BUTTERFIELD

Butterfield Online

Corporate Administrator Guide

VERSION 2.1 | 01 OCTOBER 2023

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INTRODUCTION

This document provides a step-by-step guide on how a User with Corporate Administrator privileges can conduct various operations in Butterfield Online. Corporate Administrators manage the assignment of User access to the application; the role can perform day-to-day operations such as User Management, User Account Access, Workflow Management, and Rule Management.

1. Dashboard

The system dashboard provides a customised view (customised to the User role) and easy access to relevant functions for the role. Functions are quickly accessible through the buttons on the **Dashboard**.

There are two Corporate Administrator User roles:

1. **Corporate Administrator Maker**
2. **Corporate Administrator Approver**

1.1 Corporate Administrator Maker Dashboard

The Corporate Administrator Maker role allows Users to perform maintenance functions. Users can click on the quick links to launch the respective option.

In addition to the Quick Links, the User can also view **Activity Log**.

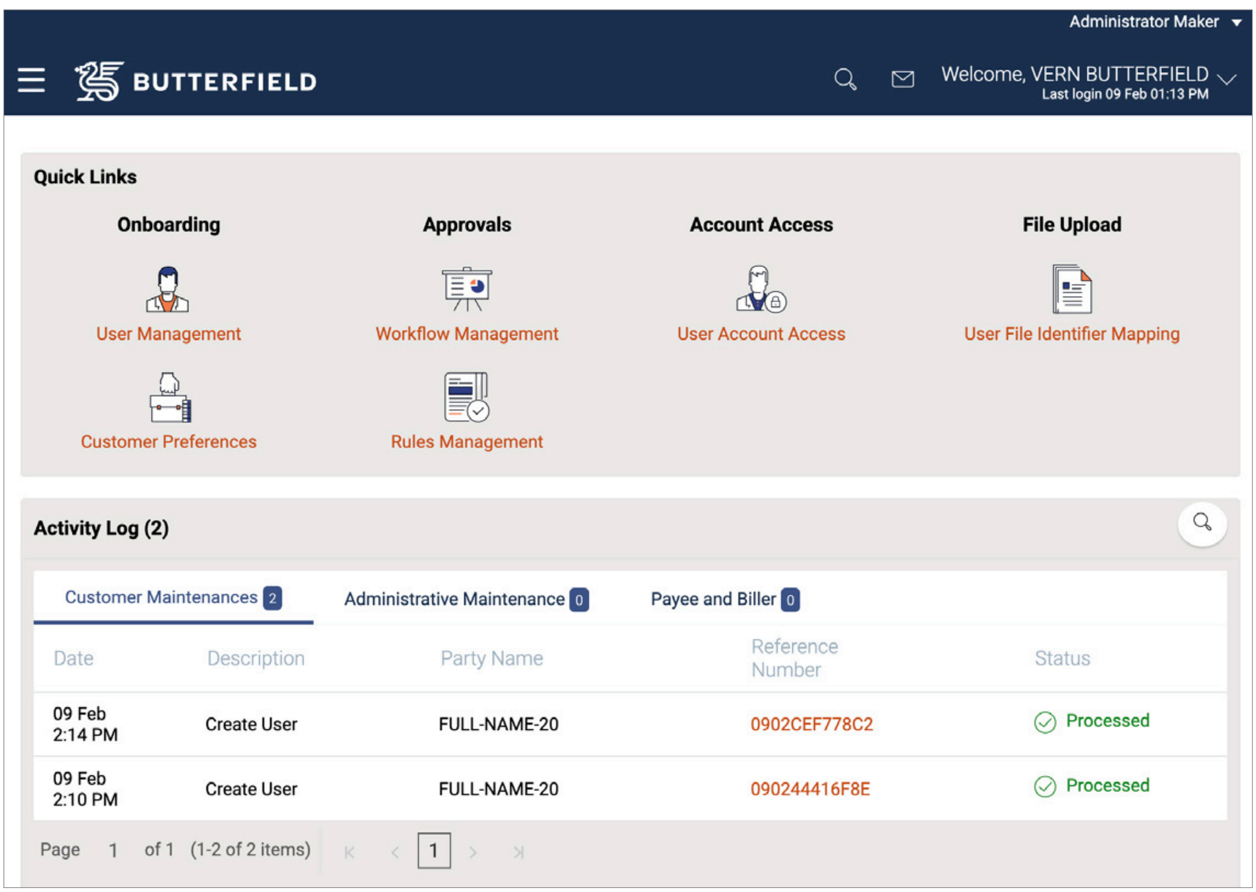

Figure 1.1.1

- **Customer Maintenance Log:** the activities performed on corporate Users. The following fields are onscreen:

  - *Date* – Date of the maintenance.
  - *Description* – Description of the maintenance.
  - *Party Name*
  - *Reference Number*
  - *Status*

- **Administrative Maintenance Log:** other activities performed. The following fields are onscreen:

  - *Date* – Date of the maintenance.
  - *Description* – Description of the maintenance performed.
  - *Reference Number*
  - *Status*

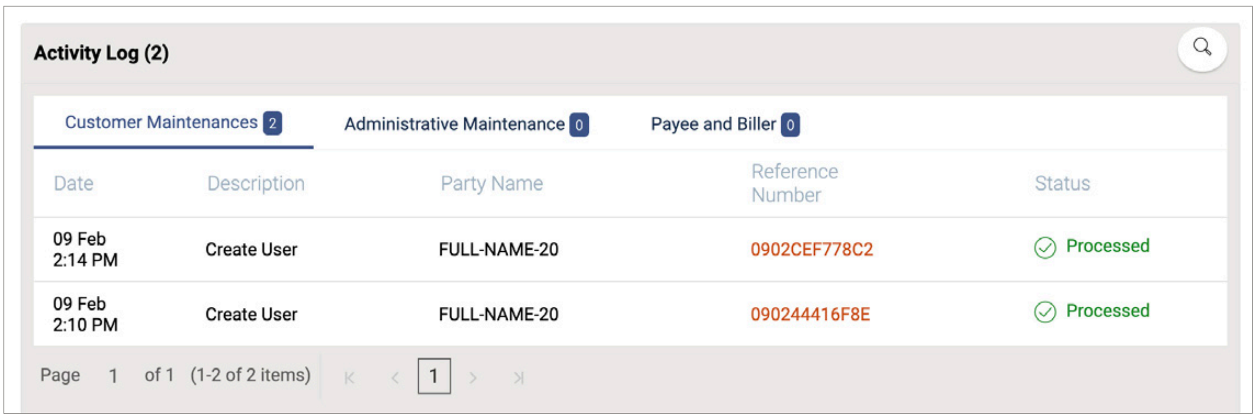

Figure 1.1.2

1.2 Corporate Administrator Approver Dashboard

The Corporate Administrator Approver role allows Users to authorise maintenance functions. The pending authorisations for maintenances are in two sections. Click on the section for a list of the maintenances to be authorised.

- **Party Maintenance** – maintenance performed on party details.
- **Administrative Maintenance** – other system activities performed.

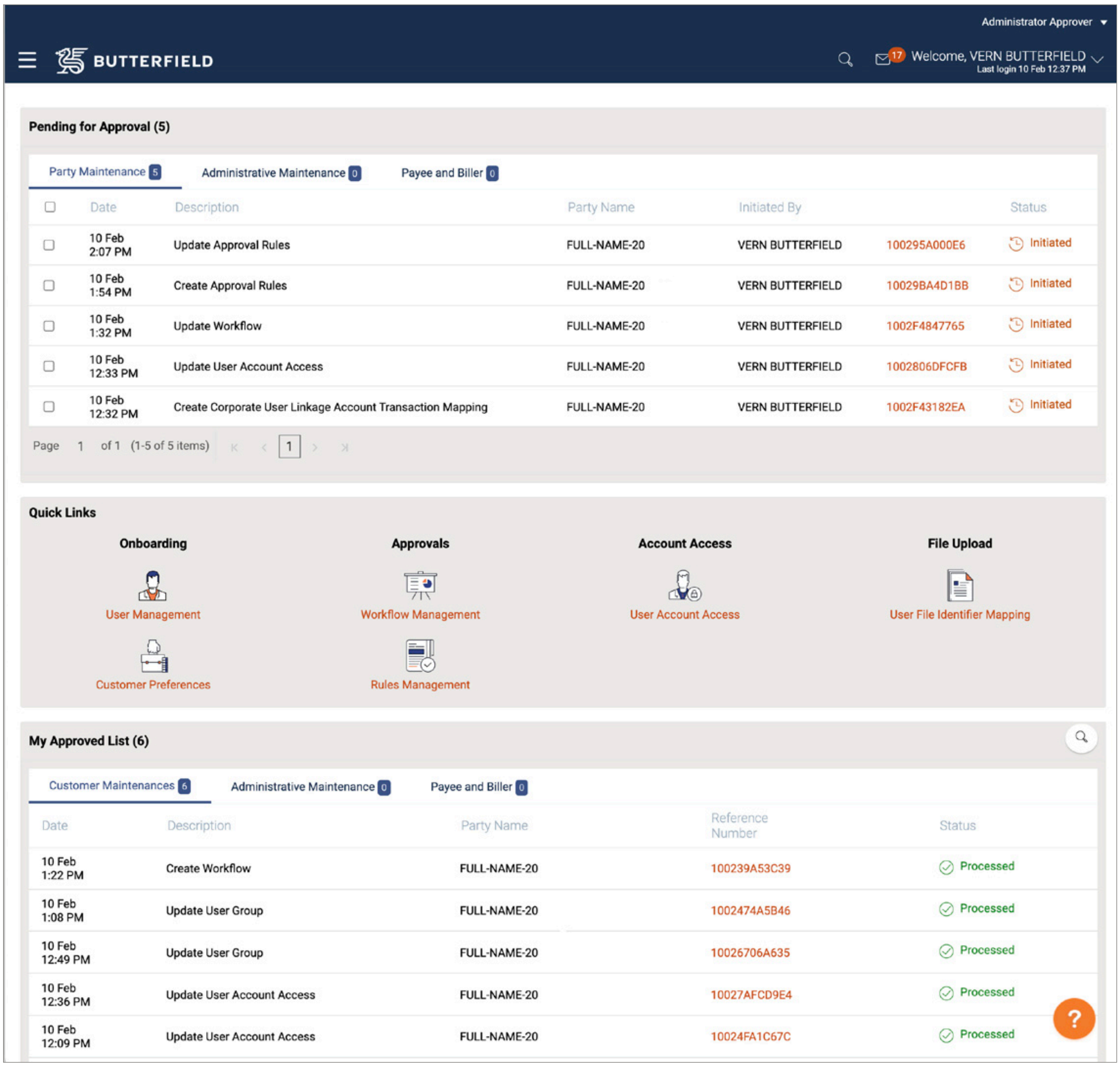

Figure 1.2.1

2. User Management

This section explains the steps to onboard and manage Butterfield Online User access.

The User Management option will allow a Corporate Administrator access to search and administer (i.e., Modify, Lock or Unlock, reset Password, Create User, etc.) Corporate Users associated with their particular online structure.

2.1 Create a Corporate User

1. To process a User creation request, click **User Management** under **Onboarding** on the **Dashboard**.

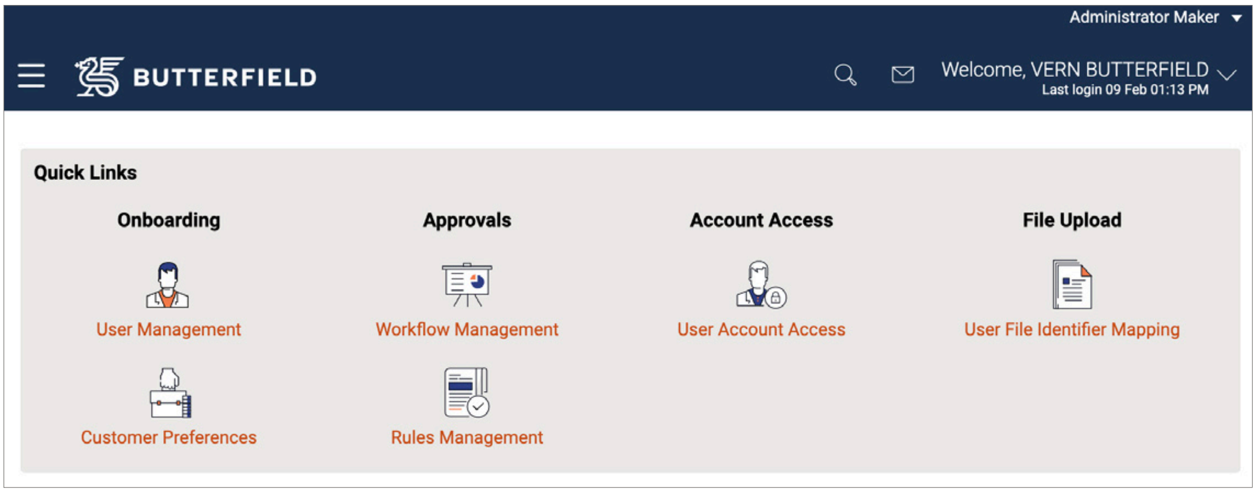

Figure 2.1.1

2. Click on **Create**.

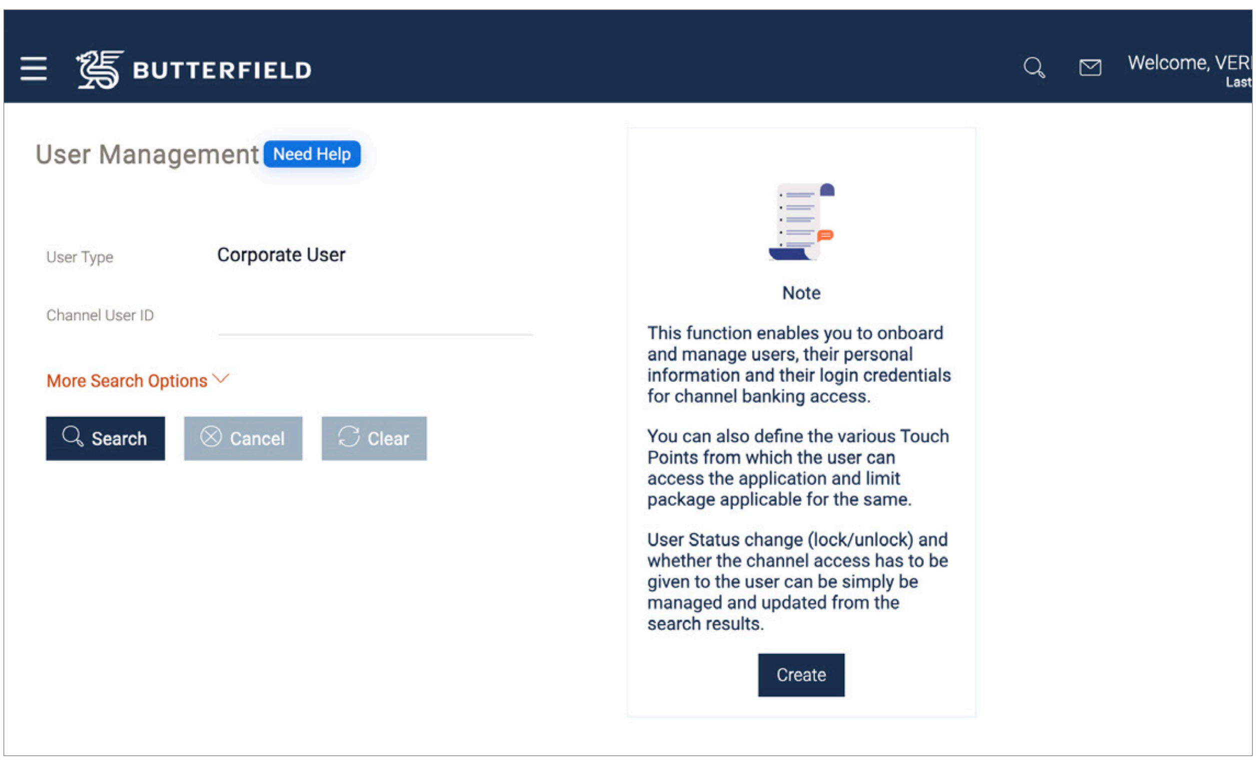

Figure 2.1.2

3. A screen appears with a *User Type*, a *Customer ID* and *Customer Name* field. Click **Create**.

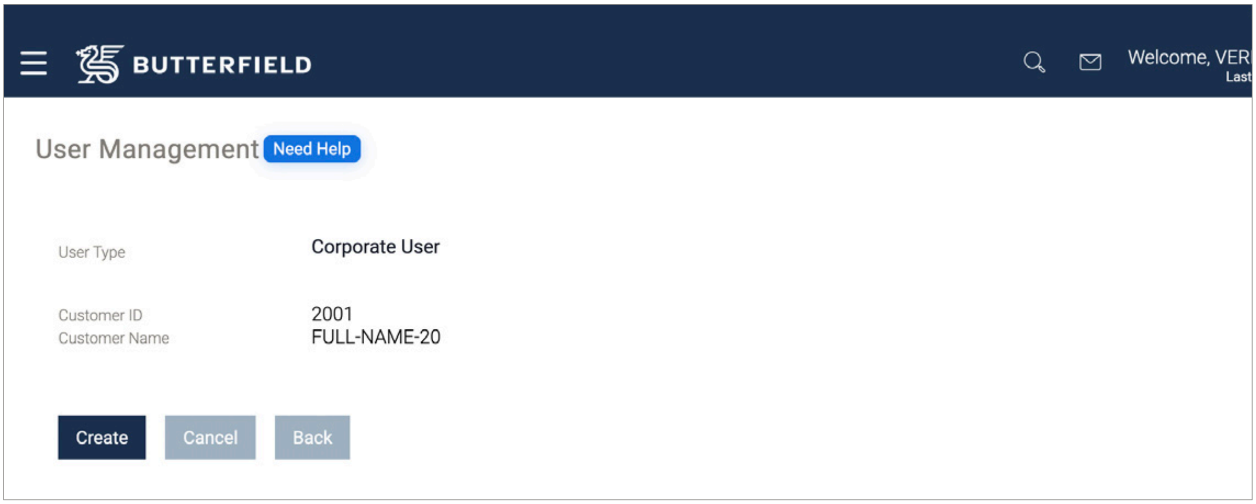

Figure 2.1.3

4. The **Personal Information**, **Contact Details**, **Limit and Roles**, and **Status** section display.
5. Enter a *Channel User ID* and click on **Check Availability** to check if its available.

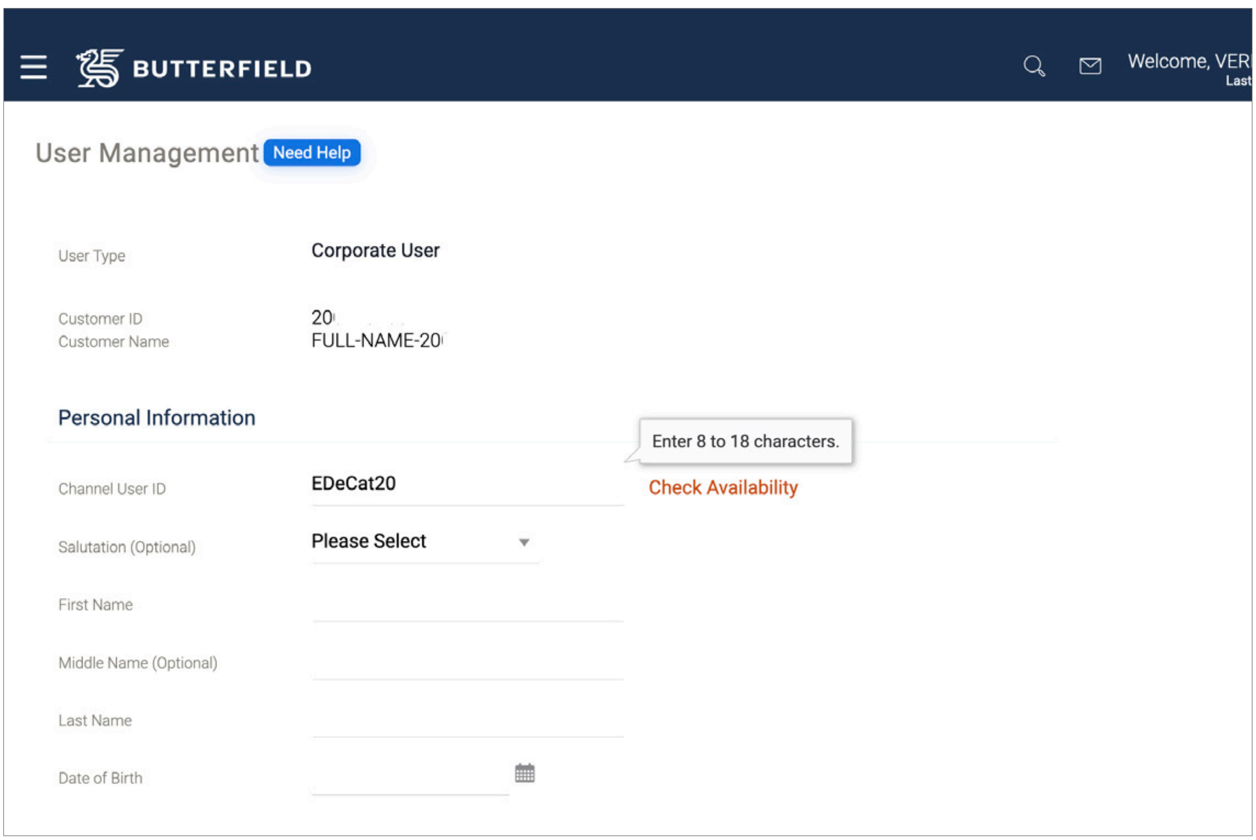

Figure 2.1.4

6. Enter the following details in the **Personal Information** section:
   a. *Salutation* – select the *Title* from the dropdown list (optional).
   b. *First Name* – enter the User's *First Name*.
   c. *Middle Name* – enter the User's *Middle Name* (optional).
   d. *Last Name* – enter the User's *Last Name*.
   e. *Date of Birth* – enter User's *Date of Birth* in DD MMM YYYY format or select date of birth from the calendar by clicking on the **Calendar** icon ( ).

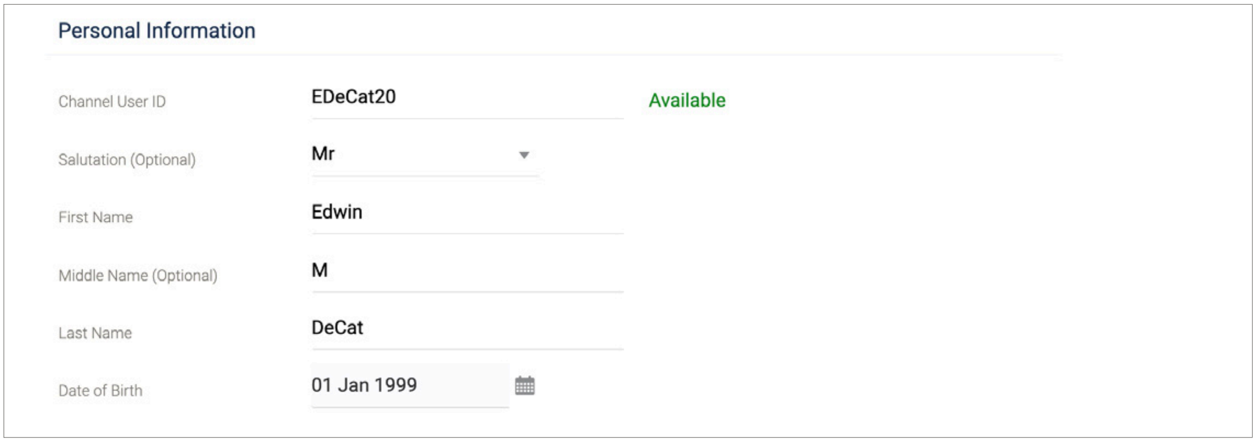

Figure 2.1.5

7. Enter the following details in the **Contact Details** section:
   a. *Email ID* – enter User's *Email ID*.
   b. *Mobile Number* – enter the User's mobile number in the *Contact Number (Mobile)* with the country code e.g. +4418887777.
   c. *Landline Number* – enter the User's landline number in the *Contact Number (Landline)* with the country code, but this is an optional field.
   d. *Address* – enter the User's address in fields Address Line 1 to Address Line 4.
   e. *Country* – select the *Country* where the User resides.
   f. *City* – enter the *City* where the User resides.
   g. *Zip Code* – enter the User's *Postal Code*.

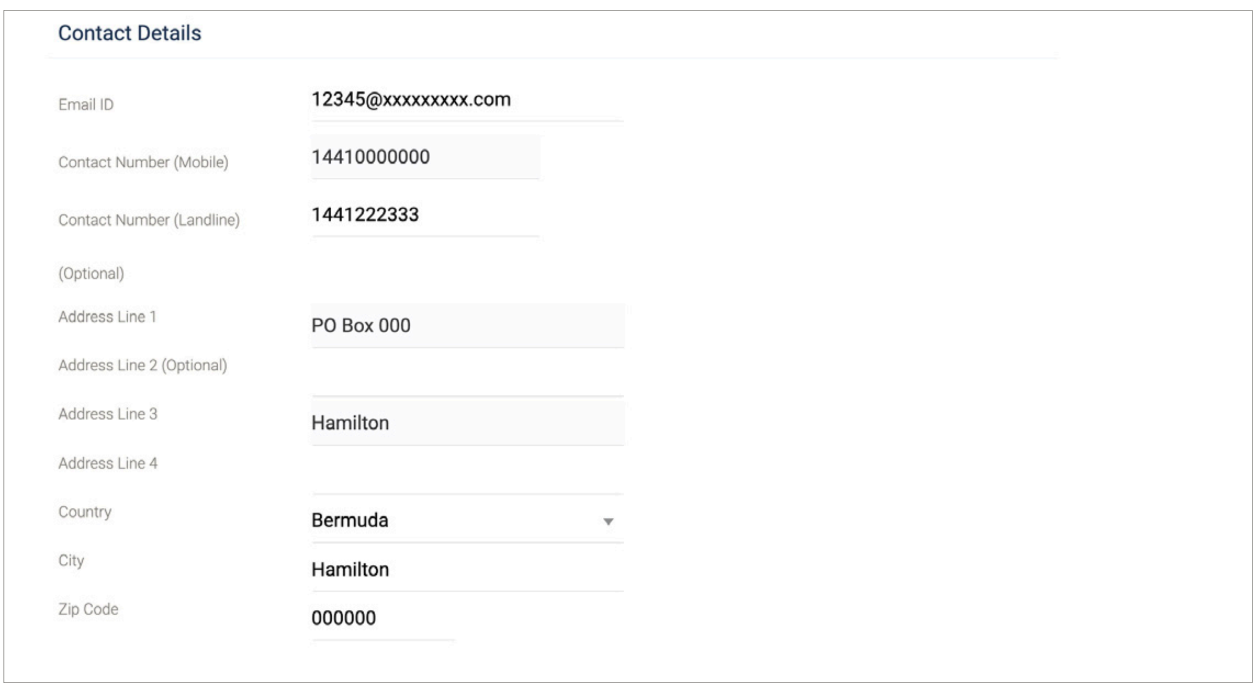

Figure 2.1.6

8. Enter if the role should be disabled or enabled for AOBO (Act on Behalf of) in the **Status** section. AOBO should be enabled if the User will need to manage multiple client relationships.
9. Enter how One Time Passcode (OTP) are to be received, email or via mobile (Push Notification) in the **Actimize Preferences** section.

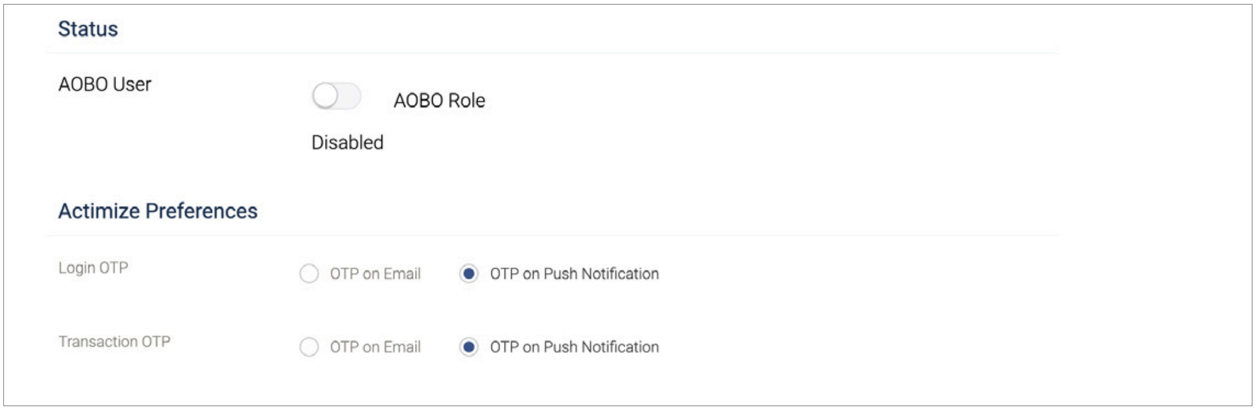

Figure 2.1.7

10. Enter the following details in the **Limit & Roles** section:
    a. If a transaction limit package is to map to the User, select **Limit** to map transaction limit package to the User. Limits will default to what has been set at the client level by the Bank and will automatically be assigned to the User being created.
    b. Select the application *Roles* to assign appropriate access to the User by checking the *Roles* displayed.

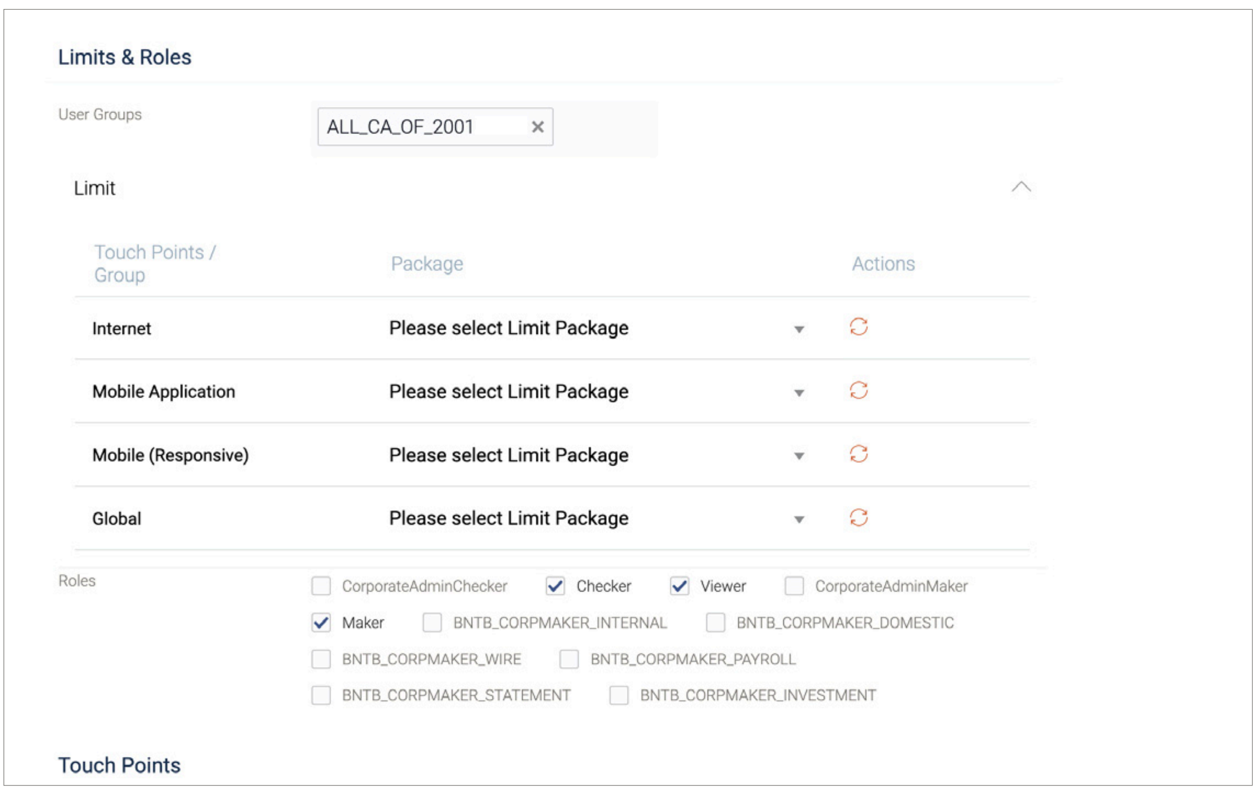

Figure 2.1.8

11. Select **Touch Points**, i.e., *Mobile Application, Internet* or *Mobile (Responsive)*.
12. Click on **Save**, a confirmation screen appears.
13. After clicking **Confirm**, the system displays the success message.

Figure 2.1.9

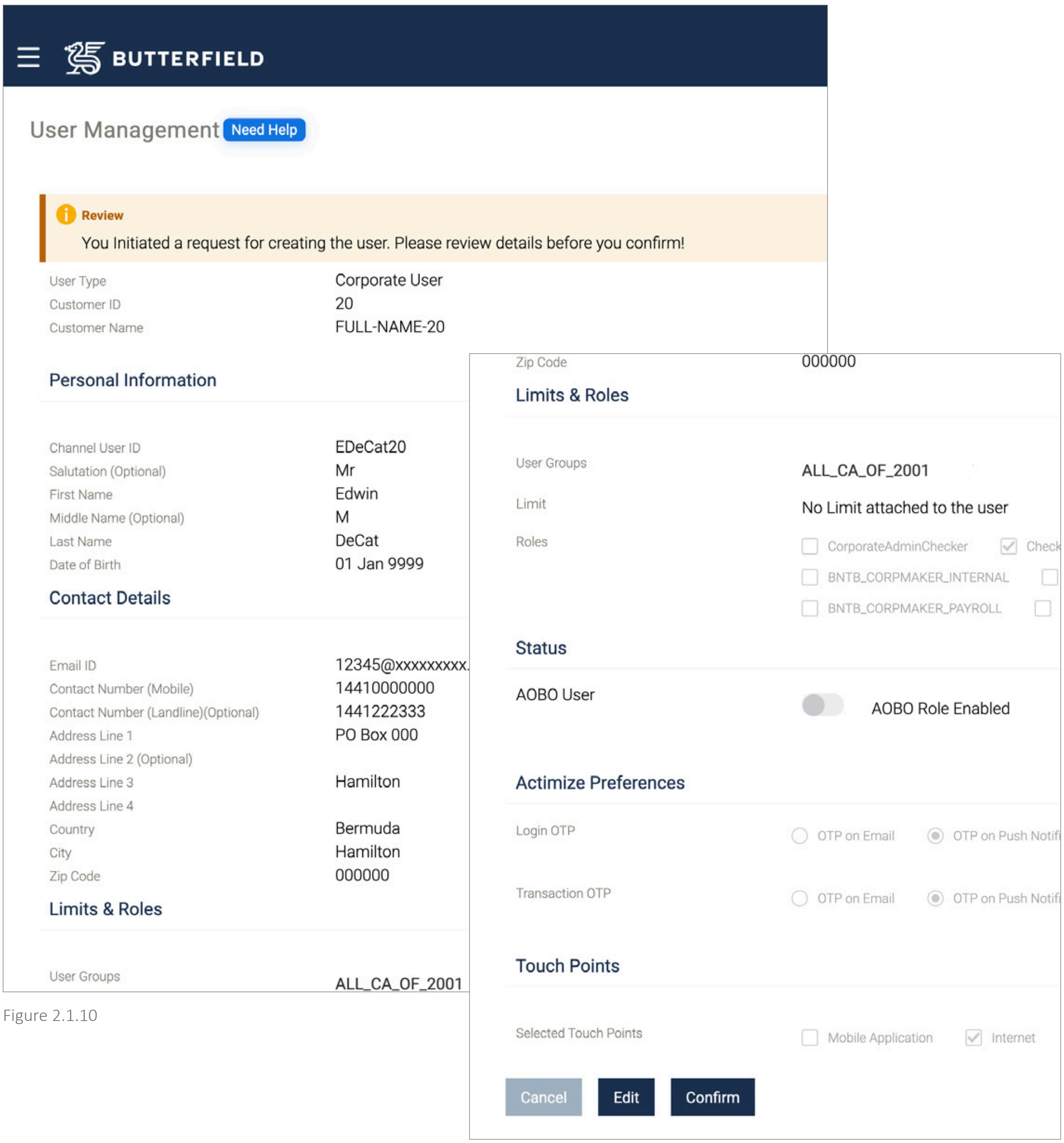

Figure 2.1.10

3. Lock/Unlock Users

This section explains the steps for the Corporate Administrator to lock or unlock a Butterfield Online Corporate User.

Users can be locked:

- Manually by a Corporate Administrator.
- Automatically by the system if the User enters his/her password incorrectly three (3) times consecutively while attempting to log in.

