



FISLink

Client Registration and User Guide

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Overview

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

Files and messages sent through FISLink are available for up to 30 days. Files and messages older than 30 days are automatically removed from the system.

The primary use for FISLink should be sending files that are too large to be attached to email or files that require more security than email provides.

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

Multi-Factor Authentication is optional for FISLink.

Login Process

Clients/Customers

New users will not be able to register for an account until they have been added as the recipient of a package or until they have been added as a member of a workspace.

Clients/Customers will need to register for an account using the “register here” link from <https://fislink.fisglobal.com> after they have been sent a package or added to a workspace.

Registration steps are documented below.

Registration Steps

**Registration is only available to accounts that have been sent an email through the FISLink system, or to accounts that have been added as users of a workspace. **

1. Browse to <https://fislink.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 screenshot shows a registration form with 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**: * Required fields
- Register**: Button
- Terms of Use**: © FIS 2019
- Password Strength**: Strong (indicated by a green bar)
- Password requirements**:
 - 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.

The form contains two input fields: 'Password*' and 'Confirm password*', both containing masked characters. A green message box on the right says 'Passwords match'. Below the fields is a legend '* Required fields' and a blue 'Register' button.

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

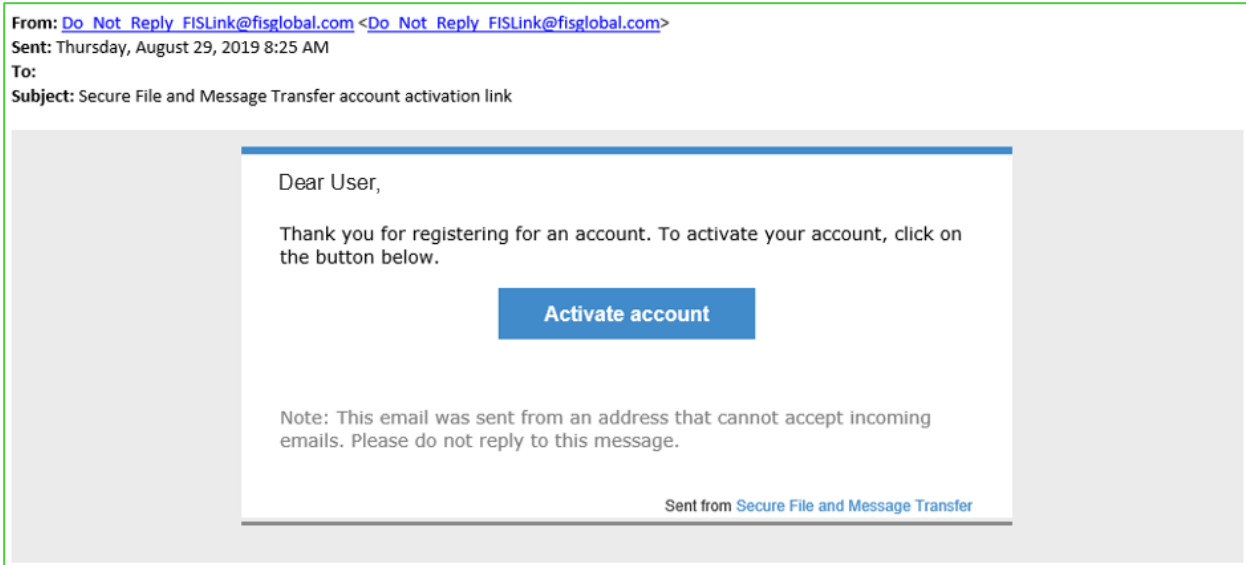
The box has a light blue header 'User Registration' and a white body with the text: 'Thank you for registering! A message has been sent to your email. Please follow the instructions in the email to activate your account.'

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.

