idocVAULT

Including idocVAULT Admin Security and eUpdate

User Guide

eDOC INNOVATIONS

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TRADEMARKS

STATEMENT RETRIEVER™; ProDOC Receipts™; ProDOC Forms™; CheckLogic™; idocVAULT™; 2020eDOC™; 2020iDOC™; RENAMER™; ProDOC™; PrxPay™; ProDOC Packages™; CheckLogic Manager™; CheckLogic Lite™; REED2020™; PAPERLESS RECEIPTS™; PrxPay™; eDOCMobile™; eUpdate™; 2020iSYNC™; CheckLogic Mobile™; 2020COLD®; EMAIL-4-STATEMENTS®; Click. Close. Technology.® ; 2020DOC®; eDOC Innovations®; eDOCSignature®, mDTM® are all trademarks of eDOC Innovations. All other trademarks are the property of their respective owners.

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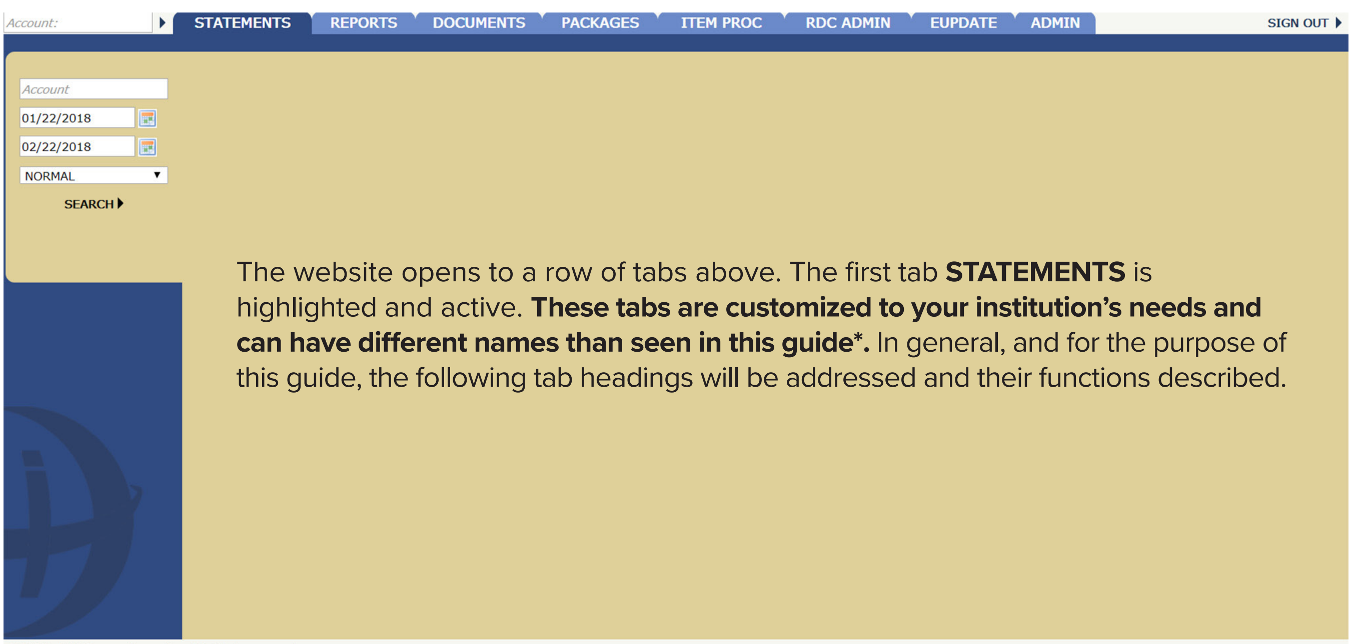
Welcome to idocVAULT

idocVAULT is an easy to use browser interface that puts image content at your fingertips. The software allows for secure access to client information and account documents, such as cleared checks, client statements, and loan contracts stored in 2020DOC® or eStatements™. The program is user intuitive for any level of user.

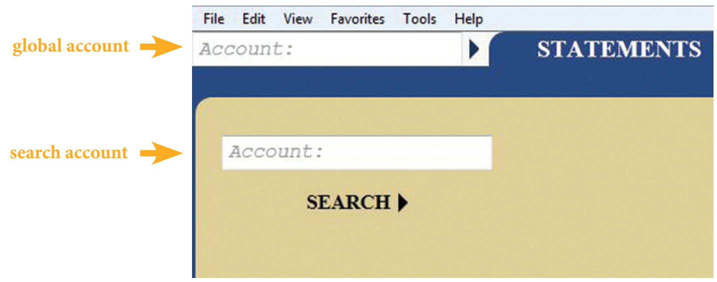
To access idocVAULT, type in https://checklogic.idocvault.com/clm/login.php on your web browser. idocVAULT supports Internet Explorer (IE) 10 & 11, Firefox 34 & 35, Chrome 39 & 40, Safari 7 & 8 and Safari for iOS 8.1 or later web browsers. Sign in with your username and password. The window will open with a category of tabs and sub tabs depending on the services offered by your financial institution.



The website opens to a row of tabs above. The first tab **STATEMENTS** is highlighted and active. **These tabs are customized to your institution's needs and can have different names than seen in this guide***. In general, and for the purpose of this guide, the following tab headings will be addressed and their functions described.

★ **Be aware that the category tabs and sub tabs can differ depending on the services offered by your financial institution.**

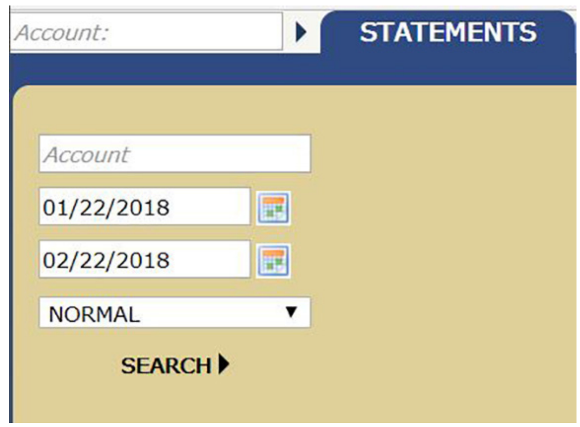
To work with a document from a specific account, enter the number in the global account field. To search documents, enter the account in the account field. (If you are working in a service-center environment and have access to more than one financial institution, a Control ID selector will appear.)



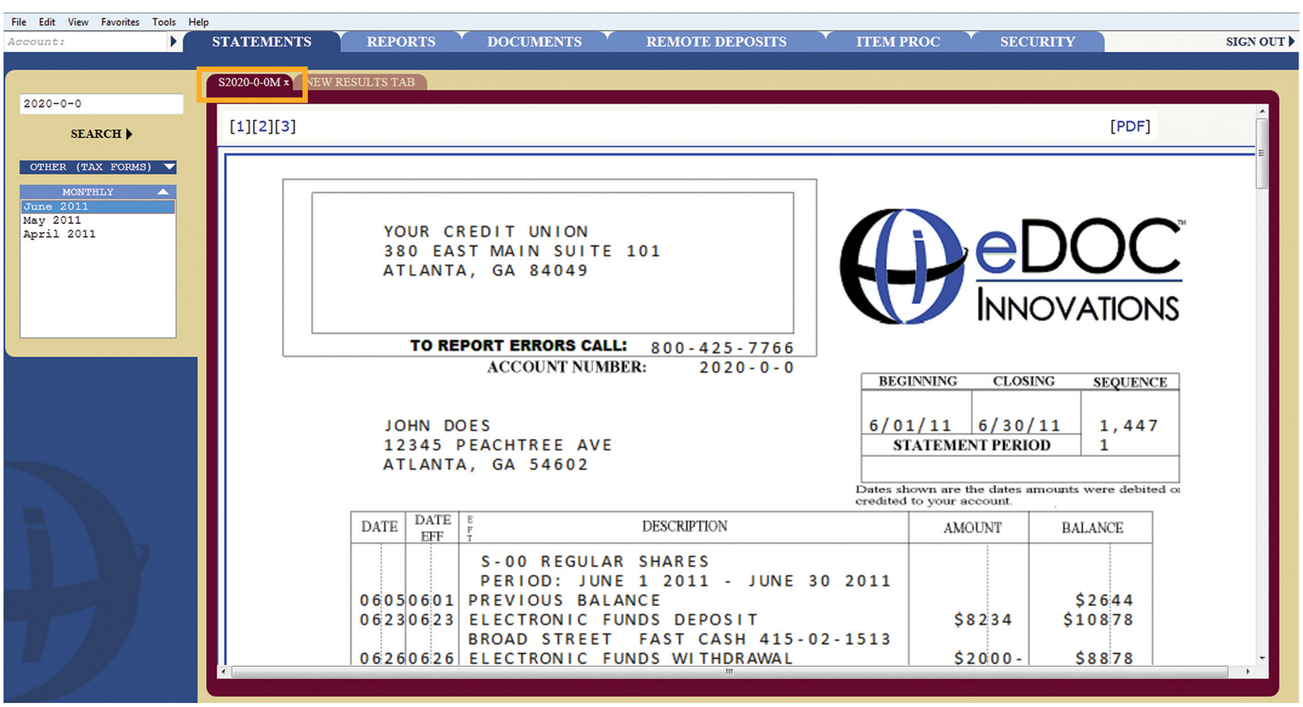
STATEMENTS

Many of the tabs have **SEARCH** functions that work the same in the different tabs. The **Account** and **Date** fields function the same for all searches.

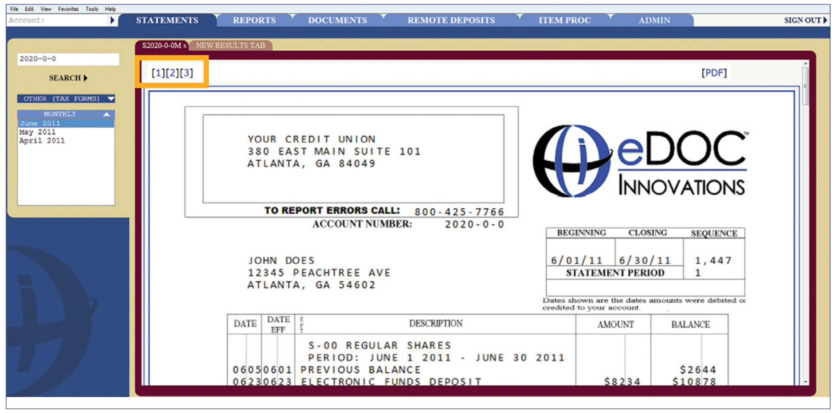
Enter the account number and date range then click **SEARCH**. The account's statement types will display below the search box. Click on a statement type to view the dates of the available statements for the account. If only one statement type is available for the account, the dates will display automatically.



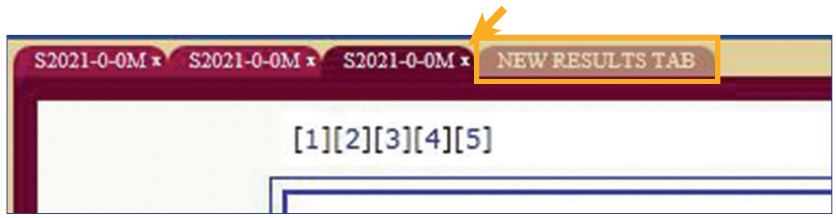
When the window opens the monthly statement will display in the right window. In the left corner of this window, a red tab shows the search criteria. The first character in the red tab before the account number tells you which tab you are in, i.e., S for Statements, R for Reports, etc.



Also note the numbers in brackets in the statement. The bracketed numbers tells how many pages are in this statement. Either scroll through the pages to view statements or click on the numbers in the brackets to advance to another page.



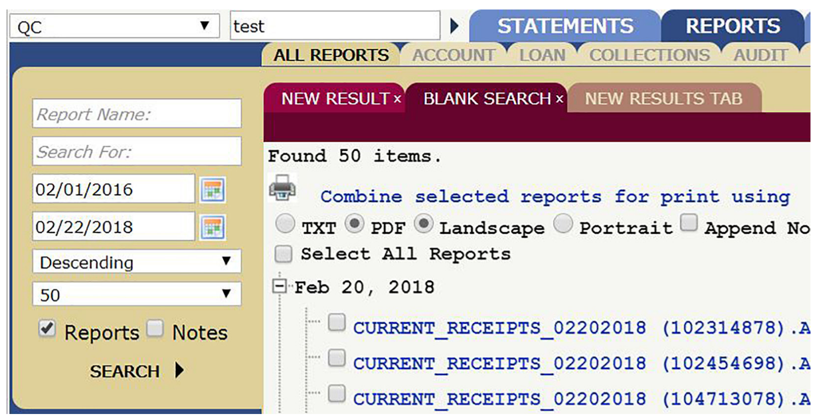
To keep the existing statement open and to open other statements within the search criteria, highlight the date in the Search dropdown and click **NEW RESULTS TAB**. To close any of these red tabs, simply click on the **x** to the right of the tab.



REPORTS

Highlight the **REPORTS** tab and fill in the desired criteria, click **SEARCH**.

Limiting the date ranges as much as possible will make searches faster.



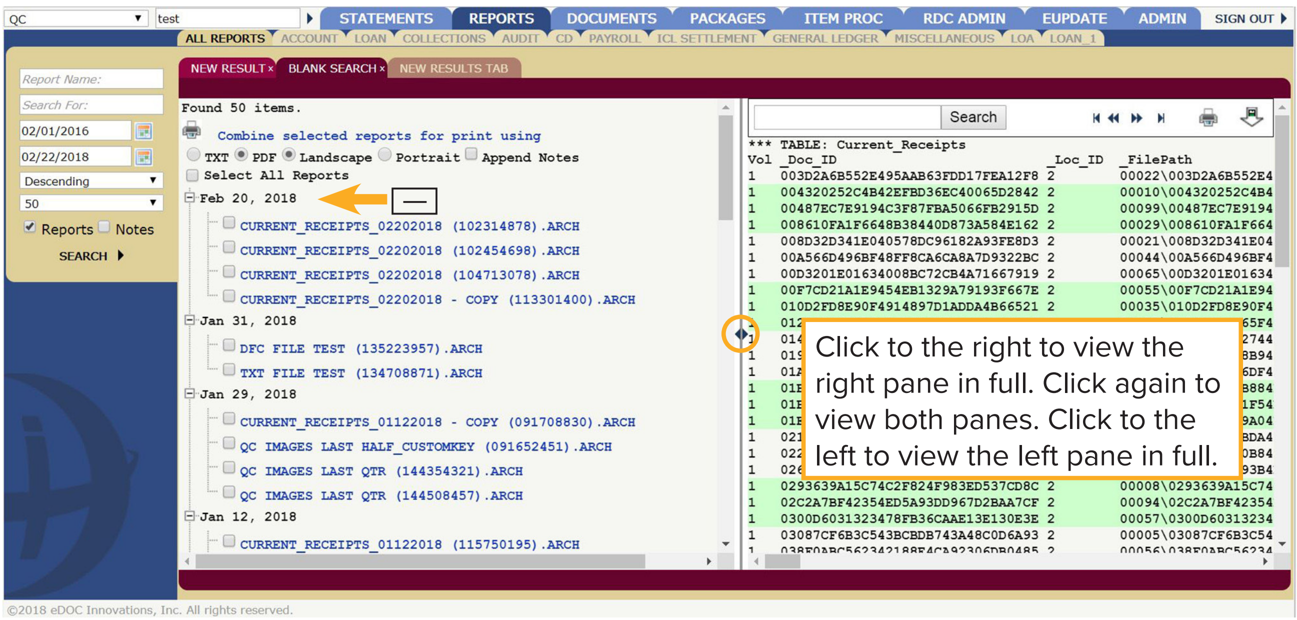
Most Search engines use Boolean operators that connect search words together to narrow or broaden results. The three basic Boolean operators are: AND, OR, and NOT.

Using AND narrows results and tells the database that ALL search terms must be present in the record.
Using OR connect two or more similar concepts (synonyms) and broadens the results.
Using NOT exclude words and narrows search.

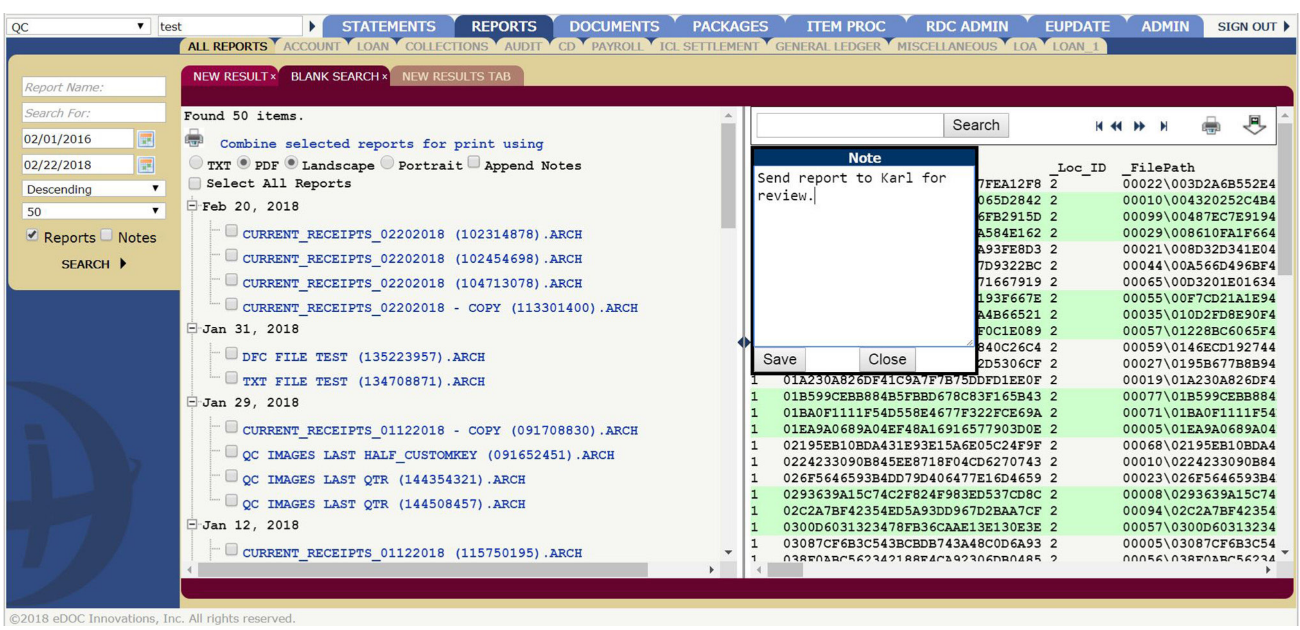
The search results display in the left window pane in the red tab that is open. Multiple tabs can be open at the same time, but search results will overwrite any results that may be in the tab open. To open a blank tab for new search results, click on the **NEW RESULTS TAB**.

Clicking on the negative line in the result box ⊟ opens the report in the right pane.
Clicking on a line that contains text from the body of the report takes user to that point in the report.
Move through the window panes independently, left to right or up and down, by using the scroll bars.

To combine selected reports for print, check the box to the right of the report to combine. Choose whether to combine the reports using TXT of PDF or Append Notes and click on the **Combine selected reports for print using** text. Notes will be appended to the end of each report. Clicking the print icon will print the selected report/s. Checking the **Select All Reports** box selects all the reports in the result set. The box then toggles to **Deselect All Reports.**

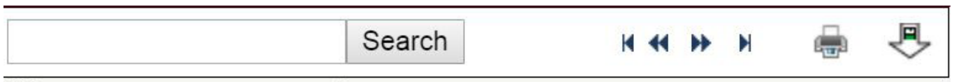


Right clicking on a line in the right window will open a **Note** box where users can attach a note to the report. Enter text for the note and click **Save**. To close the **Note** box without saving changes, click on **Close**.



At the top of the right pane, users can:

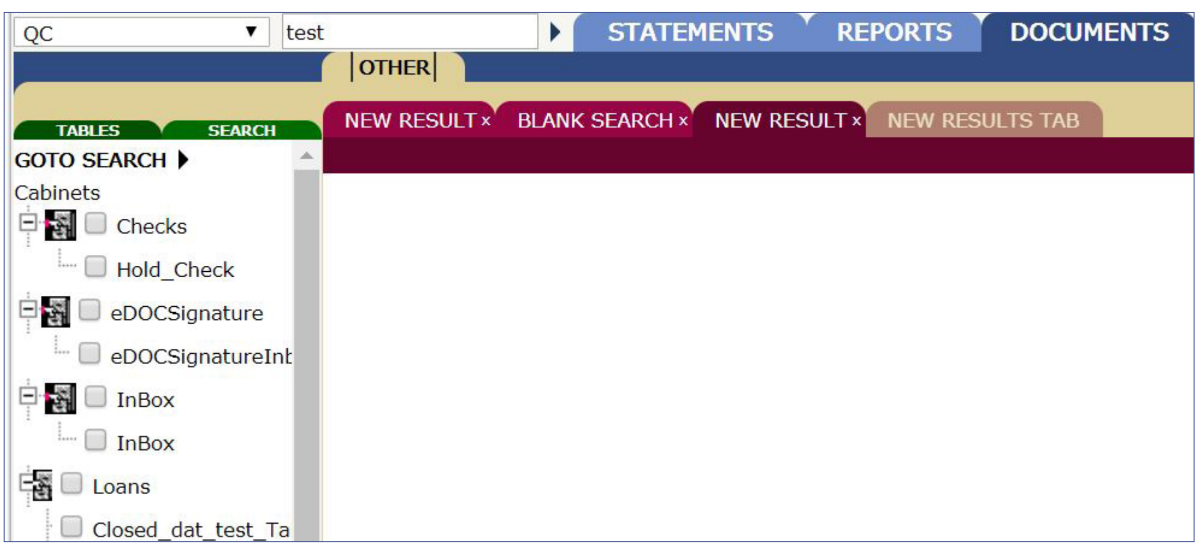
search the right window pane by entering your term/s and clicking **Search**;
scroll through the pages by clicking on the arrow/s;
print the page by clicking the print icon;
or download the file by holding down the Ctrl key and clicking on the download icon.



