



Live more,  
Bank less

# DBS IDEAL

Customer Self Administration (CSA) User Guide



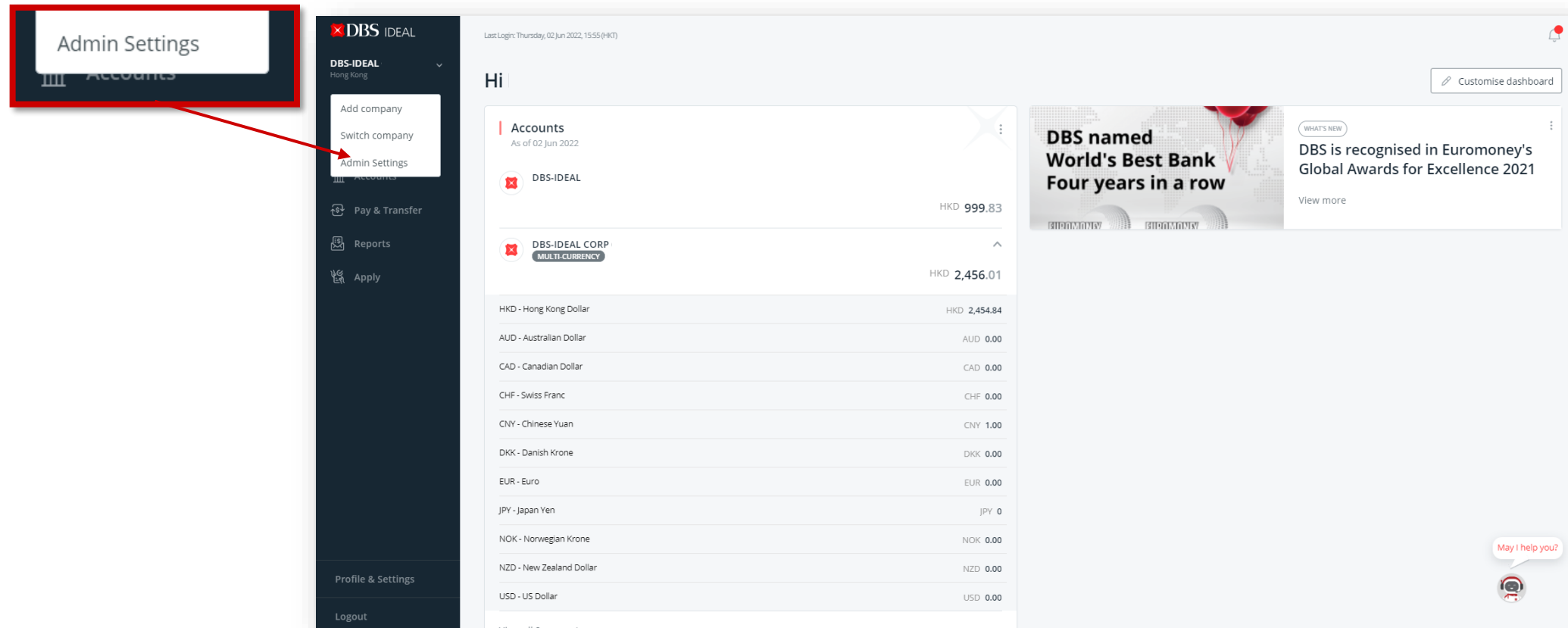
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# How to Access CSA Module

# How to Access CSA Module

1. Click on **Admin Settings** on the main menu



# How to Access CSA Module

## 2. Select Customer Self Administration

The screenshot shows the DBS IDEAL Admin Settings interface. On the left is a dark sidebar with the DBS IDEAL logo and a list of navigation items: Dashboard, Approvals, Accounts, Pay & Transfer, Reports, and Apply. Below these are Profile & Settings and Logout. The main content area is titled 'Admin Settings' and contains two menu items: 'Unlock and Reset Logins' and 'Customer Self Administration'. The 'Customer Self Administration' item is highlighted with a red rectangular box. At the bottom of the page, there is a footer with several sections: a notification 'IDEAL is now more helpful Show me what's new', a 'Resource Center' with links to 'Send a Message to DBS', 'Message from DBS', 'Security Guidelines', and 'Vulnerability Disclosure Policy'; a 'Privacy Policy' section with 'Terms & Conditions' and '© 2021 DBS Bank Ltd Co. Reg. No. 196800306E'; and a 'Deposit Protection Scheme' logo with text in Chinese and English stating that deposits are protected up to a limit of HK\$500,000 per depositor.

# How to Access CSA Module

## 3. Arrive at the Customer Self Service Admin Dashboard

The screenshot displays the DBS IDEAL Customer Self Administration interface. The top navigation bar includes the DBS logo, the text 'IDEAL CUSTOMER SELF ADMINISTRATION', a 'Help' icon, the user name 'Ryan DBS-IDEAL', and a 'Logout' button. Below this is a secondary navigation menu with tabs for 'IDEAL', 'Dashboard', 'Users', 'My Profile', 'Company', and 'Reports'. The 'Dashboard' tab is selected and highlighted.

The main content area is titled 'My outstanding requests (3)' and includes a 'Show all (3)' button. Below this are radio buttons for filtering requests by status: 'Show all (3)', 'Saved (0)', 'Pending approval (0)', 'Partially approved (0)', 'Rejected (0)', 'Pending document check (0)', 'Pending bank processing (0)', 'Bank rejected (0)', 'Completed (3)', and 'Approved (0)'. A search bar allows filtering by request, affected user name, user ID, or last action by, with a 'Show additional filters' option.

At the bottom right, there is a pagination control showing 'View up to 10 per page 100 per page'. Below this is a table of requests:

Request	Affected user name/ Groups/ Authorization Policy	Last action by	Status
<input type="checkbox"/> <a href="#">Modify policy profile</a>	Cash Management	RAPHAEL1 14:22 , 27 May 2022	Completed
<input type="checkbox"/> <a href="#">Modify policy profile</a>	Cash Management	RAPHAEL1 08:33 , 27 May 2022	Completed

# Creating New Users



# Creating New Users

## 1. Select Users – View and manage users

The screenshot displays the DBS IDEAL Customer Self Administration interface. At the top, the navigation bar includes the DBS logo, the text 'IDEAL CUSTOMER SELF ADMINISTRATION', a 'Help' icon, the user name 'Ryan DBS-IDEAL', and a 'Logout' button. Below this, a secondary navigation bar contains several menu items: 'IDEAL Back to IDEAL Home', 'Dashboard Summary', 'Users View and manage users' (highlighted with a red box and arrow), 'My Profile View and manage my profile', 'Company Setup and profile', and 'Reports View and manage reports'. The main content area features a section titled 'My outstanding requests (3)' with a red 'Admin audit trail report' link. Below this is a 'Show all (3)' button and a list of radio buttons for filtering requests: 'Show all (3)', 'Saved (0)', 'Pending approval (0)', 'Partially approved (0)', 'Rejected (0)', 'Pending document check (0)', 'Pending bank processing (0)', 'Bank rejected (0)', 'Completed (3)', and 'Approved (0)'. A search filter box is present with the text 'Filter by request, affected user name, user ID, or last action by' and a 'Show additional filters' button. At the bottom right, there is a view selector 'View up to 10 per page 100 per page'. The main content area contains a table with the following data:

Request	Affected user name/ Groups/ Authorization Policy	Last action by	Status
<input type="checkbox"/> <a href="#">Modify policy profile</a>	Cash Management	RAPHAEL1 14:22 , 27 May 2022	Completed
<input type="checkbox"/> <a href="#">Modify policy profile</a>	Cash Management	RAPHAEL1 08:33 , 27 May 2022	Completed



# Creating New Users

2. Click on **Create a new user**

The screenshot displays the 'User Library' page in the DBS IDEAL Customer Self Administration system. The page header includes the DBS logo and the text 'IDEAL CUSTOMER SELF ADMINISTRATION'. The navigation menu shows 'Users' as the active section. The main content area features a 'Create a new user' button, which is highlighted by a red box and an arrow. Below this button is a search bar and a table of users.

