Admin Manual

BankSmart

Table of Contents

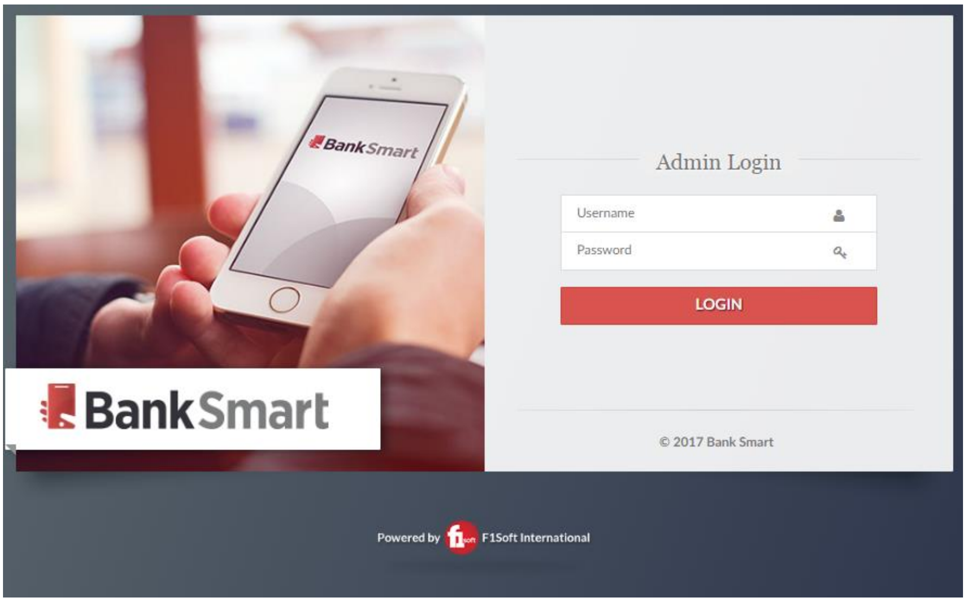
Basic Operations

The Admin Login panel allows only authorized users to log into the system. Users are advised to take precautions to keep their passwords safe at all times The menus available to individual admin users are based on the privileges assigned to them during creation by the Super Admin.

To Login

Follow these steps to log into the BankSmart System as Admin.

1. Open the BankSmart Admin Login portal in your web browser.

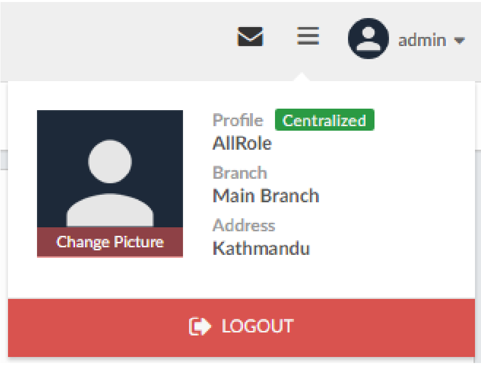


2. Enter the provided username and password for the system admin.
3. Click the Login button.
4. The user will now be logged in as the admin.

To Logout

Follow these steps to log out from the BankSmart System.

1. Click on the username in the top right corner of the page.

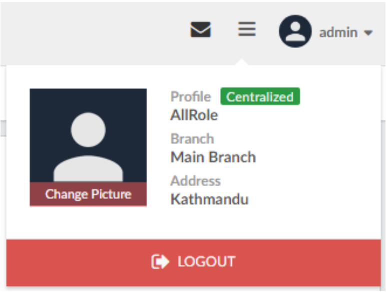


2. Choose Sign out button from the dropdown menu.

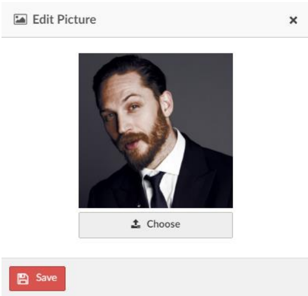
To Change Profile Picture

Follow these steps to change your profile picture.

1. Click on the username in the top right corner of the page.



2. Click the Change Picture button below the place holder image in the dropdown menu.
3. Click the choose button and navigate to the desired picture in your computer to open it.



4. Click the Save button to set the selected image as Profile Picture.
5. A message will be displayed confirming that the photo was updated successfully.

To Check Messages

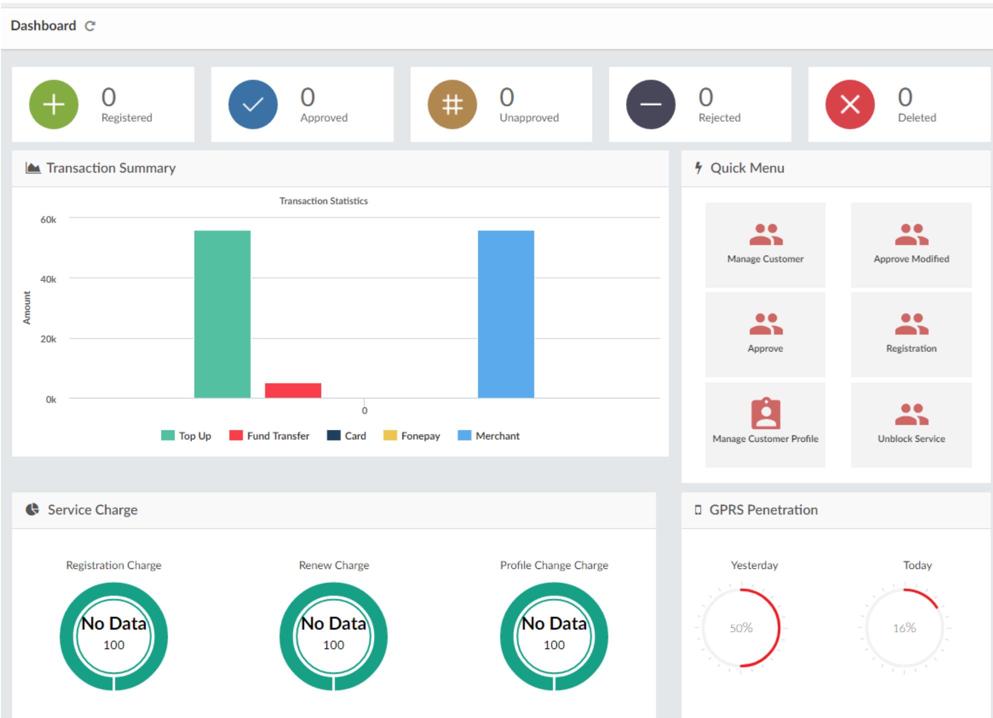
Follow these steps to check your messages.

1. Click on the icon at the top right corner of the page.
2. All available messages received by the admin user will be displayed.
3. Click the message to view it.

To View Dashboard

The BankSmart Dashboard is organized to displays a summary of Registered, Approved, Unapproved, Rejected and Deleted Customers for gathering such information at a glance. Other details reported in the Dashboard include Transaction Summary, Service Charge and GPRS Penetration. The Dashboard also features a set of Quick Menus that the logged in users can click on to quickly perform their required tasks.

The BankSmart Dashboard can be brought up at any time by simply clicking the Dashboard menu below the BankSmart logo. The screen will be displayed as follows.



Admin

The admin menu allows users to create, modify and view admins in the system. Other Admin related functions such as Password Reset and Block/UnBlock Bank Admin User can also be carried out via the Admin menu. Based on the privileges issued to the admin user through profiles assigned to them, they can use some or all of the features available under this menu. Clicking this menu reveals a set of submenus as follows:

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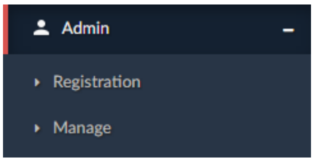
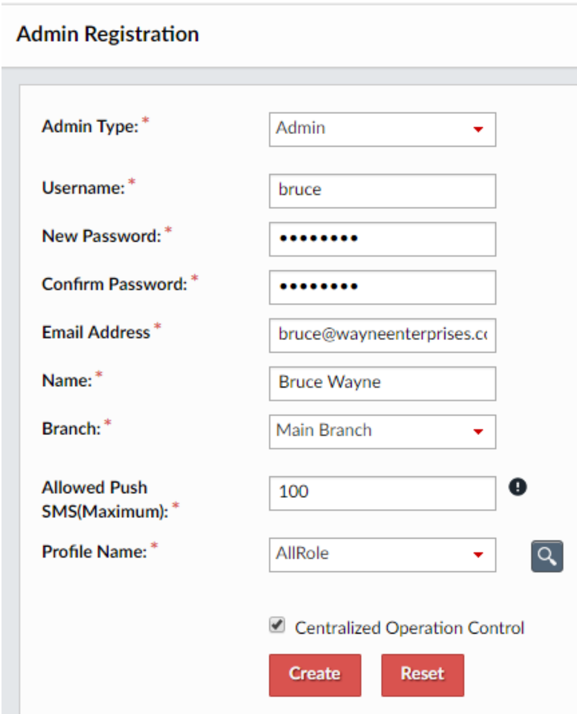


A detailed guide to the step by step operations available from each of the submenus is presented below:

Registration

Follow these steps to create a new admin user for the BankSmart System.

1. Click the Registration sub menu under Admin menu in the main navigation pane.
2. An admin registration form will be displayed for creating new admin.



3. Fill in all information for the required fields in the form. All fields marked * are mandatory.
4. Select a Profile for the admin user from available profiles in the drop down list.
5. Click the Create button.
6. A message will be displayed confirming that the admin user was successfully created.

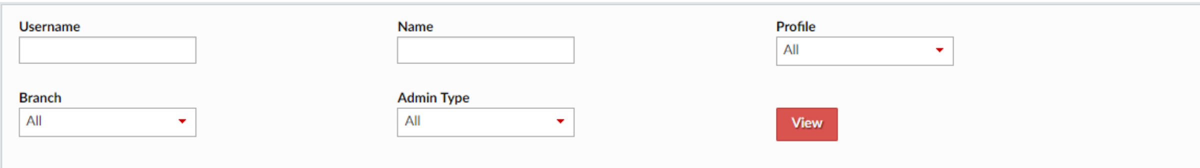
Manage

The Manage menu allows admins to manage existing admin users for the BankSmart System. Clicking the Manage sub menu under Admin menu in the main navigation pane displays the Bank Admin User List as follows.

Bank Admin User List

Username	Name	Email Address	Profile Name	Branch	Status	Admin Type	Action
Neelima	Neelima Shahi	neelima.shahi9@gmail.com	AllRole	Main Branch	Active	ADMIN	
Samii	Samikshya	samikshya.ghimire21@gmail.com	AllRole	Main Branch	Active	ADMIN	
Snehi	Snehi	samikshya.ghimire21@gmail.com	new_profile_admin	hattisar	Active	TELLER	
karuna	karuna	karuna.singh@f1soft.com	AllRole	hattisar	Active	ADMIN	
rija	rija	karuna.singh@f1soft.com	AllRole	Main Branch	Active	ADMIN	
kabita	kabita	karuna.singh@f1soft.com	AllRole	hattisar	Active	ADMIN	
bruce	Bruce Wayne	bruce@wayneenterprises.com	AllRole	Main Branch	Active	ADMIN	

Admins can also search for existing admin user to manage by entering the search string in the appropriate box for Username, Name, Profile, Branch and Admin Type and clicking the View button.



The pagination buttons provided at the bottom of the list can be used to move through the available pages in the list. The current page in view is highlighted in red.

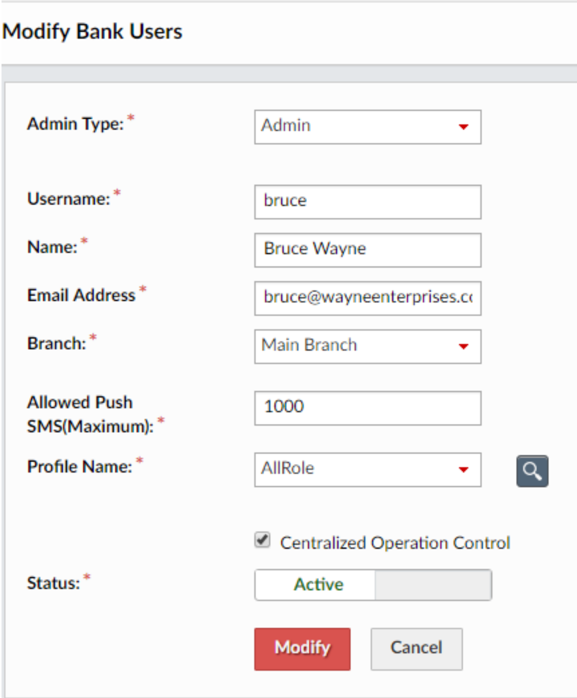
The » button displays the next page in the list and the « button displays the previous page in the list. The «« button displays the first page in the list and the »» button displays the last page in the list.

The Bank Admin User List can also be saved in .xls or .pdf file formats by clicking the respective XLS or PDF icon.

