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The following company specific information is required to access Remote Deposit Capture.

<table>
<thead>
<tr>
<th>Login Name</th>
<th>Identifies user as authorized user for company.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Password</td>
<td>Confirms identity of user as authorized user for company.</td>
</tr>
<tr>
<td>Access Code</td>
<td>Directs user to authorized scanning location and accounts.</td>
</tr>
<tr>
<td>Computer Activation Code</td>
<td>Confirms computer is authorized to access Remote Deposit Capture site.</td>
</tr>
</tbody>
</table>

If you are the Remote Deposit Capture Customer TD System Administrator this information was included in your welcome e-mail.

If you are a Remote Deposit Capture user this information is available from your Remote Deposit Capture Customer TD System Administrator.

Please do not plug-in your scanner before the scanner drivers are installed on your computer.

Please do not attempt to login to the Remote Deposit Capture site before running the system requirements test, available on the main login page. Running this test ensures your system has the necessary components to run Remote Deposit Capture.

System administrator rights for the computer are required to activate and configure each computer running Remote Deposit Capture. As such, please ensure your system administrator is present during first time activation and configuration of Remote Deposit Capture.

With Windows 8.1 & Windows 10 operating system, you will need to use Internet Explorer and run in “Administrator” mode. To do so, right click on the Internet Explorer application icon in the taskbar and select “Run as Administrator”. Please note: this is only required the first time you install Remote Deposit Capture. Windows 10 users should use Internet Explorer and not MS Edge.

Quick Links:

A. Initial Computer Configuration (One time set-up)
   a. Install pre-requisites
   b. Computer activation
   c. Install scanner drivers
   d. Install ScanLite2 (only applicable for scanners manufactured by DigitalCheck)

B. User Setup (only available to the Remote Deposit Capture Customer TD System Administrator)
   a. Add New User
   b. Assign User Role / Set-Up User Access to Scanning Locations and Deposit Accounts

C. Day-to-Day Remote Deposit Service Tasks
   a. Messages
   b. Capture Deposit
   c. Reporting
   d. Research Items
   e. Export Data (CSV file + Images)

D. Delete Activation Code from a Computer

Appendix A Minimum PC Requirements
Appendix B Remote Deposit Capture User Installation Checklist
Initial Computer Configuration (One Time Set-Up)

Install Prerequisites

NOTE: A system administrator with administrative rights to the computer should assist all users with the first-time log-in and first time scan.

One way to check and see if you have administrative rights to the computer is to Right Click on “Computer” which is located in the start menu and then select Manage. If you are prompted to enter credentials, you do not have the administrative rights needed to complete the installation process:

1. Open Remote Deposit Capture application URL.
   

   NOTE: With Windows 8.1 & Windows 10 Operating System, you will need to use Internet Explorer and run in “Administrator” mode. To do so, right click on the Internet Explorer application icon in the taskbar and select "Run as Administrator". Please note: this is only required the first time you install Remote Deposit Capture. Windows 10 users should use Internet Explorer and not MS Edge.

2. Click System Requirements Test. Depending on your local Windows configuration you might be prompted with Security Warnings. Please click on Run.

   Please refer to the Minimum PC Requirements (Appendix A) for a list of 3rd Party Software components required by Remote Deposit Capture. If you need technical support on how to install these components, please contact your company’s technical support.

   A series of tests are run on the workstation and a detailed list of results is displayed.
Pass  Configuration meets minimum standards.
Warn  Configuration is below minimum standards and system may not perform optimally.
Fail  Configuration will not support application; system should be upgraded before continuing with the installation.

3. Click Close.

4. Once all required components are installed (i.e. System Requirements Test is Passed), enter your Login Name, Password and Access Code and click on Login.

If computer authentication has not been set-up for your computer, the following message will be displayed

```
Computer Authentication is required.
Help With Security Setup
```

From the login screen, click Help with Security Setup. Please follow the instructions (Step 1 to Step 3) to ensure correct trusted site settings. When following the instructions you will have to enter the Remote Deposit Capture URL as a trusted site:


**Computer Activation**

NOTE: Network or system administrator with administrative rights to the computer should assist all users with the first-time login and first time scan.

