Alliance One

Website Reference Guide

TABLE OF CONTENTS

HOW TO LOGIN

Your login credentials are your email address and password that was provided by Alliance One. Here's how to log in:

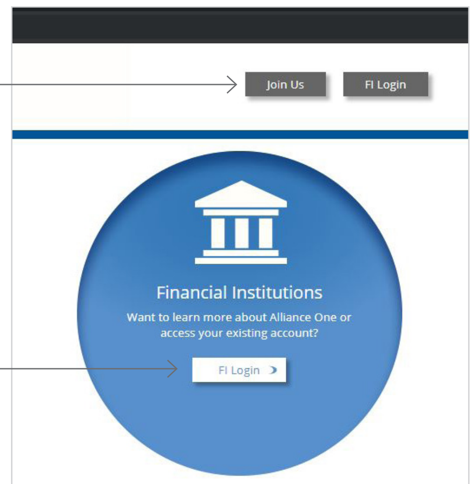
HOW TO LOGIN

HOW TO RESET YOUR PASSWORD

HOW TO LOGIN

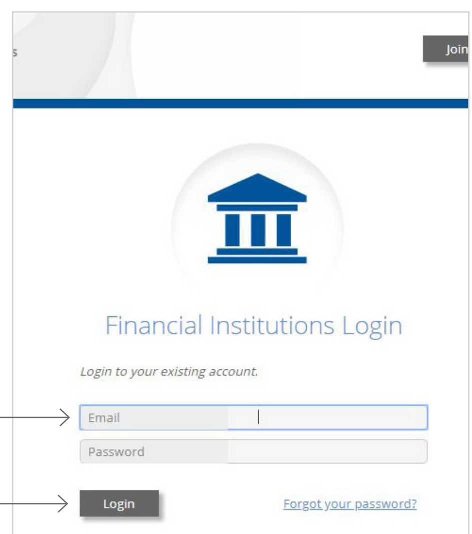
STEP 1 Go to *http://www.allianceone.coop.*

STEP 2 Click the grey *FI Login* button in the top right corner or the white one in the large blue circle.



STEP 3 Enter your Email and Password.

STEP 4 Click *Login.*

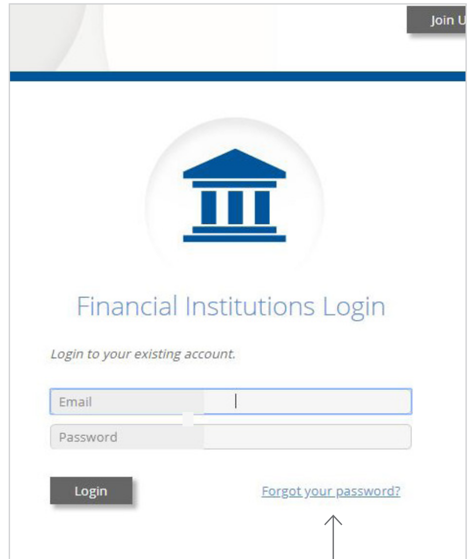


HOW TO RESET YOUR PASSWORD

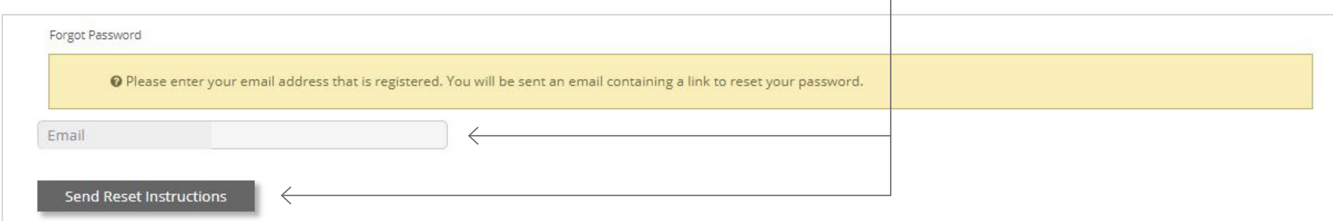
- Did you forget your password or need to reset it? On the login page you can do that, here's how:

STEP 1 Go to *http://www.allianceone.coop/user/login.*

STEP 2 Click the *Forgot your password* link.



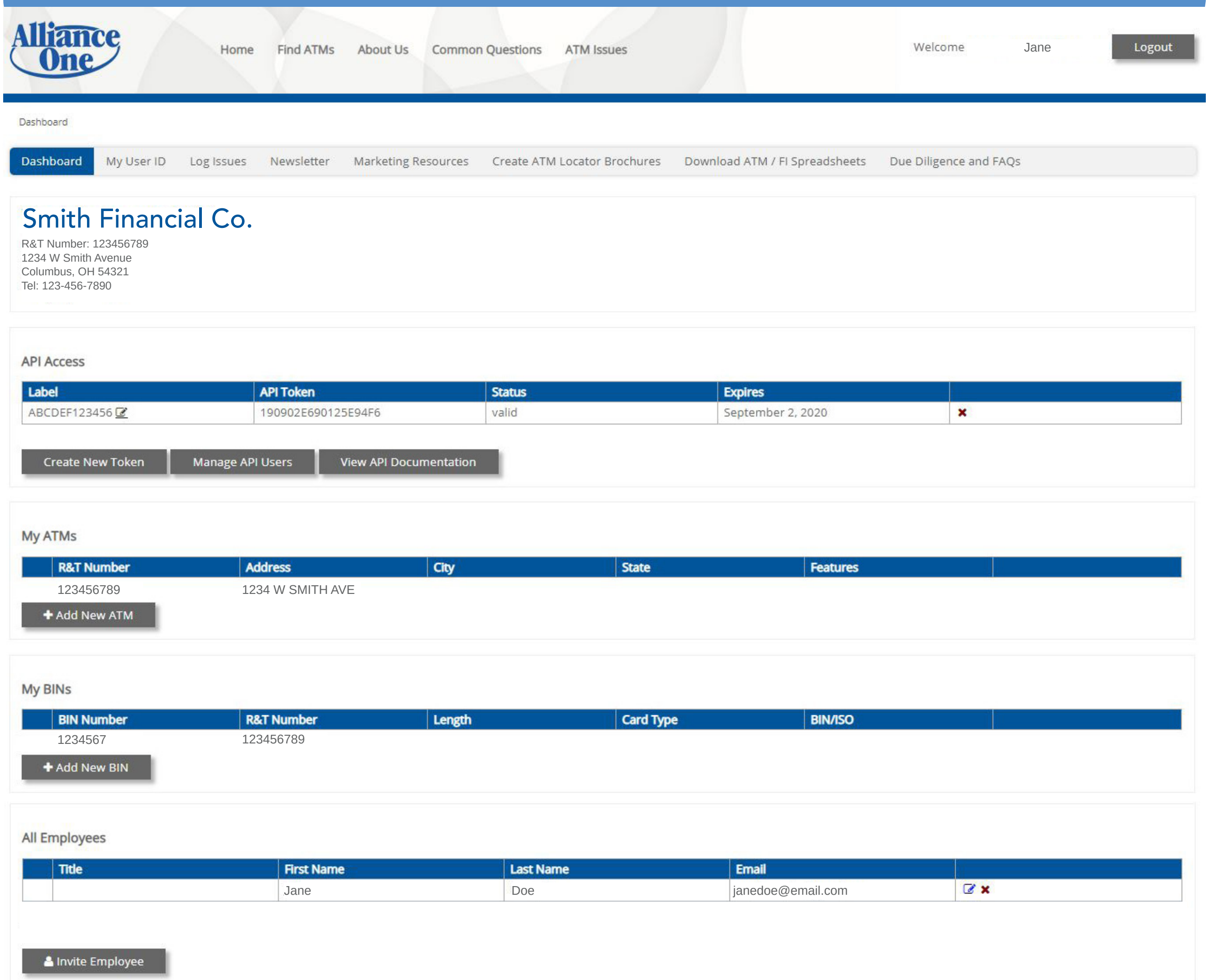
STEP 3 Enter your email address in the provided box and click *Send Reset Instructions.*



- You will be sent an email containing a link to reset your password. Make sure to check your email and click the link as soon as possible - the link will expire 48 hours from when it was sent to you.

