



# HELP24 eSupport Customer User Guide

# Contents

---

<b>Overview/Purpose .....</b>	<b>1</b>
<b>Logging Into/Out of eSupport .....</b>	<b>4</b>
<b>HELP24 eSupport Home Page Features .....</b>	<b>5</b>
<b>HELP24 eSupport Cases Tab Features .....</b>	<b>6</b>
<b>Case Field Descriptions.....</b>	<b>6</b>
<b>Viewing Cases.....</b>	<b>8</b>
<b>Case Details .....</b>	<b>9</b>
<b>Creating a Case .....</b>	<b>10</b>
<b>Editing a Case .....</b>	<b>11</b>
<b>Submitting Files to ACI .....</b>	<b>12</b>
<b>Searching the KnowledgeBase .....</b>	<b>13</b>
<b>Recent Items List .....</b>	<b>16</b>
<b>Reports Tab .....</b>	<b>17</b>
<b>Search by Keyword .....</b>	<b>18</b>
<b>Search by Folder View .....</b>	<b>19</b>
<b>Viewing Reports .....</b>	<b>20</b>
<b>User Profile Settings .....</b>	<b>22</b>
<b>View Your Profile.....</b>	<b>22</b>
<b>Edit Your Profile .....</b>	<b>23</b>
<b>Change Your Password .....</b>	<b>24</b>

# Overview/Purpose

---

The main purpose of **HELP24 eSupport** is to allow you to create Cases and receive support on those cases. A Case can be used for raising any technical issue or query with the ACI Worldwide support team.

With **HELP24 eSupport**, you can:

- View past and current Cases and create new Cases.
- Search KnowledgeBase Solutions for support Case Solutions.
- View Reports for Cases by Product and Status.
- View other relevant technical documents.

# Logging Into/Out of HELP24 eSupport

---

## To log into HELP24 eSupport:

1. Access ACI's website at [www.aciworldwide.com](http://www.aciworldwide.com)
2. Click on the "Support" link at the top of the page. This will bring you to the Customer Support section of ACI's website.
3. Enter your Customer ID and password in the HELP24 eSupport Portal customer login.

**NOTE:** If you do not have your password available click "**Forgot your password,**" enter your user name, and click **Submit**. You will receive an email with a temporary password and when you log in to eSupport, you will be asked to reset your password.

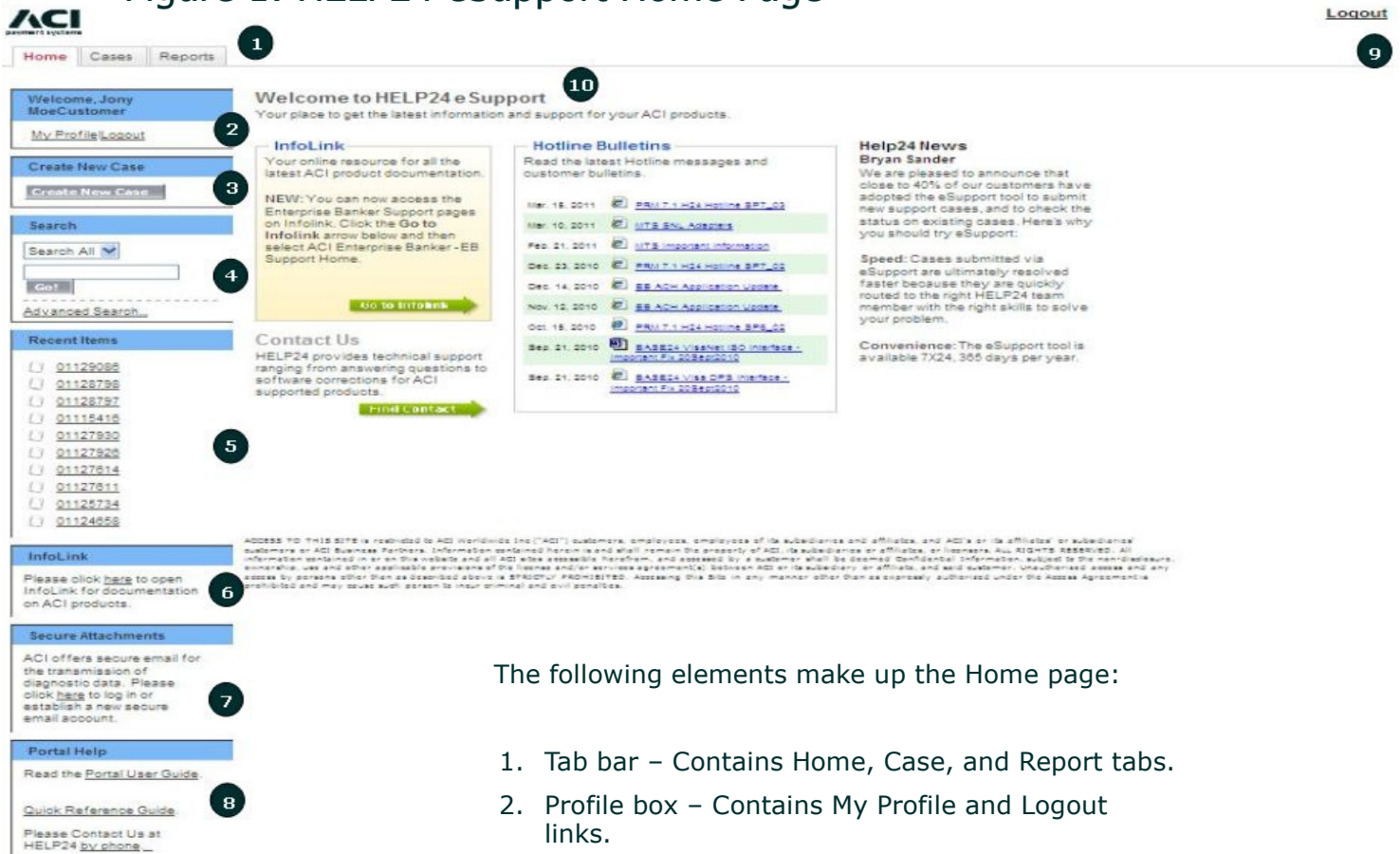
4. Click **Login**.

