

Fifth Third DIRECTSM

Overview Administration Investment Advisors Reports & Statements Account Management Integrated Search Payments & Transfers Centralized Exceptions

Administration

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Customers

Manage Customer Info

Manage Hierarchy

Manage Registers

Manage Roles

Manage Services

Manage Users

Search Users

User Profile

Servicing

User Management

Company Name

Add a User

To add a user, enter the criteria in the required field and click Add New User Button

* = required field

* Name:

User Search

To find a User please enter one of the search parameters.

Name User ID

Fifth Third Suspended

Customer Suspended

Password Suspended

Filter by Administrator:

All Admin

User ID	Name	Status	Last Updated	Date Created	Roles Assigned	Business Unit
Q12345	Tommy Marshall <input checked="" type="checkbox"/> verify	Approved	12/22/2015	12/22/2015	<input type="button" value="Edit"/>	Company Name
Q23456	Tarun Patel <input checked="" type="checkbox"/> verify	Approved	12/22/2015	12/22/2015	<input type="button" value="Edit"/>	Company Name
Q34567	Tammy Storch <input checked="" type="checkbox"/> verify	Approved	12/22/2015	12/22/2015	<input type="button" value="Edit"/>	Company Name

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User Management

Company Name

Add a User

To add a user, enter
User Button

* = required field

Verify Tommy Marshall's Identity

Choose a method of verification

Last Login: 04/30/2016

Verify via security token code

Text message to phone number ending in 5235

Text message to phone number ending in 8222

The user agrees to receive a one-time passcode (OTP) delivered to their phone via text message and understands that standard messaging and data rates may apply.

Verify via profile information

Verified and Transferred From Another Agent Internally

Verification Failed

Cancel

Continue

Roles Assigned	Business Unit
<input type="button" value=""/>	Company Name
<input type="button" value=""/>	Company Name
<input type="button" value=""/>	Company Name

User ID
Q12345
Q23456
Q34567

Tammy Storch verify

Approved

12/22/2015

12/22/2015

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User Search

To find a User please enter one of the search parameters.

 Name User ID Fifth Third Suspended Customer Suspended Password Suspended

	Customer ID	User ID	Name	Status	Last Updated	Date Created	Device Status	Roles Assigned	Business Unit
	Q12345	Q12345	Tommy Marshall  verify	Pending Approval	12/22/2015	12/22/2015	Not Required	Not Assigned	Company Name
	Q23456	Q23456	Tommy Filliater  verify	Approved	12/22/2015	12/22/2015	Enabled (Required)	Not Assigned	Company Name
	Q34567	Q34567	Tom Ebert  verify	Approved	12/22/2015	12/22/2015	Not Required	Not Assigned	Company Name

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Manage Users

Search Users

User Profile

Servicing

User Search

To find a User please enter one of the search parameters.

Tom

Name User

Fifth Third

Customer

Q12345

Customer

Q23456

Customer

Verify Tommy Marshall's Identity

Choose a method of verification

Last Login: 04/30/2016

Verify via security token code

Text message to phone number ending in 5235

Text message to phone number ending in 8222

The user agrees to receive a one-time passcode (OTP) delivered to their phone via text message and understands that standard messaging and data rates may apply.

Verify via profile information

Verified and Transferred From Another Agent Internally

Verification Failed

Cancel

Continue

ice Status	Roles Assigned	Business Unit
Required	Not Assigned	Company Name
bled (Required)	Not Assigned	Company Name
Required	Not Assigned	Company Name

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Servicing

Tommy Marshall User

Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000
 and last updated at 01:36 PM on 12/22/15 by Q@6JG000

User Information

Edit

User ID: Q4RLX002
 Name: Tommy Marshall
 Primary Email Address: tommy_marshall@53.com
 Secondary Email Address:
 Other Email Address:
 Job Description: Specialist
 Business Unit: Specialist People
 Creation Date: 12/22/2015 01:38 PM EST
 Last Modified: 12/22/2015 01:38 PM EST
 Last Login: 12/22/2015 01:38 PM EST

Entitlements Information

Tommy Marshall's Unique Role

[Save As Shared Role](#)

User Roles

Client Administration

View User Entitlement Report

Assign Role: [Choose One](#)

[Assign](#)

User Actions

Status: Approved

[Reset Password](#)

Delete User:

[Delete](#)

Suspension Status:

Not Suspended

[Master Suspend](#)

