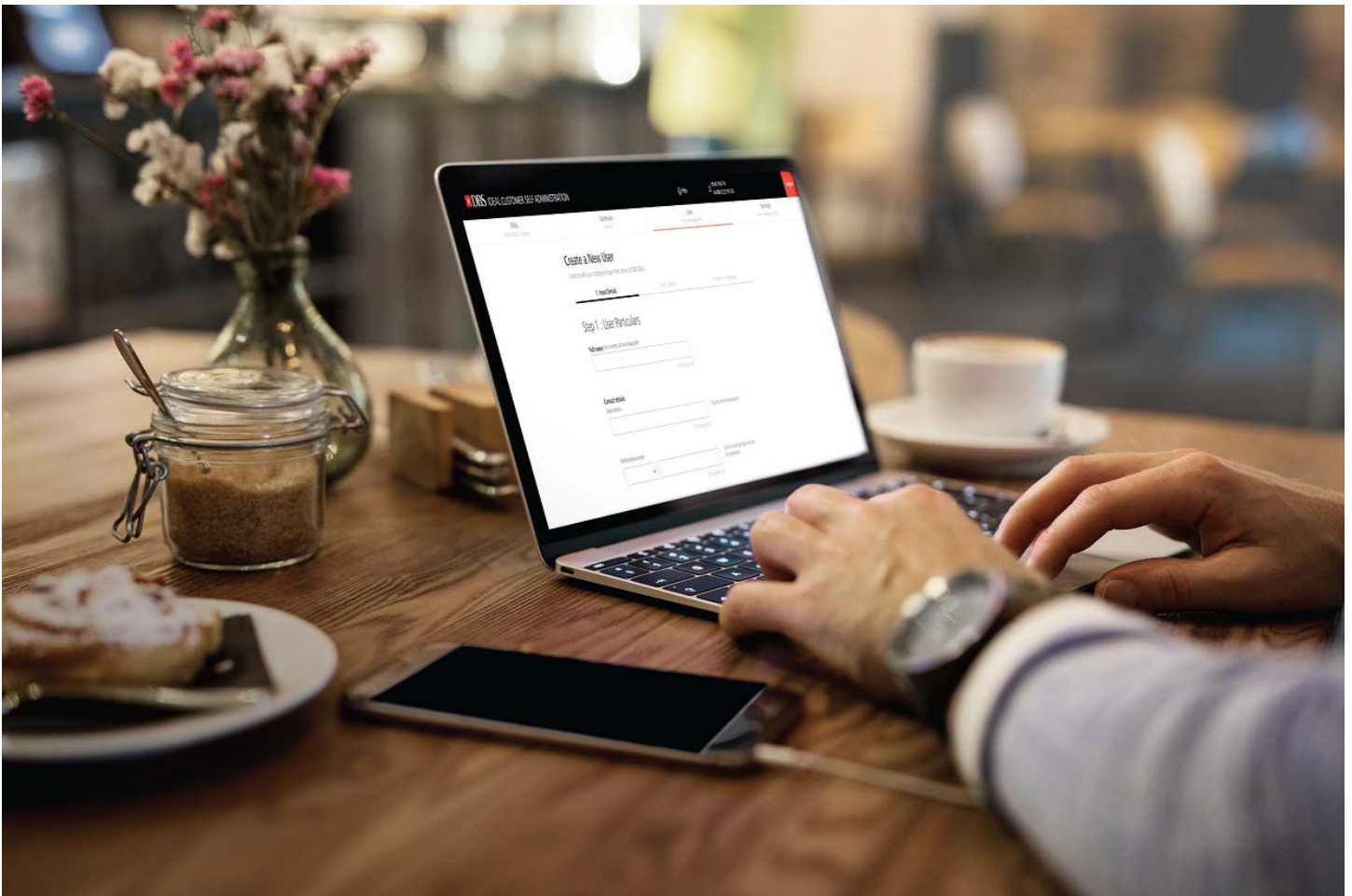


# IDEAL Customer Self Administration



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## Report Management

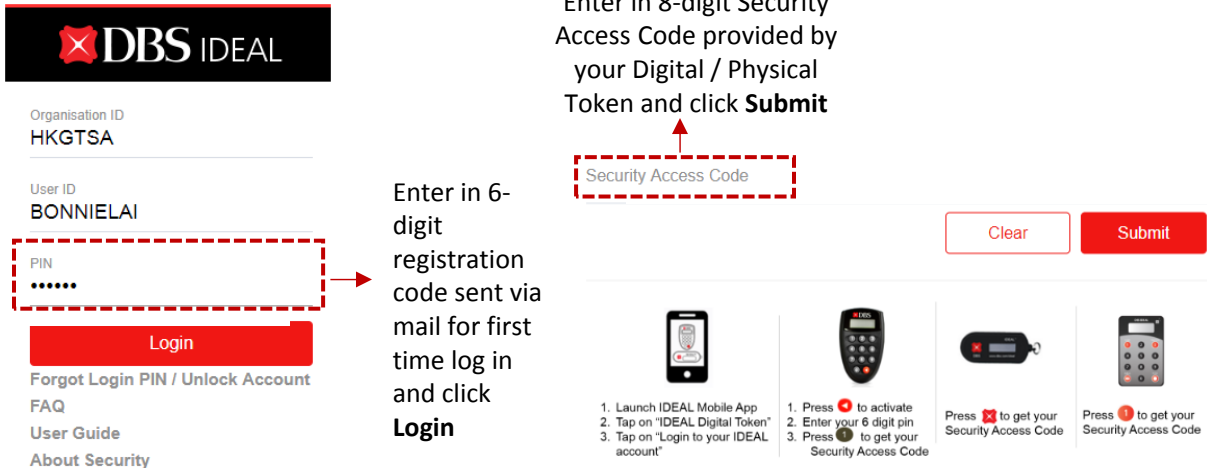
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## 01 Logging on for the first time

- 1 Go to <https://ideal.dbs.com/> and Enter in your log-in credentials





Enter in 8-digit Security Access Code provided by your Digital / Physical Token and click **Submit**


Enter in 6-digit registration code sent via mail for first time log in and click **Login**


Security Access Code

Clear Submit

1. Launch IDEAL Mobile App  
2. Tap on "IDEAL Digital Token"  
3. Tap on "Login to your IDEAL account"

1. Press  to activate  
2. Enter your 6 digit pin  
3. Press  to get your Security Access Code

Press  to get your Security Access Code

Press  to get your Security Access Code

Organisation ID  
HKGTS A

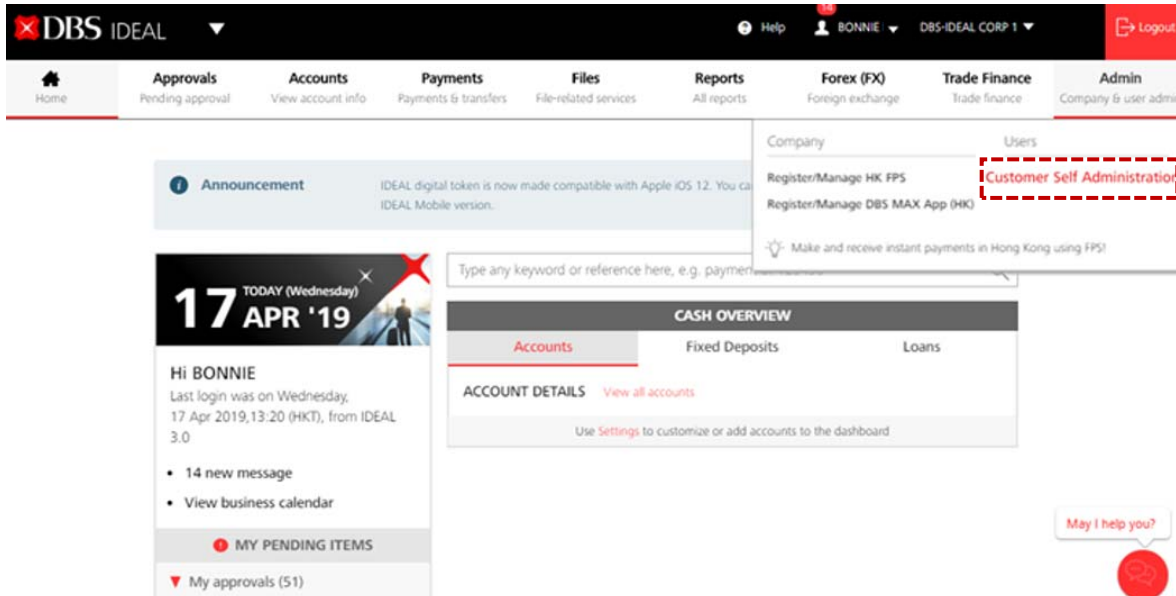
User ID  
BONNIELAI

PIN  
\*\*\*\*\*

Login

Forgot Login PIN / Unlock Account  
FAQ  
User Guide  
About Security

- 2 Access the **Customer Self Administration** function via the **Admin** tab



DBS IDEAL

Help BONNIE DBS-IDEAL CORP 1 Logout

Home Approvals Pending approval Accounts View account info Payments Payments & transfers Files File-related services Reports All reports Forex (FX) Foreign exchange Trade Finance Trade finance Admin Company & user admin

Announcement IDEAL digital token is now made compatible with Apple iOS 12. You can use IDEAL Mobile version.

Hi BONNIE  
Last login was on Wednesday,  
17 Apr 2019, 13:20 (HKT), from IDEAL 3.0

14 new message  
View business calendar

MY PENDING ITEMS  
My approvals (51)

Company Users  
Register/Manage HK FPS  
Register/Manage DBS MAX App (HK)  
Make and receive instant payments in Hong Kong using FPS!

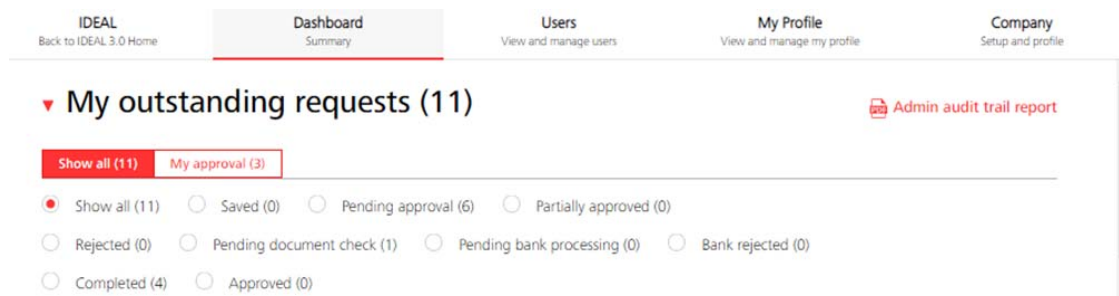
Customer Self Administration

CASH OVERVIEW  
Accounts Fixed Deposits Loans

ACCOUNT DETAILS View all accounts  
Use Settings to customize or add accounts to the dashboard

May I help you?

- 3 Arrive at the Customer Self Service Admin **Dashboard**



IDEAL Back to IDEAL 3.0 Home Dashboard Summary Users View and manage users My Profile View and manage my profile Company Setup and profile

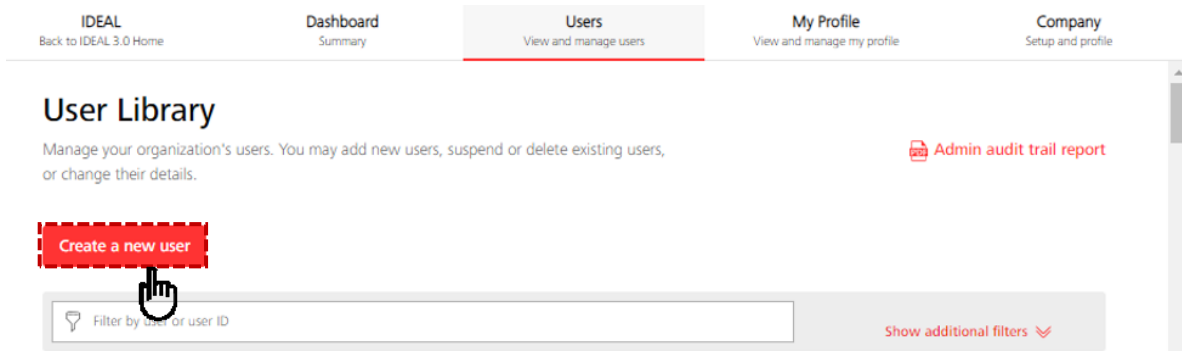
My outstanding requests (11) Admin audit trail report

Show all (11) My approval (3)

Show all (11) Saved (0) Pending approval (6) Partially approved (0)  
Rejected (0) Pending document check (1) Pending bank processing (0) Bank rejected (0)  
Completed (4) Approved (0)

## 02 Creating New Users – Enquiry User

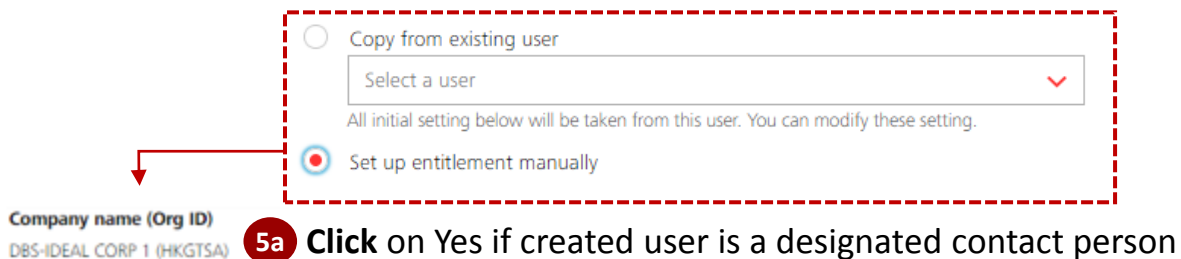
### 1 Access **Users** tab and **Click on Create a new user**



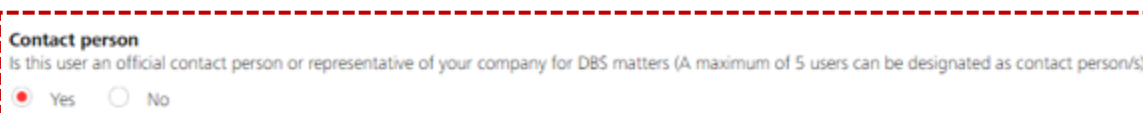
### 2 Enter in **User Particulars** of the user you would like to create

### 3 Enter in **IDEAL Settings** of the user you would like to create. You may enter your preferred user id for the new user.

