OLD NATIONAL BANK®

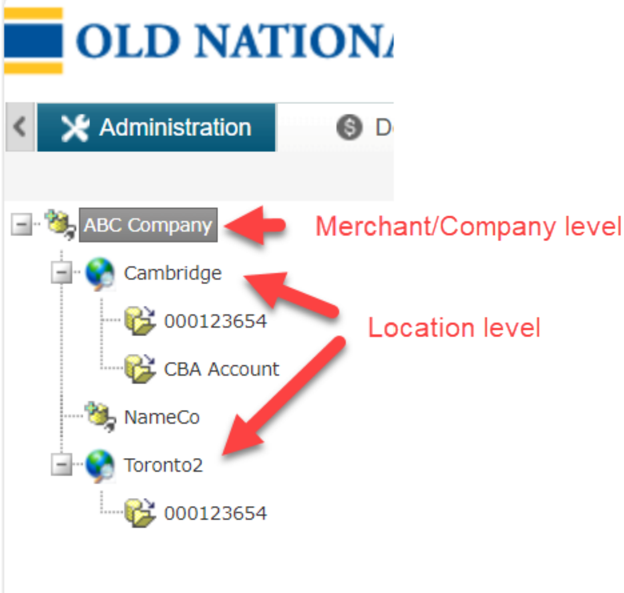
User Administration Guide: Commercial Remote Deposit

Updated 6/2024

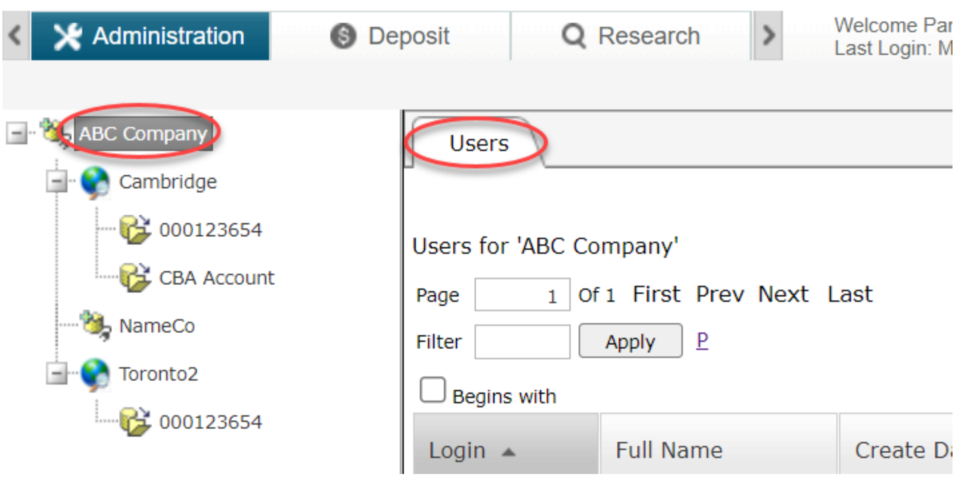
Contents

Administration Tab

The Administration tab is where an administrative user can add, edit, or delete users for the company. To begin, select the Administration tab and then click on the level of the hierarchy on the left side of the window where the user is or should be. Click on the "+" to expand each level. Users that are at the Company level can access any location and any account; users at the Location level can only access that location and the accounts associated with it.

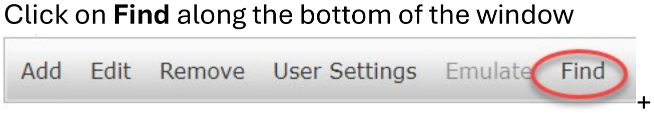


After selecting a level in the hierarchy, click on the **Users** tab

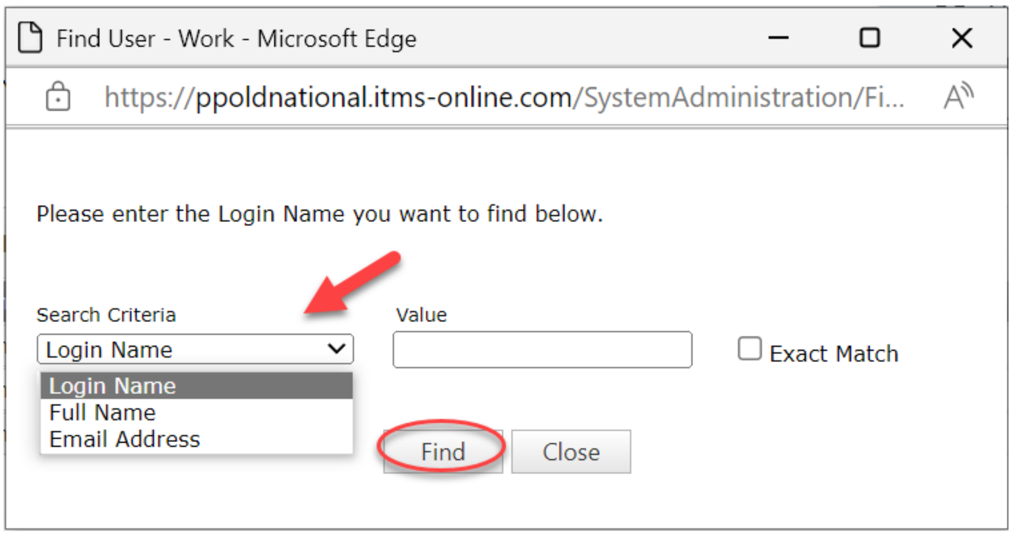


Find a User

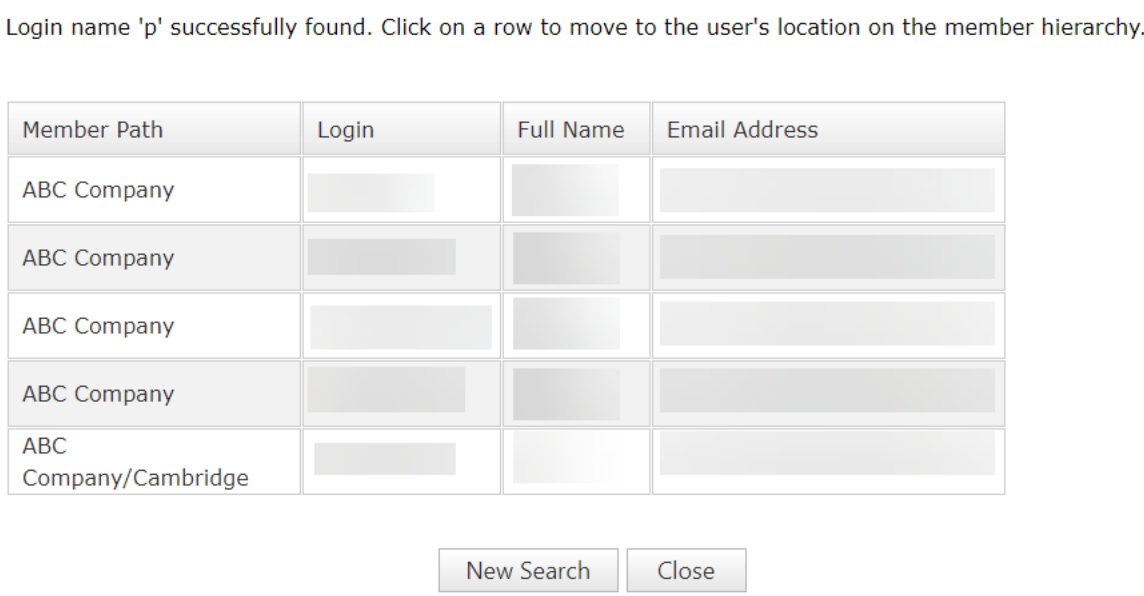
1) Select the desired level from the hierarchy and then click on the **Users** tab
2) Click on **Find** along the bottom of the window



