Sandy Spring Bank

Remote Deposit Capture

User Guide v4.1.1

Table of Contents

This User Guide includes all functions of the Remote Deposit Capture application. Individual users will see Menu Items, Locations, and Accounts based on their individual roles and access rights.

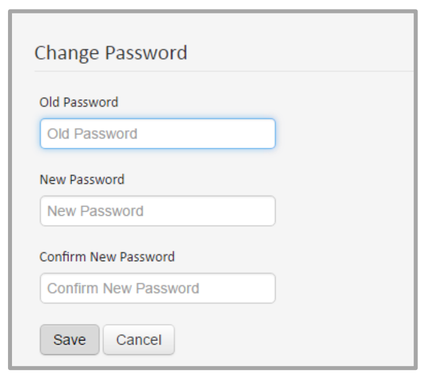
Log in—First Time

Individuals accessing Remote Deposit Capture through a Financial Institution's website will connect through a designated link with their existing username and password.

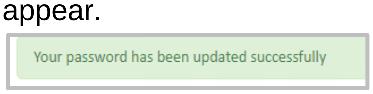
Items needed to access Remote Deposit Capture:

- **Remote Deposit Capture URL**—Links to site login page.
- **Entity Name**—Name of Company
- **Username**—Identifies user as authorized user for company.
    - Identifies the Locations and Accounts user may access.
- **Temporary Password**—Confirms identity of user as authorized for company.
    - Identifies the Locations and Accounts user may access.
- **Entity Name**
- **Computer Activation Code** (If applicable)—Confirms computer is authorized to access Remote Deposit Capture site.

1. Enter Entity Name.
2. Enter Login name.
3. Enter Password.
4. Click Sign In.
5. Enter Old Password.
6. Enter New Password.
    - Minimum characters=8
    - Minimum uppercase characters=1
    - Minimum lowercase characters=1
    - Minimum numeric characters=1
    - Minimum special characters (symbol)=1
    - Maximum repeating charters=2



7. Enter New Password again for confirmation.
8. Click Save.
9. Password has been updated successfully message (similar to the one below) will appear.



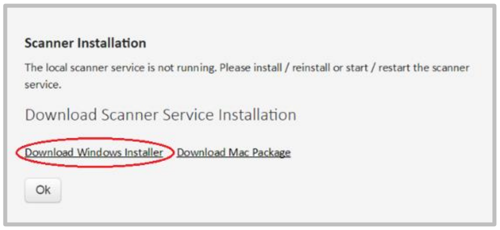
Log in—Repeat

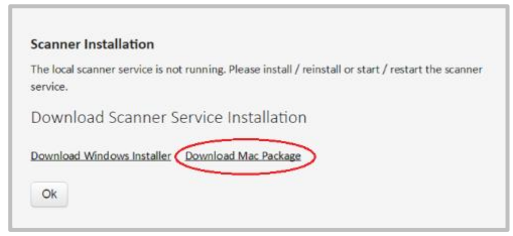
1. Enter Entity Name.
2. Enter Login Name.
3. Enter Password.
4. Click Sign In.

Install Scanner Service

NOTE: If this is the first time the user is activating the workstation, they will be prompted to download the Deposit 24/7 scanner service, this is needed to complete the activation process.

1. Click to download the appropriate install scanner service package (Windows or Mac).





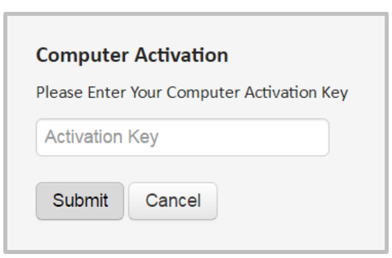
2. Click OK.

NOTE: The Mac installer will restart the Mono framework processes. If you click "ok" before those processes are fully running, you will receive the scanner installation pop up again. Please wait one minute and try again.

Computer Activation

3. Enter the computer activation key.
4. Click Submit.
5. The user will be redirected to the Deposit 24/7 v4.1.1 home page and be logged in.

NOTE: There is a slight delay on the Mac, but the application will automatically redirect to the home screen.



NOTE: D24/7 4.1.1 stores the MFA credentials in an XML file that is stored locally on the Machine. The name of the XML file is ComputerCredentials.xml.

Training

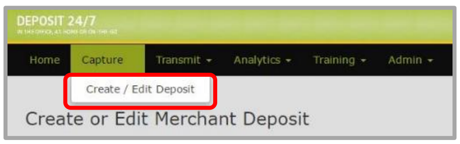
The Training section includes documents with step-by-step instructions, demonstrations and simulations to help learn how to use the Remote Deposit Application. Training material may also be accessed at Deluxe's Treasury Management Solution Eduation Learning Framework (SELF) web page. Login information is required, contact training@deluxe.com to request a username and password.

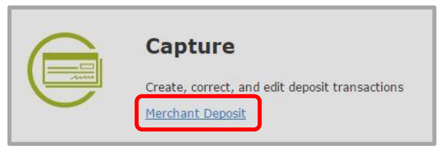
Messages

Any available messages will appear on the main page when logged into the application. Messages relating to any adjustments made by the Financial Institution will be removed after the message has been marked as viewed.

Capture Merchant Deposit

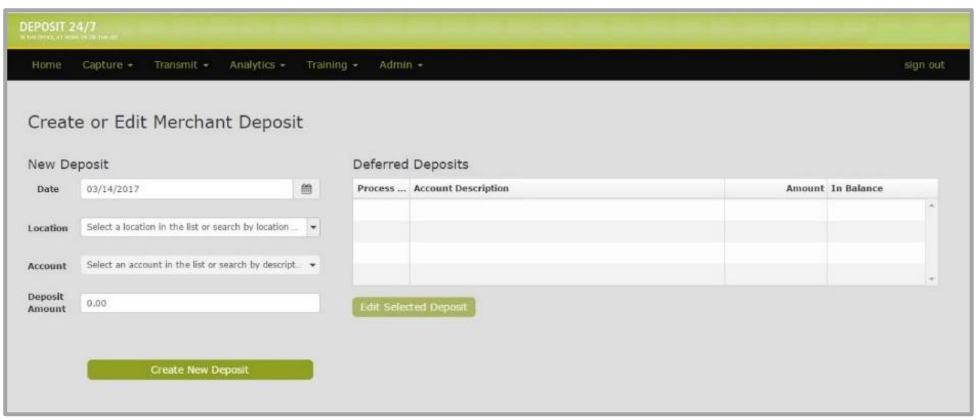
1. Click Capture.
2. Click Create / Edit Deposit.





OR

3. The current date will automatically be populated.



NOTE: Selections will vary based on access. Individuals with access to multiple locations or accounts will select items from the appropriate dropdown box. Individuals with access to one location or one account will see their designated information.

4. Select the Location from the drop-down area if multiple locations are available.
5. Select the Account where this transaction is deposited or select (account read from deposit ticket) to allow the system to capture the account information from a physical deposit ticket.
6. If one or more Location Codes are created for this account number, select the Location Code.

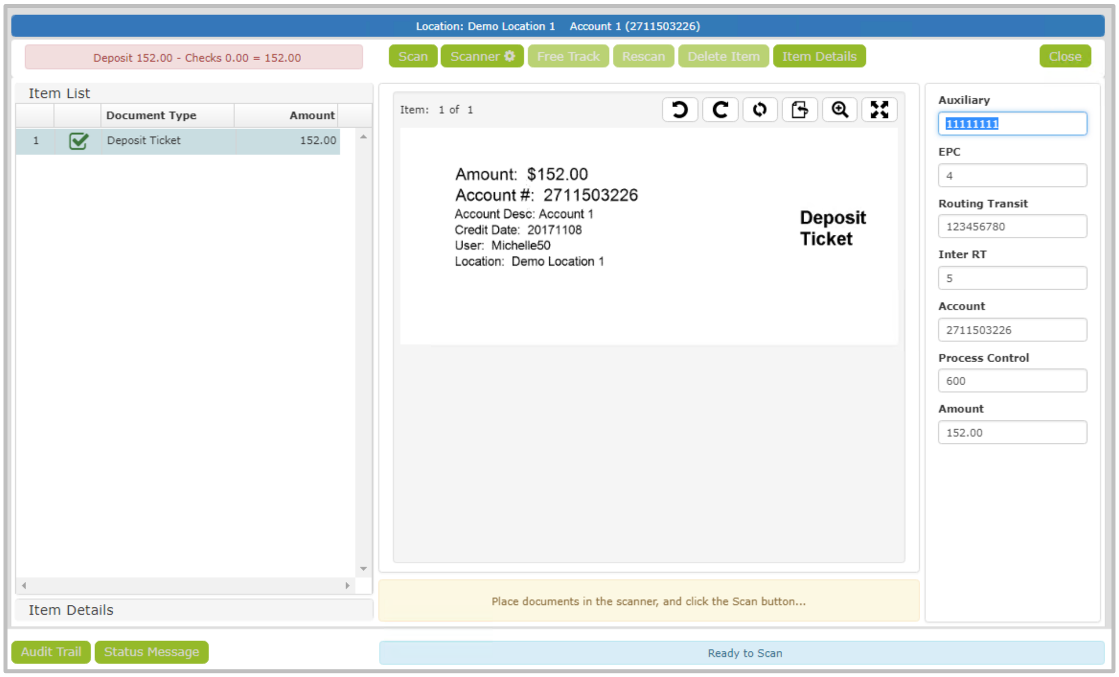
NOTE: If a Location Code was not created for the selected account the Location Code drop-down will not display.

