

# Instructions

## for administration in the Raiffeisen Business Online system



### **Raiffeisen Business Online support service**

(Mon-Fri 8:00-22:00, Sat-Sun 8:00-20:00)

[clientbank.support@raiffeisen.ua](mailto:clientbank.support@raiffeisen.ua)

**0 800 505 770**

**0 800 400 470**

**+ 38 (044) 495 41 40**

(in Kyiv and from abroad)

### **Calls from abroad**

**+38 (044) 230 99 98**

(acc. to tariffs of provider)

### **Support service for foreign currency transactions**

(Mon-Fri 9:00-18:00)

**0 800 400 425**

**0 800 500 025**

**+38 (044) 299 10 99**

(in Kyiv and from abroad)

Ukraine, 01011, 4a Generala Almazova St., Kyiv, Ukraine <https://raiffeisen.ua/>


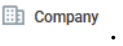
## CONTENTS

1. Company profile
  - 1.1. User rights
  - 1.2. Editing company details
2. Administration of employees
  - 2.1. User rights
  - 2.2. Administration panel interface
  - 2.3. Available list of actions with entries in the employee list
  - 2.4. View detailed information about an employee
    - 2.4.1. "Profile" tab
    - 2.4.2. "Keys" tab
    - 2.4.3. "Rights to accounts" tab
    - 2.4.4. "Other rights" tab
    - 2.4.5. "Default accounts" tab
    - 2.4.6. "Entry history" tab
    - 2.4.7. "Account assumed names" tab
    - 2.4.8. "Notifications" tab
      - 2.4.8.1. Service notifications
      - 2.4.8.2. SMS notifications for additional confirmation of actions and operations in the system
      - 2.4.8.3. Setting up and connecting notifications
3. Applications for registration of employees' ES keys
  - 3.1. User rights
  - 3.2. "Registration requests" menu interface
    - 3.2.1. Workspace
  - 3.3. Application approval
4. IP filter
5. Access channels

## 1. Company profile

### 1.1. User rights



The user can view the company profile from any page or menu of the system.

To view the company profile, click on the name of the organization in the upper right corner of the system screen form  and select the appropriate item from the drop-down list .

The right to edit the company profile is automatically granted to the user with the right of 1 (first) signature.

The right to view the company profile is granted to all active users of the system with lower signature groups.

### 1.2. Editing company details

To edit the details, go to the "Company" and click the button . In the form that appears, fill in/change the required fields and click the button .

Attributes displayed in the company profile and not subject to editing:

- **Title** – company name\ full name in Ukrainian;

- **EDRPOU\INN;**

- **Address** – registration address in Ukrainian.

The following attributes can be edited:

- **Client information in English:**

- **Customer name** – manually enter the company name\full name of the individual. The field is required if at least one of the attributes is filled in English;

- **Region** – manually enter the region in English;

- **District** – manually enter the district in English;

- **Type of locality** – select the value of the locality type in English from the drop-down list. The field is required if at least one of the attributes is filled in English;

- **Locality** – manually enter the locality in English. The field is required if at least one of the attributes is filled in English;

- **Street type** – select the street type in English from the drop-down list. The field is required if at least one of the attributes is filled in English;

- **Street name** – manually enter the street name in English. The field is required if at least one of the attributes is filled in English;

- **House number** – manually enter the house number in English. The field is required if at least one of the attributes is filled in English;

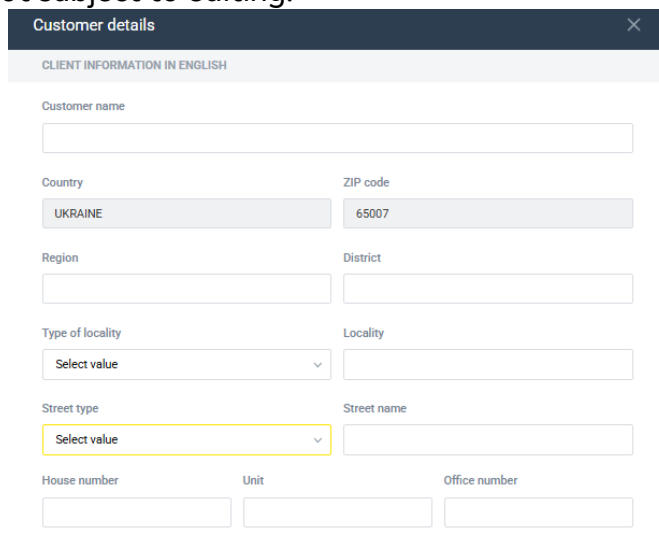
- **Unit** – manually enter the unit in English;

- **Office number** – manually enter the office number in English

- **Responsible person:**

- **Contact person** – manually enter the full name of the person whom the Bank will be able to contact in case of any questions or comments, if any;

- **Phone** – manually enter the contact phone number of the responsible person with the international code of Ukraine (automatically substituted) and the city code/mobile operator code;



**Customer details**

CLIENT INFORMATION IN ENGLISH

Customer name

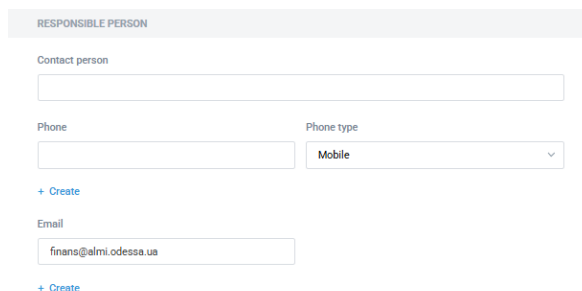
Country: UKRAINE ZIP code: 65007

Region: District:

Type of locality: Select value Locality:

Street type: Select value Street name:

House number: Unit: Office number:



**RESPONSIBLE PERSON**

Contact person

Phone: Phone type: Mobile

+ Create

Email: finans@almi.odessa.ua

+ Create

- **Phone type** – select the type of contact phone number specified in the “Phone” field from the drop-down list;
- **Email** – manually enter the e-mail address of the responsible person, if available.

