Clients' Monies Service

Administration User Guide

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NatWest

1 Getting started with administration

In this section of the guide, learn how to:

- Access the system
- Activate your user ID
- Check your administration and CMS settings

This guide is principally aimed at administrators of the service, but is also applicable to users.

Accessing CMS for the first time

You will need to activate your user ID when you first access CMS.

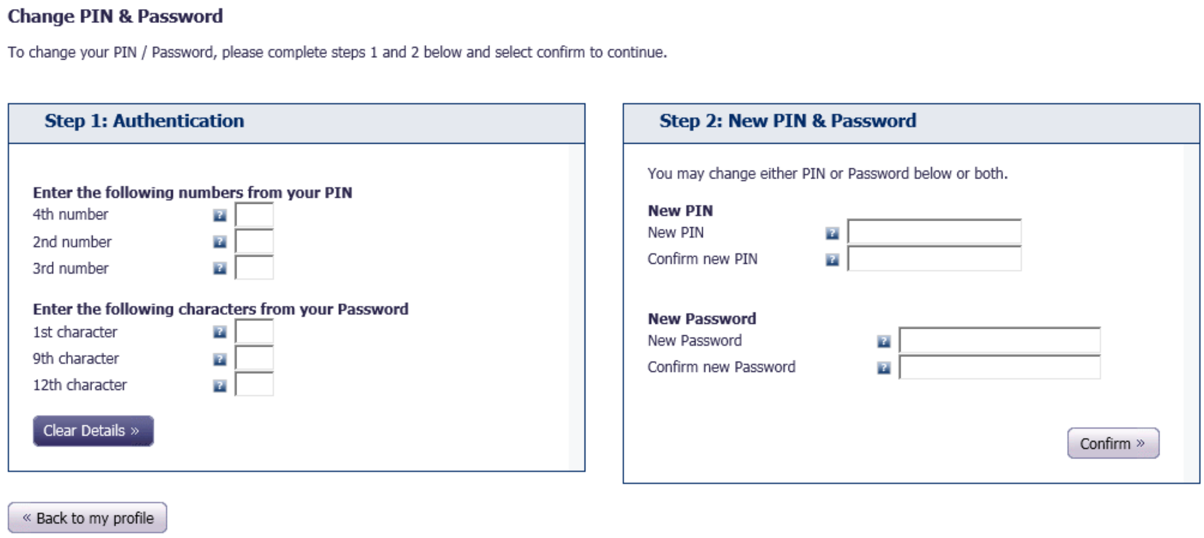
If you are an administrator you will have received your user ID and customer ID from us in an email. You will also have received a letter containing your activation code. You must have both before you can proceed with activating your ID.

If you are CMS user, your administrator will have informed you of your user ID and customer ID and you will have received your activation code from us in an email.

To begin, follow the link from the online CMS product page.

Activate your ID

Log in for the first time with your customer ID, user ID and activation code and follow the on-screen instructions. You will be prompted to create your own PIN and password, which you need to remember for future access.

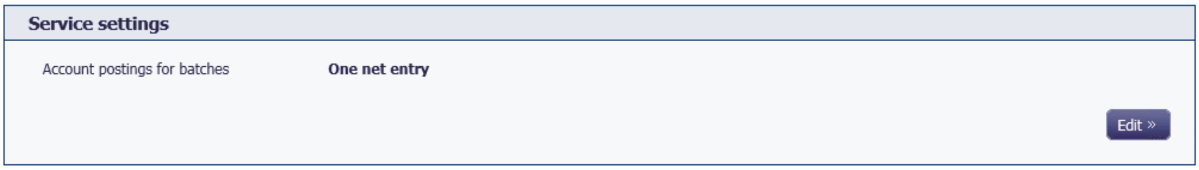


Checking your administration settings

We recommend that you check your dual administration settings are correct (switched on or off) and match what you requested on your registration form. You can view these settings from: **Administration > Actions > Maintain customer**, then view the channel settings section of the page.

What is dual administration?
Dual administration is an optional security feature where administration actions performed in the system need to be authorised by a second user. For example, setting up a new user would require one user to create, and a second user to authorise, to complete the set up process. You can choose which actions you want to be subject to dual administration controls.

You should also view your CMS settings by selecting the CMS service listed at the bottom of the page



There is one CMS setting for you to view – ‘Account postings for batches’.

You can choose to have your batches post a single entry on your account statement or you can select to have separate debit and credit entries for each batch.

To change the setting, select ‘Edit’, then select the setting you want. Select ‘Save’ then ‘Confirm’ to complete.

