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Banking Policy and Regulations Department

State Bank of Pakistan

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Introduction

This document is intended for the master Users of Banks, DFIs and MFBs (Banks) who will manage the users of Banks. This manual is designed to provide an in-depth knowledge of user management of BPRD's Case Management – External Portal (RAS). The step-by-step instructions are provided with screenshots to explain the procedures to enable the Administrator to manage respective bank's Users.

Disclaimer(s)

This step-by-step guidance mentioned in this document is applicable to the application. Any subsequent releases will be accompanied with additional guidelines, wherever applicable.

This User Manual is for authorized personnel of banks only and should not be shared, forwarded to any entity or uploaded on the internet or any other social media without permission from BPRD.

Project Description

RAS will enable banks to submit cases through an online portal to Banking Policy and Regulations Department (BPRD), SBP.

The application provides following features:

1. Creation of User for a Bank
2. Edit User Details
3. Disable User ID
4. Enable User ID
5. Reassignment of Cases

Instructions

3.1. Add User

3.1.1. Functional Description

1. SBP will create/provide one Admin user to each Bank for User Administration purpose.
2. For creation or change in Admin user, Banks are advised to contact BPRD. (if required)
3. The Administrator of Banks will have the User Management option on their dashboard to Add/Edit/Disable/Enable user(s) of their respective bank.
4. Management of Admin User will be managed by SBP-IT.

3.1.2. Cautions and Warnings

1. BPRD will convey each bank, the number of users that can be created by them. Banks must satisfy themselves before creating a user that the intended officer(s) has the necessary expertise and qualification. In this regard, banks are required to devise an internal approval mechanism.
2. The user confirmation email will be sent to the email address entered by the Administrator while creating a user. This email address will be used as User ID at the time of login on RAS. In case of wrong email, user will not receive confirmation email and will not be able to login.
3. System will accept only official email address, therefore user must enter official email address on respective bank's domain. Non-official email addresses such as Hotmail, Gmail, Live, Yahoo etc. should not be entered.
4. While creating user, administrator must complete all fields with correct information especially the selection of User's Region. Bank will be responsible in case of entry of wrong information or creation of User ID of an un-authorized user.
5. Admin User must carry out a periodic review on quarterly basis for identification and removal of Dormant User Accounts.
6. Admin User must ensure that passwords are not shared among banks users. In case of any loss or risk arising out of password sharing, bank and its officials will be solely responsible and accountable.

3.1.3. Probable Errors and Possible Causes

1. User might not receive the email because of invalid email id entered at the time of creation.
2. If the user is trying to add two users with same email address, the system will show an error that the user already exists.
3. User is trying to enter an invalid mobile number. The mobile number format should be 03*****. (11 Digits)

3.1.4. Procedure

3.1.4.1. Set-up and Initialization

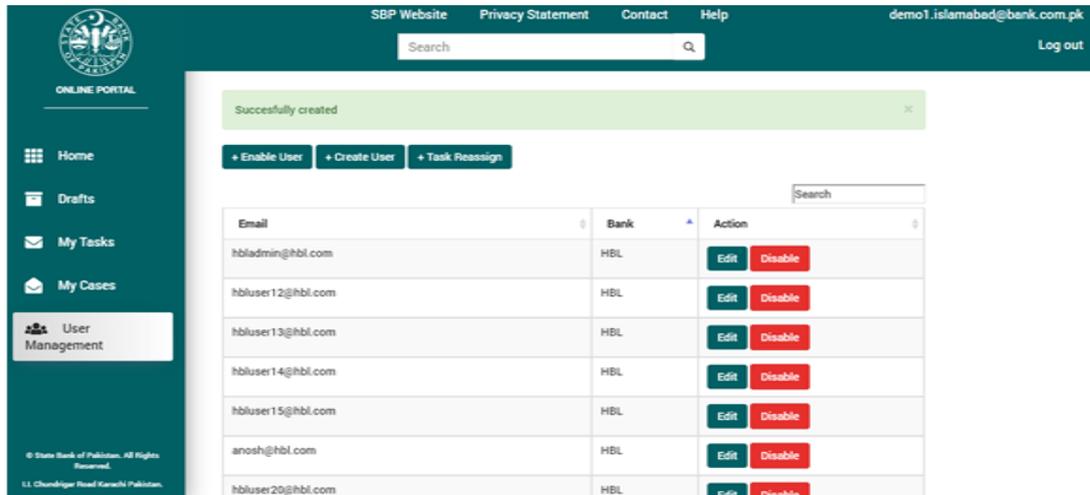
User should be registered in the system and must have administrator privileges.

