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.
- EditIssueItems—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.

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)** ApproveIssueItems—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.

- 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

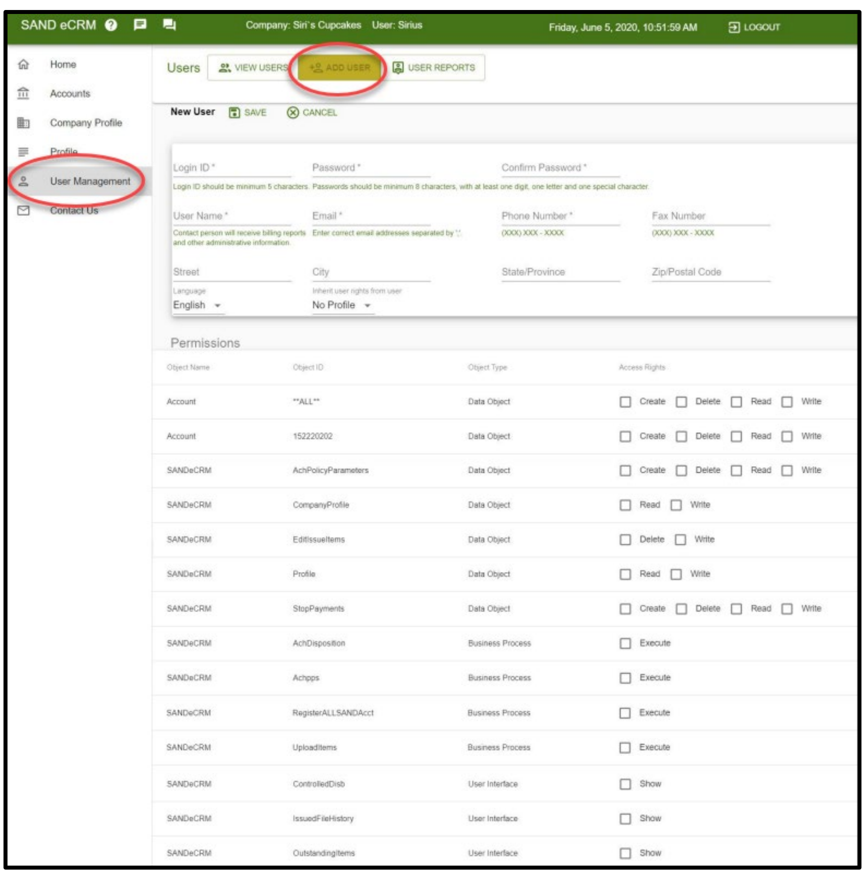
The access permission for User Interface objects includes

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.



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, or call us toll-free at 972-866-3331 for any questions or concerns.

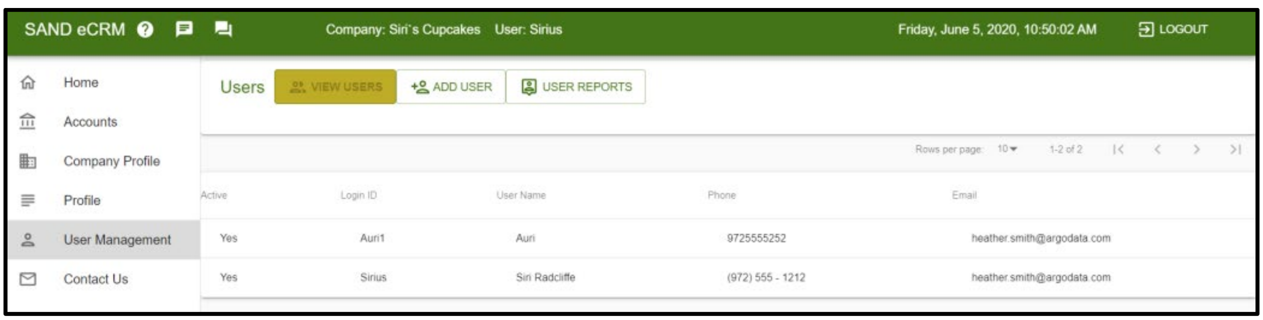
SANDeCRM Administrator

Viewing Users

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

To view users for the company:

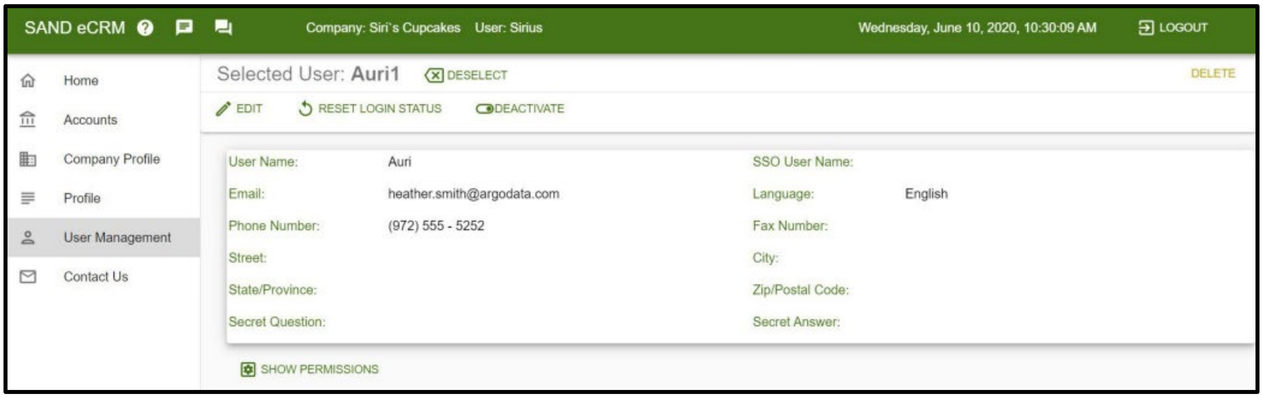
- Select User Management from the left menu. The window lists existing users for the company and includes the following information for each user:
    - Status—Indicates if the account is active or inactive
    - Login ID
    - User Name
    - Phone
    - Email



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.

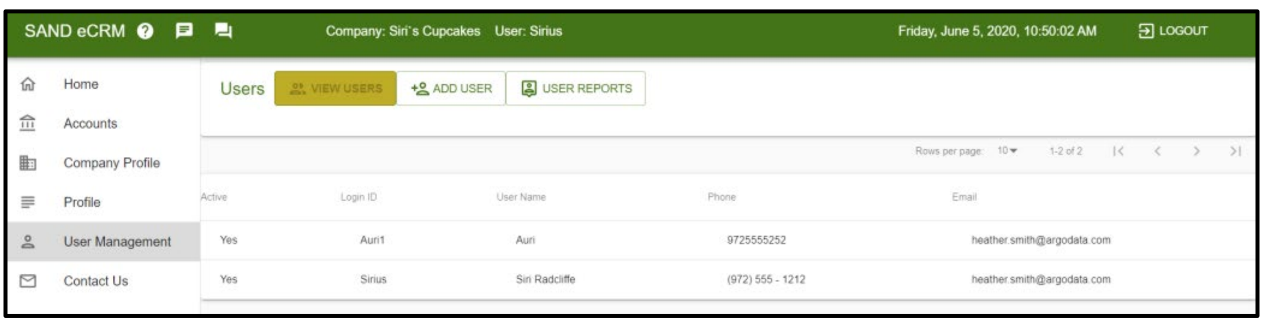


2. Click DELETE. A confirmation message opens.
3. Click OK. An information message opens.
4. Click OK. Positive Pay deletes the user.

