

# BAC Community Bank Senior Administrator User Guide

The Senior Administrator for a Company will be able to process many administrative functions without the bank being involved, including adding new users, changing existing users and removing users. Most of these actions can be completed without bank involvement. If ACH or Wire Transfer services are added to a user, the Sr. Administrator will make the appropriate changes but the bank must be notified in order to complete additional required steps. Contact the Customer Service Department (CSD) at 1-877-226-5820 for assistance.

If the Company will be utilizing Dual Control features, contact CSD.

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**Note – Administration functionality will only be available to Senior Administration Role. (Sr. Admin)**

Home	Accounts	Payments & Transfers	Checks & Deposits	Administration
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## HOME

- ▶ Landing Page for Business Online Banking
  - Payments & Transfers that need review
  - ACH Templates that need review
  - Internal Transfers that need review
  - Pay or Transfer quick links on the right

### Help:

- ▶ If you select the Help option, you will be taken to a resource page on BAC's website.
- ▶ If you have forgotten your password, click the **Forgot Password** link in the login screen and you will receive an email with a link to create a new password.
- ▶ If locked out of Business Online Banking, call the Customer Service Dept. at 877-226-5820

### Alerts:

- ▶ Setup Banking Alerts to be sent to an email address or text alerts

### Profile:

- ▶ Change your Password or Challenge Questions
- ▶ View the email address on file (to change this contact your local branch)

### Logout:

- ▶ Logout of Business Online Banking

# SET UP NEW USER ACCESS

- ▶ Administration Tab
- ▶ Employee Profile & Permissions
- ▶ Select New Employee
- ▶ Select Submit

Home Accounts Payments & Transfers Checks & Deposits **Administration**

**Administration**

ACH Template **Employee Profile & Permissions** Employee Accounts Business Role Definitions

**Employee Profile & Permissions**

Select User Criteria

Inquire Employee  
Go To... Codes

Change Employee  
 New Employee  
 New Employee Using Existing Employee  
 Delete Employee

Name: \_\_\_\_\_  
Username: \_\_\_\_\_

Submit Clear

**\*\*See Instructions on following pages for filling in each section below.**

New Employee 1 - Codes

**1** Codes

\* Indicates Required Field

\* Name: \_\_\_\_\_

Tax ID Code: \_\_\_\_\_ Not Present

Tax ID Number: \_\_\_\_\_

Security Level: \_\_\_\_\_ Employee

Mother's Maiden Name: \_\_\_\_\_

Employee Group: \_\_\_\_\_ None

Transaction Exports: \_\_\_\_\_ No

(None) \_\_\_\_\_  
(None) \_\_\_\_\_  
(None) \_\_\_\_\_  
(None) \_\_\_\_\_  
(None) \_\_\_\_\_

**2** Contact Methods

E-mail Address: \_\_\_\_\_

Business Phone: \_\_\_\_\_

Business Phone Ext.: \_\_\_\_\_ 0

Mobile Phone: \_\_\_\_\_

**3** Client Details

Client Name ACH MGR 9996 Testing **INFORMATIONAL ONLY** ber Client Tax ID 999699969

**4** Security

\* Username: \_\_\_\_\_ \* Change Password

PIN: \_\_\_\_\_ **NA**

Terms Acceptance Date: \_\_\_\_\_

**5** Multifactor Authentication

Token Status: **NOT USED** (None)

Token Type: \_\_\_\_\_ Go3 **DO NOT UPDATE**

Mobiliti Business

Mobiliti Business access is enabled. Uncheck the checkbox to disable Mobiliti Business access.  
No Devices Registered

6

**Role Assignment**

\* Role Name  
 Basic CM

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**ACH** **ACH PERMISSIONS**

Employee is not enabled for ACH Manager access. Check the checkbox to grant ACH Manager access.

8

**Accounts**

To grant account access for this Employee check the checkbox associated with the account. To remove account access, uncheck the checkbox.

