SecurLOCK™ Equip - mConsole Overview

3.8 Updates

September 2018

Empowering the Financial World

SecurLOCK™ Equip – mConsole Overview
Introduction

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- **Unsubscribed Users - pg. 70**

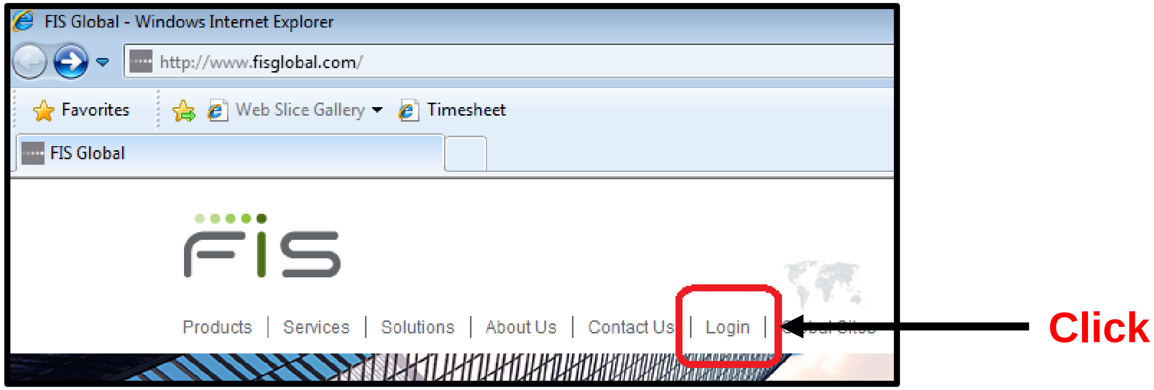
SecurLOCK™ Equip – mConsole Overview
Objectives

- Describe the basic functions of the mConsole application.
- Understand how to use the mConsole application to provide support for the SecurLOCK™ Equip users and analyze system usage.
- Understand how to navigate between the different application screens.

SecurLOCK™ Equip – mConsole Overview
Access mConsole

Access the mConsole application by using FIS eAccess.

1. Enter this URL: www.fisglobal.com



2. Click Login.

SecurLOCK™ Equip – mConsole Overview
Access mConsole

3. Click Login.

4. After selecting the eAccess option, login to FIS eAccess by entering your User ID and password.

SecurLOCK™ Equip – mConsole Overview
Access mConsole

C. Click

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

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

*** Help link allows a user to find additional information about each field, very robust with details.**

SecurLOCK™ Equip – mConsole Overview
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 based on the user privileges: Dashboard, Customer Support, Reports, FI Config View, Unsubscribed Users.
- Information within the application can help track a cardholder’s usage.
- FIS Client/Customer Support can also access this application.

SecurLOCK™ Equip – mConsole Overview
Access mConsole

- **You will see up to five mConsole feature tabs and their components:**
  - **Dashboard**: Default screen when you log in to the application; provides real-time key metrics 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 Config View**: Access view-only information for your Financial Institution to view its setup parameters.
  - **Unsubscribed Users**: Search to find users who have stopped managing any cards in the Mobile App.

SecurLOCK™ Equip – mConsole Overview
Access mConsole

Group Name roles:	FI Admin	FI User	FI User - limited
Recommended Access Privileges	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 Report	X		
View Scheduled Report	X		
Create Report	X		
FI Config View			
FI Config View	X		
Unsubscribed User			
Unsubscribe (View)	X	X	

SecurLOCK™ Equip – mConsole Overview
Access mConsole

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

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

- **FI user roles can have access only to that financial institution information.**

SecurLOCK™ Equip – mConsole Overview
Dashboard Tab

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

Dashboard Tab
General Information

View options

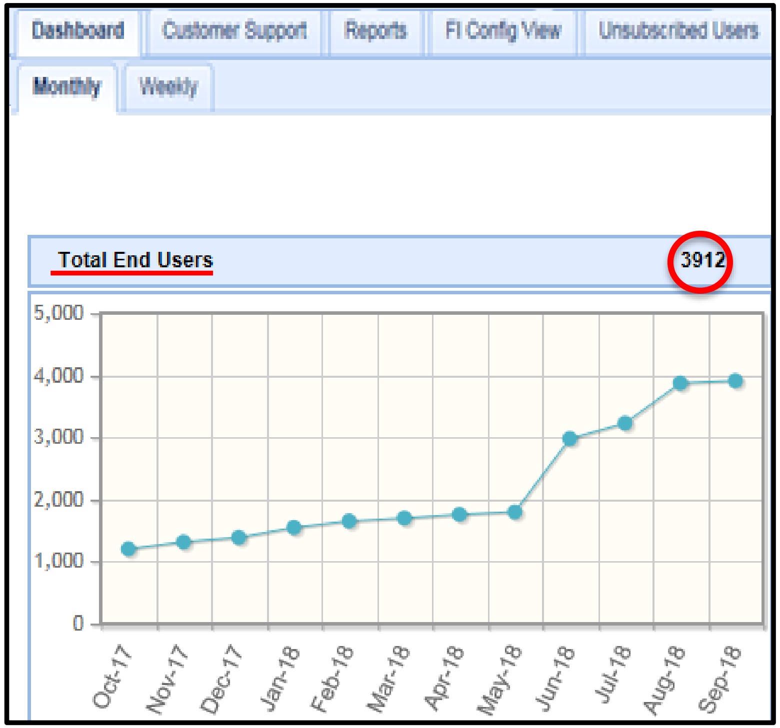
Export

- **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 do 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.**
- **A FI’s users can only view information specific to that FI.**
- **An agent bank’s users can choose a specific FI or all FI’s to view by choosing from the ‘Select FI’ drop-down.**

Dashboard Tab
Portlets

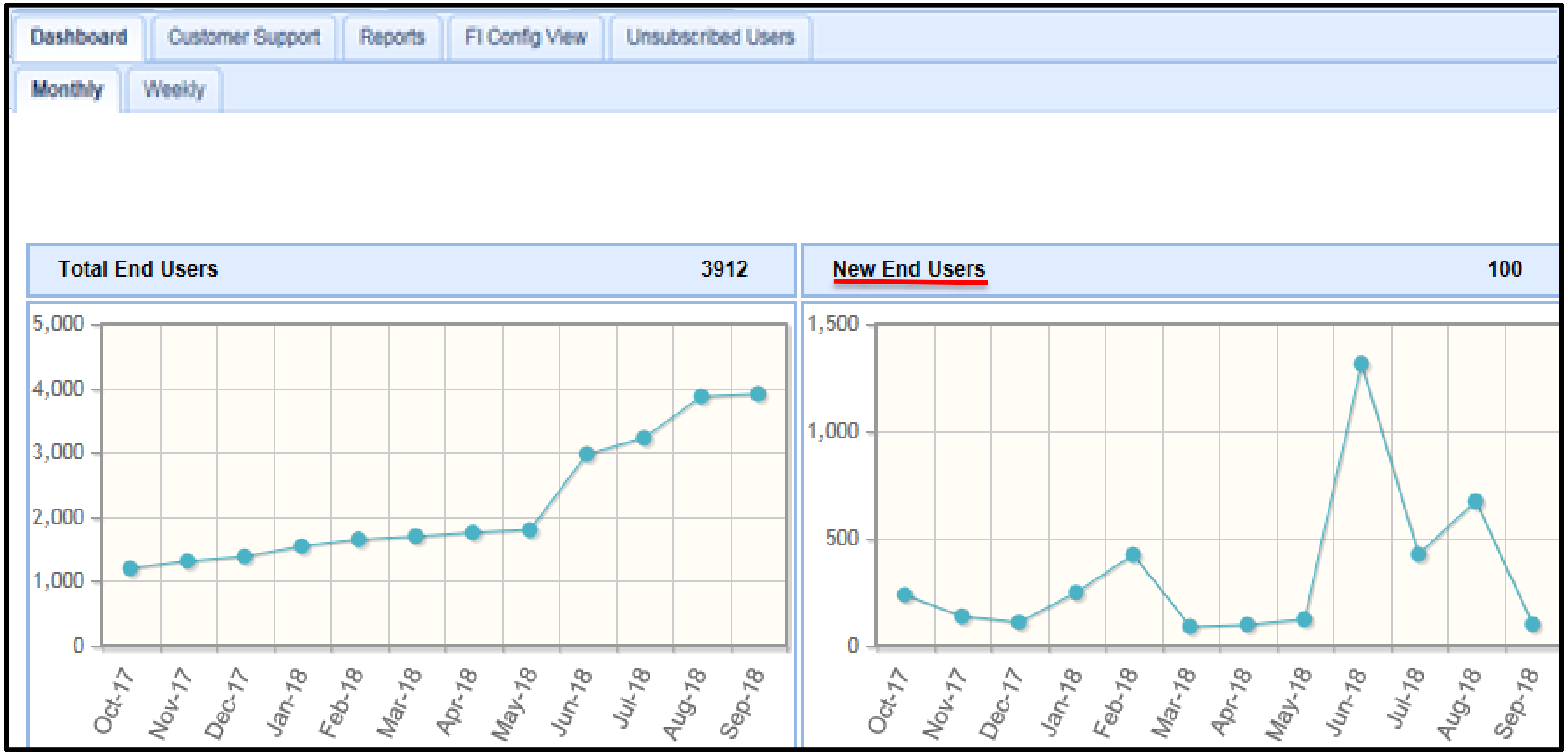
- **Total End Users portlet**
- **New End Users portlet**
- **Active End Users portlet**
- **Transaction Alerts portlet**
- **Alerts by Categories portlet**
- **Transaction Controls portlet**
- **Controls by Categories portlet**

Portlets
Total End Users Portlet



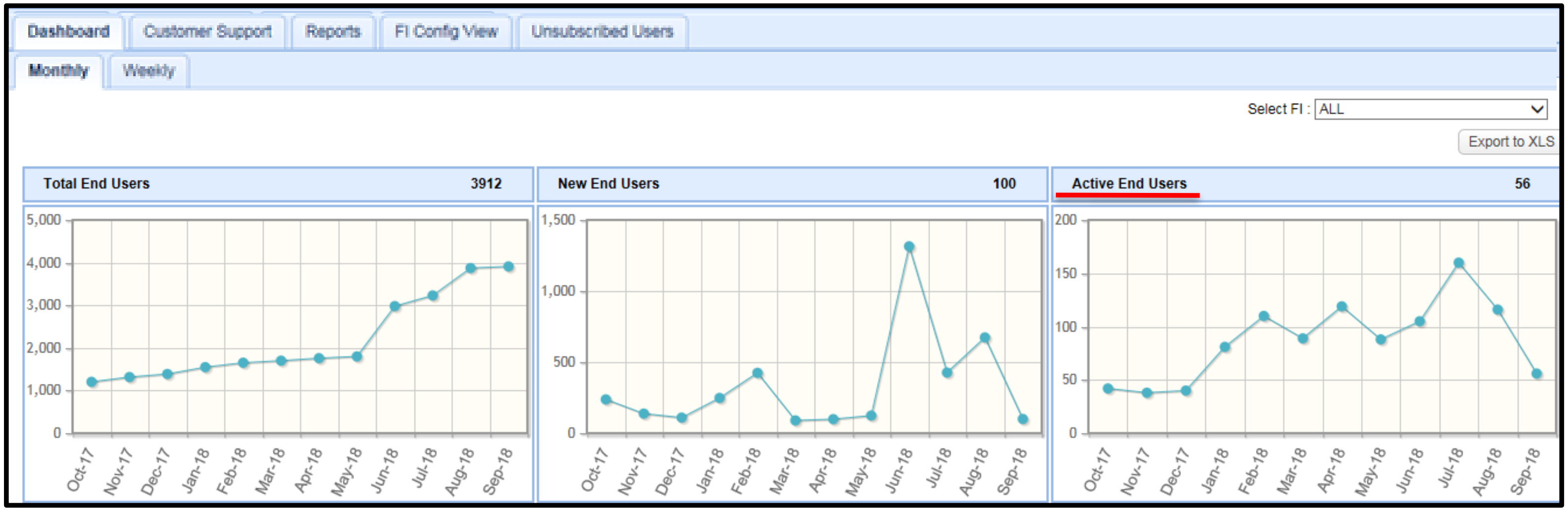
- **Cumulative total number of users who have completed registration in the month or week to date.**
- **The number is displayed in the upper right corner.**
- **For each graph, you can view the numbers associated for each month by hovering the mouse over the line or bar for a specific month.**

Portlets
New End Users Portlet



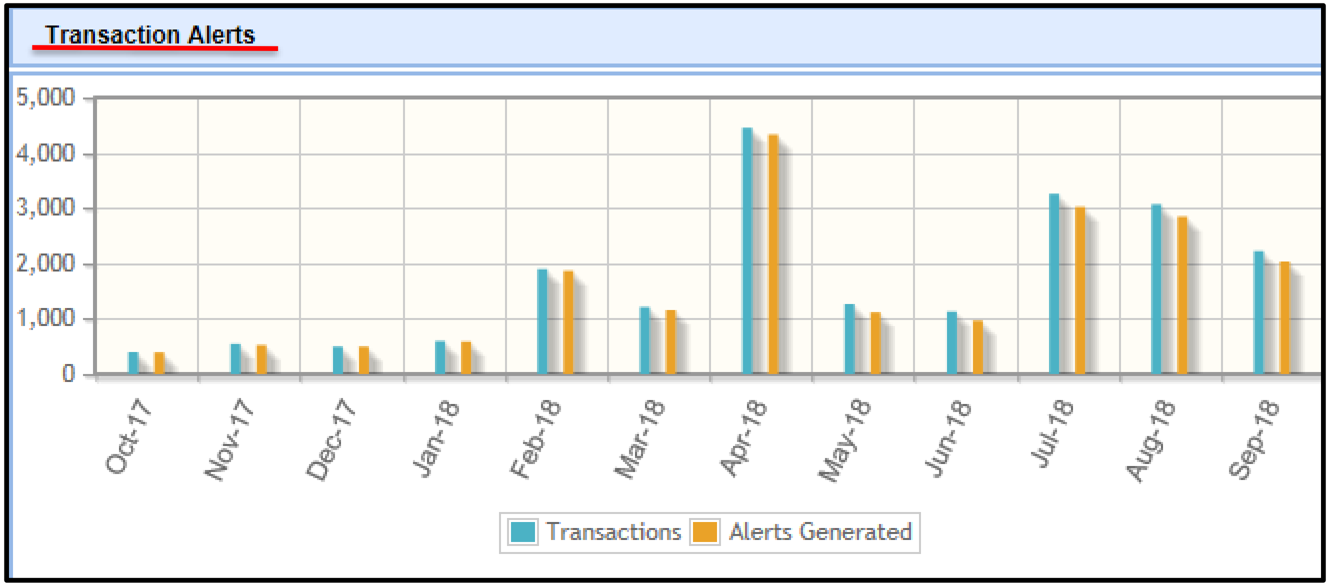
- **Total number of new registrations for a specific calendar month or week.**
- **The number is displayed in the upper right corner.**

Portlets
Active End Users Portlet



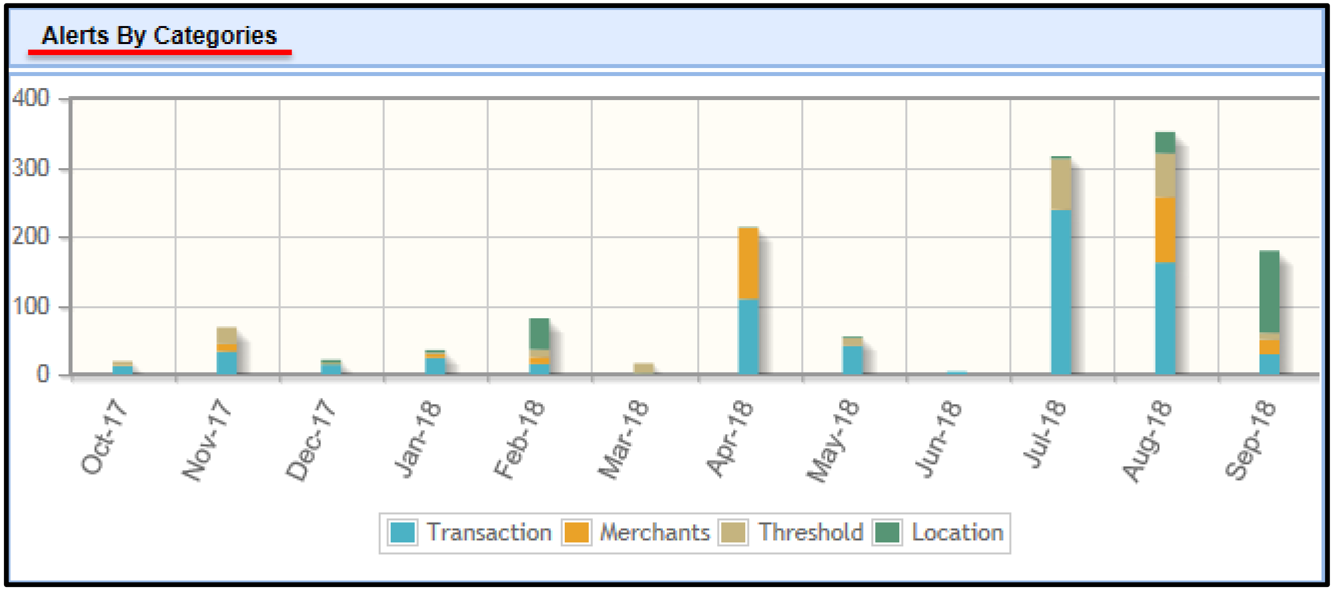
- **The Active End Users portlet shows the number of active users by week or month.**
- **An active user is one who has completed registration and either made a card transaction or received an alert within a given calendar month or week.**
- **The number of new active users is displayed in the upper right corner.**

Portlets
Transaction Alerts Portlet



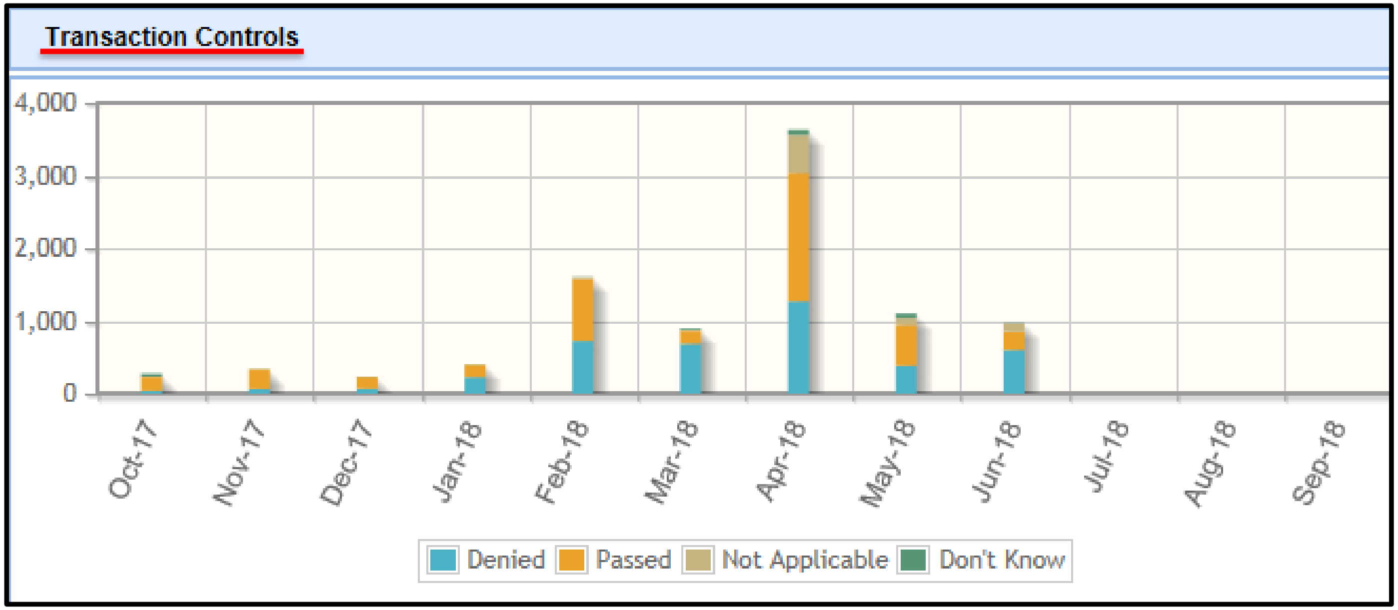
- **The Transaction Alerts portlet shows data regarding transaction alerts by month going through the system.**
  - **Transactions** - The first bar shows the total number of transactions processed by the system in the given period.
  - **Alerts** - The second bar shows the total number of transactions for which an alert was generated.

