



Remote Deposit Capture

User Guide

Technology Delivered by Finastra



First National Bank
and Trust Company[®]



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FINANCE IS OPEN

Fusion NetCapture

Web Client User Guide

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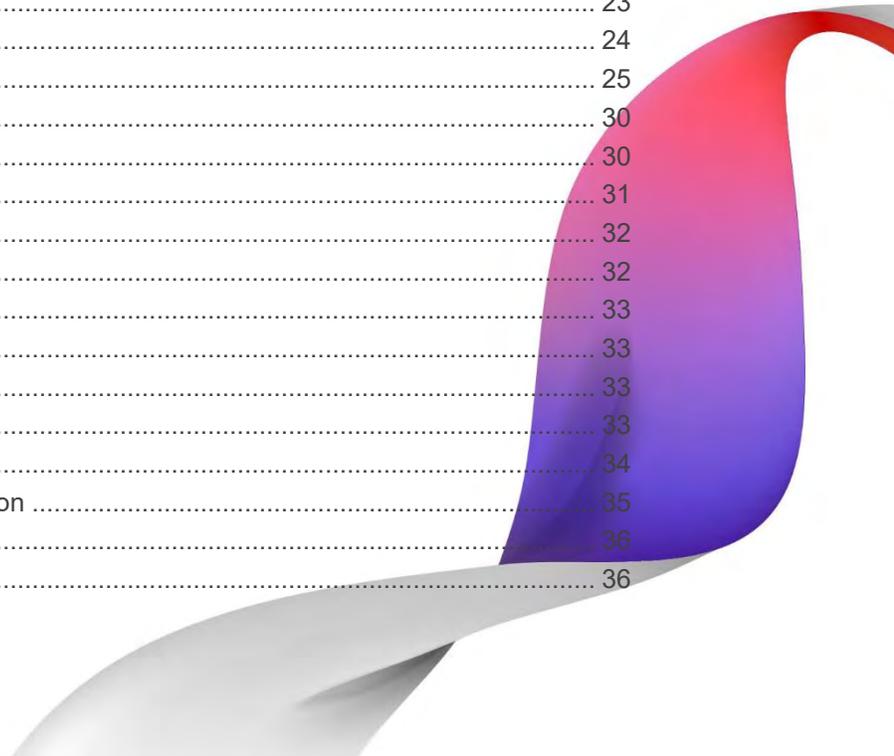
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1 Introduction

The Web Client software enables you to capture checks and create electronic deposits that are securely transmitted to the bank for processing.

This guide includes the following information:

- Getting Started
- Making Deposits
- Reviewing Deposits
- Reporting
- User Administration
- Internet Explorer Security Settings

For information about the reporting features of Web Client, see the *Reporting User Guide*.

This section includes the following information:

- Web Client Overview
- System Requirements
- Support

1.1 Web Client Overview

Web Client works via the web, making installation of software unnecessary and allowing you to access the application from any PC that meets the minimum requirements.

The Web Client application includes the following features.

- **Capture and Modify Item Information:** The application allows you to capture images, amounts, and MICR line information. You can also modify the MICR information and custom fields before submitting deposits to your service organization.
- **Review Reports and Status:** The application allows you to generate deposit reports and view the status of deposit transmissions to your service organization.

1.2 System Requirements

To run Web Client, you must have a computer that has at least the following configuration:

Minimum Requirements	
Workstation	<ul style="list-style-type: none">• Intel or AMD > 1 GHz CPU (Dual and Quad core processors supported)• 1 GB RAM• 4 GB RAM recommended• Monitor with 1024 x 768 resolution• 20 GB HDD, with at least 500 MB of free disk space

Minimum Requirements	
Operating System	<p>One of the following:</p> <ul style="list-style-type: none"> • Microsoft Windows 8.1 • Microsoft Windows 10 • macOS High Sierra (10.13) • macOS Mojave (10.14) • macOS Catalina (10.15) <p>All 32-bit version operating systems are supported while most 64-bit versions are supported, depending on the scanner.</p>
Software	<ul style="list-style-type: none"> • Internet Explorer 11, 32- and 64-bit versions only (for Windows only); see Internet Explorer Security Settings for security recommendations. • Mozilla Firefox, 32- and 64-bit (EPSON scanners are not supported with Mozilla Firefox) • Google Chrome • Safari (for Mac only) • Microsoft Edge on Chromium
Network Connectivity	<ul style="list-style-type: none"> • DSL/Broadband 256 kbps or greater • If a firewall is being used, the appropriate TCP/IP ports must be open. Contact your Service Representative or network administrator for this information.
User Permissions	<p>If the user is not an administrator, they will need an administrator to help install any necessary drivers on their computer.</p> <p>User must be given the necessary NetCapture privileges to access Web Client.</p>
<p>Check Scanner Must use one of these supported check scanners. Note: A scanner is only required for users that will be performing scanning functions.</p>	<p>Digital Check (DCC) TS230, TS240, CheXpress CX30. Additional requirements:</p> <ul style="list-style-type: none"> • USB cable • USB 2.0 compatible port • Windows 8.1, Windows 10 • macOS High Sierra, macOS Mojave • 32 or 64-bit
	<p>Panini Vision X 1F, 50, 75, 100, I:Deal, Vision 1. Additional requirements:</p> <ul style="list-style-type: none"> • USB cable • USB 2.0 compatible port • Windows 8.1, Windows 10 • macOS Sierra, macOS High Sierra • 32 or 64-bit
	<p>Epson, all TM-S1000 models</p> <ul style="list-style-type: none"> • USB cable • USB 2.0 compatible port • Windows 8.1, Windows 10

1.3 Support

You can get support through the Web Client online help or from your Service Representative.

1.3.1 Online Help

From the Help menu, select Help > User Guide to get online help from any Web Client window.

When the online help is launched you may need to choose the option to allow blocked content in order to view the help contents.

1. Click the yellow bar at the top of the window and choose Allow Blocked Content.
A security warning appears.
2. Click Yes to continue.

If you are using Internet Explorer and want to prevent this message from appearing each time you launch the online help, you can change a security setting in Internet Explorer. However, changing this setting is not recommended because it may compromise your computer's security.

1. Open Internet Explorer and select Tools > Internet Options.
2. Click the Advanced tab.
3. In the Security section, select the check box "Allow active content to run in files on My Computer".
4. Click Apply.

1.3.2 Technical Support

Contact your Service Representative with questions about the following:

- User names
- Passwords
- Check Scanners (if you are using check scanning functions)
- Browser Settings

For other questions or problems with the Web Client application, see *User Administration*.

2 Getting Started

Before you start making deposits, you should understand the Web Client deposit process, including the following information:

- Logging into Web Client
- Scanner Setup Process
- Understanding Checks and MICR Information
- Using the Check Scanner
- Deposit Overview
- Exiting Web Client

2.1 Logging into Web Client

Web Client is only available during the working hours configured by your service organization.

Most of the time you will use the *Standard Login Process* when logging into the system. The first time you log in you are required to set up the application and change your password. See *First Time Login Process* and *Password Change*.

Note: While using Web Client, do not open another browser window. This could cause errors.

Web Client allows you to be logged in at only one workstation at a time. If you need to switch workstations, you must log out at your current workstation first.

2.1.1 Standard Login Process

Depending on how your service organization has configured it, you can log in through Basic or Multi-Factor Authentication login.

2.1.1.1 Basic Login

1. Open your browser and navigate to the URL provided by your service organization for accessing the application.

OR

Click the link your service organization set up to start Web Client.

The application login screen appears.

2. In the User Name field, enter the user name provided by your Service Representative. User names are not case sensitive.

Note: If the Remember Me check box is selected when you log in, the User Name field will be prepopulated with your user name.

3. In the Password field, enter the password exactly as it was provided to you by your Service Representative. Passwords are case sensitive.

If you are prompted to change your password, see *Password Change*.

4. If a license message appears, read the message and click Accept to accept the conditions of the agreement and continue. (If you click Reject, you will not be allowed to log in to the application.)

You are now logged in to Web Client. You can now begin the deposit process. See *Making Deposits*.

2.1.1.2 Multi-Factor Authentication Login

1. Open your browser and navigate to the URL provided by your service organization for accessing the application.

OR

Click the link your service organization set up to start Web Client.

The application login screen appears.

2. In the User Name field, enter the user name provided by your Service Representative. User names are not case sensitive.
3. Click the Submit button.

Note: If you did not register your computer the first time you logged in, you will need to answer two security questions correctly before you can enter your password.

4. In the Password field, enter the password you created. Passwords are case sensitive.
5. Click the Submit button.

You are now logged in to Web Client and can now begin the deposit process. See *Making Deposits*.

Note: If your computer is not registered, you can register your computer in the Remember this computer field on the Register Computer screen.

2.1.2 First Time Login Process

The first time you log in to Web Client, you will be prompted to perform some setup tasks. After the first login, you will be asked to change the password and usually not asked to set up any additional software or settings. If your administrator has already set up the computer for you, or another person uses the application to submit deposits, these steps may not apply to you. See the *Standard Login Process*.

2.1.2.1 Check Your Windows User Account Privileges

Because the first-time setup may require you to install some pieces of software, you either need to log in to the workstation as an administrator or have someone with administrative rights log in for you. You will not be able to install the needed components if you are logged in with restricted user rights. After you have completed the initial setup, you can log in to the workstation using your normal Windows account.

If you are not sure whether you have administrative or restricted user rights, you can determine what privileges are assigned to your Windows user account by doing the following:

1. Open the Windows Control Panel. For most users, click Start > Control Panel.

The Control Panel appears.

2. Double-click User Accounts.

The User Accounts Window appears.

3. Select your User Name and click Properties.

The Properties dialog box for your User Name appears. The selected Membership should be either Standard user or Administrator.

Note: If your Membership is something other than Standard or Administrator, you will need to have your rights changed or have a user with Administrator rights log in to complete the initial setup.

4. Click Cancel to close the Properties dialog box and Cancel to close the User Accounts window.

2.1.2.2 Logging In

Depending on how your service organization has configured it, you can log in through Basic login or Multi-Factor Authentication login.

- Open your browser and navigate to the URL provided by your service organization for accessing the application.

OR

- Click the link your service organization set up to start Web Client.

2.1.2.3 Basic First Time Login

1. In the User Name field on the Web Client log in screen, enter the user name provided by your Service Representative. User names are not case sensitive.



A screenshot of a login form. It contains a 'Username' field with the text 'User123', a 'Password' field with ten dots, a blue 'Submit' button, and a 'Remember me' checkbox.

2. In the Password field, enter the password exactly as it was provided to you by your Service Representative. Passwords are case sensitive.
3. Select the Remember Me check box if you want the application to remember your user name in the future.
Note: The Remember Me check box can be cleared (deselected) when logging in at any time.
4. Click the Submit button.

Because this is your first time logging in, a screen appears that prompts you for a new password. See *Password Change*.

2.1.2.4 Multi-Factor Authentication First Time Login

1. In the User Name field, enter the user name provided by your Service Representative. User names are not case sensitive.



A screenshot of a login form titled 'Please enter your user name and password'. It has a 'User name:' field and a 'Password:' field. Below the fields is a 'Submit' button. At the bottom right, there are two links: 'Forgot user name?' and 'Forgot password?'.

2. In the Password field, enter the password exactly as it was provided to you by your Service Representative. Passwords are case sensitive.
3. Click the Submit button.
The Start Enrollment screen appears.
4. Click the Enroll button to start enrollment.

Start Enrollment

i You are currently not enrolled in Remote Deposit Capture!

You need to create a security profile. You will be prompted to complete these steps:

1. Select three security questions. If you log in from an unrecognized computer, you will be prompted to answer these questions to help validate your identity.
2. Indicate whether or not you want this computer to be recognized the next time you log in. If you choose not to remember the computer, you will be prompted to answer your security questions the next time you log in.

5. Choose three security questions and enter their answers. This provides extra security and verifies your identity if there are any problems logging in.

Security Information

Choose three security questions and enter their answers. These questions and answers provide an additional layer of security when you sign in. When necessary you will be asked to answer these questions to verify your identity.

Security Questions:

What is your father's middle name?

What is the name of the first company you worked for?

What was the name of the town your grandmother lived in? (Enter full name)

Hide answers

6. Click the Submit button.

If you choose to register your computer, the application will remember it and you will be able to sign into the system without answering the security questions you provided.

7. To register your computer, select the check box and enter what you want your computer to be registered as.

Register Computer

If you select the box below Remote Deposit Capture will remember this computer or browser, and you can sign-in from this system without having to provide your roaming credentials.

Remember this computer as:

Uncheck if this is a public or shared computer

8. Click the Submit button.

9. In the Old Password field, enter the password your service organization provided to you.

Change your password.

You will need to create a new password in order to proceed to use this application.

Old Password

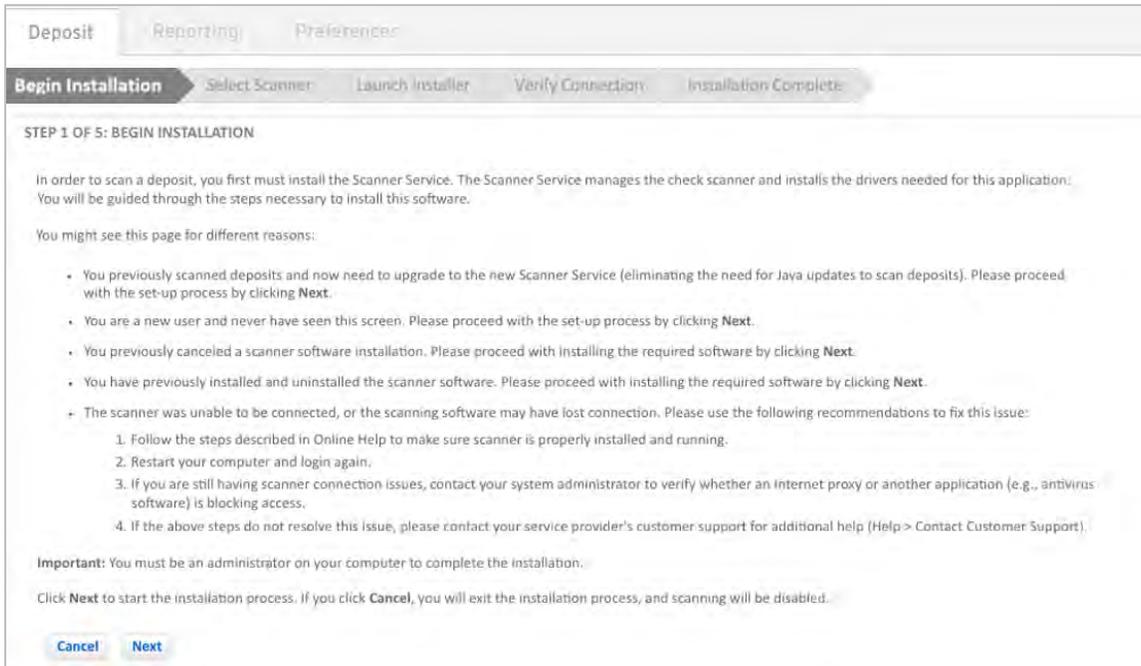
New Password

Confirm New Password

10. In the New Password and Confirm New Password fields, enter the password you choose and click Submit. The Process Checks screen opens.

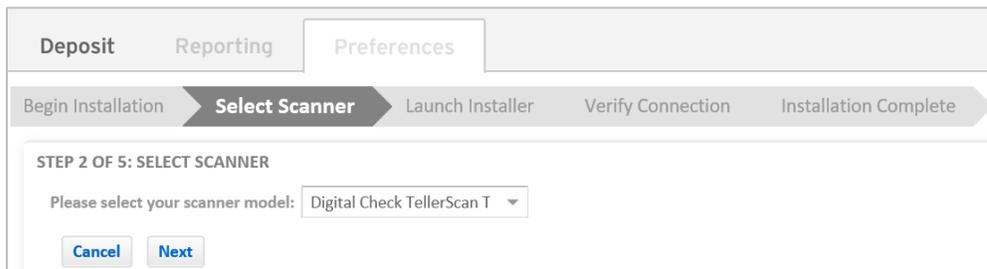
2.2 Scanner Setup Process

IMPORTANT! To complete the scanner installation process, you must be logged in as an administrator. If you are not logged in as an administrator, you should click Cancel, close the application, and have an administrator log in to continue with the setup process.

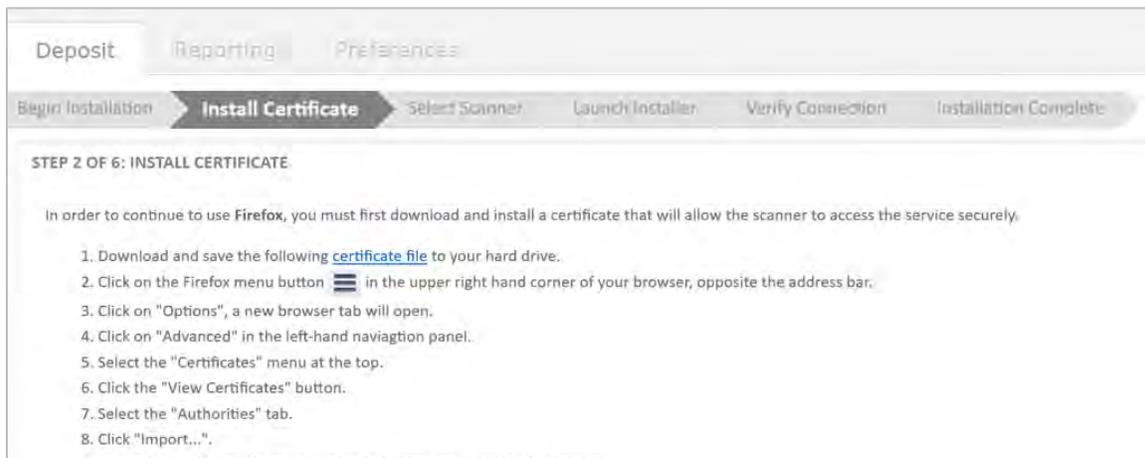


1. On the Begin Installation screen, click Next to continue with scanner installation.

- For most users, the Select Scanner screen appears.

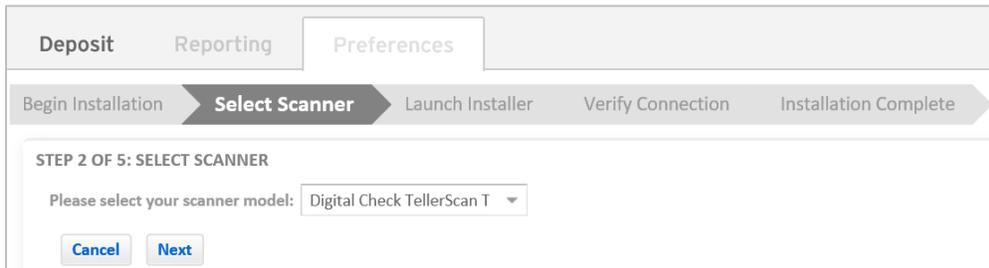


- For Firefox users, the Install Certificate screen appears. Follow the on-screen instructions and click Next to open the Select Scanner screen.

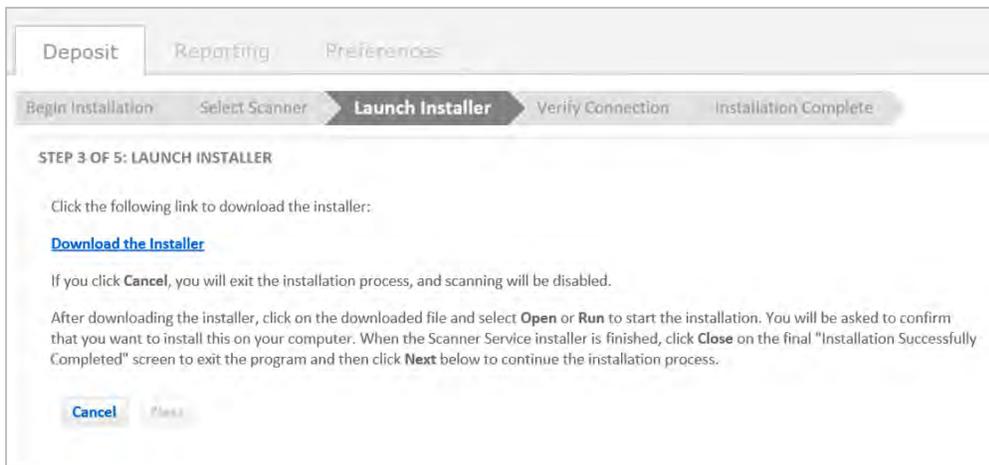


- On the Select Scanner screen, select your scanner model from the drop-down box and click Next.

Note: The list of scanners available to you may vary depending on what has been configured in the system.

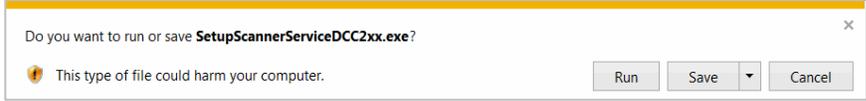


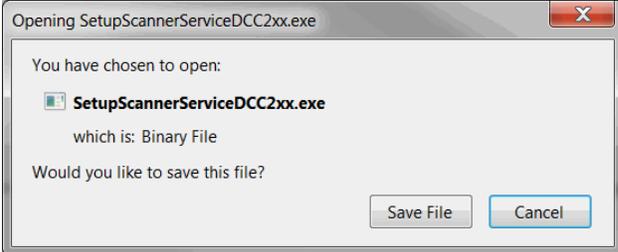
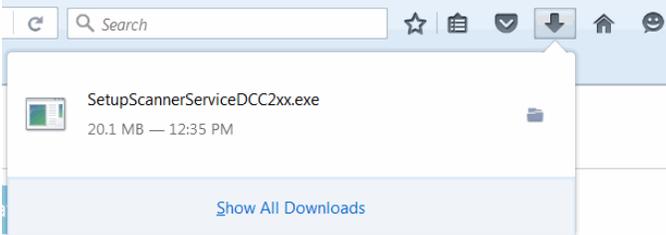
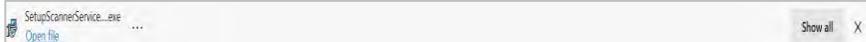
- In the Launch Installer screen, click the Download the Installer link.



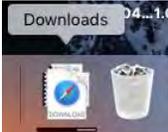
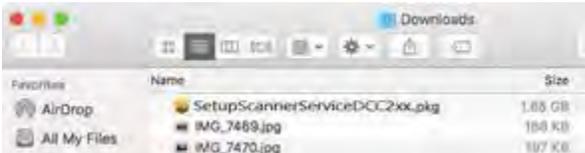
- Depending on the operating system and browser you are using, follow the steps in the tables below.

– **Windows Users**

Browser	Steps
Google Chrome	<p>At the bottom left of the screen, click on the arrow to the right of the Setup Scanner file and click Open.</p> 
Internet Explorer	<p>At the bottom of the screen, one or more security messages may appear.</p>  <p>Click Run.</p>

Browser	Steps
Firefox	<p>A dialog box appears asking if you would like to save the file.</p>  <p>Click Save File.</p> <p>Go to your downloads by clicking on the arrow in the browser toolbar.</p>  <p>Select your scanner file from the list of downloads.</p> <p>A security message appears asking if you would like to run the program. To accept the software and allow it to install, click either OK or Run, depending on your browser and security settings.</p>
Microsoft Edge	<p>At the bottom left of the screen, click Open file once the download is completed.</p> 

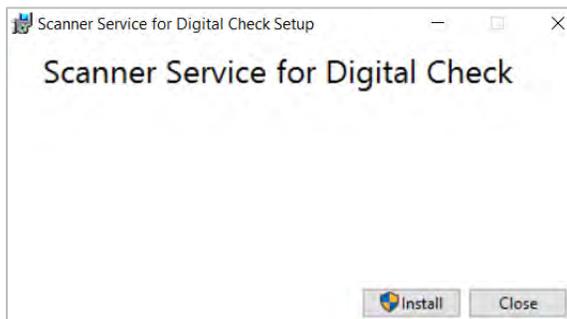
– **Mac Users**

Browser	Steps
<ul style="list-style-type: none"> • Firefox • Google Chrome • Safari 	<p>Go to your downloads by clicking the Downloads icon at the bottom of the screen.</p>  <p>In your Downloads directory, select your scanner file from the list of downloads.</p>  <p>Note: These steps will be the same for all browsers in Mac.</p>

5. Once you run or open the downloaded file, follow the steps below for your operating system and browser to install the scanner driver.

- **Windows Users**

A Scanner Service Drivers Setup dialog box appears.

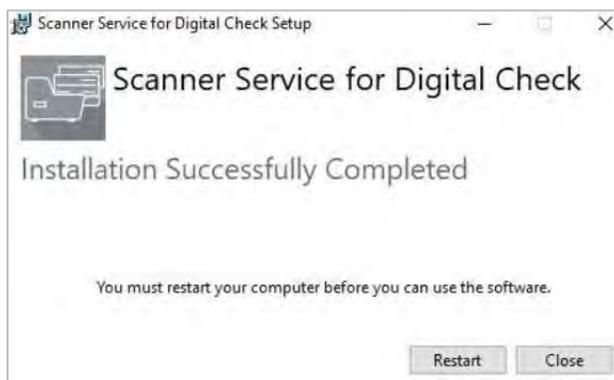


- a. Click Install to continue with the scanner driver installation.

A User Account Control dialog box appears asking if you would like to allow changes to your device.

- b. Click Yes to continue.

An Installation Completed message appears.



- c. Click Close.

