BANK OF THE SUN

User Documentation

Group 1F

ISM/SI 354

26 October 2018

**Ctrl
Alt
Elite.**

CONTROLLING COMPLEXITY

Table of Contents

BANK OF THE SUN

Version

Version	Description	Date
1.0	Initial Draft	16/10/2018

Disclaimer

The information contained in this user guide is the property of Bank of The Sun and can therefore, not be disclosed without the consent of Bank of The Sun. Although, the Bank of the Sun has ensured that the information contained in this documentation is correct and a faithful representation at the time of release, we cannot be held responsible for any existing errors, changes and corrections made to future versions.

Released by

TheBankofTheSun
www.bankofsun.co.za

Thanks

Thank you for choosing The Bank of Sun.

Quick Start

The Bank of the Sun pride themselves in making sure our clients needs are always met. The Bank of the Sun online app looks different from previous versions , so we created this guide to help minimize the learning curve. What is important to note is that we tasked the designers and software developers to understand that our clients always comes first, therefore if you feel the need to contact us regarding any issues you have for this documentation please feel free to email us at sunbank@bank.co.za. We are delighted to have been partners with Control Alt Elite developers who also take on a similar motto and philosophy in that the creation of complexity should be controlled in a user friendly way.

Overview

The Bank of the Sun is an online application intended for easy use and a modern look. After a successful log in the users will be able to gain access to the banking application. Thereafter, they will be able access the banking portal which includes a business profile.

Requirements

Constraints

- The application will not be accessible in environments that do not have internet access.
- The IT developer must update the application in cases where new features are introduced or a new software is applied.
- Since technology is always evolving, the software of the app must be modified to be compatible at all times.
- The user will need to register first, in order to make use of the banking application.
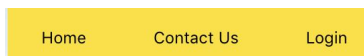
Functional Requirements

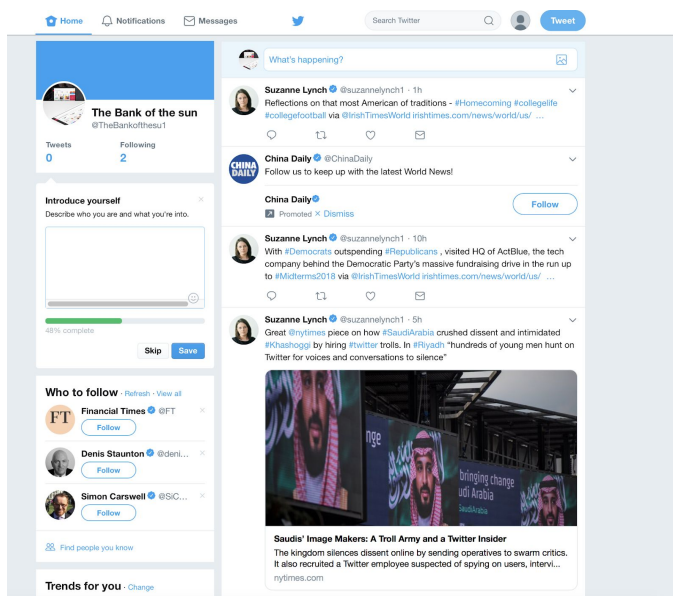| REQUIREMENT	DESCRIPTION
Stress	The online banking application will be used by a number of people including students, elders and adults.
Response-Time	The speed will depend on the area. The internet and WiFi connection will also influence the speed.
Usability	The online banking application should be able to work on mobile and Personal Computers.
Security	The online banking application will include try and catches and monitored by specialists.
Volume and Storage	The system will be able support on all updated browsers.
Configuration	The online banking application should be able to work
Compatibility	The application will work when internet is available.

General Information

- **Forget password:** Clients will be able to reactivate their password.
- **Navigation:** A search bar/filter will make finding important keywords easier.
- **Username:** The user will be allocated a username.
- **Password:** The user will be able to create/his her own password.
- **Technical problems:** Contact Us page and About page will be available for issues.