Customer Suspended

Fifth Third Suspended

Password Suspended

Security Device Management

Device Status: Required

[Opt Out](#)

Device Order Status: Ordered

Device Activated: Hard

Device Re-order upon next Login:

[Force Device Re-order](#)

Device Lockout Status: Not Locked

[Unlock](#)

Temporary Access Code Expiration:

Reason for creating new TAC:

[Choose One](#)

[Create TAC](#)

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Servicing

Tommy Marshall User

Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000
and last updated at 01:36 PM on 12/22/15 by Q@6JG000

User Information

Verify Tommy Marshall's Identity

Choose a method of verification

Last Login: 04/30/2016

Verify via security token code

Text message to phone number ending in 5235

Text message to phone number ending in 8222

The user agrees to receive a one-time passcode (OTP) delivered to their phone via text message and understands that standard messaging and data rates may apply.

Verify via profile information

Verified and Transferred From Another Agent Internally

Verification Failed

Cancel

Continue

User Actions

Status: Approved

[Reset Password](#)

Delete User:

[Delete](#)

Suspension Status:

Not Suspended

[Master Suspend](#)

Customer Suspended

Fifth Third Suspended

Password Suspended

Security Device Management

Device Status: Required verify

[Opt Out](#)

Device Order Status: Ordered

Device Activated: Hard

Device Re-order upon next Login:

[Force Device Re-order](#)

Device Lockout Status: Not Locked

[Unlock](#)

Temporary Access Code Expiration:

Reason for creating new TAC:

[Choose One](#)

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Servicing

Tommy Marshall User

Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000
and last updated at 01:36 PM on 12/22/15 by Q@6JG000

User Information

Verify Tommy Marshall's Identity

Enter Verification Code

Enter the next security code generated by the token device.

[Cancel](#)[Submit](#)

If the user is unable to be verified using the currently selected method, please [try another delivery method to receive a new code](#).

Job Description: Specialist
Business Unit: Specialist People
Creation Date: 12/22/2015 01:38 PM EST
Last Modified: 12/22/2015 01:38 PM EST
Last Login: 04/30/2016 01:38 PM EST

Information

Unique Role

[Save As Shared Role](#)[Un-Assign](#)

Management Report

Choose One

[Assign](#)

User Actions

Status: Approved

[Reset Password](#)

Delete User:

[Delete](#)

Suspension Status:

Not Suspended

[Master Suspend](#)

Customer Suspended

Fifth Third Suspended

Password Suspended

Security Device Management

Device Status: Required verify

[Opt Out](#)

Device Order Status: Ordered

Device Activated: Hard

Device Re-order upon
next Login:

[Force Device Re-order](#)

Device Lockout
Status: Not Locked

[Unlock](#)

Temporary Access
Code Expiration:

Reason for creating
new TAC:

Choose One

[Create TAC](#)

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Tommy Marshall User

Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000
and last updated at 01:36 PM on 12/22/15 by Q@6JG000

User Information

Verify Tommy Marshall's Identity

Enter Verification Code

Enter the next security code generated by the token device.

•••••

Cancel

Submit

Save As Shared Role

Un-Assign

Pri

Secor

Co

Job Description: Specialist

Business Unit: Specialist People

Creation Date: 12/22/2015 01:38 PM EST

Last Modified: 12/22/2015 01:38 PM EST

Last Login: 04/30/2016 01:38 PM EST

User Actions

Status: Approved

Reset Password

Delete User:

Delete

Suspension Status:

Not Suspended

Master Suspend

Customer Suspended

Fifth Third Suspended

Password Suspended

Security Device Management

Device Status: Required verify

Opt Out

Device Order Status: Ordered

Device Activated: Hard

Device Re-order upon
next Login:

Device Lockout
Status: Not Locked

Unlock

Temporary Access
Code Expiration:

Reason for creating
new TAC:

Choose One

Create TAC

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Servicing

Tommy Marshall User

Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000
and last updated at 01:36 PM on 12/22/15 by Q@6JG000

User Information

Verify Tommy Marshall's Identity

Enter Verification Code

Enter the next security code generated by the token device.

•••••

The code entered is incorrect or has expired. Please enter the correct code or obtain a new code from security device.
After three unsuccessful attempts, the token will be locked.

If the user is unable to be verified using the currently selected method, please [try another delivery method to receive a new code](#).

