



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 **Manage company & users** on the main menu

DBS-IDEAL
Hong Kong

Dashboard

Approvals

Accounts

Pay & Transfer

Foreign Exchange

Merchant Services

Files

Reports

Trade Finance

Apply

Manage HK FPS Proxy

Unlock and Reset Logins

Manage company & users
Customer Self Administration

Administration

Logout

Last Login: Tuesday, 01 Apr 2025, 15:35 (HKT)

Hi

We no longer support some non-mandatory SMS alerts. To continue receiving alerts, please ensure that your registered e

Accounts

As of 03 Apr 2025

DBS-IDEAL
MULTI-CURRENCY XXXXXX808, Total across 12 accounts

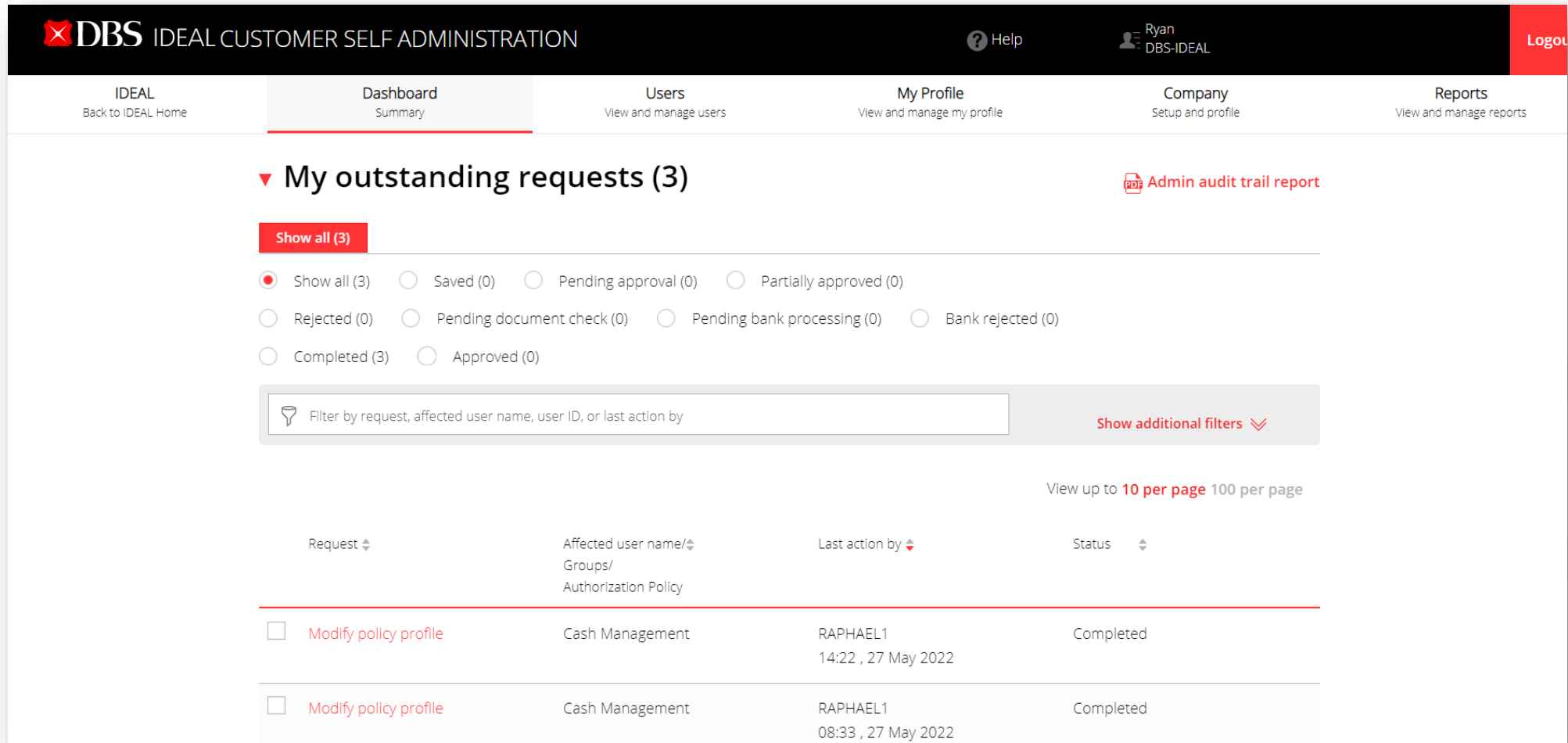
HKD 999.86

HKD-Hong Kong Dollar	HKD 999.86
AUD-Australian Dollar	AUD 0.00
CAD-Canadian Dollar	CAD 0.00
CHF-Swiss Franc	CHF 0.00
CNY-Chinese Yuan	CNY 0.00
DKK-Danish Krone	DKK 0.00
EUR-Euro	EUR 0.00
GBP-Pound Sterling	GBP 0.00
JPY-Japan Yen	JPY 0
NZD-New Zealand Dollar	NZD 0.00
SGD-Singapore Dollar	SGD 0.00
USD-US Dollar	USD 0.00



How to Access CSA Module

2. Arrive at the Customer Self Service Admin Dashboard



The screenshot displays the DBS IDEAL Customer Self Administration dashboard. The top navigation bar includes the DBS logo, the title "IDEAL CUSTOMER SELF ADMINISTRATION", a "Help" icon, a user profile for "Ryan DBS-IDEAL", and a "Logout" button. Below this, a secondary navigation bar contains links for "IDEAL" (Back to IDEAL Home), "Dashboard" (Summary), "Users" (View and manage users), "My Profile" (View and manage my profile), "Company" (Setup and profile), and "Reports" (View and manage reports). The main content area is titled "My outstanding requests (3)" and includes a "Show all (3)" button. A filter section allows users to select from various request statuses: "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 with a funnel icon is labeled "Filter by request, affected user name, user ID, or last action by", and a "Show additional filters" link is available. The table below shows two completed requests, both for "Modify policy profile" under "Cash Management", performed by "RAPHAEL1" on May 27, 2022. The table has columns for "Request", "Affected user name/Groups/Authorization Policy", "Last action by", and "Status".

