

# Cash Management Documentation

## Remote Deposit Administrator User's Guide

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\*Do not include account information when emailing for support\*

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## Introduction

The Administrator is responsible for creating and maintaining user profiles for employees within your organization. An admin grants a user certain privileges and roles so that the user can perform tasks in the system.

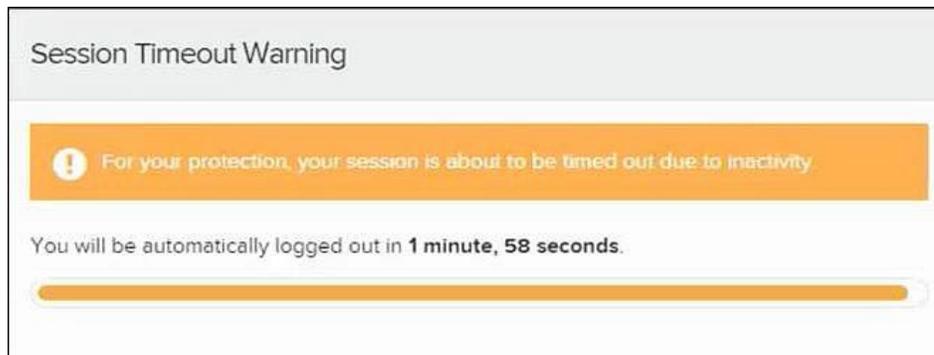
The admin can be responsible for any of the following:

- 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 the 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.

## Session Timeouts & Maintenance

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. Click anywhere in the application to remain logged in.

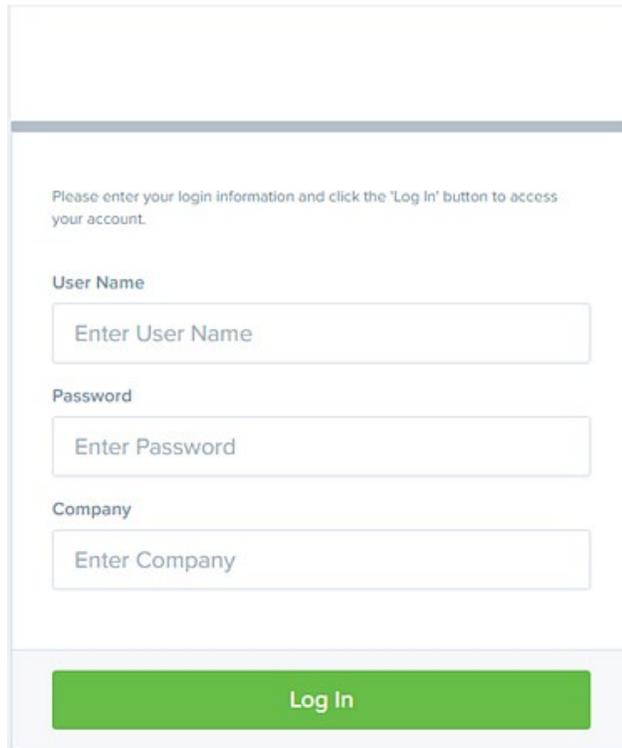


You may also see a notice that the system will shut down temporarily for maintenance. This notice will appear as a bar at the top of your page. The notice will indicate the time and date when the system will shut down for maintenance.

## Admin: Getting Started

You will be provided with your site's URL address, the admin user name, a temporary password, and a company name that must be entered upon first logging in to the system. Save the URL for future use, as it is a route of access into the system.

1. Once at the provided URL address, complete the User Name, Password, and Company fields. Select Log In.



Please enter your login information and click the 'Log In' button to access your account.

User Name

Password

Company

- The system will prompt you to change your password. Passwords expire every 90 days and are case-sensitive. Use the following guidelines when creating a new password:
  - At least 1 uppercase letter
  - At least 1 lowercase letter
  - At least 1 number
  - 8-50 characters in length
- Select Update Password.

