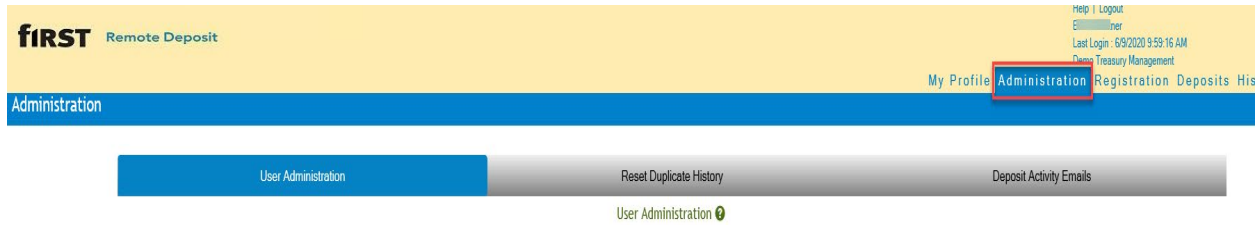


User Roles and Access

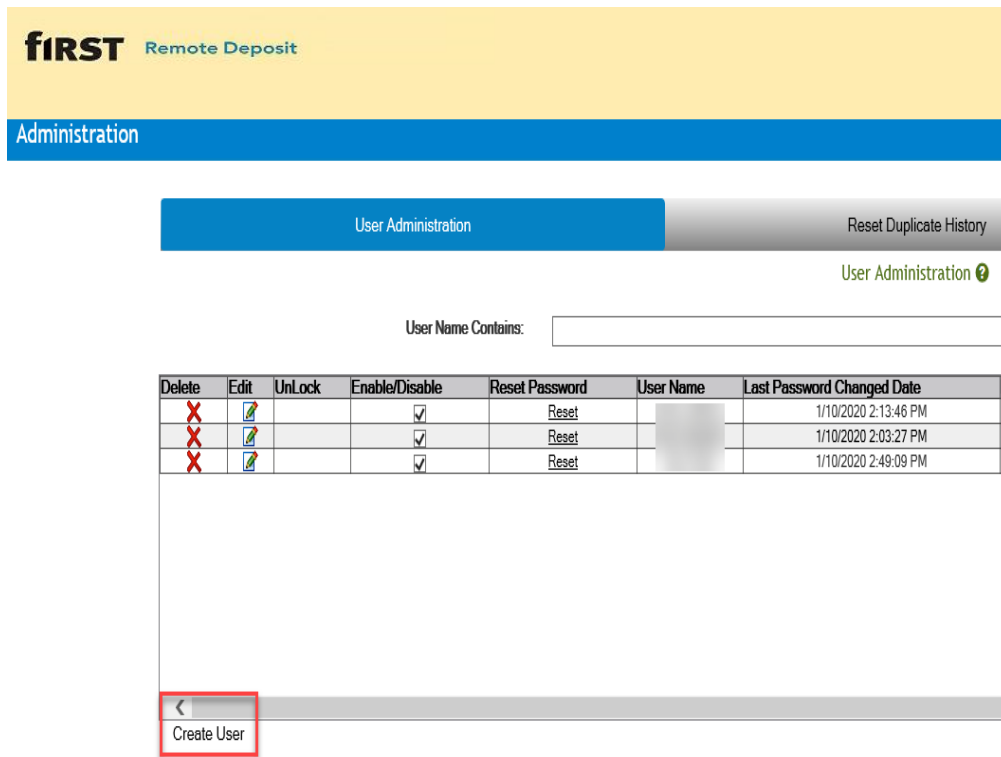
Administrators can set up users who will have access to the different functions. Each role, with associated access, is listed below.

- Administrator
 - Create New Users
 - Remove Existing Users
 - Edit User Properties
 - Enable or Disable a User's Access
 - Reset a User's Password
 - Manage Locations
 - Reset Duplicate Item History
 - View Reports
 - View History
- Supervisor
 - Edit User Properties
 - Enable or Disable a User's Access
 - Reset a User's Password
 - Reset Duplicate Item History
 - Register Client
 - Set Client in Training Mode
 - View Reports
 - View History
 - Create Deposit
 - Correct and Balance Deposit
 - Transmit Deposit
- Reviewer
 - View Reports
 - View History
- Depositor
 - View Reports (Self Only)
 - View History (Self Only)
 - Create Deposit
 - Correct and Balance Deposit
 - Transmit Deposit
- Operator
 - Create Deposit
 - Correct and Balance Deposit
 - Transmit Deposit

