



MUFG Exchange Administration Console



USER GUIDE

EFFECTIVE JULY 2024

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Overview

Managing users and services has become easier than ever for your organization's Web Administrators. MUFG Bank Financial Center features streamlined everyday user access, administration, and account management tasks, giving you the power to make decisions and expedite changes quickly online.

- Enroll users for new services online.
- Make decisions about who has access to which services.
- Set up new users and/or delete users to accommodate changes in staff.
- Lock out or reset tokens and manage user security settings.
- Quickly access a 90-day history of service requests.

All of these tasks can be accomplished easily through the Administration Console, which is available to Web Administrators.

Using the administrative and management features of the Financial Center requires the role of Web Administrator to one or more individuals on your staff. The chart below provides examples of key stakeholder roles and responsibilities.

| Web Administrators | Users |
|--|---|
| Designated employees who can manage employee access to online services and perform the day-to-day activities. | Employees of the company. |
| <ul style="list-style-type: none">• Create new users• Create new roles• Manage User accounts• Assign user access, roles and entitlements• Manage Security tokens and system access | <ul style="list-style-type: none">• Granted access to use specific online services with entitlements as defined by Web Administrators |

Communicating securely with MUFG Bank

The Message Center is the fast, convenient way to receive, send, and view confidential messages online. It is the only secure method for sending messages and documents directly to customer service.

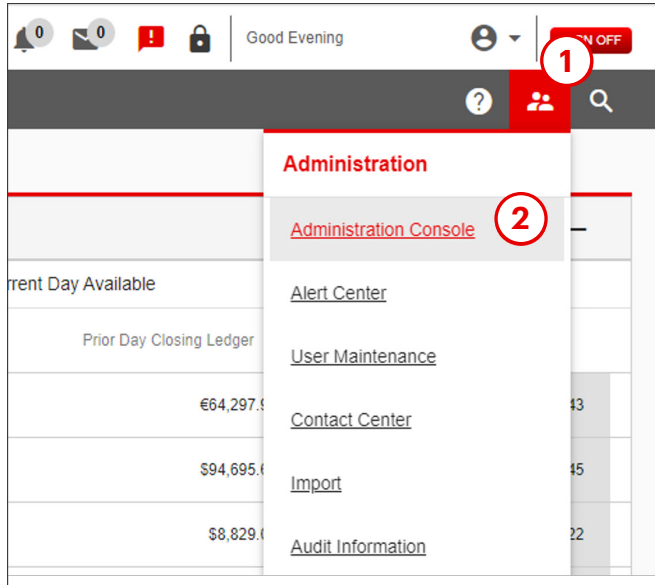
FOR MORE INFORMATION

If you have questions, please contact customer service at **844-544-0387**, Monday through Friday, excluding federal holidays, 8:00 a.m. to 7:00 p.m. You may also send an email to TB-Customerservice@us.mufg.jp

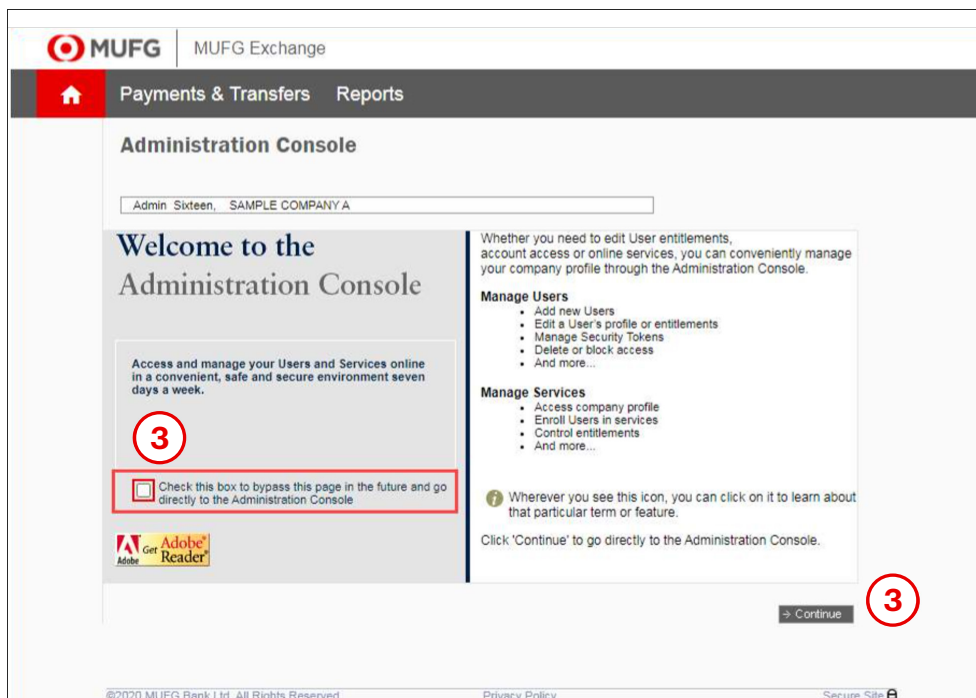
Accessing Administration Console

All user management and their login access to the MUFG Exchange System is managed through the Administration Console. To access the Administration Console follow the steps below.

- 1 Click on the 2-person icon in the upper right corner of the screen.
- 2 Select **Administration Console**.



- 3 Welcome to Administration Console screen will display. Check the box in the lower left section to bypass this Welcome screen for future log-ins. Click Continue.



- 4 The Administration Console screen will display.
- 5 From this screen, you can create a new user.
- 6 Modify an existing user by clicking on their name in the Last, First Name column. Select and click on user name located in the column titled Last, First Name.

Administration Console 4

Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK For more information, please refer to User Help

Main Entitlements 5
Click on the links below to view all the Users.
Click on the links below to modify that User's entitlements.

→ Create a New User Maintain Security View Change Request Status

Manage Users
Click on a User to edit their profile. Scroll right to view other services.

| Active | Users Last, First Name | User ID | Payments and Reporting | File Transmission | Mobile Business Center | Payables Services | Total Biller Solution | Check Manager |
|-------------------------------------|---------------------------|----------------|--|-------------------|------------------------|-------------------|-----------------------|---------------|
| <input checked="" type="checkbox"/> | 012724testch02 | 012724testch02 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 012724tester00 | 012724tester00 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 012724testmp01 | 012724testmp01 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 022224pretest | 022224pretest | Pending Enrollment | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 022424chtest | 022424chtest | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete | Pending Enrollment | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |

→ Refresh

- 7 The Edit User Profile screen will display. From this screen you can edit the User's Profile (email addresses, telephone numbers), modify their user type (Web Admin, Web user) and manage a user's physical or mobile tokens. You can assign a user tokens (physical and mobile), add or delete a token, order additional physical tokens, and add, unlock, or delete a user.

Edit User Profile 7

Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK

Edit User Info

User ID : 012724testmp01
Last Valid Login : 01/28/24-04:10
Last Contact Info Review :

First Name : 012724TestMP01
Middle Name :
Last Name : 012724TestMP01
Email Address : aXXXXXg@us.mufg.jp

Send High Risk Transactions email : Yes
Notify user by email about offers, promotions, and new products : No
User Type : Web User

Security Maintenance

User Access Status: Temporary not active
Challenge Questions Status: Active
Last Challenge Questions Change: 01/28/24-04:11

Email Temporary Password
Manage User Phones
Lock User Access
Reset Challenge Questions
Assign Security Token

Permanently Delete User

Note: Once a User is permanently deleted, their entitlements cannot be copied to another User.

→ Admin Console

*To enhance security for your accounts, MUFG Exchange requires 1024-bit encryption.

Change Security Settings

The user security settings feature allows you to easily manage the automatic expiration of user access and lock inactive users. These settings can be modified at any time, and changes will take effect immediately.

- 1 On the Administration Console in the Window that says **Maintain Security**, click the drop down arrow on the right. Select **User Security Settings**.

The screenshot shows the Administration Console interface. At the top, it says 'Administration Console' and 'Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK'. Below this, there are sections for 'Manage Entitlements' and 'Manage Users'. In the 'Manage Users' section, a dropdown menu is open, and 'User Security Settings' is highlighted with a red circle labeled '1'. The main table below lists various users with columns for 'Last, First Name', 'User ID', 'File Transmission', 'Mobile Business Center', 'Payables Services', 'Total Biller Solution', and 'Check Manager'. A 'Refresh' button is at the bottom right.

- 2 Enter the number of days of inactivity which will result in the user's access being locked.
The default lock period is 182 days. Use the drop down menu to change to 365 days.
- 3 Click **Submit** to complete the change.

The screenshot shows the 'User Security Settings' dialog box. At the top, it says 'User Security Settings' and 'Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK'. Below this, there is a message: 'Please make your selections, and click on Submit.' There are two radio button options: 'Keep Current Settings' (selected) and 'Change Settings (Note: some of your current options may no longer be available)'. Under 'Change Settings', there is a label 'Lock Inactive Web Users After' followed by a dropdown menu showing '182 days', which is highlighted with a red circle labeled '2'. At the bottom, there are 'Cancel' and 'Submit' buttons, with the 'Submit' button highlighted by a red circle labeled '3'.

Manage User Access

From the Administration Console page, you can create new users, manage users' access, edit profiles, delete users, and reset tokens. For more detailed information on creating a new user, assigning entitlements, and managing user access to the Exchange system, refer to the [MUFG Microsite](#) and access the [New User Setup Guide](#), [Role Based Permissions Guide](#), [User Based Permissions Guide](#) and [Mobile Token Enablement System Administration Guide](#).

Create a new user

- 1 On the Administration Console, click **Create a New User**.

The screenshot shows the 'Administration Console' interface. At the top, there is a security administrator field with the text 'Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK'. Below this, there is a 'Manage Users' section with a 'Create a New User' button highlighted by a red circle with the number 1. The main area contains a table of users with columns for 'Last, FirstName', 'User ID', and various service statuses like 'Payments and Reporting', 'File Transmission', 'Mobile Business Center', 'Payables Services', 'Total Biller Solution', and 'Check Manager'. A 'Refresh' button is located at the bottom right of the table.

