



FISLink-PFT

Client Registration and User Guide

Contents

Overview	3
Login Process	3
Clients/Customers.....	3
Registration Steps.....	3
Installing the Multi-Factor Authentication (MFA) application.....	6
Configuration of Multi-Factor Authentication (MFA).....	6
Receiving Messages	9
Initial e-mail and FISLink-PFT inbox.....	10
Sending files via a Reply.....	11
Login Help	11
Appendix I: File Security	13
Appendix II: FIS Authenticator app on Windows	13
<i>Installation</i>	13
<i>Configuration</i>	14

Overview

FISLink-PFT is an application that can be used to securely send files and messages to your contacts within FIS.

Files and messages sent through FISLink-PFT are available for up to 14 days. Files and messages older than 14 days are automatically removed from the system.

The primary use for FISLink-PFT is for transmission of full PAN (Primary Account Number) data.

2-Factor/Multifactor Authentication (MFA) is required for FISLink-PFT. MFA setup instructions are included later in this document.

Client accounts are removed after 90 days of inactivity. They must re-register after that time to use FISLink-PFT. Clients will not be able to re-register until they have been sent another FISLink-PFT delivery by an FIS employee.

Login Process

Clients/Customers

Browse to <https://fislink-pft.fisglobal.com> and enter your login information in the Username and Password section.

Your username is your email address, and the password was set during the registration process or changed when it expired in the last 90 days.

If you are a new user to FISLink-PFT and have not set your password you will first need to register. New users will not be able to register for an account until they have been added as the recipient of a package.

Once you have been the recipient of a message from FISLink-PFT you will need to register for an account using the “register here” link from <https://FISLink-PFT.fisglobal.com>.

Registration steps are documented below.

Registration Steps

**Registration is only available to accounts that have been sent an email through the FISLink-PFT system.

1. Browse to <https://FISLink-PFT.fisglobal.com>
2. Locate the CLIENT/CUSTOMER Registration section of the page and click the “register here” link.
3. Fill the form including email address (2x), First Name, Last Name, and Password.
4. Password rules will appear as your password is being entered.

- a. You must have at least 1 Upper Case, 1 Lower Case, 1 Number, and one non-alphanumeric character in your password. In addition, your password must be between 15 and 50 characters.

The registration form includes the following fields and elements:

- Email address***: first.last@mycompany.com
- Confirm email address***: first.last@mycompany.com
- Name**: First, Middle name, Last
- Display as***: First Last
- Password***: [masked]
- Confirm password***: [empty]
- * Required fields**: Legend for asterisked fields
- Register**: Button to submit the form
- Terms of Use**: © FIS 2019
- Password Strength**: Strong (indicated by a green bar)
- Requirements list**:
 - At least one uppercase letter
 - At least one lowercase letter
 - At least one number
 - At least one non-alphanumeric character
 - Between 15 and 50 characters long

- 5. The system will validate that your confirmed password matches. If so, you can click Register.

This section shows the validation of the password fields:

- Password***: [masked]
- Confirm password***: [masked]
- * Required fields**: Legend for asterisked fields
- Register**: Button to submit the form
- Passwords match**: Green message box indicating successful validation

- 6. After the form is submitted you should receive the following confirmation:

The confirmation message is displayed in a light blue box with the following text:

User Registration
 Thank you for registering! A message has been sent to your email. Please follow the instructions in the email to activate your account.

Note: If you receive the following error while registering, it means that you have not been invited to use the system or your account is already registered.

The error message is shown in a red box above the registration form:

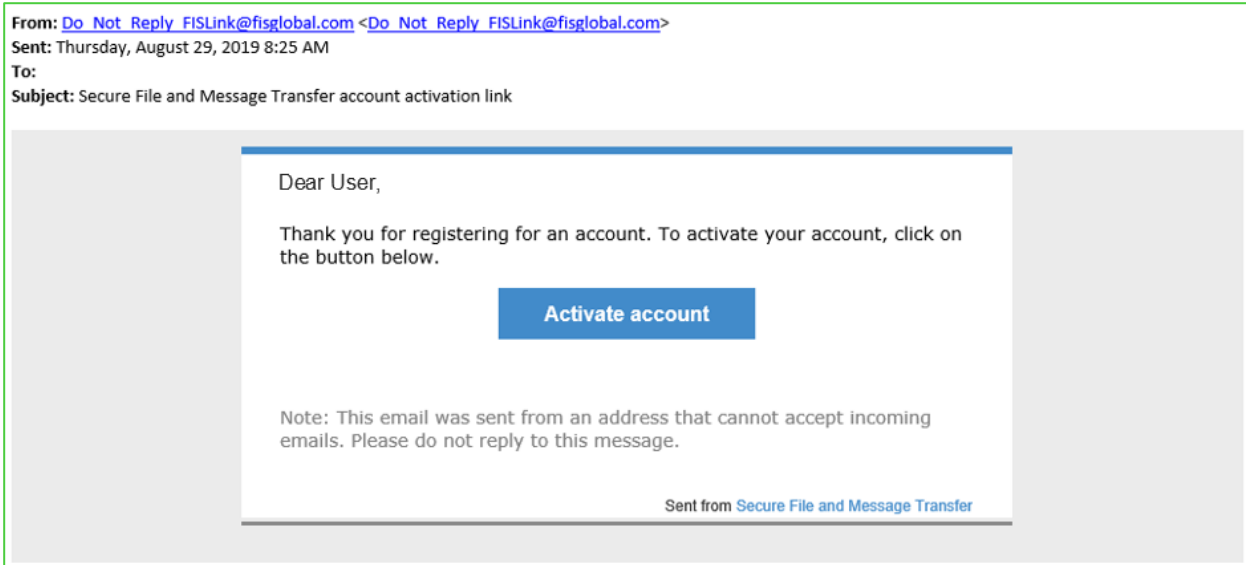
Registration not allowed for the email address specified.

The form below shows the error state:

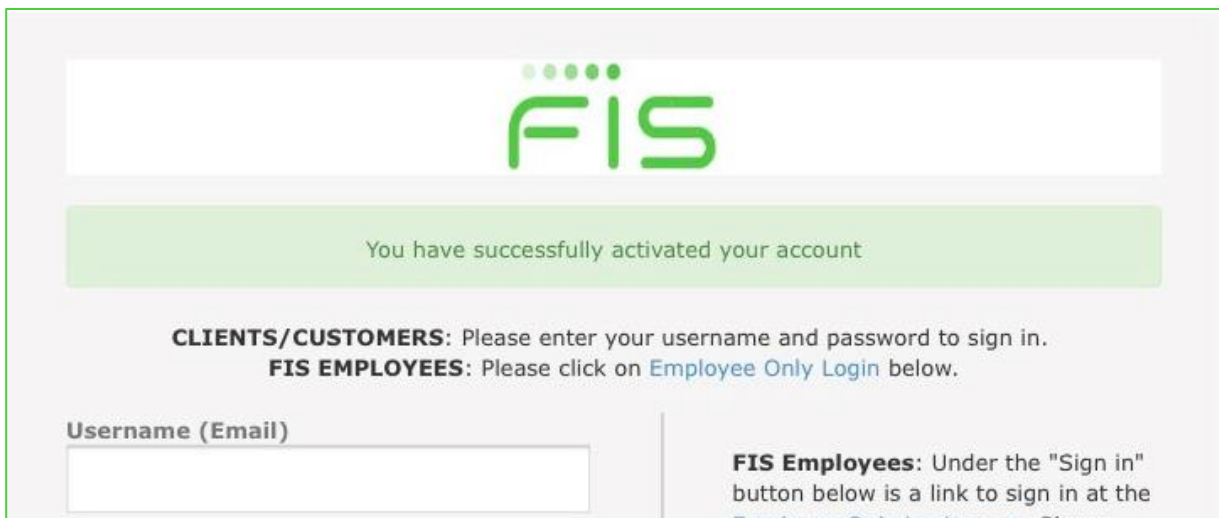
- Email address***: first.last@mycompany.com
- Confirm email address***: first.last@mycompany.com

You must receive a message through the FISLink-PFT system before you will be able to register.

7. Within a few minutes you should receive an activation email. Click the Activate account button.



8. This will open your browser to FISLink-PFT. You should receive a message that the account was activated.



9. Enter your password to login to the system.
Note: During your first login to FISLink-PFT you will be prompted to configure MFA, or Multi-Factor Authentication. Steps to install and configure MFA are shown next.

Installing the Multi-Factor Authentication (MFA) application

FIS Authenticator is available for free from the iTunes App Store for iPhone or Google Play for Android smartphones as well as Windows 10 or Windows 7. Click one of the links below to install FIS Authenticator on your device before you continue with additional steps.

Note: if you already have an RFC-6238-compliant Time-based One-Time Password (TOTP) application such as Google Authenticator or Microsoft Authenticator, that will work with FISLink and installing another app is not required.



Configuration of Multi-Factor Authentication (MFA)

During your first login to FISLink-PFT you will be prompted to configure a secondary authentication code. This can be configured on your phone or computer.

Note: Even if you use FISLink-PFT from a computer, you can have the secondary token stored on your phone.

