Reflex™
Online Cash Management

# USER GUIDE

Version 2.0


RHB

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USER GUIDE VERSION 2.0

# 1. Introduction

## 1.1
## What is Reflex?

RHB REFLEX is a corporate internet banking platform designed specifically to allow corporate users to perform online transactions and reconciliation of user accounts more efficiently. RHB REFLEX offers convenience, better control and visibility of user cash management needs.

The web-based RHB REFLEX platform allows corporate users to perform transaction from a computer using compatible web browsers at user convenient time and place.

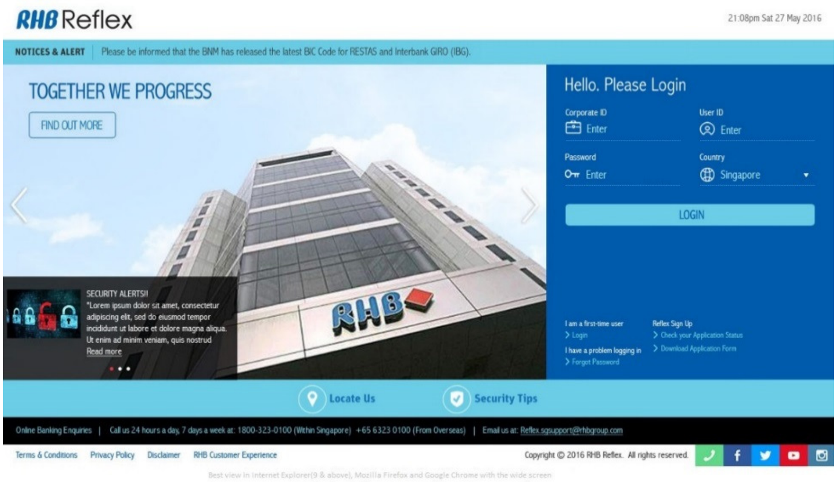
## 1.2 How do I access Reflex?

Kindly access RHB REFLEX via:

https://Reflex.rhbgroup.com/rhbReflex/cfo.action

## 1.3 How do I subscribe to Reflex?

Please refer to RHB REFLEX Application Form via https://www.rhbgroup.com/~/media/files/singapore/products-and-services/business/application-form/reflex-applicationform.ashx?la=en or simply speak to bank relationship manager for more information.




*For further enquiries and assistance, please contact our 24-hour Customer Care & Contact Centre Hotline at **1800 323 0100** or send enquiry to **Reflex.sgsupport@rhbgroup.com***

# Part 1
# Introduction

## 1.4
## User and Roles

In RHB REFLEX, there are four (4) types of user:

1. **Inquirer** – Able to view account balances.
2. **Maker** – Able to view account balances as well as to initiate transaction(s).
3. **Reviewer (optional role)** – Able to view account balances as well as to verify transaction(s).
4. **Authoriser** – Able to view account balances as well as to authorise transaction(s).
5. **Sysadmin 1** – Able to view and perform (Maker) administrative module and duties (refer to Part 5.) respectively.
6. **Sysadmin 2** – Able to view and perform (Authoriser) administrative module and duties (refer to Part 5.) respectively.

To perform transaction activities, one (1) Maker and at least one (1) Authoriser is required. Each user is required to be assigned to one token. Corporate users may request additional token from Bank.

Corporate users could also appoint System Administrators in future, as approved by the Corporate's Management or Board of Directors.

In the meantime, corporate users need to submit RHB Reflex Maintenance form request to Bank for the following:

- Creation of System Administrators (minimally 2; one Maker and one Authoriser)
- Creation of new users, regardless of his/her role
- Amendment of users' user group entitlement
- Upgrade of service package
- Token management (e.g. for loss or replacement of tokens)

# 2. Accessing Reflex

## 2.1 Welcome Pack

**Welcome Letter & Token**

Basic Service Package subscribers will receive the Welcome letter via their registered email address when they have been registered on RHB REFLEX, with the login details and a quick start-up guide for easy reference.

Premium Service Package subscribers will receive the Welcome letter, along with the hard tokens, which will be sent to the corporate users via post when they have been successfully registered on RHB REFLEX.

The Welcome letter will indicate the Corporate Name, Corporate ID, and other relevant information (kindly refer to sample of welcome letter).

**User may make a copy of the letter for safe keeping/ record purposes.**

### Sample of Welcome Letter

[Subject: RHB REFLEX: Welcome to RHB Reflex]

Dear Valued Customer,

Thank you for choosing RHB Reflex as your preferred online banking service provider.

Please be informed that your RHB Reflex Application has been approved and the details are as below:-

| | | |
|---|---|---|
| Corporate Name | : | <Corporate Name> |
| Corporate ID | : | <Corporate ID> |
| SysAdmin 1 | : | <SysAdmin 1> |
| SysAdmin 2 | : | <SysAdmin 2> |
| User | : | <Other User ID, e.g. Inquirer> |

To activate your RHB Reflex, you may now wish to perform the first-time login with the Corporate ID and User ID provided. The One Time Password will be sent to your registered mobile phone.

Yours faithfully,

RHB BANK BERHAD

TOGETHER WE PROGRESS

### Sample of Token

# 2. Accessing Reflex

## 2.2
## Pre-requisite to accessing Reflex

Before user begins, user will need to have all the following items:

1. Registered mobile phone or Token
2. Welcome Letter

**Token** is a device that will be used every time user log in to RHB REFLEX. User can retrieve OTP (One Time Password) via two methods, which are:

**a. SMS**

SMS OTP is referring to the PIN that will be sent to user's mobile phone number which has been registered in REFLEX system.

**b. Token OTP**

Token is referring to physical token which will generate PIN to allow user to login and perform transactions.

# 2. Accessing Reflex

## 2.3
## Login to Reflex

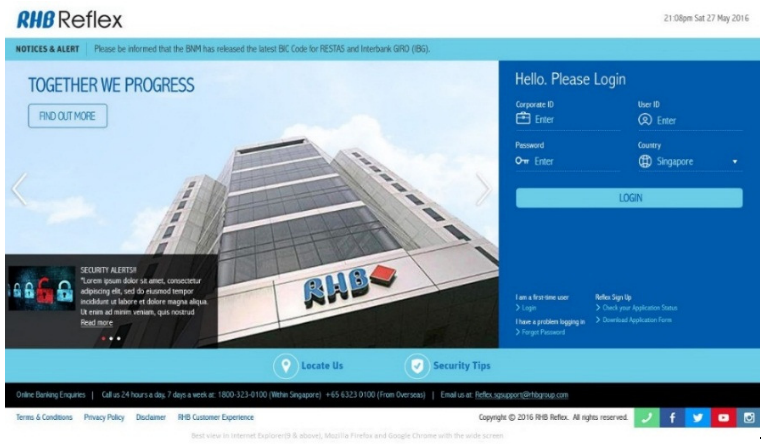
Before performing login, please ensure that user has the correct token or mobile phone which has been registered to Reflex.

***It is advisable that user label the token accordingly to avoid any confusion.***

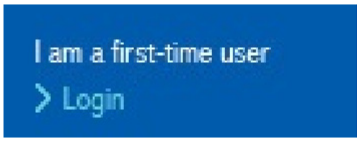
## 2.3.1 First Time Login

### 2.3.1.1 First Time Login by SMS OTP

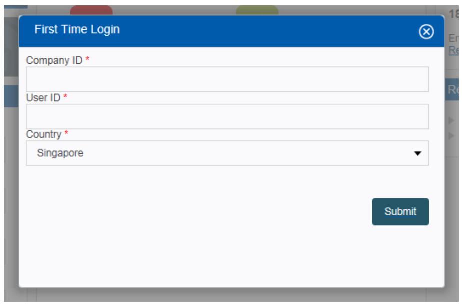
1. Open internet browser.
2. Key in https://Reflex.rhbgroup.com/rhbReflex/cfo.action into the address bar to enter RHB REFLEX main page.




3. Click on First Time Login Banner.



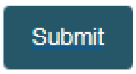

4. At the RHB REFLEX First Time Login light box:




a. Key in valid Corporate ID (As printed on the welcome letter)

b. Key in valid User ID (As printed on the welcome letter)

c. Select “Singapore” as the Country

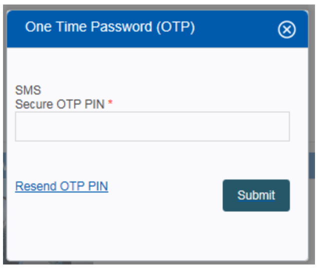
d. Click  button

# 2. Accessing Reflex

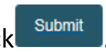
## 2.3
## Login to Reflex

5. After clicking 

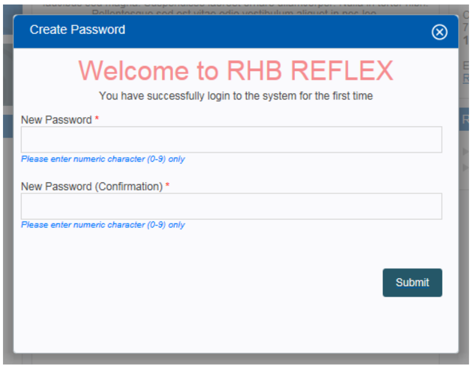
button, an OTP light box will appear.



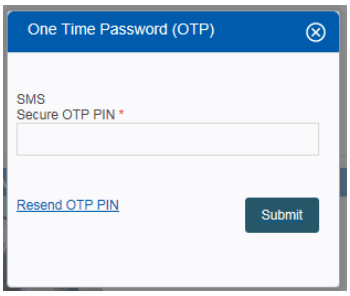

6. Secure OTP PIN will be sent via SMS to the registered mobile phone number. Please key in Secure OTP PIN and click 

button.
(Please click Resend OTP PIN if PIN is not received)
7. A new light box will appear, please create a new password. Enter 2 identical passwords and click 

.




8. Once new password is created and submitted, 2nd OTP light box will appear.




In this light box page, 2nd Secure OTP PIN will be sent via SMS to the registered mobile phone number. Please key Secure OTP PIN and click 

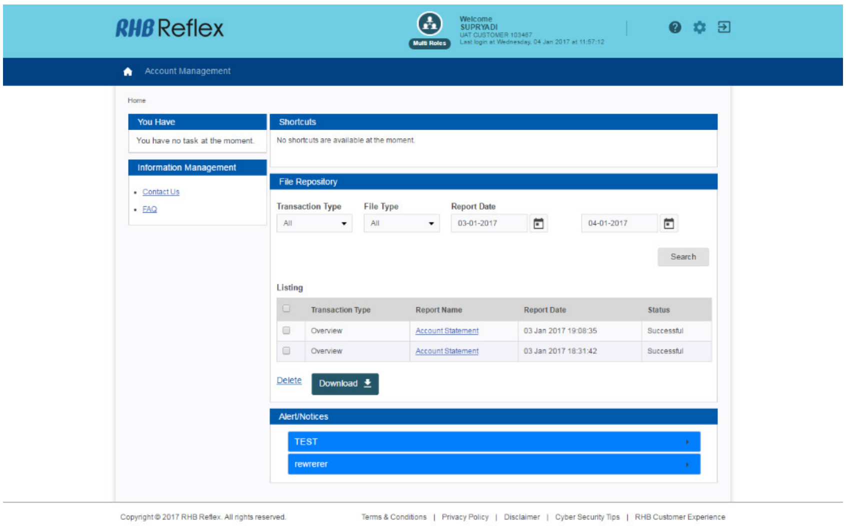

(Click Resend OTP PIN if PIN is not received)

# 2 Accessing Reflex

## 2.3

## Login to Reflex

9. User has successfully logged in to RHB REFLEX and will be redirected to landing page.



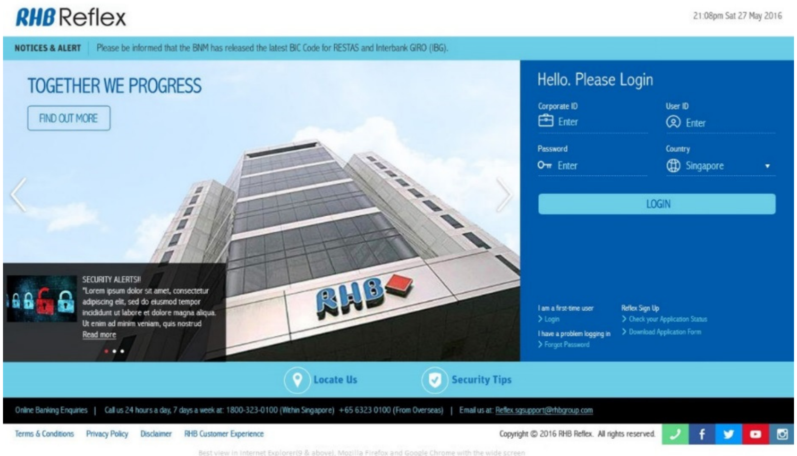
# 2. Accessing Reflex

## 2.3

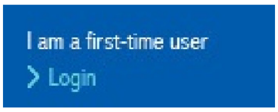
## Login to Reflex

### 2.3.1.2 First Time Login by Token OTP

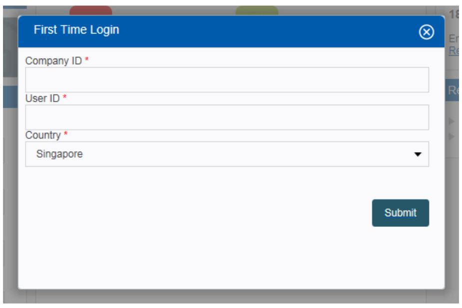
1. Open internet browser.
2. Key in https://Reflex.rhbgroup.com/rhbReflex/cfo.action into the address bar to enter RHB REFLEX main page.




3. Click on First Time Login Banner.




4. A First Time Login light box will appear.




a. Key in valid Corporate ID (As printed on the welcome letter)

b. Key in valid User ID (As printed on the welcome letter)

c. Select “Singapore” as the Country

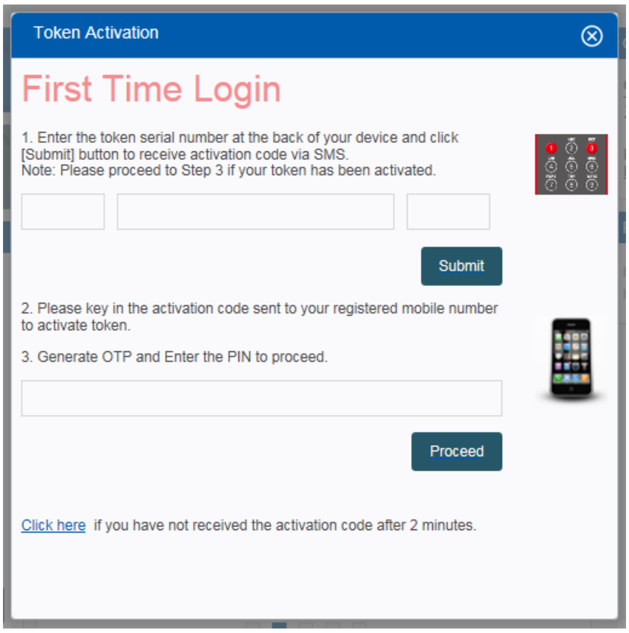
d. Click 

# 2. Accessing Reflex

## 2.3

## Login to Reflex

5. A Token Activation light box will appear. In this step, user needs to activate the token.




a. First, key in Token Serial Number which is located at the back of the Token and click Submit

b. Token Activation Code will be sent via SMS to registered mobile phone number

   (Please click "Click Here" if the activation code is not delivered to mobile phone within 2 minutes)

c. Turn on Token by pressing and hold  button until the screen prompt "--------"

d. Key in Activation Code received via SMS and followed by pressing  button

e. Key in a new passcode for the Token

f. Key in same passcode for confirmation and press 

g. Token Screen will display "RHB"

h. Generate OTP by clicking , an OTP will be displayed

i. Enter OTP in provided field in Step 3 – Generate OTP and Enter the PIN to proceed

j. Click Proceed

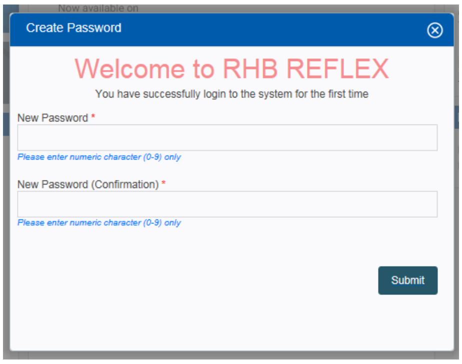
# 2. Accessing Reflex

## 2.3

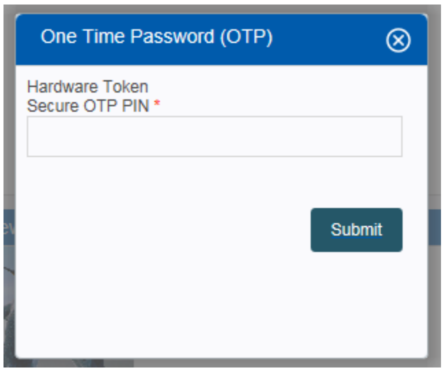
## Login to Reflex

*__Note: If token had been activated, please proceed to generate OTP and enter the PIN to number)__*

6. After clicking Proceed button, please create new a password. Enter 2 identical password and click Submit.




7. An OTP light box will appear.




a. Turn on token and enter new Token passcode.

b. Generate new PIN

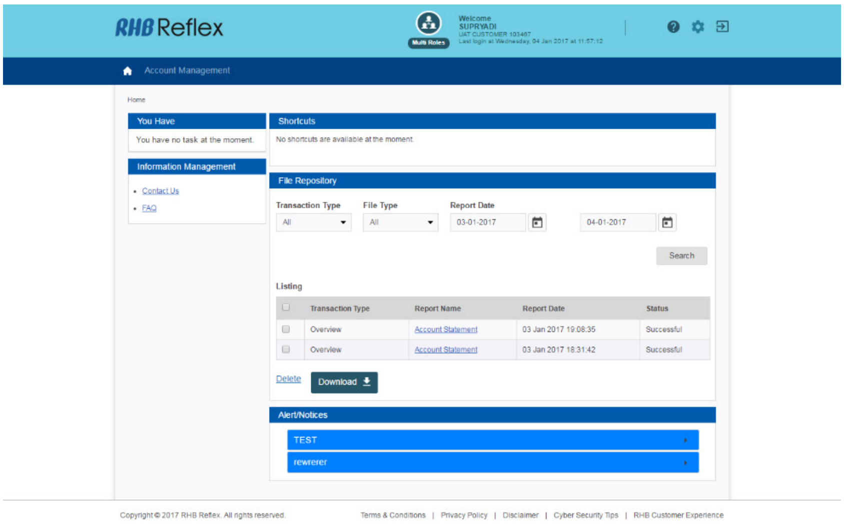
c. Enter the generated PIN and click Submit

# 2. Accessing Reflex

## 2.3

## Login to Reflex

8. User has successfully logged in to RHB REFLEX and will be redirected to landing page.



# 2. Accessing Reflex

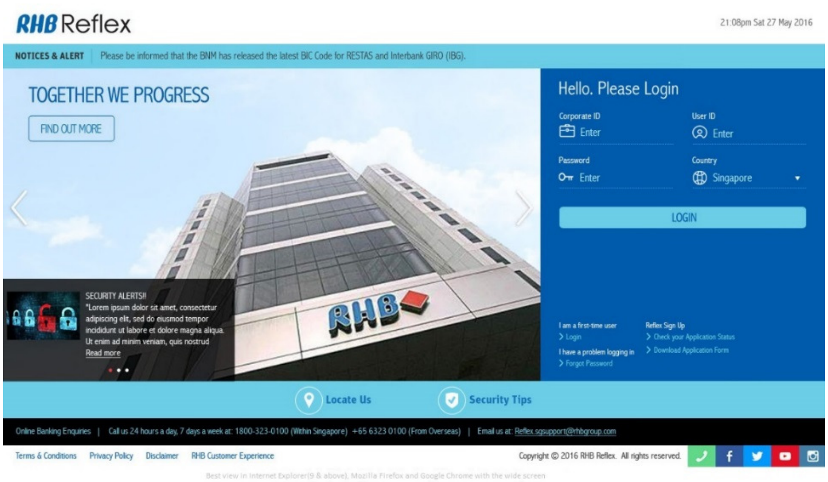
## 2.3

## Login to Reflex

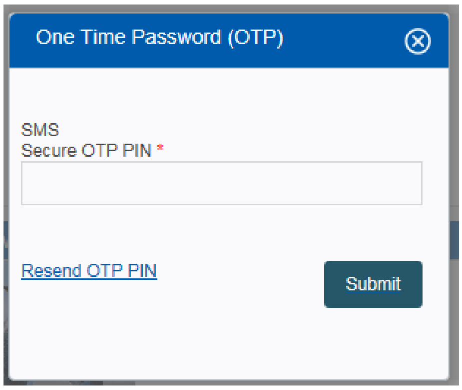
## 2.3.2 Subsequent Login

### 2.3.2.1 Subsequent Login by SMS OTP

1. Open internet browser.
2. Key in [https://Reflex.rhbgroup.com/rhbReflex/cfo.action](https://Reflex.rhbgroup.com/rhbReflex/cfo.action) to enter RHB REFLEX main page.




3. Enter valid Corporate ID, User ID, and Password. Click LOGIN.
4. Once clicking LOGIN button, an OTP light box will appear.




Secure OTP PIN will be sent via SMS to the registered mobile phone number. Please key in Secure OTP PIN and click Submit button.

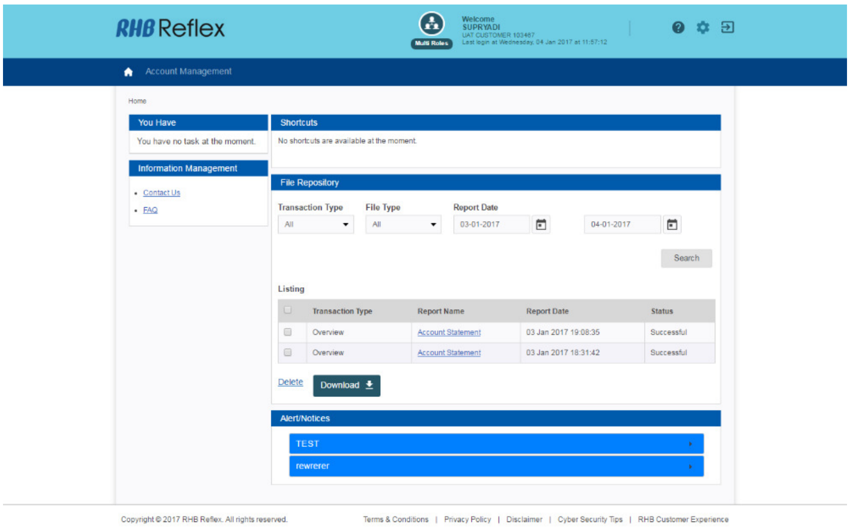
(Click Resend OTP PIN if PIN is not received)

# 2. Accessing Reflex

## 2.3

## Login to Reflex

5. User has successfully logged in to RHB REFLEX and will be redirected to landing page.



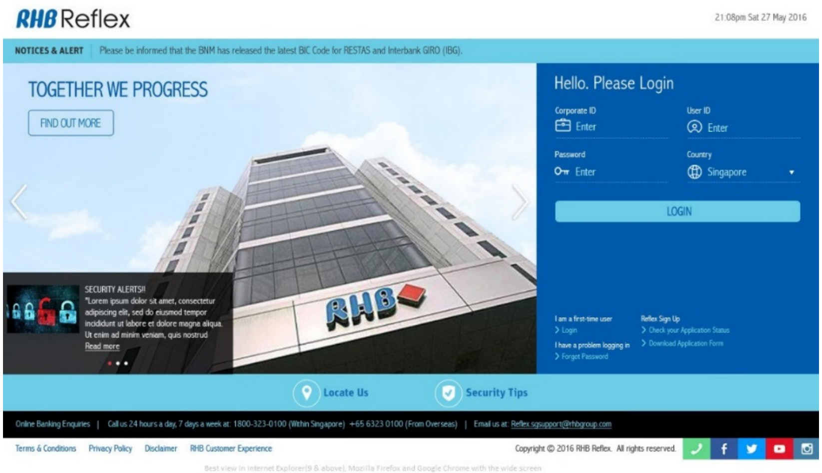
2. Accessing Reflex

2.3

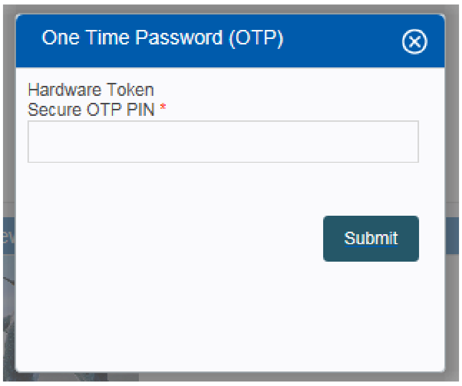
Login to Reflex

## 2.3.2.2 Subsequent Login by Token OTP

1. Open internet browser.
2. Key in https://Reflex.rhbgroup.com/rhbReflex/cfo.action to enter RHB REFLEX main page.




3. Enter valid Corporate ID, User ID, and Password. Click 
.
4. An OTP light box will appear.




a. Turn on Token by pressing and hold  button until the screen prompt "--------"

b. Key in valid PIN and press 

c. Generate OTP PIN by clicking , an OTP PIN will be displayed

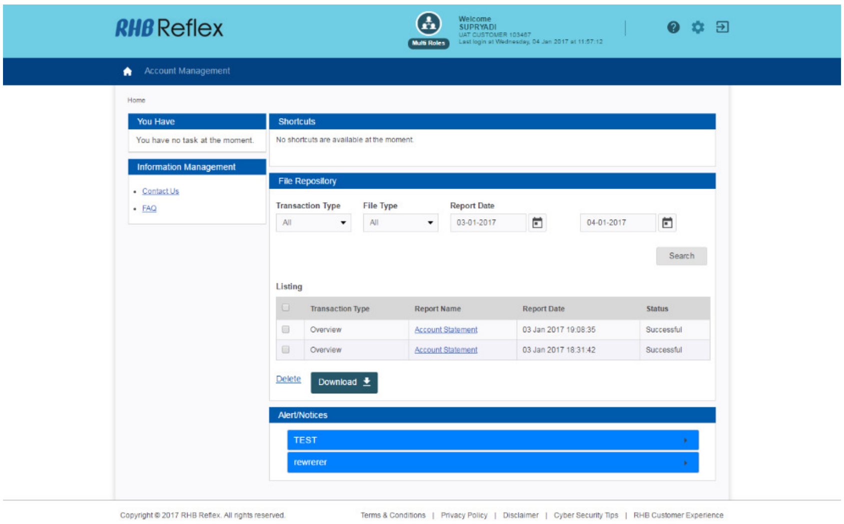
d. Key in generated OTP PIN and click 

# 2. Accessing Reflex

## 2.3

## Login to Reflex

5. User has successfully logged in to RHB REFLEX and will be redirected to the landing page.



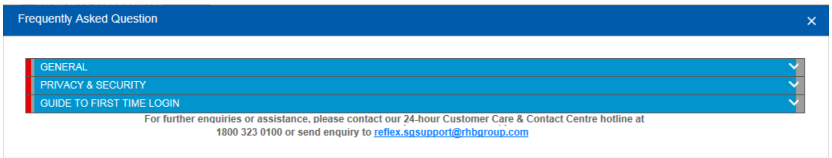
# 3. Reflex Navigation Panel

## 3.1 Header

Header acts as main control panel for user's preference. This function consists of 3 (three) buttons which are: Frequently Asked Question (FAQ), Settings, and Log out Button.

