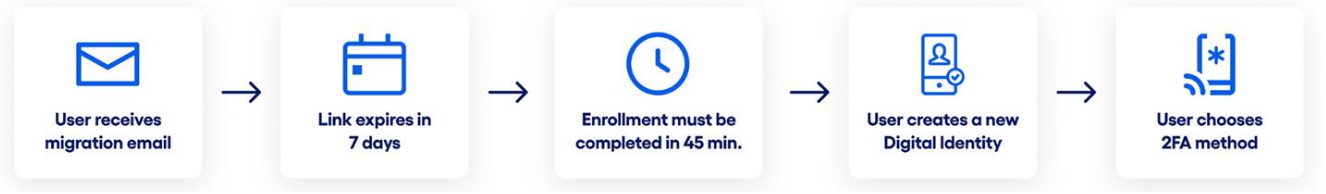
Treasury Management

unified identity service (UIS)

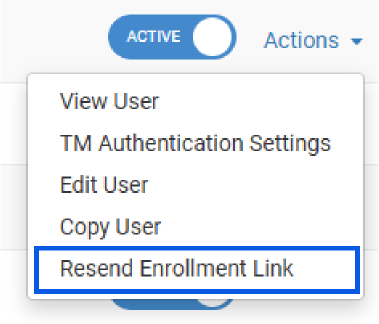
support guide

Enrollment

Users are ‘invited’ to create a Digital ID. The link provided in the enrollment email is good for 7 days. Once clicked, the user has 45 minutes to complete the enrollment process.


User receives migration email
Link expires in 7 days
Enrollment must be completed in 45 min.
User creates a new Digital Identity
User chooses 2FA method

Send a new enrollment link via Treasury Back Office If they do not take action in the required times. Select Resent Enrollment Link next to the user.



Digital ID Management

Digital IDs and profiles for Unified Identity Service for Treasury Management are managed through the People application, which has traditionally been used for the Banno product.

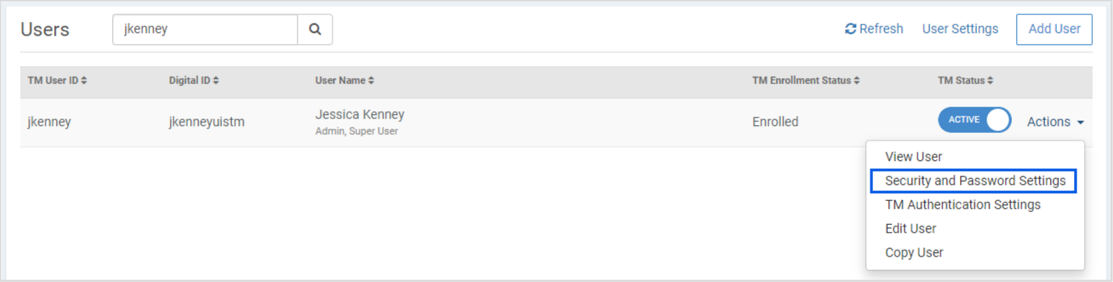
Identity is a feature of People that allows you to manage aspects of a user’s digital identity, including profile, password, and security information.

You can access a Treasury user’s Identity settings via Treasury Management Back Office or directly via People.

Treasury Management Back Office:

> *Company > Users > Actions > Security and Password Settings*

You may be prompted to log in to the People application and will be taken directly to the user’s Identity settings.

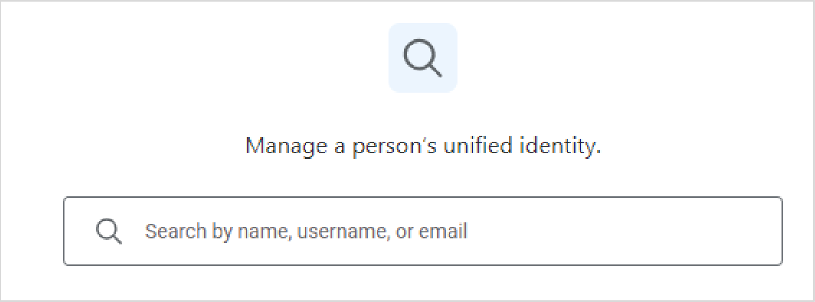


Users jkenney

TM User ID	Digital ID	User Name	TM Enrollment Status	TM Status
jkenney	jkenneyuistm	Jessica Kenney Admin, Super User	Enrolled	ACTIVE

People:

If you are already logged in to People you can search in Identity for a user by name, username (digital ID), or email address. Treasury users will not appear in a search for People, but rather can be found by searching in the Identity section.