7. Enter the Deposit Amount.

   NOTE: Include the cents value; the decimal point is not needed. The system automatically marks the last two values as cents.

8. Click Create New Deposit.

9. The Capture screen displays the deposit ticket information, including the amount, account number, date, user, location, and location code (if applicable).



Scanner Information

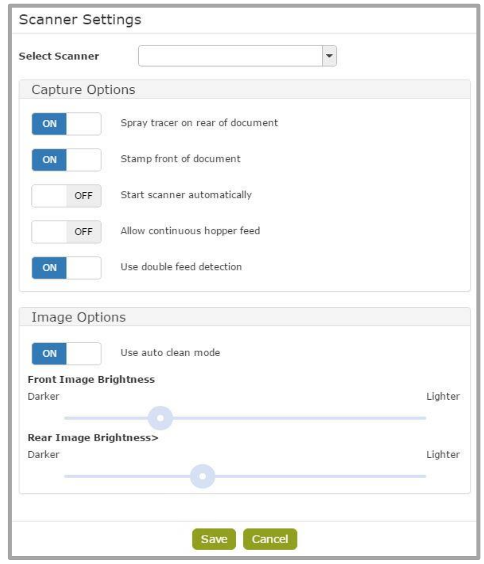
NOTE: These steps only need to be completed prior to the first time the scanner is used.

1. Click the Scanner Settings button in the capture screen.

2. Select the Scanner Type that applies.

   NOTE: It is recommended to leave the default settings set by the Financial Institution.

Capture Options



3. Select Spray tracer on rear of document to On or Off.
4. Select Stamp front of document to On or Off.
5. Select Start scanner automatically to automatically begin scanning once items are detected in the hopper to On or Off.
6. Select Allow continuous hopper feed to On or Off.
7. Select Use double feed detection to enable the double feed detection to On or Off.

NOTE: When an item is flagged as a Double Feed, the user has the option to either Accept or Reject the item.

Image Options

8. Select Use auto clean mode to On or Off.
   a. Set the Auto Clean Mode to On to allow the system to automatically try to reduce background noise and adjust the brightness of images.
   b. Set the Auto Clean Mode to Off to manually adjust the brightness settings.
9. Click Save.
10. Place the items in the tabletop scanner.
11. Click Scan.

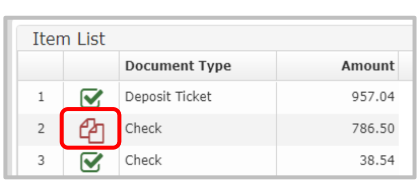
Once the capture is complete, any items that need attention will be indicated by a symbol in the Item List section.

NOTE: Refer to the message bar for more data completion instructions.

12. Select the item from the Item List table at the left. If the error is an Image Quality or Duplicate Detection, press enter to make the changes.
13. If there is missing information, enter the correct value on the right side for the indicated field, using the image displayed in the center of the screen.
14. Press [Tab] after completing the field to move to the next field.
15. Repeat steps 12 and 14 until all items have a green check mark in the Item List section.

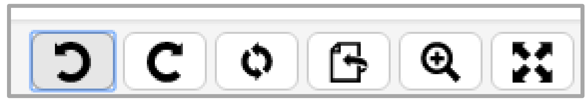
Item validation

When the capture is complete, any items that need attention will be indicated in the Item List table at the left. Refer to the message bar for additional information.



Viewing Items

1. Click on the item in the Item List table to highlight.
2. Use the tool bar at the top right to adjust view of image.

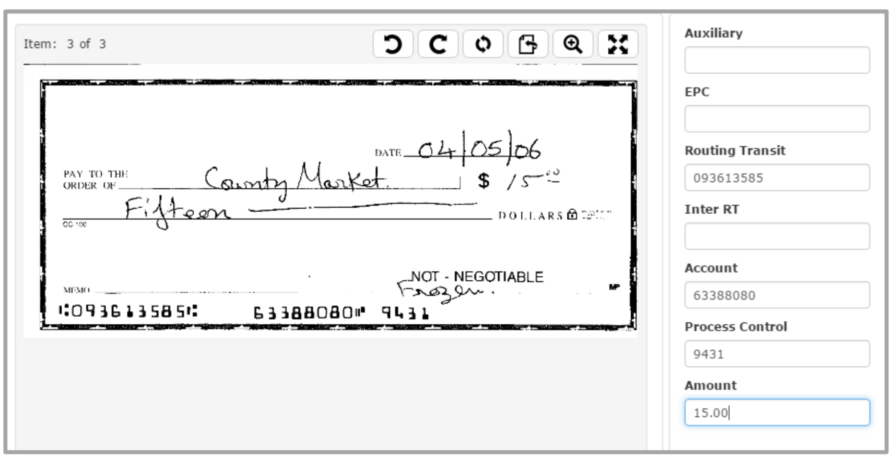


   a. Rotate Left.
   b. Rotate Right.
   c. Rotate 180 degrees.
   d. Flip to View back side of Image and to return to front image.
   e. Zoom In.
   f. Fit image to the window.
3. Address the item issue.
4. Press Enter on the keyboard until all items are reviewed.

Possible Item Issues

Correct Field Information/Numbers

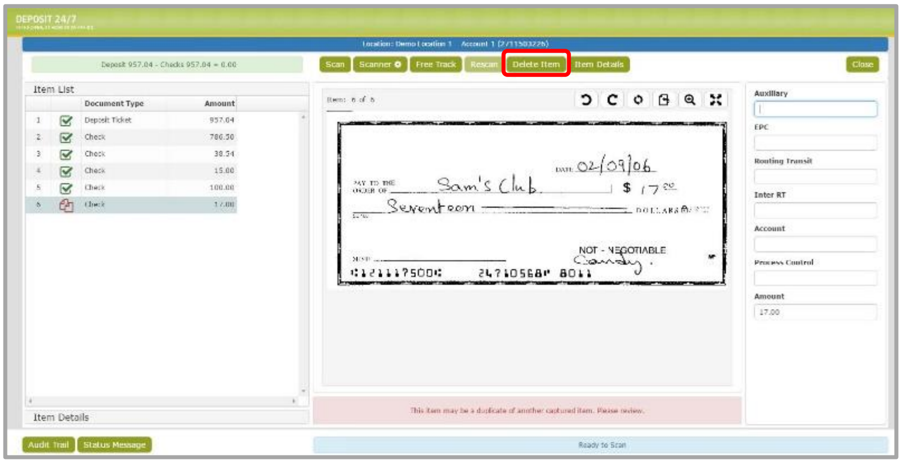
1. Enter the correct value for the highlighted fields at the right, using the image displayed. Include the cents value; the decimal point is not needed. The system automatically marks the last two values as cents.
2. Press Tab to move to the next item.



Delete Single Items

Single items may need to be deleted from the transaction. This could include items with incomplete information or that are not allowed in this account.

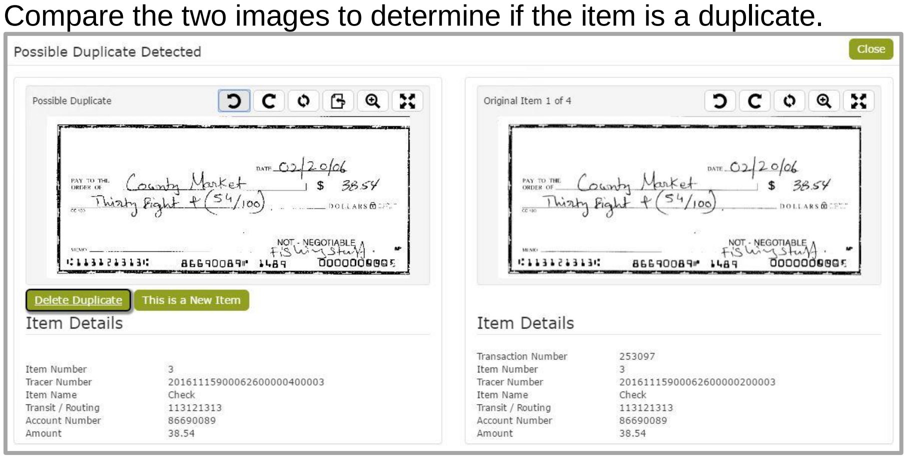
3. In the Capture screen, select the item to be deleted from the Item List table.
4. Click Delete Item.



5. Click Delete to confirm.
6. Physically remove the item from the scanner.

Duplicate Detection

1. Select the item from the Item List table.
2. Press Enter.
3. Compare the two images to determine if the item is a duplicate.



