User guide

RemitView
Administrator Guide

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Introduction

RemitView is a web application that allows users to view archived images of checks and backup documentation with corresponding data. Additional functionality includes report generation, download capabilities with remote exception processing and remote lockbox scanning as an option. This document describes the processes for daily use of RemitView.

Some conventions are used throughout this manual while describing the RemitView functions. Keys on the PC keyboard are referred to by their labels in bold letters. The label mentioned in the manual is the one most frequently used on keyboards; however, there are variations from model to model. A plus between key labels indicates that you hold down the first key and then press the second key. Selections from menus are printed in italics. Screen text is indicated in bold underlined letters. Examples of processing screens and menus are intended for illustration only. The appearance of some screens may vary slightly for your particular installation.

This guide describes the navigation functions, login functions, basic user functions and customer administrator functions. Specific sections are included for Interactive Lockbox (ILB), eCapture/Remote Lockbox Capture and installation.

This section explains the basic functions of RemitView, which are available across all modules.

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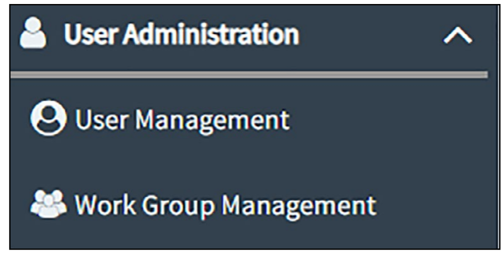
Administrator Functions

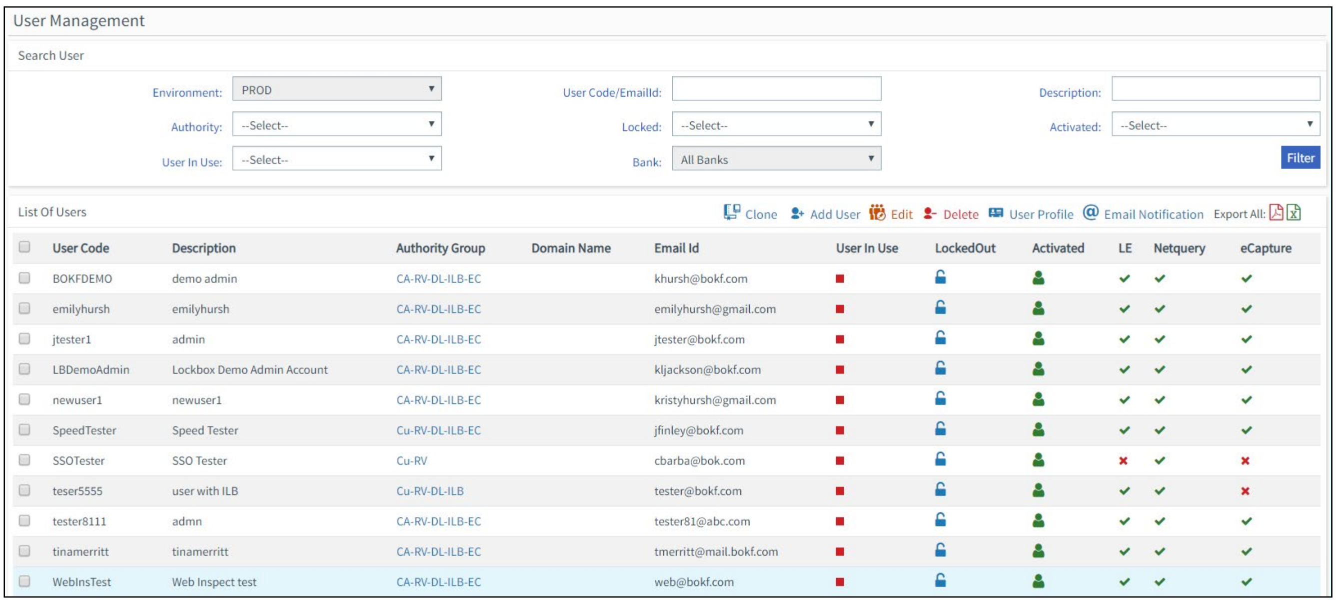
The customer administrator is responsible for setting up all other users for his/her company. They also assist with password management, lockbox access and account lockouts for the users they set up. This section describes how administrators perform these functions necessary for creating and maintaining users and workgroups.

User Management Menu

Customer administrators have an additional selection on their menu; User Management.



User Management is a common user interface that allows you to configure Workgroups and Users. When you select User Administration the User Management System screen is displayed.



User Code	Description	Authority Group	Domain Name	Email Id	User In Use	LockedOut	Activated	LE	Netquery	eCapture
BOKFDEMO	demo admin	CA-RV-DL-ILB-EC		khursh@bokf.com				✓	✓	✓
emilyhursh	emilyhursh	CA-RV-DL-ILB-EC		emilyhursh@gmail.com				✓	✓	✓
jtester1	admin	CA-RV-DL-ILB-EC		jtester@bokf.com				✓	✓	✓
LBDemoAdmin	Lockbox Demo Admin Account	CA-RV-DL-ILB-EC		kljackson@bokf.com				✓	✓	✓
newuser1	newuser1	CA-RV-DL-ILB-EC		kristyhursh@gmail.com				✓	✓	✓
SpeedTester	Speed Tester	Cu-RV-DL-ILB-EC		jfinley@bokf.com				✓	✓	✓
SSOTester	SSO Tester	Cu-RV		cbarba@bok.com				✗	✓	✗
teser5555	user with ILB	Cu-RV-DL-ILB		tester@bokf.com				✓	✓	✗
tester8111	admn	CA-RV-DL-ILB-EC		tester81@abc.com				✓	✓	✓
tinamerritt	tinamerritt	CA-RV-DL-ILB-EC		tmerritt@mail.bokf.com				✓	✓	✓
WebInsTest	Web Inspect test	CA-RV-DL-ILB-EC		web@bokf.com				✓	✓	✓

To go back to the Main Menu from this screen click “**Dashboard**” in the left menu.

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Administrator Functions

All User Administration screens share a common format:

- The menu links along the top of the pane allow you to navigate through the User Administration and Work Group Management functions.
- The upper pane allows you to filter the display of the existing details.
- The lower pane allows you to add, edit and delete the details.
- If there are more details than can be shown on one screen, the information is displayed at the top right of the List of Users panel.
- **NEW! Clone user functionality**. If other users already exist, you can easily clone the user by selecting a user or admin you wish to clone and select the "**Clone**" button. Complete the new user information and save. You can send the password to your new user by selecting email notification prior to generating password. This will generate an encrypted email. You can also leave the email notification unchecked and generate a password that will be displayed at the bottom of the screen. This process eliminates the need to assign a work group or authority level since you have copied another user's privileges.