DOCUMENTS

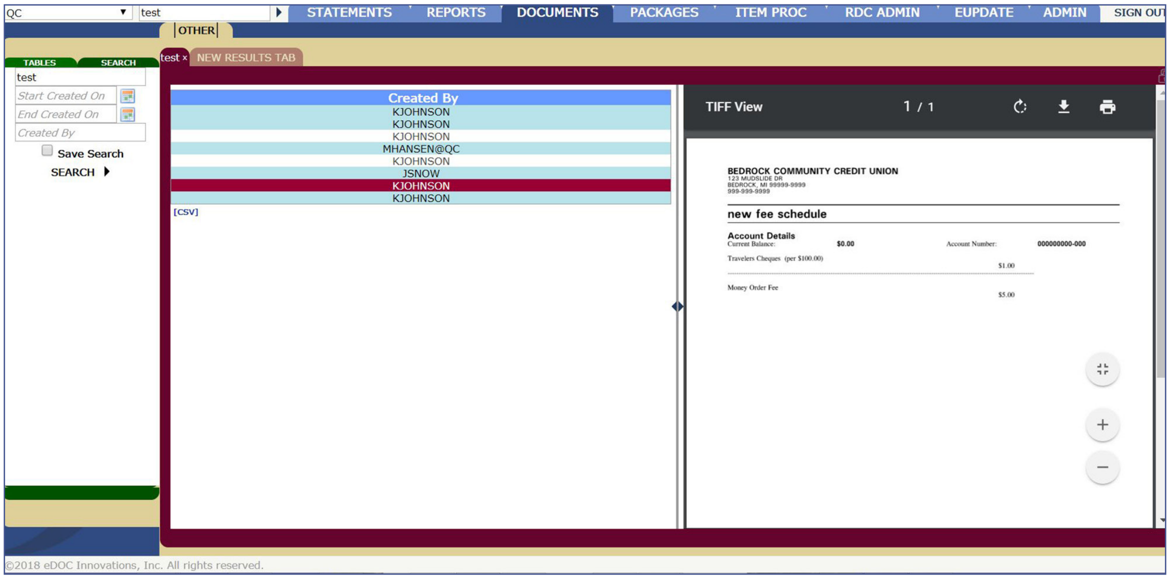
The **DOCUMENTS** tab allows for searches within the 2020DOC system. The sub tabs within the documents search window are predefined and work with a predetermined set of tables. Selecting one of these sub tabs will take you to the predefined **SEARCH** tab. The predefined custom searches can be added, removed or modified in the 2020DOC application.

The **OTHER** tab allows you to specify which tables will be searched and opens the **TABLES** tab. Check the boxes for the tables to be searched.



Click on **GO TO SEARCH** at the top of the **TABLES** box to launch the search based on the selected tables and field values. A list of documents matching the criteria will display in the results left window pane.

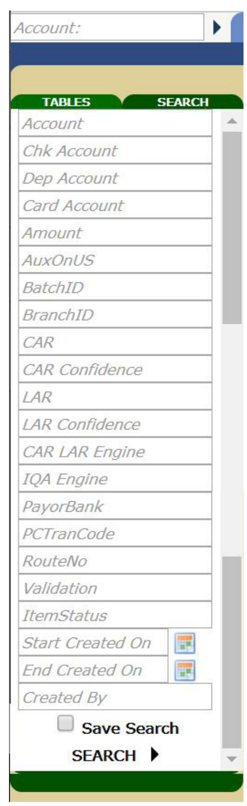
Clicking on a document in the results list will display it in the right pane. Depending on configuration, or if only one document is found, the first document in the list will automatically display.



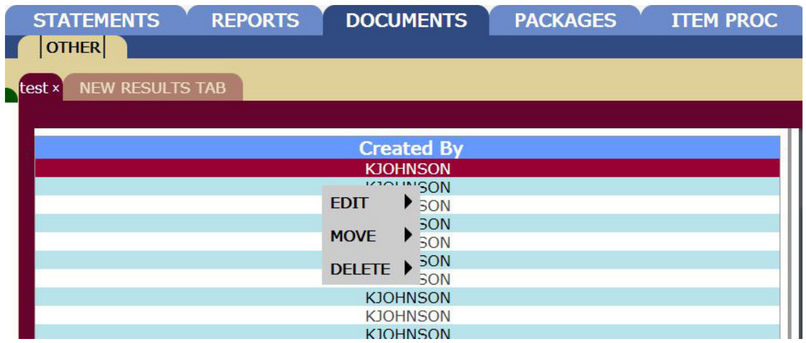
Most documents will open in a PDF format where users can save, print, email, etc. Hover over the top of the document to reveal this menu. If any of the documents are in a Microsoft Word format, a message window will open and ask: **Do you want to open or save this file?** Click **Open** for viewing or **Save** for later retrieval.

Narrow the search results by entering a restrictive set of field values.

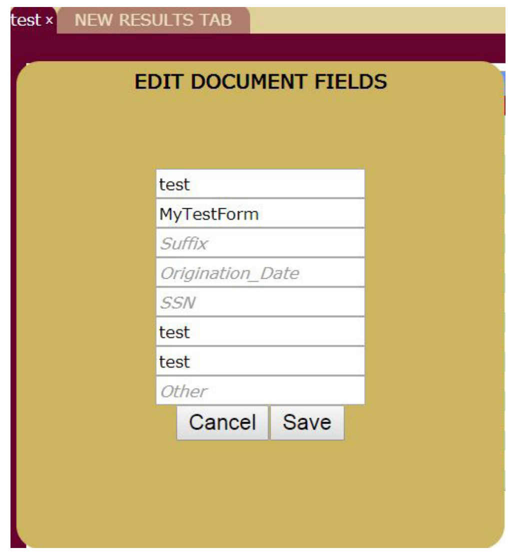
After field values are entered, click on **SEARCH** to re-search with the specified field values.



Right clicking a line in **DOCUMENTS** will open an **EDIT, MOVE, DELETE** menu for that line entry.



Clicking on Edit will open the **EDIT DOCUMENT FIELDS** window where a user can edit the fields of the document.

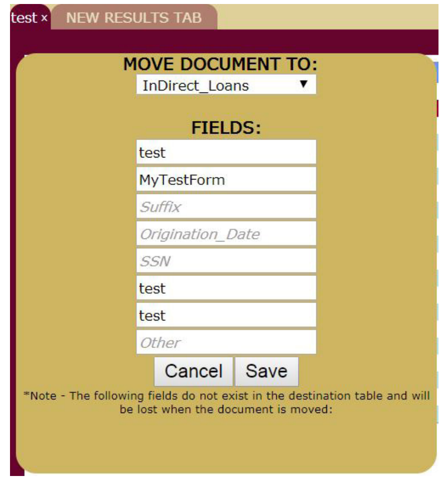


Clicking on **MOVE** will open the **MOVE DOCUMENT TO** window, where a user can select from the dropdown where to move the document.

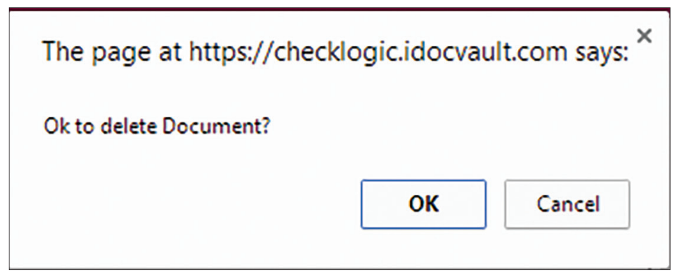
The note at the bottom of this window reads: **The following fields do not exist in the destination table and will be lost when the document is moved:** and then lists the fields that will be lost.

Once a destination is selected, a **MOVE DOCUMENT TO:** window will open displaying the destination to move the document. Click **Save** to move the document. Click **Cancel** to exit the window without saving the move.

Note the small text under Cancel and Save before moving the document.

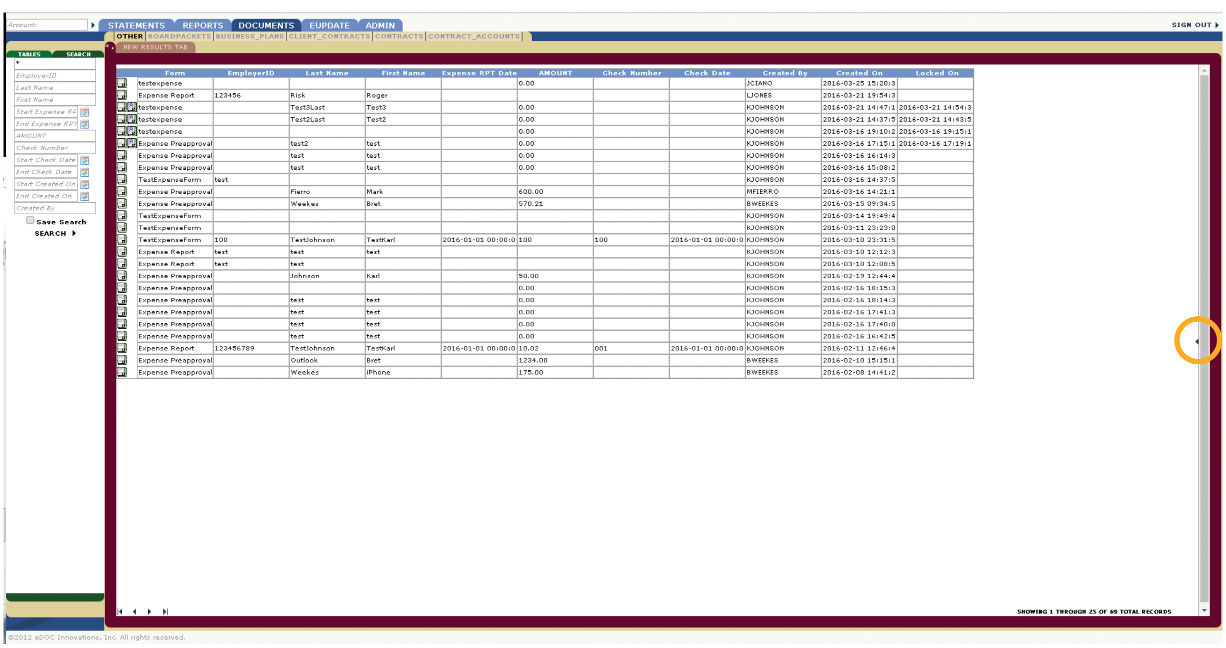


Clicking on **DELETE** will open a confirmation pop up. Click on **OK** to delete, **Cancel** to close the pop up without deleting the document.

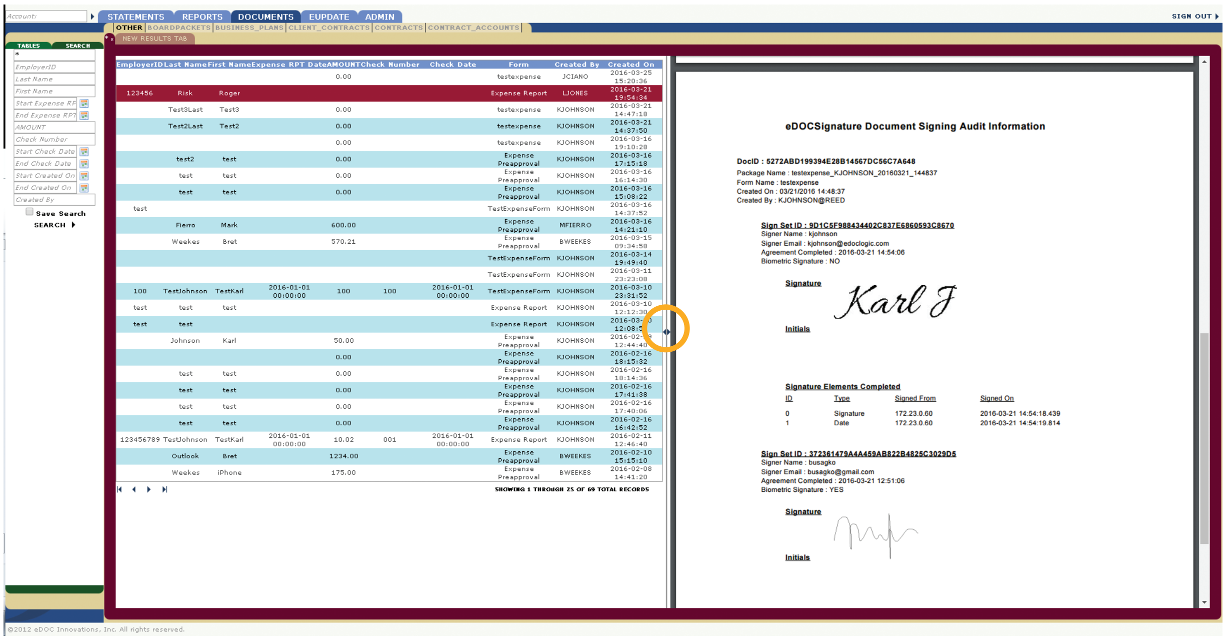


eDOCSignature Audit Information

If you are a user of eDOCSignature, you can access audit information for documents sent out for eDOCSignature by searching in the table where the document was stored. From the list, the signed document can be viewed by just clicking on it. To view the audit information with the signed document, click on the right arrow. This will change the view to the view you see below.

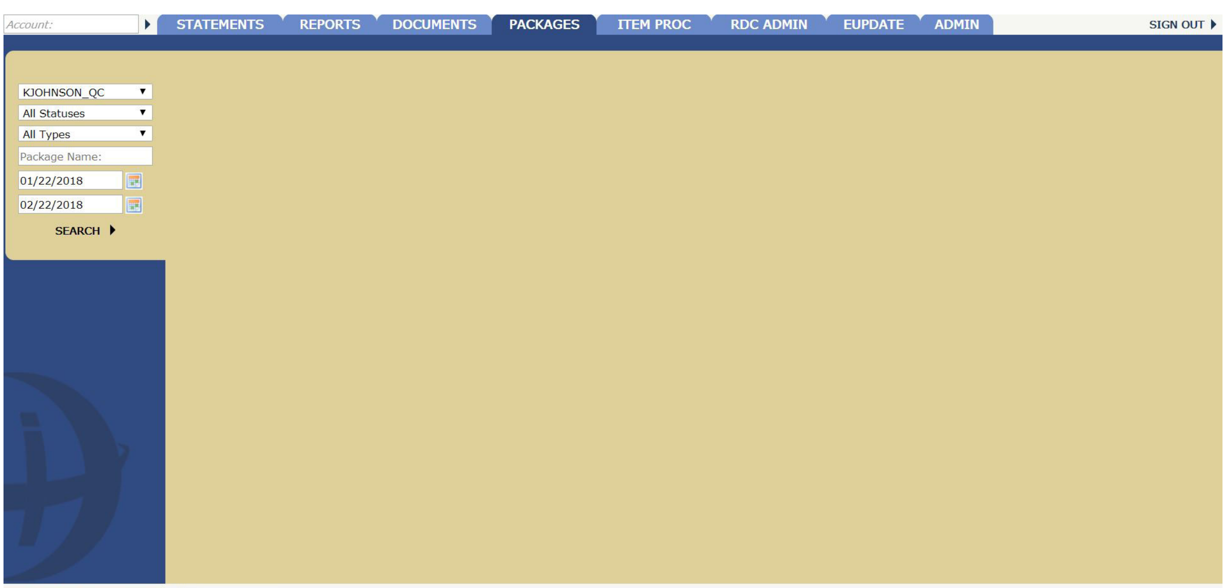


From this screen, clicking on the arrow icon to the left will open the signed doc with no audit information. Clicking the icon to the right will open the signed doc with the audit information appended to the end of the document.



PACKAGES

Clicking on the Package tab opens to another search box. From the dropdown you can chose the user, status and type of package (ie, loan), or fill in the Package Name box with the package you are searching. Including a date range will help limit your search. Click on Search to view the results.

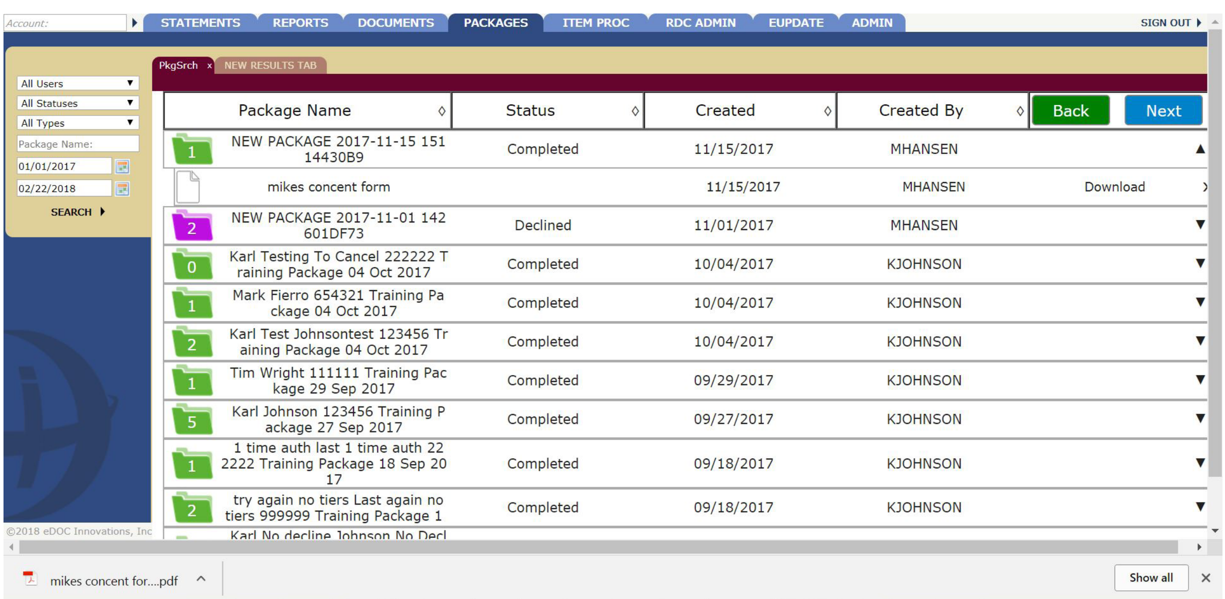


ANy packages within your search criteria will display. You can sort the Package Name, Status, Created and Created By, by clicking on the diamond icon in that column.

Package statuses are color coded as follows. You also can edit the status of the package. See Edit Status.

- **yellow** is out for esign - an email has been sent to the signer(s) with documents to be signed
- **orange** is ready to esign - the package has been saved but not sent and can still be edited
- **green** is completed - all documents have been signed by required signers
- **blue** - some documents in the package have been successfully signed but not all documents
- **purple** - documents in the package have been declined by signer
- **white** - waiting for documents

Clicking on any package will show a dropdown of all the documents in that package with their current status and creation date. Clicking on the documentwill download the document.

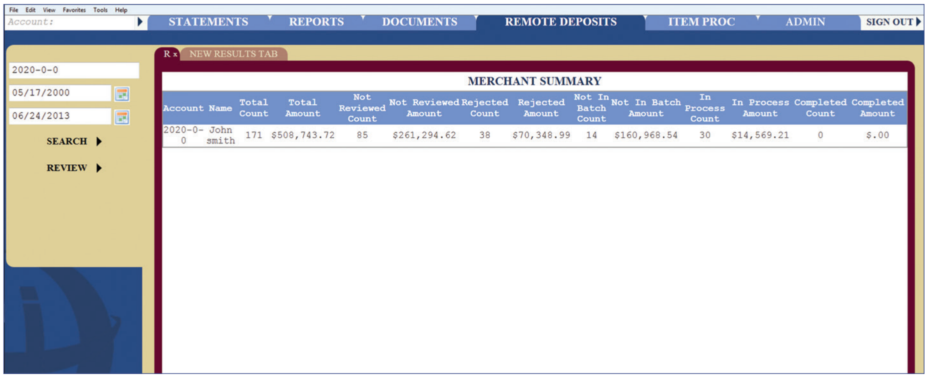


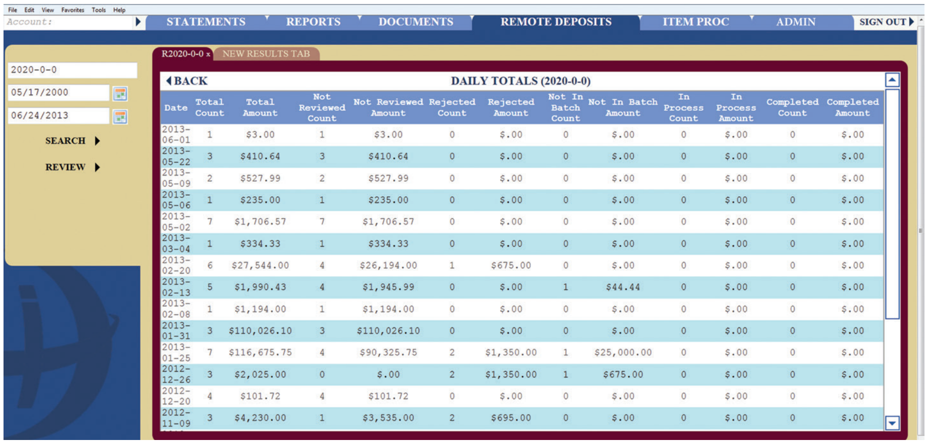
REMOTE DEPOSITS

Clicking on the **REMOTE DEPOSITS** tab will open another search box. Select items to be viewed by either entering the account number or specifying dates. Click **SEARCH**.

