

# Quick Reference Guide – User Management

## User Management

Use the User Management tab to add, modify, and deactivate user accounts, and grant the user permissions needed to access different Positive Pay functions.

**When required, review reports that identify the successes and failures of different user activities, such as:**

- New user creation
- User login and logout times
- Password changes, expiration, and violations
- Privileges and permission changes
- Application access and activity

**You can grant the user one or all of the following access rights:**

- Create a new data object.
- Delete an existing data object.
- Read a data object.
- Write to modify a data object.
- Show a user interface component.
- Execute a business process.

## Data Object Types

**Positive Pay uses the following features, which grant the user specific permissions:**

- **\*\*ALL\*\***—The user has permission to access all accounts.
- **Account**—For company users, select which accounts the user can access, and which permissions they have within that account.
- **ACHPolicyParameters**—Access and modify the ACH policies window.
- **CompanyProfile**—View or modify the company profile information.
- **EditIssueltms**—Delete or modify the status of outstanding issues or voids.
- **Profile**—View or modify your profile information or password.
- **StopPayments**—Create or delete stop payments on all accounts.

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## Access Rights

Each feature is characterized by four permissions. The access permissions for data objects are:

- Create—Create new objects. This does not apply to the Profile permission.
- Delete—Remove an existing object. This does not apply to the Profile permission.
- Read—View information
- Write—Modify information and save the changes to the database.

## Business Process Permissions

Business Permissions, which grant specific permissions, include:

- AchDisposition—Disposition ACH items.
- Achpps—View a report listing ACH exception items.
- **(Requires System Configuration by BancFirst)** ApproveExceptions—Approve or deny pay and return decisions made by another user. This process applies to accounts with Dual Control Decisions feature enabled.
- **(Requires System Configuration by BancFirst)** ApproveIssueltems—Approve or deny issue file uploads previously uploaded by another user. This process applies to accounts with the Dual Control Issue Upload feature enabled.
- Login—Log in to Positive Pay. All users must have this permission enabled.
- Upload Items—Create manually-issued checks for an account.
- User Management—Add user accounts and assign permissions.

## Access Rights

The access permissions for Business Process features include:

- Execute—Execute business processes or perform specific functions within Positive Pay.

## User Interface Object Types

User Interface permissions include:

- AcceptedItems—View accepted items.
- AccountRecon—View Account Reconciliation reports.

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- ACHAcceptedItems—View a report of ACH accepted items.
- **(NOT AVAILABLE)** ControlledDisb—View summarized and detailed controlled disbursement reports.
- IssuedFileHistory—View a history of issued files.
- OutstandingItems—View a report of outstanding items for Positive Pay or Payee Positive Pay services.
- RejectedItems—View rejected and returned items.

## Access Rights

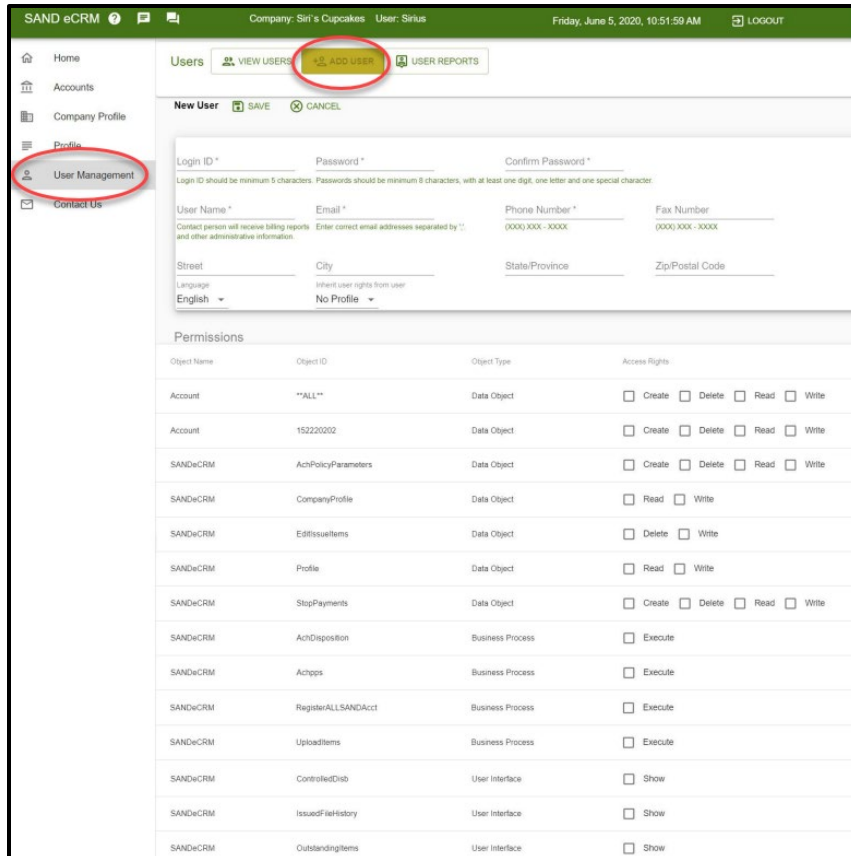
The access permission for User Interface objects includes