IDEAL CUSTOMER SELF ADMINISTRATION

Help Ryan DBS-IDEAL Logout

IDEAL Back to IDEAL Home

Dashboard Summary

Users View and manage users

My Profile View and manage my profile

Company Setup and profile

Reports View and manage reports

▼ My outstanding requests (3) [Admin audit trail report](#)

Show all (3)

☒ 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) ☐ Approved (0)

Filter by request, affected user name, user ID, or last action by [Show additional filters](#)

View up to 10 per page 100 per page

Request	Affected user name/Groups/Authorization Policy	Last action by	Status
<input type="checkbox"/> Modify policy profile	Cash Management	RAPHAEL1 14:22 , 27 May 2022	Completed
<input type="checkbox"/> Modify policy profile	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, a black navigation bar contains 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 white navigation bar with five tabs: 'IDEAL' (Back to IDEAL Home), 'Dashboard' (Summary), 'Users' (View and manage users), 'My Profile' (View and manage my profile), and 'Company' (Setup and profile). The 'Users' tab is selected and highlighted with a red box and an arrow. The main content area shows 'My outstanding requests (3)' with a 'Show all (3)' button and a list of request filters: '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 with a funnel icon and the text 'Filter by request, affected user name, user ID, or last action by' is present, along with a 'Show additional filters' link. Below the filters, a table displays two rows of requests, both with a status of 'Completed'. The table has columns for 'Request', 'Affected user name/Groups/Authorization Policy', 'Last action by', and 'Status'. The first row shows 'Modify policy profile' for 'Cash Management' by 'RAPHAEL1' at '14:22 , 27 May 2022'. The second row shows 'Modify policy profile' for 'Cash Management' by 'RAPHAEL1' at '08:33 , 27 May 2022'. A 'View up to 10 per page 100 per page' link is located above the table.

