

# User Guide

## Getting Started

**BANKLINK**

Another **Fiserv** Connection

116 West 32nd Street, 10th floor New York, NY 10001  
t 212.419.3000 f 212.419.3200 [www.banklink.com](http://www.banklink.com)

©2007 BANKLINK. All Rights Reserved

April, 2007 Edition

This information is proprietary and intended solely for the use of the original recipient.

Information in this document is subject to change without notice. Companies, names and data used in examples herein are fictitious unless otherwise noted. No part of this document may be reproduced, stored in a retrieval system, or retransmitted in any form or by any means, electronic or mechanical, without the express written permission of BANKLINK.

iLINK and iBOSS are service marks of BANKLINK. Windows is a trademark of Microsoft Corporation. Quicken and QuickBooks are trademarks of Intuit Inc. PassMark is a trademark of RSA Security, Inc.

**TABLE OF CONTENTS**

---


<b>TABLE OF CONTENTS</b> .....	<b>1</b>
<b>ABOUT THE USER GUIDES</b> .....	<b>1</b>
<b>FEATURE DESCRIPTION CONVENTIONS</b> .....	<b>1</b>
<b>TYPOGRAPHIC CONVENTIONS</b> .....	<b>3</b>
<b>SYSTEM REQUIREMENTS</b> .....	<b>3</b>
<b>USER NAMES AND PASSWORDS</b> .....	<b>4</b>
<b>USER NAMES</b> .....	<b>4</b>
User Name Rules and Usage.....	4
<b>PASSWORDS AND SECURITY QUESTIONS</b> .....	<b>5</b>
Password Rules .....	5
Security Questions .....	5
Forgotten Passwords .....	6
Resetting Forgotten Application Passwords .....	6
Resetting Forgotten Transaction Passwords .....	7
Changing Passwords.....	8
<b>ACCESSING THE SYSTEM WEB SITE</b> .....	<b>9</b>
<b>NAVIGATING TO THE SYSTEM WEB SITE</b> .....	<b>9</b>
<b>LOGGING ON</b> .....	<b>9</b>
About Multi-Factor Authentication.....	10
About PassMark™ Multi-Factor Authentication .....	10
User Authentication Via Passwords.....	11
User-to-System Authentication Via System Characteristics .....	11
System-to-User Authentication Via Image and Text.....	11
Logging On for the First Time .....	12
Logging On After the First Time .....	13
Registering for PassMark.....	15
<b>SETTING BOOKMARKS IN INTERNET EXPLORER</b> .....	<b>16</b>
<b>LOGGING OFF</b> .....	<b>16</b>
<b>TIMING OUT</b> .....	<b>16</b>
<b>NAVIGATING THE SITE</b> .....	<b>17</b>
<b>NAVIGATION</b> .....	<b>17</b>
Main Menu .....	17
Icons .....	17
Links, Buttons, and Pop-Up Windows .....	18
Using the Back Button .....	18
Accessing On-Line Help .....	19
<b>REPORTS</b> .....	<b>19</b>

<b>ACCESSING REPORTS</b> .....	<b>19</b>
<b>USING THE WILDCARD IN REPORT CRITERIA</b> .....	<b>19</b>
<b>SORTING REPORT COLUMNS</b> .....	<b>20</b>
<b>EXPORTING REPORTS</b> .....	<b>20</b>
Notes on ASCII Export .....	20
<b>PRINTING REPORTS</b> .....	<b>21</b>
Printing from Internet Explorer .....	21
Printing Wide Reports .....	21
Printing Fixed-Format Reports .....	21
<b>ADDITIONAL SYSTEM FEATURES</b> .....	<b>22</b>
<b>ENTERING DATES</b> .....	<b>22</b>
<b>VIEWING USER INFORMATION</b> .....	<b>23</b>
Finding your Caller ID and User ID .....	23
Viewing your User Privileges .....	23
Viewing Available Accounts .....	23
<b>FREQUENTLY ASKED QUESTIONS</b> .....	<b>24</b>

## ABOUT THE USER GUIDES

---

Use this collection of User Guides to learn how to use our cash management product. This Getting Started Guide is applicable to all audiences; other Guides provide module-specific overviews and instructions.