3.1 Search for a User

1. To search for a User creation, click **User Management** under **Onboarding** on the **Dashboard**.

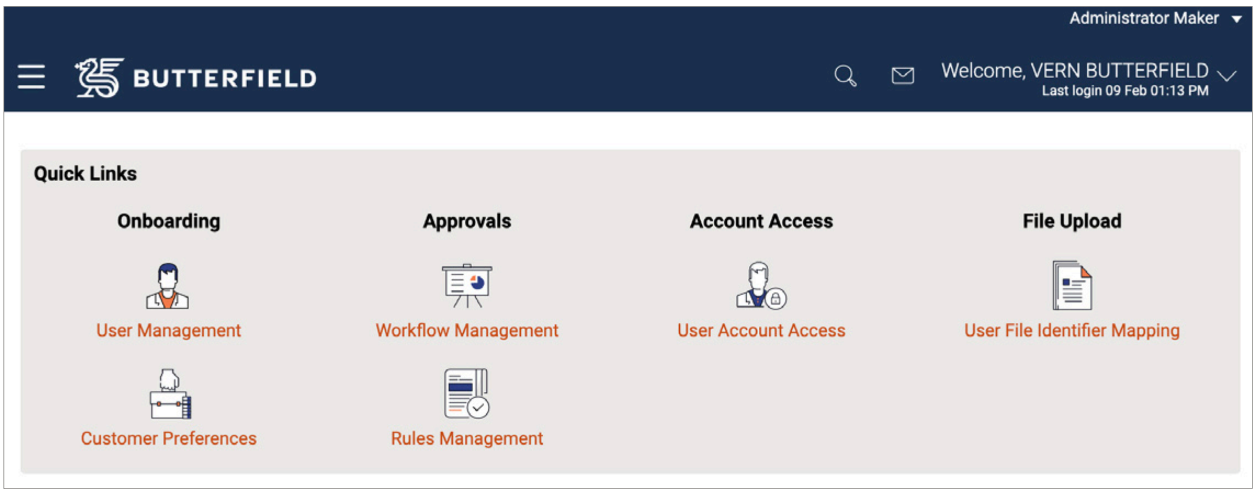

Figure 3.1.1

2. If the User ID is known, enter the same in the *Channel User ID* field.
3. If the User ID is not known, click on **More Search Options** to bring up additional search fields.

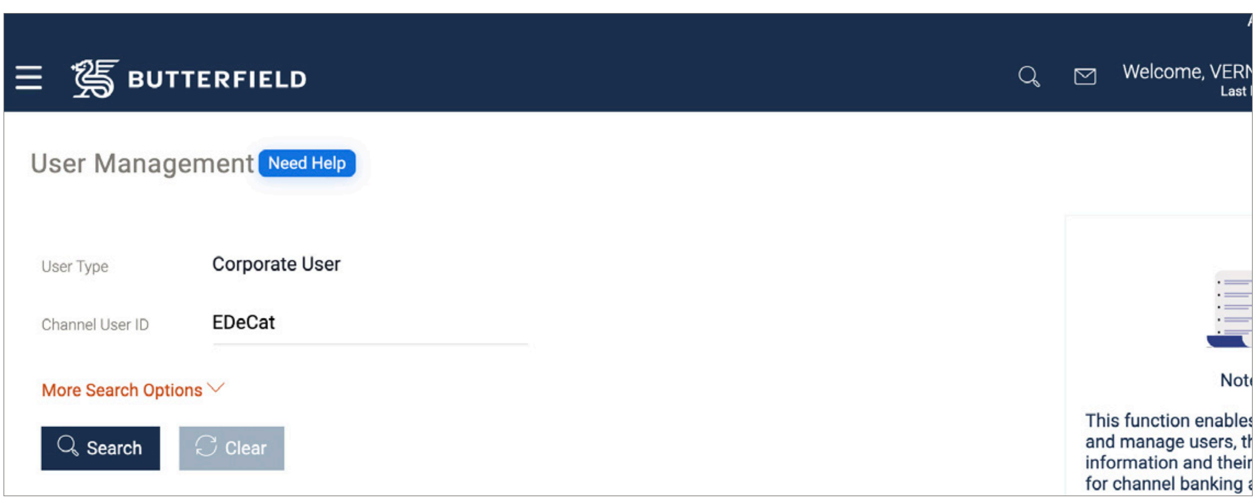

Figure 3.1.2

4. Enter at least one of the following fields to search for a User:
    a. *Channel User ID* – enter a part of or the complete User ID to search on the *Channel User ID* field, e.g., to search for User names with Test enter Test.
    b. *First Name* – enter a part of or the complete first name.
    c. *Last Name* – enter a part of or the complete last name.
    d. *Email* – enter a part of or the complete email address.
    e. *Mobile Number* – enter a part of or the complete mobile number.
5. Click **Search,** the system will display matches under the Search screen.
6. Scroll down to see the search results.

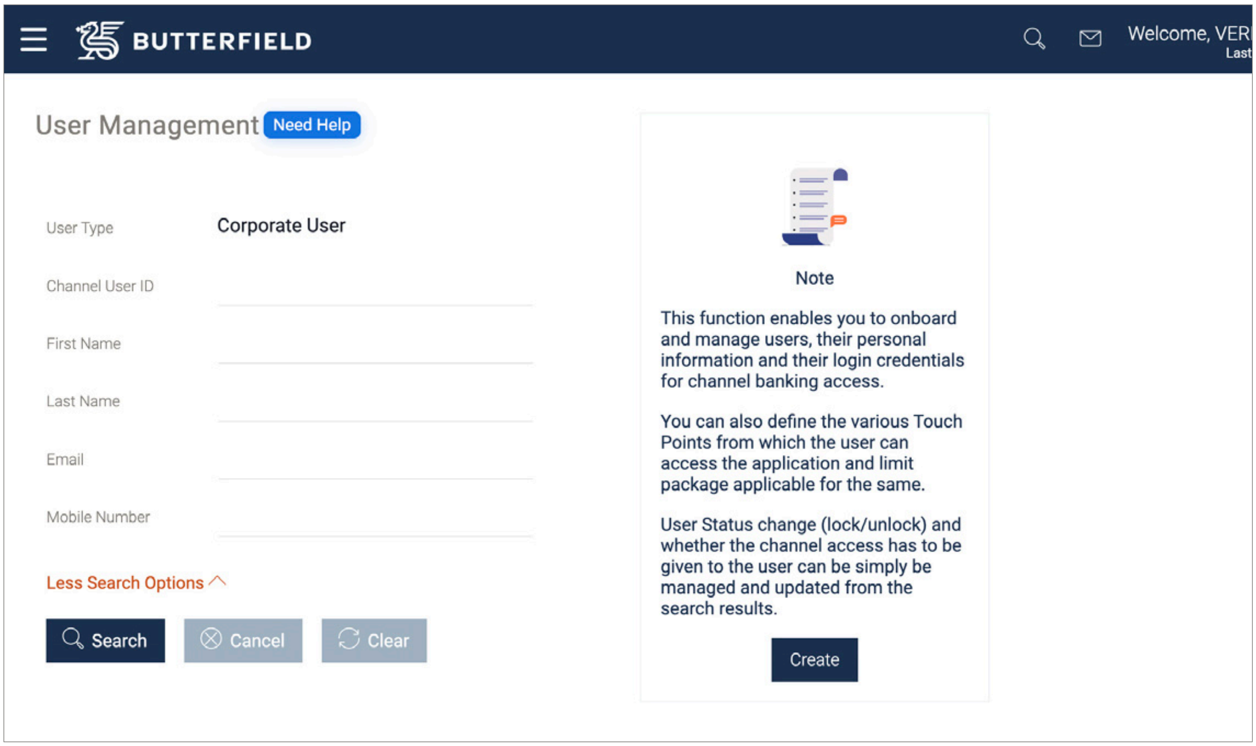

Figure 3.1.3

7. Each User’s *Status* (Locked or Unlocked) displays in the search results.

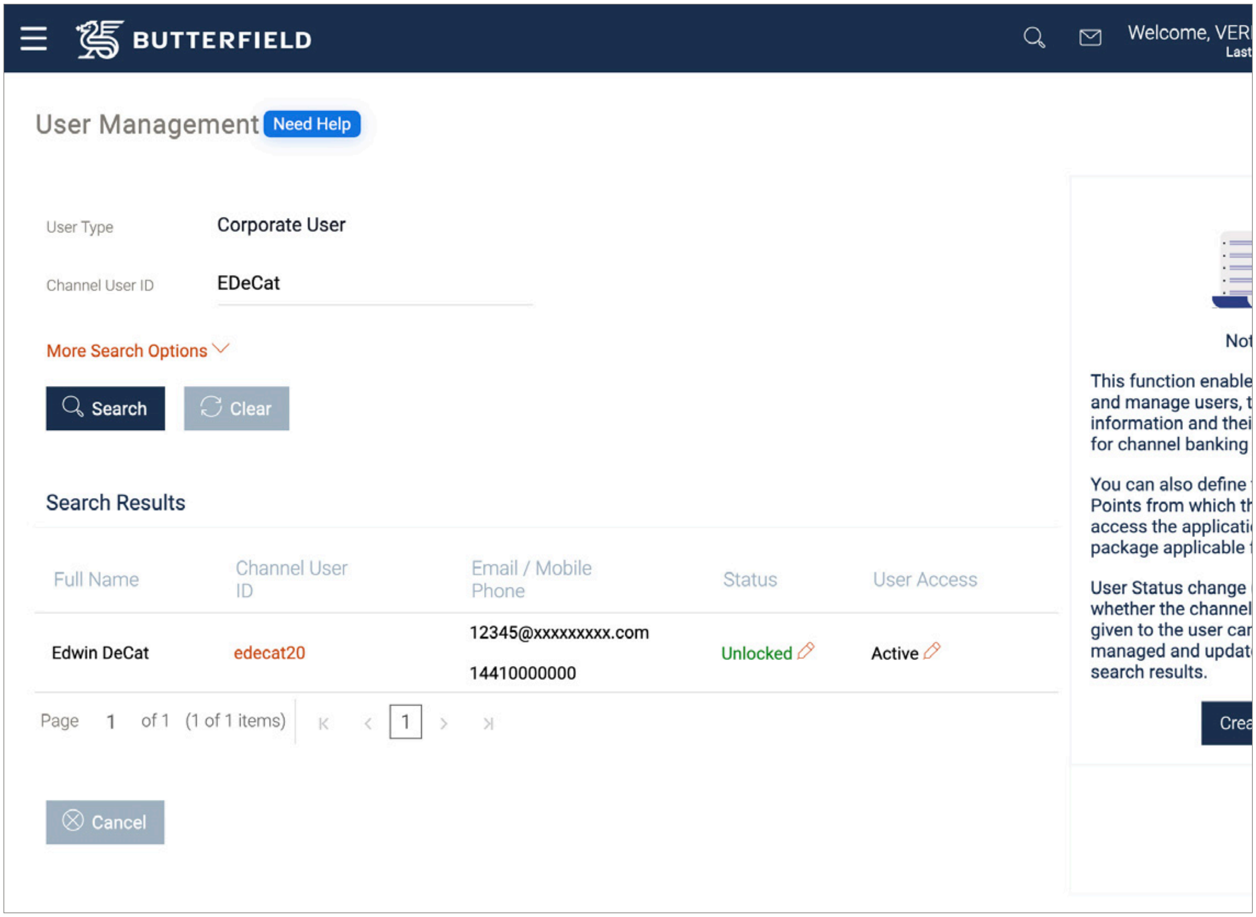

Figure 3.1.4

3.2 Lock a User

1. Select the **Pencil** icon () under the Status column for the User to be lock or unlock.
2. To lock a User, move the slider () for User Status, to the right. Select a *Reason* for the change from the dropdown.

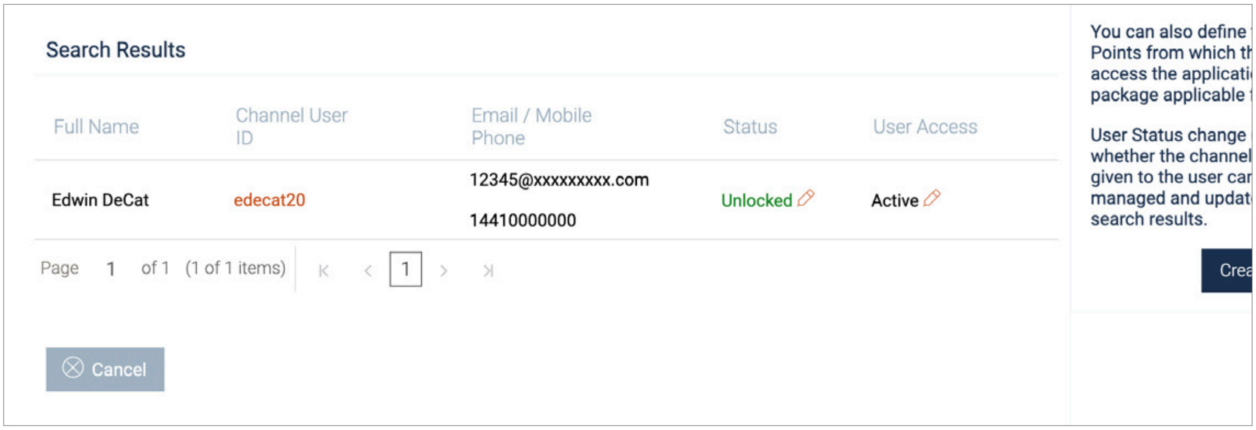

Figure 3.2.1

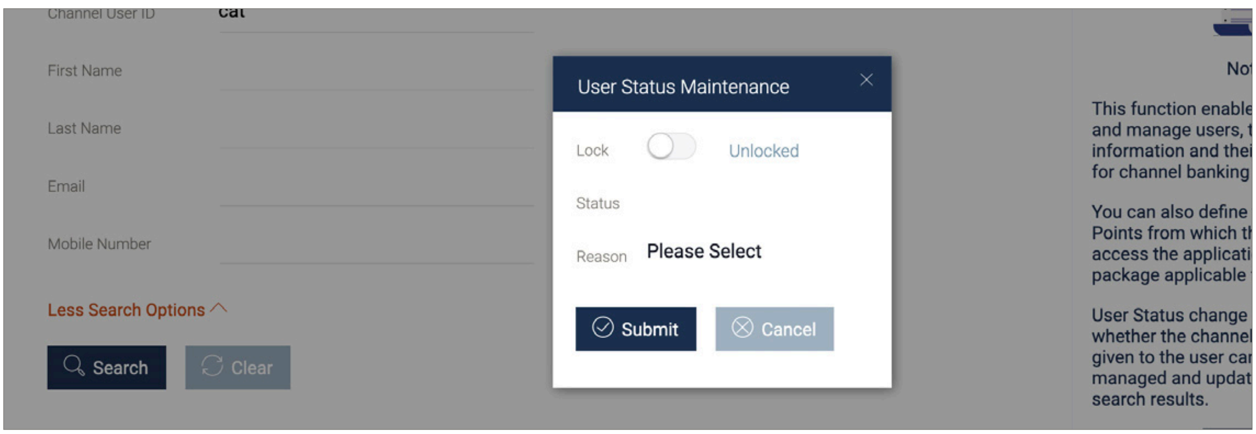

Figure 3.2.2

3. The status of the User will change to Locked with the slider in blue ().
4. Click on **Submit** to lock the User.

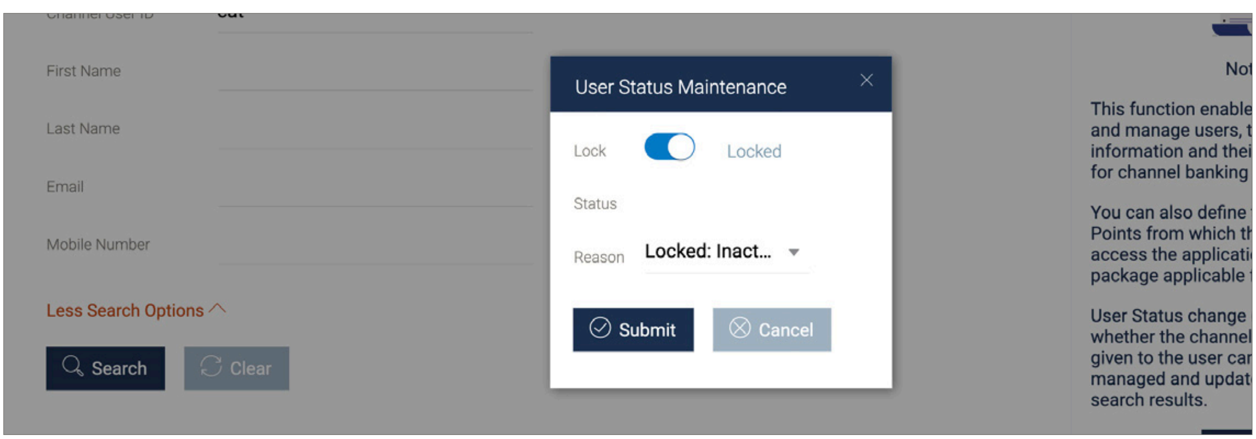

Figure 3.2.3

5. Review the details on the screen and click **Confirm**.
6. The confirmation screen appears; click **OK** to complete the transaction.

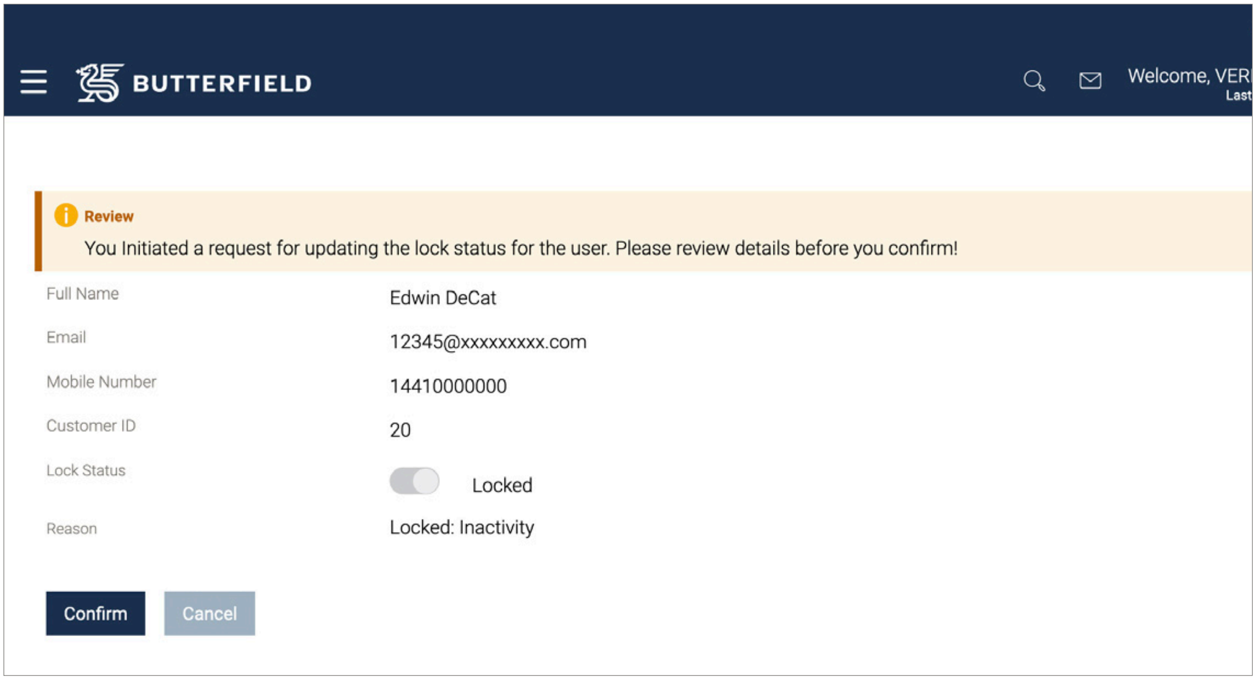

Figure 3.2.4

3.3 Unlock a User

1. To unlock a User, move the slider () on *Status* to the left.

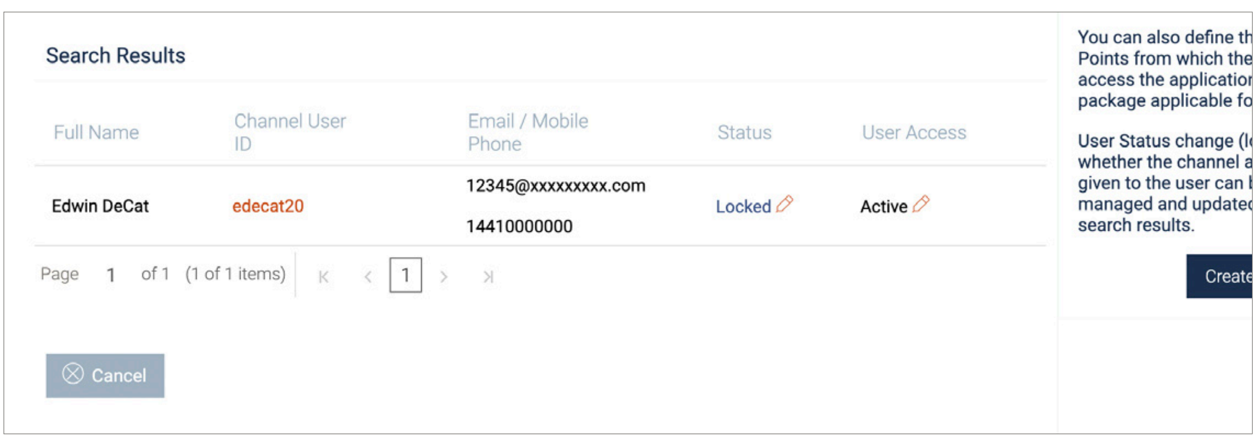

Figure 3.3.1

2. The status of the User will change to Unlocked with the slide to the left ( ).
3. Click on **Submit** to unlock the User.

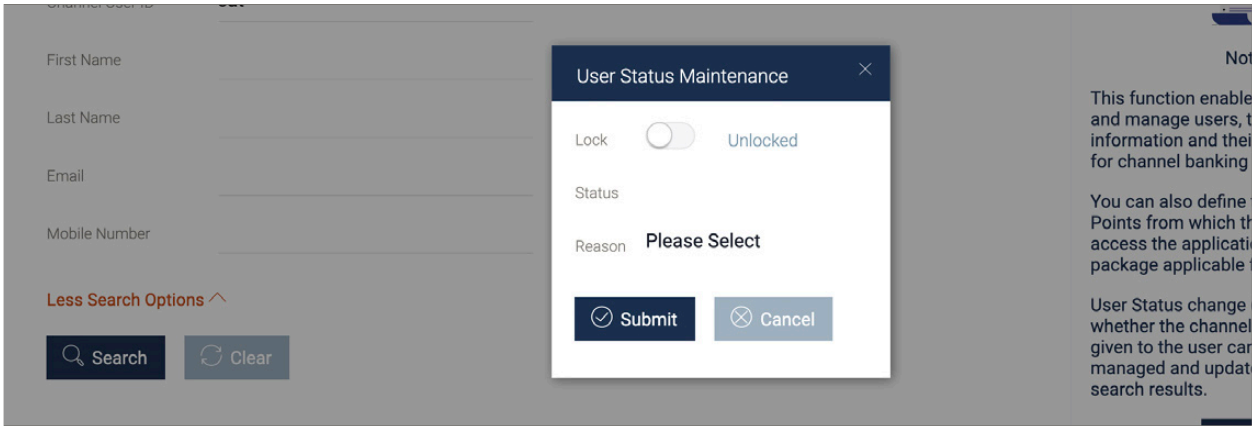

Figure 3.3.2

4. Click on **Confirm** to complete the operation.
5. The confirmation screen appears; click **OK** to complete the transaction.

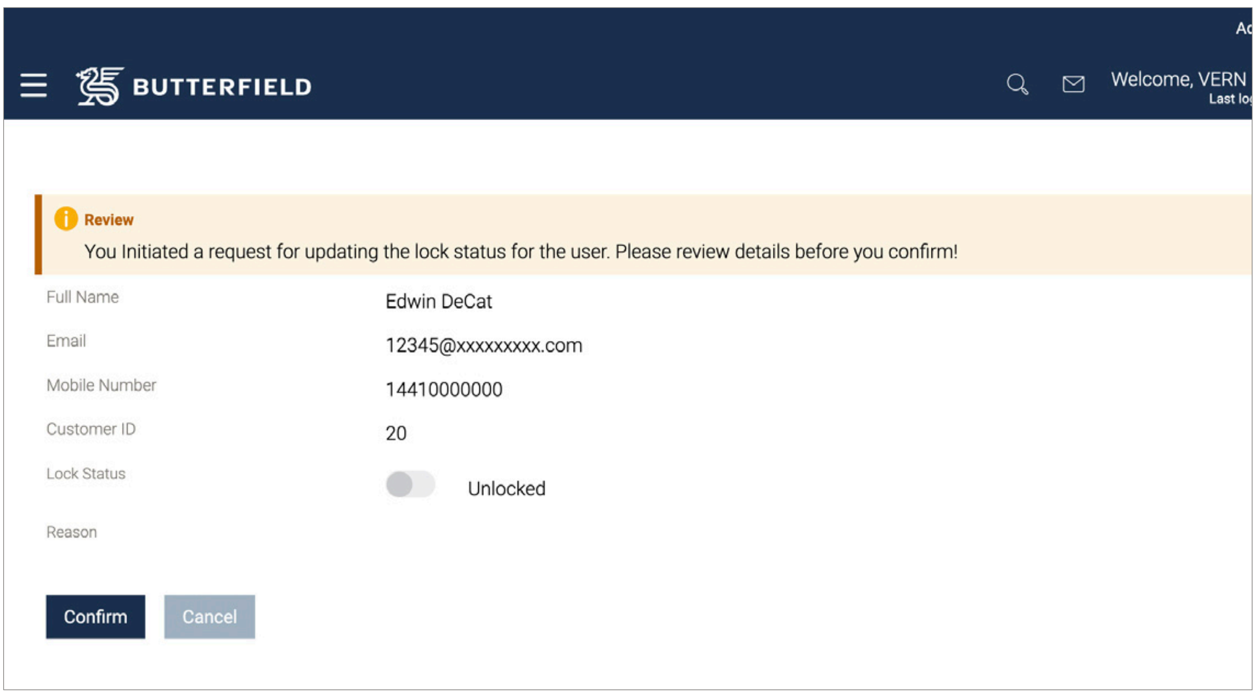

Figure 3.3.3

4. Reset User Password

This section explains the steps a Corporate Administrator must follow to reset a User's password and view User's details.

4.1 Reset Password

1. To process a password reset request, click **User Management** under **Onboarding** on the **Dashboard**.

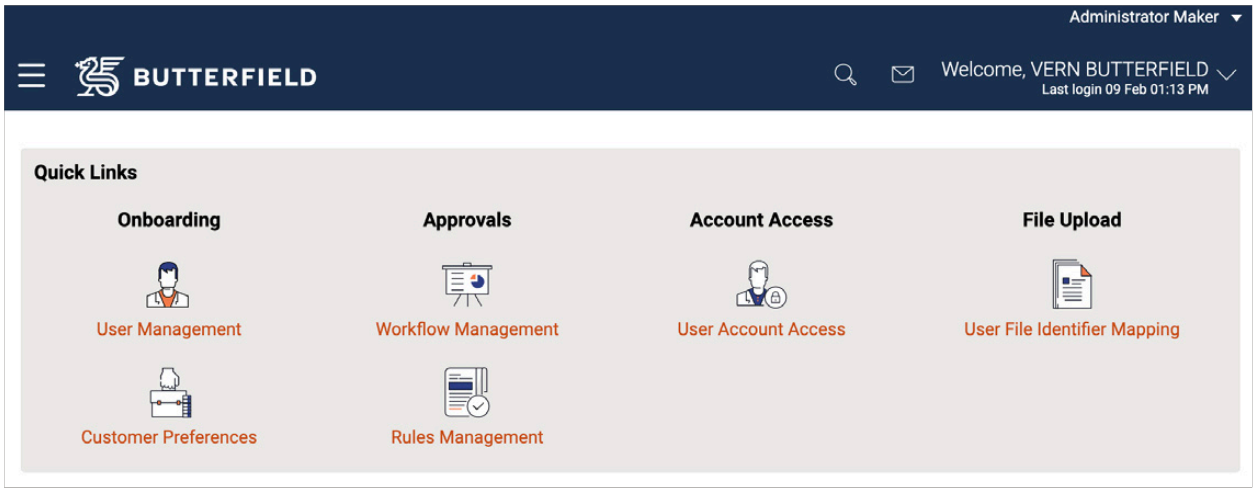

Figure 4.1.1

2. If the User ID is known, enter the same in the *Channel User ID* field.
3. If the User ID is not known, click on **More Search Options** to bring up additional search fields.

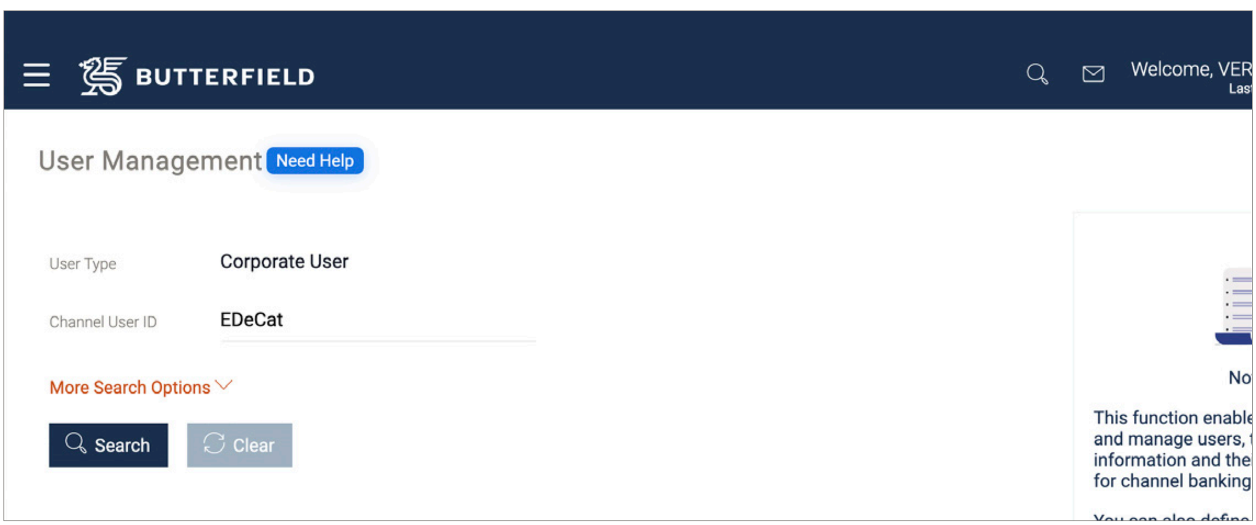

Figure 4.1.2

4. Enter at least one of the following fields to search for a User:
   a. *Channel User ID* – enter a part of or the complete User ID to search on the *Channel User ID* field, e.g., to search for User names with Test enter Test.
   a. *First Name* – enter a part of or the complete first name.
   b. *Last Name* – enter a part of or the complete last name.
   c. *Email* – enter a part of or the complete email address.
   d. *Mobile Number* – enter a part of or the complete mobile number.
5. Click **Search,** the system will display matches under the Search screen.

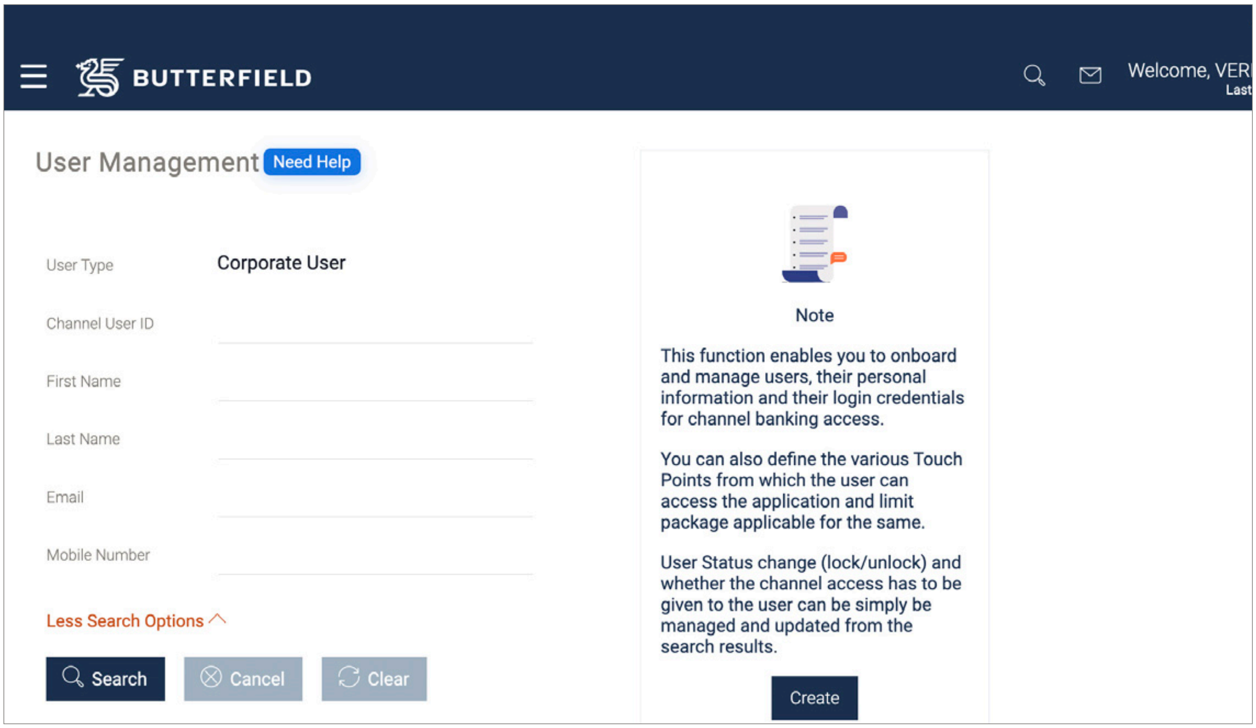

Figure 4.1.3

6. Scroll down to see the search results.
7. Select the *Channel User ID*.

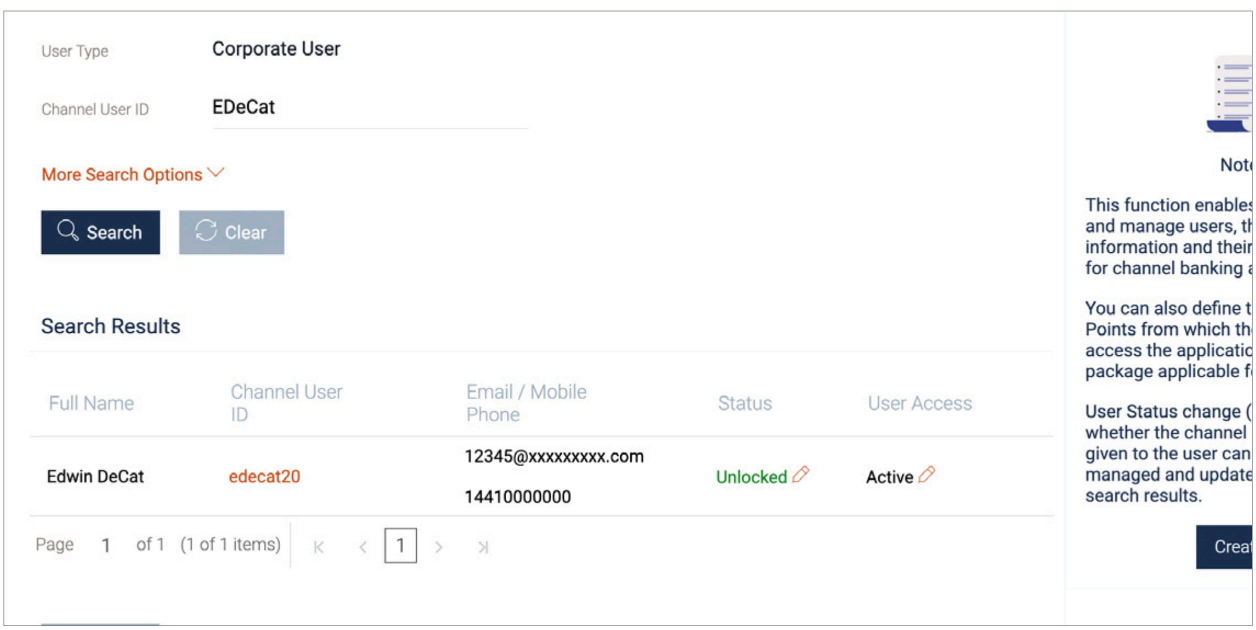

Figure 4.1.4

8. The User Management screen for the selected User will display.
9. Scroll down to the bottom of the screen and click on **Reset Password**.

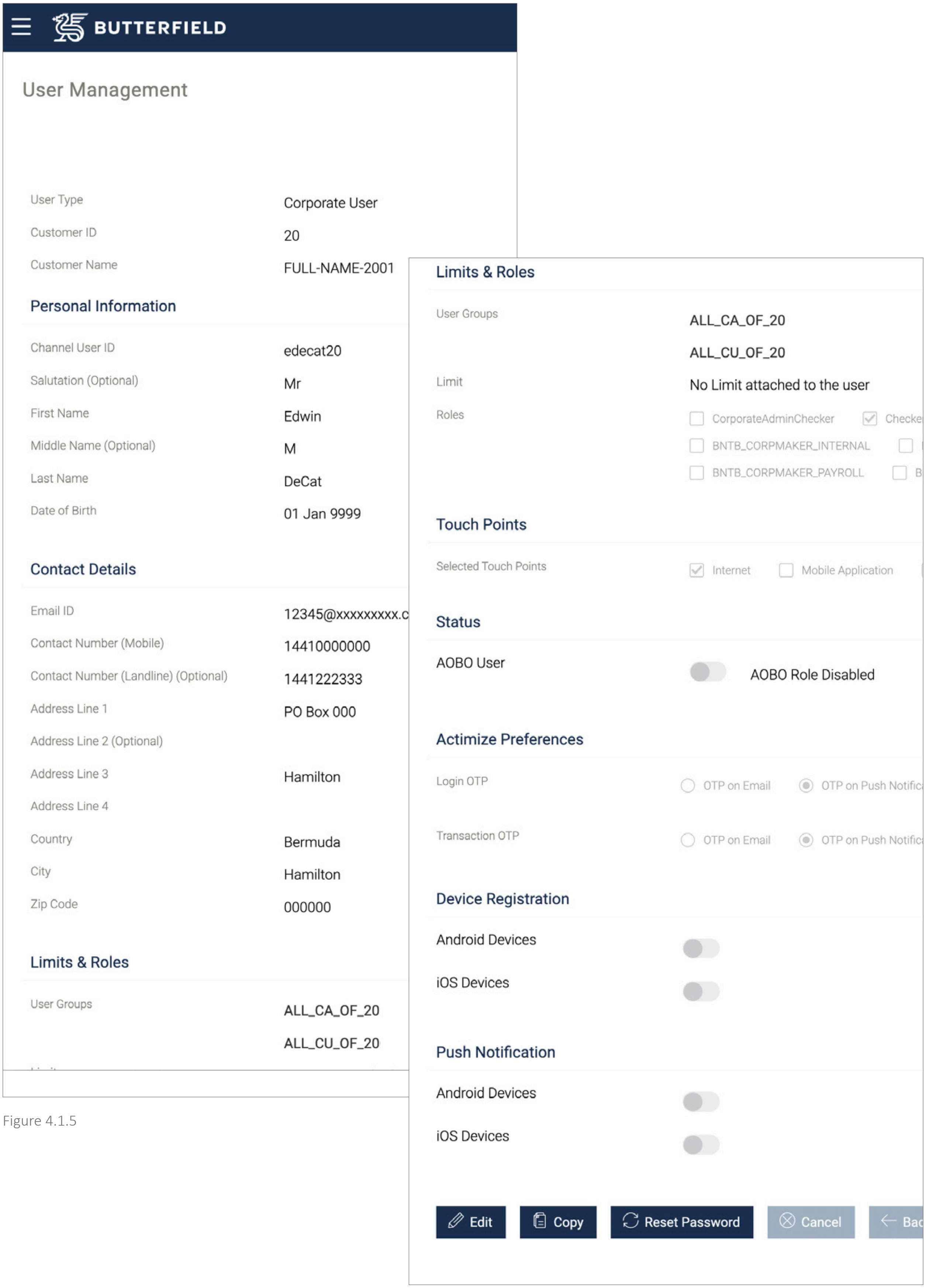

Figure 4.1.5

10. Click on **Yes** to reset the password or **No** to cancel the operation.
11. If administrator clicks **Yes**, a Reset Password confirmation screen appears.
12. The email address noted on the User's Online Profile will receive the new password.

