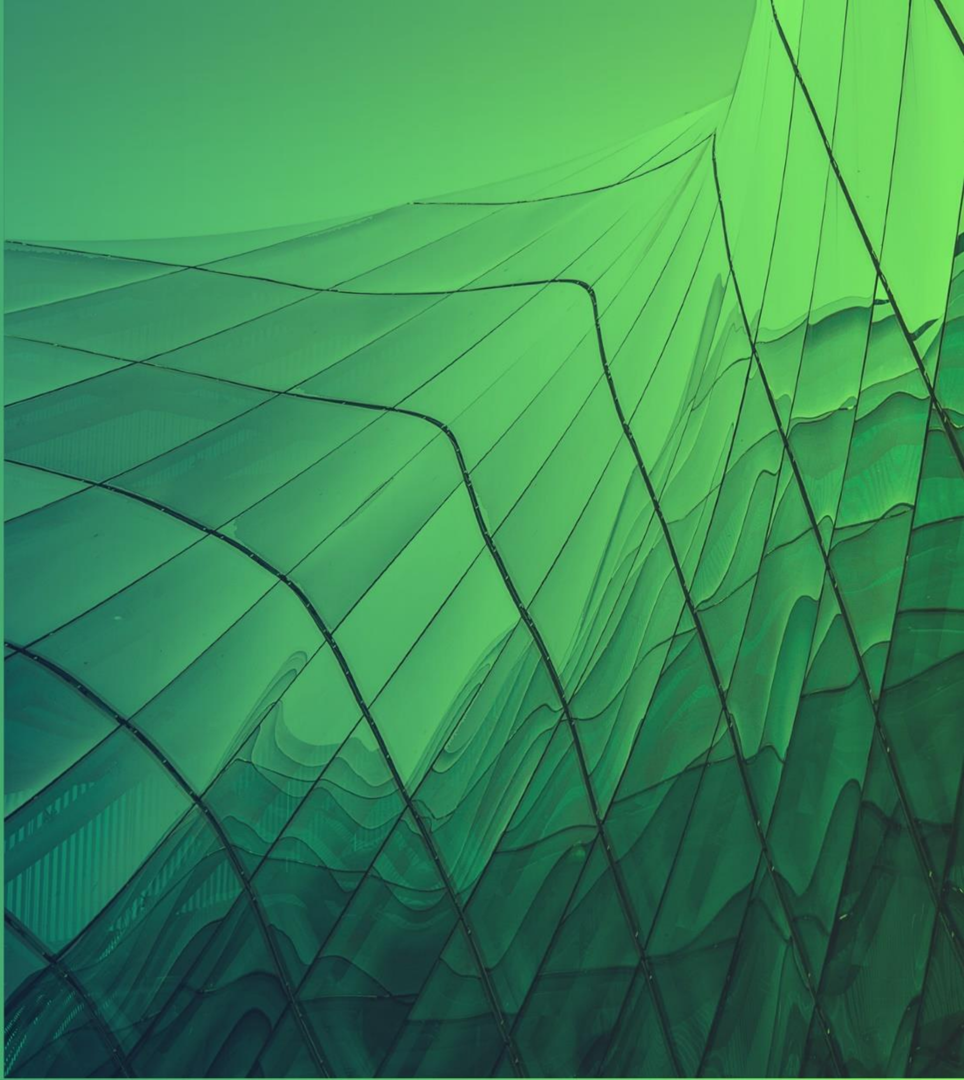
SecurLOCK™ Equip

mConsole Overview

November 2019



Agenda

This training session will include:

About mConsole

The SecurLOCK™ Equip Mobile Card Services platform enables cardholders to control their payment cards from their smartphones. Cardholders can set preferences that define when, where, and for how much their cards can be used and receive near real-time transactions.

The Mobile Card Services platform is accessed through the mConsole, a web-based, back-end application. The mConsole supports role-based access; when users log in, they are restricted to specific mConsole screens based on the Admin group to which they are assigned.

Browsers

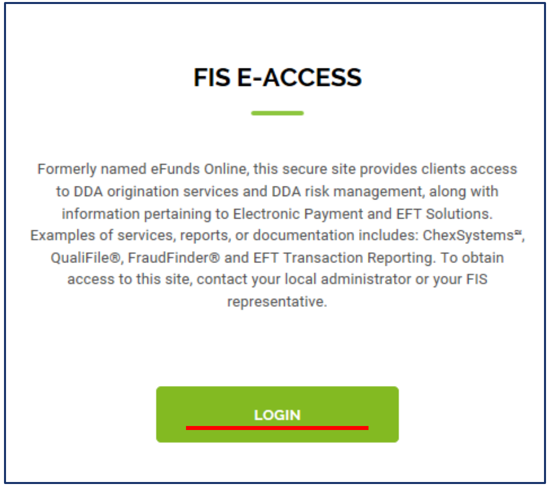
The mConsole application is supported by these browsers:

- **Internet Explorer 11**
- **Microsoft Edge 42 and higher**
- **Google Chrome 75 and higher**

Access mConsole

Access the mConsole application by using FIS eAccess.

1. Enter this URL: **www.fisglobal.com/login**
2. Click Login under 'FIS E-ACCESS.'
3. After selecting the eAccess option, login to FIS eAccess by entering your User ID and password.

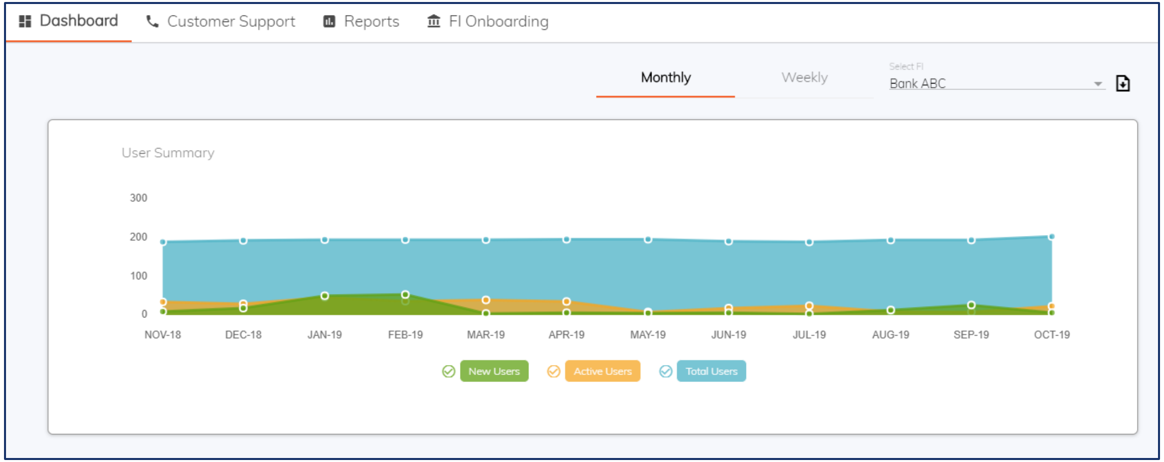


Access mConsole

4. Click Open to access the SecurLOCK™ Equip mConsole app.

5. The SecurLOCK Equip mConsole app opens in a new tab in the browser.

*Note: the ‘Help' link in the top-right opens the SecurLOCK Equip guide that provides users with additional information on the mConsole.



Access mConsole

- A financial institution's users can get access to mConsole through a Single-Sign-On process via FIS eAccess. Specifically, the user accesses mConsole directly via a secure link within the eAccess portal.
- Given the user has access to the link via eAccess, the user is already authenticated and can go directly to mConsole without additional validation.
- Modules within mConsole are based on individual user privileges: Dashboard, Customer Support, Reports, and FI Onboarding (FI Config View).
- FIS Client/Customer Support can also access this application.

Access mConsole

- You will see up to four mConsole tabs and their components:
  - **Dashboard**: Default screen initially shown when a user logs in to the application; provides real-time key metric reports related to user registration, active users and transaction alerts and controls.
  - **Customer Support**: Access user, card, and transaction information and activity in the Mobile App and make changes on behalf of the user; for example, you can reset cards that are locked during the card registration process.
  - **Reports**: View and generate reports related to activities in the system.
  - **FI Onboarding**: Used to access the FI Config View tab, which enables viewers to see the configuration settings for their FI.

Access mConsole

Group Name Roles:	FI Admin	FI User	FI User - Limited
Recommended Access Priviledges	FI Tech Support, FI Management	Consumer Support	Limited Consumer Support
Dashboard			
Monthly	X		
Weekly	X		
Customer Support			
Customer Troubleshooting	X	X	X
Reset Registration State	X	X	X
Customer Details	X	X	X
On Behalf Of	X	X	
Activity Viewer	X	X	X
Reports			
View Generated Reports	X		
View Scheduled Reports	X		
Create Report	X		
FI Config View			
FI Config View	X		
Unsubscribed Users			
Unsubscribe (View)	X	X	

Access mConsole

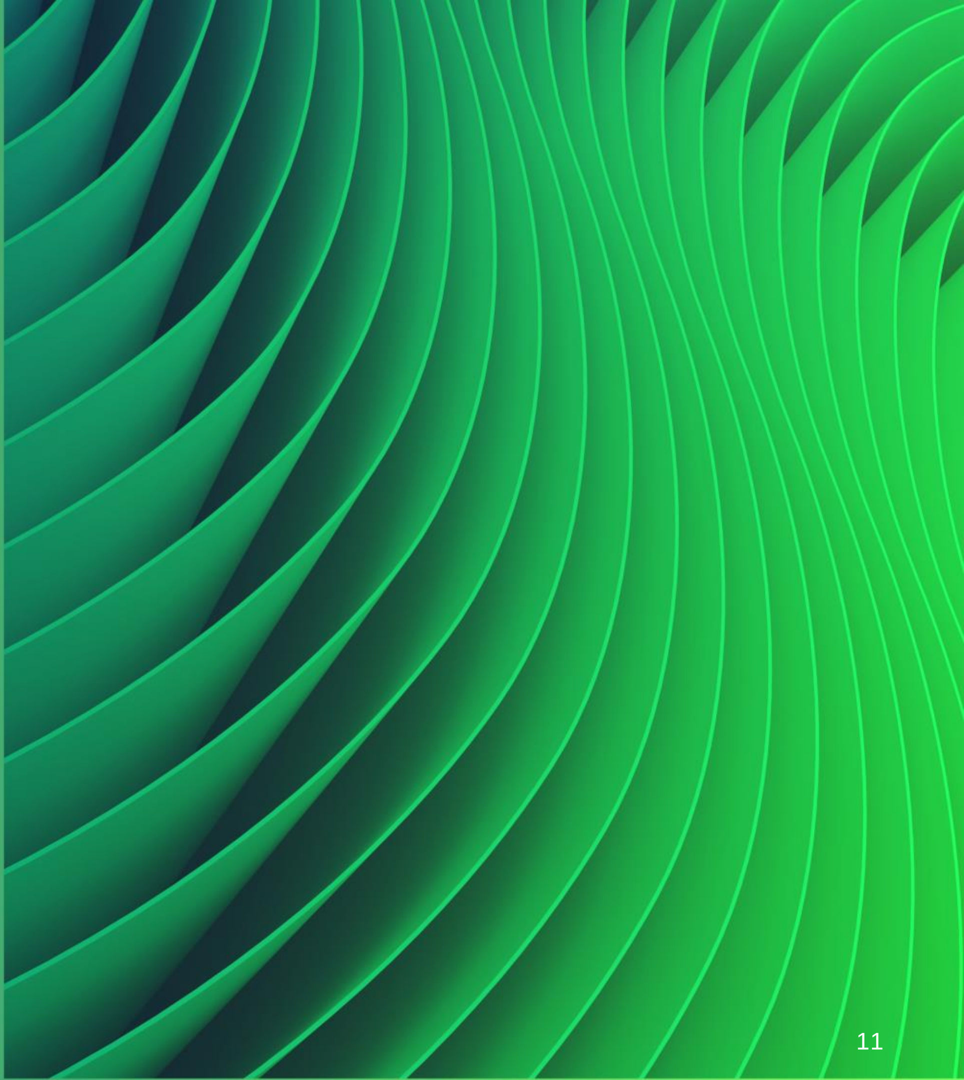
- A user can have access to one or more modules within mConsole based on their Role definition. Role definitions are predefined at the system level.

- There is no limit to the number of mConsole users that a financial institution can define.

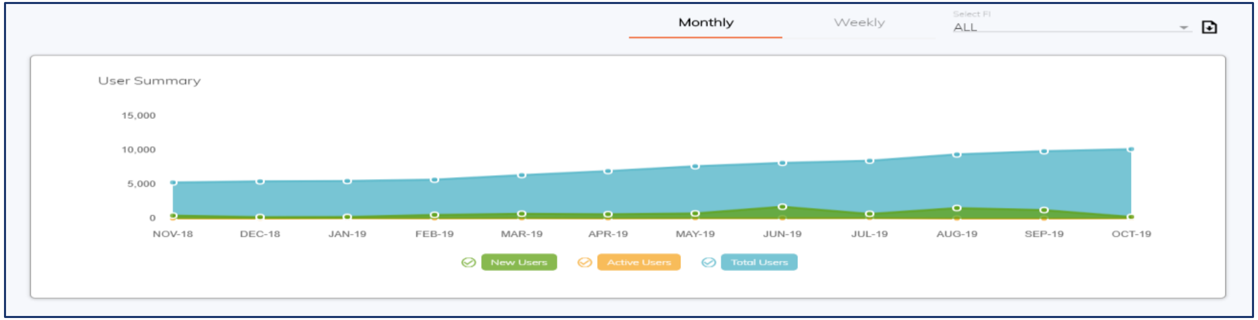
- FI mConsole users will only have access to information that is specific to their financial institution.

Dashboard Tab

- General Information
- Portlets
- Export data to a spreadsheet
- Monthly/Weekly view

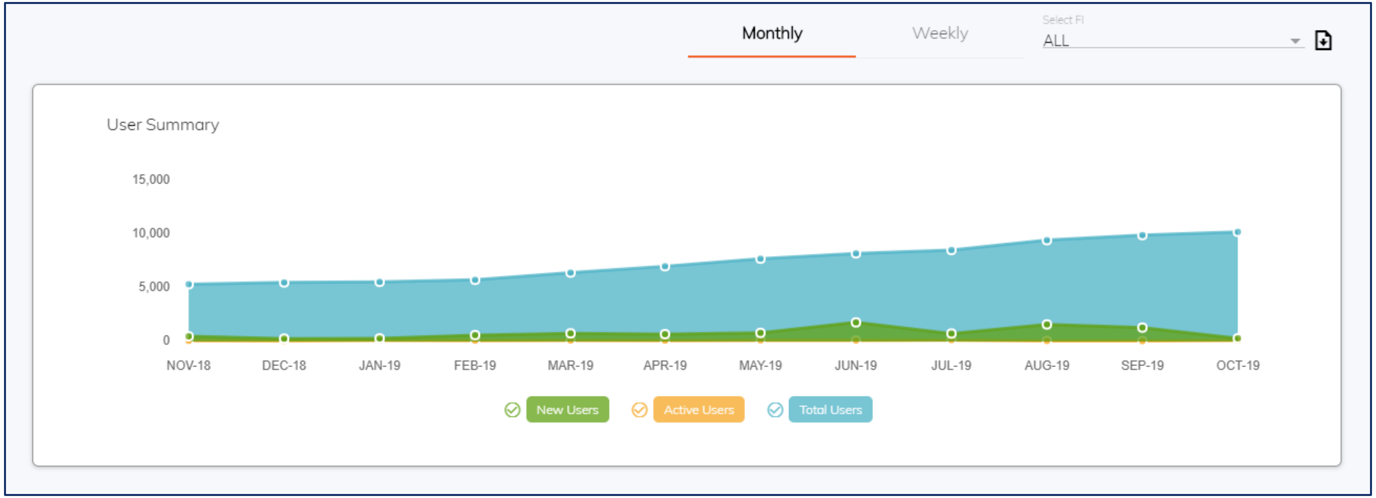


Dashboard Tab



- The Dashboard provides key metrics about users, alerts and controls.
- All metrics are displayed even if a financial institution does not provide a particular service; however, the graphs for those metrics would not contain any data.
- Metrics can be viewed by the month or by the week.
  - ➢ Monthly view shows the key metrics for a rolling twelve-month period.
  - ➢ Weekly view displays the same information by week.
- Metrics data can be exported as an Excel spreadsheet.
- An FI's users can only view information specific to that FI.
- An agent bank's users can choose to view a specific FI or all FI's by choosing from the 'Select FI' drop-down.

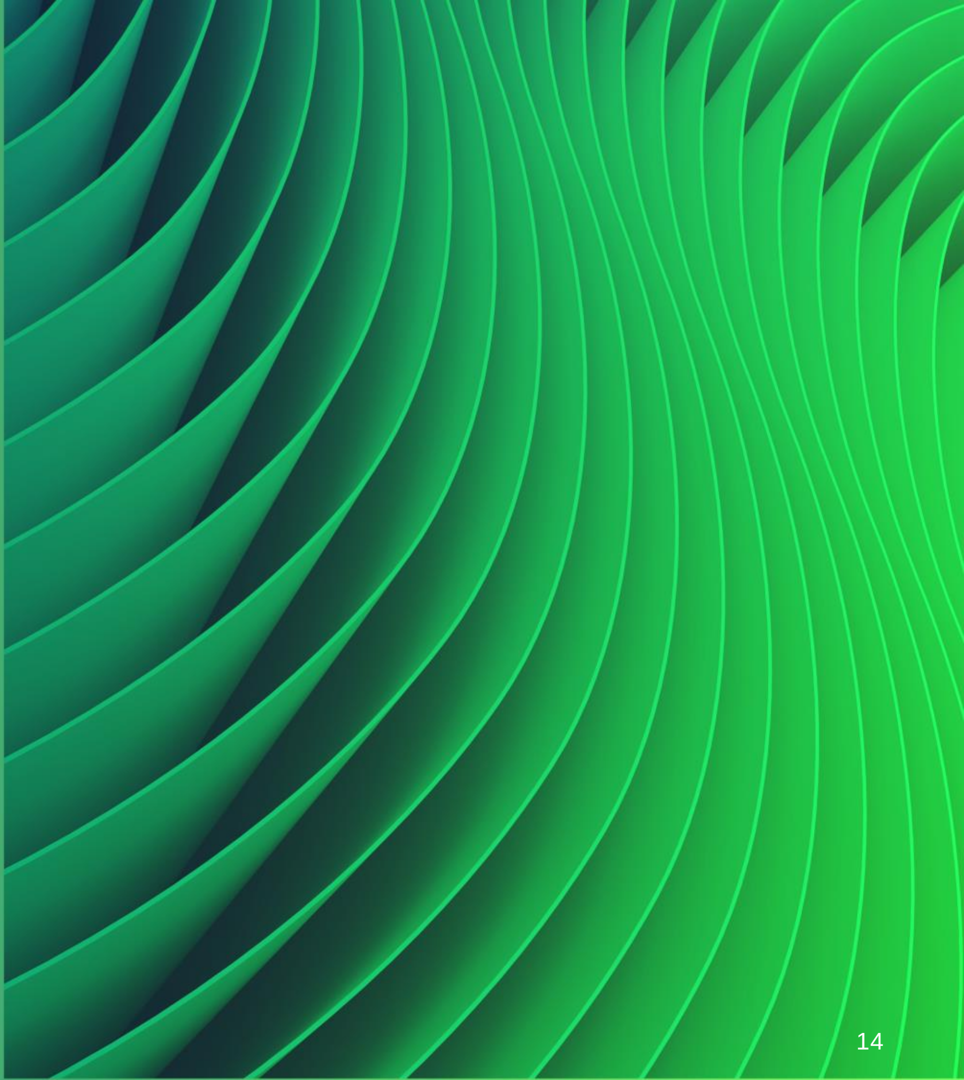
Dashboard Tab



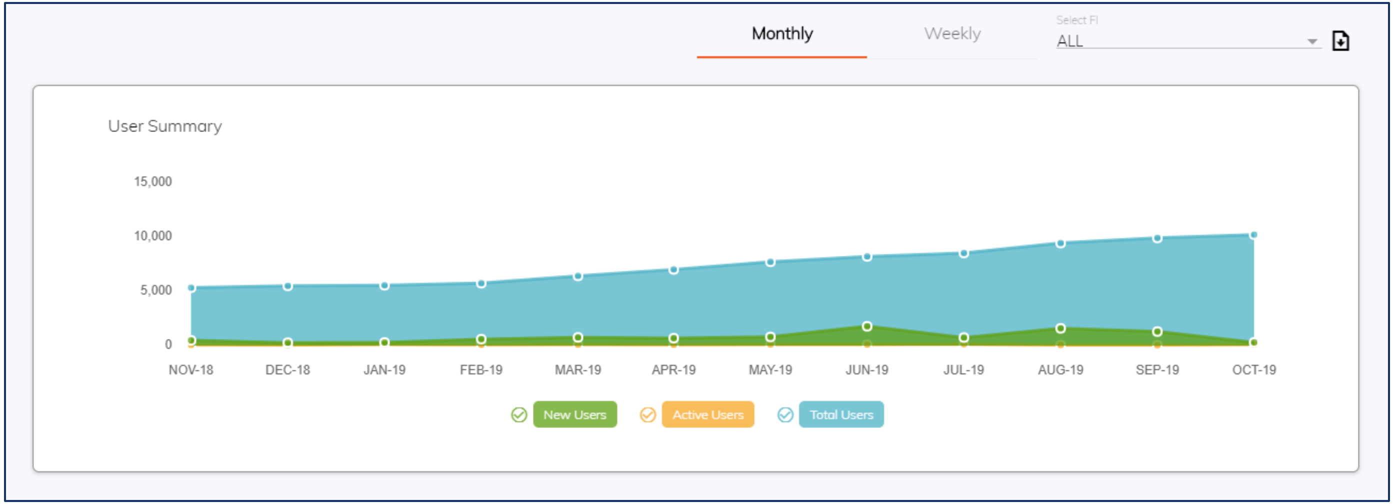
- The options displayed in the Select FI list are determined by the FIs to which you have been granted access by your Processor.
- Typically, FIs can access only their own data. In rare instances, however, a parent FI may have access to other FIs that fall under its umbrella or a Processor partner managing multiple FIs may have access to one or more FIs.

Dashboard Tab - Portlets

- User Summary portlet
- Transaction Controls portlet
- Controls by Category portlet
- Transaction Alerts portlet
- Alerts by Categories portlet

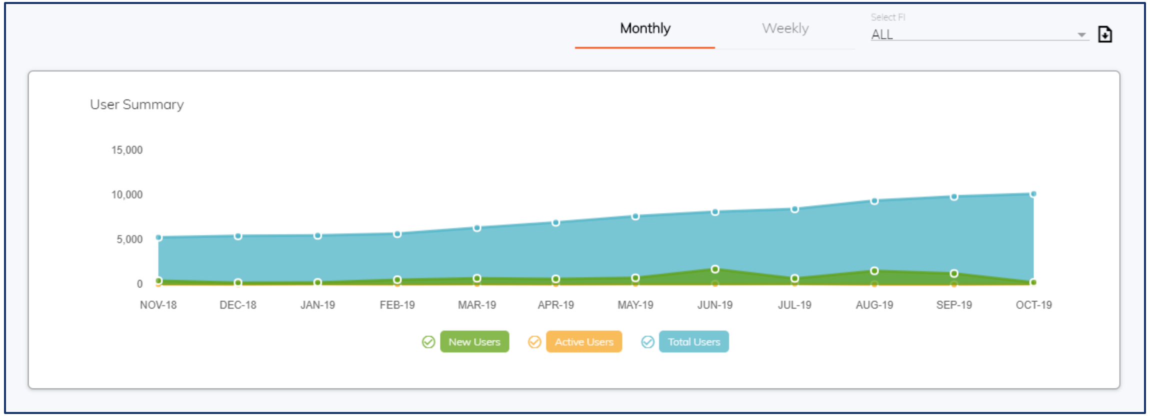


User Summary Portlet



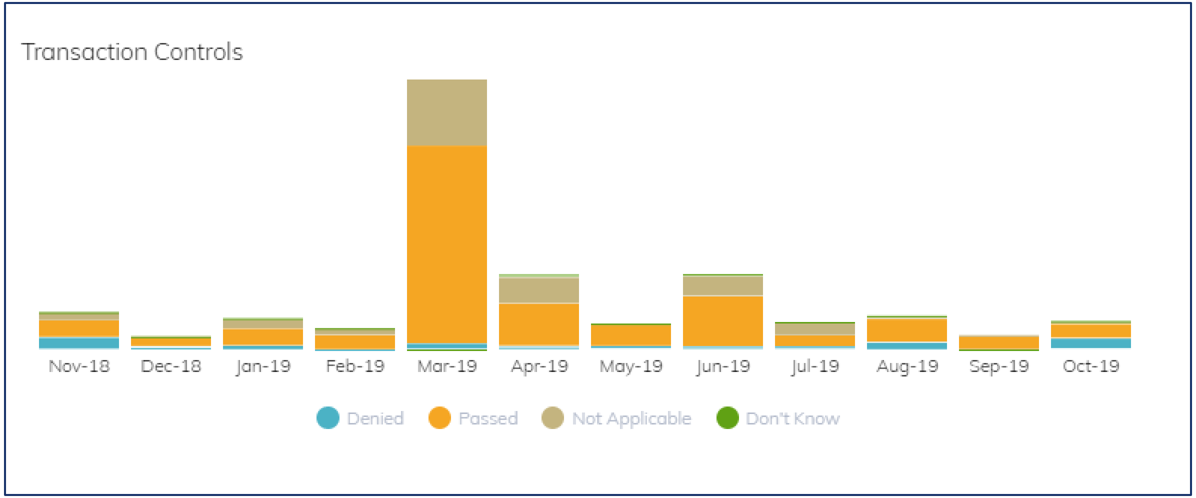
- The User Summary portlet shows the number of new users, active users, and total users by week or month.
- Select monthly or weekly to configure whether to view information by the month or by the week.
- Toggle the legend buttons to show or hide data on New Users, Active Users, and Total Users.