2 Setting up users and assigning them roles

In this section of the guide, learn how to:

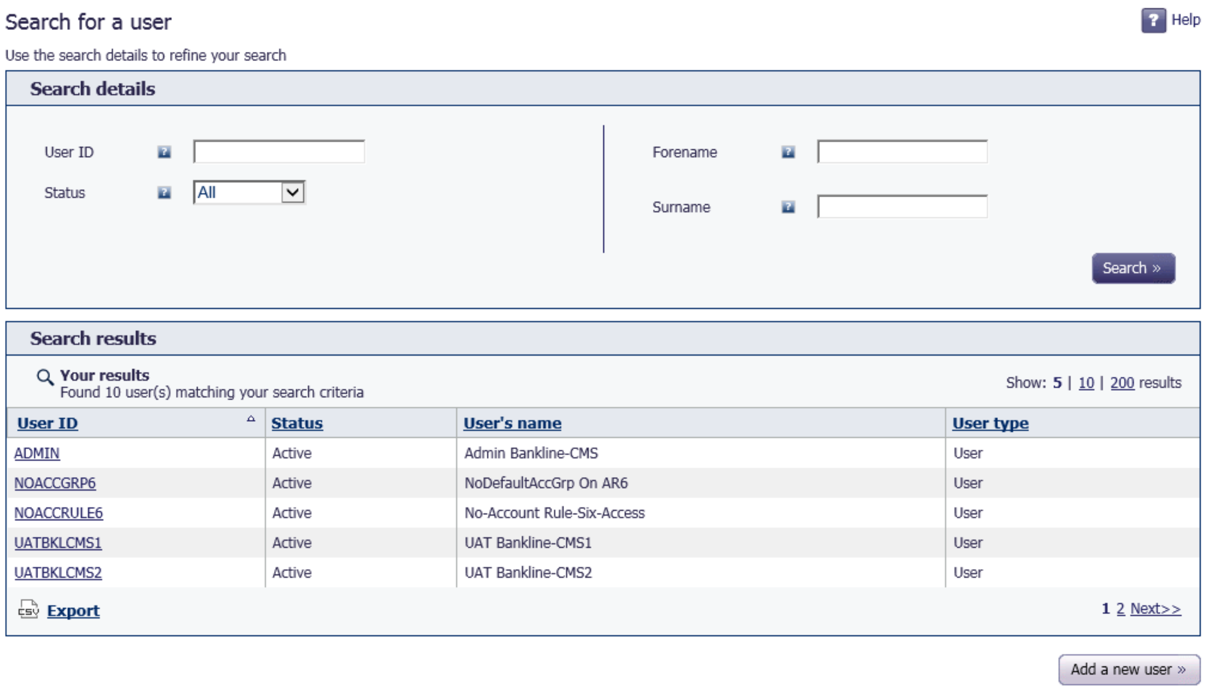
- Set up users
- Assign roles to users

Creating new users and assigning them roles

If you want anyone else from your organisation to use CMS you will need to set them up as a user, with their own user ID. You then need to give roles to each user so that they can carry out specific actions. You can use the existing master roles which have already been set up, or you can customise these roles to limit the user's access to certain features. You can find out more about this in section 4 (page 8).

How to create new users and give them roles

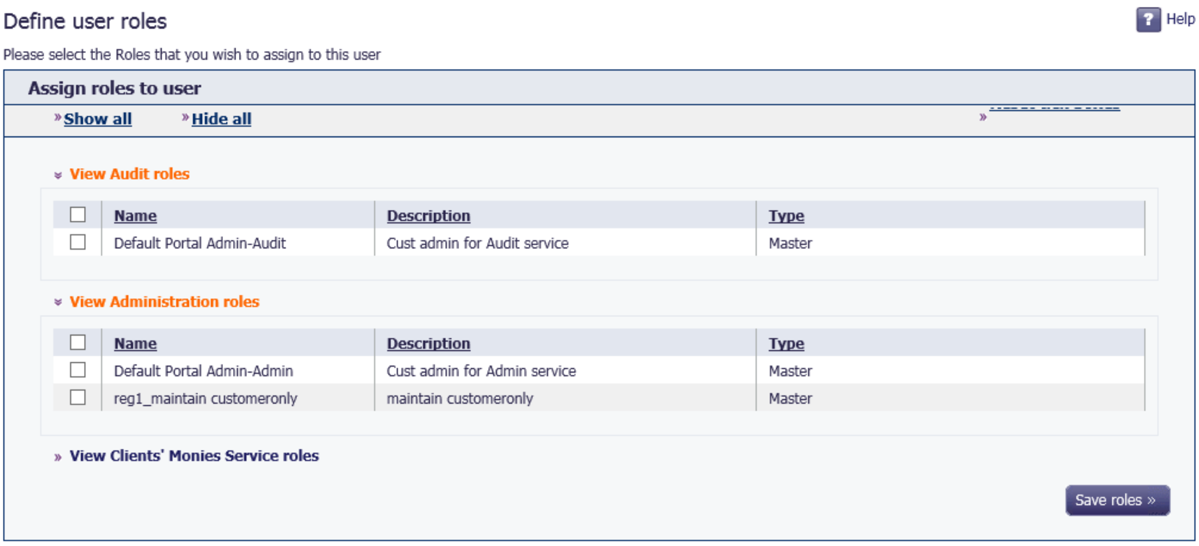
1. From the administration screen, select 'Search for a user'. This will bring up a list of users who have already been set up.
2. Select 'Add a new user'.



