



**CIHAN BANK**

ISLAMIC INVESTMENT AND FINANCE P.S.C  
مصرف جيهان للاستثمار و التمويل الاسلامي ش.م.خ

# Portal User Guide

## GENERAL DESCRIPTION

Cardholder Portal is a web application functionality-rich, flexible and secure solution intended for prepaid cardholder's easily online access to their card, order to follow their cards in real time and benefits from all the following services:

- Follow and update Customer profiles (Personal Information's, Address, Credentials information's, ...etc.)
- Follow card Data like (Available Balance of Card)
- Management of card (Activate or block card in case of lost card or any other reason)
- Follow card transactions in real time and extract statements of card.
- Reload Card: Transferring money from debit or prepaid cards to prepaid card.

**Card Portal Link :** <https://cardportal.cihanbank.com>

# Authentication

## 1. Authenticon page

Cardholder Enter user Name and password exist in PIN mailer of prepaid card

En

CIHAN BANK  
ISLAMIC INVESTMENT AND FINANCE P.S.C.  
مصرف حيوان للاستثمار والتمويل الإسلامي ب.س.ج

ABCD

.....

YU4RT

YU4R1

Login

Copyright © 2017

## 2. Update login and password

CIHAN BANK  
ISLAMIC INVESTMENT AND FINANCE P.S.C.  
مصرف حيوان للاستثمار والتمويل الإسلامي ب.س.ج

This is your first log in, please you must change your default login and password !

Your Old User ID \*

ABCD

Enter a new Login \*

ABCD123

Your old password \*

.....

Enter a new password \*

.....

Confirm your new password \*

.....

Save

Copyright© 2017 - Designed by SZM.

If all fields are correct, system will redirect to authentication page:



The screenshot shows the Cihan Bank login page. At the top left is a decorative red pixelated graphic. The Cihan Bank logo and name are centered at the top. Below the logo, a message reads: "The password and the login have been changed successfully! Please log in again using your new login and password." The login form consists of two yellow input fields: the first contains "ABCD123" and the second contains ".....". Below these is a captcha image showing the word "mARDe" with a refresh icon and a "Re-enter code" input field. A red "Login" button is positioned below the captcha. At the bottom center, it says "Copyright © 2007". A small "En" button is in the top right corner.

## Authentication



The screenshot shows the Cihan Bank authentication page. It features the same decorative red pixelated graphic and Cihan Bank logo as the previous page. The login form has two yellow input fields: the first contains "ABCD" and the second contains ".....". Below these is a captcha image showing the word "YU4RT" with a refresh icon and a "YU4RT" input field. A red "Login" button is positioned below the captcha. At the bottom center, it says "Copyright © 2007". A small "En" button is in the top right corner.

User should have his credentials data to access to cardholder portal

--> User must enter his Username + Password and repeat the displayed captcha word for more

# I. Home Page -Personal Information

## 1. Personal Informations

Client Information: Display a summary of the client personal information, phone number editable.

The screenshot shows the 'My Profile' page of Cihan Bank. At the top left is the bank's logo and name: 'CIHAN BANK ISLAMIC INVESTMENT AND FINANCE P.S.C.' with Arabic text below it. A 'Back' button is on the left, and 'Welcome RELOADUSD' and a 'Logout' button are on the right. The main content area is titled 'My Profile' and contains three columns of information:

- My Info:** Anonymous Cust. ID (input field), Default Billing Account/Card (input field).
- My Address:** First & Last name (input field with value 'ANONYMOUS' and an edit icon), Expiry Date & Status (input field with value 'Active').
- Security:** Phone Number (input field with an edit icon), Available Balance (input field with value 'USD').

## 2. Address & Email

The screenshot shows the 'My profile' page with the 'My Address' tab selected. It displays the following fields:

- Address 1 \*:** Input field with value 'aab'.
- Address 2:** Input field with value 'bbcc'.
- Street:** Input field with value 'ccc'.
- ZIP Code & PO BOX:** Two input fields with values '11' and '122'.
- City \*:** Input field with value 'Al Quadisiya'.
- Email Address \*:** Input field with value 'eee@ee.com'.

An 'Edit' button is located at the bottom center of the form.

Address & Email : Display current address of Cardholder and his email address, To update this informations you click on Edit

My profile

My Info My Address Security

Address 1 \*

Address 2

Street

ZIP Code & PO BOX

City \*

Email Address \*

### 3. Security

My profile

My Info My Address Security

Password

Security: Change Web Portal Password.