**Checking**

Access	Account Number	Account Nickname
<a href="#">Select All</a>		
<input type="checkbox"/>	XXXX4321	Checking 4321
<input type="checkbox"/>	XXXX7766	Checking 7766
<input type="checkbox"/>	XXXX9988	Checking 9988

**Savings**

Access	Account Number	Account Nickname
<a href="#">Select All</a>		
<input type="checkbox"/>	XXXX1212	Savings 1212

**Certificate Of Deposit**

Access	Account Number	Account Nickname
<a href="#">Select All</a>		
<input type="checkbox"/>	XXXX3810	CD 3810

**Loans**

Access	Account Number	Account Nickname
<a href="#">Select All</a>		
<input type="checkbox"/>	9999999881	Loan 9881

**Overrides**

Cutoff Group Override:  Use Default

Account Options

Incoming ACH: **DO NOT UPDATE** No [v]  
Incoming Wire: **DO NOT UPDATE** No [v]

Administration Options

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	Inquiry	New <a href="#">Select All</a>	Change <a href="#">Select All</a>	Delete <a href="#">Select All</a>
Employee:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internal Transfer Template:		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ACH Transfer Template:		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tax Transfer Template:		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wire Transfer Template:		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bill Payment Transfer Template:		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Approval Options

10

Review Internal Transfers: No [v]  
Review ACH Transfers: No [v]  
Review Wire Transfers: No [v]  
Approve Transfers: No [v]

Fund Transfer Options

11

Inquire Transfers: Yes [v]  
Initiate Transfers: Yes [v]  
Review Bill Payment Transfers: No [v]  
Open Transfers: Yes [v]

File Transfer Options

Review ACH File Transfers: **DO NOT UPDATE** No [v]  
Review Other File Transfer: **DO NOT UPDATE** No [v]

Limits and Thresholds

Wire Review Threshold: 0.00  
Wire Daily Transfer Limit: **DO NOT UPDATE** 0.00  
File Review Threshold: 0.00  
File Daily Transfer Limit: 0.00

Bill Payments

Initiate Payments: **DO NOT UPDATE** No [v]

Merchant Capture Options

12

Merchant Capture Option: Yes [v] Per Item Limit: 0.00  
Role: Approver [v] Per Deposit Limit: 0.00  
View Client Deposits: Yes [v] Per Day Limit: 0.00

Merchant Capture Location

Assign Location

[Add Location](#)

Stop Payments

13

Inquiry: Yes [v]  
New: Yes [v]

Interface Specifications

14

Interface: Small Biz Checkfree [v] User Code: Password:

Electronic Documents

15

[Disable All](#)

Document	
DDA ONUS DEBITS	<input checked="" type="checkbox"/>
DDA ONUS CREDITS	<input checked="" type="checkbox"/>
SAV ONUS DEBITS	<input checked="" type="checkbox"/>
SAV ONUS CREDITS	<input checked="" type="checkbox"/>
Checking Account Statements	<input checked="" type="checkbox"/>
Savings Account Statements	<input checked="" type="checkbox"/>

Applications Enabled

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[Select All](#)  
 Wires

[Next](#) [Cancel](#)

▶ **STEP 1 – CODES**

- Enter Employee Name
- Tax ID Code – not used
- Tax ID Number – not used
- Security Level [*Employee or Administrator*]
- Mother's Maiden Name – will later be entered by employee after successful log in
- Employee Group - not used
- Transaction Exports [*Determines if the employee can export history transactions to CSV file or QuickBooks*]
- Date of Birth – not used

▶ **STEP 2 – CONTACT METHODS**

- Enter employee's email address and phone numbers

▶ **STEP 3 – CLIENT DETAILS**

- *INFORMATIONAL ONLY* – Displays the business name and TIN

▶ **STEP 4 – SECURITY**

- Assign an employee **Username** [recommend employee's initials plus a random 5 digit number i.e. js86578]
  - **Username must be** at least 7 characters with a combination of lowercase letters and numbers
- Click on '**Change Password**' to assign a password for the employee's initial log in.
  - **Password must be** 8-12 characters and a combination of numbers, upper case letters, lower case letters and special characters containing at least one of each. Please remember that the password is CaSeSensiTive and no spaces are allowed. Users will be prompted to change their password every 3 months.
    - Between 8 and 12 characters
    - At least 1 number
    - At least 1 uppercase letter
    - At least 1 lowercase letter
    - At least 1 special character
  - Enter the password in **New Password** and Confirm Password – **Submit**
- PIN – Leave Blank