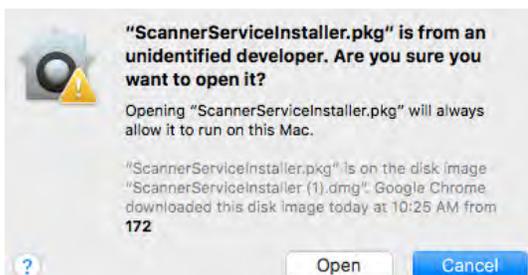
- **Mac Users**

A Scanner Service Installer window appears with a Scanner Service Installer file.

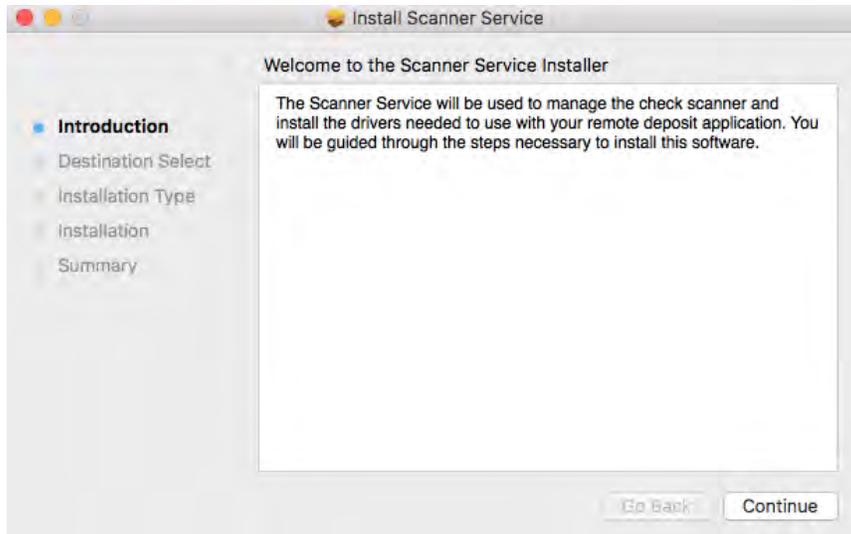


- a. Right-click on the file and select Open.

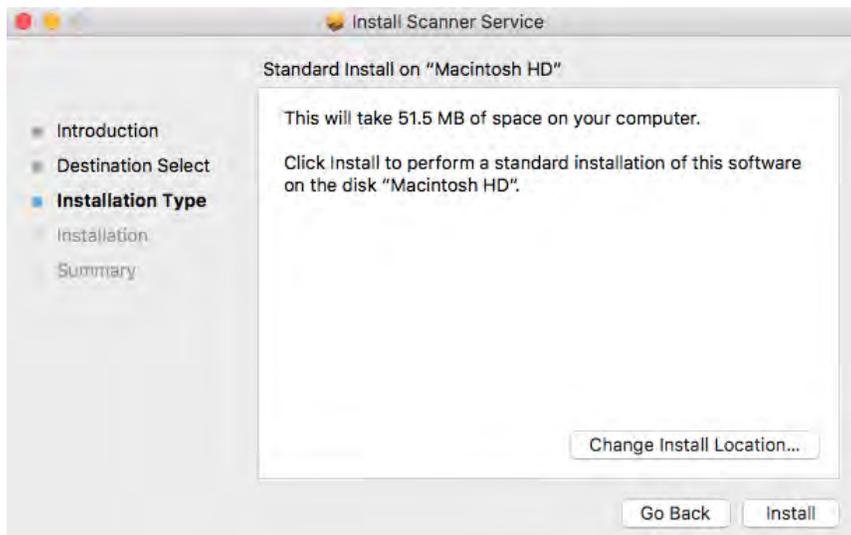
A warning message appears.



- b. Click Open to open the Scanner Service installer.



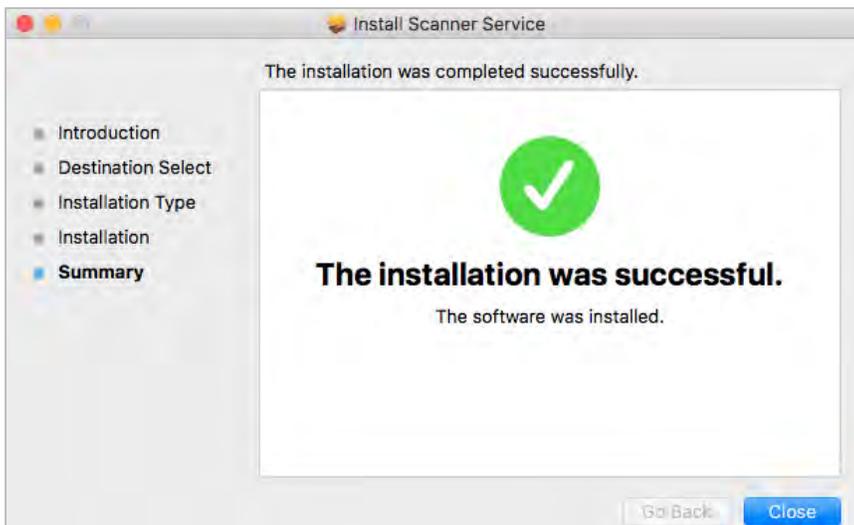
- c. Click Continue.
- d. Click Install to install the Scanner Service driver.



- e. Enter your Mac user name and password.

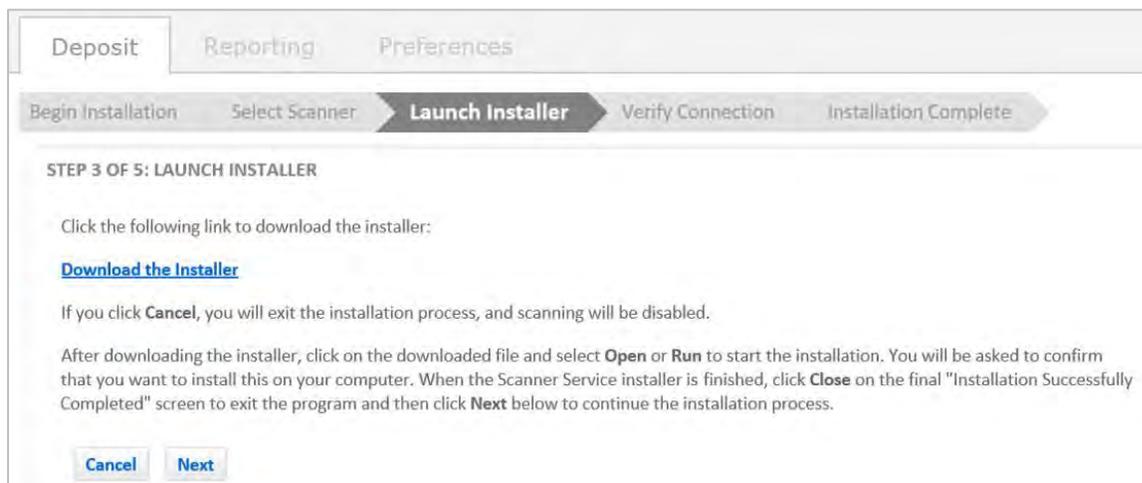


- f. Enter your user name and password, then click Install Software.
A successful installation message appears.



6. Click Close in the installation complete window.

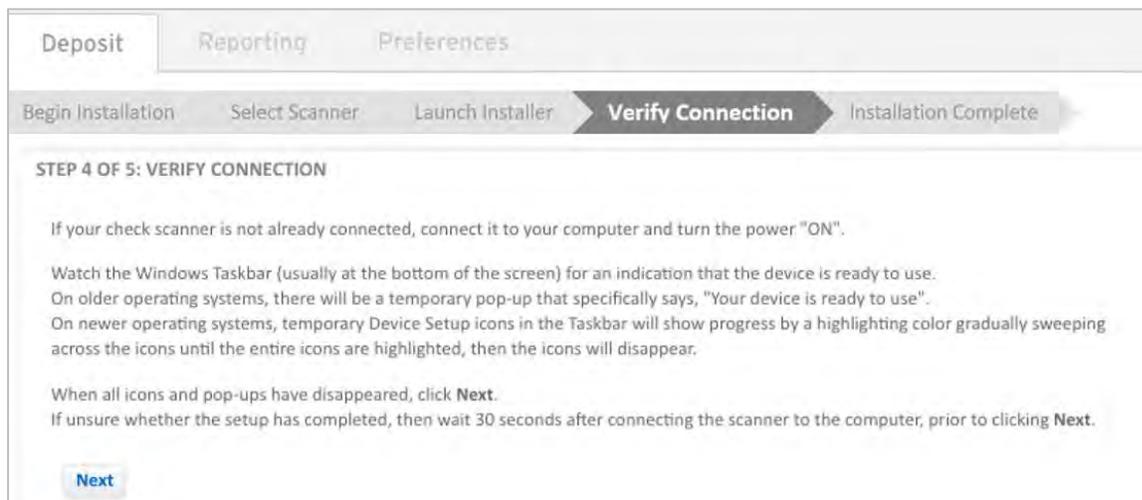
The Launch Installer screen reappears.



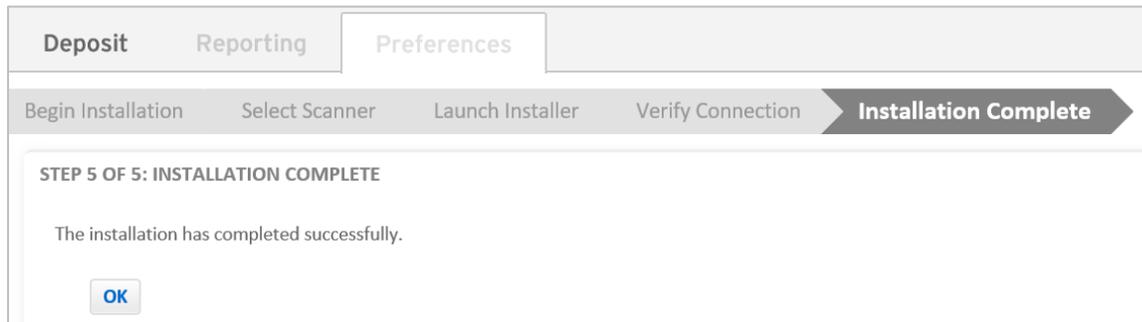
7. Click Next.

The Verify Connection screen appears.

8. Switch the power to the scanner to ON, connect it to your computer, and click Next.



- When the Installation Complete screen appears, click OK to exit the installer.



The first-time setup process is complete. You can now begin creating a new deposit. See *Starting a New Deposit*.

2.3 Password Change

On your first login, and when your current password expires, you may be required to change your password before you can log in to the application.

- In the Change Password screen, type your current password in the Old Password field.
- In the New Password and Confirm Password fields, type the new password.

Note: Your password must comply with certain restrictions as defined by your service organization, such as the required use of both numbers and letters. Contact your Service Representative for details.

- Click Submit.

You can change your password at any time on the User Preferences screen. See *Changing Your Password*.

2.4 System Status Notification

A system status notification message may appear under the following circumstances:

- You are not able to log in because the server is down. If your service organization has configured it, a message will appear to provide more information about the problem and who you should contact to resolve the issue.
- You have successfully logged in, and your service organization has provided a message that has information about scheduled downtime or other information that may be useful to you.

Depending on how your service organization has configured it, this message may appear only when the server is down, only one time, or every time you log in. Contact your Service Representative for more information.

2.5 How Web Client Licenses Work

When you log in to Web Client, a license is assigned based on the organization(s) for which you make deposits and the PC from which you make deposits. The license tracks usage for billing purposes. For example:

- If a user submits deposits for one organization from one PC, only one license is used.
- If a user submits deposits for two different organizations from one PC, then two licenses are used.
- If a user submits deposits for one organization from two different PC's, two licenses are used.

The number of accounts for each organization has no bearing on the number of licenses required (organizations can use multiple accounts, and as long as deposits are submitted from a single PC, only use one license).

Licenses are automatically generated as needed whenever you log in to Web Client. Your service organization is responsible for managing license distribution.

2.6 Understanding Checks and MICR Information

Before you begin using Web Client to scan checks and make deposits, it is important that you become familiar with check terminology and composition.

- ~~Items You Can Deposit~~ [Items You Can Deposit](#)
- Understanding Checks

2.6.1 Items You Can Deposit

You can use Web Client to deposit a variety of negotiable US dollar items that are drawn on a US bank, including personal, business and cashier checks, some traveler's checks, and money orders. As long as the negotiable item is MICR (Magnetic Ink Character Recognition) encoded with a valid 9-digit routing and transit number, it can be deposited using the application. If your service organization has decided not to accept certain types of items, those items will be automatically rejected.

Note: Web Client does not automatically read the amount on traveler's checks.

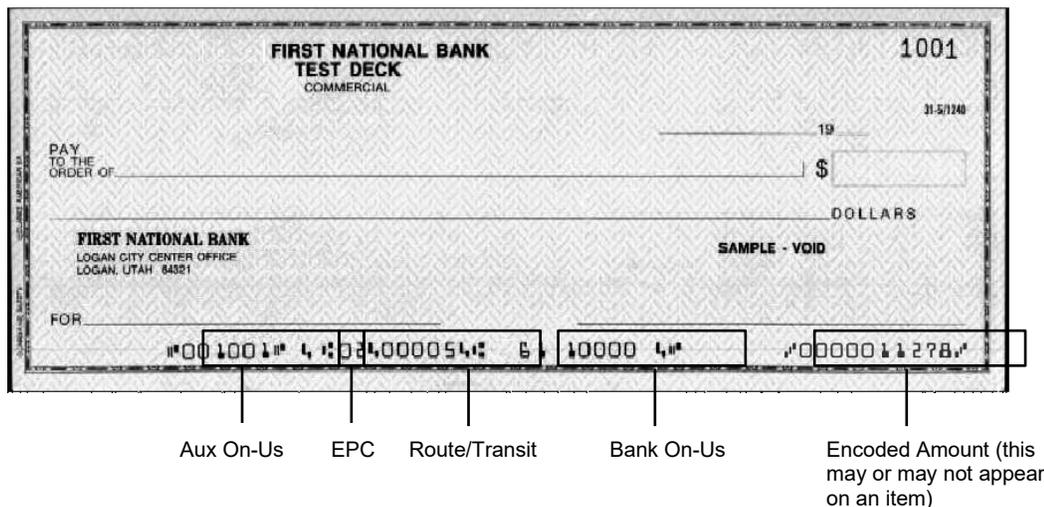
For every deposit made, only one credit record or deposit slip can be associated with the deposit. Web Client cannot split deposits across multiple depository accounts or support the scanning of MICR-encoded coupons.

If the Bank of First Deposit requires dynamic images for credit items, images can be created by the server application when they are sent.

2.6.2 Understanding Checks

Checks are also referred to as monetary items. The two terms are used interchangeably throughout this document.

At the bottom of a check is a line of characters encoded in magnetic ink. This line is called the MICR line. The pieces of information included in the MICR line may vary from check to check. The following image depicts a typical check, with the various parts of the MICR line labeled.



The following fields may appear in the MICR line of a check:

Field	Symbol	Description
Aux On-Us number	⦶	This number is usually the check serial number. This is often included on commercial checks, but never on personal checks.
EPC number	None	This is a single-character code that indicates that the item has previously been processed electronically. Most items do not have an EPC number.
Route/Transit number	⦶	This is the routing and transit number, which indicates the location of the paying bank.
Bank On-Us number	⦶	This field includes the account number and sometimes the check number
Encoded amount	⦶	This is the amount of the check and does not appear on most items.

For details about the kinds of information in these fields and how to edit the fields when processing items, see *Editing Fields on the Item Details Panel*.

2.7 Using the Check Scanner

The process of scanning items varies based on the type of scanner you use. See *System Requirements* for a list of scanners.

See the Quick Start Guide provided with your scanner for information on using a specific scanner or consult your scanner manufacturer website for more information.

2.8 Deposit Overview

This section contains information that will help you understand how to use the application to make deposits.

- Understanding Deposits
- Making Deposits

2.8.1 Understanding Deposits

You can use the application to streamline and simplify your deposit process. Rather than manually assembling the items for a deposit and taking them to the bank, you can make your deposit online using the Web Client workstation.

A deposit consists of a group of checks and may optionally contain a deposit slip (depending on how your system was configured by your service organization). You can deposit up to 299 items in a single deposit using Web Client; however, your service organization may set the limit to fewer items. The total of a single deposit cannot exceed \$99,999,999.99. After depositing items using the application, you must safeguard the deposited checks. Your Service Representative can provide you with more information on how to store or destroy the deposited monetary items.

Note: Web Client can only make deposits to service organizations configured within the system. For example, if Web Client has only been configured for your accounts through First National Bank but you also have accounts through Second National Bank, you can use Web Client to deposit funds into First National Bank but not into Second National Bank.

2.8.2 Making Deposits

The following is an overview of the basic procedure you will use when making a deposit with Web Client. For detailed steps on completing each part of the deposit procedure, see *Making Deposits*.

1. Group the checks together for the deposit and prepare them for scanning. Place item(s) for the deposit in the check scanner.
If you are using a deposit slip, scan it as the first item in the deposit. If you do not scan it as the first item, you will have to go through an extra process to adjust and balance the deposit. See *Changing an Item's Type*.
2. Log in to the application and begin a new deposit.
3. If you are able to make deposits to more than one account, choose the account to which you are making this deposit.
4. If your system is configured to require a control balance, enter the expected total amount of the deposit.
5. Click Scan.
The system scans the item(s) for the deposit and displays the first item for review.
6. Verify the scanned MICR information. Edit any erroneous fields (outlined in red with red text), and enter any information that was not automatically scanned.
If there are any problems with the image, reject the item and reprocess it.
7. When you are finished editing the item, tab to the next item or click the next row.
If there are any problems with the item, the fields in error are highlighted. Go back to the item and edit the erroneous fields.
8. Repeat steps 6-7 until you have accepted all the items that need repair.
9. Submit the deposit.

Note: If you encounter any problems scanning the items, refer to the documentation for your particular scanner.

2.9 Exiting Web Client

To exit the Web Client application, click the Logout tab at the top right corner of the application screen.

If any deposits are still being transmitted to your service organization when you log out of the Web Client system, or if an error occurs and a deposit is not successfully completed before the system is closed, the transmission will automatically be suspended and resumed the next time you log in to the application.

Suspended deposits remain in the system for the amount of time designated by the Web Client administrator. Once that time limit is reached, any suspended deposits are deleted. It is important to be aware of this time limit to avoid unintentionally allowing any suspended deposits to be deleted.

Note: If you need more time to complete a deposit, contact your System Administrator, and the time can be extended.

For more information about suspended deposits, see *Resuming a Suspended Deposit*.

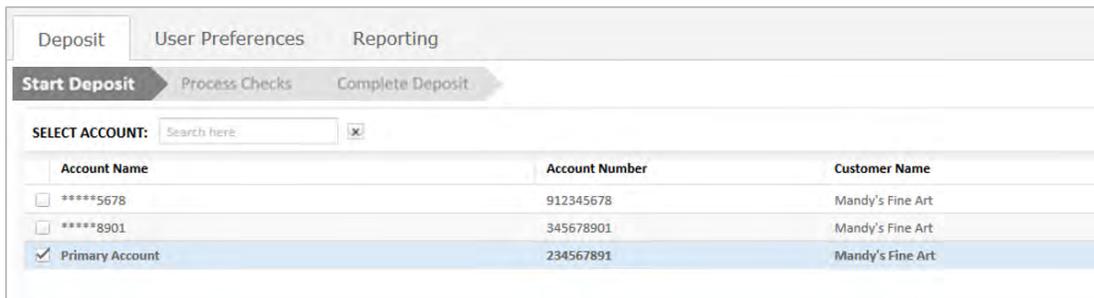
3 Making Deposits

You may use the following procedures and concepts when making deposits:

- Understanding Deposit and Item Numbering
- Verifying and Editing Items
- Balancing the Deposit
- Completing the Deposit
- Canceling a Deposit
- Resuming a Suspended Deposit

3.1 Starting a New Deposit

1. From within Web Client, click the Deposit tab. For information on logging in, see *Standard Login Process*.



2. Insert the deposit items into the input slot of the scanner as directed by the Quick Start Guide for the scanner or the scanner's documentation.

Note: If your service organization has configured this account to use a deposit slip, you must scan it as the first item in the deposit. If you do not scan it as the first item, you will have to go through an extra process to adjust and balance the deposit.

3. In the Select Account field, search by account name or number and select the customer account to which you want to make a deposit.

Note: The account list can be sorted by clicking on the column headers.

Depending on how the account you chose has been configured by your service organization, you will receive one of the following prompts:

Configuration	What you will see	Steps to take
Deposit slip	The system prompts you to place the deposit slip as the first item in the scanner.	Click Scan.
Optional Deposit Slip	The system prompts you to begin scanning with a deposit slip or without a deposit slip.	Click Deposit Slip if you are using a deposit slip. Click No Deposit Slip if you are not using a deposit slip. Click Scan.
Control Balance	The system prompts you to enter the total amount of the deposit.	Enter the control balance and click Scan.
Deposit Slip and Control Balance	The system prompts you to enter a control balance and place the deposit slip as the first item in the scanner.	Enter the control balance and click Scan.

Configuration	What you will see	Steps to take
Control Balance and Optional Deposit Slip	The system prompts you to enter a control balance, and to begin scanning with or without a deposit slip.	Enter the control balance. Click Deposit Slip if you are using a deposit slip. Click No Deposit Slip if you are not using a deposit slip. Click Scan.
No Control Balance or Deposit Slip	There are no prompts.	Click Scan.

Note: When entering a control balance value, if you do not enter a decimal, the application assumes a decimal is present at the end of the entered amount. For example, if you enter 1000, the application reads the amount as \$1000.00. If you enter a decimal but do not enter both digits after the decimal, the application fills in the remaining digits as zeroes. For example, if you enter 1000., the application reads the amount as \$1000.00.

After you select the account you want the deposit sent to, an option to receive email notifications is available. To receive email notifications, enter the email address you want the notification sent to in the E-mail address panel. Next, confirm the email address is correct by re-entering it. You can choose to enter your email address now or you can enter it later in the User Preferences tab. Once you have entered your email address, it is stored by the system, and you will not be prompted to enter it again.

E-MAIL ADDRESS

Please enter the e-mail address to which you would like deposit confirmation messages sent.

E-Mail Address

Confirm E-Mail Address

Scanning begins and the Process Checks screen appears. You can edit items in the Scanned Items grid or on the Item Details panel. Continue with the following section, *Process Checks Screen Overview* for more information.

3.1.1 Process Checks Screen Overview

The Process Checks screen is the screen appears once you have started a new deposit. It displays images and summary information for all items scanned for the deposit. The Scanned Items grid row that is currently selected is shaded. Items with errors have a red circle with an exclamation point  in the Status column.

Image display area

Zoom in or out of the check image

View front or back of check image

Deposit-level custom fields – if configured

Deposit dashboard

Deposit Review Reporting Preferences

Start Deposit **Process Checks** Complete Deposit

Scans items

Scan



DEPOSIT FIELDS

Invoice # 123456
 Deposit Date 01/24/2017
 Comments

DEPOSIT SUMMARY

Account *****6789
 Total Amount \$135.31
 Control Balance * **\$1,044.31**
 Difference -\$909.00
 Items In Deposit 3
 Items Needing Repair 1
 Items Not Yet Viewable 0

Submit Deposit Cancel Deposit

Item Details panel

ITEM DETAILS

Aux On-Ups	EPC	R/T *	Bank On-Ups	Amount *	Type
591501204	02586431/ 3142			\$71.01	DR

Customer ID Customer Name

Scanned Items panel

SCANNED ITEMS

Status	Item	Type	Aux On-Ups	EPC	R/T	Bank On-Ups	Amount	Messages
✓	1	DR	591501204	02586431/ 3142			\$71.01	
!	2	DR	424000054	062 38635 4/ 2335			\$0.00	• The Amount field value is less than the minimum value of \$0.01.
✓	3	DR	591501204	02586431/ 2807			\$64.30	

Submit or Cancel the deposit

3.1.1.1 Information Displayed on the Screen

There are three types of item information that can be displayed on the Process Checks screen.

- Deposit-level custom fields: Displays information in the Deposit Fields grid for a deposit.
- Item Details panel: Allows you to edit each item in a deposit.
- Scanned Items grid: Displays information about items in the deposit such as amount, MICR fields, or item-level custom fields.

3.1.1.1.1 Deposit Fields

If your service organization has configured it, up to four deposit-level custom fields can appear in the Deposit Fields panel. Deposit-level custom fields may be configured as required or optional. If they are required, you will not be able to complete the deposit without entering the required information.

DEPOSIT FIELDS	
Deposit Name *	<input type="text"/>
Deposit Date	<input type="text"/>
Amount	<input type="text"/>

3.1.1.1.2 Item Details Panel

The Item Details panel allows you to view and edit the information for one item at a time. You can use this view to focus on just the items that need to be repaired. For information about editing items on the Item Details panel, see *Editing Fields on the Item Details Panel*.

The Item Details panel can be collapsed, expanded, or resized. The application will automatically save any adjustments you make to the Item Details panel. To collapse or expand a panel, click on the arrow to the left of the panel name.

The screenshot shows the 'ITEM DETAILS' panel with a table and several buttons. Annotations with arrows point to specific elements:

- An arrow points to the 'Bank On-Us' field in the table with the text: "Enter MICR information and the item amount".
- An arrow points to the 'Customer ID' field with the text: "Required custom fields are outlined in red".
- An arrow points to the 'Customer Name' field with the text: "Item-level custom fields".
- An arrow points to the 'Next Item' button with the text: "Go to the Next item".
- An arrow points to the 'Previous Item' button with the text: "Go to the Previous item".
- An arrow points to the 'Next Item to Repair' button with the text: "Go to the next item that needs repair".