If you need to specify several contact phone numbers or e-mail addresses, click the button [+ Create](#) and fill in the appropriate fields that appear.

**Please note!** Data in English shall be filled in and edited in the following order:

**The data is filled in by the Client independently:**

- a) when creating the first payment instruction in foreign currency outside the Bank (SWIFT),
- b) through the company profile.

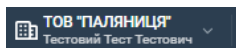
**To edit previously entered data:**

- a) notify the Bank of the need to change the data by letter, including by calling the Raiffeisen Business Online technical support service, or
- b) by contacting a service officer of the Bank's branch, providing the relevant documents and a letter.

## 2. Administration of employees

### 2.1. User rights

To get a list of all employees of the company who have/had the right to access the system, click on the name of the organization in the upper right corner of the system screen form



and select the appropriate item from the drop-down list  Employees .

The right to view and customize company employee profiles and other actions is automatically granted to users with signature rights of the 1 (first) group and users who have been granted management rights in the system (see management rights in section 2.4.4. “Other rights” tab.

Users of the system with lower signature groups do not have the right to view/configure employee profiles or perform actions with employee entries.

### 2.2. Administration panel interface

The workspace contains two separate tabs for easy searching: “Active” and “Terminated”:

Homepage > Employees



### Employees

ACTIVE TERMINATED

0 SELECTED BLOCK UNBLOCK



Full name	Signature level	Status	Position	Registration date	Phone	Email	
Без Підпису	0	Active	Бухгалтер	26.04.2024	+380978802514 (Mobile)	-	⋮
Тестовий Тест Тестович	1	Active	Директор	20.02.2024	+380665647773 (Mobile)	-	⋮

Information about employees is provided in the tabular form and has the following elements\functionality:

- **Sorting** the list of employee entries by each of the attributes;
- **Setting the position** of moving the display of columns with attributes to the right\left  ;
- **Group selection** – the ability to select a specific employee, a group of employees, all employees for actions with their entries by checking the box  0 SELECTED ;
- **Group Block or Unblock** a user entry using the corresponding buttons in the control panel **BLOCK** / **UNBLOCK** , to do this, the user must select at least one entry from the table;
- **Calling a list of actions** one entry at a time from a table using the button  .

### 2.3. Available list of actions with entries in the employee list

The following actions are possible for each employee in the system:

- **Edit** – change the contact details of an employee. To do this, click the button  and select the "Edit" action  Edit . In the form that appears, fill in/change the necessary fields and click the button **SAVE** . The following attributes are available for editing:
  - **phone number** – must be specified with the international code of Ukraine and the city code/mobile operator code. It is possible to add new phone numbers with the choice of their type by clicking the button **+ Create** and filling in the additional fields that appear,
  - **phone type** – select from the drop-down list,
  - **email** – you can add new ones by clicking the button **+ Create** and filling in the additional fields that appear;

**Employee data** ✕

Phonenumber Phonetype

+380( ) \_ \_ \_ \_ Mobile

[+ Create](#)

---

Email

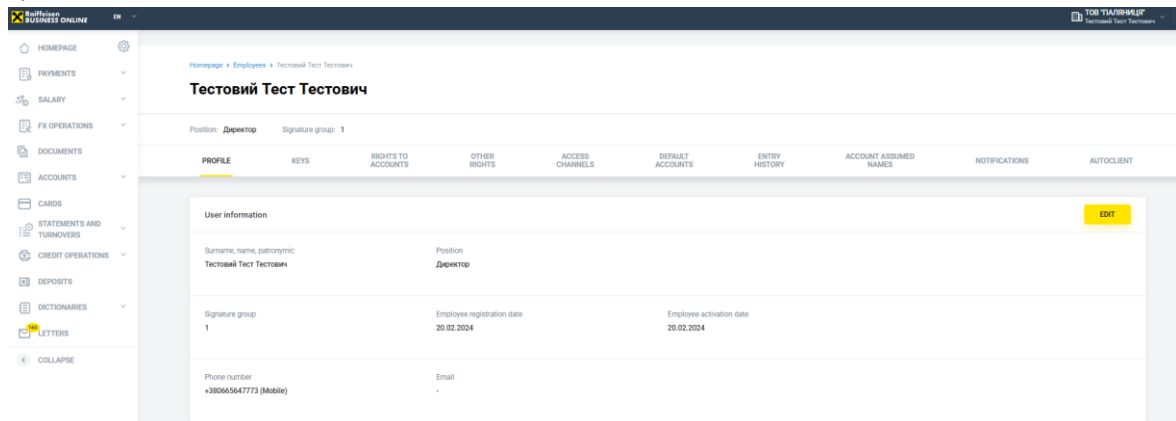
[+ Create](#)