User	User ID	Roles	Account Status	Approval Status	Action
Crystal	CRYSTAL	Maker Approver Enquiry	Active	Approved	Action
ERIC	ERIC	Maker Approver -Group B... Enquiry	Active	Approved	Action

# Creating New Users

## 3. Enter the required information to create a new user

- Full name
- Email address
- Mobile phone number
- Nationality/ citizenship
- Identity type
- Identity number
- Date of birth

The screenshot shows the 'Create a New User' form in the DBS IDEAL Customer Self Administration system. The page has a black header with the DBS logo and 'IDEAL CUSTOMER SELF ADMINISTRATION'. Below the header is a navigation bar with links for 'IDEAL', 'Dashboard', 'Users', 'My Profile', and 'Company'. The 'Users' link is highlighted. The main content area is titled 'Create a New User' and includes a sub-header 'Step 1 : User Particulars'. The form is divided into three steps: '1. Input Details', '2. Verify Details', and '3. Submit for Approval'. The 'Input Details' step contains several fields: 'Full name (as in identity document/passport)' with a 50-character limit; 'Contact details' including 'Email address' (27 characters left, used for one-time passwords) and 'Mobile phone number' (8 characters left, used for challenge code and one-time passwords). Below these are 'Nationality/citizenship' (set to HONG KONG SAR), 'Identity type' (set to X - ID Document), 'Identity number' (14 characters left), and 'Date of birth' (set to 01 Jan 1931).

# Creating New Users

4. Edit IDEAL settings of the user you want to create. You may enter your preferred used id for the new user.


## Step 2: IDEAL Settings


**User ID**

11 characters left

6-20 alphanumeric characters,i.e. A-Z,0-9  
[Check Availability](#)

**Language**

English (UK)  The Language displayed on IDEAL

**Security device** 

Digital Token (on IDEAL mobile app)

Physical device - additional fee

You may choose either Digital Token or Physical device, or both.

# Creating New Users

5. Assign an entitlement to the user you want to create. You may either copy from an existing user or set up manually.

## Step 3: User Entitlement

- Copy from existing user

Select a user

All initial setting below will be taken from this user. You can modify these setting.

- Set up entitlement manually

Copy from existing user

Select a user

YHISANG

RAPHAEL

GTSTY

RYAN

ERICK

ERICY

### Parent company access

**Company name (Org ID)**

DBS-IDEAL CORP 6 (HKGTSZ)

**Contact person**

Is this user an official contact person or representative of your company for DBS matters (A maximum of 5

Yes  No

**Enquiry access**

Can this user **check/view** account info

Yes  No

**Enquiry details**

**Advanced enquiry options** can be used to customize enquiry access to cheque statuses, loans, and f

# Creating New Users

## If you want to set up entitlement manually:

- Select the account(s) that the user can check/view account info

Parent company access

**Company name (Org ID)**  
DBS-IDEAL CORP 6 (HKGTSZ)

**Contact person**  
Is this user an official contact person or representative of your company for DBS matters (A maximum of 5 users can be designated as contact person/s)  
 Yes  No

**Enquiry access**  
Can this user **check/view** account info  
 Yes  No

**Enquiry details**  
Advanced enquiry options can be used to customize enquiry access to cheque statuses, loans, and FX contracts.

**Accounts**  
All 12 accounts

[Show advanced enquiry detail](#)

**Transaction access**  
user can **create or approve** payments (or payment templates)  
 Yes  No

**Accounts**

All 12 accounts

Select all 12 accounts

<input checked="" type="checkbox"/>	DBS-IDEAL *****	-CNY
<input checked="" type="checkbox"/>	DBS-IDEAL *****	-AUD
<input checked="" type="checkbox"/>	DBS-IDEAL *****	-EUR
<input checked="" type="checkbox"/>	DBS-IDEAL *****	-USD
<input checked="" type="checkbox"/>	DBS-IDEAL *****	-DKK
<input checked="" type="checkbox"/>	DBS-IDEAL *****	-NZD
<input checked="" type="checkbox"/>	DBS-IDEAL *****	-HKD
<input checked="" type="checkbox"/>	DBS-IDEAL *****	-CHF
<input checked="" type="checkbox"/>	DBS-IDEAL *****	-NOK
<input checked="" type="checkbox"/>	DBS-IDEAL *****	-CAD
<input checked="" type="checkbox"/>	DBS-IDEAL *****	-JPY
<input checked="" type="checkbox"/>	DBS-IDEAL *****	-HKD

**Transaction Verifier** - user can verify payments (before the approver start to approve the payment). Note that user wh

# Creating New Users

## If you want to set up entitlement manually:

- Select the transaction type(s) and respective role(s) that the user can process

### Transaction access

user can **create or approve** payments (or payment templates)

Yes  No

### Transaction access details

- Transaction maker** - user can create payments (or payment templates)
- Transaction approver** - user can approve payments (or payment templates)
- Transaction Releaser** - user can release payments (after all the approvers have approved the payment)
- Transaction Verifier** - user can verify payments (before the approver start to approve the payment). Note that user who created the payment transaction cannot verify the same payment transaction by himself/herself.

### Transaction type

### Transaction type

<input checked="" type="checkbox"/> Payments	Transaction		Template	
	Maker	Approver	Maker	Approver
Accounts No accounts selected <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<a href="#">Hide advanced payment options</a>				
<input checked="" type="checkbox"/> AutoPay <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> CHATS <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Telegraphic Transfer <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Intra Company Transfer <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Account Transfer <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Bulk AutoPay <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# Creating New Users

## If you want to set up entitlement manually:

- Select the transaction type(s) and respective role(s) that the user can process

Transaction Type	Inquiry	Create/Modify/Delete	Template Create/Modify/Delete	Settlement Instruction Alternate Workflow *	Approve/Delete	Offline Approve/Delete
<b>Transfer Letter of Credit</b> <small>Hide additional filters ⤴</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transfer LC issuance	<input type="checkbox"/>					
Import Bill under Transferred LC	<input type="checkbox"/>					
<b>Import Bill under Collection</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Export Bill under Collection</b> <small>Hide additional filters ⤴</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Export Bill under Collection Application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Export Bill under Collection Discounting	<input type="checkbox"/>					
<b>Documentary Letters of Credit (Export)</b> <small>Hide additional filters ⤴</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Export LC Advising	<input type="checkbox"/>					
Export Bill under LC Application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Export Bill under LC Discounting	<input type="checkbox"/>					
<b>Shipping Guarantee / Air Waybill Endorsement</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# Creating New Users

## If you want to set up entitlement manually:

- Select the transaction type(s) and respective role(s) that the user can process

### Transaction access

user can **create or approve** payments (or payment templates)

Yes  No

### Transaction access details

- Transaction maker** - user can create payments (or payment templates)
- Transaction approver** - user can approve payments (or payment templates)
- Transaction Releaser** - user can release payments (after all the approvers have approved the payment)
- Transaction Verifier** - user can verify payments (before the approver start to approve the payment). Note that user who created the payment transaction cannot verify the same payment transaction by himself/herself.

### Transaction type

### Transaction type

<input checked="" type="checkbox"/> Payments	Transaction		Template	
	Maker	Approver	Maker	Approver
Accounts No accounts selected <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<a href="#">Hide advanced payment options</a>				
<input checked="" type="checkbox"/> AutoPay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> CHATS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Telegraphic Transfer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Intra Company Transfer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Account Transfer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Bulk AutoPay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



# Creating New Users

## If you want to set up entitlement manually:

- Click on **Continue** after selecting the transaction type(s) and the respective role(s)

<input type="checkbox"/>							
<b>Administration</b> <a href="#">Show additional filters</a> ⌵	<b>Inquiry</b>	<b>Create/ Modify/ Delete</b>	<b>Template Create/ Modify/ Delete</b>	<b>Settlement Instruction Alternate Workflow *</b>	<b>Approve/ Delete</b>	<b>Offline Approve/ Delete</b>	
<input type="checkbox"/>							
<b>Setup</b> <a href="#">Show additional filters</a> ⌵	<b>Inquiry</b>	<b>Create/ Modify/ Delete</b>	<b>Template Create/ Modify/ Delete</b>	<b>Settlement Instruction Alternate Workflow *</b>	<b>Approve/ Delete</b>	<b>Offline Approve/ Delete</b>	
		<input type="checkbox"/>					

I/We also acknowledge that the Bank will be updating its records with the details herein which would replace any existing details which the Bank may have in its records.

In addition, the Bank may use and rely on any personal data provided by me/us, and may disclose such personal data to service providers, to communicate, authenticate or otherwise deal with me/us and my/our office holders or employees in connection with the provision of banking products and services to me/us.

[Cancel](#) [Continue](#)

# Creating New Users

6. Review user details and click on **Submit** upon verification

## Create a New User

Create or add your colleague to give them access to DBS IDEAL.


