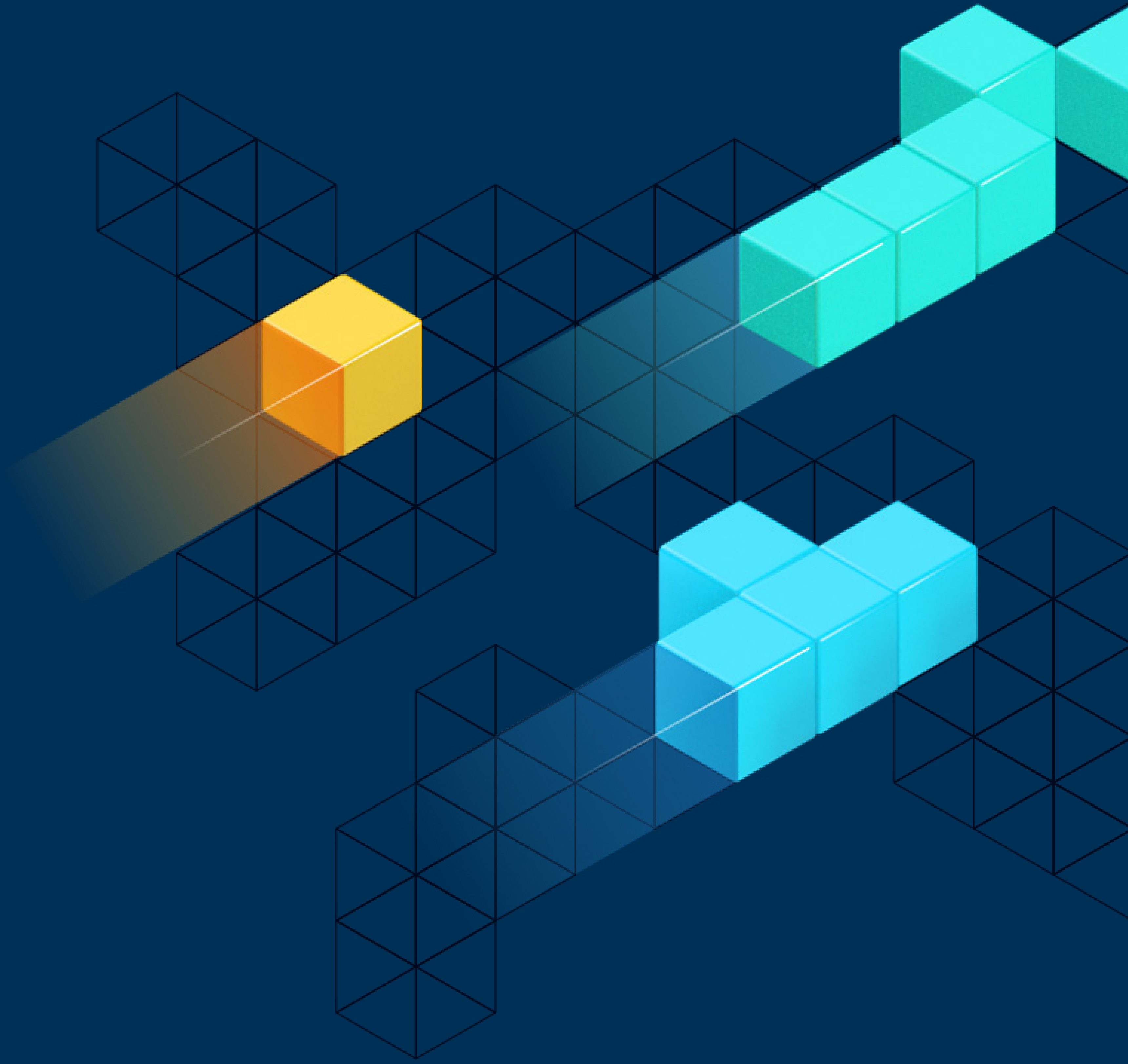
GUIDE DOCUMENTATION

Getting started

A guide to setting up the Modulr platform



Contents

This guide explains how to get signed in and set up on the Modulr Platform.

Before you start

***Authy* authentication app**

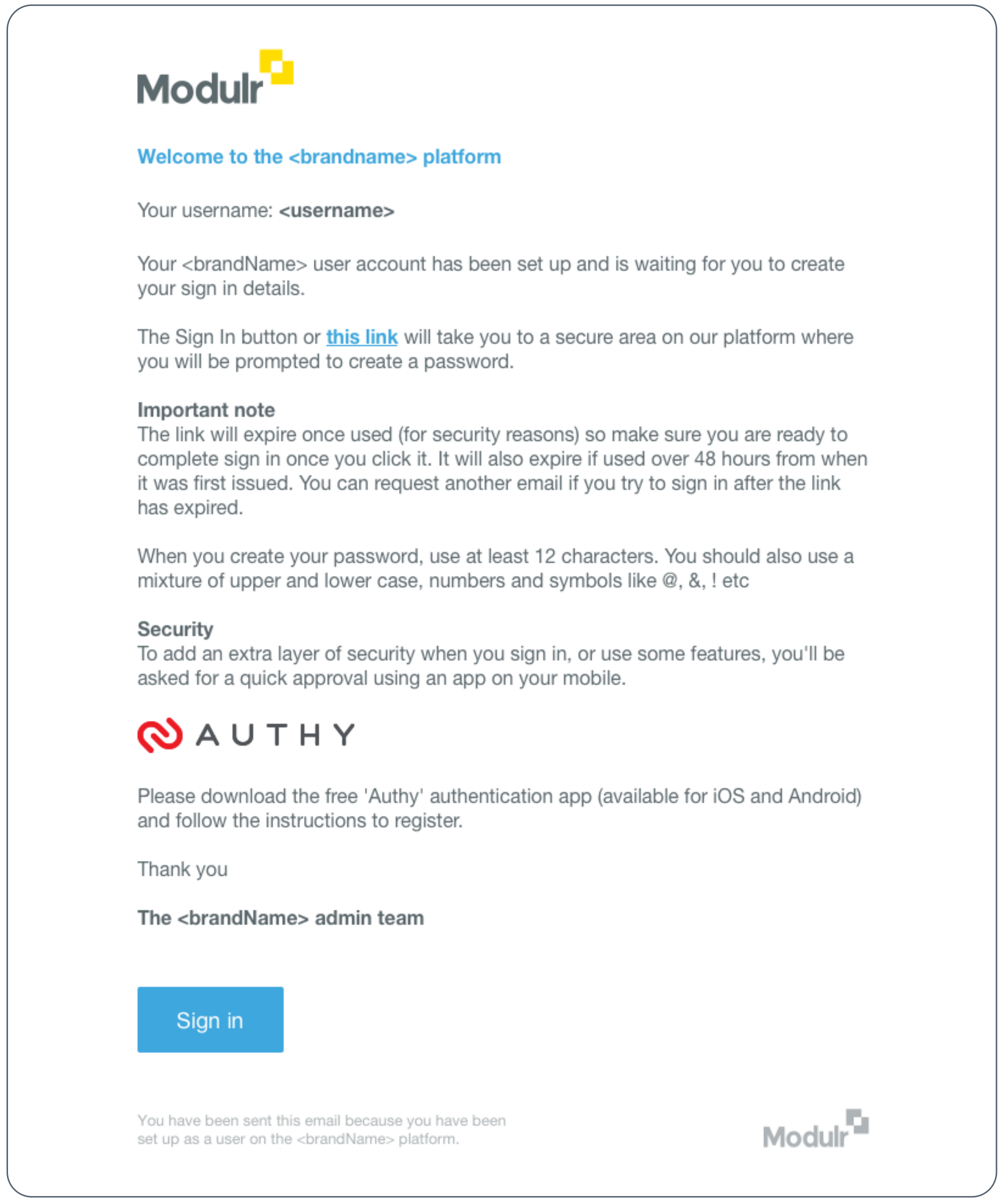
It's a good idea to download, install and register the '**Authy**' authentication app from your app store **before** you begin setting up your access.

