Enterprise Payment Solutions

JHA EPS SmartPay Business^{SM}

February 2018

User Administrator Handbook

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Contents

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.

System Requirements

The following components are required for working with the Enterprise Payment Solutions (EPS) application(s).

For Microsoft® Windows®

- Windows 7, SP1: Microsoft Internet Explorer® 11 or Google Chrome™
- Windows 8.1: Microsoft Internet Explorer 11 or Google Chrome
- Windows 10: Microsoft Internet Explorer 11, Microsoft Edge® or Google Chrome
- High-speed Internet connection

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.

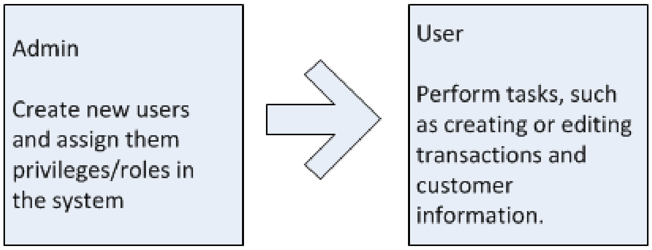

FIGURE 1 - WORKFLOW

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.

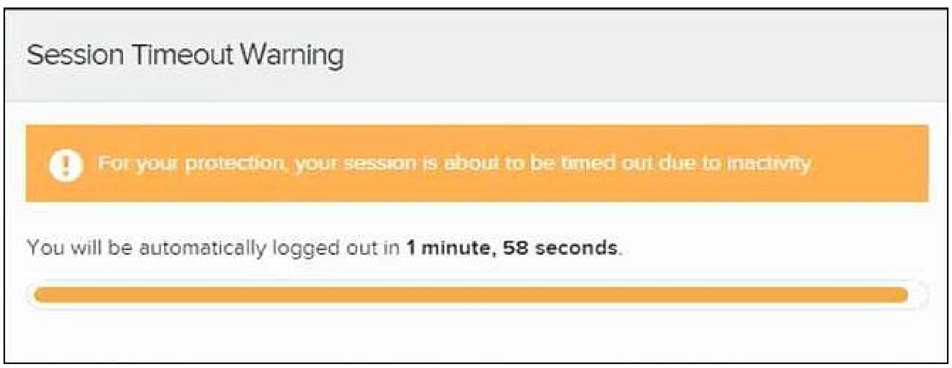

FIGURE 2 – SESSION TIMEOUT WARNING

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 username, 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
2. **Company** fields. Select **Login**.
3. A prompt will appear for you to change your password. Passwords expire every 90 days and are case-sensitive. Use these 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
4. Select **Update Password** when finished.

Creating a Secret Question

A secret question is a tool used when you forget your password and can have another temporary password generated and sent to an email address. Without an email address in a user's profile, that user will not be able to answer a secret question for a new password for access into the system. The Merchant Admin (or an FI Admin) will need to manually edit/enter an email address for a merchant user, so that merchant user has the option to request a new password by answering a secret question. Secret questions do not need to be a complete question or contain a question mark. The secret question and answer are not case-sensitive fields.

Once an admin has entered an email address for the merchant user profile, use the following steps to configure the secret question that will be asked of the user, before a new password can be generated and sent to the applicable email address. For more information on editing/adding an email address to a merchant profile, please see "Updating a User Profile" in this document.

NOTE: Single sign-on users do not need to set up a secret question.

1. Log in to the application, and select **the user menu | My Settings**.

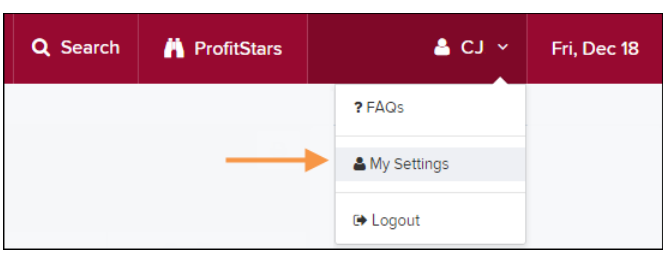

FIGURE 3 – MY SETTINGS OPTION

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 **Change Password**, **Secret Question**, and/or **Authorized Caller** sections, as needed.
3. Select **Update** when you are finished.