DASHBOARD OVERVIEW

Once you login successfully you are now on the dashboard. This is an overall summary view where you will see API Access Tokens, My ATMs, My BINs, and All Employees (Alliance One contacts for your financial institution). From here you can see what action steps you have the ability to take. There is also a navigation bar at the top of the dashboard and you'll use this to navigate through the FI area of the site as well - learn more about this on page 20.



WHAT IS THE ALLIANCE ONE API?

The Alliance One API offers read-only access to all participating Alliance One ATMs and their information (financial institutions, addresses, geolocations, and features). You can create an Alliance One ATM locator on your financial institution's website or mobile app. You can also combine Alliance One ATMs with any other ATM groups or networks your financial institution participates in. Basically, you're making it easier on your cardholders to find and access ATMs.

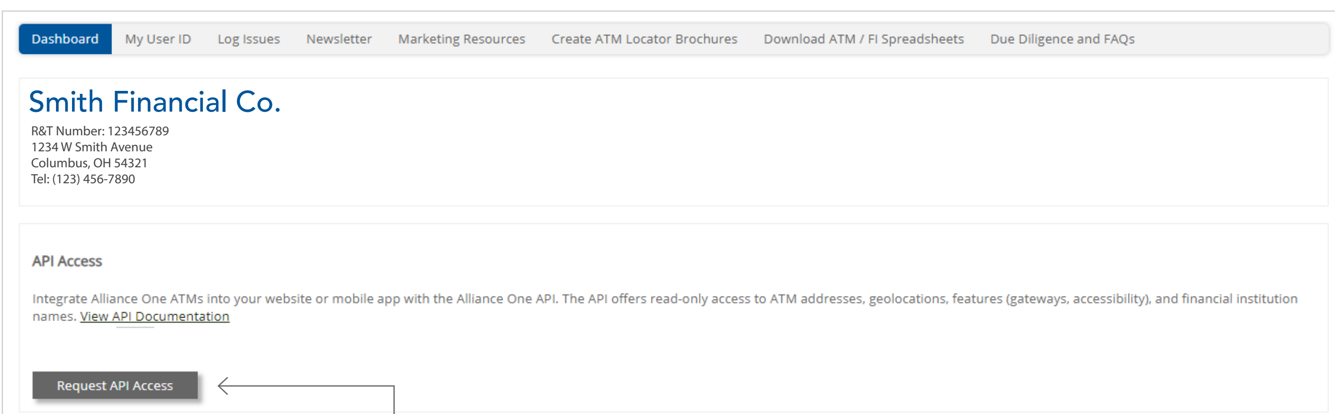
HOW TO REQUEST AND MANAGE API ACCESS

You can view your API tokens on the dashboard. From the dashboard you can setup and manage tokens, setup and manage API users, and view your API documents.

HOW TO REQUEST API ACCESS

STEP 1

Log into *http://www.allianceone.coop.*



STEP 2

In the "API Access" area on your dashboard, click *Request API Access*.

HOW TO REQUEST API ACCESS (CONT.)

STEP 3

Provide an authorized signer's name, email, and title. The authorized signer will be allowed to sign the API agreement and designate the initial API users.

STEP 4

The requester will receive a confirmation email.

STEP 5

The designated authorized signer will get an automated preliminary email from Alliance One explaining that an email from DocuSign will be sent to them containing an agreement and user form for the Alliance One API.

STEP 6

The authorized signer will receive an API Addendum and user form via DocuSign to complete. Once completed, API access will be approved on the site within 1–2 business days. API users will receive a notification that their access is approved.

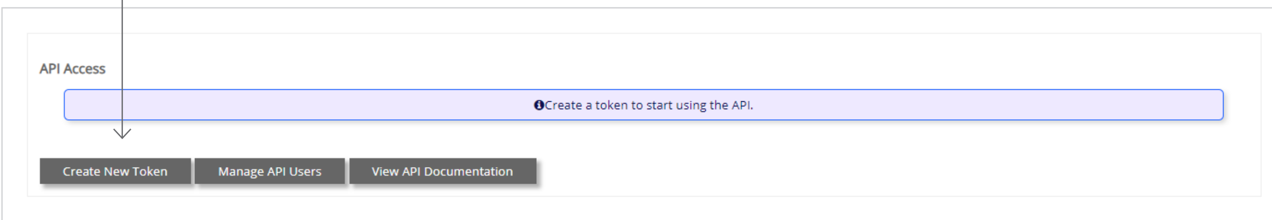
STEP 7

From there, log into *http://www.allianceone.coop* to get started.

HOW TO SETUP AND MANAGE TOKENS

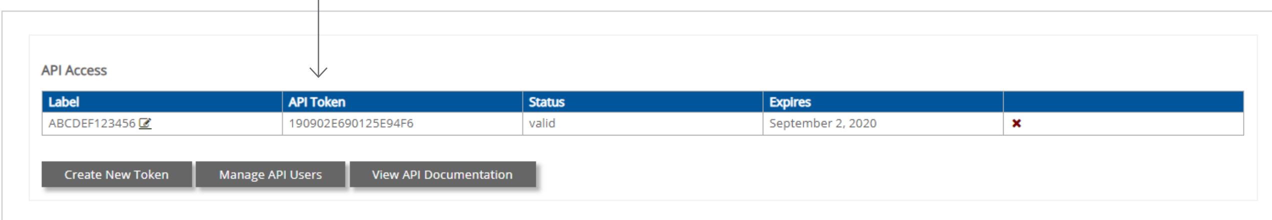
STEP 1

API users can log into *http://www.allianceone.coop* and create an API token from their dashboard by clicking *Create New Token*. Give the token a unique name.



STEP 2

Once the token is created, it should be visible to the API user.

