The co-operative bank
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FD Online
Administration user guide

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Introduction

FD Online gives you direct access to your business account(s) via the internet and offers a range of secure banking services. It is a stable, durable and secure system that provides a fast online experience. The security token gives you an additional level of security by generating codes which are needed to log in to the system, and to complete some transactions such as setting up beneficiaries.

As an FD Online administrator you're responsible for general administration and user maintenance for online accounts on behalf of your organisation. You are also our key contact should we need to speak to someone about your organisation's online account(s).

This guide provides an overview of the key administration user activities and an explanation of some of the terminology used within FD Online.

If you need more help please contact our technical team – Computer Banking Services – on **0345 603 2921** (lines are open from 8am to 6pm, Monday to Friday – except bank holidays).

Getting started

Before you can log in to FD Online you need to follow the process outlined in the letter you received with the security tokens for all of your organisation's new users.

You can then log in to the FD Online home page and access **Administration** in the left-hand navigation (your menu profile).

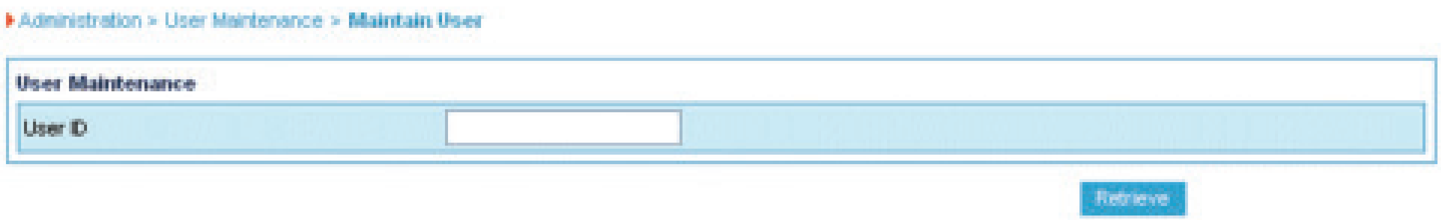
Setting up new users

For each user in your organisation you need to follow the four steps outlined below so your users can begin using FD Online. The four steps are: assigning the menu profile, allocating account access, allocating user roles and enabling users.

Each of your new users will need your organisation's Customer ID, their own unique User ID and their own security token.

Step 1 – assign menu profile

In this step you will assign a set of menu options to each individual user. To do this, log in to the FD Online home page and select **Administration** from your menu profile, then **User Maintenance**. The following screen is displayed:

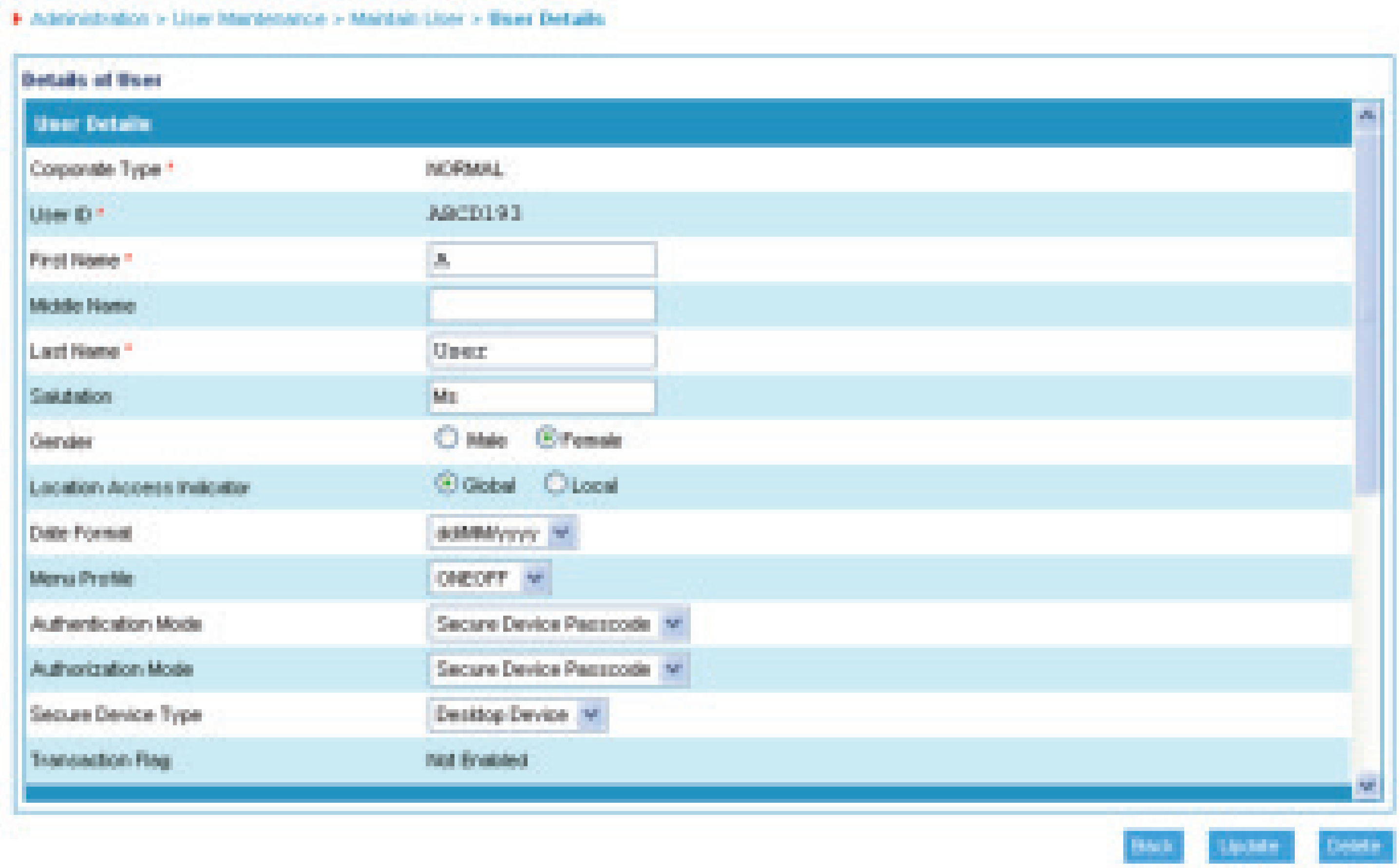


Enter the User ID and click **Retrieve**.

Or – to display all the User IDs in your organisation, leave the User ID field blank and click **Retrieve**.

Select the User ID on the left and click **Details**.

The following page is displayed:



From the drop-down list, select the menu profile you wish to assign to the user and click **Update**. Please refer to Appendix 1 for an explanation of menu profiles.

Follow the on-screen instructions to authenticate the change using your security token.