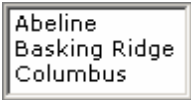
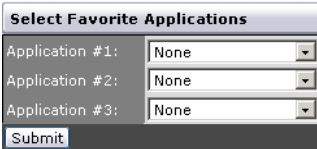
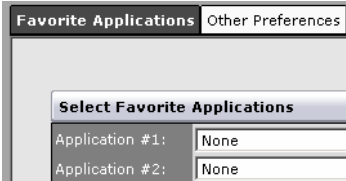
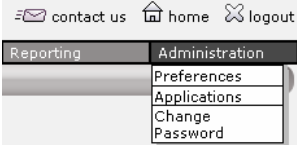
 **Note:** Much of the information provided in these Guides is also included in various formats in the system's On-line Help.

## FEATURE DESCRIPTION CONVENTIONS

---

Taking note of the following will help you better understand the information and instructions presented in this collection of documents.

This reference...	Refers to...
<input type="radio"/> Radio button	An option group from which only one option can be selected. A radio button is displayed as a small circle, with labeling text above, below, or beside it.  To select a radio button, click it. A small dot fills the circle.
<input type="checkbox"/> Checkbox	An option group from which one or more options can be selected. A checkbox is displayed as a small square, with labeling text above, below, or beside it.  To select a checkbox, click it. A check-mark or an X fills the square.
Field <input type="text"/>	An empty area into which text can be entered. Labeling text is usually displayed beside the field.
Drop-down list <input type="text" value="13475454"/>	A list from which only one item can be selected. A drop-down list is displayed as a field with a downward-facing arrow to its right.  To use a drop-down list, click the field or the arrow to expand the list, then click your selection.

This reference...	Refers to...
<p>List box</p> 	<p>A list from which more than one item can be chosen.</p> <ul style="list-style-type: none"> <li>To choose an item from a list box, click it.</li> <li>To choose multiple items, hold down the <b>Ctrl</b> key and click the items to be selected.</li> <li>To choose a range of items, click the first item, hold down the <b>Shift</b> key, then click the last item.</li> </ul>
<p><u>Link/Hyperlink</u></p>	<p>Text, ordinarily underlined, that can be clicked to navigate to another screen, or to access system functionality such as a pop-up window.</p> <p>To use a hyperlink, click it.</p>
<p>Pane</p> 	<p>In this system, “pane” refers to an area of the screen set off in a box. Typically each pane is labeled with a title, and contains one or more lines of content. Screens may consist of one or more panes.</p>
<p>Tab</p> 	<p>A feature, similar in appearance to tabbed file folders, that allows you to access multiple related screens in a module. In this system, tabs are located on the upper left-hand side of the screen.</p> <p>To use a tab, click it. The screen contents change to reflect your selection.</p>
<p>Main menu</p> 	<p>The main menu, located at the upper right-hand side of the screen beneath the icon bar, gives rapid access to the various modules that comprise the system.</p> <p>Use the main menu like any menu; use the mouse to position the cursor over a header to reveal a list beneath it, then click the name of the module to be accessed.</p> <p>In this Guide, instructions involving the main menu will be formatted as:</p> <p>“From the [Menu Name] menu, select...”</p>

## TYPOGRAPHIC CONVENTIONS

Taking note of the following conventions will help you better understand the organization and features of this collection of documents.

This typeface...	Refers to...
<b>Sample text</b>	Fields, radio buttons, checkboxes, list boxes, hyperlinks, and sections of screens.
<code>sample text</code>	Data to be entered into a field, or a script.
<a href="#">Sample text</a>	A cross-referenced chapter.
<u>Sample text</u>	Emphasized information.

## SYSTEM REQUIREMENTS

The following requirements and recommendations will help you to fully utilize the system:

Item	Required	Recommended
Web browser	Microsoft Internet Explorer, v6.0 or 7.0 The following browser features <b>must</b> be enabled: <ul style="list-style-type: none"> <li>• Pop-up windows</li> <li>• Session cookies</li> <li>• JavaScript</li> </ul>	
Encryption (included in browser)	128-bit encryption	
Graphics capability	VGA	
Color Palette	16-bit	
Screen Resolution	800x600 pixels For Remote Deposit, resolution must be 1024x768 pixels.	1024x768 pixels For Remote Deposit, 1280x1024 resolution is recommended.
ISP Connection	28.8 Kbps	56.6 Kbps or higher

For Remote Deposit check scanning computers, the following requirements also apply:

Item	Required	Recommended
ISP Connection	Broadband	
Operating System	Windows XP (Home or Professional), Service Pack 1 or 2. Windows 2000, Service Pack 4. Windows Vista is scheduled for future support.	
Memory	512 Mb	1 Gb+
Processor	Intel Pentium IV – 1 Ghz minimum	

## USER NAMES AND PASSWORDS

---

A user name and a password are required to access the system. A second password is used to submit items. This section provides information on user names and the two types of passwords, as well as the rules governing each.