Manage a person's unified identity.

Passwords

Password Information

- Passwords for Digital IDs do not expire.
- Passwords for Digital IDs will not be locked out due to successive invalid attempts.
- There are no restrictions on previously used passwords.

Password Rules

- Passwords must be between 8 and 64 characters in length.
- All ASCII and Unicode characters (including spaces) are supported for passwords.
- Passwords must not match or contain your username.
- Passwords must not begin or end with a space.

Password Resets

There are multiple options for Digital ID password resets:

End Users:

From the Treasury Management login screen:

- Select Forgot Password and follow the steps to create a new password.

Company Admins:

From the User List, select *Send Reset Password Link* to send a password reset email.

Bank Users:

From the Identity App in People:

- Initiate a prompt for the user to choose a new password at next login.
- Send the user a link to create a new password.

Digital ID Settings

Digital ID Information

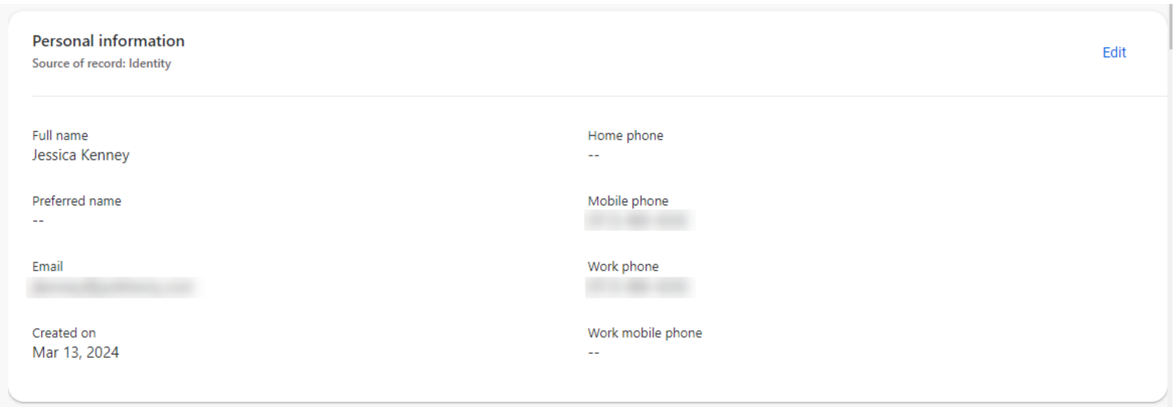
- Digital IDs can only exist once per bank brand.
    - Ex: jhenry cannot exist for a Banno retail user and a Treasury user

Digital ID Rules

- Usernames must be between 4 and 64 characters in length.
- Usernames can contain letters (a-z), numbers (0-9), dashes (-), underscores (_), apostrophes ('), and periods (.) and can begin or end with non-alphanumeric characters except periods (.) and spaces.
- Usernames cannot contain more than one period (.) in a row, accents, accented letters, ampersands (&), equal signs (=), brackets (<,>), plus signs (+), at signs (@), or commas (,).