- 2 Enter the required information. Required information is identified by a red asterisk.
The Check Availability link will confirm that the defined User ID is available for use.
- 3 Designate the user as either a Web User or Web Admin. Web Admins have the authority to add/delete/edit/assign entitlements to user profiles and to manage tokens.
- 4 Select the Language preference — English or Japanese. This will be the language that the user will generally see when accessing the MUFG Exchange system.
- 5 Click **Submit** to complete the request.

Note: We highly recommend selecting the check box for high risk transactions to receive email notifications.

The screenshot shows the 'Create a New User' form. It includes fields for 'User ID', 'First Name', 'Middle Name', 'Last Name', 'Work Number', 'Mobile 1', and 'Email'. There are also radio buttons for 'User Type' (Web User, Web Admin) and 'Language' (English, Japanese). A 'Send High Risk Transactions email' checkbox is checked. A 'Notify user by email about offers, promotions, and new products' checkbox is unchecked. The 'Submit' button is highlighted with a red circle and the number 5. A 'Check Availability' link is highlighted with a red circle and the number 2. The 'User Type' radio buttons are highlighted with a red circle and the number 3, and the 'Language' radio buttons are highlighted with a red circle and the number 4. A red asterisk is next to the 'User ID' field, indicating it is a required field.

- You will be redirected to the Administration Console where a message will confirm that the user has been added.

Manage Entitlements
Click on services below to view all the Users.
Click "Edit" to modify that User's entitlements.

→ Create a New User | Maintain Security | **6** | View Change Request Status

The user First Test is created successfully.

Manage Users
Click on a User to edit their profile | Scroll right to view other services

| Active | Users | | Payments and Reporting | File Transmission | Mobile Business Center | Payables Services | Total Biller Solution | Check Manager |
|-------------------------------------|-----------------|-------------------|--|-------------------|------------------------|-------------------|-----------------------|---------------|
| | Last, FirstName | User ID | | | | | | |
| <input checked="" type="checkbox"/> | 012724testch02 | 012724testch02 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 012724tester00 | 012724tester00 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 012724testmp01 | 012724testmp01 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 022224pretest. | 022224pretest | Pending Enrollment | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 022424chtest. | 022424chtest | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete | Pending Enrollment | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete... | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete... | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |

Manage User Access

Edit user profiles and reset tokens

- From the Manage Users section of the Administration Console, click the **Last, FirstName** of the user whose profile and/or token you want to change. This will bring you to the Edit User Profile page.

Administration Console

Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK | For more information, please refer to User Help

Manage Entitlements
Click on services below to view all the Users.
Click "Edit" to modify that User's entitlements.

→ Create a New User | Maintain Security | View Change Request Status

Manage Users
Click on a User to edit their profile | Scroll right to view other services

1

| Active | Users | | Payments and Reporting | File Transmission | Mobile Business Center | Payables Services | Total Biller Solution | Check Manager |
|-------------------------------------|-----------------|-------------------|--|-------------------|------------------------|-------------------|-----------------------|---------------|
| | Last, FirstName | User ID | | | | | | |
| <input checked="" type="checkbox"/> | 012724testch02 | 012724testch02 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 012724tester00 | 012724tester00 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 012724testmp01 | 012724testmp01 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 022224pretest. | 022224pretest | Pending Enrollment | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 022424chtest. | 022424chtest | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete | Pending Enrollment | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete... | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete... | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |

→ Refresh

- Click **Edit User Info**. The Edit User Information screen will open. Modify the user's information as needed.

Payments & Transfers Reports

Edit User Profile

Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK

2

Edit User Info

User ID : 012724testmp01
Last Valid Login : 01/28/24-04:10
Last Contact Info Review :

Security Maintenance ⓘ

User Access Status: Temporary not active
Challenge Questions Status: Active

First Name : 012724TestMP01

- 3 Click the **Update** button in the lower right corner.

Edit User Information

* = Required Field


User ID : 022224pretest

* First Name :

Middle Name :

* Last Name :

* Email :

User Type  : Web User
 Web Admin

Language : English
 Japanese

Send High Risk Transactions email

Notify user by email about offers, promotions, and new products

3

- 4 A message window will display confirming the User Information Profile has been updated. Click OK.

User Information Updated

User ID : 022224pretest

Date : 03/11/24-16:11 PDT

4

- 5 Use the **Security Maintenance** section to lock or unlock the user's access, manage user phones, assign security tokens, email temporary passwords for mobile token users, reset a user's challenge questions and permanently delete users.

Edit User Profile

Security Administrator TEST PROD CUST - MUFU BANK, LTD., TB NEWYORK

5

User ID : 012724testmp01

Last Valid Login : 01/28/24-04:10

Last Contact Info Review :

First Name : 012724TestMP01


Middle Name :


Last Name : 012724TestMP01

Email Address : aXXXXXXXXg@us.mufg.jp

Send High Risk Transactions email : Yes

Notify user by email about offers, promotions, and new products : No

User Type  : Web User

Security Maintenance 

User Access Status: Temporary not active

Challenge Questions Status: Active

Last Challenge Questions Change: 01/28/24-04:11

Note:
Once a User is permanently deleted, their entitlements cannot be copied to another User.

A user's access can also be disabled or enabled from the Administration Console by respectively removing or adding a check mark under the Active column.

Manage User Access

Lock/Unlock Users

There are 2 ways to disable/enable a user's access. The first method allows a user to be locked and unlocked directly on the Administration Console, the second locks/unlocks a user from the User Profile screen. Both are reviewed below. Whichever method is used, be sure to also lock or unlock the user's token.

Method 1-Lock or Unlock a user from the Administration Console screen

Method 1: Lock a User

- 1 Remove the check mark from the box in the **Active Column** to the left of the user name.

Administration Console

Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK For more information, please refer to User Help

Manage Entitlements
Click on services below to view all the Users.
Click "Edit" to modify that User's entitlements.

→ Create a New User Maintain Security View Change Request Status

Manage Users
Click on a User to edit their profile Scroll right to view other services

| Active | Users | | Payments and Reporting | File Transmission | Mobile Business Center | Payables Services | Total Biller Solution | Check Manager | |
|-------------------------------------|-----------------|-------------------|--|-------------------|------------------------|-------------------|-----------------------|---------------|--|
| | Last, FirstName | User ID | | | | | | | |
| <input checked="" type="checkbox"/> | 012724testch02 | 012724testch02 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 012724tester00 | 012724tester00 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 012724testmp01 | 012724testmp... | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 022224pretest. | 022224pretest | Pending Enrollment | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | Test | Test117 | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | User117 | 03092024delete | Pending Enrollment | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete... | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete... | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll | |

- 2 A window will display asking for confirmation for locking the user. Click OK to confirm.

An embedded page at sso.mufgbank.com says

You have elected to lock the user id for First Test. Do you wish to continue?

2 OK Cancel

- 3 A message will display on the Administration Console confirming the user has been locked.

Administration Console

Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK For more information, please refer to User Help

Manage Entitlements
Click on services below to view all the Users.
Click "Edit" to modify that User's entitlements.

→ Create a New User Maintain Security View Change Request Status

The user's access is locked for Test Smith. 3

Manage Users
Click on a User to edit their profile Scroll right to view other services

| Active | Users | | Payments and Reporting | File Transmission | Mobile Business Center | Payables Services | Total Biller Solution | Check Manager | |
|-------------------------------------|-----------------|-------------------|--|-------------------|------------------------|-------------------|-----------------------|---------------|--|
| | Last, FirstName | User ID | | | | | | | |
| <input checked="" type="checkbox"/> | 012724testch02 | 012724testch02 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 012724tester00 | 012724tester00 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 012724testmp01 | 012724testmp... | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 022224pretest. | 022224pretest | Pending Enrollment | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 022424chtest. | 022424chtest | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete | Pending Enrollment | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete... | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete... | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll | |

Method 1: Unlock a User

- 1 Check the box in the **Active Column** to the left of the user name.

Payments & Transfers Reports

Administration Console

Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK For more information, please refer to User Help

Manage Entitlements
Click on services below to view all the Users.
Click "Edit" to modify that User's entitlements.

→ Create a New User Maintain Security [View Change Request Status](#)

Manage Users Scroll right to view other services

Click on a User to edit their profile

| Active | Users | | Payments and Reporting | File Transmission | Mobile Business Center | Payables Services | Total Biller Solution | Check Manager |
|-------------------------------------|-----------------|--------------|------------------------|-------------------|------------------------|-------------------|-----------------------|---------------|
| | Last, FirstName | User ID | | | | | | |
| <input checked="" type="checkbox"/> | smith_t | Testid8899 | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | soldi_j | Jsoldi1 | Edit | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | spencar_m | Mspencer1 | Edit | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | stanley_s | N354067 | Pending Enrollment | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | tang_s | 6331376sso21 | Edit | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | test_b | Branchmobile | Edit | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | test_f | Test987 | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | test_m | Mubbranding | Pending Enrollment | Enroll | Enroll | Enroll | Enroll | Enroll |

- 2 A window will display asking for confirmation for unlocking the user.
Click OK to confirm.

An embedded page at sso.mufgbank.com says

You have elected to unlock the user id for Test Smith. Do you wish to continue?

2

- 3 A message will display on the Administration Console confirming the user has been unlocked.

Administration Console

Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK For more information, please refer to User Help

Manage Entitlements
Click on services below to view all the Users.
Click "Edit" to modify that User's entitlements.

→ Create a New User Maintain Security **3** [View Change Request Status](#)

Manage Users Scroll right to view other services

Click on a User to edit their profile

| Active | Users | | Payments and Reporting | File Transmission | Mobile Business Center | Payables Services | Total Biller Solution | Check Manager |
|-------------------------------------|-----------------|-------------------|------------------------|-------------------|------------------------|-------------------|-----------------------|---------------|
| | Last, FirstName | User ID | | | | | | |
| <input checked="" type="checkbox"/> | 012724testch02 | 012724testch02 | Loading... | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 012724tester00 | 012724tester00 | Loading... | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 012724testmp01 | 012724testmp... | Loading... | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 022224pretest | 022224pretest | Loading... | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 022424chtest | 022424chtest | Loading... | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete | Loading... | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete... | Loading... | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete... | Loading... | Enroll | Enroll | Enroll | Enroll | Enroll |

• The user's access is unlocked for Test Smith. If the user has a token assigned please check the token status by clicking on "Edit Security Token". If the token status is locked, please unlock the token if required. Both user and token must be unlocked for user to access the system.

