SecurLOCK™ Equip
Client Training Curriculum

FIS Learning and Development

Empowering
the Financial World

FIS

FIS SecurLOCK™ Equip Training

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

These courses are offered as complimentary training at no charge to your institution.

Course Description

Module I - SecurLOCK™ Equip Mobile App

Audience: This training module is for the staff at your financial institution who interact with cardholders to learn about the end-user experience and to be able to answer questions from customers/cardholders on how to enroll and use the 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 II - SecurLOCK™ Equip mConsole Overview

Audience: This training module is for the staff at your financial institution who interact with cardholders who need help enrolling in the program or have questions about transactions. 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.
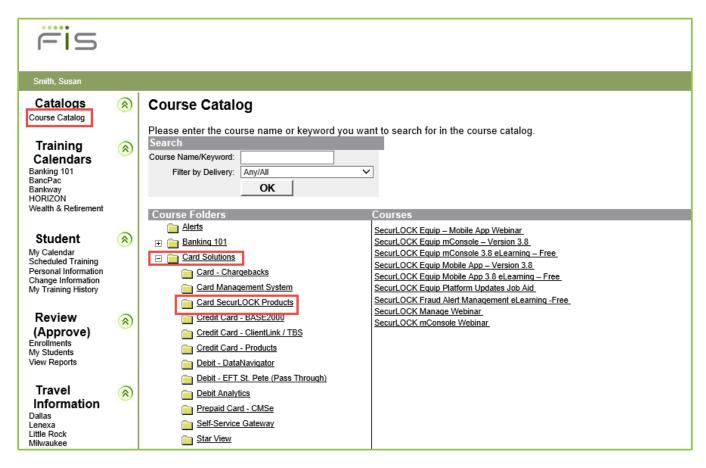
FIS Learning Management System (LMS)

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

If you do not have an LMS username and password, please have the LMS Supervisor at your institution set up your student access on the LMS system. If your institution has not set up an LMS Supervisor, please contact 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.

From the Courses list, you can enroll in scheduled webinar classes, download and print training materials, and complete eLearning (self-paced, online) courses.
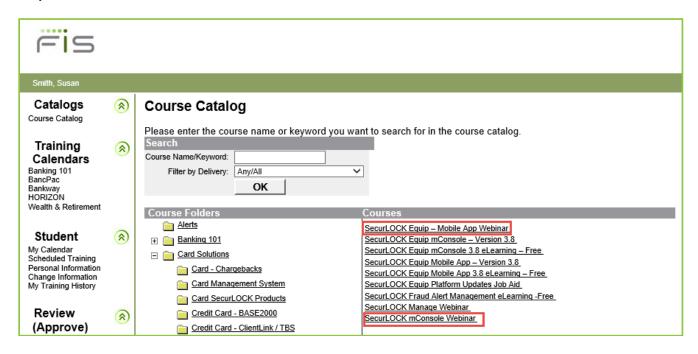
When students self-enroll in a course, the LMS administrator at your institution will receive a system-generated email to approve the student's request to enroll. Once approved, the student will receive a system-generated enrollment confirmation email.

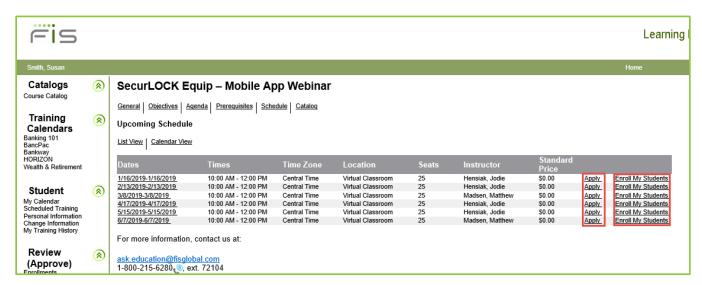The following pages provide more details on the enrollment procedures.

Webinar Classes

Step 1: From the Courses list select one or both of the webinar classes.