User Summary Portlet



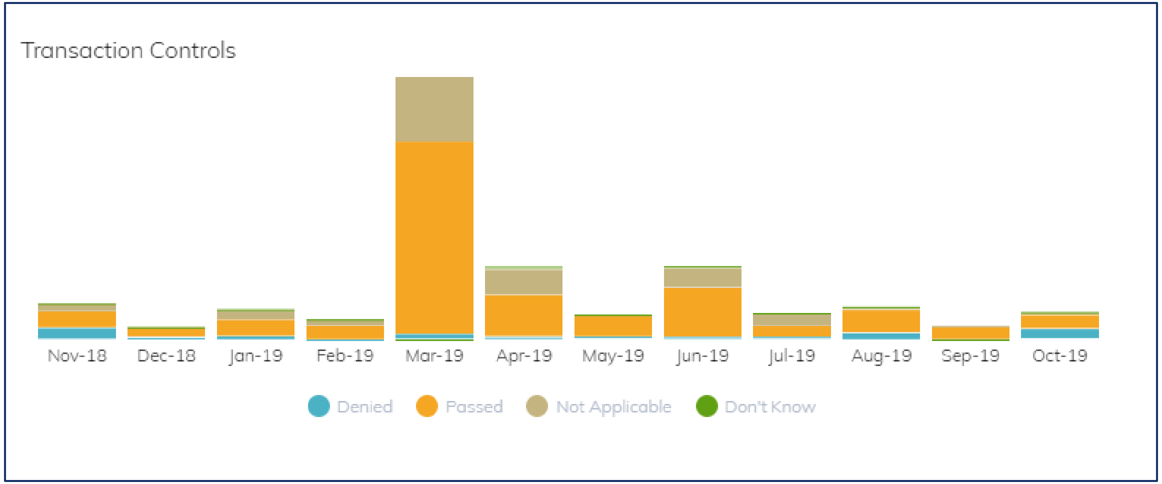
- New Users: total number of new registrations for a specific calendar week or month.
- Active Users: Number of active cardholders who have completed registration and either made a card transaction or received an alert within a given calendar month or week.
- Total Users: Cumulative total number of cardholders who have completed registration in the month or week to date.

Transaction Controls Portlet



- Number of Transaction controls applied for transactions going through the system.
- The data is separated into four segments: Denied, Passed, Not Applicable, Don’t Know.

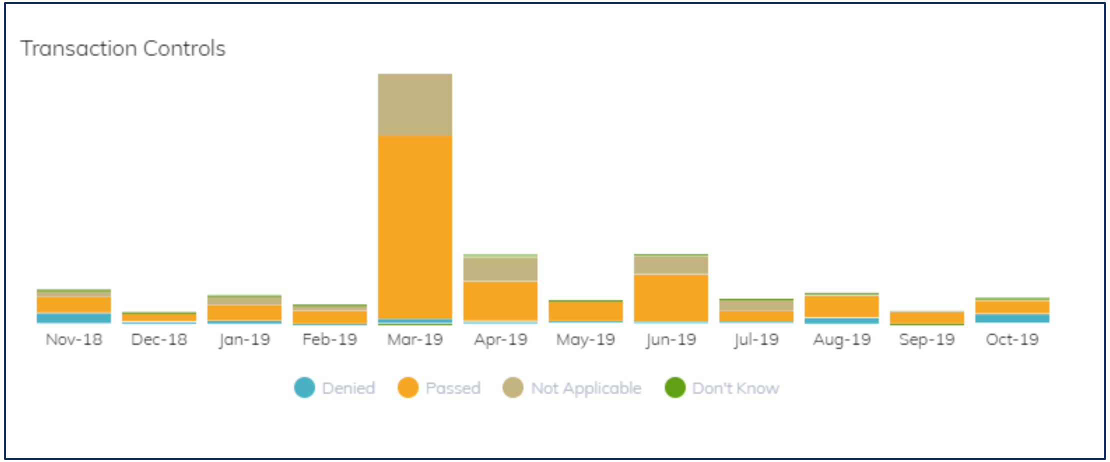
Transaction Controls Portlet



- Controls are divided into four categories:
  - ➢ Denied – Total number of transactions processed by SecurLOCK Equip in the given period for which FIS recommended the transaction be denied. (Upstream denials not included.)
  - ➢ Passed – Total number of transactions processed by SecurLOCK Equip in the given period for which FIS recommended the transaction be approved.

FIS

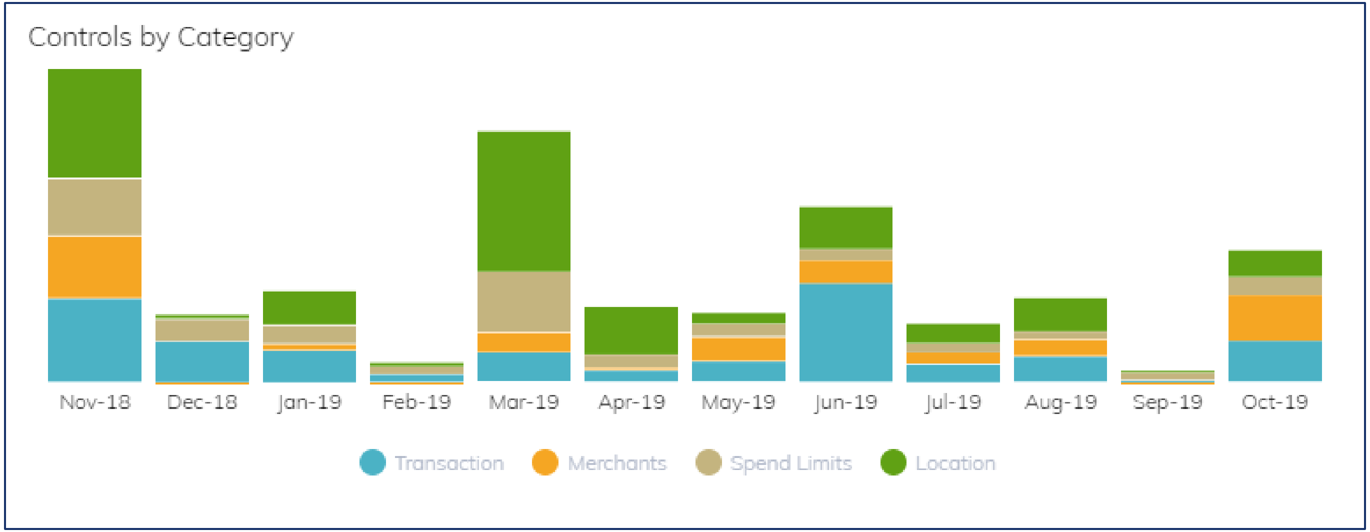
Transaction Controls Portlet



- Not Applicable – Total number of transactions processed by SecurLOCK Equip in the given period for which FIS recommended the transaction be denied. (Upstream denials not included.)
- Don’t Know – Total number instances in a given month in which FIS recommended a transaction be approved when the My Location control preference was enabled but the location of the cardholder was unknown at the time of transaction. For example, this could occur if a transaction occurred while the cardholder’s phone was turned off.

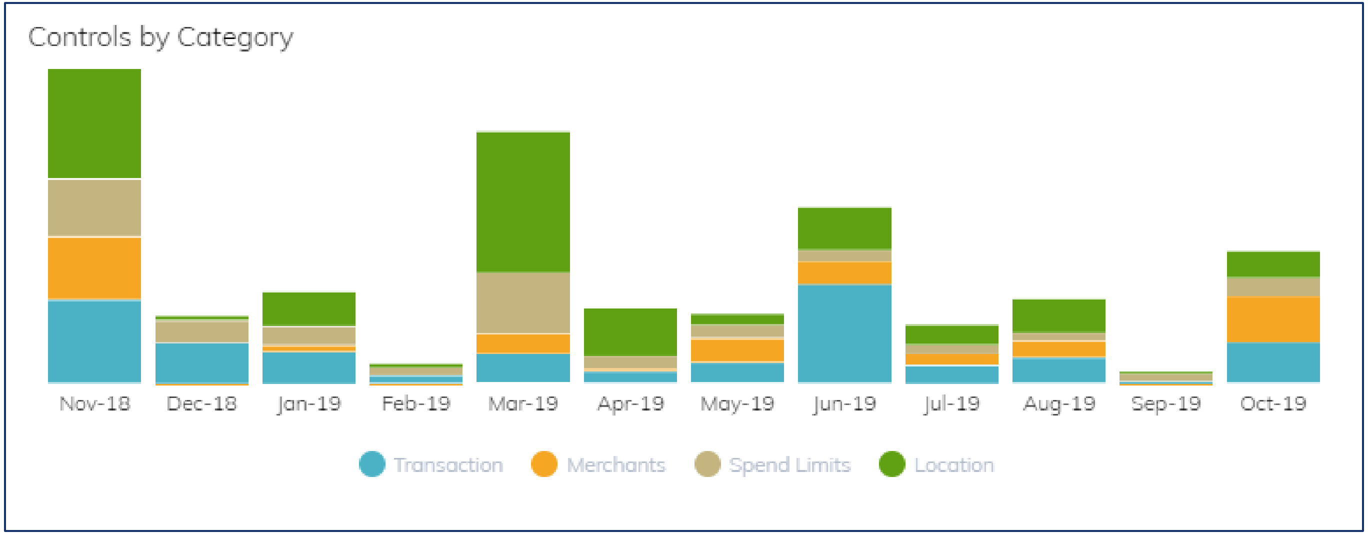
FIS

Controls by Category Portlet



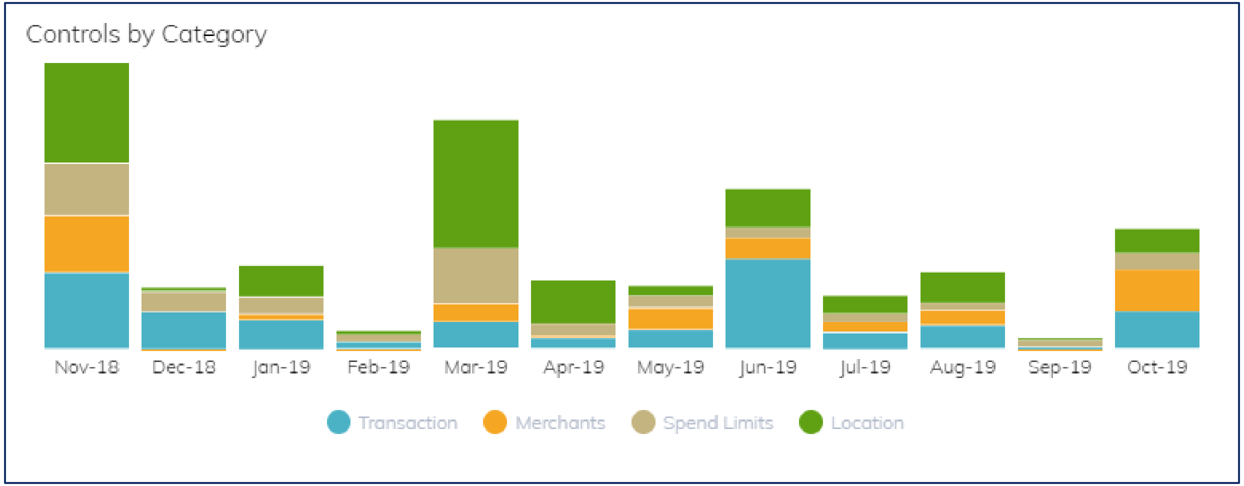
- Number of Transaction controls applied in a given period by category regardless of whether the transaction was approved or denied.
- These controls can be set up by individual cardholders or by global configurations provided by the Processor or FI.

Controls by Category Portlet



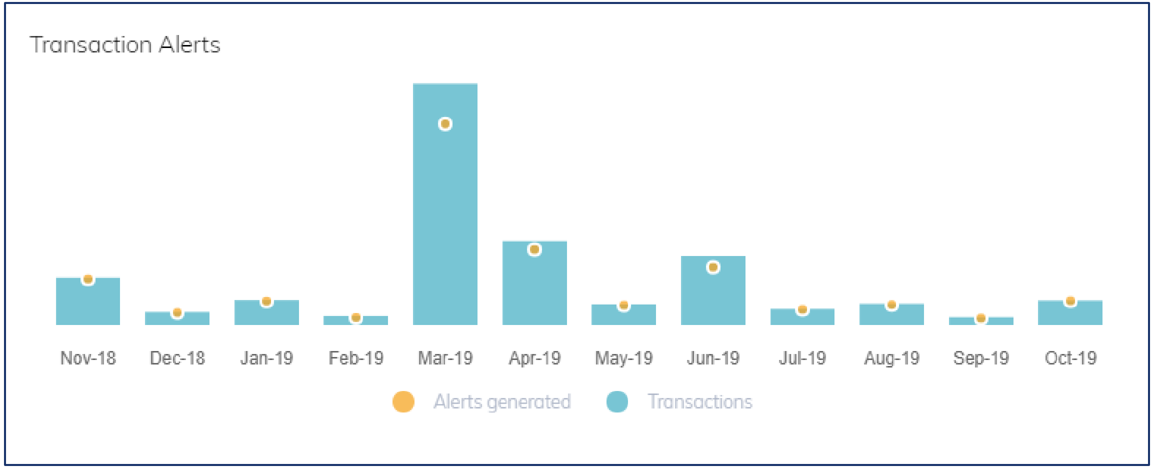
- Controls are divided into four categories:
  - Transactions – Number of controls applied by Transaction Type settings. If Transaction Type Controls are not enabled on this system, this category is not displayed.
  - Merchant – Number of controls applied by Merchant Type settings.

Controls by Category Portlet



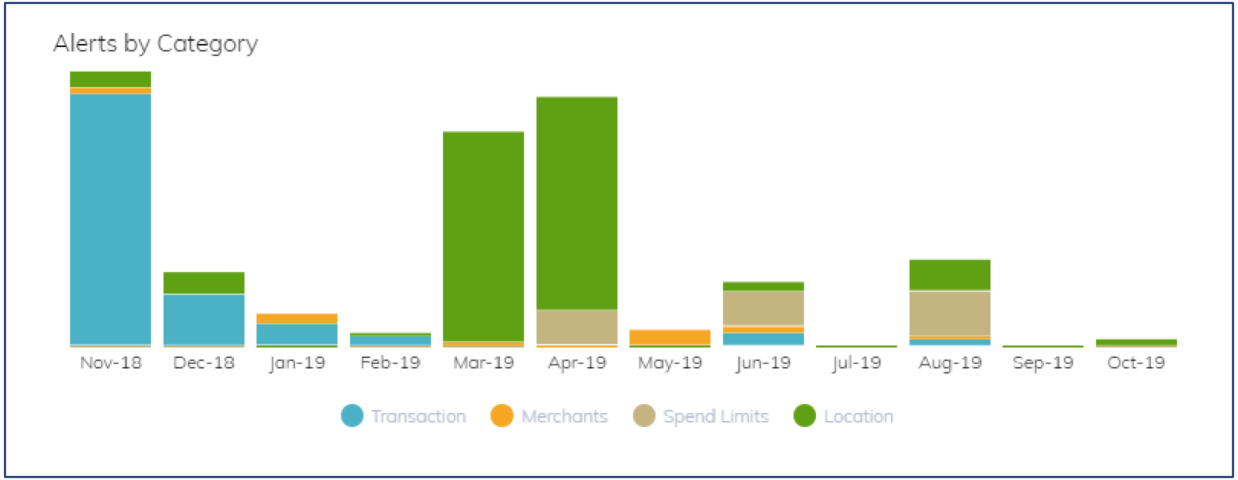
- Spend Limits – Number of controls applied by Spend Limit settings; occurs when an account balance falls below a specified balance or a card transaction amount exceeds a limit set by the cardholder.
- Locations – Number of controls applied by Location settings; can be caused by a My Location violation when the location of the cardholder's primary device does not match the merchant's location or by a My Region mismatch.

Transaction Alerts Portlet



- The Transaction Alerts portlet shows data regarding the number of transactions processed and the alerts generated based on the cardholder's settings.
- For each month, two types of information are displayed:
  - ➢ Alerts Generated – Total number of transactions for which an alert was generated in a given period.
  - ➢ Transactions – Total number of transactions for which SecurLOCK Equip has received auth or post-auth messages.

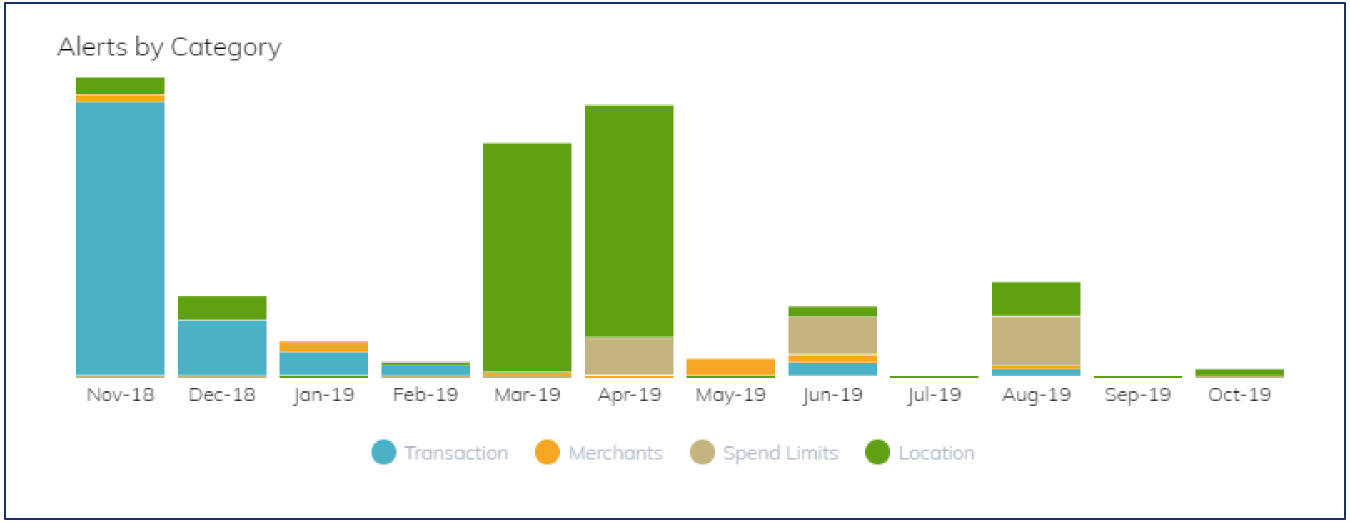
Alerts by Category Portlet



- Number of Transaction alerts generated when a cardholder has selected one or more preferences within an Alert category.
- The count for specific category is increased as long as the corresponding alert preferences are responsible for generating the alert.
- Note that a transaction can trigger multiple alerts based on the transaction characteristics and the Alert policies that apply to it. However, only one alert is delivered to the cardholder device per transaction.

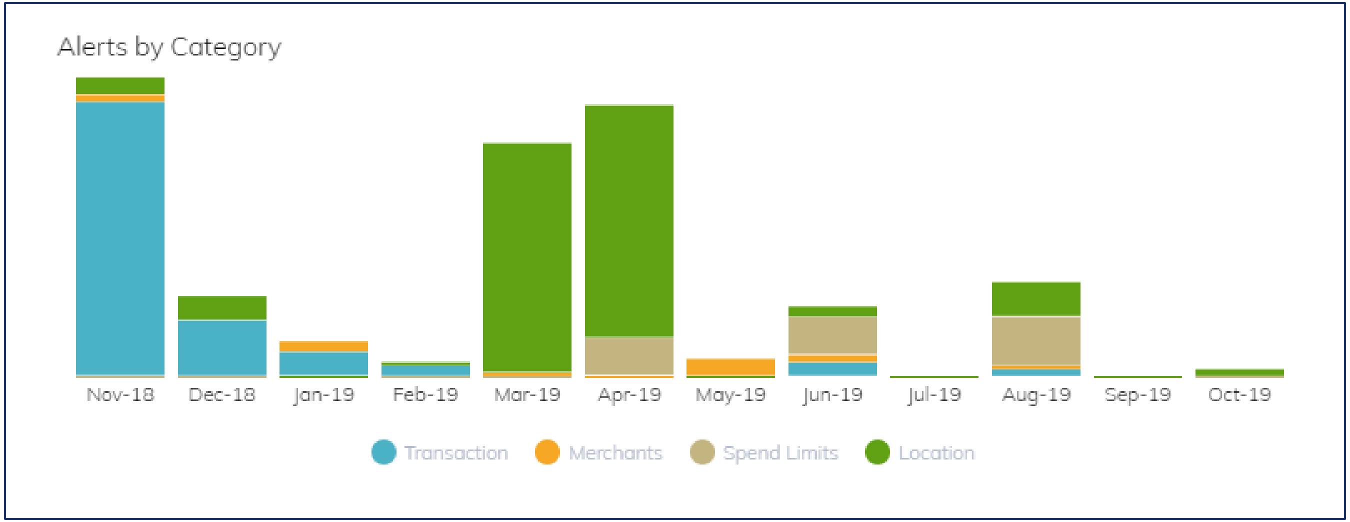
FIS

Alerts by Categories Portlet



- Alerts are divided into four categories that correspond to Alert preferences set by cardholders:
  - ➢ Transactions – Number of alerts generated by Transaction Type settings. If Transaction Type alerts are not enabled on this system, this category is not displayed.
  - ➢ Merchant – Number of alerts applied by Merchant Type settings.

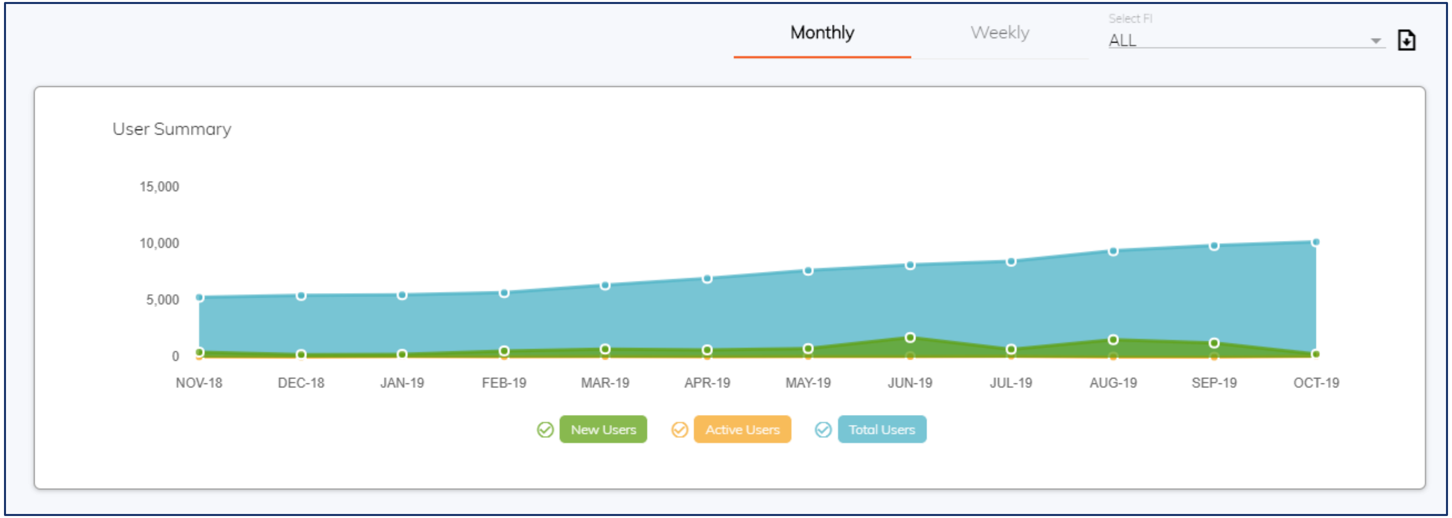
Alerts by Categories Portlet



- Spend Limit – Number of alerts generated by Spend Limit settings; includes both Low Account Balance and Transaction Limit alerts.
- Location – Number of alerts generated by Location settings; includes alerts generated by My Location, My Region, and International Settings.