Pages and Functionality

Home	Contact Us	Login

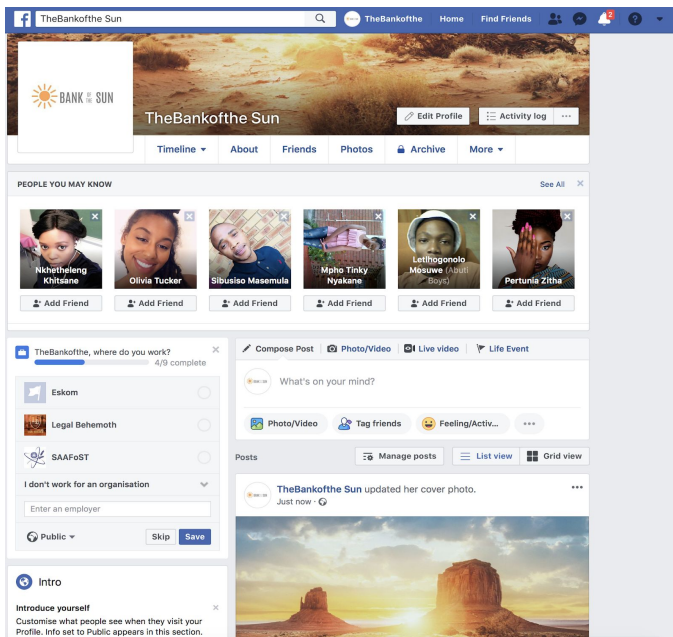| Home	About Us	Account Management	Prepaid & Utilities	Transactions	Beneficiaries	Contact Us	FAQs		Logout

This navigation link works well with the online banking setting in that the user is allowed to see the options they have when they are on any page. Below the login page the user can become familiar with the experiences of the bank through the use of social media. The social media links to The Bank of Sun are as follows:

Twitter Account: **https://twitter.com/BankoftheSun1**

Facebook Account: **https://www.facebook.com/thebankofthe.sun**

Home page

Personal Details
Hello, blacktiger144

Username	Title	First Name	Last Name	Date of Birth	ID	Email	Client ID
blacktiger144	mr	pat	cox	1980-05-13T23:...	HR 48 12 38 H	pat.cox@exampl...	eaf04d8c-3344...

Previous		Page	1	of 1	20 rows ⇕		Next

Steps: Logging in

1. Fill in the **username** in the username field and **password** in the password field.
2. Click on the "Login" button.

Here the user is able to insert his/her personal login and information. However, if the information provided in incorrect an alert says "Incorrect Credentials" prompting the user to re-enter the login details.

Log In

Please provide details below..
Just a disclaimer, only The Bank of the Sun clients are allowed access by the way.

Username:

Password:

Login   Register

localhost:3000 says

Incorrect Credentials

OK

Register

Steps: Registration process

1. Click on the "Register button"
2. A form to capture personal details will display.

Log In

Please provide details below..
Just a disclaimer, only The Bank of the Sun clients are allowed access by the way.

Username:

Password:

Login   Register

3. Fill in all required fields and click the "submit" button.
4. The next screen will display the Login page and you will now be able to log in with your username and password.

Log In

Please provide details below..
Just a disclaimer, only The Bank of the Sun clients are allowed access by the way.