Method 2 Lock or Unlock a user from the User Profile Screen, Security Maintenance Section

NOTE: Be sure to also lock or unlock the user's security tokens. Steps 1 and 2 will be the same for both Locking and Unlocking a user from the Edit User Profile.

- 1 Select **Administration Console** from the People icon drop-down. The Administration Console screen will display.
- 2 From the Last, First Name column, click on the User's name.

Administration Console 1

Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK For more information, please refer to User Help

Manage Entitlements
Click on services below to view all the Users.
Click "Edit" to modify that User's entitlements.

→ Create a New User | Maintain Security | View Change Request Status

Manage Users
Click on a User to view their profile. Scroll right to view other services

| Active | User Last, FirstName | User ID | Payments and Reporting | File Transmission | Mobile Business Center | Payables Services | Total Biller Solution | Check Manager |
|-------------------------------------|-------------------------|-------------------|--|-------------------|------------------------|-------------------|-----------------------|---------------|
| <input checked="" type="checkbox"/> | 012724testch02 | 012724testch02 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 012724tester00 | 012724tester00 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 012724testmp01 | 012724testmp... | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 022224pretest | 022224pretest | Pending Enrollment | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 022424chtest | 022424chtest | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete | Pending Enrollment | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete... | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete... | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |

→ Refresh

Method 2 Lock a user:

- 3 The Edit User Profile screen will display. In the Security Maintenance section, click the **Lock User Access**.

Edit User Profile

Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK

Edit User Info

User ID : 022424chtest
Last Valid Login :
Last Contact Info Review :
First Name : 022424chtest
Middle Name :
Last Name : 022424chtest
Email Address : 0XXXXXXXXXXt@email.com
Send High Risk Transactions email : Yes
Notify user by email about offers, promotions, and new products : No
User Type : Web User

Security Maintenance

User Access Status: Active
Challenge Questions Status: Inactive
Last Challenge Questions Change:
Email Temporary Password
Manage User Phones
Lock User Access 3
Assign Security Token
Permanently Delete User

Note:
Once a User is permanently deleted, their entitlements cannot be copied to another User.

→ Admin Console

- 4 A Confirmation message will appear at the top of the screen.

* The user's access is locked for Tester User **4**

Edit User Info

User ID : **fvalla01**

Last Valid Login : **Tester12**

Last Contact Info Review :

First Name : **Tester**

Middle Name :

Last Name : **User**

Email Address : **Fxxx@us.mufg.jp**

Send High Risk Transactions email : **yes**

Notify user by email about offers, promotions, and new products : **No**

User Type **i** : **Web User**

Security Maintenance **i**

User Access Status: Locked

Challenge Questions Status: Inactive

Last Challenge Questions Change:

Manage User Phones

Unlock User Access

Assign Security Token

Permanently Delete User

Method 2 Unlock a User:

- 3 In the Security Maintenance Section, click **Unlock User Access**.

Edit User Info

User ID : **fvalla01**

Last Valid Login : **Tester12**

Last Contact Info Review :

First Name : **Tester**

Middle Name : **User**

Last Name : **User**

Email Address : **Fxxx@us.mufg.jp**

Send High Risk Transactions email : **yes**

Notify user by email about offers, promotions, and new products : **No**

User Type **i** : **Web User**

Security Maintenance **i**

User Access Status: Locked

Challenge Questions Status: Inactive

Last Challenge Questions Change:

Manage User Phones

Unlock User Access **3**

Assign Security Token

Permanently Delete User

Note:
Once a User is permanently deleted, their entitlements cannot be copied to another User.

[Admin Console](#)

- 4 A Confirmation message will appear at the top of the screen.

Note: The user and their token must both be unlocked in order for the user to be able to access the Exchange system. Refer to **Editing Security Token Entitlements** for information about locking/unlocking security tokens.

Edit User Profile

Tester12 TEST PROD CUST – MUFG BANK LTD.TB NEWYORK **4**

- The user's access is unlocked for frances valla.If the user has a token assigned please check the token status by clicking on "Edit Security Token". If the token status is locked, please unlock the token if required. Both user and token must be unlocked for user to access the system.

Edit User Info

User ID : **Tester12**

Last Valid Login :

Last Contact Info Review :

First Name : **Tester**

Middle Name :

Last Name : **User**

Email Address : **FXXXXa@us.mufg.jp**

Send High Risk Transactions email : **Yes**

Notify user by email about offers,

Security Maintenance **i**

User Access Status: Active

Challenge Questions Status: Inactive

Last Challenge Questions Change:

Manage User Phones

Lock User Access

Assign Security Token

Manage User Access

Delete users permanently

Deleting users permanently is appropriate if individuals leave the organization and you no longer need to use their profile to create new users.

Note: If a user has been assigned either a physical or mobile token, the token must be unassigned prior to deleting the user. Then the user can be permanently deleted. See Section: [Deleting User with Token Entitlements](#).

- 1 On the Administration Console, under the Manage User section, click the Last, FirstName of the user you want to delete.
- 2 On the Edit User Profile page, in the Security Maintenance section, select **Permanently Delete User**.
A prompt will appear, asking you to confirm this request.
- 3 Click Delete, and you will receive a confirmation.

Note: When a user is deleted, they will appear in the User Maintenance screen with a status of Deleted. You may need to use the filter window on the right side of the User Maintenance section and select Deleted. The user will also appear on the Admin Console with a Status of Restore. For audit purposes the deleted user and all of their activities on the Exchange system will be retained for 365 days after deletion. Exchange activity will be accessible for that period of time using the Audit Report function in the Administration Console.

- 4 A message will display that the user has been successfully deleted. Click OK. You will be redirected to the Admin Console screen.

Administration Console

Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK

For more information, please refer to User Help

Manage Entitlements
Click on services below to view all the Users.
Click 'Edit' to modify that User's entitlements.

→ Create a New User | Maintain Security

Manage Users | View Change Request Status

Click on a User to edit the profile

| Active | Last, FirstName | User ID | Payments and Reporting | File Transmission | Mobile Business Center | Payables Services | Total Biller Solution | Check Manager | |
|-------------------------------------|-----------------|----------------|--|-------------------|------------------------|-------------------|-----------------------|---------------|--|
| <input checked="" type="checkbox"/> | 012724testch02 | 012724testch02 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 012724testch00 | 012724testch00 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 012724testm01 | 012724testm01 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 022224pretest | 022224pretest | Pending Enrollment | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 022424chtest | 022424chtest | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete | Pending Enrollment | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll | |

Administration Console

Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK

Edit User Profile

Edit User Info

User ID : 022424chtest

Last Valid Login :

Last Contact Info Review :

First Name : 022424chtest

Middle Name :

Last Name : 022424chtest

Email Address : 0XXXXXXXXXt@email.com

Send High Risk Transactions email : Yes

Notify user by email about offers, promotions, and new products : No

User Type : Web User

Security Maintenance

User Access Status: Active

Challenge Questions Status: Inactive

Last Challenge Questions Change:

Email Temporary Password

Manage User Phones

Lock User Access

Assign Security Token

Permanently Delete User

Note: Once a User is permanently deleted, their entitlements cannot be copied to another User.

Permanently Delete User

User ID : fffffff

You have selected to permanently delete this user from the MUFG Exchange. Do you wish to continue?

Note : Once a User is permanently deleted, their entitlements cannot be copied to another User.

Cancel | Delete

User Successfully Deleted

User ID: user7324

User Name: Test User

OK

Control User Access to Services and Accounts

Controlling user access to services and accounts can be accomplished quickly, easily and securely. Requests can be submitted 24 hours a day, seven days a week.

Add a user to a service

- 1 In the Manage Services section of the Administration Console, click **Enroll** under the service and on the line item of the user you will enroll.

Administration Console
Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK For more information, please refer to User Help

Manage Entitlements
Click on services below to view all the Users.
Click "Edit" to modify that User's entitlements.

[Create a New User](#) | Maintain Security | [View Change Request Status](#)

Manage Users
Click on a User to edit their profile Scroll right to view other services

| Active | Users | | Payments and Reporting | File Transmission | Mobile Business Center | Payables Services | Total Biller Solution | Check Manager | |
|-------------------------------------|-----------------|--------------|--|-------------------|------------------------|-------------------|-----------------------|---------------|--|
| | Last, FirstName | User ID | | | | | | | |
| <input type="checkbox"/> | user_s | Sampleuserid | Pending Enrollment | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | user1234_n | Nuser1234 | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | user7777_n | User7777 | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | userfsg_t | Fsg1234 | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | validch91_l | Lqvalidch91 | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input type="checkbox"/> | valla_f | Fvalla01 | Restore | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input type="checkbox"/> | valla_f | Fvalla1 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input type="checkbox"/> | valla_f | Fvalla6699 | Restore | Enroll | Enroll | Enroll | Enroll | Enroll | |

[Refresh](#)

- 2 A window will display titled with the newly enrolled service for the user. Click continue to complete the requested enrollment.

Note: Repeat this process for each service you want to make available to the user.

Payments & Reporting Services

The following user will be enrolled in Payments & Reporting services.

Customer Name : **TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK**
User ID : **fsg1234**
Last Name : **Userfsg**
First Name : **Test**

Click continue to Create a New User and be directed to the User Maintenance Page **2**

3 Click **Submit** to complete the request.

4 Click Update.

User Maintenance

TESTID8899 | TEST SMITH

Assign Roles

Assign roles by selecting roles from the list below or copying roles from an existing user.

