



# SecurLOCK™ Equip Client Training Curriculum

FIS Learning Solutions

[www.fisglobal.com](http://www.fisglobal.com)



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# Introduction

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Welcome to Securlock™ Equip product training. This training consists of two modules and are offered as eLearning (self-paced, online) and as instructor-led sessions delivered via scheduled webinars.

We encourage you to complete the eLearning courses which are complimentary courses available at no charge to your institution. There is no limit to the number of enrollees in the eLearning courses and no limit to the number of times each enrollee repeats the class during the six-month subscription period. At the end of the six-month period, learners may re-enroll in the eLearning courses at no charge.

Webinar classes are a billable service charged at a rate of \$275 per person to complete this class. Sessions are scheduled each month and the dates and times are published in the FIS Learning Management System.

Step-by-step instructions to access the LMS and enroll in courses begin on page six.



# Course Descriptions

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## Module 1 – SecurLOCK™ Equip Mobile App

**Audience:** This training module is for the staff at your institution who interact with cardholders. This course will enable learned to answer cardholders' questions on the enrollment process and how to use card controls.

**Description:** This module describes, from a cardholder perspective, how to download the application and enroll a card into this program. As a customer support person, you will learn how to access transaction details as well as account details. In addition, you will learn how to turn a card on or off, to set unique parameters which will block selected transactions and/or send alerts to the cardholder. Finally, you will be shown how a customer can contact their financial institution to provide feedback on the application or initiate a request for support.

## Module 2 – SecurLOCK™ mConsole Overview

**Audience:** This training module is for the staff at your institution that will be interacting with customers/cardholders who need help enrolling in the program or have questions about transactions. The Support staff will learn how to view system-generated reports or create new reports related to cardholder enrollments.

**Description:** This module describes the basic functions of the mConsole application. It includes a review of functions that help customer support staff access cardholder and transaction information. A separate section will explain how to analyze system usages. Attendees will learn how to navigate between the different application screens. Finally, there is a separate section which shows support staff how to access existing reports and to create new reports to help monitor and manage your program.

# Learning Management System (LMS)

## Overview

The LMS is used to enroll in eLearning courses, register for scheduled webinar classes and to download and print materials.

If you do not have an LMS username and password, please ask the LMS Supervisor at your institution to set up your student access on the LMS system. If your institution does not have an LMS Supervisor, please contact [ask.education@fisglobal.com](mailto:ask.education@fisglobal.com) to obtain and complete an LMS Setup form.

Access the LMS at <https://training.fisglobal.com>.

Once logged into the LMS, click on Course Catalog>Card Solutions Course Folder >>Card SecurLOCK Products to find courses.

The screenshot displays the FIS Learning Management System interface. The top header shows the FIS logo and the text "Learning Management System". Below the header, the user's name "Smith, Susan" is visible. The left sidebar contains a navigation menu with the following sections:

- Catalogs**
  - Course Catalog (highlighted with a red box)
- Student**
  - My Calendar
  - Scheduled Training
  - Personal Information
  - Change Information
  - My Training History
- Review (Approve)**
  - Enrollments
  - My Students
  - View Reports
- Administrator**
  - Cancellations
  - Login Notification
- Special Offers**
  - Banking 101
- Travel Information**
  - Little Rock
  - Milwaukee
  - Norcross/Atlanta
  - Orlando
  - St. Pete/Tampa

The main content area is titled "Course Catalog" and includes a search bar with the text "Please enter the course name or keyword you want to search for in the course catalog." Below the search bar, there is a "Search" button and a "Filter by Delivery:" dropdown menu set to "Any/All". An "OK" button is also present.

The "Course Catalog" section is divided into two columns: "Course Folders" and "Courses".

