

# ADMINISTRATOR GUIDE

## Regions Image Lockbox Online



## System Administrator Responsibilities

As the System Administrator, you have been set up to perform all functions contained within Image Lockbox. In addition, Administrators are provided with the ability to:

- Add additional users and define their roles
- Delete, suspend and modify existing users
- Reset user passwords
- Set up email alert notifications

This supplement will give you step by step instructions for logging in and managing other users. As a reminder, in addition to the User Guides provided, Regions also offers weekly Web Ex training classes designed for all users. Training can be scheduled through your Regions Treasury Management Officer.

For assistance with any of the functions contained in the User Guides, please contact **Regions Client Services** at 1-800-787-3905 or email [clientservicesgroup@regions.com](mailto:clientservicesgroup@regions.com).

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**Tip:** Click on a desired section to navigate to the page you wish to view.

## Getting Started

### Basic System Requirements

The minimum operating requirements needed for Regions Image Lockbox Online are:

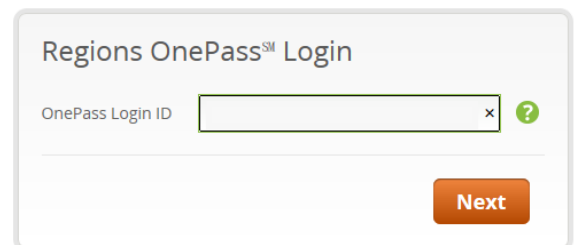
- Internet Explorer® 9 and 10
- Mozilla Firefox® 10 and 11
- Google Chrome
- Safari for Mac 5.1
- Adobe Flash® - To download, visit <http://www.adobe.com/support/flashplayer/downloads.html>

### Logging In

Image Lockbox Online is conveniently accessed through Regions OnePass<sup>SM</sup> commercial online services portal.

#### Logging in to OnePass – Existing User

1. Open a new browser window. In the address bar enter the URL <https://onepass.regions.com/OnePass>.
2. Type in your Login ID. This is your email address.
3. Click **Next**.

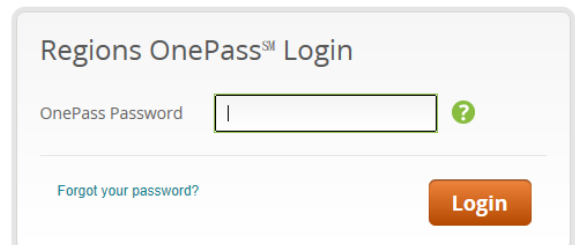


Regions OnePass<sup>SM</sup> Login

OnePass Login ID  x ?

**Next**

4. Enter your password.
5. Click **Login**.



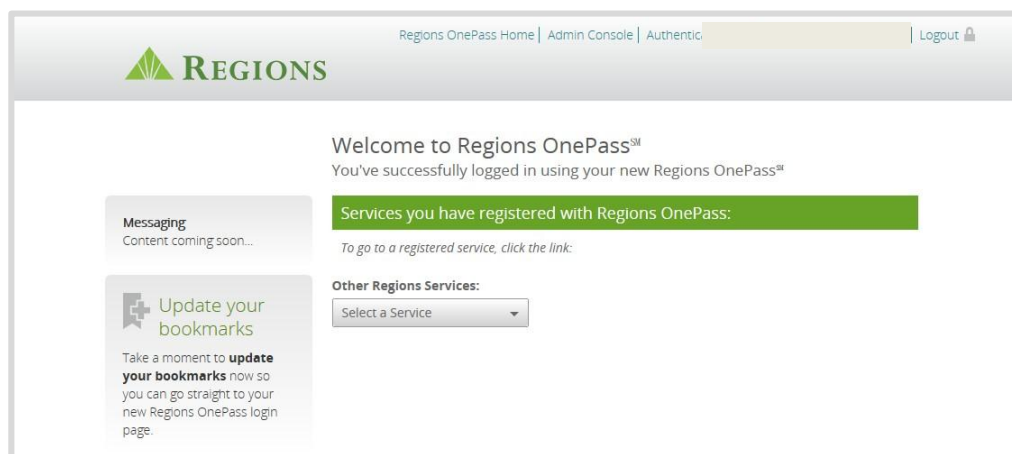
Regions OnePass<sup>SM</sup> Login

OnePass Password  ?