1. Enter your Login Name, Password and Access Code. Select “Always use this access code” and click on Login.

If computer authentication has not been set-up for your computer the following message will be displayed
2. Click **Activate Computer** and enter **Computer Activation Code**.

In the event you are replacing an existing computer with a new computer, ask your Remote Deposit Capture Customer TD System Administrator to contact your TD account representative for a new Computer Activation Code.

3. Click **Submit**. After activation is complete, click **Close**.

4. Enter Login information, click **LOGON**

5. Enter **New Password**. Between 8 and 20 characters that includes:
   
   i. At least 1 alpha character.
   ii. At least 1 non-alphanumeric character (symbol).
   iii. At least 1 numeric character.

6. Enter **New Password** again for confirmation and click **Submit**.

7. Click **Login**. Click **Continue**.

   **NOTE:** If you receive the error “Computer Authentication Error: Insufficient permissions granted” during the login process, you will need the assistance of a system administrator who has administrative rights to the computer.
Install CAS Security Policy

NOTE: This step can be skipped if you have already installed CAS Security Policy (also known as the .NET Security Policy).

1. From the menu on the left navigation bar, Click Installation.


3. Click Install, Run and Run again. If your computer is running Windows 7, click Yes to allow. The InstallShield Wizard will come up and you will wait for the installation to begin. After the DOS window appears and closes, the CAS Security Policy is installed though you will need to restart Internet Explorer to fully install successfully.
Remote Deposit Capture

**Prerequisites (if not already completed)**

- Perform System Requirements Test on the client PC to ensure it has enough hard drive space and memory available, the proper third party applications are installed, and all other necessary components are verified.
- Read and follow initial setup steps documentation.

**Scanner Setup**

***** Ensure your scanner is NOT connected to the PC prior to this next step! *****

Step 1. Choose one of the scanners from the list below and click 'Install'. Allow installation to finish completely.

Step 2. After installation is complete, you will need to close Internet Explorer, either by choosing File/Exit, clicking on the "X" in the upper right corner of the window, or clicking here.
4. Click on the **Close Internet Explorer** button. If you are running Internet Explorer with tabs or multiple windows be sure to close all tabs and windows before re-opening Internet Explorer so that the CAS Security Policy can load successfully.


6. Enter Login information, click **LOGON**

**Install Scanner Drivers**

⚠️ Ensure your scanner is **NOT connected** to the PC until Step 7.

1. From the menu on the left navigation bar, Click **Installation**.

2. Follow the steps under Scanner Set-up and select your scanner model.
   - For scanners ordered through TD, please select ‘Digital Check’ from the Drop-down list.

3. Click on **Install**

4. When prompted with the file download message(s) below, Click on **Run**.
5. When prompted with the message below, click on **Yes** to install the scanner driver.

6. After the scanner driver is successfully installed, close all Internet Explorer Windows/Tabs and restart your Internet Explorer.

7. Plug-in your scanner.
Install ScanLite2 (only applicable to scanners manufactured by Digital Check)

ScanLite 2 can be used to help Cash Management Support perform simple diagnostics on these scanners for troubleshooting purposes. It is also used to initiate the cleaning function of the Digital Check TS240 Scanner.

1. Select the Training Tab in the Remote Deposit Capture webpage and then select Digital Check from the Scanner Documentation dropdown as follows:

   ![Training Tab Screenshot]

2. Select View Documentation and then select Install the ScanLite application:
3. When asked to Run or Save the file, select Save and choose desktop.

![File Download - Security Warning](image)

4. Select ScanLite2 from the desktop and double click to install the program. Select Yes.

![ScanLite2 12.07 Setup.exe](image)

![User Account Control](image)

5. Proceed through the ScanLite2 Setup Wizard.
User Configuration (Only for the Remote Deposit Capture Customer TD System Administrator and Remote Deposit Capture Customer Administrator)

Other Users please skip to Page 16 of this Guide

Add New User

1. From the menu on the left navigation bar, Click Configuration.

2. Click New User.

3. In the User Management screen, enter User Name (this is the user’s Full Name).

4. Enter a Description of the new user (optional).

5. Enter Login Name (Minimum 6 characters).

6. Enter user Initials.

7. Enter New Password. Between 8 and 20 characters that includes:
   
   i. At least 1 alpha character.
   ii. At least 1 non-alphanumeric character (symbol).
   iii. At least 1 numeric character.

