FIDELITY BANK

Corporate Internet Banking

Quick Start Guide

Last Updated: July 2016

First Time Password Login

First-Time Login to CIB Using Password

This section illustrates the steps needed to be performed when new user's logon to CIB for first time using User ID and a Password received CIB administrator

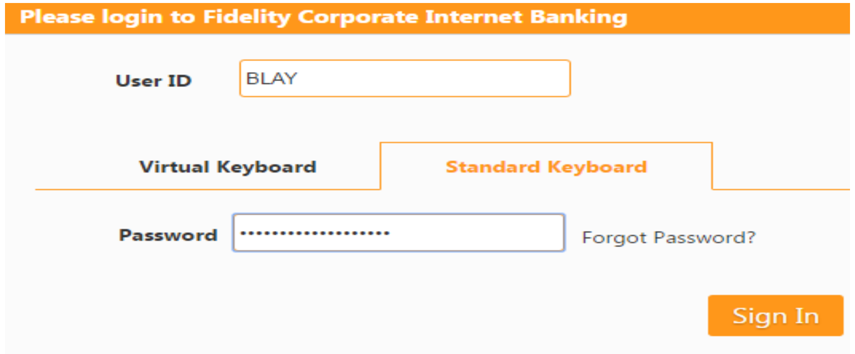
1. Email Password + Hint Q&A

Ready the CIB Web Password received via Email with title "New User Login Password"

1. Login to https://corporateibank.fidelitybank.com.gh/B001/home.jsp

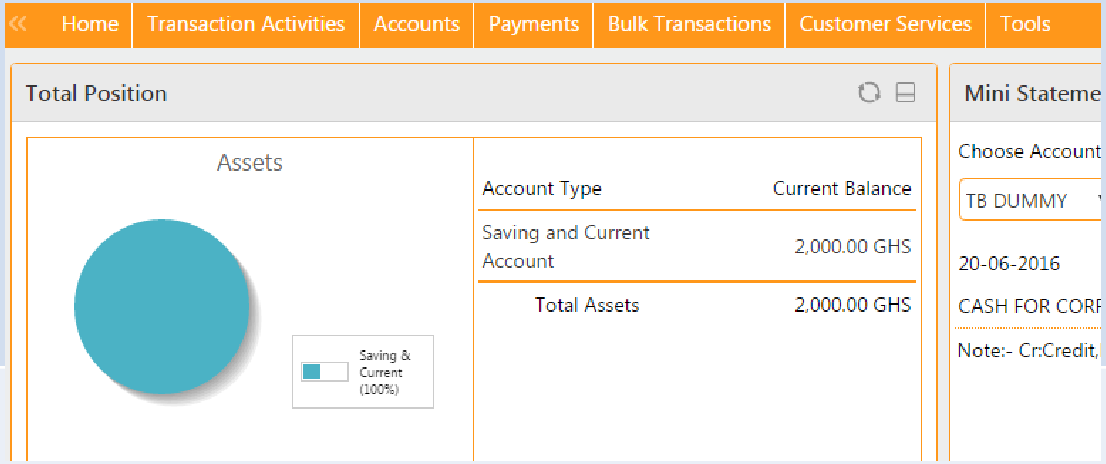
· User ID

· Password



2. On the next screen, you will be prompted to change password.

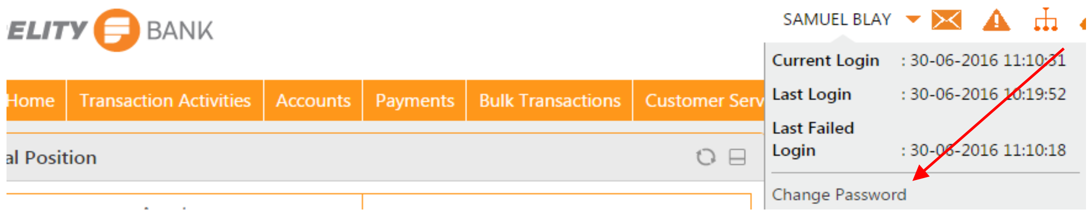
Upon successful login, the CIB Web Homepage will be launched.

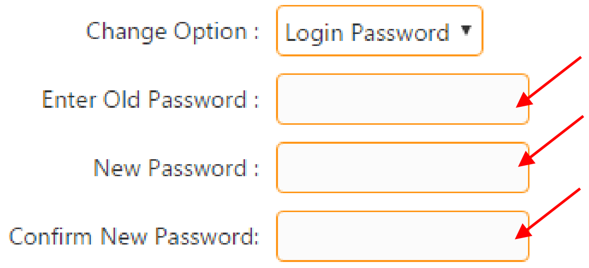


Change of Password / Edit Hint Q&A / Forgot Password.

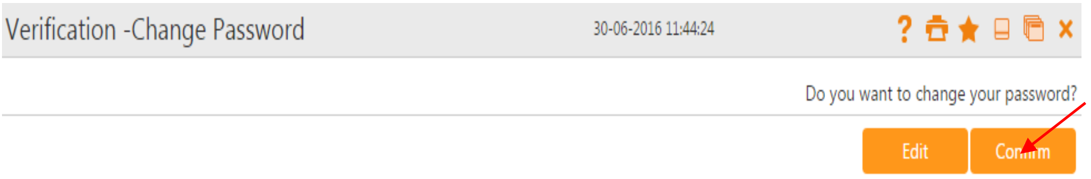
For changing of password

· Click on “**Change Password**” after login to CIB.

