction under Role Management).

Create User - Verify



17. Click the **Confirm** button. The system displays the **Create User**- **Confirm** screen with the status message.
OR
Click the **Change User Profile** button to change the user profile.
OR;
Click the **Change User Channel** button to change the user channel.
OR
Click the **Change User Role** button to change the user role.
OR
Click the **Change Customer Mapping** button to change the customer mapping.
OR
Click the **Cancel** button to cancel the transaction.

Create User-Confirm



18. Click the **OK** button. The system displays the **Create User** screen.

9.3 Multi Entity Access (Business User)

By this functionality, business user will be able to access all the entities where the user holds the account with the Bank. Business user will login with one entity and through that single login; he will be able to access accounts/transactions of other entities, which are mapped to the user. So effectively, the user need not login again to check the status or to carry out transactions specific to an entity for which the user is not separately logged in.

To create a user with access to multiple entities:

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **User Management > Create User**. The system displays the **Create User** screen.

Create User

Field Description

Field Name	Description
Select User Type	[Mandatory, Drop-Down] Select the type of user from the drop-down list.

3. Click the **Create User** button. The system displays the **Create User-Profile** screen.

Create User - Profile

Field Description

Field Name	Description
Entity	[Display] This field displays the type of entity.
User Type	[Display] This field displays the type of user.

Field Name	Description
Date of Birth	[Mandatory, Pick List] Select the date of birth of the user from the pick list.
Salutation	[Mandatory, Drop-Down] Select the salutation of the user from the drop-down list. The options are: • Mr • Mrs • Miss • Dr
First Name	[Mandatory, Alphanumeric, 40] Type the first name of the user.
Last Name	[Mandatory, Alphanumeric, 40] Type the last name of the user.
Address	[Mandatory, Alphanumeric, 70] Type the address of the user.
City	[Optional, Alphanumeric, 26] Type the name of the city.
State	[Optional, Alphanumeric, 20] Type the name of the state.
Country	[Optional, Alphanumeric, 35] Type the name of the country.
MobileNumber	[Mandatory, Numeric, 20] Type the mobile number of the user.
Phone Number	[Optional, Numeric, 11] Type the phone number of the user.
Zip/Postal Code	[Optional, Numeric, Seven] Type the zip code.
Fax No	[Optional, Numeric, 11] Type the fax number of the user.

Field Name	Description
Email	[Mandatory, **UNIQUE**, Numeric, 100] Type the email address of the user. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
User BTID Mapping Required	[Conditional, Check Box] Select the **User BTID Mapping Required** for mapping the user. This field is enabled if the user type is selected as a **Corporate User.**
Limits Package	[Optional, Drop-Down] Select the limit package from the drop-down list to map the transaction limit package to the user.

4. Click the **Continue** button. The system displays the **Create User - Channel** screen.
OR
Click the **Cancel** button to cancel the transaction.

Create User - Channel

Field Description

Field Name	Description
Channel Description	[Optional, Check Box] Select the channel to be mapped to the user. **Note**: Internet & Mobile Banking is a single group. So Channel User will be same across all the sub-channels under this group, provided their checkboxes are checked. In above screen, if all the checkboxes for sub-channels Internet, Mobile Browser & Mobile Application are checked, then same channels user will be applicable to all these channels under Internet and Mobile Banking group. Channels displayed will be configured as day 0 for selected entity and user type. Logical grouping can be maintained at day 0 and the groups will be displayed in channel selection screen.
Channel User	[Mandatory, Alphanumeric] Type the channel user Id.

5. Click the View User Id policy to view the User Id Policy.
6. Enter the channel details.
7. Click the **Continue** button. The system displays the **Create User - Customer Mappings** screen.
   OR
   Click the **Change** button to return to the previous screen
   OR
   Click the **Cancel** button to cancel the transaction.

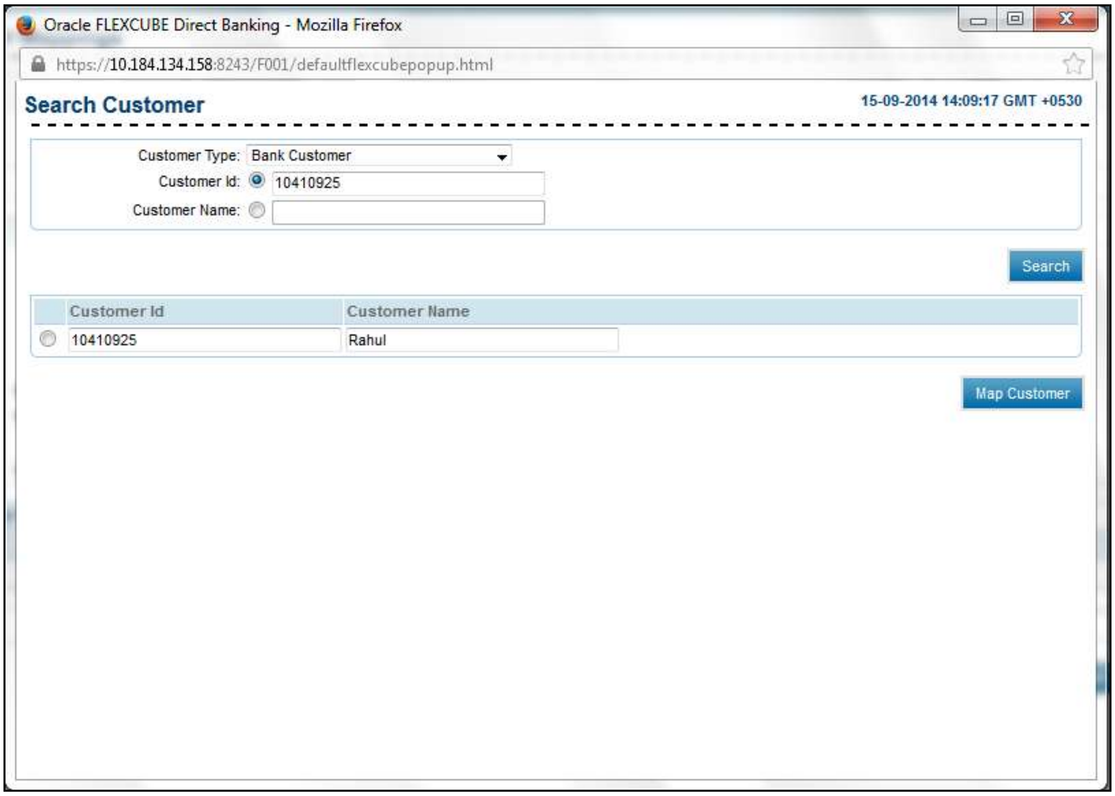
Create User - Customer Mappings

Field Description

Field Name	Description
Customer id	[Mandatory, Alphanumeric, 20] Type the Customer Id to be mapped to the user. Note: Here bank administrator will have to map the customer ids of other entities to the user. After this mapping. Business user will get access to all those entities, of which customers are mapped.
Customer Type	[Mandatory, Dropdown] Select the Type of customer from the dropdown list. Note: In case of Multi entity access, select the customer type under the specific entity of which customer is to be mapped.

8. Click the **Search Customer** button. The system displays the **Search Customer** screen.
OR
Click the **Map Customer** to Map the customer directly
Or
Click the **Cancel** button to cancel the User creation
OR
Click the **Change** button to return to the previous screen for modification.

Search Customer



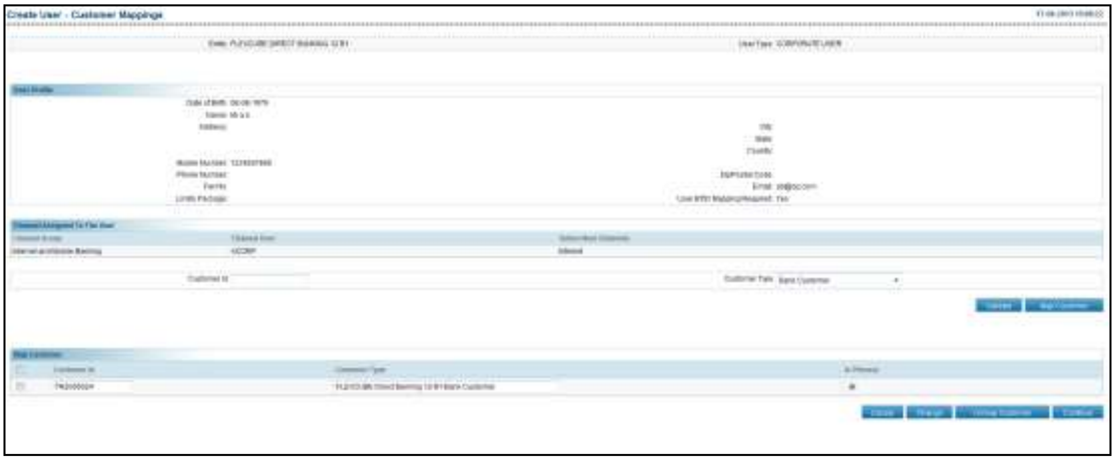
Field Description

Field Name	Description
Customer Type	[Mandatory, Drop-Down] Select the customer type from the drop-down list.
Customer ID	[Optional, Radio Button, Alphanumeric] Click the Radio button to search the customer by Customer Id. Type the customer id as search criteria.
Customer Name	[Optional, Radio Button, Alphanumeric] Click the Radio button to search the customer by Customer Name. Type the Customer name as search criteria.

9. Click the **Search** button to search the valid customers
10. Select the **Radio Button** of the Customer id to be selected for mapping
11. Click the **Map Customer** button. The system displays the **Create User - Customer Mappings** screen.

Note: As shown highlighted in below screen, 3 customer ids of different entities are mapped to the user. This enables user to have access to all these 3 entities.

Create User-Customer Mapping



Note: Business user will be able to access transactions/accounts of other mapped entities. These transactions will depend on the entity specific customer ids as well as entity specific roles mapped to the user

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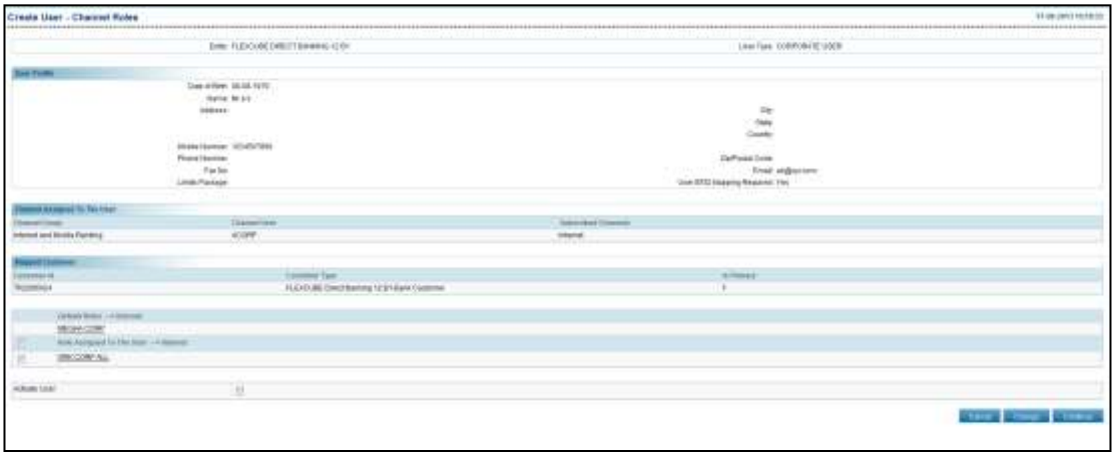
Field Description

Field Name	Description
Customer Id	[Display, Checkbox] This field will display the Customer id selected for mapping. Select the **checkbox** to select for un mapping the customer id.
Customer Type	[Display] This field will display the **Customer type** selected from the dropdown list.
Is Primary	[Optional, Radio Button] Select **Is primary** to make the mapped customer the primary customer.
Wealth Enabled	[Mandatory, Checkbox] Select the checkbox to selct the customer as a Wealth Management customer.

12. Click the **Continue** button. The system displays the **Create User - Channel Roles** screen.
    OR
    Select a customer ID and click the **Un map Customer** button to un map a customer.

Create User-Channel Roles

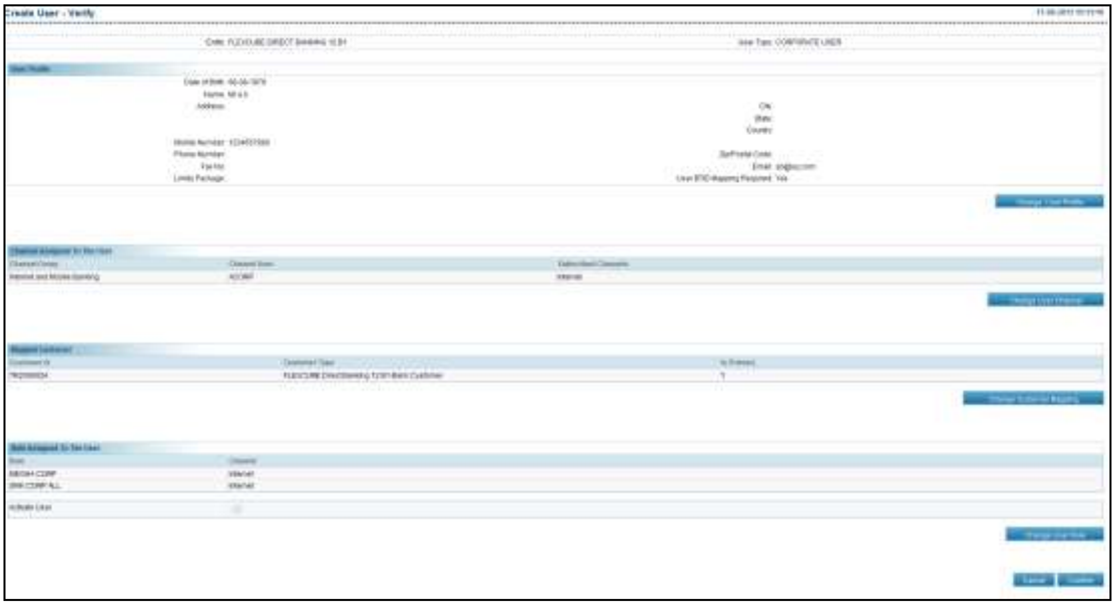


Field Description

Field Name	Description
Default Roles	[Display] This field will display default Roles attached to the user created. id.
Role Assigned to the User	[Display, check box] Select the checkbox to select the Role to be assigned to the user. This field will display the Roles assigned to the user.
Activate User	[Optional, Check box] Select the **Activate User** checkbox to directly Activate the User while creating the user.

13. Select the **checkbox** for Roles to be selected.
14. Select the **Activate User** check box, if user need to be activated immediately after creation. This option will be available only to the user types for which it is configured as a Day 0 Parameter
15. Click the **Continue** button. The system displays the **Create User - Verify** screen.
    OR
    Click the cancel button to cancel the user creation
16. Click the **Roles** hyperlink to view the details of the Role selected (Refer View Roles Transaction under Role Management).

Create User - Verify



17. Click the **Confirm** button. The system displays the **Create User**- **Confirm** screen with the status message.
OR
Click the **Change User Profile** button to change the user profile.
OR;
Click the **Change User Channel** button to change the user channel.
OR
Click the **Change User Role** button to change the user role.
OR
Click the **Change Customer Mapping** button to change the customer mapping.
OR
Click the **Cancel** button to cancel the transaction.

Create User-Confirm

18. Click the **OK** button. The system displays the **Create User** screen.

9.4 Modify User(Bank Administrator)

This option allows the administrator to modify a Bank Admin user profile.

To modify a user

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **User Management > Modify User**. The system displays the **Modify User** screen.

Modify User

Field Description

Field Name	Description
User Type	[Mandatory, Drop-Down] Select the user type from the drop-down list.
First Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the first name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **A** in the adjacent field, then the system displays all the customer first names starting with **A**.

Field Name	Description
Last Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the last name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **E** in the adjacent field, then the system displays all the customer last names starting with **E**.
User Id	[Optional, Drop-Down, Alphanumeric, 20] Select the search criteria for the user ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **1** in the adjacent field, then the system displays all the user ID's starting with **1.**

Field Name	Description
Email	[Optional, UNIQUE, Drop-Down, Alphanumeric, 100] Select the search criteria for the email ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **L** in the adjacent field, then the system displays all the email ID's starting with **L**. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
From Date	[Optional, Pick List] Select the start date from the pick list. The date should not greater than the process date.
To Date	[Optional, Pick List] Select the end date from the pick list. The date should be greater than the from date.
Customer ID	[Conditional, Drop-down, Alphanumeric, 18] Select the search criteria for the customer ID from the drop-down. The options are: • Start With • Ends With • Equals • Contains Type the search string in the adjacent field. This field is enabled if the **Corporate User** option is selected from the **User Type** drop-down list. **For Example**: If you select the search criteria as **Starts With** and enter **L** in the adjacent field, then the system displays all the customer ID's starting with **L**.

3. Select the user type.
4. Enter the search criteria.
5. Click the **Search** button. The system displays the **Modify User** screen with the search result.

Modify User

Field Description

Field Name	Description
User Id	[Display] This column displays the user ID.
Name	[Display] This column displays the name of the user.
Email	[Display, **UNIQUE**] This column displays the email address of the user. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.

Field Name	Description
Channel	[Display] This column displays the banking channel through which the user performs the transactions.

6. Click the **User ID**. The system displays the **Modify User - Profile** screen.

Modify User - Profile

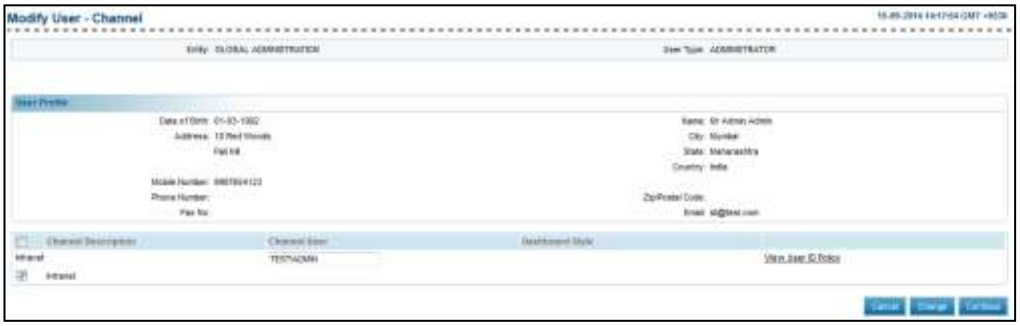
Field Description

Field Name	Description
Entity	[Display] This field displays the type of entity.
User Type	[Display] This field displays the type of user.
Date of Birth	[Mandatory, Pick List] Select the date of birth of the user from the pick list.
Salutation	[Mandatory, Drop-Down] Select the salutation of the user from the drop-down list. The options are: • Mr • Mrs • Miss • Dr
First Name	[Mandatory, Alphanumeric, 40] Type the first name of the user.
Last Name	[Mandatory, Alphanumeric, 40] Type the last name of the user.

Field Name	Description
Address	[Mandatory, Alphanumeric, 70] Type the address of the user.
City	[Optional, Alphanumeric, 26] Type the name of the city.
State	[Optional, Alphanumeric, 20] Type the name of the state.
Country	[Optional, Alphanumeric, 35] Type the name of the country.
MobileNumber	[Mandatory, Numeric, 20] Type the mobile number of the user.
Phone Number	[Optional, Numeric, 11] Type the phone number of the user.
Zip/Postal Code	[Optional, Numeric, 7] Type the zip code.
Fax No	[Optional, Numeric, 11] Type the fax number of the user.
Email	[Mandatory, **UNIQUE**, Numeric, 100] Type the email address of the user. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
Limits Package	[Optional, Drop-Down] Select the limit package from the drop-down list to map the transaction limit package to the user.

7. Modify the appropriate detail.
8. Click the **Continue** button. The system displays the **Modify User - Channel** screen.
   OR
   Click the **Cancel** button to close the window.
   OR
   Click the **Change** button to select another user.

Modify User – Channel



Field Description

Field Name	Description
Channel Description	[Optional, Check Box] Select the channel to be mapped to the user.
Channel User	[Mandatory, Alphanumeric] Type the channel user Id.

9. Select the channel to be assigned to the user.
10. Click the **Continue** button. The system displays the **Modify User - Channel Roles** screen.
OR
Click the **Change** button to return to the previous screen to make changes.
OR
Click the **Cancel** button to cancel the transaction.

Modify User - Channel Roles

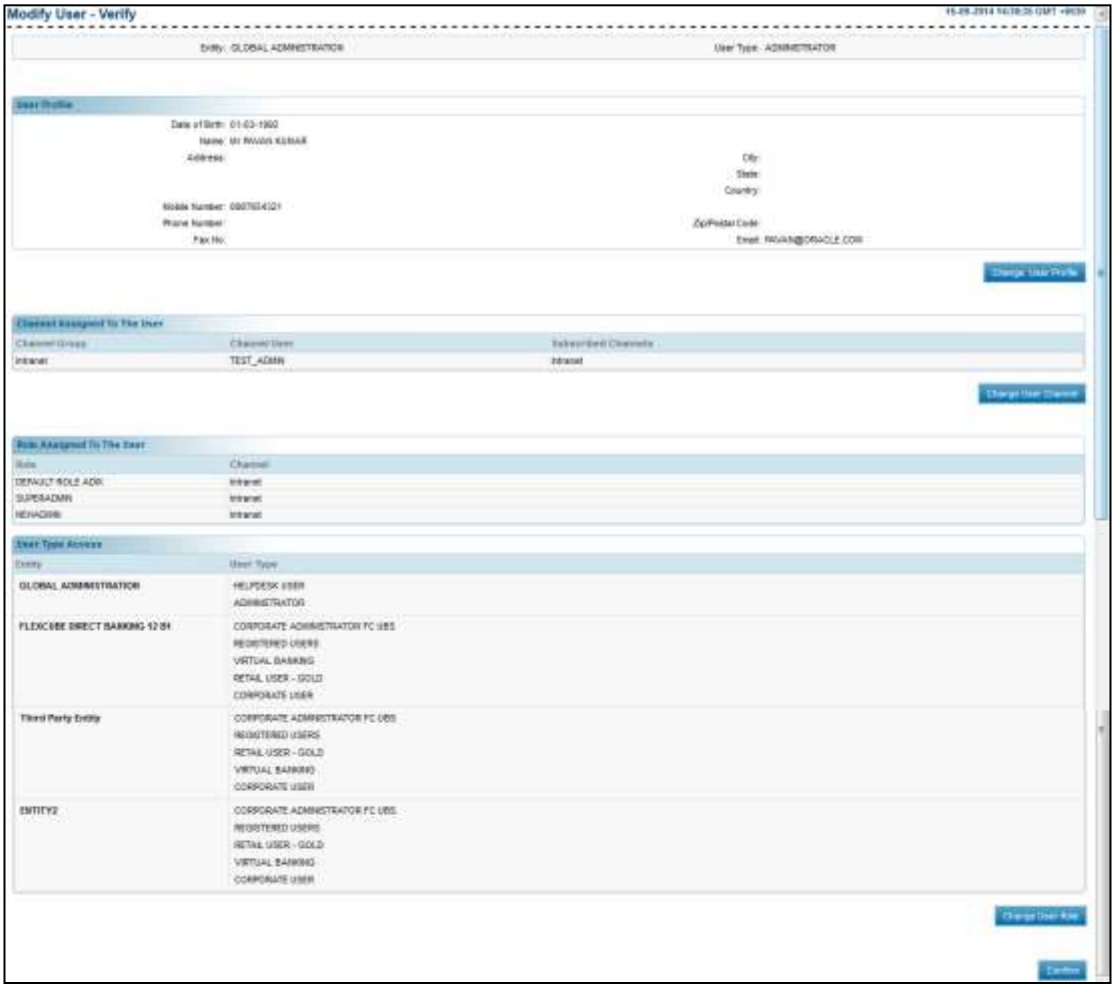
Field Description

Field Name	Description
Channel Assigned To The User	[Display] This field will display default Roles attached to the user created. id.
Role Assigned to the User	[Optional, Check Box] Select the **Role Assigned to the User** check box to select the Role to be assigned to the user. This field will display the Roles assigned to the user.

Field Name	Description
Activate User	[Optional, Check Box] Select the **Activate User** checkbox to directly Activate the User while creating the user.
User Type Access	
Entity	[Optional, Check Box] Select the **Entity** checkbox to give the access to the selected entity while creating the user.
User Type	[Optional, Check Box] Select the **User Type** checkbox to give the access to the selected user type while creating the user.

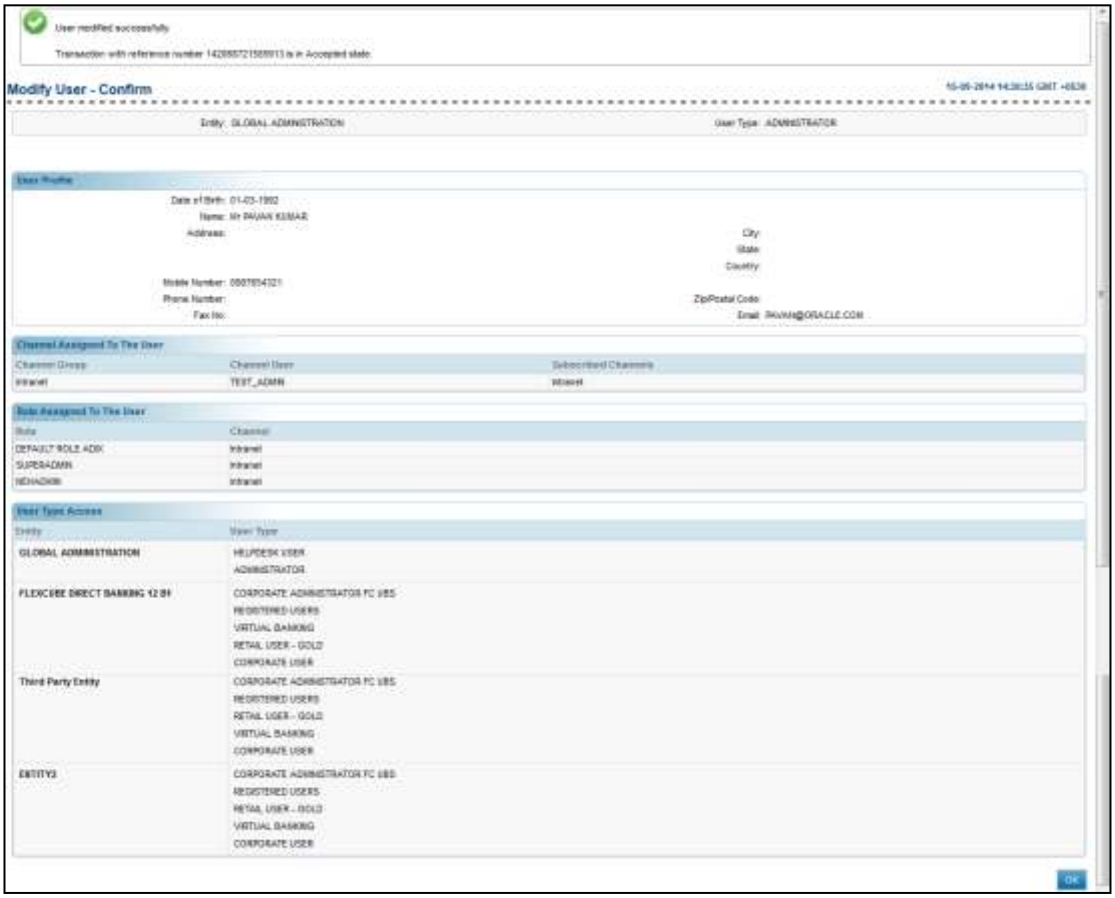
11. Click the **Continue** button. The system displays the **Modify User - Verify** screen.
OR
Click the **Cancel** button to cancel the transaction.
OR
Click the **Change** button to select another user.

Modify User - Verify



12. Click the **Confirm** button. The system displays the **Modify User - Confirm** screen with the status message.
OR
Click the **Change Profile** button to modify the user profile.
OR
Click the **Change User Channel** button to modify the user channel.
OR
Click the **Change Customer Mapping** button to modify the customer mapping.
OR
Click the **Change User Role** button to modify the user role.

Modify User - Confirm



13. Click the **OK** button. The system displays the **Modify User** screen with the status message.

9.5 Modify User(Business User)

This option allows the administrator to modify a user profile. If the search criteria is not specified then it displays all the records under the particular user type.

To modify a user

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **User Management > Modify User**. The system displays the **Modify User** screen.

Modify User

Field Description

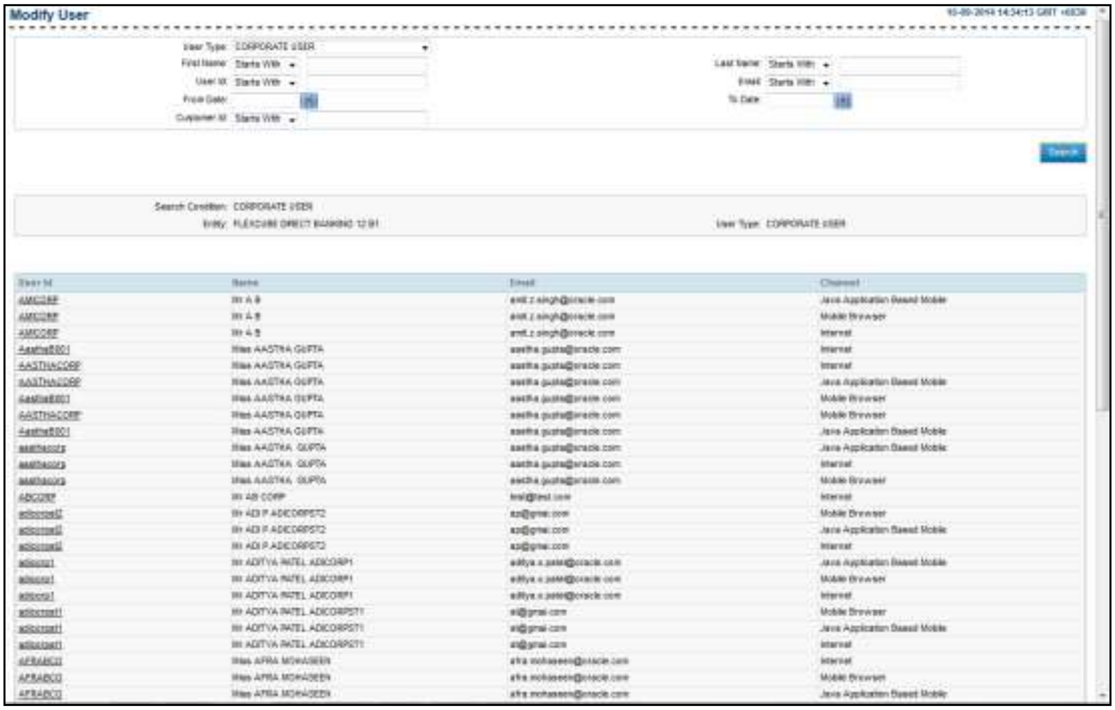
Field Name	Description
User Type	[Mandatory, Drop-Down] Select the user type from the drop-down list.
First Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the first name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **A** in the adjacent field, then the system displays all the customer first names starting with **A**.

Field Name	Description
Last Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the last name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **E** in the adjacent field, then the system displays all the customer last names starting with **E**.
User Id	[Optional, Drop-Down, Alphanumeric, 20] Select the search criteria for the user ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **1** in the adjacent field, then the system displays all the user ID's starting with **1.**

Field Name	Description
Email	[Optional, **UNIQUE**, Drop-Down, Alphanumeric, 100] Select the search criteria for the email ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **L** in the adjacent field, then the system displays all the email ID's starting with **L**. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
From Date	[Optional, Pick List] Select the start date from the pick list. The date should not greater than the process date.
To Date	[Optional, Pick List] Select the end date from the pick list. The date should be greater than the from date.
Customer ID	[Conditional, Drop-down, Alphanumeric, 18] Select the search criteria for the customer ID from the drop-down. The options are: • Start With • Ends With • Equals • Contains Type the search string in the adjacent field. This field is enabled if the **Corporate User** option is selected from the **User Type** drop-down list. **For Example**: If you select the search criteria as **Starts With** and enter **L** in the adjacent field, then the system displays all the customer ID's starting with **L**.

3. Select the user type.
4. Enter the search criteria.
5. Click the **Search** button. The system displays the **Modify User** screen with the search result.

Modify User



Field Description

Field Name	Description
User Id	[Display] This column displays the user ID.
Name	[Display] This column displays the name of the user.
Email	[Display, **UNIQUE**] This column displays the email address of the user. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
Channel	[Display] This column displays the banking channel through which the user performs the transactions.

6. Click the **User ID**. The system displays the **Modify User - Profile** screen.

Modify User - Profile

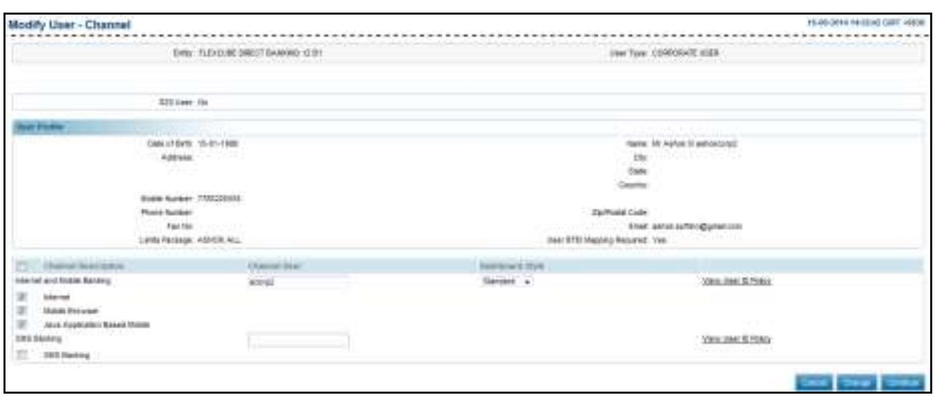
Field Description

Field Name	Description
Entity	[Display] This field displays the type of entity.
User Type	[Display] This field displays the type of user.
Date of Birth	[Mandatory, Pick List] Select the date of birth of the user from the pick list.
Salutation	[Mandatory, Drop-Down] Select the salutation of the user from the drop-down list. The options are: • Mr • Mrs • Miss • Dr
First Name	[Mandatory, Alphanumeric, 40] Type the first name of the user.
Last Name	[Mandatory, Alphanumeric, 40] Type the last name of the user.
Address	[Mandatory, Alphanumeric, 70] Type the address of the user.
City	[Optional, Alphanumeric, 26] Type the name of the city.
State	[Optional, Alphanumeric, 20] Type the name of the state.

Field Name	Description
Country	[Optional, Alphanumeric, 35] Type the name of the country.
MobileNumber	[Mandatory, Numeric, 20] Type the mobile number of the user.
Phone Number	[Optional, Numeric, 11] Type the phone number of the user.
Zip/Postal Code	[Optional, Numeric, 7] Type the zip code.
Fax No	[Optional, Numeric, 11] Type the fax number of the user.
Email	[Mandatory, **UNIQUE**, Numeric, 100] Type the email address of the user. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
Limits Package	[Optional, Drop-Down] Select the limit package from the drop-down list to map the transaction limit package to the user.

7. Modify the appropriate detail.
8. Click the **Continue** button. The system displays the **Modify User - Channel** screen.
OR
Click the **Cancel** button to close the window.
OR
Click the **Change** button to select another user.

Modify User - Channel



Field Description

Field Name	Description
Channel Description	[Optional, Check Box] Select the channel to be mapped to the user.
Channel User	[Mandatory, Alphanumeric] Type the channel user Id.

9. Select the channel to be assigned to the user.

   Click the **Continue** button. The system displays the **Modify User - Customer Mappings** screen.

Modify User - Customer Mappings

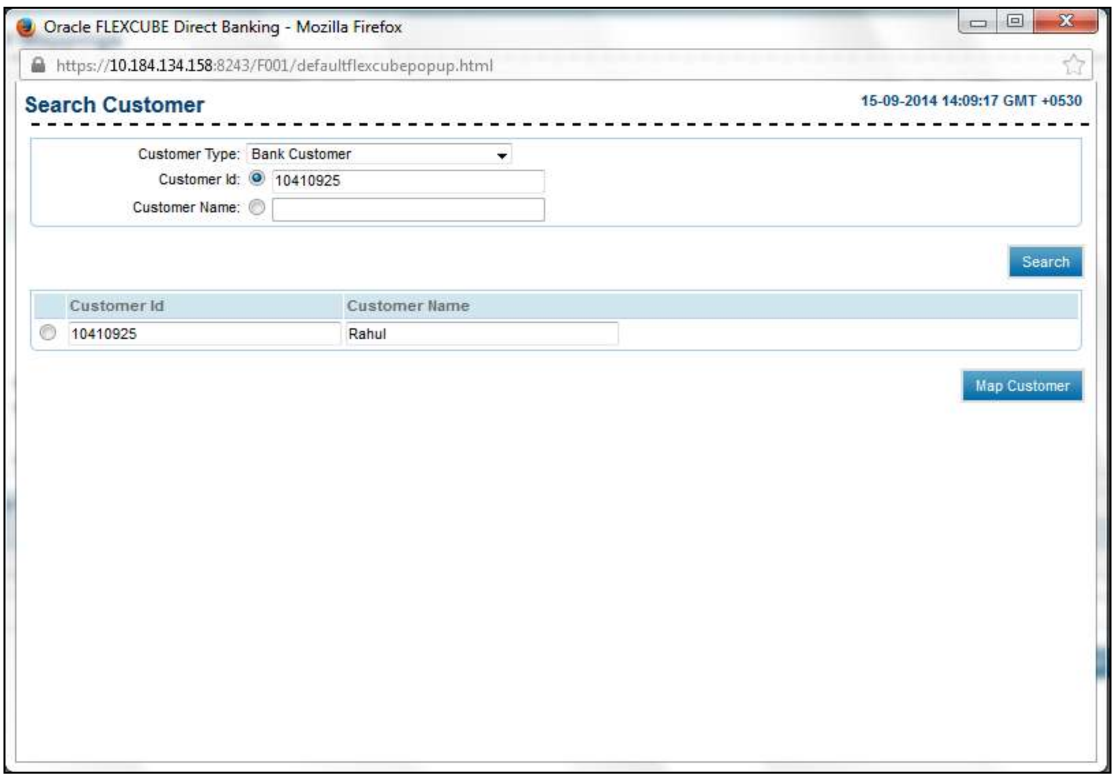
Field Description

Field Name	Description
Customer Id	[Optional, Alphanumeric, 20] Type the customer ID in this field.
Customer Type	[Mandatory, Drop-Down] Select the customer type from the drop-down list.
Mapped Customers	
Mapped Customers	[Optional, Check Box] Select the **Mapped Customer** check box to unmap a customer.

Field Name	Description
Is Primary	[Mandatory, Radio button] Select the Radio button to select the customer as a primary customer. .

10. Click the **Search Customer** button. The system displays the **Validate Customer** screen.
OR
Click the **Map Customer** to Map the customer directly
OR
Select a customer ID and click the **Un map Customer** button to un map a customer.
OR
Click the **Cancel** button to cancel the User creation
OR
Click the **Change** button to return to the previous screen for modification.

Search Customer



Field Description

Field Name	Description
Customer Type	[Mandatory, Drop-Down] Select the customer type from the drop-down list.

Field Name	Description
Customer ID	[Optional, Radio Button, Alphanumeric,20] Click the Radio button to search the customer by Customer Id. Type the Customer id as search criteria.
Customer Name	[Optional, Radio Button,Alphanumeric,20 Click the Radio button to search the customer by Customer Name. Type the customer name as search criteria.

11. Click the Search button to search the valid customers
12. Select the **Radio Button** of the Customer id to be selected for mapping
13. Click the **Map Customer** button. The system displays the **Modify User - Customer Mappings** screen.

Modify User-Customer Mappings

14. Click the **Continue** button. The system displays the **Modify User - Channel Roles** screen.
    OR
    Click the **Map Customer** button to map a customer.
    OR
    Click the **Validate** button to validate the customer ID for mapping.
    OR
    Click the **Change** button to select another user.
    OR
    Click the **Unmap Customer** button to unmap a customer.

Modify User-Channel Roles

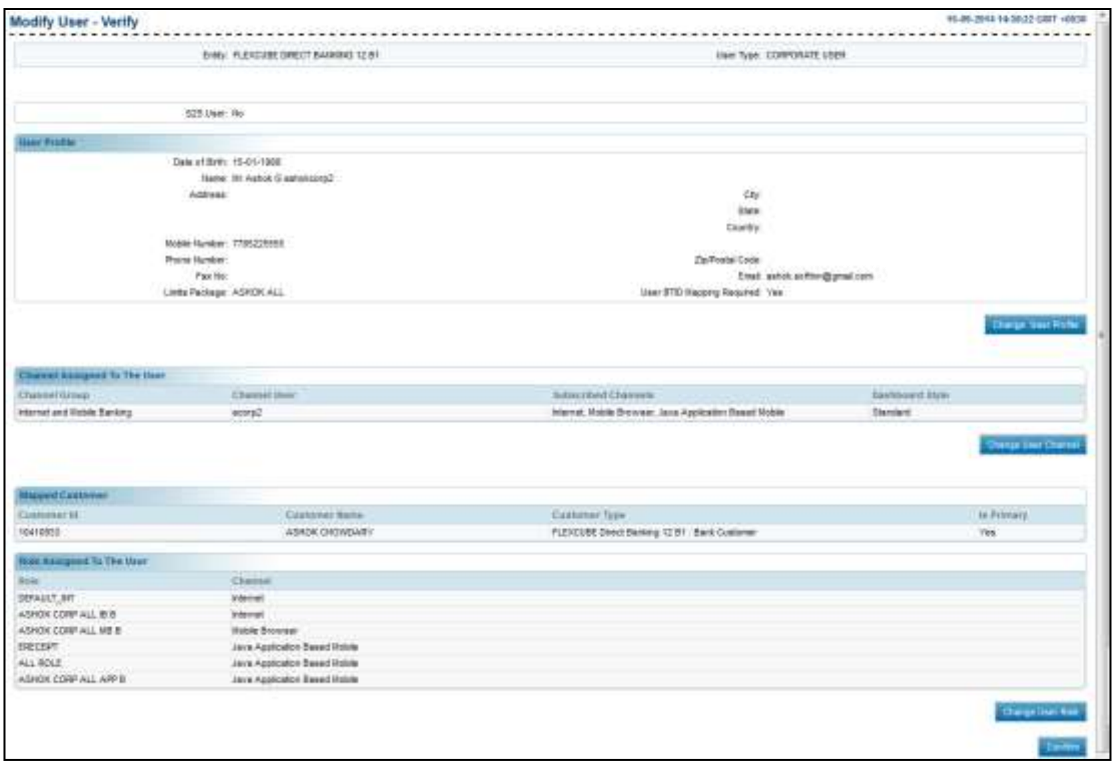
Field Description

Field Name	Description
Channel Assigned To The User	[Display] This field will display default Roles attached to the user created. id.
Role Assigned to the User	[Display, Check Box] Select the checkbox to select the Role to be assigned to the user. This field will display the Roles assigned to the user.

Field Name	Description
Activate User	[Optional, Check Box] Select the **Activate User** checkbox to directly Activate the User while creating the user.
User Type Access	
Entity	[Optional, Check Box] Select the **Entity** checkbox to give the access to the selected entity while creating the user.
User Type	[Optional, Check Box] Select the **User Type** checkbox to give the access to the selected user type while creating the user.

15. Click the **Continue** button. The system displays the **Modify User - Verify** screen.
OR
Click the **Change** button to select another user.
OR
Click the **Cancel** button to cancel the process.

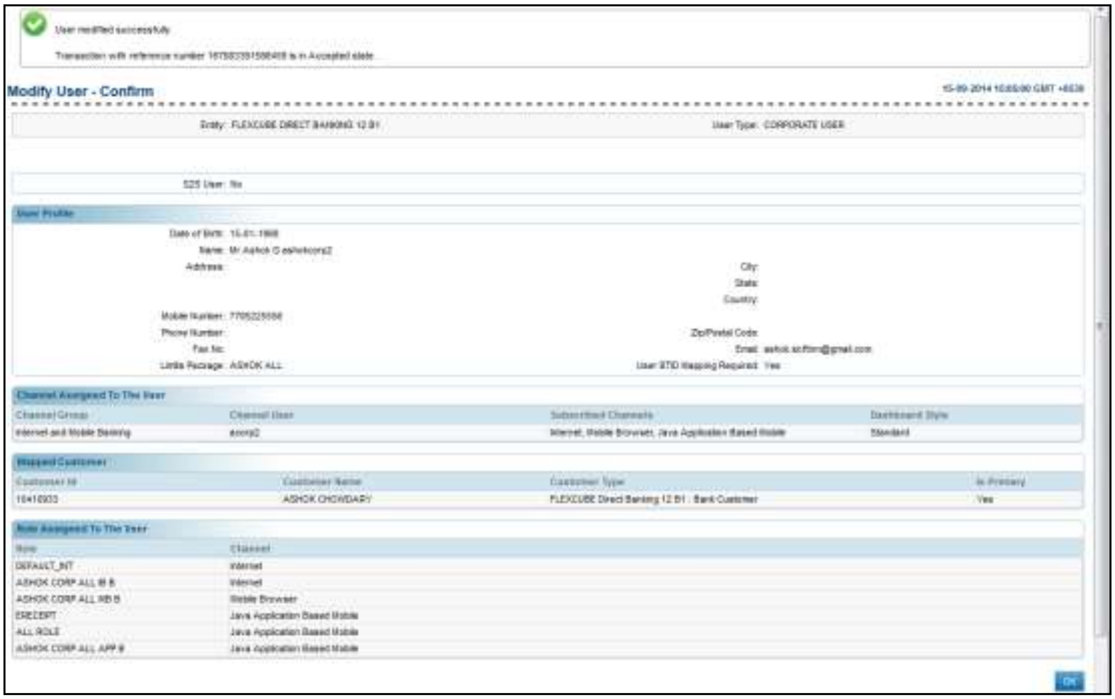
Modify User - Verify



16. Click the **Confirm** button. The system displays the **Modify User - Confirm** screen with the status message.
OR
Click the **Change Profile** button to modify the user profile.
OR

Click the **Change User Channel** button to modify the user channel.
OR
Click the **Change Customer Mapping** button to modify the customer mapping.
OR
Click the **Change User Role** button to modify the user role.