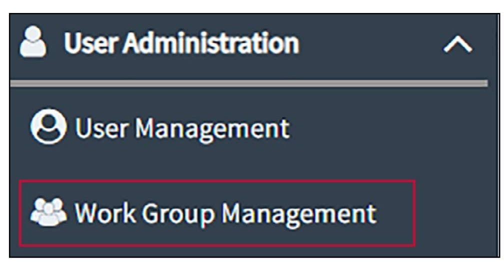
If you are setting up a new user and not using the cloning process, it will be necessary to make sure the work group (lockbox or lockboxes in which you want to grant access) exists. If it doesn't already exist you can create a new work group with the desired access. Below are descriptions of the screens used to do this.

- **Work Group Management** – Used to create Work Groups which are a pre-set combination of site and worksources (lockboxes). Users are subsequently assigned to a work group.
- **User Management** – Used to assign users to Work Groups and edit or assign their authority.

Work Group Management

The Work Group Management function is used to maintain the list of Work Groups. A Work Group is a combination of previously defined sites and Work Sources. A Work Source is another name for a lockbox. Each user is assigned to a specific Work Group, which determines the data that the user will see when they login to the system. The Work Group Management function allows you to add a new Work Group or modify or delete an existing Work Group. **If you only have one lockbox, then a Work Group has already been built for you.**

To begin, click "**Work Group Management**". The list of filters and defined Work Groups are displayed, showing the Work Group Id, Work Group Name and the site name associated with that Work Group.

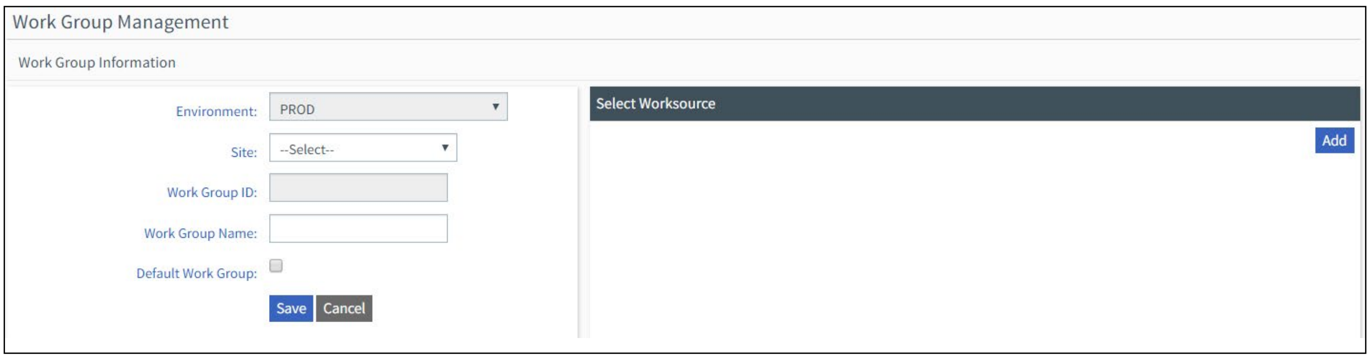


Administrator Functions

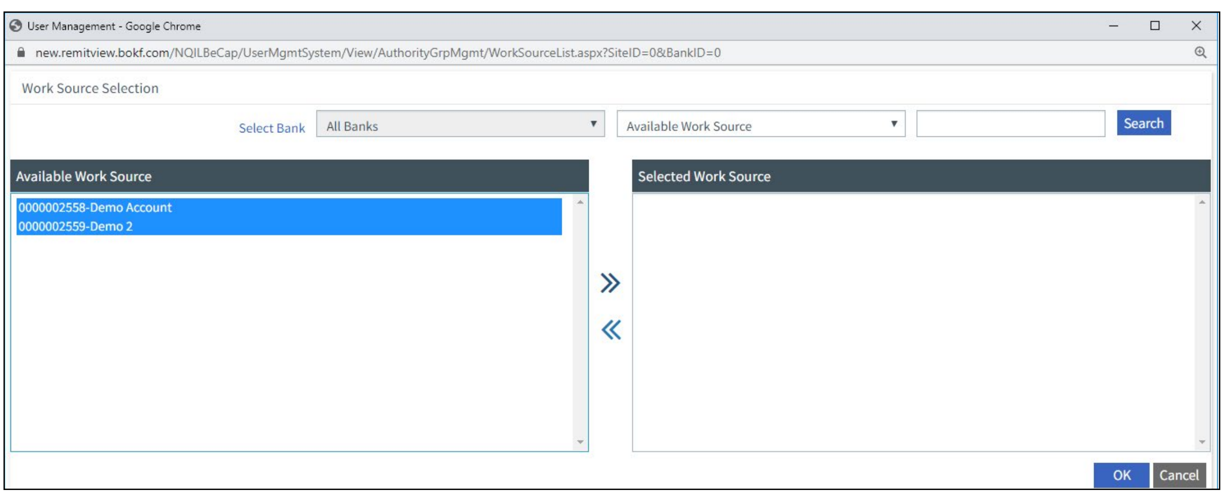
Add Work Group

To add a new Work Group, click “**Add Work Group**”. The Add WorkGroup screen will be opened.

- **Site:** Select a site id from the drop-down list. Site ID refers to the site where your lockbox is located (1 is Tulsa, 2 is Oklahoma City, 3 is Albuquerque, and 4 is Dallas).
- **Work Group ID:** This is a system generated number. It represents the next sequential number for the chosen site.
- **Work Group Name:** Enter the name of the new Work Group. Select a name of your choice.
- **Default Work Group:** The Default Work Group should be selected for this field.
- **Select Work Source:** Click the “Add” button in the Select Work Source pane. You are prompted to select Work Sources, as shown in the image below.