[Forgot your password?](#)

**Login**

6. You have successfully logged in to OnePass. You will see the Regions OnePass Landing page below.



## Logging in to Regions OnePass – First Time

1. Locate the two emails from [donotreply@regions.com](mailto:donotreply@regions.com). One is an email containing a link and a validation code. The other email contains your temporary password.
2. Click the link in the email containing the validation code. When prompted, enter the validation code from the email in the box provided. Click **Confirm**.

**Confirm Your Email**

We've just sent you an important email containing a unique validation code. Enter the code below to confirm your email address.

Validation Code

[Resend Code](#)

3. You will then be routed to the login page. Here, type in your Login ID. This is the email address where you received the two emails above
4. Click **Next**.

**Regions OnePass<sup>SM</sup> Login**

OnePass Login ID  x ?

5. Enter the temporary password emailed to you by Regions.
6. Click **Login**.
7. Your temporary password must now be changed. Enter your old password (which would be the temporary password from the Regions email for a first time user).

**Regions OnePass<sup>SM</sup> Login**

OnePass Password  ?

[Forgot your password?](#)

8. Enter your new password. The new password must meet all the following criteria:
  - a. Password must not match or contain first name.
  - b. Password must not match or contain last name.
  - c. Password must contain at least two alphabetic character(s).
  - d. Password must be at least six character(s) long. Password must contain at least one lowercase letter(s). Password must contain at least one numeric character(s).
  - e. Password must contain at least one uppercase letter(s).
  - f. Password must start with an alphabetic character.
  - g. Password must not match or contain the user ID.

**Reset Your Password**

Please enter your old password and new password twice.

A valid password must meet all of the following conditions:

- Password must not match or contain first name.
- Password must not match or contain last name.
- Password must contain at least 2 alphabetic character(s).
- Password must be at least 6 character(s) long.
- Password must contain at least 1 lowercase letter(s).
- Password must contain at least 1 numeric character(s).
- Password must contain at least 1 uppercase letter(s).
- Password must start with an alphabetic character.
- Password must not match or contain user ID.

Old Password \*

New Password \*

Confirm New Password \*

9. Confirm your new password by entering it a second time.
10. Click **Submit**.

11. After setting your new password you will be prompted to establish your security questions. Select three security questions.

12. Enter a response to each question in the corresponding Answer fields.

13. Click **Submit**.

**Answer Requirements**

- Maximum answer length is 50 characters
- Answers must be at least 3 characters.
- Answers cannot be repeated. Each must be unique.
- Answers cannot have more than 2 repeating characters.
- The following special characters are allowed: ! @ # \$ ^ % ( ) - = \_ + ` ~ [ ] { } | ; ' " , . / < > ?
- Answers are not case sensitive.

Choose your Security Questions and Answers

To maximize your protection when using our services, these security questions will allow you to authorize devices and reset your password.

Question 1

Answer 1

Question 2

Answer 2

Question 3

Answer 3

**Submit**

14. You will now need to complete your OnePass Profile. Fields marked with a red asterisk are required.

Enter your name and address in this section.

Occasionally users will be contacted via phone as an additional means to verify their identity. This is referred to as ROOBA (Regions Out-of-Band Authentication). Users must enter a primary phone number and select the appropriate country code from the drop down menu. Next, the user will select a messaging (contact) preference. This determines whether secondary validation attempts will be initiated via voice call or text message.

Create a Security Code that will be used to respond to verification requests in the future. The security code must be at least four characters, cannot be sequential or the same number repeated four times.

15. After successfully completing the OnePass Profile, users will be taken to the main landing page. Click **Create**.

### Complete your Regions OnePass<sup>SM</sup> Profile

Enter the following information to finish creating your profile. Please note that your primary email will function as your Regions OnePass<sup>SM</sup> username.