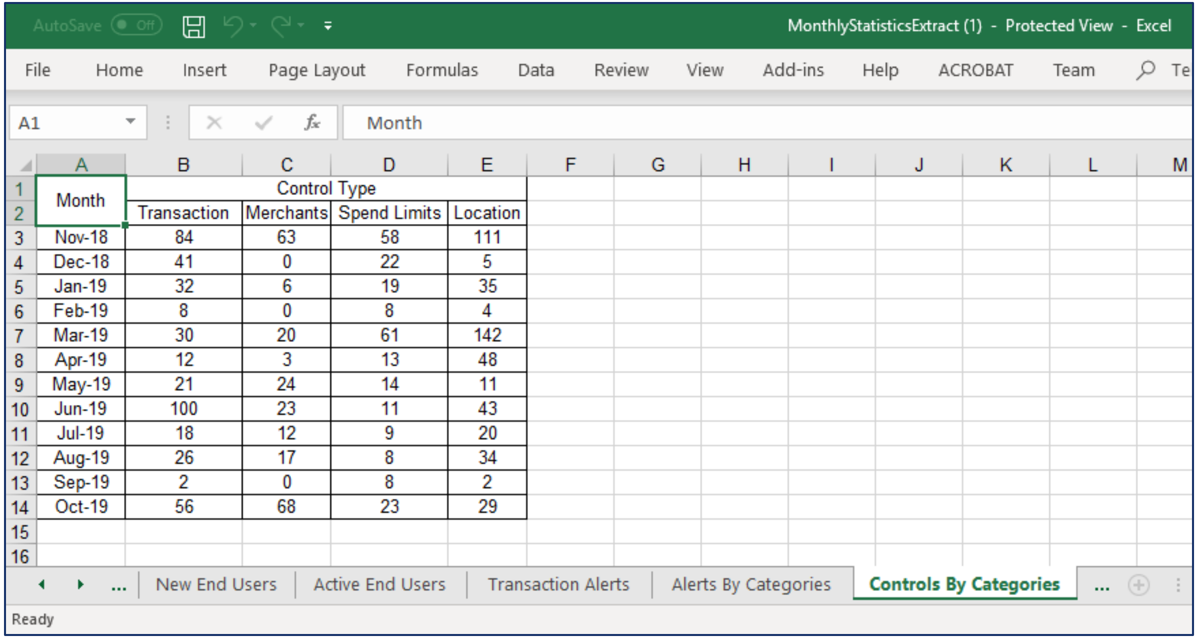
FIS

Export Data to a Spreadsheet



- Use the Export to XLS icon to create an Excel file that can be saved and downloaded to your computer.
- The Excel file contains worksheets containing the raw data for each of the graphs displayed on the Dashboard screen.
- Click ‘Export to XLS’ in the upper right corner of the Dashboard screen.

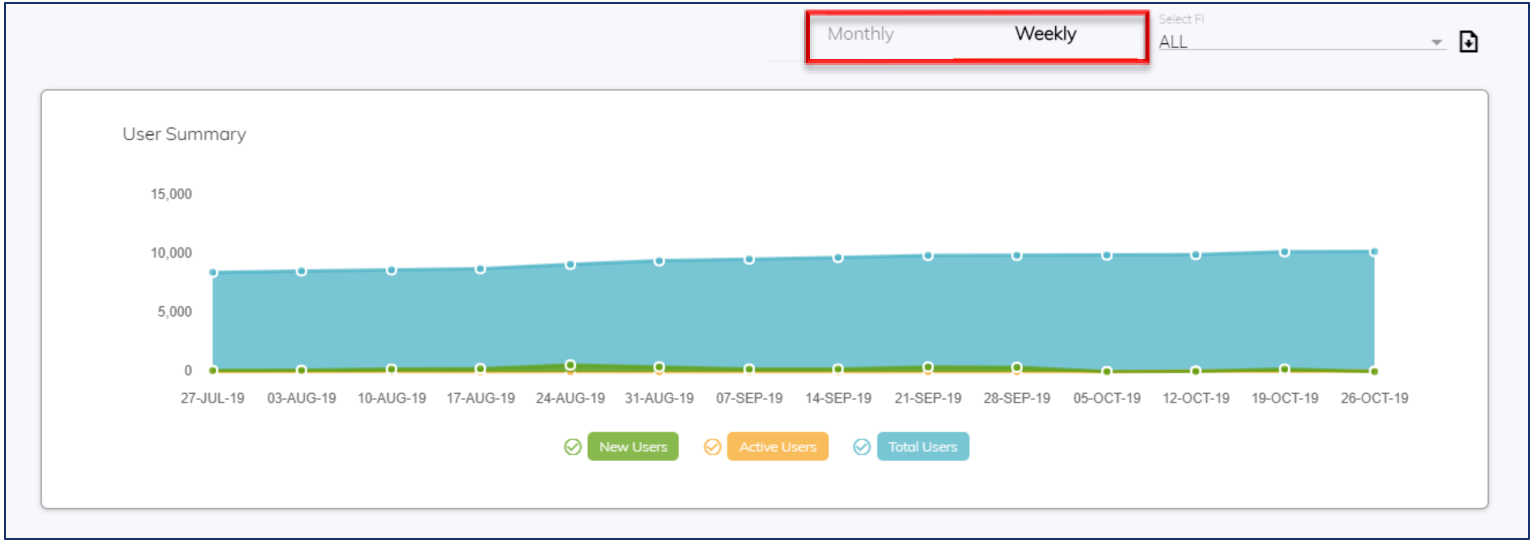
Export Data to a Spreadsheet



Month	Control Type			
	Transaction	Merchants	Spend Limits	Location
Nov-18	84	63	58	111
Dec-18	41	0	22	5
Jan-19	32	6	19	35
Feb-19	8	0	8	4
Mar-19	30	20	61	142
Apr-19	12	3	13	48
May-19	21	24	14	11
Jun-19	100	23	11	43
Jul-19	18	12	9	20
Aug-19	26	17	8	34
Sep-19	2	0	8	2
Oct-19	56	68	23	29

- Find the downloaded XLS file on your computer and click to open it.

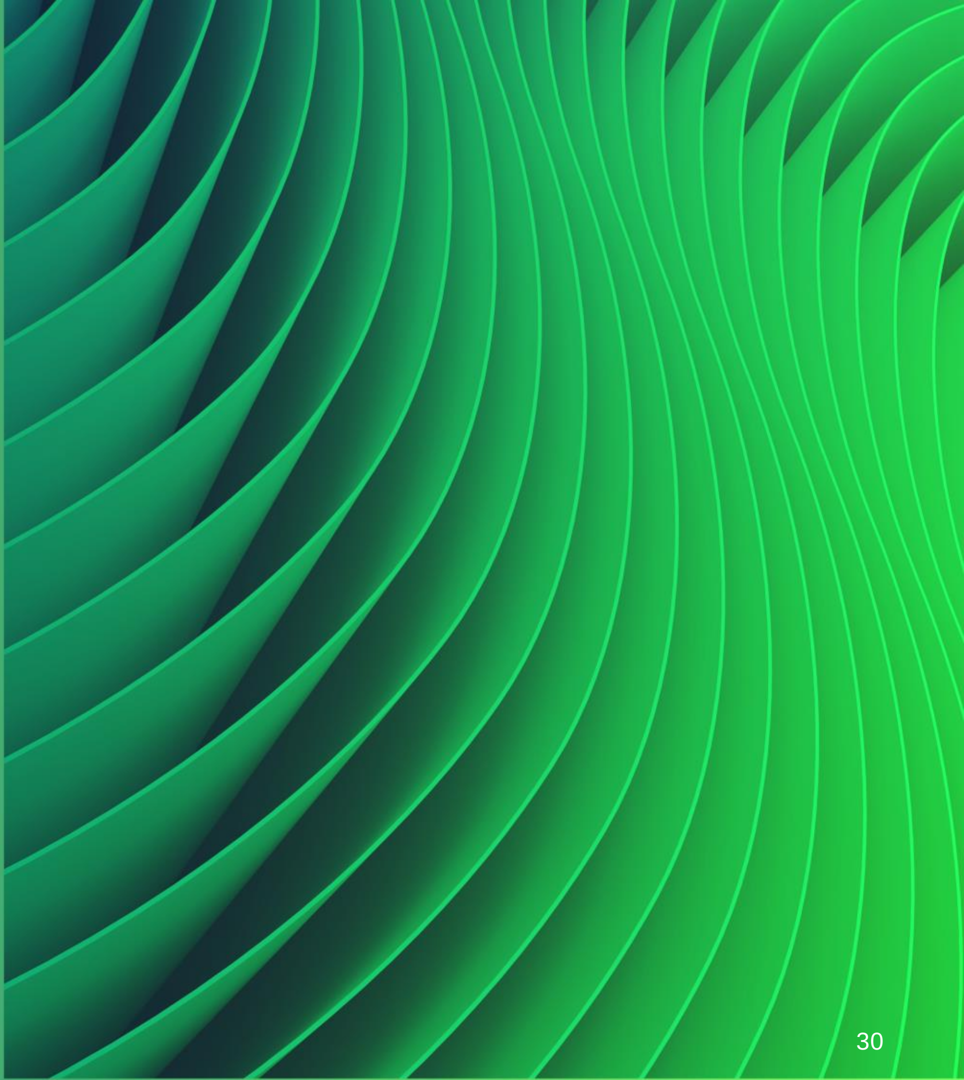
Monthly/Weekly View



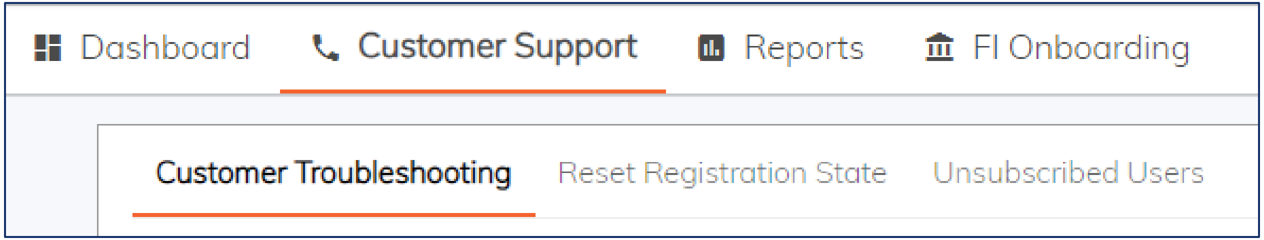
- Use the Monthly and Weekly options above the User Summary tab to choose whether to view information by the month or by the week.

Customer Support Tab

- Customer Troubleshooting Tab
- Reset Registration State Tab
- Unsubscribed Users

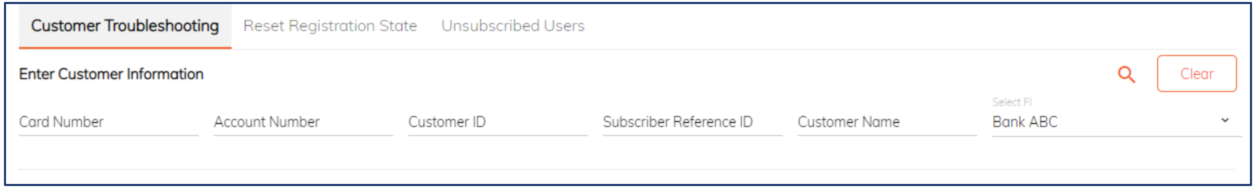


Customer Support Tab



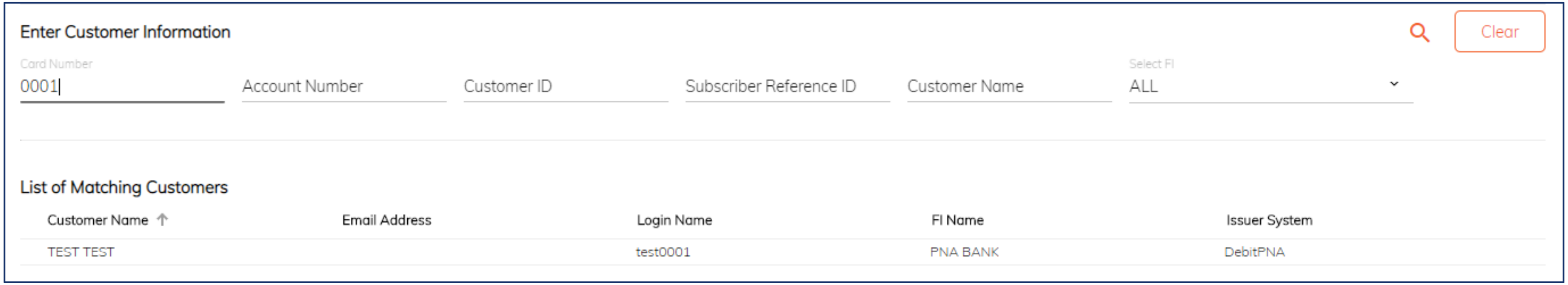
- The Customer Support Tab is designed to enable Customer Support reps to effectively help end users with problems using the app. Specifically, it provides the following functionality:
  - ➢ Search for specific users
  - ➢ View a user's details, associated cards, transactions and messages
  - ➢ Reset a card that has been locked during the registration process
  - ➢ View all actions the user took on the device
  - ➢ Change selected settings in the Mobile App on behalf of the user

Customer Troubleshooting



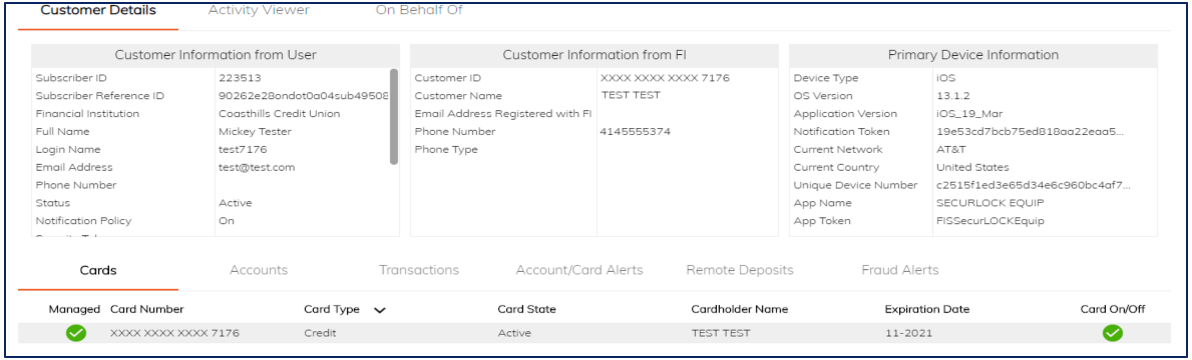
- To find a registered user, enter information about the user in the Customer Information fields:
  - ➢ Card Number – Enter the last four digits of the card number (this works independently).
  - ➢ Account number – not functional.
  - ➢ Customer ID – not functional.
  - ➢ Subscriber Reference ID - Enter the Subscriber Reference ID found in the Customer Details section of mConsole (also can be found via Detailed Reports).
  - ➢ Customer Name - Enter the user's full or partial name (first and last) or login name (this works in conjunction with card number).
  - ➢ Select FI - Designed for Processors to allow them to select a specific onboarded Financial Institution.
- Click the magnifying glass to submit your search criteria and generate a list of all cardholders matching your search criteria.
- To clear the values previously entered, tap on the Clear button.

Customer Troubleshooting



- The Search Results grid includes the following information:
  - ➢ Customer Name: Name of the cardholder as provided by the Processor or FI.
  - ➢ Email Address: Cardholder's email address as provided by the Processor or FI.
  - ➢ Login Name: Cardholder's Mobile App login name.
  - ➢ FI Name: Name of the cardholder's financial institution.
  - ➢ Issuer System: Issuer system to which the cardholder's registered card belongs. If the cardholder has multiple registered cards with multiple Issuer systems, multiple results are displayed.

Customer Troubleshooting

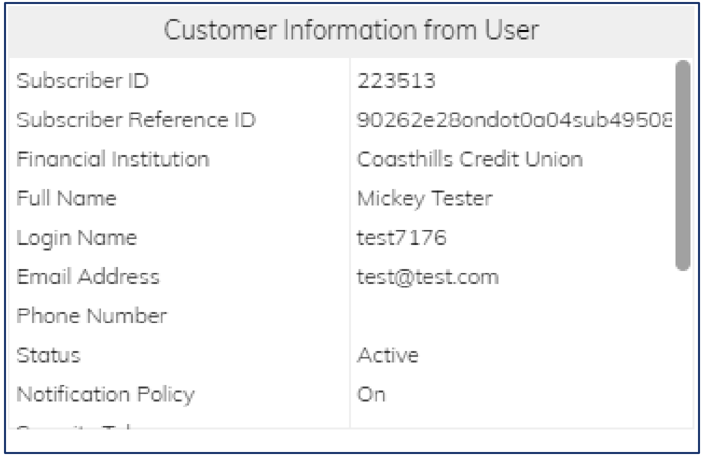


- mConsole users can click on Customer Details to view detailed user information. The default Customer Details page shows the following sections:
  - ➢ Customer Information from User: information collected during the registration process or by tracking the user's activities in the Mobile App
  - ➢ Customer Information from FI: received from the FI's system of record
  - ➢ Primary Device Information: contains data about the user's primary device
  - ➢ Cards, Accounts, Transactions, and Account/Card Alerts. Note that Remote Deposits and Fraud Alerts are not used.
- The information displayed here may be useful to a Customer Support rep in helping to troubleshoot further with a user.

Customer Information from User

Customer Information from User displays the cardholder's account information:

- **Subscriber ID**: Unique SecurLOCK Equip-generated database ID.
- **Subscriber Reference ID**: unique ID created when a subscriber registers a card.
- **Financial Institution**: Name of the cardholder's FI.
- **Full Name**: Cardholder's full name as entered during the registration process.
- **Login Name**: Cardholder's login for the Mobile App.
- **Email address**: Cardholder's email address as entered during registration.
- **Phone Number**: Cardholder's phone number as entered in the Mobile App's Settings. This info may not be available for cardholders who register via a 3rd part app.
- **Status**: The cardholder's current status:
  - ➢ Active: User has completed the Registration process and can log in to the MobileApp.
  - ➢ Disabled: User has been disabled from logging in to the MobileApp.
  - ➢ Unsubscribed: User has been unsubscribed from the MobileApp, either by the user's own action in the MobileApp or by an mConsole user using the On Behalf Of functionality.



Customer Information from User	
Subscriber ID	223513
Subscriber Reference ID	90262e28ondot0a04sub49508
Financial Institution	Coasthills Credit Union
Full Name	Mickey Tester
Login Name	test7176
Email Address	test@test.com
Phone Number	
Status	Active
Notification Policy	On

Customer Information from User

- **Notification Policy**: Indicates whether the cardholder has enabled push notifications for the primary device.
- **Security Token**: Value of the most recent six-digit Registration or Reset Password security token sent to the cardholder’s email address.
- **Security Token Expiration Date**: Expiration time for the most recent security token sent to the cardholder.
- **Number of Logins**: Number of times the cardholder has logged into the Mobile App.
- **Number of Login Failures**: Number of failed login attempts since the last successful login.
- **Last Login Time**: Time at which the cardholder last logged in successfully to the mobile app.
- **Lost Non-Transaction Alert Time**: Last time a non-transaction alert (such as Low Balance or Account Status Change alert) was sent.
- **Resident Country**: The home country of the user’s primary device.

Customer Information from User

Status	Active
Notification Policy	On
Security Token	
Security Token Expiration Date	
Number of Logins	1
Number of Login Failures	0
Last Login Time	Tue 10-15-2019 12:34:16 CDT
Last Non-Transaction Alert Time	
Resident Country	United States

FIS

Customer Information from FI

Customer Information from FI	
Customer ID	XXXX XXXX XXXX 0001
Customer Name	TEST TEST
Email Address Registered with FI	
Phone Number	4145555374
Phone Type	Home

Customer Information from User displays information received from the Financial Institution or Processor:

- **Customer ID**: The unique cardholder identifier.
- **Customer Name**: The cardholder’s full name.
- **Email Addressed Registered with FI**: The cardholder’s email; used by the Mobile App to send a Registration token to the cardholder during the Registration process.
- **Phone Number**: The cardholder’s phone.
- **Phone Type**: The cardholder’s phone type, if available.

Primary Device Information

Primary Device Information	
Device Type	iOS
OS Version	13.1.2
Application Version	iOS_19_Mar
Notification Token	19e53cd7bcb75ed818aa22eaa5...
Current Network	AT&T
Current Country	United States
Unique Device Number	c2515f1ed3e65d34e6c960bc4af7...
App Name	SECURLOCK EQUIP
App Token	FISSecurLOCKEquip

- **Primary Device Information displays information about the cardholder's primary device:**
- **Device Type**: iOS or Android.
- **OS Version**: Version of the operating system used by the cardholder's primary device.
- **Application Version**: Version of the Mobile App currently installed on the cardholder's primary device.
- **Notification Token**: Token used by Google or Apple to deliver push notification alerts to the cardholder's primary device.

Primary Device Information

Primary Device Information	
Device Type	iOS
OS Version	13.1.2
Application Version	iOS_19_Mar
Notification Token	19e53cd7bcb75ed818aa22eaa5...
Current Network	AT&T
Current Country	United States
Unique Device Number	c2515f1ed3e65d34e6c960bc4af7...
App Name	SECURLOCK EQUIP
App Token	FISSecurLOCKEquip

- **Current Network**: ID for the network being used by the primary device; provided by the API used by the primary device and its operating system.
- **Current Country**: ISO code for the country from which the cardholder is using the primary device; provided by the API used by the primary device and its operating system.
- **Unique Device Number**: ID assigned by the primary device manufacturer.
- **App Name**: Name of the application.
- **App Token**: Token for the application.

Customer Details Display

- Device is Primary

Primary Device Information	
Device Type	iOS
OS Version	12.4
Application Version	iOS_19_Mar
Notification Token	c73c142549428202bdbe263159...
Current Network	Wi-Fi
Current Country	India
Unique Device Number	4418800247b01db1c91afcb91be...
App Name	SECURLOCK EQUIP
App Token	FISSecurLOCKEquip

- This image is an example from SecurLOCK Equip.

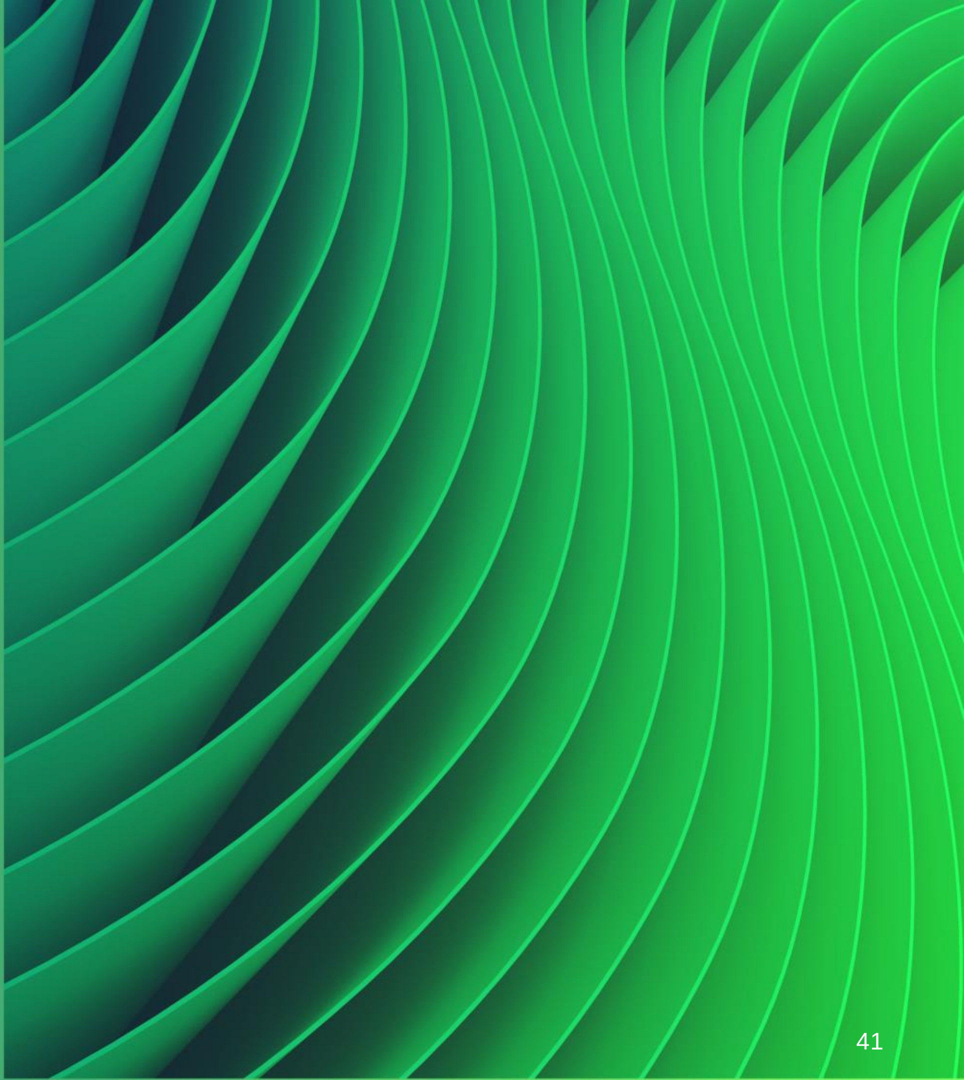
- Device is Not Primary

Primary Device Information	
Device Type	
OS Version	-1
Application Version	
Notification Token	
Current Network	NA
Current Country	
Unique Device Number	76e855f0-d591-43ea-9494-28f9...
App Name	fisGlobalAPIApp
App Token	fisGlobalAPI

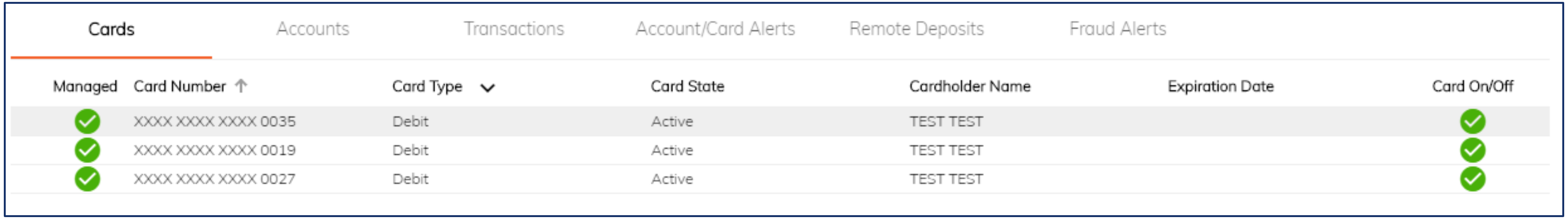
- This image is an example from API Integrated Card Controls.