Modify User - Confirm



17. Click the **OK** button. The system displays the **Modify User** screen with the status message.

9.6 Delete User

This option allows the bank administrator to delete any user. Whenever a user moves out or ceases to exist, the administrator deletes the user profile using this utility.

If the search criteria are not specified then it displays all the records under the particular user type.

To delete a user

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **User Management > Delete User**. The system displays the **Delete User** screen.

Delete User

Field Description

Field Name	Description
User Type	[Mandatory, Drop-Down] Select the user type from the drop-down list.
First Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the first name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **A** in the adjacent field, then the system displays all the customer first names starting with **A.**

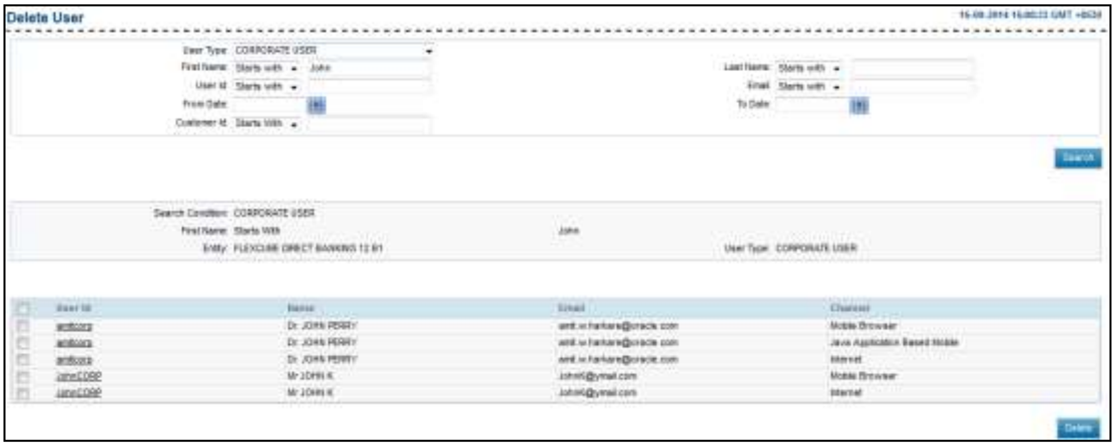
Field Name	Description
Last Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the last name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **E** in the adjacent field, then the system displays all the customer last names starting with **E**.
User Id	[Optional, Drop-Down, Alphanumeric, 20] Select the search criteria for the user ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **1** in the adjacent field, then the system displays all the user ID's starting with **1**.

Field Name	Description
Email	[Optional, **UNIQUE**, Drop-Down, Alphanumeric, 100] Select the search criteria for the email ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **L** in the adjacent field, then the system displays all the email ID's starting with **L**. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
From Date	[Optional, Pick List] Select the start date from the pick list. The date should not greater than the process date.
To Date	[Optional, Pick List] Select the end date from the pick list. The date should be greater than the from date.
Customer Id	[Optional, Drop-down, Alphanumeric, 18] Select the search criteria for the customer ID from the drop-down. The options are: • Start With • Ends With • Equals • Contains Type the search string in the adjacent field. This field is enabled if the **Corporate User** option is selected from the **User Type** drop-down list. **For Example**: If you select the search criteria as **Starts With** and enter **L** in the adjacent field, then the system displays all the customer ID's starting with **L**.

3. Select the user type.
4. Enter the search criteria.

5. Click the **Search** button. The system displays the **Delete User** screen with the search result.
6. Select the check box adjacent to the **User Id** to delete the user.
   OR
   Click the **User Id** to view the user profile.

Delete User



Field Description

Field Name	Description
User Id	[Display, Checkbox] Select the User Id check box to select the User Id.
Name	[Display] This column displays the name of the user.
Email	[Display, **UNIQUE**] This column displays the email address of the user. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
Channel	[Display] This column displays the banking channel through which the user performs the transactions.

7. Click the **user ID** link to view the details of the particular user(Refer View User in User management)
8. Select the **User id check box** to be deleted.
9. Click the **Delete User** button. The system displays the **Delete User - Verify** screen.

Delete User - Verify

10. Click the **Confirm** button. The system displays the **Delete User- Confirm** screen with the status message.
OR
Click the **Change** button to change the user.

Delete User - Confirm

11. Click the **OK** button. The system displays the **Delete User** screen.

9.7 Revoke User

This option allows the bank administrator to revoke any user. If the search criteria are not specified then it displays all the records under the particular user type. The administrator can revoke a user once a user is re-inducted to the system.

Once you revoke a user the User is in deactivated state, the user needs to be activated.

To revoke a user:

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **User Management > Revoke User**. The system displays the **Revoke User** screen.

Revoke User

Field Description

Field Name	Description
User Type	[Mandatory, Drop-Down] Select the user type from the drop-down list.
First Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the first name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **A** in the adjacent field, then the system displays all the customer first names starting with **A**.

Field Name	Description
Last Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the last name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **E** in the adjacent field, then the system displays all the customer last names starting with **E**.
User Id	[Optional, Drop-Down, Alphanumeric, 20] Select the search criteria for the user ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **1** in the adjacent field, then the system displays all the user ID's starting with **1**.

Field Name	Description
Email	[Optional, **UNIQUE**, Drop-Down, Alphanumeric, 100] Select the search criteria for the email ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **L** in the adjacent field, then the system displays all the email ID's starting with **L**. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
From Date	[Optional, Pick List] Select the start date from the pick list. The date should not greater than the process date.
To Date	[Optional, Pick List] Select the end date from the pick list. The date should be greater than the from date.

3. Select the user type.
4. Enter the search criteria.
5. Click the **Search** button. The system displays the **Revoke User** screen with the search result.
6. Select the check box adjacent to the **User Id** to revoke the user.
   OR
   Click the **User Id** to view the user profile.

Revoke User

Field Description

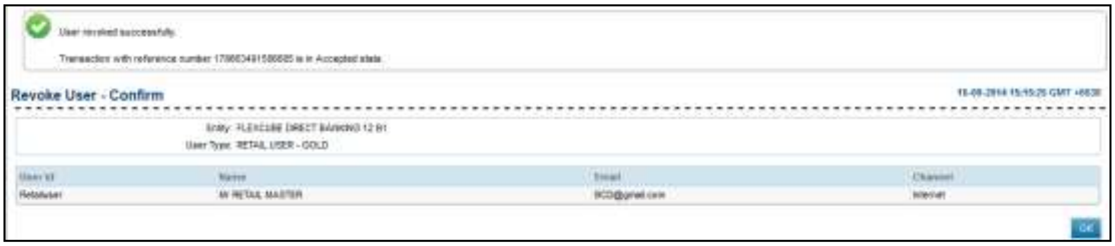
Field Name	Description
User Id	[Display] This column displays the user ID.
Name	[Display] This column displays the name of the user.
Email	[Display, **UNIQUE**] This column displays the email address of the user. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
Channel	[Display] This column displays the banking channel through which the user performs the transactions.

7. Click the **user ID** to view the details of the particular user.
8. Click the **Revoke** User button. The system displays the **Revoke User - Verify** screen.

Revoke User - Verify

9. Click the **Confirm** button. The system displays the **Revoke User- Confirm** screen with the status message.
OR
Click the **Change** button to select another user.

Revoke User - Confirm



10. Click the **OK** button. The system displays the **Revoke User** screen.

9.8 Activate User

This option allows the bank administrator to activate user which may be locked due to password policy/inactivity. The administrator on request updates the user ID status to **Active**. If the search criteria are not specified then it displays all the users under the particular user type.

To activate a user

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **User Management > Activate User**. The system displays the **Activate User** screen.

Activate User

Field Description

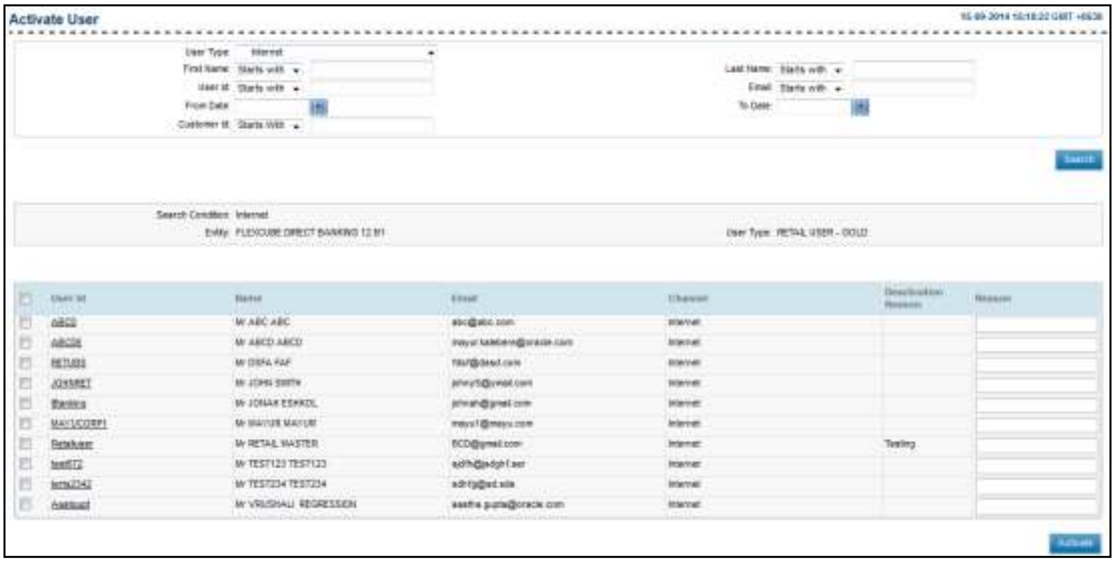
Field Name	Description
User Type	[Mandatory, Drop-Down] Select the user type from the drop-down list.
First Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the first name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **A** in the adjacent field, then the system displays all the customer first names starting with **A**.

Field Name	Description
Last Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the last name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **E** in the adjacent field, then the system displays all the customer last names starting with **E**.
User Id	[Optional, Drop-Down, Alphanumeric, 20] Select the search criteria for the user ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enters **1** in the adjacent field, then the system displays all the user ID's starting with **1**.

Field Name	Description
Email	[Optional, **UNIQUE**, Drop-Down, Alphanumeric, 100] Select the search criteria for the email ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **L** in the adjacent field, then the system displays all the email ID's starting with **L**. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
From Date	[Optional, Pick List] Select the start date from the pick list. The date should not greater than the process date.
To Date	[Optional, Pick List] Select the end date from the pick list. The date should be greater than the from date.

3. Select the user type.
4. Enter the search criteria.
5. Click the **Search** button. The system displays the **Activate User** screen with the search result.
6. Select the check box adjacent to the User ID's to activate the user.
   OR
   Click the **User Id** to view the user profile.

Activate User



Field Description

Field Name	Description
User Id	[Display] This column displays the user ID.
Name	[Display] This column displays the name of the user.
Email	[Display, **UNIQUE**] This column displays the email address of the user. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
Channel	[Display] This column displays the banking channel through which the user performs the transactions.
Deactivate Reason	[Display] This column displays the reason of the deactivation, if any. The system displays the reason of the previous Deactivation.
Reason	[Mandatory, Alphanumeric, 50] Enter the reason for activating the user. This field is enabled only if the corresponding checkb ox is selected. The user can specify only one reason for activating a User.

7. Click the **user ID** to view the details of the particular user.
8. Select the check box (es) to activate the users.
9. Click the **Activate User** button. The system displays the **Activate User - Verify** screen.

Activate User - Verify

10. Click the **Confirm** button. The system displays the **Activate User - Confirm** screen with the status message.
OR
Click the **Change** button to select another user for activation.

Activate User - Confirm

11. Click the **OK** button. The system displays the **Activate User** screen.

9.9 Deactivate User

This option allows the bank administrator to deactivate any user. Deactivation of user is done due to inactivity, attachment/legal issues or on expiry/cessation of user rights.

To deactivate a user

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **User Management > Deactivate User**. The system displays the **Deactivate User** screen.

Deactivate User

Field Description

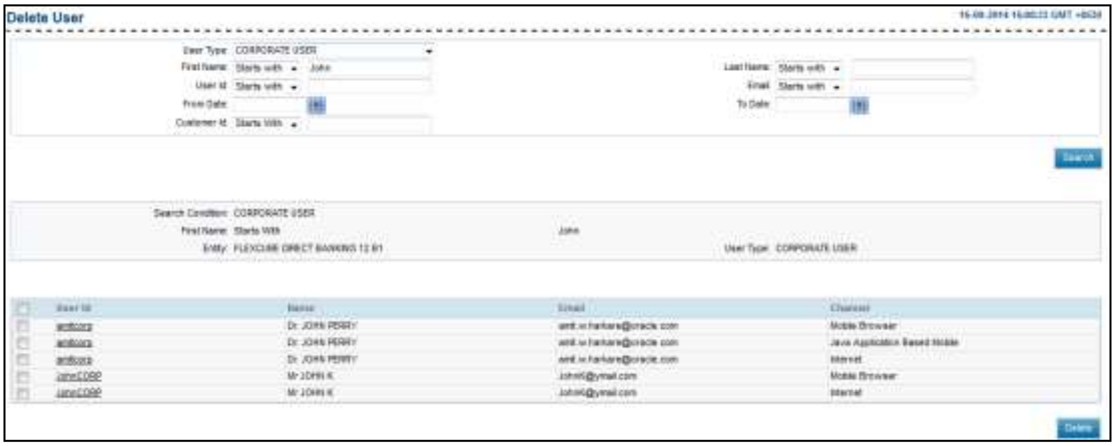
Field Name	Description
User Type	[Mandatory, Drop-Down] Select the user type from the drop-down list.
First Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the first name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **A** in the adjacent field, then the system displays all the customer first names starting with **A**.

Field Name	Description
Last Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the last name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **E** in the adjacent field, then the system displays all the customer last names starting with **E**.
User Id	[Optional, Drop-Down, Alphanumeric, 20] Select the search criteria for the user ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **1** in the adjacent field, then the system displays all the user ID's starting with 1.

Field Name	Description
Email	[Optional, **UNIQUE**, Drop-Down, Alphanumeric, 100] Select the search criteria for the email ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **L** in the adjacent field, then the system displays all the email ID's starting with **L**. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
From Date	[Optional, Pick List] Select the start date from the pick list. The date should not greater than the process date.
To Date	Select the end date from the pick list. The date should be greater than the from date.

3. Select the user type.
4. Enter the search criteria.
5. Click the **Search** button. The system displays the **Deactivate User** screen with the search result.
6. Select the check box adjacent to the User Id's to deactivate the user.
   OR
   Click the **User Id** to view the user profile.

Deactivate User

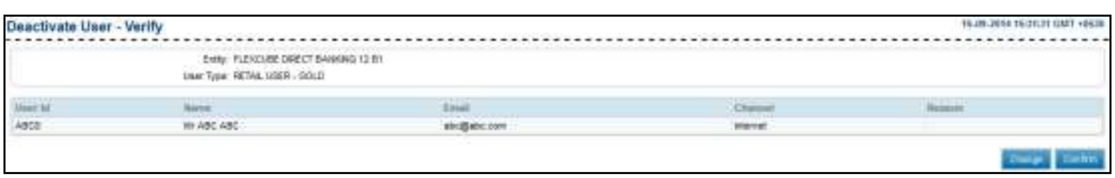


Field Description

Field Name	Description
User Id	[Display] This column displays the user ID. Click the user ID to view the details of the particular user.
Name	[Display] This column displays the name of the user.
Email	[Display, **UNIQUE**] This column displays the email address of the user. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
Channel	[Display] This column displays the banking channel through which the user performs the transactions.

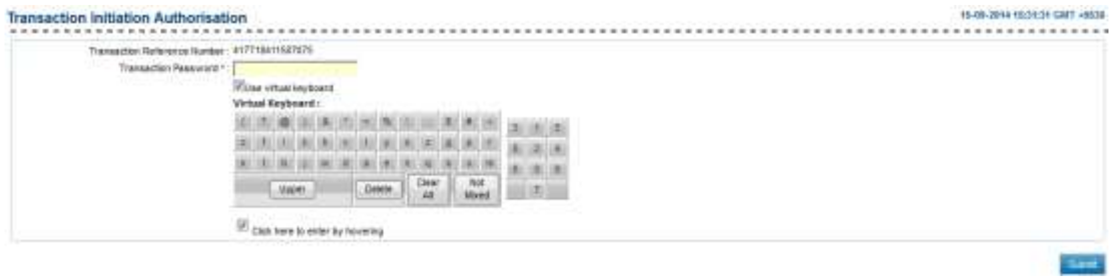
7. Click the **Deactivate User** button. The system displays the **Deactivate User - Verify** screen.

Deactivate User - Verify



8. Click the **Confirm** button. The system displays the **Transaction Initiation Authorization** screen.

Transaction Initiation Authorization



9. Enter the transaction password.
10. Click **Submit**. The system displays the **Deactivate User - Confirm** screen with the status message.
    OR
    Click the **Change** button to modify the selected user.

Deactivate User - Confirm

11. Click the **OK** button. The system displays the **Deactivate User** screen.

9.10 Lock User

This option allows the bank administrator to lock any user. Locking a user is necessitated due to legal/regulatory directives or user access violations. If the search criteria are not specified then it displays all the records under the particular user type.

To lock a user

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **User Management > Lock User**. The system displays the **Lock User** screen.

Lock User

Field Description

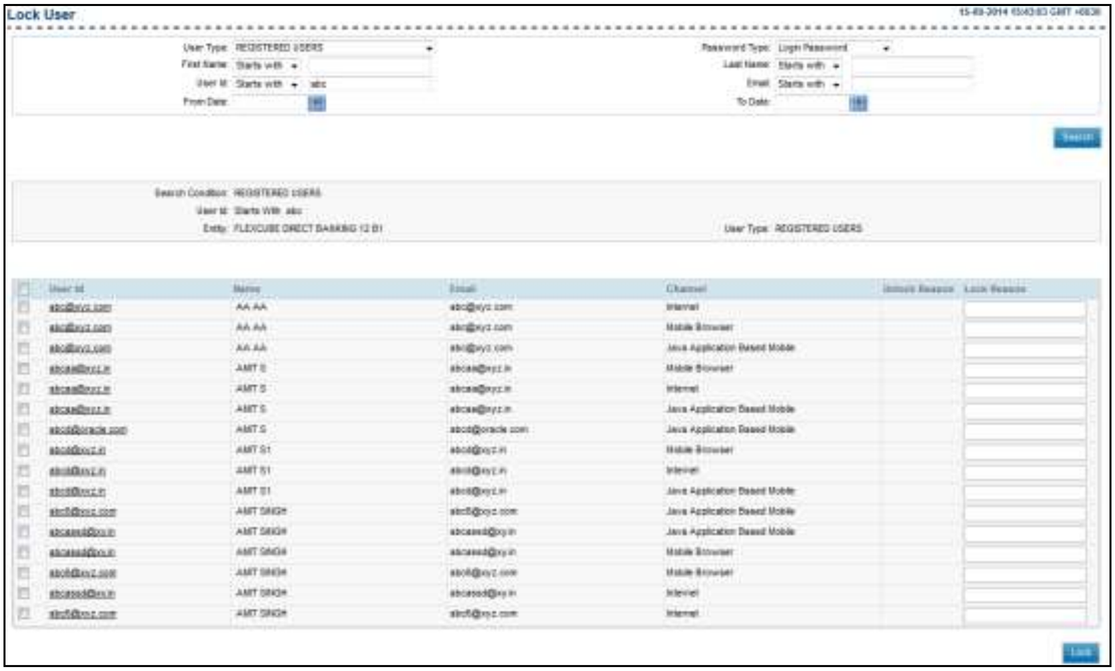
Field Name	Description
User Type	[Mandatory, Drop-Down] Select the user type from the drop-down list.
Password Type	[Optional, Dropdown] Select the password type from the dropdown list. The options are • Login Password • Transaction Password
First Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the first name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **A** in the adjacent field, then the system displays all the customer first names starting with **A**.

Field Name	Description
Last Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the last name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **E** in the adjacent field, then the system displays all the customer last names starting with **E**.
User Id	[Optional, Drop-Down, Alphanumeric, 20] Select the search criteria for the user ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **1** in the adjacent field, then the system displays all the user ID's starting with **1**.

Field Name	Description
Email	[Optional, **UNIQUE**, Drop-Down, Alphanumeric, 100] Select the search criteria for the email ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **L** in the adjacent field, then the system displays all the email ID's starting with **L**. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
From Date	[Optional, Pick List] Select the start date from the pick list. The date should not greater than the process date.
To Date	[Optional, Pick List] Select the end date from the pick list. The date should be greater than the from date.

3. Select the user type.
4. Enter the search criteria.
5. Click the **Search** button. The system displays the **Lock User** screen with the search result.
6. Select the **check box** adjacent to the **User Id** to lock the user.
   OR
   Click the **User Id** to view the user profile.

Lock User



Field Description

Field Name	Description
User Id	[Display] This column displays the user ID. Click the user ID to view the details of the particular user.
Name	[Display] This column displays the name of the user.
Email	[Display, **UNIQUE**] This column displays the email address of the user. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
Channel	[Display] This column displays the banking channel through which the user performs the transactions.
Unlock Reason	[Display] This column displays the reason of the Unlock, if any. The system displays the reason of the previous unlock if it was done previously.

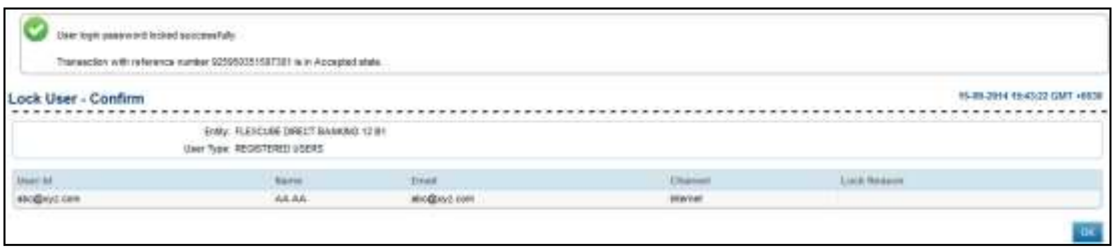
Field Name	Description
Lock Reason	[Mandatory, Alphanumeric, 50] Enter the reasons for locking. This field is enabled only if the corresponding check box is selected. The user can specify separate lock reasons for each of the channels.

7. Click the **Lock User** button. The system displays the **Lock User - Verify** screen.

Lock User - Verify

8. Click the **Confirm** button. The system displays the **Lock User - Confirm** screen with the status message.
   OR
   Click the **Change** button to select a different user for locking.

Lock User - Confirm



9. Click the **OK** button. The system displays the **Lock User** screen.

9.11 Unlock User

Users locked due to any reason can forward request to the administrator for unlocking their ID's, after a requisite validation the user can be unlocked by the administrator. If the search criteria are not specified then it displays all the records under the particular user type.

To unlock a user

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **User Management > Unlock User**. The system displays the **Unlock User** screen.

Unlock User

Field Description

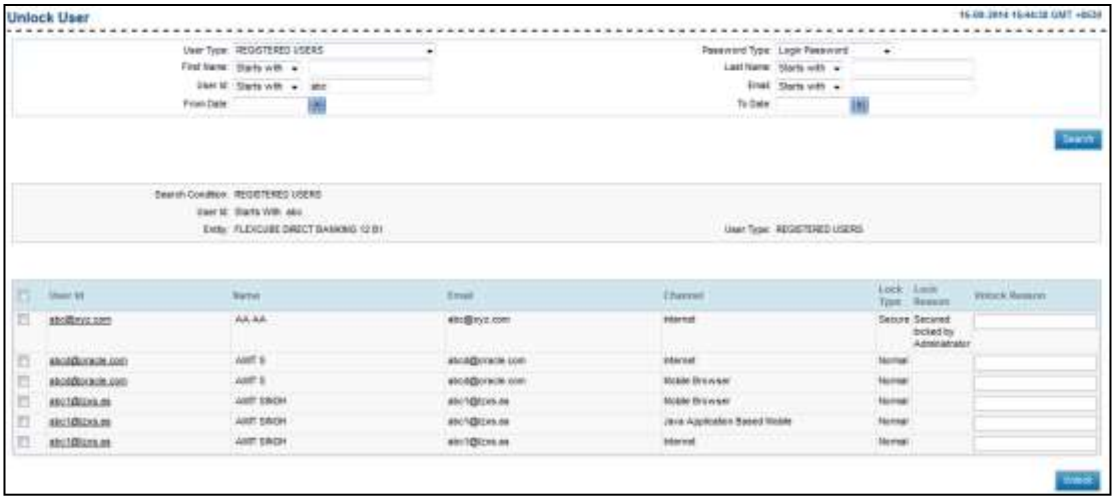
Field Name	Description
User Type	[Mandatory, Drop-Down] Select the user type from the drop-down list.
Password Type	[Optional, Dropdown] Select the password type from the dropdown list. The options are • Login Password • Transaction Password
First Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the first name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **A** in the adjacent field, then the system displays all the customer first names starting with **A**.

Field Name	Description
Last Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the last name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **E** in the adjacent field, then the system displays all the customer last names starting with **E**.
User Id	[Optional, Drop-Down, Alphanumeric, 20] Select the search criteria for the user ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With**, and enter **1** in the adjacent field, then the system displays all the user ID's starting with **1**.

Field Name	Description
Email	[Optional, **UNIQUE**, Drop-Down, Alphanumeric, 100] Select the search criteria for the email ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **L** in the adjacent field, then the system displays all the email ID's starting with **L**. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
From Date	[Optional, Pick List] Select the start date from the pick list. The date should not greater than the process date.
To Date	[Optional, Pick List] Select the end date from the pick list. The date should be greater than the from date.

3. Select the user type.
4. Enter the search criteria.
5. Click the **Search** button. The system displays the **Unlock User** screen with the search result.
6. Select the check box to adjacent to the **User Id** to unlock the user.
   OR
   Click the **User Id** to view user profile.

Unlock User



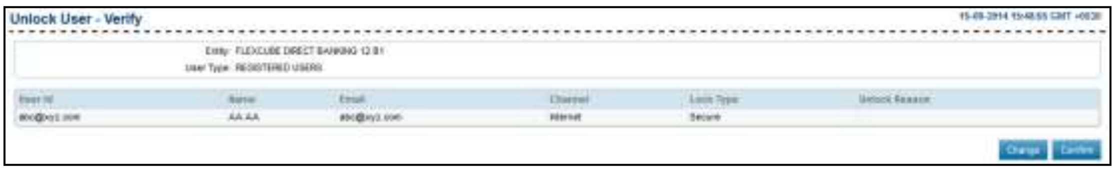
Field Description

Field Name	Description
User Id	[Display] This column displays the user ID. Click the user ID to view the details of the particular user.
Name	[Display] This column displays the name of the user.
Email	[Display, **UNIQUE**] This column displays the email address of the user. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
Channel	[Display] This column displays the banking channel through which the user performs the transactions.
Lock Type	[Display] This column displays the Lock Type i.e. Secure or Normal Lock.
Lock Reason	[Display] This column displays the reason of the lock, if any. The system displays the reason of the previous Lock.

Field Name	Description
Unlock Reason	[Optional, Alphanumeric, 50] Enter the reason of unlock. This field is enabled only if the corresponding check box is selected. The user can specify separate unlock reasons for each of the channels.

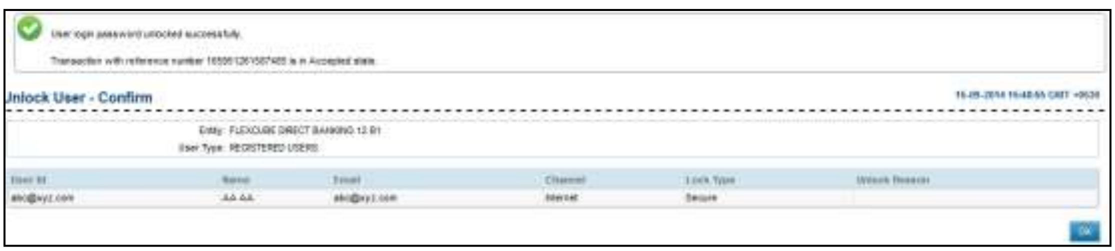
7. Click the **Unlock User** button. The system displays the **Unlock User - Verify** screen.

Unlock User - Verify



8. Click the **Confirm** button. The system displays the **Unlock User - Confirm** screen with the status message.
OR
Click the **Change** button to unlock another user.

Unlock User - Confirm



9. Click the **OK** button. The system displays the **Unlock User** screen.

9.12 Reset Password

This option allows the bank administrator to reset the password. If the search criteria is not specified then it displays all the records under the particular user type. This is necessitated whenever a user forgets/misplaces the existing password and a valid request is sent to the administrator.

To reset a password

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **User Management > Reset Password**. The system displays the **Reset Password** screen.

Reset Password

Field Description

Field Name	Description
User Type	[Mandatory, Drop-Down] Select the user type from the drop-down list.
Password type	[optional, Dropdown] Select the password type to reset.
First Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the first name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **A** in the adjacent field, then the system displays all the customer first names starting with **A**.

Field Name	Description
Last Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the last name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **E** in the adjacent field, then the system displays all the customer last names starting with **E**.
User Id	[Optional, Drop-Down, Alphanumeric, 20] Select the search criteria for the user ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **1** in the adjacent field, then the system displays all the user ID's starting with **1**.

Field Name	Description
Email	[Optional, **UNIQUE**, Drop-Down, Alphanumeric, 100] Select the search criteria for the email ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **L** in the adjacent field, then the system displays all the email ID's starting with **L**. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
Customer Id	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the first name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **A** in the adjacent field, then the system displays all the customer id starting with **A**.
From Date	[Optional, Pick List] Select the start date from the pick list. The date should not greater than the process date.
To Date	[Optional, Pick List] Select the end date from the pick list. The date should be greater than the from date.

3. Select the user type.
4. Enter the search criteria.
5. Click the **Search** button. The system displays the **Reset Password** screen with the search result.
6. Select the check box adjacent to the **User Id** to reset the password.
   OR
   Click the **User Id** to view the user profile.
7. Select the password policy from the **Select Password Policy** drop-down list.

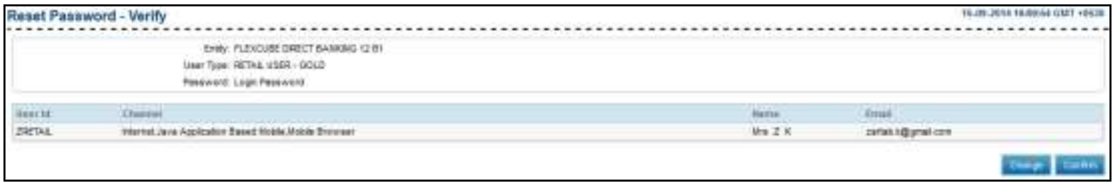
Reset Password

Field Description

Field Name	Description
User Id	[Display] This column displays the user ID. Click the user ID to view the details of the particular user.
Name	[Display] This column displays the name of the user.
Email	[Display, **UNIQUE**] This column displays the email address of the user. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
Channel	[Display] This column displays the banking channel through which the user performs the transactions.

8. Click the **Reset Password** button. The system displays the **Reset Password - Verify** screen.

Reset Password - Verify



9. Click the **Confirm** button. The system displays the **Reset Password- Confirm** screen with the status message.
OR
Click the **Change** button to navigate to previous screen.

Reset Password - Confirm

10. Click the **OK** button. The system displays the **Reset Password** screen.

9.13 View User

This option allows the bank administrator to view the users.

To view a user

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **User Management > View User**. The system displays the **View User** screen.

View User

Field Description

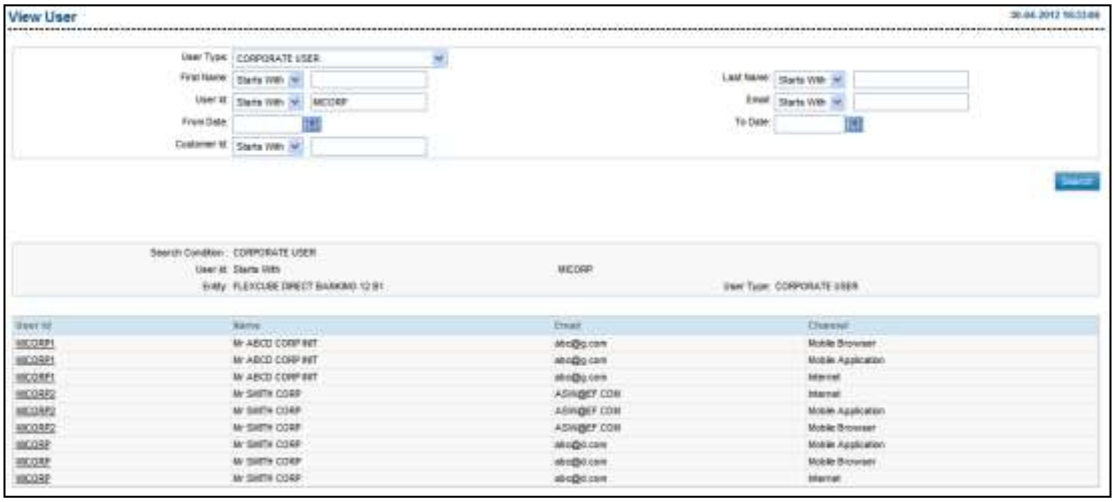
Field Name	Description
User Type	[Mandatory, Drop-Down] Select the user type Bank Admin from the drop-down list.
First Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the first name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **A** in the adjacent field, then the system displays all the customer first names starting with **A**.

Field Name	Description
Last Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the last name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **E** in the adjacent field, then the system displays all the customer last names starting with **E**.
User Id	[Optional, Drop-Down, Alphanumeric, 20] Select the search criteria for the user ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **1** in the adjacent field, then the system displays all the user ID's starting with **1**.

Field Name	Description
Email	[Optional, **UNIQUE**, Drop-Down, Alphanumeric, 100] Select the search criteria for the email ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **L** in the adjacent field, then the system displays all the email ID's starting with **L**. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
From Date	[Optional, Pick List] Select the start date from the pick list. The date should not greater than the process date.
To Date	[Optional, Pick List] Select the end date from the pick list. The date should be greater than the from date.

3. Select the user type.
4. Enter the search criteria.
5. Click the **Search** button. The system displays the **View User** screen with the search result.

View User



Field Description

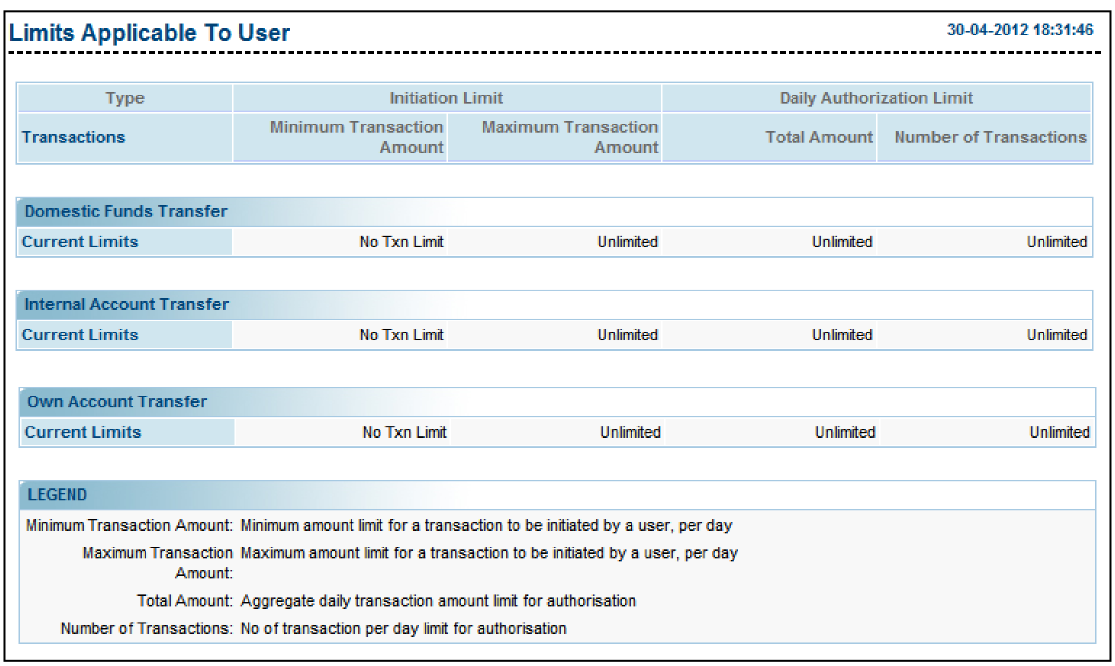
Field Name	Description
Search Condition	[Display] This field displays the search condition for Type of user..
Entity	[Display] This field displays the name of the Entity..
User Type	[Display] This field displays the user ID.
User ID	[Display] This column displays the user ID.
Name	[Display] This column displays the name of the user.
Email	[Display, **UNIQUE**] This column displays the email ID of the user. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
Channel	[Display] This column displays the transaction operation channel.

6. Click the link below the **User Id** column to view the user details.

View User

7. Click the **Back** button to Return to the View User main screen.
OR
Click the **Applicable Limits** Link on Limits package field to view the applicable limits to the user. The system displays the **Limits Applicable To User** screen.

Limits Applicable to User



Limits Applicable To User 30-04-2012 18:31:46

Type	Initiation Limit		Daily Authorization Limit	
Transactions	Minimum Transaction Amount	Maximum Transaction Amount	Total Amount	Number of Transactions
Domestic Funds Transfer				
Current Limits	No Txn Limit	Unlimited	Unlimited	Unlimited
Internal Account Transfer				
Current Limits	No Txn Limit	Unlimited	Unlimited	Unlimited
Own Account Transfer				
Current Limits	No Txn Limit	Unlimited	Unlimited	Unlimited

LEGEND

Minimum Transaction Amount:	Minimum amount limit for a transaction to be initiated by a user, per day
Maximum Transaction Amount:	Maximum amount limit for a transaction to be initiated by a user, per day
Total Amount:	Aggregate daily transaction amount limit for authorisation
Number of Transactions:	No of transaction per day limit for authorisation

Field Description

Field Name	Description
Initiation Limit	
Minimum Transaction Amount	[Display] This column displays the minimum Transaction amount for the transaction specified.
Maximum Transaction Amount	[Display] This column displays the maximum Transaction amount for the transaction specified.
Daily Authorization Limit	
Total Amount	[Display] This column displays the Daily Authorization Limit Amount.
Total number Of transactions	[Display] This column displays the total number of transactions allowed daily.

9.14 Print Welcome Letter, Passwords

This option enables the bank administrator to print the customers FCDB Login Password for the newly created users as well as for the existing users after resetting their passwords.

To print welcome letter, password

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **User Management > Print Welcome Letter, Password.** The system displays the **Print Welcome Letter, Password** screen.

Print Welcome Letter, Passwords

Field Description

Field Name	Description
User Type	[Mandatory, Drop Down] Select the user type from the drop down list.
Password Type	[Mandatory, Drop Down] Select the password form the drop down list. The options are: • Login Password • Transaction Password
First Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the first name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **A** in the adjacent field, then the system displays all the customer first names starting with **A**.

Field Name	Description
Last Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the last name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **E** in the adjacent field, then the system displays all the customer last names starting with **E**.
User Id	[Optional, Drop-Down, Alphanumeric, 20] Select the search criteria for the user ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **1** in the adjacent field, then the system displays all the user ID's starting with **1**.
From Date	[Optional, Pick List] Select the start date from the pick list.
To Date	[Optional, Pick List] Select the end date from he pick list.

Field Name	Description
Customer ID	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the Customer id from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **A** in the adjacent field, then the system displays all the customer id starting with **A.**
Email	[Optional, **UNIQUE**, Drop-Down, Alphanumeric, 100] Select the search criteria for the email ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **L** in the adjacent field, then the system displays all the email ID's starting with **L**.

Note: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered..

Enter the search criteria and click the Search **button. The following screen is displayed:**

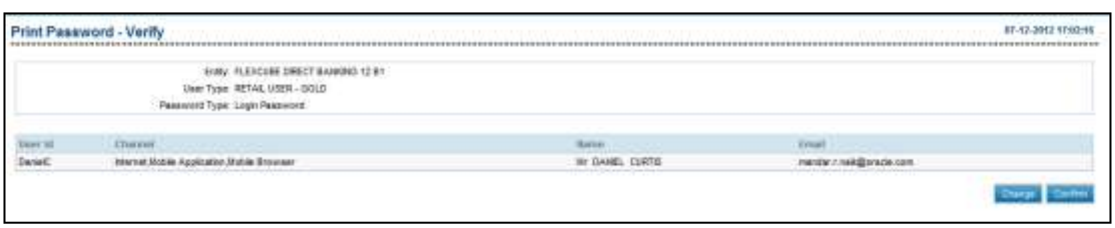
Print Welcome Letter, Passwords

Field Description

Field Name	Description
User Id	[Mandatory, Check Box] Select the one or multiple User Id's for printing the passwords.
Name	[Display] this field displays the name of the user.
Email	[Display, **UNIQUE**] This field displays the email address of the user. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
Channel	[Display] This field displays the channel for which the password is to be printed.

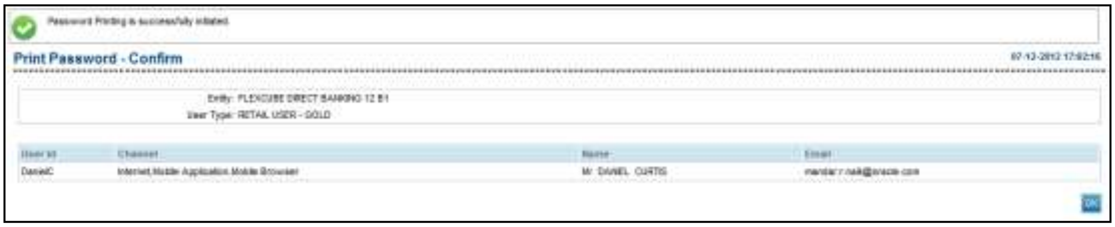
3. Select the User Id and click the **OK** button.

Print Welcome Letter, Passwords- Verify



4. To change the user click **Change** and to confirm the selected user click **Confirm**. The following screen is displayed.

Print Welcome Letter, Passwords- Confirm



5. Click **OK** to navigate to the main screen.

9.15 Terminate User Session

This option allows a supervisor to terminate an active session of a user.

To terminate a user session:

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **User Maintenance > Terminate User Session**. The system displays the **Terminate User Session** screen.

Terminate User Session

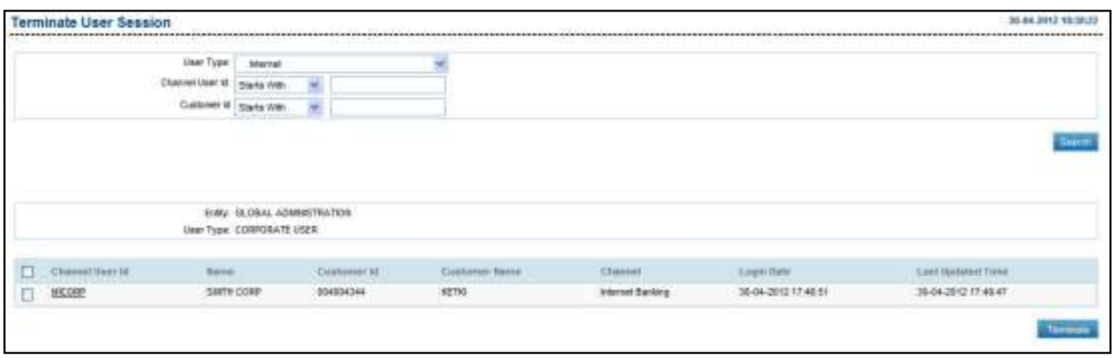
Field Description

Field Name	Description
User Type	[Mandatory, Drop-Down] Select the user type from the drop-down list.
Channel user Id	[Optional, Drop-Down, Alphanumeric, 20] Select the search criteria for the Channel user ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **1** in the adjacent field, then the system displays all the user ID's starting with **1**.

Field Name	Description
Customer Id	[Optional, Drop-Down, Alphanumeric, 20] Select the search criteria for the Customer ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **1** in the adjacent field, then the system displays all the user ID's starting with **1**.

3. Enter the channel user ID.
4. Select the user type and Customer Id.
5. Click the **Search** button. The system displays the **Terminate User Session** screen with the search result.

Terminate User Session



Field Description

Column Name	Description
Channel User Id	[Display] This column displays the channel user ID. Click the user ID to view the user details.
Name	[Display] This column displays the user name.

Column Name	Description
Customer ID	[Display] This column displays the Customer Id of the User.
Customer Name	[Display] This column displays the Customer name of the user.
Channel	[Display] This column displays the channel through which the user is performing the transaction.
User Type	[Display] This column displays the user type.
Login Date	[Display] This column displays the login date and time.
Last Updated Time	[Display] This column displays the last updated date and time of the user session.

6. Select the **checkbox** of the Channel user Id to be terminated.
7. Click the **Terminate** button. The system displays the **Verify Terminate User Session** screen with the log details.

