



# **XMLdation Service User and Administrator Guide**

2020

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# Signing in



## Sign in

English ▼

Sign in with your username and password

Username

Password

**Sign in**

*Forgot your username?*

*Forgot your password?*

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# Signing in

## On first sign in


- Enter your user name and password
- You may be asked to enter a security code. You will receive the code by email.  
Enter this code
- You may be asked to review your details. When ready, select Continue
- Accept the Terms of Use
- Change your password
- You are ready to start working !

## Signing in again

- Enter your user name and password

From time to time, you will be asked to update your password

From time to time, you may be asked to enter a security code. You will receive the code by email.

 XMLdataion

**Sign in** English ▼

**Sign in with your username and password**

Username

Your user name

Password

.....

**Sign in**

[Forgot your username?](#)

[Forgot your password?](#)

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# Signing in FAQ

## **Where do I get my username or password?**

Contact support or your administrator

## **I have been prompted to enter a security code but I have not received it**

1. Check the spam or junk folder in your email
2. Try again - click to 'resend code'
3. Contact support or your administrator

## **I can't remember my password**

Go to the sign in page. Click on "Forgot your password". Enter your username. Your password will be sent to your email.

## **I want to change my password**

Go to the Preferences page in the upper right corner while logged in or select 'Forgot my password' on the sign in page.

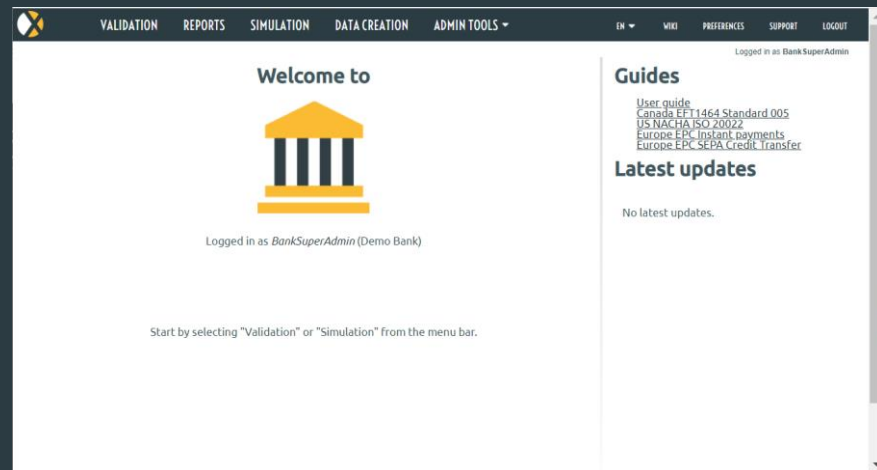
## **I can't remember my username**

Go to the sign in page. Click on "Forgot your username". Enter your email address. Your username will be sent to your email.

## **I can't sign in because I keep getting an 'invalid captcha' error**

1. If you are not sure of your password, click on "Forgot my password" to get a new password
2. Some captchas are difficult to read. You can keep retrying and might find one that works for you.
3. Contact support or your administrator

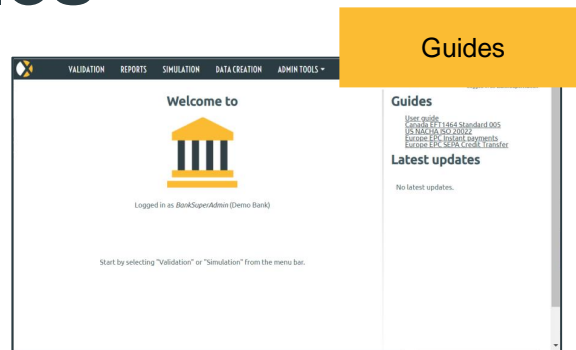
# Viewing guides and sample files



# Viewing guides and sample files

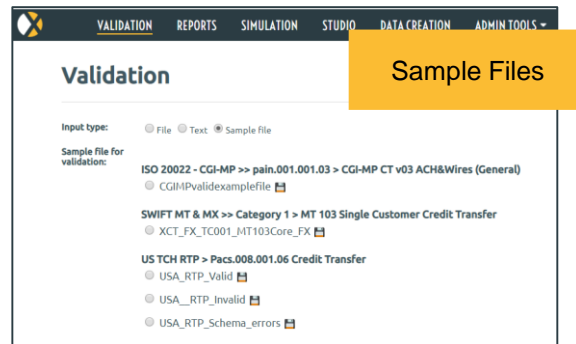
## Guides

- Guides available in your Service are on the **Landing Page**
- Go to Landing Page by clicking on the icon on left hand of the navigation bar
- Guides are listed in the top right hand of the page



## Sample Files

- Sample Files available in your Service can be viewed from the **Validation Page**
- Go to Validation Page by clicking on Validation on the navigation bar
- To view sample files, click on the "Sample File" option next to "Input Type"



# Validating files



VALIDATION

REPORTS

SIMULATION

## Validation

Input type:

☒ File ☐ Text ☐ Sample file

File for validation:

Browse...

Select the file which you want to validate. The maximum allowed file size is 5MB.

Comment:

Using a comment e.g. customer name or other identification can help you to find and identify the validation report afterwards.

Validate



# Validating files

- 1 Click on **VALIDATION** on the Navigation Bar
- 2 Select a file for validation from your local file system
  - Click on the Browse button
  - Select the file
  - Click Validate

The file formats available in your Service are listed

- 3 Select the validation type for your file (the file format)

The Validation starts

- 4 View the summary results of the validation

- 5 Click on 'See Report' to view details

**1**

**2**

**3**

**4**


**5**

# Editing validation reports to correct errors


1

## Select “Edit Mode”

Edit values in the file, and revalidate




### Validation Report

**Report ID:** 171805  
**Date:** 2020-04-10 20:10:05  
**Original filename:** CGIMPvalidexamplefile.xml  
**Validation type name:** (ISO 20022 - CGI-MP >> pain.001.001.03) CGI-MP CT v03 ACH&Wires (General)  
**Based on guide:** ISO\_20022\_Credit\_Transfer\_v3\_Common\_Global\_Implementation\_MIG\_13JUN 2011\_Final\_Publication.pdf   
**Validation result:** **Failed**

[Report as PDF](#)  
[Report as HTML](#)  
[Validated file](#)  
[Compact report](#)  
[Edit Mode](#)

```
1: <?xml version="1.0" encoding="UTF-8"?>
2: <Document xmlns="urn:iso:std:iso:20022:tech:xsd:pain.001.001.03">
3:   <CstmrCdtTrfInitn>
4:     <GrpHdr>
5:       <MsgId>MsgId unique string 15aAvy</MsgId>
6:       <CreDtTm>2020-04-10T17:03:02</CreDtTm>
7:       <NbOfTx>3</NbOfTx>
8:     </GrpHdr>
9:     <CtrlSum>10000</CtrlSum>
10:    <InitgPty>
11:      <Nm>ABC Corporation</Nm>
12:      <Id>
13:        <OrgId>
14:          <Id> 222010012</Id>
15:        </OrgId>
16:      </Id>
17:    </InitgPty>
18:  </CstmrCdtTrfInitn>
19:</Document>
```

**ERROR**  The value of 'GrpHdr/NbOfTx' does not match with the count of 'CdtTrfXnf' elements in the message.  
[Read more from: XSLT](#)  
Error origin: level #1 - ISO20022 pain00100103  
XPath to the element: //Document[1]/CstmrCdtTrfInitn[1]/GrpHdr[1]/NbOfTx[1]

1

# Viewing historical validation reports

**1** Click on **REPORTS** on the navigation bar  
The screen lists Validation Reports for validations previously run by the user.

