

**Note: We encourage transacting during business hours, Mondays to Fridays, except Holidays and weekends.*



SYSTEM ADMINISTRATOR Quick Reference Guide

 **Dedicated After Sales Support
For Corporate Clients**

From 8:30 AM to 5:30 PM Mondays to Fridays, except during holidays

Customer Care Hotlines

- (02) 88-988-000 press 2 then 2 (Manila Line)
- 1-800-10-8579727 (Domestic Toll Free)
- SMART : (0949) 994-2417 or GLOBE (0917) 523-3364

Customer Care Email Address

ibs.customercare@metrobank.com.ph

STEP 1 – Download and Install Metrobank Authenticator

- Download and install the security app [Metrobank Authenticator \(MA\)](#) via Google Play Store or Apple App Store to your mobile phone
- Upon successful installation, open the [MA](#) app from your mobile phone and take note of the 24 digit Authenticator ID below the screen of the app.
Note: MA app should be downloaded and installed individually for System Administrator Encoder, System Administrator Approver, Maker and Authorizer. Reuse of MA app is only allowed for users with multiple roles.

STEP 2 – Log In to MBOS (as System Administrator Encoder)

- Retrieve your Corporate Code, User ID and Password from your registered MBOS email address ([Welcome Letter from Metrobank Business Online Solutions email 1of 2 for User ID and 2of 2 for the Password](#))
- Open any web browser and type <https://mbos.metrobank.com.ph>
- Input your Corporate Code, System Administrator Encoder User ID and Password.
- Click Sign In
- Change your credentials to your preferred user ID and password.
- Choose a title → Click Submit.
Note: Upon successful update, a notification will prompt stating "Successfully Registered".

USER ID AND PASSWORD LENGTH AND COMPLEXITY

	USER ID	PASSWORD
MIN LENGTH	2	10
MAX LENGTH	20	None
SPECIAL CHARACTERS *!@~:;,%&!#\$@ (,)	Not Allowed	Required

STEP 3 – Activate your Multi-Factor Authentication (MFA)

- After a successful MBOS LOGIN, a screen will pop-up, requiring the user to enter the 24-digit Authenticator I.D. (refer to STEP 1 – downloading of MA APP).
- Key in the 24-digit Authenticator ID (no spaces) and click VALIDATE button.

- Key-in the 6-DIGIT Security Code then click VALIDATE to fully register your MA
Note: The 6-digit security code generated by the MA App is now required on succeeding to Login to MBOS.

STEP 4 – Create User Group

- Go to Main Menu → Administration → User Group → Add User Group
- Input User Group name in Description "MAKERGROUP"
- Select Role "Maker"
- Select Default Class "A"
- Select Allowed Accounts
- Select Services
- Click Save and Add Another
- Input User Group name in Description "AUTHOGROUP"
- Select Role "Authorizer"
- Select Default Class "A"
- Select Allowed Accounts
- Select Services
- Click Save and Add Another

STEP 5 – Log In to MBOS (as System Administrator Approver)

- Open your email and retrieve your System Administrator Approver user ID from [Welcome Letter from Metrobank Business Online Solutions email 1 of 2](#)
- Retrieve your System Administrator Approver password from [Welcome Letter from Metrobank Business Online Solutions email 2 of 2](#)
- Open any web browser and type <https://mbos.metrobank.com.ph>
- Input your Corporate Code, System Administrator Approver user ID and Password.
- Click Sign In
- Change your credentials to your preferred user ID and password.
- Choose a title → Click Submit.
Note: Upon successful update, a notification will prompt stating "Successfully Registered".
- On the MBOS Sign in page, input your Corporate Code, updated System Administrator Encoder user ID and Password.
- Click Sign In. (refer to steps 1 and 3 for MA downloading and activation)
- From the Home Page, look for the Task List and tasks enumerated → Click Approve Edit User → Select All → Click Approve button below → Click Submit.
- Go back to Home page (Click the Metrobank logo)
- From the Home Page, look for the Task List and tasks enumerated → Click Approve User Group → Select All → Click Approve button below → Click Submit.

STEP 6 – Create User

- Log in as [System Administrator Encoder](#)
- Go to Main Menu → Administration → User → Add User
- Select Role "MAKER"

- Select Group "MAKERGROUP"
- Click "Yes" for MFA → input the Authenticator ID generated from the [MA](#) app (without spaces) on the Credential ID field
- Select User Password Expiry
- Input Personal Details
 - ✓ First Name
 - ✓ Middle Name
 - ✓ Last Name
 - ✓ Email
 - ✓ Mobile Number
- Click Save and Add Another
- Select Role "AUTHORIZER"
- Select Group "AUTHOGROUP"
- Click "Yes" for MFA → input the Authenticator ID generated from the [MA](#) app (without spaces) on the Credential ID field
- Select User Password Expiry
- Input Personal Details
 - ✓ First Name
 - ✓ Middle Name
 - ✓ Last Name
 - ✓ Email
 - ✓ Mobile Number
- Click Save and Add Another

