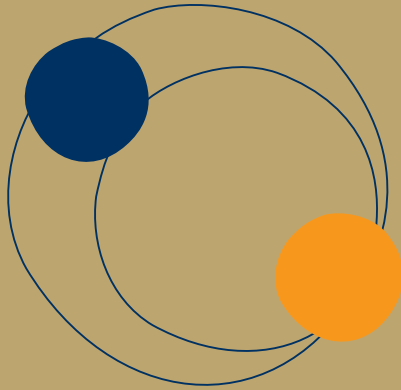


VP Bank e-banking^{plus}

User Administration



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VP Bank e-banking^{plus} – Introduction

Roles

VP Bank e-banking^{plus} is a service for professional clients who are looking for an e-banking solution that can be operated by several users with different authorizations. For this purpose VP Bank e-banking^{plus} employs a flexible authorization system based on the following two roles:

1. The **superuser** is responsible for user management. Users cannot be registered except by the superuser, who also acts as contact person for VP Bank.
2. A **user** of VP Bank e-banking^{plus} has access to clients allocated to him by the superuser.

The functions of the two roles are set out in the following table:

Role (number of persons)	Identification	Functions
Superuser (1)	SU	To register, edit and delete users and their authorizations. Assign alias names so that the user does not have access to clients' names. ¹
User (1-n)	(freely definable)	User of VP Bank e-banking ^{plus} for assigned clients and with specified authorizations.

¹ Location-specific (for further information visit www.vpbank.com – e-banking)

Preparations for use

For every client who is to be managed via VP Bank e-banking^{plus}, a separate Usage agreement e-banking^{plus} needs to be filled in. This agreement, correctly completed and signed with legal effect, must be lodged with VP Bank.

The contact person receives a password and matrix card for the superuser and a password and matrix card for the first user. To operate VP Bank e-banking^{plus}, the superuser must first edit the details of the first user or register new users.

The following steps are necessary:

- Edit user details (first name, surname)
- Assign user authorizations
- Allocate customers to the user
- Assign customer authorizations

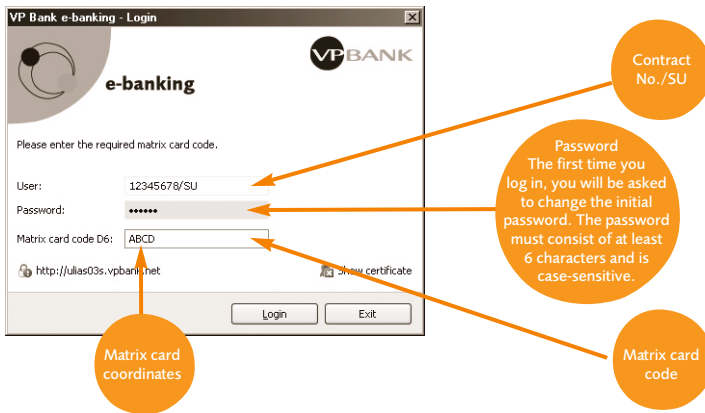
These actions must be carried out by the superuser for each new user and for each additional client relationship (steps 3 and 4). VP Bank e-banking^{plus} cannot be used unless clients and the authorizations relating to them have been assigned to the user(s).

The access data (user name, password and matrix card) for each newly registered user are sent to the contact person by post. The registration of new users and the editing process are described step by step in the following sections.

Registering New Users

Superuser login

To register new users or to edit the first user issued by VP Bank, you must log in as superuser (SU).



- Enter the user name and the password of the superuser in the appropriate fields of the login window.
- Click "Next" to get to the matrix card level of the login window.
- Enter the code on the matrix card in accordance with the specified coordinates.
- Click "Login" to get to the main user management menu.

Registering and changing users

VP Bank e-banking^{plus} cannot be operated unless at least one user has been registered. When your e-banking^{plus} contract starts, VP Bank will set up a first user for you. You can then edit the details of this first user as follows:

- In the User Summary, select the user to be edited.
- Right-click the user and select "Edit User" in the context menu.