**Course Folders:**

- Alerts
- BancPac Learning
- Banking 101
- Bankway
- Card Solutions (highlighted with a red box)
  - Card - Chargebacks
  - Card Management System
  - Card SecurLOCK Products (highlighted with a red box)
  - Commerce App
  - Credit Card - BASE2000
  - Credit Card - ClientLink / TBS
  - Credit Card - Products
  - Debit - DataNavigator
  - Debit - EFT St. Pete (Pass Through)
  - Debit Analytics
  - Payments One
  - Prepaid Card - CMSe
  - Self-Service Gateway

**Courses:**

- SecurLOCK Block eLearning
- SecurLOCK Equip – Mobile App Webinar
- SecurLOCK Equip mConsole eLearning – Free
- SecurLOCK Equip mConsole Overview Training Materials
- SecurLOCK Equip Mobile App Procedures eLearning – Free
- SecurLOCK Equip Mobile App User Procedures Training Materials
- SecurLOCK Equip Platform Updates Job Aid
- SecurLOCK Fraud Alert Management eLearning -Free
- SecurLOCK Manage Webinar
- SecurLOCK mConsole Webinar

## eLearning Courses

**Step 1:** From the Courses list click to select the eLearning courses.

**FIS Learning Management System**  
Smith, Susan

**Catalogs**  
Course Catalog

**Student**  
My Calendar  
Scheduled Training  
Personal Information  
Change Information  
My Training History

**Review (Approve)**  
Enrollments  
My Students  
View Reports

**Administrator**  
Cancellations  
Login Notification

**Special**

**Course Catalog**

Please enter the course name or keyword you want to search for in the course catalog.

**Search**

Course Name/Keyword:

Filter by Delivery:

**OK**

**Course Folders**

- Alerts
- BancPac Learning
- Banking 101
- Bankway
- Card Solutions
- Card - Chargebacks
- Card Management System
- Card SecurLOCK Products
- Commerce App

**Courses**

- SecurLOCK Block eLearning
- SecurLOCK Equip - Mobile App Webinar
- SecurLOCK Equip mConsole eLearning - Free
- SecurLOCK Equip mConsole Overview Training Materials
- SecurLOCK Equip Mobile App Procedures eLearning - Free
- SecurLOCK Equip Mobile App User Procedures Training Materials
- SecurLOCK Equip Platform Updates Job Aid
- SecurLOCK Fraud Alert Management eLearning -Free
- SecurLOCK Manage Webinar
- SecurLOCK mConsole Webinar

**Step 2:** Click *Apply* to self-enroll in a course. An LMS Supervisor may enroll multiple students.

**FIS Learning Management System**  
Smith, Susan

**Catalogs**  
Course Catalog

**Student**  
My Calendar  
Scheduled Training  
Personal Information  
Change Information  
My Training History

**Review (Approve)**  
Enrollments  
My Students  
View Reports

**Administrator**  
Cancellations  
Login Notification

**Special**  
Banking 101

**SecurLOCK Equip mConsole eLearning - Free**

[General](#) | [Objectives](#) | [Agenda](#) | [Prerequisites](#) | [Schedule](#) | [Catalog](#)

**Details**

Name: SecurLOCK Equip mConsole eLearning - Free  
Code: PI-SCLE 4  
Length: 30 minutes  
Credits:  
Delivery: Self-paced  
Standard Price: \$ 0  
(Non-standard pricing may apply based on existing contractual agreements.)

**Description**

For more information, contact us at:  
[ask.education@fisglobal.com](mailto:ask.education@fisglobal.com)  
1-800-215-6280, ext. 72104

**Actions**  
[Apply](#)  
[Enroll My Students](#)

**Step 3:** Click the link to access the eLearning course.

**FIS Learning Management System**  
Smith, Susan

**Catalogs**  
Course Catalog

**Student**  
My Calendar  
Scheduled Training  
Personal Information  
Change Information  
My Training History

**Review (Approve)**  
Enrollments  
My Students  
View Reports

**SecurLOCK Equip mConsole eLearning – Free (12/23/2019)**

**Warning:** To avoid potential issues, please ensure you have completed all [Required Settings](#).

You have successfully applied for this event and received the status listed below.