## To log out of HELP24 eSupport:

To log out of eSupport, simply click the Logout link on top right corner of page.

# HELP24 eSupport Home Page Features

Figure 1: HELP24 eSupport Home Page



The following elements make up the Home page:

1. Tab bar – Contains Home, Case, and Report tabs.
2. Profile box – Contains My Profile and Logout links.
3. Search – Search for cases. Advanced Search allows for more scope.
4. Create New – Drop-down for creating new records.
5. Recent Items box – Shows recently accessed items.
6. Infolink Access – Used to access documentation on ACI products
7. Secure Attachments – Used to link to secure email for submission of files.
8. eSupport Help – Access User Guide for eSupport, HELP24 Contact information
9. Logout Link – Used to Logout from eSupport.
10. eSupport Message – Message to eSupport user for specific activities.

# HELP24 eSupport Cases Tab Features

---

## Case Field Descriptions (See Figure 2, 3 and 4)

Field	Description
Analyst	The HELP24 Analyst assigned to the case.
Software Location	If ACI hosts the application on the customer's behalf, select On-Demand otherwise specify In-House.
Customer Phase	If this issue occurred in a production system specify Production. If the issue exists in test or certification enter Non-Production.
Product	Please specify the ACI product for which the case is being raised.
Line	This value is dependent on the ACI product entered and further delineates the product impacted.
Module	Please specify the ACI product module (if known). This value is dependent upon the value selected for (product) line.
Release / Version / Svc. Pack	This is the specific ACI release/version for which the case is being raised. This value is dependent upon the value selected for (product) module.
Project	Specify the ACI project this issue relates to, if applicable. Please obtain project name from your Project Manager.
Type	This is the Type of issue for the case (for example, Question, Incident, or Service Request [ACI On-Demand Services only])
Support Type Field	Select from one of the five types of support available on the drop-down menu options: 1 - HELP24 On-going Support 2 - Project Support 3 - ESP Support 4 - CSM Support 5 - On-Demand Support

# HELP24 eSupport Cases Tab Features

---

## Case Field Descriptions (continued)

Priority	Available selections are: 2 – Serious, Process Inhibiting 3 – Moderate, Process Continues 4 – Minimal Impact If your case fits the following Priority 1 criteria, open case as a P2 and call the HELP24 contact center to escalate and ensure prompt service. 1 – Critical, Production Down
Analyst Phone # Field	ACI Analyst phone numbers are provided for the customer to make direct contact for support.
Case Number	A sequential number automatically generated by the system to uniquely identify this case.
Subject	A brief description of the case.
Description	A full, detailed description of the case. If the case was created via email, the description includes the body of the email.
Status	The current status of the case
Date/Time Opened	The date and time the case was opened (i.e. created)
Date/Time Resolved	The date and time the case was resolved
Date/Time Closed	For CLOSED cases, this will indicate the date & time that the case was closed

# HELP24 eSupport Cases Tab Features

## Viewing Cases

The Cases tab lists HELP24 eSupport cases (issues and queries) according to the “List View” selected.

By default, the output of the “Recently Viewed Cases” List View is shown. However, you can select a different list view from “View” drop-down. <sup>1</sup>

There are three list views available:

1. My Cases: Cases created by you.
2. My Open Cases: Cases created by you, which are not yet resolved.
3. Recently Viewed Cases: Cases most recently accessed.