User ID	Status	User's name	User type
ADMIN	Active	Admin Bankline-CMS	User
NOACCGRP6	Active	NoDefaultAccGrp On AR6	User
NOACCRULE6	Active	No-Account Rule-Six-Access	User
UATBKLCMS1	Active	UAT Bankline-CMS1	User
UATBKLCMS2	Active	UAT Bankline-CMS2	User

3. You then need to enter the user's name and contact details. We will use the email address you enter to send the user their activation code. Following this, you can create a user ID. This can be a name or number. User ID's must be entered in upper case.
4. Assign the role(s) you want the user to be able to perform by checking the boxes next to each role, then select 'Save roles'.

You can learn about roles in section 4 of this guide (page 8)



5. Check you have assigned the correct roles and select 'Continue'.
6. To complete the process, review the user details and select 'Confirm'.

TIP:
If the user's address is the same as your main address, select 'Use customer address' to save typing it again.

How to view, edit, delete and suspend users

1. From 'Administration', select 'Search for a user'.
2. This brings up a list of users you have already set up. Depending on the number of users and how many you have chosen to show on each page, the list may run to several screens.

From here you can see all the current users, create new users, view the current user status and see the time of their last log-in.

3. To view a user's details, select their user ID from the list. This will open the 'Maintain user' page. From here, you can:

- Edit the user's details such as name or contact information
- Suspend or delete a user
- Edit a user's roles
- Order a new activation code for a user who has forgotten their PIN or password
- And reinstate a user who has been previously been suspended

When you have finished, save the changes and confirm to complete.

4. You can see the user’s updated status on the ‘Search for a user’ page.

How to view all users

From the ‘Search for a user’ page, select ‘Export CSV’ to view all the users, the roles assigned to them, their status and access details in a CSV formatted report.

You can either print, save, or export the data into Microsoft Excel.

3 Re-setting PIN's and passwords

If you need to reset a PIN or password for a user, you can do this by:

- Selecting the user from the 'Search for a user' page
- Select 'Request activation code' and then 'Confirm'
- An activation code will be emailed to the user
- If you are using dual administration, this request will need to be authorised

Did you know?
If a user has forgotten their PIN or password, or has disabled their ID, you will need to order a new activation code for them. We will send this by email and it will be valid for 21 days

4 How to set up & amend roles

In this section of the guide, learn:

- What roles are
- What Master roles are
- And how to create your own customised roles

What are roles?

For a user to be able to use CMS to perform the tasks, you will need to assign them roles.

For example, you may want to set some users up to key transactions and others to authorise transactions. You can do this quickly and easily with roles, with each user's access permissions determined by the role(s) they are assigned.

To view all roles, from the administration menu select **Administration > Manage roles**

What are Master roles and Customised roles?

Master roles are groups of pre-defined privileges ready for use. To view all the privileges allocated to a role, open the 'Manage roles' page and select the name of the role you want to view.

Tip
Think about what you do and don't want your users to do. Check the master roles and their privileges to see if there's a ready-made role already set up.

How to view and customise an existing master role

You can use master roles exactly as they are, or tailor them for users. This will be quicker than creating a customised role from scratch.

You can adapt an existing master role and save it as a customised role. Some master roles may meet your needs exactly as they are. Others you can adapt and save as your own customised role.