3) In the popup window, select the Search Criteria from the drop down menu, and type the name or email address in the Value box. You may use wildcard characters % for a sequence of unknown characters or _ for a single unknown character. Check the Exact Match box to only search for the exact value, and click the **Find** button



4) From the list that populates, click on the desired user

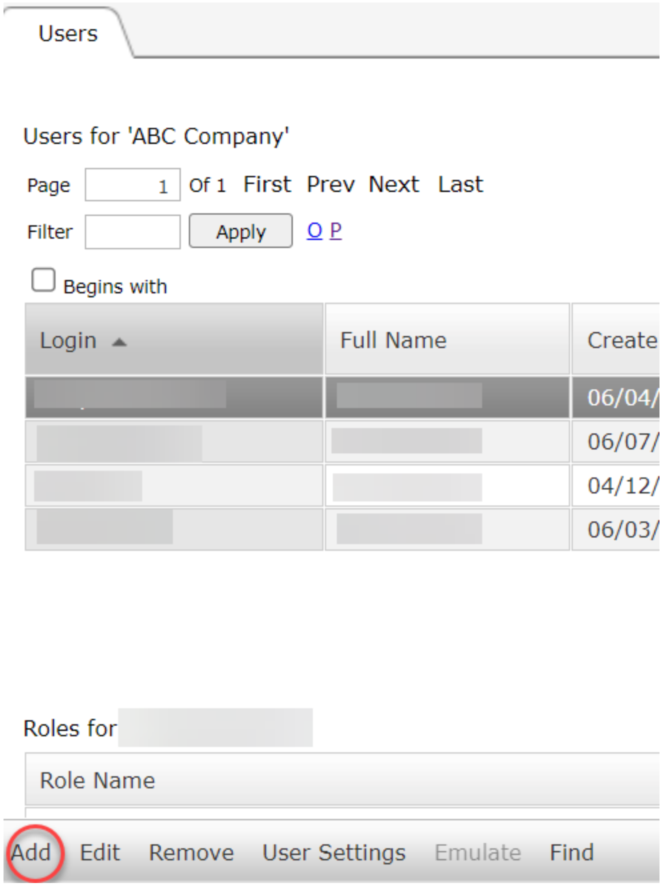


5) The main window will open with the selected user; click the **Close** button in the Find window

Adding a User

6) Select the desired level from the hierarchy and then click on the **Users** tab

7) Click on the **Add** button along the bottom of the window



8) Complete the required fields:

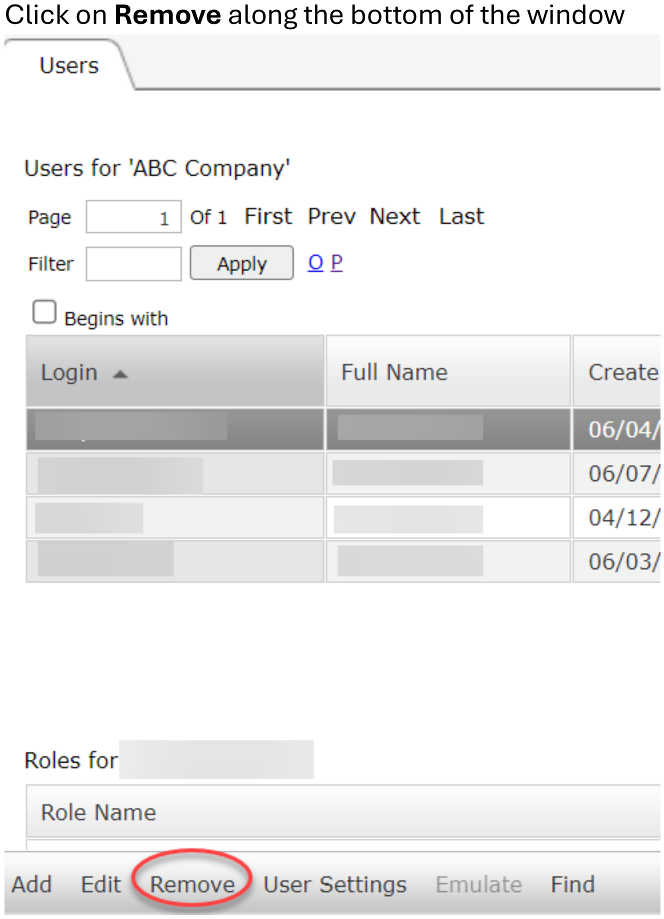
   a. **Login** – the user's username – this must be unique for the entire platform, so consider adding ONB at the beginning or part of your company name
   b. **Full name** – first and last name of the user
   c. **Password & Confirm**– temporary password; the user will be prompted to change the password at first login – must have at least 8 characters including one upper case, one lower case, one number, and one symbol
   d. Email address & Confirm Email Address – email address for the user; this may be used for password recovery
   e. Mobile phone number
   f. **Password Profile** – select Old_National_Client
   g. **Roles** – select the desired roles for the user:
      i. ONB – Authorize Batch – if your company has dual approval for deposits enabled, this user would be the second approver
      ii. ONB – Merch Op (S.K.B) – user can scan, key, and balance transactions only
      iii. ONB – Merch Reviewer – user can view and approve batches and view some reports
      iv. ONB – Merch Superv – user can administer other users, add users at the Location level

v. ONB – Merch w. Dep Approv – user can make deposits but needs second approver with Authorize Batch role
vi. ONB – Merch wo. Dep. Approv – user can make and authorize deposits
vii. ONB – Reports – user can view and export reports
viii. ONB – Research – user can do image research and export images, and view and export reports

9) Click **OK** at the bottom of the window and provide the new user with their login name and temporary password