1. Login to <https://fislink-pft.fisglobal.com>

The login form contains the following elements:

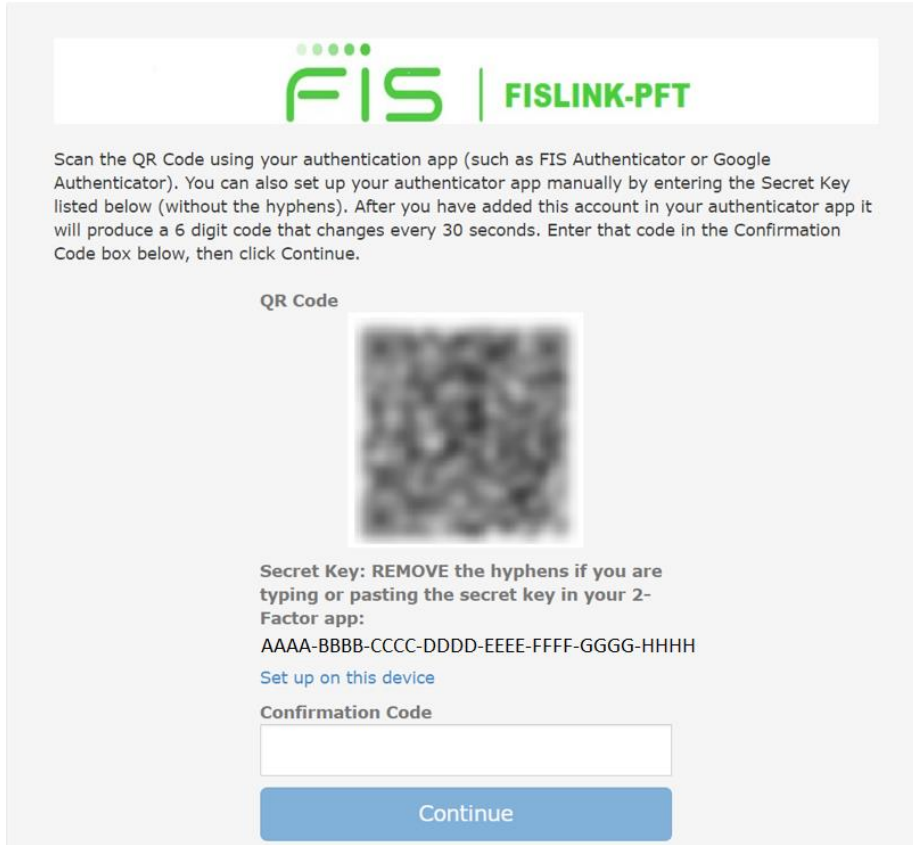
- A text input field labeled "Username (Customer Email)".
- A text input field labeled "Password".
- A checkbox labeled "Remember my username".
- A blue button labeled "Sign in".

2. Select "Use an authentication app" and then click Continue. If you select "I do not wish to protect my account at this time" you will not be able to login to FISLink-PFT.

The MFA configuration screen displays the following information:

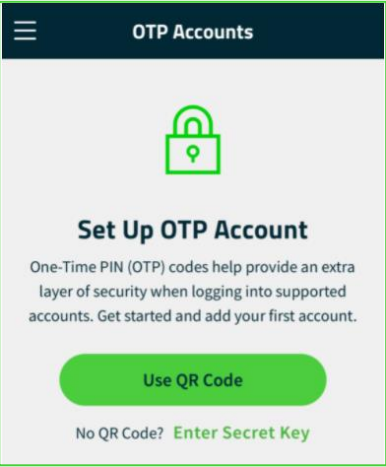
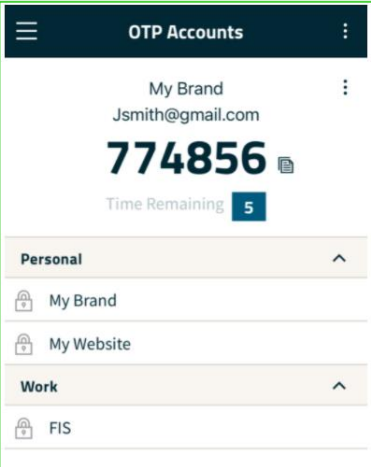
- Logos for FIS and FISLINK-PFT.
- Text: "Multi-Factor Authentication(MFA) is required."
- Text: "Enabling Multi-Factor Authentication will help to protect your account from unauthorized access by requiring an additional code when you login. This code will be generated by your phone or computer."
- Text: "To enable MFA you must have a Time-based One-Time Password (TOTP) application (such as FIS Authenticator or Google Authenticator) to generate security codes."
- Two radio button options:
 - Use an authentication app, e.g., FIS Authenticator or Google Authenticator
 - I do not wish to protect my account at this time. I understand that I will not be able to use the site.
- A blue button labeled "Continue".