CIHAN BANK ISLAMIC INVESTMENT AND FINANCE P.S.C. مصرف إيمان للاستثمار والتمويل الإسلامي

Welcome

My profile

Change your password

To change your password, please re-enter the current one, choose a new password and confirm it.

Your User ID \*

Old Password \*

Enter a new password \*

Confirm your new password \*

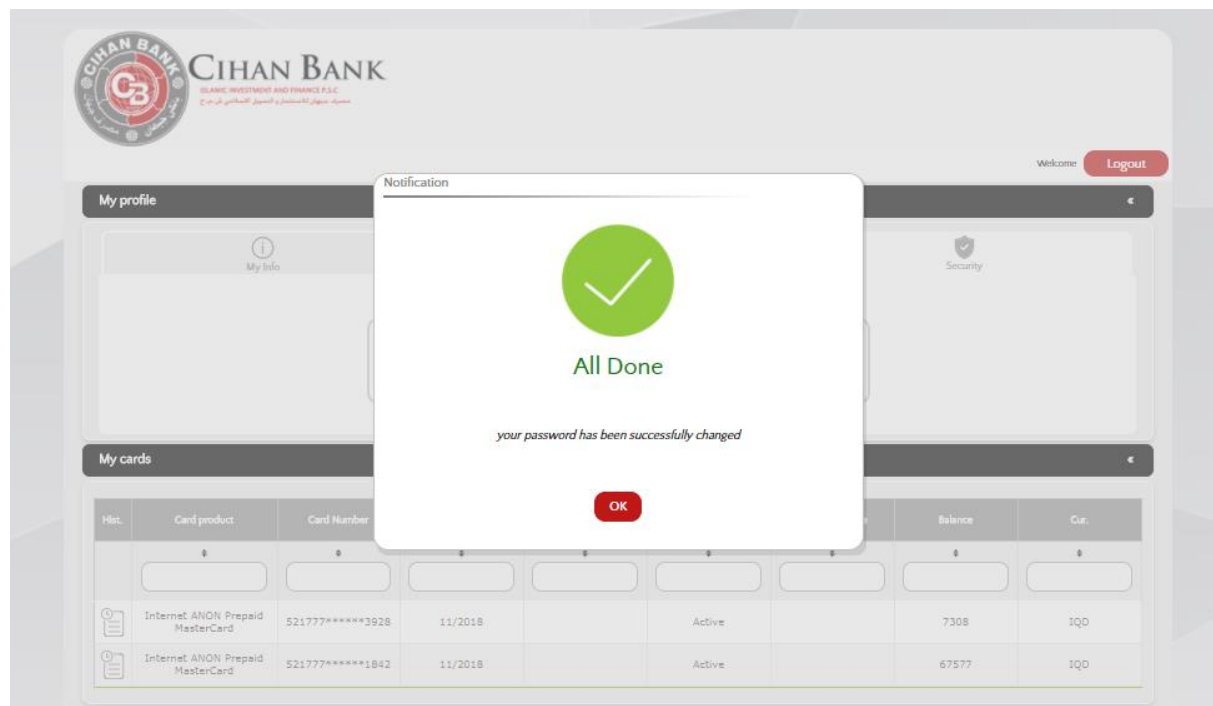
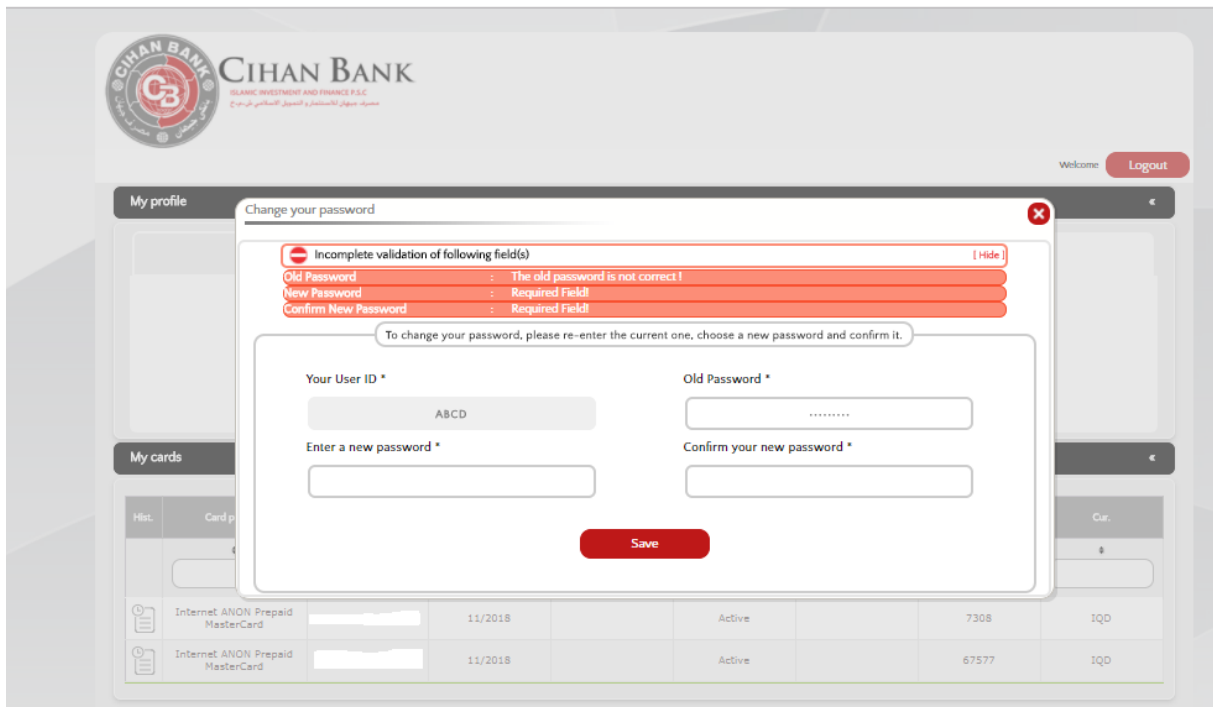
My cards