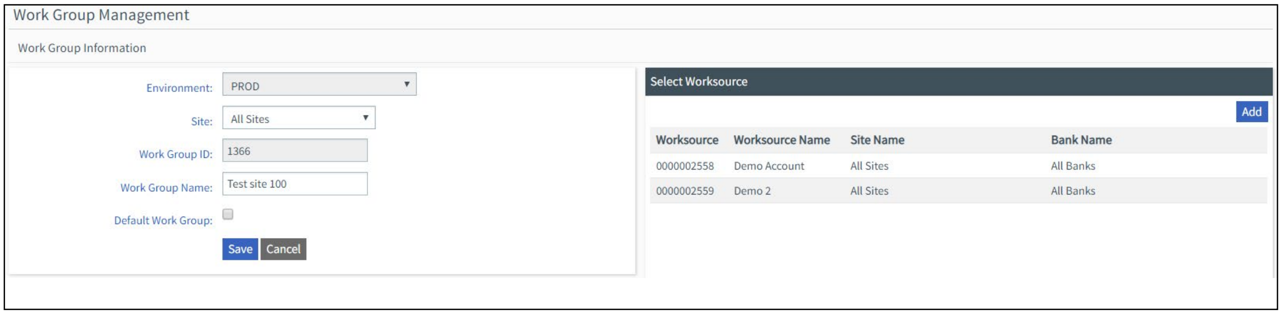
The list of Work Sources is displayed in a new window. The content of the Available Work Source list is based on the selected site id and the Work Groups associated with your usercode. Work Sources are assigned to the Work Group by moving entries from the **Available Work Source** list to the **Selected Work Source** list.



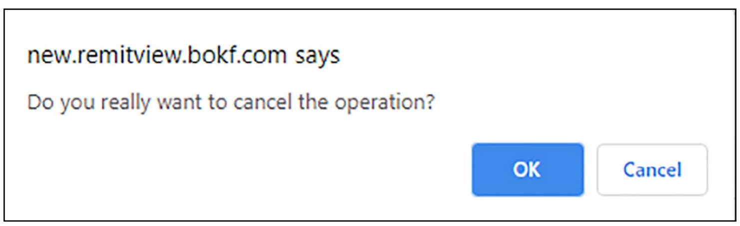
Administrator Functions

If you need to search for a particular Work Source from either the Available Work Source list or the Selected Work Source list, select either option from the drop-down list. Enter the Work Source you are looking for in the input box. Click “**Search**” to search for the particular Work Source. The Work Source will be highlighted.

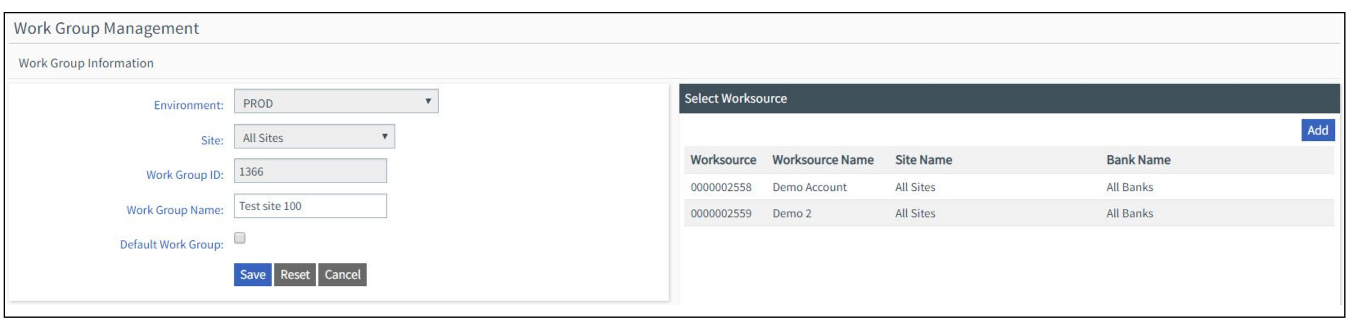
When you have selected the Work Sources you wish to assign to the Work Group, click “**OK**” to add or click “**Cancel**” to close the window. The selected Work Sources are added in the Select Work Source pane of the Select Work Source screen, showing Worksource, Worksource Name, Site Name and Bank Name.



After configuring all parameters for the new Work Group, click “**Save**” to save the Work Group. Click “**Cancel**” to cancel the operation. If canceling, you are prompted to confirm the cancellation. Click “**OK**” to cancel the operation or click “**Cancel**” to stay on the page.



The added Work Group is displayed in the WorkGroup List.



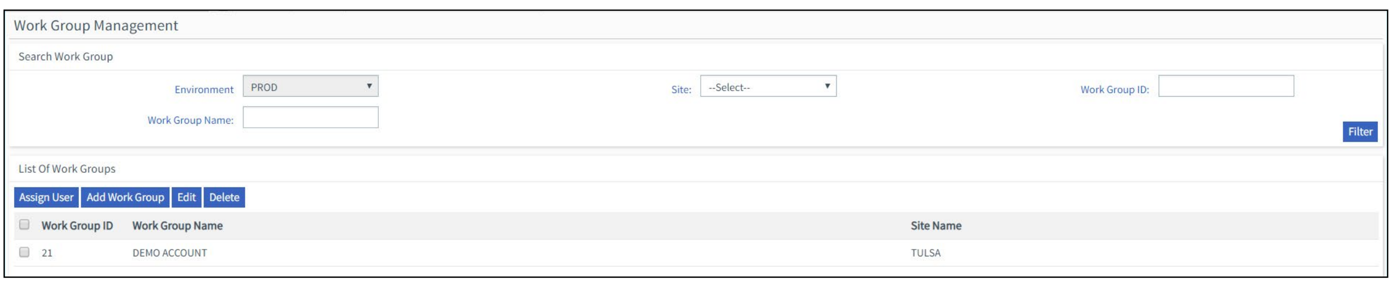
Administrator Functions

Search
The Work Group, "**Search Work Group**" pane provides filters which allow you to search for particular Work Groups. Enter one or more of the options:

- Select a **Site** from the drop-down list.
- Enter a number in **WorkGroup ID**.
- Enter a Work Group name in **WorkGroup Name**.

Then click on "**Filter**" to search for the Work Groups that satisfy your entered values. The results are shown in the list of Work Groups pane in the upper part of the screen.

Editing a Work Group
To edit an existing Work Group, click the check box on the appropriate row from the WorkGroup List pane and click the "**Edit**" button at the right of the screen. From this screen you can click "**Add**" to access the screen that allows you to add or remove lockboxes. In addition, you can modify the Work Group name. After making your changes, click on the appropriate button to save the updates.



