



RealTime



# Web - RealTime Client User Guide

## Access to the website

The Fraudscreen RealTime system can be accessed from Fraudscreen's main corporate website [www.fraudscreen.co.uk](http://www.fraudscreen.co.uk)

Or alternatively, directly using the following URLs

<http://demo.fraudscreen.co.uk>

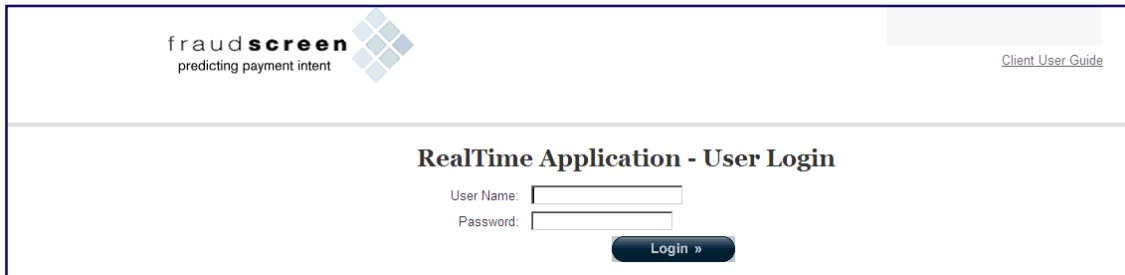
## Help and support

If you require any additional information or assistance then please contact Fraudscreen on 0207 307 6196 and ask for the Helpdesk. During working hours, (9-6pm), if no one is available to take your call immediately someone from the support team will contact you within 30 minutes. Outside of working hours your call will be returned within 2 hours.

Help guides are available:

**Client User Guide:** a copy of this guide can be found on the 'User Log In' and 'Client Data Entry' screens.

## Login screen



## Navigation

### Logging in

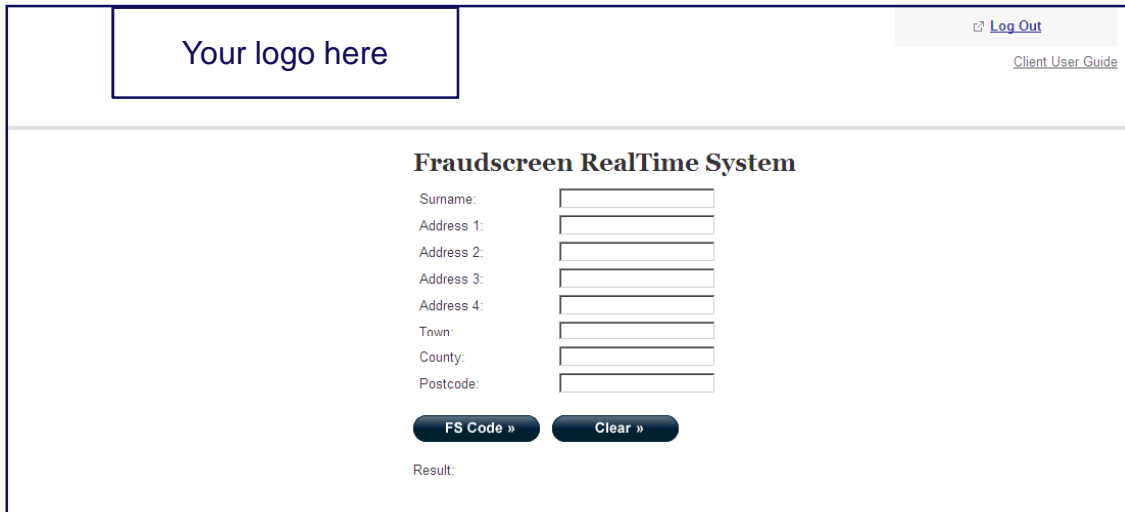
As soon as you enter the user-ID and password and press LOGIN you are taken to the [Data Entry](#) Screen.

Your Username and Password will be advised to you separately by Fraudscreen's Client Services team

### Exiting

If you click on the Fraudscreen logo this will take you back to the main Fraudscreen website [www.fraudscreen.co.uk](http://www.fraudscreen.co.uk)

## Data entry screen



## Navigation

### FS Code

Once you have entered the applicants Surname and Address details press the FS Code button.

The application details will be submitted to the Fraudscreen database and a Fraudscreen Code assigned.

Once the Fraudscreen Code has been returned to the RealTime Application, the Code will then be passed through the Translation table in order to determine the Outcome Code which has been assigned to your business.

The Fraudscreen Code, Code Colour bar and the Call to Action are displayed below the applicant details.

## Response Time

On entering the applicant details and then pressing the FS Code button the response time is slower for the very first look up of the session but there after it is very quick (this is a known issue with the existing Fraudscreen system and is because all the required database files need to be opened; once open there is no longer an issue).

## Clear

The Clear button will clear the previously entered data and result and then position the cursor in the Surname field ready for the next data entry.

## Exiting

The only way to exit the screen is via the logout button which then returns the user back to the user login screen.

If you click on the Fraudscreen logo this will take you back to the main Fraudscreen website [www.fraudscreen.co.uk](http://www.fraudscreen.co.uk)

If you click on [Log Out](#) you are returned to the [RealTime Application – User Login](#) screen.

## Timeout page

User will be automatically timed out after 15 minutes non activity.

## Navigation

### Return to Login Page

Returns the user to the RealTime System Login page.

### Exiting

If you click on the Fraudscreen logo this will take you back to the main Fraudscreen website [www.fraudscreen.co.uk](http://www.fraudscreen.co.uk)