Terminate User Session - Verify

8. Click the **Terminate** button. The system displays the **Confirm Terminate User Session** screen.
   OR
   Click the **Back** button to navigate to the previous screen.

Confirm Terminate User Session

9. Click the **OK** button. The system displays the **Terminate User Session** screen.

10. Customer Management

This transaction is used for setting up customer level information and parameters for accessing different transactions from the Internet Application. Customer profile is at the customer ID level, the customer profile can be initiated and modified by Bank Administrator, and corporate administrator can only modify the customer profile.

10.1 Customer Profile

10.1.1 Search Customer Profile

To search customer profile

1. Log on to the **Internet Banking** application.
2. Navigate through the menus to **Customer Management > Customer Profile**. The system displays **Customer Profile** screen.

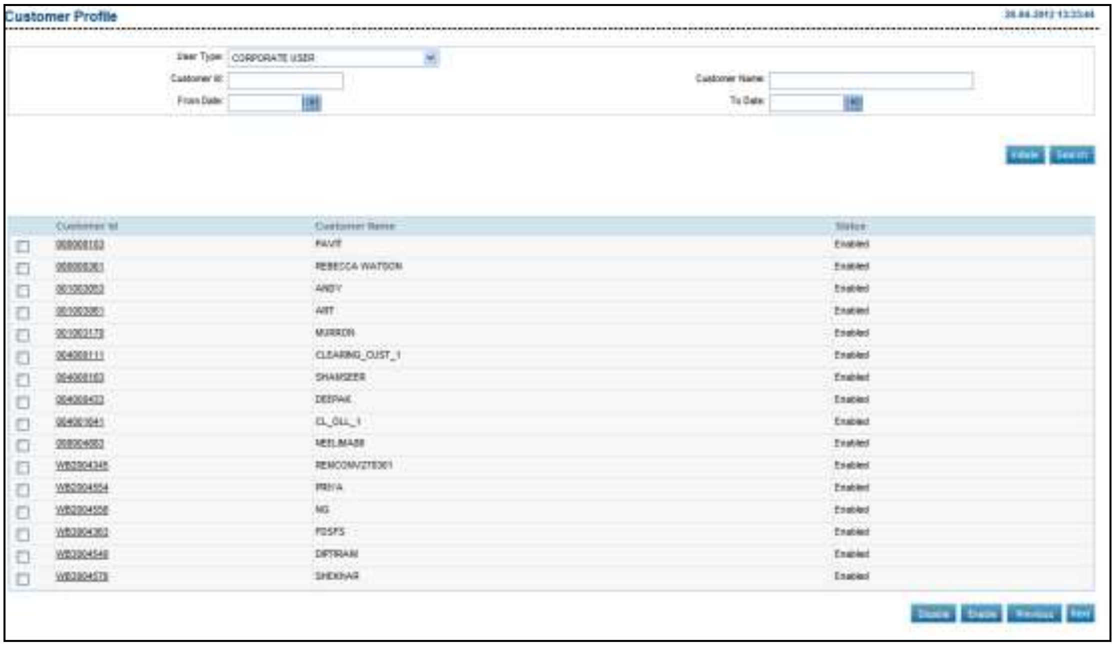
Customer Profile

Field Description

Field Name	Description
Entity	[Mandatory, Drop-Down] Select the entity for which the profile is to be searched from the drop-down list.
Customer Id	[Optional, Alphanumeric, 20] Type the customer ID for the search criteria.
Customer Name	[Optional, Alphanumeric, 40] Type the customer name for the search criteria.
From Date	[Optional, Pick List] Select the from date from the pick list for the search criteria..
To Date	[Optional, Pick List] Select the To date from the pick list for the search criteria..

3. Enter the search criteria.
4. Click the **Search** button to list customer ID. The system displays **Customer Id details** screen.

Customer Profile



Field Description

Column Name	Description
Customer Id	[Display] This column displays the customer ID.
Customer Name	[Display] This column displays the customer name.
Status	[Display] This column displays the status of the Customer Profile.

5. Click on the **Customer Id** link to **Modify or Delete** the customer profile. The system displays the Customer Profile view screen.
6. Click the **Customer Id check box** and click on **Disable** to disable the **Customer profile** created. On disabling customer profile all user of the customer will not able to login to the application.
7. Click the **Enable** button to enable the disabled **Customer profile**.

Customer Profile – View

8. Click the **Back** button to return to the Customer Profile list screen.
OR
Click the **Modify** button. The system displays the Customer Profile update screen.
OR
Click the **Delete** button to delete the Customer profile.

Customer Profile Update

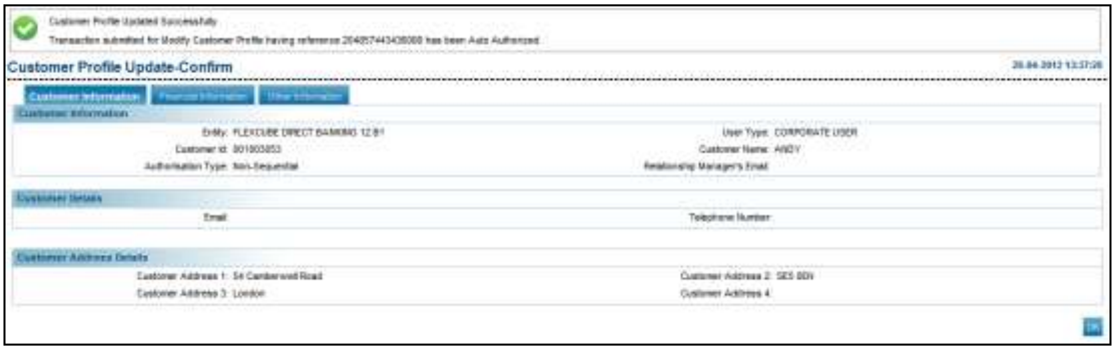
9. Enter the relevant data to update the customer profile.

10. Click the **Back** button. The system displays the Customer profile List screen.
OR
Click the **Update** button. The system displays the modify Customer profile update - verify screen.

Customer Profile Update – Verify

11. Click the **Confirm** button to confirm the Customer Profile Update screen.
OR
Click the **Back** button to update the customer Profile.

Customer Profile Update - Confirm



10.1.2 Customer Profile Initiate

To initiate customer profile

1. Click the **Initiate** button to initiate customer profile. The system displays **Customer Profile - Initiate** screen.

Customer Profile - Initiate- Customer Information

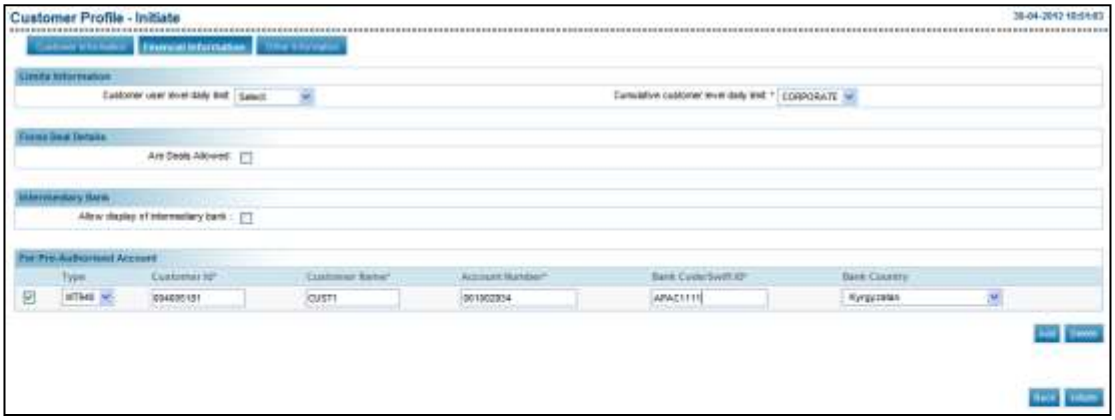
Field Description

Field Name	Description
Entity	[Mandatory, Drop-Down] Select the entity for which the profile is to be set from the drop-down list.
Customer Id	[Mandatory, Alphanumeric, 20] Enter the customer ID to set the profile.
Customer Name	[Display] This column displays the name of the customer.

Field Name	Description
Authorization Type	[Mandatory, Drop-Down] Select the authorization type for the customer profile from the drop-down list. The options are • Non-Sequential • Sequential • Zero
Relationship Manager's Email	[Mandatory, Alphanumeric, 250] Enter the e-mail id of Relationship manager of the Customer
Customer Details	
Email	[Mandatory, Alphanumeric, 50] Type the E-mail ID for the profile. **Note**: An Email ID entered should be unique; only then features like – **P2P Payment**, **Peer Sharing** and **Co-Applicant** are available for the user.
Telephone Number	[Display] This field displays the telephone number of the customer.
Customer Address Details	
Customer Address 1	[Display] This field displays line 1 of customer address.
Customer Address 2	[Display] This field displays line 2 of customer address.
Customer Address 3	[Display] This field displays line 3 of customer address.
Customer Address 4	[Display] This field displays line 4 of customer address.

2. Click the **Financial Information** tab. The system displays the Financial information screen.

Customer Profile-Initiate- Financial Information



Field Description

Field Name	Description
Limits Information	
Customer user level daily limit	[Optional, Drop-Down] Select the customer user level daily limit from the drop-down list.
Cumulative customer level daily limit	[Mandatory, Drop-Down] Select the cumulative customer level daily limit from the drop-down list.
Forex Deal Details	
Are Deals Allowed	[Optional, Check Box] Select the **Are Deals Allowed checkbox** to allow online deal booking using pre-booked deals during the cross currency transactions.
Allow display of intermediary bank	[Optional, Check Box] Select the **Allow display of intermediary bank** checkbox to allow display of intermediary bank.
For Pre-Authorized Account	
Select	[Optional, Check Box] Select the **Select** check box to delete rows in pre-authorized account setup.
Type	[Mandatory, Drop-Down] Select the channel type from the drop-down list.
Customer Id	[Mandatory, Alphanumeric, 20] Type the customer ID for the pre-authorized customer.

Field Name	Description
Customer Name	[Mandatory, Alphanumeric, 40] Type the customer name for the pre-authorized account.
Account Number	[Mandatory, Numeric, 20] Type the external account number for the pre-authorized account.
Bank Code/Swift ID	[Mandatory, Alphanumeric, 10] Type the Bank Code/Swift ID for the pre-authorized account.
Bank Country	[Mandatory, Drop-Down] Select the country of operations from the drop-down list for the pre-authorized account.

3. Click the **Other information** Tab. The system displays the other information screen.

Customer Profile-Initiate-Other Information

Field Description

Field Name	Description
Customer Preference	
Grace Period (in days)	[Optional, Numeric, 15] Type the grace period days to the profile.
Customer Logo	[Optional, Alphanumeric, 100] Type the path of the log file. It can be absolute path of the file available over the Internet or the relative path in the web server.
Alerts	
Alert to Beneficiary	[Optional, Check Box] This field will enable the alerts to be sent to the beneficiary.

Field Name	Description
Customer Alerts Subscription	[Mandatory, Drop-Down] Select the alert to specify whether the subscription of Customer Level Alerts are to be done in Customer Profile by the administrator user or by the individual business user to whom the customer ID is mapped. Values available are: • Customer Profile • Business User For Customer Profile, customer alert subscription will be done as maintained through Customer Profile - Update screen. For customer profile ,Customer alert subscription cannot be done through alert registration screen for the particular Customer Id.
Customer Admin Information	
Enable For Corporate Admin	[Optional, Check Box Select the checkbox to add admin information.
User BTID Mapping required	[Optional, Check Box Select if specific BTID mapping is required to the users
Number of Allowed Users	[Conditional, Numeric, Three] Type the number of users allowed under the profile. This field will be enabled only if Enable for Corporate Admin checkbox is selected.
Number of Allowed Roles	[Optional, Alphanumeric, Three] Type the number of allowed roles that can be crated by the corporate administrator user. This field will be enabled only if Enable for Corporate Admin checkbox is selected.
Beneficiary Template Information	
Number of private beneficiaries allowed per user	[Optional, Numeric, Three] Type the number of private beneficiaries user, the customer can create.
Number of public beneficiaries allowed at customer level	[Optional, Numeric, Three] Type the number of public beneficiaries customer can have.

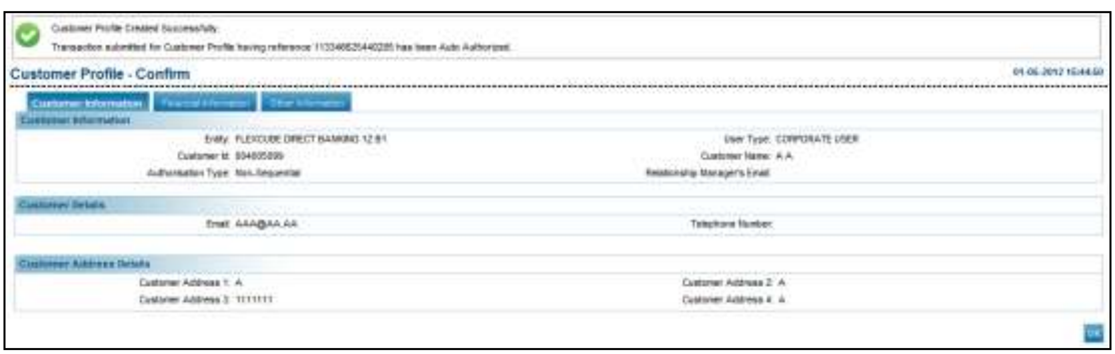
Field Name	Description
S2S IP address	[Input,100] Source IP address of the customer from where HTTPs request for S2S bulk upload will be initiated. **Note**: Bank will maintain the IP address from where the corporate S2S user can initiate HTTPs request for S2S Bulk payments. Corporate user can initiate bulk transaction for any BTIDs mapped to the customer from the source IP maintained by the bank.

4. Enter all the appropriate details.
5. Click the **Initiate** button. The system displays **Customer Profile - Verify** screen
OR
Click the **Back** button to go to the previous screen.

Customer Profile - Verify

6. Click the **Confirm** button. The system displays **Customer Profile - Confirm** screen with the status message.
OR
Click the **Back** button to go to the previous screen.

Customer Profile - Confirm



7. Click the **OK** button. The system displays **Customer Profile** screen.

10.2 View Customer Transactions

To view customer transactions

1. Log on to the **Internet Banking** application.
2. Navigate through the menus to **Customer Management > View Customer Transactions**. The system displays **View Customer Transactions** screen.

View Customer Transactions

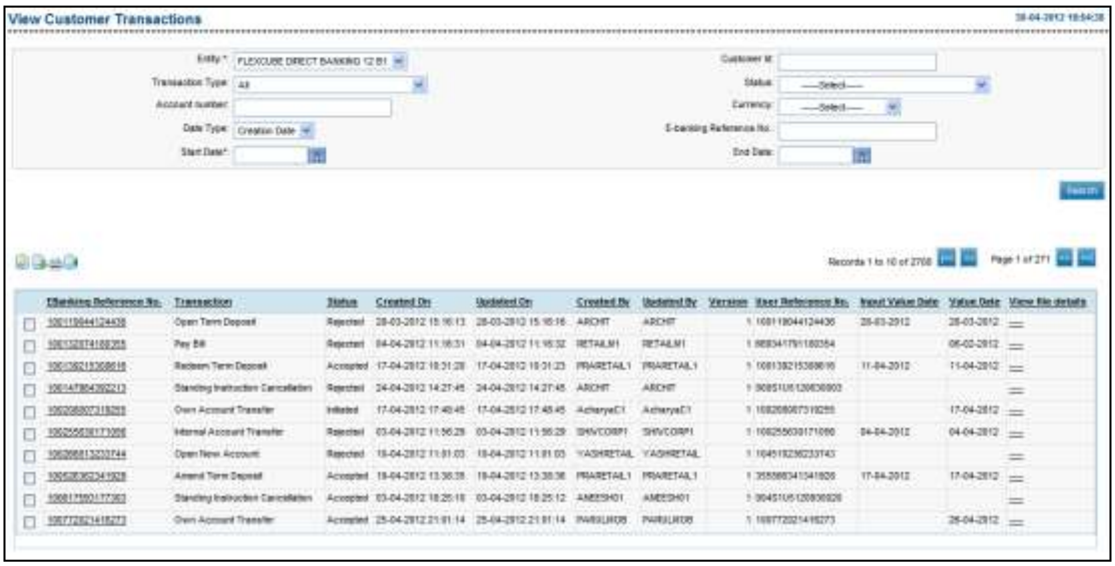
Field Description

Field Name	Description
Entity	[Mandatory, Drop-Down] Select the entity for which the customer transactions are to be searched from the drop-down list.
Customer Id	[Optional, Alphanumeric, 20] Type the customer ID for the search criteria.
Transaction Type	[Optional, Dropdown] Select the transaction type from the dropdown.
Status	[Optional, Dropdown] Select the status of the transaction from the dropdown.
Account Number	[Optional, Alphanumeric, 20] Type the account number for which transactions are to be searched.
Currency	[Optional, Dropdown] Select the currency from the dropdown.
Date type	[Optional, Dropdown] Select date type from the dropdown.
E-Banking Reference No.	[Optional, Numeric, 15] Type the e-banking reference number of the transaction to be searched.
Start Date	[Optional, Pick List] Select the start date from the pick list for the search criteria.

Field Name	Description
End Date	[Optional, Pick List] Select the end date from the pick list for the search criteria.

3. Enter the search criteria.
4. Click the **Search** button. The system displays details in the same **View Customer Transactions** screen.

View Customer Transactions



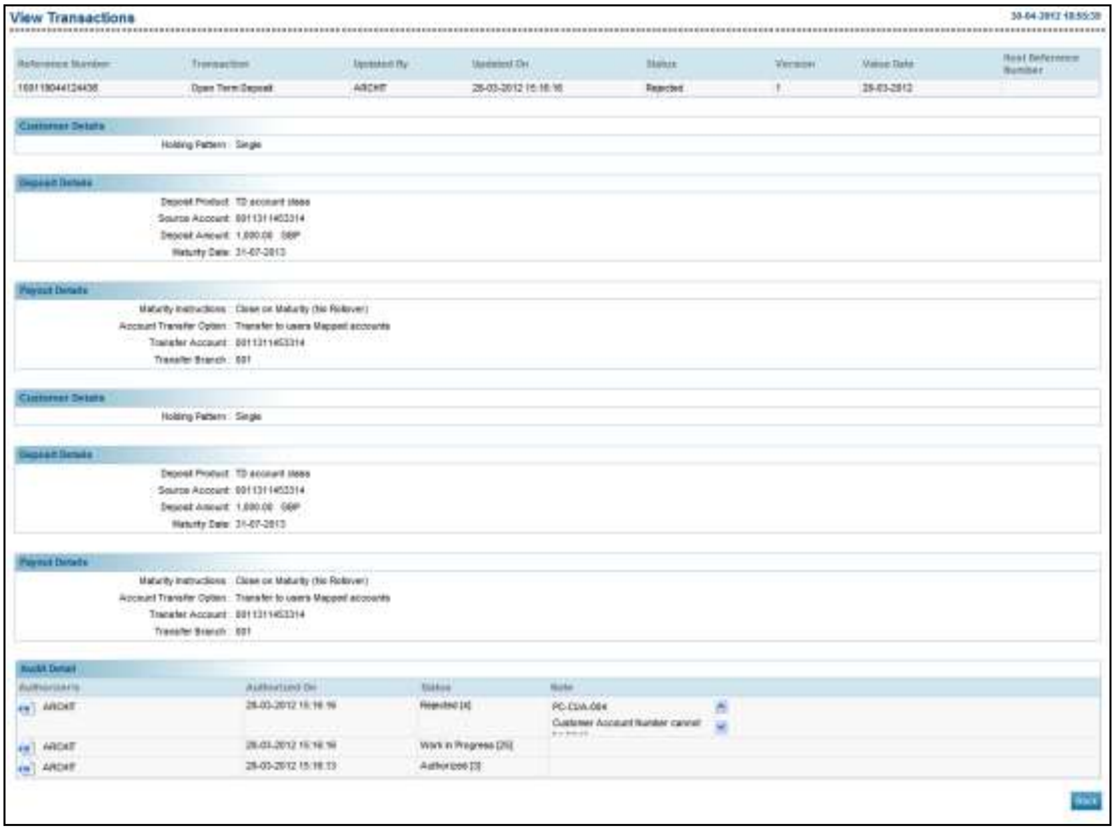
Field Description

Column Name	Description
EBanking Reference No	[Display] This column displays the e – banking reference number.
Transaction	[Display] This column displays the name of the transaction.
Status	[Display] This column displays the status of the transaction.
Created On	[Display] This column displays the date and time of the transaction creation.
Updated On	[Display] This column displays the date and time of the transaction update.

Column Name	Description
Created By	[Display] This column displays the name of the user who has created the transaction.
Updated By	[Display] This column displays the name of the user who has updated the transaction.
Version	[Display] This column displays the version of the transaction.
User Reference Number	[Display] This column displays the user reference number.
Input Value Date	[Display] This column displays the value date entered by the user.
Value Date	[Display] This column displays the value date as per the bank.
View file Details	[Display] This column displays the file details.

5. Click on the E-Banking Reference No hyperlink. The system displays the **View Transactions** screen.

View Transactions



Field Description

Column Name	Description
Reference Number	[Display] This column displays the reference number of the transaction.
Transaction	[Display] This column displays the name of the transaction.
Updated By	[Display] This column displays the name of the user who has last updated that transaction.
Updated On	[Display] This column displays the date and time of update.
Status	[Display] This column displays the status of the transaction.
Version	[Display] This column displays the version of the transaction.

Column Name	Description
Details with respect to the transaction like beneficiary and payment details are also displayed.	
Audit Details	
Authorizer/s	[Display] This column displays the name of the authorizer.
Authorized On	[Display] This column displays the date and time of authorization.
Status	[Display] This column displays the status of the transaction.
Note	[Display] This column displays the note.

6. Click the **Back** button to navigate to the previous screen.

11. Account Mapping Setup

The **Account Mapping Setup** is done to define the account access for a customer ID or customer through different channels available in the setup.

Two types of access rights can be defined for an account:

- Inquiry
- Transaction

Access can be defined for individual channels available in the set up or for all channels. Account access also can be defined for each transaction available in the system.

This transaction merges the functionality of authorized account setup and group account setup into a single transaction for maintaining the consistency and simplicity. Administrator can select the level at which he/she wants to define the account mapping. Different levels available for selection are as follows:

- Customer ID
- Linked Customer ID
- Business User

Depending on mapping level selected, related search criteria is displayed to the user.

To setup an account

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **Customer Management > Account Setup**. The system displays the **Account Mapping Setup** screen.

Account Mapping Setup

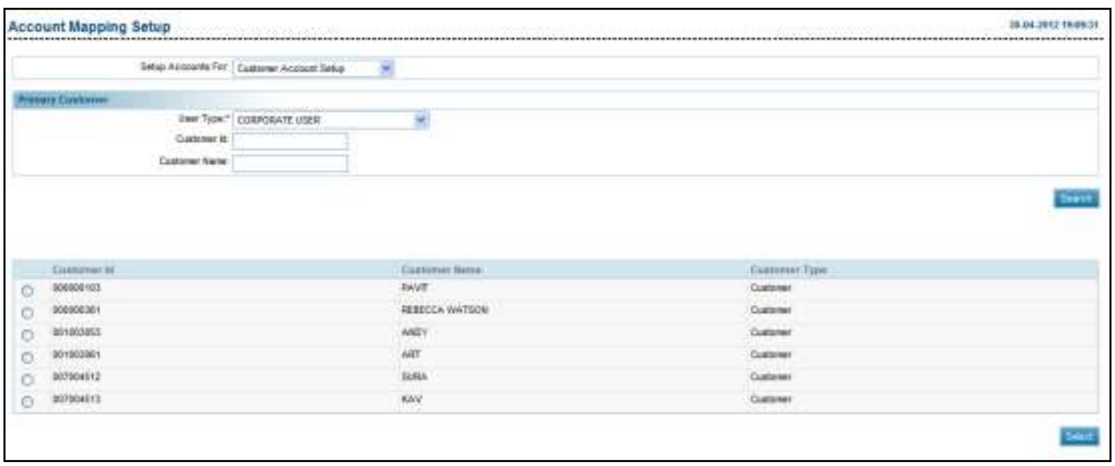
Field Description

Field Name	Description
Setup Account For	[Mandatory, Drop-Down] Select the type of user for which the account mapping is being set up from the dropdown list. The options are: • Customer Account Setup • Linked Customer Account Setup • User Account Setup

Field Name	Description
Primary Customer/Group	
User Type	[Optional, Drop-Down] Select the user type from the drop-down list.
Customer / Group ID	[Optional, Alphanumeric , 18] Type the Customer ID
Customer/ Group Name	[Optional, Alphanumeric, 35] Type the customer name.

3. Enter the required details
4. Click the **Search** button. The system displays the Customer Id details.

Account Mapping Setup-Customer Account Setup



Column Description

Column Name	Description
Customer Id	[Display] This column displays the customer ID.
Customer Name	[Display] This column displays the customer name.
Customer Type	[Display] This column displays the customer type.

5. Click the Customer Id Radio button
6. Click the **Select** button to initiate the account mapping at Customer Level.

Initiate Account Mapping Setup

7. Select the appropriate check box.

8. Click the **Submit** button. The system displays the **Account Mapping Setup-Verify** screen.
   OR
   Click the **Cancel** button to navigate to the previous screen.

Account Mapping Setup- Verify

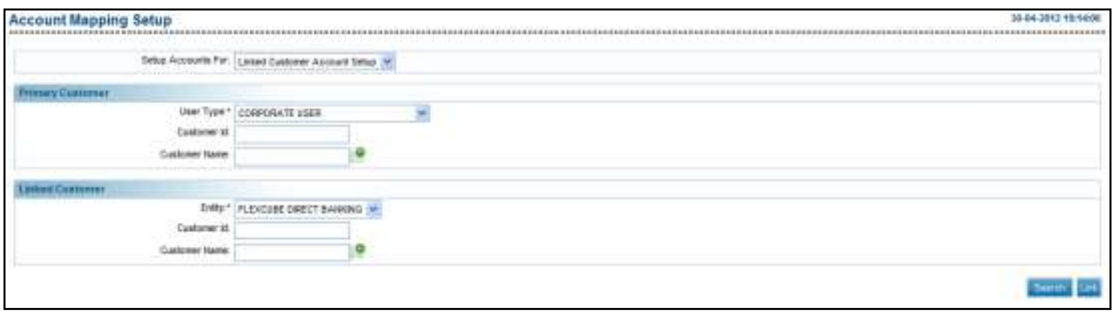
9. Click the **Confirm** button. The system displays the **Account Mapping Setup-Confirm** screen.
   OR
   Click the **Back** button to return to the previous screen.

Account Mapping Setup- Confirm

10. Click the **OK** button to navigate to the Account Mapping Setup screen.

11. Select the **Linked Account Setup** at the Set up Accounts for field at the Account setup screen, the system displays the Linked Account Setup screen.

Account Mapping Setup-Linked Account Setup



Field Description

Field Name	Description
Setup Account For	[Mandatory, Drop-Down] Select the type of user for which the account mapping is being set up from the dropdown list. The options are: • Customer Account Setup • Linked Customer Account Setup User Account Setup
Primary Customer/Group	

Field Name	Description
User Type	[Optional, Drop-Down] Select the user type from the drop-down list.
Customer / Group ID	[Optional, Alphanumeric , 18] Enter the customer ID.
Customer/ Group Name	[Optional, Numeric, 35] Enter the customer name.

Click the accept button for validation of customer details entered.

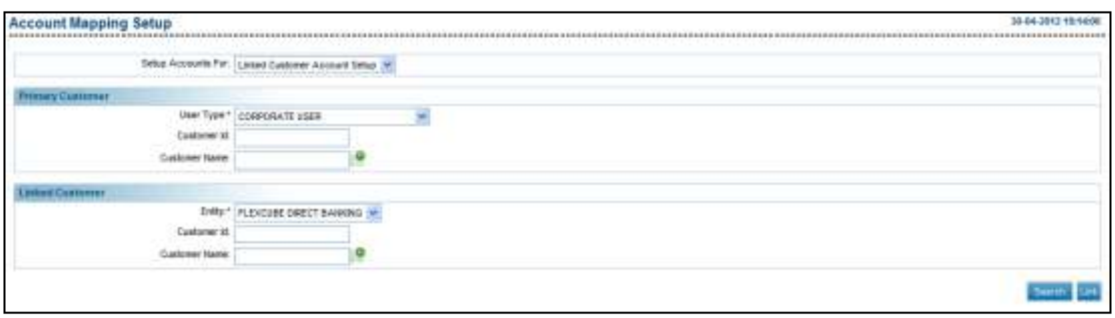
Secondary Customer/Group

Entity	[Conditional, Drop Down] Select the entity from the drop down list.
Customer / Group ID	[Optional, Alphanumeric , 18] Enter the customer ID.
Customer/ Group Name	[Optional, Numeric, 35] Enter the customer name.

Click the accept button for validation of customer details entered

12. Enter the required details and click the **search** button. The system displays the Account Mapping setup screen.

Account Mapping Setup



Field Description

Field Name	Description
Primary Customer Id	[Display] This column displays the primary customer id

Field Name	Description
Primary Customer Name	[Display] This column displays the primary customer name.
Secondary Customer Id	[Display] This column displays the secondary customer id.
Secondary Customer Name	[Display] This column displays the secondary customer name.
Action	[Display] This column displays the action.

13. To link a new Customer, select the checkbox for the customer and click the Link button. The **Account Linkage-Verify** screen is displayed.
OR
Click the **Map Accounts.** The system displays the Account Mapping screen.

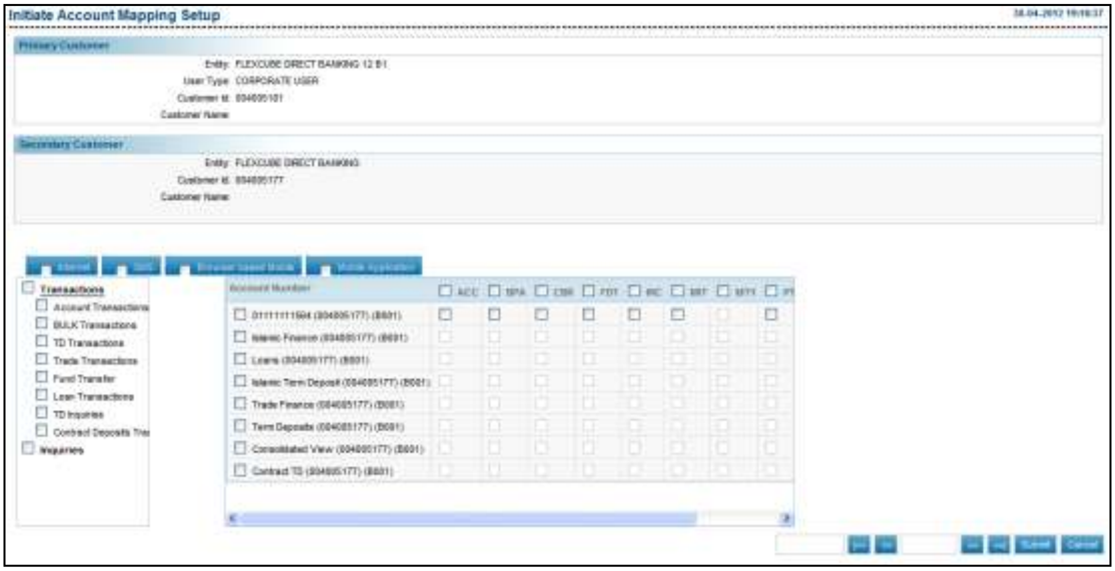
Account Linkage-Verify

14. Click the **Confirm** button to confirm the linkage.
OR
Click the **Back** button to return to the previous screen. The system displays the **Account Linkage-Confirm** screen.

Account Linkage-Confirm

15. Click the **Map Accounts** button to do the Linked Customer Account Mapping Setup the system displays the Initiate Account mapping setup screen.

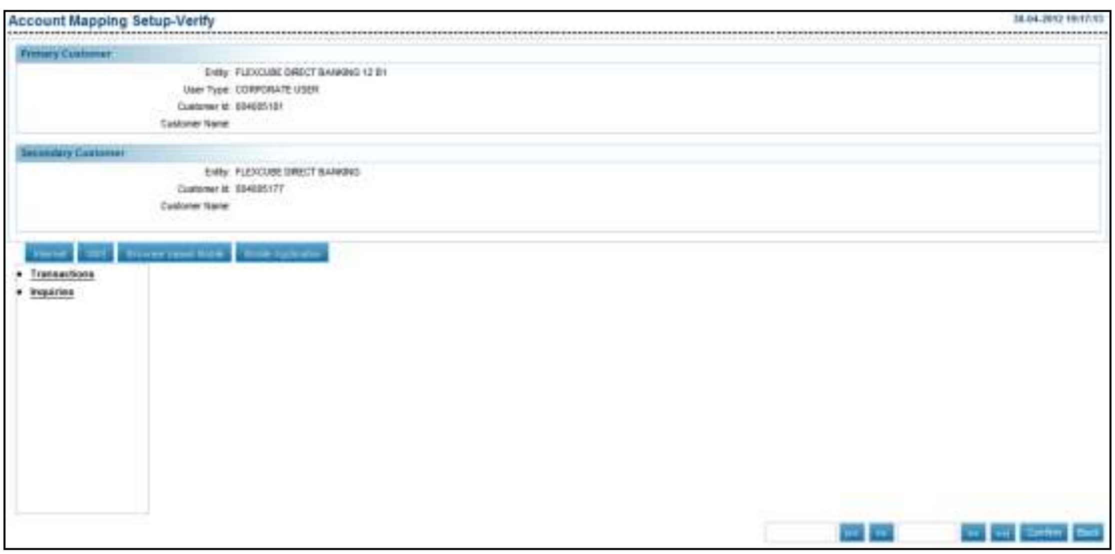
Initiate Account Mapping Setup



16. Select the appropriate check box.

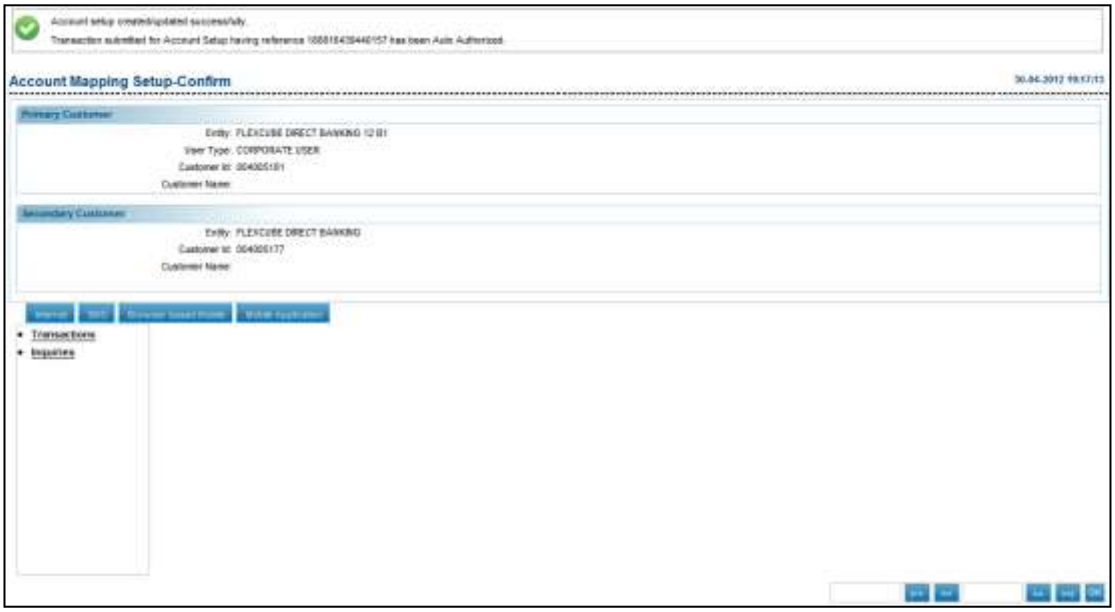
17. Click the **Submit** button. The system displays the **Account Mapping Setup-Verify** screen.
OR
Click the **Cancel** button to navigate to the previous screen.

Account Mapping Setup- Verify



18. Click the **Confirm** button. The system displays the **Account Mapping Setup-Confirm** screen.

Account Mapping Setup-Confirm



19. Click the **OK** button to navigate to the Account Mapping Setup screen.

Account Mapping Setup-User Account Setup

Field Description

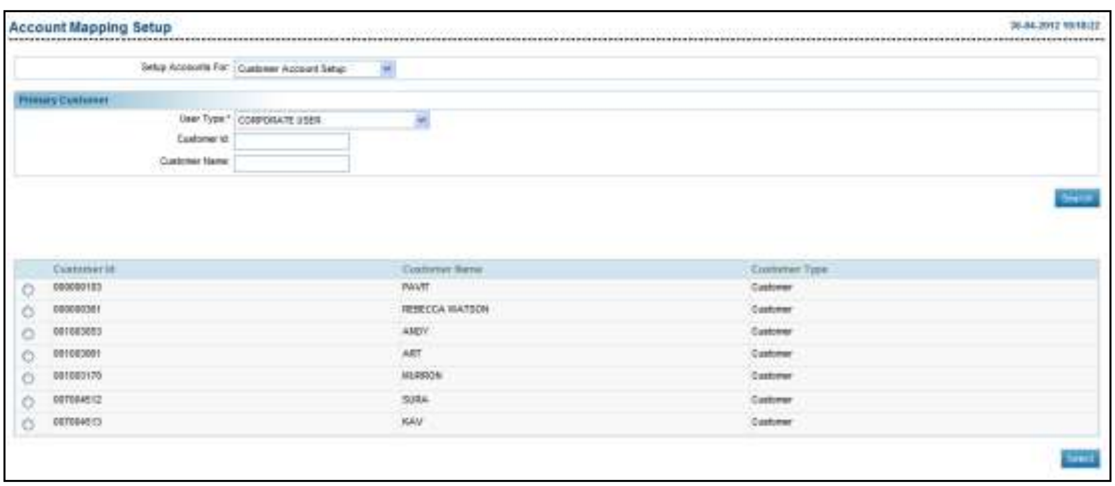
Field Name	Description
First Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the first name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **A** in the adjacent field, then the system displays all the customer first names starting with **A**.

Field Name	Description
Last Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the last name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **E** in the adjacent field, then the system displays all the customer last names starting with **E.**
User Id	[Optional, Drop-Down, Alphanumeric, 16] Select the search criteria for the user ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **1** in the adjacent field, then the system displays all the user ID's starting with **1.**

Field Name	Description
Email	[Mandatory, **UNIQUE,** Drop-Down, Alphanumeric, 100] Select the search criteria for the email ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **L** in the adjacent field, then the system displays all the email ID's starting with **L**. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.

20. Click the **Search** button. The system displays the Account Mapping setup screen.

Account Mapping Setup



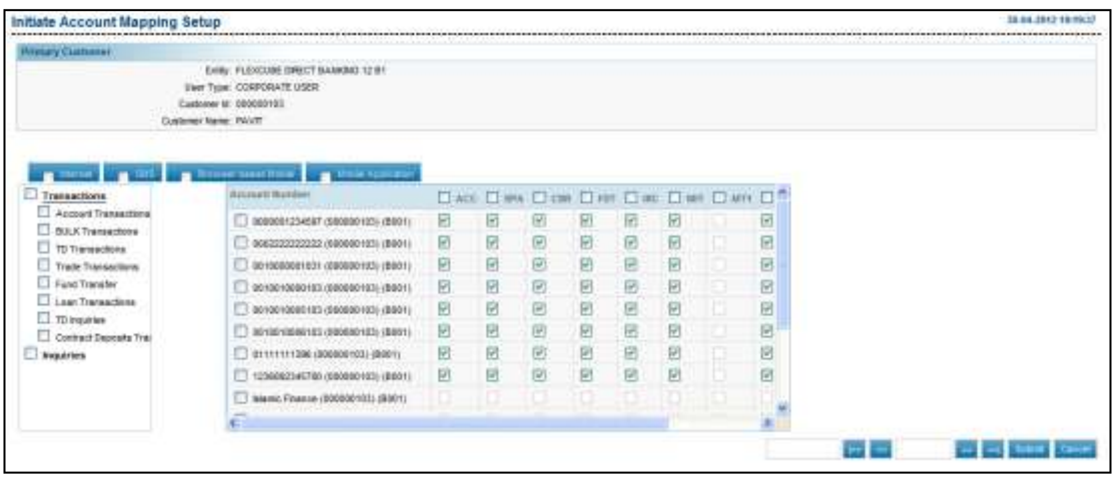
Column Description

Column Name	Description
User Id	[Display] This column displays the user id
User Name	[Display] This column displays the user name.

Column Name	Description
Email	[UNIQUE, Display] This column displays the secondary customer id. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
Customer Id	[Display] This column displays the customer id.
Customer Name	[Display] This column displays the customer name.
Customer Type	[Display] This column displays the customer type.

21. Click the radio button adjacent to the user ID to map to channel inquiries/transactions.
22. Click the **Select** button. The system displays the **Initiate Account Mapping Setup** screen.

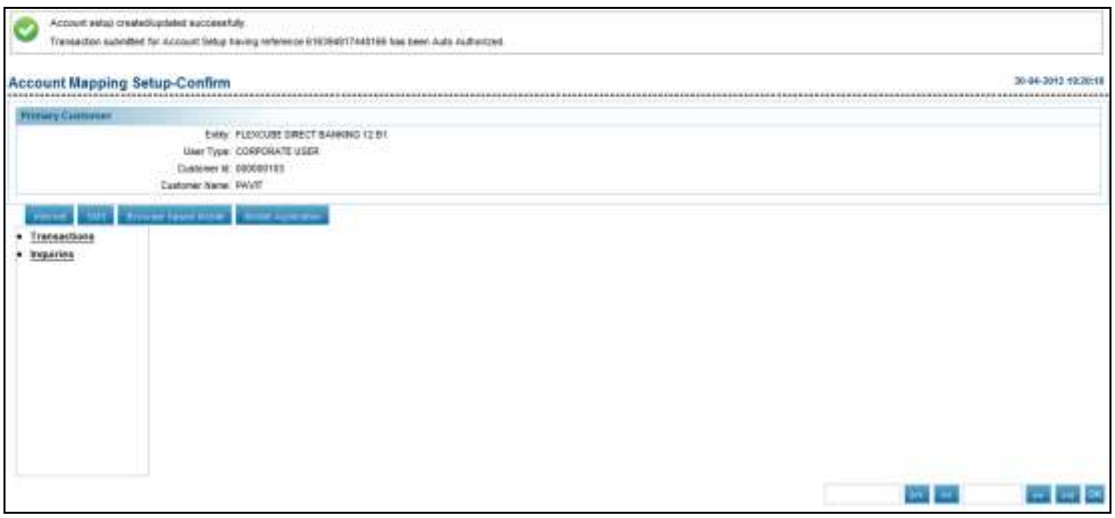
Initiate Account Mapping Setup



23. Select the appropriate check box.
24. Click the **Submit** button. The system displays the **Account Mapping Setup-Verify** screen.
OR
Click the **Cancel** button to navigate to the previous screen.

Account Mapping Setup- Verify

25. Click the **Confirm** button. The system displays the **Account Mapping Setup-Confirm** screen.
    OR
    Click the **Back** button to return to the previous screen.



26. Click the **OK** button to navigate to the Account Mapping Setup screen.

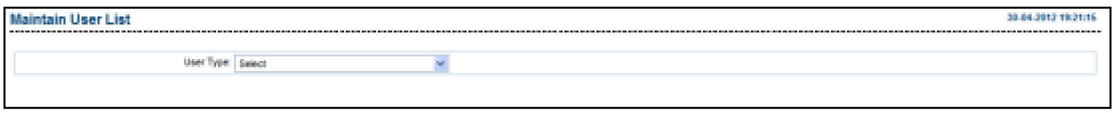
12. Maintain User List

This option allows the administrator to maintain user list. This user list is created to keep the users of a similar designation together for the purpose of Authorization activity. Users which come under one User list cannot be a part of any other list but the users which come under one list can be an authorizer as a single authorizer.

To maintain a user list

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **Authorisation Maintenance > Maintain User List**. The system displays the **Maintain User List** screen.

Maintain User List



Field Description

Field Name	Description
User Type	[Mandatory, Drop-Down] Select the user type from the drop-down list.

3. Select the user type.
4. Click the **Fetch User** button. The system displays the **Maintain User List** screen with the search result.

Note: S2S users can also be part of the user list.

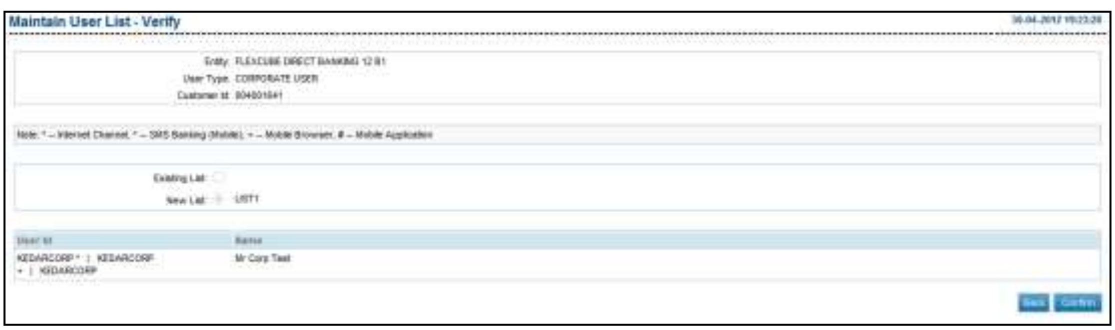
Maintain User List

Field Description

Field Name	Description
Existing List	[Optional, Radio Button, Drop-Down] Select the **Existing List** radio button to add the user to the existing list. Select the list name from the drop-down list.
New List	[Optional, Radio Button, Alphanumeric, 15] Select the **New List** radio button to enter the name of the new list. Type the name of the new list in the adjacent field. This field is enabled if the radio button is selected.
Unassigned Users	[Display] This field displays the unassigned users.
Assigned Users	[Display] This field displays the assigned users.

