



FISLink-EMEA

Client Registration and User Guide

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Overview

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

Files and messages sent through FISLink-EMEA 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-EMEA 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-EMEA. Clients will not be able to re-register until they have been sent another FISLink-EMEA delivery by an FIS employee.

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-EMEA.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-EMEA system, or to accounts that have been added as users of a workspace. **

1. Browse to <https://FISLink-EMEA.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.

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
- Mobile phone**: [Empty field]
- Password***: [Masked with dots]
- Confirm password***: [Empty field]
- Terms of service**: The infrastructure for FISLink-EMEA is in Europe. This system is not to be used to send files that guidelines. It is your personal responsibility as Full terms of use are available here: https://fis and FIS privacy efficient authorization.
- I accept the terms of service
- * Required fields
- Register** button
- Password Strength: Strong** (indicated by a green bar)
- Tooltip:** Your password must have:
 - 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.

A screenshot of a registration form showing two input fields: 'Password*' and 'Confirm password*', both containing masked characters. To the right of the 'Confirm password' field is a green callout box with the text 'Passwords match'.

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

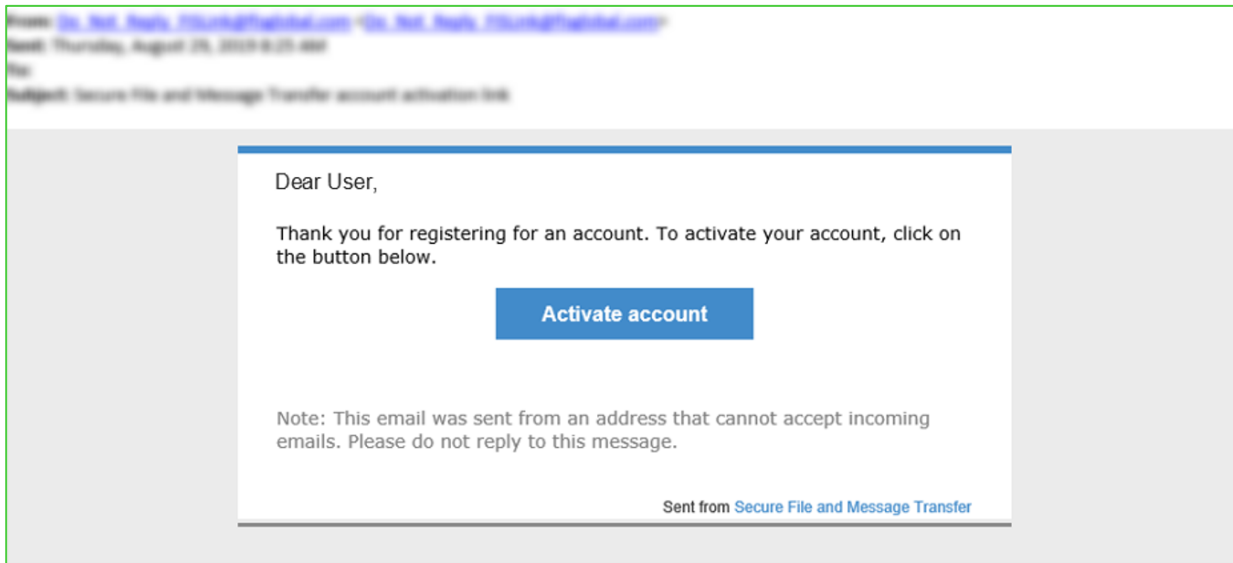
A screenshot of a confirmation message. At the top, it says 'User Registration'. Below that, it reads: 'Thank you for registering! A message has been sent to your email. Please follow the instructions in the email to activate your account.'