### USER NAMES

---

Your user name identifies you to the system, and helps to ensure that only you have access to your data.

When you first sign up to use the system, you will be assigned a temporary user name. When you first use this temporary user name to log on, you will choose a permanent user name. Once you choose a permanent user name, the temporary user name is no longer valid.

### USER NAME RULES AND USAGE

---

All user names must:

- Be unique.
- Be at least six characters long, and be no more than 40 characters long.


A user name will be deleted if:

- It has not been used within 30 days after it has been created.
- It has not been used within any 90 day period.

A user name may be used to initiate only one session at a time. In other words:

- If you are logged on to the system, you may not simultaneously log on to the system again using the same user name, whether on your computer or any other.

- If you close the browser window without logging off, you will be temporarily unable to log on again using that user name until your session “times out” (approximately 20 minutes from the time you closed the browser window).

 **Note:** If you attempt to log on to the system with a particular user name and fail to provide the correct password three consecutive times, the user name will be temporarily locked to prevent unauthorized usage.

## PASSWORDS AND SECURITY QUESTIONS

---


Each time you access the system, you will be required to enter a password. Additionally, each time you submit an item, you may be prompted for a second password.

### **These passwords are not the same password!**

For increased security, if your user profile is set up to require them, the system uses two separate passwords:

- The “application” password, used to log into the system.
- The “transaction” password, used to submit items.

For maximum security, it is recommended that you use a different password for each.

 **Note:** If your user profile is not set up to require a second password, you will log on to the system using the application password; you will never be prompted to select a transaction password or enter it to submit items.

## PASSWORD RULES

---

All passwords must:

- Contain at least six and no more than 12 alphanumeric characters.
- Contain only letters and numbers.
- Contain at least one letter and at least one number.
- Contain at least three unique characters.
- Be changed at the interval specified by your System Manager.
- Be used only once within any 24-month timeframe.


## SECURITY QUESTIONS

---

When you log on to the system for the first time, you will be prompted to provide the answers to three security questions. Two of these questions will be used when you request a password reset, to help ensure that only authorized users are able to reset your password.

Additionally, if you opt not to register your computer with the system during multi-factor authentication setup, each time you access the system you will be sent an email containing a link to a one-time Web address that you must follow to access the site. When you follow the link, you will be prompted to answer two of these questions. See the “About PassMark™” section for additional information.

Be sure that you provide correct and memorable answers to the security questions, and that you spell the answers correctly.

 **Note:** Security question answers are not case sensitive.

## FORGOTTEN PASSWORDS

---


The system does not provide a “reminder” service that provides forgotten passwords. Instead, a forgotten password can be reset, and new password can then be chosen.

Slightly different procedures are used to reset each application and transaction passwords.

## RESETTING FORGOTTEN APPLICATION PASSWORDS

**To reset a forgotten application password:**

1. On the initial log-on screen, in the **User Name** field, enter your user name.
2. Click the **Forgot Password?** button. An email is sent to the address you have registered with the system.
3. When the email arrives, follow its instructions to access the Security Questions screen.

 **Notes:** • The email will include a temporary Web address that will be valid for 15 minutes from the time you clicked the **Forgot Password?** button. For that reason, it is important that you check your email and follow the link immediately.

If the link has expired by the time you are able to use it, you can request another reset by using the same procedure.

- To avoid being misled by “phishing” mail, note the following:
  - The email’s sender will be “System Administrator” and the subject will be “Forgotten Password”
  - The message will contain the following text:  
“The user account '[your user ID]' at [system URL] has this email associated with it. A user with the internet address [your machine’s IP address] has indicated that they have forgotten the password for this user name.”

If the message does not match these characteristics, it is not a legitimate password reset message; do not follow the link to reset your password.

4. Enter the answers to **both** security questions. You initially provided this information when you set up your account. See the “Security Questions” section of this chapter for additional information.
5. Click the **Verify** button to submit your answers for verification. The Change Transaction Password screen is displayed.
6. In both the **New Password** and **Confirm Password** fields, enter a new password. Enter the same password in both fields. Passwords must conform to the rules described in the “Password Rules” section of this chapter.
7. Click the **Change** button to change the password.

## RESETTING FORGOTTEN TRANSACTION PASSWORDS

You will be prompted for your transaction password when you attempt to submit a transaction. This prompt is displayed on the Submit Verification screen. Use the procedure below to reset a forgotten transaction password.