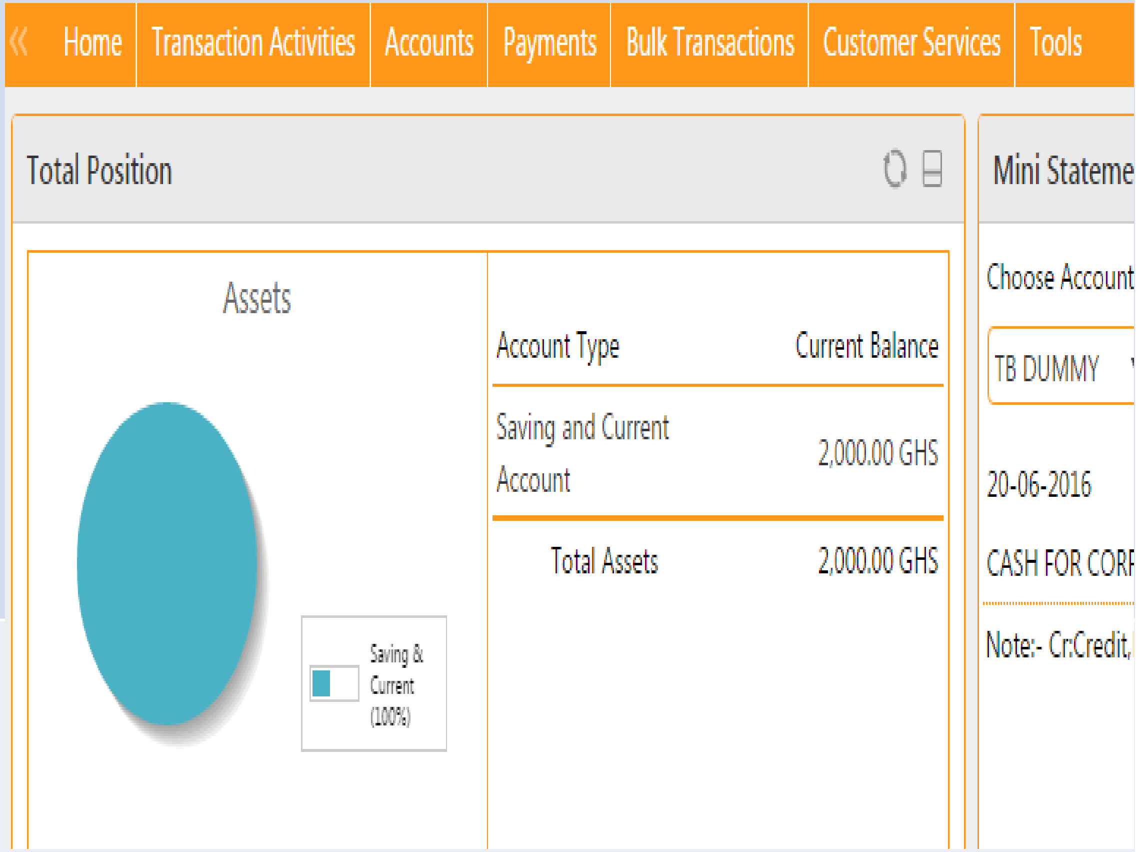




2. Confirm Password Change

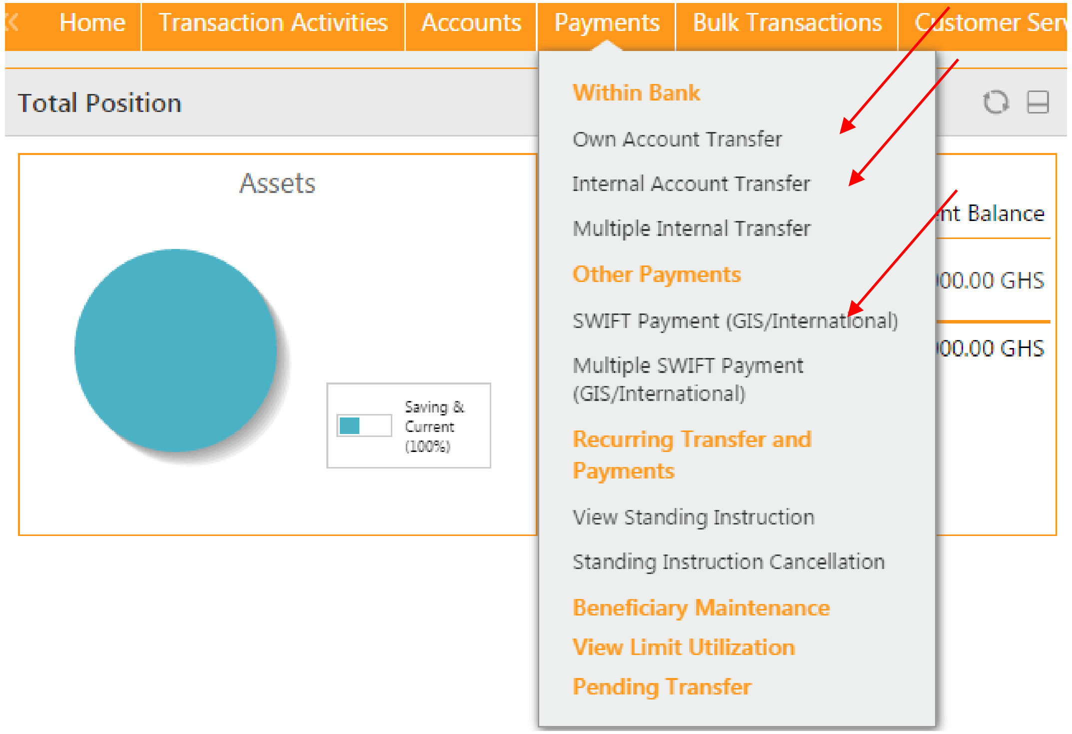


Upon successful login, the CIB Web Homepage will be launched.