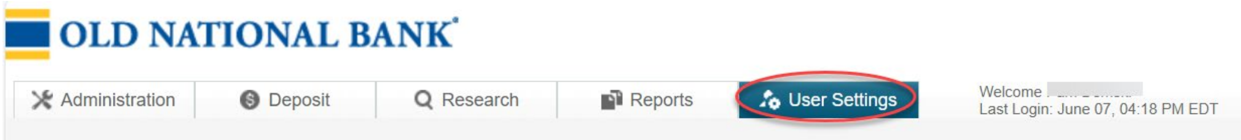
Removing a User

1) Select the desired level from the hierarchy and then click on the **Users** tab
2) Select the user to be removed from the user list
3) Click on **Remove** along the bottom of the window



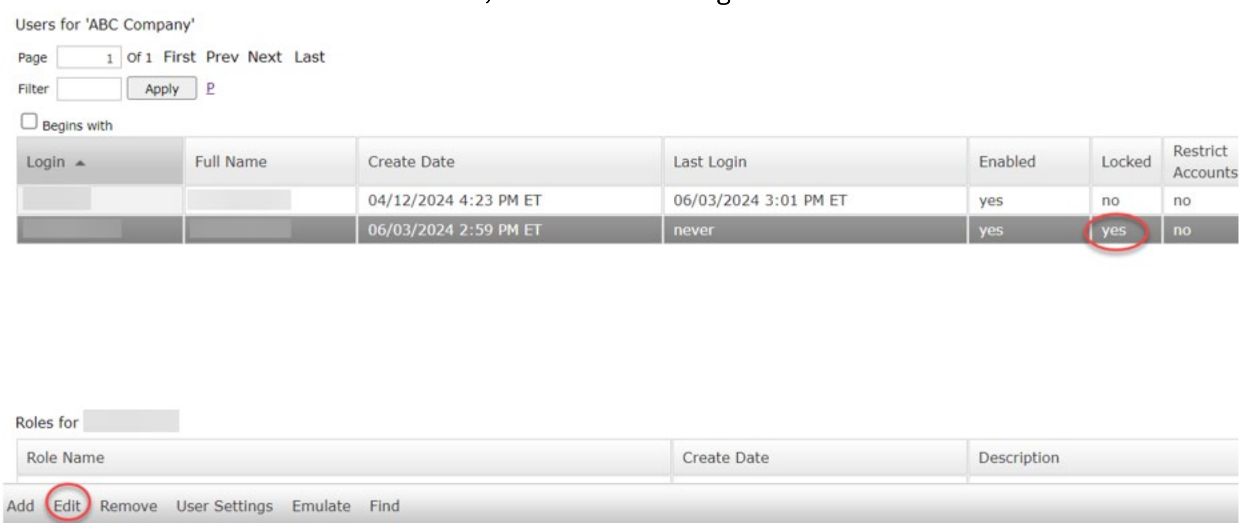
User Settings

The User Settings option for each user allows the administrator to reset the user's password and set up report distribution channels. The administrative user can set all of the same settings below for their own user by selecting User Settings from across the top of the page. Only administrative users have this ability.

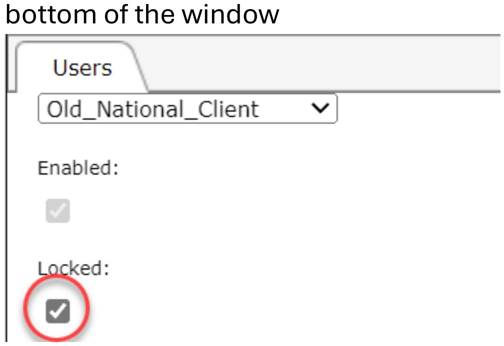


Password

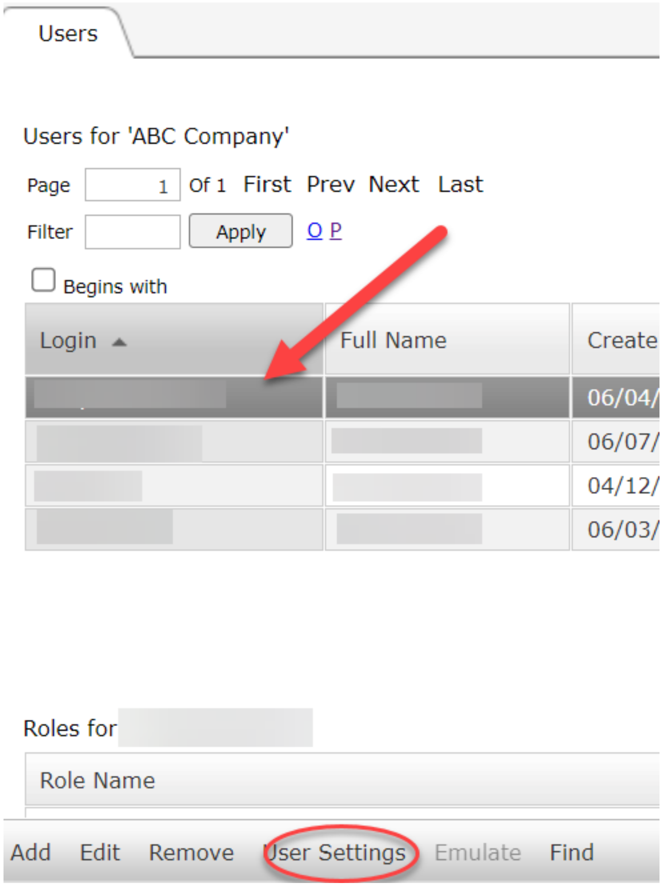
1) Select the desired level from the hierarchy and then click on the Users tab
2) Select the user to be reset from the user list
    a. First check if the user is Locked – if Yes, click on **Edit** along the bottom



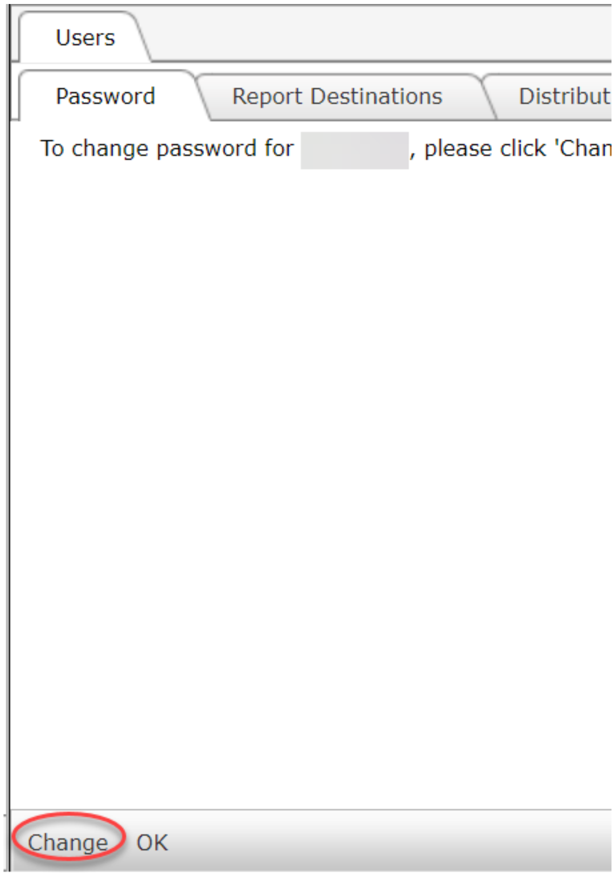
    b. Scroll down in the User profile and uncheck the **Locked** box, then click **OK** at the bottom of the window