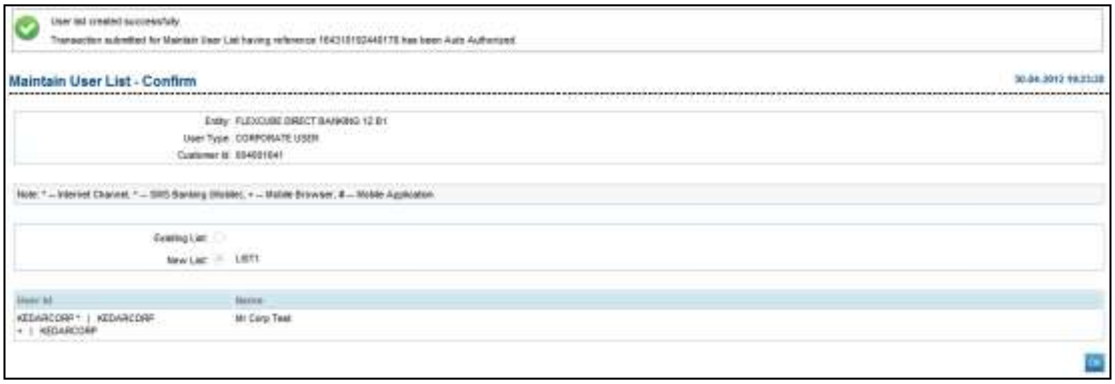
5. Select the user and click the **>** button. The user id displayed in the **Assigned Users** field.
   OR
   Select the user and click the **<** button. The user id displayed in the **Unassigned Users** field.
   OR
   Click the **>>** button to view all the users in the **Assigned Users** field.
   OR
   Click the **<<** button to clear all the users from the **Assigned Users** field.
6. Click the **Save** button. The system displays the **Maintain User List - Verify** screen.
   OR
   Click the **Cancel** button. The system displays the **Maintain User List** screen.

Maintain User List - Verify



7. Click the **Confirm** button. The system displays the **Maintain User List - Confirm** screen with the status message.
   OR
   Click the **Back** button to navigate to the previous screen.

Maintain User List - Confirm



8. Click the **OK** button. The system displays the **Maintain User List** screen.

13. Manage Rules

This option allows the administrator to manage the rules.

There are four types of authorization rules:

- **Non-Sequential**: This authorization mandate doesn't follow any authorization sequence.
- **Sequential**: Under sequential authorization mandate, the authorization can be done only by sequence.

To manage a rule

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **Authorisation Maintenance > Manage Rule**. The system displays the **Manage Rules** screen.

Manage Rules

Field Description

Field Name	Description
User Type	[Mandatory, Drop-Down] Select the user type from the drop-down list.
Customer ID	[Conditional, Alphanumeric,20] Select the search criteria for the **Customer ID** from the drop-down list. This field is displayed if the business user options are selected from the **User Type** drop-down list.
Customer Name	[Conditional, Alphanumeric,50] Select the search criteria for the **Customer Name** from the drop-down list. This field is displayed if the business user options are selected from the **User Type** drop-down list.

3. Select the user type.
4. Enter the search criteria.
5. Click the **View/Modify** button. The system displays the **Manage Rules** screen with the search result.

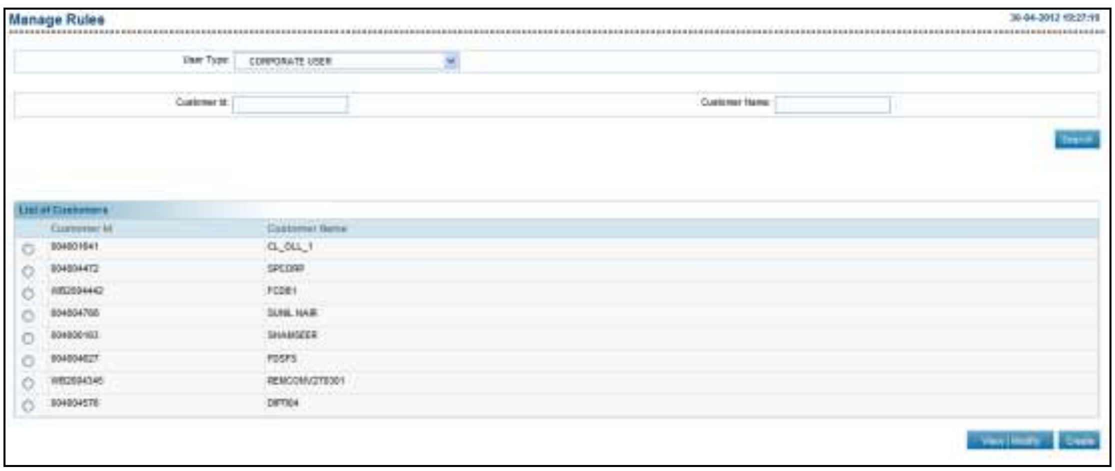
Manage Rules

Field Description

Field Name	Description
Customer ID	[Display] This column displays the **Customer ID**. Click the **Customer ID** to view the details of the particular customer.
Customer Name	[Display] This column displays the customer name.

6. Select the **Customer ID**.
7. Click the **Create** button. The system displays the **Manage Rules** screen.

Manage Rules



8. Click the **Create** button. The system displays the **Manage Rules** screen.

Manage Rules

Field Description

Field Name	Description
Entity	[Display] This field displays the Entity Name.
User Type	[Display] This field displays the User Type.
Customer Id	[Display] This field displays the Customer Id of the user.
Define Rule	
Maker	[Mandatory, Drop-Down] Select the maker from the drop-down list. The default value is **All**. If no Maker User Id is specified then this rule is applied to all the Users for the selected Corporate ID.
Customer ID	[Mandatory, Drop-Down] Select the customer ID from the drop-down list. The default value is **All.**
Transaction	[Mandatory, Drop-Down] Select the type of transaction from the drop-down list. The default value is **All.**
Branch	[Mandatory, Drop-Down] Select the branch from the drop-down list. The default value is **All**

Field Name	Description
Account ID	[Mandatory, Drop-Down] Select the account ID from the drop-down list. The default value is **All.**
Currency	[Mandatory, Drop-Down] Select the currency from the drop-down list.
Amt From	[Optional, Numeric,15] Type the From amount. This amount is entered if the amount based authorization criterion is to be set.
Amt To	[Optional, Numeric,15] Type the To amount. This amount is entered if the amount based authorization criterion is to be set.
Authorization Required	[Optional, Check Box] Select the **Authorization Required** check box to set the rule for authorization.
List ID	[Conditional, Drop-Down] Select the list ID from the drop-down list. This drop-down list is enabled if **Authorization Required** check box is selected.

Note: S2S Users will not available in authorization list.

9. Enter the appropriate details in the relevant fields. Click the **Create** button. The system displays **Manage Rules – Verify** screen.

Manage Rules - Verify

10. Click the **Confirm** button. The system displays the **Manage Rules - Confirm** screen with the status message.
OR
Click the **Back** button to navigate to the previous screen.

Manage Rules - Confirm

11. Click the **Create Another** button to create another rule.
OR
Click the **OK** button. The system displays the **Manage Rules** screen.

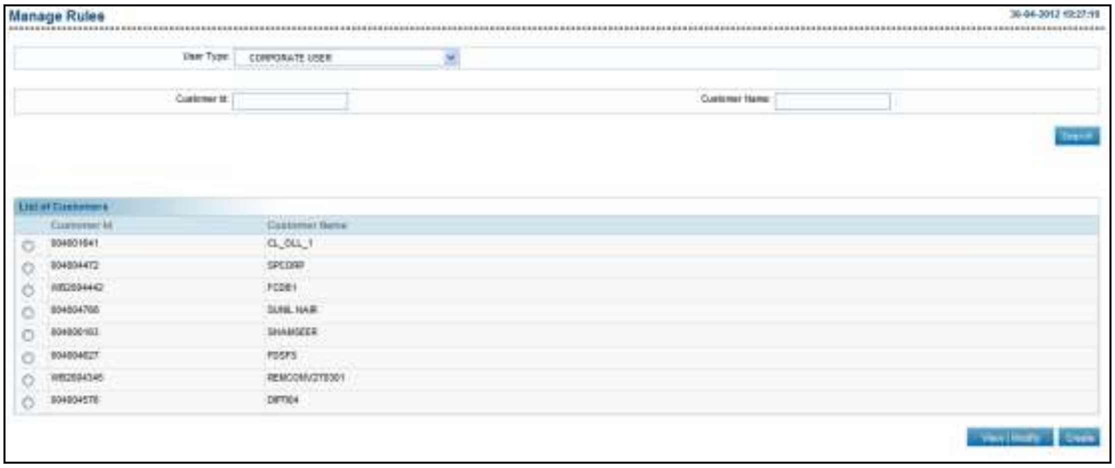
To delete rules

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **Authorisation Maintenance > Manage Rule**. The system displays the **Manage Rules** screen.

Manage Rules

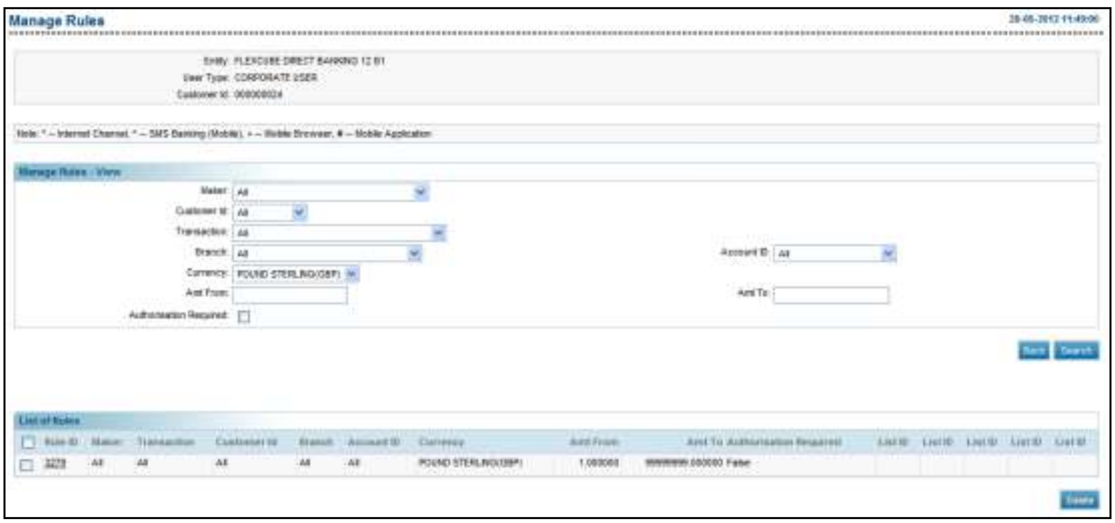
3. Select the user type.
4. Enter the search criteria.
5. Click the **Search** button. The system displays the **Manage Rules** screen with the search result.

Manage Rules



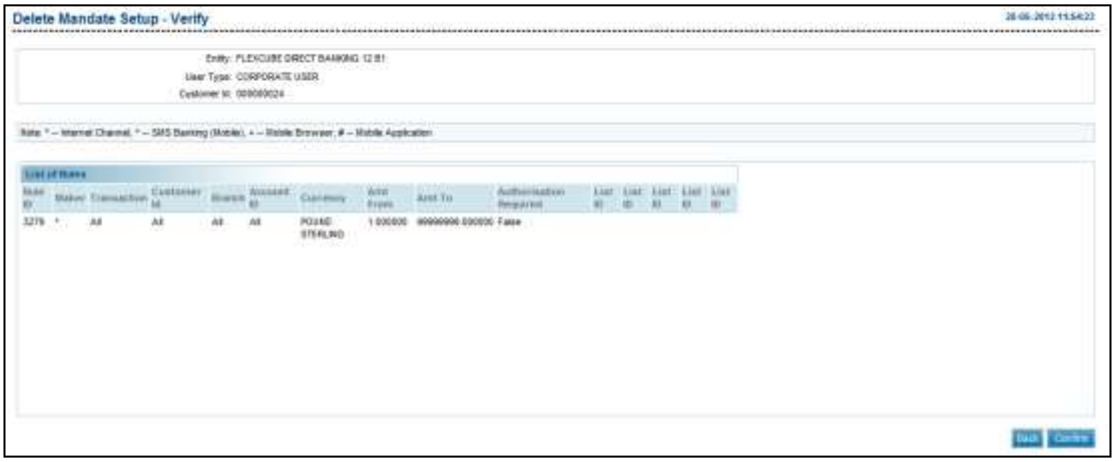
6. Click the **View/Modify** button. The system displays Manage Rules-view screen.

Manage Rules View



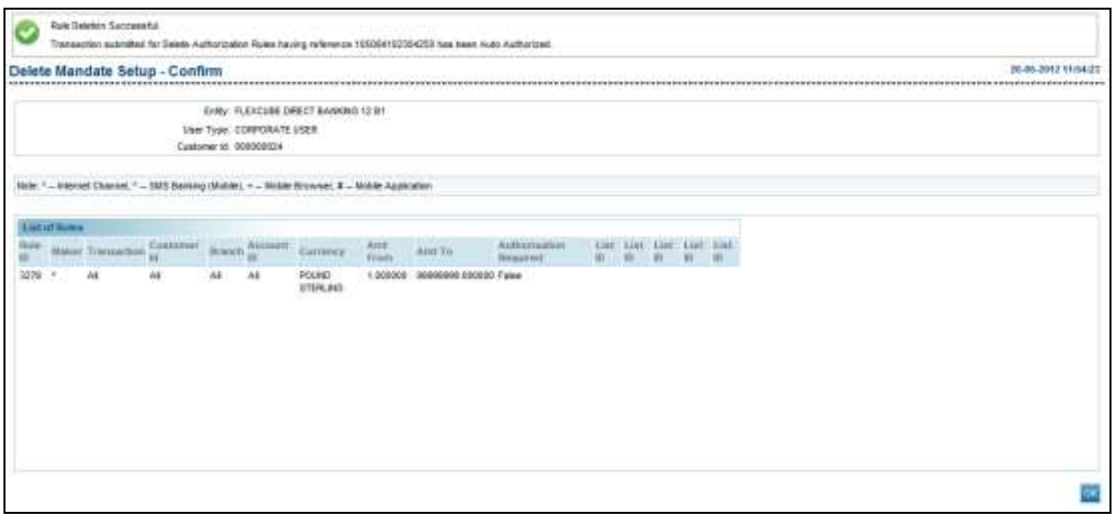
7. Click the **Delete** button to delete the selected rule. The system displays delete verify screen.

Delete Rules Verify



8. Click the **Confirm** button. The system displays delete confirm screen.

Delete Rules Confirm



Note: All rules should not be deleted. There should be at least one rule available for bank administrator OR business user so that administrator or business user will be able to perform any transaction.

14. Manage Timers

This option allows you to manage the timers.

To manage timers

1. Log on to the **Internet Banking** application.
2. Navigate through the menus to **System Maintenance > Manage Timer Services**. The system displays the **Manage Timer** screen.

Manage Timer

Field Description

Column Name	Description
Timer Id	[Display] This column displays the timer ID code.
JVM Id	[Display] This column displays the JVM Id.
Type	[Display] This column displays the timer type.
Description	[Display] This column displays the timer description.
Status	[Display] This column displays the timer status.
Mode	[Display] This column displays the timer mode.
Enabled	[Display] This column displays the timer active status.

3. Click the **Create New Timer** button. The system displays the **Create Timer** screen.
4. Enter the timer details.

Create Timer

Field Description

Field Name	Description
Mode	[Mandatory, Drop-Down] Select the mode from the drop-down list.
Description	[Mandatory, Alphanumeric, 60] Type the timer description.
Type	[Mandatory, Drop-Down] Select the timer type from the drop-down list.
Duration	[Conditional, Numeric, 20] Type the timer duration in this field. This field is enabled only if **Continuous** or **Continuous starts at specific date and time** option is selected in the **Type** drop-down list.
Expiration Date	[Conditional, Pick List] Select the date and time from the pick list. This field is enabled only if **One time at specific date and time** or **Continuous starts at specific date and time** option is selected in the **Type** drop-down list.
Hand Off Class	[Mandatory, Drop-Down] Select the hand off class from the drop-down list.
JVM Id	[Mandatory, Drop-Down] Select the JVM ID from the drop-down list.

5. Click the **Add** button. The system displays the **Create Timer - Verify** screen.

Create Timer - Verify

6. Click the **Confirm** button. The system displays the **Create Timer - Verify** screen with the status message.
   OR
   Click the **Back** button to navigate to the previous screen.

Create Timer - Confirm

7. Click the **Back To Main Page** button. The system displays the **Manage Timer** screen.

15. Manage Application Messages

This option allows the administrator to post the application messages.

To manage application message

1. Log on to the **Internet Banking** application.
2. Navigate through the menus to **System Maintenance > Manage Application Message**. The system displays the **Manage Application Messages** screen.

Manage Application Messages

Field Description

Field Name	Description
Application	[Mandatory, Drop-Down] Select the type of application from the drop-down list. The options are follows: • Direct Banking (A1) • Direct Banking (CN) • Direct Banking (RR)
Device	[Mandatory, Drop-Down] Select the device name from the drop-down list. The options are follows: • All Channels • Browser based Mobile • Customer Service Center • Internet • Intranet • IVR • Mobile Application • SMS Banking (Mobile)
Language	[Mandatory, Drop-Down] Select the message language from the drop-down list.
Message Id	[Mandatory, Alphanumeric, 20] Enter the message ID.

Field Name	Description
Message	[Mandatory, Alphanumeric, 255] Enter the message description.

3. Enter the message details.
4. Click the **Add** button. The system displays the **Add Application Message - Verify** screen.

Add Application Message - Verify

5. Click the **Confirm** button. The system displays the **Add Application Message - Confirm** screen with the status message.
OR
Click the **Back** button to navigate to the previous screen.

Add Application Message - Confirm

6. Click the **Back To Main Page** button. The system displays the **Manage Application Messages** screen.

To view the application messages

7. Log on to the **Internet Banking** application.
8. The system displays the **View Initiated Transactions** screen.
9. Navigate through the menus to **System Maintenance > Manage Application Message**. The system displays the **Manage Application Messages** screen.
10. Enter the message details.

    Click the **Search** button. The system displays the application messages corresponding to the entered criteria.

16. Workflow Configuration

You can manage, design and configure the workflow for the account opening process for various products via STP or Lead. The Bank Administrator can maintain the series of steps required for a particular account opening workflow and then associate it to a new product.

To configure the workflow

1. Log on to the **Internet Banking** application.
2. Navigate through the menus to **System Maintenance > Workflow Configuration**. The system displays the Search Workflow screen.

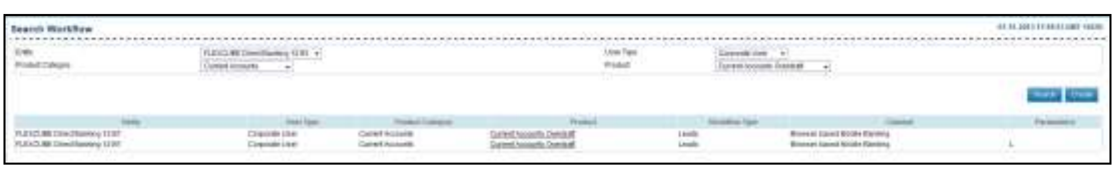
Search Workflow

Field Description

Field Name	Description
Entity	[Mandatory, Drop-Down] Select the entity from dropdown list.
User Type	[Mandatory, Drop-Down] Select the user type for which Origination is supported.
Product Category	[Mandatory, Drop-Down] Select the product category from the list. The list of configured product category will be displayed as per selected User Type.
Product	[Mandatory, Drop-Down] Select the product from list of product. The list of configured products will be displayed as per selected product category.

3. Click **Search** button. The system will display the existing workflows for selected criteria following screen.

Search Workflow

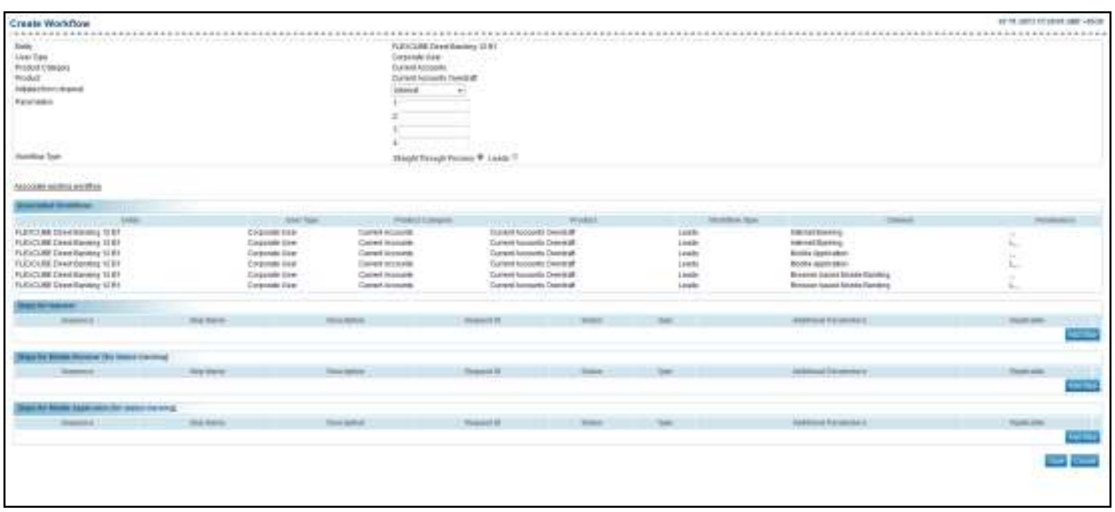


Field Description

Field Name	Description
Entity	[Display] This field will display the entity name.
User Type	[Display] This field will display the User type assigned for the respective workflow.
Product Category	[Display] This field will display the Product Category assigned for the respective workflow.
Product	[Display] This field will display the Product assigned for the respective workflow
Workflow Type	[Display] This field will display the workflow type (lead/Straight Through Process) assigned for the respective workflow.
Channel	[Display] This field will display the channel (through which origination would start) assigned for the respective workflow.
Parameters	[Display] This field will display the parameter mapped to the respective workflow.

4. Click **Create** button to create new workflow for selected details. The system will display following screen.

Create Workflow



Field Description

Field Name	Description
Initiated from Channel	[Mandatory, Drop-Down] Select the channel for which the workflow is being created for a particular Product. The option are: • Internet • Mobile Browser • Mobile Application
Parameter	[Optional, Input box,20] Enter the value to hold any additional value associated for the workflow to be created.
Workflow Type	[Mandatory, Radio Button] Select the workflow type to be created. The Options are: • STP • Lead
Associate Existing Workflow	This link opens existing workflows, so as to assign the existing workflow to the workflow to be created.
	Following fields will be enabled only when Add steps Button is clicked. **Note:** You can add more than one steps for particular channel types. Click Add step to add more rows.
Sequence	[Display] This filed displays the system generated sequence number.
Step Name	[Mandatory, Input box,100] Enter the name to specify the language keyword to be used to display the name of the step in the workflow. This is the Step name which is displayed on the origination workflow to the customers while opening of an account.
Description	[Mandatory, Input box,100] Enter the description to provide the language keyword for short name / description to the step of the workflow.
Request ID	[Mandatory, Input box,8] Enter the value to provide Request ID (page id) for the workflow step. The request id is the name of the application page while designing a particular step.

Field Name	Description
Status	[Optional, Input box,10] Enter the value to assign status for the step of the workflow
Type	[Mandatory, Dropdown] Select the value to specify the stage at which this step shall be displayed to the customer. The options are: • Input • Verify • Confirm • Additional
Additional Parameter	[Optional, Input box,20] Enter the value to add any additional parameter with respect to the step of the workflow.
Replicable	[Optional, Checkbox] Select the checkbox if field is provided in case the same step is required to be appeared multiple times within a workflow.

5. Click **Add Step** button to add the step to the workflow.
6. Click button to delete the step if required.
7. Click **Save** button to save the changes to the workflow. The system will display following screen
   OR
   Click **Cancel** button.

Create Workflow Verify

8. Click **Change** button to change the workflow.
   OR
   Click **Cancel** to cancel workflow creation
   OR
   Click **Confirm** button. The system will display following screen.

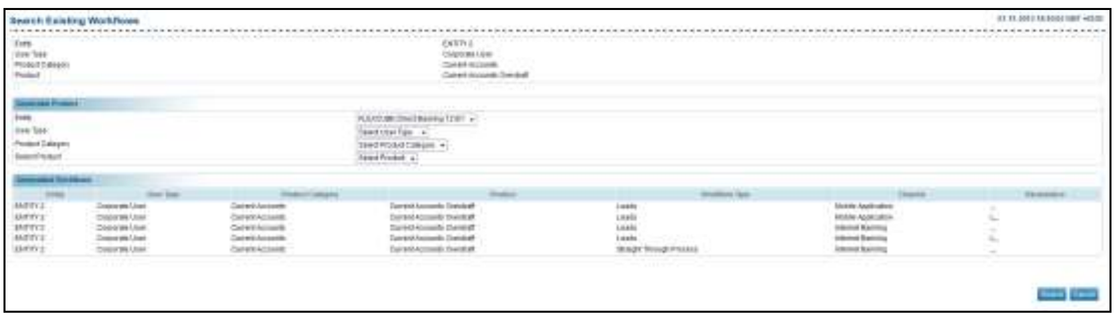
Create Workflow Confirm

9. Click **OK** button.

To Associate existing workflow

1. Click **Associate Existing workflow** link in **Create Workflow** screen. The system will display following search screen.

Search Existing Workflows



Field Description

Field Name	Description
Entity	[Mandatory, Dropdown] Select the entity from the list of entities available.
User Type	[Optional, Dropdown] Select the user type supported..
Product Category	[Optional, Dropdown] Select the product category.
Select Product	[Optional, Dropdown] Select the Product maintained under the respective Product Category selected.

2. Click **Search** Button. The system will display the list of Associated Workflows.

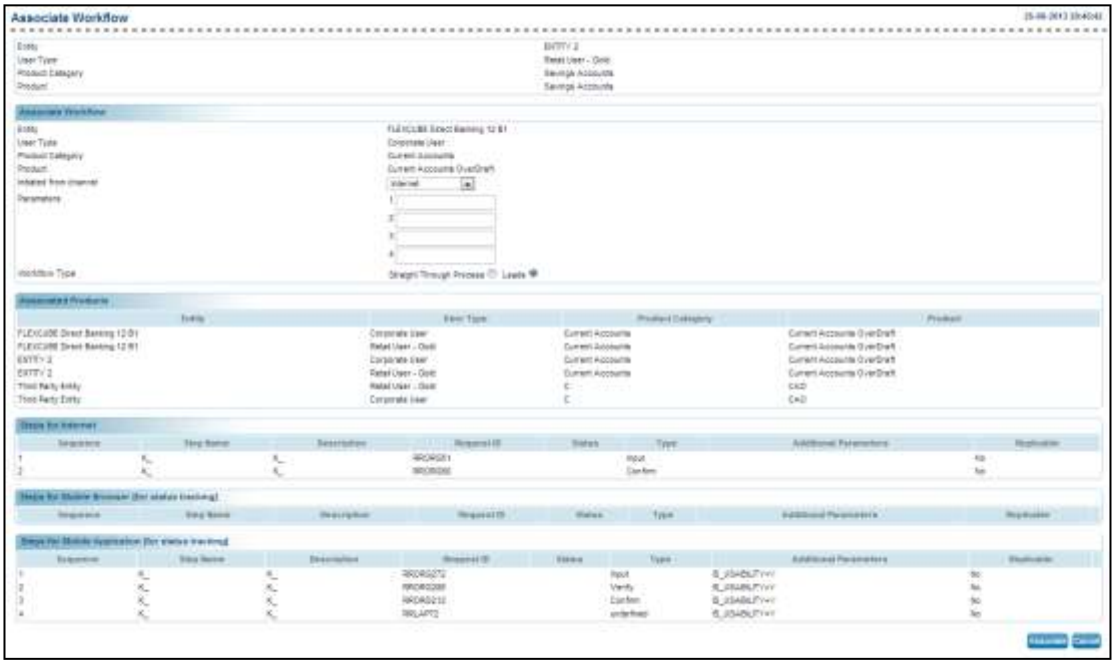
Search Existing Workflows

Field Description

Field Name	Description
Entity	[Display] This field will display the entity name.
User Type	[Display] This field will display the User type assigned for the respective workflow.
Product Category	[Display] This field will display the Product Category assigned for the respective workflow.
Product	[Display] This field will display the Product assigned for the respective workflow
Workflow Type	[Display] This field will display the workflow type (lead/Straight Through Process) assigned for the respective workflow.
Channel	[Display] This field will display the channel (through which origination would start) assigned for the respective workflow.
Parameters	[Display] This field will display the parameter mapped to the respective workflow.

3. Select the workflow from list of associated workflows.
4. Click **Get Workflow** button The steps of selected workflow will be fetched and displayed under steps section for associating with the existing workflow.

Associate Workflow

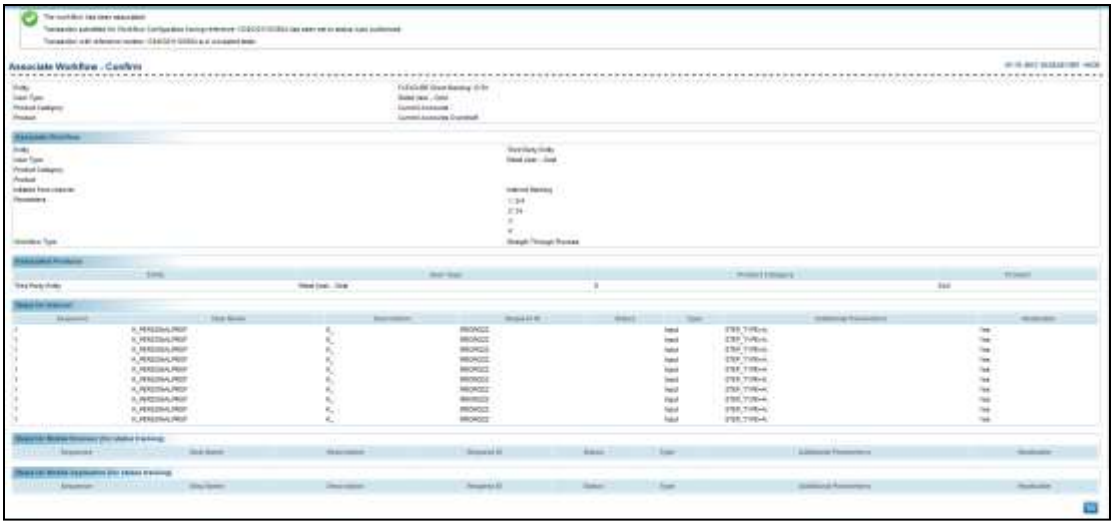


5. Click **Associate** button to associate the existing workflow selected, to the new product workflow to be created..

Associate Workflow Verify

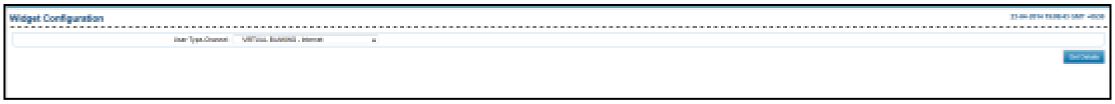
6. Click **Confirm** button. The system displays following screen.

Associate Workflow Confirm



7. Click **OK** button.

17. Widget Configuration



17.1 Configuration Properties

This option allows you to configure the properties.

To configure properties

1. Log on to the **Internet Banking** application.
2. Navigate through the menus to **System Maintenance > Configuration Properties**. The system displays the **Manage Properties** screen.

Manage Properties

Field Description

Field Name	Description
Server	[Mandatory, Drop-Down] Select the type of server from the drop-down list. The options are follows: • Main Server • Web Server
Property Name	[Mandatory, Drop-Down] Select the property name from the drop-down list.
Status	[Mandatory, Drop-Down] Select the status of the property from the drop-down list. The options are follows: • Disabled • Enabled

3. Click the **Search** button. The system displays the **Configuration Properties** screen.

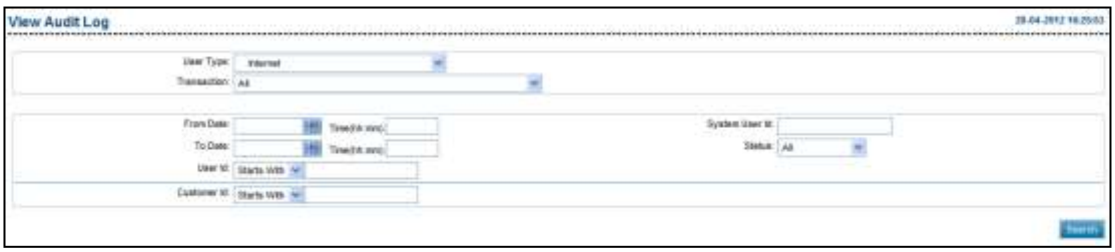
18. View Audit Log

This option allows to facilitate access control and supervision, an audit trail can be maintained for any task / transaction accessed by the user. A log is then recorded and can be accessed by the bank at any future date.

To view audit log

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **Customer Services > View Audit Log**. The system displays the **View Audit Log** screen.

View Audit Log



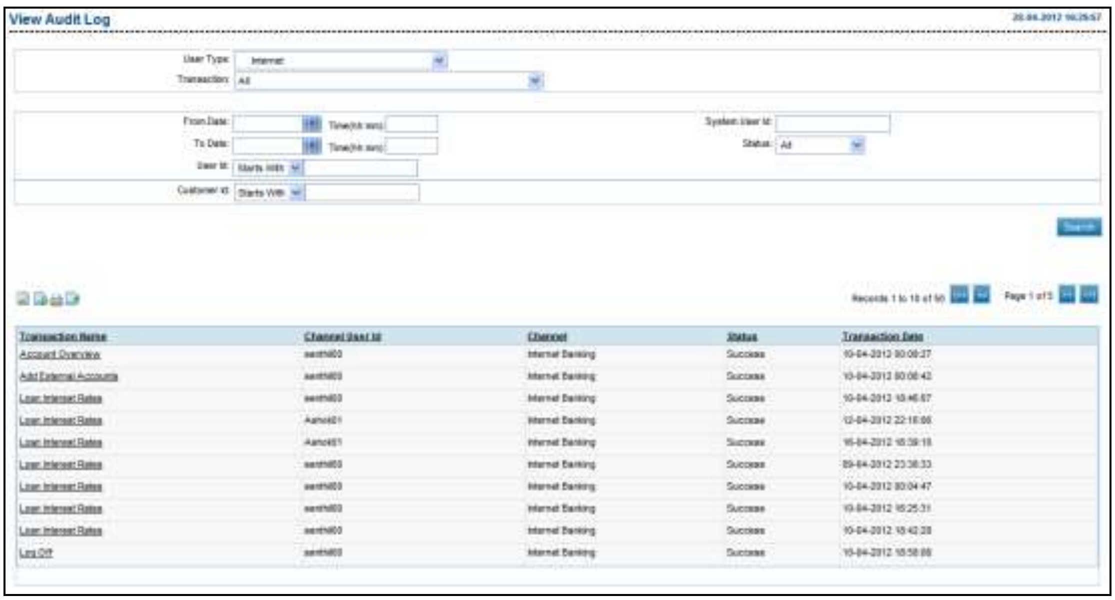
Field Description

Field Name	Description
User Type	[Mandatory, Drop-Down] Select the user type from the drop-down list.
Transaction	[Optional, Drop-Down] Select the transaction from the drop-down list.
From Date	[Optional, Pick List] Select the start date of the search criteria from the drop down list
System User Id	[Optional, Pick List] Select the start date of the search criteria from the drop down list
To Date	[Optional, Pick List] Select the end date of the search criteria from the drop down list
Status	[Mandatory, Drop-Down] Select the status of the transaction from the drop-down list. The options are: • All • Failure • Session Failure • Success

Field Name	Description
User Id	[Optional, Pick List] Select the end date of the search criteria from the drop down list
Customer Id	[Conditional, Pick List] Select the search criteria for the customer id from the drop down list This field is displayed only if the **Retail User or Corporate User** options are selected from the **User Type** drop-down list.

3. Select the user type.
4. Enter the search criteria.
5. Click the **Search** button. The system displays the **View Audit Log** screen with the search result.

View Audit Log



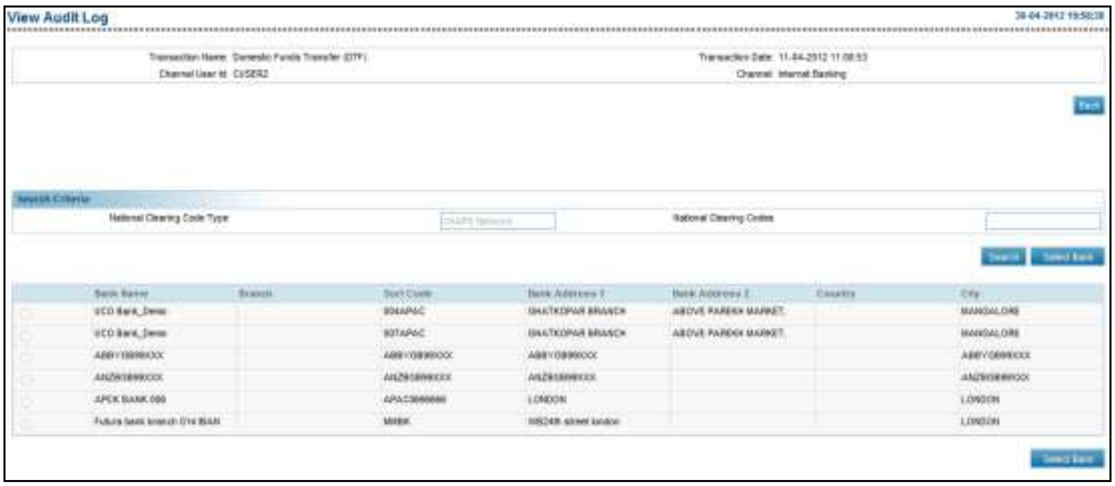
Field Description

Column Name	Description
Transaction Name	[Display] This column displays the transaction name.
Channel User Id	[Display] This column displays the channel user ID.
Channel	[Display] This column displays the banking channel through which the user performs the transactions.

Column Name	Description
Status	[Display] This column displays the status of the user session.
Transaction Date	[Display] This column displays the date and time of the transaction.

6. Click the link on the items listed in the **Transaction Name** column to view the audit log in detail. This screen displays the audit log as per the selected criteria.

View Audit Log



7. Click the **Back** button to navigate to the previous screen.

19. View System Log

Using this option it is possible to search for particular logs based on date search as well as on the basis of log level and a refresh mechanism is also available to have snapshots of the logs at specified intervals.

The error message for a particular component enables a user to identify how its execution proceeded or failed. Logging can be enabled at the 'Information', 'Warning', 'Error', 'Debug' levels.

To view audit log

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **System Maintenances > View system Log**. The system displays the **System Log** screen.

System Log

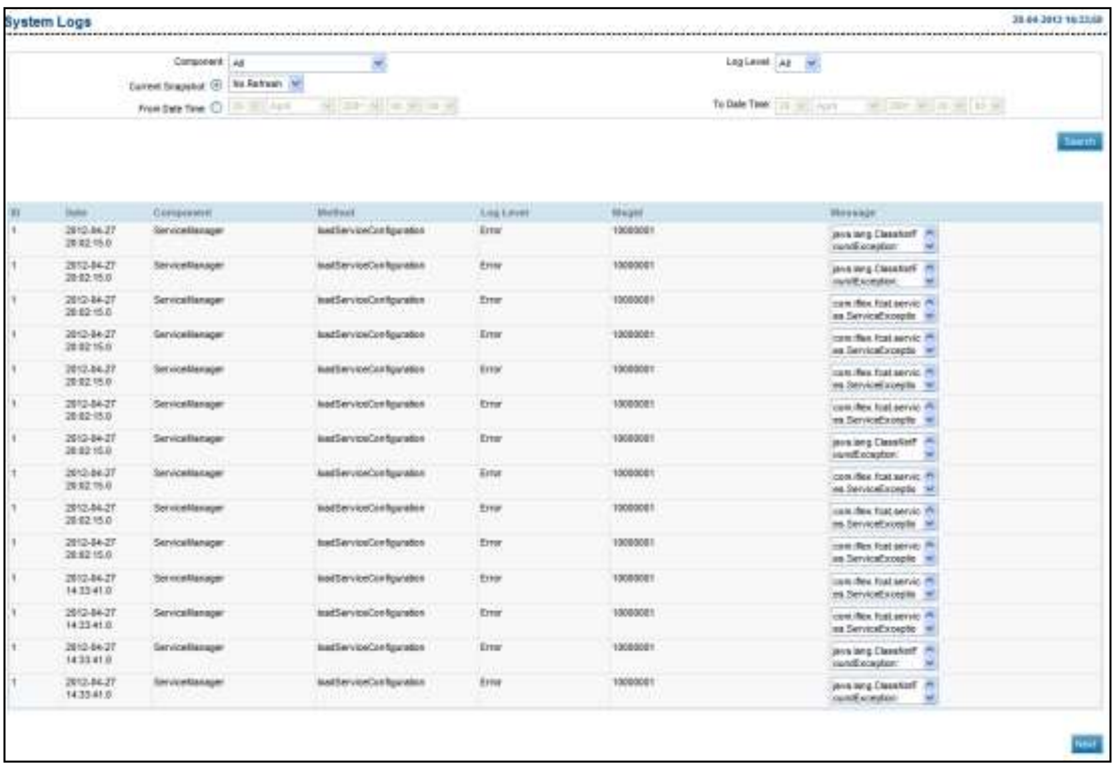
Field Description

Field Name	Description
Component	[Mandatory, Drop-Down] Select the component from the drop-down list.
Log level	[Mandatory, Drop-Down] Select the log level from the drop-down list.
Current snapshot	[Optional, Radio button, Drop-Down] Select the radio button for the enable the drop-down list. Select the current snapshot from the drop-down list. The drop-down list will be enabled if the **Current Snapshot** radio button is selected.
From Date Time	[Optional, Radio Button, Drop-Down] Select the radio button for the enable the drop-down list. Select the start date and time of the search criteria from the drop down list. The drop-down list will be enabled if the **From Date Time** radio button is selected.

Field Name	Description
To Date time	[Optional, Radio Button, Drop-Down] Select the radio button for the enable the drop-down list. Select the end date and time of the search criteria from the drop down list. The drop-down list will be enabled if the **To Date Time** radio button is selected

3. Enter the search criteria.
4. Click the **Search** button. The system displays the **View System Log** screen with the search result.

System Log



Field Description

Column Name	Description
ID	[Display] This column displays the Id.
Date	[Display] This column displays the date of the log.

Column Name	Description
Component	[Display] This column displays the component of the log.
Method	[Display] This column displays the method of the log..
Log Level	[Display] This column displays the level of the log.
MsgId	[Display] This column displays the message id of the log.
Message	[Display] This column displays the message of the log.

5. Click the **Previous** or the **Next** button to navigate to the next or the previous screen.

20. Host Interface Log

The table host audit log is used to hold the audited information about the interaction between the two systems.

To view host interface log

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **System Maintenances > Host interface log**. The system displays the **View Host Audit Log** screen.

View Host Audit Log

Field Description

Field Name	Description
User Type	[Mandatory, Drop-Down] Select the user type from the drop-down list.
Channel user Id	[Mandatory, Alphanumeric, 20] Type the channel user id.
Transaction	[Mandatory, Drop-Down] Select the transactions from the drop-down list.
Error Code	[Mandatory, Alphanumeric, 20] Type the error code.
Status	[Optional, Drop-Down] Select the status from the drop-down list.
Host Id	[Optional, Drop-Down] Select the host id from the drop-down list.
From Date	[Optional, Pick List] Select the form date from the pick list for the search criteria.
To Date	[Optional, Pick List] Select the to date from the pick list for the search criteria.
Reference No	[Optional, Alphanumeric, 20] Type the reference number.

3. Enter the search criteria.
4. Click the **Search** button. The system displays the **Host Audit Logs** screen with the search result.

21. User Login

This transaction allows you to track and log user activities during their login session. With 'User Logging', Bank can get the desired logs, without restricting other users from accessing the application.

To set user preferences

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **System Logs > User Logging**. The system displays the **User Logging** screen.