**2** To view a report, click on the report line

If no reports are listed, your environment might be configured to delete reports automatically on user logout.

**1**

**2**

**See the differences**

Report filtering options

	Time	File	Validation type	Result	Report id	Action
Apr 14	14:37	CGIMPvalidexamplef	CGI-MP CT v03 ACH&Wires (General)	Failed	171812	✖
	14:37	CGIMPvalidexamplef	CGI-MP CT v03 ACH&Wires (General)	Passed	171811	✖

Delete Go

Left file for diff:

Upload file: Browse...

Report id:

Right file for diff:

Upload file: Browse...

Report id:

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# Comparing files

- 1 Click on **REPORTS** on the navigation bar  
The option to compare two files is at the end of the Reports screen
- 2 Browse to upload the first file  
Or enter the Report id of one of the listed reports  
Or hover over a Report Id and click Left
- 3 Browse to upload the second file  
Or enter the Report id of one of the listed reports  
Or hover over a Report Id and click Right
- 4 Click “See the differences”
- 5 View the differences

The screenshot shows the 'REPORTS' tab in the navigation bar. Below it, the 'Report filtering options' table lists reports. The table has columns: Time, File, Validation type, Result, Report id, and Action. Two reports are listed for 'Apr 14': one with Report id '171812' (Failed) and one with Report id '171811' (Passed). Below the table, there are two sections: 'Left file for diff:' and 'Right file for diff:'. Each section has an 'Upload file:' button and a 'Report id:' input field. A 'See the differences' button is located below these sections. The bottom right corner of the page contains links for 'User guide', 'Terms of use', and '© 2020 XMLdata Ltd'.

Time	File	Validation type	Result	Report id	Action
Apr 14	CGIMPvalidexamplefile.xml	CGI-MP CT v03 ACH&Wires (General)	Failed	171812	<a href="#">Delete</a>
Apr 14	CGIMPvalidexamplefile.xml	CGI-MP CT v03 ACH&Wires (General)	Passed	171811	<a href="#">Download results as CSV</a>

## Diff result

The screenshot shows the 'Diff result' tool comparing two XML files. The left pane shows the 'CGIMPVALIDEXAMPLEFILE.XML (REPORT ID:171812)' and the right pane shows the 'CGIMPVALIDEXAMPLEFILE.XML (REPORT ID:171811)'. The XML content is displayed in a list format. The differences between the two files are highlighted in green. The differences are:

- Line 7: `<NbOfTxs>3</NbOfTxs>` (Left) vs `<NbOfTxs>1</NbOfTxs>` (Right)
- Line 8: `<CtrlSum>10000</CtrlSum>` (Left) vs `<CtrlSum>10000</CtrlSum>` (Right)
- Line 14: `<Id> 222010012</Id>` (Left) vs `<Id> 222010012</Id>` (Right)

# Validating files FAQ

## **What do Error, Notice and Info mean?**

Error: must be fixed to avoid file or payment failures

Notice: recommendation

Info: additional information

## **What is a schema error?**

An error in the file structure. For example, for an XML file, the tags may be wrong. If a schema error is detected, the business rules are not checked.

## **What is a business rule error?**

An error in the content within the fields in the file.

## **What are the Wiki links?**

Links to more information about the error of the file specification.

## **What if I don't understand the error**

Contact support or your administrator.

## **Can I use copy and paste to validate file content?**

Yes. Select Input Type 'text' on the Validation Page, paste file contents into the test area, and validate.

## **Can I send the report to someone?**

Yes. You can email a PDF version. To get the PDF, click on "Report as PDF" in the top right of the report.

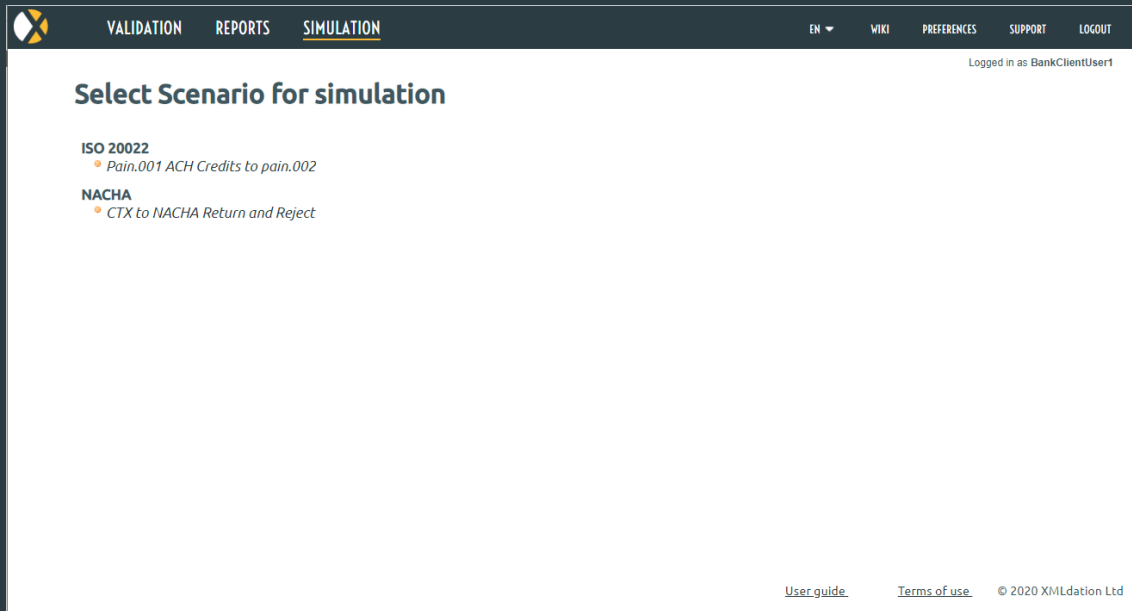
## **Can I download an edited file?**

Yes. Click on "Validated file" in the top right of the report.

## **Why are there no Validation reports listed on the Reports screen?**

Your system may be configured to delete Validation reports automatically on logout.