1. Input Details **2. Verify Details** 3. Submit for Approval

[Edit](#)

### Preview your new user's details

### User particulars

Full name	RYAN ****
Contact details	ryan ***** @dbs.com +852 *****
Nationality/citizenship	*****
Identity type	X - ID Document: 12**23
Date of birth	2*****1



- can modify or delete transaction created by others
- can delete transaction created by others
- can upload transaction files to initiate transactions

File management	
File services	Maker Approver
Proxy Addressing	
Proxy Addressing	Maker Approver
FX Contracts	
FX Contracts	Book Contracts
Merchant Portal	
Audit Confirmations	

Payee management

**Payee maker and approver ( Domestic and international )**  
User can make and approve payee .

Cancel Save as draft **Submit**

# Creating New Users

7. Pending Approval user creation alert will pop up at the top of the page

The screenshot shows a user creation confirmation page. At the top, a progress bar indicates three steps: '1. Input Details' (checked), '2. Verify Details' (checked), and '3. Submit for Approval' (current step). A 'Print' button is visible in the top right. The main heading is 'Your request has been submitted'. Below this is a dark blue success message: 'User RYAN LEUNG on 2022-06-06 has been created successfully with status Pending Approval.' Underneath is a section titled 'User particulars' containing a table of user details.

Field	Value
Full name	RYAN ****
Contact details	ryan ***** @dbs.com +852 *****
Nationality/citizenship	*****
Identity type	X - ID Document: 12**23
Date of birth	2*****1

# Creating New Users –

Copying an Existing User Profile

# Copying an Existing User Profile

## 1. Enter the required information to create a new user

- Full name
- Email address
- Mobile phone number
- Nationality/ citizenship
- Identity type
- Identity number
- Date of birth

The screenshot shows the 'Create a New User' page in the DBS IDEAL system. The page is titled 'Create a New User' and includes a sub-header 'Create or add your colleague to give them access to DBS IDEAL.' The form is divided into three steps: 1. Input Details, 2. Verify Details, and 3. Submit for Approval. The current step is 'Step 1 : User Particulars'. The form fields are as follows:

- Full name** (as in identity document/passport): A text input field with 50 characters left.
- Contact details**
  - Email address**: A text input field with 27 characters left. A note indicates it is 'Used for one-time passwords'.
  - Mobile phone number**: A dropdown menu showing '+852' and a text input field with 8 characters left. A note indicates it is 'Used for challenge code and one time passwords'.
- Nationality/citizenship**: A dropdown menu showing 'HONG KONG SAR'.
- Identity type**: A dropdown menu showing 'X - ID Document'.
- Identity number**: A text input field with 14 characters left.
- Date of birth**: A date input field showing '01 Jan 1931' with a calendar icon.

# Copying an Existing User Profile

2. Edit IDEAL settings of the user you want to create. You may enter your preferred used ID for the new user.

## Step 2: IDEAL Settings


**User ID**

11 characters left


6-20 alphanumeric characters, i.e. A-Z, 0-9

[Check Availability](#)

**Language**

English (UK) 

The Language displayed on IDEAL

**Security device** 

You can choose either Digital Token or Physical device, or both.

Digital Token (on IDEAL mobile app)

Physical device - additional fee

# Copying an Existing User Profile

3. Select “**Copy from existing user**” and click on **Continue** to complete user setup

Step 3: User Entitlement

Copy from existing user

Select a user ▼

- GTSTY
- TONY
- YHTSANG
- RAPHAEL
- GTSTY1

Cancel Continue

# Copying an Existing User Profile

4. User entitlement list will be copied and automatically expanded for review. You may edit these entitlements if needed.

**Parent company access**

**Company name (Org ID)**  
DBS-IDEAL CORP 6 (HKGTSZ)

**Contact person**  
Is this user an official contact person or representative of your company for DBS matters (A maximum of 5 users can be designated as contact person/s)  
 Yes  No

**Enquiry access**  
Can this user **check/view** account info  
 Yes  No

**Enquiry details**

**Advanced enquiry options** can be used to customize enquiry access to cheque statuses, loans, and FX contracts.

**Accounts**  
All 12 accounts   
[Show advanced enquiry detail](#)

**Transaction access**  
user can **create or approve** payments (or payment templates)  
 Yes  No

**Transaction access details**

- Transaction maker** - user can create payments (or payment templates)
- Transaction approver** - user can approve payments (or payment templates)
  - User can **only** approve payments created by others (dual control)
  - [NOT RECOMMENDED] User can approve their own payments (single control)

**User belongs to the following group of approvers**

Group B  This is used when an approval can be made by anyone in the same group of Approvers.

- Transaction Releaser** - user can release payments (after all the approvers have approved the payment)
- Transaction Verifier** - user can verify payments (before the approver start to approve the payment). Note that user who created the payment transaction cannot verify the same payment transaction by himself/herself.

**Transaction type**



# Copying an Existing User Profile

5. Tick the confirmation box before submitting the request
6. If the new user is a transaction approver, he/she is required to submit HKID and proof of residential address documents for identity verification.

**All new approvers need to submit identity and proof of residential address documents to DBS**  
Please send us the following documents to avoid any delay in your IDEAL Approver setup.

- 1) Printed copy of this [request \(you can print a copy after submission of this request\)](#)
- 2) Certified true copy of Residential address proof (e.g. recent utility or phone bill, bank statement or correspondence from a government agency)
- 3) Certified true copy of either Hong Kong Identification card OR Passport

RYAN 14:04 has read this requirement on 06 Jun 2022,

I/We also acknowledge that the Bank will be updating its records with the details herein which would replace any existing details which the Bank may have in its records.

In addition, the Bank may use and rely on any personal data provided by me/us, and may disclose such personal data to service providers, to communicate, authenticate or otherwise deal with me/us and my/our office holders or employees in connection with the provision of banking products and services to me/us.

Cancel Continue

# Copying an Existing User Profile

7. Review user details and click on **Submit** upon verification

The screenshot displays the 'Create a New User' workflow. At the top, a progress bar shows three steps: '1. Input Details' (completed with a green checkmark), '2. Verify Details' (active), and '3. Submit for Approval'. Below the progress bar, there is an 'Edit' link with a red pencil icon. The main section is titled 'Preview your new user's details' and contains a 'User particulars' table. To the right, a permissions list is shown with various roles and their associated actions. At the bottom right, there are three buttons: 'Cancel', 'Save as draft', and 'Submit' (highlighted with a red box).

### Create a New User

Create or add your colleague to give them access to DBS IDEAL.

1. Input Details | 2. Verify Details | 3. Submit for Approval

[Edit](#)

#### Preview your new user's details

#### User particulars

Full name	RYAN ****
Contact details	ryan ***** @dbs.com +852 *****
Nationality/citizenship	*****
Identity type	X - ID Document: 12**23
Date of birth	2*****1

- File management
- File services | Maker Approver
- Proxy Addressing
- Proxy Addressing | Maker Approver
- FX Contracts
- FX Contracts | Book Contracts
- Merchant Portal
- Audit Confirmations

Payee management

Payee maker and approver ( Domestic and international )  
User can make and approve payee .

Cancel | Save as draft | **Submit**

# Copying an Existing User Profile

8. Pending Approval user creation alert will pop up at the top of the page

1. Input Details | 2. Verify Details | 3. Submit for Approval

[Print](#)

Your request has been submitted

✓ User RYAN LEUNG WAI YIU on 2022-06-06 has been created successfully with status Pending Approval.

**All new approvers need to submit identity and proof of residential address documents to DBS**  
Please send us the following documents to avoid any delay in your IDEAL Approver setup.

