
Chapter 4

Administration - User Profile

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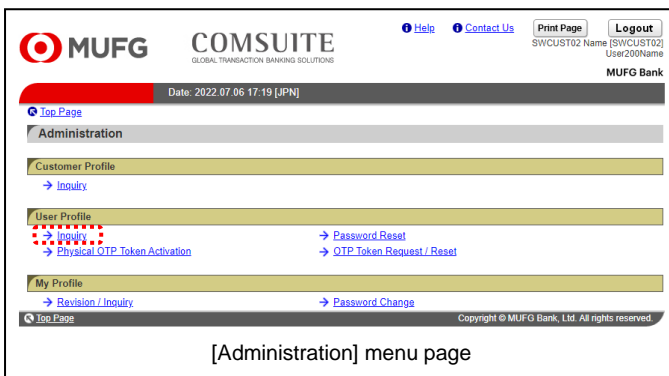
4-1 User Information

4-1-1 Inquiry

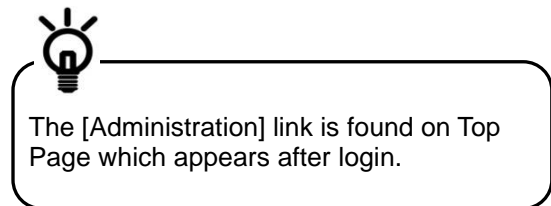
This section describes how to inquire about user information.

Steps

1. Select the Menu.

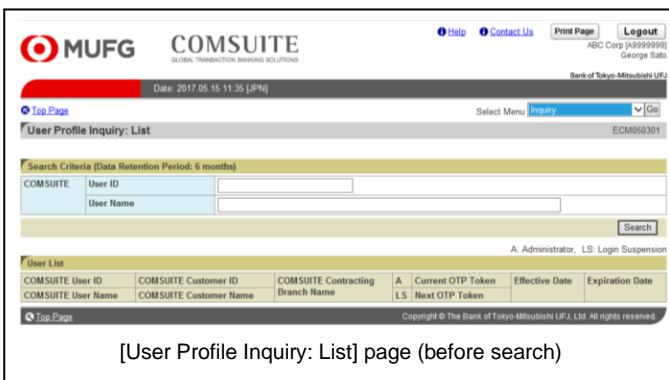


(1) On top page, select the [Administration] link.



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

2. Search for User Information.



(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

3. Select the item from the list.

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

COMSUITE User ID	COMSUITE Customer ID	COMSUITE Contracting Branch Name	A LS	Current OTP Token Next OTP Token	Effective Date	Expiration Date
ADMIN01	A9999999	Hong Kong Branch	*		2017.03.04	
George Sato	ABC Corp			Active (1000N11111)		
ADMIN02	A9999999	Hong Kong Branch	*	Active (1000N11112)	2017.03.04	
John Smith	ABC Corp					
USER01	A9999999	Hong Kong Branch		Inactive (1000N11113)	2017.03.04	
Maria Tina	ABC Corp			Active (1000N11114)		
USER02	A9999999	Hong Kong Branch		Active (1000N11115)	2017.03.04	
Ken Suzuki	ABC Corp					
USER03	A9999999	Hong Kong Branch			2017.03.04	
Amy Li	ABC Corp			Active (1000N11116)		

(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

User Profile		
COMSUITE Contracting Branch Name	Japan	
COMSUITE Customer ID	SWCUST02	
COMSUITE Customer Name	SWCUST02 Name	
COMSUITE User ID	TBUser01	
COMSUITE User Name	TBUser01 Name	
COMSUITE Administrator	Yes	
e-mail Address	mailbox10@test.bk.mufg.jp	
e-mail Notification for Approval Flow		
Registration Date	2022.06.28	
e-mail Address for Password / Challenge Code Notification		
Mobile Phone Number (CountryCode / Number)	(+81)8014565924	
Authentication		
Current Device Type		
Activation Status (Activation Date)		
Next Device Type	Mobile OTP Token	
Activation Status (Activation Date)		
Lock Out	UNLOCKED	
Login Suspension		
Permitted SSO Service		
#	Service	Contracting Branch
1	GCMS Plus	Japan
		Customer ID
		SWCUST02
		User ID
		TBUser01
		Registration Date
		2022.06.28