Click on a line in the **MERCHANTS SUMMARY** window to display the **DAILY TOTALS** for the account or date range specified.

Click on **REVIEW** to open the captured image of deposits and status information.

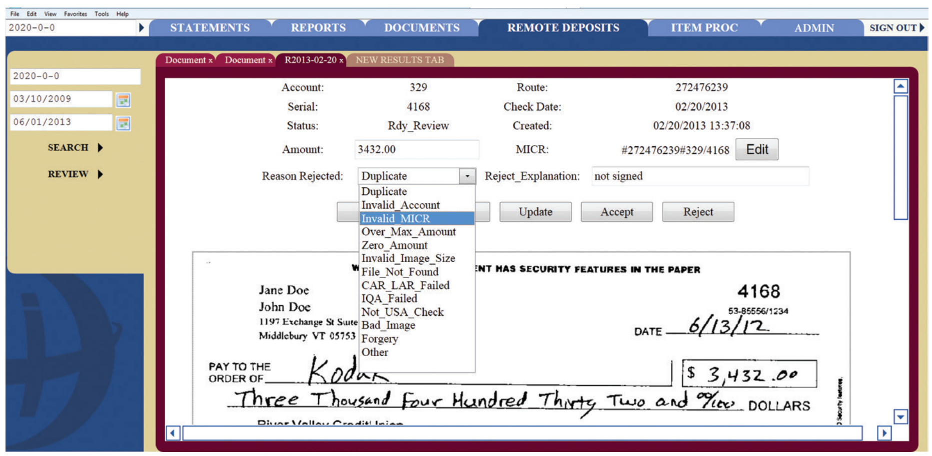




The check to the right was rejected because it was duplicated. Other reasons for a check to be rejected could be that the check amount was not signed or over max. In the event of a MICR* error, click on the **Edit** button to correct. To correct an item without accepting or rejecting it, click **Update** and it will stay in the **Ready Review** list. If the rejected reason is blank when clicking **Update**, a message will display and ask: **Accept check anyway?** To continue past a check without accepting or rejecting, click **Skip**. Once all checks are reviewed, any check skipped will redisplay to be reviewed.

To approve checks, Click **Accept**. To reject a check, click **Reject**. To go back to the **SEARCH** window, click **Back**.

If an item is rejected and no reason is specified, a message will display: **Please Provide a Reason for Rejecting the Check.** Click **OK** to return to the **REVIEW** window. The **Reason Rejected** dropdown box will be highlighted. Click **Reject** again.



*MICR stands for Magnetic Ink Character Recognition. This technology uses magnetically chargeable ink or toner to capture the numbers and special characters on the bottom of checks or other financial transaction documents.

Processing

At the beginning of the Business Day return items will need to **Process** from the previous day's posting. Perform the following tasks.

Upload return file from core processor if required.
Review return items.
Add additional items from posted items.
Remove unwanted items.
Click the **Process** button to create a return cash letter and send it to the FRB.

At the End of the Business Day, In Clearing and **Charge Back** items will need to **Process** from the FRB.
To Process In-Clearing Items from FRB

Review In-Clearing items
Repair items that need to be repaired.

Click the **Process** button to create a posting file and send to the core processor.

To Process Charge Back Items from FRB

Review items and set them for Redeposit or Image Replacement Document (IRD) Printing.
Click the **Send** redeposit button to create an X937 cash letter and send to FRB
Click the **Print IRD** button to create a PDF file with substitute item images for printing.

ITEM PROC

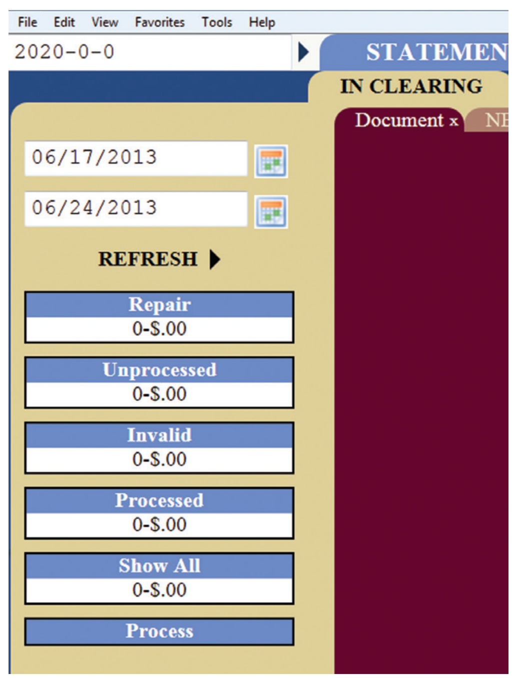
The **ITEM PROC** tab contains four tabs: **IN CLEARING, RETURNS, CHARGE BACKS, DATA FILES**.

IN CLEARING

The **IN CLEARING** function takes items received from Fed Receipts Plus and creates a posting file for the core processor. Items with blank serial numbers or account numbers may be repaired prior to including them in the posting file. Items that may be duplicates or have other problems will be included in the **Repair** list.

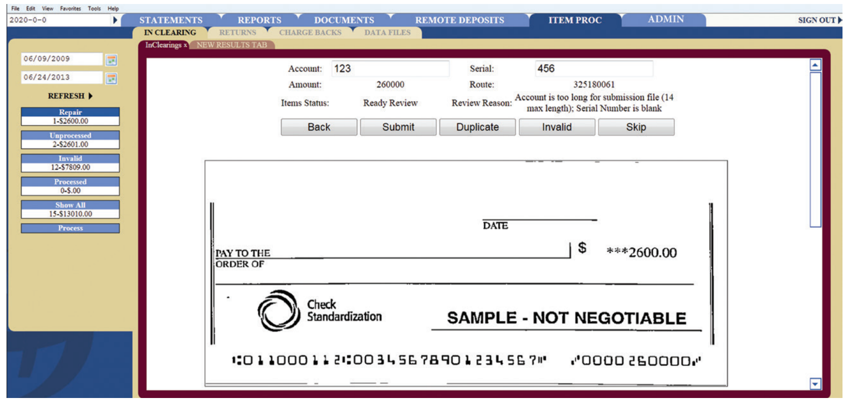
Select the beginning and end dates for the included items, click **Refresh** to update the summary data for the selected data range.

Repair lists the number and total dollar amount of the items to be reviewed and repaired.
Unprocessed lists the number and total dollar amount of the items that are ready to be posted.
Invalid lists the number and total dollar amount of the items which are duplicates or otherwise invalid and need to be submitted for adjustment.
Processed lists the number and total dollar amount of the items that have been included in transaction posting files.
Show All lists the number and total dollar amount of the items that are contained in all of the **IN CLEARING** categories.
Process creates the posting file for all items in the Unprocessed category. Once the posting file is created, the user will be prompted to download the file.



Repair

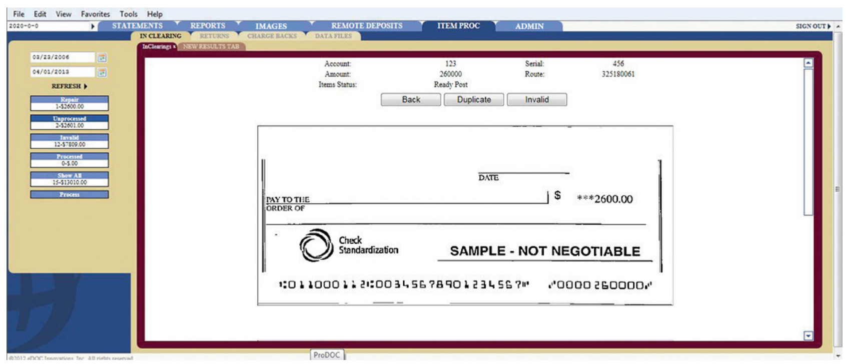
Click on **Repair** to display or review the list of items that need to be repaired. Click on an item to view the front and back. The account and serial number fields may be corrected. Once any repairs are made, the following actions may be taken.



Back returns you to the Repair list.
Submit moves the item to the Unprocessed category.
Duplicate moves the item to the Invalid category with a Duplicate status.
Invalid moves the item to the Invalid category with an Invalid status.
Skip loads the next item in Repair without taking any action on the current item.

Unprocessed

Unprocessed are those items which have not yet been posted. Click on **Unprocessed** to display the list of items that will be included in the posting file generated when the **Process** button is clicked.

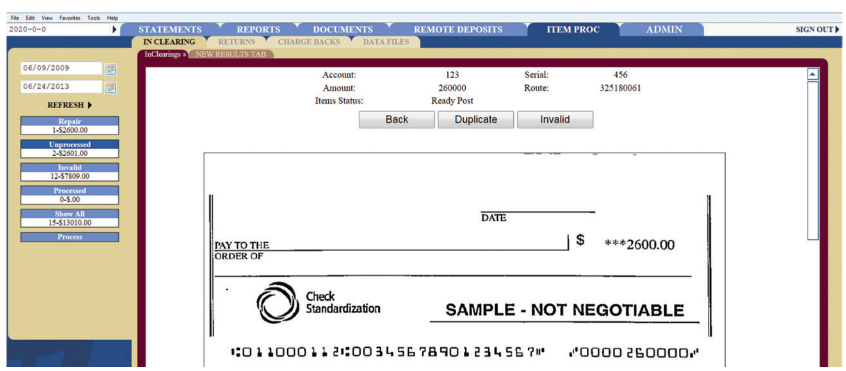


Back returns to the Unprocessed list.
Duplicate moves the item to the Invalid category with a status of Duplicate.
Invalid moves the item to the Invalid category with a status of Invalid.

Click on **Process** to display a message from the webpage. Click **OK** to process the items that have a status of **Ready Post**. If successful, this will move items to the processed list with a status of Posted. Click the **Download** button to save the newly created posting file locally. It then can be transmitted to the core processor.

Invalid

Click on **Invalid** to display the list of items that have been marked as invalid. These items will need to be adjusted using the FedLine Adjustment Service.



Click on an item in the list. While viewing the item, the following actions can be taken depending on the item status.

Back returns you to the Invalid list.
Resubmit moves the item to the Repair category.
Adjusted changes the item status to Adjusted. This will track items that have or have not been adjusted in FedLine.

Processed

Click on **Processed** to display the list of items that have been included in posting files. **Back** returns to the **Processed** items list.

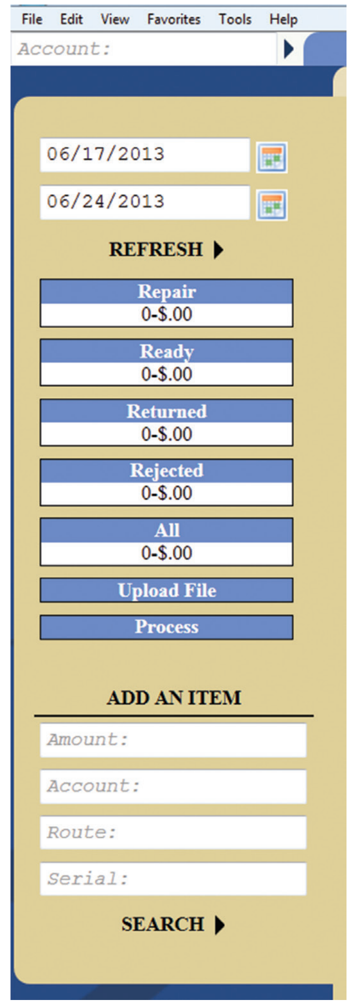
Show All

Click on **Show All** to display all of the items in the **IN CLEARING** categories. Each function can be performed in the Show All category depending on Item Status.

RETURNS

The **Returns** tab displays items that have been designated for return by the core system. It will create an X9.37 Image Cash Letter for these items and submit it to the Fed Return service.

Select the beginning and end dates and click **Refresh** to update the summary counts and amounts.

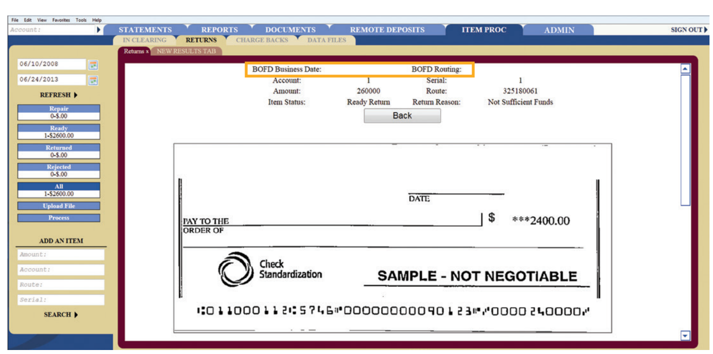


Repair lists items that have been chosen to be returned due to missing data or repair needs.
Ready lists the number and total dollar amount of the items that are ready to be returned.
Returned lists the number and total dollar amount of the items that have been included in return files.
Rejected lists items that are unrepairable or sent to the FRB for return. Rejected items need to be adjusted using Fedline.
All lists the number and total dollar amount of the items that are contained in all of the RETURNS categories.
Upload File uploads a return file from the core processor to be imported into CheckLogic Manager.
Process starts the process to create a Fed Return image cash letter and submit it to the FRB.

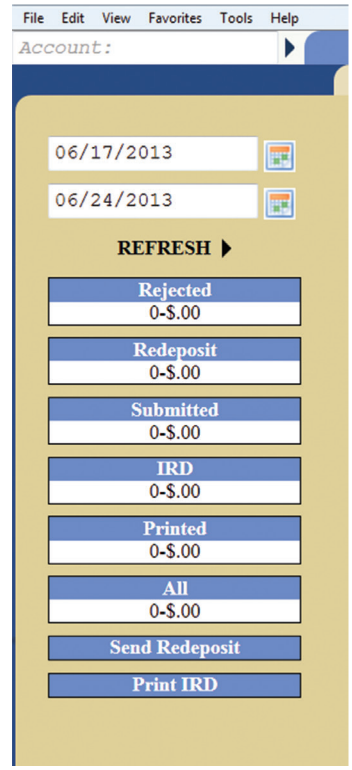
ADD AN ITEM allows users to manually add a posted item to the **RETURNS** item list. Enter the account number, routing number, serial number and/or amount of the item to be returned and click **SEARCH** to display the list of matching items. Clicking on **Return Item** requires that a reason is selected for the return. If a reason is not selected from the dropdown, a message from the web page will direct the user to select one.

SEARCH displays items that match data entered in the **ADD AN ITEM** fields (Account, Amount, Route, Serial). Only items in Posted status will be included in the results list.

The BOFD Business Date and BOFD Routing must be completed before item can be returned. Look on the back of the check for endorsements information.



CHARGE BACKS

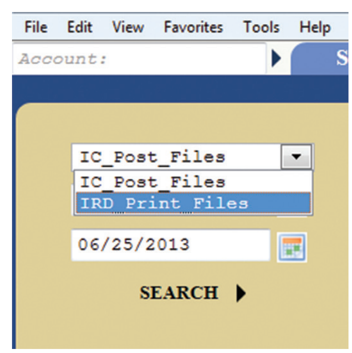


The **CHARGE BACKS** tab displays items received from the Fed Receipt Plus Returns service and allows the user to disposition each item. Items may be included in a new forward collections batch for redeposit or they may be printed as an IRD to be sent to the member.

Select the beginning and end dates and click **Refresh** to update the count and totals in the summary section.

Rejected lists the number and total dollar amount of the CHARGE BACK items that have been returned from the FRB.
Redeposit lists the number and total dollar amount of the items that will be redeposited.
Submitted lists the number and the total amount for items that have been submitted for redeposit.
IRD lists the number and total dollar amount of the items that will be printed in an IRD.
Printed lists the number and total amount of items that have been converted to IRDs for printing.
All lists the number and total dollar amount of the items that are contained in all of the CHARGE BACKS categories.
Send Redeposit starts the process of creating a redeposit batch for submission to the FRB. Items in the Redeposit category will be included.
Print IRD creates a PDF file for downloading IRDs for the items in the IRD category.

DATA FILES



The **DATA FILES** tab allows the user to re-download **Post** or **IRD** files that were previously created.

Select either IC_Post_Files or IRD_Print_Files from the dropdown and select the beginning and end dates of the files.

IC_Post_Files are in-clearing post files.
IRD_Print_Files are charge back Image Replacement Document (IRD) files.

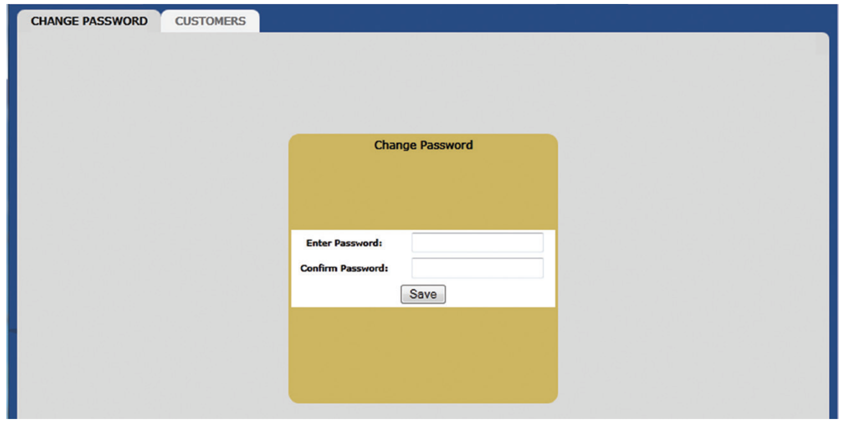
SEARCH displays the files that match the specified type and date range.

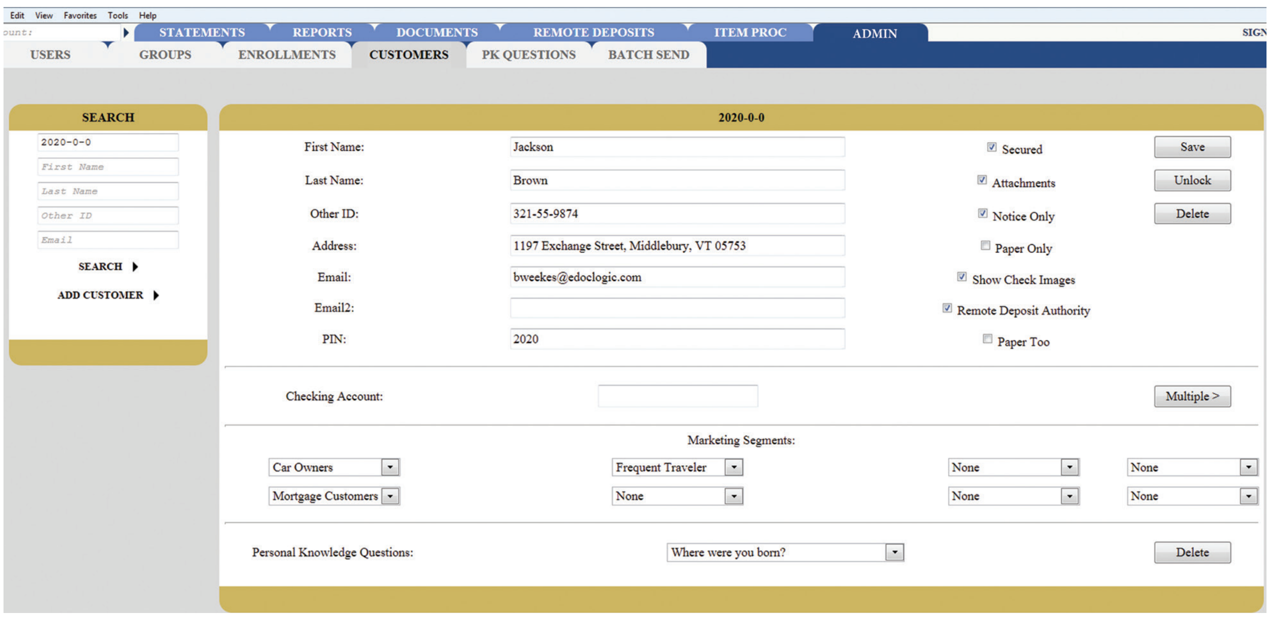
ADMIN

The ADMIN tab for users has two internal tab: **Change Password** and **Customers**.

Change Password

The user can change their password by entering the new password, confirming the new password and clicking **Save**.



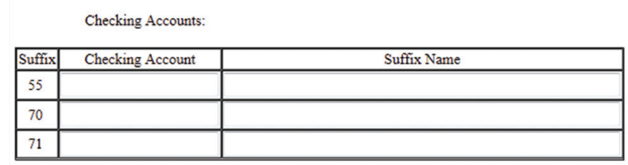


The **CUSTOMERS** tab allows the user to locate an existing customer or add a new customer. To locate an existing customer, enter the name, account or other values in the search box and click on **SEARCH** to view the Customer information.

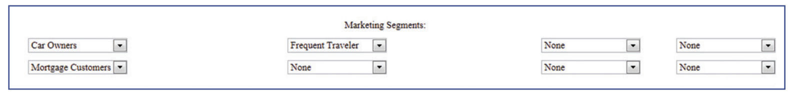
Check **Secured** if the account should only be visible to the user who has secured accounts permission.
Check **Attachments** to send optional attachments with the statement.
Check **Notice Only** to send only a notice during statement sends.
Check **Paper Only** to not send any notices or statements.
Check **Show Check Images** to include check thumbnail images with the email statement.
Check **Remote Deposit Authority** to allow the customer to make remote deposits.
Check **Paper Too** if the member should receive paper statements in addition to the electronic statements.

Click **Save** to save the data that has been changed or entered.
Click **Unlock** to unblock the customer account when locked due to too many unsuccessful login attempts.
Click **Delete** to remove the customer account.
Click on **Multiple** with show all checking accounts associated with the customer.

