

USER DOCUMENTATION

Abstract

This User Manual contains all essential information for a user to make full use of the ACCOUNT OPENING PORTAL. It includes a description of the system functions and capabilities, contingencies and alternate modes of operation, and step-by-step procedures for system access and use.

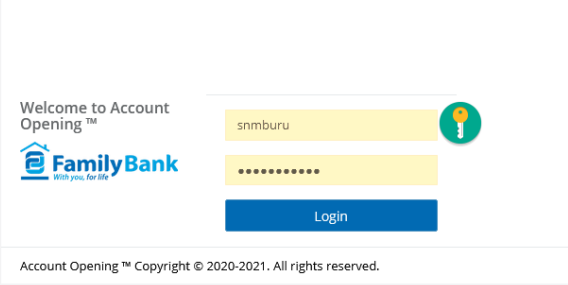
Contents

1.	Accessing the portal.....	Error! Bookmark not defined.
2.	Dashboard	Error! Bookmark not defined.
3.	Individual account opening.....	Error! Bookmark not defined.
4.	Joint account opening	Error! Bookmark not defined.
5.	Business Account	Error! Bookmark not defined.

REVISION CHART				
Document version	Application version	Author(s)	Description of versions	Date completed
1.0	1.0	SAMUEL MBURU	Draft	25 th Nov 2020

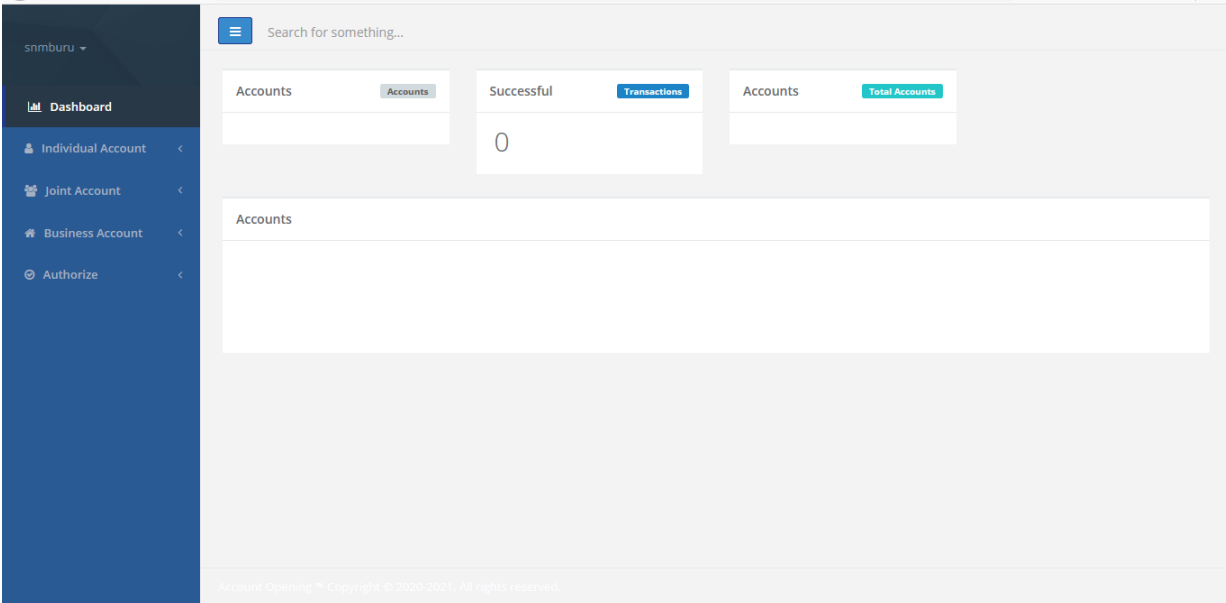
1. Authentication

Login to the application using your domain username and password.