(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



Search Criteria (Data Retention Period: 6 months)

COMSUIE	User ID	<input type="text"/>
	User Name	<input type="text"/>

A: Administrator, LS: Login Suspension

COMSUIE User ID	COMSUIE Customer ID	COMSUIE Contracting Branch Name	A	Current OTP Token	Effective Date	Expiration Date
COMSUIE User Name	COMSUIE Customer Name		LS	Next OTP Token		

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[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: <ul style="list-style-type: none"> *: Administrator blank: User
LS	Displays the login suspended status.	Displays one of the following: <ul style="list-style-type: none"> *: 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: <ul style="list-style-type: none"> Active: The OTP token has been activated. Inactive: The OTP token has not been activated yet.
Next OTP Token	Displays the activation status and serial number of the OTP token scheduled to be used next.	Displays the serial number of the OTP token in the subsequent parentheses. If no serial number is assigned, no number will be displayed.
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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> • LOCKED: Login disabled • UNLOCKED: Login enabled
Login Suspension		Displays the login suspended status.	Displays one of the following: <ul style="list-style-type: none"> • 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.	

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.

COMSUITE User ID	COMSUITE Customer ID	Branch Name
ADMIN01	A9999999	Japan
George Sato	ABC Corp	Japan
ADMIN02	A9999999	Japan
John Smith	ABC Corp	Japan
USER01	A9999999	Japan
Mana Tris	ABC Corp	Japan
USER02	A9999999	Japan
Ken Suzuki	ABC Corp	Japan
USER03	A9999999	Japan
Amy Li	ABC Corp	Japan

[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.

The screenshot shows the 'Password Reset: Confirm' page. At the top, there is a header with the MUFG logo, 'COMSUITE' text, and navigation links like 'Help', 'Contact Us', 'Print Page', and 'Logout'. Below the header, the page title is 'Password Reset: Confirm' with a sub-header 'ECM200203'. A message says 'Please confirm User Information below. To proceed, click on "Apply" button.' Below this is a 'User Information' table with the following data:

Contracting Branch Name	Japan
Customer ID	A9999999
Customer Name	ABC Corp
User ID	USER01
User Name	Maria Tss

Below the table is an 'Apply' button and a 'Back to Details' link. The footer contains copyright information for The Bank of Tokyo-Mitsubishi UFJ, Ltd.

[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.

The screenshot shows the 'Password Reset: Result' page. At the top, there is a header with the MUFG logo, 'COMSUITE' text, and navigation links like 'Help', 'Contact Us', 'Print Page', and 'Logout'. Below the header, the page title is 'Password Reset: Result' with a sub-header 'ECM200204'. A message says 'Password reset has been Applied.' Below this is a 'Go to Administration Menu' button and a 'User Information' table with the following data:

Contracting Branch Name	Japan
Customer ID	A9999999
Customer Name	ABC Corp
User ID	USER01
User Name	Maria Tss

Below the table is a 'Top Page' link and copyright information for The Bank of Tokyo-Mitsubishi UFJ, Ltd.

[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.

The screenshot shows the COMSUITE Portal interface. The 'To Do - Detail' section is active, displaying a 'Global Cash Balance' chart and a 'To Do - Detail' table. The table has columns for 'Customer Name', 'Waiting for Approval', and 'Rejected'. A red dashed box highlights the 'Password Reset' item, which has a '1' in the 'Waiting for Approval' column. Below the screenshot is a 'Top Page' button.

- (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.

The screenshot shows the 'Password Reset: User List' page. The table has columns for 'COMSUITE User ID', 'COMSUITE Customer ID', and 'Branch Name'. A red dashed box highlights the 'COMSUITE User ID' field for the user 'John Smith'. Below the screenshot is a '[Password Reset: User List] page' label.

COMSUITE User ID	COMSUITE Customer ID	Branch Name
ADMIN02	A9999999	Japan
John Smith	ABC Corp.	

- (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.

5. The results are displayed.

MUFG COMSUITE GLOBAL TRANSACTION BANKING SOLUTIONS
Date: 2017.01.04 13:29 [JPN]
ABC Corp. [A9999999]
George Sato
Bank of Tokyo-Mitsubishi UFJ

Top Page Select Menu [Inquiry] [Go]

Password Reset: Result ECM200204

Your password reset request has been approved. Click the "PDF (Initial Password)" button to save the PDF file. A PDF file with the initial password can only be downloaded from this page.