Username:

Password:

Statements

Statements

Time	Type	Source	Destination	Amount	Reference
08 August 2014, 18:16:35	credit	75d0830a-1272-3bd6-9d9a-5e3795a30765	78d80288-1686-41c1-aecc-09797925f605	162161	353316
14 August 2018, 09:48:29	debit	75d0830a-1272-3bd6-9d9a-5e3795a30765	0860e4f2-bdfb-48b1-b000-08d9ea92bda7	-54270	transfer 930184
25 September 2018, 03:32:39	debit	75d0830a-1272-3bd6-9d9a-5e3795a30765	445b9dfb-6ec5-47a1-a1b1-d3e8305aa7cf	-80744	transfer 545549
25 September 2018, 04:54:21	credit	75d0830a-1272-3bd6-9d9a-5e3795a30765	dbd8bbe3-a208-4c26-a5cc-2bef75f575f3	186709	924164
09 October 2018, 00:01:28	credit	75d0830a-1272-3bd6-9d9a-5e3795a30765	e60c3a41-140a-4e3c-9011-7ff0d33c9124	58103	593151
09 October 2018, 04:29:18	debit	75d0830a-1272-3bd6-9d9a-5e3795a30765	1b02497b-2173-4937-9c20-99927ed38421	-88238	transfer 377829
09 October 2018, 08:22:39	debit	75d0830a-1272-3bd6-9d9a-5e3795a30765	de021011-b4c9-49e5-b225-67a9a310e98a	-80164	transfer 392765
09 October 2018, 10:41:40	credit	75d0830a-1272-3bd6-9d9a-5e3795a30765	266309be-f610-4921-8c9a-96a68f6647fa	384765	903213
09 October 2018, 10:46:40	credit	75d0830a-1272-3bd6-9d9a-5e3795a30765	f807d1a7-d8c1-4a57-b861-590cafcdc7be	23178	275731
19 October 2018, 14:27:11	statement	75d0830a-1272-3bd6-9d9a-5e3795a30765	15285987-6ed6-310e-9407-e20b02cdfb1c	1000	First-try
19 October 2018, 14:28:40	statement	75d0830a-1272-3bd6-9d9a-5e3795a30765	15285987-6ed6-310e-9407-e20b02cdfb1c	1000	First-try
19 October 2018, 14:39:45	transfer	75d0830a-1272-3bd6-9d9a-5e3795a30765	15285987-6ed6-310e-9407-e20b02cdfb1c	1000	First-try
19 October 2018, 14:44:55	transfer	75d0830a-1272-3bd6-9d9a-5e3795a30765	15285987-6ed6-310e-9407-e20b02cdfb1c	1000	First-try
19 October 2018, 14:44:57	transfer	75d0830a-1272-3bd6-9d9a-5e3795a30765	15285987-6ed6-310e-9407-e20b02cdfb1c	1000	First-try
19 October 2018, 14:44:57	transfer	75d0830a-1272-3bd6-9d9a-5e3795a30765	15285987-6ed6-310e-9407-e20b02cdfb1c	1000	First-try
19 October 2018, 14:49:47	transfer	75d0830a-1272-3bd6-9d9a-5e3795a30765	15285987-6ed6-310e-9407-e20b02cdfb1c	1000	First-try
