

# NIGERIA IDENTITY DOCUMENTS VERIFICATION SERVICE MANAGEMENT

**OPERATION MANUAL** 

Version 1.011

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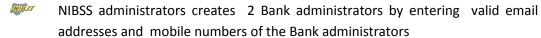
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# 1 BANK ADMINISTRATOR MANAGEMENT

# **1.1** Background

This section covers the management of Bank administrators and describes the procedure to register Bank administrators, Bank users and all other functionalities of Bank administrator.

Basic business rule for Bank administrator are as follows:



Bank administrator can create other Bank administrators

Every Bank must have 2 active Bank administrators in other to create additionalBank administrators and Bank users

The maker and checker policy is enforced. Where the Bank administrator that creates a Bank user (issues pin to a Bank user) can't verify the same Bank user.

A Bank may have more than 2 Bank administrators

# 1.2 Registration of New Bank Administrator

The process of registration of a Bank administrator is as follows

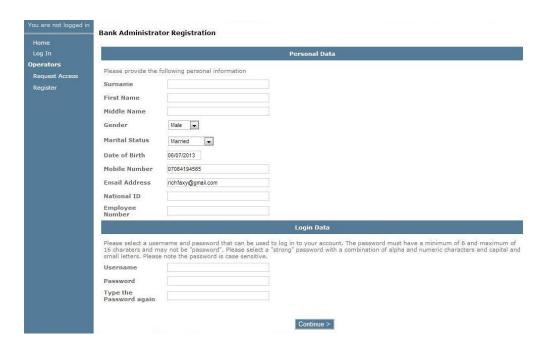
NIBSS administrator enters 2 valid email addresses and mobile numbers of the Bank administratorsfor each Bankto be registered

The new Bank administrators receives the pin code via sms and email and can continue with the registration

The new Bank administrator can from any web browser enter URL <a href="http://172.18.5.50">http://172.18.5.50</a> and select *Register* to validate the PIN sent through sms or email and click *submit* 



You are directed to a registration page where personal details and login credentials should be provided. Click **Continue** to proceed



Login with the username provided during registration by clicking Log In



The first login attempt after registration will ask for Security Questions which could be used to identify you in future. Provide any two (2) security questions of your choice and select *Submit* 

You will be directed to the Bank administrator page



#### **Welcome Bank Administrator**

### 1.3 Bank administrator Functionalities

The Bank administrator has the following functionalities after login

Issue Bank administrator Pin

Issue Bank User Pin

Available User Codes

Bank Operators

Web Account Maintenance

#### 1.3.1 Issue Bank Administrator Pin

NIBJT

Existing Bank administrators can create additional Bank administrator users for their own Bank. For this privilege to be functional, the Bank must have at least two active Banks administrators.

The process to create Bank administrator is as follows:

Select Issue Bank Administrator Pin from the menu pane

Enter the email address and mobile number for the Bank administrator

Click Issue

The pin will be sent to the email address and mobile number of the Bank administrator



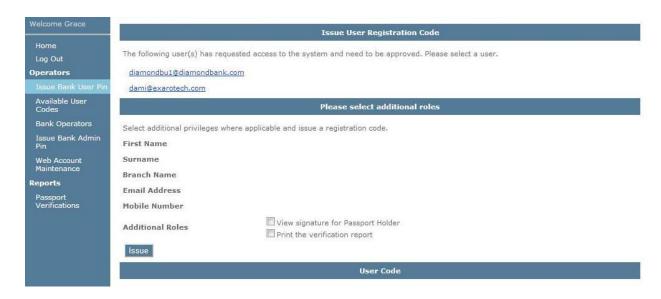
#### 1.3.2 Issue Bank User Pin

Bank administrator can create Bank users that will verify passport for Bank customers. For Bank administrators to be able to create Bank users the Bank must have a minimum of two Bank administrator users. One Bank administrator issues the Bank user pin and another Bank administrator verifies the Bank user.