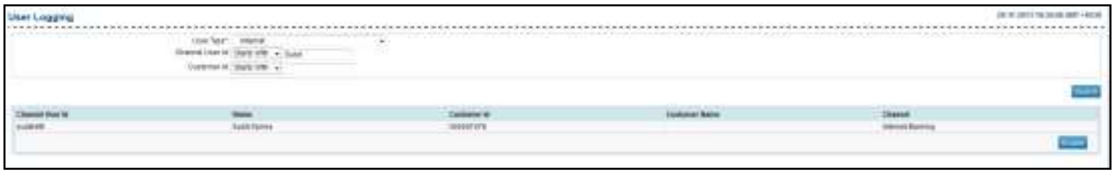
User Logging

Field Description

Field Name	Description
User Type	[Mandatory, Dropdown] This field displays the list of all user types supported.
Channel User Id	[Optional, Input,15] Select channel user id for narrow search. The options are: • Starts with • Ends with • Equals • Contains
Customer Id	[Optional, Input,20] Select channel user Id for narrow search. The options are: • Starts with • Ends with • Equals • Contains

3. Click **Search** button. The system will display following detailed screen.

User Logging

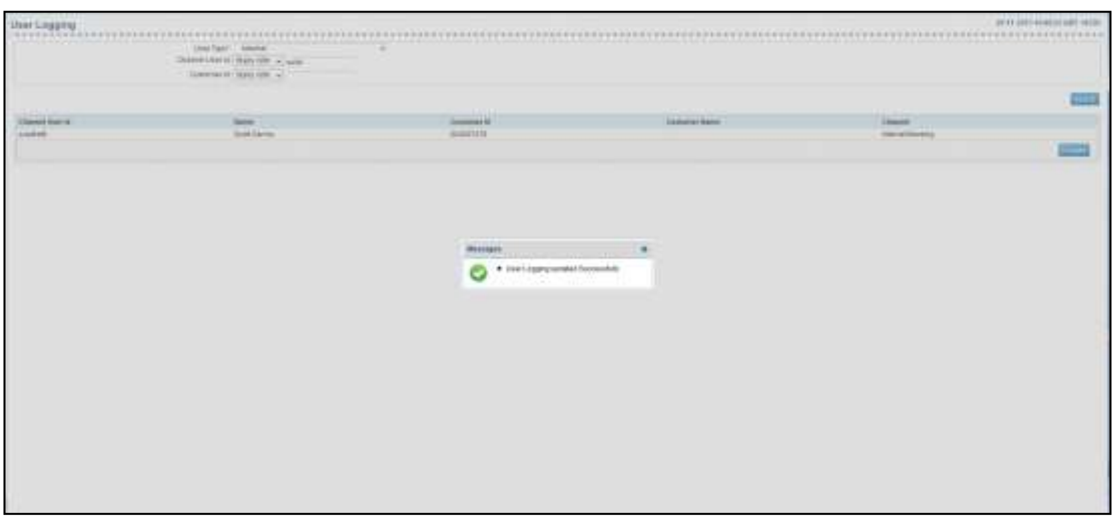


Column Description

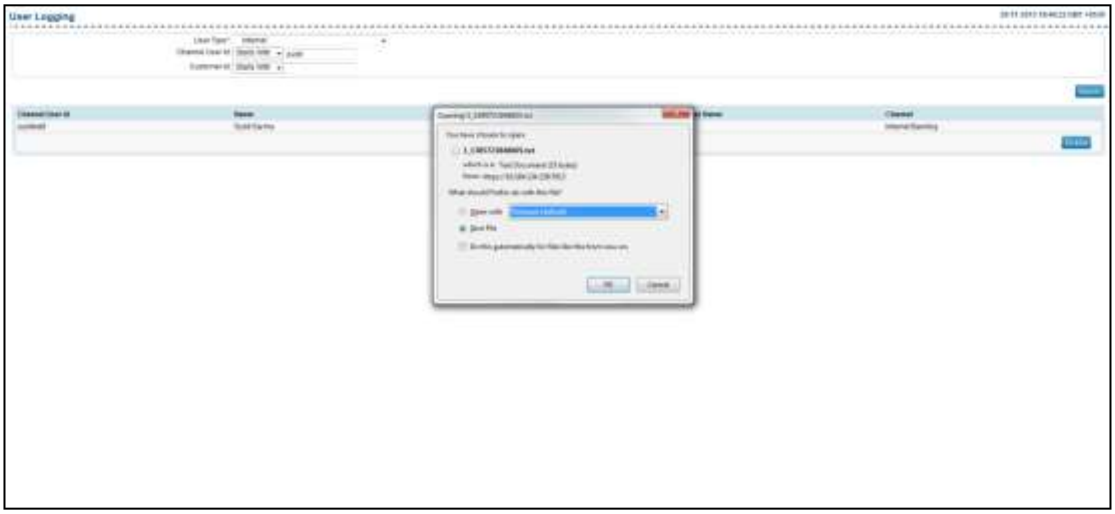
Field Name	Description
Channel User Id	[Display] This field displays the list of all user types supported.
Name	[Display] This field displays the User name of the currently logged-in user.
Customer Id	[Display] This field displays the Customer Id of the currently logged-in user.
Customer Name	[Display] This field displays the Customer Name of the currently logged-in user.
Channel	[Display] This field displays the channel in which the user is currently logged-in.

4. Click **Enable/Disable** button .Enable action button starts the user logging process, while Disable stops the user logging process. The system will display following detailed screen.

User Logging - Enabled



User Logging - Disabled



5. Disable button is displayed once **Enable** is clicked for particular user for user logging. On clicking **Disable** button the Audit log is generated and you can save it on you computer.

22. Preferences

The Preferences option allows you to change the user ID, set the preferred language, landing page. The user can access favorite transactions and accounts directly instead of accessing it through the main menu.

To set user preferences

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **Services > Preferences**. The system displays the **Preferences** screen.

Preferences

Field Description

Field Name	Description
Set User ID	
Existing User ID	[Display] This field displays the existing user ID.
Specify New User ID	[Optional, Alphanumeric, 15] Type the new user ID in this field.
Set Language Preference	
Language	[Optional, Drop-Down] Select the preferred language from the drop-down list.
Set Landing Page	
Transaction List	[Optional, Drop-Down] Select the transaction list from the drop-down list. The selected transaction will be set as the landing page.

3. Enter the required details.
4. Click the View User Id policy link to view the User id policy
OR
Click the **Set Preference** button. The system displays the **Preferences - Verify** screen.

Preferences - Verify

5. Click the **Confirm** button. The system displays the **Preferences** - **Confirm** screen with the status message.
   OR
   Click the **Back** button to change the user preferences.

Preferences - Confirm

6. Click the **OK** button. The system displays the **Preferences** screen..

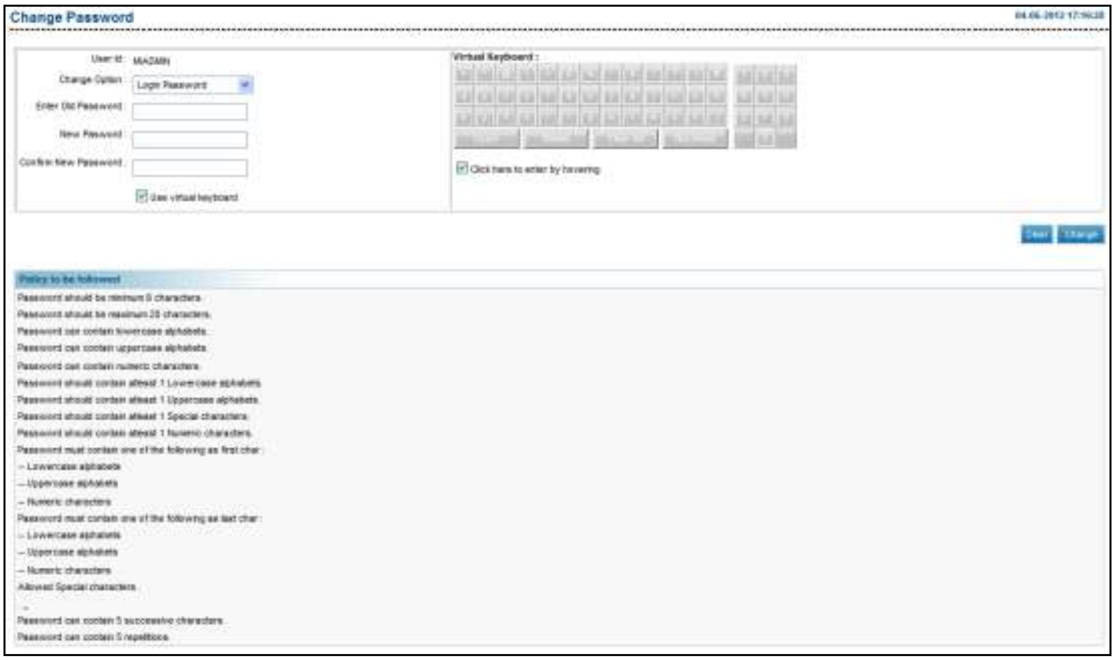
23. Change Password

This option allows you to change the login or transaction password

To change the password

1. Logon to the **Internet Banking** application.
2. Navigate **Default Transaction > Change Password**. The system displays the **Change Password** screen.

Change Password



Field Description

Field Name	Description
User Id	[Display] This field displays your user id.
Change Option	[Mandatory, Dropdown] Select the login or transaction password which is to be changed.

Note: You can enter details in the below fields using virtual keyboard by checking the check-box **Use Virtual Keyboard** or can manually enter details.

Field Name	Description
Enter Old Password	[Mandatory, Numeric,] Type the old password.

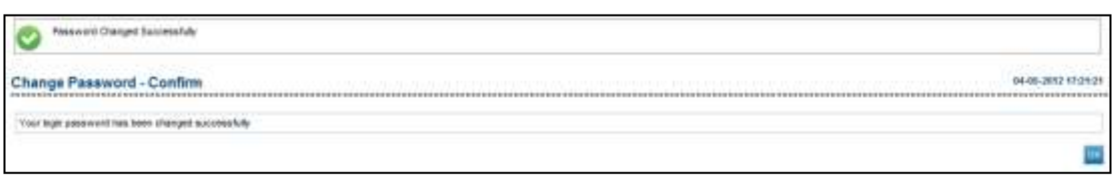
Field Name	Description
New Password	[Mandatory, Numeric] Type your New Password. **Note**: This new password should be as per Password Policy (displayed below the text fields in the above screen) set by the bank.
Confirm New Password	[Mandatory, Numeric] Type the new password.
Use virtual keyboard	[Optional, Check Box] Select the **Use virtual keyboard** check box if you want to use virtual keyboard password. **Note**: Option to enter space is not provided on virtual keyboard.
Click here to enter by hovering	[Optional, Check Box] Select the **Click here to enter by hovering** check box if you want to enter password by hovering. Using this option, password can be entered by hovering i.e. by moving the mouse over the virtual keyboard letters, without clicking on any letter. **Note**: This checkbox is enabled only when Use Virtual Keyboard checkbox is checked.

3. Click the **Change** button. The system displays **Change Password – Verify** screen.
   OR
   Click the **Clear** button to clear the fields.

Change Password – Verify

4. Click the **Confirm** button. The system displays **Change Password – Confirm** screen with the status message.
   OR
   Click the **Edit** button to edit the entered details.

Change Password – Confirm



5. Click the **OK** button. The system displays initial **Change Password** screen.

24. Session Summary

This option allows you to track activity details of last five logins. You can view the entire session summary of the previous five log sessions, and transactions carried out in each session along with the transactions' status and time.

To view user session

1. Log on to the **Internet Banking** application.
2. Navigate through the menus to **Default Transaction >Session Summary**. The system displays **Session Summary** screen.

Session Summary

Field Description

Column Name	Description
Channel User Id	[Display] This field displays the channel user IDs accessed during the session.
Channel	[Display] This field displays the channel accessed during the session.
Session Start	[Display] This field displays the date and time of access.

3. Click the **View Session Info** link to view the list of transactions done for the session specified. The system displays the **View User Session** screen with all the transactions carried out by the user in that session.

Session Summary – View Session Info

Field Description

Field Name	Description
Channel User Id	[Display] This field displays the channel user ID accessed during the session.
Session Start	[Display] This field displays the date and time of access.
Transaction Name	[Display] This field displays the name of the transaction performed.
Status	[Display] This field displays the status of the transaction.
Transaction Date	[Display] This field displays the date and time of the transaction.

4. Click the **Back** button to navigate go to the previous screen.

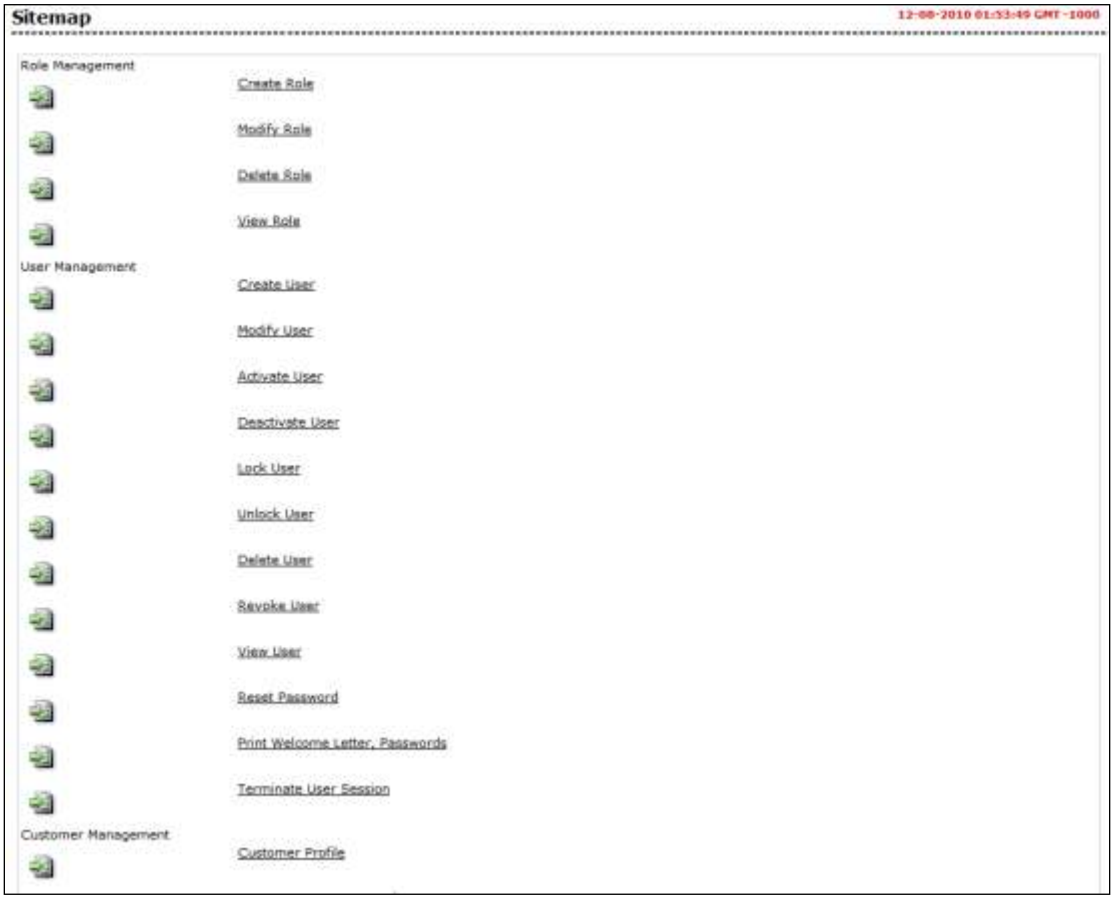
25. Sitemap

Using this option you can view the list of transactions that can be performed using direct banking.

To view the sitemap

1. Logon to the **Internet Banking** application.
2. Navigate through **Default Transaction > Sitemap**. The system displays the list of transactions.

Sitemap



3. Click on the transaction that has to be performed. The system displays the appropriate screen.

26. Entity Management

This option allows the admin user to configure the entities and the user types. The admin user can configure the transactions under various user types under an entity using this transaction. This screen displays the Entity and the User types under it. This is further drilled down to the channels under each user type and the transactions mapped under each of these channels.

To map a transaction

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **Entity Management > Entity Management**. The system displays the **Entity Management** screen.

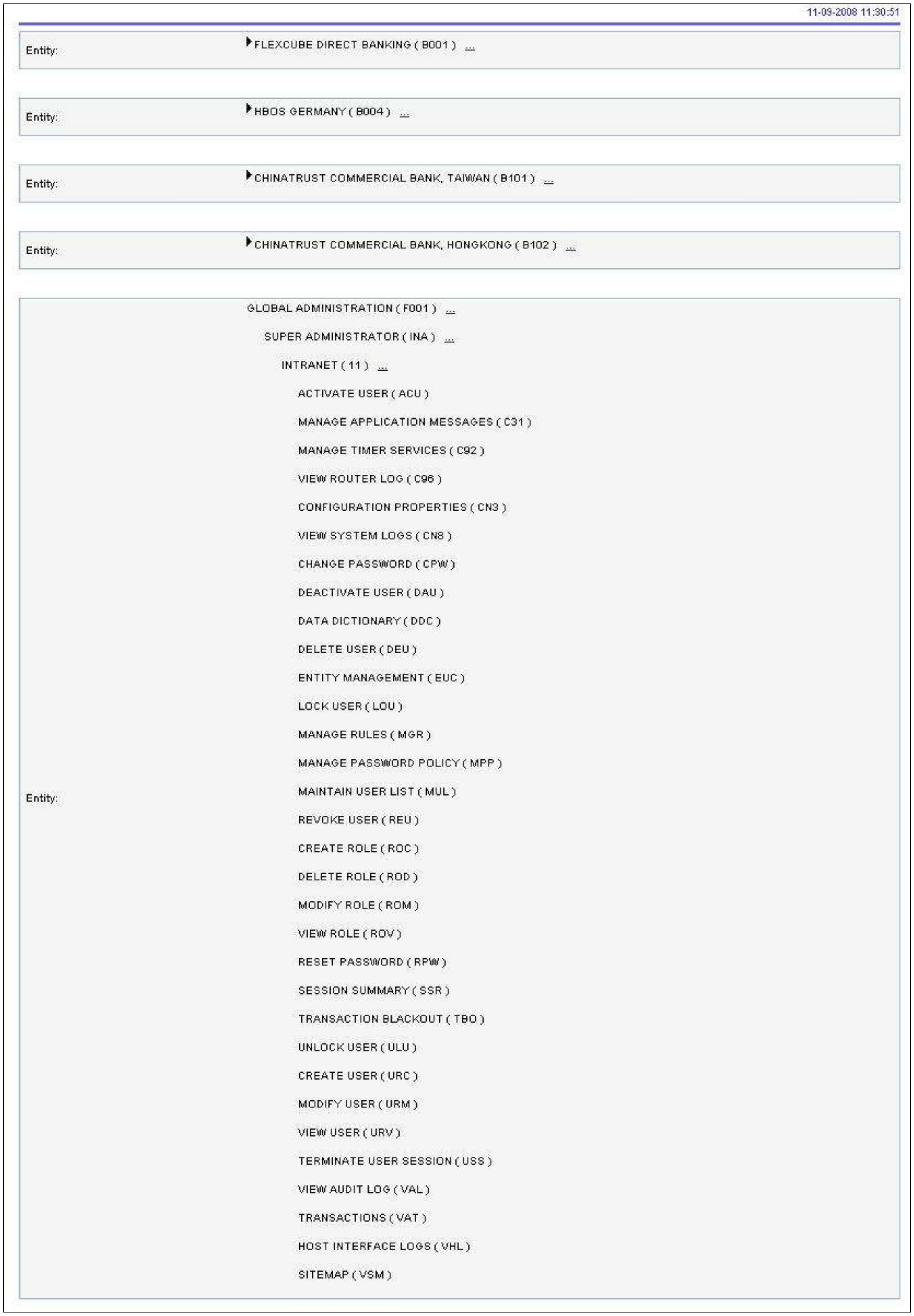
Entity Management

Field Description

Field Name	Description
Entity	[Display] This field displays the list of entities to be configured. Click the entity name to view the transactions for that particular entity.

3. Click the entity name. The system displays the detail list of transactions configured under that particular entity.

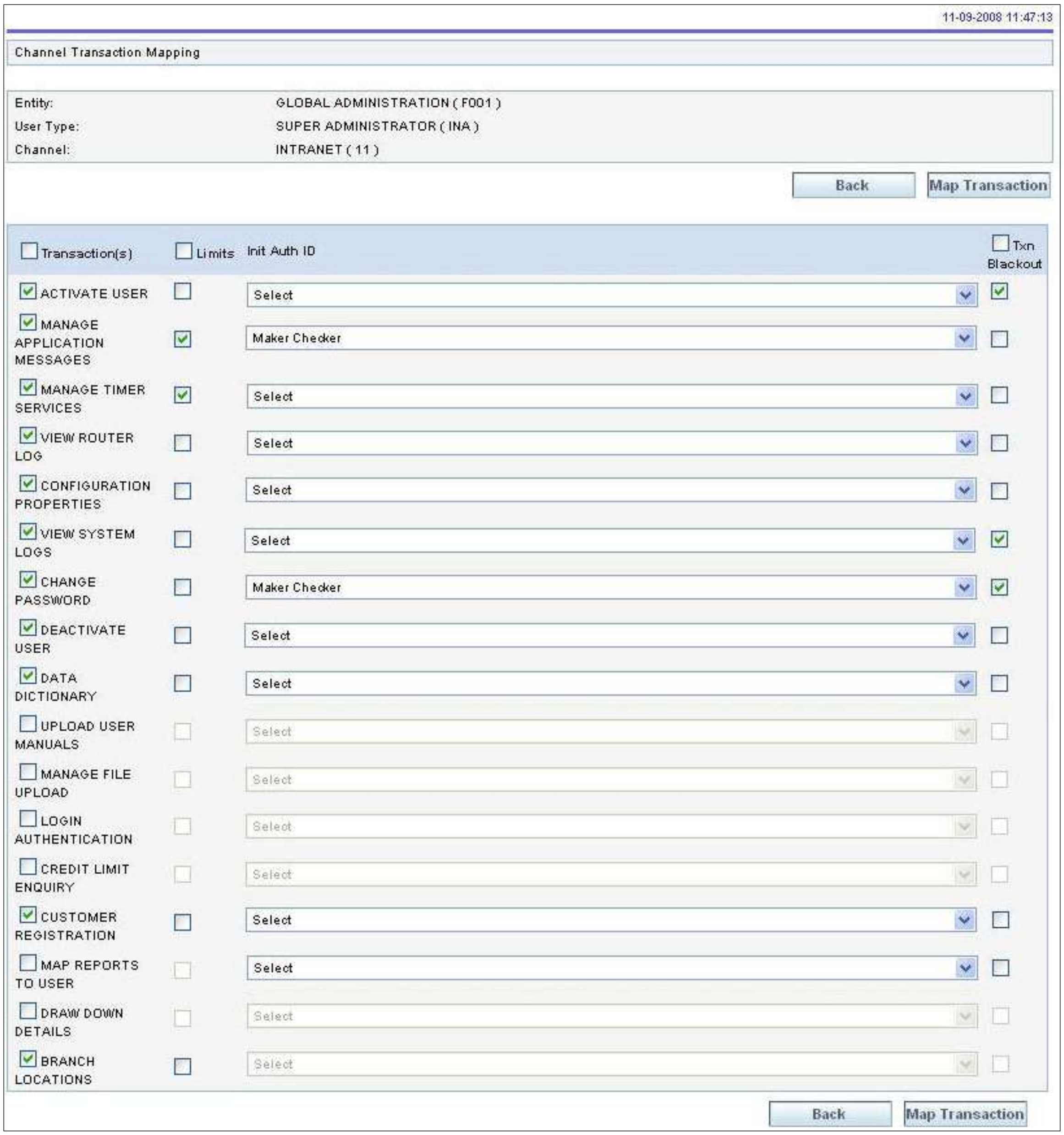
Entity Management



4. Click the link adjacent to the transaction channel. The system displays the **Channel Transaction Mapping** screen.

5. Select the appropriate transactions, auth ID and transaction blackout.

Entity Management

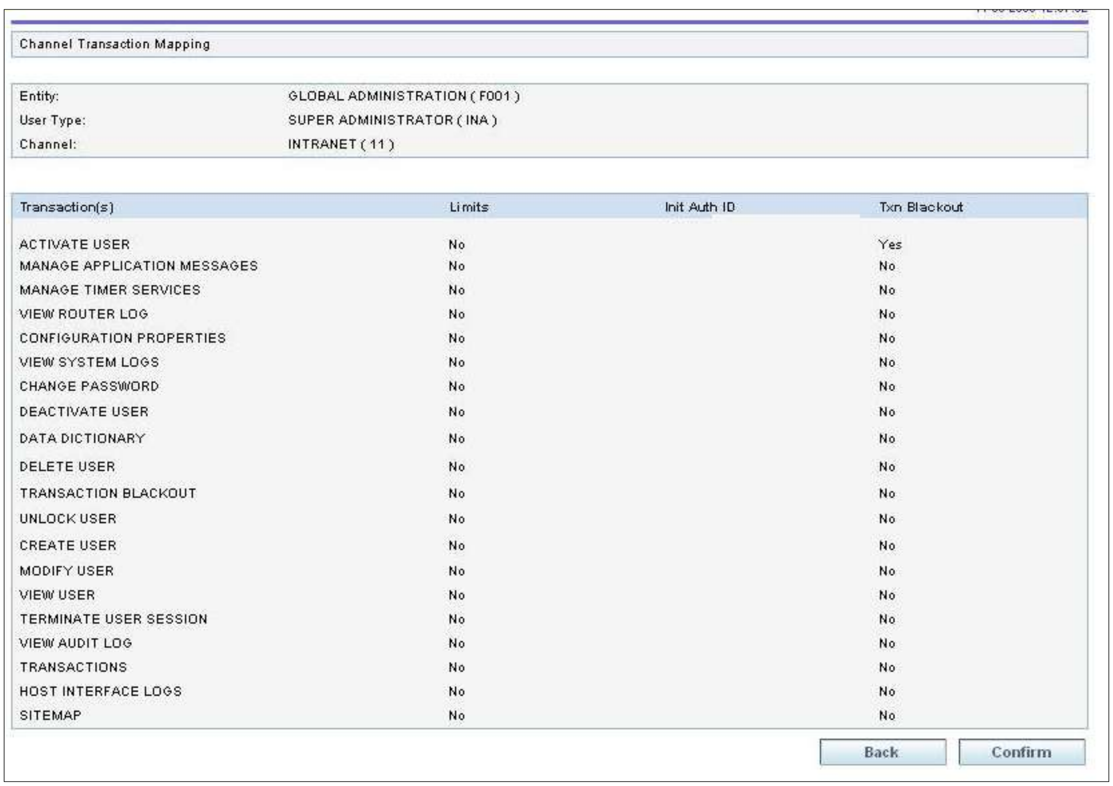


Field Description

Field Name	Description
Transactions	[Optional, Check Box] Select the check box below the **Transactions** column to map the particular transaction.
Limits	[Optional, Check Box] Select the check box below the **Limits** column to set the limit for the particular transaction.
Init Auth ID	[Mandatory, Drop-Down] Select the **Init Auth ID** from the drop-down list. It earmarks the transaction for authorization.
Txn Blackout	[Optional, Check Box] Select the check box below the **Txn Blackout** column to mark the transaction for blackout.

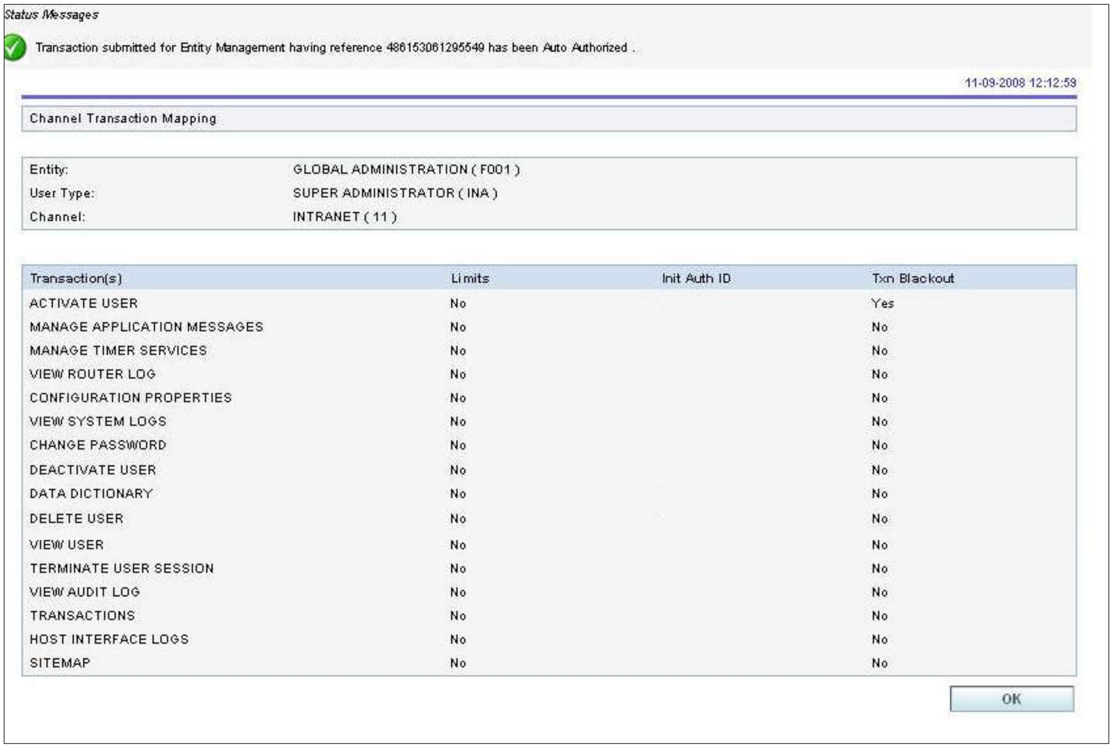
6. Click the **Map Transaction** button. The system displays the **Entity Management - Verify** screen.
OR
Click the **Back** button to navigate to the previous screen.

Entity Management



7. Click the **Confirm** button. The system displays the **Entity Management - Confirm** screen with the status message.
OR
Click the **Back** button to navigate to the previous screen.

Entity Management - Confirm


Status Messages

Transaction submitted for Entity Management having reference 486153061295549 has been Auto Authorized .

11-09-2008 12:12:59

Channel Transaction Mapping

Entity:	GLOBAL ADMINISTRATION (F001)
User Type:	SUPER ADMINISTRATOR (INA)
Channel:	INTRANET (11)

Transaction(s)	Limits	Init Auth ID	Txn Blackout
ACTIVATE USER	No		Yes
MANAGE APPLICATION MESSAGES	No		No
MANAGE TIMER SERVICES	No		No
VIEW ROUTER LOG	No		No
CONFIGURATION PROPERTIES	No		No
VIEW SYSTEM LOGS	No		No
CHANGE PASSWORD	No		No
DEACTIVATE USER	No		No
DATA DICTIONARY	No		No
DELETE USER	No		No
VIEW USER	No		No
TERMINATE USER SESSION	No		No
VIEW AUDIT LOG	No		No
TRANSACTIONS	No		No
HOST INTERFACE LOGS	No		No
SITEMAP	No		No

OK

8. Click the **OK** button. The system displays the **Entity Management** screen.

27. Security Questions Maintenance

The bank administrator can assign list of security questions to various sets configured. Bank administrator also able to modify or add and remove the security questions assigned in each set whenever required.

To set Security Questions

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **Other Maintenances > Security Questions Maintenance**. The system displays the **Security Questions Maintenance** screen.

Security Questions Maintenance

Field Description

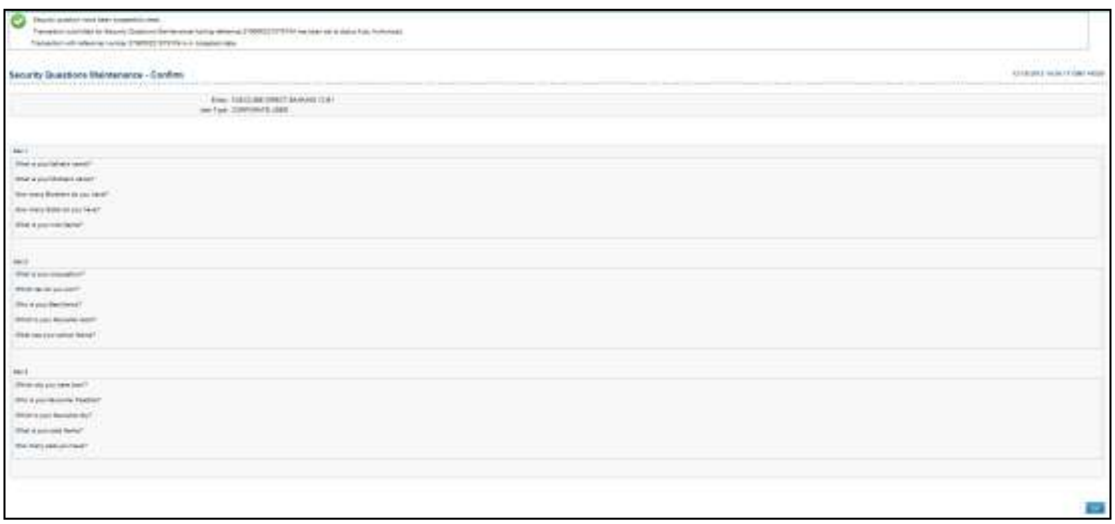
Field Name	Description
User Type	[Mandatory, Drop-Down] Select the user type from the drop-down list.
Select question to add to set	[List] Select the list of question for selection to add to the set.
Set	[Mandatory, Drop-Down] Select the set for which the you want to set questions

3. Click **Submit** button. The system displays the **Security Questions Maintenance Verify** screen.

Security Questions Maintenance Verify

4. Click the **Confirm** button. The system displays the **Security Questions Maintenance Confirm** screen.

Security Questions Maintenance Confirm



5. Click **OK**.

28. Payment Purpose Maintenance

The bank administrator will be able to maintain the purposes of payments for each type of payment using this transaction.

To view received messages

1. Navigate through the menus to **Other Maintenances > Payment Purpose Maintenance**. The system displays the **Messages** screen.

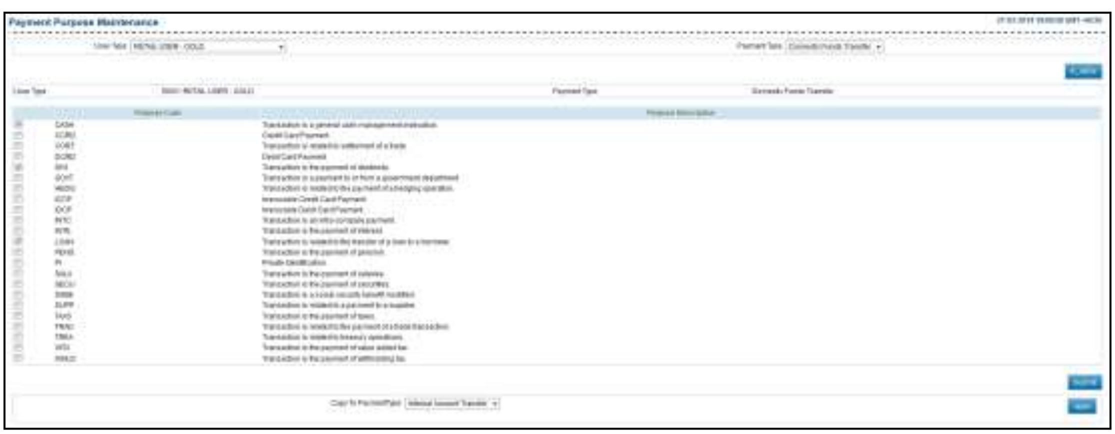
Payment Purpose Maintenance

Description

Field Name	Description
User Type	[Mandatory, Dropdown] Select user type channel.
Payment Type	[Mandatory, Dropdown] Select user type of payment. **Note**: Only those Payment types that are enabled for purpose selection will be displayed.

The system will display the purposes of payment as available from the host system for the selected Entity User Type and Payment Type combination as follow.

Payment Purpose Maintenance



Field Description

Field Name	Description
User Type	[Mandatory, Dropdown] Select user type channel.
Purpose Checkbox	[Optional, Check Box] Select the **Purpose** check box to map the purpose to the selected payment.
Copy to Payment Type	[Mandatory, Dropdown] Select the payment type. **Note**: Only those Payment types that are enabled for purpose selection will be displayed.

2. Click **Submit** button. The system will display verify screen.

Payment Purpose - Verify

3. Click **Confirm**. The system, will display confirmation screen.
OR
Click **Change**.

Payment Purpose - Confirm

29. Mailbox

The Mailbox option is an integrated communication system within the internet banking system for you to communicate with the customers and vice versa. It allows you to view all the notifications, alert messages and general messages sent by the customers; allows you to send messages to the customers.

Like popular e-mail clients that you may have used, the Mailbox offers an Inbox - where you can view messages and notifications sent to you, a Send Message facility using which you can send messages to the customer and a Sent folder, which allows you to view all the sent items.

Mail Box functionality is subdivided into the following sub-sections:

- Viewing received messages (Inbox)
- Viewing sent messages (Sent Messages)

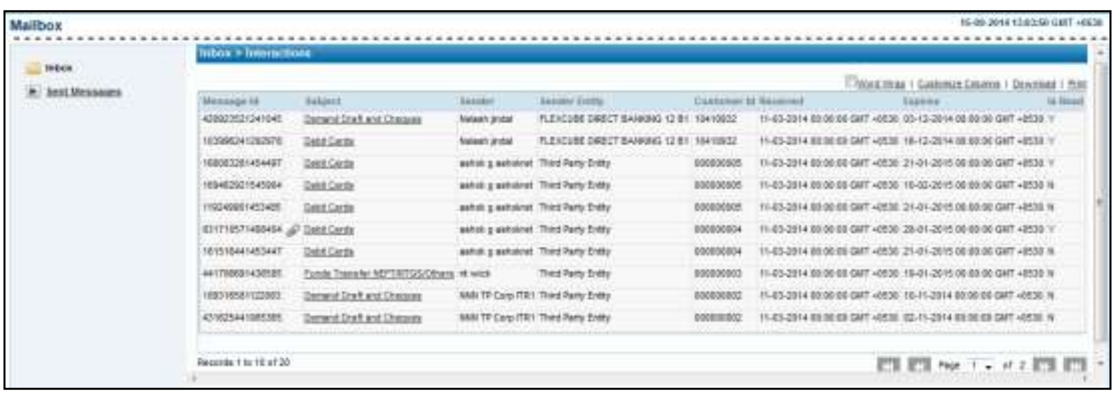
29.1 Viewing Received Message

The Inbox folder stores all the bulletin messages sent to you. You can view the individual messages by clicking on the sender's name. The following procedure explains the steps to access Inbox and view a message stored within it.

To view received messages

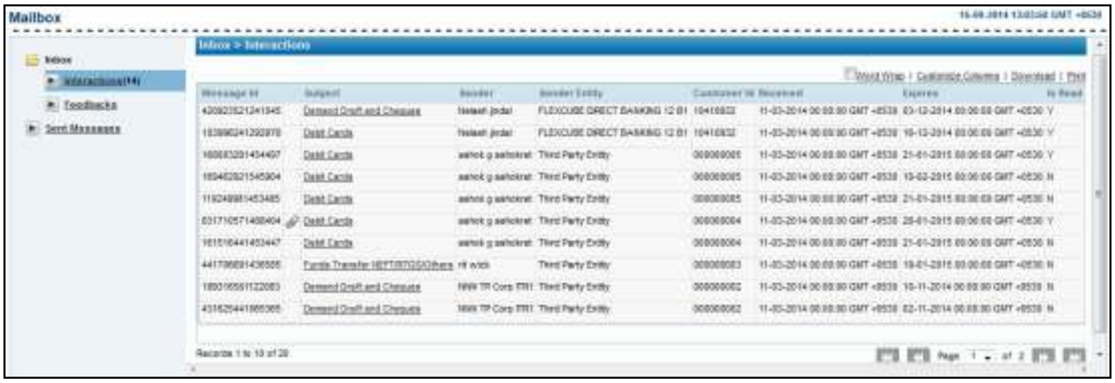
1. Navigate through the menus to **Customer Service > Mailbox**. The system displays the **Messages** screen.

Mailbox



2. Click the **Inbox** tab. The system displays following screen.

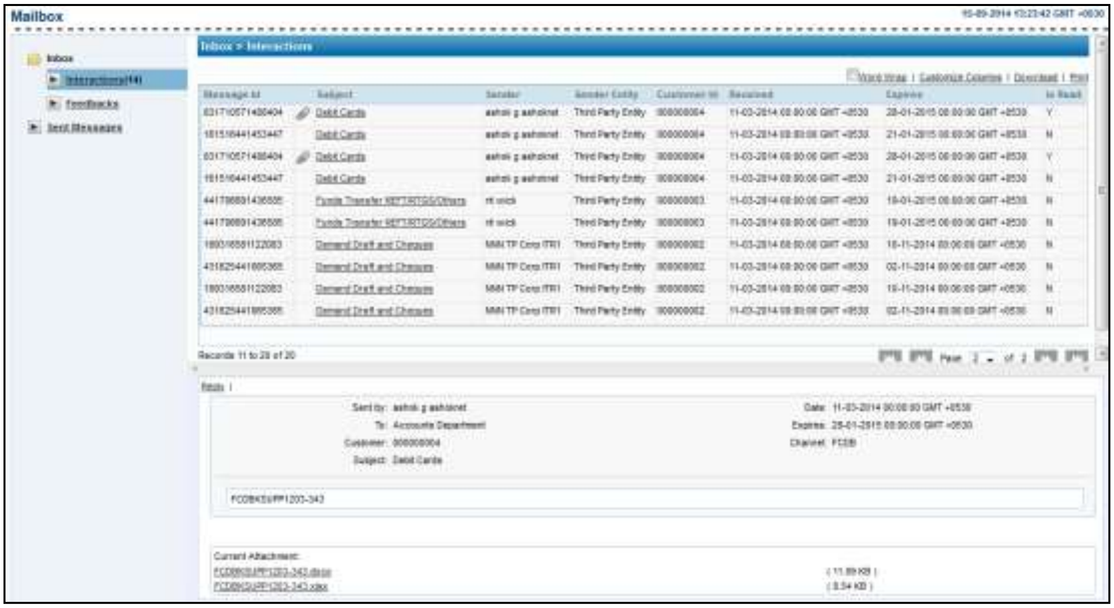
Mailbox Inbox



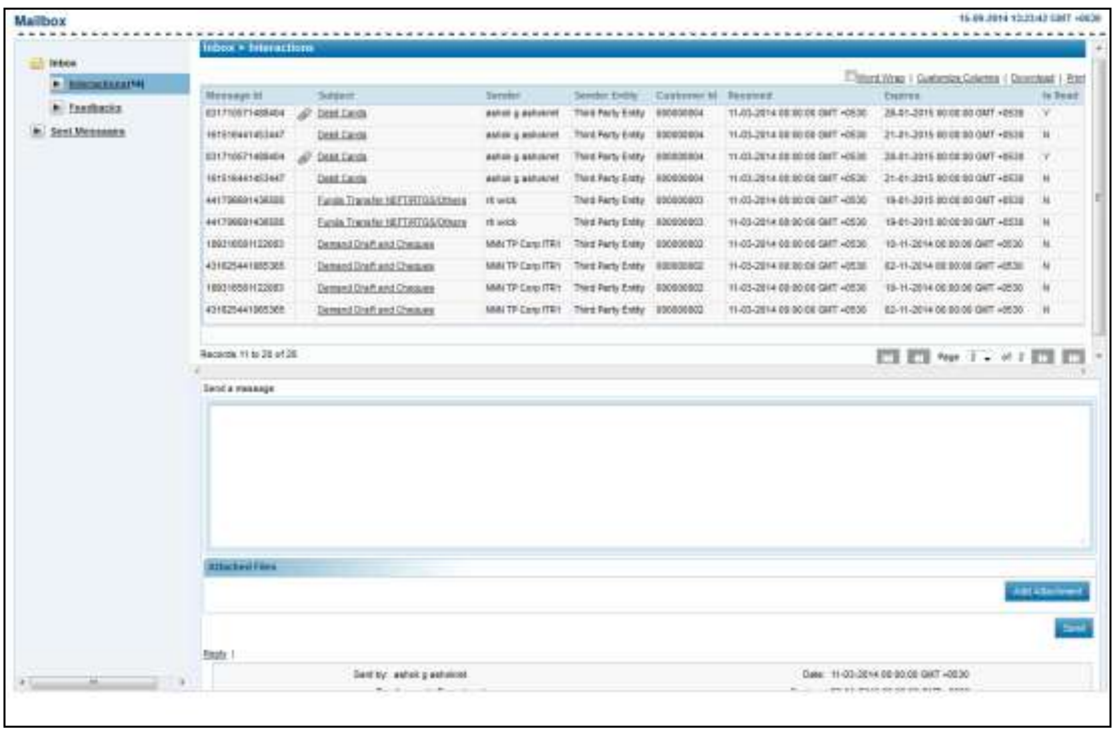
Field Description

Field Name	Description
Message Id	[Display] This field displays the system generated conversation/message id.
Subject	[Display] This field displays the descriptive synopsis of the message. It also acts as a link to access the message. **Note**: This icon between the message id and subject column shows that the message has some attachments.
Sender	[Display] This field displays the name of the sender of the message. If the message has been sent by the bank, then the Department Name will be displayed as the Sender. The names for the departments ids are already maintained in the system. If the message has been sent by another user, then the customer id for which the mail is being sent will be displayed as the sender.
Customer Id	[Display] This field displays the customer id.
Received	[Display] This field displays the date on which the message was received.
Expires	[Display] This field displays the expiry date for the transaction.
Is Read	[Display] This field displays the Is Read flag as Y/N.