Admins can perform various actions as per requirements to manage the admin user for the system as follows:

To Modify Admin User

1. Locate the Admin User whose details is to be modified in the Bank Admin User List.
2. Click the corresponding icon under Action column for the Admin User.



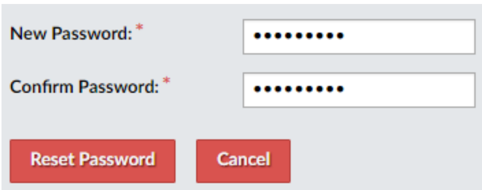
3. Make required modifications to the user details in the displayed page.
4. Click the Modify button.
5. A message will confirm that the Bank Admin User was modified successfully.

To View Details of Admin User

1. Locate the Admin User whose details is to be viewed in the Bank Admin User List.
2. Click the corresponding icon under Action column for the Admin.
3. All details for the chosen Bank Admin User is displayed on-screen with their Assigned Roles.
4. Scroll down to find the Checked button and click it.

To Change Password for Admin User

1. Locate the Admin User whose password is to be changed in the Bank Admin User List.
2. Click the corresponding icon under Action column for the Admin User.
3. The password reset page will be displayed along with all details of the chosen user.
4. Type in a New Password and Confirm Password.



5. Click the Reset Password button.
6. A message will confirm that the Password was successfully changed for the Bank Admin User.

To Block an Admin User

1. Locate the Admin User whose account is to be Blocked in the Bank Admin User List.
2. Click the corresponding icon under Action column for the Admin User.
3. The bank user modification page will be displayed along with all details of the chosen user.
4. Toggle the Status for this user to set it to Blocked.

5. Click the Modify button.
6. A message will confirm that the Bank Admin User was successfully Blocked.

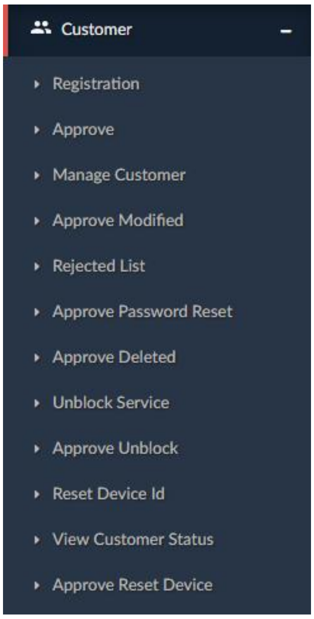
To UnBlock an Admin User

1. Locate the Admin User whose account is to be UnBlocked in the Bank Admin User List.
2. Click the corresponding icon under Action column for the Admin User.
3. The bank user modification page will be displayed along with all details of the chosen user.
4. Toggle the Status for this user to set it to Active.

5. Click the Modify button.
6. A message will confirm that the Bank Admin User was successfully UnBlocked.

Customer

The Customer menu allows admins to register and manage customers in the BankSmart System. Other customer related functions such as password reset, block/unblock service and username modification can also be carried out via the Customer menu. Based on the privileges issued to the admin user through profiles assigned to them, they can use some or all of the features available under this menu. Clicking this menu reveals a set of submenus as follows:



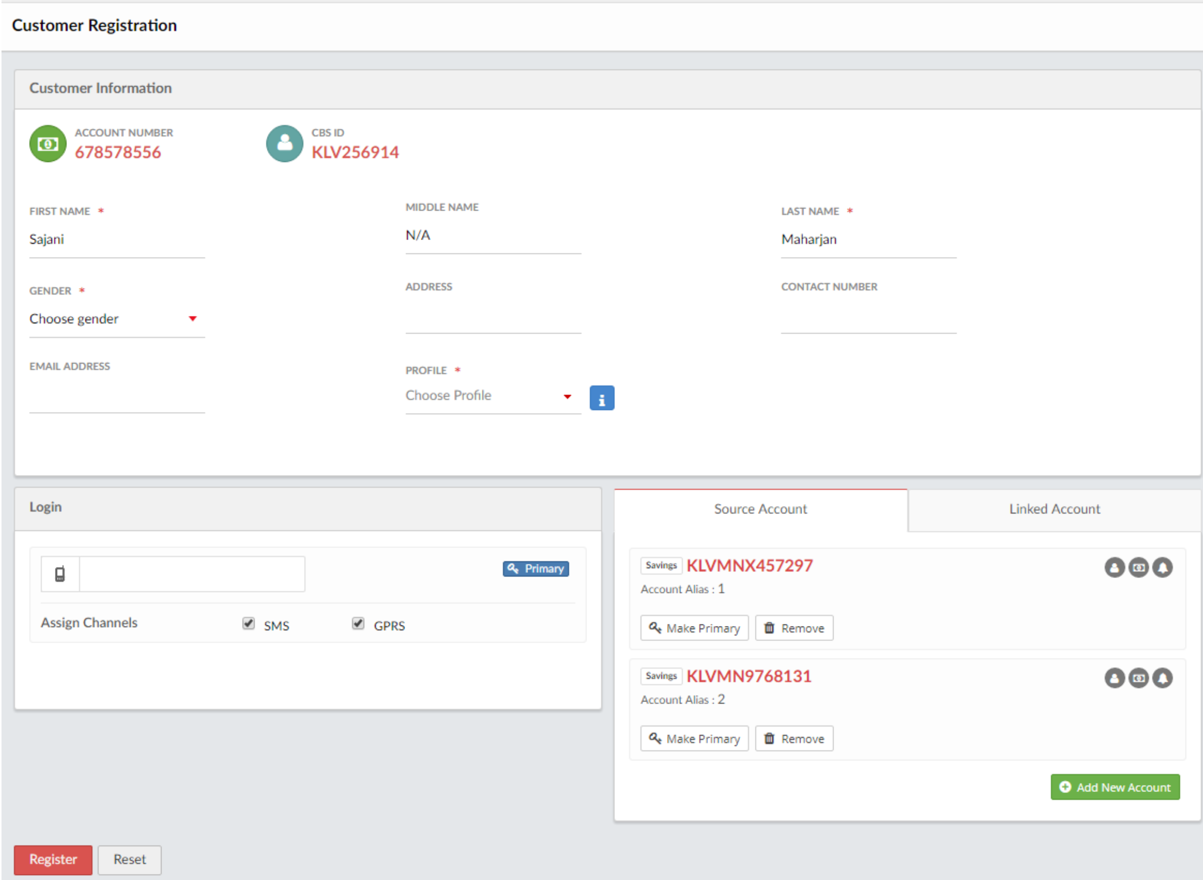
A detailed guide to the step by step operations available from each of the submenus is presented below:

Registration

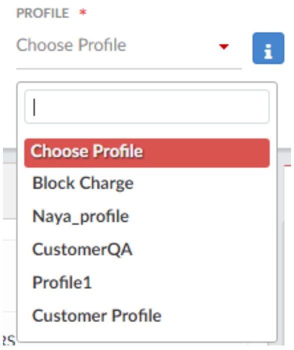
This menu allows admins to register Customers in the system which will be sent for approval. Any new customer who needs to be enrolled in the Bank Smart system needs to first be registered through this Registration menu by the admin user with registration privileges enabled. This then becomes available to the admin user with approver privileges.

Follow these steps to register a new Customer into the BankSmart System.

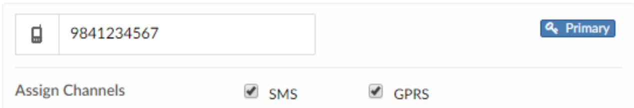
1. Click the Registration sub menu under Customer menu in the main navigation pane.
2. Enter the Customer's Account Number or CBS ID into the provided space and click the Find button.
3. All details of the Customer is fetched and displayed in the Customer Registration form as follows.



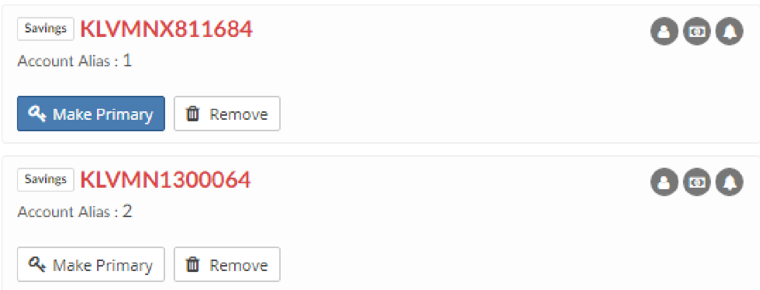
4. Enter remaining required information for the customer. All fields marked * are mandatory.
5. Next assign a Profile for the customer from available list.



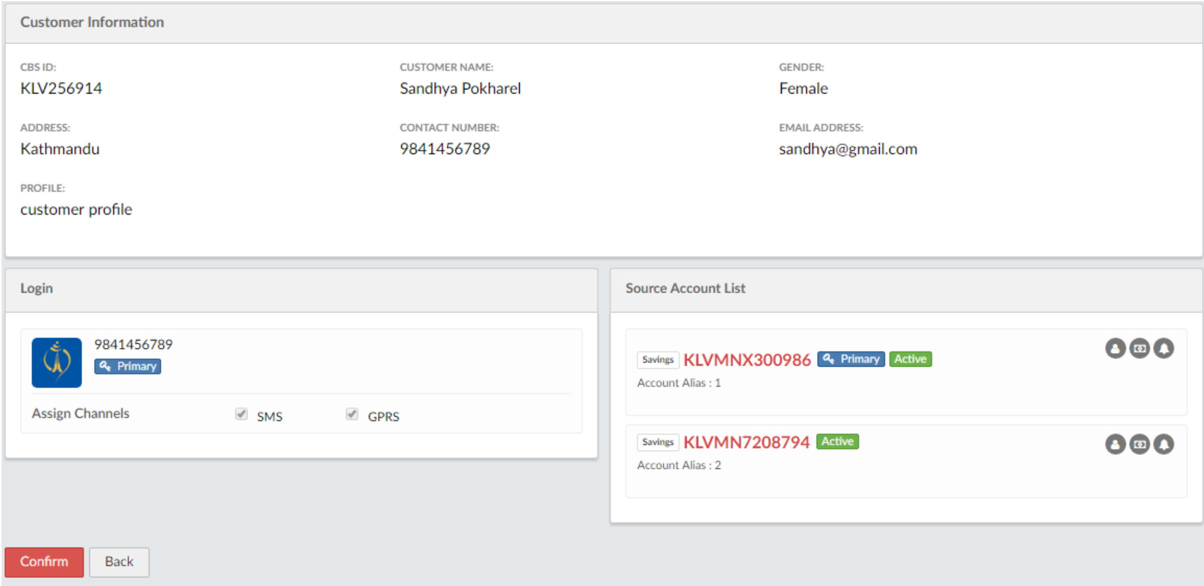
6. Enter the mobile number for the customer and assign either SMS or GPRS channel or both.



7. Create a primary account for the customer by clicking the Make Primary button.



8. Click the Register button.
9. All details entered for the Customer is displayed on-screen for verification.



10. Verify that all information is correct and click the Confirm button.
11. A message will be displayed that the customer was registered successfully.

The registered customer details will need to be approved before the customer can use the BankSmart services.

Approve

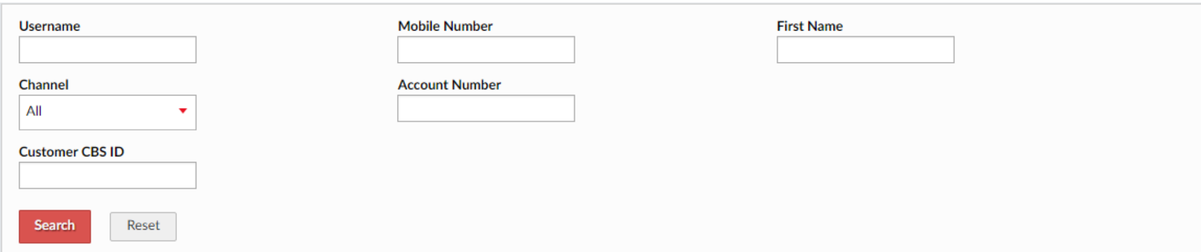
Once customers are registered in the system from the Registration Menu, they need to be approved by admins with Approve privileges enabled through this menu. Only approved customer registrations become fully enrolled into the BankSmart system and the services become available to the customer.

Clicking the Approve sub menu under Customer menu in the main navigation pane displays the New Customer Approval List as follows.

New Customer Approval List

☐	Username	Customer Name	Branch	Created Date	Mobile Number	Action
☐	9841234568	Sandhya Pokharel	MainBranch	Aug 4, 2017	9841234568	
☐	9851078456	Sajani Maharjan	MainBranch	Aug 4, 2017	9851078456	
☐	9841025623	Narayan Joshi	MainBranch	Aug 4, 2017	9841025623	
☐	9805647895	Karuna Singh	MainBranch	Aug 4, 2017	9805647895	
☐	9805147895	Sameep Parajuli	MainBranch	Aug 4, 2017	9805147895	

Admins can also search for customer registrations pending approval by entering the search string in the appropriate box for Username, Mobile Number, First Name, Channel, Account Number or Customer CBS ID and clicking the Search button.



