RemIT

Telegram

1. Install Telegram and setup the account details
2. Once the setup is complete, go to the search bar to type in **@UBS2FA_bot**
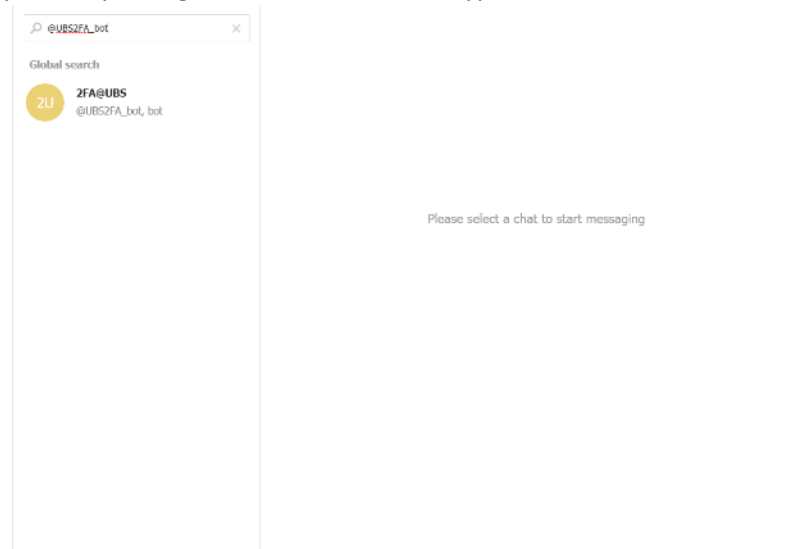

Figure 1: On Telegram Web

Figure 2: On Telegram Phone

3. Select the bot named 2FA@UBS and click on the **/start** button at the bottom of the screen
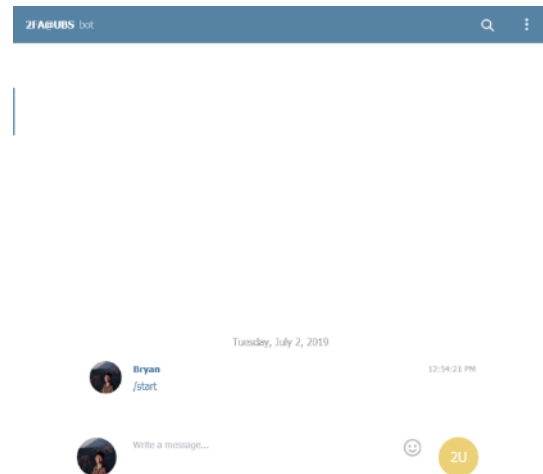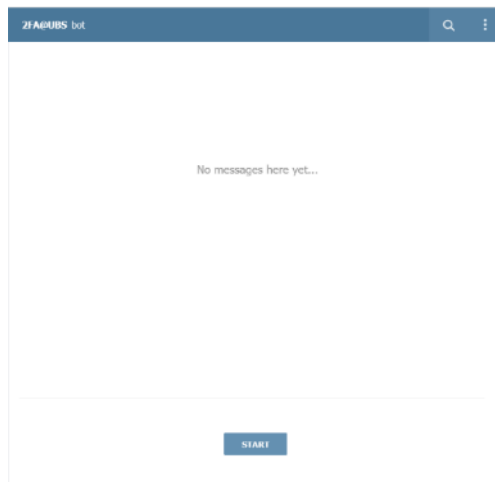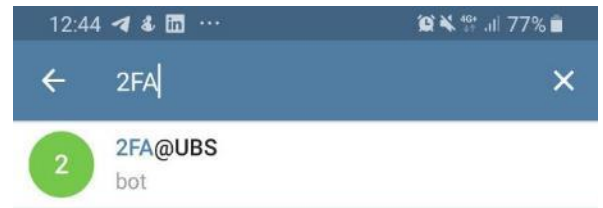

Figure 3: Left is the when the bot is selected, and Right is when the start button is clicked

4. We're done for the first part. This step is to allow the application to send the 2FA code to the client telegram handle to access the website

For Client to submit payment instruction

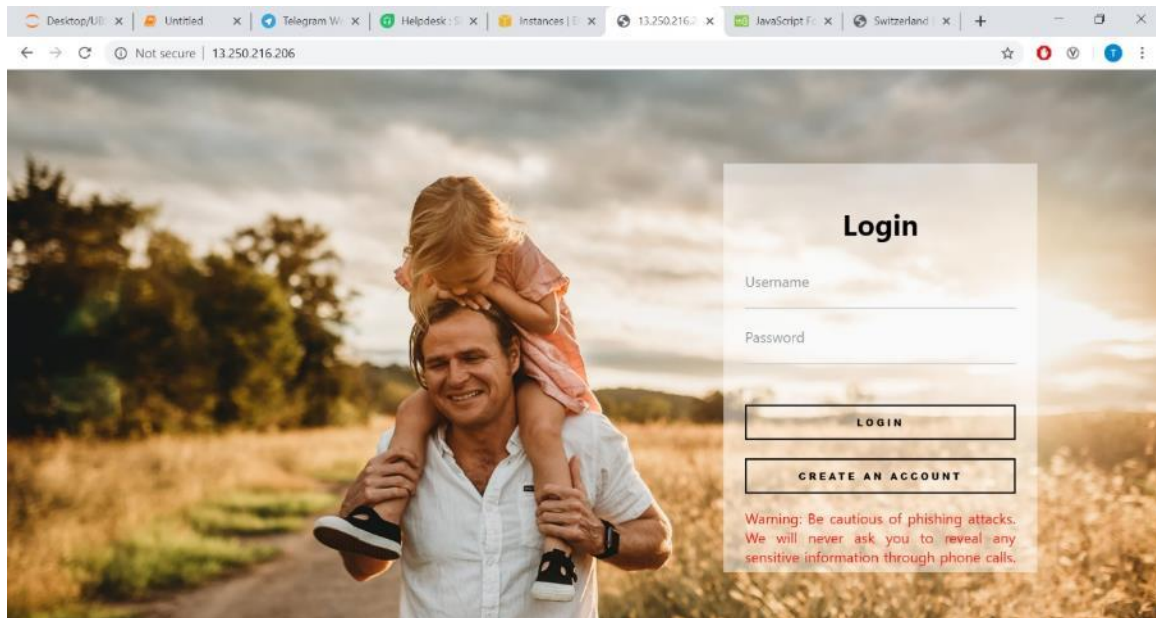1. Navigate to the URL **http://13.250.216.206** and the client will see the login page

2. Enter the following fields:
    a. Username: **GGCOO**
    b. Password: **UBSGCOO21**
3. Click on the login button and a 2FA code authenticator will appear on the login page
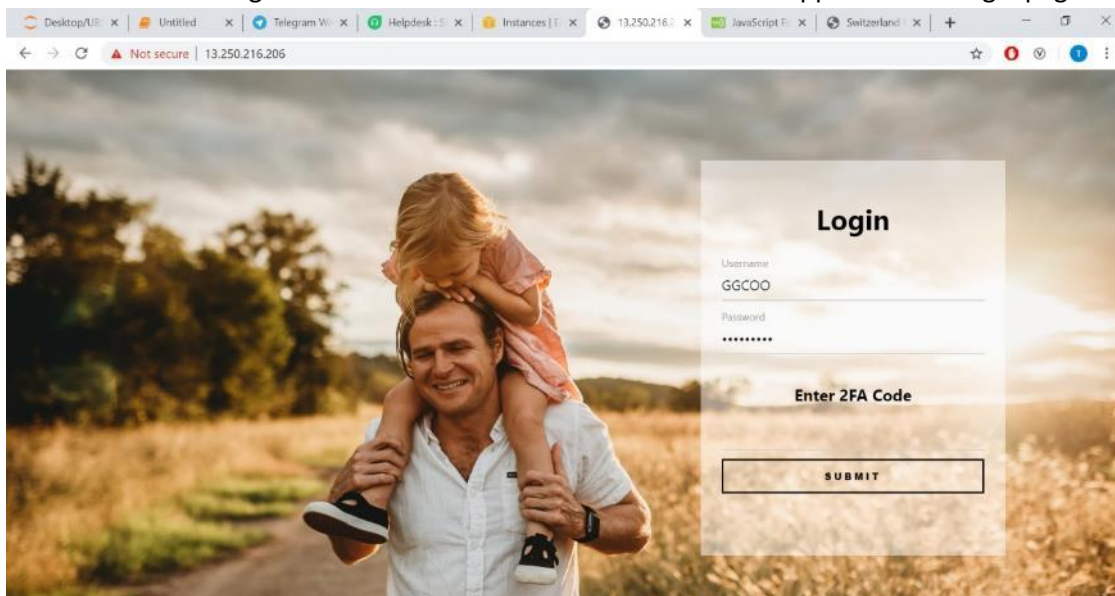

Figure 5: Login Page with 2FA Code

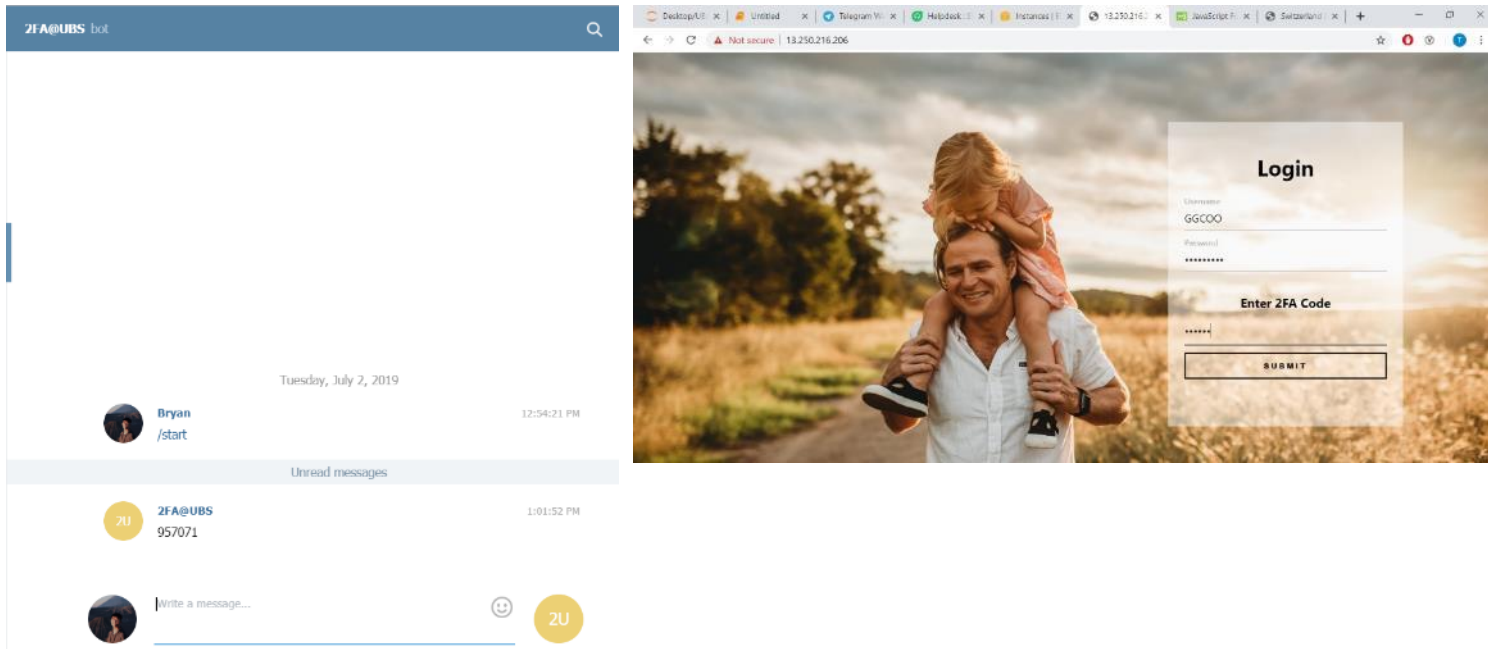4. Enter the code that was sent to the client's telegram in the login page