## Password Security

To help protect users' authentication credentials, each user should have his or her own unique set of credentials. It's best to choose hard-to-guess passwords, including a mix of upper- and lowercase letters, numbers, and special characters. Admins should take steps to protect passwords. Never write down your password or share it with anyone. Don't store passwords where they might be found.

Passwords are reset every 90 days, and you cannot reuse any of the previous four passwords. If you suspect that your password has been compromised, change it immediately. Five unsuccessful login attempts will cause a user account to be temporarily locked. Contact the Electronic Banking Department if you or your user has been locked out of the system.

## Creating a Secret Question

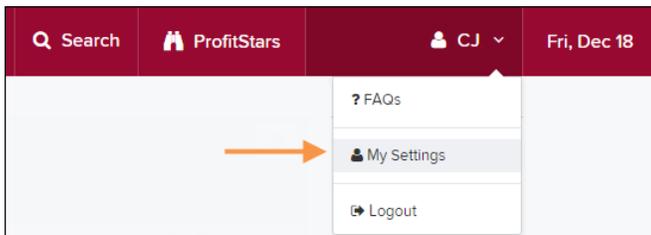
Note: We will have single sign-on which will allow you to log in to your online banking and access Remote Deposit without logging in directly to Remote Deposit. At that time, you will no longer need the Secret Question.

As a user, you should have an email address associated with your profile where a new temporary password can be sent if you forget your password. With the associated email address, you will be able to make changes to your password as long as you are not locked out of your profile.

A secret question will need to be set up as a security measure before a new password can be created.

If the secret question is answered correctly you will receive an email with a new temporary password. Secret questions do not need to be a complete question or contain a question mark. The secret question and answer are not case-sensitive.

1. Log in to the system, and select **the user menu | My Settings**, as shown below.



2. The system will prompt you for your current login password to reach the *My Settings* page. Once there, make changes to the fields in the *Change Password*, *Secret Question*, and/or *Authorized Caller* sections, as needed.
3. Select **Update** when finished.

The screenshot shows the 'My Settings' page. At the top, there are two tabs: 'FAQs' and 'My Settings', with 'My Settings' being the active tab. The page is divided into three main sections:
 

- Change Password:** Contains two input fields labeled 'Enter New Password' and 'Confirm New Password'.
- Create / Update Secret Question and Answer:** Contains a 'Secret Question' field with the placeholder text 'Name of your dog', and two input fields for 'Enter New Secret Answer' and 'Confirm New Secret Answer'.
- Create / Update Authorized Caller Identification Phrase and Response:** Contains a dropdown menu for 'Identification Phrase' with the placeholder text 'What is your mother's maiden name?', and two input fields for 'Enter New Identification Phrase Response' and 'Confirm New Identification Phrase Response'.

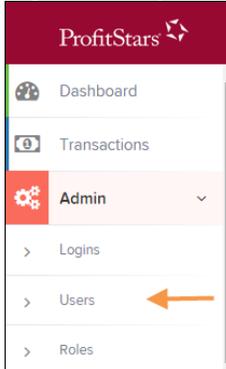
 At the bottom of the page is a green button labeled 'Update'.

4. Enter an answer in the **Enter New Secret Answer** field and again in the **Confirm New Secret Answer** field. From this page, you can also make changes to your password if needed.
5. Select **Update** when finished.

## Update the Admin Profile

As an admin user, you will need to update your profile with an email address where a new temporary password can be sent, if needed. A secret question will also need to be set up as a security measure for creating new passwords.

1. Log in to the system, and select Admin | Users from the left main menu.



2. Select the Edit icon for the user profile to be updated (in this case, the admin).

View	Edit	User Name	Full Name	Enabled	Auth Caller	Locked
		ABTest	ABTest	Enabled	Disabled	
		Admin	Administrator	Enabled	Disabled	
		adsfadf	automation10	Enabled	Disabled	
		ak	A K	Enabled	Disabled	
		AIJ	A J	Enabled	Disabled	

3. Change any of the Update User Settings, Privileges for this User, Roles, and Locations for this User sections available for the user. Note that the Email Address field is in the Update User Settings section. Select **Update** to save all changes.

