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. Authenticaton page

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

2. Update login and password

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

Authentication

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.

2. Address & Email

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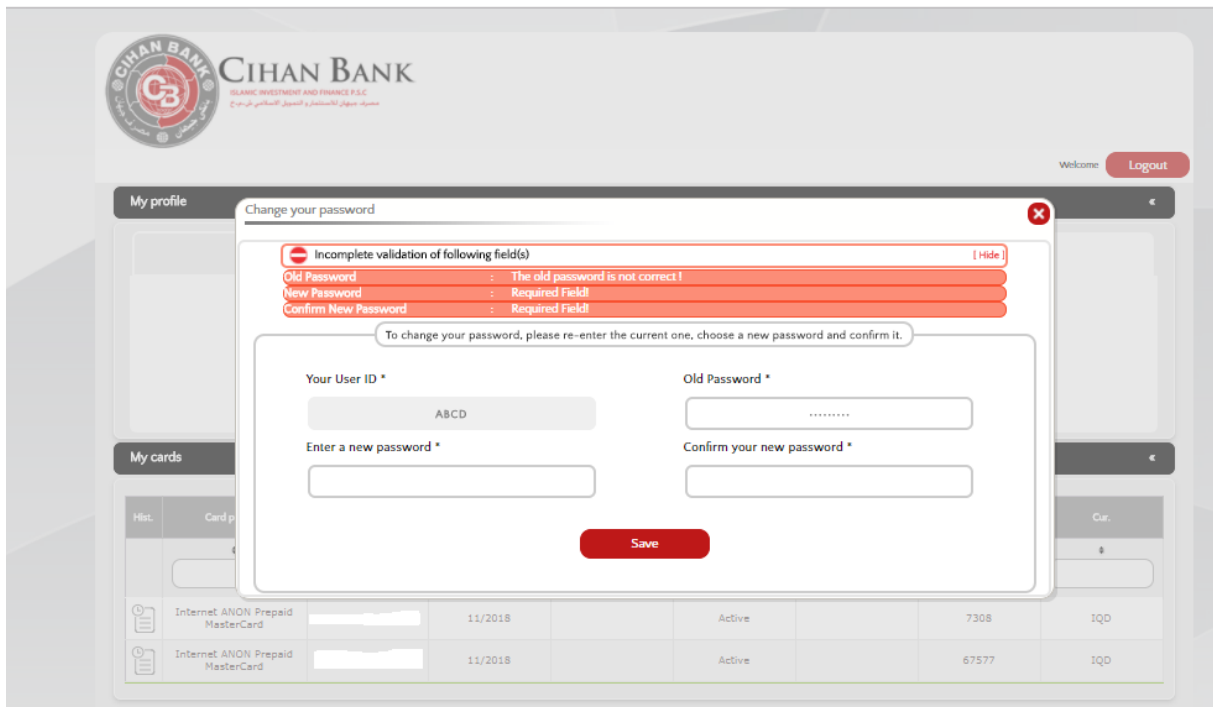
3. Security

Security: Change Web Portal Password.

User completes the fields with the appropriate information's.

