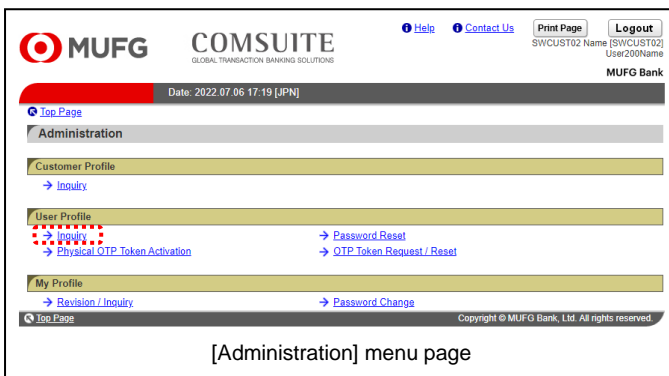# Chapter 4
Administration - User Profile

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4-1   User Information

4-1-1   Inquiry

This section describes how to inquire about user information.
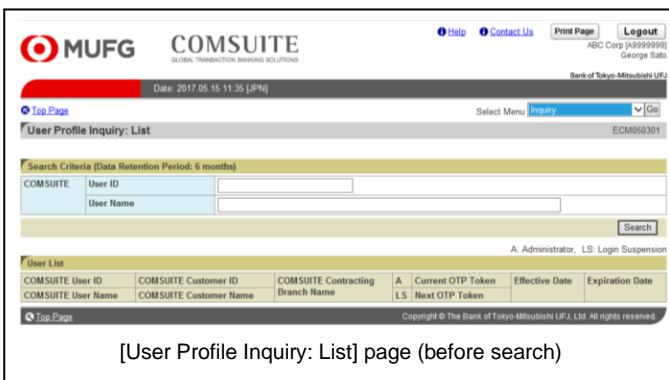
Steps

1. Select the Menu.

[Administration] menu page

(1) On top page, select the [Administration] link.

The [Administration] link is found on Top Page which appears after login.
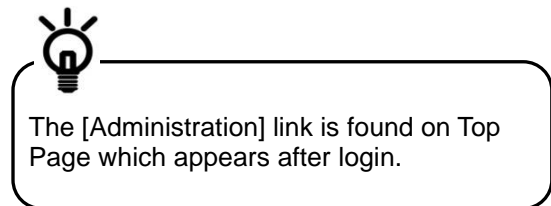
(2) [Administration] menu is displayed. Select [Inquiry] from [User Profile] section.

2. Search for User Information.

[User Profile Inquiry: List] page (before search)

(1) Enter the search criteria.

For details of each field, see the following "Search Criteria Description".

(2) Click on [Search] button.

Search Criteria Description

Field	Description	Remarks
Search Criteria (Data Retention Period: 6 months)		
COMSUITE	COMSUITE	
User ID	Enter User ID (complete match).	4 to 16 alphanumeric characters
User Name	Enter User Name (partial match, not case-sensitive).	Max. of 40 alphanumeric characters

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3. Select the item from the list.

[User Profile Inquiry: List] page (after search)

(1) Click on [COMSUITE User ID] link.

For details of each field, see:

☞ 4-1-2 Screen Field Description

4. Confirm the contents.

[User Profile Inquiry: Details] page

(1) Confirm the contents.

For details of each field, see:

☞ 4-1-2 Screen Field Description

End of Inquiry

4-1-2　Screen Field Description

Depending on the contract, different items will be displayed. For details, see the relevant pages.