Card pr. Cur.

User completes the fields with the appropriate information's.

-->User enter his old password

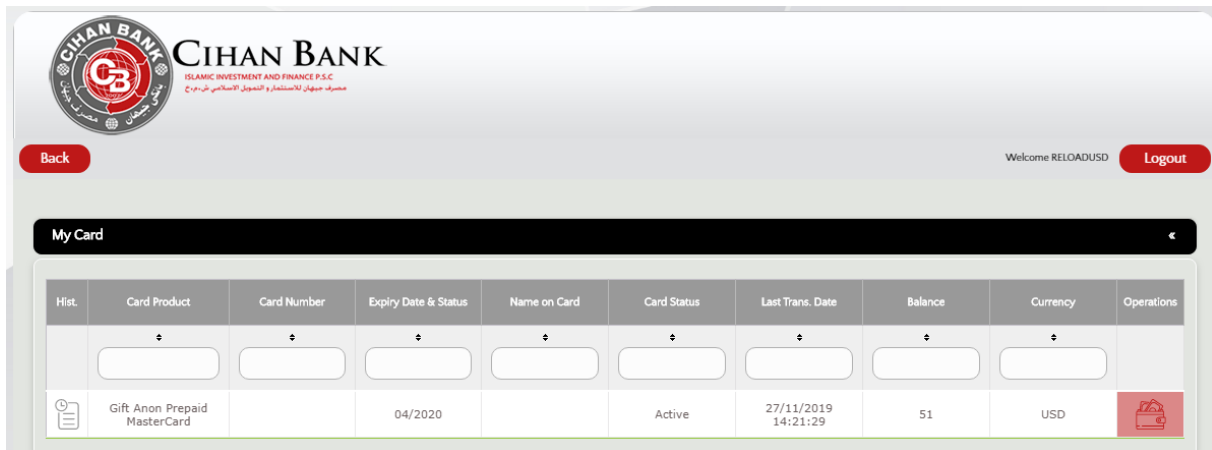
--> User enter new password & confirm it



If all fields are correct, a notification is displayed.