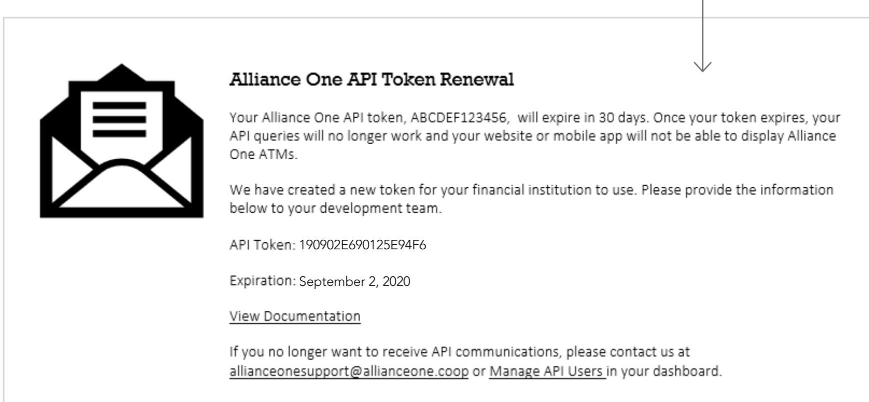


STEP 3

Next, you will receive an email with documentation for your new token. Provide your token and a link to the documentation to your development team. Simply forward this information to your development team, and they'll update your API calls.

STEP 4

API Tokens are good for one year. API users receive an email from Alliance One 30 days to the expiration of the existing token and are provided with a new auto-generated token.



Alliance One API Token Renewal

Your Alliance One API token, ABCDEF123456, will expire in 30 days. Once your token expires, your API queries will no longer work and your website or mobile app will not be able to display Alliance One ATMs.

We have created a new token for your financial institution to use. Please provide the information below to your development team.

API Token: 190902E690125E94F6

Expiration: September 2, 2020

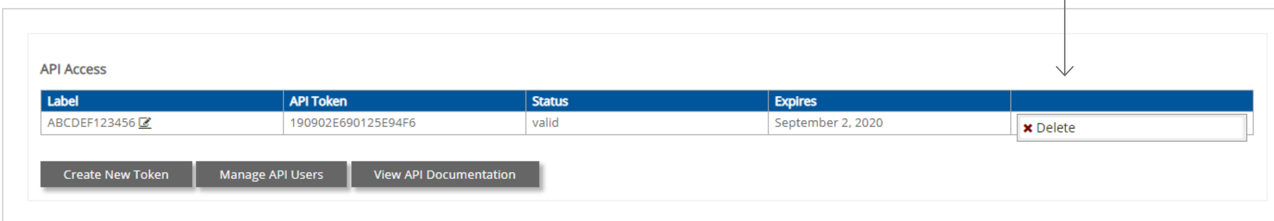
View Documentation

If you no longer want to receive API communications, please contact us at allianceonesupport@allianceone.coop or Manage API Users in your dashboard.

HOW TO SETUP AND MANAGE TOKENS (CONT.)

STEP 5

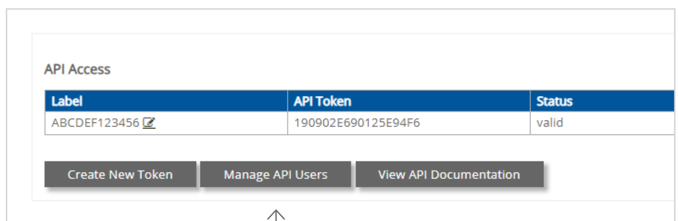
Developers will want to update their programming with the new token. Once that is complete, the expiring token can be deleted. API users can log into the Alliance One Portal and delete the expiring token, by clicking the *Delete* icon just to the right of the token expiration date.



HOW TO SET UP AND MANAGE API USERS

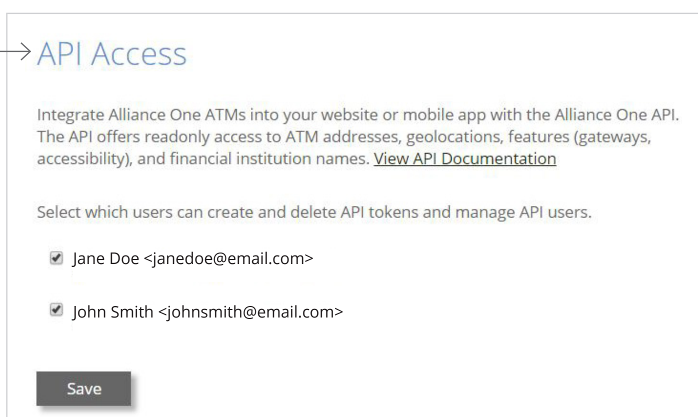
STEP 1

From the Dashboard, click on *Manage API Users.*



STEP 2

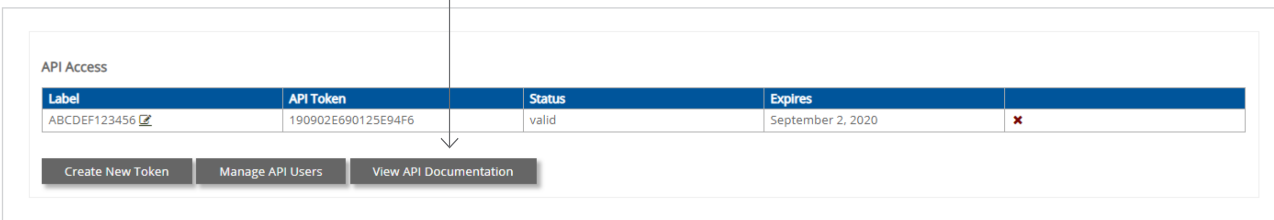
A list of your existing Alliance One Portal users appears. To add API access permissions to a user, simply check the box next to the user's name. API users are able to add and manage other users, create and delete tokens, and view the API documentation.