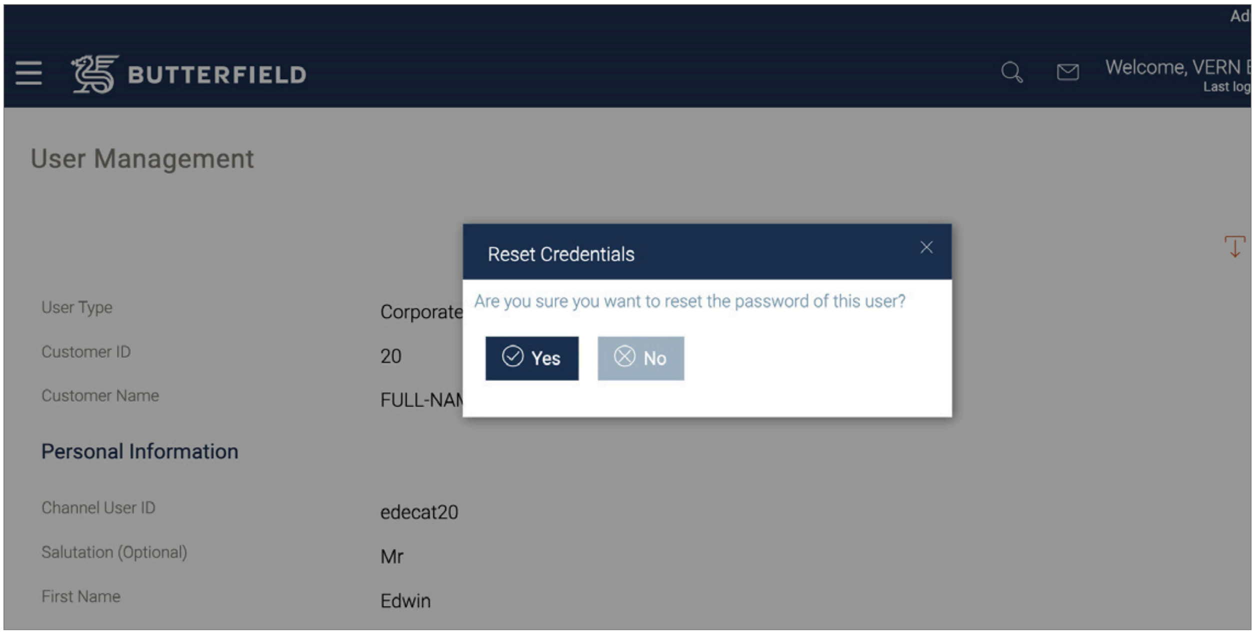

Figure 4.1.6

5. User Account Access

This section explains the steps to set account and transaction access for a User(s) of the corporate client as well as, mapping, search, edit and deletion of User Account Access. This option will allow a Corporate Administrator to assign account access or remove account access for primary and secondary accounts at a client level. This will also allow access for accounts to be mapped at a Corporate User level or remove access for accounts to be mapped at a Corporate User level.

5.1 Map User Account Access

1. To process a User account access mapping request, click **User Account Access** under **Account Access** on the the **Dashboard**.

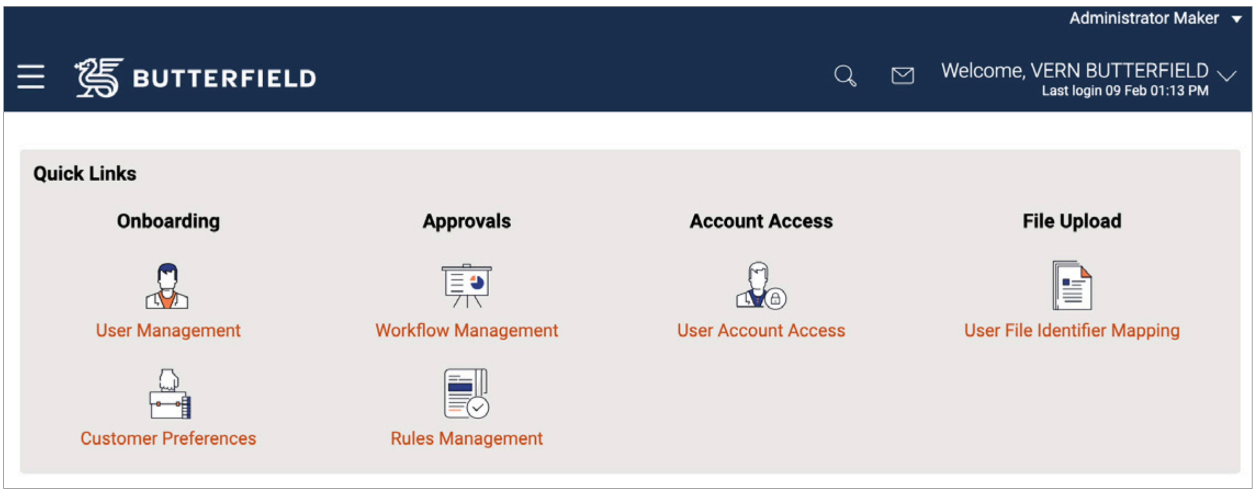

Figure 5.1.1

2. A list of Users mapped to the Customer ID will display with the following:
   a. Initials of the User.
   b. User Name (User ID).
   c. Full Name.
3. Click on the desired *User Name*; the Account Access Summary screen appears.
4. Click **Search**.

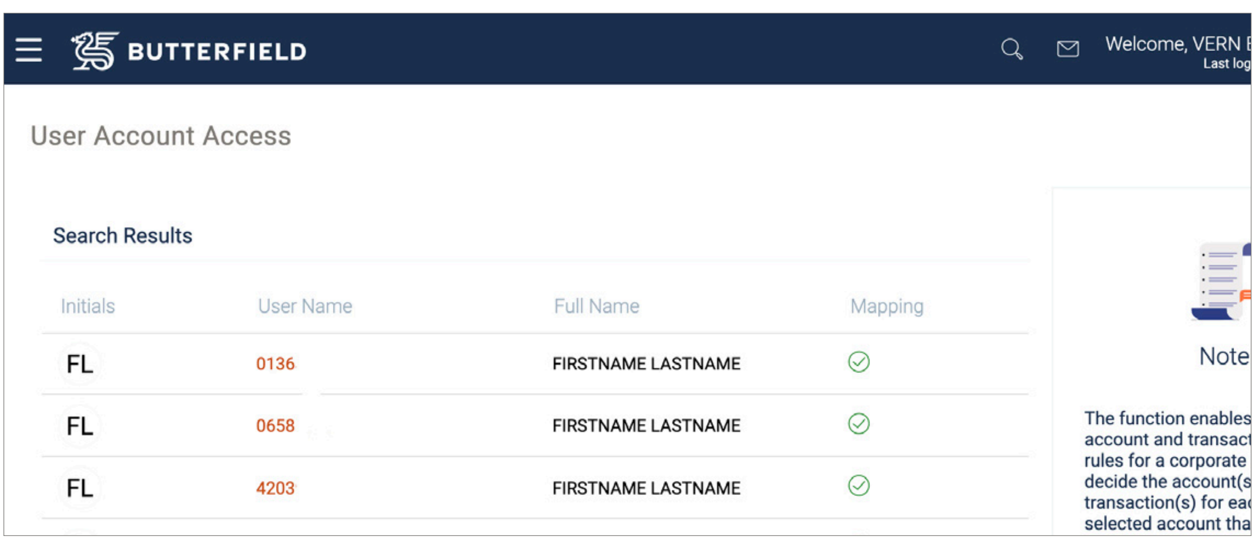

Figure 5.1.2

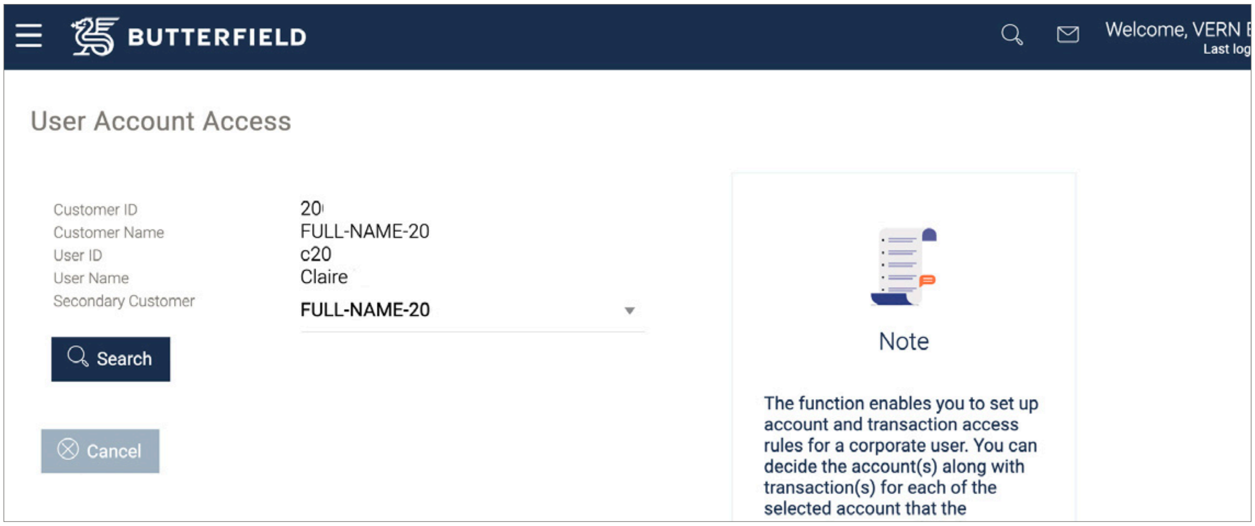

Figure 5.1.3

5. Click **Map** to Map User Account Access or click **Cancel** to navigate to the previous screen.

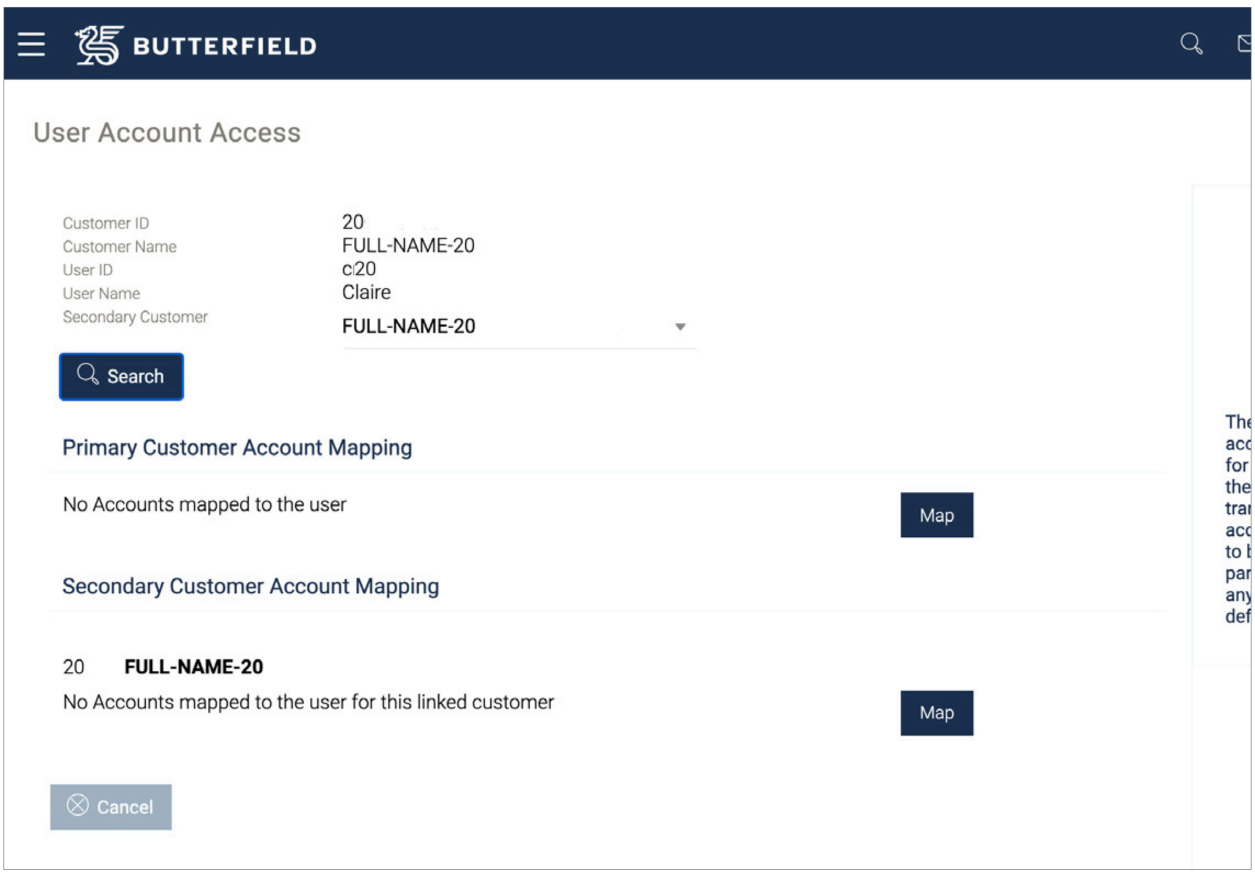

Figure 5.1.4

6. All the accounts mapped to the Client on the User Account Access screen display in respective categories, i.e., Chequing and Savings, Fixed Deposits and Loans.
7. Navigate to the specific category tab, via Chequing and Savings, Fixed Deposits, Loans, etc.

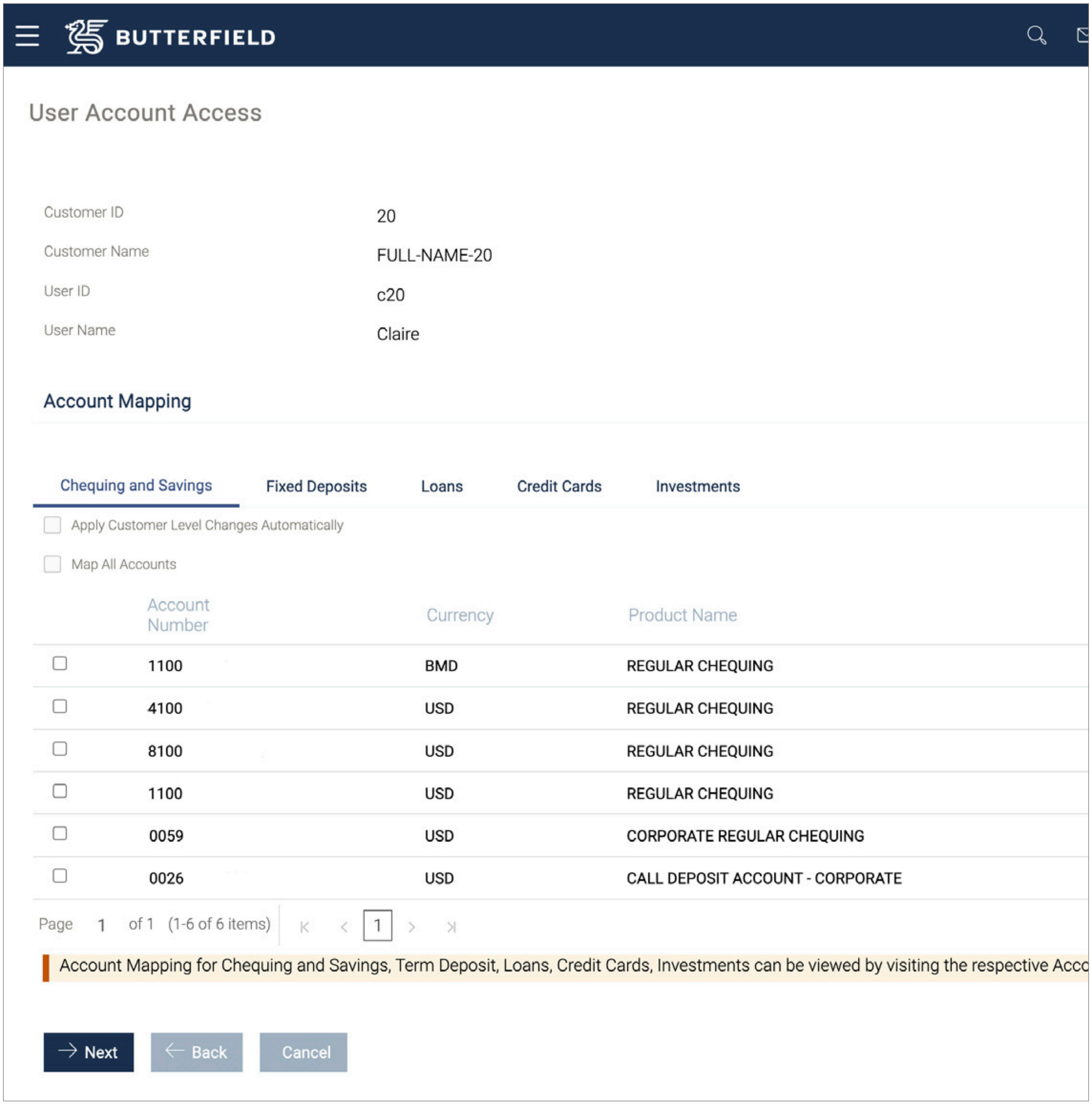

Figure 5.1.5

8. Select *Apply Customer Level Changes Automatically* to automatically apply changes made at the Client level to the User account access.
9. Select global check box *Map All Accounts* to enable all the existing accounts under the selected category for channel banking. Click **Next**. OR
10. If the User requires specific account access, select the check boxes preceding the Account Number. Click **Next**.

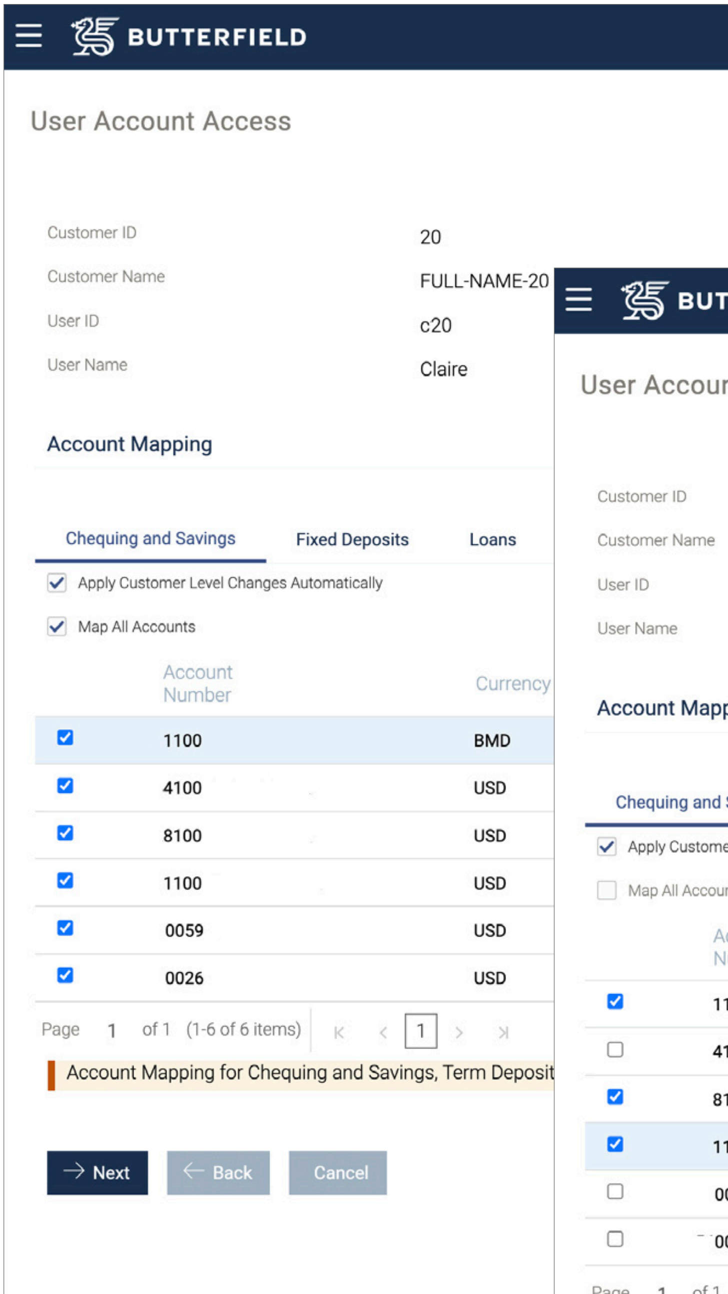

Figure 5.1.6

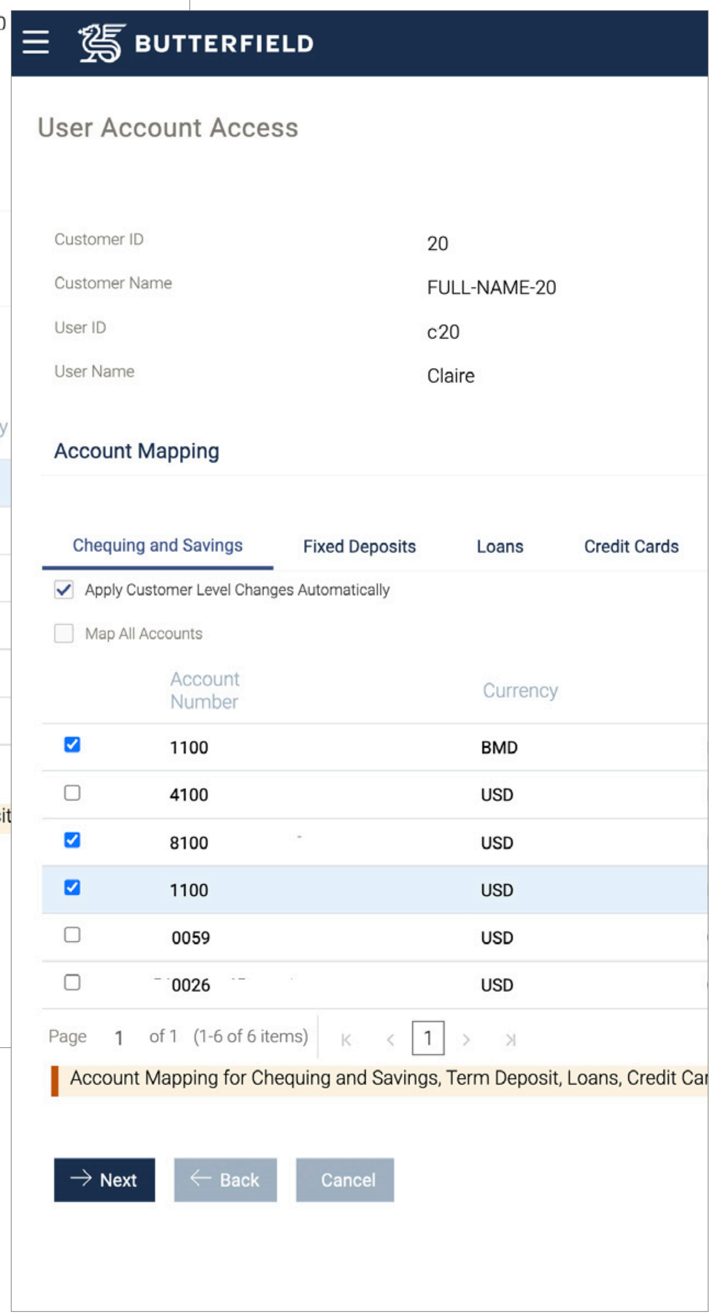

Figure 5.1.7

11. The Review screen appears showing **Mapping Status**. Click **Save** to submit the request.

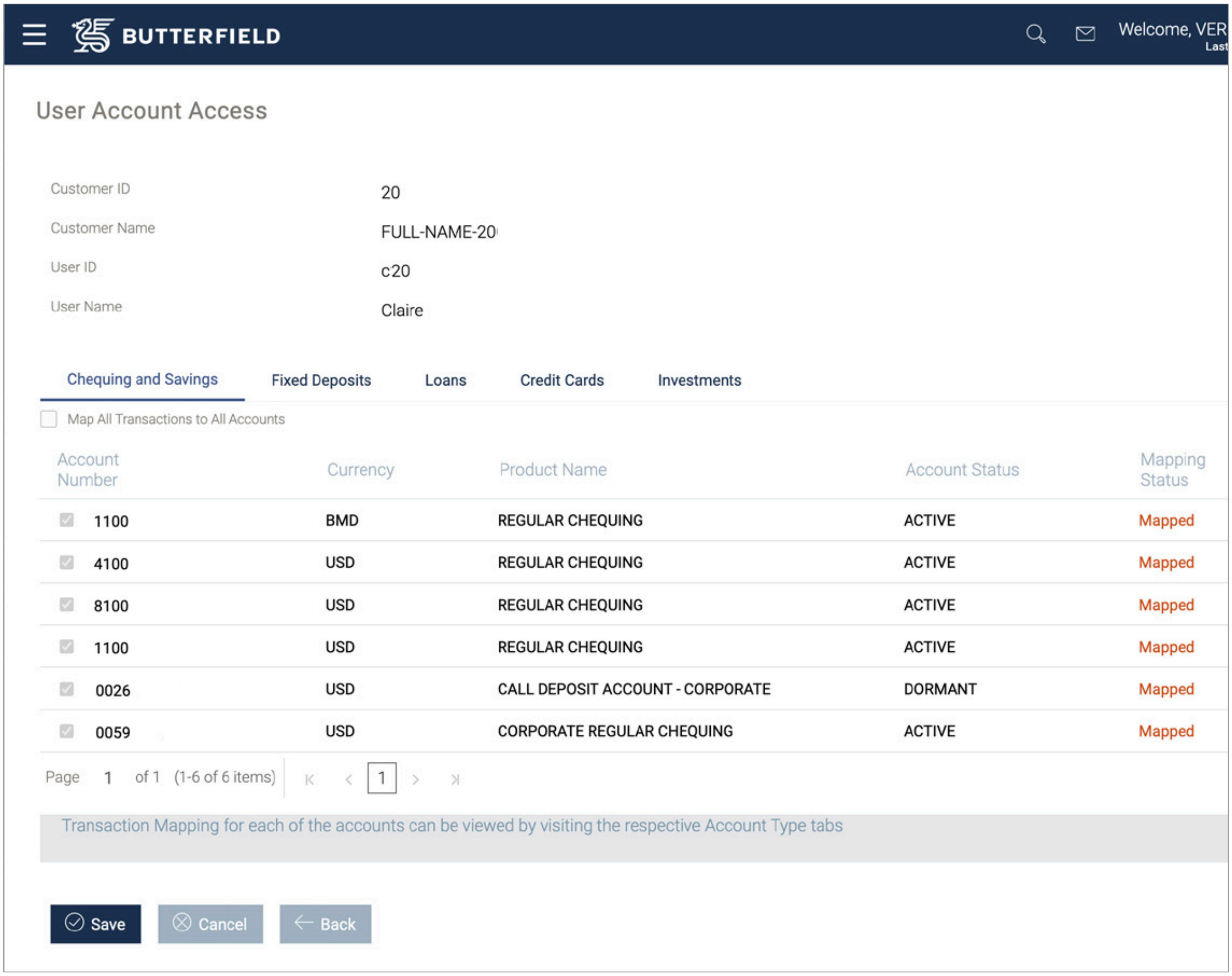

Figure 5.1.8

12. The Review screen appears. Click **Confirm** to submit the request.
13. The Confirm screen displays with status as *"Pending for approval"* because authorisation is necessary.

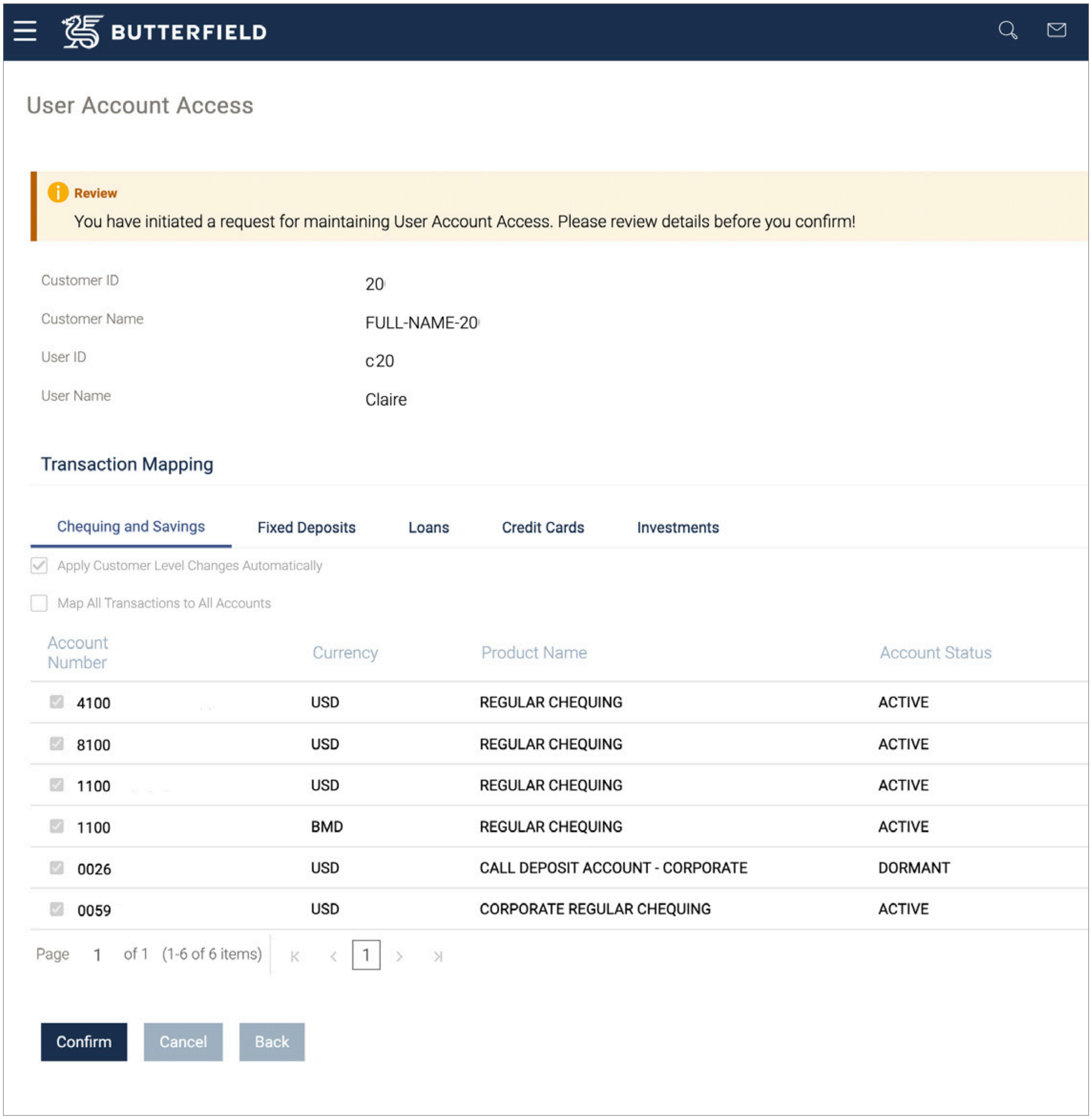

Figure 5.1.9

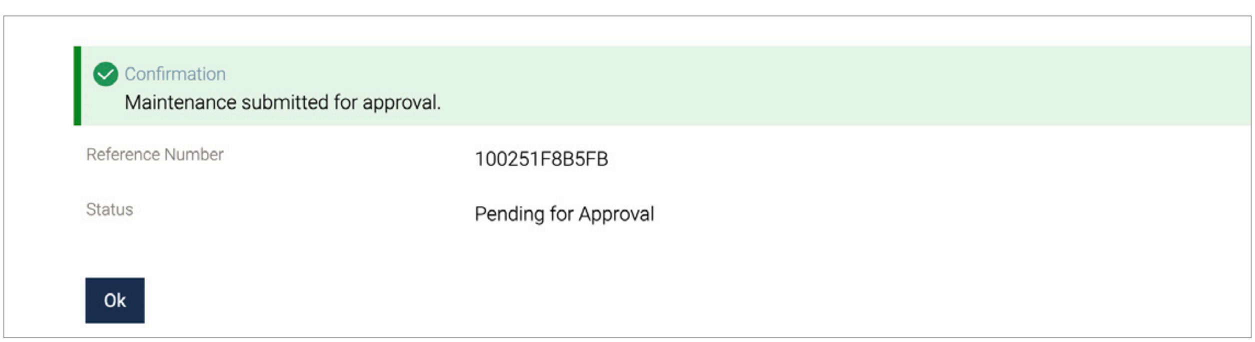

Figure 5.1.10

14. On the **Approver Dashboard**, scroll to the **Pending for Approval** section.

    Please note that the Corporate Administrator Maker will not be able to approve transactions initiated by them. Approvals will need to be handled by another Corporate Administrator with access to the same Customer ID.