## II. Home Page - My Card

### 1. My Card details

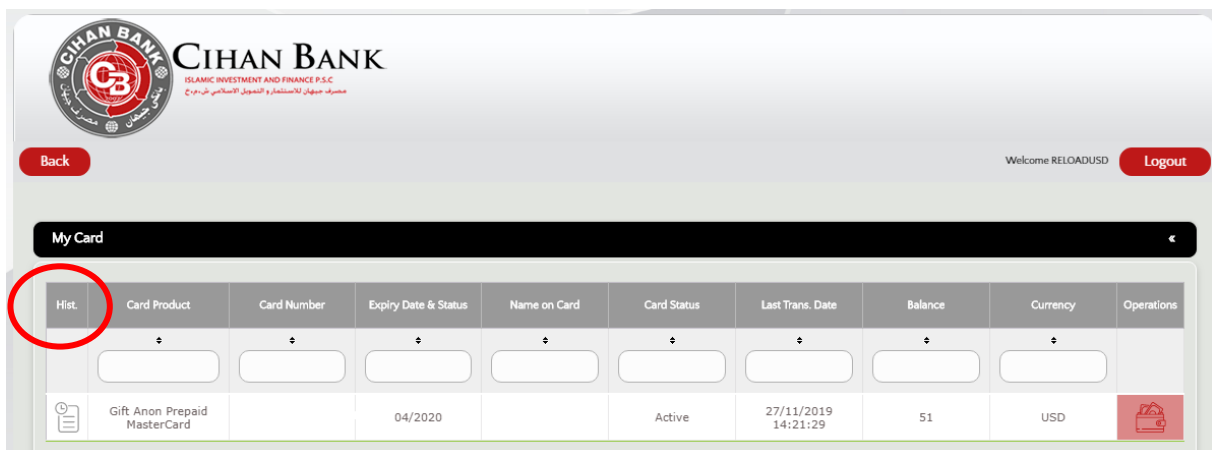


The screenshot shows the Cihan Bank mobile application interface. At the top, the bank's logo and name "CIHAN BANK ISLAMIC INVESTMENT AND FINANCE P.S.C." are displayed. Below the logo, there are "Back" and "Logout" buttons. The main content area is titled "My Card" and contains a table with the following data:

| Hist. | Card Product                 | Card Number | Expiry Date & Status | Name on Card | Card Status | Last Trans. Date    | Balance | Currency | Operations |
|-------|------------------------------|-------------|----------------------|--------------|-------------|---------------------|---------|----------|------------|
|       |                              |             |                      |              |             |                     |         |          |            |
|       | Gift Anon Prepaid MasterCard |             | 04/2020              |              | Active      | 27/11/2019 14:21:29 | 51      | USD      |            |

### 2. Transfer history

Redirect to transfer history of selected card



This screenshot is identical to the one above, but with a red circle highlighting the "Hist." column header in the table.

Transfer history with search property:

-Direction of transfer (Debit, Credit, or all).

-Date.



History of top-up transactions

Show/hide research filters

TopUp Credit and/or Debit: Transfers sent & received

Topup date - from 03/11/2019 To 03/12/2019

Search Reset Filters

History of top-up transactions for card :

1 top-up transaction(s) in this current search list

| Card Number | Trs. Date           | Billing Amount | Operation Ref. | D/C                     | Description | Status                                   |   |
|-------------|---------------------|----------------|----------------|-------------------------|-------------|--|---|
|             | 27/11/2019 14:24:44 | 1              | USD            | 75402619331133102787175 | ↗           | TopUp credited transaction - Source Card | ✓ |

### 3. Card Operation & data's

Redirect to card operation for selected card

**CIHAN BANK**  
ISLAMIC INVESTMENT AND FINANCE P.S.C.  
مصرف جهاد للاستثمار والتمويل الإسلامي ش.م.ح

Back Welcome Logout

Details of your card

Card details

|                        |                      |                   |  |
|------------------------|----------------------|-------------------|--|
| Card Number            | Name on card         | Card product      | <b>Card Operations</b><br>Reload to this card<br>Block Card<br>Show Card Statement |
| Card renewal date      | Expiry Date & Status | Available Balance |  |
| Card opposition status | Loyalty Program      | Bonus Points      |  |

Copyright © 2017 - Designed by SZM.

## 4. Reload Service

CIHAN BANK  
ISLAMIC INVESTMENT AND FINANCE P.S.C.  
مصرف حيوان للاستثمار والتمويل الإسلامي في السودان

Reload to this card

Back Logout

Card to Top-up

To Card Name on Your Card Available Balance

Card Product Expiry Date & Status

Gift Anon Prepaid MasterCard 04/2020 Active

51 USD

From Card

Card Number Expiry Month & Year

CVV2 Transfer Amount

01 / 2017

Cancel Set a Transfer

Redirect to Make reload to the selected card pop-up.