Figure 6: Telegram with 2FA code (left), enter 2FA code on the right

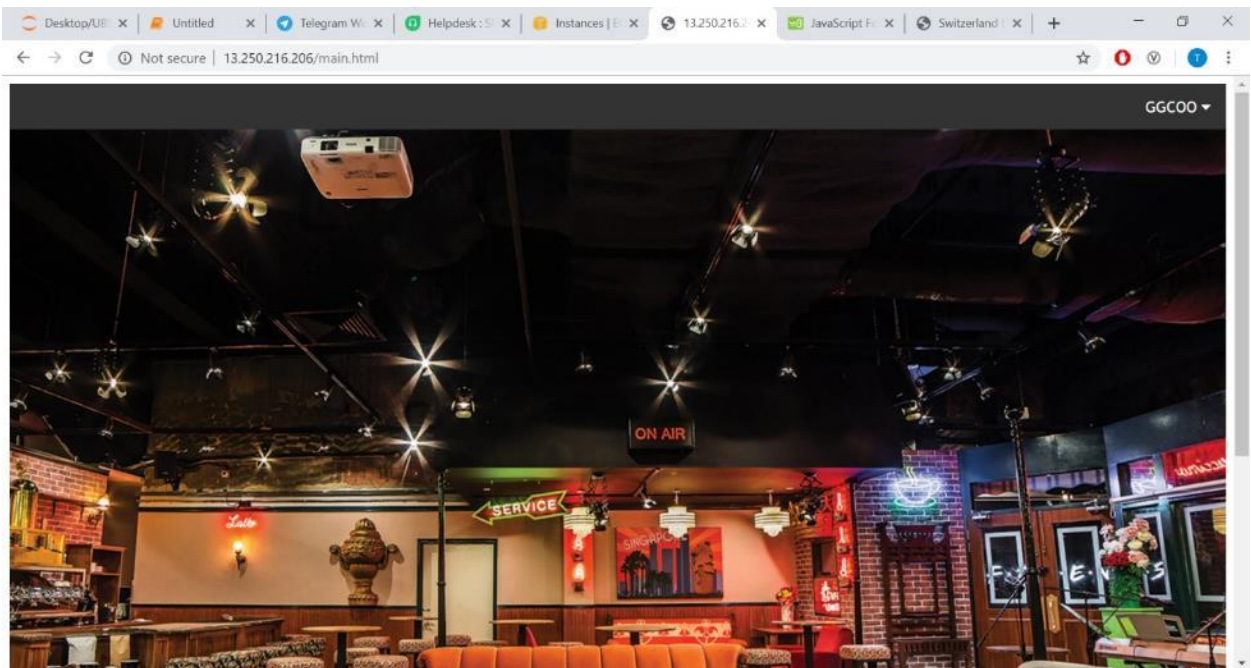5. The client will then be directed to the main page as shown below

Figure 7: Main Page

6. Hover to top right of the screen and click on the submit instruction. This will direct the client to the submit instruction page.
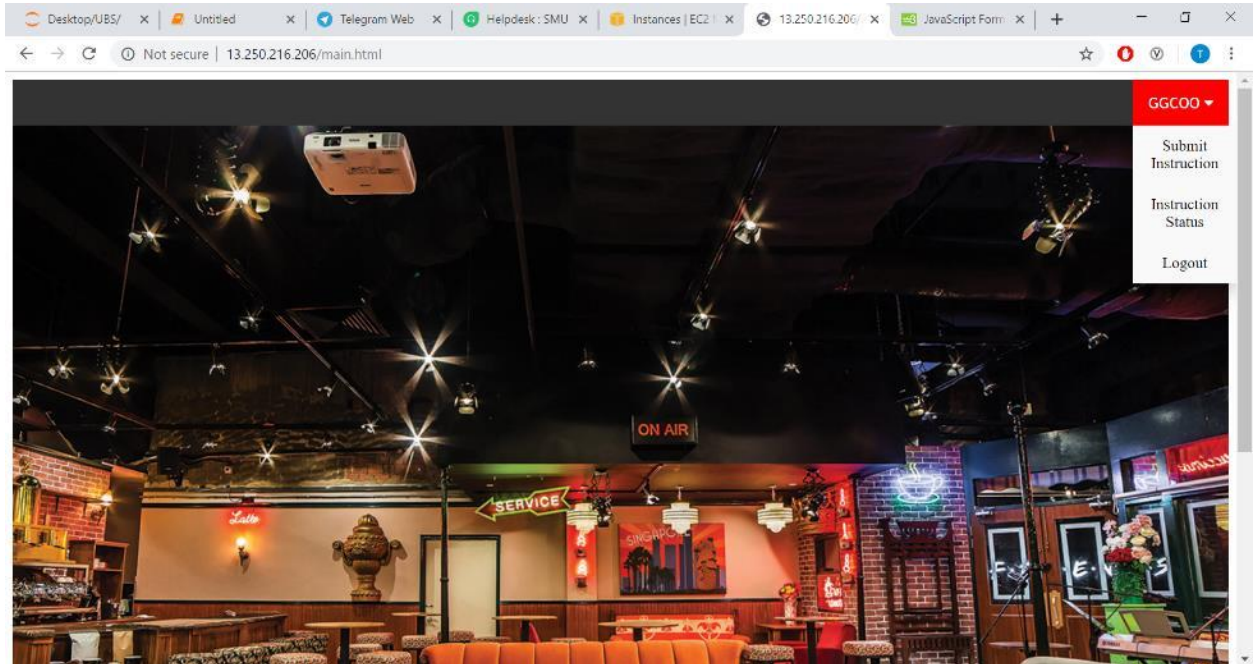

Figure 8: Hover to the top right page and click on submit instruction

Figure 9: Payment Instruction Page

7. On the Payment Instruction Page, enter the following fields to ensure flow of submission:
*Account Name: **Norman***
*Account Number: **111222333***
*Currency: **USD***
*Amount: **100000***
*Value Date: **17/09/2019***

*Reason: **Personal***
*Beneficiary Account Number: **555666777***
*Beneficiary Name: **Ben***
*BIC: **ABNACAT10MM***
*Beneficiary Bank Name: **The Royal Bank Of Scotland Plc Canada***
*Attachments: **Norman.pdf***

Compulsory: Submit the Norman.pdf file that is provided

Optional: Can be skipped or added when necessary if required

*** Regulations are also put in place to help perform validation:*

a. *If Currency is CAD and BIC is a Canadian Bank, users will be prompted to input their address*
b. *If Currency is MYR account holder's name must be the same as the beneficiary*
c. *If any transactions are made to any banks with UAE BIC, reasons specific to UAE will be prompted*

8. *Once done click on the submit button and the instruction will be submitted.*

Figure 9: Completion of Form

9. To check on status of payment instruction, clients can the hover to the top of the screen and click on the instruction status which will then direct them to the instruction status page.
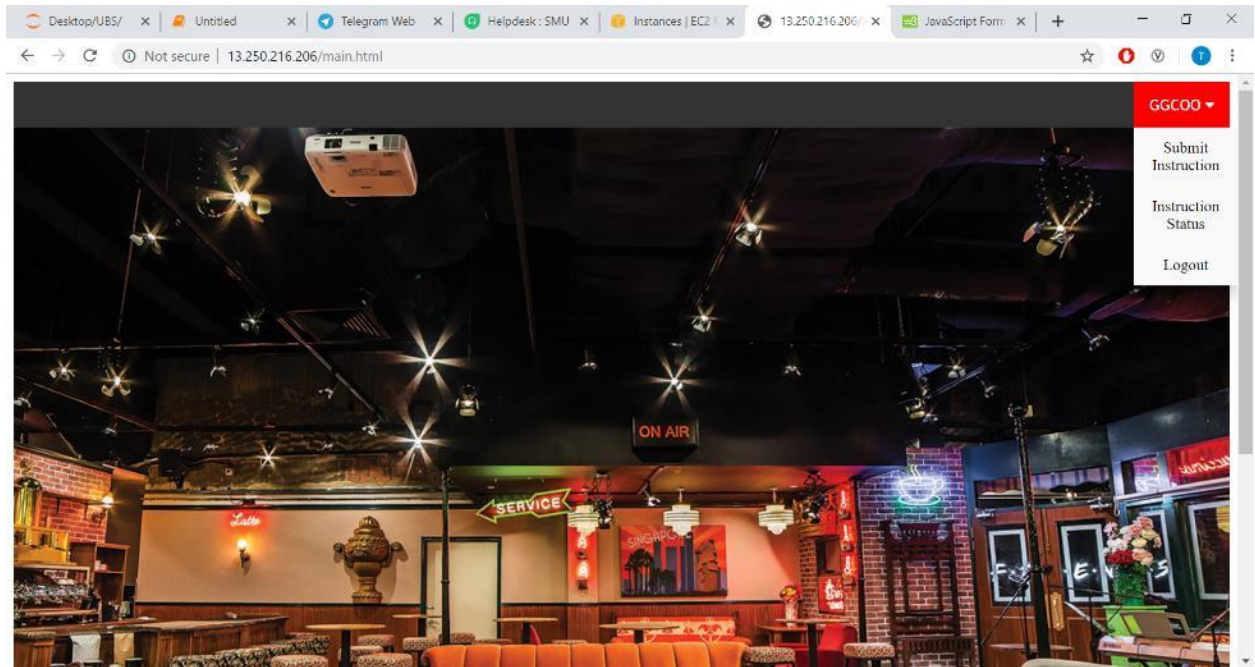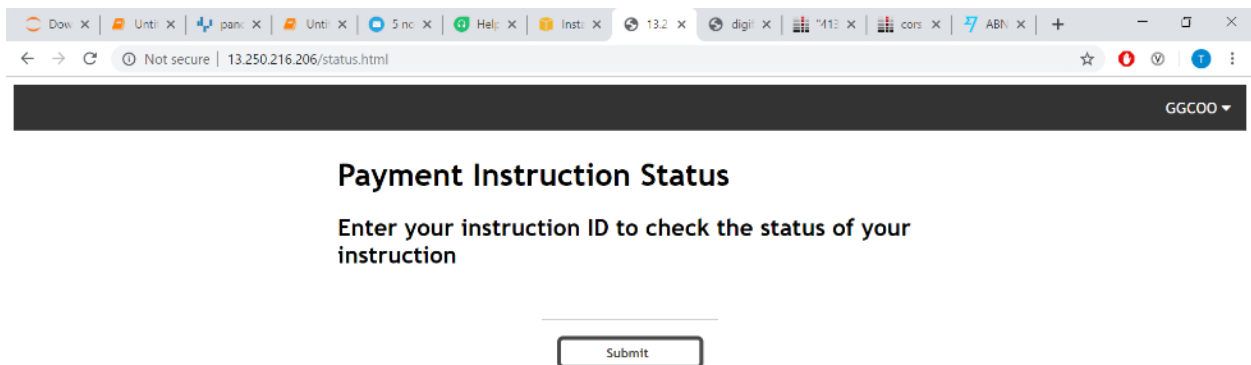