Identity Settings

Personal Information (People > Identity)



Personal information
Source of record: Identity

Edit

Full name Jessica Kenney	Home phone --
Preferred name --	Mobile phone [redacted]
Email [redacted]	Work phone [redacted]
Created on Mar 13, 2024	Work mobile phone --

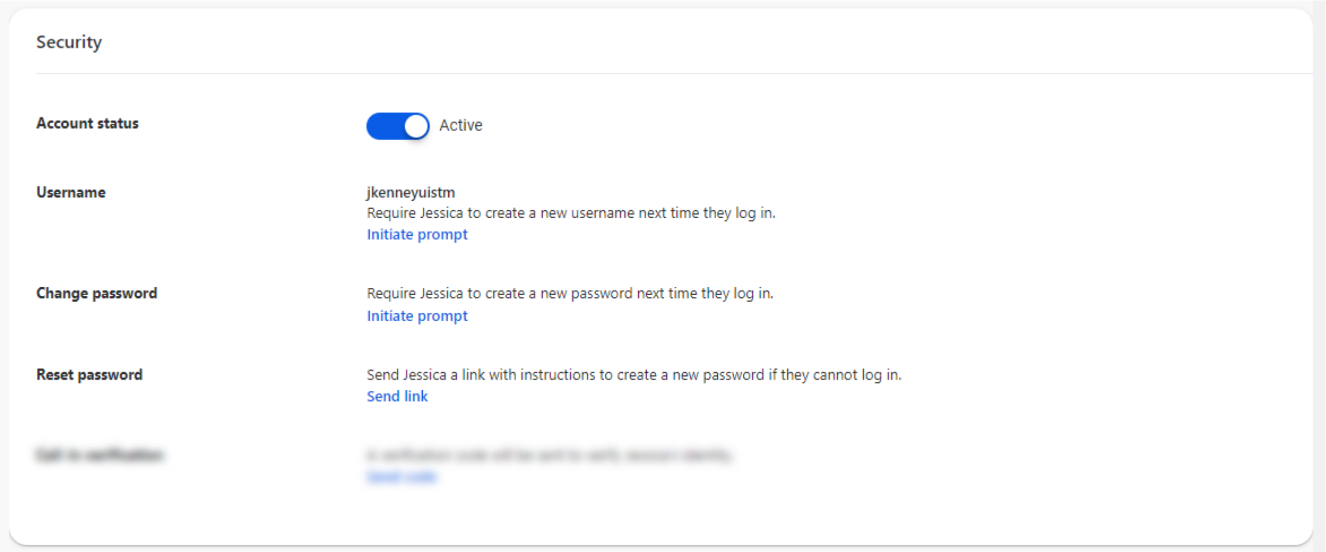
Users can modify their personal information themselves via their Security and Password Settings in Treasury Management.

Treasury Management > Profile & Preferences > Security and Password Settings

If they are unable to do so, you can modify their information via People using the **Edit** link in the upper right-hand corner.

Note that this information only applies to their Digital ID and will not change the email address, phone number, or name associated with their Treasury Management user (used for TM notifications, etc). Those changes still need to be made in Treasury Management Back Office or by the user in Profile & Preferences.

Security (People > Identity)



Security

Account status	Active
Username	jkenneyuistm Require Jessica to create a new username next time they log in. Initiate prompt
Change password	Require Jessica to create a new password next time they log in. Initiate prompt
Reset password	Send Jessica a link with instructions to create a new password if they cannot log in. Send link
[redacted]	

Username

Initiate prompt for user to change their Digital ID at next log in. This does not change their TM User ID.

Change password

Initiate prompt for user to change their password at next log in.

