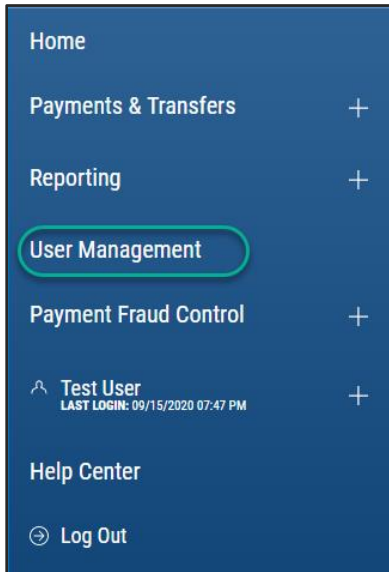


Quick Reference Guide – User Management

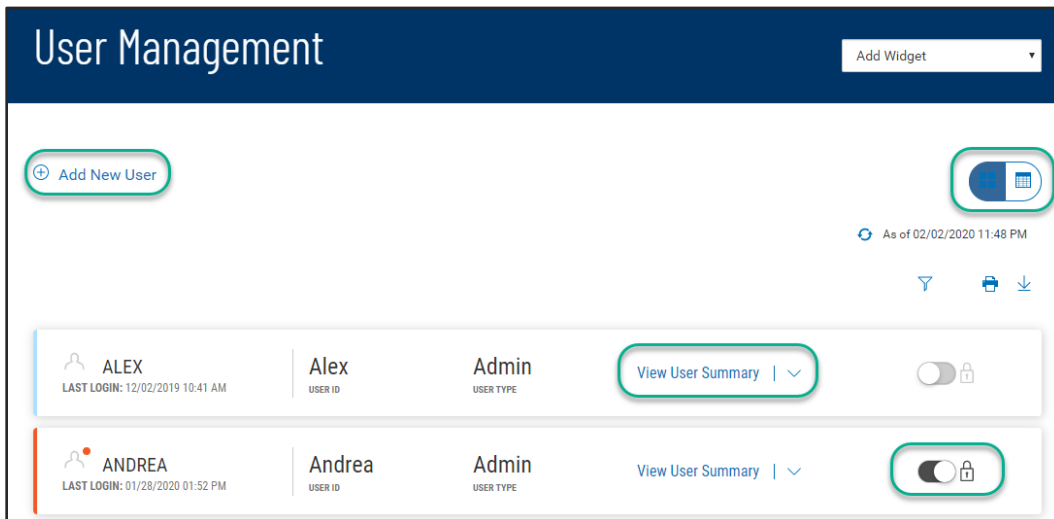
For corporate administrative users, the User Maintenance widget on the User Management workspace provides you the tools to view, add, update, lock and unlock users in your company. The Audit Report widget on this workspace provides you the audit trail of user activities of all users in your company.



User Maintenance

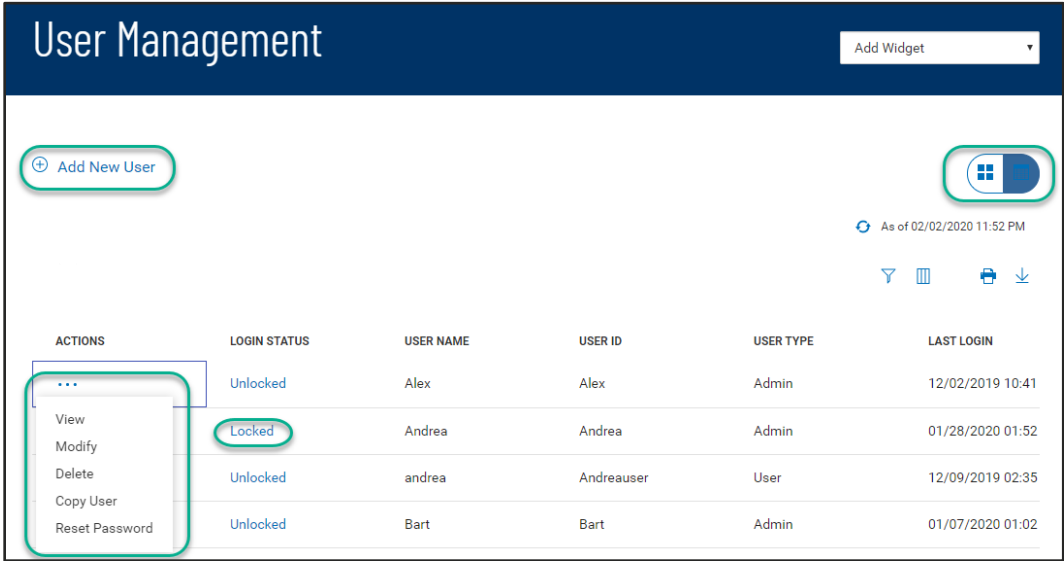
The User Maintenance widget is pinned to the workspace. You have the option to toggle between a list view or a tile view of the User Maintenance widget. Both views provide a summary of all users, a link to add new user, a single-click ability to lock or unlock a user, the ability to modify a user's permission and the ability to view detailed user information:

Tile View:



Quick Reference Guide – User Management

List View:



As with standard capabilities, the list view(s) in User Maintenance can be personalized by you – sort data in a column, display desired columns, arrange order of columns and filter data. You can save multiple personalized views for later use. Data can be printed and exported.

Quick Reference Guide – User Management

Add a new user

From the Add New User link of either the list view or the tile view:



Follow the workflow that guides you through – defining user information, permissioning services and accounts, assigning limits (if required), then reviewing all the setup information before finalizing the new user.

Define information related to the new user –

A screenshot of the 'DEFINE USER' form. The form is divided into two columns. The left column is titled 'USER INFORMATION' and contains fields for 'USER ID' (123sample, 9/12), 'USER NAME' (Sample User, 11/40), 'CONTACT NAME' (Sample User, 11/40), 'PASSWORD', and 'REPEAT NEW PASSWORD'. The right column is titled 'CONTACT INFORMATION' and contains fields for 'EMAIL' (sample.user@none.com, 20/255), 'PHONE' (Optional), and 'ADMIN SETTINGS' which includes 'ENABLE DATE' (09/17/2020) and 'USER TYPE' (User). At the bottom right, there are 'Cancel' and 'NEXT' buttons. A list of password requirements is shown at the bottom left of the form, all with green checkmarks: 'Password requires at least one letter, one number and one special character', 'Password cannot contain Customer ID, or User ID.', 'Password must be between 6 and 8 characters.', and 'The password fields must match.'

If user password is assigned by the Customer Administrator, you are assisted by the display of password complexity requirements.

Quick Reference Guide – User Management

DEFINE USER

USER INFORMATION

USER ID
 9/12

USER NAME
 11/40

CONTACT NAME
 11/40

PASSWORD

System Generated Password

Send password via email

CONTACT INFORMATION

EMAIL
 20/255

PHONE Optional

[Add Contact Fields](#)

