



User Guide for NIBSS Offline Enrollment Web Portal

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Nigeria Inter – Bank Settlement System (NIBSS)



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Table of Contents

- 1.0 Overview3
- 2.0 Accessing the Web Portal4
 - Password Resets 4
- 3.0 Agent Manager Users.....6
 - Process Flow for Common Tasks 6
 - 3.1 Creating an agent/Editing Agent Details (Agent Manager Operator)6
 - 3.2 Approving Agent Creation/Profile changes (Agent Manager Approver).....8
 - 3.3 View/Enrollment Reports.....8
- 4.0 Agents.....10
 - 4.1 Creating a Branch.....10
 - 4.2 Creating an Enroller.....11

1.0 Overview

The NIBSS’ Web Portal for Offline Enrollment Application allows users manage access the Enrollment Application as well as view reports on enrollment activity.

This user manual is designed to help with the different resources that are available throughout the web-portal. It also includes detailed procedures and process flow for the common undertaking of different User types.

For any have questions about the Web-portal or wish to contact

Users can log in to the portal as Agent Managers, Agents or Enrollers.

Agent Managers

Agent Manager Users are Admins for institutions profiled on the Portal. They have management access for all entities created under their institutions. Two types of Agent Manager Users exist on the portal; Operators and Approvers.

Operators Users have access to create or make changes to entities in their institution. Example is creating an Agent or modifying Agent details.

Approver users are required to effect any operations carried out by an Operator. Agents created by Operators would be queued for Approval by Approver Users.

Agents

Agent User are individuals/business entities profiled under an institution. Agent users can log in to the Offline Enrollment Application to carry out enrollments. Agents can also log in to the Web Portal.

Agent Users have the ability to create Enrollers.

Enrollers

Enroller Users are Individuals profiled under an Agent. Enrollers have access to log in to the Offline Enrollment Application to carry out BVN enrollments. All activity performed by an Enroller would be reported under the Agent by whom he was created.

2.0 Accessing the Web Portal

The NIBSS' Web Portal can be accessed at www.agencyservices.com.ng. NIBSS recommends Google Chrome or Mozilla Firefox for access to the enrollment portal.

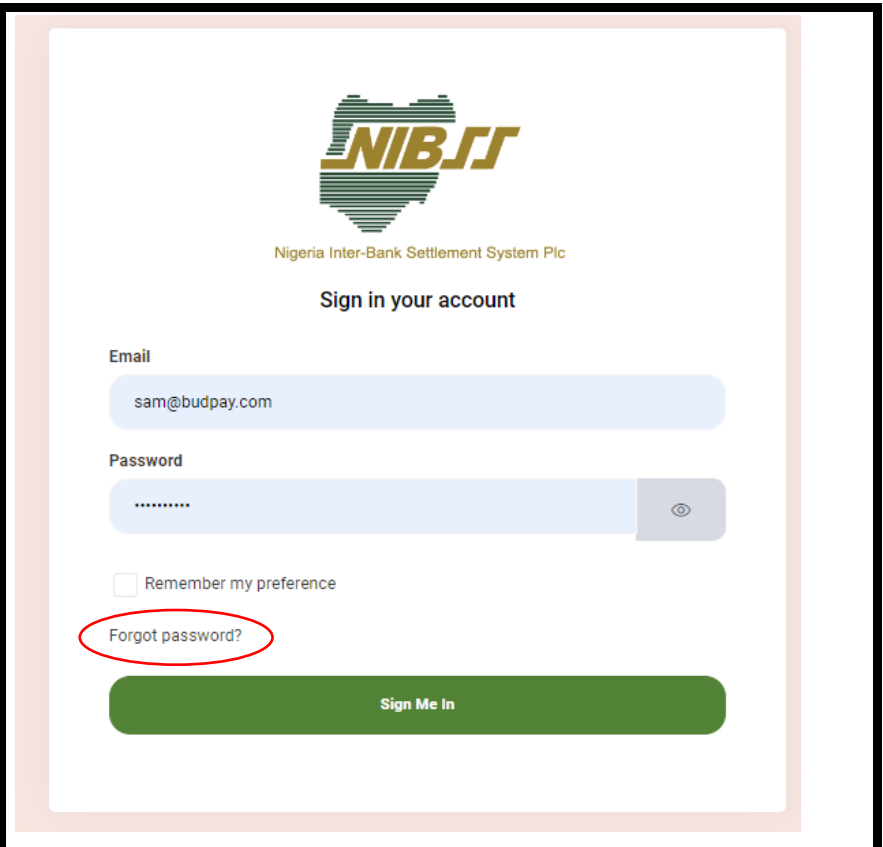
Upon creation, all users would be advised of Username and Password to login to the portal. If you have not received login credentials, please contact the agency services team.