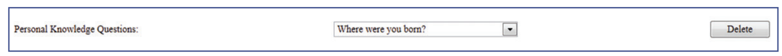
Clicking **Multiple** will open the following box where all checking accounts for the customer will display.



This area of the customer window displays all marketing segments for the customer.

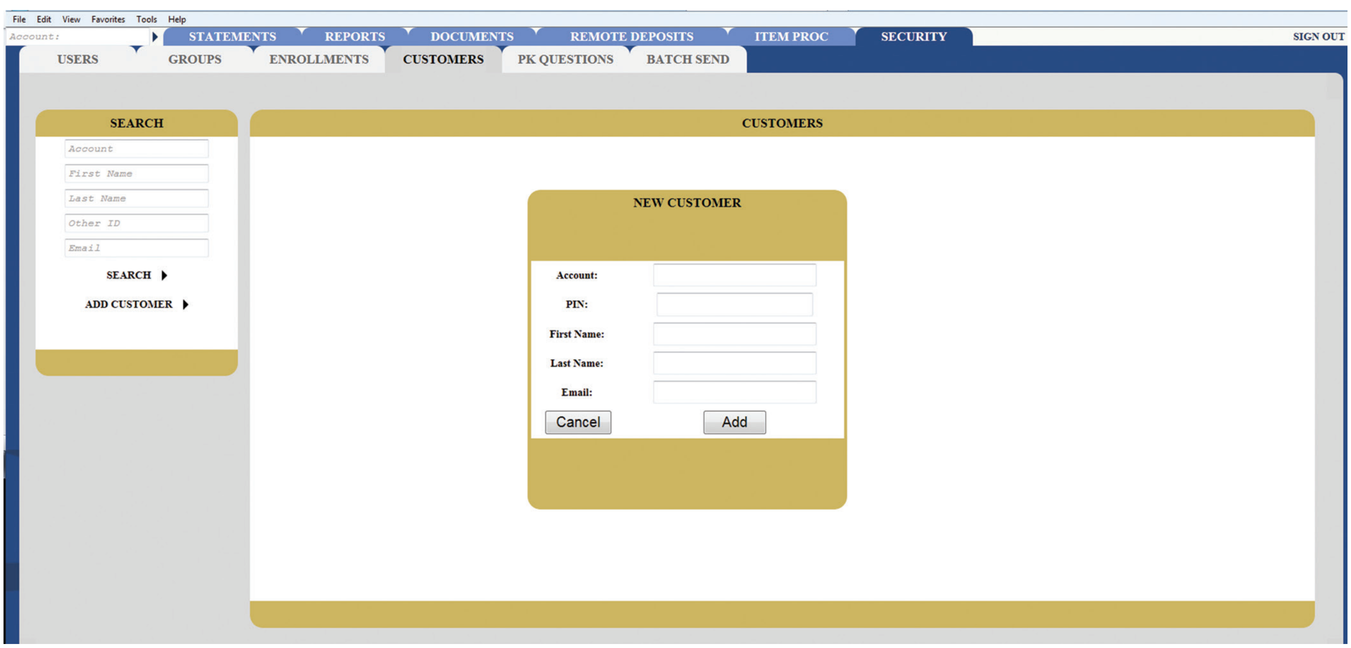


This area of the customer window displays the customers **Personal Knowledge Questions**. **Delete** removes the question that is displaying.



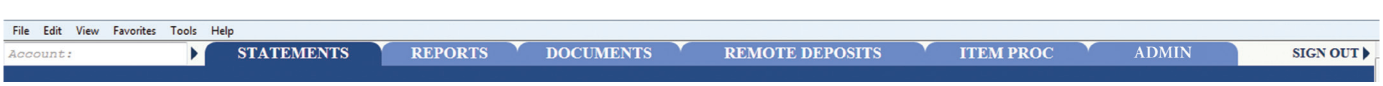
Add Customer

Click **ADD CUSTOMER** to open the **NEW CUSTOMER** window. Fill in the fields in this window and click **Add**.



SIGN OUT

SIGN OUT, seen at the far right of all tabs, exits the website.



idocVAULT Admin Security

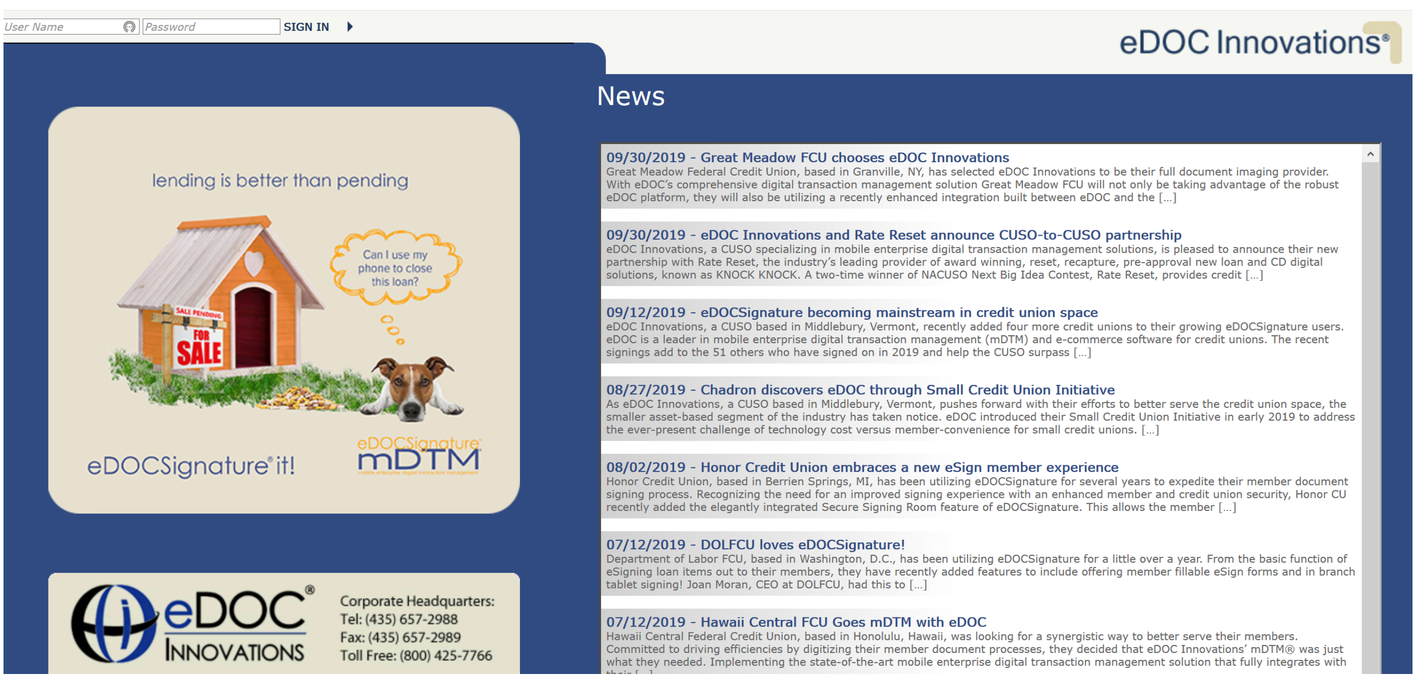
This Security Excerpt will instruct administrators on how to create and assign users and groups to various permissions within the program.

All of eDOC Innovations' programs use a common security module that allows the creation of users and groups within the programs. In order to add or delete a user or group to an available permission, the user must have the assigned permission. When the software was initially installed, eDOC Innovations created a group called Administrators. All other users and groups that need permissions in the software will need to be created by an administrator at the institution.

If a menu command or sub-menu command is not highlighted (grayed out) when a user tries to access the function, it means that the user did not receive permission from the administrator to perform the task.

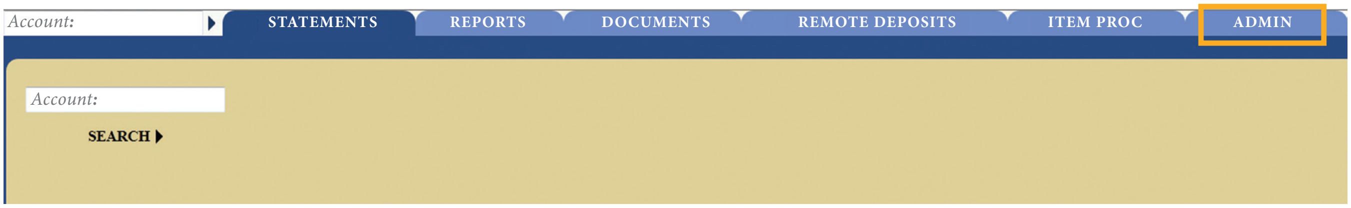
If you are using eDOCMobile RDC at your credit union, there will be an additional RDC Admin tab visible. For instructions on that tab, go to eDOCMobile RDC Admin (page 25).

To access the **Users and Groups** module, launch the homepage and sign in using your **User Name** and **Password**.



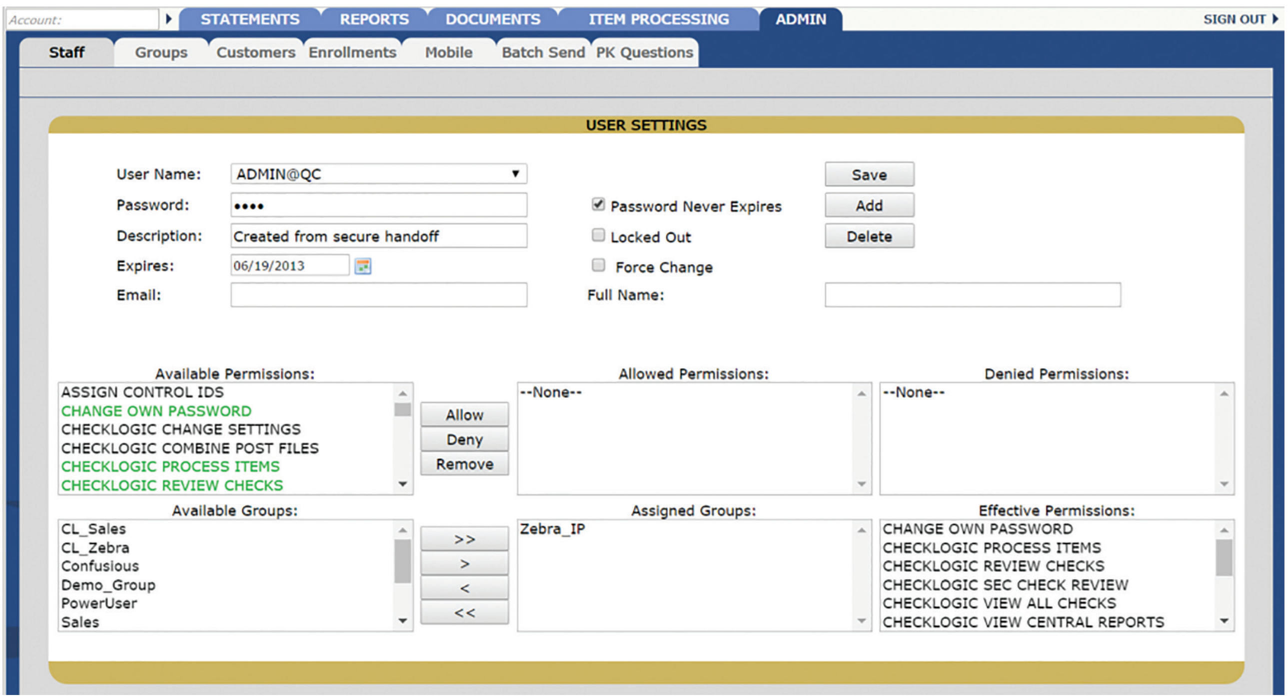
idocVault supports Safari, IE11, Firefox, and Chrome web browsers.

Select **ADMIN f**rom the folder tabs to display the Users and Groups tabs.



User Tab

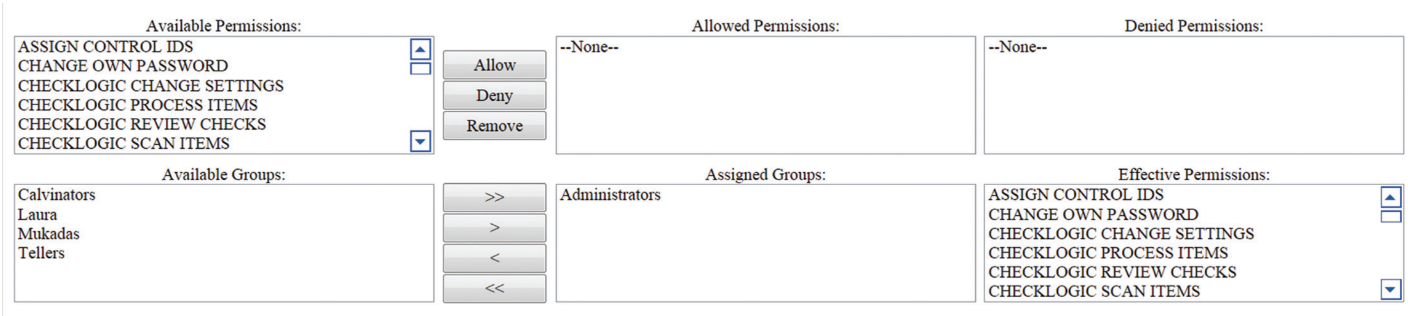
Permissions that are granted based on group membership display in green.



User Name contains the name of the user whose permissions are being edited.
Password contains user password.
Description contains additional information to describe/identify the user.
Expires contains the date when password expires.
Email is the email address of the staff member.

Associate User with Control ID, if checked, limits the user to the current Control ID.
Password Never Expires, if checked, prevents the password from expiring.
Locked Out, if checked, prevents a user from logging on.
Force Change, if checked, requires a user to change their password.

Save commits any changes that have been made.
Add displays **Add User** window to add a new user.
Delete displays a **Confirm** window to delete user in User Name text box.
Undo removes changes made since last Save.



Available Permissions displays all permissions available for assignment.
Allowed Permissions displays permissions of user.
Denied Permissions displays permissions denied to user.

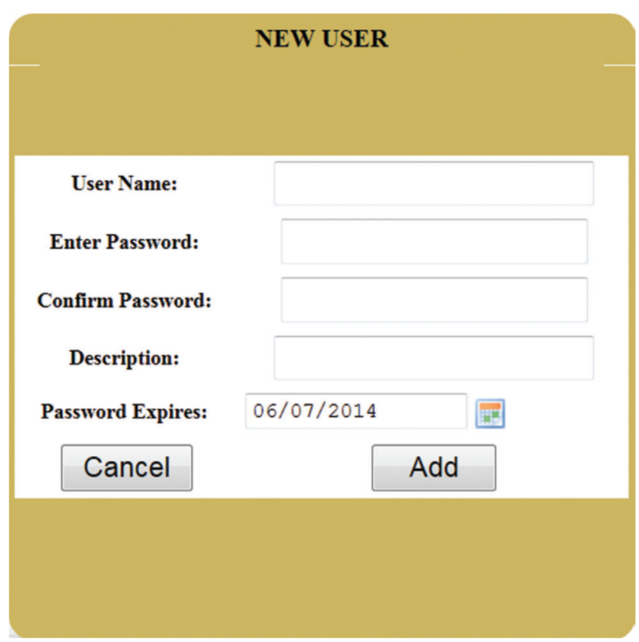
Allow adds highlighted permission to the Allowed Permissions.
Deny adds highlighted permission to the Denied Permissions. (Denied Permissions will override group permissions.)
Remove deletes highlighted permission from Allowed or Denied list.

Available Groups shows all available groups that a user can be assigned.
Assigned Groups shows all groups the selected user belongs to.
Effective Permissions shows user permissions including group and individual permissions. To overwrite permissions from a group, select an available permissions, then click **Allow** or **Deny**. To remove a permission, select the permission from the **Allowed** or **Denied** window and click **Remove**.

>> Assigns all available permissions to the selected group.
> Assigns highlighted permissions to the selected group.
< Removes highlighted assigned permissions from the selected group.
<< Removes all assigned permissions from the selected group.

Add Users and Groups

To add Users make sure the **User** tab is selected. Click **Add** from **Users and Groups**. Add the User Name, Password and Expiration Date. Click **Add**.



Assign Permissions to a User

Before assigning permissions to a user and assigning the user to a group, make sure the **User** tab is highlighted and the correct user name appears in the **User Name** box.

To Allow, Deny or Remove a permission, highlight the permission in the Available Permissions box then click **Allow, Deny** or **Remove**.

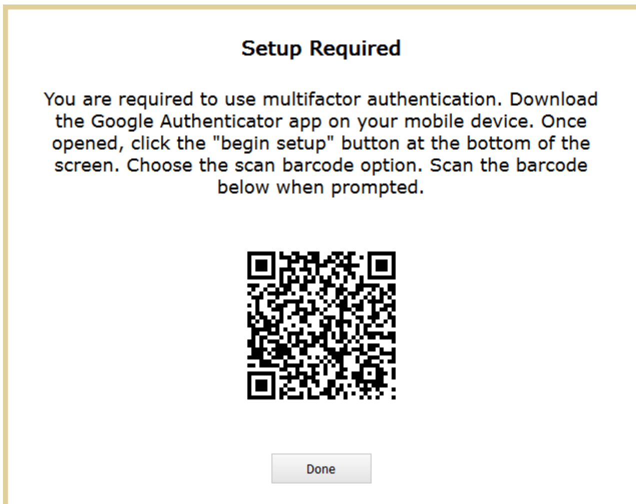
Assign a User to a Group

To add a user to a group, make sure the **User** tab is highlighted and the correct name appears in the User Name box. Highlight the **Available Permissions** to be granted and click the right facing arrow to move it over to the **Group Permissions**. Clicking the left facing arrow will remove the user from the highlighted group.

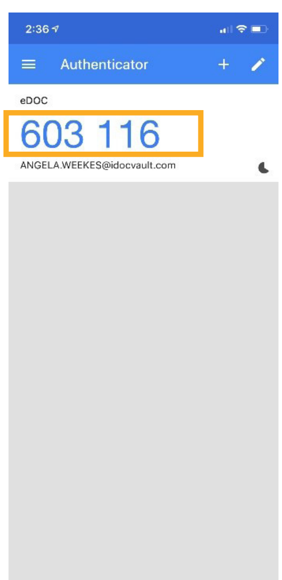
Once changes are complete, click **Save** to preserve selections. Click **Close** to exit the window. If user tries to close the window before saving selections, the software will prompt to save through an information window. Click **Yes**.

Multi-Factor Authentication (MFA)

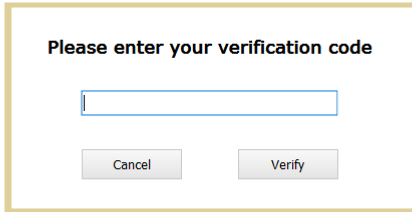
MFA allows access to idocVAULT after a user successfully verifies their identity with the Google Authenticator app on their mobile device. Once enabled, any user that successfully logs into idocVAULT will be prompted with this message:



The user scans this barcode with the Google Authenticator app. The Google Authenticator will return a six-digit authentication code.



The user enters the code into the idocVAULT prompt and clicks **Verify.**



Set up Multi-Factor Authentication (MFA)

If you are an ASP idocVAULT client, contact eDOC Client Services for support options.
If you use the in-house idocVAULT solution and are familiar with modifying .INI files, you can enable MFA. Before making modifications, it is *always* recommended that you make a copy of the original .INI file. If you are unable to set up MFA, contact eDOC Client Services for support options.

Note: MFA is set up by Control ID. If turned on, ALL USERS associated with that Control ID will be required to use MFA. This feature does not support Global users (i.e. users not associated with a Control ID).

1. To use idocVAULT MFA, you must be running these versions or later of the following applications:

    - Security Manager 7.6.0.10
    - ISAPI Gateway 7.6.0.6
    - idocVAULT pages 8.3.0.6

2. Add the following setting to the Security Manager RDI.INI file:

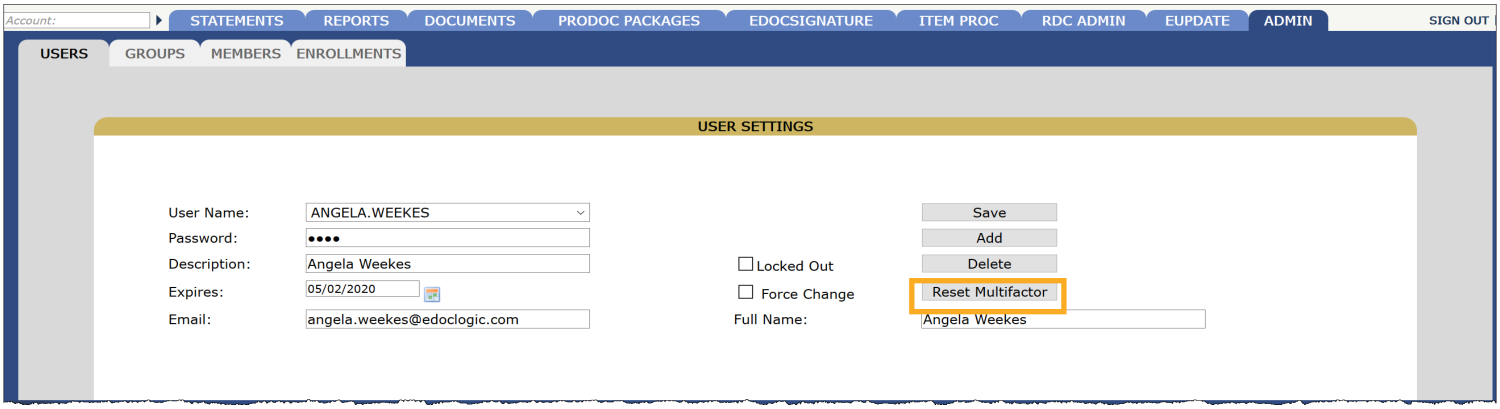
    [Login-ControlID] (Where Control ID is the institution ID being set up)
    UserMultifactor=Y

3. Restart Security Manager.

Reset User Multi-Factor Authentication (MFA)

Note: If MFA is reset for a user, that user will be prompted to scan the QR code again when logging into idocVAULT.