### 4 Set up the **User Entitlement** for the user you would like to create. You may **copy** from an existing enquiry user or set up entitlement **manually**



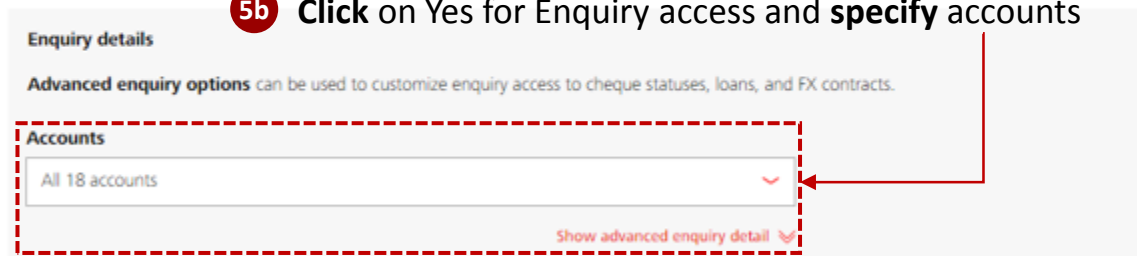
**5a** Click on Yes if created user is a designated contact person



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

☒ Yes ☐ No

### **5b** Click on Yes for Enquiry access and **specify** accounts



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

☐ Yes ☒ No

Cancel

Continue

## 02 Creating New Users – Enquiry User

### 6 Verify user details

#### 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	CHAN TAI MAN
Contact details	bonlai@gts.com
Nationality/citizenship	+852 96357...
Identity type	HONG KONG
Date of birth	S - Local Identity Number: A123456
	01 Jan 2000

##### Ideal settings

User ID	JANUARY
Language	Traditional Chinese (Hong Kong)
Security device	Digital Token (on IDEAL mobile app)

##### User entitlement

###### Parent company access

Company name (Org ID)	DBS-IDEAL CORP 1 (HKG TSA)												
Contact person	User is the official contact person or representative for DBS matters												
Enquiry access	<div>Access of account statement</div> <div>Hide advanced enquiry detail</div> <table> <thead> <tr> <th>Account type/Services</th> <th>Accounts</th> </tr> </thead> <tbody> <tr> <td>Current and savings accounts</td> <td>DBS-IDEAL CORP 1-490000188-CNY DBS-IDEAL CORP 1-781143618-HKD</td> </tr> <tr> <td>Cheque status</td> <td>DBS-IDEAL CORP 1-490000188-CNY DBS-IDEAL CORP 1-781143618-HKD</td> </tr> <tr> <td>Loan enquiry</td> <td></td> </tr> <tr> <td>FX contract enquiry</td> <td></td> </tr> <tr> <td>Fixed deposit</td> <td></td> </tr> </tbody> </table>	Account type/Services	Accounts	Current and savings accounts	DBS-IDEAL CORP 1-490000188-CNY DBS-IDEAL CORP 1-781143618-HKD	Cheque status	DBS-IDEAL CORP 1-490000188-CNY DBS-IDEAL CORP 1-781143618-HKD	Loan enquiry		FX contract enquiry		Fixed deposit	
Account type/Services	Accounts												
Current and savings accounts	DBS-IDEAL CORP 1-490000188-CNY DBS-IDEAL CORP 1-781143618-HKD												
Cheque status	DBS-IDEAL CORP 1-490000188-CNY DBS-IDEAL CORP 1-781143618-HKD												
Loan enquiry													
FX contract enquiry													
Fixed deposit													

Cancel
Save as draft
Submit

### 7 Click Submit upon verification

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

Your request has been submitted

✓ User CHAN TAI MAN on 2019-04-17 has been created successfully with status Pending Approval.

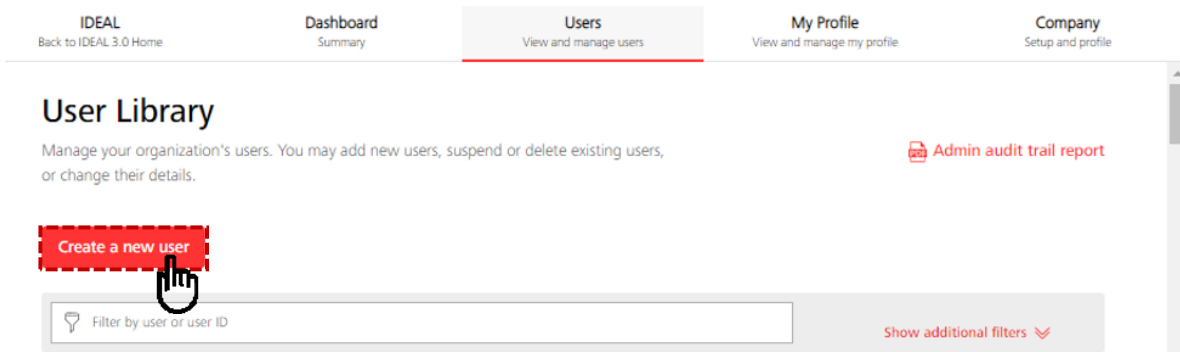
Create another user
Finish

### 9 Click Finish to complete Enquiry User creation to send for approval

Request	Affected user name (User ID)	Last action by	Status
<input type="checkbox"/> New user creation	CHAN TAI MAN (JANUARY)	BONNIELAI 15:27 , 17 Apr 2019	Pending approval

## 03 Creating New Users – Transaction Maker User

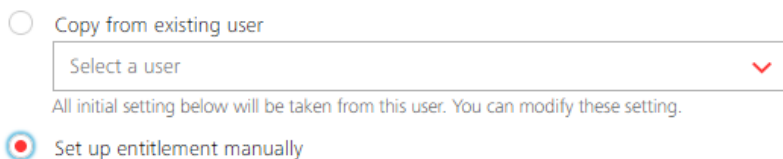
### 1 Access Users tab and Click on Create a new user



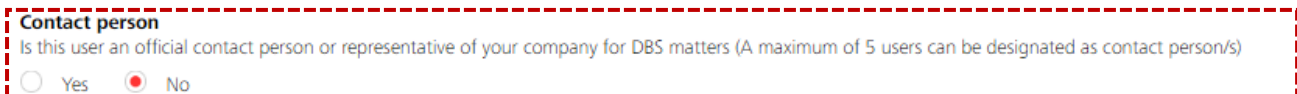
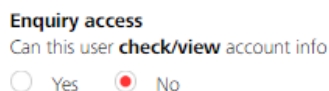
### 2 Enter in **User Particulars** of the user you would like to create

### 3 Enter in **IDEAL Settings** of the user you would like to create. You may enter your preferred user id for the new user.

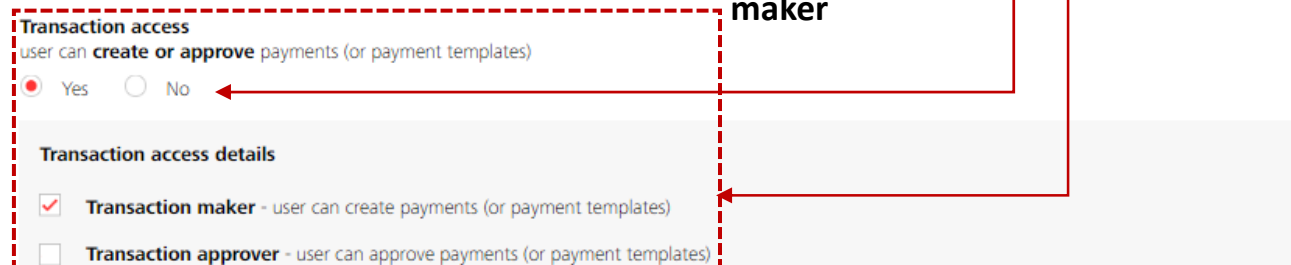
### 4 Set up the **User Entitlement** for the user you would like to create. You may **copy** from an existing enquiry user or set up entitlement **manually**



#### 5a Click on Yes if created user is a designated contact person

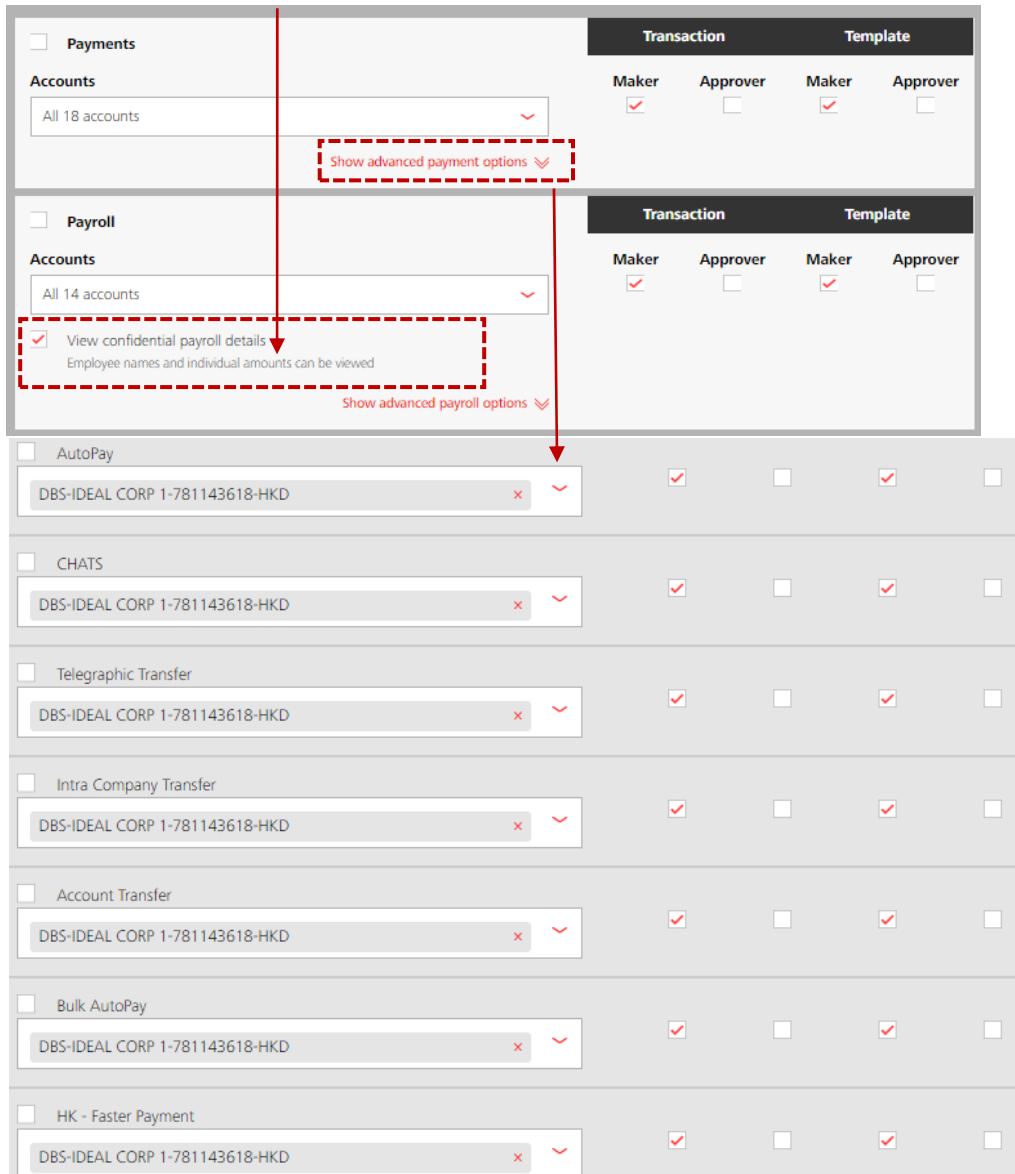



#### 5b Click on Yes for Transaction access and **Select** the option for **Transaction maker**



## 03 Creating New Users – Transaction Maker User

- 6a** Select types of transactions (Payment / Payroll) and confidential Payroll viewing permissions for the intended Transaction Maker User



The screenshot shows the 'Transaction' and 'Template' sections for a new user. The 'Payments' section has a dropdown for 'Accounts' set to 'All 18 accounts' and a 'Show advanced payment options' link. The 'Payroll' section has a dropdown for 'Accounts' set to 'All 14 accounts' and a 'View confidential payroll details' checkbox, which is checked. Below these are sections for 'AutoPay', 'CHATS', 'Telegraphic Transfer', 'Intra Company Transfer', 'Account Transfer', 'Bulk AutoPay', and 'HK - Faster Payment', each with a dropdown for 'Accounts' set to 'DBS-IDEAL CORP 1-781143618-HKD' and a 'Show advanced payroll options' link.

