User guide

Remote Corporate Capture Pro
Simply Deposit Quick Install

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Table of contents

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Changing Your Password

First Time Users: If this is the first time the Login ID has been used, the password change screen will automatically appear and you will be prompted to change your password.

1. Begin by logging into the following URL: https://www.itms-online.com/Default.aspx
2. Enter your current password in the 'Old Password' field.
3. In the 'New Password' and 'Confirm New Password' fields enter a new password. This will be your new password.
4. Click 'Ok' to continue.
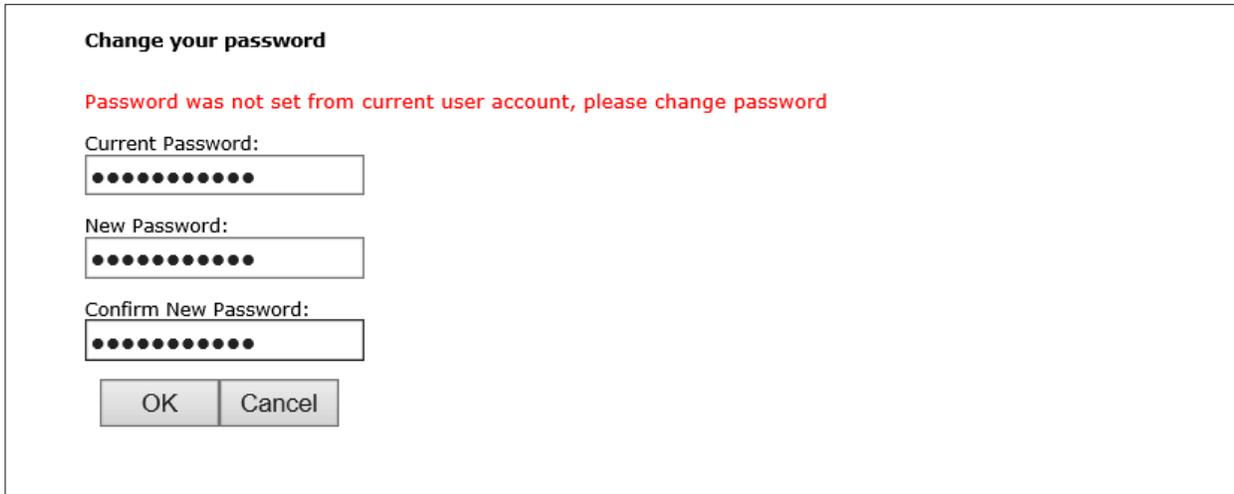
Change your password

Password was not set from current user account, please change password

Current Password:

●●●●●●●●●●

New Password:

●●●●●●●●●●

Confirm New Password:

●●●●●●●●●●

| OK | Cancel |

Ongoing Users: If your existing password has expired or you have locked yourself out of the program, a message appears to inform you that your password has expired and asks you if you would like to change it. In either situation, your password must be changed in order to login to the application.

1. Enter your current password in the 'Old Password' field.
2. In the 'New Password' and 'Confirm New Password' fields enter a new password. This will be your new password.
3. Click 'Ok' to continue.

Lock Outs: In the event that you have been locked out of RCC Pro, please contact Treasury Client Services to have your User ID and Password reset. Lock outs can occur due to the following:

- Entering the incorrect customer login more than three (3) times.
- Entering the incorrect password more than three (3) times.

Password Tips:

- Passwords must be changed every 90 days. You will begin receiving reminder notifications 5 days prior to your password expiration date.
- Each password must be a minimum of 8 characters and a maximum of 15 characters long and should contain at least one (1) special character and two (2) numeric values.
- A previous password may only be used every 900 days (2 years 5 months).
- Each user will be asked to change their password upon initial login.

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Scanner Install

Below are a few links for specific scanner training videos that provide guidance on setup, installing cords and adding ink cartridges.

CX 30 model   https://www.youtube.com/watch?v=D9Ux2qVa_nA

TS 240-XX model   https://www.youtube.com/watch?v=zK4dghHJhOU

**Instructions for installing the SCM using the following supported browsers:**
- Chrome
- Firefox
- Edge
- Safari (Mac OS X)

Note: Local Admin rights to your computer are required to install the SCM (Scanner Control Manager).

When you install the SCM, you might be prompted to install browser plug-ins. These components are required.