1. From the 'Administration' menu select 'Manage roles' to view the master roles.

Manage Roles
Help

View roles

All roles
Found 111 role(s)

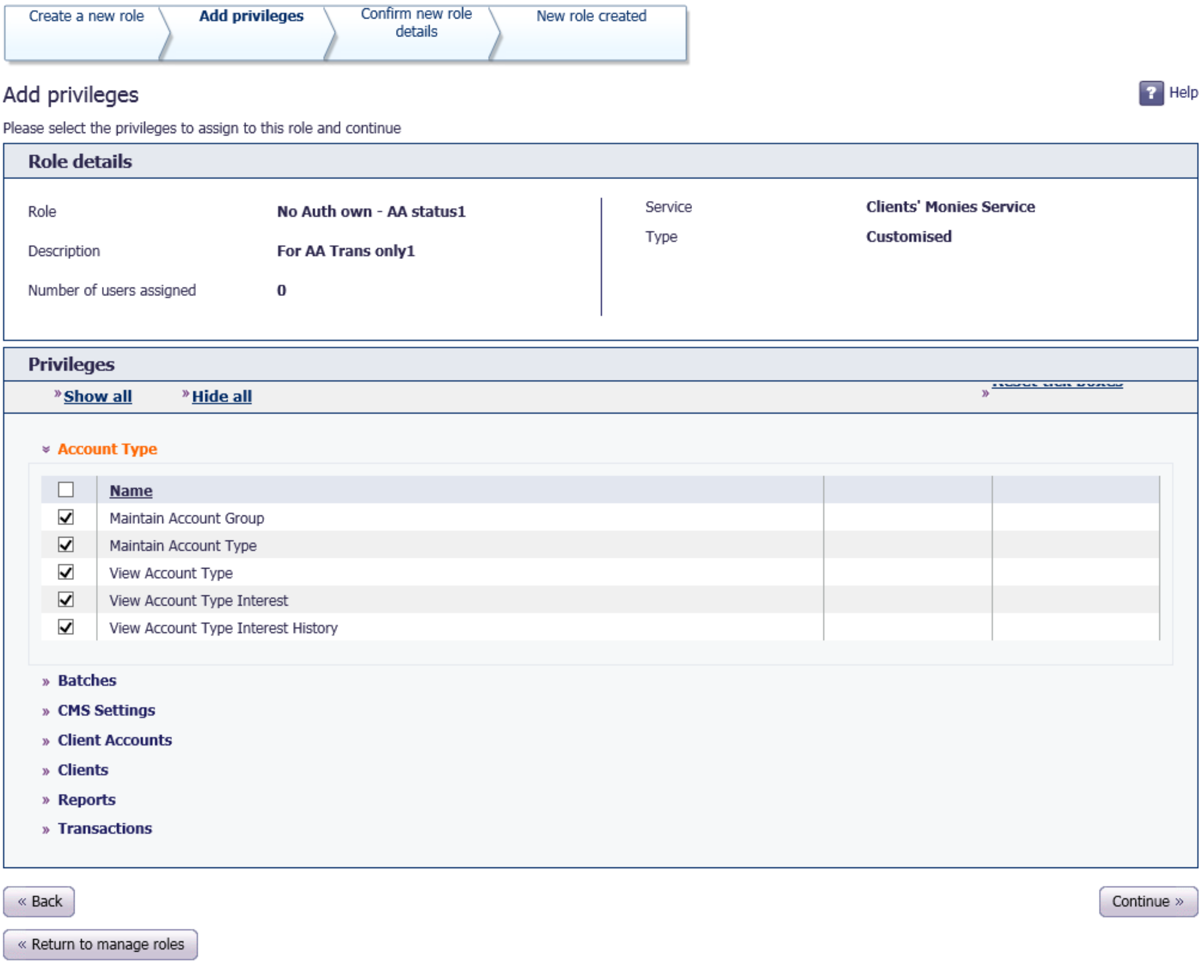
Service	Role	Description	Type
Administration	Default Portal Admin-Admin	Cust admin for Admin service	Master
Administration	TS_CUSTOMER_ADMIN1_1	TS_CUSTOMER_ADMIN1_1	Master
Administration	TS_CUSTOMER_ADMIN2	TS_CUSTOMER_ADMIN2	Master
Clients' Monies Service	Reportrole	Reportrole	Master
Clients' Monies Service	No Auth own - AA status	For AA Trans only	Master

Export

Create new role »

2. To view a master role, select the role name.
3. You can now see all the privileges assigned to this role. These are grouped by function.

