

# Enterprise Payment Solutions

ePay Portal



**Admin Handbook**

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# I. User Terminology

Throughout this manual, the text will refer to certain parties and their responsibilities using the ePay application. The following terms will help define all the parties involved and the roles they play in relation to the ePay application.

Your Admin will need to assign an ePay Admin user (if applicable) upon logging in to the Merchant Portal. Please see the section “Assigning an ePay User Admin” for more information.

- A. Admin:** Administrative responsibility to manage the ePay User Admin and ePay users. An Admin will be able to perform the following tasks.
- Create, delete, enable, or disable additional users within your organization.
- B. ePay User Admin:** A merchant/member employee with limited administrative responsibility in order to assist additional users within the organization as well as end users. The Admin will need to send a request to EPS File Maintenance to have one of your users given the ePay User Admin role. The ePay User Admin will be able to perform the following tasks.
- Reset an end user’s password and provide a temporary one.
  - Generate transaction and event reports (current and historical).
  - Research transactions (current and historical).
  - Void transactions.
  - List all ePay end users.
  - Print and/or save (export) a list of ePay end users. Contact support (if applicable).
- C. ePay User:** A merchant/member employee with the ability to support end users. An ePay user within your organization will be able to perform the following.
- Generate transaction reports (current and historical).
  - Research transactions (current and historical).
  - Generate a list of recurring payments, whether historical, current, or deactivated.
  - Void transactions.
  - Edit and/or disable recurring payments.
  - Generate a *Credits and Debits to Your Merchant Settlement Account* report.
  - Contact support (if applicable).
- D. End user:** End users have the ability to make a payment/donation in a single occurrence or set up multiple payments/donations for future dates. End users are capable of the following.
- Make payments/donations as a one-time payment without registering in the

system (Quick pay).

- Make a single payment/donation or schedule recurring payments/donations as a registered user. Create an account for checking account payments and/or credit card payments.
- List all accounts under the end user profile, which are available for export.

## II. Routes of Access

For ePay, there are two main routes of access to the system, each providing different functions, according to who is accessing the system and what responsibilities a user has. The following is a brief description of the ways to access the system, and who typically uses each route.

- A. Merchant Portal:** Admins use this portal to set up employees (referred to as ePay users) using the application and to assign them privileges and roles for specific tasks. ePay users access this portal to generate reports about customer/member deposits and view transaction histories.
- B. Customer Payment Portal:** A custom-branded URL provided by you to your end users, who will navigate to the address to make payments/donations. Your financial institution will give this URL to you.

## III. System Requirements

In addition to a high-speed Internet connection, the following browsers have been certified for ePay use.

For Microsoft® Windows®:

- Windows Vista (except Starter or Home Basic): Microsoft Internet Explorer® 8 and 9, Firefox® browser, OR Google® Chrome™ browser.
- Windows 7: Microsoft Internet Explorer 8, 9, 10, and 11 OR Firefox browser, OR Google Chrome browser.
- Windows 8: Microsoft Internet Explorer 10.
- Windows 8.1, update 1: Microsoft Internet Explorer 11.
- Windows 10: Microsoft Internet Explorer 11|Goolge Chrome

For Macintosh®:

- OS X® Version 10.6x (Snow Leopard) with Safari® Version 5

## IV. The Admin: Overview

As the Admin, you have the responsibility to support users within your organization (referenced here as ePay users) as well as the capability of supporting your ePay end users. You will be provided with a URL address to the Merchant Portal, as well as the URL you will need to provide to your end users for them to make payments/donations.

The following sections outline how to log in to the Merchant Portal and set up your ePay users.