Copy Roles From an Existing User

Select

Available Items

SEARCH

Selected Items

- 10G1eVzN
6331376 1134287CUSTRANJ
- 80h7K9R5
6331376 1134287BWINSON
- AllEntitlement
All Entitlement
- DEMO
Demonstraton
- Demo1
Demo use
- Demo55
Role Based QRG
- Report

Move all items

UPDATE

Remove all items

5 A confirmation message will display.

User Maintenance

TESTID8899 | TEST SMITH

Assign Roles

✓ User Submitted

The information for TESTID8899 has been saved.
Company 6331376
User ID TESTID8899
User Name TEST SMITH

Details

Assign roles by selecting roles from the list below or copying roles from an existing user.

Copy Roles From an Existing User

Select

Available Items

SEARCH

Selected Items

- DEMO
Demonstraton

Control User Access to Services and Accounts

Delete a service from a user

- 1 In the Manage Services section of the Administration Console, remove the check, by clicking the word **Edit**.

Administration Console

Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK For more information, please refer to User Help

Manage Entitlements
Click on services below to view all the Users.
Click "Edit" to modify that User's entitlements.

→ Create a New User | Maintain Security [View Change Request Status](#)

Manage Users
Click on a User to edit their profile Scroll right to view other services

| Active | Users | | Payments and Reporting | File Transmission | Mobile Business Center | Payables Services | Total Biller Solution | Check Manager | |
|-------------------------------------|-----------------|----------------|---|-------------------|------------------------|-------------------|-----------------------|---------------|--|
| | Last, FirstName | User ID | | | | | | | |
| <input checked="" type="checkbox"/> | 012724testch02 | 012724testch02 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 012724tester00 | 012724tester00 | <input checked="" type="checkbox"/> Edit 1 | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 012724testmp01 | 012724testmp01 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 022224pretest | 022224pretest | Pending Enrollment | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 022424chtest | 022424chtest | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete | Pending Enrollment | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll | |

- 2 A confirmation screen will display showing that the user will be un-enrolled from the specific Service. Click Continue.

Payments & Reporting Services

The following User will be Un-Enrolled from Payments & Reporting Services

Customer Name : **TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK**

User ID : Testuser1

Last Name : User

First Name : Test

Clicking continue will send an Un-Enroll Request to the Payments & Reporting Services system. Upon approval, User will be Un-Enrolled. **2**

- 3 A second confirmation screen will display asking "Are you sure you want to Un-Enroll this User?" Click Continue.

Payments & Reporting Services

The following User will be Un-Enrolled from Payments & Reporting Services

Customer Name : **TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK**

User ID : Testuser1

Last Name : User

First Name : Test

Are you sure you want to Un-Enroll this user? **3**

- The User Maintenance-Assign Role will display. Move the appropriate role in the Assigned Items section on the right to the Available Items section on the left. Click Update.

User Maintenance

TestUserID Test User

Assign Roles

Assign roles by selecting roles from the list below or copying roles from an existing user.

Copy Roles From an Existing User

Available Items

Selected Items

- TELEARN
TE Learning demo role

- The Administration Console will display and the status for the service for the user will now appear as Restore.

Manage Entitlements

Click on services below to view all the Users.
Click "Edit" to modify that User's entitlements.

[Create a New User](#) [View Change Request Status](#)

Manage Users Scroll right to view other services

Click on a User to edit their profile

| Active | Users | | Payments and Reporting | File Transmission | Mobile Business Center | Payables Services | Total Biller Solution | Check Manager | |
|-------------------------------------|-----------------|-------------------|---|-------------------|------------------------|-------------------|-----------------------|---------------|--|
| | Last, FirstName | User ID | | | | | | | |
| <input checked="" type="checkbox"/> | 1214 .1 | Test1214 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 240120test01. | 240120test01 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 240120tester02 | 240120tester02 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 240216pre-test | 240216pretest | Pending Approval | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | 240315prefligh | 240315prefligh... | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | aaron .j | Aaabbcccc | Pending Enrollment | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | TesterUserID | User Test | <input checked="" type="checkbox"/> Restore | Enroll | Enroll | Enroll | Enroll | Enroll | |
| <input checked="" type="checkbox"/> | baker_w | Mufgwade | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll | |

Control User Access to Services and Accounts

It's easy to view a 90-day history of all submitted service change requests.

View service change requests

- 1 On the Administration Console, click **View Change Request Status**. This will display all change requests for all Users within the last 90 days
- 2 On the Change Request Status page, click the arrow next to the column header, Submission Date, User Last Name, Service, Status, or Confirmation Number to sort the view.
- 3 Click Confirmation Number to view the details for each change request.
- 4 Select a record to see what was requested; the date the changes were submitted; and the status of the request.

Service Change Request Status Types:

- Completed
- Delayed
- Deleted
- Implemented
- Requires approval
- Submitted

Administration Console

Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK

Manage Entitlements
Click on services below to view all the Users.
Click "Edit" to modify that User's entitlements.

→ Create a New User | Maintain Security

1 [View Change Request Status](#)

Manage Users
Click on a User to edit their profile

| Active | Users | Payments and Reporting | File Transmission | Mobile Business Center | Payables Services | Total Biller Solution | Check Manager |
|--------------------------|-----------------|------------------------|--|------------------------|-------------------|-----------------------|---------------|
| | Last, FirstName | User ID | | | | | |
| <input type="checkbox"/> | bamhardt_j | Fbamhardtpk20... | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll |
| <input type="checkbox"/> | blair_r | Bobblair | Pending Enrollment | Enroll | Enroll | Enroll | Enroll |
| <input type="checkbox"/> | buell_s | Sbue11 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll |
| <input type="checkbox"/> | burleson_j | Jburleson2 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll |
| <input type="checkbox"/> | chavarria_r | Rchavarria | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll |
| <input type="checkbox"/> | cheol4wa01_j | Mufgoetest6 | Pending Enrollment | Enroll | Enroll | Enroll | Enroll |
| <input type="checkbox"/> | cole_m | Miacole | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll |
| <input type="checkbox"/> | collins_b | 1134287berna | Pending Approval | Enroll | Enroll | Enroll | Enroll |

→ Refresh

Change Request Status

Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK

These are your service enrollment and change requests for the last 90 calendar days. You may sort this view by clicking beside each column header. Click on a confirmation number to see a change request in detail.

| Submission Date | User Last Name | User First Name | Service | Status | Confirmation Number |
|-----------------|----------------|-----------------|------------------------|-------------|---------------------|
| 02/10/24 | 240120tester02 | 240120tester02 | Mobile Business Center | Implemented | MBC-20240210-046402 |
| 02/10/24 | 240120tester02 | 240120tester02 | File Transmissions | Implemented | TRN-20240210-046407 |
| 02/10/24 | 240120tester02 | 240120tester02 | Check Manager | Implemented | Q18-20240210-046412 |
| 02/10/24 | 240120tester02 | 240120tester02 | Payables Services | Implemented | PPS-20240210-046417 |
| 02/10/24 | 240120tester02 | 240120tester02 | File Transmissions | Implemented | TRN-20240210-046422 |
| 02/10/24 | 240120tester02 | 240120tester02 | Check Manager | Implemented | Q18-20240210-046427 |
| 02/11/24 | Minyetty | Johanna | Payables Services | Implemented | PPS-20240211-046432 |
| 02/11/24 | mufgmonitorAEX | mufgmonitorAEX | File Transmissions | Delayed | TRN-20240211-046437 |

Record of Your Change Request

Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK

| Service | Submitted by | Copy From | |
|-------------------------------|-------------------|-------------|-----|
| service code PPS | jarek maciejewski | Myra Bailor | |
| Confirmation Number | Submitted Date | Status | |
| PPS-20240216-048432 | 02/16/24 | Implemented | |
| User | Remove | Change | Add |
| 240216pre-test, 240216pretest | | | ✓ |
| | Remove | Add | |
| Active | | | ✓ |
| IntegratedPayables | | | ✓ |
| Payables | | | ✓ |
| Submit Jobs | | | ✓ |
| View Job Details | | | ✓ |
| Add Edit Vendors | | | ✓ |
| Approval Required | | | ✓ |
| User Profile Updated | | | ✓ |

→ Administration Console | → Change Requests | → Print

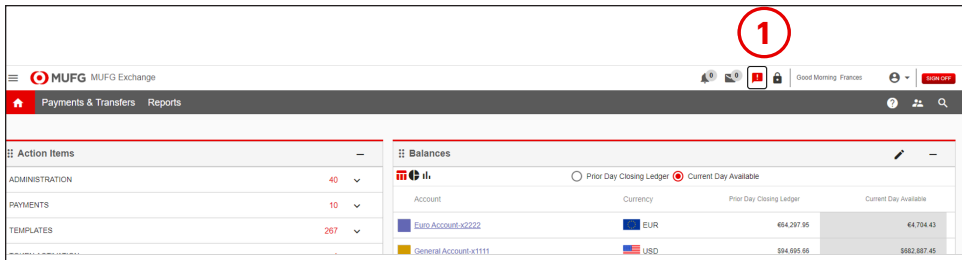
MUFG Exchange Confidential Information – Message Center

Sign on to the MUFG Exchange to access Message Center. Here you can send and view confidential messages with the security of 128-bit encryption, a level of protection not available with email applications.