- 1) Printed copy of this [request \(you can print a copy after submission of this request\)](#)
- 2) Certified true copy of Residential address proof (e.g. recent utility or phone bill, bank statement or correspondence from a government agency)
- 3) Certified true copy of either Hong Kong Identification card OR Passport

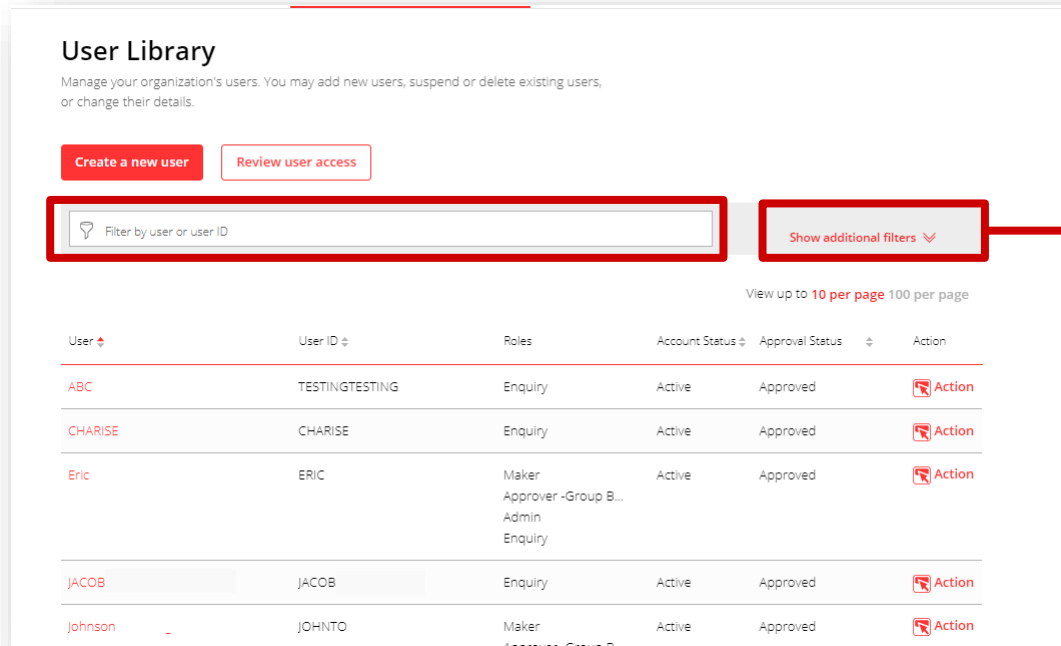
User particulars

Full name RYAN \*\*\*\*

# Modifying Existing User Profiles

# Modifying Existing User Profiles

1. Search the existing user in the search bar, or click Show additional filters to sort users



**User Library**  
Manage your organization's users. You may add new users, suspend or delete existing users, or change their details.

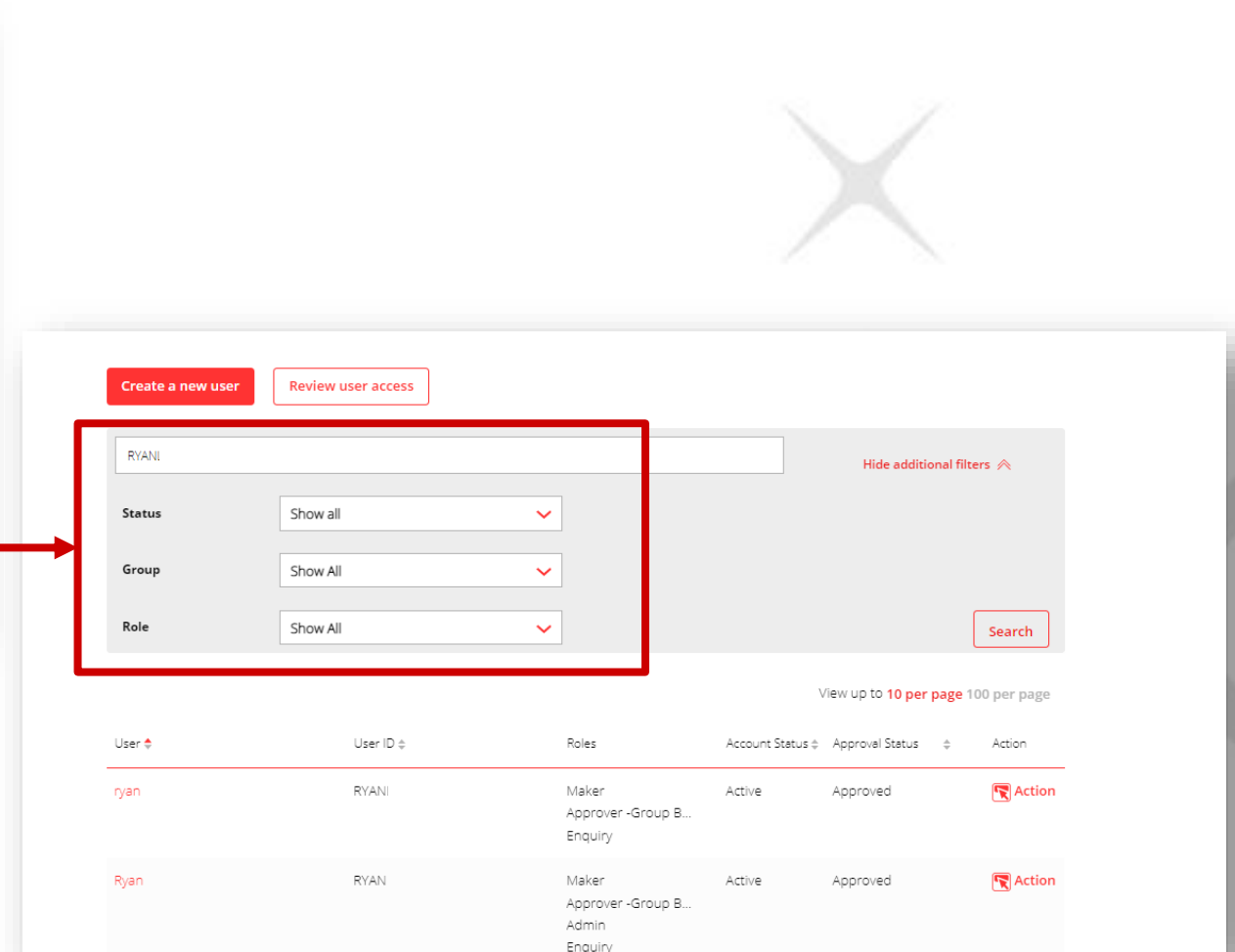
Create a new user Review user access

Filter by user or user ID

Show additional filters

View up to 10 per page 100 per page

User	User ID	Roles	Account Status	Approval Status	Action
ABC	TESTINGTESTING	Enquiry	Active	Approved	Action
CHARISE	CHARISE	Enquiry	Active	Approved	Action
Eric	ERIC	Maker Approver -Group B... Admin Enquiry	Active	Approved	Action
JACOB	JACOB	Enquiry	Active	Approved	Action
Johnson	JOHNTO	Maker	Active	Approved	Action



Create a new user Review user access

RYANI

Hide additional filters

Status Show all

Group Show All

Role Show All

Search

View up to 10 per page 100 per page

User	User ID	Roles	Account Status	Approval Status	Action
ryan	RYANI	Maker Approver -Group B... Enquiry	Active	Approved	Action
Ryan	RYAN	Maker Approver -Group B... Admin Enquiry	Active	Approved	Action

# Modifying Existing User Profiles

2. Click on **Action** and then **Edit** to access user modification page

View up to 10 per page 100 per page

User	User ID	Roles	Account Status	Approval Status	Action
ryan	RYAN	Maker Approver -Group B... Enquiry	Active	Approved	 Action
Ryan	RYAN	Maker Approver -Group B... Admin Enquiry	Active	Approved	 Action
WAI	RYAN	Maker Approver -Group B... Enquiry	Active	Approved	 Action

View up to 10 per page 100 per page

- Copy
- Edit**
- Delete
- Suspend
- Unlock a security device

# Modifying Existing User Profiles

## 3. Modify user particulars, IDEAL settings, or entitlements

1. Input Details      2. Verify Details      3. Submit for

### Step 1 : User Particulars

**Full name** (as in identity document/passport)

  
50 characters left

**Contact details**

Email address

 Used for one-time passwords  
27 characters left

Mobile phone number

  Used for challenge code and one time passwords  
8 characters left

**Nationality/citizenship**      \*\*\*\*\*

**Identity type**      **Identity number**

  
**Date of birth**  
2\*\*\*\*\*1

**Note: Nationality, identity type, identity number, and date of birth can only be changed via IDEAL Maintenance Form.**

### Step 2: IDEAL Settings

**User ID**      RYAN

**Language**

 The Language displayed on IDEAL

**Security device**

- Digital Token (on IDEAL mobile app)
- Physical device - additional fee

### Step 3: User Entitlement

Copy from existing user

 All initial setting below will be taken from this user. You can modify these setting.

