Coutts Bankline

Administrator User Guide

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Contents

Please find in the following sections information on some of the tasks you will need to undertake.

Please read the notes below if Dual Administration is set-up.

Dual Administration

After an Administrator has logged on and taken any of the actions in Sections 2-9, the second Administrator must log in to Bankline and follow the steps below:

- select Administration;
- select Authorise Change;
- select changes underlined in the Details field;
- select Accept Changes;
- if prompted with a Challenge Code, repeat Section 3.

To log on, please visit **www.coutts.com/bankline**
You will need to complete the steps in Section 1.

1.1 Logging on for the first time

- enter your Customer ID and User ID which you will have received by email;
- enter the Activation Code, which you will have received in the post; it is a 10 digit number – enter 5 digits in each field;
- create your own PIN and password (PIN must be 4 digits, with no more than 2 consecutive numbers, and not in an ascending or descending sequence. The password must be 6-20 alphanumeric characters);
- select Confirm;
- upon initial logon, you will not automatically be allocated the ability to view account information or make payments. Please see below, Accessing Payment and statement Information.

Please destroy the Activation Code as future logons will now only request random characters from your PIN and password, together with your Customer ID and User ID.

1.2 Using your Smartcard for the first time

- place Smartcard in the Smartcard reader;
- turn the Smartcard reader on;
- you will be prompted to 'Enter PIN';
- enter the PIN as shown on your PIN mailer received through the post;
- press OK;
- you will then be prompted to enter a PIN of your choice;
- press OK;
- you will then be asked to confirm the PIN;
- press OK.

2. Accessing Payment and Statement Information

You can control the functionality Users access by applying 'roles'. To do this, Administrators must allocate roles to individual Users. Please note, that for Users who require access to Account Information or processing payments, you will need to allocate them roles which have this capability.

To do this for an existing User:

- select Administration;
- select Manage Users;
- select the User ID from the list of Users, including yourself;
- select Edit Roles/Smartcard;
- select the appropriate role(s);
- select Continue;
- select Confirm change.

You can see which privileges each role has by clicking into it. We recommend you consider the following roles:

'Administrator'
'Account Operator' – viewing account information
'Key & Auth All Payments' – keying and authorising all payment types
'Auth Own Std Payments' – allows the User to authorise standard domestic payments and IATs that they have keyed themselves
'Auth Own CHAPS & International Payments' – allows the User to authorise CHAPS and International Payments that they have keyed themselves
Auditor – view audit records

Please note, Users must not be logged into Bankline when changes to User roles are being applied.

You may wish to create your own role and/or allocate different roles or privileges to those suggested. For example, if you wished to make your payroll only accessible to specific users you could create a new role containing the confidential bulk list privileges.
To do this:

- select manage roles;
- select create role;
- choose a name for the role together with a brief description i.e. Confidential bulk lists;

- select the privileges to be included in the role, by clicking the relevant tick boxes ie all privileges relating to confidential bulk lists. Note: You will have to change the privilege display box at the bottom of the page to display different privilege categories such as administration, audit, account information and payments;
- select continue;
- assign the accounts to be linked to the role, by clicking the relevant tick boxes;
- select continue;
- select confirm new role.

The new role can now be allocated to individual users under the Manage Users option.

Please note, any roles marked with a 'padlock' will require authorisation using your Smartcard. See Section 3.

3. Using the Smartcard to authorise changes

You will be prompted to perform smartcard authorisation to complete the action.

To do this:

- select Administration/Smartcard Authorisation;
- select the tick box next to the action to be authorised and select Authorise Selected.

When prompted, Bankline will display a 'Challenge' code which should be entered into your Smartcard.

To do this:

- place the Smartcard in the Smartcard reader and turn the Smartcard reader on;
- press Sign and enter the 9 digit challenge code from Bankline into the Smartcard reader;
- press OK;
- enter PIN and press OK.

The following actions must be performed in your Bankline system:

- enter the 10 digit password generated by the Smartcard reader (no spaces) and select Go;
- select Continue.

4. Creating new Users

As an Administrator, you may be required to add new Users to the Bankline service.

To do this:

- select Administration;
- select Manage Users;
- select Create User;
- enter User details;
- enter User payment authorisation limit, a maximum sterling amount that Users can authorise individually on a per payment basis;
- select Continue;
- select the role(s) to be allocated to that User – please refer to recommended roles in Section 2;
- select Continue;
- if you have selected a role marked with a 'padlock', follow the instructions below, otherwise, simply Select Confirm and an Activation Code will be emailed to the new User;
- select either the Customer Address or Administrator Address and tick the box to include a reader with this Smartcard order (if required*);
- select Continue;
- select Confirm New User.

Please note, any roles marked with a 'padlock' will require authorisation using your Smartcard – see Section 3.

You will need to advise the new User of the Customer ID and their User ID that you have created. You will also need to inform the new User that they will receive a Bankline generated email detailing their Activation Code. If Users forget their password/PIN, they should approach you as an Administrator to reset their password/PIN.

