



# HELP24 eSupport Customer User Guide

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# Overview/Purpose

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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

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## 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.

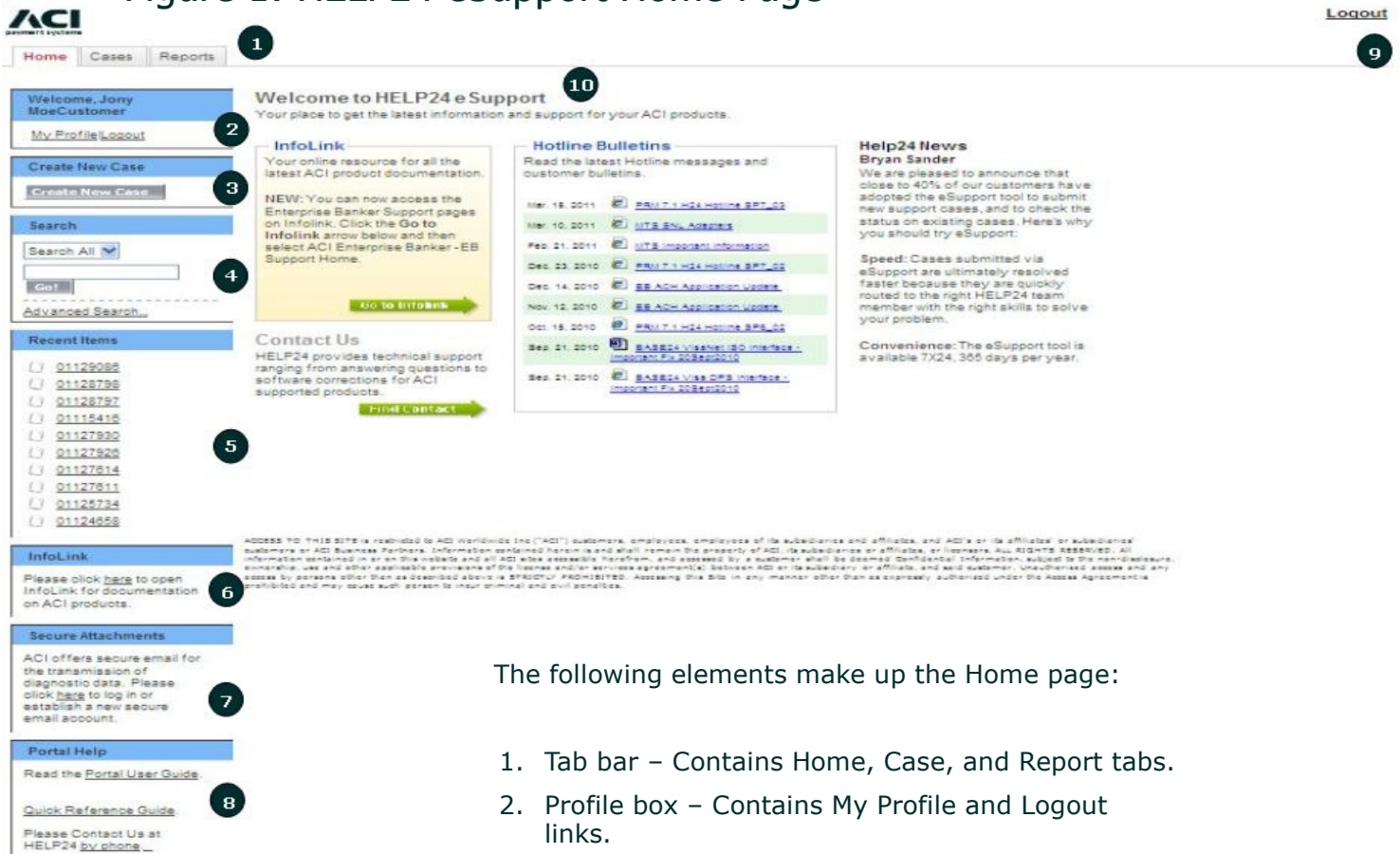
4. Click **Login**.

## 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

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## 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

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## 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 shows the ACI HELP24 eSupport Case Details page. The page is divided into a sidebar on the left and a main content area on the right. The sidebar contains navigation links (Home, Cases, Reports), a welcome message for Jony MoeCustomer, a 'Create New Case' button, a search box, a list of recent items, and links for InfoLink and Secure Attachments. The main content area displays the details for Case 01127611. The 'Case Detail' section (callout 1) includes fields for Case Number (01127611), Customer Phase (Production), Software Location (ACI On-Demand), Type (Question), Priority (3), Support Type (HELP24 On-going Support), Project, Created By (Jony MoeCustomer, 4/26/2011 3:07 PM), Contact Phone ((334) 240-5000), Contact Email (j@hotmail.com), and Status (New). The 'Product Information' section shows Product (eSupport) and Module. The 'Description Information' section contains the subject and description of the case, along with a note to forward a 'NEW CASE OPEN NOTIFICATION' to aschloeder@salesforce.com. The 'Additional Information' section includes External ID, Case Reference ID (ref:00D78gVM.5007Gtz5:ref), Customer Impact, Agreement (Security Vulnerability or Fraud Activity), and Impact Notes. Callout 2 highlights the 'Edit' and 'Clone' buttons in the 'Case Detail' section.