Transaction	Template
Maker	Approver
✓	✓
Approver	Approver
✓	✓

### Transaction management

- ☐ User can help approvers submit offline approval requests
- ☒ User can modify or edit transactions created by others
- ☒ User can delete transactions created by others
- ☒ User can upload transaction files to initiate transactions
- ☐ **File upload only** - user cannot create transaction manually

- 6b** Select/Restrict types of accesses for the intended Transaction Maker User

File management	Maker	Approver
File upload	<input checked="" type="checkbox"/>	<input type="checkbox"/>
File services	<input checked="" type="checkbox"/>	<input type="checkbox"/>



## 03 Creating New Users – Transaction Maker User

### 7 Select payee management parameters and Click Continue

#### Payee (beneficiary) management

Can this user **create or manage** payees

☒ Yes ☐ No

Payee (beneficiary) management details	Maker	Approver
<input checked="" type="checkbox"/> Local payee	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Foreign currency payment or international payee	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/> Payees created by this user requires approval	

Cancel **Continue**

### 8 Verify user details

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

#### Preview your new user's details

##### User particulars

Full name	LEE SIU MING
Contact details	borluigtr@gmail.com
Nationality/citizenship	+852 9635
Identity type	CANADA
Date of birth	P - Passport Number: ABC123456
	01 Feb 2000

##### Ideal settings

User ID	FEBRUARY
Language	English (UK)
Security device	Digital Token (on IDEAL mobile app)
	Physical token

##### User entitlement

###### Parent company access

Company name (Org ID)	DBS-IDEAL CORP 1 (HKG TSA)
Contact person	User is not the official contact person or representative for DBS matters
Transaction access	User · is a transaction maker

##### Payments

Hide advanced payment options

Payment type	Accounts	Transaction	Template
AutoPay	DBS-IDEAL CORP 1-781143618-HKD	Maker	Maker
CHATS	DBS-IDEAL CORP 1-781143618-HKD	Maker	Maker
Telegraphic Transfer	DBS-IDEAL CORP 1-781143618-HKD	Maker	Maker
Intra Company Transfer	DBS-IDEAL CORP 1-781143618-HKD	Maker	Maker
Account Transfer	DBS-IDEAL CORP 1-781143618-HKD	Maker	Maker
HK - Faster Payment	DBS-IDEAL CORP 1-781143618-HKD	Maker	Maker

##### Payroll

Show advanced payroll options



## 03 Creating New Users – Transaction Maker User

### 9 Verify user details (Cont'd) and Click Submit

Transaction management

User

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

File management

File upload	Maker
File services	Maker

Payee management

Payee maker ( Domestic )

User can make payee .

Cancel

Save as draft

Submit

### 10 Pending Approval user creation alert will pop up at the top of the page

Your request has been submitted

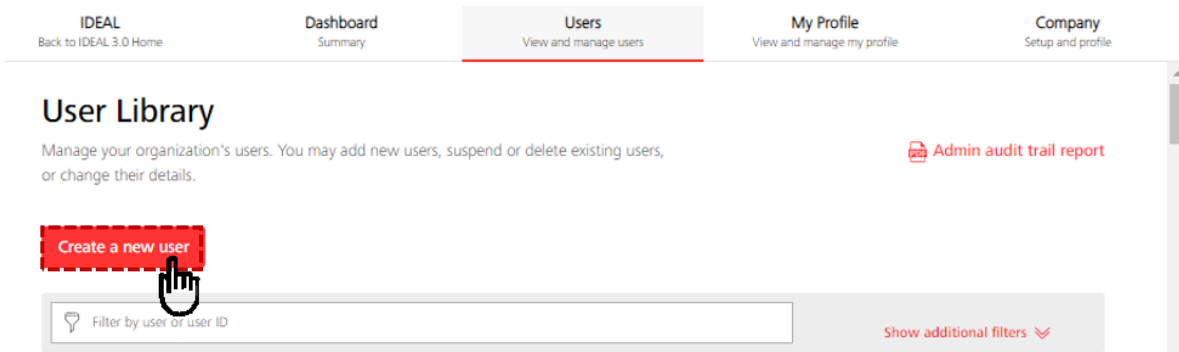
✓ User LEE SIU MING on 2019-04-17 has been created successfully with status Pending Approval.

### 11 Click Finish to complete Transaction Maker User creation to send for approval

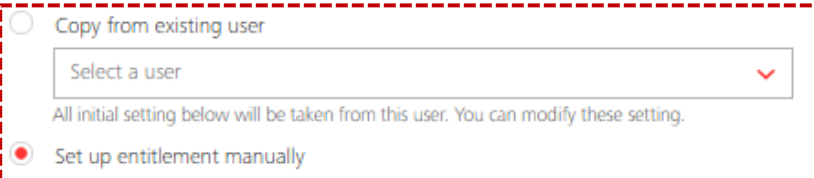
<div> <div>Create another user</div> <div>Finish</div> </div>			
Request	Affected user name (User ID)	Last action by	Status
<input type="checkbox"/> New user creation	LEE SIU MING (FEBRUARY)	BONNIELAI 17:50 , 17 Apr 2019	Pending approval

## 04 Creating New Users – Transaction Approver User

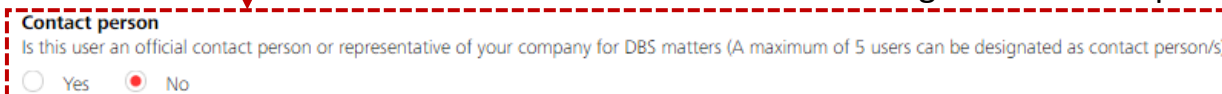
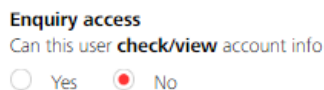
- 1 Access **Users** tab and click on **Create a new user**



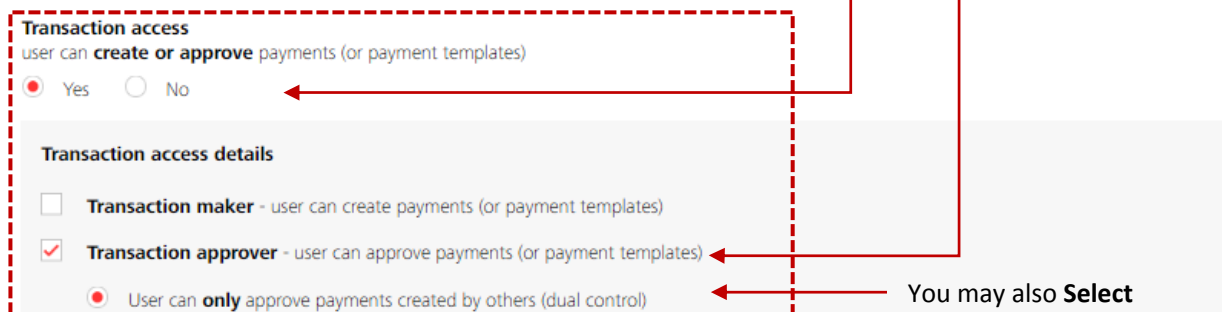
- 2 Enter in **User Particulars** of the user you would like to create
- 3 Enter in **IDEAL Settings** of the user you would like to create. You may enter your preferred user id for the new user.
- 4 Set up the **User Entitlement** for the user you would like to create. You may **copy** from an existing enquiry user or set up entitlement **manually**



- 5a Click on **Yes** if created user is a designated contact person

- 5b Click on **Yes** for Transaction access and **Select** the option for **Transaction Approver**




**Note: Dual admin control is required**

You may also **Select** types of payments Approver User can Approve



## 04 Creating New Users – Transaction Approver User

- 5c** Select the approval group, Transaction types (Payments, Payrolls) and confidential payroll viewing rights for this new User


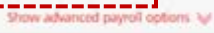
**User belongs to the following group of approvers**

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


**Transaction type**


☐ **Payments**  
**Accounts**  
All 18 accounts   



Transaction		Template	
Maker	Approver	Maker	Approver
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>


☐ **Payroll**  
**Accounts**  
All 14 accounts   
☒ View confidential payroll details  
Employee names and individual amounts can be viewed 


Transaction		Template	
Maker	Approver	Maker	Approver
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>


☐ **AutoPay**  
DBS-IDEAL CORP 1-781143618-HKD 


☐ **CHATS**  
DBS-IDEAL CORP 1-781143618-HKD 

☐ **Telegraphic Transfer**  
DBS-IDEAL CORP 1-781143618-HKD 

☐ **Intra Company Transfer**  
DBS-IDEAL CORP 1-781143618-HKD 

☐ **Account Transfer**  
DBS-IDEAL CORP 1-781143618-HKD 

☐ **Bulk AutoPay**  
DBS-IDEAL CORP 1-781143618-HKD 

☐ **HK - Faster Payment**  
DBS-IDEAL CORP 1-781143618-HKD 

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

- 6** Select Payee management settings for this new User

### Payee (beneficiary) management

Can this user **create or manage** payees

☒ Yes ☐ No

Payee (beneficiary) management details	Maker	Approver
<input checked="" type="checkbox"/> Local payee	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Foreign currency payment or international payee	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input checked="" type="checkbox"/> Payees created by this user requires approval	

## 04 Creating New Users – Transaction Approver User

### 7 Acknowledge documentation requirements for submission, and Click Continue

**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) ← *Note: Please print the cover letter here for document submission*

2) Certified true copy of either

- Hong Kong National ID card, OR
- Passport and residential address proof (e.g. recent utility or phone bill, bank statement or correspondence from a government agency)

☒ MARS14 has read this requirement on 14 Jan 2019, 15:11

Cancel

Continue

### 8 Verify user details

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

### Preview your new user's details

#### User particulars

Full name	Bonnie Lai
Contact details	bonnie.lai@gmail.com
	+852 9635 7777
Nationality/citizenship	HONG KONG
Identity type	S - Local Identity Number: 123123
Date of birth	01 Feb 2000


#### Ideal settings

User ID	CSAUSER1
Language	English (UK)
Security device	Digital Token (on IDEAL mobile app)

#### User entitlement

Company name (Org ID)	DBS-IDEAL CORP 1 (HKG TSA)
Contact person	User is the official contact person or representative for DBS matters
Transaction access	User
	<ul style="list-style-type: none"> <li>- is a transaction approver</li> <li>- can only approve payments created by others (dual control)</li> <li>- Belong to Group A of approvers</li> </ul>

#### Payments

Hide advanced payment options 

Payment type	Accounts	Transaction	Template
AutoPay	DBS-IDEAL CORP 1-781143618-HKD	Approver	Approver
CHATS	DBS-IDEAL CORP 1-781143618-HKD	Approver	Approver
Telegraphic Transfer	DBS-IDEAL CORP 1-781143618-HKD	Approver	Approver
Intra Company Transfer	DBS-IDEAL CORP 1-781143618-HKD	Approver	Approver
Account Transfer	DBS-IDEAL CORP 1-781143618-HKD	Approver	Approver
HK - Faster Payment	DBS-IDEAL CORP 1-781143618-HKD	Approver	Approver

#### Payroll

## 04 Creating New Users – Transaction Approver User

### 8 Verify user details (Cont'd) and Click Submit

Note: Confidential Payroll details will be visible to this user

Payroll type	Accounts	Transaction	Template
Payroll (Confidential payroll details are visible)	DBS-IDEAL CORP 1-781143618-HKD	Approver	Approver
Payroll DBS (Confidential payroll details are visible)	DBS-IDEAL CORP 1-781143618-HKD	Approver	Approver

Payee management

Payee maker and approver ( Domestic and international )  
User can make and approve payee .  
- payee created by this user requires approval

Cancel Save as draft **Submit**

### 9 Complete User creation request by submitting hard-copy supporting documents (for Approver) and Click Finish

Your request has been submitted

✓ User Bonnie Lai on 2019-04-17 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 either:
  - Hong Kong National ID card, OR
  - Passport and residential address proof (e.g. recent utility or phone bill, bank statement or correspondence from a government agency)

Print this request form via **Clicking** this link to submit with supporting documentation

Create another user **Finish**

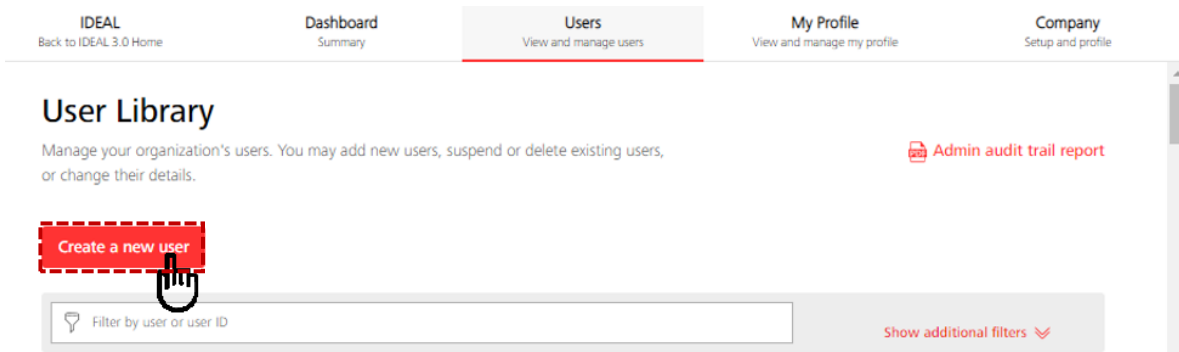
### 10 Approver User creation request submitted with Pending Approval status reflected on the Dashboard tab

(Note: Upon receipt and completion of verification for Approver's supporting documents, Bank will further proceed approval for this new Transaction Approver request)