### To reset a forgotten transaction password:


1. Click the **Forgot your Password? Click here.** hyperlink. The Transaction Password Registration screen is displayed.
2. Enter the answers to **both** security questions. You initially provided this information when you set up your account. See the “Security Questions” section of this chapter for additional information.
3. Click the **Verify** button to submit your answers for verification. The Change Transaction Password screen is displayed.  
*[Optional]* Click the **Cancel** button to cancel the attempted reset and return to the Pending Items tab of the module in which you were working. The submission attempt for the transaction is terminated; you will need to re-submit the transaction.
4. In both the **New Password** and **Confirm Password** fields, enter a new password. Enter the same password in both fields. Passwords must conform to the rules described in the “Password Rules” section of this chapter.
5. Click the **Change** button to change the password and submit the transaction.

*[Optional]* Click the **Cancel** button to cancel the attempted reset and return to the Pending Items tab of the module in which you were working. The submission attempt for the transaction is terminated; you will need to re-submit the transaction.

## CHANGING PASSWORDS

---

For security reasons, you will periodically be prompted to change your passwords. You may also change both your application password and transaction password at any time.

-  **Notes:**
- See the “Passwords” section of this chapter for information about application and transaction passwords.
  - See the “Password Rules” section of this chapter for information on password rules.

### To change a password:

1. Do one of the following:
  - If you are voluntarily changing your password  
From the **Administration** menu, select **Change Password**. The Password Change pane is displayed.
  - If you are changing your password in response to a system prompt  
The Password Change pane is displayed.
2. Select the **Password to Change** radio button associated with the password you are changing.
3. In the **Current Password** field, enter your current password.
4. In the **New Password** field, enter a new password.
5. In the **Confirm Password** field, enter your new password again.
6. Click the **Change** button.

## ACCESSING THE SYSTEM WEB SITE

---

All system activity is carried out on a highly secure site on the World Wide Web.


This section provides information that will help you navigate to the system Web page and log on and off.

## NAVIGATING TO THE SYSTEM WEB SITE

---

To navigate to the system Web site:

1. Open Internet Explorer.

 **Note:** Remember to check the system requirements to ensure that your browser meets the requirements! To ensure consistent functionality, ineligible browsers are prohibited from accessing the site.

2. In the browser's **Address** field, enter the system address provided to you by the System Manager.
3. Press the **Enter** key on your keyboard. The system Web site is displayed.

## LOGGING ON

---

When you log on to the system for the first time, you will be prompted to enter information that will be used to create your permanent user profile. For subsequent log-on attempts, you need provide only your User ID and application password.

The first time you access the system, you will be required to select a PassMark™ image and associate a code phrase with that image. At the end of this process, you will also be given the opportunity to register your computer with the system. See the “About PassMark™” section for additional information.

 **Warning:** **ATTENTION ADMINISTRATORS**

Before a user can access the system, certain settings may need to be configured for that user. See the **Administration** Guide for information on user setup.

## ABOUT MULTI-FACTOR AUTHENTICATION

---

In security terms, “authentication factors” are methods by which users prove their identity to a system. Single-factor authentication requires one method; multi-factor authentication requires two or more.

The “traditional” single-factor authentication method is the well-known user ID/password combination. This method is relatively secure, as long as the username and password are not compromised or easily guessed.

Other examples of authentication methods might include a temporary unique code from a random-number generating token that you and only you have in your possession, biometric information such as fingerprints or retinal scans, or unique characteristics that identify the personal computer you use to access a system.

Multi-factor authentication increases transaction security by making it more difficult for unauthorized individuals to gain access to the system through stolen or forged user credentials.

## ABOUT PASSMARK™ MULTI-FACTOR AUTHENTICATION

The PassMark™ multi-factor authentication system provides for three types of security:

- User authentication via passwords
- User-to-system authentication via system characteristics
- System-to-user authentication via image and text

When all three security types are used:

- You can be comfortable that you are accessing the genuine system.
- The system will have been provided two independent sets of information that will help ensure that you are a legitimate user.

## USER AUTHENTICATION VIA PASSWORDS

---

Since you choose your user name and password, only you should know this combination—and since the system requires certain password characteristics designed to make your password harder to guess or computationally determine, it is reasonably secure.

## USER-TO-SYSTEM AUTHENTICATION VIA SYSTEM CHARACTERISTICS

---

When you log on for the first time, you are invited to “register” your machine—to allow the system to gather certain metrics that combine to uniquely identify your machine. These metrics are checked each time you log on to the system; registration creates a “trusted relationship” between your machine and the system. In combination with password authentication, this ensures that an authorized user is logging on from a known computer.