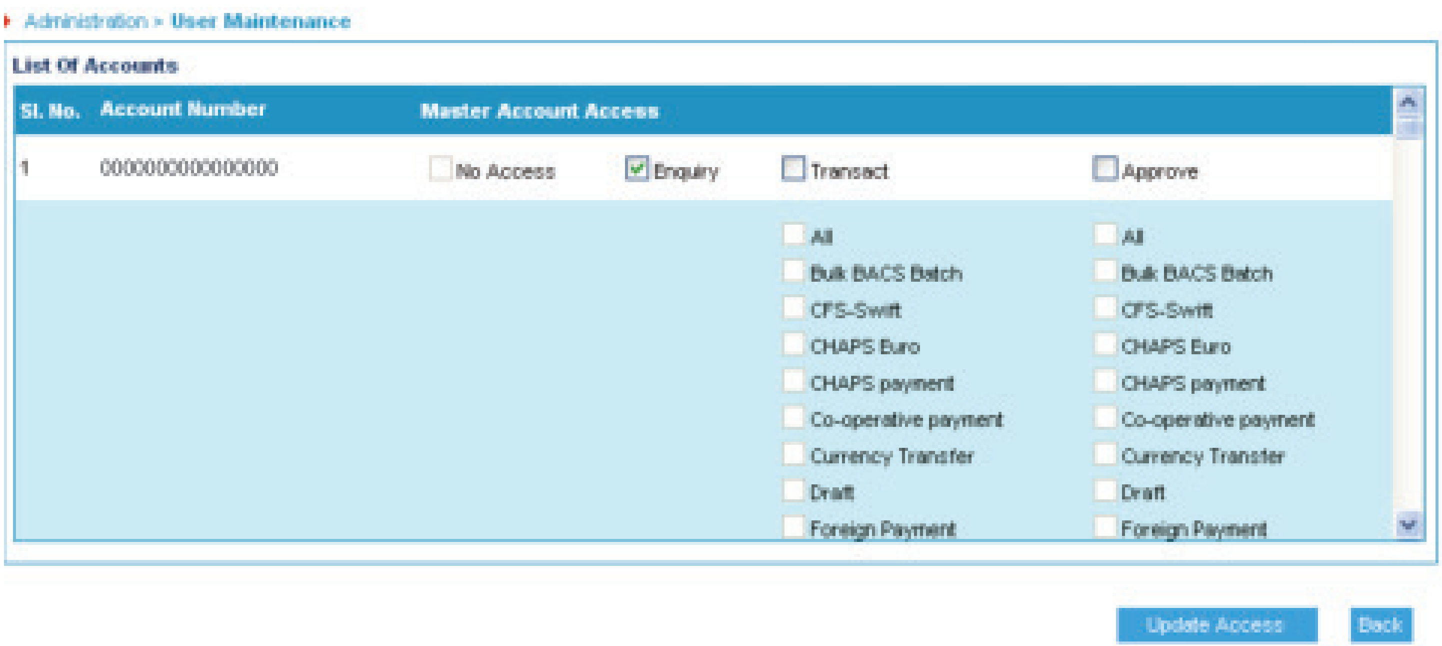
Step 2 – account access

This step determines what access each user in your organisation has for each of your organisation's accounts. You need to complete this for every account that your organisation has added to FD Online for each individual user.

To do this, log in to the FD Online home page and select **Administration** from your menu profile, then **User Maintenance**. Enter the user ID and click **Retrieve**.

The user ID and name is displayed. Click **Account Access**.

The following screen is displayed:



Each of your organisation's account numbers are displayed here. You can select from the following options:

- no access – the user has no access to the account
- enquiry – the user can view the account
- transact – the user can initiate transactions (choose all or select specific transactions using the respective tick box)
- approve – the user can approve transactions that another user has initiated (choose all or select specific transactions using the respective tick box).

Please use the scroll bars on the right of the screen to display the full list of accounts.

Once you have allocated the access for each account, click **Update Access**.

Step 3 – allocate role

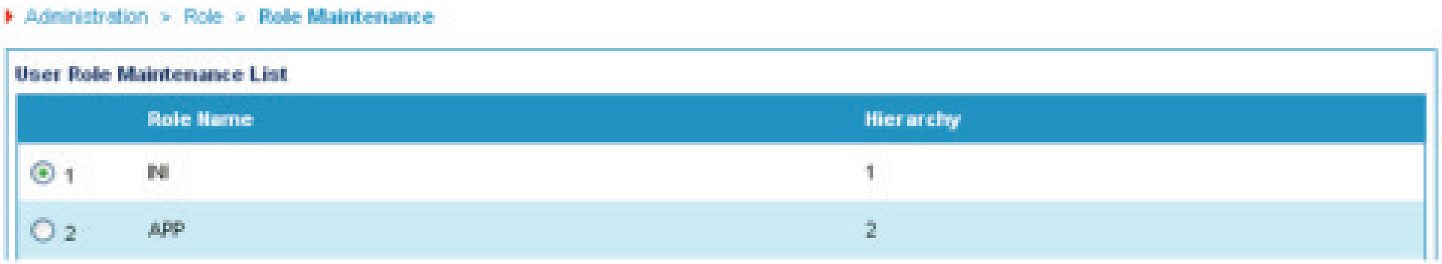
If your organisation has requested that transactions need approving within FD Online before being processed, you need to allocate (link) a role to users to determine whether or not they can initiate or approve transactions. The roles are:

- INI – initiator.
- APP – approver.