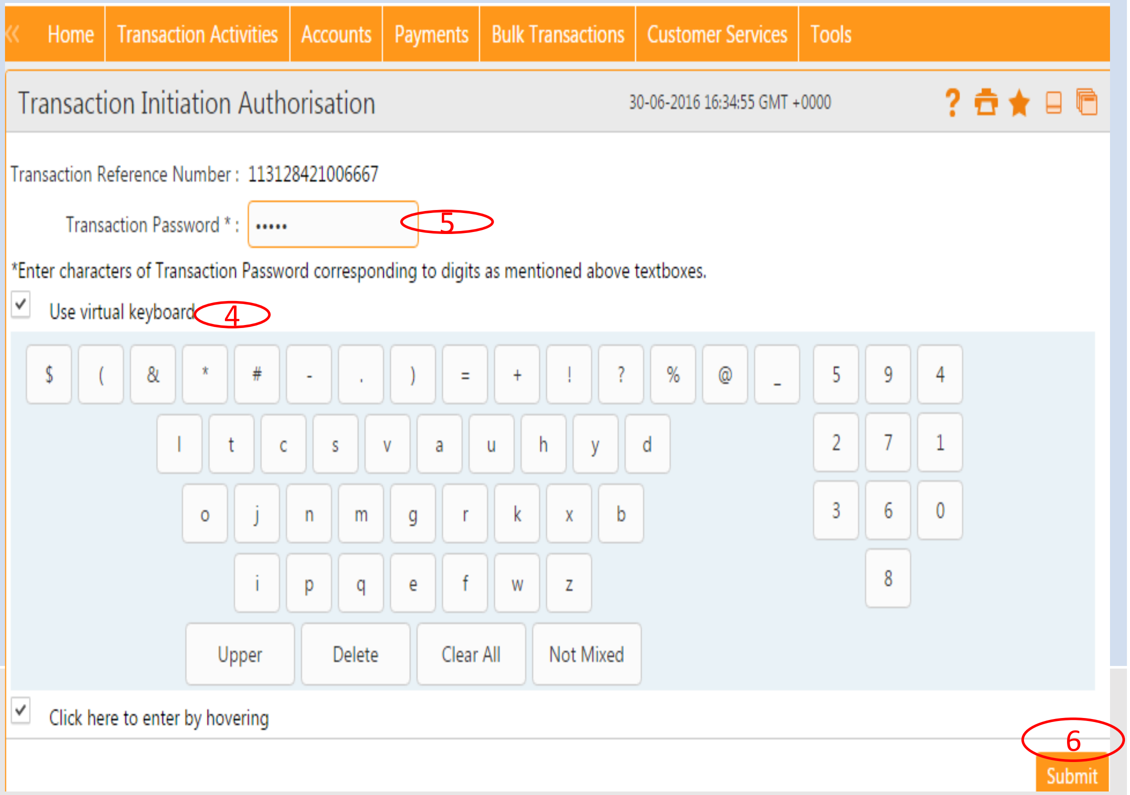
To Create Single Transaction

1. Choose the desired payment type from the Payments menu



2. The payments screen will be launched to capture
   - Beneficiary name
   - Destination account type
   - Beneficiary email
   - Account Number
   - Beneficiary bank details
   - Payment details
   - Click Initiate
   - Click Confirm
   - Soft token will be generated to your email and phone

3.

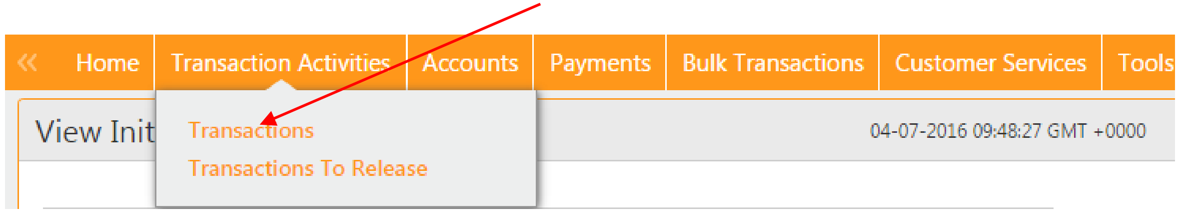


4. “Uncheck” Use virtual keyboard to allow user input from keyboard. However, it is recommended all entries are done using the virtual keyboard
5. Enter soft token received via email/SMS
6. Click Submit