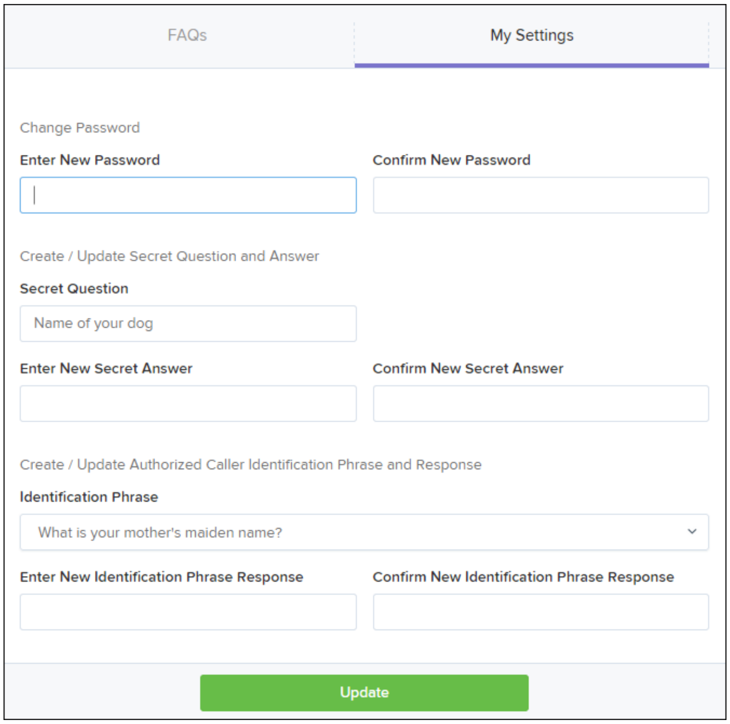

FIGURE 4 – MY SETTINGS PAGE

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.

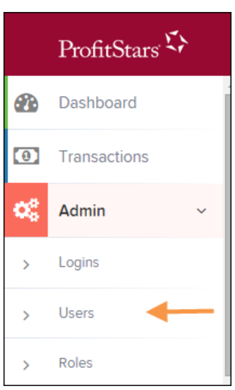

FIGURE 5 – ADMIN TAB, USERS SUB-OPTIONS

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

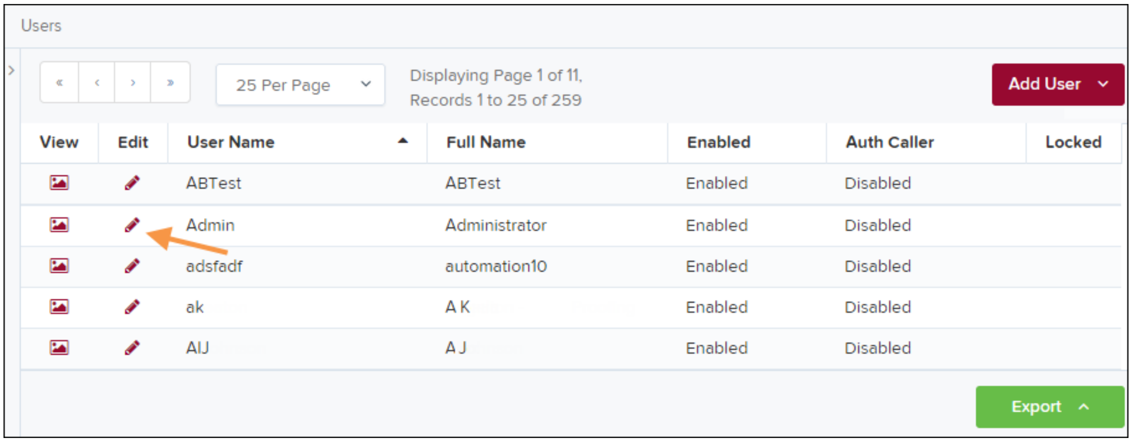

FIGURE 6 – EDIT USER OPTION

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.