   Although you cannot change a master role, you can use one as a template to create a new role. To do this, select 'Use role as a template'.
4. Give the role a name and description, then check or uncheck the boxes next to the privileges to customise the role to your needs. You may need to expand privileges for different functions by selecting the function name



5. Select the account type and the account groups you want the role to have access to.

6. Review your selections and confirm to create your customised role. If you have dual administration on, the role will need to be approved by another user

5 Authorise changes

In this section of the guide, learn how to:

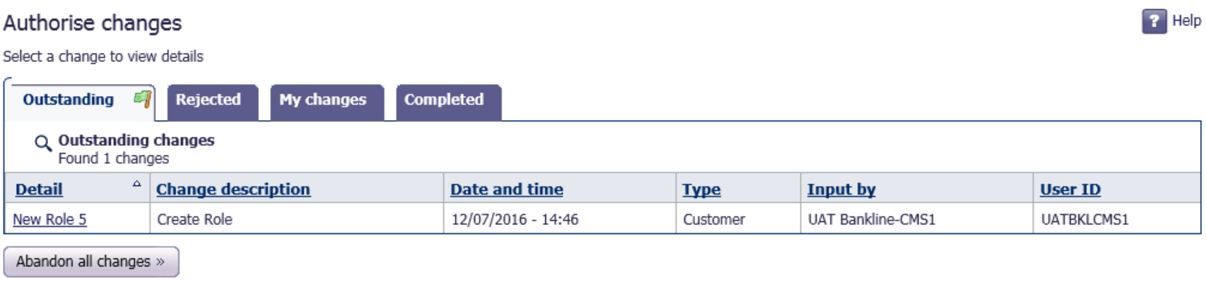
- View changes made by you and other users
- And authorise changes as part of dual administration

Only users who have dual administration privileges can authorise changes. You can find these functions under **Administration > Authorise changes**

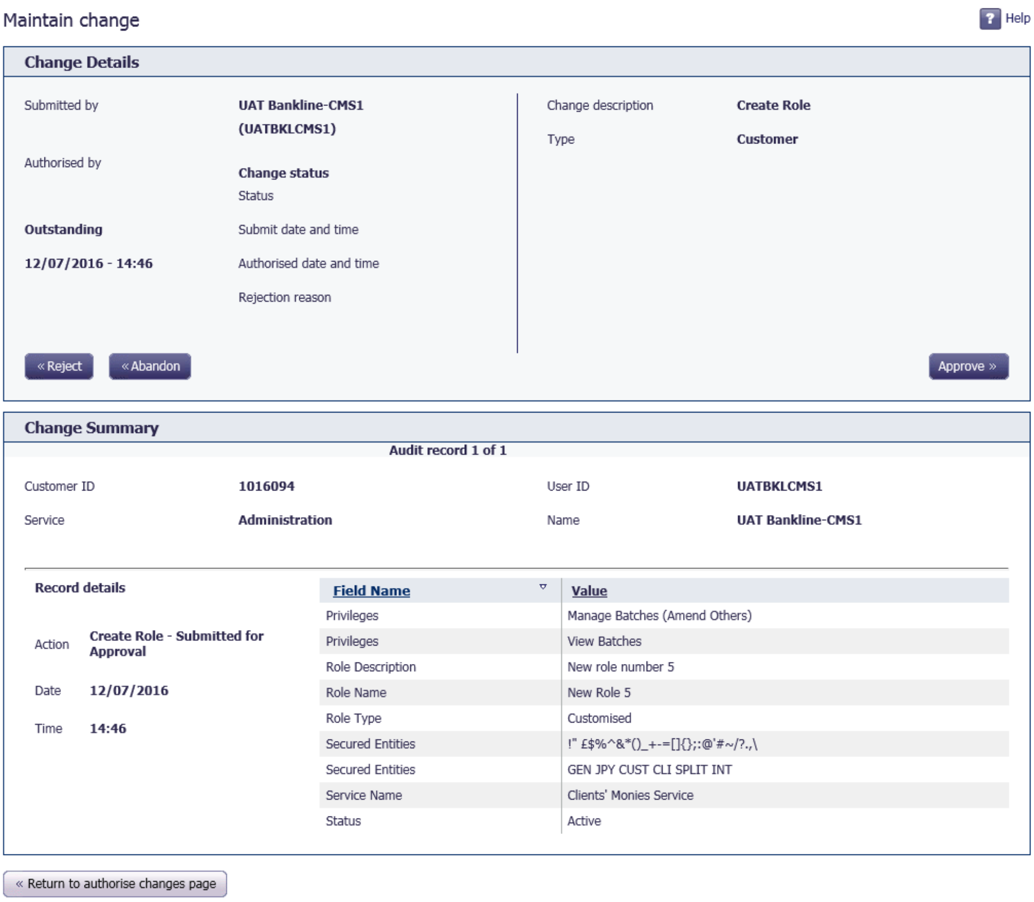
Viewing changes

1. From the 'Administration menu', select 'Authorise changes'.

This will display a list showing the changes which are outstanding. You will also see tabs for rejected changes, changes you have submitted and completed changes.



