CitiDirect BE® Security Management Screen Redesign

Getting Started Guide

August 2015

Treasury and Trade Solutions

Welcome to updated Security Management capabilities in CitiDirect BE®. This guide is intended to provide an overview of recent enhancements and important information that will allow you to begin using the new capabilities today.

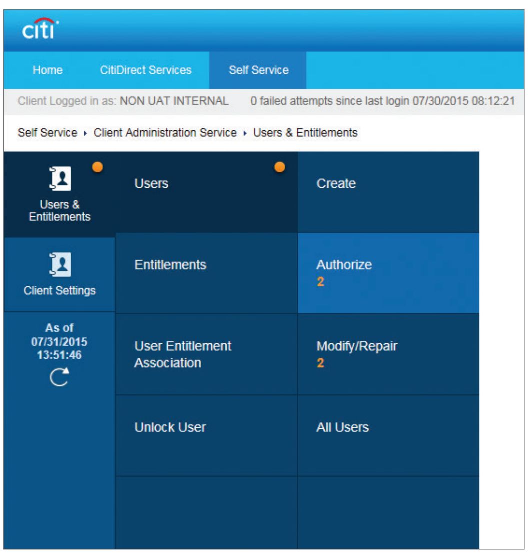
Navigation

Enhanced navigation vastly reduces the number of menu items to select and makes it easier to navigate between functions. Under Self Service/Client Administration Service, two new menu items are available: **User & Entitlements and Client Settings**. Clicking on either of these items loads a left-hand navigation panel that can be used to access all CitiDirect BE Security Management functions.

To use the new left-hand navigation, point to a section (e.g. Users & Entitlements), and available options will load. Point to the next item (e.g. Users), and options such as Create, Authorize, All will appear based on your entitlements.

New visual indicators let you know if you have any records pending authorization or repair, or pending in draft status.

You can continue to use the left navigation panel for all the Client Administration Service screens without needing to use the top menu.



Tip: To see records pending your action, load the left navigation panel by selecting Self Service/Client Administration Service/Users & Entitlements. A gold dot or number will appear on the navigation panel guiding you to pending actions.

Note: Pilot and Early Adopter users will retain access to the current and new menu items until late 2015, after which time only the User & Entitlements and Client Settings menu items will be maintained.

Naming Convention Updates

Entitlements is the new name for User Groups. **User Entitlement Associations** is the new name for User Group Association. Based on feedback from our users, the name User Groups was misleading, so we renamed it as Entitlements to better reflect the functionality.

Lists

The Worklists and the View All lists have been combined into a single feature.

The 'All lists', such as All Users or All Entitlements, provide all records, including Processed, pending Authorization, Repair and Draft. If a user has Input access, he/she will be able to click on a record and modify the existing processed record (unless locked for authorization). If a user has View Only access to Users, she will be able to access All Users, select users by clicking on the name, and see a read-only display of the record.

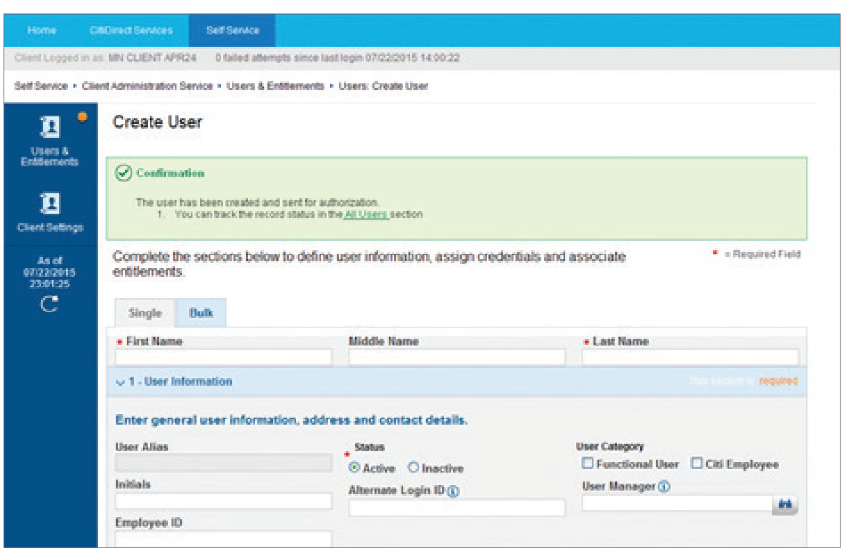
'Authorize Lists' display only records pending Authorization. The Authorize lists allow you to review a record in detail, review changes, as well as Authorize, Send to Repair, or Reject a record.