15. Click the Reference Number link to view, approve, or reject the transaction.

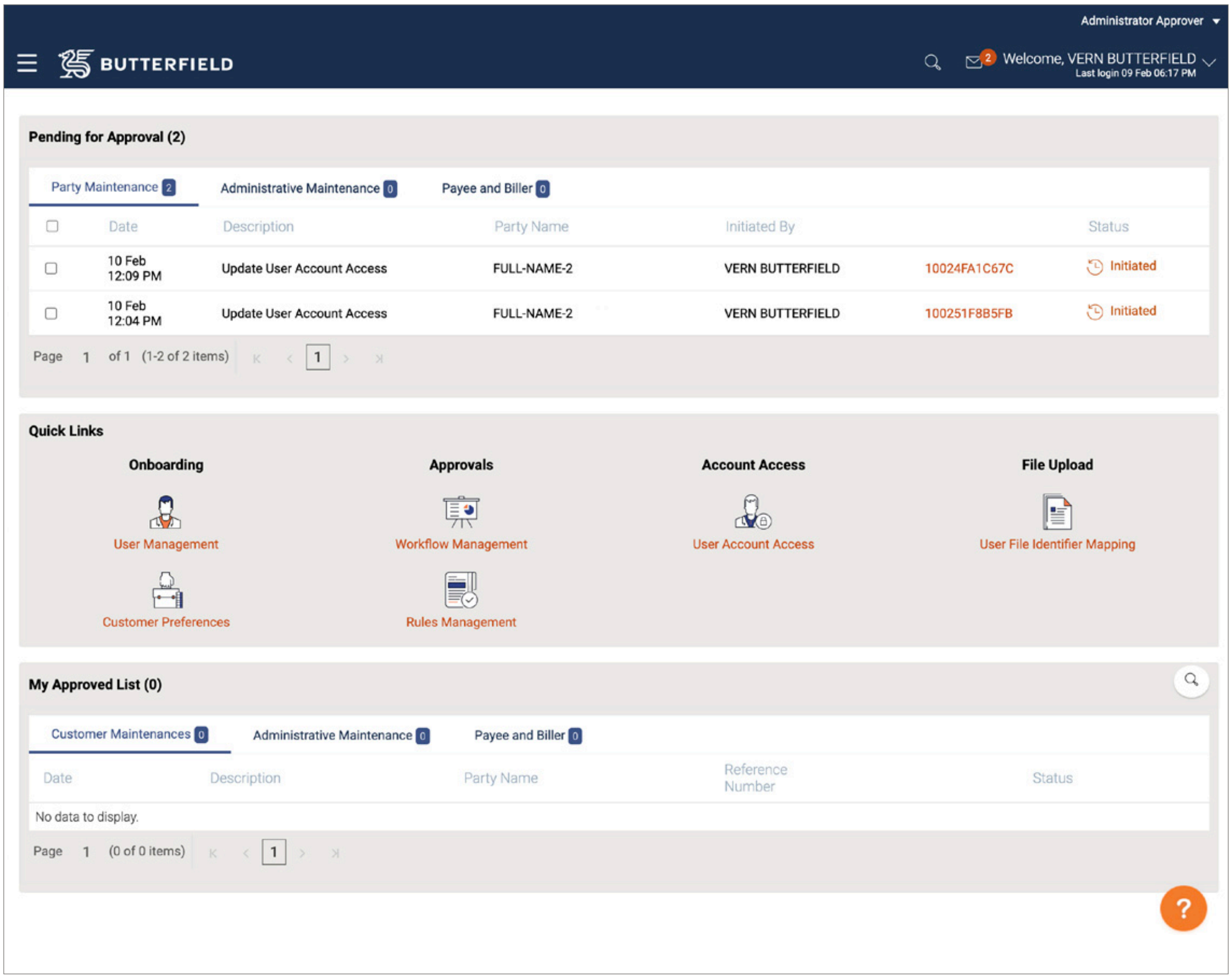

Figure 5.1.11

16. Click **Approve** to approve or **Reject** to reject the transaction.

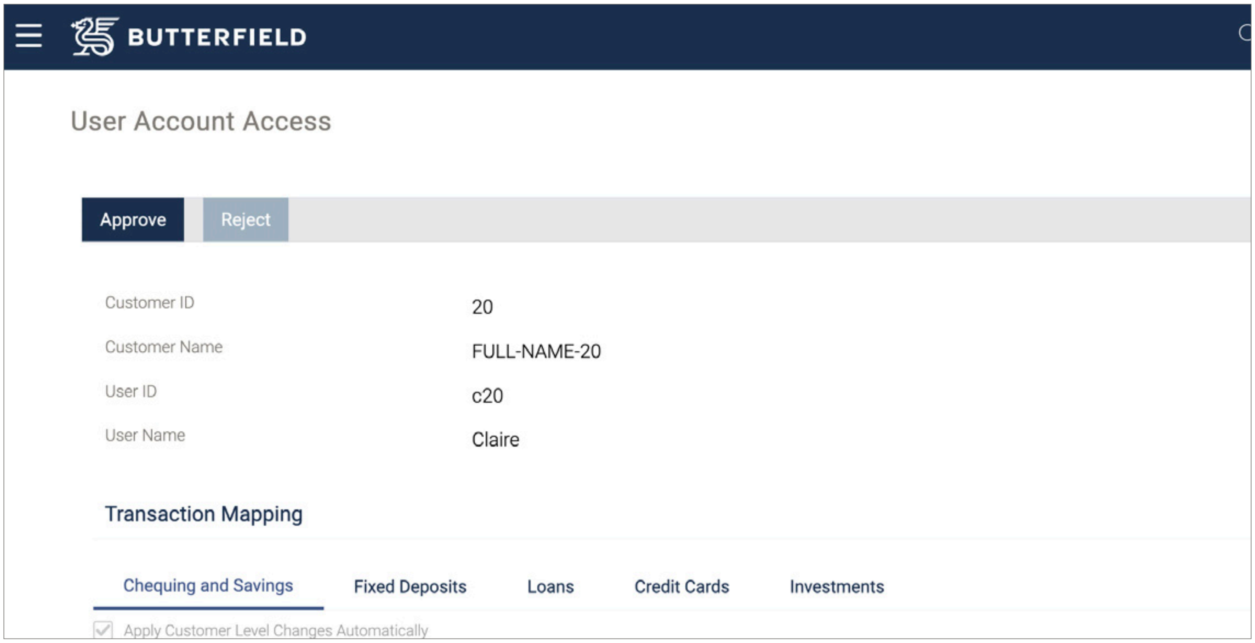

Figure 5.1.12

17. Enter remarks, if any. Click **Approve** to approve the payment transaction or click **Cancel** to go back to the previous screen.
18. The Confirm screen appears with a success message along with Reference Number.

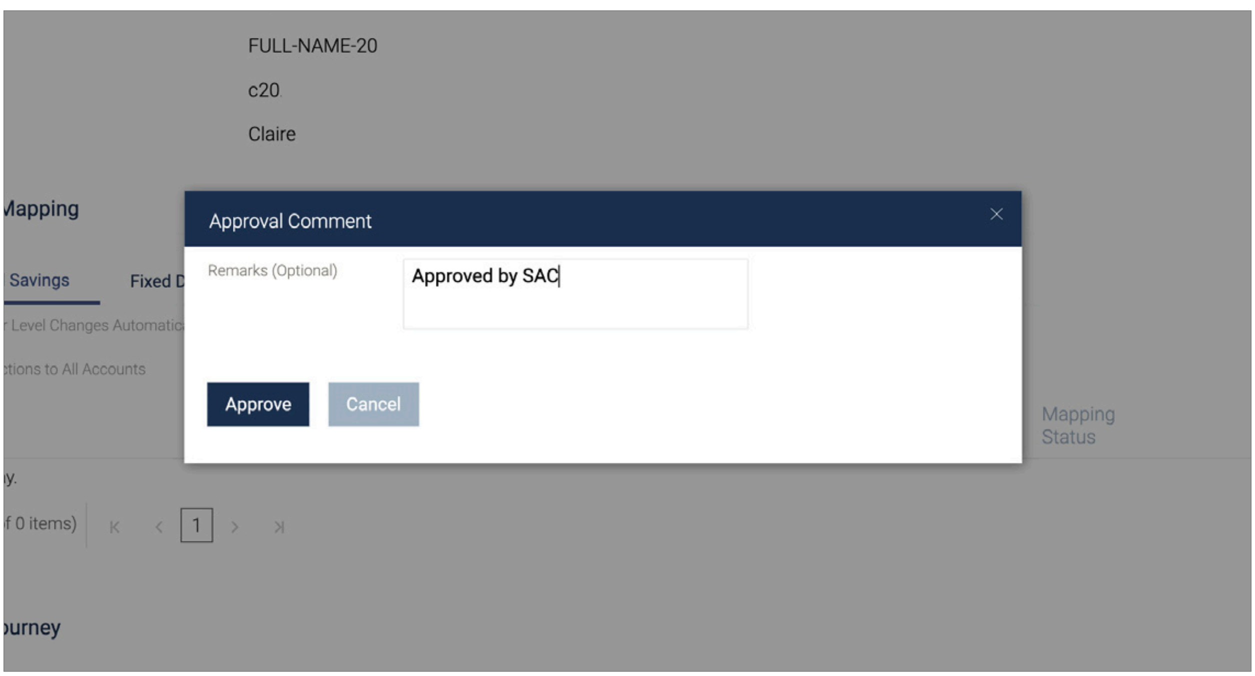

Figure 5.1.13

5.2 Edit and Delete User Account Access Mapping

1. Click the *User Name* to access the Account Access summary section to view or edit the mapping. Check mark (✓) indicates mapping is complete for the User.

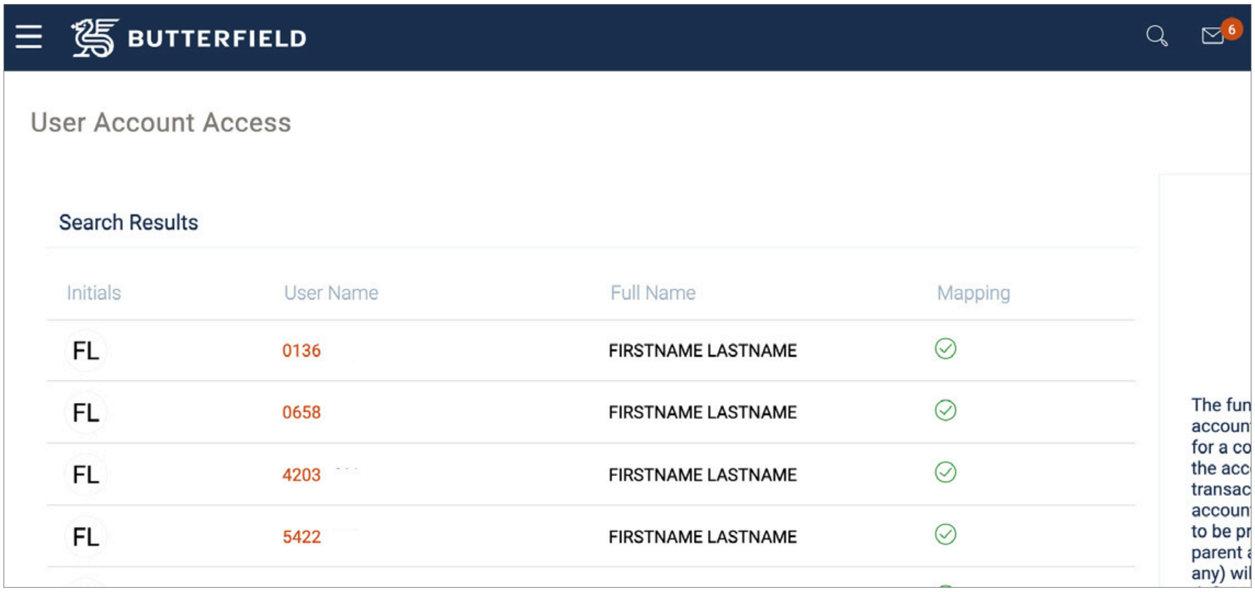

Figure 5.2.1

2. Click **Search.**

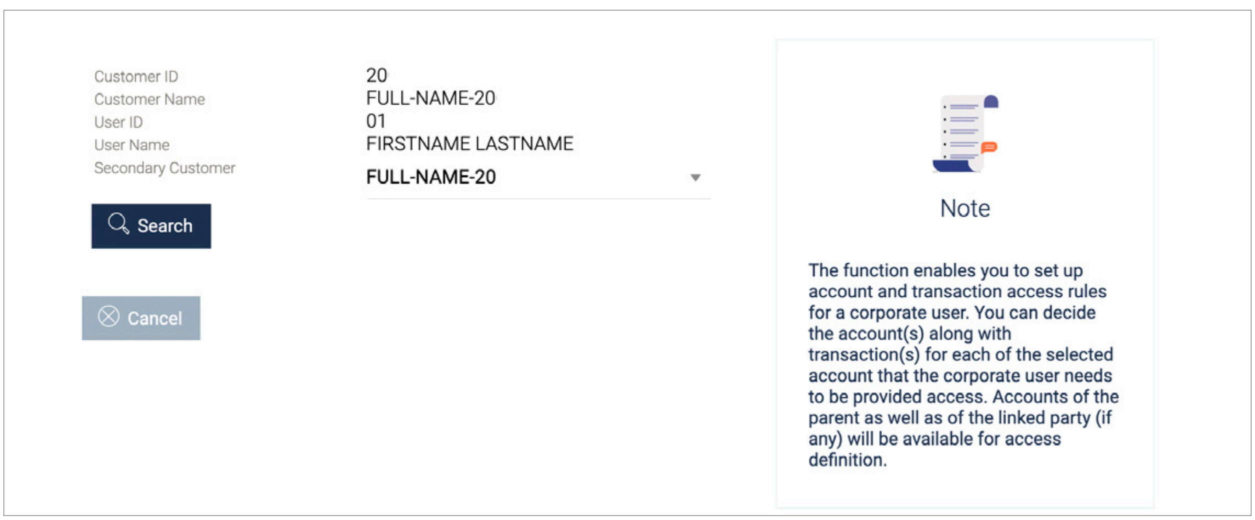

Figure 5.2.2

3. Click **Account Type** to view the respective mapping detail.

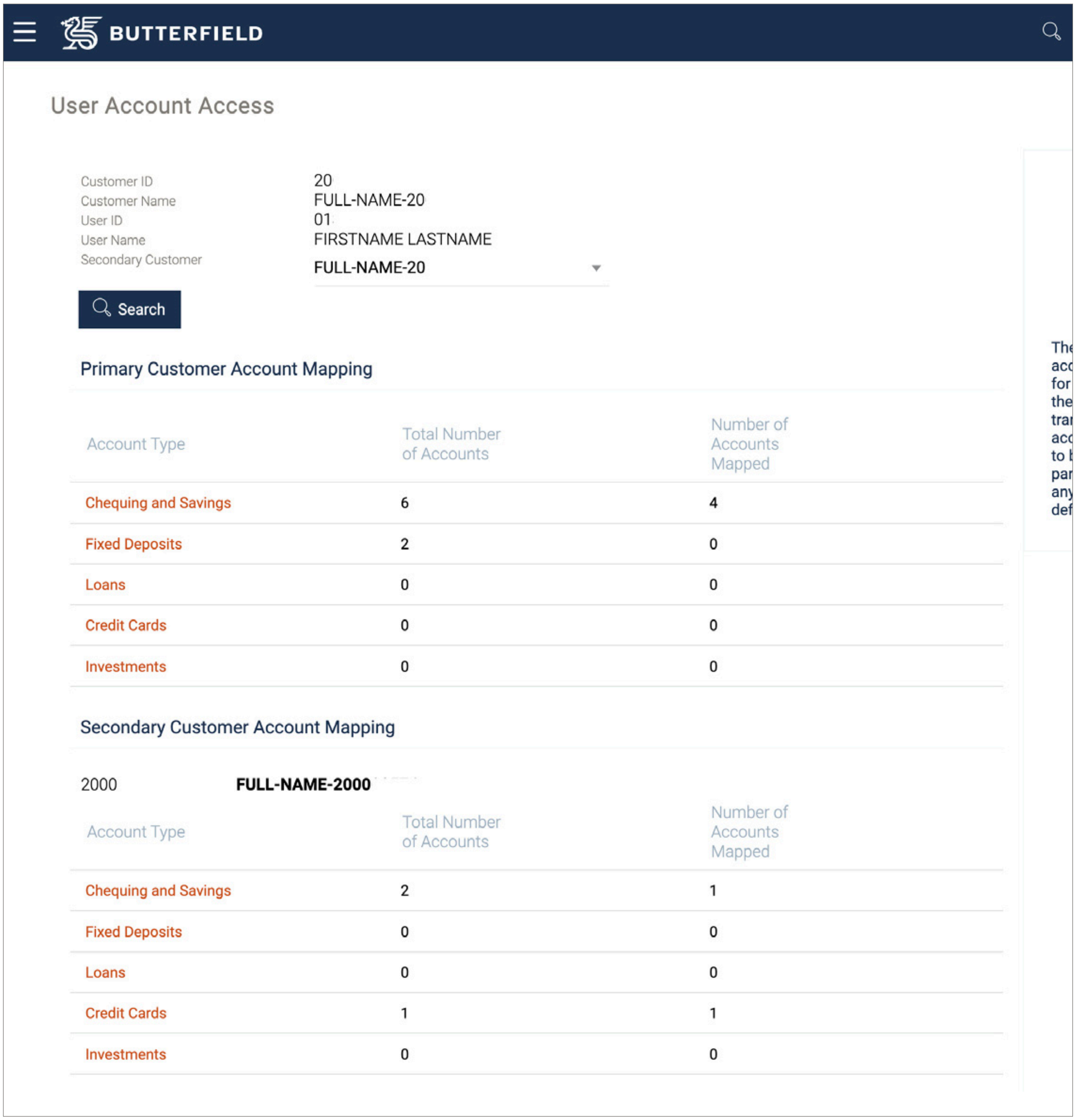

Figure 5.2.3

4. All accounts appear in the respective category, i.e., Chequing and Savings, Fixed Deposits and Loans.
5. Click **Edit** to enable the selection/deselection against the accounts OR click **Delete** to delete the mapping.

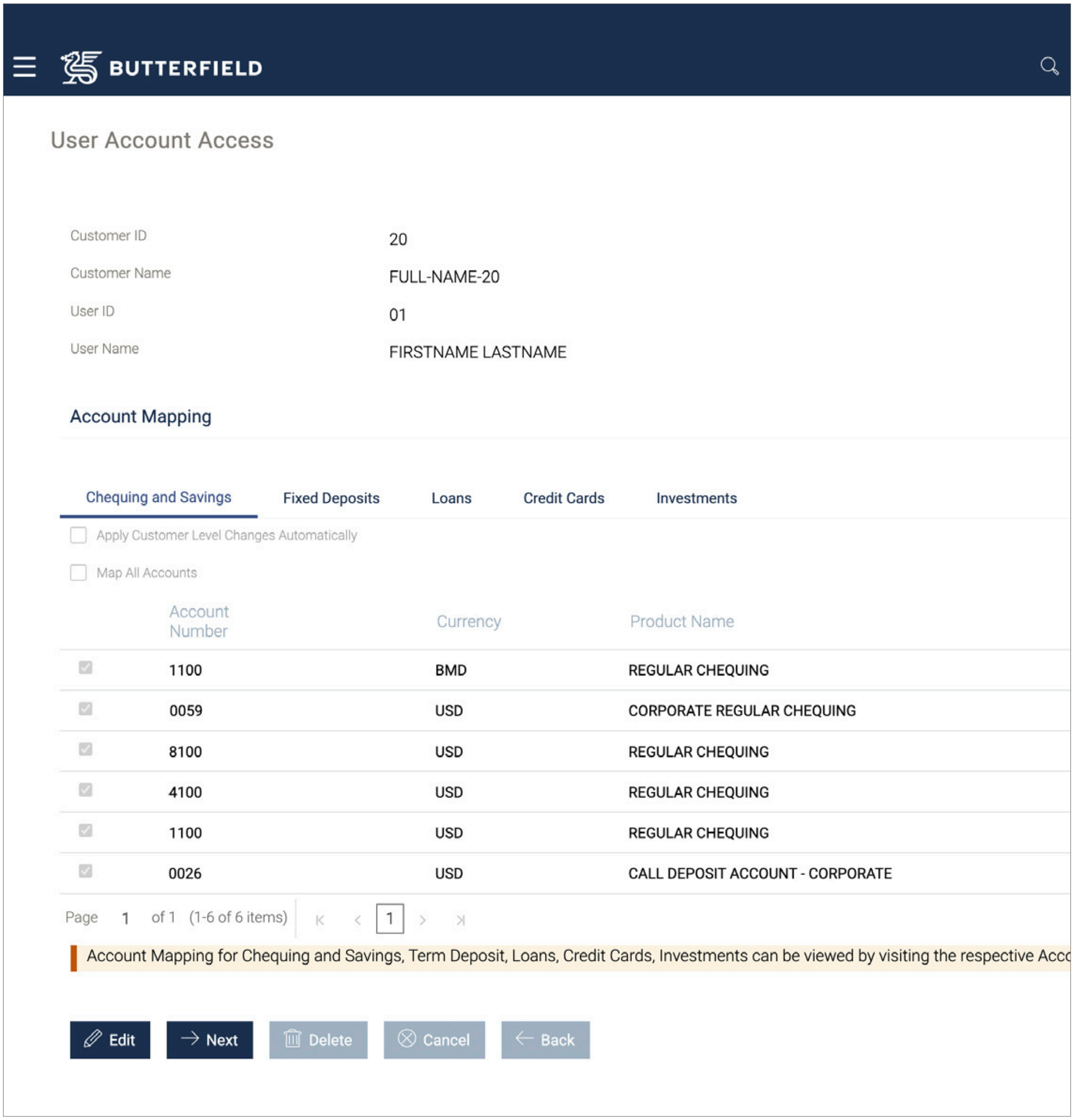

Figure 5.2.4

6. Click **Next** to go to Transaction Mapping screen.

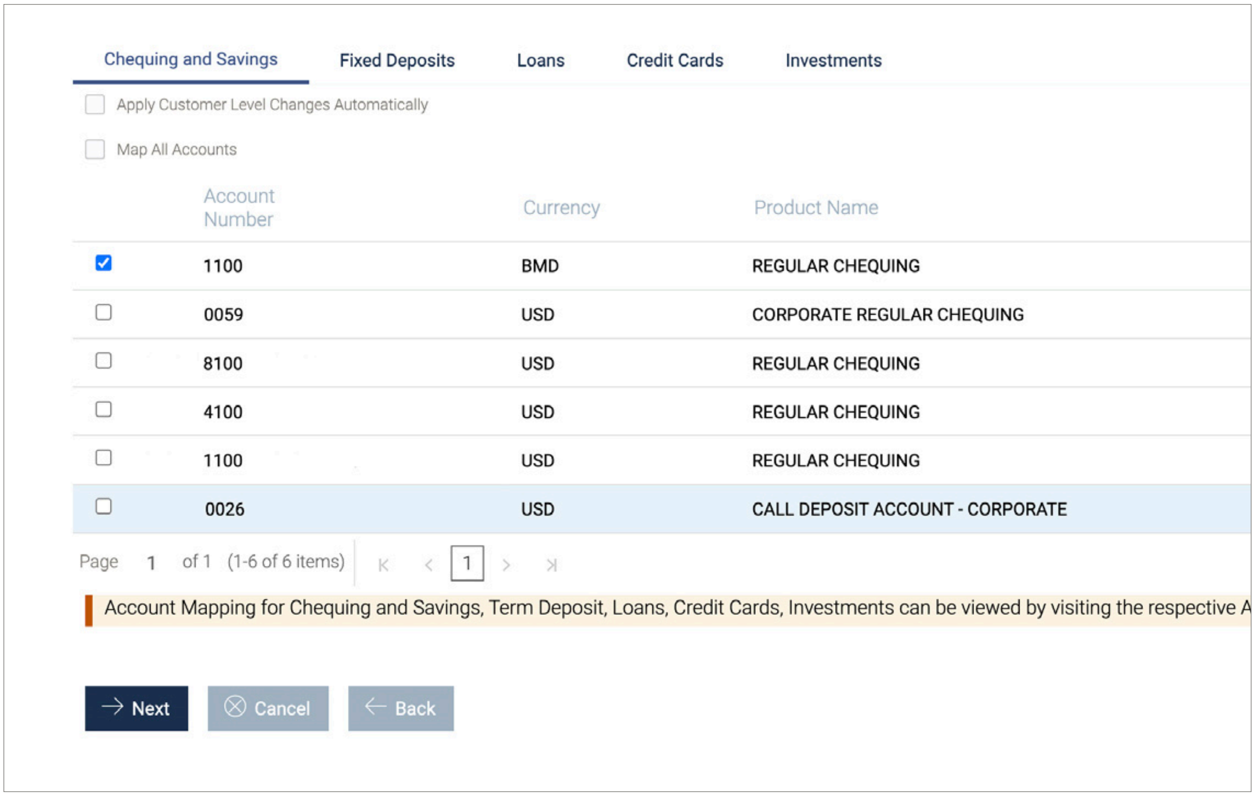

Figure 5.2.5

7. Modify the mapping. Click **Save** to save the changes.

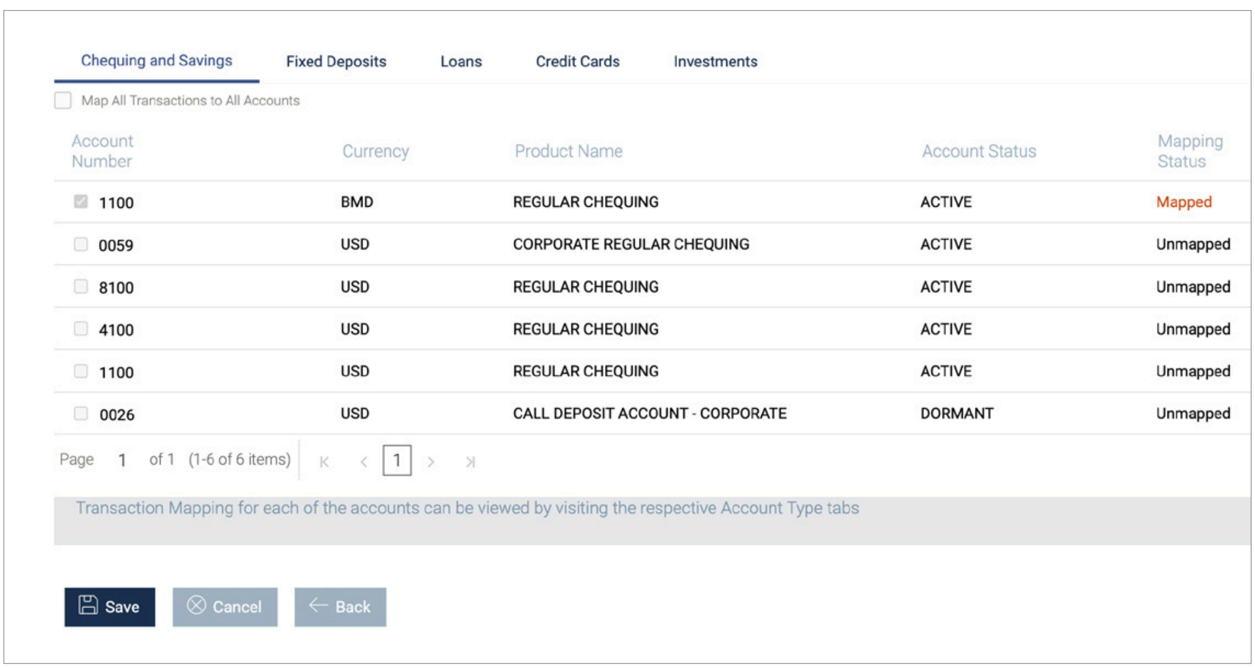

Figure 5.2.6

8. The review screen appears. Review details and click **Confirm** to save the changes.

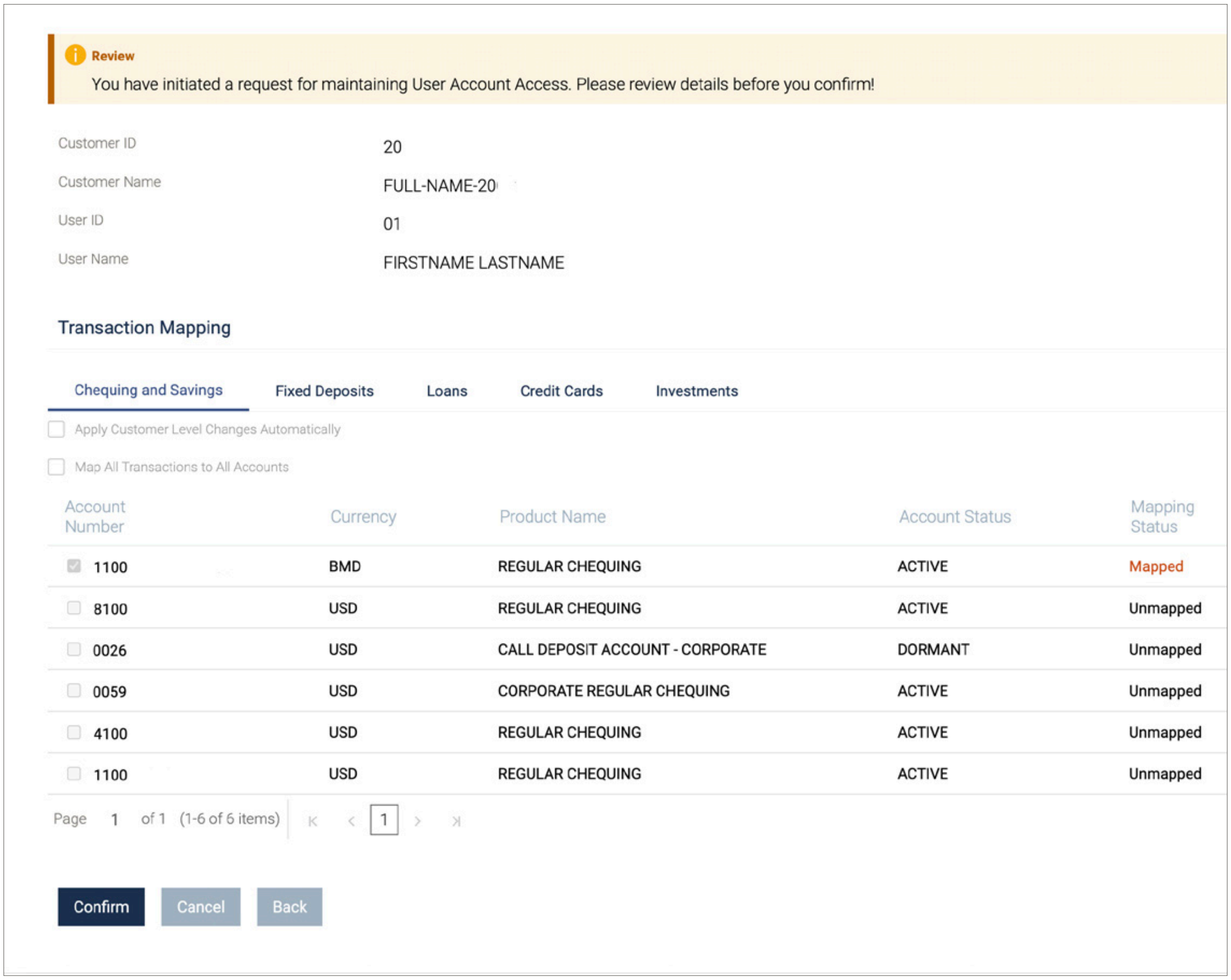

Figure 5.2.7

9. The System displays a message *"Maintenance Submitted for Approval"*.

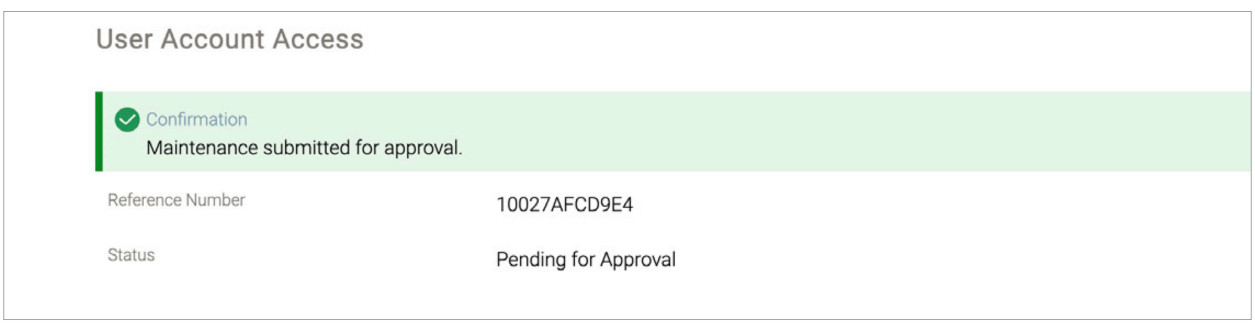

Figure 5.2.8

10. On the **Approver Dashboard**, scroll to the **Pending for Approval** section.

    Please note that the Corporate Administrator Maker will not be able to approve transactions initiated by them. Approvals will need to be handled by another Corporate Administrator with access to the same Customer ID.

11. Click the Reference Number link to view, approve, or reject the transaction.

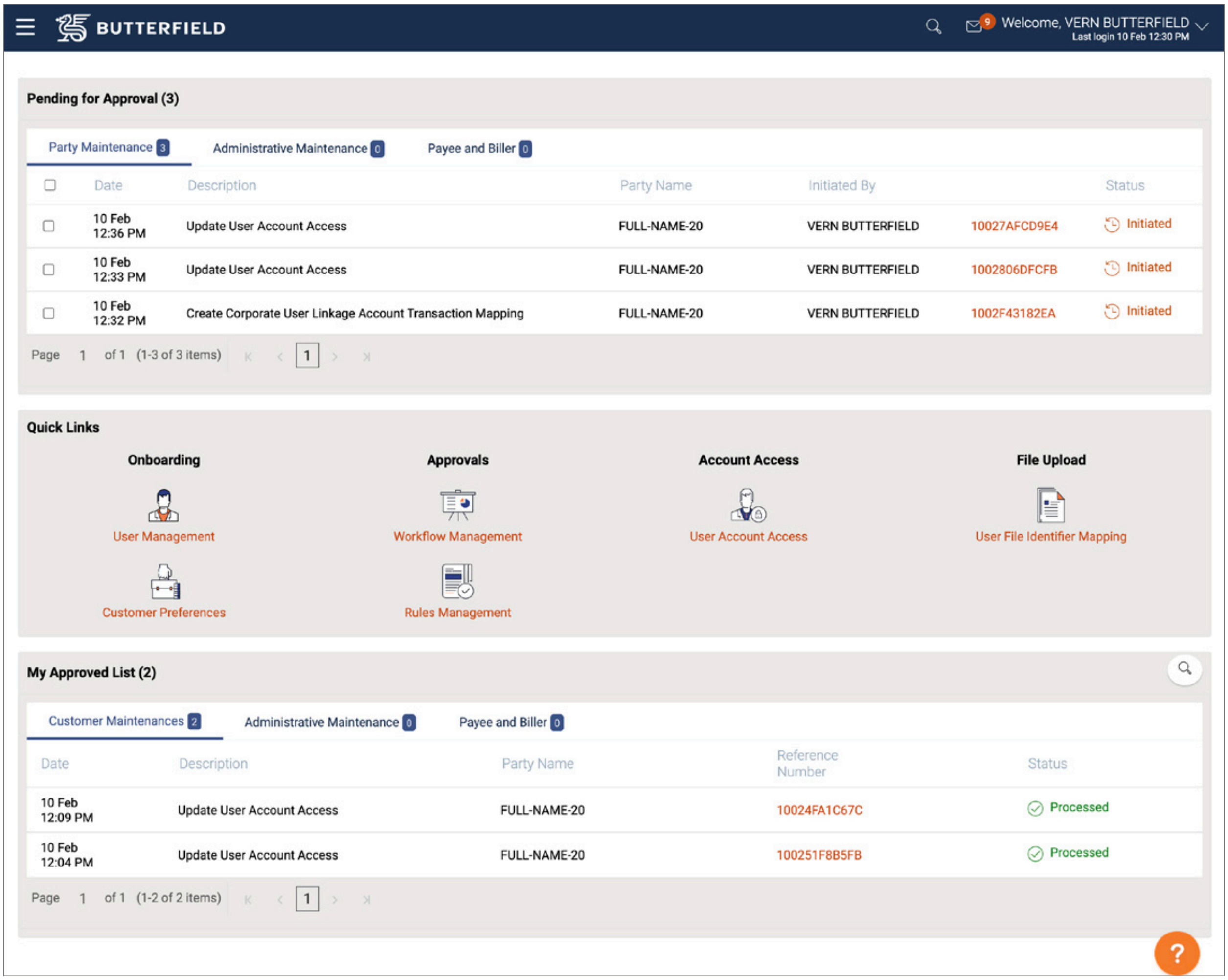

Figure 5.2.9

12. Click **Approve** to approve or **Reject** to reject the transaction.

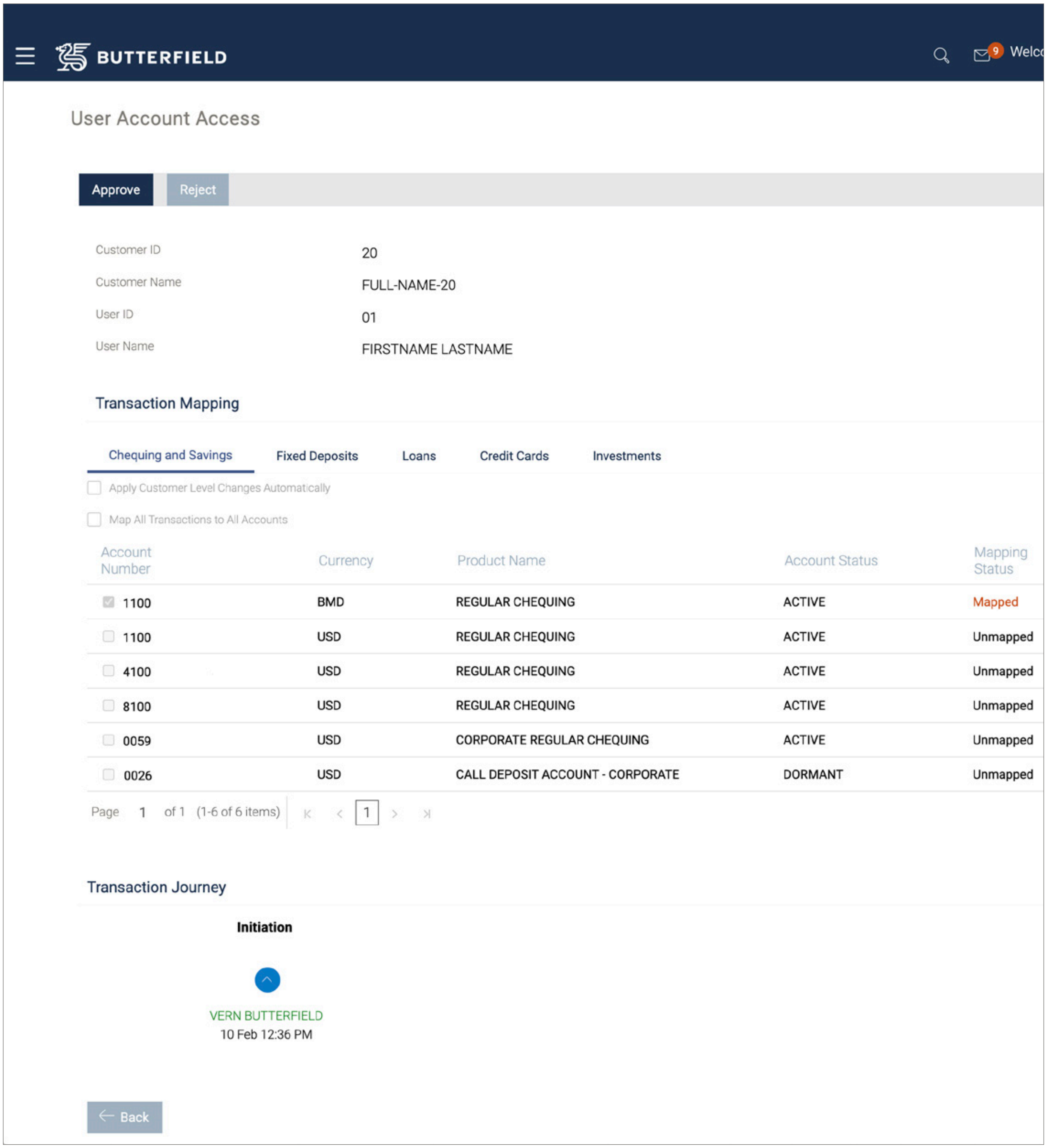

Figure 5.2.10

13. Enter remarks, if any. Click **Approve** to approve the payment transaction or click **Cancel** to go back to the previous screen.
14. The Confirm screen appears with a success message along with Reference Number.