- If you selected to “Use an authentication app”, a QR code will appear. This code is supported by multiple secondary factor applications such as FIS Authenticator, as well as other authenticator applications from Google and Microsoft. Only directions for FIS Authenticator are being provided. Scan the QR code into your authenticator app or manually enter the secret key (without the hyphen characters) using the instructions shown below.



The following pages provide instructions for configuring the FIS Authenticator app on your smartphone. For information on configuring the FIS Authenticator app on Windows please see the Appendix II in this document.

- Open FIS Authenticator on your smartphone to setup your Time-Based One-time Password (TOTP)

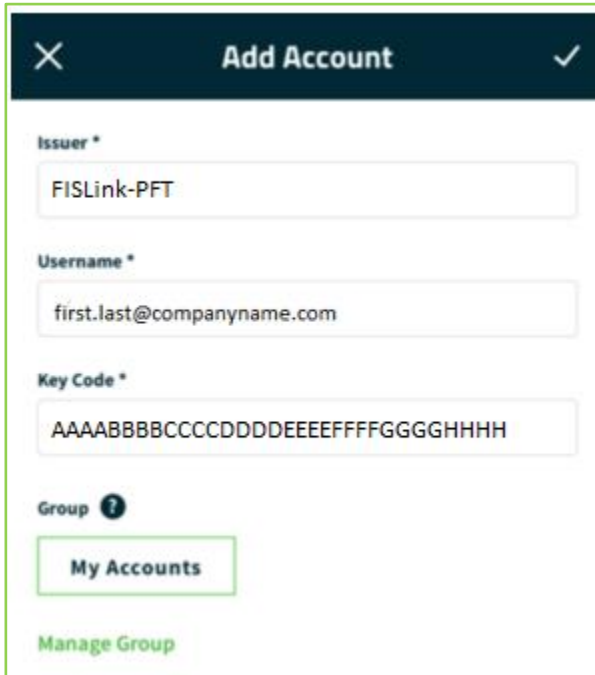
<p>New Users of FIS Authenticator should receive a screen similar to the following, which will allow a new TOTP to be configured.</p> 	<p>FIS Authenticator users who already have 1 or more TOTP's may need to click the vertical ellipsis on the top right, next to "OTP Accounts", then click Add Account</p> 
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- Click Use QR Code (allow the use of your camera if prompted), then click Scan QR Code (if prompted) to open your camera
- Point your phone's camera at the QR Code presented by FISLink-PFT. An example is shown below.

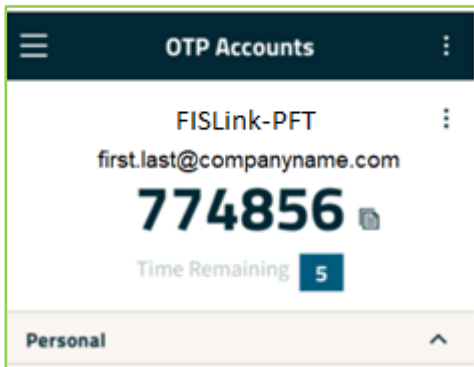


Note: If camera access is not available, click Cancel on your phone, then select "Enter Secret Key". You will be able to type the value shown in the Secret Key field, found below the QR Code. Do not enter the hyphen characters.

- If you have scanned the QR code, the Issuer, Username, and Key Code should automatically populate. Click the checkmark in the upper right corner to add the TOTP to your device.



- FISLink-PFT should now be shown as an available account in FIS Authenticator.



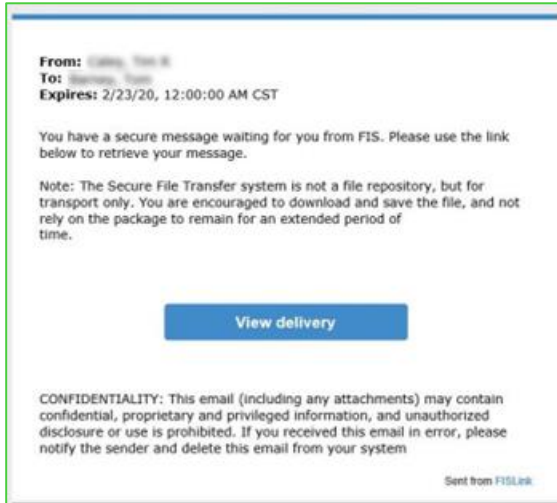
This code will refresh every 30 seconds.