Tip: If you have multiple users to authorize and want to save time, from the Authorize list: 1) select the checkboxes next to all the records you need to authorize, and 2) click on the first of the selected records to access detail view. You will be brought to the detail view of the first record. After you authorize each record, the detail view of the next selected record will appear so you no longer need to go back to the list after viewing each record.

'Modify/Repair lists' displays records either in Draft (record was saved instead of submitted) or in Repair (sent for repair by authorizer). Modify/Repair lists allow you to Submit or Save a pending record.

Confirmation Messages

New, intuitive confirmation and error messages will appear after you click Submit on records. A green banner will appear at the top of the screen for confirmations. This banner will disappear after 20 seconds, and will be located at the top of the screen so you can continue working without needing to click OK to acknowledge the message or clear a pop-up box.



Single Screen User Creation

User creation has been enhanced to save you time. If your client is set up for CitiDirect Services, a new panel is available in Create User so you can assign Access Profiles to users, and avoid the second step in CitiDirect Services.

Going forward to create a user in CitiDirect BE:

1. Go to Create User
   a. Enter User profile and contact information
   b. Select credentials
   c. Select Entitlements (formerly User Groups)
   d. Select Access Profiles
2. Submit the Create User form
3. Ask a second Security Manager to authorize the user in the Authorize User list
4. User setup is complete

The Create User screen is divided into panels to guide you through necessary tasks, and instructional text has been added throughout. As you complete required portions of a section, the next panel is enabled, and can be expanded for data entry.

Sections will continue to include auto-population logic, so the address, credentials, and entitlements (formerly User Groups) will be pre-populated.

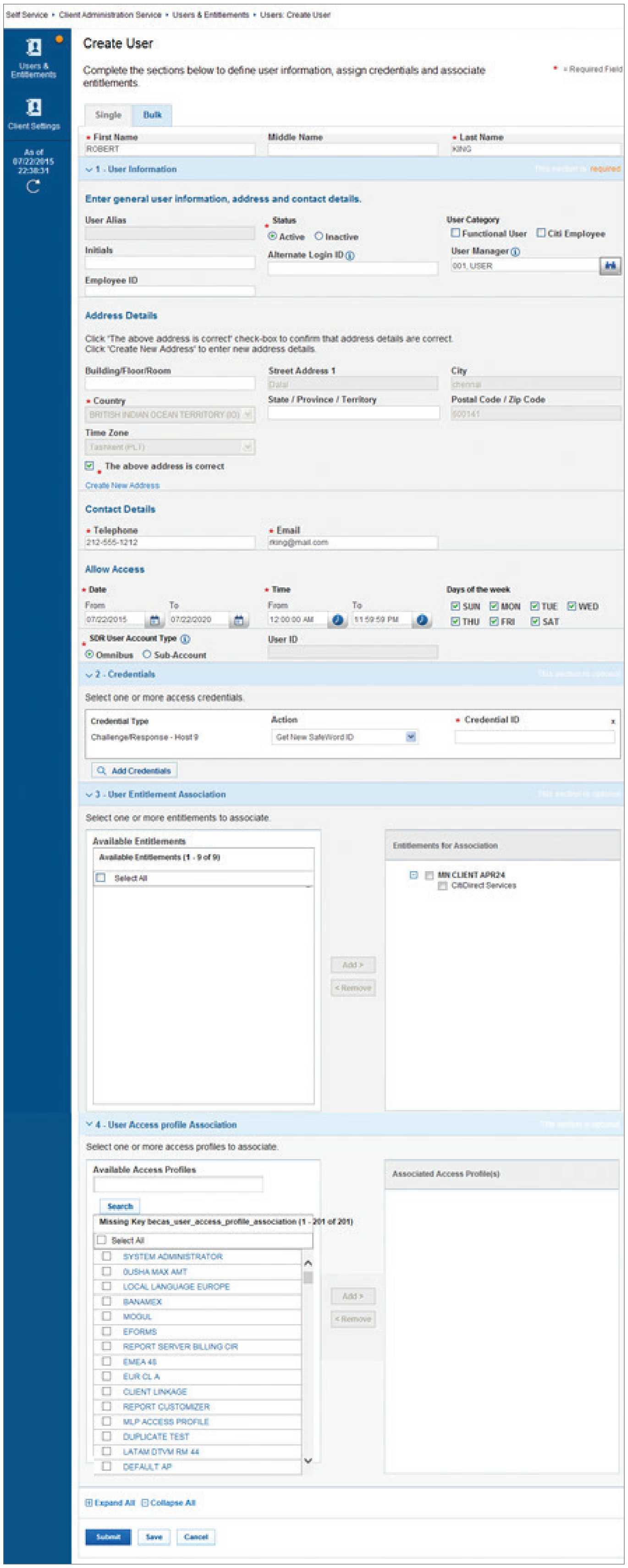
Key Changes in User creation:

New address logic is designed to save time and prevent data entry issues. The address from your client record will be pre-populated, and only the Building/Floor/Room field will be open for editing. If you are satisfied with the address, check the box directly under the address. If the address needs to be changed, click on Create New Address.

The default 'Global Service Group' entitlement (formerly User Group) is no longer visible or required. It will not appear on your existing users in the new screens, and will not be available for your new users. This entitlement provided access to My Settings, and we have updated the system so this no longer needs to be explicitly entitled.

Tip: You can manage existing users Entitlements and Access Profiles from this screen. Go to the All User list, click on the processed user record. Modify the Entitlements and Access Profiles, and then submit the user record.

Note: The creation and maintenance of Access Profiles and Flow Maintenance needs to be completed in CitiDirect Services. Associating users to Access Profiles can be completed in the new screens or in CitiDirect Services. If a User record including Access Profiles was input in Client Administration Service, it needs to be Authorized in the same system, and the user entitlement record will be locked in CitiDirect Services. If an entitlement record was submitted in CitiDirect Services, it needs to be authorized in CitiDirect Services.



Enter User name and status.

Use the default address (click the checkbox for 'The above address is correct' to indicate you reviewed and confirm the address, or click on Create New Address to make address fields editable for data entry.

Allow access: default end date is 5 years from today, 24 hours a day, and all days of the week are selected by default.

Appropriate credentials are added. Use drop downs and fields to define settings as needed, and click on Add Credentials button to add more credentials.

Assign entitlements by selecting an entitlement in the left panel, and clicking the Add button to move to the right panel. Default entitlements (like CitiDirect Services) will be pre-assigned, and appear in the right panel.

NEW! Assign CitiDirect Services Access Profiles by selecting Access Profiles in the left panel, and clicking the Add button to move to the right panel.

Click the Submit button when complete, and ask another Security Manager to authorize the record in the User Authorize list.

Create User Entitlement Association

User Entitlement Association has been redesigned to make it easier to grant or remove entitlements from many users at once. Because of the diverse needs of our clients, two different interfaces have been designed.

Large scale clients (50 or more users and/or 15 or more user groups) will see the card method, and clients with less than 50 users and 15 entitlements (formerly known as user groups) have access to both the grid method and the card method.