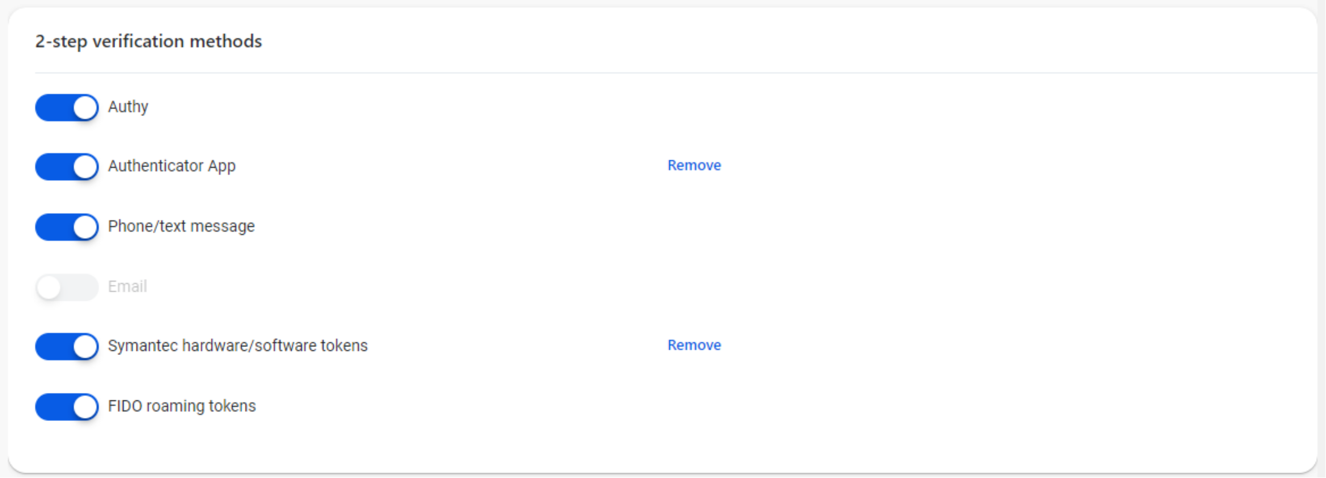
Reset password

Initiate the password recovery process in the event a user cannot log in.

Call-in verification

Call-in verification is not an option for Treasury Management at this time.

2-step verification methods (People > Identity)



2-step verification methods

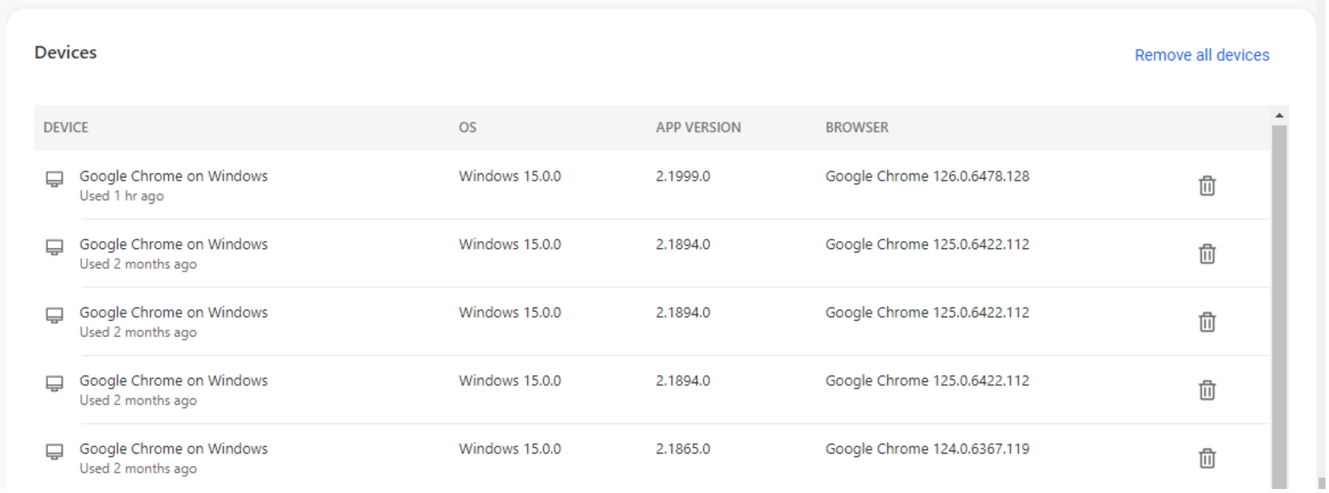
- ☑ Authy
- ☑ Authenticator App — Remove
- ☑ Phone/text message
- ☐ Email
- ☑ Symantec hardware/software tokens — Remove
- ☑ FIDO roaming tokens

Assisting with 2FA methods

If a user has misplaced a token, gotten a new phone or phone number, etc., you can remove their existing 2FA methods.

If all methods are removed, the user will be prompted to select a new one at their next login.