- Return to <https://fislink-pft.fisglobal.com> and enter the MFA code into the Confirmation Code box, then click Continue.
- If the code is entered correctly, you will be logged into FISLink-PFT.
- The MFA setup is complete. You will be prompted for the 2-step verification code during future logins. During future logins to FISLink-PFT, while entering the MFA code, you will have an option to “Trust this browser”. If you select that option, you will be prompted less often for 2 step verification.

Receiving Messages

Initial e-mail and FISLink-PFT inbox

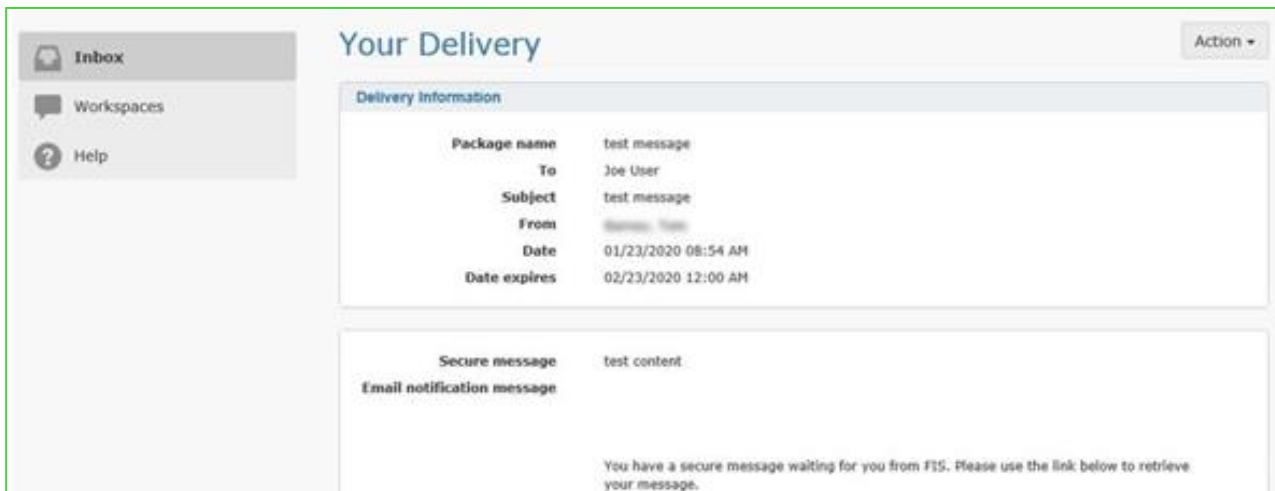
When a message is sent to you via FISLink-PFT, you will receive an email notification that looks similar to this:



If you click the View delivery button your Internet browser will open <https://FISLink-PFT.fisglobal.com/>

If you have already registered, login with your email address and password. If you have not registered, you can find the process in the Registration Steps portion of this document.

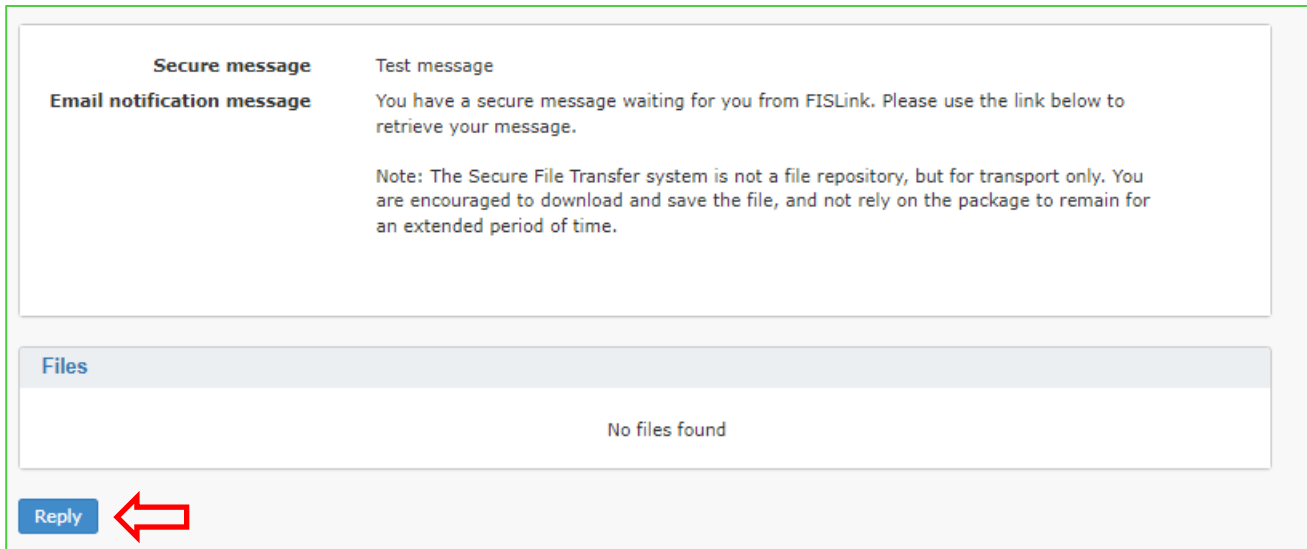
After you authenticate your delivery should be shown. If not, you can find the latest deliveries by clicking your Inbox and then clicking on the message.