Password Resets

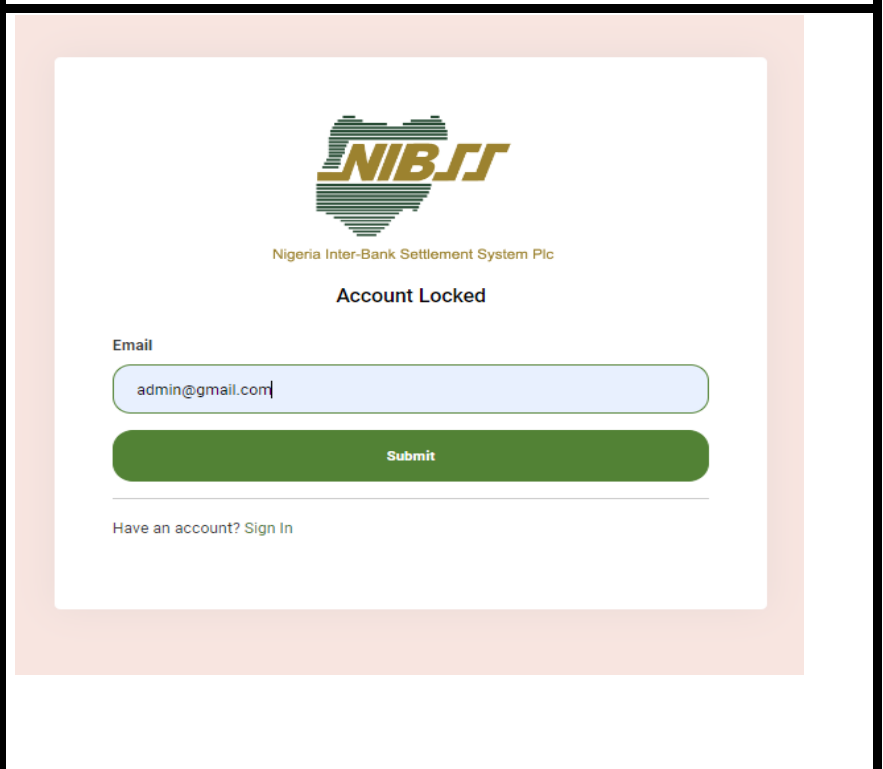
The NIBSS' Web Portal allows all users to reset their password without assistance (selfreset). User would be required to provide the email address associated with the user profile and a link to set a new password would be sent to the users email address. Note that the link can only be used once and is valid for a maximum of 24 hours after its creation.

The self-service password reset workflow is described below.

- ❖ Navigate to the NIBSS' Web Portal at www.agencyservices.com.ng and click on 'Forgot Password'

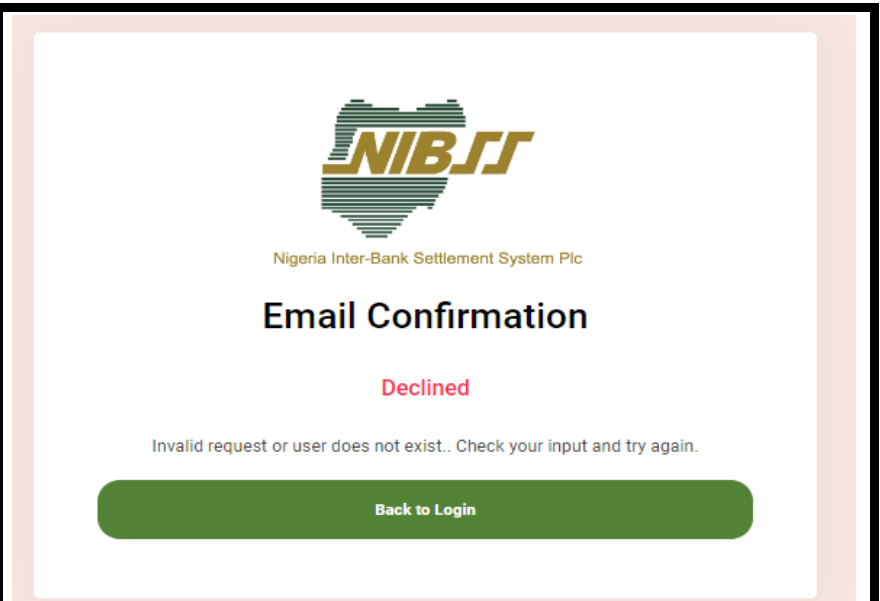


- ❖ Enter email address and click request. If the email provided is valid, a password reset link would be sent to the user. If an invalid email address is provided, "This user does not exist" is displayed. Please contact the Support team for assistance.

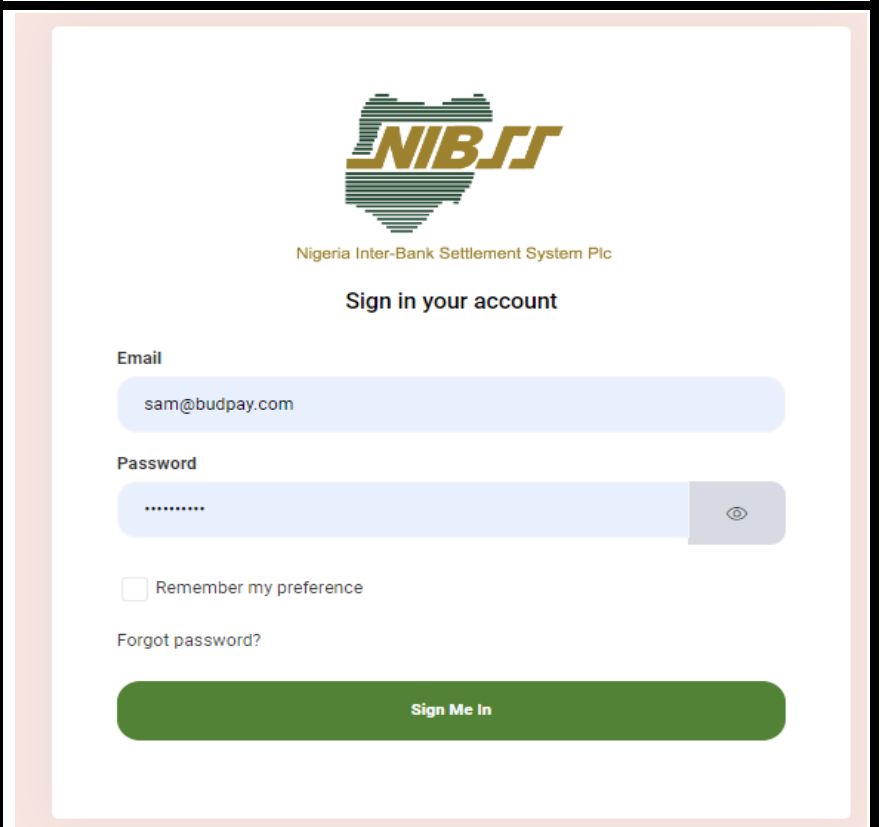




- ❖ Log in to email address and click the link provided. Please check your spam mail for the reset email if not found. Contact the support team if email is not received after 10 minutes.