Note: If you receive the following error while registering, it means that you have not been invited to use the system:

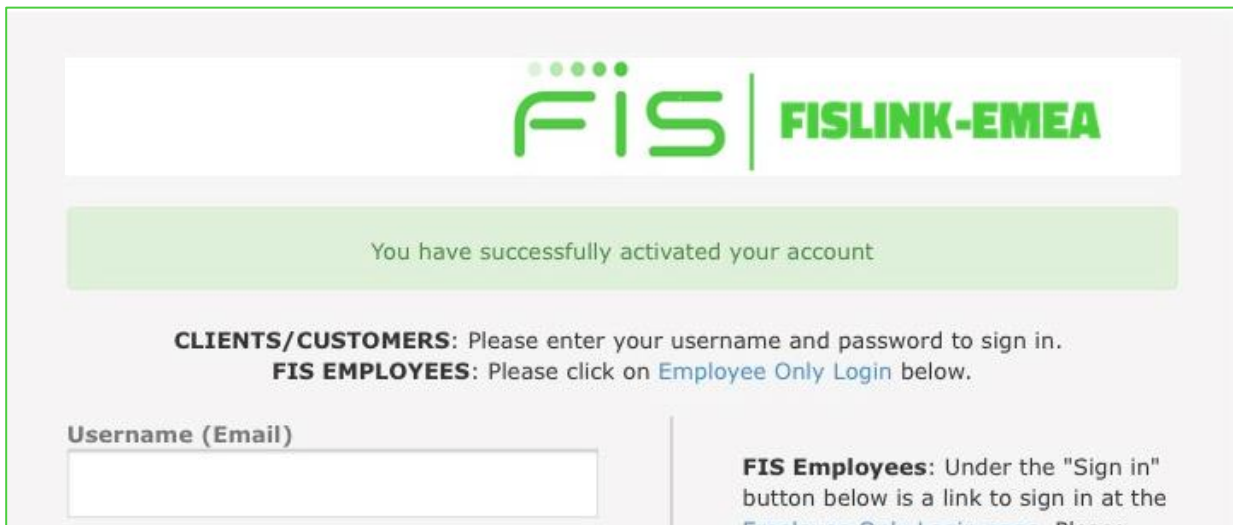
A screenshot of an error message. At the top, a red banner contains the text: 'Registration not allowed for the email address specified.' Below this, there are two input fields: 'Email address*' and 'Confirm email address*', both containing the text 'first.last@mycompany.com'.

You must receive an email from the system, by having an FIS employee send you a message or add you to a workspace, before you'll be able to create an account.

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



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



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

Multi-Factor Authentication Setup

- As part of the activation process you need to set up MFA
Select “Use an authentication app..”

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2 step verification required

You must protect your account by signing up to receive security codes. This 2 step verification process protects both your account and the information you are accessing from unauthorized access.

To enable 2 step verification you must provide a phone number that can accept text messages and consent to receiving security codes.

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

I do not wish to protect my account at this time

Continue

MFA is compulsory in FISLink-EMEA, if you select “I do not wish to protect my account at this time” you will see the following screen. Click “Set up verification” to continue.

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You must set up 2 step verification to log in

You have previously declined to set up 2 step verification.

2 step verification is required on this system to protect the information stored on it from unauthorized access.

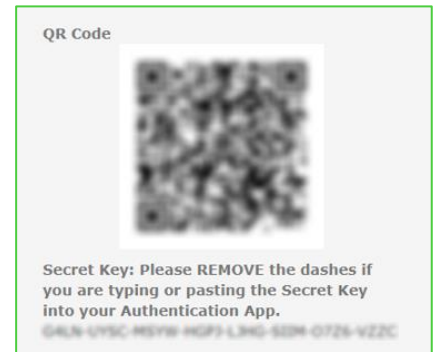
To enable 2 step verification now click the button below. If you do not enable verification you will not be able to continue.

Set up verification

11. Once you select “Use an authentication app..”, the following screen presents you with a QR code and respective Secret Key.

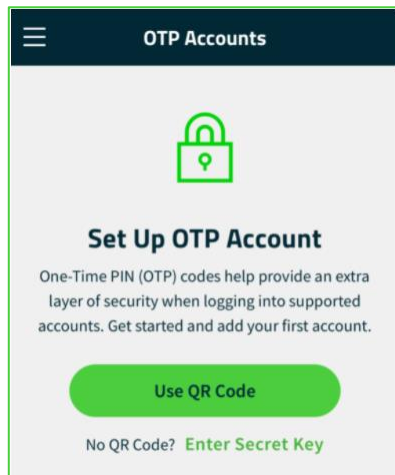
This code is supported by several RFC-6238-compliant Time-based One-Time Password (TOTP) applications such as FIS Authenticator, Google Authenticator and Microsoft Authenticator. In this document only instructions for FIS Authenticator are provided.