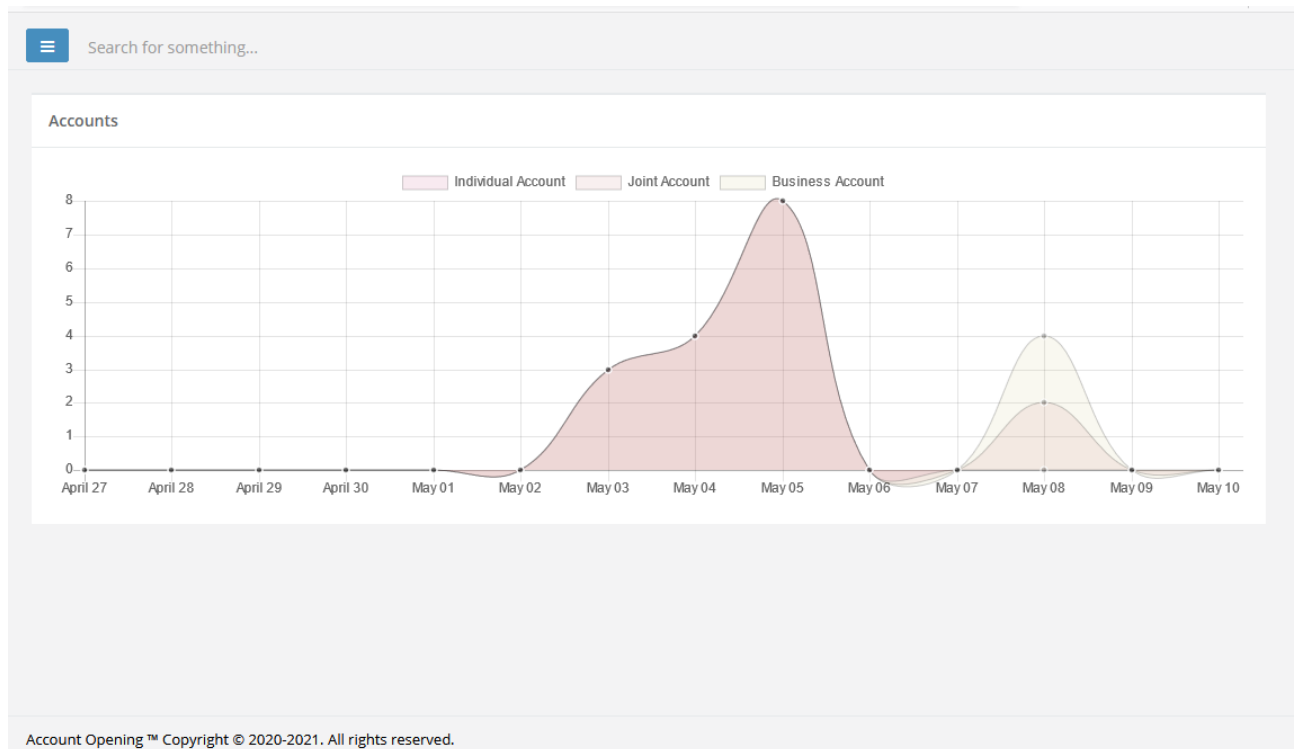


The login form is centered on a light gray background. It features the text "Welcome to Account Opening™" and the "FamilyBank" logo with the tagline "With you, for life". The username field contains "snmburu" and is accompanied by a green key icon. The password field is masked with dots. A blue "Login" button is positioned below the password field. At the bottom, a copyright notice reads: "Account Opening™ Copyright © 2020-2021. All rights reserved."