Portlets
Alerts By Category Portlet



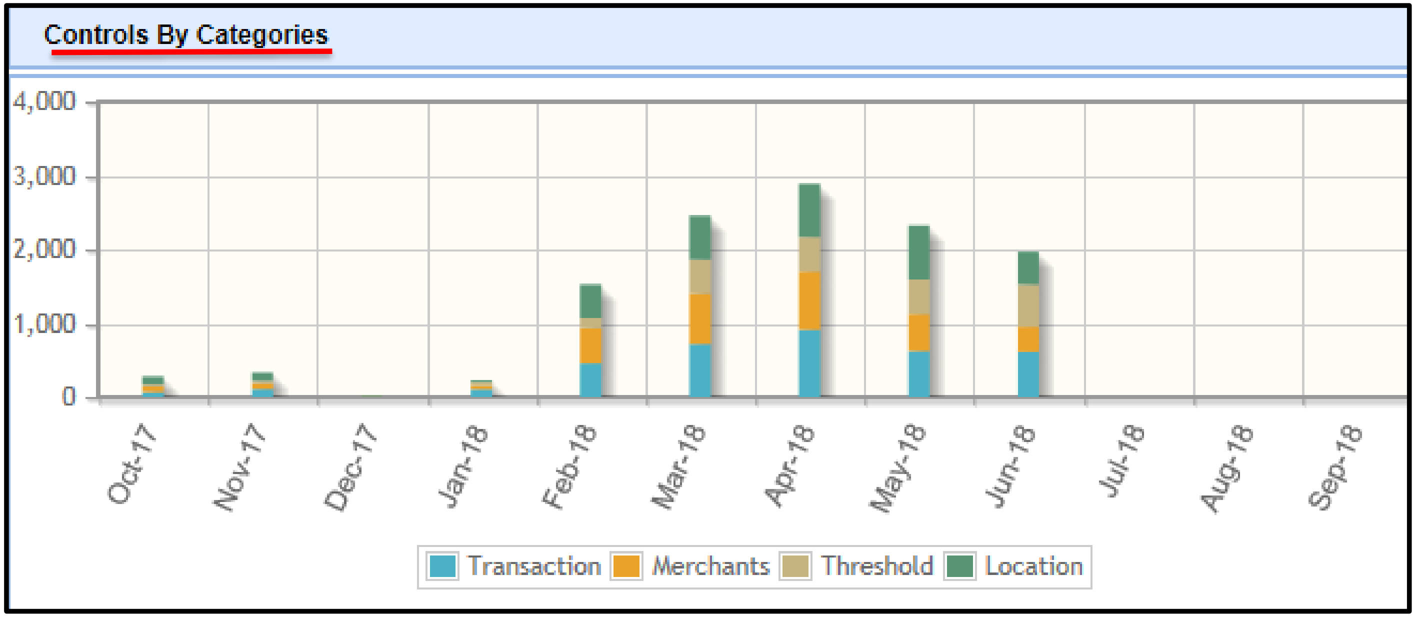
- **Number of Transaction alerts generated when a user has selected one or more preferences within an Alert category.**
- **Alerts are divided into four categories that correspond to Alert preferences set by cardholders: Transaction (type), Merchants (type), Threshold, and Location.**
- **Put cursor over a color within the column to display the number of alerts by that category.**

Portlets
Transaction Controls Portlet



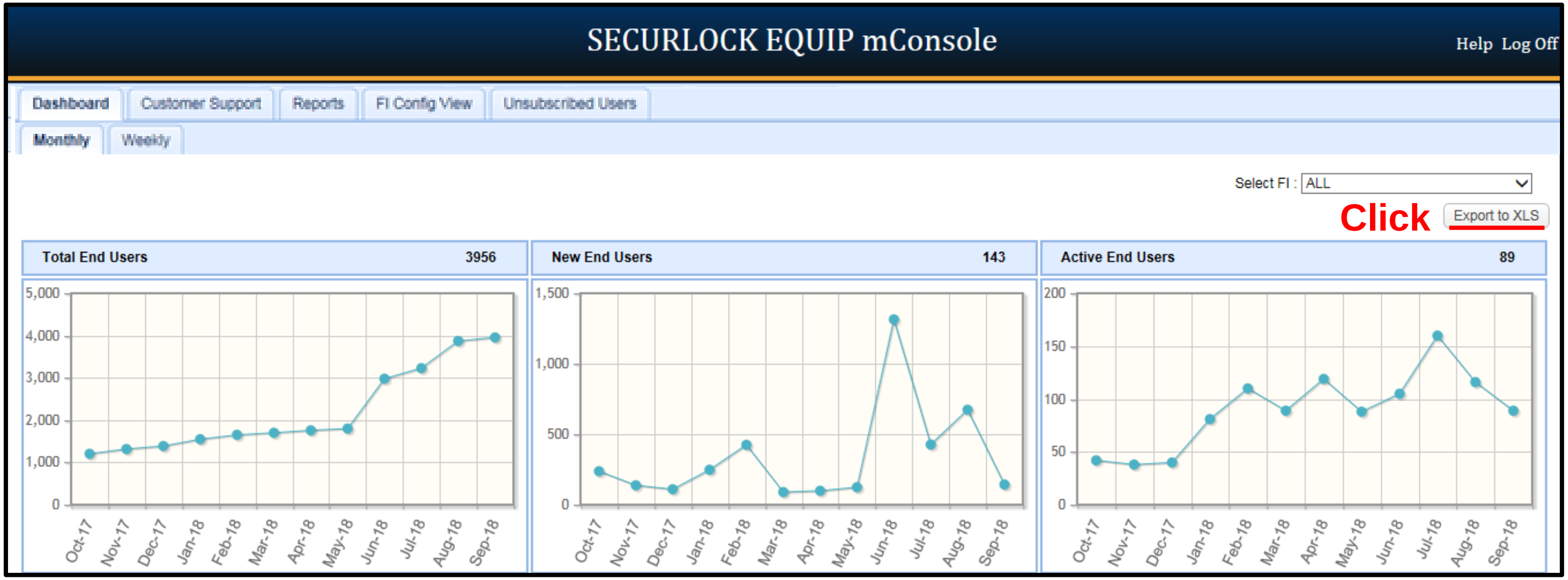
- **Number of Transaction controls applied for transactions going through the system.**
- **The data is separated into four segments: Denied, Passed, Not Applicable, Don't Know.**

Portlets
Controls By Categories Portlet



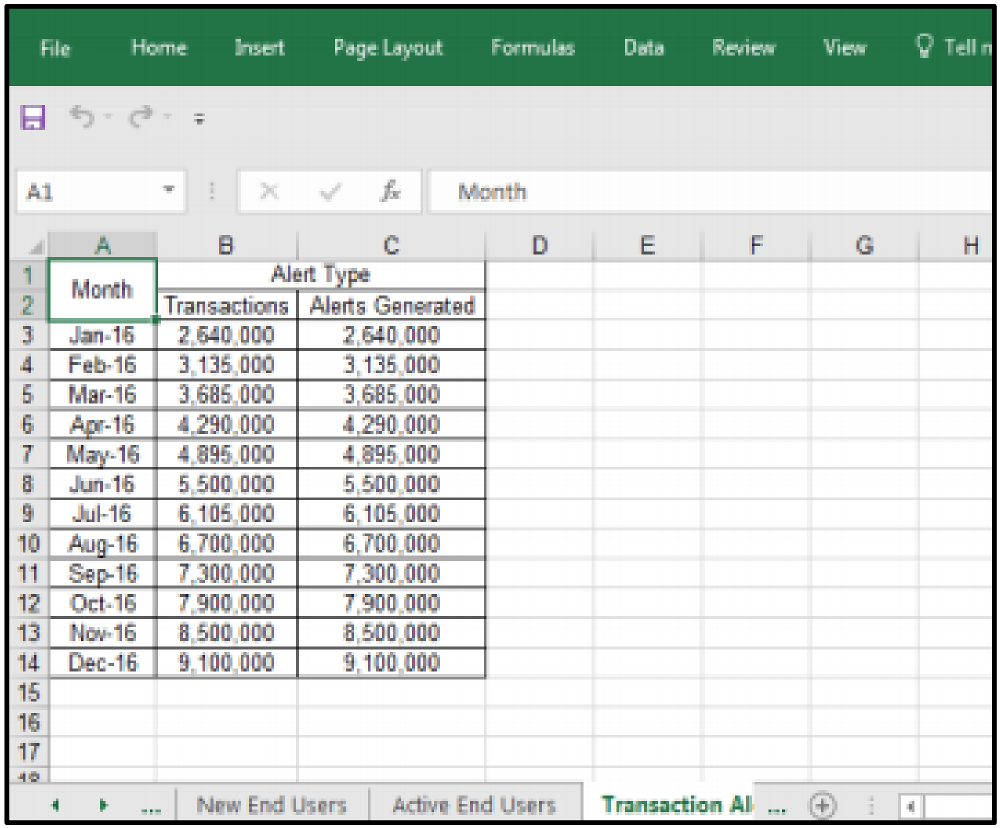
- **Number of Transaction controls applied in a given period by category regardless of whether the transaction was approved or denied.**
- **Controls are divided into four categories, which correspond to policies set by the user within the application: Transaction (Type), Merchants (Type), Location, and Threshold.**

Access mConsole
Export Data To a Spreadsheet



- Use the Export to XLS feature to create an Excel file that can be saved and downloaded to your computer.
- The Excel file contains seven 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.

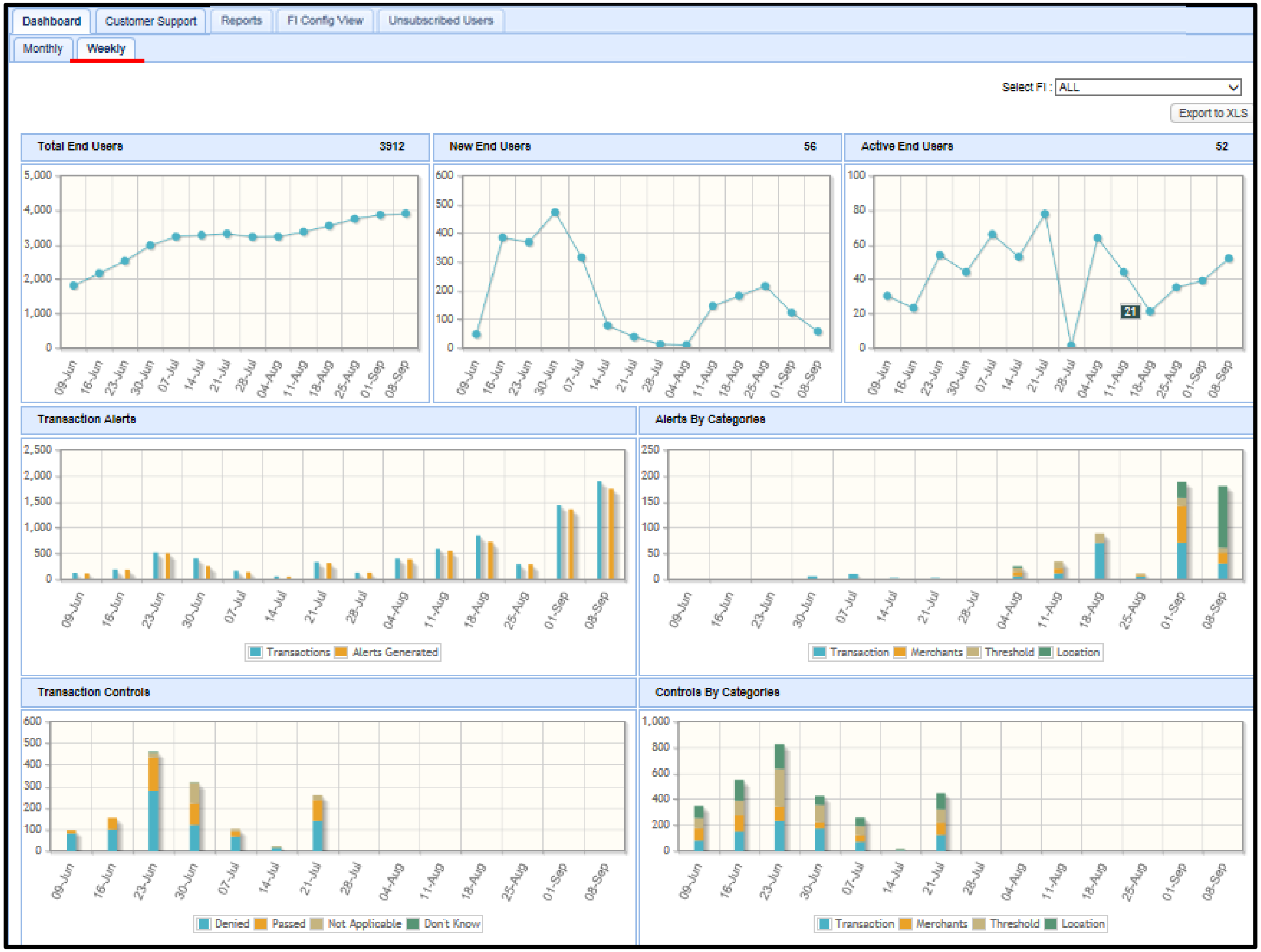
Access mConsole
Export Data To a Spreadsheet



A	B	C
Month	Alert Type	
	Transactions	Alerts Generated
Jan-16	2,640,000	2,640,000
Feb-16	3,135,000	3,135,000
Mar-16	3,685,000	3,685,000
Apr-16	4,290,000	4,290,000
May-16	4,895,000	4,895,000
Jun-16	5,500,000	5,500,000
Jul-16	6,105,000	6,105,000
Aug-16	6,700,000	6,700,000
Sep-16	7,300,000	7,300,000
Oct-16	7,900,000	7,900,000
Nov-16	8,500,000	8,500,000
Dec-16	9,100,000	9,100,000

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

Access mConsole
Weekly View



- **Portlet activity is reported on a weekly basis as well.**

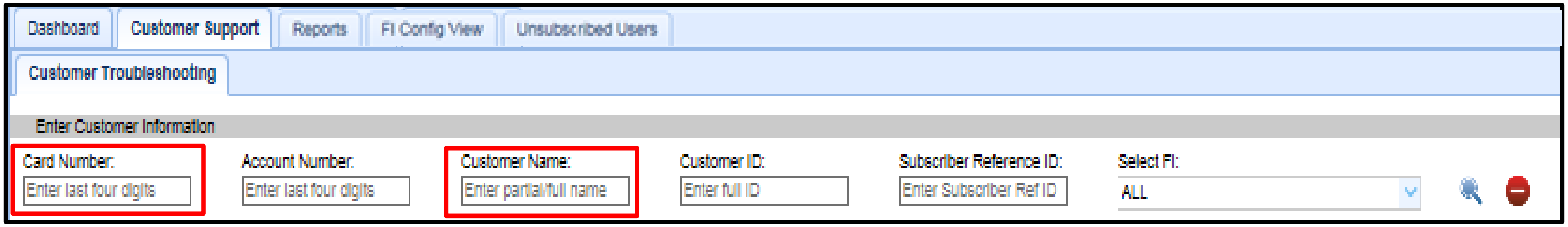
SecurLOCK™ Equip - mConsole Overview
Customer Support Tab

- **General Information**
- **Customer Troubleshooting tab**
- **Reset Registration State tab**
- **Register New User**
- **Customer Details tab**
- **Activity Viewer tab**
- **On Behalf Of tab**