■ Customers who have "Current OTP Token" and "Next OTP Token" displayed on the [User Profile Inquiry: List] page

☞　Screen Field Description 1

[User Profile Inquiry: List] page

Screen Field Description 1

Field	Description	Remarks
User List		
COMSUITE User ID	Displays COMSUITE User ID.	
COMSUITE User Name	Displays COMSUITE User Name.	
COMSUITE Customer ID	Displays COMSUITE Customer ID.	
COMSUITE Customer Name	Displays COMSUITE Customer Name.	
COMSUITE Contracting Branch Name	Displays COMSUITE Contracting Branch Name.	
A	Displays whether the user is an Administrator or a User.	Displays one of the following: • *: Administrator • blank: User
LS	Displays the login suspended status.	Displays one of the following: • *: Login suspended • blank: Login not suspended
Current OTP Token	Displays the activation status and serial number of the token currently being used.	Displays one of the following: • Active: The OTP token has been activated. • Inactive: The OTP token has not been activated yet. Displays the serial number of the OTP token in the subsequent parentheses. If no serial number is assigned, no number will be displayed.
Next OTP Token	Displays the activation status and serial number of the OTP token scheduled to be used next.	
Effective Date	Displays the date when the user profile became effective.	
Expiration Date	Displays the date when the user profile expired.	
User Profile		
COMSUITE		COMSUITE	
	Contracting Branch Name	Displays Contracting Branch Name.	
	Customer ID	Displays Customer ID.	
	Customer Name	Displays Customer Name.	
	User ID	Displays User ID.	
	User Name	Displays User Name.	
	Administrator	Displays whether the user is an Administrator or a User.	Displays one of the following: • Yes: Administrator • blank: User
e-mail Address	Displays the e-mail address.	This address is used to receive the notifications that are listed in "☞ 1-2-6 E-mail/SMS Notification Feature".
e-mail Notification for Approval Flow	Displays whether to receive the e-mail notification or not.	Displays one of the following: • Yes: Receive the e-mail notification • blank: Do not receive the e-mail notification
Registration Date	Displays the initial registration date of User Profile.	
e-mail Address for Password / Challenge Code Notification	Displays the e-mail address for password/challenge code notification.	This address is used to receive the password or challenge code. (Applicable for users who are notified of the password or challenge code via e-mail.)

Field		Description	Remarks
Mobile Phone Number (CountryCode / Number)		Displays your mobile number.	Customers using mobile OTP tokens will receive a Passcode Notice (SMS) to this phone number at initial authentication.
Authentication			
Current	Device Type	Displays the type of the authentication device currently being used.	Displays the serial number of the OTP token in parentheses following the description of the authentication device type. If no serial number is assigned, no number will be displayed.
	Activation Status (Activation Date)	Displays the date the OTP token has been activated.	
Next	Device Type	Displays the type of the authentication device scheduled to be used next.	
	Activation Status (Activation Date)	Displays the date the OTP token scheduled to be used next has been activated.	
Lock Out		Displays whether the user is able to login or not.	Displays one of the following: • LOCKED: Login disabled • UNLOCKED: Login enabled
Login Suspension		Displays the login suspended status.	Displays one of the following: • Suspended: Login suspended • blank: Login not suspended
Permitted SSO Service			
Service		Displays available services.	
Contracting Branch		Displays Contracting Branch of each service.	
Customer ID		Displays Customer ID for each service.	
User ID		Displays User ID for each service.	
Registration Date		Displays the initial registration date of each service.	

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4-2 Password Reset

4-2-1 Applying for Password Reset

This section describes how to apply for reset of a user password.

Steps

1. Select the Menu.

[Administration] menu page

(1) On top page, select the [Administration] link.

The [Administration] link is found on Top Page which appears after login.

(2) [Administration] menu is displayed. Select [Password Reset] from [User Profile] section.

2. Select the item from the list.

[Password Reset: User List] page

(1) Click on [COMSUITE User ID] link.

For details of each field, see:

☞ 4-2-3 Screen Field Description

3. Confirm the contents.

[Password Reset: Details] page

(1) Confirm the contents.

For details of each field, see:

☞ 4-2-3 Screen Field Description

(2) Click on [Apply] button.

4. Confirm the contents and apply.

[Password Reset: Confirm] page

(1) Confirm the contents.

For details of each field, see:

☞ 4-2-3 Screen Field Description

(2) Click on [Apply] button.