*Required Field \**

First Name \*

Middle Name

Last Name \*

Address 1 \*

Address 2

City \*

State \*

Zip \*

---

Primary Phone \*  Ext  ?

Country Code \*

Message Preference \*  Text (SMS)  Voice

Secondary Phone  Ext  ?

Country Code

Message Preference  Text (SMS)  Voice

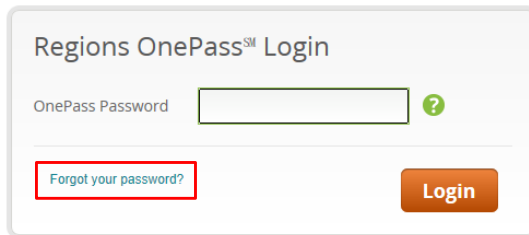
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Security Code \*  ?

**Create**

## Resetting Your Regions OnePass Password

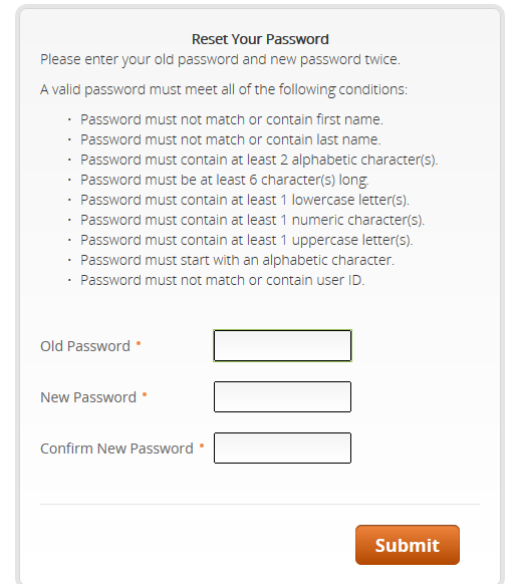
All users have a self-service option for resetting their OnePass password. After entering the User ID in OnePass, users will be presented with the Password screen. In the lower left corner of the password dialogue is a [Forgot your password?](#) link. Clicking that link prompts the user to answer one of their security questions. If answered correctly, the system will generate a new temporary password. That temporary password will then be emailed to the user at the address on file.



Regions OnePass<sup>SM</sup> Login

OnePass Password  ?

[Forgot your password?](#)



**Reset Your Password**  
Please enter your old password and new password twice.

A valid password must meet all of the following conditions:

- Password must not match or contain first name.
- Password must not match or contain last name.
- Password must contain at least 2 alphabetic character(s).
- Password must be at least 6 character(s) long.
- Password must contain at least 1 lowercase letter(s).
- Password must contain at least 1 numeric character(s).
- Password must contain at least 1 uppercase letter(s).
- Password must start with an alphabetic character.
- Password must not match or contain user ID.

