



# Administrator User Manual – Regulatory Approval System

Payment System Policy & Oversight Department (PSP&OD)  
State Bank of Pakistan

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## The Team

Sr. No	Name	Designation
1	Syed Sohail Javaad	Executive Director – DFSG
2.	Shoukat Bizinjo	Additional Director – PSP&OD
3.	Abdul Ghani	Senior Joint Director – PSP&OD
4.	Iqbal Ali Khan	Assistant Director – PSP&OD

## 1. Introduction

This document is intended for the master users of regulated entities (Banks, MFBs, EMLs, PSOs, PSPs, etc.) who will manage the users of Regulatory Approval System (RAS). This manual is designed to provide an in-depth knowledge of user management of PSP&OD Case Management – External Portal. The step-by-step instructions are provided with screenshots to explain the procedures to enable the Administrator to manage users at their regulated entity.

### **Disclaimer(s)**

This step-by-step guidance mentioned in this document is applicable to the Release 1.0 of the application. Any subsequent releases will be accompanied with additional guidelines, wherever applicable.

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

## 2. Project Description:

SBP-RAS will enable regulated entities to submit case requests using online portal to Payment Systems Department Policy and Oversight Department (SBP-PSP&OD).

The application provides following features:

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

## 3. Instructions

### 3.1.Add User

#### 3.1.1. Functional Description:

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

#### 3.1.2. Cautions and Warnings:

1. SBP-PSP&OD will convey to each regulated entity, the number of users that can be created by them. The regulated entity must satisfy themselves before creating a user that the intended officer(s) has the necessary expertise and qualification. In this regard, regulated entities 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 SBP-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 domain of regulated entity. Non-official email addresses such as Gmail, Yahoo, etc., should not be entered
4. While creating user, administrator must complete all fields with correct information. Each regulated entity 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 users of SBP-RAS. In case of any loss or risk arising out of password sharing, the regulated entity 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	<b>Full Name:</b> New User full name
5.	Enter Mobile Number	Click on Mobile Number Field and Enter User Phone Number	<b>Mobile Number:</b> New User Mobile phone number
6.	Enter Email Id	Click on Email Id Field and Enter User Email Id	<b>Email Id:</b> New User email address
7.	Select Region	Click on the Drop Down Menu	<b>Region:</b> Select Region of the User.
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



### 3.1.5. User Interface:

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

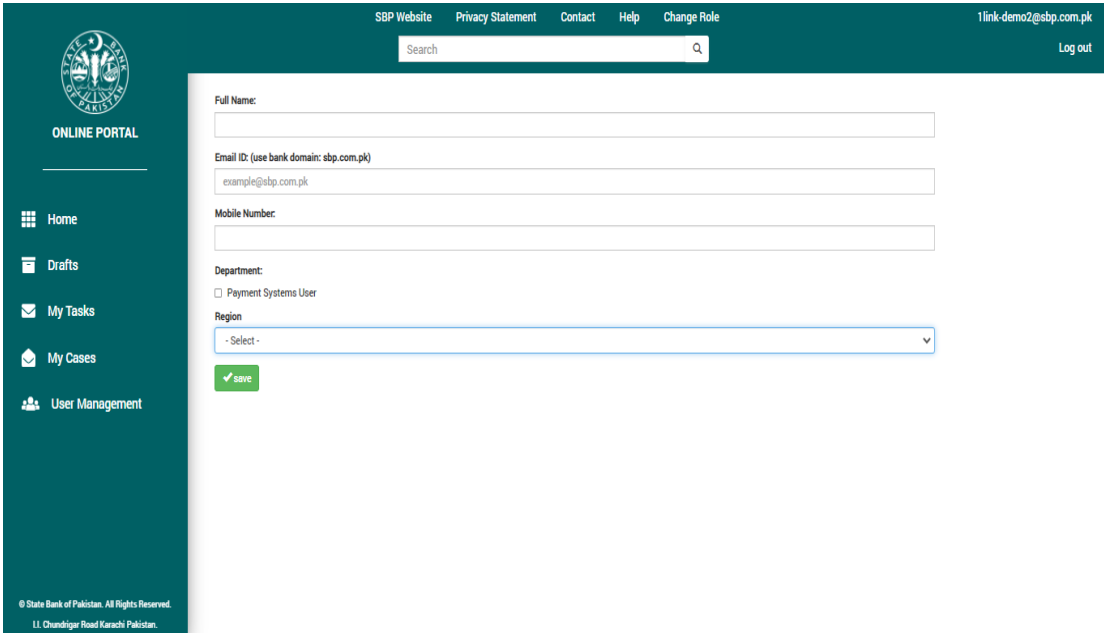

The screenshot shows the SBP ONLINE PORTAL interface. On the left, a dark teal sidebar contains the 'ONLINE PORTAL' logo and a navigation menu with options: Home, Drafts, My Tasks, My Cases, and User Management. The 'User Management' option is highlighted with a red box, and a red arrow points to it from the left. The main content area is titled 'Initiate New Case' and contains several dropdown menus for Department, Category, Case Type, Case Title, and Region, followed by a 'Proceed' button. To the right of the main form, there are three panels: 'Recent Submitted Cases' (blue header), 'Recent Approved Cases' (green header), and 'Recent Discrepant Cases' (orange header). Each panel displays a list of cases with details like Case No., Dept., Category, and Date, along with a 'View All' link.

**Step 2:** Click on “Create User” button. When first user will be created this screen will show no existing users.

The screenshot shows the SBP ONLINE PORTAL interface after clicking the 'Create User' button. The 'User Management' option in the sidebar is still highlighted. The main content area now displays a table of existing users. Above the table, there are three buttons: '+ Enable User', '+ Create User' (highlighted with a red box and a red arrow), and '+ Task Reassign'. The table has columns for Email, Bank, and Action. The 'Action' column contains 'Edit' and 'Disable' buttons for each user.

Email	Bank	Action
neyapay-demo1@sbp.com.pk	AHB	Edit Disable
1link-demo1@sbp.com.pk	AHB	Edit Disable
1link-demo2@sbp.com.pk	AHB	Edit

### Step 3: Add user details



SBP Website Privacy Statement Contact Help Change Role 1link-demo2@sbp.com.pk Log out

ONLINE PORTAL

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

Full Name:

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

Mobile Number:

Department:

