How to Auto-Enroll for eBanking - Customer

1. Navigate to the financial institution's website.

2. Click <u>Not enrolled? Sign up now</u>.
NOTE: *The Following customers are not eligible for auto enrollment:*
   - Disabled customers
   - Deleted customers
   - Customers previously enabled for Online Banking that have never logged in
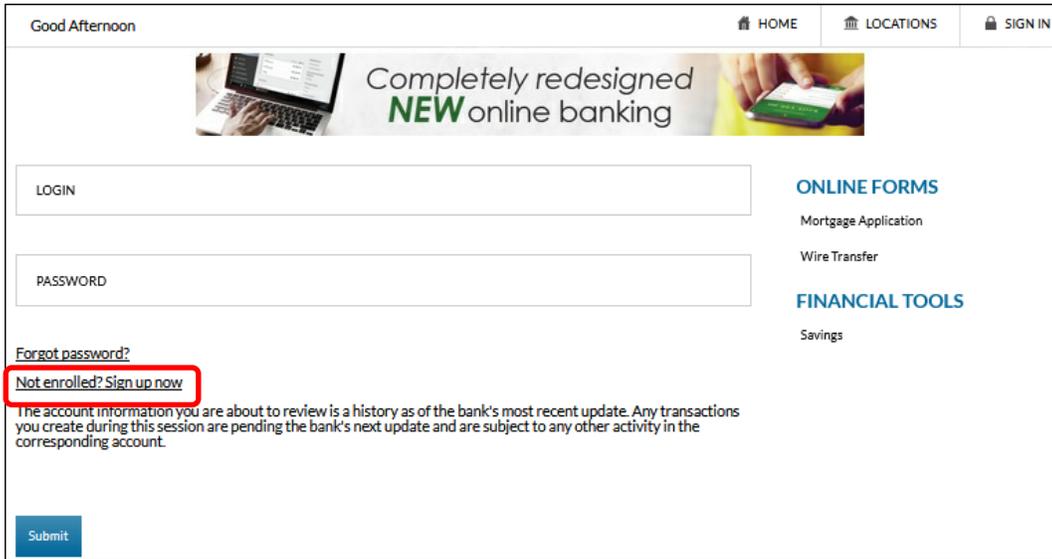
3. In the Customer Type field, indicate if this a personal account or business account.

ENROLLMENT

What You'll Need

1. Your Social Security or Tax ID Number
2. Your customer or account number
3. Access to email address previously provided to your bank

Items marked with an * are required.

CUSTOMER TYPE*
Personal ⌄

CUSTOMER NUMBER OR ACCOUNT NUMBER*
Account Number ⌄

ACCOUNT TYPE*
Checking ⌄

ACCOUNT NUMBER TO AN ACCOUNT YOU OWN*

AMOUNT OF A RECENT TRANSACTION*

SOCIAL SECURITY NUMBER/TAX ID*

Enter the Login Name you'd like to use when you access your accounts online. You'll also create your own password later.

LOGIN NAME*

Enter contact email previously provided to your Bank.

EMAIL ADDRESS

USE EMAIL AS REGISTERED EMAIL ADDRESS*
Yes ⌄

Cancel   Submit

4. Indicate if the enrollment will be verified with an account number or customer number.
NOTE: *If the customer number option is selected, the amount of a recent transaction or account type fields will no longer display.*

5. If Account Number was selected, indicate the type of account to be used for validation.
Options are:
- Checking
- Savings
- CD

6. If Account Number was selected, enter the amount of a recent transaction for the account entered. A transaction is considered recent based on the account type provided:
- Checking – Last 5 business days
- CD – Last 5 business days
- Savings – Last 3 months

NOTE: *It is recommended that you <u>do not</u> tell your customer what is considered a recent transaction.*

7. Enter the Social Security number or Tax ID number associated with the primary account owner or business.

8. Enter the login name that will be used to access Online Banking.

9. Enter the contact email address that was previously provided to your Bank.

10. Indicate if the entered email should be used as the registered email address within Online Banking.
NOTE: *If this is not selected at this time, it can be setup later within Online Banking.*

11. Click **Submit**.

12. If the correct information has been entered, your customer will be prompted to enter a verification code. The verification code will be emailed to the email address previously entered during the auto enrollment process. Once entered, click **Submit**.

