



User Management Guide

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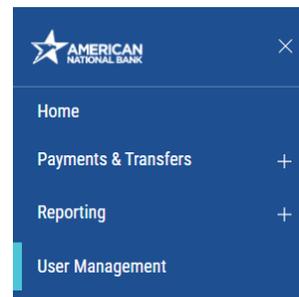
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User Management Actions

Navigating to User Management

Administrators can add, delete, and modify online banking users for their organization through the User Management widget. Navigate to the User Management workspace by selecting the Main Menu and then selecting User Management.

Once on this page, all of the users are displayed in a list view. This widget allows administrators the ability to lock and unlock users and reset passwords along with managing user permissions.



Creating a New User

Pre-Step for Users with Notices

If the new user being created will have access to Notices including ACH Return notices, Returned Checks (Chargeback Notices), and/or Daily Repo Statements, the admin needs to take one step prior to creating the user.

1. [Navigate](#) to the User Management widget.
2. As the admin, find your name in the list of users.
3. Select the 3 Action Dots to the left of your name.
4. Select View.
5. In the top right corner of the View User Permissions page, find the section titled Single Sign On Information.

Single Sign On information

ESI (NETTELLER)

USER CREDENTIAL 1

USER CREDENTIAL 2

6. Note the value in the User Credential 1 field. Write this number down for reference when [creating other users with permission to ESI Notices](#).

Creating a User From Blank Template

1. [Navigate](#) to the User Management widget.
2. Select the **Add New User** button in the top left corner of the white page.
3. This takes the admin into the [User Workflow](#).

 Add New User

Copying Existing User to Create New User

1. [Navigate](#) to the User Management widget.
2. Select the **Add New User** button in the top left corner of the white page.
3. This takes the admin into the [User Workflow](#).
4. Complete the [Define User](#) page. Select the **Next** button at the bottom right.
5. On the top left side of the Entitlements page, select the dropdown menu underneath the heading **Permissions Copied From**.
6. Choose the user whose permissions should be copied for the new user.
7. Modify permissions and services as necessary and continue through the [User Workflow](#).

 Add New User

Assign Services

PERMISSIONS COPIED FROM

Select 

Another option for creating a new user by copying an existing user involves using the [copy feature](#) in the Action Dots.

Action Dots

The action dots are located next to each user except the admin that is currently logged in. Selecting these dots reveals the various functions available for each user including

ACTIONS	LOGIN STATUS	USER NA
...	Unlocked	Amber'
View	Unlocked	Amber'
Modify	Unlocked	Beth Ve
Delete	Unlocked	Beth V
Copy User	Unlocked	Beth V
Reset Password	Unlocked	Beth V

View User

Selecting the **Action Dots** and then the **View User** function next to a user displays all user details, entitlements, and limits set for a particular user. This information is all displayed on a single page.

Modify User

To change a user's details, permissions, services, or limits, select the **Action Dots** next to the user in User Management. Then select **Modify**. This takes the admin into the [User Workflow](#) in which all fields can be changed for a user except the User ID.

Delete User

To delete a user, find that user in User Management. Select the **Action Dots**, and then select **Delete User**. This removes a user from list in User Management. The user ID/user name will still appear throughout the site on past payments and actions connected to the user.

Copy User

To create a new user by copying an existing user's profile, select the **Action Dots** next to the user to be copied. Then select **Copy User**. This takes the admin into the [User Workflow](#) in which the new user's details can be added and permissions modified appropriately.

Resetting Password

To quickly reset a user's password, locate the user in the User Management list, select the **Action Dots**, and then select **Reset Password**. This automatically sends a temporary password to the email address on file for that user.

Locking/Unlocking Users

A user entering an incorrect password greater than three times will be locked out of the system. Users can also be locked by administrators. To unlock a user, navigate to the User Management widget, and locate the locked user. The **Locked** designation appears in the Login Status column. Select the blue "Locked" text. This text will change to "Unlocked," and the user will now be able to log onto the site.

FILTERS		USER ID (1)	Show Values			
ACTIONS	LOGIN STATUS	USER NAME	USER ID	USER TYPE	LAST LOGIN	
...	Locked	Beth V	beth517	Admin	05/16/2021 11:28 PM	

To lock a user, locate the user in the list. In the Login Status column, select the blue "Unlocked" text to change this to "Locked." The user will not be able to login until the admin unlocks them.

FILTERS		USER ID (1)	Show Values			
ACTIONS	LOGIN STATUS	USER NAME	USER ID	USER TYPE	LAST LOGIN	
...	Unlocked	Beth V	beth517	Admin	05/16/2021 11:28 PM	

Approving Users

1. Log in. Note Action Items on the home page. If there is a user that needs your approval, the 'New Users to Approve' link will appear.
2. Select **New Users to Approve**.
3. Look in the Approval Status column to find the user that needs approval.

ACTION ITEMS

Bulletins To Read

New Users To Approve

Payment Templates To Approve

ACTIONS	LOGIN STATUS	USER NAME	USER ID	APPROVAL STATUS
...	Unlocked	Beth V	beth517	Needs Approval

4. Select the blue **Needs Approval** link.
5. The next screen allows you to review the new user's permissions or the user's modifications.
6. After review, select the appropriate **Approve** or **Reject** at the bottom of the screen.

User Workflow

1. [Define User](#) – This is the initial screen which collects the user's contact information and identification.
2. Selecting Entitlements – In this step, the admin chooses which services the new user can access as well as to which accounts these services apply. For a detailed description of each service, view the applicable category.
 - a. [Core Services](#) include viewing, internal transfer, reporting, and stop payment functions.
 - b. [Payments Services](#) include [loan](#), [ACH](#), and [wire](#) payment services.
 - c. [Other Services](#) include links to 3rd-party services as well as mobile app access and QuickBooks transfer functionality.
 - d. [Administration](#) includes audit and user management functions.
3. [Assigning Limits](#) – After assigning services and permissions, applicable limits must be set for internal transfers, ACH payments, loans, and wire payments.
4. [Review Summary](#) – The final step displays all details and permissions for review before making finalizing changes.

Define User

Complete the required information:

1. User ID – This is what the user will enter when logging in.
2. User Name – This is the user's first and last name. This cannot be changed after saving the new user.
3. Contact Name – Enter the administrator's name or "Online Administrator."
4. Password & Repeat New Password – Create an initial password for the user. You will need to pass this to the new user. Upon their first login, the system will require a password change.
5. Email – This is the user's email address where the OTP will be sent.
6. Enable Date – This is the date the user will become active.
7. User Type – Customer Administrators can only create users. To create a new admin, please contact Treasury Services at ts@anbank.com.