### A. Logging In

Your Admin user will provide you with access to ePay within Online Business Banking. Once logged into Online Business Banking, select Online Services from the drop-down menu. And then ePayment Portal from the Green Menu Bar and then Login to BankFinancial

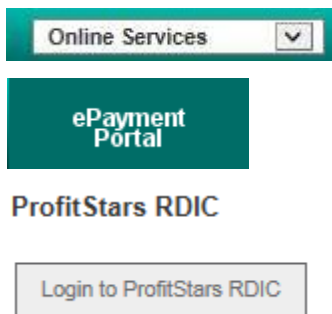


FIGURE 13 - CUSTOMER ACCESS

### B. Adding a User

The Admin is responsible for creating user profiles for those completing tasks within your organization using the ePay application. The Admin is also responsible for updating those profiles and deleting a user's profile if necessary.

The user must first be added as an Online Business Banking User with access to the ePayment Portal option within Online Services.

1. Log in to the ePayment Portal, and click the **Admin** tab at the top of the page.
2. Under the **User Admin** heading in the navigational links on the left, click **Add User**.

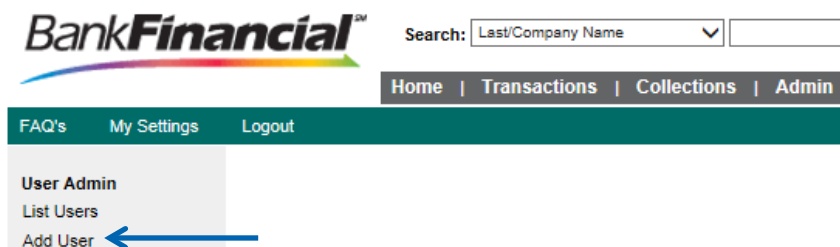


FIGURE 8 - ADD USER OPTION

3. Fill in the required fields:

- **Full Name** – The first and last name of the user.
- **User Name** – The user’s login name. This field is not case-sensitive when logging in.
- **Cash Mgmt ID** – This will be the users Online Business Banking User ID.
- **Email Address** – The email address of the user.

Non-required fields:

- **Dual Auth Amount** – Not applicable with ePay users.
- **Dual Auth Status** – Not applicable with ePay users.
  - **Declined** – Not applicable with ePay users.
  - **Approved** – Not applicable with ePay users.
  - **Awaiting Approval** – Not applicable with ePay users.

### Update User Settings

Full Name:

User Name:

User Location:

Email Address:

Auto Disable:

Dual Auth Amount:

Dual Auth Status:

Enabled

Authorized Caller

**Privileges for this User**

| Enabled                  | Privilege         | Description                                |
|--------------------------|-------------------|--|
| <input type="checkbox"/> | Customer Services | User can add/edit Customers, create paymen |
| <input type="checkbox"/> | Reports           | User can view and export reports.          |

**Locations for this User**

| Enabled                  | Location Name        |
|--------------------------|----------------------|
| <input type="checkbox"/> | <input type="text"/> |

FIGURE 9 - ADDING A NEW USER

4. Select the **Enabled** option to make this user profile active.
5. Select the **Authorized Caller** option to give this user the capability of calling customer support.
6. The **Temporary Password is not applicable to your setup.**

- Under **Privileges for this User**, select the **Customer Services** privilege for this user to access the ePay application.

Privileges for this User

| Enabled                  | Privilege         | Description   |
|--------------------------|-------------------|---|
| <input type="checkbox"/> | Customer Services | User can add/edit Customers, create payments and run reports. |

FIGURE 10 - CUSTOMER SERVICE PRIVILEGE FOR NEW USER

- Select **Update** from the bottom of the page.
- The **Roles within the Customer Services Privilege** and **Locations for this User** sections will display. The roles for your site will be listed.
  - Enable the **Accounting** role by clicking its box to the left. This will place a check mark in the box.
  - Place a check mark next to each **Location** (account) box for which this user will need access by selecting the box(es).

Roles within the Customer Services Privilege

| Enabled                             | Role Name  | Description                 |
|-------------------------------------|------------|-----------------------------|
| <input checked="" type="checkbox"/> | Accounting | All Reporting Functionality |

Locations for this User

| Enabled                             | Location Name | Location Enabled |
|-------------------------------------|---------------|------------------|
| <input checked="" type="checkbox"/> | Forest View   | Yes              |
| <input checked="" type="checkbox"/> | Garden        | Yes              |
| <input checked="" type="checkbox"/> | Tree Tops     | Yes              |

FIGURE 11 - ROLES AND PRIVILEGES FOR A NEW USER

- Click **Update** from the bottom of the page.