**CANCEL** **SAVE**

- **Block** – deny the user's log in to the system, it is possible to select several users. Only employees in the "Active" status can be blocked;
- **Unblock** – restore the user's ability to log in to the system; you can select multiple users. Only employees in the "Blocked" status can be unblocked;
- **Terminate** - **disconnect the user from the system without the possibility of renewal/unblocking (e.g., in case of termination).**

## 2.4. View detailed information about an employee

Select the required employee in the table by clicking on the entry, and the “Details” page will open:



The workspace is divided into tabs for convenience:

- Profile,
- Keys,
- Rights to accounts,
- Other rights,
- Access channels,
- Default accounts,
- Entry history,
- Account assumed name,
- Notifications,
- Autoclient (if the user has been granted access).

### 2.4.1. “Profile” tab

The tab contains information about the user, namely:

- surname, name, patronymic,
- position,
- signature group,
- employee registration date,
- employee activation date,
- email,
- phone number.

The user can change the data by clicking the button , making the necessary changes in the form that appears and clicking the button .

Only data can be edited/added:

e-mail and/or phone number.

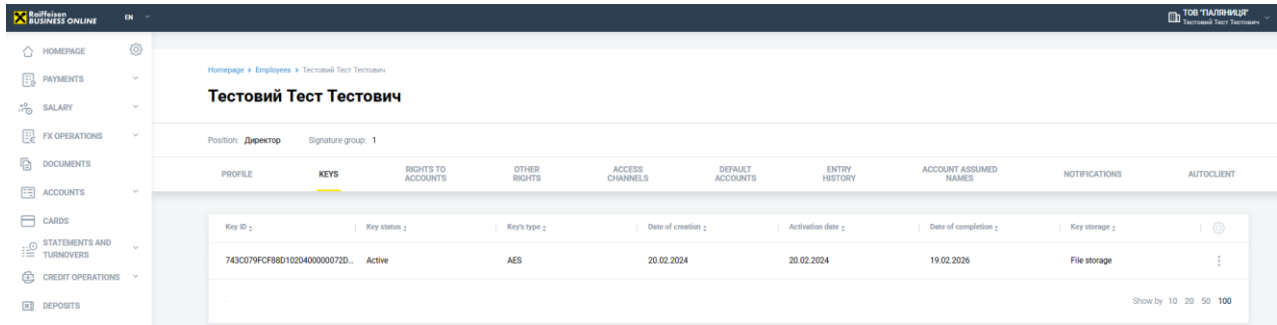
Other data cannot be edited by the user.

### 2.4.2. “Keys” tab

The tab contains information on the ES keys of the company's employee in the usual tabular form, namely:


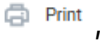






- key ID,

- key status,
- key's type – AES (advanced ES key), QES (qualified ES key), Multi-client (multiclient ES key),
- date of creation,
- activation date,
- date of completion,
- key storage.



The table of employee ES key entries has the standard functionality of sorting by attributes and setting up the change of column attributes display to the right/left.

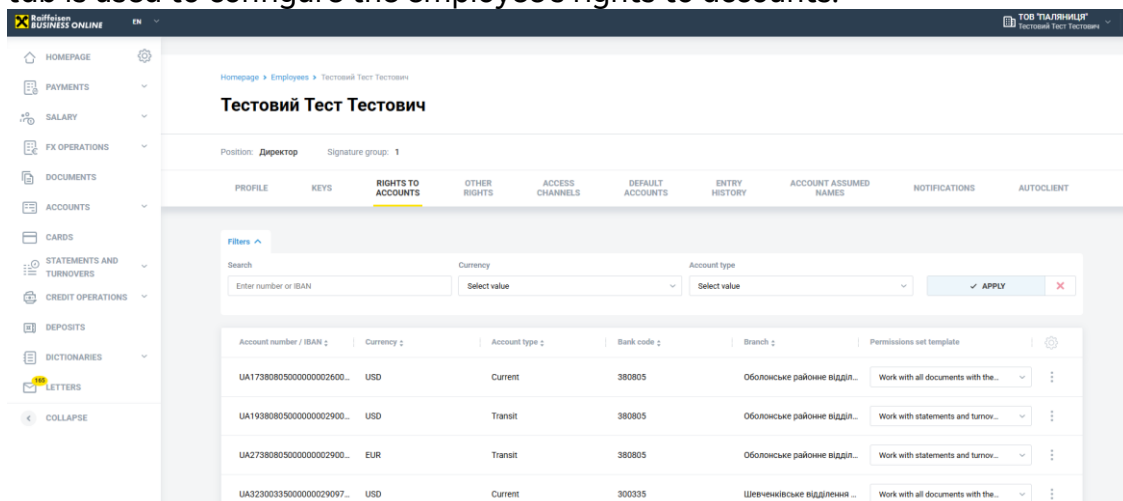
The user can perform the following actions:

- **Print the certificate** by clicking the quick action button , and selecting the appropriate action from the drop-down list  ,
- **Save the certificate** by clicking the quick action button  and selecting the appropriate action from the drop-down list  (the user can specify a directory for storing the certificate file on their own hard disk or on another media by default),
- **Block the employee's ES key** by clicking the quick action button for each key  and selecting the appropriate action from the drop-down list  ,
- **Remote replacement of the ES key.** To do this, press the quick action button  and select the "Remote key replacement" action from the drop-down list  .