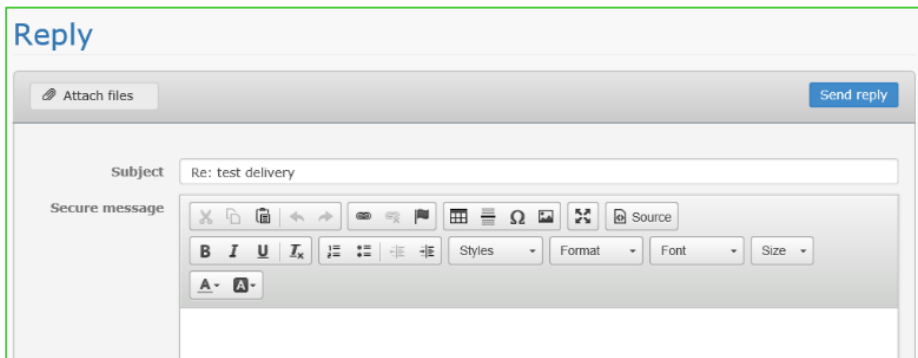
Sending files via a Reply

You can send files to FIS by replying to a message and attaching files.

Open a message from your inbox and scroll to the bottom of the window. Click Reply to open the Reply window.



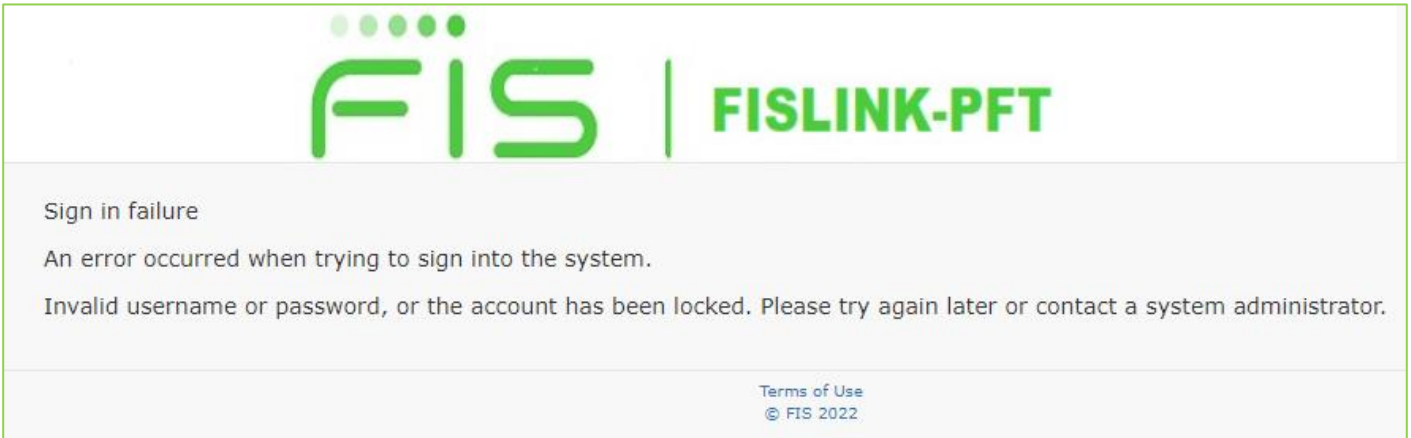
Enter a follow-up message and/or attach additional files, then click the Send reply button.