AUTHY | Download on the App Store | GET IT ON Google Play

Setting up your access

You'll receive a 'welcome' email from us which will direct you into the portal in order to set up your access.

1



Modulr

Welcome to the <brandname> platform

Your username: **<username>**

Your <brandName> user account has been set up and is waiting for you to create your sign in details.

The Sign In button or this link will take you to a secure area on our platform where you will be prompted to create a password.

Important note
The link will expire once used (for security reasons) so make sure you are ready to complete sign in once you click it. It will also expire if used over 48 hours from when it was first issued. You can request another email if you try to sign in after the link has expired.

When you create your password, use at least 12 characters. You should also use a mixture of upper and lower case, numbers and symbols like @, &, ! etc

Security
To add an extra layer of security when you sign in, or use some features, you'll be asked for a quick approval using an app on your mobile.

AUTHY

Please download the free 'Authy' authentication app (available for iOS and Android) and follow the instructions to register.

Thank you

The <brandName> admin team

Sign in

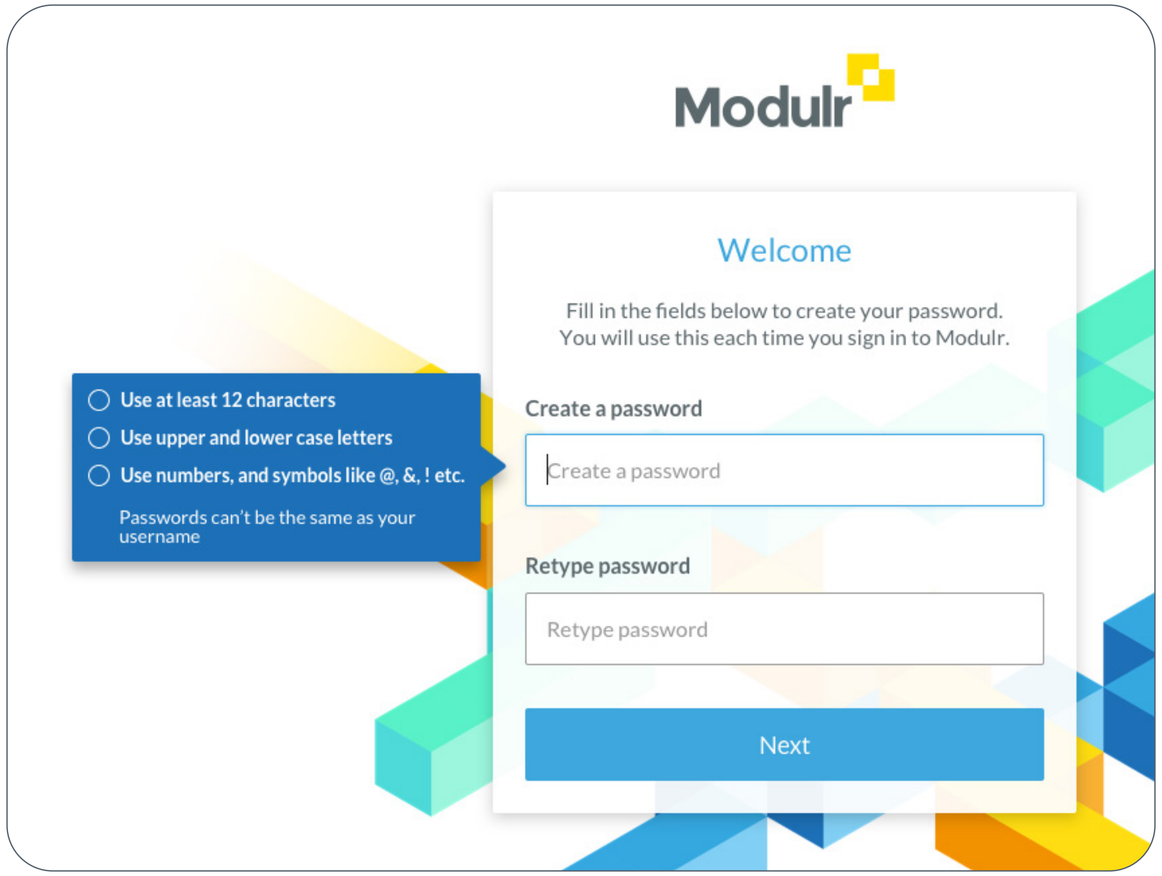
You have been sent this email because you have been set up as a user on the <brandName> platform.

Modulr

Welcome email.

Select *'Sign in'*

2



Create a password

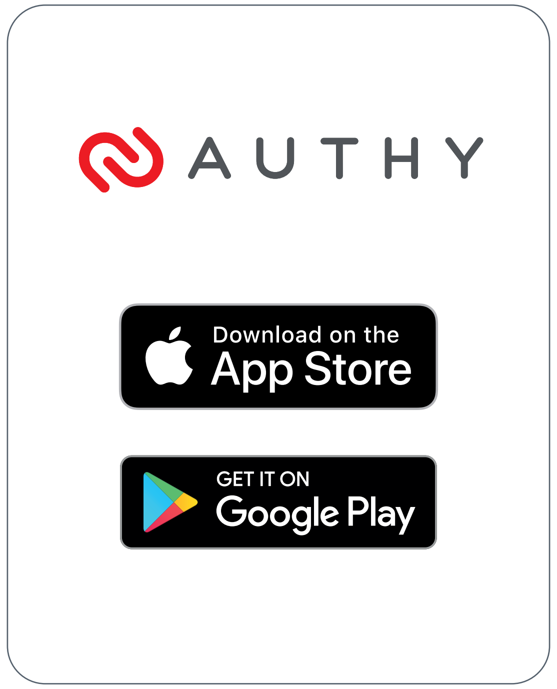
Password requirements:

- Use at least 12 characters
- Use upper and lower case letters
- Use numbers, and symbols, like @, &, ! etc
- Passwords can't be the same as your username.