Request	Affected user name (User ID)	Last action by	Status
✓ New user creation	Bonnie Lai (CSAUSER1)	MARS14 10:18 , 14 Jan 2019	Pending approval

## 05 Creating New Users – Copying an Existing User Profile

### 1 Access Users tab and Click on Create a new user

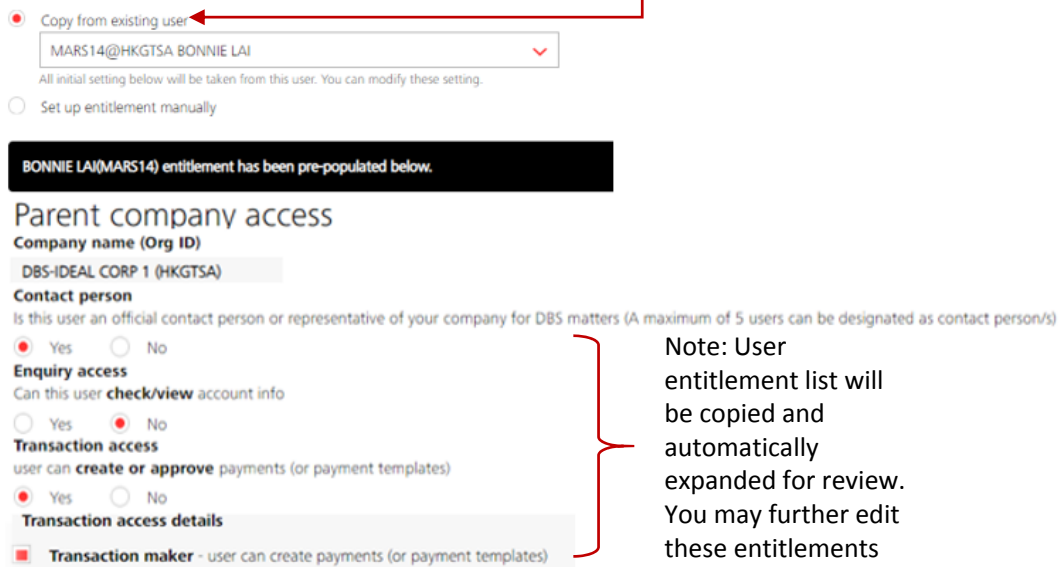


### 2 Enter in User Particulars of the user you would like to create

### 3 Enter in IDEAL Settings of the user you would like to create

### 4 Select the option to “Copy from existing user” and Click continue to complete User Set-up

#### Step 3: User Entitlement



☒ Copy from existing user

MARS14@HKGTSA BONNIE LAI

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

☐ Set up entitlement manually

**BONNIE LAI(MARS14) entitlement has been pre-populated below.**

**Parent company access**  
Company name (Org ID)  
DBS-IDEAL CORP 1 (HKGTSA)

**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

**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)

Note: User entitlement list will be copied and automatically expanded for review. You may further edit these entitlements

Cancel Continue

## 05 Creating New Users – Copying an Existing User Profile

### 5 Verify user details and Click Submit

#### 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

Preview your new user's details [Edit](#)

#### User particulars

Full name	LEE SIU MING
Contact details	bonli...@gmail.com
Nationality/citizenship	+852 9635
Identity type	CANADA
Date of birth	P - Passport Number: ABC123456
	01 Feb 2000

#### Ideal settings

User ID	FEBRUARY
Language	English (UK)
Security device	Digital Token (on IDEAL mobile app)
	Physical token

#### User entitlement

##### Parent company access

Company name (Org ID)	DBS-IDEAL CORP 1 (HKGTSA)
Contact person	User is not the official contact person or representative for DBS matters
Transaction access	User
	- is a transaction maker

##### Payments

[Hide advanced payment options](#)

Payment type	Accounts	Transaction	Template
AutoPay	DBS-IDEAL CORP 1-781143618-HKD	Maker	Maker
CHATS	DBS-IDEAL CORP 1-781143618-HKD	Maker	Maker

##### Transaction management

User

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

##### File management

File upload	Maker
File services	Maker


##### Payee management

Payee maker ( Domestic )	
User can make payee .	

[Cancel](#)
[Save as draft](#)
[Submit](#)

### 6 Pending Approval user creation alert will pop up

Your request has been submitted

 User LEE SIU MING on 2019-04-17 has been created successfully with status Pending Approval.

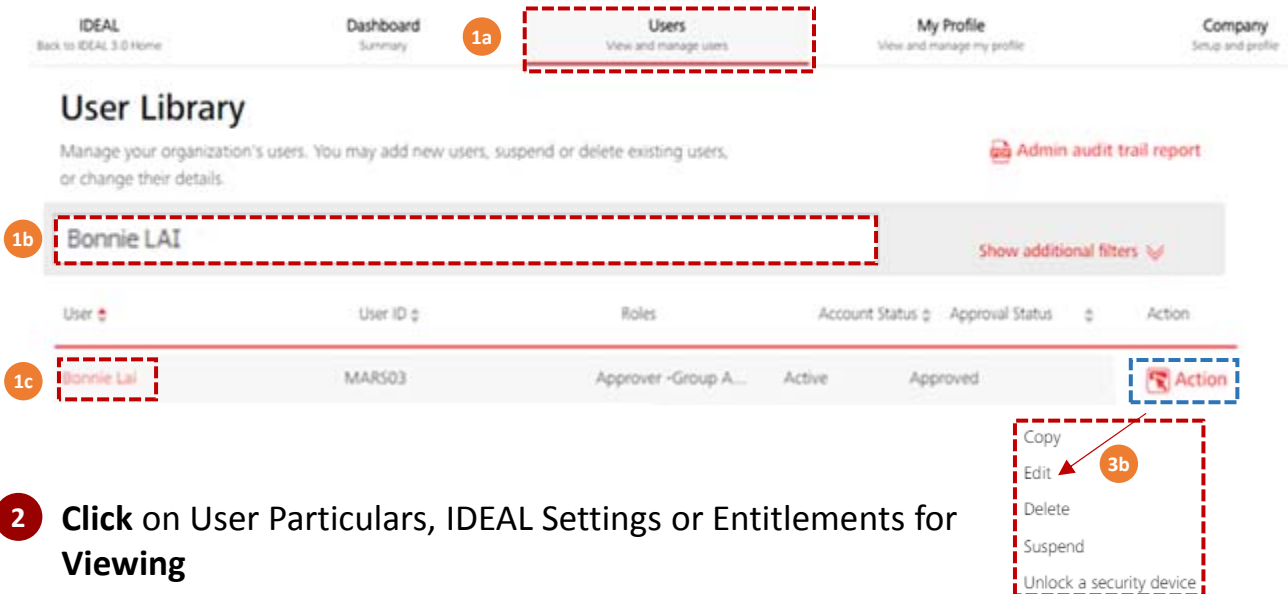
### 7 Click Finish to complete “Copy from existing user”

[Create another user](#)
[Finish](#)

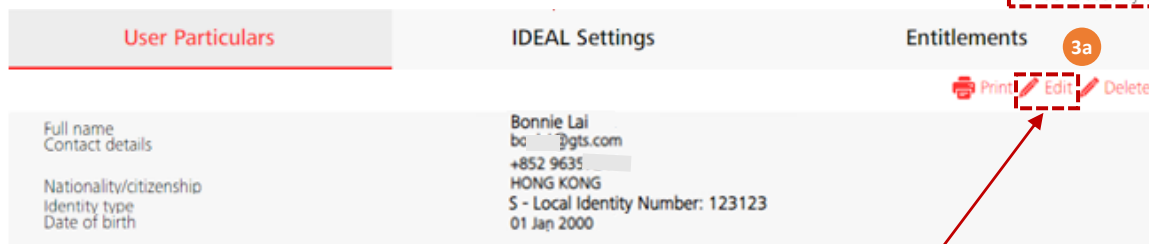


## 06 Viewing / Modifying Existing Users

- 1a** Access the Users tab to view all Users within your organisation
- 1b** Search for existing user in the Search Bar
- 1c** Click on User to **View** User settings



- 2** Click on User Particulars, IDEAL Settings or Entitlements for Viewing



- 3a** Click on Edit to **Modify** User Particulars, IDEAL Settings or Entitlements in the "Edit a User" screen and modify User profile

### Edit a User

Edit an existing user and access to IDEAL.



- 3b** Click on Action and **Click** Edit to access User modification page directly
- 4** Click on Continue after necessary modifications have been made

Cancel

Continue



## 06 Viewing / Modifying Existing Users

### 5 Verify modified user details and Click Submit

#### Edit a User

Edit an existing user and access to IDEAL.

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

Preview your new user's details Edit

**User particulars**

Full name	Bonnie Lai
Contact details	bc@gts.com
Nationality/citizenship	+852 963
Identity type	HONG KONG
Date of birth	S - Local Identity Number: 123123 01 Jan 2000

**Ideal settings**

User ID	MARS03
Language	Traditional Chinese (Hong Kong)
Security device	Digital Token (on IDEAL mobile app)

**User entitlement**

**Parent company access**

Company name (Org ID)	DBS-IDEAL CORP 1 (HKGTS)
Contact person	User is the official contact person or representative for DBS matters
Transaction access	User <ul style="list-style-type: none"> <li>is a transaction approver</li> <li>can only approve payments created by others (dual control)</li> <li>Belong to Group A of approvers</li> </ul>

**Payment**

Hide advanced payment options

Payment type	Accounts	Transaction	Template
HK - Faster Payment	DBS-IDEAL CORP 1-781143618-HKD	Approver	Approver

**Payee management**

**Payee maker and approver ( Domestic and international )**

User can make and approve payee .  
 - payee created by this user requires approval

Cancel

Save as draft

Submit

### 6 Pending Approval user modification alert will pop up

Your request has been submitted

✓ User Bonnie Lai on 2019-01-14 has been modified successfully with status Pending Approval.

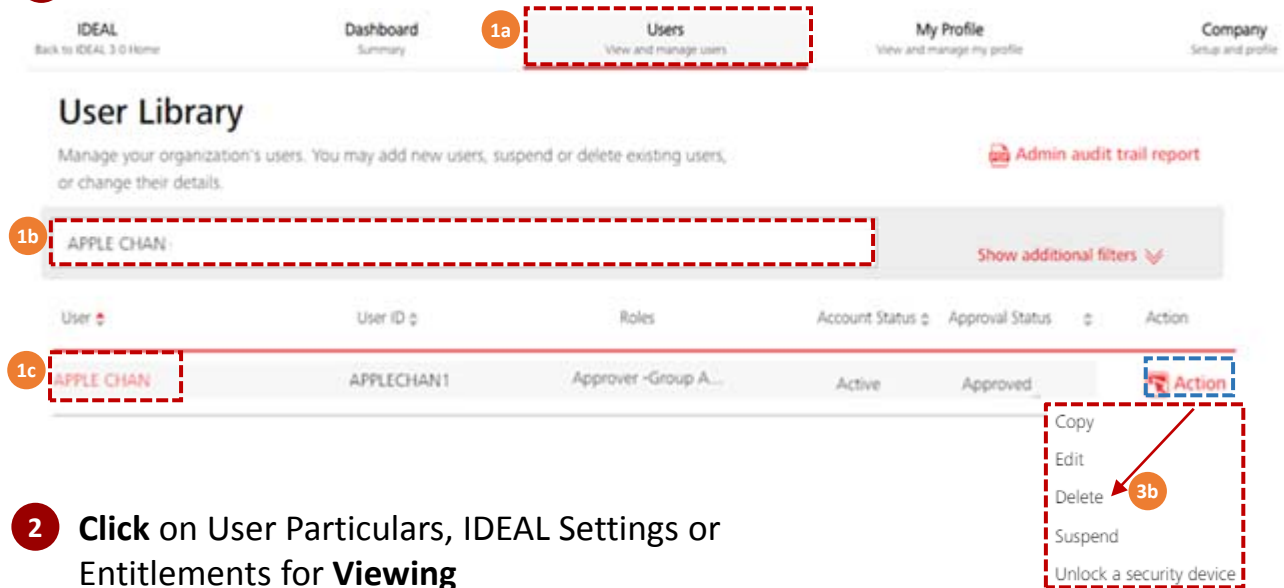
### 7 Click Finish to submit **Modify User** Request for approval

Create another user Finish

Request	Affected user name (User ID)	Last action by	Status
<input checked="" type="checkbox"/> Modify user profile	Bonnie Lai (MARS03)	MARS14 10:55 , 14 Jan 2019	Pending approval

## 07 Deleting Existing Users

- 1a Access the Users tab
- 1b Search for existing user in the Search Bar
- 1c Click on User's ID to **View** User settings



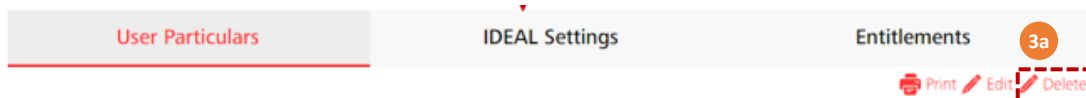
**User Library**  
Manage your organization's users. You may add new users, suspend or delete existing users, or change their details.