IB   Mon 7/1/2019 3:05 PM
      Internet Banking Auto-Emailer <Support@telepc.net>

To   Lindsay Hildebrand

Thank you for setting up your Bank login. In order to complete your account setup, you must enter the following code in the confirmation box of your Bank session.

Confirmation Code: 72c7b5
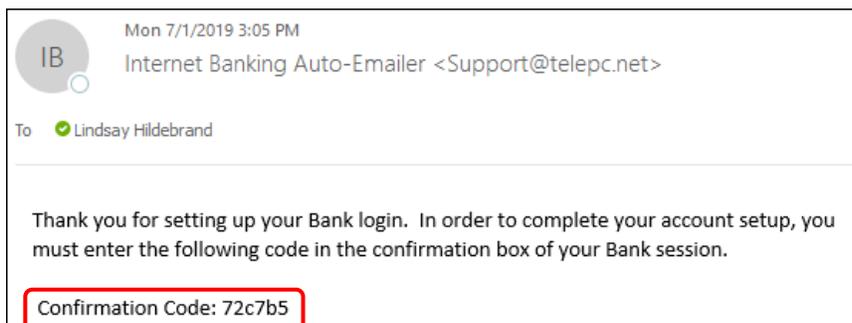
Please enter the confirmation code sent to your email address.

CONFIRMATION NUMBER
72c7b5

Cancel   Submit

13. Enter a password to use when logging onto Online Banking.

14. Confirm the password by entering the same password again in the Confirm Password field.

15. Click **Submit.**

Please enter a new password for your internet banking account.

Due to security concerns, passwords must now meet certain Complexity Requirements:
Passwords must contain characters from at least three(3) of the following four(4) classes:
Upper case letters A, B, C, ... Z
Lower case letters a, b, c, ... z
Numbers 0, 1, 2, ... 9
Non-alphanumeric ("special characters") such as punctuation symbols.
Passwords may not contain any part of the Login Name or Customer ID.
For Example: If Customer ID is 12345678 and Login Name is JohnDoe, then the password cannot contain: john, ndoe, 1234, etc
Passwords must contain a minimum of 8 to a maximum of 15 characters

NEW PASSWORD

CONFIRM PASSWORD

Cancel   Submit

16. Click **Ok**. This will return the customer to the main screen.

Your password has been set. You may continue on to Internet Banking.

Ok

17. Login with the user name and password that was created in the previous steps.

What to do if the customer's information is not found?

1. If the customer's information as not found, the below message will display, and the enrollment will be placed in a review status.

Customer not found with information provided.
Enrollment

2. Once the enrollment is approved by a Bank user, the customer will receive an email notification letting them know that they can now login to Online Banking.

What to do if the user name the customer selected is already in use?

1. If the user name that was selected by the customer is already in use, the customer will receive a message letting them know that name is already in use.

2. The enrollment process will need to be completed using a different user name.

That user name is already in use.
Enrollment

What if the enrollment is in a review status?

1. If the enrollment was placed in a review status, the customer will receive a message indicating that it must be approved before they can login to Online Banking.

Enrollment

Your account is under review by the bank. You will receive an email when your account has been approved.

Return to Login

How to Auto-Enroll for eBanking – Financial Institution

Initial Setup for Auto Enrollment

1. Contact DCI eBanking support for an updated URL. This must be done prior to auto enrollment being active on your website.
   - DCI Host – If DCI hosts your financial institutions website, the enrollment URL will be provided to DCI's web designers. An update to the enrollment link on your website will then be completed.
   - 3rd Party Host - If DCI does not host your bank's website, DCI will provide you with the new enrollment URL. You must then coordinate with your hosting vendor to update the enrollment link.
2. Once the enrollment link has been established, navigate to the Bank Info screen. **Bank → Info**.
3. Scroll to the Auto Enrollment field.
4. Select the default auto enrollment option for your financial institution. *Options are:*
   - Register – All auto enrollments will require approval from the financial institution.
   - Enabled – Customers will be automatically approved, unless the customer provided invalid information during the enrollment process, in which case the customer's enrollment will be placed in a review status and must be approved in TeleWeb Administrator before being able to login.
   - Disabled – Customer auto enrollment is disabled and the enrollment link will not display on the Online Banking login page.