8. Re-Enter Password.
9. Click **OK**.

![User Management](image)

### Assign-User Roles / Set Access Rights to Scanning Locations and Accounts

10. Select the user in the User list.

11. Select the **Role(s)** for the user.

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. CUSTOMER Administrator</td>
<td>Add, delete, and modify user access and logins.</td>
</tr>
<tr>
<td>b. CUSTOMER Capture</td>
<td>Capture deposits, review work and close transactions.</td>
</tr>
<tr>
<td>c. CUSTOMER CSV Export</td>
<td>Exports transaction information via CSV Export (not part of basic service).</td>
</tr>
<tr>
<td>d. CUSTOMER Image Export</td>
<td>Exports transaction images (not part of basic service).</td>
</tr>
<tr>
<td>e. CUSTOMER Reports &amp; Research</td>
<td>Run reports and research transactions.</td>
</tr>
<tr>
<td>f. CUSTOMER TD System Admin</td>
<td>Completes all tasks within Remote Deposit Capture including set-up of company users, capture and transmission of deposits, running reports, and researching transactions. This user will be assigned by TD.</td>
</tr>
<tr>
<td>g. CUSTOMER Transmit</td>
<td>Transmits completed transactions to TD.</td>
</tr>
</tbody>
</table>

* if a user account becomes "Locked" the Customer Administrator can "Unlock" the account from the User Management Menu. If the Customer Administrator account becomes "Locked" please contact your Remote Deposit Capture TD System Administrator to have it "Unlocked".

12. Select the **User Task level Remote Deposit Capture** to assign location/account access for this user.

**NOTE:** Alternatively, if you wish to assign location/account access for a particular task only, select the task under “User Tasks” (Capture, Transmit, or Reports, etc.) and select/deselect the desired locations/accounts that can be accessed for that task.
13. Click **Edit Access Rights**.

14. Select each **Location** and **Account** that this user will access.

15. Once all desired locations and accounts are selected, click **OK**.

16. Review and confirm the selected Role(s) and User Access Rights for the new user.
17. Provide the user with their Login Name, and unique Password.

18. Provide the user with a Computer Authentication Key (as emailed to the Remote Deposit Capture Customer TD System Administrator) to be entered into their computer during the Remote Deposit Capture Installation.

19. Provide the user with the Access Code that they will need to enter along with their Login Name and Password. If the user has been given rights to multiple locations, only one Access Code needs to be provided to the user (the Location Access Code is provided to the Remote Deposit Capture Customer TD System Administrator).

NOTE: You can use the Remote Deposit Capture Customer Installation checklist to ensure that you provide all the required information to the users which you have set up. Please refer to Appendix B.

**Day-to-Day Remote Deposit Service Tasks**

**Messages**
Available messages will appear when you log into the application or by selecting Messages on the left menu bar.
Capture Deposit

NOTE: The first deposit capture must be completed by a person with System Administrator rights to the computer, as the system places settings into the computer’s registry.

1. From the main menu, select Capture Deposits.
   Selections will vary based on access. Users with access to multiple locations or accounts will select items from the appropriate dropdown box. Users with access to one location or one account will see their designated information.

2. Select the Location.

3. Select the Account where this transaction is to be deposited.

4. Under the Location Code select the appropriate CTS/IDAPS number. Note: this is only necessary if your company uses the TD Corporate Transfer Service (CTS) or IDAPS Reference numbers for making deposits. If your company uses a CTS/IDAPS variable reference number, additional numbers will need to be added to the CTS/IDAPS number during this keying process.

5. Verify the Processing Date is selected.

6. Enter the deposit Amount. This will be the Control Total that must equal to the Remote Deposit Capture System Total when the items have been scanned.

7. Place item(s) in scanner.

8. Select Create Deposit.
The capture screen displays the deposit ticket information, including account, location and capture user.