1. From the **ADMIN** tab, select the **USERS** tab.
2. In the User Settings menu, click **Reset Multifactor**.



Set up IP-Based or Time-Based Login Restrictions

By default, idocVAULT can be accessed by any IP at any time of day. You can limit access to your idocVAULT using IP-based or time-based restrictions.

If you are an ASP idocVAULT client, contact eDOC Client Services for support options.
If you use the in-house idocVAULT solution and are familiar with modifying .INI files, you can enable IP-based or time-based restrictions. Before making modifications, it is *always* recommended that you make a copy of the original .INI file. If you are unable to set up IP-based or time-based restrictions, contact eDOC Client Services for support options.
Note: IP-based and time-based login restrictions are set up by Control ID. If turned on, ALL USERS associated with that Control ID will be restricted from logging in based on IP or time of day. This feature does not support Global users (i.e. users not associated with a Control ID).

1. To **enable IP-based login restrictions**, add the following to the Security Manager RDI.INI file:

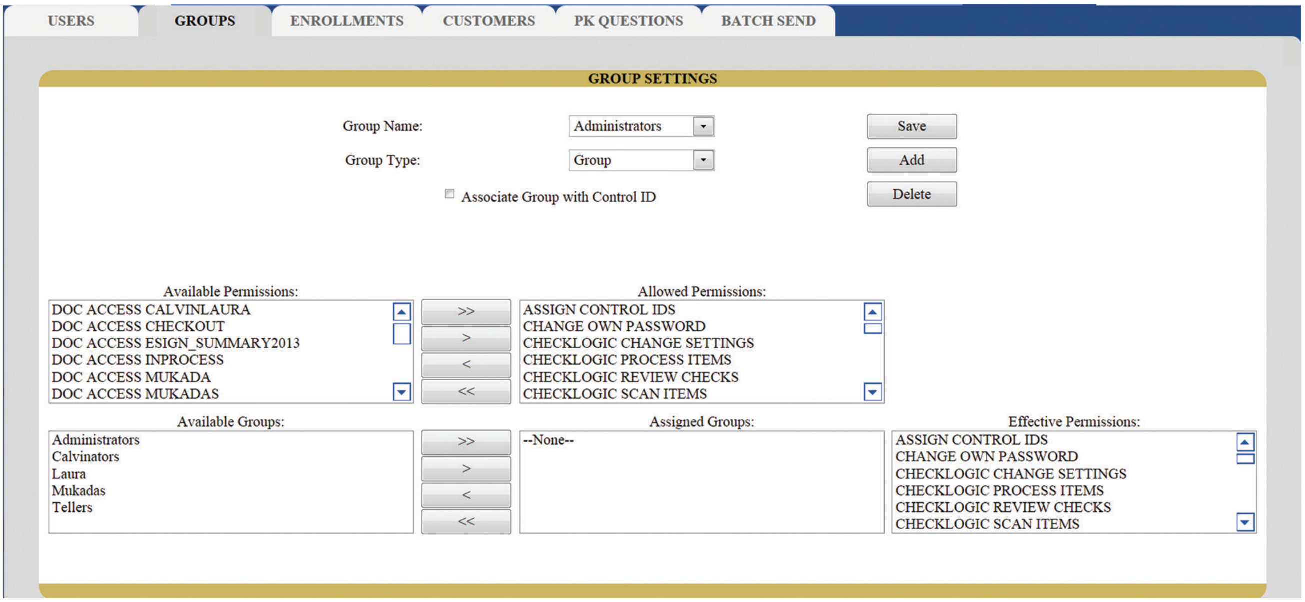
   [Handoff-ControlID] (Where ControlID is the institution ID where the restriction should take effect)
   Approved_Clients=IP1,IP2,IP3 (Where each IP is separated by a comma and you can list as many as desired)

2. To **enable time-based login restrictions**, add the following to the Security Manager RDI.INI file:

   [Login-ControlID] (Where ControlID is the ID of the client being setup with the restriction.)
   ; This is the default for a specific control ID, if there are no times specified for the specific user
   ; Format is DOW,starthr:startmin-endhr:endmin separated by a pipe character (|). Times are 24-hr clock
   ; If blank or 00:00, then there is no limit on access times for that day
   ; To block a day completely, set time to 00:01-00:00
   ;AccessTimes=1,00:01-00:00|2,08:00-17:00|3,08:00-17:00| 4,08:00-17:00| 5,08:00-17:00| 6,08:00-17:00| 7,08:00-12:00
   AccessTimes=1,00:01-00:00|2,06:00-21:00|3,06:00-21:00|4,06:00-21:00 |5,06:00-21:00|6,06:00-21:00|7,07:00-15:00

3. Restart Security Manager.

Groups Tab



Group Name contains the name of the group whose permissions are being edited.
Group Type describes the group being edited.
Associate Group with Control ID – check this box to limit group to current Control ID.

Save commits any changes that have been made.
Add displays Add User window to add a new user.
Delete displays a Confirm window to delete user in User Name text box.
Undo removes changes made since last Save.

Available Permissions displays all permissions available for assignment. Users can only grant permissions that they themselves have.
Allowed Permissions displays permissions assigned to the selected group.
Available Groups shows all available groups.
Assigned Groups shows groups that the selected group belongs to.
Effective Permissions shows permissions that are directly assigned to the selected group, plus permissions that are inherited from its membership in other groups.

Add a Group

Before assigning permissions to a group and assigning a group to a group, make sure the **Group** tab is open and the correct group name appears in the Group box. Click **Add**.

The **Add Group** window will open. Add the new group's name, click **OK**. A new, unique group ID will display. If adding a group representing an outside organization, enter a name that describes new group. Click **OK**.

Adding a Group is performed in the same manner as adding a User. Make sure the Group name appears in the **Group** text box. Highlight the **Available Permission/s** to be added and click on the right facing arrow. To move all permissions click on the double right facing arrow. To remove permissions use the left facing arrow or double facing arrow to remove all permissions.

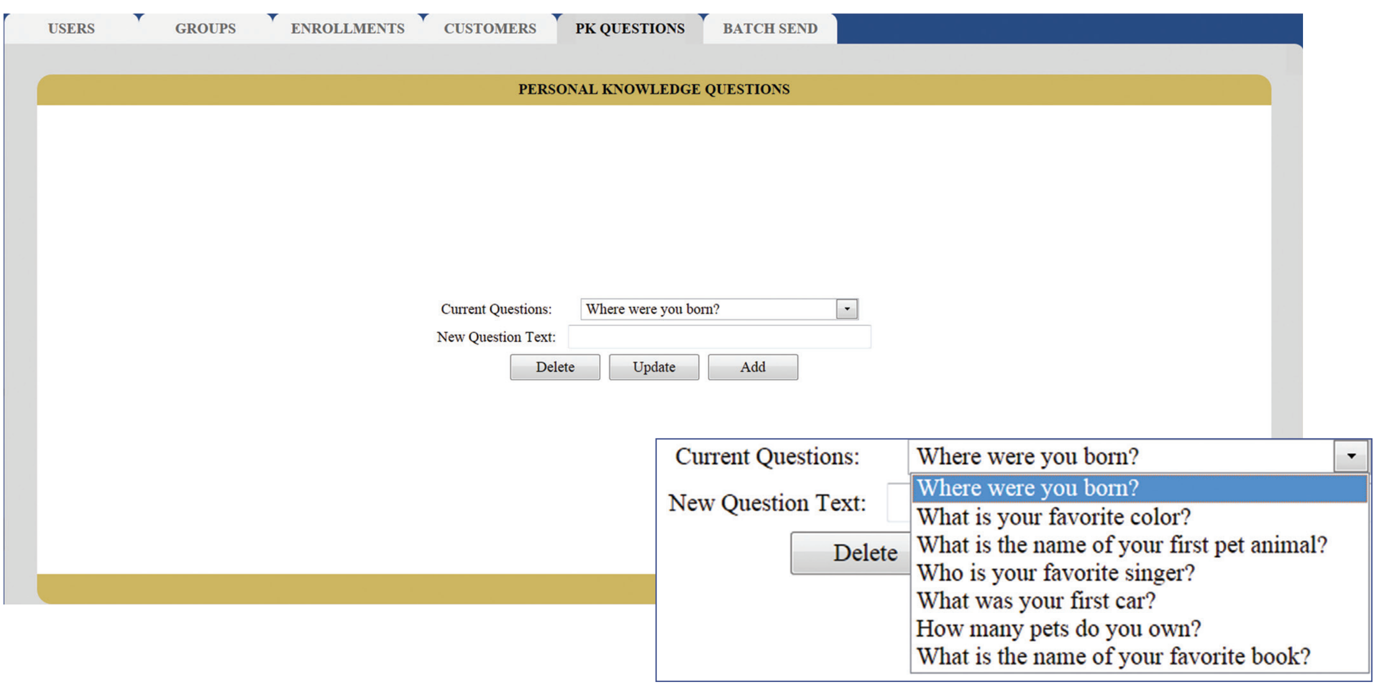
Once permissions have added and made the group a member of a group, click **Save** to preserve selections. Click **Close** to exit the window. If user tries to close the window before saving selections, the software will prompt to save through an information window. Click **Yes**.

Personal Knowledge Questions

Security questions are managed in the PK Questions tab. Personal knowledge questions can be deleted, updated or added.

Delete removes question in Current Question text box.
Update changes the text of the Current Question to the text in the New Question Text.
Add allows a new question to be added into the New Question Text box and saved to the question database.

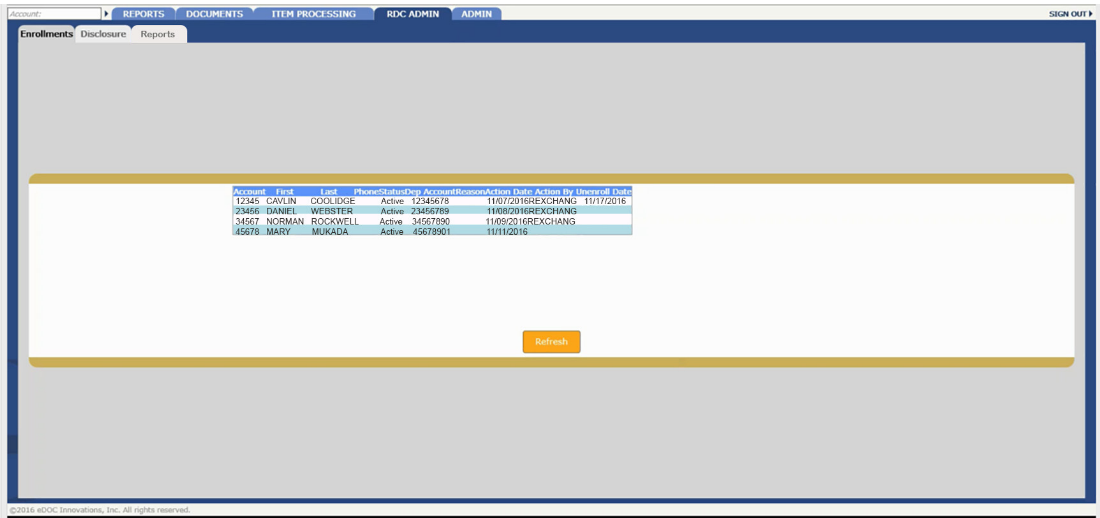
To remove a question from an individual customer's list, select the customer link, find the user and delete the desired question from the list.



Mobile RDC Admin

Enrollment Tab

Members who are enrolled will present in the **Enrollment** sub tab. It will display if the member is Active and if the member has been unenrolled. If the member has been unenrolled, the date of the unenrollment will be displayed.



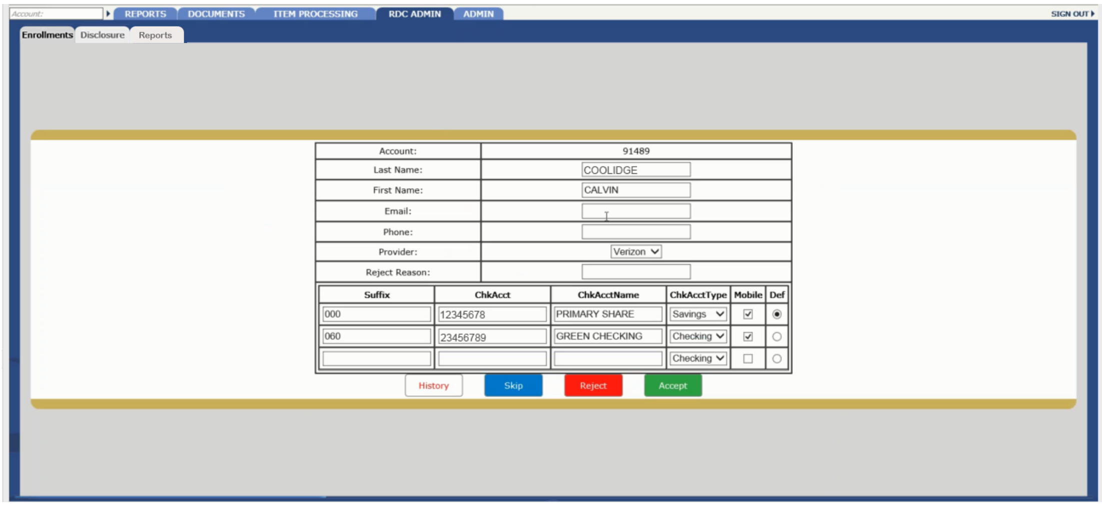
Enrolling a Member

Members enrolling in eDOCMobile Remote Deposit sign-up directly from the mobile deposit app sponsored by their financial institution. The member's information will be populated into the fields of the Enrollments page below. You will receive an email notification when you have pending enrollments. Emails are sent at 8:00 AM, Noon, 4 PM, and 8 PM Monday – Saturday when there are enrollments to process. Below is a sample email you will receive.

From: DoNotReply@edoclogic.com [mailto:DoNotReply@edoclogic.com]
Sent: Thursday, October 26, 2017 1:48 PM
To: Hosting_Reports <Hosting_Reports@cuanswers.com>
Subject: You have RDC Enrollments to Review.

You currently have 9 RDC enrollment applications awaiting your review. These applications need to be approved or rejected by your credit union before your members can begin to use the platform. Please review these as soon as possible to activate the process and let your members enjoy this mobile offering.

From the screen below, you can **Reject** or **Accept** to enroll the member, **Skip** for a later time, or view the **History,** which will take you back to the screen above.



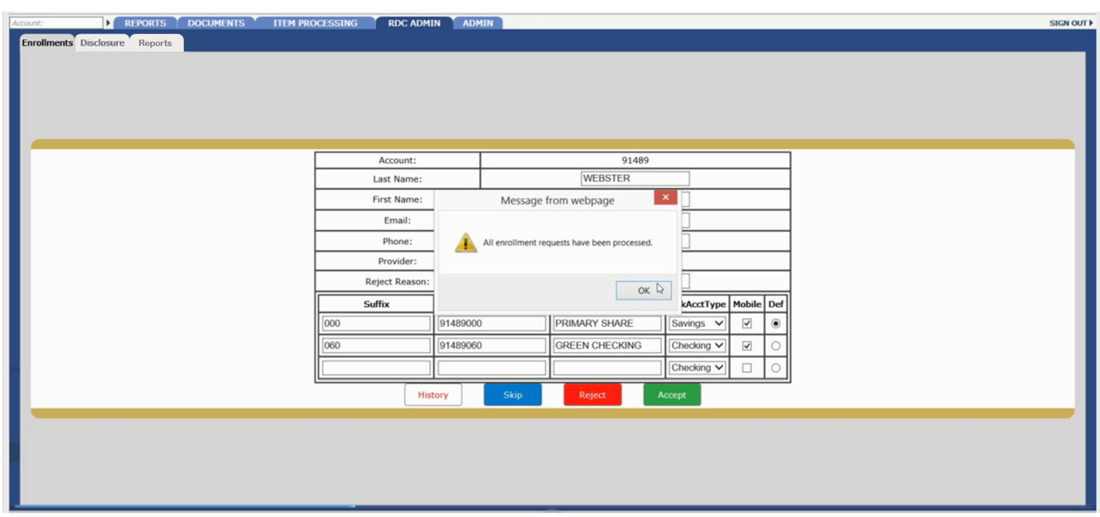
To process an enrollment, click **Accept**.

If you choose to **Reject** a member from enrollment, specify the **Reject Reason** in the field box. The reason keyed for the rejection is for CU viewing only. It is not sent back to the member.

Check or uncheck the accounts you want approved for mobile deposits.

Select the initial default deposit account the member will see when they first log in on their mobile device. After the first use by the member, the mobile application will default to the last used deposit account.

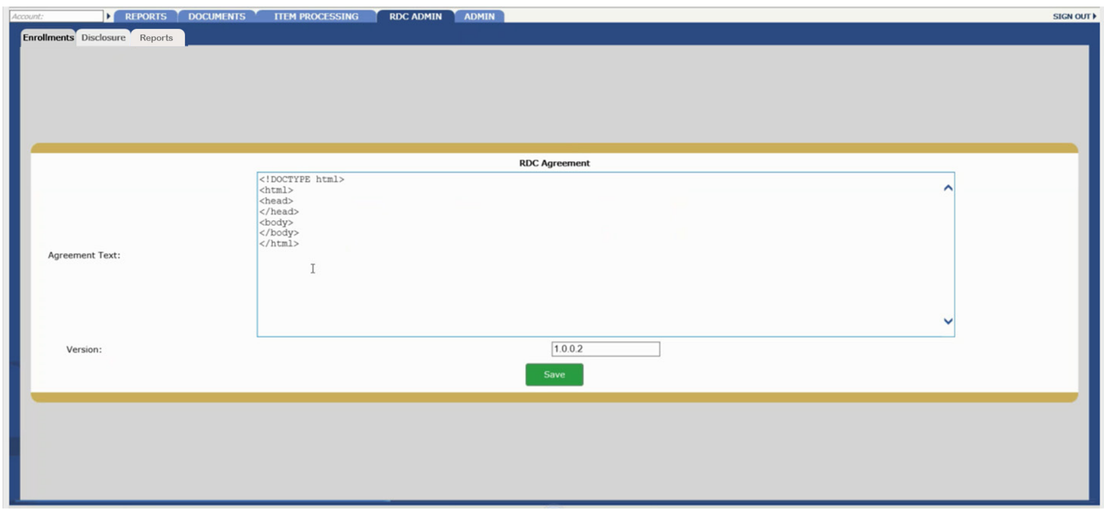
When you accept a registration, you will receive a pop up message. Click **OK**. This will take you back to your list of enrollments and push a message to the member that they have been successfully enrolled.



Disclosure Tab

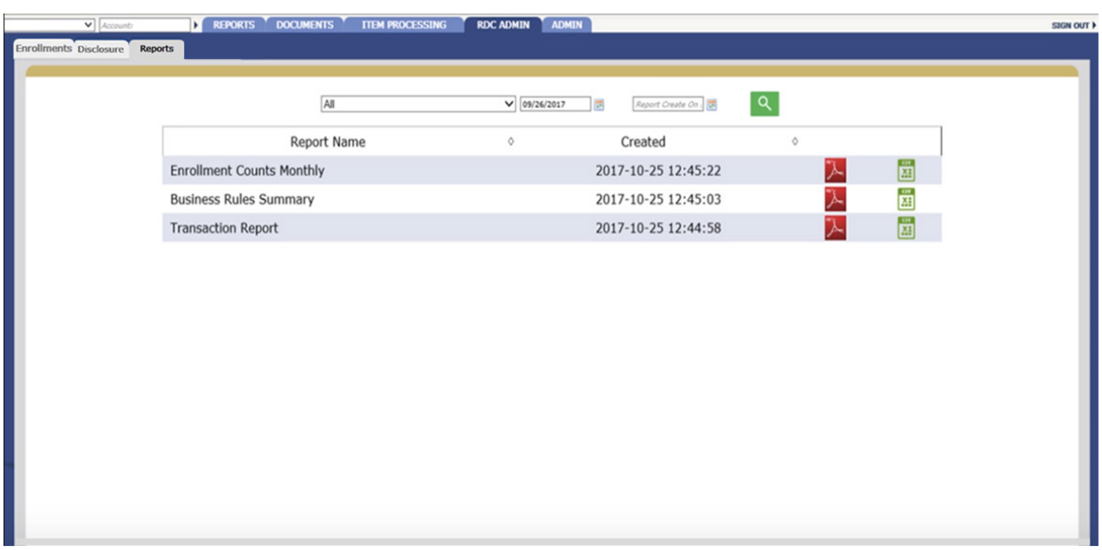
The **Disclosure** tab is where your credit union sets up their disclosure statement or end user license agreement (EULA) and version number (in HTML format) that members will read and accept (in text format) before enrolling in the eDOCMobile Remote Deposit. From this screen your credit union administrator can update the disclosure statement and assign a new version.

If you add a new disclosure, the next time a member logs in, it will make take them to the new disclosure page where they will need to read and accept again.



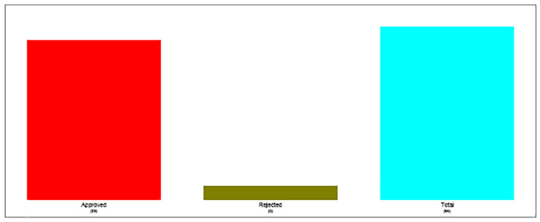
Reports Tab

Click on the Report tab will present you with a list of admin reports that can be displayed in either a pdf or CSV format. These reports can be download, printed and shared.