Aux On-Us	EPC R/T *	Bank On-Us	Amount *	Type
		02586431/3142	\$71.01	DR

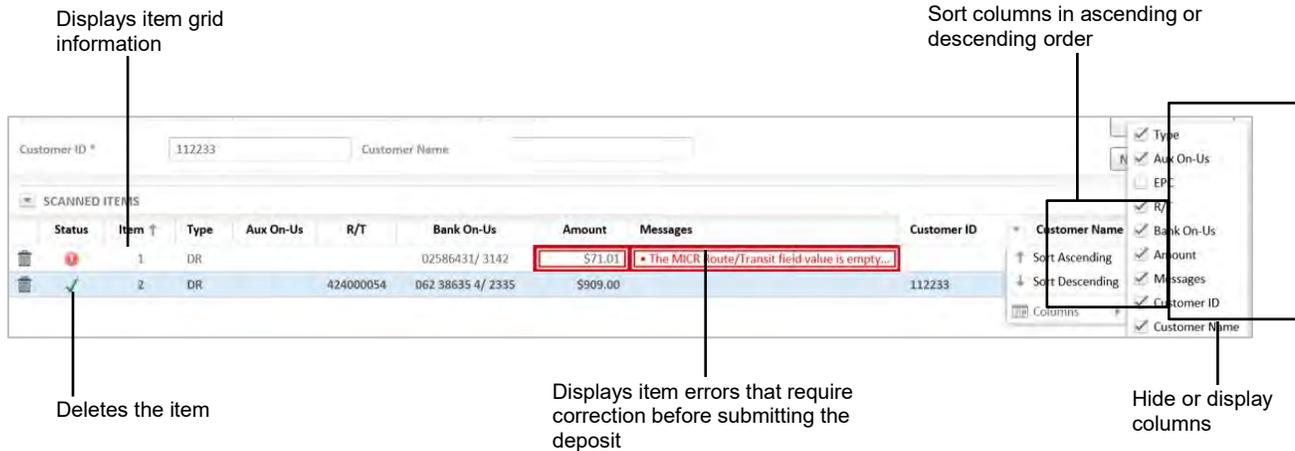
Customer ID * Customer Name

Buttons: Previous Item, Next Item, Next Item to Repair

3.1.1.1.3 Scanned Items Grid

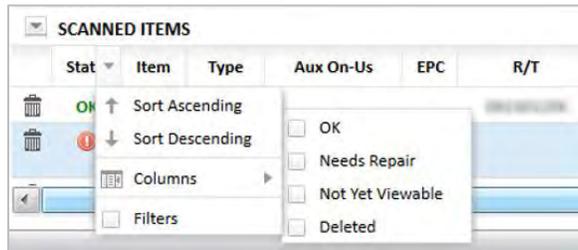
The Scanned Items grid allows you to view, edit, and delete items in the deposit. Information that is displayed on the Scanned Items grid includes MICR information from the check and may or may not include the payer name and custom fields, depending on how your service organization has configured it. For information about editing items on the Scanned Items grid, see *Editing Fields on the Scanned Items Grid*.

To display or hide any fields in the Scanned Items grid, left mouse-click on the right corner of a column header, select Columns, and select columns for display in the drop-down list. Columns in the grid can be rearranged and resized. Items in the grid can be re-ordered by clicking any column header and selecting Sort Ascending or Sort Descending.



The Scanned Items grid can be collapsed, expanded, or resized. You can collapse the Item Details panel and edit all scanned items in the resized grid or you can collapse the Scanned Items grid and edit scanned items from the Item Details panel. To collapse or expand a panel, click on the arrow to the left of the panel name.

Filters can be applied on the Item Status column to display or hide erroneous items.



3.1.2 Understanding the Deposit Dashboard

The Deposit Dashboard appears in the upper-right corner of the Process Checks screen. The Dashboard provides information about the deposit you are processing.

DEPOSIT SUMMARY	
Account	*****6789
Total Amount	\$1,044.31
Control Balance *	\$1,044.31
Difference	\$0.00
Items in Deposit	3
Items Needing Repair	0
Items Not Yet Viewable	0

The following information appears in the Deposit Dashboard:

- **Account:** The account number the items are being deposited to.
Note: The account number may be masked depending on the settings configured by your service provider.
- **Total Amount:** The sum of the debit items that have been successfully scanned.
- **Control Balance:** The sum of the debit items that you entered for the deposit when starting the deposit. This field appears only when a control balance or deposit slip is used.
- **Difference:** The difference between the Total Amount and Control Balance. This field appears only when a control balance or deposit slip is used.
- **Items in Deposit:** Number of items currently scanned for this deposit.
- **Items Needing Repair:** Number of items in which the system has found errors that need user intervention.
- **Items Not Yet Viewable:** The number of items that have been scanned but are still being processed and sent to the server.

The information displayed in the Dashboard depends on the configuration of the account. For example, if the account is configured not to use a control balance or deposit slip, the Control Balance and Difference entries will not appear in the Dashboard. The system updates the Deposit Dashboard as scanned items are validated and amounts are added for each item.

When all items are processed and validated (have a green checkmark ✓ in the Status column), and the Total Amount is equal to the Control Balance amount so that the Difference is zero (i.e., the deposit is in balance), the deposit can be submitted. If the control balance you entered is incorrect and does not equal the Total Amount, a new control balance can be entered in the Deposit Dashboard.

3.2 Understanding Deposit and Item Numbering

As you scan items and create deposits, the application assigns identification numbers to each item and deposit. The numbers are assigned sequentially.

The application supports Client-side and Server-side IDs for each item and deposit. Client-side IDs are assigned to a deposit and items when they are created, while Server-side IDs are assigned after data is submitted to the server. Different areas of the application will indicate whether it is a Client- or Server-side ID.

- Deposit Numbering
- Item Numbering

3.2.1 Deposit Numbering

The number for a new deposit is assigned based on the number of the last deposit that was created by any Web Client user. For example, say you have just completed deposit number 3. Before you start your next deposit, another user in your organization initiates a deposit. In this case, the other user's deposit is numbered 4. Your deposit Client-side ID will be numbered 5. When you submit your deposit, it will also receive a Server-side ID that is different from the Client-side ID. For example, your Server-side ID can be numbered 546 after you submit a deposit.

Both Client-side ID and Server-side ID will be displayed in Reporting for tracking purposes.

3.2.2 Item Numbering

When items are scanned, the item numbers are assigned based on deposit, starting at 1 for each new deposit, and continuing sequentially. The item is also assigned a Client-side ID number that makes each item unique to your organization. The unique Client-side ID number is not displayed on the Process Checks screen but is displayed on the Deposit Confirmation screen and in reports.

Similar to deposits, each item is assigned a Server-side ID after a deposit is submitted. You will be able to view and track this ID in reports.

3.3 Verifying and Editing Items

Use the Scanned Items grid and the Item Details panel on the Process Checks screen to verify and edit the information for a scanned item. The scanner captures the check image and the system attempts to read the MICR line information and the courtesy amount. Some manual editing may be required. See the following instructions for verifying and editing items:

- Editing Item Information
- Changing an Item's Type

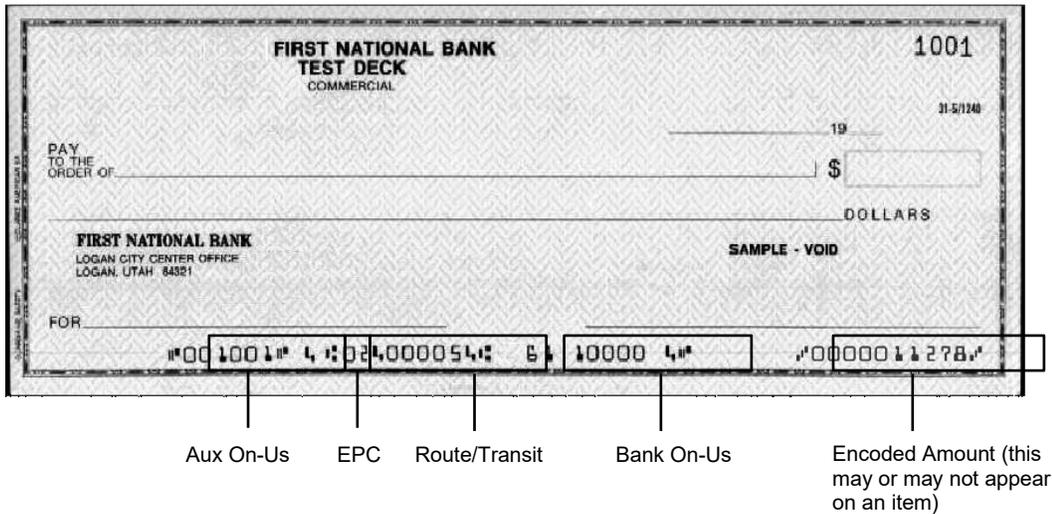
•

• Viewing Item Images

- [Viewing Item Images](#)
- Reviewing Duplicate Deposits
- Rejecting Items

3.3.1 Editing Item Information

If the scanner is able to read the information in the MICR line, the scanned information appears in the fields below the Item Details panel. For an example of the scanned fields, see the figure below.



If a scanned field is incorrect, the field has a double red border and displays bold, red text in the Scanned Items grid to indicate that there is an error.

See the following topics about editing item information:

- Automatic Approval
- Making Changes to an Item's Data
- Navigating Fields Using Shortcut Keystrokes

3.3.1.1 Automatic Approval

In cases where an item is scanned and validated by the application and requires no user intervention, the system may approve the item. When an item has been validated and accepted as error-free, a green checkmark ✓ appears in the Status column for that item on the Scanned Items grid.

3.3.1.2 Making Changes to an Item's Data

After a check is scanned, MICR information from the check is automatically read and populated in the Scanned Items grid. The first scanned item's information will be populated in Item Details panel. You can edit each item from either the Item Details panel or the Scanned Items grid, and you can collapse one of them to see more data.

Note: When item information is edited in the Scanned Items grid, the same item information is simultaneously updated in the Item Details panel.

As a general rule, fields on the Scanned Items grid and Item Details panel accept only basic ASCII characters, or those characters found on your keyboard. Some fields have additional restrictions; for example, they may not accept certain special characters. Any such restrictions are specified in the following instructions for editing the fields.

3.3.1.2.1 Editing Fields on the Item Details Panel

The Item Details panel displays one scanned item at a time and allows you to edit all of the MICR information for that item and any custom fields configured by your service organization. The payer name will also be displayed if your service organization has configured it.

Custom fields are displayed and editable in the panel. For more information on custom fields, see *Editing Custom Fields*.

Note: When item information is edited in the Item Details panel, the same item information is simultaneously updated in the Scanned Items grid.

The following table explains the MICR fields and how to identify them on an item.

Field	Symbol	Description
Aux On-Us number	⑈	Usually the check number. It is often included on commercial checks, but never on personal checks. The format of this field varies, and may contain numbers, spaces, and dashes. It is denoted by the on-us symbol. The on-us symbol is not displayed in the item grid.
EPC number	None	Code assigned to the item if it has previously been processed electronically. This is usually blank, but if present, it appears between the aux on-us number and route/transit number.
Route/Transit number	⑆	Eight- or nine-digit route/transit number for the bank. This field is required. Eight-digit route/transit numbers are allowed only for deposit slips. Monetary items must have a nine-digit route/transit number. The route/transit number starts with a 0, 1, 2, or 3 and may contain only numbers, unless it is an eight-digit route/transit number, in which case it may contain a dash (entry of the dash is optional). It is denoted by the routing symbol. The routing symbol does not have to be included in the scanned value for this field.
Bank On-Us number	⑈	Includes the account number and in some cases the check number. Account numbers included in the bank on-us field vary in format, and may include numbers, spaces, or dashes. Enter the account number exactly as it appears on the item. It is denoted by the on-us symbol. The on-us symbol is displayed as a forward slash (/) in the Scanned Items grid and Item Details panel. You must enter a capital O or a forward slash (/) in place of the on-us symbol. Note for deposit slips: Depending on how your service organization has configured the account number, you may or may not be required to enter forward slashes (/) in place of on-us symbols for deposit slips. If the configuration requires forward slashes to appear in place of on-us symbols and they are not read by the scanner, the bank on-us field for the deposit slip will fail validation. You must enter forward slashes in place of the on-us symbols.

Field	Symbol	Description
Amount		<p>Amount of the item. You do not need to enter an amount if an encoded amount (denoted by the symbol at the left) is scanned or if the correct amount is read via CAR (courtesy amount recognition). You should edit the scanned amount if it is incorrect.</p> <p>May contain only numbers and a decimal point.</p> <p>The amount for an individual item may not exceed \$99,999,999.99. If you do not enter a decimal in the item amount, the application assumes a decimal is present at the end of the entered amount. For example, if you enter 1000, the application reads the amount as \$1000.00. If you enter a decimal but do not enter both digits after the decimal, the application fills in the remaining digits as zeroes. For example, if you enter 1000., the application reads the amount as \$1000.00.</p>

Every time you leave a field after editing (using any of the available navigation methods), it is validated to determine if it can be accepted or it still has errors. If the value is invalid, it will be highlighted with a double red border. You can move the mouse over the field to see the error description. When the whole item has been validated and accepted as error-free, a green checkmark appears in the Status column for that item on the Scanned Items grid. If there is an error, a red circle with an exclamation point appears next to the item number. After making necessary changes, do one of the following:

- To open the previous item, click Previous Item.
- To open the next item, click Next Item.
- To open the next item that needs repair, click Next Repair. If you made changes to an item and it still has errors, it will continue to reappear in the cycle of items (as you click Next Repair) until it has no errors.

Once a field has been edited, a red triangle in the corner of the field will indicate that it is in the process of being saved.

3.3.1.2.2 Editing Fields on the Scanned Items Grid

The Scanned Items grid allows you to edit all item data and the custom fields (if configured and displayed) for each item in the deposit.

Note: When item information is edited in the Scanned Items grid, the same item information is simultaneously updated in the Item Details panel.

Custom fields are not displayed by default, but a set of displayed columns can be modified by clicking on the column's header and selecting columns for display. For more information on custom fields, see *Editing Custom Fields*.

You may need to manually enter the amount for each item unless it is included in the MICR line of the check. However, if CAR capability has been enabled, the system will attempt to read the courtesy amount area of the check and place that amount in the amount field.

3.3.1.2.3 Editing Payer Name

Depending on whether or not your service organization has configured it, payer name may or may not appear on the Scanned Items grid and the Item Details panel. You can enter the company name or the payer name in the Payer field. Payer name will be auto-populated by looking up previous transactions with the same routing number and account number.

3.3.1.2.4 Editing Custom Fields

In addition to the MICR and amount fields, there may be up to 12 other custom fields that have been defined by your service organization. Custom fields are hidden by default on the Scanned Items grid. You can make them visible by clicking any column header and selecting custom fields for display. In the Item Details panel, custom fields are always visible.

If your organization is configured with many custom fields, editing items in the Item Details panel may be easier. If your organization is configured with few or no custom fields, editing items in the Scanned Items grid may be easier.

Custom fields may be required or optional. If they are required, they will have an asterisk next to the field, and you will not be able to accept the item without entering the required information. If your service organization has configured it to auto-populate custom fields, then the application will look up previous transactions with the same routing and account number, and automatically populate the custom fields using previous entries. Contact your Service representative for details about how to use these fields.

3.3.1.2.5 Changing an Item's Type

When items are scanned, they are assigned a type. There are two types of items:

- DS = deposit slip
- DR = debit record (monetary item)

The item type appears in the Type drop-down list in the Item Details panel.

Note: The option to assign the DS type to an item is ONLY available if your service organization has configured your workstation to use deposit slips.

You should scan the deposit slip as the first item in a deposit, and as such, the first item is automatically assigned an item type of DS. However, if you accidentally scan the deposit slip later in the deposit, you can change the items' types so that the deposit slip shows the correct item type.

There can only be one DS type item in a deposit. Do the following to assign a new item the DS type:

1. To change the current DS type item to a DR type item, click on the Type drop-down list and select DR from the drop-down box.

Aux On-Us	EPC R/T *	Bank On-Us	Amount *	Type
	424000054	062 38635 4/ 2335	\$909.00	DR

Customer ID * 112233 Customer Name

Previous Item
Next Item
Next Item to Repair

The Type drop-down menu lets you select whether the item is a deposit slip (DS) or debit record (DR).

2. Locate the item to which you want to assign a DS type, click in the Type column for the item, and select DS from the drop-down.

Note: When you change an item's type, the amount of that item is either added to or subtracted from the deposit total, as appropriate. Pay attention to the effect that changing an item's type has on the deposit total for balancing purposes.

3.3.1.3 Navigating Fields Using Shortcut Keystrokes

Many of the functions you perform in Web Client can be performed with keystrokes. Along with using your mouse to move between fields, the following keyboard strokes help you navigate fields in the Item Details panel and in the Scanned Items grid:

Keyboard Strokes	Action
Tab	Allows you to navigate and edit data mouse-free on the page. It is similar to other web applications you might experience. This is convenient for editing erroneous fields in the Item Details grid. First, turn the grid into data editing mode by double mouse-clicking in any cell in the grid, which makes the cell editable. Then use the Tab key to navigate from cell to cell to edit erroneous values.
Shift + Tab	The Shift + Tab combination functions the same as the <i>Tab</i> key, but in reverse order.
Enter	Validates the entry in the current field but does not navigate to the next field.
Alt + !	Logs out of Web Client.
Alt + u	Opens the User Preferences screen.
Alt + 0	Initiates the Scan function.
Alt + +	Zooms in on the item image (all).
Alt + *	Zooms into the Courtesy Amount area of the image.
Alt + Shift + 7	Zooms into the MICR line area of the image.
Alt + -	Zooms out to the full image.
Alt + y	Views the front of the item.
Alt + q	Views the back of the item.
Alt + Shift + 4	Opens the Edit Control Balance dialog box.
Alt + #	Completes the deposit.
Alt + n	Cancel the deposit.
Alt + i	Navigates to the Item Details panel.
Alt + 7	Brings the previous item in the Item Details panel. Note: This keystroke combination can only be used on the main keyboard.
Alt + 8	Brings the next item in the Item Details panel. Note: This keystroke combination can only be used on the main keyboard.
Alt + 9	Brings the next item for repair in the Item Details panel. Note: This keystroke combination can only be used on the main keyboard.
Alt + g	Navigates to the Scanned Items grid.
Arrow Keys	In the field, moves the cursor one character to the right or left. The up and down keys are not functional in the field.
Alt + k	Displays erroneous items. Note: Pressing this keystroke combination a second time restores the entire item list.
Alt + 5	Deletes the item selected in the Scanned Items grid.

3.3.2 Viewing Item Images

When you scan an item, the front image appears in the main part of the window.

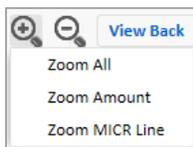
To view the front or back of an image, select the corresponding button at the top of the window.

Note: If the scanner is equipped with an inkjet printer and you or your service organization have configured your application to print text on items, the scanner prints some additional information such as the deposit number and item number on the back of each item. This provides a reference for you when managing paper items. The printed text can be configured by settings you make on the User Preferences tab, or it can be controlled by your service organization. See *Configuring Text Printed on Items* for more information.

3.3.2.1 Zooming in on an Image

1. To zoom in on an image, click the Zoom button .

A menu appears offering the options of zooming to view the full-size image, just the amount, or just the MICR line.



The selected image or portion of the image is enlarged for better readability.

2. To view other areas of the image, select any of the zoom options, grab the image with the mouse pointer, and drag it to the area you would like to view in the image viewer window.
3. To return to the default image scan size, click the zoom standard button: .

3.3.3 Reviewing Duplicate Deposits

If the application thinks a check is scanned more than once, a possible duplicate message appears in the Messages column in the Scanned Items grid. You will need to review both checks to determine if the current check is a duplicate of the previously scanned check. If they are duplicates, you will need to reject the current check. If they are no duplicates, you can accept the check.

1. Click the Possible Duplicate Item Found link under the Messages column.

A Review Duplicates screen appears with the previously scanned check and the current check.

REVIEW DUPLICATES

PREVIOUS ITEM



Deposit Date: 2015-07-27 3:52 PM
 Account Name: Primary Account
 Account Number: 02586431
 Aux On-Us:
 Route/Transit:
 Bank On-Us: 02586431/ 3169
 Amount: \$71.49

CURRENT ITEM



Deposit Date: 2015-07-27 3:52 PM
 Account Name: Primary Account
 Account Number: 02586431
 Aux On-Us:
 Route/Transit:
 Bank On-Us: 02586431/ 3169
 Amount: \$71.49

Is this item a duplicate of the previous item?

2. Compare both checks to determine if they are the same check.
3. If they are the same, click Yes. (If they are not the same click No and continue with the deposit.)
 A Cancel Item dialog box will open.
4. Click Yes, Cancel Item to cancel the duplicate item.
 In the Scanned Items grid, the row for the duplicate item will be grayed-out.

3.3.4 Rejecting Items

When rejecting an item, you must reject the scanned item in the deposit and you must also locate the paper item and remove it from the deposit.

You may need to reject items for the following reasons:

- Problems with the initial scanned image. For example, you should reject an item if it was scanned in upside-down or backwards, is folded or crooked, or if two items were scanned simultaneously. Likewise, if the initial scan produced MICR line errors, you can reprocess it by rejecting it from the deposit and then rescanning it.
 For examples of possible scanning problems and how to remedy them, see *User Administration*.
- You suspect the item is fraudulent, or if there are problems with the item that will prevent it from being deposited, such as a missing signature, etc.

To reject an item, do the following:

1. Click the Delete icon:  on the items row.
2. In the Reject Item confirmation dialog box, click Submit.
 In the Scanned Items grid, the row for the rejected item is stricken through.
3. In the stack of paper items, locate the item you just rejected and remove it from the deposit.
4. (Optional) To rescan the item, place it in the input slot of the scanner, click the Scan button, and process the item as usual.

3.3.4.1 Reasons for Automatic Item Rejections

Web Client may automatically reject items for the following reasons, depending on the rules set by your service organization:

- An item's scanned image does not meet the image quality threshold configured by your service organization.
- An item has an incorrect route/transit number, or a route/transit number that is configured as invalid or unacceptable.
- There are problems reading necessary data fields in the item; for example, there is no MICR line, or certain fields are unreadable.
- The item puts the deposit over the maximum dollar amount limit, which is \$99,999,999.99.

In addition, items may be rejected based on other rules as configured by your service organization.

When an item is automatically rejected, the row containing the item information appears grayed-out.

3.4 Balancing the Deposit

When you have scanned all the items for the deposit and are ready to submit it, you must first ensure that the deposit balances—that is, that the control balance amount or deposit slip amount equals the total of all the monetary items you scanned.

There are two means by which you can balance your deposits: a control balance or a deposit slip. Your service organization may have configured your system to use one or both of these means, or neither of them.

When you scan a deposit slip or provide a control balance, that amount appears in the Control Balance field of the Dashboard in the upper right corner of the Process Checks screen. If you provide both, whichever amount is greater appears in the Control Balance field. The Dashboard also displays the difference between the total amount and either the control balance or deposit slip amount (whichever is greater). The difference must be zero in order to submit the deposit.

If you are using a control balance and a deposit slip, the deposit slip amount and deposit total must match before the deposit is considered in balance. You can bring the deposit into balance by adjusting the deposit slip amount or a check amount.

There are three ways you can modify the deposit so that it balances:

- Changing an Item's Amount
- Changing the Control Balance
- Changing the Deposit Slip Amount

3.4.1 Changing an Item's Amount

Before changing the control balance or deposit slip amount for the deposit, you should make sure all the items in the deposit have the correct amount. For example, if you are using CAR, it is possible that an item amount was misread. Double-check all the item amounts in the deposit to ensure they are entered correctly.

To change an item amount, locate the row that contains the item you want to correct and edit the amount. Once the Difference field in the Dashboard is zero, you can complete the deposit.

3.4.2 Changing the Control Balance

After you scan and edit all of the monetary items for the deposit, if you find that the initial control balance you entered was incorrect, you need to change the control balance.

To edit the control balance, enter the desired amount in the Control Balance field of the Deposit Dashboard. When the Difference field is zero, you can complete the deposit.

DEPOSIT SUMMARY	
Account	*****6789
Total Amount	\$1,044.31
Control Balance *	<input type="text" value="\$1,044.31"/>
Difference	\$0.00
Items in Deposit	3
Items Needing Repair	0
Items Not Yet Viewable	0

3.4.3 Changing the Deposit Slip Amount

If you entered the wrong amount when scanning the deposit slip, you need to change the deposit slip amount.

To change the deposit slip amount, locate the row that contains the deposit slip information and edit the amount just as you would any other item in the deposit. Once the Difference field in the Dashboard is zero, you can complete the deposit.

3.5 Completing the Deposit

Before completing the deposit, check the following:

- Ensure the status for all of the items in the deposit have a green checkmark in the status column.
- If you are using a control balance or deposit slip, check to make sure the item total amount matches the control balance or deposit slip amount.

Deposits must balance before you can submit them. If the deposit does not balance, change the individual item amount, the control balance, or the deposit slip amount until it balances. See *Balancing the Deposit* for details.