ADMIN SETTINGS


ENABLE DATE
 ▾

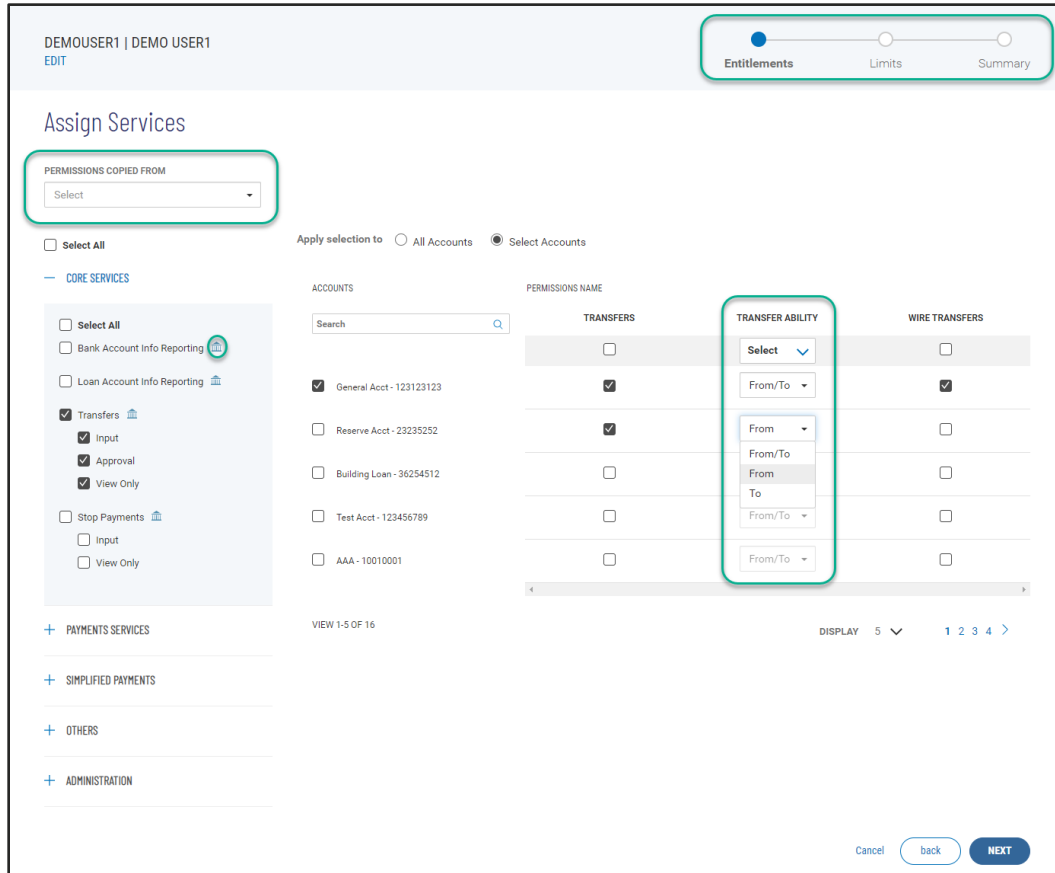
USER TYPE
 ▾

[Cancel](#) [NEXT](#)

If user password is set to be systematically generated, an email is sent to the user when the new user profile is finalized.

Quick Reference Guide – User Management

Next, continue to permit the user to various services and accounts. You have the ability to copy the permission details from an existing user or continue to set permission individually. Services with this  icon need Account Level Permissions. Account Transfers require From/To direction setting –



DEMOUSER1 | DEMO USER1
EDIT





Entitlements Limits Summary

Assign Services

PERMISSIONS COPIED FROM
Select

Select All Apply selection to All Accounts Select Accounts

CORE SERVICES

- Select All
- Bank Account Info Reporting 
- Loan Account Info Reporting 
- Transfers 
 - Input
 - Approval
 - View Only
- Stop Payments 
 - Input
 - View Only

PAYMENTS SERVICES

SIMPLIFIED PAYMENTS

OTHERS

ADMINISTRATION

ACCOUNTS	PERMISSIONS NAME	TRANSFERS	TRANSFER ABILITY	WIRE TRANSFERS
<input checked="" type="checkbox"/> General Acct - 123123123		<input checked="" type="checkbox"/>	Select From/To	<input checked="" type="checkbox"/>
<input type="checkbox"/> Reserve Acct - 23235252		<input checked="" type="checkbox"/>	From From/To	<input type="checkbox"/>
<input type="checkbox"/> Building Loan - 36254512		<input type="checkbox"/>	From From/To	<input type="checkbox"/>
<input type="checkbox"/> Test Acct - 123456789		<input type="checkbox"/>	To From/To	<input type="checkbox"/>
<input type="checkbox"/> AAA - 10010001		<input type="checkbox"/>	From/To	<input type="checkbox"/>

VIEW 1-5 OF 16 DISPLAY 5 1 2 3 4 >

Cancel back NEXT

Quick Reference Guide – User Management

If permitted service(s) requires user limit assignment, you will be guided to the Assign Limits step. User limits cannot exceed the customer (company) level limits.

BIRDIEPYMTS | BIRDIE
EDIT

Entitlements
Limits
Summary

Assign Limits

ACH Transaction Date Limits

<p>INITIATION</p> <div style="display: flex; align-items: center;"> \$ <input style="width: 100px; border: 1px solid #ccc;" type="text" value="9,999.00"/> </div> <p style="font-size: 0.8em; margin-top: 5px;">Maximum 999,999.99</p>	<p>APPROVAL</p> <div style="display: flex; align-items: center;"> \$ <input style="width: 100px; border: 1px solid #ccc;" type="text" value="100,000.00"/> </div> <p style="font-size: 0.8em; margin-top: 5px;">Maximum 999,999.88</p>
---	---

Transfer Limits

<p>ENTRY/TXN</p> <div style="display: flex; align-items: center;"> \$ <input style="width: 100px; border: 1px solid #ccc;" type="text" value="999.00"/> </div>	<p>ENTRY/DAY</p> <div style="display: flex; align-items: center;"> \$ <input style="width: 100px; border: 1px solid #ccc;" type="text" value="999.00"/> </div>	<p>MAX # PER DAY</p> <input style="width: 100px; border: 1px solid #ccc;" type="text" value="999"/>
---	---	--