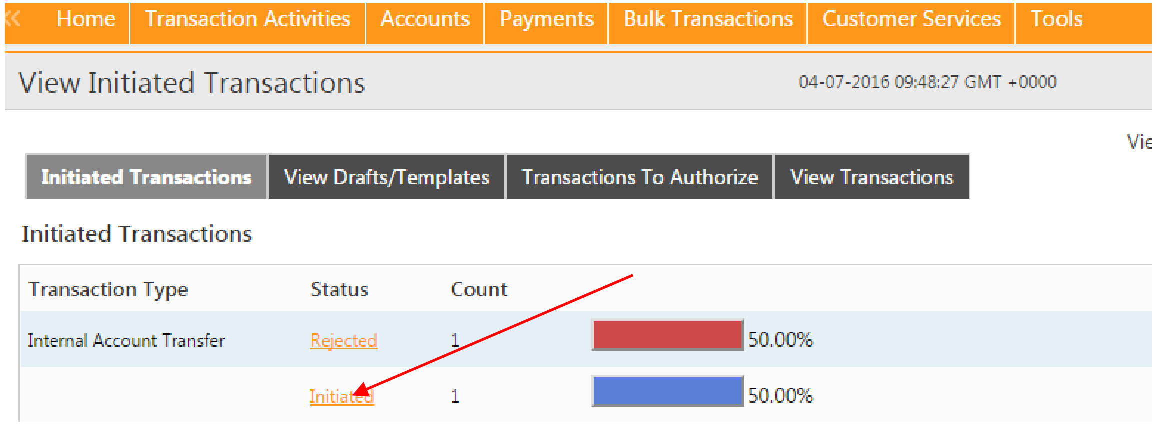
Edit Transaction

To edit Transaction

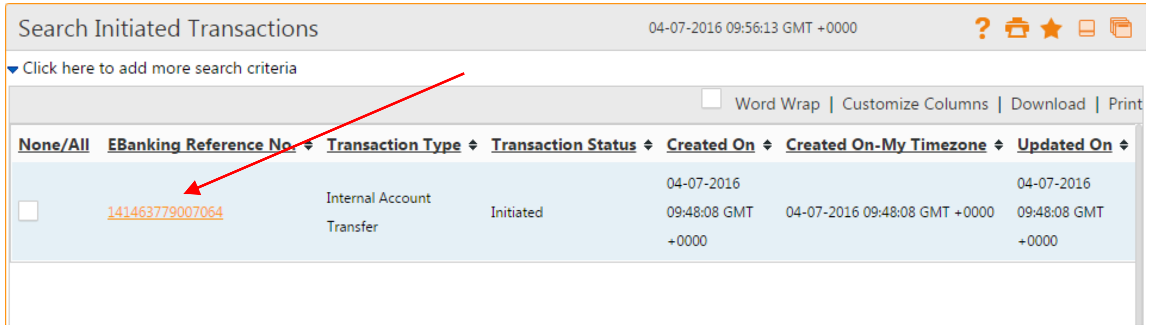
1. Click Transactions from transactions activities



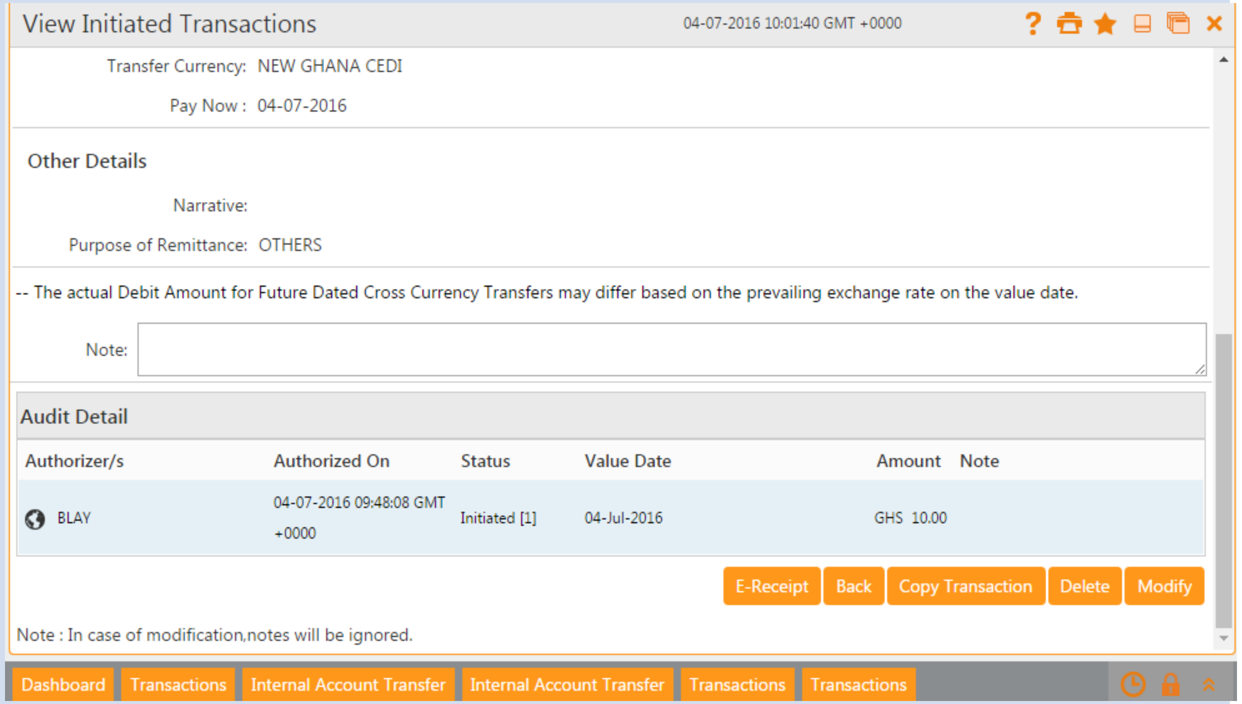
2. Select status of transactions to edit