**First time Capture Note:** The steps below only need to be completed the first time the scanner is used.

a. Click **Scanner Info**.

b. Select scanner model from **Scanner Type** dropdown.

c. Confirm settings as shown.
   - For single feed scanners (including the Digital Check CX30), de-select **Switch to keying mode automatically**.
• Please note that no ink cartridge is required. Please ensure you have deselected Spray Tracer on rear of document to avoid the following error message:

- Click OK.
- Place items in the scanner.
- Click Scanning.

The system will automatically switch to keying mode after last cheque is scanned. If needed, click Scanning to scan additional cheques.

**NOTE:** If you get the message "Error Initializing scanner" then you can try using alternate USB port and ensure correct Scanner Type is selected in the Scanner Information window.

**Keying Mode**

When the capture is complete, any items that need attention will be highlighted in yellow. Refer to the center message bar for completion instructions.

**Navigation**

1. Press Enter on the keyboard to view each item.
2. Use on-screen Flip feature to view the back of the image and to return to the front of the image.
3. Use the tool bar, top right, to adjust your view of the image.
4. Continue to press Enter on the keyboard until all item(s) have been reviewed.

As needed, make the necessary adjustments to the transaction:

**Record CTS/IDAPS Number**

For customers using CTS or IDAPS Reference Numbers for TD deposits, Line 1 will display the Deposit Ticket and your CTS/IDAPS Reference Numbers. On this line enter the applicable CTS/IDAPS variable numbers if applicable in the designated field.

CTS Example with variable numbers “56” to be added to CTS Field 2 during deposit capture:
IDAPS Example with variable numbers “4567” added to IDAPS Field during deposit capture:

Correct Numbers
This deposit transaction contains 2 items. Lines 2 and 3 display the information for the 2 items being deposited.
Enter the correct value for the highlighted fields, using the image displayed, if the amount has not been read correctly. Include the cents value; the decimal point is not needed. The system automatically marks the last two values as cents.

Enter Optional Data
Cells located under the **Custom Field** columns may be populated with optional information such as Building Number, Sales Rep Number, etc. These Custom Fields will be displayed in your Reports – Custom Fields have a 40 character limit and can contain special symbols.

![Custom Field Example](image)

**Delete items**

Items may need to be deleted from the transaction. This could include items with incomplete information or that are not appropriate for this account (such as different currency).

1. Highlight appropriate item.
2. Click **Delete**.
3. Click **Yes** to confirm deletion.

**Image Quality and Usability**

If an item fails an Image Quality test, a message displays in the capture screen indicating the failed test. The options available for modifying the image depend on the type of error.

1. Review the message for recommended action.

The captured images display in a preview window with a list of detected errors.

2. To rescan the image, first place the physical item back in the scanner.
3. Click **Rescan**.

NOTE: Once the rescanned image displays and quality errors are updated, the brightness may also be adjusted with the image brightness slides. This can only be done after an item is rescanned.

4. Click **Apply** to update the error messages and recaptured images.
5. Click **OK** to return to the capture screen.

In some cases, rescanning the item is not an option and it must be removed from the transaction. Some examples of where this will occur include instances where there is no Routing Transit number, or MICR ink has not been detected on a scanned item. It will also occur if an item exceeds $25 Million and was drawn on a financial institution other than TD.

1. With the item selected, click **Delete**.
2. Click **Yes** to confirm the item should be deleted from the transaction.
3. Remove the physical item from the transaction.

If you are unable to capture a good image, and the option is provided, you can click **Ignore** to bypass the image quality warning and continue processing. Please note that the clearing Financial Institution of the drawer/payor is permitted to return the item for poor image quality after the cheque has been cleared.

**Duplicate Detection**
If an item is scanned and the Remote Deposit Capture system detects that you have already deposited this item to one of your accounts through the service, you will be provided with an image of the previously deposited item to compare to the new item. You will then have the opportunity to:

1. Compare the two images to determine if the new item is a duplicate.
2. If you determine that the new item is not a duplicate, the item will remain in the transaction, but will be flagged for central processing to review further once the deposit has been transmitted.
3. If you determine that the item is a duplicate, click Yes, and the item will be removed from the transaction.
4. Click Yes to confirm deletion.