Wire Transfer Limits

ⓘ Wire Transfer Limits cannot exceed Customer Level Limits

<p>ENTRY/TXN <small>Maximum 9,999,999,999.99</small></p> <div style="display: flex; align-items: center;"> \$ <input style="width: 100px; border: 1px solid #ccc;" type="text" value="250,000.00"/> </div>	<p>ENTRY/DAY <small>Maximum 9,999,999,999.99</small></p> <div style="display: flex; align-items: center;"> \$ <input style="width: 100px; border: 1px solid #ccc;" type="text" value="500,000.00"/> </div>	<p>APPROVAL/TXN <small>Maximum 9,999,999,999.99</small></p> <div style="display: flex; align-items: center;"> \$ <input style="width: 100px; border: 1px solid #ccc;" type="text" value="250,000.00"/> </div>	<p>APPROVAL/DAY <small>Maximum 9,999,999,999.99</small></p> <div style="display: flex; align-items: center;"> \$ <input style="width: 100px; border: 1px solid #ccc;" type="text" value="500,000.00"/> </div>
---	---	--	--

Loan Limits

<p>ENTRY/TXN</p> <div style="display: flex; align-items: center;"> \$ <input style="width: 100px; border: 1px solid #ccc;" type="text" value="2,000.00"/> </div>	<p>ENTRY/DAY</p> <div style="display: flex; align-items: center;"> \$ <input style="width: 100px; border: 1px solid #ccc;" type="text" value="2,000.00"/> </div>	<p>MAX # PER DAY</p> <input style="width: 100px; border: 1px solid #ccc;" type="text" value="2"/>
---	---	--

Cancel
back
NEXT

Alternatively to assigning an overall user level limits, your financial institution may require user limits at the ACH Company level. In such scenario, the user ACH Transaction Date Limit will be as shown below:

ACH Transaction Date Limits

Apply limits to

All Companies Select Companies

Company	Initiation	Approval
RACInc	<div style="display: flex; align-items: center;"> \$ <input style="width: 100px; border: 1px solid #ccc;" type="text" value="10,000.00"/> </div> <p style="font-size: 0.8em; margin-top: 5px;">Maximum 10,000.00</p>	<div style="display: flex; align-items: center;"> \$ <input style="width: 100px; border: 1px solid #ccc;" type="text" value="15,000.00"/> </div> <p style="font-size: 0.8em; margin-top: 5px;">Maximum 15,000.00</p>
My ACH Company	<div style="display: flex; align-items: center;"> \$ <input style="width: 100px; border: 1px solid #ccc;" type="text" value="20,000.00"/> </div> <p style="font-size: 0.8em; margin-top: 5px;">Maximum 20,000.00</p>	<div style="display: flex; align-items: center;"> \$ <input style="width: 100px; border: 1px solid #ccc;" type="text" value="30,000.00"/> </div> <p style="font-size: 0.8em; margin-top: 5px;">Maximum 30,000.00</p>

VIEW 1-2 OF 2
DISPLAY 2 ▾ 1

Quick Reference Guide – User Management

Review the entire new user setup, before finalizing. Click 'SAVE' to create the new user –

123SAMPLE | SAMPLE USER
EDIT

Entitlements
Limits
Summary

Review User Information

USER DETAILS

User Information

USER ID 123sample	USER NAME Sample User
CONTACT NAME Sample User	PASSWORD *****

[Go to User Details](#)

Contact Information

EMAIL sample.user@none.com	PHONE (555) 123-5555
ENABLE DATE 28-Aug-2019	USER TYPE Admin

ENTITLEMENTS

Core Services

BR - SAME DAY RPT. Account History Cash Position Worksheet Same Day Report	TRANSFERS Approval Input Report	STOP PAYMENTS Stop Payments Stop Reports
---	--	--

Payments Services

LOANS Loan Approvals Loan Customer Report Service Loan Draw Service Loan Payment Service	WIRE TRANSFERS Wire Import Wire Pending Approvals Wire Template Approval Wire Input Wire Report Wire Templates	FOREIGN EXCHANGE Foreign Exchange
--	--	--------------------------------------