Figure 10: Completion of Form

Figure 11: Payment Instruction Page

10. Clients can then input their ID that was given into the page which would then tell them about the status of their instruction
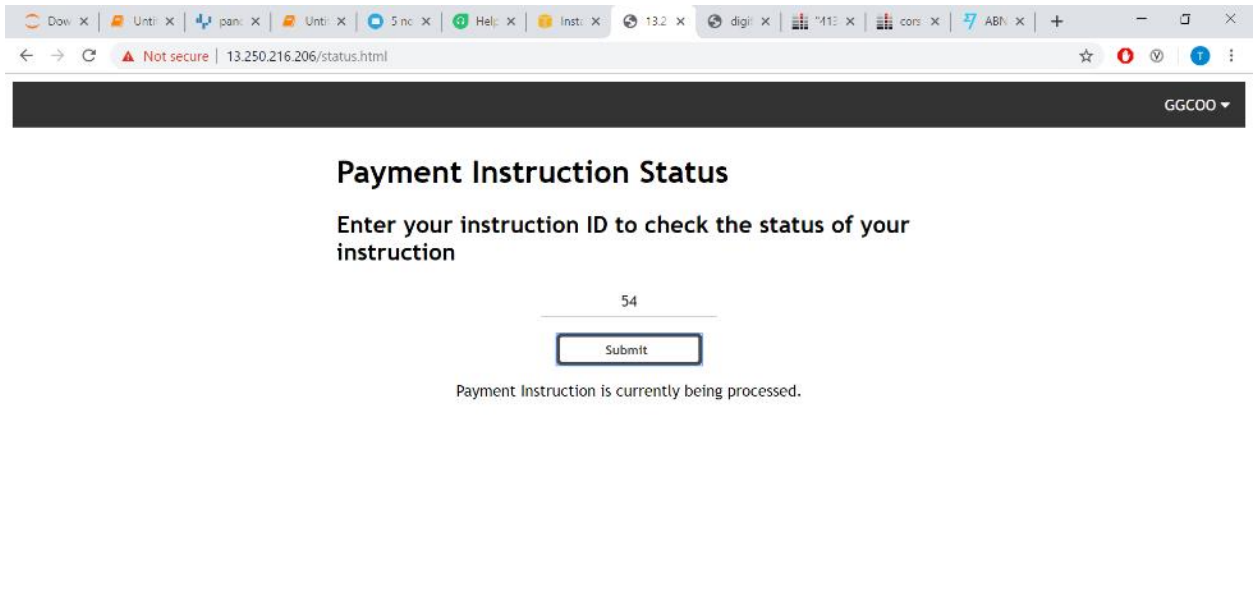

Figure 12: Payment Instruction Page with id entered and results shown below

For Perk Bank Staff (CA1)

1. Navigate to the URL **http://13.250.216.206/staff** and staff will be directed to the staff login page
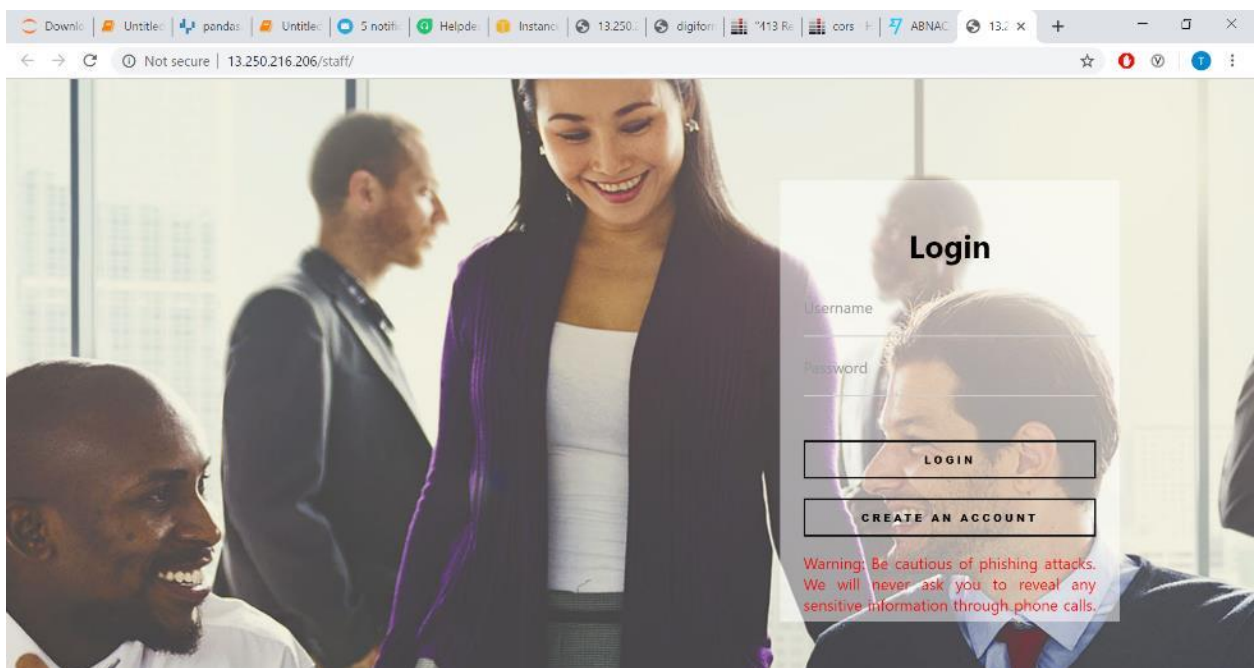

Figure 13: Staff Login Page

2. Enter the following fields as the role of CA1 will be assumed:
   Username: **CA1**
   Password: **ubsgcooca1**
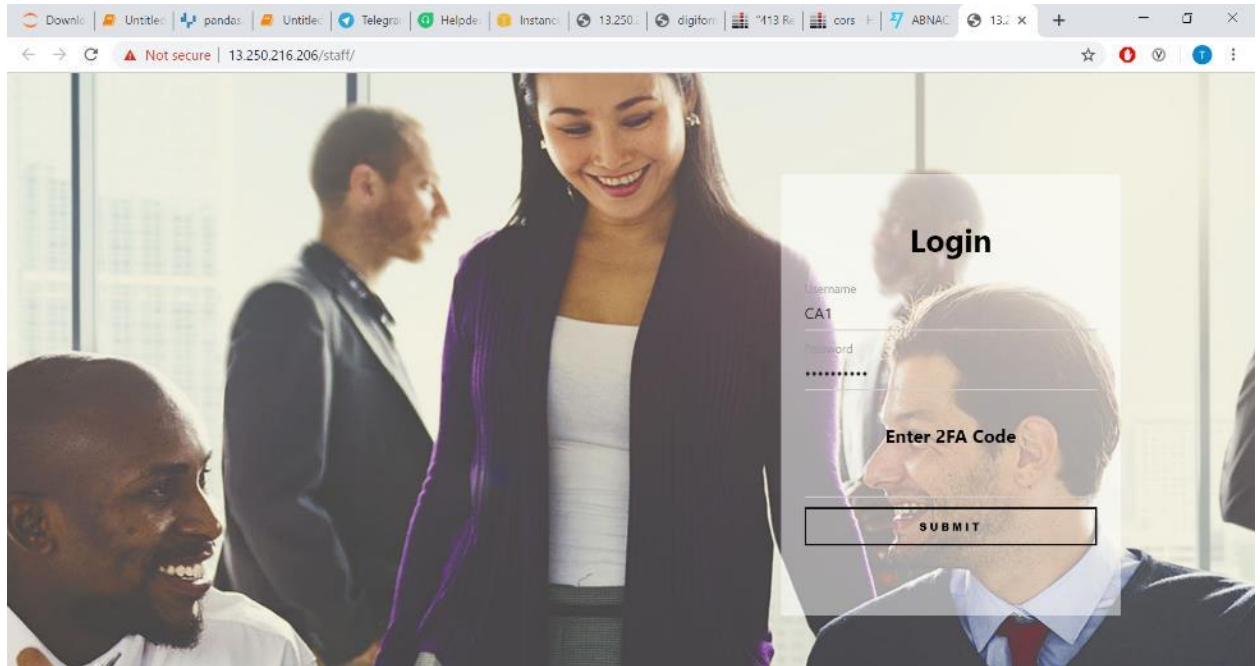3. Click on the login button and a 2FA authenticator will appear

Figure 14: 2FA

4. Enter the code that was sent to the client's telegram in the login page
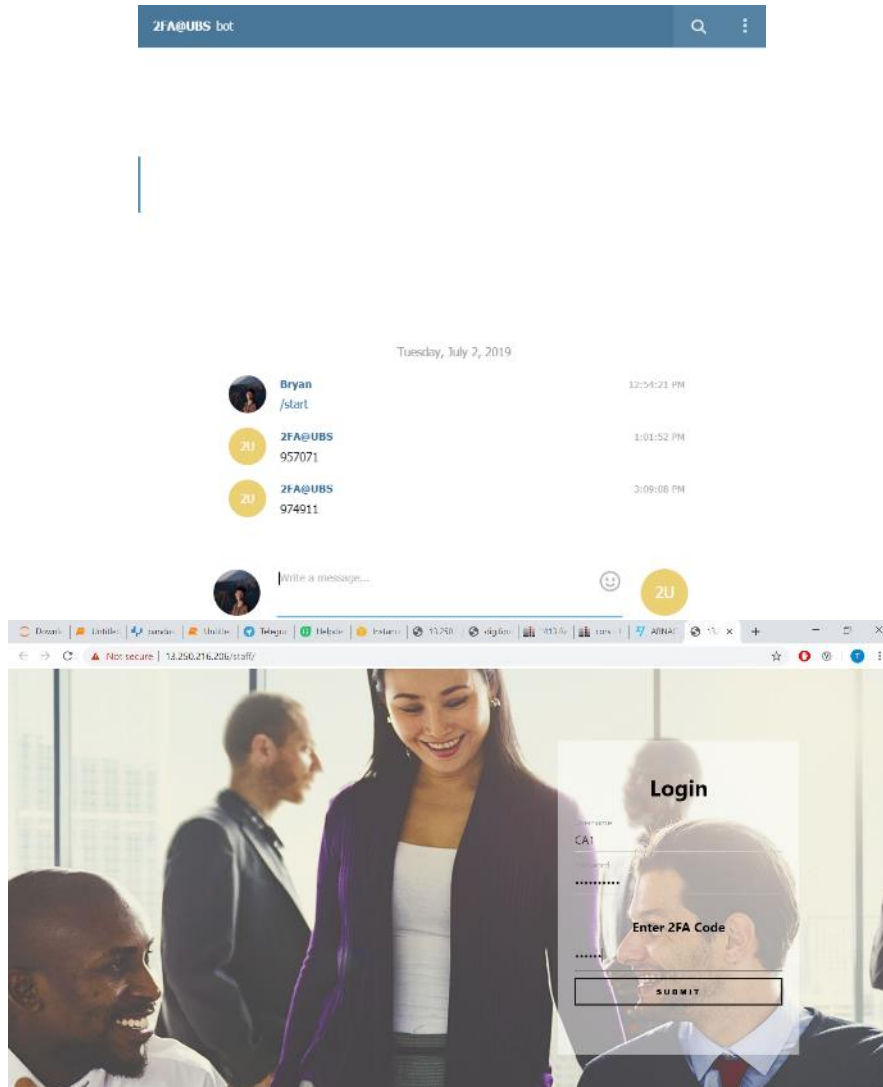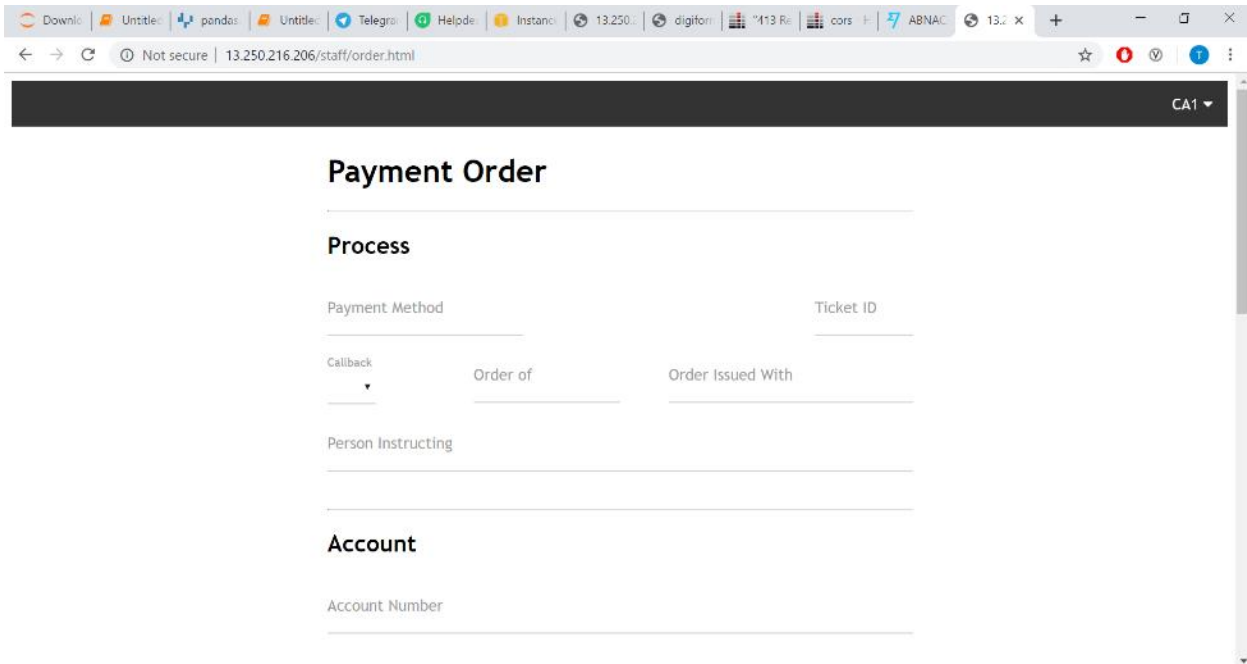