▶ **STEP 5 – MOBILITI BUSINESS**

- Allows the user to utilize Mobiliti Business access, if box is checked

▶ **STEP 6 – ROLE ASSIGNMENT**

- Select or add a Role or Roles from the drop-down box for the employee (see Role Definitions at end of this document)

▶ **STEP 7 – ACH**

- If the Senior Admin has access to ACH, they can check this box to give ACH access to new users.
- **\*\*The Business Sr Admin must have ACH in their Business Online Banking Application in order to have access to ACH, or give an employee access to ACH.**
- If allowed access to ACH, this employee can set up ACH transfer templates, however, the newly created ACH templates will still need to be reviewed and approved prior to first use
- If this user will have ACH access, BAC's Customer Service Department (877-226-5820) must be contacted to complete the ACH functionality and a token will be assigned to this user.

▶ **STEP 8 – ACCOUNTS**

- Choose specific accounts the employee has access to.
- Or Choose Select All to allow employee access to all accounts listed
- If the employee is enabled for ACH, an ACH Permission box will display next to each account.
  - No ACH Access
  - Full ACH Access
  - ACH Transfer In
  - ACH Transfer Out

▶ Overrides – Use Default

▶ Account Options – leave as NO

▶ **STEP 9 – ADMINISTRATION OPTIONS (will not display if Security Level is set to Employee)**

- Leave these unselected – only Sr Administrators will have Administrative Rights

▶ **STEP 10 – APPROVAL OPTIONS**

- Review Internal Transfers: Choose Yes or No to indicate whether or not internal transfers require review by another employee.
  - If you choose YES, transfers will have to be approved by another User with approval authority.
  - If you choose NO, transfers will go through immediately without approval from another User
- Review ACH Transfers: NO (Dual Control requests for ACH are managed by contacting the Customer Service Department)
- Review Wire Transfers: NO (Dual Control requests for Wires are managed by contacting the Customer Service Department)
- Approve Transfers: Choose Yes or No to indicate whether or not the employee can approve transfers for other Users. (will not display if Security Level is set to Employee)

▶ **STEP 11 – FUND TRANSFER OPTIONS**

- Inquire Transfers: Select YES from the Inquire Transfers drop-down list to grant access to view fund transfers.
- Initiate/Delete Transfers: Select YES from the Initiate Transfers drop-down list to grant access to initiate transfers.
- Review Bill Payment Transfers: Leave as NO

▶ File Transfer Options – Leave as NO

▶ Limits and Thresholds – Leave at 0.00

▶ Bill Payments – Leave as NO

▶ **STEP 12 – MERCHANT CAPTURE OPTIONS**

- Merchant Capture Option – If account is set up for Merchant Capture, select YES. Otherwise, select No. If No, skip all other fields in this section.
- If yes, proceed to Role:
- Role - Select either Limited or Approver.
  - If Limited is selected, any deposits made by this user must be approved by another employee before it can be submitted to the bank.
  - If Approver, any deposits made by this user can be submitted to the bank without further review. Also, this user can review and approve deposits made by users with Limited Role.
- View Client Deposits – Select Yes or No. Yes allows this user to view deposits made by themselves and others.
- Per Item Limit; Per Deposit Limit; Per Day Limit – leave at 0.00

▶ Merchant Capture Location – no entry required

▶ **STEP 13 – STOP PAYMENTS**

- Choose Yes to Inquiry if user is allowed to inquire for Stop Payments
- Choose Yes to New if allowing Stop Payments

▶ **STEP 14 – INTERFACE SPECIFICATIONS**

- If the Senior Admin has access to BillPay, and wants this new user to have access to BillPay.
- **Interface** - Choose **Small Biz Checkfree** from the dropdown
- **User Code** – leave blank
- **Password** – leave blank
- Once created, the new user can click the **BillPay** link on the **Payments & Transfers** tab to enroll in BillPay.
  - Overnight processing may need to occur before the new user has access to BillPay once enrolled.

▶ **STEP 15 - ELECTRONIC DOCUMENTS**

- Select: Enable All to allow access to view Images and Statements

▶ **STEP 16 – Applications Enabled**

- If Sr Admin has access to wires and wants new user to have access to wires, select the box for Wires.