Admin audit trail report

1b APPLE CHAN Show additional filters

User	User ID	Roles	Account Status	Approval Status	Action
1c APPLE CHAN	APPLECHAN1	Approver -Group A...	Active	Approved	<div> <div>3b</div> <ul style="list-style-type: none"> <li>Copy</li> <li>Edit</li> <li>Delete</li> <li>Suspend</li> <li>Unlock a security device</li> </ul> </div>

- 2 Click on User Particulars, IDEAL Settings or Entitlements for **Viewing**



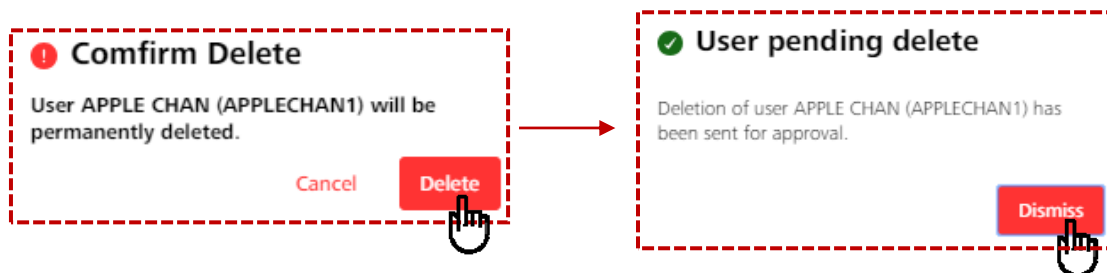
User Particulars IDEAL Settings Entitlements

Print Edit Delete

- 3a Click on Delete to **Delete** User

OR

- 3b Click on Action and **Click** Delete to delete User **directly** from User Search page
- 4 Click on Delete and Dismiss when "Confirm Delete" pop-up appears



**Confirm Delete**

User APPLE CHAN (APPLECHAN1) will be permanently deleted.

Cancel Delete

**User pending delete**

Deletion of user APPLE CHAN (APPLECHAN1) has been sent for approval.

Dismiss

**Note: Deletion of Users is an irreversible function**

## 08 Suspending Existing Users

**1a** Access the Users tab

**1b** Search for existing user in the Search Bar



### User Library

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

[Admin audit trail report](#)

**1b**

 [Show additional filters](#)

User	User ID	Roles	Account Status	Approval Status	Action
BON	MARS35	Maker Approver	Active	Approved	

**2** Click on Action and **Click** Suspend to Suspend User

**3** Click Confirm and Dismiss when Suspend user pop-ups appear

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

**Suspend user**

Organisation: HKG TSA

User ID: MARS35

Full name: BON

[Cancel](#) [Confirm](#)

**User pending suspension**

Suspension of user BON(MARS35) has been sent for approval.

[Dismiss](#)

**4** User suspend request has been submitted for approval


Request	Affected user name (User ID)	Last action by	Status
<input type="checkbox"/> Suspend user	BON (MARS35)	MARS14 14:57, 15 Jan 2019	Pending approval

[Cancel](#)

[Continue](#)

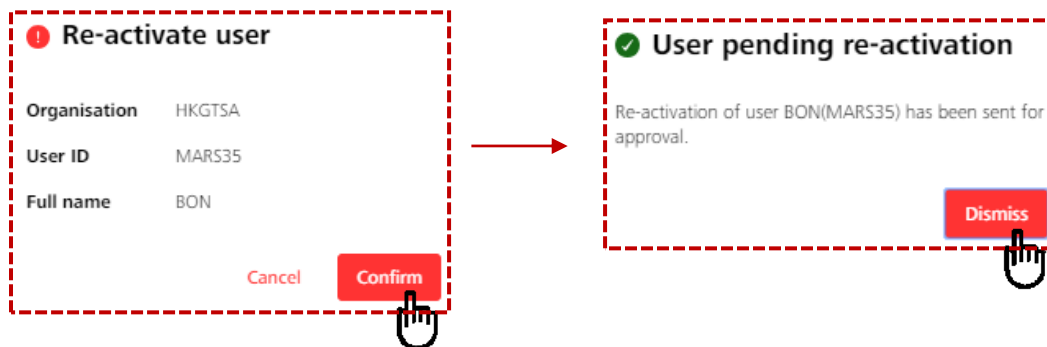
## 08 Activating Existing Users

- 1a Access the Users tab
- 1b Search user to be re-activated in the Search Bar

User	User ID	Roles	Account Status	Approval Status	Action
BON	MARS35	Maker Approver	Suspend	Approved	<div>  Action         </div> <div>           Copy            Edit            Delete            Re-activate            Unlock a security device         </div>

Account Status should reflect Suspend

- 2 Click on Action and Click on Re-activate to activate suspended User
- 3 Click Confirm and Dismiss when Re-activate user pop-ups appear



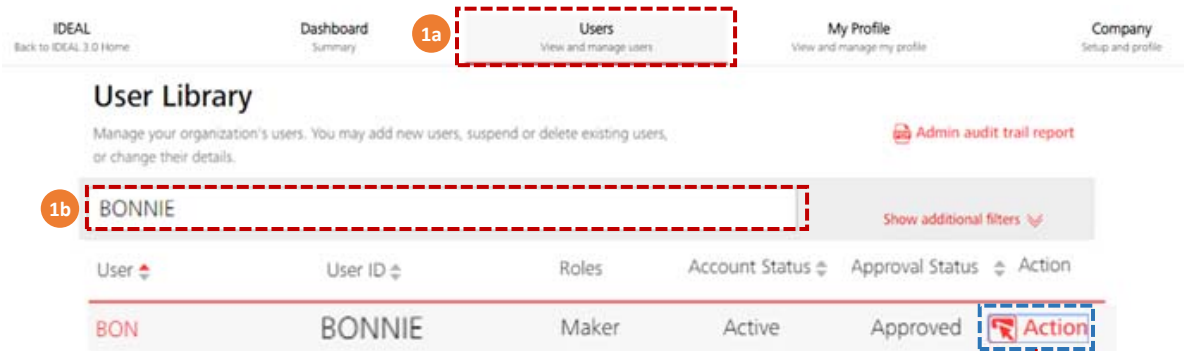
- 4 User re-activate request has been submitted for approval

Request	Affected user name (User ID)	Last action by	Status
<input type="checkbox"/> Re-activate user	BON (MARS35)	BONNIELAI 15:18 , 15 Jan 2019	Pending approval

## 09 Unlocking Security Devices

**1a** Access the Users tab

**1b** Search user whose security device requires to be unlocked in the Search Bar



IDEAL Dashboard **1a** Users My Profile Company

Back to IDEAL 3.0 Home Summary View and manage users View and manage my profile Setup and profile

### User Library

Manage your organization's users. You may add new users, suspend or delete existing users, or change their details. [Admin audit trail report](#)

**1b** BONNIE [Show additional filters](#)

User	User ID	Roles	Account Status	Approval Status	Action
BON	BONNIE	Maker	Active	Approved	<b>Action</b>

**1c** Click on Unlock a security device

**2** Enter in unlock challenge code and **Click Confirm**

**1** Unlock security device



Organisation HKBRGTS4

User ID BONNIE

Full name BON

Security Device Serial Number 1234567890

**Unlock Challenge**  Please enter the challenge as displayed on the security device which needs to be unlocked.

The system will generate an unlock code which needs to be entered into the locked security device.

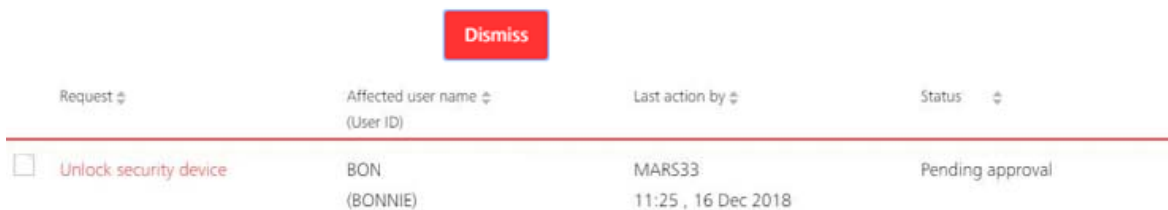
The owner of the security device will be required to enter a new pin for the security device once it is unlocked successfully.

[Cancel](#) [Confirm](#)

**3** Unlock security device request will be sent for approval

**✓ User pending unlock security device**

Unlock Security Device for user BON (BONNIE) has been sent for approval.

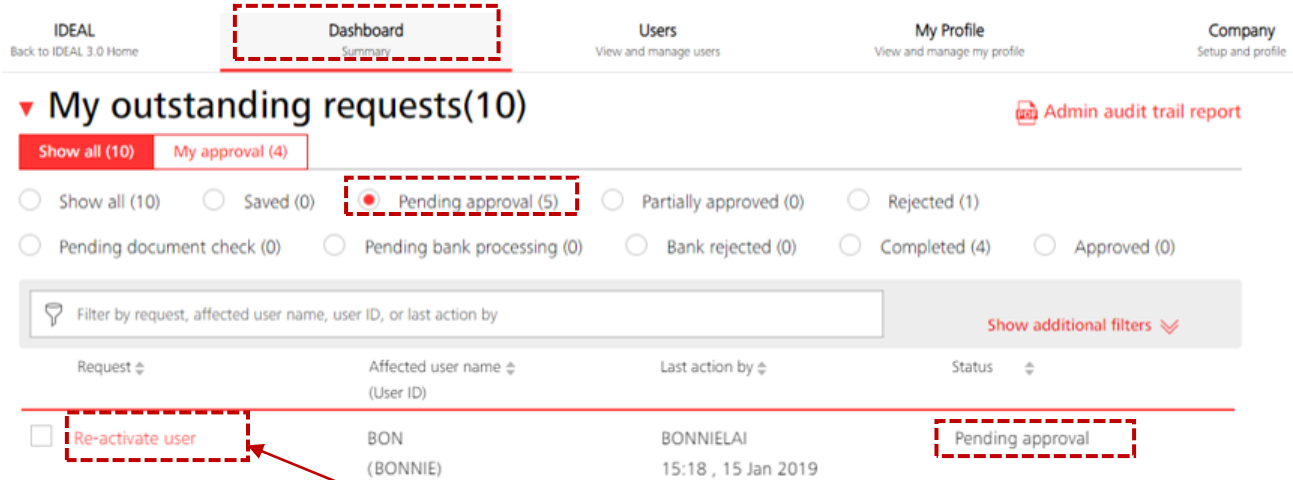


[Dismiss](#)

Request	Affected user name (User ID)	Last action by	Status
<input type="checkbox"/> Unlock security device	BON (BONNIE)	MARS33 11:25 , 16 Dec 2018	Pending approval

## 10 Approving Requests

- 1 After maintenance request (Create / Modify / Suspend / Re-activate) has been submitted, the designated Approver will be able to **Access All Pending Approval Requests** via the Dashboard tab



The screenshot shows the DBS IDEAL Dashboard. The 'Dashboard' tab is selected. Under 'My outstanding requests(10)', there are filters for 'Show all (10)' and 'My approval (4)'. The 'Pending approval (5)' filter is selected. Below the filters, there is a search bar and a table of requests. The first request is 'Re-activate user' for user 'BON (BONNIE)' with status 'Pending approval'.

Request	Affected user name (User ID)	Last action by	Status
<input type="checkbox"/> Re-activate user	BON (BONNIE)	BONNIELAI 15:18 , 15 Jan 2019	Pending approval

- 2 Click on type of Request to Delete, Reject or Approve submitted request  
**Re-activate suspended user request**

**Status** Pending approval  
**Initiated by** BONNIELAI , 15 Jan 2019 15:18 hrs  
**Last action by** BONNIELAI , 15 Jan 2019 15:18 hrs  
**Organisation ID** HKBRGTS4  
**Full name** BON  
**Login status** Active

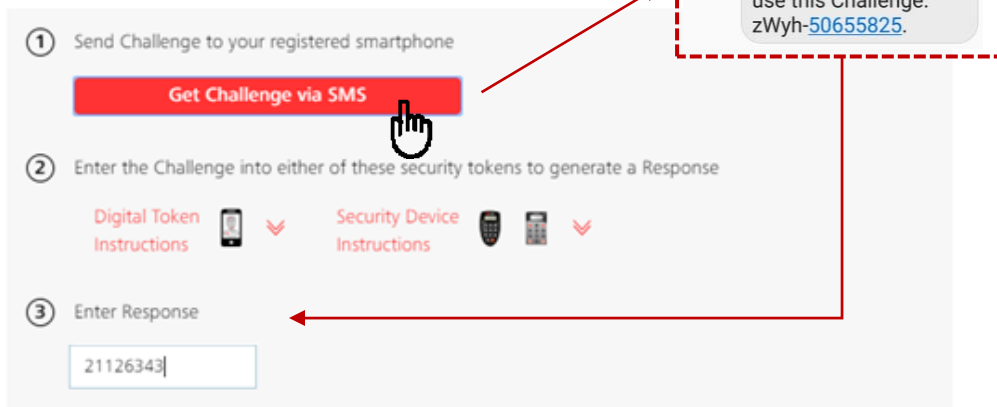
Cancel Delete Reject Approve

- 3 Follow the Approval steps and **Click Approve** to approve request

### 1 Confirm Approval

**Following request/s will be approved:**  
 Re-activate user for **BONNIE - BON**

Approve



The screenshot shows the 'Approve' step. It includes a step indicator '1 Send Challenge to your registered smartphone' and a button 'Get Challenge via SMS'. Below this, there are instructions for entering the challenge into security tokens. A red box highlights the 'Get Challenge via SMS' button and the 'Enter Response' field, with an arrow pointing to a modal window.

<DBS IDEAL>  
 ALERT: You are approving 1 request(s). If you did not approve this request please call DBS. To proceed use this Challenge: zWyh-50655825.