Admins can perform various actions as per requirements to approve, reject or view pending customer registrations in the system as follows:

To Approve Customer Registrations

1. Mark the corresponding check boxes for the customers that are to be approved.

New Customer Approval List

☐	Username	Customer Name	Branch	Created Date	Mobile Number	Action
☐	9841234568	Sandhya Pokharel	MainBranch	Aug 4, 2017	9841234568	
☑	9851078456	Sajani Maharjan	MainBranch	Aug 4, 2017	9851078456	
☑	9841025623	Narayan Joshi	MainBranch	Aug 4, 2017	9841025623	
☐	9805647895	Karuna Singh	MainBranch	Aug 4, 2017	9805647895	
☐	9805147895	Sameep Parajuli	MainBranch	Aug 4, 2017	9805147895	

2. Click the Approve button.
3. A message will be displayed confirming that the selected Customer Registrations were successfully approved.

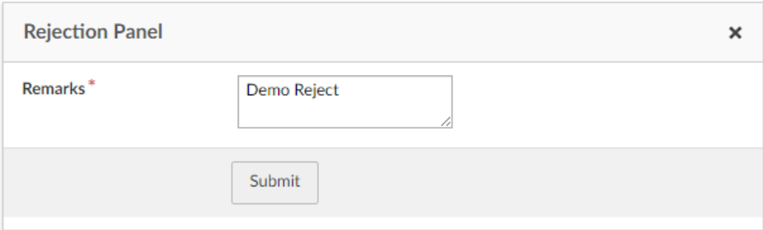
To Reject Customer Registrations

1. Mark the corresponding check boxes for the customers that are to be rejected.

New Customer Approval List

☐	Username	Customer Name	Branch	Created Date	Mobile Number	Action
☐	9841234568	Sandhya Pokharel	MainBranch	Aug 4, 2017	9841234568	
☑	9851078456	Sajani Maharjan	MainBranch	Aug 4, 2017	9851078456	
☑	9841025623	Narayan Joshi	MainBranch	Aug 4, 2017	9841025623	
☐	9805647895	Karuna Singh	MainBranch	Aug 4, 2017	9805647895	
☐	9805147895	Sameep Parajuli	MainBranch	Aug 4, 2017	9805147895	

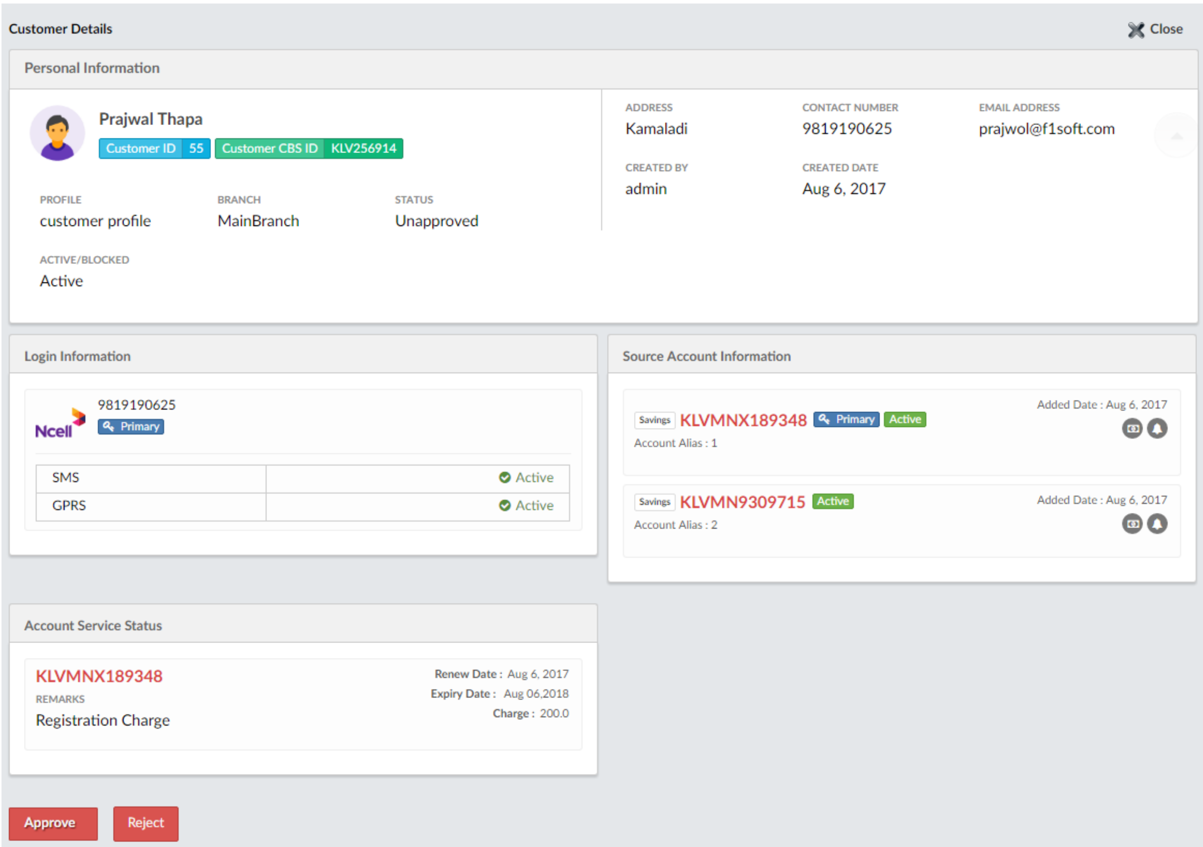
2. Click the Reject button.
3. Enter a remark in the space provided in the Rejection Panel and click the Submit button.



4. A message will be displayed confirming that the selected Customer Registrations were successfully rejected.

To View Details of Customer Pending Registration

1. Locate the Customer whose details is to be viewed in the New Customer Approval List.
2. Click the corresponding icon under Action column for the Customer.
3. All details for the chosen Customer is displayed on-screen with their Personal Information, Login Information, Source Account Information and Account Service Status.

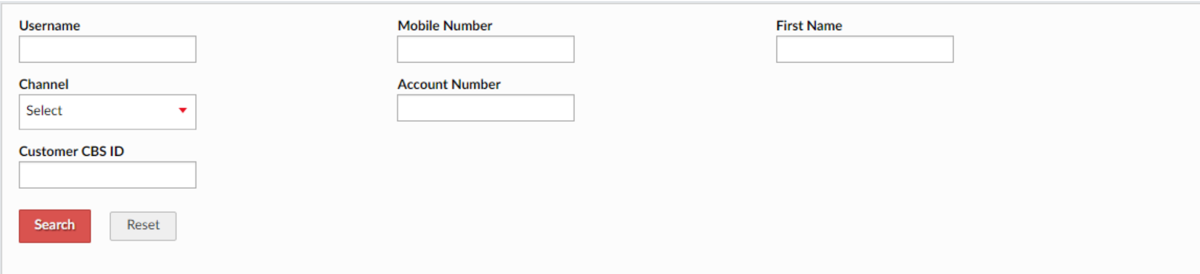


4. Click the ✖ button to close the customer details view.

Manage Customer

The Manage Customer menu allows admins to manage existing customers for the BankSmart System. Clicking the Manage Customer menu will bring up a window displaying a search box that needs to be used to find the details of the customer that is to be managed.

Admins need to search for the customer to manage by entering the search string in the appropriate box for Username, Mobile Number, First Name, Channel, Account Number or Customer CBS ID and clicking the Search button.



The list of all customers based on the search criteria entered is displayed in the Customer Details table showing the Username, Customer Name, Status, Created Date, and Mobile Number with required actions that can be performed.

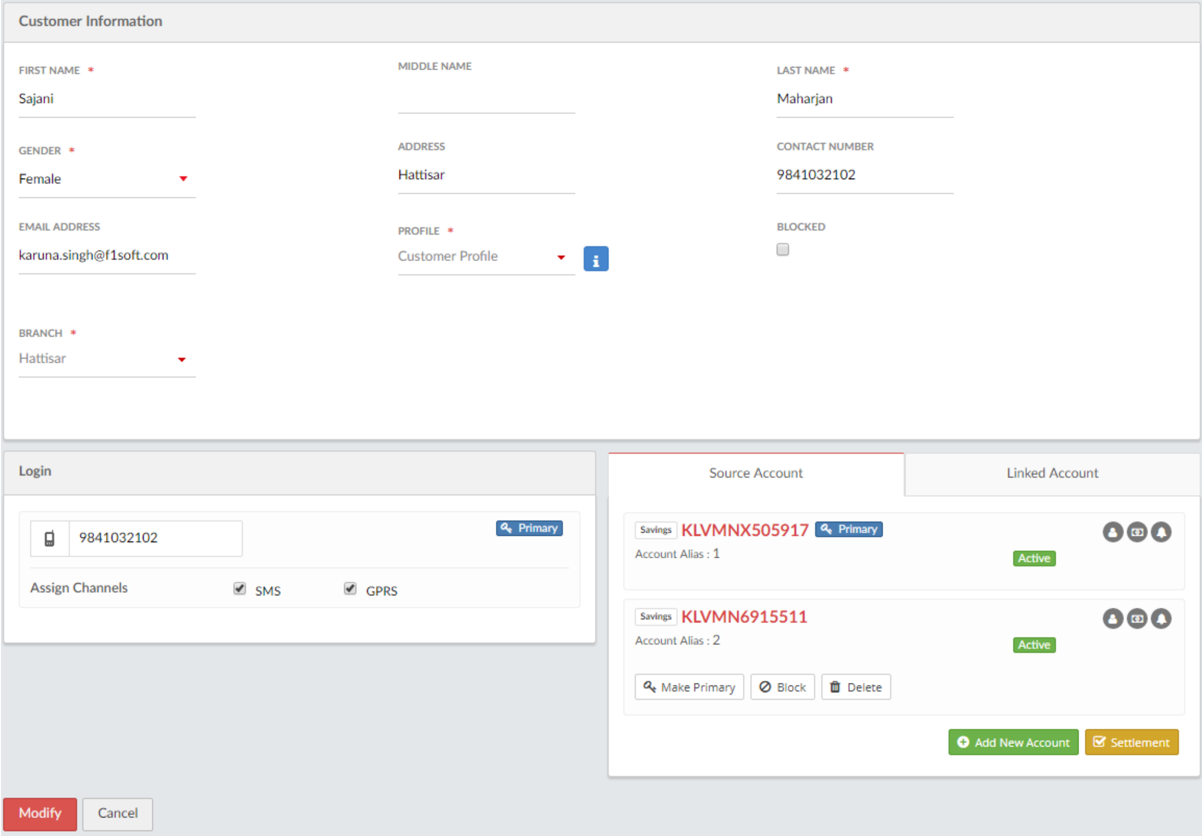
Customer Details

Username	Customer Name	Branch	Status	Created Date	Mobile Number	Action
9808639594	Santosh Pun	MainBranch	Approved	Jul 19, 2017	9808639594	
9845303666	Anjan Dhungel	MainBranch	Approved	Jul 19, 2017	9845303666	
9841234568	Sandhya Pokharel	MainBranch	Rejected	Aug 4, 2017	9841234568	
9813371432	Sajani Maharjan	MainBranch	Approved	Jul 23, 2017	9813371432	
9860359841	dipika khadka	MainBranch	Approved	Jul 25, 2017	9860359841	
9849980333	Sakshyam Ghimire	MainBranch	Approved	Jul 27, 2017	9849980333	
9803928566	Neelima Shahi	MainBranch	Approved	Jul 30, 2017	9803928566	
9841014902	Bipin Lal Shrestha	MainBranch	Queued For Deletion	Aug 6, 2017	9841014902	
9803811487	Yogendra Lamsal	MainBranch	Unapproved	Aug 6, 2017	9803811487	
9819190625	Prajwal Thapa	MainBranch	Unapproved	Aug 6, 2017	9819190625	

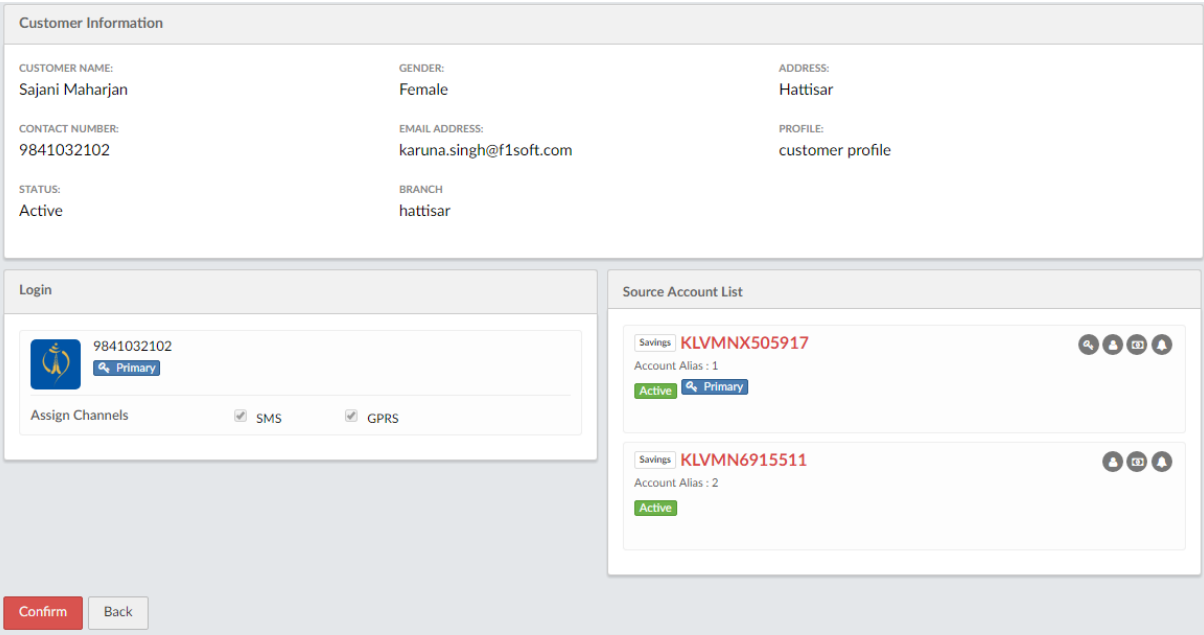
Admins can perform various actions as per requirements to manage the customers for the BankSmart system as follows:

To Modify Customer Details

1. Locate the Customer whose details is to be modified in the Customer Details List.
2. Click the corresponding icon under Action column for the Customer.
3. Then make required modifications to the details in the Customer modification page.