☐ Payment Systems User

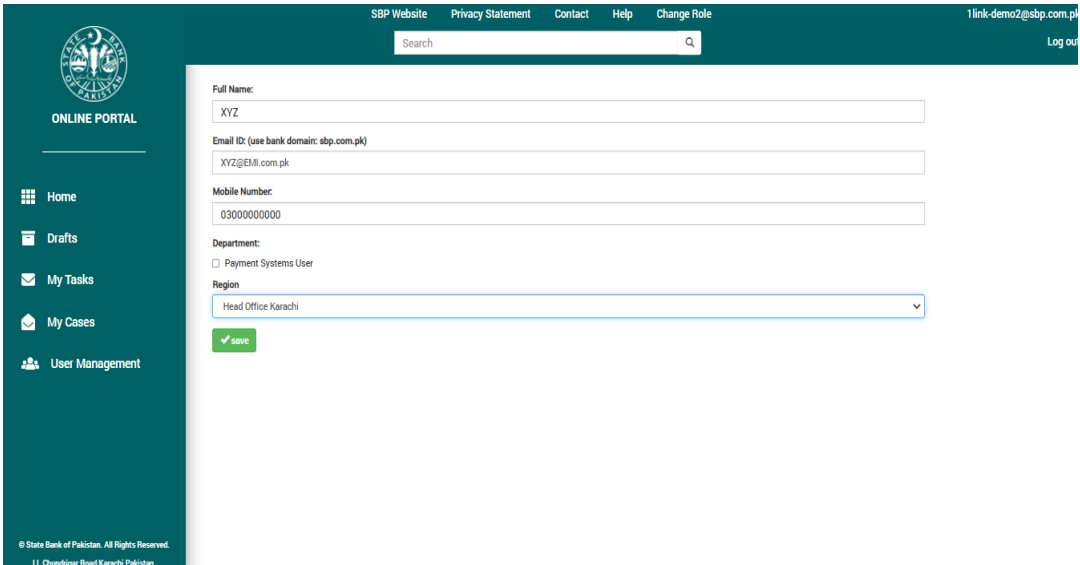

Region:

- Select -

save

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### Step 4: Click on Save button



SBP Website Privacy Statement Contact Help Change Role 1link-demo2@sbp.com.pk Log out

ONLINE PORTAL

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

Full Name:

XYZ

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

XYZ@EMI.com.pk

Mobile Number:

03000000000

Department:

☐ Payment Systems 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 Q Log out

ONLINE PORTAL

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

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Successfully created X

+ Enable User + Create User + Task Reassign

Search

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

## 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 Regulated entity.

### 3.2.3. Probable Errors and Possible Causes

1. 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

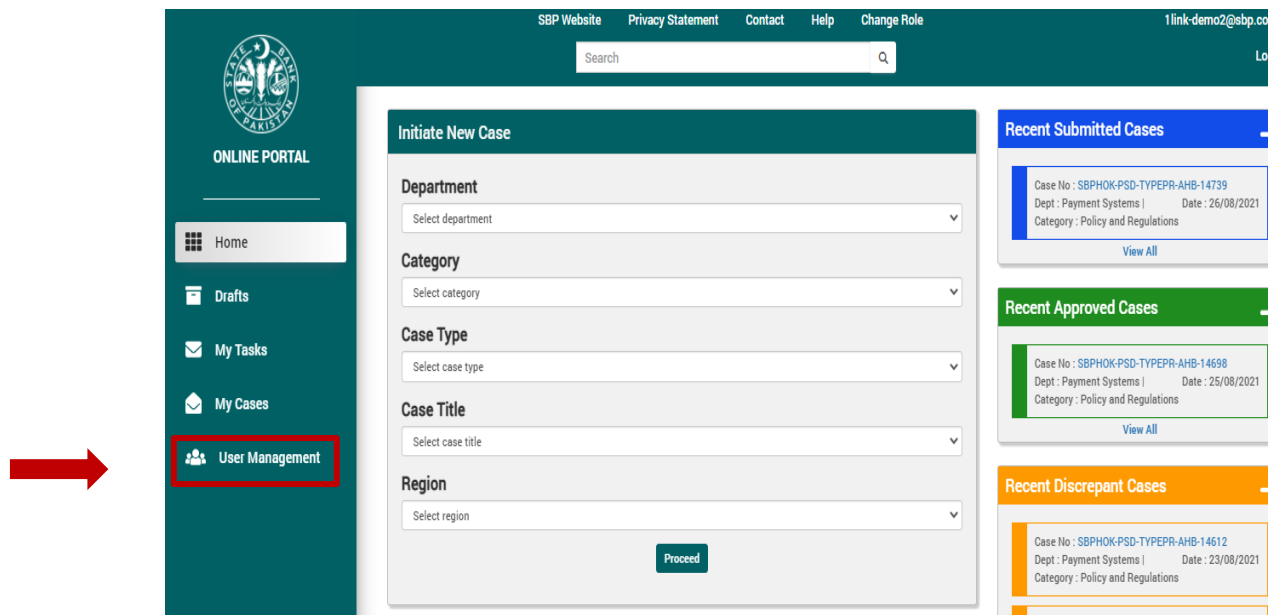
User should be registered in the system and must have administrator privileges.

#### 3.2.4.2. Navigational Steps:

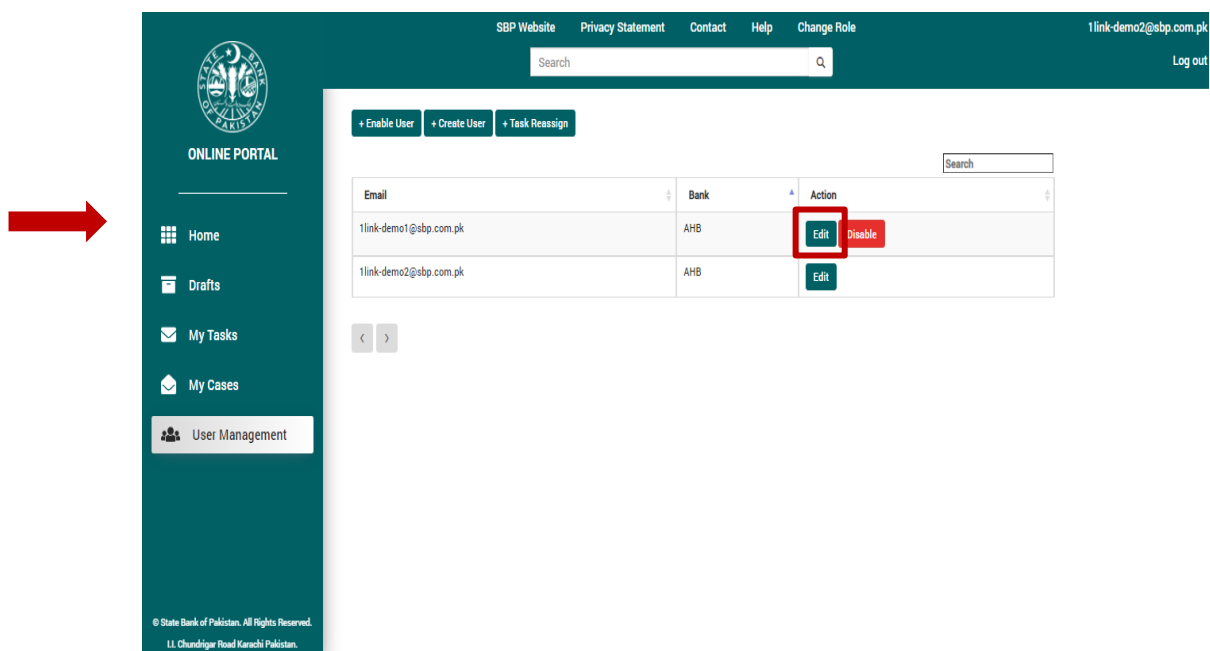
Step	Description	Navigation	Comments
1.	Login to the Application as administrator	Login to the application as described in the login scenario	User is redirected to the dashboard
2.	Click on User Management	Click on the User Management option in the Side Navigation Bar or Side Menu available on screen	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 Edit User screen
4.	Enter Name	Click on Name Field and Enter User Full Name	<b>Name:</b> New User full name
5.	Enter Mobile Number	Click on Mobile Number Field and Enter User Phone Number	<b>MobileNumber:</b> 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"

