Remote Deposit Capture

User Administration Guide

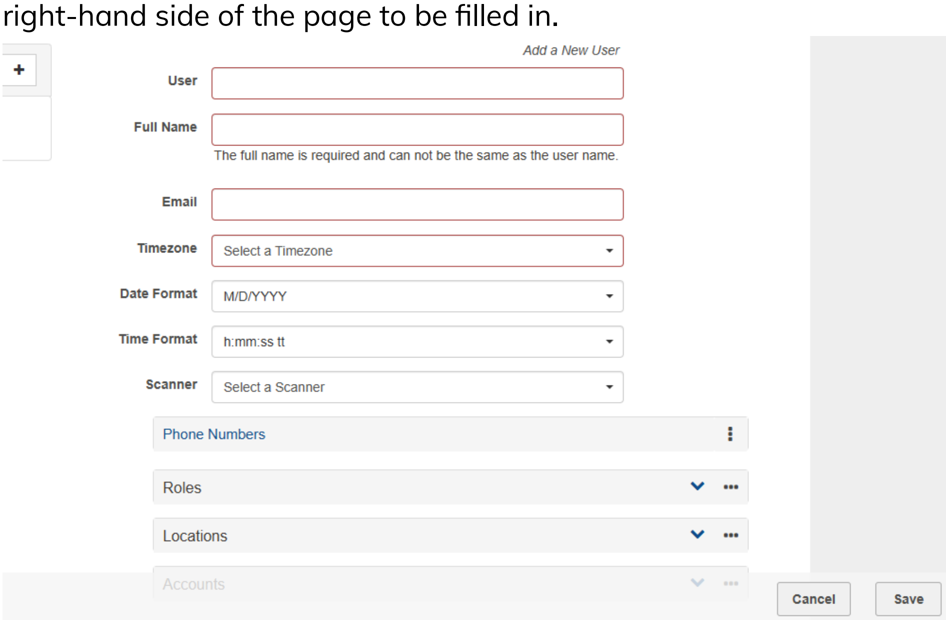
Introduction

This guide is for those within the company assigned the role of User Administrator within Prosperity Bank's Remote Deposit Capture system. The User Administrator role is to add, remove RDC users and assign company user roles and locations within the Remote Deposit Capture system.

Adding a New RDC User

Once logged into Prosperity Bank Remote Deposit Capture, navigate to the blue ribbon near the top of the page. Select the Administration option.

Select the **+** icon on the left-hand side of the page, once selected, fields will populate on the right-hand side of the page to be filled in.



Required fields to complete:

User: Create a unique user ID for the new Remote Deposit Capture user.

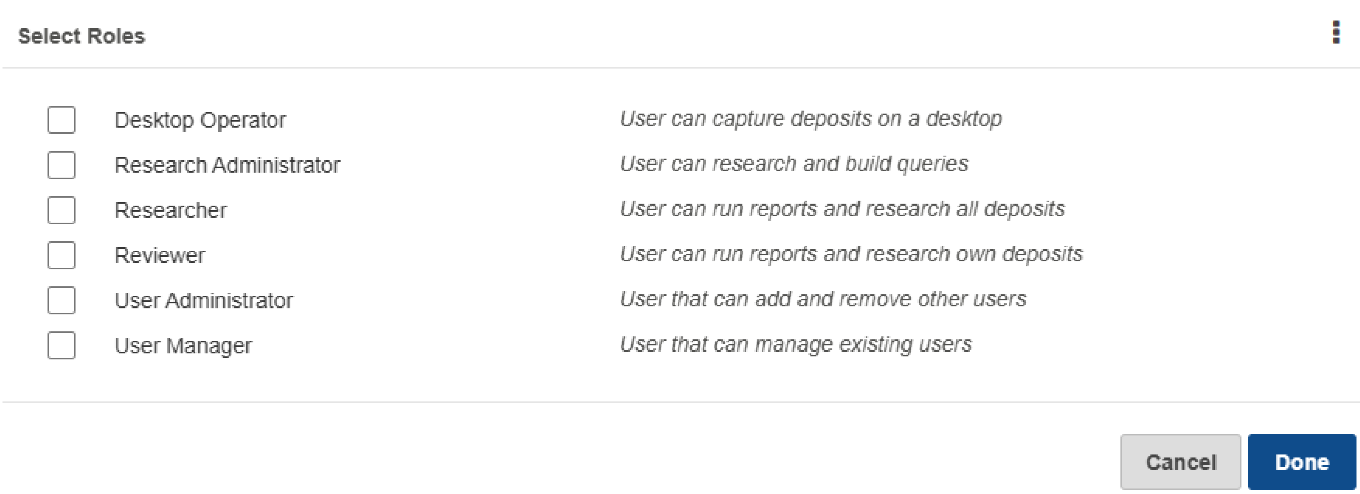
Note: *The system will not allow for the creation of a duplicate username. If you receive a message displaying the following, you will need to choose a different username.*

- Full Name: Enter the new user's first and last name.
- Email: Enter the new user's email.
- Time zone: Please select Central Standard.
- Scanner: Enter the scanner the new user will be utilizing.