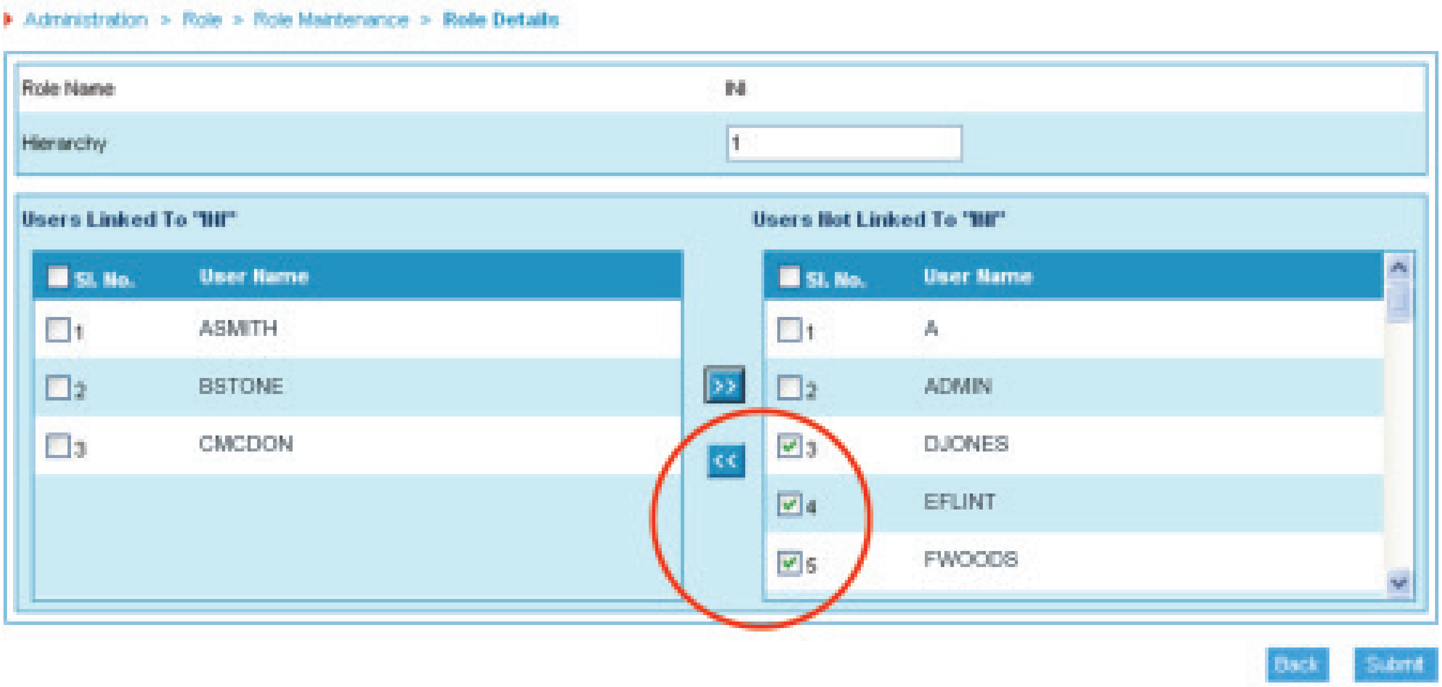
Users can be linked to both the initiator and the approver role but cannot approve transactions that they have initiated themselves.

If you are allocating the APP role to a user you must also change their menu profile to APP following the instructions in Step 1.

To link an individual user to a role, log in to the FD Online home page and select **Administration** from your menu profile, then **Role**.
The **User Role Maintenance List** screen is displayed:



Select the role that you want to link to the individual user and click **Edit Roles**. The role details are displayed together with a list of the users that you have already linked to the role in the left-hand box and the users who are not linked in the right-hand box.