Card Method

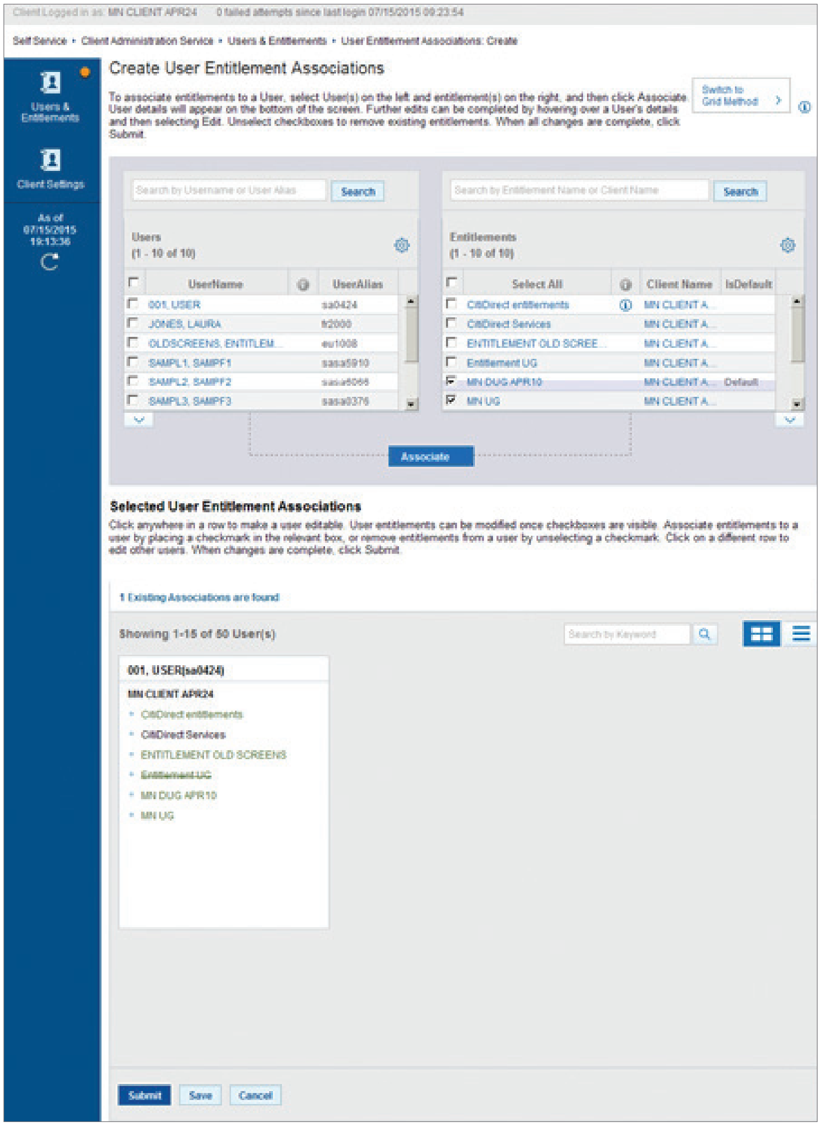
In the Card Method, select users you want to manage on the left, and select entitlements you want to add on the right. Click the Associate button to create user cards in the bottom of the screen. Hover over and click the edit button on a card to make changes to the users entitlements if needed. Click Submit when complete.

Grid Method

Grid method is a powerful tool to review and modify entitlements. When loaded, a user's existing entitlements appear as green checkmarks. Click a user row to add or remove entitlements. When satisfied with all user entitlements, click Submit.

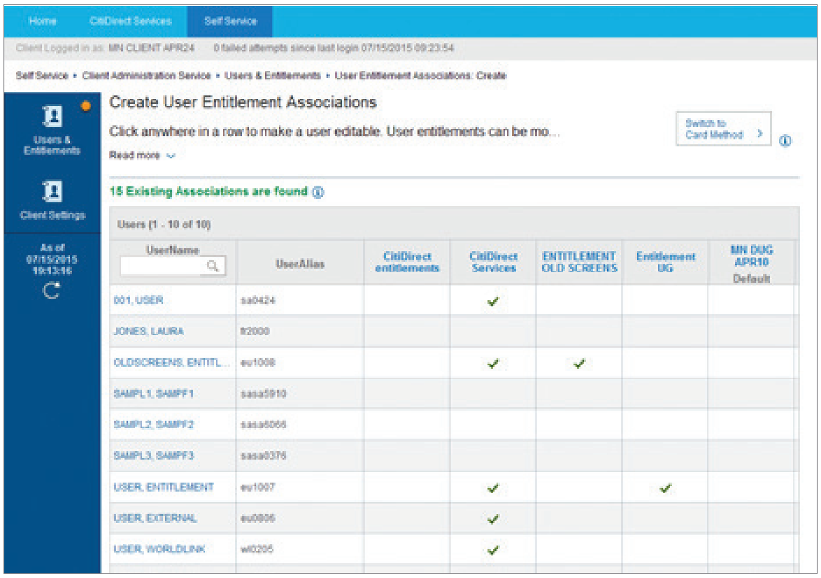
Tip: For clients with access to both displays, Grid Method display will load by default. There is a button on the upper left of the screen (Switch to Card Method and Switch to Grid Method) that allows you to toggle displays to best meet your needs.

Card Method Display



Tip: Give all your users a new entitlement in only 4 clicks using the Card method. If you need to give all your users a new entitlement, select the all user checkbox on the left (above all user names), and select the new entitlement on the right, and click associate. Click submit on the bottom of the screen.