Figure 2: Cases Tab

ACI  
payment systems

Home Cases Reports

Welcome, Jony MoeCustomer  
My Profile Logout

Create New Case  
Create New Case

Search  
Search All  
Go  
Advanced Search

Recent Items  
01128799  
01129086  
01128798  
01128797  
01115416  
01127930  
01127926  
01127614  
01127611  
01128799  
01128734

Recently Viewed Cases [Printable View](#)

View: Recently Viewed Cases <sup>1</sup>

New Case

Action	Case Number	Subject	Status	Priority	Date/Time Opened	Case Owner Alias
<a href="#">Edit</a>	<a href="#">00900286</a> <sup>2</sup>	<a href="#">7.5.0.4 - Question: Why summary statements...</a> <sup>3</sup>	Closed	3	2/10/2009 3:02 AM	Cliff.Re
<a href="#">Edit</a>	<a href="#">01015872</a>	<a href="#">Query request</a>	Closed	3	11/12/2009 9:56 AM	Aditi.Ch
<a href="#">Edit</a>	<a href="#">01115416</a>	<a href="#">test</a>	Coding	4	2/8/2011 2:28 PM	Brian.Ch
<a href="#">Edit</a>	<a href="#">01115857</a>	<a href="#">test</a>	New	3	2/10/2011 12:14 PM	Brian.Ch
<a href="#">Edit</a>	<a href="#">01119095</a>	<a href="#">SRS106804 loaded twice</a>	Researching	4	3/3/2011 9:47 AM	jmoec
<a href="#">Edit</a>	<a href="#">01123100</a>	<a href="#">test</a>	Closed	4	3/28/2011 10:41 AM	Jony
<a href="#">Edit</a>	<a href="#">01124658</a>	<a href="#">Test Base24-eps</a>	Closed	4	4/6/2011 12:35 PM	Mazza
<a href="#">Edit</a>	<a href="#">01125734</a>	<a href="#">TEST - File Manager test case</a>	New	4	4/13/2011 1:01 PM	Ken
<a href="#">Edit</a>	<a href="#">01127611</a>	<a href="#">This is a SFDC test case</a>	New	3	4/26/2011 3:07 PM	Brian.Ch
<a href="#">Edit</a>	<a href="#">01127614</a>	<a href="#">TEST CASE for Salesforce support</a>	New	3	4/26/2011 3:26 PM	Brian.Ch
<a href="#">Edit</a>	<a href="#">01127926</a>	<a href="#">Test/Training Scenario</a>	Closed	4	4/28/2011 10:28 AM	sridg
<a href="#">Edit</a>	<a href="#">01127930</a>	<a href="#">Test/Training Scenario 2</a>	Closed	4	4/28/2011 10:39 AM	sridg
<a href="#">Edit</a>	<a href="#">01128797</a>	<a href="#">TEST Case - Brian Cho</a>	New	4	5/4/2011 11:41 AM	Brian.Ch
<a href="#">Edit</a>	<a href="#">01128798</a>	<a href="#">test case- brian</a>	Researching	4	5/4/2011 11:45 AM	Brian.Ch
<a href="#">Edit</a>	<a href="#">01128799</a>	<a href="#">test case</a>	Researching	4	5/4/2011 11:49 AM	Brian.Ch
<a href="#">Edit</a>	<a href="#">01129086</a>	<a href="#">Cannot turn on POS devices</a>	New	3	5/6/2011 4:50 AM	Jony

Show me fewer records per list page

To view case details, click on the Case Number <sup>2</sup> or Subject <sup>3</sup> of the case from the list view.



# HELP24 eSupport Cases Tab Features

## Case Details

Figure 3: Case Details Page

The screenshot displays the ACI HELP24 eSupport Case Details page for Case 01127611. The page is structured as follows:

- Navigation:** Home, Cases, Reports. Logout link in the top right.
- User Greeting:** Welcome, Jony MoeCustomer. My Profile | Logout.
- Case Header:** Case 01127611. Printable View link.
- Case Detail Section (1):** Edit, Clone (2).
- Priority Tips:** Priority 1 - To ensure prompt service for a Priority 1 case, please submit this incident as a Priority 2 and call the HELP24 contact center to escalate. Priority 2 - Able to use the Licensed Product but operations are severely restricted. Priority 3 - Question or problem which presents no critical impact.
- Case Information:**
  - Case Number: 01127611
  - Customer Phase: Production
  - Software Location: ACI On-Demand
  - Type: Question
  - Priority: 3
  - Support Type: HELP24 On-going Support
  - Project: [Blank]
  - Created By: Jony MoeCustomer, 4/26/2011 3:07 PM
  - Contact Phone: (334) 240-5000
  - Contact Email: j@hotmail.com
  - Status: New
- Product Information:**
  - Product: eSupport
  - Module: [Blank]
  - Line: [Blank]
  - Release / Version / Svc. Pack: [Blank]
- Description Information:**
  - Subject: This is a SFDC test case
  - Description: This is a SFDC test case that will be deleted.
  - Please forward the "NEW CASE OPEN NOTIFICATION" to [aschloeder@salesforce.com](mailto:aschloeder@salesforce.com).
  - Thank you for your assistance.
- Additional Information:**
  - External ID: [Blank]
  - Case Reference ID: ref:00D78gWVM.5007Gtz5:ref
  - Customer Impact: [Blank]
  - Agreement: Security Vulnerability or Fraud Activity - If your notes include instructions for exposing a security vulnerability in the software, please remove those notes. An analyst will call and log such notes in an encrypted document, so they are securely maintained.
  - I Agree:
  - Impact Notes: [Blank]

On the case detail page, the Case Detail section **1** contains details of the case. Subsequent sections, called related lists, list records of other types related to the case.

# HELP24 eSupport Cases Tab Features

## Creating a New Case

You can create a new case as follows:

- Select New Case on the Cases tab
- Select Create New Case from the Create New Case drop-down in the left sidebar
- If you want to make a clone case of an existing case, select the Clone button (#2 of Figure 3) on the Case Detail page.
- If your case is a Priority 1, please submit the incident as a Priority 2 and call HELP24 Support in your region to escalate to a Priority 1 and ensure prompt service. To access the appropriate phone numbers to call please click on the "by phone" link on the eSupport Help section (#8 of Figure 1).
- Fields with vertical red lines are required fields. After completing case details you can save the Case by clicking the "Submit" button.

Figure 4: New Case Page

The screenshot shows the 'New Case' page in the ACI HELP24 eSupport system. The page is titled 'Case Edit New Case' and includes a 'Submit' button. The main content area is divided into several sections:

- Case Information:** Includes fields for Customer Phase, Software Location, Type, Priority (set to 3), Support Type, Project, and Status. A 'Priority Tips' section on the right explains the implications of different priority levels.
- Product Information:** Includes fields for Product, Line, Module, Release / Version / Svc, and Pack.
- Description Information:** Includes Subject and Description text areas.
- Additional Information:** Includes External ID, Customer Impact (Available/Chosen), Agreement, and Impact Notes.

The left sidebar contains navigation links like Home, Cases, Reports, and a list of recent items. The top right corner has a 'Logout' link.

# HELP24 eSupport Cases Tab Features

## Editing a Case

To edit the details of a case, click either the "Edit" button (#2 of Figure 3) on the Case Detail page or the "Edit" link (#2 of Figure 2) of a case in the list view.

After making changes, click the "Submit" button. If you do not wish to save changes, click the "Cancel" button.

Figure 5: Case Edit Screen

The screenshot displays the ACI Case Edit interface. At the top left is the ACI logo with the tagline "payment systems". A navigation bar includes "Home", "Cases", and "Reports". A "Logout" link is in the top right. The main content area is titled "Case Edit 01115416" and features "Submit" and "Cancel" buttons. The "Case Information" section includes fields for Case Number (01115416), Customer Phase (Non-Production), Software Location (In-House), Type (Question), Priority (4), Support Type (HELP24 On-going Support), Project, and Status (Coding). A "Priority Tips" section provides instructions for Priority 1, 2, and 3 cases. The "Product Information" section shows Product (eSupport), Line (None), Module (None), and Release/Version/Svc. Pack (None). The "Description Information" section has a Subject field (test) and a Description field (notification to case owner, this is a test 'test'). The "Additional Information" section includes External ID, Customer Impact (Available/Chosen), and an Agreement checkbox. A sidebar on the left contains a "Welcome, Jony MoeCustomer" message, a "My Profile/Logout" link, a "Create New Case" button, a search box, and a list of "Recent Items" with case numbers.

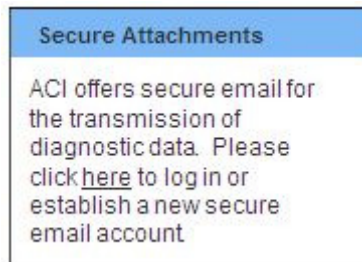
# Submitting Files to ACI

---

ACI offers secure email for the transmission of diagnostic data. This data can be used for exchanging log files, patches, etc. with the ACI Global HELP24 support team.

The Secure Attachments option is available on the left panel sidebar. Click the link and you will be redirected to ACI's secure email site.