Customer Support Tab
General Information

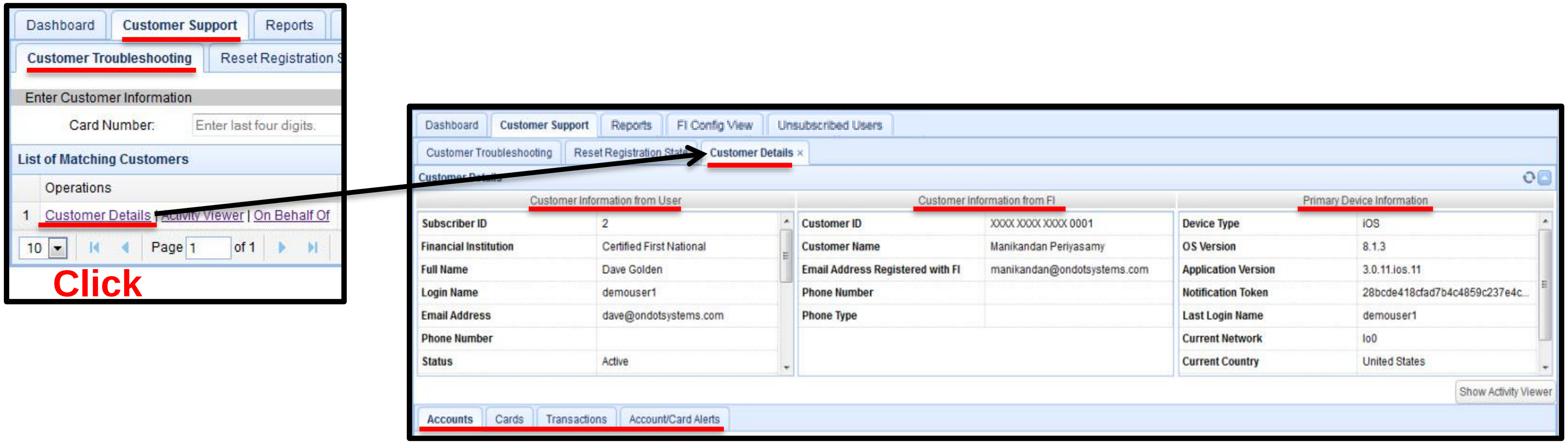
- **The Customer Support Tab is designed to enable Customer Support reps to effectively help end users with problems using the app. Specifically, it provides the following functionality:**
  - ➢ Search for specific users.
  - ➢ View a user's details, associated cards, transactions and messages.
  - ➢ 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 Support Tab
Customer Troubleshooting Tab - Customer Search



- **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 linked to the card – not functional.
  - **Customer Name** - Enter the user's full or partial name (first and last) or login name (this works in conjunction with card number).
  - Customer ID – not functional.
  - Subscriber Reference ID - not functional.
  - Select FI - Designed for Processors to allow them to select a specific onboarded FI.
- **Click the magnifying glass to submit your search criteria and generate a list of all users matching your search criteria.**
- **To clear the values previously entered, tap on the Clear icon**

Customer Support Tab
Customer Troubleshooting Tab – Customer Details Display



- **mConsole users can click on the Customer Details link 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, Transactions, and Account/Card Alerts (Accounts sub tab is not used)
- **The information displayed here may be useful to a Customer Support rep in helping to troubleshoot further with a user.**

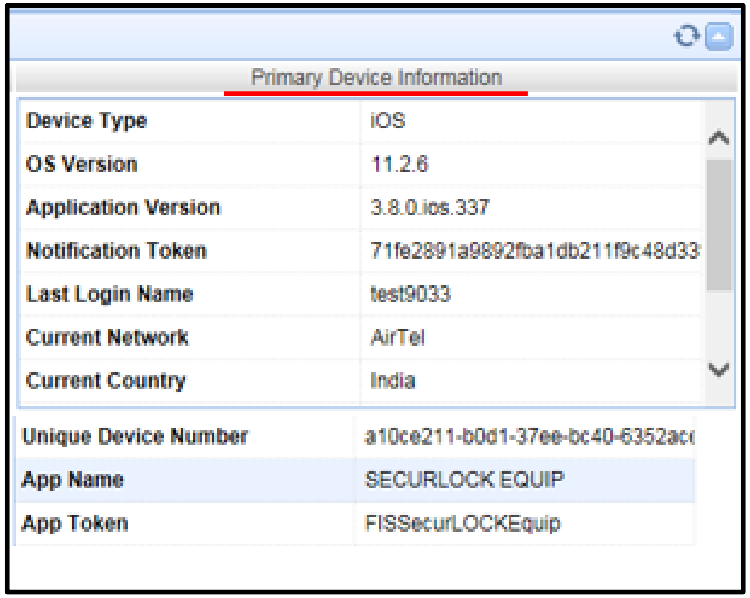
FIS

Customer Support Tab
Customer Troubleshooting Tab – Customer Details Display

- **'Customer Information from User'** displays the user's login name.
- The **'Status'** field shows one of the following values:
  - ➢ **Active:** User has completed the Registration process and can log in to the Mobile App.
  - ➢ **Disabled**: User has been disabled from logging in to the Mobile App.
  - ➢ **Unsubscribed**: User has been unsubscribed from the Mobile App, either by the user's own action in the Mobile App or by a mConsole user using the On Behalf Of functionality.
- **Notification Policy** indicates whether the user has enabled push notifications for the primary device.
- **Security Token** is the value of the most recent six-digit Registration or Reset Password security token sent to the user's email address.
- **Number of Logins** shows the number of times the user has logged into the Mobile App.
- **Last Login Time** shows the time at which the user last logged in successfully to the Mobile App.
- **Resident Country** lists the home country of the user's primary device.

Customer Information from User	
Subscriber ID	23499
Subscriber Reference ID	597285cdondot1898sub4588bd142
Financial Institution	024364-545581-101
Full Name	Prasad
Login Name	test0140
Email Address	prasad.kannemadugu@fisglobal.co
Phone Number	
Status	Active
Notification Policy	On
Security Token	
Security Token Expiration Date	
Number of Logins	49
Number of Login Failures	0
Last Login Time	Wed 08-29-2018 09:25:20 CDT
Last Non-Transaction Alert Time	
Resident Country	United States

Customer Support Tab
Customer Troubleshooting Tab – Customer Details Display



- The **'Primary Device Information'** shows the user's device type: iOS or Android.
- **OS Version** indicates the version of the operating system used by the user's primary device.
- **Application Version** shows the version of the Mobile App currently installed on the user's primary device.
- **Last Login Name** lists the login ID most recently used to log in from the primary device.
- **Current Country** provides the country from which the user is using the primary device.

Customer Support Tab
Customer Troubleshooting Tab – Customer Details Display

- Device is Primary

Primary Device Information	
Device Type	iOS
OS Version	11.3.1
Application Version	1.0.7
Notification Token	c1d6b78eddee2f966539ee9cc547.
Last Login Name	clg0213
Current Network	lo0
Current Country	United States

Primary Device Information	
Device Type	iOS
OS Version	11.3.1
Application Version	1.0.0
Notification Token	6b871ecde92015ceaee55e28ede2...
Last Login Name	
Current Network	lo0
Current Country	United States

- Images on the left are examples from SecurLOCK Equip Custom App
- Images on the right are examples from API Integrated Card Controls

- Device is NOT Primary

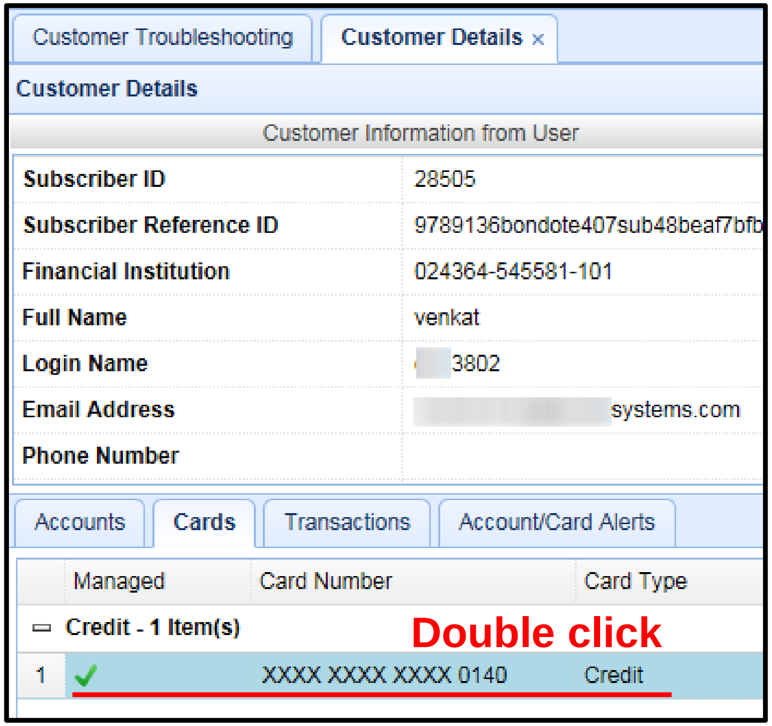
Primary Device Information	
Device Type	
OS Version	
Application Version	
Notification Token	
Last Login Name	
Current Network	
Current Country	

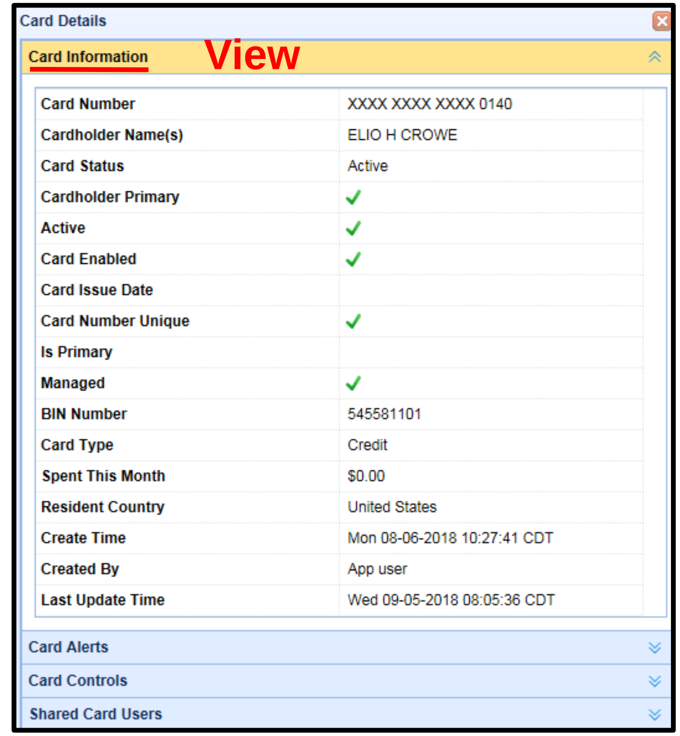
Primary Device Information	
Device Type	
OS Version	-1
Application Version	
Notification Token	
Last Login Name	
Current Network	NA
Current Country	

Customer Support Tab
Customer Details Tab

- **Cards tab**
- **Transactions tab**
- **Account/Card Alerts tab**
- **Activity Viewer tab**

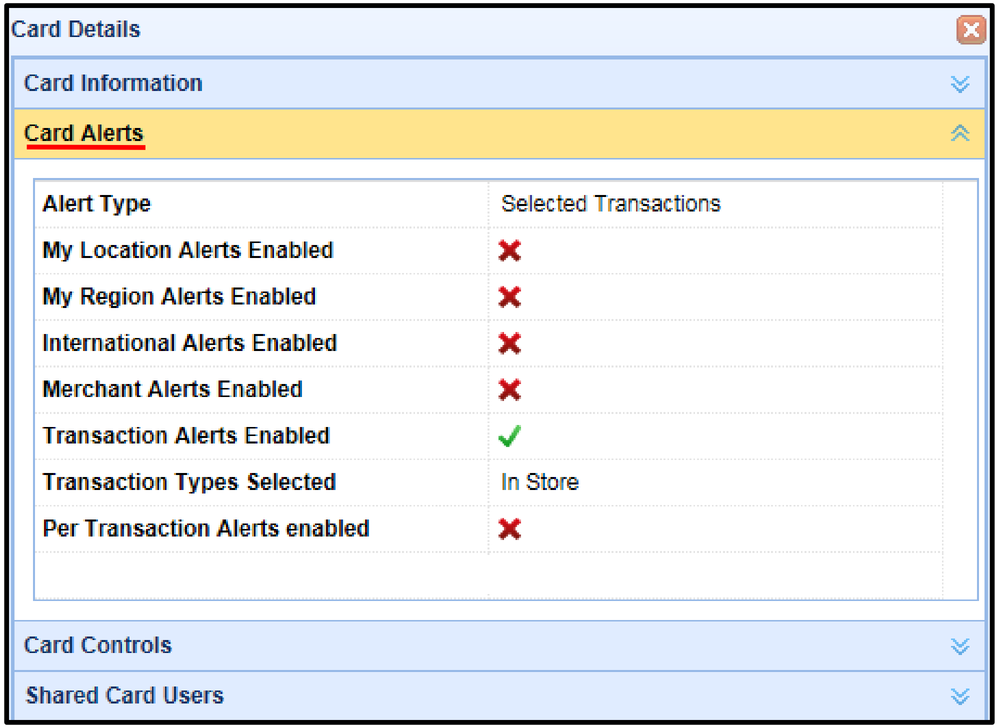
Customer Support Tab
Customer Details Tab - Cards Tab – Card Information





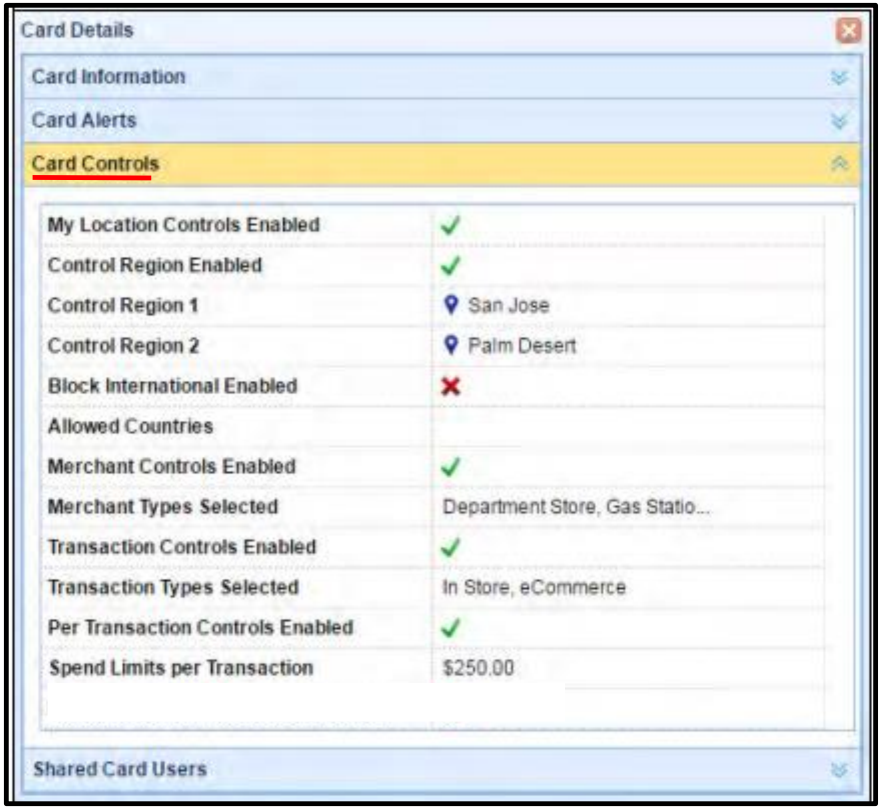
- **The Cards pane on the Customer Details screen displays information about the user's cards, which are organized in groups according to Card type.**
- **Double clicking on a card will bring up the Card Details pop up, which shows detailed information about the card.**
- **Time shown in mConsole is in Central Time (CT).**

Customer Support Tab
Customer Details Tab - Cards Tab – Card Alerts



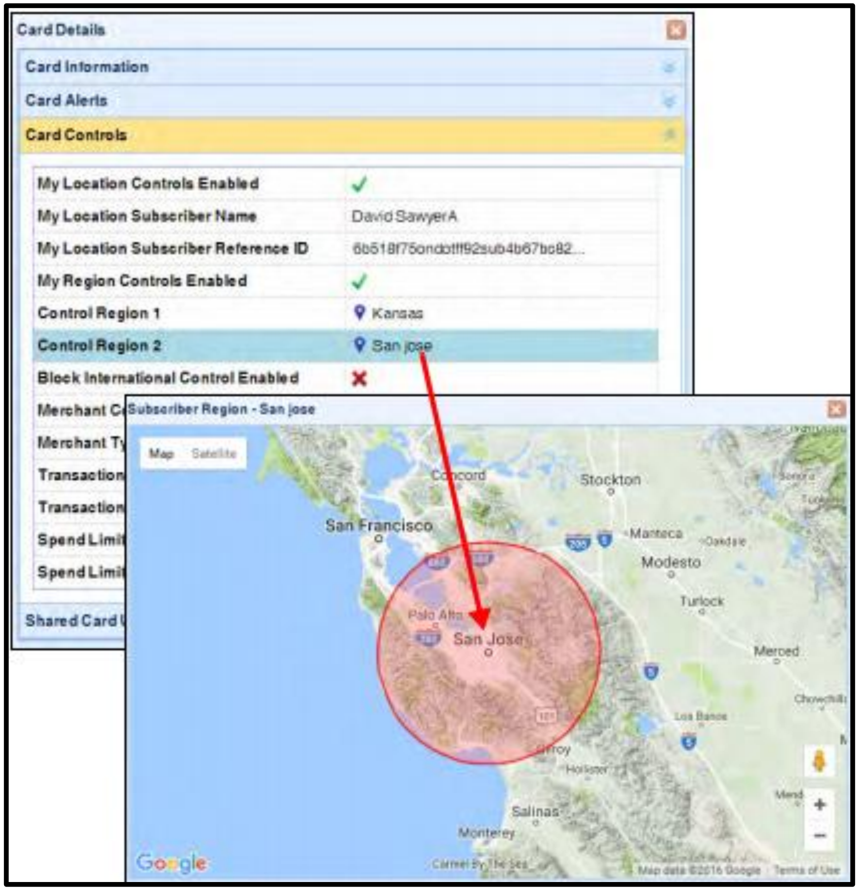
- **The Card Details window is organized into four expandable/collapsible accordion panes: Card Information, Card Alerts, Card Controls and Shared Card Users.**
- **Tapping on the up/down arrow next to each pane will expand it while closing the other three panes.**
- **The Card Alerts pane shown here displays which Alert Preferences the user has set for the card.**

Customer Support Tab
Customer Details Tab - Cards Tab – Card Controls



- **The Card Controls pane shows what Control Preferences the user has set for the card.**

Customer Support Tab
Customer Details Tab - Cards Tab – Card Controls



- **The Card Controls pane shows any regions defined by the user, if enabled.**
- **Clicking on a region shows an approximate map of the region defined.**

