

Enterprise Payment Solutions

JHA SmartPay BusinessSM

May 2018



User Administrator Handbook

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Contents

- Introduction 1
 - Available Resources 1
 - User Terminology 1
 - Process Workflow 2
 - Session Timeouts & Maintenance 3
- Admin: Getting Started 4
 - Password Security 4
 - Creating a Secret Question 5
 - Updating a User Profile 6
- Creating a User 8
 - Assigning Privileges and Roles 9
 - Unlocking a User 10
 - Resetting a Password 11
 - Disabling a User 12
 - Deleting a User’s Profile 12
 - Listing Deleted User Profiles 13

Introduction

The administrator (FI Admin) is responsible for creating and maintaining user profiles for employees within your organization. An admin grants a user certain privileges and roles so that the user can perform tasks in the system.

The admin can be responsible for any of the following:

- Set up employee user profiles
- Enable or disable a user
- Edit a user profile
- Unlock a user's profile
- Delete a user's profile
- Reset a password to a user's profile and provide a new temporary password
- Assign specific roles or functions to an employee
- Designate certain users as authorized callers for support-related questions
- Enable access to any and all accounts (locations) for which an employee will be processing

Based on the assigned role(s) provided by the admin, users will have the ability to process transactions, generate reports, research historical transactions, edit transactions, and/or contact support.

Available Resources

If you have questions about the application, please contact your first line of support for more information.

For a complete guide on how to run reports, please see the *User Reports Handbook*.

User Terminology

Throughout this manual, the text will refer to certain parties and their responsibilities when managing your customers with this application. The following terms will help define “who is who” while performing tasks in the system.

1. **User Admin** – Responsible for setting up user profiles for persons within your organization. Admins will establish privileges and roles for users, allowing them to complete tasks within the application. Admins are capable of the following:
 - Creating, deleting, enabling, or disabling a user
 - Resetting a password and providing a temporary password to the user
 - Unlocking a user who has been locked out of the application

- Assigning specific privileges and roles to a user for completing tasks

NOTE: If the Admin needs to perform tasks in managing customers or transactions, it is strongly recommended a separate user profile be created with the appropriate privileges and roles. Using a user profile helps specify which users are performing tasks and prevents miscommunication.

2. **User** – A person within your organization who is responsible for completing tasks within the application, as designated by the admin. Responsibilities for a user can include:
 - Setting up customer profile information.
 - Editing transaction details.
 - Generating reports.
 - Processing transactions.
3. **Customer** – A client within your organization wishing to make deposits/donations.

Process Workflow

The following figure demonstrates how best to approach using the system. Admins must first set up and assign privileges/roles to users before they can accomplish tasks within the system.

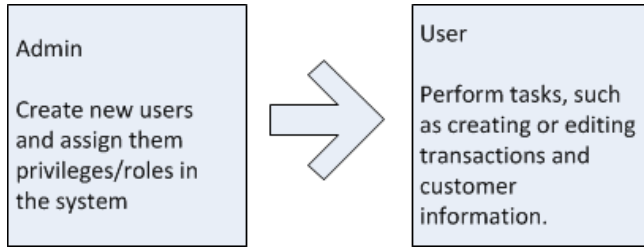


FIGURE 1 - WORKFLOW

Session Timeouts & Maintenance

If a user remains inactive in the system for at least 30 minutes, a Session Timeout Warning appears two minutes before the user is automatically logged out, providing the user with an opportunity to remain logged in. Click anywhere in the application to remain logged in.

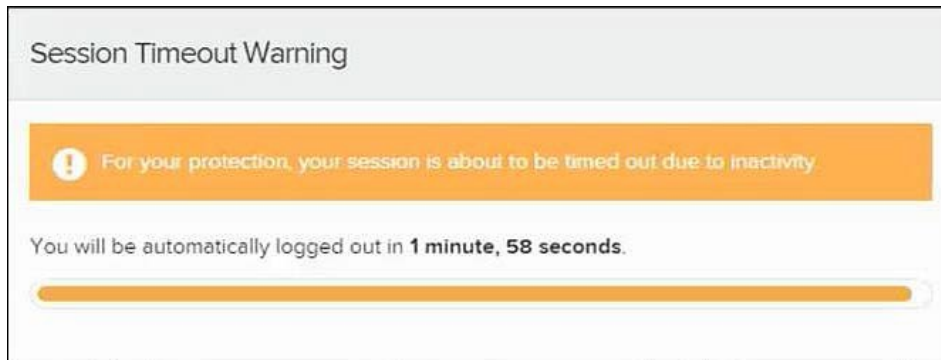


FIGURE 2 – SESSION TIMEOUT WARNING

You may also see a notice that the system will shut down temporarily for maintenance. This notice will appear as a bar at the top of your page. The notice will indicate the time and date when the system will shut down for maintenance.