- Reload over portal include transfer from debit card to prepaid card and from prepaid to prepaid card
- Sender must enter (card number, Expiry month and year of card, CVV) details and the amount need to be transfer
- Transfer only acceptable from (IQD to IQD) or (USD to USD) cross currency not allowable

If everything is fine, the user is notified.

CIHAN BANK  
ISLAMIC INVESTMENT AND FINANCE P.S.C.  
مصرف حيوان للاستثمار والتمويل الإسلامي في السودان

Back Welcome Logout

Reload to this card

Confirmation

All Done

Transfer transaction has been processed successfully!

OK

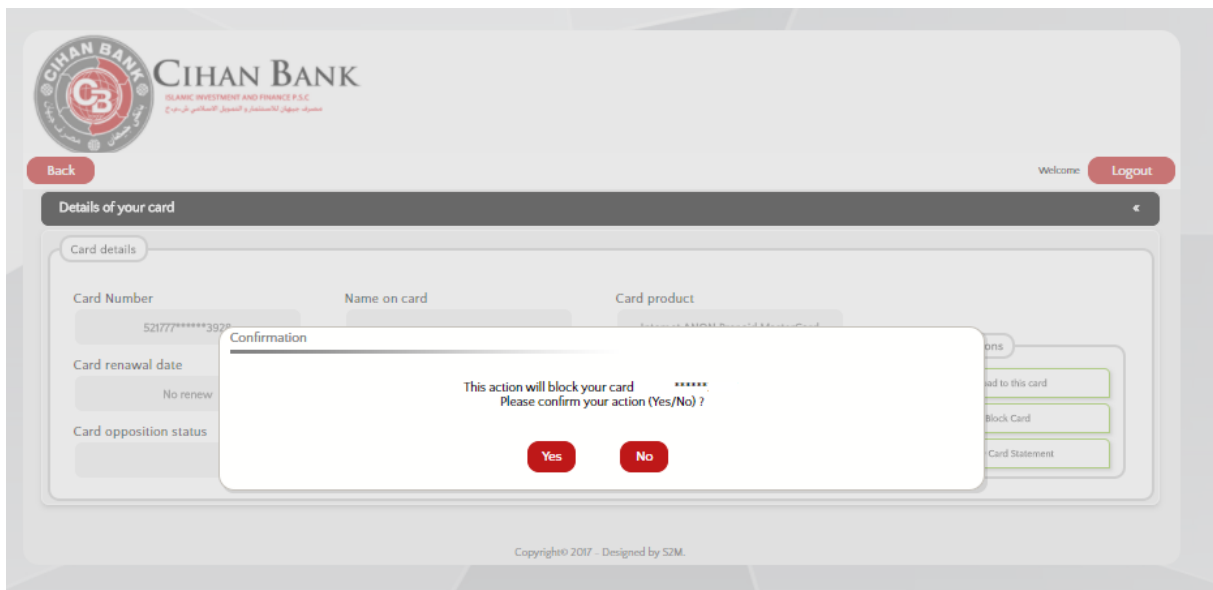
Default card

Card product

Card number

CVV2

## 5. Block/activate card



Click on Block/activate card to Block/activate card, and confirm it.

## 6. Statement service

User can see statement of all performed transactions on card

List of transactions

Use these filters to search per transactions date

Transactions From 23/10/2017 to 22/11/2017 Research Reset Filters

9 operations in this current search list

| Trs. Date           | Operation Type                                   | Operation Ref.          | Merchant | Transaction Amount | Balance After Transaction | Bonus Points | C/D |
|---------------------|--|-------------------------|----------|--------------------|---------------------------|--------------|-----|
| 2017/11/22 16:07:13 | 13093 Prepaid Credit Transfer - WebPortal CH     | 75402617326132602061991 | -        | 1010 IQD           | - IQD                     | 0            | ➔   |
| 2017/11/20 11:46:26 | 13093 Prepaid Credit Transfer - WebPortal CH     | 75402617324132402061797 | -        | 1001 IQD           | - IQD                     | 0            | ➔   |
| 2017/11/16 11:41:30 | 10108 Fees Collection : Pre-Paid Card Reload Fee | 75402617320132002061704 | -        | 5 IQD              | - IQD                     | 0            | ➔   |
| 2017/11/16 11:41:30 | 13093 Prepaid Credit Transfer - WebPortal CH     | 75402617320132002061696 | -        | 1005 IQD           | - IQD                     | 0            | ➔   |
| 2017/11/16 11:36:24 | 10108 Fees Collection : Pre-Paid Card Reload Fee | 75402617320132002061670 | -        | 5 IQD              | - IQD                     | 0            | ➔   |

Maximum of records fetched 10

User can select specific period.