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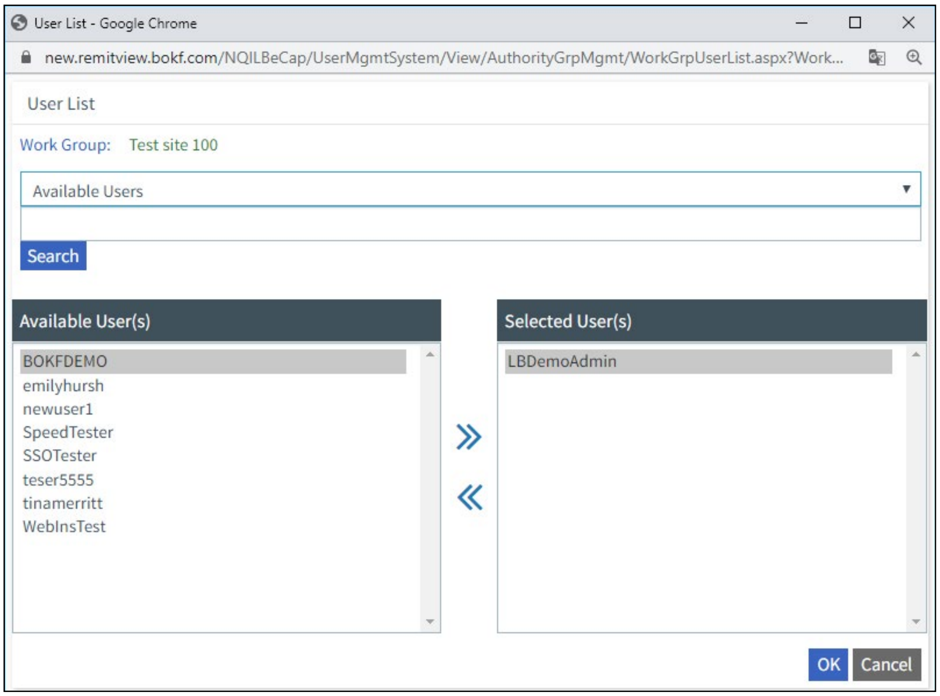
Administrator Functions

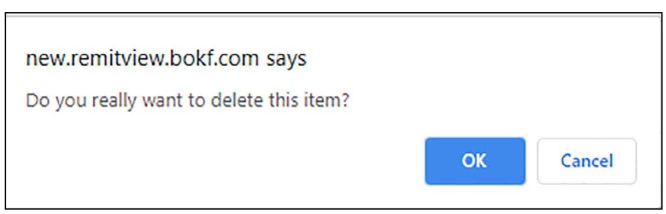
Adding Users to a Work Group

Existing Users can be added to a Work Group. To do so, click the check box on the appropriate row from the List of WorkGroups pane and click the “**Assign User**” button on the left hand of the screen. The available users will be listed on the right hand of the screen. Click the right pointing arrows to move the selected user to the Selected Users. The Selected Users can now access the Work Group.



Deleting a Work Group

To delete an existing Work Group, click the check box on the appropriate row from the List of Work Groups pane and click the “**Delete**” button above the list of work groups. A verification box will display. Click “**OK**” and the Work Group will be deleted.



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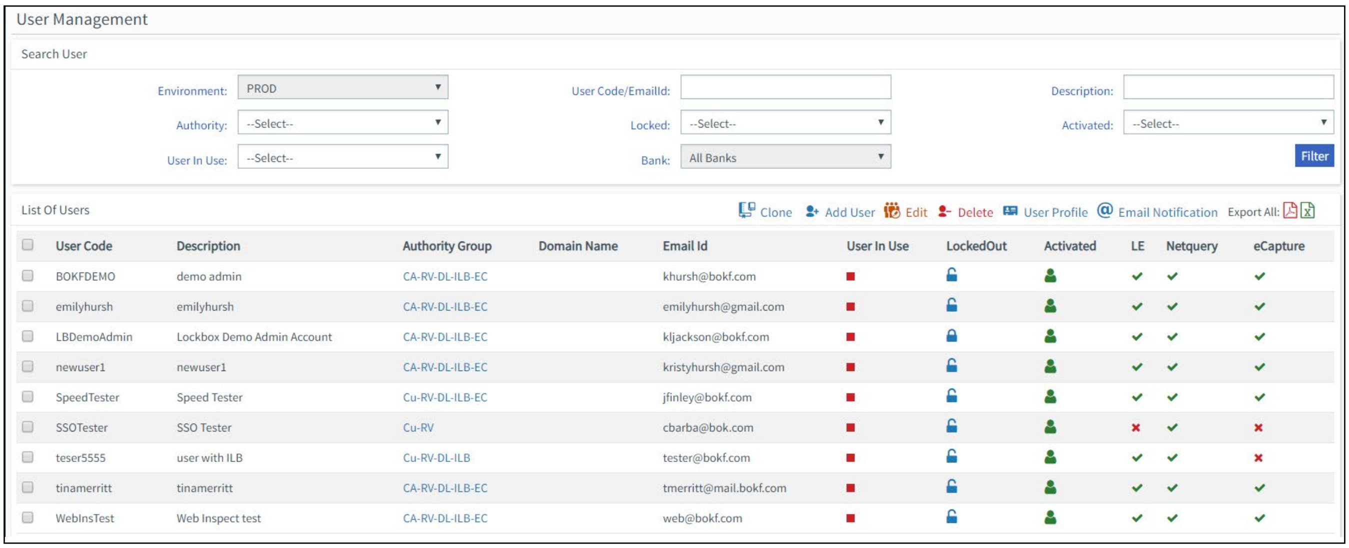
Administrator Functions

User Management

The User Management function is used to maintain the list of users. It allows you to add new users, change and delete user codes, assign users to a Work Group and reset a user who is locked out of the system.

To begin, click on “**User Management**”. The list of defined user codes is displayed, showing each user’s authority group, the list of products a user may access with authority level and whether the user is in use, locked out and/or activated.



User Code	Description	Authority Group	Domain Name	Email Id	User In Use	LockedOut	Activated	LE	Netquery	eCapture
BOKFDEMO	demo admin	CA-RV-DL-ILB-EC		khursh@bokf.com				✓	✓	✓
emilyhursh	emilyhursh	CA-RV-DL-ILB-EC		emilyhursh@gmail.com				✓	✓	✓
LBDemoAdmin	Lockbox Demo Admin Account	CA-RV-DL-ILB-EC		kljackson@bokf.com				✓	✓	✓
newuser1	newuser1	CA-RV-DL-ILB-EC		kristyhursh@gmail.com				✓	✓	✓
SpeedTester	Speed Tester	Cu-RV-DL-ILB-EC		jfinley@bokf.com				✓	✓	✓
SSOTester	SSO Tester	Cu-RV		cbarba@bok.com				✗	✓	✗
teser5555	user with ILB	Cu-RV-DL-ILB		tester@bokf.com				✓	✓	✗
tinamerritt	tinamerritt	CA-RV-DL-ILB-EC		tmerritt@mail.bokf.com				✓	✓	✓
WebInsTest	Web Inspect test	CA-RV-DL-ILB-EC		web@bokf.com				✓	✓	✓

The Search User pane provides filters which allow you to search for particular users. Enter one or more of the options:

- Enter a “Usercode/Email ID”.
- Enter a “Description” of the user code.
- Select an “Authority” group from the drop-down list.
- Select the “User In Use” choice (Yes or No) from the drop-down list.
- Select the “Locked” choice (Locked or UnLocked) from the drop-down list.
- Select the “Activated” choice (Yes or No) from the drop-down list.