Figure 15: Telegram 2FA code (left) and login page with 2FA code entered (right)
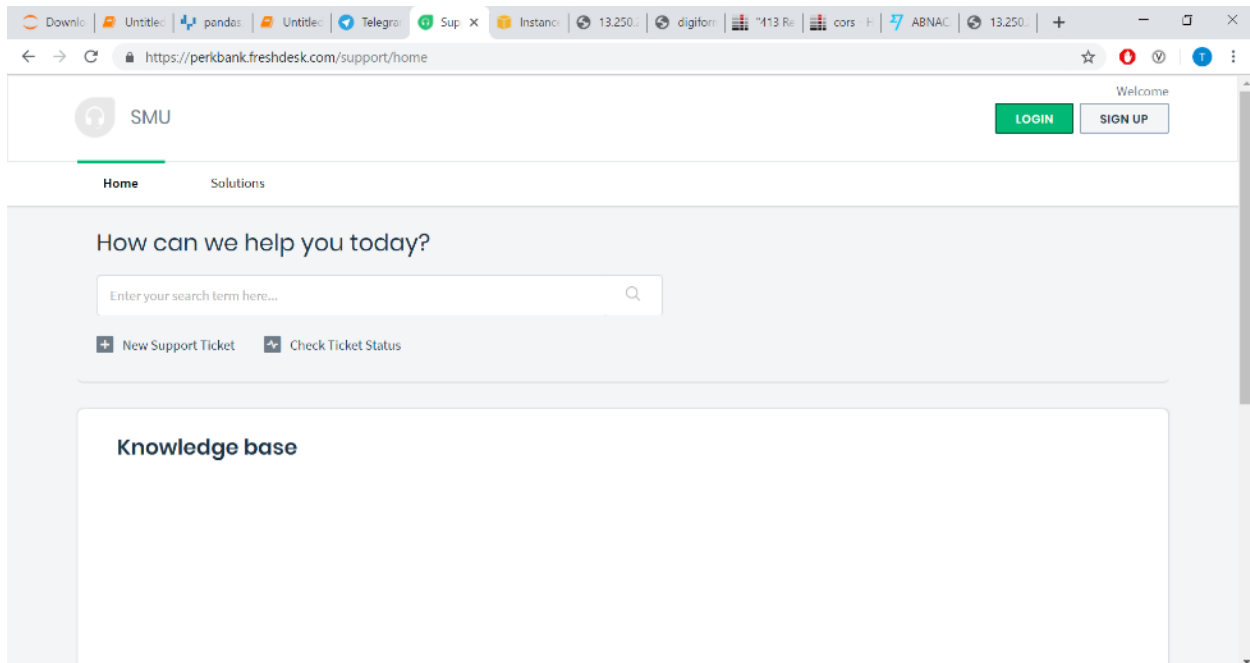
5. Staff will then be directed to this page

Figure 16: Payment Order Page

6. Staff will then login to the Freshdesk account which would be our model for the internal ticketing system. URL: **https://perkbank.freshdesk.com/support/home**. Which will direct the staff to this page.

Figure 17: Freshdesk UI

7. Click on the login and enter the following fields:
   Username: **ubsgcooca1@gmail.com**
   Password: **ca1@ubsgcoo**

Figure 18: Freshdesk Login

8. Click on the login button below forgot your password and you will be directed to the page below where you have to enter the same details as above

Figure 19: Freshdesk Login Page

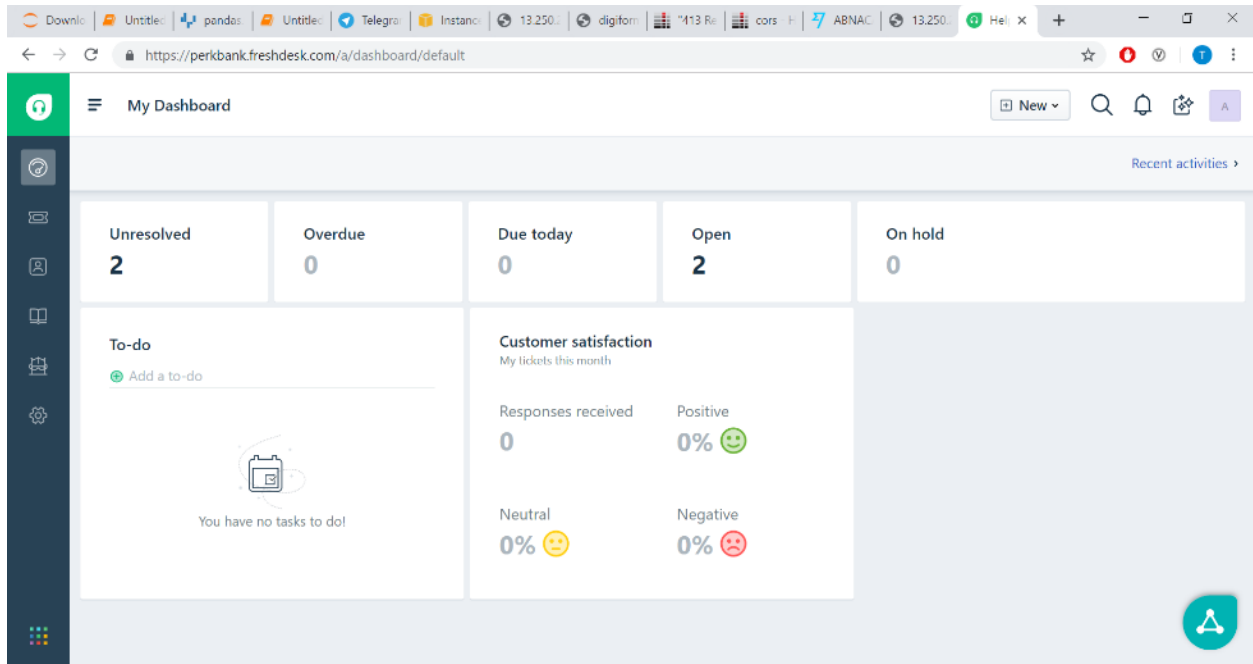9. Click on the sign in button and you will be directed to this page

Figure 20: Freshdesk Main Page

10. Click on the ticket button on the left side which is the second button down the big headphone button at the top left corner
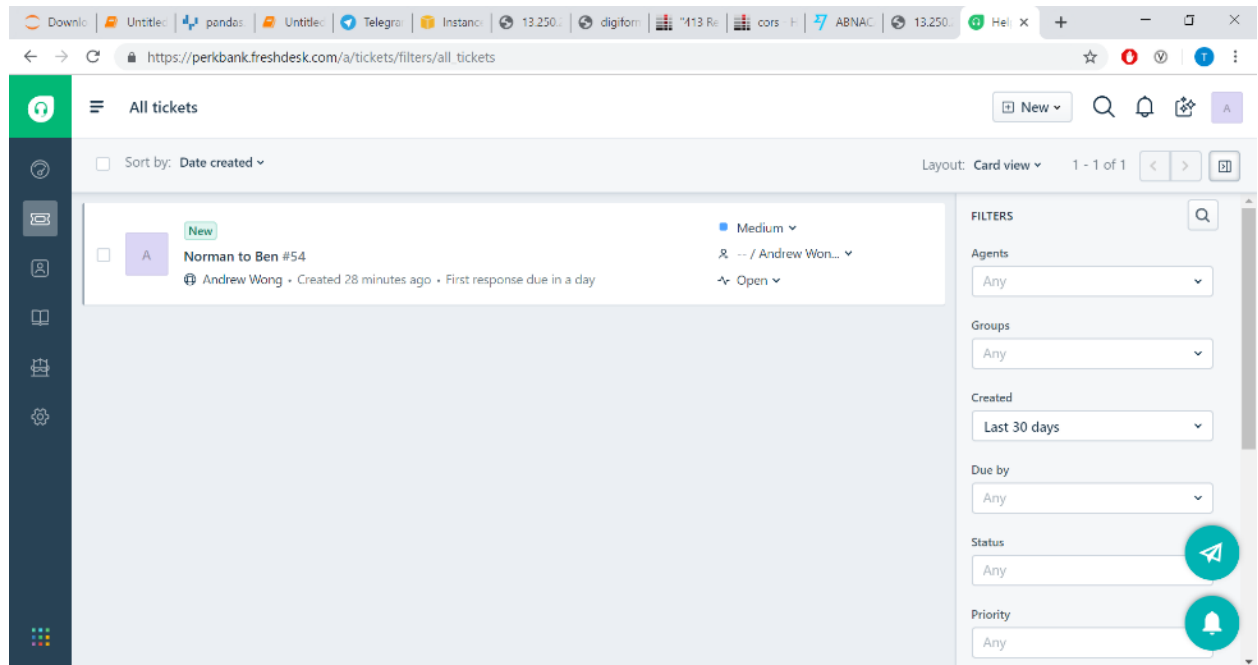

Figure 21: All Ticket Page. You may see one more ticket after user has created the ticket

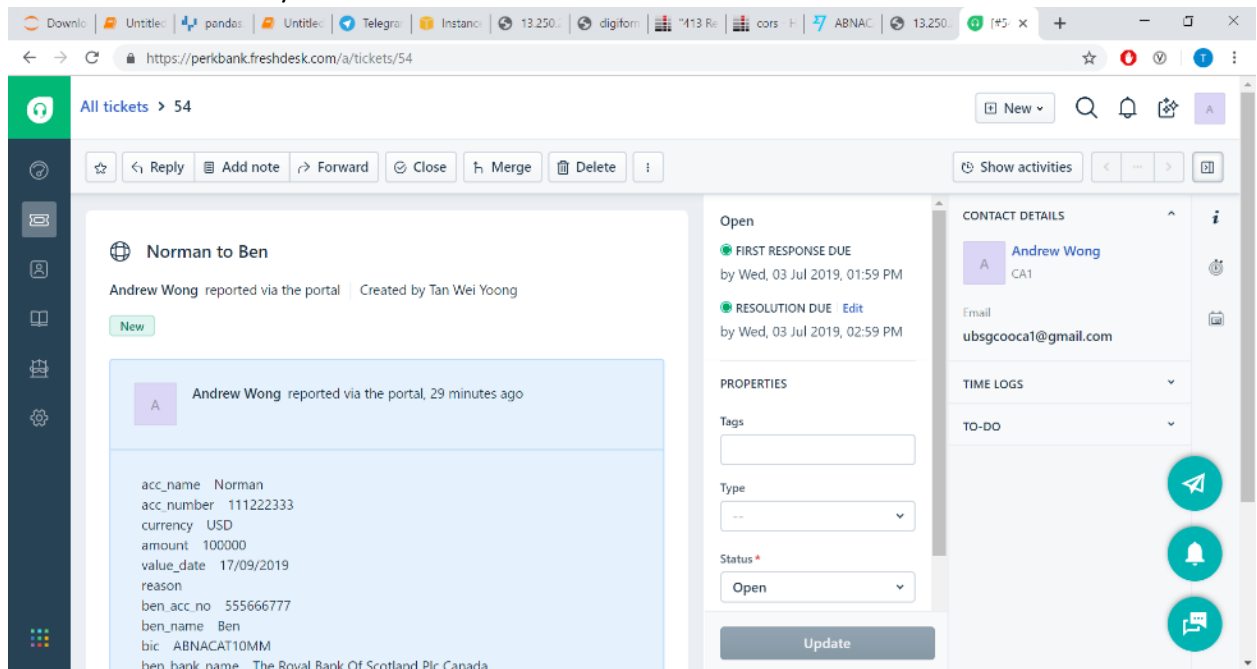11. Click on the ticket and you will be directed to the ticket