To perform the action, you must enter the password for the key that was used to log in.

### 2.4.3. "Rights to accounts" tab

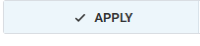
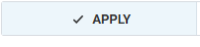
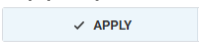
The tab is used to configure the employee's rights to accounts.





The tab workspace contains:

- Standard filter elements for searching for specific accounts or groups of accounts for which you want to configure rights,
- Information about the accounts and the rights configured for them in the usual tabular form.



Filters allow you to search for the required accounts by the following attributes:

- **By an account number.** To do this, enter the account number\part of the account number in the appropriate field, click on the button  ;
- **By an account currency.** To do this, select the currency from the drop-down list in the appropriate field, click on the button  (the drop-down list contains only those currencies in which the client has accounts);
- **By the type of account group.** To do this, in the appropriate field, select the type of accounts from the drop-down list, click on the button , the following groups of accounts are available for selection: Current, Current Card, Special Card, Salary Project, Credit, Credit-additional, Deposit, Transit, Documentary and Factoring.

Information about accounts and rights configured to them is presented in the usual tabular form and has the following elements/functionality:

- **Sorting** the list of entries by each of the attributes (Account number/IBAN, Currency, Account type, Bank code, Branch, Permissions set template);
- **Setting the position** of displaying columns with attributes to the right\left  ;
- **Calling a list of actions** one entry at a time from a table using the button  .

The user can perform the following actions in relation to the selected account:

- **Change the user right to the selected account** – directly in the table by clicking on the attribute field “Permissions set template” and selecting the required right from the drop-down list:
  - ✓ No permissions,
  - ✓ Viewing account information,
  - ✓ Work with statements and turnover,
  - ✓ Work with all documents without the right to sign,
  - ✓ Work with all documents with the right to sign,
  - ✓ Manual settings.
- **Edit detailed user rights to the selected account** by using the quick action button , and selecting from the drop-down list  Edit .

The screen form for editing user rights contains the following blocks:

- ✓ general account information (account number, bank code, currency, account type, branch),
- ✓ block for generating a set of rights to the selected account in accordance with payment instructions, statements, turnovers, for which it is possible to grant or cancel the user's right by checking/unchecking the box for the corresponding right.

**Please note** that an authorized person of the client with the 1st (first) signature group and management rights has the opportunity to:

- deprive any employee with a lower signature group of any right to the account(s), but there is no possibility to grant a right higher than that set by the bank's employee when activating such an employee of the client-user.

Account number	Bank code	Currency
UA34380805000000002604 593772	380805	UAH
	Account type	Branch
	Current	Оболонське районне відділення (вул.Архипенка Олександра,2/12)

PERMISSIONS		+ Expand all	- Collapse all
Select all permissions for all objects <input type="checkbox"/>			
Payment instruction in national currency	<input checked="" type="checkbox"/>		
Incoming payment request	<input checked="" type="checkbox"/>		
Request for specification of requisites	<input checked="" type="checkbox"/>		
Account statements and turnovers	<input checked="" type="checkbox"/>		
Paper payment in national currency	<input type="checkbox"/>		

#### 2.4.4. "Other rights" tab

The tab allows you to select from the drop-down list the rights to work with Raiffeisen Business Online objects.

**You should be especially careful with the object of the right called** Right of management, by clicking on the field you can select one of the two options from the drop-down list:

- ✓ No right;
- ✓ Have the right.

The system will prompt you to confirm the setting of the management right for the user, while:

- **The "No right" position** restricts the user's ability to manage entries and/or rights of other users, the so-called "ADMINISTRATOR'S RIGHT", which is granted by default only to the client's authorized person with the 1st signature group (manager, first person of the client);
- **The "Have the right" position** grants such a right.