[Cancel](#)

[Submit](#)

Job D

Business Unit: Specialist People
Creation Date: 12/22/2015 01:38 PM EST
Last Modified: 12/22/2015 01:38 PM EST
Last Login: 04/30/2016 01:38 PM EST

User Information

Unique Role

[Save As Shared Role](#)

Un-Assign

Management Report

Choose One

[Assign](#)

User Actions

Status: Approved

[Reset Password](#)

Delete User:

[Delete](#)

Suspension Status:

Not Suspended

[Master Suspend](#)

Customer Suspended

Fifth Third Suspended

Password Suspended

Security Device Management

Device Status: Required verify

[Opt Out](#)

Device Order Status: Ordered

Device Activated: Hard

Device Re-order upon
next Login:

[Force Device Re-order](#)

Device Lockout
Status: Not Locked

[Unlock](#)

Temporary Access
Code Expiration:

Reason for creating
new TAC:

[Choose One](#)

[Create TAC](#)

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Servicing

Tommy Marshall, User ID Q12345, has been verified successfully.

Tommy Marshall User

Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000 and last updated at 01:36 PM on 12/22/15 by Q@6JG000

User Information

Edit

User ID: Q4RLX002
 Name: Tommy Marshall
 Primary Email Address: tommy_marshall@53.com
 Secondary Email Address:
 Other Email Address:
 Job Description: Specialist
 Business Unit: Specialist People
 Creation Date: 12/22/2015 01:38 PM EST
 Last Modified: 12/22/2015 01:38 PM EST
 Last Login: 04/30/2016 01:38 PM EST

Entitlements Information

Tommy Marshall's Unique Role

[Save As Shared Role](#)

User Roles

Client Administration

Un-Assign

[View User Entitlement Report](#)

Assign Role: [Choose One](#)

[Assign](#)

User Actions

Status: Approved
[Reset Password](#)
 Delete User: [Delete](#)
 Suspension Status: Not Suspended
[Master Suspend](#)
 Customer Suspended
 Fifth Third Suspended
 Password Suspended

Security Device Management

Device Status: Required
[Opt Out](#)
 Device Order Status: Ordered
 Device Activated: Hard
 Device Re-order upon next Login: [Force Device Re-order](#)
 Device Lockout Status: Not Locked
[Unlock](#)

Temporary Access Code Expiration:

Reason for creating new TAC: [Choose One](#)
[Create TAC](#)

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Servicing

Tommy Marshall User

Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000
and last updated at 01:36 PM on 12/22/15 by Q@6JG000

User Information

Verify Tommy Marshall's Identity

Choose a method of verification

Last Login: 04/30/2016

Verify via security token code

Text message to phone number ending in 5235

Text message to phone number ending in 8222

The user agrees to receive a one-time passcode (OTP) delivered to their phone via text message and understands that standard messaging and data rates may apply.

Verify via profile information

Verified and Transferred From Another Agent Internally

Verification Failed

Cancel

Continue

User Actions

Status: Approved

[Reset Password](#)

Delete User:

[Delete](#)

Suspension Status:

Not Suspended

[Master Suspend](#)

Customer Suspended

Fifth Third Suspended

Password Suspended

Security Device Management

Device Status: Required verify

[Opt Out](#)

Device Order Status: Ordered

Device Activated: Hard

Device Re-order upon next Login:

[Force Device Re-order](#)

Device Lockout Status: Not Locked

[Unlock](#)

Temporary Access Code Expiration:

Reason for creating new TAC:

[Choose One](#)

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Servicing

Tommy Marshall User

Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000 and last updated at 01:36 PM on 12/22/15 by Q@6JG000

User Information

Verify Tommy Marshall's Identity

Enter Verification Code

We sent a one-time passcode (OTP) to the phone number ending in **5235**. Enter the code below to continue.

[Send a New Code](#)

Enter Code

If the user is unable to be verified using the currently selected method, please [try another delivery method to receive a new code](#).