Grid Method Display

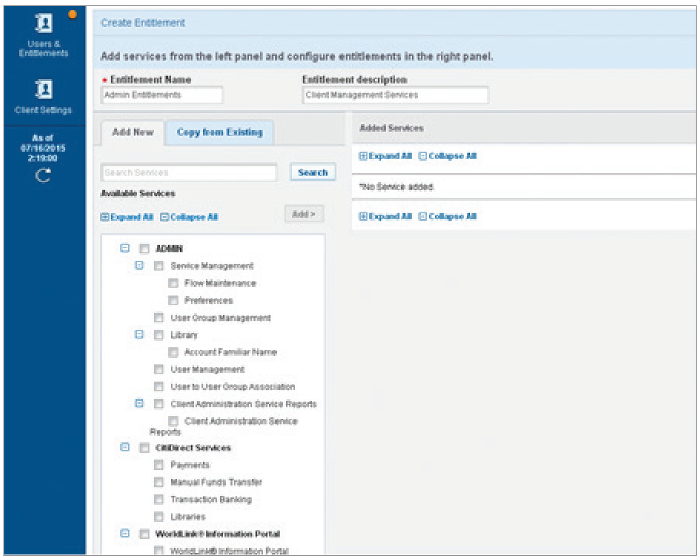


Tip: Grid method is an easy way to review entitlements. If you want to confirm all your users have an entitlement, go to Create Entitlement Association (grid method) to visually review entitlements by ensuring all the boxes are checked under that entitlement.

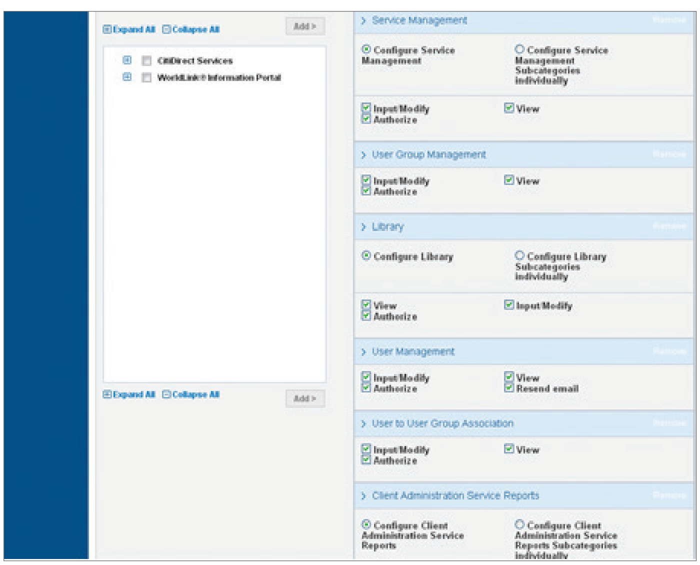
Create Entitlements

In the redesigned Create Entitlements screen, you can define and group entitlements all in one screen. To use the new screen, select the services you would like in a group on the left, and move the services to the right to further configure.

Select Entitlements in the left panel, press the add button.



After Services are selected, configure details on the right to define. All available parameters will display so you have visibility into all your options. You may configure at the service level, or opt to configure each subcategory individually using the toggle buttons.