No right

No right

Have the right

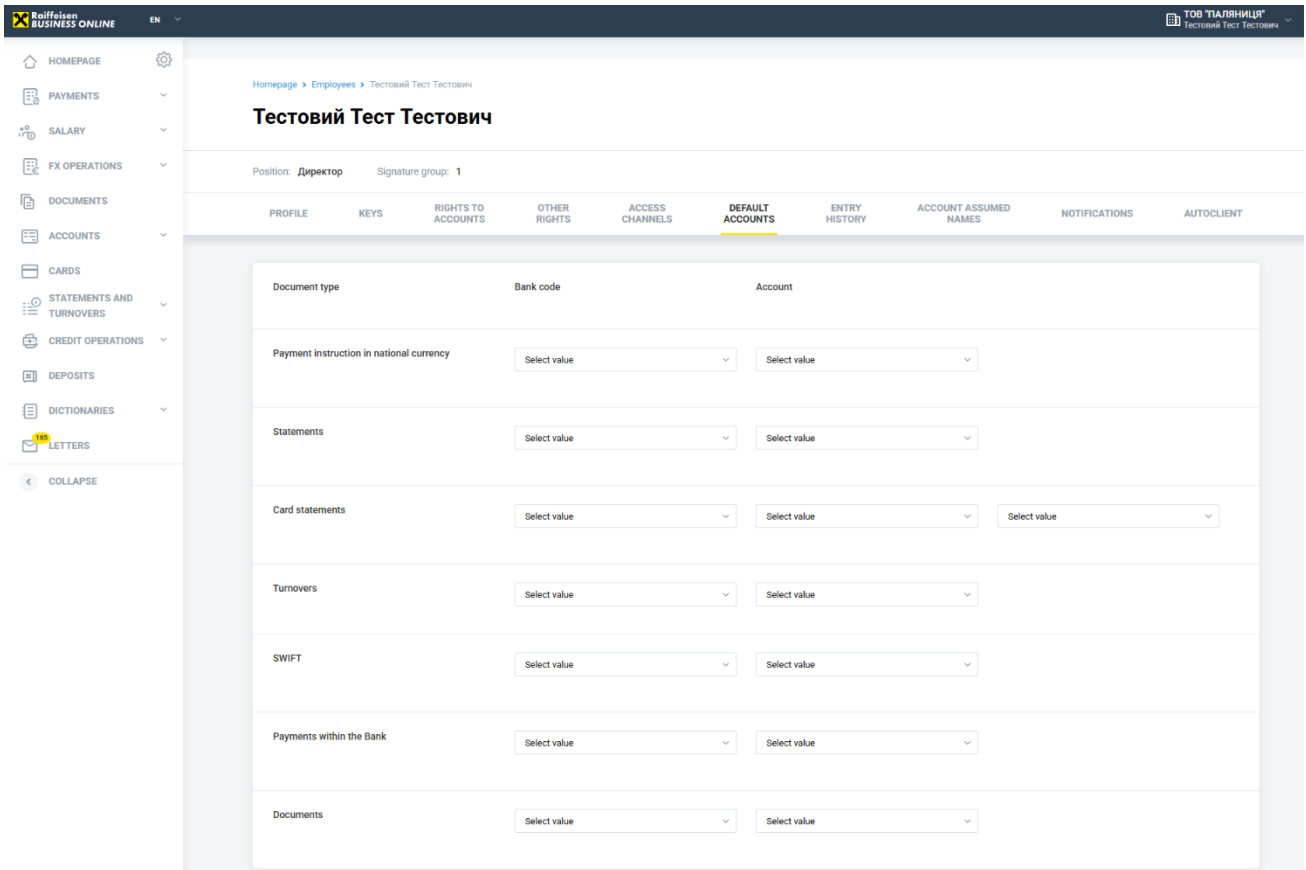
#### 2.4.5. "Default accounts" tab

The tab allows you to set up default accounts for each document type. To do this, select the Bank code and account from the drop-down list opposite each document type.

The attributes of this tab allow you to set a fast and convenient mode of user operation when using the system services such as:

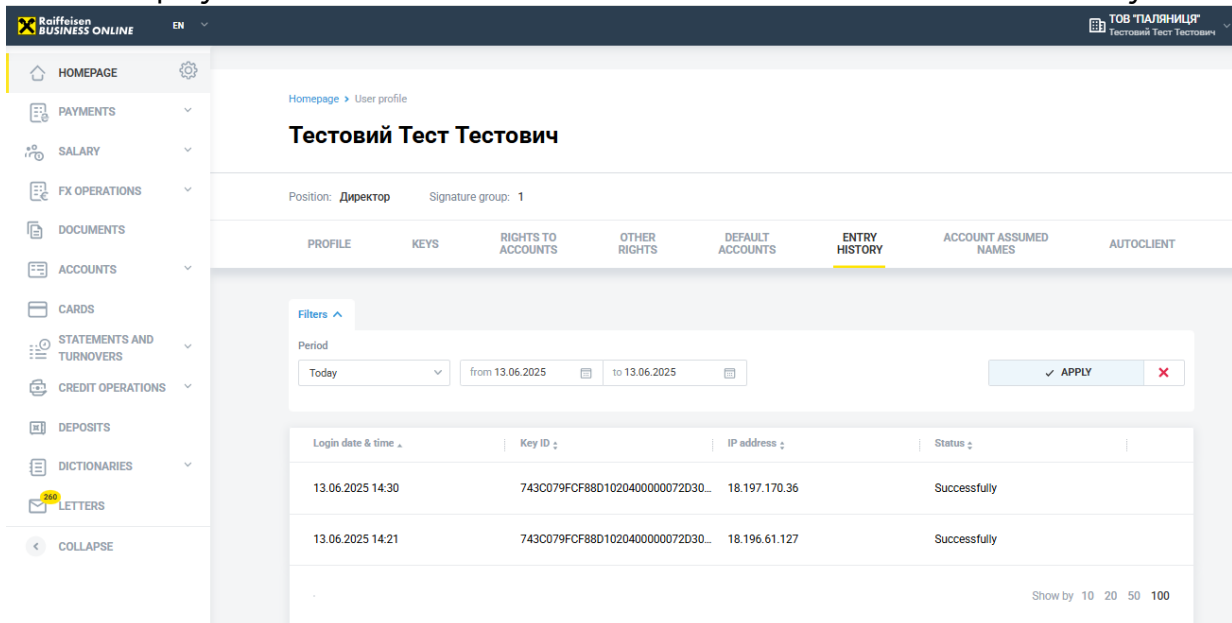
- ✓ Automatic filling of positions when working with payment instructions,

- ✓ Generating statements for current accounts or current card accounts that are set by default,
- ✓ Generation of turnover on selected accounts.