3. Select E-banking reference



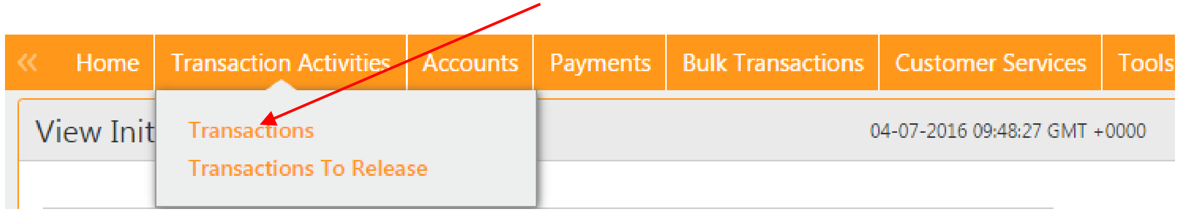
4. Click modify



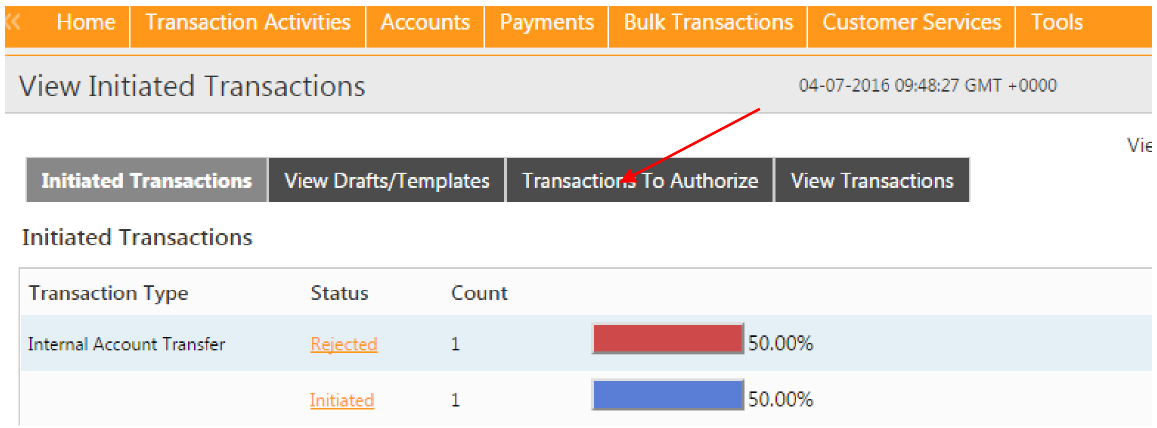
5. Make required changes and click

To Perform Authorization

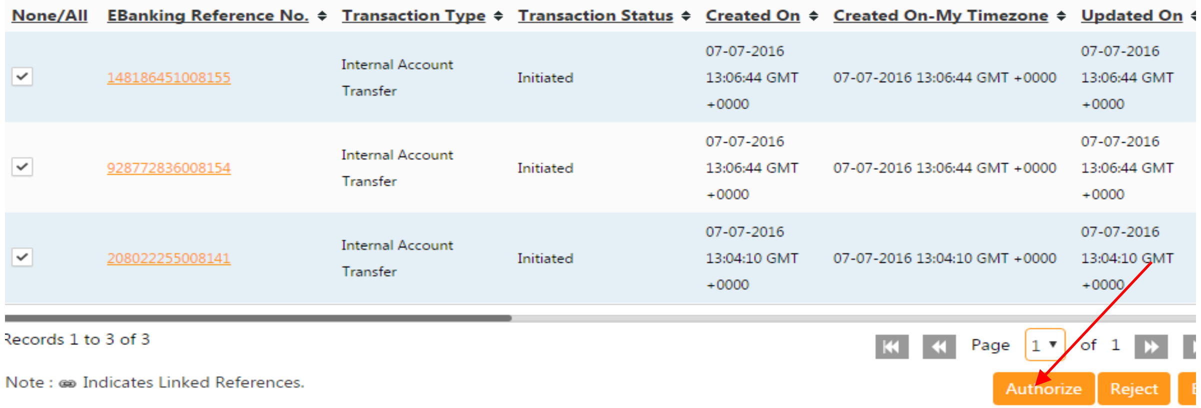
1. Click Transactions from transactions activities



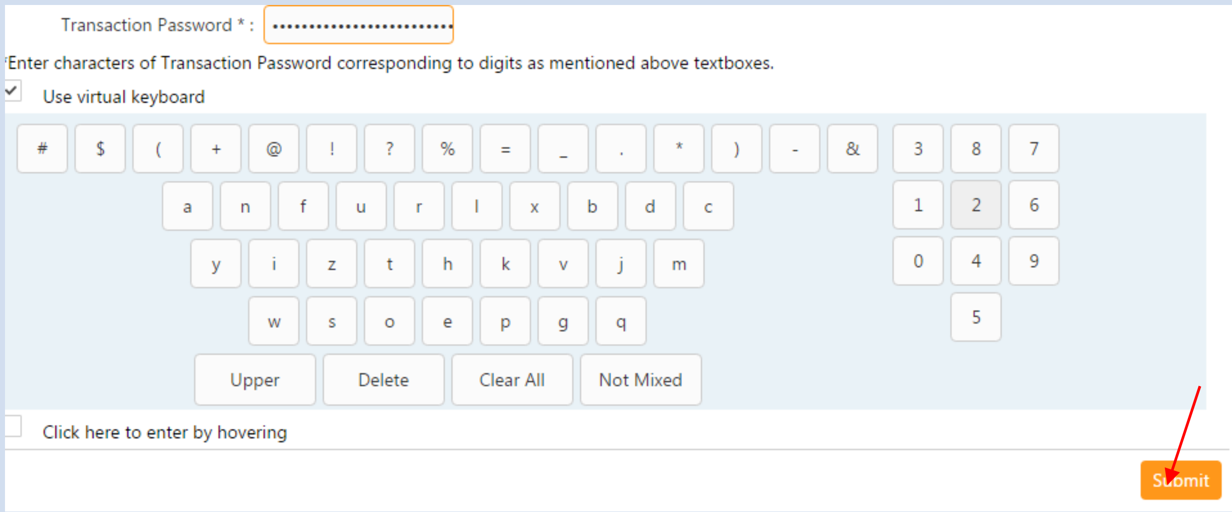
2. Switch to "transaction to authorize"