# Simulating response files



The screenshot shows a web application interface for simulating response files. The top navigation bar is dark blue with a logo on the left and links for VALIDATION, REPORTS, and SIMULATION (which is underlined). On the right side of the navigation bar are links for EN, WIKI, PREFERENCES, SUPPORT, and LOGOUT. Below the navigation bar, the main content area is white and titled "Select Scenario for simulation". Under this title, there are two sections: "ISO 20022" and "NACHA". Each section has a bullet point with a description: "Pain.001 ACH Credits to pain.002" for ISO 20022 and "CTX to NACHA Return and Reject" for NACHA. In the top right corner of the main content area, it says "Logged in as BankClientUser1". At the bottom right of the page, there are links for "User guide" and "Terms of use", followed by the copyright notice "© 2020 XMLdata Ltd".

VALIDATION REPORTS SIMULATION EN WIKI PREFERENCES SUPPORT LOGOUT

Logged in as BankClientUser1

## Select Scenario for simulation

**ISO 20022**

- *Pain.001 ACH Credits to pain.002*

**NACHA**

- *CTX to NACHA Return and Reject*

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# Simulating response files

1 Click on **SIMULATION** on the Navigation Bar

2 Select a scenario for simulation

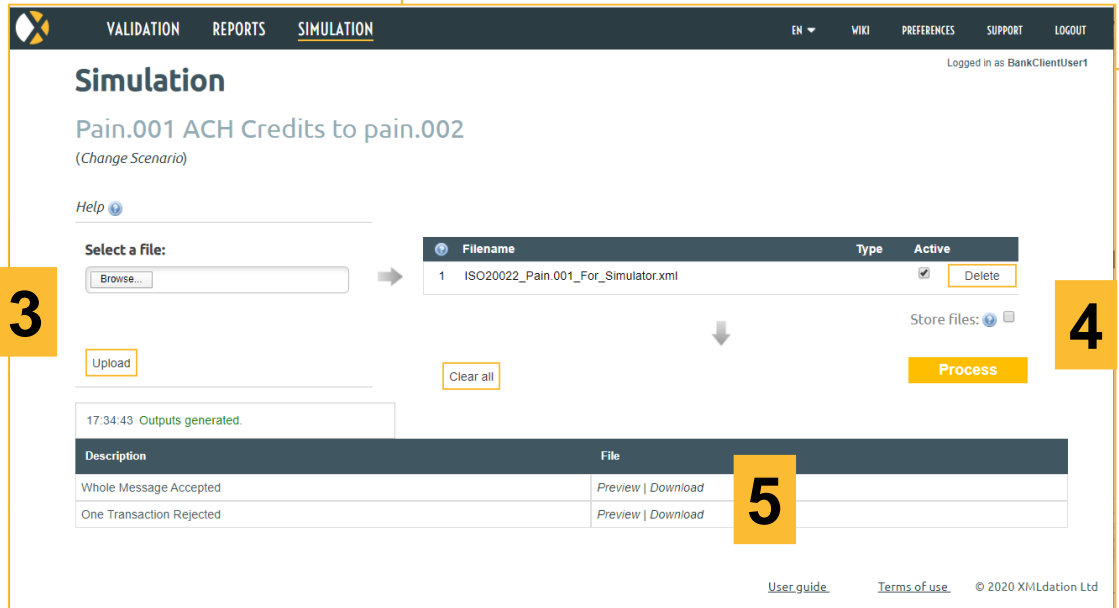
3 Select an input file for the simulation from your local file system

- Click on the Browse button
- Select the file
- Click Upload

4 Process the uploaded file  
The simulated response files are listed

5 View the simulated response files  
Click Preview/Open or Download

Use Preview/Open to view the simulated file in your browser. Use 'Download' to download the file to your local file system.



# Simulating response files FAQ

## **I don't see SIMULATION on my navigation bar**

The Simulator may not be configured in your environment. Contact support or your Administrator if you think you should have access to the Simulator.

## **What is the purpose of the Simulator**

The Simulator provides examples of bank response files so that you can review the content of the response files, and check that your system can read (parse) these files. For example, it will simulate a few examples of pain.002 payment status report files that you might expect to receive from the bank in response to a credit transfer pain.001 file.

## **The input file I uploaded to the simulator did not pass validation. What should I do?**

The uploaded file is invalid for this simulator. Go to the Validation page, validate against the file format for the input file, and correct file. Then try the simulator again with the corrected file.

## **Does the simulator response files include data from my uploaded input file?**


Yes. The simulator populates the response files with data from your uploaded input file.

## **The simulator shows a response file with a transaction error even though my input file did not contain an invalid transaction. Why is this?**

This response file is included to help with your testing. You can expect to be notified of failed transactions at some stage, and your systems should be able to read files that indicate failed transactions.



# Creating files

 [VALIDATION](#) [REPORTS](#) [SIMULATION](#) [STUDIO](#) [DATA CREATION](#) [ADMIN TOOLS](#) [EN](#) [WIKI](#) [PREFERENCES](#) [LOGOUT](#)

## Data creation

[EBA File Generation](#)  
[US TCH RTP](#)  
[Real Time Payments](#)  
[ECB T2 RTGS](#)  
[RTGS pacs.008.001.08](#)  
[RTGS pacs.004.001.09](#)  
[Europe Deutsche Bundesbank](#)  
[IPSL](#)

## Generating Multiple\_files

• Produces multiple files with one transaction. • The number of files is driven by the number of occurrences of data in the input.

### Transactions

Type in values, [select](#) or drag and drop the file here

#	1	DbtrNm;	DbtrAcctIBAN;	DbtrAgtBIC;	CdtrNm;	CdtrAcctIBAN;	CdtrAgtBIC;
	2	Debtor 1;	DE12500105170648489890;	DEUTDEFF;	Creditor 1;	FI4250001510000023;	NDEAF1HH;
	3	Debtor 2;	DE12500105170648489890;	DEUTDEFF;	Creditor 2;	FI4250001510000023;	NDEAF1HH;

[Generate file\(s\)](#)

# Creating files

- 1 Click on **DATA CREATION** on the navigation bar
- 2 Select a Data creation project from the lefthand list
- 3 Enter data  
Type in data, copy and paste data, or provide a file containing data. Files can be selected from your local file system, or dragged and dropped onto the page.
- 4 Click **“Generate Files”**  
A zip of the created files is downloaded to your local machine

The screenshot shows the 'DATA CREATION' interface. The navigation bar at the top includes 'VALIDATION', 'REPORTS', 'SIMULATION', 'STUDIO', 'DATA CREATION' (highlighted), and 'ADMIN TOOLS'. The left sidebar lists data creation projects: 'EBA File Generation', 'US TCH RTP', 'Real Time Payments', 'ECB T2 RTGS', 'Europe Deutsche Bundesbank', and 'IPSL'. The main content area is titled 'Data creation' and shows a search bar and a list of projects. The 'ECB T2 RTGS' project is selected, and the 'Multiple\_files' option is chosen. The 'Generating Multiple\_files' section displays a table of transactions and a 'Generate file(s)' button.