- ❖ The password reset link should redirect to the Web Portal. User can input a new password and click "Reset Password" to apply changes.



3.0 Agent Manager Users

Institutions/Agent Managers contracted by NIBSS to for the BVN enrollment project are provided access to the BVN Enrollment Web Portal. Users profiled by NIBSS for this access are created as Agent Managers on the portal.

Agent Manager Users can view reports for and manage all entities profiled under their institution.

Two types of Agent Manager Users exist on the portal; (Operators and Approvers).

- ❖ Operator Users are given access to create or modify entities under an institution.
- ❖ Approver Users are required to review and effect any changes made by an operator on the portal.

Consequently, two users; one from either class, are required to effect any changes on the portal.

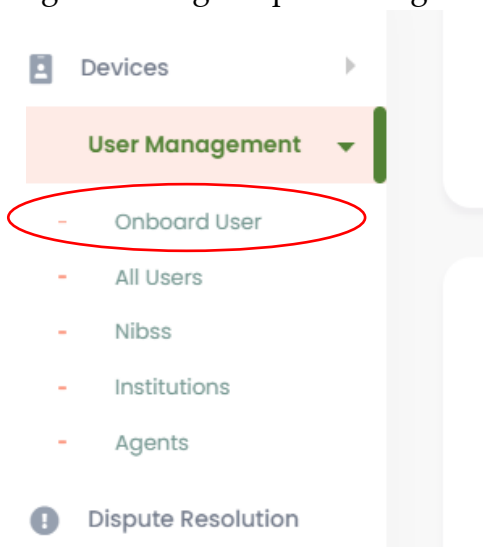
Process Flow for Common Tasks.

The process flow for common tasks performed by Agents Manager Users are illustrated in the following

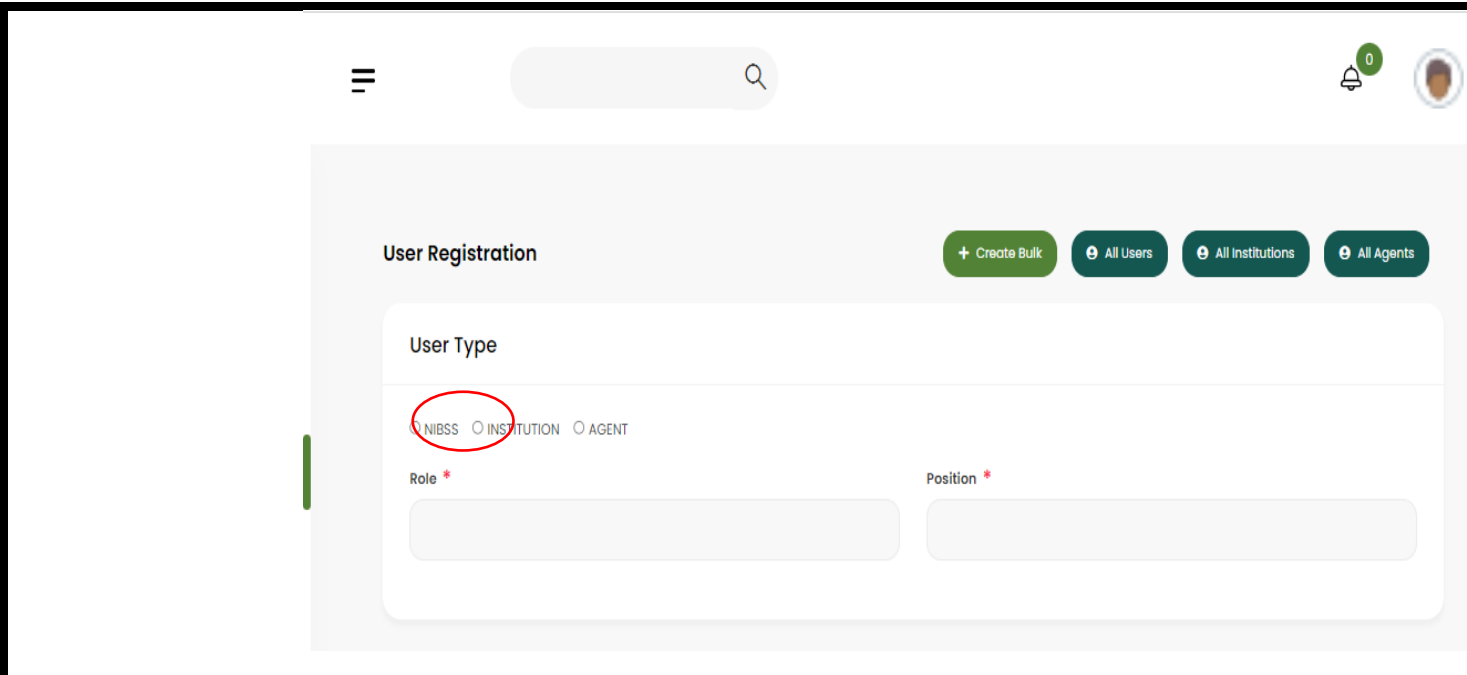
3.1 Creating an agent/Editing Agent Details (Agent Manager Operator)

Only Agent Manager Users profiled as 'Operators' may create or modify Agents on the platform. Agents created by an Agent Manager are profiled under his institution.

- ❖ Agent Manager Operator logs in to the Web portal and clicks on Agent.

