



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.

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Getting Started

Basic System Requirements

Image Lockbox Online has the following basic platform requirements:

- Internet Explorer® 6.0, 7.0 or 8.0
- Mozilla Firefox® 2.0, 3.0 or 3.5
- Adobe Flash® - To download, visit <http://www.adobe.com/support/flashplayer/downloads.html>

Logging In

1. Using your web browser, go to: <https://onlineimageLockbox.regions.com/>
It is recommended that you add this link to your Favorites Tab in your Web Browser.
2. At the login screen enter the information you received in the secure email from Regions Implementations:
 - **Customer ID** – The unique identifier for your organization.
 - **User ID** – Your personal User ID. When you add users, you will create a unique user ID for each company user.
 - **Password** – The temporary password provided to each user by Regions or by the System Administrator (See the "Changing Your Password" section regarding selecting a new password for future login). Passwords are case sensitive.
3. Click the **LOGIN** button.



REGIONS.COM

REGIONS

IMAGE LOCKBOX ONLINE LOGIN

PLEASE LOGIN

Customer ID: 999999999

User ID: kellim

Password: ●●●●●●●●

All fields are required

LOGIN  SECURE

If you need assistance with Image Lockbox, please call Regions Commercial Client Services directly at 1-800-787-3905.

Note: If you experience problems logging into Image Lockbox, please contact Regions Client Services at 1-800-787-3905 Option 2 or email ClientServicesGroup@regions.com.

First Time Logging In

Changing Your Password

The first time you log in to *Image Lockbox Online* using the temporary password you will be directed to the **My Account** screen. On this screen, you will create your own unique password.

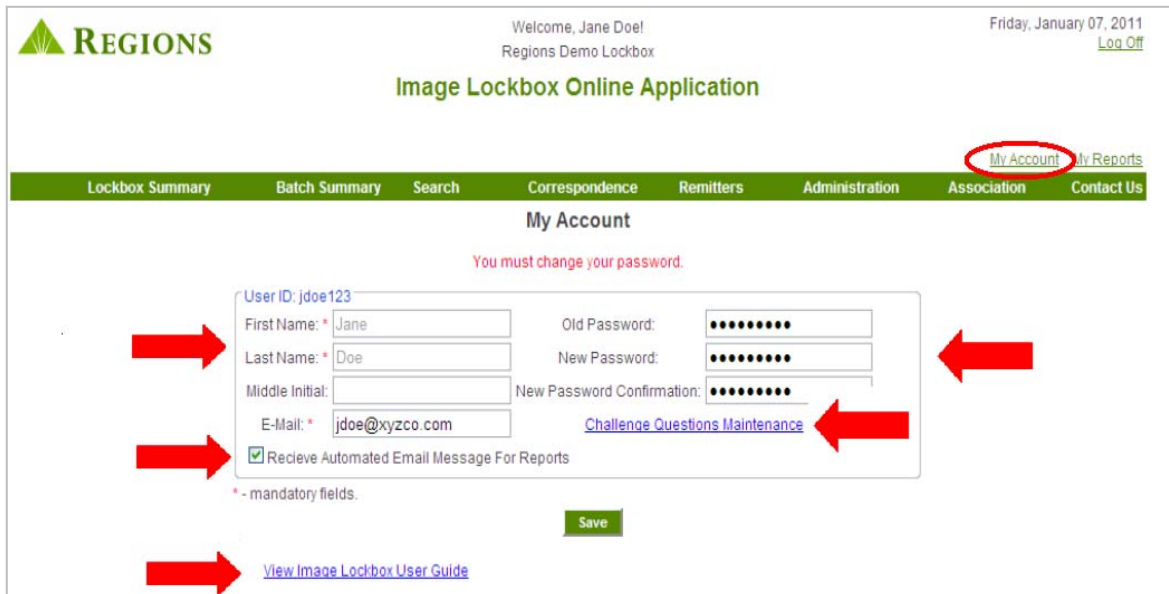
To change your password:

1. Enter your current password in the **Old Password** field.
2. Enter your new password in the **New Password** and **New Password Confirmation** fields.
3. Click **Save**. A confirmation message will display stating that your password has been changed.

Note: Your password must be alphanumeric, at least 8 characters in length. You will be prompted every 60 days to change your password.

In addition to password maintenance, the **My Account** screen also provides additional services including:

- **Name and email editing** – Only a user with Administrator rights can modify a name.
- **Challenge Question Maintenance** – This link is discussed in the next section.
- **Receive Automated Email Message For Reports checkbox** – Checked by default. Enables users to receive auto-generated emails when requested reports are ready for viewing.
- **View Image Lockbox User Guide link** – Provides a link to all user guides related to Image Lockbox, as well as other important information related to Lockbox services.