Enrollment Counts Monthly contains the details of the monthly enrollments.

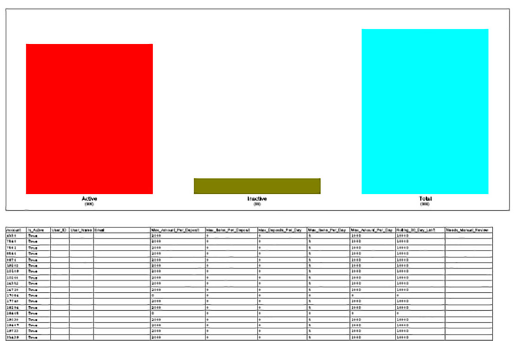
Enrollment Counts for for 201711



Account	LastName	FirstName	Status	ReviewDate	ReviewedBy
[illegible]	[illegible]	[illegible]	Active	2017-10-02 07:43:34	[illegible]
[illegible]	[illegible]	[illegible]	Active	2017-10-02 07:44:31	[illegible]
[illegible]	[illegible]	[illegible]	Active	2017-10-02 07:45:20	[illegible]
[illegible]	[illegible]	[illegible]	Active	2017-10-02 13:41:28	[illegible]
[illegible]	[illegible]	[illegible]	Active	2017-10-02 16:05:27	[illegible]
[illegible]	[illegible]	[illegible]	Active	2017-10-03 07:30:13	[illegible]
[illegible]	[illegible]	[illegible]	Active	2017-10-03 07:44:21	[illegible]
[illegible]	[illegible]	[illegible]	Active	2017-10-03 07:45:06	[illegible]
[illegible]	[illegible]	[illegible]	Active	2017-10-03 16:44:49	[illegible]
[illegible]	[illegible]	[illegible]	Active	2017-10-04 07:35:16	[illegible]
[illegible]	[illegible]	[illegible]	Active	2017-10-04 07:37:17	[illegible]

Business Rules Summary contains a list of members that were accepted or rejected. It also shows member specific settings. (Settings that are set to Zero, utilize the established global business rules.)

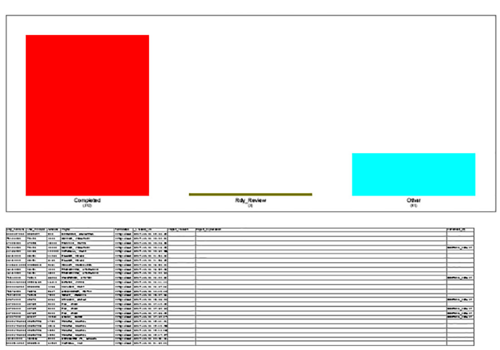
Business Rules Summary



Transaction Report has the detail of all RDC checks processed and their disposition.

Completed - Check has been accepted by the clearing house
Submitted – Check is in Process to be sent to the clearing House
Rejected - Check was rejected either by automated business rules, image quality, or CU Staff
Rdy_Reveiw - Check is awaiting review by CU Staff

Transaction Report



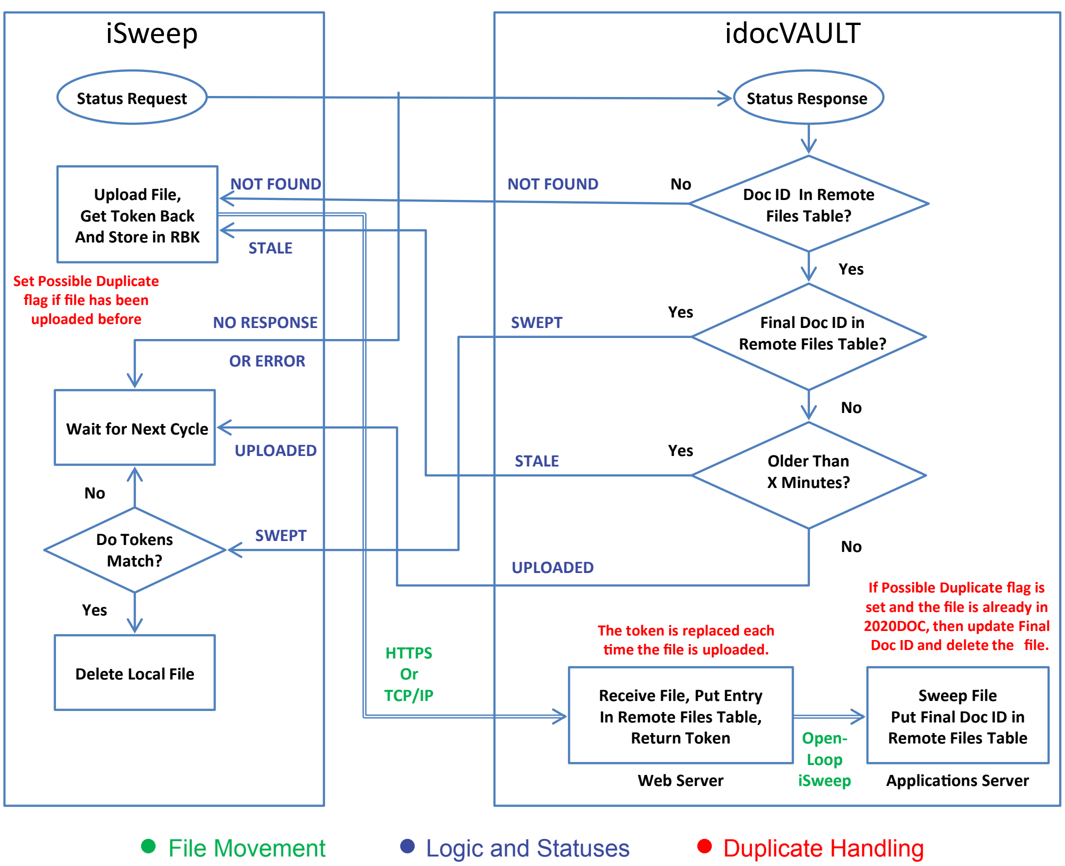
Understanding idocVAULT Closed-Loop Sweep

iSweep, an eDOC Innovations' utility application that securely moves files between operating locations or between servers, operates in two different modes: open-loop and closed-loop. Open-loop mode moves files to the destination server and then immediately deletes the original files. This is fairly reliable and includes error recovery and retries, but under certain cases the files may still be lost if the transport process fails.

Closed-loop mode communicates with the idocVAULT server to ensure the files have made it to the server and imported into 2020DOC before deleting the source files at the originating location. In this mode, iSweep repeatedly checks on the status of files it is uploading. The file set is initially uploaded to the server where an entry is made in the "Remote Files" table. If the upload is successful, a token is generated and returned to the iSweep that uploaded the file, which it stores in the RBK file. On the servers, the file set is moved from the web server to the applications server (using an open-loop iSweep), where the files are then imported into the 2020DOC system by IntelliSweep.

When the files are swept, the Doc ID may change. The final Doc ID is written to the Remote files table to indicate the file was successfully imported. The next time the remote iSweep checks on the file, it is told the file was imported, and given the token from the Remote Files table. If this token matches the token stored in the remote RBK file, then the remote file set is deleted and the job is done. If an error occurs along the way, iSweep will continue to see that the file either did not upload or that the file uploaded but has not been swept. If not uploaded, it will send the file again immediately. If not swept, it will wait a specified amount of time and then upload the file again.

If a file set is uploaded more than once, a flag is set in the RBK to indicate it is a possible duplicate. When IntelliSweep imports the file, if this flag is set, and/or the file is found to already exist in the 2020DOC system, then the Remote Files table is updated with the new information and the file is deleted. That way, the next time iSweep checks on that file, it will delete the file at the remote location as well.



eUpdate

eUpdate is a secure, web-based solution that enables automatic updates to eDOC applications and is managed on-premise at your facility via eDOC Innovations' idocVAULT or 2020iDOC websites. The application allows the user to deploy new versions of eDOC software to selected workstations and to choose when those updates will be applied. With each new software update, detailed release notes of the new features are included. eDOC publishes all new software updates on our Bakery server for easy download accessibility.

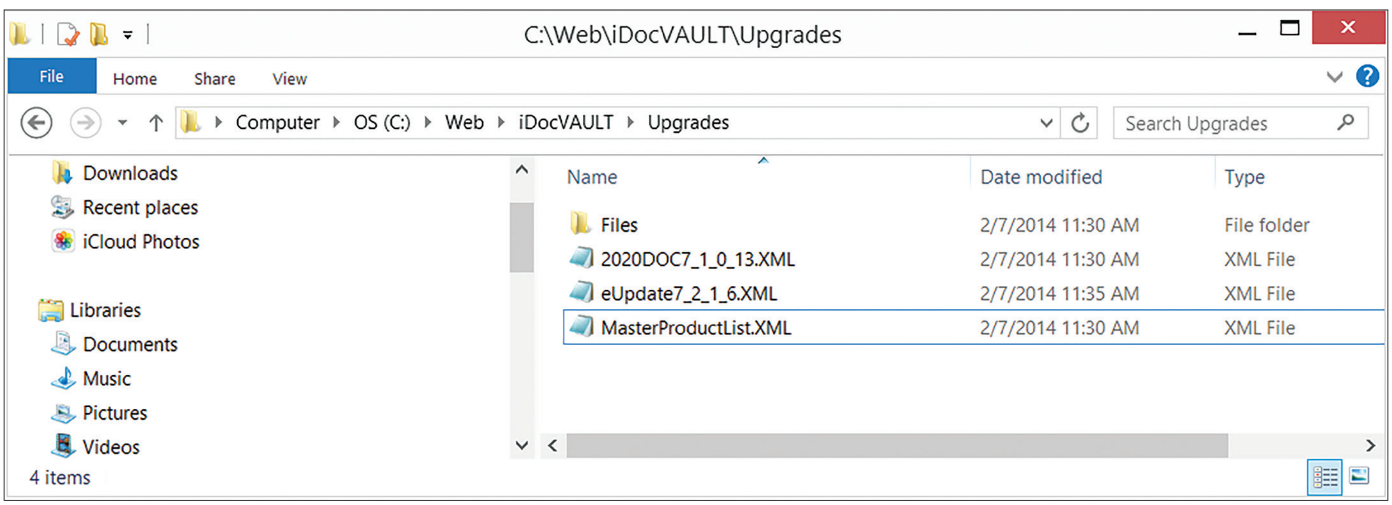
Compatibility

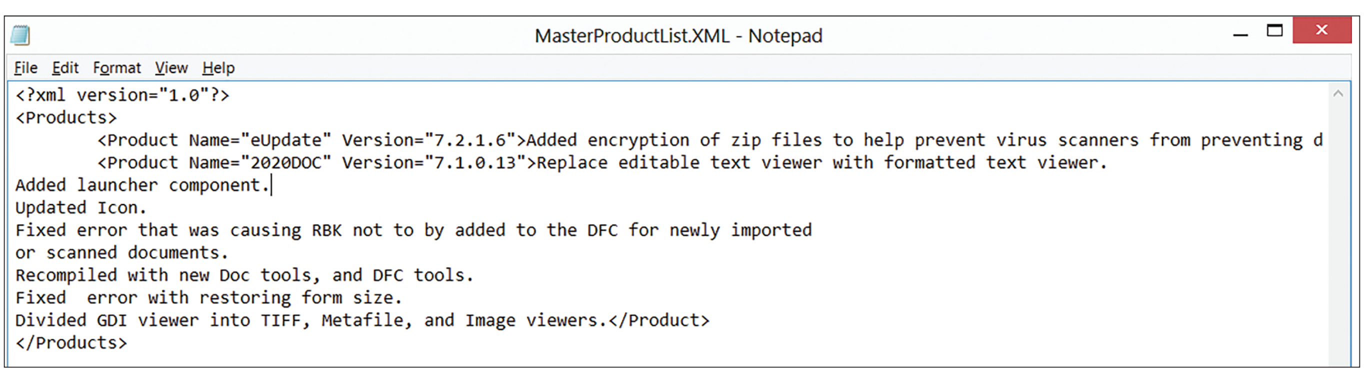
To update MySQL with the latest tables and permissions, the SQLInstallDLL.dll 7.2.0.2 or later is required to run with the MySQL Configurator. Please note that previous eUpdate Bakery sites are not compatible with the new web-based eUpdate.

Installation

Setup Bakery Site

1. Create a Bakery virtual directory.
2. Copy any eUpdate XML updates to the Bakery directory.
3. Update the MasterProductList.XML to include the XML updates copied.



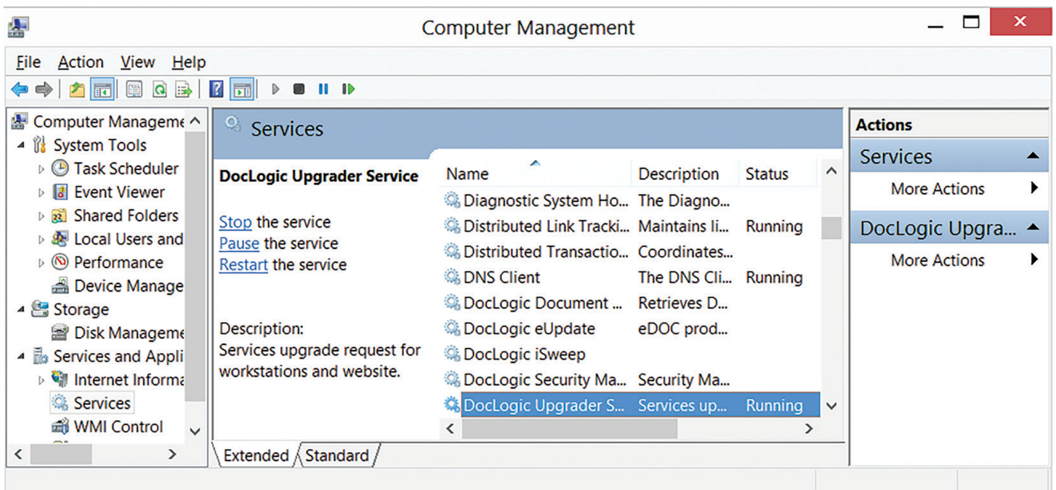



```
<?xml version="1.0"?>
<Products>
        <Product Name="eUpdate" Version="7.2.1.6">Added encryption of zip files to help prevent virus scanners from preventing d
        <Product Name="2020DOC" Version="7.1.0.13">Replace editable text viewer with formatted text viewer.
Added launcher component.
Updated Icon.
Fixed error that was causing RBK not to by added to the DFC for newly imported
or scanned documents.
Recompiled with new Doc tools, and DFC tools.
Fixed  error with restoring form size.
Divided GDI viewer into TIFF, Metafile, and Image viewers.</Product>
</Products>
```

Install DocLogic Upgrader Service

Install the DocLogic Upgrader Service on the same server running the Document Server and Security Manager server applications.

1. Copy UpgraderService.exe and the sample RDI.ini file to an UpgraderService folder in the DocLogic directory.
2. Configure the RDI.ini's settings to match current environment.
3. Install the service by using the -install parameter on the command line of the executable, i.e., C:\Program Files (x86)\DocLogic\eUpdate\eUpdate.exe –install.
4. Make sure DocLogic Upgrader Service is running in the Services window.



Install eUpdate on Workstations

In the previous version of eUpdate, with the UpgraderX, UpgradeFileRetriever, and Upgrade Notify and Approval Console applications, there is an eUpdate XML that can be added to your existing Bakery site to deploy to your workstations. This will allow the older solution to update all the workstations to the new eUpdate. Contact eDOC at csr@edoclogic.com or http://edoclogic.com/eupdate-upgrade-request/ to obtain an install for this purpose.

To install eUpdate on a new workstation, follow one of the install methods outlined below.

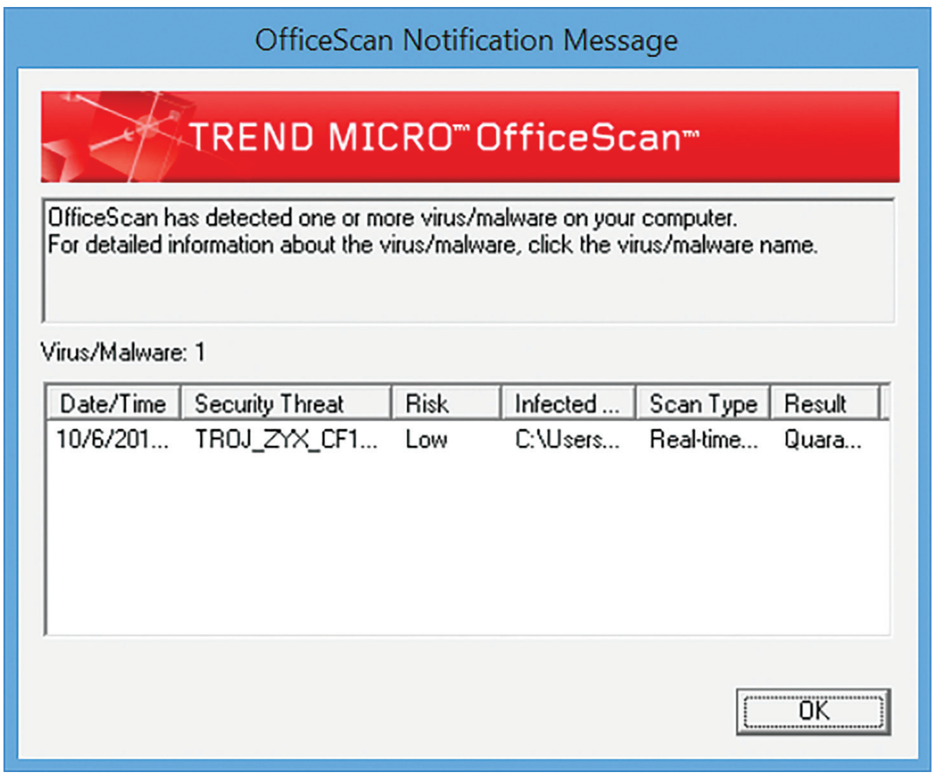
Install Using the eUpdateinstall.bat File

1. Copy eUpdate.exe, eUpdateHelper.exe, RDI.ini, and eUpdateinstall.bat file to a network location all workstations can access.
2. Edit the RDI.ini file and update the settings to match your environment.
3. Edit the eUpdateinstall.bat file and update the network paths to match your environment.
4. Run the bat file on the workstations as an administrator.

Install Manually

1. Copy eUpdate.exe, eUpdateHelper.exe, and RDI.ini file to an eUpdate folder in the DocLogic directory of the workstation.
2. Configure the RDI.ini's settings.
3. Open a command prompt and install the service by calling the eUpdate.exe with the -install parameter, i.e.,C:\Program Files (x86)\DocLogic\eUpdate\eUpdate.exe –install.

Some anti-virus solutions may pick up the installation of eUpdate as a Trojan or virus. To avoid this, add eupdate.exe and eupdatehelper.exe as safe executables to your anti-virus solution. If the executables have not been added and the following **OfficeScan Notification Message** or other malware protection program opens after clicking the eUpdate.exe, click **OK** and continue. eUpdates does not present any threat to your computer.



Settings

This provides an overview of the available settings in eUpdate.

RDI.INI SETTINGS

Below is a sample of an eUpdate's RDI.ini file along with explanation of the settings.

```
[User]
;ControlID that will be used when reporting to the idocVAULT site hosting updates
Name=Reed
RDI_Dir=C:\RDI\
PrivateDir=C:\RDI_Work\
NetFileDir=C:\RDI_Work\2020DOC\NetFileDir\
;The directory that Orbograph is installed in. This setting is only relevant to Orbograph updates
OrboGraphDir=C:\Orbograph\
;idocVAULT site this workstation will report to for updates
iDocURL=http://edisql:8081/
;Bakery URL to download updates from
UpgradeURL=http://edisql:8081/Bakery/
;Folder containing updates (can be left blank if workstation is only downloading updates)
UpgradeFolder=C:\RDI_Work\Downloads\
;Setting controls whether to download updates or look in the UpgradeFolder for them
DownloadUpdates=Y
Diagnostics=Y
;This setting will be modified by eUpdate. It keeps track of when the last file integrity check was done
LastFileCheck=2/26/2014
;Tells eUpdate to stop and uninstall older services(UpgraderX and UpgradeFileRetriever)
UninstallOldeUpdate=N
;eUpdate only pulls actions newer then this date. Can be changed to pull older actions
LastActionsDone=2013-12-17 17:03:45
;How often (in minutes) eUpdate checks into the iDocVAULT site
CheckInInterval=3

[Settings]
;ControlID used at institution
CONTROLID=
COMPANYNAME=
;License codes
PRODOC=
Statements=
```

2020Doc=

Greenbar=

CheckLogic=

;Location of member portal pages

PHPEDOC=C:\Web\edocphp

;MySQL IP Address

SQLHOST=

;BranchID used in CheckLogic Branch client

BranchID=

EDIT RDI.INI SETTINGS

1. To edit an .INI setting, select the target for the .INI setting by selecting **Groups** or **Workstations** from the filter. Then select the target by changing the **Action For** dropdown.
2. Change the **Product** dropdown to **All** to edit all .INI settings, or select the desired **Product** to edit settings only for that application.
3. Select **Edit IniSetting** for the Action and select a **Sequence**.

Before Install will change the setting before checking for updates.

After Install will change the setting after updates have been run.

In the **Instructions** type in the command to change the setting based on the following format:

Action;Product;File;Section;Name;Value

> Action will be either ADD or DELETE to delete the setting or add/change the setting.
> Product is the name of the eDOC product.
> File is the name of the setting file for the product, this will usually be RDI.ini.
> Section, Name, and Value should match the setting you want to change.
> Example: To remove the Diagnostics setting in the ProDOC's RDI.ini file, create the following instruction:
> DELETE;ProDOC;RDI.ini;User;Diagnostics;Y

More than one instruction line may be added to edit multiple settings at once.