8. Check the ESI box if the user will have access to ESI which includes notices like ACH Return notices, Returned Checks (Chargeback Notices), and/or Daily Repo Statements.
 - a. In the User Credential 1 field, enter the [company ESI ID number retrieved from your profile](#). If you do not have this number, you can finish creating the user and then add it later.
 - b. In the User Credential 2 field, enter the new user's User ID.
 - c. View the [ESI section](#) for additional information about setting this up.

DEFINE USER

USER INFORMATION	CONTACT INFORMATION	SINGLE SIGN ON INFORMATION
<p>USER ID</p> <input type="text"/> 0/12	<p>EMAIL</p> <input type="text"/> 0/255	<input type="checkbox"/> ESI (NetTeller)
<p>USER NAME</p> <input type="text"/> 0/40	<p>PHONE</p> <input type="text"/> Optional	
<p>CONTACT NAME</p> <input type="text"/> 0/40	<p>> Add Contact Fields</p>	
<p>PASSWORD</p> <p>PASSWORD</p> <input type="text"/>	<p>ADMIN SETTINGS</p> <p>ENABLE DATE</p> <input type="text" value="06/29/2021"/>	
<p>REPEAT NEW PASSWORD</p> <input type="text"/>	<p>USER TYPE</p> <input type="text" value="User"/>	

Assigning Permissions - Core Services

Bank Account Info Reporting

This is a view account permission for deposit accounts. It allows users to obtain balance and transaction information.

1. Check the Bank Account Info Reporting box.
2. In the Accounts section, under the Account Level Permissions tab, check the box in the Bank Account Info Reporting column next to each deposit account to which this service applies.

Loan Account Info Reporting

This is a view account permission for loan accounts. It allows users to generate a report of loan information such as loan account balances, next payment due date, etc, as well as detailed loan transaction activity that has been posted on previous days.

1. Check the Loan Account Info Reporting box.
2. In the Accounts section, under the Account Level Permissions tab, check the box in the Loans column next to each loan account to which this service applies or choose All Accounts.

Statements

This service allows the user to view various kinds of statements online including DDA statements and Account Analysis statements.

1. Check the Statements box.
2. In the Accounts section, under the Statements tab, check the box in the Account Analysis Statement and/or the Regular Statement columns for the appropriate account rows.

Transfers

There are four related transfer services. These apply to book transfers which are transfers between internal accounts. These services are used when moving funds between deposit and loan accounts that are on a customer's online banking profile.

Input

This service allows users to enter internal transfer transactions and view internal transfer information. Transfers may be entered as single requests and submitted, entered as multiple requests prior to submission, or saved as stored templates with from/to account pairs.

1. Check the Input box under the Transfers heading.
2. In the Accounts section, under the Account Level Permissions tab, check the box in the Transfers column next to each account to which this service applies or choose All Accounts. All accounts involved in internal transfers need to have the Transfers column checked, regardless of whether funds will be transferred from or transferred to the account.
3. In the Transfer Ability tab, choose whether each account with a checkmark in the Transfers section has permission to have funds transferred to, transferred from, or both.

Import

This service allows users to import a file containing multiple internal transfers at the same time. If a user has the Import service, the Input service is automatically checked as well.

1. Check the Import box under the Transfers heading.
2. In the Accounts section, under the Account Level Permissions tab, check the box in the Transfers column next to each account to which the Import and Input services apply or choose All Accounts. All accounts involved in internal transfers need to have the Transfers column checked, regardless of whether funds will be transferred from or transferred to the account.
3. In the Transfer Ability tab, choose whether each account with a checkmark in the Transfers section has permission to have funds transferred to, transferred from, or both.

Approval

This service allows users to either approve or reject pending internal transfer requests. It will only appear for customers who have opted for an approval requirement for internal transfers at the bank level.

1. Check the Approval box under the Transfers heading.
2. In the Accounts section, under the Account Level Permissions tab, check the box in the Transfers column next to each account to which this service applies or choose All Accounts.

View Only

This service allows users to view book transfer activity. A wide range of query options are available. If a user has Transfer Input, Import, or Approval checked, the View Only service does not add any additional functionality.

1. Check the View Only box under the Transfers heading.
2. In the Accounts section, under the Account Level Permissions tab, check the box in the Transfers column next to each account to which this service applies or choose All Accounts.

Stop Payments

Input

This service allows users to enter stop pay requests for checks and view stop pay information.

1. Check the Input box under the Stop Payments heading.
2. In the Accounts section, under the Account Level Permissions tab, check the box in the Stop Payments column next to each account to which this service applies or choose All Accounts.

View Only

This service allows users to view stop pay activity but not enter new stop pays. It does not add any functionality if a user also has Stop Payments Input checked.

1. Check the View Only box under the Stop Payments heading.

2. In the Accounts section, under the Account Level Permissions tab, check the box in the Stop Payments column next to each account to which this service applies or choose All Accounts.

Electronic Report Delivery

This service allows users to view various ERD reports to which they have been permitted via the ERD Permissions service.

1. Check the Electronic Report Delivery box.
2. In the Accounts section, under the Report Permissions tab, for each account row, check the boxes in the appropriate columns to assign the specific reports. Available options include the following.
 - a. ACH Remittance Detail - This report provides additional addenda information contained within a Corporate ACH entry received into your checking account in a user friendly readable format.
 - b. Direct Send ACH - This report provides detailed information for ACH transactions received via Automated Secure File Transfer. The report includes batch information (i.e. Company Name, SEC Code, Entry Description, Effective Date and Company ID) and entry details (i.e. Payee Names, ID, Bank Routing Number, Account Number, and both the original Trace Number and the Trace Number assigned during processing).
 - c. Incoming Wire Detail - This report provides details on incoming wires as they are received and posted to your account. Information includes Originator, Amount, OMAD, IMAD, Originator to Beneficiary Instructions, Sender and Beneficiary References, Originating Bank and Routing Number.

Assigning Permissions - Payments Services (Enterprise)

Loans

The Loans category involves loan payments initiated through the Payment Center. This is separate from loan payment and draw permissions in the Transfer Center which are governed by the Transfer services. A user can be assigned the ability to complete loan payments through both the Payment Center and the Transfer Center. Initiating loan payments through the Payment Center allows for the ability to send principal-only payments, while in the Transfer Center, all loan payments are regular payments, but they can be future-dated or set as recurring.

Payment

This service allows users to initiate loan payments in the Payment Center.

1. Check the Payment box under the Loans heading.
2. In the Accounts section, under the Account Level Permissions tab, check the box in the Loans column next to each account to which this service applies.

Note: The Loans column may already be checked if the user also has the Loan Account Info Reporting service that allows the user to view the history of a particular loan. If a user has both the Loan Account Info Reporting service and the Loan Payments service, any loans checked in the loan column will have both services.

View Only

This service allows users to generate a report of all loan payment requests made in the Payment Center.