Setting up *Authy* and signing in

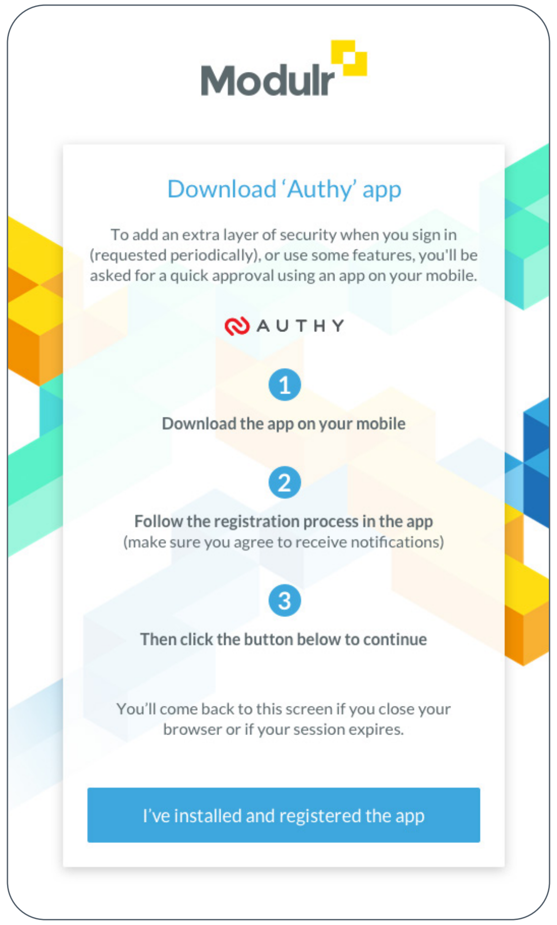
You'll then need to set up the 'Authy' authentication app using your phone, and then sign in to the portal.

3



Download and register in the 'Authy' app (available for iOS and Android)

4



Follow the steps to set up Authy in the Modulr platform

Select *'I've installed and registerd the app'*

5

After the Authy setup, sign in with the password you created in step 2

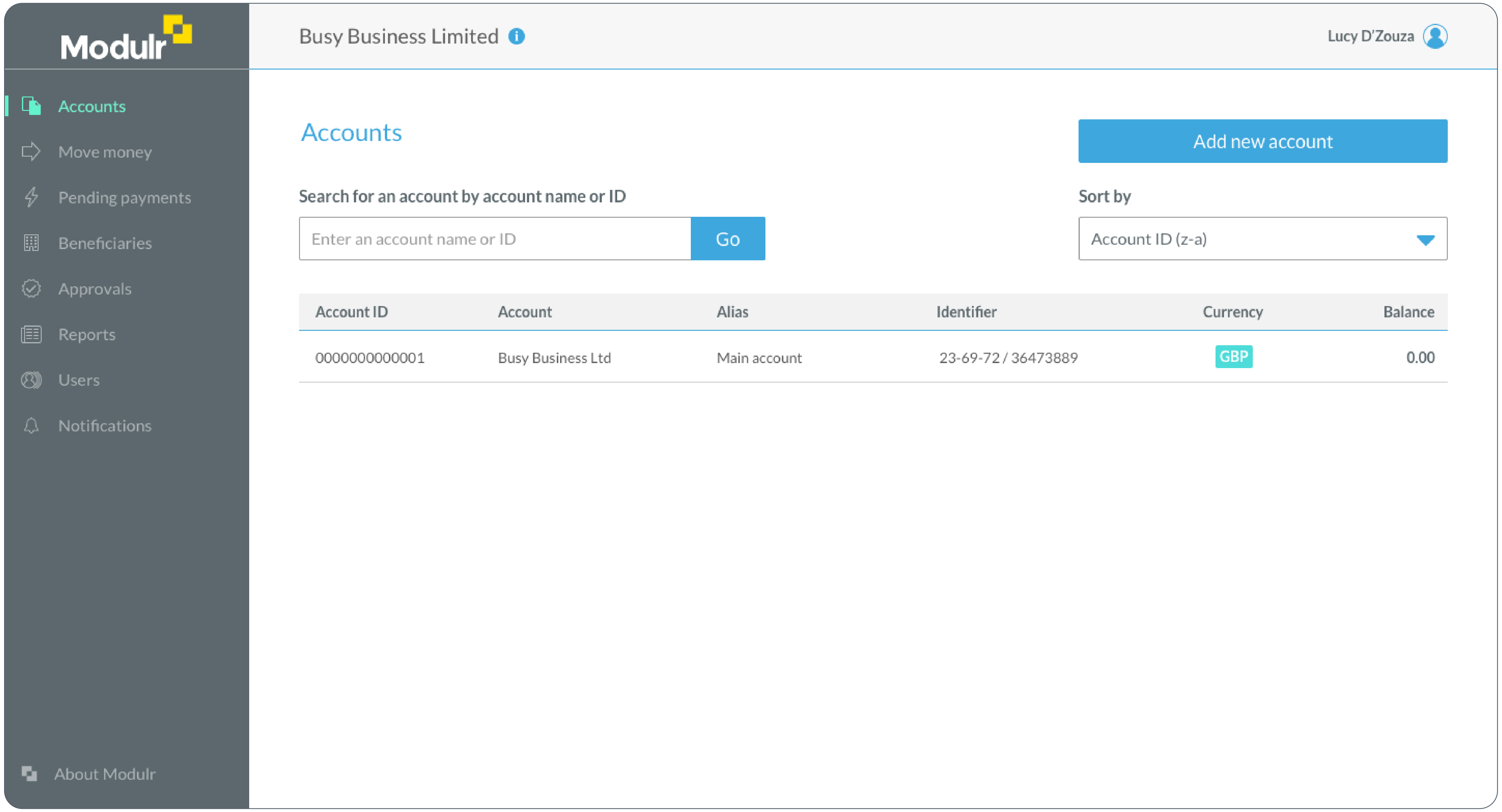
Then select *'Sign in'*

'Authy' app

Authy is an authentication app we use in conjunction with the Modulr platform to ensure tighter security when signing in and performing certain actions around the portal.

Landing view

After signing in you'll land on a view that shows your account.