Users
View and manage users

IDEAL Back to IDEAL Home

Dashboard Summary

Users View and manage users

My Profile View and manage my profile

Company Setup and profile

Reports View and manage reports

▼ **My outstanding requests (3)** [Admin audit trail report](#)

Show all (3)

☒ 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) ☐ Approved (0)

Filter by request, affected user name, user ID, or last action by [Show additional filters](#)

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

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

Creating New Users

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

DBS IDEAL CUSTOMER SELF ADMINISTRATION

Help | Ryan DBS-IDEAL | Log

IDEAL (Back to IDEAL Home) | Dashboard (Summary) | **Users (View and manage users)** | My Profile (View and manage my profile) | Company (Setup and profile) | Reports (View and manage reports)

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
Crystal	CRYSTAL	Maker Approver Enquiry	Active	Approved	Action
ERIC I	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' page in the DBS IDEAL system. The page has a dark header with the DBS logo and 'IDEAL CUSTOMER SELF ADMINISTRATION'. Below the header is a navigation bar with links to '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 subtitle 'Create or add your colleague to give them access to DBS IDEAL.'. A progress bar shows three steps: '1. Input Details' (active), '2. Verify Details', and '3. Submit for Approval'. The form is titled 'Step 1 : User Particulars' and contains several input fields: 'Full name (as in identity document/passport)' with a 50-character limit; 'Contact details' section with 'Email address' (27-character limit, noted as 'Used for one-time passwords') and 'Mobile phone number' (8-character limit, noted as 'Used for challenge code and one time passwords'); 'Nationality/citizenship' dropdown menu with 'HONG KONG SAR' selected; 'Identity type' dropdown menu with 'X - ID Document' selected; 'Identity number' field with a 14-character limit; and 'Date of birth' field with a date picker showing '01 Jan 1931'.

DBS IDEAL CUSTOMER SELF ADMINISTRATION

Help Ryan DBS-IDEAL

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

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

Step 1 : User Particulars

Full name (as in identity document/passport)

50 characters left

Contact details

Email address

27 characters left

Used for one-time passwords

Mobile phone number

8 characters left

Used for challenge code and one time passwords

Nationality/citizenship

HONG KONG SAR

Identity type

X - ID Document

Identity number

14 characters left

Date of birth

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

DBSSTAFF2

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

ERICV

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

If you want to set up a Transaction Approver, please submit the required documents to avoid any delays in the approval process. For details, please refer to P.25.

Transaction type

	Transaction		Template	
	Maker	Approver	Maker	Approver
<input checked="" type="checkbox"/> Payments				
Accounts				
No accounts selected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hide advanced payment options ⤴				
<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:

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

Transfer Letter of Credit <small>Hide additional filters</small>	Inquiry	Create/ Modify/ Delete	Template Create/ Modify/ Delete	Settlement Instruction Alternate Workflow *	Approve/ Delete	Offline Approve/ Delete
<input type="checkbox"/>	<input type="checkbox"/>					
Transfer LC Issuance	<input type="checkbox"/>					
Import Bill under Transferred LC	<input type="checkbox"/>					
Import Bill under Collection	Inquiry	Create/ Modify/ Delete	Template Create/ Modify/ Delete	Settlement Instruction Alternate Workflow *	Approve/ Delete	Offline Approve/ Delete
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
Export Bill under Collection <small>Hide additional filters</small>	Inquiry	Create/ Modify/ Delete	Template Create/ Modify/ Delete	Settlement Instruction Alternate Workflow *	Approve/ Delete	Offline Approve/ Delete
<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"/>
Export Bill under Collection Discounting	<input type="checkbox"/>					

Documentary Letters of Credit (Export) <small>Hide additional filters</small>	Inquiry	Create/ Modify/ Delete	Template Create/ Modify/ Delete	Settlement Instruction Alternate Workflow *	Approve/ Delete	Offline Approve/ Delete
<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"/>
Export Bill under LC Discounting	<input type="checkbox"/>					
Shipping Guarantee / Air Waybill Endorsement	Inquiry	Create/ Modify/ Delete	Template Create/ Modify/ Delete	Settlement Instruction Alternate Workflow *	Approve/ Delete	Offline Approve/ Delete
<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:

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

☐

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

Setup
[Show additional filters](#) ⌵

Inquiry	Create/ Modify/ Delete	Template Create/ Modify/ Delete	Settlement Instruction Alternate Workflow *	Approve/ Delete	Offline Approve/ Delete
<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 edit 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

✓ 1. Input Details

✓ 2. Verify Details

3. Submit for Approval

 [Print](#)

Your request has been submitted

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

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

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' form in the DBS IDEAL system. The form is titled 'Create a New User' with a subtitle 'Create or add your colleague to give them access to DBS IDEAL.' Below the title is a progress bar with three steps: '1. Input Details' (active), '2. Verify Details', and '3. Submit for Approval'. The form is divided into two main sections: 'Step 1 : User Particulars' and 'Nationality/citizenship'. The 'Step 1 : User Particulars' section contains fields for 'Full name (as in identity document/passport)' (50 characters left), 'Email address' (27 characters left, with a note 'Used for one-time passwords'), 'Mobile phone number' (8 characters left, with a note 'Used for challenge code and one time passwords'), 'Identity type' (X - ID Document), and 'Identity number' (14 characters left). The 'Nationality/citizenship' section contains a dropdown menu with 'HONG KONG SAR' selected. The 'Date of birth' field is at the bottom, showing '01 Jan 1931' with a calendar icon.

DBS IDEAL CUSTOMER SELF ADMINISTRATION

Help Ryan DBS-IDEAL

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

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

Step 1 : User Particulars

Full name (as in identity document/passport)
50 characters left

Contact details
Email address
27 characters left
Used for one-time passwords

Mobile phone number
+852 8 characters left
Used for challenge code and one time passwords

Nationality/citizenship
HONG KONG SAR

Identity type X - ID Document
Identity number
14 characters left

Date of birth
01 Jan 1931

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

DBSSTAFF2

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

If you want to set up a Transaction Approver, please submit the required documents to avoid any delays in the approval process. For details, please refer to P.25.

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.

The screenshot shows a confirmation window with a light blue header and a white body. At the top, there are radio buttons for 'YES' and 'NO'. The main text area has a light blue background with the following content:

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

Below the list is a confirmation box with a red border. It contains a checked checkbox, the name 'RYAN', the time '14:04', and the text 'has read this requirement on 06 Jun 2022,'.

Below the confirmation box, there is a paragraph of text: '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.'

Below that, another paragraph of text: '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.'

At the bottom right, there are two buttons: 'Cancel' and 'Continue'.

Copying an Existing User Profile

7. 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

Payee management

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

Proxy Addressing

Proxy Addressing

FX Contracts

FX Contracts

Merchant Portal

Audit Confirmations

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

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 ****

For creating a transaction approver or upgrading an existing IDEAL user to a transaction approver, please take note of these required documents and submit them to DBS to avoid any delays in the approval process.

In case you did not print a copy of the request as stated in point 1, you may need to recreate the CSA request.

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	JOHNTON	Maker Approver -Group B...	Active	Approved	Action

Create a new user Review user access

RYAN

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	RYAN	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 review

Step 1 : User Particulars

Full name (as in identity document/passport)

ryan 50 characters left

Contact details

Email address

ryan ***** ;@dbs.com 27 characters left Used for one-time passwords

Mobile phone number

+852 ✓ 1234 5678 8 characters left Used for challenge code and one time passwords

Nationality/citizenship *****

Identity type **Identity number**

X - ID Document

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

English (UK) ✓ 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

Select a 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
5. If the existing user is upgrading to a **transaction approver**, he/she is required to **submit HKID and proof of residential address documents** for identity verification.