4. If the item IS a duplicate, click Delete Duplicate Item.
5. Click Delete. The item is removed from the transaction.
6. Physically remove the item from the scanner.

   NOTE: The MICR and image data are permanently removed from the transaction. This affects the transaction balance, which may require a final review of each item.

7. If the item is NOT a duplicate, click This is a New Item. The item remains in the transaction, but will be flagged for further review.

Image Quality and Usability 

If an item fails an Image Quality test, it will be indicated by a red exclamation point in the Item List table.

1. Select the item in the table.
2. Press Enter.
3. Review the message for the recommended action.

NOTE: The captured image displays in a preview window with list of detected errors at the bottom.

NOTE: The options available for modifying the image depend on site configurations and are activated by the buttons on the screen.

4. To rescan the image, place the physical item back in the scanner.
5. Click Rescan.

NOTE: Once the rescanned image displays and quality errors are updated, the brightness may be adjusted with the image brightness slides. This can only be done after an item is rescanned.

6. Click Apply to update the error messages and recaptured image.
7. Click Accept to return to the capture screen.

In some cases, rescanning the item is not an option and it must be removed from the transaction.

8. On the main screen, with the item selected, click Delete Item, OR Click Delete from the Image Quality Review screen.
9. Click Delete to confirm the item should be deleted from the transaction.
10. Physically remove the item from the transaction.

NOTE: If unable to capture a good image, and the option is provided, click Accept to ignore the image quality warning and continue processing with the poor quality image.

NOTE: Ignored items will still be flagged for further review at the central site.

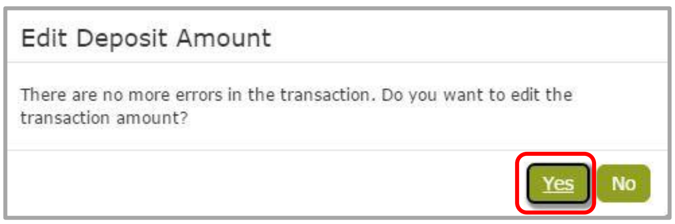
Final Balance

When all the deposit items have been captured and corrected, if the transaction is not balanced, each item will need to be reviewed for accuracy.

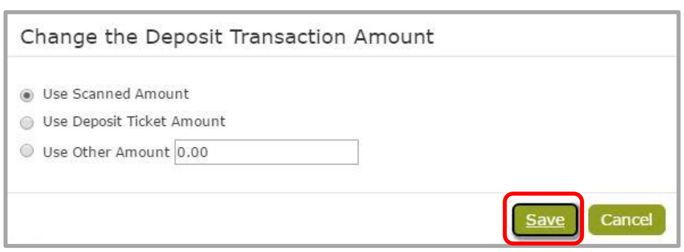
1. Correct any values that may need to be modified.
2. Press Enter for each item to be viewed. This marks the item amount as reviewed.

   NOTE: If the amount of an item is changed and the transaction becomes balanced, further review is no longer required for the remaining items.

3. Press Enter after reviewing the last item.
4. If the transaction is not in balance, click Yes to edit the deposit amount or No to continue editing the scanned items.



5. Select Yes to Use Scanned Amount, Use Deposit Ticket Amount or Use Other Amount (to be entered manually).
6. Click Save.



7. Once the transaction is balanced, release the transaction for transmission to the central processing site.
8. Click Close.
9. Select Release.

Releasing the transaction redirects the user to the Transmit screen where the transaction may be automatically transmitted to the central site.

10. If not automatically transmitted, select the transaction(s) to be transmitted.

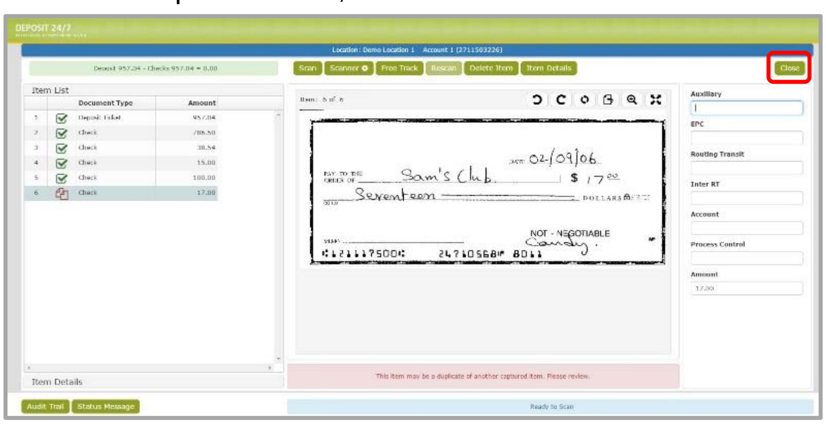
NOTE: Multiple deposits can be selected to transmit.

NOTE: Deposits can be unselected by clicking on the transaction a second time.

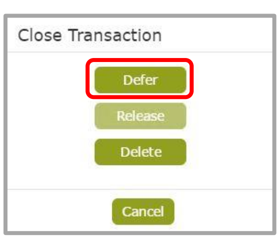
11. Click Transmit Selected Deposit(s).
12. View the Acknowledgement information for final confirmation and posting information.

Defer Transaction

1. From the Capture screen, click Close.



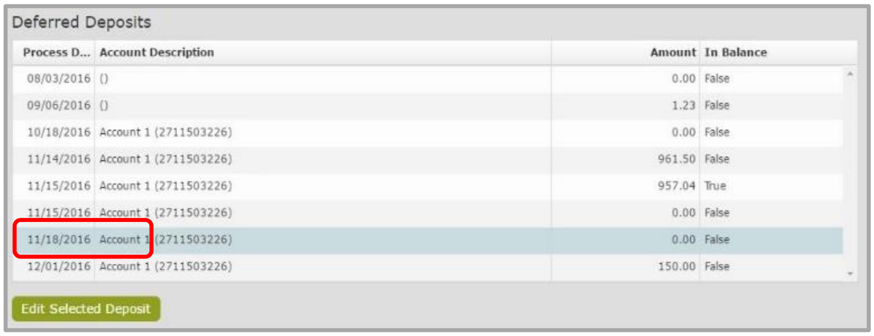
2. Click Defer.



The transaction will now be listed in the main capture screen in the Deferred Deposits table once the Location is selected.

Complete a Deferred Transaction

1. Click Capture.
2. Click Capture / Edit Deposit.
3. Select the Location from the drop-down menu.
4. Select the item from the Deferred Deposits table.
5. Click Edit Selected Deposit.



Deferred Deposits

Process D...	Account Description	Amount	In Balance
08/03/2016	()	0.00	False
09/06/2016	()	1.23	False
10/18/2016	Account 1 (2711503226)	0.00	False
11/14/2016	Account 1 (2711503226)	961.50	False
11/15/2016	Account 1 (2711503226)	957.04	True
11/15/2016	Account 1 (2711503226)	0.00	False
11/18/2016	Account 1 (2711503226)	0.00	False
12/01/2016	Account 1 (2711503226)	150.00	False

Edit Selected Deposit

6. Click Close in the capture screen.

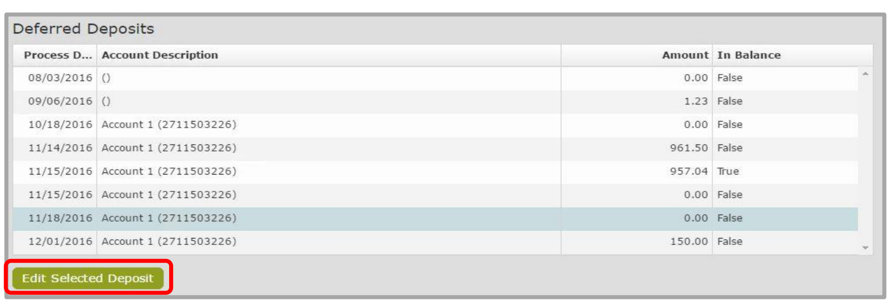
   NOTE: There cannot be any items that need attention by the user and the deposit must be in balance.

7. Click Release to release the transaction for transmission.

Releasing the transaction redirects the user to the Transmit screen where the transaction may be automatically transmitted to the central site.

Close and Release Transaction

1. From the Capture.
2. Click Create / Edit Deposit.
3. Select the Location from the drop-down arrow.
4. Select the deposit to be released from the Deferred Deposits table.
5. Click Edit Selected Deposit.



Deferred Deposits

Process D...	Account Description	Amount	In Balance
08/03/2016	()	0.00	False
09/06/2016	()	1.23	False
10/18/2016	Account 1 (2711503226)	0.00	False
11/14/2016	Account 1 (2711503226)	961.50	False
11/15/2016	Account 1 (2711503226)	957.04	True
11/15/2016	Account 1 (2711503226)	0.00	False
11/18/2016	Account 1 (2711503226)	0.00	False
12/01/2016	Account 1 (2711503226)	150.00	False

Edit Selected Deposit

6. Click Close.

   NOTE: There cannot be any items that need attention by the user and the deposit must be in balance.