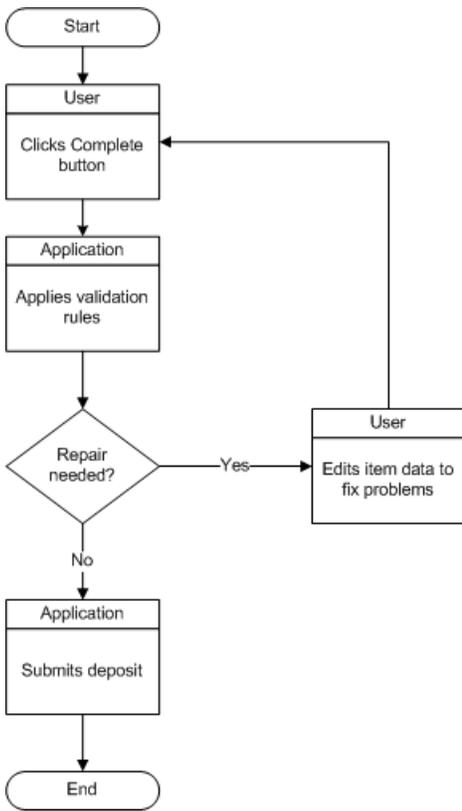
- If the deposit is required to use a deposit slip, there must be one, but no more than one, DS type item in the deposit.
- If you have exceeded the deposit activity limit configured by your service organization, an Exceeded Limit error message appears. Your options are to remove items and re-submit the deposit, suspend the deposit and submit it later, or abort the deposit. The limits are on total dollar amount or number of items, so you can try to reduce the dollar amount or the number of items.

Once the above requirements have been met, click Submit Deposit to finish the deposit and view the confirmation page.

3.5.1 Deposit Submission Workflow

The application completes validation according to the rules configured by your service organization. If any changes are required, the system prompts you to go back and edit the deposit. After completing any required changes, click the Submit Deposit button again to finish the deposit.

Following is a diagram of the deposit submission workflow:



3.5.2 Complete Deposit Screen Overview

The Complete Deposit screen appears after you have submitted a deposit. It contains the following information about a deposit:

- Deposit summary
- Deposit-level custom fields
- Download options
- Item details

Item	Type	Aux On-Us	R/T	EPC	Bank On-Us	Amount	Invoice Number	Invoice Date	Customer ID
24773	DR	123456789				\$71.49	23	07/01/2015	112233
24774	DR	123456789				\$71.01	12	07/09/15	112233
24775	DR					\$73.07	35	07/08/2015	112233
24776	DR	123456789				\$72.04	18	07/01	112233
24777	CR				234567891	\$287.61			

Once you have finished viewing the information on the Complete Deposit screen, you can either start a new deposit or download the confirmation page. To start a new deposit, click the Start New Deposit button, which will take you back to the Start Deposit screen. For more information on downloading the confirmation page, see *Downloading the Deposit Confirmation*.

3.5.2.1 Deposit Summary

The deposit summary includes details about the deposit and any deposit-level custom fields that have been configured.

It includes the following information:

- Customer: The customer name. Depending on how your service organization has configured it, this field may or may not be configured.
- Account: The name of the account.
- Account Number: The account number the deposit was submitted to.
- Deposit Total: The total amount of all check items in a deposit.
- Items in the Deposit: The total number of items in a deposit including credit items.
- Submitted Date: The date the deposit was submitted.
- Submitted By: The name of the user who submitted the deposit.
- Deposit-Level Custom Fields: If it is configured, deposit-level custom fields will be displayed next to the deposit summary.

3.5.2.2 Deposit Items

The Deposit Items grid is located under the deposit summary and contains details about items in a deposit. It includes the following information:

- Item: Client-side item ID associated with an item in a deposit.
- Type: Scanned check (Debit Record) or Deposit Slip.
- Aux on-us: The aux-on-us number found on the check.
- R/T: Route/transit number for the bank.
- EPC: Code assigned to an item if it has previously been processed electronically from the check MICR line.
- Bank on-us: Account number and, in some cases, the check number.
- Amount: Amount of the item.
- Custom fields: Various options, depending on how your service organization is configured.

To display or hide any fields in the Deposit Items grid, left mouse-click on the right corner of a column header, select Columns, and select columns for display in the drop-down list. Columns in the grid can be rearranged and resized. Items in the grid can be re-ordered by clicking any column header and selecting Sort Ascending or Sort Descending.

3.5.3 Downloading the Deposit Confirmation

If your service organization has configured it, the deposit confirmation page can be downloaded in CSV or PDF format.

To download the deposit confirmation, click one of the following download formats from the Download drop-down:

- Download CSV: Includes the deposit and item details
- Download Front PDF: Includes deposit and item details with front images
- Download Front & Back PDF: Includes deposit and item details with front and back images

Note: Another way to view a summary of your deposit is by going to Reporting > Reports and generating a report by deposit with the date range of the deposit.

3.5.4 Deposit Transmission

After you submit a deposit, it is sent to your service organization for processing. The time required to transmit the deposit depends on the speed of your Internet connection and the size of the deposit.

Submitted deposits are sent to a queue for processing. The amount of time required to process the deposit depends on the number of deposits in the queue. Your deposit may or may not be processed on the same day it is submitted, depending on your service organization's processing times and policies. Contact your service organization for details.

3.6 Canceling a Deposit

If you do not want to complete a deposit, you can click Cancel Deposit to delete the deposit. This will cancel the deposit, and no items will be deposited.

1. On the Process Checks screen, click Cancel Deposit.

A confirmation page appears with a deposit summary of the deposit that was canceled.



2. To start a new deposit, click the Start New Deposit button.

3.7 Resuming a Suspended Deposit

A suspended deposit is a deposit that is sitting incomplete on the Web Client workstation. There are situations in which you may have a suspended deposit:

- If connectivity to the server is lost, the deposit is automatically suspended and saved.
- If the application receives an error that causes it to close without completing the deposit, the current deposit is automatically suspended and saved.
- If you close your browser before completing a deposit, the deposit is automatically suspended and saved.
- If the system detected that you have not used the application for a long period of time, your session will be automatically terminated and you will have to log in again to continue working on your deposit.

When a deposit is suspended, it must be processed before you can start a new deposit. When you log in to the application, it automatically finds whether the suspended deposit exists and displays it in the Process Checks screen. Continue processing as usual, either adding more items to the deposit, or finishing the deposit by clicking the Submit Deposit button.

Note: The Web Client administrator sets a specific time limit for suspended deposits to remain in the system before they are deleted. Once that time limit is reached, any suspended deposits will be deleted. It is important to be aware of this time limit and to avoid intentionally suspending deposits whenever possible. If you need more time to complete the deposit, contact your service organization.

4 Reviewing Deposits

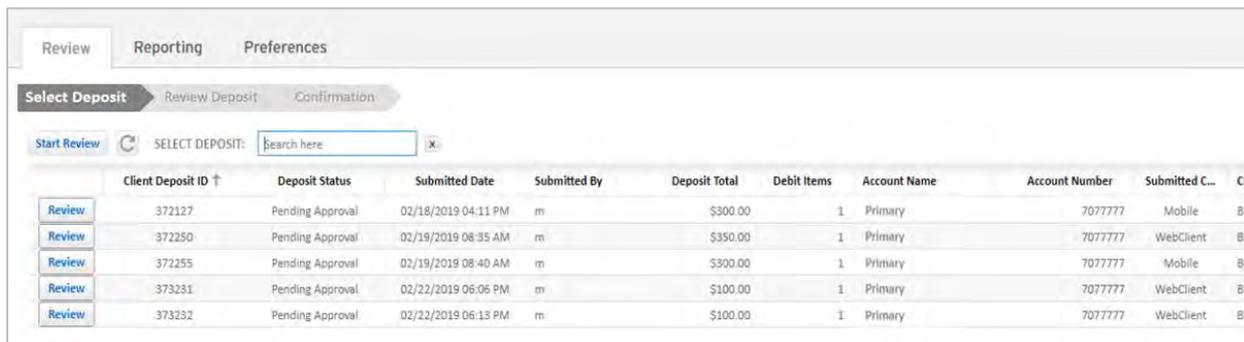
The Review tab allows a deposit approver to review flagged deposits before they are submitted to a financial institution. If your organization is configured with Dual Control Deposit approval, the Review tab will be displayed for users with the appropriate privileges. For more information about configuring Deposit Dual Control, see the *Portal User Guide*.

For more information on how to review a deposit, see the following sections:

- Selecting a Deposit
- Reviewing a Deposit
- Completing a Review

4.1 Selecting a Deposit

The Select Deposit screen lists deposits with a status of In Review or Pending Approval.



	Client Deposit ID ↑	Deposit Status	Submitted Date	Submitted By	Deposit Total	Debit Items	Account Name	Account Number	Submitted C...	Cu
Review	372127	Pending Approval	02/18/2019 04:11 PM	m	\$300.00	1	Primary	7077777	Mobile	BB
Review	372250	Pending Approval	02/19/2019 08:35 AM	m	\$350.00	1	Primary	7077777	WebClient	BB
Review	372255	Pending Approval	02/19/2019 08:40 AM	m	\$300.00	1	Primary	7077777	Mobile	BB
Review	373231	Pending Approval	02/22/2019 06:06 PM	m	\$100.00	1	Primary	7077777	WebClient	BB
Review	373232	Pending Approval	02/22/2019 06:13 PM	m	\$100.00	1	Primary	7077777	WebClient	BB

The grid on the Select Deposit screen displays the following information:

- Client Deposit ID: The Client Deposit ID.
- Deposit Status: Displays the status of the deposit. The grid will only show deposits with a Pending Approval or In Review status.
- Submitted Date: The date/time when the deposit was submitted.
- Submitted By: The username of the user that submitted the deposit.
- Deposit Total: The total of the deposit.
- Debit Items: The number of debit items within the deposit.
- Account Name: The name on the account the deposit was submitted to.
- Account Number: The account number the deposit was submitted to.
- Submitted Channel: Will either be Mobile or Web Client.
- Customer Name: The organization's name.
- Reviewed By: The username of the person who is reviewing the deposit.

Note: This field will be left blank if the deposit has not been reviewed by a Customer Deposit Approver. If multiple Customer Deposit Approvers have reviewed the deposit, only the last Customer Deposit Approver's name will be displayed.

To display or hide any fields in the grid, left mouse-click on the right corner of a column header, select Columns, and select columns for display in the drop-down list. Columns in the grid can be rearranged and resized. Items in the grid can be re-ordered by clicking any column header and selecting Sort Ascending or Sort Descending.

- To select a deposit for review, do either of the following:
 - On the Select Deposit screen, click the Start Review button above the grid.
The Review Deposit screen appears and the oldest available deposit will be displayed for review.
OR
 - Select a deposit to review in the Summary grid by clicking the Review button next to the deposit you would like to review.
The Review Deposit screen appears with the deposit you selected. For more information about reviewing a deposit, see *Reviewing a Deposit* in the next section.

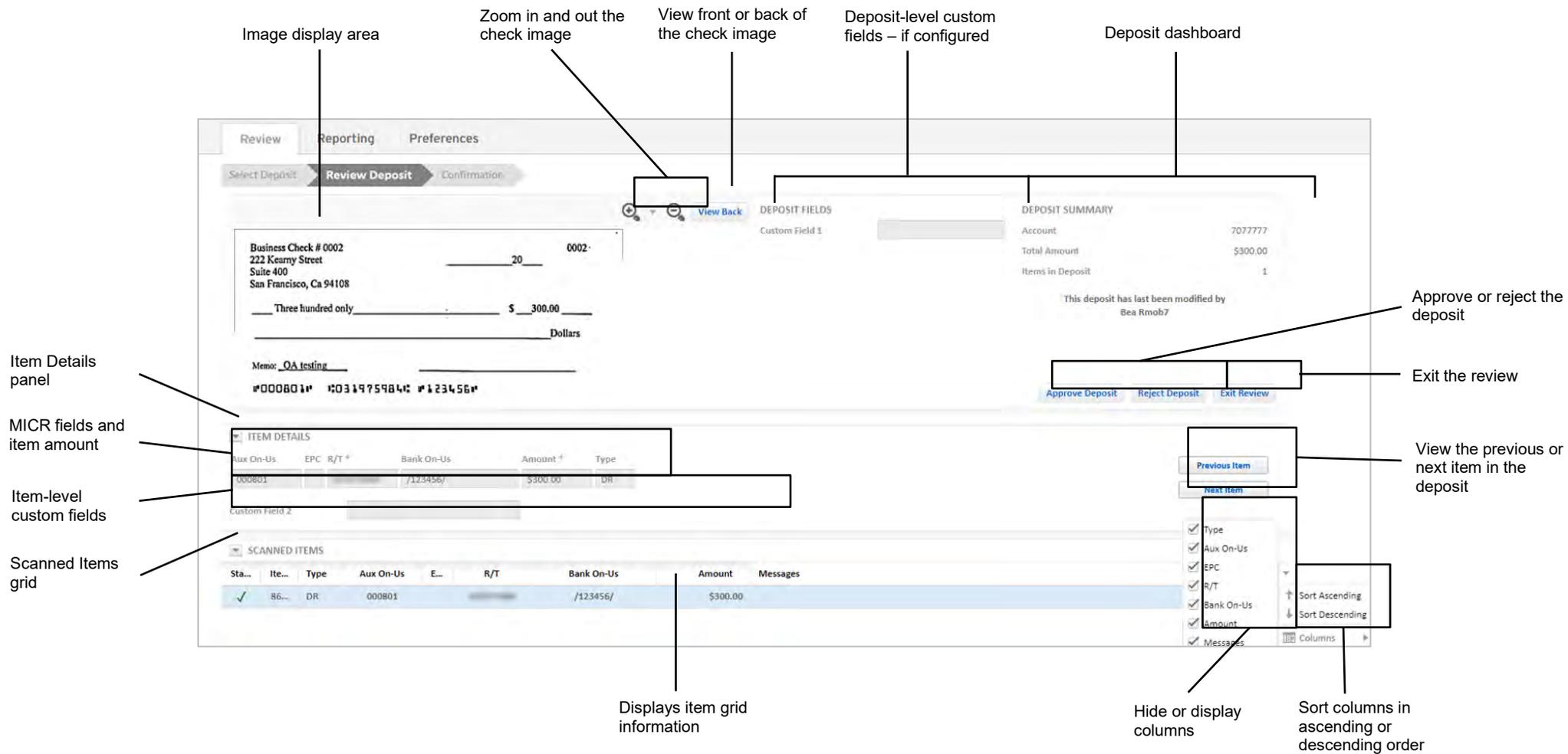
Note: The Review button will be disabled if the status of the deposit is In Review, or if the reviewer scanned the deposit.

4.2 Reviewing a Deposit

On the Review Deposit screen, you can approve or reject a deposit, cancel a review, and view item details.

4.2.1 Review Deposit Screen Overview

The Review Deposit screen appears once a deposit is selected for review. It displays images and summary information for all items scanned for the deposit.



4.2.1.1 Item Details Panel

The Item Details panel allows you to view the details of an item in a deposit that is being reviewed. Fields in the Items Details panel cannot be edited.

If you would like to view another item in the deposit, click one of the following buttons in the Item Details panel:

- Previous Item: Displays the previous item in the deposit.
- Next Item: Displays the next item in the deposit.

The Item Details panel can be collapsed, expanded, or resized. The application will automatically save any adjustments you make to the panel. To collapse or expand a panel, click the arrow to the left of the panel name.

4.2.1.2 Scanned Items Grid

The Scanned Items grid allows you to view all items in the deposit that is being reviewed. To view a specific item, click on the row in the grid of the item for which you would like to view details.

To display or hide any fields in the grid, left mouse-click on the right corner of a column header and select columns for display in the drop-down list. Columns in the Scanned Items grid can be rearranged and resized. You can also re-order items in the grid by clicking any column header and selecting Sort Ascending or Sort Descending.

The Scanned Items grid can be collapsed, expanded, or resized. You can collapse the Item Details panel and edit all scanned items in the resized grid or you can collapse the Scanned Items grid and edit scanned items from the Item Details panel. To collapse or expand a panel, click on the arrow to the left of the panel name.

4.2.2 Viewing and Zooming in on Item Images

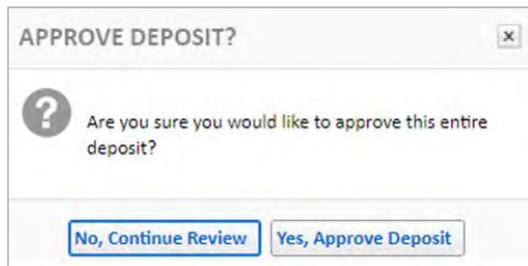
When you scan an item, the front image appears in the main part of the window. To view the front or back of an image, select the corresponding button at the top of the window.

To zoom in on certain areas, use the zoom button  and make a selection from the pop-up menu. For more information, see [Zooming in on an Image](#).

4.2.3 Approving a Deposit

1. On the Review Deposit screen, click Approve Deposit.

A confirmation dialog box appears asking if you would like to approve the deposit.



2. Click Yes, Approve Deposit to approve the deposit.

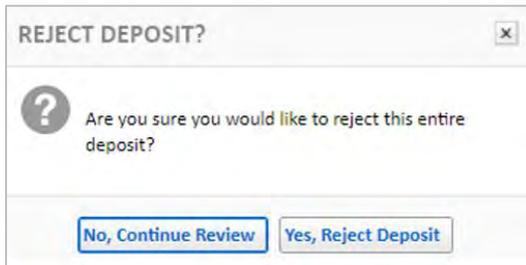
After the deposit is approved, you can view details of the deposit on the confirmation page. See *Completing a Review* for more information.

4.2.4 Rejecting a Deposit

If an entire deposit is rejected, then all items in the deposit will also be rejected.

1. On the Review Deposit screen, click Reject Deposits.

A confirmation dialog box appears asking if you would like to reject the deposit.



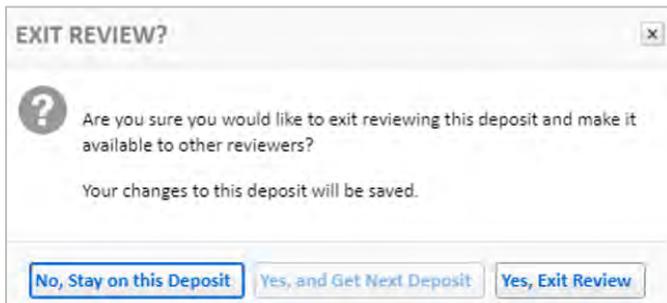
2. Click Yes, Reject Deposit to reject the deposit.

After the deposit is rejected, you can view details of the rejected deposit on the confirmation page. See *Completing a Review* for more information.

4.2.5 Canceling a Review

Canceling a review will not cancel the deposit but will make the deposit available for another reviewer to review it.

1. On the Review Deposits screen, click Exit.
2. A dialog box appears asking if you would like to exit the review.



3. To exit the review, select one of the following options:
 - Yes, and get next Deposit: Click this button if you would like to review the next oldest available deposit on the Review Deposit screen.
Note: If there are no deposits pending approval, you will be taken to the Select Deposit screen.
 - Yes, Exit Review: Click this button to return to the Select Deposit screen.

4.3 Completing a Review

The Complete Deposit screen appears once you have accepted or rejected a deposit. It contains the following information about a deposit:

- Deposit summary
- Download options
- Item details

Review Reporting Preferences

Select Deposit Review Deposit **Confirmation**

DEPOSIT 372255 HAS BEEN SUCCESSFULLY APPROVED AND SUBMITTED (CLIENT DEPOSIT ID 372255)

You may want to print this confirmation for your records. You can also retrieve details about submitted deposits using the Reporting tab.

Customer BB DEPOSIT LEVEL CUSTOM FIELDS
Account Number 7077777 Custom Field 1
Deposit Total \$300.00
Items in the Deposit 2
Submitted Date 2019-02-19 8:40 AM
Submitted By [REDACTED]
Approved Date 2019-03-05 3:50 PM
Approved By Bea

Get Next Return to Select Deposit Download

DEPOSIT ITEMS

Item ↑	Type	Aux On-Us	E...	R/T	Bank On-Us	Amount
869367	DR	000801			/123456/	\$300.00
875864	CR	82869			7077777	\$300.00

Columns

- Type
- Aux On-Us
- EPC
- R/T
- Bank On-Us
- Amount
- Custom Field 2

Once you have finished viewing the information on the Complete Deposit screen, you can either return to the queue and select a new deposit, get the next available deposit for review, or download the confirmation page.

4.3.1 Deposit Summary

The deposit summary includes details about the deposit and any deposit-level custom fields that have been configured.

It includes the following information:

- Customer: The customer name. Depending on how your service organization has configured it, this field may or may not be configured.
- Account: The name of the account.
- Account Number: The account number the deposit was submitted to.
- Deposit Total: The total amount of all check items in a deposit.
- Items in the Deposit: The total number of items in a deposit including credit items.
- Submitted Date: The date the deposit was submitted.
- Submitted By: The name of the user who submitted the deposit.
- Approved Date: The date the deposit was approved.
- Approved By: The name of the reviewer who approved the deposit.

4.3.2 Deposit Items

The Deposit Items grid is located under the deposit summary and contains details about items in a deposit. It includes the following information:

- Item: The client-side item ID that is associated with an item in a deposit.
- Type: The item type. This can be DS or DR.
- Aux On-Ups: The aux on-us number found on the check.
- EPC: The code assigned to an item if it has previously been processed electronically.
- R/T: The route/transit number for the bank.
- Bank On-Ups: The account number and, in some cases, the check number.
- Amount: The amount of the item.

To display or hide any fields in the Deposit Items grid, left mouse-click on the right corner of a column header, select Columns, and select columns for display in the drop-down list. Columns in the grid can be rearranged and resized. Items in the grid can be re-ordered by clicking any column header and selecting Sort Ascending or Sort Descending.

4.3.3 Downloading the Deposit Summary

The deposit confirmation page can be downloaded in CSV or PDF format. To download the deposit confirmation, click one of the following download formats from the Download drop-down list:

- Download CSV: Includes the deposit and item details
- Download Front PDF: Includes deposit and item details with front images
- Download Front & Back PDF: Includes deposit and item details with front and back images

5 Setting User Preferences

Web Client allows you to configure text that is printed on the back of paper items, change your password, and configure your email address for deposit confirmation. The Web Client configurable settings are all on the User Preferences tab. Configurable options can be changed at any time during the deposit process.

The screenshot shows the 'User Preferences' tab selected. It contains four panels: 'DEPOSIT CONFIRMATION E-MAIL ADDRESS' with two text input fields; 'SCANNER DRIVER' with a 'Download the Scanner Installer' button; 'PRINT TEXT CONFIGURATION' with checkboxes for 'Deposit Number', 'Item Number', 'Customer Name', 'Current Date', and 'User Defined Text' (with a text input field); and 'CHANGE PASSWORD' with three text input fields for 'Old Password', 'New Password', and 'Confirm New Password'. A 'Save All User Preferences Changes' button is located at the bottom left of the panel.

You can complete the following configurations:

- Changing Your Password
- Configuring Text Printed on Items
- Downloading the Scanner Driver
- [Configuring Email Notifications](#)~~Configuring Email Notifications~~

5.1 Changing Your Password

You can change the password you use to log in to the application. If your service organization automatically logs you in through a link in another application (for example, from a business online banking system or a commercial portal), you cannot change your password here.

Note: If your service organization has configured the system not to allow users to change their own passwords, this feature is not available.

1. Log in to the application and click the User Preferences tab.
2. In the Change Password panel in the User Preferences screen, enter your current password into the Old Password field.

The screenshot shows the 'CHANGE PASSWORD' panel. It has the title 'CHANGE PASSWORD' and the instruction 'To change your password, please complete all fields below.' Below this are three input fields labeled 'Old Password', 'New Password', and 'Confirm New Password'.

3. In the New Password and Confirm New Password fields, enter your new password. You will use this password every time you log into the application.

Your password must comply with certain restrictions as defined by your service organization. Contact your Service Representative for details.

4. Click Save All User Preferences Changes to save your password and any other changes that were made on the User Preferences screen.

Your password is now changed. It will remain valid for the period of time configured by your service organization, after which the application will prompt you to change it during login.

5.2 Configuring Text Printed on Items

If your check scanner is equipped with an inkjet printer, the scanner can print some information on the back of each item. You can configure the text that is printed on the back of items when they are scanned. The number of characters you can print on the back of the check may be limited by the physical size of the check.

Your service organization may configure settings for Scanner Spray Text that will override any settings that you have configured. If you have special requirements for Scanner Spray Text, contact your service organization.

Note: This text is not considered an endorsement.

The following table shows the total number of characters you may define based on what each scanner supports. Before you change this setting, determine how many characters you can print on the back of your items by locating your scanner in the table below.

	DCC Scanners	Panini Scanners
	TS230	VX 1F, 50
Total # of characters	45	70

To change the text printed on items, do the following:

1. Click the User Preferences tab.
2. In the Print Text Configuration panel in the User Preferences screen, select the check boxes for the information you want to print on the back of items when they are scanned.

PRINT TEXT CONFIGURATION

Configure the text to be printed on the back of a check.
(You can enter up to 10 characters in the user defined text area.)

Deposit Number

Item Number

Customer Name

Current Date

User Defined Text

You can print any of the following:

- Deposit number: Identification number assigned to the current deposit by the Web Client Gateway.
- Item number: Identification number assigned to the current item by the application.
- Customer name: Name of customer this application is configured for, such as your company name.
- Current date: Date and time the item was scanned (DAY MON DD HH:MM:SS TMZ YYYY)
- User defined text: If you select this option, enter up to 10 characters to print on the item. You can use letters, numbers, and special characters.