### 3.2.5. User Interface:

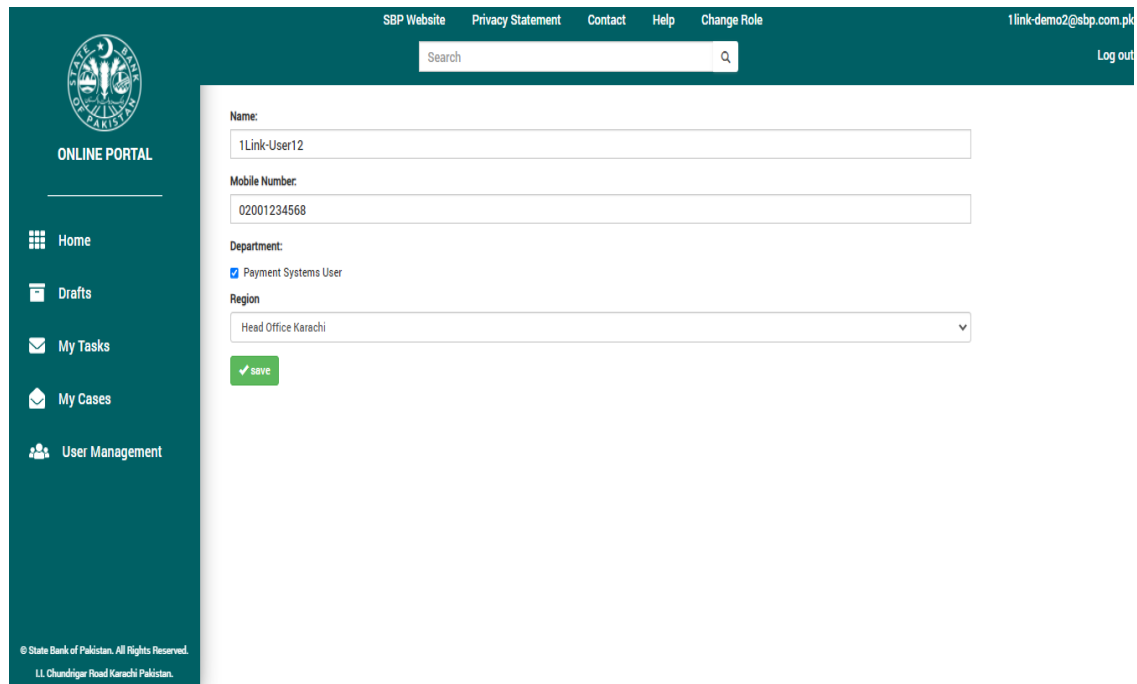
**Step 1:** Click on User Management option available on side navigation



**Step 2:** Click on Edit button available on each row

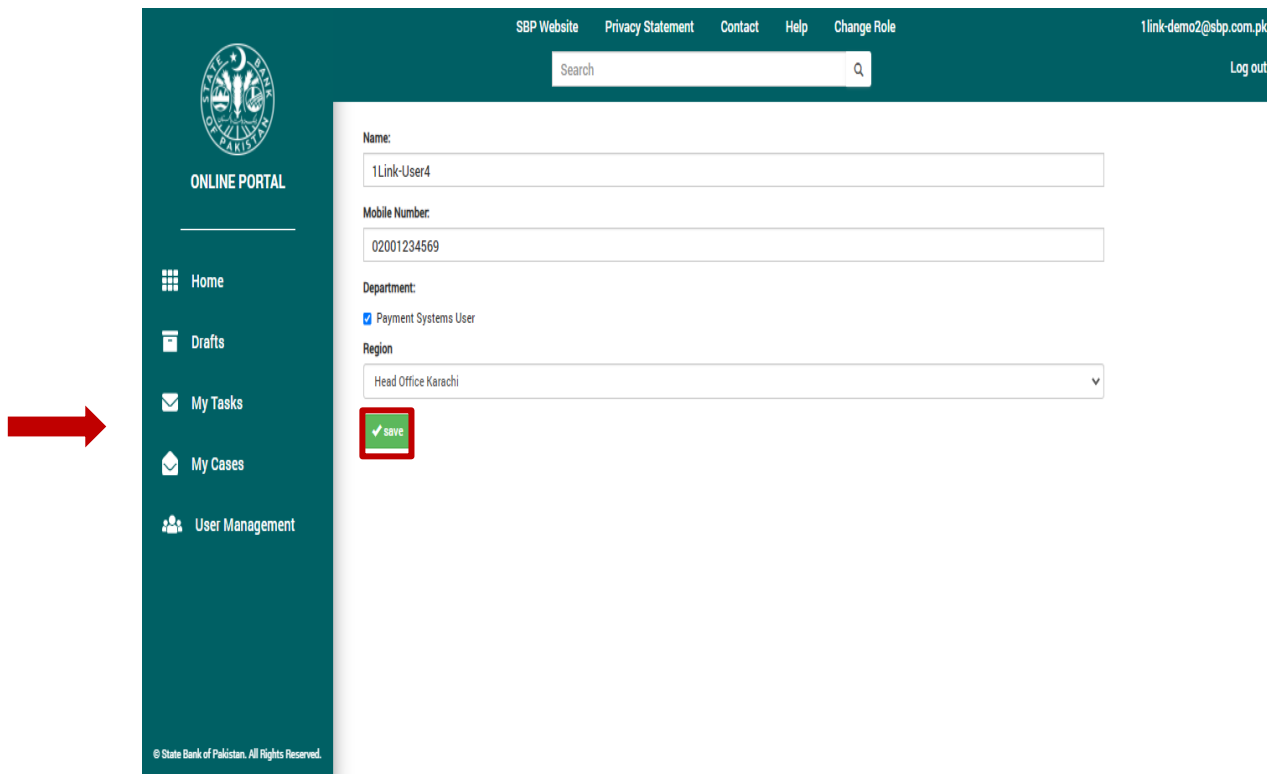


### Step 3: Edit user details




The screenshot shows the SBP Online Portal interface. The top navigation bar includes links for SBP Website, Privacy Statement, Contact, Help, and Change Role. The user is logged in as 1link-demo2@sbp.com.pk. The left sidebar contains the ONLINE PORTAL logo and navigation links: Home, Drafts, My Tasks, My Cases, and User Management. The main content area displays the 'Edit user details' form for '1Link-User12'. The form fields are: Name (1Link-User12), Mobile Number (02001234568), Department (Payment Systems User), and Region (Head Office Karachi). A green 'save' button is visible at the bottom of the form.