7. Click Release.

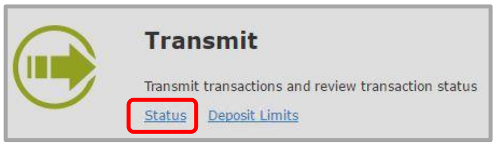
NOTE: If the application is set to auto transmit transactions, the transmit screen will appear. The transaction status will display as transmitted. If auto transmit is not used, continue with Transmit Transaction.

Transmit Transaction

1. Click Transmit.
2. Click Transmit Status.

   OR

3. Click Status.

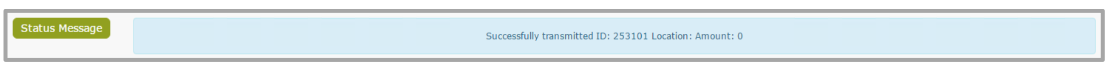


4. Select a transaction to transmit from the table. Multiple transactions can be transmitted at one time by clicking on each of the transactions to highlight. To unselect a transaction, click on the highlighted transaction a second time.

Type	Status	Description	Amount	Processing Date	Posting Date	Acknowledged Date	Location	Batch ID	In Balance
Deposit	Released	Account 1 (2711503226)	254.54	03/02/2017			Demo Location 1		Yes
Deposit	Released	Account 1 (2711503226)	832.33	03/03/2017			Demo Location 1		Yes
Deposit	Released	Account 1 (2711503226)	165.52	03/03/2017			Demo Location 1		Yes
Deposit	Released	Account 1 (2711503226)	463.68	03/03/2017			Demo Location 1		Yes
Deposit	Released	Account 1 (2711503226)	389.50	03/03/2017			Demo Location 1		Yes

5. Click Transmit Selected Deposit(s).

The Transaction is transmitted and acknowledged by the central site.



The Status of the transaction will change to “Acknowledged” and the Posting Date and Acknowledged Date will now appear in the status table.

Type	Status	Description	Amount	Processing Date	Posting Date	Acknowledged Date	Location	Batch ID	In Balance
Deposit	Released	Account 1 (2711503226)	254.54	03/02/2017			Demo Location 1		Yes
Deposit	Released	Account 1 (2711503226)	832.33	03/03/2017			Demo Location 1		Yes
Deposit	Released	Account 1 (2711503226)	463.68	03/03/2017			Demo Location 1		Yes
Deposit	Released	Account 1 (2711503226)	389.50	03/03/2017			Demo Location 1		Yes
Deposit	Acknowledged	Account 1 (2711503226)	165.52	03/03/2017	03/08/2017	03/08/2017 1:17:00 PM CST	Demo Location 1		Yes

Processing Date—Date the deposit ticket was created; credit date on the Deposit ticket.

Posting Date—Based on posting calendar; items after final cutoff time will have a posting date of the next business day.

Acknowledged Date—Date/Time deposit was transmitted by Merchant.

NOTE: If a transaction is transmitted and acknowledged after the cutoff time, it will be posted on the next available posting date.

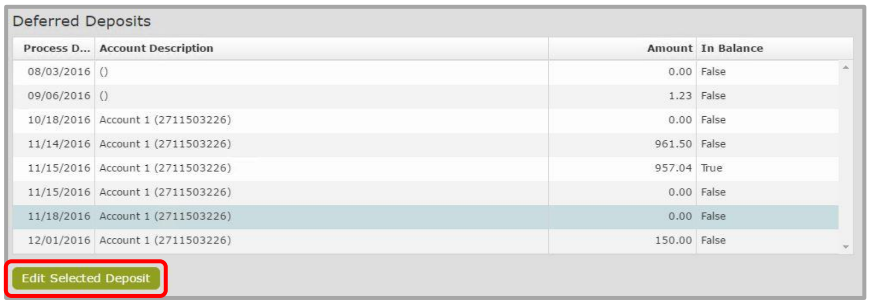
To view the detail report or images report for the current transmission, the work must be transmitted and acknowledged by the Central Site.

Delete

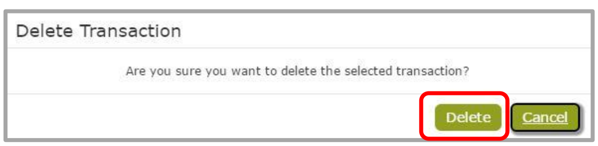
Delete Entire Transaction

Delete a deposit from Capture | Create / Edit Deposit.

1. Click Capture.
2. Click Create / Edit Deposit.
3. Select the Location from the drop-down menu.
4. Select the Deposit from the Deferred Deposits table.
5. Click Edit Selected Deposit.



6. Click Close on the capture screen.
7. Click Delete from the Close Transaction screen.
8. Click Delete to confirm.



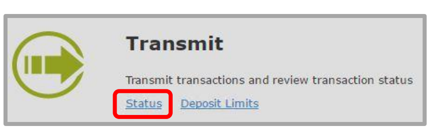
NOTE: Once a transaction has been released from Capture, it may be deleted from the Transmit screen.

Delete Entire Transaction from Transmit Screen

1. Click Transmit.
2. Click Transmit Status.

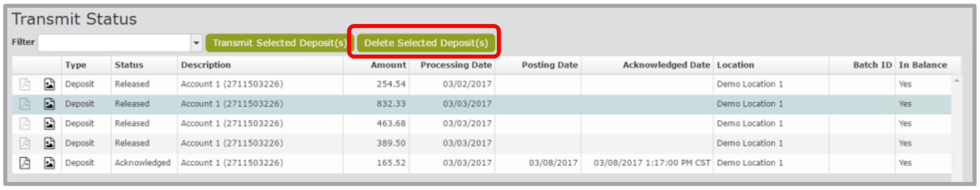
   OR

3. Click Status.



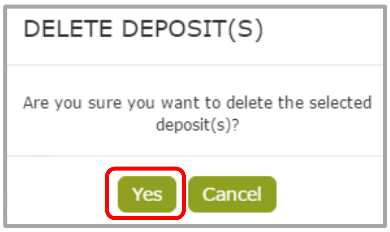
4. Select a transaction to delete from the table. Multiple transactions can be deleted at one time by clicking on all of the transactions to highlight. To unselect a transaction, click on the highlighted transaction a second time.

5. Click Delete Selected Deposit(s).



Type	Status	Description	Amount	Processing Date	Posting Date	Acknowledged Date	Location	Batch ID	In Balance
Deposit	Released	Account 1 (2711503226)	254.54	03/02/2017			Demo Location 1		Yes
Deposit	Released	Account 1 (2711503226)	832.33	03/03/2017			Demo Location 1		Yes
Deposit	Released	Account 1 (2711503226)	463.68	03/03/2017			Demo Location 1		Yes
Deposit	Released	Account 1 (2711503226)	389.50	03/03/2017			Demo Location 1		Yes
Deposit	Acknowledged	Account 1 (2711503226)	165.52	03/03/2017	03/08/2017	03/08/2017 1:17:00 PM CST	Demo Location 1		Yes

6. Click Yes to delete the deposit or Cancel to return to the Transmit Status screen.



The Transaction is deleted and will not show in the Transmit Status table.

NOTE: A transaction can only be deleted if it has not yet been transmitted to the central site.

ANALYTICS

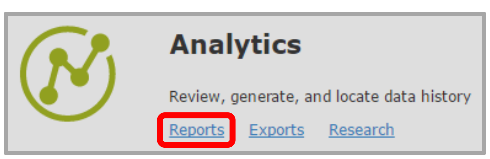
Reports

To generate various reports for a transmission, the work must be transmitted and acknowledged by the Central Site.

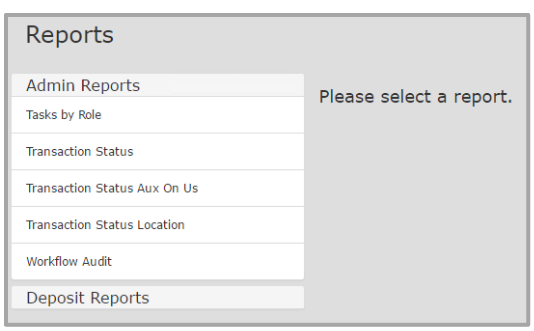
1. Click Analytics.
2. Click Reports.