2. Dashboard

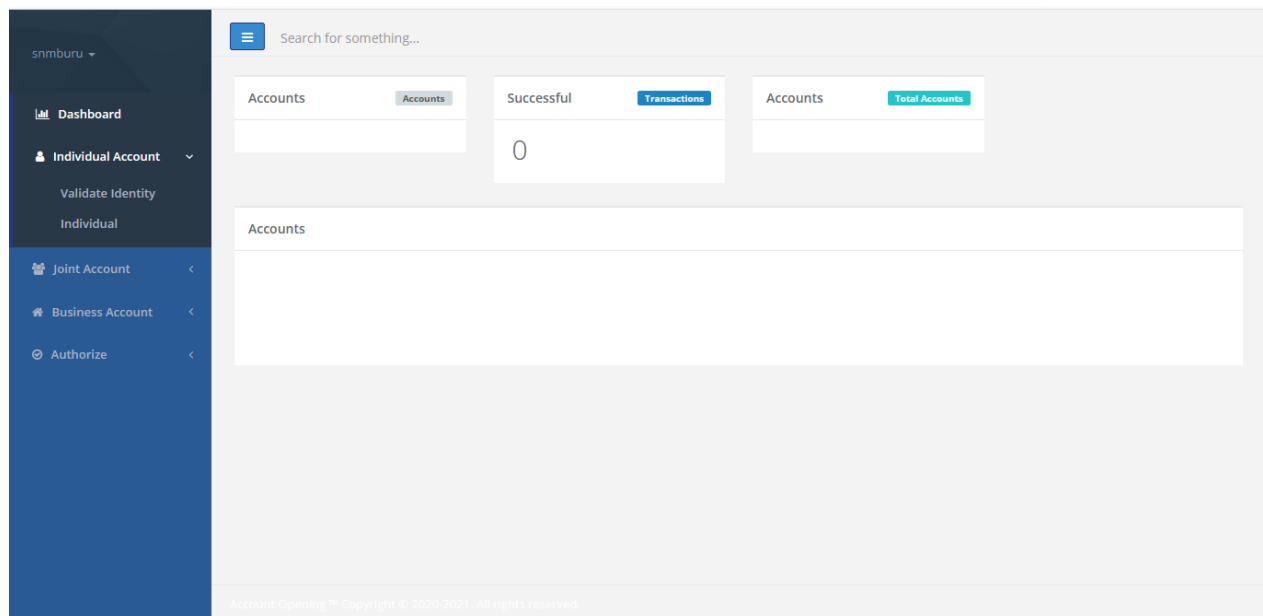


The dashboard interface features a dark blue sidebar on the left with the username "snmburu" at the top. The sidebar menu includes "Dashboard", "Individual Account", "Joint Account", "Business Account", and "Authorize". The main content area has a search bar at the top. Below it, there are three summary cards: "Accounts" (with a sub-tab "Accounts"), "Successful" (with a sub-tab "Transactions" and a value of "0"), and "Accounts" (with a sub-tab "Total Accounts"). A large "Accounts" table is displayed below these cards. The footer contains the copyright notice: "Account Opening™ Copyright © 2020-2021. All rights reserved."



3. Individual account menu

The individual menu has two submenus: validate identity and Individual



3.1 Validate Identity

Family Bank

Account Opening Portal

Select search mode to validate with on IPRS:

- i. Search by Id
- ii. Search by Alien Id
- iii. Search by Passport

The screenshot displays the 'Validate' page of the Account Opening Portal. The left sidebar contains navigation links: 'Dashboard', 'Individual Account', 'Validate Identity' (selected), 'Joint Account', 'Business Account', and 'Authorize'. The main content area is titled 'Validate' and includes a breadcrumb trail 'Dashboard / Home / Validate'. Below this, there is a 'Validated identity' button and a 'Validate Identity' section. The 'Validate Identity' section contains a 'Search Identity' form with three input fields: 'Search Mode' (a dropdown menu currently showing 'Search By Id'), 'Id/Alien Number' (containing '29345707'), and 'Additional Search String' (containing '293xxxxxx'). There are 'Submit' and 'Cancel' buttons at the bottom of the form. At the very bottom of the page, a small copyright notice reads: 'Account Opening™ Copyright © 2020-2021. All Rights Reserved.'

3.1.1 Validated Identity Record

If the customer already exists on flex, flex customer record will be returned, else IPRS data will be returned.

snmburu ▾

Search for something...

Dashboard / Customer / Index

Validate customer

Customer

Show 10 entries

Showing 1 to 1 of 1 entries

Id Number	FirstName	Other Name	Gender	Serial Number	Aml Rating Score	Created Date	Actions
33125707	ENOS	KINAGU	M	239463633	10	3/20/2021	View Create

First Previous 1 Next Last

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View IPRS details

Click on the view menu to view IPRS details to confirm this against the Id or passport provided by customer.