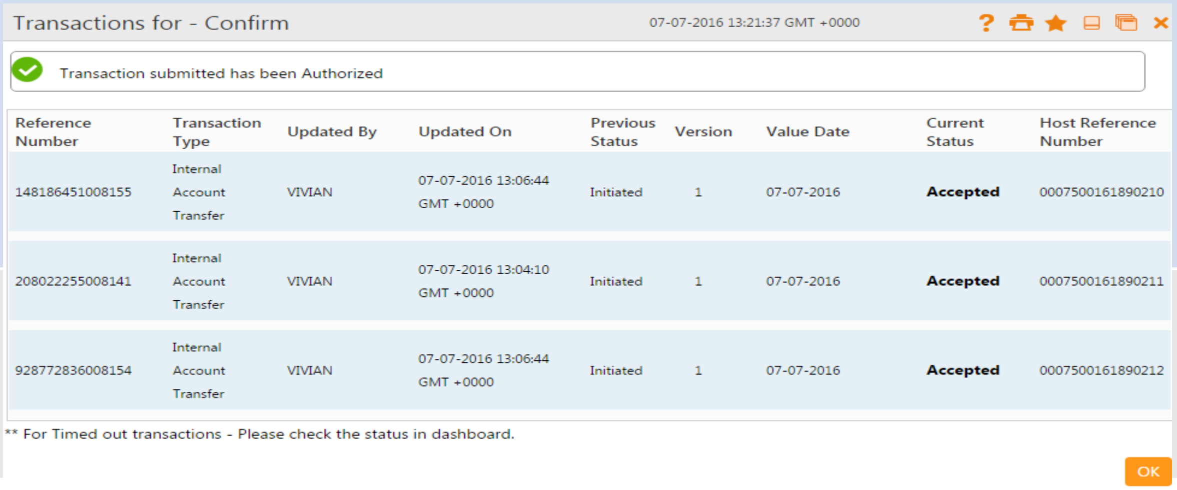
3. Select transaction (s) to be authorized and click "Authorize"



4. "Uncheck" Use virtual keyboard to allow user input from keyboard. However, it is recommended all entries are done using the virtual keyboard
5. Enter soft token received via email/SMS
6. Click Submit



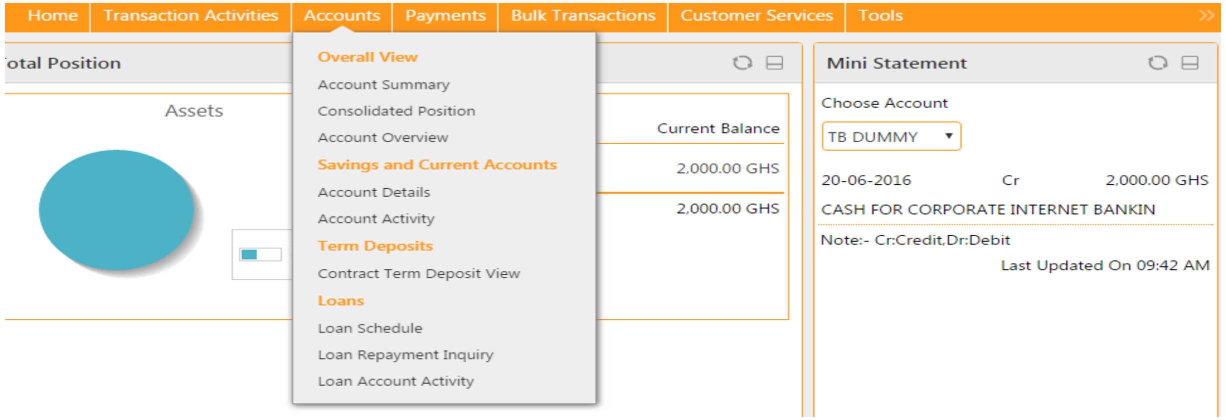
7. System will show confirmation page with current status as "accepted"