To link a user to the role, tick the box next to the User ID and click the chevron button to move the users to the linked box on the left.
Click **Submit** to save your changes.

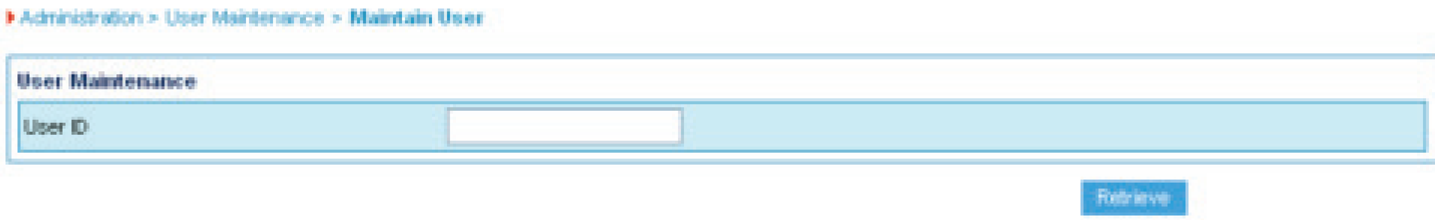
Follow the on-screen instructions to authenticate the change using your security token.

You can also ‘unlink’ users from a role by selecting them and using the chevron button to move the users from the linked box on the left to the ‘not linked’ box on the right.

Step 4 – enable user

The final stage of the set-up process is to enable the user, so they can start using FD Online.

Log in to the FD Online home page and select **Administration** from your menu profile, then **User Maintenance**.

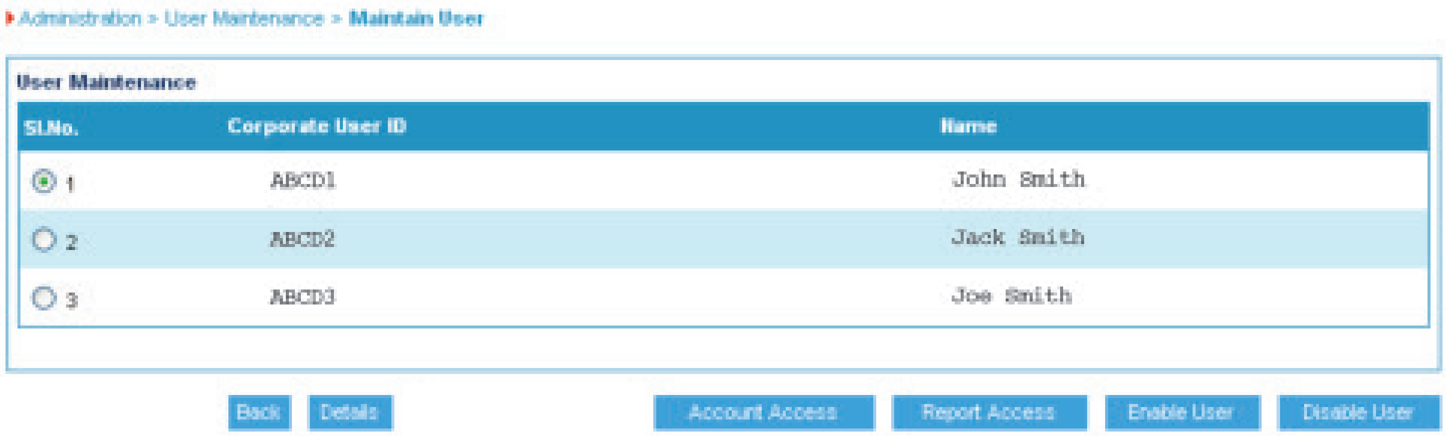


Enter the User ID and click **Retrieve**.

Or – to display all the user IDs in your organisation, leave the User ID field blank and click **Retrieve**.

Select the user ID on the left and click **Details**.

The following page is displayed:



New Security Token > Click **Enable User**

Your individual user set-up is now complete. Please advise the user to refer to the FD Online security token instructions to reset the default PIN for the security token you have supplied to them. These instructions can be found at **co-operativebank.co.uk/fdonline/securitytoken** The user will then be able to log in and start using FD Online.