PDF (Initial Password) Go to Administration Menu

User Information		
COMSUITE	Contracting Branch Name	Japan
	Customer ID	A9999999
	Customer Name	ABC Corp
	User ID	ADMIN02
	User Name	John Smith
e-mail Address for Password / Challenge Code Notification		

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[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

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.)

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.

Information

Apr 11, 2020 Updated levels of and countermeasures for instance frauds committed through business email compromise (BEC)

Dec 16, 2019 IMPORTANT: From March 7, 2020, you will no longer be able to access COMSUITE using TLS1.0 and TLS1.1 encryption used for internet communication.

Archives

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Terms & Conditions

Customer Support

Partner Bank Cash Management Service Links

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MUFG Exchange (MUFG Union Bank)

Bank of Ayudhya (Khangae)

Bank Dacorum

VietinBank

Security Bank

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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.

COMSUITE

SS011003

Password Registration

STEP1 : Authenticate

STEP2 : Input and Confirm

Customer ID

User ID

One Time Password (OTP)

Next

Clear

Back

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[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.	<p>Note:</p> <ul style="list-style-type: none"> • 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.
New Password(confirmation)	Enter the new password to set again.	

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

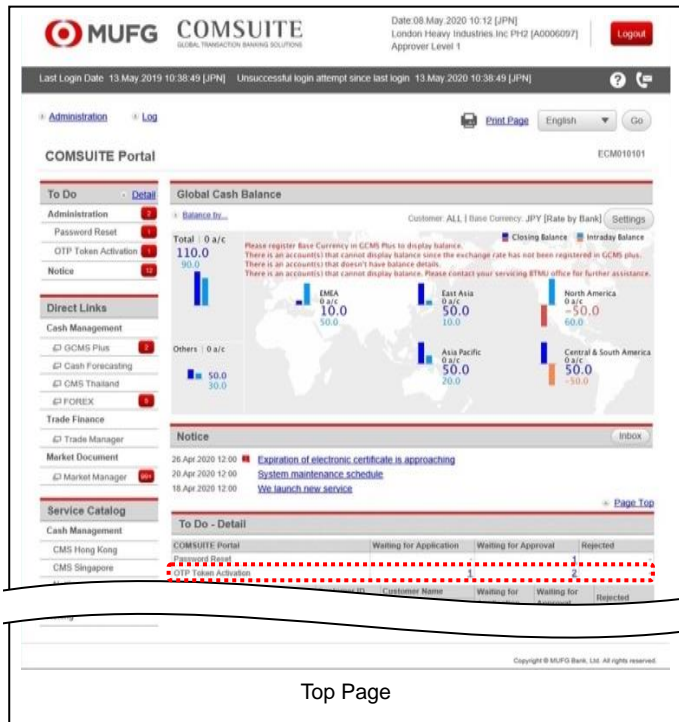
4-3 Physical OTP Token Activation

4-3-1 Application

This section describes how to apply for physical OTP activation.

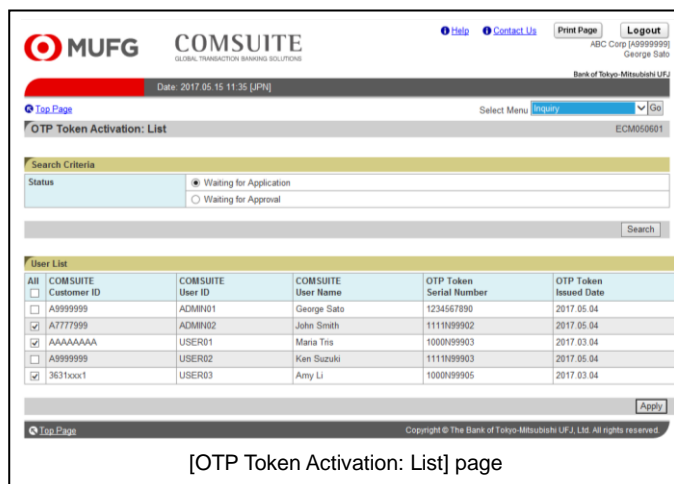
Steps

1. Display "Waiting for Application" items.




- (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.