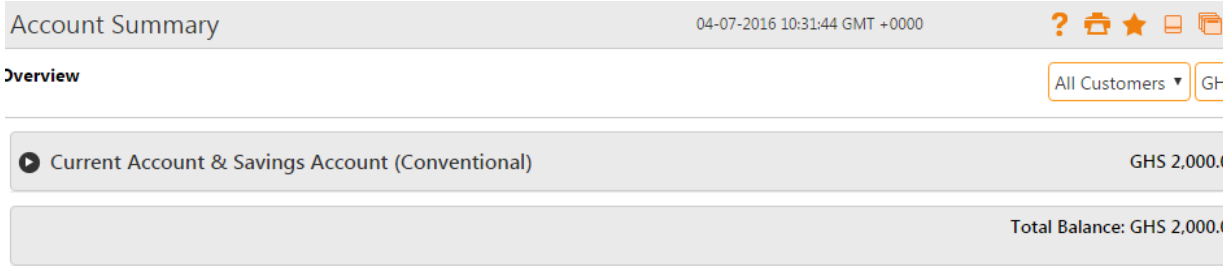
Statements & account balance reporting

To Generate Online Statements

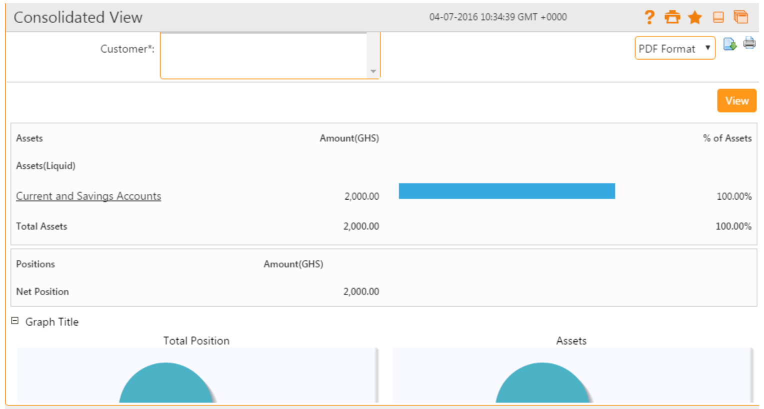
- Hover mouse over and click on the activity



1. Account Summary



2. Consolidated Position



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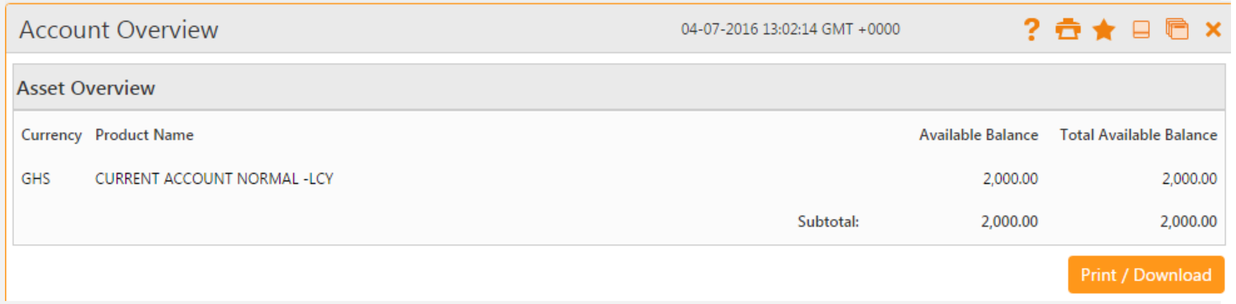
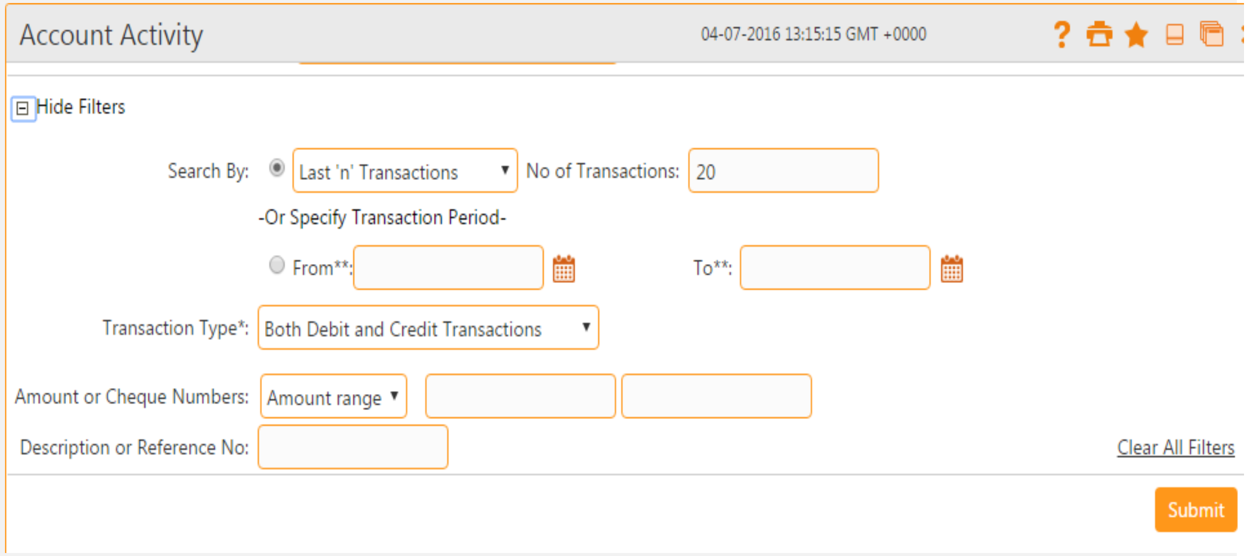
3. Account overview