**Frequently Asked Question (FAQ)**

By clicking ?, a new light box will appear. It is a Frequently Asked Question which covers General, Privacy & Security, and Guide to First Time Login.

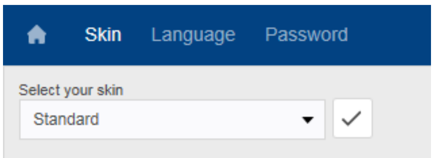



**Settings**

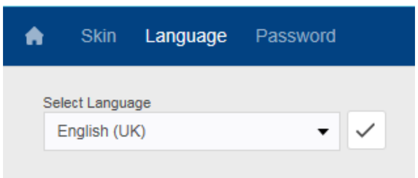
By clicking, options will be displayed, the options can be used to


change settings and customisation such as Skin, Language, and change password.

**Skin** will allow user to change the skin of RHB REFLEX. Currently there is only 1 (one) selection of skin (Standard).



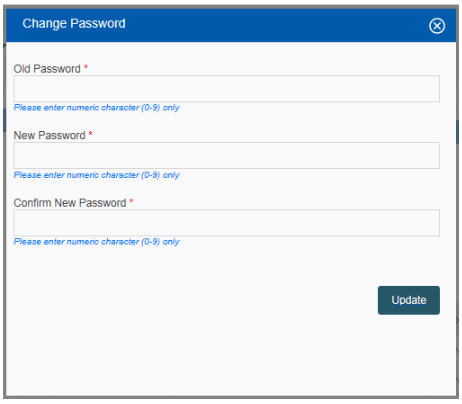

**Language** will allow user to change the preferred language of RHB REFLEX. Currently there is only 1 (one) selection of language (English).



# 3. Reflex Navigation Panel

## 3.1 Header

**Password** will allow user to self-change password. By clicking Password, a light box will appear:

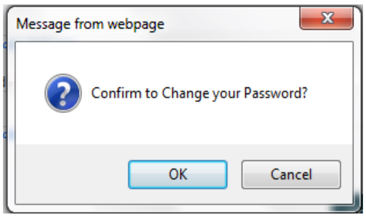



Steps to change password:

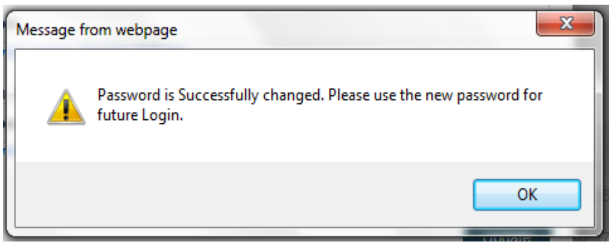
a. Enter the Old Password
b. Enter the New Password
c. Enter the Confirm New Password (must be same with New Password)
d. Click 


Once user clicked 

, a confirmation window will appear. Click OK to confirm password change or click Cancel to abort operation.




Upon successful request, RHB REFLEX will prompt a confirmation message:

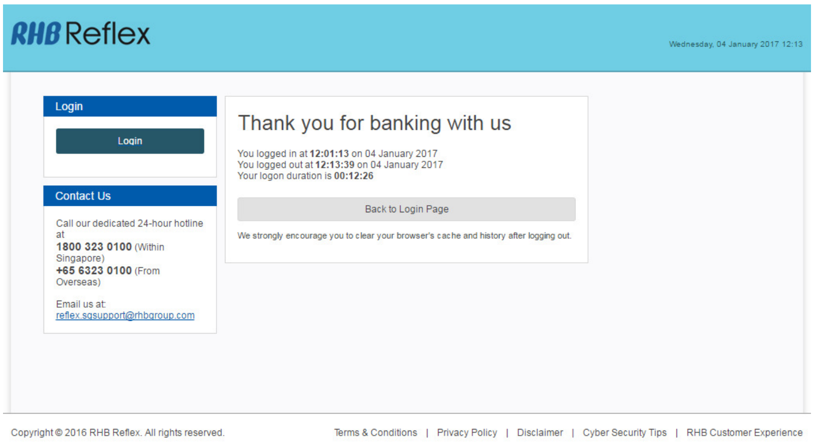


# 3. Reflex Navigation Panel

## 3.1.1 Log Out

**Log Out**

Logout button is represented by . Once it is clicked, user will be logged out from RHB REFLEX. User is able to log in again by clicking Login or Back to Login Page .



# 3. Reflex Navigation Panel

## 3.2 Home

Home section consists of:

1. Information Management
2. You Have
3. Shortcuts
4. File Repository
5. Alert/Notices

**Information Management** consists of links of:

a. Forex Exchange Rate Inquiry: Display of today's board rate

b. RHB FX Research and Commentary: Display treasury alerts

c. Contact Us: http://www.rhbbank.com.sg/contact-us/

d. FAQ: Provides users general information of RHB REFLEX.

***You Have*** provides information of task status such as New Task, Pending Verification, Pending Authorisation, and Message.

***Shortcuts*** provides easy access to specific modules such as Real Time Account Inquiry, Transaction Status Inquiry, RHB 3rd Party Transfer, and Bulk Payment.

***File Repository*** allows users to download latest report of Account Management. Reports are available in 3 formats, i.e. CSV, PDF, or TXT. To download reports, specify transaction type, file type, and select the dates, then Click Search and reports will be listed. Tick one or multiples reports and click Download

*(Please note that pop-up blocker has to be disabled, see appendices on how to disable pop-up blocker)*

***Alert/Notices*** notifies users on latest announcements from RHB.

# 4. Account Management

Account Management allows user to view the following:

- Overview
- Account Statement
- Transaction History

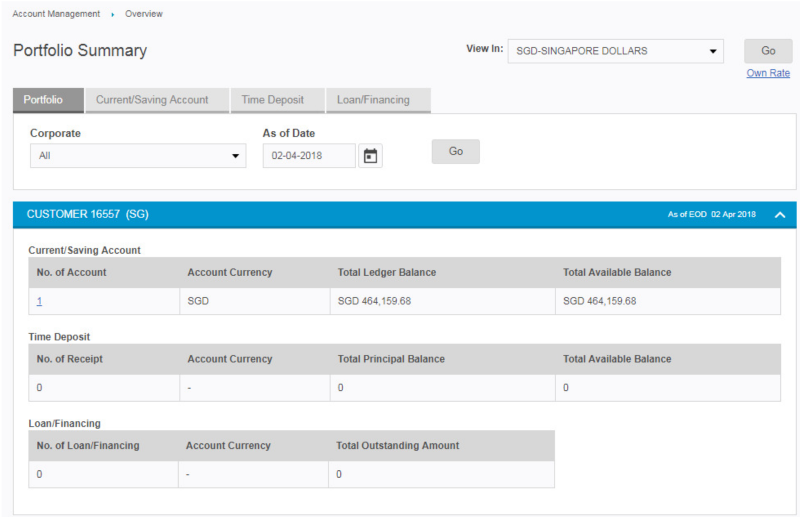
## 4.1 Overview

Under Overview module, there are four sub modules, which are Portfolio Summary, Current / Saving Account, Time Deposit and Loan / Financing.

Portfolio Summary allows user to view the summary of Current/Saving Account, Time Deposit and Loan/Financing.

<u>**All information in Portfolio tab is based as of last business date data.**</u>

To access Overview module, please navigate through ***Account Management > Overview***.

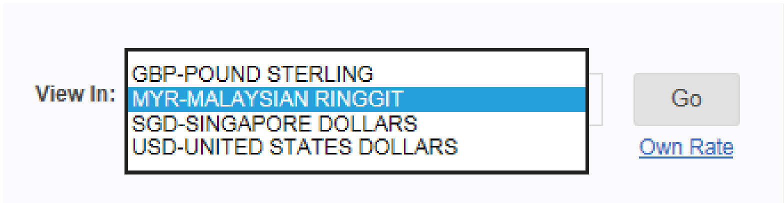



1. Select Corporate by clicking on the drop down .
2. Select desired date by clicking on the date picker .
3. Upon submission of Go, Current/Saving Account, Time Deposit and Loan table will be filled with information requested.
4. Click Download and choose .CSV.
5. Once successful, a message will prompt Download request has been sent successfully. Please check in File Repository Portlet.
6. Report can be downloaded from File Repository (Click Home).
7. Alternatively, user can click Print to view and print out the screen page.

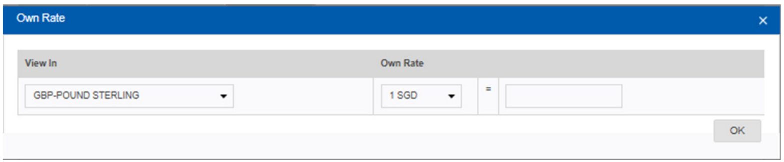
# Part 4
# Account Management

## 4.1 Overview

8. User is able to opt to view the account detail in other currencies by choosing the preferred currency on the “View In” drop down button and completing it by clicking on the “Go” button.




9. Alternatively, user is able to click on the “Own Rate” hyperlink to calculate user desired currency exchange rate.

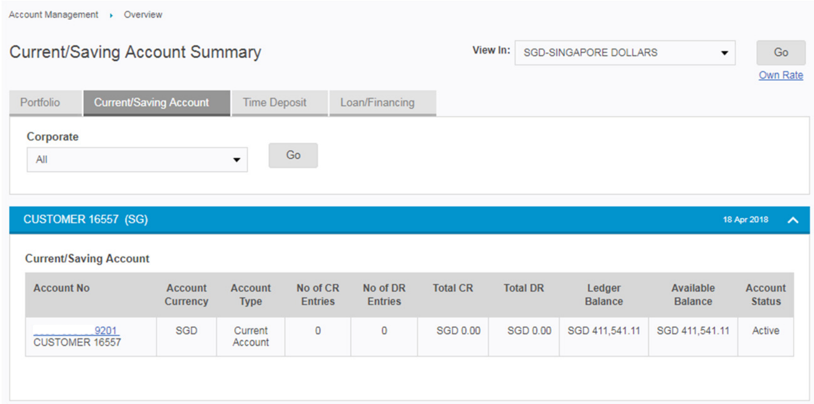


# Part 4
# Account Management

## 4.1 Overview

**All information in Current/Saving account tab is based on real-time data.**

To check on Current/ Saving account balances, please navigate through ***Account Management > Overview> Current/ Saving Account***.




Current/Saving Account Summary tab displays all current accounts tagged to the corporate in real time. If the corporate's subsidiary is being tagged under the main account, user can choose to check on specific account number.

1. Select preferred corporate by clicking on the corporate drop down list.
2. Upon clicking "Go" button, system will display all the account(s) based on the selected corporate.
3. Click 

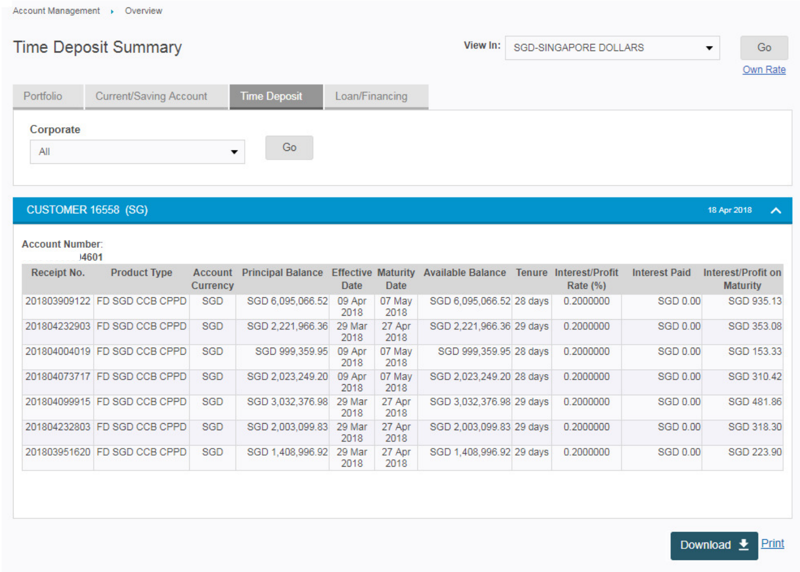
and choose .CSV.
4. Once successful, a message will prompt Download request has been sent successfully. Please check in File Repository Portlet.
5. Report can be retrieved from File Repository.
6. User can
   a. click Print to view and print out the screen page
   b. click on the account number hyperlink to access account details
   c. click Back to route back to the Current/Saving Account Summary page

# Part 4
# Account Management

## 4.1 Overview

**All information in Time Deposit tab is based on real-time data.**

To check on Time Deposit, please navigate through ***Account Management > Overview> Time Deposit***.




| Receipt No. | Product Type | Account Currency | Principal Balance | Effective Date | Maturity Date | Available Balance | Tenure | Interest/Profit Rate (%) | Interest Paid | Interest/Profit on Maturity |
|---|---|---|---|---|---|---|---|---|---|---|
| 201803909122 | FD SGD CCB CPPD | SGD | SGD 6,095,066.52 | 09 Apr 2018 | 07 May 2018 | SGD 6,095,066.52 | 28 days | 0.2000000 | SGD 0.00 | SGD 935.13 |
| 201804232903 | FD SGD CCB CPPD | SGD | SGD 2,221,966.36 | 29 Mar 2018 | 27 Apr 2018 | SGD 2,221,966.36 | 29 days | 0.2000000 | SGD 0.00 | SGD 353.08 |
| 201804004019 | FD SGD CCB CPPD | SGD | SGD 999,359.95 | 09 Apr 2018 | 07 May 2018 | SGD 999,359.95 | 28 days | 0.2000000 | SGD 0.00 | SGD 153.33 |
| 201804073717 | FD SGD CCB CPPD | SGD | SGD 2,023,249.20 | 09 Apr 2018 | 07 May 2018 | SGD 2,023,249.20 | 28 days | 0.2000000 | SGD 0.00 | SGD 310.42 |
| 201804099915 | FD SGD CCB CPPD | SGD | SGD 3,032,376.98 | 29 Mar 2018 | 27 Apr 2018 | SGD 3,032,376.98 | 29 days | 0.2000000 | SGD 0.00 | SGD 481.86 |
| 201804232803 | FD SGD CCB CPPD | SGD | SGD 2,003,099.83 | 29 Mar 2018 | 27 Apr 2018 | SGD 2,003,099.83 | 29 days | 0.2000000 | SGD 0.00 | SGD 318.30 |
| 201803951620 | FD SGD CCB CPPD | SGD | SGD 1,408,996.92 | 29 Mar 2018 | 27 Apr 2018 | SGD 1,408,996.92 | 29 days | 0.2000000 | SGD 0.00 | SGD 223.90 |



1. User may select desired corporate by clicking on the corporate drop down list.
2. Upon clicking "Go" button, system will display all the account(s) based on the selected corporate.
3. Click  and choose .CSV.

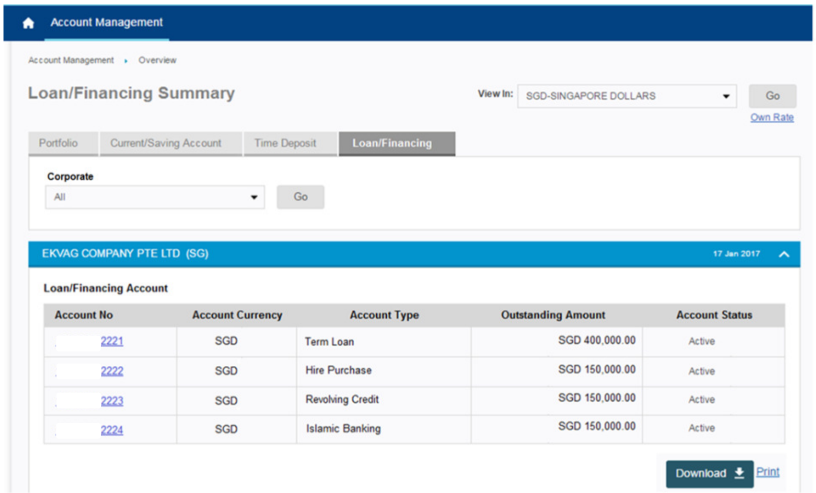
4. Once successful, a message will prompt Download request has been sent successfully. Please check in File Repository Portlet.
5. Report can be retrieved from File Repository.
6. User can
   a. click Print to view and print out the screen page
   b. click on the account number hyperlink to access account details
   c. click Back to route back to the Time Deposit Summary page

# Part 4
# Account Management

## 4.1 Overview

**All information in Loan/Financing tab is based on real-time data.**

To check on Loan, please navigate through ***Account Management > Overview> Loan / Financing***




1. User may select desired corporate by clicking on the corporate drop down list.
2. Upon clicking "Go" button, system will display all the account(s) based on the selected corporate.
3. Click 

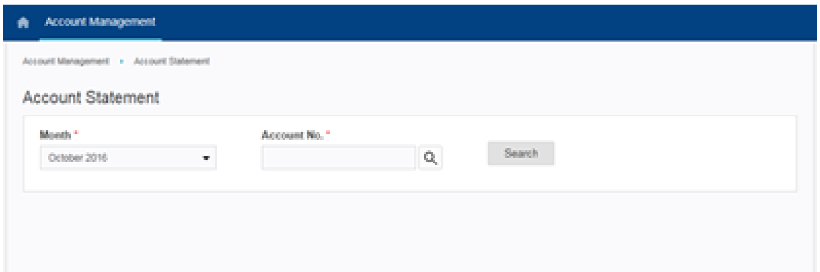
and choose .CSV.
4. Once successful, a message will prompt Download request has been sent successfully. Please check in File Repository Portlet.
5. Report can be retrieved from File Repository.
6. User can
   a. click Print to view and print out the screen page
   b. click on the account number hyperlink to access account details
   c. click Back to route back to the Loan/Financing Summary page

# Part 4
# Account Management

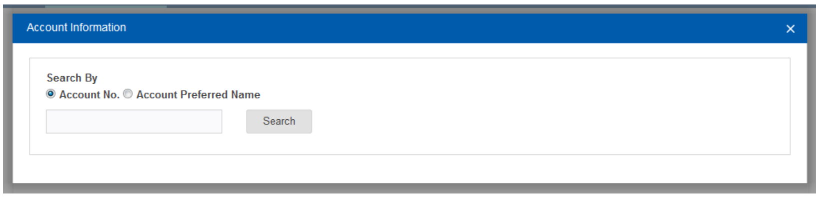
## 4.2
## Account Statement

Account Statement menu allows user to view and generate current account statement for past three months.

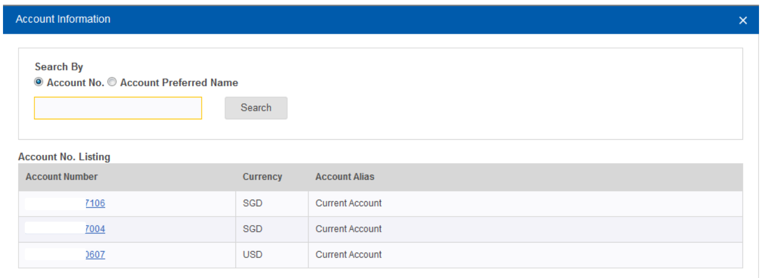
To download the account statement, please navigate through **Account Management > Account Statement**.




1. Select desired Month. (i.e.: October 2016)
2. Select Account No. by clicking on 🔍, a light box will appear.



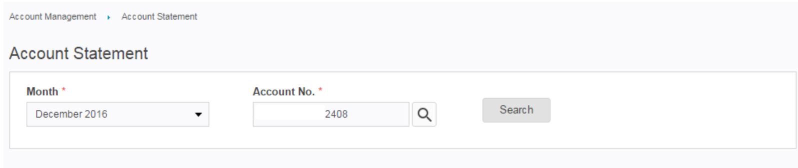

3. Select account based on Account No. or Account Preferred Name and click Search.
4. A list of tagged accounts will be displayed. Select one preferred account's hyperlink.



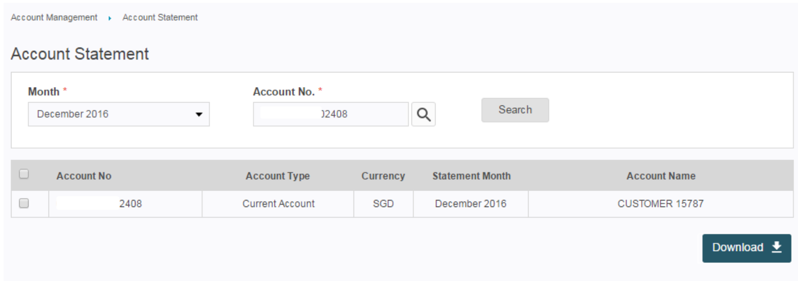
# Part 4
# Account Management

## 4.2
## Account Statement

5. Once an account is selected, user will be redirected back to previous page with a table consisting of the selected account number.




6. Click ‘Search’



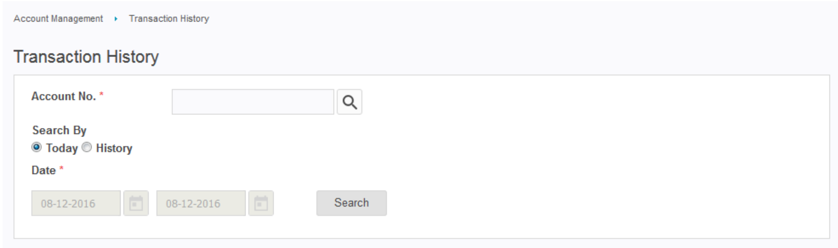

7. Check the textbox ☐ → ☑ and click  and choose .PDF.
8. Once successful, a message Download request has been sent successfully. Please check in File Repository Portlet will prompt.
9. Report can be retrieved from File Repository.

# Part 4
# Account Management

## 4.3
## Transaction History

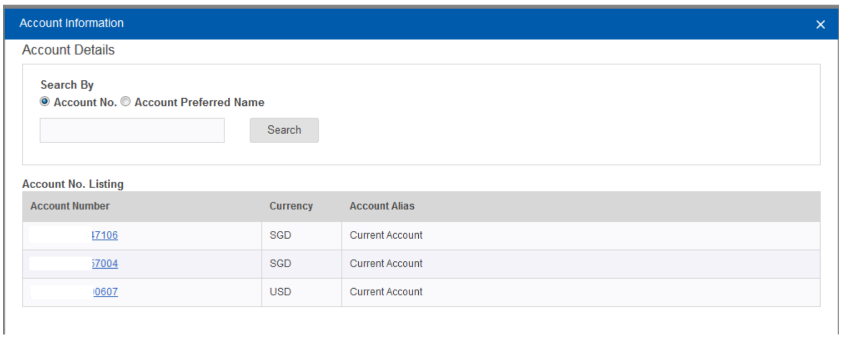
Transaction History provides user to view incoming and outgoing transactions for the past 90 days.