* *The Smartcard reader can be used by multiple Users, therefore, there is no requirement for each User to be allocated a Smartcard reader.*

Smartcards, readers and PINs are despatched separately for security reasons and should be received within five business days of order confirmation.

5. Resetting passwords

Bankline PIN and passwords

To reset a Bankline PIN and/or password:

- select Manage User;
- select the relevant User ID;
- select Re-instate User (to re-activate the current PIN and password) or, if the User has forgotten their PIN and password, select Order New Activation Code;
- select Confirm.

If a new Activation Code was ordered, the User will receive this by email.

6. Customising Your Bankline Service

Removing Dual Administration

If you no longer require administration functions to be authorised by two Administrators, you can turn Dual Administration off.

To do this:

- select Administration;
- select Customer Details;
- select Dual Administration;
- change Dual Administration Setting to 'off';
- select Confirm;
- select Update.

The second Administrator should:

- select Administration;
- select Authorise Change;
- select changes underlined in the Details field;
- select Accept Changes.

Password expiry

As an Administrator, you can amend the password expiry period, ie the frequency in which a User will be prompted to change their password. Please note, the system default is 28 days.

To do this:

- select Administration;
- select Customer Details;
- select heading on Customer Details box;
- scroll down to the Password Expiry field and select the required password expiry period (ranging from 7 days to 180 days) or alternatively select 'Never';
- select Confirm;
- select Update.

Payment limits

- payment limit – the maximum value of a payment that can be sent at any one time.
- dual authorisation threshold – the value above which payments require the approval of two Users.
- IAT token trigger value – the amount under which internal transfers do not have to be authorised using a Smartcard (maximum £100,000).

To set these limits:

- select heading on Payment limits box;
- tick the select box;
- enter required amount in the correct fields;
- select Confirm;
- select Update.

7. Secondary Checking of Bulk Lists and/or Templates

As an Administrator, you may wish to make the creation and modifying of Bulk Lists and/or templates a process which has to be done by two different Users.

To do this:

- select Administration;
- select Payment Preferences;
- place a bullet point in either or both the Yes option for Bulk Lists Dual Controlled and Templates Dual Controlled;
- select Confirm;
- select Update;
- authorise the change using your Smartcard. See Section 3.

Please note, if you choose to set up dual control for either Bulk Lists or templates or both, ensure that you have at least one other User with the necessary privileges to check them.

7(i) Calendar Preferences

As an Administrator, you may wish to amend the system defaults for diarising payments and allowing standard domestic payments, that meet the necessary criteria, to be sent on non working days.

To do this:

- select Administration;
- select Customer Details;
- select heading on Payment Preferences box;
- increase or decrease the number of days that payments may be diarised for using the drop down box;
- amend the Standard Domestic Payments to be made on any calendar day;
- select Confirm;
- select Update;
- authorise the change using your Smartcard.

8. Registering additional accounts

Upon initial logon, you will be able to view the accounts detailed on your Bankline application form. You can also register additional accounts.

To do this:

- select Administration;
- select Register Accounts;
- select Register Additional Accounts;
- select the tick box next to the account(s) to be registered;
- select Register Selected Accounts;
- select Confirm.

The selected accounts have now been registered on your Bankline service. Please note, you will be able to view account information for these accounts from the following business day. You will initially receive six months account information and this will build up to 15 months.

If you find any of your accounts not listed here, please follow the steps below to register additional accounts.

Registering additional third party or currency accounts

You can also register additional accounts, which may be a different legal entity from your main account, as well as your currency accounts.

To do this:

- select Administration;
- select Register Accounts;
- select Register Additional Accounts;
- select Register Accounts Not In List;
- enter the sort codes (18 00 91 for currency accounts) and account numbers and tick the third party box (if applicable);
- select Confirm Details;
- select Print Forms to print the required third party mandate (this step is only required for third party access);
- select Confirm;
- ensure the third party mandate is completed and signed in accordance with the third party's Bank Account mandate and send the completed form to the Bankline Support Team at the address stated on the screen (this step is only required for third party access);
- select Continue.

Please note, additional accounts will be registered by the Bankline Support Team within three days of receipt of the paperwork. Please ensure forms are fully completed and signed to avoid any delay to processing your request.

9. Ordering replacement Smartcards and/or readers for existing Users

If an existing User locks their Smartcard PIN, you will need to order a replacement Smartcard.

To do this:

- select Administration;
- select Manage Users;
- select User ID;
- select Edit Roles/Smartcard;
- select Order New Smartcard;
- select either the Customer Address or Administrator Address;
- select Continue;
- select Confirm.

The Smartcard reader can be used by multiple Users. However, additional Smartcard readers can be ordered for individual Users, if required.

To do this:

- select Administration;
- select Manage Users;
- select Request Smartcard Reader;
- select either the Customer Address or Administrator Address;
- select Continue;
- select Confirm.

Smartcards, readers and PINs are despatched separately for security reasons and should be received within five business days of confirmation of your order.