## Adding a User

Admin users are responsible for creating user profiles for those completing tasks with the application on a daily basis. The admin user is also responsible for updating user profiles, providing new passwords, unlocking users in the event they become locked out of the system, and deleting a user's profile if necessary. If you are the administrator and will be scanning checks or running reports, make sure to create a separate user profile for yourself. All individuals who will be scanning checks or running reports will need a user profile.

1. Log in, and select **Admin | Users** from the left main menu.
2. Select **Add User** and then choose **Business User**.

3. Fill in the following 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.
  - **RDN ID** – Type the **User Name** of the user without spaces.
  - **Email Address** – The email address of the user.

Non-required fields:

- **User Location** – Optional informational field to describe the user.
  - **Auto Disable** – This field is not used currently.
  - **Dual Auth Amount** – This field is not used currently.
  - **Dual Auth Status** – This field is not used currently.
4. Fill out the additional *Add User Settings* and the *Privileges for this User* sections. Note that a **Temporary Password** is displayed at the bottom of the page—provide this password to the user you are creating.
    - a. Select the **Authorized Caller** check box if this user will contact EPS 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 EPS 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 financial institution for further assistance.
- b. Once you have selected privileges to provide to this user, select **Add**. The system will create the user and allow you to select roles underneath each of the privileges assigned to them.
5. Under *Roles within the Customer Service* privilege, select the *Accounting* role for the user to run reports in the application. Select the *Remote Deposit Now* role for the user to scan checks to submit for deposit using RDN.
  6. Select the appropriate check boxes under *Locations for this User* for which the user will scan checks.

Update User Settings		Privileges for this User		Roles within the Administrator Privilege +		
<input checked="" type="checkbox"/> Enabled	<input checked="" type="checkbox"/> Authorized Caller	<input checked="" type="checkbox"/> Administrator		Roles within the Customer Services Privilege +		
Full Name *		<input checked="" type="checkbox"/> Customer Services		Roles within the Customer Support Privilege +		
<input type="text" value="Test Name"/>		<input type="checkbox"/> File Processing		Locations for this User -		
User Name *		<input checked="" type="checkbox"/> Customer Support		<input checked="" type="checkbox"/>	AA CPP Location 1	<input checked="" type="checkbox"/>
<input type="text" value="Name Name"/>				<input checked="" type="checkbox"/>	AA CPP Location 2	<input checked="" type="checkbox"/>
User Management				<input checked="" type="checkbox"/>	ANOTHER TEST LOCATION	<input checked="" type="checkbox"/>
Email Address						
<input type="text"/>						
<input type="button" value="Reset Password"/>				<input type="button" value="Delete User"/> <input type="button" value="Update"/>		

7. Select **Update** at the bottom of the page

## Enabling RDN Features for a User Profile

To specify the permissions this user will have with RDN, select the check box next to the *Enable RDN* option on the *Update User Settings* page, and select **Update** at the bottom of the page. The page refreshes, and the various permissions to give a user profile appear.

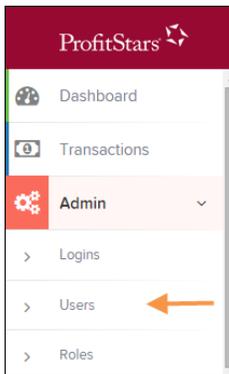
1. Select which permissions the user will need from the options displayed.
  - **Receive Alert Emails** – Allows the user to receive deposit alert emails upon deposit.
  - **Scan Items** – Allows the user to scan items through RDN.
  - **View Deposits** – Allows the user to view deposits in RDN.
  - **Export Deposits** – Allows the user to export items.
  - **Receive Activation Emails** – Not applicable, do not check this box.
  - **Create Deposits** – Check this box to allow the user to make deposits to EPS.
  - **Edit Items** – Check this box to allow the user to be able to modify/fix their batches in RDN.
  - **Search** – This allows the user to be able to perform searches in RDN on the *Search* page.
  - **View Notifications** – This allows the user to view any deposit messages coming from EPS, such as exceeded transaction limits.
2. Make any other changes to this profile, and select **Update** at the bottom of the page to finish and save changes.