## Adding New Users

With the appropriate permissions, you can add a new user and grant the user the appropriate access permissions.

To add a new user:


1. From the  User Management tab, click  ADD USER. The New User window opens.



The screenshot shows the SAND eCRM interface. The top navigation bar includes 'Company: Sir's Cupcakes', 'User: Sirius', and the date 'Friday, June 5, 2020, 10:51:59 AM'. The left sidebar has a 'User Management' tab highlighted with a red circle. The main content area shows the 'Users' section with a '+ ADD USER' button circled in red. Below this is the 'New User' form with fields for Login ID, Password, Confirm Password, User Name, Email, Phone Number, Fax Number, Street, City, State/Province, and Zip/Postal Code. There is also a 'Permissions' table with columns for Object Name, Object ID, Object Type, and Access Rights.

Object Name	Object ID	Object Type	Access Rights
Account	**ALL**	Data Object	<input type="checkbox"/> Create <input type="checkbox"/> Delete <input type="checkbox"/> Read <input type="checkbox"/> Write
Account	152220202	Data Object	<input type="checkbox"/> Create <input type="checkbox"/> Delete <input type="checkbox"/> Read <input type="checkbox"/> Write
SANDeCRM	AchPolicyParameters	Data Object	<input type="checkbox"/> Create <input type="checkbox"/> Delete <input type="checkbox"/> Read <input type="checkbox"/> Write
SANDeCRM	CompanyProfile	Data Object	<input type="checkbox"/> Read <input type="checkbox"/> Write
SANDeCRM	EditIssueItems	Data Object	<input type="checkbox"/> Delete <input type="checkbox"/> Write
SANDeCRM	Profile	Data Object	<input type="checkbox"/> Read <input type="checkbox"/> Write
SANDeCRM	StopPayments	Data Object	<input type="checkbox"/> Create <input type="checkbox"/> Delete <input type="checkbox"/> Read <input type="checkbox"/> Write
SANDeCRM	AchDisposition	Business Process	<input type="checkbox"/> Execute
SANDeCRM	Achpps	Business Process	<input type="checkbox"/> Execute
SANDeCRM	RegisterALLSANDAcct	Business Process	<input type="checkbox"/> Execute
SANDeCRM	UploadItems	Business Process	<input type="checkbox"/> Execute
SANDeCRM	ControlledDisb	User Interface	<input type="checkbox"/> Show
SANDeCRM	IssuedFileHistory	User Interface	<input type="checkbox"/> Show
SANDeCRM	OutstandingItems	User Interface	<input type="checkbox"/> Show

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2. Add the user's profile information:
  - Login ID—Must be a minimum of five characters
  - Password—Must be a minimum of eight characters with at least one digit, one letter, and one special character
  - Confirm Password—Type the password a second time
  - User Name—The user's first and last name
  - Language—The user's preferred language
3. Type the user's demographic information, which includes Address, City, State, ZIP Code, Phone Number, and Fax Number.
4. Type the Email Address of the user, or a distribution list of email addresses separated by commas or semicolons.
  - ❖ From Inherit user rights from user, select a user whose access rights are the same as those you want to give to the new user. Positive Pay selects all the corresponding access rights in the Permissions section.
5. In the Permissions section, select access rights for the new user.
6. Next to each object, select one or more check boxes to enable the appropriate access rights for the user.
7. Click  SAVE. A confirmation message opens, identifying the user's information.
8. Click OK. Positive Pay sends an email to the bank user with the activation key.