4. Click the Modify button.
5. All details entered for the Customer is displayed on-screen for verification.

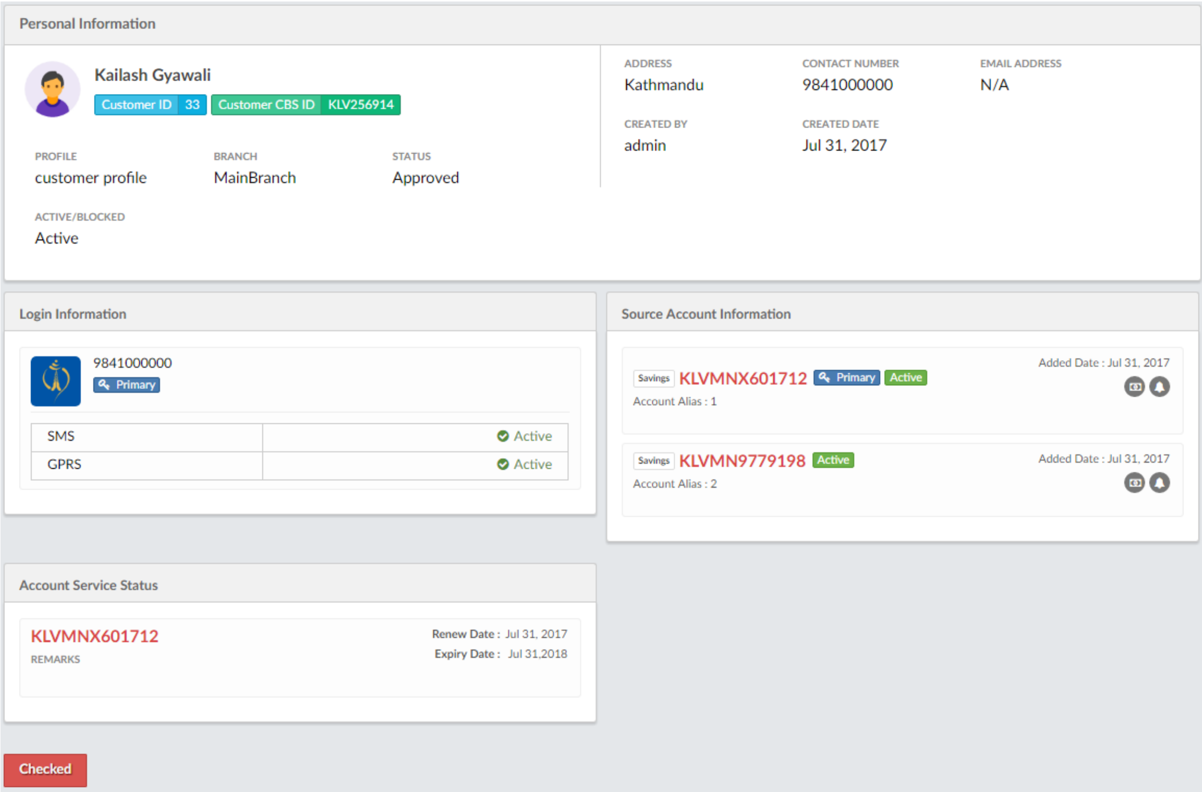


6. Verify that all information is correct and click the Confirm button.
7. A message will confirm that the customer is successfully queued for modification approval.

The modifications to customer details will require approval from Approve Modified menu for all changes to be set in the system.

To View Customer Details

1. Locate the Customer whose details is to be viewed in the Customer Details List.
2. Click the corresponding icon under Action column for the Customer.
3. All details for the chosen Customer is displayed on-screen with their Personal Information, Login Information, Source Account Information and Account Service Status.

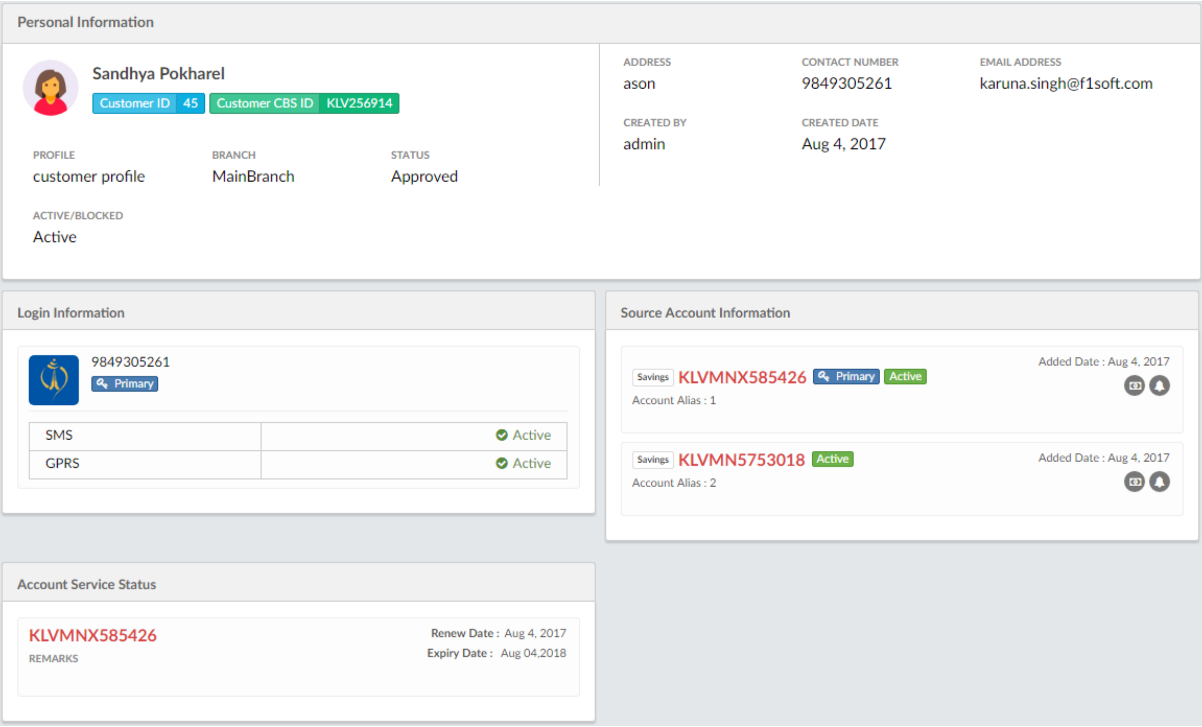


8. Scroll down to find the Checked button and click it.

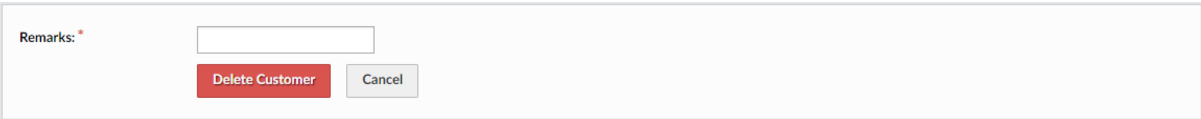
No modifications are made to customer details after it is viewed and it remains in the list that it previously resided.

To Delete Customer Details:

1. Locate the Customer whose details is to be deleted in the Customer Details List.
2. Click the corresponding icon under Action column for the Customer.
3. All details for the chosen Customer is displayed on-screen with their Personal Information, Login Information, Source Account Information and Account Service Status.



4. Enter a remark in the space provided in the Customer Deletion Panel and click the Delete Customer button.

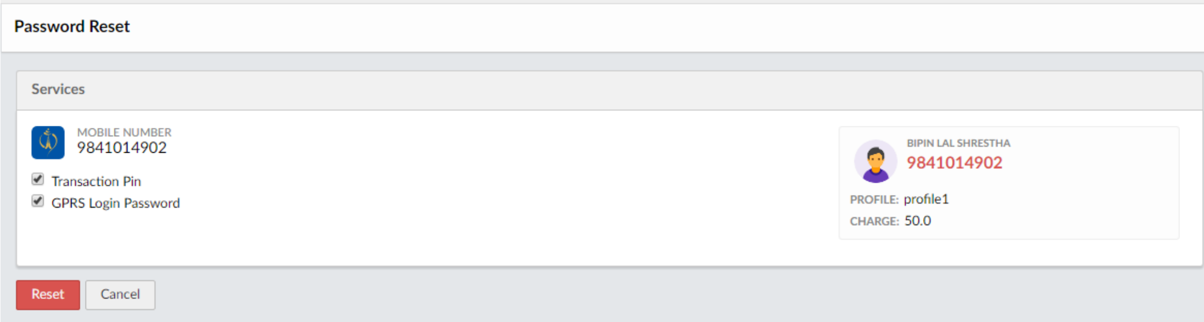


5. A message will confirm that the Customer is successfully queued for deletion approval.

The deletion of customer details will require approval from Approve Deleted menu for it to be successfully deleted from the system.

To Reset Password for Customer

1. Locate the Customer whose password is to be changed in the Customer Details List.
2. Click the corresponding 🔑 icon under Action column for the Customer.
3. The password reset page will be displayed along with all details of the chosen user.

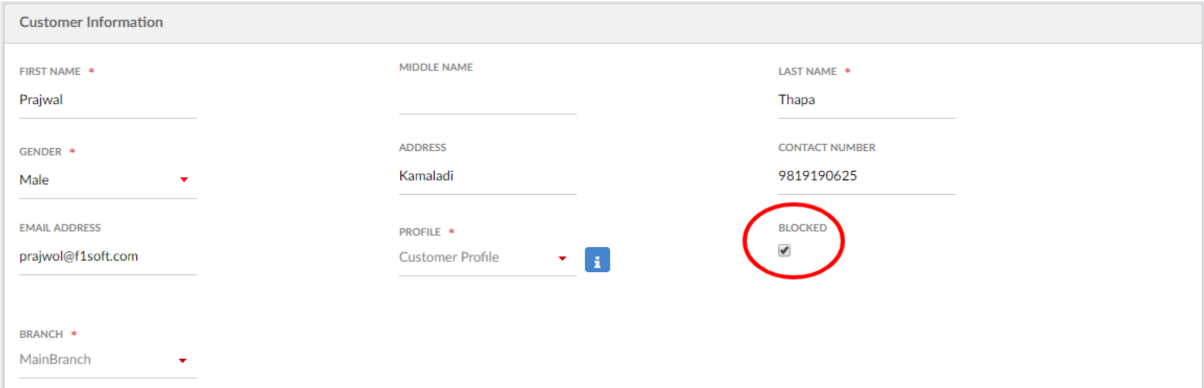


4. Check mark either Transaction Pin or GPRS Password or both to reset
5. Click the Reset button.
6. A message will confirm that the customer is successfully queued for password reset approval.

The resetting of password for customer will require approval from Approve Password Reset menu for it to be successfully reset in the system.

To Block Service for Customer

1. Locate the Customer whose service is to be blocked in the Customer Details List.
2. Click the corresponding ✎ icon under Action column for the Customer.
3. Edit Customer information by marking the check box below BLOCKED as shown below.