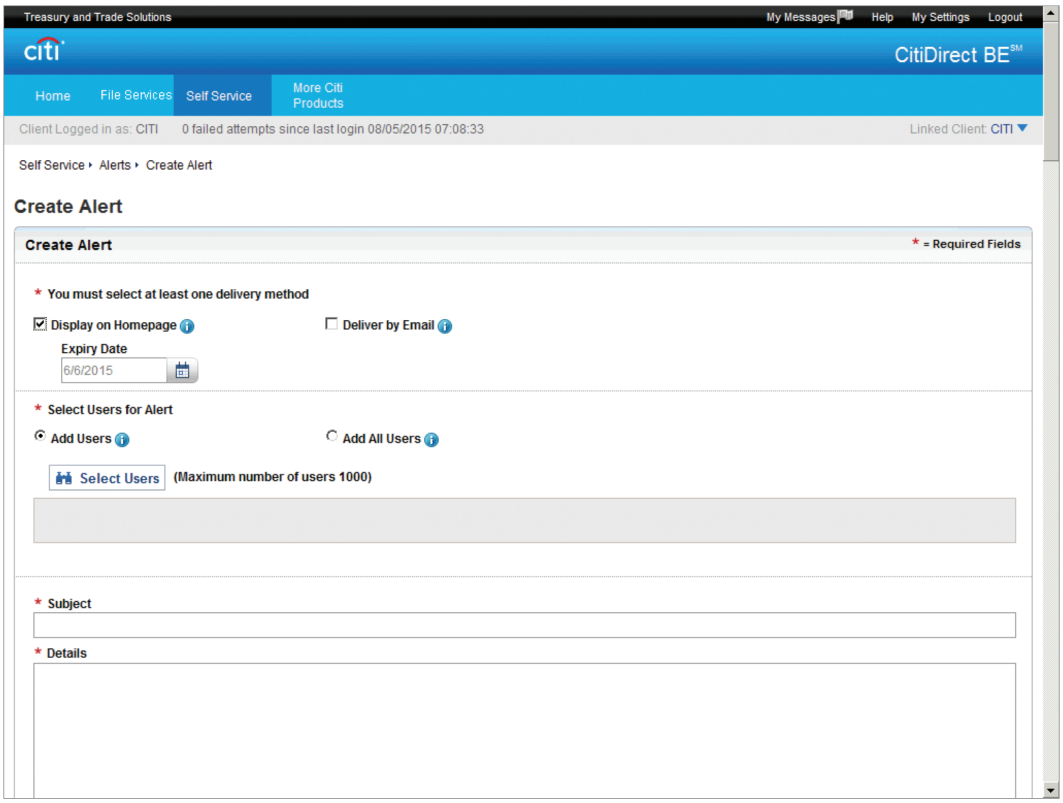
Tip: Use the Expand All and Collapse All buttons to save time avoid needing to expand items individually.

CitiDirect BE Alerts

You can now send Alerts to other Users within your client. Alerts can be delivered either via a popup message when users login and/or can be sent via email. Alerts are a handy way to request authorization for pending records, or to communicate information to your user base. By default, Security Managers are being granted entitlements to access the Alert capability. You can grant the Create Alert entitlements to other users as desired.

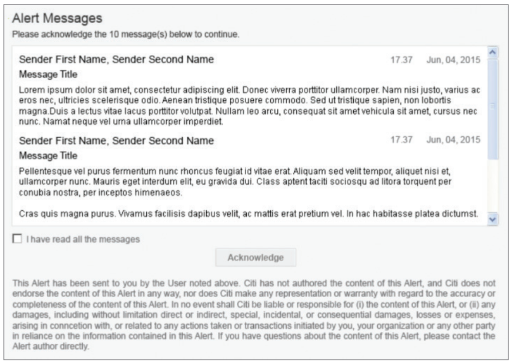
To create an Alert:

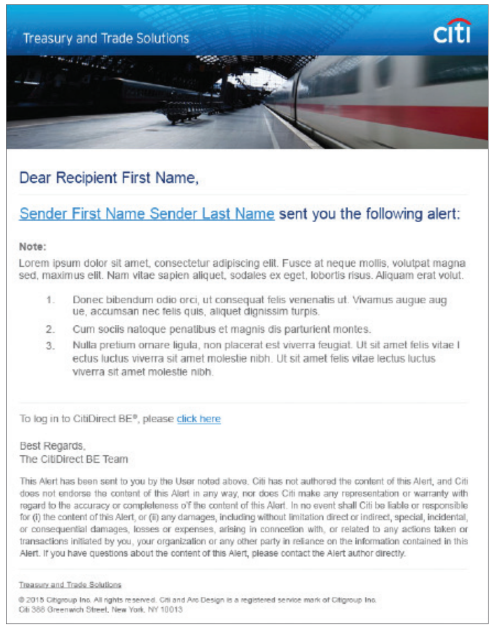
1. Select "Self Service" > "Alerts" > "Create Alert" from the menu



2. Choose how the Alert should be delivered (if you choose "Display on Homepage", you should set an "Expiry Date" for the Alert up to a maximum of 30 days from the date on which you set-up the Alert)
3. Select the Users who should receive the Alert
4. Enter a Subject and Details
5. Click "Submit"

The two images below are examples of how the Alert is presented to the recipient at login (left) and via email (right).