Recycled Security Token > your administrator will have a secure message through the FD Online system. Please ask them to log in and follow the instructions.

General administration

The following general administration functions are also available to you as an FD Online administrator.

Account nickname

FD Online shows the account title for each of your organisation's linked accounts. If you wish, you can allocate nicknames to individual accounts that are visible to all users. This does not affect the account title held by us.

To change an account nickname, log in to the FD Online home page and select **Administration** from your menu profile, then **Account Nickname**.

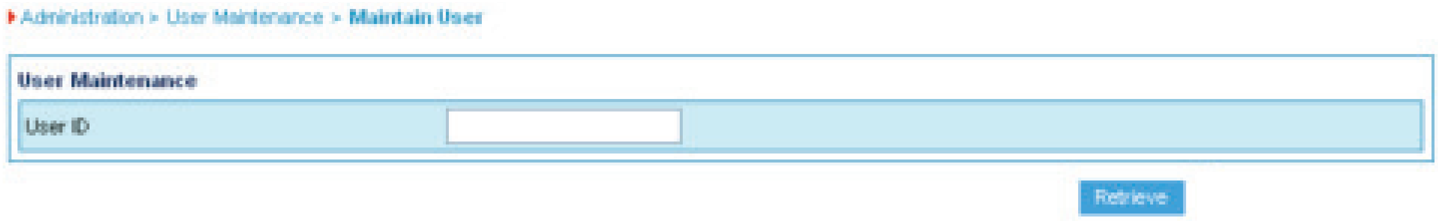
All your accounts are displayed with the following information:

- account type, i.e. current, savings, etc.
- account number, including sort code
- account nickname and account title.

Select the account by ticking the box next to the account type and over-typing the account nickname field. You can select more than one nickname at a time. Once all records are complete click **Submit**.

Disabling user login

If you need to disable access to FD Online for any of your users, log in to the FD Online home page and select **Administration** from your menu profile, then **User Maintenance**.

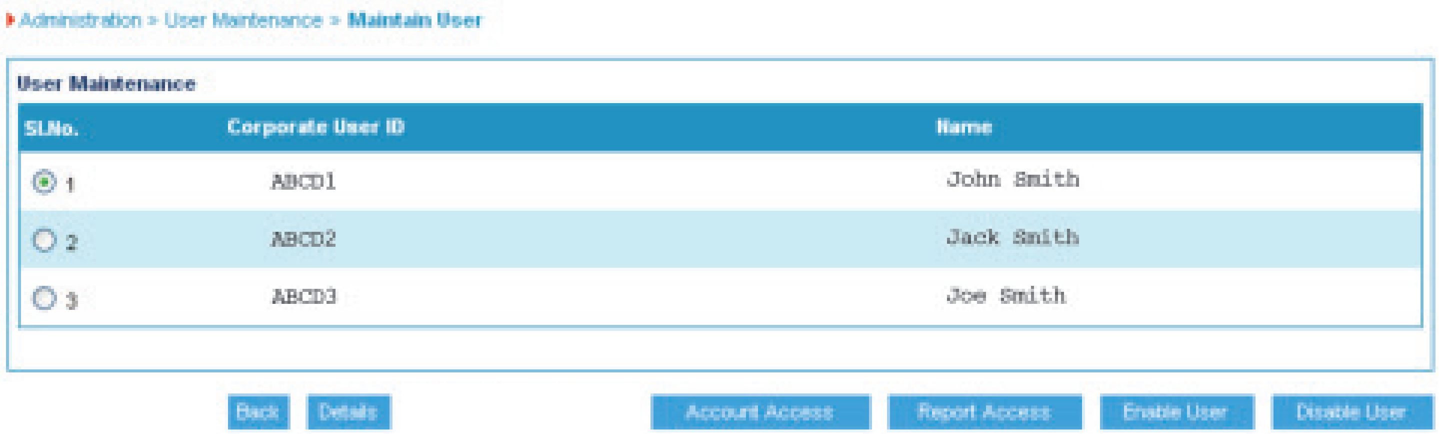


Enter the user ID and click **Retrieve**.