FIS Authenticator is available for free from the App Store for iPhone or Google Play for Android smartphones. It is also available for Windows 10 and later devices. Click one of the links below to install FIS Authenticator on your device before you continue with additional steps.

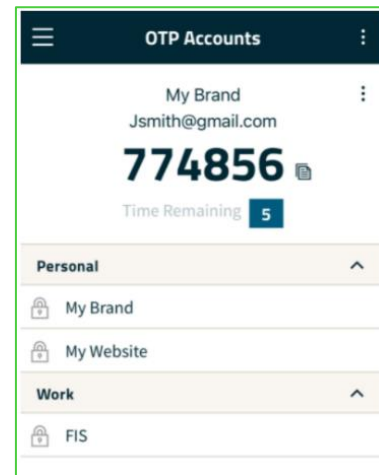


11.1. Once downloaded and installed on your device, open FIS Authenticator to setup the Time-Based One-time Password (TOTP).

New Users of FIS Authenticator should see a screen like the one below which will allow a new TOTP to be configured.



FIS Authenticator users who already have one or more TOTP's may need to click the vertical ellipsis on the top right, next to “OTP Accounts”, then click Add Account

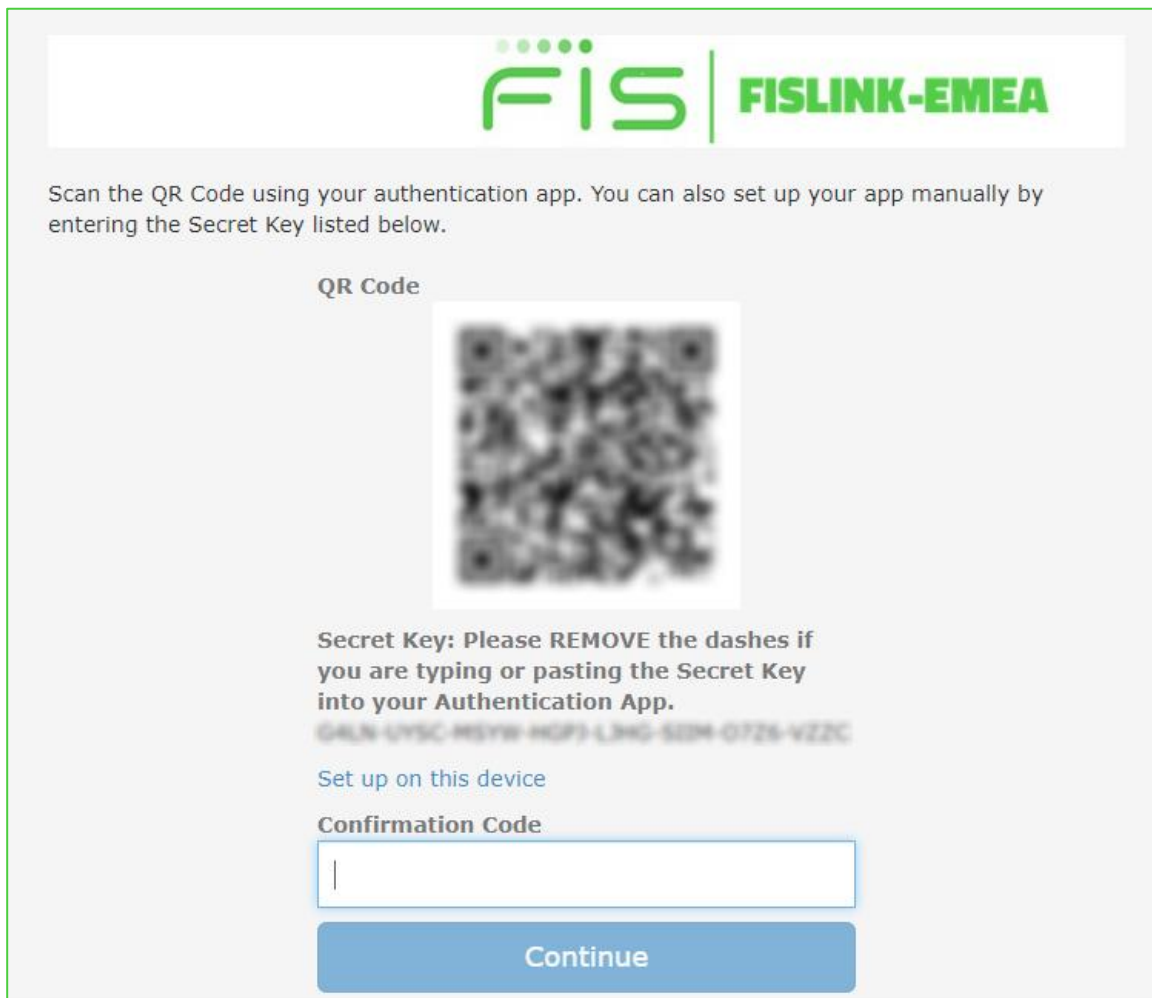


11.2. Click “Use QR Code” (allow use of camera if prompted) followed by “Scan QR Code” to open the camera.

