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SAMI to MOX Console FAQs

Questions and answers compiled from the July 18, 2017 training webinar

When will MOX Console become available?

- MOX Console will be available on Monday July 24th, 2017, and SAMI (REBA & Mobile Management) will no longer be accessible.

What is the URL for MOX Console?

- console.malauzai.com

How is SSO for Internet Banking and Mobile affected when changing a password in the console?

- Changing a password in Console does not work for Shared Credentials apps. (Shared credentials apps are those that use the same password on mobile and on Cavion Internet banking)

What do the icons (person, building, home) mean?

- FI's who have been using SAMI only need to utilize the Person (and will probably only see a reference to that). House is for Family Manager and the Business Icon would only be visible for FI's who are implementing a Business Application/Platform.

What is the Finastra Support email address?

- Please call support at 866-629-7012 or log a case at <https://customercenter.dh.com>

Is there a way to disable the ability to change addresses on the MOX Console to avoid confusion among employees?

- Not at this time. This is being considered as a Future Enhancement.

If a user ID is already used, will it suggest one that isn't used?

- No. We recommend using the employees email address or just putting the FI's abbreviation (such as amy.davis.FNB)

We use dpxpay.umonitor.com and the Cavion admin portal for DPXPay. Does this apply to us?

- MOX Console is applicable only for clients who have Finastra's Digital Banking and Mobile App

What is the difference between end user management and MOX mobile user?

- End-User Management is the system that you should see. MOX Mobile User was terminology used in Version 1 of Console.

Will segments already in place in REBA move over to the new Console?

- Yes

Does the password reset force the bank to utilize the password security requirements?

- If the Financial Institution uses Console to reset the password for an Account Holder, that Account Holder will be required to change their password again upon their next login to the application. The Account Holder will then need to utilize the Help button to Reset their password. They will be prompted with validation fields to fill out. After successfully validating, the Account Holder can then reset their password. (Common validation fields are Account Number, SS# or Last 4 of SS#, DOB, Zip).



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What would you suggest as far as IP address ranges to submit for users that are C3 cloud based networks and may access outside of the bank's network without a VPN access?

- Please use the following URL to determine your public IP address: <http://whatismyipaddress.com>

Will the system delete users automatically if they were disabled for a long time?

- No it will not. Deleting out Console Users is being considered for future enhancement. Deleting out Account Holders is not an option. This wipes out their transaction history and is not favored by auditors. If an Account Holder has not used the application for 90 days they will roll off of the billing totals. Only users who are active in a 90 period are included in billing numbers.

Will the customer be able to user their app during the cutover? Will there be any down time for them?

- Your customer will be able to use their Mobile app during the cut over to MOX console.

Is SMS available now?

- FI's should reach out to their CRM's for SMS

What is the email address for Finastra support to send the public IP addresses for whitelisting?

- Please call support at 866-629-7012 or log a case at <https://customercenter.dh.com>

I have a few customers that are in these segments now. I want to make sure they stay the same.

- Segments will pull over to MOX Console. If they don't definitely reach out to Finastra support ASAP.

Where would the bank see the end user history, such as when they last reset their password and when they all logged in?

- This report does not exist at this time. This will be considered for Future Enhancement.

How is the time zone designated in the app?

- It is designated by the PM at the beginning of the project. It should match the time zone of your primary branch.