Cancel

Submit

Job ID

Business Unit: Specialist People
Creation Date: 12/22/2015 01:38 PM EST
Last Modified: 12/22/2015 01:38 PM EST
Last Login: 04/30/2016 01:38 PM EST

User Actions

Status: Approved

[Reset Password](#)

Delete User:

[Delete](#)

Suspension Status:

Not Suspended

[Master Suspend](#)

Customer Suspended

Fifth Third Suspended

Password Suspended

Security Device Management

Device Status: Required verify

[Opt Out](#)

Device Order Status: Ordered

Device Activated: Hard

Device Re-order upon next Login:

[Force Device Re-order](#)

Device Lockout Status: Not Locked

[Unlock](#)

Temporary Access Code Expiration:

Reason for creating new TAC:

[Choose One](#)

[Create TAC](#)

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Tommy Marshall User

Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000 and last updated at 01:36 PM on 12/22/15 by Q@6JG000

User Information

Verify Tommy Marshall's Identity

Enter Verification Code

We sent a one-time passcode (OTP) to the phone number ending in **5235**. Enter the code below to continue.

[Send a New Code](#)

•••••

If the user is unable to be verified using the currently selected method, please [try another delivery method to receive a new code](#).

[Cancel](#)

[Submit](#)

Job ID

Business Unit: Specialist People
Creation Date: 12/22/2015 01:38 PM EST
Last Modified: 12/22/2015 01:38 PM EST
Last Login: 04/30/2016 01:38 PM EST

User Actions

Status: Approved

[Reset Password](#)

Delete User:

[Delete](#)

Suspension Status:

Not Suspended

[Master Suspend](#)

Customer Suspended

Fifth Third Suspended

Password Suspended

Security Device Management

Device Status: Required verify

[Opt Out](#)

Device Order Status: Ordered

Device Activated: Hard

Device Re-order upon next Login:

[Force Device Re-order](#)

Device Lockout Status: Not Locked

[Unlock](#)

Temporary Access Code Expiration:

Reason for creating new TAC:

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Tommy Marshall User

Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000 and last updated at 01:36 PM on 12/22/15 by Q@6JG000

User Information

Verify Tommy Marshall's Identity

Enter Verification Code

We sent a one-time passcode (OTP) to the phone number ending in **5235**. Enter the code below to continue.

[Send a New Code](#)

•••••

The code entered is incorrect or has expired. Please enter the correct code or request a new code to be sent using the same or a new method. After three unsuccessful attempts, the User ID will be locked.

If the user is unable to be verified using the currently selected method, please [try another delivery method to receive a new code](#).

[Cancel](#)

[Submit](#)

Creation Date: 12/22/2015 01:36 PM EST

Last Modified: 12/22/2015 01:38 PM EST

Last Login: 04/30/2016 01:38 PM EST

User Information

Unique Role

[Save As Shared Role](#)

Un-Assign

Management Report

Choose One

[Assign](#)

User Actions

Status: Approved

[Reset Password](#)

Delete User:

[Delete](#)

Suspension Status:

Not Suspended

[Master Suspend](#)

Customer Suspended

Fifth Third Suspended

Password Suspended

Security Device Management

Device Status: Required verify

[Opt Out](#)

Device Order Status: Ordered

Device Activated: Hard

Device Re-order upon next Login:

[Force Device Re-order](#)

Device Lockout Status: Not Locked

[Unlock](#)

Temporary Access Code Expiration:

Reason for creating new TAC:

Choose One

[Create TAC](#)

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Servicing

Tommy Marshall User

Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000 and last updated at 01:36 PM on 12/22/15 by Q@6JG000

User Information

Verify Tommy Marshall's Identity

Enter Verification Code

We sent a one-time passcode (OTP) to the phone number ending in **5235**. Enter the code below to continue.

Code Sent!

Enter Code

If the user is unable to be verified using the currently selected method, please [try another delivery method to receive a new code](#).

[Cancel](#)

[Submit](#)

Job ID

Business Unit: Specialist People
Creation Date: 12/22/2015 01:38 PM EST
Last Modified: 12/22/2015 01:38 PM EST
Last Login: 04/30/2016 01:38 PM EST

User Actions

Status: Approved

[Reset Password](#)

Delete User:

[Delete](#)

Suspension Status:

Not Suspended

[Master Suspend](#)

Customer Suspended

Fifth Third Suspended

Password Suspended

Security Device Management

Device Status: Required [verify](#)

[Opt Out](#)

Device Order Status: Ordered

Device Activated: Hard

Device Re-order upon next Login:

[Force Device Re-order](#)

Device Lockout Status: Not Locked

[Unlock](#)

Temporary Access Code Expiration:

Reason for creating new TAC:

[Choose One](#)

[Create TAC](#)

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Servicing

Tommy Marshall, User ID Q12345, has been verified successfully.