**1** Click on **DATA CREATION** on the navigation bar

**2** Select a Data creation project from the lefthand list

**3** Enter data  
Type in data, copy and paste data, or provide a file containing data. Files can be selected from your local file system, or dragged and dropped onto the page.

**4** Click **“Generate Files”**  
A zip of the created files is downloaded to your local machine

**Data creation**

Search for...

EBA File Generation  
US TCH RTP  
Real Time Payments  
ECB T2 RTGS  
Europe Deutsche Bundesbank  
IPSL

**Generating Multiple\_files**

• Produces multiple files with one transaction. • The number of files is driven by the number of occurrences of data in the input.

**Transactions**

Type in values, [select](#) or drag and drop the file here

1	DbtrNm;	DbtrAcctIBAN;	DbtrAgtrIC;	CdtrNm;	CdtrAcctIBAN;	CdtrAgtrIC;
2	Debtor 1;	DE12500105170648489890;	DEUTDEFF;	Creditor 1;	FI4250001510000023;	NDEAFIHM;
3	Debtor 2;	DE12500105170648489890;	DEUTDEFF;	Creditor 2;	FI4250001510000023;	NDEAFIHM;

**4** Generate file(s)

# Creating files FAQ

## **I don't see DATA CREATION on my navigation bar**

The Data Creator may not be configured in your environment. Contact support or your Administrator if you think you should have access to the Data Creator.

## **What is the purpose of the Data Creator**

The Data Creator is used to create correctly formatted files based on data provided by the user.


For example, the user can enter information for a number of transactions and generate an ISO 20022 pain.001 credit transfer. The dates and identifier fields such as EndToEndId are generated in the background.

The Data Creator can be configured to create files that are invalid according to business rules.

## **Why is the Page called Data Creation rather than File Creation**

Different terminology is in use for different formats. For example, file is commonly used for flat file formats, message is commonly used for ISO 20022 XML format and request is commonly used for JSON format. The term Data was chosen because it applies for all of these formats.

# Requesting Support

 [VALIDATION](#) [REPORTS](#) [SIMULATION](#) [EN](#) [WIKI](#) [PREFERENCES](#) [SUPPORT](#) [LOGOUT](#)

Logged in as BankClientUser1

## Support

[User guide](#)

**Recipient:** support@xmldation.com

**Type:** ☒ Request  
I have a question or need something  
☐ Incident  
something is broken

**Subject:**

**Report id:**

If you need assistance regarding an individual report, please provide the numeric report id here. The report id can be found at the top of the validation report.

**\*Email:**

**\*Description:**

Please provide us with a description of the issue you are having.

Marked fields(\*) are required.

[Send](#)

[User guide](#) [Terms of use](#) © 2020 XMLdata Ltd

# Support

## Submit a support request using the Support Page

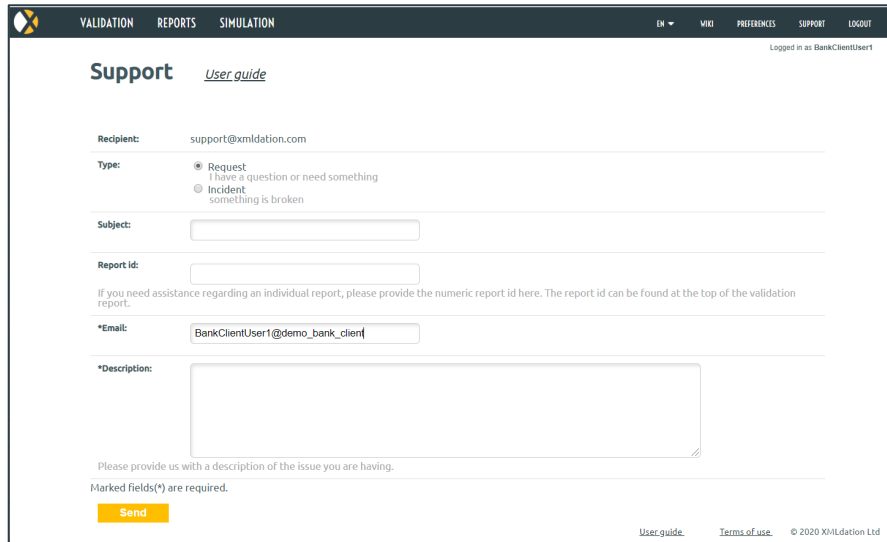
- Go to Support page by clicking on SUPPORT on the navigation bar
- Fill out the Form and Submit

## Submit a support request via email

- Send your support request to support@xmldation.com

## Contact your administrator

- Contact the administrator who notified you about your xmldation account



The screenshot shows the 'Support' page of the XMldation application. At the top is a dark navigation bar with links for 'VALIDATION', 'REPORTS', and 'SIMULATION'. On the right side of the bar are links for 'EN', 'WIKI', 'PREFERENCES', 'SUPPORT', and 'LOGOUT'. The user is logged in as 'BankClientUser1'. The main heading is 'Support' with a link to the 'User guide'. The form contains the following fields: 'Recipient' (pre-filled with 'support@xmldation.com'), 'Type' (radio buttons for 'Request' and 'Incident'), 'Subject' (text input), 'Report id' (text input), and '\*Email' (pre-filled with 'BankClientUser1@demo\_bank\_client'). The '\*Description' field is a large text area. A note states: 'If you need assistance regarding an individual report, please provide the numeric report id here. The report id can be found at the top of the validation report.' Below the form is a 'Send' button. At the bottom right are links for 'User guide', 'Terms of use', and a copyright notice '© 2020 XMldation Ltd'.

Support [User guide](#)

Recipient: support@xmldation.com

Type: ☒ Request I have a question or need something  
☐ Incident something is broken

Subject:

Report id:

If you need assistance regarding an individual report, please provide the numeric report id here. The report id can be found at the top of the validation report.

\*Email: BankClientUser1@demo\_bank\_client

\*Description:

Please provide us with a description of the issue you are having.

Marked fields(\*) are required.

[Send](#)

[User guide](#) [Terms of use](#) © 2020 XMldation Ltd

# Support FAQ

## **What browsers are supported**

Chrome

Firefox

Edge

Safari

Internet Explorer 11 (only this version)

## **I am having problems signing in**

Check out the Signing in FAQ in this guide.

Contact support or your administrator.