2. To view the details of a change, select it from the details column. The record will display showing you the field name of the record, the original value and the changed value



3. To view changes which have been rejected, select the 'Rejected' tab.

4. You can also view changes which have been submitted by you on the ‘My changes’ tab and completed changes under the ‘Completed’ tab

Tip

If there are change items which need to be actioned, a warning icon will be displayed on the tab to notify you.

Authorise changes made by another

1. Select the change from the list that you want to action.
2. Review the change summary to see the details of the change.
3. If you are satisfied that the change is correct, select ‘Approve’ and then ‘Confirm’ to authorise the change.
4. If the change is not correct, you can either ‘Reject’ or ‘Abandon’ the change. Rejecting the change will allow it to be edited. Abandoning the change will cancel it. You will be prompted to enter a reason for your selection.

6 Audit guide

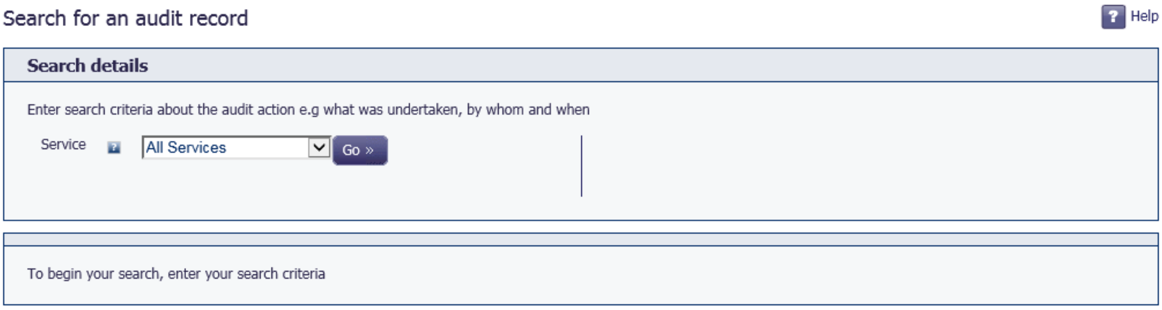
In this section of the guide, learn how to:

- Search for audit information, view results and individual records
- Print and export available audit information

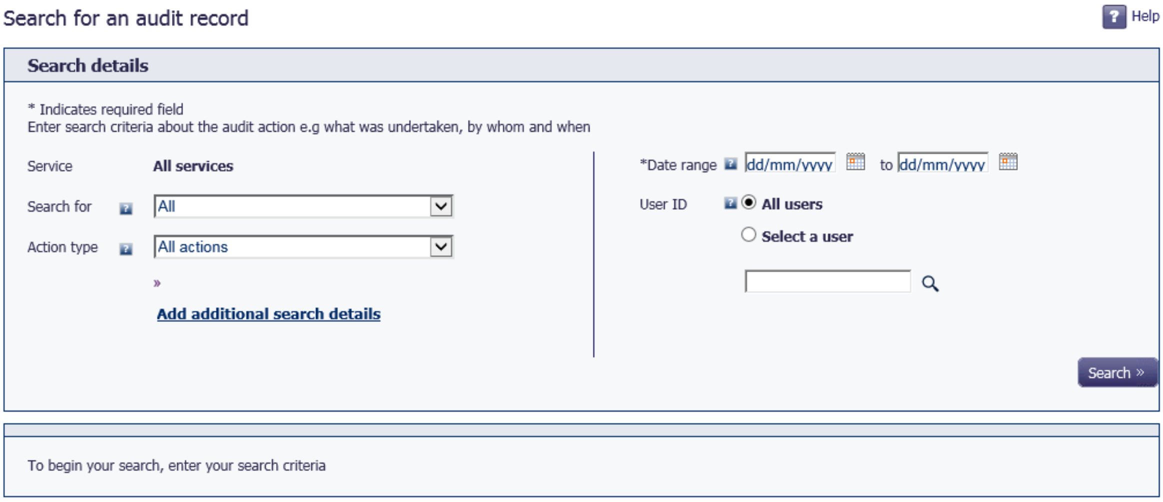
Searching for audit records

Information on actions taken within CMS and by whom, is recorded in audit records. Audit search can be accessed from **Administration > Search for audit record**.