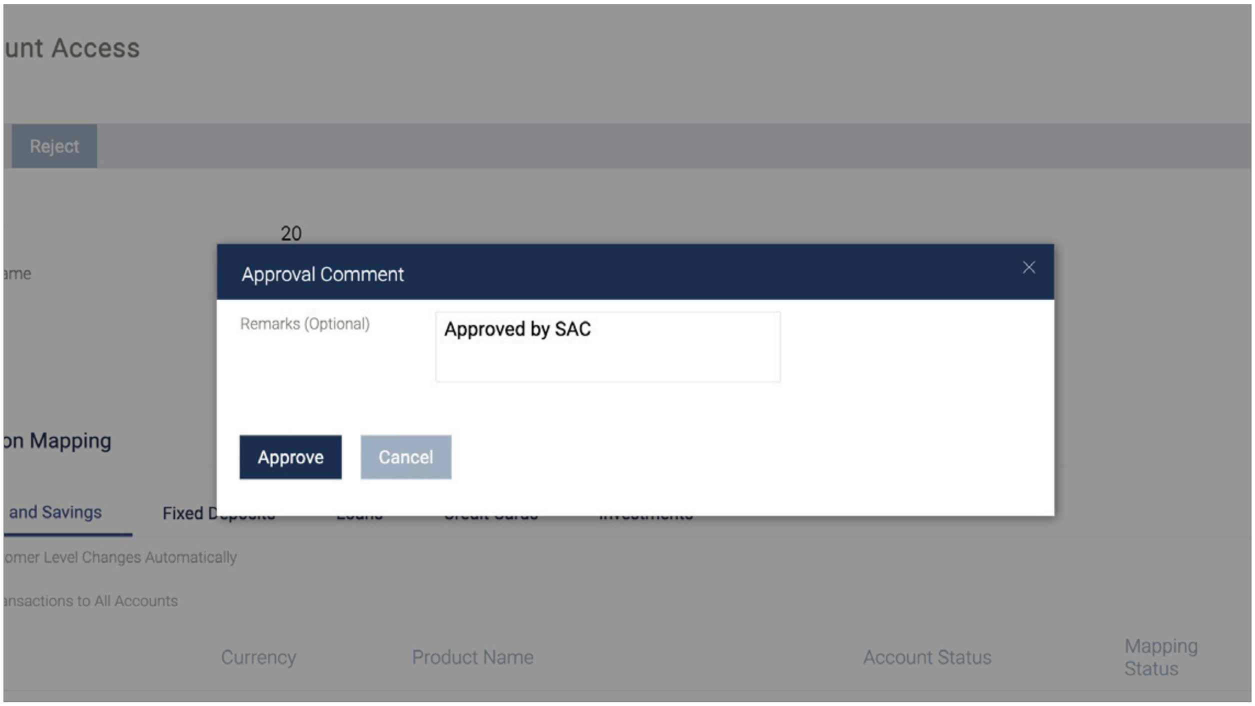

Figure 5.2.11

6. User Group Management

This section explains the steps an Administrator must follow to maintain User Groups for Corporate Users. Administrators are responsible for creating User Groups which are attached to Workflows and Approval Rules.

Corporate Administrators will not be able to approve transactions initiated by them. Approvals will need to be handled by another Corporate Administrator with access to the same Customer ID.

The User Groups created for Corporate End Users can be for payment purpose based on needs, e.g., one group can have a User with Maker rights and another group can have User with Checker rights.

6.1 Create User Group – Corporate User

How to navigate:

Menu Icon ( ) > Others > User Group Management

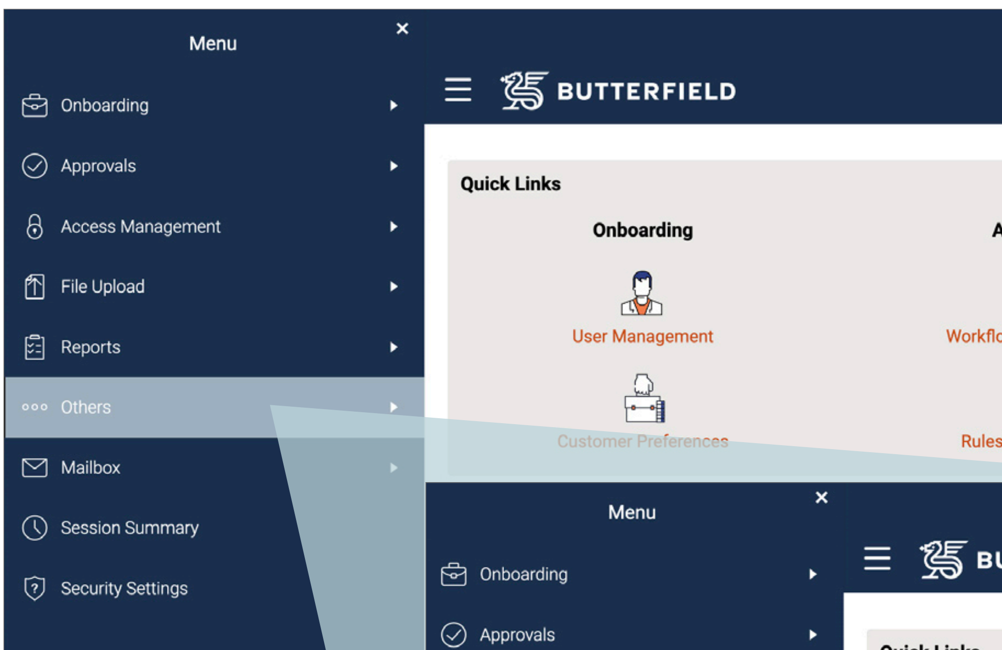

Figure 6.1.1a

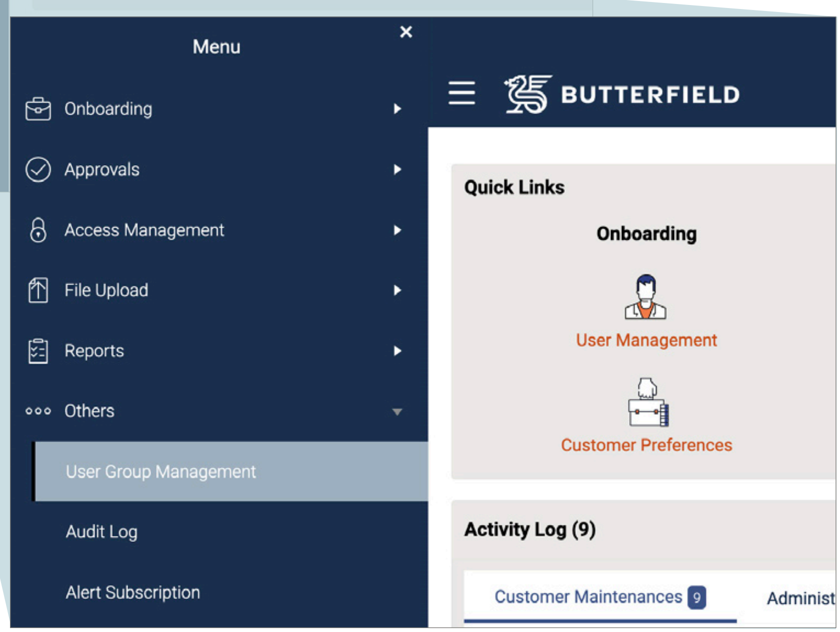

Figure 6.1.1b

1. System displays the User groups maintained, if any. Click the **Create** button for a New User Group.

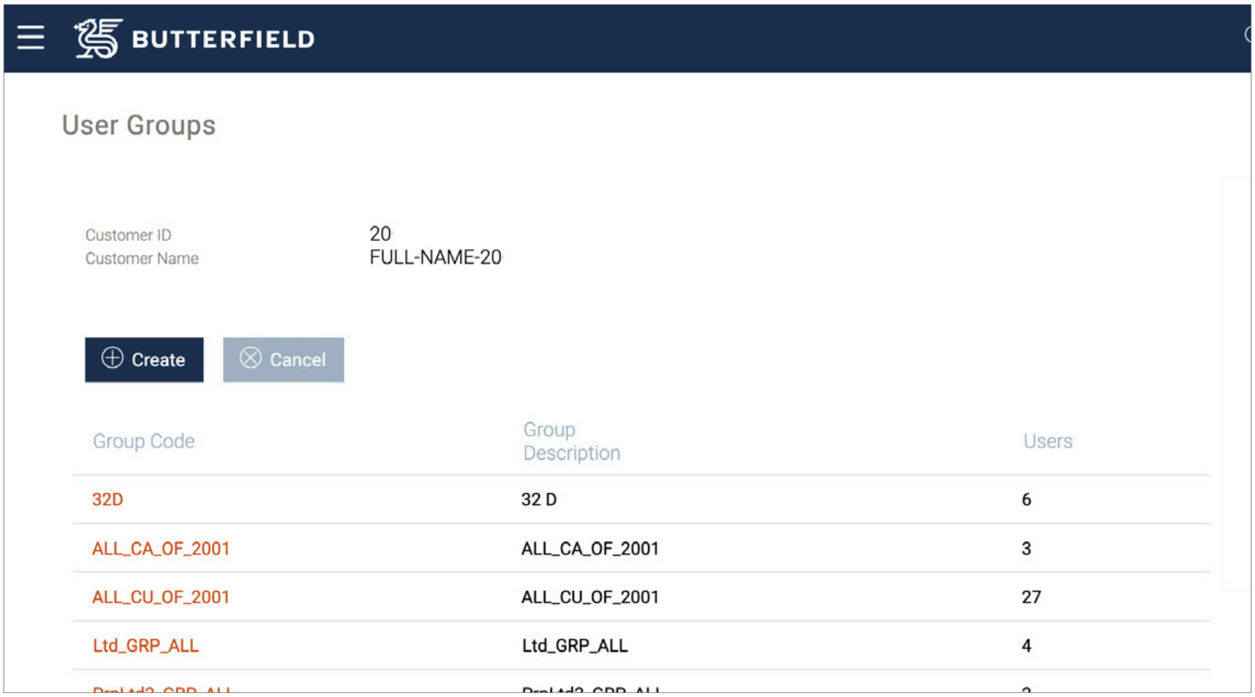

Figure 6.1.2

2. Enter the following fields to create a User Group:
    a. *Group Code* – enter the group code.
    b. *Group Description* – enter the group name.
    c. Click **Add** and select User from dropdown.
    d. Click **Add** to add the User to the User Group.

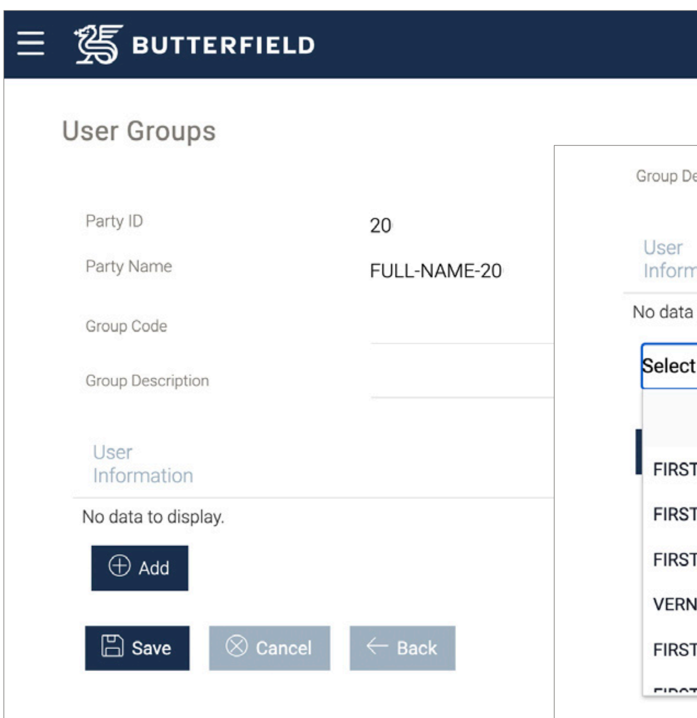

Figure 6.1.3

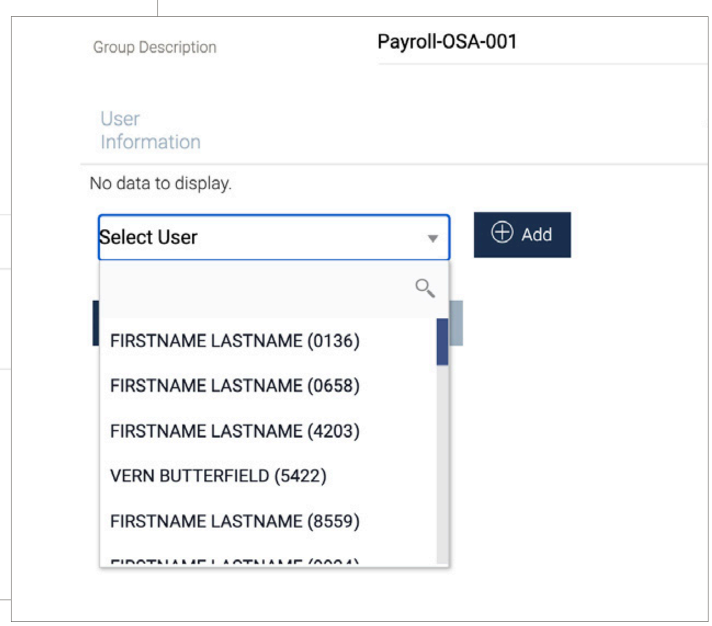

Figure 6.1.4

3. Click **Save**.

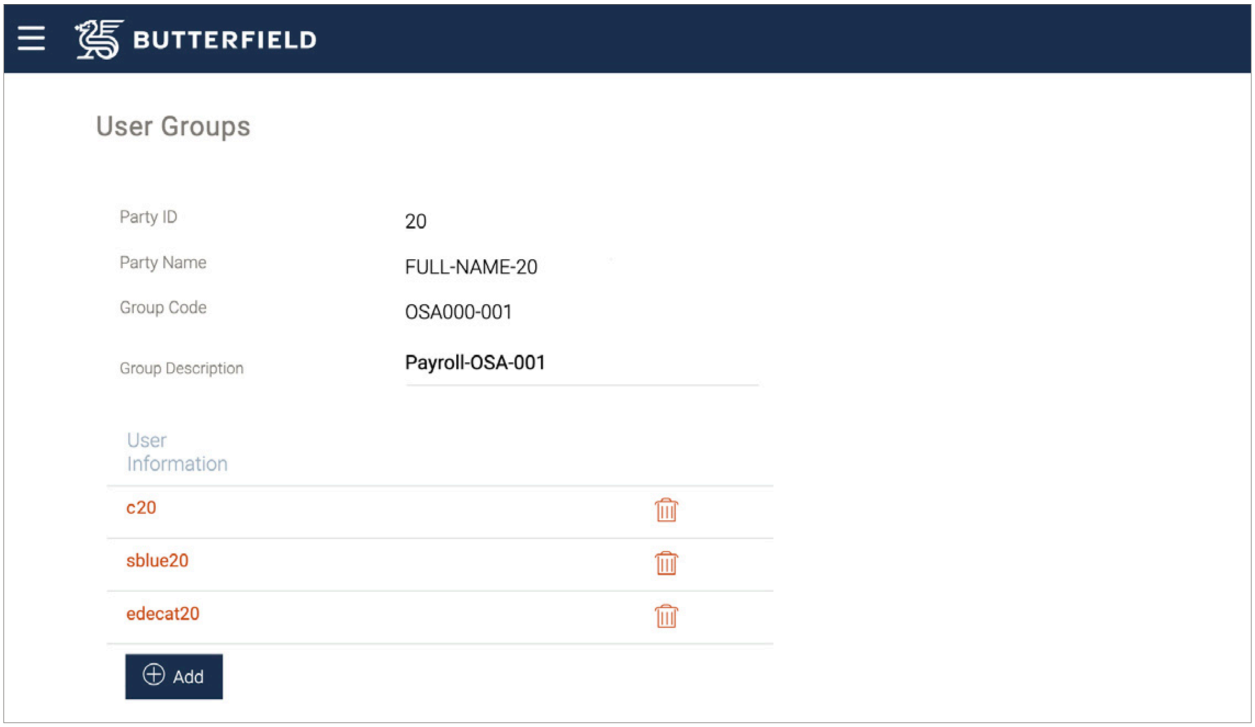

Figure 6.1.5

4. Review details and click **Confirm**.

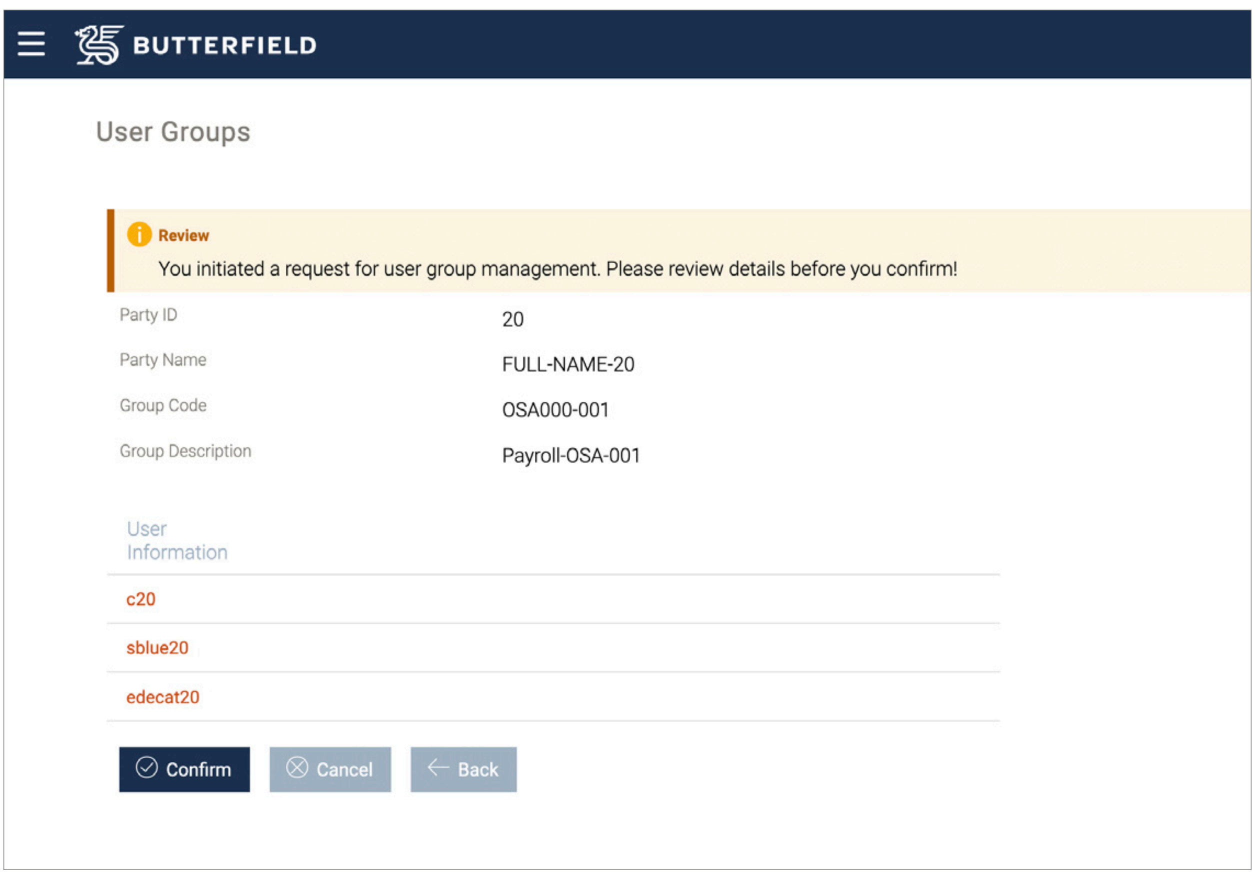

Figure 6.1.6

5. The system displays a message *"Maintenance Submitted for Approval"*

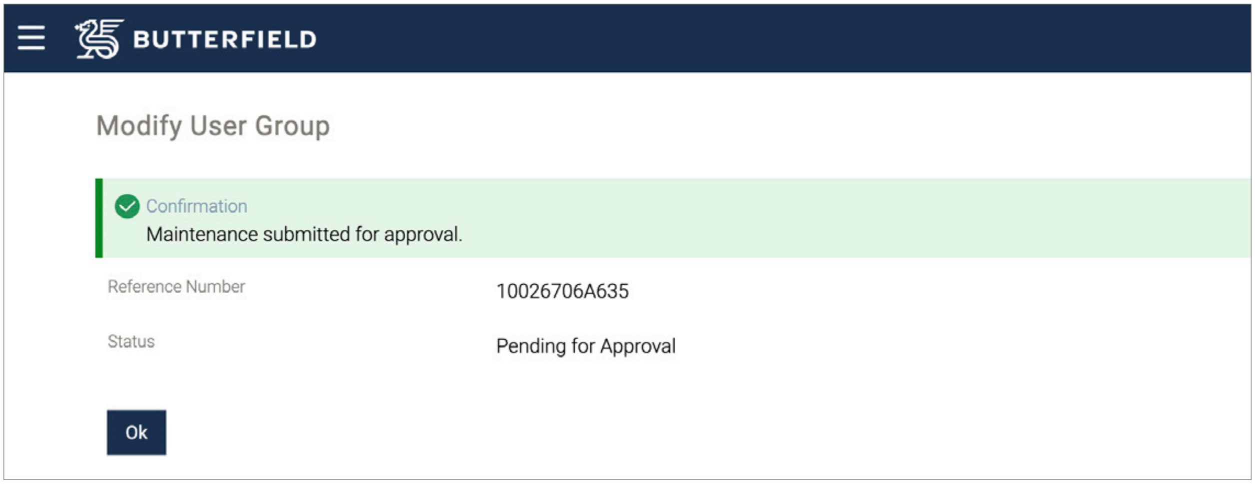

Figure 6.1.7

6. On the Approver dashboard, scroll to the **Pending for Approval** section.

   Please note that the Corporate Administrator Maker will not be able to approve transactions initiated by them. Approvals will need to be handled by another Corporate Administrator with access to the same Customer ID.

7. Maintenance activities initiated by the Maker will display under the **Pending for Approvals** section.
8. Click the Reference Number link to view, approve, or reject the transaction.

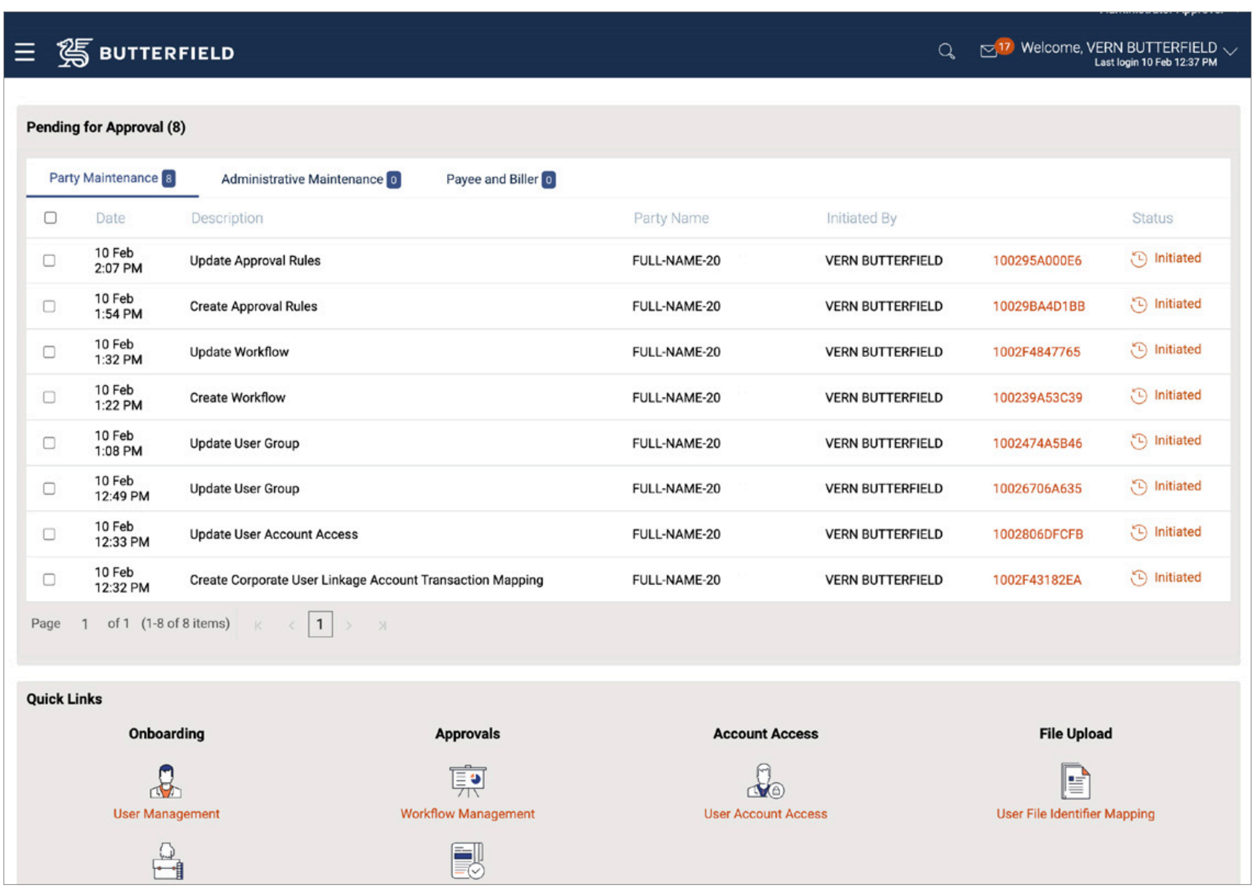

Figure 6.1.8

9. Click **Approve** to approve or click **Reject** to reject the transaction.

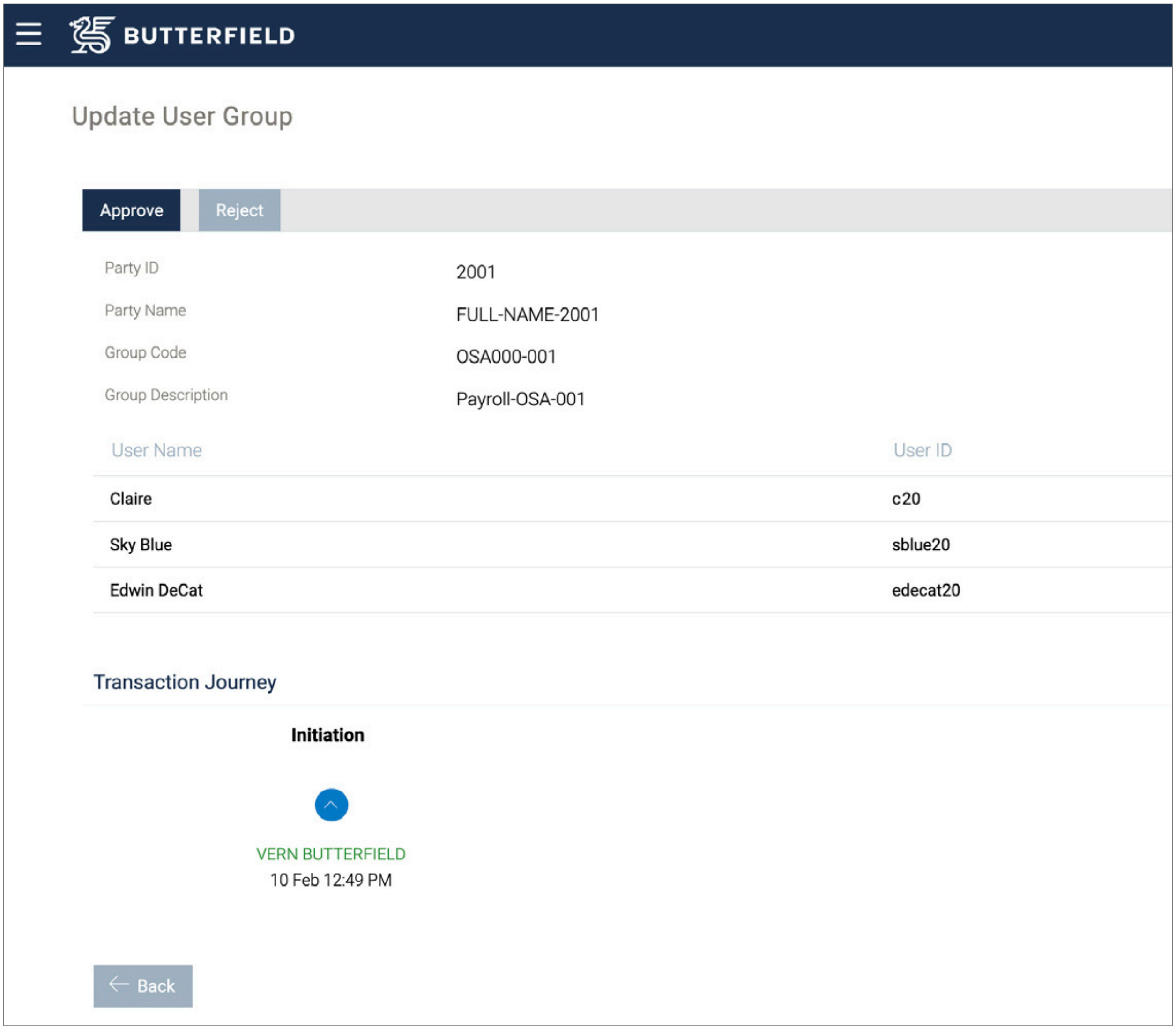

Figure 6.1.9

10. Enter remarks, if any. Click **Approve** to approve the payment transaction or click **Cance**l to go back to the previous screen.
11. The Confirm screen appears with a success message along with a Reference Number and status as complete.

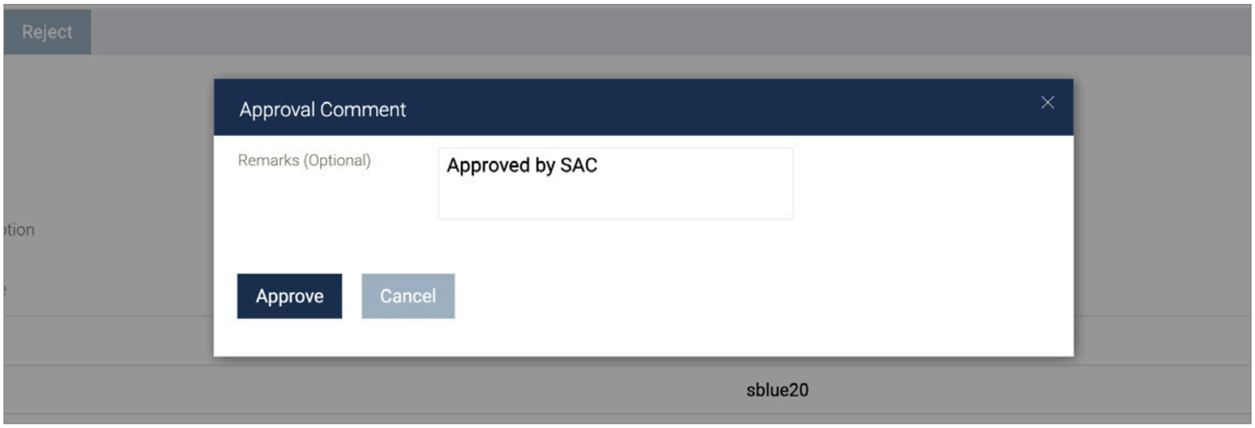

Figure 6.1.10

6.2 Edit User Group – Corporate User

How to edit a User Group is described below.

How to navigate:

Menu Icon (☰) > Others > User Group Management

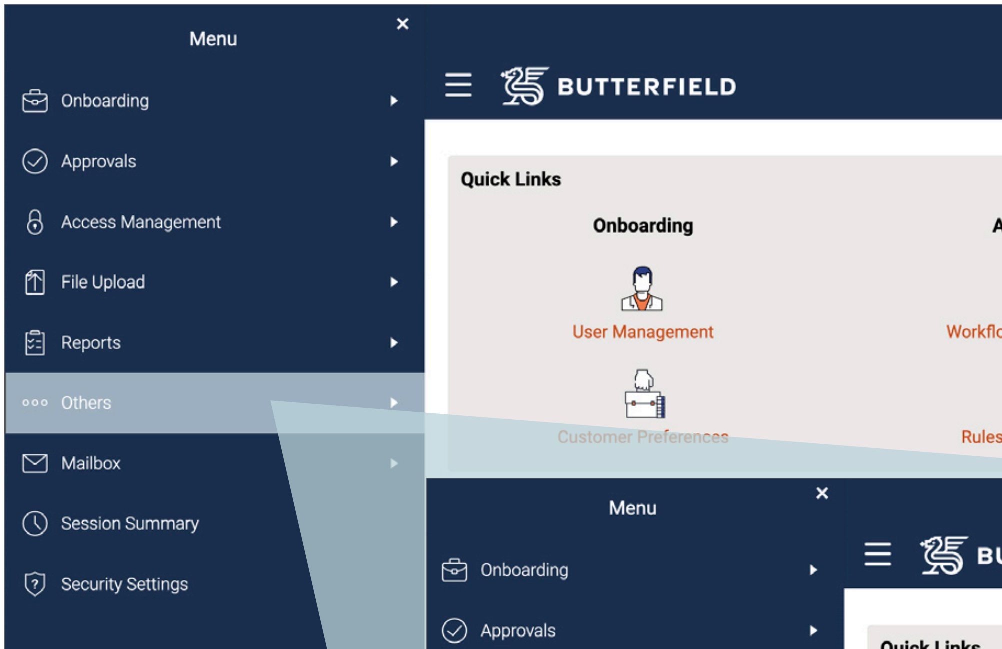

Figure 6.2.1a

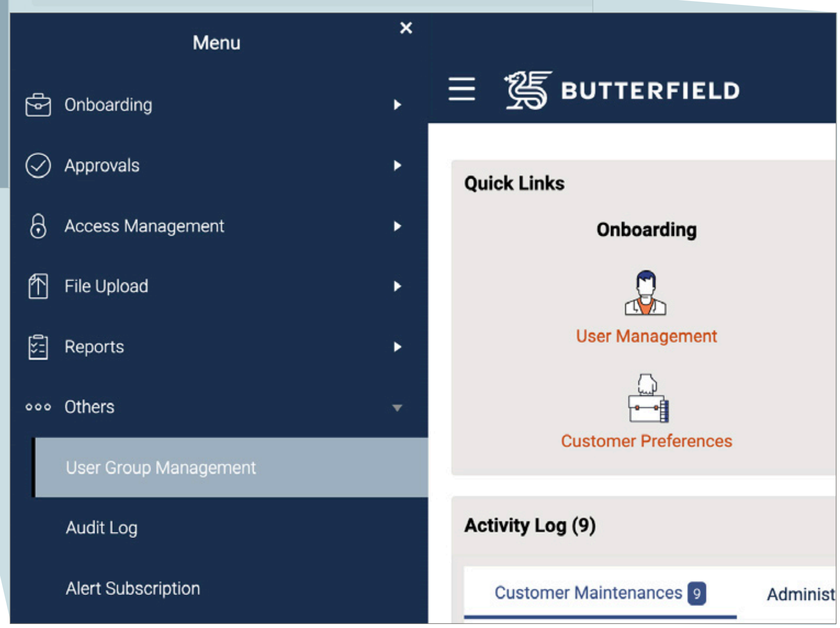

Figure 6.2.1b

1. A list appears. Click on *Group Code* to view details of the selected User Group.

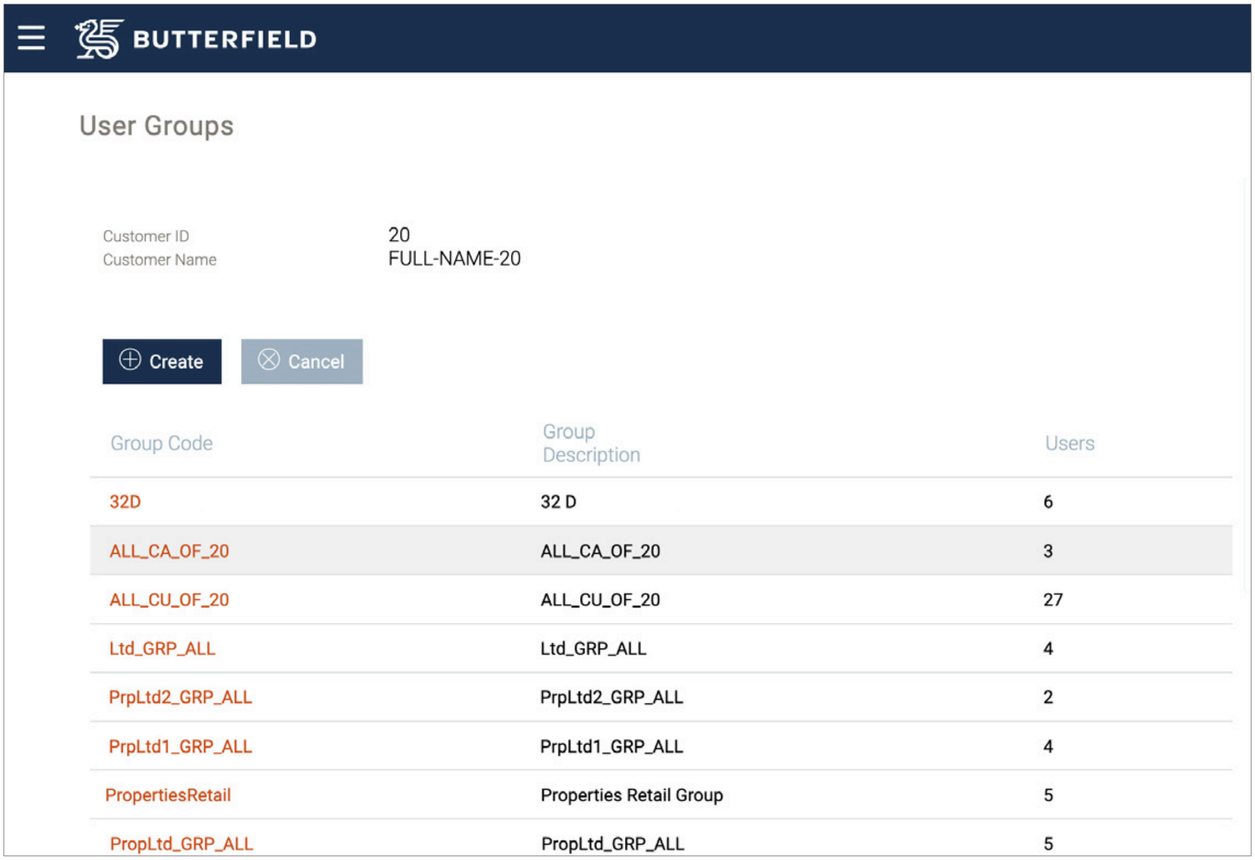

Figure 6.2.2

2. Click **Edit** to edit the maintenance.

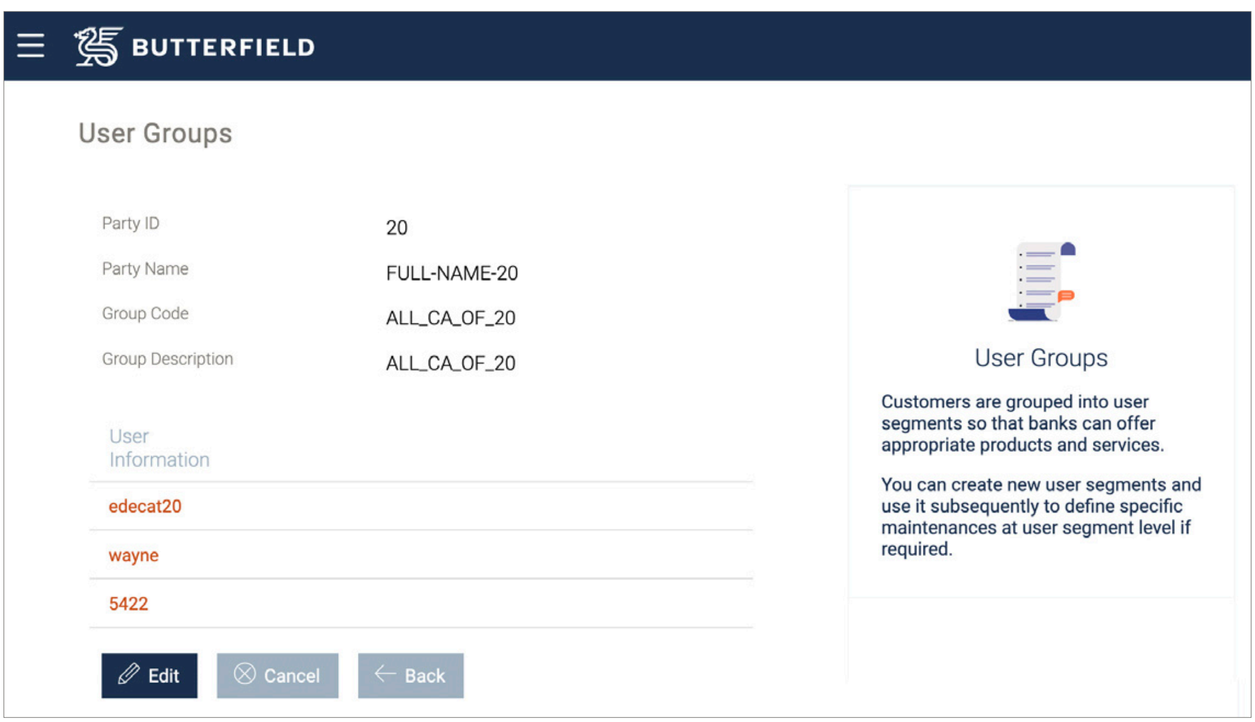

Figure 6.2.3

3. Update the required details.
4. Click **Save** to save changes.

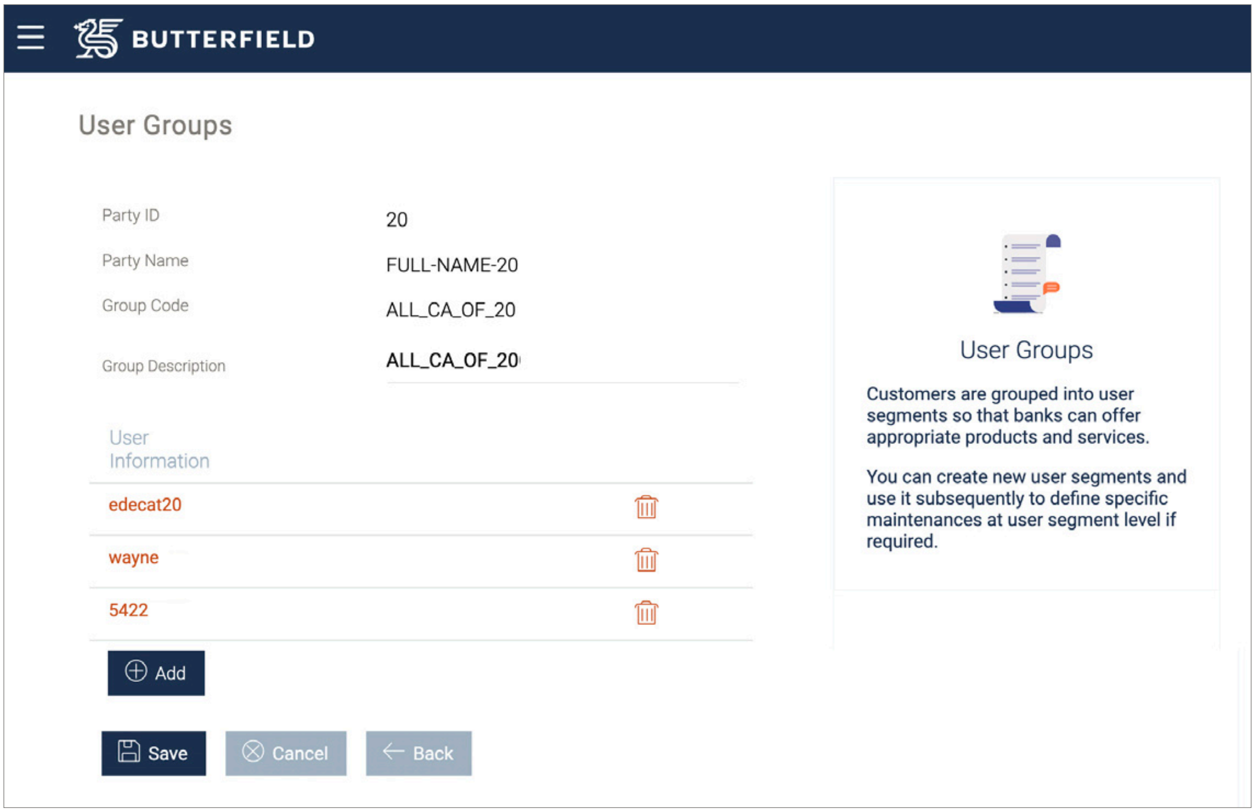

Figure 6.2.4

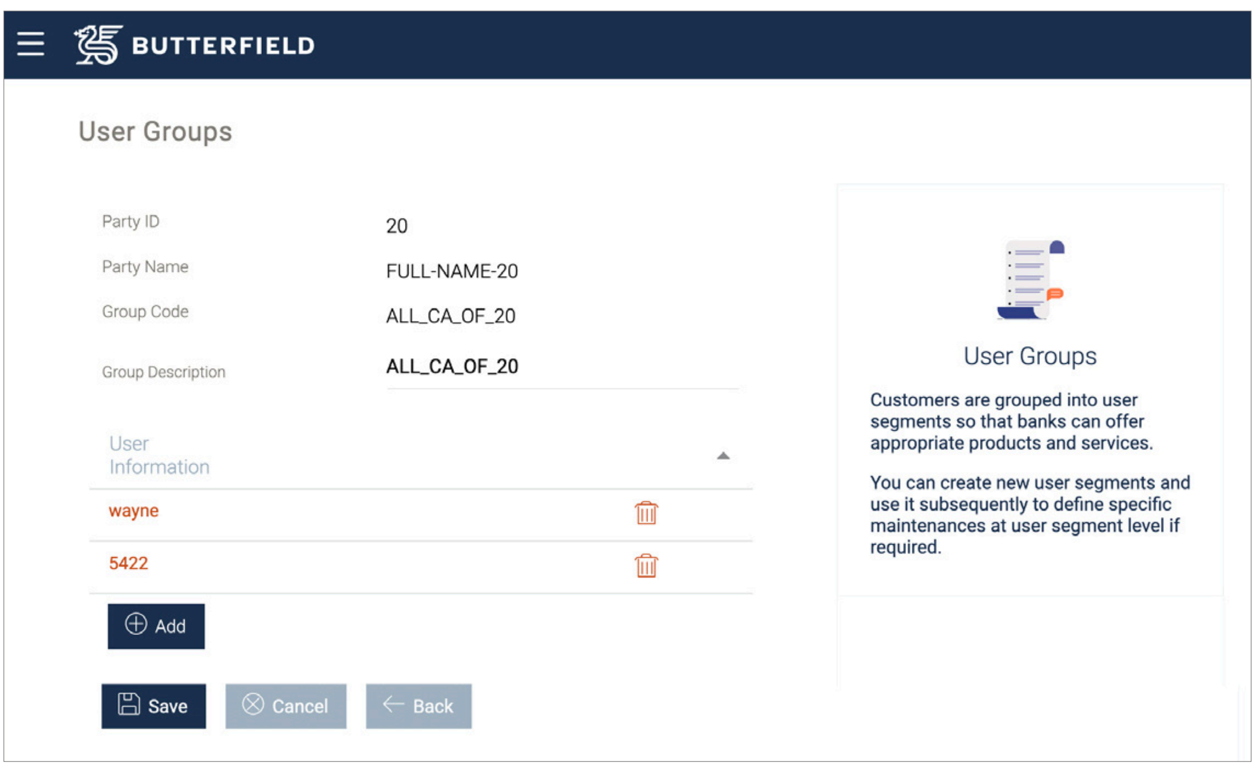

Figure 6.2.5

5. Review details and click **Confirm**.

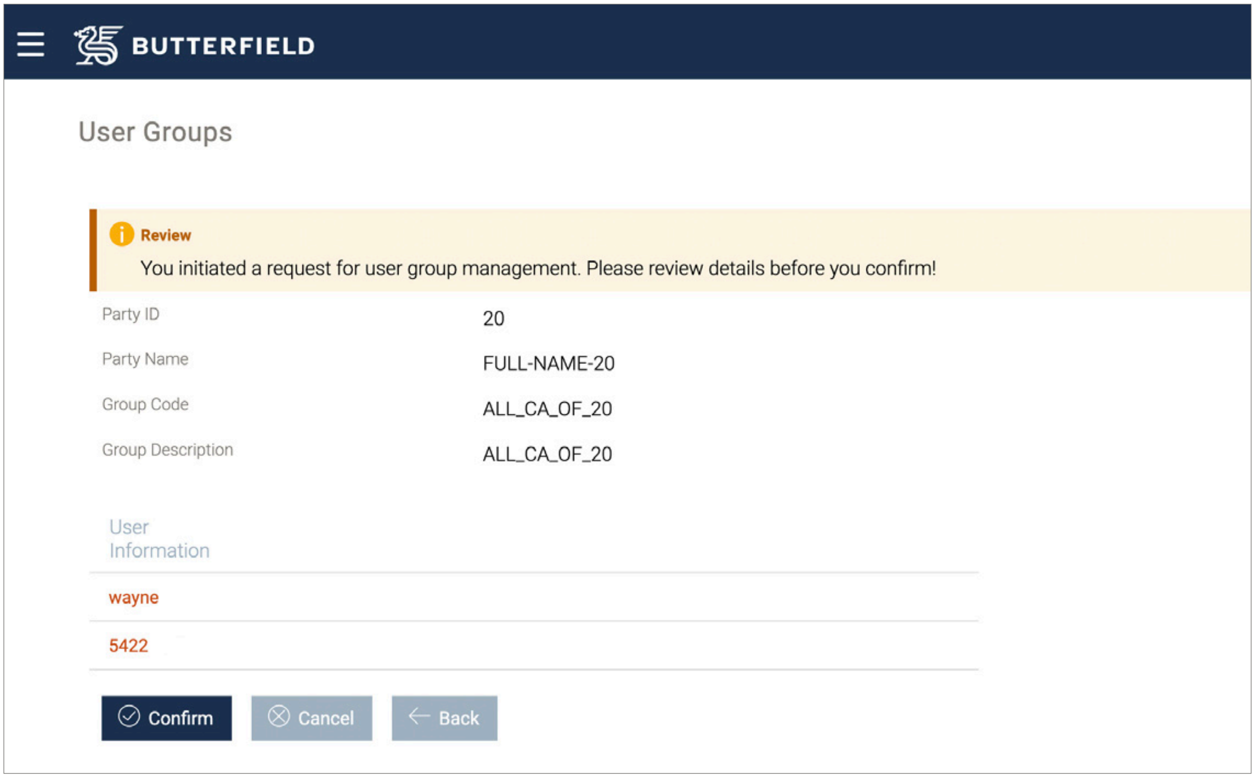

Figure 6.2.6

6. The System displays a message *"Maintenance submitted for approval"*.
7. Refer Steps 10 to 15 in Section 6.1 Create User Group – Corporate User to complete the approval process.

7. Workflow Management

This section explains the steps to create approval Workflows to support requirements where multiple levels of approval are necessary in a specific sequence for a transaction/ maintenance, and covers creation of approval Workflows, view, and edit existing Workflows.

Users can create Workflows independently and can attach to a specific transaction/ maintenance as part of the Approval Rule configuration. A Workflow can be configured to have up to five levels of approval with a specific User or a User Group configured at each level.

7.1 Create Approval Workflow – Corporate User

1. Click **Workflow Management** menu under **Approvals** in the **Dashboard**.

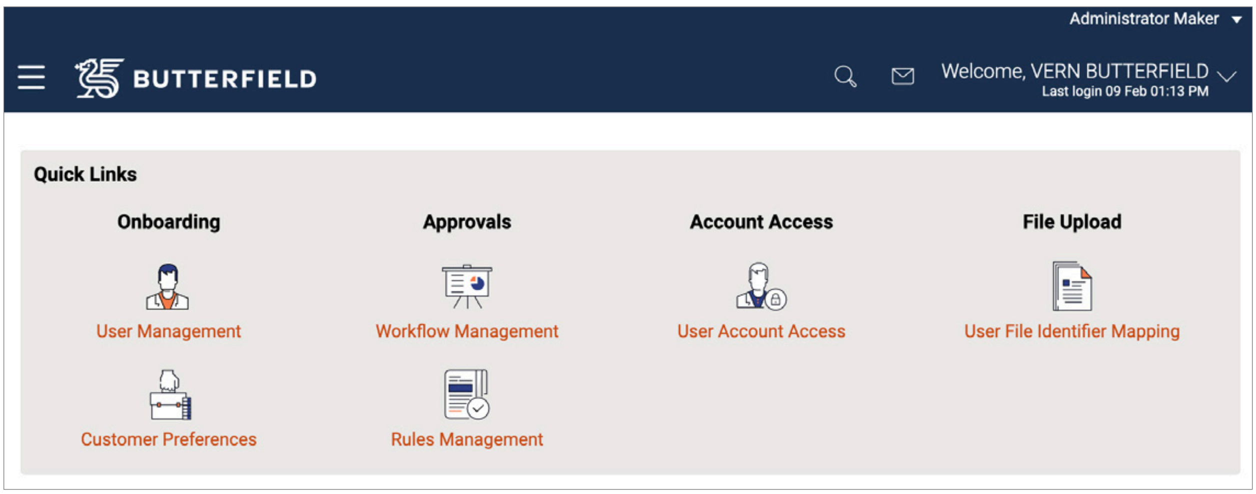

Figure 7.1.1

2. The system displays a list of approval Workflows maintained, if any. Click **Create** to create an Approval Workflow.

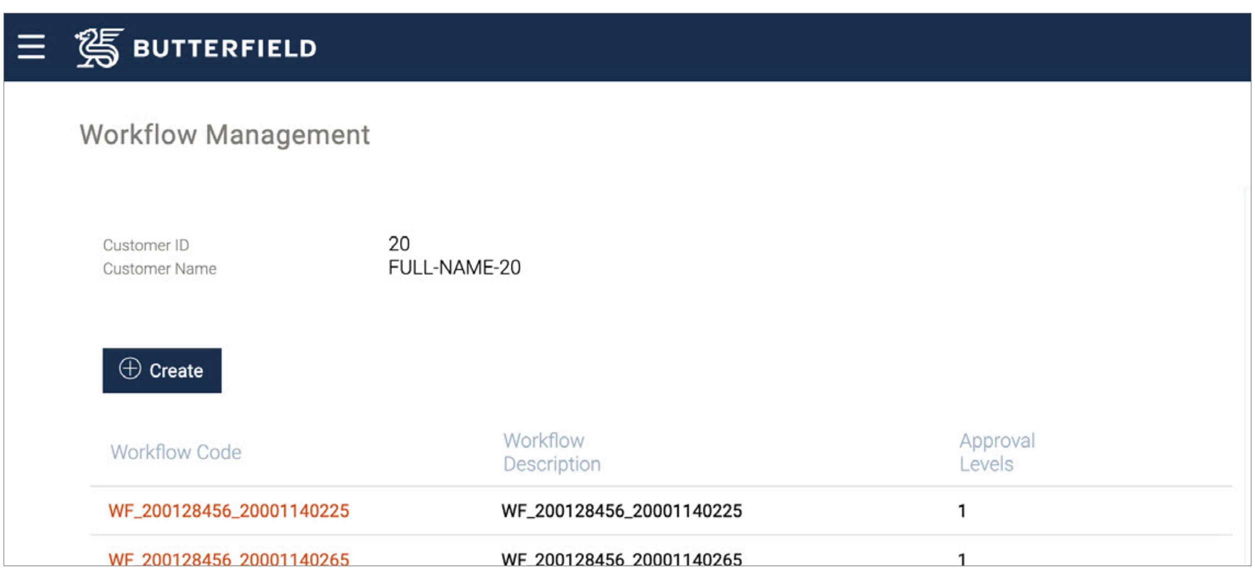

Figure 7.1.2

3. Enter the following fields to create Workflow Management:
   a. Enter a *Workflow Code* to identify the workflow.
   b. Enter the *Workflow Description*.
   c. Select specific *User* or a *User Group* at each level of approval.
   d. Click **Add** to add the User or User Group to Workflow as Approvers.
4. Click **Save**.

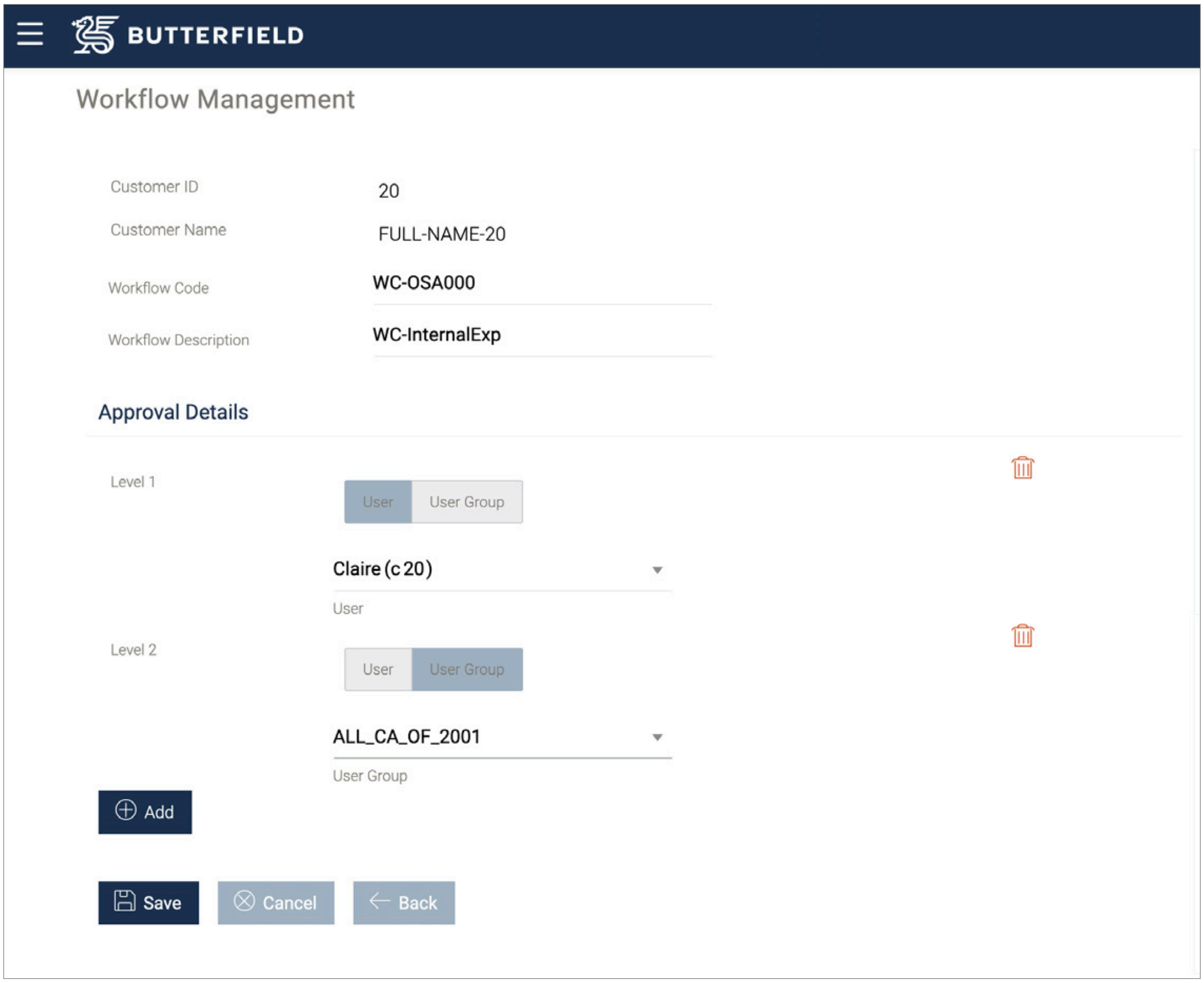

Figure 7.1.3

5. Review details and click **Confirm**.

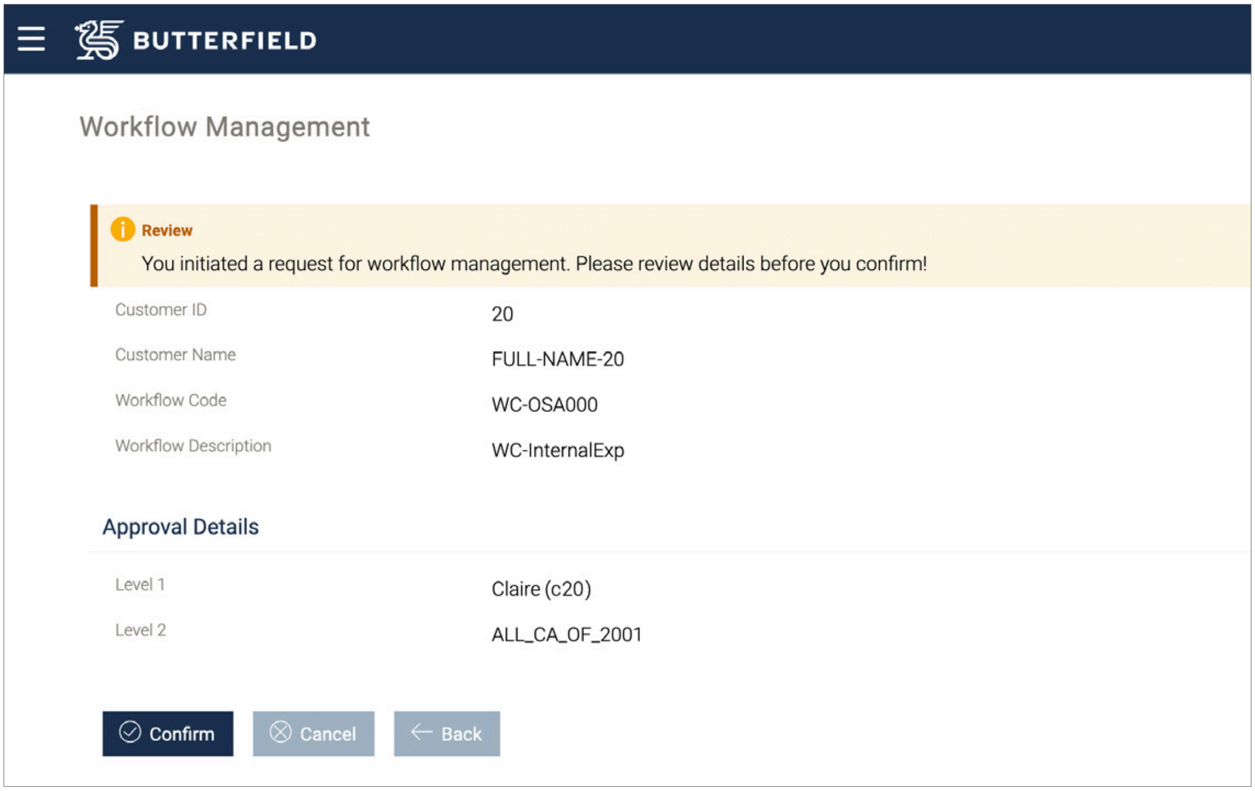

Figure 7.1.4

6. The system displays a message *"Maintenance Submitted for Approval"*.

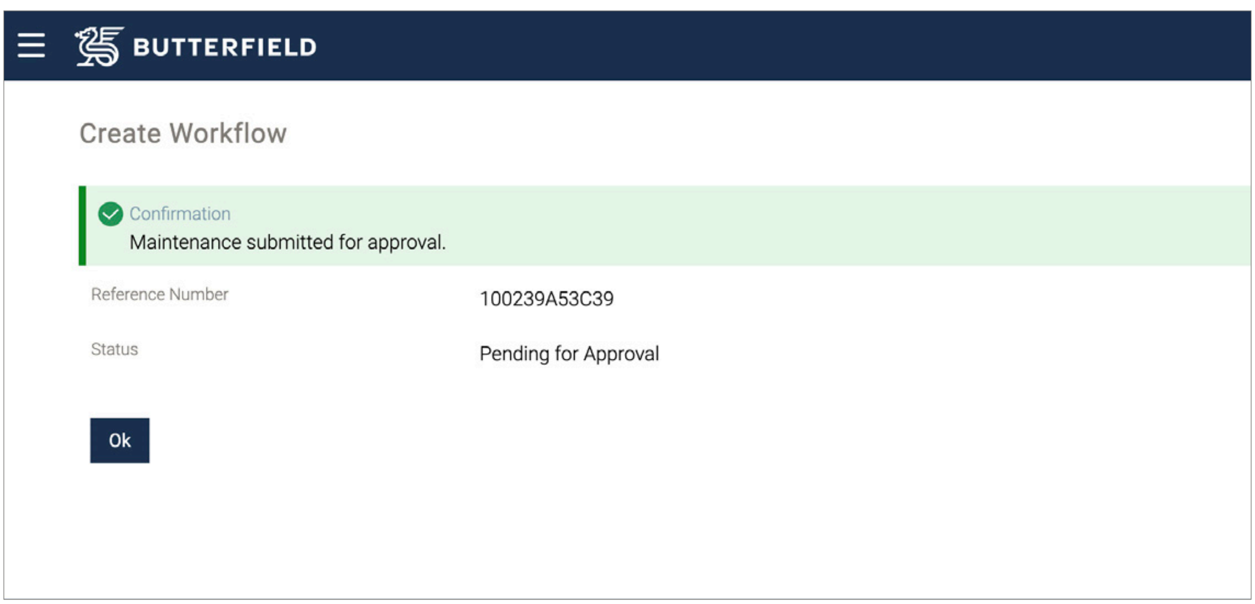

Figure 7.1.5

7. On the Approver dashboard, scroll to the **Pending for Approval** section.

   Please note that the Corporate Administrator Maker will not be able to approve transactions initiated by them. Approvals will need to be handled by another Corporate Administrator with access to the same Customer ID.

8. Transactions initiated by the Maker will display under **Pending for Approvals** section.
9. Click the [Reference Number] link to view, approve or reject the transaction.

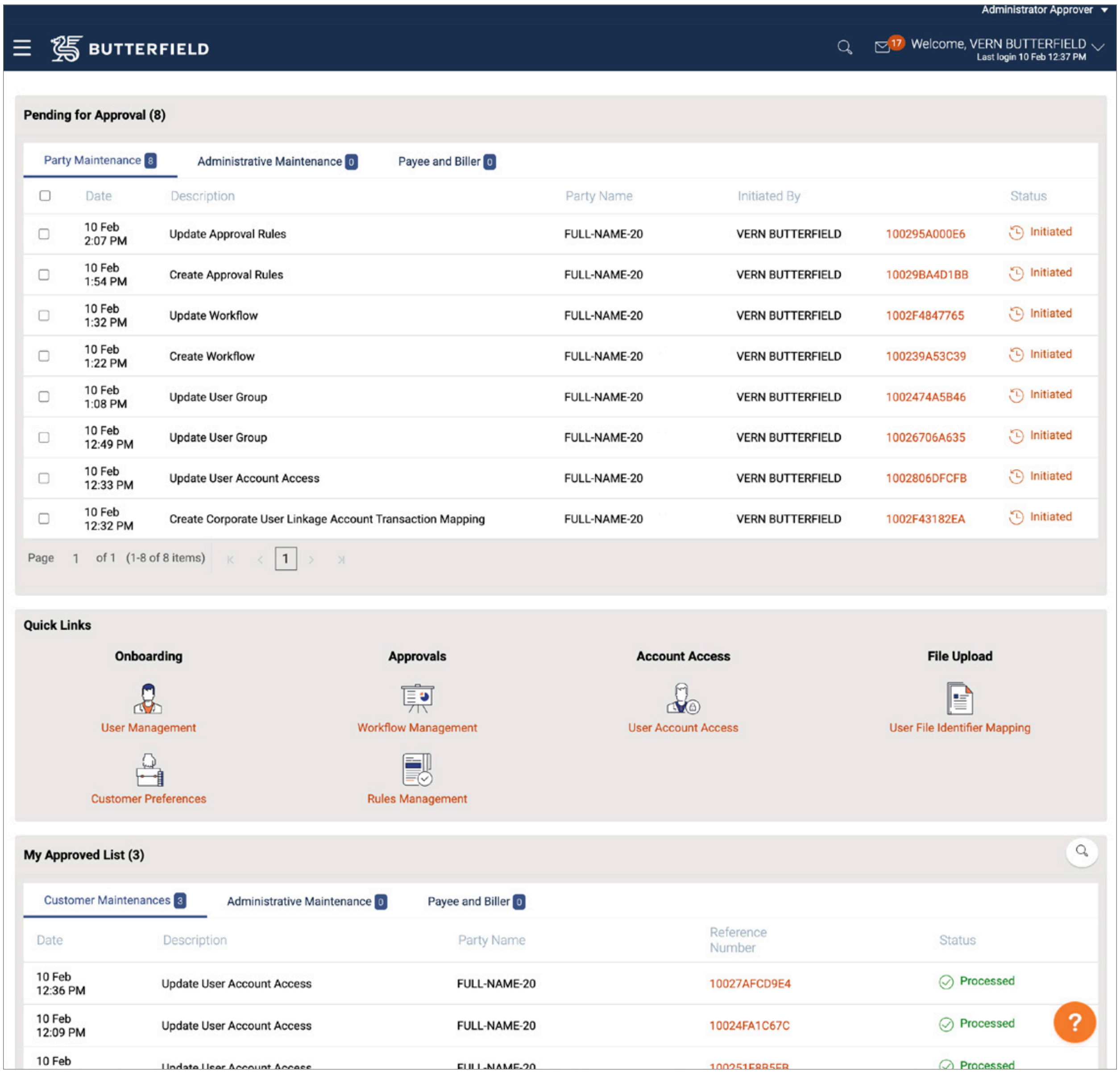

Figure 7.1.6

10. Click **Approve** or **Reject**.

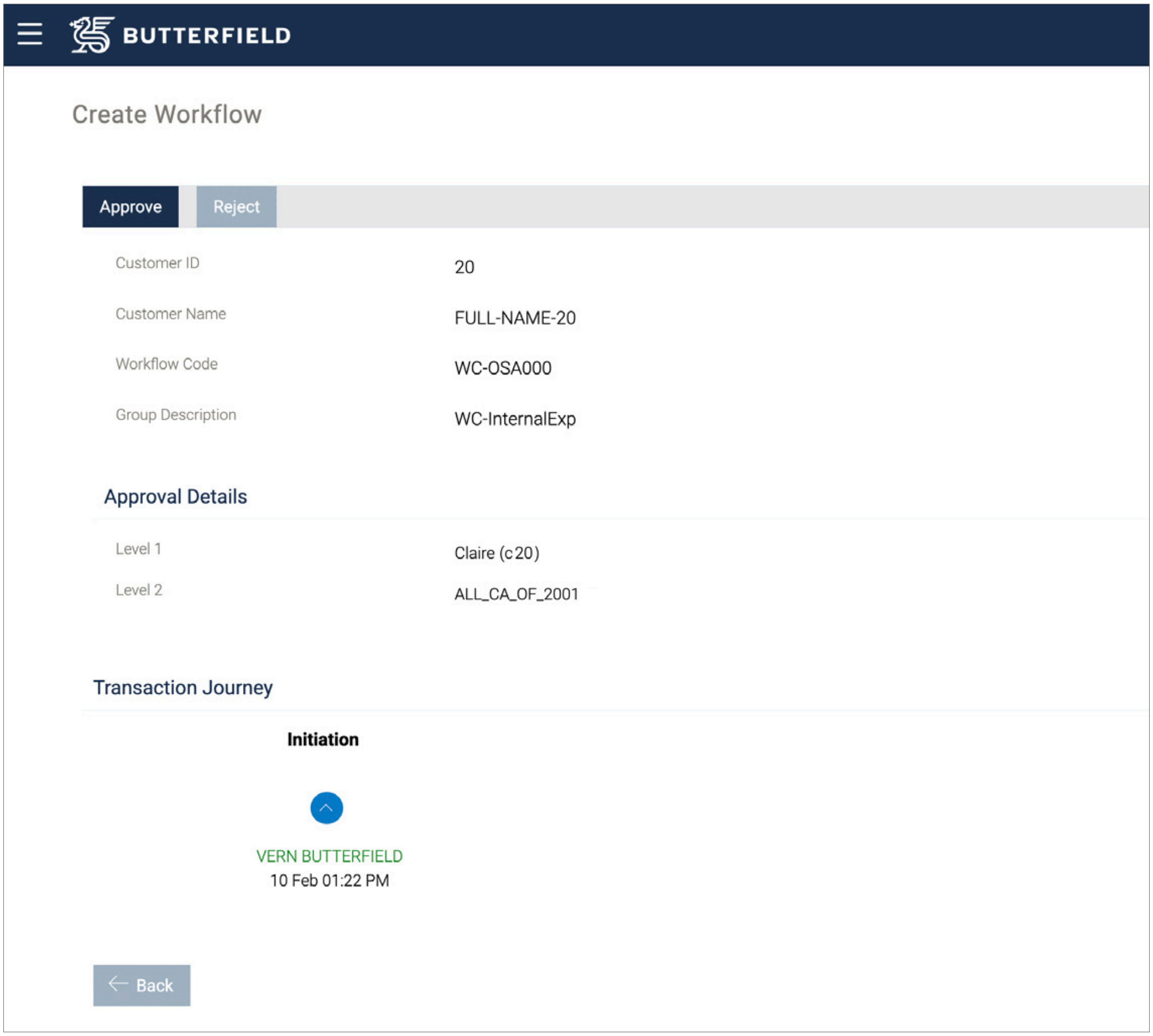

Figure 7.1.7

11. Enter remarks, if any. Click **Approve** or click **Cancel** to go back to the previous screen.
12. The Confirm screen appears with a success message along with Reference Number.