Click the **Add** button to create the action.

REPORT SETTINGS

This command tells the workstation to report the settings of an .INI file for a product that eUpdate is currently monitoring. This is useful if a settings file may have been changed outside of eUpdate.

1. To create the action, select the target by selecting **Groups** or **Workstations** from the filter, then select the

target by changing the **Action For** drop down.
2. Change the **Product** dropdown to **All** if you want to view all products or select the desired product.
3. Select **Report Setting** for the **Action** and select a **Sequence**.

The **Before Install** option will report the settings before checking for updates.
After Install will report the settings after updates have been ran.
In the **Instructions** type in the **Product** and **File** containing the settings in the following format:

Product;File

Example: if you want to have eUpdate report the settings found in ProDOC's RDI.ini file then the Instructions field would contain:

ProDOC;RDI.ini

Click the **Add** button to create the action.

RESET WORKSTATION SETTINGS

To remove all entries of a workstation from the MySQL database, use the **Reset Workstation** action. This is useful if a workstation goes off the network or is replaced.

1. To create the action, select **Workstations** from the Filter dropdown and select the workstation from the **Action For** drop down.
2. Choose **All** for the **Product** and **Reset Workstation** from the **Action** drop down. Select **Before Install** from the **Sequence**.

Click the **Add** button to create the action. This action is created and ran immediately by the Upgrader Service.

CHANGE NAME

Use the **Change Name** action to tell a workstation to use a different name then its computer name for eUpdate.

1. To create the action, select workstations from the **Filter** then select the desired workstation from the **Action For** dropdown.
2. Choose **All** for the **Product** and **Change Name** for the action. Select **Before Install** from the **Sequence** drop down and type in the new name for the workstation in the **Instructions** box.
3. The name should not include spaces or special characters.

Click the **Add** button to create the action.

UNINSTALL

Use the **Uninstall** action to tell a workstation to uninstall a product.

1. To create the action, select **Workstations** from the filter then select the desired workstation from the **Action** dropdown.
2. Select **ALL** for the **Product**, select **Uninstall** for the action, and the **Before Install** for the Sequence.
3. Type the name of the product in the **Instructions** box and click the **Add** button.

RUN COMMAND

The **Run Command** allows run command line request on the workstation. To stop a process on the workstation, follow these steps.

1. Select **Workstations** for the **Filter**.
2. Select the desired workstation from the **Action For** dropdown. Select **ALL** for the **Product** and select **Run Command** from the **Action**.
3. Select the desired sequence from the **Sequence** dropdown. In the **Instructions**, type the command to stop the process.

Below is an example of how to stop the ProDOC:

taskkill /IM ProDOC.exe /F

Click the **Add** button to create the action.

The **Run Command** action can be a powerful tool for managing your workstations, but should only be used by those familiar with the command line interface.

EDIT/DELETE ACTIONS

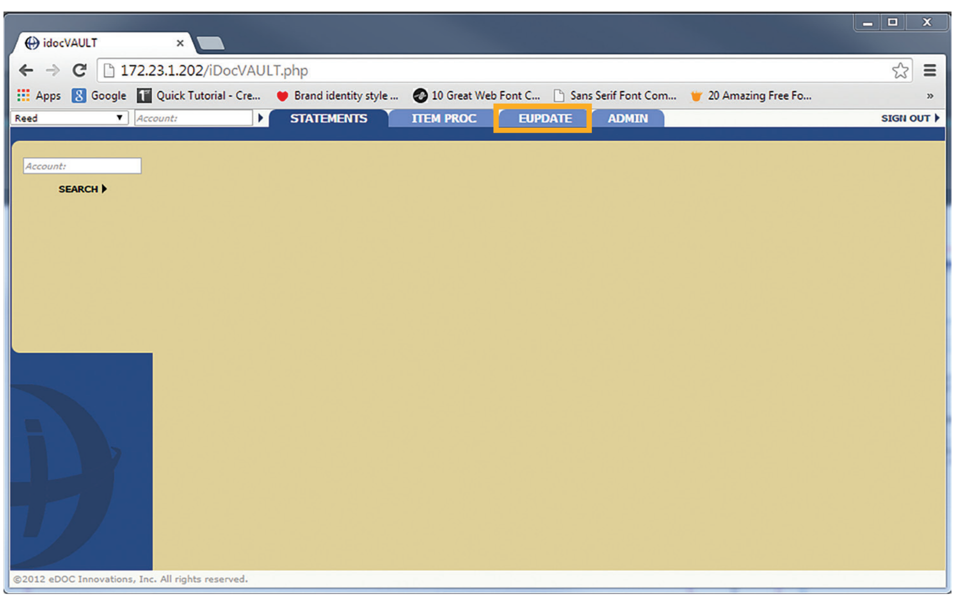
Existing actions can be edited or deleted if they have not yet been run by the workstation.

To edit an action, click the **Blue Disk** icon to the left of the action.
To delete an action, click the red **X** icon to the right of the action.

USING eUPDATE

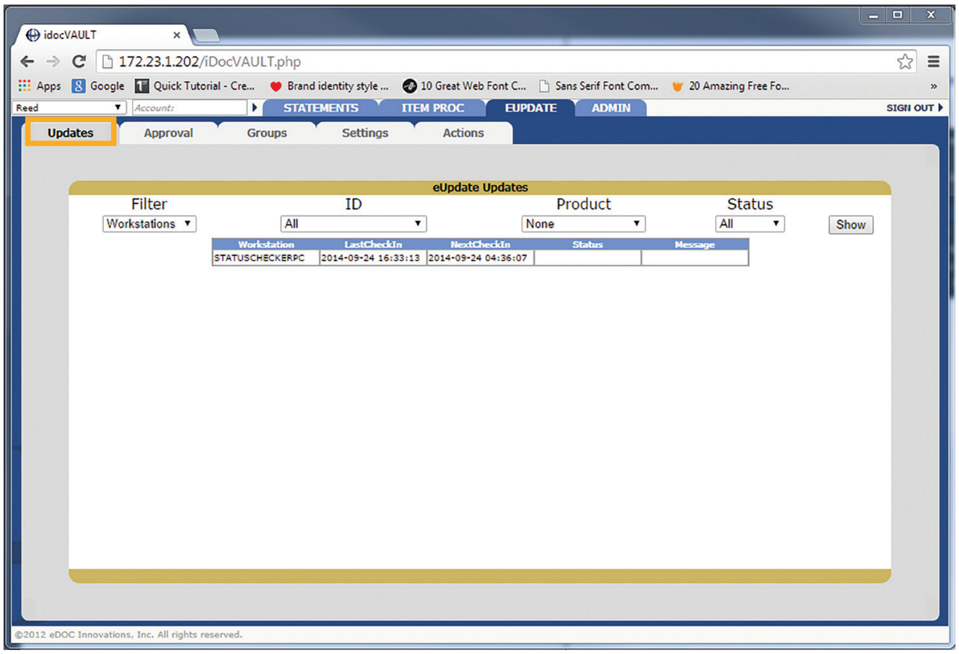
Begin my launching idocVAULT. Sign in with User Name and Password.

The program will open with the **STATEMENTS** tab highlighted. Click on the **EUPDATE** Tab.

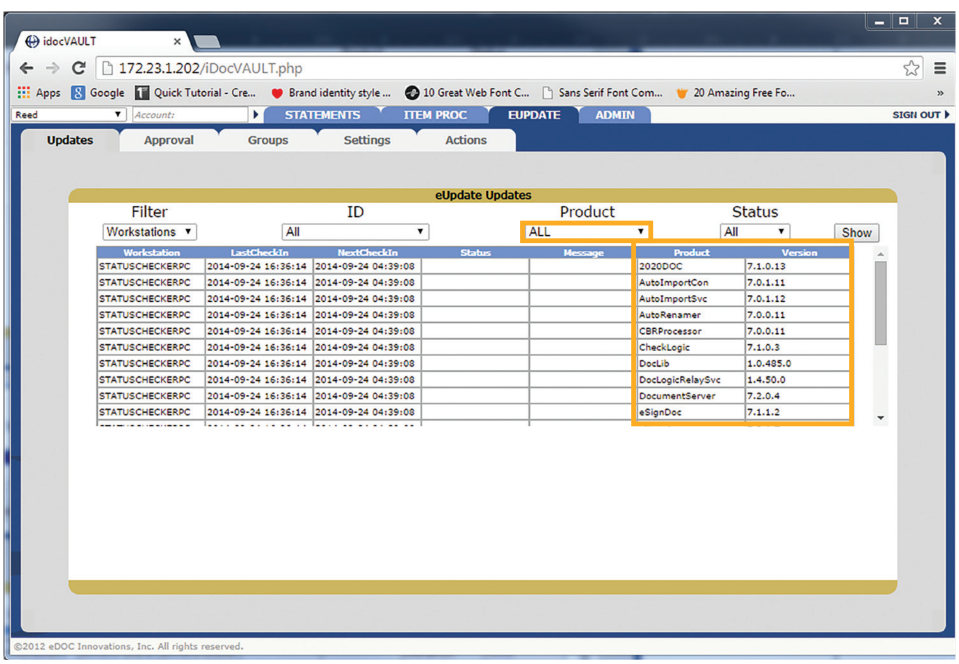


Updates Tab

The **Updates tab** allows a user to view the update status of each workstation and the products and versions that are currently installed. The results can be filtered by selecting information from the dropdown boxes and clicking the **Show** button. The filter allows for switching between individual or group **Workstations**, by **Product** and by **Status**. Once filters are selected, the display will show the workstation, the last check in, the next scheduled check time, the current update status, and a description of the current status.



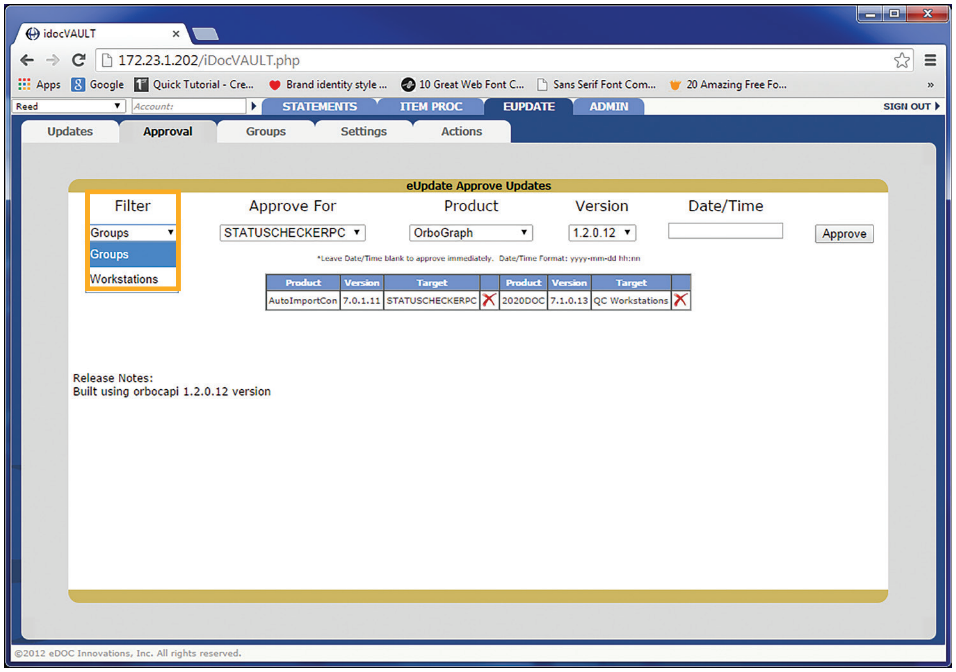
If a filter for a product/s is selected, the **Product** and **Version** fields will display.



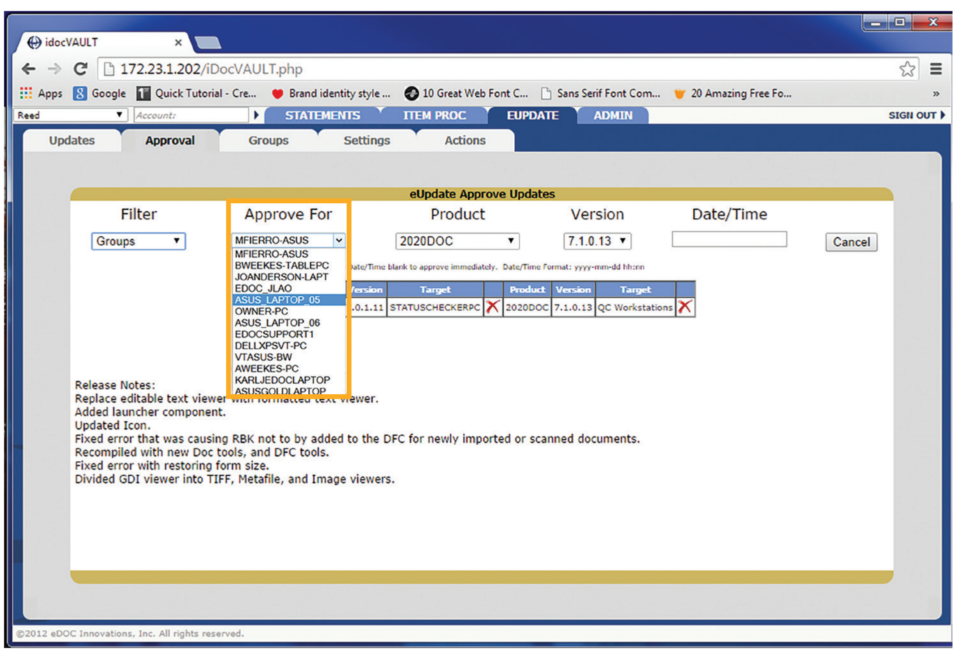
Approval Tab

The **Approval** tab allows the administrator to approve updates to workstations or groups of workstations.

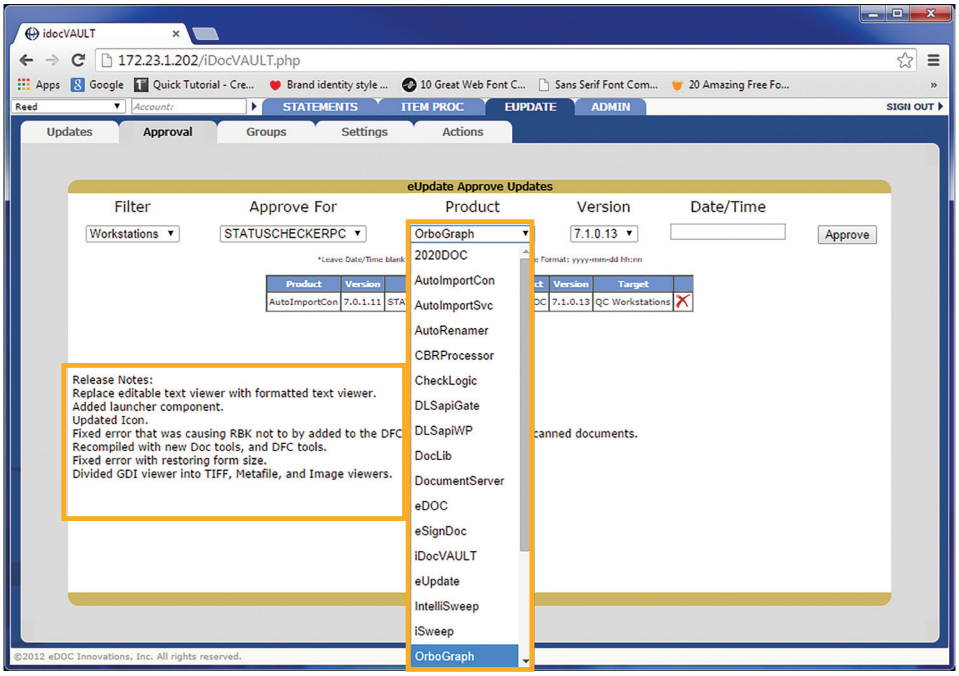
Select whether the update will be released to a workstation or a group of workstations by changing the filter to **Groups** or **Workstations**.



Select the target for the approval by changing the **Approve For**.

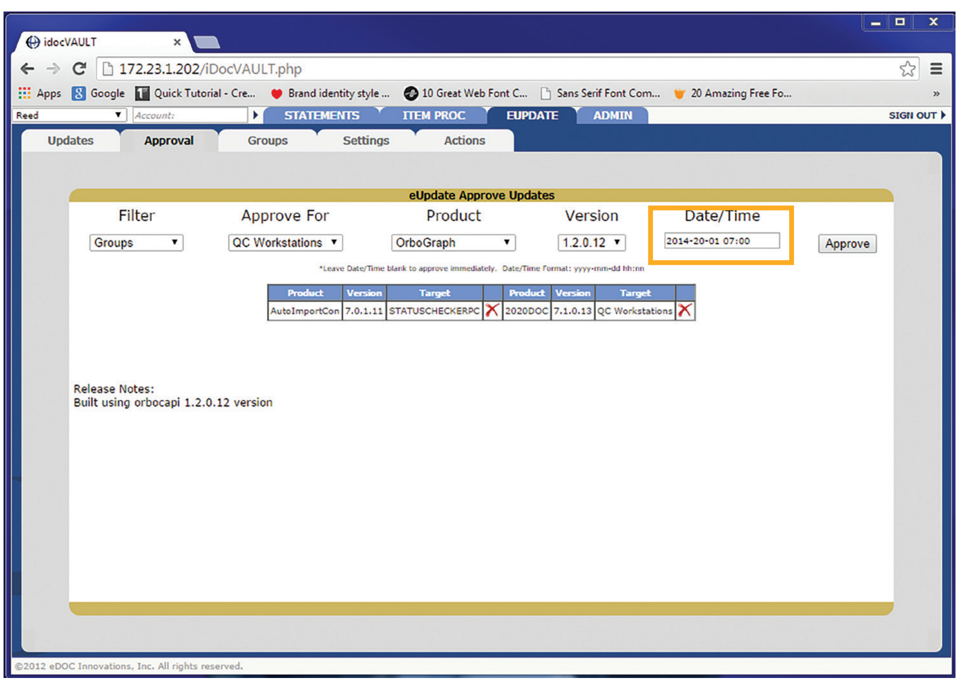


Select the **Product** and **Version** to approve. **Release Notes** will detail the new features in this update and will change as different products and versions are selected. To approve an update immediately, leave the **Date/ Time** box empty and click the **Approve** button.



To delay an approval, populate the desired date and time in the **Date/Time** box. The required format to delay approval is yyyy-mm-dd hh:nn. Once the **Approve** button is clicked, a message will appear stating **Delay Approval Action Created**.

To cancel an update, click the red **X**.

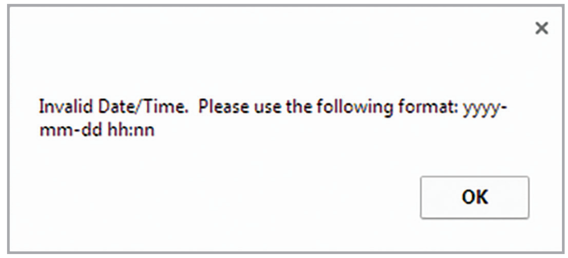


If the **Date/Time** box is not filled in with the assigned format (with hyphens and space), an error box will pop up. Click **OK** and re-enter the **Date/Time** with corrected format changes.