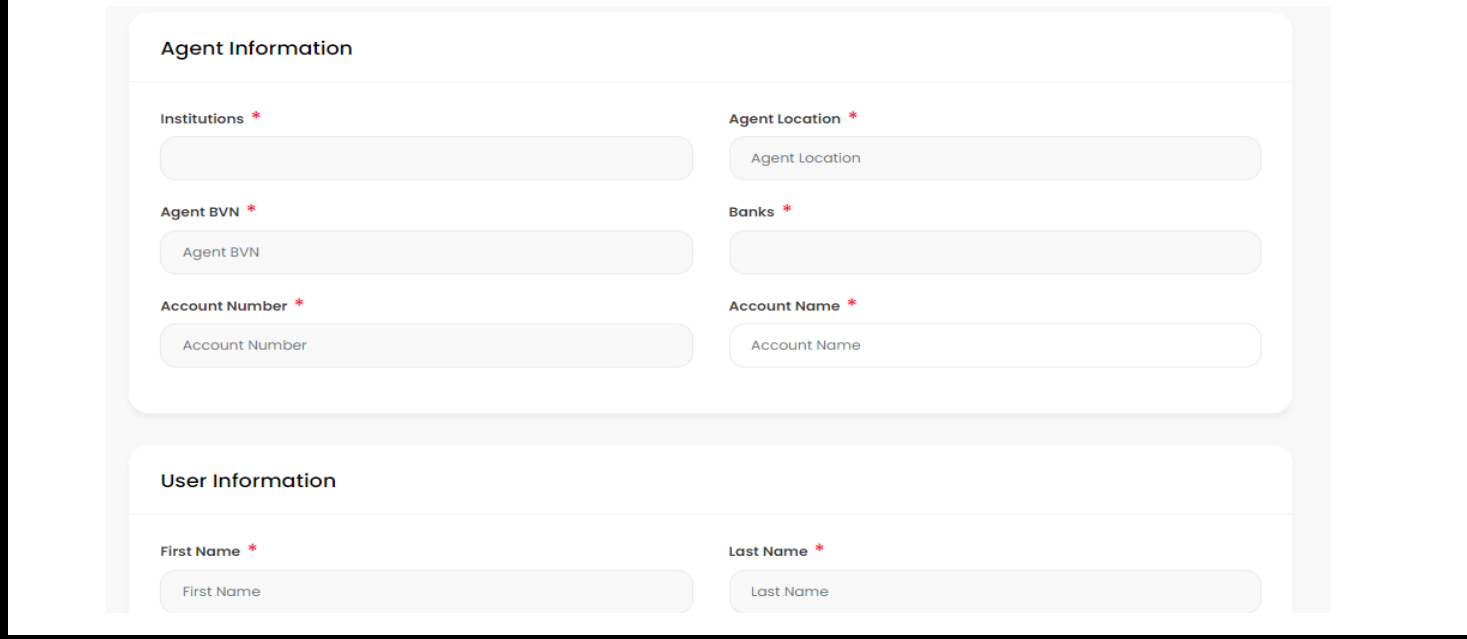


❖ User can select the 'Agent' radio input to create a new Agent User on the portal or Click the 'Edit' button next to an Agent to modify the details of an existing Agent.



The screenshot shows the 'User Registration' form. At the top right, there are buttons for '+ Create Bulk', 'All Users', 'All Institutions', and 'All Agents'. The 'User Type' section contains three radio buttons: 'NIBSS', 'INSTITUTION', and 'AGENT'. The 'AGENT' radio button is circled in red. Below this, there are two input fields: 'Role *' and 'Position *'.

❖ Fill in Agent information and click "Save". Note that all fields marked with Asterisk (*) are required for Agent creation.



The screenshot shows the 'Agent Information' and 'User Information' sections. The 'Agent Information' section has six input fields: 'Institutions *', 'Agent Location *', 'Agent BVN *', 'Banks *', 'Account Number *', and 'Account Name *'. The 'User Information' section has two input fields: 'First Name *' and 'Last Name *'.

A screenshot of a web form for agent creation. The form is contained within a light gray border and includes several input fields with red asterisks indicating required fields. The fields are: 'First Name', 'Last Name', 'Email', 'Phone Number', 'Home Address', 'State Of Residence', 'Date of Birth', 'L.G.A', and 'Geo Political Zone'. The 'Date of Birth' field has a calendar icon. At the bottom right, there are two buttons: a red 'Reset' button and a green 'Submit' button.

- ❖ Once saved, an Agent Code is assigned for the entity and Agent Creation is sent for approval. Note that newly created Agents remains as “deactivated” on the portal until an Agent Manager Authorizer User approves Agent Creation. Newly created Agents would also not receive login credentials until creation is approved. Agent Manager Operator User can click on “Pending” to view all items that are yet to be approved at any time.

3.2 Approving Agent Creation/Profile changes (Agent Manager Approver)

For every Activity performed by Operators on the Portal, all Approvers for the organization receive an email notification. Any User profiled as an Approver can approve changes initiated by any Operator.

The process flow for approval of agent creation/agent profile update is as follows

❖ Agent Manager Approver logs in to the portal and Clicks on Agent

- ❖ Click on 'pending' to see all activity awaiting approval on the portal. User can click the "Thumbs Up" to approve, or "Thumbs Down" to disapprove activity performed by an Agent.



No	User Code	FullName	Email	Institution	Status	Onboard Date	Action
1	#61721094	Fatima Lawal	testeragent@mailinator.com	Verdant MFB	Active	2023-05-11	...
2	#66826805	Adaobi Hamza	hamzasaulawa21@gmail.com	Verdant MFB	Active	2023-04-26	...
3	#98246716	Akin Ade	cyberdomainstores@gmail.com	Verdant MFB	Pending Pending Request	2023-04-25	...
4	#95370461	Adaobi Nchidem	kanuprince2@yahoo.com	Verdant MFB	Pending Pending Request	2023-04-25	...
5	#05796986	Yus Sh	yusagent3@sharklasers.com	Verdant MFB	Active	2023-04-25	...
6	#93433250	Adaobi Nchidem	kanuprince1@yahoo.com	Verdant MFB	Pending Pending Request	2023-04-25	...