Admin: Getting Started

You will be provided with your site's URL address, the admin user name, a temporary password, and a company name that must be entered upon first logging in to the system. Save the URL for future use, as it is a route of access into the system.

1. Once at the provided URL address, complete the **User Name**, **Password**, and **Company** fields. Select **Log In**.

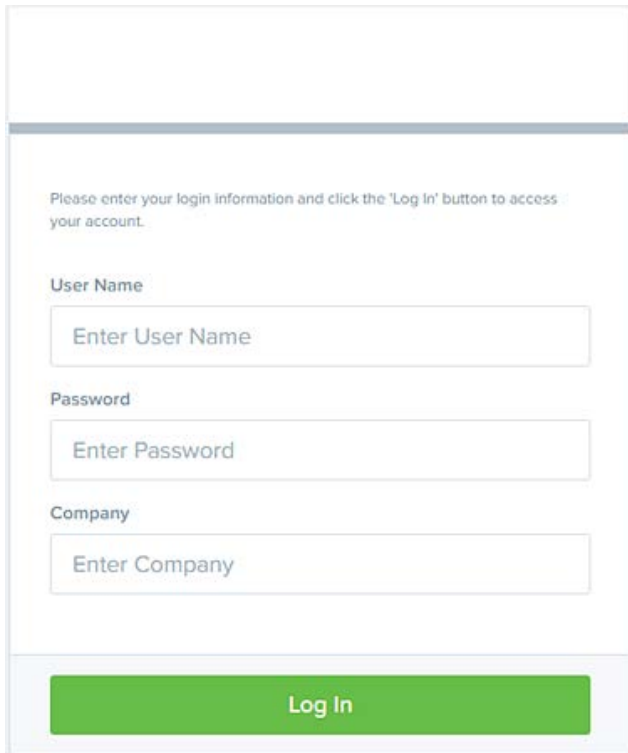


FIGURE 3 - CUSTOMER LOGIN PAGE

2. The system will prompt you to change your password. Passwords expire every 90 days and are case-sensitive. Use the following guidelines when creating a new password:
 - At least 1 uppercase letter
 - At least 1 lowercase letter
 - At least 1 number
 - 8-50 characters in length
3. Select **Update Password**.

Password Security

To help protect users' authentication credentials, each user should have his or her own unique set of credentials. It's best to choose hard-to-guess passwords, including a mix of upper- and

lowercase letters, numbers, and special characters. FI Admins should take steps to protect passwords. Never write down your password or share it with anyone. Don't store passwords where they might be found.

Passwords are reset every 90 days, and you cannot reuse any of the previous four passwords. If you suspect that your password has been compromised, change it immediately. Five unsuccessful login attempts will cause a user account to be temporarily locked. To unlock an account, see the "Unlocking a Customer/Member User" section.

Creating a Secret Question

As a user, you should have an email address associated with your profile where a new temporary password can be sent if you forget your password. With the associated email address, you will be able to make changes to your password as long as you are not locked out of your profile.

A secret question will need to be set up as a security measure before a new password can be created.

If the secret question is answered correctly you will receive an email with a new temporary password. Secret questions do not need to be a complete question or contain a question mark. The secret question and answer are not case-sensitive.

NOTE: Single sign-on users will not need to establish a secret question.

1. Log in to the system, and select **the user menu | My Settings**, as shown below.

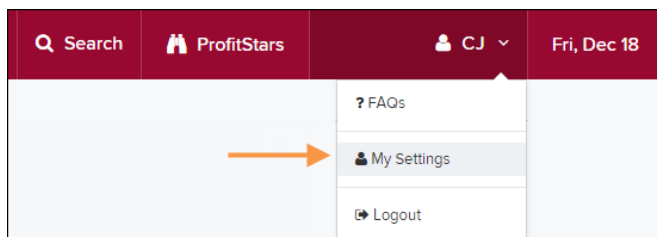


FIGURE 4 - MY SETTINGS

2. The system will prompt you for your current login password in order to reach the *My Settings* page. Once there, make changes to the fields in the *Change Password*, *Secret Question*, and/or *Authorized Caller* sections, as needed.
3. Select **Update** when finished.