### 2.4.6. "Entry history" tab

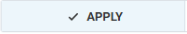
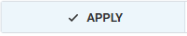
The tab displays information on each authorization of the selected user in the system.



The tab workspace contains:

- Elements of standard filters for searching for events;
- Information about events in the usual tabular form.



Filters allow you to search for events by the following attributes:

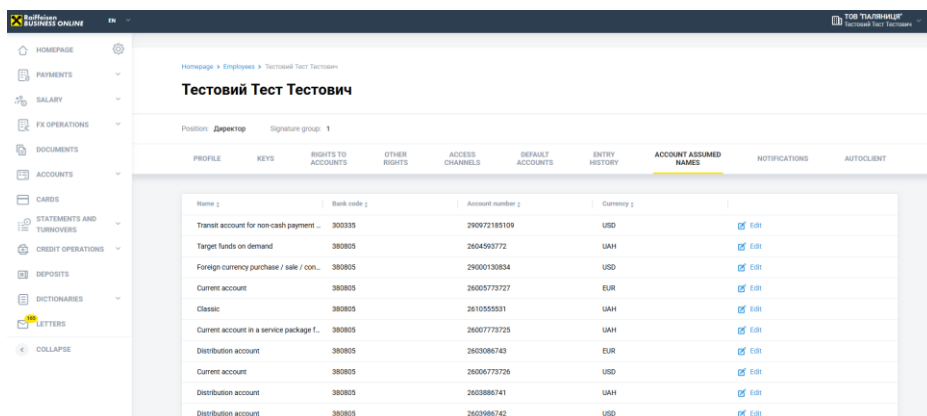
- **By a fixed date range.** To do this, in the corresponding field, select the required fixed range from the drop-down list (today, yesterday, for last 2 days, for last 3 days, for last 7 days, current month, last month, date range), apply the search for the selected range by clicking  ;
- **By an arbitrary range of dates.** To do this, you need to use the functionality of the standard calendar format, or enter the required dates manually, apply the search for the selected range by clicking the button .

Information about authorization events is presented in the usual tabular form and has the functionality of sorting the list of entries by each of the attributes:

- ✓ Login date & time,
- ✓ Key ID,
- ✓ IP address,
- ✓ Status - successful\unsuccessful authorization.

### 2.4.7. "Account assumed names" tab

The tab allows the user to set or change the nickname for each account to which he/she has the right. To do this, click the button  . In the form that appears, enter or change the existing account assumed name and click .



Name	Bank code	Account number	Currency	
Transit account for non-cash payment ..	380335	290972185109	USD	
Target funds on demand	380805	2604593772	UAH	
Foreign currency purchase / sale / con...	380805	29000130834	USD	
Current account	380805	2605773272	EUR	
Classic	380805	261055531	UAH	
Current account in a service package f...	380805	2607773225	UAH	
Distribution account	380805	2603086743	EUR	
Current account	380805	26006773726	USD	
Distribution account	380805	2603886741	UAH	
Distribution account	380805	2602986742	USD	

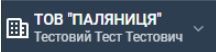

## 3. Applications for registration of employees' ES keys

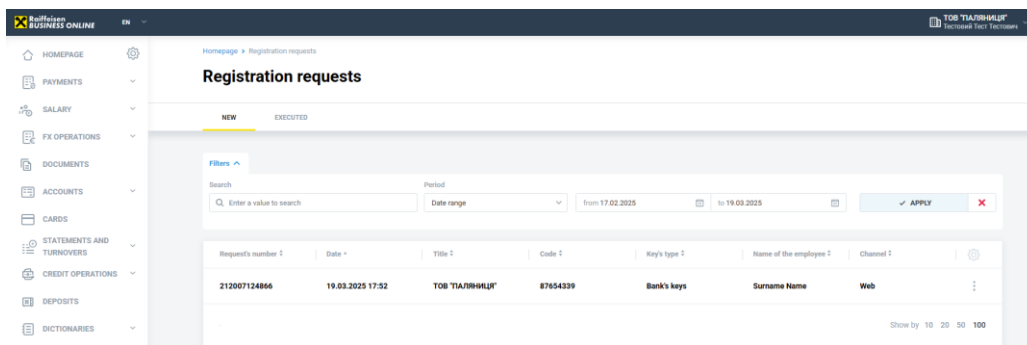
### 3.1. User rights

The system allows the authorized person of the client with the electronic signature key of the 1st (first) signature group (manager, first person) to provide access to the system, namely to activate accounts by confirming the application for registration of the electronic signature keys of the client's employees – users without the right to sign. This possibility is established for the client's authorized person with the right of the 1st (first) signature group by default and without the bank's participation, involvement or approval.

System users with lower signature groups, who, among other things, are not granted the management right, do not have the right to view/confirm entries of registration of employees' ES keys without signature right.

### 3.2. "Registration requests" menu interface

To get a list of applications for registration, click on the name of the organization in the upper right corner of the system screen form  and select from the drop-down list  Registration requests .