3.1.4.2. Navigational Steps

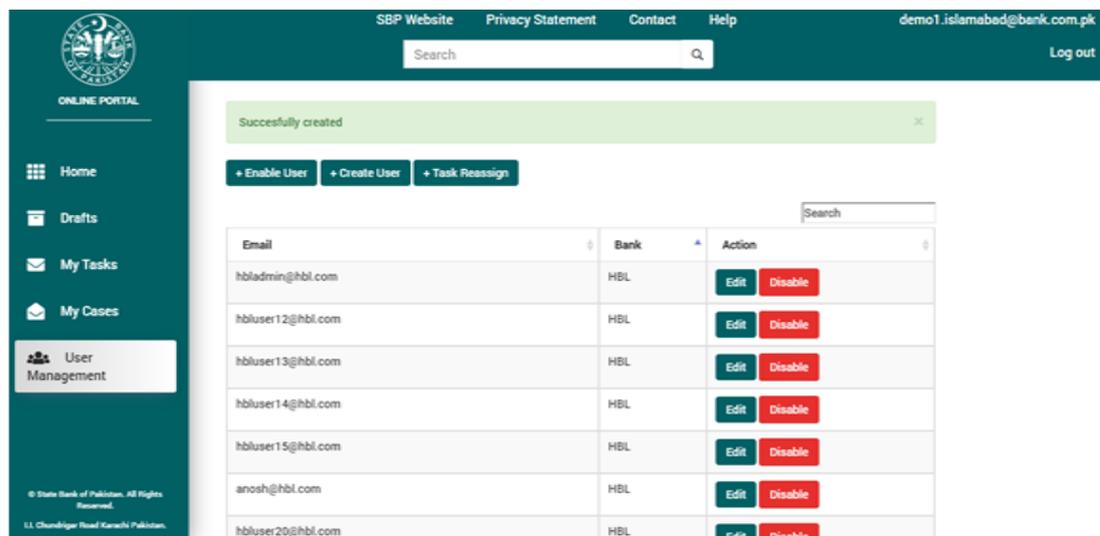
Step	Description	Navigation	Comments
1	Login to the Application as administrator	Login to the application as described in the login scenario	User is redirected to the dashboard
2	Click on User Management	Click on the User Management option in the Side Navigation Bar or Side Menu available on screen	User is redirected to the User Management Screen where all the previously created Users are shown in grid.
3	Click on Create User Button	Click on the Create User button available on screen	User is redirected to Create User screen
4	Enter Full Name	Click on Full Name Field and Enter User Full Name	Full Name: New User full name
5	Enter Mobile Number	Click on Mobile Number Field and Enter User Phone Number	Mobile Number: New User Mobile phone number
6	Enter Email Id	Click on Email Id Field and Enter User Email Id	Email Id: New User email address
7	Select Region	Click on the Drop Down Menu	Region: Select Region of the User. (Region= Head Office Karachi)
8	Click on Save button	Click on Save button available on screen	Admin is redirected to the user management screen and the message prompted "Successfully Created" Email sent to the User email address with Temporary Password and Username and Application Access link Note: New user can refer to Login scenario to setup account

3.1.4.3. User Interface

Step 1: Click on User Management option available on side navigation



Step 2: Click on create user button. When first user will be created this screen will show no existing users.



Step 3: Add user details

SBP Website Privacy Statement Contact Help Change Role UBL-Demo@sbp.com.pk

Search

Log out

ONLINE PORTAL

- Home
- Drafts
- My Tasks
- My Cases
- User Management

Full Name:

Email ID: (use bank domain: sbp.com.pk)
example@sbp.com.pk

Mobile Number:

Department:
 Exchange Policy User
 Payment Systems User
 Banking Policy and Regulations User

Region:
- Select -

save

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11, Chundrigar Road Karachi Pakistan.

Step 4: Click on Save button

SBP Website Privacy Statement Contact Help Change Role UBL-Demo@sbp.com.pk

Search

Log out

ONLINE PORTAL

- Home
- Drafts
- My Tasks
- My Cases
- User Management

Full Name:
Xyz Abc

Email ID: (use bank domain: sbp.com.pk)
xyz@sbp.org.pk

Mobile Number:
12345678912

Department:
 Exchange Policy User
 Payment Systems User
 Banking Policy and Regulations User

Region:
Head Office Karachi

save

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Step 5: User has been added successfully

SBP Website Privacy Statement Contact Help demo1.islamabad@bank.com.pk

Search

Log out

ONLINE PORTAL

- Home
- Drafts
- My Tasks
- My Cases
- User Management

Successfully created

+ Enable User + Create User + Task Reassign

Email	Bank	Action
hbladmin@hbl.com	HBL	Edit Disable
hbluser12@hbl.com	HBL	Edit Disable
hbluser13@hbl.com	HBL	Edit Disable
hbluser14@hbl.com	HBL	Edit Disable
hbluser15@hbl.com	HBL	Edit Disable
anosh@hbl.com	HBL	Edit Disable
hbluser20@hbl.com	HBL	Edit Disable

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3.2. Edit User

3.2.1. Functional Description

Only the Administrator can edit the details of a User. Users who do not have administrator privileges will not be able to perform any action related to user management.

3.2.2. Cautions and Warnings

1. The previous details of a User will be lost after edit/update in the system.
2. In this regard, an internal approval mechanism for editing/updating of User details may be devised by each bank.