Customer Information

Surname	First Name	Other Name	Gender
INYANGALA	ENOS	KINAGU	M
ID Number	Serial Number		
33125707	239463633		
Date of Birth	Date of Issue	Place of Live	Date of Death
1/10/1996 12:00:00 AM	20-Apr-15 00:00:00	CHIEFZALIZACHAMBITILOCA	
Place of Death	Place of Live	Citizenship	Clan
	CHIEFZALIZACHAMBITILOCA		
Family	AmlRatingScore		
	10		

3.1.2 Create CIF record

3.1.3 IPRS data confirmation screen

The screenshot shows the 'Create Customer information file' interface. On the left is a dark blue sidebar with the following menu items: 'Individual Account' (selected), 'Validate Identity', 'Individual', 'Joint Account', 'Business Account', and 'Authorize'. The main content area is titled 'Create Customer information file' and features a progress bar with seven steps: 1. Customer Identity Details (highlighted in orange), 2. Primary Details, 3. Address and Residential details, 4. Employment details, 5. Alternate contact person details, 6. Next of Kin details, and 7. Finish. Below the progress bar is a form with the following fields:

Surname INYANGALA	First_Name ENOS	Other_Name KINAGU	Gender M
Date_of_Death [empty]	Place_of_Birth VIHIGADISTRICT - VIHIGA	Place_of_Live CHIEFZALIZACHAMBITILOCA	Place_of_Death [empty]
Citizenship [empty]	Clan [empty]	Family [empty]	Ethnic_Group [empty]
Occupation [empty]	Date_of_Issue 20-Apr-15 00:00:00	ID_Number 33125707	Serial_Number 239463633
Pin 19601100740102	RegOffice [empty]		
Photo [empty]	Fingerprint [empty]	Signature [empty]	

3.1.4 Primary details

The screenshot shows the 'Create Customer information file' interface at the '2. Primary Details' step. The sidebar is the same as in the previous screenshot. The progress bar now highlights '2. Primary Details' in red. The form contains the following fields:

Salutation This field is required. --Select--	Telephone This field is required. 7XXXXXXX	Email Address Email	Customer Referral This field is required. --Select--
KRA PIN This field is required. KRA PIN	Marital Status Single		
Branch Comments [empty text area]			

At the bottom right of the form are two buttons: 'Previous' and 'Next'.

localhost:1335/IndividualAccount/customer/create/3#

3.1.5 Address and residential details

1. Customer Identity Details
2. Primary Details
3. Address and Residential details
4. Employment details
5. Alternate contact person details
6. Next of Kin details
7. Finish

Resident
Select

Resident

Postal Address

Postal Address Town
Select Town

Postal Address
Postal Address

Postal Code
Postal Code

Physical Address

Citizenship
Kenya

County
For more info

Town
Select Town

Type of Residence
--Select--

Residential Address
Physical Addr:

Road
Road

House Number
House Number

Floor
House Floor

3.1.6 Employment details

3.1.7 Employed screen

1. Customer Identity Details
2. Primary Details
3. Address and Residential details
4. Employment details
5. Alternate contact person details
6. Next of Kin details
7. Finish

Select Employment
--Select--

Employment Details

Employer Name

Employer's Postal Address
Employer Postal Address

Employer's Postal Code
Employer's Postal Code

Employer City
Employer City

Employer Telephone
707xxxxx

Designation
Employee Designation

Income Range in KES
--Select income range--

CBK classification one

Customer's main economic sector
Select

Customer's main economic sector details

CBK classification Two

Customer's main economic sector
Select Economic Sector

Business segment
Select

3.1.8 Self –Employed screen

Self Employment Details

CBK classification

Customer's main economic sector

Select

Customer's main economic sector details

CBK Sector classification

Customer's main economic sector

Select Economic Sector

Business segment

Select

Income Range in KES

--Select income range--

Income Range Next Three Months

--Select income range--

Nature of in-flows

Cash In-flows

☒

Cheque In-flows

☒

Electronic Transfer In-flows

☒

Mobile Transfer In-flows

☒

3.1.9 Alternative contact person details

Create Customer information file

1. Customer Identity Details

2. Primary Details

3. Address and Residential details

4. Employment details

5. Alternate contact person details

6. Next of Kin details

7. Finish

Alternative contact Name

Contact Person's Telephone

707xxxx

Branch Comments

Previous

Next

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3.2.0 Next of Kin details

Create Customer information file

1. Customer Identity Details

2. Primary Details

3. Address and Residential details

4. Employment details

5. Alternate contact person details

6. Next of Kin details

7. Finish

Kin Name

SAMIDOH

Kin relationship

Other

Kin Mobile Number

707123520

Kin Id Number

0

Is a Minor?