Cancel

Approve



## 10 Approving Requests

- 4 Approve request notification pop-up will appear and approval status on the Dashboard tab will reflect “Completed” and the new user profile will be updated in the bank’s system

### ✓ Request approved

Re-activate user for BONNIE - BON is Completed



**Note: Dual Authorization must be in place – Each Administrator cannot approve his/her own request**

Request	Affected user name (User ID)	Last action by	Status
<input type="checkbox"/> Re-activate user	BON (BONNIE)	MARS14 19:01 , 10 Apr 2019	Completed

- 5 Email and SMS notification alerts will be sent to all IDEAL administrators as well as IDEAL approvers upon successful admin request approval



Wed 4/10/2019 7:02 PM

DBS eAdvice Corporate

<DBS IDEAL> CSA request created (Activate User - BONNIE PO SHAN LAI)

To: Bonnie [redacted]

We have received approval from MARS14@HKGTS for (Activate User - BONNIE PO SHAN LAI). The request status is now Completed. If unauthorised, please call DBS BusinessCare.

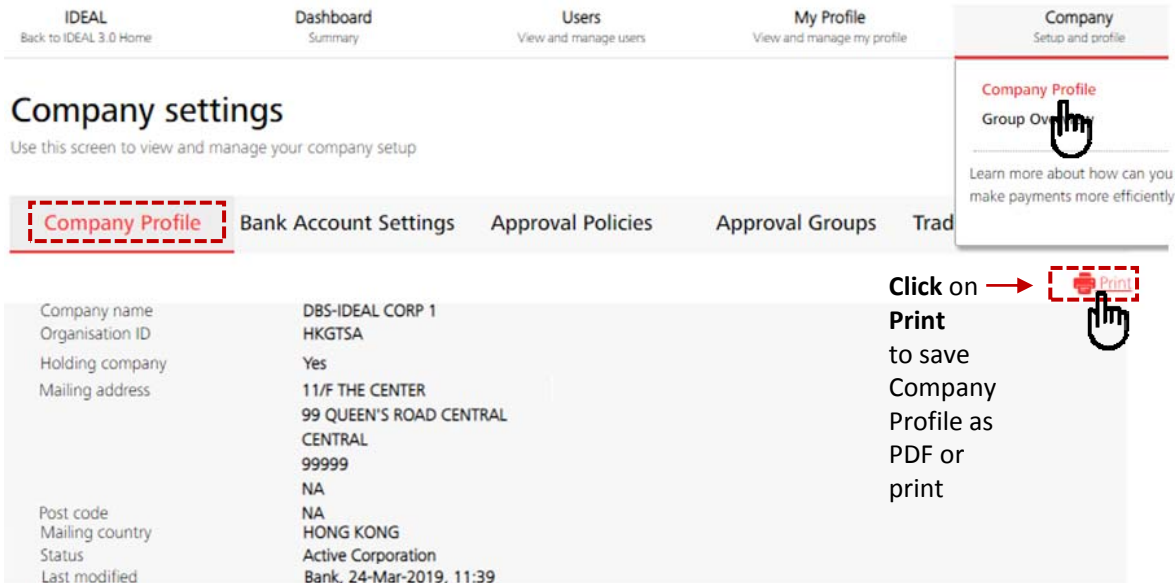


<DBS IDEAL>  
We have received approval from MARS14@HKGTS for (Activate User - BONNIE PO SHAN LAI). The request status is now Completed.

If unauthorised, please call DBS BusinessCare.

## 11 Viewing Company's Profile

- 1 Access **Company** tab and **Click on Company Profile** to view company details



**Company settings**  
Use this screen to view and manage your company setup

**Company Profile** | Bank Account Settings | Approval Policies | Approval Groups | Trade

Company name: DBS-IDEAL CORP 1  
Organisation ID: HKGTSA  
Holding company: Yes  
Mailing address: 11/F THE CENTER, 99 QUEEN'S ROAD CENTRAL, CENTRAL, 99999, NA  
Post code: NA  
Mailing country: HONG KONG  
Status: Active Corporation  
Last modified: Bank, 24-Mar-2019, 11:39

**Print**

Click on **Print** to save Company Profile as PDF or print

- 2 Scroll down to view **Company's contact person(s)**

Company contact person

Contact information	Contact Name	Office Phone no. Fax no.	Mobile no.	Email Address
	USER2		96357244	bonnie.lai@db.com

- 3 Scroll down to view **Company's Service / Approval Information and Payee / Beneficiary Categories and Details**

Service information

Approval control	Single control - Approvers with the right entitlement can approve their own payments		
Approvers who can approve their own payments	ApproveOwnApprover DAVID (LIVECHAT) ApproveOwnApprover BON(BONNIE)		
Other approvals	Type of approval	No of approvers required	Approvers enabled
	Payee / beneficiary approval	1	DAVID (LIVECHAT) BON(BONNIE)
	IDEAL Customer Self Administration approval	1	DAVID (LIVECHAT) BON (MARS14)
Billing account for IDEAL fees	7811436180HKD		
Base currency	HKD		

Payee / Beneficiary category

Payee / Beneficiary Categories	Category ID	Category Name	Payee / Beneficiaries	Approval Status	Last Modifier
	01	Others	211 Payees <b>View details</b>	Approved	Bank

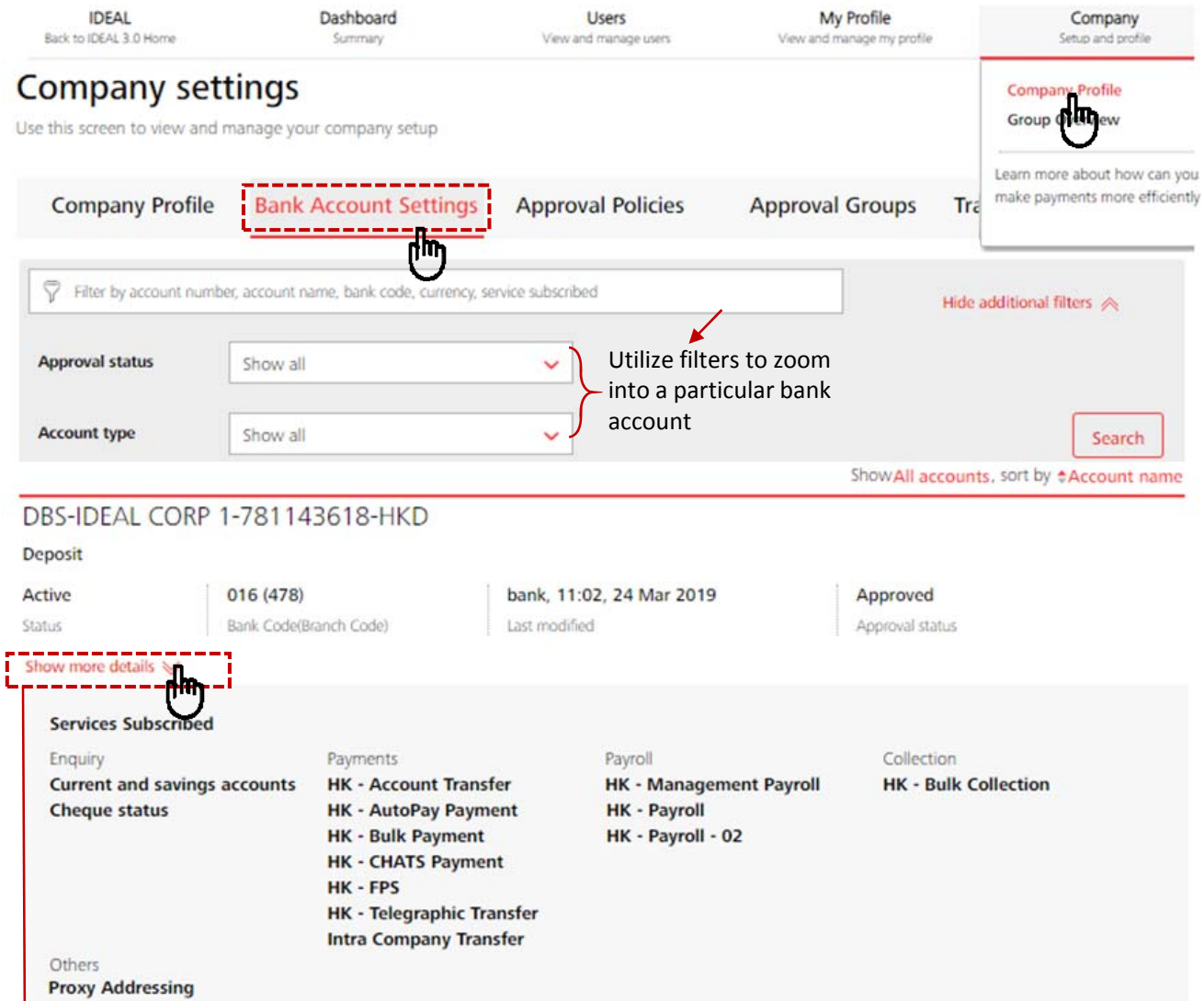
211 payee details

Filter by payee name, account number, amount		
No.	Payee Name	Account Number
1	Payee 1	2837294727
2	Payee 2	23940274829
3	Payee 3	324289282
4	Payee 4	236478869

Click on "View details" to view payee / beneficiary details

## 12 Viewing Company's Bank Account(s)

- 1 Access **Company** tab and **Click** on **Company Profile** to **Access** the **Bank Account Settings** tab and view Bank Account Settings



**Company settings**  
Use this screen to view and manage your company setup

Navigation: IDEAL (Back to IDEAL 3.0 Home), Dashboard (Summary), Users (View and manage users), My Profile (View and manage my profile), **Company** (Setup and profile)

Company Profile | **Bank Account Settings** | Approval Policies | Approval Groups | Transactions

Filter by account number, account name, bank code, currency, service subscribed

Approval status: Show all  
Account type: Show all

Utilize filters to zoom into a particular bank account

Search

Show All accounts, sort by Account name

**DBS-IDEAL CORP 1-781143618-HKD**

Deposit

Active Status	016 (478) Bank Code(Branch Code)	bank, 11:02, 24 Mar 2019 Last modified	Approved Approval status
------------------	-------------------------------------	---	-----------------------------

Show more details

**Services Subscribed**

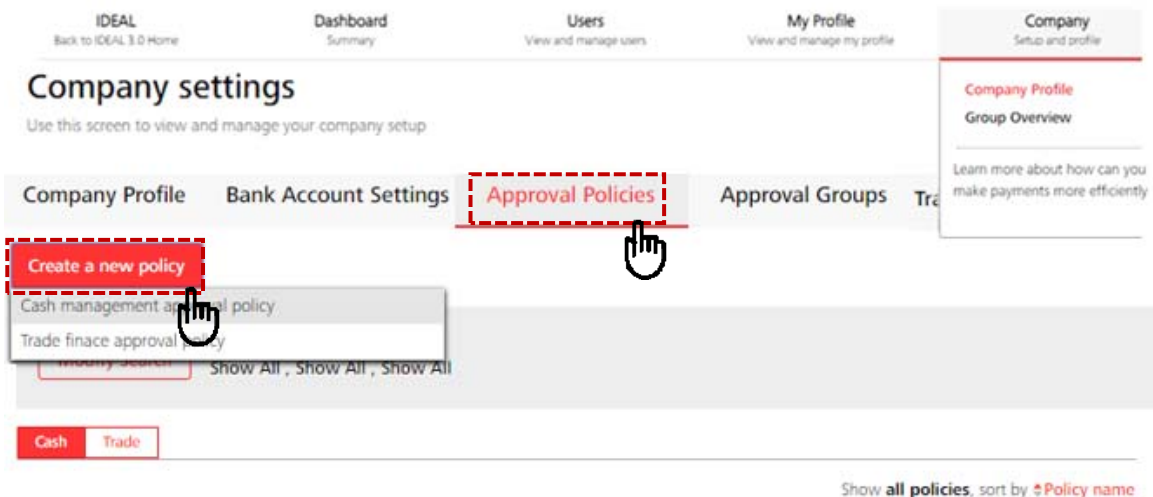
Enquiry Current and savings accounts Cheque status	Payments HK - Account Transfer HK - AutoPay Payment HK - Bulk Payment HK - CHATS Payment HK - FPS HK - Telegraphic Transfer Intra Company Transfer	Payroll HK - Management Payroll HK - Payroll HK - Payroll - 02	Collection HK - Bulk Collection
--	---	---	------------------------------------

Others  
Proxy Addressing

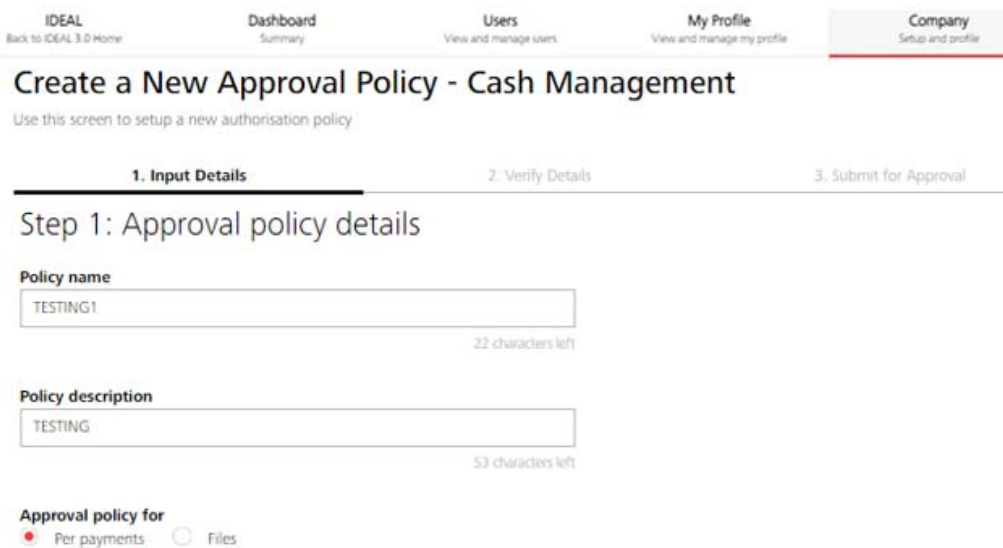
Click on **Show more details** to view subscribed services within the Bank Account