Customer Support Tab
Customer Details Tab - Cards Tab – Shared Card Users

- **Tap on the Shared Card Users pane to view all users who have registered or added the same card.**
- **This pane shows each shared card user's full name and access level (Full or Restricted).**
- **Indicates whether the user has set up the My Location control.**

Customer Support Tab
Customer Details Tab – Transactions Tab

Accounts | Cards | **Transactions** | Account/Card Alerts

Enter

Transaction From Date: [ ] To Date: [ ]

	Transaction Status	Merchant Name	Total Amount	Transaction Date	Posted Date	Card Number	Alert Triggered
	Denied - 4 Item(s)						
1	Denied	FIFTH FINANCIAL	$-7,157.97	02-13-2015		XXXX XXXX XXXX 0001	Status, On/Off
2	Denied	FIFTH FINANCIAL	$-178.06	02-03-2015		XXXX XXXX XXXX 0001	Status
3	Denied	FIFTH FINANCIAL	$-7,847.03	02-03-2015		XXXX XXXX XXXX 0001	Status
4	Denied	FIFTH FINANCIAL	$-7,595.22	02-03-2015		XXXX XXXX XXXX 0001	Status
	Posted - 4 Item(s)						
5	Posted	FIFTH FINANCIAL	$-7,852.78	02-03-2015	02-03-2015	XXXX XXXX XXXX 0001	Always alert
6	Posted	FIFTH FINANCIAL	$-2,941.59	02-03-2015	02-03-2015	XXXX XXXX XXXX 0001	Always alert
7	Posted	FIFTH FINANCIAL	$-2,138.51	02-03-2015	02-03-2015	XXXX XXXX XXXX 0001	Always alert
8	Posted	FIFTH FINANCIAL	$-9,061.13	02-03-2015	02-03-2015	XXXX XXXX XXXX 0001	Always alert

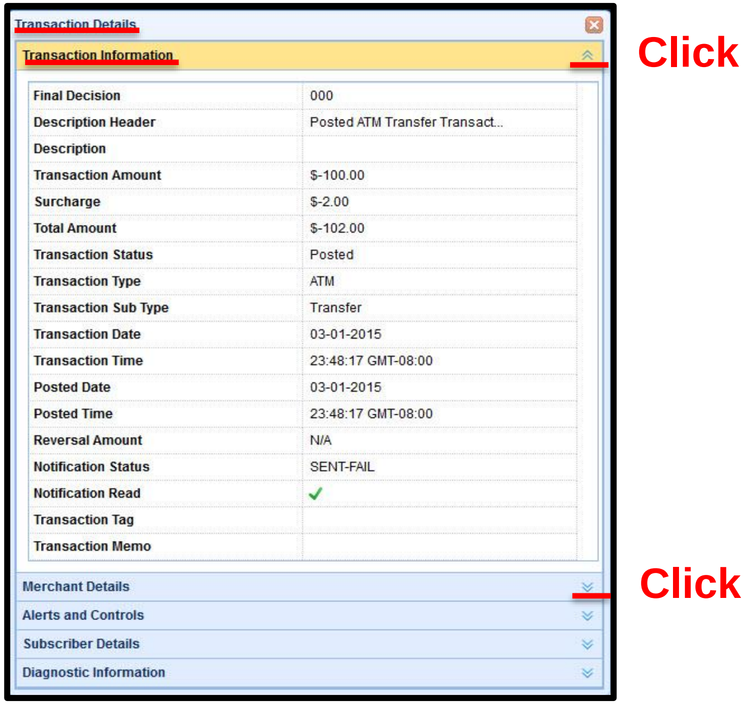
Double click

10 | Page 1 of 1 | Displaying 1

- **The Transactions pane on the Customer Details screen displays information about the user's card transactions, which are organized in groups based on Transaction status: Posted, Pending, Denied, Full/Partial Reversal.**
- **Double clicking anywhere in the transaction row will cause the Transaction Details window to display. As seen on the next slide, this shows detailed information about the transaction.**
- **Search for transactions by date using the search boxes at the top of the Transactions pane.**

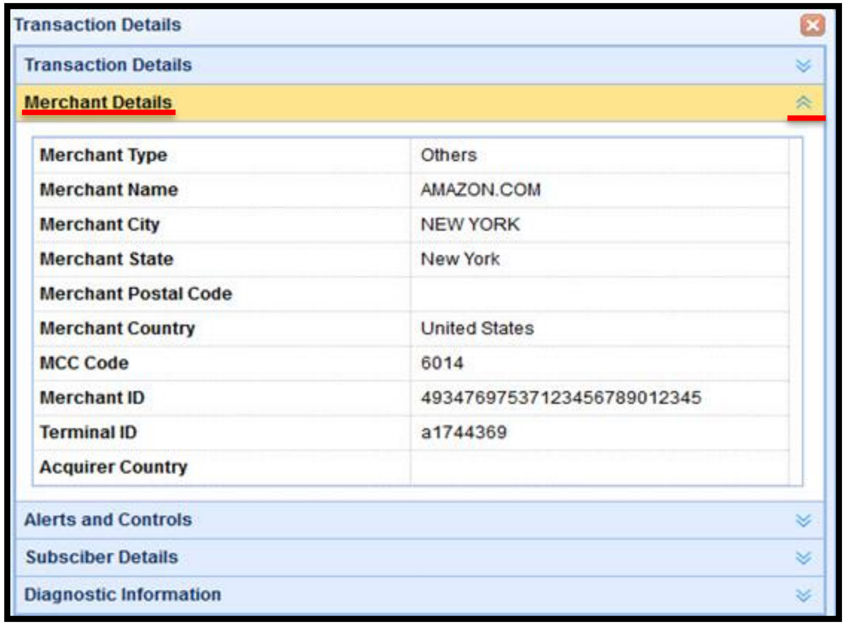
Customer Support Tab

Customer Details Tab – Transactions Tab – Transaction Information



- **The Transaction Details window is organized into five expandable/collapsible accordion panes: Transaction Information, Merchant Details, Alerts and Controls, Subscriber Details, and Diagnostic Information.**
- **Tapping on the up/down arrow next to each pane will expand it while closing others.**
- **The Transaction Information pane includes the Transaction Status, Transaction Type/Sub-Type, Date and Time and shows if a Notification was sent and read by the user.**

Customer Support Tab
Customer Details Tab – Transactions Tab – Merchant Details



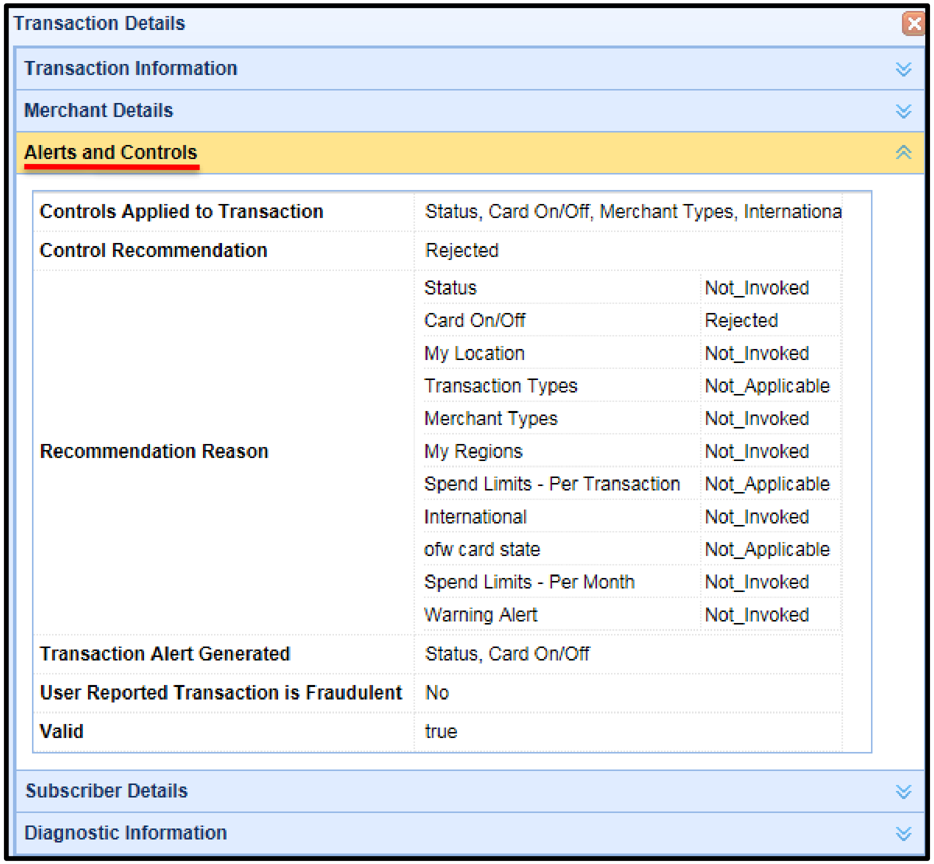
Click

- **Clicking on the Merchant Details arrow will display this pane and close the other panes.**
- **The Merchant Type field shows the merchant type categorization for the merchant, based on the MCC code sent in the transaction message.**

Customer Support Tab

Customer Details Tab – Transactions Tab – Alerts and Controls

- **Controls Applied to Transaction** shows all the control policies set by the user to evaluate the transaction.
- **Control Recommendation** shows the authorization recommendation for the transaction.
- **Recommendation Reason** shows all the control policies applied to the transaction.
- **Reason for Transaction Exception** shows One-time Override if a transaction has been approved as a result of a One-time Override.
- **Transaction Alert Generated** appears if an alert was generated for the transaction. This field indicates which alert policies, set by the user, triggered the alert.


Transaction Details

Transaction Information

Merchant Details

Alerts and Controls

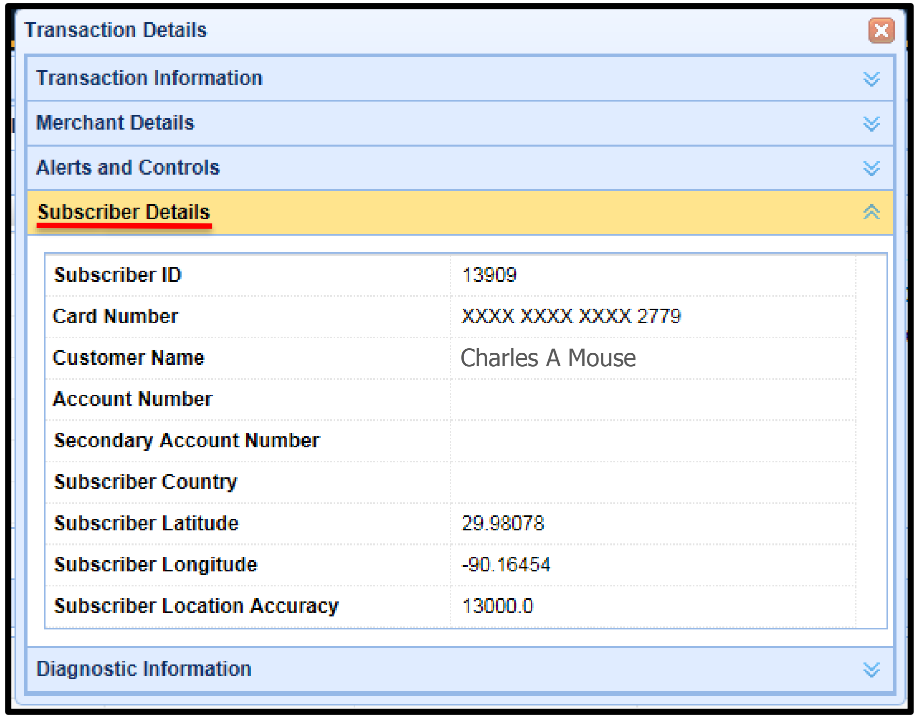
Controls Applied to Transaction	Status, Card On/Off, Merchant Types, Internationa	
Control Recommendation	Rejected	
Recommendation Reason	Status	Not_Invoked
	Card On/Off	Rejected
	My Location	Not_Invoked
	Transaction Types	Not_Applicable
	Merchant Types	Not_Invoked
	My Regions	Not_Invoked
	Spend Limits - Per Transaction	Not_Applicable
	International	Not_Invoked
	ofw card state	Not_Applicable
	Spend Limits - Per Month	Not_Invoked
	Warning Alert	Not_Invoked
Transaction Alert Generated	Status, Card On/Off	
User Reported Transaction is Fraudulent	No	
Valid	true	

Subscriber Details

Diagnostic Information

Customer Support Tab

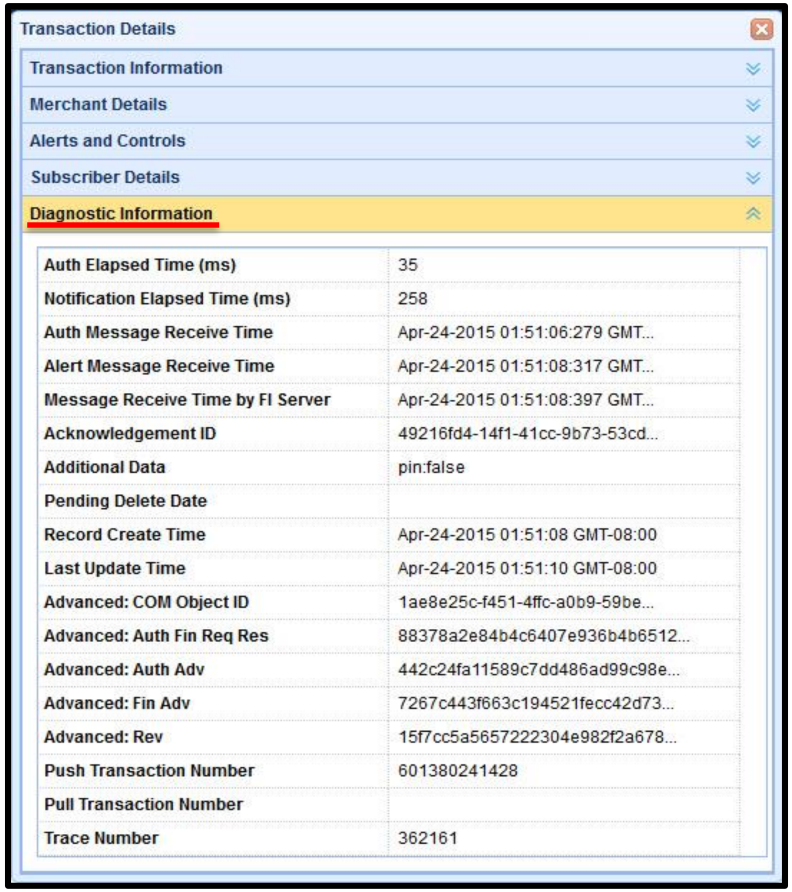
Customer Details Tab – Transactions Tab – Subscriber Details



- **This pane contains various information about the user associated with the transaction, including the card number, name, and location.**
- **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.**

Customer Support Tab

Customer Details Tab – Transactions Tab – Diagnostic Information


Transaction Details

Transaction Information

Merchant Details

Alerts and Controls

Subscriber Details

Diagnostic Information

Auth Elapsed Time (ms)	35
Notification Elapsed Time (ms)	258
Auth Message Receive Time	Apr-24-2015 01:51:06:279 GMT...
Alert Message Receive Time	Apr-24-2015 01:51:08:317 GMT...
Message Receive Time by FI Server	Apr-24-2015 01:51:08:397 GMT...
Acknowledgement ID	49216fd4-14f1-41cc-9b73-53cd...
Additional Data	pin:false
Pending Delete Date	
Record Create Time	Apr-24-2015 01:51:08 GMT-08:00
Last Update Time	Apr-24-2015 01:51:10 GMT-08:00
Advanced: COM Object ID	1ae8e25c-f451-4ffc-a0b9-59be...
Advanced: Auth Fin Req Res	88378a2e84b4c6407e936b4b6512...
Advanced: Auth Adv	442c24fa11589c7dd486ad99c98e...
Advanced: Fin Adv	7267c443f663c194521fecc42d73...
Advanced: Rev	15f7cc5a5657222304e982f2a678...
Push Transaction Number	601380241428
Pull Transaction Number	
Trace Number	362161

- **Click 'Diagnostic Information' to access the diagnostic data used to troubleshoot the transaction.**
- **The information shown in this pane is used for advanced troubleshooting of issues.**

Customer Support Tab
Customer Details Tab – Account/Card Alerts Tab

Accounts | Cards | Transactions | **Account/Card Alerts**

	Active	Alert Type	Account Number	Card Number
1	✓	Card alert or auth policy change alert		XXXX XXXX XXXX 0140
2	✓	Card information alert		XXXX XXXX XXXX 1538
3	✓	Card alert or auth policy change alert		XXXX XXXX XXXX 1538