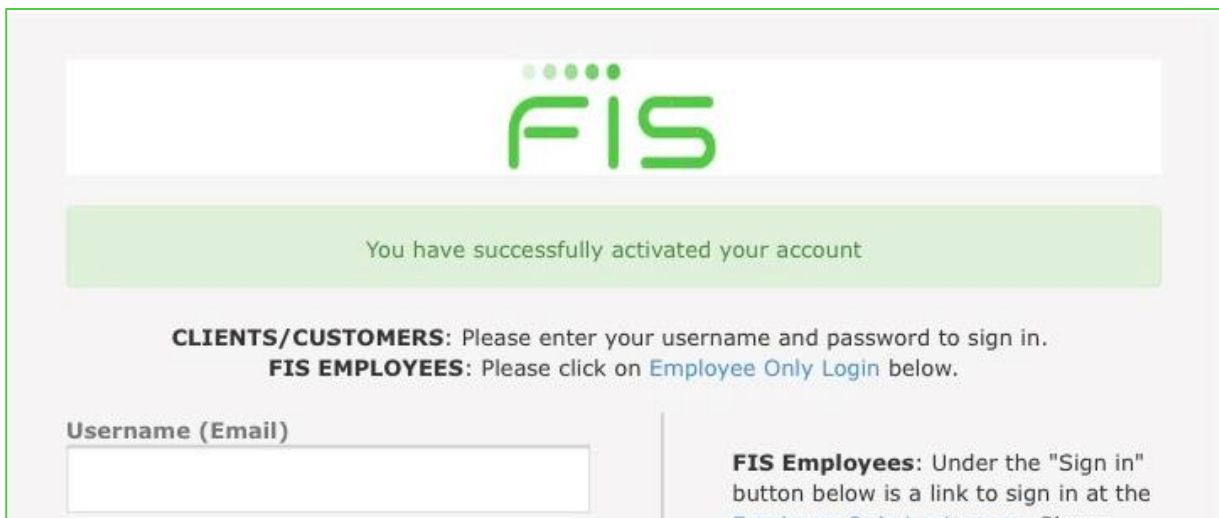
The error message is in a red box. Below it, the form shows 'Email address*' and 'Confirm email address*' fields, both containing 'first.last@mycompany.com'.

An FIS employee will need to send you a message through FISLink, or add you to a workspace, before you'll be able to register your account. If you have logged into FISLink in the past 90 days, please return to the login page and attempt to login with your email address and password. A Reset your Password option is available below the sign in button, if needed.

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



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



9. Enter your username and password to login to the system. You will be prompted to setup Multi-Factor Authentication.

Multi-Factor Authentication setup instructions begin on the next page.

Multi-Factor Authentication Setup

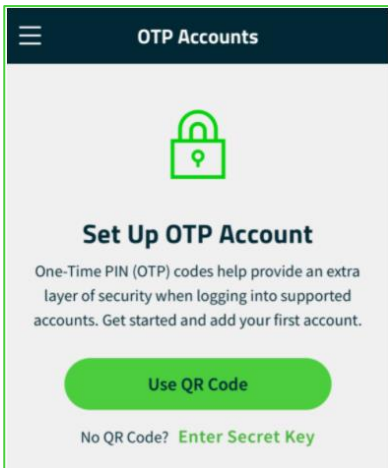
1. During your first login you will receive a prompt as shown below. You can select “Use an authentication app” and click Continue to setup your Multi-Factor Authentication(MFA) app. Alternatively, you can click “I do not wish to protect my account at this time” and click Continue to login. Enabling MFA is recommended. FIS will not be held liable for any malicious activity as a result of not implementing MFA. If you elect to not enable MFA at this time, it can be enabled in the future. Please review Appendix III of this document when you decide to setup your Multi-Factor Authentication application.

2. If you selected to “Use an authentication app”, a QR code will appear. This code is supported by multiple MFA applications such as FIS Authenticator, as well as other authenticator applications from Google and Microsoft. Scan the QR code with your MFA application, save the configuration in your authenticator app, and enter the 6-digit code that the application produces.

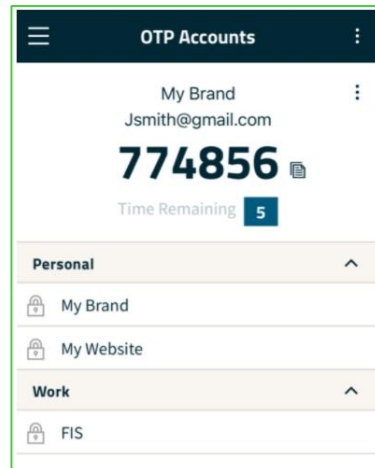
The following pages provide instructions for configuring the FIS Authenticator app on your smartphone. For information on configuring the FIS Authenticator app on Windows please see the Appendix II in this document.

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

New Users of FIS Authenticator should receive a screen similar to the following, which will allow a new TOTP to be configured.



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



- Click Use QR Code (allow the use of your camera if prompted), then Scan QR Code (if prompted) to open your camera
- Point your phone's camera at the QR Code presented by FISLink. 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.

- The Issuer, Username, and Key Code should automatically populate is you were able to scan the QR Code. Click the checkmark in the upper right corner to add the TOTP to your device.