To check on Transaction History, please navigate through ***Account Management > Transaction History***

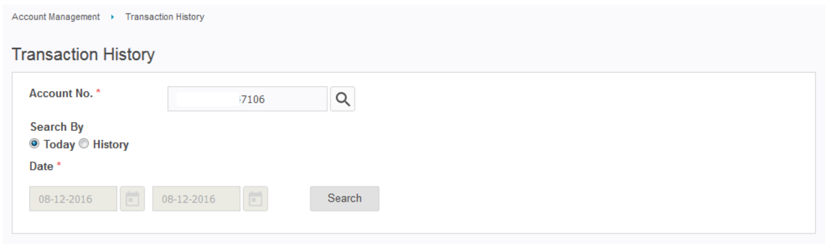



1. On Account No. field, select account by clicking and a light box will appear.


2. Select account based on Account No. or Account Preferred Name and click Search.



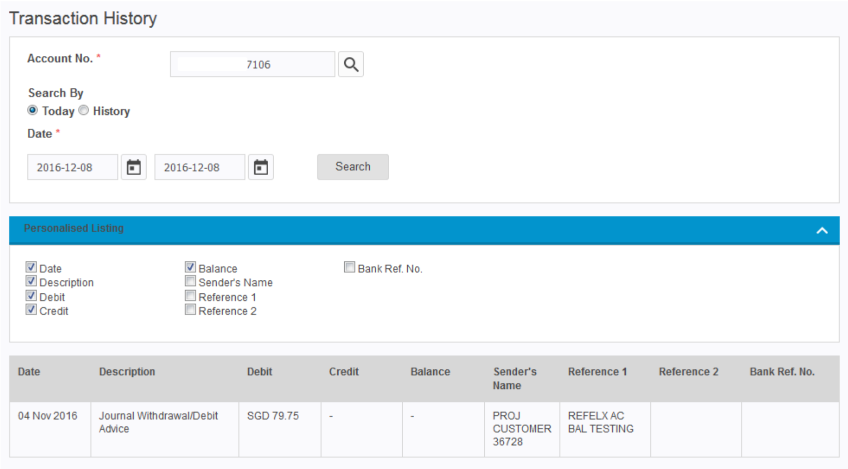

3. Once an account is selected, user will be redirected back to previous page with a table consisting of the selected account number.

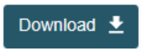


# Part 4
# Account Management

## 4.3 Transaction History

4. Search and select transactions based on preferred dates. Click "Today" for current date or History for any preferred dates.




5. On Personalised Listing, there are options to be selected. The selected option will be displayed in a table format.
6. Click 

and select .CSV to download a report.
7. Once successful, a message Download request has been sent successfully. Please check in File Repository Portlet will prompt. Report can be downloaded from File Repository.
8. Or click Print to print the display Transaction History Page.

# 5. System administrators' access rights

## 5.1 User Status and Token Maintenance

This module allows the sysadmin to view/modify users' statuses and manage the tokens.

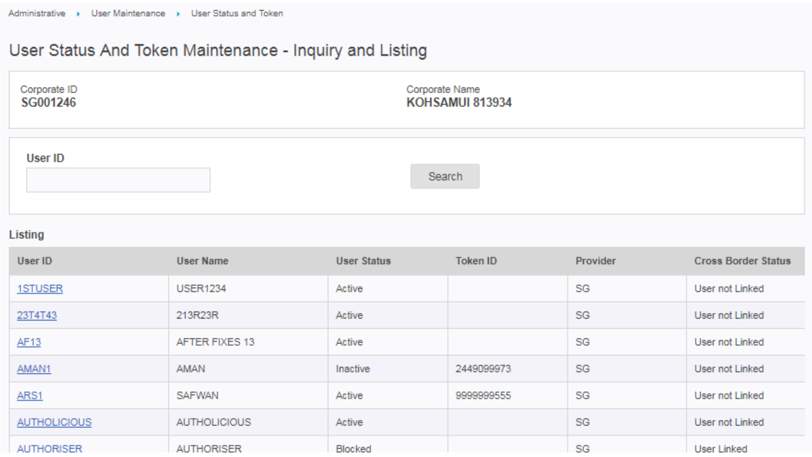
To access User Status and Token module, please navigate through ***Administrative > User Maintenance > User Status and Token***

There are several features that allow the System administrators to perform in this module, such as:

- Activate User
- Deactivate User
- Unlock and Reset Token
- Reset password

### 5.1.1 Activate User

1. Search for the user whose current user status as "inactive" or blocked" to be activated.



Administrative › User Maintenance › User Status and Token

User Status And Token Maintenance - Inquiry and Listing

Corporate ID
SG001246

Corporate Name
KOHSAMUI 813934

User ID

Search

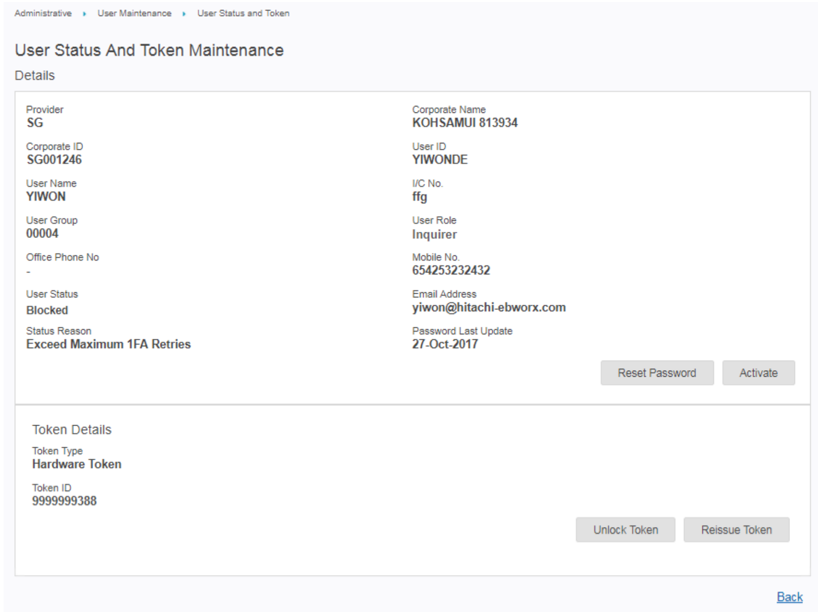
Listing

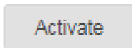
| User ID | User Name | User Status | Token ID | Provider | Cross Border Status |
|---|---|---|---|---|---|
| 1STUSER | USER1234 | Active | | SG | User not Linked |
| 23T4T43 | 213R23R | Active | | SG | User not Linked |
| AF13 | AFTER FIXES 13 | Active | | SG | User not Linked |
| AMAN1 | AMAN | Inactive | 2449099973 | SG | User not Linked |
| ARS1 | SAFWAN | Active | 9999999555 | SG | User not Linked |
| AUTHOLICIOUS | AUTHOLICIOUS | Active | | SG | User not Linked |
| AUTHORISER | AUTHORISER | Blocked | | SG | User Linked |

2. Click on the User ID hyperlink of the inactive/ blocked user.

# Part 5
# System administrators' access rights

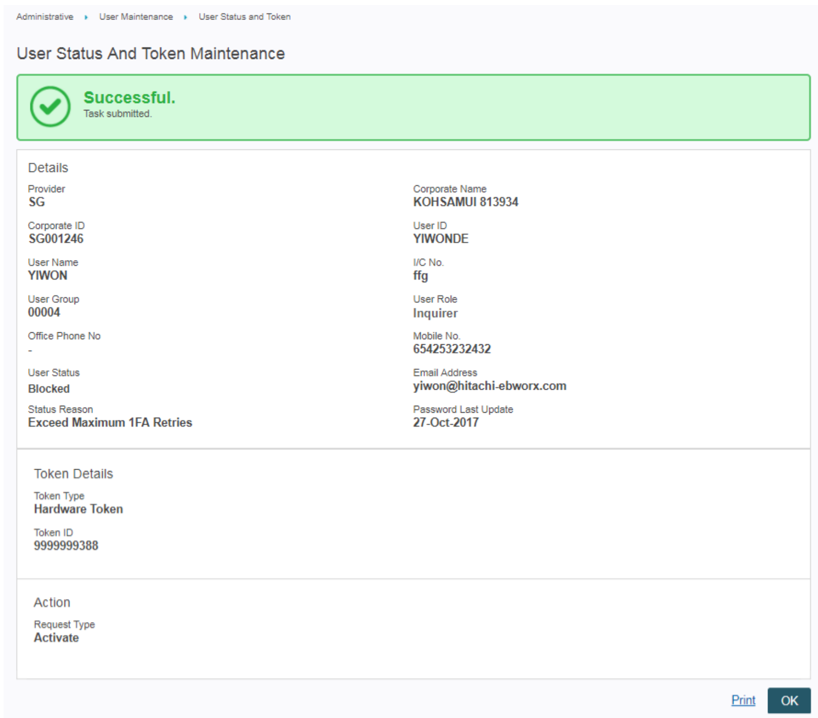
## 5.1
## User Status and Token Maintenance




3. Click on 

button.
4. Verify the activation and click on 

button to submit the task for authorisation.



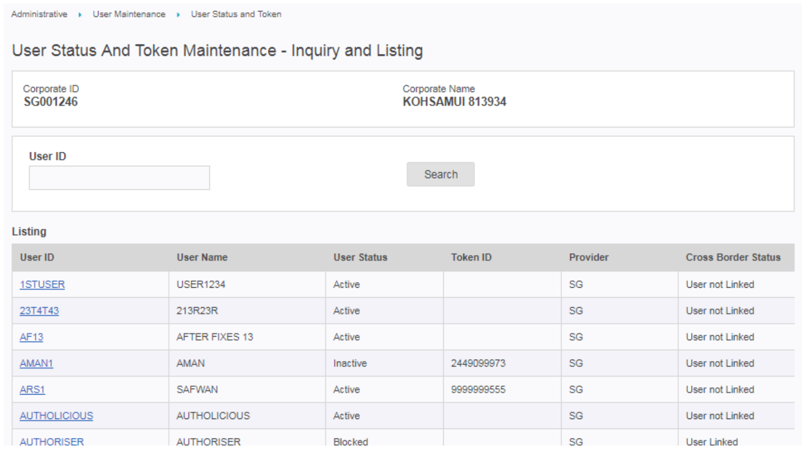

5. Log in using ***CFO SysAdmin Authoriser*** credentials and approve the activation.

Part 5
System administrators' access rights

5.1
User Status and Token Maintenance

## 5.1.2 Deactivate User

1. Search for the user to be deactivated.


Administrative ▸ User Maintenance ▸ User Status and Token

User Status And Token Maintenance - Inquiry and Listing

Corporate ID
SG001246

Corporate Name
KOHSAMUI 813934

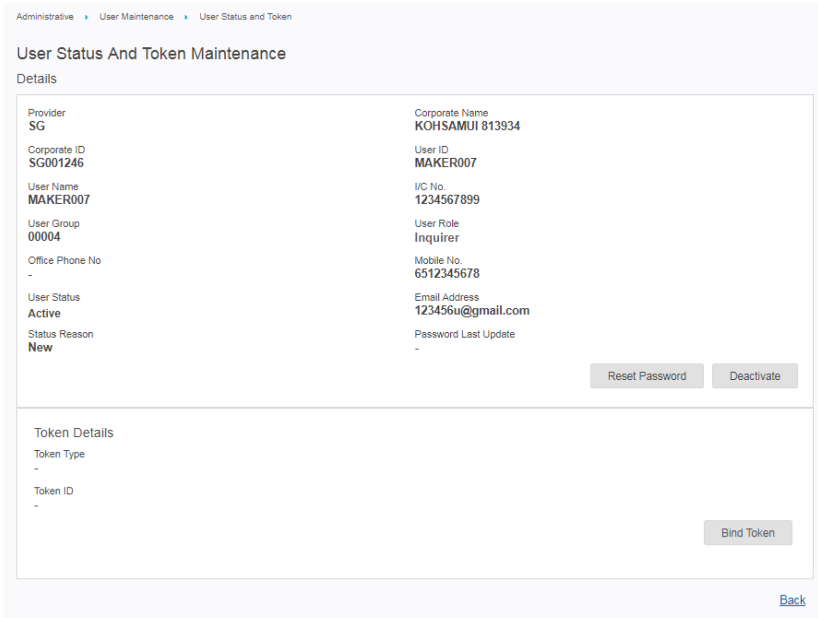
User ID

Search

Listing

| User ID | User Name | User Status | Token ID | Provider | Cross Border Status |
|---|---|---|---|---|---|
| 1STUSER | USER1234 | Active | | SG | User not Linked |
| 23T4T43 | 213R23R | Active | | SG | User not Linked |
| AF13 | AFTER FIXES 13 | Active | | SG | User not Linked |
| AMAN1 | AMAN | Inactive | 2449099973 | SG | User not Linked |
| ARS1 | SAFWAN | Active | 9999999555 | SG | User not Linked |
| AUTHOLICIOUS | AUTHOLICIOUS | Active | | SG | User not Linked |
| AUTHORISER | AUTHORISER | Blocked | | SG | User Linked |

2. Click on the User ID hyperlink of the active user.


Administrative ▸ User Maintenance ▸ User Status and Token

User Status And Token Maintenance

Details

Provider
SG

Corporate Name
KOHSAMUI 813934

Corporate ID
SG001246

User ID
MAKER007

User Name
MAKER007

I/C No.
1234567899

User Group
00004

User Role
Inquirer

Office Phone No
-

Mobile No.
6512345678

User Status
Active

Email Address
123456u@gmail.com

Status Reason
New

Password Last Update
-

Reset Password
Deactivate

Token Details

Token Type
-

Token ID
-

Bind Token

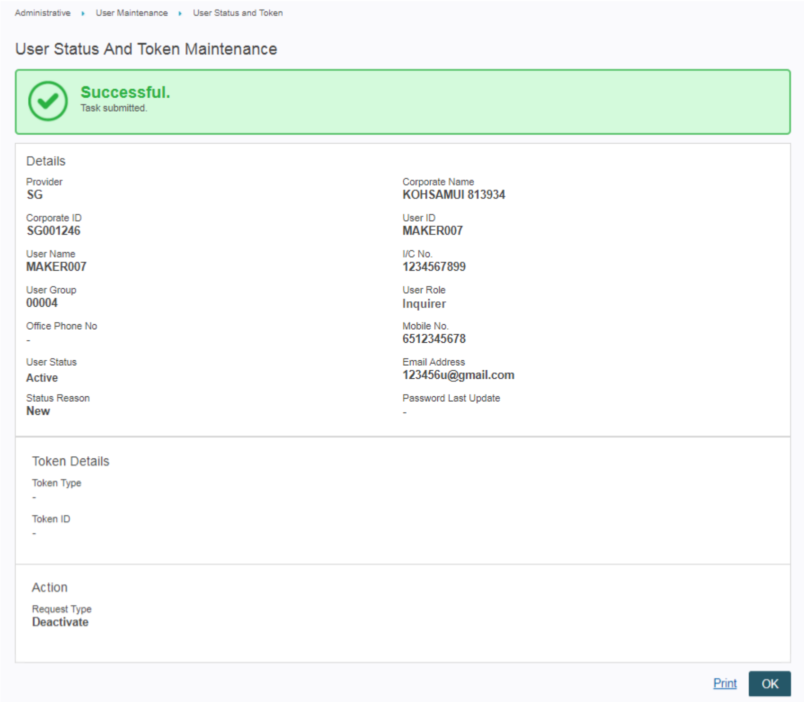
Back

3. Click on **Deactivate** button.

4. Verify the activation and click on **Submit** button to submit the task for authorisation.

# Part 5
# System administrators’ access rights

## 5.1
## User Status and Token Maintenance



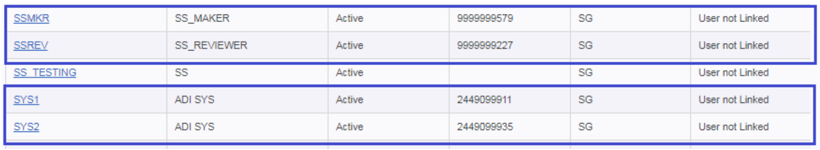

5. Log in using ***CFO SysAdmin Authoriser*** credentials and approve the deactivation.

## Part 5
## System administrators' access rights

### 5.1
### User Status and Token Maintenance

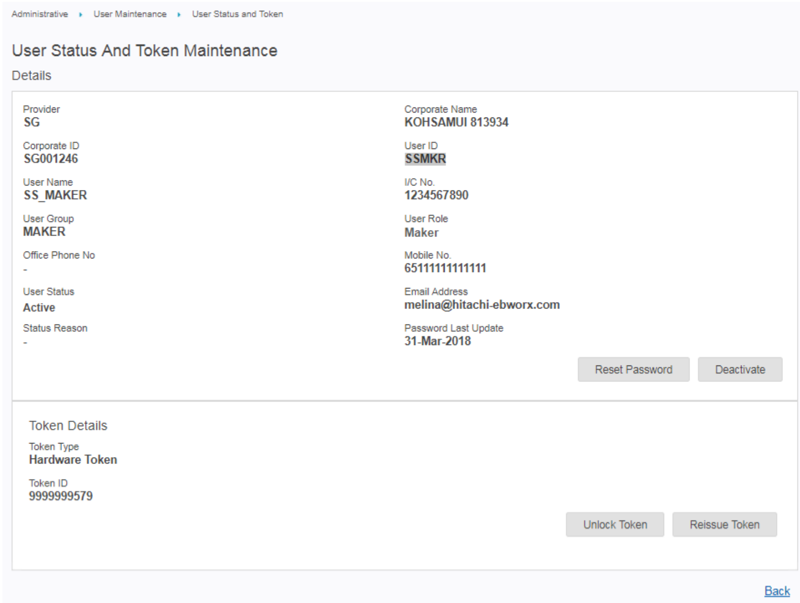
### 5.1.3 Unlock and Reset Token

1. Search for the user to be bound with a token, one with existing token bound to it.



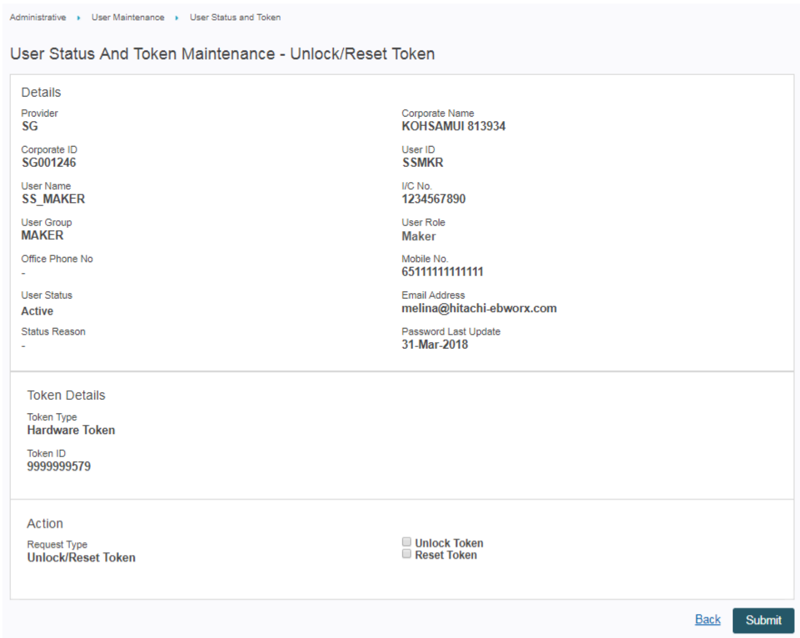
| | | | | | |
|---|---|---|---|---|---|
| SSMKR | SS_MAKER | Active | 9999999579 | SG | User not Linked |
| SSREV | SS_REVIEWER | Active | 9999999227 | SG | User not Linked |
| SS_TESTING | SS | Active | | SG | User not Linked |
| SYS1 | ADI SYS | Active | 2449099911 | SG | User not Linked |
| SYS2 | ADI SYS | Active | 2449099935 | SG | User not Linked |

2. Click on the User ID hyperlink of the user.




3. Click on 

button.

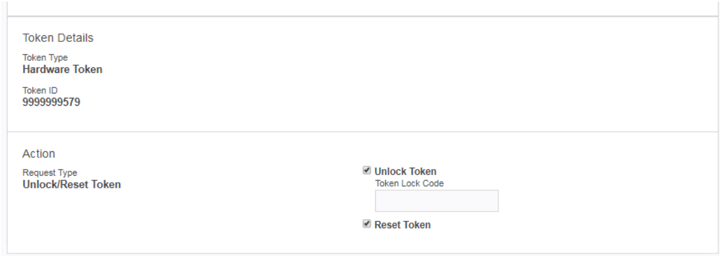


# Part 5
# System administrators' access rights

## 5.1
## User Status and Token Maintenance

4. Please select at least 1 (one) action(s) that you want to perform on the token bound to the user:
   - ➢ Unlock Token

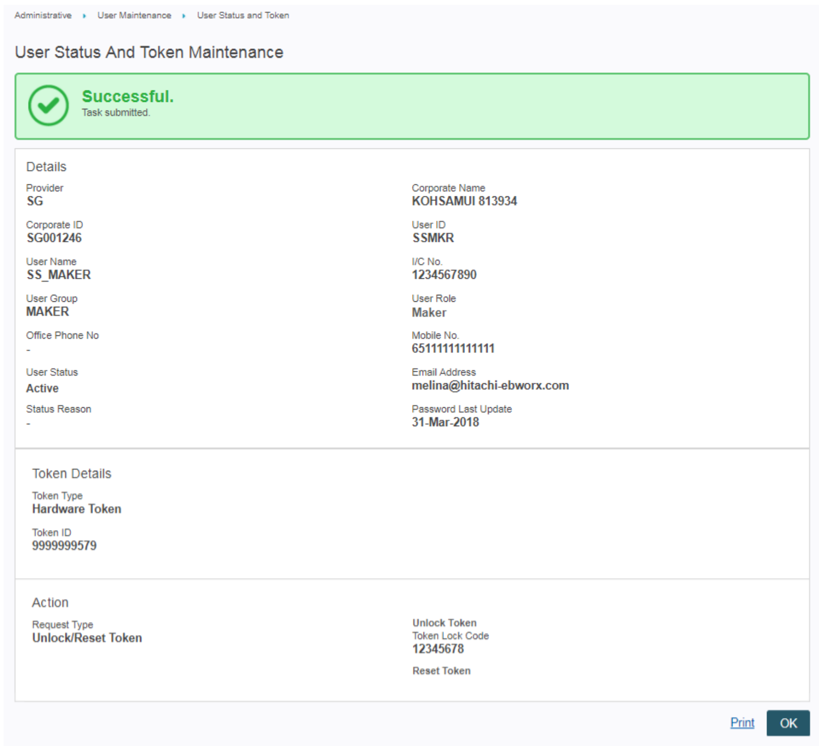
     This feature allows Sysadmin user to unlock hardware tokens due to entering invalid PIN code multiple times. If "Unlock Token" is selected, please indicate the Token Lock Code that you get from your locked token's display.




   - ➢ Reset Token

     This feature is to reset hardware tokens to calibrate the devices' timing against the server time.