Devices (People > Identity)



Devices

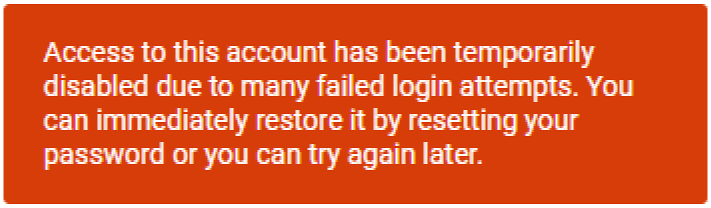
DEVICE	OS	APP VERSION	BROWSER
Google Chrome on Windows Used 1 hr ago	Windows 15.0.0	2.1999.0	Google Chrome 126.0.6478.128
Google Chrome on Windows Used 2 months ago	Windows 15.0.0	2.1894.0	Google Chrome 125.0.6422.112
Google Chrome on Windows Used 2 months ago	Windows 15.0.0	2.1894.0	Google Chrome 125.0.6422.112
Google Chrome on Windows Used 2 months ago	Windows 15.0.0	2.1894.0	Google Chrome 125.0.6422.112
Google Chrome on Windows Used 2 months ago	Windows 15.0.0	2.1865.0	Google Chrome 124.0.6367.119

If a user has selected the ‘Don't ask for codes again while using this browser’ option, removing the device from the Devices list will result in them being challenged with their selected 2FA method at next login.

Lockouts

Multiple invalid password attempts will not result in the user being locked, however they will be unable to attempt for a period of time (up to five minutes), or they can follow the steps to change their password to login immediately.

A message will display to the user:



Access to this account has been temporarily disabled due to many failed login attempts. You can immediately restore it by resetting your password or you can try again later.

Temporary lockouts due to excessive attempts will occur if the user fails their 2FA method repeatedly. The number of attempts vary by authentication method but is generally between 4 and 10 attempts. The temporary lockout can be up to five minutes.

In most cases the temporary lockout can be mitigated by a successful login/2FA challenge in a new tab or browser.

Users can either wait until the lockout period has expired, or if the user cannot successfully authenticate, the bank can act on the user’s behalf by removing the registered 2FA methods in Identity (see 2-step verification methods section).

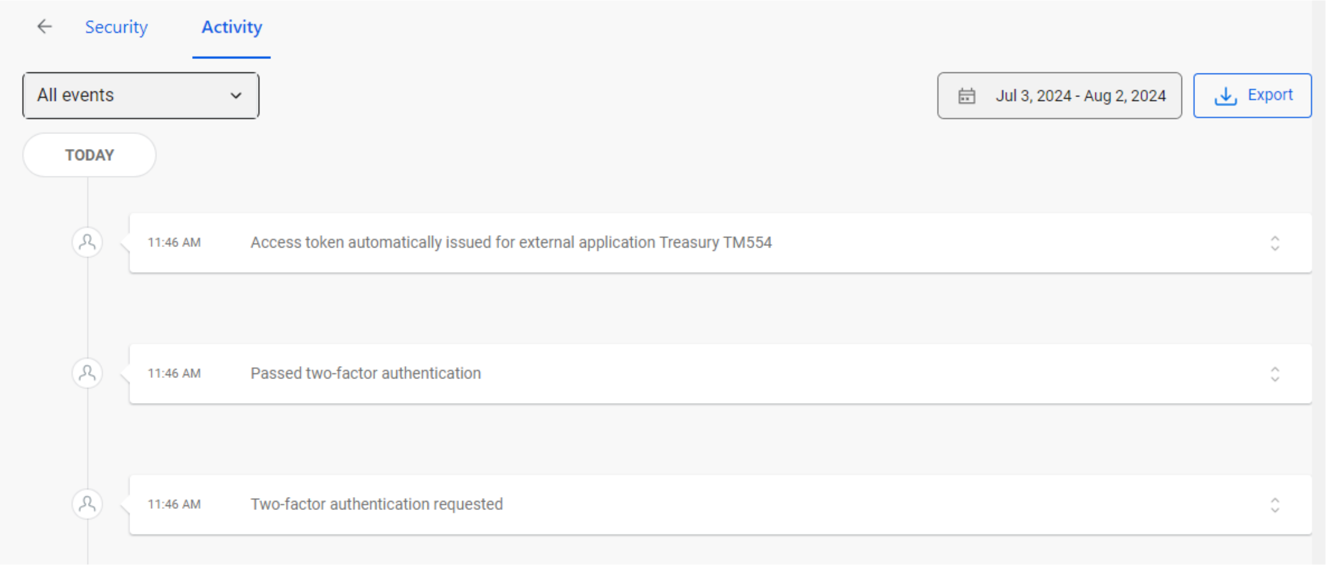
Removal of all 2FA methods will prompt the user to select a new one upon next login.