Or – to display all the user IDs in your organisation leave the field blank and click **Retrieve**.

Select the user ID on the left and click **Details**.

The following page is displayed:



Click **Disable User**.

You should then contact our technical team – Computer Banking Services – on **0345 603 2921** so we can update our records (lines are open from 8am to 6pm, Monday to Friday – except bank holidays).

Security token search

All security tokens are allocated (bound) to individual users. If you have a security token and want to know who it belongs to, select **Administration** then **Secure Device Search**.

Enter the 10-digit serial number found on the reverse of the security token. Click **Retrieve**.

The results screen shows the following details:

- the security token serial number
- the security token type
- the customer ID
- the user ID
- the date that the security token was bound to the user
- the date that the security token was last used.

Appendix 1

Menu profiles

The table below gives the details of the menu profiles referred to in Step 1.

Menu profile	Description	Options included	Options excluded
ADMENQ	**FD Online administration** • Administration of other users • No payment access	• Administration • Enquiry Facility • Mails • Beneficiary Access • Accounts Information • Statements or Reports • Transaction Search • Service Request Enquiry	• All other menus
ADMIN	**FD Online administration** • Administration of other users • No payment access	• Administration • Enquiry Facility • Mails • Beneficiary Access • Statements or Reports	• All other menus
ALL	**All menu options** • ALL menu options (including administration)		• None
ENQ	**Enquiry User** • View balances and reports only • No payment access	• Accounts Information • Statements or Reports • Transaction Search • Service Request Enquiry • Mails	• All Transfers/Beneficiaries • All Payments • Bulk BACS • Cheque Management • New Service Requests • Positive Pay
CHQ	**Cheque Management and Positive Pay** • Access to Cheque Management and Positive Pay	Same as **ENQ** + • Cheque Management • Positive Pay • Service Requests • Enquiry Facility (Own)	• All Transfers/Beneficiaries • All Payments • Bulk BACS
TXR	**Transfers** • Internal transfers between your organisation's accounts • Enquiry menus to view balances and reports	Same as **ENQ** + • Internal and Currency Transfers (if subscribed to foreign module) • Cheque Management • Service Requests • Enquiry Facility (Own)	• All Payments/Beneficiaries • Bulk BACS • Positive Pay
PREMAN	**Pre-Mandated Payments** • Payments to beneficiaries created by the administrator	Same as **TXR** • UK and Foreign payments to existing beneficiaries only	• Create Single UK and Foreign payment option • Beneficiary Access • Bulk BACS • Positive Pay
ONEOFF	**One-Off Payments** • Initiate payments • Option for Approval is removed	All Customer functions except: • Payments Approval • Beneficiary Access	• Payments Approval • Beneficiary Access
APP	**Payments Approver** • Approve payments • Option to create payments and beneficiaries	All Customer functions including: • Payments Approval • Beneficiary Access	• None (other than Customer Administrator Menu)
POSPAY	**Positive Pay Only** • Typically for users who only upload PosPay files, such as IT departments etc.	Positive Pay • Enquiry Facility (Own) • PosPay Copy Cheque service requests • Mails	• Account Information • Statements and Reports • All Transfers/Beneficiaries • All Payments • Cheque Management • Bulk BACS • Other Service Requests

Please call 03457 213 213* (8am – 8pm Monday to Friday and 9am – 12 noon on Saturday) if you would like to receive this information in an alternative format such as large print, audio or Braille.

*Calls to 0800 and 0808 numbers are free from landlines and mobiles. Calls to 03 numbers cost the same as calls to numbers starting with 01 and 02. Calls to 0845 and 0870 numbers cost 3p per minute, plus your phone company's access charge. Calls to 0844 and 0843 numbers cost 7p per minute, plus your phone company's access charge. Calls may be monitored or recorded for security and training purposes.
Information correct as at 05/2017.

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