3. Click the **Subject** link to view the message. The system displays following screen.

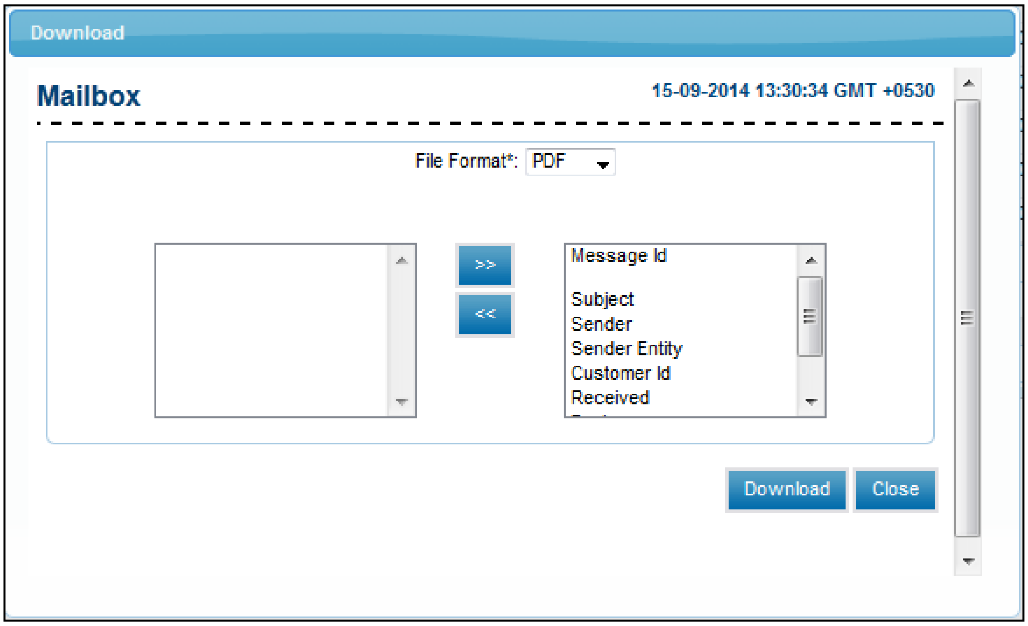


4. Click the **reply** link in order to reply to the current message. The system displays below screen.



5. Type the reply message. Add any attachments if required.
6. Click the **Send** button. The system displays the confirmation message of reply sent.
7. Click  or  to navigate to the next or previous page in the list, respectively.
8. Click  or  to navigate to the first or last page in the list, respectively.

9. Click on **Customize Columns** button if you wish to edit the number of columns displayed. You can decide the number of columns to be displayed along with their position using this option.
OR
Click the **Print** link to print the data.
OR
Select the Word Wrap check box to optimize the data/details displayed among columns.
OR
Click the **Download** link to download the attachments/messages. The system displays the download dialog screen.



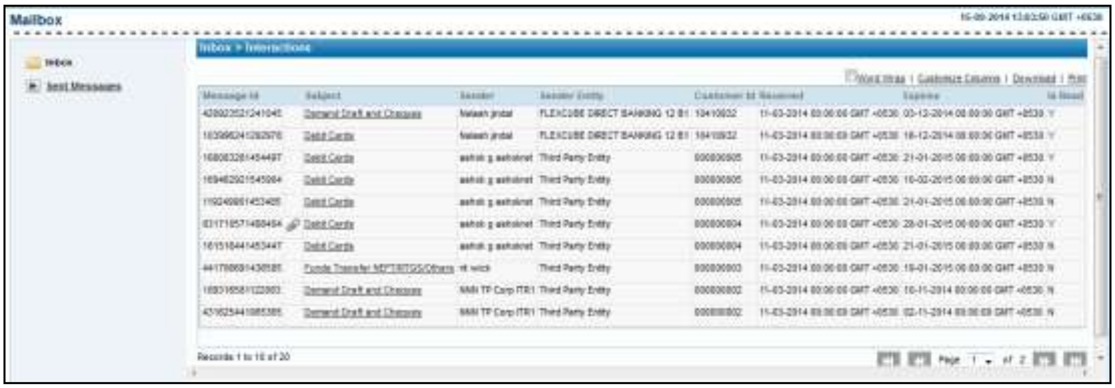
10. Specify the details like download type and click the **Download** to download the details.

29.2 Sent Messages

To view sent messages

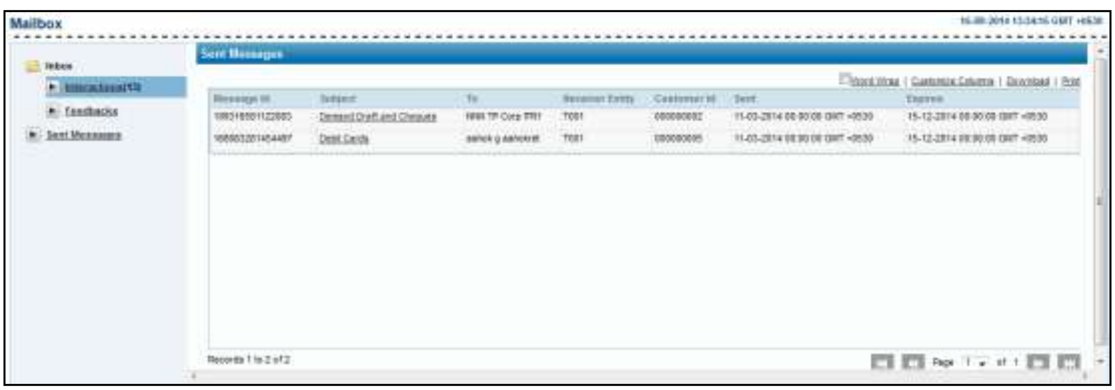
1. Navigate through the menus to **Service** > **Mailbox**. The system displays the **Messages** screen.

Mailbox



2. Click the **Sent Message** tab. The system displays following screen.

Mailbox

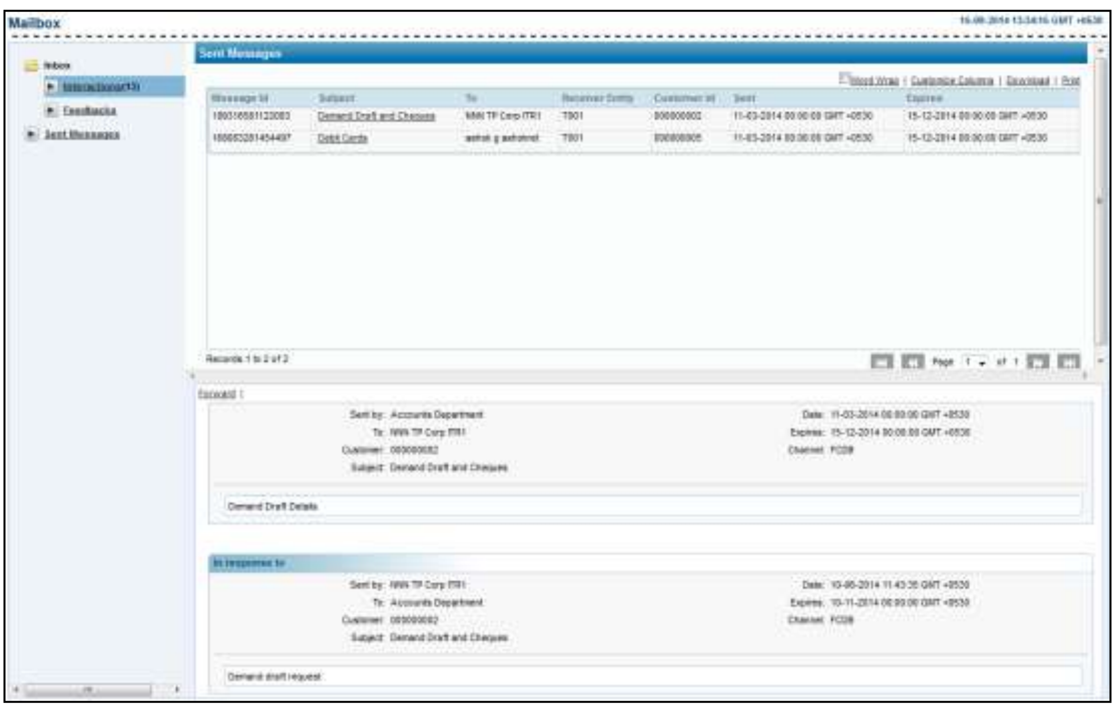


Field Description

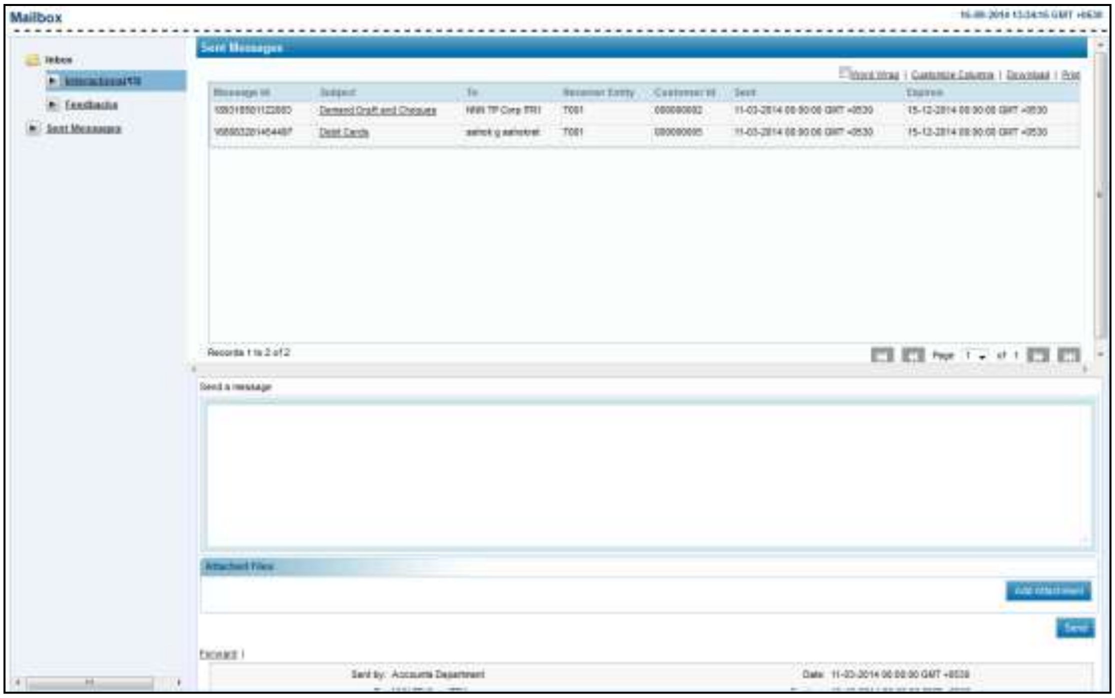
Field Name	Description
Message Id	[Display] This field displays the system generated conversation/message id.

Field Name	Description
Subject	[Display] This field displays the descriptive synopsis of the message. It also acts as a link to access the message. **Note**: This icon  between the message id and subject column shows that the message has some attachments.
To	[Display] This field displays the name of the receiver to which message has been sent.
Customer Id	[Display] This field displays the customer id.
Sent	[Display] This field displays the date on which the message was sent.
Expires	[Display] This field displays the expiry date for the transaction.

3. Click the **subject** link to view any sent message. The system displays below screen.



4. Click the **Forward** link in order to forward the current message. The system displays below screen.



5. Type the message and Click the **Send** button. The system displays Confirmation message for the message sent.

30. Manage Policies

The bank administrator can set user ID and password policy for different user types for available channels. The parameters can be set-up at each entity. The **Manage Policy** option allows the bank administrator to select the user type and type of policy which is to be set up.

To set a password policy

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **Maintenances and Setup > Manage Policy**. The system displays the **Manage Policy** screen.

Manage Policy

Field Description

Field Name	Description
User Type	[Mandatory, Drop-Down] Select the user type from the drop-down list.
Select Policy Type	[Mandatory, Drop-Down] Select the password policy from the drop-down list. The options are: • Login Password Policy • Transaction Password Policy • User ID Policy

3. Select the user type and login password policy from the drop-down list.
4. Click the **Get Details** button. The system displays the **Manage Policy** screen.
5. Select the appropriate password policy details. Here details are shown for Login Password Policy.

Manage Policy – Login Password Policy

Manage Policy – User ID Policy

Field Description

Field Name	Description
Entity	[Display] This column displays the entity name.
User Type	[Display] This column displays the name of the user.
Channel Group	[Display] This column displays the channel group for which the policy is being set.
Channel	[Display] This column displays the channel for which the policy is being set.
Policy	[Display] This column displays the password policy set to the user type.

Field Name	Description
Lowercase Alphabets Allowed	[Mandatory, Drop-Down] Select whether the lowercase alphabets are allowed in a password. The options are: • No • Yes
Mandatory	[Conditional, Drop-Down] Select the number of lowercase characters allowed in a password from the drop-down list. The options are: • 0 • 1 • 2 • 3 • 4 • 5
Uppercase Alphabets Allowed	[Mandatory, Drop-Down] Select whether the uppercase alphabets are allowed in a password from the Dropdown list. The options are: • No • Yes
Mandatory	[Conditional, Drop-Down] Select the number of uppercase characters allowed in a password from the drop-down list. This drop-down list is disabled if **No** is selected in **Uppercase Alphabets Allowed**. The options are: • 0 • 1 • 2 • 3 • 4 • 5

Field Name	Description
Numbers Allowed	[Mandatory, Drop-Down] Select numbers allowed from the drop-down list to allow numeric values in the password. The options are: • No • Yes
Mandatory	[Conditional, Drop-Down] Select the number of numeric characters allowed in a password from the drop-down list. This drop-down list is disabled if **No** is selected in **Numbers Allowed**. The options are: • 0 • 1 • 2 • 3 • 4 • 5
Special Characters Allowed	[Mandatory, Drop-Down] Select special characters allowed from the drop-down list to allow special characters in the password. The options are: • No • Yes
Mandatory	[Conditional, Drop-Down] Select the number of special characters allowed in a password from the drop-down list. This drop-down list is disabled if **No** is selected in **Numbers Allowed**.

Field Name	Description
Minimum Length	[Mandatory, Drop-Down] Select the minimum password length from the drop-down list. The options are: • 4 • 5 • 6 • 7 • 8 • 9 • 10
Maximum No.Of Repetitions Allowed	[Mandatory, Drop-Down] Select the maximum number of repetitions allowed from the drop-down list. The options are: [0-20]
Maximum Length	[Mandatory, Drop-Down] Select the maximum password length from the drop-down list.
Maximum No. Of Successions Allowed	[Mandatory, Drop-Down] Select the number of successful attempts allowed to enter a password from the drop-down list.
First Character In Password	[Mandatory, Check Box] Select the check box to select the first character of the password. The options are: • **Special character -** If this check box is selected then user can enter special characters as first character of the password. • **Lower Case** - If this check box is selected then user can enter first character in lower case. • Upper Case - If this check box is selected then user can enter first character in upper case. • **Numbers** - If this check box is selected then user can enter first character as numeric

Field Name	Description
Last Character In Password	[Mandatory, Check Box] Select the check box to select the last character of the password. The options are: • **Special character** - If this check box is selected then user can enter special characters as last character of the password • **Lower Case** - If this check box is selected then user can enter last character in lower case • **Upper Case** - If this check box is selected then user can enter last character in upper case • **Numbers** - If this check box is selected then user can enter last character as numeric.
Number of Unsuccessful Attempts Allowed	[Mandatory, Drop-Down] Select the number of unsuccessful attempts allowed from the drop-down list. The account will be locked after the specified number of attempts. **Note**: This field will be enabled only for password policy
Password History Size	[Mandatory, Drop-Down] Select the password history from the drop-down list. System retains a log of old passwords which cannot be repeated. **Note** This field will be enabled only for password policy
Password Minimum Expiry Period	[Mandatory, Drop-Down] Select the password minimum expiry period from the drop-down list. **Note**: This field will be enabled only for password policy
Maximum Expiry Period	[Mandatory, Drop-Down] Select the password maximum expiry period in years, month and days from the drop-down list. The values are: • Years - [0-10] • Months - [0-11] • Days - [0-30] **Note**: The period set cannot be less than the minimum password expiry period.

Field Name	Description
Password Hibernation Period	[Mandatory, Drop-Down] Select the password hibernation period from the drop-down list. **Note**: This field will be enabled only for password policy
Forced Reset Of Password With Change In Policy	[Mandatory, Check Box] Select the **Forced Reset Of Password With Change In Policy** check box this forces the users to change password with each change in the password policy. Note: This field will be enabled only for password policy

6. Click the **Modify** button. The system displays the **Manage Password Policy - Verify** screen.
   OR
   Click the **Back** button to return to the previous screen.

   Manage Password Policy - Verify

7. Click the **Confirm** button. The system displays the **Manage Password Policy - Confirm** screen with the status message.
   OR
   Click the **Change** button to go to the previous screen.

Manage Password Policy - Confirm

8. Click the **OK** button. The system displays the **Manage Policy** screen.

31. Transaction Cutoff

Using this option, the bank administrator, can define the weekly calendar or a particular date (time period) for which a particular payment type will be enabled for a specific user type.

To set the transaction cutoff

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **Maintenance > Transaction CutOff**. The system displays the **Transaction Cutoff** screen.

Transaction Cutoff

Field Description

Field Name	Description
User Type -Channel	[Mandatory, Drop-Down] Select the user type from the drop-down list.

3. Select the user type-channel from the drop-down list.
4. Click the **Search** button. The system displays the **Search Transaction Cutoff** screen.
OR
Click the **Create** button. The system displays the **Create Transaction Cutoff** screen.

Search Transaction Cutoff

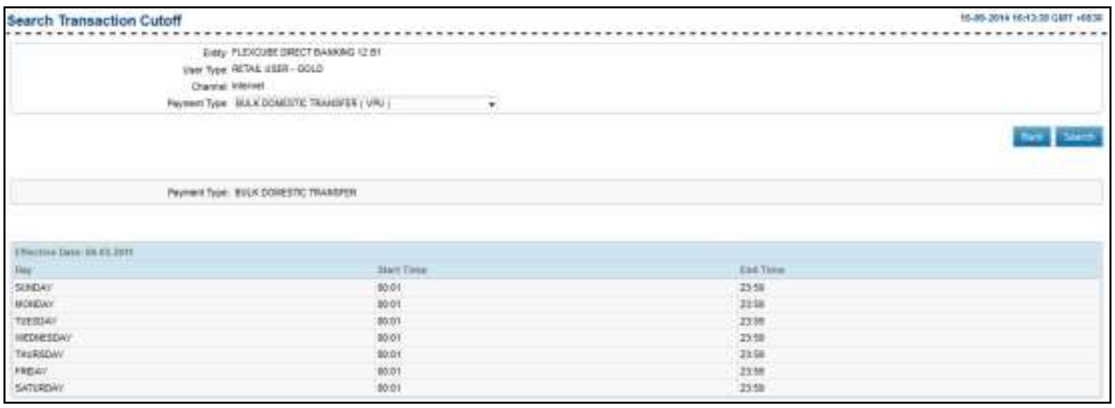
Field Description

Field Name	Description
Entity	[Display] This field displays the entity of the selected user type.
User Type	[Display] This field displays the selected user type.
Channel	[Display] This field displays the transaction operation channel related to the role.

Field Name	Description
Payment Type	[Mandatory, Drop-Down] Select the payment type from the drop-down list.

5. Select the Payment type.
6. Click the **Search** button. The system displays the **Search Transaction Cutoff** screen.
   OR
   Click the **Back** button the system displays the previous screen.

Search Transaction Cutoff



Field Description

Field Name	Description
Date	[Display] This column display the date of the transaction cutoff.
Start time	[Display] This column display the start time of the transaction cutoff.
End time	[Display] This column display the end time of the transaction cutoff.

7. Click the **Create** button on the Transaction Cutoff main screen. The system displays the **Create Transaction Cutoff** screen.

Create Transaction Cutoff

Field Description

Column Name	Description
Entity	[Display] This field displays the entity of the selected user type.
User Type	[Display] This field displays the selected user type.
Channel	[Display] This field displays the transaction operation channel related to the role.
Payment Type	[Mandatory, Drop-Down] Select the payment type from the drop-down list.
Date	[Optional, Radio Button, Pick List] Click the **Date** radio button for enabling the date pick list. Select the date from the pick list.
Day	[Optional, Radio Button] Click the **Day** radio button to set the time for the individual days.
Start time	[Optional, Drop-Down] Select the start time from drop-down list. Note: If start time and End time for a day or date is maintained as ’00:00’ to ’00:00’, then that day or date will be considered as Holiday.
End time	[Optional, Drop-Down] Select the end time from drop-down list.

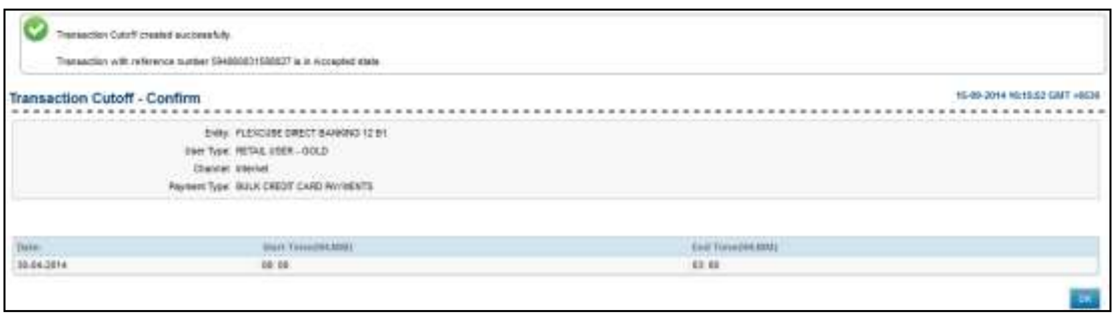
Column Name	Description
Effective from	[Conditional, Pick List] Select the effective date from which the cutoff is applicable for the user. This field is enabled if **Day** radio button is selected.

8. Select the start date, days, start time and end time.
9. Click the **Submit** button. The system displays the **Transaction Cutoff - Verify** screen.

Transaction Cutoff - Verify

10. Click the **Confirm** button. The system displays the **Transaction Cutoff - Confirm** screen with the status message.

Transaction Cutoff- Confirm



11. Click the **OK** button. The system displays the **Transaction Cutoff** screen.

32. Time for Deal Acceptance and Cut-off

Using this option you can set the cut off time for a particular currency. The effective date and time for the cutoff is validated with the time zone of your debit account.

To set the time for deal acceptance and cut-off

1. Log on to the **Internet Banking** application.
2. Navigate through the menus to **Maintenance > Currency Cut Off**. The system displays **Currency Cut Off** screen.

Currency Cut Off

Field Description

Field Name	Description
Entity - Channel	[Mandatory, Drop-Down] Select the entity - channel from the drop-down list.
Currency	[Mandatory, Drop-Down] Select the currency from the drop-down list.

3. Select the entity - channel and currency from the drop-down.
4. Click the **Create** button. The system displays **Deal Acceptance Timer** screen.
OR
Click the **Search** button to search the existing Deal Timer.

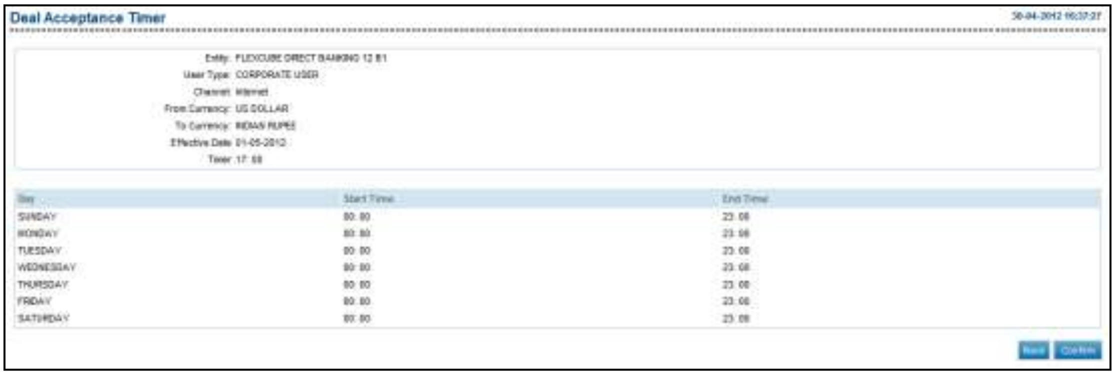
Deal Acceptance Timer

Field Description

Column Name	Description
Entity	[Display] This field displays the entity of the selected user type.
User Type	[Display] This field displays the selected user type.
Channel	[Display] This field displays the transaction operation channel related to the role.
From Currency	[Display] This field displays the currency for which the currency cutoff is to be set ..
To Currency	[Mandatory, Drop-Down] Select the currency from the drop-down list.
Effective Date	[Mandatory, Pick list.] Select the effective date from the pick-list. The effective date should be greater than or equal to process date.
Timer	[Mandatory, Drop-Down] Select the time for deal acceptance from the drop-down list.
Day	[Display] This column displays the name of the days.
Start Time	[Mandatory, Drop-Down] Select the start time for deal acceptance from the drop-down list.
End Time	[Mandatory, Drop-Down] Select the end time for deal acceptance from the drop-down list.

5. Click on the **Add** button. The system displays the **Deal Acceptance Timer** screen.
OR
Click the **Back** button the system displays the previous screen.

Deal Acceptance Timer - Add



6. Click on the **Confirm** button. The system displays the **Deal Acceptance Timer** screen.

Deal Acceptance Timer - Confirm

7. Click the **OK** button. The system displays the **Currency Cut Off** screen.

33. Transaction Blackout

This option allows to disable the transaction for certain period of time for a specific user. The search result displays only those transactions under a user type for which the 'Transaction Blackout' flag is set 'on' in the channel transaction mapping in entity configuration.

To blackout a transaction

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **Maintenances > Transaction Blackout**. The system displays the **Transaction Blackout** screen.

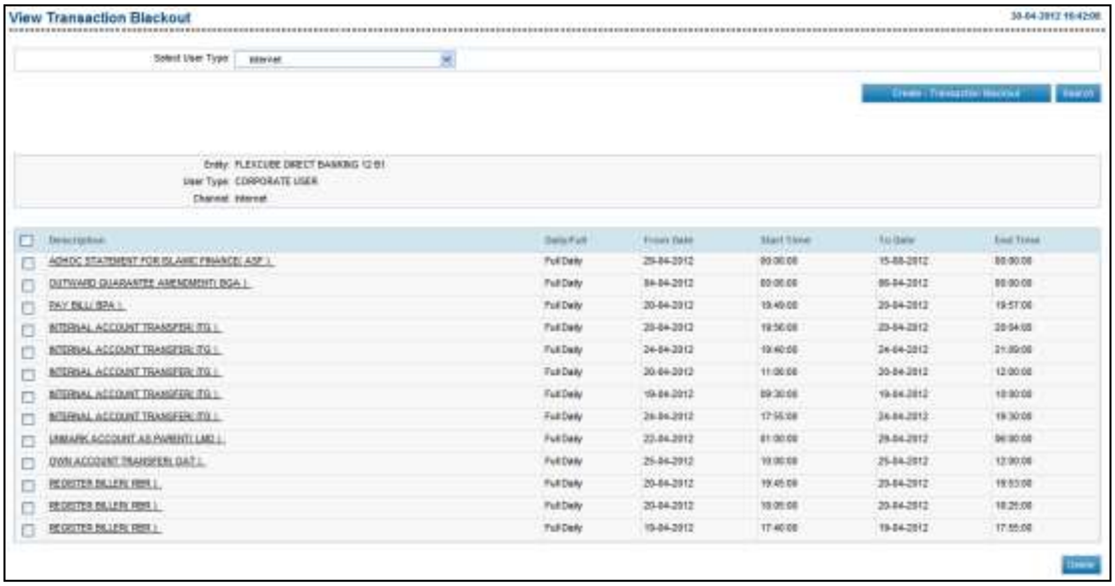
Transaction Blackout

Field Description

Field Name	Description
Select User Type	[Mandatory, Drop-Down] Select the user type from the drop-down list.

3. Select the user type from the drop-down list.
4. Click the **Create** button.
5. Select the user type from the drop-down list.
6. Click the **Search** button. The system displays the **Transaction Blackout - Create** screen.
7. Enter the appropriate details in the relevant fields.

Transaction Blackout – Create



Field Description

Field Name	Description
Entity	[Display] This field displays the entity.
User Type	[Display] This field displays the user type.
Channel	[Display] This field displays the channel of the transaction.

8. Click the link below the **Transaction** column. The system displays the **Transaction Blackout – Create** with the transaction details screen.
9. Select the frequency of the transaction blackout.
10. Enter the date and time of the transaction blackout.

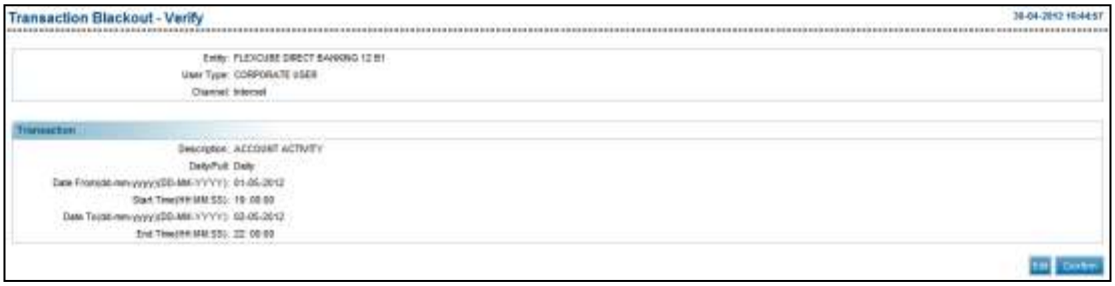
Transaction Blackout – Create

Field Description

Field Name	Description
Transaction Details	
Description	[Display] This field displays the description for the selected transaction.
Daily/Full	[Mandatory, Drop-Down] Select the transaction frequency from the drop-down list. The options are follow: • Daily: Black out should happen daily between start and end time daily • Full: Black out should happen for entire period
FromDate	[Mandatory, Pick List] Select the start date of the transaction blackout from the pick list.
Start Time(HH:MM)	[Mandatory, Drop-Down] Select the start time of the transaction blackout from the drop-down list.
To Date	[Mandatory, Pick List] Select the end date of the transaction blackout from the pick list.
End Time(HH:MM)	[Mandatory, Drop-Down] Select the end time of the transaction blackout from the pick list.

11. Click the **Create** button. The system displays the **Transaction Blackout – Verify** screen.

Transaction Blackout – Verify



12. Click the **Confirm** button. The system displays the **Transaction Blackout – Confirm** screen with the status message.
OR
Click the **Edit** button to modify the blackout date and time.

Transaction Blackout – Confirm

13. Click the **OK** button. The system displays the **Transaction Blackout** screen.

34. Maintain Bulletins

This option allows the bank admin to create and search bulletins which are broadcasted throughout the Internet Application. This function does not require "Maker-Checker" for creating bulletins. The customer can access the inbox to read the received bulletins.

34.1 Create Bulletin

To create a bulletin

1. Log on to the **Internet Banking** application.
2. Navigate through the menus to **Customer Service > Maintain Bulletins**. The system displays **Search Bulletins** screen.

Search Bulletin

Field Description

Field Name	Description
Entity	[Mandatory, Drop-Down] Select the entity for which the bulletin is to be searched.
Date Created From	[Optional, Pick List] Select the date from the pick list. The system will search the bulletins which were created from this date onwards.
Date Created To	[Optional, Pick List] Select the date from the pick list. The system will search the bulletins which were created until this date.
Active From Date	[Optional, Pick List] Select the date from the pick list. The system will search the bulletins which were active from this date onwards.
Active To Date	[Optional, Pick List] Select the date from the pick list. The system will search the bulletins which were active until this date.

3. Click the **Add** button. The system displays **Create New Bulletin** screen.
OR
Click the Search button. The system displays the existing bulletins.

Create New Bulletin

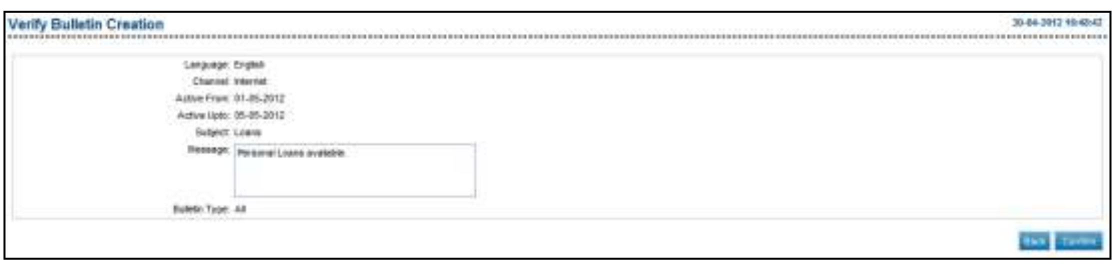
Field Description

Field Name	Description
Language	[Mandatory, Drop-Down] Select the language in which the bulletin is to be created.
Entity	[Mandatory, Drop-Down] Select the entity for which the bulletin is to be set.
Active From	[Mandatory, Pick List] Select the date from which the bulletin is to be displayed
Active Upto	[Mandatory, Pick List] Select the date up to which the bulletin is to be displayed
Subject	[Mandatory, Alphanumeric, 80] Type the subject of the bulletin in short.
Message*+	[Mandatory, Alphanumeric, 1000] Type the message to be displayed in the bulletin Click the **Browse** button to upload a file. If the file is uploaded to the message, the text entered gets erased.
User/Customer Specific	[Optional, Checkbox] Select **User/Customer Specific** checkbox in order to make the bulletin display specific to a user/customer.

Field Name	Description
Send To	[Conditional, Drop Down] Select the user specific or customer specific from the drop-down list. This field is enabled if the **User/Customer Specific** checkbox is selected.
User/Customer List	[Conditional, Alphanumeric, 20] Type the bank user list to which this bulletin is to be displayed. Click the **Browse** button to upload a file with the list of users/customers. This field is enabled if the **User/Customer Specific** checkbox is selected.
Attach File	[Conditional, Pick List] Click the **Browse** button to attach a file to the bulletin. It's an attachment to the bulletin message received in inbox. This field is enabled if the **User/Customer Specific** checkbox is selected.

4. Select the language and entity.
5. Enter active period, subject and message of the bulletin, and type of bulletin.
6. Click the **Create Bulletin** button. The system displays **Verify Bulletin Creation** screen
   OR
   Click the **Reset** bulletin to go to the previous screen.

Verify Bulletin Creation



7. Click the **Confirm** button. The system displays the **Confirm Bulletin Creation** screen with the status message.
   OR
   Click the **Change** button to go to the previous screen.

Confirm Bulletin Creation

8. Click the **OK** button. The system displays the **Search Bulletin** screen.

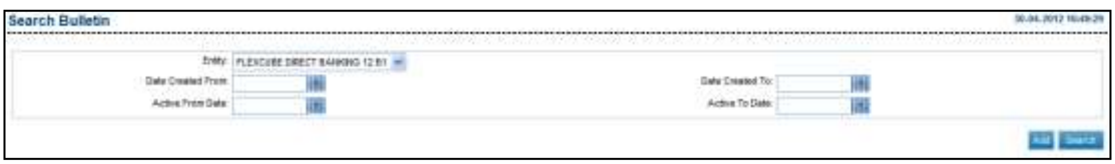
34.2 Search Bulletin

To search a bulletin

1. Log on to the **Internet Banking** application.
2. Navigate through the menus to to **Customer Service > Maintain Bulletins**. The system displays **Search Bulletins** screen.

Search Bulletin

This screen allows viewing the list of bulletins created in the Internet Application.



Field Description

Field Name	Description
Entity	[Mandatory, Drop-Down] Select the entity for which the bulletin is to be searched.
Date Created From	[Optional, Pick List] Select the date from the pick list. The system will search the bulletins which were created from this date onwards.
Date Created To	[Optional, Pick List] Select the date from the pick list. The system will search the bulletins which were created until this date.

Field Name	Description
Active From Date	[Optional, Pick List] Select the date from the pick list. The system will search the bulletins which were active from this date onwards.
Active To Date	[Optional, Pick List] Select the date from the pick list. The system will search the bulletins which were active until this date.

3. Select the entity.
4. Enter the search criteria.
5. Click the **Search** button. The system displays the **Search Bulletin** screen with the list of bulletins searched according to the search criteria.

Search Bulletin

This screen allows the deletion of one or more bulletins which were created or active as per the search criteria. It also allows modification of the bulletins.

Field Description

Column Name	Description
Subject	[Display] This column displays the subject of the bulletin. Clicking on the **Subject** link displays the bulletin's details created by the Bank Admin, which can be modified.
Date of creation	[Display] This column displays the date of creation of the bulletin.
Validity	[Display] This column displays the validity period of the bulletin.

Column Name	Description
Bulletin Type	[Display] This column displays the type of bulletin, i.e., Customer Specific, User Specific, or All.

6. Select the check box adjacent to the name of the subject
7. Click the **Delete** button to delete the selected bulletin
   OR
   Click the **Subject** link to modify the bulletin. The system displays the **View Details** screen.

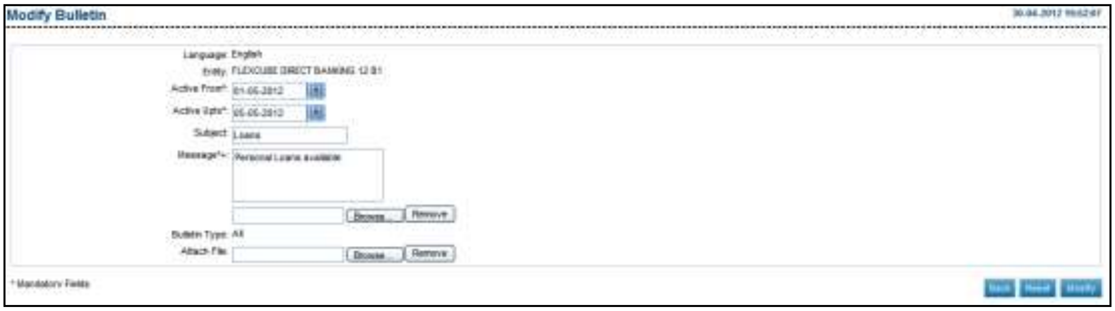
View Details

Field Description

Field Name	Description
Language	[Display] This field displays the language in which the bulletin is created.
Entity	[Display] This field displays the entity for which the bulletin is set.
Date of creation	[Display] This field displays the date on which the bulletin is created.
Valid From	[Display] This field displays the date from which the bulletin is valid.
Valid To	[Display] This field displays the date until which the bulletin is valid.
Subject	[Display] This field displays the subject of the bulletin.
Message	[Display] This field displays the message of the bulletin.
Bulletin Type	[Display] This field displays the type of bulletin.

8. Click the **Change** button to change the bulletin to be modified
OR
Click the **Modify** button to modify the bulletin. The system displays the **Modify Bulletin** screen.

Modify Bulletin



Field Description

Field Name	Description
Active From*	[Optional, Pick List] Select the date from which the bulletin has to be active from the pick list.
Active Upto*	[Optional, Pick List] Select the date until which the bulletin has to be active from the pick list.
Subject	[Optional, Alphanumeric, 80] Type the name of the subject.
Message*+	[Optional, Alphanumeric, 1000] Type the message of the bulletin. Click the **Browse** button to upload a file. If a file is uploaded to the message, the text entered gets erased.
Attach File	[Optional, Alphanumeric, 1000] Type the path of the file which needs to be attached bulletin. Click the Browse button to attach a file to the bulletin. It's an attachment to the bulletin message received in inbox.

9. Enter the required details.

10. Click the **Modify Bulletin** button. The system displays the **Verify Modify Bulletin** screen
OR
Click **Back** button to go to the previous screen.

Verify Modify Bulletin

11. Click **Confirm** button. The system displays the **Confirm Modify Bulletin** screen with the status message.
OR
Click the **Back** button to go to the previous screen.

Confirm Modify Bulletin

12. Click the **OK** button. The system displays the **Search Bulletin** screen.

35. Alert Registration

This option allows the user to set the alerts for specific transactions.

To register an alert

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **Customer Services > Alert Registration**. The system displays the **Alert Registration** screen.

Alert Registration

Field Description

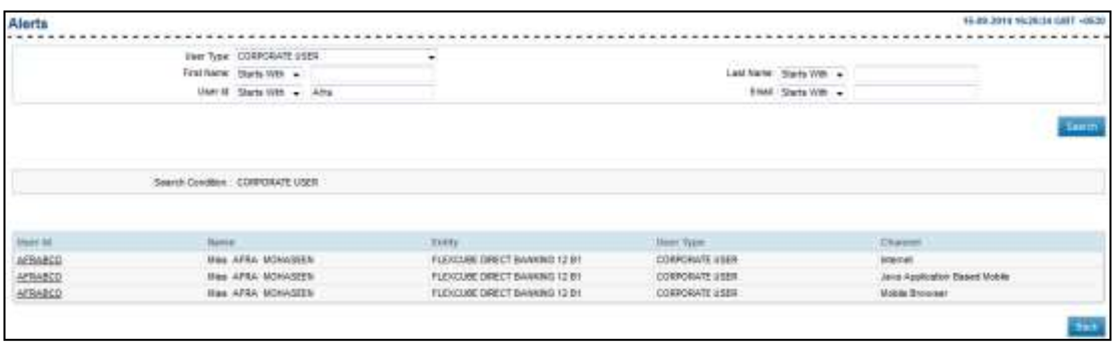
Field Name	Description
User Type	[Mandatory, Drop-Down] Select the user type from the drop-down list.
First Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the first name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **A** in the adjacent field, then the system displays all the customer first names starting with **A**.

Field Name	Description
Last Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the last name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **E** in the adjacent field, then the system displays all the customer last names starting with **E.**
User Id	[Optional, Drop-Down, Alphanumeric, 18] Select the search criteria for the user ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **1** in the adjacent field, then the system displays all the user ID's starting with **1.**

Field Name	Description
Email	[Optional, **UNIQUE**, Drop-Down, Alphanumeric, 18] Select the search criteria for the email ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **L** in the adjacent field, then the system displays all the email ID's starting with **L**. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.

3. Select the user type.
4. Enter the search criteria.
5. Click the **Search** button. The system displays the **Alerts** screen with the search results.

Alerts



Field Description

Column Name	Description
User Id	[Display] This column displays the user ID.
Name	[Display] This column displays the name of the customer.

Column Name	Description
Entity	[Display] This column displays the entity.
User Type	[Display] This column displays the type of user.
Channel	[Display] This column displays the channel through which the transactions are processed.

6. Click the link below the **User Id** column. The system displays the **Alerts** screen with the respective user details.

Alerts

Field Description

Field Name	Description
User Alerts	[Mandatory, Radio Button] Click **User Alerts** to set alerts to all the customers linked to the user.
Customer Alerts	[Mandatory, Radio Button] Click **Custom Alerts** to specify the customer for which the alert is to be sent.
Account Alerts	[Conditional, Drop-Down] Click **Account Alerts** to specify the account for which the alert is to be sent.
Customer Number	[Conditional, Drop-Down] Select the customer number from the drop-down list. This drop-down list is enabled if **Customer Alerts** radio button is selected.
Account Number	[Conditional, Drop-Down] Select the Account number from the drop-down list. This drop-down list is enabled if **Account Alerts** radio button is selected.

7. Select the appropriate alert type.
8. Click the **Get Alerts** button. The system displays the **Alerts** screen.

User Alerts

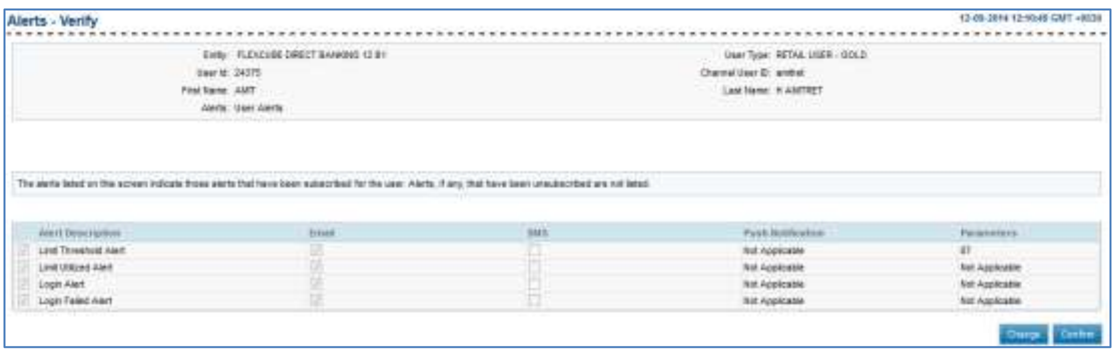
Field Description

Column Name	Description
Alert Description	[Optional, Check Box] Select the **Alert Description** check box to set an alert. It displays the brief description of an alert. **Note**: Alerts shown in screen are for sample purpose. Actual alerts configured in application might be different.
Email	[Optional, Check Box] This field is enabled only if the checkbox for the same is checked. Enter the desired *Email ID* in the respective input box.
SMS	[Optional, Check Box] This field is enabled only if the checkbox for the same is checked. Enter the appropriate *Mobile Number*.
Push Notification	[Optional, Check Box] This option if selected, the alert is generated and displayed to the user through the push notifications – using the devices like mobile and tablet - mapped to the binding functionality. **Note**: The *Push Notification* contains only a preview of the alert and not the entire details of the alert.

Column Name	Description
Threshold % Parameters	[Conditional, Numeric, 11] Enter the desired amount. An alert is generated if the transaction exceeds the mentioned amount. This field is displayed only if the **User Alerts** is selected
Register	[Action Button] Once all the desired information is entered, click **Register**.