Note: If you wish to add more users at this time, select List Users from the left navigational bar before selecting the Add Users option, again. This step will need to be taken for each new profile you create.

## Updating a User Profile

As the admin, you will need to update your profile with an email address where a new temporary password can be sent, if needed.

1. Log in to the system, and select **Admin | Users** from the left main menu.



2. Select  **Edit** for the user profile to be updated (in this case, the admin).

View	Edit	User Name	Full Name	Enabled	Auth Caller	Locked
		ABTest	ABTest	Enabled	Disabled	
		Admin	Administrator	Enabled	Disabled	
		adsfadj	automation10	Enabled	Disabled	
		ak	A K	Enabled	Disabled	
		AIJ	A J	Enabled	Disabled	

3. Change any of the **Update User Settings, Privileges for this User, Roles, and Locations** available for the user. Note that the **Email Address** field is in the **Update User Settings** section. Select **Update** to save all changes.

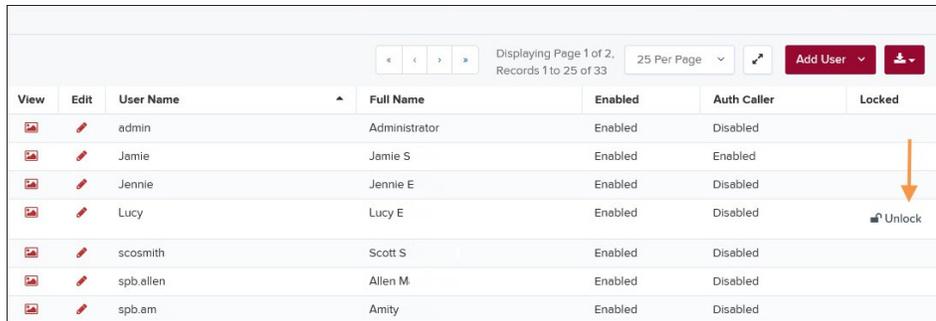
<b>Update User Settings</b>	<b>Privileges for this User</b>	<b>Roles within the System Administrator Privilege</b> +																		
<input checked="" type="checkbox"/> Enabled <input type="checkbox"/> Authorized Caller	<table border="1"><thead><tr><th>Enabled</th><th>Privilege</th></tr></thead><tbody><tr><td><input checked="" type="checkbox"/></td><td>System Administrator</td></tr><tr><td><input checked="" type="checkbox"/></td><td>Administrator</td></tr><tr><td><input checked="" type="checkbox"/></td><td>Customer Services</td></tr><tr><td><input type="checkbox"/></td><td>File Processing</td></tr><tr><td><input checked="" type="checkbox"/></td><td>Customer Support</td></tr><tr><td><input type="checkbox"/></td><td>Reports</td></tr><tr><td><input type="checkbox"/></td><td>RDA</td></tr><tr><td><input type="checkbox"/></td><td>SmartSight Historical Analysis</td></tr></tbody></table>	Enabled	Privilege	<input checked="" type="checkbox"/>	System Administrator	<input checked="" type="checkbox"/>	Administrator	<input checked="" type="checkbox"/>	Customer Services	<input type="checkbox"/>	File Processing	<input checked="" type="checkbox"/>	Customer Support	<input type="checkbox"/>	Reports	<input type="checkbox"/>	RDA	<input type="checkbox"/>	SmartSight Historical Analysis	<b>Roles within the Administrator Privilege</b> +
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User Location		<b>Locations for this User</b> -																		
RDN ID * 1		<table border="1"><thead><tr><th>Enabled</th><th>Location Name</th><th>Location Enabled</th></tr></thead><tbody><tr><td><input type="checkbox"/></td><td>THIS LOCATION</td><td></td></tr><tr><td><input checked="" type="checkbox"/></td><td>THIS LOCATION</td><td></td></tr><tr><td><input type="checkbox"/></td><td>THIS LOCATION</td><td></td></tr></tbody></table>	Enabled	Location Name	Location Enabled	<input type="checkbox"/>	THIS LOCATION		<input checked="" type="checkbox"/>	THIS LOCATION		<input type="checkbox"/>	THIS LOCATION							
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<input type="checkbox"/>	THIS LOCATION																			
<input checked="" type="checkbox"/>	THIS LOCATION																			
<input type="checkbox"/>	THIS LOCATION																			
<input type="button" value="Reset Password"/>		<input type="button" value="Delete User"/> <input type="button" value="Update"/>																		