Identification	Surname	Name	Last Login	Logins	Wrong L...	Locked	Edit date	Creation date
CSE	CSE	TEAM	10.07.2009 13:40	4	0	Not locked	29.05.2009	
EWY	Mueller	Peter	25.05.2009 09:24	128	0	Not locked	14.01.2009	31.08.2005
SFF	Lehring	Lehring		0	0	Not locked	05.08.2009	
SU	Mueller		07.08.2009 09:01	77	0	Not locked	10.07.2009	31.07.1999
ak			07.08.2009 09:01	114	0	Not locked	06.08.2009	03.08.2009
ak		Refresh	5.07.2009 09:36	498	0	Not locked	06.01.2009	10.12.2002
ba2	Be	Show Details	5.08.2009 14:19	36	0	Not locked	29.05.2009	03.01.2009
bak		New User	3.01.2009 16:50	5	3	Not locked	03.01.2009	03.01.2009
et				0	0	Not locked	04.06.2009	05.06.2009
fbe		Copy User	5.08.2009 14:25	133	0	Not locked	05.08.2009	17.08.2004
ho1	Ko	Edit User	7.07.2009 16:01	7	0	Not locked	04.06.2009	05.06.2009
hsc	Ko	Edit User Rights	7.07.2009 16:03	4	0	Not locked	04.06.2009	05.06.2009
mat	Mu	Edit Customer Allocations	9.07.2009 10:06	194	0	Not locked	29.05.2009	20.11.2008
met	Mu	Edit Customer Rights	6.08.2009 08:31	282	0	Not locked	15.05.2009	18.11.2008
me	Th			0	0	Not locked	10.07.2009	10.07.2009
scprod	Mu	Delete User	6.08.2009 17:06	252	0	Not locked	04.06.2009	08.11.2007
testuser	Mu			0	0	Locked	25.03.2009	08.01.2009
testy3	ak	Lock User	1.07.2009 10:51	23	0	Not locked	06.01.2009	15.06.2009

If you want to register a new user, click "New User".

These actions bring you to the User assistant, which is described in the following sections.

User Assistant – Steps 1 and 2

Step 1 of 4 – User details

As a first step, enter the identification, surname and name of the user. The identification (max. 8 characters), together with the contract number, serves as the user name for login. It is therefore advisable to keep the identification as short as possible. For example, if the identification is "mup", the user name for logging in to VP Bank e-banking^{plus} becomes "12.345.678/mup".

The screenshot shows a window titled "User assistant" with a sub-header "User details" and "Edit User (1/4)". Below this, there is a profile icon and the text "Mustermann Peter (mup)". The form contains three input fields: "Identification:" with the value "mup", "Name:" with the value "Peter", and "Surname:" with the value "Mustermann". At the bottom of the window are three buttons: "< Back", "Next >", and "Cancel".

Enter identification, surname and name.
Note: The identification is later used together with the contract number for login by the user.

- Enter the identification, surname and name in the specified fields. For the first user issued by VP Bank, the identification is already registered and cannot be changed.
- Click "Next" to get to the User authorizations screen.

Step 2 of 4 – User authorizations

The next step is to establish the user's authorizations.

User
authoriza-
tions

Authoriza-
tion level
for orders

Assign user authorizations by activating the checkboxes.

Checkbox	Enables the user to . . .
Download statements	... download account and asset statements as pdf files (Acrobat Reader).
New client group ²	... create client groups in order to display consolidated asset information relating to several clients.
Download BESR ²	... to receive electronic data on incoming payments made by "bank payment slip with reference number".
Receive e-Post	... receive electronic documents.
Beneficiary directory access	... access shared beneficiary directories from other users
Beneficiary directory sharing	... share the beneficiary directory with other users

² Location-specific (for further information visit www.vpbank.com – e-banking)

Assign authorization levels (electronic equivalent of signature rights) to the user by selecting the appropriate radio buttons. The superuser can choose from among three authorization levels (enter, collective or single) for stock market transactions, money market transactions and payments.

Radio button	Authorization level
Enter	The user merely has the right to draft new orders. When he drafts an order, the order cannot be carried out until it has been approved by a holder of single authorization, two holders of collective authorization or one holder of collective authorization plus one holder of single authorization.
Collective	The user has authorization to act collectively. When he creates an order, the order cannot be carried out until it has been approved by another user with either collective authorization or single authorization.
Single	The user has authorization to act singly. When he creates an order, it is carried out automatically.

Click "Next" to get to the next step: allocating customers to the user.