3.2.3. Probable Errors and Possible Causes

User is trying to enter a wrong mobile number. The mobile number format should be 03*****. (11 Digits)

3.2.4. Procedure

3.2.4.1. Set-up and Initialization

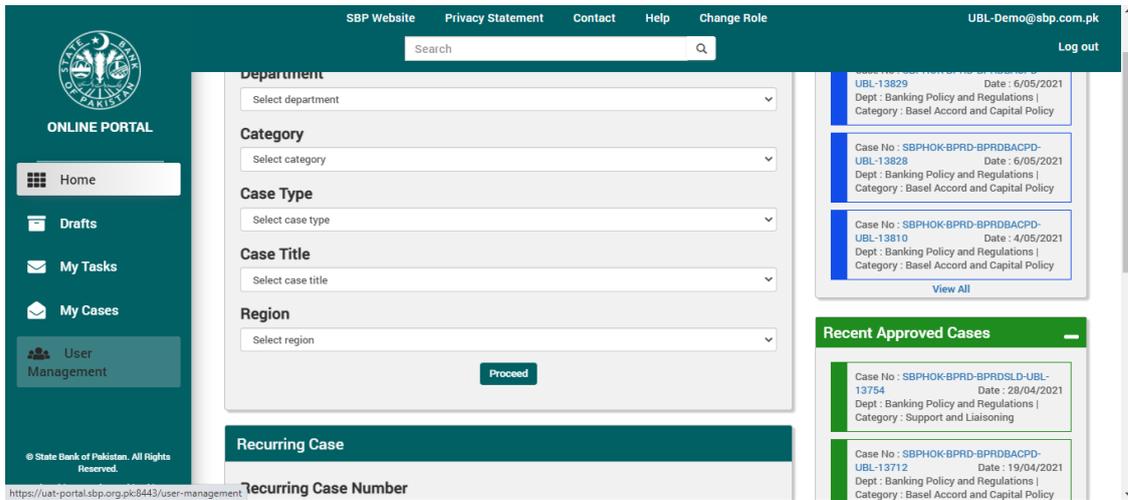
User should be registered in the system and must have administrator privileges.

3.2.4.2. Navigational Steps

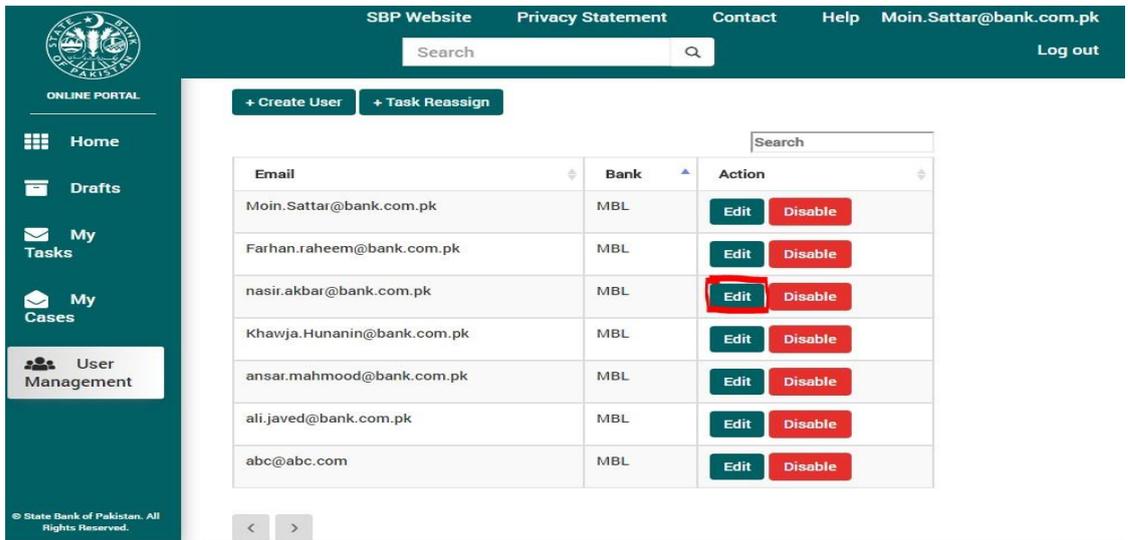
Step	Description	Navigation	Comments
1	Login to the application as administrator	Login to the application as described in the login scenario	User is redirected to the dashboard
2	Click on User Management	Click on the User Management option in the Side Navigation Bar or Side Menu available on screen	User is redirected to the User Management Screen where all the Users are shown in grid
3	Click on Edit button	Click on the Edit button on any row in users grid available on screen	User is redirected to EditUser screen
4	Enter Name	Click on Name Field and Enter User Full Name	Name: New User fullname
5	Enter Mobile Number	Click on Mobile Number Field and Enter User Phone Number	Mobile Number: New User phone number
6	Click on Save button	Click on Save button available on screen	Admin is redirected to the user management screen and the message prompted "Successfully updated"

3.2.4.3. User Interface

Step 1: Click on User Management option available on side navigation



Step 2: Click on Edit button available on each row



Step 3: Edit user details and click on save button after making the changes

The screenshot shows the 'User Management' section of the SBP Online Portal. The form contains the following fields:

- Name:** Text input field containing 'Nasir'.
- Mobile Number:** Text input field containing '123456789'.
- Region:** Dropdown menu with '- Select -' selected.
- save:** A green button with a checkmark icon.