3. Click Save All User Preferences Changes.

The specified information will be printed on the back of scanned items when you start your next deposit.

5.3 Downloading the Scanner Driver

Typically, you are automatically prompted to download and install the scanner drivers you need to use the application. However, if necessary, you can manually download and install the scanner drivers. You may need to do this if you experience problems with your scanner. Also, if you are switching from one scanner model to another, you must manually uninstall the existing scanner drivers and then install the correct drivers for your new scanner. See the following:

- Removing Scanner Drivers
- Installing Scanner Drivers

5.3.1 Removing Scanner Drivers

Windows users

1. Log out of the application and close your browser.
2. Go to Start > Control Panel and click one of the following (depending on your operating system):
 - Add or Remove Programs
 - Uninstall a Program
 - Programs and Features

3. Select NetCaptureScannerDrivers and click Remove.

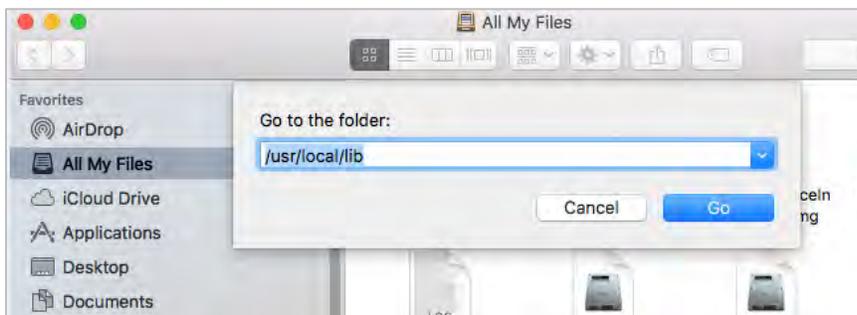
Note: If you cannot find this application or feel uncomfortable removing it, contact your IT personnel.

4. Follow the prompts to remove the scanner drivers.

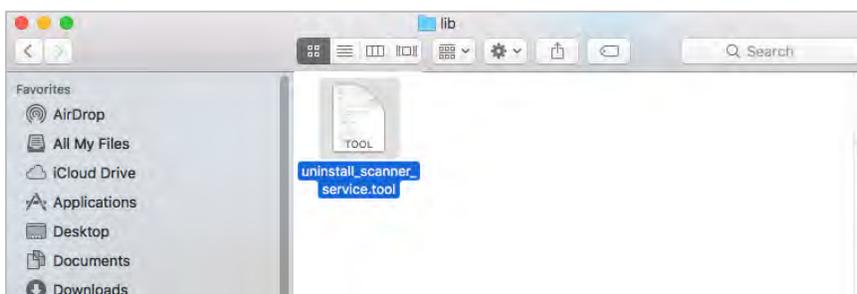
When finished, continue with the next section *Installing Scanner Drivers* to install new scanner drivers.

Mac users

1. Log out of the application and close your browser.
2. Click  to open the Finder and then click Cmd + Shift + G to open the go to folder prompt.
3. Enter /usr/local/lib in the search field and click Go.

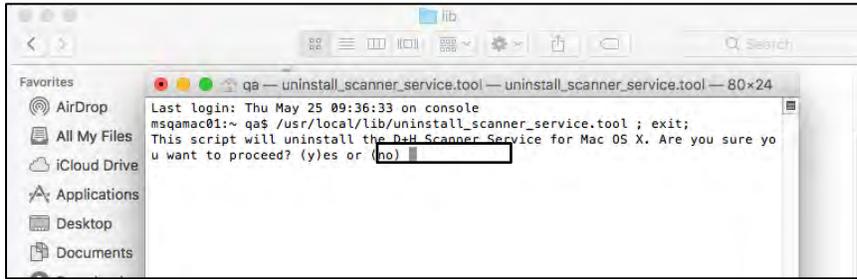


4. In the folder, click and open the `uninstall_scanner_service.tool` file.



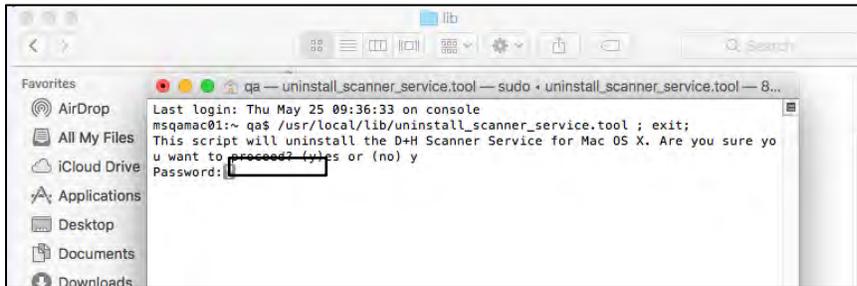
A warning appears asking if you want to uninstall Scanner Service.

5. Enter the letter 'y' to continue.

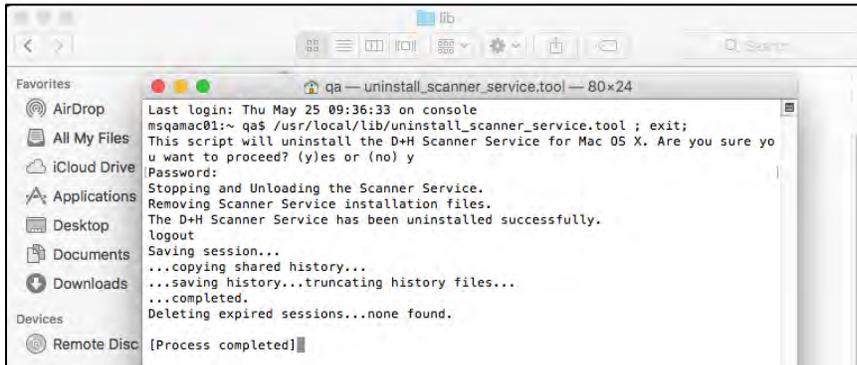


Before Scanner Service can be uninstalled, you must enter your Mac password.

6. Enter your Mac password to continue.



A successful uninstallation message appears.



7. When finished, continue with the next section *Installing Scanner Drivers* to install new scanner drivers.

5.3.2 Installing Scanner Drivers

If you do not install the scanner driver after you first log in to the application, you can install it manually in the User Preferences tab.

To download the scanner installer, click the Download the Scanner Installer button in the Scanner Driver panel and follow the prompts. For more information on how to install a scanner, see [Scanner Setup Process Scanner Setup Process](#).

SCANNER DRIVER

Manual scanner driver download:

- Click on the button below to download the scanner driver installer.
- The installer must be run by an administrator.

[Download the Scanner Installer](#)

5.4 Configuring Email Notifications

Email Notifications are available to a submitter making deposits and an approver if Dual Control is enabled. When an email is configured for email notifications, that user will receive all the available notifications for their role.

A Submitter can receive these email notifications:

- Deposit Confirmation email
- Rejected Deposit email
- Rejected Item email
- Adjustment Notice email
- Deposit Pending Approval email
- Deposit Reject email via Dual Control

An Approver can receive this email notification:

- Deposit Pending Approval email

To receive email notifications or change the email address, do the following:

1. Click on the User Preferences tab.
2. In the Deposit Confirmation E-mail Address panel, enter your email address in the E-mail Address and Confirm E-mail Address fields.

Once the email address has been saved, you will start receiving email notifications.

Note:

- Email notifications can also be set when you start your deposit in the Deposit tab. Once you have entered your email address, it is stored by the system, and you will not be prompted to enter it again.
- All email notifications are now successfully sent to accounts that include a dollar sign in the account name, correspondent bank name, or user's first name.

DEPOSIT CONFIRMATION E-MAIL ADDRESS

Enter the e-mail address for your deposit confirmation.

E-Mail Address

Confirm E-Mail Address

6 Reporting

Web Client allows you to generate, view, and download deposit and item information from the Reporting tab.

This chapter contains the following information:

- Reports
- Research

6.1 Reports

The Reports screen enables you to generate and download a summary of report data and item details. There are three reports that you can generate and download.

- Report by Customer: Contains information about items deposited to a specific customer.
- Report by Account: Contains information about items deposited to a specific account.
- Report by Deposit: Contains information about deposits.

This section contains the following content:

- Report Criteria
- Report Contents
- Download Options

6.1.1 Report Criteria

To generate a report, you must choose the type of report you want to create and provide criteria that will determine the contents of the report.

REPORT CRITERIA

Report Type: By Account Start Date: 06/03/2015 Start Time: 12:00 AM

Account: Primary Account End Date: 06/04/2015 End Time: 11:59 PM

Show: Summary By Account All Items

Generate Report Clear Criteria Download CSV

1. In the Reporting tab, click the Reports sub-tab.
2. Enter the following information in the Report Criteria panel:

Field	Description
Report Type	Select one of the following reports from the drop-down list: <ul style="list-style-type: none">• By Customer• By Account• By Deposit
Account or Customer	This field varies depending on the type of report you want to view. If you selected By Account in the Report Type field, select the account you want to view from the drop-down list. If you selected By Customer in the Report Type field, select the customer you want to view from the drop-down list. You can select All Accounts or All Customers, depending on the type of report. If you selected By Deposit in the Report Type field, this field will not be available.

Field	Description
Show	Select one of the following options: <ul style="list-style-type: none"> Summary by Customer/Account: The results are summarized by the selected customer or account, depending on the type of report. All Items: All items associated with the selected customer or account are displayed in the Item Details grid.
Start Date	The beginning date for which report data should be generated. Enter the date manually or click the calendar icon and select a date. The default entry is the current date.
End Date	The ending date for which report data should be generated. Enter the date manually or click the calendar icon and select a date. The default entry is the current date.
Start Time	The starting time for which report data should be generated. Select a start time from the drop-down list. Times can be set in 15-minute increments. The default start time is 00:00.
End Time	The ending time for which report data should be generated. Select an end time from the drop-down list. Times can be set in 15-minute increments. The default end time is 23:59.

3. Click Generate Report to view the report summary and item details.

Once the report is generated, a summary of the report and report details appear. If needed, you can collapse the Report Criteria panel to see more records in the Item Details grid,.

4. If needed, click Clear Criteria to clear the search criteria you entered and start over.

6.1.2 Report Contents

Each report will include a report summary and item details. The Summary grid shows the report data summarized based on the type of report that was selected. The Item Details grid shows items associated with the generated report data.

To display or hide any fields in the Summary grid and Item Details grid, left mouse-click on the right corner of a column header, select Columns, and select columns for display in the drop-down list. Columns in the grids can be rearranged and resized. Items in the grid can be re-ordered by clicking any column header and selecting Sort Ascending or Sort Descending. To collapse or expand a panel, click on the arrow to the left of the panel name.

6.1.2.1 Report Summary

The details of the report summary will vary, depending on the type of report that is selected.

If the Show Summary by Customer /Account button is selected in the search criteria, the Item Details grid will be collapsed, and the results will be summarized by the customer or account that was selected. You can view items associated with a customer or account in the Summary grid by expanding the grid and clicking on a specific row.

REPORT CRITERIA

Report Type: By Account | Start Date: 06/02/2015 | Start Time: 12:00 AM
Account: Primary Account | End Date: 06/04/2015 | End Time: 11:59 PM
Show: Summary By Account All Items

ACCOUNT SUMMARY - TOTAL RECORDS: 1

Account Name	Account Number	Account Status	# of Deposits	Total Deposited Amount	Debit Items	# of In Process Deposits	In Process Deposits Amount
Primary Account	234567891	Active	2	\$577.28	8	2	\$577.28

ITEM DETAILS - TOTAL RECORDS: 10

Columns: Account Name, Account Number, Account Status, # of Deposits, Total Deposited Amount, Debit Items, # of In Process Deposits, In Process Deposits Amount

If the Show All Items button is selected in the search criteria panel, then the Summary grid will be collapsed and all items associated with the selected customer or account will be displayed in the Item Details grid. You can narrow the list of items by expanding the Summary panel and clicking on a specific row in the Item Details grid.

REPORT CRITERIA												
Report Type:	By Account		Start Date:	06/02/2015	Start Time:	12:00 AM						
Account:	Primary Account		End Date:	06/04/2015	End Time:	11:59 PM						
Show:	<input type="radio"/> Summary By Account <input checked="" type="radio"/> All Items											
Generate Report Clear Criteria Download CSV												
ACCOUNT SUMMARY - TOTAL RECORDS: 1												
ITEM DETAILS - TOTAL RECORDS: 10												
Server Item ID	Client Item ID	Item Type	Item Status	Item Amount	Adjustment	Aux On Us	EPC	R/T	Bank On Us	Server Deposit ID	Client Deposit ID	Deposit Status
7340	17767	Debit	Processing	\$72.04	\$0.00			34 7UUU08		2182	7613	Processing
7341	17766	Debit	Processing	\$72.04	\$0.00			3U UUU9U8		2182	7613	Processing
7342	17567	Debit	Processing	\$71.49	\$0.00			UU4U0 UUU		2182	7613	Processing
7343	17568	Debit	Processing	\$72.04	\$0.00			UBUU0 UUU		2182	7613	Processing
7344	17566	Debit	Processing	\$73.07	\$0.00					2182	7613	Processing
7345	17768	Credit	Processing	\$360.68	\$0.00			124000054	234567891	2182	7613	Processing
7351	17877	Debit	Processing	\$72.04	\$0.00			UBUU0 U0U		2184	7729	Processing
7352	17875	Debit	Processing	\$73.07	\$0.00					2184	7729	Processing
7353	17876	Debit	Processing	\$71.49	\$0.00					2184	7729	Processing
7354	17878	Credit	Processing	\$216.60	\$0.00			124000054	234567891	2184	7729	Processing

The table below lists all the data that can be seen in the report summary and which report they correspond with.

Column	Description	Reports		
		Report by Account	Report by Customer	Report by Deposit
Account Name	The name on the account to which the deposit was submitted.	X		X
Account Number	The account number the deposit was submitted to. If this field has been configured, it will be masked.	X		X
Account Status	The status of the account. This can be Active or Inactive.	X		
# of Deposits	The number of deposits that were submitted to an account.	X		
Total Deposited Amount	The total amount of all deposits submitted for an account or customer.	X	X	
Debit Items	The total number of debit items in a deposit for an account or customer?	X	X	X
# of In Process Deposits	The total number of deposits that have an In Process status for an account or customer.	X	X	
In Process Deposits Amount	The total amount of deposits that have an In Process status for an account or customer.	X	X	
In Process Debit Count	The total number of debit items that have an In Process status for an account or customer.	X	X	
# of Completed Deposits	The number of deposits that have been completed for an account or customer.	X	X	
Completed Deposits Amount	The total amount of all deposits that have been completed for an account or customer.	X	X	

Column	Description	Reports		
		Report by Account	Report by Customer	Report by Deposit
Completed Deposits Adjusted Amount	The total amount of deposits after adjustments were made to items in the deposit.	X	X	
Completed Debit Count	The total number of debit items for an account or customer.	X	X	
# of Rejected Deposits	The total number of deposits that have been rejected for an account or customer.	X	X	
Rejected Deposits Amount	The total amount of deposits that have been rejected for an account or customer.	X	X	
Rejected Debit Count	The total number of rejected debit items for an account or customer.	X	X	
Customer	The name of the customer to which the deposit was submitted to. This field may or may not be configured by your service organization.	X	X	X
Server Deposit ID	The global deposit ID assigned after submitting a deposit.			X
Client Deposit ID	The local deposit ID assigned when the deposit is created.			X
Deposit Status	The status of the deposit.			X
Submitted Date	The date the deposit was submitted on.			X
Submitted By	The name of the user who submitted the deposit.			X
Deposit Total	The total amount of all deposits for an account or customer.			X
Adjustment	The amount of any adjustments made to an item.			X
Deposit Channel	The deposit application the deposit was submitted from. This can be Web Client or Mobile.			X
Custom Fields	Custom fields will vary, depending on what your service organization has configured.			X

6.1.2.2 Item Details

The Item Details grid shows the items that are associated with a report after it has been generated. It will show the same results for all of the reports.

Server Item ID	Client Item ID	Item Type	Item Status	Item Amount	Adjustment	Aux On Us	EPC	R/T	Bank On Us	Server Dep
7340	17767	Debit	Processing	\$72.04	\$0.00			34 7U000U8		
7341	17766	Debit	Processing	\$72.04	\$0.00			3U 000U9U8		
7342	17567	Debit	Processing	\$71.49	\$0.00			UU4U0 UUU		
7343	17568	Debit	Processing	\$72.04	\$0.00			UBU0U UUU		
7344	17566	Debit	Processing	\$73.07	\$0.00					
7345	17768	Credit	Processing	\$360.68	\$0.00		124000054		234567891	
7351	17877	Debit	Processing	\$72.04	\$0.00			UBU0U UOU		
7352	17875	Debit	Processing	\$73.07	\$0.00					
7353	17876	Debit	Processing	\$71.49	\$0.00					
7354	17878	Credit	Processing	\$216.60	\$0.00		124000054		234567891	

- Aux On Us
- EPC
- R/T
- Bank On Us
- Server Deposit ID
- Client Deposit ID
- Deposit Status
- Submitted Date
- Submitted By
- Deposit Debit Total
- Deposit Debit Items
- Account Name
- Account Number
- Account Status

Deposit Status

↑ Sort Ascending

↓ Sort Descending

Columns

Filters

- 3 Processing
- 3 Processing
- 9 Processing
- 9 Processing
- 9 Processing
- 9 Processing

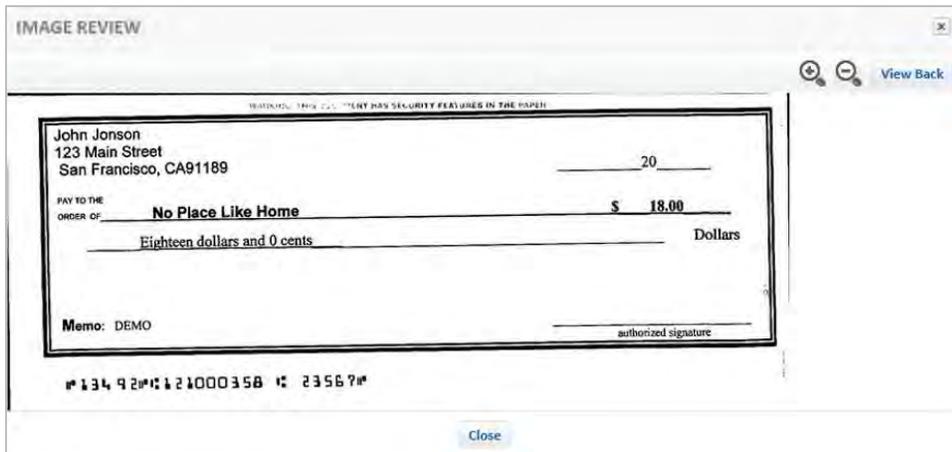
The table below lists all the data that can be seen in the Item Details grid.

Column	Description
Server Item ID	The global ID number assigned to an item.
Client Item ID	The local ID number assigned to an item.
Item Type	This can be debit or credit.
Item Status	The status of the item—Processing, Ok, or Rejected.
Item Amount	The total amount for the item.
Adjustment	The amount of any adjustments made to an item.
Aux On-Us	The aux on-us number found on the check.
EPC	The code assigned to an item if it has previously been processed electronically.
R/T	The route/transit number for the bank.
Bank On-Us	The account number and, in some cases, the check number.
Server Deposit ID	The global deposit ID assigned after submitting a deposit.
Client Deposit ID	The local deposit ID assigned when the deposit is created.
Deposit Status	The status of the deposit—Completed or Rejected.
Submitted Date	The date the item was submitted on.
Submitted By	The name of the user who submitted the deposit.
Deposit Total	The total amount of all items in the deposit.
Deposit Debit Items	The total amount of all debit items in the deposit.
Account Name	The name on the account to which the deposit was submitted.
Account Number	The account number the deposit was submitted to. If this field is configured, it will be masked.
Account Status	The status of the account—Active or Inactive.
Deposit Channel	The deposit application the deposit was submitted from—Web Client or Mobile.
Customer	The name of the customer to which the deposit was submitted to. This field may or may not be configured by your service organization.
Payer	The payer name. This field may or may not be configured by your service organization.
Custom Fields	Various, depending on what your service organization has configured.
Mobile Transaction ID	The Mitek transaction ID.

6.1.2.2.1 Viewing Item Images

The Reports screen allows you to view an image associated with an item in a report.

1. In the Item Details grid, click on the Client Item ID of the item image you would like to view. An Image Review screen appears with the item image.



Note: When the Client Item is a credit record and the account number is configured masked when the deposit is submitted, the account number in the virtual credit image display will be masked. The masking applies only to deposits generated after setting the account masking configuration. Previously generated credit images will remain as is.

2. To view the front or back of the item image, click View Front/View Front.
3. To zoom in or out of the item image, click . The image or portion of the image is enlarged for better reading.
4. When you are finished viewing the item image, click Close.

6.1.3 Download Options

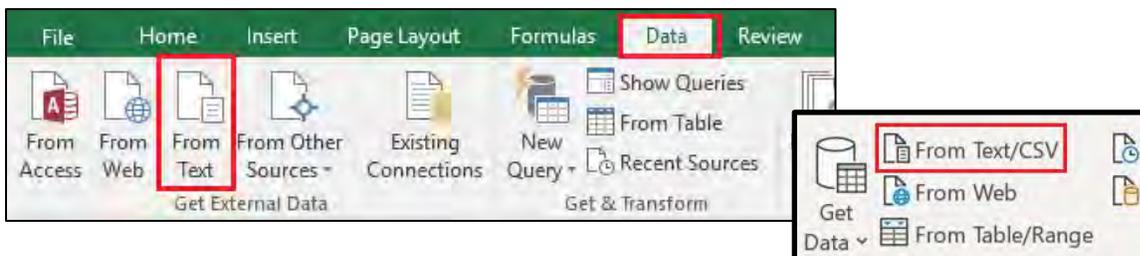
The download options vary based on report type. The possible options include:

- Download CSV: Provides report data, including summary information and item details. This option is available for all reports.
Note: When viewing .csv downloads in Microsoft Excel, if you want to display leading zeroes in account numbers and routing numbers, perform the steps detailed in *Opening .CSV Downloads in Excel*.
- Download PDF Front check images: Provides a PDF file containing summary information, item details, and check front images. PDF downloads are only available for By Deposit reports.
- Download Front and Back check images: Provides a PDF file containing summary information and front and back check images. PDF downloads are only available for By Deposit reports.

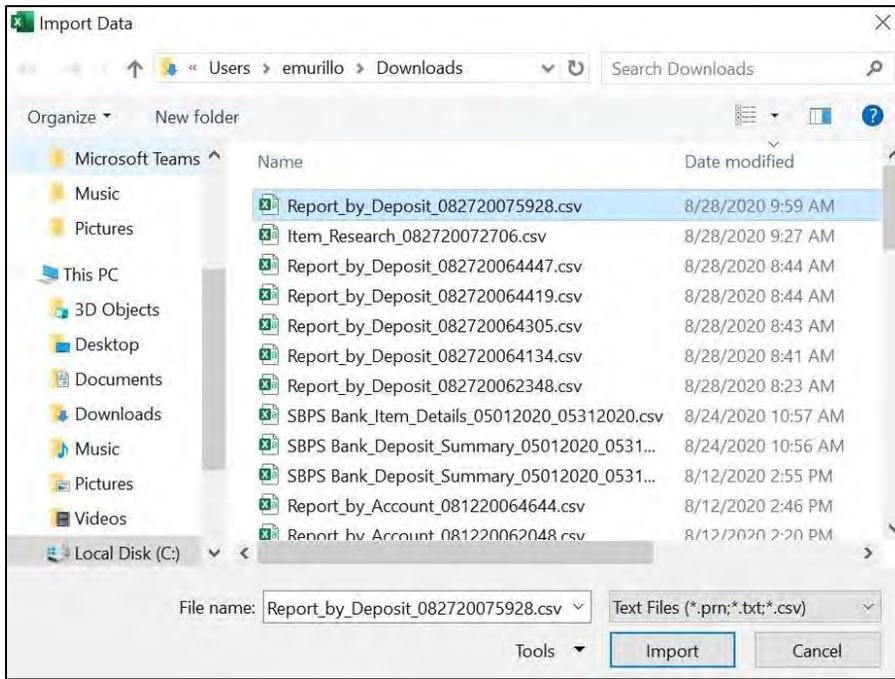
To download a report, click Download CSV or Download PDF, depending on the report you are downloading.