On the case detail page, the Case Detail section <sup>1</sup> 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 displays the 'New Case' page in the ACI HELP24 eSupport system. The page is titled 'Case Edit New Case' and features a navigation bar with 'Home', 'Cases', and 'Reports'. The left sidebar contains a 'Welcome, Jony MoeCustomer' section, a 'Create New Case' button, a search bar, and a list of 'Recent Items'. The main content area is divided into several sections: 'Case Information' with fields for Customer Phase, Software Location, Type, Priority (3), Support Type, Project, and Status; 'Product Information' with fields for Product, Line, Module, Release / Version / Svc, and Pack; 'Description Information' with Subject and Description text boxes; and 'Additional Information' with External ID, Customer Impact (Available/Chosen), Agreement, and Impact Notes. A 'Priority Tips' section on the right provides instructions for Priority 1, 2, and 3 cases. The page also includes a 'Logout' link in the top right corner.

# 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. A sidebar on the left contains sections for "Welcome, Jony MoeCustomer" (with a "My Profile/Logout" link), "Create New Case" (with a "Create New Case" button), "Search" (with a search box and "Go!" button), and "Recent Items" (listing case numbers like 01115416, 01127611, etc.). The main content area is titled "Case Edit 01115416" and includes "Submit" and "Cancel" buttons. It is divided into several sections: "Case Information" with 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); "Product Information" with fields for Product (eSupport), Line (None), Module (None), and Release/Version/Svc. Pack (None); "Description Information" with Subject (test) and Description (notification to case owner, this is a test 'test'); and "Additional Information" with External ID, Customer Impact (Available/Chosen), and an Agreement checkbox. A "Priority Tips" section on the right explains the priority levels. The bottom of the page features a footer with "HELP24 eSupport Customer User Guide", "11", and "May, 2011 Version 2.0".

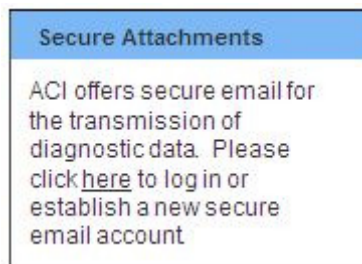
## Submitting Files to ACI

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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

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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' buttons. 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 categorized as an '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

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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 shows the ACI Reports Tab interface. At the top left is the ACI logo with the tagline "smart systems". Below the logo are navigation tabs: Home, Cases, and Reports (highlighted in red). On the left side, there is a user profile section for "Jony MoeCustomer" with links for "My Profile" and "Logout". Below this is a "Create New Case" section with a "Create New Case" button. A search section follows, with a dropdown menu set to "Reports", a search input field, and a "Go!" button. Below the search is an "Advanced Search..." link and a "Recent Items" section. The main content area is titled "Reports Home" and contains a search bar with the text "Enter keywords to find matching custom reports" and a "Find Report" button (callout 1). Below this is a "Report Folders" section with a "Folder" dropdown menu set to "Customer Portal Reports" and a "Go!" button (callout 2). At the bottom of the main content area, there are two sub-tabs: "All Reports" (callout 3) and "Recent Reports" (callout 4). Under the "All Reports" sub-tab, there is a section titled "Customer Portal Reports" with three "Export" links: "Closed in the Past 30 Days", "Open Cases by Product", and "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 and 'Report Systems'. At the top right is a 'Logout' link. Below the logo are navigation tabs for 'Home', 'Cases', and 'Reports'. A welcome message for 'Jony MoeCustomer' is visible. The main section is titled 'Report Search' and contains a search input field with the text 'open' and a 'Find Report' button. Below this 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

The screenshot shows the ACI Reports page. At the top left is the ACI logo and 'account options'. A navigation bar contains 'Home', 'Cases', and 'Reports'. A 'Logout' link is at the top right. A sidebar on the left includes a welcome message for 'Jony MoeCustomer', a 'My Profile Logout' link, a 'Create New Case' button, and a search section with a 'Reports' dropdown, a search input, and a 'Go!' button. The main content area is titled 'Reports: Customer Portal Reports' and features a 'Folder' dropdown menu set to 'Customer Portal Reports'. Below this is a table of reports with columns for Action, Report Name, Description, Last Modified By, and Last Modified Date. The table lists three reports, each with an 'Export' link. Two callouts are present: a circle with the number '1' points to the 'Export' link in the first row, and a circle with the number '2' points to the 'Closed in the Past 30 Days' report name in the second row.

Action	Report Name	Description	Last Modified By	Last Modified Date
<a href="#">Export</a>	<a href="#">Closed in the Past 30 Days</a>		Moe, Jony	6/2/2010 7:19 AM
<a href="#">Export</a>	<a href="#">Open Cases by Product</a>		Moe, Jony	1/31/2011 10:03 AM
<a href="#">Export</a>	<a href="#">Open Cases by Products w/Details</a>		Moe, Jony	1/31/2011 10:23 AM

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

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Figure 15: Export Data Screen

ACI  
payment systems

Logout

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 with a top navigation bar containing 'Home', 'Cases', and 'Reports'. On the left is a sidebar with sections: 'Welcome, User1 Customer' (with 'My Profile' and 'Logout' links), 'Create New Case' (with a 'Create New Case' button), 'Search' (with a dropdown menu set to 'Reports', a search input field, a 'Go!' button, and a link to 'Advanced Search...'), and 'Recent Items' (with a link to '01129086'). The main content area is titled 'My Profile' and includes '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

Home Cases Reports

Welcome, Jony MoeCustomer  
My Profile Logout

Create New Case  
Create New Case

Search  
Reports  
Go!  
Advanced Search...

Recent Items  
01129086  
01127614  
01130489  
01127611

Change My Password

ACI  
payment systems

Change My Password

Your password was last changed or reset on 4/25/2011 2:39 PM

Password Information ! = Required Information

User Name user.1@customer.com

Old Password

New Password

Verify New Password

Save Cancel

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**

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## **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.