Unit	Options	Dates	Score	Assessment
HTML5 UnitSecurLOCK Equip mConsole eLearning – Free		Open	0 / 100	Not Attempted

**Information**

Student: [Smith, Susan](#)  
 Course: [SecurLOCK Equip mConsole eLearning – Free](#)  
 Date: 12/23/2019  
 Enroll Status: Confirmed  
 Applied: 12/23/2019 - 8:17 AM  
 Delivery Method: Self-paced

## Webinar Classes

**Step 1:** From the Courses list select the webinar course.

**FIS Learning Management System**  
Smith, Susan

**Catalogs**  
Course Catalog

**Student**  
My Calendar  
Scheduled Training  
Personal Information  
Change Information  
My Training History

**Review (Approve)**  
Enrollments  
My Students  
View Reports

**Administrator**  
Cancellations  
Login Notification

**Course Catalog**

Please enter the course name or keyword you want to search for in the course catalog.

**Search**

Course Name/Keyword:

Filter by Delivery:

**OK**

Course Folders	Courses
Alerts	<a href="#">SecurLOCK Block eLearning</a>
BancPac Learning	<a href="#">SecurLOCK Equip – Mobile App Webinar</a>
Banking 101	<a href="#">SecurLOCK Equip mConsole eLearning – Free</a>
Bankway	<a href="#">SecurLOCK Equip mConsole Overview Training Materials</a>
Card Solutions	<a href="#">SecurLOCK Equip Mobile App Procedures eLearning – Free</a>
Card - Chargebacks	<a href="#">SecurLOCK Equip Mobile App User Procedures Training Materials</a>
Card Management System	<a href="#">SecurLOCK Equip Platform Updates Job Aid</a>
Card SecurLOCK Products	<a href="#">SecurLOCK Fraud Alert Management eLearning – Free</a>
	<a href="#">SecurLOCK Manage Webinar</a>
	<a href="#">SecurLOCK mConsole Webinar</a>

**Step 2:** Review sessions offered and click *Apply* to enroll in a class. An LMS Supervisor may enroll multiple students.

Smith, Susan

**Catalogs**  
Course Catalog

**Student**  
My Calendar  
Scheduled Training  
Personal Information  
Change Information  
My Training History

**Review (Approve)**  
Enrollments  
My Students  
View Reports

**Administrator**  
Cancellations  
Login Notification

### SecurLOCK Equip – Mobile App Webinar

[General](#) | [Objectives](#) | [Agenda](#) | [Prerequisites](#) | [Schedule](#) | [Catalog](#)

Upcoming Schedule

[List View](#) | [Calendar View](#)

Dates	Times	Time Zone	Location	Seats	Instructor	Standard Price		
1/15/2020-1/15/2020	11:00 AM - 1:00 PM	Eastern Time	Virtual Classroom	25	Hensiak, Jodie	\$275.00	<a href="#">Apply</a>	<a href="#">Enroll My Students</a>
2/12/2020-2/12/2020	11:00 AM - 1:00 PM	Eastern Time	Virtual Classroom	25	Hutchins, Jason	\$275.00	<a href="#">Apply</a>	<a href="#">Enroll My Students</a>
3/11/2020-3/11/2020	11:00 AM - 1:00 PM	Eastern Time	Virtual Classroom	25	Hensiak, Jodie	\$275.00	<a href="#">Apply</a>	<a href="#">Enroll My Students</a>
4/15/2020-4/15/2020	11:00 AM - 1:00 PM	Eastern Time	Virtual Classroom	25	Hutchins, Jason	\$275.00	<a href="#">Apply</a>	<a href="#">Enroll My Students</a>
5/13/2020-5/13/2020	11:00 AM - 1:00 PM	Eastern Time	Virtual Classroom	25	Hensiak, Jodie	\$275.00	<a href="#">Apply</a>	<a href="#">Enroll My Students</a>
6/10/2020-6/10/2020	11:00 AM - 1:00 PM	Eastern Time	Virtual Classroom	25	Hutchins, Jason	\$275.00	<a href="#">Apply</a>	<a href="#">Enroll My Students</a>