   OR

   Click Reports

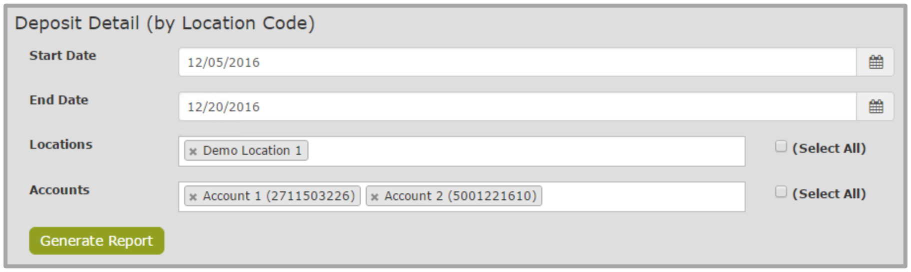


3. Click Admin Reports or Deposit Reports to view the reports available in each category.

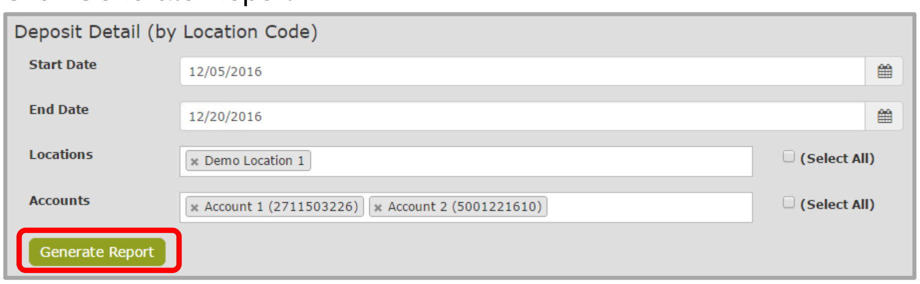


4. Select the report from the displayed list.

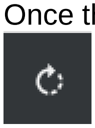
5. Choose Start Date by typing in the date or clicking on the calendar icon.

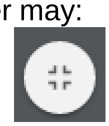


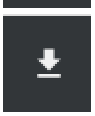
6. Choose End Date by typing in the date or clicking on the calendar.
7. Choose the Location(s) by clicking in the Locations box and selecting the location(s) from the drop-down list. Multiple locations can be selected by clicking in the location box again. All locations can be selected by clicking the Select All box.
8. Choose Account(s) by clicking in the Accounts box and selecting the account(s) from the drop-down list. Multiple accounts can be selected by clicking in the Accounts box again. All accounts can be selected by clicking the Select All box. The Account(s) option is NOT available for all reports.
9. Click Generate Report.

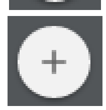


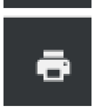
Once the report is generated, the user may:

 Rotate

 Fit to page

 Download

 Zoom in

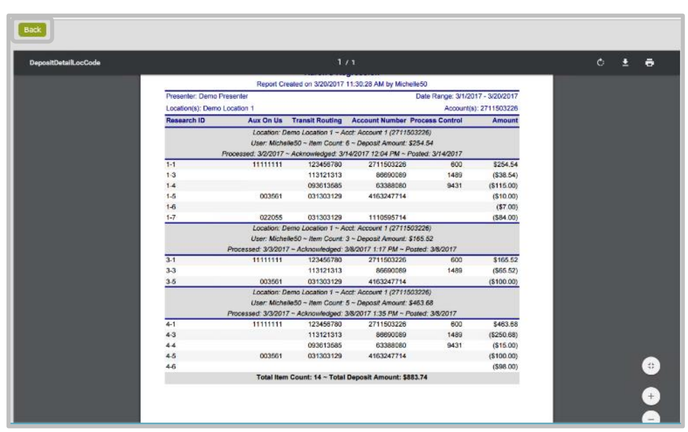
 Print

 Zoom out

10. To return to the Reports Page, Click Back.

NOTE: Adobe Reader is required to view the PDF version.

See Appendix for samples of the available reports.



Exports

CSV Export

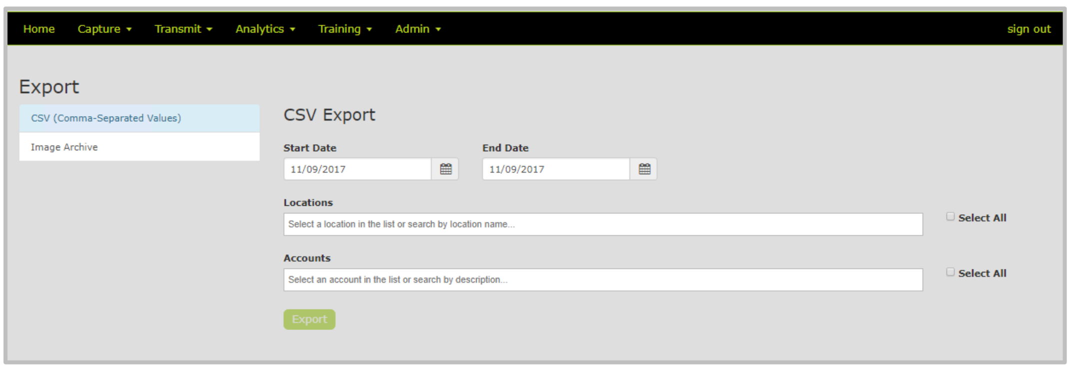
To generate various exports for a transmission, the work must be transmitted and acknowledged by the Central Site.

1. Click Analytics.
2. Click Exports.

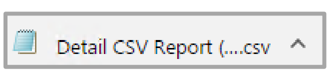
   OR

   Click Exports.

3. Select CSV (Comma, Separated Value).
4. Select the Start Date and End Date.
5. Select the Location(s) by clicking in the box or click Select All.
6. Select the Account(s) by clicking in the box or click Select All.



7. Click Export.
8. Select the location to save the file.
9. Enter a file name.
10. Click Save.
11. Click the Detail CSV Report icon at the bottom of the screen to open the file.



Sample CSV File:

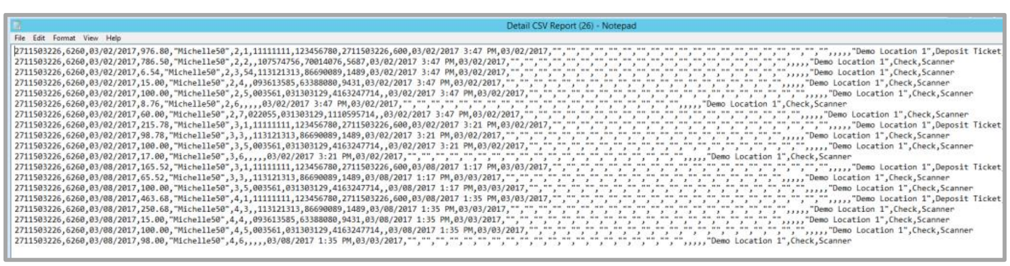


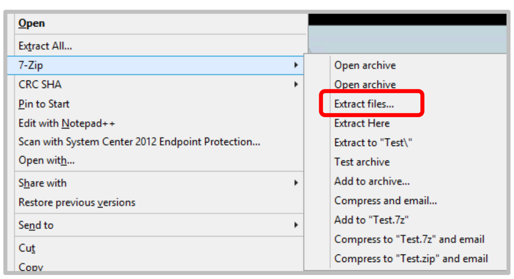
Image Export

Computer will need WINZIP 9.0 or higher to complete this process.

1. Click Analytics.
2. Click Export.
3. Select Image Archive from the Export Method dropdown.
4. Select the Start Date.
5. Select the End Date.
6. Select the location(s) to include in the Export or check the Select All box to include all of the locations.
7. Select applicable accounts or check the Select All box to include all of the accounts.
8. Enter a password for the Zip File.
9. Re-enter the password in the Confirm Password section.

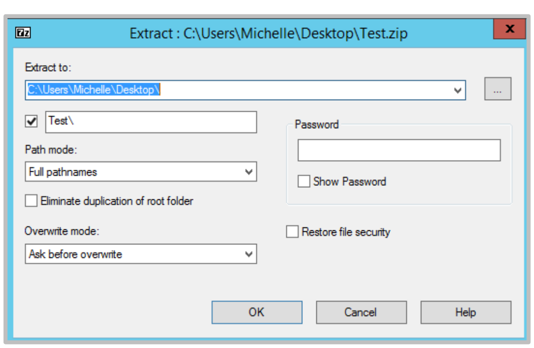
   NOTE: This password is used to encrypt the image data and is required to access the manifest.csv and images.

10. Click Export Images.
11. Select a location where to save the folder.
12. Enter a file name for the folder.
13. Click Save.
14. Navigate to the zipped folder.
15. Right-click select the Winzip utility software) and choose Extract files….



   NOTE: Winzip (or other utility software) opens and displays the image files and manifest.csv.

16. Enter the Zip File Password created above.



17. Click OK.
18. Navigate to the unzipped folder to view the images.
19. Double-click a .tif file to open and view the image in the applicable imaging software.
    a. r=rear image
    b. f=front image

NOTE: Users have the ability to save or print the image.

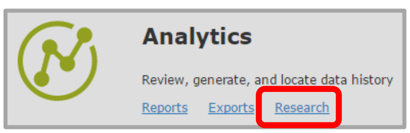
20. Close the document image.
21. Double-click the manifest .csv to display other image data.