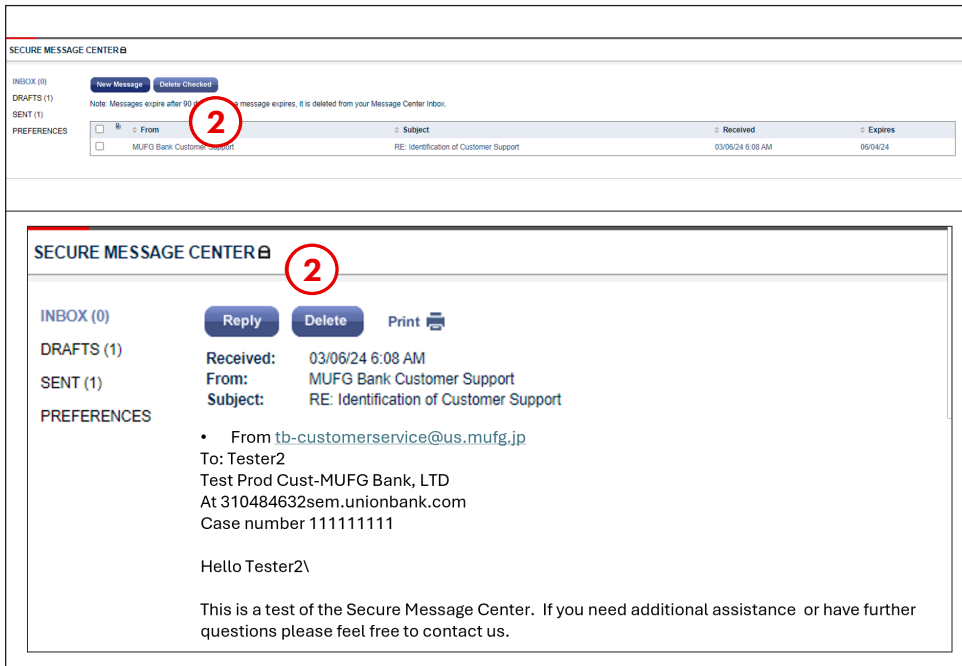
Email notifications of new, incoming secure messages can be setup in the Preferences Option available when you click on the Message Center Icon. If email notification is not setup, you will need to check the Message Center frequently to confirm if a secure message has been received.

For your protection, you should not use your personal or business email to send confidential financial information.

- 1 Click on the envelope icon. This will open the message center. If you have received a message there will be a circle and a number indicating the number of messages you have received.



- 2 If a message is indicated in the In Box, click on the message to open it.



- 3 Click on **New Message** to create and send a message to Customer Service. You can attach a file(s), send the new message, save it as a draft, or cancel.

SECURE MESSAGE CENTER

INBOX (0) **New Message** Delete Checked

DRAFTS (1) Note: Messages expire after 90 days. When a message expires, it is deleted from your Message Center inbox.

SENT (1)

PREFERENCES

| <input type="checkbox"/> | From | Subject | Received | Expires |
|--------------------------|----------------------------|--|------------------|----------|
| <input type="checkbox"/> | MUFG Bank Customer Support | RE: Identification of Customer Support | 03/06/24 6:08 AM | 06/04/24 |

SECURE MESSAGE CENTER

INBOX (0) Regarding: MUFG Bank Customer Support

DRAFTS (1) Subject:

SENT (1)

PREFERENCES Attach File(s) Message Body:

Send Message Save as Draft Cancel

- 4 Click on **Preferences** to setup email notification to advise when a secured message has been received. You may also change the email address you wish to use to receive notifications.

SECURE MESSAGE CENTER

INBOX (0) **Preferences**

DRAFTS (1) You can set and change your preferences below.

SENT (1) Notify me by email when I receive a message in the Message Center. Yes No

PREFERENCES If you choose not to receive email notifications when you have a new secure message, you will need to log in regularly in order to review new secure messages.

Notifications will be sent to FXXXXa@us.mufg.jp.

If you would like to change your e-mail address, please [click here](#).

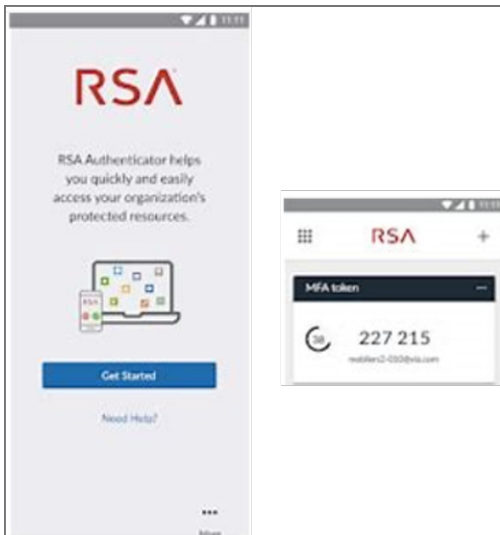
Submit

MUFG Exchange Token Management Overview

A token is assigned to each user in order to provide additional security for authenticating user access to MUFG Exchange. A mobile token using the RSA Token app is the preferred and default option for all users. A physical token device is available on request.

The **RSA SecurID** app can be found by searching in the [Apple App Store](#) and [Google Play store](#). The **token passcode** consists of two components:

- 1 A password, *plus*
- 2 The random 6-digit number displayed on the token, which changes every minute.



SecurID Token

NOTE: The countdown timer or bars next to the SecurID token indicate the time remaining before the currently displayed number is refreshed to reveal a new number. If there is only a single bar displayed, wait for the number to change and then enter the new number to create your password.

Web Administrators* have the ability to manage user entitlements and tokens easily using the **Administration Console** within the MUFG Exchange Entitlements include:

- Assigning tokens
- Re-assigning tokens
- Enrolling for tokens for Financial Center sign on
- Removing a tokens requirement for Financial Center sign on
- Locking a user's token
- Unlocking a user's token
- Resetting a user's token
- Ordering tokens
- Sending a temporary password for Mobile App users.

**These features are only available to Web Administrators who are currently using tokens in the MUFG Exchange.*

Token Management

The Token Management page provides a consolidated status of user entitlements for tokens as well as detailed log information. To access Token Management*:

- 1 Sign On to MUFG Exchange.
- 2 Go to the **Administration Console**.
- 3 Select **Security Tokens** from the drop-down menu.

The screenshot shows the Administration Console interface. At the top, it says 'Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK'. Below that is a 'Manage Entitlements' section with instructions to click on services to view all users or edit their entitlements. A dropdown menu is open under 'Manage Users', with 'Security Tokens' highlighted and circled in red with the number 3. Other options in the menu include 'Maintain Security', 'User Security Settings', 'Manage IP Address Restrictions', and 'Allow Dual Control of Work Orders'. Below the menu is a table of users with columns for 'Active', 'Last, First Name', 'User ID', 'Edit', 'File Transmission', 'Mobile Business Center', 'Payables Services', 'Total Biller Solution', and 'Check Manager'. A 'Refresh' button is at the bottom right.

- 4 The **Alert: Security Token Required** screen will display. Enter your 6-digit pin and the 6 digits from your token.

The screenshot shows the 'Alert: Security Token Required' screen. It has an 'Instructions:' section with an image of a MUFG token and text: 'Please enter your token passcode in the field below and click 'Submit'. If your token is new, or reset, only enter the six-digit number on your token.' Below this is a legend: '* = Required Field'. The form contains a 'User ID' field with the value 'Tester 1' and a 'Token Passcode' field with a masked input (dots) and a visibility icon. The 'Token Passcode' field is circled in red with the number 4. At the bottom, there are 'Cancel' and 'Submit' buttons. A footer message reads: 'Need assistance? Contact customer service at: 1-844-544-0387, option 2, from 8am-7pm ET'.

The Token Management page lists your organization's users and provides the following statistics for each token:

- 1 Token Expiration
- 2 Token Serial Number
- 3 User Name
- 4 User ID
- 5 User Type
- 6 Token Type
- 7 Token Status
- 8 Use Token at Login

Note: When a user activates a new token to replace an existing expiring token, the new token will be displayed in Token Management the next day.

| Token Expiration | Token Serial # | User Name | User ID | User Type | Token Type | Token Status* | Use Token at Login |
|------------------|----------------|--------------------|-----------------|-----------|------------|---------------|--------------------|
| 4,314 Days | 000411113454 | TestWA01_APS We... | apsmufgtestwa01 | WEB | Mobile | Active | Yes |
| 4,314 Days | 000154705120 | TestWA04_Joe | mufjoetest4 | WEB | Mobile | Locked | Yes |
| 4,314 Days | 000154704499 | TestWA3_Joe | mufjoetest3 | WEB | Mobile | Active | Yes |
| 4,314 Days | 000154707732 | TestWA8_Joe | mufjoetest8 | WEB | Mobile | Active | Yes |

You can also use the Token Management page for convenient access to:

- **User Profile** by clicking either the user name or user ID.
- **Administration Console** with the command button at the bottom of the page.
- **Token Transaction Log** with the command button at the bottom of the page.
- **Request Additional Tokens** with the command button at the bottom of the page.

| Token Expiration | Token Serial # | User Name | User ID | User Type | Token Type | Token Status* | Use Token at Login |
|------------------|----------------|---------------|--------------|-----------|------------|---------------|--------------------|
| N/A | N/A | testing_A | aaatesting | EMP | N/A | N/A | N/A |
| N/A | N/A | user_Test | jsmith98 | EMP | N/A | N/A | N/A |
| N/A | N/A | user1234_new | nuser1234 | EMP | Mobile | Enabled | Yes |
| N/A | N/A | validch91_loc | lqcvalidch91 | EMP | Mobile | Enabled | Yes |
| N/A | N/A | valla_frances | fpvalla01 | EMP | Mobile | Enabled | Yes |
| N/A | N/A | vutukuru_Sai | 6331376sso22 | WEB | Mobile | Enabled | Yes |

*The Token Status field indicates the status of the RSA token only. To view RSA User/Token Status, select the User Name or User ID to launch the User Profile, click on "Edit Security Token".

You have ordered **16** additional token(s).

NOTE : Please replace expiring tokens 30 days before they expire. If you have a token that is not on the list above, or if you have any questions, please call Customer Service at: 1-844-544-0387, option 2, from 8am-7pm ET.

[Admin Console](#)
[Token Transaction Log](#)
[Request Additional Tokens](#)
[Reset](#)

Token Transaction Log

The **Token Transaction Log** provides all token maintenance actions taken in the past 90 days

- 1 This activity is tracked by user.
- 2 Use the Token Transaction Log to understand the status of your organization's tokens.
- 3 To view activity for a specified time period, simply changing the dates in the search criteria.
- 4 Click Token Management to view.