For more information, contact us at:  
[ask.education@fisglobal.com](mailto:ask.education@fisglobal.com)  
1-800-215-6280, ext. 72104

**Note:** The trainer will email the WebEx link to all confirmed students the morning of the scheduled class.

## Printable Materials

**Step 1:** From the Courses list select class materials.

Smith, Susan

**Catalogs**  
Course Catalog

**Student**  
My Calendar  
Scheduled Training  
Personal Information  
Change Information  
My Training History

**Review (Approve)**  
Enrollments  
My Students  
View Reports

**Administrator**  
Cancellations  
Login Notification

### Course Catalog

Please enter the course name or keyword you want to search for in the course catalog.

**Search**

Course Name/Keyword:

Filter by Delivery: Any/All

Course Folders	Courses
Alerts	SecurLOCK Block eLearning
BancPac Learning	SecurLOCK Equip – Mobile App Webinar
Banking 101	SecurLOCK Equip mConsole eLearning – Free
Bankway	SecurLOCK Equip mConsole Overview Training Materials
Card Solutions	SecurLOCK Equip Mobile App Procedures eLearning – Free
Card - Chargebacks	SecurLOCK Equip Mobile App User Procedures Training Materials
Card Management System	SecurLOCK Equip Platform Updates Job Aid
Card SecurLOCK Products	SecurLOCK Fraud Alert Management eLearning -Free
	SecurLOCK Manage Webinar
	SecurLOCK mConsole Webinar

**Step 2:** Click *Apply* to self-enroll in a course. An LMS Supervisor may enroll multiple students.

**FIS Learning Management System**  
Smith, Susan

**Catalogs**  
Course Catalog

**Student**  
My Calendar  
Scheduled Training  
Personal Information  
Change Information  
My Training History

**Review (Approve)**  
Enrollments  
My Students  
View Reports

**Administrator**  
Cancellations  
Login Notification

**Special Offers**  
Ranking 101

**SecurLOCK Equip mConsole Overview Training Materials**

[General](#) | [Objectives](#) | [Agenda](#) | [Prerequisites](#) | [Schedule](#) | [Catalog](#)

**Details**

Name: SecurLOCK Equip mConsole Overview Training Materials  
Code: SLEm-Material  
Length:  
Credits:  
Delivery: Materials  
Standard Price: \$ 0  
(Non-standard pricing may apply based on existing contractual agreements.)

**Description**  
Use this as a resource guide to learn how about the basic functions of the mConsole application.

For more information, contact us at:

**Actions**  
[Apply](#)  
[Enroll My Students](#)

**Step 3:** Click the link to access the training guide.

**FIS Learning Management System**  
Smith, Susan

**Catalogs**  
Course Catalog

**Student**  
My Calendar  
Scheduled Training  
Personal Information  
Change Information  
My Training History

**Review (Approve)**  
Enrollments  
My Students  
View Reports

**SecurLOCK Equip mConsole Overview Training Materials (12/23/2019)**

**Warning:** To avoid potential issues, please ensure you have completed all [Required Settings](#).

You have successfully applied for this event and received the status listed below.

Unit	Options	Dates	Score	Assessment
<a href="#">Training Guide</a>		Open	0 / 0	Not Attempted

**Information**

Student: [Smith, Susan](#)  
Course: [SecurLOCK Equip mConsole Overview Training Materials](#)  
Date: 12/23/2019  
Enroll Status: Confirmed  
Applied: 12/23/2019 - 9:07 AM  
Delivery Method: Materials