The process to create a Bank user is as follows:

The Bank user requests for access to the service by entering his email address and mobile number as well as some other personal details

Click on *Issue Bank User Pin* on the menu to see a list of Bank users waiting to be issued Pins



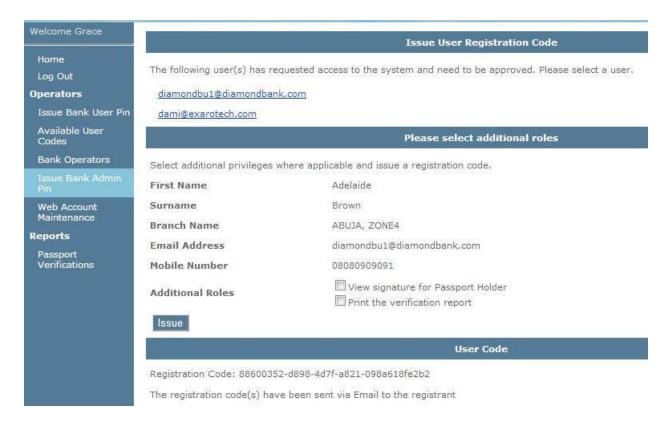
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Select the user to be issued with Pin and the users' details will be populated on

#### the page

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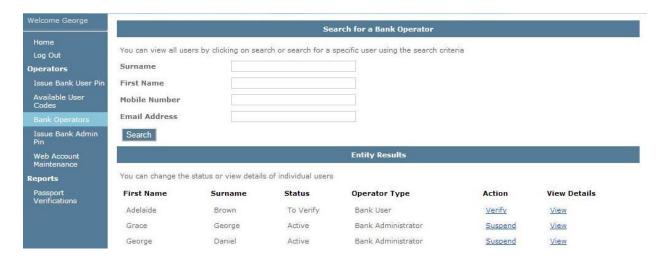
Select the roles to be assigned to the Bank user

Click *Issue* to send the pin by sms and/or mail to the Bank user

The Bank user continues the registration process with the Pin sent.

After the bank user has completed the registration process a second Bank administrator needs to verify the Bank user that was created.

Click **Bank Operators** and enter the details of the Bank user and click **Search**or click Search to bring out the list of all the Bank operators for that Bank





Click Verify beside the Bank user to be verified and select Verify

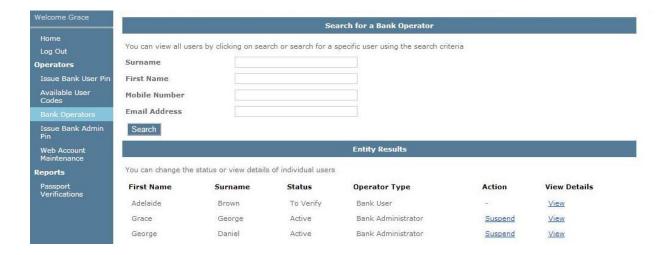


The Bank administrator can also suspend a Bank user by clicking on **Suspend** beside the Bank user to be suspended



The Bank user can log on to the system after the account has been verified

Please note that when the Bank administrator that issued the pin clicks *Bank Operators*, and clicks *Search* he sees the Bank user(s) but can't verify the Bank user. Only a different Bank administrator can verify the Bank user(s)



#### 1.3.3 Available User Code

The Bank administrators can view all the available Bank user codes that have been generated but not been used yet by the Bank user.

The process to view the codes is as follows:



Select Available User Codes



A page with all the available user codes will be displayed



# 1.3.4 Bank Operators

A Bank administrator may wish to see certain or all users in his Bank. The Bank administrator can filter using surname, first name, Bank, mobile number or email address.

Bank administrators and Bank users can be suspended, activated and deleted using this module



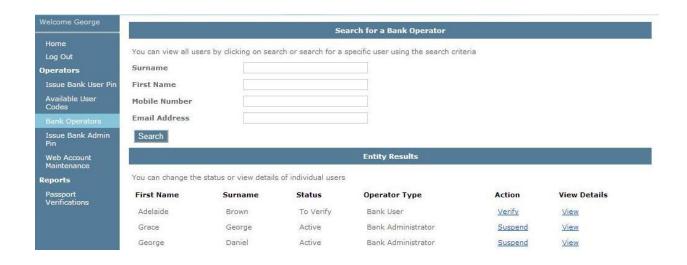
Select Bank Operators from the menu



The user can be filtered using either the surname, first name, mobile number or email address and clicking **Search** to retrieve the user(s) of interest



The Bank administrator can suspend, activate and delete other Bank administrator(s) or Bank user(s)after selecting the user and desired action beside the user



#### 1.3.5 Web Account Maintenance

A Bank administrator may choose to change some personal details related to his account such details as username, password, mobile number or email.