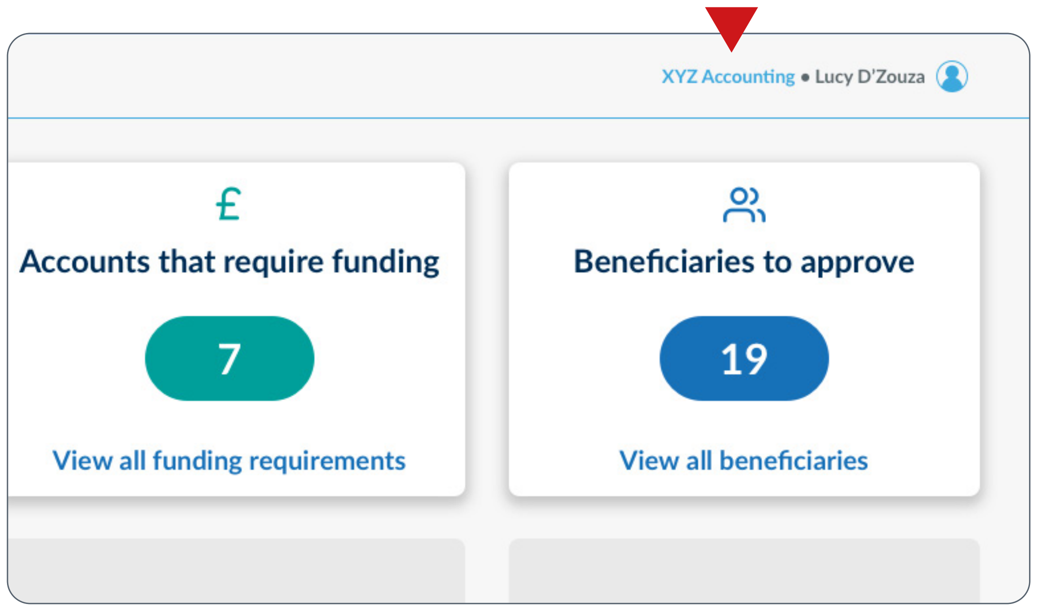


Linking your accounts to a 3rd party

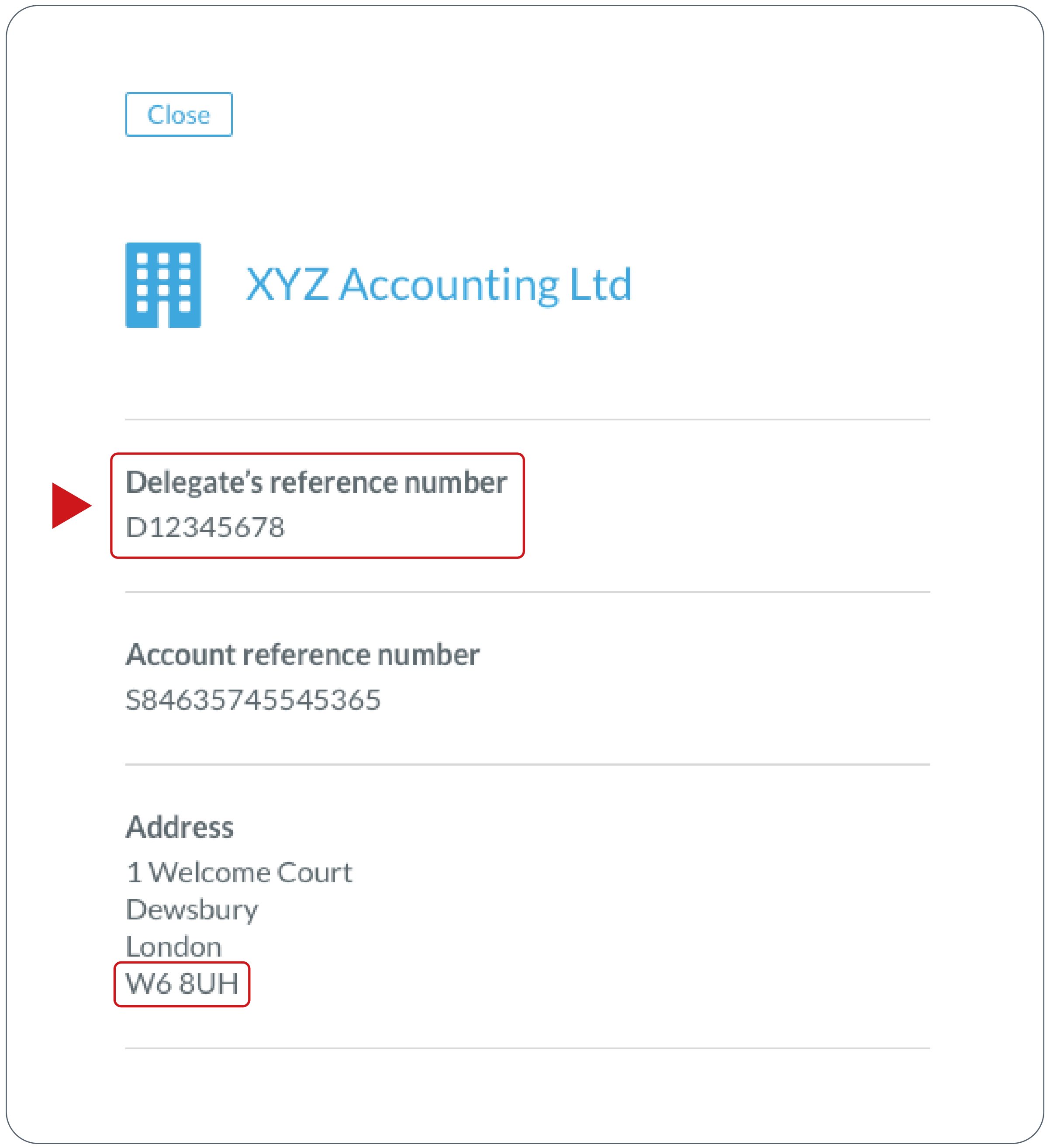
Once you've set up access, follow these steps to link your account(s) to a 3rd party, eg an accountant. This will result in the 3rd party being able to view and manage your accounts under their own Modulr access.

1. First, your 3rd party needs to give you *their* **Delegate Reference Number** and **postcode**.

   These are located by selecting their business name in the top right of **their** Modulr dashboard.



2. Their **Delegate Reference Number** and **postcode** are displayed on the page that opens. These are the details they need to give you to carry out the linking.



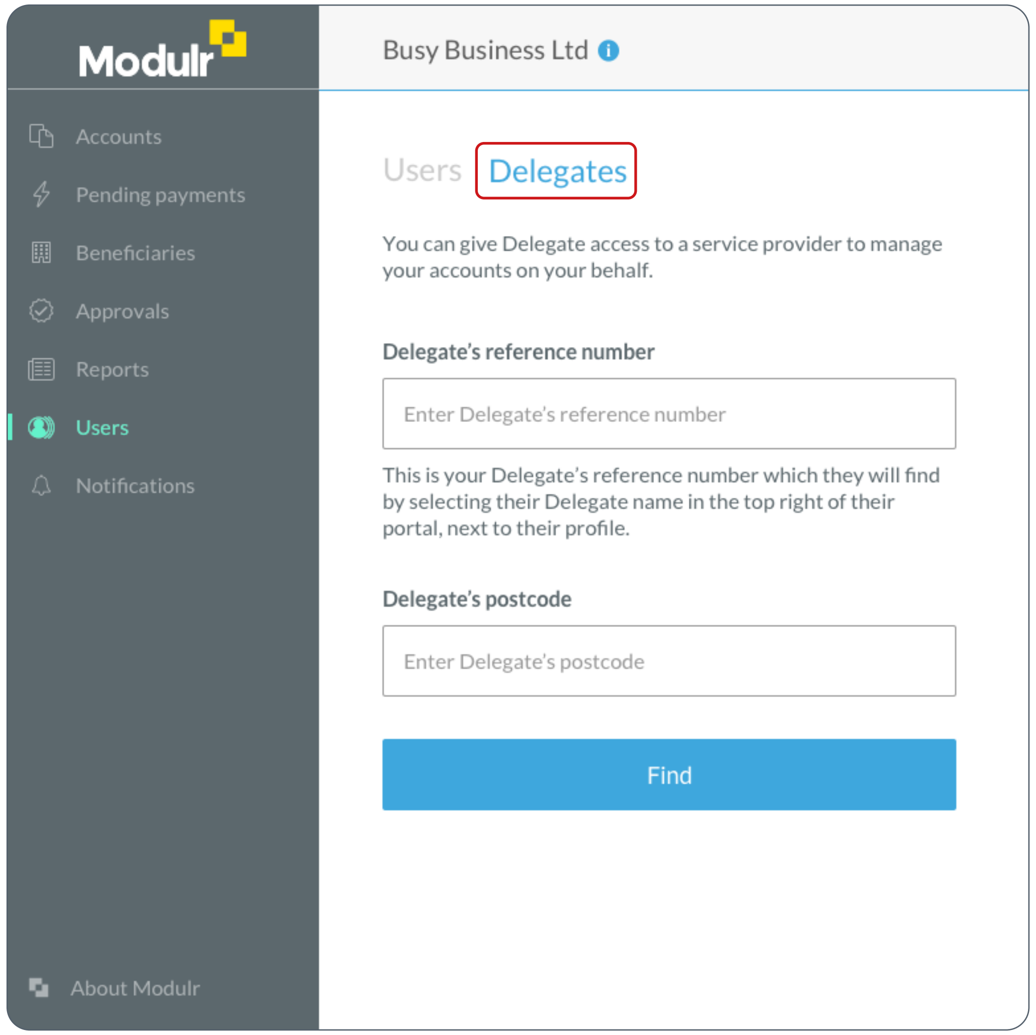
Linking your accounts to your 3rd party

Once your 3rd party has given you their Delegate Reference Number and postcode, navigate to Users then the Delegates tab and follow the steps below.