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

This code will refresh every 30 seconds.

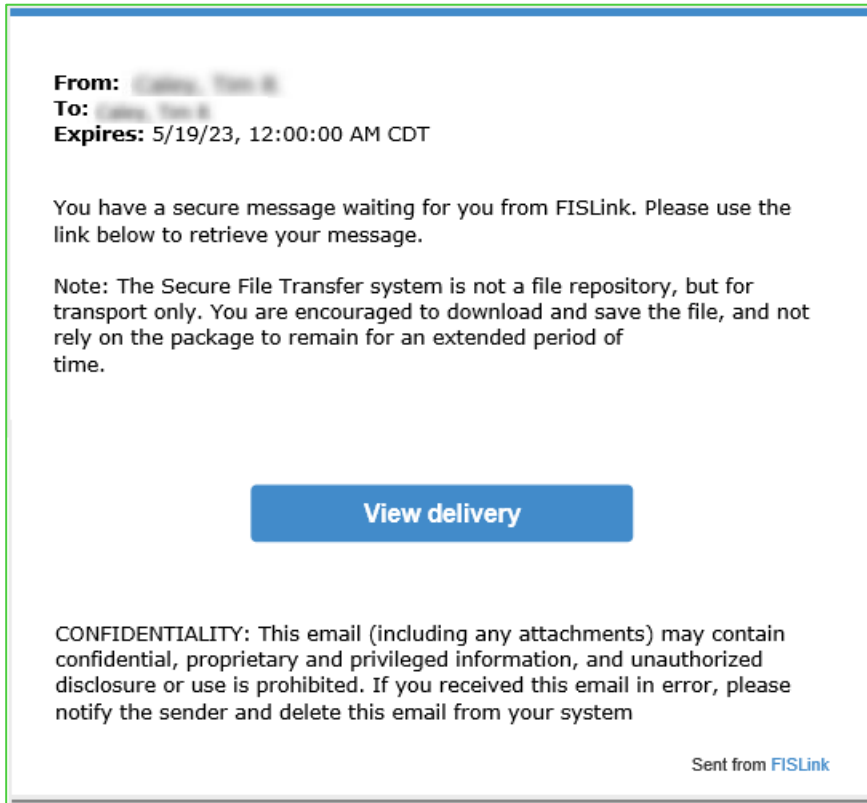
- Return to the FISLink window and enter the 6-digit code from your authenticator app into the Confirmation code box

- If the code is entered correctly you will be logged into FISLink.
- MFA setup is complete. You will be prompted for an MFA code during future logins.

Receiving Messages

Initial e-mail and FISLink inbox

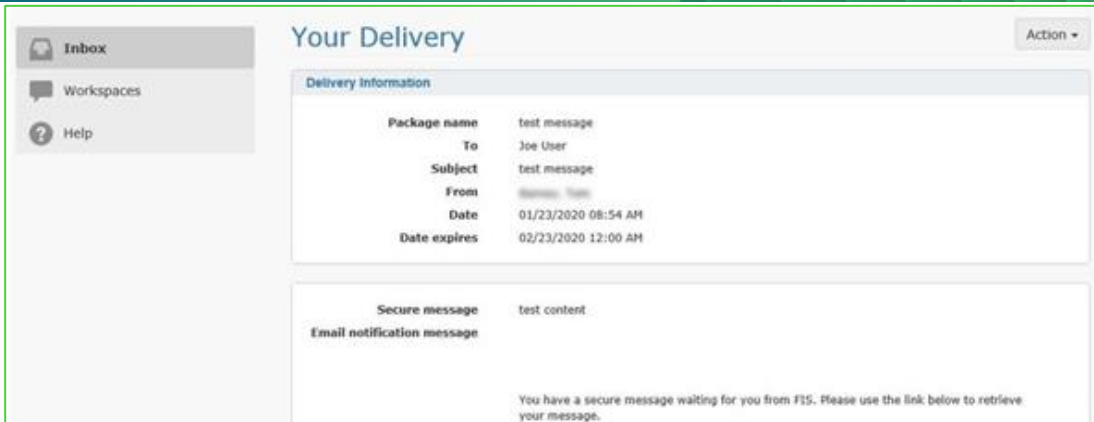
When a message is sent to you via FISLink, you will receive an email notification that looks similar to this:



If you click the View delivery button your Internet browser will open <https://fislink.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.