## 13 Creating a New Approval Policy

- 1 Access **Company** tab and **Click** on **Company Profile** to Access the **Approval Policies** tab and **Click** on **Create a new policy**



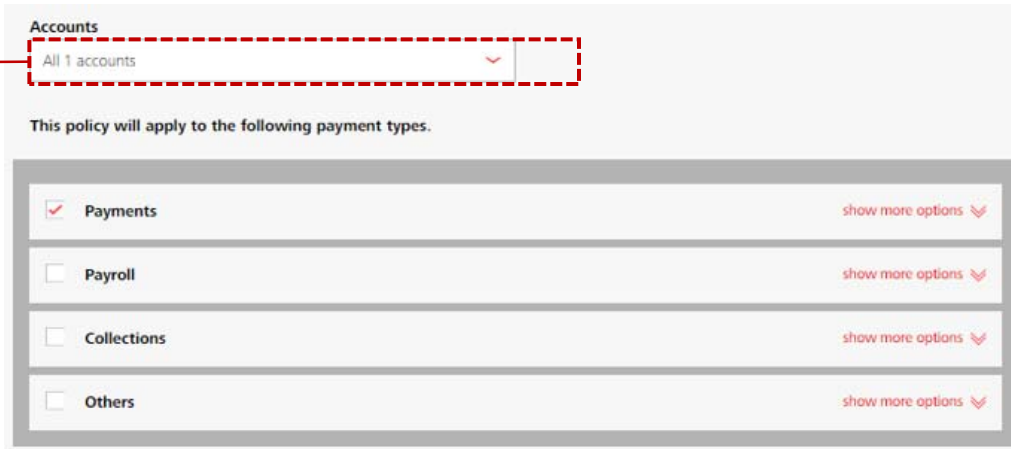
- 2 **Key in** Policy name and Policy description and **Select** approval policy to be created for **Payments** or **Files**



## 13 Creating a New Approval Policy – Approval Policy Per Payments

**3a** Select accounts, payment types and set amount tiers and approval flows and **Click** continue for **Approval Policy Per Payments**

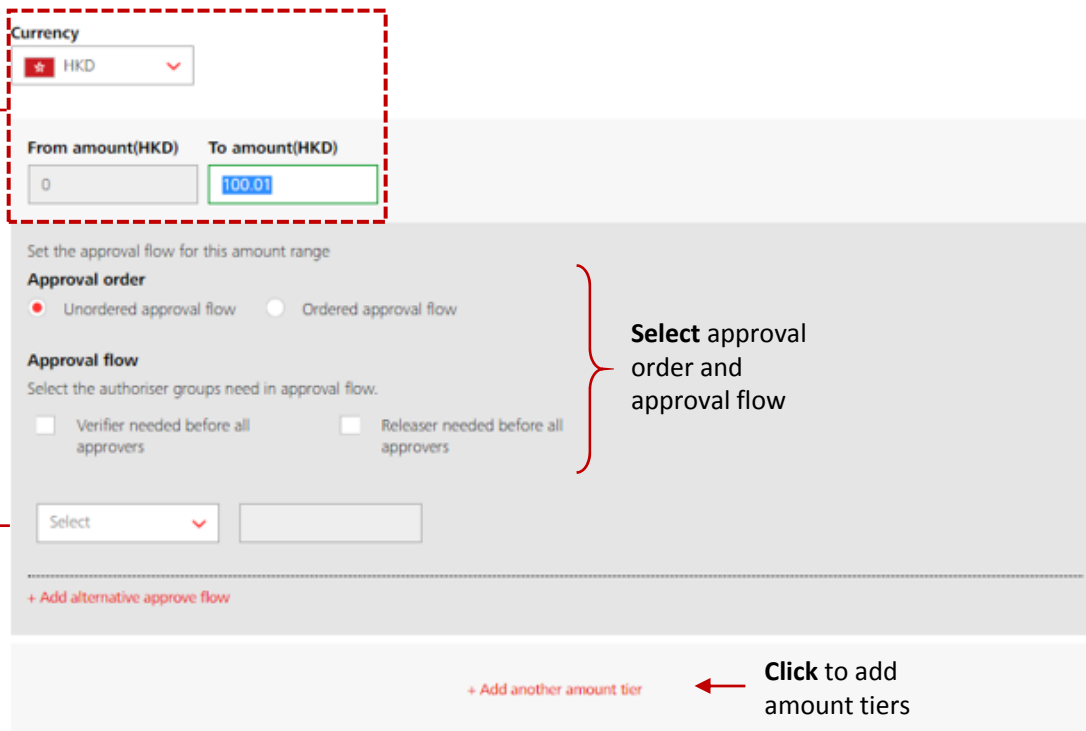
Select Accounts for approval policy creation



Select payment types for approval policy and **Click** 'show more options' to **Select** detailed applicable payment types

### Step 2: Set amount tiers and approval flows

Select Currency and **Define** amount tiers by inputting From and To amounts



Select approval order and approval flow

Select Approval Groups

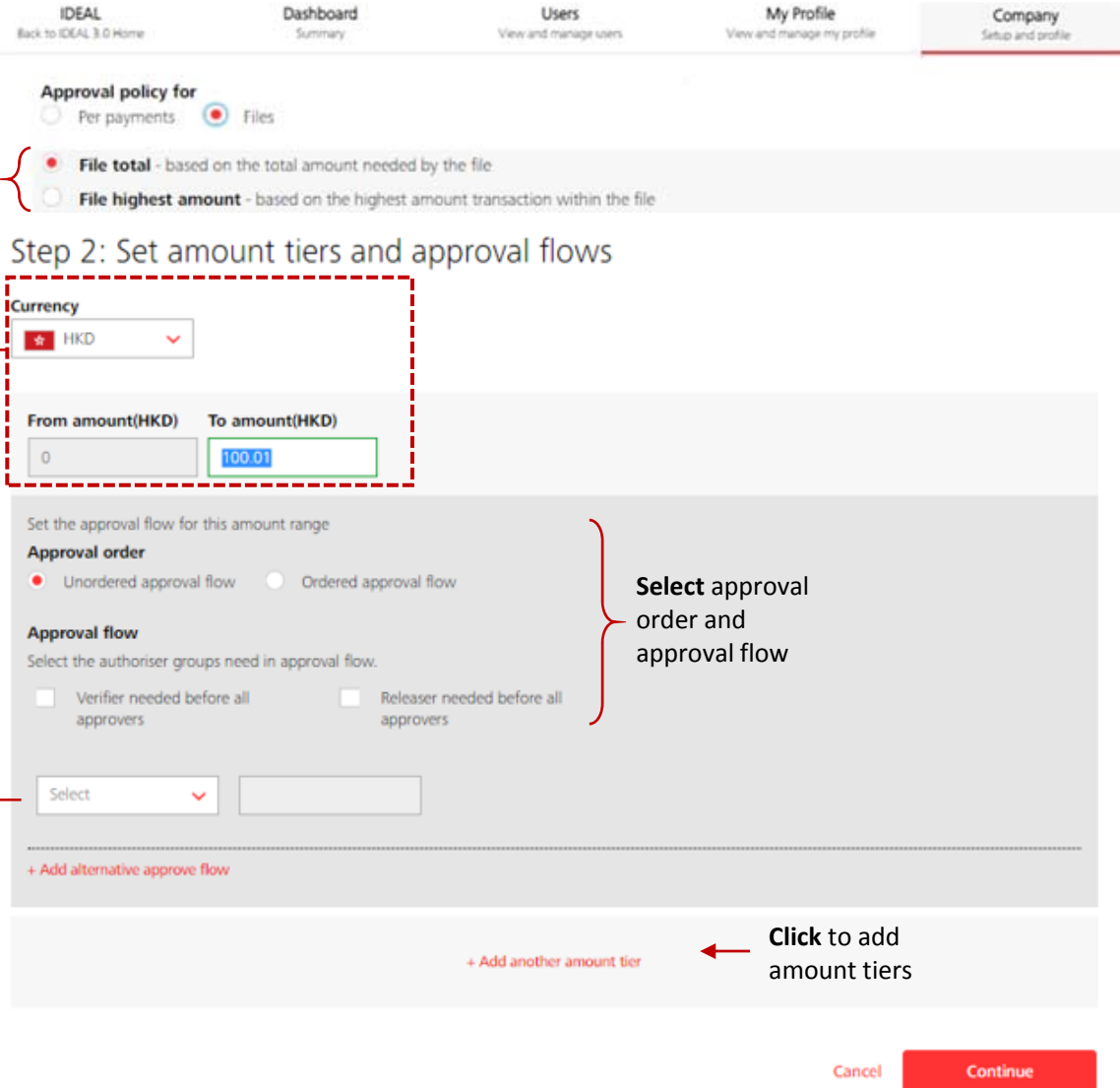
Click to add amount tiers

Cancel

Continue

## 13 Creating a New Approval Policy – Approval Policy For Files

**3b** Select for **Approval Policy for Files** and select approval policy by **File total** or **File highest amount**



**IDEAL** Back to IDEAL 3.0 Home

**Dashboard** Summary

**Users** View and manage users

**My Profile** View and manage my profile

**Company** Setup and profile

Approval policy for

☐ Per payments ☒ Files

☒ **File total** - based on the total amount needed by the file.

☐ **File highest amount** - based on the highest amount transaction within the file

**Step 2: Set amount tiers and approval flows**

Currency

☒ HKD

From amount(HKD) To amount(HKD)

0 100.01

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 before all approvers

Select Approval Groups

+ Add alternative approve flow

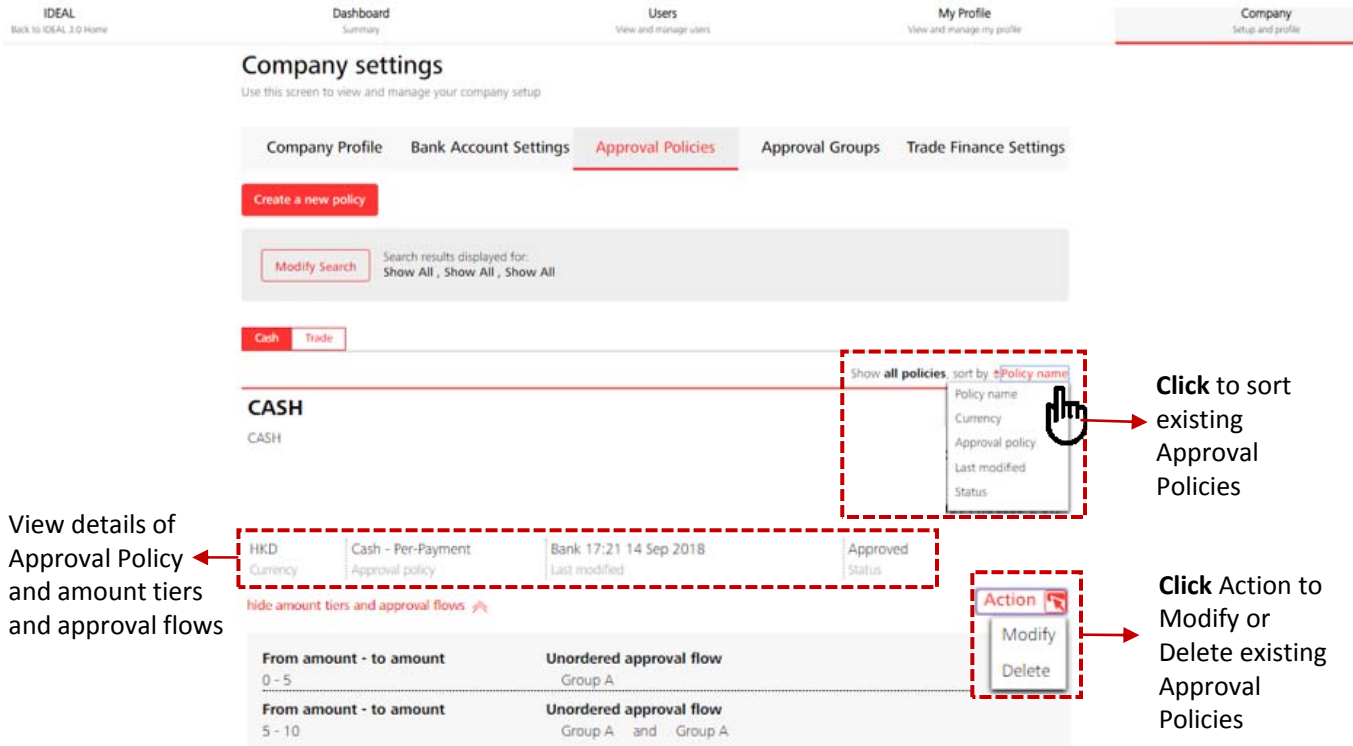
+ Add another amount tier

Click to add amount tiers

Cancel Continue

## 13 Managing Existing Approval Policies

- 1 Access **Company** tab and **Click** on **Company Profile** to **Access** the **Approval Policies** tab to view existing Approval Policies



**Company settings**  
Use this screen to view and manage your company setup

Company Profile Bank Account Settings **Approval Policies** Approval Groups Trade Finance Settings

Create a new policy

Modify Search Search results displayed for: Show All, Show All, Show All

Cash Trade

**CASH**  
CASH

Show all policies sort by **Policy name**

Policy name  
Currency  
Approval policy  
Last modified  
Status

View details of Approval Policy and amount tiers and approval flows

HKD Currency	Cash - Per-Payment Approval policy	Bank 17:21 14 Sep 2018 Last modified	Approved Status
hide amount tiers and approval flows			
From amount - to amount 0 - 5	Unordered approval flow Group A		
From amount - to amount 5 - 10	Unordered approval flow Group A and Group A		

Action  
Modify  
Delete

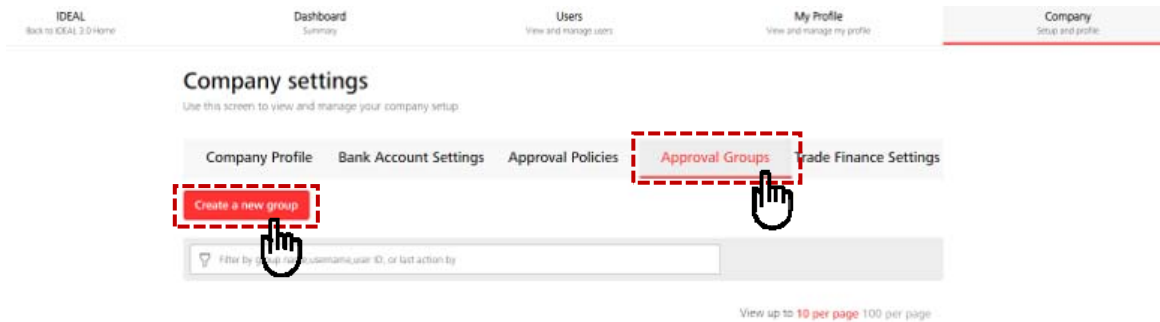
Click to sort existing Approval Policies

Click Action to Modify or Delete existing Approval Policies



## 14 Creating a New Approval Group

- 1 Access **Company** tab and **Click** on **Company Profile** to **Access** the **Approval Groups** tab and **Click** on **Create a new group**



- 2 **Enter** in Group name and Group type and **Add** users into the Approval group

### Create a New Approval Group

User this screen to create a new approval group.