☒

Guardian Name

SAM MBURU

Kin Other Relationship

FRIEND

Branch Comments

Previous

Next

3.2.1 Confirmation Screen

Salutation

Mr

Telephone

707123012

Email Address

SAM@GMAIL.COM

Customer Referral

Walk-in customer

KRA PIN

AY707123123G

Marital Status

Married

Address and Residential details Details

Resident

Resident

Resident

Postal Address

Postal Address Town

Nairobi

Postal Address

112

Postal Code

1200

Physical Address

Citizenship

Kenya

County

Kisii

Town

Machakos

Type of Residence

Self owned

Residential Address

3.2.2 CIF listing

The created CIF record will be listed on the index page.

Validate Identity

Customers

Show 10 entries

Search:

CSV Excel PDF

Showing 1 to 10 of 10 entries

Name	Id Number	Record Status	FlexStatus	Customer No	Account Number	Action
GEORGE EDWIN MUCHIRA	22927543	Data Clean up		000081402		<div>View Edit Uploads</div> <div>Account Details</div>

3.2.3 Account Creation

To create an account, click on the Account details menu.

3.2.4 Select account type

Account Details

Dashboard / Home / **Account details**

Account

1. Account type 2. Account classification 3. Account Options 4. Finish

Account Name

GEORGE EDWIN MUCHIRA

Account Class

Select Account Class

Account Currency

Choose Currency

Previous Next

3.2.5 Account Classification

Account Details

Dashboard / Home / **Account details**

Account

1. Account type

2. Account classification

3. Account Options

4. Finish

Primary Economic Sector

Industry Sub Sector

Industry Sub Sector Category

Industry Sub Sector Category

Agriculture, forestry and fis

Fishing and aquaculture

Aquaculture

Marine aquaculture

Previous

Next

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3.2.6 Account Operation Mandate

Account Details

Dashboard / Home / **Account details**

Account

1. Account type

2. Account classification

3. Account Options

4. Finish

Account Mandate

Minimum Signatories

Sole

1

Previous

Next

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3.2.7 Details Confirm screen

1. Account type

2. Account classification

3. Account Options

4. Finish

Account Details

Account Name

Account Class

Account Currency

GEORGE EDWIN MUCHIRA

Joint Account

KES

Account classification Details

Primary Economic Sector

Industry Sub Sector

Industry Sub Sector Category

Industry Sub Sector Category

Agriculture, forestry and f

Fishing and aquaculture

Aquaculture

Marine aquaculture

Account Options Details

Account Mandate

Minimum Signatories

Sole

1

3.2.8 Document Upload

Select a document type form the dropdown list and browse the document. Click on upload button to save the document.

ManageEngine Password Man... X

fb_l_sadm@PG-DC-01 - PMP RE... X

fb_l_sadm@UTIL-PAY-UAT - PM... X

Account Opening™ | Validate X

Mkanisa portal X

172.16.11.86:7878/IndividualAccount/customer/uploads/1

Search for something...

Document Upload

Dashboard / Home / Validate

Select a document to upload

Document Type

Document

Choose Document Type

Browse...

No file selected.

Choose Document Type

Please select an item in the list.

Photo

Signature

Proof of employment

Id Photo Front

Id Photo Back

Copy of KRA Pin

Upload

Cancel

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4 Joint Account

From the side menu bar click on the joint menu. Created joint account will be listed on the index page. To create a new account click on the create menu.

The screenshot shows the FamilyBank Account Opening Portal. The left sidebar contains the following menu items: Dashboard, Individual Account, Joint Account (selected), Business Account, Authorize, and Logout. The main content area is titled 'Joint' and shows a 'Create' button. Below the 'Create' button, there is a table titled 'Customers' with the following data:

Account Name	Flex Status	Record Status	Created Date	Action
Test		Approved	2021-05-08T02:36:39.8897273	Edit Signatories Account Details

At the bottom of the page, there is a copyright notice: Account Opening™ Copyright © 2020-2021. All rights reserved.