Set up entitlement manually

# Modifying Existing User Profiles

4. Tick the confirmation box before submitting the request

**Trade Finance access**  
user can **create or approve** trade instruments(or trade instrument templates)

Yes  No

**All new approvers need to submit identity and proof of residential address documents to DBS**  
Please send us the following documents to avoid any delay in your IDEAL Approver setup.

- 1) Printed copy of this [request \(you can print a copy after submission of this request\)](#)
- 2) Certified true copy of Residential address proof (e.g. recent utility or phone bill, bank statement or correspondence from a government agency)
- 3) Certified true copy of either Hong Kong Identification card OR Passport

RYAN 14:27 has read this requirement on 06 Jun 2022,

I/We also acknowledge that the Bank will be updating its records with the details herein which would replace any existing details which the Bank may have in its records.

In addition, the Bank may use and rely on any personal data provided by me/us, and may disclose such personal data to service providers, to communicate, authenticate or otherwise deal with me/us and my/our office holders or employees in connection with the provision of banking products and services to me/us.

Cancel **Continue**



# Modifying Existing User Profiles

5. Verify modified user details and click on **Submit**

1. Input Details **2. Verify Details** 3. Submit for Approval

[Edit](#)

### Modifications

Full name	<del>ryan</del> ryan leung
Contact details	<del>+852- *****</del> +852- *****
Identity type	<del>X - ID Document</del> X - ID Document
Parent company access	DBS-IDEAL CORP 4
Transaction access	User <ul style="list-style-type: none"><li>· is a transaction maker and approver</li><li>· can approve the transactions they created</li><li>· Belong to Group B of approvers</li></ul>

Payments

You will see your deleted items in **PINK** and updated items in **GREEN**.

# Modifying Existing User Profiles

8. Pending Approval user creation alert will pop up at the top of the page

1. Input Details | 2. Verify Details | 3. Submit for Approval

[Print](#)

Your request has been submitted

✓ User ryan leung wai yiu on 2022-06-06 has been modified successfully with status Pending Approval.

### User particulars

Full name	ryan leung
Contact details	ryan  ***** @dbs.com +852 *****
Nationality/citizenship	*****
Identity type	X - ID Document:
Date of birth	2*****1

# Modifying Your Own Profile

# Modifying Your Own Profile

1. Select **My Profile** to view your own profile

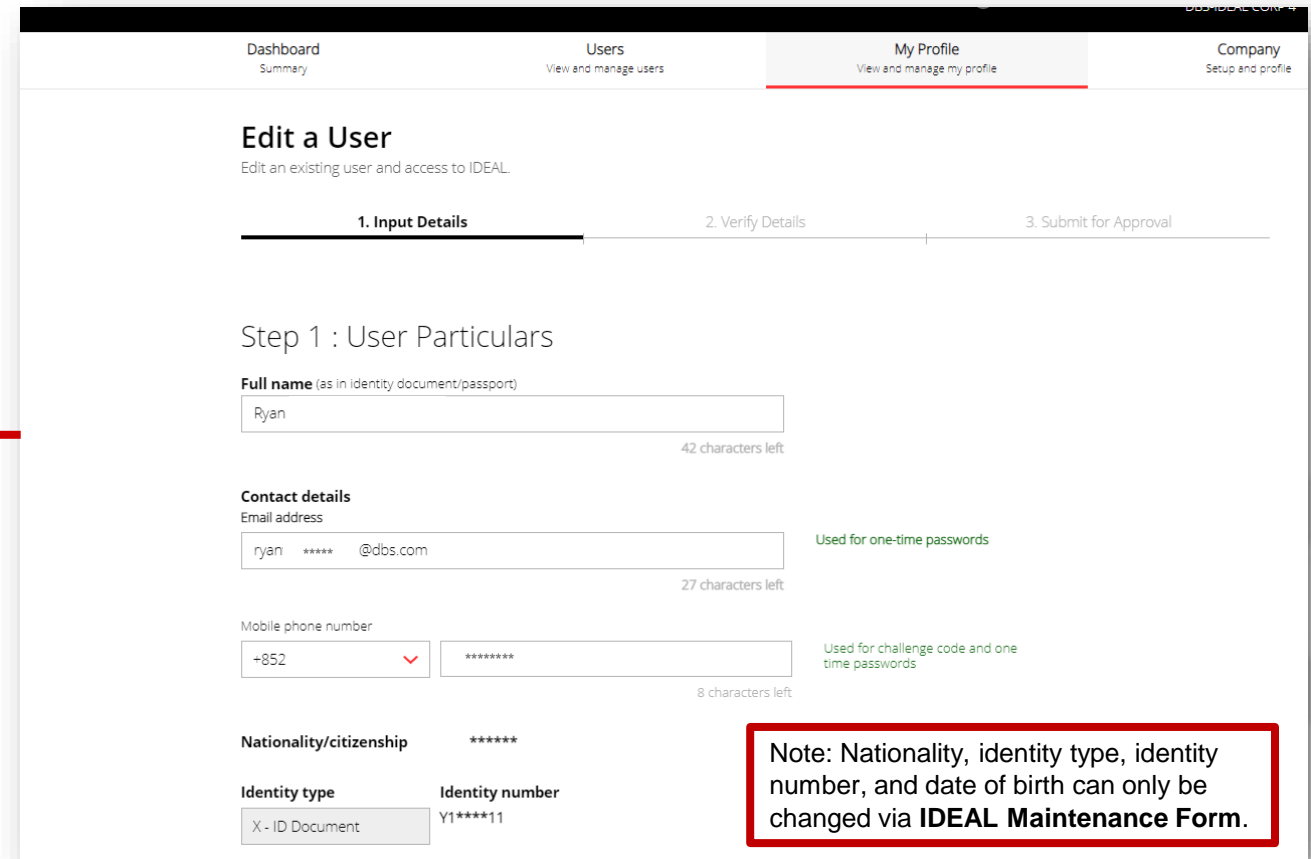
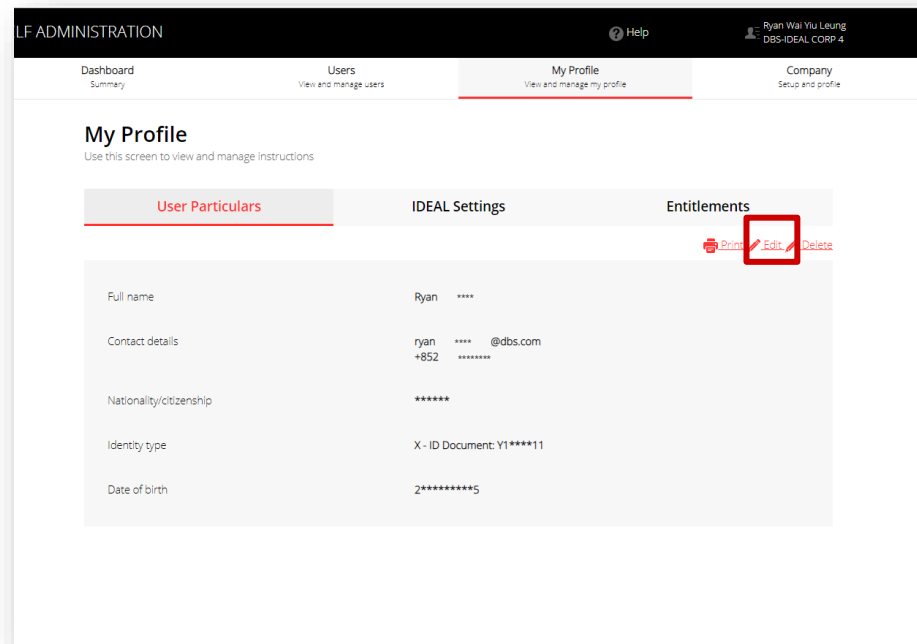
The screenshot displays the DBS IDEAL Customer Self Administration interface. The top navigation bar includes 'IDEAL', 'Dashboard', 'Users', 'My Profile' (highlighted with a red box), and 'Company'. The 'My Profile' section is active, showing a table of user details. The table has three columns: 'User Particulars', 'IDEAL Settings', and 'Entitlements'. The 'User Particulars' column contains the following data:

User Particulars	IDEAL Settings	Entitlements
Full name	Ryan ****	
Contact details	ryan **** @dbs.com +852 *****	
Nationality/citizenship	*****	
Identity type	X - ID Document: Y1****11	
Date of birth	2*****5	

At the top right of the table, there are links for 'Print', 'Edit', and 'Delete'.

