



Remote Deposit Capture

User Administrator



User Administrator Handbook

Contents

I.	Introduction	1
A.	Available Resources.....	2
B.	User Terminology	2
C.	Process Workflow	2
D.	Session Timeouts	3
II.	Adding a User.....	4
A.	Designating Authorized Callers	Error! Bookmark not defined.
B.	Assigning Privileges and Roles.....	Error! Bookmark not defined.
C.	Updating a User	Error! Bookmark not defined.
D.	Disabling a User.....	6
E.	Listing Deleted User Profiles	8

I. Introduction

The *User Administrator Handbook* is a guide for the Administrator (Admin) responsible for creating and maintaining user profiles for employees within your organization. Based on how each user profile is configured, users can perform certain tasks within the application, and are typically given certain privileges and roles (discussed later) in order to complete tasks.

The Admin user can be responsible for any of the following.

- Set up employee user profiles.
- Enable or disable a user.
- Edit a user profile.
- Unlock a user's profile.
- Delete a user's profile.
- Reset a password to a user's profile and provide a new temporary password.
- Assign specific roles or functions to an employee.
- Designate certain users as authorized callers for support-related questions.
- Enable access to any and all accounts (locations) for which an employee will be processing.

Based on their assigned role(s) provided by the Admin, users will have the ability to process transactions, generate reports, research historical transactions, edit transactions, and/or contact support.

NOTE: Your menu options may differ slightly from those pictured throughout this document.

A. Available Resources

If you have questions about any particular application within the Merchant Portal, please contact your first line of support for more information.

For a complete guide on how to run reports using the information processed with the application, please see the *User Reports Handbook*.

B. User Terminology

Throughout this manual, the text will refer to certain parties and their responsibilities when managing your customers with this application. The following terms will help define “who is who” while performing tasks in the system.

User Admin – The User Admin is responsible for setting up user profiles in the Merchant Portal for persons within your organization. User Admins will establish privileges and roles for users, allowing them to complete tasks with the application in the Merchant Portal. User Admins are capable of the following:

- Creating, deleting, enabling, or disabling a user.
- Resetting a password and providing a temporary password to the user.
- Unlocking a user who has been locked out of the application
- Assigning specific privileges and roles to a user for completing tasks

NOTE: If the Admin needs to perform tasks in managing customers or transactions, it is *strongly recommended* a separate user profile be created with the appropriate privileges and roles. Using a user profile help specify which users are performing tasks and prevents miscommunication.

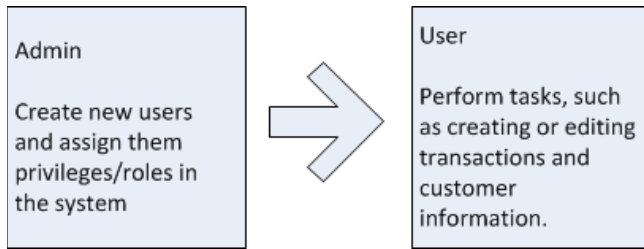
User – A person within your organization who is responsible for completing tasks within the application as designated by the User Admin. Responsibilities for a user can include:

- Setting up customer profile information.
- Editing transaction details.
- Generating reports.
- Processing transactions.

Customer – A client within your organization wishing to make deposits/donations.

C. Process Workflow

The following figure demonstrates how best to approach using the system. User Admins must first set up and assign privileges/roles to users in the Merchant Portal, before users can accomplish tasks within the system.



D. Session Timeouts

If a user remains inactive in the system for at least 30 minutes, a **Session Timeout Warning** appears two minutes before the user is automatically logged out, providing the user with an opportunity to remain logged in. Select **OK** to remain logged in to the system.

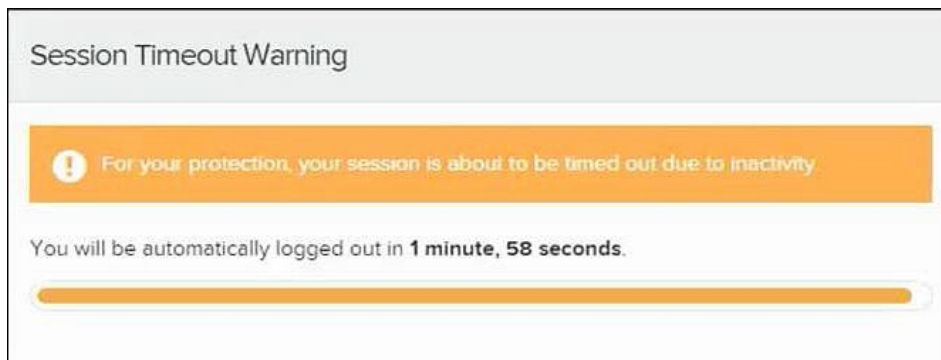
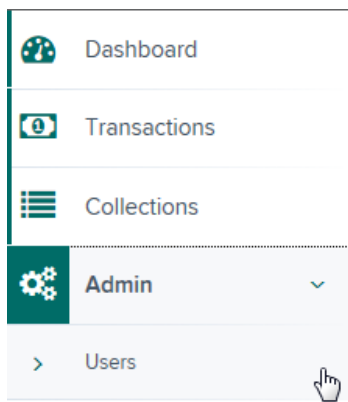


FIGURE 1 - SESSION TIMEOUT WARNING

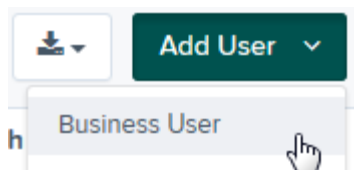
II. Adding a User

The Admin is responsible for creating users who will be working with transactions, reporting, or other tasks within the system on a daily basis. The Admin is also responsible for updating a user's profile, and deleting a user's profile, if necessary.