# Administration – managing users

**A user must have Admin rights to access Administration functions**

# Viewing and editing users

- 1 Click on ADMIN TOOLS -> Users on the navigation bar  
The page will show the list of active and expired users

- 2 Three ways to find a user


2.1 Type a username, or part of a username, in the search box. The list automatically updates to show users whose username matches your text

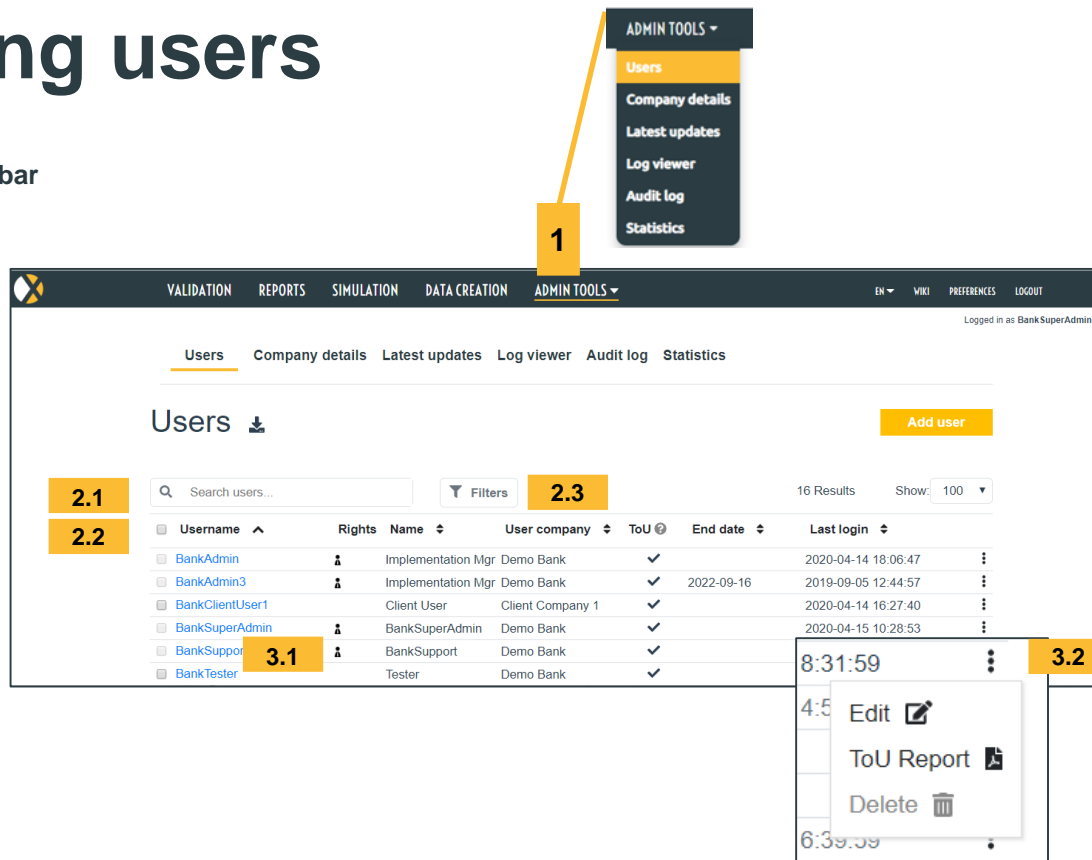
2.2 Sort the users by clicking on column headings. You can sort by Username, Name, User company, End date and Last Login

2.3 Filter the list. You can filter based on Username, Name, Company name, Email, User rights, and User status

- 3 Two ways to view or edit user details

3.1 Click on the Username

3.2 Click on  with the left mouse button and select Edit



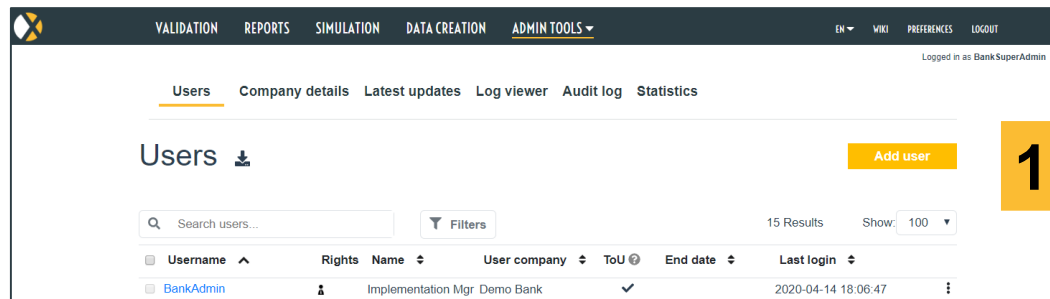
The screenshot shows the 'Users' management page. At the top, a navigation bar includes 'ADMIN TOOLS' with a dropdown menu containing 'Users', 'Company details', 'Latest updates', 'Log viewer', 'Audit log', and 'Statistics'. A yellow box with the number '1' points to the 'Users' option. Below the navigation bar, the 'Users' section has a search box, a 'Filters' button, and a table of users. A yellow box with '2.1' points to the search box, '2.2' points to the 'Username' column header, and '2.3' points to the 'Filters' button. The table lists users with columns for Username, Rights, Name, User company, ToU, End date, and Last login. A yellow box with '3.1' points to the 'BankSupport' username. A yellow box with '3.2' points to the three-dot menu icon next to the 'BankSupport' row, which has opened a context menu with options: 'Edit', 'ToU Report', and 'Delete'.

Username	Rights	Name	User company	ToU	End date	Last login
BankAdmin	Implementation Mgr	Demo Bank	✓		2020-04-14 18:06:47	
BankAdmin3	Implementation Mgr	Demo Bank	✓		2019-09-05 12:44:57	
BankClientUser1	Client User	Client Company 1	✓		2020-04-14 16:27:40	
BankSuperAdmin	BankSuperAdmin	Demo Bank	✓		2020-04-15 10:28:53	
BankSupport	BankSupport	Demo Bank	✓			
BankTester	Tester	Demo Bank	✓			



# Adding a user

## 1 Click on Add User



## 2 Enter user details on the Create new user page

You must enter Email, Username, and password for the user.

You can generate a password by clicking the  icon

Configure settings for the user if needed. Reference “Useful settings” in this guide


The screenshot shows the 'Create new user' form. The form has four input fields: 'Email: \*' with the value 'client@company.com', 'Username: \*' with the value 'client@company.com', 'New password: \*' with a masked password and a password generator icon, and 'Retype password: \*' with a masked password. A yellow box with the number '2' is overlaid on the form. Below the form is a yellow 'Save' button. A yellow box with the number '3' is overlaid on the 'Save' button.

## 3 Click Save at the end of the Page

Scroll to the end of the Page to find the Save button

## 4 Email user credentials to user

Click on the link “You can now send email to user”  
A template email opens. You can edit the email text.  
Client Send.


 Your modifications have been saved. [You can now send email to user.](#)

4

# Useful settings when adding a user

Field	Comment
<b>User type</b>	<p>By default, users are set up as floating or Guest users. These user accounts automatically expire after a period of time. The period of time can be defined by your organization. Floating and Guest users cannot be assigned Admin rights.</p> <p>Users can also be set up as Named or Subscriber users. If you intend to assign Admin rights to the user, you must add them as a Named or Subscriber user. You cannot assign Admin rights to a user when a user is being added.</p>
<b>Timezone</b>	Set the timezone according to user location.
<b>Personal support email</b>	You can assign an email address for this user's support. If the field is left blank, the default support email chosen by your organization is used.
<b>User validation type permissions</b> , if available	You can choose the Validation Types to publish to the user. If the option is not available, all Validation Types configured for your organization are automatically published.
<b>User simulation scenario permissions</b> , if available	You can choose the Simulation Scenarios to publish to the user. If the option is not available, all Simulation Scenarios configured for your organization are automatically published.