**EXAMPLE:** The following is an example new account activation email:

John Smith,

Thank you for requesting opening an account with SAND eCRM.  
Your WEB account has been approved and activated.  
Please click on the link below, enter your username, password, and company ID, Your company ID: BNK Your username: jsmith

You will be prompted to enter the activation key below.

Activation Key: 89157028ZARG0001  
Site: <http://serv576:8080/bnk/login.jsp>

Please contact [hector.jackson@argodata.com](mailto:hector.jackson@argodata.com), or call us toll-free at 972-866-3331 for any questions or concerns.


SANDeCRM Administrator

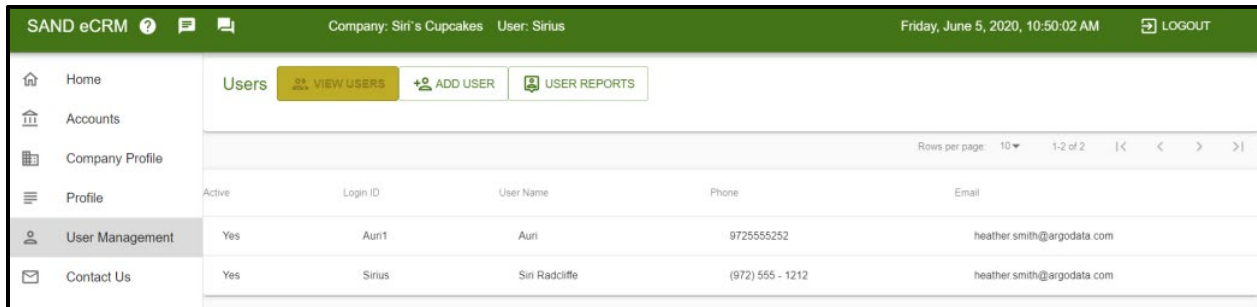
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## Viewing Users

Access the User Management tab to view all users who have permission to access the company.

### To view users for the company:


- Select  User Management from the left menu. The window lists existing users for the company and includes the following information for each user:
  - Status—Indicates if the account is active or inactive
  - Login ID
  - User Name
  - Phone
  - Email



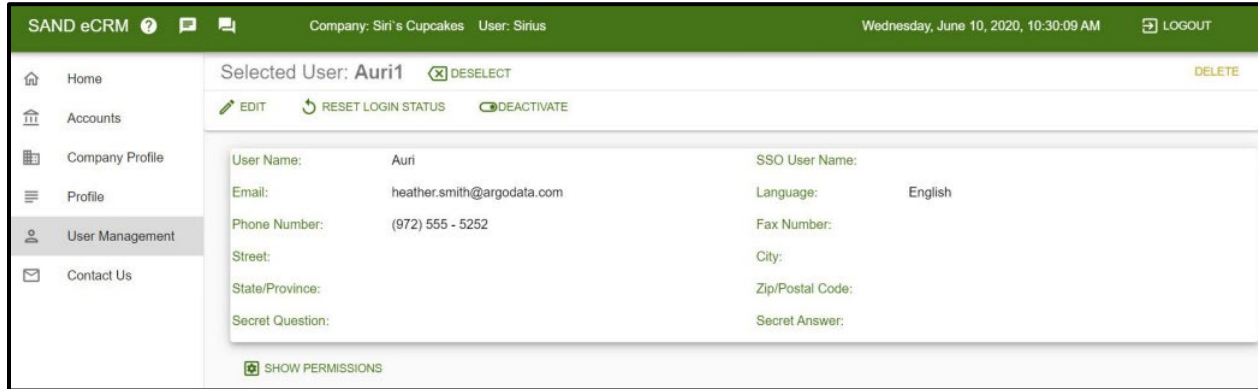
Active	Login ID	User Name	Phone	Email
Yes	Auri1	Auri	972555252	heather.smith@argodata.com
Yes	Sirius	Siri Radcliffe	(972) 555 - 1212	heather.smith@argodata.com