FIGURE 5 - MY SETTINGS PAGE

4. Enter an answer in the **Enter New Secret Answer** field and again in the **Confirm New Secret Answer** field. From this page, you can also make changes to your password if needed.
5. Select **Update** when finished.

Updating a User Profile

As the admin, you will need to update your profile with an email address where a new temporary password can be sent, if needed.

1. Log in to the system, and select **Admin | Users** from the left main menu.

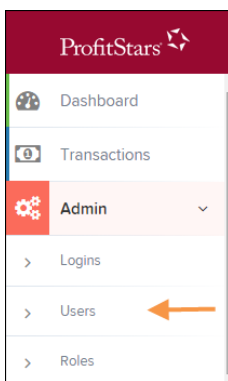

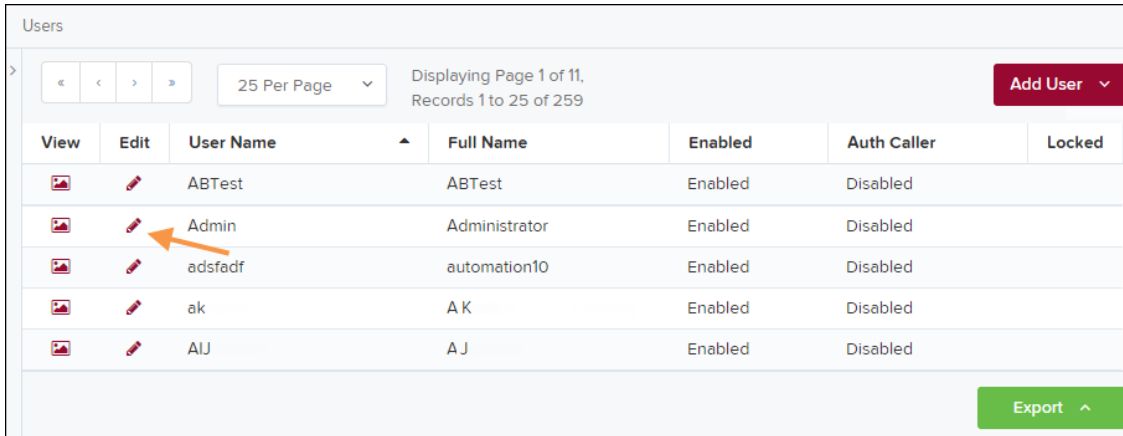


FIGURE 6 – ADMIN TAB, USERS SUB-OPTIONS

2. Select  **Edit** for the user profile to be updated (in this case, the admin).

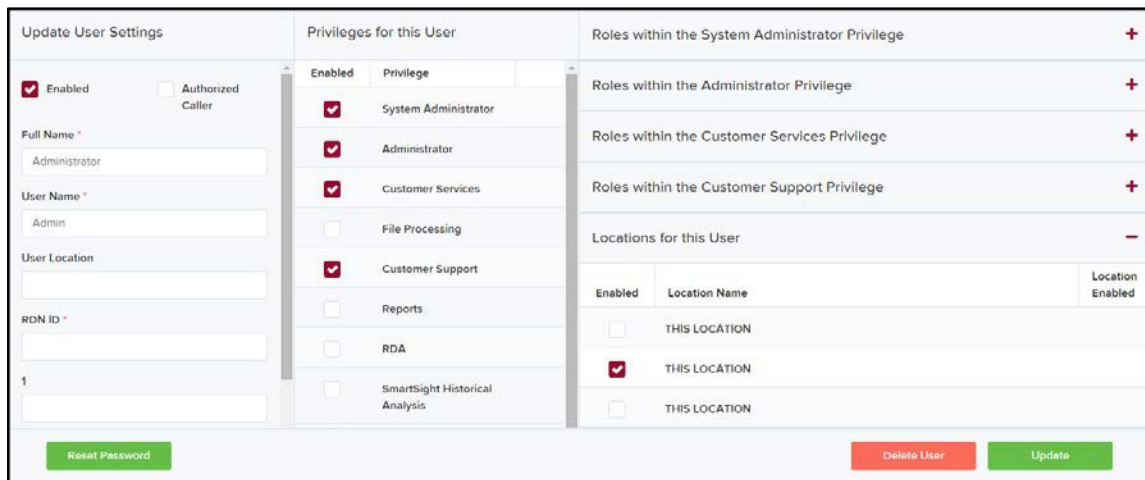


The screenshot shows a 'Users' management page. At the top, there are navigation controls (back, forward, search), a '25 Per Page' dropdown, and a status indicator 'Displaying Page 1 of 11, Records 1 to 25 of 259'. An 'Add User' button is in the top right. Below is a table with columns: View, Edit, User Name, Full Name, Enabled, Auth Caller, and Locked. The 'Admin' user is highlighted, and an orange arrow points to the 'Edit' icon (a pencil) in the 'Edit' column for that row. An 'Export' button is at the bottom right.

View	Edit	User Name	Full Name	Enabled	Auth Caller	Locked
		ABTest	ABTest	Enabled	Disabled	
		Admin	Administrator	Enabled	Disabled	
		adsfadf	automation10	Enabled	Disabled	
		ak	A K	Enabled	Disabled	
		AIJ	A J	Enabled	Disabled	

FIGURE 7 – EDIT USER OPTION

3. Change any of the **Update User Settings, Privileges for this User, Roles,** and **Locations** available for the user. Note that the **Email Address** field is in the **Update User Settings** section. Select **Update** to save all changes.



The screenshot shows the 'Update User Settings' page for the 'Admin' user. It is divided into three main sections: 'Update User Settings', 'Privileges for this User', and 'Roles within the System Administrator Privilege'. The 'Update User Settings' section includes checkboxes for 'Enabled' and 'Authorized Caller', and input fields for 'Full Name', 'User Name', 'User Location', and 'RDN ID'. The 'Privileges for