1. Check the View Only box under the Loans heading.
2. In the Accounts section, under the Account Level Permissions tab, check the box in the Loans column next to each account to which this service applies.

Note: The Loans column may already be checked if the user also has the Loan Account Info Reporting service. If a user has both the Loan Account Info Reporting service and the Loans View Only service, any loans checked in the loan column will have both services. The Loan Activity Info Reporting service allows the user to view the loan transaction history as well as see key loan metrics in the Balance & Transaction Reporting widget. The Loans View Only service allows the user to view any loan payments made through the Payment Center of ANB Go Business.

ACH

Any ACH company free-form permission and transaction type selections will apply to all chosen ACH services. For instance, a user cannot have approval permissions for certain ACH companies and initiation permissions for other ACH companies.

Selecting ACH Services

In User Management, on the Assign Services page, expand the Payments Services heading, and choose the appropriate ACH services described below.

Initiate Payment

This service allows users to activate ACH batches and make them available for approving, if required. This applies to both initiating freeform or from templates.

Approve Payment

This service allows users to approve ACH batches if required at the bank level.

Template Management

This service allows users to add and manage ACH templates containing both batch header/summary data and individual ACH transaction records.

Template Approval

This service allows users to view ACH template details and approve or reject the template changes. This only applies to customers requiring ACH template approval at the bank level.

Payment & Template View Only

This service allows users to display summary and detailed information for ACH batches that have been activated or approved. In addition, users may export ACH data into either a NACHA-compliant or CSV formatted file. Numerous query capabilities exist. This service is not necessary if a user also has Initiate Payment or Approve Payment.

Define Import Map

Allows corporate customers to add and manage ACH file import map definitions, which control the format of imported ACH files and how imported files are to be processed.

Import

Allows corporate customers to import NACHA-formatted as well as delimited and fixed-field data files into the ACH module. This service works in conjunction with the file mapping definitions created by the Define Import Map service.

— Payments Services

- Select All
- Loans 
- Payment
- View Only
- ACH 
- Initiate Payment
- Approve Payment
- Template Management
- Template Approval
- Payment & Template View Only
- Define Import Map
- Import

Assign ACH Permissions

1. After selecting the appropriate services, select the ACH Permissions tab in the Accounts section.
2. Check the “Allow Free-Form Payments” box for any ACH company to which this applies. This will allow a user to key in all of the information for a new ACH payment and to modify fields for a copied payment or payment initiated from a template.
3. In the Transaction Types column, choose the type of transaction to which the user has access for each ACH company. Possible options include the following.
 - a. Consumer Collections – Debiting from external personal account (pulling payments from customers or donations from donors).
 - b. Consumer Payments – Crediting external personal accounts (payroll).

- c. Corporate Collections – Debiting from external business account (pulling payments from business customers).
- d. Corporate Payments – Crediting external business accounts (vendor payments).

ACCOUNT LEVEL PERMISSIONS ACH PERMISSIONS REPORT PERMISSIONS STATEMENTS

PERMISSIONS

Select All

ACH SENDER ID

TRANSACTION TYPES

222222222-LORIE'S PAYROLL

Unselect All

Allow Free-Form Payments

Consumer Collections

Consumer Payments

Wire Transfers

Any selected wire transfer service will apply to all accounts permitted to wires. For instance, a user cannot have approval permissions for certain wire accounts and initiation permissions for other wire accounts.

Selecting Wire Services

In User Management, on the Assign Services page, expand the Payments Services heading, and choose the appropriate wire services described below.

Template Initiation

Allows users to initiate wire transfer requests. Users may select repetitive templates or perform “free-form” wire input, if permitted to do so.

Free-Form Initiation

Allows users to initiate wire transfer requests. Users may select repetitive templates or perform “free-form” wire input, if permitted to do so. When Free-Form Initiation is selected, Template Initiation is automatically checked.

Payment Approval

Allows users to manage pending money transfer requests. Pending money transfer requests are money transfer requests that require approval. Wire request pending approval may be approved, deleted, or edited. If edited, the approving (editing) user becomes the wire initiator and the wire must then meet the overall approval requirement in terms of additional approving users.

Template Management

Allows users to add and manage wire transfer templates for their own personal use or for use by other users within the customer.

Template Approval

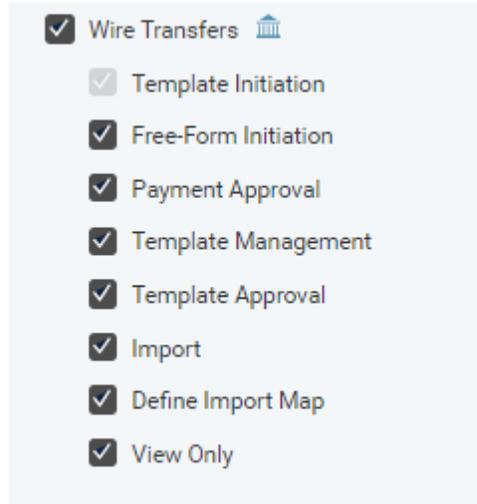
Allows users to approve or reject new or updated wire transfer templates.

Import

Allows users to import wire transfer requests as batch files.

Define Import Map

Allows users to define maps for use when importing wire transfer batch files.



View Only

Allows users to request and view summary and detailed information for all wire transfer activity. Numerous query options exist to customize report output. This service is not necessary if a user also has the initiate or approve service.

Assigning Account-Level Wire Permissions

1. After selecting the appropriate wire services, find the Wire Transfers column in the Account Level-Permissions Tab in the Accounts Section.
2. Check the Wire Transfers box for any account that can be involved in a wire transfer.

ACCOUNT LEVEL PERMISSIONS REPORT PERMISSIONS

Apply selection to All Accounts Select Accounts

ACCOUNTS ACCOUNT TYPE PERMISSIONS NAME

Search

BANK ACCOUNT INFO REPORTING LOANS WIRE TRANSFERS

Assigning Permissions - Payments Services (Select)

Payee Directory

The Payee Directory is where recipients for ACH and wire payments are stored in the Select market segment.

Manage Payee

This service allows the user to add and modify the payment or collections information for individuals, businesses, and employees.

Approve Payee

For customers with dual control required for payee additions and modifications, this service gives the user the ability to approve payees after they have been added to the Payee Directory.

View Only

This service allows a user to see all payees but not add or change them.

Simplified Payments (Select)

ACH Simplified Payment Permissions

ACH transfers in the Select market segment can be sent using the Employee Payments, Regular Payments or Collect Payments options.

Selecting the Services

In User Management, on the Assign Services page, expand the Simplified Payments Services heading, and choose the appropriate ACH services described below.

Send Regular Payments

This allows users to send ACH payments to individuals or businesses. Regular Payments allow a single recipient per file.