- 11.3. Point your device camera at the QR Code presented on the FISLink-EMEA page.
 If camera access is not available, you can use the Secret Key as the alternative:
 Click “Cancel” then select “**Enter Secret Key**”, you will be able to enter the value shown in the Secret Key field, found below the QR Code. Make sure to **remove all dashes (-)** when typing the secret key.
- 11.4. The Issuer, Username, and Key Code should automatically populate.
 Click the checkmark in the upper right corner to save the TOTP profile on your device.

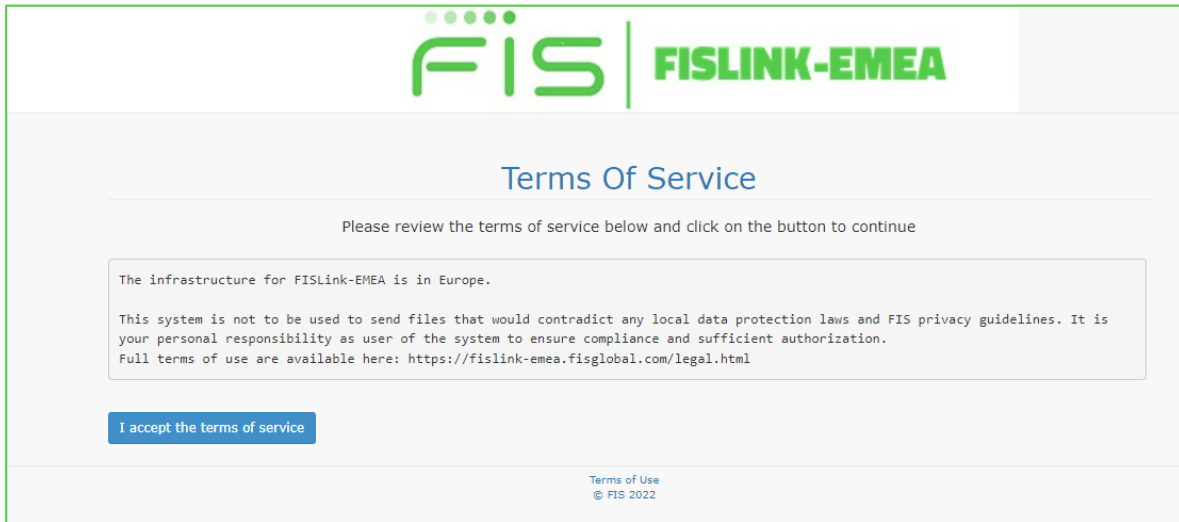
Now the TOTP entry on your Authenticator app should be able to generate valid response codes.

- 12. Back in the QR code page at FISLINK-EMEA, you will have to validate the response code in the “Confirmation Code” field before you can continue.