5. The results are displayed.

[Password Reset: Result] page

(1) Confirm the results.

For details of each field, see:

☞ 4-2-3 Screen Field Description

End of Applying for Password Reset

4-2-2   Approval/Rejection

This section describes how to approve or reject an application for password reset.

Steps

1.   Display the list of Waiting for Approval.

Top Page

(1) Click the link of the number of [Password Reset] items displayed in the [Waiting for Approval] column in the [To Do - Detail] section.

2.   Select the item from the list.

[Password Reset: User List] page

(1) Click on [COMSUITE User ID] link.

For details of each field, see:

☞   4-2-3   Screen Field Description

3. Confirm the contents.

[Password Reset: Details] page

(1) Confirm the contents.

For details of each field, see:

☞ 4-2-3 Screen Field Description

(2) Click on [Approve/Reject] button.

4. Approve the application.

[Password Reset: Approval] page

(1) Confirm the contents.

For details of each field, see:

☞ 4-2-3 Screen Field Description

(2) Click on [Approve] button.

For details of Approval operation, see:

☞ 2-2-1 Transaction Authorization with OTP Token

When rejecting the application instead of approving it, click on [Reject] button.

(3) If a confirmation dialog is displayed, confirm the message and click the [OK] button.

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5. The results are displayed.

[Password Reset: Result] page

(1) Confirm the results.

For details of each field, see:

☞ 4-2-3   Screen Field Description

(2) If [PDF (Initial Password)] button is displayed, the new password is generated in the PDF file.
If the button is not displayed, the user will be requested by e-mail to register a password.

For details of the PDF report layout, see:

☞ Appendix-2-1   Notification of Initial Password

End of Approval/Rejection

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4-2-3   Screen Field Description

Field	Description	Remarks
User List		
COMSUITE User ID	Displays COMSUITE User ID.	
COMSUITE User Name	Displays COMSUITE User Name.	
COMSUITE Customer ID	Displays COMSUITE Customer ID.	
COMSUITE Customer Name	Displays COMSUITE Customer Name.	
Branch Name	Displays Contracting Branch Name.	
User Information		
COMSUITE	COMSUITE	
Contracting Branch Name	Displays Contracting Branch Name.	
Customer ID	Displays Customer ID.	
Customer Name	Displays Customer Name.	
User ID	Displays User ID.	
User Name	Displays User Name.	
e-mail Address for Password / Challenge Code Notification	Displays the e-mail address for password/challenge code notification.	This address is used to receive the password or challenge code. (Applicable for users who are notified of the password or challenge code via e-mail.)

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4-2-4 Password Registration

This section describes how to register your password.
Follow the steps below after you receive the e-mail "COMSUITE：Request for Password Registration".

Steps

1. Display the password registration screen.

Login screen

(1) Enter the URL of COMSUITE in the Address field of your browser.

URL:
https://ebusiness.bk.mufg.jp/login/

(2) Click [Password Registration] link.

2. Enter the IDs and the one-time password.

[Password Registration STEP 1] page

(1) Enter COMSUITE Customer ID and COMSUITE User ID in [Customer ID] and [User ID] fields.

(2) Press [1] button of the OTP Token.

(3) Enter the displayed number to [One Time Password (OTP)] field on the screen.

(4) Click [Next] button.

3. Register the password.

[Password Registration STEP 2] page

(1) Enter the new password to set in [New Password] and [New Password (confirmation)] fields.

For details of each field, see the following "Screen Field Description".

(2) Click [Submit] button.

As a security measure, a software keyboard can be used to enter the passwords.
Click on [⌨] in the password entry field to display the keyboard.

Screen Field Description

Field	Description	Remarks
New Password	Enter the new password to set.	Note:
New Password(confirmation)	Enter the new password to set again.	• Three types of characters can be used for the password: (1) numbers 0-9, (2) alphabets A-Z and a-z (case-sensitive), and (3) symbols (! # $ % & ( ) + - = ? @ _) • Create a password of 8 to 16 characters including all the three types of characters. • The new password must be different from the current password and any of the last three passwords used.