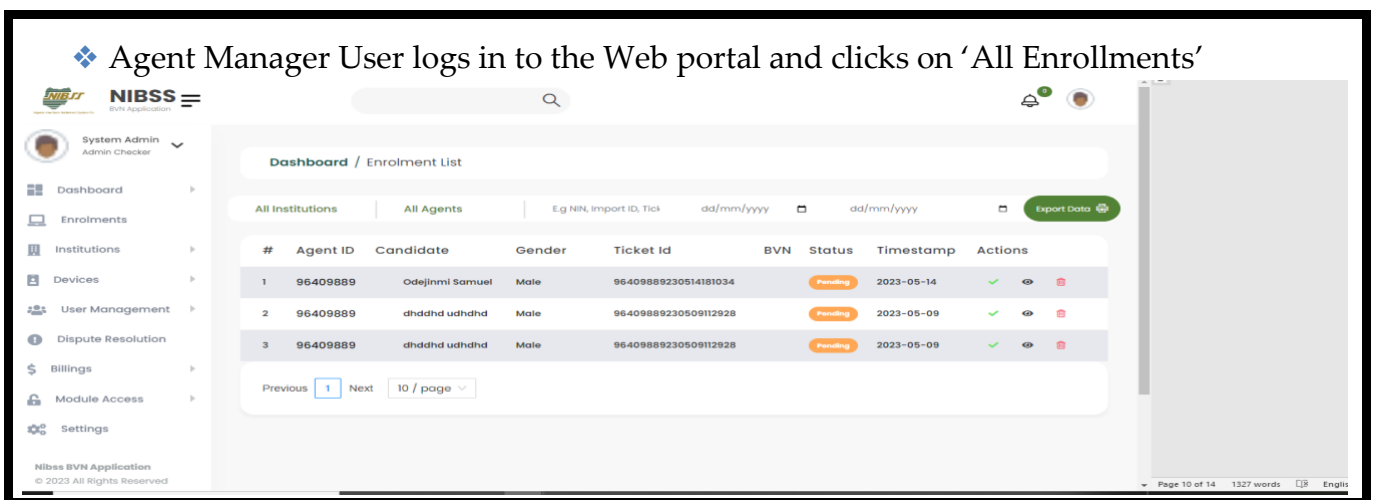
To resubmit a disapproved request, Operator views the Agents profile and clicks update.

3.3 View/Enrollment Reports

All Agent Manager Users have access to view reports on Enrollments carried out by Agents in their Network. Enrollment Report can also be exported as pdf, csv or xls document for any time period.

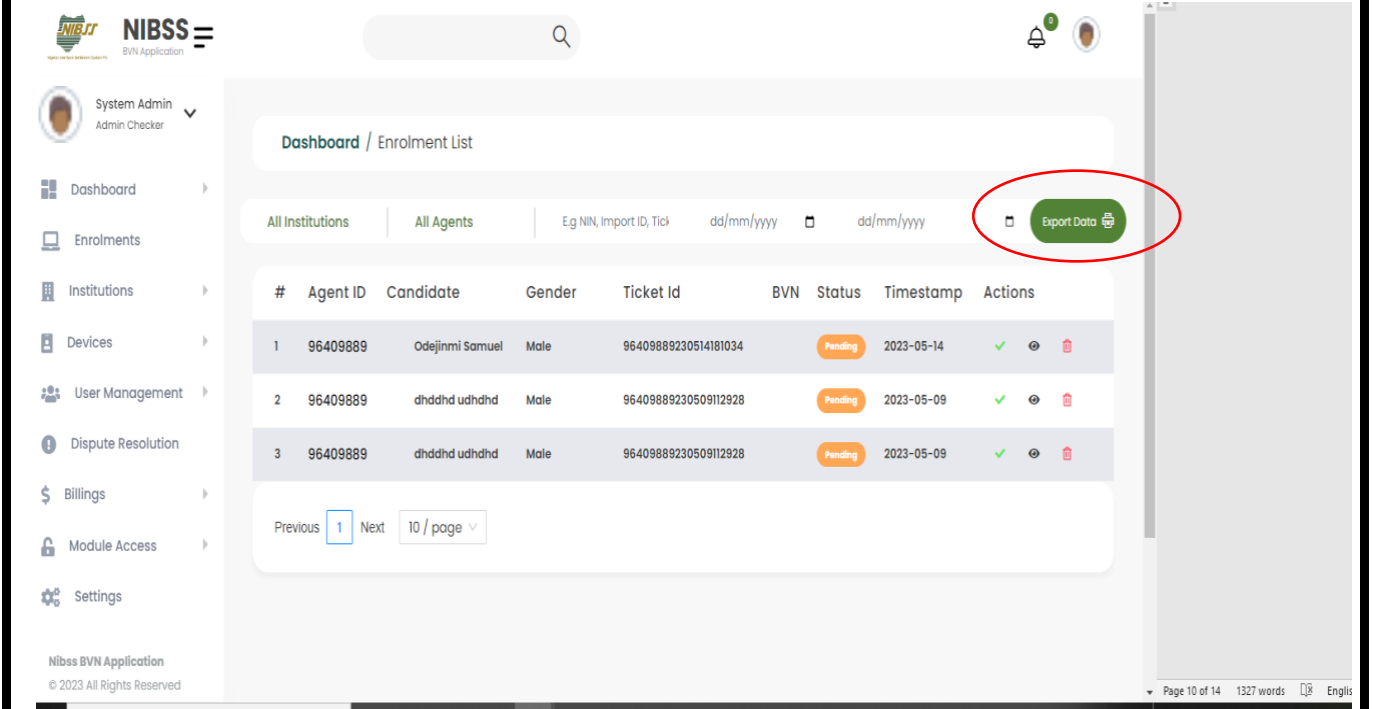
The process flow to view/export enrollment report is as follows

❖ Agent Manager User logs in to the Web portal and clicks on 'All Enrollments'