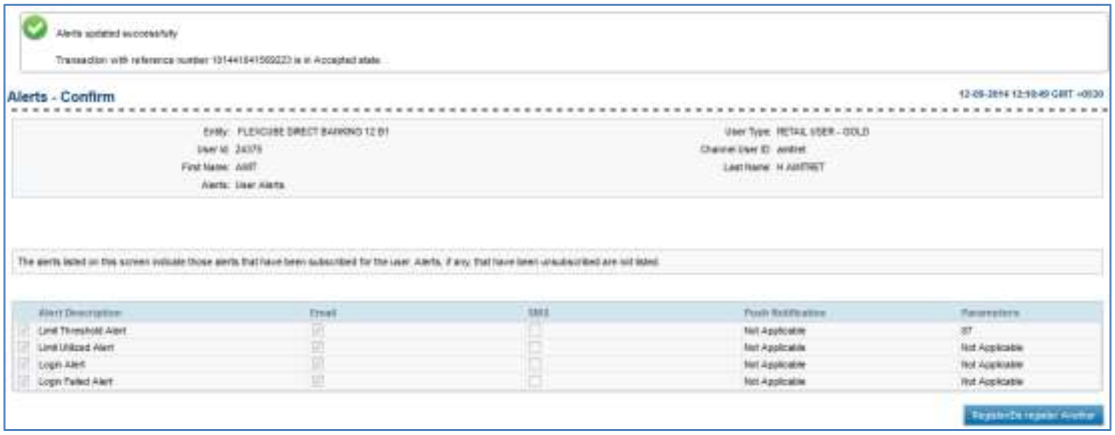
9. Select the alert description.
10. Enter the email address of the customer.
11. Select the alert parameter.
12. Click the **Register** button. The system displays the **Alerts - Verify** screen.

User Alerts - Verify



13. Click the **Confirm** button. The system displays the **Alerts** - **Confirm** screen with the status message.
OR
Click the **Change** button to modify the alert parameters.

User Alerts - Confirm



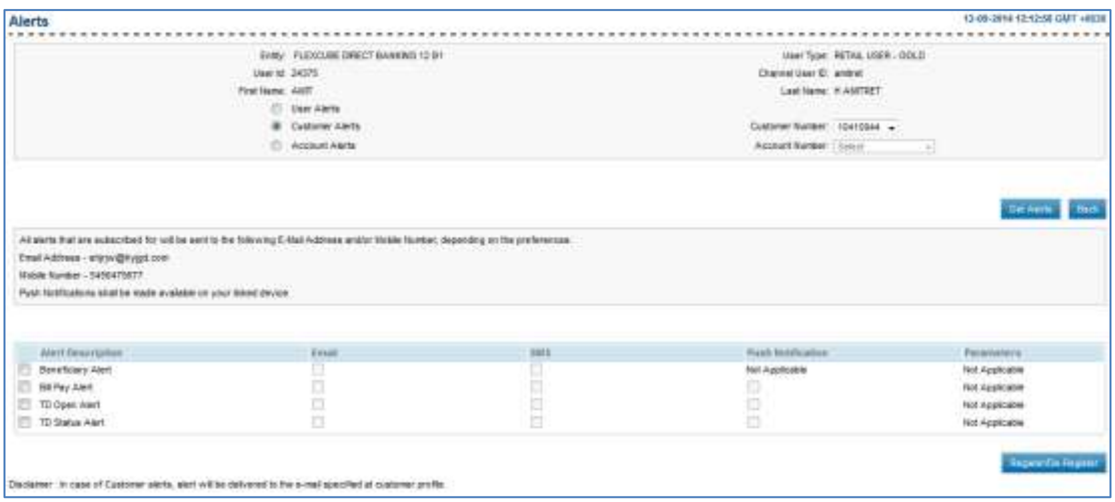
14. Click the **Register/De-Register Another** button. The system displays the **Alerts** screen.

Customer Alerts

Alerts

Column Name	Description
User ID	[Display] This field displays the User ID.
Channel User ID	[Display] This field displays the Channel User ID.
First Name	[Display] This field displays the first name of the user.
Last Name	[Display] This field displays the last name of the user.

Column Name	Description
Alert Type	[Optional, Radio Button] Select the desired **Alert Type** from the following options: • User Alerts • Customer Alerts • Account Alerts **Note**: Alerts shown in screen are for sample purpose. Actual alerts configured in application might be different.
Customer Number	[Conditional, Drop-Down] Select the desired *Customer Number that is* Customer ids mapped to the user from the drop-down. This field is enabled only if the *Alert Type* is selected as **Customer Alerts**.
Get Alerts	[Action Button] Once the desired details are selected, click **Get Alerts**.



Field Description

Column Name	Description
Alert Description	[Optional, Check Box] Select the **Alert Description** check box to set an alert. It displays the brief description of an alert. **Note**: Alerts shown in screen are for sample purpose. Actual alerts configured in application might be different.

Column Name	Description
Email	[Display] This field will be display the email address to which the alerts is to be sent. **Note**: This field will be enabled only if Email checkbox is selected.
SMS	[Display] This field will be display the Mobile Number to which the alert will be sent. Value Pre-populated from User Profile if alerts are being registered first time. **Note**: This field will be enabled only if Mobile Number checkbox is selected.
Push Notification	[Optional, Check Box] This option if selected, the alert is generated and displayed to the user through the push notifications – using the devices like mobile and tablet - mapped to the binding functionality. **Note**: The *Push Notification* contains only a preview of the alert and not the entire details of the alert.
Register	[Action Button] Once all the desired information is entered, click **Register**.

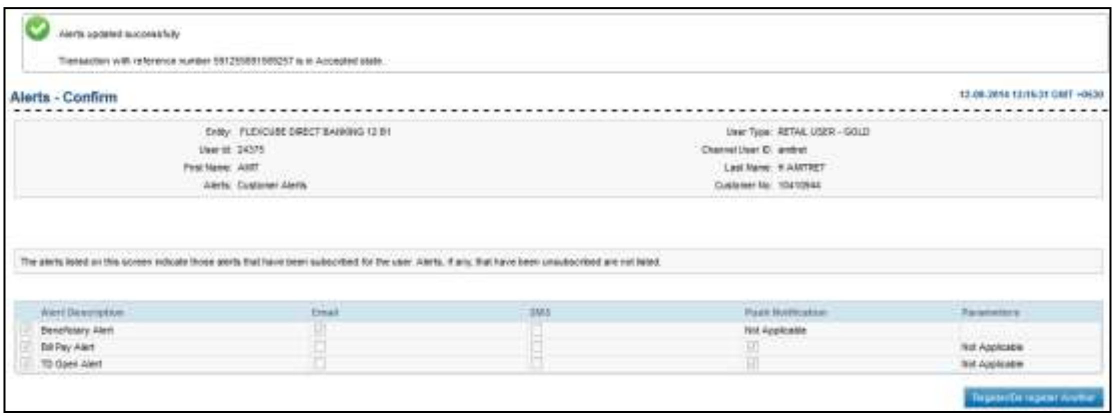
Note: In Case of *Customer Alerts*, the alert will be delivered to the **E-mail** and **Mobile Number** specified at customer profile.

15. Select the *Alert Description*.
16. Enter the *Email ID* of the customer.
17. Select the alert parameter.
18. Click the **Register/De-Register** button. The system displays the **Alerts - Verify** screen.

Customer Alerts - Verify

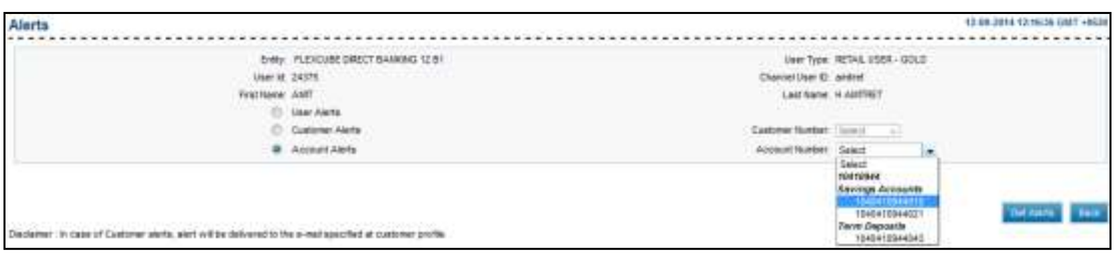
19. Click the **Confirm** button. The system displays the **Alerts** - **Confirm** screen with the status message.
    OR
    Click the **Change** button to modify the alert parameters.

Customer Alerts - Confirm



20. Click the **Register/De-Register Another** button. The system displays the **Alerts** screen.

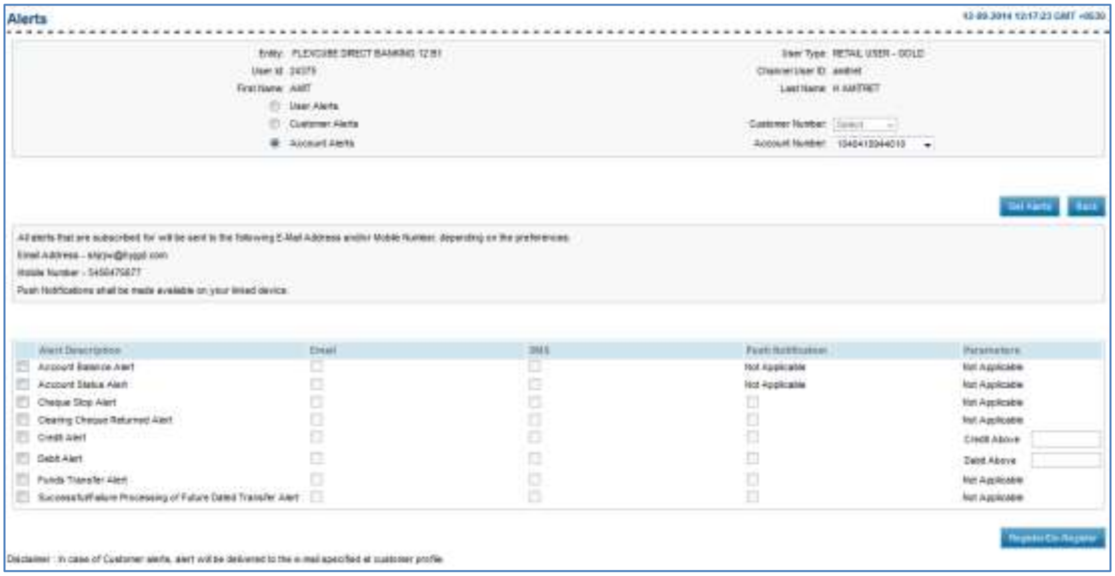
Account Alerts



Alerts

Column Name	Description
User ID	[Display] This field displays the User ID.
Channel User ID	[Display] This field displays the Channel User ID.
First Name	[Display] This field displays the first name of the user.
Last Name	[Display] This field displays the last name of the user.
Alert Type	[Optional, Radio Button] Select the desired **Alert Type** from the following options: • User Alerts • Customer Alerts • Account Alerts **Note**: Alerts shown in screen are for sample purpose. Actual alerts configured in application might be different.
Account Number	[Optional, Dropdown] Select the desired *Account Number* mapped to the user from the dropdown. This field is enabled only if the *Alert Type* is selected as **Account Alerts**.
Get Alerts	[Action Button] Once the desired details are selected, click **Get Alerts**.

Alerts



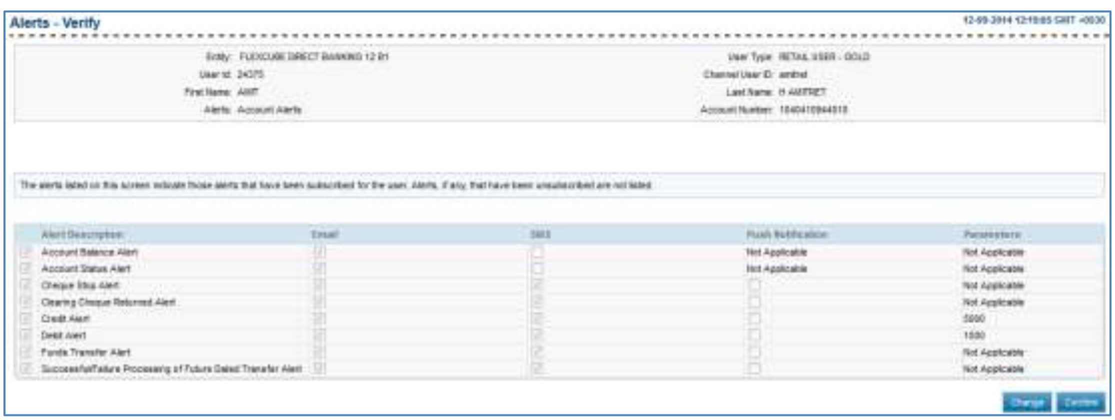
Field Description

Column Name	Description
Alert Description	[Optional, Check Box] Select the **Alert Description** check box to set an alert. It displays the brief description of an alert. **Note**: Alerts shown in screen are for sample purpose. Actual alerts configured in application might be different.
Email	[Optional, Check Box] This field is displayed only if the checkbox for *Email* is selected. Enter the *Email ID* to which the alerts is to be sent.
SMS	[Optional, Check Box] This field is displayed only if the checkbox for Mobile Number is selected. Enter the desired *Mobile Number* to which the alert is to be sent. Value Pre-populated from User Profile if alerts are being registered first time.
Push Notification	[Optional, Check Box] This option if selected, the alert is generated and displayed to the user through the push notifications – using the devices like mobile and tablet - mapped to the binding functionality. **Note**: The *Push Notification* contains only a preview of the alert and not the entire details of the alert.

Column Name	Description
Debit Above	[Mandatory, Numeric, 15] Enter the desired amount. An alert is generated if an amount equal to or above the specified amount is debited from the account. This field will be displayed against the Debit Alert under **Account Alerts**.
Credit Above	[Mandatory, Input Box, Numeric, 15] Enter the desired amount. An alert is generated if the transaction exceeds the specified amount. This field will be displayed against the Credit Alert under **Account Alerts**.
Register	[Action Button] Once all the desired information is entered, click **Register**.

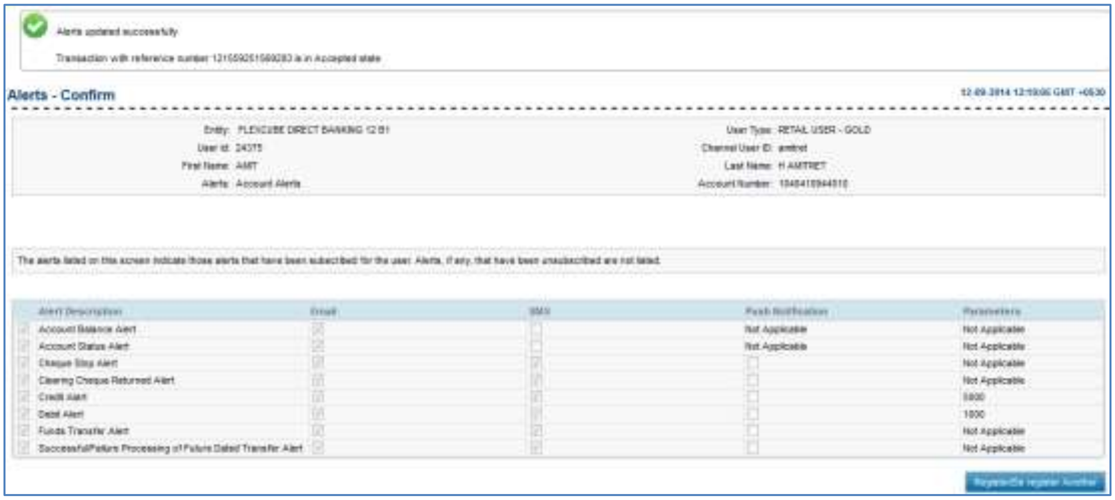
21. Select the *Alert Description*.
22. Enter the *Email ID* of the customer.
23. Select the alert parameter.
24. Click the **Register/De-Register** button. The system displays the **Alerts - Verify** screen.

Account Alerts - Verify



25. Click the **Confirm** button. The system displays the **Alerts** - **Confirm** screen with the status message.
    OR
    Click the **Change** button to modify the alert parameters.

Account Alerts - Confirm



26. Click the **Register Another** button. The system displays the **Alerts** screen.

35.2 Forex Alert Subscription

The *Forex Alert Subscription* screen allows the *Administrator* to define parameters on the basis of which forex alerts are generated.

It is possible for the user to define multiple currency pairs for which to receive forex alerts. The maximum number of currency pairs that can be defined shall be configurable at Day 0. By default the user shall be able to define upto 5 currency pairs.

To subscribe for Forex Alerts:

1. Select the User Alerts Radio Button.
2. Click **Get Alerts** button.

Forex Alert Subscription

3. Select the *Forex Alert* checkbox.
4. Click the **Set/View Preferences** link. The *Forex Alerts Subscription* screen is displayed.

Forex Alert Subscription

Field Description

Column Name	Description
Alert Number	[Display, Automatic incremental] Displays the *Alert Number*. Alerts can be added using the **Add More** button.
I Want To	[Mandatory, Dropdown] Select the desired purpose from the values available in the drop-down. The options are: • Buy Foreign currency notes • Buy Travellers cheque • Make Fund Transfer
Buy Currency	[Mandatory, Dropdown] Select the currency which is to be bought from the drop-down.
Sell Currency	[Mandatory, Drop-Down] Select the desired currency which is to be sold from the drop-down.
Target Price	[Mandatory, Numeric, 15] Enter the desired amount. Once this value is attained, an alert is generated.
From Date	[Mandatory, Date-Picker] Select the starting date to define the *Date Range* within which if the target price is attained, the alert will be generated.

Column Name	Description
To Date	[Mandatory, Date-Picker] Select the ending date to define the *Date Range* within which if the target price is attained, the alert will be generated.

Note: All Forex Alerts are one time alerts. The alert definition will be deleted once the same has been generated.

5. Click **Save**, the system displays a confirmation message.
OR
Click **Cancel** to close the pop up window and the alerts subscription screen from which this screen was navigated to, will be displayed.

Confirmation

6. Click **Ok**. The Alerts subscription screen will be displayed.

Note: Please refer User Alerts section for the next steps of Forex Alerts Subscription.

36. Global Limit Packages

36.1 Add Global Limit Package

This option allows you to add a new global limit package.

To add a global limit package

1. Log on to the **Internet Banking** application.
2. Navigate through the menus to **Customer Services > Global Limit Packages**. The system displays the **Global Limit Packages** screen

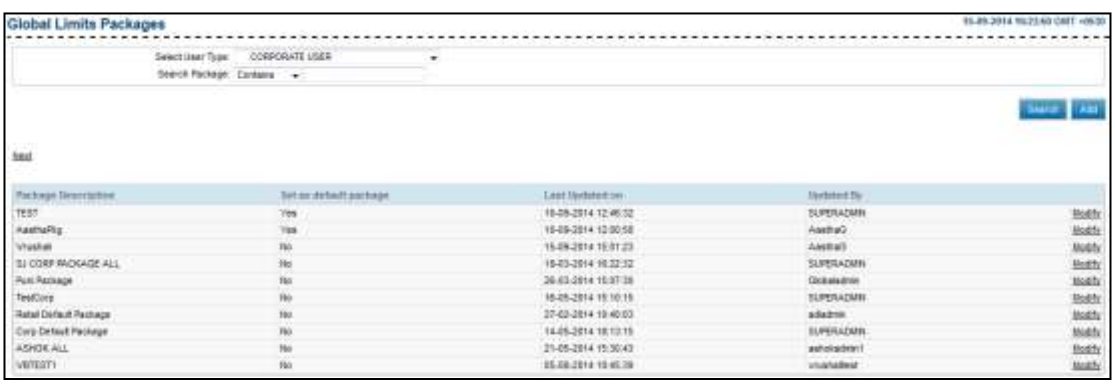
Global Limit Packages

Field Description

Field Name	Description
Select User Type	[Mandatory, Drop Down] Select the entity and user types for which limit package to be created from the drop-down list.
Search Package	[Mandatory, Drop Down] Select the search type and package name pattern from the dropdown list.

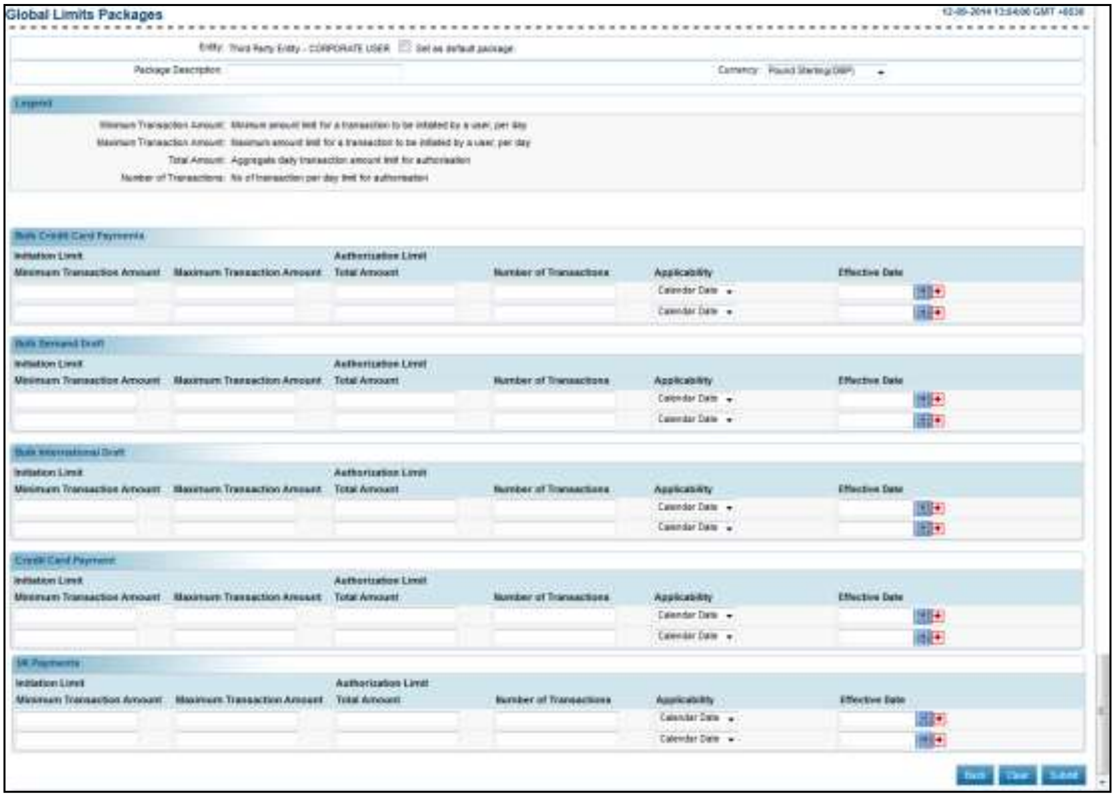
3. Click the **Search** button, the system displays the already created packages.

Global Limit Packages



4. Click the **Add** button the system displays the **Global Limit Package Add** screen.

Global Limit Packages-Add



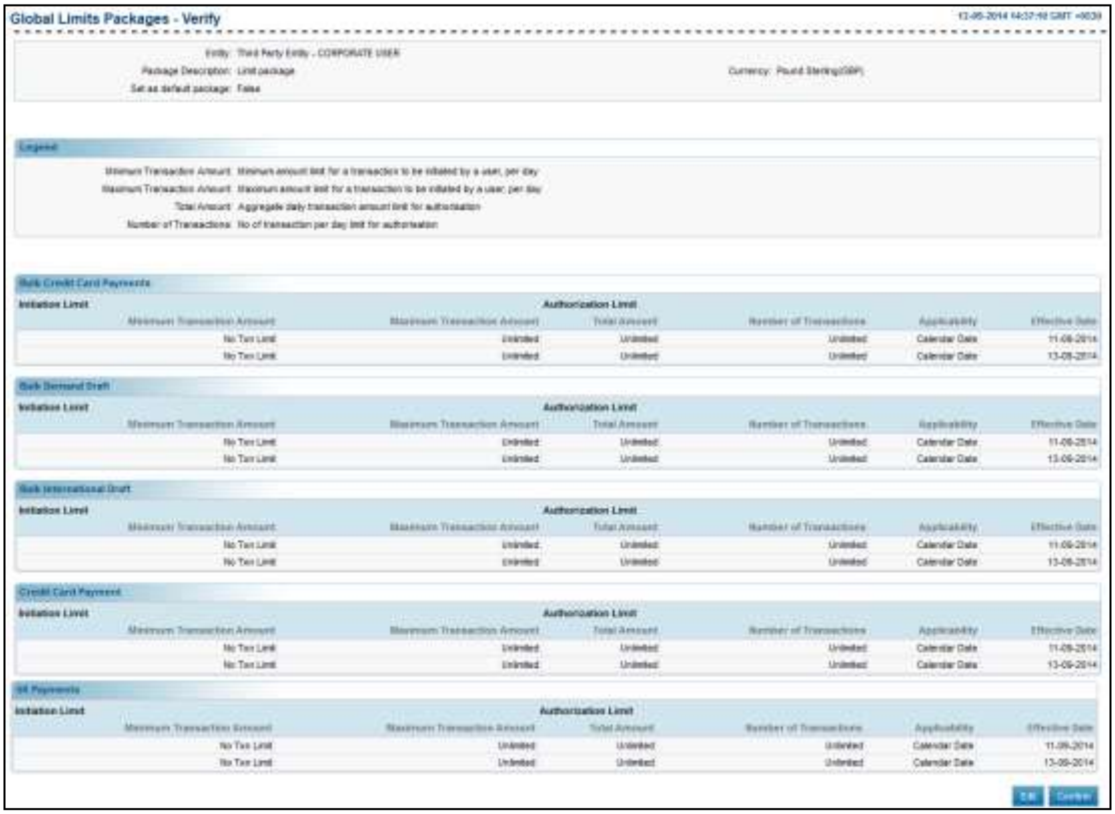
Field Description

Field Name	Description
Entity	[Display] This field displays the selected Entity / Entity User type for which package is getting created.
Set as Default	[Optional, Check Box] Select the check box to specify default package for the entity.
Package Description	[Mandatory, Alphanumeric, 35] Enter the package description. Alphanumeric with spaces with special characters like - @ is allowed in this field.
Currency	[Optional, Drop-down] Select the package currency from the drop-down list.
Transaction Name	[Display] This field displays the transaction name for which the limit is to be set.

Field Name	Description
Initiation Limit	
Minimum Transaction Amount	[Optional, Numeric, 13, Two] Enter the minimum amount limit for a transaction to be initiated by a user par transaction. If no value is entered then no minimum amount limit is assumed.
Maximum Transaction Amount	[Optional, Numeric, 13, Two] Enter the maximum amount limit for a transaction to be initiated by a user par day. If no value is entered then indefinite limit for the initiation is assumed.
Authorization Limit	
Total Amount	[Optional,Numeric,16] Enter the maximum daily cumulative transaction amount available for authorization. If no value is entered, then indefinite limit for authorization is assumed.
No of Transaction	[Optional, Numeric, 3] Enter the maximum number of transactions available for authorization. If no value is entered then indefinite limit for the authorization is
Other Package Parameters	
Applicability	[Mandatory, Drop Down] Enter the date on which the limit will be made applicable. Only calendar date is allowed.
Effective Date	[Mandatory, Date Pick list] Enter the date on which the limit will be made applicable. The date should be greater than the current date.

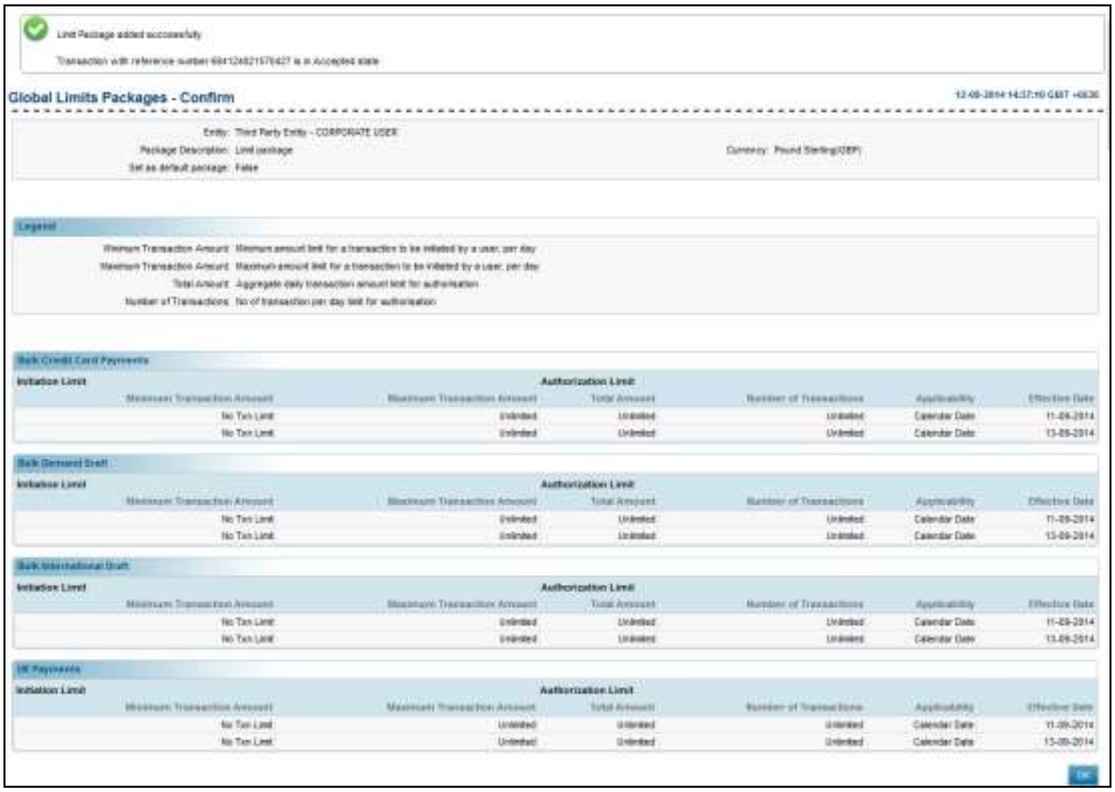
5. Enter the appropriate information in the relevant fields.
6. Click the **Submit** button. The system displays the **Global Limits Package-Verify** screen.

Global Limits Packages- Verify



7. Click the **Edit** button if any details are to be edited, else click the **Confirm button**. The system displays the **Global Limits Packages - Confirm** screen.

Global Limit Packages - Confirm



8. Click the **Ok** button. The system displays the **Global limit Package-Search** screen.

36.2 Modify Global Limit Package

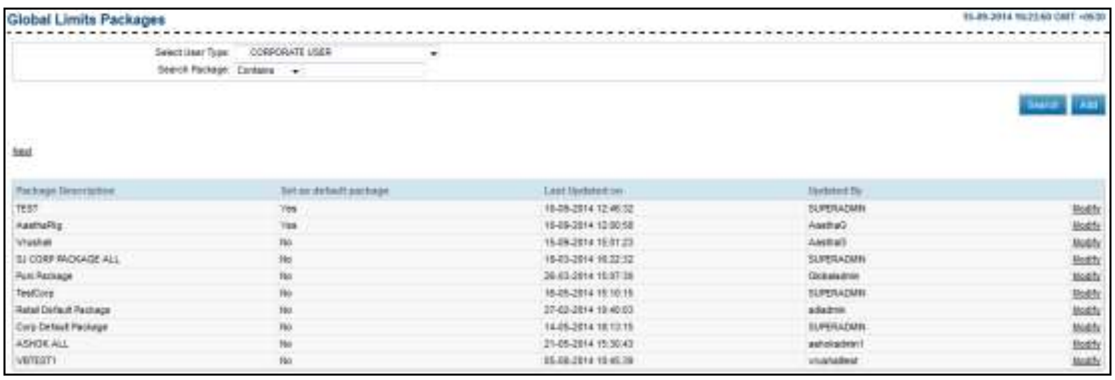
This option allows you to modify an existing global limit package.

To modify global limit package

1. Log on to the **Internet Banking** application.
2. Navigate through the menus to **Customer Services > Global Limit Packages**. The system displays the **Global Limit Packages** screen.

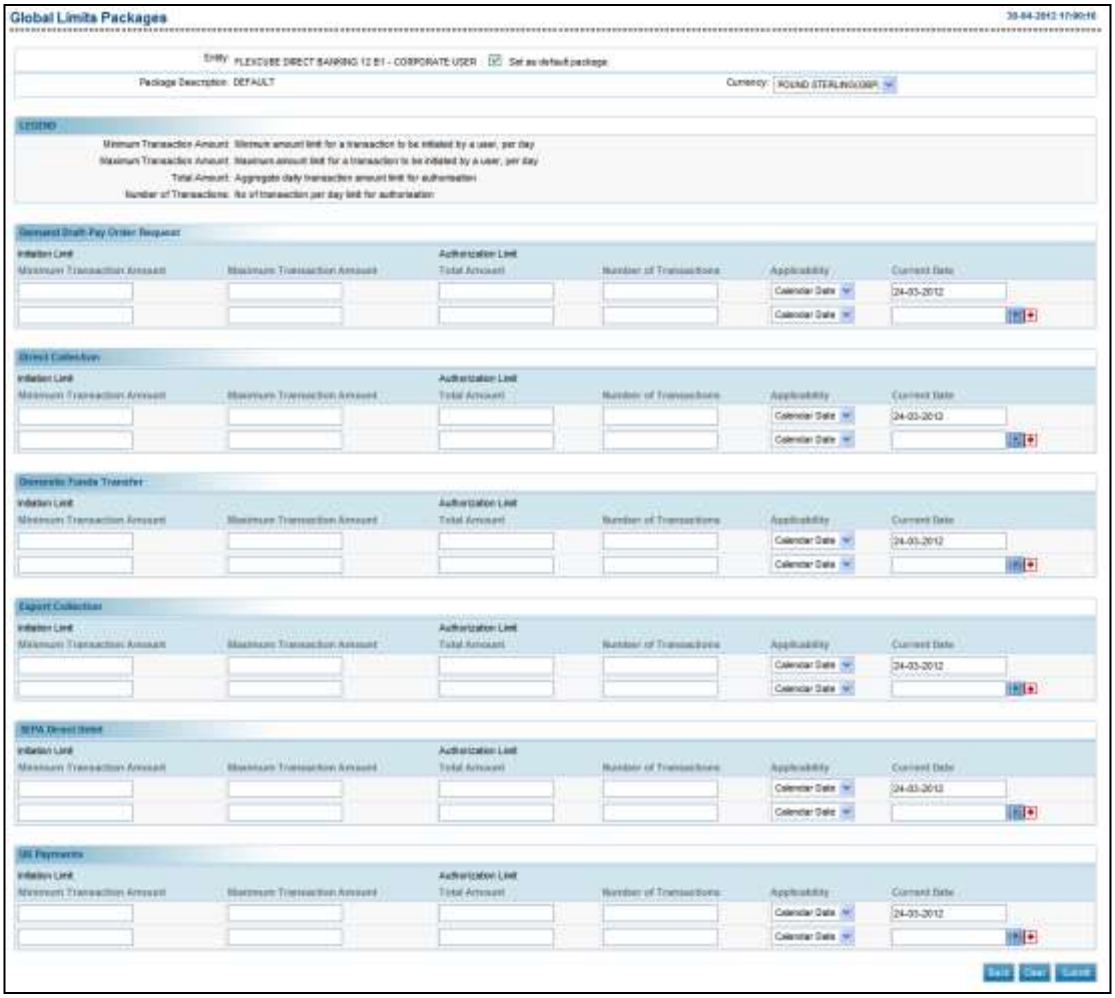
3. Click the **Search** button, the system displays the already created packages.

Global Limit Packages



4. Click the **Modify** link of a record. The system displays the **Global Limit Package** screen.

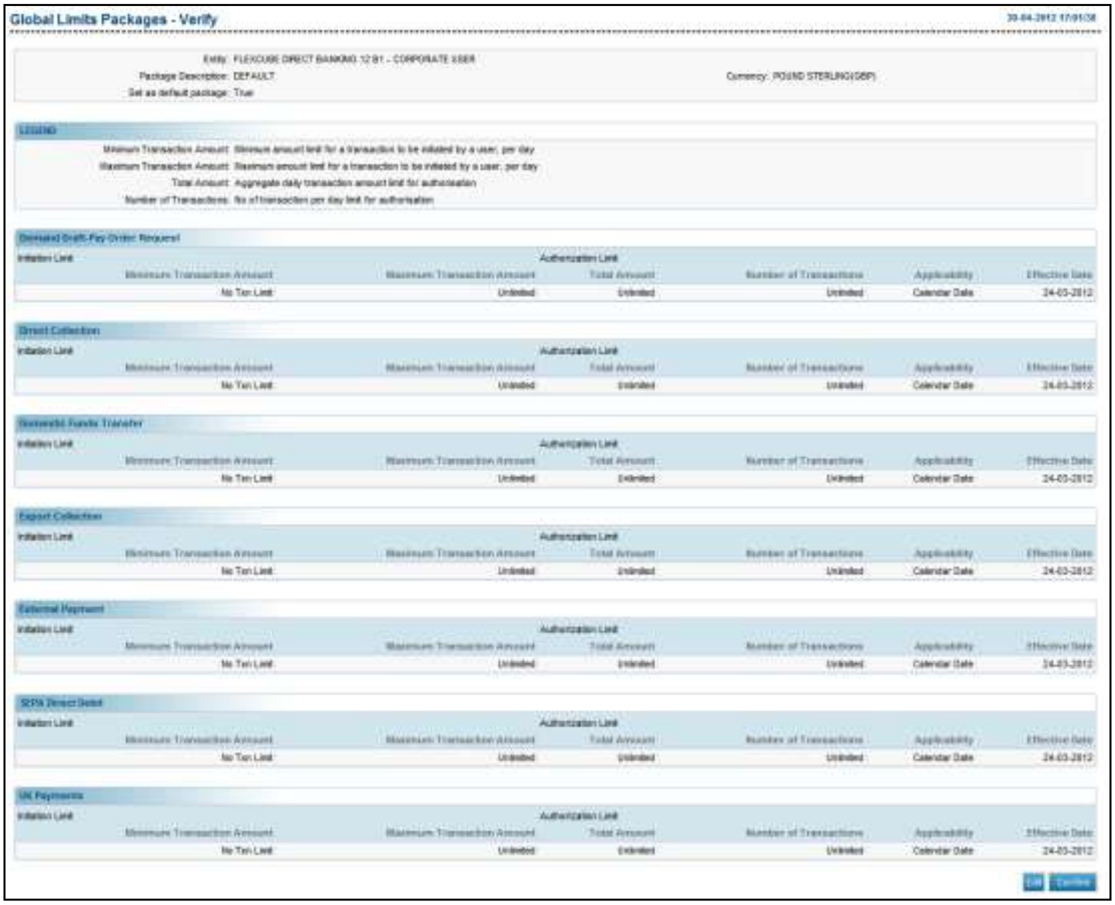
Global Limit Packages



Note: If the effective date is less than the current date then the transaction details cannot be modified, however if the effective date is more than the current date they can be modified.

5. Enter the required changes
6. Click the **Submit** button. The system displays the **Global Limits Package Verify** screen**.**

Global Limit Packages- Verify



7. Click the **Edit** button to make further changes
   OR
   Click the **Confirm** button the system displays the **Global Limits Package-Confirm** screen.

Global Limits Package-Confirm

8. Click the **OK** button to return back to Search screen.

36.3 View Existing Global Limit Packages

This option allows you to view the existing global limit packages.

To view existing global limit packages

1. Log on to the **Internet Banking** application.
2. Navigate through the menus to **Customer Services** > **Global Limit Packages**. The system displays the **Global Limit Packages** screen.

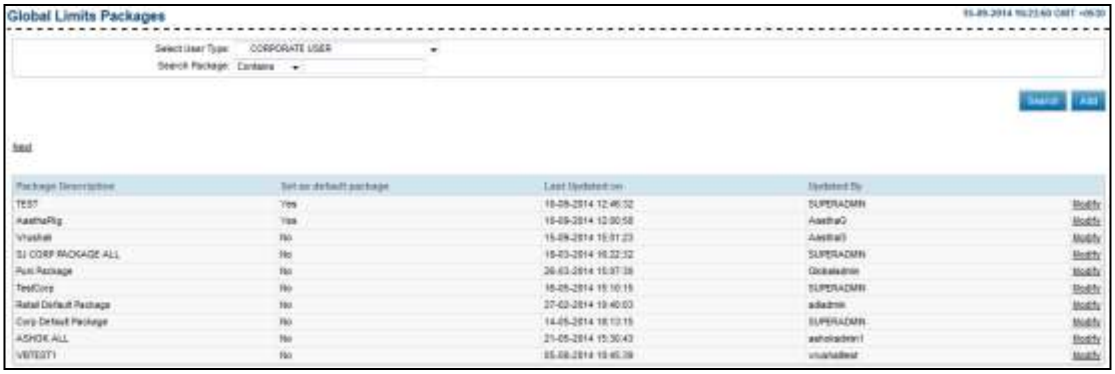
Global Limit Packages

Field Description

Field Name	Description
Select Entity	[Mandatory, Drop-Down] Select the appropriate entity from the drop-down list. .
Search Package	[Optional, Drop-Down] Select the search clause for the package from the drop-down list. The options are: • Contains • Starts With • Ends With • Equals The search clause helps in enhancing the search criteria by indicating the position of the characters entered in the adjacent field. For example, if you select the search clause as **Starts With** and enter the search string as **A** in the adjacent field, then the system displays all the packages starting with **A**.
Search Package	[Optional, Alphanumeric, 25] Type the search string for the name of the package in this field, to be used as a parameter in the search criteria. You can enter part/all of the characters forming part of the name.

3. Enter the appropriate information in the relevant fields.
4. Enter the package name.
5. Click the **Search** button. for the entire list of packages to be displayed.

Global Limit Packages

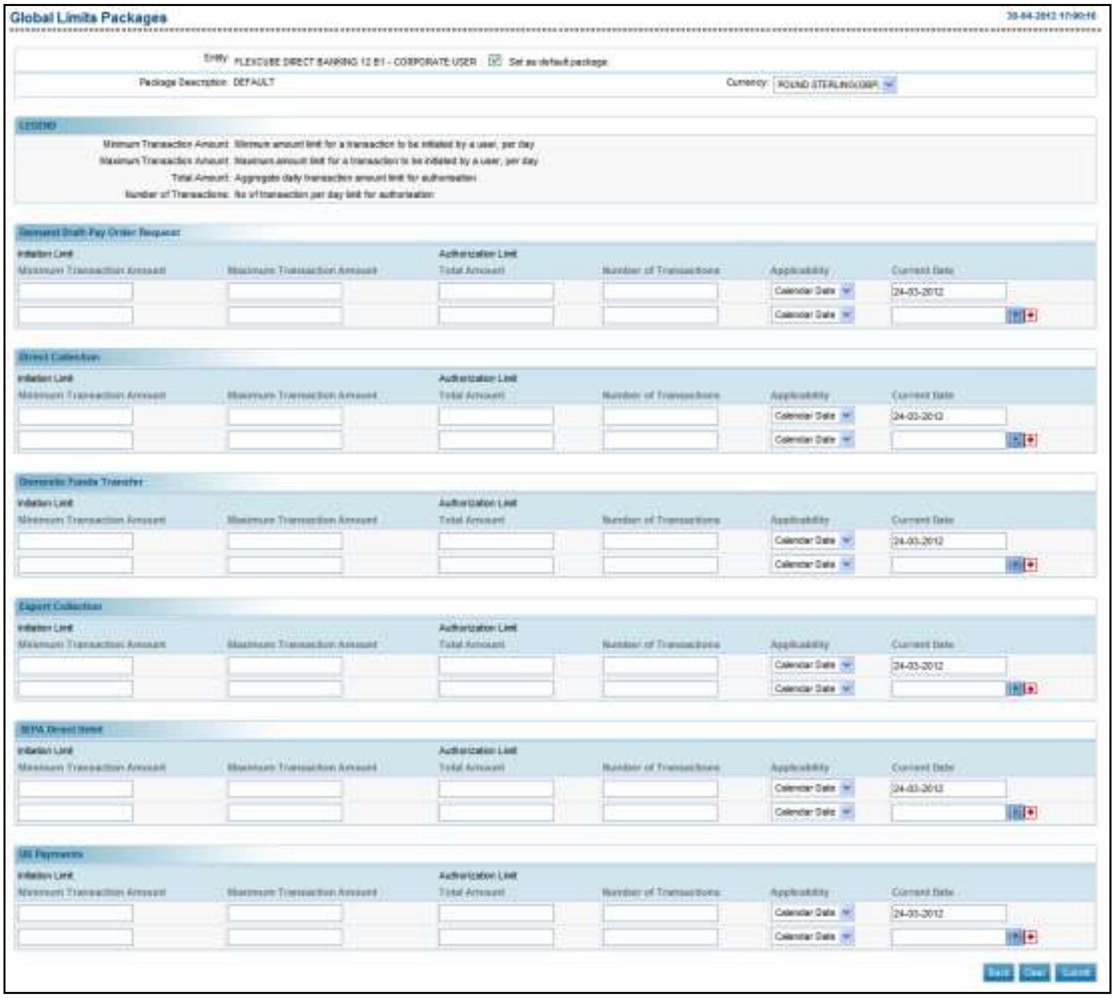


Column Description

Column Name	Description
Package Description	[Display] This displays a brief description of the package.
Set as default package	[Display] This displays the default package flag.
Last Updated on	[Display] This displays the date and time the package was last updated.
Updated By	[Display] This displays the user id of the user who has updated the package last.

6. Click the **Modify** button. The system displays the **Global Limits Packages** screen with the package details.

Global Limit Packages



Field Description

Field Name	Description
Select Entity	[Display] This displays the entity.
Package Description	[Display] This displays the name of the new package.
Ccy	[Display] This displays the base currency of the entity.
IS Default	[Optional, Check Box] Select the check box to specify default package for the entity.