-->User enter his old password
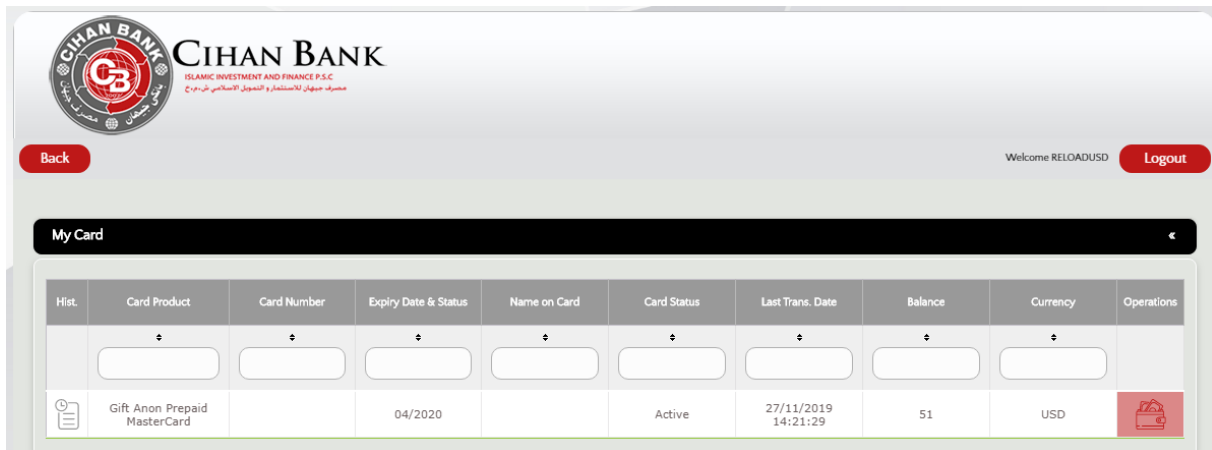--> User enter new password & confirm it
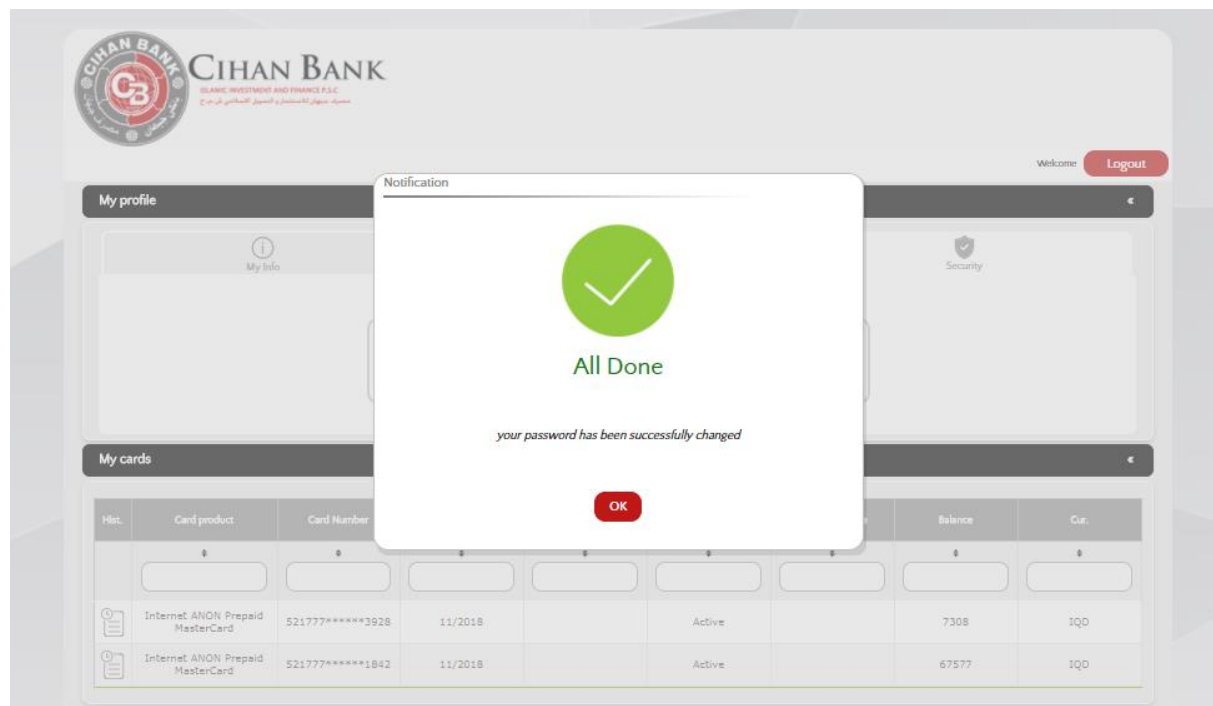
If all fields are correct, a notification is displayed.
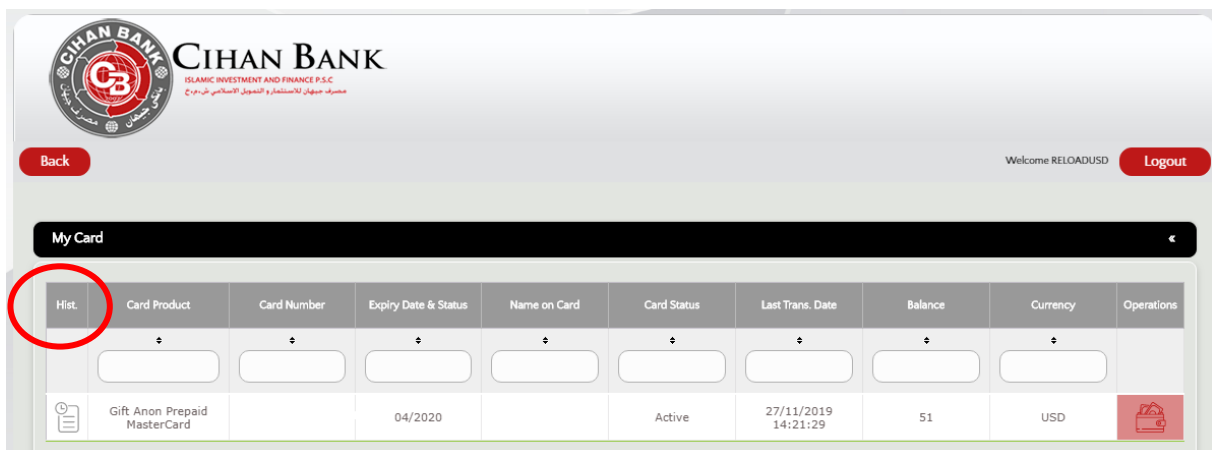
II. Home Page - My Card