## Deleting Users

### To delete a user:

1. From the  User Management tab, select the row containing the user you want to delete. The Selected User window opens.

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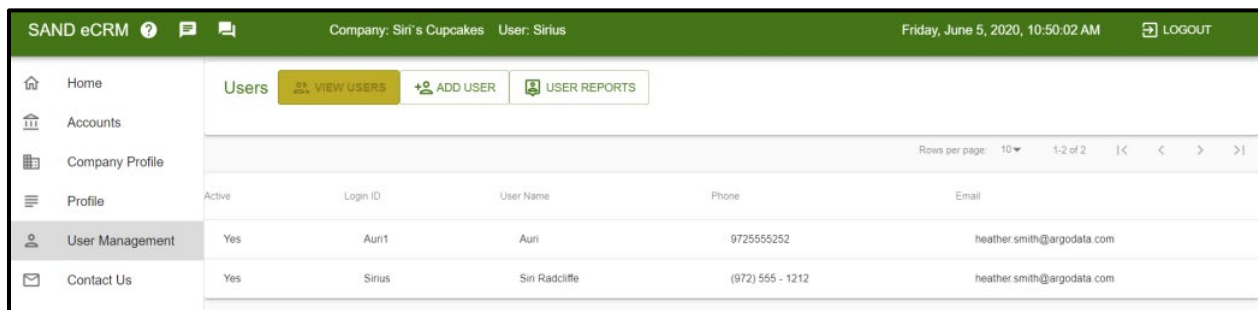


2. Click DELETE. A confirmation message opens.
3. Click OK. An information message opens.
4. Click OK. Positive Pay deletes the user.

## Viewing User Profiles

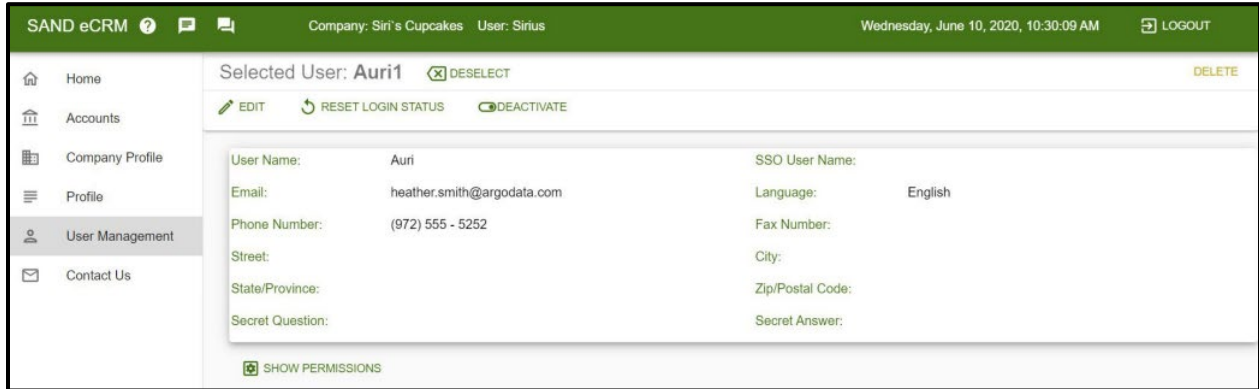
To view an individual user profile:


1. Select User Management from the left menu. Positive Pay displays the users for the company.

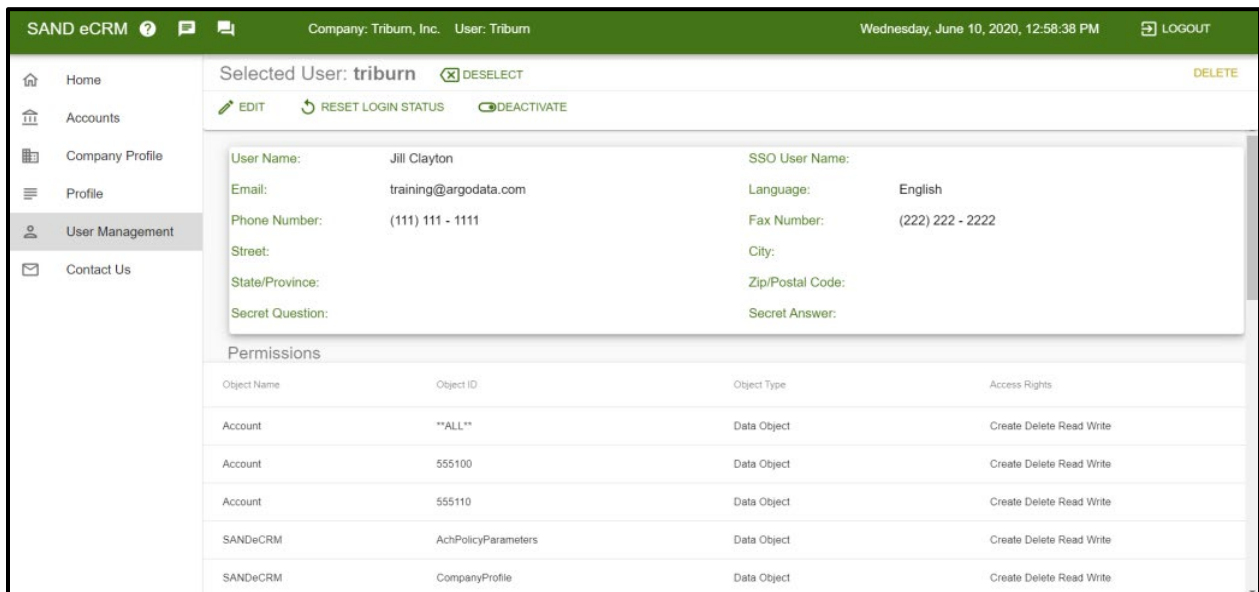



2. Select the row containing the user whose profile you want to view. The Selected User window opens and displays the user's User Name, Email, demographic information, and if available, the Secret Question and Secret Answer.

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3. Click  SHOW PERMISSIONS to view the permissions granted to the user. The window expands to display the user's permissions.



4. Click  DESELECT to return to the Users window.

## Modifying User Profiles

To modify a user's profile:

1. Select  User Management from the left menu. Positive Pay lists the users for the company.

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SAND eCRM Company: Siri's Cupcakes User: Sirius Friday, June 5, 2020, 10:50:02 AM LOGOUT

Users VIEW USERS ADD USER USER REPORTS

Rows per page: 10 1-2 of 2

Active	Login ID	User Name	Phone	Email
Yes	Aur1	Auri	9725555252	heather.smith@argodata.com
Yes	Sirius	Siri Radcliffe	(972) 555 - 1212	heather.smith@argodata.com

2. Select the row containing the user whose profile you want to edit. The Selected User window opens.

SAND eCRM Company: Siri's Cupcakes User: Sirius Wednesday, June 10, 2020, 10:30:09 AM LOGOUT

Selected User: Auri1 DESELECT DELETE

EDIT RESET LOGIN STATUS DEACTIVATE

User Name: Auri SSO User Name:  
Email: heather.smith@argodata.com Language: English  
Phone Number: (972) 555 - 5252 Fax Number:  
Street: City:  
State/Province: Zip/Postal Code:  
Secret Question: Secret Answer:

SHOW PERMISSIONS

3. Click  EDIT. The Edit User window opens.



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The screenshot displays the 'Edit User' interface for user 'Auri1'. The top navigation bar includes 'SAND eCRM', 'Company: Siri's Cupcakes', 'User: Sirius', and the date 'Wednesday, June 10, 2020, 10:31:26 AM'. A left sidebar contains navigation options: Home, Accounts, Company Profile, Profile, User Management (selected), and Contact Us. The main content area shows the 'Selected User: Auri1' with a 'DESELECT' button. Below this is an 'EDIT' button and an 'Edit User' section with 'SAVE' and 'CANCEL' buttons. The form contains fields for SSO User Name, Password, Confirm Password, User Name, Email, Phone Number, Fax Number, Street, City, State/Province, Zip/Postal Code, and Language. A 'Permissions' table is also visible below the form.