Collect Payments

This allows users to collect ACH payments from individuals or businesses, one per file.

Send Tax Payments

Users can send a variety of tax payments using this service.

Send Employee Payments

This service lets users send multiple ACH payments in the same batch to individuals that are noted as employees in the payee directory.

Payment Approval

The Payment Approval service allows users to approve ACH or wire payments. This only applies if dual control is turned on at the bank level for the customer.

View Only Regular Payments

This service allows users to see all ACH payments to payees designated as individuals or businesses.

View Only Collect Payments

This service allows users to see all ACH collections to businesses or individuals submitted through ANB Go Business.

View Only Tax Payments

This service allows users to view any tax payments made by the company through ANB Go Business.

View Only Employee Payments

This service allows users to see all ACH payments to payees designated as employees.

Assign ACH Permissions

1. After selecting the appropriate services, select the ACH Permissions tab in the Accounts section.
2. In the Transaction Types column, choose the type of transaction to which the user has access for each ACH company. Possible options include the following.
 - a. Collect from a business
 - b. Collect from a person
 - c. Pay a business
 - d. Pay a person

— Simplified Payments

- Select All**
- Send Regular Payments 
- Send Expedited Payments 
- Collect Payments 
- Send Tax Payments 
- Send Employee Payments 
- Send Loan Payments 
- Payment Approval 
- View Only Regular Payments 
- View Only Collect Payments 
- View Only Tax Payments 
- View Only Employee Payments 
- View Only Expedited Payments 
- View Only Loan Payments 

- e. Pay employees
- f. Tax payments

ACCOUNT LEVEL PERMISSIONS

STATEMENTS

ACH PERMISSIONS

Wire Simplified Payment Permissions

Selecting Wire Services

In User Management, on the Assign Services page, expand the Simplified Payments Services heading, and choose the appropriate wire services described below.

Send Expedited Payments

This service allows users to send wire payments to businesses and individuals.

Payment Approval

The Payment Approval service allows users to approve ACH or wire payments. This only applies if dual control is turned on at the bank level for the customer.

View Only Expedited Payments

This service allows user to see any wire payments initiated for the customer.

Assigning Account-Level Wire Permissions

1. After selecting the appropriate wire services, find the Expedited Payments column in the Account Level-Permissions Tab in the Accounts Section.
2. Check the Expedited Payments box for any account that can be involved in a wire transfer.

ACCOUNT LEVEL PERMISSIONS

ACH PERMISSIONS

Apply selection to All Accounts Select Accounts

ACCOUNTS

ACCOUNT TYPE

PERMISSIONS NAME

Search

EXPEDITED PAYMENTS

Loan Simplified Payments

The Loans category involves loan payments initiated through the Payment Center. This is separate from loan payment and draw permissions in the Transfer Center which are governed by the Transfer services. A user can be assigned the ability to complete loan payments through both the Payment Center and the Transfer Center. Initiating loan payments through the Payment Center allows for the ability to send principal-only payments, while in the Transfer Center, all loan payments are regular payments, but they can be future-dated or set as recurring.

Selecting Loan Services and Assigning Account-Level Loan Permissions

In User Management, on the Assign Services page, expand the Simplified Payments Services heading, and choose the appropriate wire services described below. After selecting the appropriate wire services, find the Loans column in the Account Level-Permissions Tab in the Accounts Section.

Send Loan Payment

This service allows users to initiate loan payments in the Payment Center.

1. Check the Send Loan Payments box.
2. In the Accounts section, under the Account Level Permissions tab, check the box in the Loans column next to each account to which this service applies.

Note: The Loans column may already be checked if the user also has the Loan Account Info Reporting service that allows the user to view the history of a particular loan. If a user has both the Loan Account Info Reporting service and the Loan Payments service, any loans checked in the loan column will have both services.

View Only

This service allows users to generate a report of all loan payment requests made in the Payment Center.

1. Check the View Only Loan Payments box.
2. In the Accounts section, under the Account Level Permissions tab, check the box in the Loans column next to each account to which this service applies.

Note: The Loans column may already be checked if the user also has the Loan Account Info Reporting service. If a user has both the Loan Account Info Reporting service and the Loans View Only service, any loans checked in the loan column will have both services. The Loan Activity Info Reporting service allows the user to view the loan transaction history as well as see key loan metrics in the Balance & Transaction Reporting widget. The Loans View Only service allows the user to view any loan payments made through the Payment Center of ANB Go Business.

Assigning Permissions – Others

Outbound SSO

Outbound SSOs allow users to connect to third-party applications without having to sign in separately.

Bill Pay

This service gives the user access to the iPay service. Users will need to be managed in the [bill pay system](#) also.

Anti-Fraud Services

This service gives the user access to the Positive Pay application. [New users will also need to be created in the Positive Pay system](#) along with checking this SSO box.

Remote Deposit

This service allows the user to access the Remote Deposit Capture check-scanning application. Along with selecting this service, users also need to be [created in the RDC system](#) as well.

Notices

This service allows users to access the ESI service to view notices and statements. For additional steps to set up users in ESI, [visit the ESI section](#).

Archival Images

This service allows users to view historical check images that are not yet available in ANB GO Business.

— Others

- Unselect All
- Outbound SSO
 - Bill Pay
 - Anti-Fraud Services
 - Remote Deposit
 - Notices
 - Archival Images
- Mobile
 - Mobile Access
- DirectConnect 

Mobile

Mobile Access

This service allows the user to access ANB Go Business through the mobile application.

DirectConnect

This service allows users to access the OFX Direct Connect link that is used to link accounts with QuickBooks Desktop and other applications.

Administration

User Administration

These services can only be assigned to current Admin users. To create a new Admin, please contact Treasury Services at ts@anbank.com.

User Activity Audit Report

This service allows an admin to search for and view all action taken by any user in ANB Go Business.

User Maintenance

This service gives an admin the ability to add, delete, modify, and view users.

— Administration

- Unselect All
- User Administration
 - User Activity Audit Report
 - User Maintenance

Assigning Limits

Limits can be assigned for ACH transfers, wire transfers, internal transfers, and loans. The Limits page is the third page in the User Management workflow.

ACH Limits

Choose whether to apply limits to All Companies or Select Companies.

Selecting the **Select Companies** radio button displays each ACH Company, and allows individual limits to be assigned to each ACH Company.

Selecting the **All Companies** radio button allows the admin to enter a total overall limit for the user. Each user will be limited by the overall customer ACH limit at the bank level for each ACH company.

ACH limits need to be entered separately for the Initiation and Approval limits. This is also limited by the selected services. For instance, if an approval limit greater than zero is entered but the user does not have the ACH Approval service checked, the new user will not be able to approve payments.