3

Navigate to 'Users' in the side menu and select the 'Delegates' tab. Enter the Delegate Reference Number in the top field, plus their postcode in the field below.

Note only Admin level users can see this in the menu.



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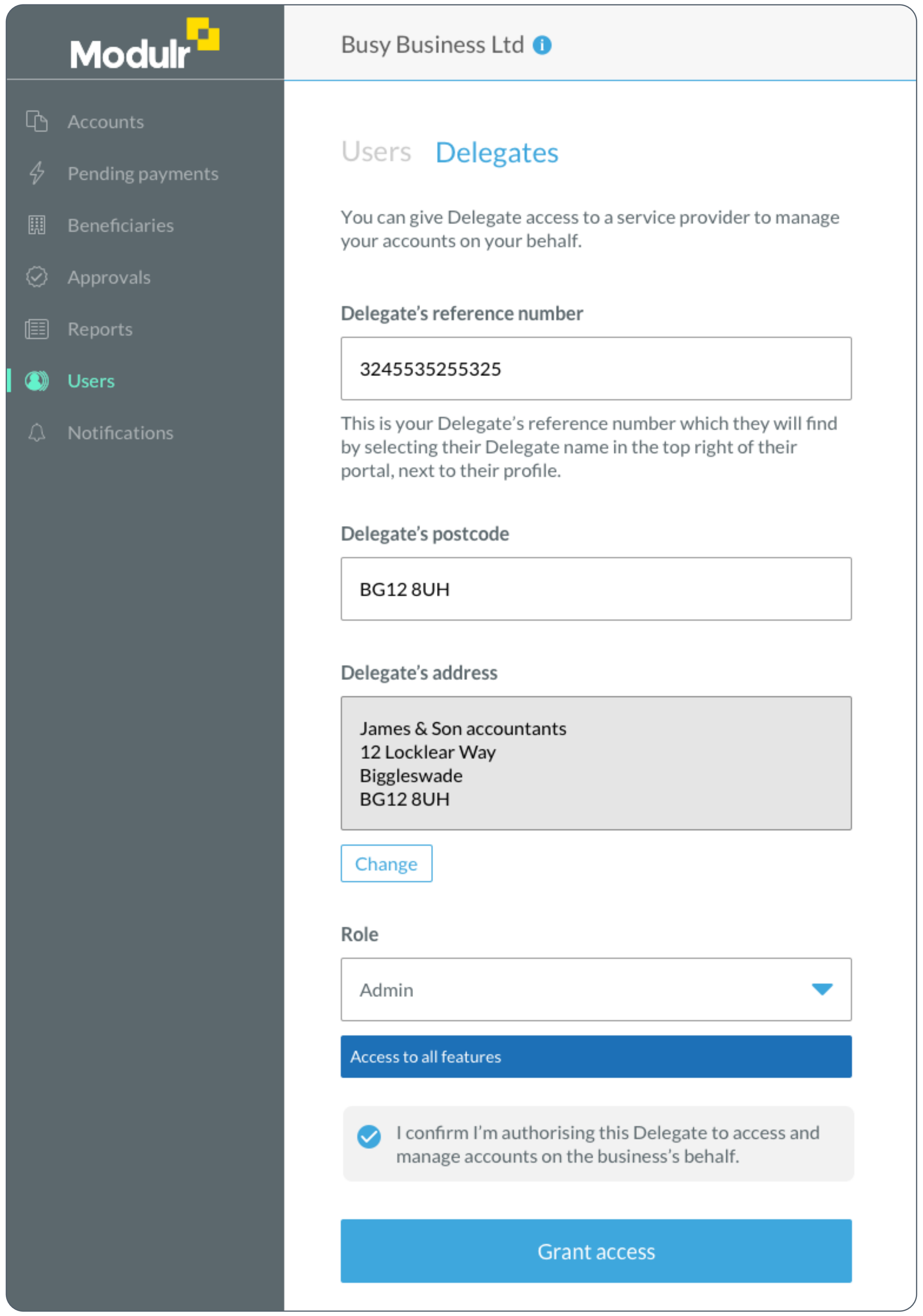
When you select 'Find', you should see your 3rd party displayed.

Select the access level you want to give them and select the check box to confirm authorisation.

Note: You can only assign a Delegate role of the same permission, or lower, than yourself.

Now select 'Grant Access'.

Next time your 3rd party signs in, they will see your business in their Modulr Dashboard.



Assigning a role level to a Delegate

You can control what level of access a Delegate entity (eg an Accountant) has to your accounts when you assign a role during the linking process.

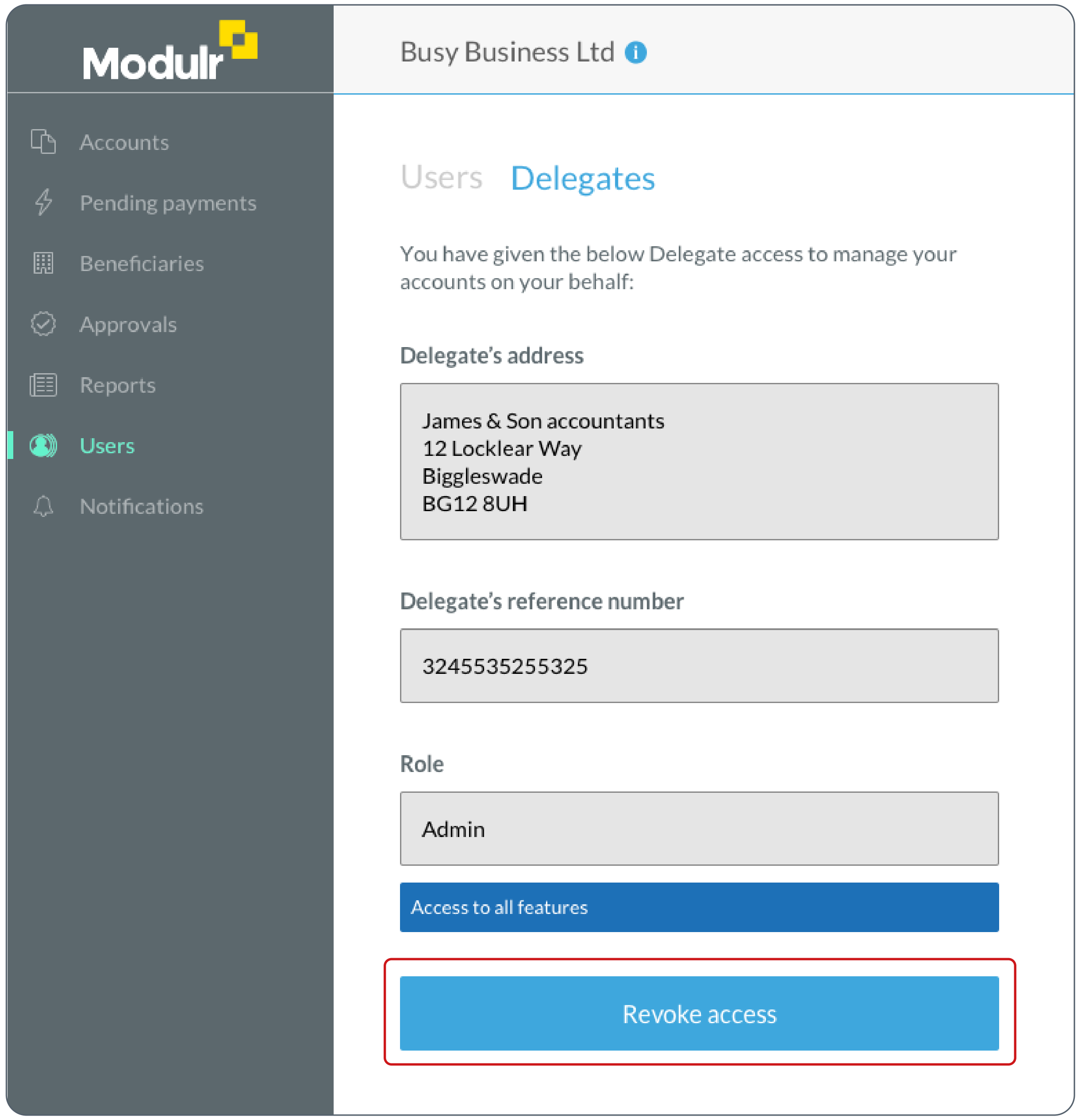
When linking to a Delegate, you assign a maximum role level to that Delegate entity, meaning that when any user from the Delegate is managing your accounts, they can only perform actions within the maximum level you set, regardless of the role level they may have for other customers or themselves.