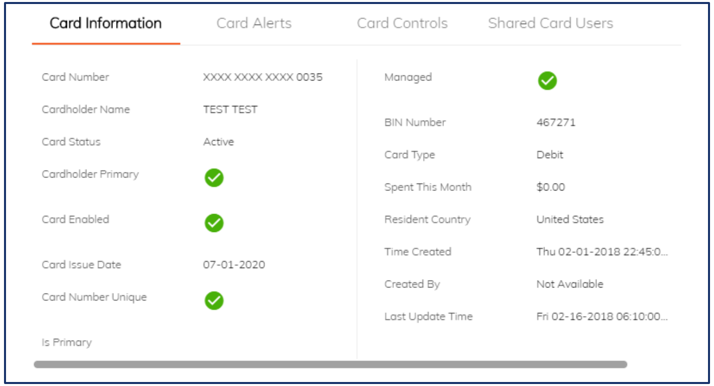
Viewing Card Information

- Cards Tab
- Accounts Tab
- Transactions Tab
- Accounts/Card Alerts Tab



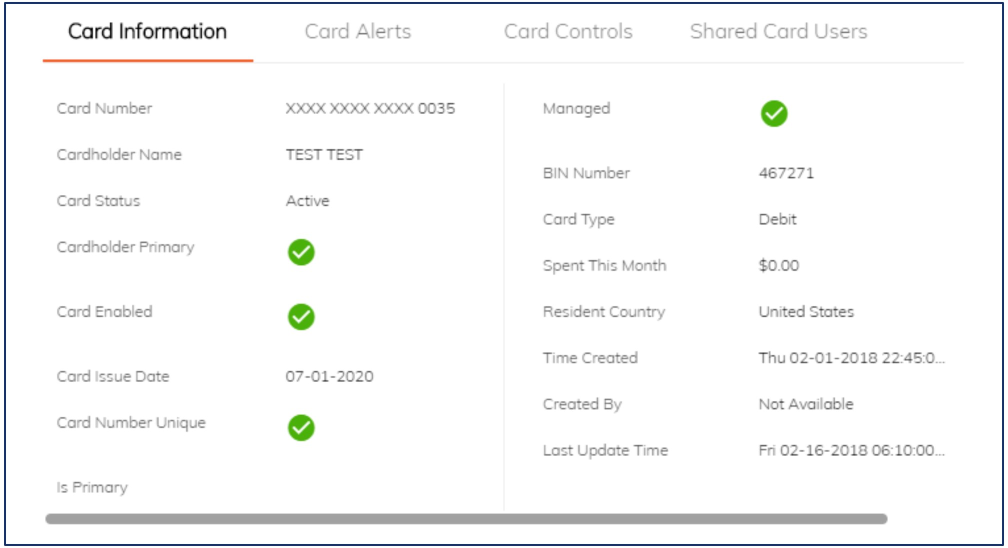
Cards Tab





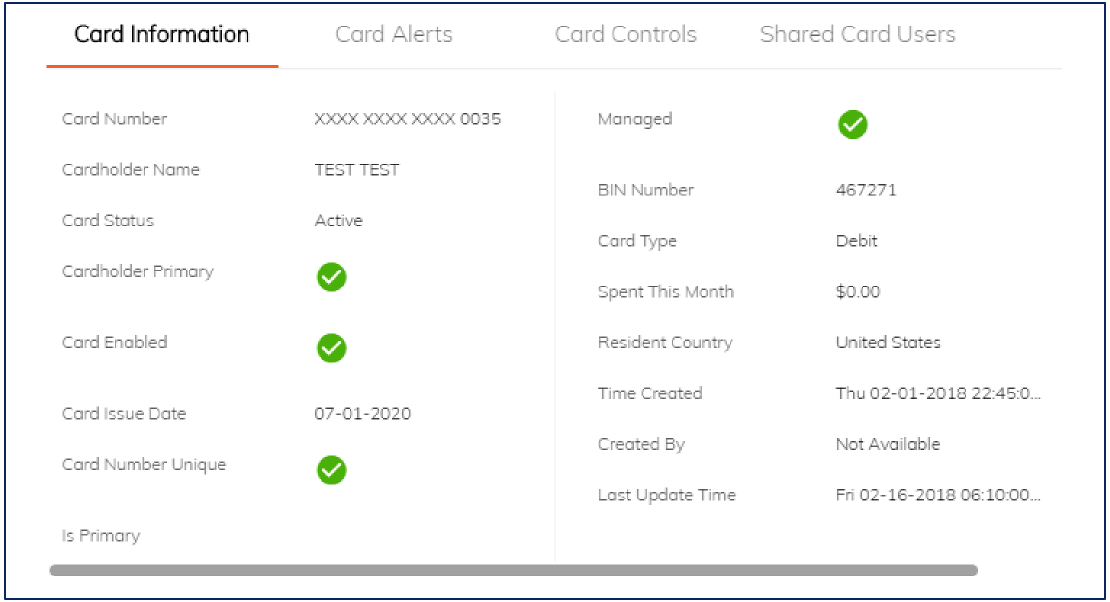
- The Cards pane under Customer Details displays information about the user's cards, which are organized in groups according to Card Type by default.
- Click on another column to sort by that column, with the exception of Card On/Off.

Cards Tab – Card Details Window



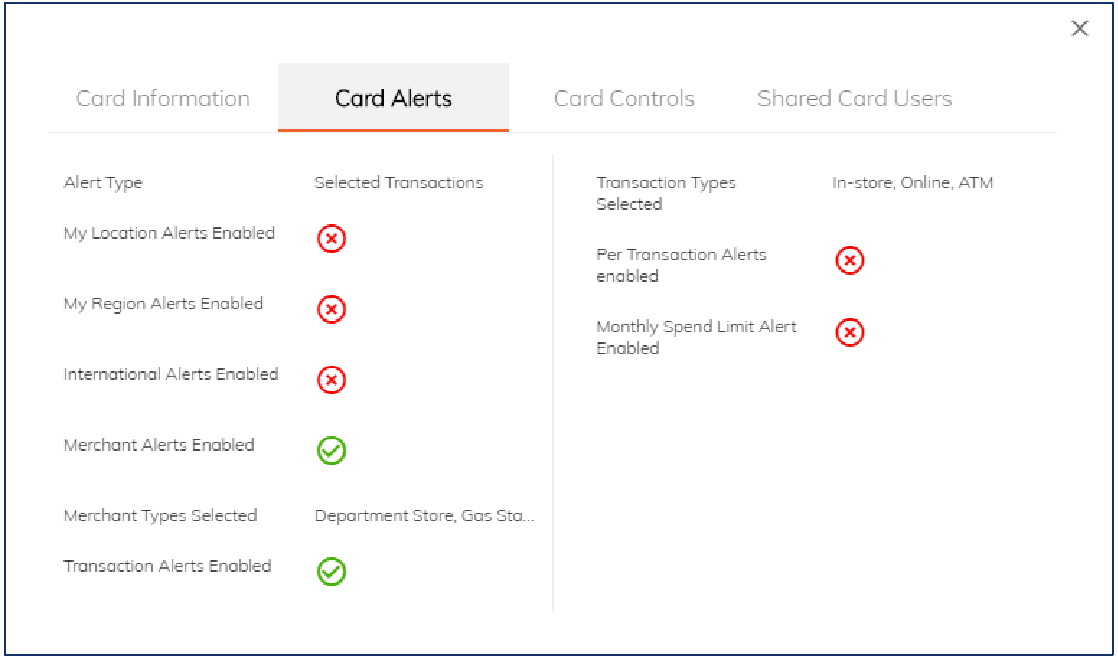
- Double-clicking on a card will bring up the Card Details window, which shows detailed information about the card.
- Note that time shown in mConsole is in Central Time (CT).
- The Card Details window is organized into four tabs: Card Information, Card Alerts, Card Controls, and Shared Card Users.

Cards Tab – Card Details Window



- The Card Information tab of the Card Details window displays information including Card Number, the Cardholder Bane, whether the cardholder name associated with the card number is the primary cardholder, whether the card is managed on the Mobile App, and so on.

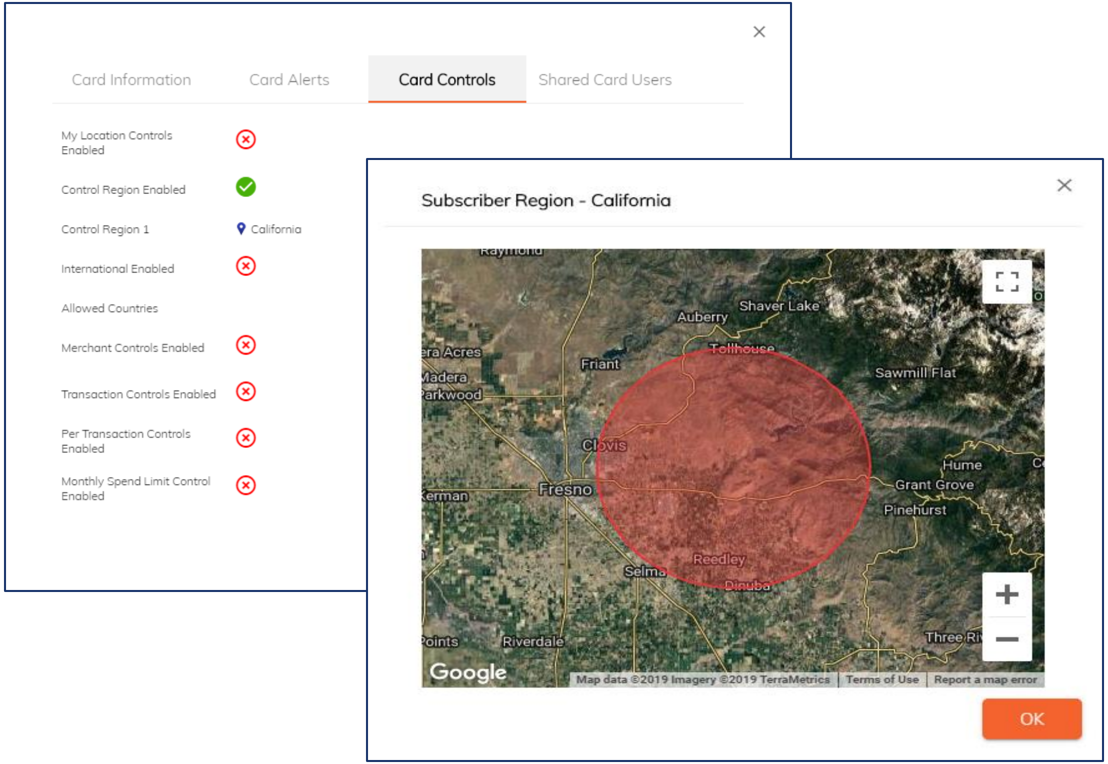
Cards Tab – Card Details Window



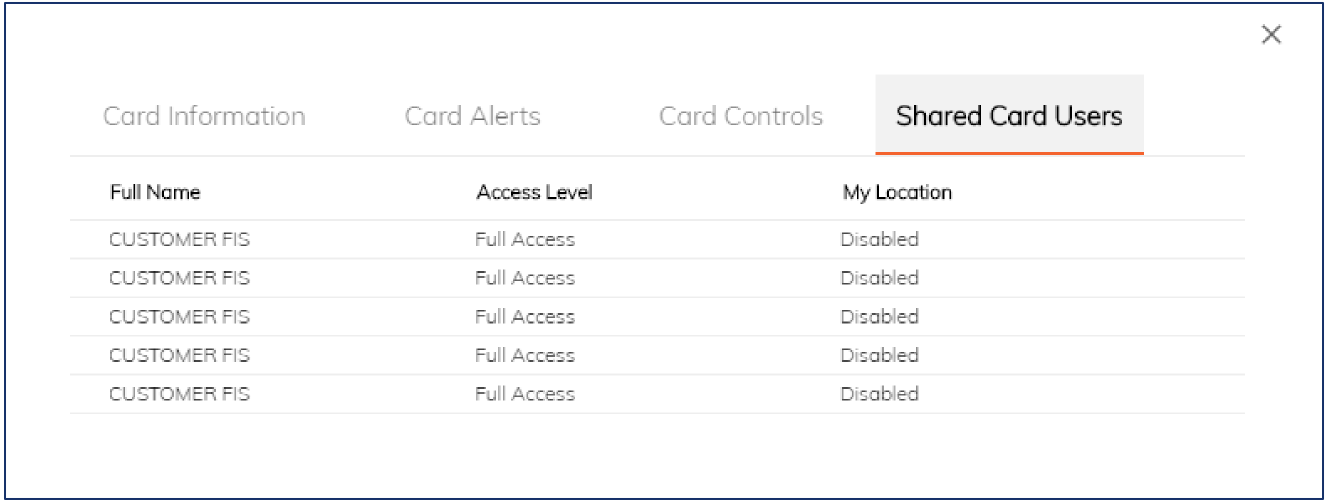
- The Card Alerts tab displays information on which Alerts are enabled and disabled.

Cards Tab – Card Details Window

- The Card Controls tab displays controls enabled for the card, including the Control Regions that are enabled.
- Clicking on a region shows an approximate map of the region defined by the user.

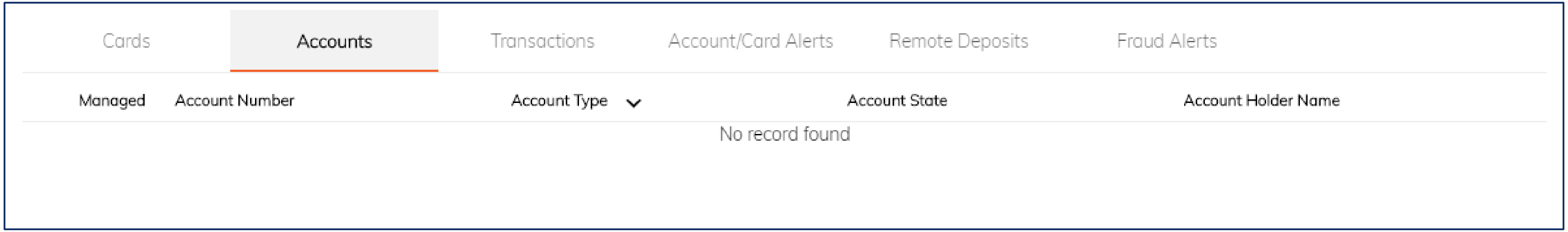


Cards Tab – Card Details Window



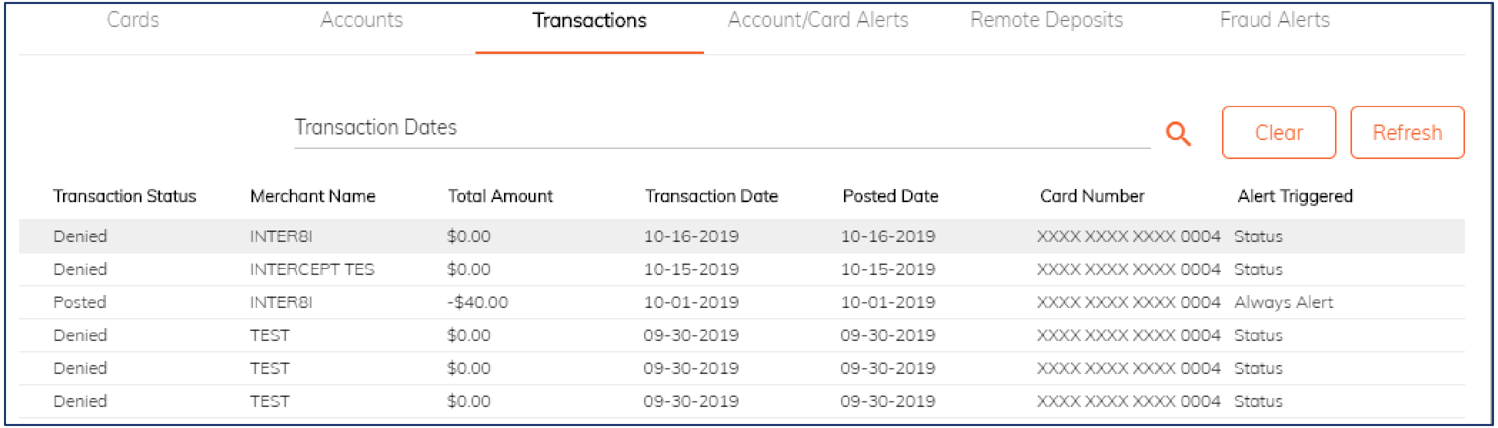
- The Card Alerts tab displays information on all users who have registered or added the same card.
- This tab shows each shared card user’s full name and access level (Full or Restricted).
- Also indicates whether the user has set up the My Location control.

Accounts Tab



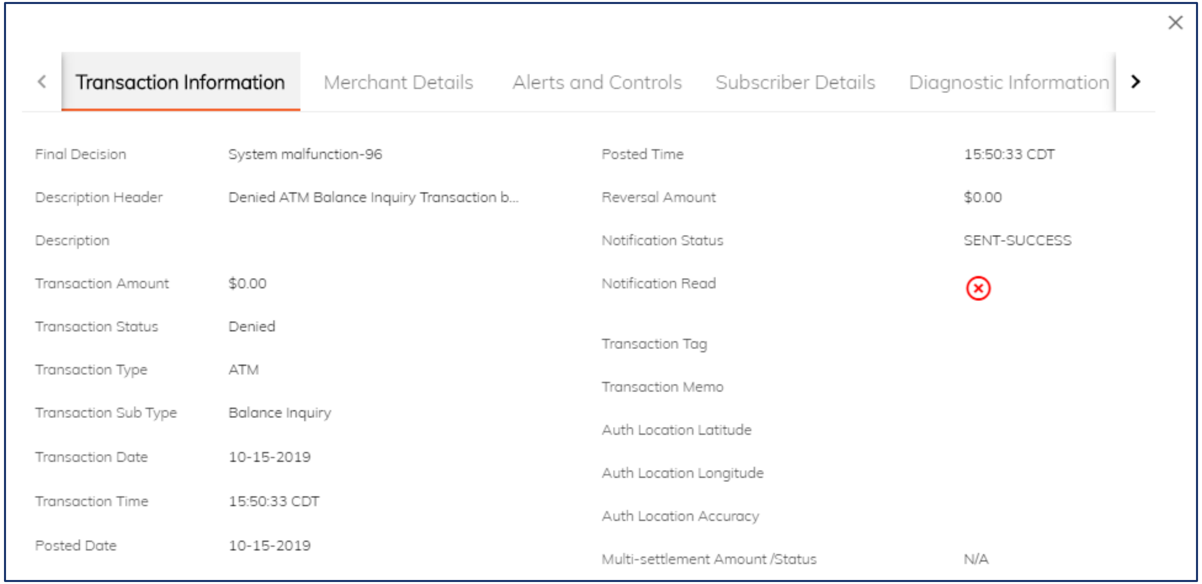
- The Accounts tab is not used by FIS.

Transactions Tab



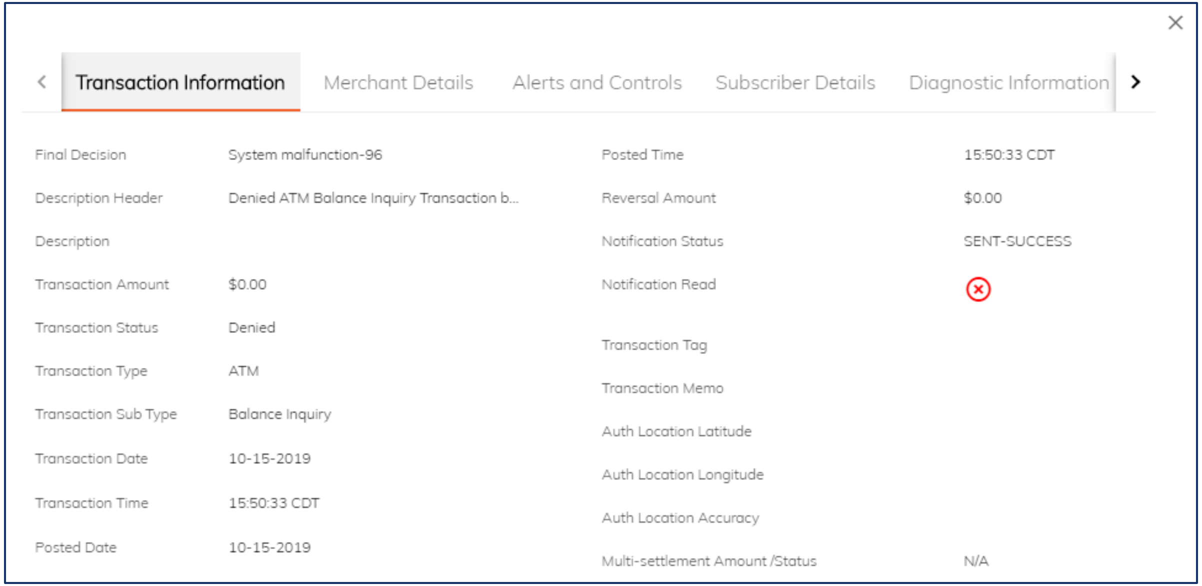
- The Transactions pane displays information about the cardholder’s transactions, which are organized in groups based on Transaction Status: Posted, Pending, Denied, Full/Partial Reversal.
- All columns except for Transaction Status are sortable.
- Search for transactions by date using the drop-down options below Transaction Dates or selecting Custom Range.
- Double-clicking anywhere in the transaction row will cause the Transaction Details window to display.

Transaction Tab – Transaction Information Window



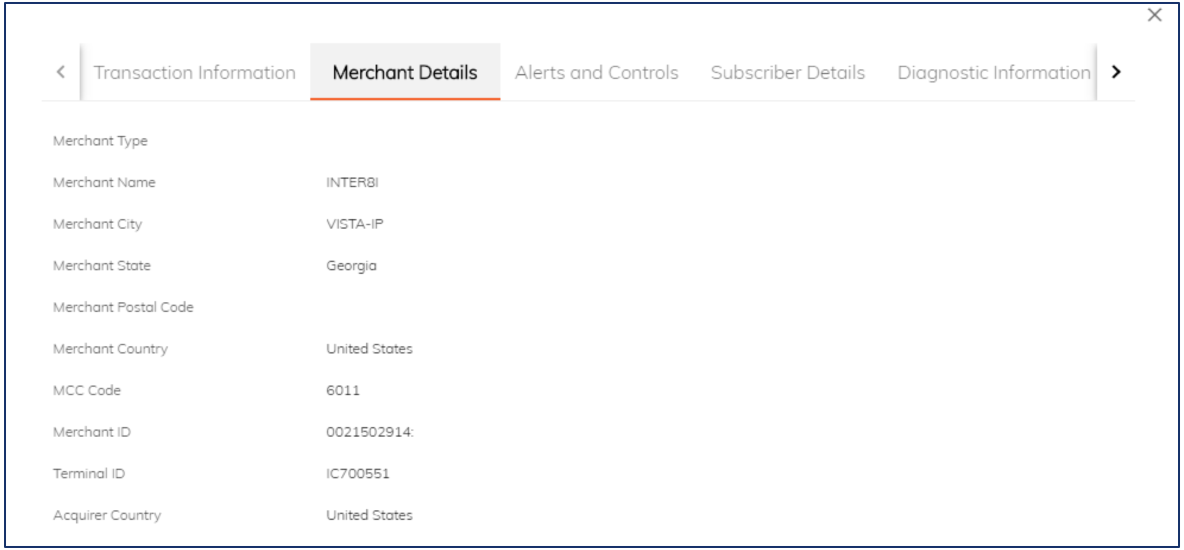
- The Transaction Details window is organized into six tabs: Transaction Information, Merchant Details, Alerts and Controls, Subscriber Details, Diagnostic Information, and Enriched Merchant Data.
- Note that the Enriched Merchant Data tab is not used.

Transaction Tab – Transaction Details Window



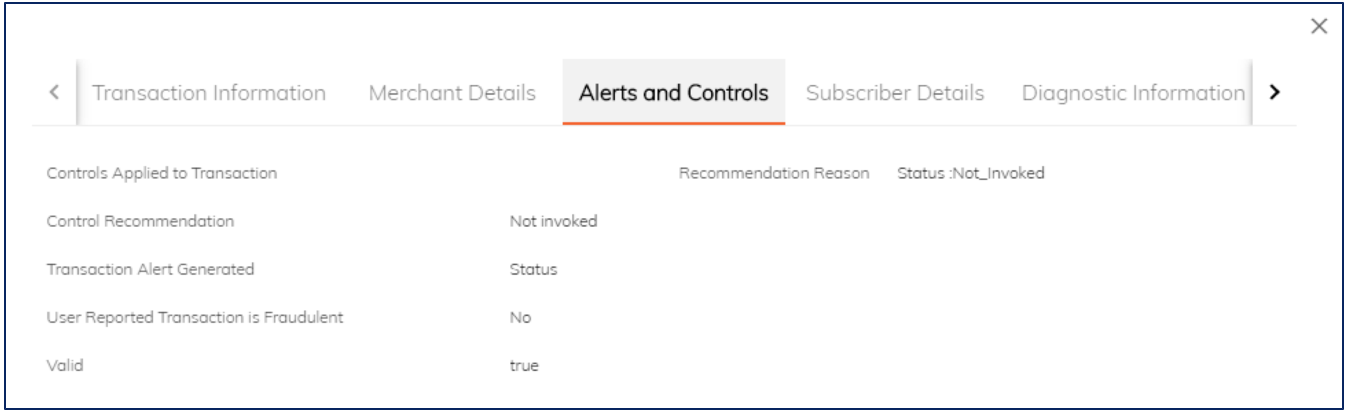
- The Transaction Information pane displays information about the transaction, including the Final Decision, Description Header, Transaction Status, Transaction Type/Sub-Type, Date and Time, and so on.