4. The result is displayed.

[Password Registration Result] page

(1) Confirm the result.

(2) Click [Go to Top Page] button. COMSUITE Portal Top Page will be displayed.

End of Password Registration
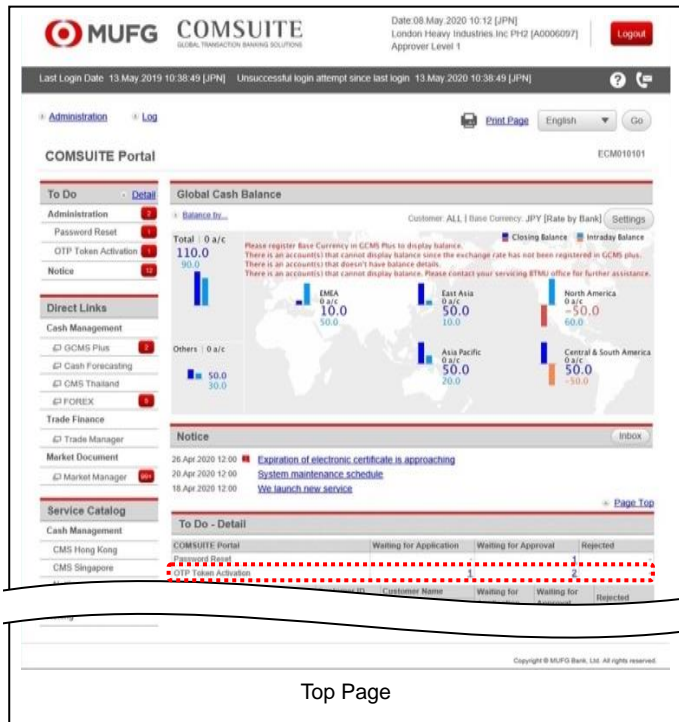
4-3 Physical OTP Token Activation

4-3-1 Application

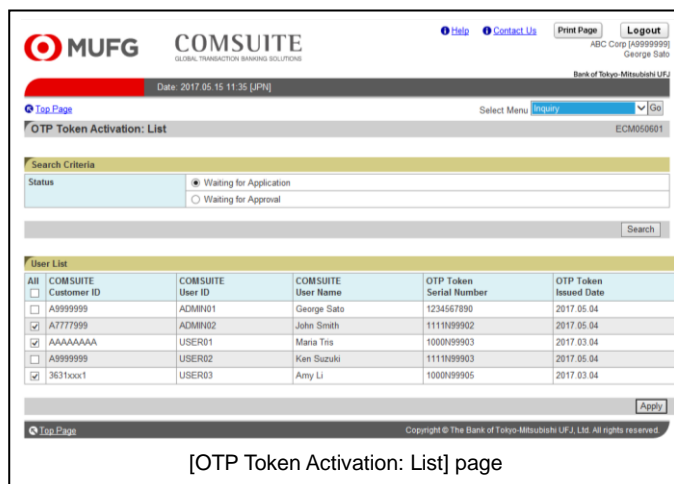This section describes how to apply for physical OTP activation.

Steps

1. Display "Waiting for Application" items.

Top Page

(1) Click the link of the number of [OTP Token Activation] items displayed in the [Waiting for Application] column in the [To Do - Detail] section.

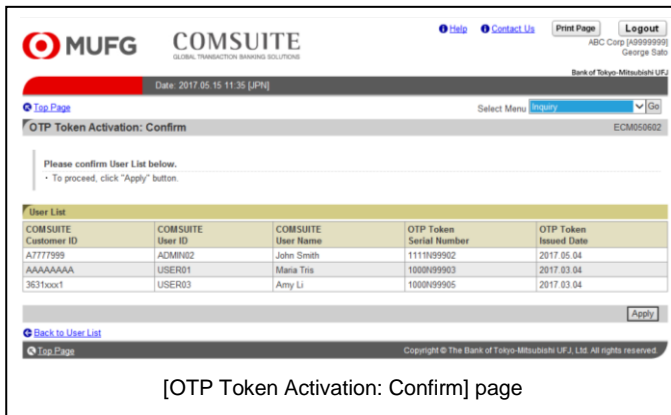**2. Select the user for whom to apply for OTP token activation.**

[OTP Token Activation: List] page

(1) Tick the checkbox of the user for whom to apply for OTP token activation.