# Modifying Your Own Profile

2. Click on **Edit** to modify your user particulars, IDEAL settings, or entitlements



# Modifying Your Own Profile

3. Verify modified profile details and click on **Submit**

Contact details

+852 \*\*\*\*\*  
+852 \*\*\*\*\*

Parent company access - DBS-IDEAL CORP

Enquiry access

Access of account statement  
User can only view balance (Only apply to current and savings accounts)

Account type/Services	Accounts
Current and savings accounts	DBS-IDEAL CORP- ***** -USD DBS-IDEAL CORP- ***** -HKD
Fixed deposit	
Loan enquiry	
FX contract enquiry	

You will see your deleted items in **PINK** and updated items in **GREEN**.

# Modifying Your Own Profile

4. Pending Approval user creation alert will pop up at the top of the page

The screenshot displays a three-step progress bar at the top: '1. Input Details' (checked), '2. Verify Details' (checked), and '3. Submit for Approval' (current step). A 'Print' icon is visible in the top right. The main content area shows the message 'Your request has been submitted' followed by a dark blue notification bar with a green checkmark: 'User Ryan Wai Yiu Leung on 2022-08-04 has been modified successfully with status Pending Approval.' Below this is the 'User particulars' section, which contains a table of user information.

Full name	Ryan
Contact details	ryan *****@dbs.com +852 *****
Nationality/citizenship	*****
Identity type	X - ID Document: Y1*****11
Date of birth	2*****5

# Creating a New Approval Policy



# Creating a New Approval Policy

1. Access **Company** tab and click on **Company Profile**
2. Under **Approval Policies** tab, select **Create a new police**
3. Choose either cash management or trade finance approval policy

The screenshot displays the 'Company settings' page in the DBS system. The navigation bar at the top includes 'Dashboard', 'Users', 'My Profile', and 'Company'. The 'Company' tab is active, and the 'Company Profile' sub-tab is selected. The main content area shows 'Company settings' with a sub-header 'Use this screen to view and manage your company setup'. Below this, there are tabs for 'Company Profile', 'Bank Account Settings', 'Approval Policies', and 'Ap...'. The 'Approval Policies' tab is highlighted, and a dropdown menu is open, showing 'Create a new policy' as the first option. Below this, there are two options: 'Cash management approval policy' and 'Trade finance approval policy'. At the bottom of the page, there are tabs for 'Cash', 'Trade', and 'Loan', and a section for 'Cash Management' with sub-sections for 'Selected Payments', 'Selected Payroll', 'Selected Collections', and 'Selected Others'.

# Creating a New Approval Policy

4. Enter policy name and policy description

## Create a New Approval Policy - Cash Management

Use this screen to setup a new authorisation policy

1. Input Details | 2. Verify Details | 3. Submit for Approval

### Step 1: Approval policy details

**Policy name**

13 characters left

**Policy description**

9 characters left

# Creating a New Approval Policy

5. Select approval policy to be created for payments, files, or stop payments
6. Select account(s) for approval policy creation

**Approval policy for**

Per payments    Files    Stop Payment

**Accounts**

All 8 accounts ▾

<input checked="" type="checkbox"/>	Select all 8 accounts
<input checked="" type="checkbox"/>	DBS-IDEAL CORP ***** -HKD
<input checked="" type="checkbox"/>	DBS-IDEAL CORP ***** -USD
<input checked="" type="checkbox"/>	DBS-IDEAL CORP ***** -EUR
<input checked="" type="checkbox"/>	DBS-IDEAL CORP ***** -JPY
<input checked="" type="checkbox"/>	DBS-IDEAL CORP ***** -SEK
<input checked="" type="checkbox"/>	DBS-IDEAL CORP ***** -CNY
<input checked="" type="checkbox"/>	DBS-IDEAL CORP ***** -CAD
<input checked="" type="checkbox"/>	DBS-IDEAL CORP ***** -AUD

show more options ▾

show more options ▾





show more options ▾

show more options ▾

# Creating a New Approval Policy

7. Select payment types for approval policy and click on **show more options** to select detailed applicable payment types

This policy will apply to the following payment types.

<input type="checkbox"/> <b>Payments</b>	hide more options 
<input type="checkbox"/> Intra Company Transfer	
<input type="checkbox"/> HK - AutoPay Payment	
<input type="checkbox"/> HK - CHATS Payment	
<input type="checkbox"/> HK - Telegraphic Transfer	
<input type="checkbox"/> HK - Account Transfer	
<input type="checkbox"/> HK - Bulk Payment	
<input type="checkbox"/> HK - FPS	
<input type="checkbox"/> Fixed Deposit Instructions	
<input type="checkbox"/> <b>Payroll</b>	show more options 
<input type="checkbox"/> <b>Collections</b>	show more options 
<input type="checkbox"/> <b>Others</b>	show more options 

# Creating a New Approval Policy

8. Select currency and define amount tiers by entering From and To amounts
9. Select approval order and approval flow
10. Select the authoriser groups required in the approval flow

Step 2: Set amount tiers and approval flows

**Currency**  
HKD

**From amount(HKD)** 0 **To amount(HKD)** 100000

Set the approval flow for this amount range

**Approval order**  
 Unordered approval flow  Ordered approval flow

**Approval flow**  
Select the authoriser groups need in approval flow.

Verifier needed before all approvers  Releaser needed after all approvers

Group A and Group B and Group C and Select

+ Add alternative approve flow

+ Add another amount tier

You might also add another amount tier with different approval group(s) for the same policy

# Creating a New Approval Policy

## 11. Verify details and submit the new approval policy

### Create a New Approval Policy - Cash Management

Use this screen to setup a new authorisation policy

1. Input Details **2. Verify Details** 3. Submit for Approval

[Edit](#)


#### Preview the approval policy

Policy Name	CSA training deck
Policy Description	Demonstration on how to create a new approval policy
Approval policy	Per-Payment
Accounts	***** - DBS-IDEAL CORP 4 (HKD) ***** - DBS-IDEAL CORP 4 (USD) ***** - DBS-IDEAL CORP 4 (EUR) ***** - DBS-IDEAL CORP 4 (JPY) ***** - DBS-IDEAL CORP 4 (SEK) ***** - DBS-IDEAL CORP 4 (CNY) ***** - DBS-IDEAL CORP 4 (CAD) ***** - DBS-IDEAL CORP 4 (AUD)
Payment type	Payments Payroll Collections

# Suspending Existing Users

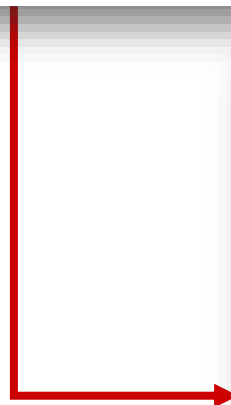
# Suspending Existing Users

1. Access the **User** tab
2. Click on **Action** and then **Suspend** to suspend user

ryan	RYAN	Enquiry	Active	Approved	 Action
RYANBACKUP	RYANBACKUP1	Enquiry	Active	Approved	
RYANLV	RYANLV1	Enquiry	Active	Approved	
RYANPAT	RYANPAT1	Enquiry	Active	Approved	

View up to 10 per page 100 per page

- Copy
- Edit
- Delete
- Reset login details
- Suspend**
- Unlock a security device



Approvers -Group A...  
Enquiry

RYAN	Maker	Active	Approv
RYANLEU			Approv
RYANLEU			Approv
RYANBA			Approv
RYANLV1			Approv
RYANPAT1	Enquiry	Active	Approv

**Suspend user**

Organisation HKG TSC

User ID RYAN

Full name ryan

Cancel Confirm



Approvers -Group A...  
Enquiry

RYANI	Maker	Active	Approv
RYANLEU			Approv
RYANLEU			Approv
RYANBA			Approv
RYANLV1	Enquiry	Active	Approv
RYANPAT1	Enquiry	Active	Approv

**User pending suspension**

Suspension of user ryan wai yiu leung(RYANLEUNG98) has been sent for approval.


Dismiss



# Retriggering Welcome Pack

# Retriggering Welcome Pack

1. Access the **User** tab
2. Click on **Action** and then **Reset login details**

ryan1	RYAN1	Enquiry	Active	Approved	 <b>Action</b>
RYANBACKUP	RYANBACKUP1	Enquiry	Active	Approved	
RYANLV	RYANLV1	Enquiry	Active	Approved	
RYANPAT	RYANPAT1	Enquiry	Active	Approved	

View up to **10 per page** 100 per page


- Copy
- Edit
- Delete
- Reset login details**
- Suspend
- Unlock a security device

Approver -Group A...