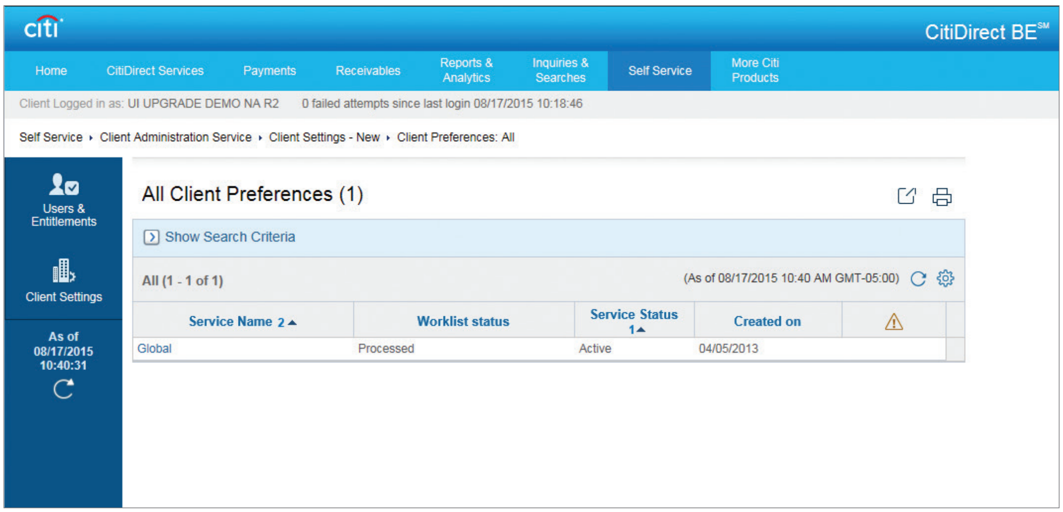


To grant entitlements to your users, associate the users to an entitlement that includes Service/ Subservice: Communications/Alert Creation.

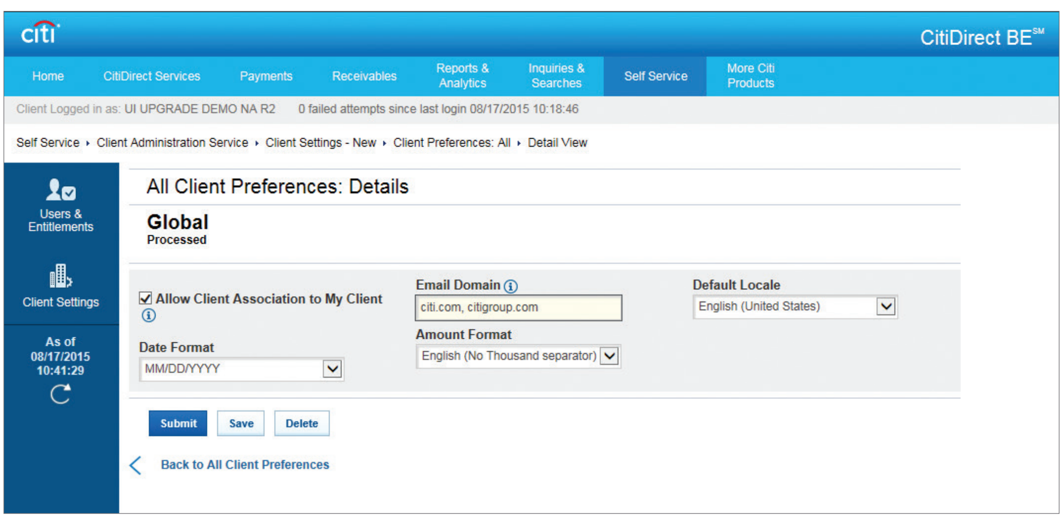
Control Email Domains

CitiDirect BE now supports the ability to set acceptable email domains for your users. By defining email domains for your client, you can control which emails are entered in Create User and in My Settings (where users may input their own email addresses – available in limited countries). Additionally, if email domains have been enabled for your client, you can ensure that CitiDirect BE Alerts are only emailed to users with email addresses that fall into your preferred domains.

To define your email domains, go to Self Service/Client Administration Service/Client Settings. Once the left navigation panel loads, point to Client Settings, Client Preferences, then click on All Client Preferences.



Click in the Global service to open the detail screen with available options. In the Email Domain field, enter one or more domains separated by a comma (,), semicolon (;) or space ( ).



Click Submit when complete, and your changes will be sent for Authorization. The record must be authorized. Note: existing user records will be impacted if you attempt to modify the user record and that user has an email address that falls out of the domain rules. In this case, you will receive an error message when you try to submit the user record.

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