Customer Password Reset	● TRUE ○ FALSE
Auto Enrollment	○ Register ● Enabled ○ Disabled
Conversion First Time Password Grace Period	0

Accessing Customer Enrollment Messages

1. Bank users must be setup to receive Registration emails. Navigate to the Messaging Categories screen. **Messaging → Categories.**
2. Click the Registration (System) category.

3. Add users to the Members list. To add an individual user, select the user name in the Administrators list and click **Add**. To select all users in the list, click **All**.

4. To access Customer registration messages, navigate to the Customer Messages screen **Messaging → Messages**.

5. Select Registration (System).

6. Select the message to read.
   - Review Customer – Indicates a customer requires approval
   - New Customer Enrollment – Indicates the customer was enrolled successfully.

Customer Messages

Category -> Registration (System)   [ ] Search   [ ] Compose

1 2 3 4 5

Subject	Replies	To	From	Last Updated ▼
Review Customer	0	Bank	1015	9/4/2018 9:39:44 AM
Review Customer	0	Bank	50	7/27/2018 10:37:28 AM
Review Customer	0	Bank	49	7/27/2018 10:32:08 AM
Review Customer	0	Bank	25	7/26/2018 3:18:11 PM
Review Customer	0	Bank	270	7/26/2018 3:15:56 PM
New Customer Enrollment	0	Bank	244	7/26/2018 3:14:17 PM
New Customer Enrollment	0	Bank	100	7/26/2018 2:55:02 PM

7. Once the message is open, select the New Customer Enrollment link to see the details of a new customer that was automatically enrolled.

View Message

Subject	From	To	Sent
• New Customer Enrollment	244	Bank	7/26/2018 3:14:17 PM

From: 244
To: Bank
Sent: 7/26/2018 3:14:17 PM
Subject: New Customer Enrollment
Account:
Attachment: None

Customer with Customer Number 244   has enrolled in Internet Banking.

The customer provided the following information:
Enrolled via customer number
Customer Number:244
Tax ID:222555888
Login Name:enroll6
Email:jdonner@datacenterinc.com
Use email as registered email: True

[ ] Reply   [ ] Print   [ ] Cancel   [ ] Delete

The enrollment details along with customer information will display. No further steps are required in this case.

Approving or Denying Customers in Review

1. Navigate to the Messaging screen. **Messaging → Messages**.

2. Select Review Customer. The reason that the enrollment was set to review status will display along with the other details that were submitted.
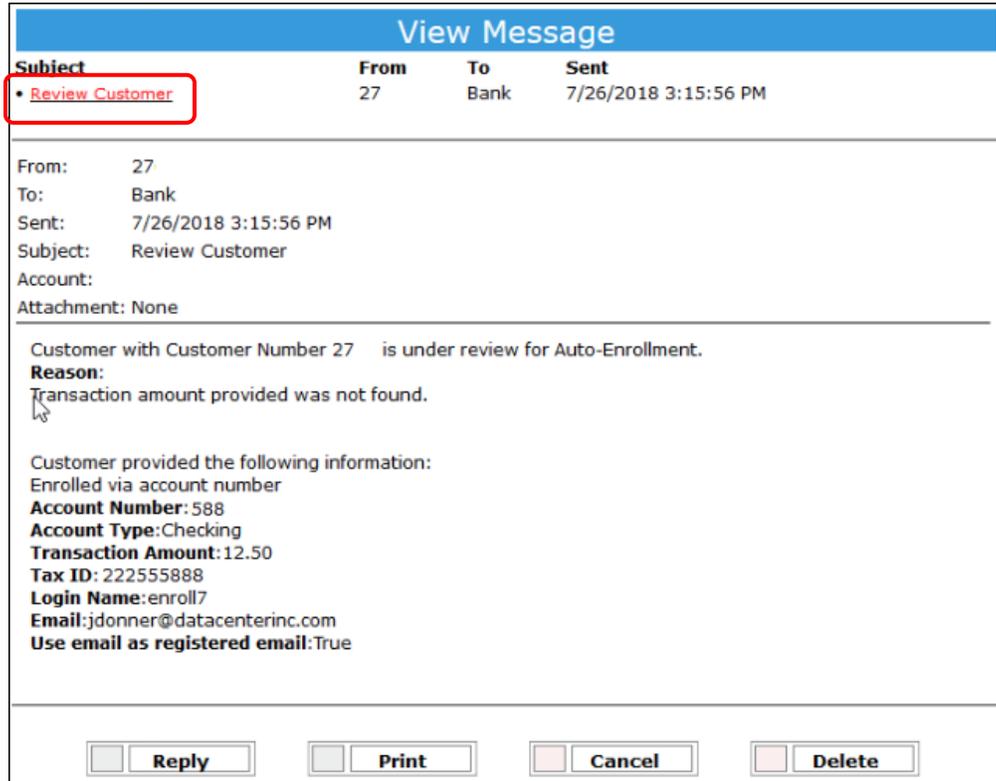
3. Navigate to the Edit Online Banking Customer screen (**Bank → Customers**).