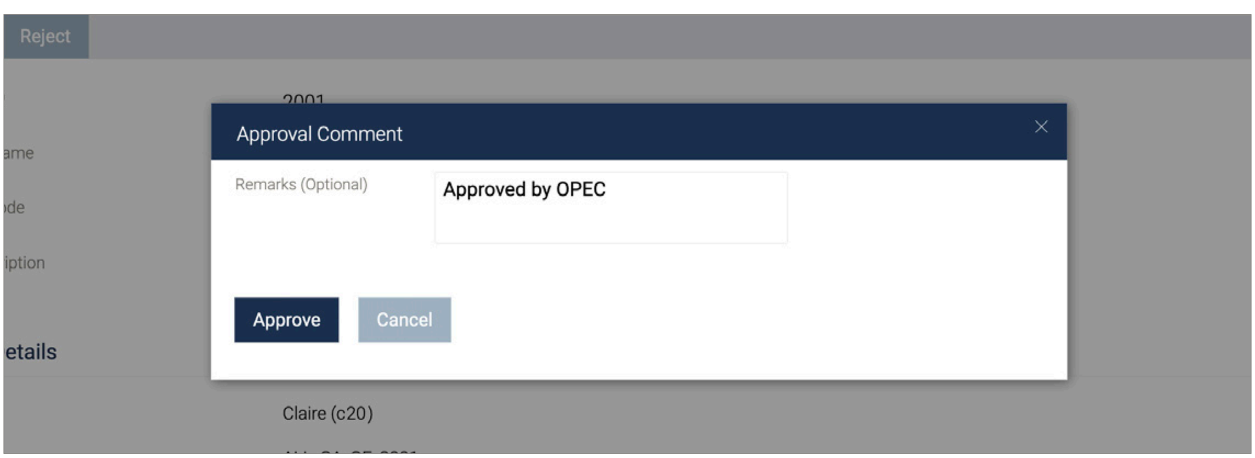

Figure 7.1.8

7.2 View and Edit Approval Workflow – Corporate User

1. Click **Workflow Management** menu under **Approvals** in the **Dashboard**.

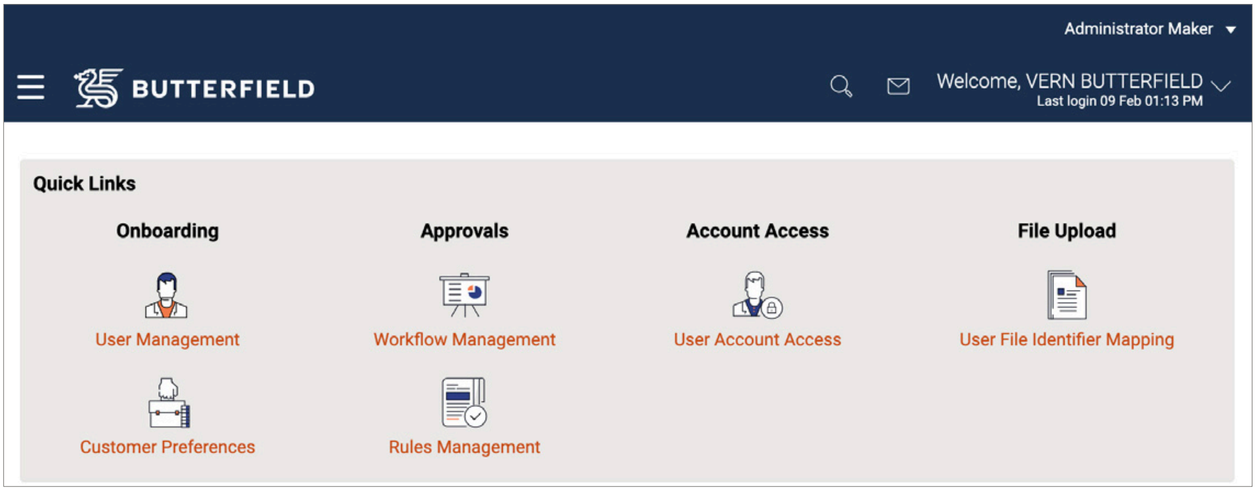

Figure 7.2.1

2. The system displays a list of approval Workflows maintained, if any.
3. Click on Workflow Code link to view the details of the selected Approval Workflow.

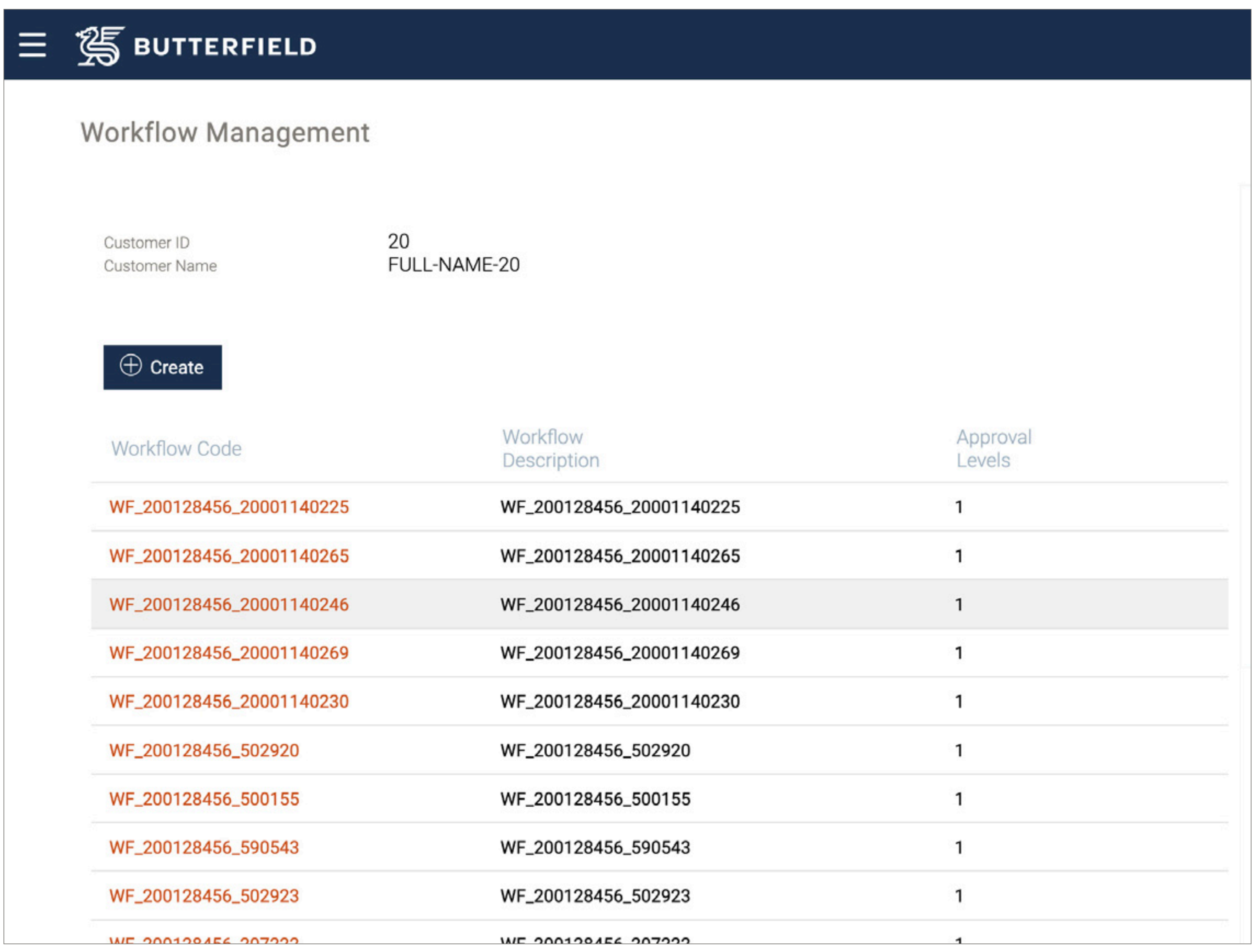

Figure 7.2.2

4. Click **Edit** to edit the transaction.

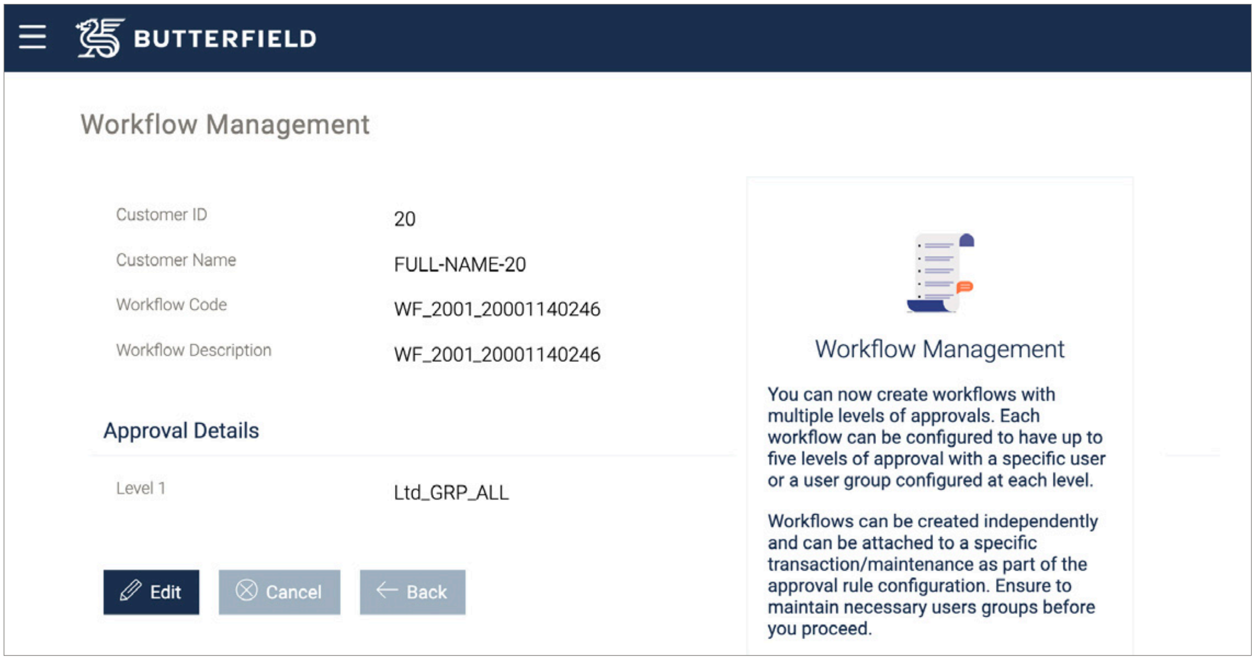

Figure 7.2.3

5. Click **Save**, the system displays the confirmation screen, Click **Confirm**.

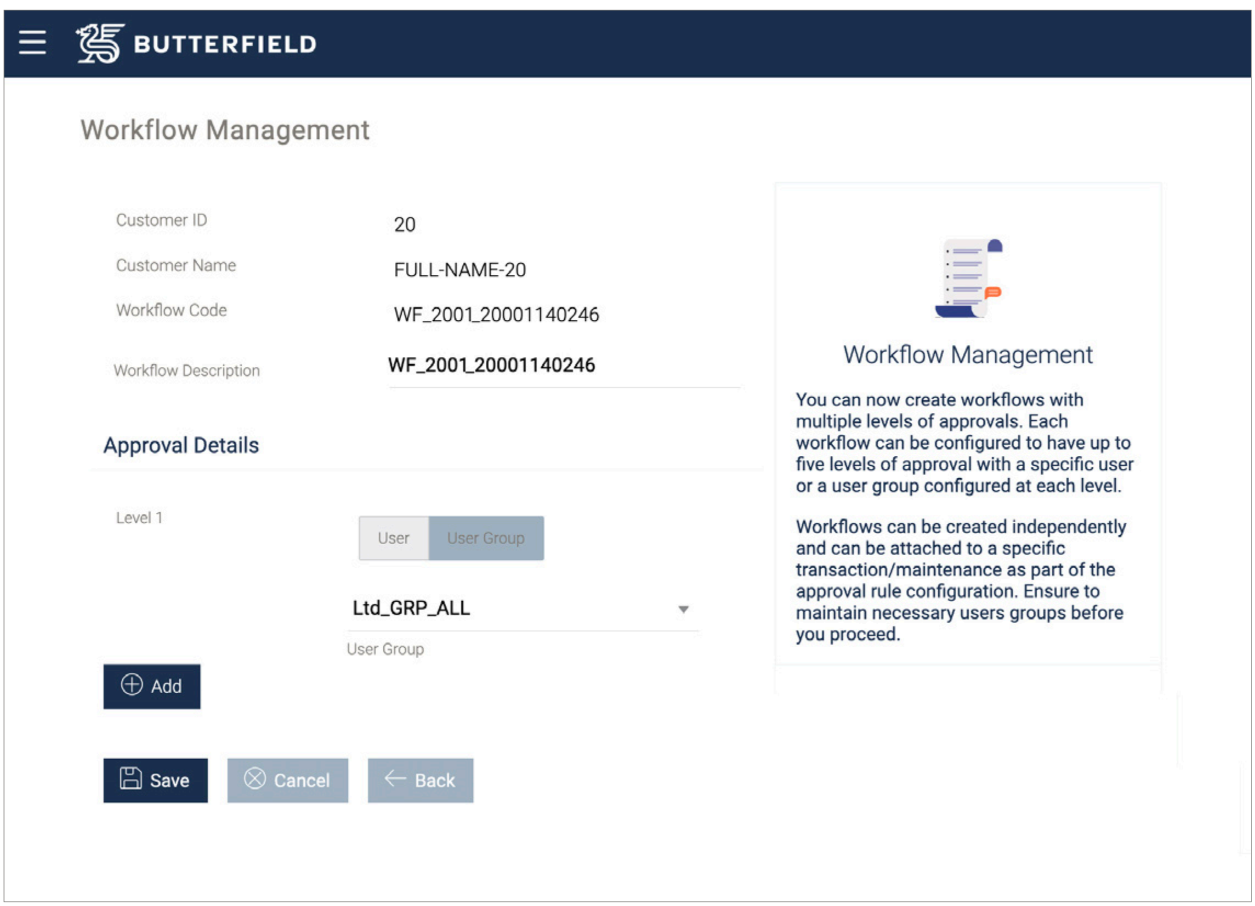

Figure 7.2.4

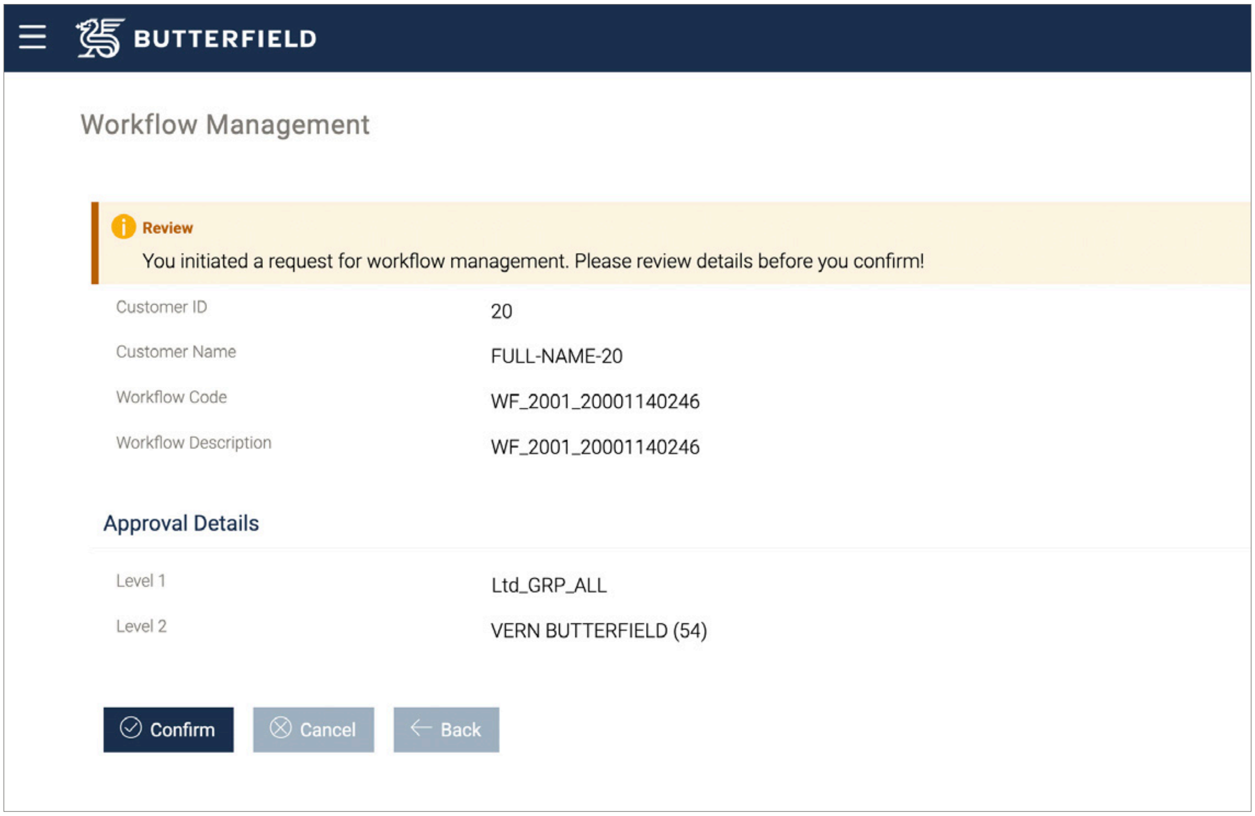

Figure 7.2.5

6. The System displays message as '*Maintenance Submitted for Approval*'.
7. Refer to Steps 7 to 12 in Section 7.1 Create Approval Workflow to complete the approval process.

8. Rules Management

Rules Management will allow a Corporate Administrator to create Rules to allow a Corporate User to initiate and process Financial and Non-financial transactions based on the parameters of applicable User/Usergroups (initiator), transaction, currency, amount and whether authorisation is required (Workflow).

8.1 Create Approval Rule – Corporate User

1. Click **Rules Management** from the **Approvals** on the **Dashboard**.

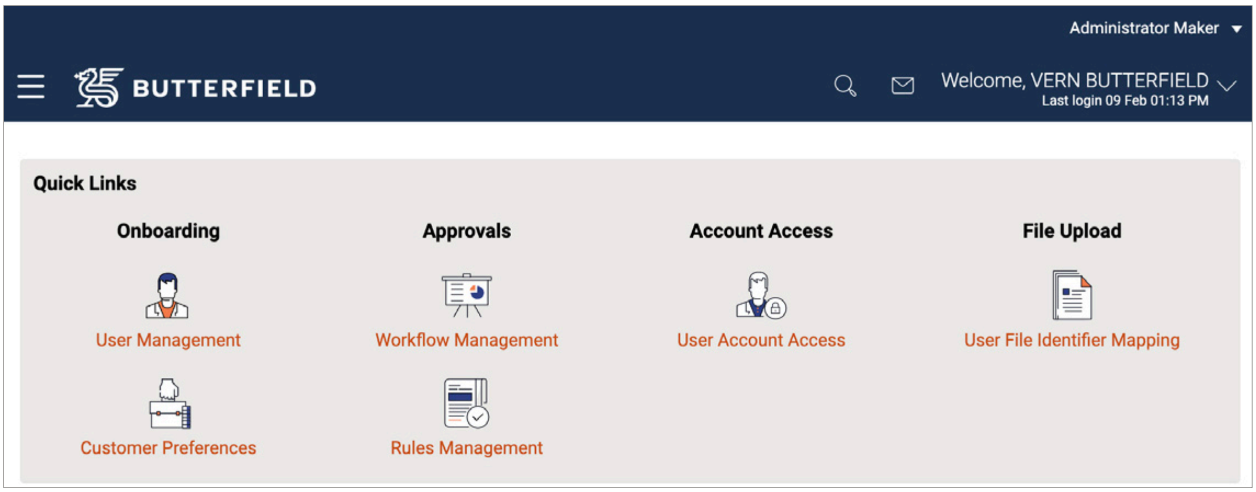

Figure 8.1.1

2. The system displays the Approval Rules maintained, if any. Click **Create** to create Approval Rule.

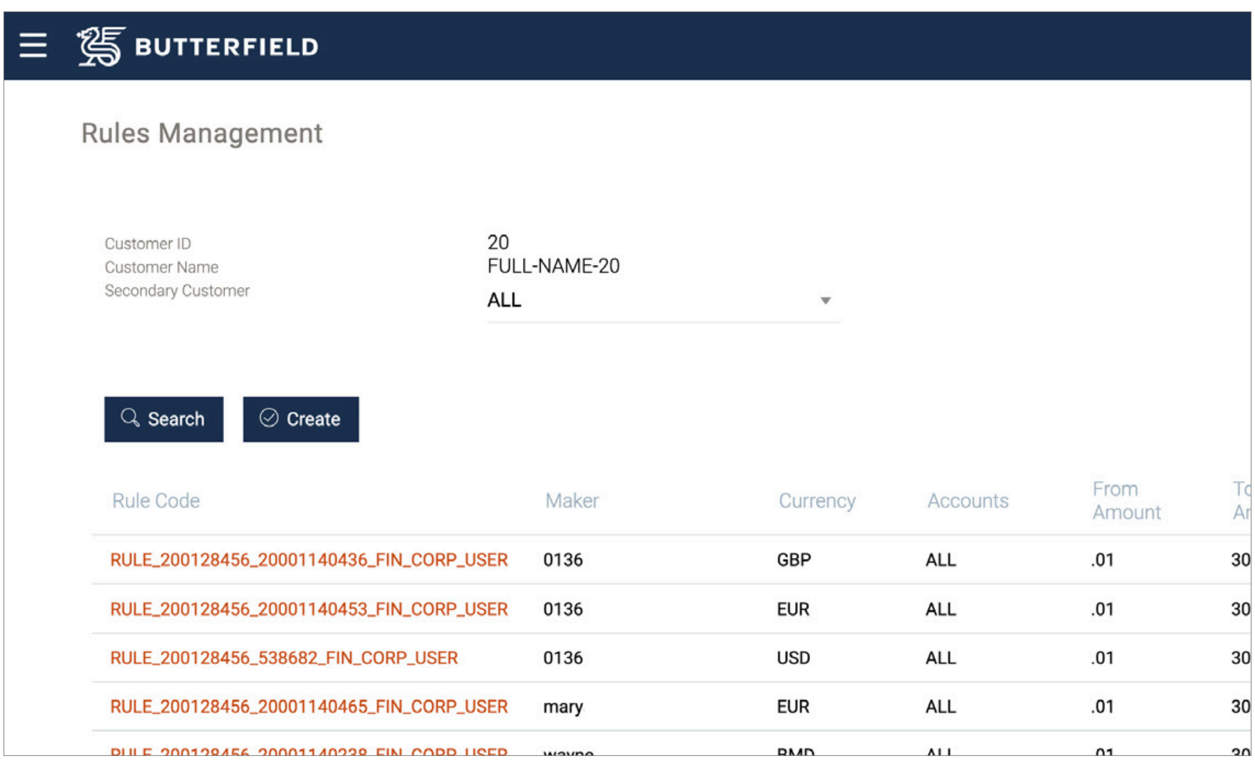

Figure 8.1.2

3. Enter the following fields to create Rule Management:
    a. *Rule Type* – select any one the transaction rule types for which the Approval Rule needs to be set up:
        i. *Financial Transactions* – select *Financial Transactions* to setup Approval Rules for the transactions that involves exchange of money, e.g., Payments and Term deposit booking, etc.
        ii. *Non-Financial Transactions* – select *Non-Financial Transactions* to setup Approval Rules for the transaction for an account but does not involve exchange of money, e.g., Term Deposit Maturity Instruction Modification, etc.
        iii. *Maintenance* – select *Maintenance* to set up Approval Rules for the transaction, not linked to any account, e.g., *Beneficiary Maintenance*, *Biller Maintenance* etc.
        iv. *Administration* – select *Administration* to setup Approval Rules for Administrative maintenances, e.g., Alert maintenance, User Group subject mapping etc.
    b. *Rule Code* – enter the *Rule Code* of the Approval Rule.
    c. *Rule Description* – enter the description of the Approval Rule.
    d. *Initiator Type* – select *Initiator type* who initiates the transaction, select from the following:
        i. *User* – select *Users* to select all the Users belonging to the party OR
        ii. *User Group* – select *User Group* to select all the User Groups belonging to the party (see Figure 8.1.3a).

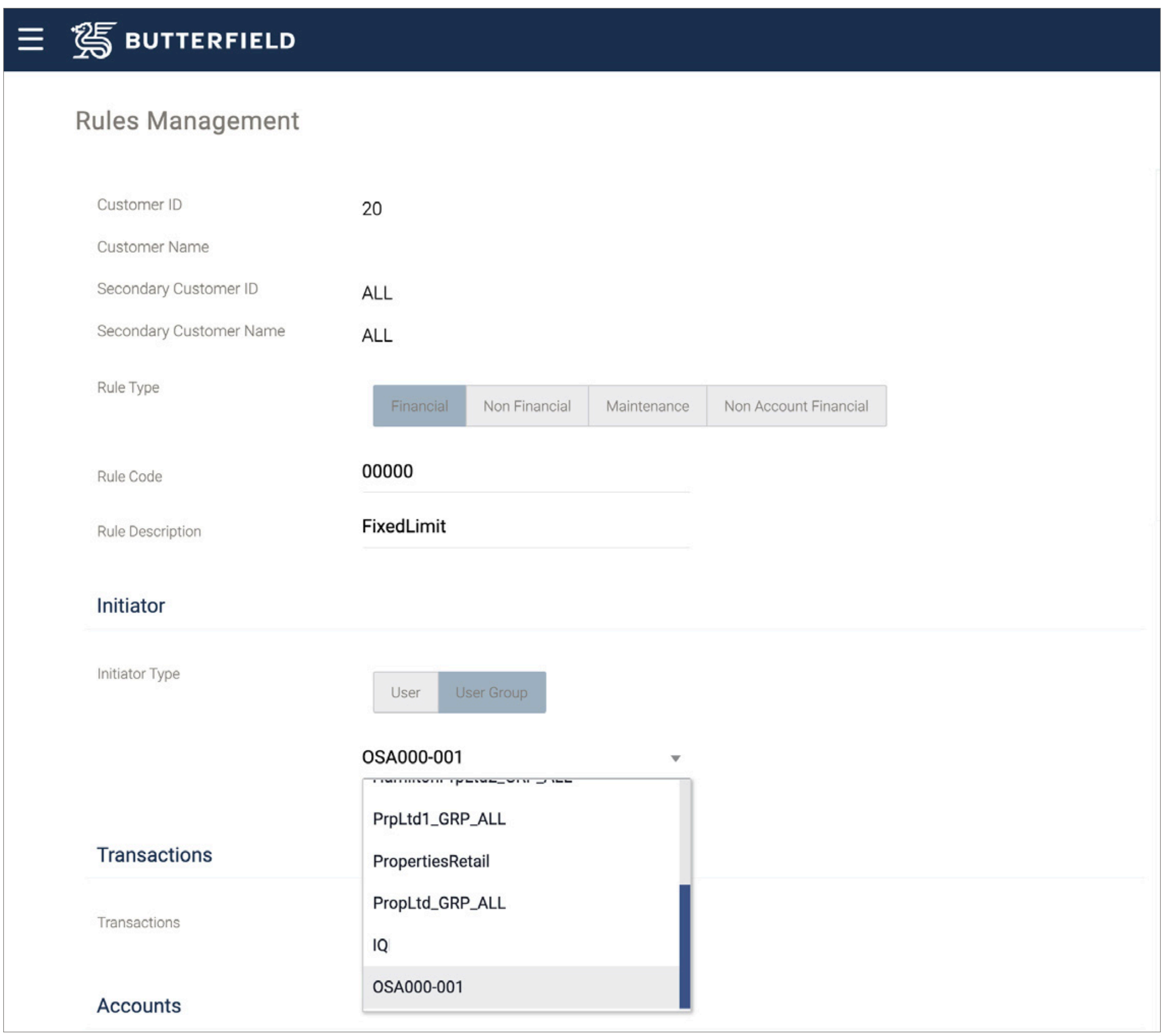

Figure 8.1.3a

e. *Transactions* – select the transactions that will map to the rule.
f. *Accounts* – select the type of account. This field appears only if the rule type selected is *Financial* or *Non-Financial*.
g. *Currency* – Currency type.

NOTE: If a Rule is required to be applicable for multiple currencies, then the Rule will have to be created for each required Currency type.

GBP, EUR, USD, CAD (Core- Both Jurisdictions)
BMD – (Bermuda Customers Only)
KYD – (Cayman Customers Only)

h. *From Amount/To Amount* – enter the amount range for transactions allowed for the User. This field appears only if rule type selected is Financial Transaction.
i. Approval Required – select whether approval is necessary or not for the mapped transaction.
j. Workflow – select the appropriate Workflow.

4. Click **Save** to create the Rule management or click **Back** to go back to previous screen or click **Cancel** to cancel the operation.

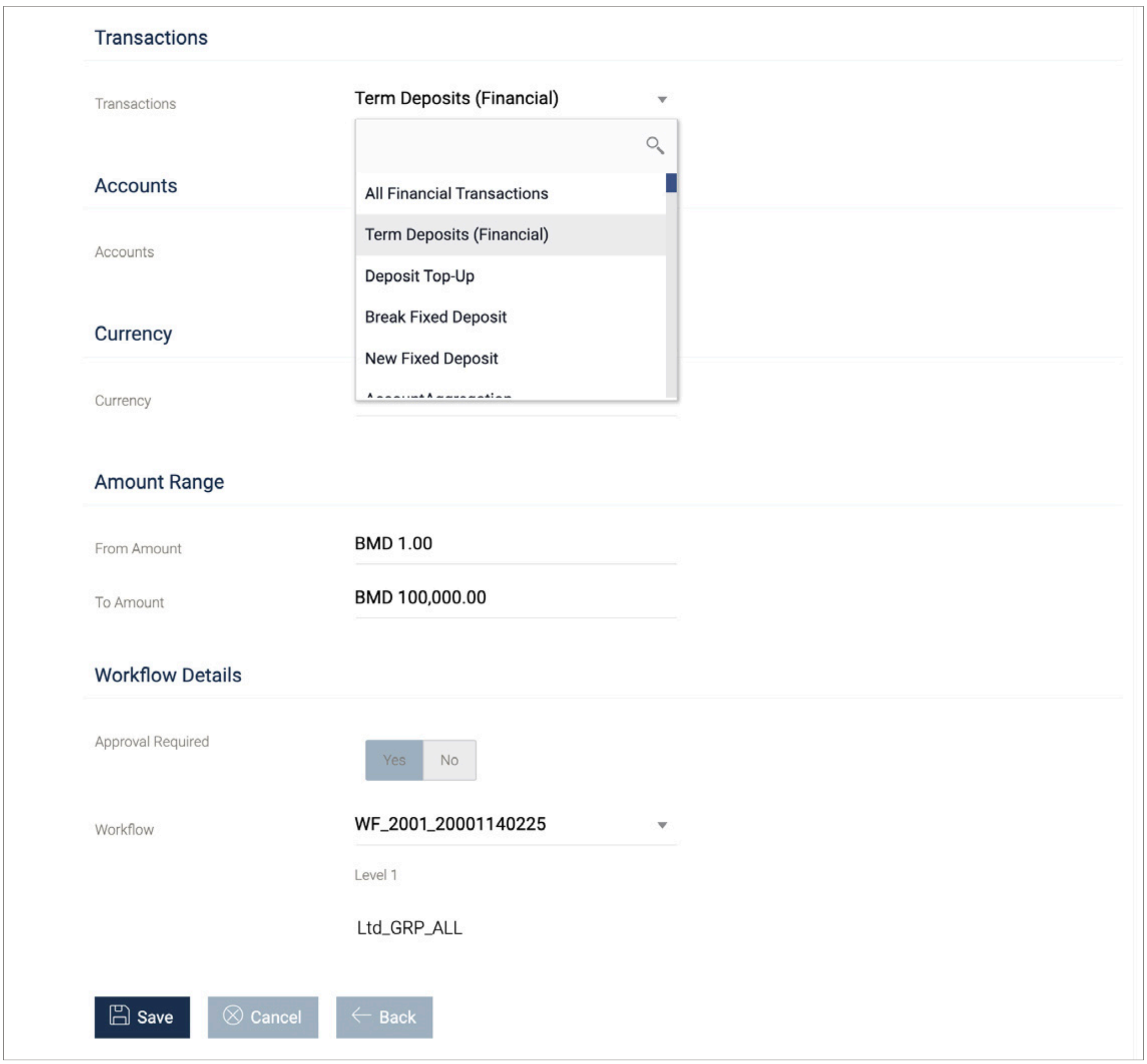

Figure 8.1.3b

5. After submitting the request, the review screen appears. Click **Confirm** to create the Rule management or click **Cancel** to cancel the operation.

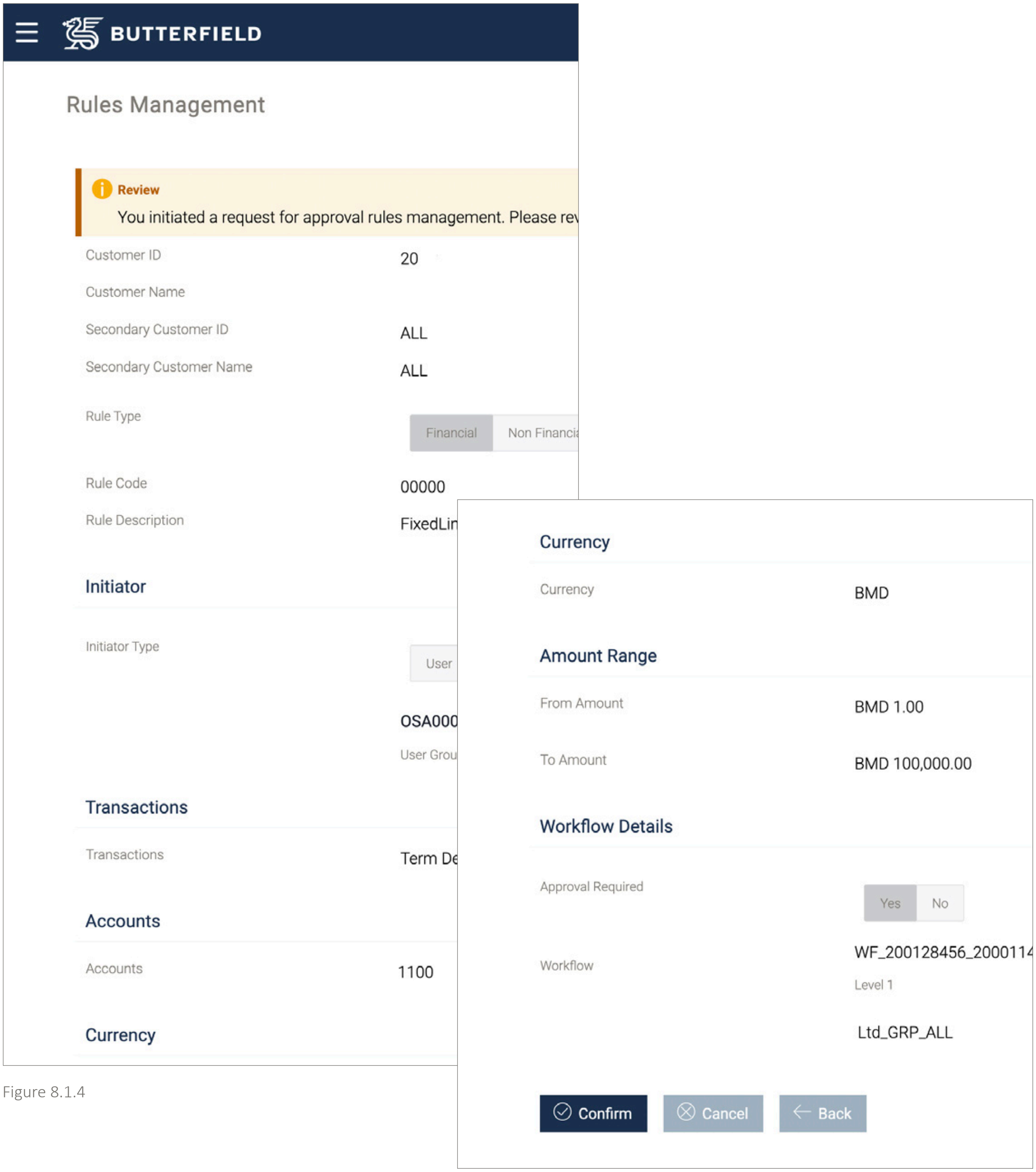

Figure 8.1.4

6. An Approval screen appears. Click **OK**. The System may display a message '*Maintenance Submitted for Approval*' if approval is required.
7. Refer to Steps 7 to 12 in Section 7.1 Create Approval Workflow to complete the approval process.

8.2 View and Edit Approval Rule – Corporate User

1. Click **Rules Management** from the **Approvals** on the **Dashboard**.

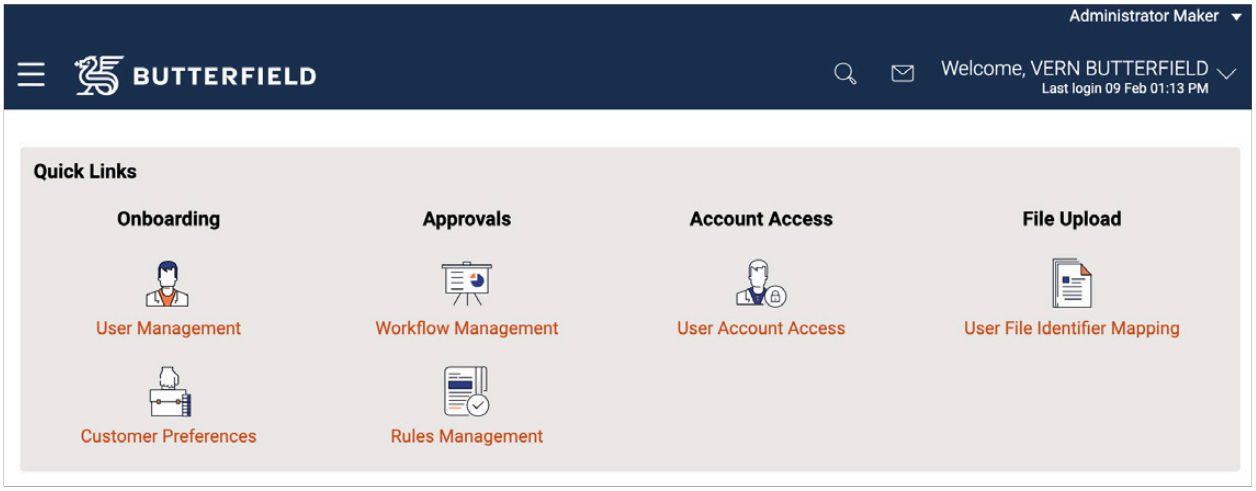

Figure 8.2.1

2. The system displays the Approval Rules maintained if any. Click on Rule Code link to view the details of the selected Approval Rule. Rules can be searched for ALL customers or to drill down to a specific secondary customer. Select a link under *Rule Code* to view details of a specific Rule.