User Assistant – Step 3

Step 3 of 4 – Customer Allocations

The Customer Allocations screen enables the superuser to designate the clients to be managed by the user in VP Bank e-banking^{plus}. Click the arrows to allocate clients to the user.

The screenshot shows the 'User Assistant' window for 'Edik User (3/4)'. The main title is 'Customer Allocations'. Below the title, the user 'Mustermann Peter (mup)' is identified. The interface is divided into two main sections: 'Not assigned' and 'Assigned', each with a 'Customer' header and a list of client IDs and names. Between these lists are three navigation buttons: '>>', '>', and '<<'. Three callout boxes provide instructions for these buttons:

- '>>': Add or remove a single client or a multiple selection
- '>': By simultaneously pressing the CTRL or Shift key you can select multiple clients.
- '<<': Add or remove all clients

 At the bottom of the window are buttons for '< Back', 'Next >', and 'Cancel'.

- **Not assigned customers:** List of all clients designated in the VP Bank e-banking^{plus} contract but not allocated to this user. The user cannot access these clients via VP Bank e-banking^{plus}.
 - **Assigned customers:** The selected user has access to all clients listed here.
- After assigning clients to the user, click "Next" to move on to the next step: establishing the authorizations that the user has in relation to the assigned clients.

User Assistant – Step 4

Step 4 of 4 – Customer authorizations

In this last step, the selected user is assigned specific authorizations for the clients allocated to him. Activate the checkboxes to assign authorizations to the user.

Customer	Maturity notific...	Payment	Stockmar...	Money M...	BESR	e-Post
50.123.456 - Max Mustermann	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
50.678.911 - Max Mustermann	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
50.901.234 - Max Mustermann	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
50.123.456 - Max Mustermann	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
50.556.235 - Max Mustermann	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
50.123.456 - Max Mustermann	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
50.456.991 - Max Mustermann	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Assign authorizations by activating the checkboxes

Activates the authorizations specified in the contract

Checkbox	enables the user to . . .
Maturity notifications	. . . to receive notification of the maturity of the selected clients' fixed-term deposits seven days before the maturity date.
Payments³	. . . to execute payments for the selected clients in accordance with the previously established authorization level (enter, collective or single).
Stock market	. . . to execute stock market orders for the selected clients in accordance with the previously established authorization level (enter, collective or single).
Money market	. . . to execute money market transactions for the selected clients in accordance with the previously established authorization level (enter, collective or single).
BESR/LSV³	. . . to receive electronic data on incoming payments made by "bank payment slip with reference number" (if this service has been additionally ordered).
e-Post	. . . to receive all electronic documents for the selected clients (if this service has been additionally ordered).

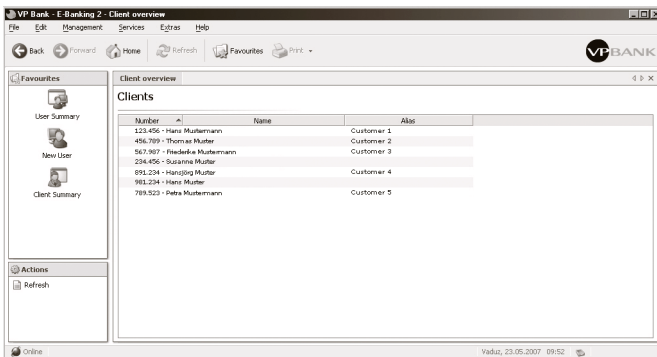
Clicking on the button "Use contact authorizations" sets all entitlements as per the completed e-banking^{plus} user agreement. Click "Create" to activate the user with his assigned clients and authorizations.

³ Location-specific (for further information visit www.vpbank.com – e-banking)

Creating Aliases / Copying Users

Creating alias names for clients⁴

This function enables you to create alias names for clients so that they always appear in VP Bank e-banking^{plus} under this alias name only.



- In the Management menu or in Favorites, select the **"Customer Summary"** function.
- Select the clients for whom you want to create alias names and in the context function (right click) select **"Edit Alias"**.
- In the screen that now appears, enter the alias name for this client.
- Click **"Save"**, to assign the alias name.

From this moment, the client will appear in all windows (except this one) under his alias name only. Please note that account and asset statements ordered in PDF form will show the real name of the account holder.