Required Date/Time Format

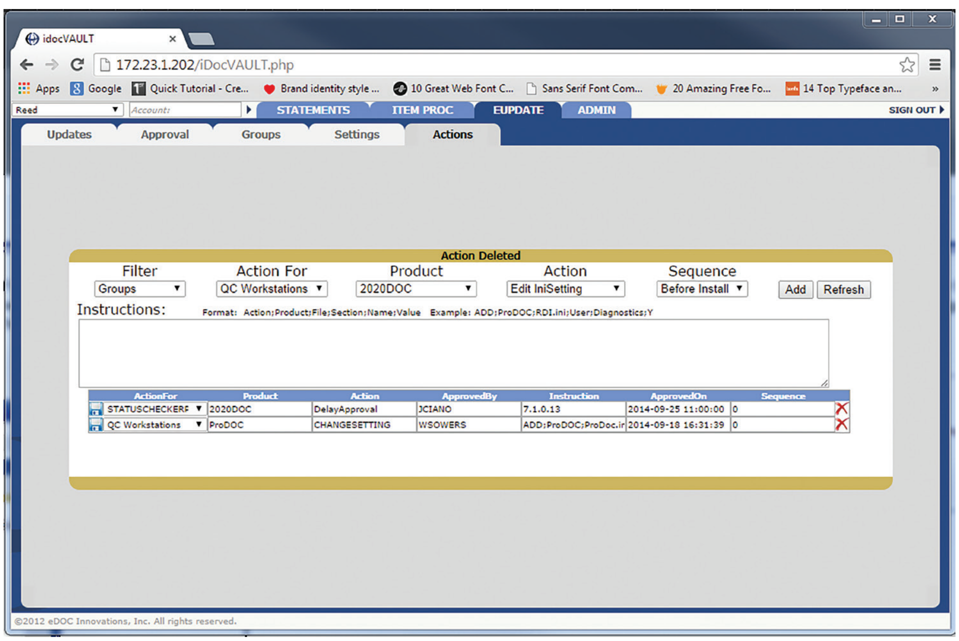
yyyy-mm-dd hh:nn

yyyy	four digit year	add hyphen
mm	two digit month	add hyphen
dd	two digit day	add space
hh	two digit hour, military time	add colon
nn	two digit minute	

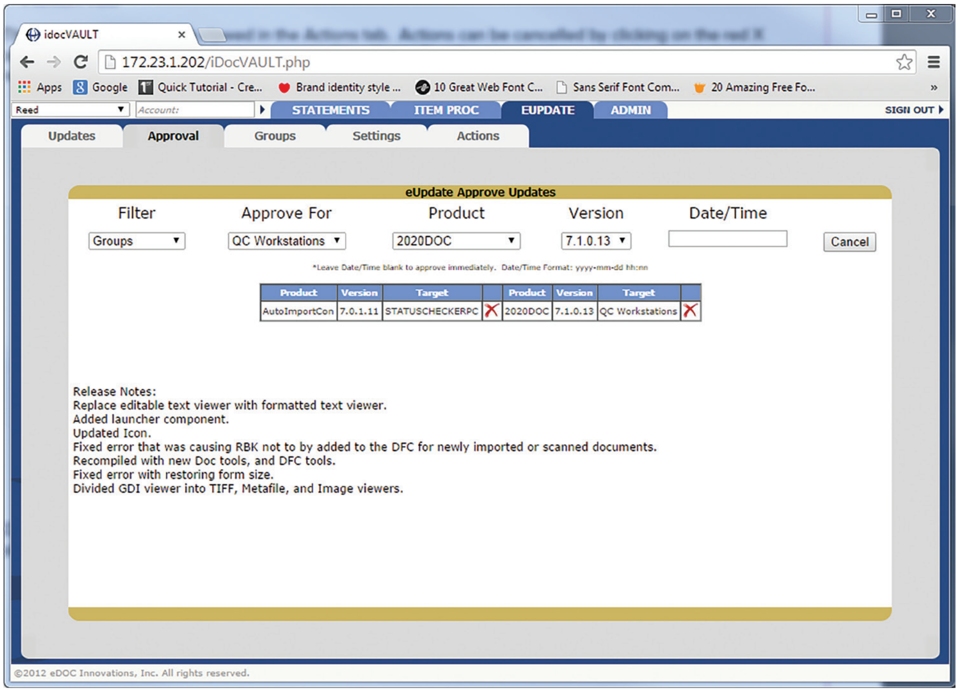


Action Tab

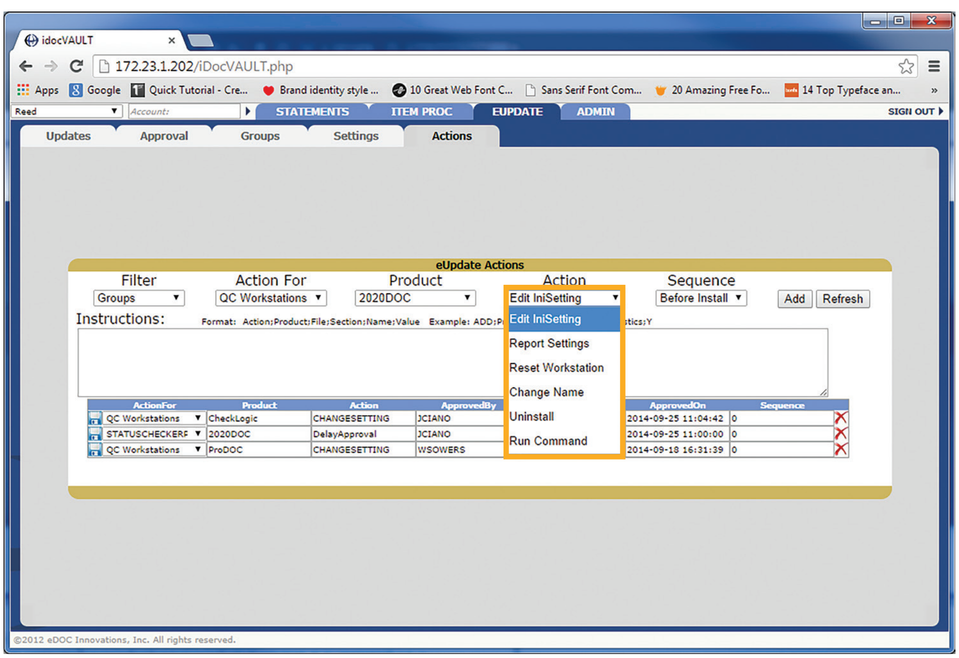
Actions created can be viewed in the **Actions** tab. Actions can be canceled by clicking on the red **X** or added by changing the information in the Filter/ActionFor/ Product, etc. boxes and clicking on **Add**. To refresh the screen click on **Refresh**.



Once the **Date/Time** entered passes, the **Upgrader Service** will create a new approval and the approval will show under the **Approval** tab.



The **Actions** tab also allows the user to change .INI settings, report settings of an .INI file on a workstation, reset a workstation, change the name of a workstation, uninstall a product on a workstation, run a command on a workstation, and edit and delete actions.

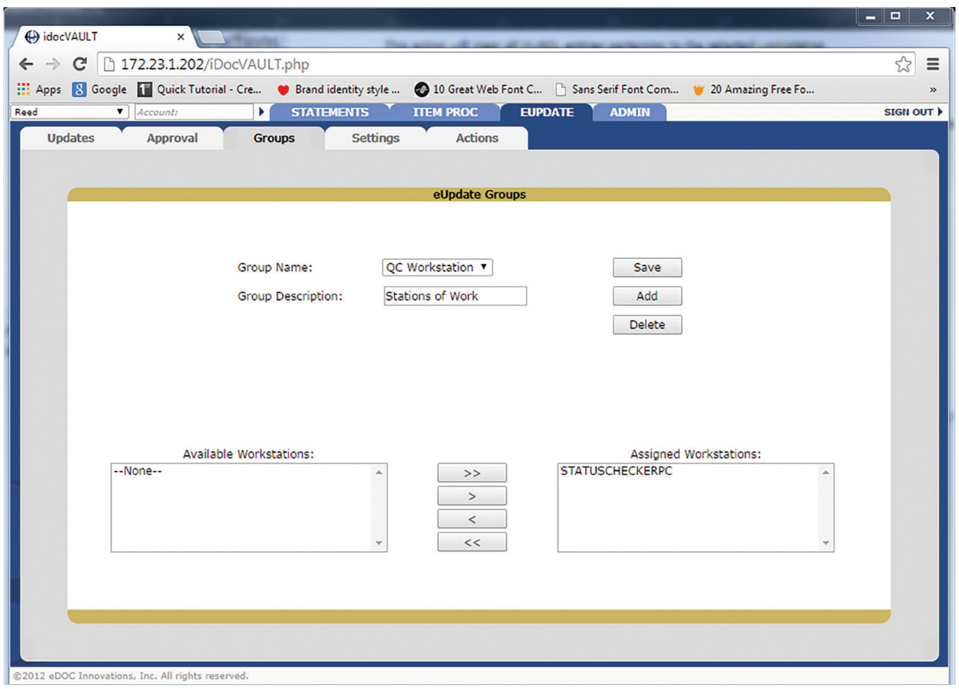


As each action is selected the text in the **Instructions** box will change.

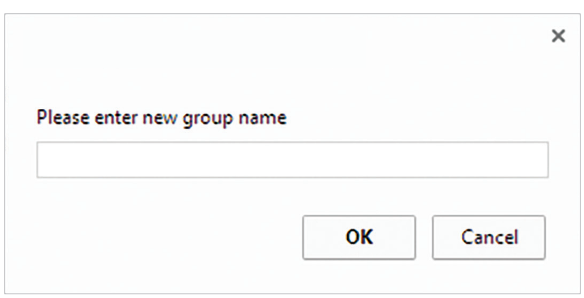
Edit IniSettings	Format: Action;Product;File;Section;Name;Value Example: Add;ProDOC;RDI.ini;User;Diagnostics;Y
Report Settings	Format: Product;File Example: ProDOC;RDI.ini
Reset Workstation	This action will clear all MySQL entries pertaining to the selected workstation.
Change Name	Type unique name for workstation. Please do no include spaces or special characters.
Uninstall	Enter product name in instructions and select All for the Product dropdown.
Run Command	This action will create a batch file from the below instructions and run it.

Group Tab

The Group tab is where a user can group workstations into different groups.

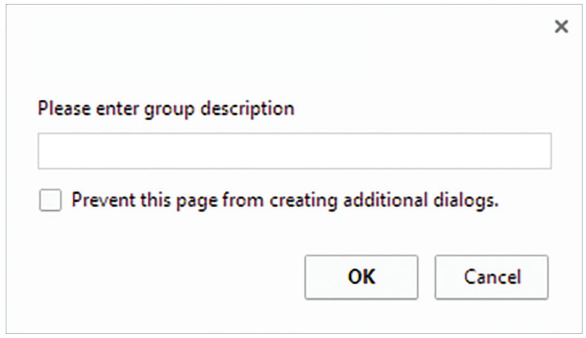


To create a new group, click the **Add** button. A dialog will appear asking for the name of the group. Enter a name and click **OK**.

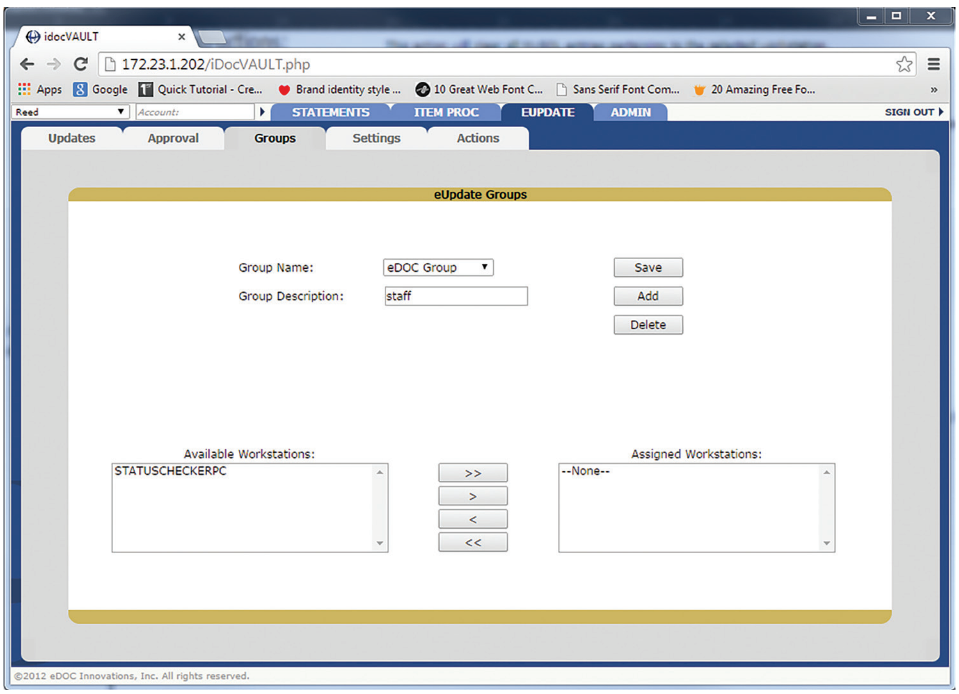


A new pop up window will appear asking for a group description. Enter a short description for the group and click **OK**.

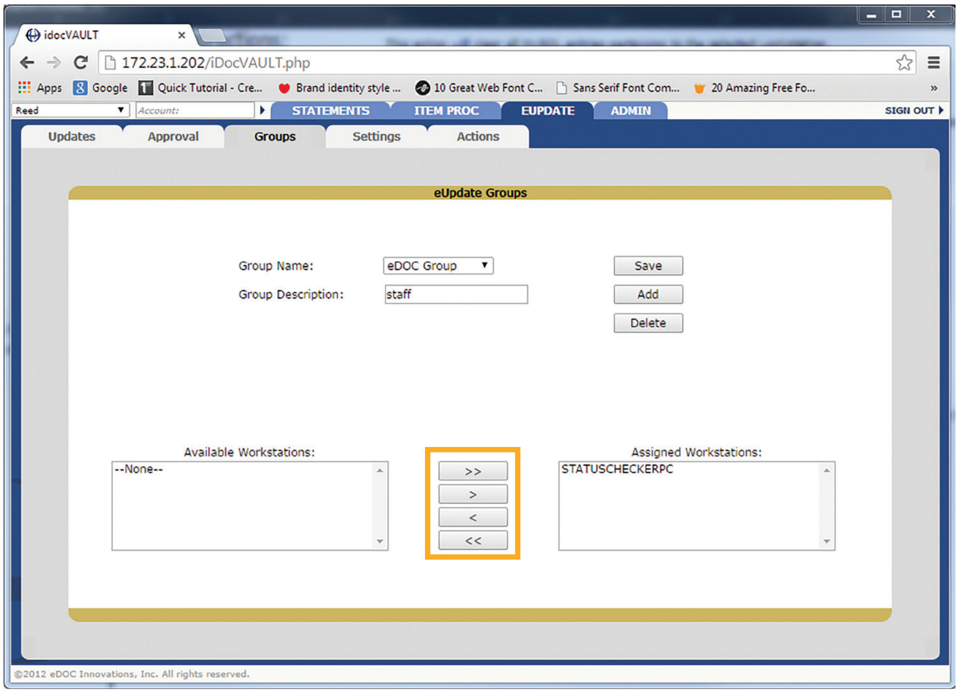
A check box **Prevent this page from creating additional dialogs** is an option in some browsers when multiple pop up dialogs appear. This option prevents future dialogs from showing. DON'T EVER check this box on idocVAULT or eDOC sites.



A new group will be created and selected.



To add workstations to the group, select the desired workstations from the **Available Workstations** box. Click the **>** button to move selected workstations to the **Assigned Workstations** box.



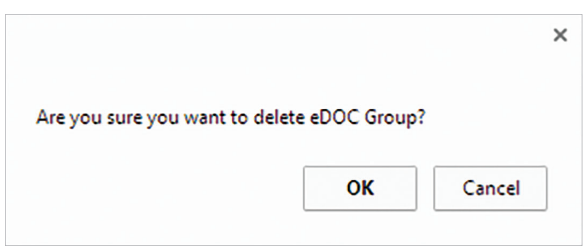
To move all available workstations, click the **>>** button.

Workstations are removed from the **Assigned Workstations** box by selecting the desired workstation(s) and clicking the **<** button.

All workstations are removed from the **Assigned Workstations** box by clicking the **<<** button.

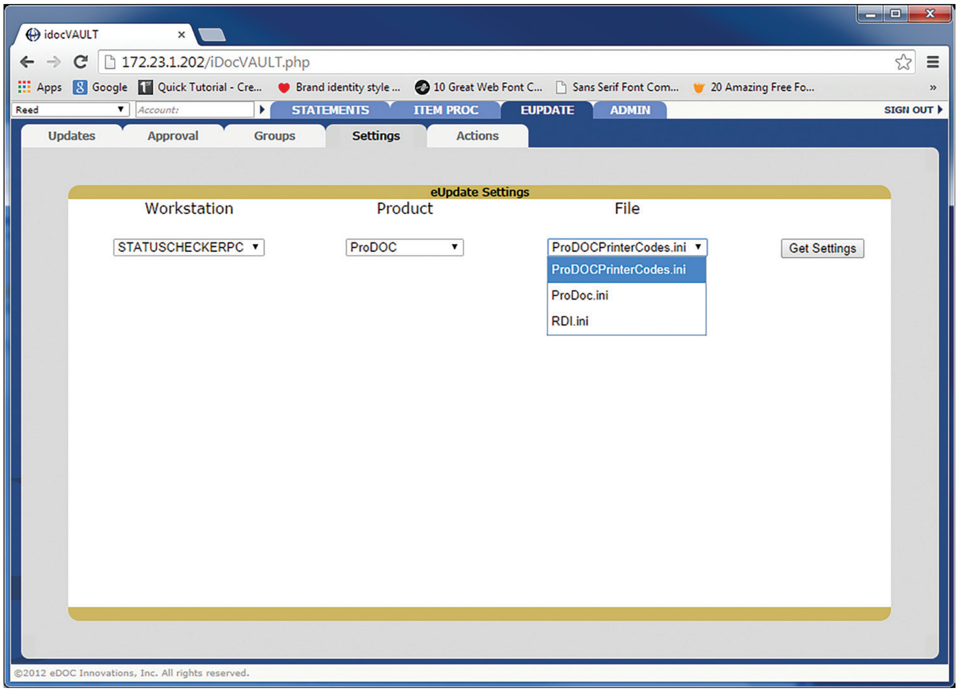
Changes made to these two boxes are saved as soon as one of the arrow buttons is selected. The **Save** button is currently only used to update changes to the **Group Description**.

To delete a group, click the **Delete** button. A confirmation dialog will appear, click **OK** to delete the group.

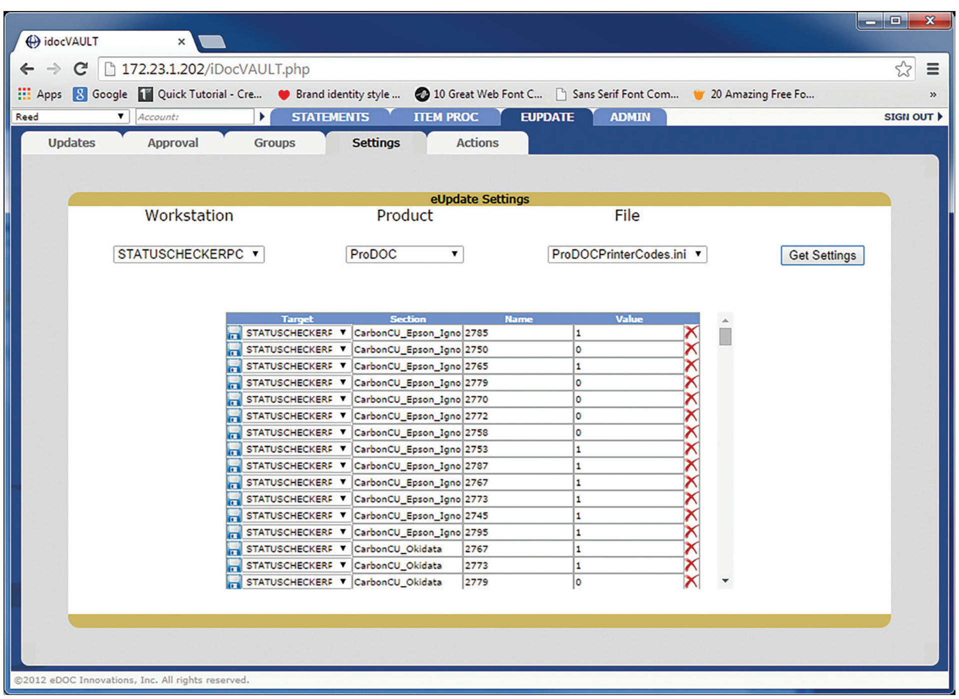


Settings Tab

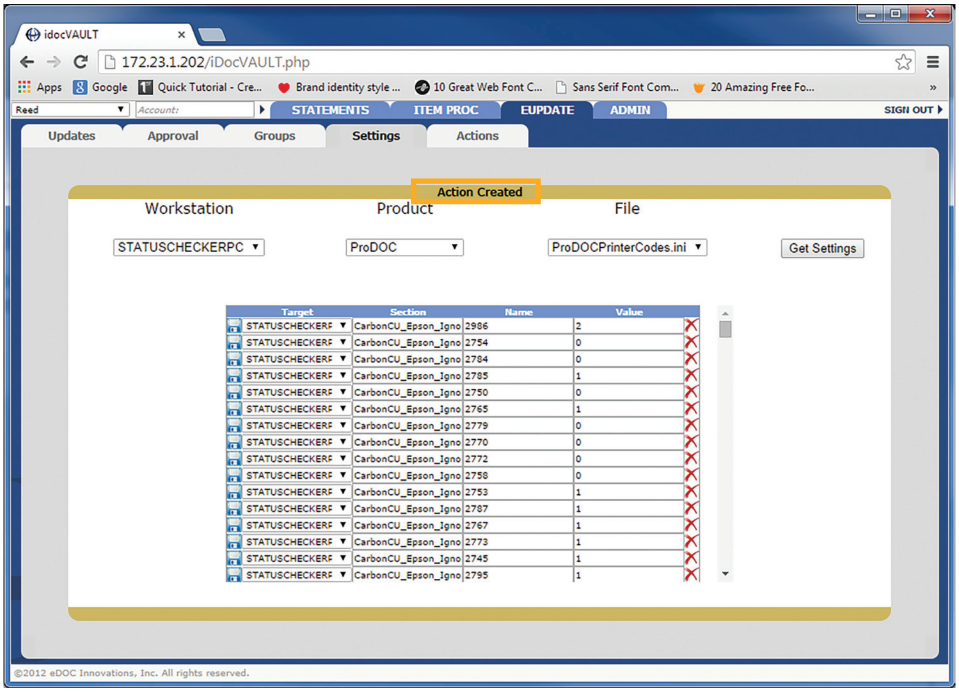
The settings tab allows a user to view and update .INI file settings on workstations. To view the current settings of an .INI file, select the desired **Workstation**, **Product**, and **File**.



Click the **Get Settings** button.



To change a setting, select the workstation, find the section and name of the setting, then change the value of the setting. Click the **Blue Disk** icon on the left of the setting. A message will pop stating **Action Created**.



Settings are removed by clicking the red **X** icon to the right of the setting. This will also create a new action. You can view these actions under the Actions tab.

The settings will be updated the next time the workstation checks in with the server.

Index

Support

eDOC comprehensive support is our warranty to you and is available 24 hours a day, seven days a week.

Our professionally trained, skilled, and motivated Client Service Representatives are available Monday through Friday from 8:00 AM – 7:00 PM to assist with all your service and support needs. They can be reached by filling out our web form. After-hours and federal holiday support* is also available.

To contact support, visit https://edoclogic.com/email-our-client-service-team/.

For after-hours support, visit https://edoclogic.com/after-hours-support/.

* **Additional charges may apply**

E la carte additional support services

eDOC Innovations offers additional support not currently included in your support agreement through our fee-based e la carte services.

To see a list and pricing of these services: http://edoclogic.com/wp-content/uploads/e-la-carte1.pdf

edoclogic.com