### Step 4: Click on Save button



This screenshot is identical to the previous one, showing the 'Edit user details' form. However, a red arrow points from the left towards the 'save' button, which is now highlighted with a red rectangular box. The 'save' button is a green button with a white checkmark and the text 'save'.

Step 5: User has been updated successfully





ONLINE PORTAL

Home

Drafts

My Tasks

My Cases

User Management

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SBP Website

Privacy Statement

Contact

Help

Change Role

1link-demo2@sbp.com.pk

Log out

Search

Successfully updated

+ Enable User

+ Create User

+ Task Reassign

Search

Email	Bank	Action
1link-demo1@sbp.com.pk	AHB	<div>Edit</div> <div>Disable</div>
1link-demo2@sbp.com.pk	AHB	<div>Edit</div>

<

>

### 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 each regulated entity.
3. If a User is disabled, Administrator will be able to view and download decision letter on the case.
4. If a User is disabled and the case(s) submitted by the User are marked Discrepant, Administrator will be able to reassign the case.

#### 3.3.3. Procedure:

##### 3.3.3.1. Set-up and Initialization

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

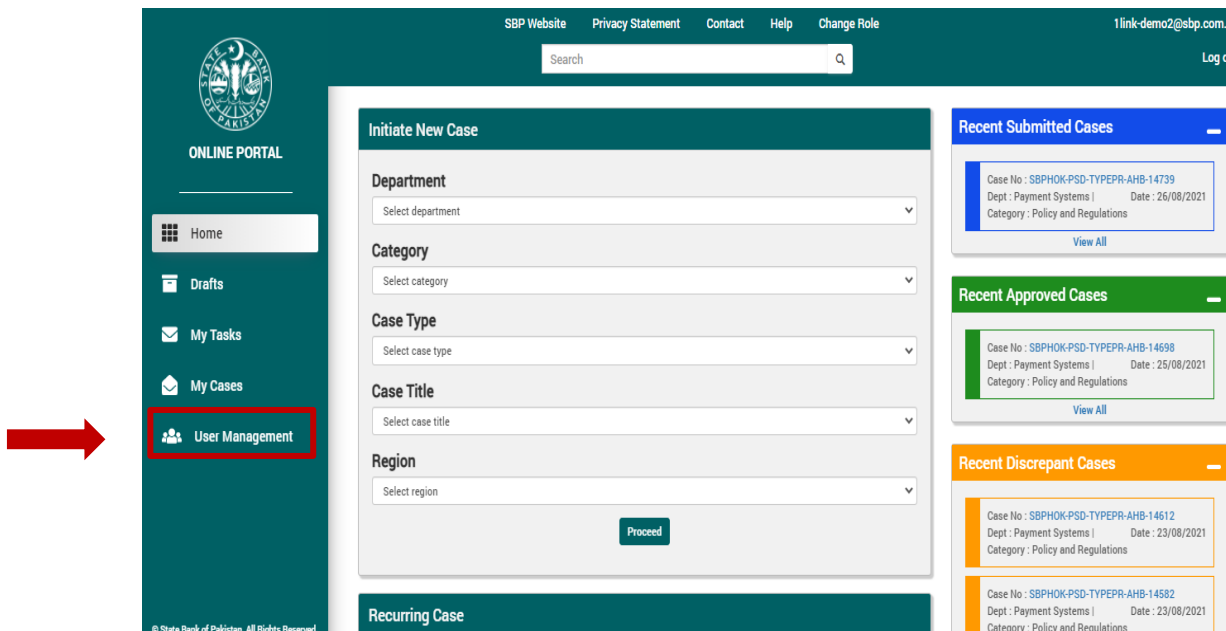
##### 3.3.3.2. Navigation Steps

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 Disable 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"