Figure 22: Ticket Page

12. After checking all the details on the left panel and verifying that it is correct, the CA1 will take not of the ticket id located at the top next to the all tickets arrow (>)

13. Return to the payment order page and enter the ticket id, this will then populate the fields in the payment order
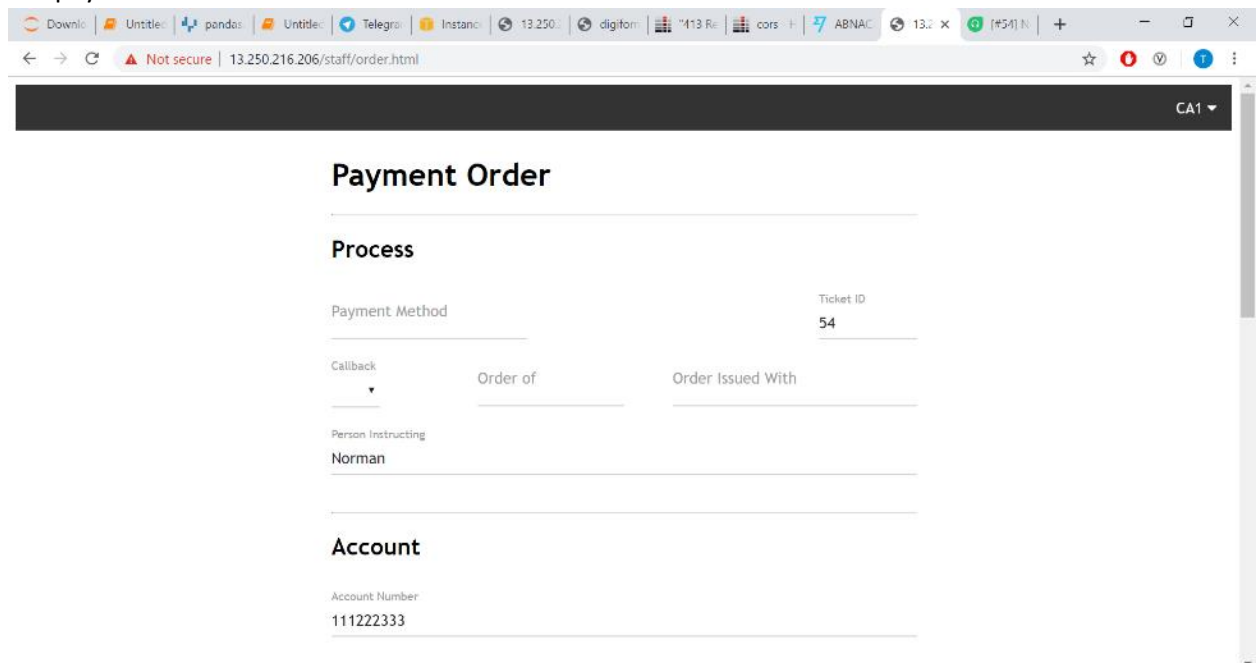

Figure 23: Auto populated Payment Order

14. The staff would then have to fill in the rest of the components that are not filled:
*Payment Method: **Swift***
*Callback: **No***
*Order of: **Cheese***
*Order Issued With: **Cake***
*Payment Purpose (If not filled): **Personal***
*Beneficiary Address: **Big Street***
*Beneficiary Bank Address: **Small Street***

15. Once entered, click on the submit button and the status update will be provided

Figure 24: Payment Order Submitted

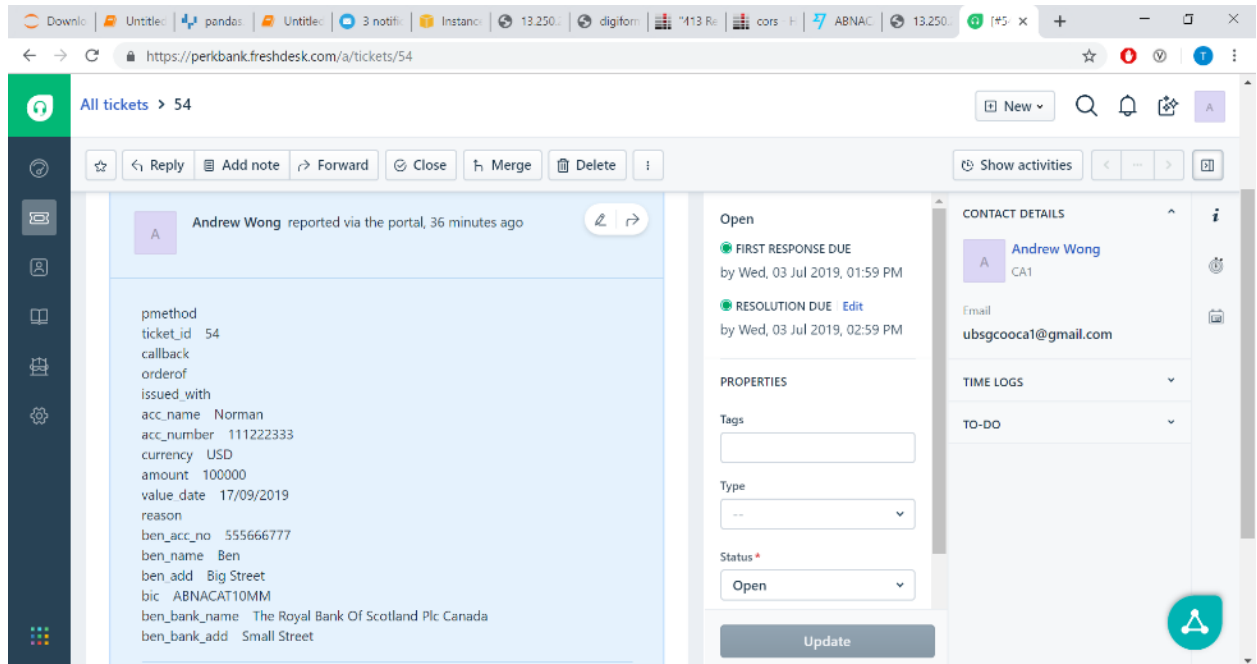16. Going back to the ticket page, reload the screen and the updated information will be displayed on the tickets

Figure 25: Ticket Page Updated

17. Once verifying that all information is correct scroll down on the 2ⁿᵈ panel with the first response due to find the assign to. Click on the assign to and assign to Agnes Wong which would be our Checker 1. Once completed click on the Update button
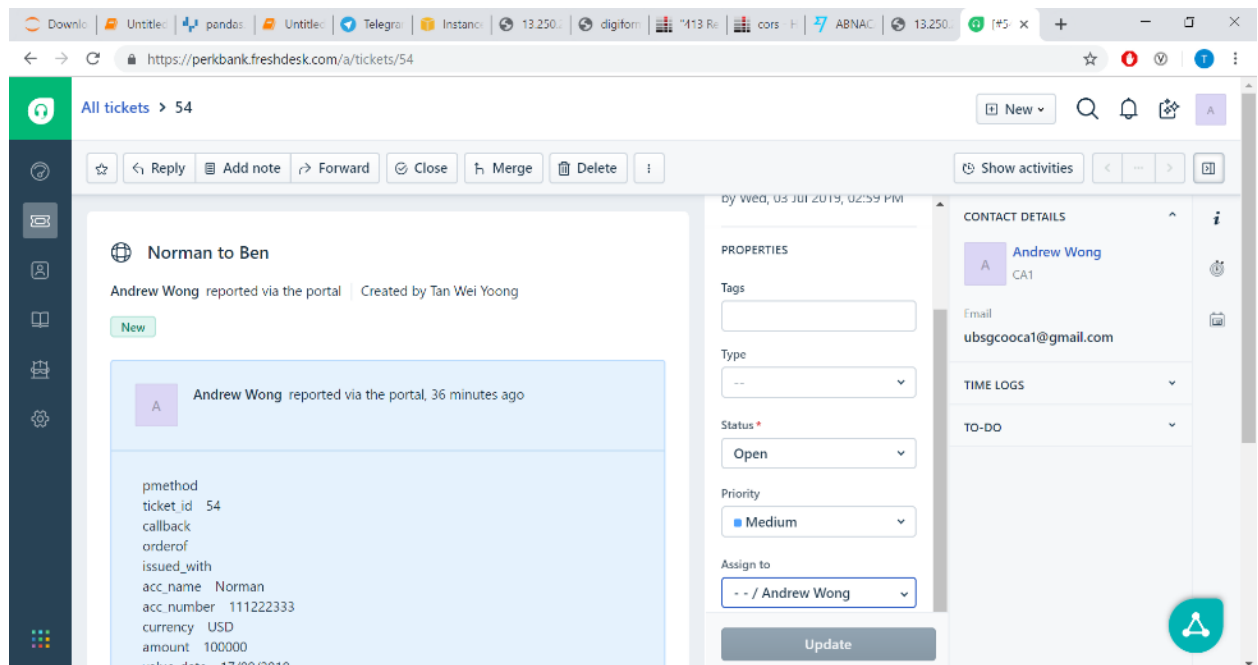

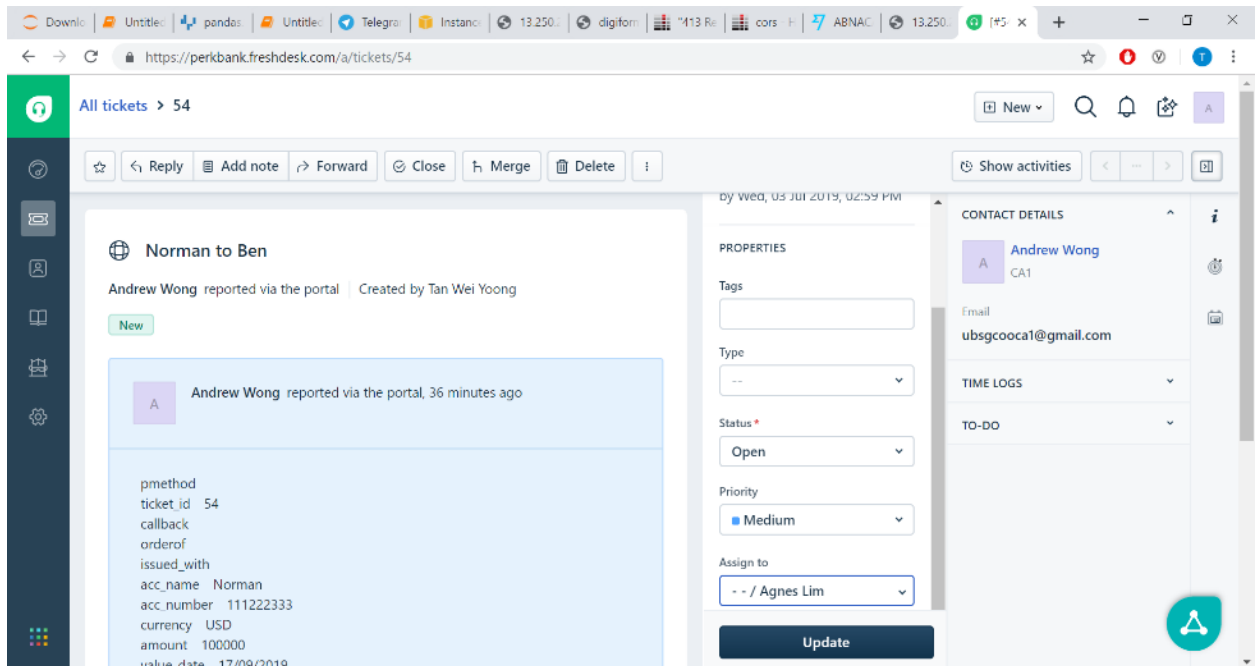
Figure 26: Assign to currently Andrew Wong
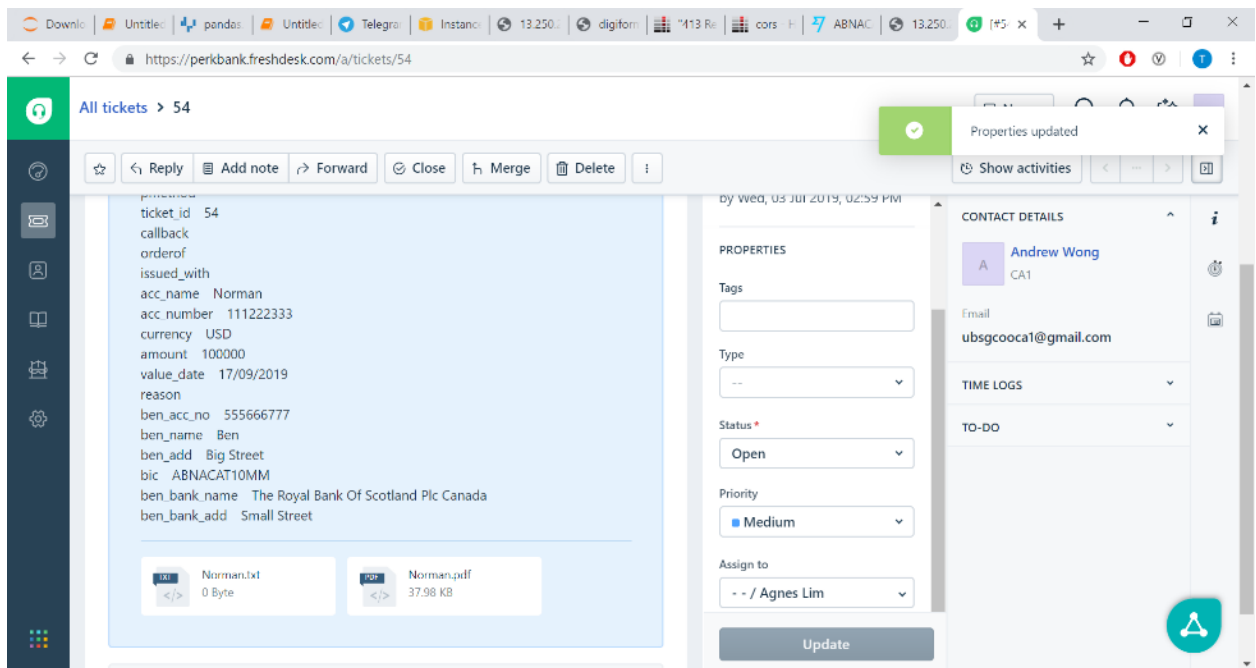
Figure 27: Assign to Agnes Lim