Figure 6: Accessing Secure Email For File Attachments



**Important!** Please send all secure emails to [globalhelp24support@aciworldwide.com](mailto:globalhelp24support@aciworldwide.com) and be sure to include your case number in the title of the email.

If you need to send a file larger than 15 MB, please contact Global HELP24, or the analyst for your case to arrange for a secure WebEx session to transfer these files.

# Searching the Knowledge Base

---

On the Case Detail Page you can search the Knowledge Base through the KB Solutions section to determine if there is an existing solution for the issue you are experiencing.

Figure 7: KB Solutions Related List



## Searching for solutions:

1. To conduct a search based on the Subject line of the Case, click the View Suggested Solutions button (#3 of Figure 7).

OR

2. Enter your search keywords in the text box (#1 of Figure 7) and click the Search button (#2 of Figure 7).

# Searching the Knowledge Base

Figure 8: Knowledge Base Search Results

**ACI**  
payment systems

Home **Cases** Reports

**Knowledge Base**

Your case number is [#01125734](#)  
(Please click the case number to return to your case.)

A knowledge base search has been performed based upon the data you entered.  
Please look below to see if a knowledge article is presented that resolves your case. You may refine the search further as necessary.

Search in:  
Other  
-- All my Hardware Platform --  
-- All my Database --

Search By:  
Any Word In List

Type your question:  
TEST - File Manager test case

SEARCH

Relevant solutions were found for your search: [TEST - File Manager test case](#)

**FAQ**

- BALI EOD/SOD Please send me the steps how to process the EOD/SOD [462417] (25%)
- Set address\_type to I - Internal [461381] (41%)
- Suggested Fix - Add delay after starting match server and completing initialization [461357] (32%)
- HP OS Can we Debug code Accelerated under OCA? [460297] (35%)
- NNT PRM Is it possible to create custom reports in PRM 7.1 ? [459813] (50%)
- TTHM OS NSK DST Error reading Service Processor clock, error code: 162 - occurs occasionally [459457] (30%)
- Switch Visa System is not generating the 0420 messages instead it timeouts the transactions [458641] (68%)
- e-Courier ec-switch How to verify that email relaying is disabled in e-Courier [454861] (38%)

Search results are displayed under the header: **Relevant solutions were found for your search:** (#3 of Figure 8). Percentages after every listed solution represent the degree to which the solution's content match your search criteria.

To change or modify the search criteria, populate the drop-down boxes and/or input fields (#1 of Figure 9) and click Search (#2 of Figure 9) to display new search results.

To view a solution, click on the hyperlink of the solution you wish to view.

# Searching the Knowledge Base

Figure 9: Knowledge Base Solution

The screenshot shows the ACI Knowledge Base interface. At the top left is the ACI logo with 'payment systems' below it. To the right is a 'Logout' link. Below the logo is a navigation bar with 'Home', 'Cases', and 'Reports' tabs. The main content area is titled 'Knowledge Base' and contains a search result for 'BALI EOD/SOD Please send me the steps how to process the EOD/SOD [462417]'. The solution is titled 'FAQ Solution' and includes the following sections:

- Solution Id:** 533956
- Description:**
  - PROBLEM DESCRIPTION:**
    - The system date is not getting updated each day
    - May I request you to send me the steps how to process the EOD/SOD
  - ENVIRONMENT:**
    - Cashnav
- Root Cause:**
  - EOD/SOD is not being run
- Workaround:**
- Resolution:**

To manually do the EOD/SOD process to bring the system date to present date:

  1. Close all application servers (exes) both from Front End and Back End machines. On the bottom tool bar you will see the icon of each exe file. Right click on that icon, you will get the 'close' option. After closing this, check in the task manager 'processes' tab if any exe is still running. If so, kill them using 'End process' option.
  2. Clean up AGENTS\_INST\_LOG table (DELETE \* FROM <SCHEMA NAME>.AGENTS\_INST\_LOG)
  3. Launch Exes again in order.
  4. Log in into 'Client.exe' with the user ID who have the right to run EOD and SOD.
  5. Run Pre-EOD first.
  6. After you seeing Pre-EOD success message, then run EOD.
  7. After seeing 'EOD for <date> success' message, run SOD

At the bottom of the solution card, there is a rating section: 'How do you rate this document?' with a scale from 1 (Poor) to 5 (Outstanding).

The solution contains the following information:

- **Problem Description:** Description of the issue/symptoms
- **Environment:** The version(s)/release(s) of the ACI product experiencing the issue
- **Resolution:** Includes information such as instructions on resolving the issue and answers to frequently asked questions

The solution may also contain the following information (if known or applicable):

- **Root Cause:** The source of the issue
- **Workaround:** Steps to temporarily resolve the issue until a permanent fix is in place

## Recent Items List

---

Figure 10: Recent Items List



The Recent Items list panel is displayed on left sidebar ([#5 of Figure 1](#)).