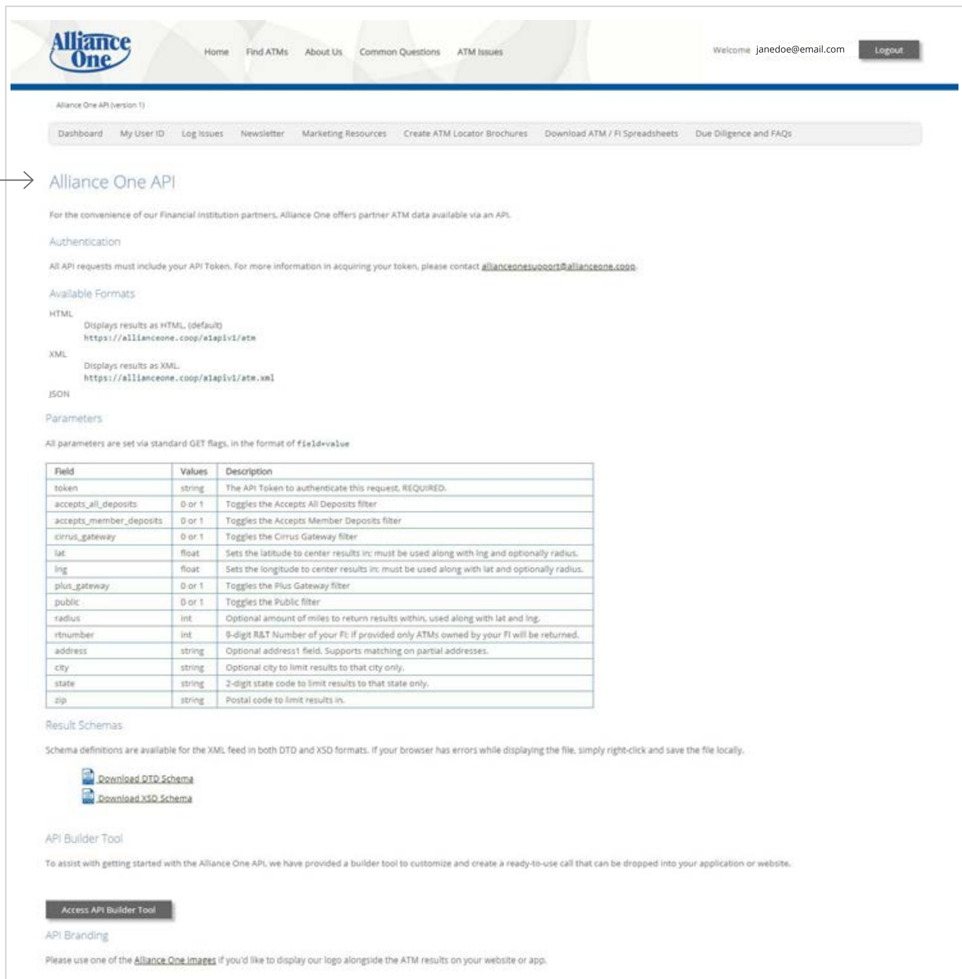


VIEWING API DOCUMENTS

STEP 1

Clicking on *View API Documentation* will provide API users with a resource repository that includes available API formats, parameters, results schemas, an API builder tool, and API branding.

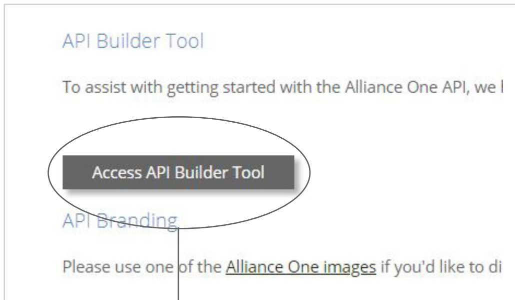


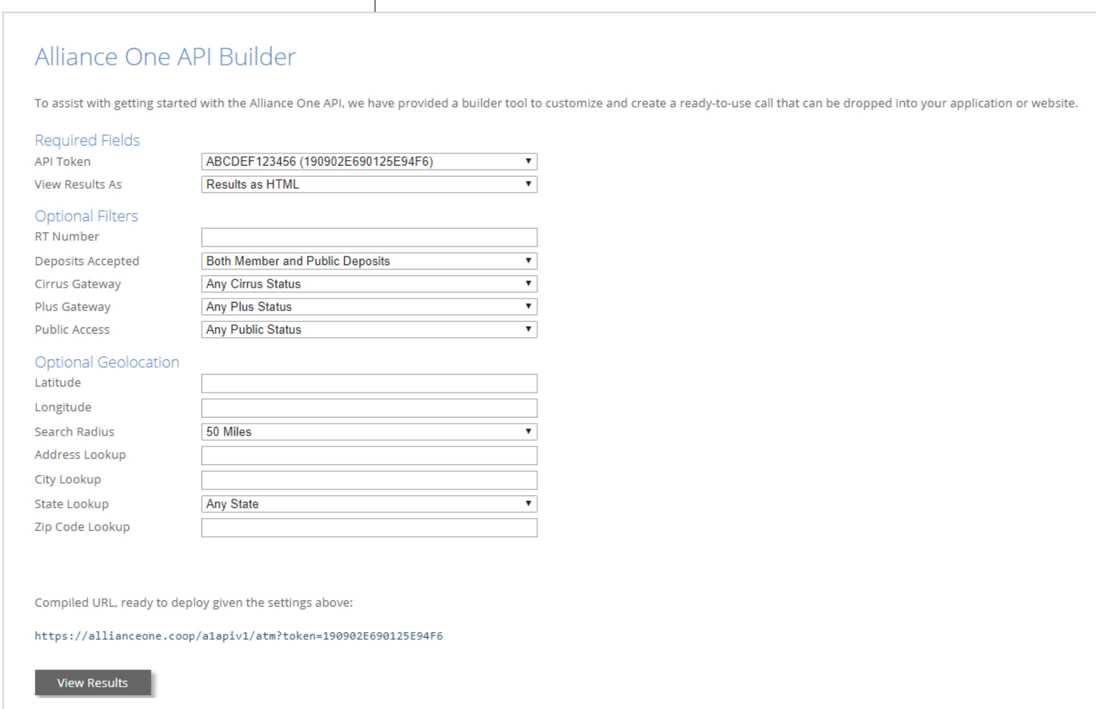


VIEWING API DOCUMENTS (CONT.)

STEP 1

Clicking the *API Builder Tool* provides a ready-to-use call that can be dropped into your application or website.





HOW TO MANAGE ATMS

You can view My ATMs on the dashboard. From the dashboard you can edit, delete, or add ATMs. Here are the different ATM scenarios:

HOW TO EDIT, DELETE, OR ADD AN ATM

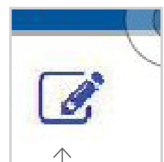
HOW TO EDIT AN ATM

STEP 1

Find the ATM you want to edit in the list on the dashboard.

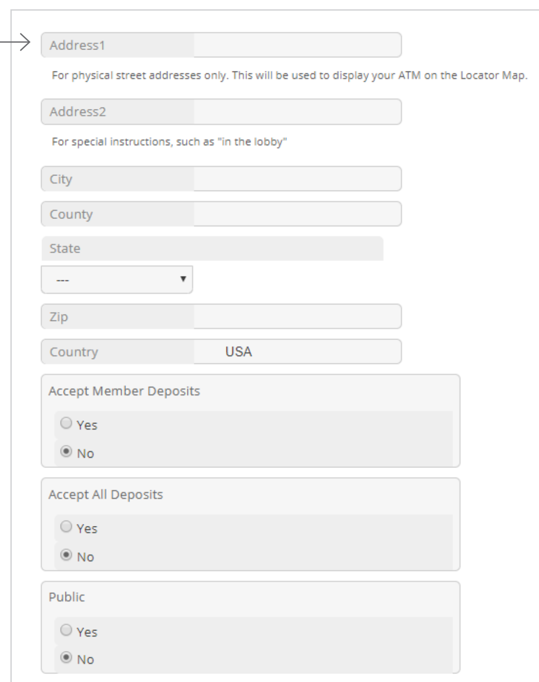
STEP 2

Next to the R&T Number, rollover and click the *Edit* icon.



STEP 3

Make the edits to the ATM Listing.



STEP 4

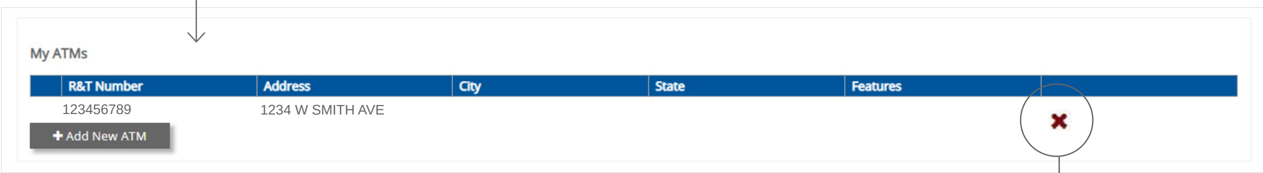
Click *Save.*

- Your edit has been made and sent to Alliance One for approval and shows up as pending approval on the dashboard.