## C. Disabling a User Profile

Disabling a user keeps the profile intact until access is re-enabled by the Admin. An Admin may want to disable a user, for example, if a user is on leave for an extended period of time before working with the application again.

- Log in to the ePayment Portal, and click **Admin** at the top of the page.
- In the left navigational bar under the **User Admin** heading, select **List Users**.
- Under the **Edit User** heading, click the **Edit** link for the user profile you wish to disable.
- The **Update User Settings** page displays. Uncheck the **Enabled** option, and click **Update** at the bottom of the page.

## Update User Settings

|                   |   |
|-------------------|---|
| Full Name:        | <input type="text" value="Joe Smith"/>                |
| User Name:        | <input type="text" value="jsmith"/>                   |
| User Location:    | <input type="text"/>                                  |
| Email Address:    | <input type="text" value="jsmith@lunaapt.com"/>       |
| Auto Disable:     | <input type="text"/>                                  |
| Dual Auth Amount: | <input type="text" value="0.00"/>                     |
| Dual Auth Status: | <input type="text" value="Approved"/> ▼               |
|                   | <input type="checkbox"/> Enabled                      |
|                   | <input checked="" type="checkbox"/> Authorized Caller |
|                   | <input type="button" value="Reset Password"/>         |
|                   | <input type="button" value="Delete User"/>            |

FIGURE 15 - UNCHECKING THE ENABLE OPTION FOR A USER

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**NOTE:** To enable this user once again, select the **Enabled** check box, and then click **Update** at the bottom of the page.

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## D. Deleting a User Profile

Deleting a user profile will remove it from the list of users and make it inaccessible. The **User Name** for that profile cannot be utilized again for a different user. The profile will be categorized as a deleted user.

1. Log in to the Merchant Portal, and click **Admin** at the top of the page.
2. In the left navigational bar under the **User Admin** heading, select **List Users**.
3. Under the **Edit User** heading, click the **Edit** link for the user profile to delete.
4. The **Update User Settings** page displays. Click **Delete User**.



## Update User Settings

|                   |   |
|-------------------|---|
| Full Name:        | <input type="text" value="Joe Smith"/>                |
| User Name:        | <input type="text" value="jsmith"/>                   |
| User Location:    | <input type="text"/>                                  |
| Email Address:    | <input type="text" value="jsmith@lunsapt.com"/>       |
| Auto Disable:     | <input type="text"/>                                  |
| Dual Auth Amount: | <input type="text" value="0.00"/>                     |
| Dual Auth Status: | <input type="text" value="Approved"/> ▼               |
|                   | <input checked="" type="checkbox"/> Enabled           |
|                   | <input checked="" type="checkbox"/> Authorized Caller |
|                   | <input type="button" value="Reset Password"/>         |
|                   | <input type="button" value="Delete User"/>            |

FIGURE 16 - DELETING A USER

## E. Listing Deleted Profiles

A list of the user profiles that you have deleted is available if you need to refer back to a previous user's profile information. This list will also provide you with the profile's audit history and any updates that were made to it.

1. Log in to the Merchant Portal, and click **Admin** at the top of the page.
2. In the left navigational bar under the **User Admin** heading, select **List Deleted Users**.

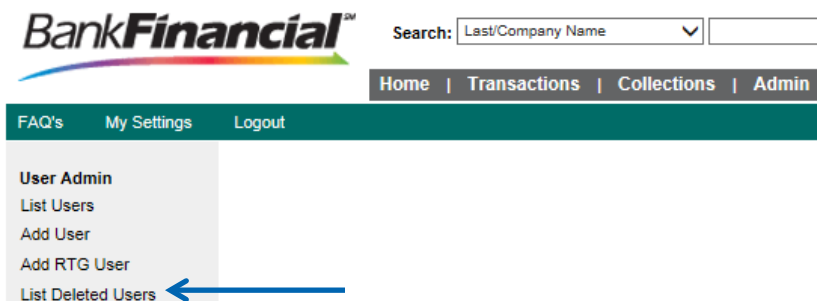


FIGURE 17 - LIST DELETED USERS OPTION

3. A list of all deleted users will display. In the **Audit History** column, click the **View** link to see more about changes that were made to a user's profile before it was deleted.