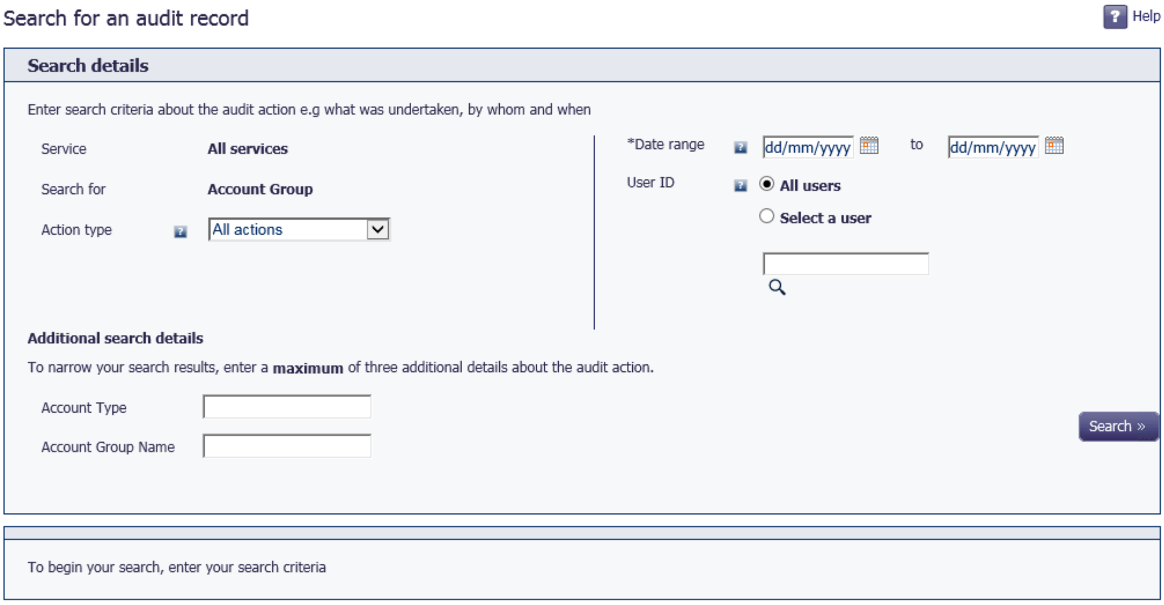
1. To begin your search, select the service you want to find audit information for.



2. You will need to select your audit search details by selecting from the drop down menu the information you want to search for. You can specify a date range, a specific user or all users and, if necessary, you can add additional search details to improve the results.