Token Transaction Log

From: 12/14/2023 To: 03/13/2024 Include Token Logins

Results per page 10 115 items found, displaying 71 to 80. [First/Prev] 4, 5, 6, 7, 8, 9, 10, 11 [Next/Last]

| Date | Token Serial # | User Name | User ID | Action | Performed By | Change Request # |
|------------|----------------|----------------------|--------------|------------------------------|--------------|------------------|
| 01/19/2024 | 000154707732 | TestWA8_Joe | mufgjoetest8 | Lock Token | mufgjoetest1 | |
| 01/19/2024 | 000154707732 | TestWA8_Joe | mufgjoetest8 | Enable Mobile Token | mufgjoetest1 | |
| 01/17/2024 | | test117_test117 | test117 | Enable Mobile Token at login | ub28439 | |
| 01/14/2024 | | TestWA7_Joe | mufgjoetest7 | Enable Mobile Token at login | mufgjoetest1 | |
| 01/14/2024 | 000154701860 | Delete114, Delete114 | delete114 | Replace with Mobile Token | delete114 | |
| 01/14/2024 | 000154708022 | shields_alla | alla123456 | Activate Mobile Token | alla123456 | |
| 01/14/2024 | | nohost92_lgc | lcnohost92 | Enable Mobile Token at login | mufgjarek | |
| 01/14/2024 | 000154705192 | maciejewski_jarek | mufgjarek | Replace with Mobile Token | mufgjarek | |
| 01/14/2024 | | shields_alla | alla123456 | Enable Mobile Token at login | 6331376sso3 | |
| 01/14/2024 | 000154707576 | Delete114, Delete114 | delete114 | Activate Mobile Token | delete114 | |

Assigning Security Tokens

Physical tokens are obtained from the bank and will be displayed as inventory when the system administrator selects a serial number from the list of numbers. A mobile token will be assigned a default serial number by the Exchange system. A physical token has a serial number and will be displayed when the system administrator selects one from the physical token inventory To assign a security token to a user:

- 1 Sign On to the Financial Center.
- 2 Go to the **Administration Console**.
- 3 On the Administration Console screen, click on the user name in the Last, FirstName column in the Manage User Section.

Administration Console

Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK For more information, please refer to User Help

Manage Entitlements
Click on services below to view all the Users.
Click "Edit" to modify that User's entitlements.

→ Create a New User | Maintain Security View Change Request Status

Manage Users Scroll right to view other services

Click on a User to edit their profile

| Active | User Last, First Name | User ID | Payments and Reporting | File Transmission | Mobile Business Center | Payables Services | Total Biller Solution | Check Manager |
|-------------------------------------|-----------------------|-------------------|------------------------|-------------------|------------------------|-------------------|-----------------------|---------------|
| <input checked="" type="checkbox"/> | test117_j | Test117 | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | testeol113_j | Testeol113 | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | testing_a | Aaatesting | Pending Enrollment | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input type="checkbox"/> | testwa01_a | Apsmufgtestwa0... | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input type="checkbox"/> | testwa04_j | Mufgjoetest4 | Restore | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input type="checkbox"/> | testwa3_j | Mufgjoetest3 | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | testwa7_j | Mufgjoetest7 | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input type="checkbox"/> | testwa8_j | Mufgjoetest8 | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |

→ Refresh

- 4 The user's Edit User Profile screen will display. In the Security Maintenance Section, click **Assign Security Token**.

Edit User Profile

Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK

Edit User Info

User ID : **aaatesting**
 Last Valid Login :
 Last Contact Info Review :
 First Name : A
 Middle Name :
 Last Name : testing
 Email Address : rXXXXXXXXa@us.mufg.jp
 Send High Risk Transactions email : Yes
 Notify user by email about offers, promotions, and new products : No
 User Type ? : Web User

Security Maintenance ?


User Access Status: Active
 Challenge Questions Status: Inactive
 Last Challenge Questions Change:

Manage User Phones
 Lock User Access
Assign Security Token 4
 Permanently Delete User

- 5 The **Alert: Security Token Required** screen will display. Enter your 6-digit pin + the 6 digits from your token.

Alert: Security Token Required

Instructions:



Please enter your token passcode in the field below and click 'Submit'. If your token is new, or reset, only enter the six-digit number on your token.

* = Required Field

User ID: Tester1

* Token Passcode:

- 6 If the user will use a physical token, click the drop-down arrow on the **Physical Token Serial Number** window to display the inventory of physical token serial numbers available to be assigned. Select a token serial number and click Assign.

If there are no serial numbers, **Request Additional Physical Tokens** as outlined in the previous section.

Note: Use Token for Login Authentication is a system default and will always be checked.

- 7 If the user will be using a mobile token, click the box to the left of **Enable this user for mobile token**.
- 8 Click **Assigned**.

Assign Security Token

User ID: **aaatesting**

Physical Token Serial Number :


000424419087

000424419089

000424419090

000419213053

Enable This User for Mobile Token :

Use Token for Login Authentication 

- 9 A confirmation message will display. If a physical token was assigned the physical token serial number will display. If a mobile token was assigned, the serial number will be blank. Click OK.

Assign Token Confirmation

User ID : **sampleuserid**

Token Serial Number : 000424419089

Temporary Password for Mobile Tokens.

After a new User has been defined, the user ID and name will appear in the Administration Console. Only new users who will be using a mobile token are required to have a temporary password the first time they log into MUFG Exchange or if their token is reset. When requested, the system will generate a temporary password and email it to the user's address defined on the Edit User Profile screen. The temporary password is active for 48 hours, then it will expire.

- 1 On the Administration Console screen, click on the user's name in the column titled Last, First Name.

Administration Console

Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK

For more information, please refer to User Help

Manage Entitlements
Click on services below to view all the Users.
Click 'Edit' to modify that User's entitlements.

→ Create a New User Maintain Security View Change Request Status

Manage Users
Click on a User to view that User's profile. Scroll right to view other services

| Active | User Last, First Name | User ID | Payments and Reporting | File Transmission | Mobile Business Center | Payables Services | Total Biller Solution | Check Manager |
|-------------------------------------|-----------------------|----------------|--|-------------------|------------------------|-------------------|-----------------------|---------------|
| <input checked="" type="checkbox"/> | 012724testch02 | 012724testch02 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 012724tester00 | 012724tester00 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 012724testmp01 | 012724testmp01 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 022224pretest | 022224pretest | Pending Enrollment | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 022424chtest | 022424chtest | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete | Pending Enrollment | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |

→ Refresh

- 2 The Edit User Profile screen will display. Select **Assign Security Token** in the Security Maintenance Section.

Edit User Profile

Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK

Edit User Info

User ID : **012724testmp01**
Last Valid Login : **01/28/24-04:10**
Last Contact Info Review :

First Name : 012724TestMP01
Middle Name :
Last Name : 012724TestMP01
Email Address : aXXXXXXXXg@us.mufg.jp

Send High Risk Transactions email : Yes

Notify user by email about offers, promotions, and new products : No

User Type ⓘ : Web User

Security Maintenance ⓘ

User Access Status: Temporary not active

Challenge Questions Status: Active

Last Challenge Questions Change: 01/28/24-04:11

Manage User Phones

Lock User Access

Reset Challenge Questions

Assign Security Token 2

Permanently Delete User


Note:
Once a User is permanently deleted, their entitlements cannot be copied to another User.

→ Admin Console

- 3 The **Alert Security Token Required Screen** will display. Enter your 6-digit pin and the 6-digit code from your token. Click **Submit**.

Alert: Security Token Required

Instructions:



Please enter your token passcode in the field below and click 'Submit'. If your token is new, or reset, only enter the six-digit number on your token.

* = Required Field

User ID: UserID11

* Token Passcode:

Need assistance? Contact customer service at:
1-844-544-0387, option 2, from 8am-7pm ET

- 4 Click the box to the right of "Enable this User for Mobile Token" by clicking the box.
- 5 Click the **Assign** button in the bottom right of the Assign Security Token screen.


Assign Security Token

User ID: **012724testemp01**

Physical Token Serial Number :

-OR-

Enable This User for Mobile Token :

Use Token for Login Authentication 

- 6 A message will display showing the Assign Token Confirmation. Click OK.

Assign Token Confirmation

User ID : **apriltest100**

Token Serial Number :

- 7 The Edit User Profile screen will display. In the Security Maintenance section, Click the action button for **Email Temporary Password**.

Tester1 TEST PROD CUST – MUFG BANK LTD TB NEWYORK

User ID : **Tester12** Edit User Info

Last Valid Login :
Last Contact Info Review :

First Name : **Test**
Middle Name :
Last Name : **User**
Email Address : aXXXXXXXXXXn@unionbank.com

Send High Risk Transactions email : No

Notify user by email about offers, promotions, and new products : No

Security Maintenance ⓘ

User Access Status: **Unissued**

Challenge Questions Status: **Inactive**

Last Challenge Questions Change:

Email Temporary Password 7

Manage User Phones

Lock User Access

Assign Security Token

- 8 A message will display “* The temporary password is sent to the user Firstname Lastname.”

Edit User Profile

Tester TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK

The temporary password is sent to the user Tet Five. 8

User ID : **testfive** Edit User Info

Last Valid Login :
Last Contact Info Review :

First Name : **Tet**
Middle Name :
Last Name : **Five**
Email Address : rXXXXXXXXXa@us.mufg.jp

Send High Risk Transactions email: Yes

Security Maintenance ⓘ

User Access Status: **Active**

Challenge Questions Status: **Inactive**

Last Password Change:

Last Challenge Questions Change:

Issue Temporary Password

- 9 Within minutes, the MUFG Exchange system will generate three emails to the new user. The first email is a Welcome to MUFG Bank. The second email will have the new user’s UserID. The third email will have the new user’s temporary password. If the user does not receive any of these emails, have them check their spam folder.

MUFG Email Security Zone
Name: Paulette Valla
Account Ending in: 1772

Your Temporary Password

Dear **Tester One**

Your request for an MUFG Exchange password has been completed.

Your temporary password is: **gOC97425** 9

Please use this with your User ID to sign on to MUFG Exchange where after answering security questions, you will be directed to the mobile token activation process. This temporary password will expire after 48 hours.

If you did not make this request, please call us at 1-844-544-0387, option 2, from 8am-7pm ET.

Thank you for banking with MUFG Bank.

Please do not reply to this message. This email was sent to you as a service communication from MUFG Bank, Ltd. If you wish to send us a reply, please send us a secure message through the "Message Center".