Research

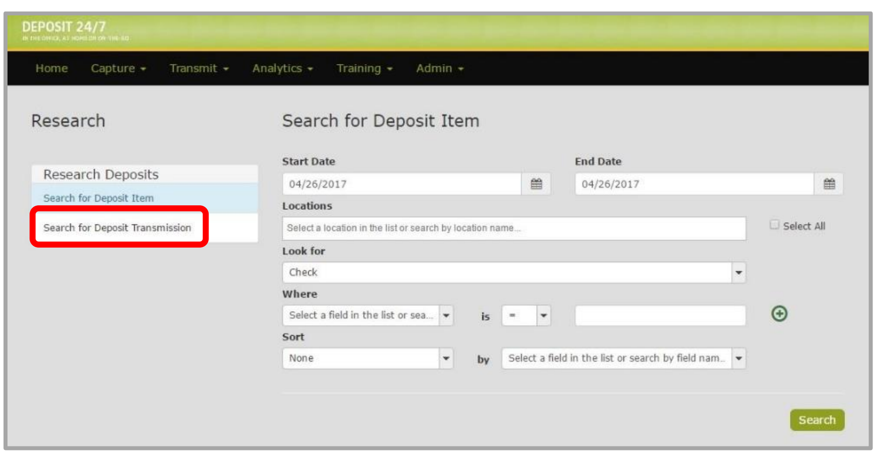
Research Deposit Item

1. Click Analytics.
2. Click Research.

   OR
3. Click Research.



4. Select Search for Deposit Item.



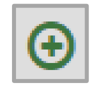
5. Select the Start Date.
6. Select the End Date.

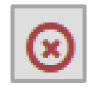
NOTE: Select the same start and end to search on a single date.

7. Select the Location(s). Multiple locations can be selected or check the Select All box to select all available locations.

NOTE: The list includes all locations for which the user has security rights assigned to view.

Enter search criteria:

8. Select a 'Look For' from the available list of options.
9. From the 'Where' dropdown, select the criteria on which to search, such as MICR information, or amount.
10. Select a qualifier from the 'is' dropdown list (example equals, less than, etc.).
11. Enter a value in the final field.
12. Click the plus sign icon to add additional search criteria (available for "Search for Deposit Item" only). 

    NOTE: To remove additional search criteria, click the red x icon. 
13. Choose to Sort the query results in Ascending or Descending order by a specific field (optional).
14. Choose Show Custom Fields (optional).
15. Click Search.

Search results display and may be manipulated for additional information.

16. Click an item to view the image and more details at the bottom of the screen.
17. Click Show Custom Fields (optionals).
    a. The search results can be exported to a CSV file by clicking the Export button. The CSV file will contain all of the results of the search.
        i. Select a location where the file should be saved.
        ii. Enter a File Name.
        iii. Click Save.
        iv. Navigate to the saved file to open.

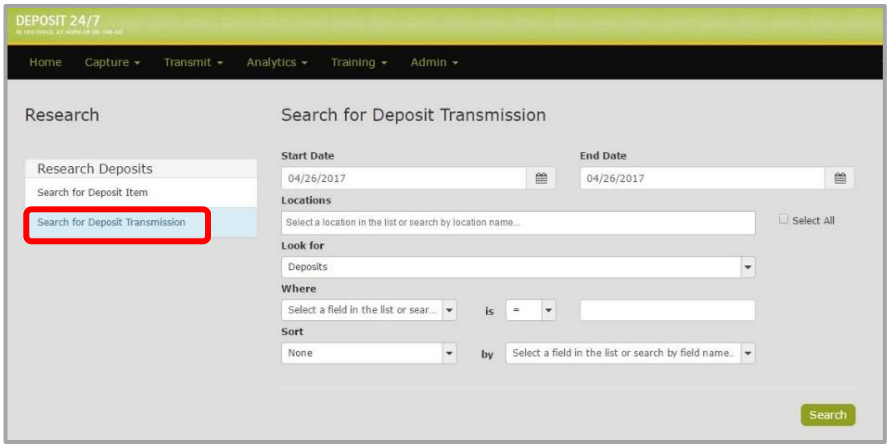
    b. The item(s) can also be viewed in a PDF document.
        i. Select the item from the Item Research Results table.
        ii. Click on View PDF (at the bottom of the screen).

        The PDF may be downloaded and/or printed.
        iii. Click Close to return to the search results.

18. Click Back to return to the Research screen.

Research Deposit Transmission

1. Click Analytics.
2. Click Research.
3. Select Search for Deposit Transmission.



4. Select the Start Date.
5. Select the End Date.

NOTE: Select the same start and end to search on a single date.

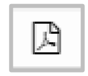
6. Select the Location(s). Multiple locations can be selected or check the Select All box to select all available locations.

NOTE: The list includes all locations for which the user has security rights assigned to view.

7. Select a ‘Look For’ from the available list of options.
8. From the ‘Where’ dropdown, select the criteria on which to search, such as Account, Acknowledged Date or amount.
9. Select a qualifier from the ‘is’ dropdown list (example equals, less than, etc.).
10. Enter a value in the final field.
11. Choose to Sort the query results in Ascending or Descending order by a specific field (optional).
12. Choose the Show Custom Fields (optional).
13. Click Search.

Search results display and may be manipulated for additional information.

14. Choose the layout to view the items in the transmission by clicking on the arrow in the upper left hand corner of the results table.

15. The search results can be exported to a CSV file by clicking the Export button. The CSV file will contain all of the results of the search.
    a. Select the location where the file should be saved.
    b. Enter a File name.
    c. Click Save.
16. Click the PDF icon to show all items in the transmission. 
17. Users can also choose to view a specific item of a transmission by:
    a. Select the transmission that contains the item from the Transmission Research Results table.
    b. Select the individual item in the Item Research Results (bottom of the screen).
    c. Select View PDF from the bottom of the screen.
    d. Click Close to return to the Research results screen.
18. Click Back to return to the Research screen.

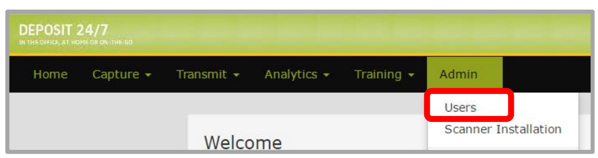
Configuration

Configuration steps may be completed by the Administrator and may not be available if Financial Institutions are managing user set up and access right.

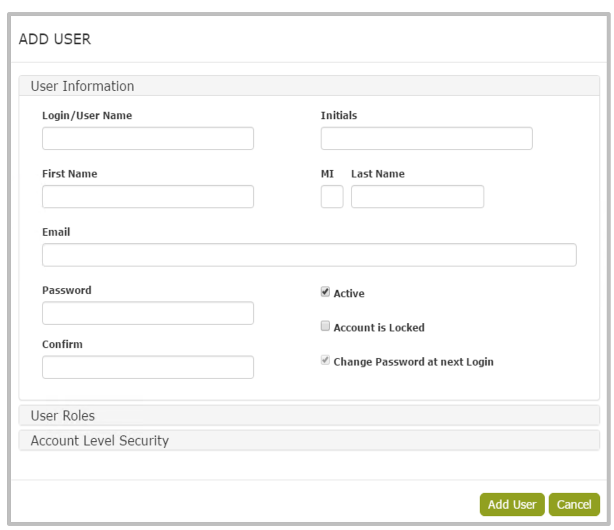
Add New User

Users are established for each individual who are provided access to the applications.

1. Select Admin.
2. Select Users.



3. Click Add User.
4. Enter the new user’s information:



    - Login/User Name
    - Initials
    - First Name
    - Middle Initials
    - Last Name
    - Email address
    - Password
    - Check Active
    - Account is Locked (optional)
    - Change Password at next Login, this is checked by default and will require the user to enter a new password the next time the user logs into the application.
5. Click Add User or continue with User Roles.

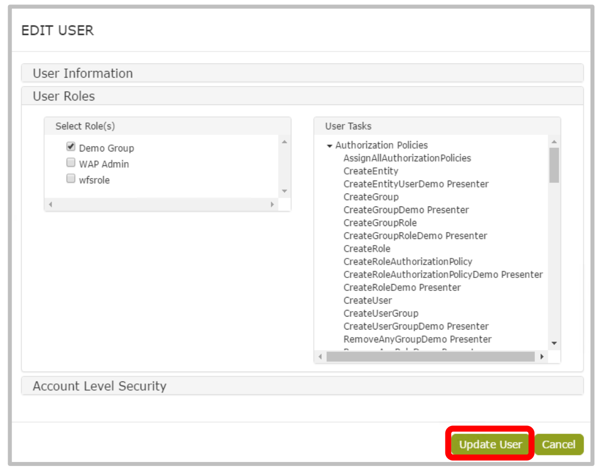
Assign a Role to a User

1. Click Admin.
2. Click Users.
3. If the user exists, click the edit icon in front of the user’s login name.

4. Click User Roles.
5. Check the appropriate role(s).

   NOTE: The tasks associated with the selected role(s) will appear in the User Tasks box at the right.