# Useful user settings that can be edited


Field	Comment
<b>Password</b>	<p>Users sometimes request an administrator to reset their password. On the User page, click on the  icon to generate a new password. Save the new password and resend the user credentials to the user by clicking the Email to User button.</p> <p>The recommended process is to request the user to use the 'Forgot my Password' option on their Sign In page.</p>
<b>Account end date</b>	<p>If a user's account has expired, you can edit the account end date to be a future date. This will reopen the account.</p>
<b>User validation type permissions</b> , if available	<p>You can select additional Validation Types to publish to a user. If the option is not available, all Validation Types configured for your organization are automatically published..</p>
<b>User simulation scenario permissions</b> , if available	<p>You can select additional Simulation Scenarios to publish to a user. If the option is not available, all Simulation Scenarios configured for your organization are automatically published.</p>
<b>User type / Admin rights</b>	<p>If you have the correct permissions, you may assign and remove Admin rights from Named and Subscriber users.</p>

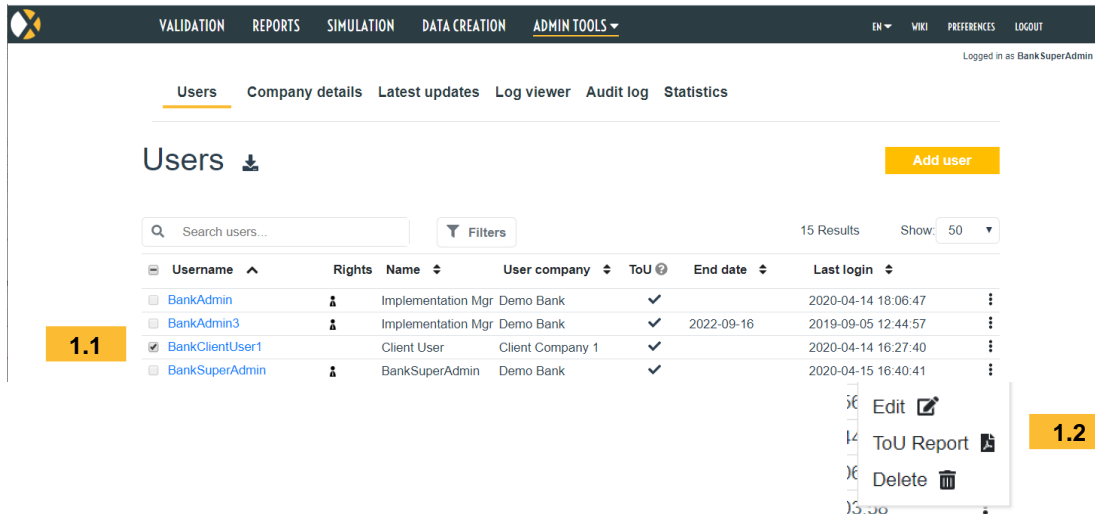
You can also resend user credentials to a user by clicking the “**Email to User**” button on the User Edit Page

# Deleting a user

## Two ways to delete a user

**1.1** Select the tick box next to the user to be deleted. Scroll to the bottom of the form and click **Delete**. This method is useful if you want to delete multiple users.

**1.2** Click on the  icon with the left mouse button and select Delete



The screenshot shows the 'Users' management interface. At the top, there's a navigation bar with 'ADMIN TOOLS' selected. Below it, a tab 'Users' is active. A search bar and a 'Filters' button are present. The table lists four users: 'BankAdmin', 'BankAdmin3', 'BankClientUser1' (selected), and 'BankSuperAdmin'. A context menu is open for 'BankSuperAdmin', showing 'Edit', 'ToU Report', and 'Delete' options. The 'Delete' option is highlighted. A yellow box with '1.1' is next to the 'BankClientUser1' row, and another yellow box with '1.2' is next to the 'Delete' option in the context menu.

Username	Rights	Name	User company	ToU	End date	Last login
BankAdmin		Implementation Mgr	Demo Bank	✓		2020-04-14 18:06:47
BankAdmin3		Implementation Mgr	Demo Bank	✓	2022-09-16	2019-09-05 12:44:57
<input checked="" type="checkbox"/> BankClientUser1		Client User	Client Company 1	✓		2020-04-14 16:27:40
<input type="checkbox"/> BankSuperAdmin		BankSuperAdmin	Demo Bank	✓		2020-04-15 16:40:41

**I cannot place a tick in the box next to the user, and the delete option is greyed out. Why is that?**

The user might be an Admin user. Admin users cannot be deleted. Their Admin rights must be removed before they can be deleted.

# Assigning and removing admin rights for a user

## 1 Find the user on the User list and go the Edit User page

The page will show the list of active and expired users

## 2 Find the User type field on the Edit User page

If you have permissions to assign or remove admin rights, you will be presented with a list of User types and will have an option to select a new User type for the user.

If you do not have permissions to assign or remove Admin rights, only one value for User type will be shown.

## 3 Change the User Type and Save

If assigning Admin rights, select a User type with Admin rights

If removing Admin rights, select Named or Subscriber User type

### Edit "BankClientUser1" user

Email: *	<input type="text" value="client@company.com"/>
Username: *	<input type="text" value="BankClientUser1"/>
New password:	<input type="password"/>
Retype password:	<input type="password"/>
User type: *	<div><input checked="" type="radio"/> <b>Named</b></div> <div><input type="radio"/> <b>Company admin</b></div> <div>Named User is staff of th</div>

If you need to assign or remove admin rights for a user and you don't have permission, contact Support to request the change to the user's rights.

# User Management FAQ

## **A user account has expired. How do I reactivate it?**

Go to the Edit User page. Enter an Account Expiry Date that is in the future, or make the Account Expiry Date field blank. Save your change.

## **A user has forgotten their user credentials, including password. What should I do?**

Resend the user their client credentials.

1. Go to the User Edit page
2. Check that the user's email address there is correct
3. Click the "Email to user" button at the bottom of the page. Username will be sent, but not the password
4. Ask the user to get a new password by clicking the "Forgot my password" link on the Sign in page

## **One of the users has forgotten their password. What should I do?**

We recommend that you ask them to use the "Forgot my password" link on the Sign in page. However, you can also reset the password for them. See section "Useful user settings that can be edited".

## **I want to review all users in the system. Can I download the full list of users?**

Yes. There is a download icon on the Users page. Use this to download a CSV of all users.