5. Verify the activation and click on **Submit** button to submit the task for authorisation.



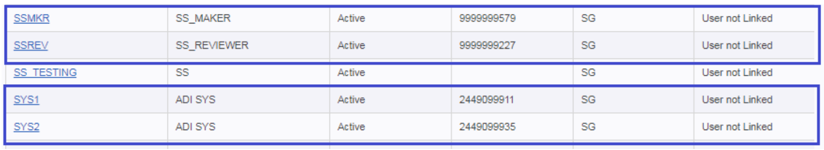

6. Log in using ***CFO SysAdmin Authoriser*** credentials and approve the unlocked / reset token task.

Part 5
System administrators’ access rights

5.1
User Status and Token Maintenance

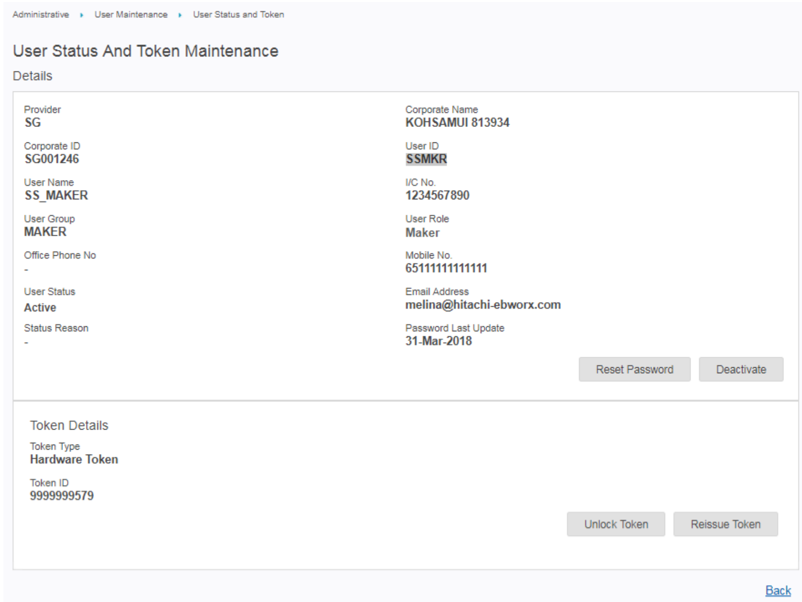
## 5.1.4 Reset Password

1. Search for user that require reset password.

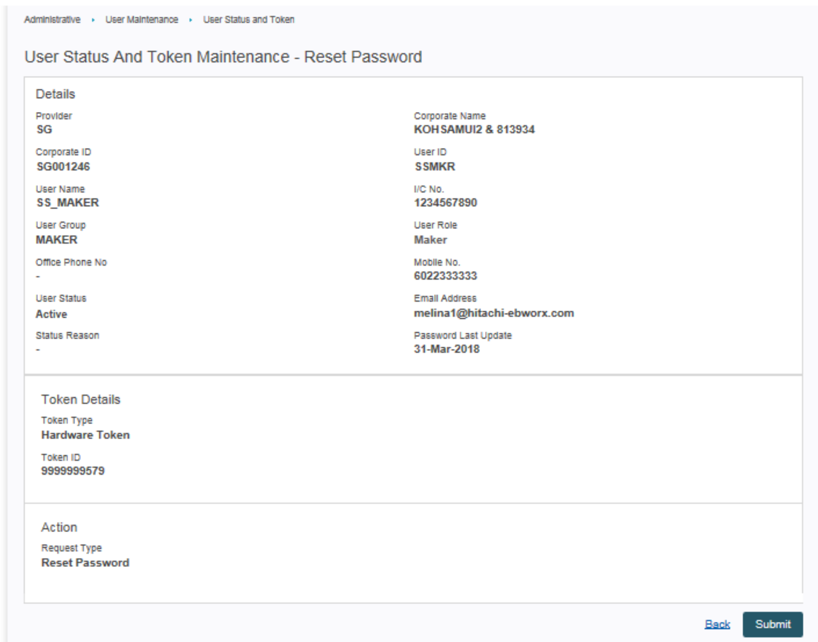


| | | | | | |
|---|---|---|---|---|---|
| SSMKR | SS_MAKER | Active | 9999999579 | SG | User not Linked |
| SSREV | SS_REVIEWER | Active | 9999999227 | SG | User not Linked |
| SS_TESTING | SS | Active | | SG | User not Linked |
| SYS1 | ADI SYS | Active | 2449099911 | SG | User not Linked |
| SYS2 | ADI SYS | Active | 2449099935 | SG | User not Linked |

2. Click on the User ID hyperlink of the user.




3. Click on Reset Password button.

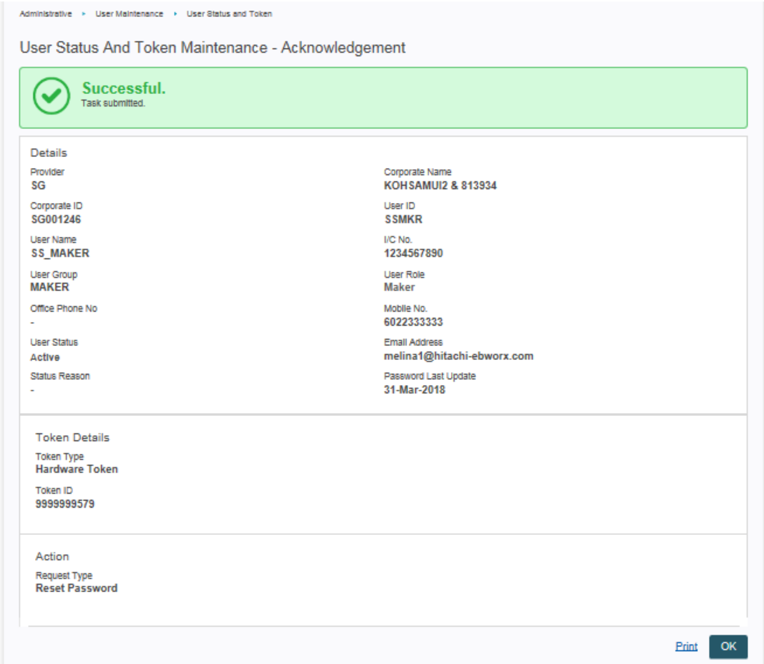


## Part 5
## System administrators’ access rights

### 5.1
### User Status and Token Maintenance

4. Verify the reset password and click on 

button to submit the task fro authorisation



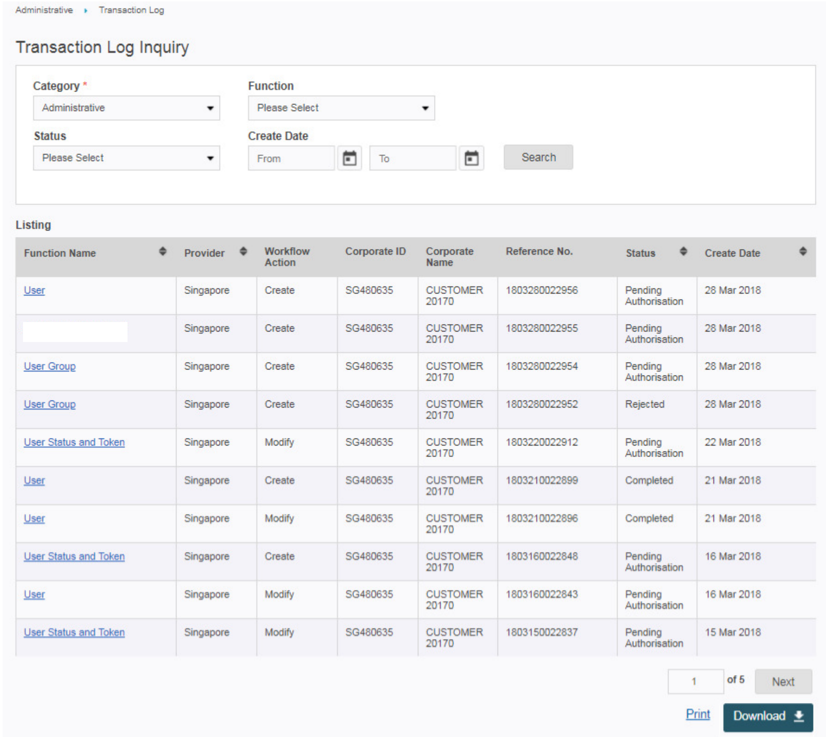

6. Log in using ***CFO SysAdmin Authoriser*** credentials and approve the reset password.

# Part 5
# System administrators’ access rights

## 5.2
## Transaction Log

Every administrative task performed will be registered into Transaction Log report. This log allows sysadmin to view the current status and details of the tasks (non-financial).

To access Transaction Log module, please navigate through ***Administrative > Transaction Log.***




| Function Name | Provider | Workflow Action | Corporate ID | Corporate Name | Reference No. | Status | Create Date |
|---|---|---|---|---|---|---|---|
| User | Singapore | Create | SG480635 | CUSTOMER 20170 | 1803280022956 | Pending Authorisation | 28 Mar 2018 |
| | Singapore | Create | SG480635 | CUSTOMER 20170 | 1803280022955 | Pending Authorisation | 28 Mar 2018 |
| User Group | Singapore | Create | SG480635 | CUSTOMER 20170 | 1803280022954 | Pending Authorisation | 28 Mar 2018 |
| User Group | Singapore | Create | SG480635 | CUSTOMER 20170 | 1803280022952 | Rejected | 28 Mar 2018 |
| User Status and Token | Singapore | Modify | SG480635 | CUSTOMER 20170 | 1803220022912 | Pending Authorisation | 22 Mar 2018 |
| User | Singapore | Create | SG480635 | CUSTOMER 20170 | 1803210022899 | Completed | 21 Mar 2018 |
| User | Singapore | Modify | SG480635 | CUSTOMER 20170 | 1803210022896 | Completed | 21 Mar 2018 |
| User Status and Token | Singapore | Create | SG480635 | CUSTOMER 20170 | 1803160022848 | Pending Authorisation | 16 Mar 2018 |
| User | Singapore | Modify | SG480635 | CUSTOMER 20170 | 1803160022843 | Pending Authorisation | 16 Mar 2018 |
| User Status and Token | Singapore | Modify | SG480635 | CUSTOMER 20170 | 1803150022837 | Pending Authorisation | 15 Mar 2018 |

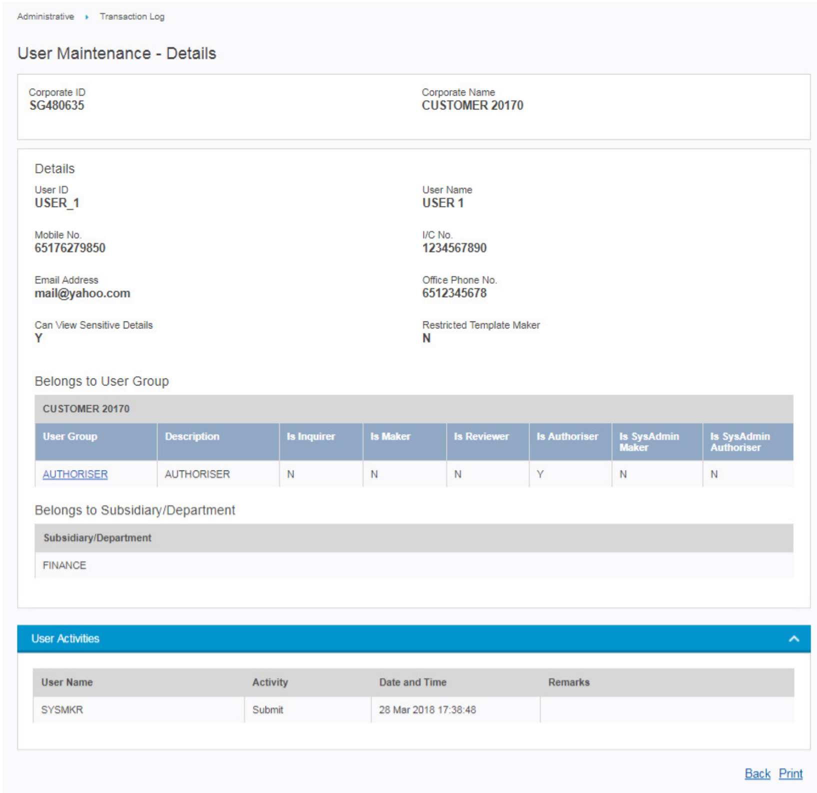


1. You may click on Print hyperlink to print the current listing, or click on Download button to download the listing in the available formats:
   - .CSV
   - .TXT
2. Click on the Function Name hyperlink of a record to see the details.

# Part 5
# System administrators’ access rights

## 5.2
## Transaction Log

If Create:


Administrative ▸ Transaction Log

User Maintenance - Details

Corporate ID
SG480635

Corporate Name
CUSTOMER 20170

Details

User ID
USER_1

User Name
USER 1

Mobile No.
65176279850

I/C No.
1234567890

Email Address
mail@yahoo.com

Office Phone No.
6512345678

Can View Sensitive Details
Y

Restricted Template Maker
N

Belongs to User Group

CUSTOMER 20170

| User Group | Description | Is Inquirer | Is Maker | Is Reviewer | Is Authoriser | Is SysAdmin Maker | Is SysAdmin Authoriser |
|---|---|---|---|---|---|---|---|
| AUTHORISER | AUTHORISER | N | N | N | Y | N | N |

Belongs to Subsidiary/Department

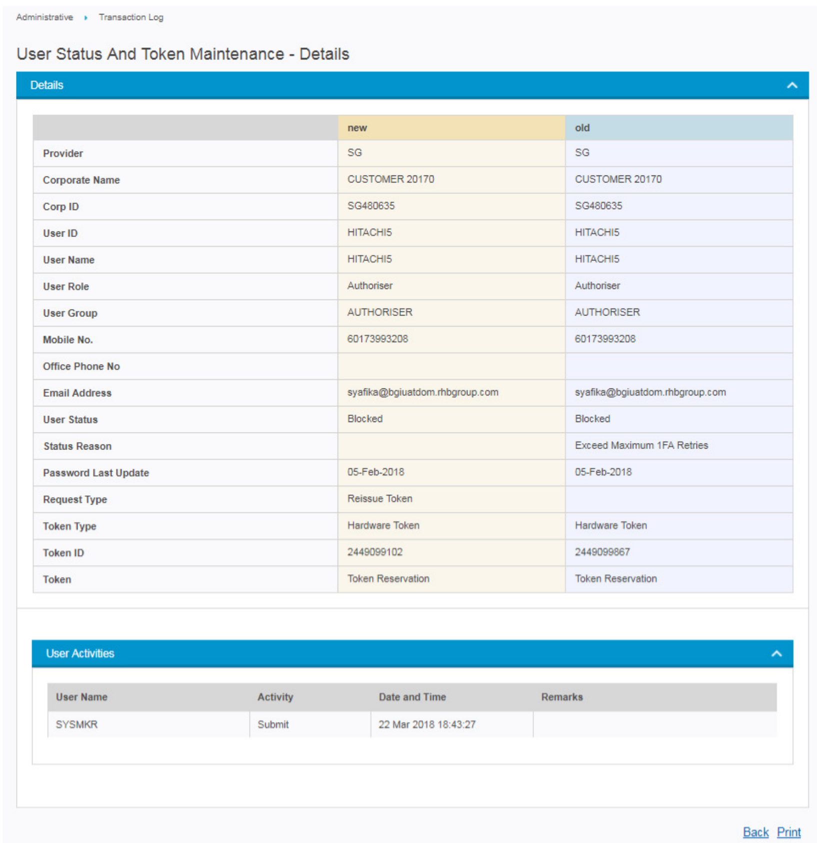
| Subsidiary/Department |
|---|
| FINANCE |

User Activities

| User Name | Activity | Date and Time | Remarks |
|---|---|---|---|
| SYSMKR | Submit | 28 Mar 2018 17:38:48 | |

Back Print

If Modify:


Administrative ▸ Transaction Log

User Status And Token Maintenance - Details

Details

| | new | old |
|---|---|---|
| Provider | SG | SG |
| Corporate Name | CUSTOMER 20170 | CUSTOMER 20170 |
| Corp ID | SG480635 | SG480635 |
| User ID | HITACHI5 | HITACHI5 |
| User Name | HITACHI5 | HITACHI5 |
| User Role | Authoriser | Authoriser |
| User Group | AUTHORISER | AUTHORISER |
| Mobile No. | 60173993208 | 60173993208 |
| Office Phone No | | |
| Email Address | syafika@bgiuatdom.rhbgroup.com | syafika@bgiuatdom.rhbgroup.com |
| User Status | Blocked | Blocked |
| Status Reason | | Exceed Maximum 1FA Retries |
| Password Last Update | 05-Feb-2018 | 05-Feb-2018 |
| Request Type | Reissue Token | |
| Token Type | Hardware Token | Hardware Token |
| Token ID | 2449099102 | 2449099867 |
| Token | Token Reservation | Token Reservation |

User Activities

| User Name | Activity | Date and Time | Remarks |
|---|---|---|---|
| SYSMKR | Submit | 22 Mar 2018 18:43:27 | |

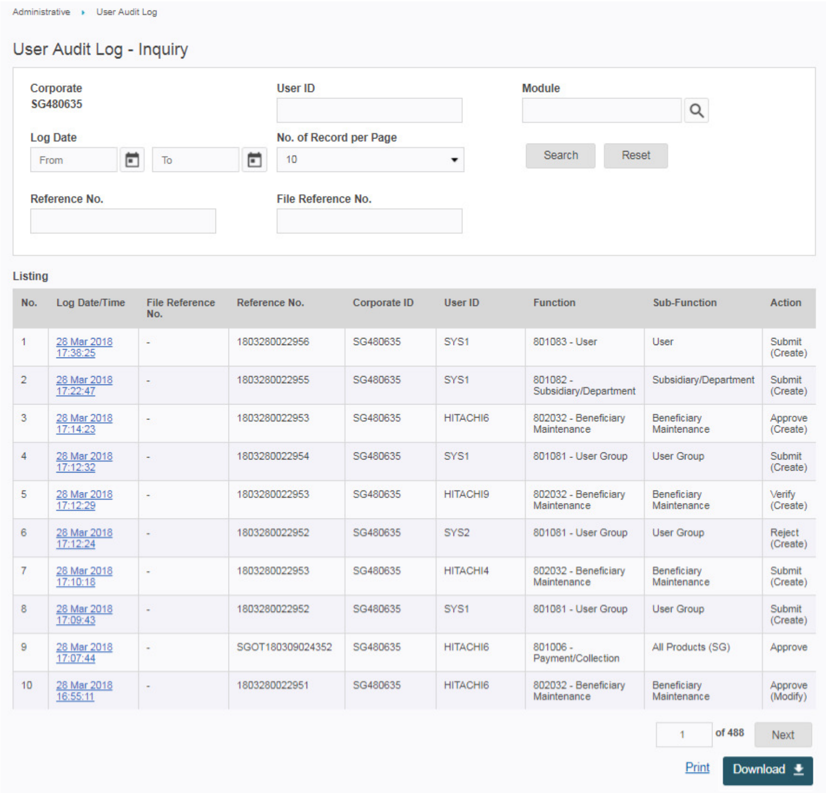
Back Print

# Part 5 System administrators' access rights

## 5.3 Audit Log

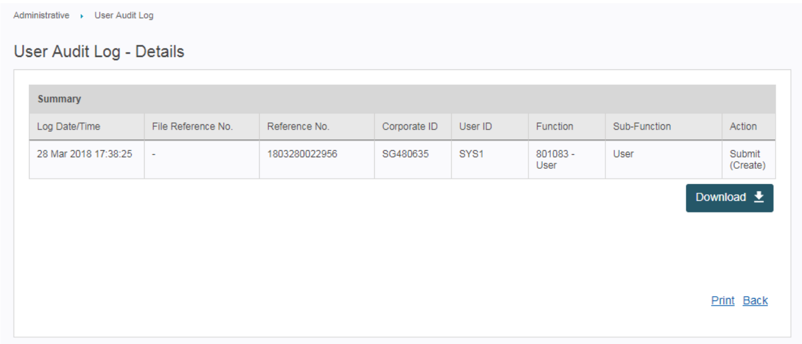
Audit log is an extension of Transaction Log where it includes all monetary tasks as well.

To access Audit Log module, please navigate through ***Administrative > User Audit Log***




| No. | Log Date/Time | File Reference No. | Reference No. | Corporate ID | User ID | Function | Sub-Function | Action |
|---|---|---|---|---|---|---|---|---|
| 1 | 28 Mar 2018 17:38:25 | - | 1803280022956 | SG480635 | SYS1 | 801083 - User | User | Submit (Create) |
| 2 | 28 Mar 2018 17:22:47 | - | 1803280022955 | SG480635 | SYS1 | 801082 - Subsidiary/Department | Subsidiary/Department | Submit (Create) |
| 3 | 28 Mar 2018 17:14:23 | - | 1803280022953 | SG480635 | HITACHI6 | 802032 - Beneficiary Maintenance | Beneficiary Maintenance | Approve (Create) |
| 4 | 28 Mar 2018 17:12:32 | - | 1803280022954 | SG480635 | SYS1 | 801081 - User Group | User Group | Submit (Create) |
| 5 | 28 Mar 2018 17:12:29 | - | 1803280022953 | SG480635 | HITACHI9 | 802032 - Beneficiary Maintenance | Beneficiary Maintenance | Verify (Create) |
| 6 | 28 Mar 2018 17:12:24 | - | 1803280022952 | SG480635 | SYS2 | 801081 - User Group | User Group | Reject (Create) |
| 7 | 28 Mar 2018 17:10:18 | - | 1803280022953 | SG480635 | HITACHI4 | 802032 - Beneficiary Maintenance | Beneficiary Maintenance | Submit (Create) |
| 8 | 28 Mar 2018 17:09:43 | - | 1803280022952 | SG480635 | SYS1 | 801081 - User Group | User Group | Submit (Create) |
| 9 | 28 Mar 2018 17:07:44 | - | SGOT180309024352 | SG480635 | HITACHI6 | 801006 - Payment/Collection | All Products (SG) | Approve |
| 10 | 28 Mar 2018 16:55:11 | - | 1803280022951 | SG480635 | HITACHI6 | 802032 - Beneficiary Maintenance | Beneficiary Maintenance | Approve (Modify) |

1. You may click on Print hyperlink to print the current listing, or click on Download button to download the listing in the available formats:
   - .CSV
   - .TXT
2. Click on the Log Date/Time hyperlink of a record to see the details.




| Log Date/Time | File Reference No. | Reference No. | Corporate ID | User ID | Function | Sub-Function | Action |
|---|---|---|---|---|---|---|---|
| 28 Mar 2018 17:38:25 | - | 1803280022956 | SG480635 | SYS1 | 801083 - User | User | Submit (Create) |

3. You may click on Print hyperlink to print the current screen, or click on Download button to download the listing in the available format(s) depending on the module.

# Part 5
# System administrators' access rights

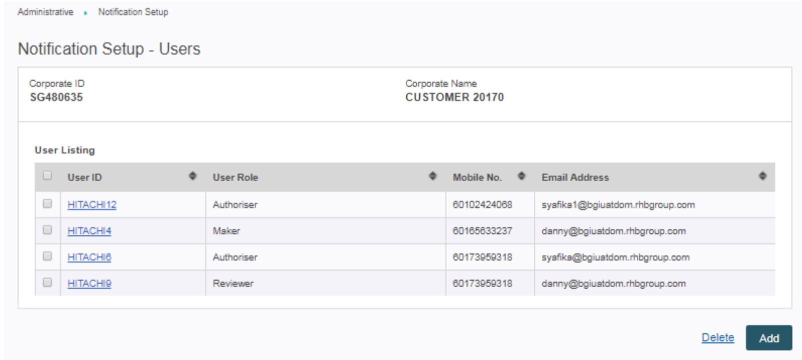
## 5.4
## Notification Setup

This module allows the sysadmin to set up the type of notification method to be sent to RHB Reflex users for tasks performed in RHB REFLEX.

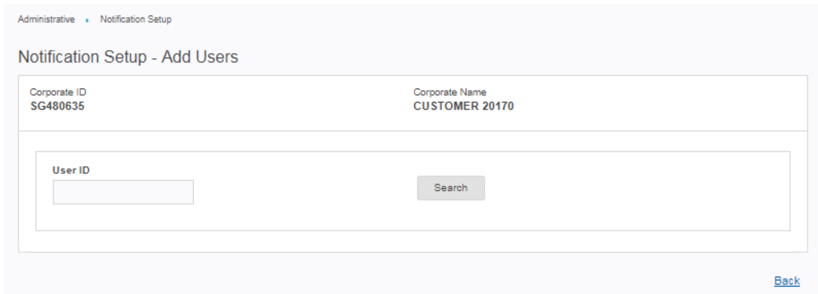
There are three (3) channels available to be selected:

- Reflex Inbox
- Email
- SMS

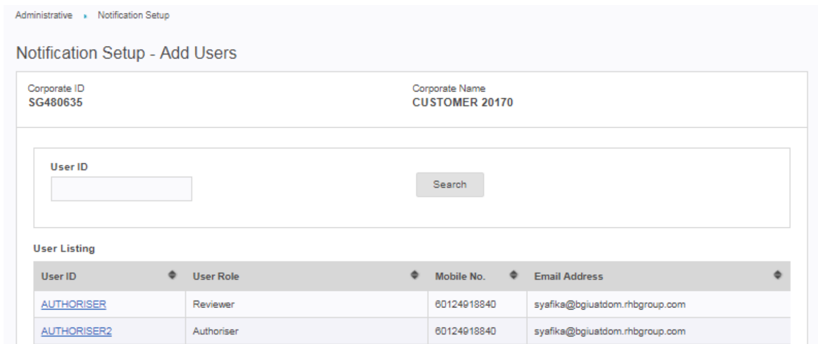
To access Notification Setup module, please navigate through ***Administrative > Notification Setup***.




1. Click on **Add** button to create a setup for a user.



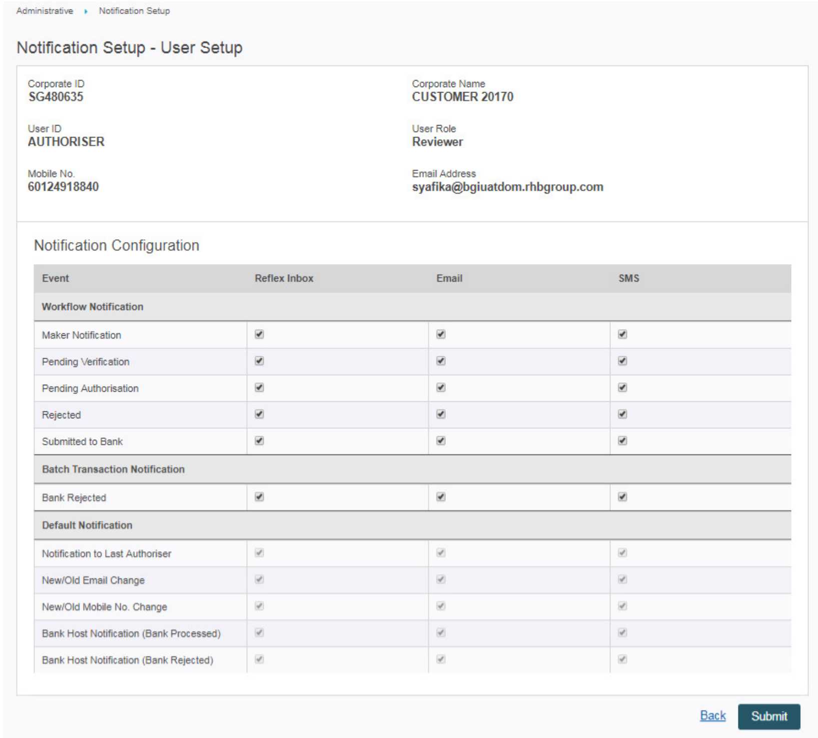

2. Fill in the User ID to be searched and click on **Search** button.



## Part 5
## System administrators' access rights

### 5.4 Notification Setup

3. User will be directed to the below detail page upon clicking on a "User ID" hyperlink.




4. Tick/untick at the checkboxes to enable/disable a particular notification(s).
5. Click on Submit button to submit the task for authorisation.
6. Log in using ***CFO SysAdmin Authoriser*** credentials and approve the notification setup task.