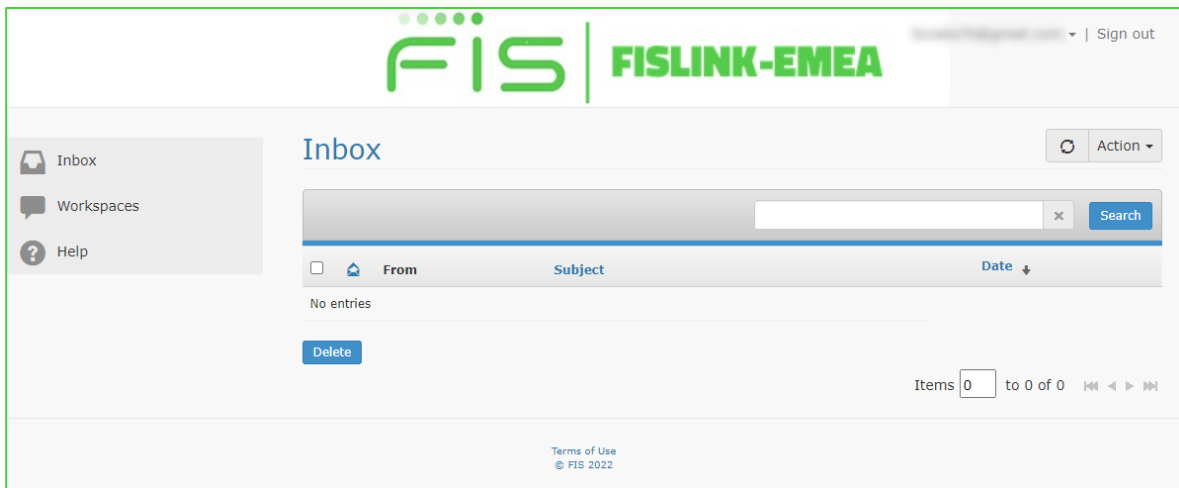


- 13. Clicking on “Continue” takes you to the “Terms of Service” screen.

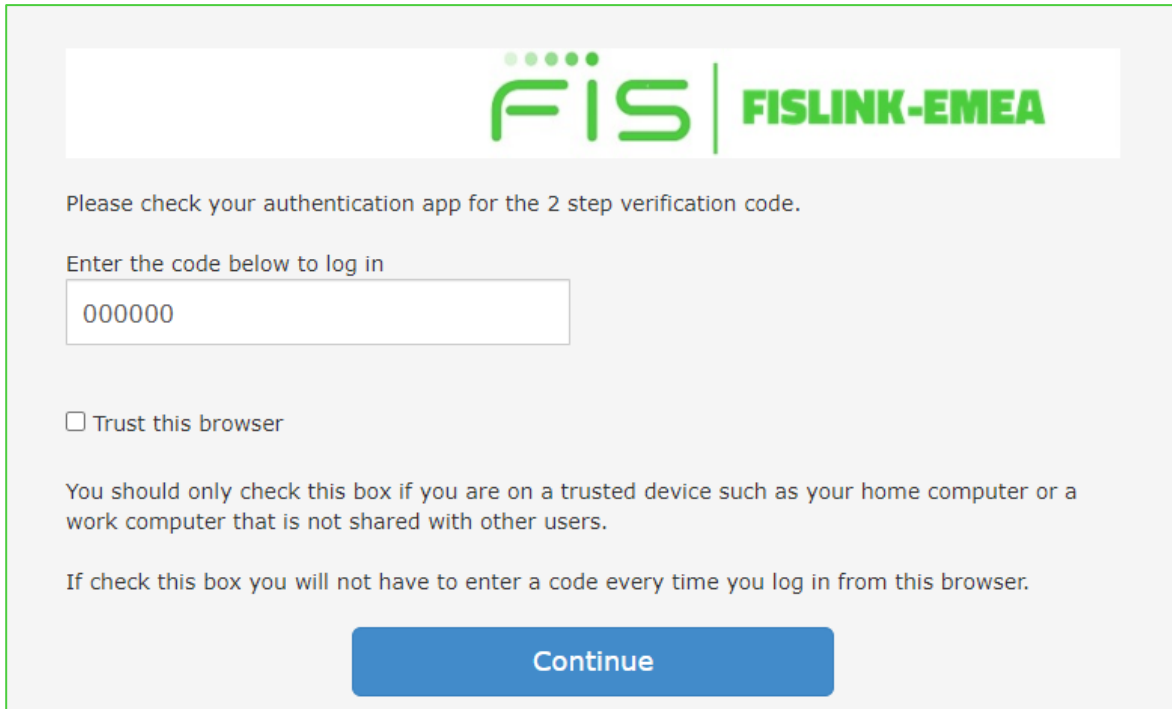
14. You **must** accept the terms of service.




15. You will then be directed to your FISLink-EMEA home screen.



Note: Once MFA is set-up for your account subsequent logons should prompt you for a response code from your TOP device. To reduce the number of times you are prompted for a response code you can opt to use the “Trust this browser” check box.



 | **FISLINK-EMEA**

Please check your authentication app for the 2 step verification code.