No files or data that could be used to identify you as an individual are retrieved or checked during registration; instead, this process might collect such data as your computer’s processor speed, time zone setting, and country code settings. Please be assured that this information is used **only** to identify your computer to the system; it will **always** remain private and it will **never** be used in any other way.

**Important:** Since the system considers a registered computer to be “safe,” you should not register a computer if it is shared by multiple users in any setting outside of the home or office, is a public computer (such as one located in a library), or if its physical security is uncertain.

If you opt not to register your computer, or if you access the system from an unregistered computer, once you provide your user name and password you will be sent an email containing a one-time link to a pair of the security questions that you answered during user-profile creation. This email will be sent to the address you have registered with the system. For additional security, this link expires 15 minutes after it is sent.

Since the link to access the security questions is sent via email instead of presented as part of the normal screen flow, it adds additional security; an unauthorized user must have access to your email account as well as to your user name, password, and security question answers. (See the “Security Questions” section for additional information.)

## SYSTEM-TO-USER AUTHENTICATION VIA IMAGE AND TEXT

---

The system-to-user authentication feature consists of two elements:

- An image that you choose from our extensive database of images.
- A code phrase that you provide when you choose your image.

Each time you access the system, your code phrase and image will be presented to you. Since the image and text should be known only to you and the system, when you see your combination during the log-on process, you can be sure that you are accessing the certified system.

## LOGGING ON FOR THE FIRST TIME

You may log on to the cash management system for the first time only after you receive your temporary User ID and password. This information, along with the system address, is contained within the email messages provided to you by your company's System Manager.

To log on for the first time:

1. Navigate to the system Web site.
2. In the **User Name** field, enter your temporary User ID.
3. Click the **Next** button.
4. In the **Password** field, enter your temporary password.
5. Click the **Login** button. The Welcome screen is displayed.
6. Read the presented information, then click the **Next** button. The User Information screen is displayed.
7. Provide information about yourself. All fields are mandatory, except **Middle Initial**.

- In the **First Name**, **Middle Initial**, and/or **Last Name** fields, modify your name.
- In the **E-Mail Address** field, enter your email address.

**Notes:**

1. Since this address is used to help reset forgotten application passwords, it is critical that you provide a correct, permanent email address.
  2. If you might use an unregistered machine to access the system, use an email address you'll be able to access from the unregistered machine; this will allow you to retrieve the temporary URL necessary to access the system. See the "User-to-System Authentication" section for additional information.
  3. Once you have accessed the system, you will be able to update this address if it changes.
- In the **User Name** field, enter your permanent user name. This is the user name you will use to log on to the system in the future.
  - In the **Password** field, enter a new password. This password must conform to the rules set forth in the "Password Rules" section of this chapter.
  - In the **Confirm** fields, re-enter the information entered in the previous steps.

8. Click the **Next** button. The Security Questions screen is displayed.
9. Choose and answer any three security questions. See the “Security Questions” section of this chapter for additional information on security questions and how they are used.
10. From each **Question** drop-down list, select a different question to be answered.
11. In each **Answer** field, enter your answer to the selected question.
12. In the appropriate **Confirm** field, re-enter the answer.
13. When you have answered three questions, click the **Submit** button. The information you have provided is stored.
14. The PassMark registration screen will appear. A random image is selected from the image database and displayed in the **Your PassMark™ Image** area.
  - Do one of the following:
    1. Accept the selected image  
Enter a phrase in the **Your PassMark™ phrase** field. This phrase should be 1 to 30 characters long, and may be any text you will recognize on future visits. The phrase should not describe the image itself.
    2. Choose a new image
      1. Click the **change image** link in the paragraph above the image. A catalog of images is displayed.
      2. Click one of the images to select it, or click **more images** to load additional images. You can also select a category from the **to view other images by category** drop-down list. When you have found an image that meets your needs, click the image. You are returned to the previous screen.
      3. Enter a phrase in the **Your PassMark™ phrase** field. This phrase should be 1 to 30 characters long, and may be any text you will recognize on future visits. The phrase should not describe the image itself.
15. From the radio buttons at the bottom of the screen do one of the following:
  - Register the computer  
Select the **Yes, register this personal computer** radio button.
  - Do not register the computer  
Select the **No, do not register it** radio button.
16. Click the **Next** button. A confirmation screen is displayed.
17. Confirm your selections, and then click the **Next** button. A confirmation message is displayed.
18. Click **OK**. You have now completed the registration process. The Home Page is displayed.

## LOGGING ON AFTER THE FIRST TIME

Once you have logged on to the system for the first time and selected a permanent user name and password, the log-on process is quick and easy.