Old Password \*

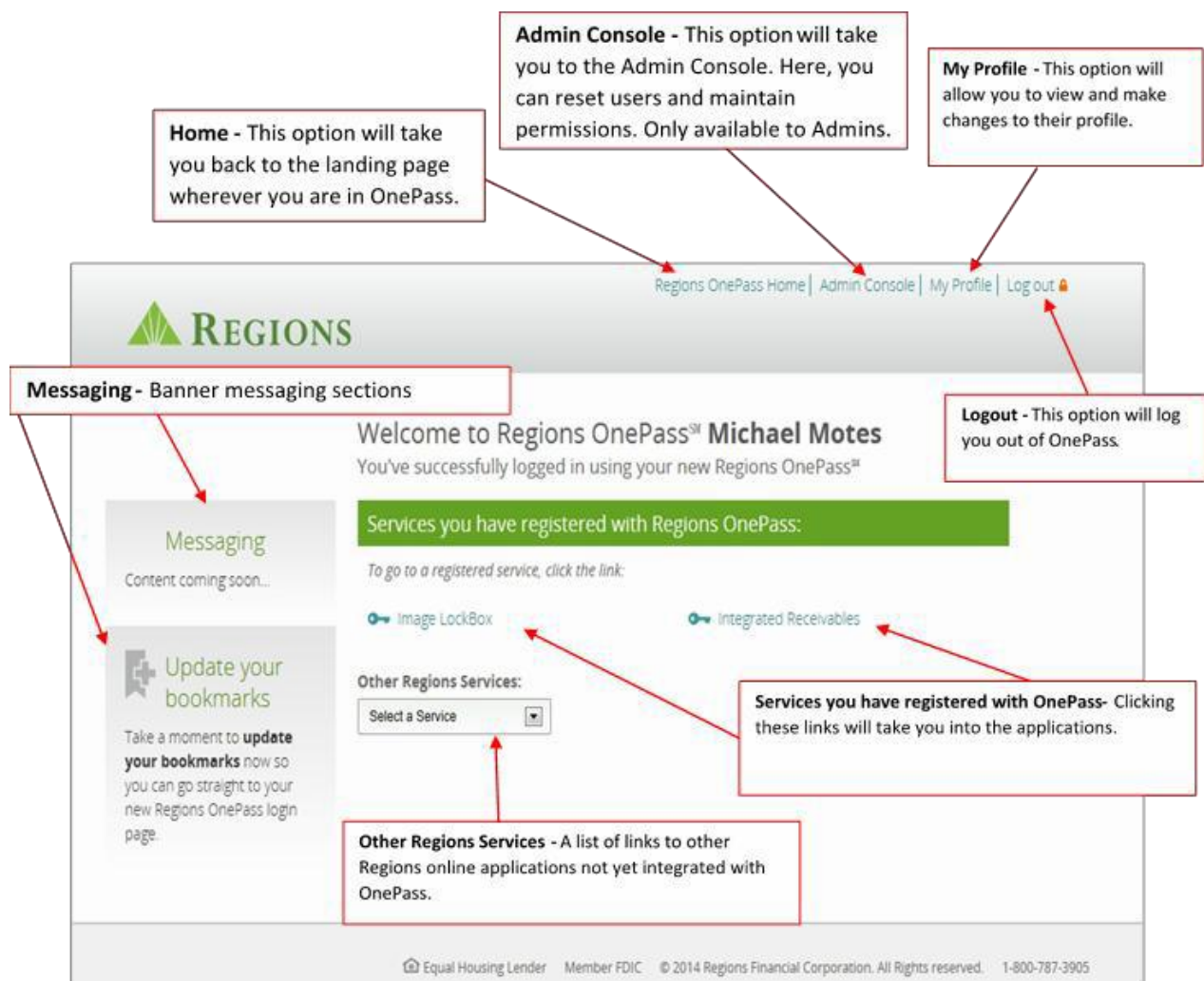
New Password \*

Confirm New Password \*

**Note:** For additional information about OnePass, including administrator management, see the *Regions OnePass User Guide* located at [regions.com/TMResources](http://regions.com/TMResources).

## The Regions OnePass Landing Page

The Landing Page is the home page of the Regions OnePass system. It will be the first page encountered after logging in. Functionality and potential links are added or removed based on user role and application access. Essentially, each user will only see what is applicable to them on this page. In the case of Image Lockbox users, you will see a link to the application available on the Regions OnePass Landing Page. All functions identified on the landing page are explained in detail in the Regions OnePass User Guide accessed at [regions.com/TMResources](http://regions.com/TMResources) > Receivables > Image Lockbox.





## Image Lockbox Online Administration Tab

As the **Administrator**, you are provided additional tools that enable you to manage how other users interact with your lockbox data. The **Administration Tab** provides you with these options:

- **Manage Retail Exceptions – Retail Lockbox clients only.** Requires subscription to the service.
- **Client Banner** – Provides the ability to **add a client level banner message** viewable by all of your users.
- **Manage Alerts** – Ability for you to **set up email alerts** to notify you of events related to lockbox processing.

The **Administration Toolbar** function is only visible to **Administrators**, or users who have been granted certain administration capabilities.