6. Click Update User.

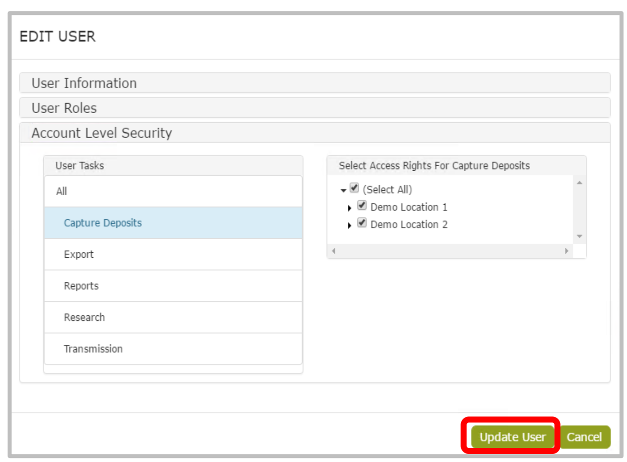


NOTE: The user becomes a member of this selected role and is able to perform all tasks assigned to this role.

NOTE: A user may be assigned to multiple roles. For example, a supervisor may be assigned to both the User and Administrative roles. When assigned to multiple roles, the user always receives the highest level of rights.

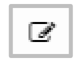
Assign Account Level Security

1. Click Admin.
2. Click Users.
3. If the user exists, click the edit icon in front of the user’s login name.
4. Click Account Level Security.
5. Select the User Tasks from the list on the left.
6. Select the items for the locations/accounts at the right.
7. Update User.



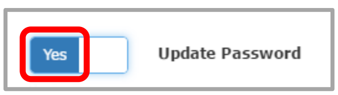
NOTE: The new user may now access the client application according to the assigned rights.

Edit User Information/Roles

1. Click Admin.
2. Click Users.
3. Click the pencil icon to the left of the user Login Name. 
4. Select the appropriate category: User Information, User Roles, Account Level Security.
5. Make the appropriate changes.
6. Click Update User.

Edit User Password

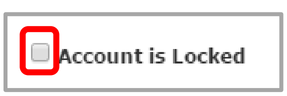
1. Click Admin.
2. Click Users.
3. Click the pencil icon to the left of the user Login Name.
4. Select User Information.
5. Select Yes for Update Password.



6. Enter new Password.
7. Re-enter the password in Confirm.
8. Click Update User.

Unlock User

1. Click Admin.
2. Click Users.
3. Click the pencil icon to the left of the user Login Name.
4. Select User Information.
5. Select the check mark in the 'Account is Locked' option to remove the check mark.



6. Click Update User.

Delete User

1. Click Admin.
2. Click Users.
3. Click the box to the left of the user Login Name.

4. Click Delete Selected User(s). 

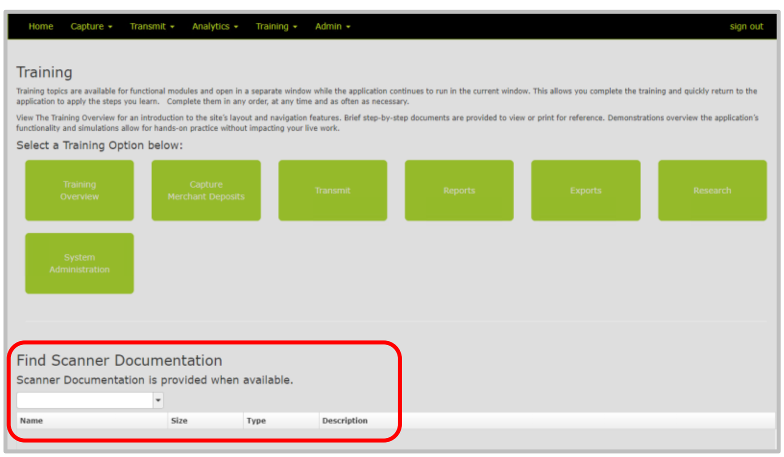
5. Click Yes to confirm.

Scanner Installation

1. Click Admin.
2. Click Scanner Installation.
3. Verify that your computer meets the minimum requirements.
4. Make sure the scanner is NOT connected to the computer.
5. Select the scanner from the drop-down list.
6. Click Install.

7. Click on the downloaded file.
8. Click Install.
9. When the install shield closes, Close the browser to apply the changes.
10. Reopen the browser and navigate to the RDC application URL.

NOTE: Additional scanner documentation is available in the Training section of the application.

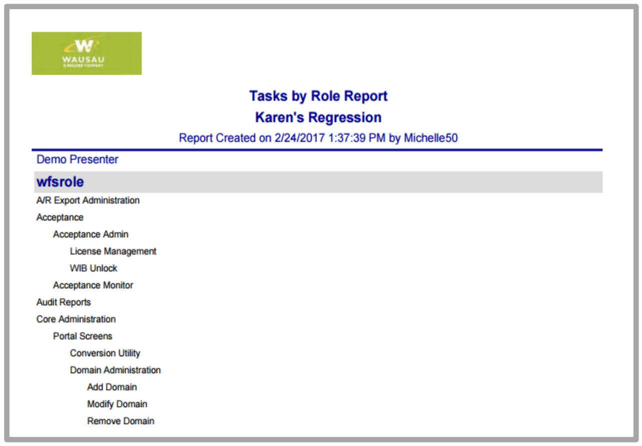


Appendix: Available Reports

Admin Reports

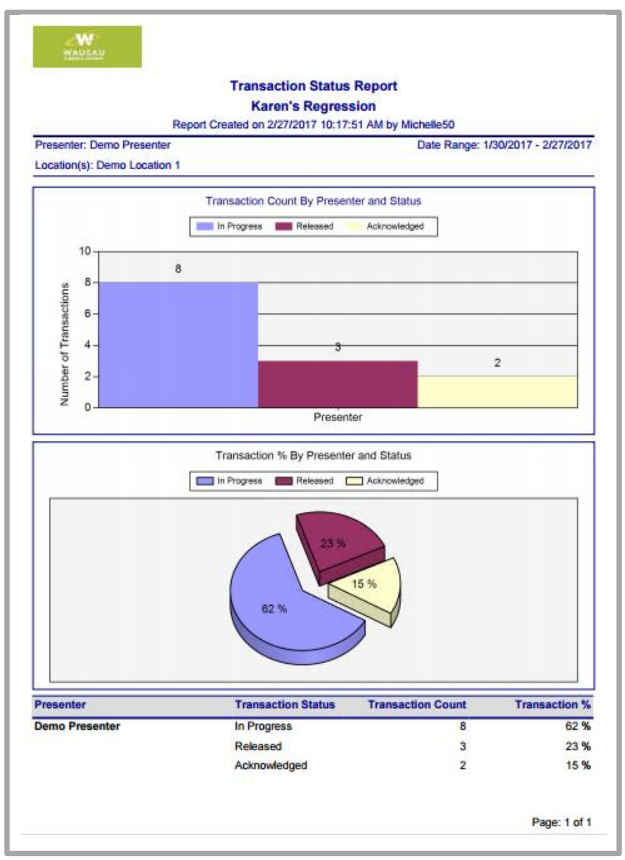
Tasks by Role

Provides information for each role assigned to the security domain the user is logged into and displays the security tasks associated with it.



Transaction Status

Provides information by Presenter on the current status of items within the capture system, whether they are In Progress, Released (available for transmission to central process), or Acknowledged (successfully received by central processing). The report contains two graphs depicting the number of Transactions per Presenter and their current status, and the Percentage of the total that each represents.



Presenter	Transaction Status	Transaction Count	Transaction %
Demo Presenter	In Progress	8	62 %
	Released	3	23 %
	Acknowledged	2	15 %

Transaction Status Aux On Us

Provides information on the current status of Aux On Us items within the capture system: In Progress, Released, or Acknowledged. This report is broken down by individual Location and all data is provided in columnar format.

WAUSAU

Transaction Status Report By Location By Aux On Us
Karen's Regression
Report Created on 2/27/2017 10:25:27 AM by Michelle50

Presenter: Demo Presenter — Date Range: 2/1/2017 - 2/27/2017
Location(s): Demo Location 1

Aux On Us Field	Tran Id	Acknowledged Date	Posting Date	Processing Date	Amount	Item Count
Location: Demo Location 1 ~ Account: 2711503226						
11111111						
	1			2/9/2017	$901.50	5
	7			2/16/2017	$0.00	1
	13			2/16/2017	$0.00	1
	16			2/16/2017	$0.00	1
	17			2/16/2017	$0.00	1
	3			2/24/2017	$802.50	4
	4			2/24/2017	$551.00	4
		In Process			**$2,255.00**	**7**
	5			2/24/2017	$561.00	4
	6			2/24/2017	$911.50	5
	1			2/27/2017	$134.03	4
		Released			**$1,606.53**	**3**
	19	2/27/2017 9:28:00 AM	2/27/2017	2/16/2017	$553.00	5
	20	2/27/2017 9:45:00 AM	2/27/2017	2/16/2017	$5,317.84	23
		Acknowledged			**$5,870.84**	**2**

Transaction Status Location

Provides information on the current status of items within the capture system: In Progress, Released, or Acknowledged. This report is broken down by individual Location and all data is provided in columnar format.