Phone Numbers: Select the VERTICAL three dots to enter the new user's contact information. A user profile must include at least one phone number. For phone numbers, enter the area code without spaces. Dashes can be included or omitted.

RDC User Roles:

Select the three horizontal dots on the Roles dropdown and then check any roles the new user requires. A user can have one or several roles depending on the company's requirements.



Note for the following sections:

The RDC Admin completing the addition or maintenance of a user, must have access to all locations and accounts that the new user is needing to receive, otherwise they will not be able to designate the location or account to the selected user.

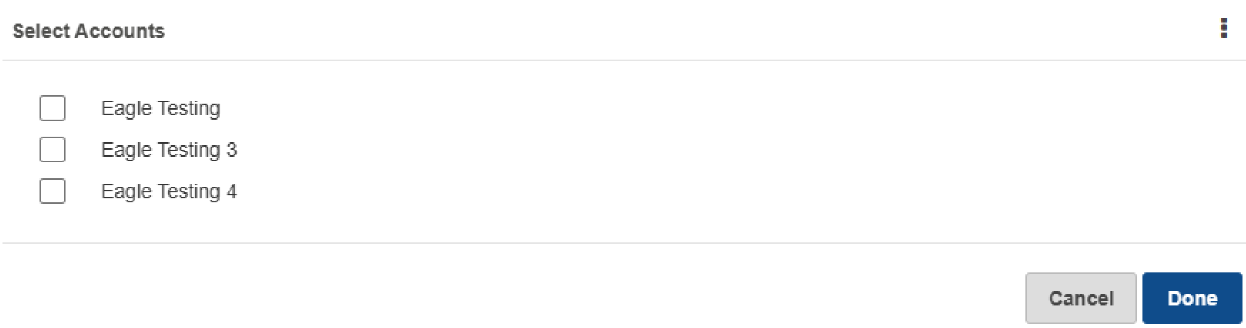
Locations:

Select the three horizontal dots on the Location dropdown and then check the box to assign the user to the Location required.

To change the order of the locations displayed, select the list number field and drag the location item selected up or down within the list to change the position. This is optional, and any user can manage the order of locations.

Accounts:

Select the three horizontal dots on the Accounts dropdown and then check any boxes necessary to allow the new user access to deposit into the selected accounts.



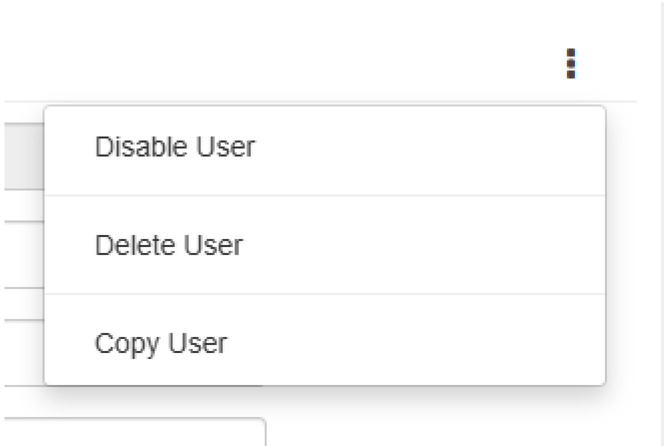
- To change the order of the accounts displayed, select the list number field and drag the location item selected up or down within the list to change the position. This is optional, as any user can manage the order of locations.

Removing a Remote Deposit Capture User

Select which user to remove by clicking on the user name on the left-hand side of the page. Once selected, navigate to the three vertical dots near the upper right-hand side of the page, and then choose **Delete User.**

<u>If a user is Disabled, the user will still remain as a part of reported users, and the user can be re-enabled at a later date.</u>

Please note: If the user should also be removed in Treasury Center, the Lead Admin User in Treasury Center will need to remove the user in Treasury Center.



User Maintenance

Once users have been added to Prosperity Bank Remote Deposit Capture, the ADMIN user can do the following:

- Edit user profiles to update user information, assign different roles, locations, or accounts.
- Disable users (Disabling is only temporary and user can be changed to active)

Note: *The ADMIN User cannot change the username for a profile once it has been saved. If a username needs to be changed, the existing user profile must be deleted and a new one created.*

To work to manage and maintain a user, select the user from the left-hand side of the **Administration** landing page, once the user has been selected, update all needed information.

Additional Information

All new users being set up in the RDC system will also need to be setup as a user in Prosperity Bank's Treasury Center (Commercial Online Banking).

<u>A Treasury Center Administrator User for the Company must complete the user setup in Treasury Center</u>.

For assistance in creating users in Treasury Center, please contact Treasury Support at 855-888-2242.

If the user already exists in Treasury Center, please contact Remote Deposit Support at 281-269-7165 to have the users access linked.

Linking Users

Once a user has been created in both Treasury Center and the Remote Deposit system, the user needs to be linked by an associate of the Prosperity Bank RDC Support team.

After creating the user, please call Prosperity Bank RDC Support at 281-269-7165 and provide the new user's name to have the user linked in Treasury Center. Once the new user has been successfully linked, the RDC Support team will reach out to the new user by letting them know that their access has been completed.

Assistance

Please contact Prosperity Bank's Remote Deposit team at (281)269-7165 or email at remote.capture@prosperitybankusa.com