**User Management functions, including Add, Delete, Modify and Suspend users and reset passwords are performed in OnePass.** Please see the **OnePass User Guide** for comprehensive details at [regions.com/TMResources](http://regions.com/TMResources).



The screenshot shows the 'Image Lockbox Online Application' interface. At the top, there is a navigation bar with the following items: Lockbox Summary, Batch Summary, Search, Correspondence, Remitters, **Administration** (highlighted with a red box), Association, and Contact Us. Below the navigation bar, the 'Administration' dropdown menu is open, showing the following options: Administration, User Management, Manage Retail Exceptions, Client Banner, and Manage Alerts. The main content area displays 'Lockbox Summary' with a date range filter set to 'From: August 21, 2015' and 'To: August 21, 2015'. In the top right corner, there are links for 'My Account' and 'My Reports'.

## User Management – Adding Users

The **User Management** screen gives you options for adding, modifying and disabling users and resetting the Image Lockbox Online login password. User Permissions can be tailored to each individual user. For example, you can grant a non-administrator permission to reset passwords without designating them as an Administrator.

1. To add a **User**, first complete the fields in the **User Information** section. Notice that **First Name, Last Name, E-mail Address and User ID** are required fields.
  2. In the **User Permissions** section, check the box next to the functions you want the user to be able to perform.
  3. In the **Allowed Locations** section, check the box next to the boxes you want the user to be able to view.
  4. Click **Save**.
  5. **The user must now be created or modified in Regions OnePass. See the Regions OnePass User Guide, Section II. OnePass Administration.**
- Checking the **Administrator** box in the **User Permissions** section grants full administrator permissions and access to all Lockboxes to the user.
  - All required fields are indicated with an asterisk (\*).

### Administration

Administrator	UserID	First Name	Last Name	Middle Initial	E-Mail	Account Status	Last Login Date
Y	<a href="#">jdoe123</a>	Jane	Doe		<a href="#">jdoe@xyzco.com</a>	Active	7/27/2015 11:27 AM

First Previous 1 2 3 ... Next Last

**User Information**

First Name:

Last Name:  \*

Middle Initial:

E-Mail:  \*

User ID:  \*

Active
  Suspend
  Delete

User Information  
 Reset Password/Unlock Account

Administrator

**User Permissions**

Add Users  
 Change User Status  
 Modify Banner  
 Modify Users  
 Reset Password  
 View Users  
 Enter Coupons  
 Manage Retail Exceptions  
 View Detail Deposit Report  
 View Stop Transaction Report  
 Manage ACH Payments

Manage Stops  
 Download Posting Files

**Allowed Locations**

Allowed	Lockbox
<input type="checkbox"/>	125 - Wholesale - Birmingham
<input type="checkbox"/>	6001 - Association - Birmingham
<input type="checkbox"/>	6002 - Association - Birmingham
<input type="checkbox"/>	8998 - Association - Orlando
<input type="checkbox"/>	8999 - Association - Orlando

Select: [All](#) [Clear All](#) [Inverse](#)

\* - mandatory fields.

Add New User
Save
Clear

## Viewing and Modifying Users

All added users will display in a grid on the **User Management** screen.

- Clicking a User ID in the **UserID** column will display information previously entered for a user.
- In the example below, Jane Doe was set up as an Administrator. Her last log in was on July 27, 2015.
- In this example, Jane's User ID was created using her **first initial, last name and 123 (jdoe123)**.

Administrator	UserID	First Name	Last Name	Middle Initial	E-Mail	Account Status	Last Login Date
Y	jdoe123	Jane	Doe		jdoe@xyzco.com	Active	7/27/2015 11:27 AM

**User Information**

First Name:  \*

Last Name:  \*

Middle Initial:

E-Mail:  \*

User ID:  \*

Active
  Suspend
  Delete

Reset Password/Unlock Account

\* - mandatory fields.