The top navigation bar includes 'SBP Website', 'Privacy Statement', 'Contact', 'Help', and 'Moin.Sattar@bank.com.pk'. A search bar and 'Log out' link are also present. The left sidebar shows 'ONLINE PORTAL' with options: Home, Drafts, My Tasks, My Cases, and User Management. The footer states '© State Bank of Pakistan. All Rights Reserved.'

Step 4: User has been updated successfully

The screenshot shows the 'User Management' section after a successful update. A green notification bar at the top reads 'Successfully updated'. Below it are two buttons: '+ Create User' and '+ Task Reassign'. The table below lists the following users:

Email	Bank	Action
Moin.Sattar@bank.com.pk	MBL	Edit Disable
Farhan.raheem@bank.com.pk	MBL	Edit Disable
nasir.akbar@bank.com.pk	MBL	Edit Disable
Khavja.Hunanin@bank.com.pk	MBL	Edit Disable
ansar.mahmood@bank.com.pk	MBL	Edit Disable
ali.javed@bank.com.pk	MBL	Edit Disable
abc@abc.com	MBL	Edit Disable

The top navigation bar and left sidebar are identical to the previous screenshot. The footer also remains the same.

3.3. Disable User

3.3.1. Functional Description

Only the Administrator can disable a User. User who does not have administrator privileges will not be able to perform any action related to user management.

3.3.2. Cautions and Warnings

1. Administrator must ensure to re-assign the discrepant cases of intended officer prior to disabling the User.
2. In this regard, an internal approval mechanism for disabling a user may be devised by eachbank.
3. If a user is disabled, Administrator will be able to view and download decision letter on the case submitted by user from BPRD.
4. Administrator will be able to reassign the case if a user is disabled and the case(s) submitted by the user are marked Discrepant.

3.3.3. Procedure

3.3.3.1. Set-up and Initialization

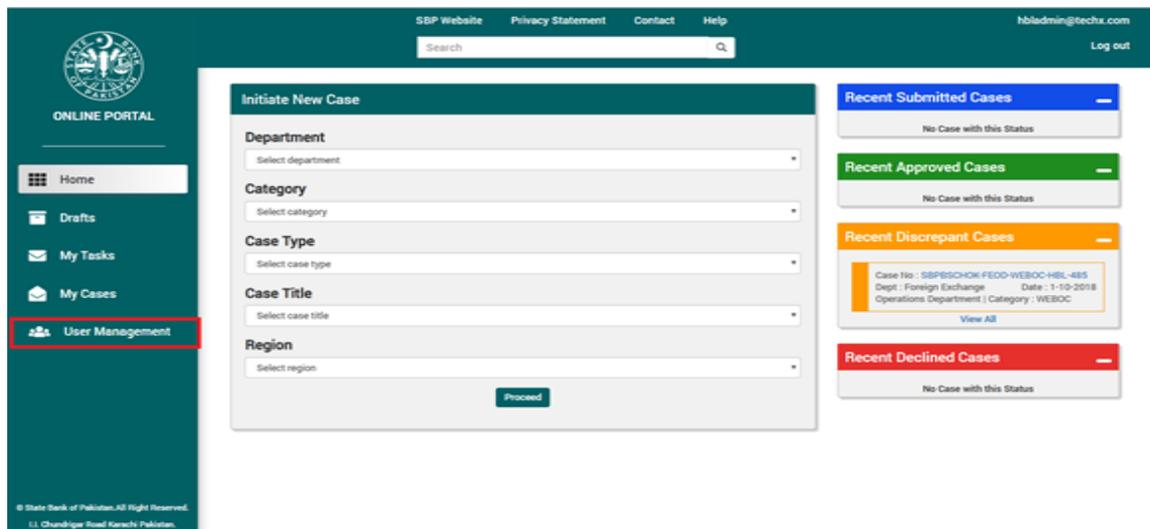
User should be registered in the system and must have administrator privileges.

3.3.3.2. Navigation Steps

Step	Description	Navigation	Comments
1	Click on User Management	Click on the User Management option in the Side Navigation Bar or Side Menu available on screen	User is redirected to the User Management Screen where all the Users are shown in grid
2	Click on Disable button	Click on the Disable button on any row in users grid available on screen	User is redirected to Disable User screen which have following buttons 1. Disable 2. Cancel
3	Click on Disable button	Click on the Disable button available on screen	User is redirected to user management screen and the message prompted "Successfully Disabled User"

3.3.3.3. User Interface

Step 1: Click on User Management option available on side navigation



Step 2: Click on Disable button available on each row

The screenshot shows the SBP Online Portal interface. The top navigation bar includes 'SBP Website', 'Privacy Statement', 'Contact', 'Help', and 'demo1.islamabad@bank.com.pk'. A search bar is present. The left sidebar contains 'ONLINE PORTAL' and navigation options: Home, Drafts, My Tasks, My Cases, and User Management. The main content area has buttons for '+ Enable User', '+ Create User', and '+ Task Reassign'. Below these is a table with columns 'Email', 'Bank', and 'Action'. The table lists several users, each with an 'Edit' button and a 'Disable' button.