### Reset login details

New login details will be sent through email and SMS, please verify the contact details.

User name	RYANLV
Email	RYANWAIYIULEUNG@DBS.COM
Phone number	+852 63066785

 Existing login details including security token will be reset once this request is approved.

**Cancel** **Confirm**

RYAN	Maker	Active	Approved
	Approver -Group B...		
	Admin		
<b>✔ Reset login details pending approval</b> Reset login details request for RYANBACKUP has been sent for approval. <b>Dismiss</b>			
RYANLV1	Enquiry	Active	Approved
RYANPAT1	Enquiry	Active	Approved

# Approving Requests



# Approving Requests

1. Access **Dashboard** tab and click on the request you want to approve

The screenshot shows the DBS IDEAL Customer Self Administration interface. The top navigation bar includes the DBS logo, the text 'IDEAL CUSTOMER SELF ADMINISTRATION', a 'Help' icon, a user profile for 'Ryan DBS-IDEAL', and a 'Logout' button. Below this is a secondary navigation bar with tabs for 'IDEAL', 'Dashboard', 'Users', 'My Profile', 'Company', and 'Reports'. The 'Dashboard' tab is highlighted with a red box. The main content area displays 'My outstanding requests (3)' with a 'Show all (3)' button. Below this are radio buttons for filtering requests by status: 'Show all (3)', 'Saved (0)', 'Pending approval (0)', 'Partially approved (0)', 'Rejected (0)', 'Pending document check (0)', 'Pending bank processing (0)', 'Bank rejected (0)', 'Completed (3)', and 'Approved (0)'. A search filter is provided: 'Filter by request, affected user name, user ID, or last action by'. A 'Show additional filters' button is also present. The table below shows two completed requests:

Request	Affected user name/ Groups/ Authorization Policy	Last action by	Status
<input type="checkbox"/> <a href="#">Modify policy profile</a>	Cash Management	RAPHAEL1 14:22 , 27 May 2022	Completed
<input type="checkbox"/> <a href="#">Modify policy profile</a>	Cash Management	RAPHAEL1 08:33 , 27 May 2022	Completed

# Approving Requests

2. Verify the details and click on **Approve** to confirm the approval request

<b>Status</b>	Pending approval	
<b>Initiated by</b>	RYAN	29 Sep 2022 10:29hrs
<b>Last action by</b>	RYAN	29 Sep 2022 10:29hrs

---

### User info

User name	RYANLV	
Email	RYAN	***** @DBS.COM
Phone number	+852 63066785	

---

Date and Time
29 Sep 2022 10:29

[Cancel](#) [Delete](#) [Reject](#) [Approve](#)

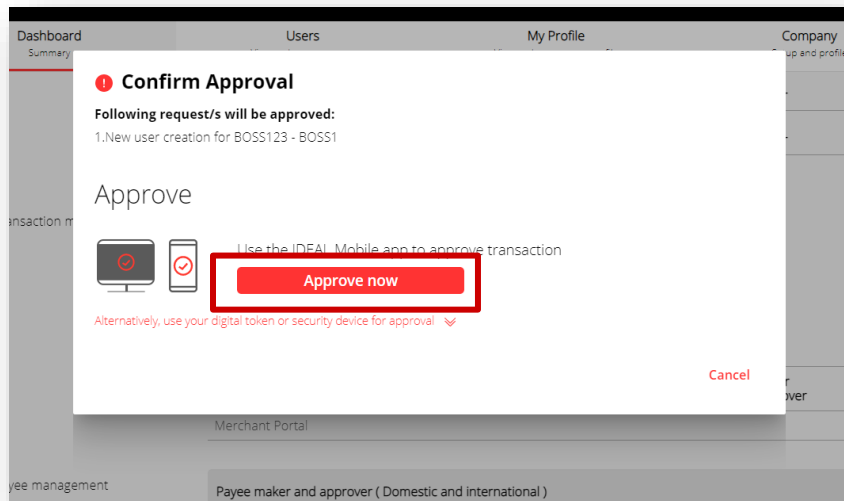
# Approving Requests

3. Confirm approval with push notification, digital token, or hard token

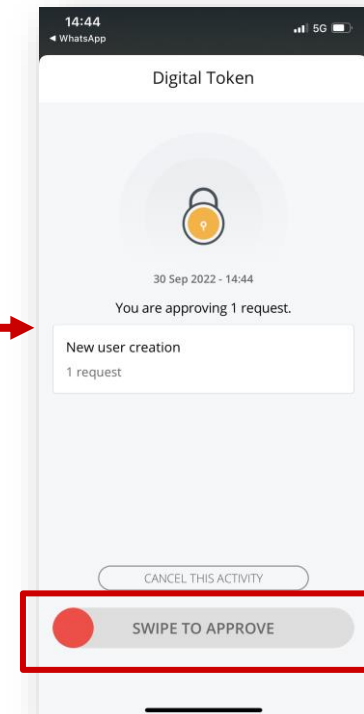
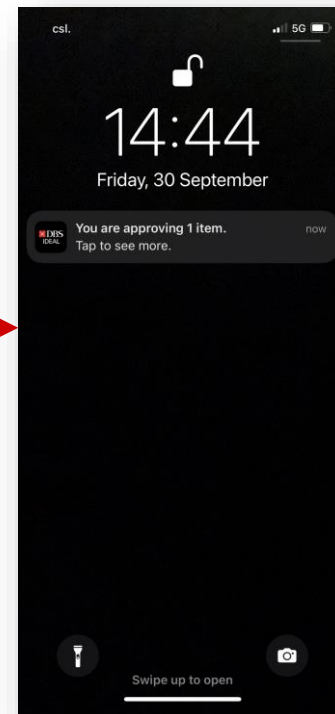
## If you approve the request using IDEAL Mobile:

- Click on **Approve now** and use the IDEAL Mobile app to approve
- Tap on the push notification and then swipe to approve