Tommy Marshall User

Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000 and last updated at 01:36 PM on 12/22/15 by Q@6JG000

User Information

Edit

User ID: Q4RLX002

Name: Tommy Marshall

Primary Email Address: tommy_marshall@53.com

Secondary Email Address:

Other Email Address:

Job Description: Specialist

Business Unit: Specialist People

Creation Date: 12/22/2015 01:38 PM EST

Last Modified: 12/22/2015 01:38 PM EST

Last Login: 04/30/2016 01:38 PM EST

Entitlements Information

Tommy Marshall's Unique Role

Save As Shared Role

User Roles

Client Administration

Un-Assign

View User Entitlement Report

Assign Role: Choose One

Assign

User Actions

Status: Approved

Reset Password

Delete User:

Delete

Suspension Status:

Not Suspended

Master Suspend

Customer Suspended

Fifth Third Suspended

Password Suspended

Security Device Management

Device Status: Required

Opt Out

Device Order Status: Ordered

Device Activated: Hard

Device Re-order upon next Login:

Force Device Re-order

Device Lockout Status: Not Locked

Unlock

Temporary Access Code Expiration:

Reason for creating new TAC:

Choose One

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Tommy Marshall User

Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000
and last updated at 01:36 PM on 12/22/15 by Q@6JG000

User Information

Verify Tommy Marshall's Identity

Choose a method of verification

Last Login: 04/30/2016

Verify via security token code

Text message to phone number ending in 5235

Text message to phone number ending in 8222

The user agrees to receive a one-time passcode (OTP) delivered to their phone via text message and understands that standard messaging and data rates may apply.

Verify via profile information

Verified and Transferred From Another Agent Internally

Verification Failed

Cancel

Continue

User Actions

Status: Approved

[Reset Password](#)

Delete User:

[Delete](#)

Suspension Status:

Not Suspended

[Master Suspend](#)

Customer Suspended

Fifth Third Suspended

Password Suspended

Security Device Management

Device Status: Required verify

[Opt Out](#)

Device Order Status: Ordered

Device Activated: Hard

Device Re-order upon next Login:

[Force Device Re-order](#)

Device Lockout Status: Not Locked

[Unlock](#)

Temporary Access Code Expiration:

Reason for creating new TAC:

[Choose One](#)

[Create TAC](#)

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Servicing

Tommy Marshall User

Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000
and last updated at 01:36 PM on 12/22/15 by Q@6JG000

User Information

Verify Tommy Marshall's Identity

Verify via profile information:

Public Information

To continue verification, please verify **one** of the following pieces of public information.

Select Verification Option ▾

Non-public Information

To continue verification, please verify **two** of the following pieces of non-public information.

Select Verification Option ▾

Select Verification Option ▾

[Cancel](#)

[Continue](#)

Last Login: 04/30/2016 01:38 PM EST

User Actions

Status: Approved

[Reset Password](#)

Delete User:

[Delete](#)

Suspension Status:

Not Suspended

[Master Suspend](#)

Customer Suspended

Fifth Third Suspended

Password Suspended

Security Device Management

Device Status: Required [verify](#)

[Opt Out](#)

Device Order Status: Ordered

Device Activated: Hard

Device Re-order upon next Login:

[Force Device Re-order](#)

Device Lockout Status: Not Locked

[Unlock](#)

Temporary Access Code Expiration:

Reason for creating new TAC:

[Choose One](#)

[Create TAC](#)

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Servicing

Tommy Marshall User

Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000
and last updated at 01:36 PM on 12/22/15 by Q@6JG000

User Information

Verify Tommy Marshall's Identity

Verify via profile information:

Public Information

To continue verification, please verify **one** of the following pieces of public information.

Select Verification Option ▾

Select Verification Option

Company Name

Company QID

Tax ID

Select Verification Option ▾

Select Verification Option

User ID

Account # Tied to User ID

Administrator Name

Cancel

Continue

Last Login: 04/30/2016 01:38 PM EST

User Actions

Status: Approved

[Reset Password](#)

Delete User:

[Delete](#)

Suspension Status:

Not Suspended

[Master Suspend](#)

Customer Suspended

Fifth Third Suspended

Password Suspended

Security Device Management

Device Status: Required [verify](#)

[Opt Out](#)

Device Order Status: Ordered

Device Activated: Hard

Device Re-order upon next Login:

[Force Device Re-order](#)

Device Lockout Status: Not Locked

[Unlock](#)

Temporary Access Code Expiration:

Reason for creating new TAC:

[Choose One](#)

[Create TAC](#)

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Tommy Marshall User

Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000
and last updated at 01:36 PM on 12/22/15 by Q@6JG000

User Information

Verify Tommy Marshall's Identity

Verify via profile information:

Public Information

To continue verification, please verify **one** of the following pieces of public information.