The procedure to change the details is as follows:

NIBJJ

Select Web Account Maintenance from the menu

NIBJT

Change any of the details you wish to change



Click **Submit** 



# **1.4** Reports

The report that can be viewed includes Passport Verification Report

#### 1.4.1 Passport Verification Report

Passport verification report provides detail reports on the verifications that were carried out in the Bank. It shows the Passport number, Bank branch Bank user, comments and date of the passport verification.

Passport verification report can be generated as follows:



Select *Passport Verification* from the menu under Reports



Enter the date the report will be generated for and click **View** 



The report will be displayed



The report can be exported to CSV, PDF, TIFF, web archive, Excel, Rich Text Format by selecting the drop down beside *Export to the selected format* on the report page



1

# 2 BANK USER MANAGEMENT

# 2.1 Background

This section covers the management of Bank users from Bank user registration to all other functionalities of the Bankuser.

Basic business rule for Bankuser are as follows:



A Bank user request access to the service from the portal



One Bank administrator issues user pin and another Bank administrator verifies the user



Every Bank has one or more users who are solely responsible for passport verifications in the bank

# 2.2 Registration of Bank User

The process of registering a Bank user is as follows

Eligible Bank users request for access from the portal by entering <a href="http://172.18.5.50">http://172.18.5.50</a>on any web browser and click on *Request Access* from the menu



Enter some personal details, email address and mobile number, Bank and Bank branch from the next page



A Bank administrator will issue pin which will be used to continue the registration process. The pin will be sent via email and/or sms

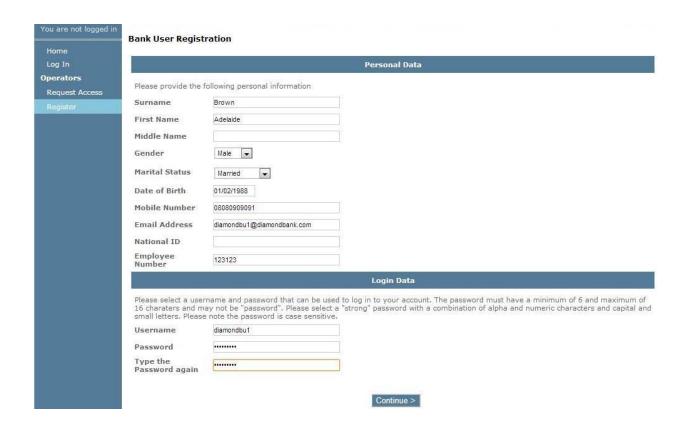
The bank user receives the Pin and continues the registration process

Click **Register** on the portal

Enter the pin code and click **Submit** to proceed



Enter username , password and personal details on the next page and click **Continue** 



Another Bank administrator has to verify the account before the Bank user can log into the system

After the Bank administrator has verified the Bank user account,

The Bank user can Log In

Login with the login details provided during registration.

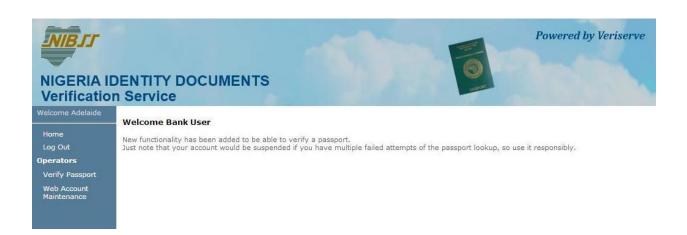


The first login attempt after registration will ask for Security Questions which could be used to identify you in future. Provide any two (2) security questions of your choice and select *Submit* 