- ▶ Select **NEXT** – This will bring up the following screen showing the accounts associated with that user.  
(If prompt appears stating Funds Transfer Bill Payment Options is set to No. Do you want to continue? Select OK)

### Employee Profile & Permissions

New Employee      1 - Codes      2 - Account Update

**Access Added**

Checking

Business Online	ACH	Account Number	Account Nickname	ACH Permission
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4321	Checking 4321	Full ACH Access

**Next**

▶ Select **NEXT**.

New Employee      2 - Account Access      3 - Wires

**Wire User**

Client

Client Name	Client ID
<input checked="" type="checkbox"/> ACH MGR 9996 Tes	999699969

**Account Selection**

Account Number	Account Type	Routing Number	Nickname	Permission
XXXX4321	Demand Deposit	121125660	Checking 4321	No Access

**Finish**   **Cancel**

- ▶ For each account that Wire Access is granted, make selection from Permissions drop-down options (if wires are not allowed for this client, these fields will not appear).
  - Full Wire Access (both Domestic
  - Domestic Wire Transfer
  - International Wire Transfer
- ▶ If this user will have ACH or Wire access, BAC's Customer Service Department (877-226-5820) must be contacted to complete the ACH and Wire functionality and a token will be assigned to this user.
- ▶ Select **FINISH**
- ▶ The following screen shows **Employee Created Successfully**

**Success**

Employee Created Successfully

**Select User Criteria**

Inquire Employee

Change Employee

New Employee

New Employee Using Existing Employee

Delete Employee

**Submit**   **Clear**

Once you have successfully created your user, use pages 8 through 12 below to set-up the rest of the Employee Account Options for each account.



## Employee Account Options for each account

- ▶ Administration tab
- ▶ Employee Accounts tab
- ▶ Select Submit

This will display all users.  
Select newly created user.

Home Accounts Payments & Transfers Checks & Deposits Administration

### Administration

ACH Template Employee Profile & Permissions Employee Accounts Business Role Definitions

### Employee Accounts

### Employee Accounts

Select Corporate Employee Account Criteria

Access ID:

Employee Name:

Submit

1 Home Accounts Payments & Transfers Checks & Deposits Administration

### Administration

ACH Template Employee Profile & Permissions Employee Accounts Business Role Definitions

### Employee Accounts

Employee Account Access for "Test User"

Add	Account Number	Account Type	Account Nickname	Change
<a href="#">Select All</a>	XXXX4321	Demand Deposit	Checking 4321	X
	XXXX7766	Demand Deposit	Checking 7766	X
<input type="checkbox"/>	XXXX9988	Demand Deposit	Checking 9988	
<input type="checkbox"/>	XXXX1212	Savings	Savings 1212	
<input type="checkbox"/>	XXXX3810	Certificate of Deposit	CD 3810	
<input type="checkbox"/>	999999881	Loan	Loan 9881	

Submit Cancel

This will reflect the account(s) already added and available to be added. To make changes to the existing account, select the "change" icon.

### Change Employee Account

Client Name: ACH MGR 9996 Testing  
Account Type: Demand Deposit  
Account Number: XXXX4321  
Access Identification: 1211-25660  
Institution Number: 46  
Institution Report Number: 046

### Account Specifications

Status: Active    
Nickname: Checking 4321  
Access Group: Demand Deposit  
Display Group: Checking  
Merchant Capture Access Override: Yes

### Account Options

Inquiry Detail: Yes    
Presentments: Yes    
Transactions: Yes    
Incoming ACH: No    
Incoming Wire: No    
ACH Item Search: No    
Exports: Yes    
Account Number Display: Yes

### Fund Transfer Options

Overdrafts Allowed: No    
Loan Payment: All    
Tax Payment: No    
Bill Payment: Yes    
Internal Transfer In: Yes    
Internal Transfer Out: Yes    
ACH Transfer In: No    
ACH Transfer Out: No    
Wire Transfer Out: No