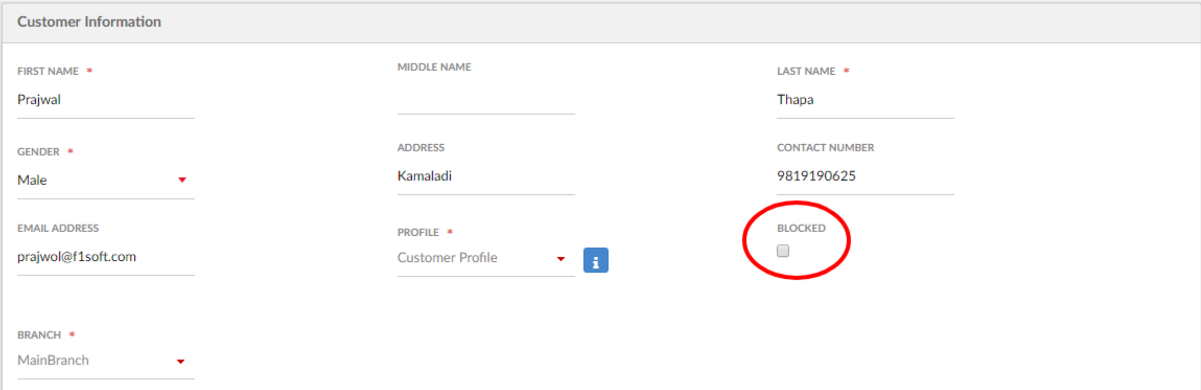


4. Click the Modify button.
5. All details entered for the Customer is displayed on-screen for verification.
6. Verify that all information is correct and click the Confirm button.
7. A message will confirm that the customer is successfully queued for modification approval.

The customer will be blocked in the system after this modification is approved from the Approve Modified menu.

To UnBlock Service for Customer

1. Locate the Customer whose service is to be unblocked in the Customer Details List.
2. Click the corresponding icon under Action column for the Customer.
3. Edit Customer information by unmarking the check box below BLOCKED as shown below.



4. Click the Modify button.
5. All details entered for the Customer is displayed on-screen for verification.
6. Verify that all information is correct and click the Confirm button.
7. A message will confirm that the customer is successfully queued for modification approval.

The customer will be unblocked in the system after this modification is approved from the Approve Modified menu.

Approve Modified

Once customer details are modified in the system from the Manage Customer menu, they need to be approved by admins through this menu. Modifications to customer details are updated in the BankSmart System only after they are approved.

This menu allows approvers to approve or reject the modification made to customer information through the Manage Customer menu. Clicking the Approve Modified menu will bring up a window displaying a search box and the list of all customer modifications that are pending approval.

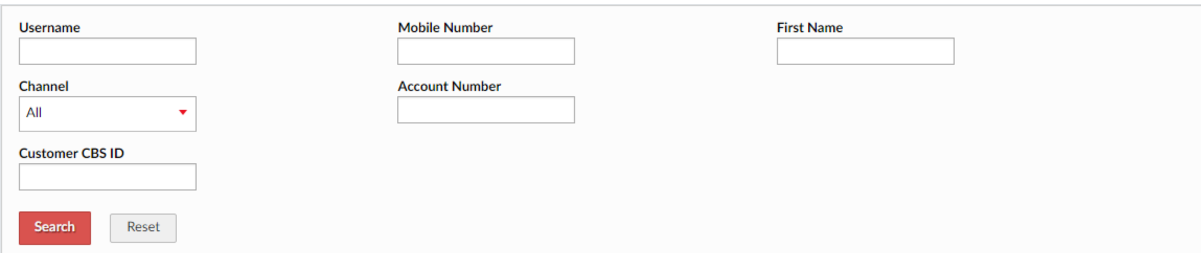
Clicking the Approve Modified sub menu under Customer menu in the main navigation pane displays the Modified Customer Approval List as follows.

Modified Customer Approval List

	Username	Customer Name	Branch	Last Modified Date	Mobile Number	Details	Activity
☐	9803928566	Neelima Shahi	MainBranch		9803928566	See Details	See Activities
☐	9841014902	Bipin Lal Shrestha	MainBranch		9841014902	See Details	See Activities
☐	9803811487	Yogendra Lamsal	MainBranch		9803811487	See Details	See Activities
☐	9819190625	Prajwal Thapa	MainBranch		9819190625	See Details	See Activities
☐	9841452982	Yudina Poudel	MainBranch		9841452982	See Details	See Activities

Approve Reject

Admins can also search for customer modifications pending approval by entering the search string in the appropriate box for Username, Mobile Number, First Name, Channel, Account Number or Customer CBS ID and clicking the Search button.



Admins can perform various actions as per requirements to approve, reject or view pending customer modifications in the system as follows:

To Approve Customer Modifications

1. Mark the corresponding check boxes for the customer modifications that are to be approved.

Modified Customer Approval List

☐	Username	Customer Name	Branch	Last Modified Date	Mobile Number	Details	Activity
☑	9803928566	Neelima Shahi	MainBranch		9803928566	See Details	See Activities
☑	9841014902	Bipin Lal Shrestha	MainBranch		9841014902	See Details	See Activities
☐	9803811487	Yogendra Lamsal	MainBranch		9803811487	See Details	See Activities
☑	9819190625	Prajwal Thapa	MainBranch		9819190625	See Details	See Activities
☑	9841452982	Yudina Poudel	MainBranch		9841452982	See Details	See Activities

2. Click the Approve button.
3. A message will be displayed confirming that the selected Customer Modifications were successfully approved.

Any modifications to the customer made through Manage Customer menu will be approved and new changes will be updated for that customer.

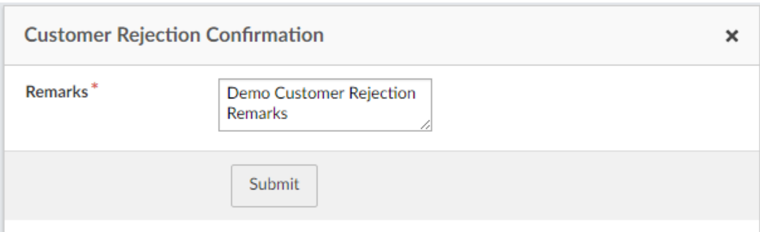
To Reject Customer Modifications

1. Mark the corresponding check boxes for the customer modifications that are to be rejected.

Modified Customer Approval List

☐	Username	Customer Name	Branch	Last Modified Date	Mobile Number	Details	Activity
☑	9803928566	Neelima Shahi	MainBranch		9803928566	See Details	See Activities
☑	9841014902	Bipin Lal Shrestha	MainBranch		9841014902	See Details	See Activities
☐	9803811487	Yogendra Lamsal	MainBranch		9803811487	See Details	See Activities
☑	9819190625	Prajwal Thapa	MainBranch		9819190625	See Details	See Activities
☑	9841452982	Yudina Poudel	MainBranch		9841452982	See Details	See Activities

2. Click the Reject button.
3. Enter a remark in the space provided in the Customer Rejection Confirmation and click the Submit button.



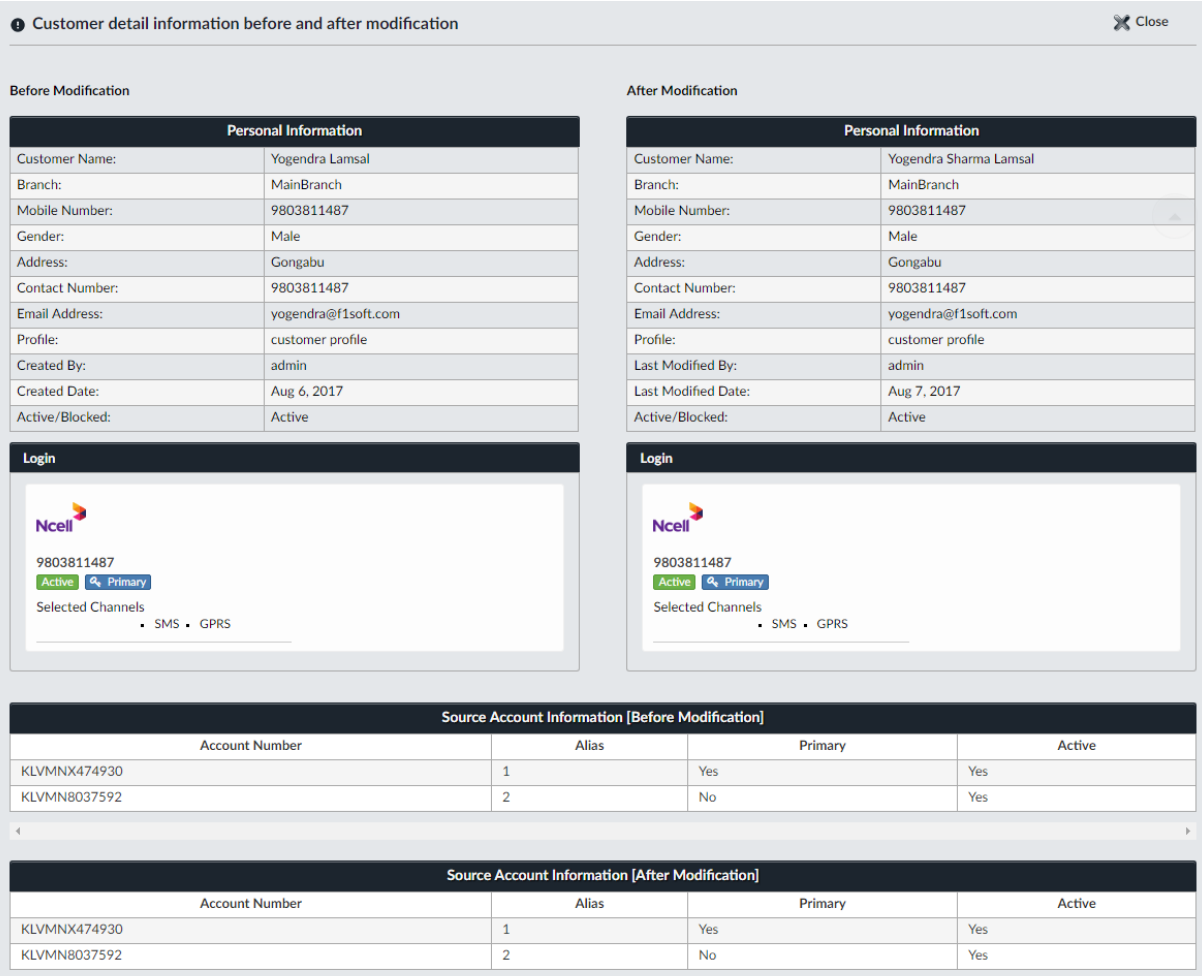
4. A message will be displayed confirming that the selected Customer Modifications were successfully rejected.

Any modifications to the customer made through Manage Customer menu will rejected and reverted to their previous state.

To View Customer Modification Details

Follow these steps to view details of individual customers before and after modification:

1. Locate the customer whose before and after modification details is to be viewed in Modified Customer Approval List.
2. Click the corresponding See Details link for the customer under Details column.
3. Customer detail information before and after modification is displayed below the table. Scroll down to view.



Customer detail information before and after modification

Close

Before Modification

Personal Information	
Customer Name:	Yogendra Lamsal
Branch:	MainBranch
Mobile Number:	9803811487
Gender:	Male
Address:	Gongabu
Contact Number:	9803811487
Email Address:	yogendra@f1soft.com
Profile:	customer profile
Created By:	admin
Created Date:	Aug 6, 2017
Active/Blocked:	Active

Login

Ncell

9803811487

Active Primary

Selected Channels

- SMS
- GPRS

After Modification

Personal Information	
Customer Name:	Yogendra Sharma Lamsal
Branch:	MainBranch
Mobile Number:	9803811487
Gender:	Male
Address:	Gongabu
Contact Number:	9803811487
Email Address:	yogendra@f1soft.com
Profile:	customer profile
Last Modified By:	admin
Last Modified Date:	Aug 7, 2017
Active/Blocked:	Active

Login

Ncell

9803811487

Active Primary

Selected Channels

- SMS
- GPRS

Source Account Information [Before Modification]

Account Number	Alias	Primary	Active
KLVMNX474930	1	Yes	Yes
KLVMN8037592	2	No	Yes

Source Account Information [After Modification]

Account Number	Alias	Primary	Active
KLVMNX474930	1	Yes	Yes
KLVMN8037592	2	No	Yes

4. Click the button to close the customer details view.

No modifications are made to customer details after it is viewed and it remains in the list that it previously resided, unless Approve or Reject actions are completed from the views.

View Modification Activities

1. Locate the customer whose modification activities details is to be viewed in Modified Customer Approval List.
2. Click the corresponding See Activity link for the customer under Activity column.
3. All details about activities performed for that customer's record is displayed below the table. Scroll down to view.

Activities — Close

Activities Detail

Activity By	Admin Branch	Activities	Activities Date/Time
admin	MainBranch	Customer was successfully modified with mobile number 9803811487	2017-08-07 15:39:54
admin	MainBranch	middle name changed from N/A to Sharma: For Mobile Number: 9803811487	2017-08-07 15:39:54

4. Click the button to close the Activities Detail view.

Rejected List

Any rejection action performed through Approve menu or Approve Modified menu will result in the details being sent to the Reject List for Unapproved Customer or Rejected List for Approved Customer respectively. This menu allows to view Rejected List for Approved Customers and Unapproved Customers and perform necessary operations to modify, delete or revert them.

To view the list of rejected customers, click on the **Rejected List** sub menu under **Customer** menu in the main navigation panel. The list of all rejected customers that were both Approved and Unapproved previously is displayed in separate tables.