1. Log into Online Business Banking and select the Services link next to the Users Name in the Admin Portlet at the bottom of the page. If the user does not exist, you will need to create a user.
2. Under the Online Services section, check off the Remote Deposit Capture option and click Submit at the bottom of the page.
3. Access Remote Deposit Capture from Online Services.
4. Select the **Admin** then **Users** from left side navigation.



5. Select Add User then Business User.



6. Enter the required User Information.
 - **Full Name** – The first and last name of the user.
 - **User Name** – The user's login name. This field must be the exact same value as the users Online Business Banking login User ID.

- **Email Address** – The email address of the user.

Non-required fields:

- **User Location** – Optional field to describe the user.
- **Auto Disable** – This field is not used, currently.
- **Dual Auth. Amount** – The single transaction dollar limit for this user.

- **Dual Auth. Status** – The action to take when the Dual Auth. Amount is exceeded.

Add User Settings

Enabled Authorized Caller

Full Name *

User Name *

User Location

Email Address

Auto Disable

Dual Auth Amount

Dual Auth Status
Approved ▼

Privileges for this User

Enabled	Privilege
<input type="checkbox"/>	Customer Services
<input type="checkbox"/>	Reports

FIGURE 10 - NEW USER SETUP

Select the **Authorized Caller** check box if this user will *BankFinancial* for support, if necessary. Once enabled, the user will then be required to establish an **Authorized Caller Identification Phrase** that will be used by the *BankFinancial* Customer Support representative to verify that the user is authorized before providing support. Callers who are not able to answer their identification phrase, or are not an authorized user will be directed to their RDC Admin for further assistance.

Roles within the Customer Services Privilege

Enabled	Role Name	Description
<input checked="" type="checkbox"/>	Accounting	All Reporting Functionality
<input type="checkbox"/>	RDC Admin	Remote Deposit Complete Administrator
<input checked="" type="checkbox"/>	RDC User	Remote Deposit Complete User

- Once you have selected privileges to provide to this user, click **Add**.
7. The system will create the user and allow you to select roles underneath each of the privileges assigned to them. Select roles for this user—for a complete list, please see Appendix A: *Privileges and Roles*.
 - Select the locations for this user.

Locations for this User		
Enabled	Location Name	Location Enabled
<input checked="" type="checkbox"/>	Forest View	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Garden	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Tree Tops	<input checked="" type="checkbox"/>

- Select **Update** to finish assigning privileges and roles for this user



Role	Definition
Accounting	Allows a user to run reports, balance all checking and credit card transactions, look at transaction details, edit transactions, view check images, and monitor and research transactions.
RDC Admin	User can create, scan, and submit items as a transaction.
RDC User	User can create and scan items, but not submit them as a transaction.

III. Disabling a User

Disabling a user keeps the profile intact until access is re-enabled by the Admin. The 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.

1. Log in to the system, and select **Admin | Users** from the left main menu.
2. Select **Edit** for the user profile you wish to disable.
3. Uncheck the **Enabled** box in the *Update User Settings* section. Select **Update** to save all changes.

FIGURE 21 - DESELECTING THE ENABLED CHECK BOX

1. Deleting a User’s 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 system and select **Admin | Users** from the left main menu.
2. Select **Edit** for the user profile to delete.
3. Select **Delete User**.

Enabled	Privilege
<input checked="" type="checkbox"/>	Administrator
<input checked="" type="checkbox"/>	Customer Services
<input checked="" type="checkbox"/>	File Processing
<input checked="" type="checkbox"/>	Customer Support
<input checked="" type="checkbox"/>	Reports

FIGURE 22 - DELETE USER OPTION

1. A prompt will ask you to confirm deleting a user. Select **Yes** to continue.

Confirm Delete

Are you sure you want to delete this user?

Yes
No

FIGURE 23 - DELETE USER CONFIRMATION

B. Listing Deleted User 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 the profile's audit history and any updates that may have been made to it.

1. Log in and select **Admin | Users** from the left main menu.
2. In the *Merchant Users* section, select the **Deleted Users** option under *Filters*. The list of users will automatically update to display only deleted users.
3. Select **Clear Filters** to strip any filters from the list of users, as shown in the image below.

Filters

Business Users

Pending Users

Deleted Users

Full Name

Clear Filters

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

View	User Name	Full Name	Status
	tlow	Tony Low	Deleted

FIGURE 25 - VIEW DELETED USER AUDIT HISTORY