

VP Bank Client Portal^{plus}

User management

As per January 2024



Introduction

Role concept

VP Bank Client Portal^{plus} is primarily aimed at companies with several users and different authorisations who want to manage the user administration themselves. It offers a flexible authorisation system, based on two distinct roles: The «**User**» accesses clients she/he has been allocated with via VP Bank Client Portal dependent on the respective authorisations. The «**Superuser**» role bears responsibility for managing the users.

Preparations before use

For every client to be managed in VP Bank Client Portal^{plus} a completed and duly signed user agreement is required.

With the superuser role, the user can then modify the initial user if needed and/or add (an) additional user(s) with various authorisations by:

1. modifying the user details (first name, surname) and allocating an identification code (ID) to each new user
2. allocating signing authority, additionally restricted access (IP, working hours etc.) can be defined
3. assigning clients to the user(s)
4. allocating client rights

These steps must be carried out by a user with the superuser role for every new user and for newly activated client relations. Without the assignment of clients and the appropriate authorisations to the user(s), VP Bank Client Portal can only be used to a limited extent. Please note that the authorisations must correspond to those on the signature card.

Access data letters (username, password and connect code) of each newly created user are sent to the Superuser by post. The administration of the users is described step by step the following chapters.

Characteristics of the two roles

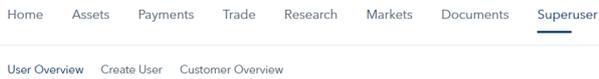
Role	Duties/characteristics
Superuser	The additional superuser role adds functions such as creating, mutating or deleting users and authorisations as well as assigning alias names for customers.
User	VP Bank Client Portal ^{plus} user having access to clients allocated to him/her dependent on the role(s) given.

User management with superuser with superuser functions

To create (a) new user(s) or to modify the initial user, you first must log in as user with superuser-role.

Click on «Superuser» in the menu. The following three sub-menus are available for user administration:

1. User Overview
2. Create User
3. Customer Overview



User Overview

In the «User Overview» menu, you see a list of all users on the contract. Here you can carry out basic actions such as displaying the user details, deleting, locking, editing and copying a user. To do this, use the action menu on the desired user.

User overview

187 Users

User abbreviation	Surname	First name
<div style="border: 1px solid #ccc; padding: 5px;"> <div style="display: flex; justify-content: space-between; align-items: center;"> ⋮ × </div> <div style="margin-top: 5px;"> <p>Actions</p> <p>Show user details ></p> <p>Delete user ></p> <p>Unlock user ></p> <p>Edit user ></p> <p>Copy user ></p> <p>Reactivate connect code ></p> </div> </div>		

Create User - Three steps

Under «Create User» you can set up a new user for this contract. This takes place in three steps:

1. Entering the user details:

- a. First enter the user's personal details. This includes first name, surname, date of birth, nationality, language and gender.
- b. Enter an official identification document, such as a passport or identity card, under «Identification documents» and upload both the front and back. Possible formats are PDF, JPG and PNG.

- c. If this new user is also to be assigned the superuser role, select «Is Superuser».
- d. Under «Authorisations» enter the rights that apply to the user for the corresponding client portal functionalities. If these authorisations are not assigned, the corresponding menus or functions are hidden.

Description

Enter	The user has the right to enter transactions. Transactions entered according to this right must be signed off by one person with single signing authority, two persons with joint signing authority or one person with joint signing authority and one with single signing authority. N.B.: Only transactions that have been signed off completely are executed.
Collective	The user has joint signing authority. Transactions entered according to this right must be signed off by one person with single signing authority or a second person with joint signing authority. N.B.: Only transactions that have been signed off completely are executed.
Single	The user has single signing authority. Transactions entered according to this right are executed without need for additional approval.

- e. Under «Approval authorities» enter the applicable signing rights for the transaction types for payment transactions, stock market trading and the money market. The user with the superuser role can assign the new user a enter, collective or single signing authorisation.
- f. Enter additional security settings.

Description

Mobile Banking activated	Mobile access to e-banking may be activated.
Change time-out time	The user can change his own time-out time.

g. Access to the Client Portal can be managed under «Network authentication». The settings are optional.

Description	
IP-Address (variant1/2)	Entering an IP address (format: 192.168.10.1) means that access to e-banking is possible only via that IP address. N.B.: The definitive IP address must be allocated by the provider. Two IP addresses can be entered. The address to be entered is the provider's IP address.
Time (variant 2/2)	Use of e-banking may be time-limited. All times refer to the Central European Time time zone (CET). Format: hh:mm
Combination	Both ways of restricting access can be combined.

Click on «Next» to enter the customer allocations.

2. Customer allocations

Assign the customers to be managed to the user here. Select the customers to be assigned (multiple selection possible) and click on «Next».

3. Client rights

Allocate the transaction rights for each client and per transaction type. Set the client rights for each transaction type and for each assigned client by activating the corresponding checkbox.

The «Use contract authorisations» is used to set all rights for the use of VP Bank Client Portal^{plus} in accordance with the agreement.

Client rights

Maturity notification	Activating the tick box causes a notification in the form of an e-banking message to be sent seven days before a time deposit matures.
Payment	Authorisation to enter individual and standing orders and to upload ISO files. The entry is made as per definition of the signing authorisation.
Stock market	Authorisation to place stock exchange orders via e-banking as per definition of the signing authorisation.
Money market	Authorisation to place money market orders via e-banking as per definition of the signing authorisation.
LSV	Download of LSV credits.
QRR	Download of QR credits.
e-Post	Access to electronic transaction advices /bank statements.

Click on «Create» to finalise the registration of the new user.

Customer Overview

As in «User Overview» you see all customers of the contract listed in the «Customer Overview». You can execute the following actions here: Show customer details, edit alias or change user allocations.



The alias replaces the client's name in e-banking. The alias affects the way in which the client's name is presented in the client selection function, but not on how the client is identified to the Bank.

User «Change user allocations» to edit the allocation of managed customers for each user.

Your e-banking support

You can obtain further information on VP Bank e-banking at www.vpbank.com/e-banking or by contacting us via e-mail or telephone.

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