# 6.Payment

## 6.1 Payment Initiation

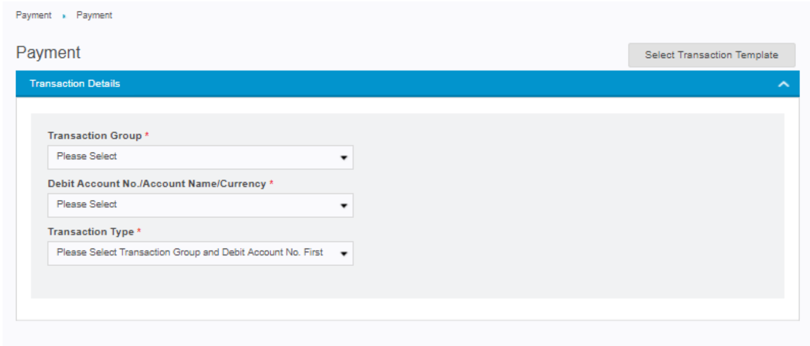
Below are the transaction types that can be performed via RHB REFLEX:

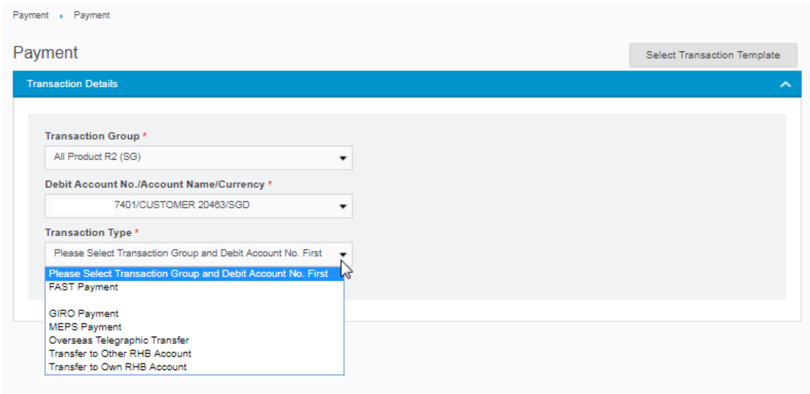
- ➢ Transfer to Own RHB Account
- ➢ Transfer to Other RHB Account
- ➢ GIRO Payment
- ➢ FAST Payment
- ➢ MEPS Payment
- ➢ Overseas Telegraphic Transfer

At payment entry page, please select the initial information needed to perform a transaction:

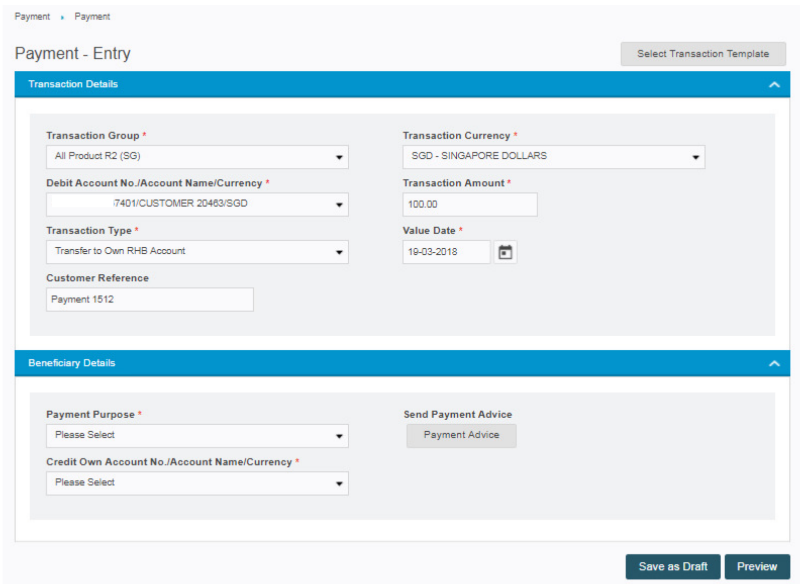
- ➢ Transaction Group: A product package entitled in your service plan.
- ➢ Debit Account No: A current/ saving account to be used as the debiting source for the transaction.
- ➢ Transaction Type: A transaction type to be selected from the list of applicable products maintained under the product package selected prior.

To access Payment module, please navigate through ***Payment > Payment*** using ***CFO Maker*** credentials




1. Select transaction group, debit account no., and the transaction type by clicking on the drop down ▼ of each field.
2. Wait for the screen to render according to the transaction type selected.

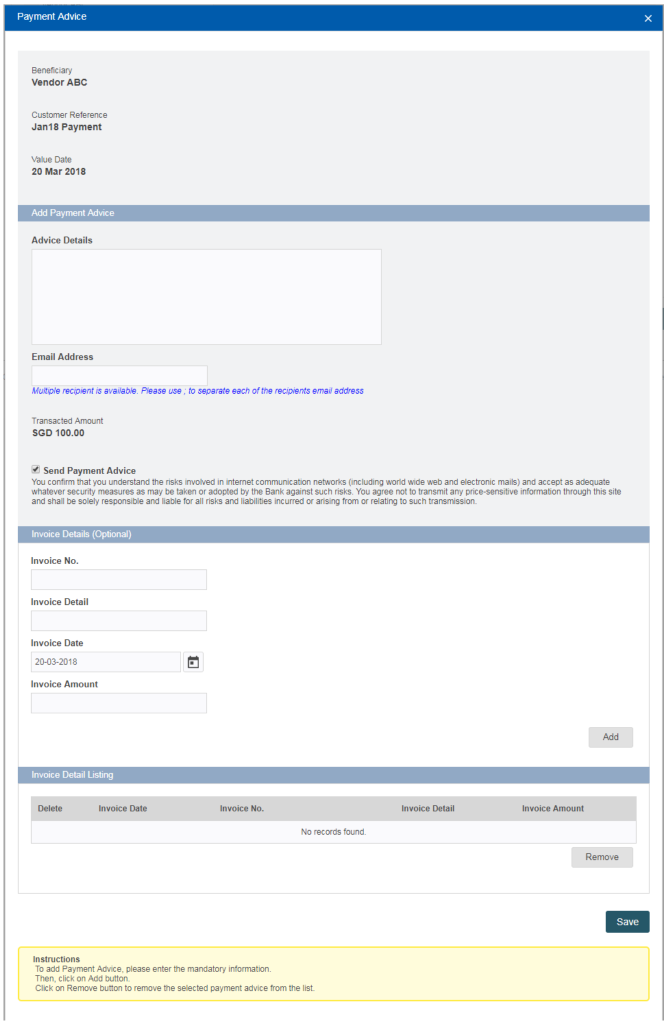


# Part 6
# Payment

## 6.1
## Payment Initiation

3. Fill in transaction details required, the common fields to be filled in across the transaction types:
    - ➢ Transaction Currency
    - ➢ Transaction Amount
    - ➢ Value Date (Processing date)
    - ➢ Customer Reference
    - ➢ (New) Beneficiary Details
        - o Beneficiary Bank Name and Beneficiary Name
        - o Beneficiary Account No.
        - o Beneficiary Account's SWIFT Code
    - ➢ Payment Advice (optional)
4. Payment advice can be set by clicking on 

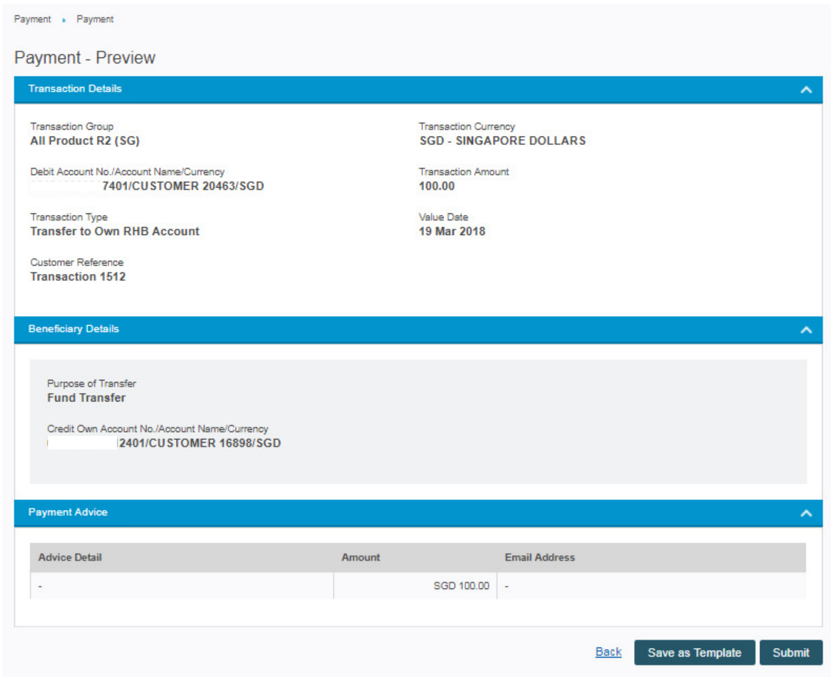
button.



## Part 6
## Payment

### 6.1
### Payment Initiation

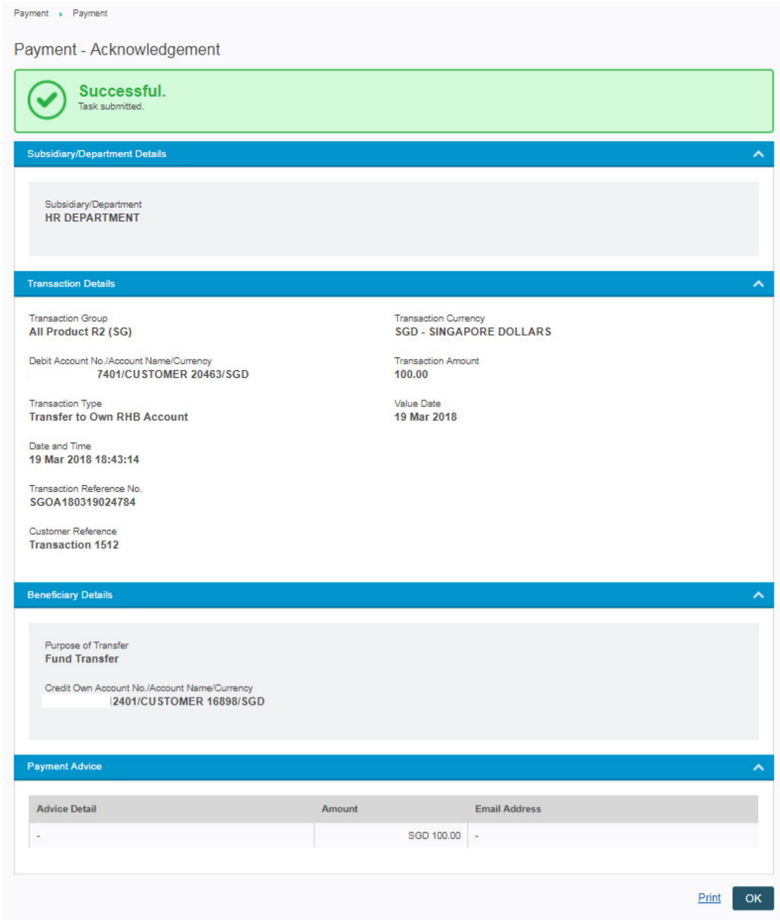
5. Fill in the fields inside payment advice light box that will be prompted:
   - Advice Details
   - Email Address, can be multiple, separate by “;” (semicolon)
   - Invoice Records, by filling in the records below and click on Add button:
     - Invoice No
     - Invoice Detail
     - Invoice Date
     - Invoice Amount
6. Click on Save button at the bottom of the payment advice light box to save the payment advice information, screen will be redirected back to the payment entry page.
7. Upon clicking the Preview button, screen will be redirected to the preview page.




8. Upon clicking Submit button, the transaction will be submitted for reviewer(s)/ authoriser(s) to verify and approve/ reject the task.
9. User will be redirected into the acknowledgement page that will display information of the submitted transaction, including the transaction reference no.

# Part 6
# Payment

## 6.1
## Payment Initiation




10.Log out by clicking  icon.

Steps 11-16 are optional, if review process is needed.

11.Log in using ***CFO Reviewer*** credentials and please navigate through ***Task List > Task List***.

12.Search for the submitted transaction in the listing.

13. Click on the hyperlink to see the details of the task.

14. Click on Verify button after checking on the details of the transaction, or Reject to reject the transaction, if there is anything wrong.

15.Confirm the verification by clicking [OK] button.

16.Log out by clicking  icon.

17.Log in using ***CFO Authoriser*** credentials and please navigate through ***Task List > Task List***.

18.Search for the submitted transaction in the listing.

19. Click on the hyperlink to see the details of the task.

# Part 6
# Payment

## 6.1
## Payment Initiation

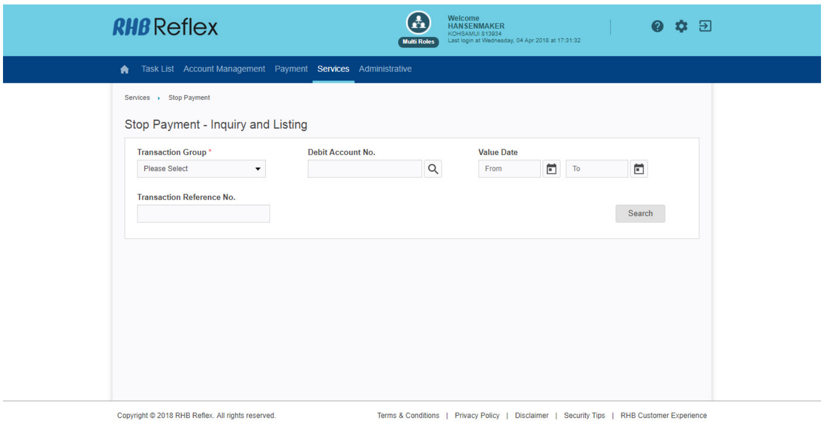
20. Click on Approve button after checking on the details of the transaction, or Reject to reject the transaction, if there is anything wrong.
21. Confirm the authorisation by clicking [Ok] button.
22. Log out by clicking icon.
23. After the authorisation, user is able to check the processing status of the transaction through ***Task List > Transaction Status Inquiry***.

# Part 6
# Payment

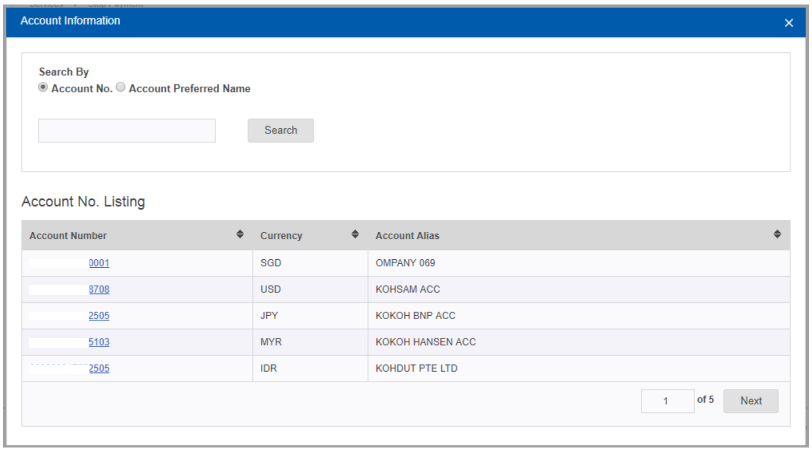
## 6.2
## Stop Payment

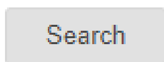
Stop Payment is a module where the user is able to stop future-dated payment.

To access Stop payment module, please navigate through ***Services > Stop Payment***




1. User may select the Transaction Group by clicking on dropdown 
2. User may select the value date.
3. User may input the transaction reference number.
4. User may choose the Debit Account No. by clicking on search icon 

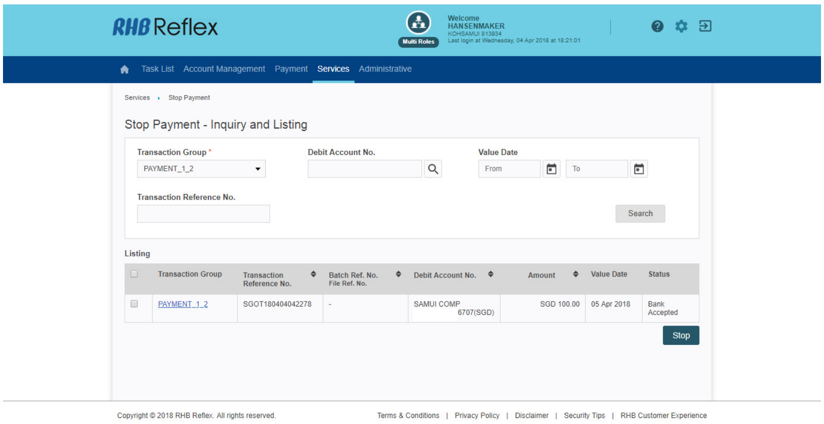



5. Account information light box will appear.
6. User may search the account by Account No. or Account Preferred Name by selecting one of the radio button.
7. Input the search criteria and click on  button.
8. Pagination is available in this light box.
9. Click on Account number hyperlink to choose the account.

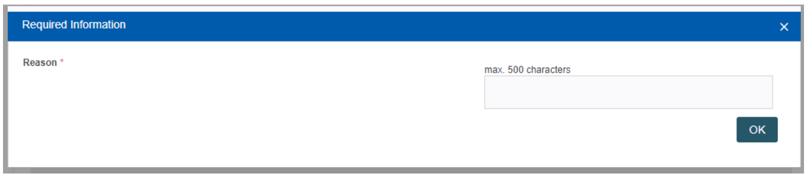
Part 6
Payment

6.2
Stop Payment

10. Click on **Search** button in inquiry and listing page to search the stop payment record based on the searching criteria.



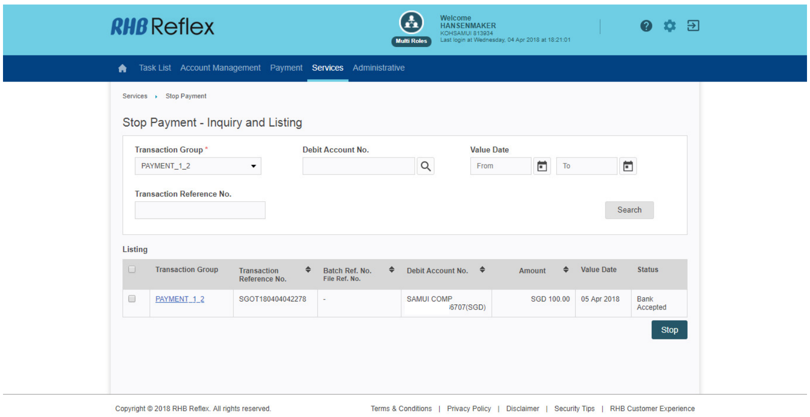

11. Listing result will be displayed.
12. User may stop the payment from inquiry and listing page. Tick on the record checkbox and click on **Stop** button to stop the future dated transaction.



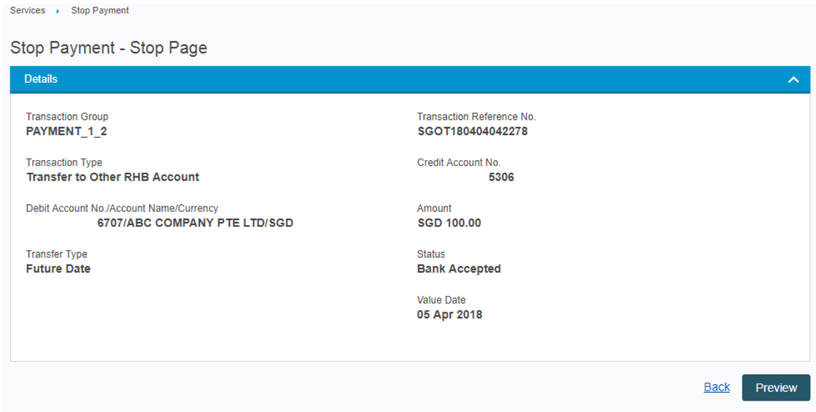

13. Light box will be displayed after clicking on the **Stop** button in inquiry and listing page.
14. Fill in the reason for stopping the payment in the text box.
15. Click on **OK** button to continue with to stop the payment.
16. Acknowledgement page will be displayed after **OK** button has been clicked.

## Part 6
## Payment

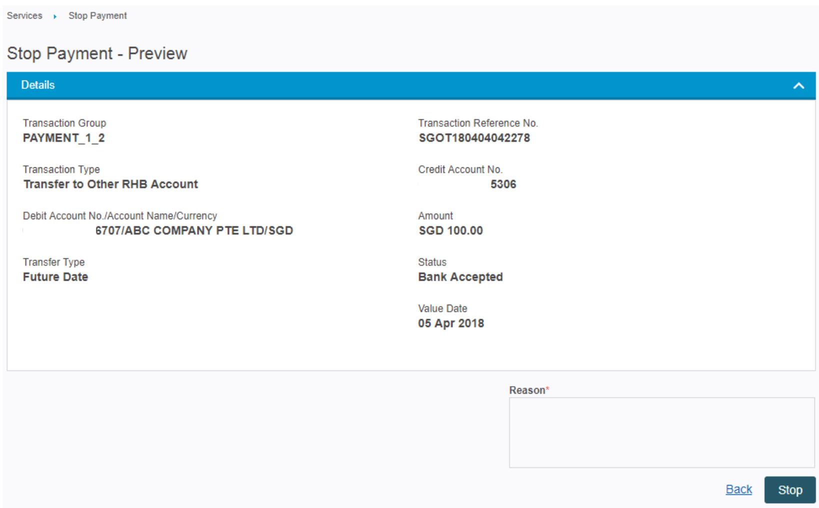
### 6.2
### Stop Payment




17. User may see the full details before stopping the payment by clicking on the Transaction group hyperlink.



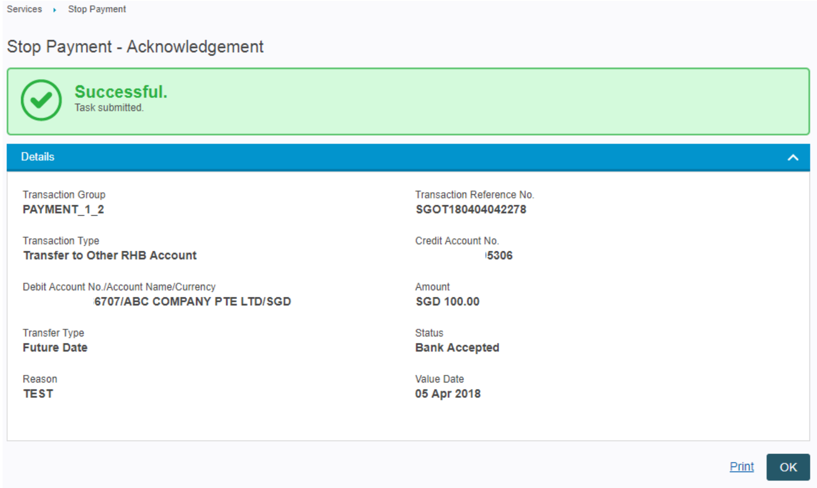

18. System will route user to the Stop page and display the payment details
19. User may click on Back hyperlink to go back to inquiry and listing page.
20. User may click on Preview button to go to preview page.



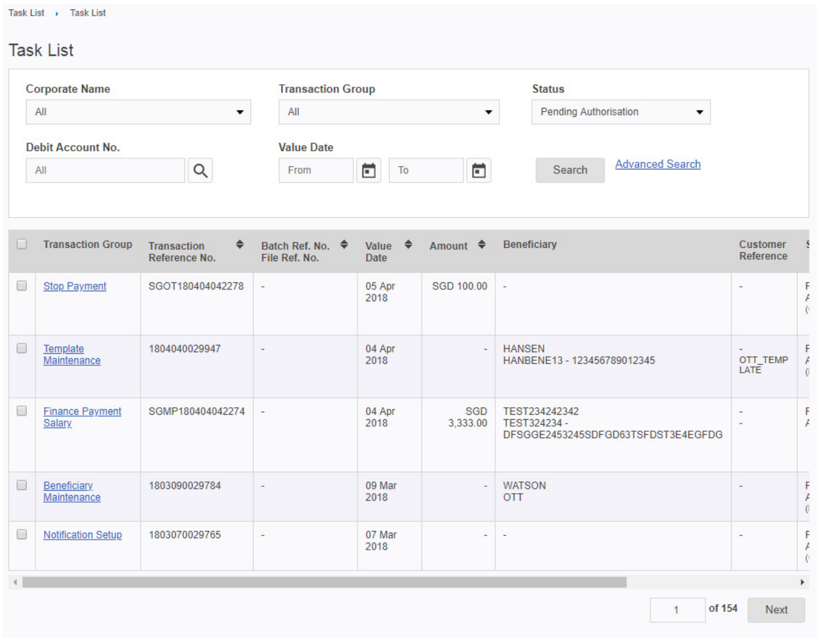
# Part 6
# Payment

## 6.2
## Stop Payment

21. User may click on Back hyperlink to route back to stop page.
22. User may fill in the reason for stopping this payment and click on Stop button to stop this payment.




23. System will route user to acknowledgement page after user clicked on Stop button in preview page.
24. User may click on Print hyperlink to print this page.
25. User may click on OK button to route back to inquiry and listing page.