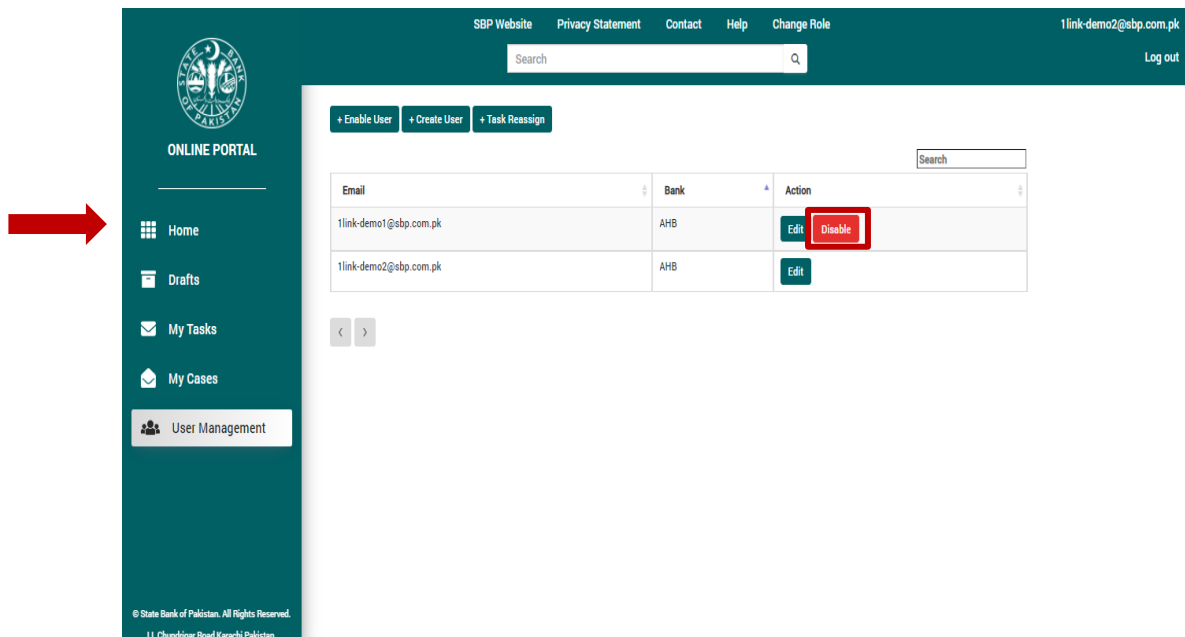


### 3.3.4. User Interface:

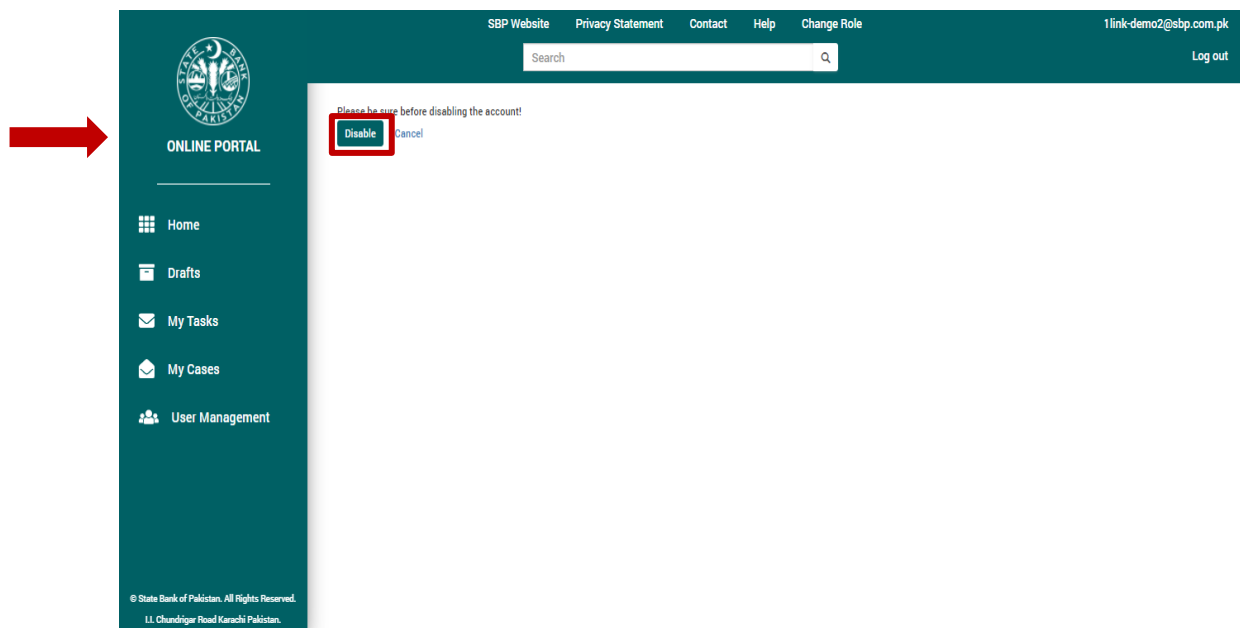
**Step 1:** Click on User Management option available on side navigation



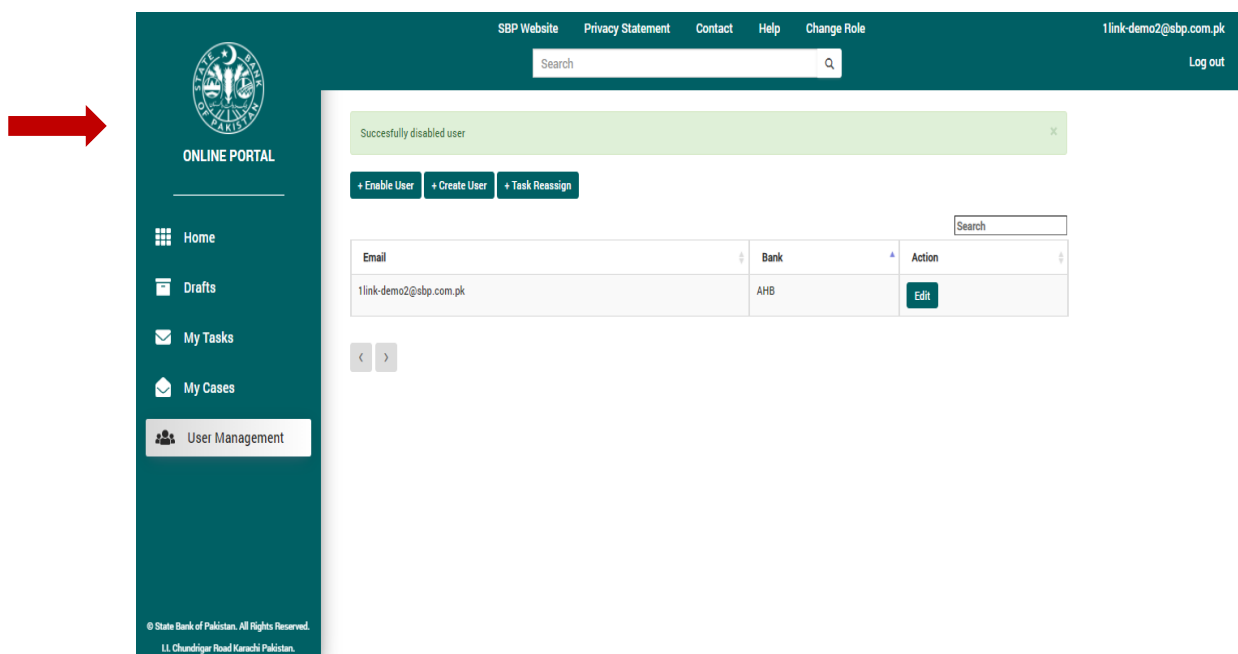
**Step 2:** Click on Disable button available on each row



### Step 3: Click on Disable It button



### Step 4: User has been disabled successfully



### 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 the regulated entity. Resigned/Retired users should not be enabled.**
2. In this regard, an internal approval mechanism for enabling a User may be devised by each regulated entity.

#### 3.4.3. Procedure:

##### 3.4.3.1. Set-up and Initialization

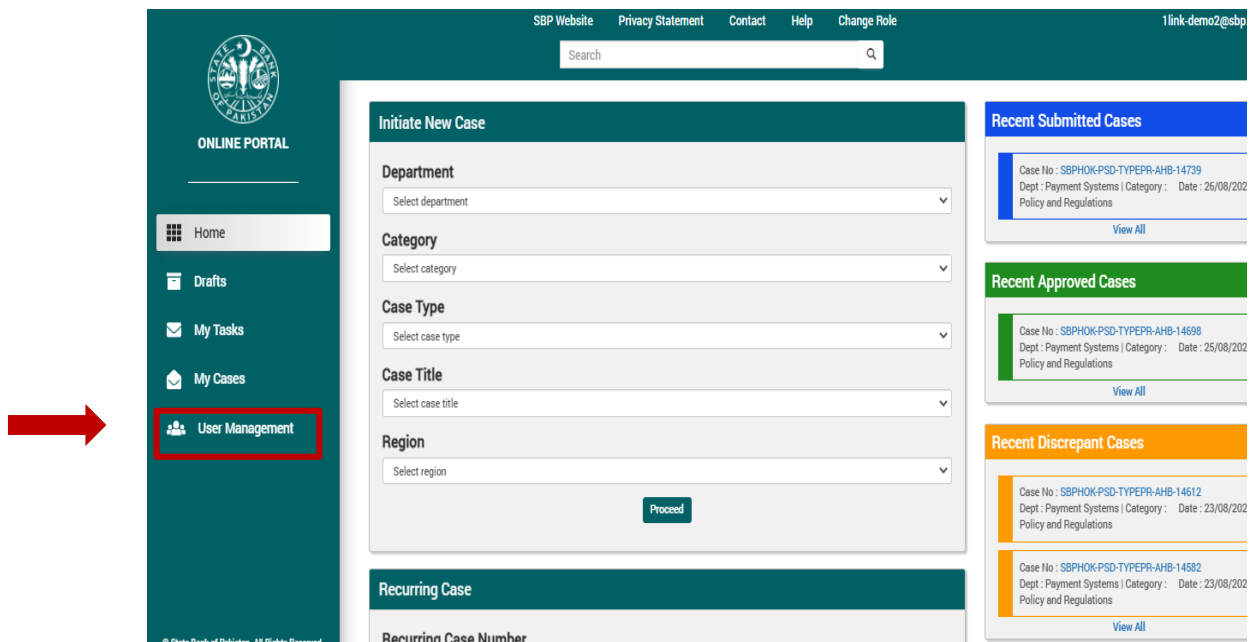
User should be registered in the system and must have administrator privileges.