Then click on “Filter” to search for the users that satisfy your entered values. The results are shown in List of Users pane.

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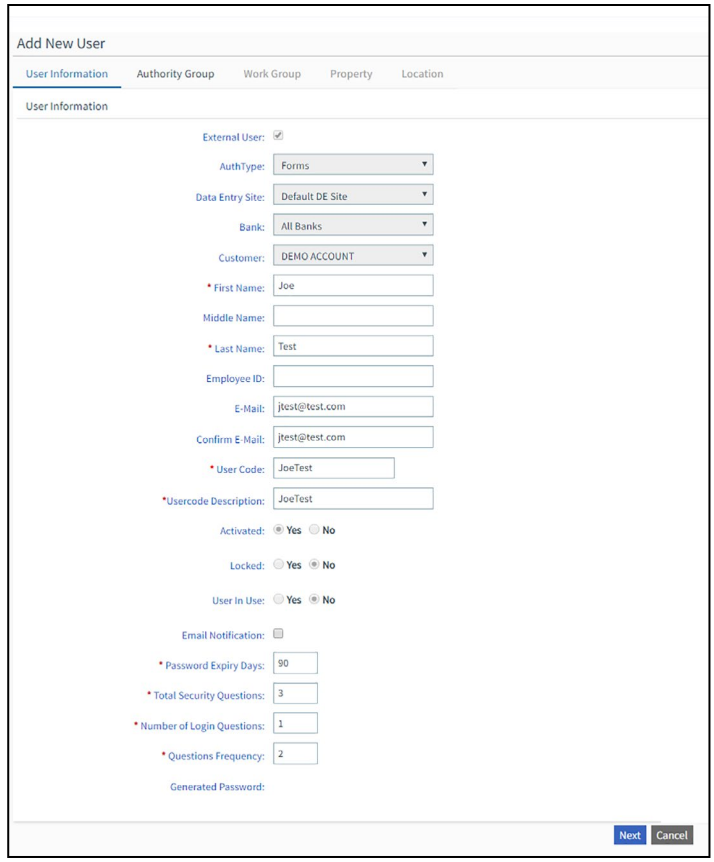
Administrator Functions

Add User

To add a user, click “**Add User**”. The screen shown below is displayed. The Add New User screen allows you to configure user information, select a Work Group, and will show the product details for the new user depending on the selected authority group and Work Group. To build a user, enter the information described below.



User Information

- **External User:** Select External User.
- **AuthType:** Pre-set to Forms for external users. This means that, when logging in, the user must enter the user name and password that are defined through User Management.
- **Bank:** A default setting, that can be used for multiple banks or locations.
- **Customer:** Use the Default choice.
- **First Name:** The user’s first name **(required)**.
- **Middle Name:** The user’s middle name.
- **Last Name:** The user’s last name **(required)**.
- **Employee ID:** A discretionary field that can be used.
- **E-mail:** The user’s email address **(required)**. When the “email notification” box is checked, users will receive their initial and subsequent password information at this address. Please note, that the first email a user receives will be delivered via BOKF Secure Email. The email must also be populated for the forgot password function to work.
- **Confirm e-mail:** Enter user’s email address again to confirm.
- **User Code:** Enter a user code for the user. It is used to log in to the application (required). This is an alpha numeric field. You may choose a naming convention of choice. If the usercode is already in use in the bankwide system you will receive an error message. Please choose another usercode.
- **Usercode Description:** Enter a description, such as the user’s name, role (ex: user or admin), or other identification for the specified user code (required).
- **Activated:** When adding a new user this is grayed out and set to yes.
- **Locked:** When adding a new user this is grayed out and set to no.
- **User in Use:** When adding a new user this is grayed out and defaulted to no.
- **Email Notification:** This function can be used to quickly perform a password reset sent to the email address on file. This feature is only available after the user has logged in for the first time and changed their temporary password.
- **Password Expiry Days:** The number of days the user’s password will be valid. After this number of days has passed, the user is required to change the password. The default setting is 90 days but may be set to as little as 30 days. A reminder will be sent 10 days prior to the password expiration.

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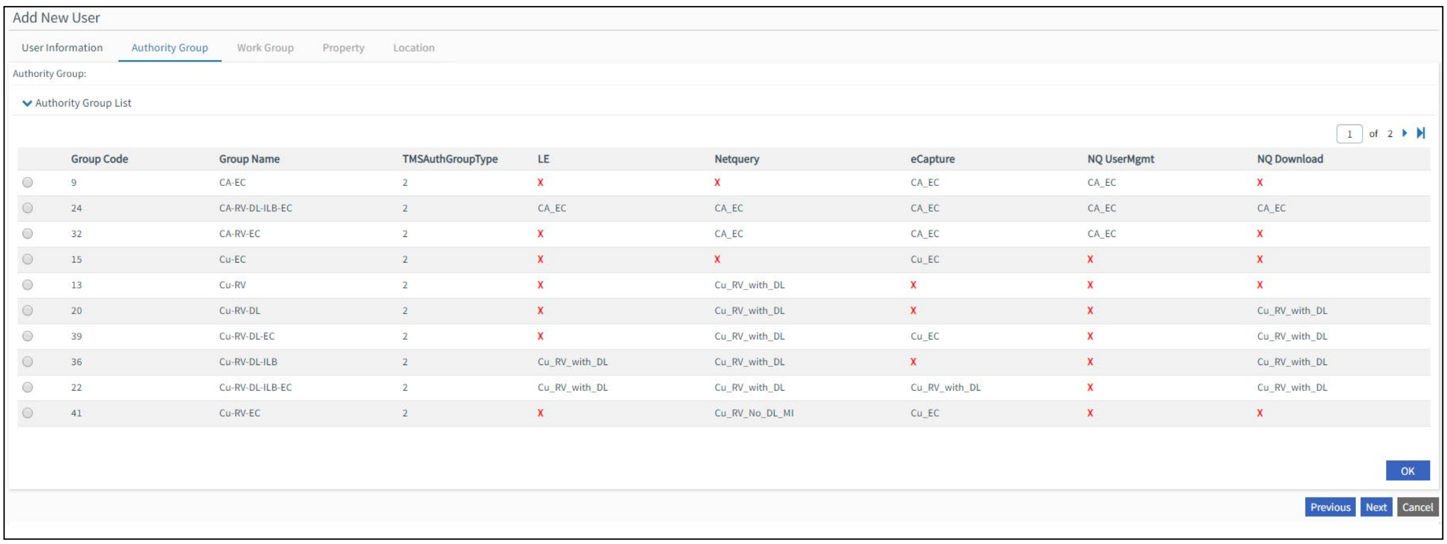
Administrator Functions