For the details of each field, see:

☞ 4-3-3 Screen Field Description

(2) Click [Apply] button.

3. Confirm the details and submit the application.
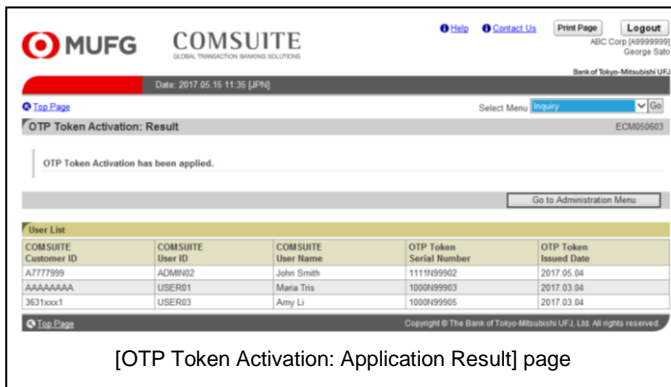

[OTP Token Activation: Confirm] page

(1) Confirm the user information.

For the details of each field, see:

☞ 4-3-3   Screen Field Description

(2) Click [Apply] button.

4. The application result will be displayed.

[OTP Token Activation: Application Result] page

(1) Confirm the application result.

For the details of each field, see:

☞ 4-3-3   Screen Field Description

End of the application procedure for
physical OTP token activation

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4-3-2   Approval/Rejection

This section describes how to approve and reject physical OTP token activation applications.

Steps

1.   Display "Waiting for Approval" items.

Top Page

(1)   Click the link of the number of [OTP Token Activation] items displayed in the [Waiting for Approval] column in the [To Do - Detail] section.

2.   Select the user whose application to approve.

[OTP Token Activation: Confirm] page

(1)   Tick the checkbox of the user whose application to approve.

For the details of each field, see:

☞   4-3-3   Screen Field Description

3. Approve the application.

[OTP Token Activation: Confirmation] page

(1) Confirm the details.

    For the details of each field, see:

    ☞   4-3-3   Screen Field Description

(2) Click [Approve] button.

    For further details of the approval procedure, see:

    ☞   2-2-1   Transaction Authorization with OTP Token

> When rejecting the application instead of approving it, click [Reject] button.

4. The application result will be displayed.

[OTP Token Activation: Result] page

(1) Confirm the application result.

    For the details of each field, see:

    ☞   4-3-3   Screen Field Description

End of the application procedure for physical OTP Token activation approval

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4-3-3 Screen Field Description

| Field	Description	Remark
User List		
COMSUITE Customer ID	Displays the COMSUITE customer ID.	
COMSUITE User ID	Displays the COMSUITE user ID.	
COMSUITE User Name	Displays the COMSUITE user name.	
OTP Token Serial Number	Displays the OTP token serial number.	
OTP Token Issued Date	Display the OTP token issued date.	
Applier User ID (Displayed only at the time of approval.)	Display the applier user ID.	
Applied Date (Displayed only at the time of approval.)	Display the applied date.	

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4-4 OTP Token Request / Reset

4-4-1 OTP Token Type Change / Initialization and Mobile Number/E-mail Address Update

This section describes how to change the type of a user's OTP token (physical or mobile OTP tokens), initialize the token, and update their mobile number and e-mail address for authentication.