##### 3.4.3.2. Navigation Steps

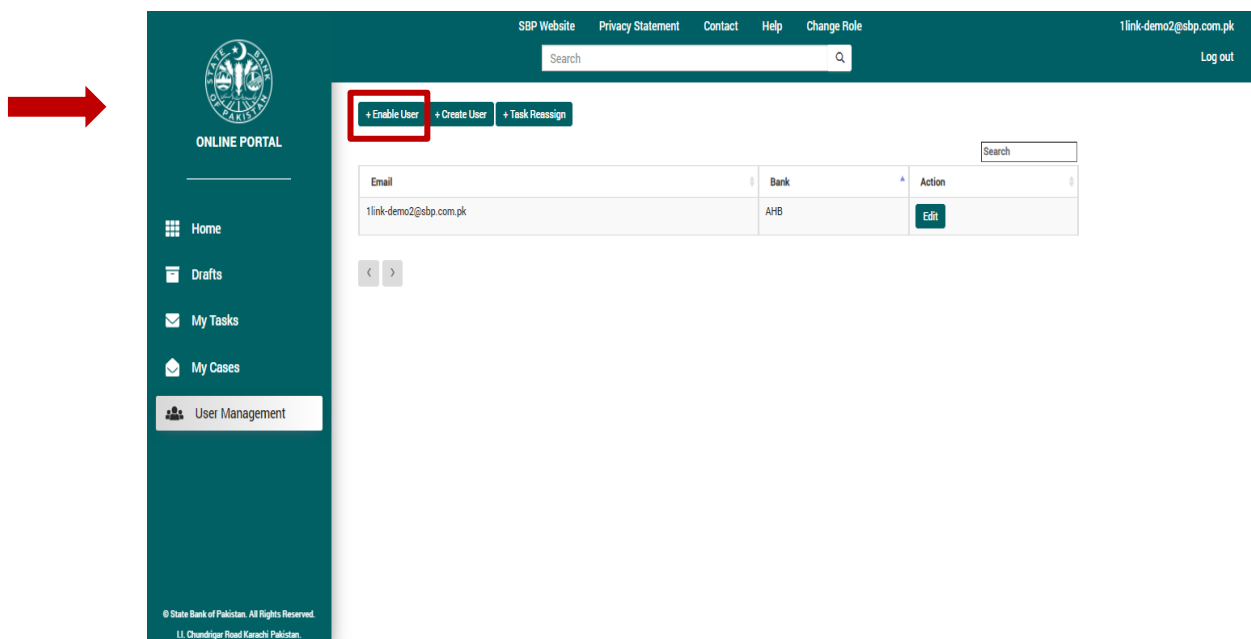
Step	Description	Navigation	Comments
1.	Click on User Management	Click on the User Management option in the Side Navigation Bar or Side Menu available on screen	User is redirected to the User Management Screen where all the Users are shown in grid
2.	Click on Enable button	Click on the Enable button on Top of screen.	User is redirected to Disabled User screen showing all disabled user.
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 Enable 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"

### 3.4.4. User Interface:

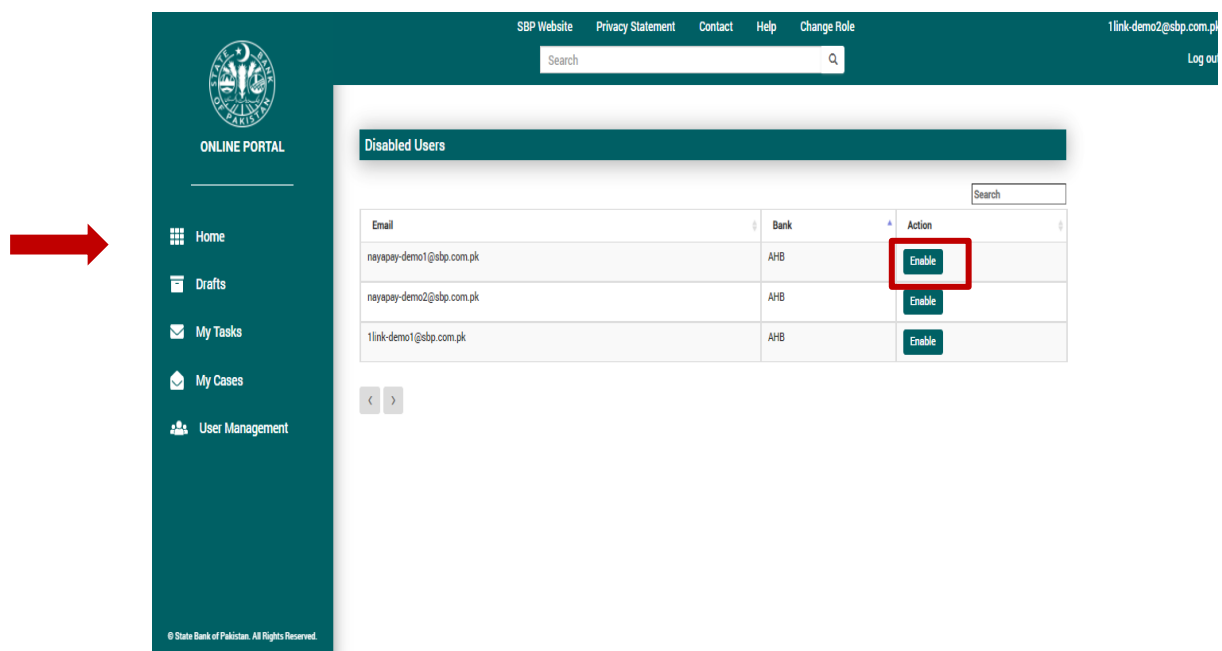
**Step 1:** Click on User Management option available on side navigation