Login Help

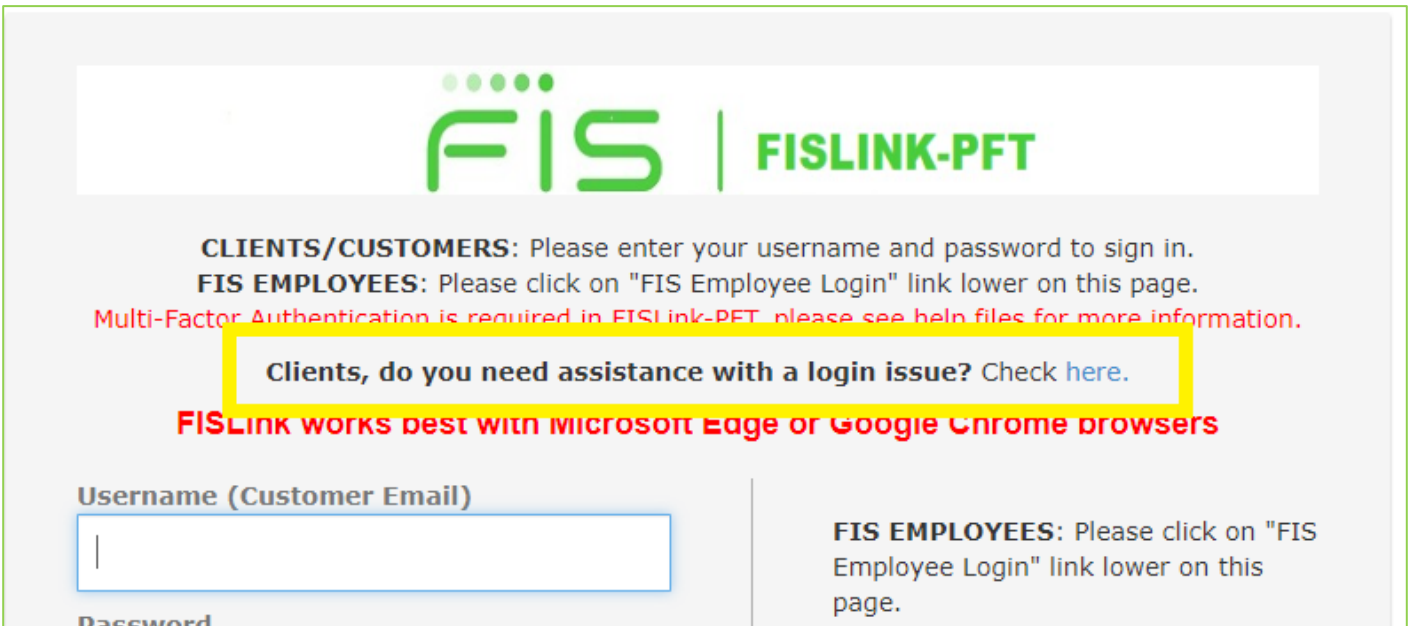
If you forget your password, you can reset it using the “CLIENTS/CUSTOMERS: Reset your password” link on the main page of FISLink-PFT. Click the link and enter your email address to start the password reset process. In a few minutes you will receive an email with information on how to reset your password.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

The security policy for FISLink-PFT 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-PFT. The FIS Employee should open a ticket through the Global Support Center using the process shown on the login screen



Appendix I: File Security

Files in FISLink-PFT are encrypted while at rest. The encryption solution meets FIPS 140-2 Level 1 requirements. Additional information on the FIPS designation is available here:

<https://csrc.nist.gov/groups/STM/cmvp/documents/140-1/140sp/140sp1906.pdf>

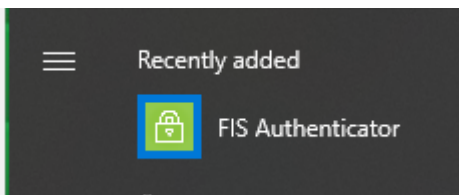
Appendix II: FIS Authenticator app on Windows

Installation

The installation is available from: <https://www.fisglobal.com/en/fis-authenticator/download> for Windows 10 and Windows 7, 32 and 64-bit. Download and extract the installer, then launch FIS Authenticator Setup 2.x.x.exe

Select the appropriate installation options and complete the installation. You can choose to install the application for all users or only the current user.

FIS Authenticator should now be available in your Start menu.



Launch the application. If this is the first time using the application, you see the Welcome screen:



Configuration

1. Launch a web browser and visit <https://fislink-pft.fisglobal.com>. Login to FISLink-PFT with your Username and Password.

The screenshot shows a login form with the following elements:

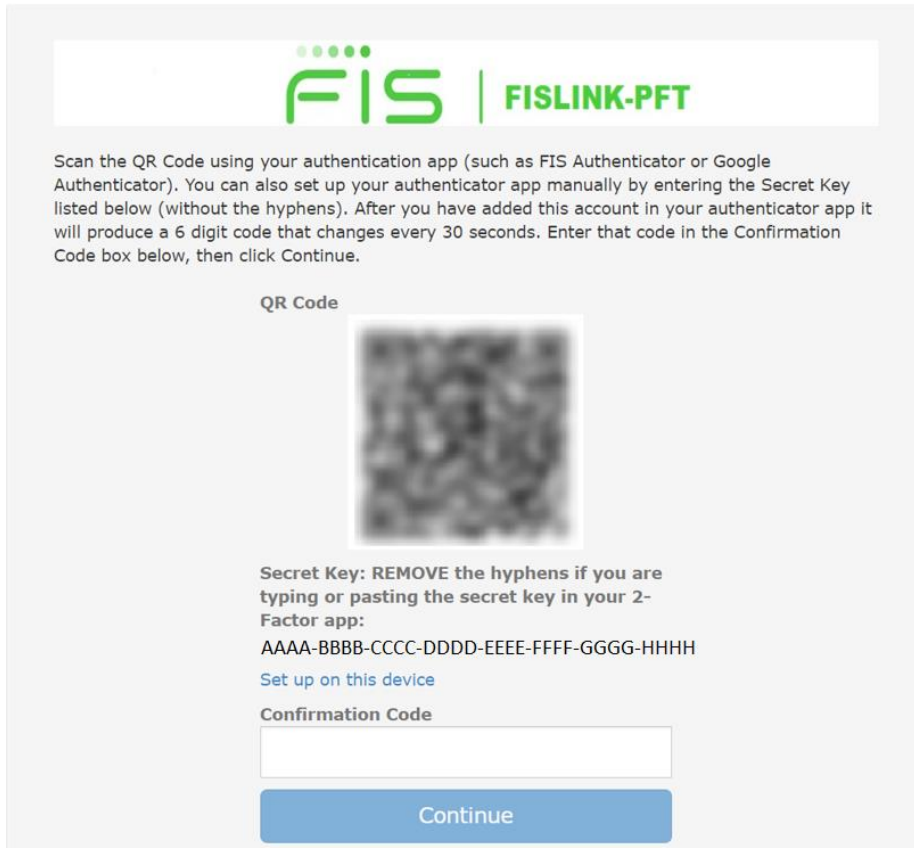
- A label "Username (Customer Email)" above a text input field.
- A label "Password" above a text input field.
- A checkbox labeled "Remember my username".
- A blue button labeled "Sign in".

2. MFA is required. You will be prompted with a screen similar to what is shown below. Select “Use an authentication app” and then click Continue. If you select “I do not wish to protect my account at this time” you will not be able to login to FISLink-pft.

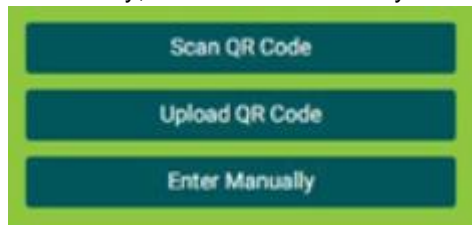
The screenshot shows the MFA required screen with the following content:

- FIS | FISLINK-PFT logo at the top.
- Text: "Multi-Factor Authentication(MFA) is required."
- Text: "Enabling Multi-Factor Authentication will help to protect your account from unauthorized access by requiring an additional code when you login. This code will be generated by your phone or computer."
- Text: "To enable MFA you must have a Time-based One-Time Password (TOTP) application (such as FIS Authenticator or Google Authenticator) to generate security codes."
- Two radio button options:
 - Use an authentication app, e.g., FIS Authenticator or Google Authenticator
 - I do not wish to protect my account at this time. I understand that I will not be able to use the site.
- A blue button labeled "Continue" at the bottom.

3. A QR code and a Secret Key will be shown.



4. Return to, or launch, the FIS Authenticator app on your PC.
If you have a camera that you can point at the screen, select “Scan QR Code”, then point your camera at the QR Code shown in the FISLink-PFT window.
Alternatively, select Enter Manually.



If you selected Enter Manually, return to the FISLink-PFT page, and find the “Secret Key” shown below the QR code.

5. If you were able to scan the QR code, this information will be populated for you.
 If you are manually entering information, fill the issuer box with: FISLink-PFT
 Paste the Secret Key copied from QR Code screen of FISLink-PFT into the Key Code box.
REMOVE the hyphen characters from the Key Code before you save it into your authenticator app.
 Enter your FISLink-PFT username (your email address) in the username box.

Click SAVE

An example is shown below:

The screenshot shows a web browser window titled "FIS Authenticator". The page has a green header with "CLOSE" on the left, "Add Account" in the center, and "SAVE" on the right. Below the header are three input fields: "Issuer *" with the value "FISLink-PFT", "Key Code *" with the value "AAAABBBBCCCCDDDEEEFFFFFFGGGGHHHH", and "Username *" with the value "first.last@companyname.com". Below these fields is a "Group" section with a question mark icon and a green button labeled "My Accounts". At the bottom of the form is a button labeled "MANAGE GROUP".

The FIS Authenticator app will now show your TOTP, which will change every 30 seconds.