



# BizChannel@CIMB Customised Package

How-to guide for System Administrators

- User Password Reset
- Lock and Unlock User ID

FORWARD  Together



# BizChannel@CIMB Customised Package: How-to Guide for System Administrators

➔ This user guide is to assist System Administrators with the following tasks:

**1**

## **User Password Reset**

To reset password for User(s) who have forgotten their login password.

**2**

## **Lock or Unlock User ID**

To restrict user access or assist user to unlock their ID which has been locked due to entering a wrong password more than three times.



# 1) User Password Reset – System Administrator Maker

3

## SCREENS

**BizChannel@CIMB**

Guides and Forms  
Pending Tasks  
Account Management  
**User Management** 1  
    ▶ User Group  
    ▶ **User Maintenance** 2  
    ▶ Signature Set  
    ▶ Approval Matrix  
Information Management  
Utilities  
Reports  
LOG OUT

User Management / User Maintenance / Confirmation Page / Result Page

**User**

**User Search**

Search By

User ID

User Name

User Group  3

Search Add

<input type="checkbox"/>	User ID	User Name	User Group	User Role	Reset Password
<input checked="" type="checkbox"/> 4	ABC1234	ABC	AUTH-1	Approver	5 Reset Password

Page 1 Of 1 Go | First | Prev | Next | Last

Delete

## STEPS

To perform password reset for a user, the System Administrator Maker will have to complete the following steps upon logging in to BizChannel@CIMB:

1. Click "User Management"
2. Click "User Maintenance"
3. Click "Search"
4. Tick on the left box of the User
5. Click "Reset Password"

# 1) User Password Reset – System Administrator Approver

## SCREENS

## STEPS

**BizChannel@CIMB**

Guides and Forms

Pending Tasks **1**

▶ Pending Tasks **2**

Account Management

User Management

Information Management

Utilities

Reports

LOG OUT

**Current Tasks** | **All Tasks**

Task Listing 1 - 1 of 1 transaction(s)

No.	<input type="checkbox"/>	Creation Date	Menu	Maker User ID	Maker User Name
1	<input checked="" type="checkbox"/> <b>3</b>	08-Jun-2021 17:02:19		SYSADMIN1	SYSADMIN1

**4** Approve Reject

Once the System Administrator Maker has submitted the request to reset password, the System Administrator Approver will need to approve the request. Follow the simple steps below:

1. Click "Pending Tasks"
2. Click "Pending Tasks"
3. Tick on the left box
4. Click "Approve"
5. Generate and input the Response Number from Mobile Token / Hard Token
6. Click "Submit"

**Approve**

No.	Creation Date	Menu	Maker User ID	Maker User Name
1	08-Jun-2021 17:02:19		SYSADMIN1	SYSADMIN1

**Authentication**

Challenge Number 12345678

Response Number **5**  Help

**6** Submit Back

### SCREENS

### STEPS

#### TO UNLOCK USER

To Unlock User ID, the System Administrator Maker will have to complete the following steps:

Utilities / [Lock/Unlock User](#)

**Lock/Unlock User**

User Search

User ID :

Status : Locked **3**

**4** Search

No.	User ID	User Name	Lock/Unlock
1.	USER1	user maker	<a href="#">Unlock</a> <b>5</b>

Page  Of 1  | [First](#) | [Prev](#) | [Next](#) | [Last](#)

1. Click "Utilities"
2. Click "Lock/Unlock User"
3. Select "Locked"
4. Click "Search"
5. Click "Unlock" to unlock User

#### TO LOCK USER

To Lock User ID, the System Administrator Maker will have to complete the following steps:

Utilities / [Lock/Unlock User](#)

**Lock/Unlock User**

User Search

User ID :

Status : Active **3**

**4** Search

No.	User ID	User Name	Lock/Unlock
1.	USER2	user approver	<a href="#">Lock</a> <b>5</b>
2.	USER2B1	USER2B1	<a href="#">Lock</a>
3.	USER2B2	USER2B2	<a href="#">Lock</a>
4.	LGMS2020USER2	LGMS2020	<a href="#">Lock</a>

Page  Of 1  | [First](#) | [Prev](#) | [Next](#) | [Last](#)

1. Click "Utilities"
2. Click "Lock/Unlock User"
3. Select "Active"
4. Click "Search"
5. Click Lock" to lock User

### SCREENS

### STEPS

**BizChannel@CIMB**

Guides and Forms

Pending Tasks **1**

▶ Pending Tasks **2**

Account Management

User Management

Information Management

Utilities

Reports

LOG OUT

Current Tasks | All Tasks

Task Listing 1 - 1 of 1 transaction(s)

No.	<input type="checkbox"/>	Creation Date	Menu	Maker User ID	Maker User Name
1	<input checked="" type="checkbox"/> <b>3</b>	08-Jun-2021 17:02:19		SYSADMIN1	SYSADMIN1

**4** Approve Reject

Once the System Administrator Maker has submitted the request to Lock/Unlock User ID, the System Administrator Approver will need to approve the request.

1. Click “Pending Tasks”
2. Click sub “Pending Tasks”
3. Tick on the left box
4. Click “Approve”
5. Generate and input the Response Number from Mobile Token / Hard Token
6. Click “Submit”

Approve

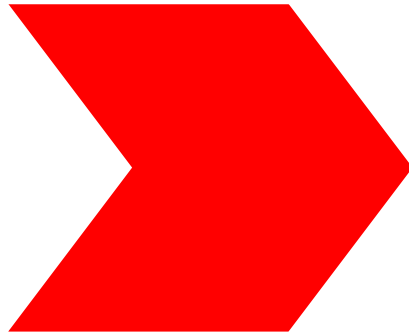
No.	Creation Date	Menu	Maker User ID	Maker User Name
1	08-Jun-2021 17:02:19		SYSADMIN1	SYSADMIN1

Authentication

Challenge Number 12345678

Response Number **5** [.....] Help

**6** Submit Back



THANK YOU