



Your eQ Security Upgrade

Administrator Checklist

From September 2019 we will be updating the security of the eQ Banking Service. To do this we will be making various upgrades to eQ and you will be issued with new Smartcards and Card Readers for each of your users to manage their access and transactions.

Follow this check list to ensure you know what you need to do.

Actions you should complete straight away:

- Update and confirm Administrator contact details and postal address by calling or when you next speak to the eQ Helpdesk. If we have not heard from you we will call you.
- Ensure your Users are configured as you wish them to be. It is IMPORTANT that you set any inactive users to “Suspended”.

Before you receive your Readers, Smartcards and PINs:

- Ensure you have a secure place to store your new Reader(s) if not immediately issuing to your users.
- Ensure you have a secure place to store your new Smartcard(s).
- Ensure you have a secure (ideally separate) place to store new PIN details when they arrive.

Once you receive your Readers, Smartcards and PIN's:

- Deliver your Readers, Smartcards and PINs securely to your Users.
- Allocate time to enable your Payment Authorisers to register with the eQ Helpdesk to activate their new Smartcards.
- Ensure you allocate time to login and check your Readers, Smartcards and PIN's work as expected.

Your final action

- YOUR FINAL STEP:** Once you take this step, your users must use the new Readers and Smartcards. You can now activate your own administrator Smartcard and Reader. Go to the “New Smartcard & Reader Activation” screen, check the check boxes and click “Proceed”. Once you take this step, your users must use the new Readers and Smartcards.



Find out more

If you have any questions about the process please visit:

rbsinternational.com/eQupgrade

natwestinternational.com/eQupgrade

iombank.com/eQupgrade

Alternatively please contact the eQ Helpdesk