Welcome, Jane Doe!
Regions Demo Lockbox
Friday, January 07, 2011
[Log Off](#)

Image Lockbox Online Application

[My Account](#) [My Reports](#)

[Lockbox Summary](#)
[Batch Summary](#)
[Search](#)
[Correspondence](#)
[Remitters](#)
[Administration](#)
[Association](#)
[Contact Us](#)

My Account

You must change your password.

User ID: jdoe123

E-Mail: [Challenge Questions Maintenance](#)

Receive Automated Email Message For Reports

* - mandatory fields.

[View Image Lockbox User Guide](#)

First Time Logging In

Security Challenge Questions

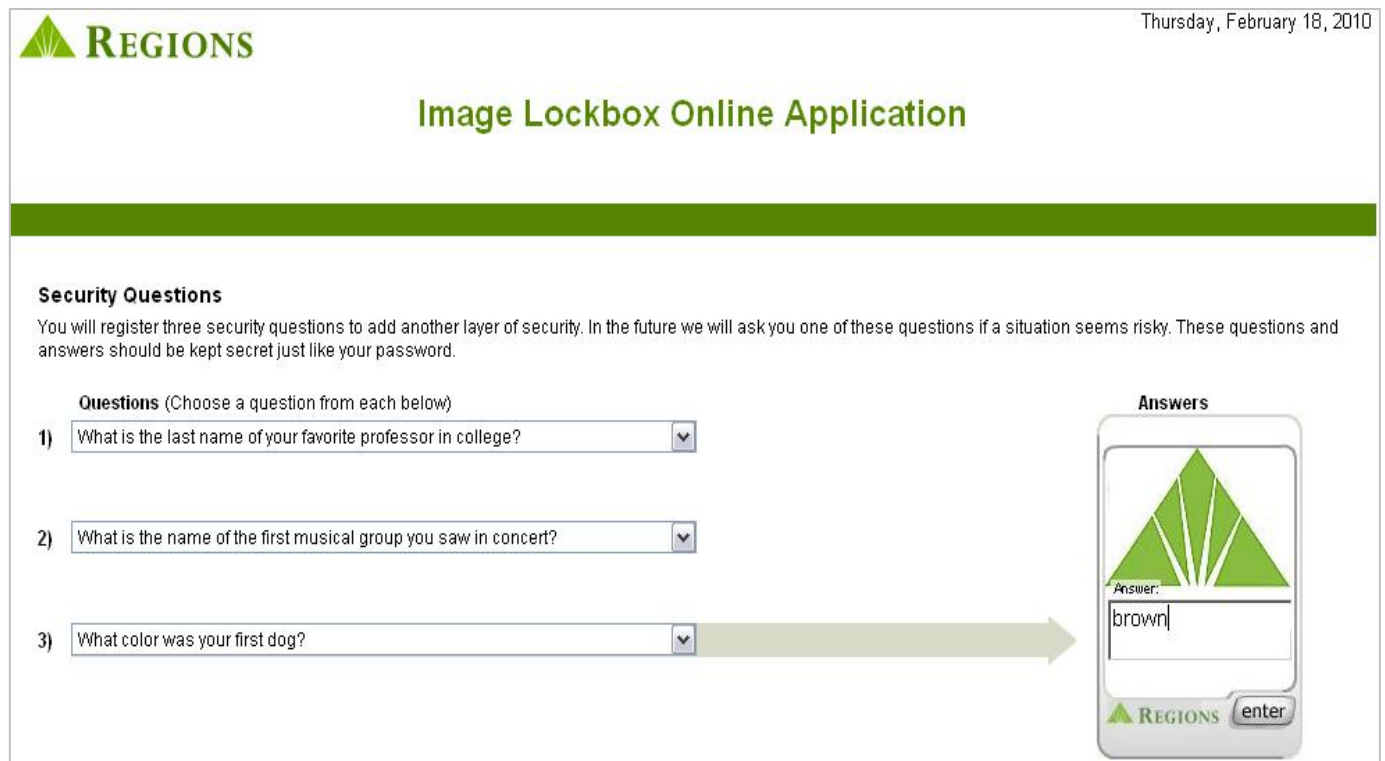
Security Challenge Questions is an additional step to your *Image Lockbox Online* login process. This security measure is designed to guard your company's sensitive information from unauthorized access.

