This manual outlines Administrative functions within the User Admin and Audit Services.
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I. User Administration Service: User Administration

This service allows the Corporate Administrator to view existing services, add, change, copy or delete and display corporate users associated with your company. A corporate administrator is a corporate user who usually is responsible for several of the administrative tasks within the organization.

A. Add a User

1. Select User Administration from the drop down menu
2. Click on the User Admin tab
3. Then click the Add User link in the upper right hand corner.
4. Depending on what services, there may be up to 5 screens as part of the setup process. When you have completed the user setup you can click on the Detail icon to get a snap shot of the user.

![Image of User Info/Services Screen]
5. The left hand side of the screen contains the **user information**.

6. Add the new user code and all other mandatory information indicated in red with an *. The user type can either be an Admin or User. If Admin type is chosen the new user will have administrator rights to make changes or additions to the setup of other users or services.

7. The right hand side of the screen contains the **user service permissions**. Choose the individual service permissions to be assigned to the user. If the **Select All** box is checked, this will assign all service permissions to the new user. If the individual product box is checked this will assign all permissions available within that product.

8. Click the **Submit** button. If you click **Reset** this will clear any information that has been entered and you remain on the page.

![Submit and Reset buttons]

9. Next click on the **Permissions** tab. You will only see the tabs for the services you have. An asterisk * indicates that there is action necessary for that tab.

![Permissions screen]

10. Choose the accounts and services the user should be entitled to and click the boxes.

11. If the user has more than 50 accounts use the buttons at the bottom right to move to the next screen.

12. Click Submit.

13. Click the tab, **ACH Permissions**, if applicable.
14. Assign what **Transaction Types** the user will have access to.

15. Click **Submit**.

16. Click the **Limits** tab.

17. Each category is collapsed; we strongly recommend you click on each category to review the limit amount and change if necessary.

****Limits on transaction services, book transfer, loan and wires apply to the From account
Note: If the **wire** limit has been set at the Customer level, the Admin can not give a User a higher limit then what has been defined. If the User is given a higher limit they will not be able to enter more than what the Customer Level wire limit has been set at. (If the customer level has been set there will be a line under Wire Limits displaying what the limits have been set at.)

18. Click the **Submit** button.

19. Click the **Reports** tab, if applicable

20. Select what report the user will have access to. Note: There is no submit button on the page.
The user setup process has been completed using User Admin.

Note: There are certain functions that are not included in the user admin setup process and need to be completed within the Administration service for the module if they are applicable. They are listed below:

**ACH Admin** – select **ACH admin** from the drop down list then click on the Permissions tab. Within this function the template approval can be set, transaction types can be assigned to the user, templates can be set for transaction types. Refer to the ACH manual for additional information.

**Balance Rpt Admin** – select the **Balance rpt admin** from the drop down list click on Trans Group to create a group and Trans Group Accounts to assign accounts. Refer to the Book Transfer manual for additional information.

**Book approvals** – select the **Book transfer** module from the drop down list, then click the Approval Req tab to set approval. Refer to the Book transfer manual for additional information.

**ELockbox** – select the **Enhanced lockbox** in the drop down list to assign lockbox, remitter and report information. Refer to the ELockbox manual for additional information.

**Money Transfer approval** – select the Money transfer admin in the drop down list. There are 2 functions available, Approval requirements and Template permissions. Refer to the Money Transfer manual for additional information.
B. Copy a User
To add another user using the copy feature:

1. Select **User Administration** from the drop down menu
2. Choose **User Admin** and click on the **Copy** icon of an existing user to streamline setting up the new user.

3. The **copy** function will select all the information assigned to the user you have chosen.
4. Review the information and click **Submit**.
5. Click on each tab, all the information should be reviewed. On each page click **Submit**.

C. View a User
To view an existing user’s profile:

1. Select **User Administration** from the drop down menu
2. Choose **User Admin** and click on the **Detail** icon.
3. This function will provide a “snap shot” of all information that is assigned to any user including you. The information cannot be edited only viewed.

D. Edit User

To edit an existing user:

1. Select **User Administration** in the drop down list and click on the **User Admin** tab.

2. To edit the user or assign different services click on the **Services** link,

3. Change the information and click **Submit**.

4. To edit accounts a user has access to, click the Permissions link. Change the information and click **Submit**.

5. To edit ACH permissions click on the ACH Permission link. Change the information and click **Submit**.

6. To edit the Limits click **Limits** link. Change the necessary limits and click Submit.

E. Deleting a User

To delete a User:

1. Select User Administration in the drop down list and click the User Admin tab.

2. Click the **Delete** icon for the user to be deleted.
3. A popup box will ask you to verify that the user should be deleted. Click **OK** to delete the user or **cancel** if you do not want to delete the user.

II. Audit report

The Audit report provides the Administrator with important information. As the Administrator you can review the report to see what changes or functions have been performed by users. This report can also be used to identify any suspicious activity. If you suspect an unlawful person accessing your information you have the capability to lock the suspect out of system immediately.

- To access the report click on Activity in the drop down list and click the Audit Report tab

  ![Audit Report Tab](image)

- Highlight a specific user or leave it at the default setting of All Users
- If you wish to view a certain service highlight that service or leave the default of All Services
• You can specify a Channel you wish to view or leave at default of All
• Enter the date or range of dates you wish to view or export. The range can be up to 90 days

If you suspect someone unlawful is trying to access your accounts, click the Only display active user sessions Yes radio button. This will display all users who are actively logged in at the time.

Once the report is displayed click on the X on the right hand side under Action. This will terminate the session and cause the terminated users password to become locked.

The User that was terminated and has become locked can only be unlocked by an Admin through User Admin. The locked user can not use Password Reset.