HOW TO DELETE AN ATM

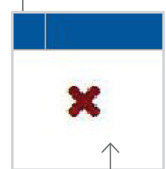
STEP 1

Find the ATM you want to delete in the list on the dashboard.



STEP 2

On the right side of the dashboard, rollover and click the *Delete* icon.



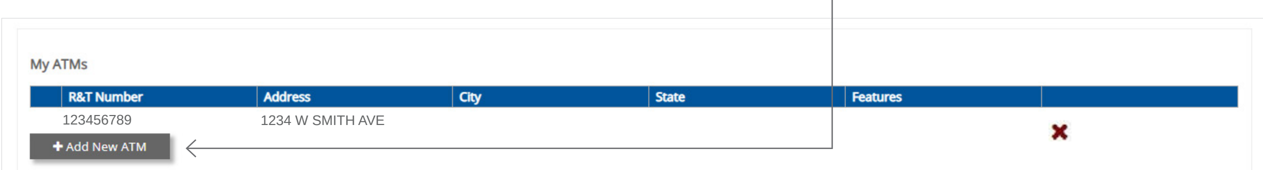
- The ATM has been queued for deletion and will be removed from the dashboard when Alliance One approves the change.

! Accidentally delete an ATM? You can re-add the deleted ATM by simply completing the steps to Add an ATM. **!**

HOW TO ADD AN ATM

STEP 1

On the left side of the dashboard, rollover and click the *Add New ATM* icon.



HOW TO ADD AN ATM (CONT.)

STEP 2

Fill out the ATM Listing form completely.

STEP 3

Click *Create.*

- The ATM has been added and sent to Alliance One for approval and shows up as pending approval on the dashboard.

HOW TO MANAGE BINS

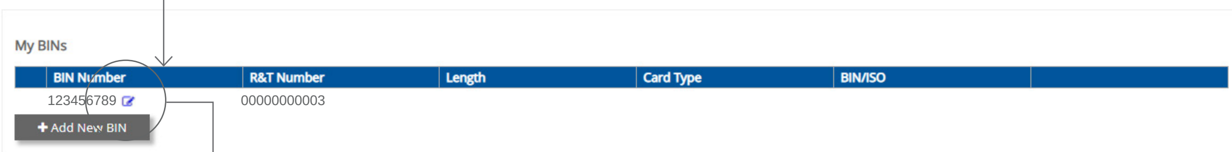
You can view My BINs on the dashboard. From the dashboard you can edit, delete, or add BINs. Here are the different BIN scenarios:

HOW TO EDIT, DELETE, OR ADD A BIN

HOW TO EDIT A BIN

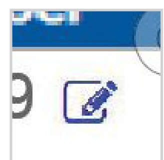
STEP 1

Find the BIN you want to edit in the list on the dashboard.



STEP 2

On the right side of the dashboard, rollover and click the *Edit* icon.

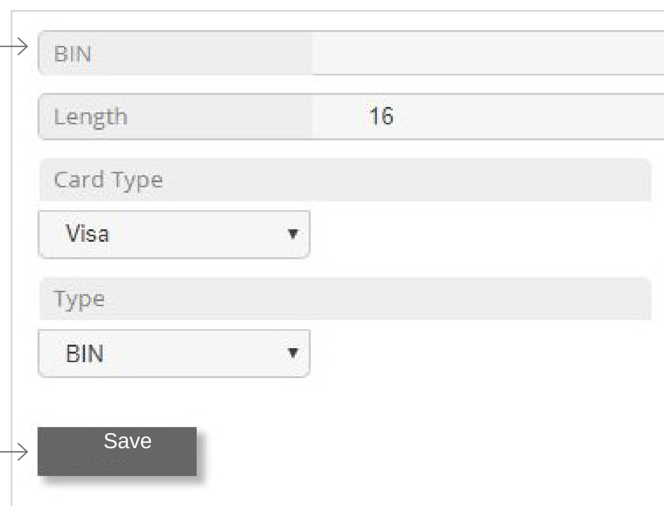


STEP 3

Make the edits to the BIN Listing.

STEP 4

Click *Save.*

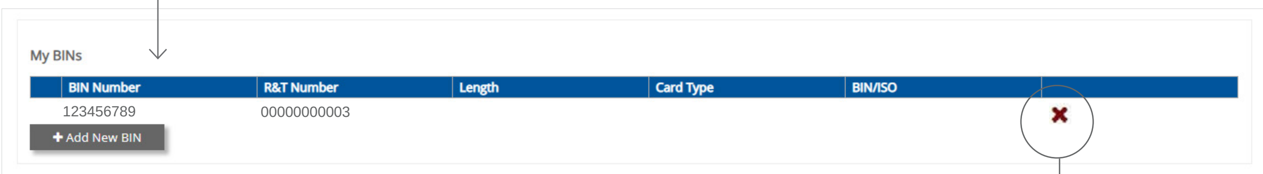


- Your edit has been made and sent to Alliance One for approval and shows up as pending approval on the dashboard.

HOW TO DELETE A BIN

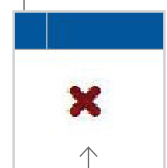
STEP 1

Find the ATM you want to delete in the list on the dashboard.



STEP 2

On the right side of the dashboard, rollover and click the *Delete* icon.



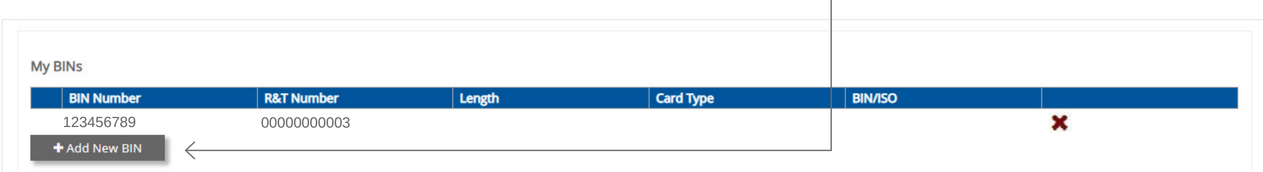
- The BIN has been queued for deletion and will be removed from the dashboard when Alliance One approves the change.