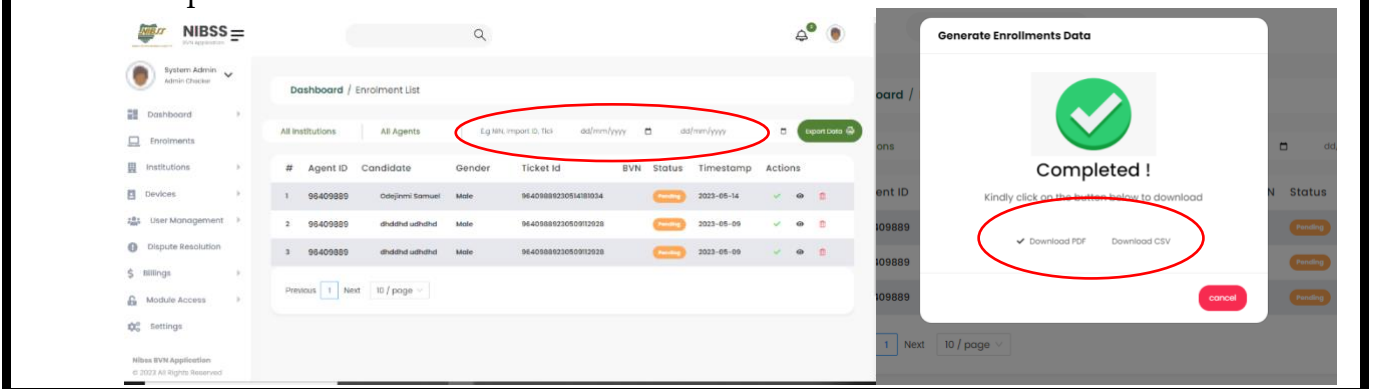


#	Agent ID	Candidate	Gender	Ticket Id	BVN	Status	Timestamp	Actions
1	96409889	Odejimi Samuel	Male	96409889230514181034		Pending	2023-05-14	✓ ⏪ ⏩ ✖
2	96409889	dhdhd udhdhd	Male	96409889230509112928		Pending	2023-05-09	✓ ⏪ ⏩ ✖
3	96409889	dhdhd udhdhd	Male	96409889230509112928		Pending	2023-05-09	✓ ⏪ ⏩ ✖

❖ Agent Manager User can view all enrollments carried out by Agents under his institution. Status for enrollments, ticket ID and BVNs generated are also visible. To download report for any period, User clicks on 'Export'.



❖ Click the 'Date' buttons to specify the start and end date for the report. Select the document type desired and click 'Export'.



4.0 Agents

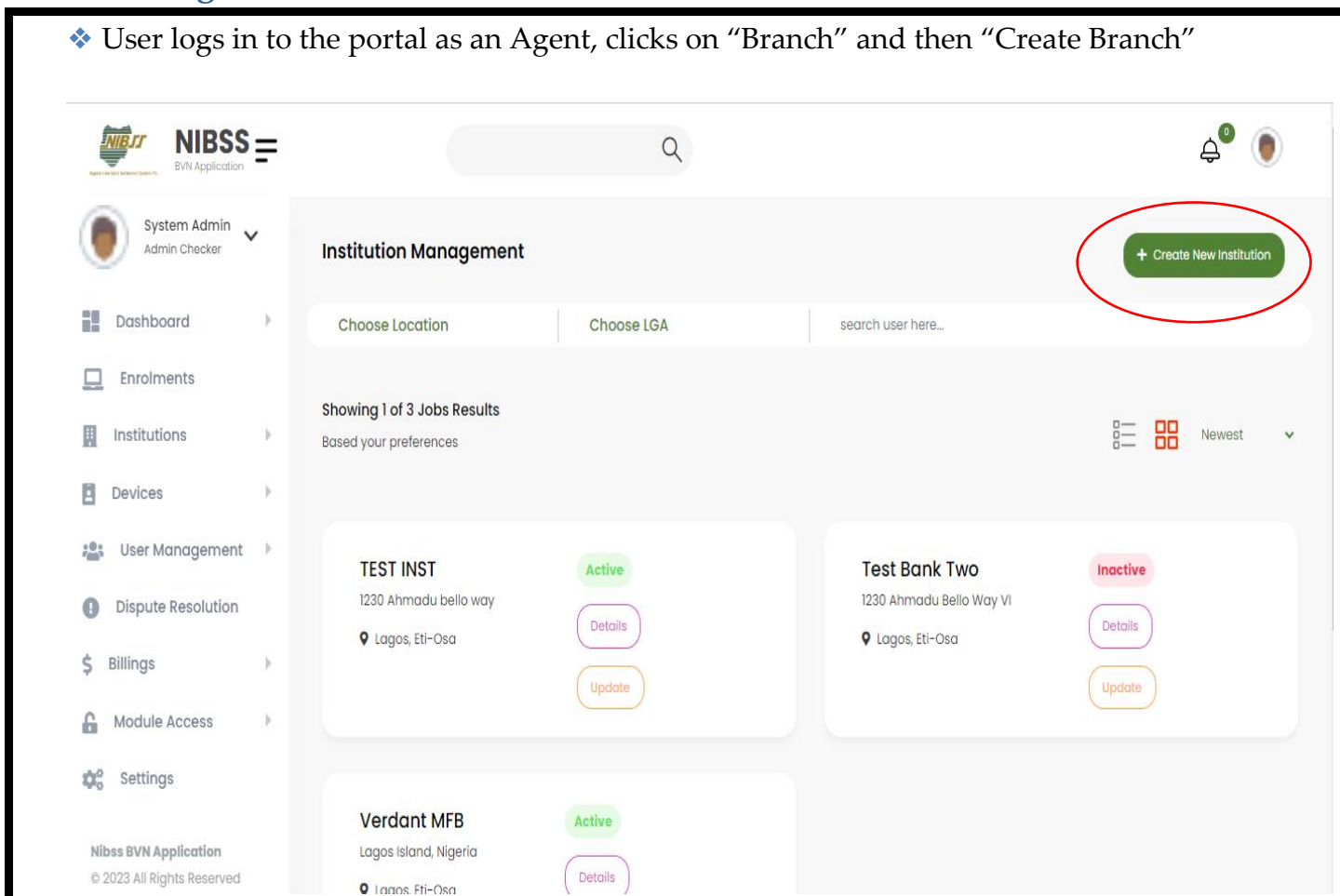
Agents are individuals or entities contacted by NIBSS Agent Managers to carry out BVN Enrollment.