Email	Bank	Action
hbluser12@hbl.com	HBL	Edit Disable
hbluser13@hbl.com	HBL	Edit Disable
hbluser14@hbl.com	HBL	Edit Disable
hbluser15@hbl.com	HBL	Edit Disable
anosh@hbl.com	HBL	Edit Disable
hbluser20@hbl.com	HBL	Edit Disable
hbladmin1@bank.com.pk	HBL	Edit Disable
najeeb110908@sbp.com.pk	HBL	Edit Disable

Step 3: Click on Disable It button

The screenshot shows a confirmation dialog box with the text: 'Please **Save** before disabling the account, as the account cannot be reactivated?'. Below the text are two buttons: 'Disable' and 'Cancel'. The background shows the same portal interface as in Step 2.

Step 4: User has been disabled successfully

The screenshot shows a green success message at the top: 'Successfully disabled user'. Below the message are the '+ Enable User', '+ Create User', and '+ Task Reassign' buttons. The table below now shows that the user 'hbluser12@hbl.com' is no longer present, indicating a successful deletion.

Email	Bank	Action
hbluser13@hbl.com	HBL	Edit Disable
hbluser14@hbl.com	HBL	Edit Disable
hbluser15@hbl.com	HBL	Edit Disable
anosh@hbl.com	HBL	Edit Disable
hbluser20@hbl.com	HBL	Edit Disable
hbladmin1@bank.com.pk	HBL	Edit Disable
najeeb110908@sbp.com.pk	HBL	Edit Disable

3.4. Enable User

3.4.1. Functional Description

Only the Administrator can enable a User. User who does not have administrator privileges will not be able to perform any action related to user management.

3.4.2. Cautions and Warnings

1. Administrator must ensure to enable user(s) who are in service of bank. Resigned/Retired users should not be enabled.
2. In this regard, an internal approval mechanism for enabling a User may be devised by eachbank.

3.4.3. Procedure

3.4.3.1. Set-up and Initialization

User should be registered in the system and must have administrator privileges.

3.4.3.2. Navigation Steps

Step	Description	Navigation	Comments
1	Click on User Management	Click on the User Management option in the Side Navigation Bar or Side Menu available on screen	User is redirected to the User Management Screen where all the Users are shown in grid
2	Click on Enable button	Click on the Enable button on Top of screen.	User is redirected to Disabled User screen showing all disabled user of the bank.
3	Click on Enable button	Choose your intended User and Click on Enable button	User is redirected to Enable User screen which have following buttons 1. Enable 2. Cancel
4	Click on Enable button	Click on the Enable button available on screen	User is redirected to user management screen and the message prompted "Successfully Enabled User"

3.4.3.3. User Interface

Step 1: Click on User Management option available on side navigation

The screenshot shows the 'Initiate New Case' form in the SBP Online Portal. The form includes several dropdown menus: Department, Category, Case Type, Case Title, and Region. A 'Proceed' button is located at the bottom of the form. On the right side, there are four summary cards: 'Recent Submitted Cases', 'Recent Approved Cases', 'Recent Discrepant Cases', and 'Recent Declined Cases'. The 'Recent Discrepant Cases' card shows a specific case with details: Case No : SBPBSCHOK-FEOD-WEBOC-HBL-485, Dept : Foreign Exchange, Date : 1-10-2018, Operations Department | Category : WEBOC. The left sidebar contains navigation options: Home, Drafts, My Tasks, My Cases, and User Management (highlighted with a red box). The top navigation bar includes links for SBP Website, Privacy Statement, Contact, Help, and a search bar. The user's email, hbladmin@techx.com, is displayed in the top right corner.

Step 2: Click on Enable button

The screenshot shows the 'User Management' section of the SBP Online Portal. At the top, there are three buttons: '+ Enable User', '+ Create User', and '+ Task Reassign'. Below these is a table with columns for Email, Bank, and Action. The table contains one row with the email 'UBL-Demo@sbp.com.pk' and the bank 'UBL'. An 'Edit' button is visible in the Action column. A search bar is located above the table. The left sidebar shows the 'User Management' option highlighted. The top navigation bar includes links for SBP Website, Privacy Statement, Contact, Help, Change Role, and a search bar. The user's email, UBL-Demo@sbp.com.pk, is displayed in the top right corner.

Step 3: Click on Enable button

The screenshot shows the 'Disabled Users' section of the SBP Online Portal. At the top, there is a search bar. Below it is a table with the following columns: Email, Bank, and Action. The table contains the following data:

Email	Bank	Action
rushna.nizami@hbl.com	HBL	Enable
hbladmin@hbl.com	HBL	Enable
hbluser11@hbl.com	HBL	Enable
hbluser12@hbl.com	HBL	Enable
hbluser16@hbl.com	HBL	Enable
waseem@hbl.com	HBL	Enable
hbluser17@hbl.com	HBL	Enable

Step 4: Click on Enable User

The screenshot shows a confirmation dialog box with the text "Do you want to enable the account?". There are two buttons: "Enable" and "Cancel".