Double click

View

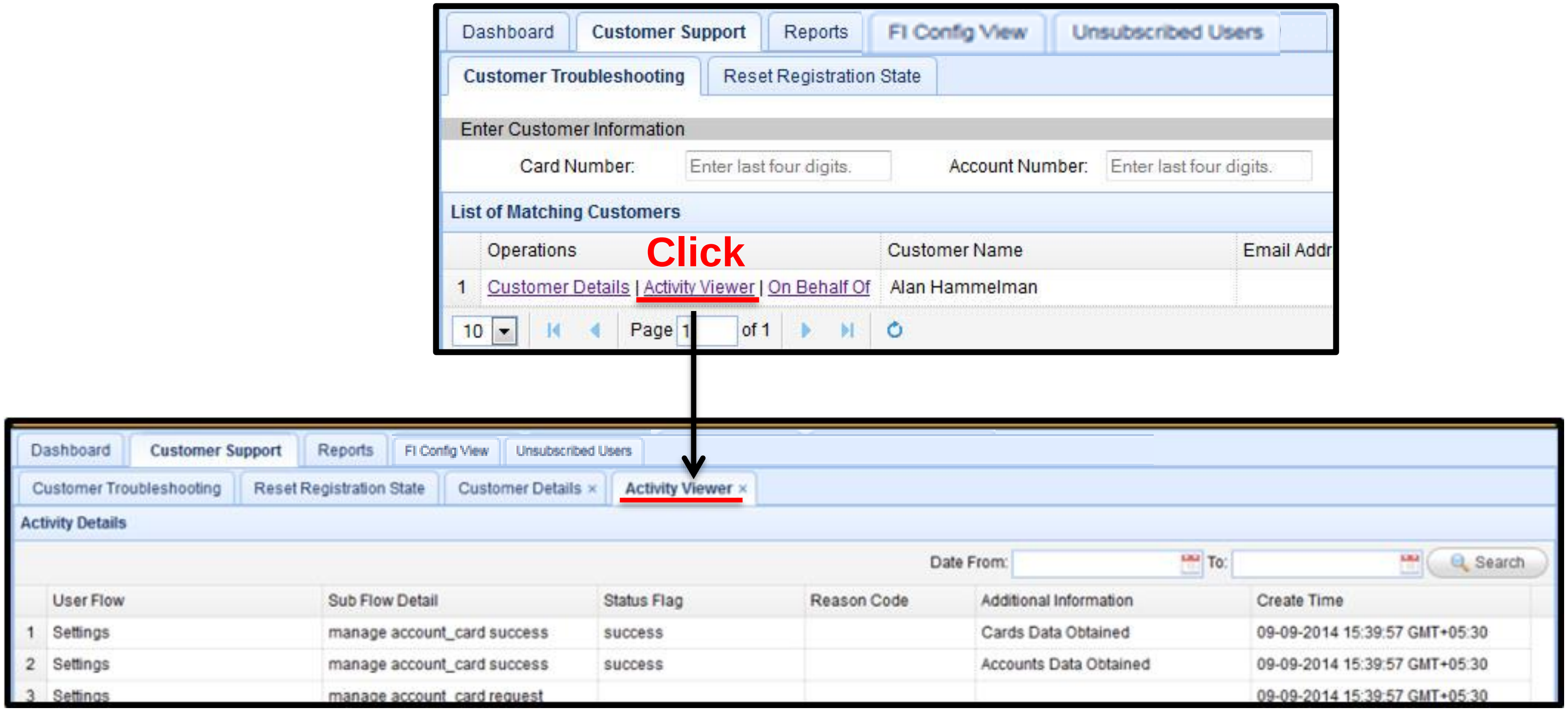
Alert Details

Alert Type	Card alert or auth policy change al...
Account Number	
Card Number	XXXX XXXX XXXX 0140
Alert Description	Card ending in 0140 has been succes...
Pending Delete Time	Sat 09-15-2018 05:06:51 CDT
Record Create Time	Mon 08-06-2018 10:28:22 CDT
Last Update Time	Fri 09-07-2018 05:06:51 CDT

- **From the Customer Support tab, click the Customer Details tab.**
- **The Account/Card Alerts sub tab shows all card status or account status alerts the user has received.**
- **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.**

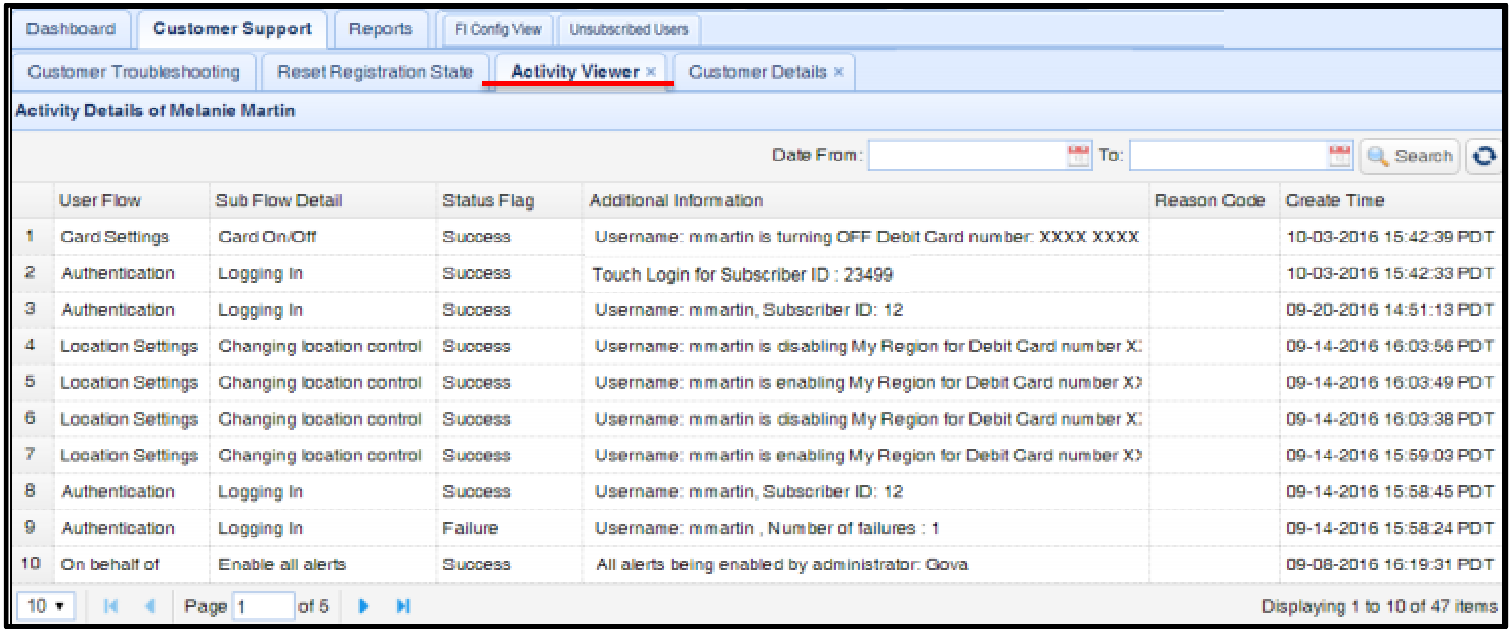
Customer Support Tab

Activity Viewer Tab



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

Customer Support Tab
Activity Viewer Tab



	User Flow	Sub Flow Detail	Status Flag	Additional Information	Reason Code	Create Time
1	Card Settings	Card On/Off	Success	Username: mmartin is turning OFF Debit Card number: XXXX XXXX		10-03-2016 15:42:39 PDT
2	Authentication	Logging In	Success	Touch Login for Subscriber ID : 23499		10-03-2016 15:42:33 PDT
3	Authentication	Logging In	Success	Username: mmartin, Subscriber ID: 12		09-20-2016 14:51:13 PDT
4	Location Settings	Changing location control	Success	Username: mmartin is disabling My Region for Debit Card number X		09-14-2016 16:03:56 PDT
5	Location Settings	Changing location control	Success	Username: mmartin is enabling My Region for Debit Card number X		09-14-2016 16:03:49 PDT
6	Location Settings	Changing location control	Success	Username: mmartin is disabling My Region for Debit Card number X		09-14-2016 16:03:38 PDT
7	Location Settings	Changing location control	Success	Username: mmartin is enabling My Region for Debit Card number X		09-14-2016 15:59:03 PDT
8	Authentication	Logging In	Success	Username: mmartin, Subscriber ID: 12		09-14-2016 15:58:45 PDT
9	Authentication	Logging In	Failure	Username: mmartin , Number of failures : 1		09-14-2016 15:58:24 PDT
10	On behalf of	Enable all alerts	Success	All alerts being enabled by administrator: Gova		09-08-2016 16:19:31 PDT

- **The Activity Viewer sub tab 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 record.**
- **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.**

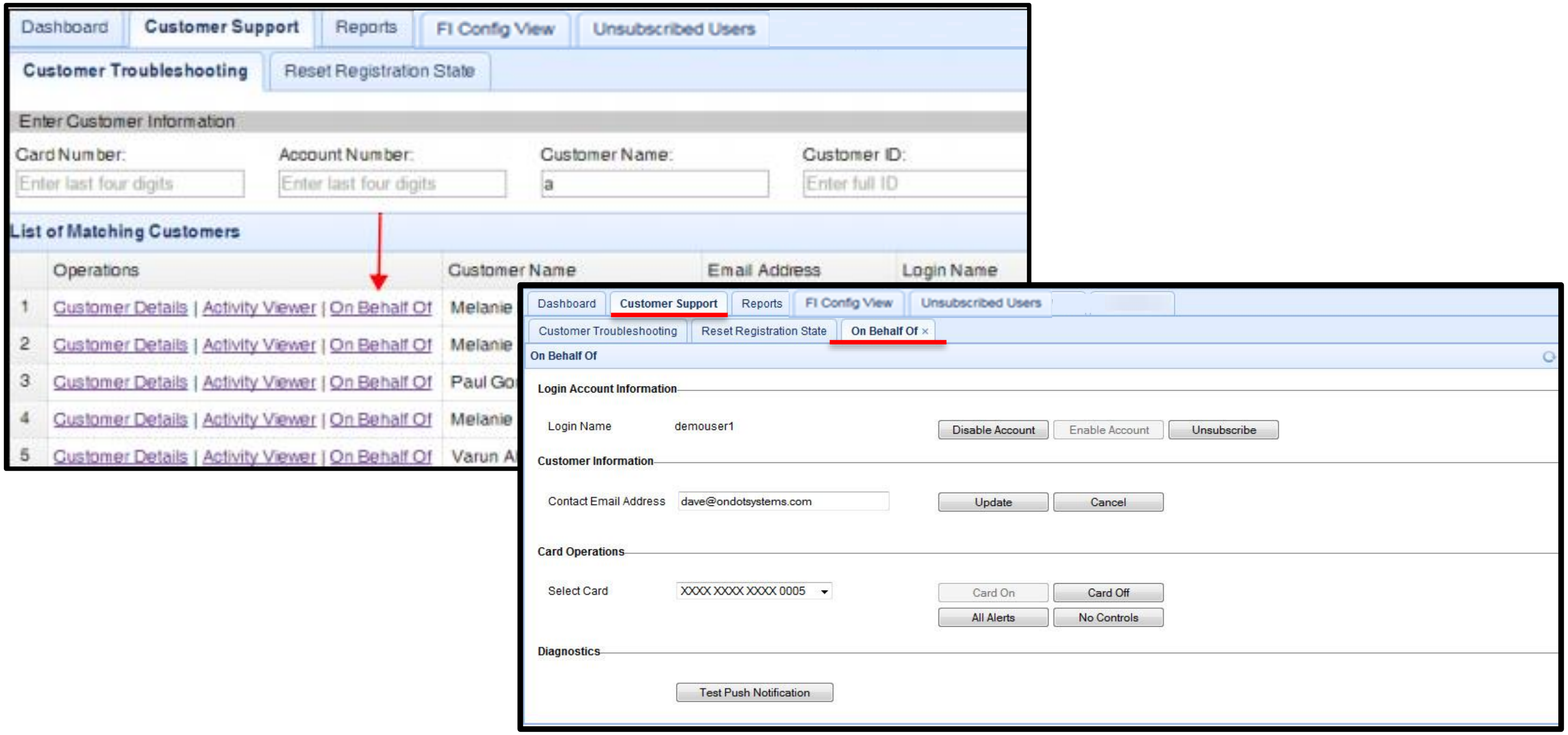
Customer Support Tab
Activity Viewer Tab

Activity Viewer Details

Virtual Host ID	1
Component ID	1
Component Type	fiserver
User Flow	Authentication
Sub Flow Detail	Logging In
Operator ID	162
Operator Type	Subscriber
Resource ID	162
Resource Type	Subscriber
Status Flag	Success
Reason Code	
Additional Information	Username: augangam, Subscriber ID: 162
Create Time	Wed Oct 19 14:49:01 PDT 2016

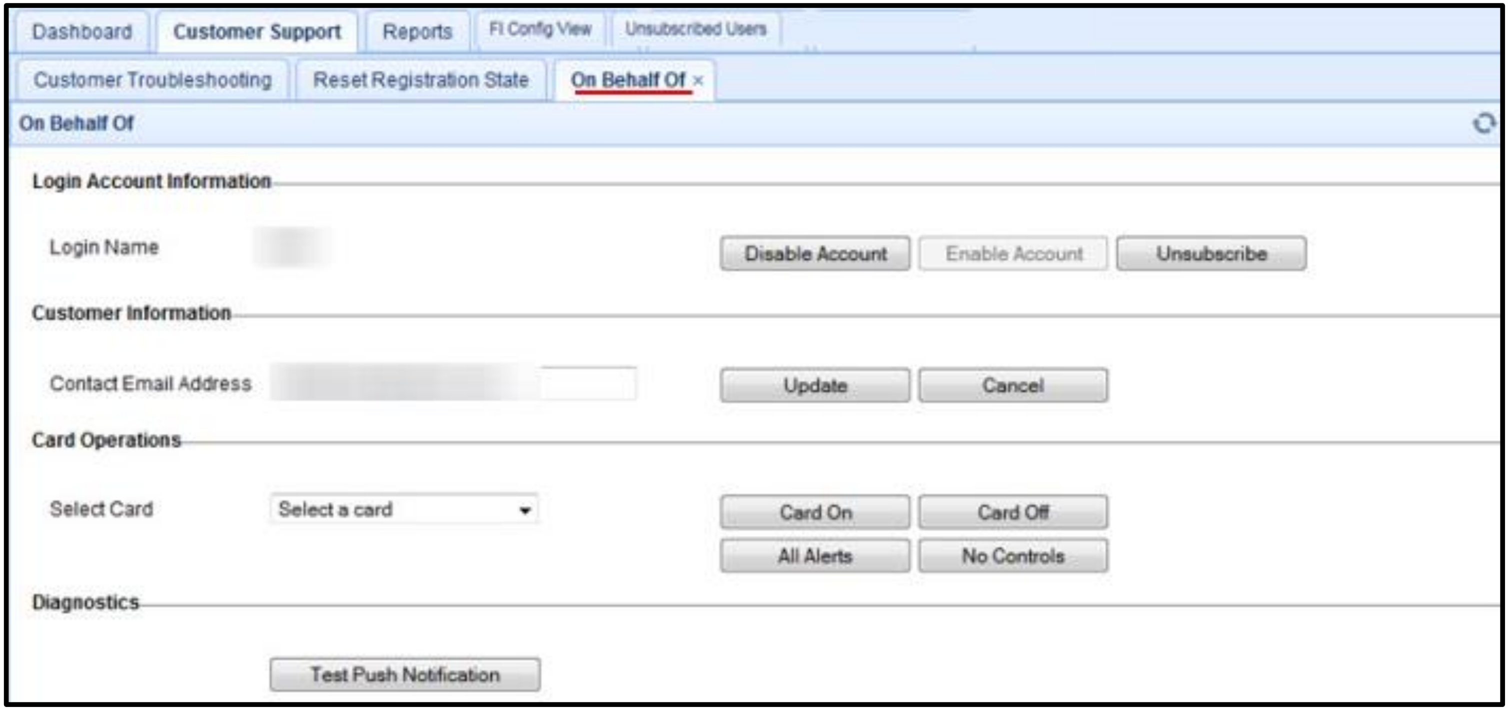
- **To open the Activity Viewer Details window and view additional Activity Viewer details, select the Event whose details you want to view.**
- **Click anywhere in the Event row to display the Activity Viewer Details window.**

Customer Support Tab
On Behalf Of Tab



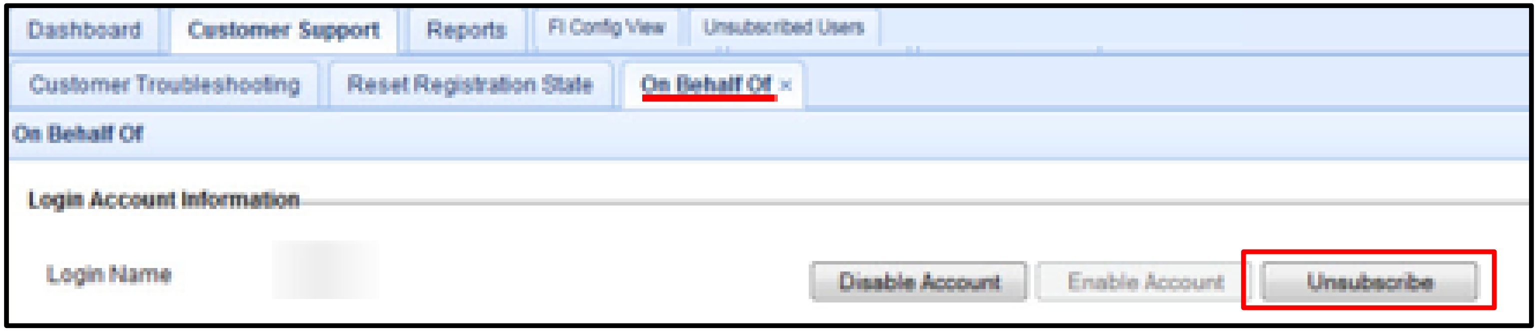
- Click on the On Behalf Of link on the Customer Search screen or navigate to the Customer Support tab and then the On Behalf Of sub tab.
- The On Behalf Of functionality allows a mConsole user to take action on behalf of the cardholder.
- A user will receive a notification when a mConsole user takes action on their behalf.

Customer Support Tab
On Behalf Of Tab



- **Use the On Behalf Of feature to take these actions on behalf of a user:**
  - Enable and disable a cardholder’s Mobile App login.
  - Unsubscribe a cardholder from the Mobile App.
  - Update a cardholder's contact email address in the Mobile App.
  - Turn a card on or off.
  - Enable or disable individual transaction controls and alerts.
  - Send a test push notification to a user’s primary device.

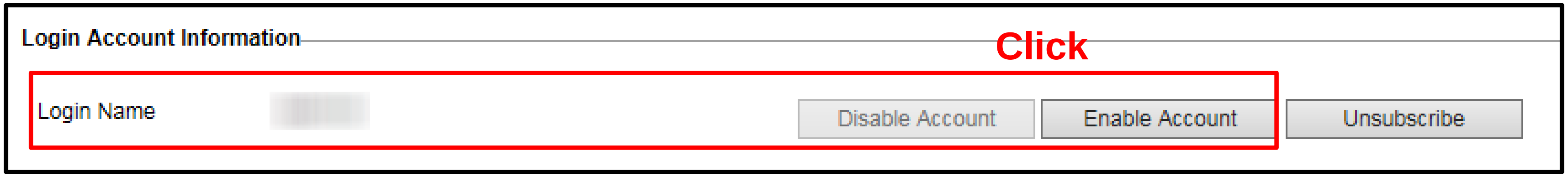
Customer Support Tab
On Behalf Of Tab



Click

- Unsubscribe the user from using the mobile app: the unsubscribed user will not be able to login to the app again; the card/user is not deleted from mConsole.
- If the user changes his/her mind and wants to use the app again later, the user will have to re-register (stand-alone user).
- Stand alone users have to re-register, for integrated users there is a workaround, ticket 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 client be unsubscribed.