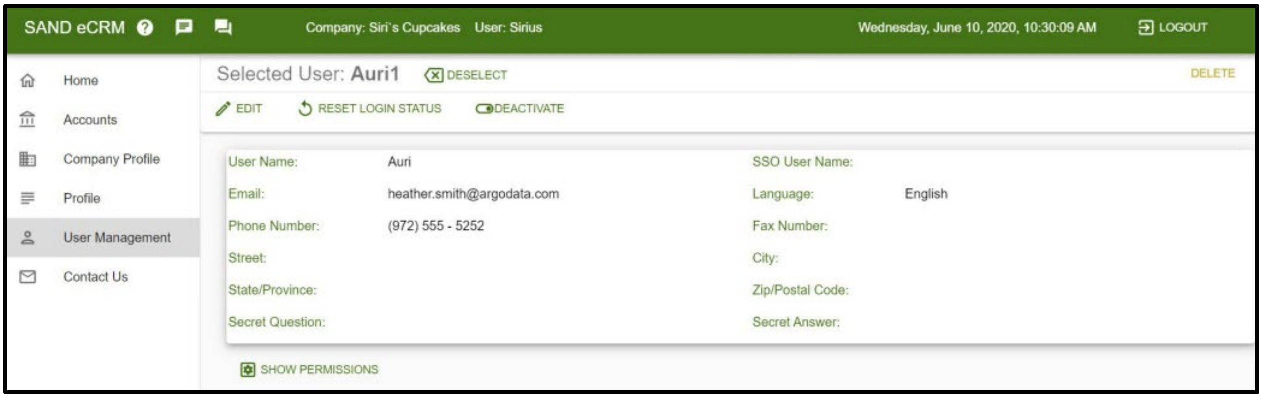
Viewing User Profiles

To view an individual user profile:

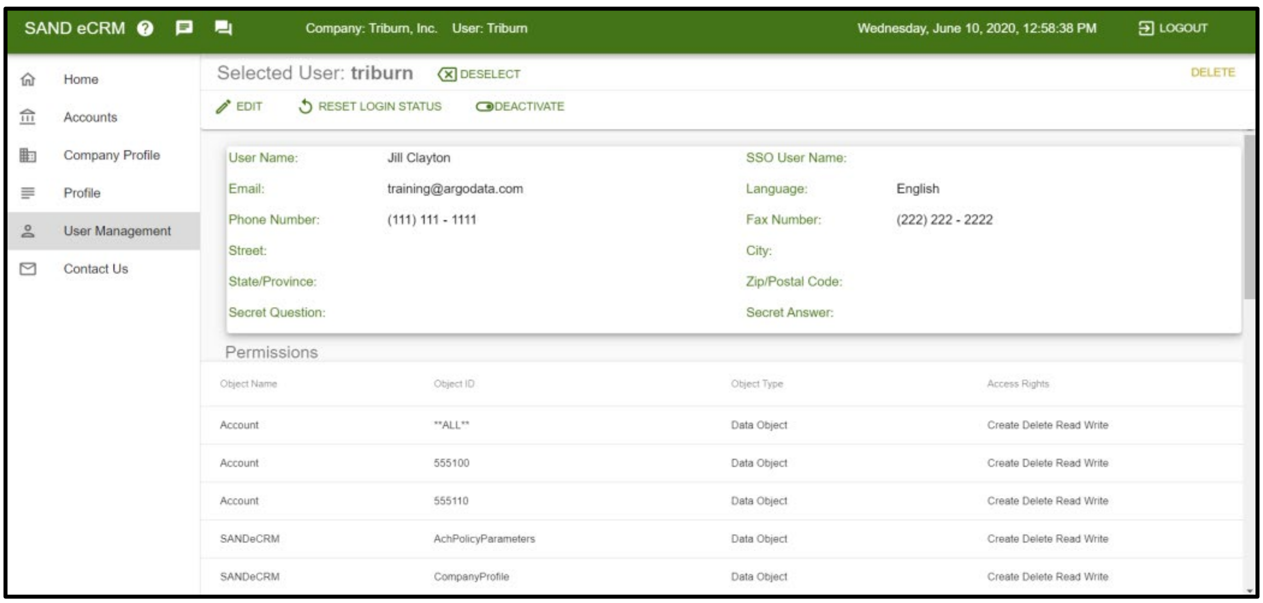
1. Select User Management from the left menu. Positive Pay displays the users for the company.



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.



