



Bulletin from Cardinal: Change in CSR Secure Site Functionality

You asked and we listened! An important enhancement is underway for the CSR (Customer Service Representative) secure site.

What is changing?

Effective March 8, 2016, Cardinal will allow CSR admins for each Partner and Financial Institution (FI) that currently has administrative privileges to the CSR Secure site to reset other CSR admins' passwords for the FI they have access to.

What does this change mean for me?

In the past, CSR admins needed to create a support ticket in order to reset a password for another CSR admin. As of March 8, 2016, this will no longer be the case. Cardinal has implemented a new feature on the CSR secure site that will allow all CSR admins to reset passwords for all of their users, including other CSR admins at their bank.

What will this change look like?

When a CSR admin logs in to reset, add or change CSR credentials, they will notice additional user names in the CSR account drop down list. When a CSR admin selects another CSR admin, they will notice the screen will only display the field for the new password and new password confirmation as shown in the image. The CSR admin will then create the new password and confirm the password by retyping it, then select the Reset Password button.

The screenshot shows a web interface titled '>> Edit CSR Accounts' with a sub-header 'Edit CSR Accounts'. Below this is a section 'Edit CSR Account Details' containing a dropdown menu labeled 'Select CSR Account' with 'catanselu' selected. To the right of the dropdown are two password input fields: 'New Password:' and 'Confirm Password:', each with a lock icon. Below these fields is a message 'User Must Reset Password At First Login' and a 'Reset Password' button.

Note: The CSR admin will not have the ability to create another CSR admin account or reset their own account. The CSR admin will need to go through the established channels to create a CSR admin and can reach out to another CSR admin to rest their password. CSR admins will continue to have the ability to create a CSR user account.

This new feature is one of the many changes taking place at Cardinal that helps us help our Financial Institutions and Partners faster. If you have any questions regarding this new feature, reach out to issuerservicestech@cardinalcommerce.com

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