Field Name	Description
Transaction Name	[Display] This displays the transaction name for which the limit is to be set.
Initiation Limit	
MinTxnLimit	[Display] This displays the minimum amount limit for a transaction to be initiated by a user par day. If no value is entered then no minimum amount limit is assumed.
TxnLimit	[Display] This displays the maximum amount limit for a transaction to be initiated by a user par day. If no value is entered then indefinite limit for the initiation is assumed.
Authorization Limit	
DayTxnLimit	[Display] This displays the maximum daily cumulative transaction amount available for authorization. If no value is entered, then indefinite limit for authorization is assumed.
NoOfTxn	[Display] This displays the maximum number of transactions available for authorization. If no value is entered then indefinite limit for the authorization is
Other Package Parameters	
Applicability	[Display] This displays the date on which the limit will be made applicable. Only calendar date allowed.
Effective Date	[Display] This displays the date on which the limit will be made applicable.

37. Transaction Password Configuration

The **Transaction Password Configuration** allows the administrator to configure the transaction password.

To configure transaction password

1. The system displays the **View Initiated Transactions** screen.
2. Navigate through the menus to **Maintenances > Transaction Password Configuration**.

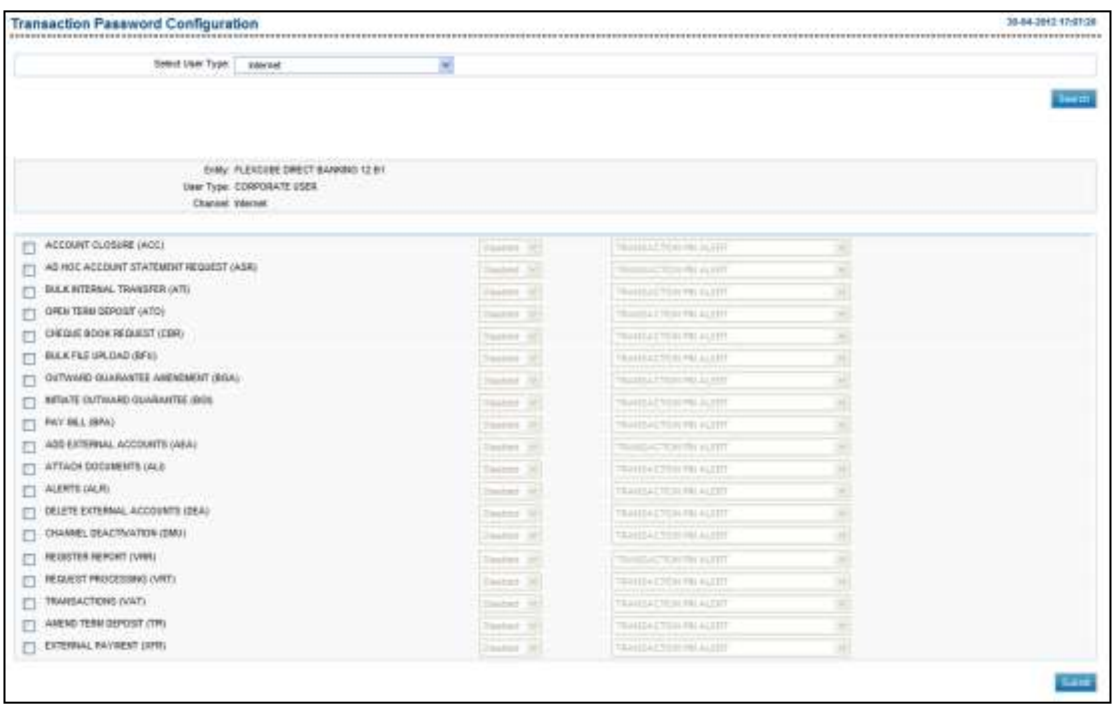
Transaction Password Configuration

Field Description

Field Name	Description
Select User Type	[Mandatory, Drop-Down] Select the user type from the drop-down list.

3. Select the channel from the drop-down list.
4. Click the **Search** button. The system displays the **Transaction Password Configuration** screen.
5. Enter the appropriate details in the relevant fields.

Transaction Password Configuration



Field Description

Field Name	Description
Entity	[Display] This field displays the entity.
User Type	[Display] This field displays the name of the user.
Channel	[Display] This field displays the channel of the transaction.

Column Description

Column Name	Description
Transaction	[Mandatory, Check Box] Select the check box adjacent to the transaction name to configure the transaction password.
Status	[Conditional, Drop-Down] Select the transaction status from the drop-down list. This field is enabled if **Transaction** check box is selected. The options are follows: • Disabled • Standard
Alert	[Optional, Drop-Down] Select the alert from the drop-down list.

6. Click the **Submit** button. The system displays the **Transaction Password Configuration - Verify** screen.

Transaction Password Configuration - Verify

7. Click the **Confirm** button. The system displays the **Transaction Password Configuration - Confirm** screen.

Transaction Password Configuration - Confirm

8. Click the **OK** button. The system displays the **Transaction Password Configuration** screen.

38. Map Reports To Users

There are various report formats developed by the bank for customer usage. This option facilitates mapping of reports to users across various channels users.

To map reports to the user

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **Customer Services > Map Reports To User**. The system displays the **Map Reports To User** screen.

Map Reports To Users

Field Description

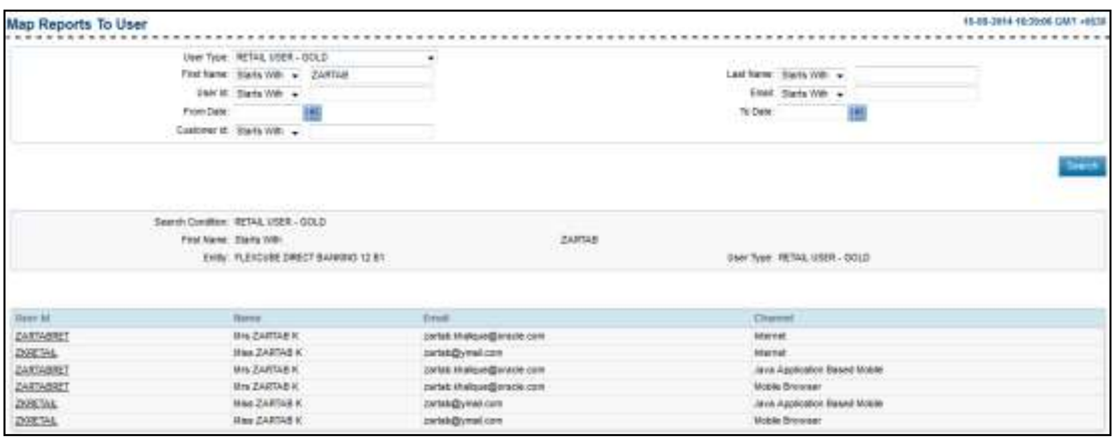
Field Name	Description
User Type	[Mandatory, Drop-Down] Select the user type from the drop-down list.
First Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the first name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **A** in the adjacent field, then the system displays all the customer first names starting with **A**.

Field Name	Description
Last Name	[Optional, Drop-Down, Alphanumeric, 40] Select the search criteria for the last name from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **E** in the adjacent field, then the system displays all the customer last names starting with **E.**
User Id	[Optional, Drop-Down, Alphanumeric, 18] Select the search criteria for the user ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **1** in the adjacent field, then the system displays all the user ID's starting with **1.**

Field Name	Description
Email	[Mandatory, **UNIQUE**, Drop-Down, Alphanumeric, 18] Select the search criteria for the email ID from the drop-down list. The options are: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **L** in the adjacent field, then the system displays all the email ID's starting with **L**. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.

3. Select the user type.
4. Enter the search criteria.
5. Click the **Search** button. The system displays the **Map Reports To User** screen with the search result.

Map Reports To User



Field Description

Column Name	Description
User ID	[Display] This column displays the user Id.
Name	[Display] This column displays the customer name.
Email	[Display, **UNIQUE**] This column displays the email ID of the customer. **Note**: Email ID is **UNIQUE** across all user of the application and validation is in place for the same. You may get an error if non-unique Email ID is entered.
Channel	[Display] This column displays the banking channel through which the user performs the transactions.

6. Click the link below the **User Id** column. The system displays the **Map Reports To Users** screen with report details.
7. Select the **check box** to link the report ID's to the user.

Map Reports To User

Field Description

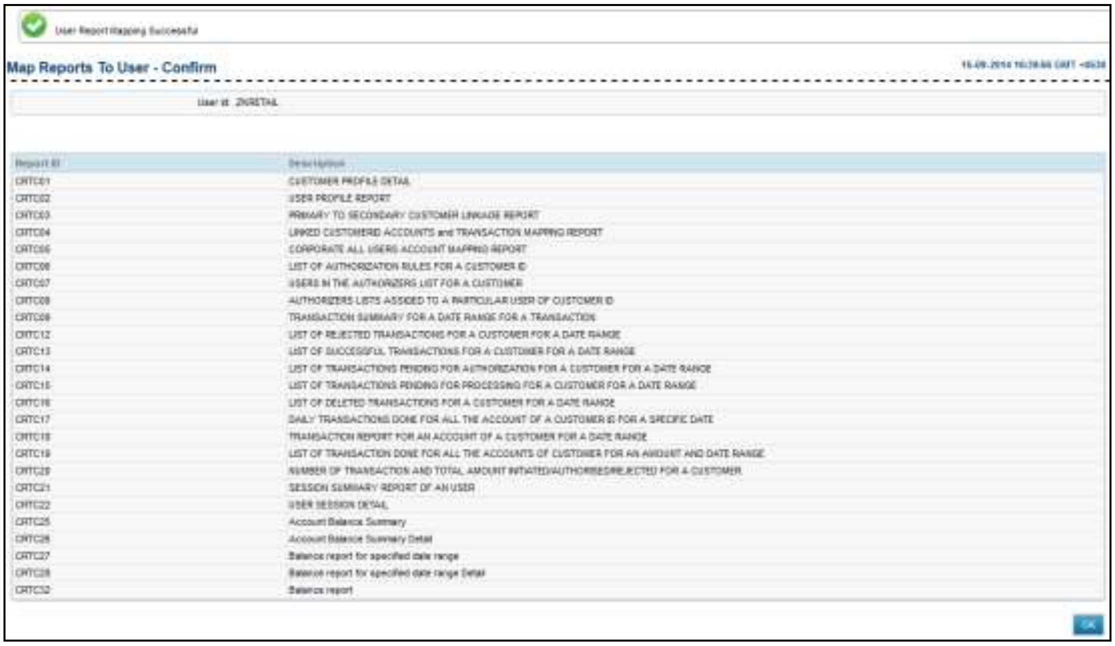
Column Name	Description
User ID	[Display] This field displays the channel user Id of the user.
Select	[Optional, Check box] Select the check box to select the report to be mapped.
Report ID	[Display] This column displays the report ID.
Description	[Display] This column displays the report description.

8. Click the **Map Reports** button. The system displays the **Map Reports To User - Verify** screen.

Map Reports To User - Verify

9. Click the **Confirm** button. The system displays the **Map Reports To User - Confirm** screen with the status message.
OR
Click the **Change** button to navigate to the previous screen.

Map Reports To User - Confirm



10. Click the **OK** button. The system displays the **Map Reports To User** screen.

39. Role Subject Mapping

Using the Role Subject mapping you can assign the subjects to a Role which shall be assigned to the user through the roles assigned. Using this transaction the Mails pertaining to the subject will directly go to the administrator which has been assigned the particular role which has been mapped with the Subject.

To register an alert

1. Logon to the **Internet Banking** application.
2. Navigate through the menus to **Maintenance and Setup > Role Subject Mapping**. The system displays the **Map Subjects** screen.

Map Subjects

Field Description

Field Name	Description
User Type	[Mandatory, Drop-Down] Select the user type from the drop-down list.
Role Description	[Optional, Drop-Down, Alphanumeric, 18] Select the search criteria for the Role Description from the drop-down list. The options are follow: • Starts With • Ends With • Equals • Contains Type the search string in the adjacent field. **For Example**: If you select the search criteria as **Starts With** and enter **A** in the adjacent field, then the system displays all the user ID's starting with A.
Default Roles Only	[Optional, Check box] Select the default Roles only check box to view the default roles only.

3. Enter the required data.
4. Click the **Search** button. The system displays the Roles and their details.

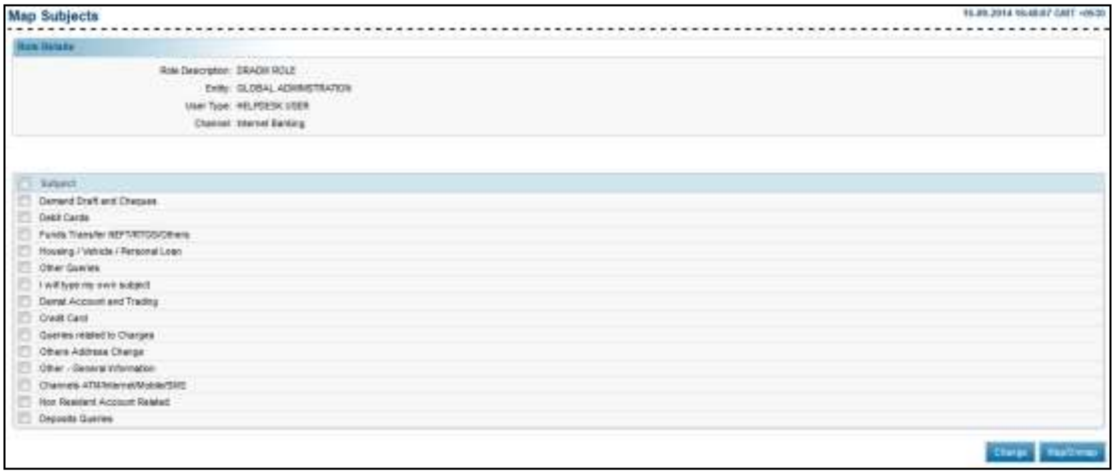
Map Subjects

Field Description

Column Name	Description
Entity	[Display] This column displays entity name.
User Type	[Display] This field displays the type of user.
Role Description	[Display] This column displays the roles assigned.
Channel	[Display] This column displays the channel through which the transactions are processed.
Created by	[Display] This column displays the name of the user through which the role was created
Created on	[Display] This column displays the date on which the role was created.

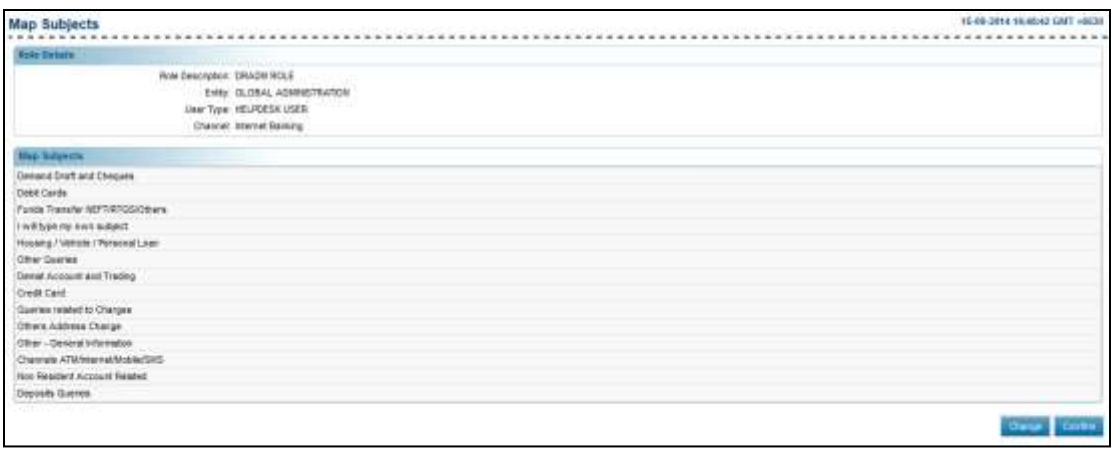
5. Click on the **Role Description hyperlink**. The system displays the Role Subject Mapping screen.

Map Subjects



6. Select the **Subjects** checkbox in order to map the subject to the role.
7. Click the **Change** button to return to the previous screen and change the details
   OR
   Click the **Map/ Un map** button to Map the subject to the role. The system displays the Map subject verify screen.

Map Subjects -Verify



8. Click the **Change** button change the details
   OR
   Click the **Confirm** button to confirm the Role Subject mapping. The system displays the **Map Subjects-Confirm** screen.

Map Subject- Confirm

9. Click the **OK** button to return to the **Map Subject** screen.

40. Goal Category Maintenance

You can maintain the goal categories, sub categories and default image which will be displayed to the customers for selection.

To set up Goal Category

1. Log on to the **Internet Banking** application.
2. Navigate through the menus to **Maintenance and Setup >** Goal Category Maintenance. The system displays the Goal Category Maintenance screen.

Goal Setting

Field Description

Field Name	Description
Entity	[Mandatory, Drop-Down] Select the entity from the drop-down list
User type	[Mandatory, Drop-Down] Select the applicable user type

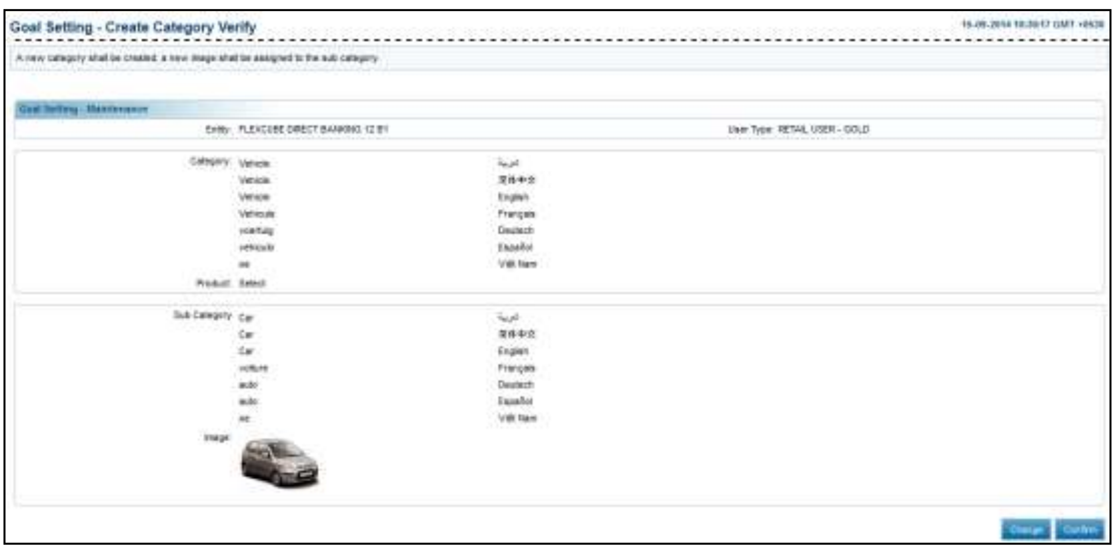
3. Select the Entity and User Type from the drop-down list.
4. Click **Submit** button.

Goal Setting

Field Description

Field Name	Description
Enter Category	[Mandatory, Alphanumeric, 40] Enter the category to be created. Categories are displayed in all the languages maintained for the entity user type.
Select Product	[Mandatory, Drop-Down] Select the product for the entered category. The drop-down list displays all the products available in the Host for specified 'Type of Product'.
Language	[Display] Displays the language available under the selected entity.
Enter Subcategory	[Inputbox,Mandatory,40] Enter The sub category to be created
Select image	Select the image to be assigned to the sub category.

6. Click **Submit** button. The system will display verify screen.
OR
Click **Back** button to navigate to the previous screen.



7. Click **Confirm** button. The system will display confirm screen.
OR
Click **Change** button to navigate to the previous screen.

40.2 Goal Category Maintenance - Sub Categories

You can maintain the goal sub categories and default image which will be displayed to the customers for selection.

To set up Goal Sub-category

1. Log on to the **Internet Banking** application.
2. Navigate through the menus to **Maintenance and Setup > Goal Category Maintenance**. The system displays the Goal Category Maintenance screen.

Goal Setting

Field Description

Field Name	Description
Entity	[Mandatory, Drop-Down] Select the entity from the drop-down list
User type	[Mandatory, Drop-Down] Select the applicable user type

3. Select the Entity and User Type from the drop-down list.
4. Click **Submit** button. The following **Goal Settings** screen is displayed:

Goal Setting

Field Description

Field Name	Description
Enter Category	[Mandatory, Alphanumeric, 40] Enter the category to be created. Categories are displayed in all the languages maintained for the entity user type.
Select Product	[Mandatory, Drop-Down] Select the product for the entered category. The drop-down list displays all the products available in the Host for specified 'Type of Product'.
Language	[Display] Displays the language available under the selected entity.
Enter Subcategory	[Inputbox,Mandatory,40] Enter The sub category to be created
Select image	Select the image to be assigned to the sub category.

6. Click **Submit** button. The system will display verify screen.
OR
Click **Back** button to navigate to the previous screen.

7. Click **Confirm** button. The system will display confirm screen.
OR
Click **Change** to navigate to the previous screen.

40.3 Goal Category Maintenance - Modify Categories

You can modify the existing goal categories and sub categories.

To modify a Goal category/sub-category

1. Log on to the **Internet Banking** application.
2. Navigate through the menus to **Maintenance and Setup > Goal Category Maintenance**. The system displays the Goal Category Maintenance screen.

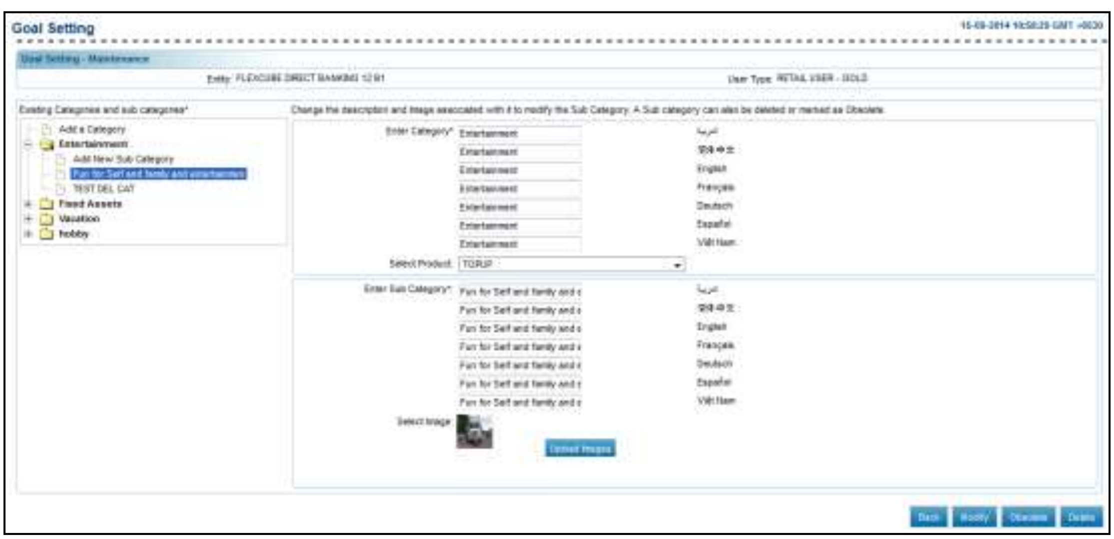
Goal Setting

Field Description

Field Name	Description
Entity	[Mandatory, Drop-Down] Select the entity from the drop-down list
User type	[Mandatory, Drop-Down] Select the applicable user type

3. Select the Entity and User Type from the drop-down list.
4. Click **Submit** button. The following **Goal Settings** screen is displayed.
6. Click a category from the existing list of categories and sub categories.

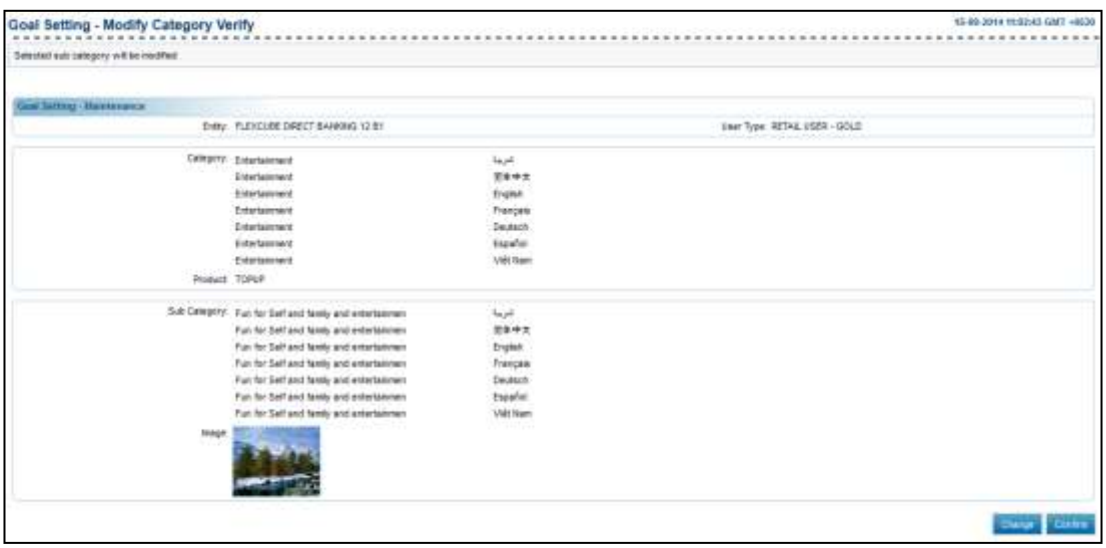
Goal Setting



Field Description

Field Name	Description
Enter Category	[Mandatory, Alphanumeric, 40] Enter the category to be created. Categories are displayed in all the languages maintained for the entity user type.
Select Product	[Mandatory, Drop-Down] Select the product for the entered category. The drop-down list displays all the products available in the Host for specified 'Type of Product'.
Language	[Display] Displays the language available under the selected entity.
Enter Subcategory	[Inputbox,Mandatory,40] Enter The sub category to be created
Select image	Select the image to be assigned to the sub category.

7. Edit the category/subcategory of the existing goal.
8. Click **Modify**. The system displays the **Goal Setting - Modify Category Verify** screen.
   OR
   Click **Back** button to navigate to the previous screen.



9. Click **Confirm** button. The system displays the **Goal Setting - Modify Category Confirm** screen.
   OR
   Click **Change** to navigate to the previous screen.

Goal Setting - Modify Category Confirm

10. Click **OK**. The system displays the initial **Goal Setting - Maintenance** screen

41. Search Goals

The *Goal Administration* feature helps the *Administrator* to check and modify the *Goal Details*, as per requirement.

1. Navigate to **Search Goals** through *Sitemap*. The following page is displayed.

Goal Administration

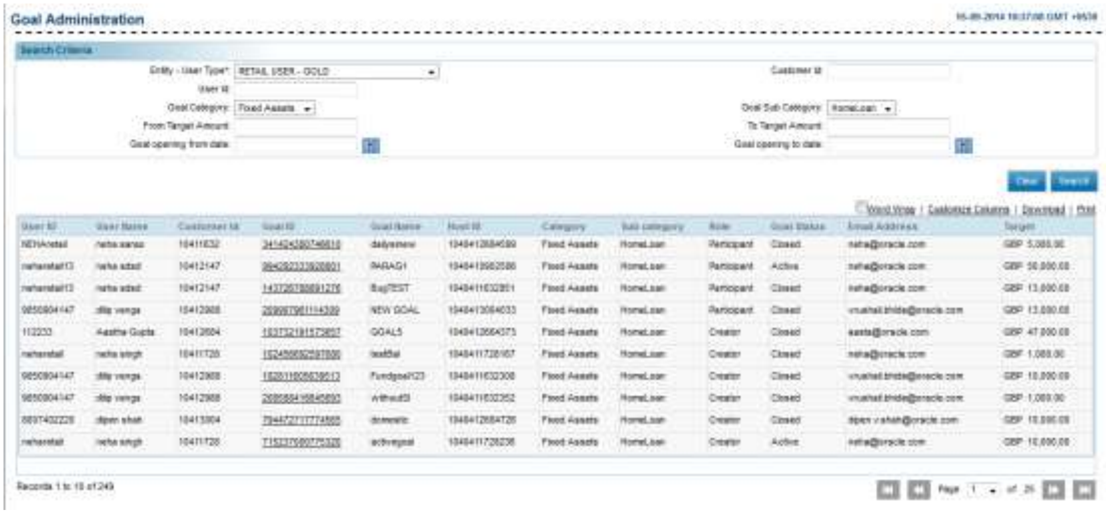
Field Description

Field Name	Description
Entity – User Type	[Mandatory, Drop-Down] Select the desired Entity – User Type from the dropdown.
Customer ID	[Optional, Input Box] Enter the required *Customer ID* in the input box.
User ID	[Optional, Input Box] Enter the required *User ID* in the input box.
Goal Category	[Optional, Drop-Down] Select the desired *Goal Category* from the dropdown.
Goal Subcategory	[Optional, Drop-Down] Select the desired *Subcategory* from the dropdown.
From Target Amount	[Optional, Input Box, 15] Enter the desired *From Target Amount*.
To Target Amount	[Optional, Input Box, 15] Enter the desired *To Target Amount*.
Goal Opening From Date	[Optional, Date-Picker] Select the desired *Goal Opening From Date*.
Goal Opening To Date	[Optional, Date-Picker] Select the desired *Goal Opening To Date*.
Clear	[Action Button] Click **Clear** to clear all values entered for *Search* process.

Field Name	Description
Search	[Action Button] Click Search to search on the basis of values entered in the respective fields.

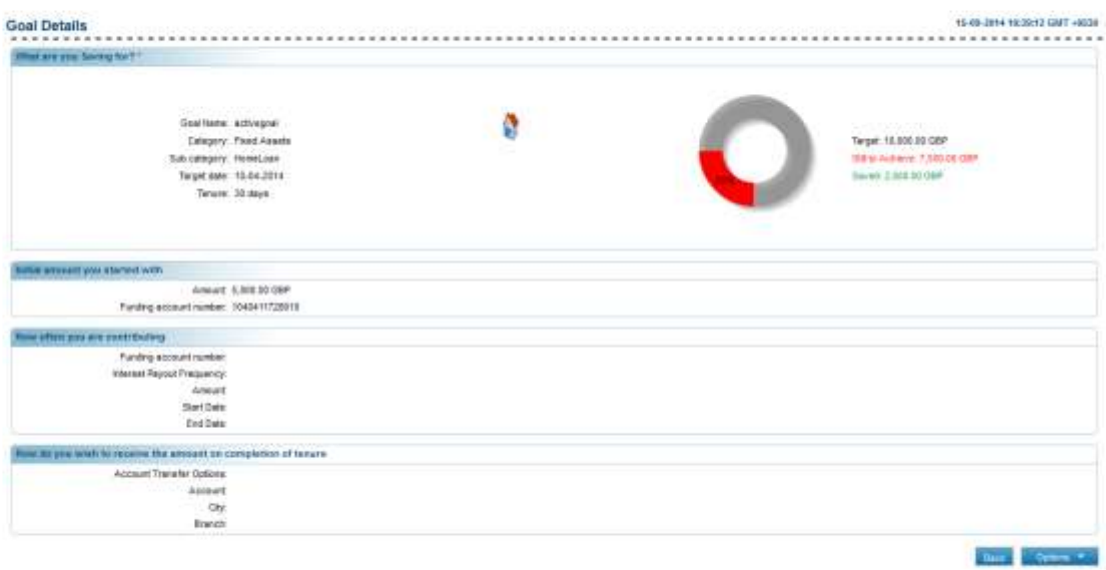
The *Search Result* is displayed.

Search Result



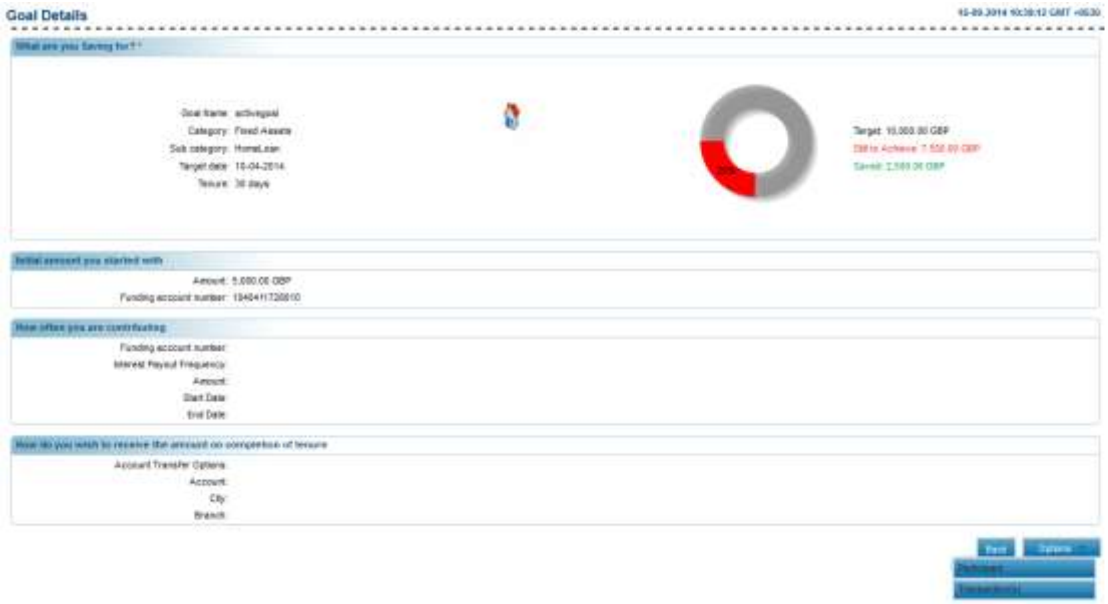
2. Click any desired **Goal ID**. The following page is displayed.

Goal Detail



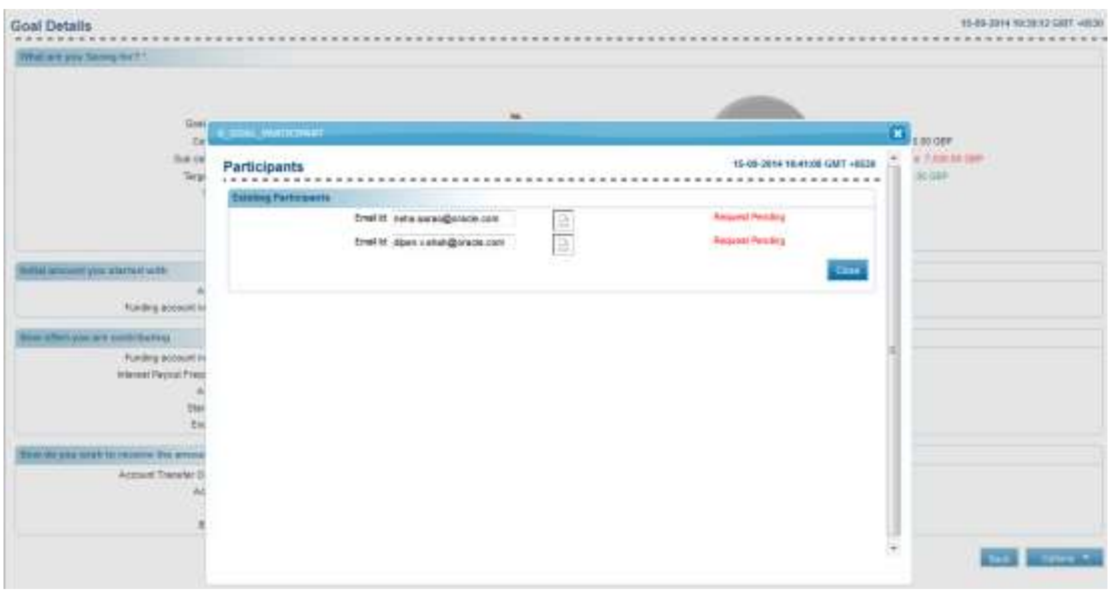
3. Click the **Options** button. The following options are displayed.

Options



4. Click the option – **Participant**. The following page is displayed.

Participant



5. Click **Close**.
6. Click **Transaction(s)** from the *Options*. The following page is displayed.

Goal Activity

Note: For additional information, please refer to the *User Manual Oracle FLEXCUBE Direct Banking Personal Finance Management*.

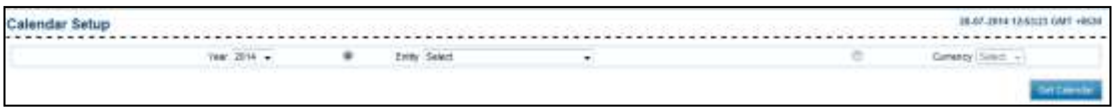
42. Calendar Setup

Using this option, the bank administrator, can maintain calendar for a particular currency at the global level. A calendar can also be maintained at the country level to identify working days in the country.

To set up calendar

1. Log on to the **Internet Banking** application.
2. Navigate through the menus to **Maintenance > Calendar Setup**. The system displays the **Calendar Setup** screen.

Calendar Setup

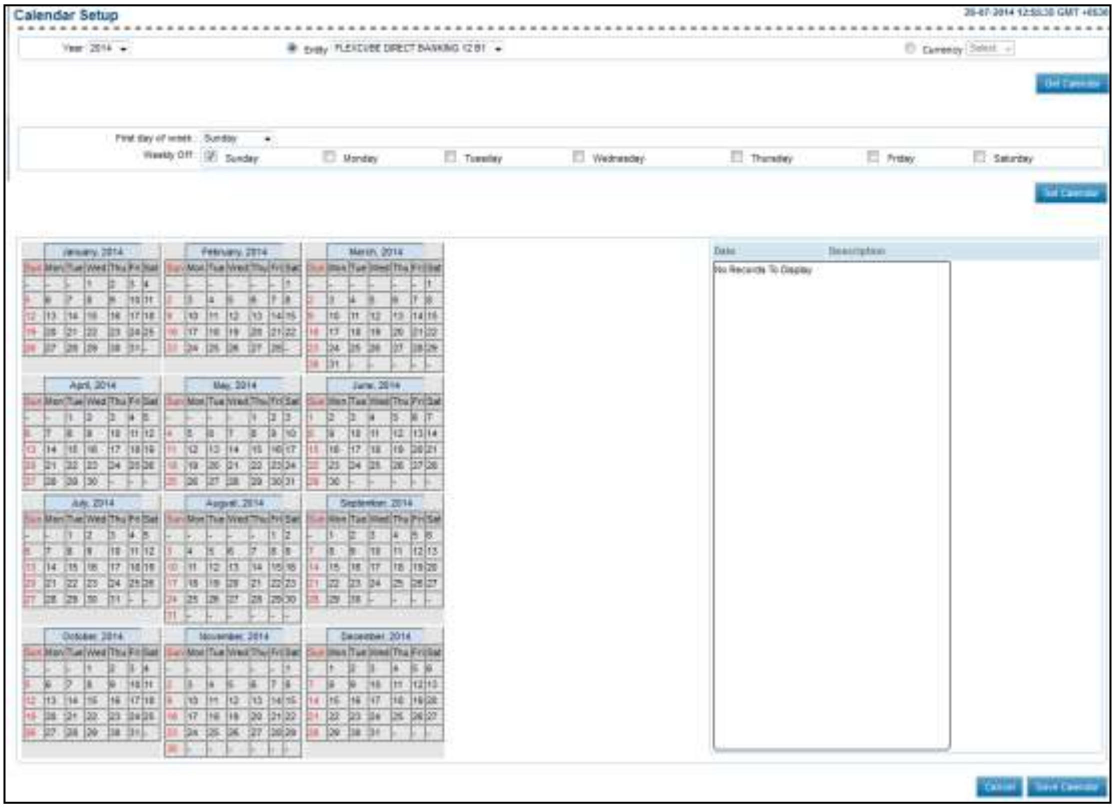


Field Description

Field Name	Description
Year	[Mandatory, Drop-Down] Select the year from the drop-down list.
Entity	[Optional, Radio Button, Drop-Down] Click the **Entity** radio button to enable the entity drop-down list
Currency	[Optional, Radio Button, Drop-Down] Click the **Currency** radio button to enable the drop-down list. Select the currency for which calendar is to be maintained from the drop-down list

3. Select the year, entity and first day of week from the drop-down list.
4. Select the appropriate check box to select the weekly off.
5. Click the **Get Calendar** button. The system displays the **Calendar Setup** screen.

Calendar Setup

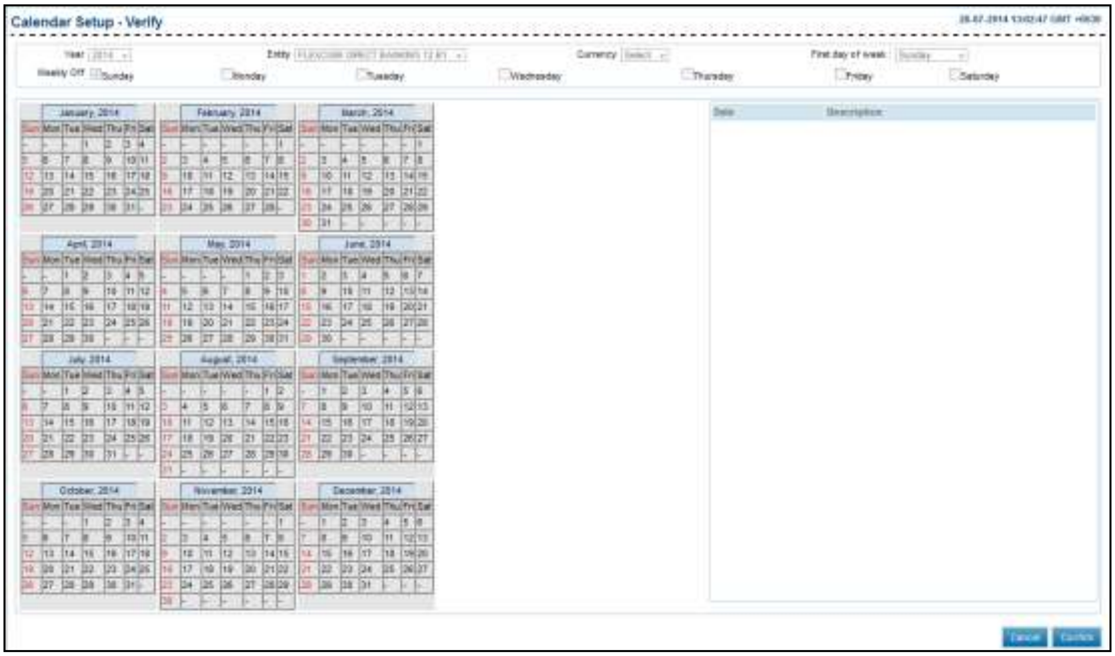


Field Description

Field Name	Description
First day of week	[Mandatory, Drop-Down] Select the first day of the week from the drop-down list.
Weekly Off	[Optional, Check Box] Select the appropriate check box to select the weekly off.
Date Description	[Display] This field displays the description of the public holidays

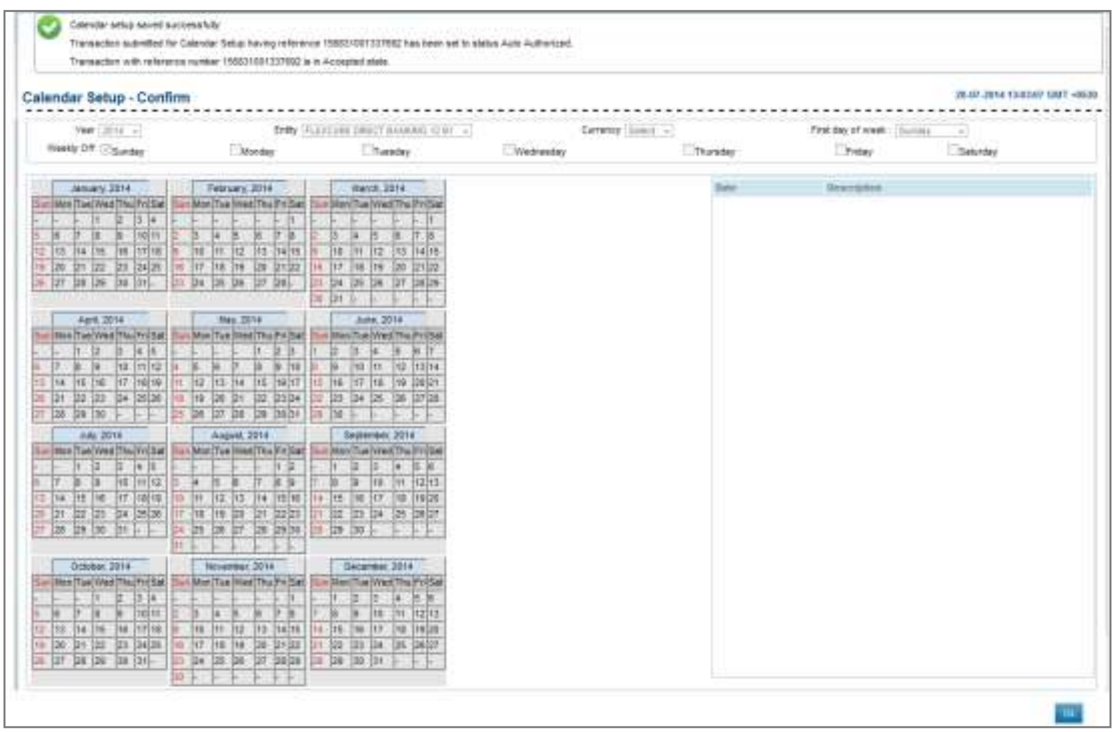
6. Click the **Save Calendar** button to save the calendar. The system displays the **Calendar Setup - Verify** screen.
OR
Click the **Cancel** button. The system displays the **Calendar Setup** screen.

Calendar Setup - Verify



7. Click the **Confirm** button. The system displays the **Calendar Setup - Confirm** screen.
   OR
   Click the **Cancel** button the system displays the **Calendar Setup** screen.

Calendar Setup - Confirm



8. Click the **OK** button. The system displays the **Calendar Setup** screen.