

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 a 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 following numbers from your PIN

4th number

2nd number

1st number

Enter the following characters from your Password

6th character

7th character

9th character

[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 > Actions > Maintain customer**, then view the channel settings section of the page.

Channel settings

Password expiry days

Dual Administration **On - Dual administration is required**

Off - Dual administration is not required

[◀ Cancel](#) [Save ▶](#)

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

Service settings	
Account postings for batches	<input checked="" type="radio"/> One net entry
<input type="button" value="Edit"/>	

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'.

Search for a user ? Help

Use the search details to refine your search

Search details

User ID <input type="text"/> Status <input type="text" value="All"/>	Forename <input type="text"/> Surname <input type="text"/>
-------------------------------------------------------------------------	---------------------------------------------------------------

[Search](#)

Search results

Your results
Found 5 user(s) matching your search criteria Show: 5 | 200 results

User ID	Status	User's name	User type
ADMIN	Active	Admin Bankline-CMS	User
UATBKLCMS1	Active	UAT Bankline-CMS1	User
UATBKLCMS2	Active	UAT Bankline-CMS2	User
UATBKLCMS3	Active	UAT Bankline-CMS3	User
UATBKLCMS4	Active	UAT Bankline-Four	User

[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

 Help

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

Assign roles to user

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

▼ View Audit roles

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

▼ View Administration roles

	Name	Description	Type
<input type="checkbox"/>	Default Portal Admin-Admin	Cust admin for Admin service	Master
<input type="checkbox"/>	reg1_maintain customeronly	maintain customeronly	Master

[▶ View Clients' Monies Service roles](#)

[Save roles ▶](#)

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 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 been previously been suspended

Maintain User

 Help

UAT Bankline-CMS1 (ID: UATBKLCMS1)	
User ID	UATBKLCMS1
Type	User
Name	Miss UAT Bankline-CMS1
Contact information	
Email address	cmsnfte@mde.rbs.co.uk
Telephone	-
Fax	-
Mobile	-
Address	49 UPPER BROOK STREET LONDON W1K 2BR
Country	United Kingdom
User status	
Last logged on	12/07/2016 at 16:27
Status	Active
<input type="button" value="Suspend"/> <input type="button" value="Delete"/> <input type="button" value="Edit"/>	
User services	
Service	Status
Clients' Monies Service	Active
Client Access	-

[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 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 authorized

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
- 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



View roles			
All roles Found 102 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
Administration	R6 UAT Admin All	All admin privs	Master
Clients' Monies Service	Reportrole	Reportrole	Master
Clients' Monies Service	No Auth own - AA status	For AA Trans only	Master



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

[Create a new role](#)
Add privileges
Confirm new role details
New role created

Add privileges

[?](#) Help

Please select the privileges to assign to this role and continue

Role details			
Role	Role 956	Service	Clients' Monies Service
Description	Batch Role	Type	Customised
Number of users assigned	0		

Privileges																											
Show all	Hide all	Reset tick boxes																									
<p>▼ Account Type</p> <table border="1"> <thead> <tr> <th><input type="checkbox"/></th> <th>Name</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>Maintain Account Group</td> <td></td> <td></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Maintain Account Type</td> <td></td> <td></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>View Account Type</td> <td></td> <td></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>View Account Type Interest</td> <td></td> <td></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>View Account Type Interest History</td> <td></td> <td></td> </tr> </tbody> </table> <p> ▶ Batches ▶ CMS Settings ▶ Client Accounts ▶ Clients ▶ Reports ▶ Transactions </p>				<input type="checkbox"/>	Name			<input type="checkbox"/>	Maintain Account Group			<input checked="" type="checkbox"/>	Maintain Account Type			<input checked="" type="checkbox"/>	View Account Type			<input checked="" type="checkbox"/>	View Account Type Interest			<input checked="" type="checkbox"/>	View Account Type Interest History		
<input type="checkbox"/>	Name																										
<input type="checkbox"/>	Maintain Account Group																										
<input checked="" type="checkbox"/>	Maintain Account Type																										
<input checked="" type="checkbox"/>	View Account Type																										
<input checked="" type="checkbox"/>	View Account Type Interest																										
<input checked="" type="checkbox"/>	View Account Type Interest History																										

[← Back](#)

[Continue ▶](#)

[← Return to manage roles](#)

- Select the account type and the account groups you want the role to have access to.
- Review your selections and confirm to create your customised role. If you have dual administration selected, 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
- 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.