Unapproved Customer

Username	Customer Name	Mobile Number	Branch	Remarks	Action
9804698744	Peter Parker	9804698744	MainBranch	Reject Remark Test	
9806547896	Steve Rogers	9806547896	MainBranch	Reject Remark Test	
9806548975	Bruce Banner	9806548975	MainBranch	Test Reject Remarks	

Approved Customer

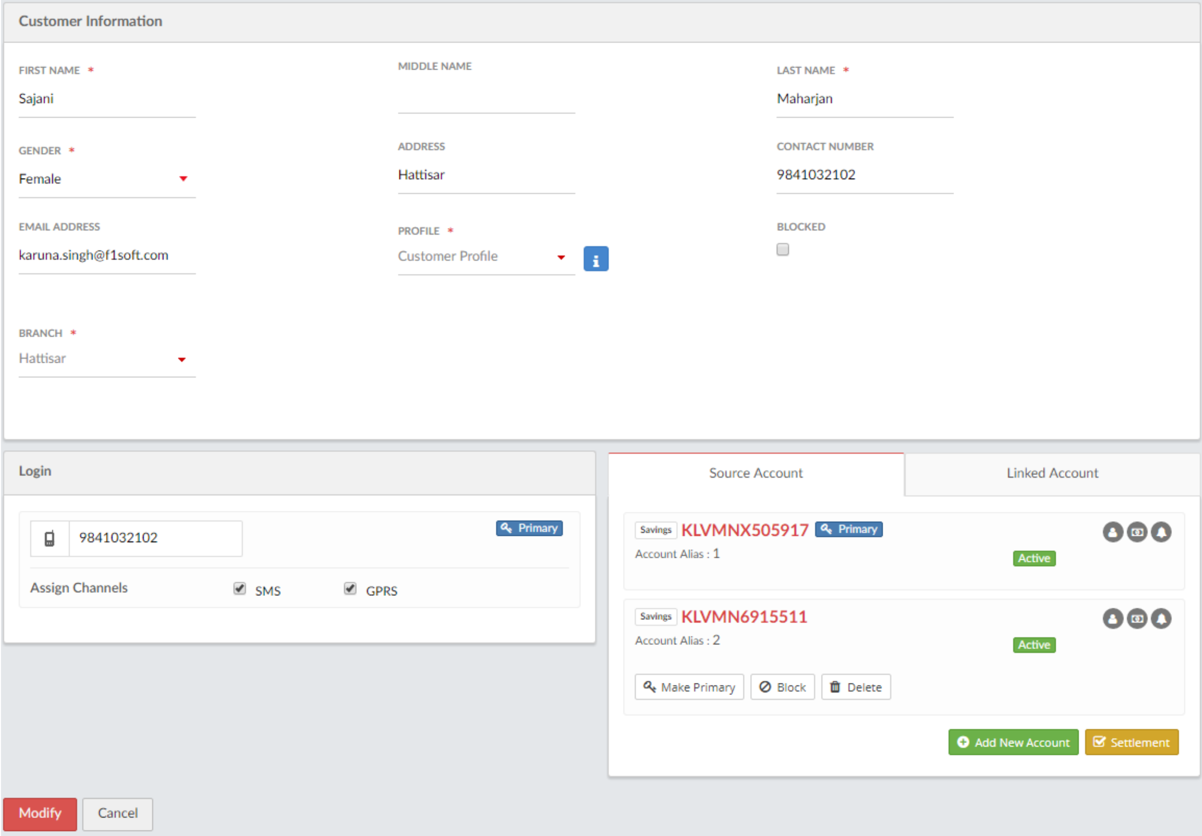
Username	Customer Name	Mobile Number	Branch	Remarks	Edit	Revert
9841014902	Bipin Lal Shrestha	9841014902	hattisar	Demo Remarks		
9803811487	Yogendra Lamsal	9803811487	MainBranch	Test Remarks		
9841452982	Yudina Poudel	9841452982	MainBranch	Test Reject Remarks		

Admins can also search for rejected customer by entering the search string in the appropriate box for Username, Mobile Number or First Name and clicking the Search button.

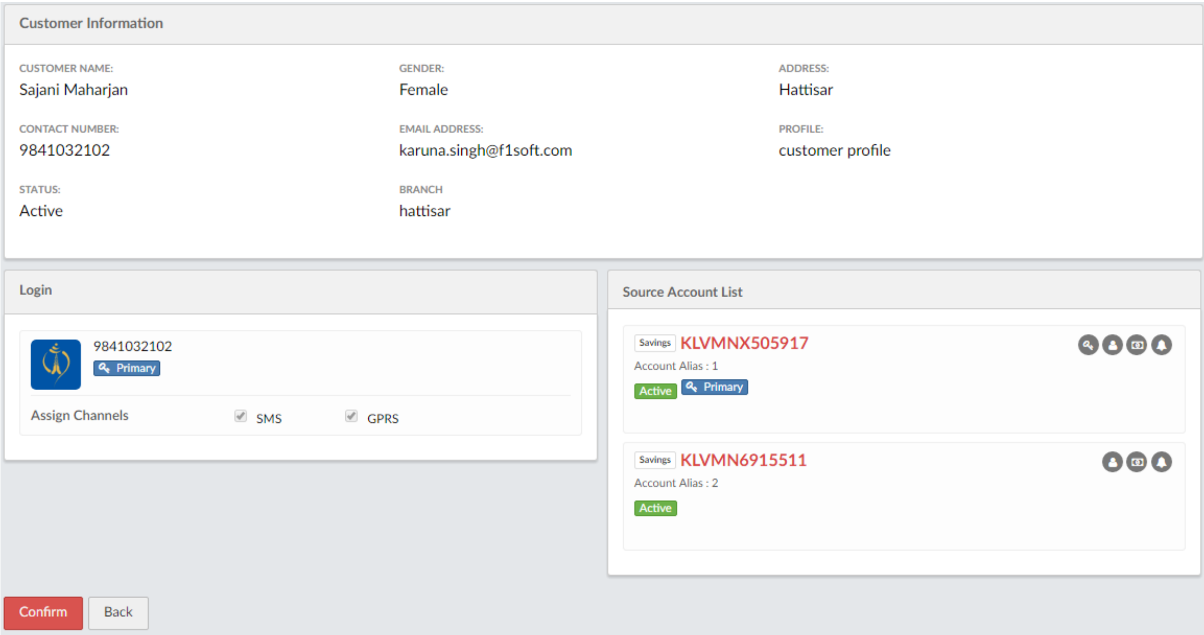
Admins can perform various actions as per requirements to modify, delete or revert rejected customers in the system as follows:

To Modify Rejected Customer Details

1. Locate the customer whose details is to be modified in the Approved or Unapproved Rejected Customer List.
2. Click the corresponding icon for the customer under Action column for Unapproved Customers or Edit column for Approved Customers.
3. Then make required modifications to the details in the Customer modification page.



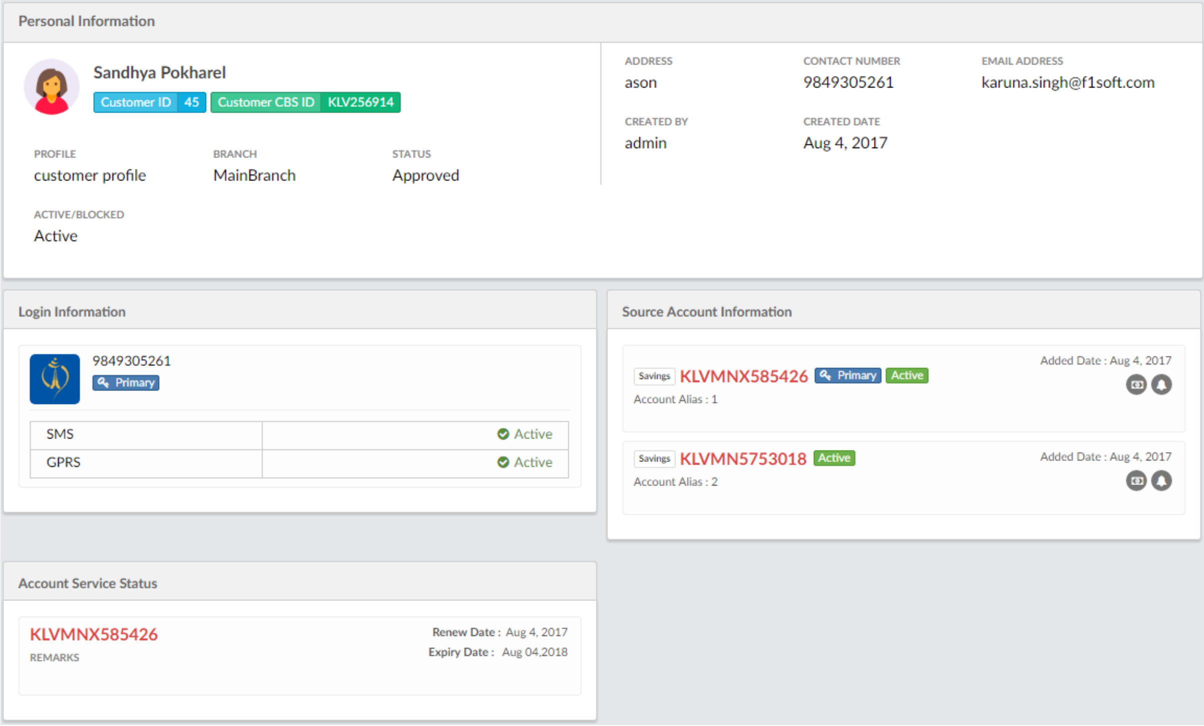
4. Click the Modify button.
5. All details entered for the Customer is displayed on-screen for verification.



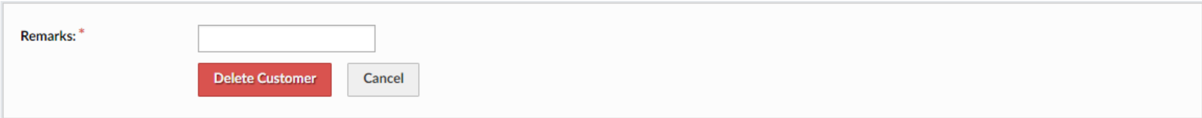
6. Verify that all information is correct and click the Confirm button.
7. A message will confirm that the customer is successfully queued for approval.

To Delete Rejected Customer Details:

1. Locate the Customer whose details is to be deleted in the Unapproved Rejected Customer List.
2. Click the corresponding icon under Action column for the Customer.
3. All details for the chosen Customer is displayed on-screen with their Personal Information, Login Information, Source Account Information and Account Service Status.



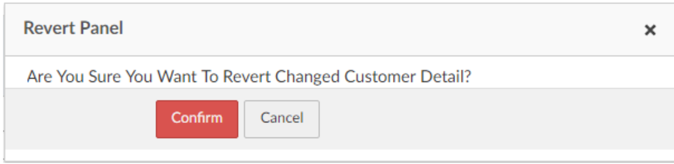
4. Enter a remark in the space provided in the Customer Deletion Panel and click the Delete Customer button.



5. A message will confirm that the Customer is successfully queued for deletion approval.

To Revert Modifications to Rejected Customer Details:

1. Locate the Customer whose details is to be reverted in the Approved Rejected Customer List.
2. Click the corresponding icon for the customer under Revert column.



3. A message box will request confirmation. Click the Confirm button.
4. A message will confirm that the modifications to customer details was successfully reverted.

Approve Password Reset

This menu allows to approve password change requests for customers already queued in the system. Any password change requests originating from the Manage Customer menu ends up in the list here for approval.

To approve password change requests for customers pending approval, click on the **Approve Password Reset** tab under **Customer** menu in the main navigation panel. The list of all password change requests that are pending approval is displayed list.

	BASIC INFO	CHARGE	INITIATED BY	PASSWORD RESET DATE	PASSWORD TYPE
	Prajwal Thapa MainBranch	100.0	admin	11-08-2017 16:37	9819190625
	Yudina Poudel MainBranch	100.0	admin	11-08-2017 16:38	9841452982
	Peter Parker MainBranch	100.0	admin	11-08-2017 16:39	9804698745
	Steve Rogers MainBranch	100.0	admin	11-08-2017 16:40	9806547890
	Bruce Banner MainBranch	100.0	admin	11-08-2017 16:40	9806548973

Approve Reject

Admins can also search for customers pending password reset approval by entering the search string in the appropriate box for Mobile Number or First Name and clicking the Search button.

Admins can perform various actions as per requirements to Approve or Reject the password reset requests for customers in the system as follows:

To Approve Password Reset

1. Locate the Customers whose password reset requests are to be approved in the Approve Password Reset List.
2. Mark the corresponding check boxes for the password change requests to approve.