6.1.3.1 Opening .CSV Downloads in Excel

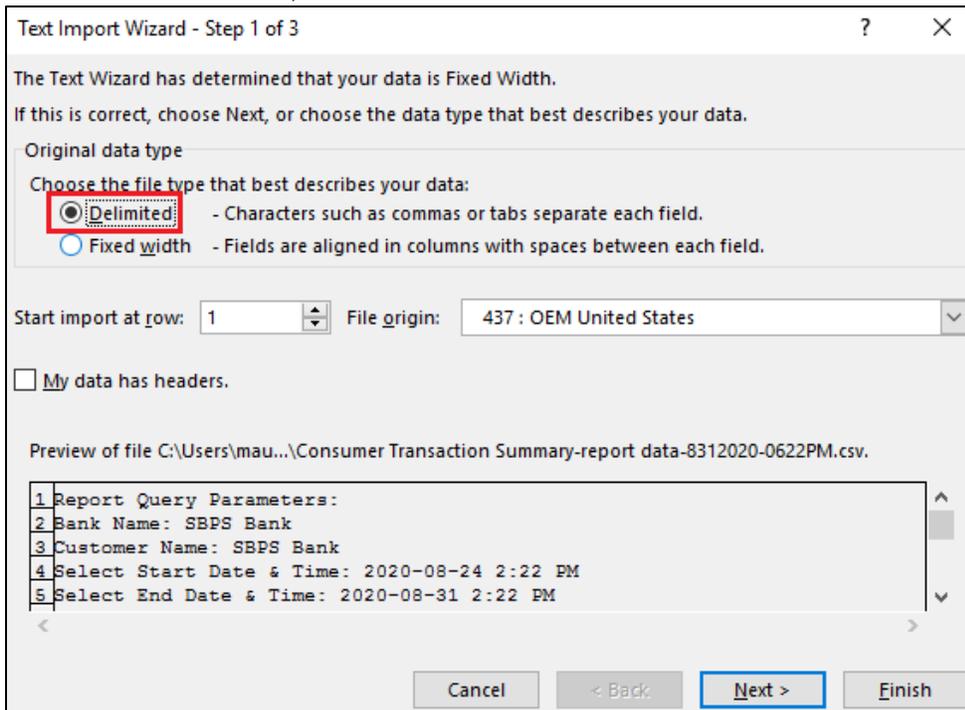
1. Open Excel, click the Data tab, and then click the From Text or From Text/CSV. (Note: Button name varies depending on your version of Excel).



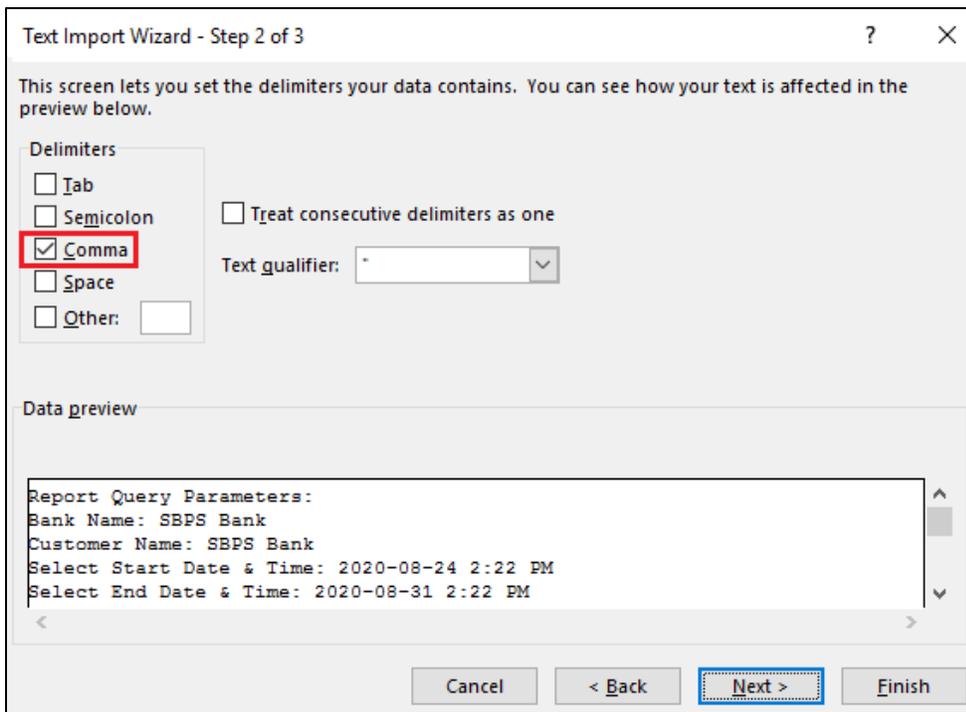
The Import Text File / Import Data selection window opens (Note: Window name varies depending on your version of Excel).



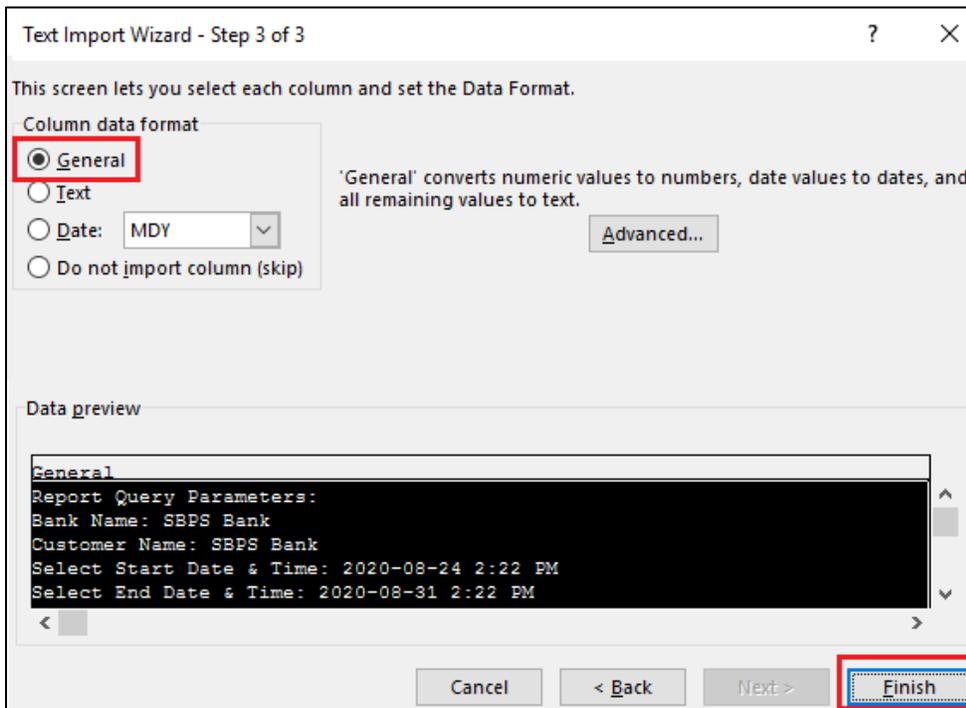
2. Select the .csv file for the report you want to view and click Import.
The Import wizard screens appear.
3. In the first wizard screen, select the radio button labeled Delimited and click Next



4. In the second wizard screen, select the Comma check box and click Next.



5. In the third wizard screen, leave the Column data format set to General and click Finish.



The report opens in Excel and includes leading zeroes (when present) in account and routing numbers.

6.2 Research

The Research screen allows you to search for a specific item using more advanced search criteria.

This section contains the following information:

- ~~Item Search~~ [Item Search](#)
- Research Details
- Download Options

6.2.1 Item Search

To search for a specific item, you must provide criteria that will determine the contents of report.

RESEARCH CRITERIA

Submitted From Date	<input type="text" value="06/02/2015"/>		Submitted From Time	<input type="text" value="12:00AM"/>	<input type="text" value="12:00AM"/>	<input type="text" value=""/>
Submitted To Date	<input type="text" value="06/04/2015"/>		Submitted To Time	<input type="text" value="11:59PM"/>	<input type="text" value="11:59PM"/>	<input type="text" value=""/>
Submitted to Customer	<input type="text" value="Search here"/>		Server Deposit ID From	<input type="text" value=""/>	Server Deposit ID To	<input type="text" value=""/>
Submitted to Account	<input type="text" value="Search here"/>		Server Item ID From	<input type="text" value=""/>	Server Item ID To	<input type="text" value=""/>
Submitted By User	<input type="text" value=""/>		Client Deposit ID From	<input type="text" value=""/>	Client Deposit ID To	<input type="text" value=""/>
Item Amount From	<input type="text" value=""/>	Item Amount To	<input type="text" value=""/>	Client Item ID From	<input type="text" value=""/>	Client Item ID To
Payer	<input type="text" value=""/>					

Follow the steps below to search for an item and generate a report:

1. In the Reporting tab, click the Research sub-tab.
2. Enter the following information in the Research Criteria panel:

Field	Descriptions
Submitted From Date	The beginning date for which report data should be generated. Enter the date manually or click the calendar icon and select a date. The default entry is the current date.
Submitted To Date	The ending date for which report data should be generated. Enter the date manually or click the calendar icon and select a date. The default entry is the current date.
Submitted From Time	The starting time for which report data should be generated. Select a start time from the drop-down list. Times can be set in 15-minute increments. The default start time is 00:00.
Submitted To Time	The ending time for which report data should be generated. Select a start time from the drop-down list. Times can be set in 15-minute increments. The default end time is 23:59.
Submitted to Customer	Select a customer from the drop-down list.
Submitted to Account	Select an account from the drop-down list. If nothing is selected, all accounts will be included in the search.
Submitted By User	Enter any part of the user's user name that submitted the deposit.

Field	Descriptions
Item Amount From	Enter the beginning item amount in a range of amounts included in the search. For example, to search for items with amounts between \$100 and \$500, enter 100 here.
Item Amount To	Enter the ending item amount in a range of amounts included in the search. For example, to search for items with amounts between \$100 and \$500, enter 500 here.
Payer	If your service organization is configured to enter the payer name when submitting checks, you can search by this name. Enter any part of the payer name you are looking for.
Bank On-Us	Enter the Bank On-Us number of the item. All items with Bank On-Us numbers that include the numbers you provide here will be returned in the search results.
Route/Transit Number	Enter the Route/Transit number of the item. All items with Route/Transit numbers that include the numbers you provide here will be returned in the search results.
Aux On-Us	Enter the Aux-On-Us number of the item. All items with Aux-On-Us numbers that include the numbers you provide here will be returned in the search results.
Server Deposit ID From	Enter the beginning server deposit ID number in a range of numbers included in the search.
Server Deposit ID To	Enter the ending server deposit ID number in a range of numbers included in the search.
Server Item ID From	Enter the beginning server item ID number in a range of numbers included in the search.
Server Item ID To	Enter the ending server item ID number in a range of numbers included in the search.
Client Deposit ID From	Enter the beginning client deposit ID number in a range of numbers included in the search.
Client Deposit ID To	Enter the ending client deposit ID number in a range of numbers included in the search.
Client Item ID From	Enter the beginning client item ID number in a range of numbers included in the search.
Client Item ID To	Enter the ending client item ID number in a range of numbers included in the search.

3. Click Generate Report to create a report.
When the report is generated, the Research Details grid appears.
4. If needed, click Clear Criteria to clear the search criteria that was entered and start over.

6.2.2 Research Details

A list of items based on the search criteria that was provided can be viewed in the Research Details grid.

To display or hide any fields in the Research Details grid, left mouse-click on the right corner of a column header, select Columns, and select columns for display in the drop-down list. Columns in the grid can be rearranged and resized. Items in the grid can be re-ordered by clicking any column header and selecting Sort Ascending or Sort Descending.

RESEARCH DETAILS - TOTAL RECORDS: 10										
Server Item ID	Client Item ID	Item Type	Item Status	Item Amount	Adjustment	Aux On Us	EPC	R/T	Bank On Us	Server Dep
7340	17767	Debit	Processing	\$72.04	\$0.00			84 7UUUU8		
7341	17766	Debit	Processing	\$72.04	\$0.00			3U UUU9U8		
7342	17567	Debit	Processing	\$71.49	\$0.00			UU4U0 UUU		
7343	17568	Debit	Processing	\$72.04	\$0.00			U8UU0 UUU		
7344	17566	Debit	Processing	\$73.07	\$0.00					
7345	17768	Credit	Processing	\$360.68	\$0.00			12400054	234567891	
7351	17877	Debit	Processing	\$72.04	\$0.00			U8UU0 U0U		
7352	17875	Debit	Processing	\$73.07	\$0.00					
7353	17876	Debit	Processing	\$71.49	\$0.00					
7354	17878	Credit	Processing	\$216.60	\$0.00			12400054	234567891	

The table below lists all of the data that can be seen in the Research Details grid. To see more records in the grid, you can collapse the Research Criteria panel.

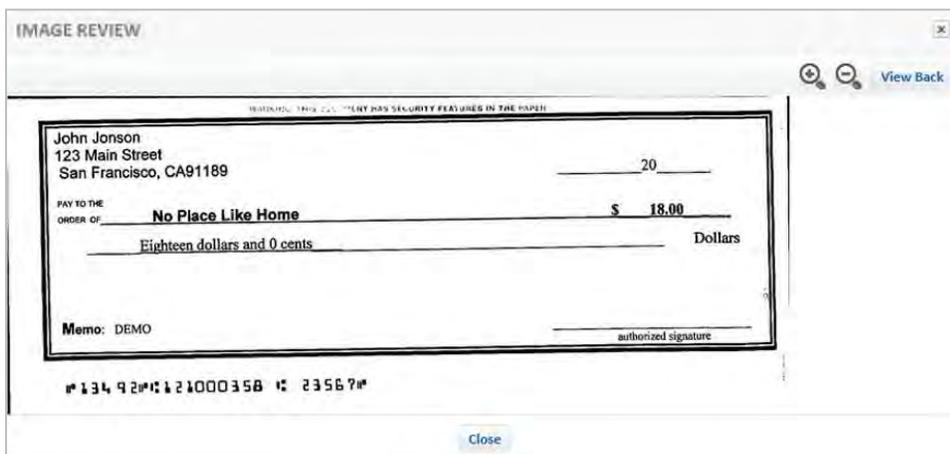
Column	Description
Server Item ID	The global item ID number assigned to an item.
Client Item ID	The local item ID number assigned to an item.
Item Type	This can be debit or credit.
Item Status	The status of the item. This can be Processing, Ok, or Rejected.
Item Amount	The total amount for the item.
Adjustment	The amount of any adjustments made to an item.
Aux On-Us	The aux on-us number found on the check.
EPC	The code assigned to an item if it has previously been processed electronically.
R/T	The route/transit number for the bank.
Bank On-Us	The account number and, in some cases, the check number.
Server Deposit ID	The global deposit ID assigned after submitting a deposit.
Client Deposit ID	The local deposit ID assigned when the deposit is created.
Deposit Status	The status of the deposit. This can be Completed or Rejected.
Submitted Date	The date the item was submitted on.
Submitted By	The name of the user who submitted the deposit.
Deposit Total	The total amount of all items in the deposit.
Deposit Debit Items	The total amount of all debit items in the deposit.
Account Name	The name on the account to which the deposit was submitted.
Account Number	The account number the deposit was submitted to. If this field has been configured, it will be masked.
Account Status	The status of the account. This can be Active or Inactive.
Deposit Channel	The deposit application the deposit was submitted from. This can be Web Client or Mobile.

Column	Description
Customer	The name of the customer to which the deposit was submitted to. This field may or may not be configured by your service organization.
Payer	The payers name.
Custom Fields	Custom Fields will vary, depending on what your service organization has configured.
Mobile Transaction ID	The Mitek transaction ID.

6.2.2.1 Viewing Item Images

The Research screen allows you to view an image associated with an item.

1. In the Research Details grid, click on the Client Item ID of the item image you would like to view.
An Image Review screen appears with the item image.



2. To view the front or back of the item image, click View Back/View Front.
3. To zoom in or out of the item image, click .
The image or portion of the image is enlarged for better reading.
When you are finished viewing the item image, click Close.

6.2.3 Download Options

To download a report, click Download CSV or Download PDF.

- Download CSV: Provides report data, including summary information and item details.
Note: When viewing .csv downloads in MS Excel, if you want to display leading zeroes in account numbers and routing numbers, perform the steps detailed in *Opening .CSV Downloads in Excel*.
- Download PDF Front check images: Provides a PDF file containing summary information, item details, and check front images.
- Download Front and Back check images: Provides a PDF file containing summary information and front and back check images.

7 User Administration

The Admin tab allows an organization to administer their users within their home organization. An admin can create new users, assign user roles, reset user passwords, and clone existing users. Depending on the privileges your service provider has configured for your organization, the Admin tab may not be accessible.

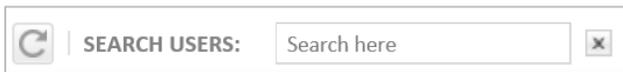
Note: The Admin tab does not support administration of users across multiple orgs.

This chapter contains the following information:

- Searching for a User
- Creating a User
- Editing a User
- Cloning a User

7.1 Searching for a User

You can search for a user by entering the user name, email address, or user status in the Search Users text box and the grid will automatically filter a list of users as you type.



You will only see users that you have access to from your home organization. Users from other organizations will not be displayed on Admin tab even though you might have access to them.

User Name ↑	First Name	Last Name	Status	Deposit Review Limit	Clone User
customerjames	james	Customer	Active	\$99,999,999.99	
janec	Jane	Customer	Active	\$99,999,999.99	
jcustomer	John	Customer	Active	\$99,999,999.99	
John	John	Consumer	Active	\$99,999,999.99	

The list of users contains the following information:

Column	Description
User Name	The user name of the user.
First Name	The first name of the user.
Last Name	The last name of the user.
Status	The status of the user. The status can be Active or Inactive.
Email for Mobile Alerts	The email address of the user for email notifications about deposits submitted from the Mobile application.

Column	Description
Deposit Review Limit	Deposit limit threshold for the user that will require a secondary approval (Dual Control) before being submitted to the financial institution. See <i>Reviewing Deposits</i> for more information. Note: This field will only be displayed if the Dual Control rule is active.
Clone User	Allows you to create a new user by cloning an existing user. See <i>Cloning a User</i> for more information.

Note: To display or hide any fields in the grid, left mouse-click on the right corner of a column header, select Columns, and select columns for display in the drop-down list. Columns in the grid can be rearranged and resized. Items in the grid can be re-ordered by clicking any column header and selecting Sort Ascending or Sort Descending.

7.2 Creating a User

1. On the Admin screen, click on the New button.

The Create User screen appears with the Profile tab selected.

CREATE USER

Profile

Assign Roles

GENERAL

User Name *

First Name *

Last Name *

Password *

Confirm Password *

FOR DUAL CONTROL DEPOSIT APPROVAL ONLY

Deposit Review Limit

* Required Fields

Clicking Next will create the user profile.
User Name cannot be edited after the user profile is created.
Verify that all information is correct before clicking Next.

2. Enter the following information into the fields on the Profile tab.

Note: Required fields are marked with an asterisk on the screen.

Field	Description
User Name	The user name that will be used to login to Web Client. Note: Once a user's user name is created and saved, it cannot be changed.
First Name	The first name of the user.
Last Name	The last name of the user.
Password	The default password for the user. Note: This field is only displayed if applicable for your organization.
Confirm Password	The confirmation of the default password previously entered. Note: This field is only displayed if applicable for your organization.

Field	Description
Email for Mobile Alerts	The email address that will be used for mobile deposit alerts. Note: This field is only displayed if your organization is configured for Mobile deposits.
Deposit Review Limit	The deposit limit threshold for the user that will require a secondary approval (Dual Control) before being submitted to the financial institution. Note: This field will only be displayed if the Dual Control rule is active.

- Click Next to create the user's profile and advance to the Assign Roles tab.
- On the Assign Roles tab, select the check box next to the role that you want to assign to the user in the Assigned Roles section.

Note: The list of roles will not exceed the admin's privileges.

CREATE USER

Profile Assign Roles

ASSIGNED ROLES

	Role ↑	Account Access
<input type="checkbox"/>	Customer Deposit Approv...	▼
<input checked="" type="checkbox"/>	Remote Reviewer	▼
<input type="checkbox"/>	Remote User	▼

User Profile can be edited with the exception of User Name by clicking the Back button.

Back
Done

- The information displayed in the Account Access column depends on the displayed role. Some roles can be assigned at the account level and other roles can only be assigned at the customer level.

The account access levels are:

- Customer level: The user will have access to all accounts within their organization. If a new account is added to the organization at any time, users will automatically get access to that account. All Accounts will be displayed in the Account Access column for each customer level role.
- Account level: The user will have access to the specific account selected. If a new account is added to the organization at any time, user roles need to be updated to access that account. All account levels roles will have a drop-down list of available accounts to assign to the user role.

CREATE USER

Profile | Assign Roles

ASSIGNED ROLES

Role ↑	Account Access
<input type="checkbox"/> Customer Deposit Approv...	
<input checked="" type="checkbox"/> Remote Reviewer	All Accounts
<input checked="" type="checkbox"/> Remote User	Selected Accounts

REMOTE USER ROLE ACCOUNTS

SEARCH ACCOUNTS:

Account Name	Account Number
<input checked="" type="checkbox"/> account 1	11111111
<input checked="" type="checkbox"/> account 2	22222222
<input type="checkbox"/> Account D	33333333

User Profile can be edited with the exception of User Name by clicking the Back button.

[Back](#) [Done](#)

- Click Done when finished assigning roles to the user.
The roles are now assigned to the new user.

7.3 Editing a User

The profile and assigned roles can be updated when editing a user. On the user's profile, all information except for the user name can be edited. Assigned roles and accounts can be added or removed.

- On the Admin screen, click on the user name in the grid that you want to edit.
The Update User screen appears.

UPDATE USER

Profile | Assign Roles

GENERAL

User Name *

First Name *

Last Name *

Password *

Confirm Password *

Status *

FOR DUAL CONTROL DEPOSIT APPROVAL ONLY

Deposit Review Limit

* Required Fields

Clicking Next will update the user profile.
Verify that all information is correct before clicking Next.

[Close](#) [Next](#)

2. You can edit the following fields on the Update User screen:

Field	Description
First Name	The first name of the user.
Last Name	The last name of the user.
Password	The password for the user. Note: This field is only displayed if applicable for your organization.
Confirm Password	The password a second time to confirm it is correct. Note: This field is only displayed if applicable for your organization.
Status	The status of the user. The status can be one of the following: <ul style="list-style-type: none"> Active: The user is able to log in to the application. Inactive: The user is deactivated and cannot log in to the application. You can set any user into Inactive status if needed. Note: If a user is locked out of the application due to failed attempts to login or due to inactivity, the user status will be displayed as Inactive. You can restore the user's status to Active at any time. <ul style="list-style-type: none"> Deleted: The user will no longer be displayed in the list of users but will still be visible in the reports associated with the deposits made by this user.
Email for Mobile Alerts	The email address for the user to receive mobile alerts regarding deposits made from the Mobile application. Note: This field is only displayed if your organization is configured for Mobile deposits.
Deposit Review Limit	The deposit review limit amount for the user. Note: This field will only be displayed if the Dual Control rule is active.

3. Click Next to save the changes and advance to the Assign Roles screen.

Changes to the user's profile will be saved.

4. On the Assign Roles screen, you can do the following:

- Delete a role: Uncheck the check box next to the role in the Role column to delete a role.
- Add a role: Select the check box next to the role in the Role column to add a role.
- Remove an account from a user's access: Select the required role in the Role column and uncheck the check box next to the account in the Accounts section to remove an account from the user's access.
- Add a new account to a user's access: Select the required role in the Role column and select the account in the Accounts section that you want to add to the user access.

5. Click Done to save the changes to the user's assigned roles and accounts.

7.4 Cloning a User

A new user can be created by cloning an existing user from the Admin tab.

1. In the Clone User column on the Admin screen, click on the Clone icon  next to the user to be cloned. The Cloning User screen appears with the Profile tab selected.

CLONING USER JCUSTOMER

Profile | Assign Roles

GENERAL

User Name *

First Name *

Last Name *

Password *

Confirm Password *

FOR DUAL CONTROL DEPOSIT APPROVAL ONLY

Deposit Review Limit

* Required Fields

Clicking Next will create the user profile.
User Name cannot be edited after the user profile is created.
Verify that all information is correct before clicking Next.

[Cancel](#) [Next](#)

- Fill in the fields on the Profile tab. See *Creating a User* for more information about the fields on the screen.

Note: If your organization is configured for Dual Control, the Deposit Review limit field is the only field that will be populated with the amount from the cloned user. All other profile information is unique to the new user.

- Click Next to create the user profile and advance to the Assign Roles tab. The Assigned Roles tab will be prepopulated with the roles from the cloned user.

CLONING USER JCUSTOMER janeconsumer

Profile | Assign Roles

Roles are cloned from jcustomer

ASSIGNED ROLES

Role ↑	Account Access
<input type="checkbox"/> Customer Deposit Approv...	All Accounts
<input type="checkbox"/> Remote Reviewer	All Accounts
<input checked="" type="checkbox"/> Remote User	Selected Accounts

REMOTE USER ROLE ACCOUNTS

SEARCH ACCOUNTS:

Account Name	Account Number
<input checked="" type="checkbox"/> account 1	11111111
<input type="checkbox"/> account 2	22222222
<input checked="" type="checkbox"/> Account D	33333333

User Profile can be edited with the exception of User Name by clicking the Back button.

[Back](#) [Done](#)

- Make necessary changes to the displayed roles or save them as is by clicking the Done button. The new user is now created.

Note: Roles are not saved for the new user until you click Done.

8 Troubleshooting

This section contains information to help you troubleshoot problems you may encounter. It contains the following:

- Login and Authentication Errors
- Scanner Errors
- Item Processing Issues
- Deposit Issues
- Reporting Issues
- General Issues
- Restoring Default Application Configurations

Note: Possible issues you may encounter may be caused by your PC not meeting software requirements, which can cause slow behavior. To view a complete list of requirements, see *System Requirements*.

8.1 Login and Authentication Errors

Some possible login and authentication issues and resolutions are listed below.

Issue/Error	Description	Resolution
You are unable to open the application. You receive the following error: The browser cannot display the web page.	The Web Client connection failed because the Web Client Gateway is down.	Contact your Service Representative.
You receive an error configured by your service organization to inform you of a planned or unplanned network outage.	The Web Client connection failed because the Capture Gateway component of the NetCapture Platform is down.	Follow the instructions provided in the message, or contact your Service Representative.
You are unable to log in to the application.	User names and passwords are case sensitive, and passwords must comply with certain restrictions configured by your service organization.	Ensure you enter the correct user name and password as provided by your Service Representative. Contact your Service Representative for details about your specific password requirements. If you continue to be denied access to the application, contact your Service Representative.