**Step 2:** Click on Enable button



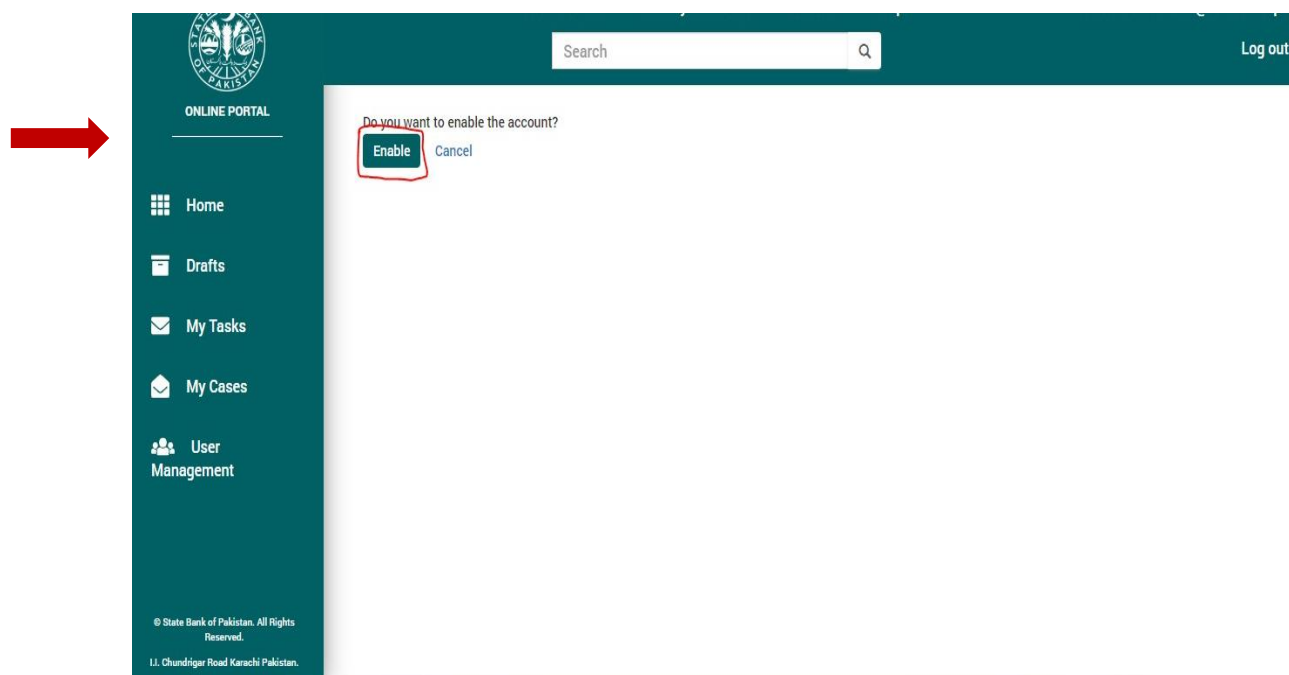
### Step 3: Click on Enable button



The screenshot shows the SBP Online Portal interface. On the left is a dark teal sidebar with the SBP logo and navigation links: Home, Drafts, My Tasks, My Cases, and User Management. The main content area has a header with 'SBP Website', 'Privacy Statement', 'Contact', 'Help', and 'Change Role'. Below this is a search bar and a 'Log out' link. The main content area displays a table titled 'Disabled Users' with columns for Email, Bank, and Action. The first row shows 'nayapay-demo1@sbp.com.pk' with 'AHB' in the Bank column and an 'Enable' button in the Action column. A red box highlights this 'Enable' button, and a red arrow points to it from the left.

Email	Bank	Action
nayapay-demo1@sbp.com.pk	AHB	Enable
nayapay-demo2@sbp.com.pk	AHB	Enable
1link-demo1@sbp.com.pk	AHB	Enable

### Step 4: Click on Enable User to enable user.



The screenshot shows the same SBP Online Portal interface. A confirmation dialog box is displayed in the center, asking 'Do you want to enable the account?'. It has two buttons: 'Enable' and 'Cancel'. A red box highlights the 'Enable' button, and a red arrow points to it from the left.

## 3.5. Search User

### 3.5.1. Functional Description

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

### 3.5.2. Probable Errors and Possible Causes

1. The user name does not exist in the user group.

### 3.5.3. Procedure:

#### 3.5.3.1. Set-up and Initialization

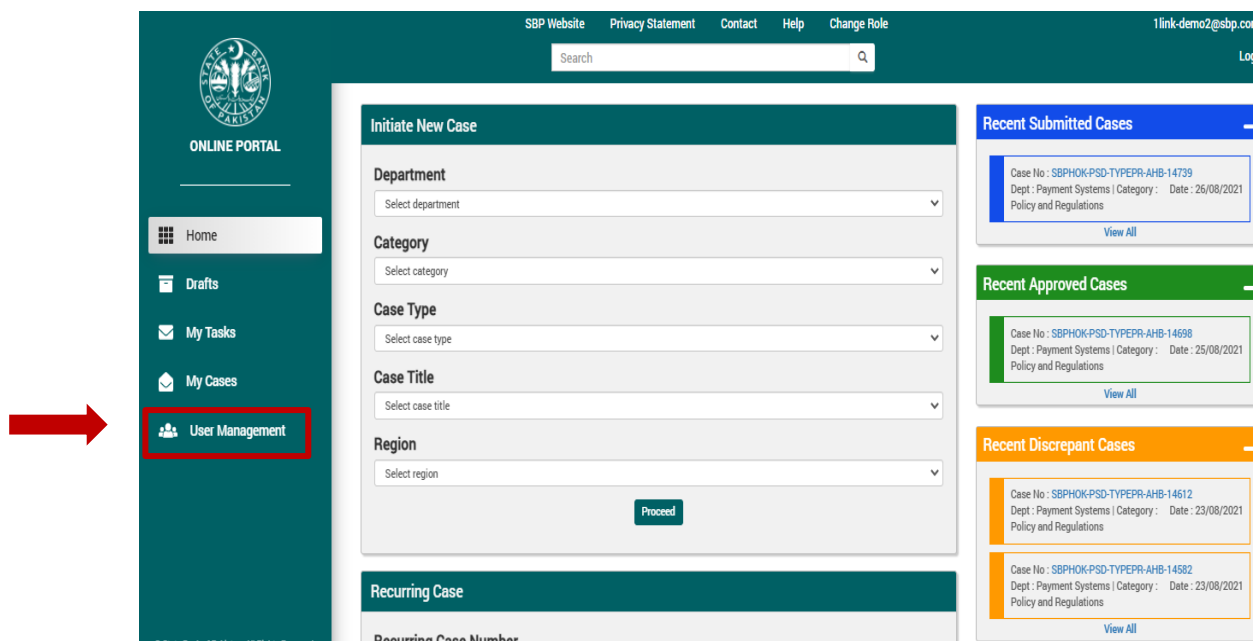
User should be registered in the system and must have administrator privileges.