Protect yourself against identity theft. Never enter information about your account(s) on an untrusted webpage. MUFG Bank, Ltd. will not initiate a request via email for your sensitive information. For additional information, please read our [Privacy Policy](#).

This email was sent by: MUFG Bank, Ltd. • 1251 Avenue of the Americas • Mail Code V03-955 • New York, NY 10020-1104

Editing Security Token Entitlements

Security Tokens, both physical and mobile, can be edited. The options for editing Security Tokens are: Unassign Token, Reset Pin/Token Password and Lock Token. To edit security token entitlements:

- 1 Sign On to the MUFG Exchange.
- 2 Go to the **Administration Console**.
- 3 On the Administration Console screen, click on the user's name in the Last, First Name column. The Edit User Profile window will display.

Administration Console 2

Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK For more information, please refer to User Help

Manage Entitlements
Click on services below to view all the Users.
Click "Edit" to modify that User's entitlements.

[Create a New User](#) Maintain Security [View Change Request Status](#)

Manage Users Scroll right to view other services

Click on a User to edit their profile

| Active | Users | Payments and Reporting | File Transmission | Mobile Business Center | Payables Services | Total Biller Solution | Check Manager |
|-------------------------------------|-----------------|------------------------|--|------------------------|-------------------|-----------------------|---------------|
| | Last, FirstName | User ID | | | | | |
| <input checked="" type="checkbox"/> | 012724testch02 | 012724testch02 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 012724tester00 | 012724tester00 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 012724testmp01 | 012724testmp... | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 022224pretest | 022224pretest | Pending Enrollment | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 022424chtest | 022424chtest | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete | Pending Enrollment | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete... | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete... | Enroll | Enroll | Enroll | Enroll | Enroll |

3

- 4 Click **Edit Security Token** and the **Security Token Settings** screen will pop up.

Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK

[Edit User Info](#)

User ID : **delete113**

Last Valid Login : **01/13/24-21:10**

Last Contact Info Review : **01/13/24-21:10**

First Name : delete113

Middle Name : Mufgdyngis01

Last Name : delete113

Email Address : aXXXXXXXXXXg@yahoo.com

Send High Risk Transactions email : Yes

Notify user by email about offers, promotions, and new products : No

User Type i : Web User

Security Maintenance i

Challenge Questions Status: Active

Last Challenge Questions Change: 01/13/24-21:06

[Manage User Phones](#)

[Lock User Access](#)

[Reset Challenge Questions](#)

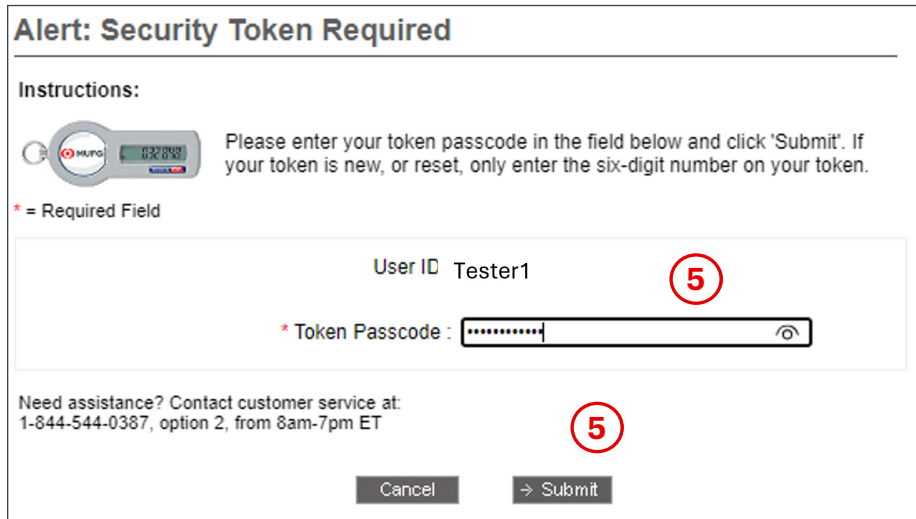
[Edit Security Token](#) 4

[Permanently Delete User](#)

Note:
Once a User is permanently deleted, their entitlements cannot be copied to another User.


[Admin Console](#)

- 5 The **Alert: Security Token Required** screen will display. Enter your 6-digit pin and the 6 digits from the token. Click **Submit**.




Alert: Security Token Required

Instructions:

 Please enter your token passcode in the field below and click 'Submit'. If your token is new, or reset, only enter the six-digit number on your token.

* = Required Field

User ID Tester1 **5**

* Token Passcode : 

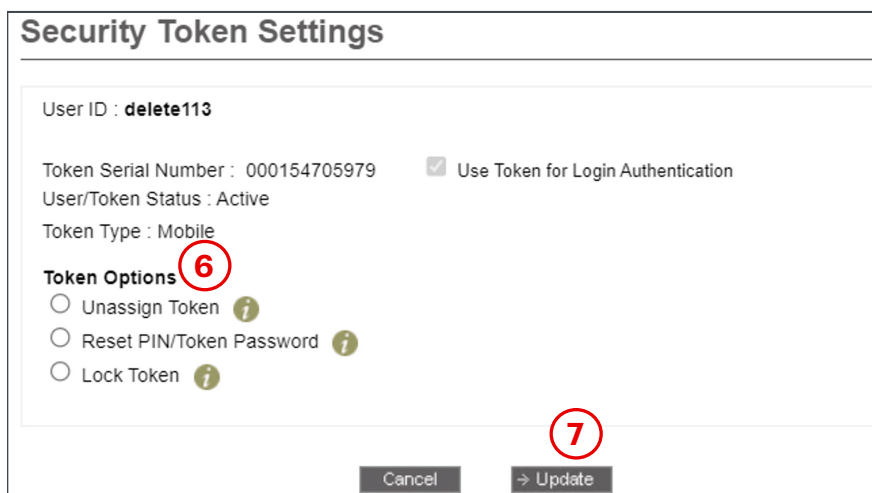
Need assistance? Contact customer service at:
1-844-544-0387, option 2, from 8am-7pm ET **5**

- 6 Select the appropriate token update option:

- **Unassign Token** – Unassigning a token will remove all token-related entitlements including Login Authentication and Payment approvals. If the user has a physical Token it will then become available for assignment to another user.
- **Reset Token** – The token can be reset in the event that the user has forgotten their PIN/Token password. If a physical token, after reset, the user will sign on using their six-digit token code instead of token passcode (six-digit pin six-digit token code), then go through the steps of activating their token. If a mobile token, the System Administrator must email the user a temporary password. The user will use the temporary password + six-digit token code to activate the mobile token. The temporary password is active for 48 hours.
- **Lock Token** – The token can be locked or unlocked for security reasons. Locking a token will prevent sign on to the MUFG Exchange system or approval of payments until the token is unlocked.

Note: If a user's token is locked the Option will display as Unlock Token.

- 7 Click **Update**.



Security Token Settings


User ID : delete113


Token Serial Number : 000154705979 Use Token for Login Authentication


User/Token Status : Active

Token Type : Mobile

Token Options **6**

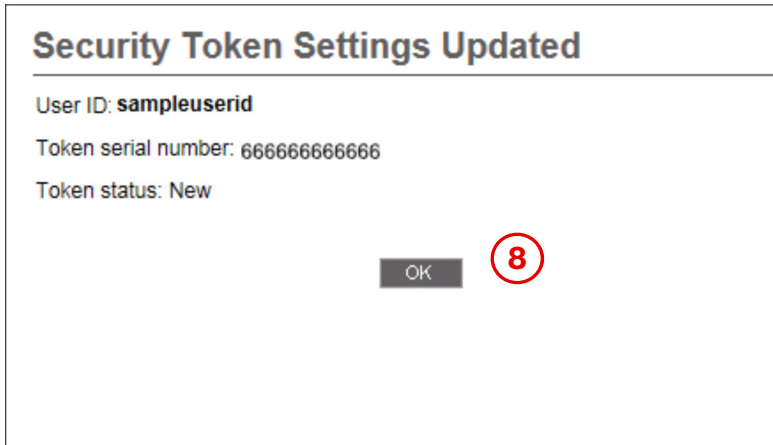
Unassign Token 

Reset PIN/Token Password 

Lock Token 

7

8 A confirmation window will display. Click OK.

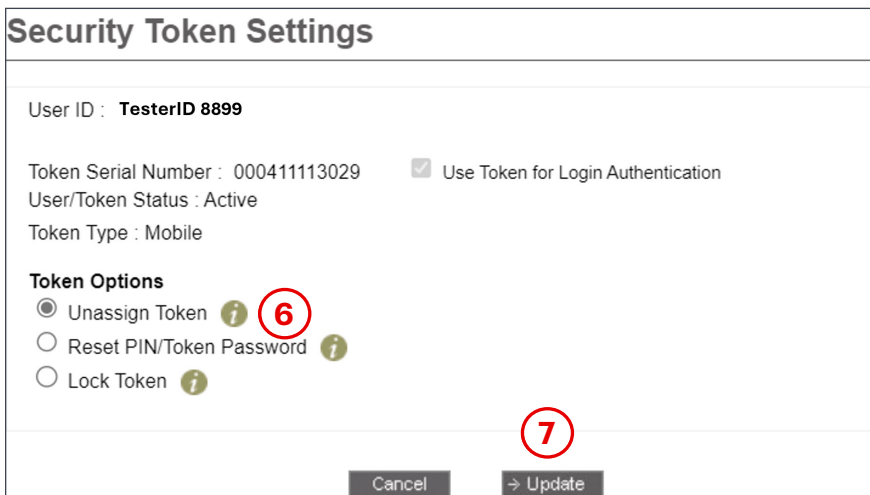


Unassign a Token

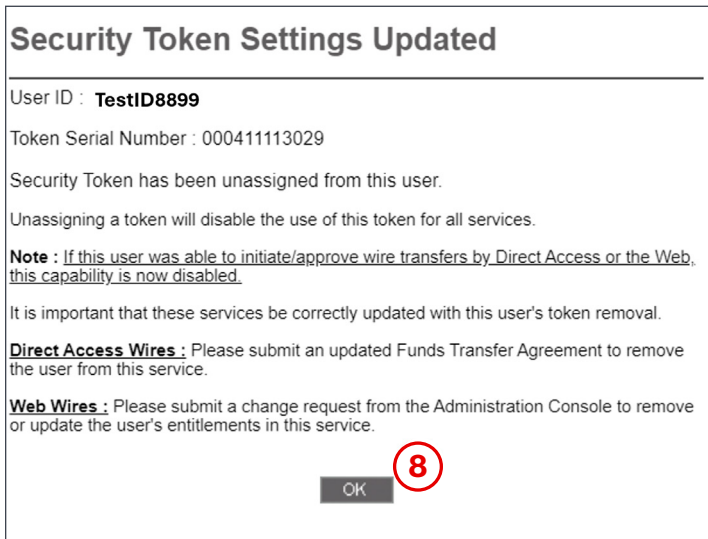
Complete Steps 1 through 5 in Editing Security Token Entitlements.