Issue/Error	Description	Resolution
<p>You cannot log in to the application at the current time.</p>	<p>The application may be configured to restrict access at certain times.</p>	<p>Contact your Service Representative for information about the days and times during which the application is available to you.</p>
<p>The application will not allow you to set the password you desire. You may receive the following errors:</p> <ul style="list-style-type: none"> • The new password you provided is not valid. • The password you provided does not meet the length requirements configured by your service organization. • The password you provided does not contain any numeric characters. • Your password cannot be the same as your user name. • The password you provided does not contain any alpha characters. • The new password cannot be the same as the old password. 	<p>Password requirements are configured by your service organization. For example, your service organization may require that your password be at least six characters in length and use a numeric value, and may use a list of excluded words that may not be used as passwords. In addition, you may not be allowed to use a password that you have used previously.</p>	<p>Contact your Service Representative for details about your specific password requirements.</p> <p>In addition to your service organization's configurable requirements, your password may not be the same as your user name.</p>
<p>You entered an invalid user name or password.</p>	<p>User names and passwords are case sensitive, and passwords must comply with certain restrictions configured by your service organization.</p>	<p>Ensure you enter both your user name and password correctly, as provided by your Service Representative. Either your user name or your password was incorrect, so re-enter both. Contact your Service Representative for details about your specific password requirements.</p>
<p>Your password has expired.</p>	<p>You must change your password before you can log into the application.</p>	<p>Click OK to change your password now, and the Change Password window appears. See <i>Changing Your Password</i> for instructions.</p>

Issue/Error	Description	Resolution
The values you entered for your new password do not match.		Re-enter your password in the New Password and Confirm Password fields, ensuring they are the same.
You entered invalid password information.		Re-enter the password. If the problem persists, contact your Service Representative.
The application cannot connect to the server because the certificate on the server is not trusted.		Contact your Service Representative.
You logged in, but the application is unresponsive.	The network lost connection while downloading the Web Client applet.	Close and restart the browser and log in again.

8.2 Scanner Errors

The following are some possible scanner errors that may occur when scanning items for a deposit.

Issue/Error	Description	Resolution
I need to switch to a new model of scanner.	If you have been using one scanner model but need to switch to a new one, you must manually remove the scanner drivers and then re-install the correct drivers for your new scanner.	Follow the directions in <i>Downloading the Scanner Driver</i> to remove the existing drivers and re-install the correct ones.
The application says that my scanner is not plugged in or is turned off.	The scanner will not function, but it is plugged into the computer and the power is on.	First, try restarting the browser. If that does not work, reboot the computer. If the scanner is still not responding, it is possible that you installed the wrong scanner driver. Follow the directions in <i>Downloading the Scanner Driver</i> to remove the existing drivers and re-install the correct ones.

Issue/Error	Description	Resolution
<p>The scanner is not functioning properly.</p>	<ul style="list-style-type: none"> • Reason 1: The ink cartridge in your scanner is not seeded properly or is out of ink and you have the Print Text Options enabled. • Reason 2: There are items stuck in the scanner. • Reason 3: The scanner's inkjet cartridge needs to be replaced. • Reason 4: Print text options are configured but your scanner does not have an inkjet cartridge inserted. 	<ul style="list-style-type: none"> • Resolution 1: If you have an inkjet scanner, check that the ink cartridge is seeded correctly and has ink, and that Print Text Options is enabled. If you have a non-inkjet scanner, make sure Print Text Options is disabled. See <i>Configuring Text Printed on Items</i>. • Resolution 2: Check if any items are stuck in the scanner. If so, remove them, reset the scanner, and try again. If the problem persists, close the application, restart the scanner manually by turning the power off and then on, and then restart the application. If the problem persists, contact your Service Representative. • Resolution 3: Insert a new inkjet cartridge into the scanner. • Resolution 4: Either insert the inkjet cartridge or remove the configured print text settings in User Preferences.
<p>The scanner cannot be detected.</p>	<p>This error appears if the application cannot form a connection with the scanner when you try to scan an item.</p>	<p>Check to ensure the scanner is connected to the computer, is on and all the cables are attached securely. When all are in proper order, click OK, then try to scan the item again.</p>
<p>My laptop computer fails to detect the scanner.</p>	<p>This error occasionally appears if the scanner is plugged into the USB port on a laptop computer's docking station.</p>	<p>Be sure that the scanner is plugged into the USB port on the computer, and not into the USB port on a laptop docking station. Docking stations can cause irregular behavior with the scanner operation and should be avoided.</p>
<p>There is a problem with the scanner's USB connection.</p>		<p>Check to ensure the scanner is connected to the computer, is on, and the USB cable is attached securely. When all is in order, try scanning the item again.</p>

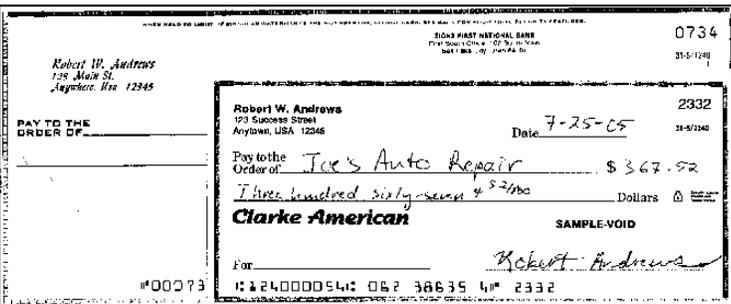
Issue/Error	Description	Resolution
It takes a long time to initialize the scanner each time I want to begin scanning.	<ul style="list-style-type: none"> Reason 1: This error most often occurs when using the DCC TS230 scanner. These scanners may take 10-15 seconds to initialize when they are first powered up and the application is launched. Reason 2: This error can occur if your computer is not running the recommended specifications, which will cause the program and the scanner to run slower. 	<ul style="list-style-type: none"> Resolution 1: If you are using the DCC TS230 scanner, and anticipate multiple scanning sessions, you may close the application after you have completed the first session, but you may wish to leave the scanner powered on (the status LED should remain green). Subsequent scanning sessions will initialize much more quickly. Resolution 2: Check to ensure your computer meets the minimum system requirements. If it does not, contact your system administrator or local IT resource to meet the required specifications. <i>See System Requirements</i> for the list of required specifications your computer will need in order to run Web Client and the scanner.
I scanned a check, but the application issues a scanner is empty message.	There are no items to scan in the input slot of the scanner.	Make sure there are checks in the input slot of the scanner before scanning.
The text string passed to the scanner is too long. The scanner was unable to print the text on the item.	This string is the text to be printed on the back of the item for research purposes. If you receive this error, the configured text is too long for the scanner to handle.	<i>See Configuring Text Printed on Items</i> to change the text string.
<ul style="list-style-type: none"> The scanner was unable to read the image. The scanner was unable to save the image. The scanner was unable to save complete information for the item. The scanner was unable to process the image. 		Rescan the item. If the problem persists, contact your Service Representative.
Double feed detected.	Two items have been scanned at the same time.	Reject the items and reprocess them.
An item appears to be stuck in the scanner.		Remove any stuck items and try to reprocess them. You may need to clean the document track of the scanner.

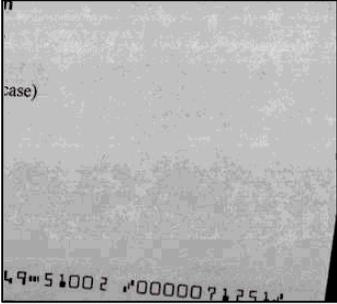
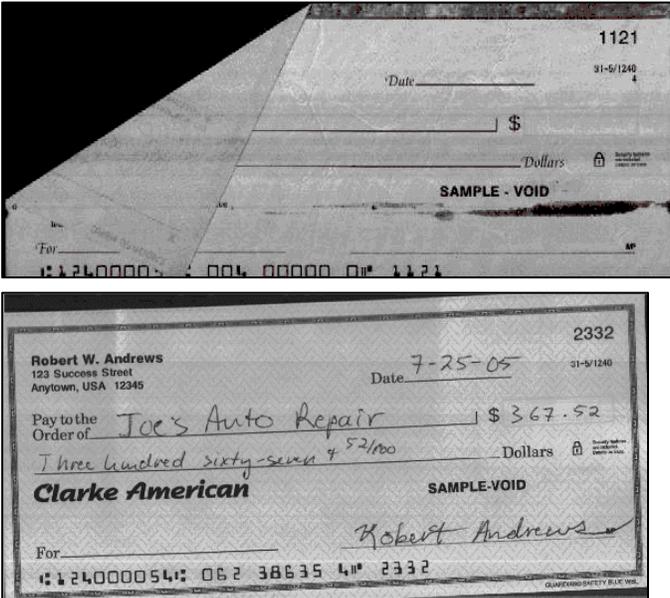
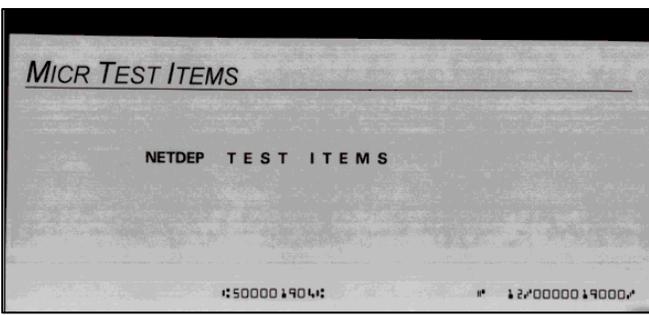
Issue/Error	Description	Resolution
The scanner appears to be jammed.		Remove any jammed items and try to reprocess them. You may need to clean the document track of the scanner. See your scanner quick reference guide for more information on scanner cleaning and maintenance.
The scanner has timed out.		Try restarting the scanner manually. Turn the scanner's power off and shut down the application. To restart, first turn the scanner's power back on, and then launch the Web Client. If the problem persists, contact your Service Representative.
Can I increase the scanner performance?		If you are using the DCC TS230 scanner and your PC has a USB 2 port, modifying the Image Wait time in the BUICSCAN.INI file to a value of 500 milliseconds could result in an increase in performance. Note: If you are unfamiliar with working with .INI files, we recommend that you contact your system administrator or local IT resource to make this change.
Scanner stops speaking to the client.	The power to the scanner has been turned off.	Clear (deselect) the Allow the computer to turn off this device to save power check box on the Power Management tab in your computer's Properties window. See the Quick Start Guide for your scanner.

8.3 Item Processing Issues

The following are some possible issues that may occur when scanning and editing items for a deposit.

Issue/Error	Description	Resolution
The application tells me my scanner is not on or plugged in, but it is.	The scanner driver is not installed or an incorrect scanner is installed.	Log out of the application and close Internet Explorer. Open the Windows Control Panels > Add or Remove Programs. Remove NetCaptureScannerDriversInstall. Follow the direction to uninstall the drivers. From the installation directory (typically, this is C:\Documents and Settings\<USERNAME>\Local

Issue/Error	Description	Resolution
		<p>Settings\Application Data), delete the NetDeposit folder.</p> <p>Note: If you feel uncomfortable deleting this folder, or you cannot find the folder, contact your IT personnel.</p> <p>Follow the directions in First Time Login Process to install the correct scanner driver.</p>
<p>Items scanned do not appear in the grid.</p>	<p>Your network or Internet connection was interrupted or lost.</p>	<p>Any item that you scanned prior to losing the Internet connection should be listed in the grid. Items scanned after losing the connection will not be recorded by the server, and therefore not listed in the grid. These items should be rescanned.</p> <p>Check your network connection or contact your system administrator to re-establish your Internet connection.</p> <p>Compare the paper items against the items in the grid to ensure you are scanning the proper items.</p> <p>Place the item(s) in the scanner slot and click Scan.</p> <p>The rescanned items will be listed in the grid.</p>
<p>There is a problem during scanning, and you need to stop the scanning process.</p>		<p>Remove the remaining items from the input slot of the scanner. The scanner will finish scanning the current item, then stop.</p>
<p>An item was scanned upside-down or backward, or two or more items are scanned simultaneously.</p>		<p>Remove any jammed items from the scanner.</p> <p>Place the items back into the scanner with the front of the items facing the status lights of the scanner and the MICR line at the bottom of the scanner and rescan the items.</p>
<p>Only a partial image was scanned, or the image is cut off.</p>		<p>Remove any jammed items from the scanner.</p> <p>Place the items back into the scanner with the front of the items facing the status lights of the scanner and the MICR line at the bottom of the scanner and rescan the items.</p>

Issue/Error	Description	Resolution
		
<p>The scanned image is folded or crooked.</p> 		<p>Remove any jammed items from the scanner.</p> <p>Place the item back into the scanner to be rescanned and processed in the deposit.</p>
<p>The scanned image has black streaks or a black bar across the top.</p> 		<p>Rescan the item. If the image is still bad, then the scanner may be over-exposed to light.</p> <p>Reject the item by clicking the delete icon.</p> <p>Move the scanner so it is not directly under bright light, or shield it from an overhead light source. You may also try removing and then replacing the scanner cover to ensure it is tightly in place.</p> <p>Try reprocessing the item.</p> <p>If you are using a Digital Check scanner, try calibrating the image.</p> <p>If the black streaks persist, they may not pose a problem for downstream processing of the item.</p>
<p>A scanner is experiencing mechanical errors, performance problems, or other malfunction; or the scanner is no longer</p>	<p>The ink rollers, stamp pads, and inkjet cartridge need replacing on a periodic basis.</p>	<p>Perform the preventative maintenance procedures outlined in the quick reference guides for the scanners.</p>

Issue/Error	Description	Resolution
producing clear, readable stamps on scanned items.		
After the check was scanned, either the front or back original image is missing.		Reject the item and reprocess it in order to capture the original images.
An item is automatically rejected.		Locate the item and reprocess it. If it continues to be rejected, you can remove the item from the deposit and deposit it manually at your bank.

8.4 Deposit Issues

The following are some possible issues that may occur when making deposits.

Issue/Error	Description	Resolution
The account I need is not in the list.		Contact your Service Representative to activate the correct account.
The route/transit of the deposit slip does not match the RT number of the customer account.	The route/transit number on the deposit slip you scan for a deposit must match the route/transit number that is configured in the system for the depository account.	Edit the route/transit number to the correct value, or scan a different deposit slip with the correct route/ transit number.
The account number of the deposit slip does not match the deposit account number.	The account number on the deposit slip you scan for a deposit must match the account number of the depository account you have selected.	Edit the account number to the correct value, or scan a different deposit slip with the correct account number.
The control balance you entered is invalid.	The control balance must be greater than 0, and must not exceed \$99,999,999.99.	Re-enter the control balance, then continue with the deposit.
A control balance is required for the customer account you selected.	The control balance must be greater than 0, and must not exceed \$99,999,999.99.	Enter a control balance.
The item amount you entered cannot be accepted.	The amount must be greater than \$0.00 and cannot exceed \$99,999,999.99.	Edit the amount as appropriate and accept the item again.
The amount you entered is formatted incorrectly.	The amount must only contain numbers and include 2 decimal places.	Edit the amount as appropriate and accept the item again.
The item amount is not present.		Enter an item amount and accept the item again.
The item total has reached the maximum deposit amount.	The item you just added to the deposit has put the deposit over the maximum amount allowed for a deposit.	Reject the item and add it to a new deposit.

Issue/Error	Description	Resolution
The numeric amount on the check is different than the printed amount on the check.		Regulation UCC 3-114 states: "If an instrument contains contradictory terms, typewritten terms prevail over printed terms, handwritten terms prevail over both, and words prevail over numbers."
The route and transit number is not present. The route and transit number is not 9 digits. The route and transit number contains non-numeric characters. The route and transit number for this item appears to be invalid.		Enter the eight- or nine-digit, numeric route and transit number as found on the image before accepting the item. Deposit slips can have eight-digit route and transit numbers in the format of 4-4 (4 hyphen 4).
The route and transit number for this item cannot be accepted. Your service organization has configured it as invalid.		Reject the item. It will not be included in the deposit. You may process the item manually by taking it to a bank branch for deposit.
The bank on-us number is not present. The bank on-us number contains non-MICR characters. The bank on-us number is invalid.	The bank on-us number can contain numbers, forward slashes (/), capital O, dashes, and spaces.	Enter the bank on-us number exactly as it appears on the image, using a forward slash (/) to replace the on-us symbol, which looks like this: "I"
The aux on-us number contains non-numeric or disallowed characters.	The aux on-us number can contain numeric characters, spaces, or dashes.	Enter the aux on-us number exactly as it appears on the image.
The EPC field can only contain one digit.		Enter the EPC number as it appears on the item.
Items in this deposit have invalid data.		Correct the fields that have errors (these are outlined in red and appear in red text) before completing the deposit.
The control balance reflects a different amount than the deposit amount.	This may happen when a control balance was entered and then an item was removed from the deposit. If a control balance or deposit slip is required, then the deposit is required to balance.	If the deposit is still active, you may change the amounts of items as needed to balance the deposit. See <i>Balancing the Deposit</i> for instructions. If you have already submitted the deposit, contact your service organization to have the problem corrected.
The total amount of the deposit cannot be accepted.	The amount cannot exceed \$99,999,999.99, or some other amount as configured by your service organization.	To complete the deposit, reduce the total amount of the deposit by removing some items.
The deposit has reached the maximum number of items it can contain.	You cannot add any more items to the deposit.	To deposit more items, submit the current deposit and start a new one.

Issue/Error	Description	Resolution
While processing a deposit, the workstation crashed or the Internet connectivity was lost.	The application will automatically suspend and save the deposit that is currently in progress.	When the workstation comes back up, log into the application and the suspended deposit will be resumed. If the suspended deposit is not resumed, contact your Service Representative. Note: Ensure all the items you scanned appear in the item grid, if not, rescan those items to add them to the deposit.
You cannot complete the deposit because the scanner is still scanning items.		Wait until scanning is complete, or remove the remaining items from the input slot of the scanner, then try again to complete the deposit.
A deposit was suspended, but it was not resumed after logging in to the application. There are two possible reasons why this may occur.	Reason 1: A System Manager user may have inactivated the customer or account. The deposit is not presented to the application user for completion since the customer or account has been inactivated. Reason 2: The Web Client administrator deleted the deposit or the system automatically deleted the deposit because it sat unfinished for longer than the allowed time.	Resolution 1: The application user should log out and notify their system administrator of the problem. In System Manager, the administrator must re-enable the customer or account for a long enough period of time so that the application user is able to complete the deposit. Once the deposit has been submitted, the administrator can once again inactivate the customer or account in System Manager. Resolution 2: The administrator can delete the deposit in Web Manager and have the deposit reprocessed using a different customer or account. Resolution 2: Rescan and resubmit the entire deposit.
Funds were deposited into a wrong account.		Abort the deposit and re-scan it into the correct depository account. After it has posted to the incorrect account, transfer the funds into the correct account by using your bank's transfer options (Internet, ATM, customer service, etc.). The deposit can be corrected by contacting your local bank branch or bank customer service.
Problems were encountered when processing the image. If desired, try scanning the item again.		Rescan the item.

8.5 Reporting Issues

Following are some possible issues you may encounter when using the reporting application:

Issue/Error	Description	Resolution
A login window appears in the Reporting tab in place of the organization list. Instead of the organization list, fields to enter your user name and password appear on the screen.	You cannot generate a report because you cannot select an organization. This problem occurs because the browser security settings are too high.	Set your Internet Explorer security settings to Medium or lower by doing the following: Choose Tools > Internet Options... Click the Security tab. Slide the slider bar down until Medium or lower appears as the security level. Click OK.

8.6 General Issues

The following are some general issues you may encounter with the Web Client application:

Issue/Error	Description	Resolution
The application logs you out automatically. You may receive the following error: Your session has timed out. The application will close.	If the application remains idle—in other words, if you do not press any keyboard keys or move your mouse—for a period of time as configured by your service organization, the application will automatically log you out and request that you log in again. In addition, you are only allowed to remain logged in for the period of time configured by your service organization. The default is 60 minutes. If your login session exceeds the configured time period, the application will log you out automatically.	You must log in again before you can continue working in the application. To avoid being logged out automatically, continue to use the system without significant lapses in activity.
An unexpected error has occurred.		Try exiting and restarting the application. If the problem persists, contact your Service Representative.
The application appears to freeze.	If the application appears to freeze or hang, the server may have temporarily stopped responding.	Contact your Service Representative and notify them of the problem.

Issue/Error	Description	Resolution
You receive deposit rejection or adjustment notifications by email.	<p>For example:</p> <hr/> <p>Subject: Rejected Deposit John Doe Deposit number 3 for \$50.00 was rejected due to the following reason: Suspected duplicate deposit If you have any questions or concerns, please contact 800-444-5555. Thank you, First National Bank</p> <hr/> <p>These adjustment notifications are sent when changes are made to deposits or items. The person to whom these notifications are sent is configured in System Manager.</p>	If you are receiving these notifications in error, contact your Service Representative to have the messages redirected.
You log into the site and a black screen appears where Web Client should be.	Web Client software only works within Internet Explorer, Mozilla Firefox, and Google Chrome. Accessing it through other web browsers will not work.	Open Internet Explorer, Mozilla Firefox, or Google Chrome and access site.
The local environment cannot be initialized.	A process accessing IE is already running in the background or another IE window.	Reboot your PC and log in again. If that does not work, delete the NetDeposit folder from your directory and log back into Web Client.
The application cannot be initiated.	Older versions of Web Client, previous to Windows 7/Vista, do not have the command to get the MAC address from the PC.	Call support to update your local database with a valid MAC address.
Failed to receive email notifications.	Your email address was not added, or an invalid email address was added during your first deposit.	Select the User Preferences tab along the top right of the scanning client and enter/update email and click submit at the bottom of the page. See <i>Configuring Email Notifications</i> .

8.7 Restoring Default Application Configurations

If you need to reset the application and restore it to the default configurations, you may do so by removing the application cookies.

This section contains the following information about restoring default configurations:

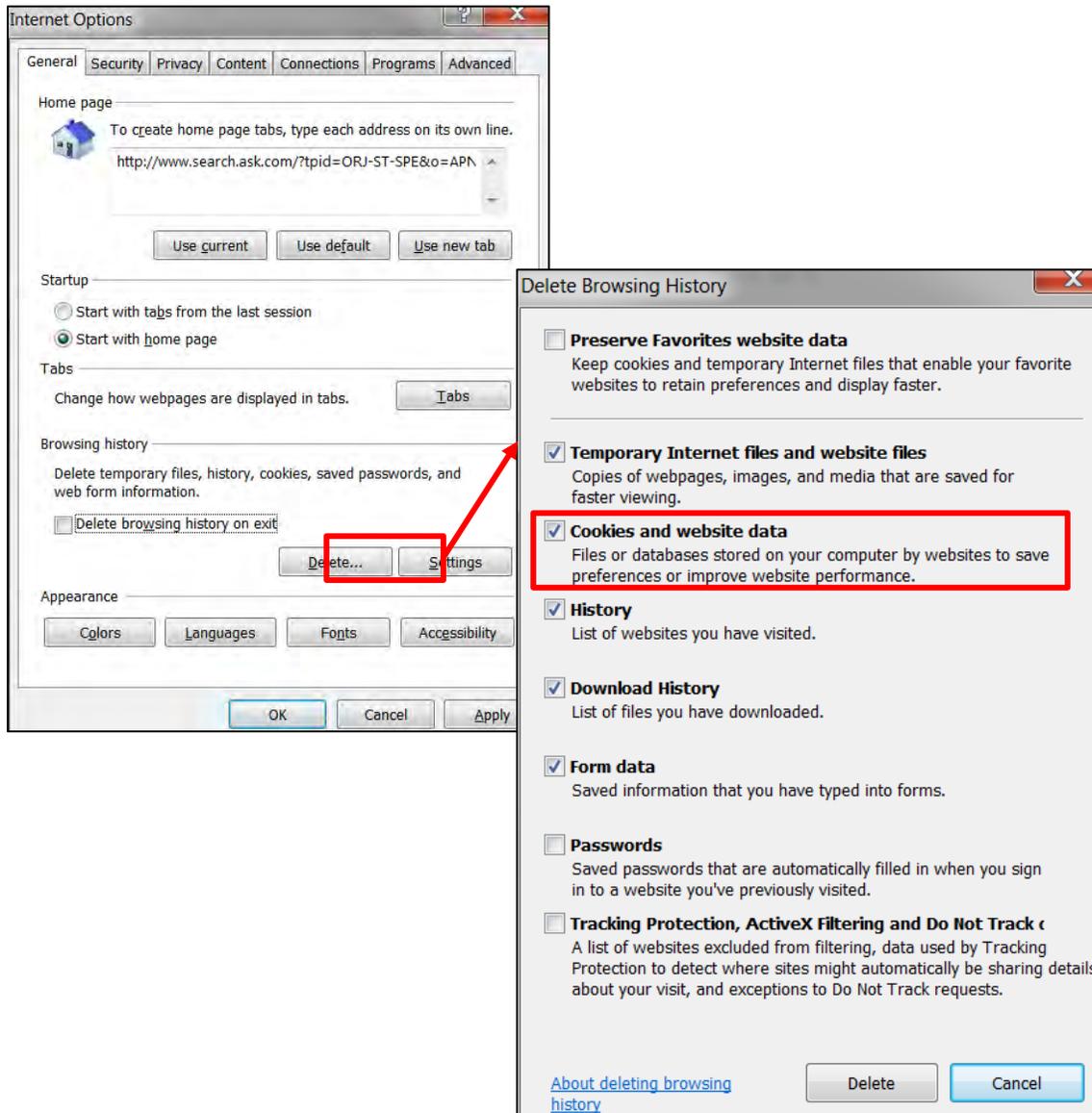
- Internet Explorer Configurations
- Firefox Configurations
- Chrome Configurations
- Safari Configurations

8.7.1 Internet Explorer Configurations

If you are using Internet Explorer, you will need to remove cookies by deleting the files manually from your computer. Do the following:

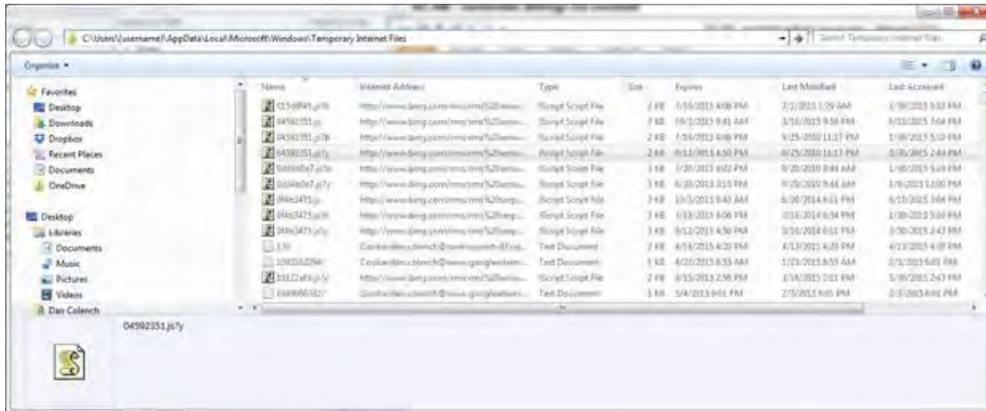
1. In Internet Explorer, click on the Tools icon and select Internet Options.
2. In the General tab, click Delete in the Browsing History section to delete the browsing history.