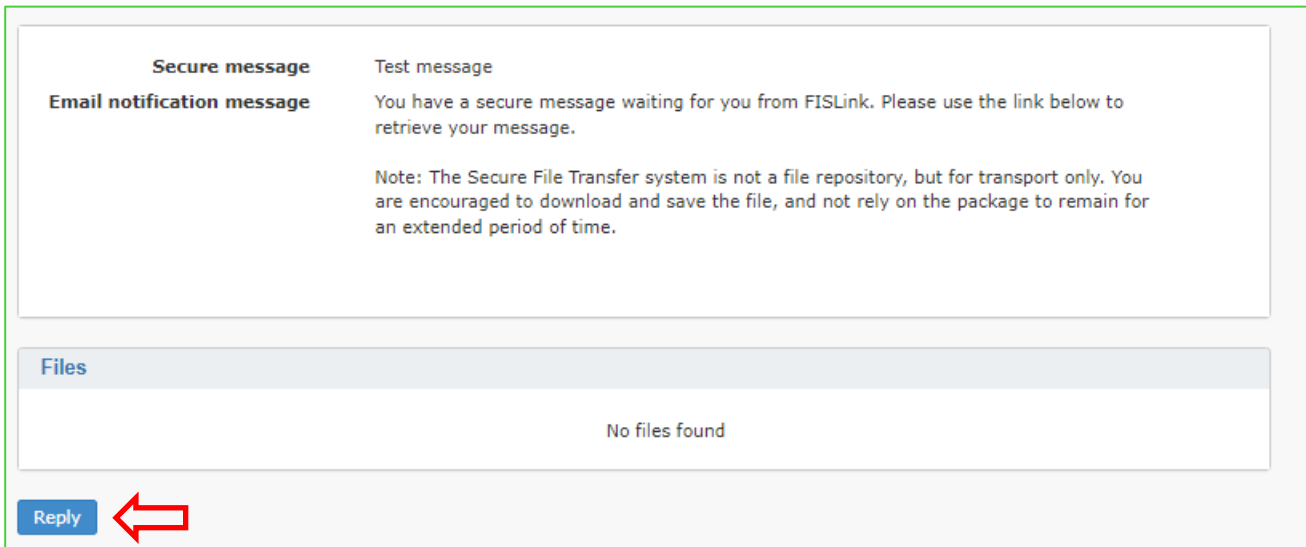
After you authenticate your delivery should be shown. If not, you can find the latest deliveries by clicking your Inbox and then clicking on a message.



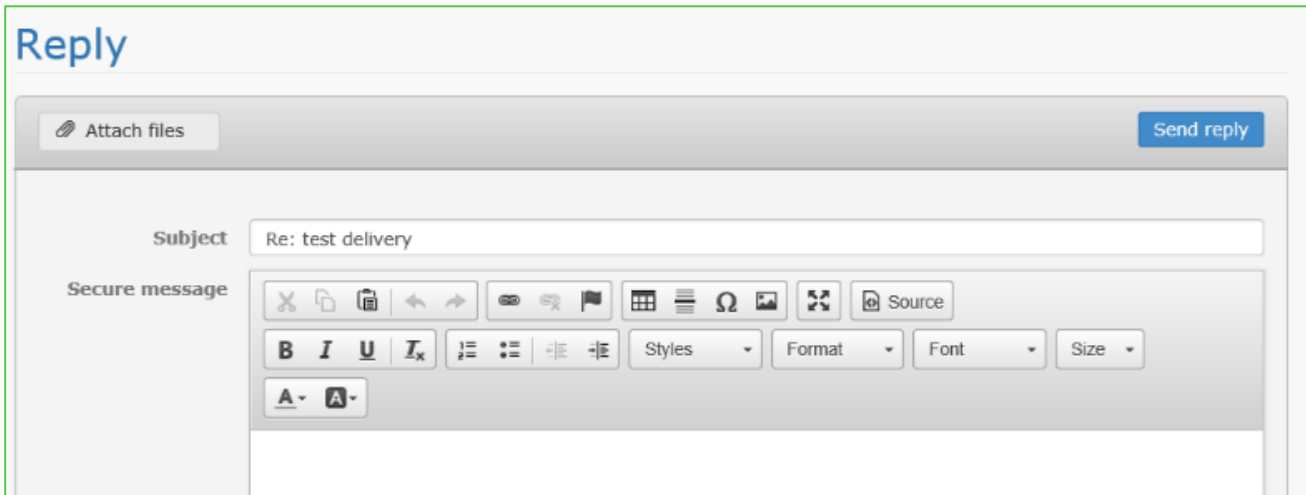
Sending files via a Reply

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. 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.