STEP 7 – Complete Create User

- Log in as [System Admin Approver](#)
- From the Home Page, look for the Task List and tasks enumerated → Click Approve User → Select All → Click Approve button below → Click Submit.
Note: Approved users will receive Welcome Letters to their registered email addresses which contain their temporary user ID and password

STEP 8 – Tax Identification Number (TIN) Enrollment

- Option 1: Enroll in Subsidiary TIN
- Log in as [System Admin Encoder](#)
 - Go to Main Menu → Administration → Government Payment IDs → Enrollment → Enroll Subsidiary TIN
 - Click the  Add icon
 - Input the Subsidiary TIN
 - Input the Preferred Nickname (Company Name)
 - Click Next Step → Click Submit
 -
 - Log in as [System Admin Approver](#)
 - Click the task in Dashboard Task List
 - Select the transaction → Input Remarks
 - Click Approve → Click Submit
- Option 2: Enroll as Primary Tin
- Compose an email using your registered email address with the following details:
 - ✓ Request: Enroll Primary TIN
 - Corp Code:
 - Corp Name:
 - 12-digit TIN:
 - Send the email to – mbos.redoc@metrobank.com.ph

Maintenance Guide

Enroll Merchant

Note: For Pay Bills and Integrated Payments services

- Log in as [System Admin Encoder](#)
- Go to Main Menu → Administration → Merchant → Enroll Merchant
- Select Currency
- Select Merchant Category
- Select Merchant
- Input Preferred Nickname
- Select Linked Corporate Groups
- Input Subscriber Number, Reference Number and Telephone Number – optional or as required by merchant
- Click Save → Click Submit
-
- Log in as [System Admin Approver](#)
- Click the task in Dashboard Task List
- Select the transaction → Input Remarks
- Click Approve → Click Submit

Add Account Nickname

- Log in as [System Admin Encoder](#)
- Go to Main Menu → Administration → User Group → Edit User Group
- Select the Maker group that can update the Nickname → Click the  icon on it's right side
- At the bottom part, collapse the “Add Account Enrollment Services” → Tick “Account Nickname Maintenance” → Tick all sub menu
- Click Save → Click Next Step → Click Submit
-
- Log in as [System Admin Approver](#)
- Click the task in Dashboard Task List
- Select the transaction → Input Remarks
- Click Approve → Click Submit

Suspend User

- Log in as [System Admin Approver](#)
- Go to Main Menu → Administration → User → Suspend User
- Search the existing User for suspension or lift suspension:
 - ✓ To suspend, click the , suspend icon, input suspension date and click Save
 - ✓ To lift suspension, click the  Lift icon
- Click Ok

Unlock User

- Click the Unlock User link from the MBOS Sign-In page
- Input Corporate Code, User ID and Email Address
- Click Submit

Note: A successful User ID unlock will prompt, click Back and sign-in again.

Forget Password

- Click the Forgot Password? link from the MBOS Sign-In page
- Input Corporate Code, User ID and Email Address
- Click Submit

Note: A message will prompt, indicating a successful sending of reset link to your email.

- Check your email for the reset link → Click the link
- Input your new password

Charging Account

Note: Nomination of charging account is required for multiple enrolled accounts. Transaction will not push through if not defined.

- Compose an email using your registered email address with the following details:
 - ✓ Request: Nomination of Charging Account
 - Corp Code: *indicate your corporate code*
 - Corp Name: *indicate your company name*
 - Service: *Domestic or Foreign Transfer*
 - Charging Account: *indicate your nominated charging account (indicate separately for USD and thirds as applicable).*
 - Send the email to – mbos.redoc@metrobank.com.ph
- Note: This should be performed by either the System Administrator Encoder or Approver.

Link your Newly Enrolled Account Number

- Log in as [System Admin Encoder](#)
- Go to Main Menu → Administration → User Group → Edit User Group
- Select the User Group that can access the newly enrolled account number → Click the  edit icon on it's right side
- Select the account number
- Click Save → Click Next Step → Click Submit
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- Log in as [System Admin Approver](#)
- From the Home Page, look for the Task List and tasks enumerated → Click Approve Edit User Group → Select All → Click Approve button below → Click Submit.

Link your Newly Availed Service

- Log in as [System Admin Encoder](#)
- Go to Main Menu → Administration → User Group → Edit User Group
- Select the User Group that can access the newly availed service → Click the  edit icon on it's right side
- Select the service
- Click Save → Click Next Step → Click Submit
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- Log in as [System Admin Approver](#)
- From the Home Page, look for the Task List and tasks enumerated → Click Approve Edit User Group → Select All → Click Approve button below → Click Submit.

Edit Transaction Matrix

Note: For any changes in the default workflow, authorization rule and transaction limits kindly email our Customer Care for support with email address below.