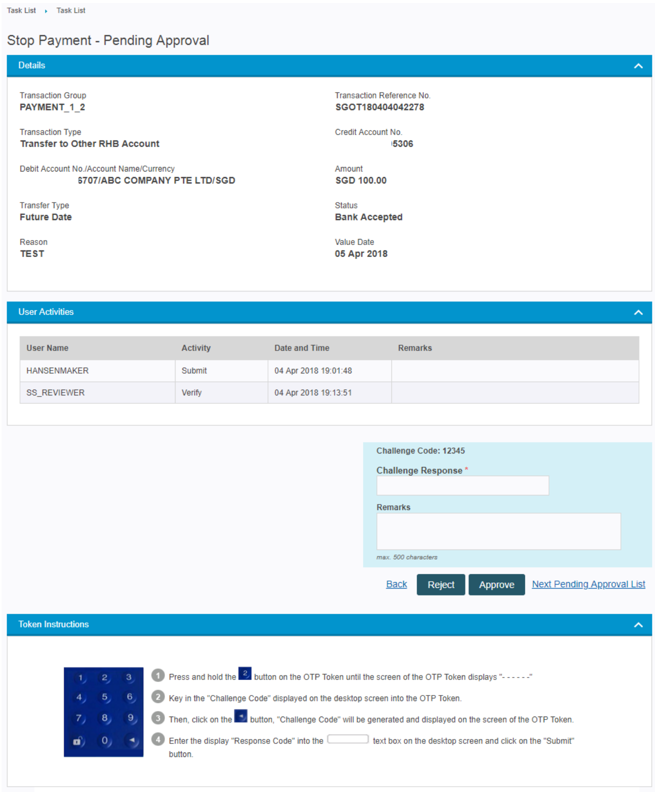



26. Login to CFO with authoriser role.

# Part 6
# Payment

## 6.2
## Stop Payment

27. Search the submitted stop payment task and click on the transaction group hyperlink.




28. System will route user stop payment – pending approval page.
29. System will display user activities section to show the activities on the task.
30. Challenge response section will be displayed in pending approval page.
31. User may click on  to expand or collapse the token instruction section.
32. User may click on Next Pending Approval List hyperlink to check which authoriser entitle to approve the task.

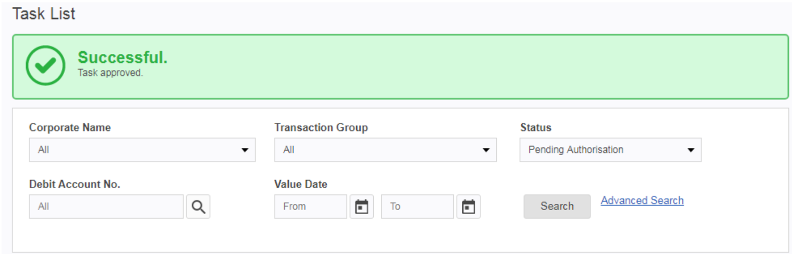

33. User may click on  button to close the light box.
34. User may click on Back hyperlink to route back to task list page.
35. User need to fill in the challenge response field to approve the task.

## Part 6 Payment

### 6.2 Stop Payment

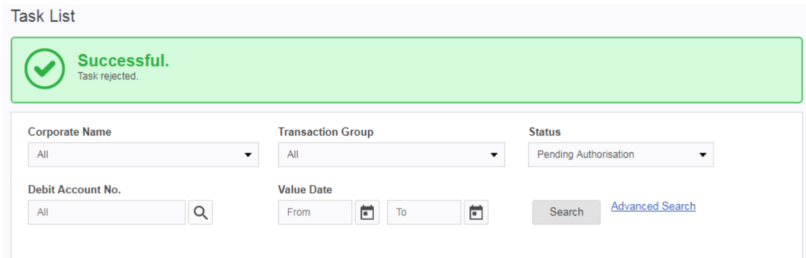
36. Click on 

button to approve the task. Remarks field will be optional. Confirmation light box will appear. Click [OK] button to proceed, click [Cancel] button to cancel. User may click on [OK] button to proceed with approval and system will route user back to the task list page with successful message.




37. Click on 

button to reject the task. Remarks field will be mandatory. Confirmation light box will appear. Click [OK] button to proceed, Click [Cancel] button to cancel. User may click on [OK] button to proceed with approval and system will route user back to the task list page with successful message.



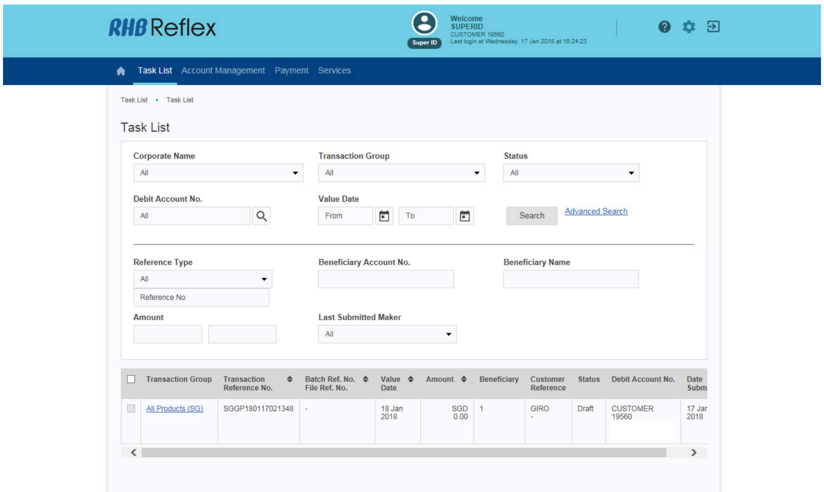
# 7.Task List

Task List allows users to search and perform necessary action for tasks and/or transactions that they have either saved as draft or submit for verification and/or authorisation. The rendering of task list result will be based on user roles and entitlement.

User will be able to perform the following actions from Task List module:

- **Deletion**
  This action can be performed by user with [Maker] role on task and/or transaction with status [Draft]
- **Rejection**
  This action can be performed by user with [Reviewer] and [Authoriser] role on task and/or transaction with status [Pending Verification] and [Pending Authorisation]
- **Verification**
  This action can be performed by user with [Reviewer] role on task and/or transaction with status [Pending Verification]
- **Approval** (Transaction signing by hard token)
  This action can be performed by user with [Authoriser] role on task and/or transaction with status [Pending Approval]

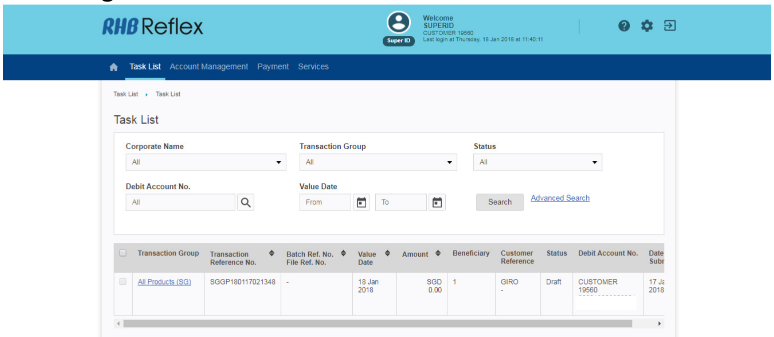
To access Task List module, please navigate through ***Task List > Task List***



# Part 7
# Task List

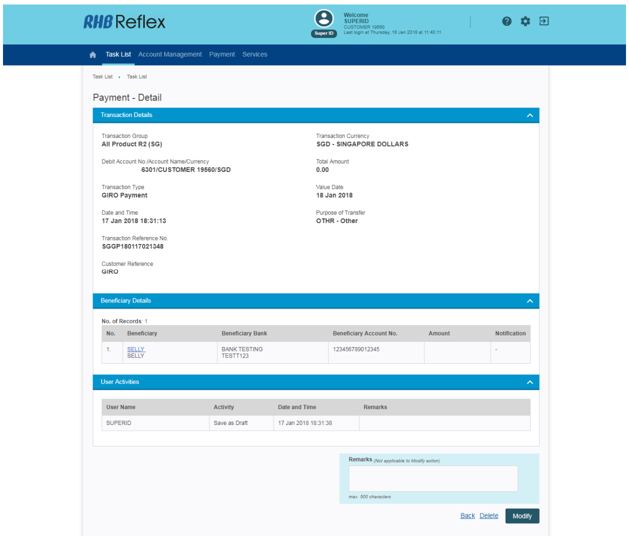
**Deletion**

1. User may select preferred Corporate Name by clicking on the Corporate Name drop down list
2. User may select the Transaction Group by clicking on the Transaction Group drop down list
3. User may select the Status by clicking on the Status drop down list
4. User may select the Debit Account No. by clicking on the Debit Account No.
5. User may select Date by clicking on the date picker
6. User can click on the Advance Search hyperlink to hide additional searching fields

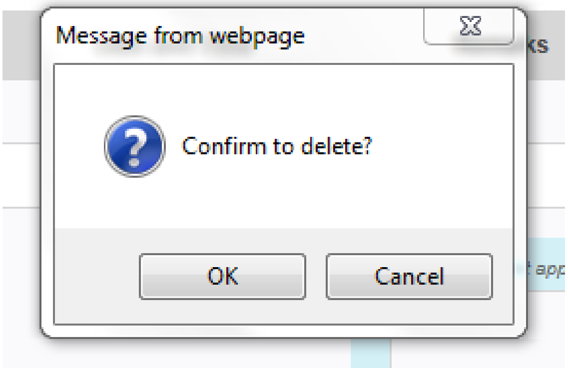



7. User may select the Reference Type by clicking on the Reference Type drop down list or keying in the Reference in the Reference No. field
8. User may select the amount by keying in the Amount range in the Amount fields
9. User may select the Beneficiary Account No. by keying the beneficiary account no in the Beneficiary Account No field
10. User may select the Last Submitted Maker by clicking on the Last Submitted Maker drop down list
11. User may select the Beneficiary Name by keying in the Beneficiary Name in the Beneficiary Name field
12. Upon clicking Search button, system will display all the task based on the searching criteria
13. Click on the Transaction Group hyperlink to view the details of task to be deleted

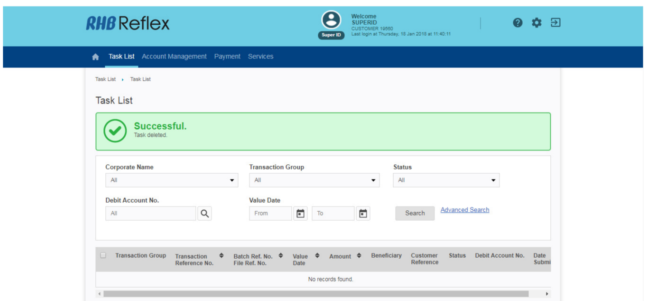
# Part 7
# Task List




14. User can
    a. click on [Modify] Button to modified the task
    b. click on Back to return to task listing page
15. Click on the Delete hyperlink to delete the task and user will be prompted with confirmation light box



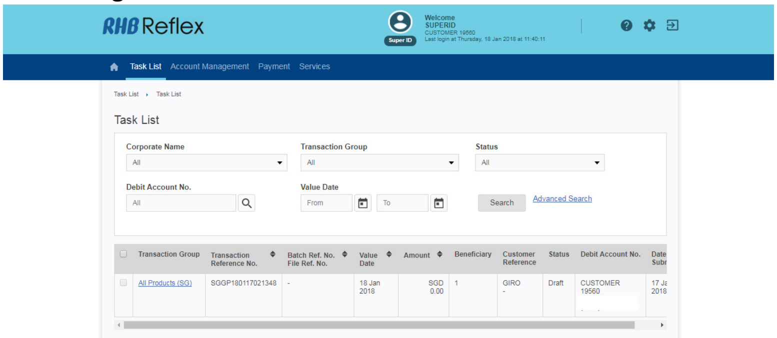

16. User can click on [Cancel] button to close the confirmation light box and remain in the task detail page
17. Click on the [OK] button to delete record



Part 7
Task List

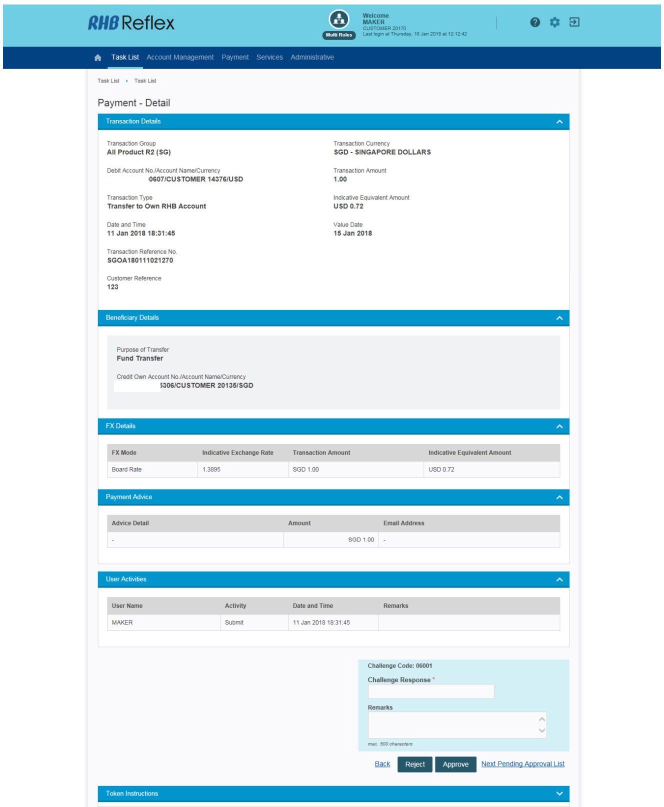
**Rejection from Task Details Page**

1. User may select desired Corporate Name by clicking on the Corporate Name drop down list
2. User may select desired Transaction Group by clicking on the Transaction Group drop down list
3. User may select desired Status by clicking on the Status drop down list
4. User may select desired Debit Account No. by clicking on the Debit Account No.
5. User may select desired Date by clicking on the date picker
6. User can click on the Advance Search hyperlink to hide additional searching fields

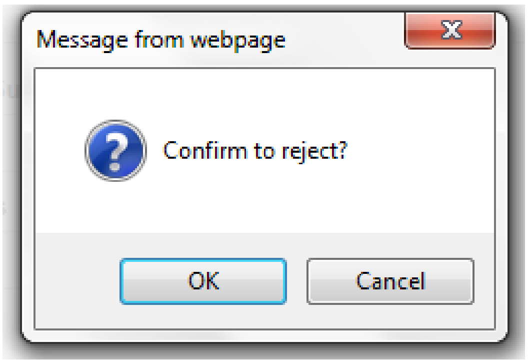



7. User may select desired Reference Type by clicking on the Reference Type drop down list or keying in the Reference in the Reference No. field
8. User may select desired amount by keying in the Amount range in the Amount fields
9. User may select desired Beneficiary Account No. by keying the beneficiary account no in the Beneficiary Account No field
10. User may select desired Last Submitted Maker by clicking on the Last Submitted Maker drop down list
11. User may select desired Beneficiary Name by keying in the Beneficiary Name in the Beneficiary Name field
12. Upon clicking Search button, system will display all the task based on the searching criteria
13. Click on the Transaction Group hyperlink to view the details of task to be rejected

# Part 7
# Task List



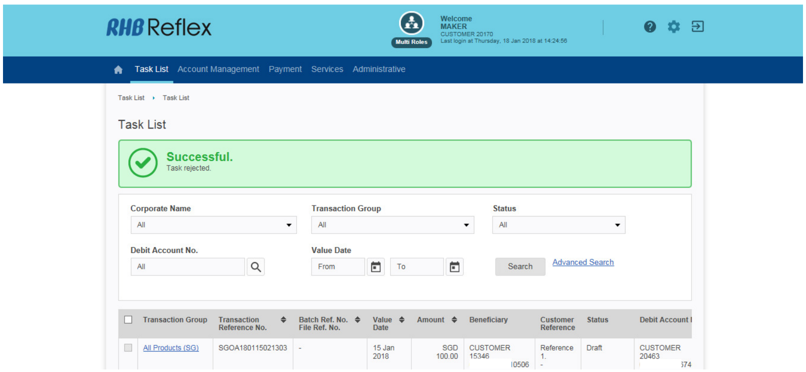

14. User can
    a. click on Back to return to task listing page
    b. click on [Approve] button to authorise the selected task
    c. click on Next Pending Approval List to view users who are eligible to action on the task.
15. Fill in the Remarks field which is mandatory for rejection of a task
16. Click on [Reject] button and user will be prompted with confirmation light box




17. User can click on [Cancel] button to close the confirmation light box and remain in the task details page

# Part 7
# Task List

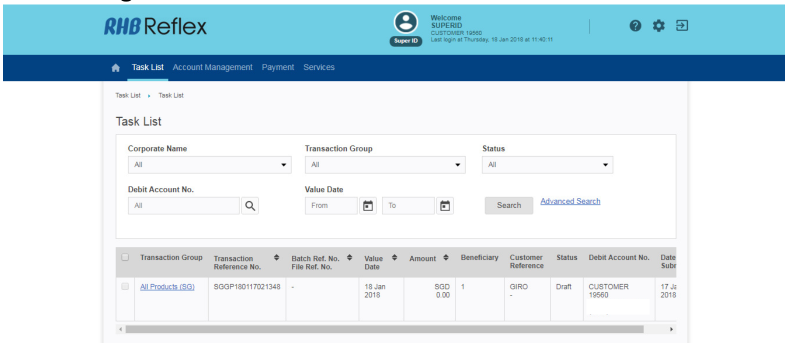
18. Click on the [OK] button to reject record



Part 7
Task List

**Rejection from Task Listing Page**

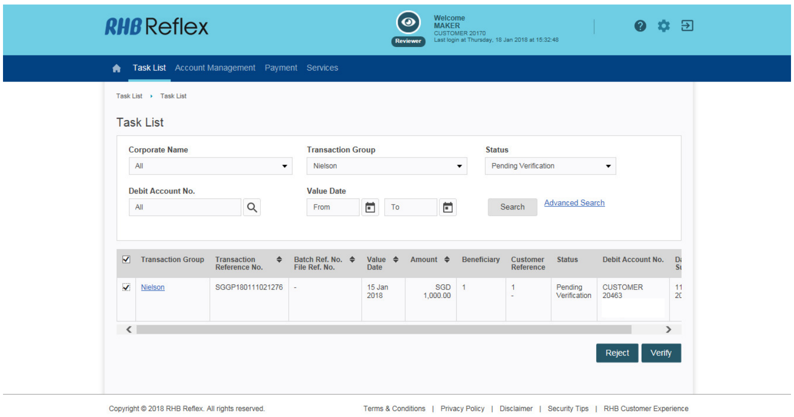
1. User may select desired Corporate Name by clicking on the Corporate Name drop down list
2. User may select desired Transaction Group by clicking on the Transaction Group drop down list
3. User may select desired Status by clicking on the Status drop down list
4. User may select desired Debit Account No. by clicking on the Debit Account No.
5. User may select desired Date by clicking on the date picker
6. User can click on the Advance Search hyperlink to hide additional searching fields



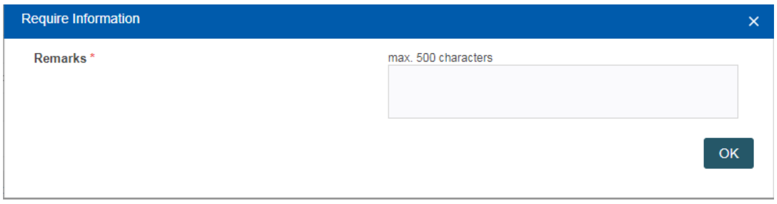

7. User may select desired Reference Type by clicking on the Reference Type drop down list or keying in the Reference in the Reference No. field
8. User may select desired amount by keying in the Amount range in the Amount fields
9. User may select desired Beneficiary Account No. by keying the beneficiary account no in the Beneficiary Account No field
10. User may select desired Last Submitted Maker by clicking on the Last Submitted Maker drop down list
11. User may select desired Beneficiary Name by keying in the Beneficiary Name in the Beneficiary Name field
12. Upon clicking 

button, system will display all the task based on the searching criteria
13. Click on the check box beside the record to be rejected

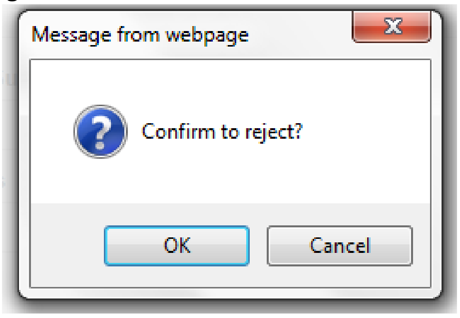
# Part 7
# Task List



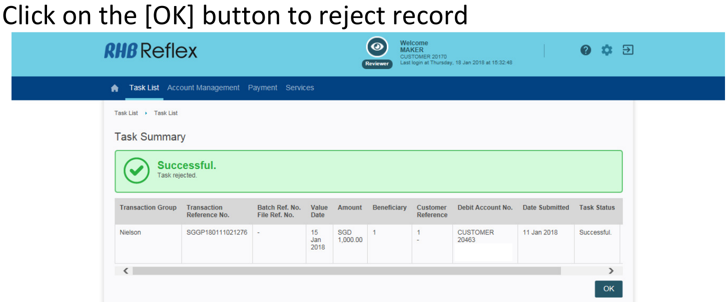

14. Click on the [Reject] button and user will be prompted with Required Information light box




15. Fill in the Remarks field which is mandatory for rejection of a task
16. Click on [OK] button and user will be prompted with confirmation light box




17. User can click on [Cancel] button to close the confirmation light box and remain in the task details page
18. Click on the [OK] button to reject record

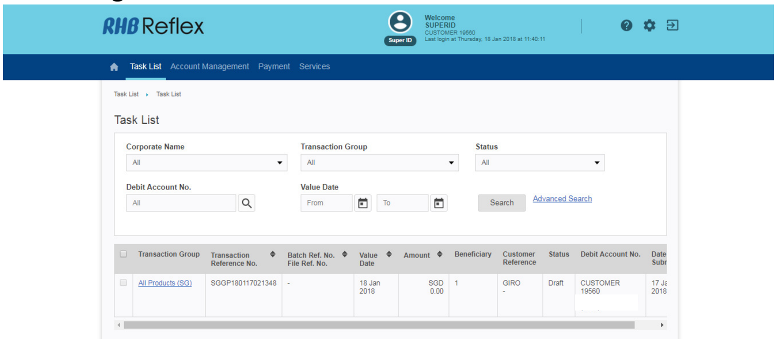


Part 7

Task List

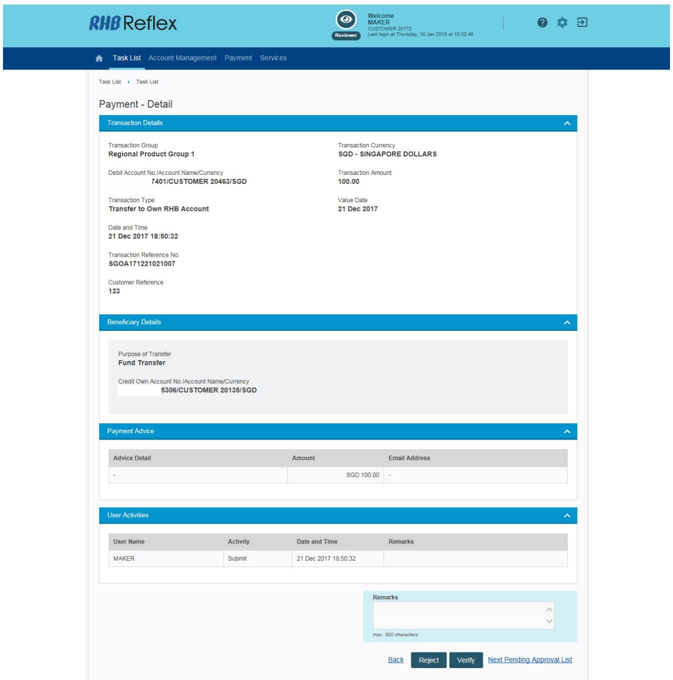
**Verification from Task Details Page**

1. User may select desired Corporate Name by clicking on the Corporate Name drop down list
2. User may select desired Transaction Group by clicking on the Transaction Group drop down list
3. User may select desired Status by clicking on the Status drop down list
4. User may select desired Debit Account No. by clicking on the Debit Account No.
5. User may select desired Date by clicking on the date picker
6. User can click on the Advance Search hyperlink to hide additional searching fields

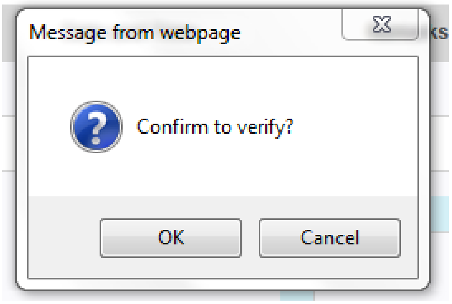



7. User may select desired Reference Type by clicking on the Reference Type drop down list or keying in the Reference in the Reference No. field
8. User may select desired amount by keying in the Amount range in the Amount fields
9. User may select desired Beneficiary Account No. by keying the beneficiary account no in the Beneficiary Account No field
10. User may select desired Last Submitted Maker by clicking on the Last Submitted Maker drop down list
11. User may select desired Beneficiary Name by keying in the Beneficiary Name in the Beneficiary Name field
12. Upon clicking Search button, system will display all the task based on the searching criteria
13. Click on the Transaction Group hyperlink to view the details of task to be verified

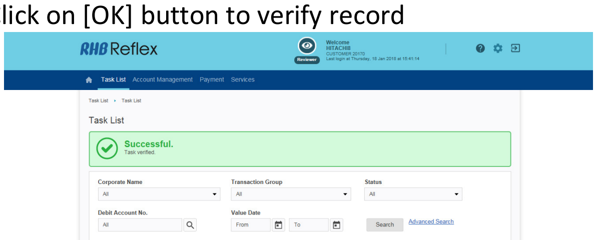
# Part 7
# Task List




14. User can
    a. click on Back to return to task listing page
    b. click on [Reject] button to reject the selected task
    c. click on Next Pending Approval List to view users who are eligible to action on the task.
15. Click on [Verify] button and user will be prompted with confirmation light box