To log on after you have logged on for the first time and set up your profile:

1. Navigate to the system Web site.
2. In the **User Name** field, enter your permanent user name. Click the **Next** button.
3. One of the following will occur:
  - If you have not registered your computer:
    1. A time-sensitive email is sent to the address you have registered with the system. Open the email and either click the included link or copy-and-paste it to the browser's **Address** field and press the **Enter** key on your keyboard. The PassMark Alert: Unknown Computer screen is displayed.
    2. Enter the answers to the security questions you provided during your initial setup. These questions will help verify your identity to the system.
    3. Click the **Next** button.
    4. Proceed as if you had registered for PassMark and registered your computer. Once you have provided your password, you will be given another opportunity to register your computer.
  - If you have registered your computer

The **Password** field is displayed; your PassMark image and phrase should be displayed to the right.

    - If the image and phrase you selected during your initial setup is displayed :

Proceed to step 4.
    - If either the image or the phrase is incorrect or missing:

The security of your access to the system may be compromised. Do NOT proceed. Print the screen and contact Customer Service immediately. [End Procedure]
4. In the **Password** field, enter your password. For security purposes, an asterisk (\*) is displayed for each entered character, instead of the character itself.
5. Click the **Login** button to log on to the system.


## SETTING BOOKMARKS IN INTERNET EXPLORER

---

For ease of later access to the system Web site, you can set an Internet Explorer bookmark to the site's location.

### To set a bookmark:

1. Navigate to the system's log-on screen.
2. From your Web browser's **Favorites** menu, select **Add to Favorites**. The bookmark is added to your list of favorite sites.

 **Warning:** For security purposes, you cannot access the system's internal screens without entering your password. Therefore, you may bookmark **only** the log-on screen.

If you set a bookmark to a screen within the application, when you attempt to access the screen your browser window may close, or other unexpected behavior may occur.

## LOGGING OFF

---

For security purposes, each user name/password combination may be used to initiate only one work session at any time. Therefore, it is very important that you log off from the system correctly. Incorrectly exiting the system will result in system unavailability until the active session "times out."

### To correctly log off from the system:

Click the  icon in the upper right-hand corner of any application screen.

## TIMING OUT

---

The system will automatically log you off after a set period of system inactivity (usually approximately twenty minutes). This is a protection against others using your session while you are away from your desk. It also allows you to resume working again if you accidentally close your browser without logging out; if you do accidentally close the browser window, you will be able to log on again after the timeout period has elapsed.

While you are logged on to the system, any action that causes a new screen to be displayed, or causes the current screen to be refreshed, will reset the timeout period. Resetting actions include activities such as sorting data by clicking on a column head in a report, submitting an item, or navigating to a different screen via the menus or internal screen navigation.

If your session times out while you are logged on, the Login screen will be displayed. A message is displayed to inform you that your session was terminated due to timeout. Any unsaved work will be lost.

## NAVIGATING THE SITE

---

This section provides information that will help you get the most out of the system, including information on menus and icons, usage of the **Back** button, viewing user information, printing reports, and accessing on-line help.

## NAVIGATION

---

Use the menus, icons, links, and buttons discussed in the following sub-sections to navigate the system.


## MAIN MENU

---

The main system menu is located at the top right-hand corner of the screen. Use this menu to access modules, utilities, and options available for your use.

### To make a selection from a menu:





1. Use the mouse to position the cursor over the menu header in which the module or option is located.
2. Click the menu item to be accessed. The screen corresponding to your selection is displayed.

 **Note:** Different modules may be available for different users. If a module is later made available to you or removed from availability, it will be added to or removed from these menus.

## ICONS

---

The icons above the main system menu give you access to the following system features:

Click this icon...	To...
	Access the system's Online Narrative Help.
	Access a list of the customer support options available to you.
	Return to the system's Home Page.
	Log off from the system.

## LINKS, BUTTONS, AND POP-UP WINDOWS

---

When using the application's modules, you will often need to click hyperlinks (also referred to in these Guides as "links") and buttons to perform actions. These links or buttons may route you to a different screen, re-display information organized in a different way, or cause a pop-up window to be displayed.

By default, links are displayed in the Web browser as underlined text. If text is underlined in the application, you can usually click that text to perform an action.

To be sure that you can access all system functionality, read the following, and make any necessary changes to your Web browser configuration:

- By default, pop-up windows are usually enabled on your Web browser. If they have specifically been disabled through browser security settings or through installed toolbars or plug-ins, you should re-enable them to use the system; certain system functionality is available only if pop-up windows are enabled. If pop-up windows are enabled, you need do nothing.
- By default, links are displayed as underlined on your Web browser. If you have changed underlining options for links in your browser, it might be beneficial to change the setting to "Always Underline." This is optional, and if you prefer to leave underlining off, the system will function normally.