## **How can I check the list of Validation Types and Simulator Scenarios that a user sees**

You can view the list on the User Edit page.

## **I can't find a user in the User list**

1. Try using the Filter option
2. Check if the user has been deleted. You can view the list of deleted users by selecting the Advanced option "Show deleted users only" in the Filter area

## **I want to delete a user but I can't select it, and the Delete option is greyed out**

The user may have Admin rights. You cannot delete Admin users. You must first remove their Admin rights. See section "Assigning and removing admin rights for a user"

# User Management FAQ 2

**The default expiry time for Floating and Guest user accounts is too short. What should I do?**

Ask your organization to change the default expiry time.

**I don't want to create users manually. Can I set the system up to create users automatically?**

Yes. It is possible to share a registration code with users, and the user creation happens automatically when they submit the code. Your organization can request XMLdataion to put this feature in place if required. It is a paid-for feature.

**What is ToU**

ToU stands for Terms of Use. All users of the Service must accept the Terms of Use before they can use the Service.

# Administration – tracking user activity

**A user must have Admin rights to access Administration functions**



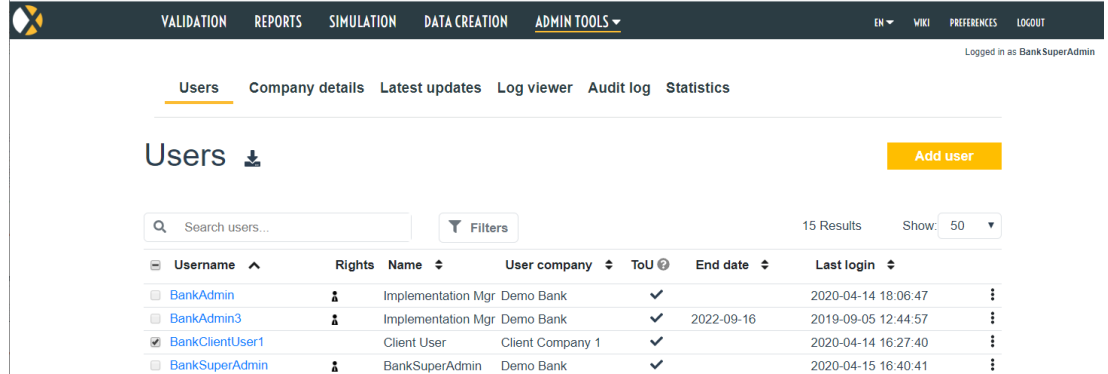
# Tracking User Activity – Users Page

Check if a user who has received credentials has logged in

1. Go to the user list (ADMIN TOOLS -> Users)
2. Find the user
3. Check the Last login column. If the user has logged in, there will be a value in this column. If they have not logged in yet, the entry in this column will be blank.

Check when a user last logged in

Check the value in the Last login column in the Users page



The screenshot shows the 'Users' page in a web application. The page has a dark header with navigation links: VALIDATION, REPORTS, SIMULATION, DATA CREATION, and ADMIN TOOLS (selected). The user is logged in as 'Bank SuperAdmin'. Below the header, there are tabs: Users (selected), Company details, Latest updates, Log viewer, Audit log, and Statistics. The main content area is titled 'Users' and includes a search bar, a filters button, and a table of users. The table has 7 columns: Username, Rights, Name, User company, ToU, End date, and Last login. There are 15 results shown, with 50 items per page. The table lists four users: BankAdmin, BankAdmin3, BankClientUser1 (checked), and BankSuperAdmin. The 'Last login' column shows the date and time of the last login for each user.

Username	Rights	Name	User company	ToU	End date	Last login
BankAdmin	Implementation Mgr	Demo Bank		✓		2020-04-14 18:06:47
BankAdmin3	Implementation Mgr	Demo Bank		✓	2022-09-16	2019-09-05 12:44:57
BankClientUser1	Client User	Client Company 1		✓		2020-04-14 16:27:40
BankSuperAdmin	BankSuperAdmin	Demo Bank		✓		2020-04-15 16:40:41

# Tracking User Activity – Statistics Page

Check the number of validations and simulations that a user has performed in a given period

1. Go to Statistics (ADMIN TOOLS -> Statistics)
2. Select a date range
3. Select the username

Number of validations and simulations performed are shown

## Statistics

Filters			
Date range:	<input type="text" value="15/03/2020"/>	<input type="text" value="..."/>	<input type="text" value="15/04/2020"/>
Username:	<input type="text" value="BankClientUser1"/>		
▼ Summary			
Total validations:	11	Total simulations:	3

# Tracking User Activity – Audit Log Page


Check what validations and simulations a user has run

1. Go to the Audit log (ADMIN TOOLS -> Audit log)
2. Use the browser find function to find the entries relating to this use in the log

For validations, the Status field indicates whether the file passed or failed validation.

For simulations, the Status field indicates whether the file uploaded to the simulator was valid and the simulator successfully generated the response files.

## Audit log

Timestamp	Username	Event	Action	Resource	Status
2020-04-14 15:42:04	BankClientUser1	Simulation	Generate	CTX to NACHA Return and Reject	
2020-04-14 15:41:37	BankClientUser1	Simulation	View	Whole Message Accepted	
2020-04-14 15:41:29	BankClientUser1	Simulation	Generate	Pain.001 ACH Credits to pain.002	
2020-04-14 15:34:43	BankClientUser1	Simulation	Generate	Pain.001 ACH Credits to pain.002	
2020-04-14 12:37:33	BankClientUser1	Validation	Validate	ISO 20022 - CGI-MP >> pain.001.001.03 > CGI-MP CT v03 ACH&Wires (General)	
2020-04-14 12:37:17	BankClientUser1	Validation	Validate	ISO 20022 - CGI-MP >> pain.001.001.03 > CGI-MP CT v03 ACH&Wires (General)	
2020-04-10 18:10:05	BankClientUser1	Validation	Validate	ISO 20022 - CGI-MP >> pain.001.001.03 > CGI-MP CT v03 ACH&Wires (General)	
2020-04-10 18:09:36	BankClientUser1	Validation	Validate	ISO 20022 - CGI-MP >> pain.001.001.03 > CGI-MP CT v03 ACH&Wires (General)	
2020-04-10 18:02:52	BankClientUser1	Validation	Validate	NACHA > ACH PPD	
2020-04-02 14:31:56	BankClientUser1	Simulation	View	One Transaction Rejected	
2020-04-02 14:31:41	BankClientUser1	Simulation	View	Whole Message Accepted	

# Tracking User Activity – Reports Page

Check if a user who has received credentials has logged in

1. Go to the REPORTS page
2. Select the Report filtering option
3. Enter the Username. You can use \* as a wildcard in this field.
4. Click Filter.

The validation reports that were generated as a result of the users validations are listed.

**Note:** Your environment may be configured to delete all user validation reports on user logout. In this case the Reports listing will be empty.