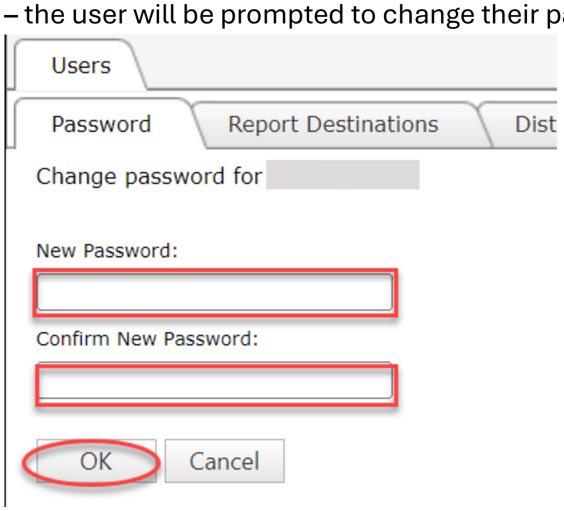
3) Then select the user from the user list and click on **User Settings** along the bottom



4) On the Password tab, click on the **Change** button at the bottom of the window



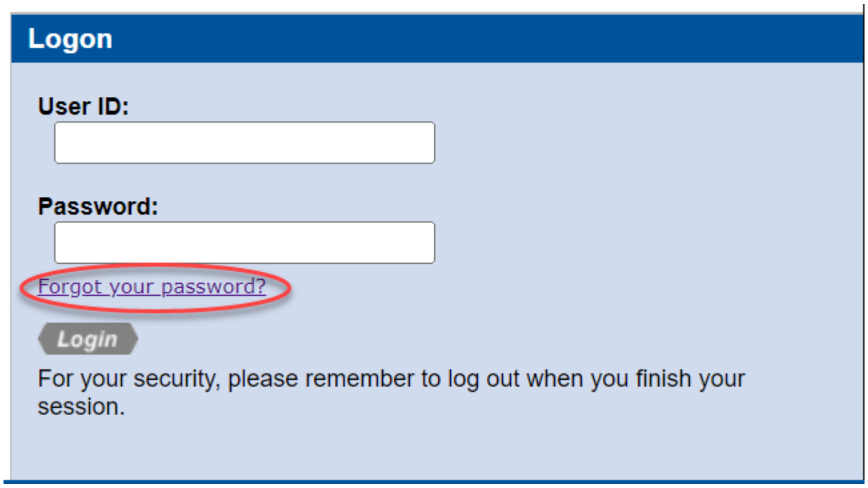
5) Enter a new temporary password, and then enter it again to confirm and click the **OK** button – the user will be prompted to change their password at their next login



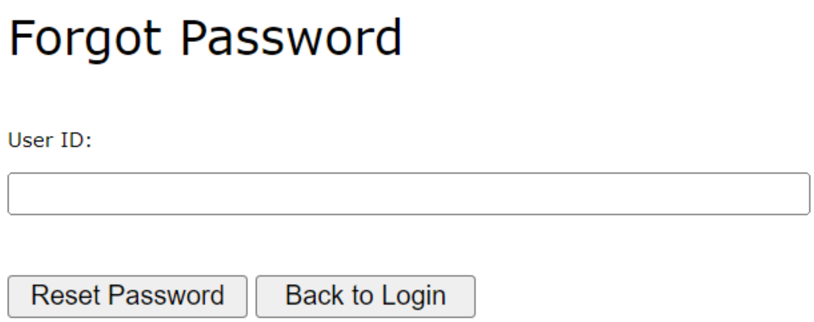
Forgot Your Password?

Users can also reset their own passwords with the “Forgot Your Password?” link on the login screen

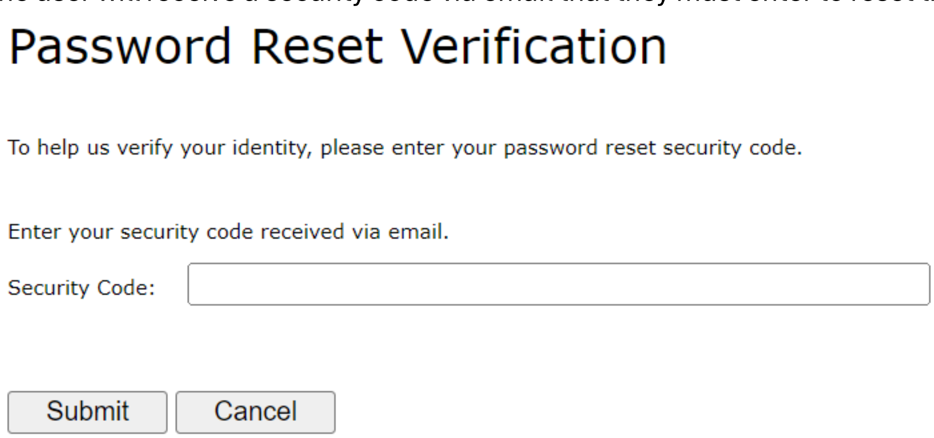
1) Click on the **Forgot your password?**



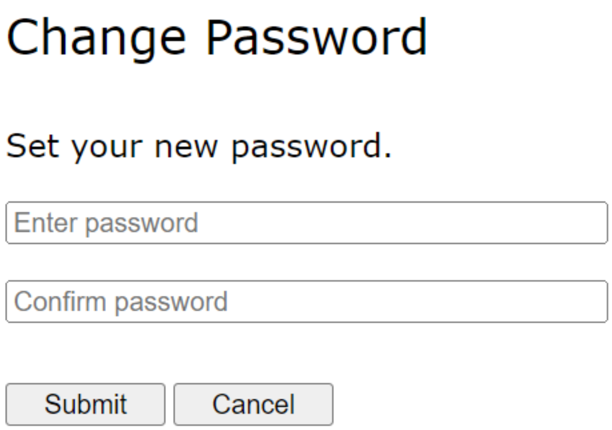
2) Enter the user's User ID and click on the **Reset Password** button