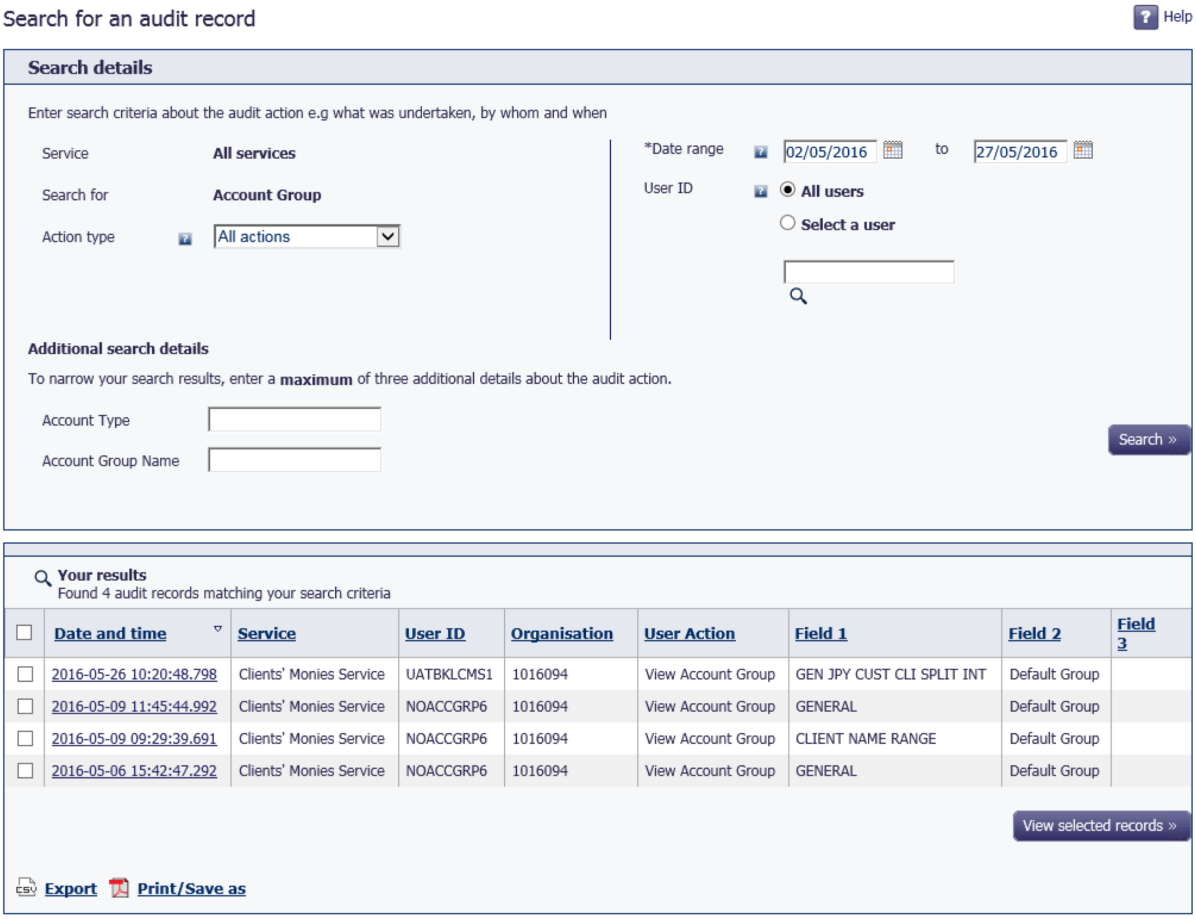


3. If you choose to add additional search details, you can select a maximum of three extra details about the audit action you want to find.



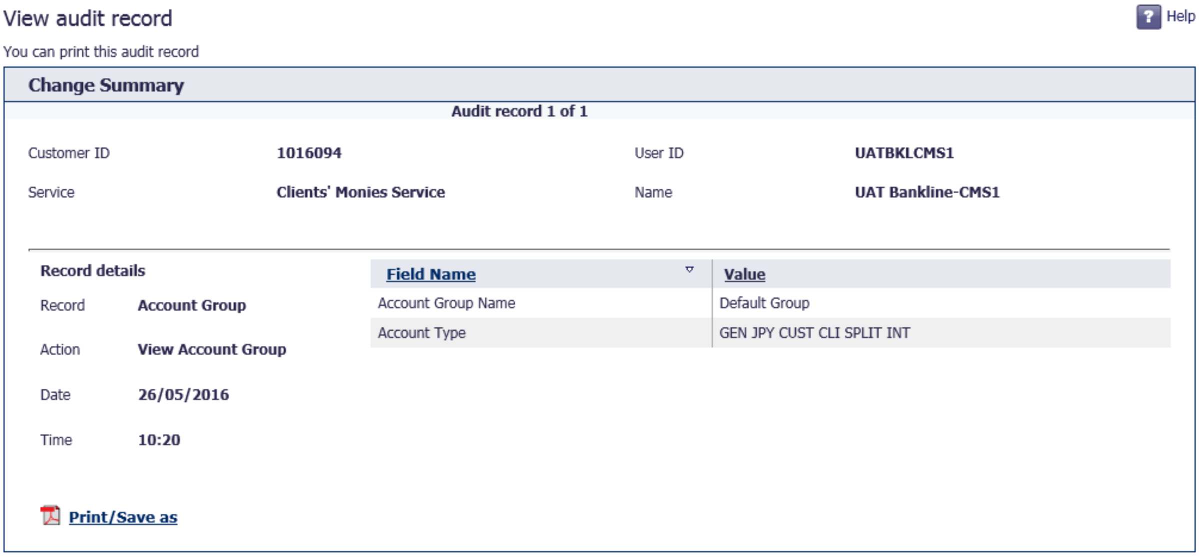
Viewing results

Once you have selected your search details and successfully performed a search, the results will be displayed with details of how many records have been found.



1. You can view records individually by selecting on the record hyperlink under 'Date and time', or by checking the box next to the record and selecting 'View selected records'
2. If you want to view more than one record, check the box next to each record you want to view, then select 'View selected records'.

3. Your selected audit record(s) will be displayed individually. If you have selected more than one record you will see 'Previous' and 'Next' buttons, allowing you to navigate between records.



Printing & Export of audit records

- You can print your audit search results by selecting 'Save as PDF'. This will produce a PDF of the records returned by your audit search which you can print.
- You can also print an individual audit record by selecting 'Save as PDF' once inside that record and printing the PDF that is produced.

Did you know
For faster search results, try to narrow your search by completing as many search details as possible.