4.1 Joint account name

Provide the joint account name.

Joint account Name

Dashboard / Home / Create

The screenshot shows the 'Create Joint Name' form. It has a progress bar with two steps: '1. Joint Account Name' (active) and '2. Finish'. The form contains a large text input field labeled 'Account Name'. At the bottom right, there are 'Previous' and 'Next' buttons.

4.2 Confirmation

Confirm the joint account name and click finish

Create Joint Name

1. Joint Account Name

2. Finish

Joint Account Name

Account Name

SAM AND ROSE

Previous

Finish

4.3 Account signatories.

Click on the signatory's menu to capture each of the account signatory details. Repeat the same procedure used in validating and capturing the individual account details.

Joint

Dashboard / Customers

Create

Customers

Joint Account Name created successfully

Show 10 entries

Search:

CSV

Excel

PDF

Showing 1 to 2 of 2 entries

Account Name	Flex Status	Record Status	Created Date	Action
Test		Approved	2021-05-08T02:36:39.8897273	Edit Signatories Account Details
SAM AND ROSE		New	2021-05-10T05:35:23.0543316	Edit Signatories Account Details

First

Previous

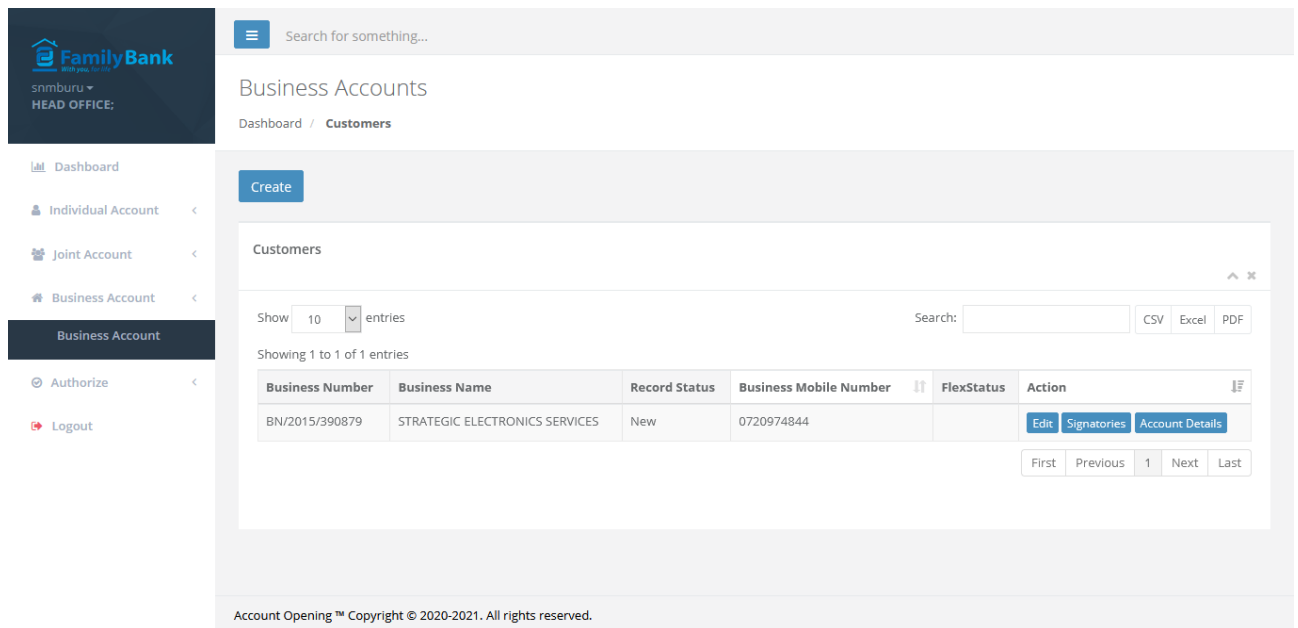
1

Next

Last

5.0 Business Account

From the left side bar menu, click on the Business account menu. The already created accounts will be listed on the index page. To create a new business account click on create.



FamilyBank
snmburu
HEAD OFFICE:

Search for something...