It lists cases that have been recently created or accessed. To view an item in the list, click the applicable hyperlink.



# Reports Tab

Account-related reports are available through the Reports Tab. You can conduct a search by keyword(s) or by folder view.

Additionally, the All Reports sub-tab (#3 of Figure 11) lists all available reports. The Recent Reports sub-tab (#4 of Figure 11) lists recently created or accessed reports by logged-in user.

Figure 11: Reports Tab

The screenshot displays the ACI Reports Tab interface. At the top left is the ACI logo. Below it are navigation tabs for Home, Cases, and Reports. The left sidebar includes a user welcome message, a 'Create New Case' button, a search section with a dropdown menu set to 'Reports' and a 'Go!' button, and a 'Recent Items' section. The main content area features a 'Reports Home' section with a search bar and a 'Find Report' button (1). Below this is a 'Report Folders' section with a dropdown menu showing 'Customer Portal Reports' and a 'Go!' button (2). A sub-tab bar contains 'All Reports' (3) and 'Recent Reports' (4). Under the 'All Reports' sub-tab, there is a list of reports under the heading 'Customer Portal Reports', including 'Export Closed in the Past 30 Days', 'Export Open Cases by Product', and 'Export Open Cases by Products w/Details'.

# Reports Tab

## Search by Keyword

To conduct a search by keyword, enter the search criteria in the **Enter keywords to find matching custom reports** box ([#1 of Figure 11](#)) and click Find Report. This brings you to the Report Search page (Figure 12), which lists the report(s) matching your search criteria.

Figure 12: Reports Search Page

The screenshot shows the ACI Reports Search Page. At the top left is the ACI logo. In the top right corner is a 'Logout' link. Below the logo are navigation tabs for 'Home', 'Cases', and 'Reports'. A sidebar on the left contains a welcome message for 'Jony MoeCustomer' with a 'My Profile Logout' link, and a 'Create New Case' button. The main content area is titled 'Report Search' and contains a search input field with the text 'open' and a 'Find Report' button. Below the search bar is a table with the following data:

Action	Report Name	Description	Folder
Export	Open Cases by Product		Customer Portal Reports
Export	Open Cases by Products w/Details		Customer Portal Reports

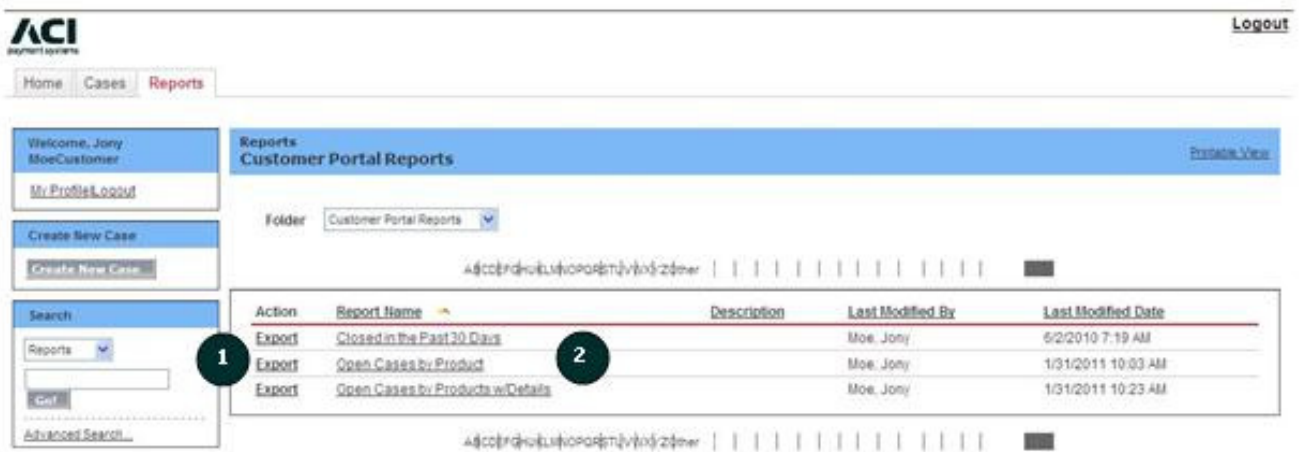
The Report Search Page lists the report(s) matching the search criteria previously entered. From here, you can either Export the data to Excel (.xls) or Comma Delimited (.csv) format by clicking the Export hyperlink ([#1 of Figure 12](#)) or view the report by clicking on the hyperlink in the Report Name column ([#2 of Figure 12](#)).