**Important:** The image data will be permanently removed from the transaction. This will impact your Control Total which will require a final review (Refer to Final Balance section).
5. Physically remove the item from the scanner.

**Depositing Travelers’ Cheques**

Travelers’ Cheques have the numeric dollar amount in a different area than regular cheques and as such it is difficult for the system to find the amount. If the system does not find the amount where it should be you will be prompted to enter an amount as follows:

When an amount is entered, the deposit will be in balance:
Depositing Canada Post Money Orders
There is no legal written amount or signature on a Canada Post Money Order, so the system will provide warning messages that can be ignored.
For example:

Select Rescan (top left) and the following warnings will be displayed because there is no legal amount and no signature:
Select Ignore to clear the warning message:

**Final Balance**
When all the deposit items have been captured and corrected, the transaction may need to be balanced if the Control Total does not match the Remote Deposit Capture System Total. The message "Deposit is out of balance" is presented in the message bar. Upon presentation of this message, you can either:

a. identify the source of the error in the cheque item(s), or
b. defer to the system calculated total.

Once the transaction is balanced, the message bar will turn to green.

**NOTE:** In order to defer to the system calculated total, click on the deposit line and press Enter. A message will appear asking you to either select the system calculated total or re-input the deposit total. Select the action that is appropriate.

**Deferring a Transaction**
Use **Defer** if you need to exit the Remote Deposit Capture system prior to closing the transaction.

1. From the capture screen, click **Close**.
2. Select **Defer** the transaction.
3. Click **OK**.

The transaction will be listed in the main capture screen as an Existing Deposit.

If you are in the middle of capturing a deposit and you lose power or internet connectivity, the system will automatically defer the deposit.
Complete Deferred Transaction

1. In the main capture screen, highlight the transaction you wish to complete.
2. Click **Edit Deposit**.
3. Complete the transaction in the capture screen. Please note that the deposit date will remain the original date on which the transaction was created and deferred.
4. Release the transaction for transmission.

Close and Release Transaction

When the transaction is ready to be closed and released for transmission:

1. Click **Close**.
2. Select **Release** to release the transaction for transmission.

The Transmit screen will appear if you have been assigned the rights for transmission.

Transmit Transaction

1. Select the transaction.
2. Click **Transmit**.

![Transmission Items Table]

<table>
<thead>
<tr>
<th>Type</th>
<th>Status</th>
<th>Description</th>
<th>Amount</th>
<th>Processing Date</th>
<th>Posting Date</th>
<th>Acknowledged Date</th>
<th>Location</th>
<th>Status</th>
<th>In Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deposit</td>
<td>Released</td>
<td>Primary Checking (090725)</td>
<td>$1,000.00</td>
<td>12/31/2014</td>
<td>NA</td>
<td>NA</td>
<td>Remote Office</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

![Transmission Filter Options]

- Show all transmissions
- Show just released
- Show released and recently transmitted
3. Transmission Review:
   a. Acknowledgement of final confirmation and posting information – the Acknowledgement box will advise if the transaction is successful or not. If unsuccessful, it will advise you of the reason (e.g. your Deposit Limit has been exceeded). If the transmission is unsuccessful the **Status** will show **Released** and you will need to recapture the deposit.
   c. View Images.
   d. Daily Deposit Limit – you can click here to locate the Daily Deposit Limit for each account to which you have access and what has already been transmitted for that day. This will help you determine whether you can process any further transactions on that account. You may then decide to wait until the next business day to transmit or delete the transaction and create a new one that is within your Daily Deposit Limit.
NOTES:

- The Transaction is transmitted and acknowledged by the application.
- The date the transaction was Processed (Captured) and Acknowledged (Transmitted), as well as the Posting date (Processed by TD) can be viewed.
- If a transaction is transmitted and acknowledged after the cutoff time or on a non-business day, it will be processed and posted on the next business day.
- To view the detail report or images report for the current transmission, the work must be transmitted and acknowledged by the Remote Deposit Capture System.
- Only users with system administrator rights can see the Daily Deposit limit.

Delete

Delete Entire Transaction
Delete a transaction from the Capture Screen.

1. From within the capture screen, click **Close**.
2. Click **Delete**.
3. Click **Yes** to confirm.

If a transaction has already been released from Capture, it may also be deleted from the Transmit screen.