Figure 28: Update completed

18. This would end the CA1's process after logging out clicking on the A symbol on the top right corner

For Checker 1

1. Staff will then login to the Freshdesk account which would be our model for the internal ticketing system. URL: **https://perkbank.freshdesk.com/support/home**. Which will direct the staff to this page.
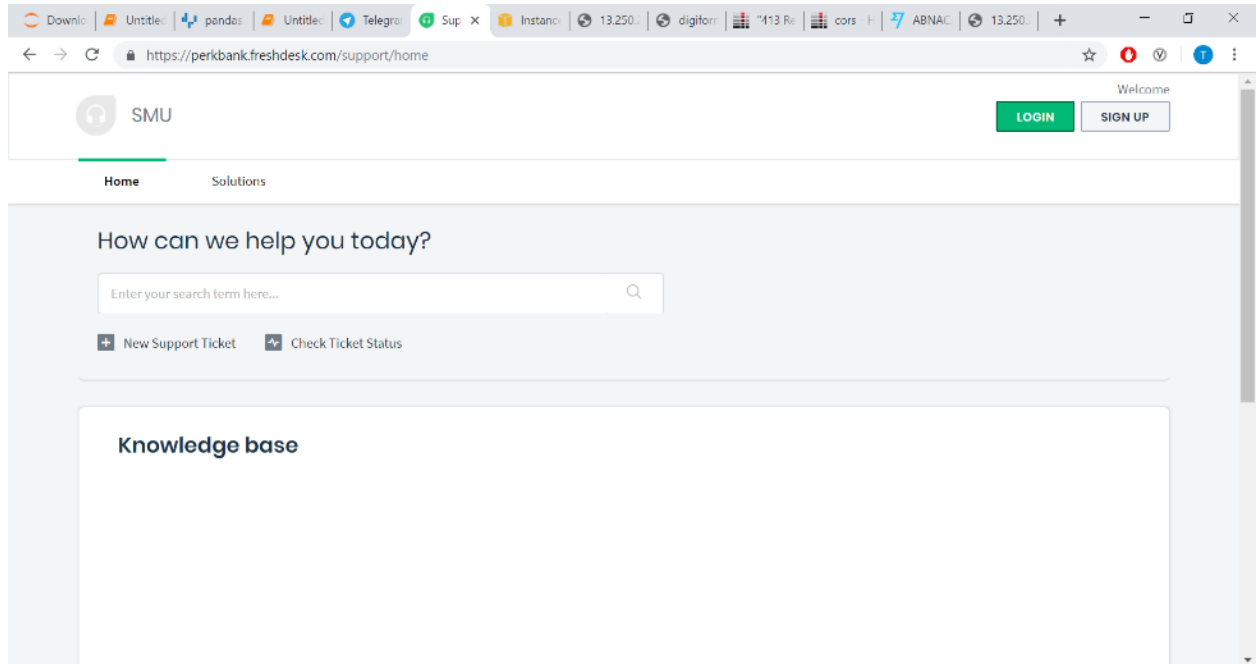

Figure 29: Freshdesk page

2. Click on the login and enter the following fields:
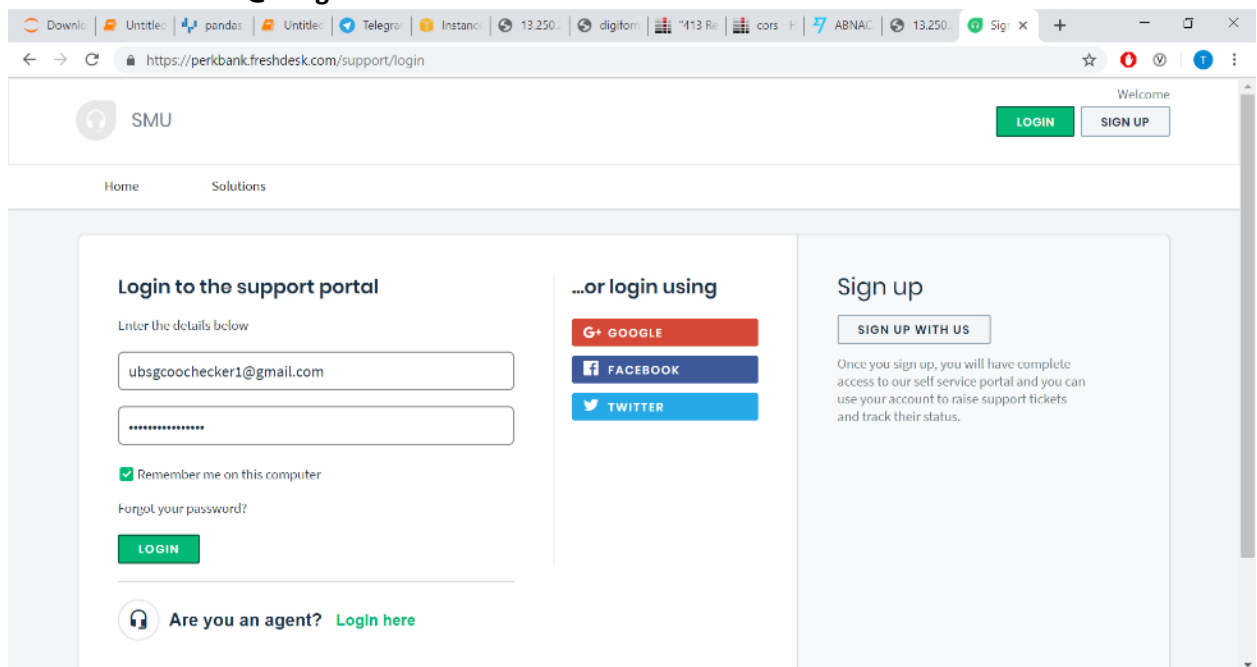   Username: **ubsgcoochecker1@gmail.com**
   Password: **checker1@ubsgcoo**

Figure 30: Freshdesk Login Page

3. Click on the login button below forgot your password and you will be directed to the page below where you have to enter the same details as above
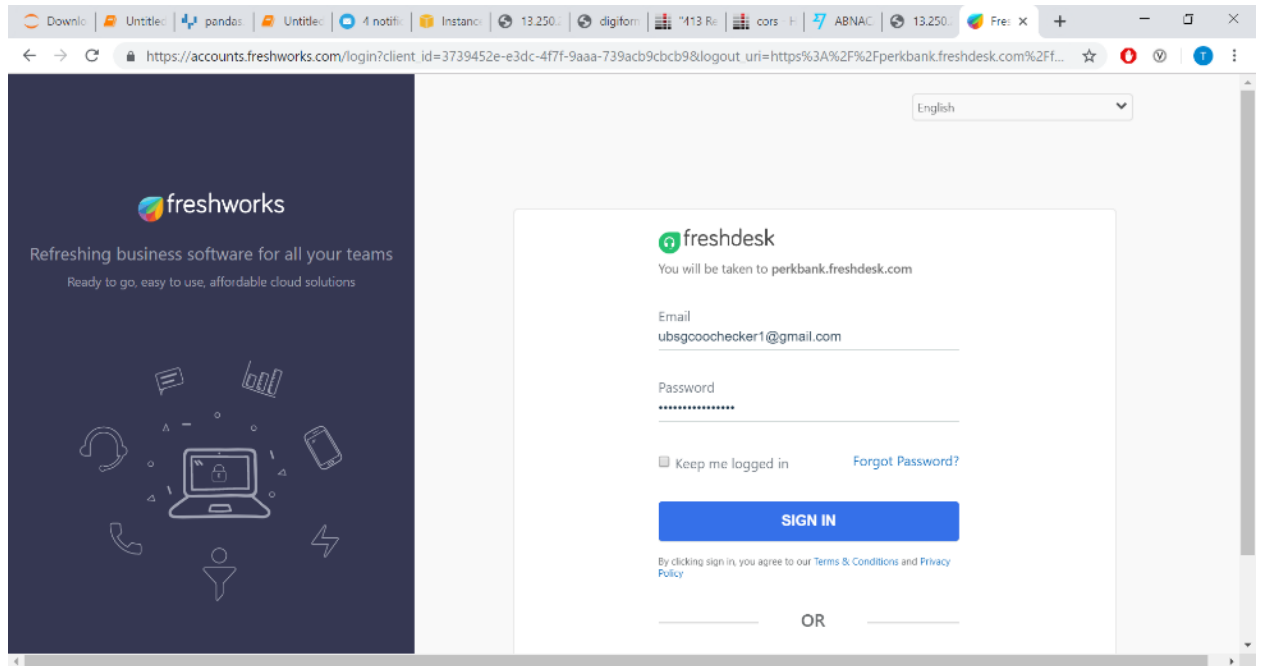