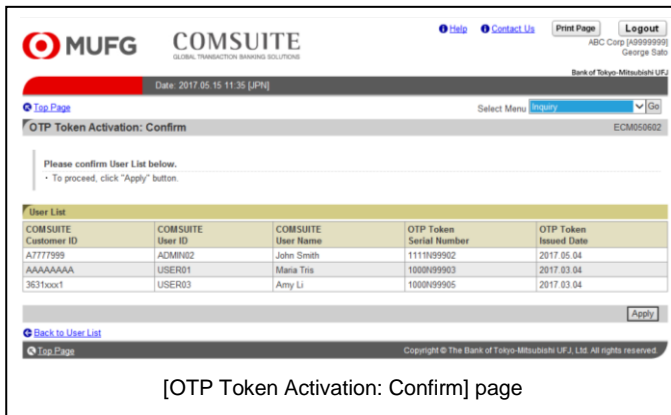
- (1) Tick the checkbox of the user for whom to apply for OTP token activation.

For the details of each field, see:
 4-3-3 Screen Field Description

- (2) Click [Apply] button.

[OTP Token Activation: List] page

3. Confirm the details and submit the application.



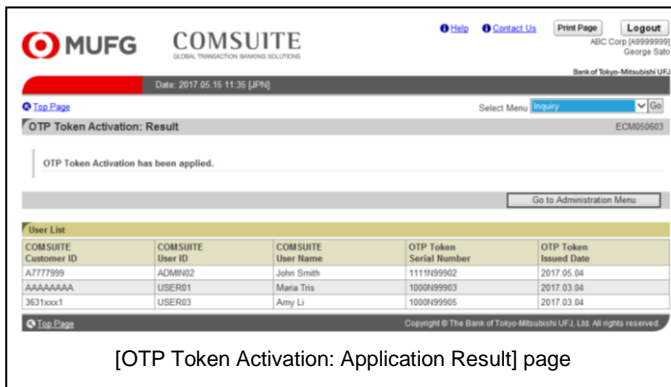
(1) Confirm the user information.

For the details of each field, see:

4-3-3 Screen Field Description

(2) Click [Apply] button.

4. The application result will be displayed.



(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

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.

The screenshot shows the COMSUITE Portal interface. The 'To Do' section is active, displaying a table with columns for 'Waiting for Application', 'Waiting for Approval', and 'Rejected'. A red dashed box highlights the 'Waiting for Approval' column. Below the table, there is a 'Top Page' button.

- (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.

The screenshot shows the 'OTP Token Activation: List' page. It features a search criteria section with radio buttons for 'Waiting for Application' and 'Waiting for Approval'. Below is a table with columns for 'COMSUITE Customer ID', 'COMSUITE User ID', 'COMSUITE User Name', 'OTP Token Serial Number', 'OTP Token Issued Date', 'Appplier User ID', and 'Applied Date'. A red dashed box highlights the first row of the table.

COMSUITE Customer ID	COMSUITE User ID	COMSUITE User Name	OTP Token Serial Number	OTP Token Issued Date	Appplier User ID	Applied Date
A9999999	ADMIN01	George Sato	1234567890	2017.05.04	ADMIN01	2017.05.04
AAAAA	USER01	Maria Tria	1000N99903	2017.03.04	ADMIN02	2017.03.04
A7777999	USER02	Ken Suzuki	1111N99903	2017.05.04	ADMIN02	2017.05.04
	USER03	Amy Li	1000N99905	2017.03.04		

Below the table, there is an 'Approve/Reject' button and a 'Top Page' button.