Transaction Tab – Transaction Details Window



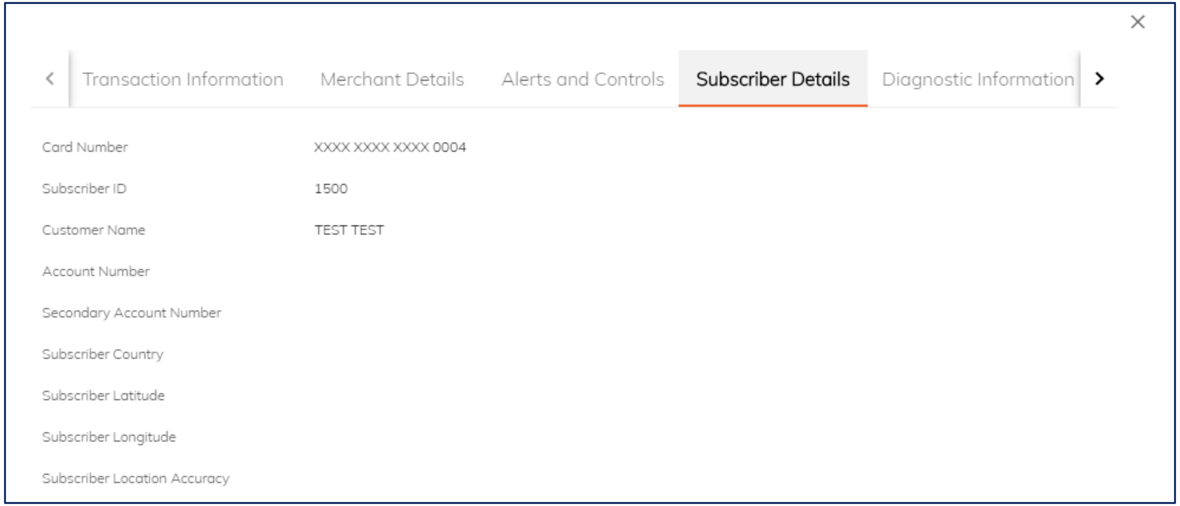
- The Merchant Detail pane displays merchant information for the transaction, including the Merchant Type, Merchant Name, Merchant City, Merchant State, Merchant Postal Code, and so on.
- The Merchant Type field shows the merchant type categorization for the merchant, based on the MCC code sent in the transaction message.

Transaction Tab – Transaction Details Window



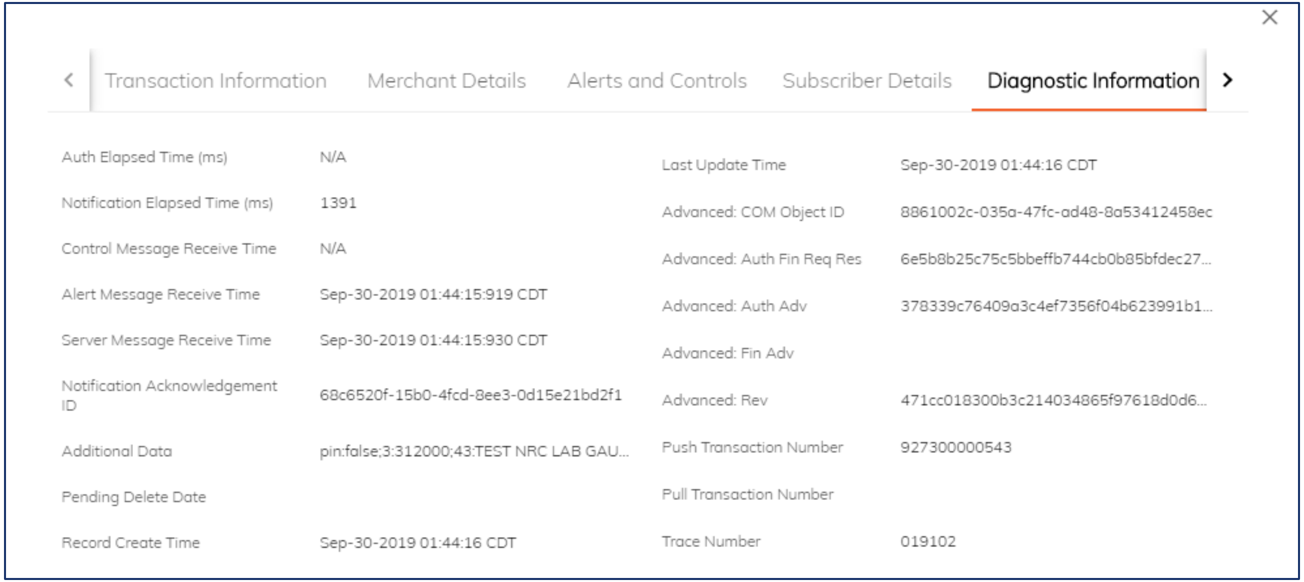
- The Alerts and Controls pane displays information related to the Alerts and Control preferences that have been applied to the selection transaction, including the Controls Applied to Transaction, whether a Transaction Alert was generated, whether the user reported the transaction to be fraudulent, and so on.

Transaction Tab – Transaction Details Window



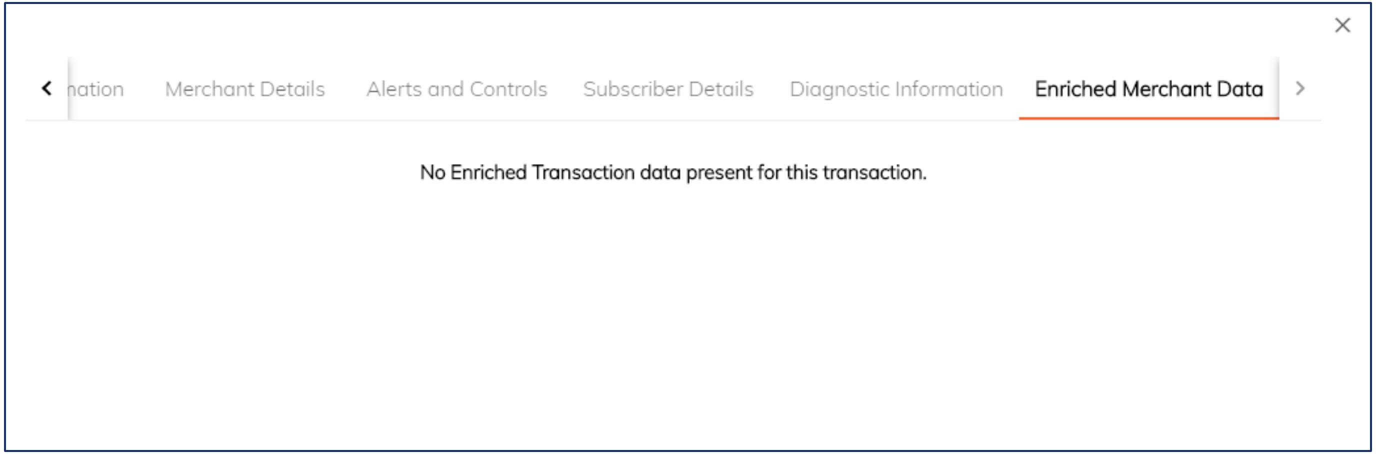
- The Subscriber Details pane displays information on the cardholder associated with the transaction, including the Subscriber ID, the Customer Name, the Account Number, the Secondary Account Number, and so on.
- If the user has set either My Location control or My Location alert preference, the user's location information will be shown in the Subscriber Latitude, Subscriber Longitude, and Subscriber Location Accuracy fields.

Transaction Tab – Transaction Details Window



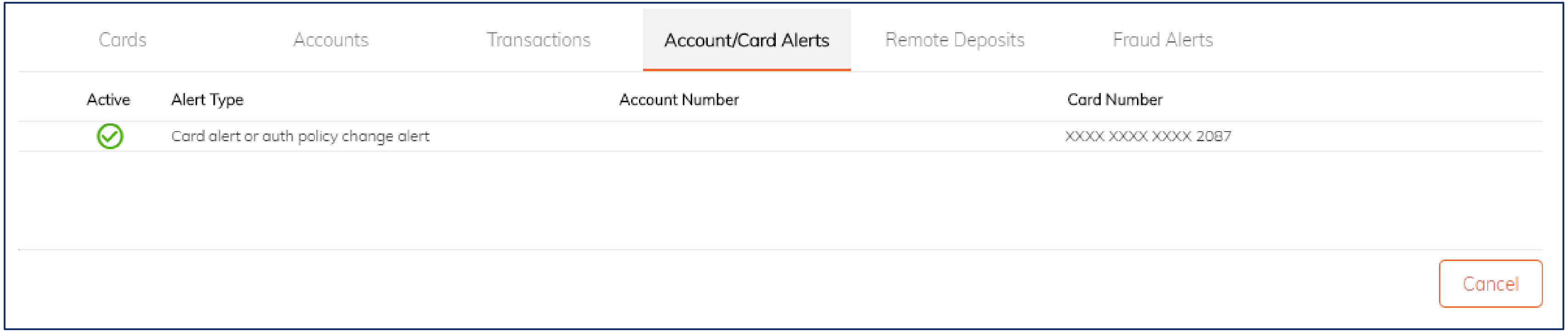
- The Diagnostic Information pane displays diagnostic information sued to troubleshoot the transaction, including the Notification Acknowledgement ID, the Pending Delete Date for the transaction, the Last Update Time, and so on.
- The information shown in this pane is used for advanced troubleshooting of issues.

Transaction Tab – Transaction Details Window



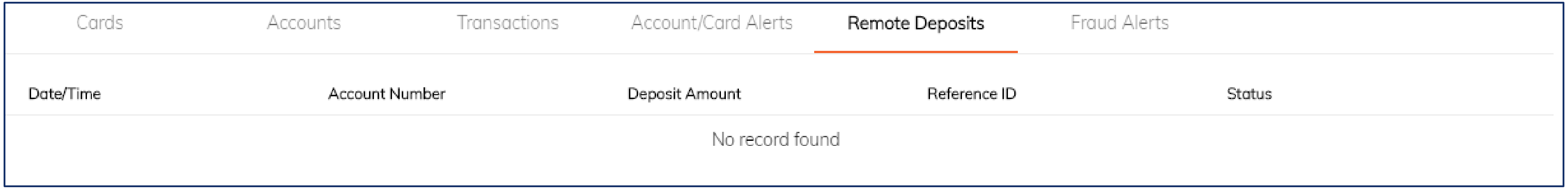
- The Enriched Merchant Data pane is not used by FIS.

Account/Card Alerts Tab



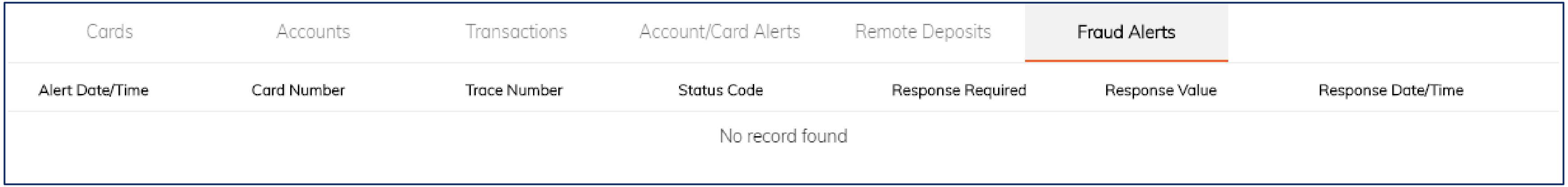
- The Account/Card Alerts tab in the Customer Details pane displays bank alerts sent to the customer.
- Click anywhere in the Alert row to display the Alert Details window, which shows detailed information about the alert (e.g., a status change in the card from ‘Active’ to ‘Inactive’).
- Pending Delete Time indicates when the alert will be rolled off of the system, after a period of 8 days.

Remote Deposits Tab



- The Remote Deposits tab is not used by FIS.

Fraud Alerts Tab



- The Fraud Alerts tab is not used by FIS.

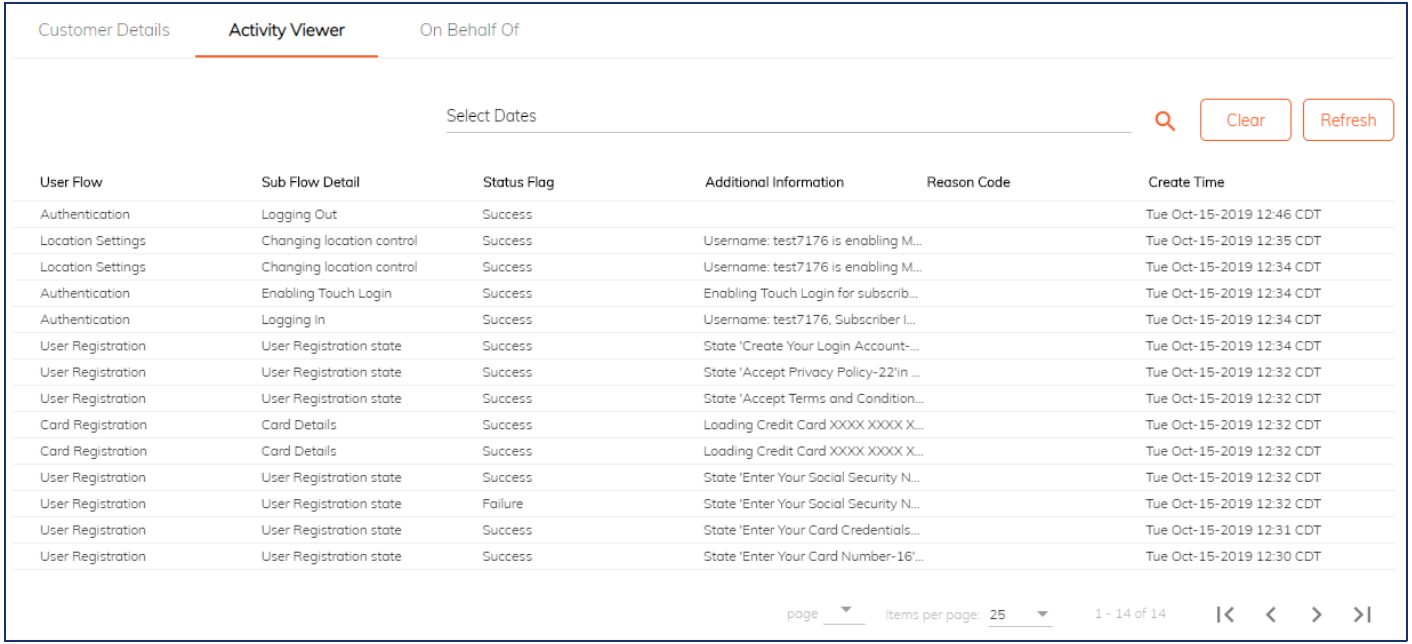
Account/Card Alerts Tab – Alert Details Window

Alert Details

Alert Type	Card alert or auth policy change alert
Account Number	
Card Number	XXXX XXXX XXXX 2087
Alert Description	Card ending in 2087 has been successfu...
Pending Delete Time	Sat 10-26-2019 23:45:24 CDT
Record Create Time	Fri 10-18-2019 23:45:24 CDT
Last Update Time	Fri 10-18-2019 23:45:25 CDT

- Click anywhere in the Alert row to display the Alert Details window, which shows detailed information about the alert (e.g., a status change in the card from 'Active' to 'Inactive').
- Pending Delete Time indicates when the alert will be rolled off of the system, after a period of 8 days.

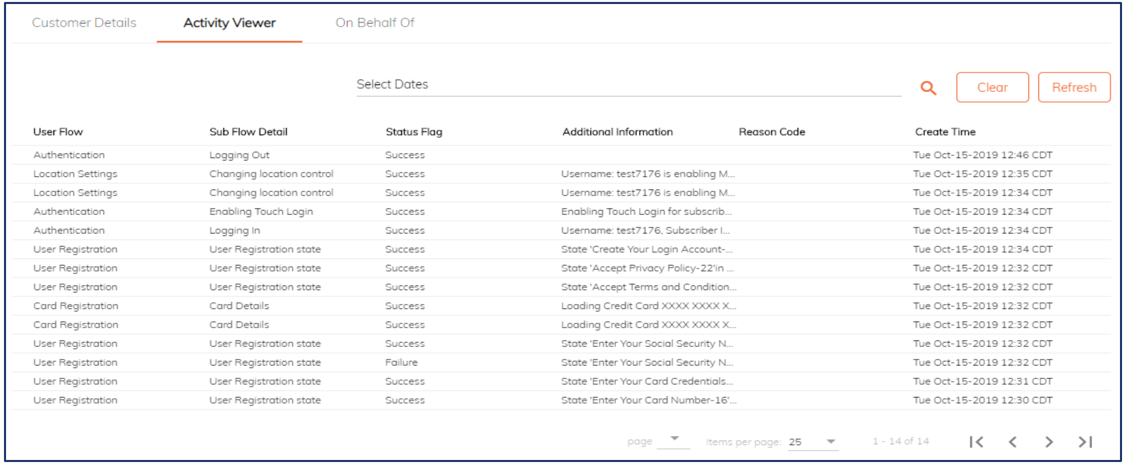
Activity Viewer Tab



User Flow	Sub Flow Detail	Status Flag	Additional Information	Reason Code	Create Time
Authentication	Logging Out	Success			Tue Oct-15-2019 12:46 CDT
Location Settings	Changing location control	Success	Username: test7176 is enabling M...		Tue Oct-15-2019 12:35 CDT
Location Settings	Changing location control	Success	Username: test7176 is enabling M...		Tue Oct-15-2019 12:34 CDT
Authentication	Enabling Touch Login	Success	Enabling Touch Login for subscrib...		Tue Oct-15-2019 12:34 CDT
Authentication	Logging In	Success	Username: test7176, Subscriber I...		Tue Oct-15-2019 12:34 CDT
User Registration	User Registration state	Success	State 'Create Your Login Account-...		Tue Oct-15-2019 12:34 CDT
User Registration	User Registration state	Success	State 'Accept Privacy Policy-22'in ...		Tue Oct-15-2019 12:32 CDT
User Registration	User Registration state	Success	State 'Accept Terms and Condition...		Tue Oct-15-2019 12:32 CDT
Card Registration	Card Details	Success	Loading Credit Card XXXX XXXX X...		Tue Oct-15-2019 12:32 CDT
Card Registration	Card Details	Success	Loading Credit Card XXXX XXXX X...		Tue Oct-15-2019 12:32 CDT
User Registration	User Registration state	Success	State 'Enter Your Social Security N...		Tue Oct-15-2019 12:32 CDT
User Registration	User Registration state	Failure	State 'Enter Your Social Security N...		Tue Oct-15-2019 12:32 CDT
User Registration	User Registration state	Success	State 'Enter Your Card Credentials...		Tue Oct-15-2019 12:31 CDT
User Registration	User Registration state	Success	State 'Enter Your Card Number-16'...		Tue Oct-15-2019 12:30 CDT

- Users can reach the Activity Viewer screen by clicking on the Activity Viewer link next for a customer on the Customer Troubleshooting screen.
- There is no exporting capability for Activity Viewer.

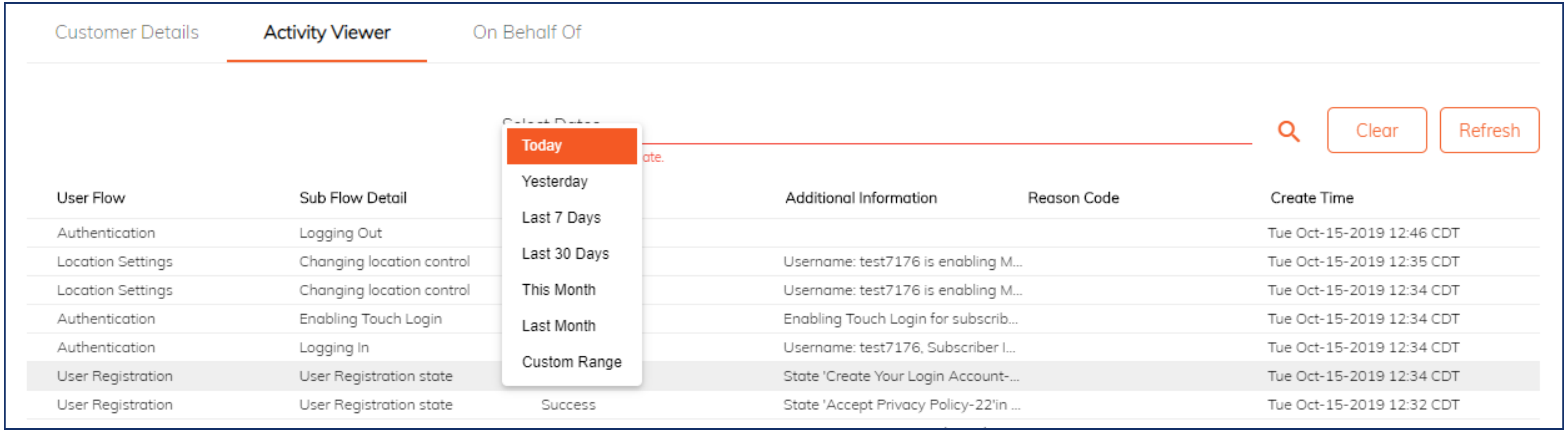
Activity Viewer Tab



User Flow	Sub Flow Detail	Status Flag	Additional Information	Reason Code	Create Time
Authentication	Logging Out	Success			Tue Oct-15-2019 12:46 CDT
Location Settings	Changing location control	Success	Username: test7176 is enabling M...		Tue Oct-15-2019 12:35 CDT
Location Settings	Changing location control	Success	Username: test7176 is enabling M...		Tue Oct-15-2019 12:34 CDT
Authentication	Enabling Touch Login	Success	Enabling Touch Login for subscrib...		Tue Oct-15-2019 12:34 CDT
Authentication	Logging In	Success	Username: test7176, Subscriber I...		Tue Oct-15-2019 12:34 CDT
User Registration	User Registration state	Success	State 'Create Your Login Account-...		Tue Oct-15-2019 12:34 CDT
User Registration	User Registration state	Success	State 'Accept Privacy Policy-22'in ...		Tue Oct-15-2019 12:32 CDT
User Registration	User Registration state	Success	State 'Accept Terms and Condition...		Tue Oct-15-2019 12:32 CDT
Card Registration	Card Details	Success	Loading Credit Card XXXX XXXX X...		Tue Oct-15-2019 12:32 CDT
Card Registration	Card Details	Success	Loading Credit Card XXXX XXXX X...		Tue Oct-15-2019 12:32 CDT
User Registration	User Registration state	Success	State 'Enter Your Social Security N...		Tue Oct-15-2019 12:32 CDT
User Registration	User Registration state	Failure	State 'Enter Your Social Security N...		Tue Oct-15-2019 12:32 CDT
User Registration	User Registration state	Success	State 'Enter Your Card Credentials...		Tue Oct-15-2019 12:31 CDT
User Registration	User Registration state	Success	State 'Enter Your Card Number-16'...		Tue Oct-15-2019 12:30 CDT

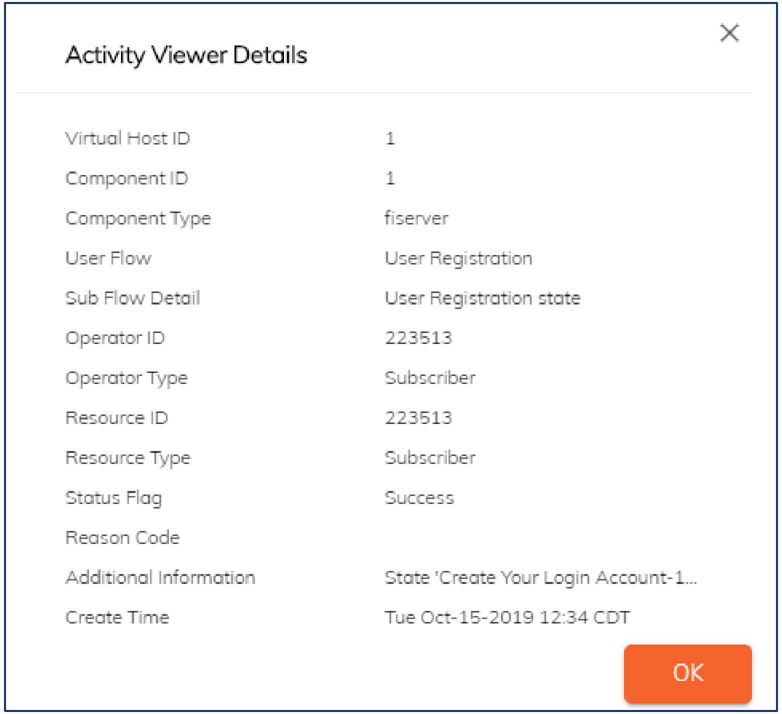
- The Activity Viewer screen displays actions the user has taken on the Mobile App and actions taken by the system due to the user's activities.
- The Activity Viewer also shows On Behalf Of action taken by mConsole users on the end user's behalf.
- This page provides information that is meant to be used by Customer Support Representatives as the first level troubleshooting tool.
- Activity is hard deleted on a rolling 90-day period.