Activity

(People > Identity)

The Activity log shows events for

- Authentication
- High-risk authentication
- Devices
- Profile

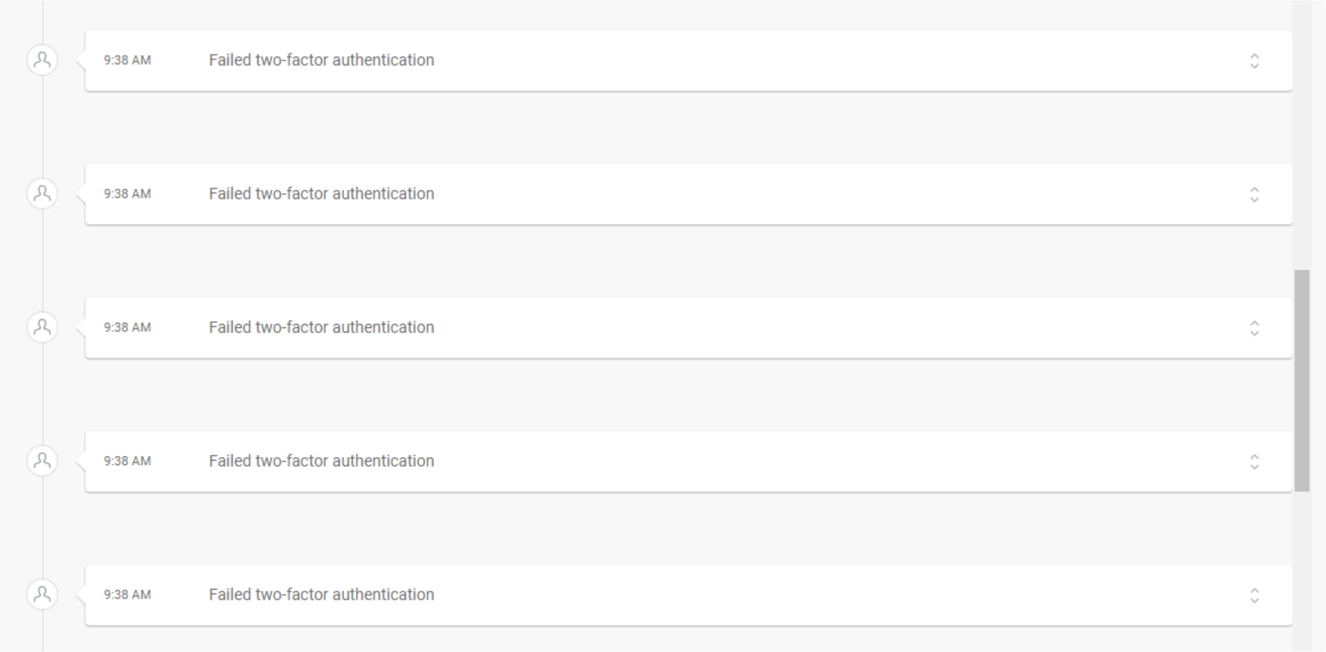


All events

Jul 3, 2024 - Aug 2, 2024

```
11:46 AM   Access token automatically issued for external application Treasury TM554
11:46 AM   Passed two-factor authentication
11:46 AM   Two-factor authentication requested
```

If a user is experiencing temporary lockouts, you can verify any failed two-factor authentication attempts.



```
9:38 AM   Failed two-factor authentication
9:38 AM   Failed two-factor authentication
9:38 AM   Failed two-factor authentication
9:38 AM   Failed two-factor authentication
9:38 AM   Failed two-factor authentication
```