Delete Entire Transaction from Transmit Screen

1. From the Transmit screen, select the transaction.
2. Click **Delete**.
3. Click **Yes** to confirm.

NOTE: A transaction can only be deleted if it has not yet been transmitted to TD.
Generate Reports

1. From the menu on the left navigation bar, click **Reports**.
2. Select a report from the dropdown list of available reports.
3. Select the range of dates to include in the report.
   
   **Note:** Maximum date range is 90 calendar days.

4. Some reports require additional parameters to be selected. If this information is required or available, select from the displayed options.
   
   a. We suggest that each day prior to cut-off, you run the Transaction Status Location Report to ensure that all transactions created have been transmitted. The statuses in this report are:

   **In Progress**        Shows transactions which are in deferred status.

   **Released**          Shows transactions which are in released status (transactions will be available in the Transmit screen).
Acknowledged  Shows transactions successfully transmitted to TD.

Transaction Status Report By Location
Remote Deposit Capture

<table>
<thead>
<tr>
<th>Location</th>
<th>Transaction Status</th>
<th>Transaction Count</th>
<th>Transaction %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alberta</td>
<td>In Progress</td>
<td>0</td>
<td>0 %</td>
</tr>
<tr>
<td></td>
<td>Released</td>
<td>0</td>
<td>0 %</td>
</tr>
<tr>
<td></td>
<td>Acknowledged</td>
<td>0</td>
<td>0 %</td>
</tr>
<tr>
<td>Hamilton</td>
<td>In Progress</td>
<td>0</td>
<td>0 %</td>
</tr>
<tr>
<td></td>
<td>Released</td>
<td>0</td>
<td>0 %</td>
</tr>
<tr>
<td></td>
<td>Acknowledged</td>
<td>0</td>
<td>0 %</td>
</tr>
<tr>
<td>Mississauga</td>
<td>In Progress</td>
<td>2</td>
<td>33 %</td>
</tr>
<tr>
<td></td>
<td>Released</td>
<td>2</td>
<td>33 %</td>
</tr>
<tr>
<td></td>
<td>Acknowledged</td>
<td>2</td>
<td>33 %</td>
</tr>
<tr>
<td>Waterloo</td>
<td>In Progress</td>
<td>0</td>
<td>0 %</td>
</tr>
</tbody>
</table>

b. For the Workflow Audit Report, select the Action and User to run the report.

Workflow Audit Report
Remote Deposit Capture

<table>
<thead>
<tr>
<th>Event Date &amp; Time</th>
<th>Location</th>
<th>Event ID</th>
<th>Action</th>
<th>User Name</th>
<th>Old</th>
<th>New</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/29/2014 2:20 AM</td>
<td>Calgary Office</td>
<td>201312190000000170000500000</td>
<td>Delete Item</td>
<td>22491602</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1/29/2014 2:30 AM</td>
<td>Calgary Office</td>
<td>201312190000000170000500000</td>
<td>Delete Item</td>
<td>22491602</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1/29/2014 2:45 AM</td>
<td>Calgary Office</td>
<td>201312190000000170000500000</td>
<td>Update Item Amount</td>
<td>22491602</td>
<td></td>
<td>0.00</td>
</tr>
<tr>
<td>1/29/2014 3:15 AM</td>
<td>Calgary Office</td>
<td>201312190000000170000500000</td>
<td>Delete Item</td>
<td>22491602</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1/29/2014 4:00 AM</td>
<td>Calgary Office</td>
<td>201312190000000170000500000</td>
<td>Delete Item</td>
<td>22491602</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1/29/2014 6:05 AM</td>
<td>Calgary Office</td>
<td>201312190000000170000500000</td>
<td>Update Item Amount</td>
<td>22491602</td>
<td></td>
<td>0.00</td>
</tr>
<tr>
<td>1/29/2014 6:15 AM</td>
<td>Calgary Office</td>
<td>201312190000000170000500000</td>
<td>Delete Item</td>
<td>22491602</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1/29/2014 6:35 AM</td>
<td>Calgary Office</td>
<td>201312190000000170000500000</td>
<td>Delete Item</td>
<td>22491602</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1/29/2014 7:15 AM</td>
<td>Calgary Office</td>
<td>201312190000000170000500000</td>
<td>Update Item Amount</td>
<td>22491602</td>
<td></td>
<td>0.00</td>
</tr>
<tr>
<td>1/29/2014 7:25 AM</td>
<td>Calgary Office</td>
<td>201312190000000170000500000</td>
<td>Delete Item</td>
<td>22491602</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1/29/2014 7:35 AM</td>
<td>Calgary Office</td>
<td>201312190000000170000500000</td>
<td>Delete Item</td>
<td>22491602</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1/29/2014 7:45 AM</td>
<td>Calgary Office</td>
<td>201312190000000170000500000</td>
<td>Update Item Amount</td>
<td>22491602</td>
<td></td>
<td>0.00</td>
</tr>
</tbody>
</table>
c. For the Login Audit Report select the user to run the report.