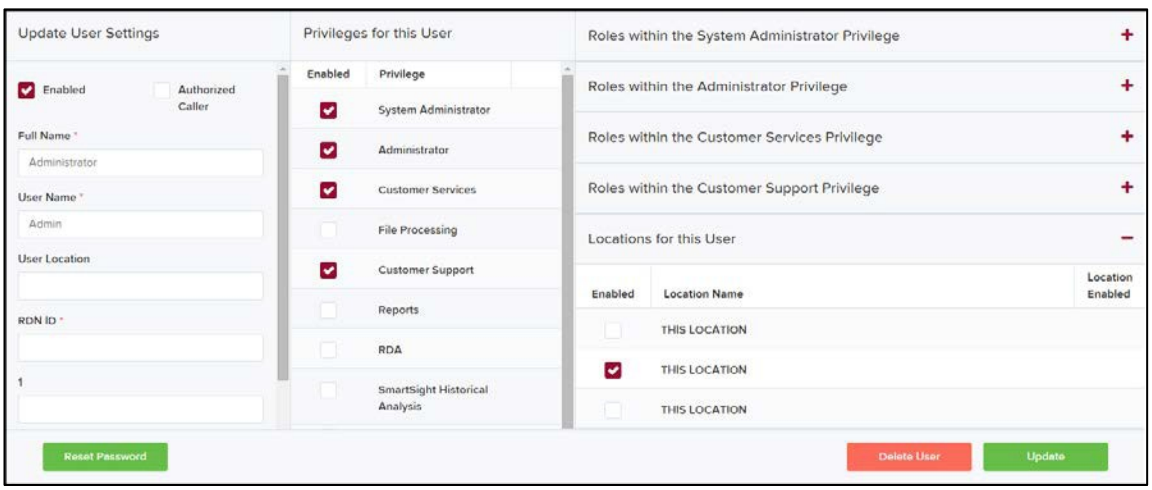

FIGURE 7 – EMAIL ADDRESS ON UPDATE USER SETTINGS PAGE

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**.

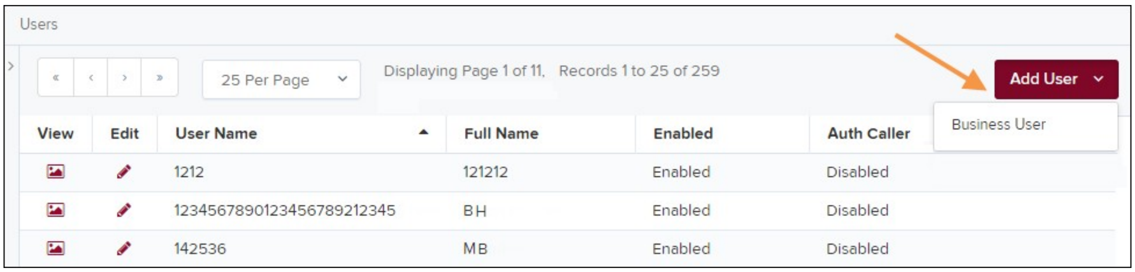

FIGURE 8 – ADD USER OPTION

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.

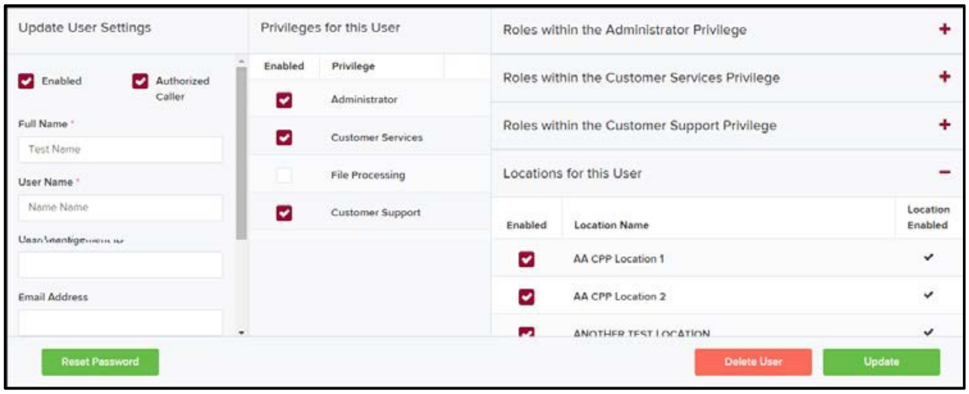

FIGURE 9 – UPDATING A USER

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 *Transaction Status Summary* located on the *Home* 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.

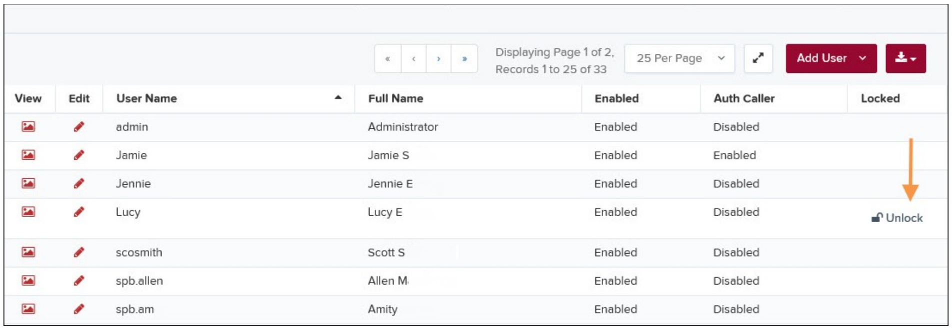

FIGURE 10 – UNLOCK OPTION

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.