Account Permissions

ACCOUNTS	PERMISSIONS NAME				
	BR - Same Day Rpt.	Transfers	Stop Payments	Loans	Wire Transfers
First Account - 123123123	✔	✔	✔		✔
Building Account - 232323232	✔	✔	✔		✔
Building Loan - 36254512	✔			✔	
Capital Account - 123456789	✔	✔	✔		✔
Operating Account - 10010001	✔	✔	✔		✔

Viewing 1-5 of 12 Display 5 per page < Page 1 of 3 >

[Go to Entitlements](#)

LIMITS

Transfer Limit - Account

ACCOUNT TYPE From/To	ENTRY/TXN 888,888.88	ENTRY/DAY 888,888,888.99	MAX # PER DAY 999
-------------------------	-------------------------	-----------------------------	----------------------

Wire Limit - Account

ENTRY/TXN 999,999,999.00	ENTRY/DAY 999,999,999.00	APPROVAL/TXN 999,999,999.00	APPROVAL/DAY 999,999,999.00
-----------------------------	-----------------------------	--------------------------------	--------------------------------

Loan Limit - Account

ENTRY/TXN 99,999,999.99	ENTRY/DAY 99,999,999.99	MAX # PER DAY 999	APPROVAL/TXN 0.00	APPROVAL/DAY 0.00
----------------------------	----------------------------	----------------------	----------------------	----------------------

[Go to Limits](#)

Cancel Back Save

Quick Reference Guide – User Management

VIP Token Management

If your financial institution and your company utilize the VIP token, you are able to assign/register the token serial number to the user without needing to contact your financial institution.

DEFINE USER

USER INFORMATION

USER ID 6/12

USER NAME 12/40

CONTACT NAME 15/40

PASSWORD *****

REPEAT NEW PASSWORD *****

- ✔ The password first character must be a letter, it must contain at least 6 characters and no more than 8 characters and no characters other than letters, numbers and the underscore may be used
- ✔ Password cannot contain Customer ID, or User ID.
- ✔ Password must be between 6 and 8 characters.
- ✔ The password fields must match.

CONTACT INFORMATION

EMAIL 26/255

PHONE Optional

[Add Contact Fields](#)

ADMIN SETTINGS

ENABLE DATE ▼

USER TYPE User ▼

VIP TOKEN SETTINGS

TOKEN SERIAL NUMBER [Modify](#)

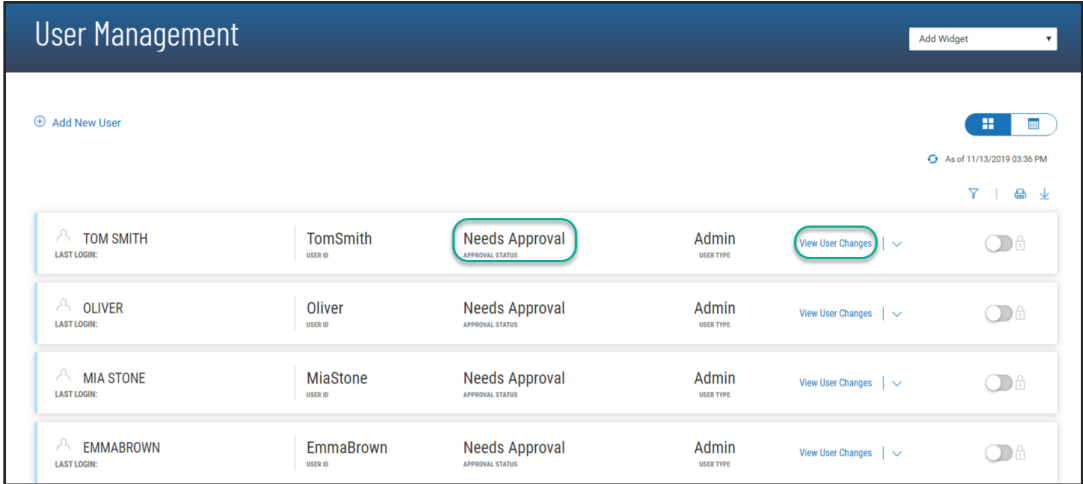
❗ Token pending activation. The user will be asked to activate the token next time they are challenged.

[Cancel](#) [NEXT](#)

Quick Reference Guide – User Management

Dual control of user administration

If Dual Control is enabled, when any user is created/modified, approval from a second Corporate Administrator is required. The user in pending approval status is identified on the User Maintenance widget.