If you are unable to login after resetting your password and you suspect your account is permanently locked, please review the support section below.

Support from FIS

If you have account issues and you require assistance from FIS, please review the steps below.

If your account login issue is related to **Multi-Factor Authentication**, please notify the FIS Employee that recently sent you the delivery through FISLink. The FIS Employee should open a ticket through the Global Support Center. The ticket that is opened should include details such as:

1. A description stating “FISLink Client MFA issue”
2. Specific error messages or screen captures, if available
3. The email address for the account that is not able to login.

If your login issue is related to a **password reset or lockout issue**, please first attempt to reset your password as follows:

1. Browse to <https://fislink.fisglobal.com/bds/ForgotPassword.do>
2. Enter your email address and click Submit
3. 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.

If you need assistance with a password or lockout issue that is not resolved with a reset, proceed as follows:

Notify the FIS Employee that recently sent you the delivery through FISLink. The FIS Employee should open a ticket through the Global Support Center. The ticket that is opened should include details such as:

1. A description stating “FISLink client password or account issue”
2. Specific error messages or screen captures, if available
3. The email address for the account that is not able to login.

Appendix I: File Security

Files in FISLink 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>

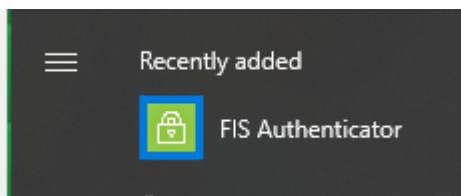
Appendix II: FIS Authenticator app on Windows

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.fisglobal.com>. Login to FISLink with your Username and Password.

Username (Customer Email)

Password

Remember my username

Sign in

2. MFA is optional. You will be prompted with a screen similar to what is shown below. Select “Use an authentication app” and then click Continue.

FIS

Would you like to protect your account by enabling Multi-Factor Authentication(MFA)?

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.

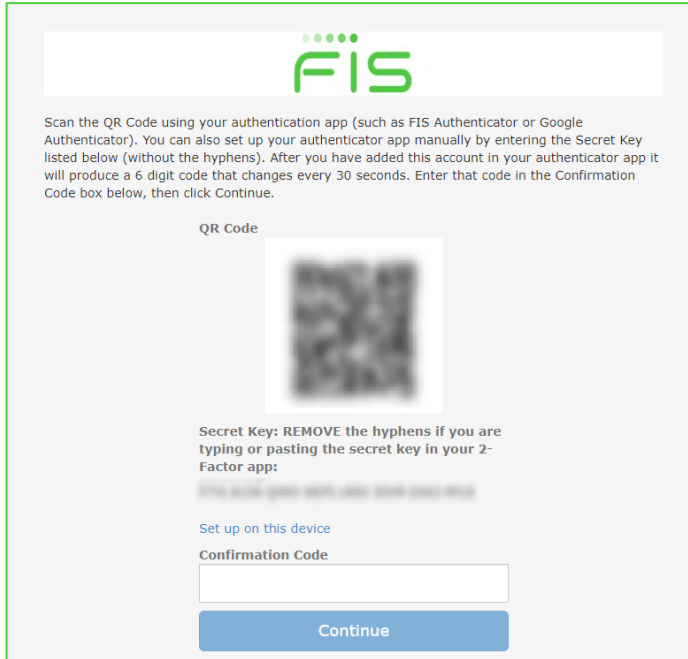
To enable MFA you must have a Time-based One-Time Password (TOTP) application (such as FIS Authenticator or Google Authenticator) to generate security codes.

Use an authentication app, e.g., FIS Authenticator or Google Authenticator

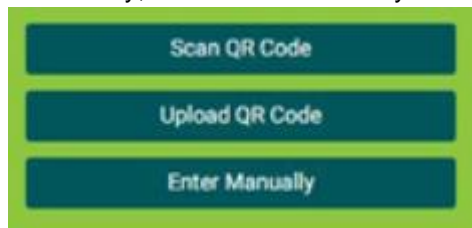
I do not wish to protect my account at this time. FIS will not be liable for any malicious activity as a result of not implementing MFA.