ACH Transaction Date Limits

Apply limits to

All Companies Select Companies

INITIATION

\$

Maximum 9,999,999,999.99

APPROVAL

\$

Maximum 9,999,999,999.99

Transfer Limits

Transfer Limits apply to internal transfers. Most customers do not have limits set for this type of transfer. In this case, the boxes will be filled in with all 9s as below. Otherwise, the appropriate limits can be entered for each user for total internal transfer entry per day, entry per transaction, and total maximum number of transfers allowed per day.

Transfer Limits

ENTRY/DAY

Maximum 999,999,999,999.99

\$

ENTRY/TRANSACTION

Maximum 99,999,999.99

\$

MAX # PER DAY

Maximum 999

Wire Transfer Limits

Wire Transfer Limits apply to the total of all wire transfers from all account, and there is currently no distinction between international and domestic limits. These values are limited by the customer wire limits at the bank level. Appropriate limits must be entered for total wire entry per day, wire entry per transaction, total wire approval amount per day, and wire approval per transaction.

Wire Transfer Limits

ENTRY/DAY

Maximum 130.00

\$

ENTRY/TRANSACTION

Maximum 130.00

\$

APPROVAL/DAY

Maximum 130.00

\$

APPROVAL/TRANSACTION

Maximum 130.00

\$

Loan Limits

Loan Limits apply to loan payments made in the Payment Center. Most customers do not have limits set for this type of transaction. In this case, the boxes will be filled in with all 9s as below. Otherwise, the appropriate limits can be entered.

Loan Limits

ENTRY/DAY

Maximum 99,999,999.99

\$

ENTRY/TRANSACTION

Maximum 99,999,999.99

\$

MAX # PER DAY

Maximum 999

Cancel

BACK

SAVE

Review Summary

The summary page shows all selections that have been made for the user including details, services, permissions, and limits. If everything looks correct, select the blue **Save** button to finish creating or modifying the user.

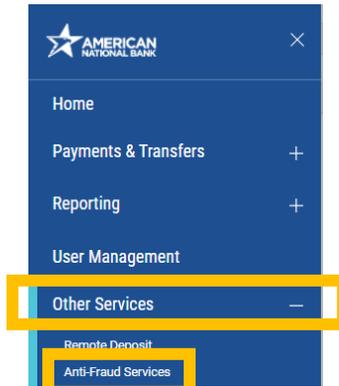
Positive Pay Administration

There are two steps to adding new users in Positive Pay.

1. First, [create](#) or [modify](#) the user in User Management, adding the [Anti-Fraud Services](#) permission for the user.
2. Follow the steps below to add the user directly into the Positive Pay application.

Accessing Positive Pay

1. Log into ANB Go Business.
2. Select the three-line icon in the top left corner to open the Main Menu.
3. Select the Other Services link to expand the menu.
4. Select Anti-Fraud Services.
5. Select the **LOGIN** button. This will redirect the user to the Positive Pay application.



Log in to Anti-Fraud Service



6. A warning popup box will appear alerting the user that they are logging into a new application and leaving ANB Go Business. Select the **CONTINUE** button.

Caution: You are about to leave this site.

By clicking 'Continue' below, you will be directed to our 3rd party vendor site.



Creating a User in Positive Pay

1. In the left-hand menu, select **User Setup (Client)** under Client Setup & Administration.



2. Select **Add New**.



- On the Contact Information Tab, enter the **First Name**, **Last Name**, **Email Address** and **Primary Phone Number** of the new user.

User Setup (Client)

Contact Information	Security Settings	Menu Settings	System Messages
<p>* First Name: <input style="width: 100%;" type="text"/></p> <p>Middle Initial: <input style="width: 50px;" type="text"/></p> <p>* Last Name: <input style="width: 100%;" type="text"/></p> <p>* Email Address: <input style="width: 80%;" type="text"/> <input type="checkbox"/> Exclude From Email</p> <p>Primary Phone Number: <input style="width: 100%;" type="text"/></p> <p>Secondary Phone Number: <input style="width: 100%;" type="text"/></p> <p>Mobile Number: <input style="width: 100%;" type="text"/></p> <p><small>* Indicates required fields</small></p>			

- Select the **Security Settings** tab.

User Setup (Client)

Contact Information	Security Settings	Menu Settings	System Messages
<p>* User Name: <input style="width: 100%;" type="text"/></p> <p>* Password: <input style="width: 100%;" type="password"/></p> <p>* Verify Password: <input style="width: 100%;" type="password"/></p> <p style="text-align: center; font-size: small;">Passwords require the following: uppercase letters, lowercase letters, numbers and special characters.</p>			

- Enter the **first initial** followed by the **last name** of the user for the User Name.
 - Create a **password** and enter it in the Password and Verify Password fields. The password requires uppercase letters, lowercase letters, numbers and special characters.
 - These credentials will need to be communicated to the new user. The new user will enter these credentials once to link the Single Sign-On.
- Select the appropriate **accounts** in the left box under Client ID: to move them to the right box and assign them to the user.

Client ID:

Type to filter...	Showing 0 of 1	Assigned

6. Select **Transaction Data User Rights**.

Transaction Data User Rights

Allow user to add/edit transactions

Allow user to download issued check files

Client Exception Type(s): Both Check and ACH Exceptions

Allow user to decision exceptions

7. Check **Allow user to add/edit transaction** if the user should be able to import an Issued Check File or decision exceptions.
8. For the Client Exception Type(s), select the appropriate option:
 - a. Select **Both Check and ACH Exceptions** if the user should be able to decision check and ACH exceptions.
 - b. Select **Check Exceptions Only** if the user should be able to only decision check exceptions.
 - c. Select **ACH Exceptions Only** if the user should be able to only decision ACH exceptions.
9. Select **Setup User Rights**.

Setup User Rights

Allow user to add ACH Authorization Rules in Quick Exception Processing

User Locked

10. Check **Allow user to add ACH Authorization Rules in Quick Exception Processing** if the user should be able to add an ACH Company to your company's authorized ACH Company list.
11. Select the **Menu Settings** tab.
12. Uncheck **Assign all menu options from this template**.
13. Use the table below to check the appropriate **menu options** the user should be able to access.

Menu Settings Options	All Positive Pay Functions	Positive Pay Exception Decisioning	Positive Pay View Only	Positive Pay Import Issued Check File	All ACH Filters Functions
Exception Processing – QuickException Processing	X	X	X		X
Transaction Processing – Submit Issued Check File	X			X	
Transaction Processing – Issued Check File Processing Log	X	X		X	
Transaction Processing – Add New Issued Check	X			X	
Transaction Processing – Void a Check	X				
Transaction Processing – Check Search	X	X	X	X	
Transaction Processing – ACH Transaction Search					X
Transaction Reports – Daily Checks Issued Summary	X	X	X	X	
Transaction Reports – Voids	X	X	X		
Transaction Reports – Exception Items	X	X	X		X
Transaction Reports – Corrections Report	X	X	X		
Transaction Reports – Stale Dated Checks	X	X	X		

Audit Reports – Transaction Audit Log	X				X
System Reports - Transaction Filters / Blocks					X
System Reports – ACH Authorization Rules					X
Client Setup & Administration – User Setup (Client)	Check this menu option if the user is an Administrator in ANB Go Business.				