Company Name

ACME Inc

Non-public Information

To continue verification, please verify **two** of the following pieces of non-public information.

User ID

Q12346

Administrator Name

Tommy Marshall

The information provided does not match the information in our records.
Please check answers again. Be sure to double check spelling. After two unsuccessful attempts, please begin the "Unable to Verify" process.

Cancel

Continue

User Actions

Status: Approved

Reset Password

Delete User:

Delete

Suspension Status:

Not Suspended

Master Suspend

Customer Suspended

Fifth Third Suspended

Password Suspended

Security Device Management

Device Status: Required verify

Opt Out

Device Order Status: Ordered

Device Activated: Hard

Device Re-order upon
next Login:

Force Device Re-order

Device Lockout
Status: Not Locked

Unlock

Temporary Access
Code Expiration:

Reason for creating
new TAC:

Choose One

Create TAC

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Servicing

Tommy Marshall, User ID Q12345, has been verified successfully.

Tommy Marshall User

Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000 and last updated at 01:36 PM on 12/22/15 by Q@6JG000

User Information

Edit

User ID: Q4RLX002

Name: Tommy Marshall

Primary Email Address: tommy_marshall@53.com

Secondary Email Address:

Other Email Address:

Job Description: Specialist

Business Unit: Specialist People

Creation Date: 12/22/2015 01:38 PM EST

Last Modified: 12/22/2015 01:38 PM EST

Last Login: 04/30/2016 01:38 PM EST

Entitlements Information

Tommy Marshall's Unique Role

Save As Shared Role

User Roles

Client Administration

Un-Assign

View User Entitlement Report

Assign Role: Choose One

Assign

User Actions

Status: Approved

Reset Password

Delete User:

Delete

Suspension Status:

Not Suspended

Master Suspend

Customer Suspended

Fifth Third Suspended

Password Suspended

Security Device Management

Device Status: Required

Opt Out

Device Order Status: Ordered

Device Activated: Hard

Device Re-order upon next Login:

Force Device Re-order

Device Lockout Status: Not Locked

Unlock

Temporary Access Code Expiration:

Reason for creating new TAC:

Choose One

Create TAC

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Servicing

Tommy Marshall User

Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000
and last updated at 01:36 PM on 12/22/15 by Q@6JG000

User Information

Verify Tommy Marshall's Identity

Choose a method of verification

Last Login: 04/30/2016

Verify via security token code

Text message to phone number ending in 5235

Text message to phone number ending in 8222

The user agrees to receive a one-time passcode (OTP) delivered to their phone via text message and understands that standard messaging and data rates may apply.

Verify via profile information

Verified and Transferred From Another Agent Internally

Verification Failed

Cancel

Continue

User Actions

Status: Approved

[Reset Password](#)

Delete User:

[Delete](#)

Suspension Status:

Not Suspended

[Master Suspend](#)

Customer Suspended

Fifth Third Suspended

Password Suspended

Security Device Management

Device Status: Required verify

[Opt Out](#)

Device Order Status: Ordered

Device Activated: Hard

Device Re-order upon next Login:

[Force Device Re-order](#)

Device Lockout Status: Not Locked

[Unlock](#)

Temporary Access Code Expiration:

Reason for creating new TAC:

[Choose One](#)

[Create TAC](#)

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Change Your Challenge Questions

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Notification Preferences

Servicing

Tommy Marshall, User ID Q12345, was verified by another agent and transferred internally. Activity Log has been successfully created.