Limits and Thresholds	
Transfer Review Threshold:	<input type="text" value="0.00"/>
Daily Transfer Limit:	<input type="text" value="0.00"/>
ACH Review Threshold:	<input type="text" value="0.00"/>
ACH Daily Limit:	<input type="text" value="0.00"/>
Wire Review Threshold:	<input type="text" value="0.00"/>
Wire Daily Transfer Limit:	<input type="text" value="0.00"/>
Bill Payment Review Threshold:	<input type="text" value="0.00"/>
Bill Payment Daily Limit:	<input type="text" value="0.00"/>
Minimum Account Balance:	<input type="text" value="0.00"/>

DO NOT UPDATE

Positive Pay Options	
Inquiry and Import/Template Maintenance:	<input type="text" value="DO NOT UPDATE"/> <input type="text" value="None"/>
Maintenance and Review:	<input type="text" value="None"/>

Stop Payments	
Inquiry:	<input type="text" value="Yes"/>
Add:	<input type="text" value="Yes"/>

Access Group Override Specifications	
<u>Disable All</u>	<b>Specification</b>
<input checked="" type="checkbox"/>	Document Retrieval
<input checked="" type="checkbox"/>	Export Transactions
<input checked="" type="checkbox"/>	Positive Pay
<input checked="" type="checkbox"/>	View Presentments
<input checked="" type="checkbox"/>	View Statements and Notices
<input checked="" type="checkbox"/>	View Transactions

► **STEP 1 – Click on Administration**

- Click on **Employee Accounts**
- Next to the **Account** permissions you wish to edit, under **Change** click the **Pencil** icon
- Must be done on each account, changes made on one account will not affect another account.

► **STEP 2 – ACCOUNT SPECIFICATIONS**

- Status – choose whether to keep the account active for this employee to access.
- Merchant Capture Access Override – Select either Yes or No, depending if this account is set up for Merchant Capture or not and if the user has the Merchant Capture role.

► **STEP 3 – ACCOUNT OPTIONS**

- Inquiry Detail – Yes (View Account balances)
- Presentments – Yes (View Current Day Transactions)
- Transactions – Yes (View Transactions)
- Exports – Yes (Export to QuickBooks or Excel)
- Account Number Display – Yes (Displays Masked Account Number)

► **STEP 4 – FUND TRANSFER OPTIONS**

- Overdrafts Allowed – should be **No** as business accounts do not have overdraft protection
- Loan Payment – All
- Bill Payment – If the business has Online BillPay access, this Must be set to **Yes** for this User to have access to this account in BillPay. (If this is set to “No”, this user will **not** be able to see the account in BillPay)
- Internal Transfer In – choose Yes or No to allow employee to transfer in to this account
- Internal Transfer Out – choose Yes or No to allow employee to transfer out of this account

▶ **STEP 5 – LIMITS AND THRESHOLDS**

- These fields are not used

▶ Positive Pay Options – Not Used

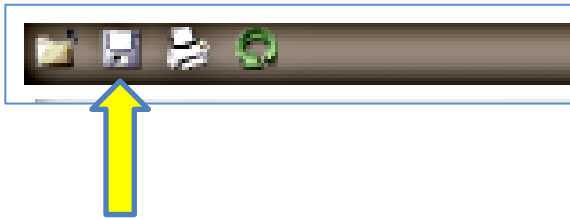
▶ **STEP 6 – STOP PAYMENTS**

- Inquiry – Set to Yes to allow employee to see Stop Payments
- Add – Set to Yes to allow employee to create a Stop Payment on this account

▶ **STEP 7 – ACCESS GROUP OVERRIDE SPECIFICATIONS**

- Specifications
  - Enable – Document Retrieval (to see check copies)
  - Enable – Export Transactions (QuickBooks or Excel)
  - Disable – Positive Pay (unavailable)
  - Enable – View Presentments (Current Day transactions)
  - Enable – View Statements and Notices (eStatements and Notices)
  - Enable – View Transactions

\*\*When finished making changes, click the **Save icon** at the top left, just above “Change Employee Account” and this will save all changes. If you do not click this icon, nothing will be saved.