A congratulatory page will be displayed and you will be directed to the homepage



### 2.3 Bank User Functionalities

The Bank user has the following functionalities after login



**Passport Verification** 



Web Account Maintenance

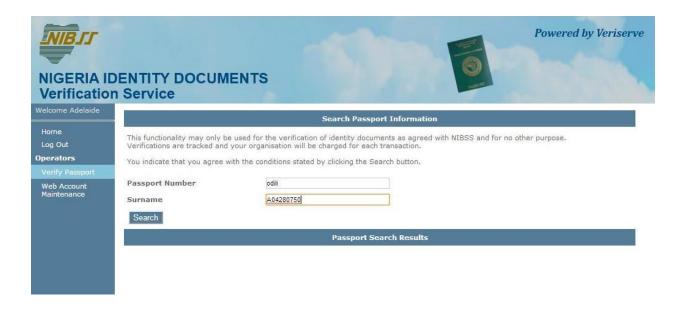
# 2.3.1 Passport Verification

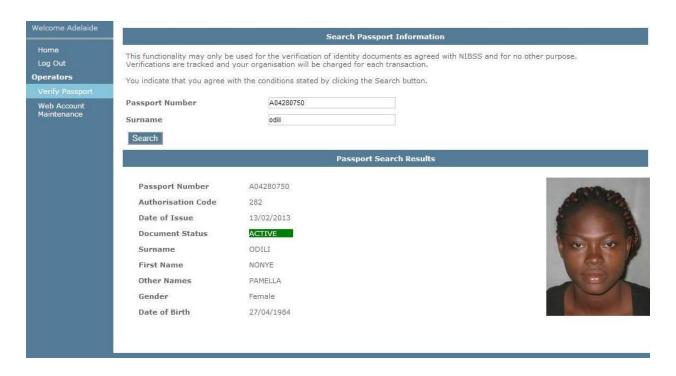
Bank users can verify passport by entering the passport number and surname as seen on the international passport. 5 successive passport verification mismatches automatically suspends the user's account.

The process of passport verification is as follows:



Click **Passport Verification** on the menu, enter the passport number and surname and click **Search** 







A Bank user with print privilege can click **Print**to print the verification report The report can be exported to CSV, PDF, TIFF, web archive, Excel, Rich Text Format by selecting the drop down beside **Export to the selected format** on the report page



# Passport Validation Summary

Verification Number 284

| Doc No     | First Name | Surname | Date of Birth | Gender | Status |
|------------|------------|---------|---------------|--------|--------|
| A04280750  | NONYE      | ODILI   | 27/04/1984    | Female | ACTIVE |
| 06/07/2013 |            |         |               |        |        |

#### 2.3.2 Web Account Maintenance

A Bank user can use the web account maintenance page to update/change personal details (such as username, password, mobile number or email) that are related to his account. This can be done using the steps below:

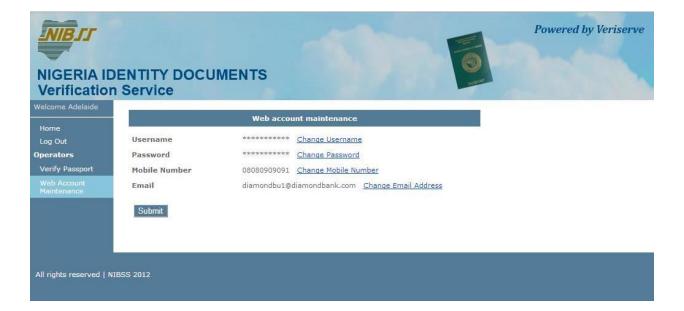
Select

Select Web Account Maintenance from the menu

NIBJT

Change any of the detailsto be updated

Click Submit



# 3 DASHBOARDS

# 3.1 Background

This section covers the dashboard functionalities. It describes the procedure to login to view the dashboard.

Basic business rules to view dashboards are as follows:

NIBSS administrators and Bank administrators are the only authorized users to view the dashboards.

NIBSS administrators can view passport verification summary for every bank from the dashboard.

Bank administrators can only view the passport verification originating from their own bank alone.

# 3.2 Dashboard View(Bank Administrator)

A Bank administrator can view passport verifications summary only meant for administrators bank. Summary of the passport verification available includes counts for the following time lines

Today
24 hours
This Week
This Month

Total

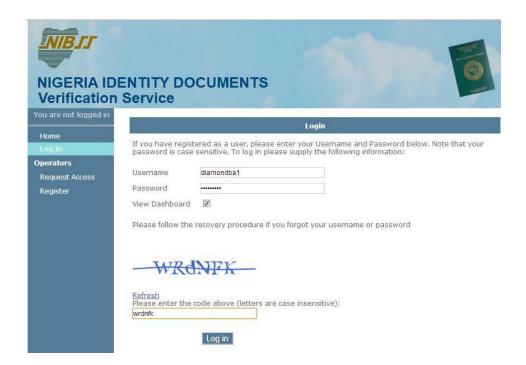
The process to view the Bank Administrator Dashboard includes:

Click **Log In** on the menu

Enter Bank Administrator's username and password and select the checkbox beside 'View Dashboard'

Enter the Captchacode

Click on the Log In button



The Bank NIBSS administrator dashboard page will then be displayed