this User' section is a list of privileges with checkboxes, including 'System Administrator', 'Administrator', 'Customer Services', 'Customer Support', 'Reports', and 'SmartSight Historical Analysis'. The 'Roles within the System Administrator Privilege' section lists several roles with expandable options. At the bottom, there are buttons for 'Reset Password', 'Delete User', and 'Update'.

FIGURE 8 – EMAIL ADDRESS ON UPDATE USER SETTINGS PAGE

Creating a User

The admin is responsible for creating users who will be working with transactions, reporting, or other tasks within the system on a daily basis. The admin is also responsible for updating a user's profile, providing new passwords, unlocking a user's profile in the event they become locked out of the system, and deleting a user's profile, if necessary.

1. Log in to the system, and select **Admin | Users** from the left main menu.
2. From the left navigational bar, under the **User Admin** heading, select **Add User**.

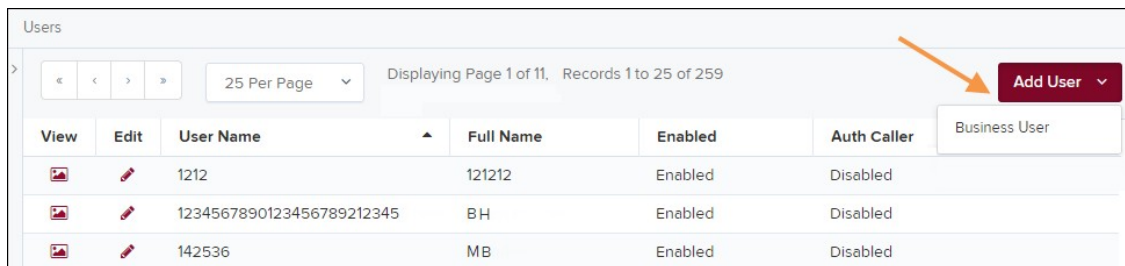


FIGURE 9 – ADD USER OPTION

3. Fill out the *Add User Settings* and the *Privileges for this User* sections. Note that a temporary password is displayed at the bottom of the page—provide this password to the user you are creating.
 - a. Select the **Authorized Caller** check box if this user will contact EPS for support, if necessary. Once enabled, the user will then be required to establish an **Authorized Caller Identification Phrase** that will be used by the EPS Customer Support representative to verify that the user is authorized before providing support. Callers who are not able to answer their identification phrase, or are not an authorized user will be directed to their financial institution for further assistance.
 - b. Once you have selected privileges to provide to this user, click **Add**.
4. The system will create the user and allow you to select roles underneath each of the privileges assigned to them. Select roles for this user—for a complete list, please see Appendix A: *Privileges and Roles*.
 - a. Select the locations for this user.
 - b. Select **Update** to finish assigning privileges and roles for this user.