Tommy Marshall User

Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000 and last updated at 01:36 PM on 12/22/15 by Q@6JG000

User Information[Edit](#)

User ID: Q4RLX002

Name: Tommy Marshall

Primary Email Address: tommy_marshall@53.com

Secondary Email Address:

Other Email Address:

Job Description: Specialist

Business Unit: Specialist People

Creation Date: 12/22/2015 01:38 PM EST

Last Modified: 12/22/2015 01:38 PM EST

Last Login: 04/30/2016 01:38 PM EST

Entitlements Information[Tommy Marshall's Unique Role](#)[Save As Shared Role](#)**User Roles**

Client Administration

[Un-Assign](#)[View User Entitlement Report](#)Assign Role: [Choose One](#)[Assign](#)**User Actions**

Status: Approved

[Reset Password](#)

Delete User:

[Delete](#)

Suspension Status:

Not Suspended

[Master Suspend](#) [Customer Suspended](#) [Fifth Third Suspended](#) [Password Suspended](#)**Security Device Management**

Device Status: Required

[Opt Out](#)

Device Order Status: Ordered

Device Activated: Hard

Device Re-order upon next Login:

[Force Device Re-order](#)

Device Lockout Status: Not Locked

[Unlock](#)

Temporary Access Code Expiration:

Reason for creating new TAC:

[Choose One](#)[Create TAC](#)

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Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000
and last updated at 01:36 PM on 12/22/15 by Q@6JG000

Search

Service: Service: Type: Type: Event:

Event Date:

MM/DD/YYYY



to

MM/DD/YYYY



Event Date ▾	Service	Type	Event	User ID	User Name
05/02/2016 01:54 PM	Bank Admin Service	Successful User Verification	Token Verification	Q@32424	Tommy Marshall
05/02/2016 01:54 PM	Bank Admin Service	Successful User Verification	OTP Verification	Q@32424	Tommy Marshall
05/02/2016 01:54 PM	Bank Admin Service	Successful User Verification	Internal Caller	Q@32424	Tommy Marshall
05/02/2016 01:54 PM	Bank Admin Service	Successful User Verification	User Verification Through Profile Information	Q@32424	Tommy Marshall
05/02/2016 01:54 PM	Company Admin Service	External Entitlement	Unassign Role	Q@32424	Tommy Marshall
05/02/2016 01:54 PM	Company Admin Service	External Entitlement	Unassign Role	Q@32424	Tommy Marshall
05/02/2016 01:54 PM	Company Admin Service	External Entitlement	Unassign Role	Q@32424	Tommy Marshall

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Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000
and last updated at 01:36 PM on 12/22/15 by Q@6JG000

Event Date ▾	Service	Type	Event	User ID	User Name
05/02/2016 01:54 PM	Bank Admin Service	Successful User Verification	Token Verification	Q@32424	Tommy Marshall

Details

Q@32424 was verified via security token by Smirth, Victor, Q12345.

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Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000
and last updated at 01:36 PM on 12/22/15 by Q@6JG000

Event Date ▾	Service	Type	Event	User ID	User Name
05/02/2016 01:54 PM	Bank Admin Service	Successful User Verification	OTP Verification	Q@32424	Tommy Marshall

Details

Q@32424 was verified via One-Time Passcode (OTP) by Smirth, Victor, Q12345.

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Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000
and last updated at 01:36 PM on 12/22/15 by Q@6JG000

Event Date ▾	Service	Type	Event	User ID	User Name
05/02/2016 01:54 PM	Bank Admin Service	Successful User Verification	Internal Caller	Q@32424	Tommy Marshall

Details

Internal user, Smirth, Victor, Q12345, called for Q@32424.

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Event Details

Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000
and last updated at 01:36 PM on 12/22/15 by Q@6JG000

Event Date ▾	Service	Type	Event	User ID	User Name
05/02/2016 01:54 PM	Bank Admin Service	Successful User Verification	User Validation Through Profile Information	Q@32424	Tommy Marshall

Details

Q@32424 was verified via profile information by Smirth, Victor, Q12345.

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Servicing

Tommy Marshall User

Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000
and last updated at 01:36 PM on 12/22/15 by Q@6JG000

User Information

Verify Tommy Marshall's Identity

Choose a method of verification

Last Login: 04/30/2016

Verify via security token code

Text message to phone number ending in 5235

Text message to phone number ending in 8222

The user agrees to receive a one-time passcode (OTP) delivered to their phone via text message and understands that standard messaging and data rates may apply.

Verify via profile information

Verified and Transferred From Another Agent Internally

Verification Failed

Cancel

Continue

User Actions

Status: Approved

[Reset Password](#)

Delete User:

[Delete](#)

Suspension Status:

Not Suspended

[Master Suspend](#)

Customer Suspended

Fifth Third Suspended

Password Suspended

Security Device Management

Device Status: Required verify

[Opt Out](#)

Device Order Status: Ordered

Device Activated: Hard

Device Re-order upon next Login:

[Force Device Re-order](#)

Device Lockout Status: Not Locked

[Unlock](#)

Temporary Access Code Expiration:

Reason for creating new TAC:

[Choose One](#)

[Create TAC](#)

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Servicing

Tommy Marshall, User ID Q12345, is unable to be verified. Activity Log has been successfully created.