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

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


Modifying Existing User Profiles

6. 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	ryan1 ***** @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 the DBS logo, the text 'IDEAL CUSTOMER SELF ADMINISTRATION', a 'Help' link, and the user's name 'Ryan Wai Yiu Leung' with 'DBS-IDEAL CORP 4' below it. The main navigation menu has five items: 'IDEAL' (Back to IDEAL Home), 'Dashboard' (Summary), 'Users' (View and manage users), 'My Profile' (View and manage my profile), and 'Company' (Setup and profile). The 'My Profile' item is highlighted with a red box. Below the navigation bar, the 'My Profile' section is titled 'My Profile' with the subtitle 'Use this screen to view and manage instructions'. There are three tabs: 'User Particulars' (selected), 'IDEAL Settings', and 'Entitlements'. To the right of the tabs are links for 'Print', 'Edit', and 'Delete'. The 'User Particulars' tab contains a table with the following data:

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

Modifying Your Own Profile

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

LF ADMINISTRATION

Dashboard Summary Users View and manage users My Profile View and manage my profile Company Setup and profile

My Profile

Use this screen to view and manage instructions

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

Print

Edit

Delete

Dashboard Summary Users View and manage users My Profile View and manage my profile Company Setup and profile

Edit a User

Edit an existing user and access to IDEAL.

1. Input Details

2. Verify Details

3. Submit for Approval

Step 1 : User Particulars

Full name (as in identity document/passport)

Ryan

42 characters left

Contact details

Email address

ryan ***** @dbs.com

Used for one-time passwords

27 characters left

Mobile phone number

+852

Used for challenge code and one time passwords

8 characters left

Nationality/citizenship *****

Identity type X - ID Document

Identity number Y1****11

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

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

✓ 1. Input Details

✓ 2. Verify Details

3. Submit for Approval

 [Print](#)

Your request has been submitted

✓ User Ryan Wai Yiu Leung on 2022-08-04 has been modified successfully with status Pending Approval.

User particulars

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 policy**
3. Choose either cash management or trade finance approval policy

The screenshot displays the DBS Company settings interface. At the top, there are navigation tabs: Dashboard (Summary), Users (View and manage users), My Profile (View and manage my profile), and Company (Setup and profile). The 'Company' tab is selected and highlighted with a red box. Below the navigation tabs, the 'Company settings' section is visible, with a sub-header 'Use this screen to view and manage your company setup'. On the right side, there is a sidebar with a 'Company Profile' button (highlighted with a red box) and a link to 'Enrol Company Product'. The main content area has three tabs: 'Company Profile', 'Bank Account Settings', and 'Approval Policies' (highlighted with a red box). Under the 'Approval Policies' tab, there is a 'Create a new policy' button (highlighted with a red box) and two options: 'Cash management approval policy' and 'Trade finance approval policy'. Below these options, there is a 'Modify Search' button and a 'Show All' button. At the bottom, there are three tabs: 'Cash', 'Trade', and 'Loan'. The 'Cash' tab is selected. Below the tabs, there is a section titled 'Cash Management' with a sub-header 'Cash Management'. This section lists 'Selected Payments' (Intra Company Transfer, HK - AutoPay Payment, HK - CHATS Payment, HK - Telegraphic Transfer, HK - Account Transfer, HK - Bulk Payment, HK - FPS), 'Selected Payroll' (HK - Payroll, HK - Payroll - 02, HK - Management Payroll, HK - Management Payroll - 02), 'Selected Collections' (HK - Bulk Collection), and 'Selected Others'. On the right side of the 'Cash Management' section, there are two lines of text: '***** DBS-IDEAL CORP 4 (HKD)' and '***** DBS-IDEAL CORP 4 (USD)'.

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

CSA training deck

13 characters left

Policy description

demonstration on how to create a new approval policy

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"/>	Payments	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"/>	Payroll	show more options 
<input type="checkbox"/>	Collections	show more options 
<input type="checkbox"/>	Others	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) **To amount(HKD)**

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

▼ and ▼ and ▼ and ▼

+ 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

Approver -Group A...
Enquiry

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

Suspend user

Organisation HKGTS

User ID RYAN

Full name ryan

Cancel Confirm

Approver -Group A...
Enquiry

RYANI	Maker	Active	Approv
RYANLEU	Approver -Group B...		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	Action
RYANBACKUP	RYANBACKUP1	Enquiry	Active	Approved	
RYANLV	RYANLV1	Enquiry	Active	Approved	
RYANPAT	RYANPAT1	Enquiry	Active	Approved	

Copy

Edit

Delete

Reset login details

Suspend

Unlock a security device

View up to 10 per page 100 per page

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

Reset login details pending approval

Reset login details request for RYANBACKUP has been sent for approval.