The Delete Browsing History dialog box appears.



3. Be sure the Cookies and website data check box is selected and click Delete.
4. In the Internet Options box, click OK.
5. If you are currently using Web Client, log out and close the application.
6. Go to the following location in your file directory and delete all the files in that directory.
 - Windows 7: C:\Users\\AppData\Local\Microsoft\Windows\Temporary Internet Files
 - Windows 8: C:\Users\\AppData\Local\Microsoft\Windows\iNetCache

Note: If your system hides directories, you may need to manually enter the file location at the top of the file directory window.



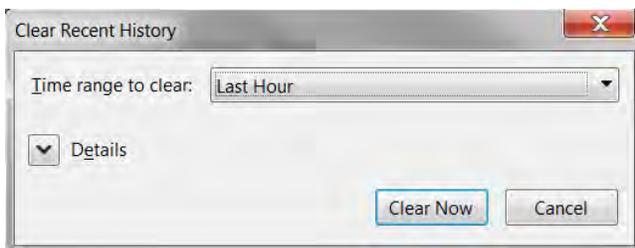
The application should now be reset and the defaults restored.

8.7.2 Firefox Configurations

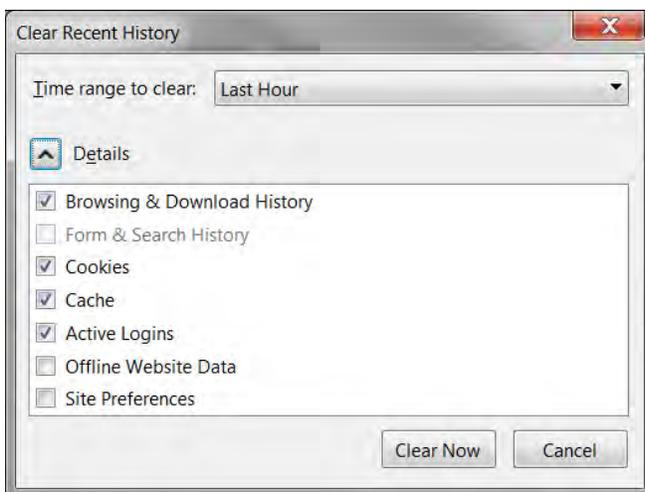
If you are using Firefox, do the following to remove the application cookies:

1. In Firefox, click Ctrl + Shift + Delete.

The Clear Recent History dialog box appears.



2. Click on the arrow next to Details to open a check list.
3. Make sure Cookies is selected and click the Clear Now button.



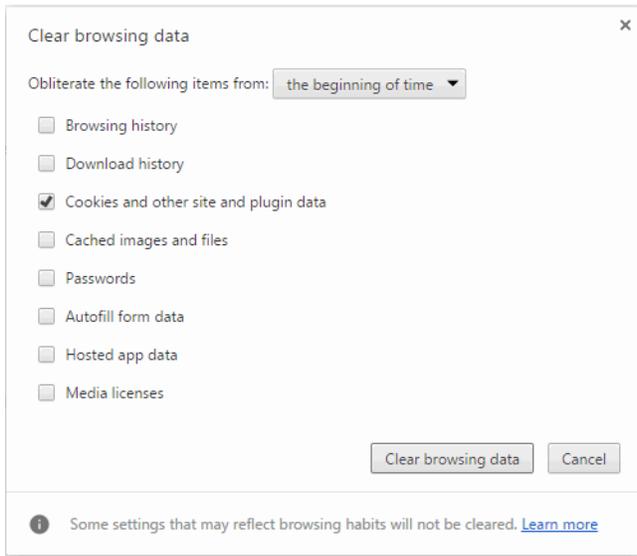
The application should now be reset and the defaults should be restored.

8.7.3 Chrome Configurations

If you are using Chrome, do the following to remove the application cookies:

1. In Chrome, click Ctrl + Shift + Delete.

The Clear browsing data window appears.



2. Select only the “Cookies and other site and plugin data” check box.
3. Click Clear browsing data.

The application should now be reset and the defaults restored.

8.7.4 Safari Configurations

If you are using Safari on Mac, see the following to restore default configurations:

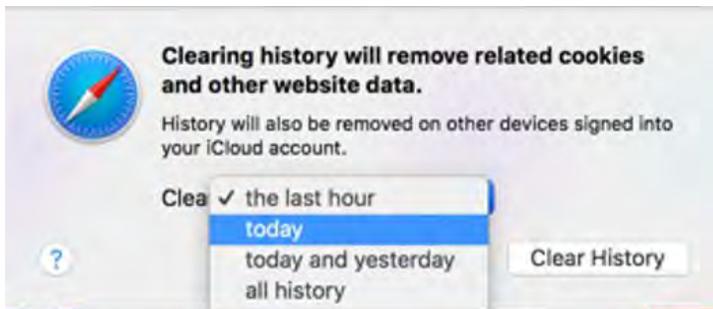
- Clearing Safari History
- Clearing Safari Cache
- Removing Safari Extensions
- Switching off Plug-ins

8.7.4.1 Clearing Safari History

1. Launch Safari and click on the Safari menu.
2. Select Clear History.
3. Click the drop-down menu next to Clear and select the amount of time (the last hour, today, today and yesterday, or all history) you would like to clear.

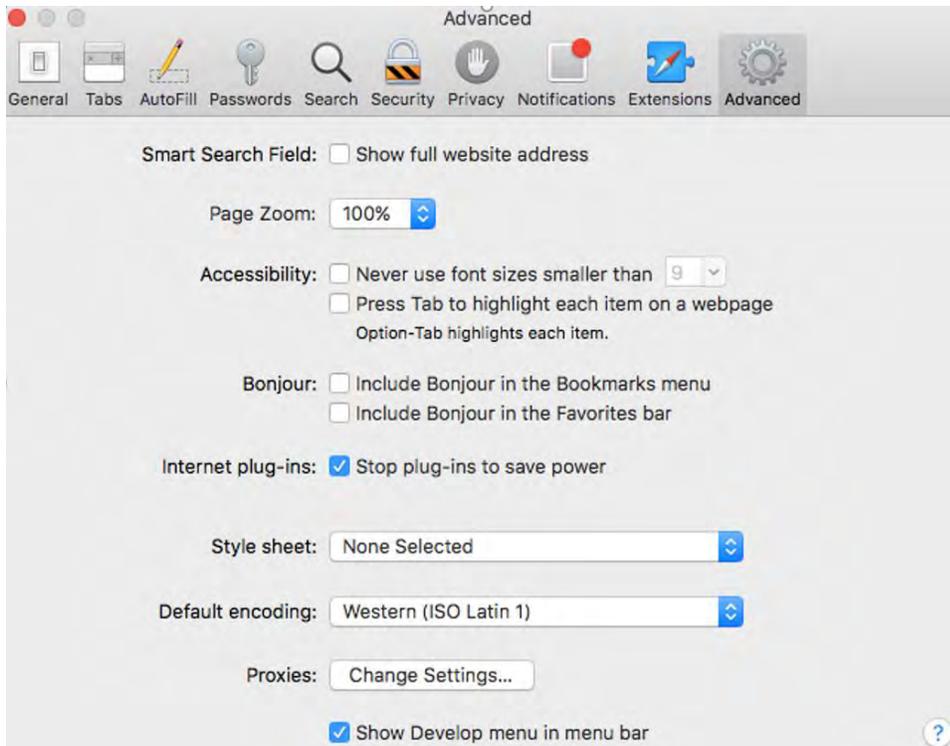
Note: If you want to completely reset Safari, choose all history.

4. Click Clear History.



8.7.4.2 Clearing Safari Cache

1. Launch Safari and click on the Safari menu.
2. Select Preferences and click the Advanced tab.
3. Make sure the Show Develop menu in menu bar check box is selected.
4. Click the Develop menu and select Empty caches.

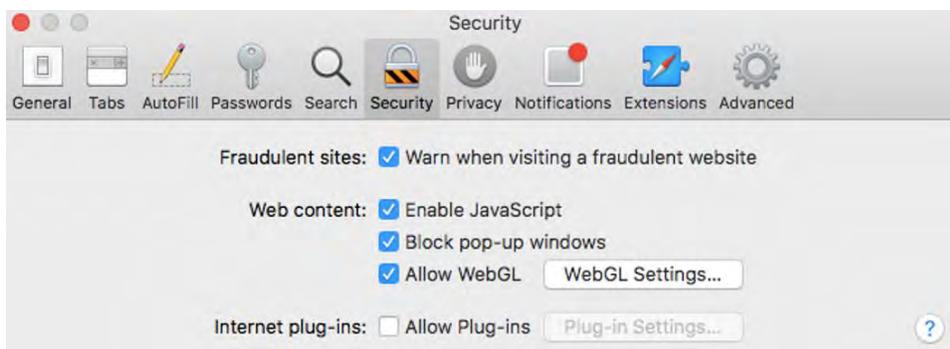


8.7.4.3 Removing Safari Extensions

1. Launch Safari and click on the Safari menu.
2. Select Preferences and click the Extensions tab.
A window appears with a list of installed extensions.
3. Click each extension in the list and click Uninstall to completely reset Safari.

8.7.4.4 Switching off Plug-ins

1. Launch Safari and click on the Safari menu.
2. Select Preferences and click the Security tab.
3. Make sure the Allow Plug-ins check box is clear.

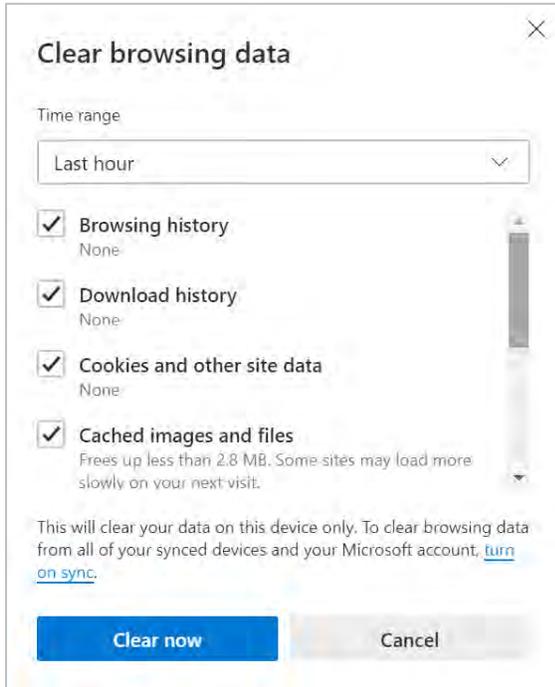


8.7.5 Microsoft Edge Configurations

If you are using Microsoft Edge, do the following to restore default configurations:

1. In Microsoft Edge, click Ctrl + Shift + Delete.

The Clear browsing data pane appears.



2. Ensure all of the check boxes are selected and click Clear now.
3. Close and relaunch the browser.

The application should now be reset and the defaults restored.

A Internet Explorer Security Settings

Web Client relies on Microsoft Internet Explorer to provide a balance of security and usability. Internet Explorer includes options for setting up browser security to protect your computer against Internet threats such as programs that would try to gain access to your computer or data. While having a highly secured browser is important, too much security can make using a web-based application such as Web Client difficult: key components might be blocked completely or made difficult to use because of warning messages.

The goal of this section is to suggest ways in which you can find the balance between ensuring security and enabling Web Client to let you quickly and efficiently process deposits. You do not need to set up your browser according to the suggestions provided below to run Web Client, nor does Finastra guarantee that by following these suggestions that your computer will be completely protected from Internet attacks.

- Best Practices
- Internet Explorer Zones
- Advanced Settings
- Cookies
- Pop-up Blocker
- AutoComplete

Best Practices

The purpose of this section is to briefly outline the suggested security settings for Internet Explorer.

The following sections explain more about making the settings.

Option	Suggested Settings	Issue
Security Tab (Zones). See <i>Internet Explorer Zones</i> .		
Internet Zone	High	To ensure maximum security from Internet threats, the slider should be set to High. See <i>Internet Zone</i> .
Intranet Zone	Medium	If you are accessing Web Client through the Intranet, a setting not higher than Medium security let all of the applications run without hindrance. See <i>Local Intranet Zone</i> .
Trusted Sites Zone	Medium	Add the Web Client URL as a trusted site on your computer. You can then set the slider to no higher than Medium to run Web Client without hindrance. See <i>Trusted Sites Zone</i> .
Security Tab (Custom Level Settings). See <i>Custom Level Settings</i> .		
Automatic prompting for ActiveX controls	Enable or prompt in all zones	The Web Client requires this setting to run correctly.
Binary and script behaviors	Enable in all zones	The Web Client requires this setting to run correctly.
Download signed ActiveX controls	Enable or prompt in all zones	The Web Client requires this setting to run correctly.

Option	Suggested Settings	Issue
Run ActiveX controls and plugins	Enable or prompt in all zones	The Web Client requires this setting to run correctly.
Active Scripting	Enable in all zones	The Web Client requires this setting to run correctly.
Advanced Tab. See <i>Advanced Settings</i>.		
Use SSL 3.0	Enable in Advanced Settings	Secure Socket Layer 3.0 lets you connect securely with Web Client.
Do not save encrypted pages to disk	Disable in Advanced Settings	Web Client requires this setting to run correctly.
Privacy Tab.		
Privacy	High	If you are using the Intranet or Trusted Sites zones, you can set Privacy to High to block cookies from the Internet Zone. If you must use the Internet zone to access Web Client, set Privacy no higher than Medium. See <i>Cookies</i> .
Pop-up Blocker	Disable for the Web Client site	Add the Web Client site to the Allowed Sites list. See <i>Pop-up Blocker</i> .
Content Tab.		
AutoComplete	Disable	Disable AutoComplete to ensure login names and passwords cannot be circumvented.

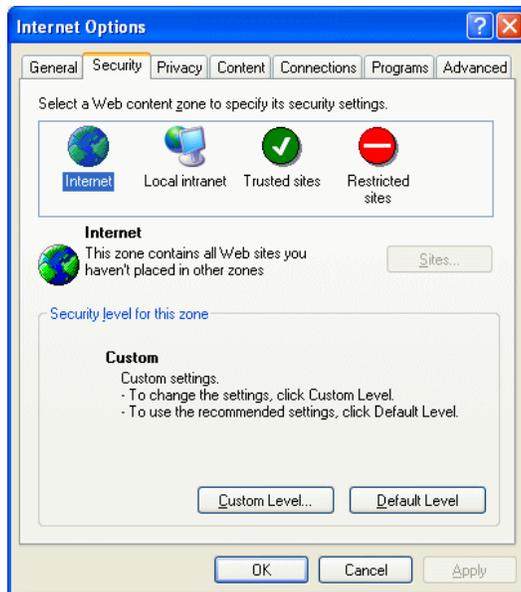
Internet Explorer Zones

Internet security settings are accessible through the Internet Options dialog box. You can access the Internet Options dialog box in two ways:

- Start > Control Panel > Security Center > Internet Options
or
- In Internet Explorer, choose Tools > Internet Options



Define the security settings for different zones in the Security tab of the Internet Option dialog box.



Zones are Internet Explorer's way of specifying different security settings according to where you browse. There are four zones: Internet, Local Intranet, Trusted Sites, and Restricted Sites. You can assign a different level of security to each zone. For example, you can set up security to be tighter for general Internet sites while intranet and specific, trusted sites can safely have looser security settings.

- Internet Zone
- Local Intranet Zone
- Trusted Sites Zone
- Custom Level Settings

Internet Zone

Because the general Internet is external to your company's network, it is possible to access unsafe sites. It is important to be careful where you browse and what type of information and automation you accept. Many companies set policies that determine the security level for Internet browsers. The Internet zone allows a company to specify the security for general Internet usage. They may have requirements for this zone to be very high security to prevent intrusion. However, the high settings could block Web Client from running or make it difficult and time-consuming to use.

Local Intranet Zone

The local intranet zone is internal to your organization. Because your intranet is not exposed to the general Internet, it is already secured from threats. If Web Client is running within your intranet, you can safely reduce the security settings for the Local Intranet zone.

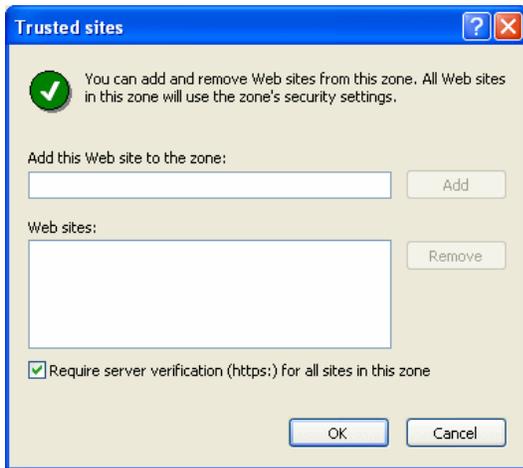
Trusted Sites Zone

The Trusted Sites zone lets you list the sites that you know do not pose a security threat. If you are not running Web Client from an intranet site, you can list the IP address as a trusted site so you can reduce the security settings for the Trusted Sites zone.

To add an address to the trusted sites list, do the following:

1. From the Security tab, click Trusted Sites and click the Sites button.

The Trusted Sites dialog box appears.

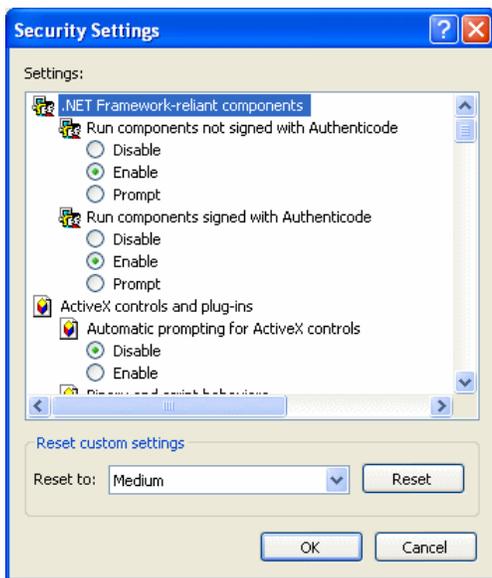


2. In the Add this web site to the zone text box, type the address you were given for Web Client. Make sure you include https:// as part of the address.
3. Click Add.

Note: If the Server Reporting application is on a different server, you will need to include the address for that server as well.
4. When you have finished, click OK to close the Trusted Sites dialog box.
5. Move the security level slider to no higher than Medium.

Custom Level Settings

Each zone can be customized by clicking Custom Level and selecting from the listed settings. Customizing the settings lets you set the appropriate level of security for the associated zone. The *Best Practices* settings should be applied to the zone through which you will be accessing Web Client.



Advanced Settings

Advanced Settings lets you enable or disable specific settings for Internet Explorer. Most of the settings can be left in their default settings. However, you should set Use SSL 3.0 and “Do not save encrypted pages to disk” to the settings suggested in the *Best Practices* table.

To set the Advanced Settings, do the following:

1. In the Internet Options dialog box, click the Advanced tab.
2. Scroll to find the setting(s) you need to modify and make the necessary change(s).
3. Click Apply.

Cookies

Web Client uses cookies to track logins and for other vital information. If cookies are disabled, Web Client will not be able to function.

Cookies settings are handled in the Privacy tab, and therefore are not part of the Security settings discussed above and need to be set separately.

The Privacy tab includes a slider that sets the privacy level for all sites in the Internet zone. The Intranet and Trusted Sites zones automatically accept all cookies.

If you will be using the Internet zone for accessing Web Client, you should consult your system administrator for the Privacy settings. You can also find more information about Privacy settings and Cookies by searching for cookies at support.microsoft.com.

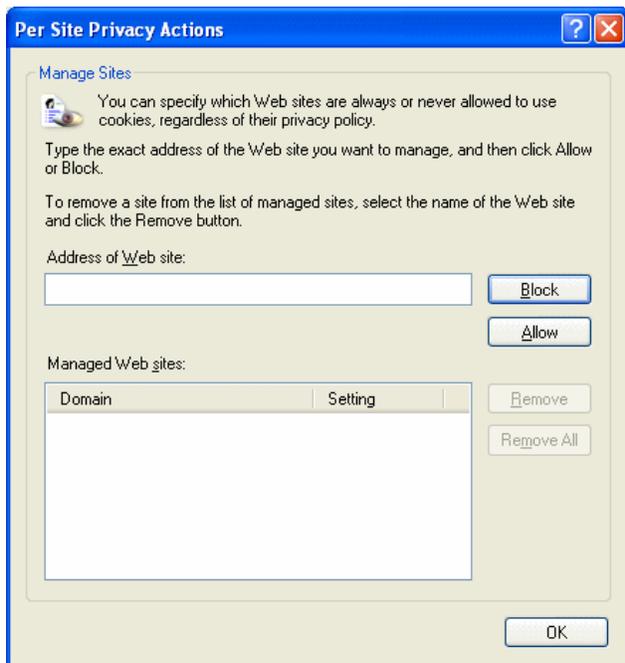
Pop-up Blocker

Internet Explorer can include a pop-up blocker for preventing unwanted browser windows, such as unsolicited ads, from opening automatically and disrupting your work, but if pop-ups are blocked, Web Client will not function properly. Web Client uses pop-ups as alerts and dialog boxes that make it easier to interact with the application.

If your company requires that the pop-up blocker be enabled, you will need to exclude the Web Client site. To exclude the Web Manager Web Client site, do the following:

1. From the Privacy tab, click Trusted Sites, then click the Sites button.

The Per Site Privacy Action dialog box opens.



2. In the Address of Web site text box, type the address you were given for Web Client. Be sure to include `https://`.
3. Click Allow.

4. Click OK when finished to close the Per Site Privacy Actions dialog box.

Internet Explorer will now accept all cookies from Web Client.

AutoComplete

AutoComplete records the user name and passwords you use to log in to secured sites. Enabling AutoComplete gives others who use your computer access to sites that require a user name and password. For security reasons, you should disable AutoComplete.

To disable AutoComplete, do the following:

1. In the Internet Options dialog box, click the Content tab.



2. In the AutoComplete section, click Settings.

The AutoComplete settings dialog box opens.



3. Deselect the check box labeled User names and passwords on forms.
4. Click OK.

B Finastra Support

Finastra support offers several options to help you get the most out of your software, including a self-service Case Management tool, and phone support.

Please visit the Finastra Customer Center at <https://support.finastra.com/> to log in to our online self-service Case Management system. If you forgot your password, simply click the [Forgot Password](#) link. Once logged in to Customer Center, you have the ability to use the Knowledge Center to troubleshoot issues and answer questions.

If your financial institution is not currently using these tools and would like to, please contact Finastra support for assistance.

Note: The Financial Modernization Act of 1999, also known as the Gramm-Leach-Bliley Act or GLB Act, includes provisions to protect consumers' personal financial information held by financial institutions. Therefore, Finastra support cannot accept data or screen captures that contain personal financial information via email or fax. For information about secure file transfer methods, contact Finastra support.

About Finastra

Finastra unlocks the potential of people and businesses in finance, creating a platform for open innovation. Formed in 2017 by the combination of Misys and D+H, we provide the broadest portfolio of financial services software in the world today—spanning retail banking, transaction banking, lending, and treasury and capital markets. Our solutions enable customers to deploy mission critical technology on premises or in the cloud. Our scale and geographical reach means that we can serve customers effectively, regardless of their size or geographic location—from global financial institutions, to community banks and credit unions. Through our open, secure and reliable solutions, customers are empowered to accelerate growth, optimize cost, mitigate risk and continually evolve to meet the changing needs of their customers. 48 of the world's top 50 banks use Finastra technology. Please visit finastra.com.

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