! Accidentally delete an BIN? You can re-add the deleted BIN by simply completing the steps to Add a BIN. **!**

HOW TO ADD A BIN

STEP 1

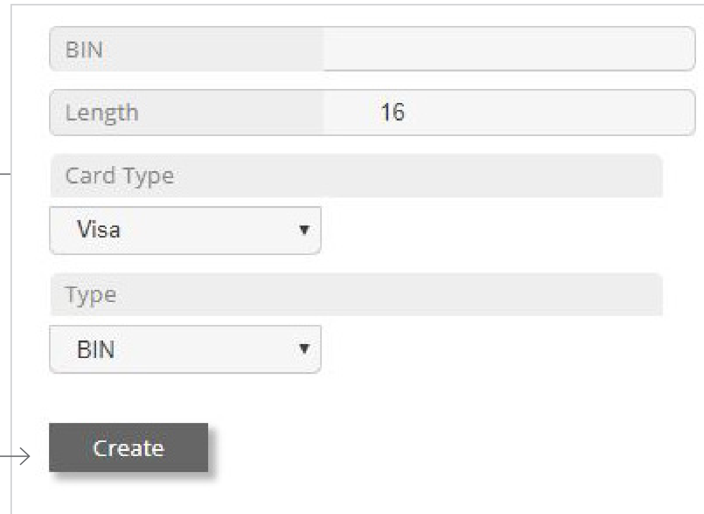
On the left side of the dashboard, rollover and click the *Add New BIN* icon.



HOW TO ADD A BIN (CONT.)

STEP 2

Fill out the BIN Listing form completely.



STEP 3

Click *Create.*

- The BIN has been added and sent to Alliance One for approval and shows up as pending approval on the dashboard.

HOW TO MANAGE EMPLOYEES

You can view All Employees on the dashboard. From the dashboard you can edit, delete, or invite employees. Here are the different Employees scenarios:

HOW TO EDIT, DELETE, OR INVITE AN EMPLOYEE

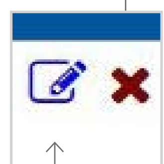
HOW TO EDIT AN EMPLOYEE

STEP 1

Find the employee you want to edit in the list on the dashboard.

STEP 2

On the right side of the dashboard, rollover and click the *Edit* icon.



STEP 3

Make the edits to the Employee Listing.

STEP 4

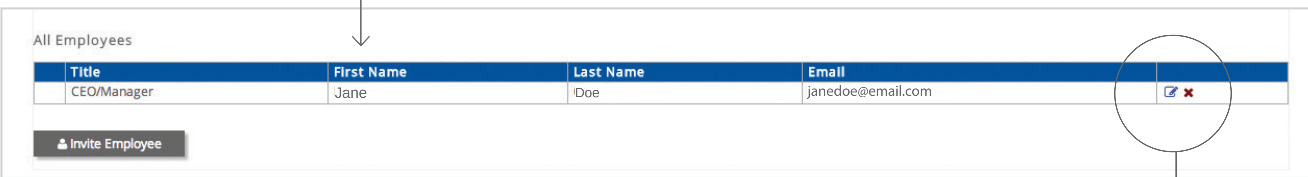
Click *Update.*

- Your edit has been made and sent to Alliance One for approval and shows up as pending approval on the dashboard.

HOW TO DELETE AN EMPLOYEE

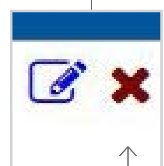
STEP 1

Find the employee you want to delete in the list on the dashboard.



STEP 2

On the right side of the dashboard, rollover and click the *Delete* icon.



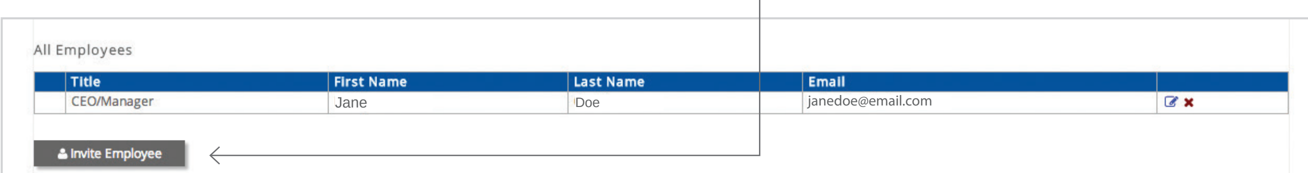
- The employee has been queued for deletion and will be removed from the dashboard when Alliance One approves the change.

! Accidentally delete an Employee? You can re-add them by simply completing the steps to Invite an Employee. **!**

HOW TO INVITE AN EMPLOYEE

STEP 1

On the left side of the dashboard, rollover and click *Invite Employee* and fill in their information.



- The employee has been invited and sent to Alliance One for approval and shows up as pending approval on the dashboard.

NAVIGATION BAR OVERVIEW

You can use this menu to navigate through the FI area of the site and learn how to do the following:

HOW TO EDIT YOUR NAME, JOB TITLE OR EMAIL ADDRESS

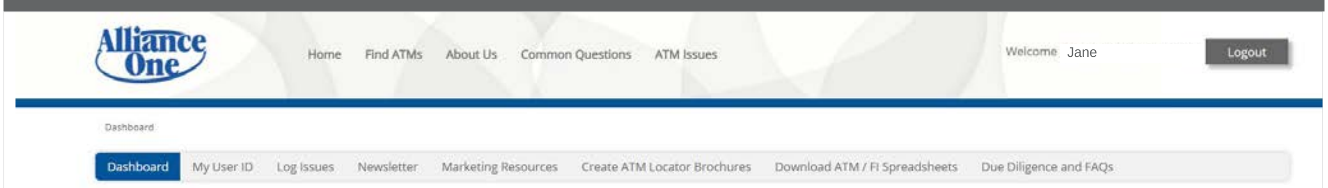
HOW TO LOG AN ISSUE

HOW TO ACCESS NEWSLETTERS

HOW TO ACCESS MARKETING RESOURCES

HOW TO CREATE A BROCHURE FOR YOUR FI

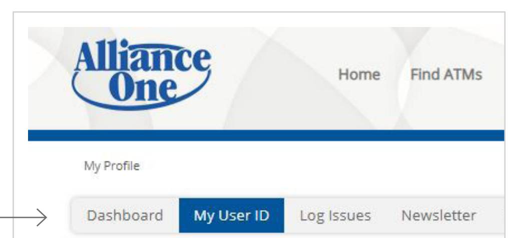
HOW TO DOWNLOAD A LIST OF ALLIANCE ONE ATMS OR PARTICIPATING FIS



HOW TO EDIT YOUR NAME, JOB TITLE OR EMAIL

STEP 1

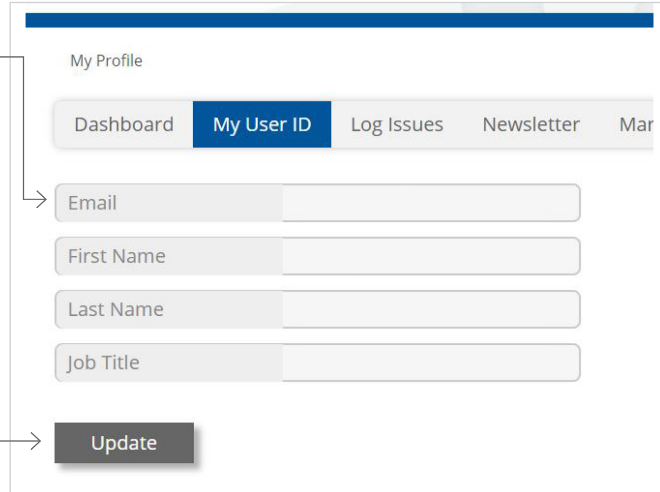
On the navigation bar rollover and click *My User ID.*



HOW TO EDIT YOUR NAME, JOB TITLE OR EMAIL ADDRESS (CONT.)