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

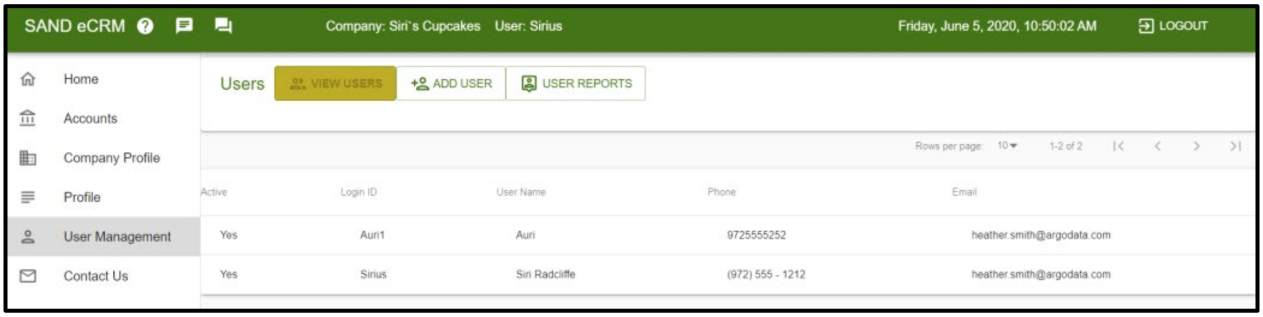


4. Click DESELECT to return to the Users window.

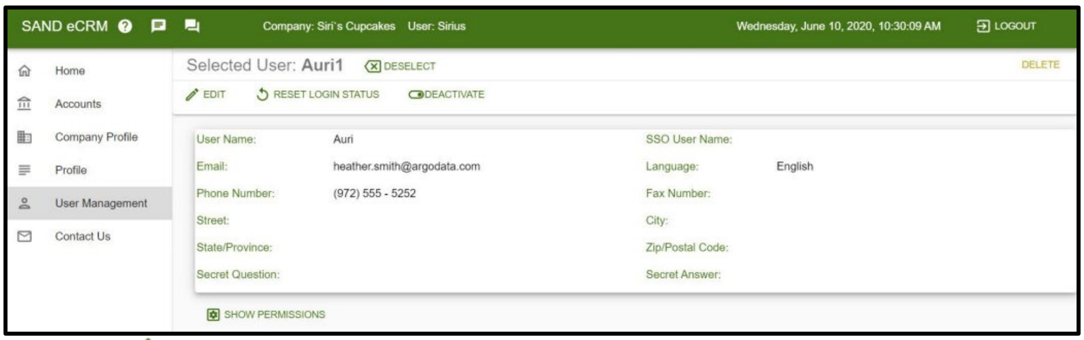
Modifying User Profiles

To modify a user's profile:

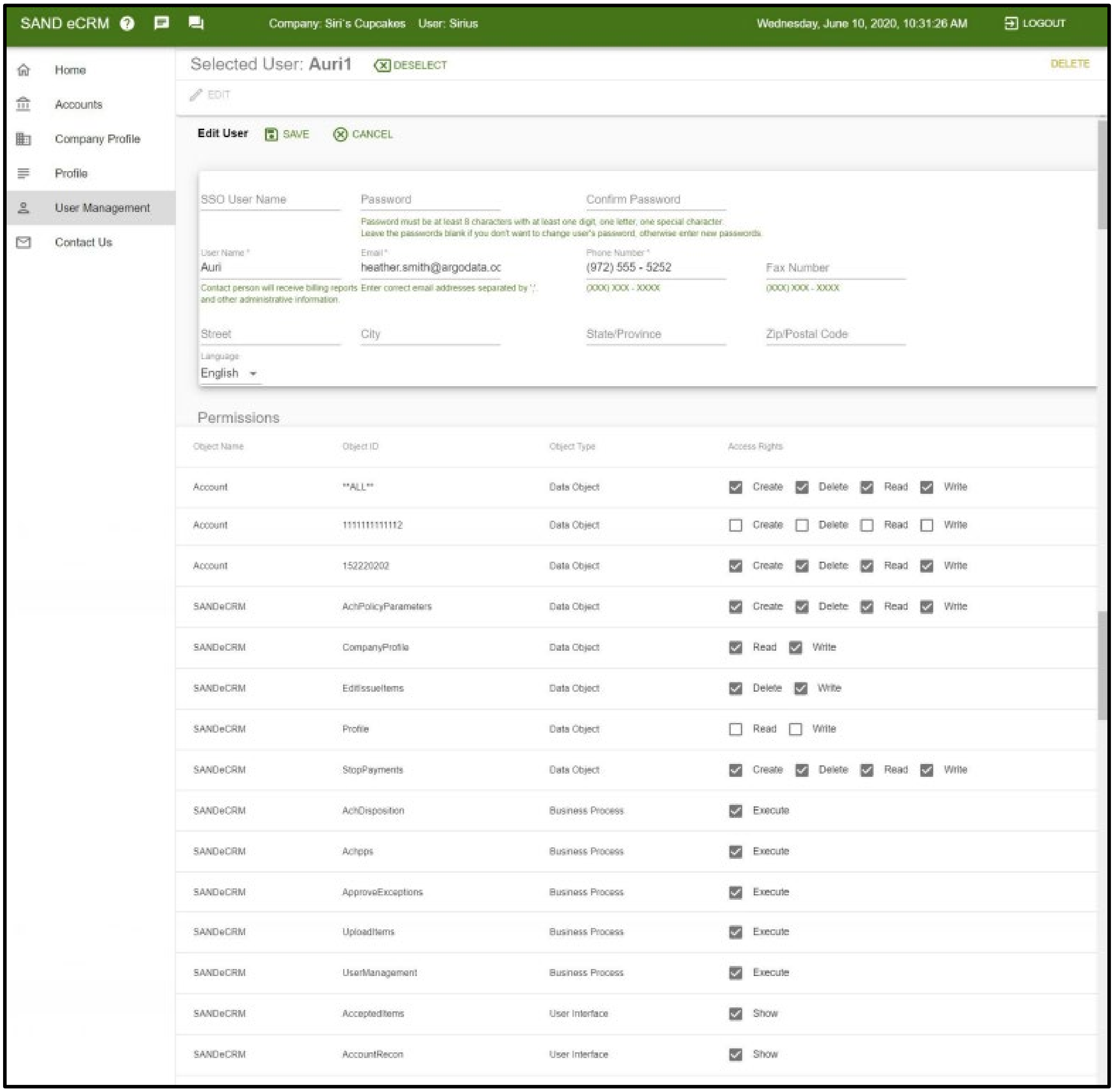
1. Select User Management from the left menu. Positive Pay lists the users for the company.



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



3. Click EDIT. The Edit User window opens.



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

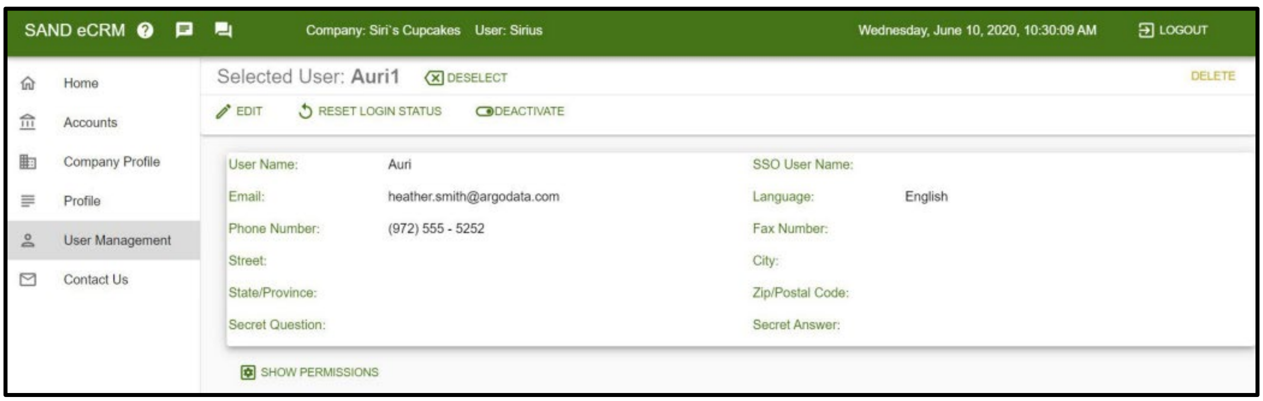
The following instances might leave a user logged in to Positive Pay by mistake:

- 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.

