FISLink

Support for external/client accounts

Contents

Overview

This guide covers how Client/Customers/Vendors (any external account in FISLink) can get support if they are having trouble logging into FISLink.

This guide will go through the self-service password reset option, as well as how to get additional support if a password reset does not resolve the issue.

Password Reset

Clients, If you forget your password, you can reset it using the "CLIENTS/CUSTOMERS: Reset your password" link on the main page of FISLink. Click the link and enter your email address to start the password reset process. In a few minutes you will receive an email with information on how to reset your password. Due to FIS Policy, your password can only be reset 1 time per day.

The security policy for FISLink will lock your account after 3 consecutive failed login attempts. You may see a message similar to this:
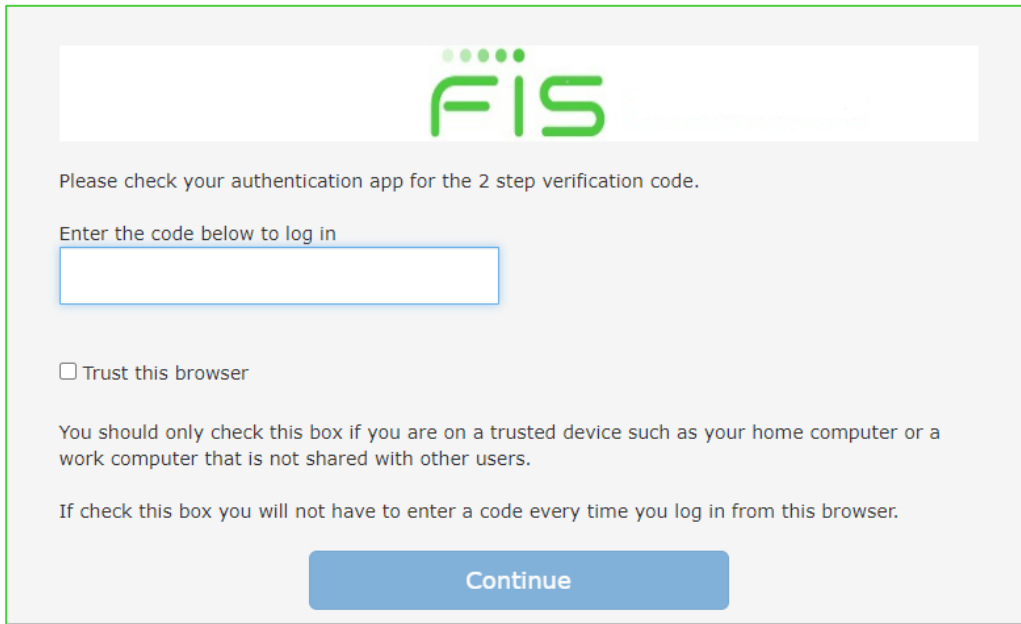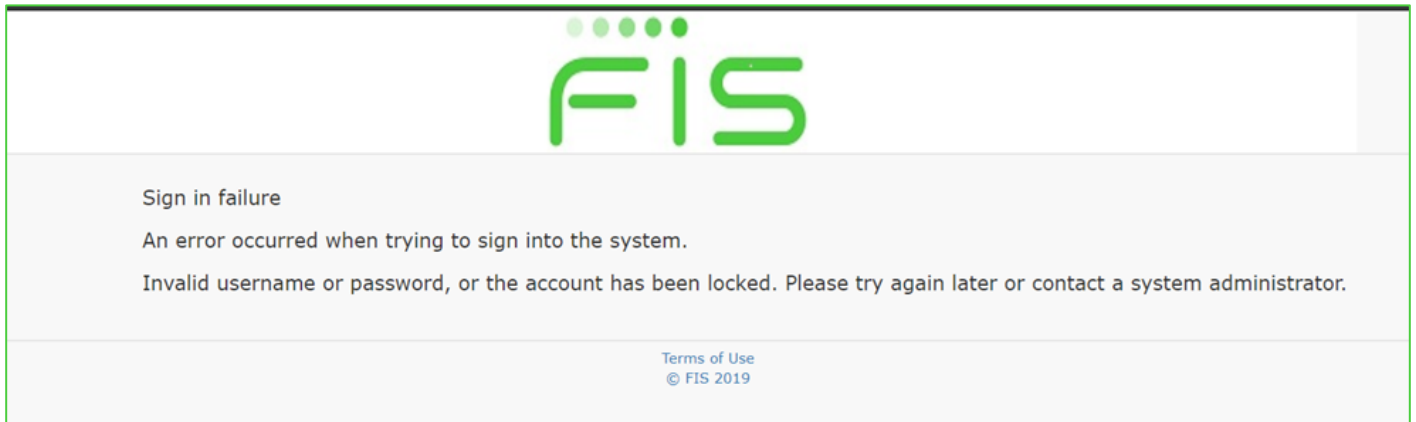

Your account will automatically unlock after 30 minutes. To unlock your account immediately you will need to go through the password reset process as described above.

If you are unable to login after resetting your password and you suspect your account is permanently locked, please notify the FIS Employee that originally sent you the delivery through FISLink. The FIS Employee should open a ticket through the Global Support Center.

Multi-Factor Authentication

If you are prompted for a 2 step verification code, as shown below, that means you have gone through the MFA setup process and the system believes MFA is activated for your account.

If you bypassed the QR code screen during the MFA setup, or manually entered the secret key manually, and FISLink is not accepting the 2 steps verification code, you will need assistance from FIS because there is no self-support available for MFA.

To get support for your MFA login issue, please contact the FIS Employee that you work with to transfer files using FISLink. That FIS Employee will need to open a support ticket, in their name, and note that you are having an issue with MFA in FISLink. The FIS Employee can open a ticket as shown below.

How an FIS Employee should open a ticket to get help with a client's FISLink account issue

1.	Navigate to the Global Support Center:	https://support.fis.app
2.	Type FISLink in the search box	
3.	In the results, click "Help me restore access to an application or website"	
4.	Expand the scenario for a corporate systems application.	
5.	Select **Create Ticket**	
6.	In the "Which application are you trying to access?" box, select: **Corporate Systems Applications**	
7.	Type "FISLink" as the name of the application	

In the "Description of error" box, describe the error that the client is experiencing:

8. If the account login issue is related to **Multi-Factor Authentication**:	1. Enter the description stating "**FISLink Client MFA issue**" 2. Include client's email address so their FISLink account can be located. 3. Include additional details to description such as specific error messages. 4. Attach screen captures, if available. For Example: **Description of error *** FISLink Client MFA issue Client joe.user@somebank.com is not able to login to FISLink because it is prompting for a secondary code that the client does not have.
9. If you need assistance with a **password or lockout issue** that is not resolved with a reset, proceed as follows:	1. Enter description stating "FISLink client password issue" 2. Include client's email address so their FISLink account can be located. 3. Include additional details to description such as specific error messages. Attach screen captures, if available.
10. If you need assistance with a **client who uses a free email service** (gmail, yahoo, Hotmail, aol, etc) and the client is not able to register their account.	1. In the description box state: "FISLink client issue - account registration required" "Route ticket to Corporate Systems Administration" 2. Include client's email address so their FISLink account can be located. 3. Include additional details to description such as specific error messages (if available)