STEP 2

Make the edits to your Employee Listing.



STEP 3

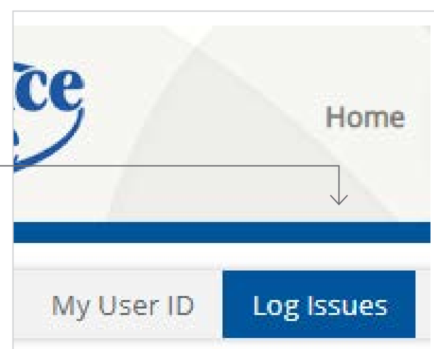
Click *Update.*

- Your edit has been made and sent to Alliance One for approval and shows up as pending approval on the dashboard.

HOW TO LOG AN ISSUE

STEP 1

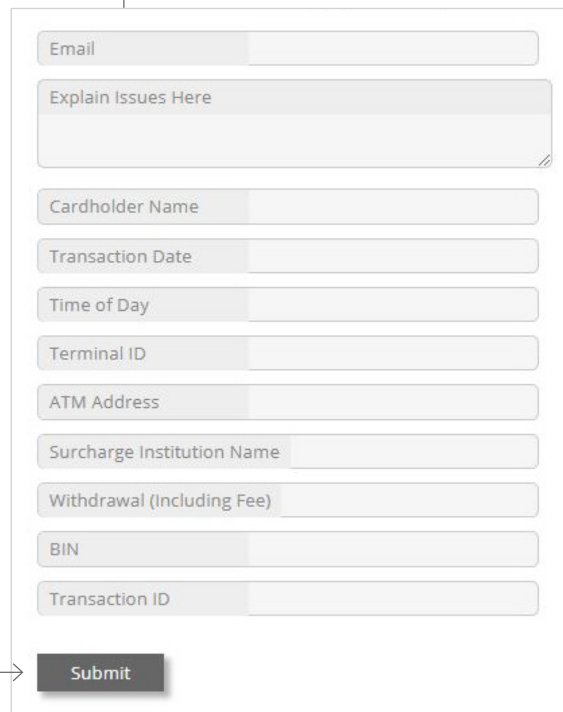
On the navigation bar rollover and click *Log Issues.*



HOW TO LOG AN ISSUE (CONT.)

STEP 2

Fill out the form completely.


Email

Explain Issues Here

Cardholder Name

Transaction Date

Time of Day

Terminal ID

ATM Address

Surcharge Institution Name

Withdrawal (Including Fee)

BIN

Transaction ID

Submit

STEP 3

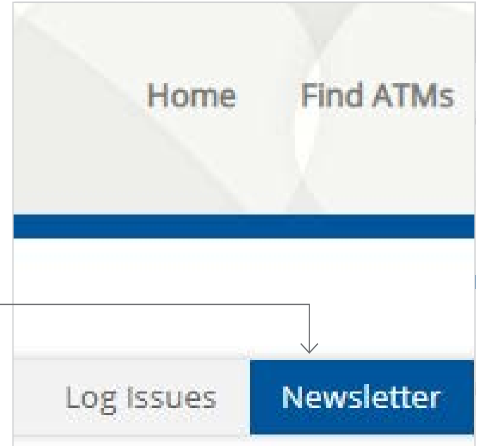
Click *Submit.*

- The issue has been sent to Alliance One and they will contact you regarding your issue within 2 business days if not sooner.

HOW TO ACCESS NEWSLETTERS

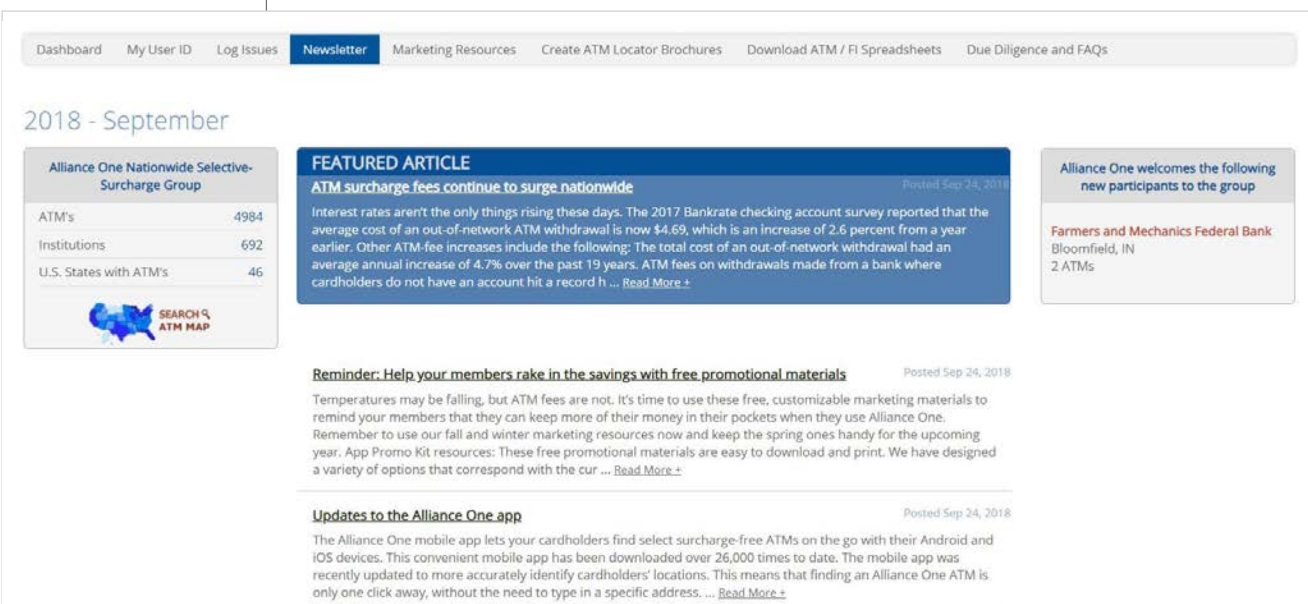
STEP 1

On the navigation bar rollover and click *Newsletter.*



STEP 2

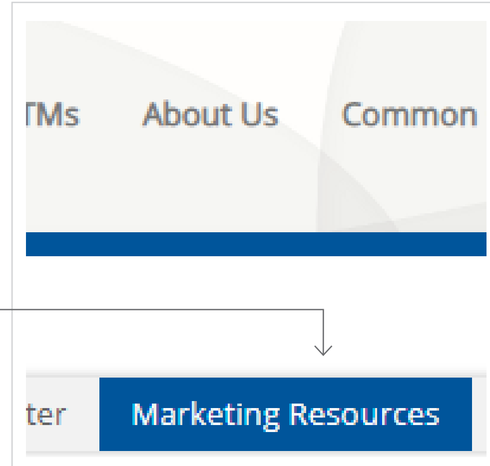
From the Newsletter page you can view the most recent newsletter and articles.