Agent Users are individuals/business entities profiled under an institution. Agent Users can log in to the Offline Enrollment Application to carry out enrollments. Agents can also log in to the Web Portal to view reports of enrollment activity.

Agents have the ability to create two entities. A branch describes a physical location/operating premises. An enroller is a user who carries out BVN enrollment under an Agent. This functionality allows Agents to carry out enrollment activity from more than one physical location/create additional credentials for enrollment. The agent would be required to first create a branch and then create an agent assigned to that branch.

4.1 Creating a Institution

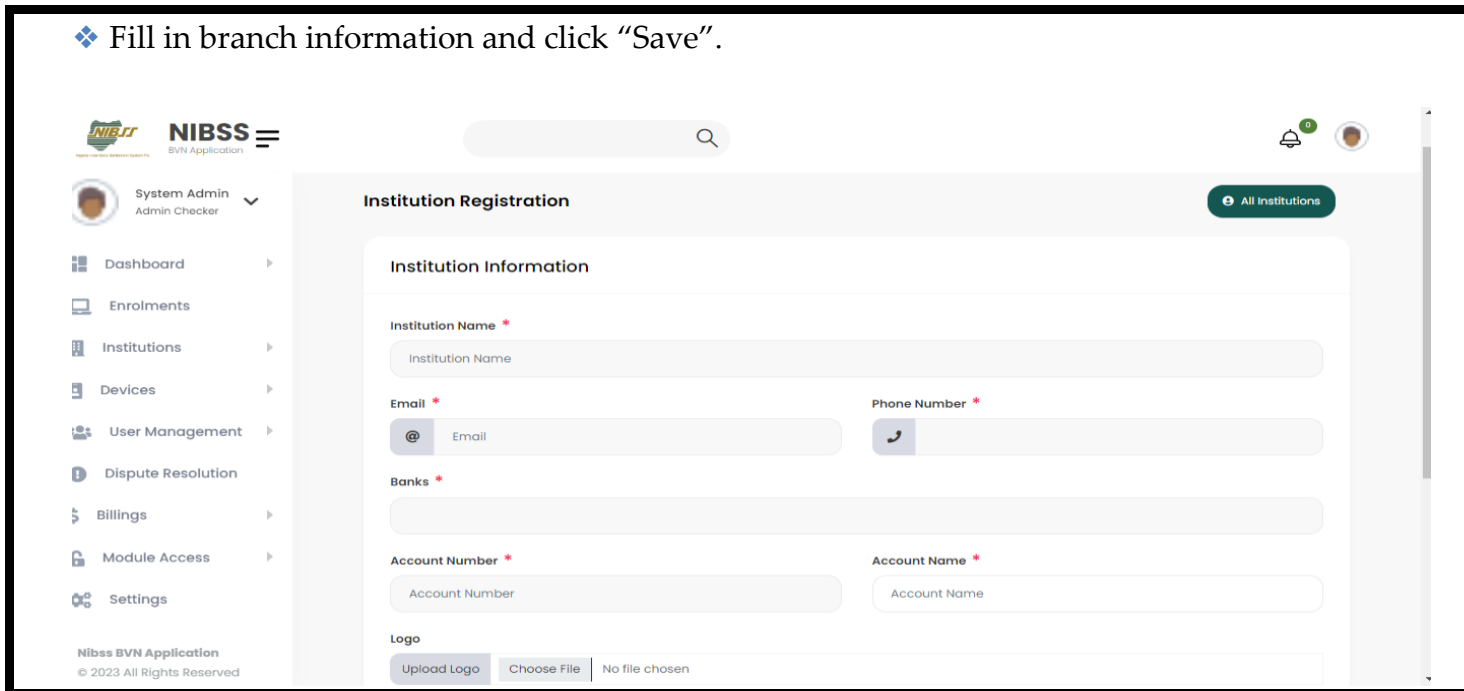
❖ User logs in to the portal as an Agent, clicks on “Branch” and then “Create Branch”



The screenshot displays the NIBSS BVN Application web portal interface. The top navigation bar includes the NIBSS logo, a search bar, and a user profile icon. The left sidebar contains a menu with options: System Admin (Admin Checker), Dashboard, Enrolments, Institutions, Devices, User Management, Dispute Resolution, Billings, Module Access, and Settings. The main content area is titled "Institution Management" and features a search bar with "Choose Location" and "Choose LGA" dropdowns, and a "search user here..." input field. A red circle highlights the "+ Create New Institution" button in the top right corner. Below the search bar, it shows "Showing 1 of 3 Jobs Results" based on preferences. The results are displayed in a grid of institution cards, each with a status indicator (Active or Inactive), a location, and buttons for "Details" and "Update".

Institution Name	Status	Location	Actions
TEST INST	Active	1230 Ahmadu bello way Lagos, Eti-Osa	Details, Update
Test Bank Two	Inactive	1230 Ahmadu Bello Way VI Lagos, Eti-Osa	Details, Update
Verdant MFB	Active	Lagos Island, Nigeria Lagos, Eti-Osa	Details

❖ Fill in branch information and click “Save”.