FIGURE 10 – UPDATING A USER

Assigning Privileges and Roles

The admin will need to assign the appropriate privileges and subsequent roles to users' profiles in order for them to complete tasks within the application. A user must first be given a privilege before roles within that privilege become available for assignment.

The following table lists the most common roles associated with the *Customer Services* privilege.

Role	Definition
Accounting	Allows a user to run reports, balance all checking and credit card transactions, look at transaction details, edit transactions, view check images, and monitor and research transactions.
Accounting – Approve Check Only	In conjunction with the Dual Authorization feature within a user's profile, this role designates the user as the second person that can approve a transaction in the Awaiting Approval status. The transaction will have been made by a different user.
Accounting – User Role	A user with this role will not have access to the <i>Transaction Status Summary</i> located on the <i>Home</i> page of the application.
Credit Card	A user will be able to process scanned and card-not-present transactions.
Credit Card View Only	A user will only be able to view payment screens concerning credit card information, but is not able to process a payment.
Edit ACH Opt Out	A user can add to and/or edit the ACH Opt Out list.
Preauthorized Recurring Credit	A user can set up recurring ACH credits which customers can use to pay creditors. NOTE: This feature should not be used for payroll.
Preauthorized Single Credits	When enabled, a user can create a one-time manual ACH credit or partial refund. Alternatively, the customer can create a payment to

	his/her creditor.
Preauthorized Single Debits	A user can create a one-time customer-authorized ACH debit transaction.
QB Admin	A user can set up the link to the QuickBooks account and export transaction files to QuickBooks.
Refund	A user can create refunds (complete reversals) of already processed ACH transactions.
RDC Admin	User can create, scan, and submit items as a transaction.
RDC User	User can create and scan items, but not submit them as a transaction.
RDS User	User can create, scan, and submit an item as a transaction.
RTG User	If enabled, third-party vendor files will be sent through Real Time Gateway.
Telephone Payment	A user can create a customer-authorized ACH payment received via the telephone.
View ACH Opt Out	A user will only be able to view a list of customers who have opted not to have their transactions processed as ACH items.
View ACH Opt Out Account	A user can view, add to, and/or edit the ACH Opt Out list, as well as view a customer's complete account number, instead of just the last four digits.
View Batch Images (Debits & Credit Report)	A user will have access to the batch image file to print, save, or view.

After selecting the roles you wish to enable for the user, select **Update** to save all changes.

Unlocking a User

Users can be locked out of the system if a password is keyed incorrectly at least five times, or if a user answered the secret question incorrectly when requesting a new temporary password.

As the admin, you are responsible for unlocking user profiles so that they can access the system again. If the admin becomes locked out, contact your first line of support for assistance. Follow the below steps to unlock a user's profile.

1. Log in and select **Admin | Users** from the left main menu.
2. Under the *Locked* column, select the **Unlock** link for that user. The link will disappear, and the user profile will be unlocked.

View	Edit	User Name	Full Name	Enabled	Auth Caller	Locked
		admin	Administrator	Enabled	Disabled	
		Jamie	Jamie S	Enabled	Enabled	
		Jennie	Jennie E	Enabled	Disabled	
		Lucy	Lucy E	Enabled	Disabled	Unlock
		scosmith	Scott S	Enabled	Disabled	
		spb.allen	Allen M	Enabled	Disabled	
		spb.am	Amity	Enabled	Disabled	

FIGURE 11 – UNLOCK OPTION

NOTE: If the user needs a new password, you will need to reset the password (see the

Resetting a Password

User may forget their password and ask you to provide them with a new temporary one. The steps below explain how to reset a user’s password.

1. Log in and select **Admin | Users** from the left main menu.
2. Select **Edit** for the user profile to update.
3. Select **Reset Password** button from the bottom of the page. The user’s profile will have a case-sensitive temporary password generated. Carefully record this password and provide it to the user.

Users / Edit User

Update User Settings

Enabled Authorized Caller

Full Name *

User Name *

User Location

Cash Management ID *

Email Address

[Reset Password](#)

FIGURE 12 – RESET PASSWORD BUTTON

Disabling a User

Disabling a user keeps the profile intact until access is re-enabled by the Admin. The Admin may want to disable a user, for example, if a user is on leave for an extended period of time before working with the application again.