Administrator

**User Permissions**

Add Users
  Manage Stops

Change User Status
  Modify Banner

Modify Users
  Reset Password

View Users

Enter Coupons
  Download Posting Files

Manage Retail Exceptions

View Detail Deposit Report

View Stop Transaction Report

Manage ACH Payments

**Allowed Locations**

Allowed	Lockbox
<input checked="" type="checkbox"/>	125 - Wholesale - Birmingham
<input checked="" type="checkbox"/>	6001 - Association - Birmingham
<input checked="" type="checkbox"/>	6002 - Association - Birmingham
<input checked="" type="checkbox"/>	8998 - Association - Orlando
<input checked="" type="checkbox"/>	8999 - Association - Orlando

Select: All Clear All Inverse

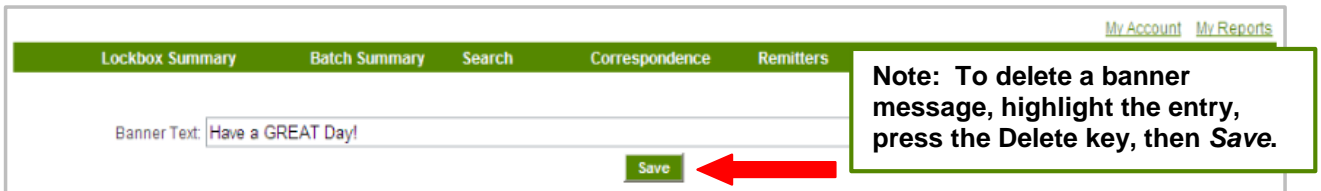
- Once user information has been saved, a user can be **Suspended** or **Deleted**. To suspend or delete a current user:
  1. First, click the User ID of the particular employee.
  2. Then click either the **Suspend** or **Delete** button and **Save**.
  3. The user will no longer have access to Image Lockbox.
- To reactivate a Suspended user:
  1. First, click the User ID of the particular employee.
  2. Click the **Active** button.
  3. Click **Save**. Once reactivated, you will need to restore application access through the Regions OnePass access portal. See the Regions OnePass User Guide, located at [regions.com/TMResources](http://regions.com/TMResources), and refer to Section II. OnePass Administration.
  4. The user will regain the ability to access Image Lockbox.
- If you delete a user, **the deleted User ID will not be available to be reused**. If it is suspected that a user will require access to the Image Lockbox Online application again at some future time, the **Suspend** option should be selected.
- **User Permissions** and **Allowed Locations** may be modified at any time by the Administrator as a role and responsibilities change. To change permissions:
  1. Click the **User ID** of the particular employee
  2. In the **User Permission** section, check or uncheck the appropriate checkboxes.
  3. Click the **Save** button.

## Client Banner Messages

The **Client Banner** option gives a user with **Modify Banner** privileges the ability to add, modify and delete messages that are visible to all who have been set up with a User ID. The **Client Banner** is useful in cases where an important message needs to be conveyed to all users who log in to view Lockbox remittance information.

To add a banner message:

1. Click on **Administration** on the Toolbar.
2. In the drop-down box, click **Client Banner**.
3. In the **Banner Text** field, type your message, then click **Save**.
4. You will receive a confirmation that your **Banner Message** is saved.



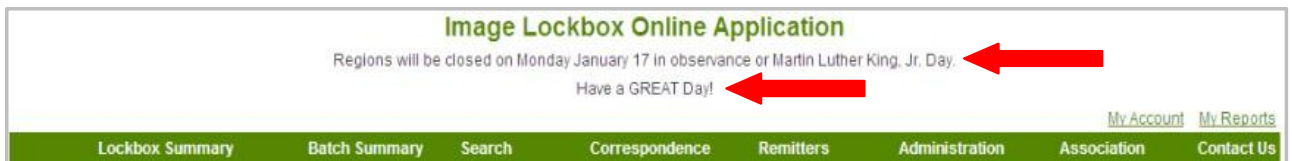
My Account My Reports

Lockbox Summary Batch Summary Search Correspondence Remitters

Banner Text: Have a GREAT Day!

Save

**Note: To delete a banner message, highlight the entry, press the Delete key, then Save.**



**Image Lockbox Online Application**

Regions will be closed on Monday January 17 in observance of Martin Luther King, Jr. Day.