Object Name	Object ID	Object Type	Access Rights
Account	**ALL**	Data Object	<input checked="" type="checkbox"/> Create <input checked="" type="checkbox"/> Delete <input checked="" type="checkbox"/> Read <input checked="" type="checkbox"/> Write
Account	1111111111112	Data Object	<input type="checkbox"/> Create <input type="checkbox"/> Delete <input type="checkbox"/> Read <input type="checkbox"/> Write
Account	152220202	Data Object	<input checked="" type="checkbox"/> Create <input checked="" type="checkbox"/> Delete <input checked="" type="checkbox"/> Read <input checked="" type="checkbox"/> Write
SANDeCRM	AchPolicyParameters	Data Object	<input checked="" type="checkbox"/> Create <input checked="" type="checkbox"/> Delete <input checked="" type="checkbox"/> Read <input checked="" type="checkbox"/> Write
SANDeCRM	CompanyProfile	Data Object	<input checked="" type="checkbox"/> Read <input checked="" type="checkbox"/> Write
SANDeCRM	EditIssueItems	Data Object	<input checked="" type="checkbox"/> Delete <input checked="" type="checkbox"/> Write
SANDeCRM	Profile	Data Object	<input type="checkbox"/> Read <input type="checkbox"/> Write
SANDeCRM	StopPayments	Data Object	<input checked="" type="checkbox"/> Create <input checked="" type="checkbox"/> Delete <input checked="" type="checkbox"/> Read <input checked="" type="checkbox"/> Write
SANDeCRM	AchDisposition	Business Process	<input checked="" type="checkbox"/> Execute
SANDeCRM	Achpps	Business Process	<input checked="" type="checkbox"/> Execute
SANDeCRM	ApproveExceptions	Business Process	<input checked="" type="checkbox"/> Execute
SANDeCRM	UploadItems	Business Process	<input checked="" type="checkbox"/> Execute
SANDeCRM	UserManagement	Business Process	<input checked="" type="checkbox"/> Execute
SANDeCRM	AcceptedItems	User Interface	<input checked="" type="checkbox"/> Show
SANDeCRM	AccountRecon	User Interface	<input checked="" type="checkbox"/> Show

4. Edit the details, password, or permissions, as needed.
5. Click SAVE. An information message opens.
6. Click OK to return to the Selected User: <User Name> window.
7. Click DESELECT to return to the Users window.

## Resetting User Login Statuses


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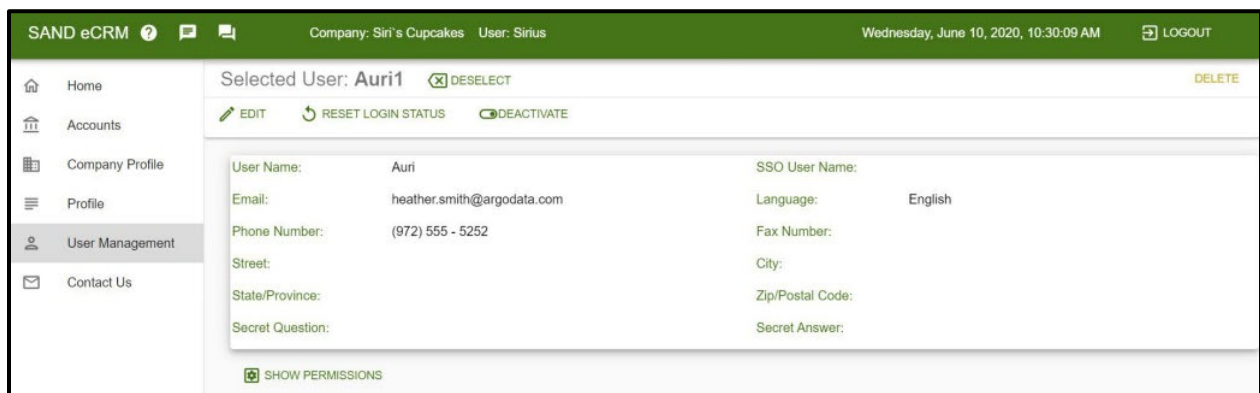
The following instances might leave a user logged in to Positive Pay by mistake:




- A user logs in to the Positive Pay, and then accidentally closes the browser.
- There is a communication error between the browser and the server that interrupts the session.
- There is a power failure that interrupts the browsing session.

When a user's login status is left logged on, you can reset their status to force logout.