*On desktop*

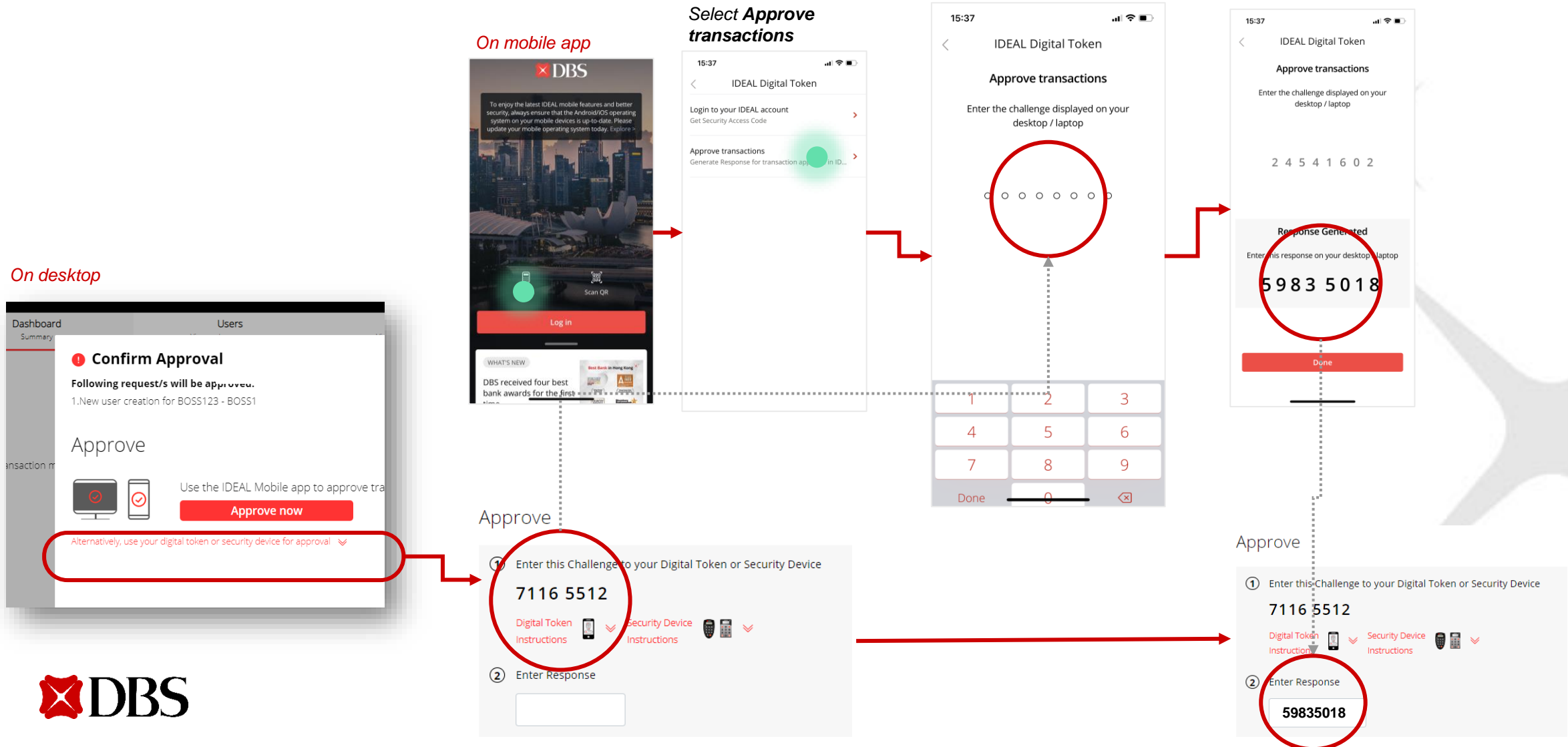


*On mobile app*



# Approving Requests

If you approve the request using digital token:



# Approving Requests

If you approve the request using hard token:

*On hard Token*

Enter your 6-digit PIN



Press 3



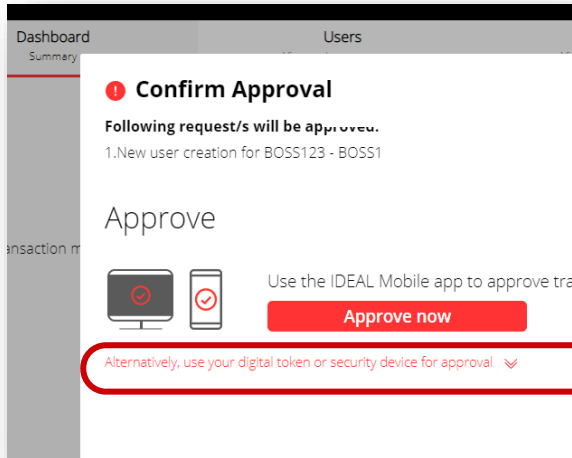
Enter Challenge Code



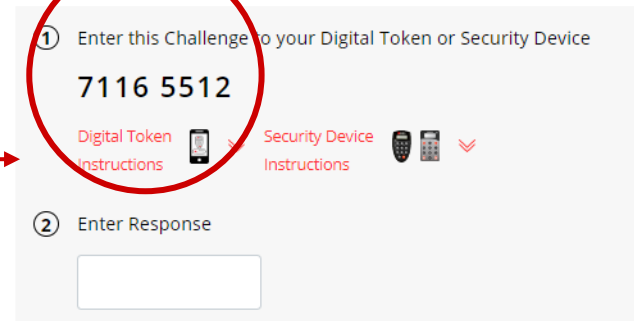
Return Response Code



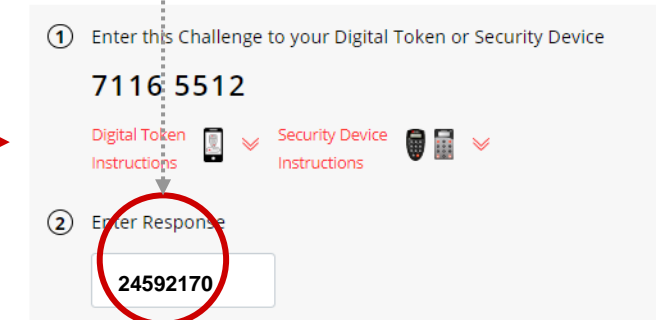
*On desktop*



Approve



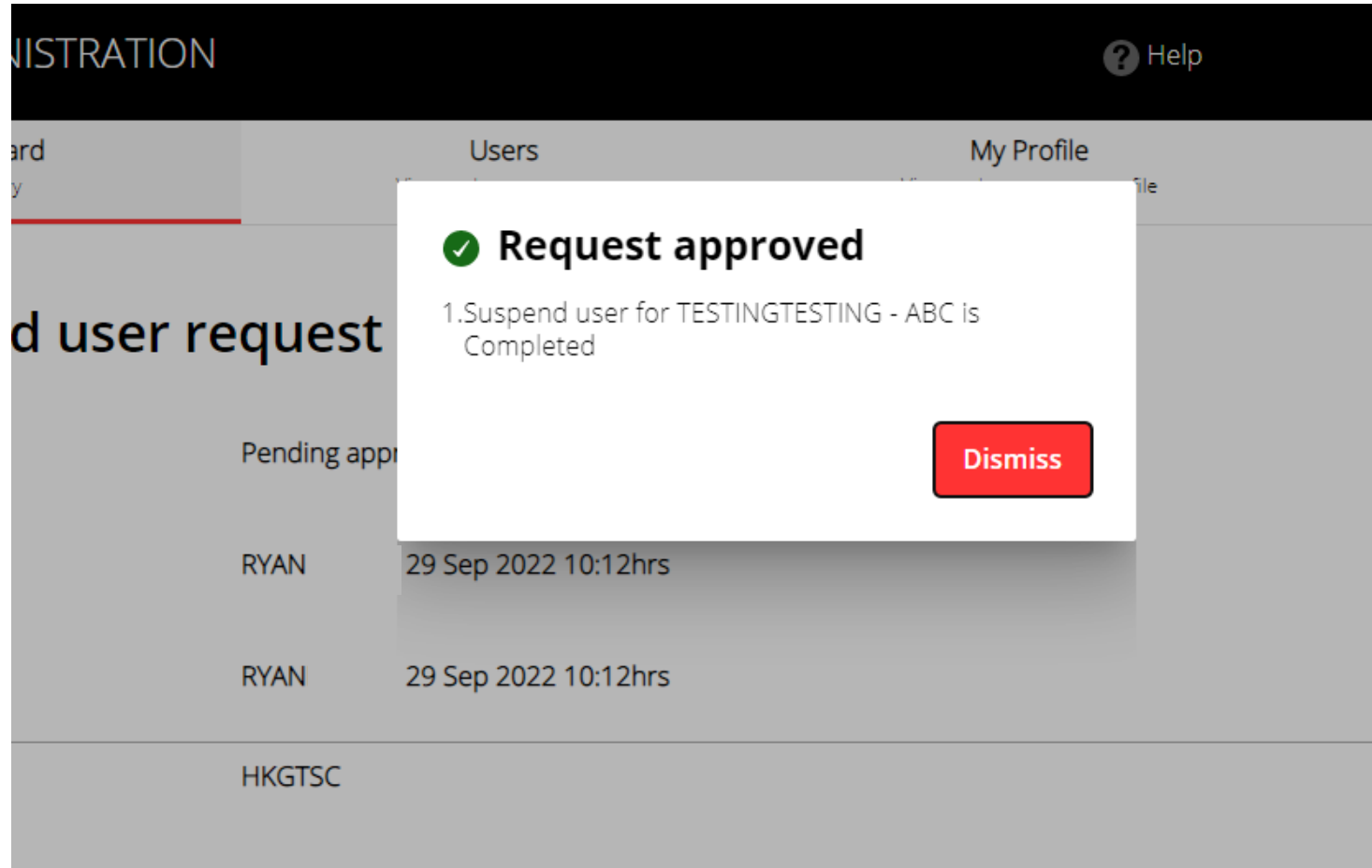
Approve





# Approving Requests

4. A successful notification message will pop up



The screenshot shows a web application interface with a dark header containing 'ADMINISTRATION' and a 'Help' icon. Below the header, there are navigation tabs for 'Users' and 'My Profile'. A modal dialog box is centered on the screen, displaying a green checkmark icon and the text 'Request approved'. Below this, it lists a task: '1. Suspend user for TESTINGTESTING - ABC is Completed'. A red 'Dismiss' button is located at the bottom right of the modal. The background interface is dimmed, showing a table with the heading 'd user request' and rows containing 'Pending app', 'RYAN', and 'HKG TSC'.

d user request	
Pending app	
RYAN	29 Sep 2022 10:12hrs
RYAN	29 Sep 2022 10:12hrs
HKG TSC	