#### 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 search box	Click on search field and Enter name of user	The grid displayed the record that match the entered user name

### 3.5.4. User Interface:

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



Step 2: Enter User name in search field



ONLINE PORTAL

Home

Drafts

My Tasks

My Cases

User Management

SBP Website | Privacy Statement | Contact | Help | Change Role

1link-demo2@sbp.com.pk | Log out

Search

+ Enable User | + Create User | + Task Reassign

Search


Email	Bank	Action
1link-demo2@sbp.com.pk	AHB	<div>Edit</div>

< >

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Step 3: User has been searched successfully



ONLINE PORTAL

Home

Drafts

My Tasks

My Cases

User Management

SBP Website | Privacy Statement | Contact | Help | Change Role

1link-demo2@sbp.com.pk | Log out

Search

+ Enable User | + Create User | + Task Reassign

1link

Email	Bank	Action
1link-demo2@sbp.com.pk	AHB	<div>Edit</div>

< >

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## 3.6.Re-Assignment of Cases

### 3.6.1. Functional Description

In case a user of a regulated entity is on leave, resigned, etc. administrator user 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 regulated entity.

### 3.6.3. Probable Errors and Possible Causes

1. 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.

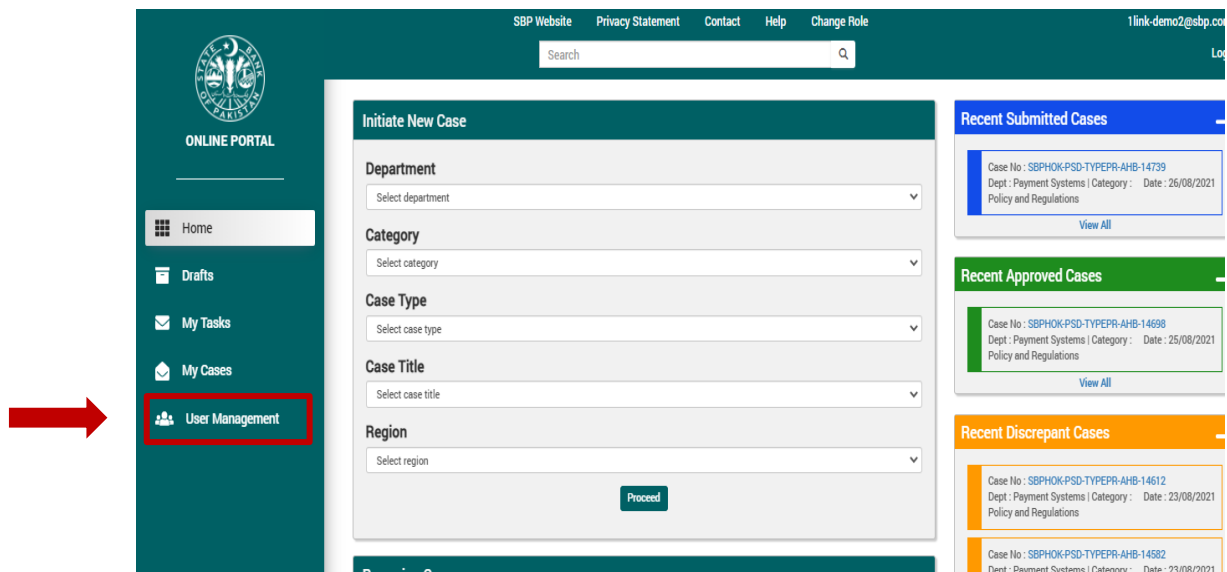
#### 3.6.4.2. Navigational Steps:

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 Reassign button	Click on the Task Reassign button.	User is redirected to User Reassignment screen. User will be shown all active and disabled User of the regulated entity.
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 button available on screen	Admin is redirected to the user management screen and the message prompted "Task has been reassigned to Username"

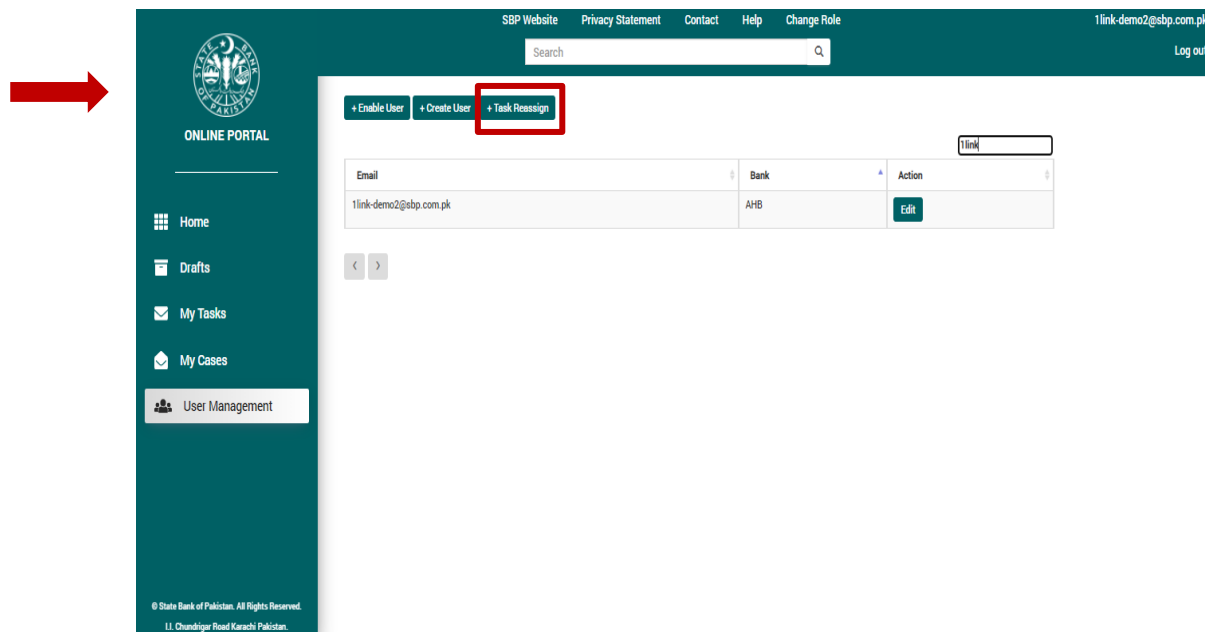


### 3.6.5. User Interface:


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



**Step 2:** Click on Task Reassign button



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



ONLINE PORTAL

Home

Drafts

My Tasks

My Cases

User Management

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SBP Website | Privacy Statement | Contact | Help | Change Role

1link-demo2@sbp.com.pk | Log out

Search


Tasks Reassignment

Search

Email	Bank	Action
nayapay-demo1@sbp.com.pk	AHB	Reassign
nayapay-demo2@sbp.com.pk	AHB	Reassign
1link-demo1@sbp.com.pk	AHB	Reassign
1link-demo2@sbp.com.pk	AHB	Reassign

< >

**Step 4:** Click on Reassign button to reassign a case.



ONLINE PORTAL

Home

Drafts

My Tasks

My Cases

User Management

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SBP Website | Privacy Statement | Contact | Help | Change Role

1link-demo2@sbp.com.pk | Log out

Search

Tasks Reassignment

Search

Email	Bank	Action
nayapay-demo1@sbp.com.pk	AHB	Reassign
nayapay-demo2@sbp.com.pk	AHB	Reassign

< >