Figure 31: Login Page 2

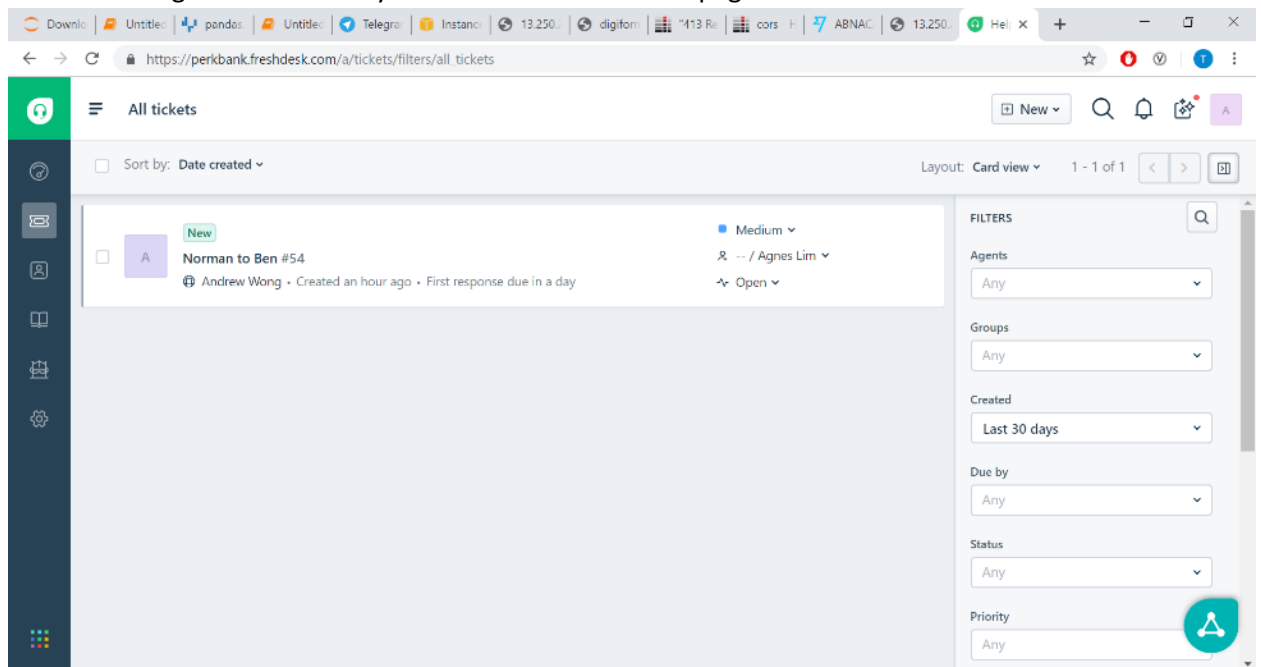4. Click on the sign in button and you will be directed to this page

Figure 32: All Ticket Page

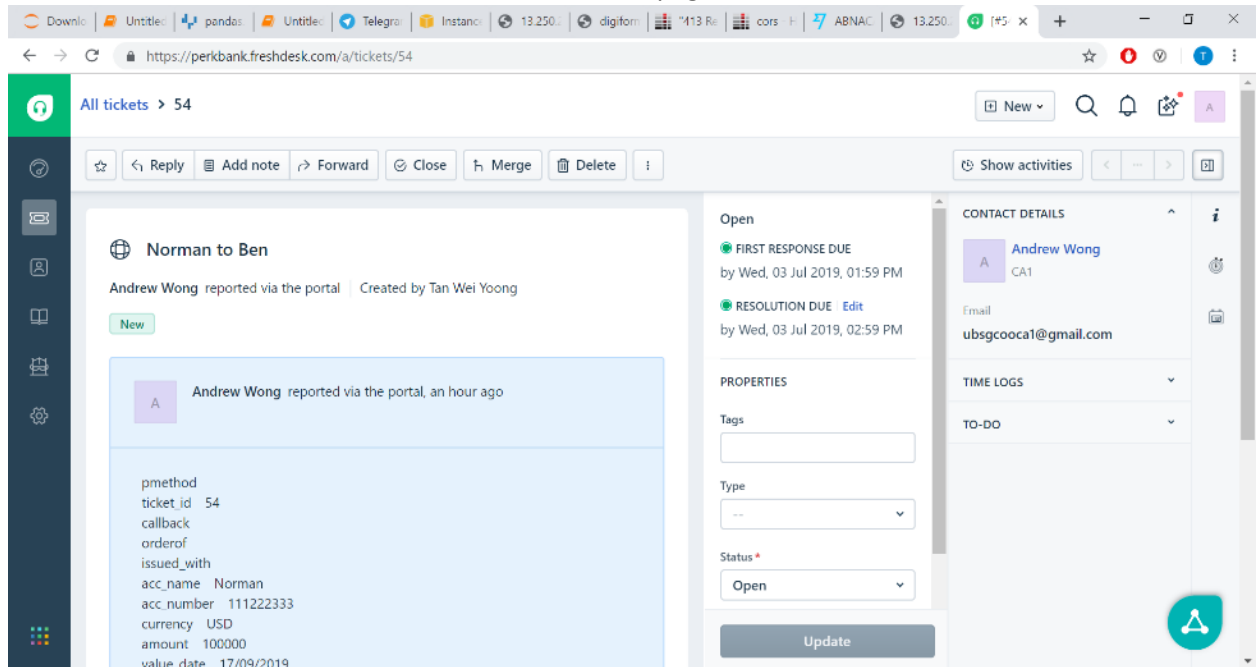5. Click on the ticket and the staff will be directed to this page

Figure 33: Ticket Page

6. Check whether all fields and attachments are present and verify if it's correct. Once completed scroll down on the second panel and click on the assign to button and assign to checker 2, Delilah Wong. Once done, click on the update button.
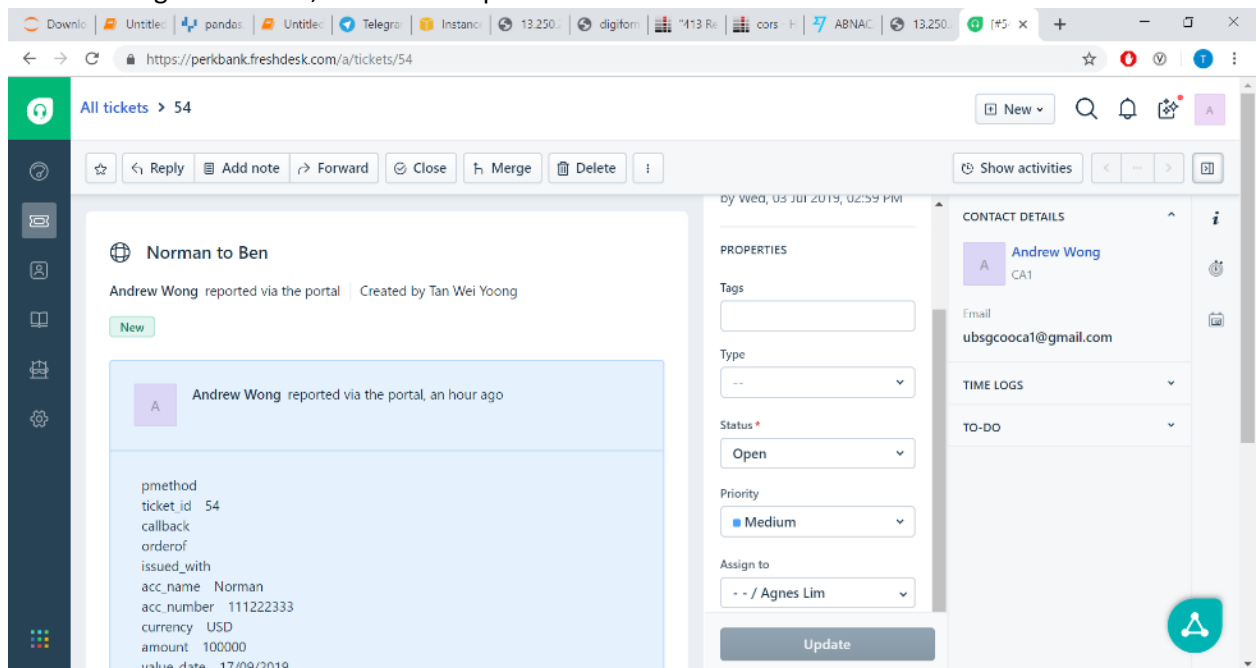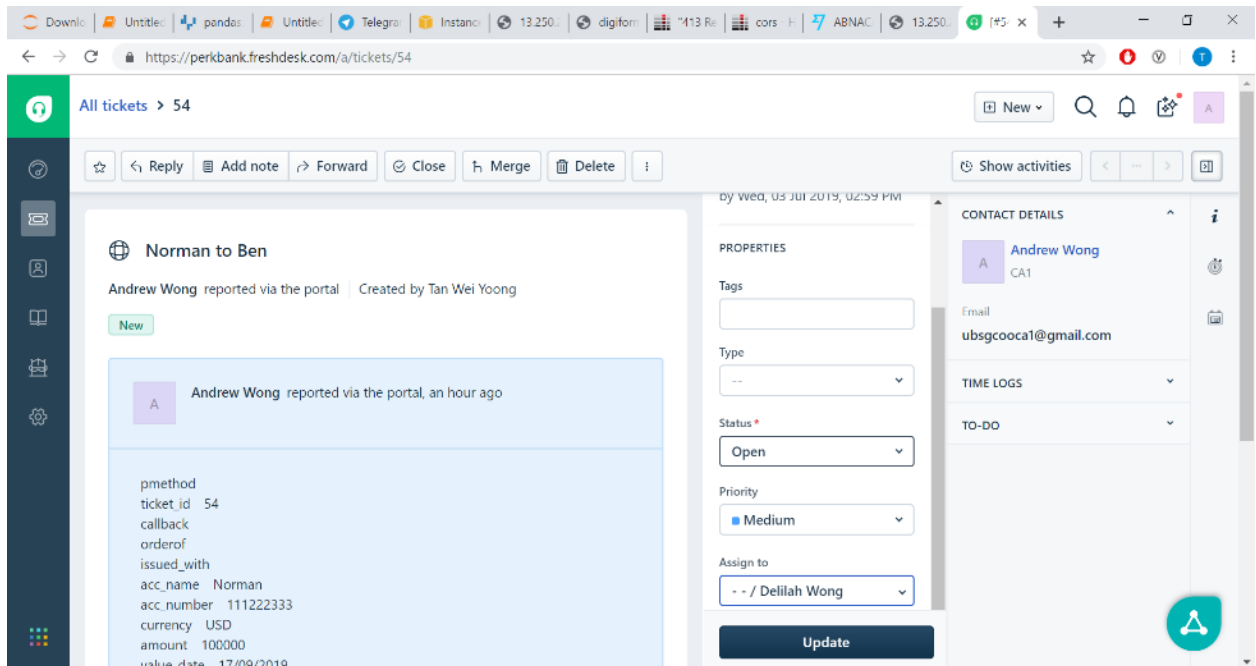

Figure 34: Assign to at the bottom of the panel

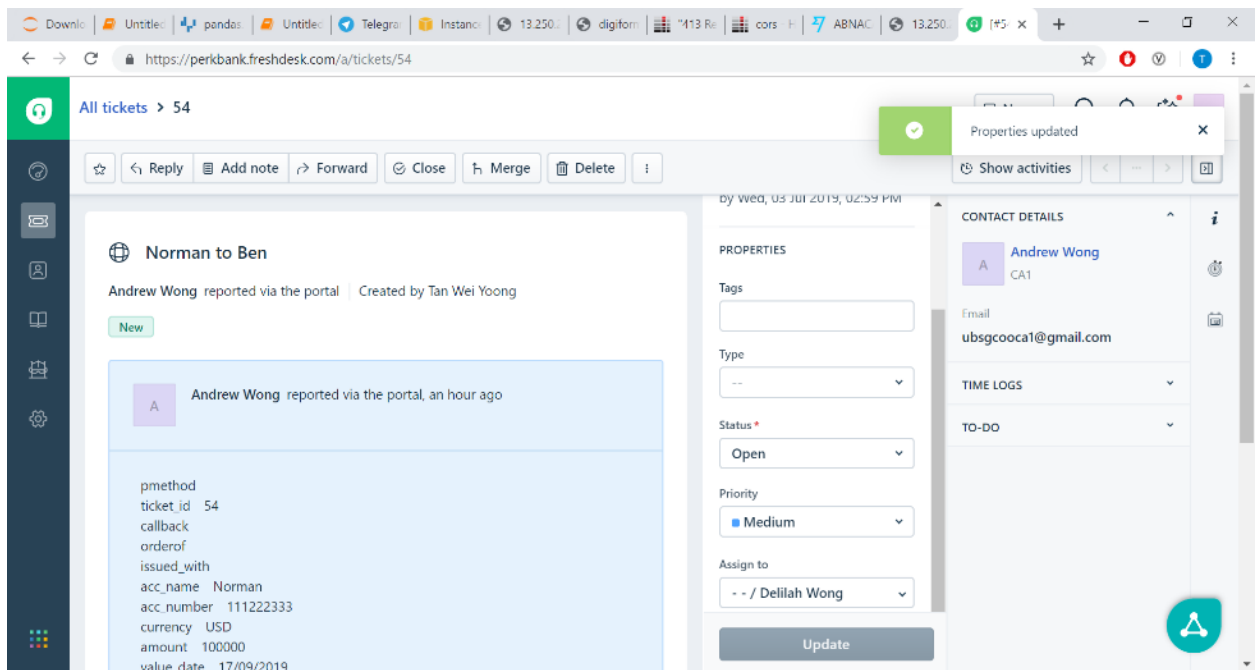*Figure 35: Assign to Delilah Wong*

Figure 36: Update button clicked

7. Once done, click on the A icon at the top right corner and it's done

For Checker 2,

** For prototyping purpose and assuming that it is the last checker, it is the same as Checker 1 from step 1 to 6.

Sign in info:

Username: **ubsgcoochecker2@gmail.com**

Password: **checker2@ubsgcoo**

At Step 6, instead of assigning to another checker, checker 2 will then check with the payment team to confirm that payment has been processed which would then allow checker 2 to close the ticket.