Dismiss

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

DBS IDEAL CUSTOMER SELF ADMINISTRATION

Help | Ryan DBS-IDEAL | Logout

IDEAL: Back to IDEAL Home | **Dashboard: Summary** | Users: View and manage users | My Profile: View and manage my profile | Company: Setup and profile | Reports: View and manage reports

▼ My outstanding requests (3)

[Admin audit trail report](#)

Show all (3)

☒ 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) ☐ Approved (0)

Filter by request, affected user name, user ID, or last action by [Show additional filters](#)

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

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

Approving Requests

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

Status	Pending approval		
Initiated by	RYAN	29 Sep 2022 10:29hrs	
Last action by	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

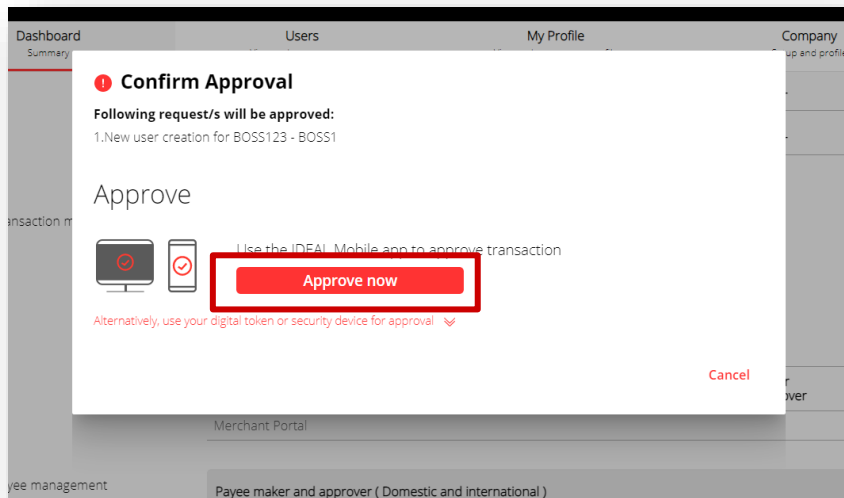
Approving Requests

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

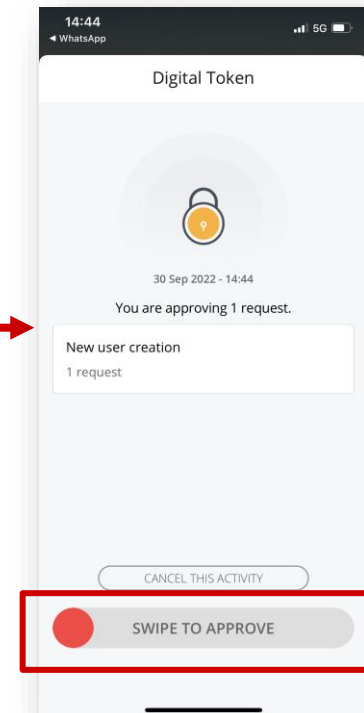
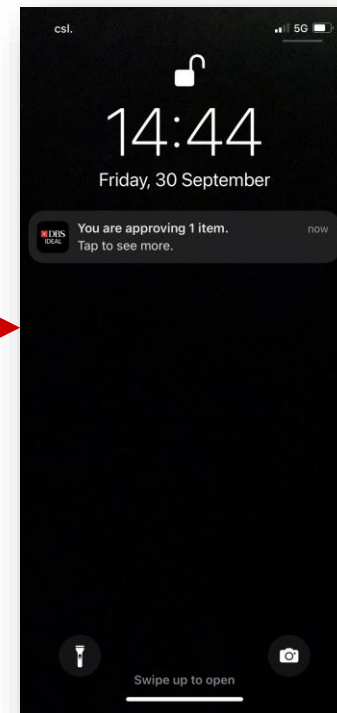
If you approve the request using IDEAL Mobile:

- 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:

On desktop

Dashboard

Users

Confirm Approval

Following request/s will be approved.