14. Select the **System Messages** tab.

15. Use the table below to check the appropriate **System Messages** the user should receive via email.

System Messages	All Positive Pay Functions	Positive Pay Exception Decisioning	Positive Pay View Only	Positive Pay Import Issued Check File	All ACH Filters Functions
CLIENT – No exceptions	Check this box if the user should receive a message when there are no exceptions.				
CLIENT – Exception: Duplicate paid item	X	X	X		
CLIENT – Exception: Duplicate paid item with amount mismatch	X	X	X		
CLIENT – Exception: Filtered / blocked transaction					X
CLIENT – Exception: Paid item not issued	X	X	X		
CLIENT – Exception: Paid item with amount mismatch	X	X	X		
CLIENT – Exception: Paid item with zero check number	X	X	X		
CLIENT – Exception: Payee match additional name detected	X	X	X		
CLIENT – Exception: Payee match over limit amount	X	X	X		
CLIENT – Exception: Payee name mismatch	X	X	X		
CLIENT – Exception: Stale dated item paid	X	X	X		
CLIENT – Exception: Unauthorized ACH transaction					X
CLIENT – Exception: Void item paid	X	X	X		
CLIENT – Reminder to process exceptions	X	X	X		X
CLIENT – Filtered / blocked transaction notification	X	X	X		
CLIENT – Unauthorized ACH transaction notification					
CLIENT – Issued file count / amount mismatch	X	X	X	X	
CLIENT – Issued file loaded successfully	X	X	X	X	
CLIENT – Issued file partially loaded	X	X	X	X	
CLIENT – Issued file processing loaded no items	X	X	X	X	
CLIENT – Issued file rejected	X	X	X	X	
CLIENT – New ACH authorization rule added					X
CLIENT – New transaction filter / block added					X

16. Select **Submit** to create the user.

Copy an Existing User

If you are adding a user with the same or similar profile as an existing user, you can use the “**Copy**” function, and modify only those things that are different about the new user.

Status

Active Edit | Copy

Remote Deposit Capture Administration

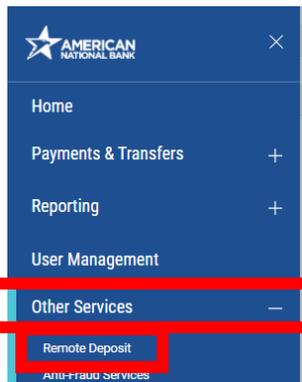
There are two steps to adding new users in Remote Deposit Capture.

1. First, [create](#) or [modify](#) the user in User Management, adding the [Remote Deposit](#) permission for the user.
2. Follow the steps below to add the user directly into the Remote Deposit application.

Accessing Remote Deposit

1. Log into ANB Go Business.
2. Select the three-line icon in the top left corner to open the Main Menu.
3. Select the Other Services link to expand the menu.
4. Select Remote Deposit.
5. Select the **LOGIN** button. This will redirect the user to the Remote Deposit application.

Log in to Remote Deposit



6. A warning popup box will appear alerting the user that they are logging into a new application and leaving ANB Go Business. Select the **CONTINUE** button.

Caution: You are about to leave this site.

By clicking 'Continue' below, you will be directed to our 3rd party vendor site.



Creating a User in Remote Deposit

1. Select the Admin heading across the top Main Menu bar.
2. Select users.
3. Select Add User.



4. Enter the user information:
 - a. **Login/User Name** – This is the login name which must have at least 4 letter characters. If the user signs in via the link in ANB Go Business, the user name will never be used but does still need to be filled in here.
 - b. **First Name and Last Name** – Enter the user's actual first and last name.
 - c. **Description** – Enter the user's ANB Go Business User ID. This will allow the user to login via the Remote Deposit link in ANB Go Business.
 - d. **Email Address** – This needs to be a valid email address.
 - e. **Password & Confirm Password** – Create a temporary password for the user. If the user signs in via the link in ANB Go Business, the user will never need to enter a password.
5. Select **User Roles**.
6. Check the boxes next to the appropriate roles for this user. As each checkbox on the left is selected, a list of the associated functions appears on the right.

- a. Analytics – Reporting, research, and export functions. This does not include QuickBooks reporting or scanning.
 - b. Administrator – All remote deposit functions including user management, scanning, and analytics.
 - c. Admin PW Reset Only – Can be used as an add-on role or a standalone role. Allows Password Resets and locking / unlocking users.
 - d. Add QuickBooks – Add-on role for QuickBooks exports.
 - e. Full Permissions – All remote deposit functions except user management roles.
 - f. Scan and Deposit Only – Includes scanning but no reporting or admin capabilities.
7. Select Account-Level Security.

Account Level Security

8. If the new user is an administrator or has the same account permissions for all allowable tasks, select All in the left pane, and then, in the right pane, check the boxes next to the accounts to which the user should have access. Ensure the (Future added accounts) box is **not** checked.

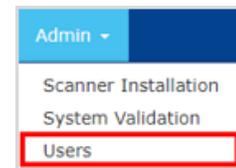
If the new user has different account access for different roles, select each role on the left and then choose the appropriate accounts on the right for each role.

9. Once all the information is entered, select the **Add User** button.
10. View the created user in the user list.

User Admin							
Add User Delete Selected User(s) Entity (ACME) ▾							
	Login Name ▾	Last Name	First Name	MI	Email Address	Role(s)	Location(s)
<input type="checkbox"/> <input type="checkbox"/>	jsmith	Smith	John		jsmith@email.com	Full Permissions WB	HEADQUARTERS

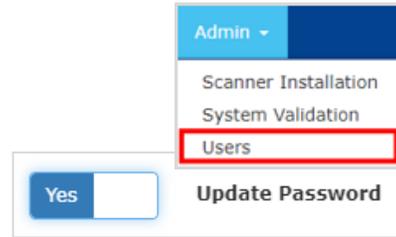
Editing a User In Remote Deposit Capture

1. [Access Remote Deposit](#).
2. Select the Admin heading across the top Main Menu bar.
3. Select users.
4. Select the **Edit** icon to the left of the user's login/username.
5. Select the appropriate category: **User Information, User Roles, Account Level Security**.
6. Once the appropriate changes have been made, select **Update User**.