My Statement

Use these filters to search per transactions date

Transactions From 02/05/2017 to 03/12/2019

Search Reset Filters

May, 2017

| Trs. Date           | Operation Type                               | Merchant                | Billing Amount | Billing Amount Fee | C/D |
|---------------------|--|-------------------------|----------------|--------------------|-----|
| 2019/11/27 14:21:29 | 13093 Prepaid Credit Transfer - WebPortal CH | TRANSFER OVER PORTAL    | 1.000 USD      | 0.000              | ➔   |
| 2019/04/25 12:53:25 | 19001 Pre-Paid Reload                        | 74582339115111502386469 | 50.000 USD     | 0.000              | ➔   |

Maximum of records fetched 10

To Generate Excel file, user should click on excel picture.

My Statement

Use these filters to search per transactions date

Transactions From 02/05/2017 to 03/12/2019

Search Reset Filters

2 operations in this current search list

| Trs. Date           | Operation Type                               | Operation Ref.          | Merchant             | Billing Amount | Billing Amount Fee | C/D |
|---------------------|--|-------------------------|----------------------|----------------|--------------------|-----|
| 2019/11/27 14:21:29 | 13093 Prepaid Credit Transfer - WebPortal CH | 74582339331733195128359 | TRANSFER OVER PORTAL | 1.000 USD      | 0.000              | ➔   |
| 2019/04/25 12:53:25 | 19001 Pre-Paid Reload                        | 74582339115111502386469 |                      | 50.000 USD     | 0.000              | ➔   |

Maximum of records fetched 10

My Statement

Use these filters to search per transactions date

Transactions From 02/05/2017 to 03/12/2019

Search Reset Filters

2 operations in this current search list

| Trs. Date           | Operation Type                               | Operation Ref.          | Merchant             | Billing Amount | Billing Amount Fee | C/D |
|---------------------|--|-------------------------|----------------------|----------------|--------------------|-----|
| 2019/11/27 14:21:29 | 13093 Prepaid Credit Transfer - WebPortal CH | 74582339331733195128359 | TRANSFER OVER PORTAL | 1.000 USD      | 0.000              | ➔   |
| 2019/04/25 12:53:25 | 19001 Pre-Paid Reload                        | 74582339115111502386469 |                      | 50.000 USD     | 0.000              | ➔   |

Generation & Download Report

Press 'Start' button to generate your excel report file

Start Close

Maximum of records fetched 10

Then, click on start generating the file.

My Statement

Use these filters to search per transactions date

Transactions From 02/05/2017 to 03/12/2019 Search Reset Filters

2 operations in this current search list

| Trs. Date              | Operation Type                                     | Operation Ref. | Merchant | Billing Amount | Billing Amount Fee | C/D |
|------------------------|--|----------------|----------|----------------|--------------------|-----|
| 2019/11/27<br>14:21:29 | 13093<br>Prepaid Credit Transfer -<br>WebPortal CH | 745            |          | USD            | 0.000              | ➔   |
| 2019/04/25<br>12:53:25 | 19001<br>Pre-Paid Reload                           | 745            |          | USD            | 0.000              | ➔   |

Generation & Download Report

File generated successfully. Press 'Download' and please wait until you get a 'popup' screen to confirm the file download, after that you can press 'Close' to hide this panel!

Download Close

Maximum of records fetched 10

And finally, user can download it.

User save the file and close the pop-up.

To Generate PDF file, user should click on pdf picture and save the file.

My Statement

Use these filters to search per transactions date

Transactions From 02/05/2017 to 03/12/2019 Search Reset Filters

2 operations in this current search list

| Trs. Date              | Operation Type                                     | Operation Ref.          | Merchant             | Billing Amount | Billing Amount Fee | C/D |
|------------------------|--|-------------------------|----------------------|----------------|--------------------|-----|
| 2019/11/27<br>14:21:29 | 13093<br>Prepaid Credit Transfer -<br>WebPortal CH | 74582339331733195128359 | TRANSFER OVER PORTAL | 1.000<br>USD   | 0.000              | ➔   |
| 2019/04/25<br>12:53:25 | 19001<br>Pre-Paid Reload                           | 74582339115111502386469 |                      | 50.000<br>USD  | 0.000              | ➔   |

Maximum of records fetched 10