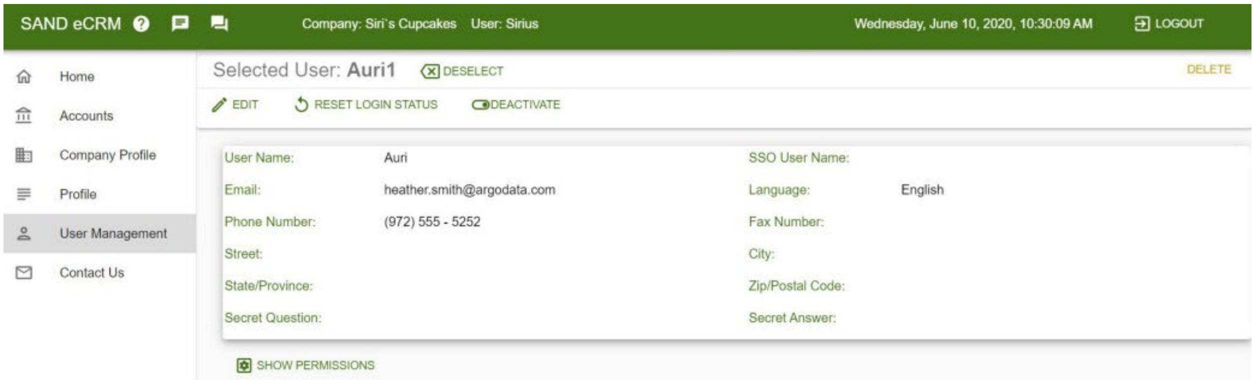


2. Click RESET LOGIN STATUS. An information message opens.
3. Click OK.
4. Click DESELECT to return to the Users window.

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.

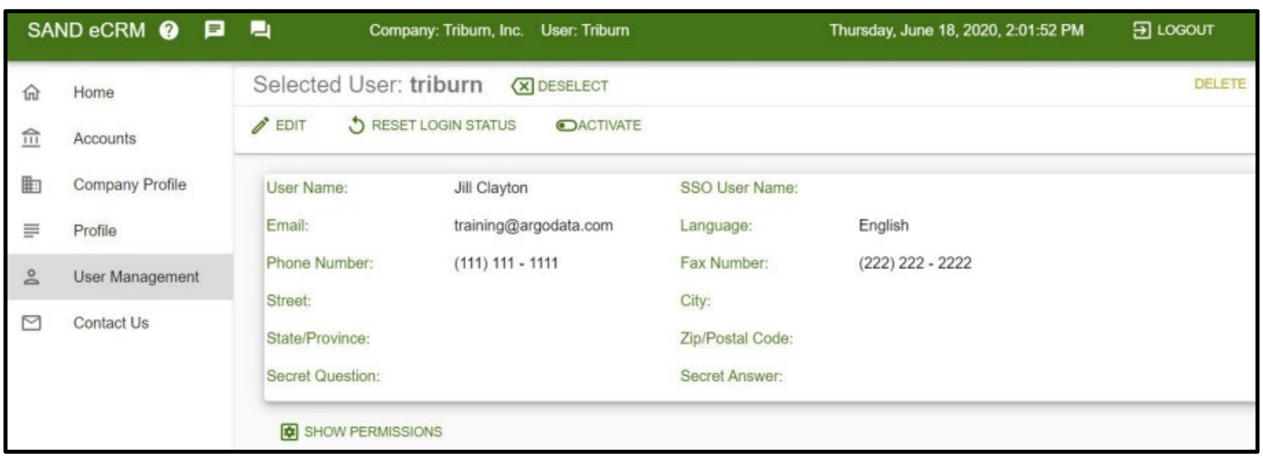


2. Click DEACTIVATE. An information message opens.
3. Click OK. The user's status is now Inactive.

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.