Have a GREAT Day!

My Account My Reports

Lockbox Summary Batch Summary Search Correspondence Remitters Administration Association Contact Us

**After saving your entry, click on Lockbox Summary to view the entry.**

In addition to **Client Banner Messages**, Regions frequently posts messages to notify clients of events such as holidays and product enhancements. Notice the highlighted message above that reads:

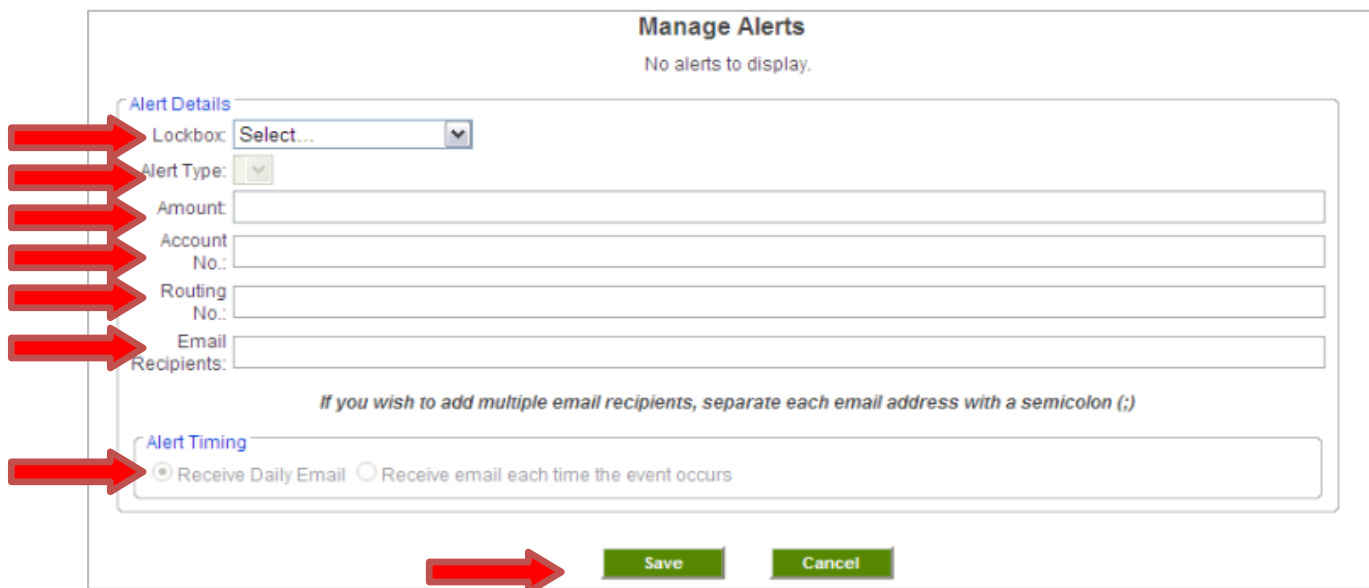
***“Regions will be closed on January 17 in observance of Martin Luther King Day.”***

## Managing Alerts

Image Lockbox allows a user with the appropriate level of privileges to request email notification for select Lockbox processing events called “alerts”. As the Administrator, you can set yourself up to receive alerts as well as designate other users to receive alerts.

To set up users to receive Alerts, first access the **Manage Alerts** screen from the **Administrator** tab on the toolbar. On the Manage Alerts screen:

1. Select the correct box number from the **Lockbox** drop-down box.
2. Click the **Alert Type** drop-down box and select the type of alert you wish to establish. The available alerts are:
  - **Correspondence Processed** – Alerts the email recipient when correspondence has been received and imaged for viewing online. (Requires that you have previously subscribed to have correspondence imaged and not returned to you.)
  - **Dollar Amount Limit** – Alerts the email recipient when Lockbox processes a check **over** a certain dollar amount.
  - **Dollar Amount Limit for a Specific Remitter Account Number and Routing Number** – Alerts the email recipient when a check is processed over a certain dollar amount for a particular check account number/routing transit number.
  - **Processing Complete** – Alerts the email recipient when lockbox processing is finished for the day. (This alert can only be received one time per day.)
  - **Specific Remitter Account Number/Routing Number** – Alerts the email recipient each time a payment is processed for a specific remitter checking account/routing number.
  - **Exceptions Received** – Valid only for Association Lockbox clients and Retail Lockbox clients who have previously requested the Retail Online Decisioning feature,
3. Complete the **Amount, Account No. and Routing No.** fields as necessary, depending on the alert type.
4. Enter the **Email Recipients** email addresses, separating them with a semicolon (;).
5. Click the **Save** button.