The workspace is divided into tabs to make it easier to find the right application:

- **"New";**
- **"Executed".**

### 3.2.1. Workspace

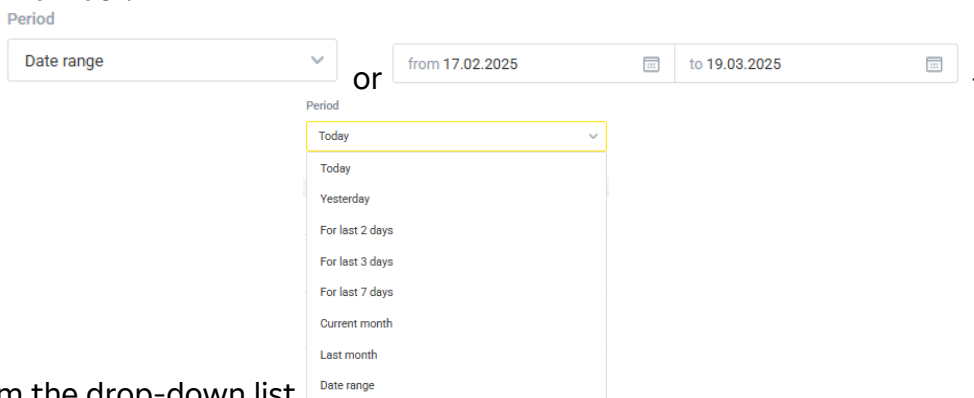
The tabs workspace contains:

- Elements of standard filters for searching for applications and performing actions with them;
- Information on applications in the usual tabular form.

**Standard filters** allow you to search for the required applications by the following attributes:

- **Search by keywords.** For this in the relevant field  you must manually enter all or part of the following values:
  - ✓ application number,
  - ✓ employee name,
  - ✓ certificate serial number.

- **Search by period**





select a period from the drop-down list (today, yesterday, for last 2 days, for last 3 days, for last 7 days, current month, previous month, date range).

If none of the proposed periods in the list meets the search conditions, you can set the required dates yourself. To do this, in the "from" and "to" fields, select the appropriate period by clicking on or entering dates in the format DD.MM.YYYY.

To apply the filter, click the button . To cancel the filtering, click the button .


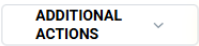



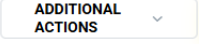





**Information on applications** is presented in the usual tabular form and has the following elements/functionality:

- **Sorting** the list of entries by each of the attributes (request's number, date and time of creation, title, code, key's type, name of the employee, channel);
- **Setting the position** of displaying columns with attributes to the right\left ;

- **Calling up the list of quick actions** for application using the button , by which you can select an item from the drop-down list  Print .

### 3.3. Application approval

To confirm the application for registration:

- Open an application by clicking on the desired application in the table, a page with information about the application will open on the "DETAILS" tab, which contains:
  - ✓ general information about the client (client name/full name, EDRPOU code/TIN, address);
  - ✓ general information about the application of the user being registered and the ES key (requests number, application date, application status, date until which the application is valid, employee full name, employee position, phone number, e-mail, certificate serial number, ES key type);
  - ✓ list of the client accounts to set up access rights to the accounts for the employee in the usual tabular form.
- Click the button , verify the data, while:
  - ✓ in case of errors, click , select  **Reject** from the drop-down list;
  - ✓ if you need to give the employee the signature right – click , select  **Send to the Bank for processing** from the drop-down list;
  - ✓ to stop working on the application click , select  **Close** from the drop-down list;
- Provide an employee with access to accounts by checking the boxes for the necessary accounts in the table, or for all accounts by checking the "Select all" box;
- Click the button  ;
- In the form that appears, confirm the approval of the application, click the button  ;
- To print the certificate, click , select  **Print** from the drop-down list.

In the "REVISION HISTORY" tab, the user can view the history of the registration application.





## 4. IP filter

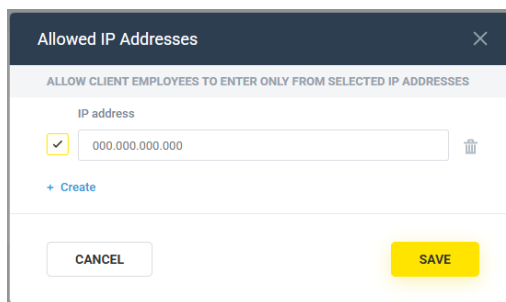
The system allows an authorized person of the client with the ES key of the 1st (first) signature group or with the management right to manage IP addresses from which it is possible to log in to the system.

The workspace is divided into tabs for convenience:

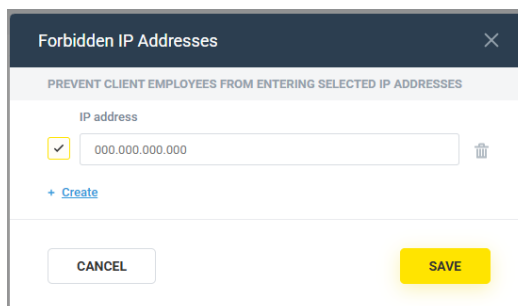
- **Allowed** – contains a list of IP addresses from which login is allowed. At the same time, login from other IP addresses is forbidden.
- **Forbidden** – contains a list of IP addresses from which login is forbidden. At the same time, entry from other IP addresses is allowed.