![Login Audit Report](image)

NOTE: Use the Double Right arrow to select all items for the parameter or use the Double Left arrow to deselect parameters.

5. Once all the reporting criteria are selected, click **Generate Report**.
6. Once the report displays, click **View PDF** to view the PDF version (optional).

NOTE: Adobe Reader is required to view the PDF version. The PDF report may be saved or printed to a local printer. Hover over the bottom center of the document to display the PDF options.

**Research Items**

1. From the menu on the left navigation bar, click **Research**.

2. Select the range of dates to include in the query.

Select the same start and end date to search on a single date.

3. Select the Locations to include in the transaction query. The list will include all locations for which the user has the rights to view.

Enter search criteria in the **Query for Items** section.

4. Select an Item Type to search from the available list of options in the **Look For** dropdown.

5. From the **where** dropdown, select the criteria on which to search, such as MICR information, or amount.

6. Select a qualifier from the dropdown list (example “equals”, “less than”, etc.).

7. Enter a value in the last field.

8. Continue to enter additional search criteria to narrow the query results further.
9. Choose to Sort the query results, if desired (multiple selections are available).

10. Select Show Custom Fields (Optional).

11. Once all search criteria are entered, click Search.

12. Click once to select an item from the Research Results screen and view the image and other details.

13. Double-click the item to view the entire transaction of which the item was a part. The same viewing options are available on the transaction results screen.

14. With an item selected, click the Back (Front) button to toggle between front and back of the images.

15. Click View PDF to open the PDF document.

16. Click Print to print the resulting images and information.
CSV Export*

1. From the menu on the left navigation bar, click Export.
2. Select CSV from the Export Method dropdown.
3. Select the Range Start Date.
4. Select the Range End Date.
5. Select the location to include in the Export.
   NOTE: Use the Double Right arrow to select all options.
6. Select the applicable accounts.
7. Click Begin Export.
8. Click Open in the File Download Form window.

The .csv file opens and displays the exported information.

NOTE: The .csv file may also be saved to a local or network directory. For more information on the .csv export file and a sample file layout, please select Training on the left navigation bar and then select Export.
Image Export*
1. From the menu on the left navigation bar, click Export.
2. Select Image Archive from the Export Method dropdown.
3. Select Range Start Date.
4. Select Range End Date.
5. Select the location to include in the Export.
6. Select applicable accounts.
7. Enter a password for the secure Zip File.

This password is used to encrypt the image data and is required to access the .csv file and images.

8. Click Begin Export.
9. Click Open in the File Download Form window.

The ImageExport.zip file may also be saved to a local or network directory.

Winzip (or other utility software) opens and displays the image files and .csv file.

10. Double-click a .tif file to open and view the image.
   a. r=rear image
   b. f=front image
11. Enter the Zip File password.

NOTE: Users have the ability to save or print the image.

12. Close the document image.
13. Double-click the .csv file to display other image data.

*Only available with select service plans.

Unable to Activate a Computer

1. If you have issues activating the PC or getting initialization failure, this could be due to proxy settings or Anti-Virus.
2. If you are given the option to activate the computer but receive an error as show below, this could be due to not having access to write to the registry and will require input from your IT department.