1.New user creation for BOSS123 - BOSS1

Approve

Use the IDEAL Mobile app to approve transaction

Approve now

Alternatively, use your digital token or security device for approval

On mobile app

DBS

To enjoy the latest IDEAL mobile features and better security, always ensure that the Android/iOS operating system on your mobile devices is up-to-date. Please update your mobile operating system today. Explore >

Scan QR

Log in

WHAT'S NEW

DBS received four best bank awards for the first time in Hong Kong

Select **Approve transactions**

IDEAL Digital Token

Login to your IDEAL account

Get Security Access Code

Approve transactions

Generate Response for transaction approval in IDEAL

IDEAL Digital Token

Approve transactions

Enter the challenge displayed on your desktop / laptop

0 0 0 0 0 0

1 2 3 4 5 6 7 8 9 0

Done

IDEAL Digital Token

Approve transactions

Enter the challenge displayed on your desktop / laptop

2 4 5 4 1 6 0 2

Response Generated

Enter this response on your desktop / laptop

5983 5018

Done

Approve

1 Enter this Challenge to your Digital Token or Security Device

7116 5512

Digital Token Instructions

Security Device Instructions

2 Enter Response

Approve

1 Enter this Challenge to your Digital Token or Security Device

7116 5512

Digital Token Instructions

Security Device Instructions

2 Enter Response

59835018



Approving Requests

If you approve the request using hard token:

On hard Token

Enter your 6-digit PIN



Press 3



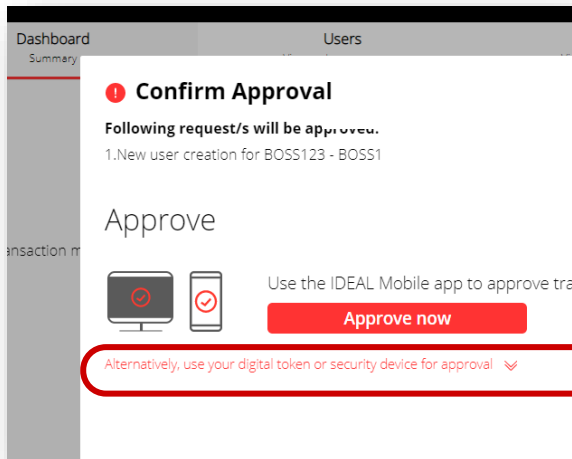
Enter Challenge Code



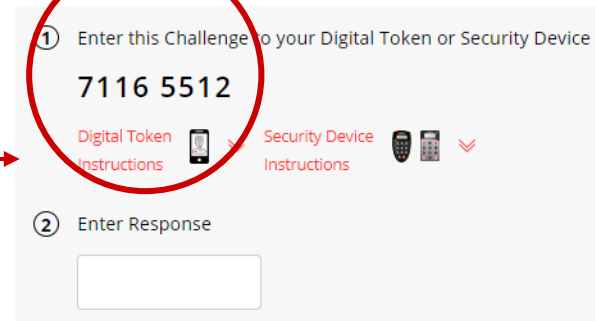
Return Response Code



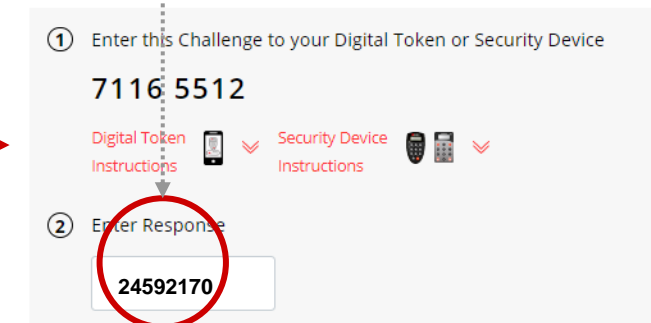
On desktop



Approve



Approve



Approving Requests

4. A successful notification message will pop up