Steps
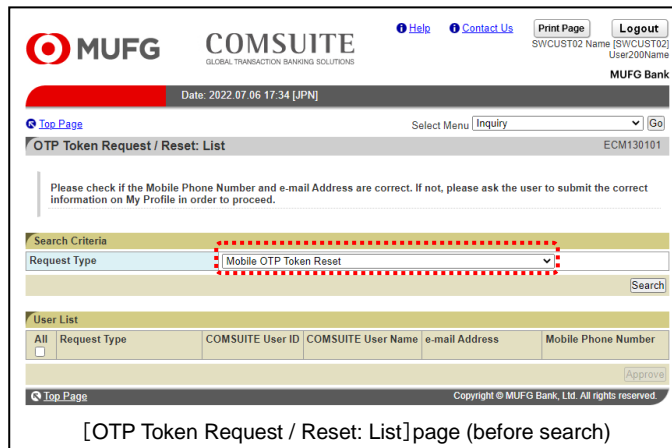
1. Select the menu.

[Administration] menu page
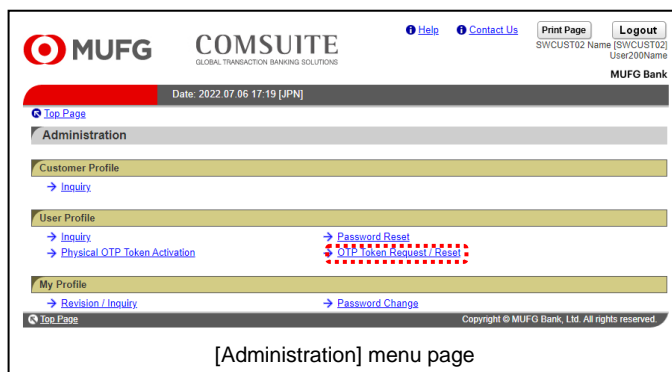
(1) On the Top Page, select the [Administration] link.

The [Administration] link is found on the Top Page which appears after login.

(2) The [Administration] menu is displayed. Select [OTP Token Request / Reset] in the [User Profile] section.

2. Select the application category.

［OTP Token Request / Reset: List］page (before search)

(1) Select [Request Type].

For the details of each field, see:

☞   4-4-2   Screen Field Description

(2) Click the [Search] button.

3. Confirm the user information.

［OTP Token Request / Reset: List］page (after search)

(1) Tick the checkbox for the user whose application to approve.

　　For the details of each field, see:

　　☞　4-4-2　Screen Field Description

(2) Click the [Approve] button.

4. Approve the application.

［OTP Token Request / Reset: Confirm］page

(1) Confirm the details.

　　For the details of each field, see:

　　☞　4-4-2　Screen Field Description

(2) Click the [Confirm] button.

　　For further details of the approval procedure, see:

　　☞　2-2-1　Transaction Authorization with OTP Token

5. The result is displayed.

［OTP Token Request / Reset: Result］page

(1) Confirm the result.

　　For the details of each field, see:

　　☞　4-4-2　Screen Field Description

> **End of the OTP token type change / initialization and mobile number / e-mail address update procedure**

4-4-2　Screen Field Description

Field		Description	Remark
Search Criteria			
Request Type		Request Type	
	Mobile OTP Token Request	Select this option for a physical OTP token user newly applying for a mobile token.	
	Physical OTP Token Request	Select this option for a mobile OTP token user newly applying for a physical OTP token.	
	Mobile OTP Token Reset	Select this option to initialize a user's mobile token .	For the events requiring initialization, see: COMSUITE Portal Manual > Operation Manual > Mobile OTP Token FAQ
	Mobile Phone Number and e-mail Address Update for authentication	Select this option to update a user's mobile number and e-mail address for authentication.	
User List			
All		Tick the [All] checkbox to select all items in the list. Untick the [All] checkbox to cancel the selection of all items.	
Request Type		Displays the application category.	
COMSUITE User ID		Displays the COMSUITE User ID.	
COMSUITE User Name		Displays the COMSUITE User Name.	
e-mail Address		Displays the e-mail address.	
Mobile Phone Number		Displays the mobile number.	

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