## USING THE BACK BUTTON

---

In general, use of the Web browser's **Back** button is discouraged, as it may cause unpredictable results. Instead, use the system's internal menus, buttons, and links to move between screens.

If the **Back** button is clicked and a screen displays a message that begins with the text "Warning: Page has Expired," do the following:

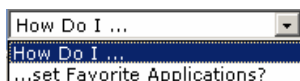
1. Right-click the warning message text.
2. From the menu that is displayed, select **Refresh**. A warning message is displayed in a dialog box.
3. Click the **Retry** button. The screen is refreshed with the last information you sent to that screen (usually from the selections you made on that screen on the screen preceding it ).

## ACCESSING ON-LINE HELP

---

The following types of on-line help are available:


- *How Do I...* help is accessible in a drop-down list at the bottom of most screens:



If no *How Do I...* help is available for a screen, the drop-down list will not be displayed. *How Do I...* help provides you with step-by-step procedures to perform tasks related to the screen you are currently viewing.

To access *How Do I...* help, make a selection from the drop-down list. Help for the selected topic is displayed in a pop-up window.

- “Narrative” help is accessible from the upper right-hand corner of the screen. Narrative help provides you with more general information about the screen or module from which you accessed it.

To access narrative help for a screen, click the  icon.

- “Item” help is displayed, when available, in the bottom right-hand corner of the screen when you click a field or use the **Tab** key to access a field.

For instructions on enabling or disabling Item help, see the **Administration** document.

## REPORTS

---

Reports can be sorted by a single report column, to display data in the way that is most meaningful to you. All reports can be printed, and most reports can be exported so that you can use your own software to make the most use of the report data.

### ACCESSING REPORTS

---

Instructions for accessing reports available in the application’s modules can be found in the module-specific Guides.

### USING THE WILDCARD IN REPORT CRITERIA

---

Some reports may allow the use of a “wildcard” character (%) when specifying report criteria. The wildcard character helps you perform a search based on only partial information.

The fields in which the wildcard character can be used are identified by text next to the field.

Usage examples:

- To find only items in which the purpose ends with the word "payroll," enter %payroll.
- To find items in which the purpose begins with the word "payroll," enter payroll%.

- To find only items in which the word "payroll" is included in any part of the purpose, enter %payroll%.

## **SORTING REPORT COLUMNS**

---

The contents of many screens can be sorted by the contents of their columns.

### **To sort data by the contents of a particular column:**

Click the column header of the column by which items are to be sorted. Items are sorted in ascending order by that column, and an upward-facing triangle is displayed to the right of the selected column.

### **To change the sort to descending order:**

To change the sort to descending order, click the column header again. The items are re-sorted, and the triangle now faces down.

## **EXPORTING REPORTS**

---

Most reports can be exported to a comma-delimited ASCII-format file that can be imported into virtually any spreadsheet or cash management software. Other formats may be available for certain reports; see the module-specific Guides for additional information.

### **To export a report to ASCII format:**

1. On any screen where it is displayed, click the **Export** button beneath the report to be exported. The File Download dialog box is displayed.
2. Save the file to a local or network drive.

## **NOTES ON ASCII EXPORT**

---

While ASCII-formatted files can be read by virtually every software application, the following restrictions apply to their export:

- The report is exported as a whole; in most cases you may not select specific rows or columns to export. Account detail rows that are not displayed on the screen may also be included in the export file.
- Totals and subtotals, if applicable to the report, are not exported.
- Dates are exported as numeric fields, without delimiters.
- When exporting descriptive text, the text appears in the records, next to and below the transaction.

## PRINTING REPORTS

---

All reports available on the system can be printed on a local or networked printer. Beneath most reports is a **Print** button; click the **Print** button to print the report as you would print any document.

Some reports may not have the **Print** button available; to print these reports, use Internet Explorer's native print capability.

## PRINTING FROM INTERNET EXPLORER

---

You can always use the browser's print capability to print a report (or any other screen).

### To print from the browser:

1. From the browser's **File** menu, select **Print**. The Print dialog box is displayed.
2. Make the necessary print setting configurations.
3. Click the **Print** button to print the screen's contents.

Alternately, right-click the area in which the text to be printed is located, then select **Print**.