Step 5: User has been enabled successfully

The screenshot shows the HBL Online Portal's User Management interface. At the top, there is a navigation bar with links for 'SBP Website', 'Privacy Statement', 'Contact', and 'Help', along with the user's email 'demo1.islamabad@bank.com.pk' and a 'Log out' button. A search bar is also present. Below the navigation bar, a green notification banner states 'Successfully enabled user'. Underneath, there are three buttons: '+ Enable User', '+ Create User', and '+ Task Reassign'. A table displays a list of users with columns for 'Email', 'Bank', and 'Action'. The 'Action' column contains 'Edit' and 'Disable' buttons for each user. The footer includes the State Bank of Pakistan logo and contact information.

Email	Bank	Action
hbladmin@hbl.com	HBL	Edit Disable
hbluser13@hbl.com	HBL	Edit Disable
hbluser14@hbl.com	HBL	Edit Disable
hbluser15@hbl.com	HBL	Edit Disable
anosh@hbl.com	HBL	Edit Disable
hbluser20@hbl.com	HBL	Edit Disable
hbladmin1@bank.com.pk	HBL	Edit Disable

3.5. Search User

3.5.1. Functional Description

Only the administrator has right to search all Users of respective bank.

3.5.2. Probable Errors and Possible Causes

The user name does not exist in the user group.

3.5.3. Procedure

3.5.3.1. Set-up and Initialization

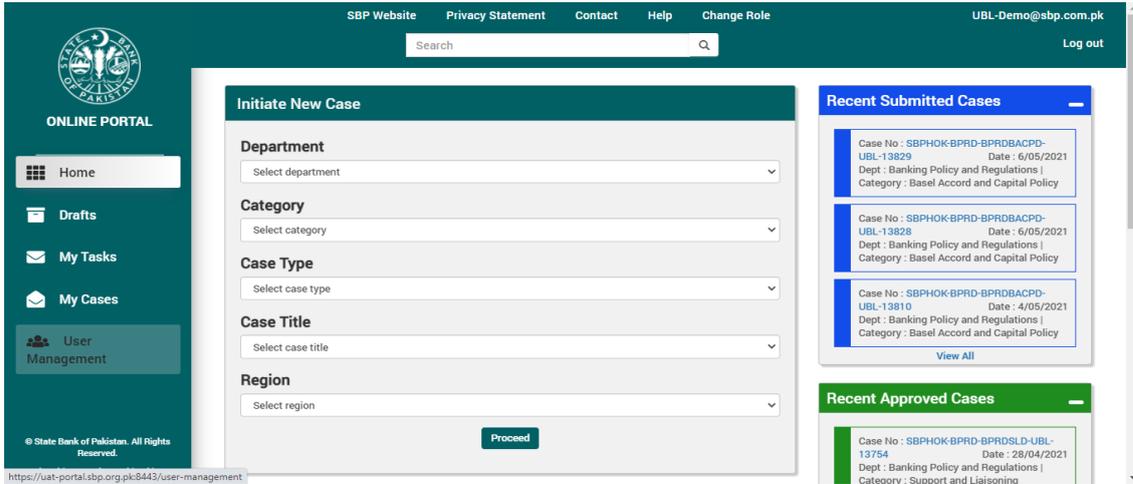
User should be registered in the system and must have administrator privileges.

3.5.3.2. Navigation Steps

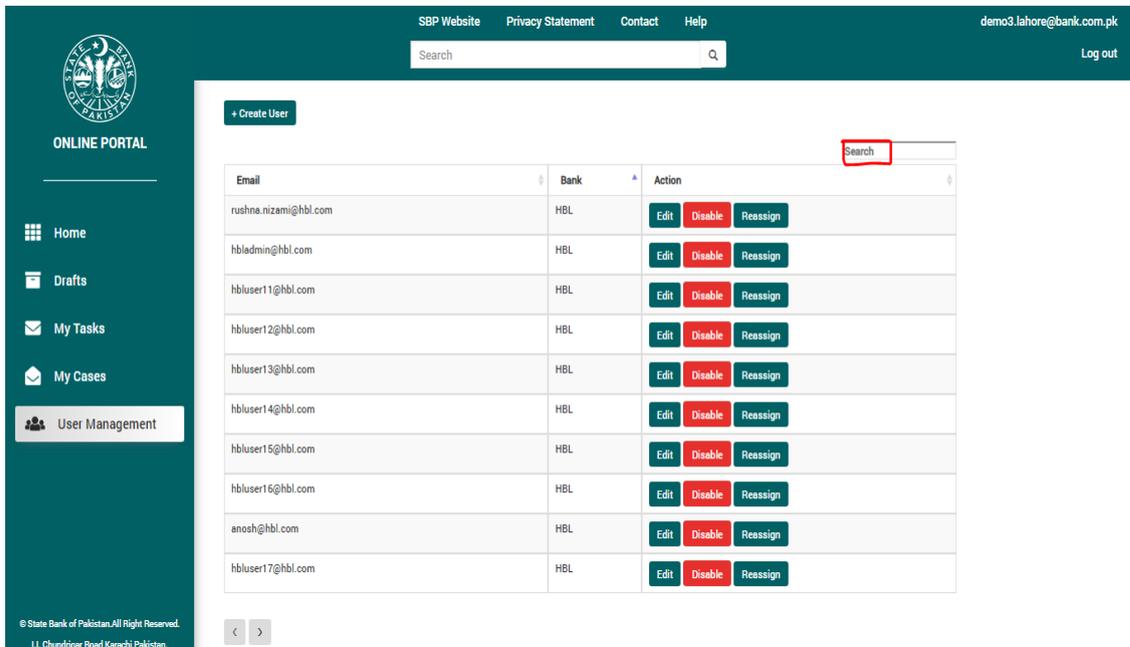
Step	Description	Navigation	Comments
1	Click on User Management	Click on the User Management option in the Side Navigation Bar or Side Menu available on screen	User is redirected to the User Management Screen where all the Users are shown in grid
2	Enter name in searchbox	Click on search field and Enter name of user	The grid displayed the record that match the entered user name