**Continue making changes to each newly added account.**

**Once all changes are made, the new user will log on using the newly created username and password as provided by the Sr. Administrator. The new user will be prompted to change the password and enter their mother’s maiden name.**

## **Business Role Definitions**

- ▶ Business Roles are View Only (can only be changed by the Financial Institution)
- ▶ Not all Roles shown below are available to all clients. Roles will depend of the level of access within Cash Management and the services enrolled in.
- ▶ Inquire Role, Go To.... Use dropdown
  - Codes - Click Submit to view specifications on each Role
  - ACH – Click Submit to view ACH specifications on each Role
  - Domestic Wires – Click Submit to view Domestic Wire specifications for each Role
  - International Wires – Click Submit to view International Wire specifications for each Role
- ▶ Users may be required to use one or several Roles to fulfill their approved functionality.
- ▶ Roles are used in conjunction with selections made at the User Level. For example, if the Merchant Remote Deposit Role is not added to the user, but their employee settings are set to Yes, they will NOT be able to make deposits.

### **ACH PPD CCD**

- Allows user to create and edit ACH templates and send funds using those templates. (Any new or edited templates must be approved prior to use.) Only available If the client is enrolled in the service.

### **ACH TAX PAYMENTS**

- Allows user to create and edit ACH TAX templates and send funds using those templates. (Any new or edited templates must be approved prior to use.) Only available if client is enrolled in the service.

### **ACH Transfer Approver**

- Used by those clients who utilize Dual Control functionality. (Additional action required by bank to set up the rest of the Dual Control rules.) Only available if client is enrolled in the service.

### **Admin Role 1**

- No longer used

### **Admin Role with SS**

- Allows Sr. Administrators to add new users, delete users, make changes to existing users
- Allows Sr. Administrators to change passwords, which will then force the user to change it once successfully logged in.
- Does NOT allow Sr. Administrator to unlock a user who has been locked out due to excessive failed attempts

### **Basic CM**

- Allows user to view linked accounts, view transaction activity and electronic statements.
- Most users will be set up with this role, at a minimum. The only time this role won't be used is if the user will only be making deposits using In-Office Deposit (IOD) and not have access to account information.

### **Merchant Remote Deposit**

- Allows user to scan checks for deposit. Only available if client is enrolled in the service.

### **Mobile Capture Business Mobiliti**

- Allows user to deposit checks through Mobiliti. Only available if client is enrolled in the service.

### **WIRE USER Full Access**

- Allows user to submit wire transfers. Only available if client is enrolled in the service.

## Examples of Roles based on User's Need

User needs to view account activity and make deposits using In-Office Deposit

- Basic CM
- Merchant Remote Deposit

User needs to view account activity and process ACH transfers

- Basic CM
- ACH PPD CCD (if adding ACH access, Customer Service Department must be contacted to complete the changes)

User needs to view account activity, process ACH transfers and wire transfers.

- Basic CM
- ACH PPD CCD (if adding ACH access, Customer Service Department must be contacted to complete the changes)
- WIRE USER Full Access (if adding WIRE access, Customer Service Department must be contacted to complete the changes)

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### Administration

[Employee Profile & Permissions](#)   [Employee Accounts](#)   [Business Role Definitions](#)

### Business Roles

Select Role Criteria

Inquire Role      Role Name:

Go To...

#### Role List

Name	Client Name	Client Number
<a href="#">ACH PPD CCD</a>	ACH MGR 9996 Testing	9996
<a href="#">ACH TAX PAYMENTS</a>	ACH MGR 9996 Testing	9996
<a href="#">ACH Transfers Approver</a>	ACH MGR 9996 Testing	9996
<a href="#">Admin Role 1</a>	ACH MGR 9996 Testing	9996
<a href="#">Admin Role with SS</a>	ACH MGR 9996 Testing	9996
<a href="#">Basic CM</a>	ACH MGR 9996 Testing	9996
<a href="#">Merchant Remote Deposit</a>	ACH MGR 9996 Testing	9996
<a href="#">Mobile Capture Business Mobiliti</a>	ACH MGR 9996 Testing	9996
<a href="#">WIRE USER Full Access</a>	ACH MGR 9996 Testing	9996

## Business Roles

### Select Role Criteria

Inquire Role

Go To...

Role Name:

## Business Roles

### Select Role Criteria

Inquire Role

Go To...

Role Name:

Role List

## Business Roles

### Select Role Criteria

Inquire Role

Go To...

Role Name: