



Royal Bank
of Scotland

Clients' Monies Service

Administration User Guide

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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.

Change PIN & Password
To change your PIN / Password, please complete steps 1 and 2 below and select confirm to continue.

Step 1: Authentication

Enter the corresponding numbers from your PIN

4th 3rd 2nd

Enter the corresponding characters from your Password

1st 5th 8th

Clear details

Step 2: New PIN & password

You may change either PIN or Password below or both.

New PIN
New PIN

Confirm new PIN

New Password
New Password

Confirm new Password

Confirm

Back to my profile

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, Under 'Actions', Select 'Maintain customer'**, then view the channel settings section of the page.

Channel settings

Password Expiry Never

Dual Administration On

[View actions subject to dual administration](#)

Edit

What is dual administration?

Dual administration is an optional security feature where administration actions performed by one user in the system, then 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 customise 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.

Service status	
Service	Status
Clients' Monies Service	Active

There is one CMS setting which you can change here – '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. There is more information on batches in the CMS User Guide.

Service settings

Account postings for batches ⓘ

One net entry

Separate debit / credit entries

[Cancel](#) [Save](#)

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 default 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, under 'Users' 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'.

Search for a user
Use the search details to refine your search

Search details

User ID ?

Forename ?

Status ?

ALL ▼

Surname ?

Search

Search results

Your results
Found 13 user(s) matching your search criteria

Show: Show 5 records ▼

User ID	Status	User's name	User type

< 1 2 ... > last

📄 [Export](#)

Add a new 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).

Define user roles
Please select the Roles that you wish to assign to this user

Assign roles to user

[Show all](#) [Hide all](#) [Reset tick boxes](#)

View Administration roles ^

<input type="checkbox"/> Name	Description	Service
<input type="checkbox"/> Default Portal Admin-Admin	Cust admin for Admin service	Master

View Clients' Monies Service roles ^

<input type="checkbox"/> Name	Description	Service
<input type="checkbox"/> Default CMS Supervisor	Cust admin for CMS service	Master
<input type="checkbox"/> Dryrun Role1	Dryrun Role1	Master
<input type="checkbox"/> dryrole1	full access - CONSUL Change TEst	Master
<input type="checkbox"/> Default CMS Read	Cust Read for CMS Services	Master
<input type="checkbox"/> TEST	TEST ROLE	Customised

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', under 'Users', 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.
 - Reinstate a user who has previously been suspended.

Maintain User

FORENAME1 SURNAME1 (ID: HELPDESKUSER1)

User ID	HELPDESKUSER1	Address	
Type	User	Address	1 Spinningfields Square MANCHESTER m3 3ap
Name	FORENAME1 SURNAME1	Country	United Kingdom

Contact information

Email address	CLIENTMONIESHELPDESK@natwest.com	User status	
Telephone	-	Last logged on	01/07/2025 at 14:42
Fax	-	Status	Active
Mobile	-		

Suspend Delete Edit

User services

Service	Status
Clients' Monies Service	Active

View Roles Request Activation Code

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' 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 '**Manage roles**' under '**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

View roles

All roles
Found 7 role(s)

Show:

Service	Role	Description	Type
Administration	Default Portal Admin-Admin	Cust admin for Admin service	Master
Audit	Default Portal Admin-Audit	Cust admin for Audit service	Master
Clients' Monies Service	TEST	TEST ROLE	Customised
Clients' Monies Service	Default CMS Supervisor	Cust admin for CMS service	Master
Clients' Monies Service	Dryrun Role1	Dryrun Role1	Master
Clients' Monies Service	dryrole1	full access - CONSUL Change TESt	Master
Clients' Monies Service	Default CMS Read	Cust Read for CMS Services	Master

< 1 >

[Export](#)

Create new role

- To view a master role, select the role name.
- 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'.
- 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 dropdown on the right of the page

Create a new role

To create a new role, please enter the new role details and continue

Role details

*Indicates required field

* Name

* Description

* Service **Clients' Monies Service**

Type **Customised**

Continue

Privileges

[Show all](#) [Hide all](#) [Reset tick boxes](#)

Account Type ▼

Batches ▼

Client Accounts ▼

Clients ▼

CMS Settings ▼

Reports ▼

Transactions ▼

[Back](#) [Continue](#)

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' under 'Actions'.