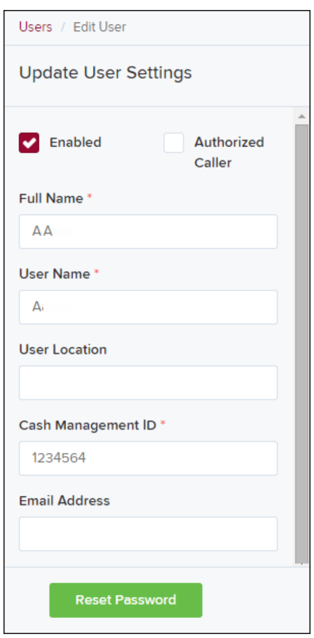

FIGURE 11 – RESET PASSWORD BUTTON

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.

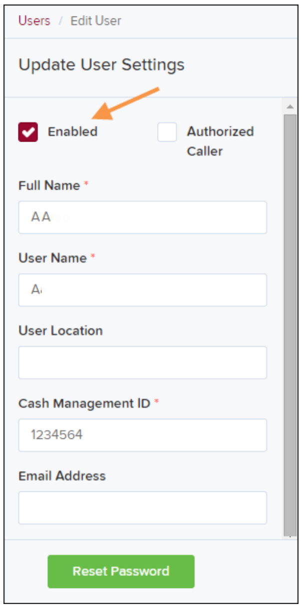

FIGURE 12 – DESELECTING THE ENABLED CHECK BOX

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**.

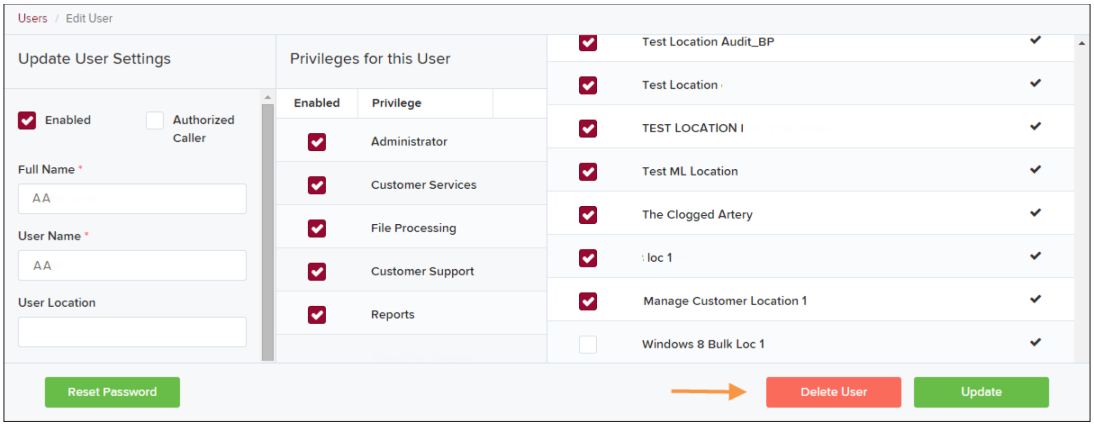

FIGURE 13 – DELETE USER OPTION

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

FIGURE 14 – 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.

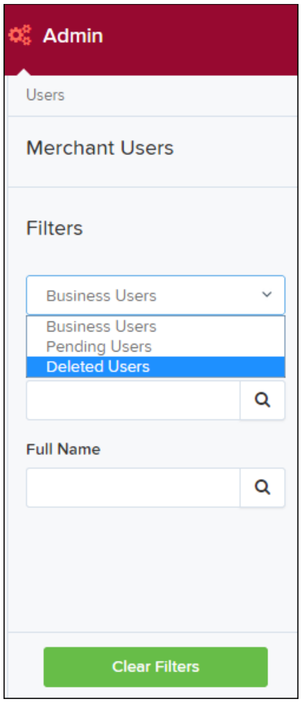

FIGURE 15 – DELETED USERS FILTER