Customer Support Tab
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.**

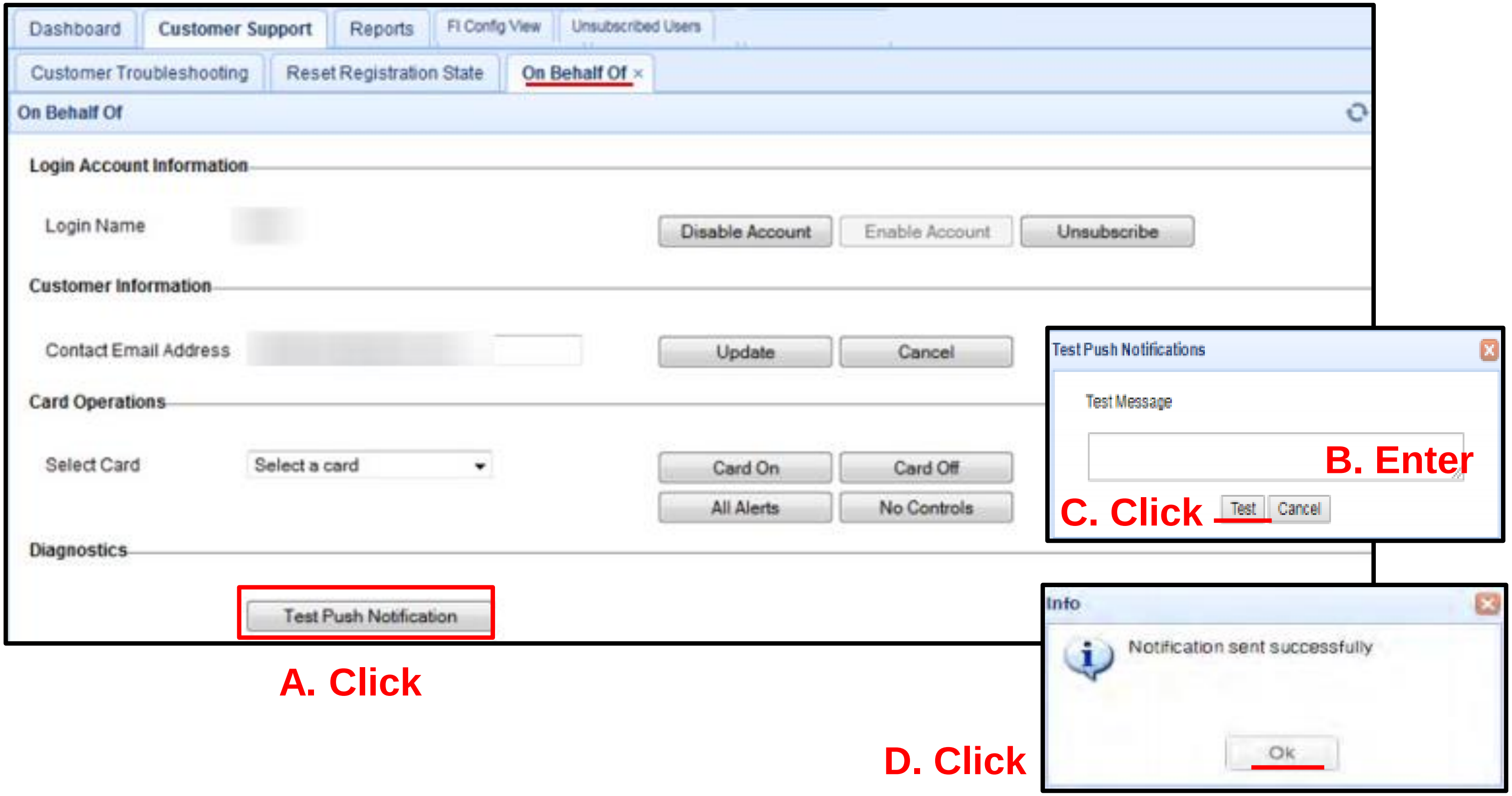
Customer Support Tab
On Behalf Of Tab

Click

Select

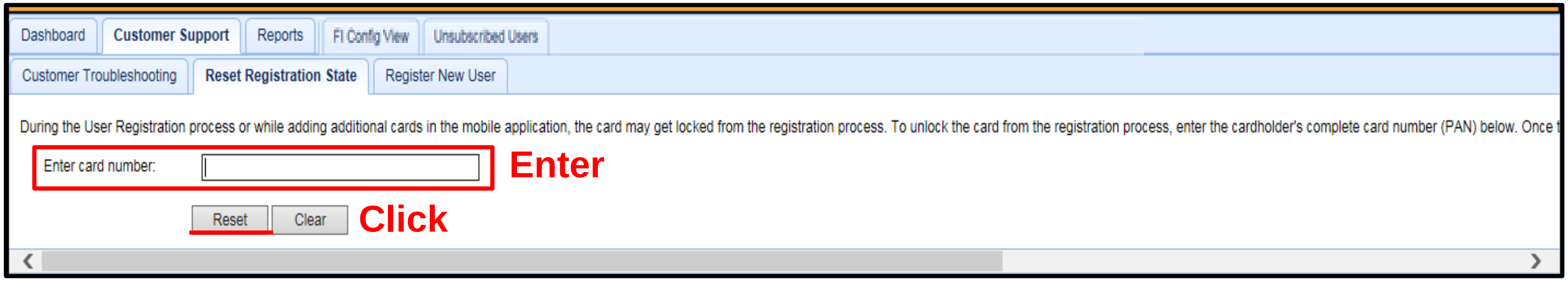
- **Select a card for On Behalf Of action from the list of all managed cards in the user's Mobile App.**
- **Turn a card on or off for the user by clicking on 'Card On' or 'Card Off'.**
- **Click 'All Alerts' to enable the user to receive alerts for all transactions made on the selected card.**
- **Click 'No Controls' to turn off all control settings for the selected card.**

Customer Support Tab
On Behalf Of Tab



- Send a test Push notification message to the user's primary device.
- Click 'Test Push Notification' on the On Behalf Of screen.
- Enter a message in the Test Push Notifications dialog.
- Click 'Test' and a notification window confirms that the test message was sent successfully.

Customer Support Tab
Reset Registration State Tab



- **If the user enters incorrect authentication information three times unsuccessfully during second factor authentication, they will be locked out of being able to continue with the registration process and will require 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 Reset Registration State sub tab.**
- **Enter card number and then click 'Reset'.**

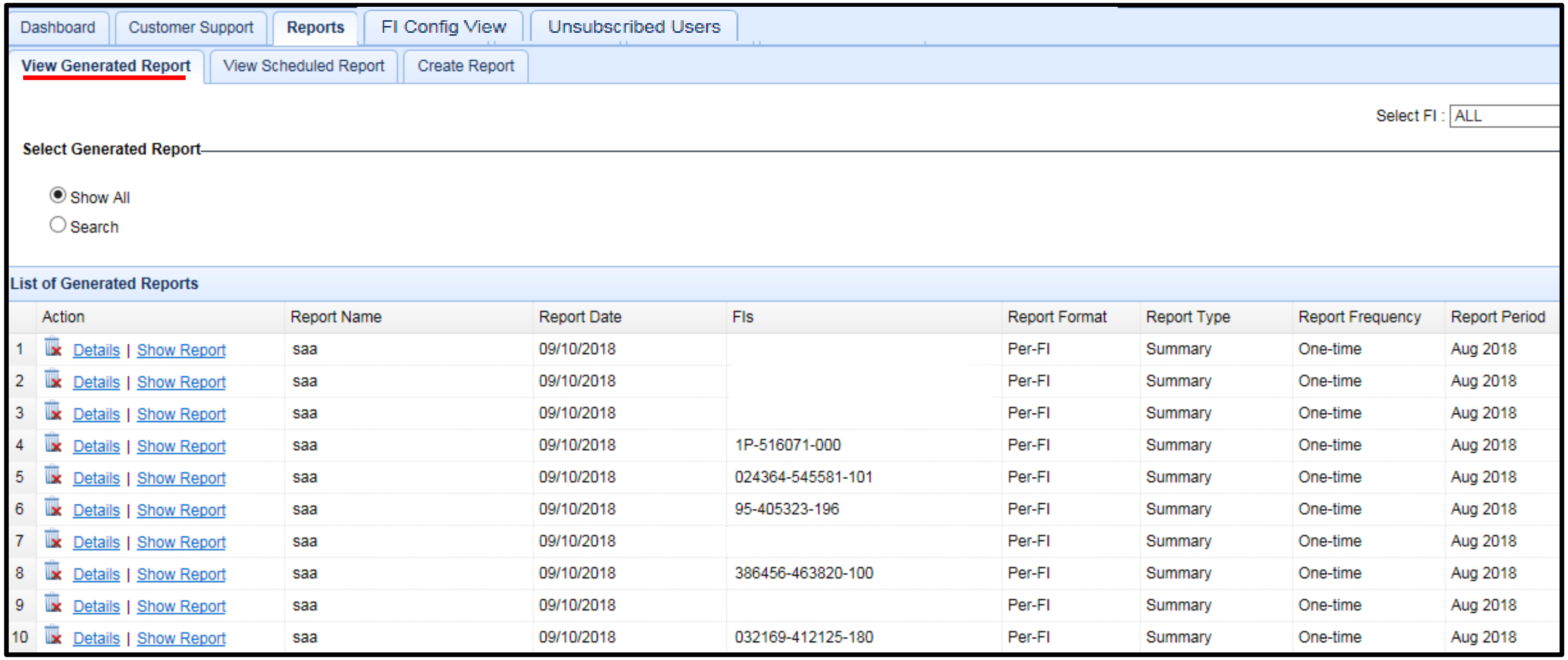
SecurLOCK™ Equip – mConsole Overview
Reports Tab

- **Introduction**
- **View Generated Report tab**
- **View Scheduled report tab**
- **Create Report tab**

Reports Tab
Introduction

- **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 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.

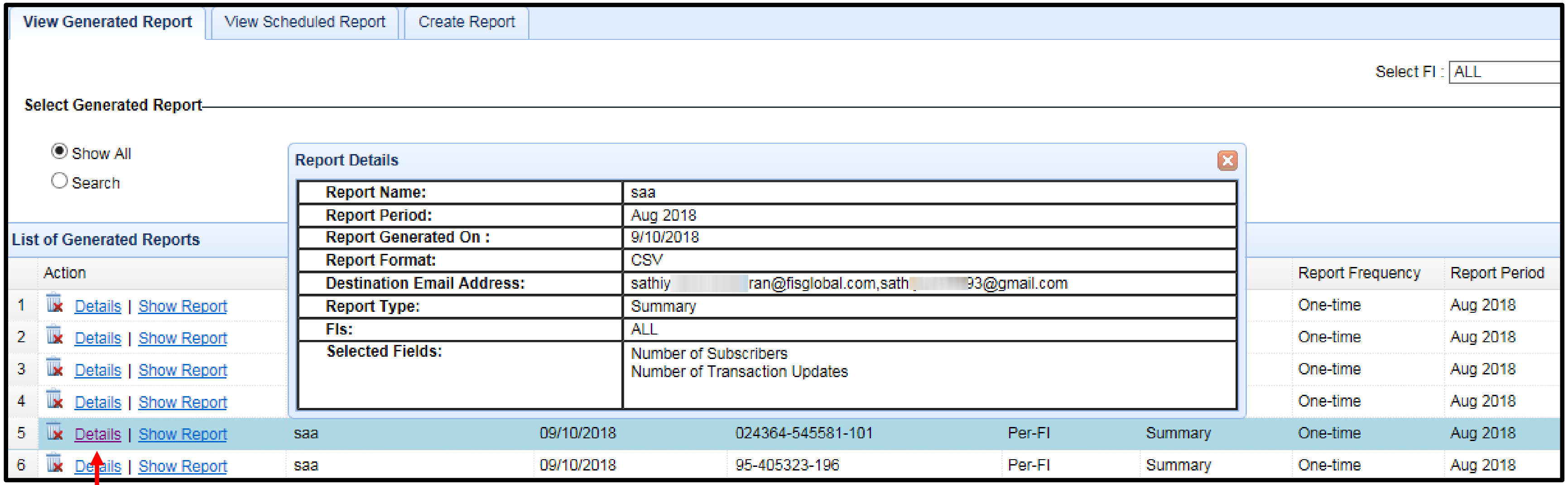
Reports Tab
View Generated Report Tab



	Action	Report Name	Report Date	FIs	Report Format	Report Type	Report Frequency	Report Period
1	Details | Show Report	saa	09/10/2018		Per-FI	Summary	One-time	Aug 2018
2	Details | Show Report	saa	09/10/2018		Per-FI	Summary	One-time	Aug 2018
3	Details | Show Report	saa	09/10/2018		Per-FI	Summary	One-time	Aug 2018
4	Details | Show Report	saa	09/10/2018	1P-516071-000	Per-FI	Summary	One-time	Aug 2018
5	Details | Show Report	saa	09/10/2018	024364-545581-101	Per-FI	Summary	One-time	Aug 2018
6	Details | Show Report	saa	09/10/2018	95-405323-196	Per-FI	Summary	One-time	Aug 2018
7	Details | Show Report	saa	09/10/2018		Per-FI	Summary	One-time	Aug 2018
8	Details | Show Report	saa	09/10/2018	386456-463820-100	Per-FI	Summary	One-time	Aug 2018
9	Details | Show Report	saa	09/10/2018		Per-FI	Summary	One-time	Aug 2018
10	Details | Show Report	saa	09/10/2018	032169-412125-180	Per-FI	Summary	One-time	Aug 2018

- **Use the View Generated Report screen to view and manage existing reports.**

Reports Tab
View Generated Report Tab

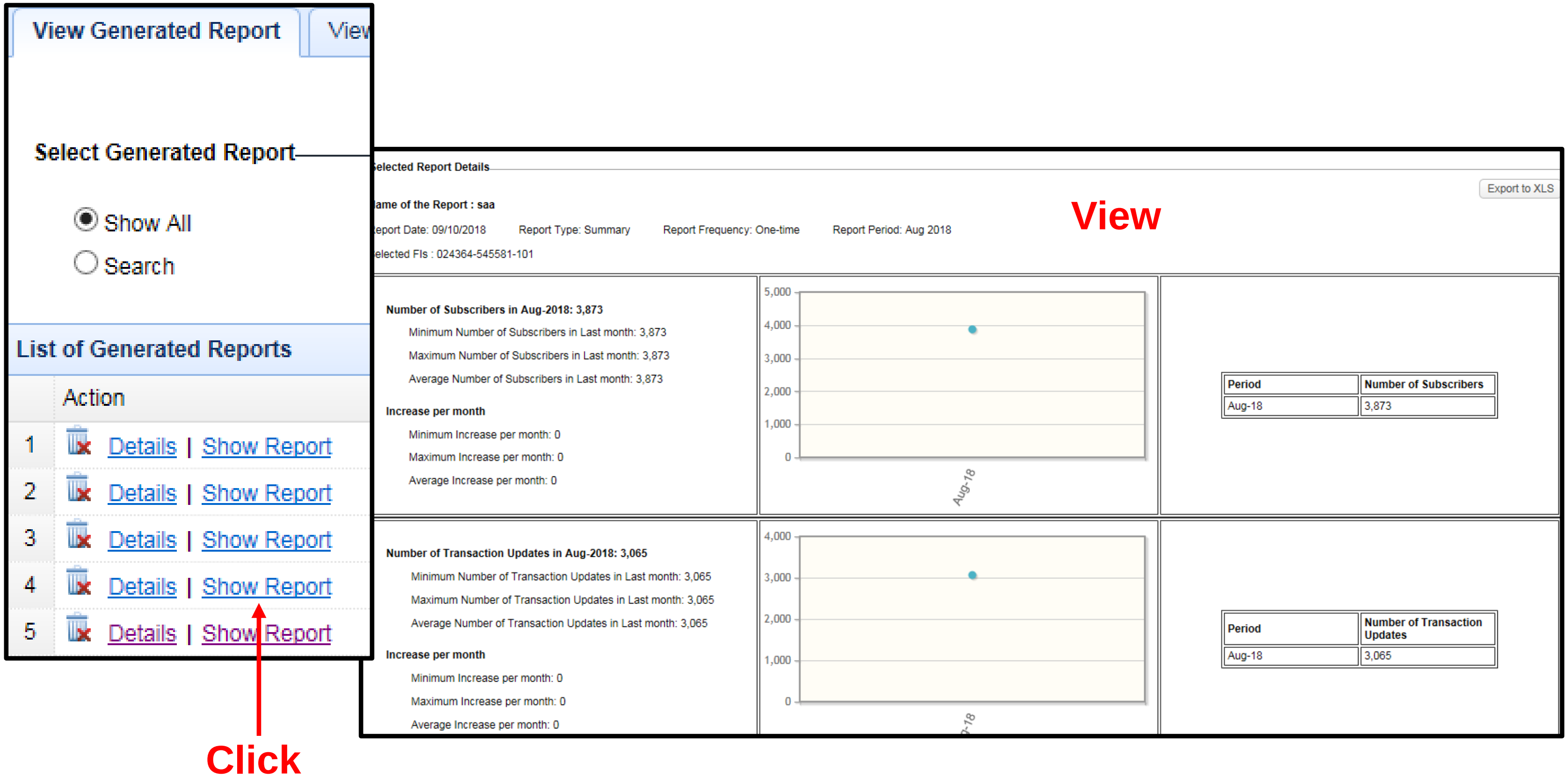


Click

- **When you click Details on the View Generated Report screen, the Report Details window opens.**
- **The Report Details window summarizes information about the data contained in this report (details vary for recurring and one-time reports).**