Activity Viewer Tab



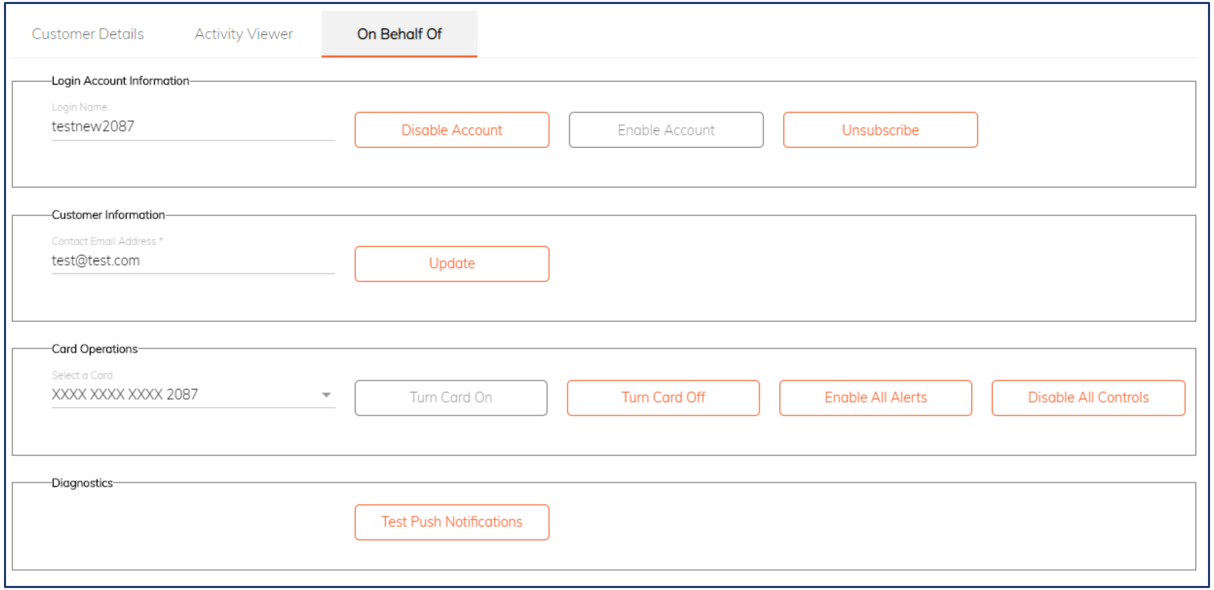
- You can search for cardholder activity by date by selecting a date range from the drop-down options below Select Date.
- You can choose a predefined date range from the options in the drop-down list, or you can select Custom Range and set a Start and End date for the search on the calendar.

Activity Viewer Tab



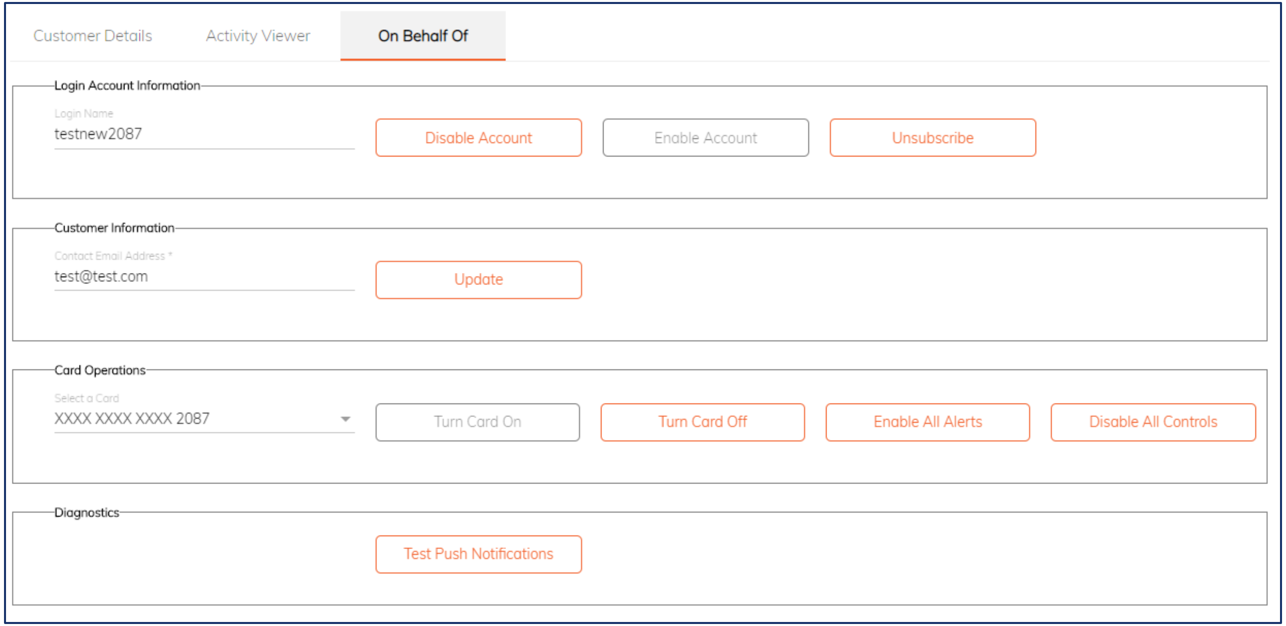
- Select a specific event in the Activity Viewer to open the Activity Viewer Details window and view additional information about the event.
- Click anywhere in the event row to display the Activity Viewer Details window.

On Behalf Of Tab



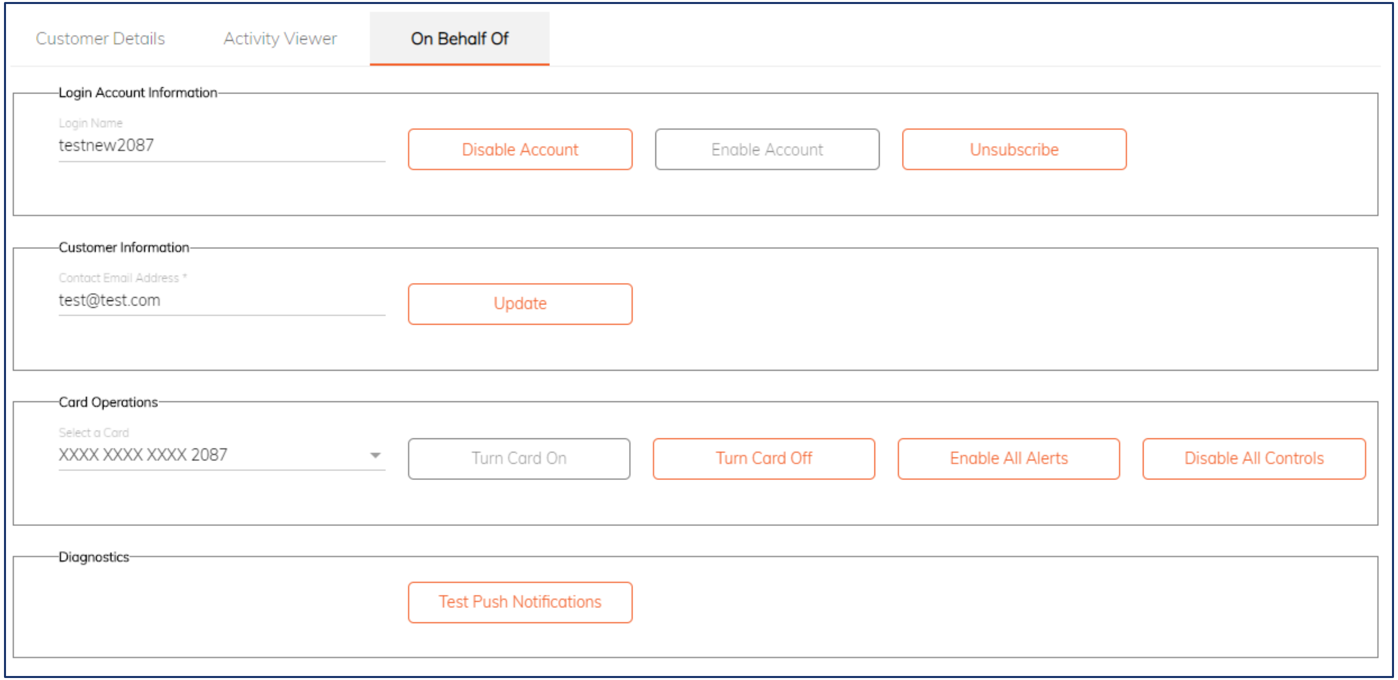
- Users can reach the On Behalf Of screen by clicking on the On Behalf Of link for a customer on the Customer Troubleshooting screen.
- On Behalf Of functionality allows an mConsole user to take action on behalf of the cardholder.
- A user will receive a notification when an mConsole user takes action on their behalf.

On Behalf Of Tab



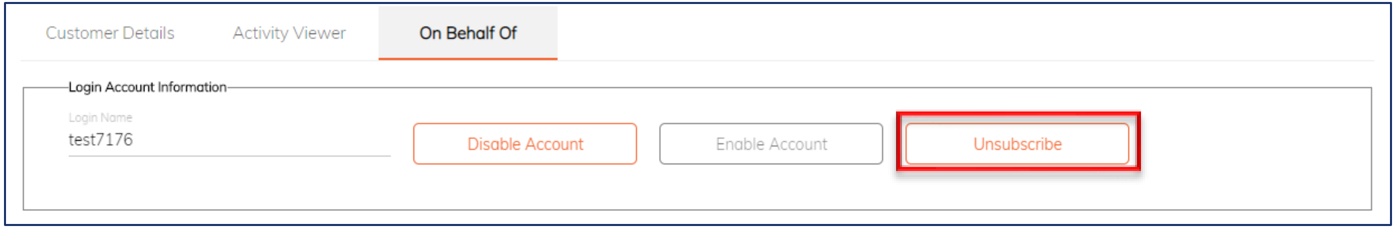
- Use the On Behalf Of feature to take these actions on behalf of a user:
  - Enable and disable a user's Mobile App login credentials
  - Unsubscribe a user from the Mobile App
  - Turn a card on or off
  - Enable or disable individual transaction controls and alerts

On Behalf Of Tab



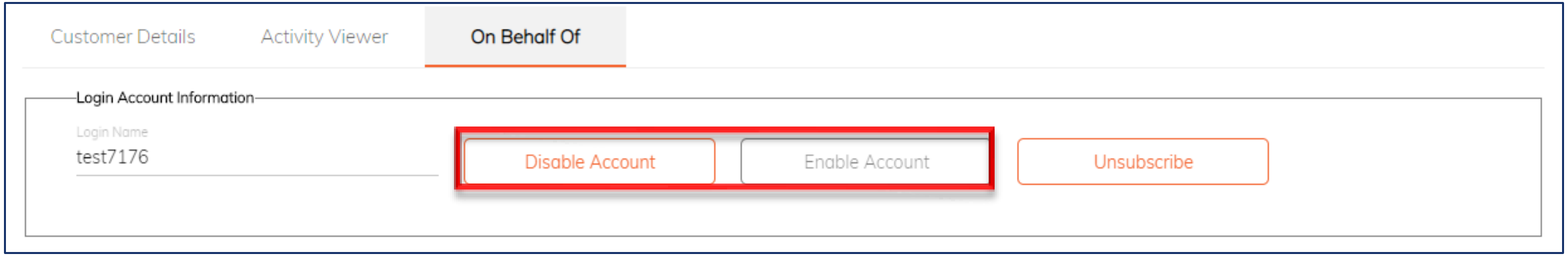
- Use the On Behalf Of feature to take these actions on behalf of a user:
  - ➢ Unsubscribe a cardholder from the Mobile App
  - ➢ Update a cardholder's contact email address in the Mobile App
  - ➢ Send a test push notification to a cardholder's primary device

On Behalf Of Tab

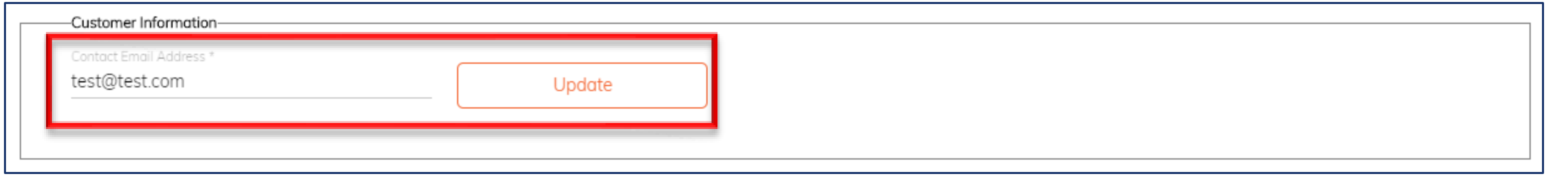


- Unsubscribe the user from the mobile app: the unsubscribed user will not be able to login to the app again with that profile; the card/user is not deleted from mConsole and can be found via a search in the Unsubscribed Users tab.
- If the user changes his/her mind and wants to use the app again later, the user will have to re-register (standalone user).
- Standalone users have to re-register; for integrated users, there is a workaround and a ticket to FIS Support has to be opened.
- A FI must unsubscribe a user from SecurLOCK™ Equip when closing the cardholder entry in the card processing system. There is no link between the two systems.
- **No user should ever be unsubscribed unless it is recommended by FIS or if the purpose is to remove the user because s/he no longer want to use the SecurLOCK Equip application.**
- **Under no circumstances should an integrated user be unsubscribed.**

On Behalf Of Tab

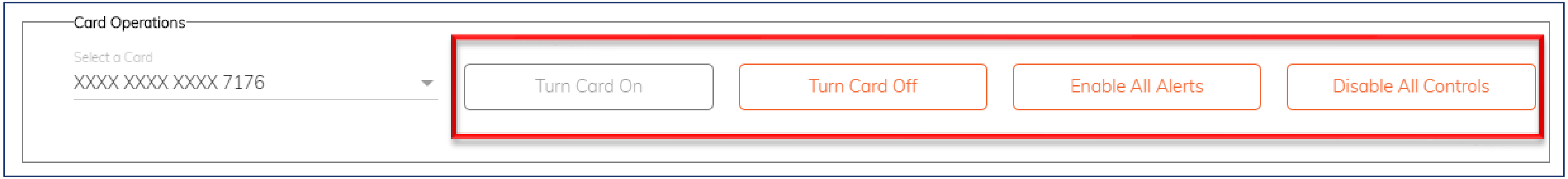


- Click 'Disable Account' to disable the user's Mobile App login and prevent the user from logging in.
- Click 'Enable Account' to enable the user to log in to the Mobile App if the login is currently disabled.



- Enter the Contact Email Address and click 'Update' to change the cardholder's contact email address.

On Behalf Of Tab

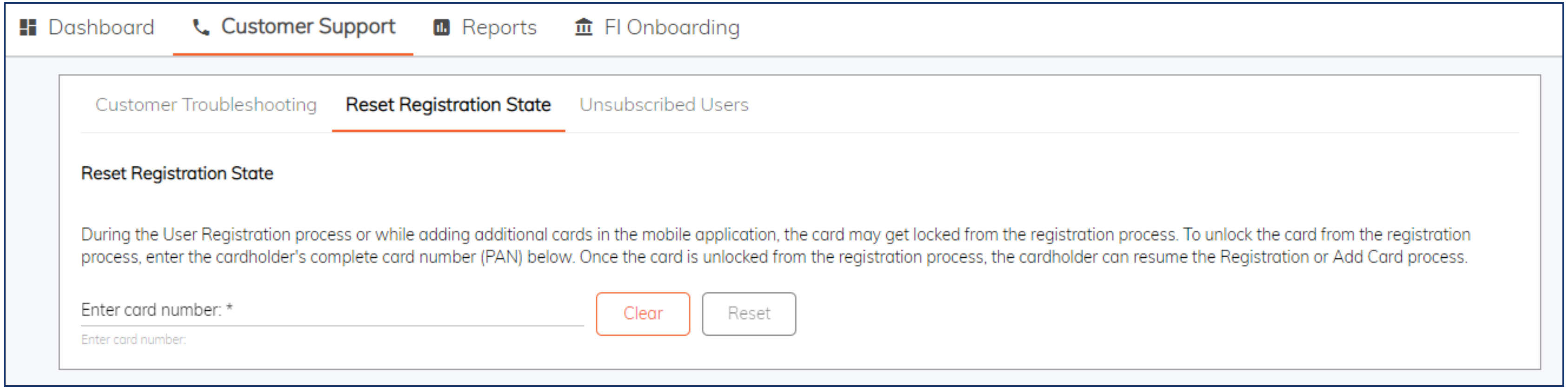


- Select a card for On Behalf Of action from the list of all managed cards in the user's Mobile App.
- Turn a card on or off for the user by clicking on 'Turn Card On' or 'Turn Card Off'.
- Click 'Enable All Alerts' to enable the user to receive alerts for all transactions made on the selected card.
- Click 'Disable All Controls' to turn off all control settings for the selected card.
- Note that the options available under Card Operations depends on your security role in mConsole.

On Behalf Of Tab

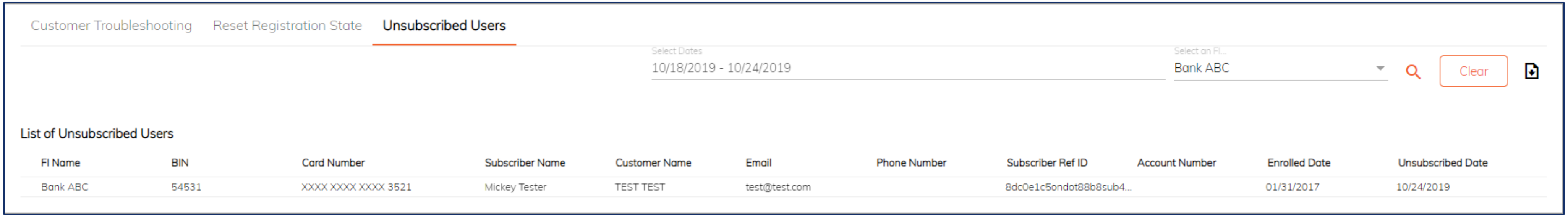
- To Send a test Push Notification to the user’s primary device:
    1. Click ‘Test Push Notification’ on the On Behalf Of screen
    2. Enter a message in the Test Push Notifications dialogue
    3. Click ‘Test’ and a notification window confirms that the test message was sent successfully.

Reset Registration State Tab



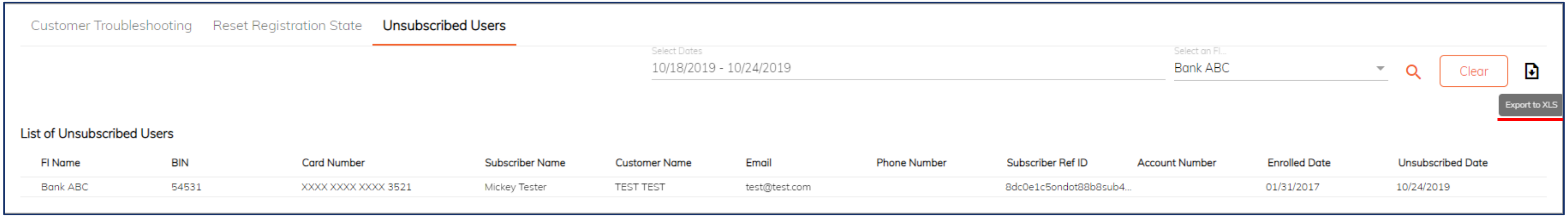
- If a user enters incorrect authentication information three times during second factor authentication, they will be locked out of the registration process and will need to be reset by the financial institution to continue with registration.
- The financial institution can use the Reset Registration State tab to reset a card that has been locked out during registration.
- Navigate to the Customer Support tab and then to the Reset Registration State sub-tab.
- Enter card number and then click 'Reset'.

Unsubscribed Users Tab



- The Unsubscribed User tab enables users to view, search for, and download reports on Unsubscribed Users to find cardholders who have stopped managing any cards in the Mobile App.
- When a cardholder is unsubscribed, that action is captured in SecurLOCK Equip audit logs. Although the time frame is configurable, audit logs are typically maintained for 90 days.

Unsubscribed Users Tab

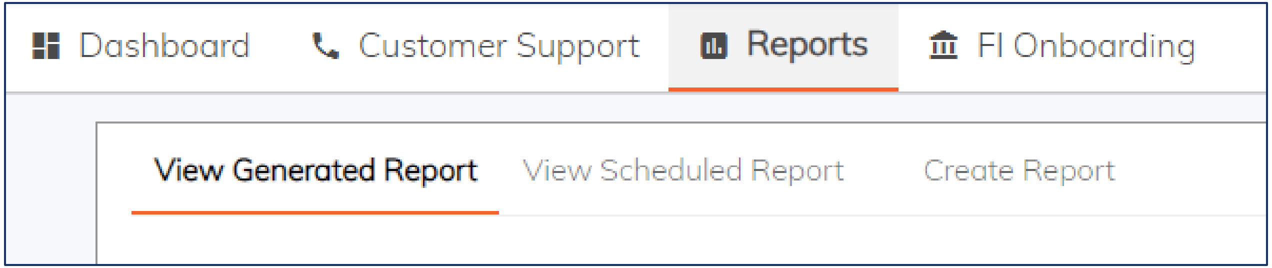


- After searching for unsubscribed users, users can export search results via the Export to XLS icon in the upper right corner.
- The Excel file displays information on the unsubscribed users, including the name of the FI for which the data is being generated, the Bank Identification Number (BIN) to which the unsubscribed cardholder’s card belonged, the Card Number, the Subscriber Name, and so on.

Reports Tab

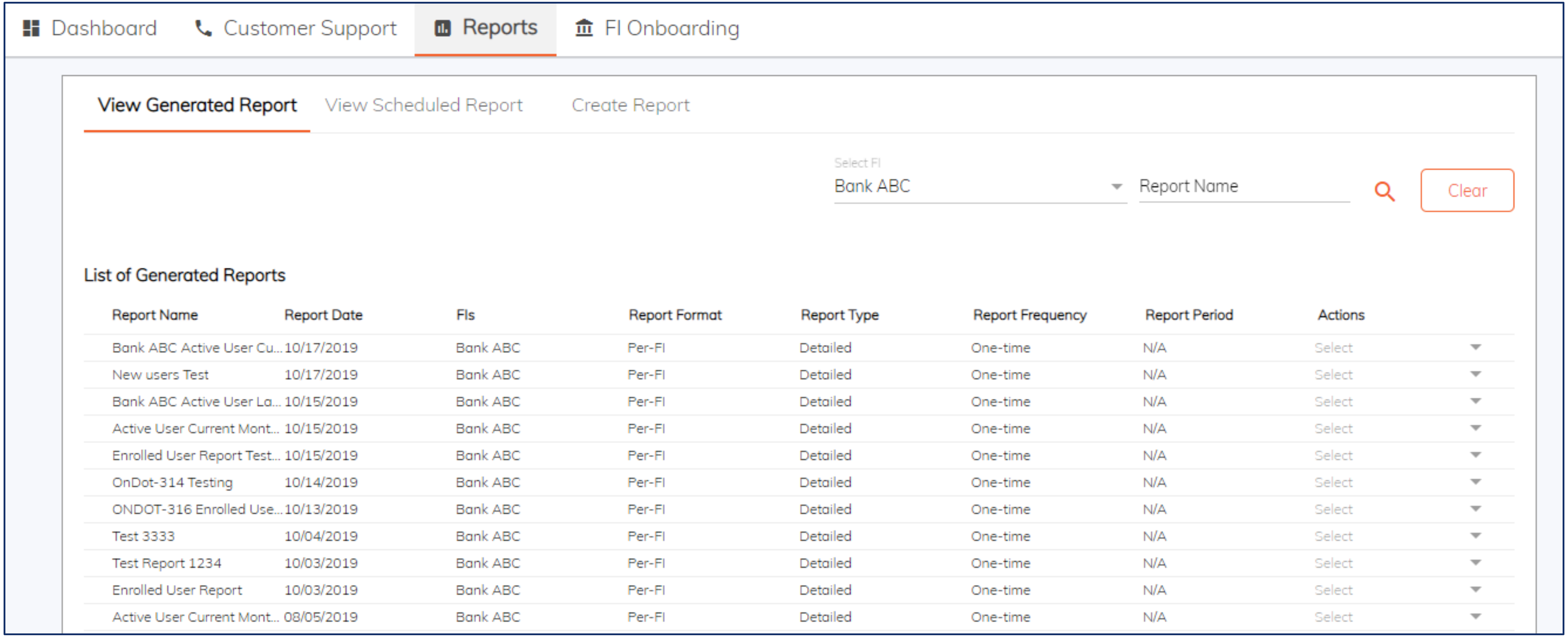
- Introduction
- View Generated Report Tab
- View Scheduled report Tab
- Create Report Tab

Reports Tab



- Use the Reports feature to view a range of reports related to your financial institution and configure parameters to generate custom reports.
- The Reports feature contains three components:
  - **View Generated Report**: View or export a generated report in CSV format:
    - ➢ One-time immediate report
    - ➢ One-time scheduled report for which the scheduled execution date has previously occurred
    - ➢ Recurring report for which at least the first possible execution date has passed
  - **View Scheduled Report**: View a pending report:
    - ➢ One-time report with a date later than today
    - ➢ Sequence of reports in which the next report is scheduled for later than today
  - **Create Report**: Create one-time or recurring Summary and Detailed reports:
    - ➢ Summary Report: User selects the report fields from the drop-down menu
    - ➢ Detailed Report: User selects a report type from the drop-down menu

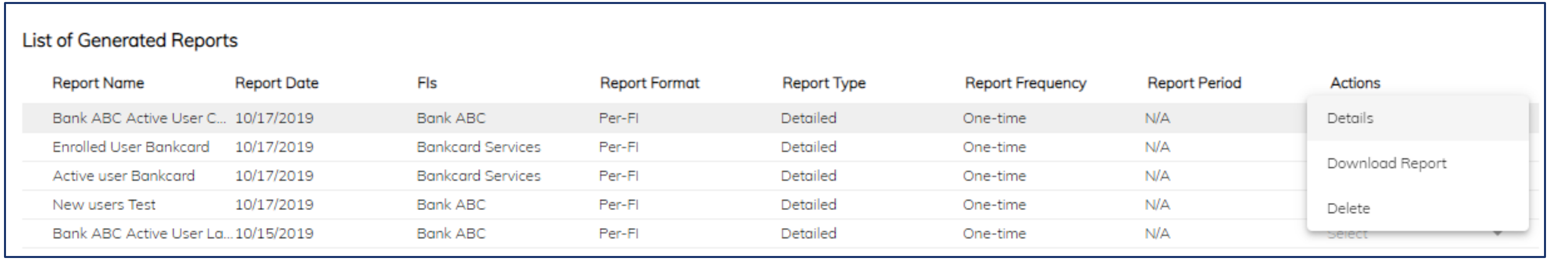
View Generated Report Tab



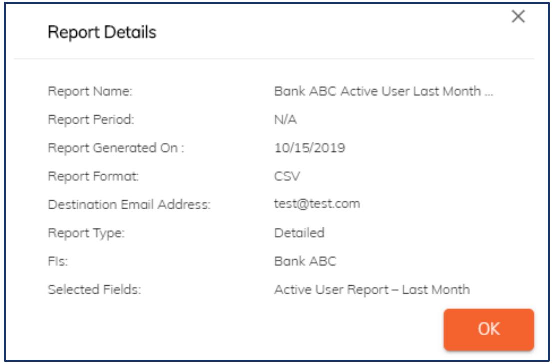
Report Name	Report Date	FIs	Report Format	Report Type	Report Frequency	Report Period	Actions
Bank ABC Active User Cu...	10/17/2019	Bank ABC	Per-FI	Detailed	One-time	N/A	Select
New users Test	10/17/2019	Bank ABC	Per-FI	Detailed	One-time	N/A	Select
Bank ABC Active User La...	10/15/2019	Bank ABC	Per-FI	Detailed	One-time	N/A	Select
Active User Current Mont...	10/15/2019	Bank ABC	Per-FI	Detailed	One-time	N/A	Select
Enrolled User Report Test...	10/15/2019	Bank ABC	Per-FI	Detailed	One-time	N/A	Select
OnDot-314 Testing	10/14/2019	Bank ABC	Per-FI	Detailed	One-time	N/A	Select
ONDOT-316 Enrolled Use...	10/13/2019	Bank ABC	Per-FI	Detailed	One-time	N/A	Select
Test 3333	10/04/2019	Bank ABC	Per-FI	Detailed	One-time	N/A	Select
Test Report 1234	10/03/2019	Bank ABC	Per-FI	Detailed	One-time	N/A	Select
Enrolled User Report	10/03/2019	Bank ABC	Per-FI	Detailed	One-time	N/A	Select
Active User Current Mont...	08/05/2019	Bank ABC	Per-FI	Detailed	One-time	N/A	Select

- Use the View Generated Report sub-tab to view and manage existing reports.