**Manage Alerts**  
No alerts to display.

**Alert Details**

Lockbox:

Alert Type:

Amount:

Account No.:

Routing No.:

Email Recipients:

*If you wish to add multiple email recipients, separate each email address with a semicolon (;)*

**Alert Timing**

Receive Daily Email  Receive email each time the event occurs

## Managing Alerts Continued

Once you have set up users to receive email alerts, you can also view, edit and delete existing alerts. For alerts that have been set up, the **Manage Alerts** screen displays:

- The Box number for all boxes for which alerts have been established.
- Lockbox type – The valid lockbox types are Association, Retail and Wholesale.
- Alert description – The specific alert type.
- Date the alert was created.
- Current email recipients – all users eligible to receive the selected alert.

To edit an existing alert in order to make changes such as adding additional email recipients, click the **Edit link** for that alert. To remove an existing alert, click the **Delete** link.

You may set the frequency that alerts will be emailed to users. The options are:

- **Receive Daily Email** – Users will receive one email daily if the event occurs.
- **Receive email each time event occurs** – Users will receive an email each time the specific processing event occurs. (Note: the **Processing Complete** alert is a daily email only.)

Manage Alerts					
Lockbox Number	Lockbox Type	Alert Description	Create Date	Email Recipients	
125	Wholesale	Processing Complete	1/12/2015 4:36 PM	jdoe123@xyzco.com;eemorgan@xyzco.com	<a href="#">Edit</a> <a href="#">Delete</a>
125	Wholesale	Correspondence Processed	1/12/2015 4:36 PM	jdoe123@xyzco.com;eemorgan@xyzco.com	<a href="#">Edit</a> <a href="#">Delete</a>

First Previous 1 Next Last

**Alert Details**

Lockbox:

Alert Type:

Amount:

Account No.:

Routing No.:

Email Recipients:

*If you wish to add multiple email recipients, separate each email address with a semicolon (;)*

**Alert Timing**

Receive Daily Email  Receive email each time the event occurs

## Additional Assistance

The **Contact Us** Toolbar option contains contact information for Regions Client Services, including the toll-free phone number and automated email address.

Regions Client Services representatives are available to take calls Monday through Friday between the hours of 7 a.m. to 6 p.m. Central Time.



The screenshot displays the 'Image Lockbox Online Application' interface. At the top left is the Regions logo. The top right shows the date 'Tuesday, January 11, 2015' and a 'Log Off' link. The main header area includes a welcome message: 'Welcome, Jane Doel', 'Regions Demo Lockbox', and the application title 'Image Lockbox Online Application'. A notice states: 'Regions will be closed on January 17 in observance of Martin Luther King Day.' Below this is a greeting: 'Hello. How are You?'. On the right side, there are links for 'My Account' and 'My Reports'. A green navigation bar contains the following menu items: 'Lockbox Summary', 'Batch Summary', 'Search', 'Correspondence', 'Remitters', 'Administration', 'Association', and 'Contact Us'. The 'Contact Us' section is expanded, showing 'Client Services' with the phone number '1-800-787-3905 Option 6' and the email address '[ClientServicesGroup@Regions.com](mailto:ClientServicesGroup@Regions.com)'.

## Training

Regions Client Services conducts weekly Image Lockbox and Association Image web-based training. Training classes demonstrate the main feature/functionality of Image Lockbox. All client users are encouraged to attend a training session. The sessions can be scheduled through your Regions Treasury Management Officer.



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