Reports Tab

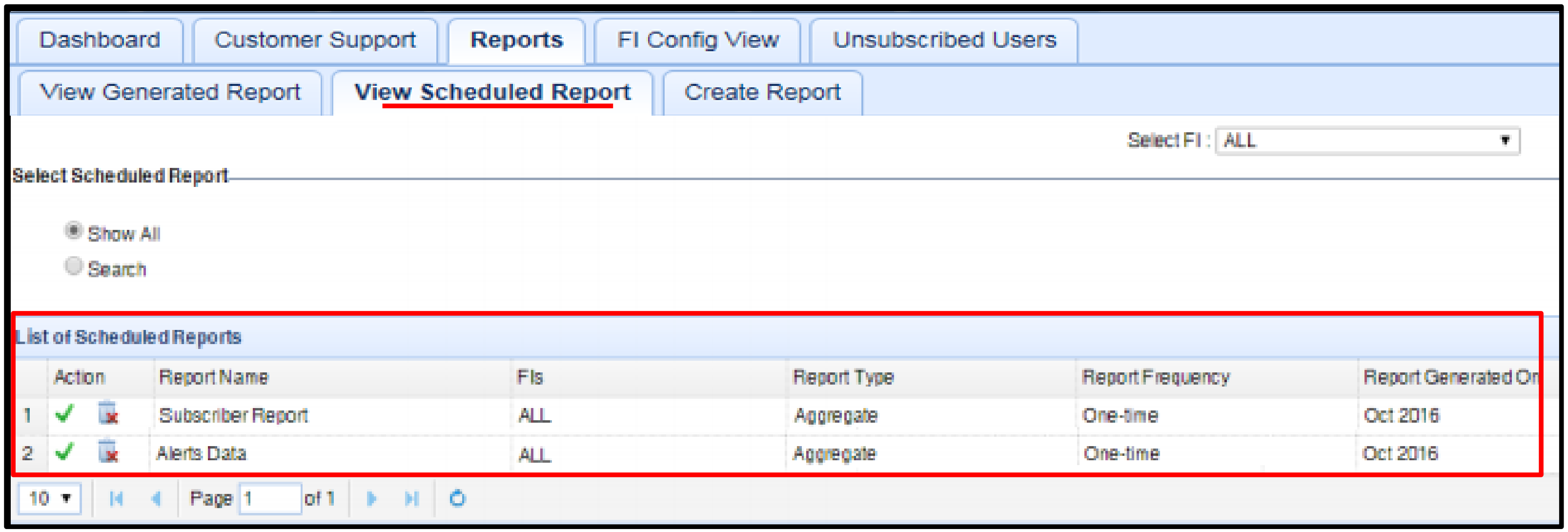
View Generated Report Tab



- **When you click ‘Show Report’, next to the name of a report in the List of Generated Reports, the selected report opens at the bottom of the screen.**
- **When a report is generated, it is emailed to the addresses provided when the report was created.**

Reports Tab

View Scheduled Report Tab

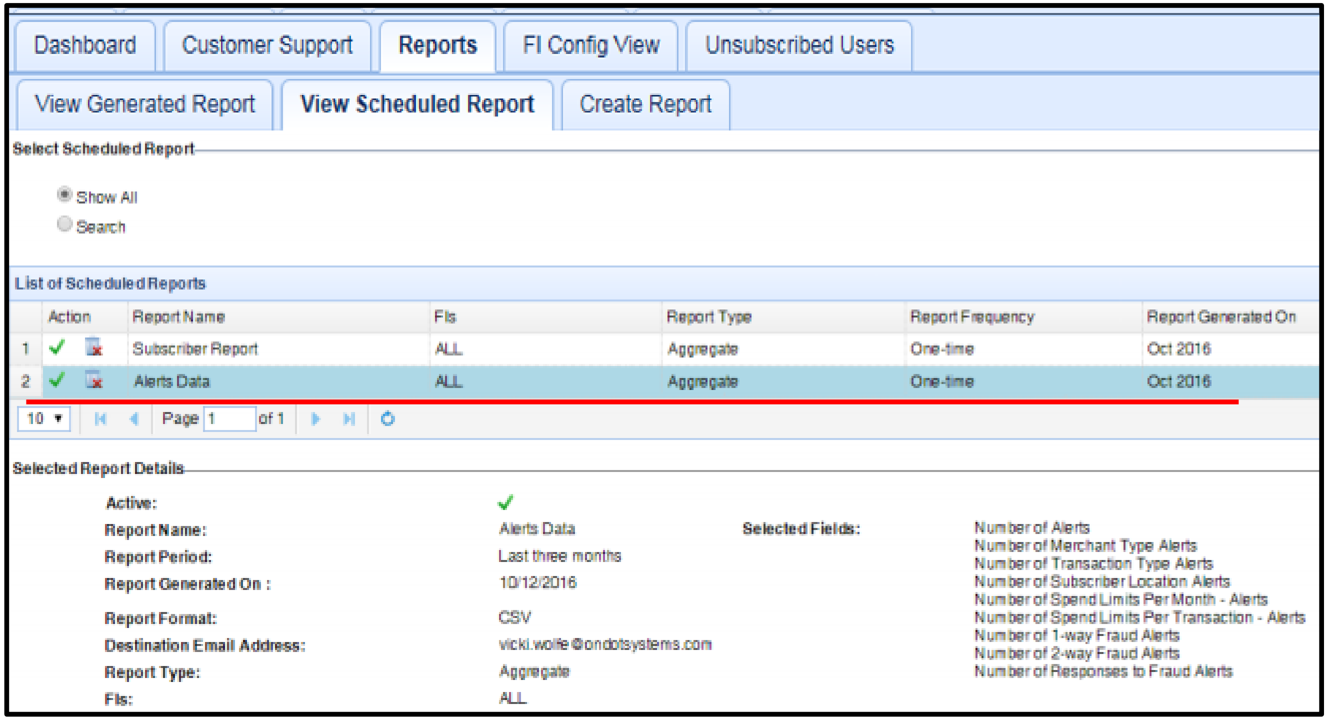


- **The View Scheduled Report screen lists all scheduled reports and allows you to manage the details of each report.**

Reports Tab
View Scheduled Report Tab – View Details

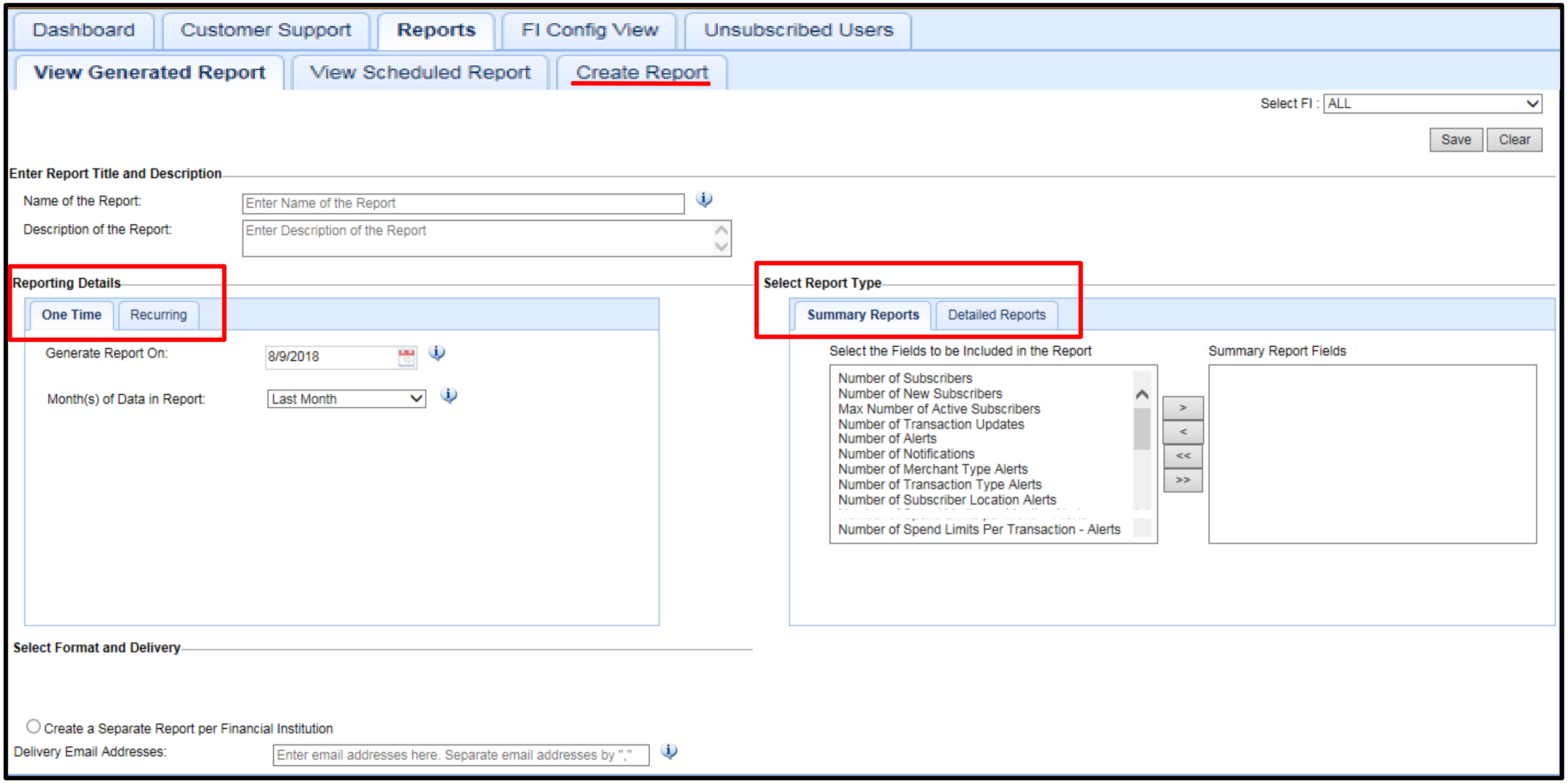
Double click

View



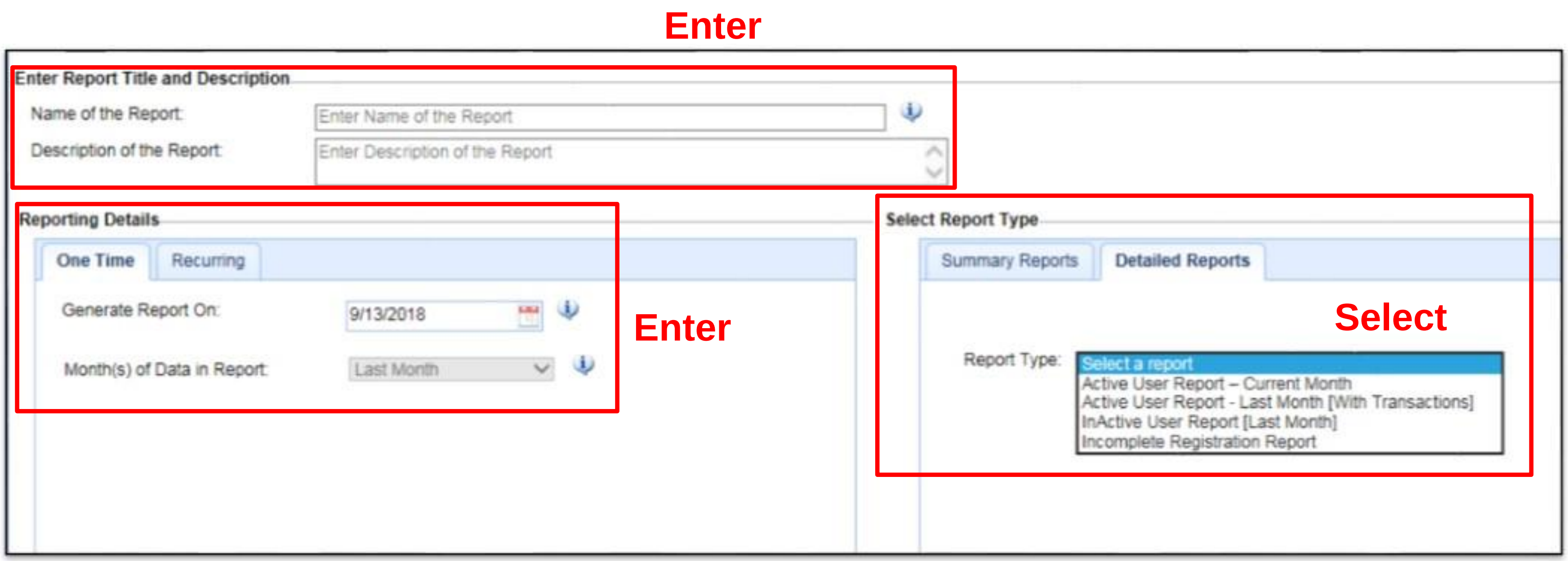
- **Select a report in the List of Scheduled Reports to display the report details.**
- **By default, displays all scheduled reports, sorted by date and time. Use key words to search for specific scheduled reports.**
- **A green check indicates that the report is enabled; a red X indicates that it is disabled. Click the icon to toggle between enabling and disabling the report.**
- **To delete the selected report, click the** 

Reports Tab
Create Report Tab



- The Create Report tab includes two sub-tabs that allow mConsole users to choose between Summary Reports and Detailed Reports.
- Use the Create Report screen to create one time or recurring Summary and Detailed reports.

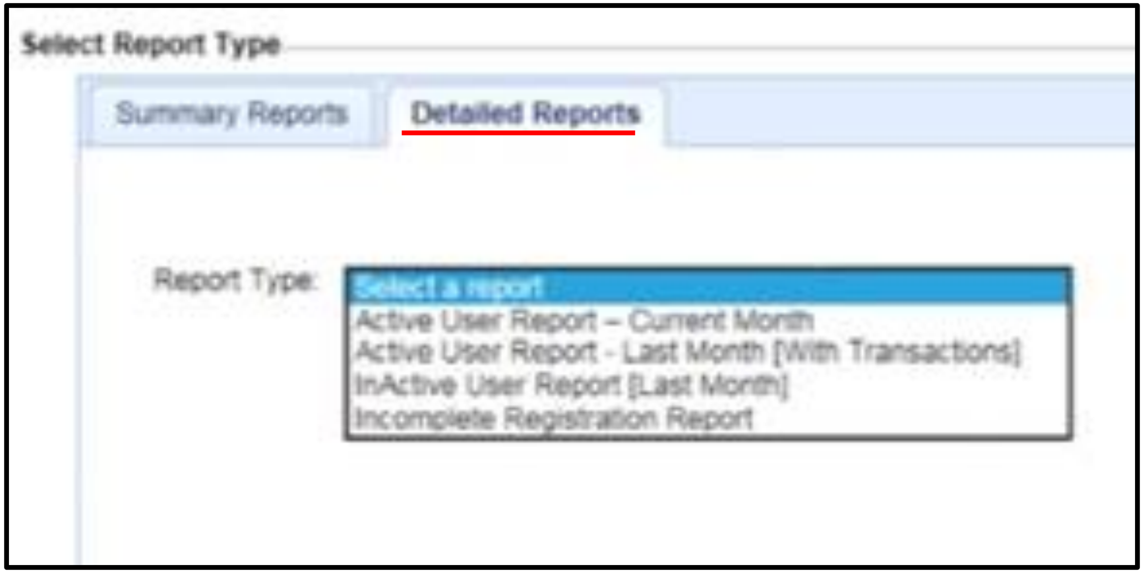
Reports Tab
Creating a Detail Report



- **Enter a Report Name and, if you wish, 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.**