☐	BASIC INFO	CHARGE	INITIATED BY	PASSWORD RESET DATE	PASSWORD TYPE
☑	Prajwal Thapa MainBranch	100.0	admin	11-08-2017 16:37	9819190625
☑	Yudina Poudel MainBranch	100.0	admin	11-08-2017 16:38	9841452982
☐	Peter Parker MainBranch	100.0	admin	11-08-2017 16:39	9804698745
☐	Steve Rogers MainBranch	100.0	admin	11-08-2017 16:40	9806547890
☐	Bruce Banner MainBranch	100.0	admin	11-08-2017 16:40	9806548973

3. Click the Approve button.
4. A message will be displayed confirming password reset request was successfully approved.

Customers can now use the assigned services using the new password sent to their registered mobile number or e-mail address.

To Reject Password Reset

1. Locate the Customers whose password reset requests are to be rejected in the Approve Password Reset List.
2. Mark the corresponding check boxes for the password change requests to reject.

☐	BASIC INFO	CHARGE	INITIATED BY	PASSWORD RESET DATE	PASSWORD TYPE
☐	Prajwal Thapa MainBranch	100.0	admin	11-08-2017 16:37	9819190625
☐	Yudina Poudel MainBranch	100.0	admin	11-08-2017 16:38	9841452982
☑	Peter Parker MainBranch	100.0	admin	11-08-2017 16:39	9804698745
☑	Steve Rogers MainBranch	100.0	admin	11-08-2017 16:40	9806547890
☑	Bruce Banner MainBranch	100.0	admin	11-08-2017 16:40	9806548973

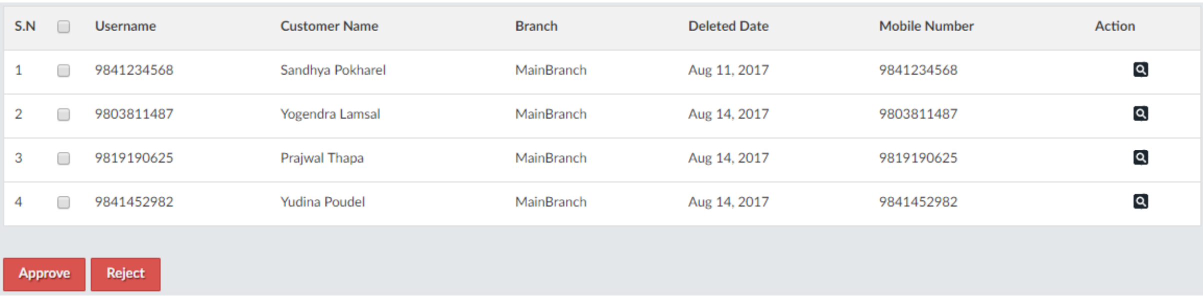
3. Click the Reject button.
4. A message will be displayed confirming successful rejection of the password reset request.

Approve Deleted

This menu allows to approve any customer deletion requests pending approval. Any customer deletion requests originating from the Manage Customer menu ends up in the list here. The customer will be successfully deleted from the system only upon approval by user with 'approve delete' privilege.

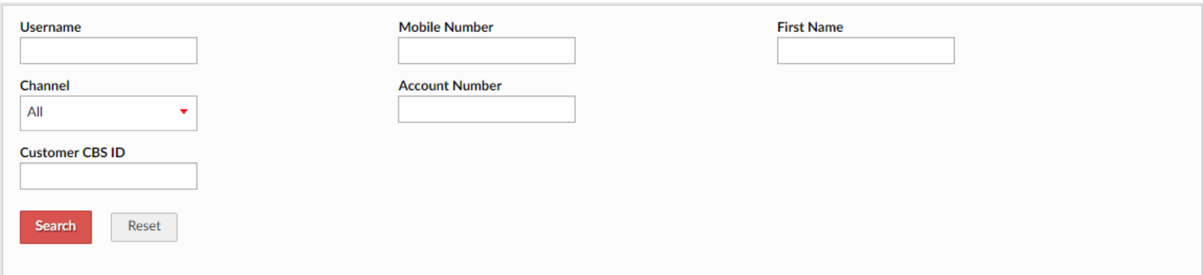
To view list of customer information deletion requests, click on the **Approve Deleted** tab under **Customer** menu in the main navigation panel.

The list of all customer deletion requests that are pending approval is displayed in a table.



S.N		Username	Customer Name	Branch	Deleted Date	Mobile Number	Action
1		9841234568	Sandhya Pokharel	MainBranch	Aug 11, 2017	9841234568	
2		9803811487	Yogendra Lamsal	MainBranch	Aug 14, 2017	9803811487	
3		9819190625	Prajwal Thapa	MainBranch	Aug 14, 2017	9819190625	
4		9841452982	Yudina Poudel	MainBranch	Aug 14, 2017	9841452982	

Approver can also search for customer deletion requests based on User Name, Mobile Number, First Name, Channel, Account Number or CBS ID by entering the search string in the appropriate box and clicking the Search button.



Admins can perform various actions as per requirements to Approve or Reject the deletion requests for customers in the system as follows:

To Approve Deleted Customers

1. Locate the Customers whose deletion requests are to be approved in the Approve Deleted Customer List.
2. Mark the corresponding check boxes for the customer deletion requests to approve.

S.N	☐	Username	Customer Name	Branch	Deleted Date	Mobile Number	Action
1	☐	9841234568	Sandhya Pokharel	MainBranch	Aug 11, 2017	9841234568	
2	☑	9803811487	Yogendra Lamsal	MainBranch	Aug 14, 2017	9803811487	
3	☑	9819190625	Prajwal Thapa	MainBranch	Aug 14, 2017	9819190625	
4	☑	9841452982	Yudina Poudel	MainBranch	Aug 14, 2017	9841452982	

3. Click the Approve button.
4. A message will be displayed confirming customer deletion requests were successfully approved.

To Reject Deleted Customers

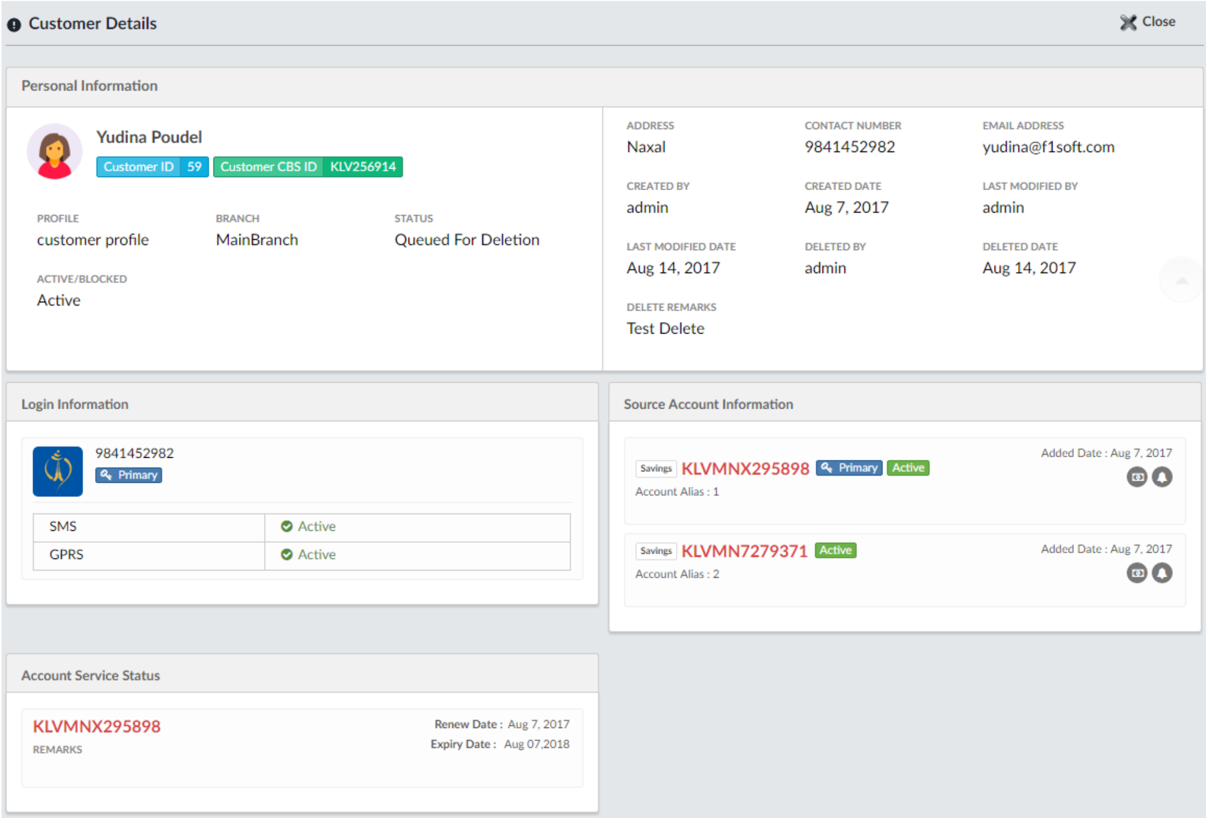
1. Locate the Customers whose deletion requests are to be rejected in the Approve Deleted Customer List.
2. Mark the corresponding check boxes for the customer deletion requests to reject.

S.N	☐	Username	Customer Name	Branch	Deleted Date	Mobile Number	Action
1	☐	9841234568	Sandhya Pokharel	MainBranch	Aug 11, 2017	9841234568	
2	☑	9803811487	Yogendra Lamsal	MainBranch	Aug 14, 2017	9803811487	
3	☑	9819190625	Prajwal Thapa	MainBranch	Aug 14, 2017	9819190625	
4	☑	9841452982	Yudina Poudel	MainBranch	Aug 14, 2017	9841452982	

3. Click the Reject button.
4. A message will be displayed confirming successful rejection of the customer deletion request.

To View Deleted Customer Details

1. Locate the deleted customer whose details is to be viewed in the Approved Deleted Customer List.
2. Click the corresponding icon under Action column for the Customer.
3. All details for the chosen Customer is displayed on-screen with their Personal Information, Login Information, Source Account Information and Account Service Status.



4. Click the button to close the customer details view.

No modifications are made to customer details after it is viewed and it remains in the list that it previously resided.

Unblock Service

This menu allows to unblock the service for customers with blocked logins due to multiple invalid password attempts in the BankSmart application. When the registered customer enters incorrect passwords for a certain number of times as defined in the system, their mobile banking service automatically becomes blocked in the system. The customers whose service are blocked in this manner becomes available under the Unblock Service menu where admins can unblock the service for them.

Follow these steps to Unblock the service for customers with blocked logins due to multiple invalid password attempts in the System.

1. Click on the **Unblock Service** tab under **Customer** menu in the main navigation panel.
2. The list of all customer with blocked logins are displayed in a table.

List of Blocked Logins Due To Multiple Invalid Password Attempt

Username	Customer Name	Mobile No.	Branch	Blocked Date
9813371432[GPRS(Ncell)]	Sajani Maharjan	9813371432	MainBranch	Aug 11, 2017
9860359841[GPRS(NTC)]	dipika khadka	9860359841	MainBranch	Aug 14, 2017
9849305261[GPRS(NTC)]	Sajani Maharjan	9849305261	MainBranch	Aug 14, 2017

Unblock Cancel

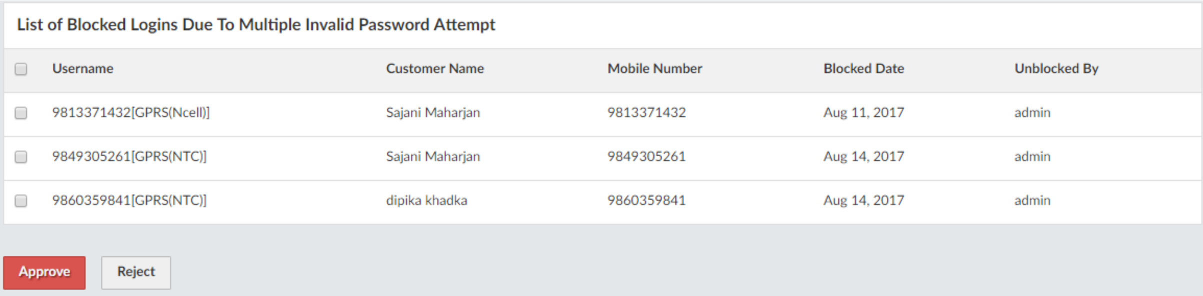
3. Mark the corresponding check boxes for customers with blocked logins to unblock in the List of Blocked Logins Due to Multiple Invalid Password Attempt.
4. Click the Unblock button.
5. A message will be displayed confirming that the service unblock requests were successfully sent for approval.

The services are still not available to the customer unless the unblocked request is approved through the Approve Unblock menu.

Approve Unblock

This menu allows to approve unblock service requests for customers with blocked logins due to multiple invalid password attempts.

To approve the unblock service requests for existing customers, click on the **Approve Unblock** submenu under **Customer** menu in the main navigation panel. The list of all customer with unblock login requests pending approval are displayed in a table.