3) The user will receive a security code via email that they must enter to reset their password



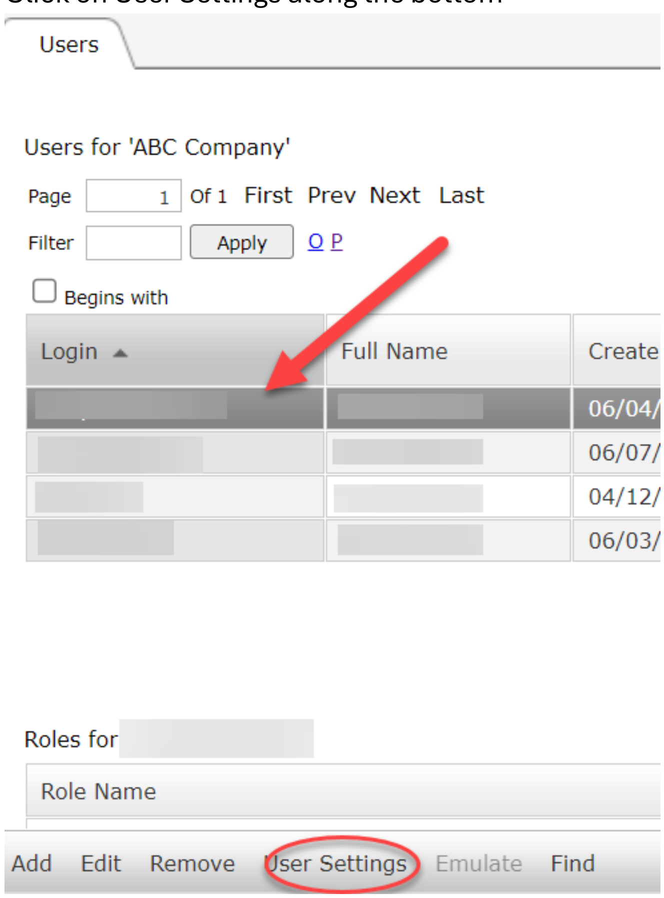
4) On the next screen, they will be able to set a new password – enter it twice and click **Submit**



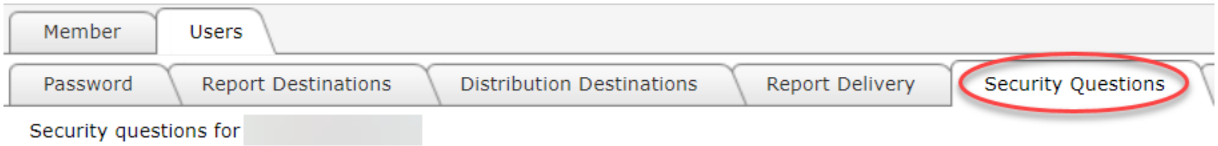
Security Questions

Administrative users can view the security questions that a user has entered at login, but not the answers.

1) Select the desired level from the hierarchy and then click on the **Users** tab
2) Select the user from the user list
3) Click on User Settings along the bottom



4) Click on the Security Questions tab



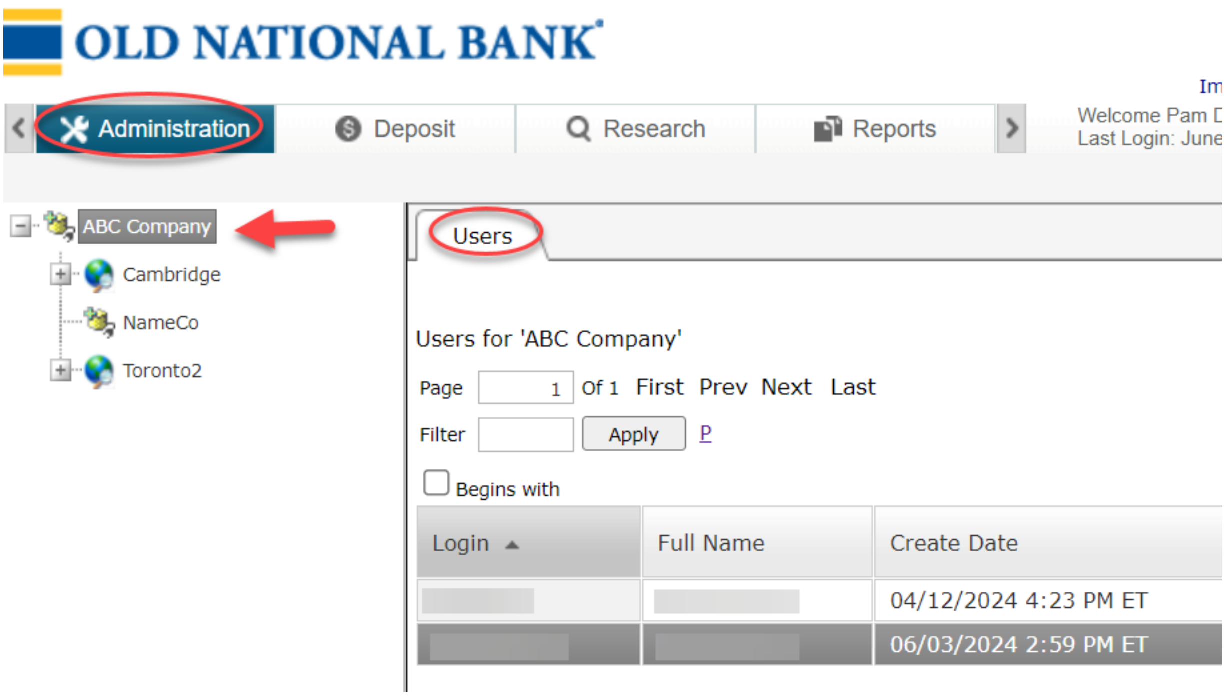
5) [Contact us](#) to reset Security Questions