⁴ Location-specific (for further information visit www.vpbank.com – e-banking)

Copy user

To facilitate the task of registering new users, VP Bank e-banking^{plus} lets you copy a user together with all his allocated clients and authorizations.

The screenshot shows the 'User Summary' page in the VP Bank e-banking system. The 'Users' table contains the following data:

Identification	Surname	Name	Last Login	Logins	Wrong L...	Locked	Edit date	Creation date
edk	edk	TEAM	10.07.2009 13:40	4	0	Not locked	14.01.2009	29.05.2009
edk	edk	Refresh	25.06.2009 09:24	120	0	Not locked	14.01.2009	31.03.2009
edk	edk	Refresh	05.08.2009	0	0	Not locked	05.08.2009	05.08.2009
edk	edk	Show Details	07.08.2009 09:01	77	0	Not locked	10.07.2009	31.07.1999
edk	edk	New User	27.05.2009 17:09	160	0	Not locked	21.04.2009	02.04.2007
edk	edk	New User	15.07.2009 09:36	498	0	Not locked	06.01.2009	10.12.2002
edk	edk	Copy User	05.08.2009 14:19	36	0	Not locked	29.05.2009	03.01.2009
edk	edk	Edit User	03.01.2009 16:50	5	3	Not locked	03.01.2009	03.01.2009
edk	edk	Edit User	09.08.2009	0	0	Not locked	09.08.2009	09.08.2009
edk	edk	Edit User Rights	05.08.2009	133	0	Not locked	05.08.2009	17.08.2004
edk	edk	Edit Customer Allocations	07.07.2009 18:01	4	0	Not locked	04.06.2009	05.05.2009
edk	edk	Edit Customer Rights	07.07.2009 16:03	4	0	Not locked	04.06.2009	05.05.2009
edk	edk	Delete User	09.07.2009 10:06	194	0	Not locked	29.05.2009	20.11.2007
edk	edk	Delete User	06.08.2009 08:51	282	0	Not locked	15.06.2009	18.11.2007
edk	edk	Lock User	10.07.2009	0	0	Not locked	10.07.2009	10.07.2009
edk	edk	Unlock User	06.08.2009 17:06	252	0	Not locked	25.03.2009	08.08.2009
edk	edk	Testuser	31.07.2009 10:51	23	0	Not locked	06.01.2009	19.07.2009

- In the Management menu select the "User Summary" function.
- Right-click the user you want to copy, and in the context menu left-click "Copy User".

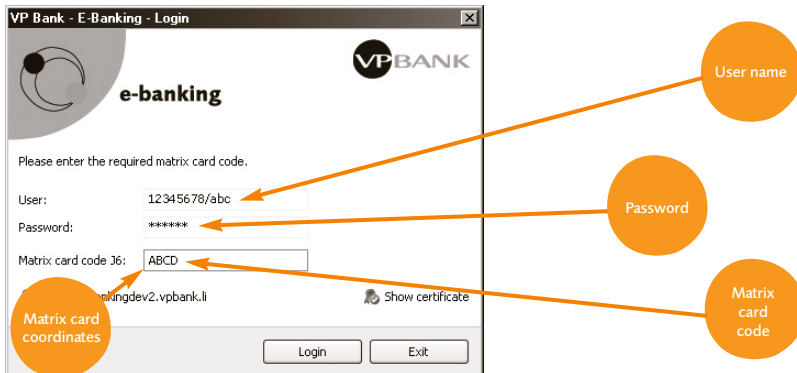
This brings you to the User assistant, where you enter the identification and name of the new user. The assistant then takes you through all the steps of the registration process, which you merely have to confirm.

- Click "Create" to register the copied new user.

Working with VP Bank e-banking^{plus}

Logging in as a VP Bank e-banking^{plus} user

VP Bank generates a password and dedicated matrix card for every newly registered user. The user name, password and matrix card are sent by post to the contact person. These access data enable the user to log in to VP Bank e-banking^{plus}. Log in using the access data that the superuser has given you. You will find the relevant information in the documentation that you receive from VP Bank.



- Note that the user name and password are case-sensitive.
- After authentication of the user name and password, you will be asked to enter the matrix code in accordance with the specified coordinates (e.g. J6).

Enjoy using VP Bank e-banking^{plus}!