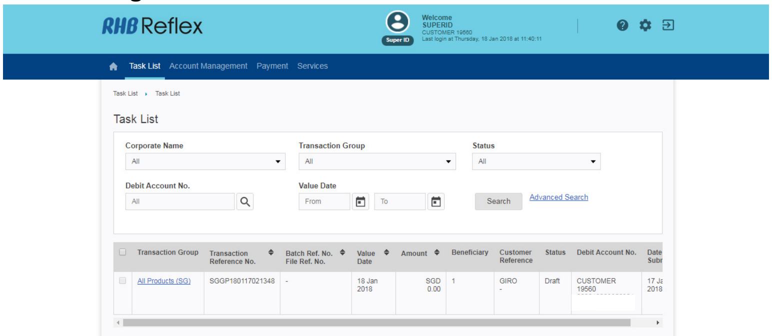

16. User can click on [Cancel] button to close the confirmation light box and remain in the task details page
17. Click on [OK] button to verify record



Part 7
Task List

**Verification from Task Listing Page**

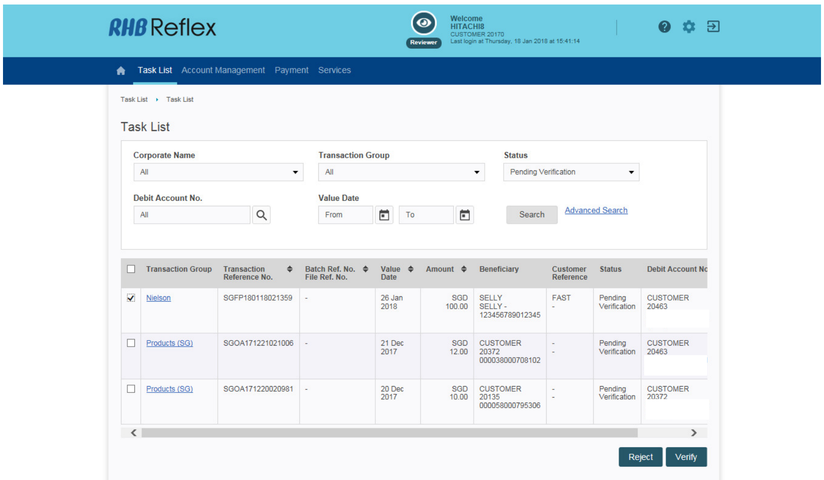
1. User may select desired Corporate Name by clicking on the Corporate Name drop down list
2. User may select desired Transaction Group by clicking on the Transaction Group drop down list
3. User may select desired Status by clicking on the Status drop down list
4. User may select desired Debit Account No. by clicking on the Debit Account No.
5. User may select desired Date by clicking on the date picker
6. User can click on the Advance Search hyperlink to hide additional searching fields



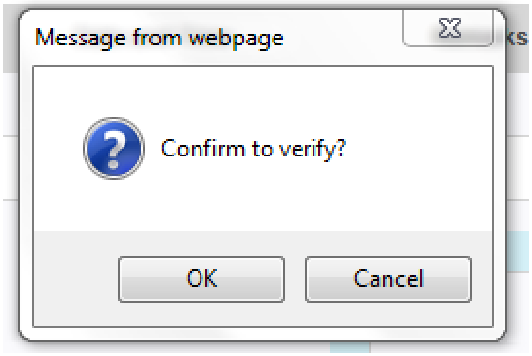

7. User may select desired Reference Type by clicking on the Reference Type drop down list or keying in the Reference in the Reference No. field
8. User may select desired amount by keying in the Amount range in the Amount fields
9. User may select desired Beneficiary Account No. by keying the beneficiary account no in the Beneficiary Account No field
10. User may select desired Last Submitted Maker by clicking on the Last Submitted Maker drop down list
11. User may select desired Beneficiary Name by keying in the Beneficiary Name in the Beneficiary Name field
12. Upon clicking  button, system will display all the task based on the searching criteria

13. Click on the check box beside the record to be verified

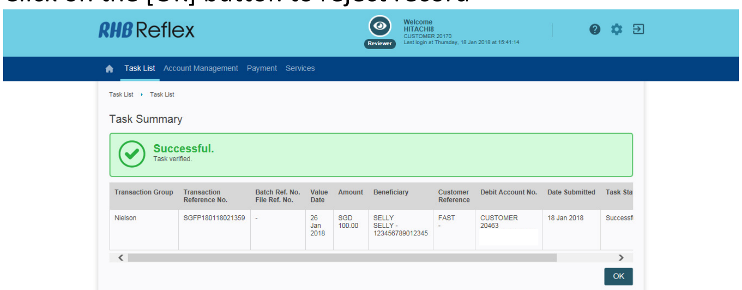
# Part 7
# Task List




14. Click on the [Verify] button and user will be prompted with confirmation light box
15. Click on [OK] button and user will be prompted with confirmation light box



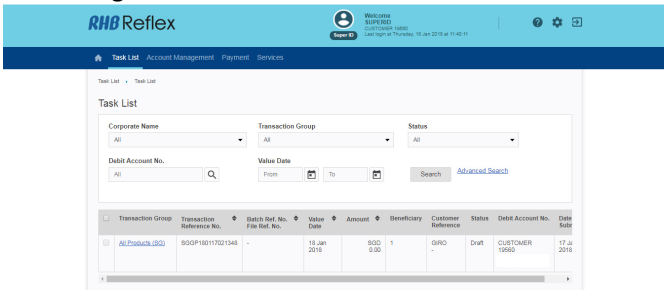

16. User can click on [Cancel] button to close the confirmation light box and remain in the task listing page
17. Click on the [OK] button to reject record



Part 7
Task List

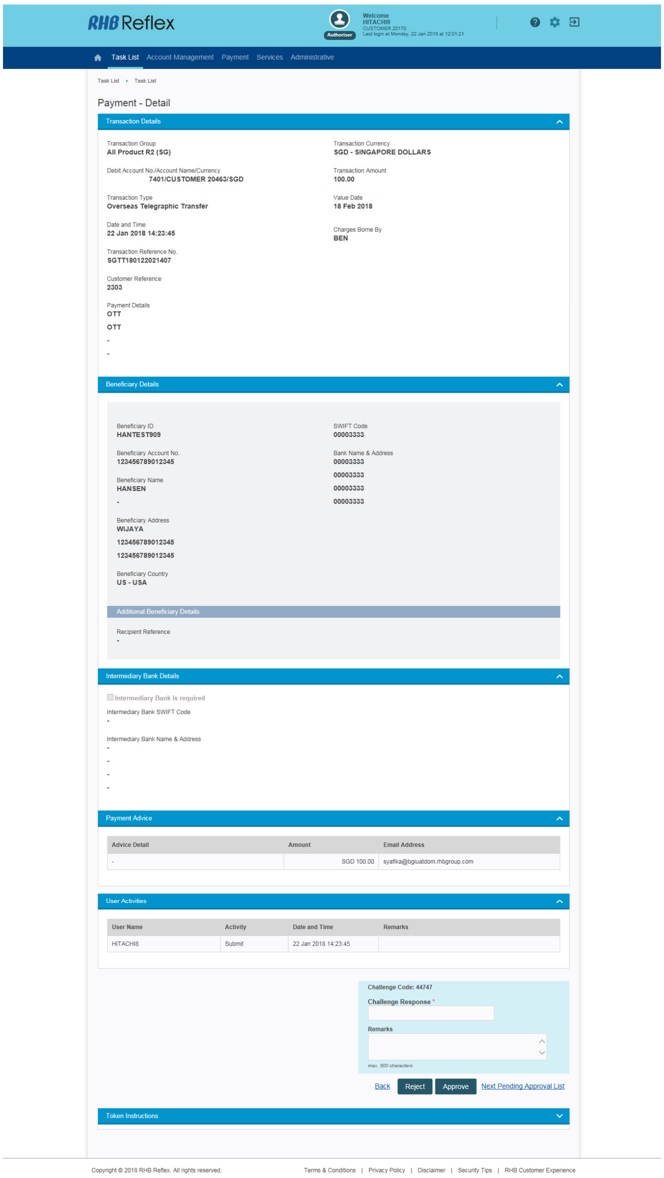
**Approval from Task Details Page**

1. User may select desired Corporate Name by clicking on the Corporate Name drop down list
2. User may select desired Transaction Group by clicking on the Transaction Group drop down list
3. User may select desired Status by clicking on the Status drop down list
4. User may select desired Debit Account No. by clicking on the Debit Account No.
5. User may select desired Date by clicking on the date picker
6. User can click on the Advance Search hyperlink to hide additional searching fields




7. User may select desired Reference Type by clicking on the Reference Type drop down list or keying in the Reference in the Reference No. field
8. User may select desired amount by keying in the Amount range in the Amount fields
9. User may select desired Beneficiary Account No. by keying the beneficiary account no in the Beneficiary Account No field
10. User may select desired Last Submitted Maker by clicking on the Last Submitted Maker drop down list
11. User may select desired Beneficiary Name by keying in the Beneficiary Name in the Beneficiary Name field
12. Upon clicking Search button, system will display all the task based on the searching criteria
13. Click on the Transaction Group hyperlink to view the details of task to be approved

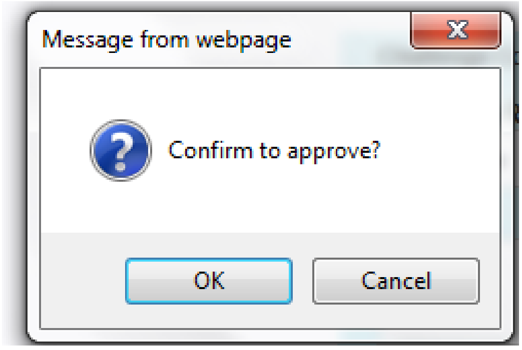
# Part 7
# Task List



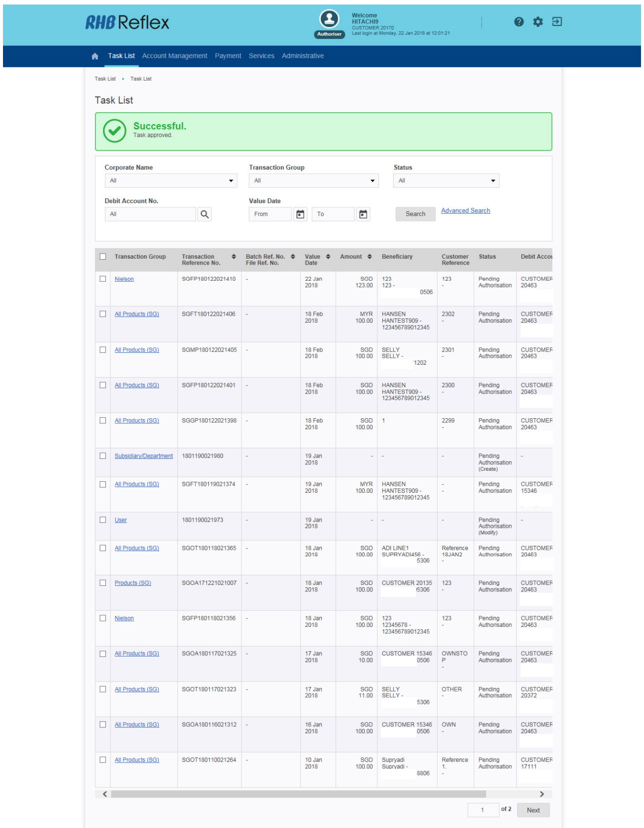

14. User can
    a. Click on Back to return to task listing page
    b. Click [Approve/Reject] button to reject the selected task
    c. Click on Next Pending Approval List to view users who are eligible to action on the task
15. Press and hold the [2] button on the OTP Token until the screen of the OTP Token displays "- - - - - -"
16. Key in the "Challenge Code" displayed on the desktop screen into the OTP Token.
17. Then, click on the [<] button, "Challenge Code" will be generated and displayed on the screen of the OTP Token.

# Part 7
# Task List

18. Enter the display "Challenge Response" into the text box on the desktop screen and click on the "Approve" button
19. User will be prompted with confirmation light box



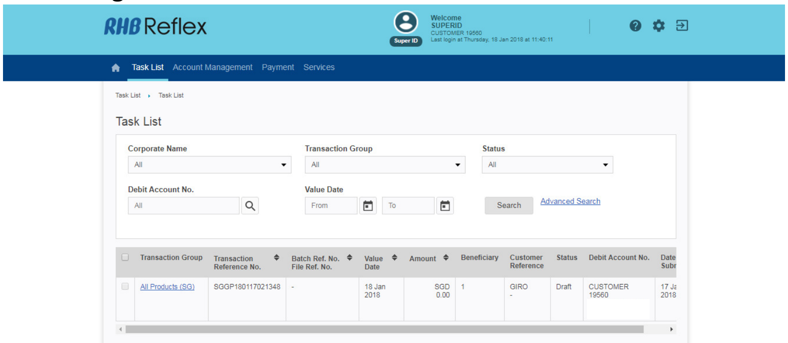

20. User can click on [Cancel] button to close the confirmation light box and remain in the task details page
21. Click on [OK] button to verify record



# Part 7
# Task List

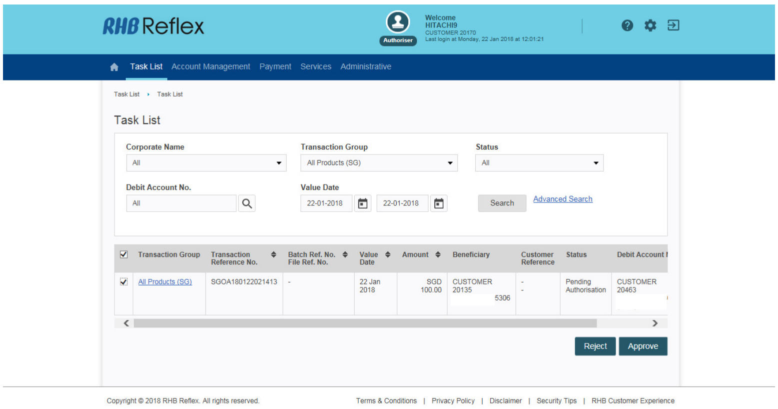
**Rejection from Task Listing Page**

1. User may select desired Corporate Name by clicking on the Corporate Name drop down list
2. User may select desired Transaction Group by clicking on the Transaction Group drop down list
3. User may select desired Status by clicking on the Status drop down list
4. User may select desired Debit Account No. by clicking on the Debit Account No.
5. User may select desired Date by clicking on the date picker
6. User can click on the Advance Search hyperlink to hide additional searching fields

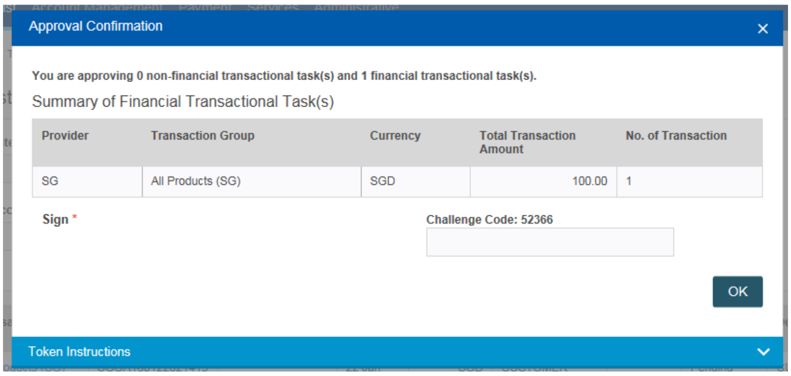



7. User may select desired Reference Type by clicking on the Reference Type drop down list or keying in the Reference in the Reference No. field
8. User may select desired amount by keying in the Amount range in the Amount fields
9. User may select desired Beneficiary Account No. by keying the beneficiary account no in the Beneficiary Account No field
10. User may select desired Last Submitted Maker by clicking on the Last Submitted Maker drop down list
11. User may select desired Beneficiary Name by keying in the Beneficiary Name in the Beneficiary Name field
12. Upon clicking Search button, system will display all the task based on the searching criteria
13. Click on the check box beside the record to be approved

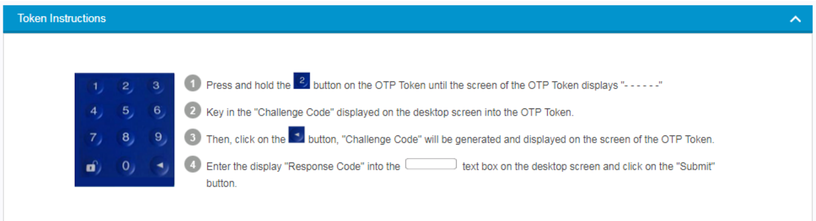
## Part 7
## Task List




14. Click on the [Approve] button and user will be prompted with approval confirmation light box

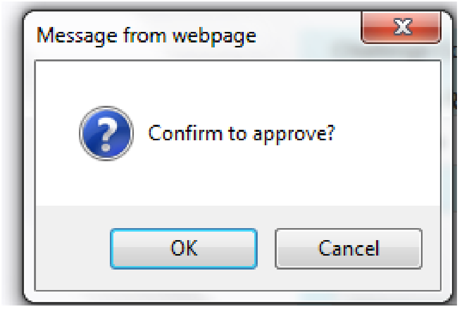



15. User may click on [button] button to expand the token instruction section.

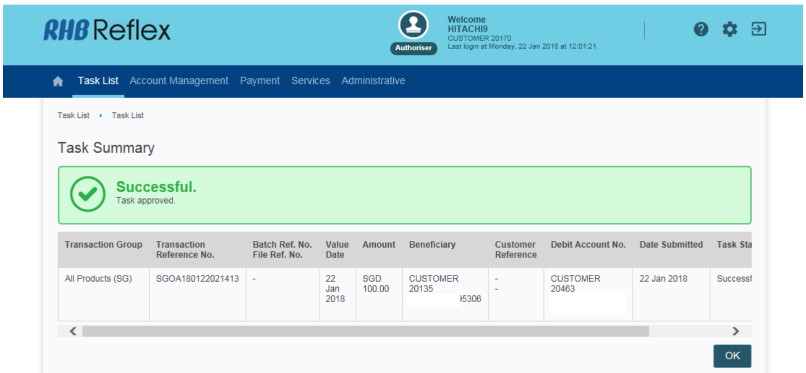



16. Enter the display "Challenge Response" into the text box on the desktop screen and click on the "Approve" button
17. User will be prompted with confirmation light box

# Part 7
# Task List



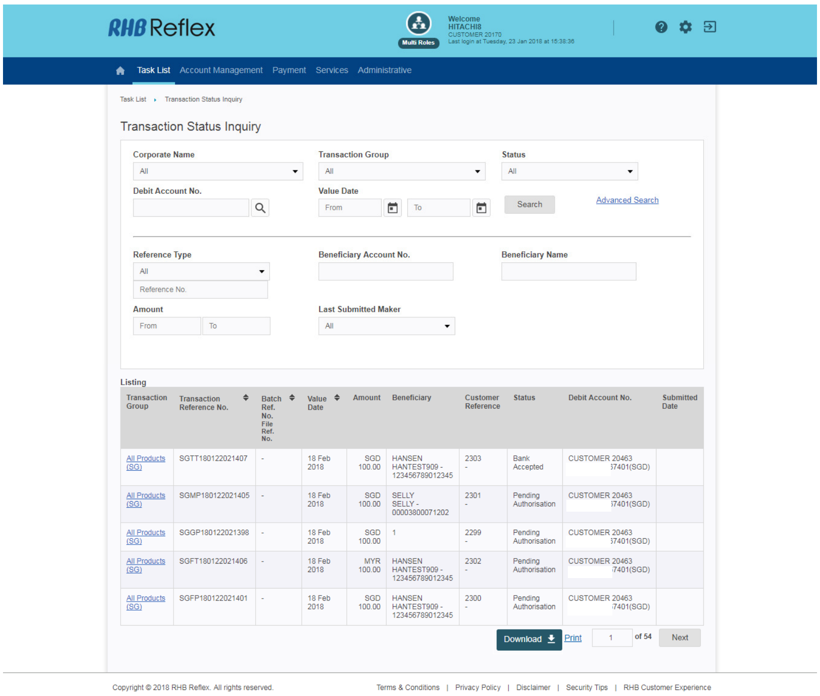

18. User can click on [Cancel] button to close the confirmation light box and remain in the task details page
19. Click on [OK] button to approve record



# 8.Transaction Status Inquiry

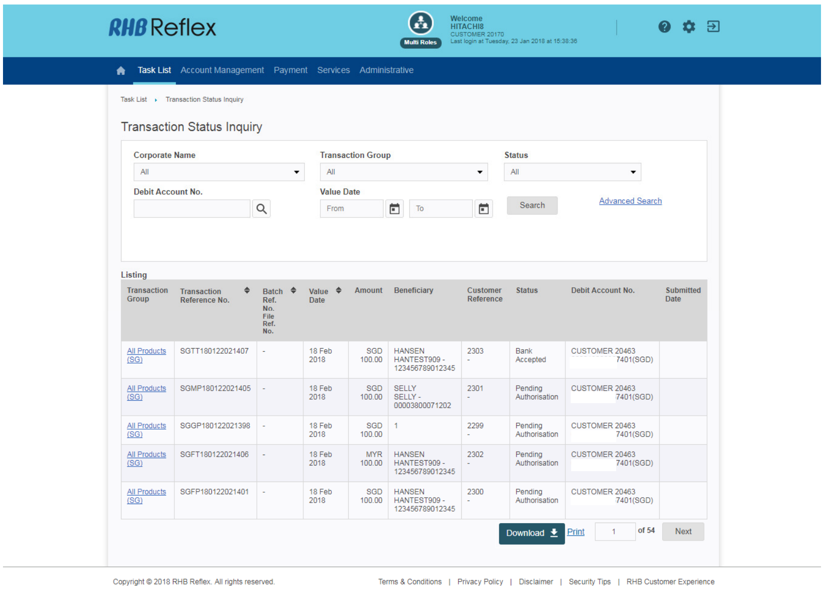
Transaction Status Inquiry allows users to view the status of all transactions made via RHB REFLEX based on their user entitlement.