View Generated Report Tab


List of Generated Reports

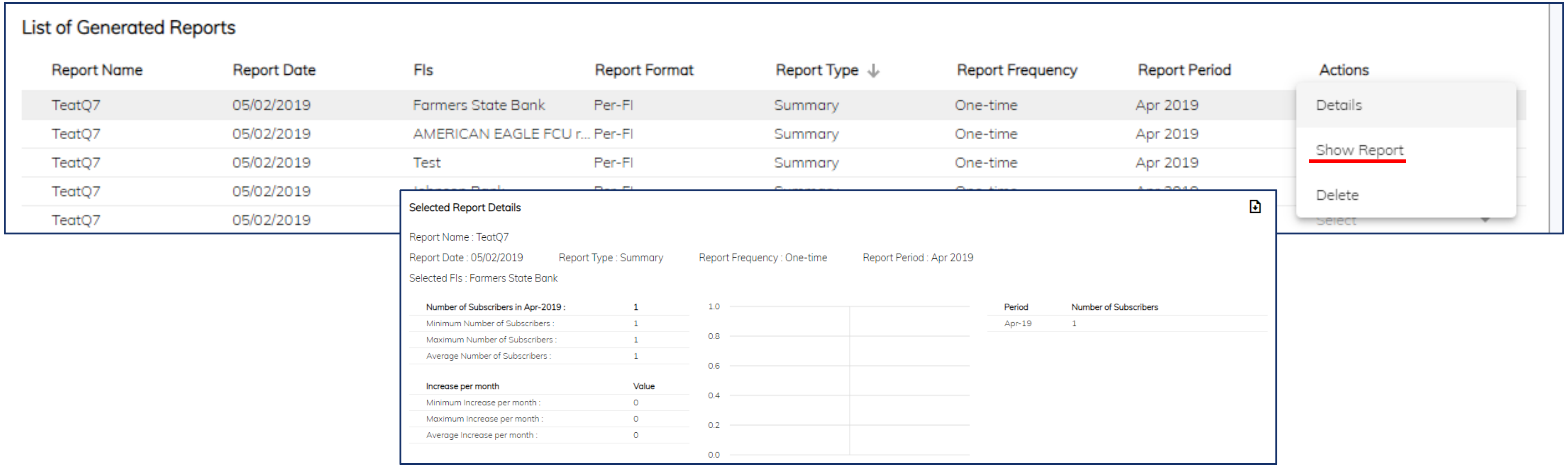
Report Name	Report Date	FIs	Report Format	Report Type	Report Frequency	Report Period	Actions
Bank ABC Active User C...	10/17/2019	Bank ABC	Per-FI	Detailed	One-time	N/A	
Enrolled User Bankcard	10/17/2019	Bankcard Services	Per-FI	Detailed	One-time	N/A	
Active user Bankcard	10/17/2019	Bankcard Services	Per-FI	Detailed	One-time	N/A	
New users Test	10/17/2019	Bank ABC	Per-FI	Detailed	One-time	N/A	
Bank ABC Active User La...	10/15/2019	Bank ABC	Per-FI	Detailed	One-time	N/A	


Report Details

Report Name:	Bank ABC Active User Last Month ...
Report Period:	N/A
Report Generated On :	10/15/2019
Report Format:	CSV
Destination Email Address:	test@test.com
Report Type:	Detailed
FIs:	Bank ABC
Selected Fields:	Active User Report – Last Month

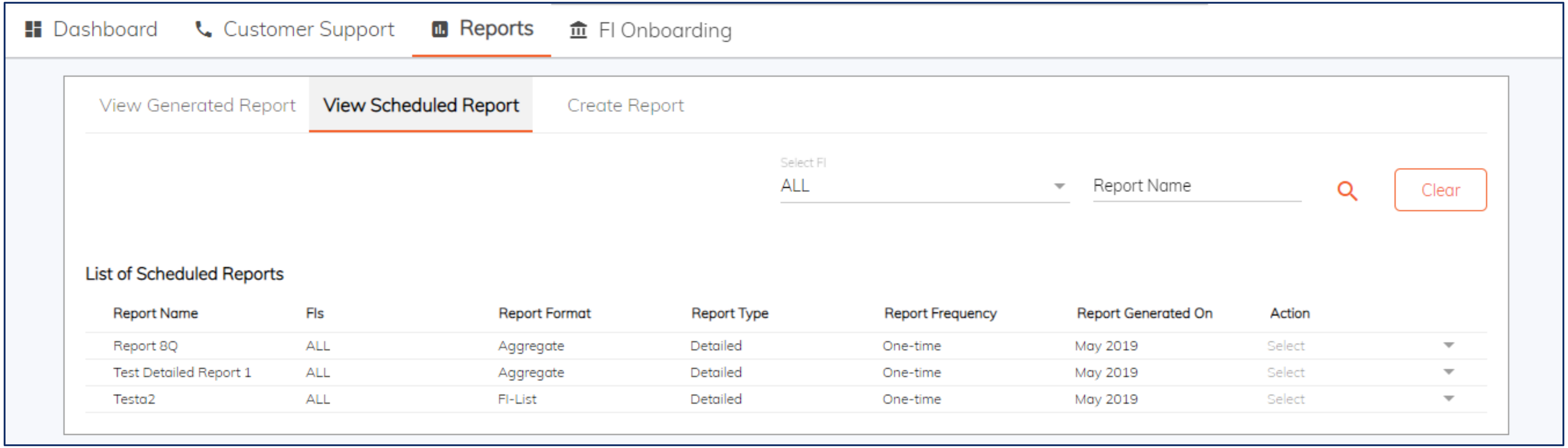
- When you click 'Details’ from the Actions drop-down list in the View Generated Report sub-tab, the Report Details window opens.
- The Report Details window summarizes information about the data contained in each selected report (details vary for recurring and one-time reports).

View Generated Report Tab



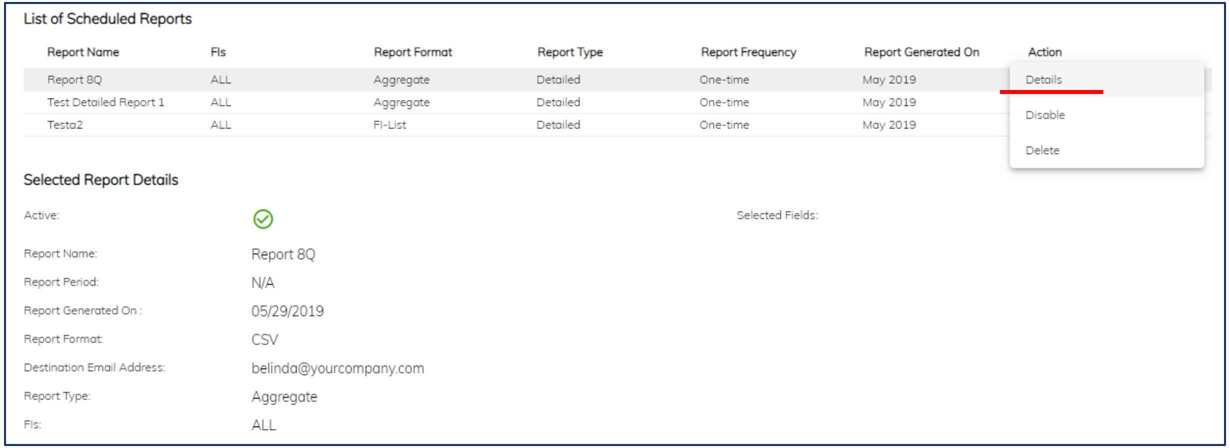
- Users can click ‘Show Report’ from the Actions drop-down list of a Summary Report in the list of Generated Reports to display report details at the bottom of the screen. If the report is a Detailed Report, users can click 'Download Report' to download the report directly to their desktop.
- When a report is generated, it is emailed to the email address(es) provided when the report was created. Previously created Summary Reports can also be exported to an Excel worksheet via mConsole by using the Export to XLS icon in the Selected Reports Details section.
- To delete the selected report, select ‘Delete’ from the Actions drop-down list.

View Scheduled Reports Tab



- The View Scheduled Report screen lists all scheduled reports and allows you to manage the details of each report.
- By default, this tab displays all scheduled reports sorted by date and time. Use key words to search for specific scheduled reports.

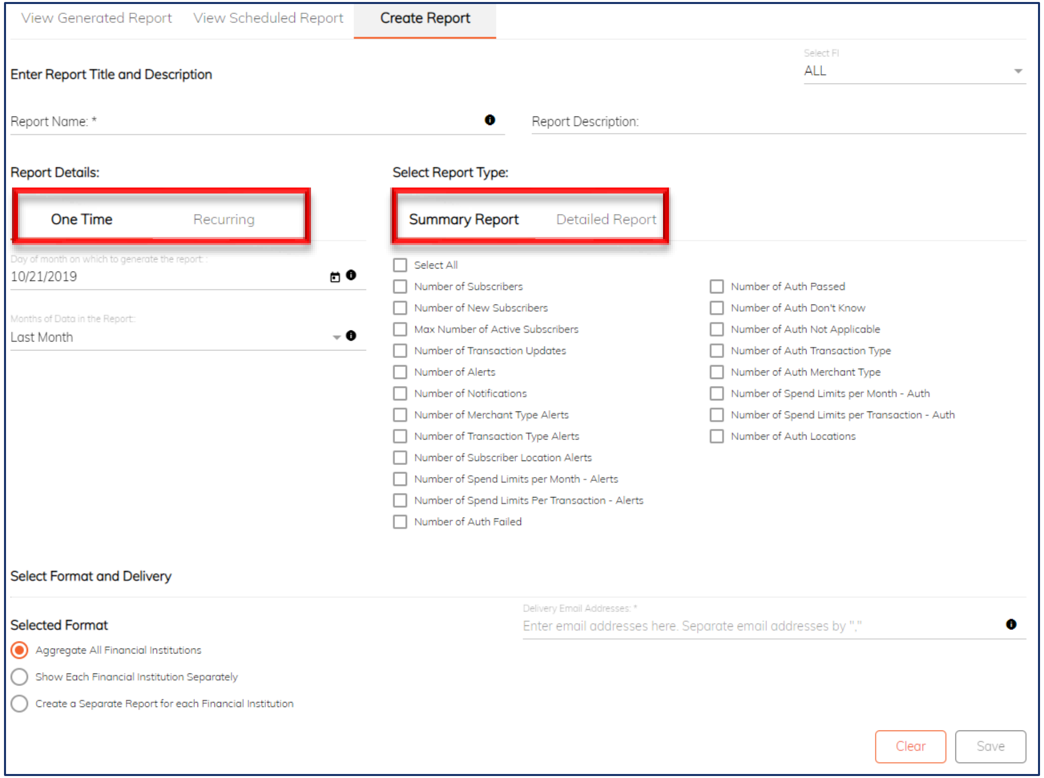
View Scheduled Reports Tab



- When you click ‘Details’ from the Actions drop-down list, details for the selected scheduled report are displayed.
- A green check indicates that the report is enabled; a red X indicates that it is disabled. Click the icon to toggle between enabling and disabling the report.
  Note: Scheduled Reports must be manually enabled after creation.
- To disable the selected report, select ‘Disable’ from the Actions drop-down list.
- To delete the selected report, select ‘Delete’ from the Actions drop-down list.

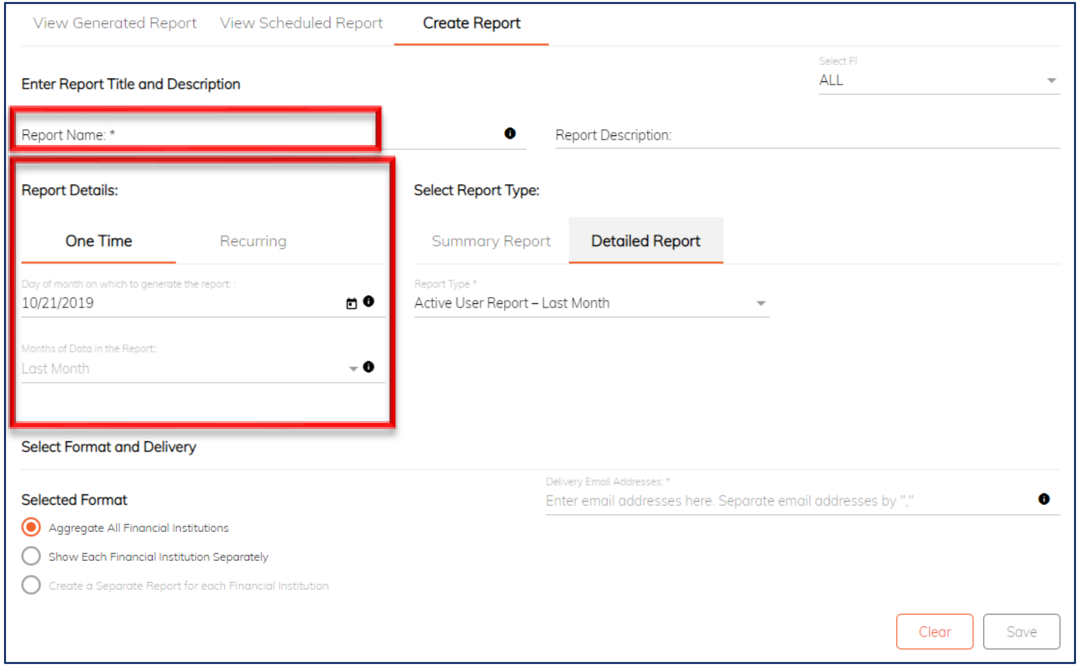
Create Report Tab

- Use the Create Report sub-tab to create One Time or Recurring Summary and Detailed reports.
- The Create Report sub-tab includes additional options that enable mConsole users to choose between Summary Reports and Detailed Reports.

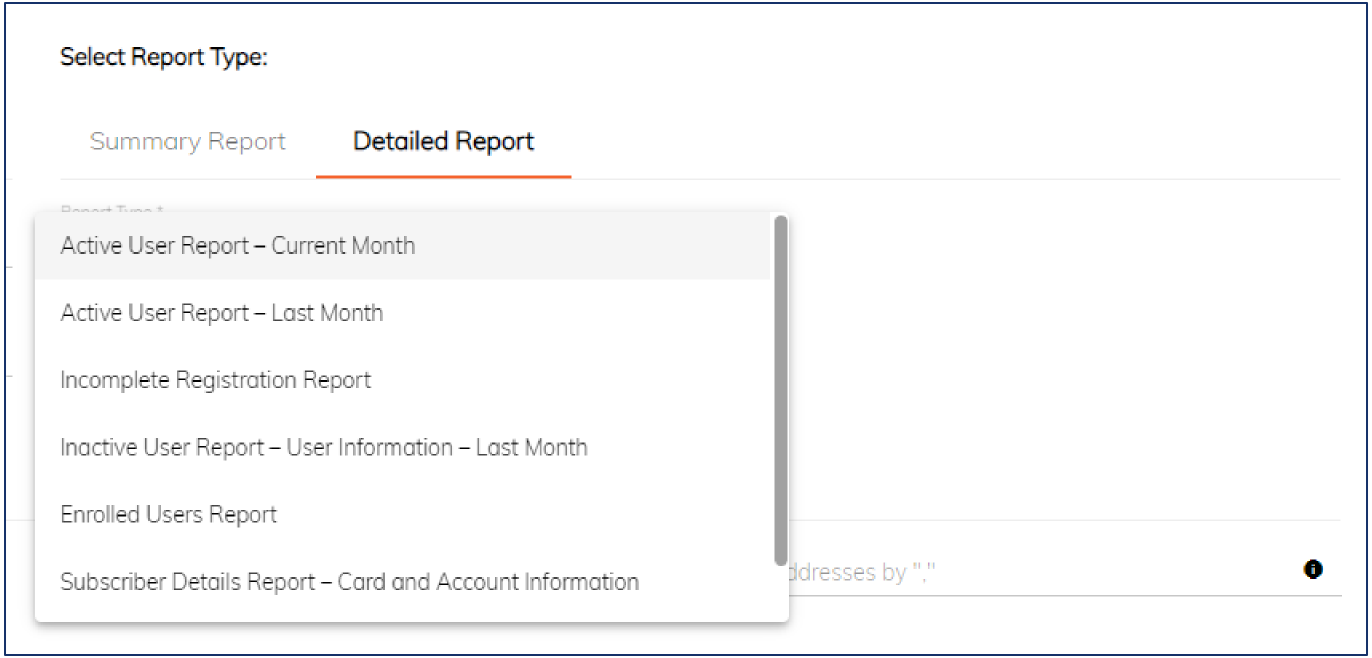


Create Report Tab

- Enter a Report Name and a description for the report.
- Under Reporting Details, select the report frequency, One Time or Recurring, and enter the required information.
  - One Time: Choose date to generate the report on and Months of Data to include in the report.
  - Recurring: Choose report Starting and Ending date, day of the month to generate report on, Months of Data to include in the report.

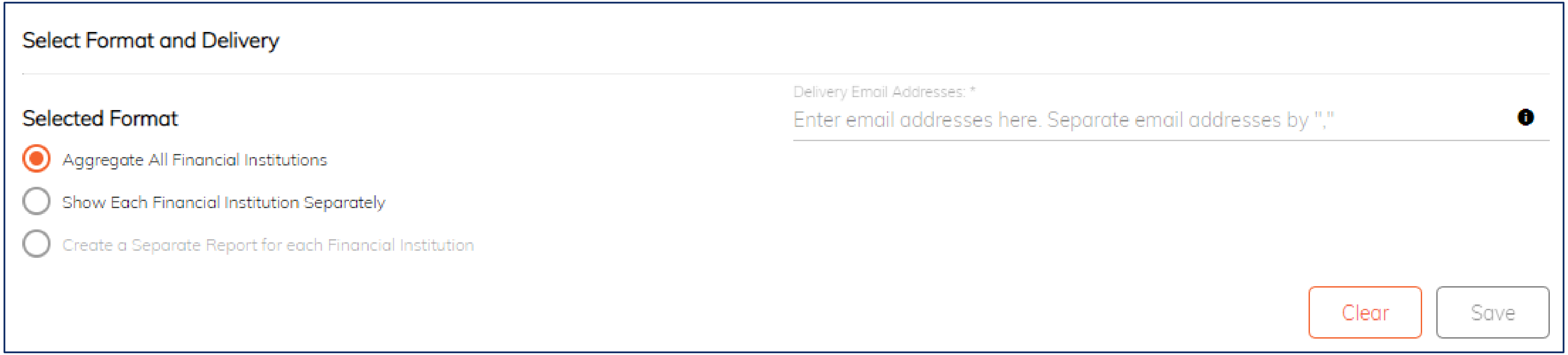


Create a Detailed Report



- Under Select Report Type, click ‘Detailed Reports’.
- Select a Report Type from the drop-down list of available pre-set reports.

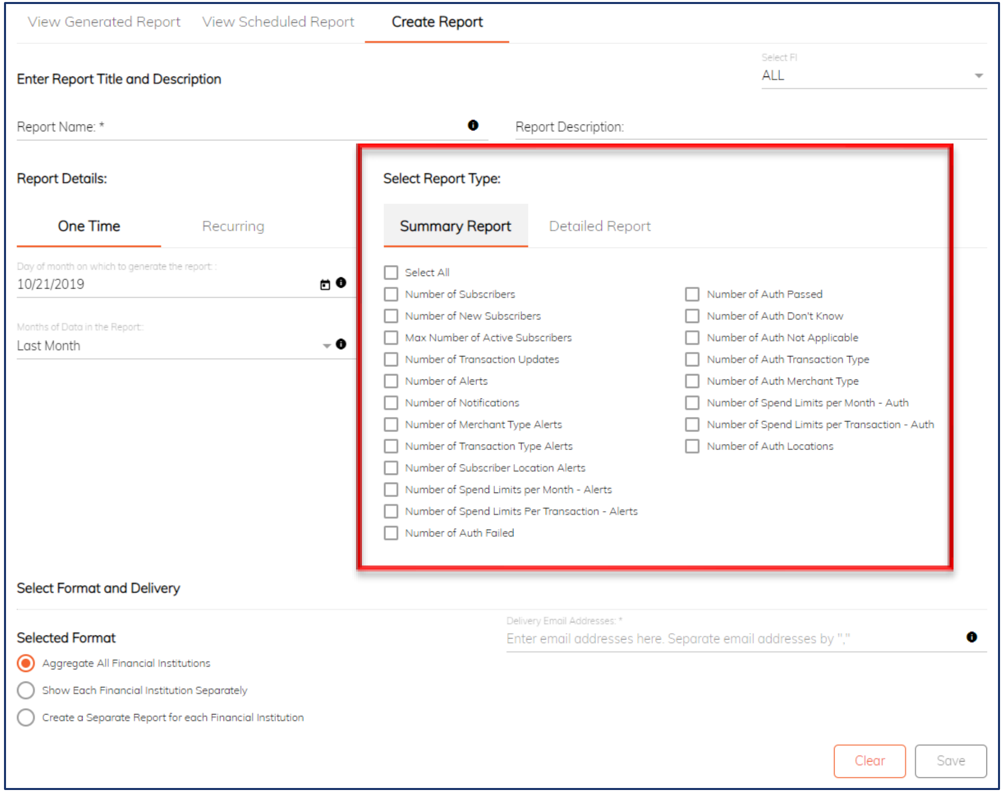
Create a Detailed Report



- Under Select Format and Delivery, select the Report format.
- Enter the email addresses to which the report should be sent. Multiple email addresses can be entered separated by commas.
- Click ‘Save’ at the bottom-right of the screen.