Authorise changes ? Help

Select a change to view details

Outstanding
Rejected
My changes
Completed

Outstanding changes
Found 3 changes

Detail	Change description	Date and time	Type	Input by	User ID
QC955	Create Role	15/06/2016 - 11:21	Customer	UAT Bankline-CMS1	UATBKLCMS1
Role 956	Create Role	12/07/2016 - 17:12	Customer	UAT Bankline-CMS1	UATBKLCMS1
UATBKLCMS5	Create Customer User	27/06/2016 - 10:08	Customer	UAT Bankline-CMS1	UATBKLCMS1

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.

Maintain change

 Help

Change Details			
Submitted by	UAT Bankline-CMS1 (UATBKLCMS1)	Change description	Create Role
Authorised by	Change status	Type	Customer
Outstanding	Status		
12/07/2016 - 17:12	Submit date and time		
	Authorised date and time		
	Rejection reason		
<input type="button" value="Reject"/> <input type="button" value="Abandon"/>		<input type="button" value="Approve"/>	

Change Summary			
Audit record 1 of 1			
Customer ID	1016148	User ID	UATBKLCMS1
Service	Administration	Name	UAT Bankline-CMS1
Record details			
	Field Name ▾	Value	
	Status	Active	
Action	Create Role - Submitted for Approval	Service Name	Clients' Monies Service
		Secured Entities	Default Group
Date	12/07/2016	Secured Entities	GENERAL
Time	17:12	Role Type	Customised
		Role Name	Role 956
		Role Description	New batch role
		Privileges	Maintain Account Type
		Privileges	View Account Type
		Privileges	View Account Type Interest
		Privileges	View Account Type Interest History

- To view changes which have been rejected, selected the 'Rejected' tab.
- 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

- Select the change from the list that you want to action.
- Review the change summary to see the details of the change.
- If you are satisfied that the change is correct, select 'Approve' to authorise the change.
- 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

 Help

 You are about to approve the change

Change Details

Confirm Approval

[◀ Cancel](#)

[Confirm ▶](#)

Change Summary

Audit record 1 of 1

Customer ID	1016148	User ID	UATBKLCMS1
Service	Administration	Name	UAT Bankline-CMS1

Record details		Field Name ▾	Value
Action	Create Role - Submitted for Approval	Privileges	Maintain Account Type
		Privileges	View Account Type
		Privileges	View Account Type Interest
Date	12/07/2016	Privileges	View Account Type Interest History
Time	17:12	Role Description	New batch role
		Role Name	Role 956
		Role Type	Customised
		Secured Entities	Default Group
		Secured Entities	GENERAL
		Service Name	Clients' Monies Service
Status	Active		

[◀ Return to authorise changes page](#)

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.

Search for an audit record

 Help

Search details

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

Service 

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


 Help

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 


Action type 

[Add additional search details](#)

*Date range   to 

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.

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**

Search for: **Account Group**

Action type:

*Date range: to

User ID: All users
 Select a user

Additional search details

To narrow your search results, enter a **maximum** of three additional details about the audit action.

Account Type:

Account Group Name:

To begin your search, enter your search criteria

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.

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:

Action type:

[Add additional search details](#)

*Date range: to

User ID: All users
 Select a user

Your results
 Found 3 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"/>	2016-05-11 16:25:21.46	Clients' Monies Service	UATBKLCMS4	1016148	View Client	D Repay 1	D Close 1	Gross
<input type="checkbox"/>	2016-05-11 16:19:19.537	Clients' Monies Service	UATBKLCMS4	1016148	View Client	D Repay 1	D Close 1	Gross
<input type="checkbox"/>	2016-05-11 16:15:27.91	Clients' Monies Service	UATBKLCMS4	1016148	View Client	D Repay 1	D Close 1	Gross

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	1016148	User ID	UATBKLCMS4
Service	Clients' Monies Service	Name	UAT Bankline-Four
Record details		Field Name ▾	Value
Record	Client	Client Address 1 Client Address Line 1	30 RepayClose Street
Action	View Client	Client Address 1 Client Address Line 2	Repay Village
		Client Address 1 Client Address Line 3	Close Town
Date	11/05/2016	Client Addressee 1	Mr Addressee
Time	16:25	Client Name 1	D Repay 1
		Client Name 2	D Close 1
		Client Opened Date	31/07/2015
		Client ReOpened Date	31/07/2015
		Client Status	Open
		Client Tax Status	Gross
		Client Tax Status Reason	Unit Trusts, Investment Trusts
		Client Type	Individual
		Country 1	UNITED KINGDOM
Mailing Address 1	No		
Postcode 1	RC130RC		
Residential Address 1	No		

[Print/Save as](#)

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.