Click on the View User Changes link, the approving Corporate Administrator may review the changes on the User Detail Screen before taking action to approve or reject.

Quick Reference Guide – User Management

< Changes Awaiting Approval

Action Type: Change By User: Mladarovich 11/13/2019 03:42 PM

TOMSMITH | TOM SMITH

Review User Changes

USER DETAILS

<p>User Information</p> <p>USER ID: TomSmith</p> <p>USER NAME: Tom Smith</p> <p>CONTACT NAME: Tom Smith EWARN</p> <p>ADDRESS: P. X. X. X. X.</p>	<p>Contact Information</p> <p>EMAIL: edha@incitybanking@bottomline.com</p> <p style="background-color: #e0e0e0;">yevhenii.konerych@bottomline.com</p> <p>PHONE: (909) 704-4979</p> <p>CITY: Los Angeles</p> <p>ADDRESS: beverly hills 90210</p>	<p>Settings</p> <p>EMAIL DATE: 13 Nov 2019</p> <p>USER TYPE: Admin</p>
---	--	---

Account Permissions

ACCOUNTS	PERMISSION NAME					
	EMI - SAME DAY A/P/L	STATEMENTS	TRANSFER SENDING	TRANSFER RECEIVING	LOANS	POSITIVE PAY
Payroll account - 123	⊗	⊗	⊗	⊗	⊗	⊗
Bank - 1234	⊗	⊗	⊗	⊗	⊗	⊗
Bank - 10	⊗	⊗	⊗	⊗	⊗	⊗
Ukraine - 11	⊗	⊗	⊗	⊗	⊗	⊗
Ukraine - 16	⊗	⊗	⊗	⊗	⊗	⊗
Loanaccount - 7777	⊗	⊗	⊗	⊗	⊗	⊗
undefined - undefined	⊗	⊗	⊗	⊗	⊗	⊗

VIEW 1-7 OF 7 DISPLAY All 1

LIMITS

ACH Limits

ACH DEBIT TRANSACTION \$ LIMIT PER BATCH: 5.00 ACH CREDIT TRANSACTION \$ LIMIT PER BATCH: 13.00

Transfer Limits

ACCOUNT	ACCOUNT NAME	ENTRY TXN	ENTRY DAY	MAX \$ PER DAY
123	Payroll account	300	300	666
1234	Bank	300	300	666
10	Bank	300	300	666
11	Ukraine	300	300	666
16	Ukraine	300	300	666
7777	Loanaccount	300	300	666
9145694	Setting	300	300	666

VIEW 1-7 OF 7 DISPLAY All 1

Approve
Reject
Cancel

Quick Reference Guide – User Management

Audit Report

User activities are itemized in a list view, in order of Date and Time with the latest on top. Most frequently used query selections are provided in quick filters for your convenience. Deleted users are reported as Inactive.

The screenshot displays the 'AUDIT REPORT' interface. At the top, there are two filter sections: 'USER ID' and 'DATE AND TIME'. The 'USER ID' section shows '8 Users Selected' and a list of users with checkboxes: NewEwan, newuser (checked), NewUser2 (checked), NewUser3 (checked), piggy, Piotr (Inactive), and QA2LEE. The 'DATE AND TIME' section shows 'Last 7 Days' selected, with a dropdown menu open showing options: Today, Yesterday, Last 7 Days, Last 30 Days, This Month, Last Month, and Custom Range. Below the filters, there is a table with columns for 'ACTION TAKEN' and 'DESCRIPTION'. The table contains several rows of activity logs, including 'Loan Transaction Report Displayed', 'Widget: ACH Pass-Thru', 'Widget: Simplified Payments', 'Widget: Payments', 'Workspace: Payment Center', 'Domestic Wire From (Test Account 1 10010001) Benef...', 'Domestic Wire Bank Trace (2021071000024) Debit Am...', 'Workflow: Review Payment', and 'Domestic Wire From (Test Account 1 10010001) Benef...'. At the bottom of the interface, there is a 'VIEW 1-10 OF 145' indicator and a 'DISPLAY 10' dropdown menu.

As with standard list view capabilities, you can control and personalize the list:

- Choose which columns are displayed or hidden, change the column order
- Filter the data, choose a column for the data sort order
- Save a useful combination of column and data settings for later reuse
- Print the list content or export it to a CSV file