Note: If the search criteria are too restrictive or not entered correctly, the **Enter keywords to find matching customer reports** box displays with the previously-entered search criteria highlighted. Enter new search criteria and click Find Report to resubmit.

# Reports Tab

## Search by Folder View

Figure 13: Reports Page



To conduct a search by folder view, click on the Folder drop-down box (#2 of Figure 11), select the applicable folder and click Go. You are brought to the Reports page which lists all of the available reports associated with the selected folder. From here, you can either Export the data to Excel (.xls) or Comma Delimited (.csv) format by clicking the Export hyperlink (#1 of Figure 13) or view the report by clicking on the hyperlink in the Report Name column (#2 of Figure 13).

# Reports Tab

## Viewing Reports

Figure 14: Sample Report

ACI  
payment systems

Home Cases Reports

Logout

Closed in the Past 30 Days

Report Generation Status: Complete

Report Options: Run Report Hide Details Printable View Export Details 1

Generated Report

Filtered By:  
Closed equals True  
AND Visible in Self-Service Portal equals True  
AND Case Record Type equals Customer External

Case Number	Priority	Subject	Analyst	Date/Time Opened	Date/Time Resolved	Date/Time Closed
Product: eSupport (5 records)						
01127930	4	Test/Training Scenario 2		4/28/2011 10:39 AM	-	4/28/2011 10:42 AM
01127926	4	Test/Training Scenario		4/28/2011 10:28 AM	-	4/28/2011 10:30 AM
01128932	4	Wrong Action Code for Reversal of Denied Transaction		5/5/2011 8:41 AM	-	5/5/2011 10:14 AM
01128933	4	Interface Doing a Round-Robin Between Acquirer and Issuer Stations		5/5/2011 8:43 AM	-	5/5/2011 10:13 AM
01130489	4	eSupport User Guide		5/16/2011 3:13 PM	-	5/16/2011 3:15 PM
Grand Totals (5 records)						

To view a report, click on the hyperlink in the Report Name column (#2 of [Figure 12](#) or [13](#)).

Within each report, you will have the following Report Options (#1 of [Figure 14](#)):

1. Run Report: Regenerates the output of the report.
2. Show/Hide Details: Toggles the display of detailed report data on or off.
3. Printable View: Displays a Printable view of the report.
4. Export Details: Exports the report to an Excel or CSV format ([Figure 15](#)).

# Reports Tab

---

Figure 15: Export Data Screen

ACI  
payment systems

Home Cases Reports

Closed in the Past 30 Days

Export Report ! = Required Information

Export File Encoding ISO-8859-1 (General US & Western European, ISO-LATIN-1)

Export File Format Excel Format.xls

Export Done

You can select the file format for exporting reports (either Excel (.xls) or Comma Delimited (.csv)) on this screen.

Click Export to export the report. To go back to the report without exporting the data, click the Done button.

Note that you may also export the report directly from Report List view ([#1 of Figure 13](#)).

# User Profile Settings

The My Profile link of the Welcome box (#2 of Figure 1) of left sidebar allows you to view and edit your eSupport profile as well as change your password.

## View Your Profile

Figure 16: My Profile Screen

The screenshot shows a web interface for a user profile. At the top, there are navigation tabs for Home, Cases, and Reports. The left sidebar contains a 'Welcome, User1 Customer' box with a 'My Profile Logout' link, a 'Create New Case' button, a search box with a dropdown menu set to 'Reports' and a 'Go!' button, and a 'Recent Items' section. The main content area is titled 'My Profile' and has 'Edit' and 'Change My Password' buttons. It is divided into two sections: 'User Information' and 'Contact Information'. The 'User Information' section lists Username (user1@customer.com), Time Zone ((GMT-06:00) Central Daylight Time (America/Chicago)), Locale (English (United States)), Language (English), and Community Nickname (user.1customer). The 'Contact Information' section lists Name (User1 Customer), Title (Mr.), Address (100 Colonial Bank Blvd, Montgomery, AL 36117, USA), E-mail (user1@customer.com), Phone ((555) 555-5555), Extension, Fax, and Mobile.

User Information	
Username	user1@customer.com
Time Zone	(GMT-06:00) Central Daylight Time (America/Chicago)
Locale	English (United States)
Language	English
Community Nickname	user.1customer

Contact Information			
Name	User1 Customer	E-mail	user1@customer.com
Title	Mr.	Phone	(555) 555-5555
Address	100 Colonial Bank Blvd Montgomery, AL 36117 USA	Extension	
		Fax	
		Mobile	

To access your profile, click on the My Profile link (#2 of Figure 1). This takes you to the My Profile screen. To edit your profile, click on Edit.