1. Input Details

2. Verify Details

3. Submit for Approval

#### Step 1: Approval group details

**Group name**

4 characters left

**Group type**

☒ Approver  
☐ Verifier  
☐ Releaser

#### Step 2: Add users to group

**Users**

Select users

Cancel

Continue

## 14 Creating a New Approval Group

### 3 Verify Details and **Click Submit** Create a New Approval Group

User this screen to create a new approval group.

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

[Print](#) [Edit](#)

Preview the approval group

⚠ Once approved, 1 users will be transferred to Group Z .

Group name   Group Z

Group type   Approver

Group users   BON-BONNIE (Transfer from Group A )

[Cancel](#) [Submit](#)

### Create a New Approval Group

User this screen to create a new approval group.

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

[Print](#)

Approval group has been submitted

✓ Approval Group Group Z on 2019-04-12 has been created successfully with status Pending Approval.

Group name   Group Z

Group type   Approver

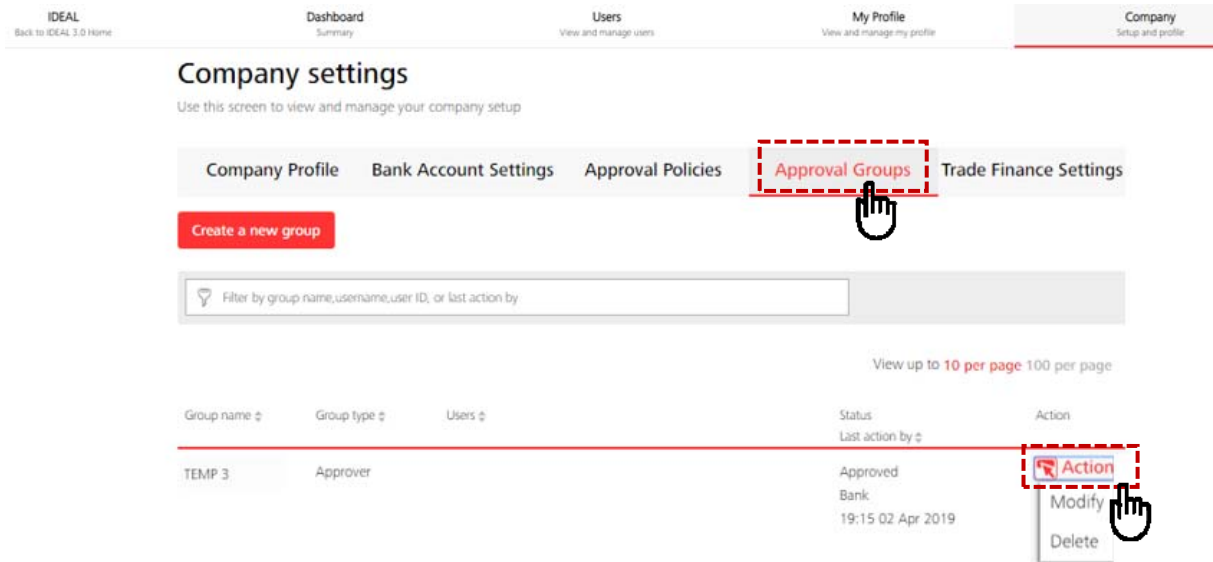
Group users   BON-BONNIE (Transfer from Group A )

[Create another Group](#) [Finish](#)

**Click Finish** to  
complete Approval  
Group creation or  
**Click Create**  
another Group

## 14 Managing an Existing Approval Group

- 1 Access **Company** tab and **Click** on **Company Profile** to **Access** the **Approval Groups** tab and **Click** on **Action** to modify or delete approval group

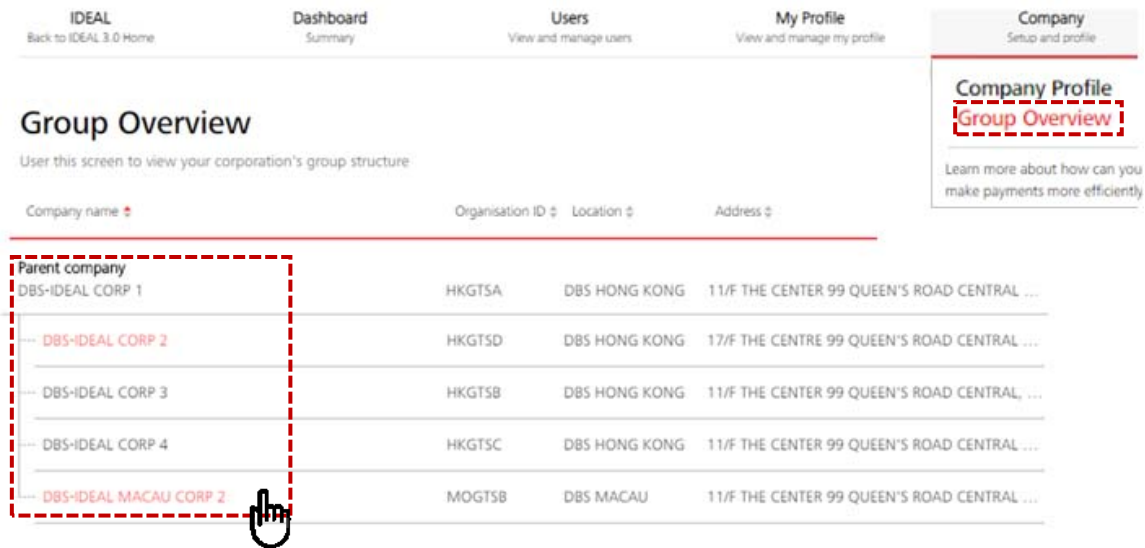


The screenshot shows the 'Company settings' page in the DBS IDEAL system. The top navigation bar includes 'IDEAL', 'Dashboard', 'Users', 'My Profile', and 'Company'. The 'Company' tab is active, showing 'Company settings' and a sub-header 'Use this screen to view and manage your company setup'. Below this, there are tabs for 'Company Profile', 'Bank Account Settings', 'Approval Policies', 'Approval Groups' (highlighted with a red dashed box and a hand cursor), and 'Trade Finance Settings'. A red button 'Create a new group' is visible. Below the tabs is a search bar with the placeholder text 'Filter by group name, username, user ID, or last action by'. A table lists approval groups with columns: Group name, Group type, Users, Status, Last action by, and Action. The first row shows 'TEMP 3' as the group name, 'Approver' as the group type, and 'Approved' as the status. The 'Action' column for this row contains a red 'Action' button (highlighted with a red dashed box and a hand cursor) with a dropdown menu showing 'Modify' and 'Delete' options.

Group name	Group type	Users	Status	Last action by	Action
TEMP 3	Approver		Approved	Bank 19:15 02 Apr 2019	<div>Action</div> <div>Modify</div> <div>Delete</div>

## 15 Viewing Group Overview Details

- 1 Access **Company** tab and Click on **Group Overview** to Access the **Group Overview**



**Group Overview**

User this screen to view your corporation's group structure

Company name Organisation ID Location Address

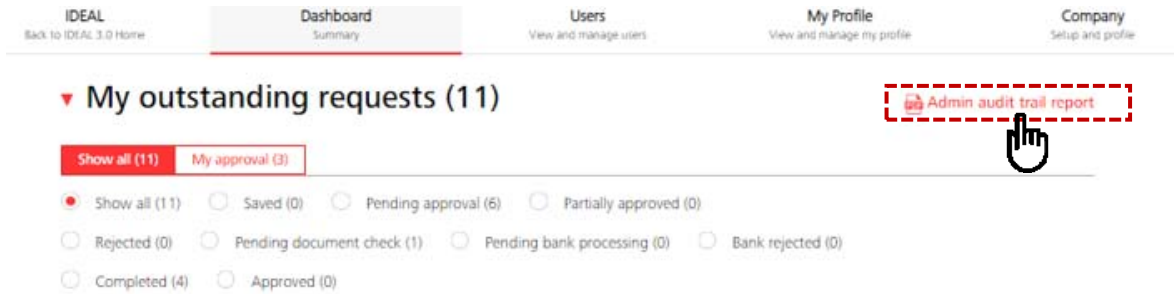
Company name	Organisation ID	Location	Address
Parent company DBS-IDEAL CORP 1	HKG TSA	DBS HONG KONG	11/F THE CENTER 99 QUEEN'S ROAD CENTRAL ...
DBS-IDEAL CORP 2	HKG TSD	DBS HONG KONG	17/F THE CENTRE 99 QUEEN'S ROAD CENTRAL ...
DBS-IDEAL CORP 3	HKG TSB	DBS HONG KONG	11/F THE CENTER 99 QUEEN'S ROAD CENTRAL ...
DBS-IDEAL CORP 4	HKG TSC	DBS HONG KONG	11/F THE CENTER 99 QUEEN'S ROAD CENTRAL ...
DBS-IDEAL MACAU CORP 2	MOG TSB	DBS MACAU	11/F THE CENTER 99 QUEEN'S ROAD CENTRAL ...

- 2 Click on individual company names to access selected company profile

**Note: You may access selected company profiles only if you are an administrator for that company**

## 16 Generating Audit Reports

- 1 To generate **Admin audit reports**, Access the Dashboard tab and Click Admin audit trail report



## 17 Frequently Asked Questions

**Q How many approvals are required for an maintenance request to be fully approved?**

*A: The number of approvals required is as per the administrator setup form. IDEAL Customer Self Administration module requires a minimum of one administrator to approve the request. Companies can choose to have a more stringent approval requirement, if needed. IDEAL Customer Self Administration module supports a maximum of 5 levels of approval.*

**Q Why is the challenge code sent to my mobile phone. Can it be sent to my email instead? Is it possible to show it on the screen?**

*A: In our ongoing effort to make banking simple and secure for our customers, it is required that all requests triggered from IDEAL Customer Self Administration module are authorised via a challenge code triggered to the administrators registered mobile only. IDEAL Customer Self Administration module will also send real-time notifications to administrator when any new request is triggered or approved by them.*

**Q Will I be notified when I approve a new maintenance request?**

*A: Yes. DBS will notify administrator when he/she approves a request to add/edit/delete any user. The notification is extended to all administrators plus all transaction approvers with in the company. IDEAL Customer Self Administration module will reflect the updated status of the request as soon as the approval is done.*

**Q What happens after my request to add/edit/delete an user is approved?**

*A: When the request is approved, IDEAL Customer Self Administration module will check if additional approvals are required from another administrator and it will route the request for further approval. If additional approval is not required, then the request will be processed by the bank and the changes will take effect immediately.*

*Except for the case where you are adding a transaction approver or upgrading a user to transaction approver access, additional supporting documents are required from the approver. IDEAL Customer Self Administration module will guide you to submit required documents to DBS to activate your user.*

## 17 Frequently Asked Questions

**Q What happens if I do not submit the additional documents required for a new transaction approver user?**

*A: The process of your user creation will be delayed. Supporting documents are required to activate new transaction approvers. If the required supporting documents are not submitted, user record will not be activated.*

**Q How do I entitle a user to have access to enquire / create Documentary Trade instruments?**

*A: Currently, access to trade module cannot be granted via IDEAL Customer Self Administration module. Kindly fill up the IDEAL maintenance form for this. You can find the IDEAL Maintenance form on [www.dbs.com](http://www.dbs.com)*

**Q How do I suspend / terminate Administrators? How long does it take?**

*A: You may suspend / delete Administrators via IDEAL Customer Self Administration module, the same way you will suspend / delete normal users. It will take effect as soon as the request is fully approved.*



## Thank you!

Thank you for choosing DBS IDEAL as your online banking business tool! More new screen experience will be coming soon in this year! Now you can go to try out all these newly designed screens and let us know your experience by taking this simple [survey](#).

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