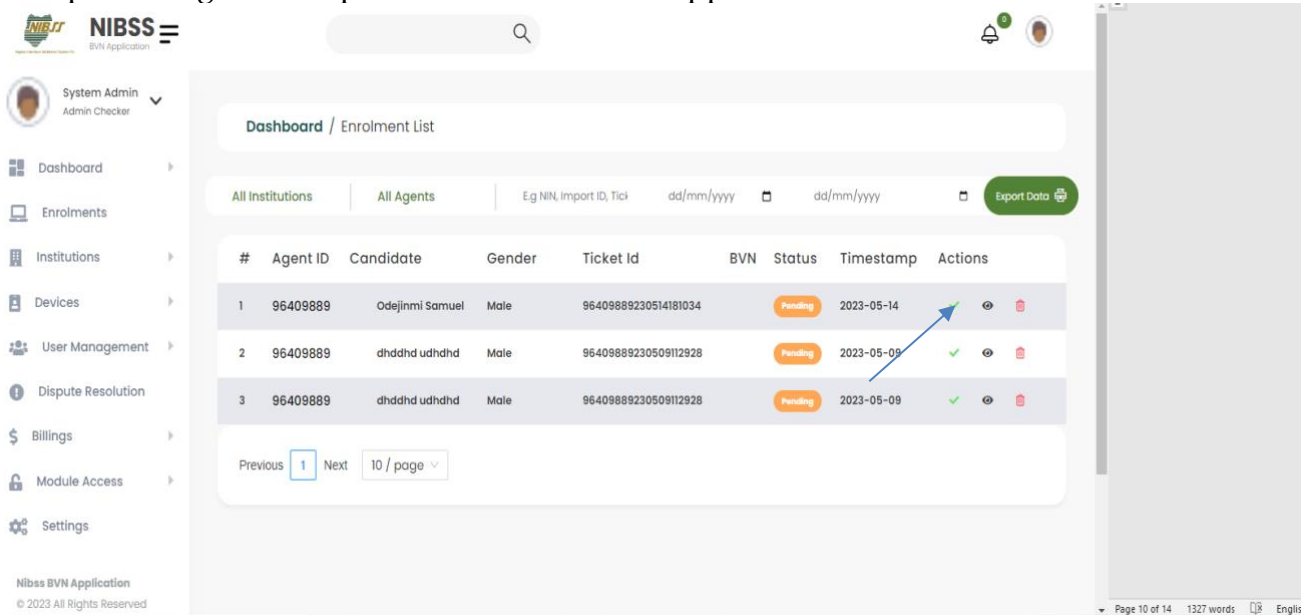
Page

4.2 Creating an Enroller

❖ Agent User logs into the portal and clicks on **Enroller** and then **Create Enroller**.

❖ Fill in enroller information and click **Save**.

❖ All newly created Enrollers are disabled at first instance. Click the switch to enable enroller and permit login to the portal and Enrollment Application.



The screenshot displays the NIBSS BVN Application dashboard. The user is logged in as System Admin (Admin Checker). The main content area shows the 'Enrolment List' with a table of entries. The table has the following data:

#	Agent ID	Candidate	Gender	Ticket Id	BVN	Status	Timestamp	Actions
1	96409889	Odejnmi Samuel	Male	96409889230514181034		Pending	2023-05-14	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
2	96409889	dhddhd udhdhd	Male	96409889230509112928		Pending	2023-05-09	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
3	96409889	dhddhd udhdhd	Male	96409889230509112928		Pending	2023-05-09	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

The 'Status' column for all entries is 'Pending'. The 'Actions' column for the second and third entries shows a green checkmark, indicating they are enabled. A blue arrow points to the switch in the second row's Actions column. The dashboard also includes a sidebar with navigation options like Dashboard, Enrolments, Institutions, Devices, User Management, Dispute Resolution, Billings, Module Access, and Settings. The footer shows 'Nibss BVN Application © 2023 All Rights Reserved' and 'Page 10 of 14 1327 words Englis'.

4.2 Billing Module

❖ To Create Tier Settings

Creating New Tier Settings

Tier Name *

Min Value *

Max Value *

Rate Amount *

Close



❖ Tier Settings information Table

Tier Management + Add New T

SN	Tier Name	Min Vlaue	Max Value	Rate Amount	Status	Create At	Action
1	120-1000000	120	1000000	200	Active ✓	2023-11-21T00:00:00.000Z	
2	91-120	91	120	175	Active ✓	2023-11-21T00:00:00.000Z	
3	1-30	1	30	100	Active ✓	2023-11-21T00:00:00.000Z	
4	60-90	60	90	150	Active ✓	2023-11-21T00:00:00.000Z	
5	30-60	30	60	125	Active ✓	2023-11-21T00:00:00.000Z	

❖ To Generate Billing Report

Generate New Billing

Title *

Type *

Date Start *

Date Ends *

Comment

Close Submit





Billing Report Information

Home / Billings / Institutions Payments #20231122133503

dd/mm/yyyy

dd/mm/yyyy

Eg Reference no

Download Billi



30

Total Institutions



30

Total Agents



205

Total Enrollments



N22,750.00

Total Amount

SN	Institution	Code	Bank	Type	Agents	Enrollments	Amount	Status	Create At	Action
1	Ecobank Nig	01513	0	tier	0	0	N0.00	Pulled ✓	2023-11-22	...
2	LUKEPORT NIGERIA LIMITED	15443	000013	tier	29	202	N22,450.00	Pulled ✓	2023-11-22	...
3	TCF MICRO FINANCE BANK	67016	000014	tier	1	3	N300.00	Pulled ✓	2023-11-22	...
4	Verdant Bank	97097	000014	tier	0	0	N0.00	Pulled ✓	2023-11-22	...
5	TestInstitution	73488	000014	tier	0	0	N0.00	Pulled ✓	2023-11-22	...

Home / Billings / Institutions Payments #20231122133503

dd/mm/yyyy

dd/mm/yyyy

Eg Reference no

Download Billi



30

Total Institutions



30

Total Agents



205

Total Enrollments



N22,750.00

Total Amount

SN	Institution	Code	Bank	Type	Agents	Enrollments	Amount	Status	Create At	Action
1	Ecobank Nig	01513	0	tier	0	0	N0.00	Pulled ✓	2023-11-22	...
2	LUKEPORT NIGERIA LIMITED	15443	000013	tier	29	202	N22,450.00	Pulled ✓	2023-11-22	...
3	TCF MICRO FINANCE BANK	67016	000014	tier	1	3	N300.00	Pulled ✓	2023-11-22	...
4	Verdant Bank	97097	000014	tier	0	0	N0.00	Pulled ✓	2023-11-22	...
5	TestInstitution	73488	000014	tier	0	0	N0.00	Pulled ✓	2023-11-22	...