Step 2: Review sessions offered and click *Apply* to enroll in a class. If you are a LMS administrator, you may enroll your students.
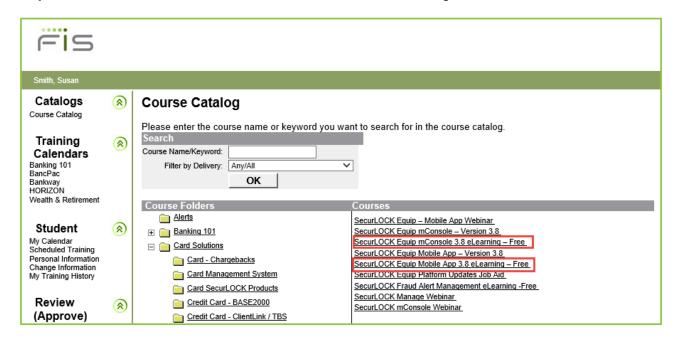

Note: The trainer will email the WebEx link to confirmed students the morning of the scheduled class.
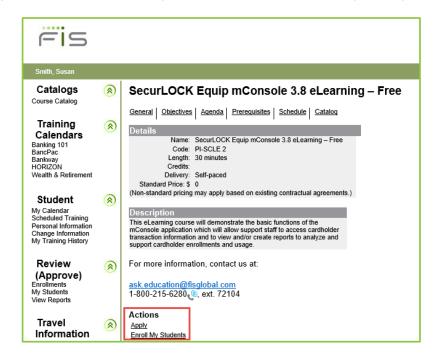
eLearning Courses

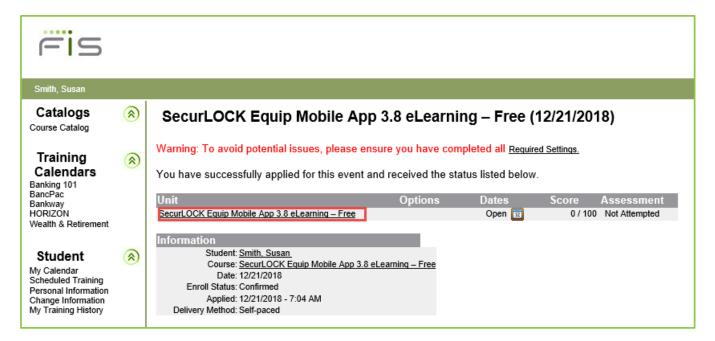**Step 1:** From the Courses list click to select one or both eLearning courses.

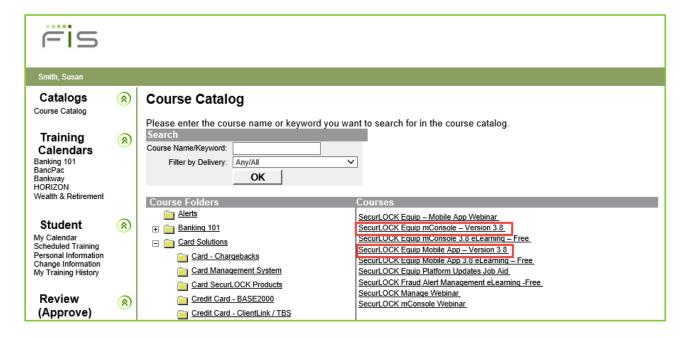**Step 2:** Click *Apply* to enroll in a course. If you are a LMS administrator, you may enroll your students.

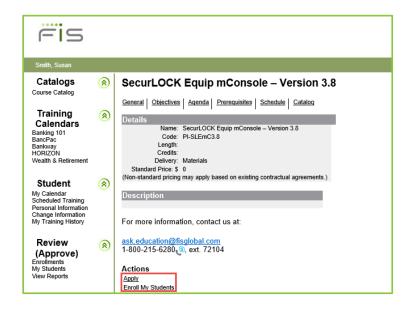**Step 3**: Click the link to access the eLearning course.

Printable Materials

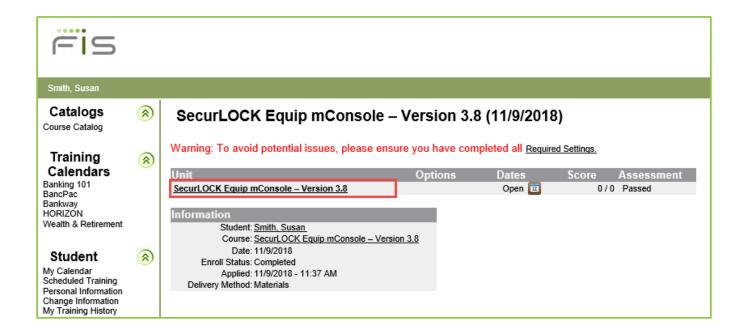**Step 1:** From the Courses list click to select one or both class materials.

Step 2: Click *Apply* to enroll. If you are a LMS administrator, you may enroll your students.

Step 3: Click the link to download and print course materials.

Training Contact Information

Contact ask.education@fisglobal.com for more information or assistance with registration.