**Report filtering options (Username)**

Start date:  ... Items per page: ☐ 10 ☒ 20 ☐ 50

End date:  ...

Validation type:

Result: ☐ All ☐ Passed ☐ Failed

Username:

Report id:

Validation comment:

	Time	User	File	Validation type	Result	Report id	Action
Apr 14	<input type="checkbox"/> 12:37	BankClientUser1	CGIMPvalidexamplefile.xml	CGI-MP CT v03 ACH&Wires (Ge...	Failed	171812	
	<input type="checkbox"/> 12:37	BankClientUser1	CGIMPvalidexamplefile.xml	CGI-MP CT v03 ACH&Wires (Ge...	Passed	171811	

# Administration – company configuration

Changing company details

Setting up automated notifications

Uploading user guides

Publishing latest updates

# Changing company details

You can edit company information such as Name, and settings such as timezone and number of days to leave floating/guest user accounts open.

1 Go to Company Details (ADMIN TOOLS -> Company Details).

2 Change the company information or settings and click **Save**

## I don't see Company Details under ADMIN TOOLS

You may not have rights to view Company Details. Contact support or your Administrator if you need access.

## I don't see a Save button on Company Details page

You may not have rights to save changes to Company Details. Contact support or your Administrator if you need access.

### Edit company "Bank Test Demo"

Summary:	Company admins:	2
	Named user accounts:	9 (+ 8 expired)
	Simultaneous floating sessions:	Unlimited simultaneous sessions allowed

---

#### General

Company info: <small>Address and contact information in this section are only visible for admins</small>	Name:*	<input type="text" value="Bank Test Demo"/>
	Street address:	<input type="text"/>
	City:	<input type="text"/>
	Postal code:	<input type="text"/>
	Phone:	<input type="text"/>
Environment settings: <small>Settings affecting all users and default values when creating new user</small>	Timezone:*	<input type="text" value="UTC"/>
	Default days open:*	<input type="text" value="28"/> <small>The default number of days a Guest User's account is open after the first login.</small>
	Password expiration:*	<input type="text" value="90"/> <small>The default number of days that a password can be used before it must be changed.</small>
	Welcome text:	<input type="text" value="Welcome to File Testing and Simulator Portal"/>

# Setting up notifications for floating/Guest user account expiries

**Floating and Guest** user accounts are set to automatically expire after a default period of time, usually 90 days from first login. However some users may need their account extended.

You can configure the system to automatically email notifications when an account is about to expire, or has expired.

**1** Go to Company Details (ADMIN TOOLS -> Company Details). Scroll down to the Notifications section.

**2a** You can trigger notifications a number of days before a user account expires.

**2b** You can trigger notifications when a user account expires.

**3.1** You can choose who receives the email notifications

**3.2** You can define an email subject

**3.3** You can define a template for the email body

**I don't see a Notifications section on my Company Details page**

You may not have rights to view and alter Notifications. Contact support or your Administrator if you need access to configure Notifications.

The screenshot shows the 'Notifications' configuration page. At the top, it says 'Notifications: Send automatic notifications by email'. There are two radio buttons: 'Before floating account expires' (selected) and 'After floating account expires'. Callout 2a points to the 'Before floating account expires' option. Callout 2b points to the 'After floating account expires' option. Below the radio buttons, there are three sections: 'Send email to user:', 'Send email to support:', and 'Send email to:'. Callout 3.1 points to the 'Send email to user:' section, which has a checkbox and a description. Callout 3.2 points to the 'Email subject:' field, which contains the text 'User account %username% is about to expire'. Callout 3.3 points to the 'Email template:' field, which contains a template for the email body. The template text is: '%username% access to the Service will expire in %numberofdaysuntilexpiry% days on %expirydate%. If you need help, please contact %supportemail%.' Below the template field, there is a note: 'You can include %numberofdaysuntilexpiry%, %expirydate%, %username% and %supportemail% in the template text.'

# Uploading User Guides

**User Guides** can be uploaded to the Service. You can upload a guide for any language supported in your Service. Logged in users will be shown the guide for their selected language.


**1** Go to Company Details (ADMIN TOOLS -> Company Details). Scroll down to the User Guide section.

**2.** Drag and drop, or browse to select, a Guide in pdf format.

A link to the User Guide will be shown on the Service Landing page, on the bottom right hand of each Service page, and on the Support page.

## I don't see a User Guide section on my Company Details page

You may not have rights to upload User Guides. Contact support or your Administrator if you need access to upload or delete User Guides.

User guides:	English:	<a href="#">XMLdataion Service User Guide.pdf</a> 
	Suomi:	Please <a href="#">select</a> a file or drag and drop
	Francais:	Please <a href="#">select</a> a file or drag and drop
	Multilingual:	Please <a href="#">select</a> a file or drag and drop

Multilingual guide will be shown when there is no guide available on user's language.

2



# Publishing Latest Updates

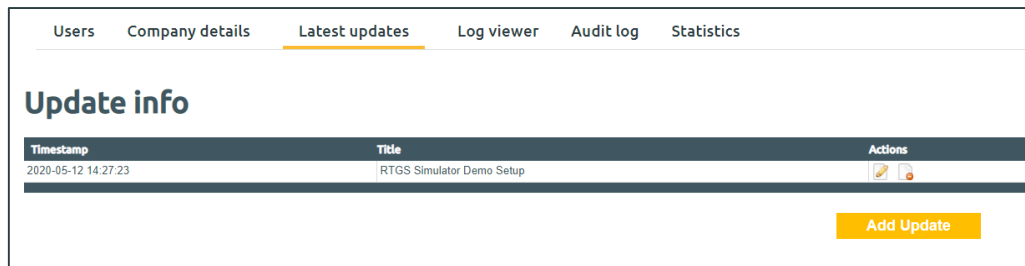
You can publish **Latest Updates** to users of the Service. You can use these to inform users of changes in the Service, for example, if support for a new file type has been added.

- 1 Go to Latest updates (ADMIN TOOLS -> Latest updates)
2. Select “Add Update” and add details about your update



**Latest Updates** are displayed in the top righthand of the Landing page.

## I don't see a Latest updates under the ADMIN TOOLS menu

You may not have rights to publish Latest updates. Contact support or your Administrator if you need access to this feature.



The screenshot displays the 'Latest updates' section of the ADMIN TOOLS menu. At the top, there is a navigation bar with links: Users, Company details, Latest updates (highlighted), Log viewer, Audit log, and Statistics. Below the navigation bar, the section is titled 'Update info'. A table lists the updates with columns for Timestamp, Title, and Actions. One update is shown with a timestamp of 2020-05-12 14:27:23 and a title of 'RTGS Simulator Demo Setup'. The Actions column contains two icons: a pencil for editing and a trash can for deleting. At the bottom right of the table, there is a yellow button labeled 'Add Update'.

Timestamp	Title	Actions
2020-05-12 14:27:23	RTGS Simulator Demo Setup	 

[Add Update](#)

 **support@xmldation.com**