

# SecurLOCK™ Equip Client Training Curriculum

FIS Learning and Development

Empowering  
the Financial World



## 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](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.

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.

**FIS**

Smith, Susan

**Catalogs**  
Course Catalog

**Training Calendars**  
Banking 101  
BancPac  
Bankway  
HORIZON  
Wealth & Retirement

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

**Review (Approve)**

**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

**OK**

**Course Folders**

- Alerts
- Banking 101
- Card Solutions
  - Card - Chargebacks
  - Card Management System
  - Card SecurLOCK Products
  - Credit Card - BASE2000
  - Credit Card - ClientLink / TBS

**Courses**

- SecurLOCK Equip – Mobile App Webinar
- SecurLOCK Equip mConsole – Version 3.8
- SecurLOCK Equip mConsole 3.8 eLearning – Free
- SecurLOCK Equip Mobile App – Version 3.8
- SecurLOCK Equip Mobile App 3.8 eLearning – Free
- SecurLOCK Equip Platform Updates Job Aid
- SecurLOCK Fraud Alert Management eLearning -Free
- SecurLOCK Manage Webinar
- SecurLOCK mConsole Webinar

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

**FIS**

Smith, Susan

**Catalogs**  
Course Catalog

**Training Calendars**  
Banking 101  
BancPac  
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Wealth & Retirement

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**Review (Approve)**

**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	Apply	Enroll My Students
1/16/2019-1/16/2019	10:00 AM - 12:00 PM	Central Time	Virtual Classroom	25	Hensiak, Jodie	\$0.00	Apply	Enroll My Students
2/13/2019-2/13/2019	10:00 AM - 12:00 PM	Central Time	Virtual Classroom	25	Hensiak, Jodie	\$0.00	Apply	Enroll My Students
3/8/2019-3/8/2019	10:00 AM - 12:00 PM	Central Time	Virtual Classroom	25	Madsen, Matthew	\$0.00	Apply	Enroll My Students
4/17/2019-4/17/2019	10:00 AM - 12:00 PM	Central Time	Virtual Classroom	25	Hensiak, Jodie	\$0.00	Apply	Enroll My Students
5/15/2019-5/15/2019	10:00 AM - 12:00 PM	Central Time	Virtual Classroom	25	Hensiak, Jodie	\$0.00	Apply	Enroll My Students
6/7/2019-6/7/2019	10:00 AM - 12:00 PM	Central Time	Virtual Classroom	25	Madsen, Matthew	\$0.00	Apply	Enroll My Students

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 confirmed students the morning of the scheduled class.

## eLearning Courses

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

The screenshot shows the FIS Course Catalog interface. On the left sidebar, there are links for Catalogs, Training Calendars, Student, and Review (Approve). The main area is titled 'Course Catalog' and includes a search bar with a 'Search' button and a 'Filter by Delivery' dropdown set to 'Any/All'. Below the search bar, there are two columns: 'Course Folders' and 'Courses'. The 'Course Folders' column lists various folders like Alerts, Banking 101, Card Solutions, etc. The 'Courses' column lists several eLearning courses, with three of them highlighted with red boxes: 'SecurLOCK Equip mConsole 3.8 eLearning - Free', 'SecurLOCK Equip Mobile App - Version 3.8', and 'SecurLOCK Equip Mobile App 3.8 eLearning - Free'.

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

The screenshot shows the FIS course details page for 'SecurLOCK Equip mConsole 3.8 eLearning - Free'. The left sidebar is the same as in the previous screenshot. The main area is titled 'SecurLOCK Equip mConsole 3.8 eLearning - Free' and includes tabs for General, Objectives, Agenda, Prerequisites, Schedule, and Catalog. The 'Details' section shows the course name, code (PI-SCLE 2), length (30 minutes), credits, and delivery (Self-paced). The 'Description' section provides a brief overview of the course content. At the bottom, there is an 'Actions' section with two buttons: 'Apply' and 'Enroll My Students', both of which are highlighted with red boxes.

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

Smith, Susan

**Catalogs**  
Course Catalog

**Training Calendars**  
Banking 101  
BancPac  
Bankway  
HORIZON  
Wealth & Retirement

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

### SecurLOCK Equip Mobile App 3.8 eLearning – Free (12/21/2018)

**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
SecurLOCK Equip Mobile App 3.8 eLearning – Free		Open	0 / 100	Not Attempted

**Information**

Student: [Smith, Susan](#)  
Course: [SecurLOCK Equip Mobile App 3.8 eLearning – Free](#)  
Date: 12/21/2018  
Enroll Status: Confirmed  
Applied: 12/21/2018 - 7:04 AM  
Delivery Method: Self-paced

## Printable Materials

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

Smith, Susan

**Catalogs**  
Course Catalog

**Training Calendars**  
Banking 101  
BancPac  
Bankway  
HORIZON  
Wealth & Retirement

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

**Review (Approve)**

### Course Catalog

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

**Search**

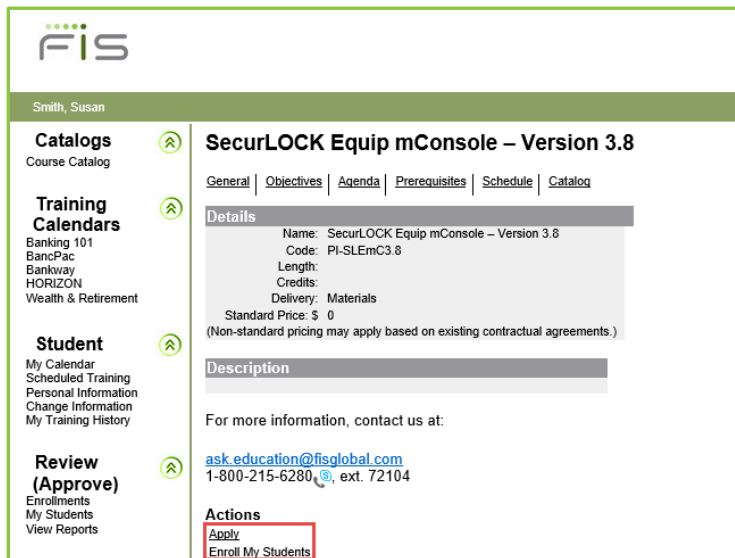
Course Name/Keyword:

Filter by Delivery:

**OK**

Course Folders	Courses
<a href="#">Alerts</a>	<a href="#">SecurLOCK Equip – Mobile App Webinar</a>
<a href="#">Banking 101</a>	<a href="#">SecurLOCK Equip mConsole – Version 3.8</a>
<a href="#">Card Solutions</a>	<a href="#">SecurLOCK Equip mConsole 3.8 eLearning – Free</a>
<a href="#">Card - Chargebacks</a>	<a href="#">SecurLOCK Equip Mobile App – Version 3.8</a>
<a href="#">Card Management System</a>	<a href="#">SecurLOCK Equip Mobile App 3.8 eLearning – Free</a>
<a href="#">Card SecurLOCK Products</a>	<a href="#">SecurLOCK Equip Platform Updates Job Aid</a>
<a href="#">Credit Card - BASE2000</a>	<a href="#">SecurLOCK Fraud Alert Management eLearning -Free</a>
<a href="#">Credit Card - ClientLink / TBS</a>	<a href="#">SecurLOCK Manage Webinar</a>
	<a href="#">SecurLOCK mConsole Webinar</a>

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



**SecurLOCK Equip mConsole – Version 3.8**

General | Objectives | Agenda | Prerequisites | Schedule | Catalog

**Details**

Name: SecurLOCK Equip mConsole – Version 3.8  
 Code: PI-SLEmC3.8  
 Length:  
 Credits:  
 Delivery: Materials  
 Standard Price: \$ 0  
 (Non-standard pricing may apply based on existing contractual agreements.)

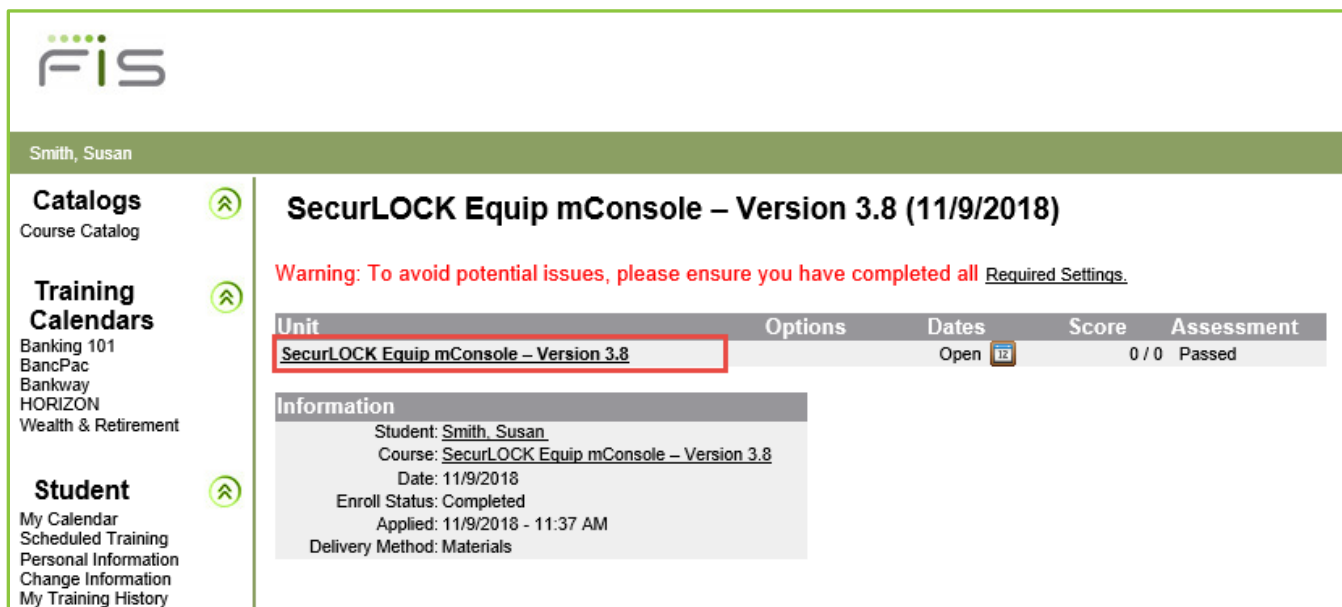
**Description**

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 download and print course materials.



**SecurLOCK Equip mConsole – Version 3.8 (11/9/2018)**

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

Unit	Options	Dates	Score	Assessment
<a href="#">SecurLOCK Equip mConsole – Version 3.8</a>		Open	0 / 0	Passed

**Information**

Student: [Smith, Susan](#)  
 Course: [SecurLOCK Equip mConsole – Version 3.8](#)  
 Date: 11/9/2018  
 Enroll Status: Completed  
 Applied: 11/9/2018 - 11:37 AM  
 Delivery Method: Materials

## Training Contact Information

Contact [ask.education@fisglobal.com](mailto:ask.education@fisglobal.com) for more information or assistance with registration.