Business Accounts

Dashboard / Customers

Create

Customers

Show 10 entries Search: CSV Excel PDF

Showing 1 to 1 of 1 entries

Business Number	Business Name	Record Status	Business Mobile Number	FlexStatus	Action
BN/2015/390879	STRATEGIC ELECTRONICS SERVICES	New	0720974844		Edit Signatories Account Details

First Previous 1 Next Last

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5.1 Business identity details

Capture Details

Dashboard / Home / Create

Create Business information Record

1. Customer Identity Details 2. Physical Address Details 3. Finish

Registration Number	Name of Business *	Trading Name	Nature of Business(Industry)
PY-TRYRUR4	Sal Fish suppliers	293xxxxxx	Food Processing
Date Registration No	Associated Company		
06 / 02 / 2020			

Previous Next

5.2 Physical address details

Create Business information Record

1. Customer Identity Details

2. Physical Address Details

3. Finish

Business Location

Nakuru

Building

THE MIRAGE

P.O Box

140223

Postal Code

00200

Town

Nakuru

Business Telephone

Business Mobile Number

0707318620

Email Address

SALSFISH@GMAIL.COM

Turn Over Range in KES

100,001 and 500000

Previous

Next

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5.3 Confirmation screen

1. Customer Identity Details

2. Physical Address Details

3. Finish

Business Details

Registration Number

PY-TRYRUR4

Name of Business *

Sal Fish suppliers

Trading Name

293xxxxxx

Nature of Business(Industry)

Food Processing

Date Registration No

06 / 02 / 2020

Associated Company

Details

Business Location

Nakuru

Building

THE MIRAGE

P.O Box

140223

Postal Code

00200

Town

Nakuru

Business Telephone

Business Mobile Number

0707318620

Email Address

SALSFISH@GMAIL.COM

Turn Over Range in KES

100,001 and 500000

Family Bank

5.4 Click on the signatory's menu to capture each of the account signatory details. Repeat the same procedure used in validating and capturing the individual account details.

Business Accounts

Dashboard / Customers

Create

Customers

Business record created successfully

Show 10 entries Search: CSV Excel PDF

Showing 1 to 2 of 2 entries

Business Number	Business Name	Record Status	Business Mobile Number	FlexStatus	Action
BN/2015/390879	STRATEGIC ELECTRONICS SERVICES	New	0720974844		Edit Signatories Account Details
PY-TRYRUR4	Sal Fish suppliers	New	0707318620		Edit Signatories Account Details

First Previous 1 Next Last

6.0 Authorization

FamilyBank

snmburu HEAD OFFICE:

Dashboard

Individual Account

Joint Account

Business Account

Authorize

Individual Account

Joint Account

Business Account

Logout

Search for something...

Individual Account

Dashboard / Approve

Approve

Show 10 entries Search: CSV Excel PDF

Showing 1 to 1 of 1 entries

Name	Id Number	Record Status	FlexStatus	Customer No	Account Number	Action
NAIMA ALI MOHAMED	35217230	Posted	SUCCESS	002506243		View Approve

First Previous 1 Next Last

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Customer Details

Customer Information

FirstName	MiddleName	LastName	Gender
NAIMA	ALI	MOHAMED	F
Email Address	KRA PIN	Telephone	Customer_No
nawahib12@gmail.com	A016319191D	0722706332	002506243
Martial Status			
Married			

Residential and Address Information

Postal Code	Postal Address	Postal Address Town	
n/a	n/a	2	
Nationality	Town	Type of Residence	Residential Address
KE	n/a	Rented	SOUTH B DIAMOND PARK
Road	House Number	Floor	
MOMBASA ROAD	N/A	N/A	

Customer Account Information

Account Type Description	Account Currency	Account Operating Mandate	Account Name
Mwananchi Account	KES	SOLE	NAIMA ALI MOHAMED
AccountNumber			

Approval Comments

Approve

Reject

Close

Account Opening Portal

Customer Account Information

Account Type Description

Mwananchi Account

Account Currency

KES

Account Operating Mandate

SOLE

Account Name


NAIMA ALI MOHAMED

AccountNumber

Approval Comments

good

Approve



Result:

Customer approved successfully!

OK

Close

Family Bank