Reports Tab
Creating a Detail Report

Click

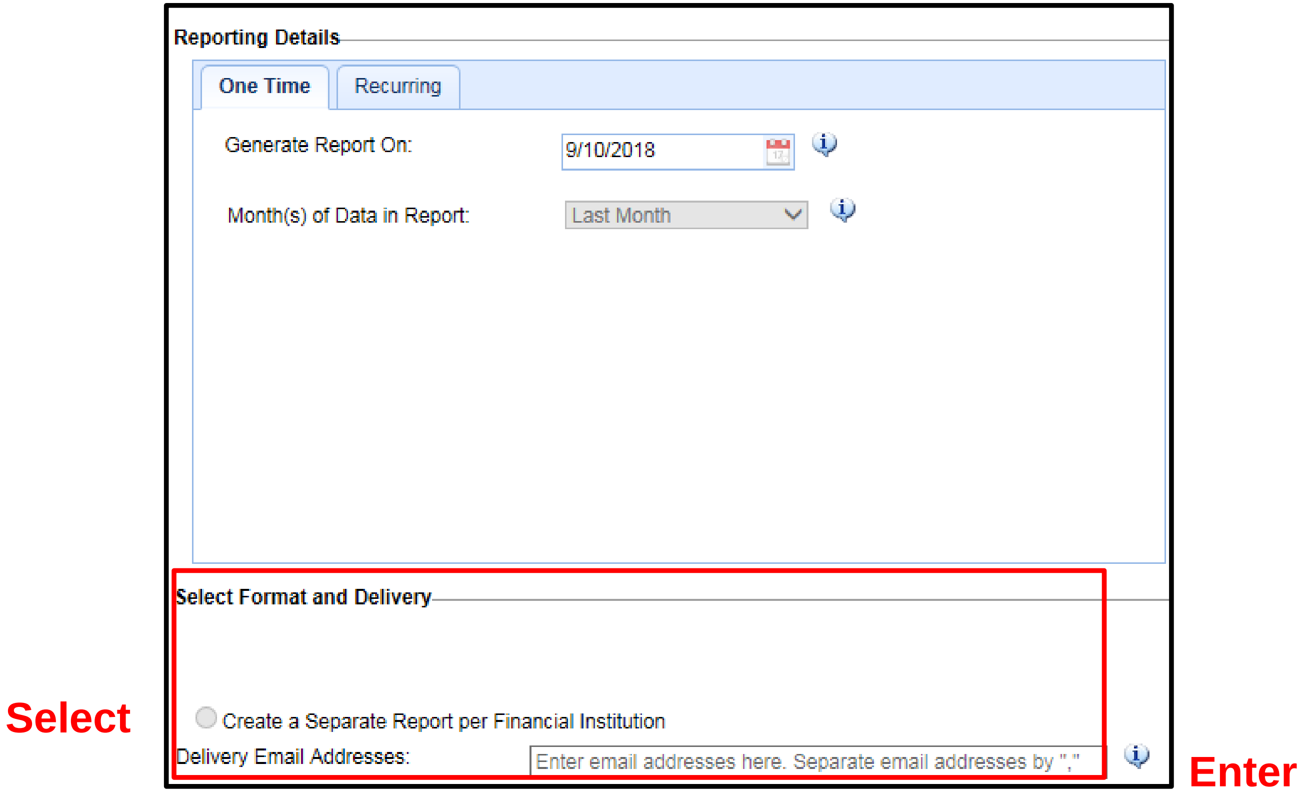


Select

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

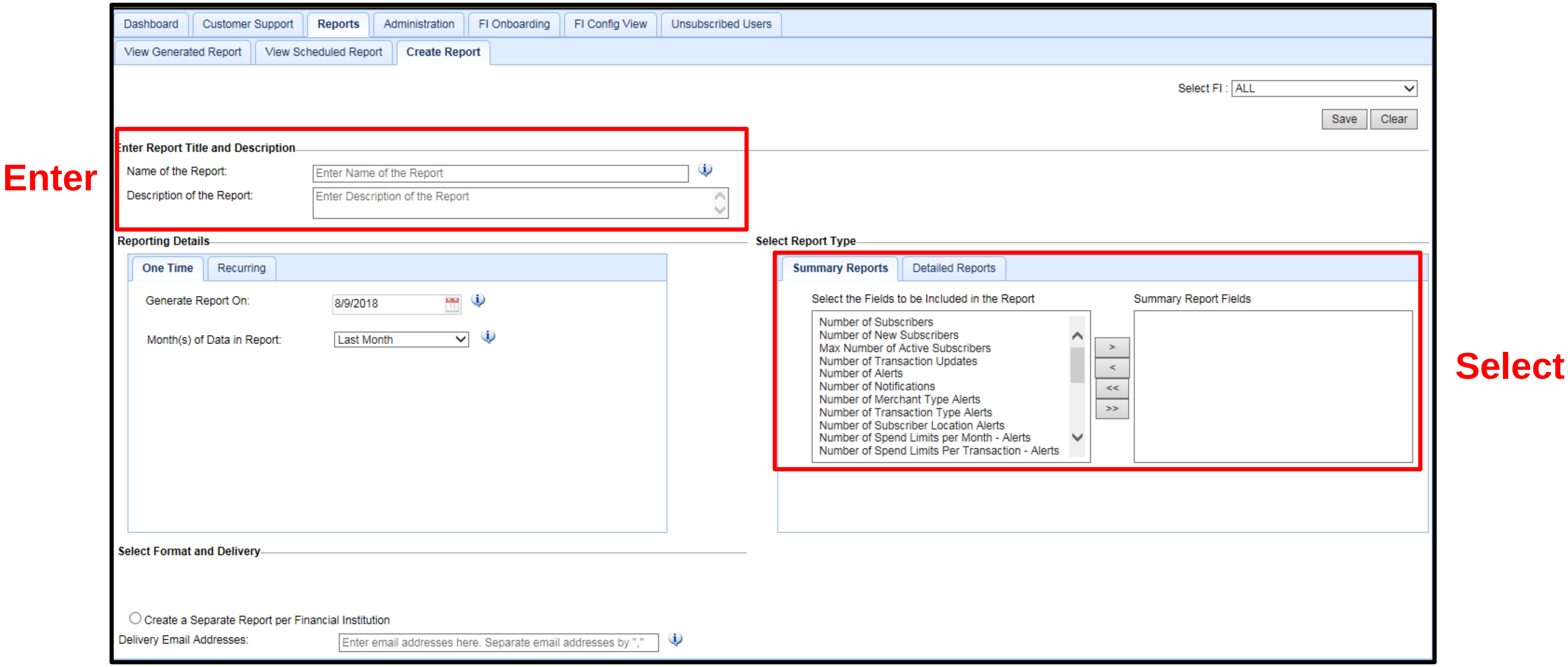
Reports Tab

Creating a Detail 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 top right of the screen.

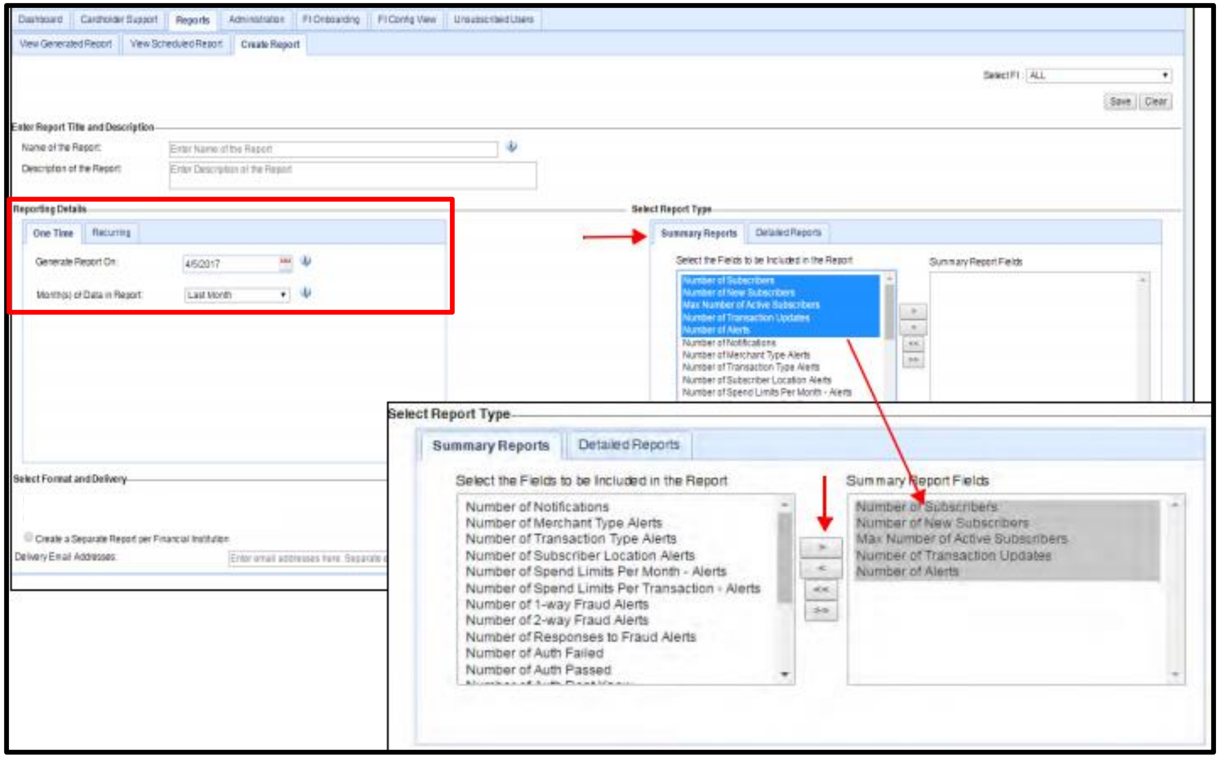
Reports Tab
Creating a Summary Report



- **Enter a Report Name and, if you wish, 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. To select multiple fields at once, press and hold CTRL while you select the fields.**

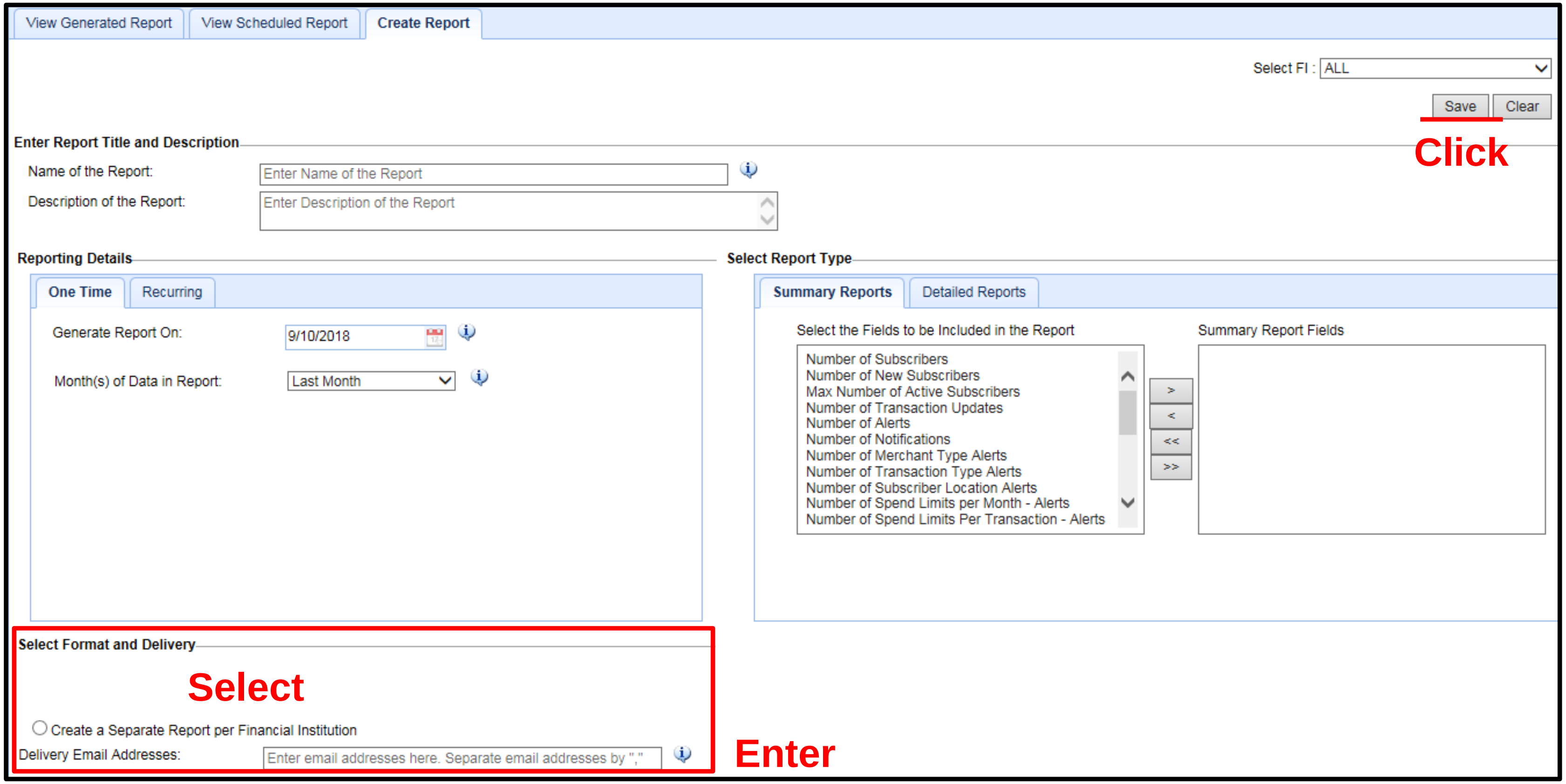
Reports Tab
Creating a Summary Report

Select



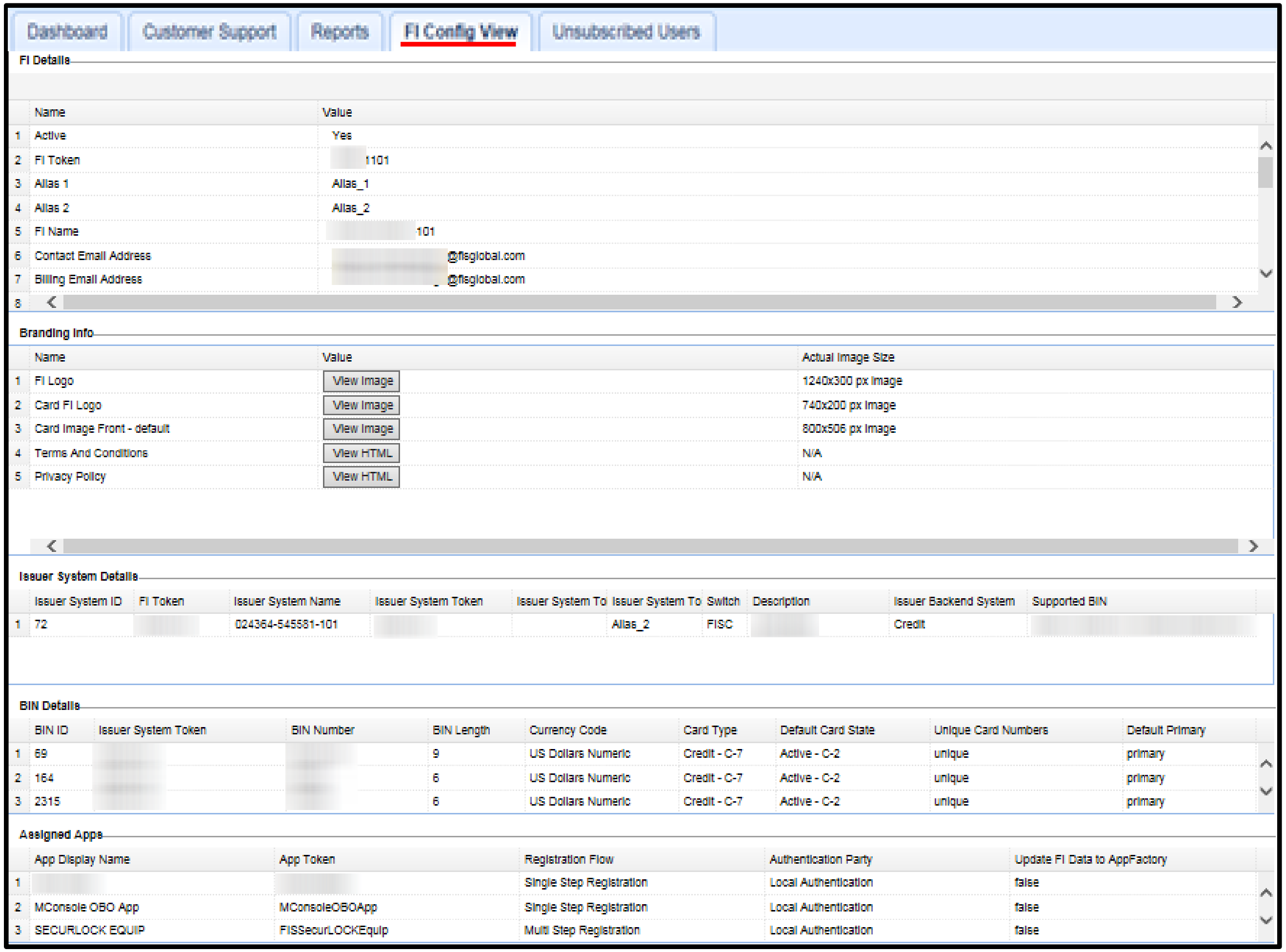
- **Click the right arrow to move the selected fields into the Summary Report Fields pane.**
- **Under Reporting Details, select the report frequency, One Time or Recurring, and enter the required information.**
  - **One time: Choose date to generate the report on and Months of data to include in the report.**
  - **Recurring: Choose report Starting and Ending date, Day of the month to generate report on, Months of data to include in the report**

Reports Tab
Creating 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 top right of the screen.

SecurLOCK™ Equip – mConsole Overview
Financial Institution Config View



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

SecurLOCK™ Equip – mConsole Overview
Financial Institution Config View

- **The FI Config View screen is divided into five sections:**
  - **FI Details**
  - **Branding Info**
  - **Issuer System Details**
  - **BIN Details**
  - **Assigned Apps**

FI Details

	Name	Value
1	Active	Yes
2	FI Token	1101
3	Alias 1	Alias_1
4	Alias 2	Alias_2
5	FI Name	-101
6	Contact Email Address	@fisglobal.com
7	Billing Email Address	@fisglobal.com
8		

Branding Info

	Name	Value	Actual Image Size
1	FI Logo	View Image	1240x300 px image
2	Card FI Logo	View Image	740x200 px image
3	Card Image Front - default	View Image	800x506 px image
4	Terms And Conditions	View HTML	N/A
5	Privacy Policy	View HTML	N/A

Issuer System Details

	Issuer System ID	FI Token	Issuer System Name	Issuer System Token	Issuer System To	Issuer System To	Switch	Description	Issuer Backend System	Supported BIN
1	72	1101	024364-545581-101	1101		Alias_2	FISC		Credit	

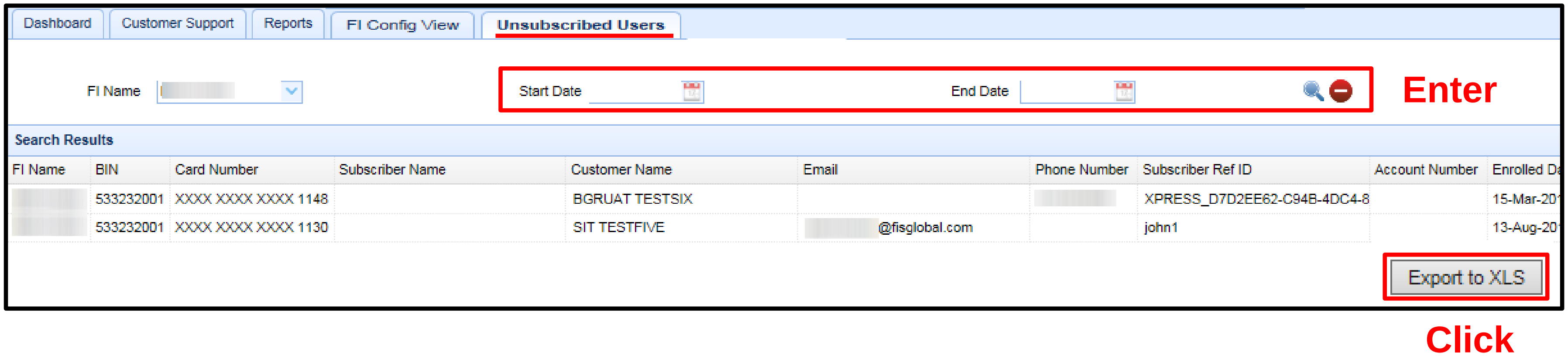
BIN Details

	BIN ID	Issuer System Token	BIN Number	BIN Length	Currency Code	Card Type	Default Card State	Unique Card Numbers	Default Primary
1	69	1101		9	US Dollars Numeric	Credit - C-7	Active - C-2	unique	primary
2	164	1101		6	US Dollars Numeric	Credit - C-7	Active - C-2	unique	primary
3	2315	1101		6	US Dollars Numeric	Credit - C-7	Active - C-2	unique	primary

Assigned Apps

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

SecurLOCK™ Equip – mConsole Overview
Unsubscribed Users



- Use the Unsubscribed Users tab to find users who have stopped managing any cards in the Mobile App.
- An Unsubscribed User will no longer appear on the Customer Troubleshooting screen.
- Unsubscribed Users search results can be downloaded via an ‘Export to XLS’ button on the Unsubscribed Users screen.
- 31 days is the max search date range for unsubscribed users.

SecurLOCK™ Equip – mConsole Overview
Review

- **Access mConsole**
- **Dashboard tab**
- **Customer Support tab**
- **Reports tab**
- **Financial Institution Config View tab**
- **Unsubscribed Users**

Empowering
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FIS