For example: Even if the Delegate **user** is an Admin+Approver on their own setup, but you select the Admin level permission when linking (giving them access to your accounts), that Delegate user will not have Approval capability on your accounts.

Role	Description
Admin	Can create other users and have access to all features in the portal except making approvals
Admin + Approver	Can create other users, have access to all features in the portal and also approve payments and beneficiaries
User	Can create payments etc but some actions restricted such as creating users and making approvals
User + Approver	Same as a User, but can also make approvals
View	Can only view information in the portal, eg they can’t create payments or beneficiaries etc
View + Approver	Same as a View user, but can make approvals

Revoking your 3rd party's access

If for any reason you want to revoke the access you have given to your 3rd party, follow the steps below.



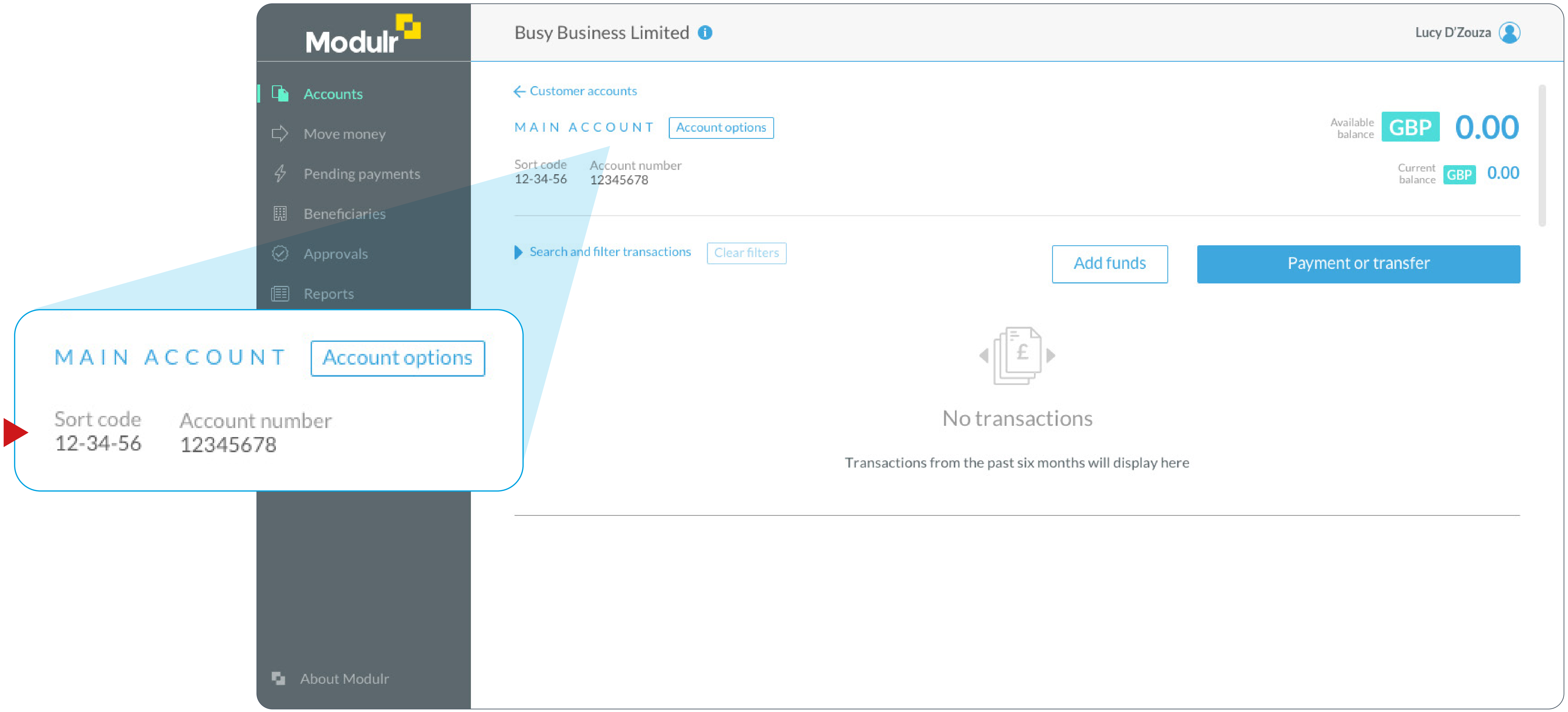
Once linked, the linked Delegate's information is displayed in Users > Delegates tab.

To revoke access, simply select 'Revoke access'

Next time your 3rd Party signs in to their Accountant access, they'll no longer see your accounts in their ***Accountant Dashboard***.