6 On the Security Token Setting screen, click **Unassign Token**.

7 Click **Update**.



8 A confirmation window will display. Click OK.



- 9 At the user's name on the Administration Console, in the Active column, the token icon will no longer be displayed.

| Manage Entitlements | | | | | | | |
|---------------------|---|------------------------|-------------------|------------------------|-------------------|-----------------------|---------------|
| Manage Users | | Payments and Reporting | File Transmission | Mobile Business Center | Payables Services | Total Biller Solution | Check Manager |
| Active | 9 | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |

Locking a Token

Complete steps 1 through 5 in Editing Security Token Entitlements.

Note: the Unlock Option will only be available if the token is currently locked.

- 6 On the Security Token Settings screen, click **Lock Token**.
- 7 Click **Update**.

Security Token Settings

User ID : sampleuser1

Token Serial Number : sampleuser1 Use Token for Login Authentication

Token Status :

Token Type :

Token Options

Unassign Token ?

Reset Token Password ?

Lock Token ? 6

7

- 8 A confirmation window will display. Click OK.

Security Token Settings Updated

User ID: sampleuser1

Token serial number: XXXXXXXXXXXX

Token status: Locked

Use Token for login authentication

8

- 9 The Edit User Profile screen will display with a message confirming the user's token has been locked.

Edit User Profile

Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK

The user's access is locked for 012724Tester00 012724Tester00. 9

User ID : 012724tester00

Last Valid Login :

Last Contact Info Review :

First Name : 012724Tester00

Middle Name :

Last Name : 012724Tester00

Email Address : tXXXXXXXXXXXXXXXXXt@us.mufg.jp

Send High Risk Transactions email : Yes

Notify user by email about offers, promotions, and new products : No

User Type : Web User

Security Maintenance

User Access Status: Locked

Challenge Questions Status: Inactive

Last Challenge Questions Change:

Manage User Phones

Unlock User Access

Assign Security Token

Permanently Delete User

Note: Once a User is permanently deleted, their entitlements cannot be copied to another User.

Admin Console

Unlocking a Token

Complete steps 1 through 5 in Editing Security Token Entitlements.

Note: the Unlock Option will only be available if the token is currently locked.

- 6 On the Security Token Setting screen, select **Unlock Token**.
- 7 Click **Update**.

Security Token Settings

User ID : sampleuser1

Token Serial Number : XXXXXXXXXXXX Use Token for Login Authentication

Token Status : Locked

Token Type : Physical

Token Options

Unassign Token

Reset Token Password

Unlock Token

Cancel Update

- 8 A confirmation window will display. Click OK.

Security Token Settings Updated

User ID: sampleuser1

Token serial number: XXXXXXXXXXXX

Token status: Unlocked

Use Token for login authentication

OK

- 9 The Edit User Profile screen will display with a message confirming the user's token has been unlocked. .

Edit User Profile

Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK

9

- The user's access is unlocked for 012724Tester00 012724Tester00.If the user has a token assigned please check the token status by clicking on "Edit Security Token". If the token status is locked, please unlock the token if required. Both user and token must be unlocked for user to access the system.

Edit User Info

User ID : **012724tester00**

Last Valid Login :

Last Contact Info Review :

First Name : 012724Tester00

Middle Name :

Last Name : 012724Tester00

Email Address : tXXXXXXXXXXXXXXXXt@us.mufg.jp

Send High Risk Transactions email : Yes

Notify user by email about offers, promotions, and new products : No

User Type ? : Web User

Security Maintenance ?

User Access Status: Active

Challenge Questions Status: Inactive

Last Challenge Questions Change:

Manage User Phones

Lock User Access

Assign Security Token

Permanently Delete User

Note:
Once a User is permanently deleted, their entitlements cannot be copied to another User.

Deleting User with Token Entitlements

All users of the MUFG Exchange system have either a physical or mobile token assigned to them. You can easily identify users assigned a token by looking for the token icon in front of the user's name on the Administration Console.

If you need to delete a user with a security token from MUFG Exchange, the token must first be removed or unassigned. This requires a two-step process in order to ensure that the token can be reassigned, and your token inventory is correct.

The steps for Unassigning a Token are the same as in section [Editing Security Token Entitlements](#).

Note: Permanently Deleting a User will only delete the User Profile. For Steps and screen prints on how to permanently delete a user, see [Manage User Access: Delete User Permanently](#).

For audit purposes, the user ID will remain on the Admin Console in a status of restore and on the User Maintenance screen in a deleted status. Any activity by the user on the Exchange system will be retained for 365 days. A User Audit Report may be initiated to view the user's activity on the MUFG Exchange System. See section [User Audit Report](#) for information on how to create an Audit Report.

MUFG Exchange IP Address Restriction Overview

MUFG Exchange can be configured or restricted to accept 'sign-ins' from your users only if they originate from an IP address that is on an approved list of addresses. This feature is called IP Address Restriction.

If your company utilizes known IP addresses to access the Internet, then IP Address Restriction can be utilized as an additional security feature that will prevent any user from signing into MUFG Exchange from any IP address other than your own.

This guide contains easy to follow instructions, and also informs you on how to exempt specific users from this restriction (due to traveling and other needs).

IP Address Restriction

To access the IP Address Restriction Page:

- 1 **Sign on** to MUFG Exchange.
- 2 Click on the **Administration Console**.
- 3 Click on the drop down arrow to the right of the Maintain Security window. An options window will open.
- 4 Select **Manage IP Address Restrictions**.

The screenshot shows the Administration Console interface. At the top, there is a header with the text "Administration Console" and a red circle with the number "2" next to it. Below the header, there is a navigation bar with a dropdown menu. The dropdown menu is open, showing several options: "Maintain Security", "Security Tokens", "User Security Settings", "Manage IP Address Restrictions", and "Allow Dual Control of Work Orders". The "Manage IP Address Restrictions" option is highlighted with a red circle and the number "4".

Below the navigation bar, there is a table with columns for "Last, FirstName", "User ID", "Edit", "Enroll", "Mobile Business Center", "Payables Services", "Total Biller Solution", and "Check Manager". The table contains several rows of user data. A red circle with the number "3" is placed over the "Maintain Security" dropdown menu.

| Active | Last, FirstName | User ID | Edit | Enroll | Mobile Business Center | Payables Services | Total Biller Solution | Check Manager |
|-------------------------------------|-----------------|-------------------|--|--------|------------------------|-------------------|-----------------------|---------------|
| <input checked="" type="checkbox"/> | 012724testch02 | 012724testch02 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 012724tester00 | 012724tester00 | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 012724testmp01 | 012724testmp... | <input checked="" type="checkbox"/> Edit | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 022224pretest. | 022224pretest. | Pending Enrollment | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 022424chtest. | 022424chtest | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete | Pending Enrollment | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete... | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |
| <input checked="" type="checkbox"/> | 03092024delete | 03092024delete... | Enroll | Enroll | Enroll | Enroll | Enroll | Enroll |

The Company IP Address Restriction page controls the use of this feature and allows you to enter and update your list of IP addresses.

This page allows you to;

- 1 Turn IP Address Restriction On.
- 2 Turn IP Address Restriction Off
- 3 Add, change, or delete individual IP addresses

If you turn off IP address restriction, MUFG Exchange will automatically save your addresses, which can be activated by turning this feature back on.

Note: An asterisk can be used to indicate a range of numbers in the quartiles.

- 4 When you make changes on this page click **Submit**. If you have a token, you will be requested to enter your token passcode. Once this is validated you will receive a confirmation page of your changes which will be implemented immediately.

Company IP Address Restriction

Security Administrator TEST PROD CUST - MUFG BANK, LTD., TB NEWYORK

As an additional security feature, your online users can be restricted to accessing the MUFG Exchange from only the Internet Protocol (IP) addresses that your company uses to connect to the Internet.

Please select 'Turn On' to activate the IP Address Restriction security setting.

Turn **Off** IP Address Restriction **2**

Turn **On** IP Address Restriction **1**

Then enter the permitted IP addresses below, and then click on 'Submit'. To remove an address, remove the checkmark beside the address. (To enter in a range of addresses, use an asterisk in the address, i.e. xxx.xxx.xxx.*)

| IP Address 3 | Add/Remove |
|----------------------|--------------------------|
| <input type="text"/> | <input type="checkbox"/> |
| <input type="text"/> | <input type="checkbox"/> |
| <input type="text"/> | <input type="checkbox"/> |
| <input type="text"/> | <input type="checkbox"/> |
| <input type="text"/> | <input type="checkbox"/> |

Click [here](#) if you need to add more addresses.

The IP addresses entered will only be active if 'Turn On' is selected.

Note: This security feature is recommended only if you can provide a definitive list of externally-facing IP addresses. Users who access the MUFG Exchange using several different workstations in your office, with a wireless device such as an "aircard" or from a hotel or offsite connection when travelling, will not be able to use this feature.

Such individual users can be exempted from using these IP addresses by accessing the user's profile from the Administration Console, and adding a check mark to the "Exempt this user from any IP address restrictions" feature **4**

[Admin Console](#) [Reset](#) [Submit](#)

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