Report Destinations

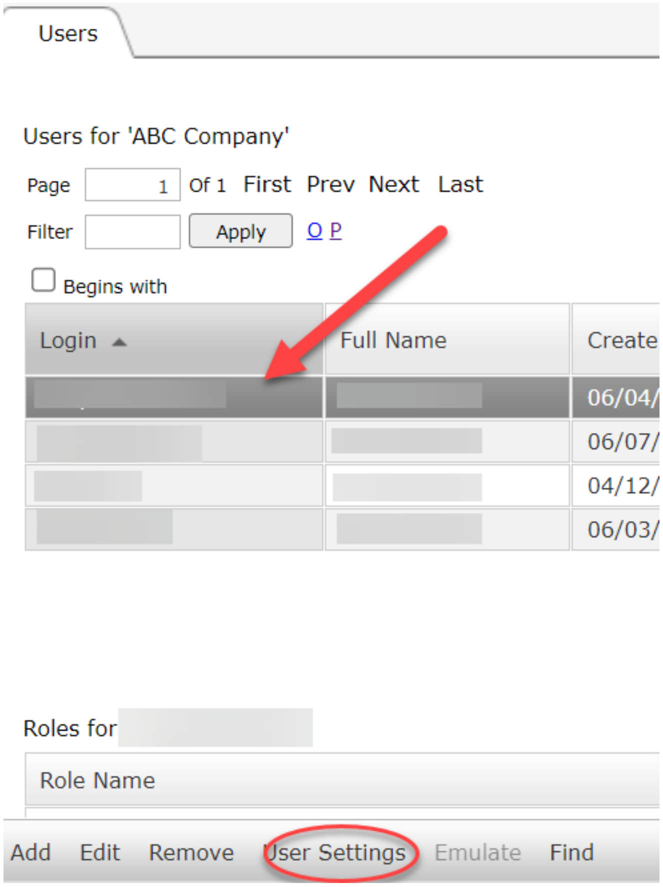
You can set the destination and delivery of customized, automatically generated reports to a remote computer using secure FTP. Report destinations must be set up before delivery can be set up for any automatically generated reports.

Administrative users can set up, edit, and remove report delivery and destinations for user accounts. Automatically generated reports are not delivered to disabled user accounts. [Contact us](#) to set the date and time for new automatically generated reports.

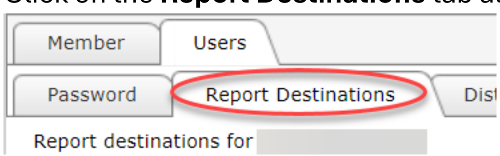
1) From the **Administration** tab, select the level in the hierarchy for the user and then click on the **Users** tab



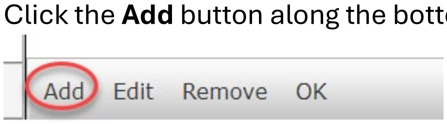
2) Select the user and click on **User Settings** along the bottom of the window



3) Click on the **Report Destinations** tab along the top of the window

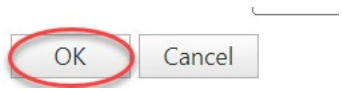


4) Click the **Add** button along the bottom of the window



5) Enter a name in the **Destination** field
6) Select the appropriate value from the **Delivery Method** list: Secure FTP or SSH FTP
7) **Remote Host** - enter the domain name of the computer where the reports will be sent, for example – ftp.myhost.com
8) **FTP login** - enter a username with access to the remote computer in the
9) **FTP password** – enter the password for the username
10) **Remote Port** – enter the logical port used to send and receive messages
    a. The default port for Implicit SSL is 990
    b. The default port for Explicit SSL is 21
    c. The default port for SSH FTP is 22
11) **Authentication** – for Secure FTP, select Implicit SSL or Explicit SSL

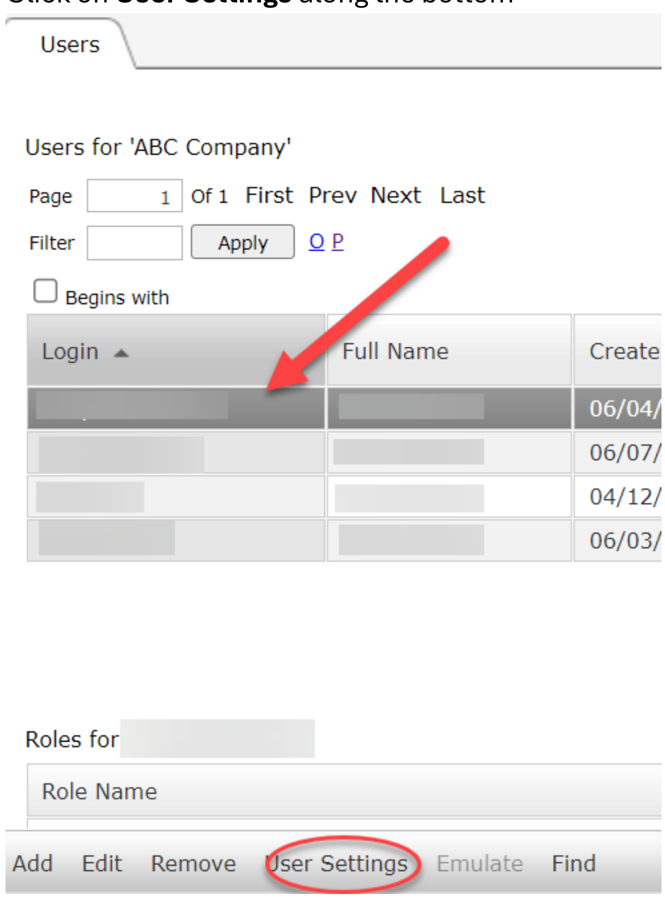
12) **Sub-Directory** – enter the name of the subdirectory where you want the report files to be sent. The name of the subdirectory that you enter must already exist and must be an alphanumeric string. Spaces are not accepted; "/" is only accepted when entered as the first character
13) **Filename** – enter the name of the report that will be sent; must be alphanumeric without spaces or special characters
14) Click **OK**



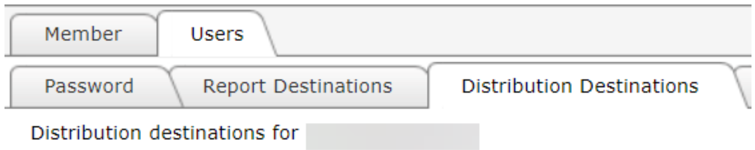
Distribution Destinations

A distribution destination is a method of communication, such as email, FTP, or secure FTP, that CRD uses to distribute transaction data and check images to a user. For users to receive data and images, an authorized user must enable and configure a distribution destination.