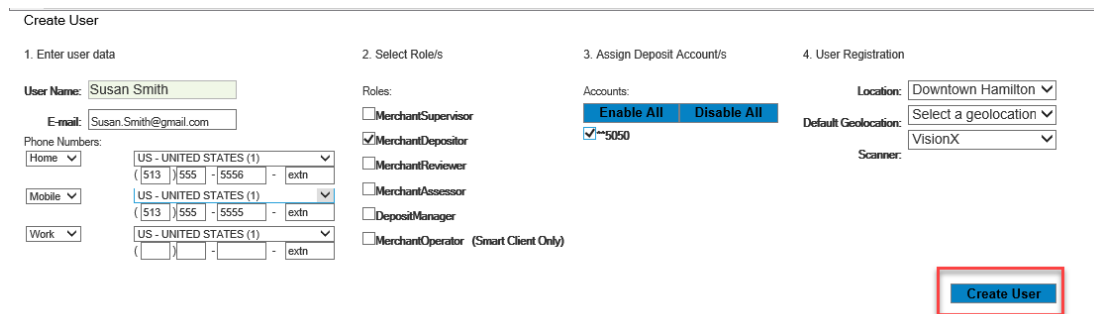
Creating a New User



- Click on the Administration tab



- Click Create User



- Complete the required fields and then click Create User

Editing User Properties

To edit the roles, email address, or account access for a user, click Edit. From this screen, changes can be made to the email address, roles and account access.

Delete	Edit	UnLock	Enable/Disable	Reset Password	User Name	Last Password Changed Date
X			<input checked="" type="checkbox"/>	Reset		1/10/2020 2:13:46 PM
X			<input checked="" type="checkbox"/>	Reset		1/10/2020 2:03:27 PM
X			<input checked="" type="checkbox"/>	Reset		1/10/2020 2:49:09 PM
X			<input checked="" type="checkbox"/>	Reset	Susan Smith	6/9/2020 10:13:55 AM

- Click Edit

- Make any necessary edits to the User's profile and click Save

Deleting a User

Administrators may delete a First Remote Deposit User

The screenshot shows the 'FIRST Remote Deposit Administration' page. A table lists users with columns for 'Delete', 'Edit', 'UnLock', 'Enable/Disable', 'Reset Password', 'User Name', and 'Last Password Changed Date'. The 'Delete' column contains red 'X' icons for the first three users, which are highlighted by a red rectangular box.

Delete	Edit	UnLock	Enable/Disable	Reset Password	User Name	Last Password Changed Date
X			<input checked="" type="checkbox"/>	Reset		1/10/2020 2:13:46 PM
X			<input checked="" type="checkbox"/>	Reset		1/10/2020 2:03:27 PM
X			<input checked="" type="checkbox"/>	Reset		1/10/2020 2:49:09 PM
X			<input checked="" type="checkbox"/>	Reset	Susan Smith	6/9/2020 10:13:55 AM

- Once logged in, click the red X next to the user to be deleted

The screenshot shows the same user list table as above, but with a confirmation dialog box overlaid. The dialog box has a question mark icon and the text: 'Are you sure you want to delete this item? Press OK to continue. Click Cancel to cancel.' The 'OK' button is highlighted with a red rectangular box.

Delete	Edit	UnLock	Enable/Disable	Reset Password	User Name	Last Password Changed Date
X			<input checked="" type="checkbox"/>	Reset		1/10/2020 2:13:46 PM
X			<input checked="" type="checkbox"/>	Reset		1/10/2020 2:03:27 PM
X			<input checked="" type="checkbox"/>	Reset		1/10/2020 2:49:09 PM
X			<input checked="" type="checkbox"/>	Reset	Susan Smith	6/9/2020 10:13:55 AM

- A pop up message will appear asking the administrator to confirm that the user should be deleted
- Click OK to confirm and delete the user

Resetting a Password

FIRST Remote Deposit

Administration

User Administration

Reset Duplicate
User Administration

User Name Contains:

Delete	Edit	UnLock	Enable/Disable	Reset Password	User Name	Last Password Changed Date
			<input checked="" type="checkbox"/>	Reset		1/10/2020 2:13:46 PM
			<input checked="" type="checkbox"/>	Reset		1/10/2020 2:03:27 PM
			<input checked="" type="checkbox"/>	Reset		1/10/2020 2:49:09 PM
			<input checked="" type="checkbox"/>	Reset	Susan Smith	6/9/2020 10:13:55 AM

- Once logged in, click Reset to generate a new password for a user

FIRST Remote Deposit

Administration

User Administration

Reset Duplicate
User Administration

User Name Contains:

Message from webpage

Are you sure you want to reset the password? Click OK to reset the password.