Edit/Reset User Password

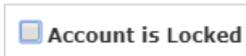
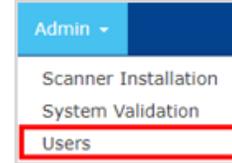
1. [Access Remote Deposit](#).
2. Select the Admin heading across the top Main Menu bar.
3. Select users.
4. Select the **Edit** icon  to the left of the user's login/username
5. In the **User Information** section, select **Yes** for **Update Password**.
6. Enter a new temporary password.
7. Re-enter the password to Confirm.
8. Select **Update User**.



Unlock User

Users will be automatically locked after several invalid login attempts.

1. [Access Remote Deposit](#).
2. Select the Admin heading across the top Main Menu bar.
3. Select users.
4. Select the **Edit** icon  to the left of the user's login/username
5. In the User Information section, check the box next to "**Account is Locked**" to remove the checkmark.



6. Select **Update User**.
7. Instruct the user to log in using their existing password. If the user is unable to log in or does not remember their existing password, [reset the password](#).

Delete User

1. [Access Remote Deposit](#).
2. Select the Admin heading across the top Main Menu bar.
3. Select users.
4. Find the user that needs to be deleted in the list. Check the box on the left side of the row.



<input checked="" type="checkbox"/>		jsmith	Smith	John
-------------------------------------	---	--------	-------	------

5. Select the **Delete Selected User(s)** button at the top of the list.



6. Select **Yes** to confirm.

DELETE USER(S)

Are you sure you want to delete the selected user(s)?

Login Name	First Name	Last Name
jsmith	John	Smith

Admin Reports

The following report choices, in addition to standard reports, are available for Company Administrators:

- **User Roles:** This report displays a list of all users authorized for Remote Deposit Capture and their assigned roles.

User Roles Report			
Report Created on 9/20/2019 4:22:15 PM by [REDACTED]			
ACME ENTERPRISES			
User Name	Login Name	User Initials	Roles
TEST USER 1	TEST1	TU1	Full Permissions
TEST USER 2	TEST2	TU2	Scan and Deposit Only
TEST USER 3	TEST3	TU3	Analytics Only

- **Workflow Audit:** Provides a history of various actions performed by Remote Deposit Capture users. Reported actions include events such as the success or failure of deposit transmissions, reports viewed, transactions created, item data changed or updated and new items created. For each action, the report shows the date and time the event occurred, the Location and User Name that completed the action. If changes were made to the value of a particular MICR field, the report will also show values in the “Old” and “New” columns.

Workflow Audit Report						
Report Created on 9/19/2019 12:43:16 PM by [REDACTED]						
ACME ENTERPRISES			Date Range: 9/17/2019 - 9/19/2019			
Location(s): DATA ENTRY, HEADQUARTERS			User(s): All Users			
Action Type(s): Too Many Types To Display						
Event Date & Time	Location	Tracer Id	Action	User Name	Old	New
9/17/2019 4:44 PM	DATA ENTRY	20190916900018450000100002	Create Item	[REDACTED]		
9/17/2019 4:44 PM	DATA ENTRY	20190916900018450000100002	Update Item-FLength	[REDACTED]		740
9/17/2019 4:44 PM	DATA ENTRY	20190916900018450000100002	Update Item-RLength	[REDACTED]		61840
9/17/2019 4:44 PM	DATA ENTRY	20190916900018450000100002	Image Analysis-CarLar Amount	[REDACTED]		\$0.00
9/17/2019 4:44 PM	DATA ENTRY	20190916900018450000100002	Image Analysis-Front IQA State	[REDACTED]	0	1
9/17/2019 4:44 PM	DATA ENTRY	20190916900018450000100002	Image Analysis-Front IQU State	[REDACTED]	0	1
9/17/2019 4:44 PM	DATA ENTRY	20190916900018450000100002	Image Analysis-Rear IQA State	[REDACTED]	0	1
9/17/2019 4:45 PM	DATA ENTRY	20190916900018450000100002	Update Item-Amount	[REDACTED]	\$0.00	\$0.01
9/17/2019 4:46 PM	DATA ENTRY	20190916900018450000100003	Create Item	[REDACTED]		
9/17/2019 4:46 PM	DATA ENTRY	20190916900018450000100003	Update Item-FLength	[REDACTED]		9550

Bill Pay Administration

There are two steps to adding new users in Bill Pay.

1. First, [create](#) or [modify](#) the user in User Management, adding the [Bill Pay](#) permission for the user.
2. Follow the steps below to add the user directly into the Bill Pay application.

Accessing Bill Pay

1. Log into ANB Go Business.
2. Select the three-line icon in the top left corner to open the Main Menu.
3. Select the Other Services link to expand the menu.
4. Select Bill Pay.
5. Select the **LOGIN** button. This will redirect the user to the Remote Deposit application.

Log in to Bill Payment



6. A warning popup box will appear alerting the user that they are logging into a new application and leaving ANB Go Business. Select the **CONTINUE** button.

Caution: You are about to leave this site.

By clicking 'Continue' below, you will be directed to our 3rd party vendor site.



Managing Users in Bill Pay

From the Manage Users menu, admins can view a list of users and complete basic admin functions including the following:

1. Creating New Users
2. Editing Users
3. Modifying Permissions
4. Deleting Users

Manage users

[+ New user](#)

Last name	First name	User ID	Last login			
Smith <small>Primary User</small>	Laurie	41520201050687 0	3/19/2020	Edit	Permissions	Delete
Winslow	Frank	41520201050687 0-3	4/13/2020	Edit	Permissions	Delete
Johnson	Joe	41520201050687 0-6	3/27/2020	Edit	Permissions	Delete
Cook	Jim	41520201050687 0-7	4/10/2020	Edit	Permissions	Delete
+ Smith	Suzy	41520201050687 0-8				

Add user

First name*
Charlotte

Middle name
Middle name

Last name*
Scott

User ID*
4567894546

Password*

Email address*
CScott@email.com

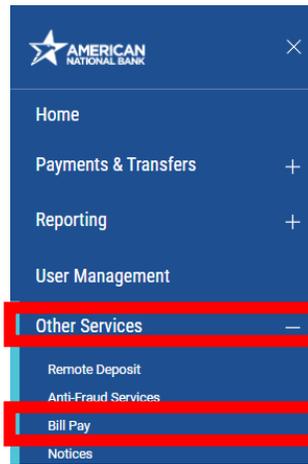
Mobile phone
(547) 555-7874

Creating New Users in Bill Pay

NOTE: This is only applicable to institutions using Dual Sign-On. Users signing into Bill Pay directly from the link in ANB Go Business will not need to manually add new users. These users just need to have [Bill Pay](#) added to ANB Go Business through the [User Management workflow](#).