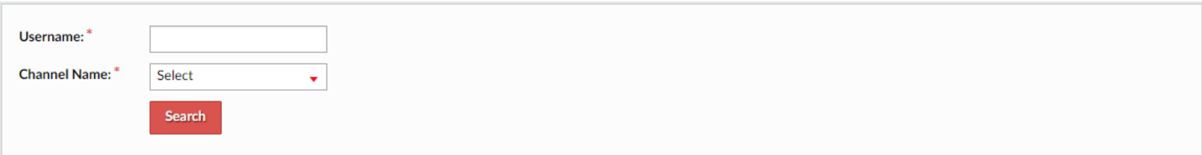


List of Blocked Logins Due To Multiple Invalid Password Attempt

Username	Customer Name	Mobile Number	Blocked Date	Unblocked By
9813371432[GPRS(Ncell)]	Sajani Maharjan	9813371432	Aug 11, 2017	admin
9849305261[GPRS(NTC)]	Sajani Maharjan	9849305261	Aug 14, 2017	admin
9860359841[GPRS(NTC)]	dipika khadka	9860359841	Aug 14, 2017	admin

Approve Reject

Approver can also search for customer unblock requests based on User Name and Channel Name by entering the search string in the appropriate box and clicking the Search button.



Admins can perform various actions as per requirements to Approve or Reject the login unblock requests for customers in the system as follows:

To Approve Login Unblock

1. Locate the Customers whose login unblock requests are to be approved in the List of Blocked Logins Due To Multiple Invalid Password Attempt.
2. Mark the corresponding check boxes for the customer login unblock requests to approve.

List of Blocked Logins Due To Multiple Invalid Password Attempt

☐	Username	Customer Name	Mobile Number	Blocked Date	Unblocked By
☐	9813371432[GPRS(Ncell)]	Sajani Maharjan	9813371432	Aug 11, 2017	admin
☑	9849305261[GPRS(NTC)]	Sajani Maharjan	9849305261	Aug 14, 2017	admin
☑	9860359841[GPRS(NTC)]	dipika khadka	9860359841	Aug 14, 2017	admin

3. Click the Approve button.
4. A message will be displayed confirming customer login unblock requests were successfully approved.

To Reject Login Unblock

1. Locate the Customers whose login unblock requests are to be rejected in the List of Blocked Logins Due To Multiple Invalid Password Attempt.
2. Mark the corresponding check boxes for the customer login unblock requests to reject.

S.N	☐	Username	Customer Name	Branch	Deleted Date	Mobile Number	Action
1	☐	9841234568	Sandhya Pokharel	MainBranch	Aug 11, 2017	9841234568	
2	☑	9803811487	Yogendra Lamsal	MainBranch	Aug 14, 2017	9803811487	
3	☑	9819190625	Prajwal Thapa	MainBranch	Aug 14, 2017	9819190625	
4	☑	9841452982	Yudina Poudel	MainBranch	Aug 14, 2017	9841452982	

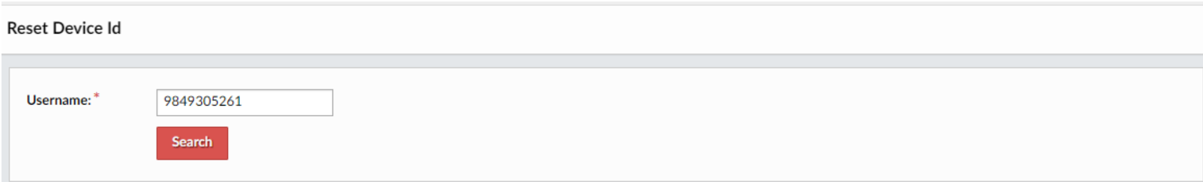
3. Click the Reject button.
4. A message will be displayed confirming successful rejection of the customer login unblock requests.

Reset Device ID

This menu allows admins to reset the device ID for customers when they need to use the service on a new or different device. The customer's mobile banking account will be only activated on a single device at any time for security purposes. To activate the existing customer's account on a different device, admins will need to Reset Device ID for them from this menu.

Follow these steps to Reset the Device ID for customers in the BankSmart System.

1. Click on the **Reset Device ID** tab under **Customer** menu in the main navigation panel.
2. Enter the mobile number of the customer whose device ID is to be reset in the provided search box for Username.
3. Click the Search button.



4. The device information of the selected customer is displayed on-screen.

5. Verify the details to be correct and click the Reset button.
6. A message will be displayed confirming that the Reset Device ID request for the customer was successfully sent for approval.

The device ID is still not reset for the customer unless the request is approved through the Approve Reset Device menu.

Approve Reset Device

This menu allows to approve Reset Device ID requests for customers. The device IDs for the customer will be reset in the system only after the request is approved through the Approve Reset Device menu.

To approve the Device ID Reset requests for customers, click on the **Approve Reset Device** submenu under **Customer** menu in the main navigation panel. The list of all customer with Device ID Reset requests pending approval are displayed in a table.

Approve Reset Device Id

S.N	☐	Username	Customer Name	Initiator	Initiated At
1	☐	9849305261	Sajani	admin	Aug 14, 2017
1	☐	9813371432	Sajani	admin	Aug 14, 2017
1	☐	9860359841	dipika	admin	Aug 14, 2017

Approve Reject

Admins can perform various actions as per requirements to Approve or Reject the Device ID Reset requests for customers in the system as follows:

To Approve Device ID Reset

1. Locate the Customers whose Device ID Reset requests are to be approved in the List.
2. Mark the corresponding check boxes for the Device ID Reset requests to approve.

S.N	☐	Username	Customer Name	Initiator	Initiated At
1	☑	9849305261	Sajani	admin	Aug 14, 2017
1	☑	9813371432	Sajani	admin	Aug 14, 2017
1	☐	9860359841	dipika	admin	Aug 14, 2017

3. Click the Approve button.
4. A message will be displayed confirming that the Device ID Reset requests were successfully approved.

To Reject Device ID Reset

1. Locate the Customers whose Device ID Reset requests are to be rejected in the List.
2. Mark the corresponding check boxes for the Device ID Reset requests to reject.

S.N	☐	Username	Customer Name	Initiator	Initiated At
1	☑	9849305261	Sajani	admin	Aug 14, 2017
1	☑	9813371432	Sajani	admin	Aug 14, 2017
1	☐	9860359841	dipika	admin	Aug 14, 2017

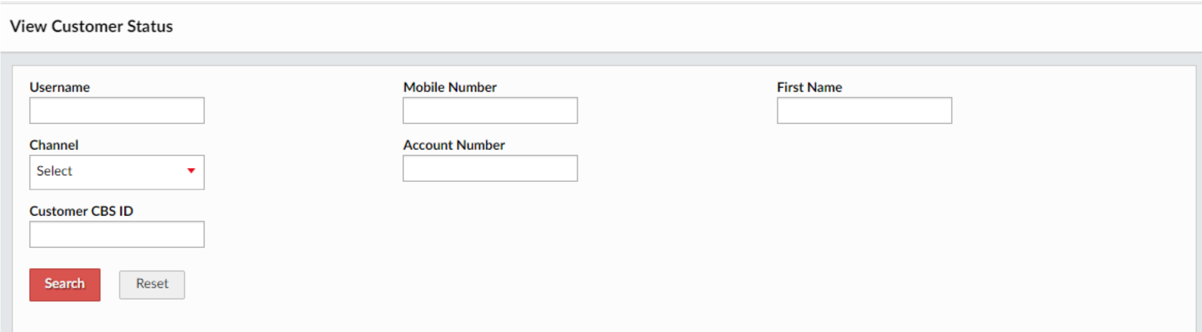
3. Click the Reject button.
4. A message will be displayed confirming that the Device ID Reset requests were successfully rejected.

View Customer Status

This menu allows admins to view all details of customer status in the BankSmart System.

Follow these steps to view the status of customers in the BankSmart System.

1. Click on the **View Customer Status** tab under **Customer** menu in the main navigation panel.
2. Search for the customer whose status is to be viewed by entering the search string in the appropriate box for Username, Mobile Number, First Name, Channel, Account Number or Customer CBS ID and clicking the Search button.

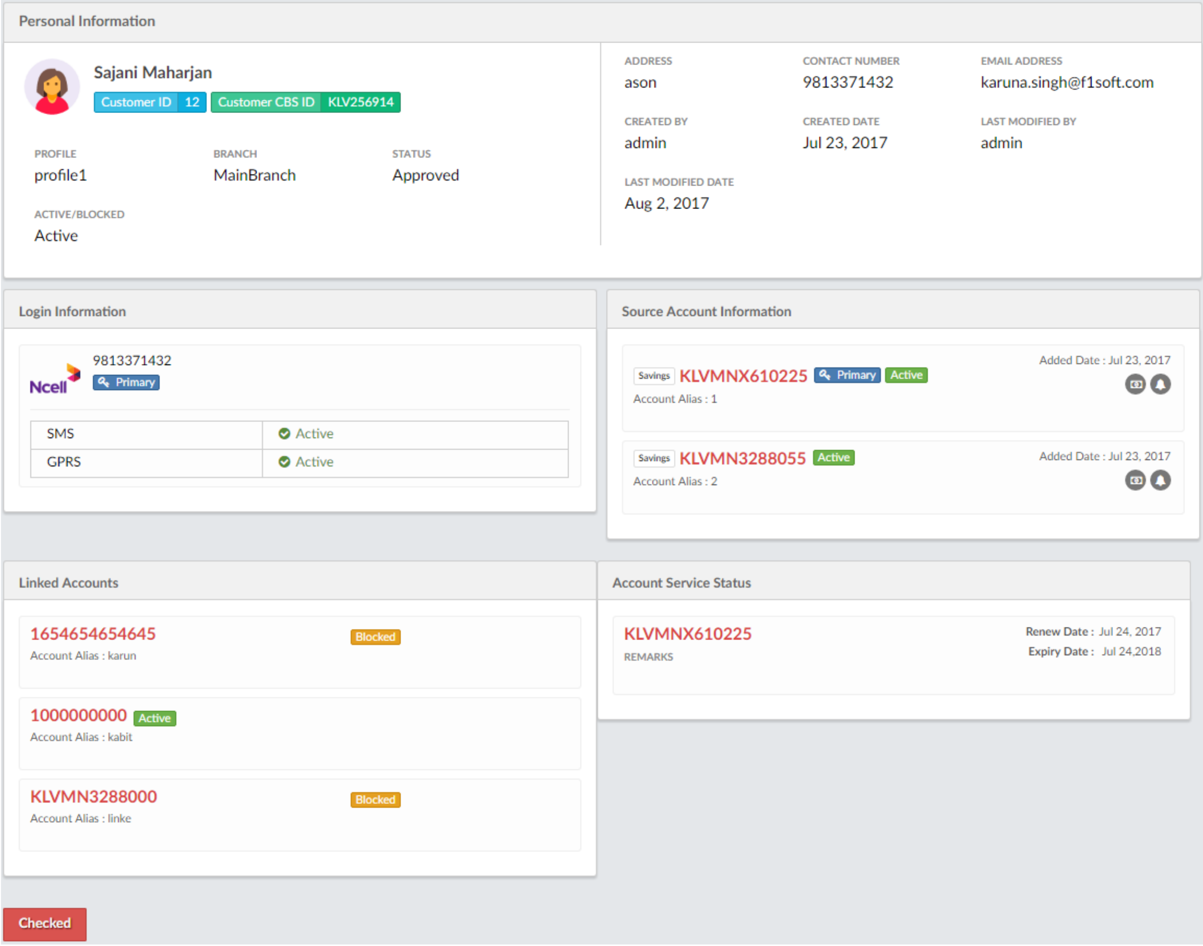


3. The list of all customers based on the search criteria entered is displayed in the Customer Details table showing the Username, Customer Name, Branch, Status, Created Date and Mobile Number.

Customer Details

S.N	Username	Customer Name	Branch	Status	Created Date	Mobile Number	Action
1	9808639594	Santosh Pun	MainBranch	Approved	Jul 19, 2017	9808639594	
2	9845303666	Anjan Dhungel	MainBranch	Approved	Jul 19, 2017	9845303666	
3	9813371432	Sajani Maharjan	MainBranch	Approved	Jul 23, 2017	9813371432	
4	9860359841	dipika khadka	MainBranch	Approved	Jul 25, 2017	9860359841	
5	9849980333	Sakshyam Ghimire	MainBranch	Approved	Jul 27, 2017	9849980333	
6	9803928566	Neelima Shahi	MainBranch	Approved	Jul 30, 2017	9803928566	
7	9841032102	Sajani Maharjan	hattisar	Approved	Jul 31, 2017	9841032102	
8	9841000000	Kailash Gyawali	MainBranch	Approved	Jul 31, 2017	9841000000	
9	9849560877	Samikshya Ghimire	MainBranch	Approved	Aug 2, 2017	9849560877	
10	9841234568	Sandhya Pokharel	MainBranch	Rejected	Aug 4, 2017	9841234568	

4. Locate the Customer whose status details is to be viewed in the Customer Details List.
5. Click the corresponding icon under Action column for the Customer.
6. All details for the chosen Customer is displayed on-screen with their Personal Information, Login Information, Source Account Information and Account Service Status.



7. Scroll down to find the Checked button and click it.

No modifications are made to customer details or status after it is viewed and it remains in the list that it previously resided.