To reset a user's login status:


1. From the  User Management tab, select the row containing the user whose login you want to reset. The Selected User: <User Name> window opens.



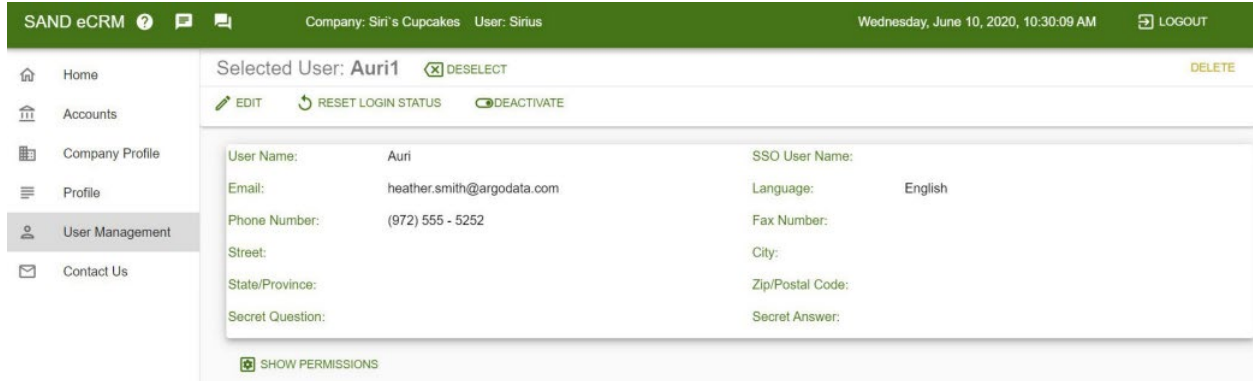
2. Click  RESET LOGIN STATUS. An information message opens.
3. Click  OK.
4. Click  DESELECT to return to the Users window.



## Deactivating Users

To deactivate a user:

1. From the  User Management tab, select the row containing the user whose profile you want to deactivate. The Selected User window opens.

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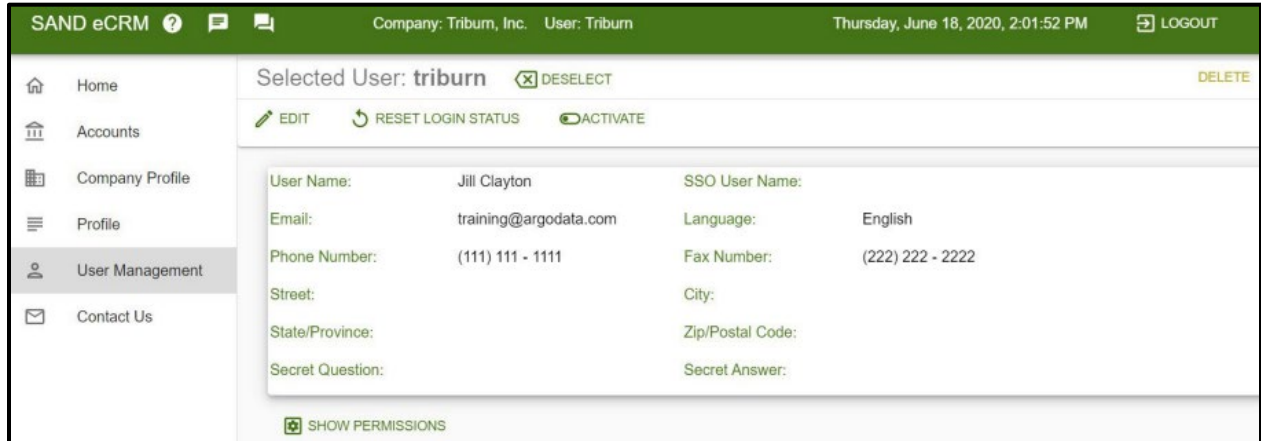




2. Click  DEACTIVATE. An information message opens.
3. Click  OK. The user's status is now Inactive.

## Activating Users

### To activate a user:

1. From the User Management tab, select the row containing the user whose profile you want to activate. The Selected User window opens.



2. Click  ACTIVATE. An information message opens.
3. Click  OK. The user's status is now Active.