To add users signing in externally:

1. Navigate to Bill Pay.
2. Go to the Manage Users screen.
3. Select the top button that says "New user."
4. Complete the necessary information on the form.
5. Select Next.



6. Choose the User Type.
7. The applicable permissions for that user type will display.
8. Select Submit.

Editing and Unlocking Users

Manage users

[New user](#)

Last name	First name	User ID	Last login	
Smith <small>Primary User</small>	Laurie	415202010506870 0	3/19/2020	Edit Permissions Delete

1. Find the user in the Manage User screen.
2. Select the Edit button.
3. Make the necessary modifications.
4. Note: The User ID and password are required fields, but the user does not actually need to enter these credentials when signing in to Bill Pay using the direct link from ANB Go Business.
5. To unlock a user, select the **“Unlock user”** toggle button at the bottom of the page.
6. Select Save Changes.

Modifying User Permissions

1. Find the user in the Manage User screen.
2. Select the Permissions button.

Permissions

- Select the tabs across the top of the page to view and modify Bill Pay permissions.

Note: If **Designate Pay from Accounts** is turned on for a sub user, any new pay-from accounts must be manually assigned by selecting the checkbox.

The screenshot shows the 'User Information' page for a user named Suzy Smith. The user type is 'Custom'. Below the user information is a 'Restore Permissions' button. A navigation bar contains tabs for 'User information', 'Payments & payroll', 'Transfers', 'Payees', 'Options', 'Message center', and 'Approve'. The 'Current Permissions' section is expanded, showing the following permissions:

- Payments:**
 - ✓ Schedule Bill Payments (all)
 - ✓ Schedule Email Payments(all)
 - ✓ Establish Payment Caps(all)
 - ✗ Tax Payments
 - ✗ Designate Pay From Accounts
 - ✓ Payment History
- Payroll:**
 - ✗ Payroll Deposits
 - ✗ Add Employees
- Transfers:**
 - ✓ Add Transfer Accounts
 - ✓ Schedule Transfers (all)
 - ✓ Establish Transfer Caps (all)
 - ✓ Transfer History
- Payees:**
 - ✓ Manage Payees
- Options:**
 - ✓ Access Reports
 - ✗ Update Company Info
 - ✗ Manage Billpay Users
 - ✓ Manage Pay From Accounts
 - ✓ Schedule Reminders
- Message Center:**
 - ✓ Access Message Center
- Approve Authority:**
 - ✓ Approve Transactions

At the bottom of the permissions section is an 'Admin user list' button.

Delete Bill Pay User

NOTE: This is only applicable to institutions using Dual Sign-On. Users signing into Bill Pay directly from the link in ANB Go Business will not need to manually add new users. These users just need to have [Bill Pay](#) removed from ANB Go Business through the [User Management workflow](#)

The screenshot shows the 'Manage users' screen. At the top left is a 'New user' button. Below it is a table with the following columns: Last name, First name, User ID, Last login, Edit, Permissions, and Delete. The table contains one user entry:

Last name	First name	User ID	Last login	Edit	Permissions	Delete
Smith	Laurie	41520201050687 0	3/19/2020			

The 'Delete' button for the user Laurie Smith is highlighted with a yellow box.

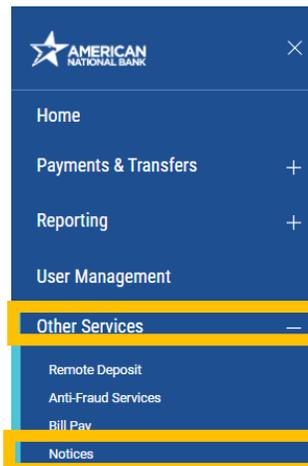
- Find the user in the Manage User screen.
- Select the Delete button.

ESI Notices Administration

The Notices section of ANB Go Business allows you to manage what notices you receive on your accounts and allows for additional recipients to receive copies of notices that are generated.

Navigate Notices Admin

1. Log into ANB Go Business.
2. Select the three-line icon in the top left corner to open the Main Menu. 
3. Select the Other Services link to expand the menu.
4. Select Notices.
5. Select the **LOGIN** button. This will redirect the user to the Remote Deposit application.



Log in to Notices



6. A warning popup box will appear alerting the user that they are logging into a new application and leaving ANB Go Business. Select the **CONTINUE** button.

Caution: You are about to leave this site.

By clicking 'Continue' below, you will be directed to our 3rd party vendor site.



7. The first screen you will see when logging into the Notices menu is the “Email Settings” screen. We recommend that you use an internal distribution group to receive email notifications, alerting you and your team that there are notices available. **Please note: if you have multiple admins, each admin will have the ability to make changes to this screen, but any changes are applied at the company level. These are not user specific, and any changes should be coordinated between your Online Administrators**
8. To retrieve Notices for your accounts, go to the e-Statements/Notices tab and select an account to view. Available notices will then display.



Home/About Us | Sign Up/Changes | Email Settings | Additional Recipients | Disclosure

American National Bank

Sign Up/Changes

Changes have been successfully saved.

Instructions: Below is a list of accounts and document types that are available for enrollment in electronic delivery. You may place a check next to any document you wish to enroll or place a check next to any account(s) in which you wish to enroll all documents. If you uncheck any document or account, you will be prompted to re-enroll.

Enroll All Available Accounts and Document Types Shows	
Enroll Account	Enroll Document
<input type="checkbox"/> TEST ACCOUNT	<input type="checkbox"/>
<input type="checkbox"/> TEST ACCOUNT	<input type="checkbox"/>
<input type="checkbox"/> TEST ACCOUNT	<input type="checkbox"/>
<input type="checkbox"/> TEST ACCOUNT	<input type="checkbox"/>
<input type="checkbox"/> TEST ACCOUNT	<input type="checkbox"/>
<input type="checkbox"/> TEST ACCOUNT	<input type="checkbox"/>
<input type="checkbox"/> TEST ACCOUNT	<input type="checkbox"/>

Save Settings | Refresh | Cancel

- As an Online Administrator, you can manage which accounts and Notices you receive on the Sign Up/Changes tab. Simply expand the account you would like to Enroll/Modify and the select the appropriate Notice.
- You can add additional recipients within the Notices section of ANB Go Business so that they are notified of any new Notices generated. Navigating to the Additional Recipients tab, select the Add Additional Recipients button.



Home/About Us | Sign Up/Changes | Email Settings | Additional Recipients | Disclosure

American National Bank

Additional Recipients

Username	Email Address	Edit	Access	Remove

Add Additional Recipients



Home/About Us | Sign Up/Changes | Email Settings | Additional Recipients | Disclosure

American National Bank

Additional Recipients

Username	Email Address	Edit	Access	Remove

Add Additional Recipients

- You will then need create a Username, input an email address, and assign an Access PIN. You will then need to determine which Notices this new recipient will have access to view.