3.5.3.3. User Interface

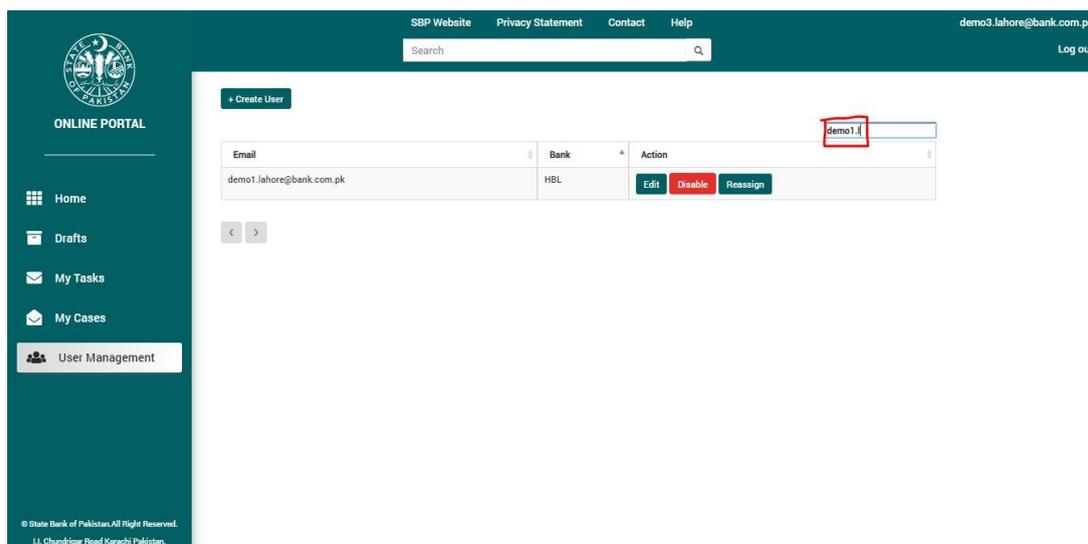
Step 1: Click on User Management option available on side navigation



Step 2: Enter User name in search field



Step 3: User has been searched successfully



3.6. Re-Assignment of Cases

3.6.1. Functional Description

In case a Bank's User is on leave, resigned, etc. Administrator can re-assign the User's discrepant case(s) to another User. Users who do not have administrator privileges will not be able to perform any action related to user management.

3.6.2. Cautions and Warnings

1. Once a case has been re-assigned previous User will not be able to view/change in the submitted case.
2. In this regard an internal approval mechanism for Re-Assignment of cases may be devised by each bank.

3.6.3. Probable Errors and Possible Causes

Previous User is trying to access submitted cases.

3.6.4. Procedure

3.6.4.1. Set-up and Initialization

User should be registered in the system and must have administrator privileges.

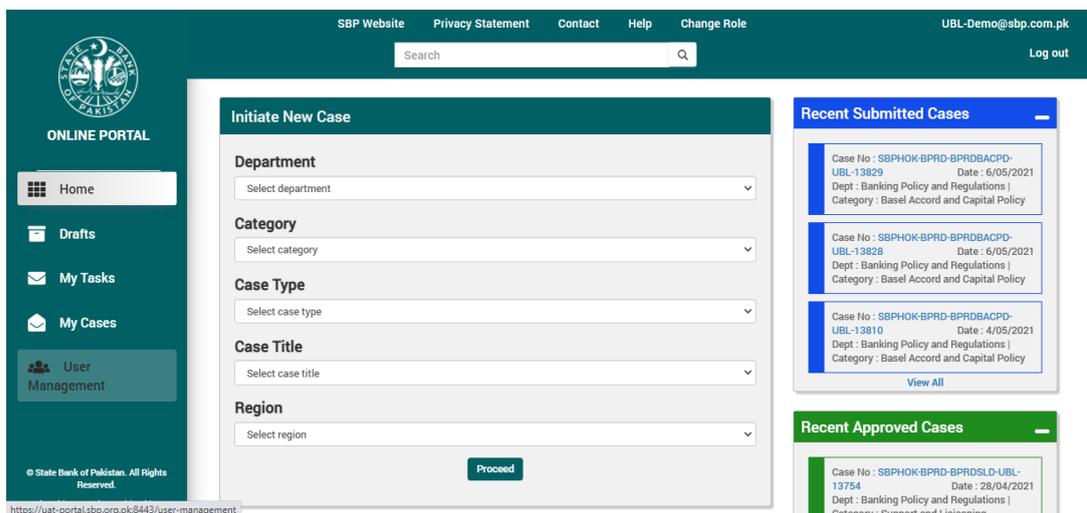
3.6.4.2. Navigational Steps

Step	Description	Navigation	Comments
1	Login to the Application as administrator	Login to the application as described in the login scenario	User is redirected to the dashboard
2	Click on User Management	Click on the User Management option in the Side Navigation Bar or Side Menu available on screen	User is redirected to the User Management Screen where all the Users are shown in grid