## PRINTING WIDE REPORTS

---

Depending on the number and contents of report columns, some columns may be truncated or eliminated when printed. There are several potential solutions to the problem:

- Change the paper orientation to Landscape.
- Change the page margins.
- Change the paper size to Legal, if your printer supports legal-size paper.
- Scale the page by a percentage, if your printer supports scaling.

## PRINTING FIXED-FORMAT REPORTS

---

Certain reports may be displayed in a pop-up window, in a fixed format that differs from the standard report format. This report can always be printed on 8.5" x 11" paper.

### To print a fixed-format report:

Click the **Print** button at the bottom of the pop-up window.

## ADDITIONAL SYSTEM FEATURES

---

The system also offers additional features to assist you in your work, and to help the Customer Service Center in the event that you need to contact them.


### ENTERING DATES


---

The Calendar utility provides you with an alternate method for entering dates throughout the system.

 **Note:** You can also enter all dates manually, using `mm/dd/yyyy` format.

#### To use the Calendar to enter a date:

1. Click the rectangular **Calendar**  button located below or beside the date field.  
A pop-up Calendar window is displayed, set to the current month. The current date is displayed in red.
2. From the **Month** drop-down list at the top of the window, select a month.
3. From the **Year** drop-down list at the top of the window, select a year.
4. Select the date by clicking it on the calendar. The pop-up window closes, and the selected date is entered for you into the date field.

 **Note:** Although days from prior and next months are displayed in the Calendar window for your reference, you can select days only in the current month. To choose a day in another month, select that month from the unlabeled **Month** drop-down list, then click the desired day.

## VIEWING USER INFORMATION

---

This section describes the variety of information about your user profile that is available to you. Some of this information may be required by the Customer Service Center in order to assist you with any issues that might arise with the system.

## FINDING YOUR CALLER ID AND USER ID

---

The Customer Service Center may require you to provide them with your “Caller ID” and “User ID” in the event that you contact them for assistance.

### To display your Caller ID (also known as an “internal ID” or “site ID”) and User ID:

Move the mouse pointer over your User Name, located in the bottom right-hand corner of the system’s browser window.

Your Caller ID and User ID are displayed to the left of your user name, above the release information.

## VIEWING YOUR USER PRIVILEGES

---

Services available for your use may vary, based on the modules that have been assigned to you by your System Manager.

### To view a list of the services available to you:

1. Click your User Name, located in the bottom right-hand corner of the system’s browser window. A pop-up window is displayed.
2. Select the **User Privileges** tab. Services available to you are displayed.
3. Close the pop-up window to continue working.

## VIEWING AVAILABLE ACCOUNTS

---

Accounts available for your use may vary, based on the permissions granted to you by your System Manager.

### To view available accounts and account permissions:

1. Click your User Name, located in the bottom right-hand corner of the system’s browser window. A pop-up window is displayed.
2. Select the **Account Display** tab.
3. From the **Account ID** drop-down list, select an account number. Account permissions are displayed, along with other information about the account.

## FREQUENTLY ASKED QUESTIONS

---

Answers to the following questions may help resolve general system issues.

### **Why am I unable to log on to the system site after closing the browser?**

To log off from the system, you must click the **logout** link or symbol in the upper right-hand corner of the screen. If you exited the system in another way, your session is still active. Since one User ID cannot be logged on to the system more than once at the same time, your account is “locked” until the timeout period (usually about 20 minutes) elapses. You can also contact the Customer Service Center to unlock your User ID immediately.

### **How do I reset my password?/What do I do if I forget my password?**

To reset your application password, use the procedure discussed in the “Resetting Forgotten Application Passwords” section of this chapter.

If this procedure fails, please contact the Customer Service Center.

### **What do I do if I forget my User Name?**

For security purposes, the system does not provide an automated method for recovering lost user names. Please contact the Customer Service Center.

### **Why can't I use a Macintosh to access the system?**


The latest current version of Internet Explorer for Macintosh is 5.2, which does not meet the minimum requirements specified in the “System Requirements” section.

### **Why aren't pop-up windows displayed?**

Some screen features (help, certain reports, and certain other screens) are displayed in pop-up windows. Check to be sure you do not have a pop-up blocker active.

### **Why can't I see certain features at the bottom of the screen, or use buttons there?**

Be sure the site Web address is entered as a Trusted Site in Internet Explorer:

 **Warning:** Log off before you follow the instructions below!

1. From the Internet Explorer **Tools** menu, select **Internet Options**.
2. Click the **Security** tab.
3. Click the **Trusted Sites** icon.
4. Click the **Sites** button.
5. Enter the site address.
6. Click **OK**. The window is refreshed. When you log on again, all buttons and features should be available.