

Clients' Monies Service

Administration User Guide

Table of Contents

- 1. Getting started with administration..... 2
- 2. Setting up users and assigning them roles 4
- 3. Re-setting PIN's and passwords..... 7
- 4. How to set up & amend roles..... 8
- 5. Authorise changes 10
- 6. Audit guide 12



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 corresponding numbers from your PIN

Enter the corresponding characters from your Password

[Clear details](#)

Step 2: New PIN & password

You may change either PIN or Password below or both.

New PIN

New PIN i

 Confirm new PIN i

New Password

New Password i

 Confirm new Password i

[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 i

Never v

Dual Administration i

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	One net entry
	

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
Use the search details to refine your search

Search details

User ID i

Forename i

Status i

ALL
▼

Surname i

Search

Search results

🔍 **Your results**
Found 9 user(s) matching your search criteria

Show: Select... ▼

User ID	Status	User's name	User type
BAUSER1	Active	BAUSER1 BAUSER1	User
BOLT	Active	BOLT HUSSAIN	User
FAUSER01	Active	FAUSER01 BA	User
FAUSER02	Suspended	FAUSER02 BA	User
FAUSER03	Active	FAUSER03 TEST	User
FAUSER04	Active	FAU USER4	User
FGUSER01	Active	FGA USER	User
FGUSER02	Active	FGB USER	User
SIM25	Active	sim n	User

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📄 [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.** (for registration only, once registered not case sensitive)
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)

Add User Define user roles User summary User created

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 ▼

View Clients' Monies Service roles ▼

View Audit roles ▲

<input type="checkbox"/> Name	Description	Service
<input type="checkbox"/> Default Portal Audit	Cust admin for Audit service	Master
<input type="checkbox"/> TEST01	TEST	Customised

[Save roles](#)

5. Check you have assigned the correct roles and select 'Save roles'.
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

USER01 USER01 (ID: USER01)

User ID	USER01	Address	
Type	User	Address	MYKS RJ PPHPFHLM RKKXQ UNJZKVPODL HCGCXV ZE1 0EH
Name	USER01 USER01	Country	United Kingdom
Contact information		User status	
Email address	cmsnfte@mde.rbs.co.uk	Last logged on	-
Telephone	-	Status	Active
Fax	-		
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.

- 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
- 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 128 role(s) Show:

Service ▲	Role	Description	Type
Administration	Default Portal Admin-Admin	Cust admin for Admin service	Master
Administration	Mark's R7 Shakedown Role	A Role Creation while Shaking down R7	Master
Administration	reg1_maintain_customeronly	maintain customeronly	Master
Administration	abcdefghijklmnopqrstuvwxyz1	abcdefghijklmnopqrstuvwxyz1abcdefghijklmnopqrstuvwxyz	Master
Administration	CMS WAS RETEST	NEW CREATE ROLE FOR ADMIN -1	Master
Administration	CMS WAS RETEST TEMPLATE	NEW CREATE ROLE FOR ADMIN	Master
Administration	linda - edited20	all privs - edited	Master
Administration	nfttest123	test	Master
Administration	Test Customer Role	test description	Master
Administration	Role 2706	test role	Master

< 1 2 ... > last

[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'.

- 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

Progress: 1. Create a new role, 2. Add privileges, 3. Confirm new role details, 4. New role created

Add privileges

Please select the privileges to assign to this role and continue

Role details

Role	OCT Retest Customised Role	Service	Clients' Monies Service
Description	OCT BA Testing	Type	Customised
Number of users assigned	0		

Privileges

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

Account Type ^

- Name
- Maintain Account Group
- Maintain Account Type
- View Account Type
- View Account Type Interest
- View Account Type Interest History

Batches v

CMS Settings v

Client Accounts v

Clients v

Reports v

Transactions v

[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
Select a change to view details

Outstanding
Rejected
My changes
Completed

Outstanding changes Show:

Found 2 changes

Detail ▲	Change description	Date and time	Type	Input By	User ID
Create CMS Role	Create Role	23/02/2021 - 11:40	Customer	UBTESTG01 TEST	UBTESTG01
Create CMS Role	Edit Role	23/02/2021 - 11:43	Customer	UBTESTG01 TEST	UBTESTG01

< 1 >

Abandon all changes

- 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

 You are about to approve the change

Change Details

Confirm Approval

Change Summary

Audit record 1 of 1

Customer ID	1000100401	User ID	UBTESTG01
Service	Administration	Name	UBTESTG01 TEST

Record Details

Action	Edit Role - Submitted for Approval		
Date	23/02/2021		
Time	11:43		

Field Name	Original Value	Updated Value
Privileges		Maintain Account Group
Privileges		Maintain Account Type
Privileges		View Account Type
Privileges		View Account Type Interest
Privileges		View Account Type Interest History
Privileges		Add Client Account

- 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.

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.

The screenshot shows a web form titled "Search for an audit record". Under the heading "Search details", there is a text input field with the placeholder "Enter search criteria about the audit action e.g what was undertaken, by whom and when". Below this is a "Service" dropdown menu with an information icon, currently set to "All Services". A purple "Go" button is positioned below the dropdown. At the bottom of the form, there is a note: "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.

This screenshot shows the same "Search for an audit record" form but with more search criteria filled in. A note "* Indicates required field" is present above the input fields. The "Service" dropdown is set to "All Services". The "Search For" dropdown is set to "All". The "Action type" dropdown is set to "All actions". The "Date range" section includes "Start Date (DD-MMM-YYYY)" set to "23-FEB-2021" and "End Date (DD-MMM-YYYY)" set to "23-FEB-2021". The "User ID" section has radio buttons for "All Users" (which is selected) and "Select a user". A link "Add additional search details" is visible. A purple "Search" button is at the bottom. A note at the bottom reads: "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.

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 i

*Date range

Start Date (DD-MMM-YYYY) i

End Date (DD-MMM-YYYY) i

Action type i

[Add additional search details](#)

User ID i

All Users

Select a user

Search

Your Results
Found 24 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"/>	2021-02-23 14:56:43.728	Clients' Monies Service	UBTESTG03	1000100401	View Client	BALA1	Net	Company
<input type="checkbox"/>	2021-02-23 14:22:42.659	Clients' Monies Service	SITI	1000100401	View Client	BALA1	Net	Company

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

View selected records

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	1000100401	User ID	UBTESTG03
Service	Clients' Monies Service	Name	UBTESTG03 CMS - G03

Record details

Record **Client**

Action **View Client**

Date **23/02/2021**

Time **14:56**

Field Name ▲	Value
Client Address 1 Client Address Line 1	A
Client Address 1 Client Address Line 2	B
Client Address 1 Client Address Line 3	C
Client Address 1 Client Address Line 4	D
Client Name 1	BALA1
Client Opened Date	23/02/2021
Client Status	Active
Client Tax Status	Net
Client Tax Status Reason	Exempt by Statute
Client Type	Company
Country 1	UNITED KINGDOM
Mailing Address 1	No
Postcode 1	E
Residential Address 1	No

[Print/Save as PDF](#)

[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