Enter the code below to log in

Trust this browser

You should only check this box if you are on a trusted device such as your home computer or a work computer that is not shared with other users.

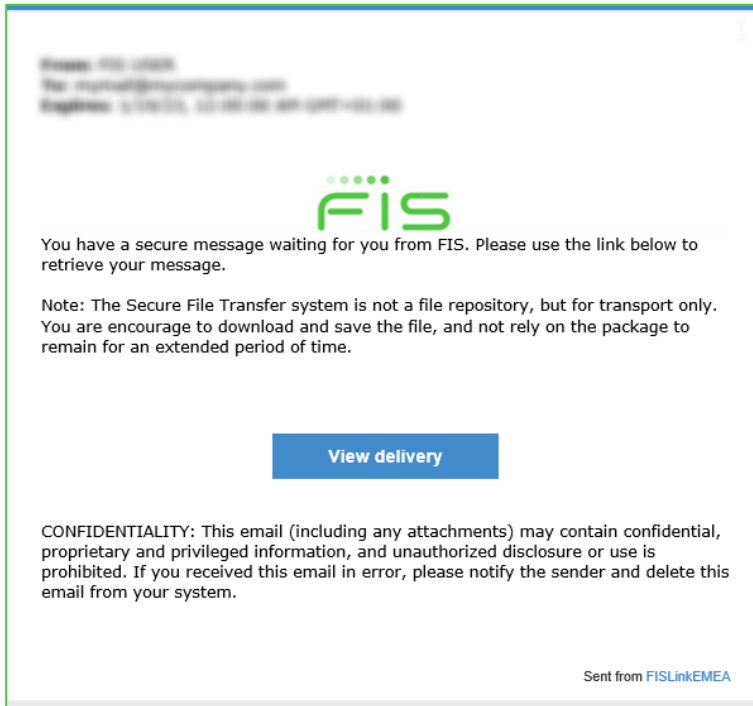
If check this box you will not have to enter a code every time you log in from this browser.

[Continue](#)

Receiving Messages

Initial e-mail and FISLink-EMEA inbox

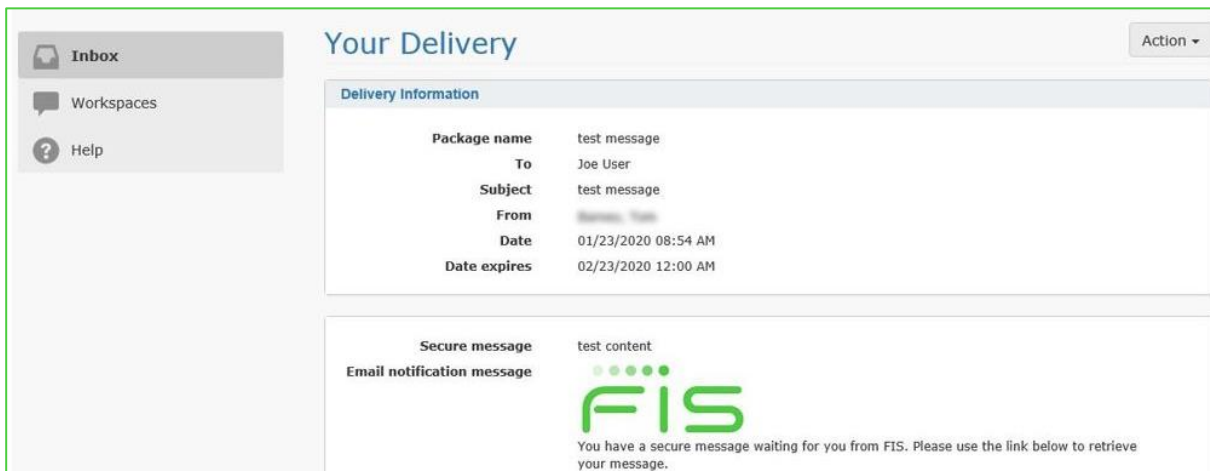
When a message is sent to you via FISLink-EMEA, you will receive an email notification that looks similar to this:



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



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-EMEA. 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-EMEA 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-EMEA. The FIS Employee should open a ticket through the Global Support Center.

File Security

Files in FISLink-EMEA 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>