OK Cancel

Delete	Edit	UnLock	Enable/Disable	Reset Password	User Name	Last Password Changed Date
			<input checked="" type="checkbox"/>	Reset		1/10/2020 2:13:46 PM
			<input checked="" type="checkbox"/>	Reset		1/10/2020 2:03:27 PM
			<input checked="" type="checkbox"/>	Reset		1/10/2020 2:49:09 PM
			<input checked="" type="checkbox"/>	Reset	Susan Smith	6/9/2020 10:13:55 AM

- A pop up message will appear asking the administrator to confirm that the new password should be generated and emailed to the user
- Click OK to confirm and the password reset

Enabling and Disabling a User

Users can be temporarily disabled when on an extended leave from the office

FIRST Remote Deposit

Administration

User Administration Reset Duplicate

User Administr

User Name Contains:

Delete	Edit	UnLock	Enable/Disable	Reset Password	User Name	Last Password Changed Date
X			<input checked="" type="checkbox"/>	Reset		1/10/2020 2:13:46 PM
X			<input checked="" type="checkbox"/>	Reset		1/10/2020 2:03:27 PM
X			<input checked="" type="checkbox"/>	Reset		1/10/2020 2:49:09 PM
X			<input checked="" type="checkbox"/>	Reset	Susan Smith	6/9/2020 10:13:55 AM

- Uncheck the box in the Enable/Disable column for the user
- If the disabled user attempts to log into First Remote Deposit website, the user will receive a message that states the login attempt was not successful, please try again

Resetting Duplicate Item History

Each time a check is processed through the scanner, the information is added to the database in order for the system to detect if a check has been processed twice. This history stays on the system until the reset. The Reset Duplicate History function will delete the history of items captured by the merchant account. Items captured after the Reset will not be flagged as potential duplicates even if they were previously captured. This option should only be used by a Merchant Administrator and only as a troubleshooting option.

FIRST Remote Deposit

My Profile Administration Re

Administration

User Administration Deposit Activity Emails

Reset Duplicate History

Reset Duplicate History

Reset Duplicate Items

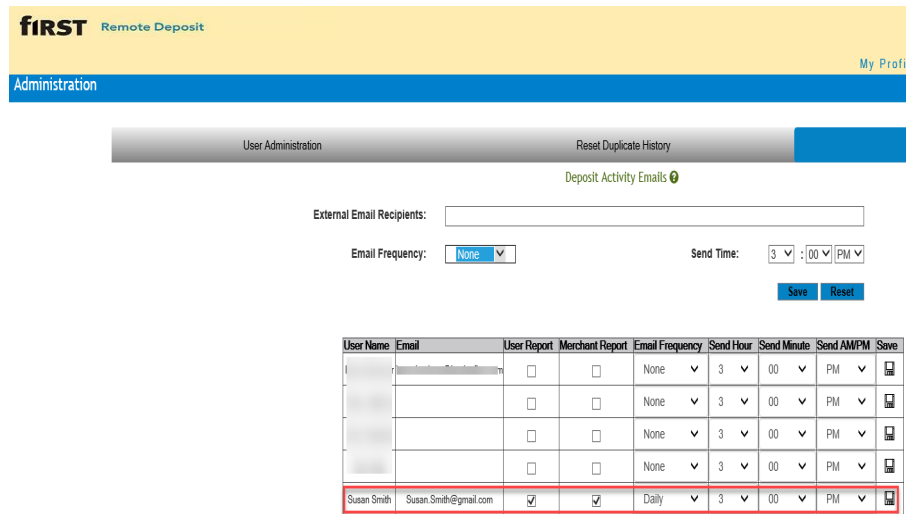
- Click Reset Duplicate Items



- Duplicate successfully reset message appears

Deposit Activity Emails

Deposit Activity Emails contain merchant and user level summary information for deposits submitted on a daily or weekly basis. Administrators can manage the users who receive deposit activity emails and the frequency of the email notifications via this tab



- Check the types of reports that the user should receive (User and/or Merchant Report)
- Select the frequency of the email notifications (Daily or Weekly)
- Select the time that the email notifications should be sent to the user
- Click Save

**Remote Deposit Capture
Business Support Center**
 Phone: 866.604.7946
 bsc@bankatfirst.com
 Monday – Friday 7:00 AM to 7:00 PM ET