WAUSAU

Transaction Status Report By Location
Karen's Regression
Report Created on 2/27/2017 10:41:04 AM by Michelle50

Presenter: Demo Presenter — Date Range: 2/1/2017 - 2/27/2017
Location(s): Demo Location 1

Location	Transaction Status	Transaction Count	Transaction %
Demo Location 1	In Progress	8	62 %
	Released	3	23 %
	Acknowledged	2	15 %

Workflow Audit

Provides a valuable history of various actions taken by Users within the application. Reported actions include events such as the success or failure of data transmissions, reports viewed, transactions created, item data changed or updated, new items created, and so forth. For each action, the report shows the date and time the event occurred, the Location and User Name that completed the action, and where there was a change to the value of a particular MICR field the report will also show the Old and New values. This report can be run for one or more Locations, and for a single date or range of dates.

Workflow Audit Report

Karen's Regression

Report Created on 2/27/2017 10:44:20 AM by Michelle50

Demo Presenter — Date Range: 2/1/2017 - 2/27/2017

Location(s): Demo Location 1 — User(s): Michelle

Action Type(s): Too Many Types To Display

Event Date & Time	Location	Tracer Id	Action	User Name	Old	New
2/1/2017 2:00 AM	Demo Location 1		Purge Data Start	Server		
2/1/2017 2:00 AM	Demo Location 1		Purge Data Complete	Server		
2/2/2017 2:00 AM	Demo Location 1		Purge Data Start	Server		
2/2/2017 2:00 AM	Demo Location 1		Purge Data Complete	Server		
2/2/2017 11:27 AM	Demo Location 1		Viewed Report-CSV Detail	Michelle50		
2/2/2017 11:28 AM	Demo Location 1		Viewed Report-CSV Detail	Michelle50		
2/2/2017 11:28 AM	Demo Location 1		Viewed Report-CSV Detail	Michelle50		
2/2/2017 11:29 AM	Demo Location 1		Delete Item	Michelle50		
2/2/2017 11:30 AM	Demo Location 1		Update Transaction-Deposit Amount	Michelle50		
2/2/2017 11:30 AM	Demo Location 1		Update Transaction-Transaction Status	Michelle50		
2/2/2017 11:30 AM	Demo Location 1		Transmit Success	Michelle50		
2/2/2017 11:30 AM	Demo Location 1		Viewed Report-CSV Detail	Michelle50		
2/2/2017 11:33 AM	Demo Location 1		Viewed Report-CSV Detail	Michelle50		
2/2/2017 11:59 AM	Demo Location 1		Viewed Report-CSV Detail	Michelle50		
2/2/2017 12:02 PM	Demo Location 1		Viewed Report-CSV Detail	Michelle50		

Note: Values in the Old and New columns may be defined using this key:

Transaction Status Values:
0 In Progress
1 Released
2 Acknowledged

IQA States:
0 Not Tested
1 Passed
2 Ingorable errors
3 Errors were ignored
4 Failed

Other:
RLength=rear length of item
FLength=front length of item

Deposit Reports

Deposit Adjustment

Provides a recap of all deposit correction actions made at the central site against a particular deposit Account. This report includes the date and time the deposit correction was made, the Location and Deposit Account affected, and the old and new deposit values. This report is only available if using adjustments within Optima3®.

Deposit Adjustment Report
Karen's Regression
Report Created on 2/27/2017 9:52:15 AM by Michelle50

Presenter: Demo Presenter — Date Range: 2/1/2017 - 2/27/2017
Location(s): All Locations

Research Date	Research ID	Action	Submitted Amount	Adjusted Amount

No Data Returned For Chosen Parameters

Deposit Detail

Provides details of Capture Deposit data for a processing date or range of dates. The Deposit Detail report shows each capture item individually along with its Amount and Custom Data Entry Fields.

Deposit Detail Report
Karen's Regression
Report Created on 2/27/2017 9:48:51 AM by Michelle50

Presenter: Demo Presenter — Date Range: 2/6/2017 - 2/27/2017
Location(s): Demo Location 1 — Account(s): All Accounts

Research ID	Aux On Us	Transit Routing	Account Number	Process Control	Amount
Location: Demo Location 1 ~ Acct: Account 1 (2711503226)					
User: Michelle50 ~ Item Count: 5 ~ Deposit Amount: $553.00					
Processed: 2/16/2017 ~ Acknowledged: 2/27/2017 9:28 AM ~ Posted: 2/27/2017					
19-1	11111111	123456780	2711503226	600	$553.00
19-2		000410202	41712120	0414	($1.00)
19-3		034192256	93965007	6054	($550.00)
19-4		06771635	20178481	7816	($1.00)
19-5		123456789	25816826	5924	($1.00)
Location: Demo Location 1 ~ Acct: Account 1 (2711503226)					
User: Michelle50 ~ Item Count: 23 ~ Deposit Amount: $5,317.84					
Processed: 2/16/2017 ~ Acknowledged: 2/27/2017 9:45 AM ~ Posted: 2/27/2017					
20-1	11111111	123456780	2711503226	600	$5,317.84
20-2		000410202	41712120	0414	($1.00)
20-3		034192256	93965007	6054	($550.00)
20-4		06771635	20178481	7816	($2.00)
20-5		123456789	25816826	5924	[illegible]

Deposit Detail (by Deposit)

Provides details of Capture Deposit data for a specific deposit based on the processing date. The Deposit Detail by Deposit report shows each capture item individually along with its Aux On Us, Transmit Routing, Account Number, Process Control, and Amount Fields information.

WAUSAU

Deposit Detail (By Deposit) Report

Karen's Regression

Report Created on 5/23/2017 1:15:55 PM by Michelle50

Presenter: Demo Presenter — Date Range: 2/24/2017 - 2/24/2017

Location(s): Demo Location 1 — Account(s): 2711503226

Research ID	Aux On Us	Transit Routing	Account Number	Process Control	Amount
Location: Demo Location 1 ~ Acct: Account 1 (2711503226)					
User: Michelle50 ~ Item Count: 3 ~ Deposit Amount: $53.54					
Processed: 2/24/2017 ~ Acknowledged: 5/23/2017 1:12 PM ~ Posted: 5/23/2017					
3-1	11111111	123456780	2711503226	600	$53.54
3-3		113121313	86690089	1489	($38.54)
Custome Uno:					
3-4		093613585	63388080	9431	($15.00)
Custome Uno:					
Total Item Count: 3 ~ Total Deposit Amount: $53.54					

Daily Detail (by Location Code)

Provides details of Capture Deposit data for a specific location. The Deposit Detail by Location report shows each capture item individually along with its Aux On Us, Transmit Routing, Account Number, Process Control, and Amount Fields information.

WAUSAU

Deposit Detail Report By Location Code

Karen's Regression

Report Created on 2/27/2017 10:00:44 AM by Michelle50

Presenter: Demo Presenter — Date Range: 2/1/2017 - 2/27/2017

Location(s): Demo Location 1 — Account(s): 2711503226

Research ID	Aux On Us	Transit Routing	Account Number	Process Control	Amount
Location: Demo Location 1 ~ Acct: Account 1 (2711503226)					
User: Michelle50 ~ Item Count: 5 ~ Deposit Amount: $553.00					
Processed: 2/16/2017 ~ Acknowledged: 2/27/2017 9:28 AM ~ Posted: 2/27/2017					
19-1	11111111	123456780	2711503226	600	$553.00
19-2		000410202	41712120	0414	($1.00)
19-3		034192256	93965007	6054	($550.00)
19-4		06771635	20178481	7816	($1.00)
19-5		123456789	25816826	5924	($1.00)
Location: Demo Location 1 ~ Acct: Account 1 (2711503226)					
User: Michelle50 ~ Item Count: 23 ~ Deposit Amount: $5,317.84					
Processed: 2/16/2017 ~ Acknowledged: 2/27/2017 9:45 AM ~ Posted: 2/27/2017					
20-1	11111111	123456780	2711503226	600	$5,317.84
20-2		000410202	41712120	0414	($1.00)
20-3		034192256	93965007	6054	($550.00)
20-4		06771635	20178481	7816	($2.00)
20-5		123456789	25816826	5924	($0.02)
20-6		000410202	41712120	0414	($0.02)

Deposit Summary

Provides a summary of Capture Deposit data for a given processing date or range of dates. The report may be run for a single capture Location or across multiple Locations. Report data includes Processing Date(s), Deposit Account Numbers into which the items were captured, the Transaction ID assigned to the work, Item Counts and Amounts.

Deposit Summary Report by Transaction

Karen's Regression

Report Created on 2/27/2017 10:06:50 AM by Michelle50

Presenter: Demo Presenter | Date Range: 2/1/2017 - 2/27/2017

Location(s): Demo Location 1

Transaction ID	Acknowledge Date	Posting Date	Amount	Item Count
Location: Demo Location 1 ~ Processing Date: 2/16/2017 ~ Account: Account 1 (2711503226)				
19	2/27/2017 9:28 AM	2/27/2017	$553.00	5
20	2/27/2017 9:45 AM	2/27/2017	$5,317.84	23
Account 2711503226 Totals For Processing Date 2/16/2017:			*$5,870.84*	*28*
Demo Location 1 Totals:			***$5,870.84***	***28***