- **Total Security Questions, Number of Login Questions, and Question Frequency:** These selections are defaulted to 3, 1 and 2 respectively.
- **Generated Password:** If the authority type is Forms (and if Email Notification is not selected), when you click the "Save" button a randomly generated password appears in the Generated Password area of the screen. This password must be communicated to the user, and the user will be prompted to change it on their first login. If the Email Notification is selected the password will not appear.

Authority Group

At this point the user must be assigned to an Authority Group. This is what controls access to the different Remitview options.

- Click **Authority Group.**
- Select the authority group that applies to the new user based on the needs of the user. Once selected, click **OK** followed by **Next.**



Add New User

User Information | Authority Group | Work Group | Property | Location

Authority Group:

Authority Group List

1 of 2

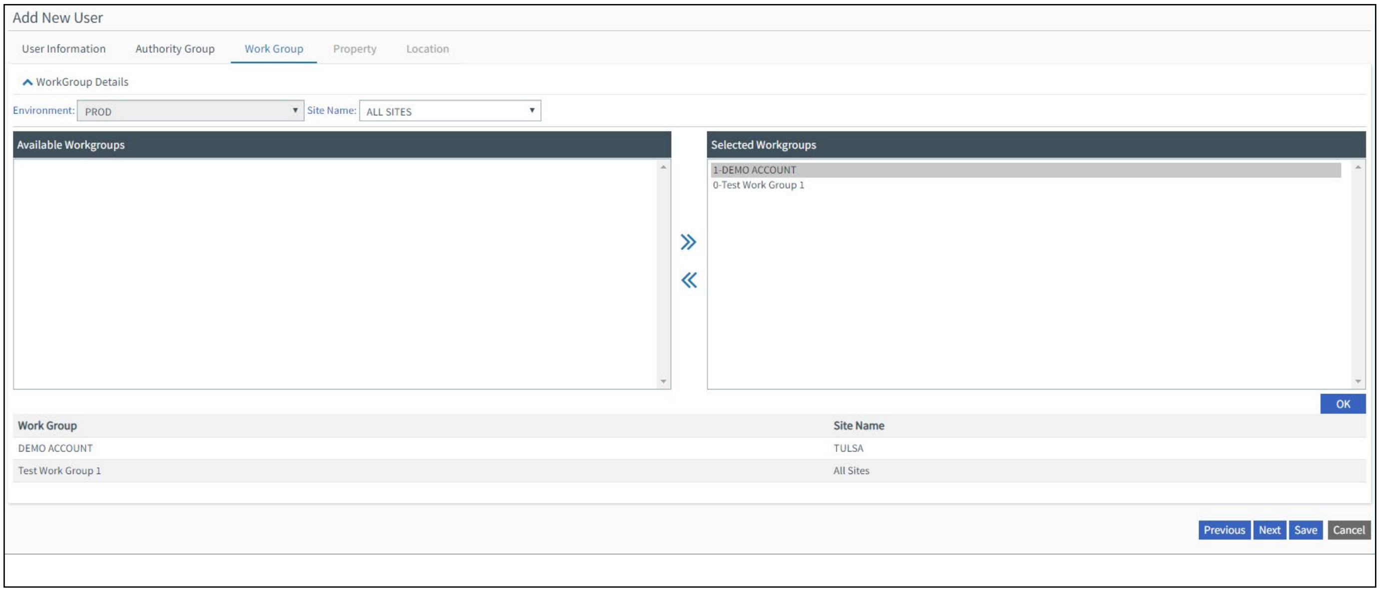
	Group Code	Group Name	TMSAuthGroupType	LE	Netquery	eCapture	NQ UserMgmt	NQ Download
	9	CA-EC	2	X	X	CA_EC	CA_EC	X
	24	CA-RV-DL-ILB-EC	2	CA_EC	CA_EC	CA_EC	CA_EC	CA_EC
	32	CA-RV-EC	2	X	CA_EC	CA_EC	CA_EC	X
	15	Cu-EC	2	X	X	Cu_EC	X	X
	13	Cu-RV	2	X	Cu_RV_with_DL	X	X	X
	20	Cu-RV-DL	2	X	Cu_RV_with_DL	X	X	Cu_RV_with_DL
	39	Cu-RV-DL-EC	2	X	Cu_RV_with_DL	Cu_EC	X	Cu_RV_with_DL
	36	Cu-RV-DL-ILB	2	Cu_RV_with_DL	Cu_RV_with_DL	X	X	Cu_RV_with_DL
	22	Cu-RV-DL-ILB-EC	2	Cu_RV_with_DL	Cu_RV_with_DL	Cu_RV_with_DL	X	Cu_RV_with_DL
	41	Cu-RV-EC	2	X	Cu_RV_No_DL_MI	Cu_EC	X	X

OK

Previous | Next | Cancel

Administrator Functions

Work Group
Work Groups are assigned by moving components from the Available Work Groups list to the Selected Work Groups list. Select the Work Group(s) which you need to add and click the right-pointing arrow to move it to the Selected Work Groups list. Click “**OK**” to assign the Work Group(s) to the user. The added Work Groups are displayed in the Select Workgroups pane of the User Maintenance screen.



Select the Authority Group for the user. Your companies processing requirements, determines what options are available to you. Below are the meanings of the Authority Group acronyms:

- **CA** – Customer Admin (gives access to administrator functions).
- **CU** – Customer User (gives access to non-administrator functions).
- **RV** – Remitview (the search and reporting features).
- **ILB** – Interactive Lockbox (exception processing module).
- **DL** – Download (ability to download copies of images).
- **MI** – Managed File Transfer (link to MFT website, which is a transmission portal, this is presented as a time saving option, as the MFT website can be accessed directly).
- **EC** – eCapture (remote scanning into the lockbox system).

Click “**OK**” to accept the Authority Group or “**Cancel**” to go back without accepting the selection.