Adding funds to your account

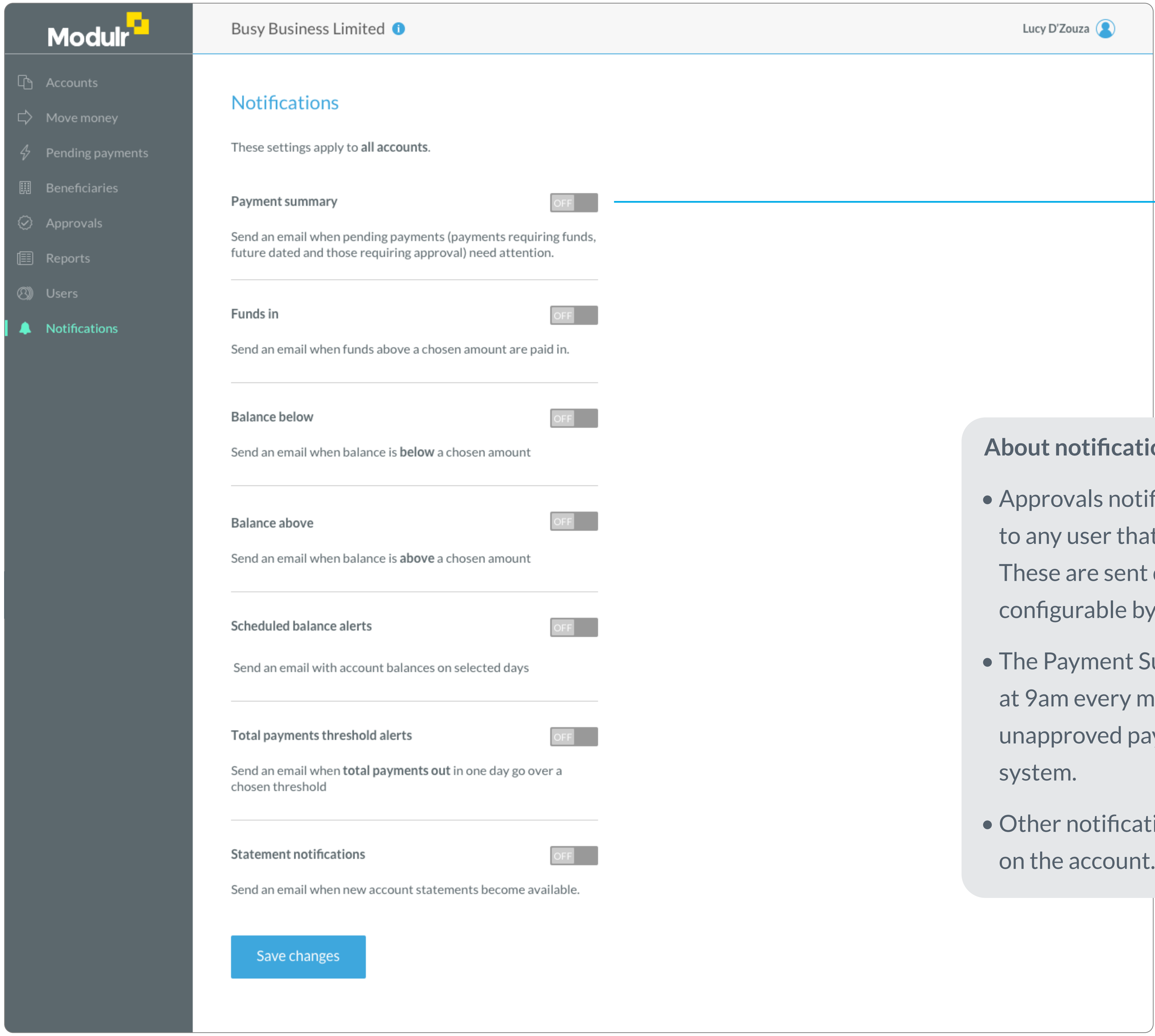
You can send money from your bank to your Modulr account's sort code and account number which is displayed in the top left of the account view.



Notification settings

Go to the Notifications setup screen to manage various email notifications about activity on your accounts.

Select Notifications in the side menu to see the various notification settings available.



Notifications are individually turned on and off

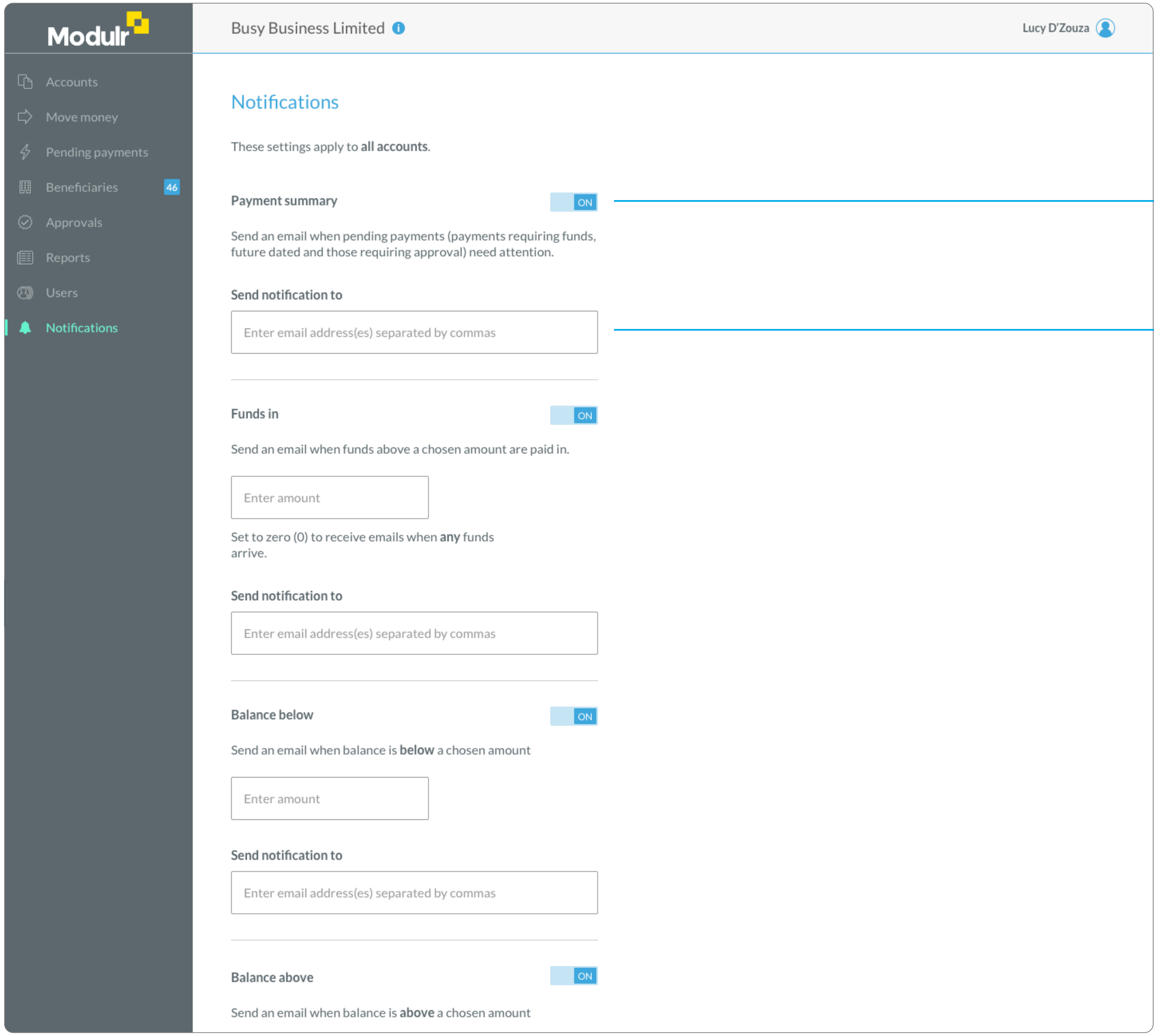
The default is all OFF (except Approvals notifications)

About notifications

- Approvals notifications are **automatically** sent to any user that has Approval permissions. These are sent daily at 9am and are not configurable by users.
- The Payment Summary notification is sent at 9am every morning when there are active unapproved payments or beneficiaries in the system.
- Other notifications are sent as events happen on the account.