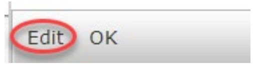
1) Select the desired level from the hierarchy and then click on the **Users** tab
2) Select the user from the user list
3) Click on **User Settings** along the bottom



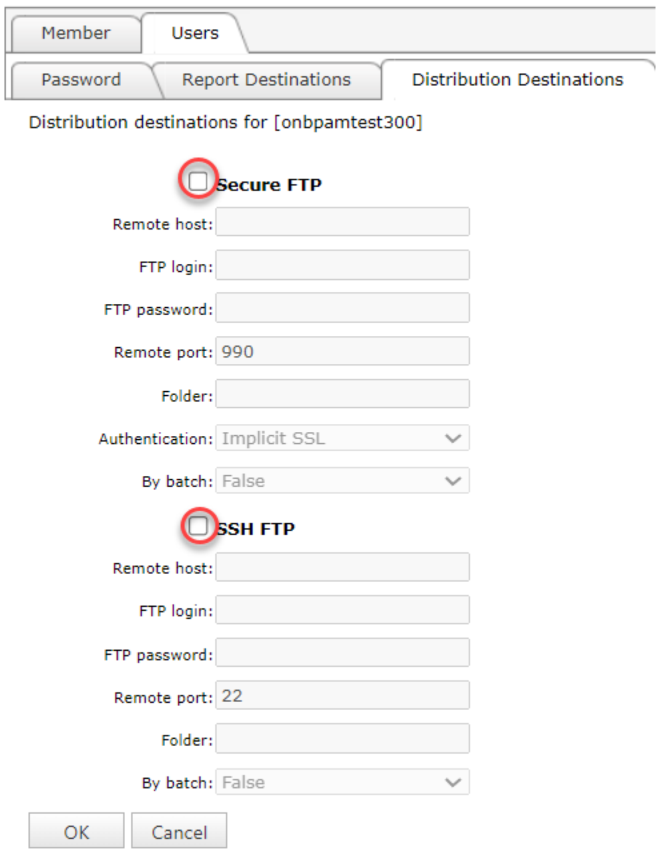
4) Click on the **Distribution Destinations** tab



5) Click on the **Edit** button along the bottom of the window



6) Select either **Secure FTP** or **SSH FTP** and enter the required information



a. Secure FTP – all fields are required:
   i. **Remote Host** – the domain name of the computer where the transaction data is sent. For example, ftp.myhost.com
   ii. **FTP Login** – the user with access to the remote computer
   iii. **FTP Password** – the password of the user with access to the remote computer
   iv. **Remote Port** – the logical port used to send and receive messages. The default port for Implicit SSL is 990. The default port for Explicit SSL is 21
   v. **Folder** – the name of the folder on the FTP server where transaction data is saved
   vi. **Authentication** – select Implicit SSL or Explicit SSL
   vii. **By Batch** – select True to receive transaction data in separate files according to the batch; select False to receive all transaction data in a single file

b. SSH FTP – uses SSH (Secure Shell) encryption:

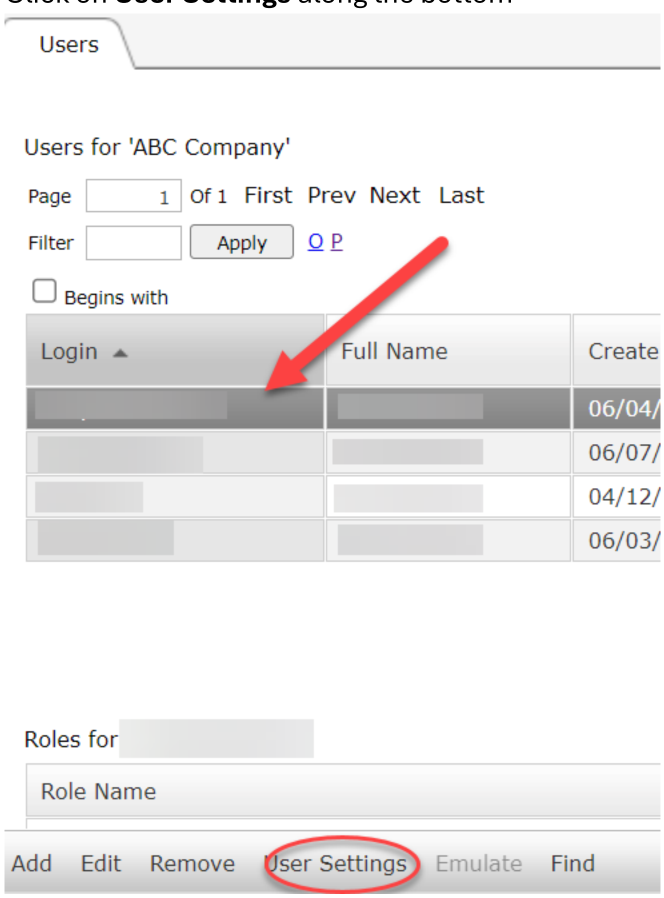
i. **Remote Host** – the domain name of the computer where the transaction data is sent. For example, ftp.myhost.com
ii. **FTP Login** – the user with access to the remote computer
iii. **FTP Password** – the password of the user with access to the remote computer
iv. **Remote Port** – the logical port used to send and receive messages. The default port number is 22
v. **Folder** – the name of the folder on the FTP server where transaction data is saved
vi. **By Batch** – select True to receive transaction data in separate files according to the batch; select False to receive all transaction data in a single file

7) Click the **OK** button along the bottom of the window

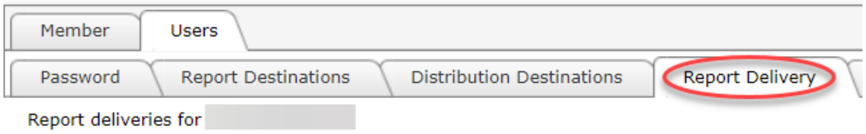
Report Delivery

You must first set up a report destination before you can configure report delivery. You may also need to contact Old National to have automated reports enabled.

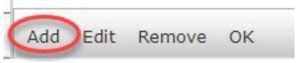
1) Select the desired level from the hierarchy and then click on the **Users** tab
2) Select the user from the user list
3) Click on **User Settings** along the bottom