4. Locate the customer using the Filter Customers section.

5. The Online Banking Status will be set to Review. Click Review.
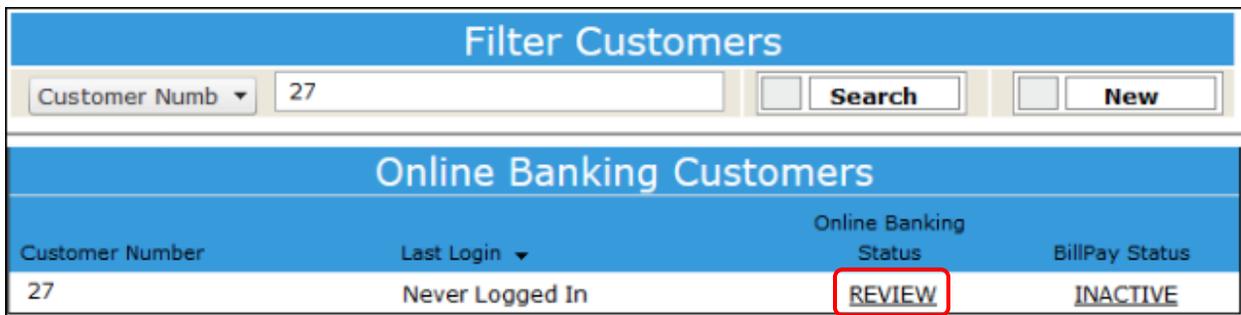
6. Approve or deny the customer access to Online Banking.
   To deny the customer for Online Banking:
   a. Select the Disable Customer/Deny Customer in Review checkbox
   b. Click Submit.

c. The customer will receive an email indicating that they have been denied for Online Banking.

To approve a customer for Online Banking:
   a. Select the Reset Disabled/Enable Review Customer checkbox.
   b. Click **Submit**.
   c. The customer will receive an email indicating that they can now login using the user name and password that they created during the enrollment process.

Edit Online Banking Customer

Customer #	27	Name	SusanBanker
Date Disabled:	07/27/2018 10:37:28	Reason:	Enrollment
Login Name	enroll2	Status	Review
Address	8 NORTH ST		
	EL DORADO, KS 67042		
Contact Email			
Contact SMS		Last Login	Never
Enrolled Date	12/15/2017	Bill pay	Inactive
		Cash Management	Inactive

Temporary Password: [_____]

Confirm Password: [_____]

New password must contain a minimum of 6 to a maximum of 15 characters. The password is case sensitive and must meet complexity requirements.

☐ Disable Customer/ Deny Customer in Review

☐ Reset Disabled/Enable Review Customer — Disabled customer will be reset. Customer in review status will be enabled.

☐ Reset Login Name — Login Name will be reset to the Customer Number

[Use Bank Default ▾] — Enable Card Alerts

[Use Bank Default ▾] — Enable Secondary Users

◉ Text Pad ○ Key Pad — Authenticator

○ TRUE ◉ FALSE — eBanking Solutions Support Access

◉ TRUE ○ FALSE — External Transfer rights