To install the SCM from the ITMS site:
1. Open your browser and log into the Deposit application https://www.itms-online.com/Default.aspx
2. If the Settings dialog does not open by default, click the 'Settings' button. ('Settings is either a gear icon on the top right hand corner or a 'Settings' button on the bottom left corner.)
3. Select your scanner model from the 'Scanner Model' drop-down list.
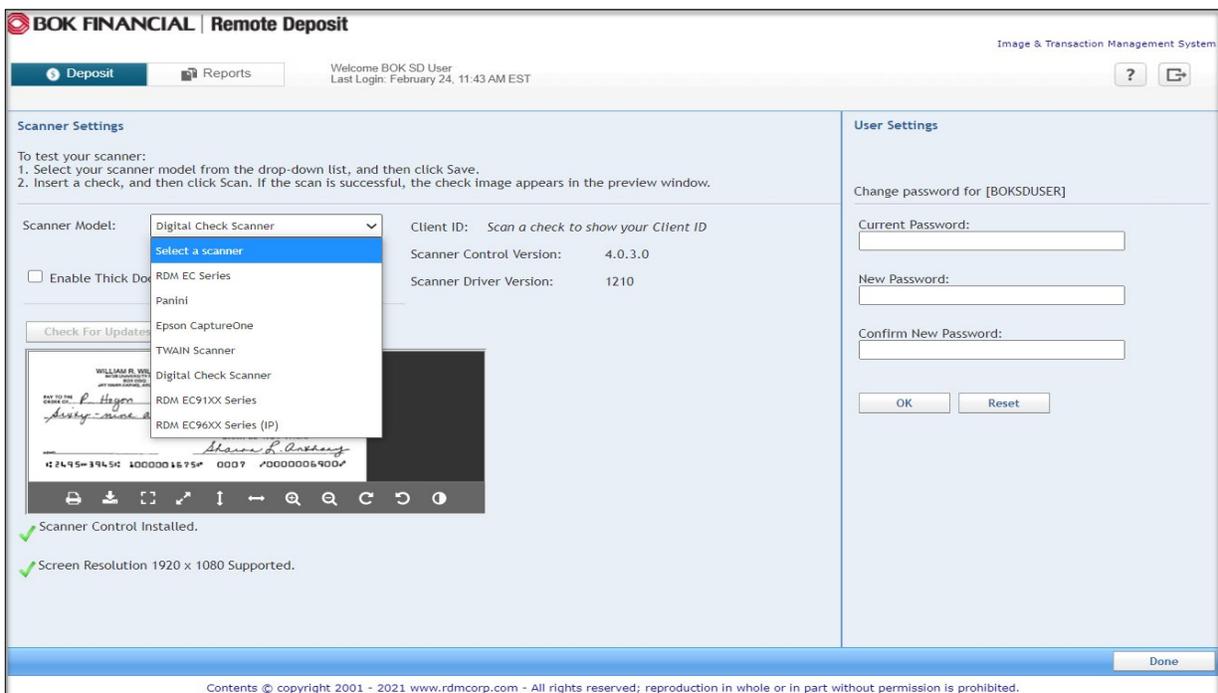
Scanner Install

4. Click 'Save' if your scanner model is in the list.
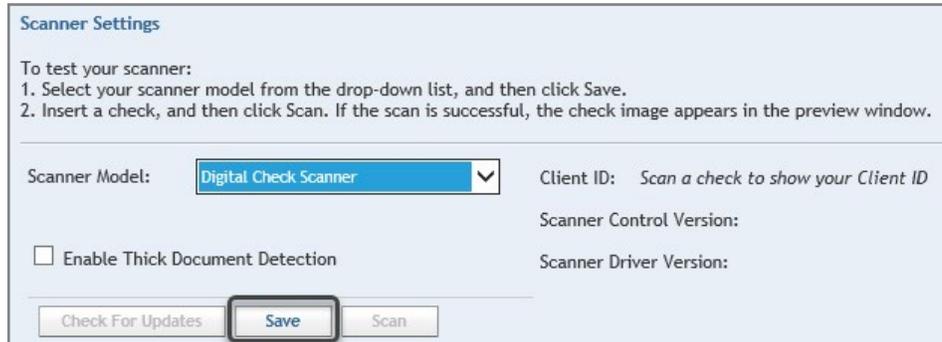
5. When you are prompted to install required software, click 'Install'.
6. To begin the installation of the SCM, follow the prompts.