- (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

COMSUITE Customer ID	COMSUITE User ID	COMSUITE User Name	OTP Token Serial Number	OTP Token Issued Date	Applier User ID	Applied Date
A9999999	ADMIN01	George Sato	1234567890	2017.05.04	ADMIN01	2017.05.04
AAAAAAAA	ADMIN02	John Smith	1111099902	2017.05.04	ADMIN02	2017.05.04
AAAAAAAA	USER01	Maria Tris	1000099903	2017.03.04	ADMIN02	2017.03.04

(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

COMSUITE Customer ID	COMSUITE User ID	COMSUITE User Name	OTP Token Serial Number	OTP Token Issued Date	Applier User ID	Applied Date
A9999999	ADMIN01	George Sato	1234567890	2017.05.04	ADMIN01	2017.05.04
AAAAAAAA	ADMIN02	John Smith	1111099902	2017.05.04	ADMIN02	2017.05.04
AAAAAAAA	USER01	Maria Tris	1000099903	2017.03.04	ADMIN02	2017.03.04

(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

4-3-3 Screen Field Description

Field	Description	Remark
User List		
COMSUIE Customer ID	Displays the COMSUIE customer ID.	
COMSUIE User ID	Displays the COMSUIE user ID.	
COMSUIE User Name	Displays the COMSUIE 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.	

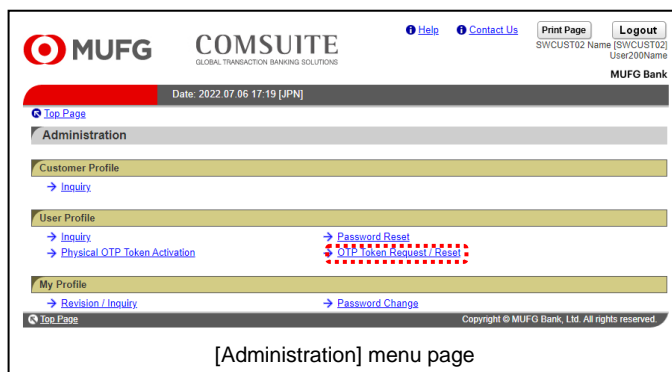
4-4 OTP Token Request / Reset

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.



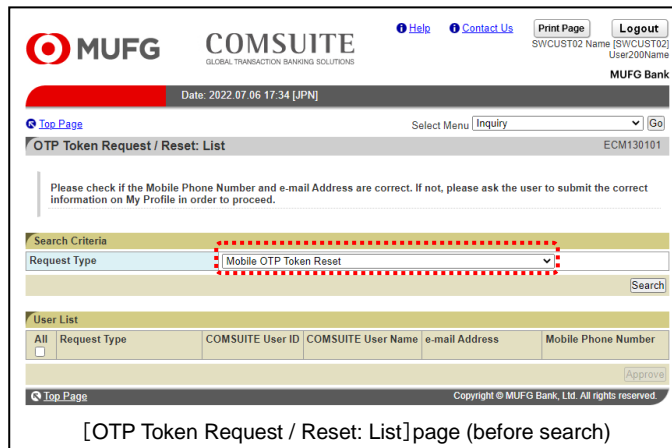
- (1) On the Top Page, select the [Administration] link.



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.



- (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.

Request Type	COMSUITE User ID	COMSUITE User Name	e-mail Address	Mobile Phone Number
Mobile OTP Token Reset	AccLock	AccLock	Ac****ck@c.com	(+90)*****6789
Mobile OTP Token Reset	AccLock2	AccLock2	Ac****k2@c.com	(+90)*****6789
Mobile OTP Token Reset	AccLockUser	AccLockUser	Ac****ck@c.com	(+90)*****6789
Mobile OTP Token Reset	USERS113E0Z	USERS113E0Z	a**@c.com	(+90)*****6789
Mobile OTP Token Reset	USERS113G	USERS113G	a**@c.com	(+80)*****6789
Mobile OTP Token Reset	USERS113G	USERS113G	US****@c.com	(+90)*****9999

[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.

Request Type	COMSUITE User ID	COMSUITE User Name	e-mail Address	Mobile Phone Number
Mobile OTP Token Reset	User001	User001	Us**01@SWCUST02.com	(+81)*****524
Mobile OTP Token Reset	User003	User003	Us**03@SWCUST02.com	(+81)*****7890

Challenge Code: 020114

Transaction Authorization Code field.

Confirm

[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.

Request Type	COMSUITE User ID	COMSUITE User Name	e-mail Address	Mobile Phone Number
Mobile OTP Token Reset	User001	User001	Us**01@SWCUST02.com	(+81)*****524
Mobile OTP Token Reset	User003	User003	Us**03@SWCUST02.com	(+81)*****7890

[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.	