After configuring the user information and Work Group for a specified user, click “**Save**” to add the user information or click “**Cancel**” to close the operation. The added user information is available in the List of Users pane on the User Management screen.

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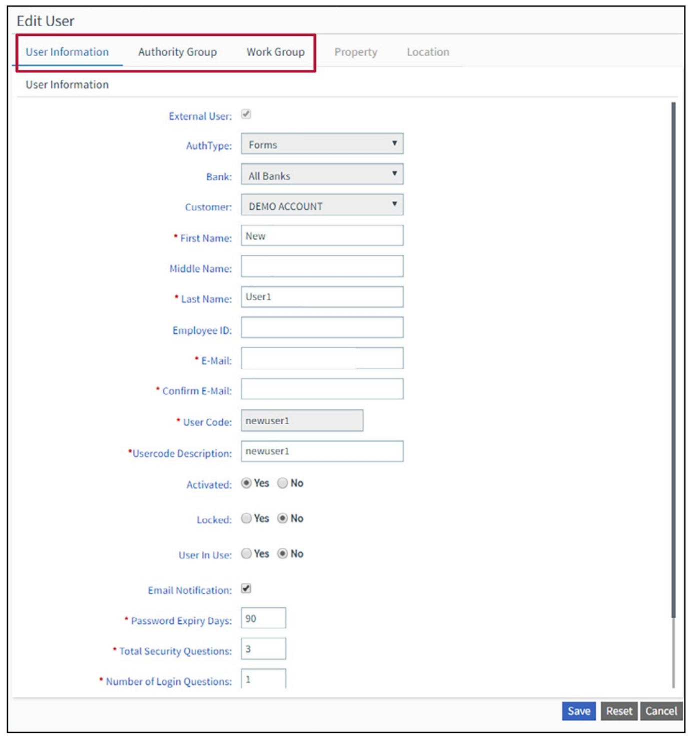
Administrator Functions

Edit User
To edit an existing user's information, click the check box on the appropriate row from the List of Users pane and click the "**Edit**" button on the menu at the top of the List of Users pane. The User Information screen now appears.

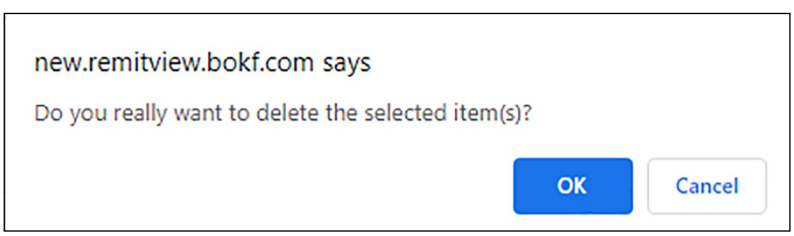
If a user is locked, to unlock them, click "**No**" in the Locked selection. You can also control whether or not a user is activated by clicking "**Yes**" or "**No**" in the Activated section. Also, you may now edit the appropriate fields.

After making your changes, click on the "**Save**" button at the lower right corner of the screen to save the updates.

Move on to the **Authority Group** followed by **Work Group** for additional changes, as needed.

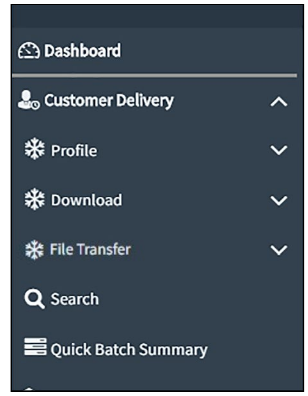


To delete a user from the User List select the user and click "**Delete**. A message will display to confirm you want to delete the user. Click "**Ok**" to delete or "**Cancel**".



Administrator Functions

Customer Delivery
The Customer Delivery menu will display additional choices shown below.

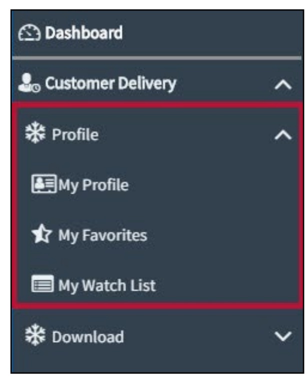


NOTE: The Customer Delivery menu will only display if a customer utilizes multiple services. Otherwise, the options within will display at the main menu level.

This screen displays the following components:

- **Profile:** The Profile defines how the data is displayed on the Search screen for each Work Group.
- **Search:** This page gives access to data and images while searching using various criteria.
- **Download:** From here a user can download images and data to different file types including XML, PDF, Excel, HTML or PDF images only. This service is optional and may not be used by all customers.
- **Quick Batch Summary:** This screen allows a user to see a summary of a specific day's deposit. In addition, a user can drill down to specific transactions with a link to transaction images. Archived reports are in use for specific customers only.
- **Reports:** From this screen a user can pull up either a batch summary report or a batch detail report.

Profile
The Profile defines how the data is displayed on the Search screen for each Work Group. It is accessed under the Customer Delivery menu.