Notification recipients

Switch on each notification individually and enter email addresses for the recipients.



Switch the notification on to reveal the settings

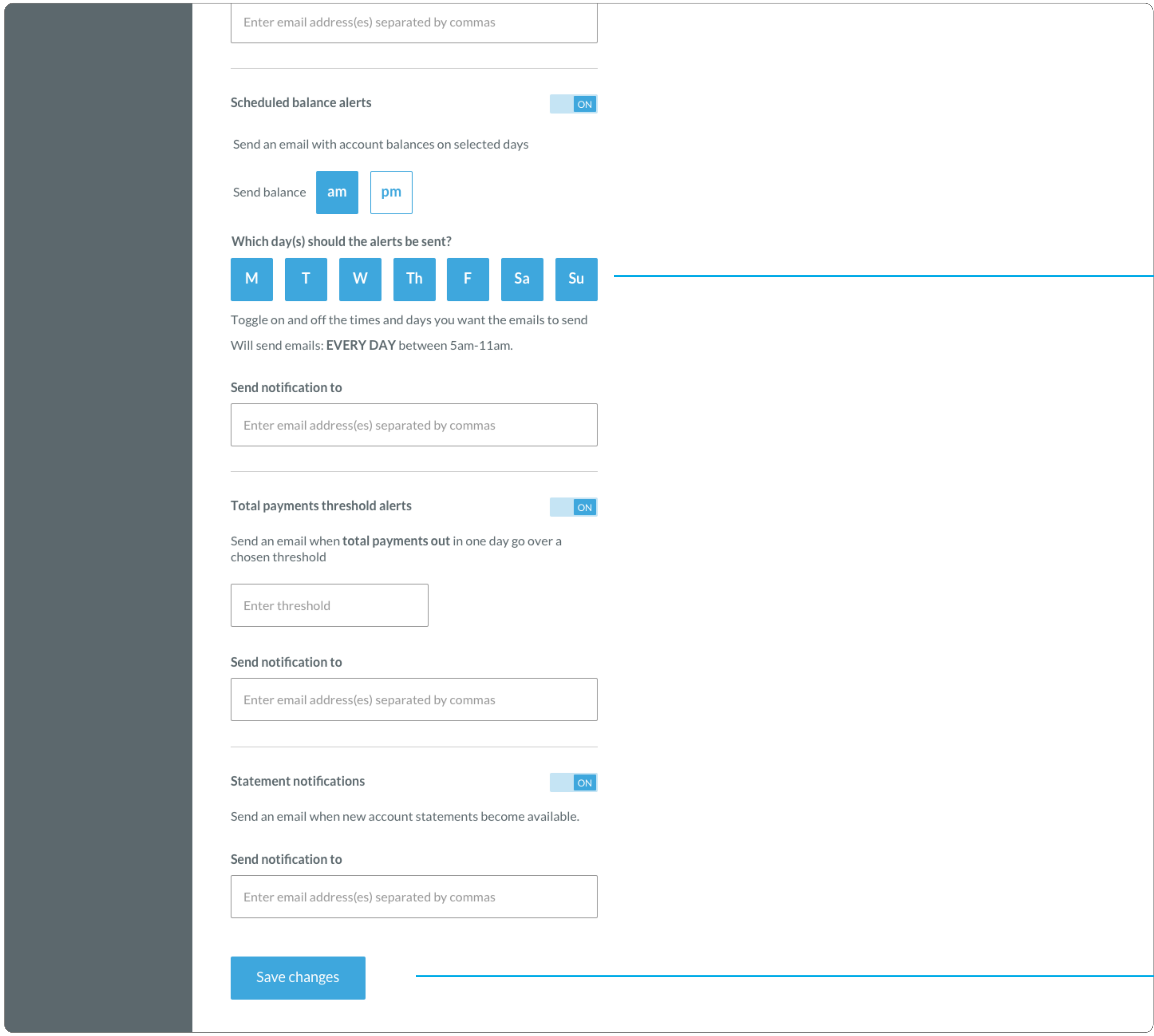
Enter email addresses of whoever needs to receive the notification email

ON/OFF is the same for all users of this customer, but individual email addresses can be added/removed.

Email addresses don't have to be Modulr users but obviously they won't be able to sign in from the link in the email.

Notifications – Scheduled Balance Alert

The Scheduled Balance Alert can be configured with a time slot and a day to receive the notification.



For Scheduled balance alerts, users can choose when to receive the emails

Click to save settings

Notifications details

A summary of each notification's content and when they are sent

Email name	Description	Contains	When sent
Payment summary	Summary of Pending Payments across all accounts	• Summary of numbers of pending payments and their value • Date/time when email is sent • Number that are waiting for funds + value • Number that are future dated (for tomorrow) + value • Are due to expire tomorrow	Sent each morning at 9am if accounts have items pending Sent day before future dated payments are due to send Sent day before payments that are due to expire
Approvals	Summary of payments and beneficiaries that require approval	• Customer name • Date and time • Number of payments awaiting approval + value • Number of beneficiaries awaiting approval	Whenever there are approvals outstanding. Sent at 9am each day Automatically sent – only sent to users with admin+approver rights (can't add other email addresses)
Pay in	Receive a notification when a payment above a user-defined amount is received into an account	• Customer name • Account alias(s) • Amount paid in • Reference(s)	On event When an account receives a pay-in above the user-defined amount
Balance below	Receive an email when a balance falls below a user-defined amount	• Customer name • Account alias(es) • Balance(s) • Date and time	On event When an account's balance falls below the user-defined amount
Balance above	Receive an email when a balance goes above a user-defined amount	• Customer name • Account alias(es) • Balance(s) • Date and time	On event When an account's balance goes above the user-defined amount
Scheduled balance alert	Receive an email containing account balances on user-selected day(s)	• Customer name • Account alias(es) • Account ID(s) • Balance	Scheduled by user
Statement notifications	Receive an email when a new statement is downloadable	• Customer name • Number of accounts statements are available for	On event Sent when statement is available at the beginning of each month.

Available features

This is a summary of the features available with your access.

Feature	Description
View your accounts	See all accounts you have access to and their balances.
View individual accounts	View individual account details and transactions, and manage their nickname and statements. You can also search and filter transactions on the account.
Add new accounts	Create any number of new accounts you want, with an individual sort code and account number
Make payments	Send money to saved beneficiaries you have set up and transfers between your accounts
Create payment rules	Set up rules on your accounts to automatically split incoming payments to other destinations, or sweep accounts at a given time. You can also set up a secondary funding account to make payments from if the sending account has insufficient funds.
Pending payments	View payments that have not yet sent due to being scheduled for a future date, waiting for an approval or waiting for funds. Failed payments will also be viewable.
Manage Beneficiaries	Create new, or view and manage all the beneficiaries you have set up
Approve payments and new beneficiaries	View and approve (pending +approver permission) any payments waiting for an approval before they are sent, or newly created beneficiaries before they are active.
Download reports	Download a spreadsheet of all transaction activity or user actions
Manage users	Create, delete and manage other users who have access to your accounts (pending 'Admin' permission)
Set up notifications	Set up and control notifications for a variety of activity