Note: The following section will provide additional notes for each browser.

Edge:
- If you are prompted to install an add-on, do so.
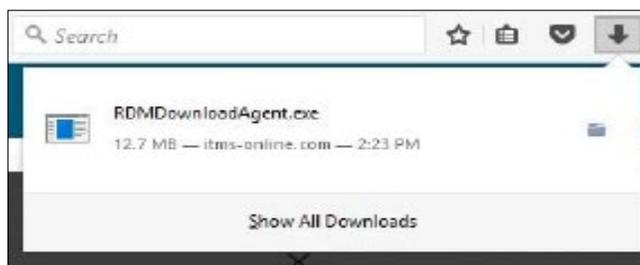- If prompted, click Yes to allow the SCM to install on your computer.

Chrome:
- After the installation file downloads, open it. The file appears at the bottom-left of the browser and looks like this.
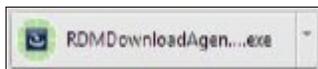
- If you do not see the installation file, open the Chrome menu and click Downloads. If prompted, click 'Yes' to allow the SCM to install on your computer.

Firefox:
- When prompted to download the installation file, click Save File.
- After the installation file downloads, open the file from the Download panel. You can open the Download panel by clicking the Downloads button.

- If prompted, click 'Yes' to allow the SCM to install on your computer.

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Scanner Install

Safari:
- After the installation file downloads, open it.
- Command-click RDMDownloadAgent.pkg and click 'Open'.

Note: If you double-click the file, you might not be able to open it.

- When the Install RDM Installation Package wizard appears, click 'Continue'.
- When prompted to begin the installation of the RDMDA, click 'Install'.
- When prompted, enter your administrator password.
- When the install finishes, click 'Close'.
- When the install finishes, log out of the Deposit application and restart your browser.
- Log into the Deposit application: https://www.itms-online.com/Default.aspx?failed=1 and open the Settings dialog.
- When you are prompted to download an update, click 'Install', the update begins to install on your computer.
- If prompted, disconnect your scanner and click 'Ok'.
- After a few moments, a message appears that says it is safe to connect your scanner. Connect and turn on your scanner and click 'Ok'.

Warning: If you do not connect and turn on your scanner at this point in the installation process, the SCM will not be installed.

- The SCM update completes. If you use Windows, it is recommended to wait a few moments for your operating system to install your device driver software. When it is installed, a notification appears, click 'Ok'.

- Some scanners require a computer restart. If you are prompted to restart your computer, do so. Even if you are not required to restart your computer, it is recommended that you restart it.

Root Security Certificate

After installing the scanners drivers, you must install Root Security Certificate before testing the scanner. To install use the link below and follow onscreen instructions.

Windows computers - https://downloads.itms-online.com/scm/SCM_RDM_Root_Cert_Update.exe

MAC computers - https://downloads.itms-online.com/scm/RDM_Root_Cert_Update_Mac.dmg

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Test Scanner

Before you start to use your scanner to deposit checks, you should test your scanner to make sure it works correctly. To do this, open the Settings dialog and click Test.

The test scan can take up to a minute to complete. If the test is successful, a preview of the check image appears in the image viewer.

After you scan a test check, your scanner's unique Client ID appears. The Client ID can be used as a reference number for the workstation during troubleshooting calls.

Thick document detection and double-feeds:
Thick document detection is a feature that notifies you when your scanner loads multiple documents at the same time, such as when two checks get stuck together.

Thick document detection is not supported by all scanners. To use thick document detection, you need to enable it.

When thick document detection is enabled, an error appears when your scanner loads multiple documents at the same time.

Some scanners allow you to adjust the thickness threshold that triggers the thick document error message. It is recommended that you start by leaving the threshold at the factory default. If you have problems, adjust the slider. For example, if you do not receive an error when two documents go through the feeder together, decrease the threshold by moving the slider to the left

Setting thick document detection:
1. Open the Settings dialog.
2. Select or clear the 'Thick Document Detection' option.
3. If your scanner supports a thick document threshold, you can set the thickness threshold for when the thick document error appears:
   a. To adjust the thick document threshold, move the slider.
   b. To set the thick document threshold to the original factory setting, click 'Reset'.
4. Click 'Save'.

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