Continue

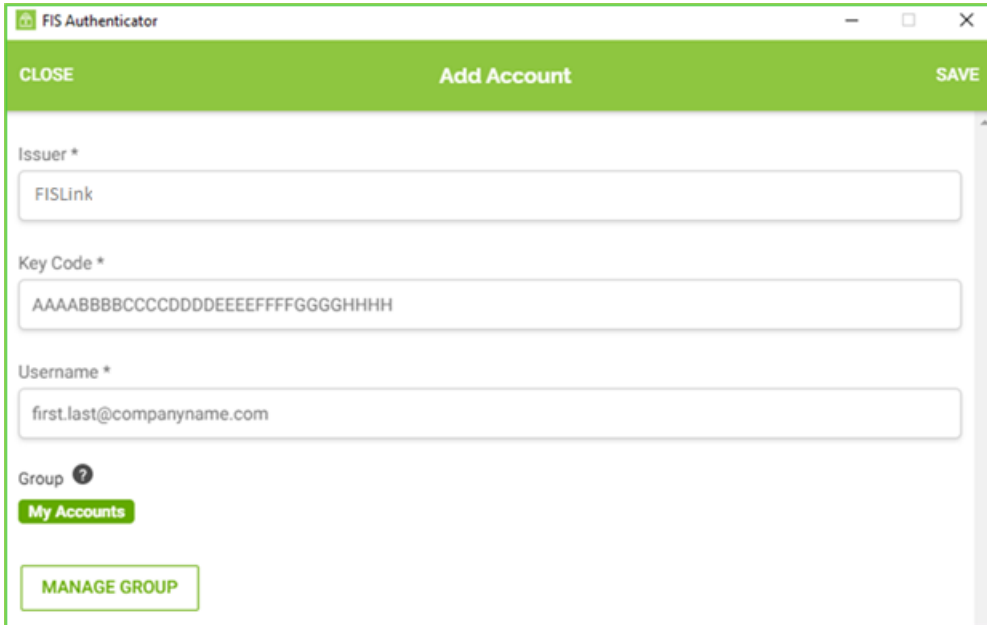
3. A QR code and a Secret Key will be shown.



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 window.
 Alternatively, select Enter Manually.



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
 Paste the Secret Key copied from QR Code screen of FISLink into the Key Code box.
REMOVE the hyphen characters from the Key Code
 Enter your FISLink username in the username box, which should be your email address.
6. Click SAVE
 An example is shown below:



The FIS Authenticator app will now show your 6-digit TOTP, which will change every 30 seconds. You will be prompted for this code when you login to FISLink.

Appendix III: Authenticator app setup if you selected to delay the setup of Multi-Factor Authentication

If you selected “I do not wish to protect my account at this time”, you can manually activate the 2-step verification process as follows:

1. Login to FISLink at <https://fislink.fisglobal.com/>
2. Click your name near the upper right corner, then click Edit Profile



3. Locate “Protect account with 2 Step Verification”, select Yes
 Locate “Verification method”, select Authentication App
 Click Setup

Update Profile

Username

Name

Display as*

Mobile phone

Business [+]

Protect account with 2 Step Verification Yes No

Verification method Authentication App

Authentication App

Quota usage 0 bytes of 4000 MB

Password [Change password](#)

Last changed 08/15/2021 07:14 PM

Expires on 11/13/2021 07:14 PM

* Required fields

4. You will be prompted with a QR code as shown below. Scan/Import this code with your authenticator app (steps are shown on page 8 of this document)

After you have completed the setup in your authenticator app you should be presented with a 6-digit code. Enter the code in the Confirmation Code box and click Verify.

Setup Authentication App

Scan the QR Code using your authentication app. You can also set up your app manually by entering the Secret Key listed below. Then enter the confirmation code from your app and click on the Verify button.

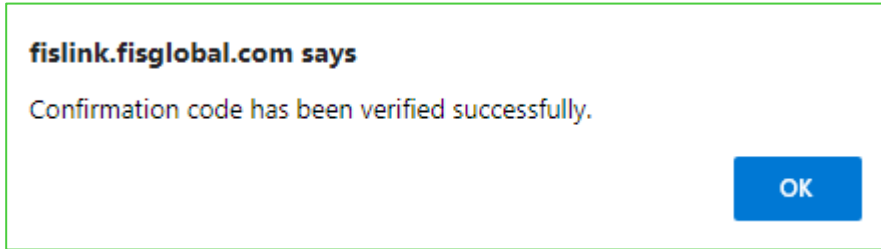
QR Code

Secret Key

[Set up on this device](#)

Confirmation Code

5. If the code is accepted successfully, you will see the following response:



6. You will then be returned to the Update Profile screen, **click the Update button at the bottom**. This will save your settings. Your authenticator app is now setup and you will be prompted for 2 step verification at your next login.