3	Click on Task Reassignbutton	Click on the Task Reassign button.	User is redirected to User Reassignment screen. User will be shown all active and disabled User ofthe Bank.
4	Select User whose cases needs to be re-assigned.	Click on Reassign button.	User is redirected to case screen.
5	Select Case	Click the check box for each case to be reassigned. Select User from a dropdown list to whom case will be reassigned.	Administrator is shown case number and intended user.
6	Select the user to which the case needs to be re-assigned.	Select the user from the drop down list of active users.	Only active users will be shown here.
7	Click on Reassign button	Click on Reassign buttonavailable on screen	Admin is redirected to the user management screenand the message prompted "Task has been reassigned to Username"

3.6.4.3. User Interface

Step 1: Click on User Management option available on side navigation



Step 2: Click on Task Reassign button

The screenshot shows the SBP Online Portal interface. At the top, there is a navigation bar with links for SBP Website, Privacy Statement, Contact, and Help. The user is logged in as demo1.islamabad@bank.com.pk. On the left sidebar, there are menu items for Home, Drafts, My Tasks, My Cases, and User Management. The main content area displays a table with columns for Email, Bank, and Action. The '+ Task Reassign' button is highlighted with a red box.

Email	Bank	Action
hbladmin@hbl.com	HBL	Edit Disable
hbluser13@hbl.com	HBL	Edit Disable
hbluser14@hbl.com	HBL	Edit Disable
hbluser15@hbl.com	HBL	Edit Disable
anosh@hbl.com	HBL	Edit Disable
hbluser20@hbl.com	HBL	Edit Disable
hbladmin1@bank.com.pk	HBL	Edit Disable
najeeb110908@sbp.com.pk	HBL	Edit Disable

Step 3: Select User whose case(s) needs to be reassigned.

The screenshot shows the SBP Online Portal interface. The main content area displays a table titled 'Tasks Reassignment' with columns for Email, Bank, and Action. The 'Reassign' button for the user hbladmin@hbl.com is highlighted with a red box.

Email	Bank	Action
rushna.nizami@hbl.com	HBL	Reassign
hbladmin@hbl.com	HBL	Reassign
hbluser11@hbl.com	HBL	Reassign
hbluser12@hbl.com	HBL	Reassign
hbluser13@hbl.com	HBL	Reassign
hbluser14@hbl.com	HBL	Reassign
hbluser15@hbl.com	HBL	Reassign
hbluser16@hbl.com	HBL	Reassign
anosh@hbl.com	HBL	Reassign
waseem@hbl.com	HBL	Reassign

Step 4: Click on Reassign button

The screenshot shows the SBP Online Portal interface. The main content area displays a form titled 'User Reassignment'. The 'To:' field is set to 'demo1.lahore@bank.com.pk'. Below the form, there is a table with columns for Case Number, Department, Category, Status, and Created. The 'Reassign' button is highlighted with a red box.

Select All	Case Number	Department	Category	Status	Created
<input checked="" type="checkbox"/>	SBPBSCHOK:FEOD-WEBOC-HBL-3350	Foreign Exchange Operations	WEBOC	Discrepant	7-01-2019

Step 5: Case has been reassigned successfully

The screenshot displays the SBP Online Portal interface. At the top, navigation links for 'SBP Website', 'Privacy Statement', 'Contact', and 'Help' are visible. The main header includes the SBP logo and the text 'ONLINE PORTAL'. A left sidebar contains menu items: 'Home', 'Drafts', 'My Tasks', 'My Cases', and 'User Management'. The central area is titled 'User Reassignment' and features a dropdown menu set to 'hbladmin@techx.com'. A modal window titled 'Task Assignment' is overlaid on the page, displaying the message 'Task(s) has been assigned to hbladmin@techx.com' and an 'OK' button. Below the modal, a table lists reassignment records with columns for 'Select All', 'Case Number', 'Department', 'Category', 'Status', and 'Created'. One record is shown with Case Number 'SBP/SONOK/FEDD-WEBDOO-1061-3353', Department 'Foreign Exchange Operations', Category 'WEBDOO', Status 'Discrepant', and Created date '7-01-2019'. A 'Reassign' button is located at the bottom right of the table area. The text 'LOADING...' is centered below the table. At the bottom left, a footer contains the text '© State Bank of Pakistan. All Right Reserved.' and a status message 'Waiting for uat-portal.sbp.org.pk...'.