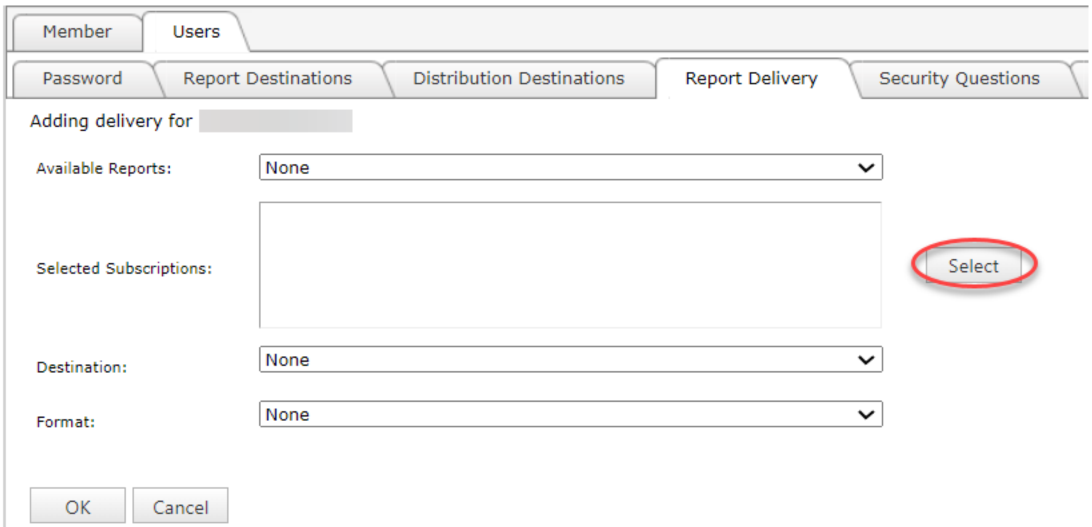
4) Select the **Report Delivery** tab



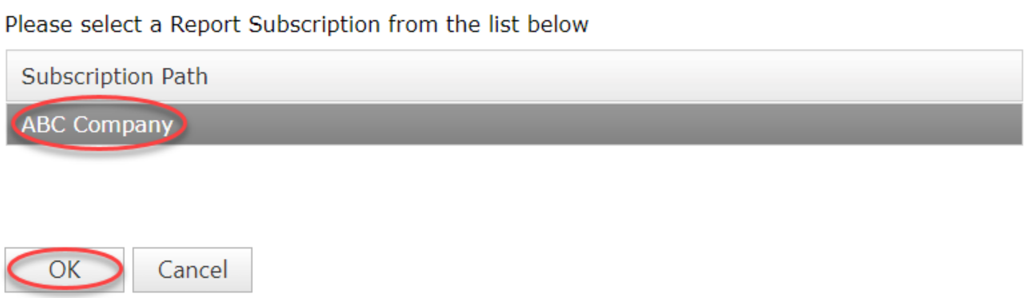
5) Click on the **Add** button along the bottom of the window



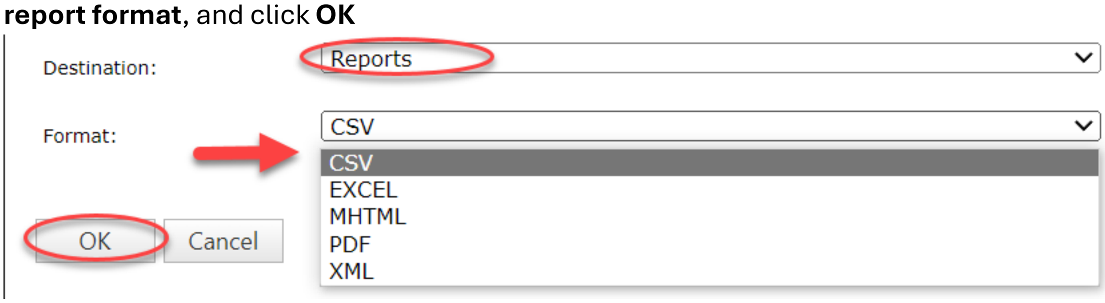
6) Select a report from the **Available Reports** dropdown list
7) Click on the **Select** button next to the Selected Subscriptions field



8) In the popup window, select the **Subscription Path** and click **OK**



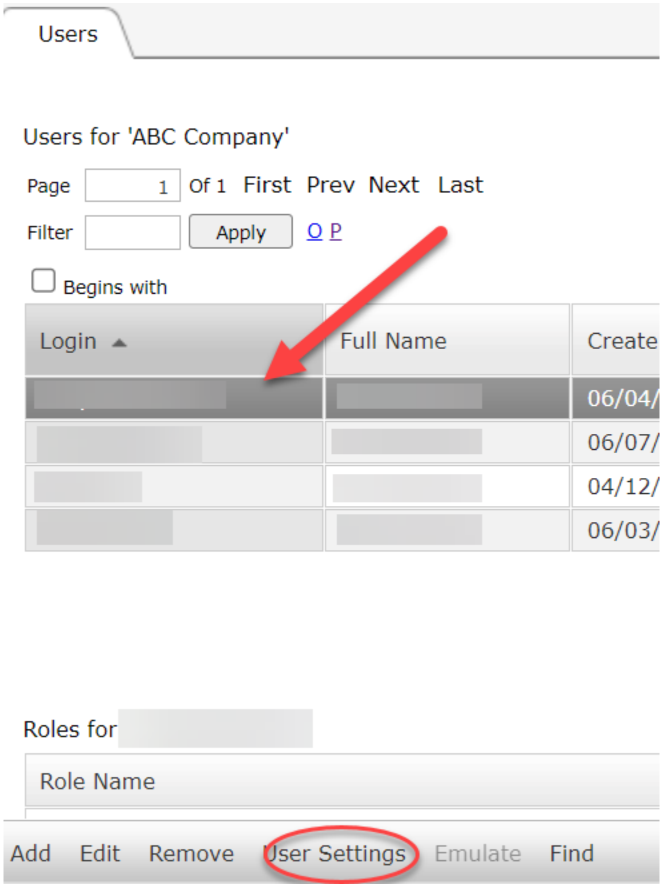
9) Select the **Destination** from the list established in the Report Destinations tab, then the **report format**, and click **OK**



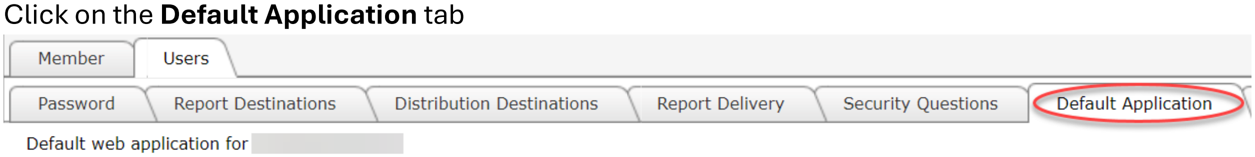
Default Application

Set the module that a user sees first upon login

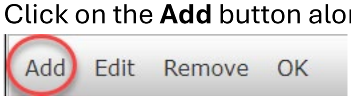
1) Select the desired level from the hierarchy and then click on the **Users** tab
2) Select the user from the user list
3) Click on **User Settings** along the bottom



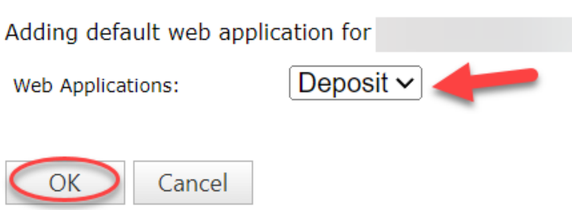
4) Click on the **Default Application** tab



5) Click on the **Add** button along the bottom of the window



6) The **Web Applications** list only shows modules that the user has permissions to view – select the desired default and click **OK**



Mobile

This option is not in use by Old National at this time.

Resources

If you have questions or need assistance with Old National Commercial Remote Deposit, please contact Treasury Management Service:

Hours: Monday-Friday 8am-6pm ET / 7am-5pm CT

Phone: 800-844-1720

Email: TMService@oldnational.com