This can be done by scrolling down on the second panel to find the status page and select Closed to make signify that the payment instruction has been processed. Then click to update the status
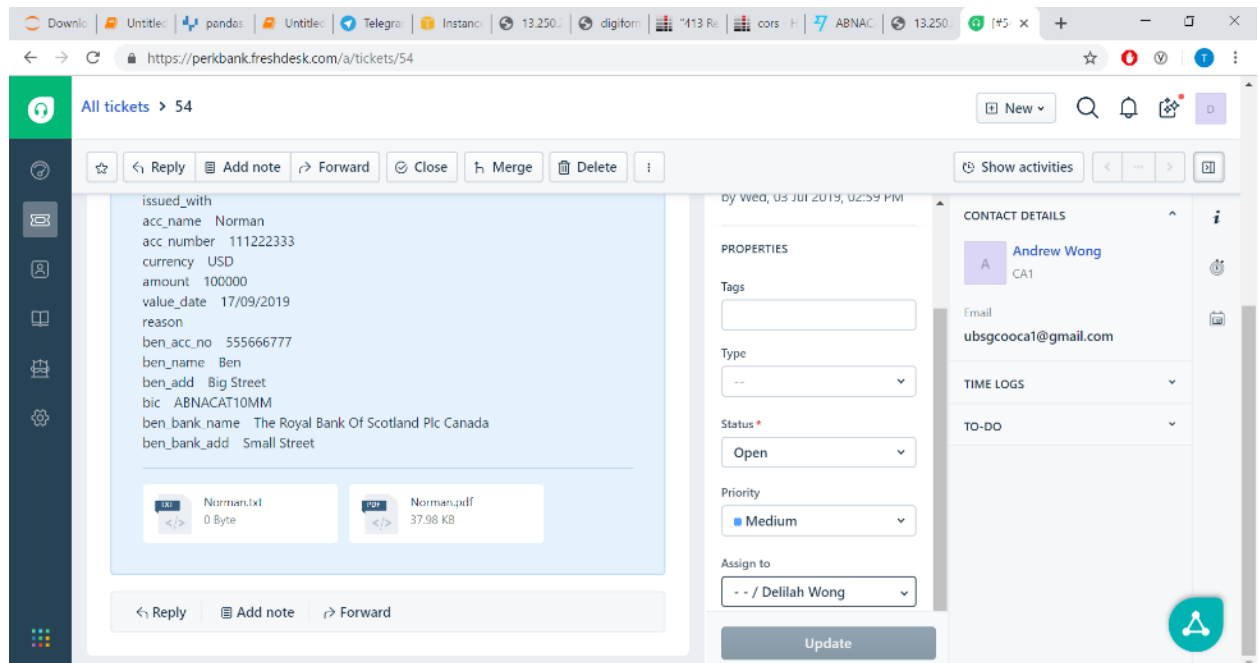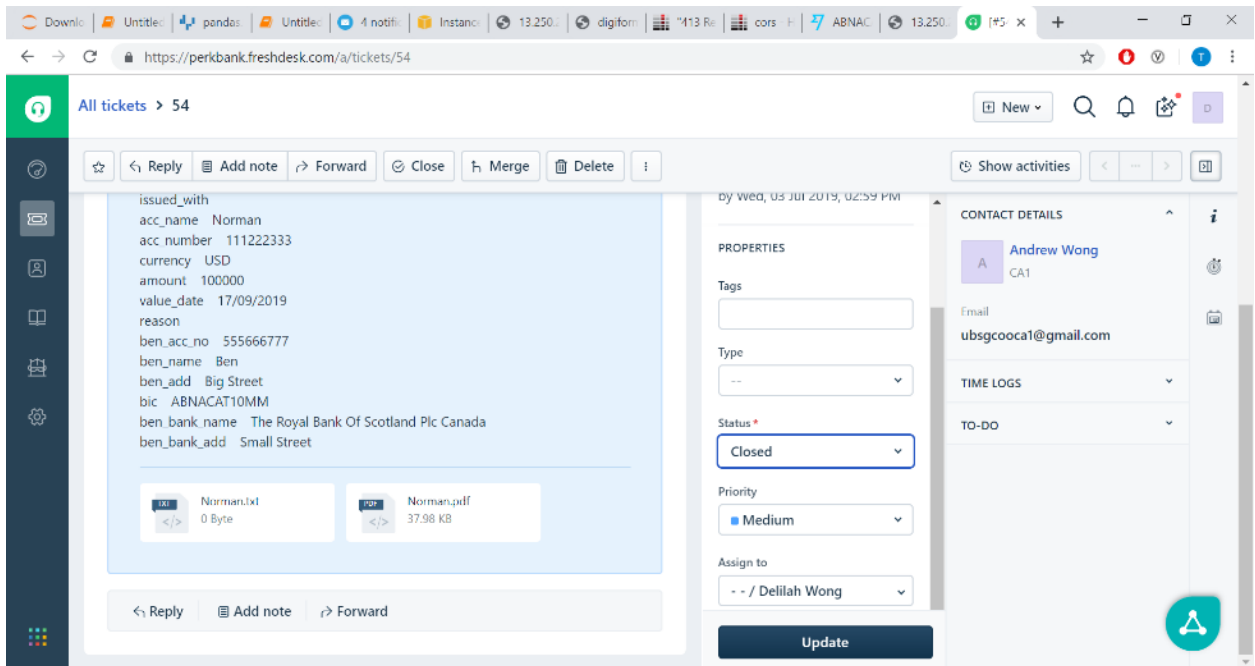

Figure 37: Scroll down to find status
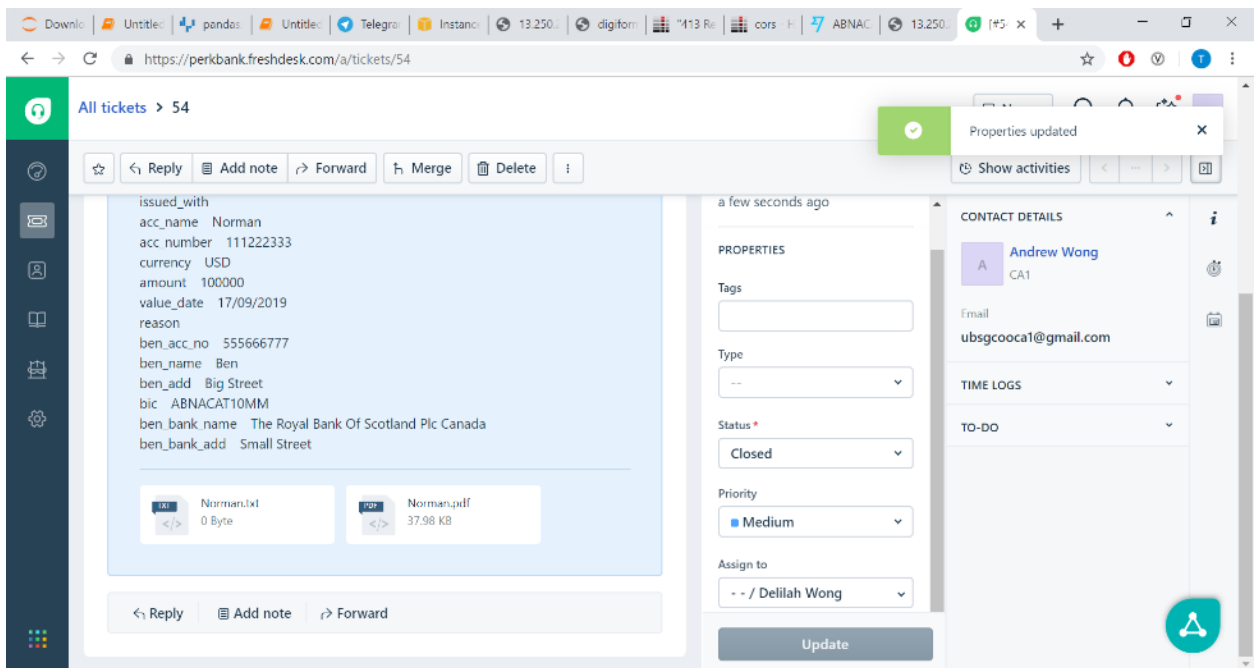
Figure 38: Assign status to closed
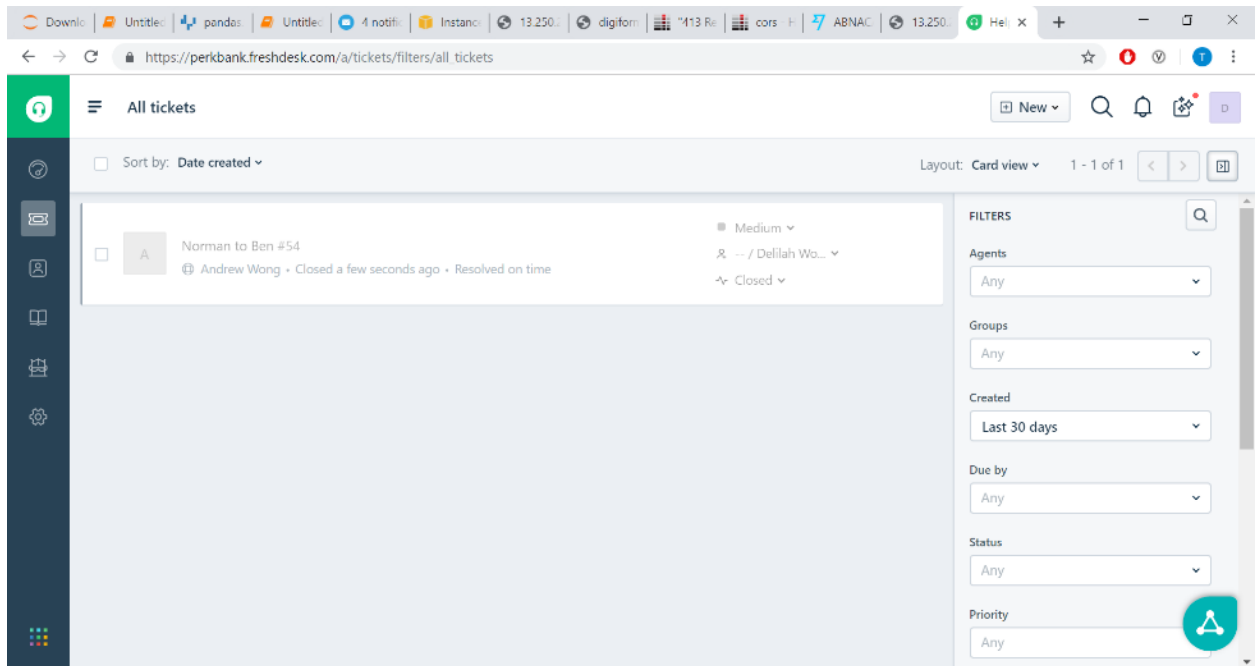

Figure 39: Ticket status updated

Figure 40: click on the ticket to see that the ticket has been closed.

** END OF README**