1. My Card details

2. Transfer history

Redirect to transfer history of selected card

Transfer history with search property:

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

-Date.

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 transction(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	754026193311331027871175	↗	TopUp credited transaction - Source Card	✓

3. Card Operation & data's

Redirect to card operation for selected card

4. Reload Service

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.

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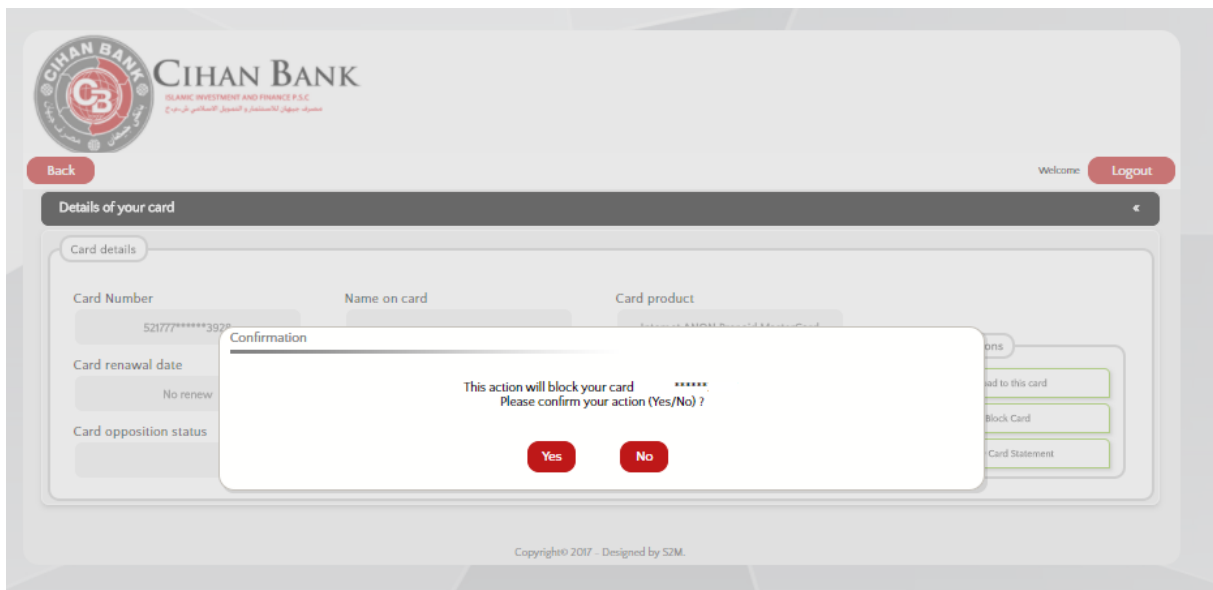
Click on Block/activate card to Block/activate card, and confirm it.

6. Statement service

User can see statement of all performed transactions on card

User can select specific period.

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

Then, click on start generating the file.

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.