19 October 2018, 14:55:31	transfer	75d0830a-1272-3bd6-9d9a-5e3795a30765	15285987-6ed6-310e-9407-e20b02cdfb1c	1000	First-try
19 October 2018, 14:55:31	transfer	75d0830a-1272-3bd6-9d9a-5e3795a30765	15285987-6ed6-310e-9407-e20b02cdfb1c	1000	First-try
19 October 2018, 15:23:32	transfer	75d0830a-1272-3bd6-9d9a-5e3795a30765	15285987-6ed6-310e-9407-e20b02cdfb1c	1000	First-try
19 October 2018, 15:29:47	transfer	75d0830a-1272-3bd6-9d9a-5e3795a30765	15285987-6ed6-310e-9407-e20b02cdfb1c	1000	First-try
19 October 2018, 15:30:06	transfer	75d0830a-1272-3bd6-9d9a-5e3795a30765	15285987-6ed6-310e-9407-e20b02cdfb1c	1000	First-try
19 October 2018, 15:32:00	transfer	75d0830a-1272-3bd6-9d9a-5e3795a30765	15285987-6ed6-310e-9407-e20b02cdfb1c	1000	First-try
19 October 2018, 15:32:31	transfer	75d0830a-1272-3bd6-9d9a-5e3795a30765	15285987-6ed6-310e-9407-e20b02cdfb1c	1000	First-try
19 October 2018, 15:33:20	transfer	75d0830a-1272-3bd6-9d9a-5e3795a30765	15285987-6ed6-310e-9407-e20b02cdfb1c	1000	First-try
19 October 2018, 15:34:05	transfer	75d0830a-1272-3bd6-9d9a-5e3795a30765	15285987-6ed6-310e-9407-e20b02cdfb1c	1000	First-try
19 October 2018, 15:37:25	transfer	75d0830a-1272-3bd6-9d9a-5e3795a30765	15285987-6ed6-310e-9407-e20b02cdfb1c	1000	First-try
19 October 2018, 15:38:03	transfer	75d0830a-1272-3bd6-9d9a-5e3795a30765	15285987-6ed6-310e-9407-e20b02cdfb1c	1000	First-try
19 October 2018, 15:43:46	transfer	75d0830a-1272-3bd6-9d9a-5e3795a30765	15285987-6ed6-310e-9407-e20b02cdfb1c	1000	First-try
19 October 2018, 15:44:31	transfer	75d0830a-1272-3bd6-9d9a-5e3795a30765	15285987-6ed6-310e-9407-e20b02cdfb1c	1000	First-try
19 October 2018, 15:45:52	transfer	75d0830a-1272-3bd6-9d9a-5e3795a30765	15285987-6ed6-310e-9407-e20b02cdfb1c	1000	First-try
19 October 2018, 15:50:06	transfer	75d0830a-1272-3bd6-9d9a-5e3795a30765	15285987-6ed6-310e-9407-e20b02cdfb1c	1000	First-try
19 October 2018, 15:50:22	transfer	75d0830a-1272-3bd6-9d9a-5e3795a30765	15285987-6ed6-310e-9407-e20b02cdfb1c	1000	First-try

The statements page shows information on specific transactions. The table above shows the date of the transactions. It shows the type of transactions occurred such as transfer, debit, statement or credit. Sources as well as destinations are also shown. To the right hand side of the statements section the Amounts and their references are displayed as seen above.

BANK OF THE SUN

Beneficiaries Page

Choose your default payment account

Cheque Account

Beneficiary Name

Name of Beneficiary

Beneficiary Bank

The Bank of the Sun

Proof of Payment

○ Email

○ SMS

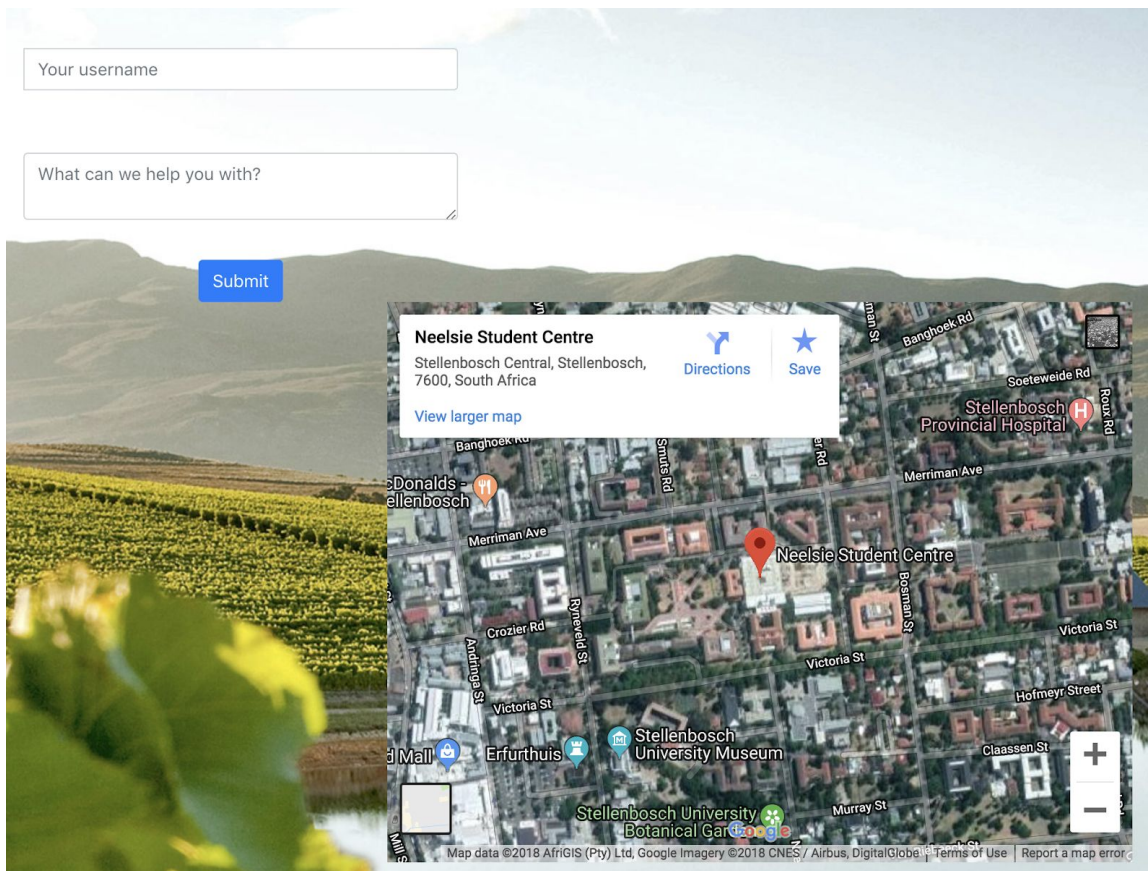Beneficiary Account Number

000-00000-000

Account Type

Cheque Account

Submit

Cancel

This page was created for simple use of adding payment amounts, beneficiary names, bank type, proof of payments and account types. The beneficiary account number was placed at the left lower position for a user friendly experience. After all the information is submitted, the "submit button" or "Cancel" can be selected to either continue with the payment or abort the mission.

BANK OF THE SUN

Contact us Page

The contact page was inserted with the map. These two features show that the bank cares for their clients and that their safety and care is at the forefront of the bank's philosophy. The user can zoom into the map to find us. The client can also "ask for help' and submit the question to be answered promptly.
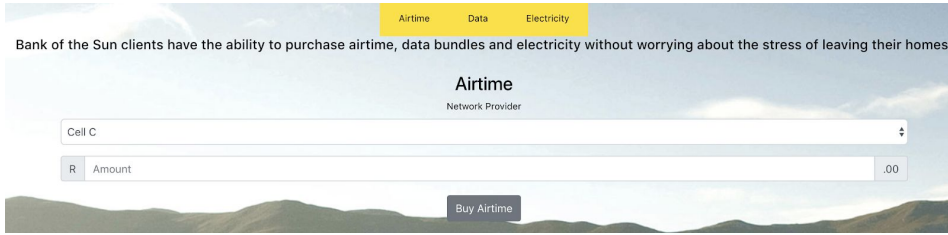
BANK OF THE SUN

Frequently Asked Questions(FAQs)

FREQUENTLY ASKED QUESTIONS

What are the benefits of the Internet Banking service?

•It is a simple, convenient and timely way to access and transact on your account.
•The elimination of the manual process of requesting the transfer of funds.

Is Internet Banking available 24 hours a day?

No, it will only be available from 7am until 4pm, Monday to Friday.

What if I forget my PIN?

Your PIN does not expire but you can change it on any digital banking device whenever you wish. We recommend that you change your PIN regularly.

What type of beneficiaries can be added online?