To add an IP address to the allowed ones, select the "ALLOWED" tab and click the button

 . In the form that appears, click the button  and fill in the IP address field with the relevant IP address value. To delete the IP address, click the button  . To save changes, click the button  .



In order to add or remove an IP address from which access to the system should be prohibited, you need to perform the same actions as for allowed IP addresses, having previously selected the "FORBIDDEN" tab.



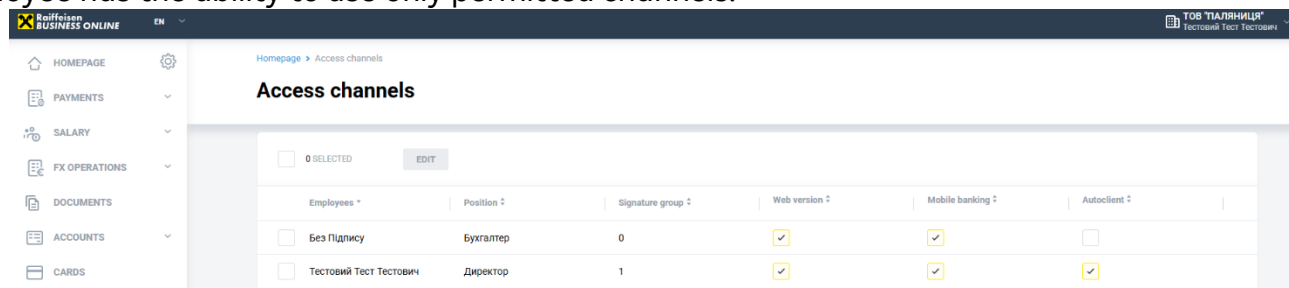
## 5. Access channels

The system provides the authorized person of the client with a 1<sup>st</sup> (first) group ES key or management rights the ability to configure access channels that employees of the organization can use.


The following access channels can be selected in the system:

- **Web version**
- **Mobile banking**
- **Autoclient** – a separate application installed on an employee's computer/laptop (or on the company's server) and used for automated import of payment instructions and FCY applications into RBO, as well as for exporting statements from RBO.

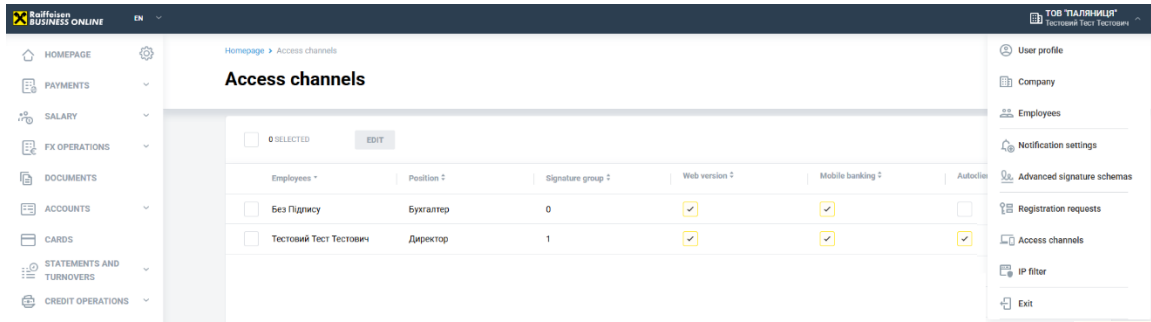
By default, all access channels are enabled, except the Autoclient channel (Autoclient is available by default to the authorized person of the client with a 1<sup>st</sup> (first) group ES key). The employee has the ability to use only permitted channels.



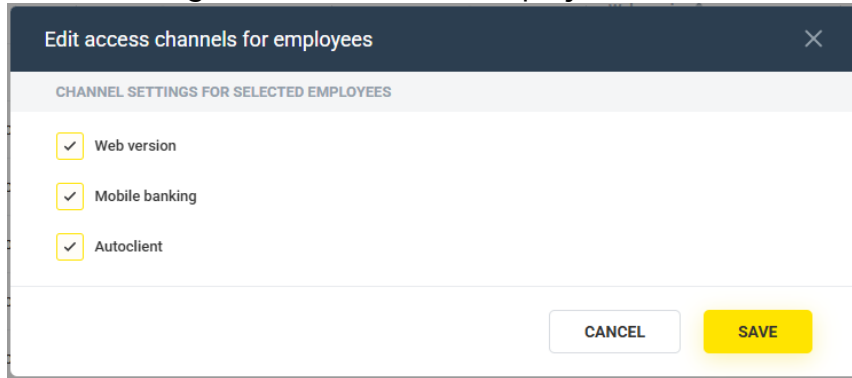
To disable the access channel, you must uncheck the box from the selected channel, to enable the check box, you must check it.

The system has the ability to group edit access channel settings. To do this, go to the «Access channels»  Access channels settings section, then select employees and click the button





Next, you need to make changes for the selected employees and click the button



**We wish you successful work.  
It is more convenient with Raif!**

0 800 505 770 (in Ukraine)

+38 (044) 495 41 40 (in Kyiv and from abroad)

[clientbank.support@raiffeisen.ua](mailto:clientbank.support@raiffeisen.ua)