HOW TO ACCESS MARKETING RESOURCES

STEP 1

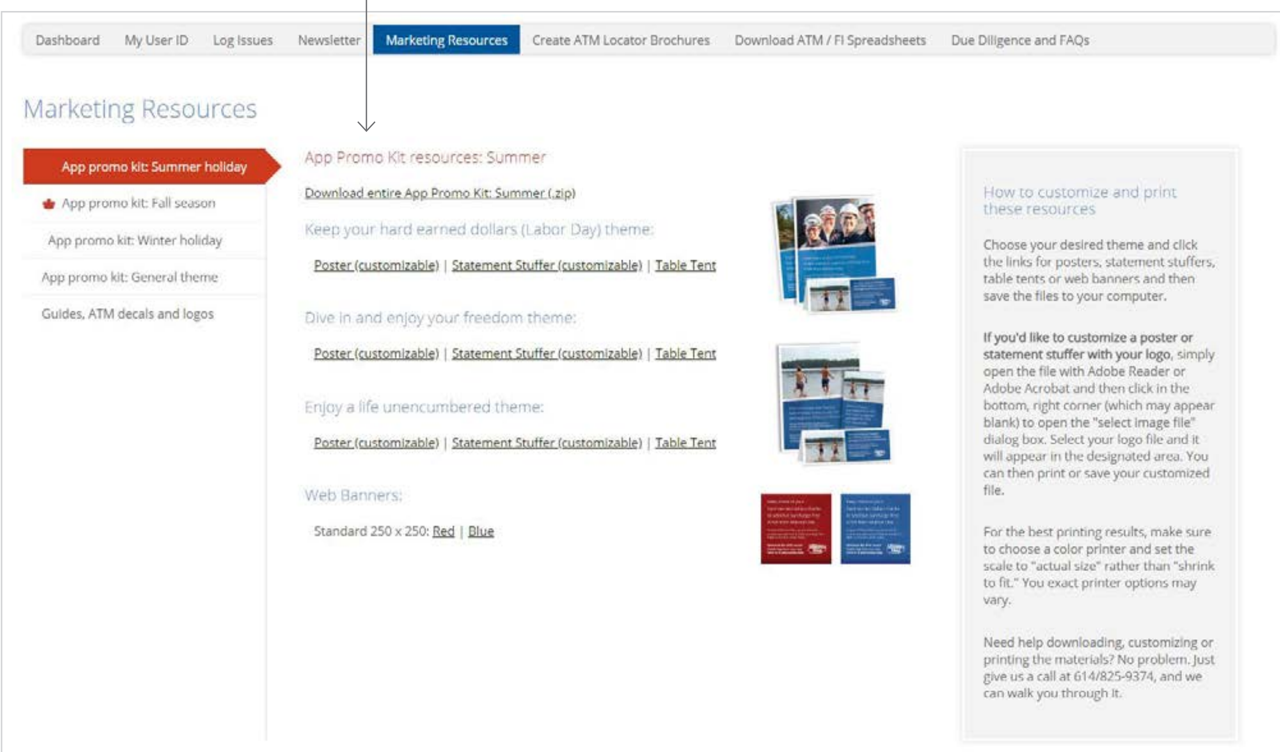
On the navigation bar rollover and click *Marketing Resources.*



STEP 2

From the Marketing Resources page you can download:

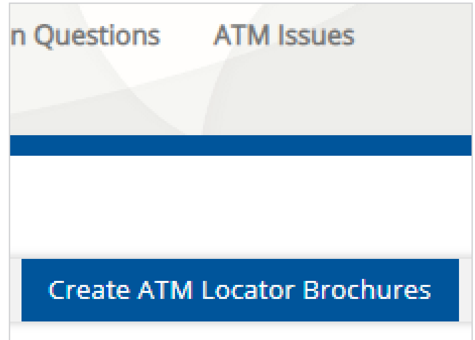
- table tents
- posters
- statement stuffers
- web site banners
- logos



HOW TO CREATE A BROCHURE FOR YOUR FI

From the ATM Locator Brochure page you can produce a brochure that includes your FI logo, a list of nearest FI ATMs and a list of the nearest Alliance One ATMs. Here's how to make a brochure:

STEP 1 On the navigation bar rollover and click *Create ATM Locator Brochures.*

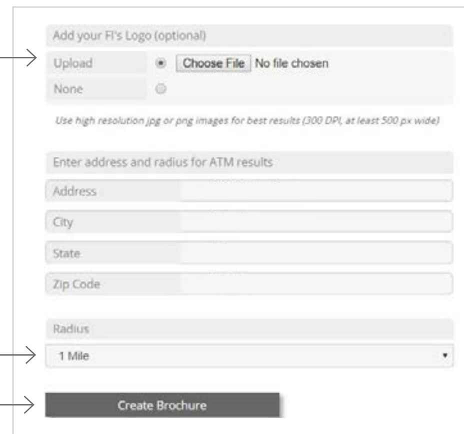


STEP 2 Upload the Financial Institution logo.

STEP 3 Choose the radius.

STEP 4 Click *Create Brochure.*

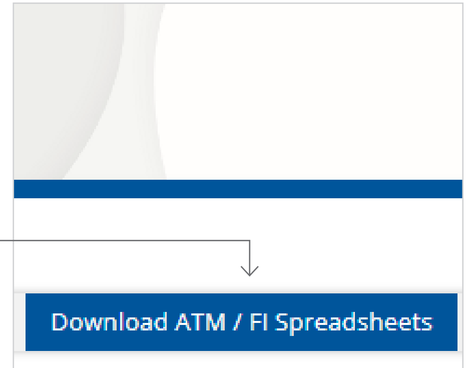
- The brochure has been created and a PDF will automatically download on your computer.



HOW TO DOWNLOAD A LIST OF ALLIANCE ONE ATMS OR PARTICIPATING FIS

STEP 1

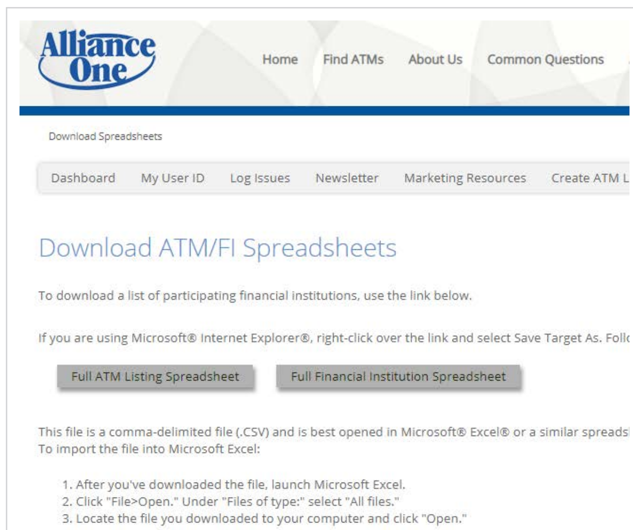
On the navigation bar rollover and click *Download ATM / FI Spreadsheets.*



STEP 2

From the Download ATM / FI Spreadsheets page you can download a list of:

- Alliance One ATMs
- Alliance One participating FIs



GLOSSARY

This is a list of icons that are commonly used throughout the website and in this guide.

ICONS

= *Edit*

= *Pending approval from Alliance One*

= *Delete*

= *Accepts Member Deposits*

= *Accepts Deposits*

= *Cirrus Gateway*

= *Plus Gateway*

= *No Public Access*