# User Profile Settings

## Edit Your Profile

Figure 17: My Profile Edit Screen

The screenshot displays the 'My Profile' edit screen. At the top, there are navigation links for 'Home', 'Cases', and 'Reports'. The main content area is titled 'My Profile' and includes 'Save' and 'Cancel' buttons. The form is divided into three sections: 'User Information', 'Contact Information', and 'Address Information'. Fields with a vertical red bar indicate required information.

**User Information**

Username	<input type="text" value="user1@customer.com"/>
Time Zone	<input type="text" value="(GMT-06:00) Central Daylight Time (America/Chicago)"/>
Locale	<input type="text" value="English (United States)"/>
Language	<input type="text" value="English"/>
Community Nickname	<input type="text" value="user.1customer"/>

**Contact Information**

First Name	<input type="text" value="User1"/>	E-mail	<input type="text" value="user1@customer.com"/>
Last Name	<input type="text" value="Customer"/>	Phone	<input type="text" value="(555) 555-5555"/>
Title	<input type="text" value="Mr."/>	Extension	<input type="text"/>
		Fax	<input type="text"/>
		Mobile	<input type="text"/>

**Address Information**

Street	<input type="text" value="100 Colonial Bank Blvd"/>
City	<input type="text" value="Montgomery"/>
State/Province	<input type="text" value="AL"/>
Zip/Postal Code	<input type="text" value="36117"/>
Country	<input type="text" value="USA"/>

At the bottom of the form, there are 'Save' and 'Cancel' buttons.

To edit your profile, enter the new data in the applicable fields.

Note: Fields with a vertical red bar indicate required fields. When complete, click Save. If you do not wish to save changes, click Cancel.

# User Profile Settings

## Change Your Password

Figure 18: Change My Password Screen

The screenshot shows the 'Change My Password' screen. At the top, there are navigation tabs for 'Home', 'Cases', and 'Reports'. On the left side, there is a sidebar with several sections: 'Welcome, Jony MoeCustomer' with a 'My Profile/Logout' link; 'Create New Case' with a 'Create New Case' button; 'Search' with a dropdown menu set to 'Reports', a search input field, and a 'Go!' button; and 'Recent Items' with a list of four items: '01129086', '01127614', '01130489', and '01127611'. The main content area has a blue header 'Change My Password' and the ACI payment systems logo. Below the logo, there is a yellow notification bar stating 'Your password was last changed or reset on 4/25/2011 2:39 PM'. The 'Change My Password' form includes a 'Password Information' section with a legend indicating that a red bar in the input field denotes required information. The form fields are: 'User Name' (pre-filled with 'user.1@customer.com'), 'Old Password' (with a red bar on the left), 'New Password' (with a red bar on the left and a help icon on the right), and 'Verify New Password'. 'Save' and 'Cancel' buttons are located at the bottom of the form.

To change your password, from the My Profile Screen ([Figure 16](#)), click Change My Password.

Enter your current password in the Old Password field. Enter your new password in the New Password and Verify New Password fields and click Save. If you do not wish to save your changes, click Cancel.





## **ACI Worldwide**

Offices in principal cities throughout the world

**[www.aciworldwide.com](http://www.aciworldwide.com)**

Americas +1 402 390 7600

Asia Pacific +65 6334 4843

Europe, Middle East,

Africa +44 (0) 1923 816393

© Copyright ACI Worldwide 2011

All information contained in this documentation, as well as the software described in it, is confidential and proprietary to ACI Worldwide, Inc., or one of its subsidiaries, is subject to a license agreement, and may be used or copied only in accordance with the terms of such license. Except as permitted by such license, no part of this documentation may be reproduced, stored in a retrieval system, or transmitted in any form or by electronic, mechanical, recording, or any other means, without the prior written permission of ACI Worldwide, Inc., or one of its subsidiaries.

ACI, ACI Worldwide, and the ACI product names used in this documentation are trademarks or registered trademarks of ACI Worldwide, Inc., or one of its subsidiaries.

Other companies' trademarks, service marks, or registered trademarks and service marks are trademarks, service marks, or registered trademarks and service marks of their respective companies.

## **About ACI Worldwide**

ACI Worldwide powers electronic payments for financial institutions, retailers and processors around the world with the broadest, most integrated suite of electronic payment software in the market. More than 75 billion times each year, ACI's solutions process consumer payments. On an average day, ACI software manages more than US \$12 trillion in wholesale payments. And for more than 150 payments organizations worldwide, ACI software ensures people and businesses don't fall victim to financial crime. We are trusted globally based on our unrivaled understanding of payments and related processes. We have a definitive vision of how electronic payment systems will look in the future and we have the knowledge, scale and resources to deliver it. Since 1975, ACI has provided software solutions to the world's innovators. We welcome the opportunity to do the same for you.