1. Log in to the system, and select **Admin | Users** from the left main menu.
2. Select **Edit** for the user profile you wish to disable.
3. Uncheck the **Enabled** box in the *Update User Settings* section. Select **Update** to save all changes.

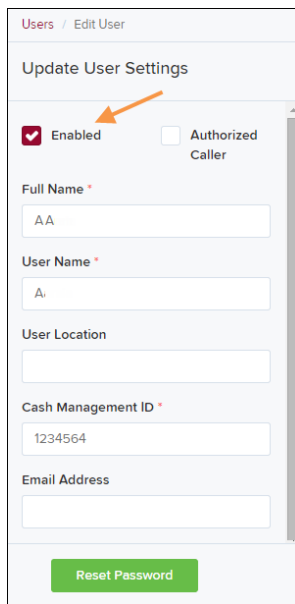
The image shows a screenshot of a web application interface for editing a user profile. The page title is 'Users / Edit User'. Below the title is a section titled 'Update User Settings'. In this section, there are two checkboxes: 'Enabled' (which is checked with a red checkmark) and 'Authorized Caller' (which is unchecked). An orange arrow points to the 'Enabled' checkbox. Below the checkboxes are several text input fields: 'Full Name *' (containing 'AA'), 'User Name *' (containing 'A'), 'User Location' (empty), 'Cash Management ID *' (containing '1234564'), and 'Email Address' (empty). At the bottom of the form is a green button labeled 'Reset Password'.

FIGURE 13 – DESELECTING THE ENABLED CHECK BOX

Deleting a User's Profile

Deleting a user profile will remove it from the list of users and make it inaccessible. The user name for that profile cannot be utilized again for a different user. The profile will be categorized as a deleted user.

NOTE: To delete an admin user, you must first remove the *Administrator* role from that admin user's profile before completing the following steps.

1. Log in to the system and select **Admin | Users** from the left main menu.
2. Select **Edit** for the user profile to delete.
3. Select **Delete User**.

The screenshot shows the 'Edit User' interface. On the left, there are fields for 'Full Name' (AA), 'User Name' (AA), and 'User Location'. Below these is a 'Reset Password' button. The main area is titled 'Privileges for this User' and contains a table with columns 'Enabled' and 'Privilege'. The table lists several privileges, all of which are checked in the 'Enabled' column. At the bottom right, there are three buttons: 'Delete User' (highlighted with an orange arrow), 'Update', and 'Reset Password'.

Enabled	Privilege
<input checked="" type="checkbox"/>	Administrator
<input checked="" type="checkbox"/>	Customer Services
<input checked="" type="checkbox"/>	File Processing
<input checked="" type="checkbox"/>	Customer Support
<input checked="" type="checkbox"/>	Reports

FIGURE 14 – DELETE USER OPTION

4. A prompt will ask you to confirm deleting a user. Select **Yes** to continue.

The screenshot shows a 'Confirm Delete' dialog box. The title is 'Confirm Delete'. The main text asks 'Are you sure you want to delete this user?'. At the bottom right, there are two buttons: 'Yes' (highlighted in red) and 'No'.

FIGURE 15 – DELETE USER CONFIRMATION

Listing Deleted User Profiles

A list of the user profiles that you have deleted is available if you need to refer back to a previous user's profile information. This list will also provide the profile's audit history and any updates that may have been made to it.

1. Log in and select **Admin | Users** from the left main menu.
2. In the *Merchant Users* section, select the **Deleted Users** option under *Filters*. The list of users will automatically update to display only deleted users.
3. Select **Clear Filters** to strip any filters from the list of users, as shown in the image below.

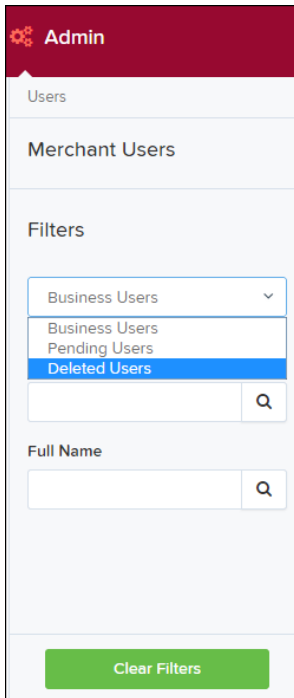


FIGURE 16 – DELETED USERS FILTER