3. If using a proxy server, you could get a similar error. Proxy details need to be manually entered by clicking on the Proxy button.
4. If you are getting initialization failure it is likely due to Anti-Virus, please contact your IT/System Administrator.
Delete Activation Code from a Computer

NOTE: If a computer will no longer be used for Remote Deposit Capture use Registry Editor (Regedit) to remove the Remote Deposit Capture Activation Code.

1. Search for Regedit.

2. In the Registry Editor, highlight Computer.

3. Click Edit.

4. Select Find.

5. Enter DomainGuid.

6. Click Find Next.

7. Right-click DomainGuid and select Delete.

8. Right-click DomainPassword and select Delete.

9. Close Registry Editor.
Appendix A

Minimum PC Requirements

• A PC or laptop
  ▪ RAM Minimum Requirement: 512 MB RAM (1 GB RAM required for Vista)
  ▪ Processor: Intel Pentium 3 or compatible 2.4 GHz or higher processor
  ▪ Primary Hard Drive: 200 MB available hard drive space
  ▪ Scanner Connections/Ports: One available USB 2.0 port
  ▪ Screen Resolution: Screen Resolution of 1024 x 768 or higher
• Internet Explorer 9, 10, or 11 (32 bit)
• Windows operating system:
  ▪ Microsoft Vista All Versions (32 and 64 bit)
  ▪ Windows 7 All Versions (32 and 64 bit)
  ▪ Windows 8 & 8.1 All Versions (64-bit version)
  ▪ A “.NET” framework 2.0 or 3.5 (minimum required)
  ▪ WinZip – version 9.0 or above
  ▪ Adobe Reader 5.0 or higher, up to version 11 (Note: All reports are delivered in PDF format only)

If any of the above requirements are not met, stop the installation process. Either update the computer to the minimum requirements or select a different PC that has the minimum requirements to load the Remote Deposit Capture application.

Note: MAC Operating System is not currently supported.
Appendix B

Remote Deposit Capture Installation Checklist
Please use this checklist to ensure proper set-up of your users.

☐ Gather setup information
  ◦ Remote capture application URL/ access code.
  ◦ Computer activation code.
  ◦ Administrator login and password.
  ◦ Password and Login rules.

☐ Access client application with supplied URL.

☐ Minimum Client PC Requirements are met.

☐ Complete Install Prerequisites
  ◦ Establish a Trust to the Web Server
  ◦ Set Custom Security Levels
  ◦ Download the CAS Security Policy.

☐ Access client application with supplied URL.
  ◦ Activate Computer (if using multifactor authentication).
  ◦ Log in to client application with Administrative login information.
  ◦ Enter access key (if requested) generated during license generation.

☐ Edit Access Rights.

☐ Install Scanner Driver.

☐ Close Internet Explorer to save configurations.

☐ Open Internet Explorer and log in to remote capture application with administrative login.

☐ Disable Power Management if on a Windows XP operating system.

☐ Verify that all modules can be successfully opened.

☐ Capture test items and Transmit to verify functionality.
  ◦ Remember first transaction must be captured by a user with administrative rights to the computer.
Appendix C

Remote Deposit Capture Daily Processing Schedule

All times reflected are Eastern Standard Time: Deposit processing schedule Monday – Friday (excluding Holidays)

<table>
<thead>
<tr>
<th>Images Received</th>
<th>Deposits Posted to Authorized Accounts By*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before 9 am</td>
<td>10:00 am</td>
</tr>
<tr>
<td>Between 9 am and 11:30 am</td>
<td>12:30 pm</td>
</tr>
<tr>
<td>Between 11:30 am and 2:30 pm</td>
<td>3:30 pm</td>
</tr>
<tr>
<td>Between 2:30 pm and 5:20 pm</td>
<td>6:30 pm</td>
</tr>
<tr>
<td>Between 5:20 pm and 7:30 pm</td>
<td>8:30 pm</td>
</tr>
<tr>
<td>After 7:30 pm</td>
<td>Following Business Day by 10:00 am</td>
</tr>
</tbody>
</table>

*While we attempt to meet these processing timelines, they are intended for general information purposes and there is no guarantee that the deposits will be posted to the Authorized Accounts by then. These processing timelines are subject to change by the Bank.