You may add any beneficiary to your profile once you have additionally authenticated yourself via an SMS reference number.
The following beneficiaries may be added to your profile:
• Beneficiaries with other South African bank accounts
• Bank of the Sun accounts
• Approved Beneficiaries*
• Credit Card/Debit Card accounts
•*An "approved beneficiary" is a company or institution with which The Bank of the Sun has a special payment agreement for your convenience (e.g. Telkom). When paying an `approved beneficiary', you don't need the beneficiary's banking details.

Can I link new beneficiaries over the telephone whilst speaking to the consultant?

Yes. You may instruct the consultant to add any beneficiary to your profile, however you will be required to provide the consultant with the SMS reference number in order to authorise the consultant to proceed with the transaction

This page was coalesced with questions clients and users for online banking applications. Here the viewer can save their time by stepping into this page without any physical conversations with consultants and the Contact Us page.
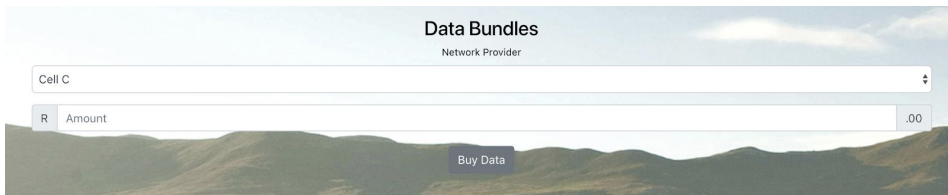
BANK OF THE SUN

Prepaid & Utilities

The purchasing of airtime allows the user to select their preferences regarding their networks. Thereafter, they can select an amount in Rands and submit this data through the "Buy Airtime" button.

The purchasing of electricity allows the user to select their preferences regarding their meters . Thereafter, they can select an amount in Rands and submit this data through the "Buy Electricity" button.

The Data Bundles section is a must in every online application. The user again can enter their amount and buy their data just like the previous options and submissions.
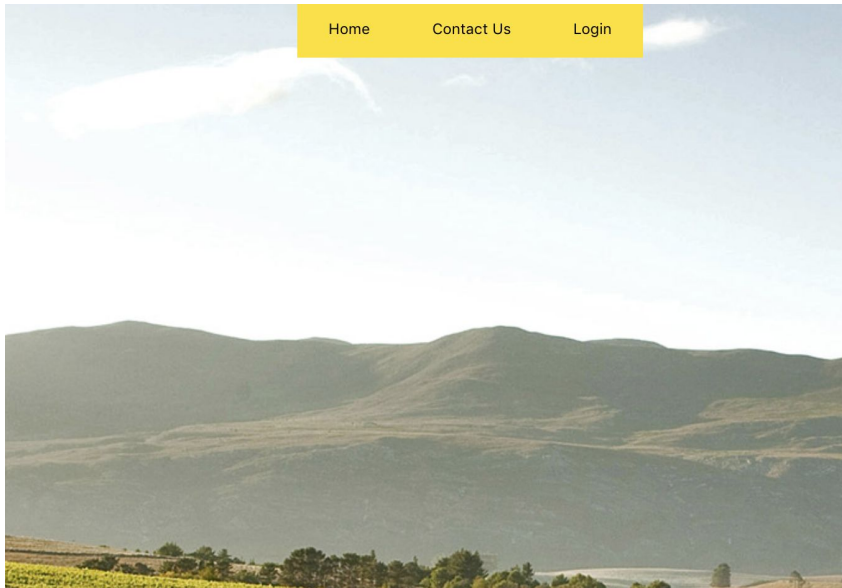
When exiting the application. The user will return to the view of Stellenbosch's mountain area where they can decide to either enter the application or move on to do a different task elsewhere.

Thank you submission

Submission received button confirms client's choices

Thank You!

Your submission has been received.

BANK OF THE SUN

Sign out page

Thank you for banking with us....

Page displayed after signing out.