Tommy Marshall User

Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000 and last updated at 01:36 PM on 12/22/15 by Q@6JG000

User Information

Edit

User ID: Q4RLX002

Name: Tommy Marshall

Primary Email Address: tommy_marshall@53.com

Secondary Email Address:

Other Email Address:

Job Description: Specialist

Business Unit: Specialist People

Creation Date: 12/22/2015 01:38 PM EST

Last Modified: 12/22/2015 01:38 PM EST

Last Login: 04/30/2016 01:38 PM EST

Entitlements Information

Tommy Marshall's Unique Role

Save As Shared Role

User Roles

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Un-Assign

View User Entitlement Report

Assign Role: Choose One

Assign

User Actions

Status: Approved

Reset Password

Delete User:

Delete

Suspension Status:

Not Suspended

Master Suspend

Customer Suspended

Fifth Third Suspended

Password Suspended

Security Device Management

Device Status: Required verify

Opt Out

Device Order Status: Ordered

Device Activated: Hard

Device Re-order upon next Login: Force Device Re-order

Device Lockout Status: Not Locked

Unlock

Temporary Access Code Expiration:

Reason for creating new TAC:

Choose One

Create TAC

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[Company Name](#)

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000
and last updated at 01:36 PM on 12/22/15 by Q@6JG000

Search

Service:

Service:

Type:

Type:

Event:

Event Date: to

Event Date ▾	Service	Type	Event	User ID	User Name
05/02/2016 01:54 PM	Bank Admin Service	Failed User Verification	Token Verification	Q@32424	Tommy Marshall
05/02/2016 01:54 PM	Bank Admin Service	Failed User Verification	OTP Verification	Q@32424	Tommy Marshall
05/02/2016 01:54 PM	Bank Admin Service	Failed User Verification	Internal Caller	Q@32424	Tommy Marshall
05/02/2016 01:54 PM	Bank Admin Service	Failed User Verification	User Verification Through Profile Information	Q@32424	Tommy Marshall
05/02/2016 01:54 PM	Company Admin Service	External Entitlement	Unassign Role	Q@32424	Tommy Marshall
05/02/2016 01:54 PM	Company Admin Service	External Entitlement	Unassign Role	Q@32424	Tommy Marshall
05/02/2016 01:54 PM	Company Admin Service	External Entitlement	Unassign Role	Q@32424	Tommy Marshall

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Event Details

[Company Name](#)

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000
and last updated at 01:36 PM on 12/22/15 by Q@6JG000

Event Date ▾	Service	Type	Event	User ID	User Name
05/02/2016 01:54 PM	Bank Admin Service	Failed User Verification	Token Verification	Q@32424	Tommy Marshall

Details

Q@32424 verification via security token was marked as failed by Smirth, Victor, Q12345.



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Event Details

Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000
and last updated at 01:36 PM on 12/22/15 by Q@6JG000

Event Date ▾	Service	Type	Event	User ID	User Name
05/02/2016 01:54 PM	Bank Admin Service	Failed User Verification	OTP Verification	Q@32424	Tommy Marshall

Details

Q@32424 verification via One-Time Passcode (OTP) was marked as failed by Smirth, Victor, Q12345.



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Event Details

Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000
and last updated at 01:36 PM on 12/22/15 by Q@6JG000

Event Date ▾	Service	Type	Event	User ID	User Name
05/02/2016 01:54 PM	Bank Admin Service	Failed User Verification	Verification Failed	Q@32424	Tommy Marshall

Details

Q@32424: marked as "Verification Process Failed" by Smirth, Victor, Q12345.

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Event Details

Company Name

This customer was created at 01:36 PM on 12/22/15 by Q@6JG000
and last updated at 01:36 PM on 12/22/15 by Q@6JG000

Event Date ▾	Service	Type	Event	User ID	User Name
05/02/2016 01:54 PM	Bank Admin Service	Failed User Verification	User Validation Through Profile Information	Q@32424	Tommy Marshall

Details

Q@32424 verification via profile information was marked as failed by Smirth, Victor, Q12345.