Account Overview sample

4. Account Activity

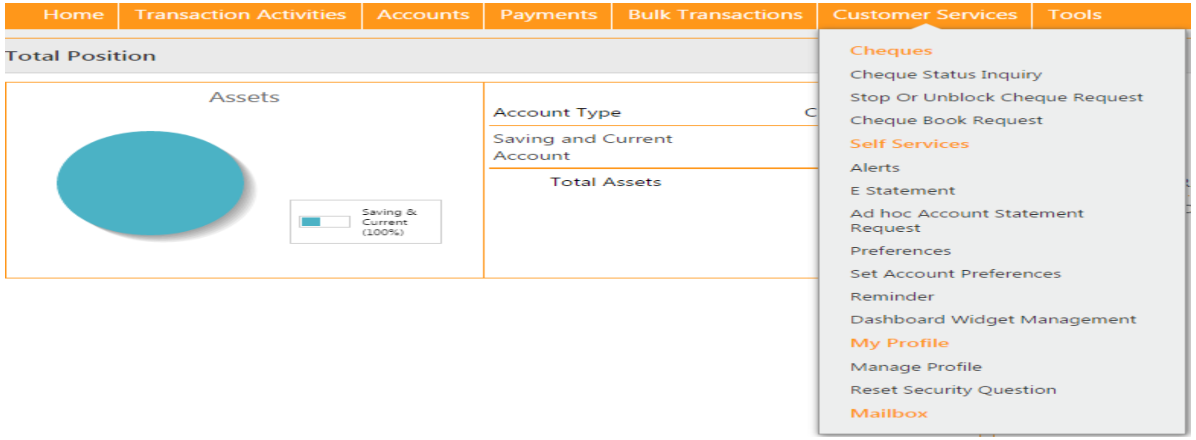
- Uncheck “hide filters” located at the upper left corner
- Specify search parameters. E.g. date, amount etc. and click submit



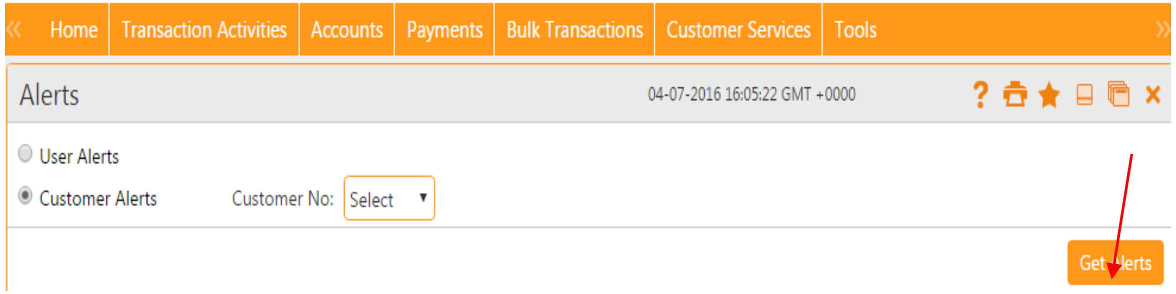
Customer Services

To schedule alerts

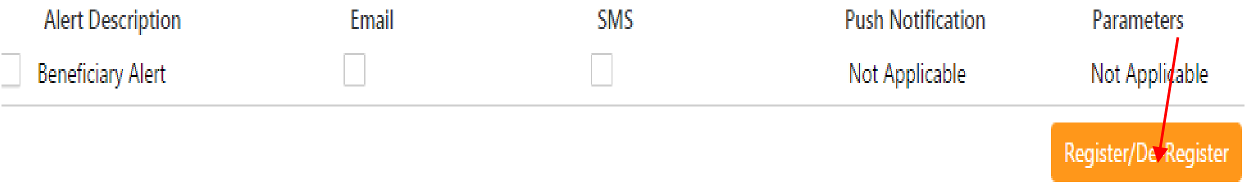
- Hover mouse over customer care and click on the activity



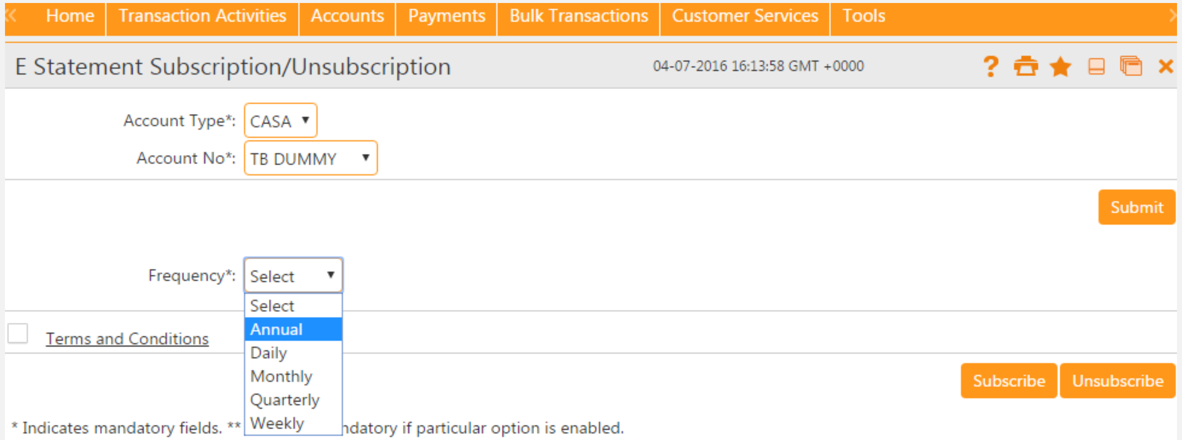
1. Alerts – Select Customer number and click Get Alerts



2. Make selection and click "Register/De-register"



3. E-statement
   - Select Account type
   - Account number
   - Frequency and click " Subscribe"



4. Ad hoc statement report
   - Select account number
   - Select date range and click submit