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.

Authorise changes
Select a change to view details

Outstanding **▼** Rejected My changes Completed

Outstanding changes
Found 3 changes Show:

Detail ▲	Change description	Date and time	Type	Input By	User ID
Administrator	Create Role	05/08/2025 - 11:09	Customer	Bashir Adedeji	BASHIR
PENTEST1	Edit Customer User	24/08/2025 - 03:40	Customer	Simhachala Reddy	SIMHACHALA
TESTUSER	Create Customer User	05/08/2025 - 11:15	Customer	Bashir Adedeji	BASHIR

< 1 >

Abandon all 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

Change Details

Submitted by	Bashir Adedeji (BASHIR)	Change description	Create Role
Authorised by		Type	Customer

Change status

Status	Outstanding
Submit date and time	05/08/2025 - 11:09
Authorised date and time	-
Rejection reason	-

Change Summary

Audit record 1 of 1

Customer ID	1570757	User ID	BASHIR
Service	Administration	Name	Bashir Adedeji

Record Details

Action	Create Role - Submitted for Approval
Date	05/08/2025
Time	11:09

Field Name	Value
Privileges	Edit Dual Administration
Privileges	Authorise Dual Administration Activities
Privileges	Export & Save Customer Users Roles Report
Role Description	Demo Admin
Role Name	Administrator
Role Type	Customised
Service Name	Administration
Status	Active

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.

Maintain Change

You are about to approve the change

Change Details

Confirm Approval

Cancel
Confirm

Change Summary

Audit record 1 of 1

Customer ID	1570757	User ID	BASHIR
Service	Administration	Name	Bashir Adedeji

Record Details

Action	Create Role - Submitted for Approval
Date	05/06/2025
Time	11:09

Field Name	Value
Privileges	Edit Dual Administration
Privileges	Authorise Dual Administration Activities
Privileges	Export & Save Customer Users Roles Report
Role Description	Demo Admin
Role Name	Administrator
Role Type	Customised
Service Name	Administration
Status	Active

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 > Actions > Search for audit record**.

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

Search for an audit record

Search details

Enter search criteria about the audit action e.g what was undertaken, by whom and when

Service ⓘ

All Services
▼

Go

To begin your search, enter your search criteria

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.

Search for an audit record

Search details

* Indicates required field

Enter search criteria about the audit action e.g what was undertaken, by whom and when

Service All Services

Search For ⓘ

All
▼

Action type ⓘ

All actions
▼

[Add additional search details](#)

Search

*Date range

Start Date (DD-MMM-YYYY) ⓘ

02-SEP-2025
📅

End Date (DD-MMM-YYYY) ⓘ

02-SEP-2025
📅

User ID ⓘ

All Users

Select a user

To begin your search, enter your search criteria

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.

Your Results
Found 2 audit records matching your search criteria

<input type="checkbox"/>	Date and time ▼	Service	User ID	Organisation	User Action	Field 1	Field 2	Field 3
<input type="checkbox"/>	2025-09-02 16:15:23.988	Audit	RORY	1570757	View Customer Audit Record	Administration	Role	C
<input type="checkbox"/>	2025-09-02 16:13:55.786	Audit	RORY	1570757	View Customer Audit Record	Administration	Role	C

[Print/Save as](#) [Export](#)

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.

View audit record
You can print this audit record

Change Summary

Audit record 1 of 1

Customer ID	1570757	User ID	RORY
Service	Audit	Name	Rory Roxburgh

Record details

Record	View Audit
Action	View Customer Audit Record
Date	02/09/2025
Time	16:15

Field Name ▲	Value
Action Name	Create Role - Submitted for Approval
Customer ID	1570757
Entity	Role
Service Name	Administration
Type	C

[Print/Save as](#)

[Back to search results](#)

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

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