To access Transaction Status Inquiry module, please navigate through ***Task List > Transaction Status Inquiry***




1. User may select desired Corporate Name by clicking on the Corporate Name drop down list
2. User may select desired Transaction Group by clicking on the Transaction Group drop down list
3. User may select desired Status by clicking on the Status drop down list
4. User may select desired Debit Account No. by clicking on the Debit Account No.
5. User may select desired Date by clicking on the date picker
6. User can click on the Advance Search hyperlink to hide additional searching fields

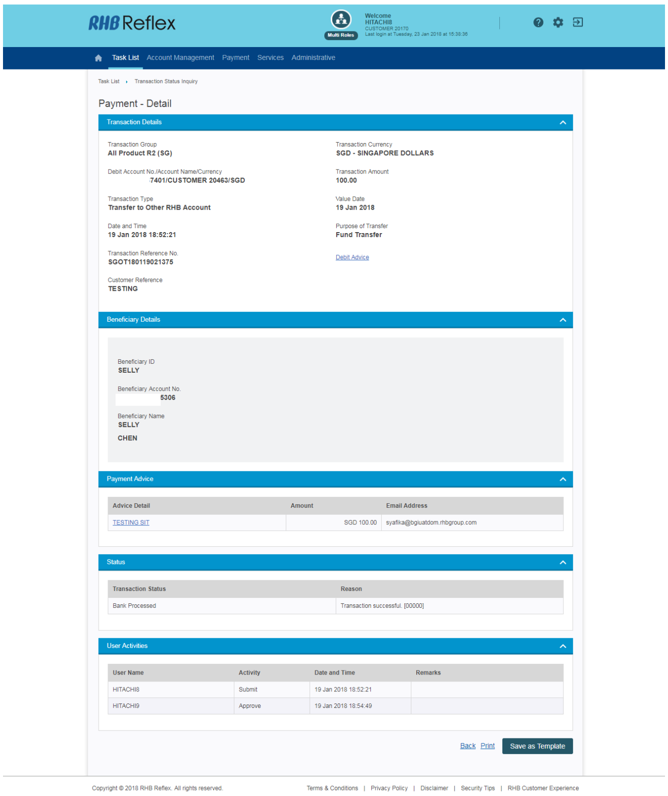
# Part 8
# Transaction Status Inquiry




7. User may select desired Reference Type by clicking on the Reference Type drop down list or keying in the Reference in the Reference No. field
8. User may select desired amount by keying in the Amount range in the Amount fields
9. User may select desired Beneficiary Account No. by keying the beneficiary account no in the Beneficiary Account No field
10. User may select desired Last Submitted Maker by clicking on the Last Submitted Maker drop down list
11. User may select desired Beneficiary Name by keying in the Beneficiary Name in the Beneficiary Name field
12. Upon clicking 

button, system will display all the transaction based on the searching criteria.
13. Click [Download] and choose CSV
14. Once successful, a message will prompt Download request has been sent successfully. Please check in File Repository Portlet.
15. Report can be retrieve from File Repository
16. User can
    a. click on Print to view and print the screen page
17. Click on the Transaction Group hyperlink to view the details of transaction

# Part 8
# Transaction Status Inquiry



18. User can
    a. Click on [Save as Template] button to save the transaction as a template
    b. Click on Print to view and print out the screen page
    c. Click on Back to return to Inquiry and Listing page

# 9.Reports

Admin Report allows users to download the following report:

- Corporate User Summary
- Corporate Consolidate
- Charges

Inquiry allows users to download the following report:

- Transaction Details

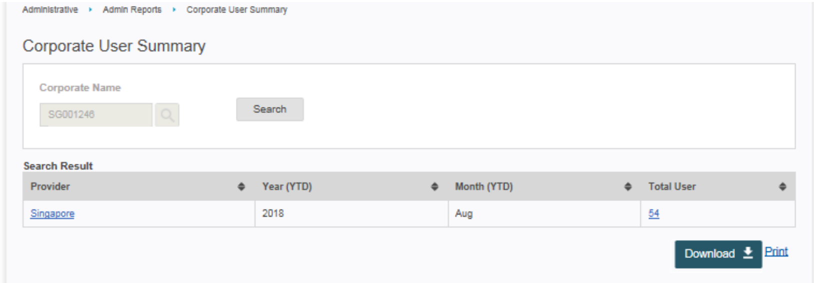
## 9.1 Corporate User Summary

Corporate User Summary Module allows users to enquire on the users within the Corporate. The report drills in to:

- *Corporate User Summary (Enquiry of total number of users under the corporate regardless the status)*
- *Corporate User Summary – User Summary* (Enquiry on the number of active and inactive users by roles.)
- *Corporate User Summary – User Details* (Enquiry on the number of active and inactive users by roles)
- *Corporate User Summary – Accessible Accounts and Products* (Enquiry on the accessible accounts and products for each user within the corporate)

### 9.1.1. Corporate User Summary

To access the Corporate User Summary module, please navigate through ***Administrative > Admin Report > Corporate User Summary***

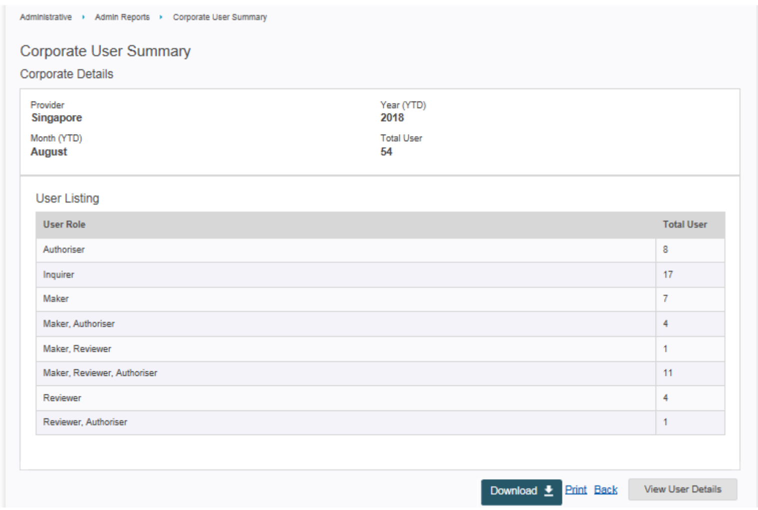



1. Upon clicking on Search button, system will display the search result
2. Click on Download button and choose .CSV and PDF
3. Once successful, a message will prompt Download request has been sent successfully. Please check in File Repository Portlet.
4. User can
   a. click Print to view and print out the screen page
   b. click on the Provider hyperlink to access user details
   c. click on the Total User hyperlink to access user summary

### 9.1.2 Corporate User Summary – User Summary

To access this page, please navigate as through below steps

1. To continue from Step 9.1.1 (point 4), user can click Total User hyperlink to access user summary



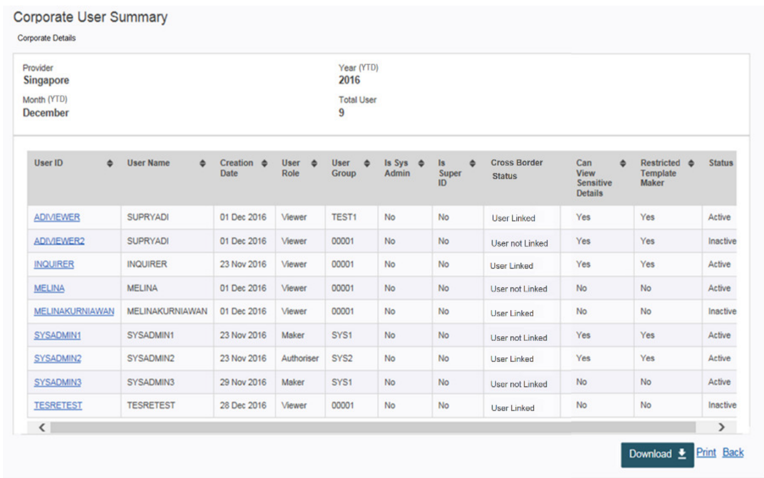
Part 9
Report

2. Click on Download button and choose .CSV and PDF
3. Once successful, a message will prompt Download request has been sent successfully. Please check in File Repository Portlet.
4. User can
   a. click Print to view and print out the screen page
   b. click Back hyperlink to go to previous page
   c. click on the View User Details button to access user details

## 9.1.3. Corporate User Summary – User Details

There are 2 ways to access this page as below

1. To continue from Step 9.1.1 (point 4), user can click Provider hyperlink to access User Details page
   Or
2. To continue from step 9.1.2 (point 4), user can click on View User Details button to access User Details page


Corporate User Summary
Corporate Details

Provider
Singapore
Year (YTD)
2016
Month (YTD)
December
Total User
9

| User ID | User Name | Creation Date | User Role | User Group | Is Sys Admin | Is Super ID | Cross Border Status | Can View Sensitive Details | Restricted Template Maker | Status |
|---|---|---|---|---|---|---|---|---|---|---|
| ADMIEWER | SUPRYADI | 01 Dec 2016 | Viewer | TEST1 | No | No | User Linked | Yes | Yes | Active |
| ADMIEWER2 | SUPRYADI | 01 Dec 2016 | Viewer | 00001 | No | No | User not Linked | Yes | Yes | Inactive |
| INQUIRER | INQUIRER | 23 Nov 2016 | Viewer | 00001 | No | No | User Linked | Yes | Yes | Active |
| MELINA | MELINA | 01 Dec 2016 | Viewer | 00001 | No | No | User not Linked | No | No | Active |
| MELINAKURNIAWAN | MELINAKURNIAWAN | 01 Dec 2016 | Viewer | 00001 | No | No | User Linked | No | No | Inactive |
| SYSADMIN1 | SYSADMIN1 | 23 Nov 2016 | Maker | SYS1 | No | No | User not Linked | Yes | Yes | Active |
| SYSADMIN2 | SYSADMIN2 | 23 Nov 2016 | Authoriser | SYS2 | No | No | User Linked | Yes | Yes | Active |
| SYSADMIN3 | SYSADMIN3 | 29 Nov 2016 | Maker | SYS1 | No | No | User not Linked | No | No | Active |
| TESRETEST | TESRETEST | 28 Dec 2016 | Viewer | 00001 | No | No | User Linked | No | No | Inactive |

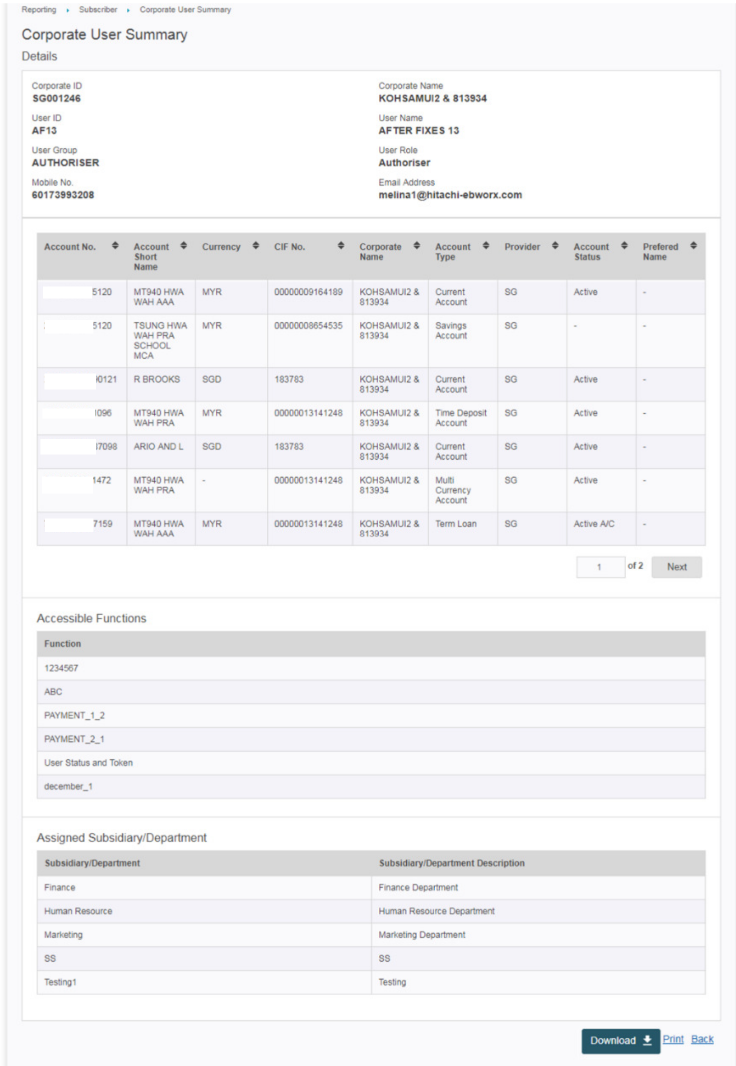
Download Print Back

3. Click on Download button and choose .CSV
4. Once successful, a message will prompt Download request has been sent successfully. Please check in File Repository Portlet.
5. User can
   a. click User ID to view the accessible accounts and products page
   b. click Print to view and print out the screen page
   c. click Back hyperlink to go to previous page

## 9.1.4. Corporate User Summary – User Details

To access this page, please navigate as through below steps

1. To continue from Step 9.1.1 (point 4), user can click User ID hyperlink to accessible accounts and products page




2. Click on 

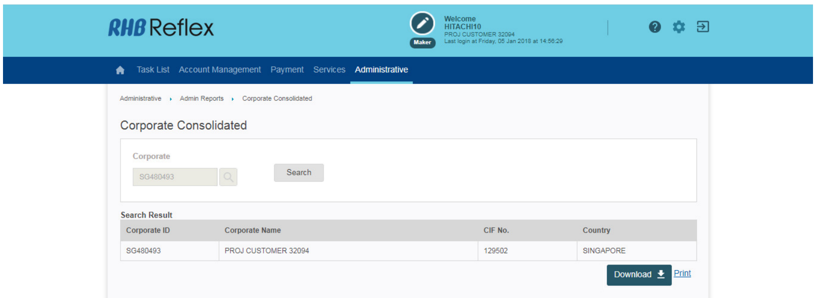
button and choose .CSV
3. Once successful, a message will prompt Download request has been sent successfully. Please check in File Repository Portlet.
4. User can
   a. click Print to view and print out the screen page
   b. click Back hyperlink to go to previous page

# Part 9
# Reports

## 9.2
## Corporate Consolidated

Corporate Consolidated module allows users to enquiry on the consolidated information of corporates.

To access the Corporate Details module, please navigate through ***Administrative > Admin Reports > Corporate Consolidated***




1. Upon clicking on 

button, system will display the search result
2. Click on 

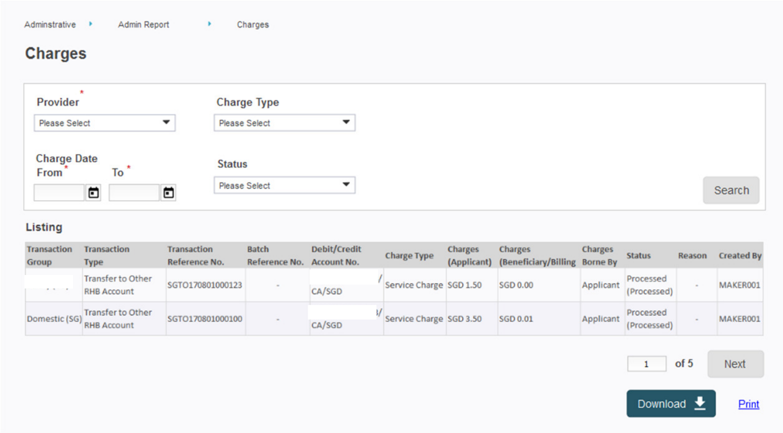
button and choose PDF
3. Once successful, a message will prompt Download request has been sent successfully. Please check in File Repository Portlet.
4. User can
    a. click Print to view and print out the screen page

## Part 9
## Reports

### 9.3
### Charges

Charges module allows users to enquiry on list of charges and the status details of the charges.

To access the Charges module, please navigate through ***Administrative > Admin Report > Charges.***



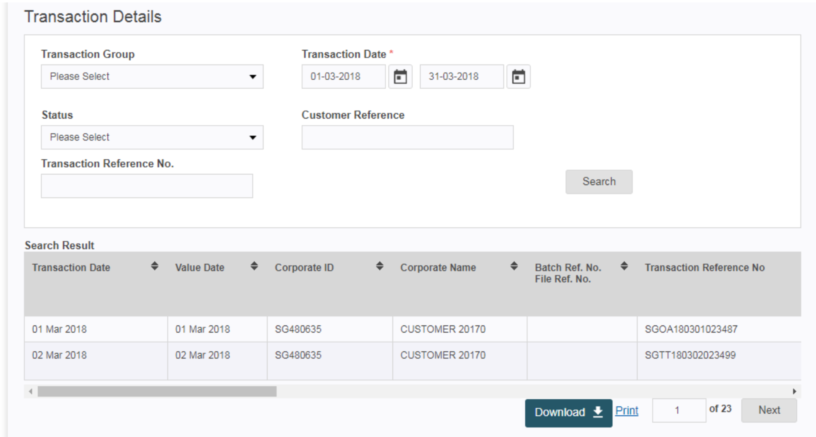

1. User may select desired provider by clicking on the provider drop down list.
2. User may select desired charge type by clicking on the charge type drop down list
3. User may select desired date by clicking on the date picker
4. User may select desired status by clicking on the status drop down list
5. Upon clicking   button, system will display all the charge(s) based on the searching criteria
6. Click   and choose between PDF and.CSV.
7. Once successful, a message will prompt Download request has been sent successfully. Please check in File Repository Portlet.
8. Report can be retrieved from File Repository.
9. User can
   a. click Print to view and print out the screen page

# Part 9
# Reports

## 9.4
## Transaction Details

This report performs general enquiries on the transactions.

To access Transaction Details module, please navigate through ***Payment > Inquiry > Transaction Details.***




1. User may select desired Transaction Group by clicking on the Transaction Group drop down list.
2. User may select desired Status by clicking on the Status drop down list
3. User may key in the desired Transaction Reference No. in the Transaction Reference No field
4. User may select desired date by clicking on the date picker
5. User may key in the desired Customer Reference in the Customer Reference field
6. Upon clicking 

button, system will display all the transaction details based on the searching criteria
7. Click 

and choose between PDF and.CSV.
8. Once successful, a message will prompt Download request has been sent successfully. Please check in File Repository Portlet.
9. Report can be retrieved from File Repository.
10. User can
    a. click Print to view and print out the screen page

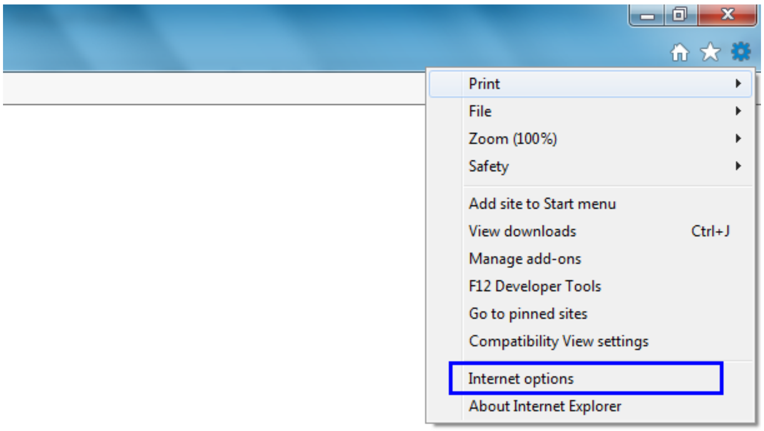
# Part 10
# 10.Appendices

## 10.1 Disable pop-up Blocker (IE)

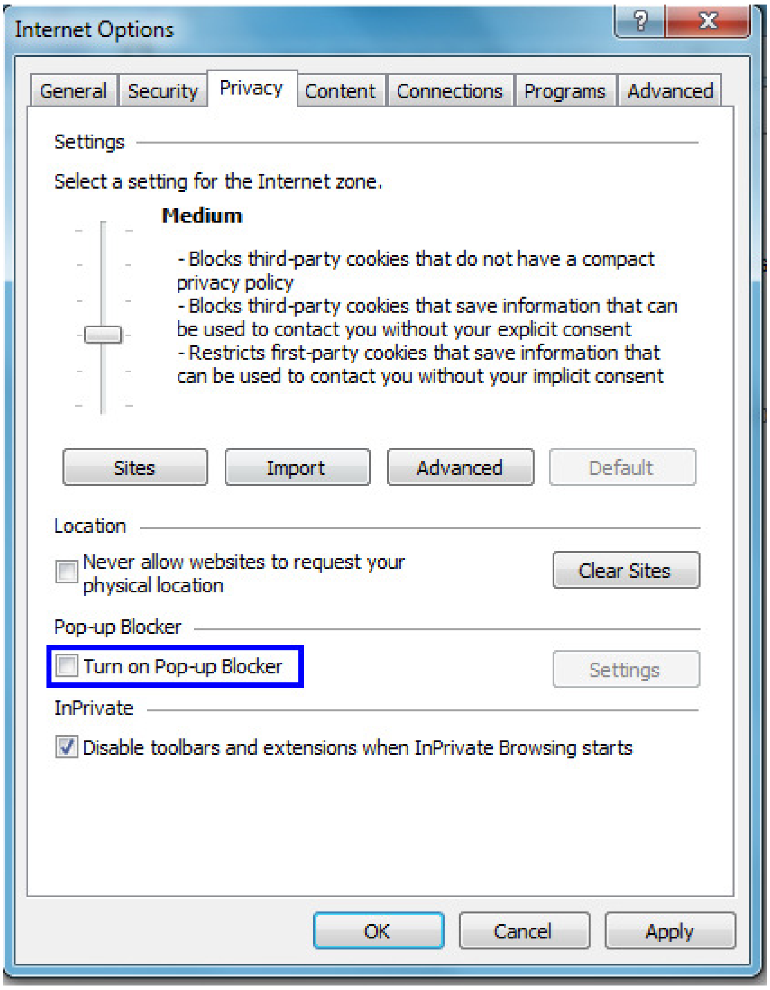
In File Repository, pop-up blocker has to be disabled so you can download multiple files at the same time.

### Disable pop-up blocker on Internet Explorer (version 10)

1. Open Internet Explorer and click on the tools button (Gear Icon) and click on Internet Options.




2. Click on the Privacy tab, untick Turn On Pop-up Blocker, click APPLY and OK.

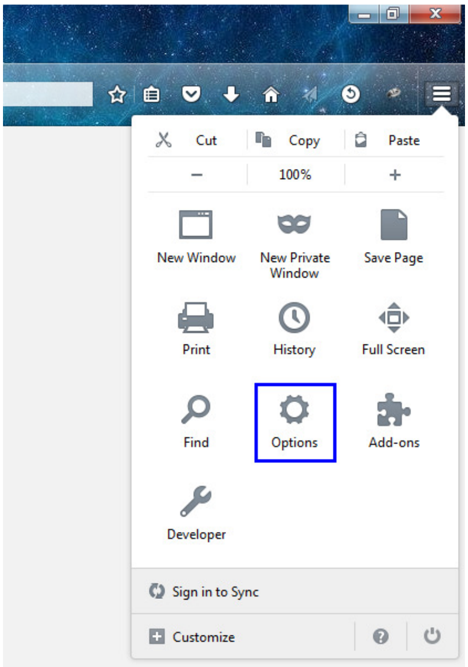


# Part 10
# Appendices

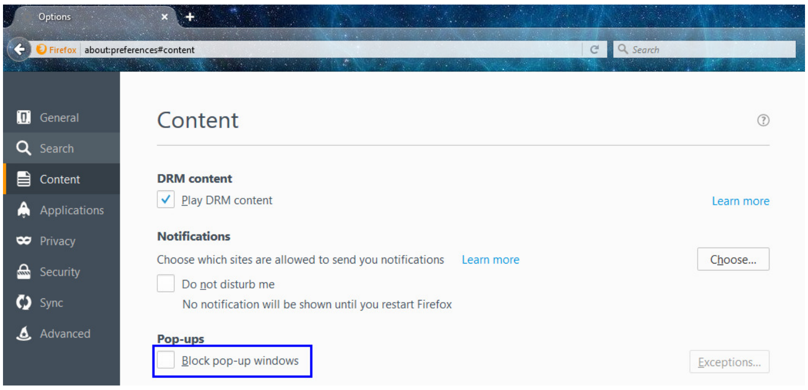
## 10.2 Disable pop-up Blocker (Mozilla)

### Disable pop-up blocker on Mozilla Firefox

1. Open Mozilla Firefox and click on  and click ‘Options’.




2. Click on “Content”, and untick “Block pop-up windows”.

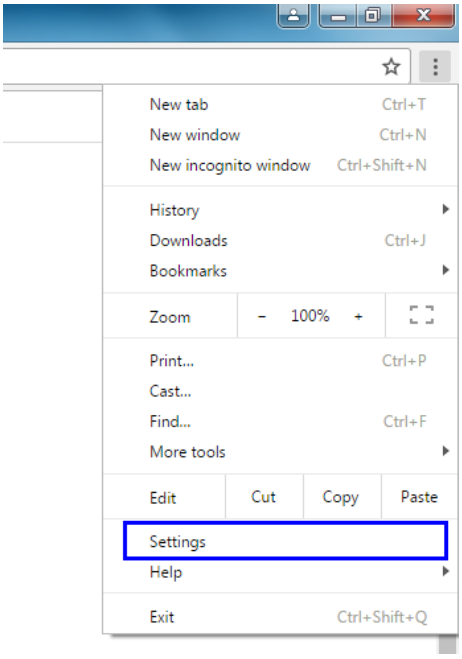


# Part 10
# Appendices

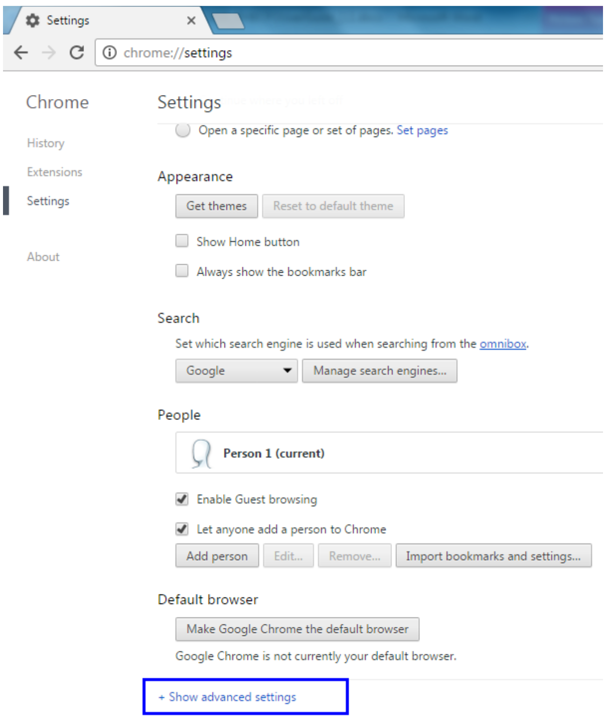
## 10.3 Disable pop-up Blocker (Google Chrome)

### Disable pop-up blocker Google Chrome

1. Open Google Chrome and click on ⋮. Click on “Settings”.



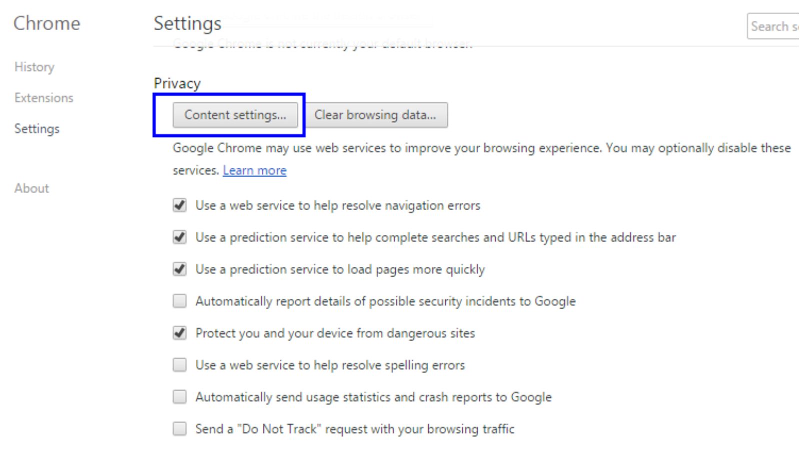

2. Scroll down until user see “Show advanced settings...”, and click on it.



# Part 10
# Appendices

## 10.3 Disable pop-up Blocker (Google Chrome)

3. Under Privacy label, click on “Content settings…”.




4. Scroll the light box until user find Pop-ups. Click radio button of “Allow all sites to show pop-ups” and click “Finished”.