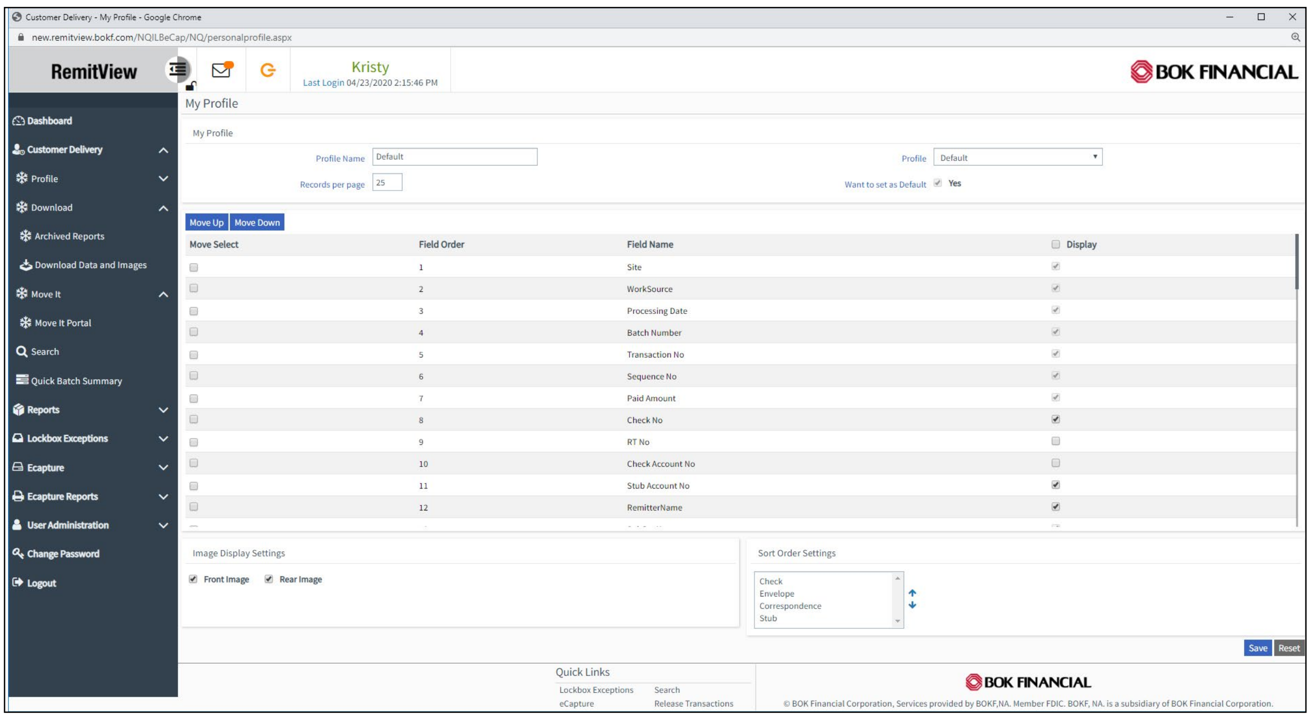


To return to the main dashboard at any time, select "**Dashboard**".

Administrator Functions

This screen displays the following components:

- **Profile:** Select a Profile from the drop-down list.
- **Move Select:** Click on this check box to select the field to move up or down.
- **Move Up or Move Down:** Moves the selected field one step up or down in the existing field order. This affects the order of the results on the Search tab.
- **Field Order:** Displays the ascending order number of the field where it will be displayed.
- **Field Name:** Displays the field name.
- **Display:** Click on this box to mark the selected fields to be displayed in the Search screen. Certain selections are grayed out, meaning they cannot be un-selected.

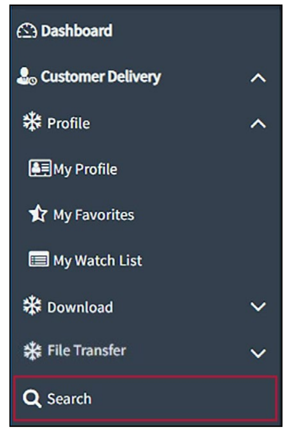


- **Image Display Settings**
  - **Front Image:** Click on this check box to display the front image of check/document.
  - **Rear Image:** Click on this check box to display the rear image of check/document.
- **Search Page Settings**
  - **Thumbnail View:** Allows for the Thumbnail View option on the Search page and you can also select "Save Favorites" to save your favorite search criteria.

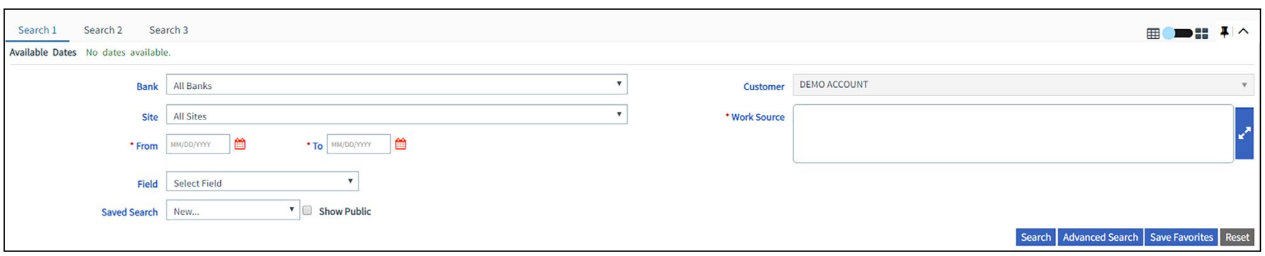
Administrator Functions

- **Sort Order Settings**
    - Stub
    - Check
    - Correspondence
    - Other
- **Reset:** Click to clear the settings for the selected Work Source.

Search
Selecting an item on the Search pane makes it eligible to be searched.



This screen displays the following components:
- Site
- Work Source
- From Date
- To Date
- Field
- Saved Search

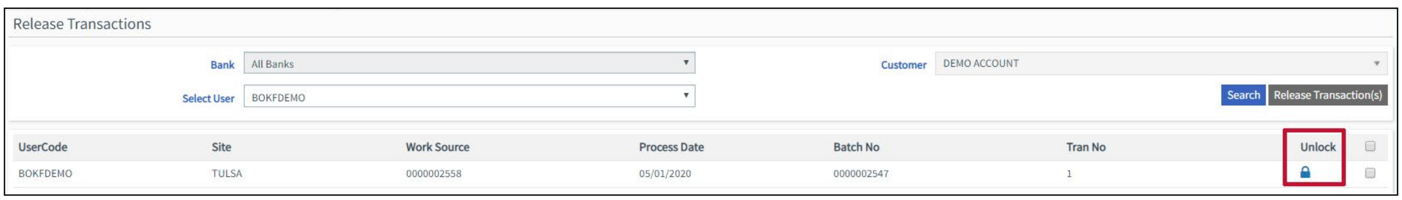


Interactive Lockbox Transaction Release

If Interactive® Lockbox is utilized, this function enables the Administrator to view and release locked transactions within Interactive Lockbox. If a transaction is locked, then the user cannot access the transaction. Choose "**Release Transactions**" from the Lockbox Exception section of the Main Menu.

This will display the Release Transaction screen.

Select the user who last worked the transaction before it got locked. Next click "**Search**". All of the transaction locked under this user will display. Click on the "**Lock**" icon to unlock the transaction.



- If the user is working on a transaction and navigates to another screen in the Customer Delivery or Lockbox Exceptions menus without closing the transaction, the transaction is closed automatically and is available to other users. If the user navigates to another screen in User Management, reports or eCapture, the transaction remains locked.
- If the user is working on a transaction and logs out without closing the transaction, the transaction is closed automatically and is available to other users.
- If the user is working on a transaction and the program terminates abnormally, the transaction is locked until the user logs in again or an administrator unlocks the transaction. When a user logs in, any locked transactions from that user are unlocked automatically.
- If the user times out while a transaction is open, the transaction is locked until the user logs in again or an administrator unlocks the transaction.
- If an administrator unlocks a transaction while a user is still actively working on it, the user receives a message saying that the system can't process the transaction because it has been released by an administrator. The user must close the data entry program and reopen the transaction.

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