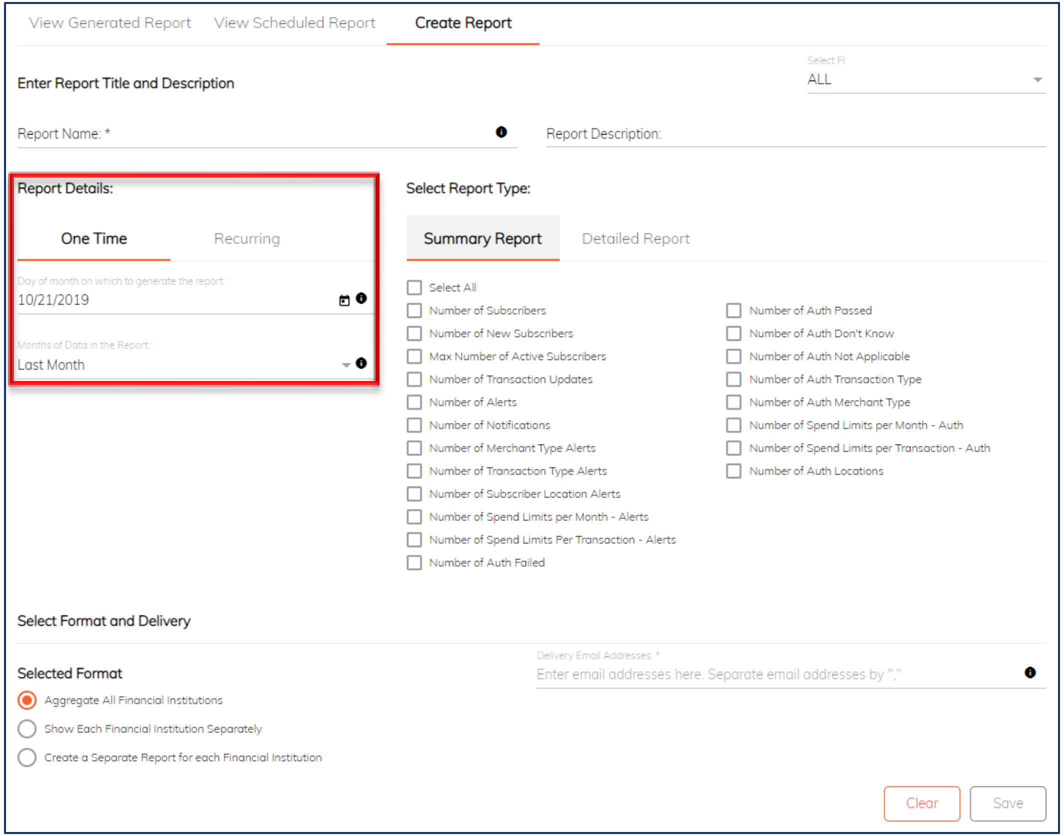
Create a Detailed Report

- Enter a Report Name and a description for the report.
- Under Select Report Type, click ‘Summary Reports.’
- In the 'Select the Fields to be Included in the Report' pane, select the fields you want to include in the report.

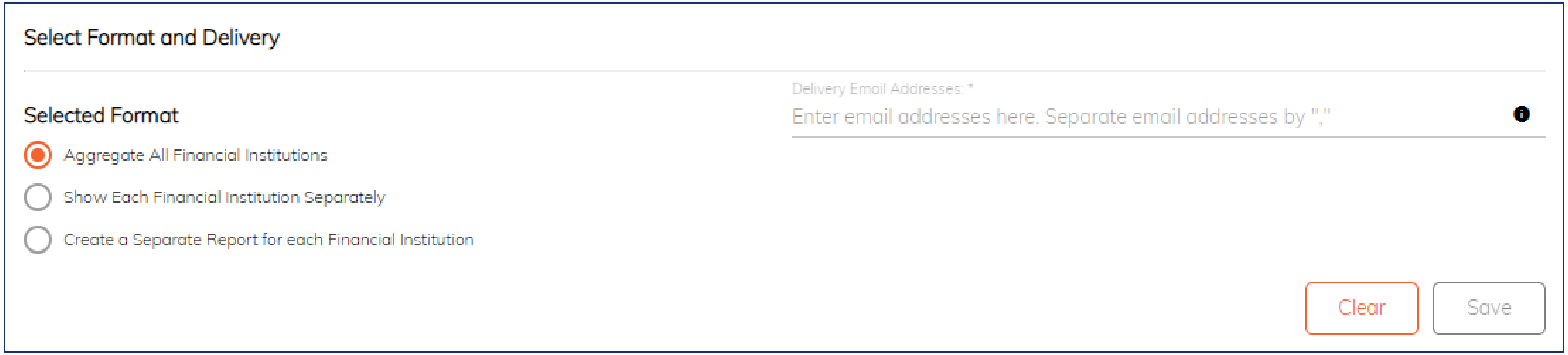


Create a Summary Report

- Under Reporting Details, select the report frequency, One Time or Recurring, and enter the required information.
  - One Time: Choose date to generate the report on and Months of Data to include in the report.
  - Recurring: Choose report Starting and Ending date, day of the month to generate report on, Months of Data to include in the report



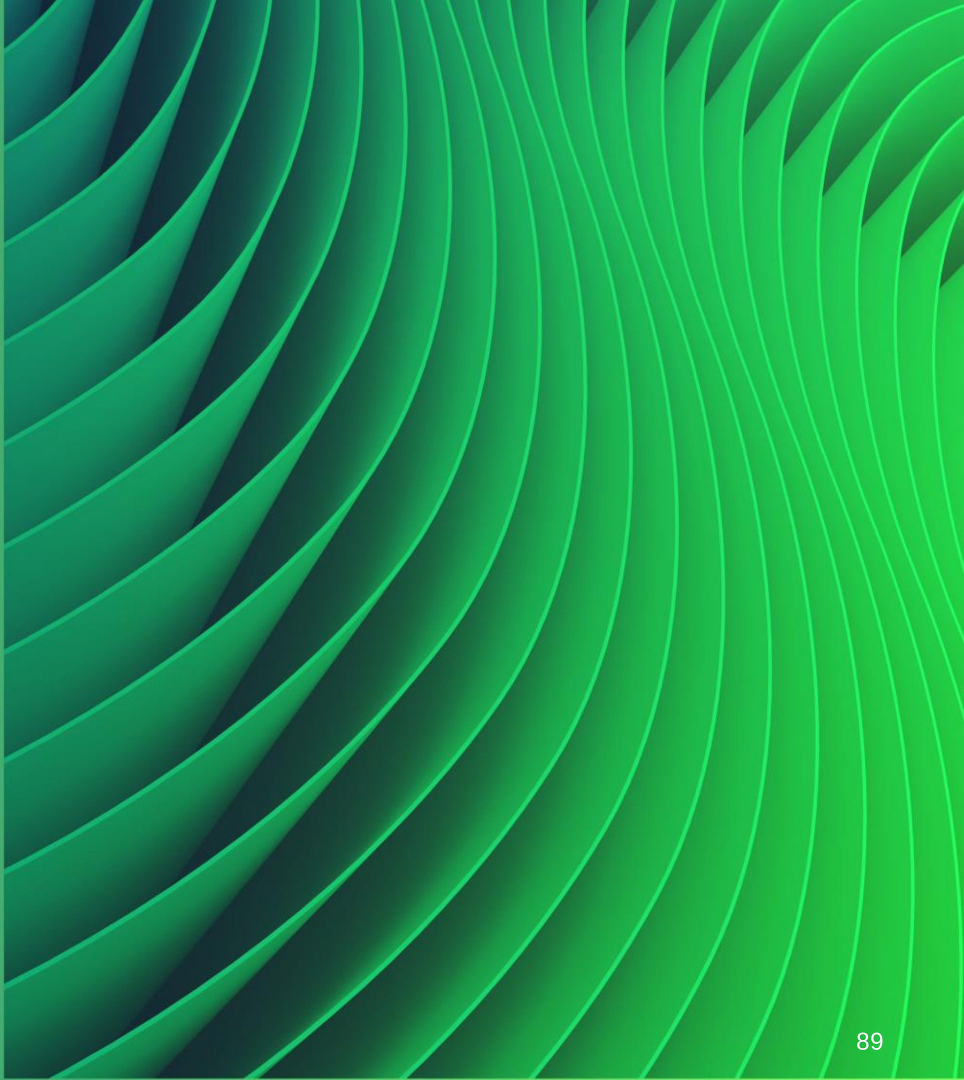
Create a Summary Report



- Under Select Format and Delivery, select the Report format and enter the email addresses to which the report should be sent.
- Click ‘Save’ at the bottom-right of the screen.

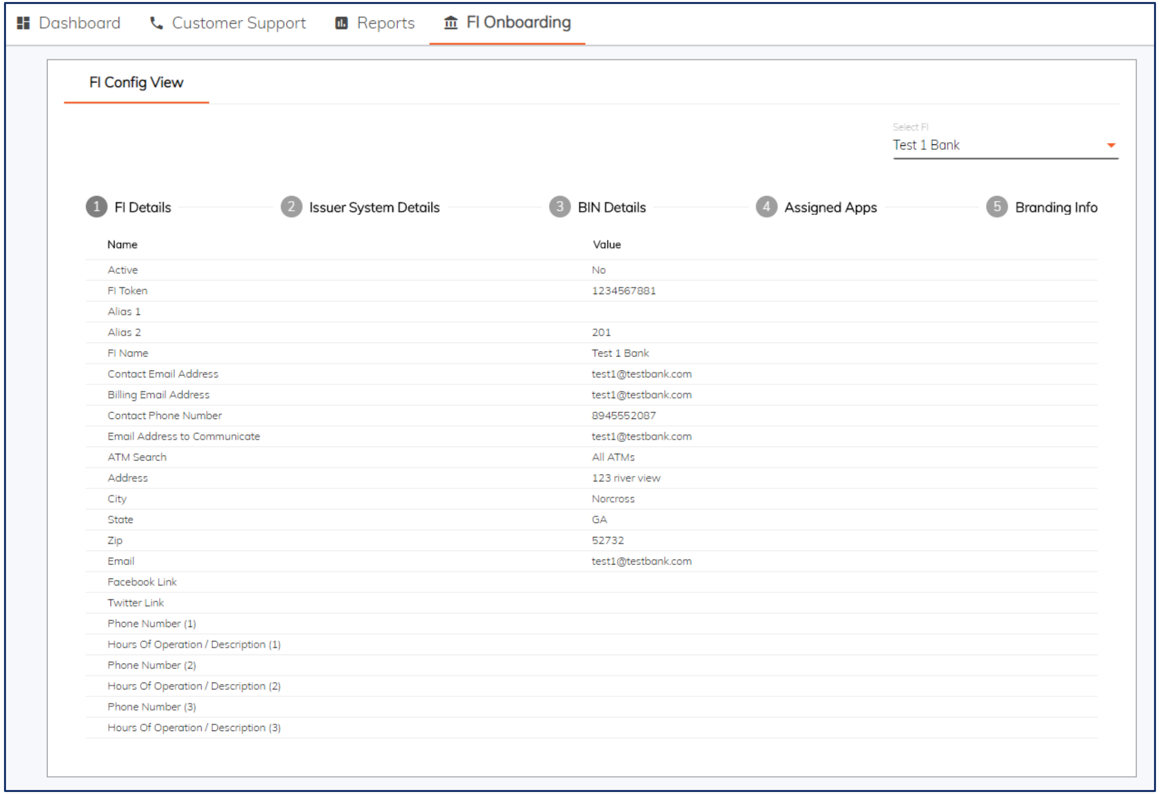
FI Config View Sub-Tab

- FI Details
- Branding Info
- Issuer System Details
- BIN Details
- Assigned Apps



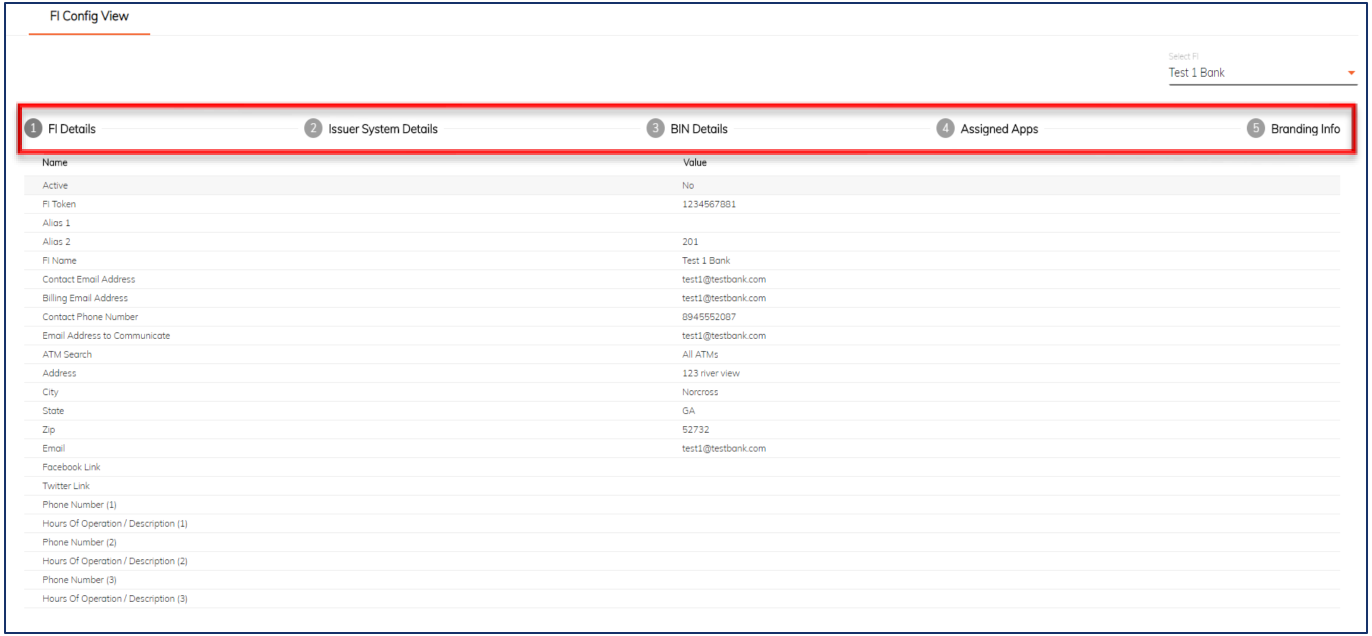
FI Config View Sub-Tab

- FI Config View is a view-only sub-tab under FI Onboarding that provides an overview of the configuration parameters that have been set up for the financial institution.
- Only FI Admins can view information on this screen.

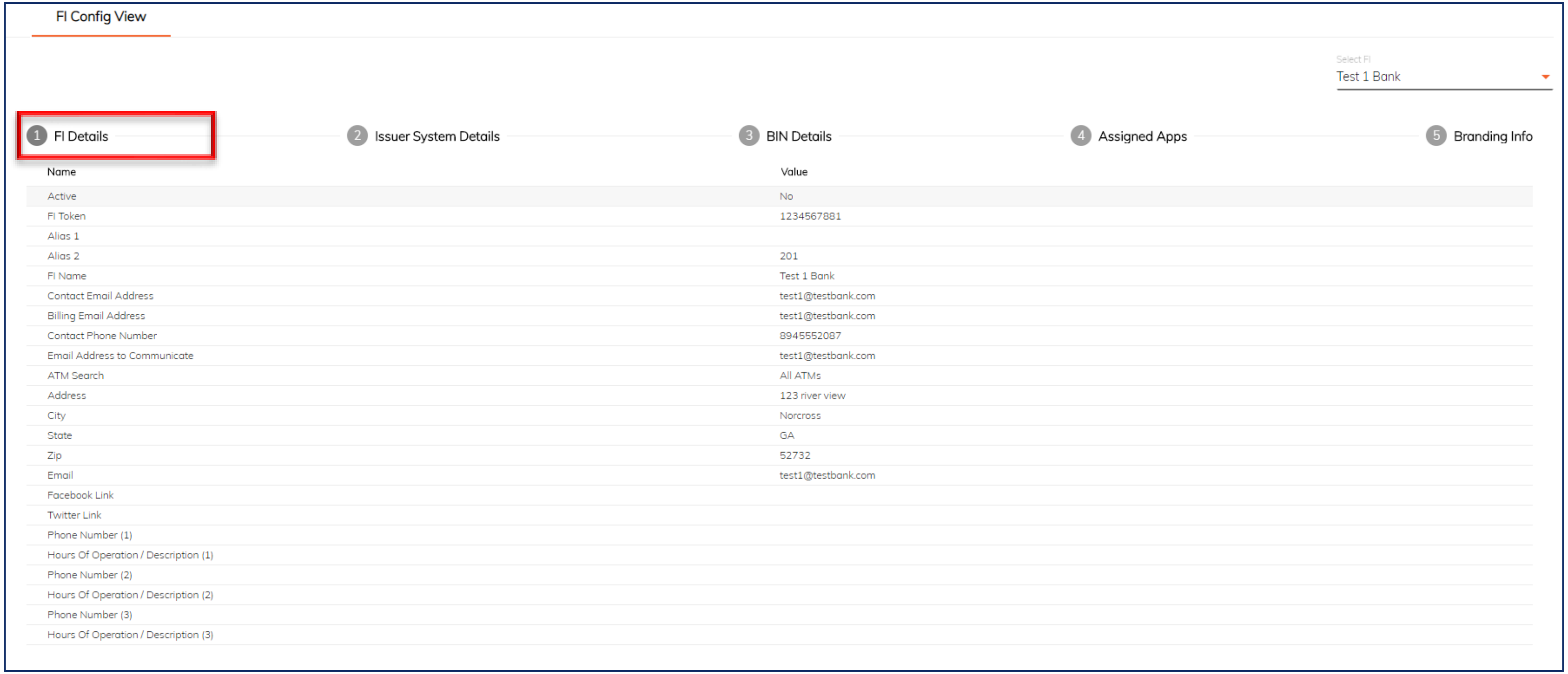


FI Config View Sub-Tab

- The FI Config View screen is divided into five sections that users can toggle between:
  - ➢ FI Details
  - ➢ Branding Info
  - ➢ Issuer System Details
  - ➢ BIN Details
  - ➢ Assigned Apps



FI Config View Sub-Tab


FI Config View

Select FI
Test 1 Bank

1 FI Details
2 Issuer System Details
3 BIN Details
4 Assigned Apps
5 Branding Info

Name	Value
Active	No
FI Token	1234567881
Alias 1	
Alias 2	201
FI Name	Test 1 Bank
Contact Email Address	test1@testbank.com
Billing Email Address	test1@testbank.com
Contact Phone Number	8945552087
Email Address to Communicate	test1@testbank.com
ATM Search	All ATMs
Address	123 river view
City	Norcross
State	GA
Zip	52732
Email	test1@testbank.com
Facebook Link	
Twitter Link	
Phone Number (1)	
Hours Of Operation / Description (1)	
Phone Number (2)	
Hours Of Operation / Description (2)	
Phone Number (3)	
Hours Of Operation / Description (3)	

- The FI Details component provides summaries of the information added during onboarding.

FI Config View Sub-Tab

FI Config View

Select FI

Test

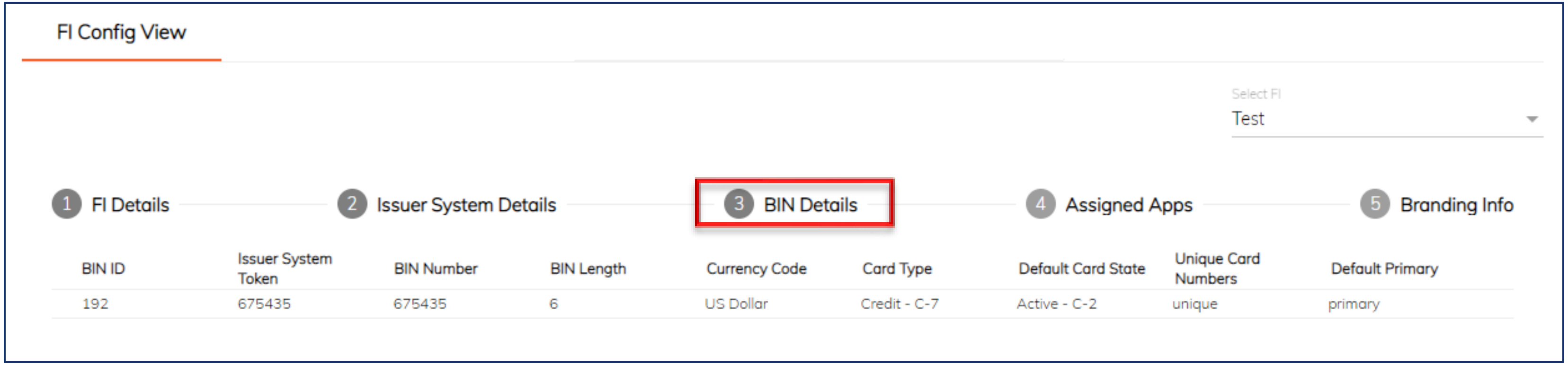
1 FI Details — 2 Issuer System Details — 3 BIN Details — 4 Assigned Apps — 5 Branding Info

Issuer System ID	FI Token	Issuer System Name	Issuer System Token	Issuer System Token Alias1	Issuer System Token Alias2	Switch	Description	Issuer Backend System	Supported BIN
152	123456789	testing	675435		Alias_2	FISC	testin	Credit	675435

- The Issuer System Details component displays settings configured for the issuer system.

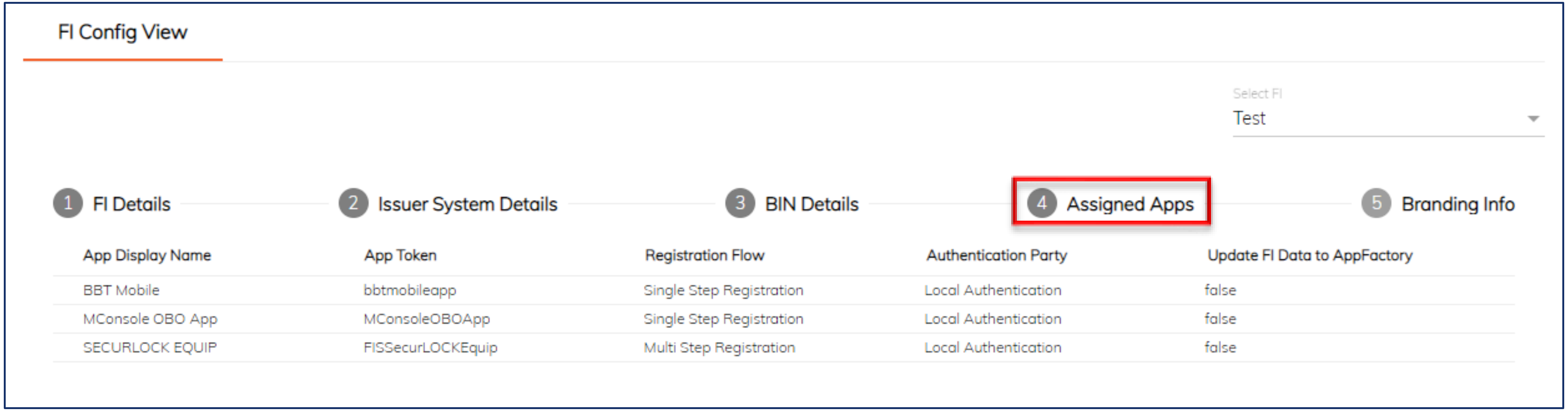
FIS

FI Config View Sub-Tab



- The BIN Details component displays settings configured for the bank identification number.

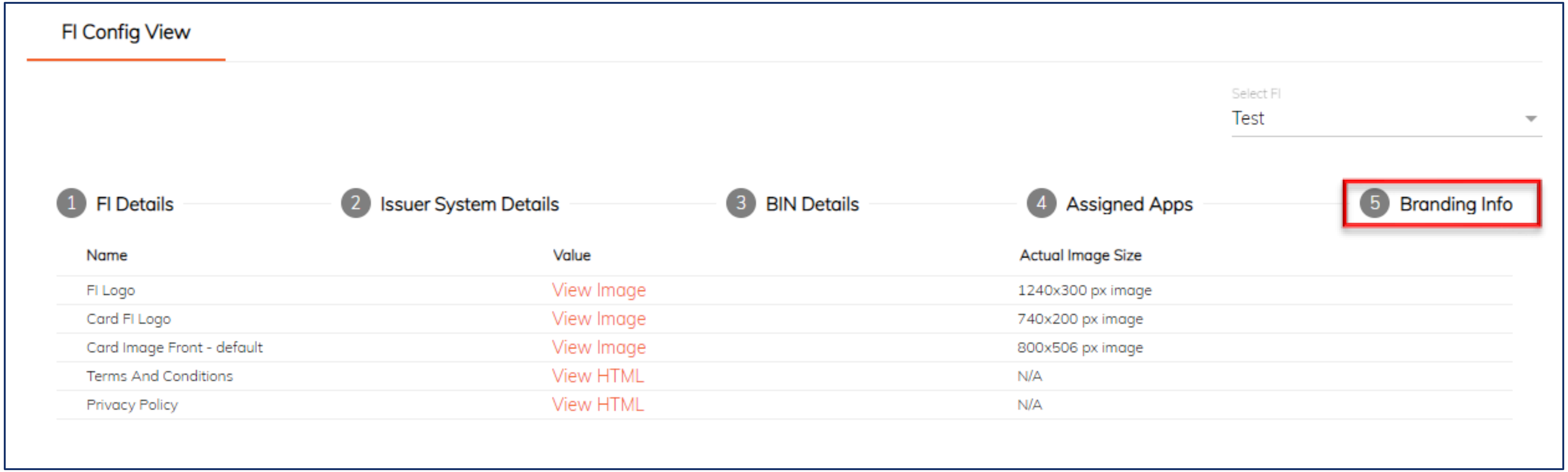
FI Config View Sub-Tab



App Display Name	App Token	Registration Flow	Authentication Party	Update FI Data to AppFactory
BBT Mobile	bbtmobileapp	Single Step Registration	Local Authentication	false
MConsole OBO App	MConsoleOBOApp	Single Step Registration	Local Authentication	false
SECURLOCK EQUIP	FISSecurLOCKEquip	Multi Step Registration	Local Authentication	false

- The Assigned Apps component displays settings configured for the application.

FI Config View Sub-Tab



- The Branding Info component displays branding settings configured for the application.

Review