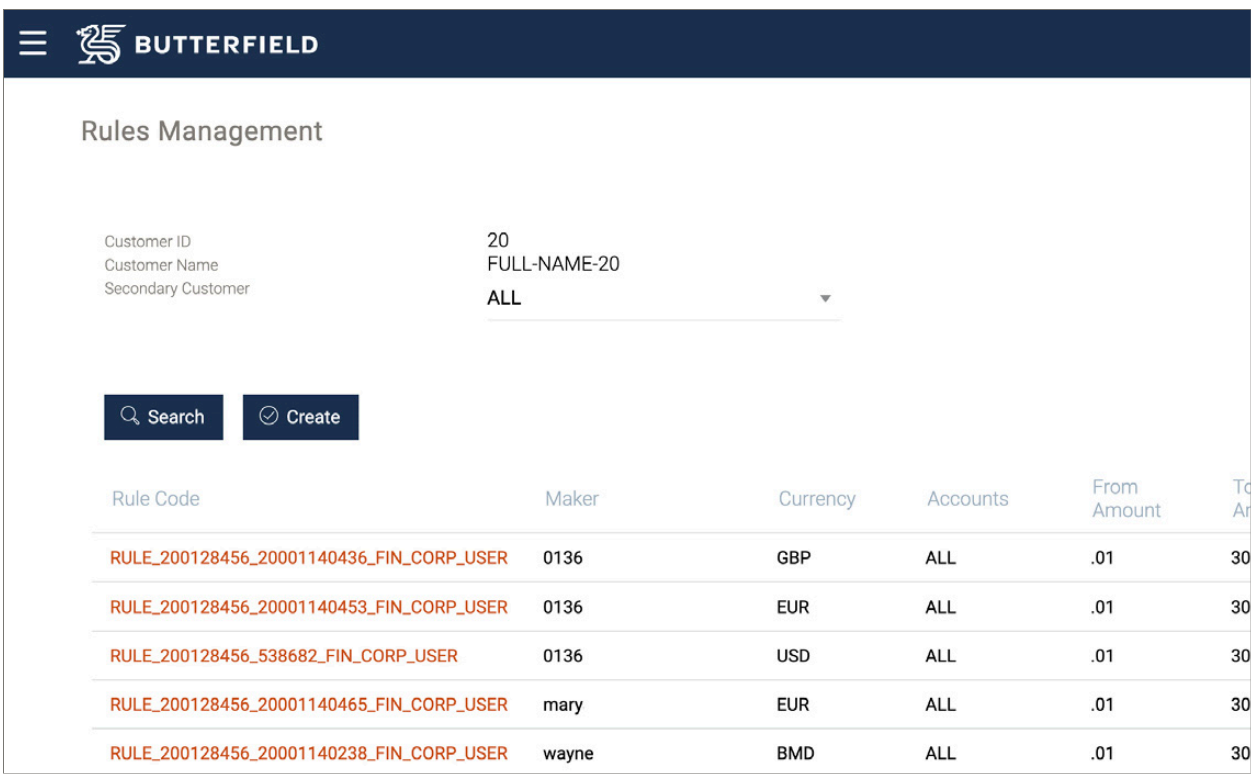

Figure 8.2.2

3. Click **Edit** to edit the maintenance or click **Back** to navigate to previous screen or click **Cancel** to close the maintenance process or click **Delete** to delete the maintenance process.

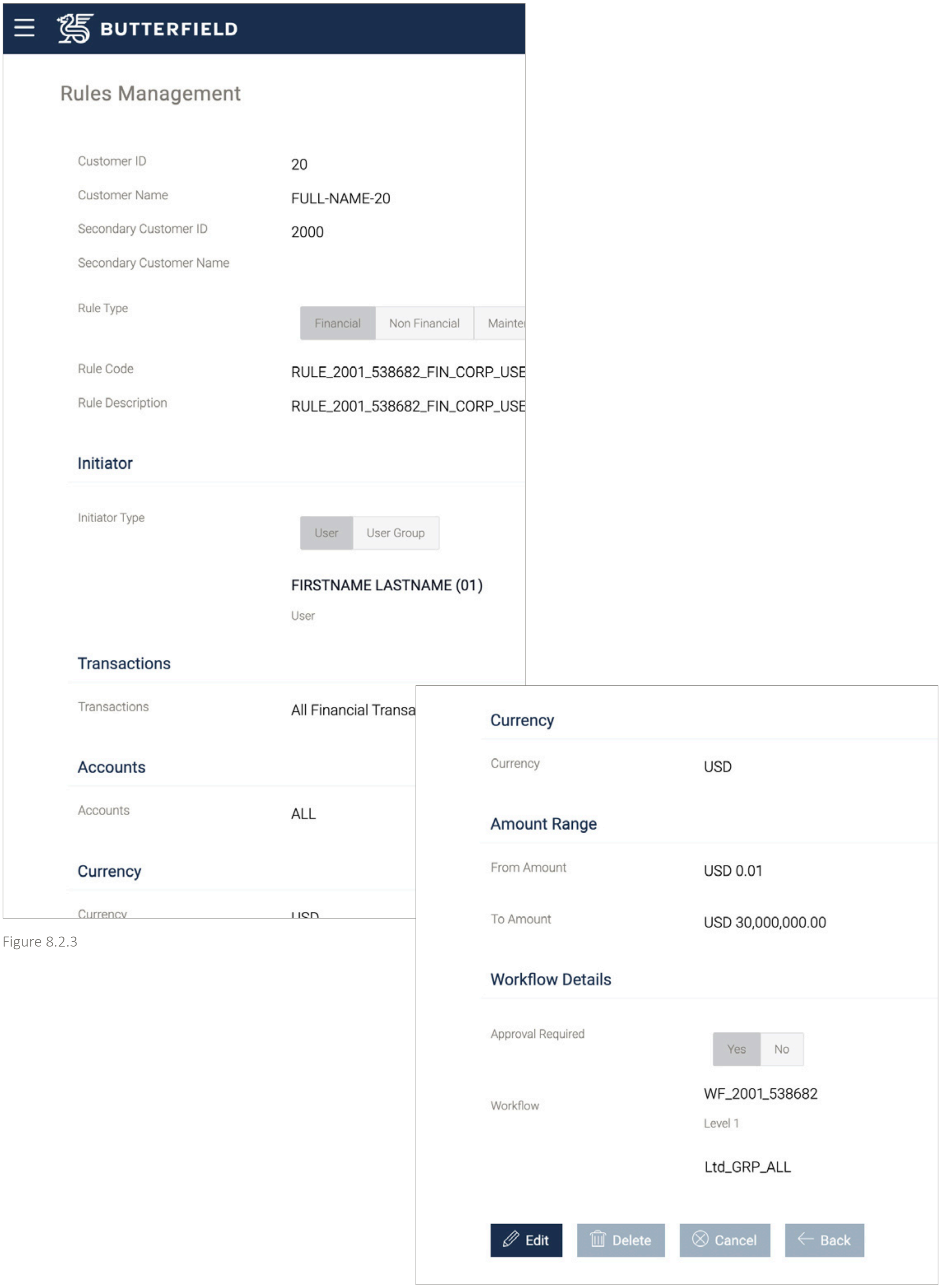

Figure 8.2.3

4. Update the required details.
5. Click **Save** to save Rule management Maintenance or click **Cancel** to cancel the transaction or click **Back** to navigate to the previous screen.

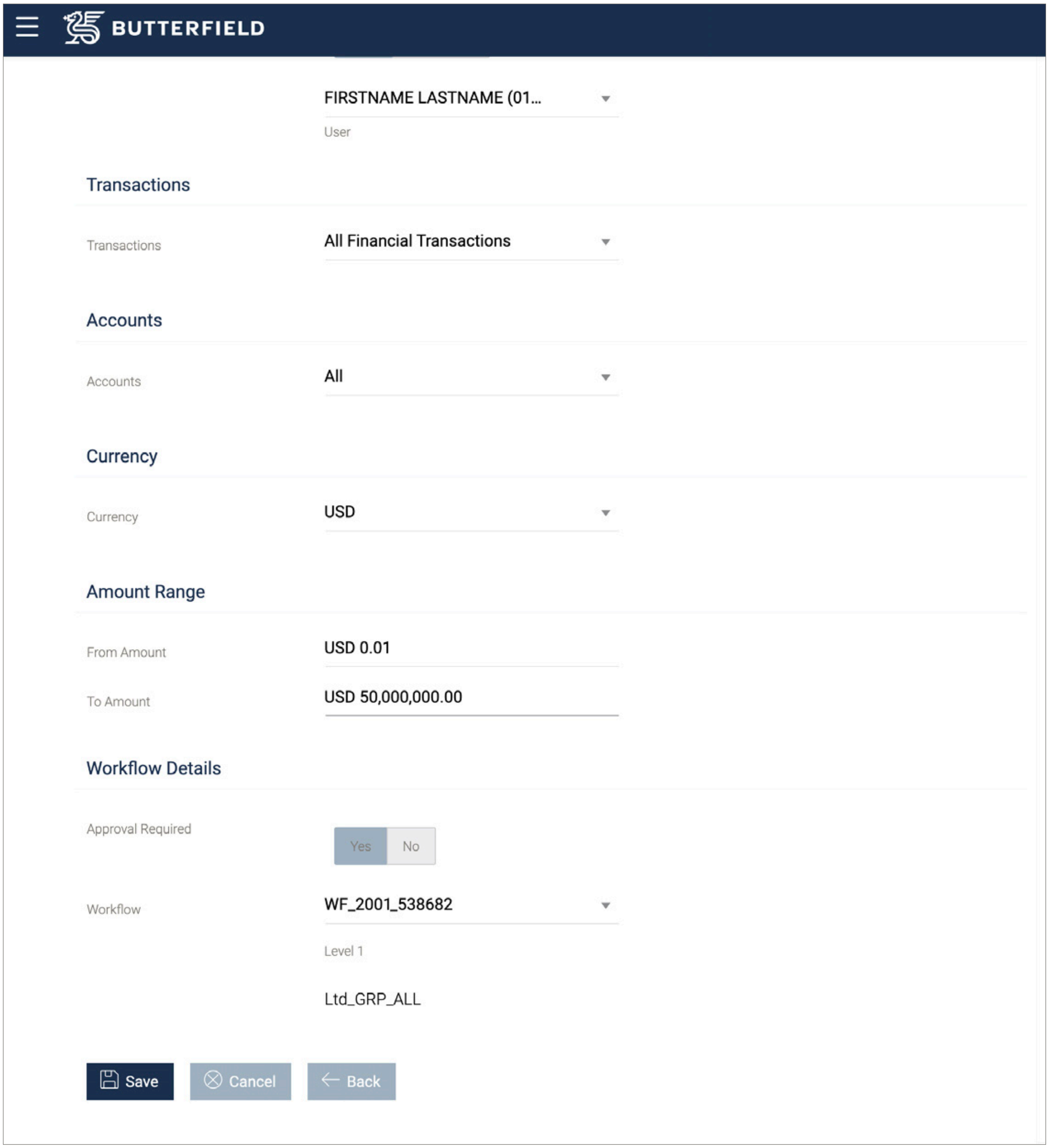

Figure 8.2.4

6. The review screen appears. Click **Confirm** to submit the request or Click **Cancel** to cancel the transaction.

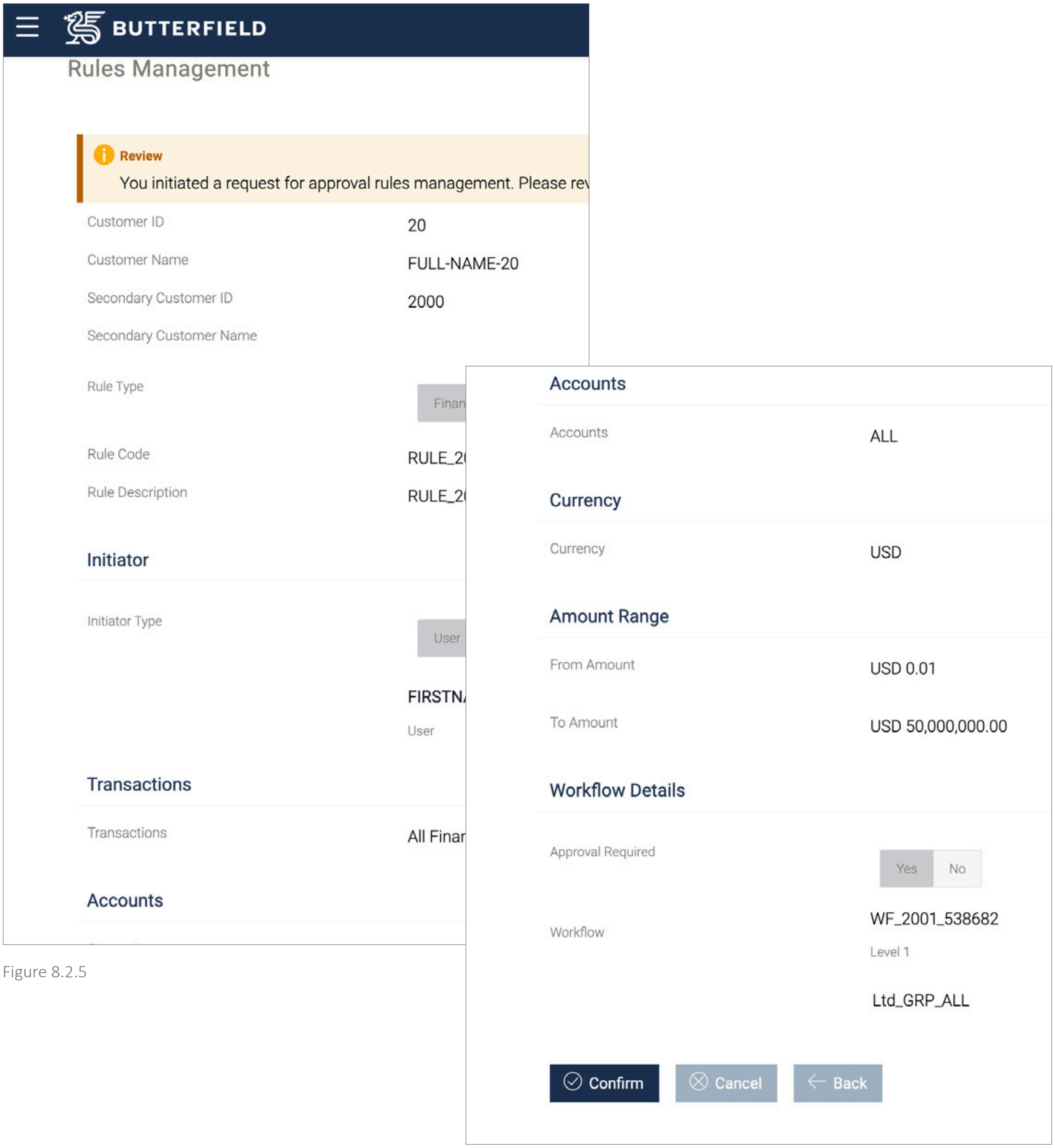

Figure 8.2.5

7. An Approval screen appears. Click **OK**. The System may display a message ‘*Maintenance Submitted for Approval*’ if approval is required.
8. Refer to Steps 7 to 12 in Section 7.1 Create Approval Workflow to complete the approval process.

9. My Reports and Report Generation

This section explains the steps a Corporate Administrator must follow to generate and view Reports. The Bank Administrator can generate various Adhoc Reports and can view the last generated Reports with respect to Report Status. A Corporate Administrator will be able to initiate an Adhoc (one time) or Schedule processing of Reports (monthly, daily, weekly) for available Report types.

9.1 Report Generation

How to navigate:

Menu Icon ( ) > Reports > Report Generation

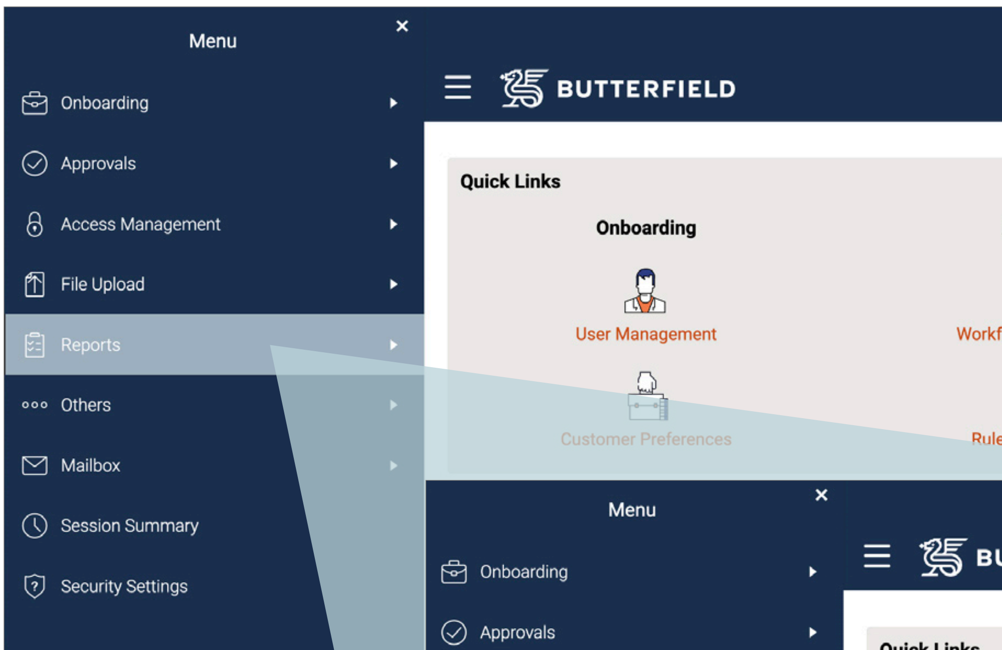

Figure 9.1.1a

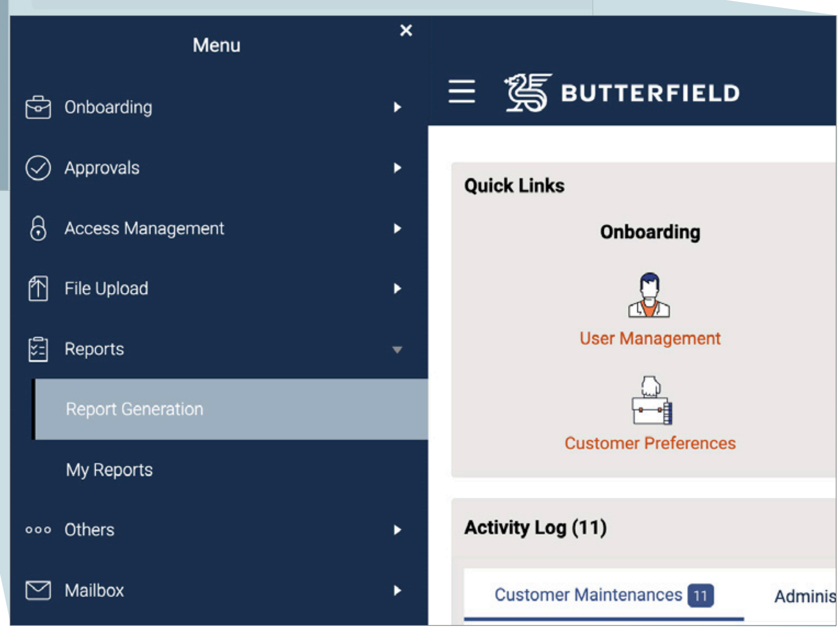

Figure 9.1.1b

1. From the *Report* list, select the desired Report Type.
2. Enter the following fields to generate the Report:
   a. Select the *Format* for the Report, e.g., PDF, Excel.
   b. System displays the *Frequency* the Report will generate at – Add Scheduled Reports.
   c. Enter *Customer ID* for whom the Report will generate, if needed.
   d. Select the *User Type*, as Corporate for scheduled Reports.
   e. Select the *Duration* – from date and to date for which the Report is to generate for Scheduled Reports.
3. Click **Generate Report** to generate the Report.

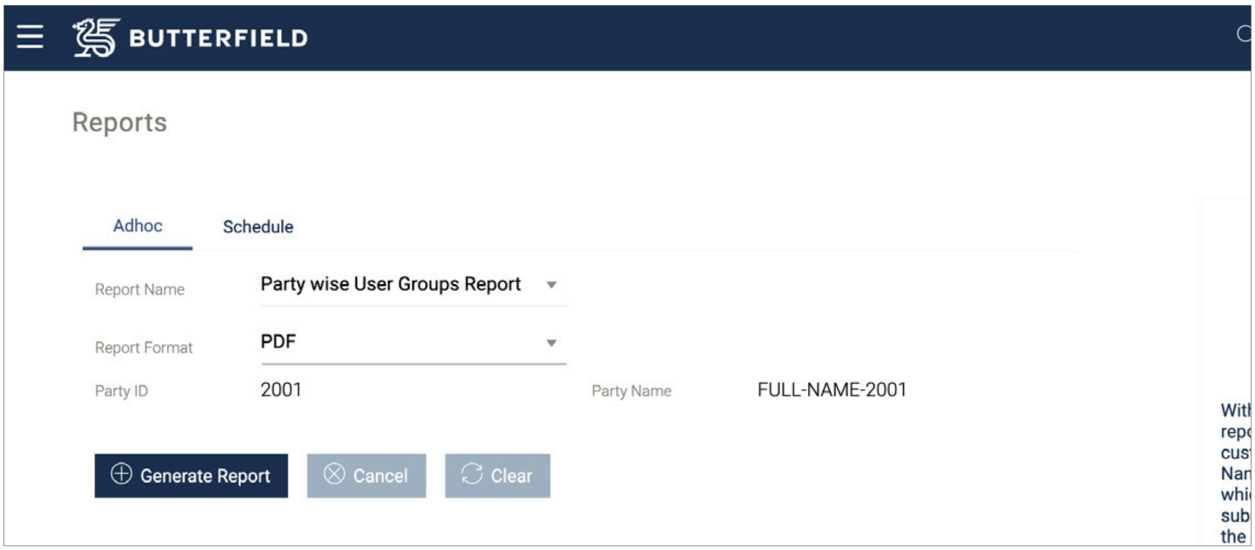

Figure 9.1.2

4. The success message along with the reference number appears. Click **OK** to complete the transaction. The request may require approval by the administrator.
5. Click on **View Reports** to view and download the generated Report.

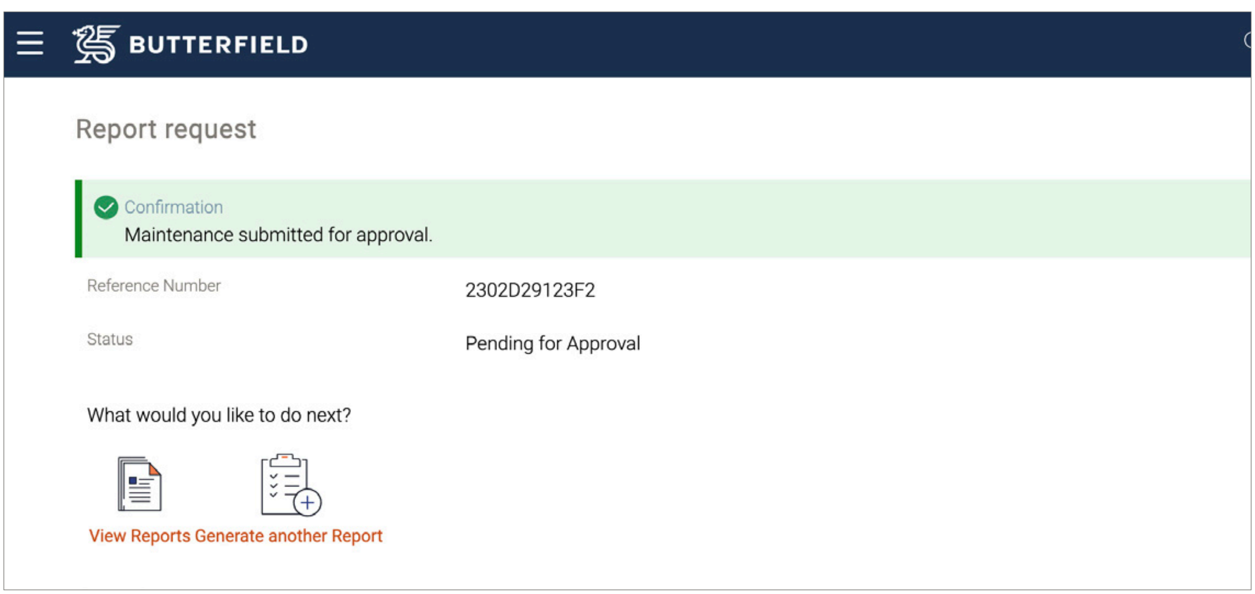

Figure 9.1.3

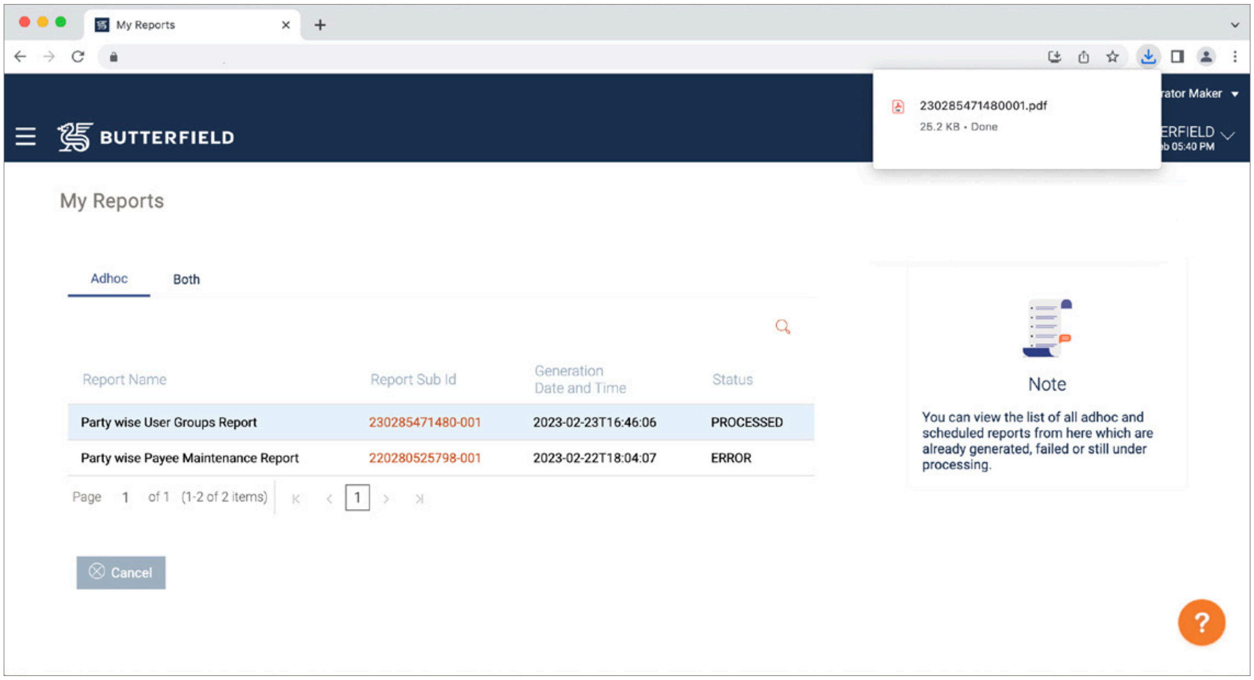
My Reports
230285471480001.pdf
25.2 KB • Done
BUTTERFIELD
My Reports
Adhoc
Both
Report Name
Report Sub Id
Generation Date and Time
Status
Party wise User Groups Report
230285471480-001
2023-02-23T16:46:06
PROCESSED
Party wise Payee Maintenance Report
220280525798-001
2023-02-22T18:04:07
ERROR
Page 1 of 1 (1-2 of 2 items)
Cancel
Note
You can view the list of all adhoc and scheduled reports from here which are already generated, failed or still under processing.

Figure 9.1.4

9.2 View Report

How to navigate:

Menu Icon (☰) > Reports > My Reports

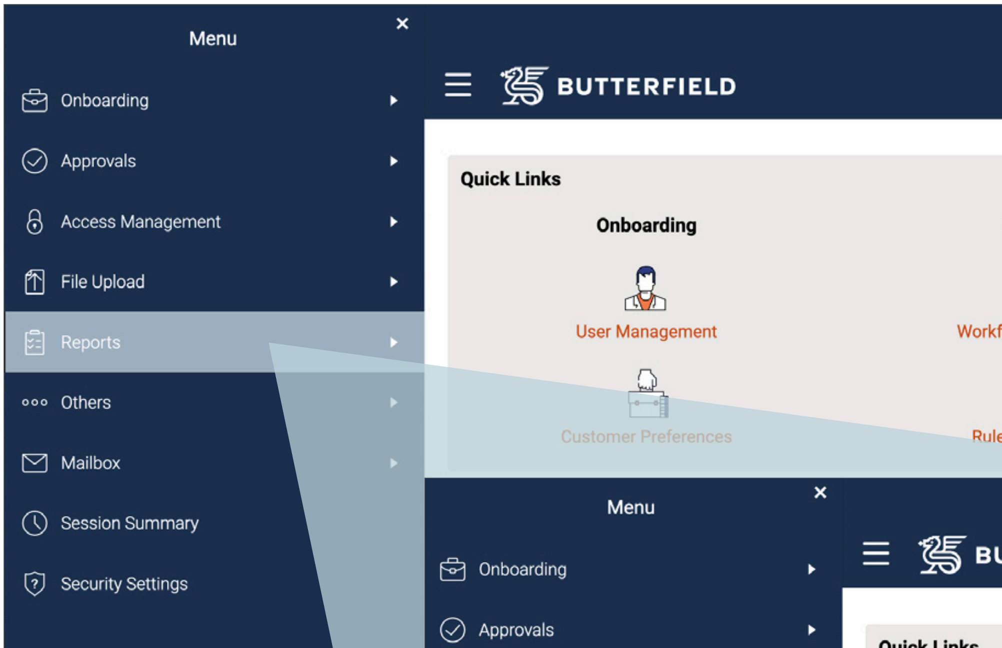

Figure 9.2.1a

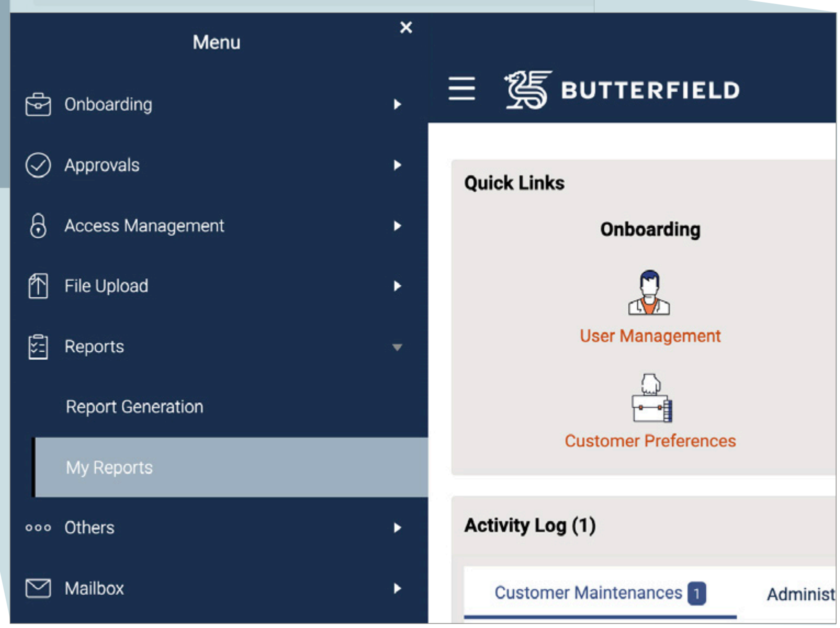

Figure 9.2.1b

Click on a *Report Sub ID* record to view and download the generated report.

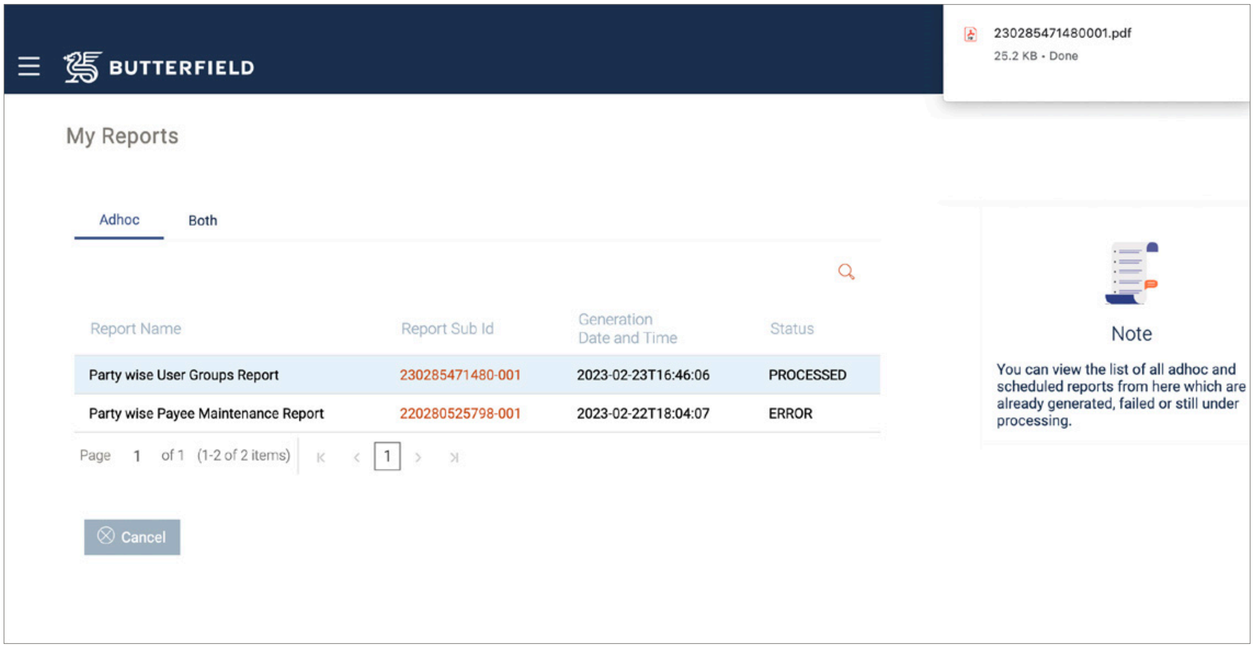

Figure 9.2.2

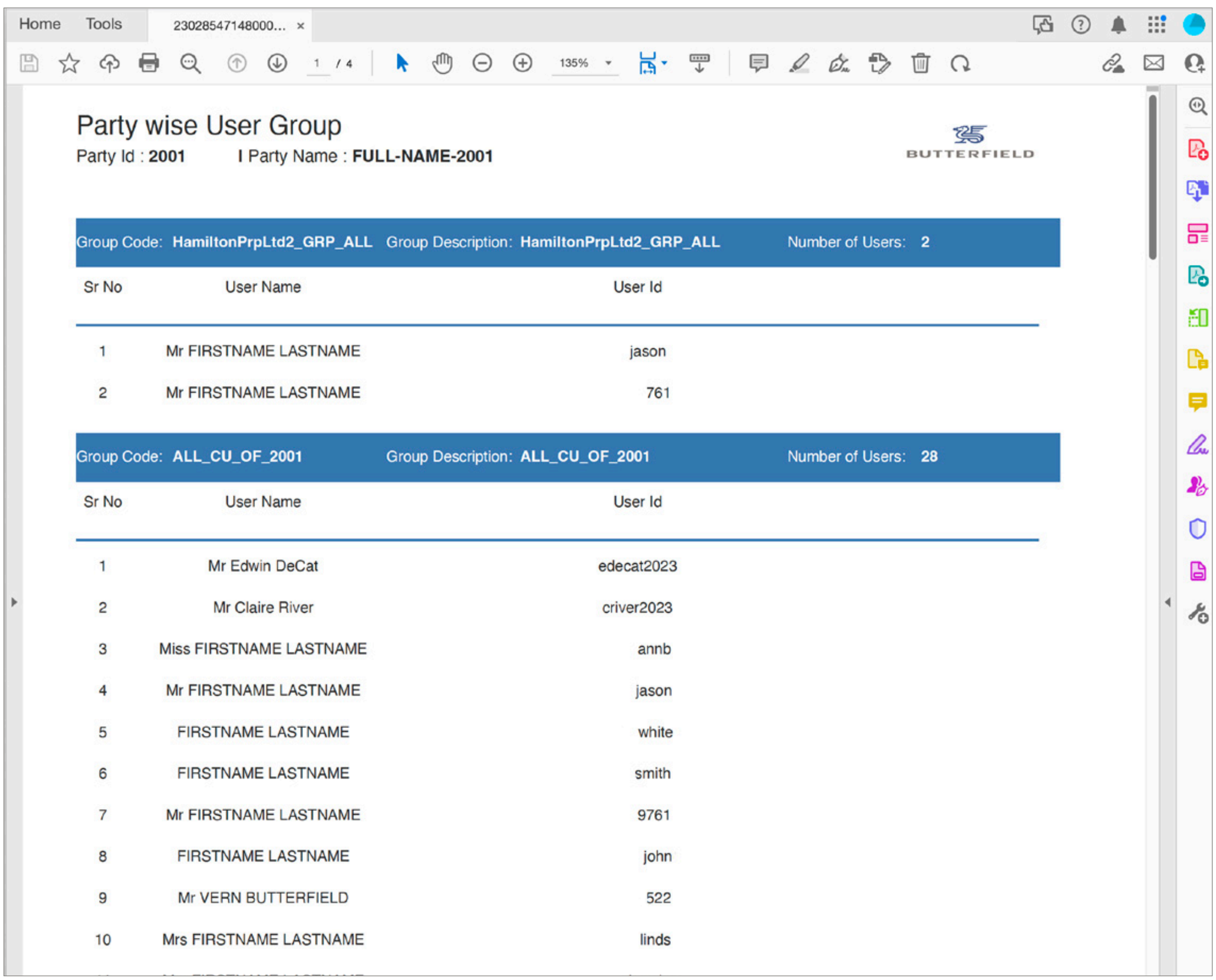

Figure 9.2.3