## Unlocking a User

Users can be locked out of the system if a password is keyed incorrectly at least five times, or if a user answered the secret question incorrectly when requesting a new temporary password.

As the admin, you are responsible for unlocking user profiles so that they can access the system again. If the admin becomes locked out, contact your first line of support for assistance. Follow the below steps to unlock a user's profile.

1. Log in and select **Admin | Users** from the left main menu.
2. Under the *Locked* column, select the **Unlock** link for that user. The link will disappear, and the user profile will be unlocked.



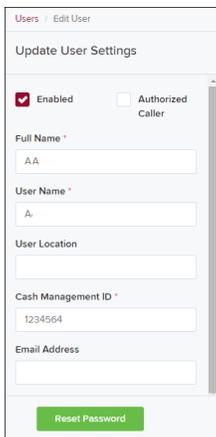
View	Edit	User Name	Full Name	Enabled	Auth Caller	Locked
		admin	Administrator	Enabled	Disabled	
		Jamie	Jamie S	Enabled	Enabled	
		Jennie	Jennie E	Enabled	Disabled	
		Lucy	Lucy E	Enabled	Disabled	
		scosmith	Scott S	Enabled	Disabled	
		spb.allen	Allen M	Enabled	Disabled	
		spb.am	Amity	Enabled	Disabled	

Note: If the user needs a new password, you will need to reset the password.

## Resetting a Password

User may forget their password and ask you to provide them with a new temporary one. The steps below explain how to reset a user's password.

1. Log in and select **Admin | Users** from the left main menu.
2. Select **Edit** for the user profile to update.
3. Select **Reset Password** button from the bottom of the page. The user's profile will have a case-sensitive temporary password generated. Carefully record this password and provide it to the user.

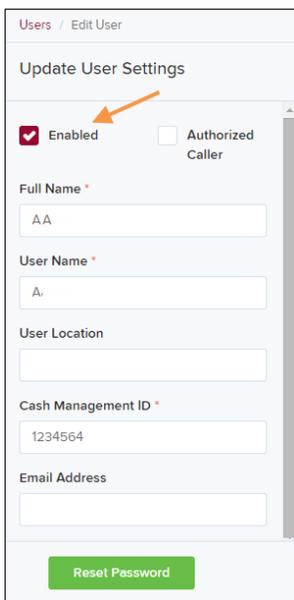


The screenshot shows the 'Update User Settings' form for a user. At the top, there are two checkboxes: 'Enabled' (checked) and 'Authorized Caller' (unchecked). Below these are input fields for 'Full Name' (containing 'AA'), 'User Name' (containing 'A'), 'User Location', 'Cash Management ID' (containing '1234564'), and 'Email Address'. A green 'Reset Password' button is located at the bottom of the form.

## 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.



This screenshot is identical to the one above, but an orange arrow points to the 'Enabled' checkbox, which is currently checked. The rest of the form fields and the 'Reset Password' button are the same.

## 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.

Note: To delete an admin user, please contact the Electronic Banking Department

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**.

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

## 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.

**Admin**

Users

Merchant Users

Filters

Business Users

- Business Users
- Pending Users
- Deleted Users**

Full Name