### List Deleted Users

| Username | Status  | Full Name | Audit History        |
|----------|---------|-----------|----------------------|
| tlow     | Deleted | Tony Low  | <a href="#">View</a> |

FIGURE 18 - LIST DELETED USERS PAGE WITH VIEW OPTION

4. A record of the user's profile displays.

## F. Assigning an ePay User Admin

As the Admin, you may determine which of your users will have the role of ePay User Admin. The ePay User Admin can generate reports, edit or disable recurring payments, and view transaction details. They also have the capability of managing ePay users within your organization, including editing user profile information (including privileges/roles) and deleting a profile.

As the Admin, you do *not* have the capabilities of a ePay User Admin assigned to your profile by default. To assign a ePay User Admin role to an existing ePay user, or to have the role assigned to your Admin profile, please contact Customer Service. If you would like to add an additional ePay User Admin, you may send an additional request.

## G. Removing the ePay User Admin Role

While only BankFinancial Customer Service has the ability to grant the ePay User Admin role, as the Admin you have the ability to remove the role from a user that no longer requires it. Use the following steps in the event you need to remove the role of ePay User Admin role from a user.

1. Log in to the ePayment Portal, and click **Admin** from the top of the page.
2. In the left navigational bar under the **User Admin** heading, select the **List Users** option.

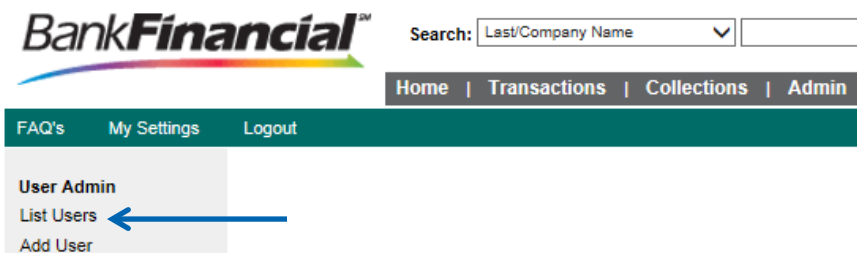


FIGURE 19 - LIST USERS OPTION

3. Under the **Edit User** column heading, click the **Edit** link for the user profile to be updated—in this case, the user to designate as a ePay User Admin.

| Username | View User            | Edit User            | Full Name  | Enabled | Auth Caller | Locked   |
|----------|----------------------|----------------------|------------|---------|-------------|----------|
| awhite   | <a href="#">View</a> | <a href="#">Edit</a> | Ann White  | Enabled | Disabled    | Unlocked |
| djones   | <a href="#">View</a> | <a href="#">Edit</a> | Doug Jones | Enabled | Disabled    | Unlocked |
| jsmith   | <a href="#">View</a> | <a href="#">Edit</a> | Joe Smith  | Enabled | Disabled    | Unlocked |
| Username | View User            | Edit User            | Full Name  | Enabled | Auth Caller | Locked   |

FIGURE 20 - EDIT OPTION FOR ePay USER ADMIN

- Under the **Roles within the Administrator Privilege**, deselect the **ePay User Admin** role.

**Roles within the Administrator Privilege**

| Enabled                             | Role Name      | Description    |
|-------------------------------------|----------------|----------------|
| <input checked="" type="checkbox"/> | CPP User Admin | CPP User Admin |

FIGURE 21 - ROLE FOR A ePay USER ADMIN MARKED, ROLE FOR ADMIN UNMARKED

- After making any additional changes as needed, click **Update** at the bottom of the page.