Each **Questions** drop-down box contains a different set of questions. The security challenge questions you choose are the types of questions that an unauthorized person, who attempts to log in with your log in credentials, would not typically be able to answer.

The first time a user logs in to *Image Lockbox Online*, the **Security Question Registration** screen will display. To establish the set of Security Challenge Questions:

1. Select a question from each of the three **Questions** drop-down list boxes (one at a time) and then type your answers in the **Answers** box.
2. Press Enter to save.
3. Repeat the process until all three challenge questions have been established.

You can change your Challenge Questions by clicking the **Challenge Question Maintenance** link on the **My Account** screen at any time.



REGIONS Thursday, February 18, 2010

Image Lockbox Online Application

Security Questions

You will register three security questions to add another layer of security. In the future we will ask you one of these questions if a situation seems risky. These questions and answers should be kept secret just like your password.

Questions (Choose a question from each below)

- 1) What is the last name of your favorite professor in college?
- 2) What is the name of the first musical group you saw in concert?
- 3) What color was your first dog?

Answers

Answer:

REGIONS enter

Security Challenge Questions Continued

Periodically, you will be “**challenged**” to answer one of your pre-established questions.

Below is an example of a challenge question. To answer the challenge question, type your answer in the **Answer** box and then click the **Enter** button.



The screenshot shows the 'Image Lockbox Online Application' interface. At the top left is the Regions logo. The title 'Image Lockbox Online Application' is centered. Below the title is a green horizontal bar. The text 'For your safety, please answer the following security question.' is displayed. A simulated mobile device screen shows a challenge question: 'What was the first street you lived on?'. Below the question is an 'Answer:' field with a text input area and up/down arrow buttons. At the bottom of the device screen is the Regions logo and an 'enter' button. Below the device screen is a link that says 'Forgot Answer?'.

- If you are unable to answer your challenge question you will be prompted to contact Regions Client Services in order to have your challenge questions reset.



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:

- **User Management** – Add, Delete, Modify and Suspend users and reset passwords.
- **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.



The screenshot shows the 'Image Lockbox Online Application' interface. At the top, there is a navigation bar with the following tabs: Lockbox Summary, Batch Summary, Search, Correspondence, Remitters, Administration, Association, and Contact Us. The 'Administration' tab is highlighted with a red border. Below the navigation bar, the 'Lockbox Summary' section is visible, featuring a date range filter with 'From: January 11, 2011' and 'To: January 11, 2011'. 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**.
- 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	jdoe123	Jane	Doe		jdoe@xyzco.com	Active	1/11/2011 10:48 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

* - mandatory fields.

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](#)

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 January 11, 2011.
- 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	1/11/2011 10:48 AM

User Information

First Name:

Last Name:

Middle Initial:

E-Mail:

User ID:

Active
 Suspend
 Delete

* - mandatory fields.

Administrator

User Permissions

Add Users
 Manage Stops

Change User Status
 Modify Banner

Modify Users
 Reset Password

View Users
 Enter Coupons

Manage Retail Exceptions
 Download Posting Files

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

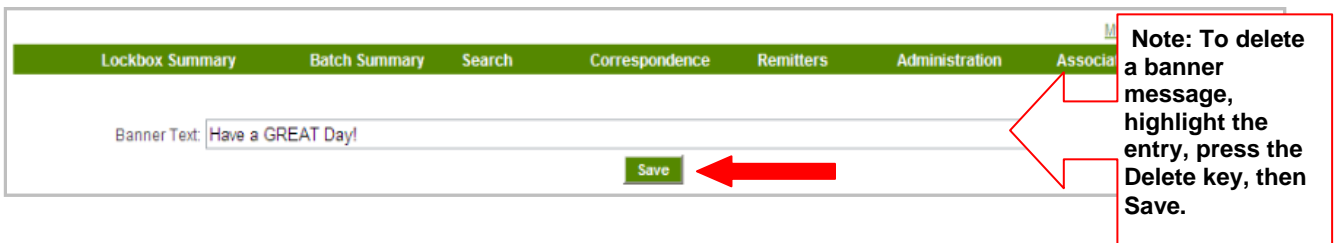
- Once User information has been saved, a user can be **Suspended** or **Deleted**. To suspend or delete a current user:
 1. First, click the User ID of the particular employee.
 2. Then click either the **Suspend** or **Delete** button and **Save**.
 3. The user will no longer have access to Image Lockbox.
- 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 provide the user with the **Temporary Password**.
 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

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.




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:

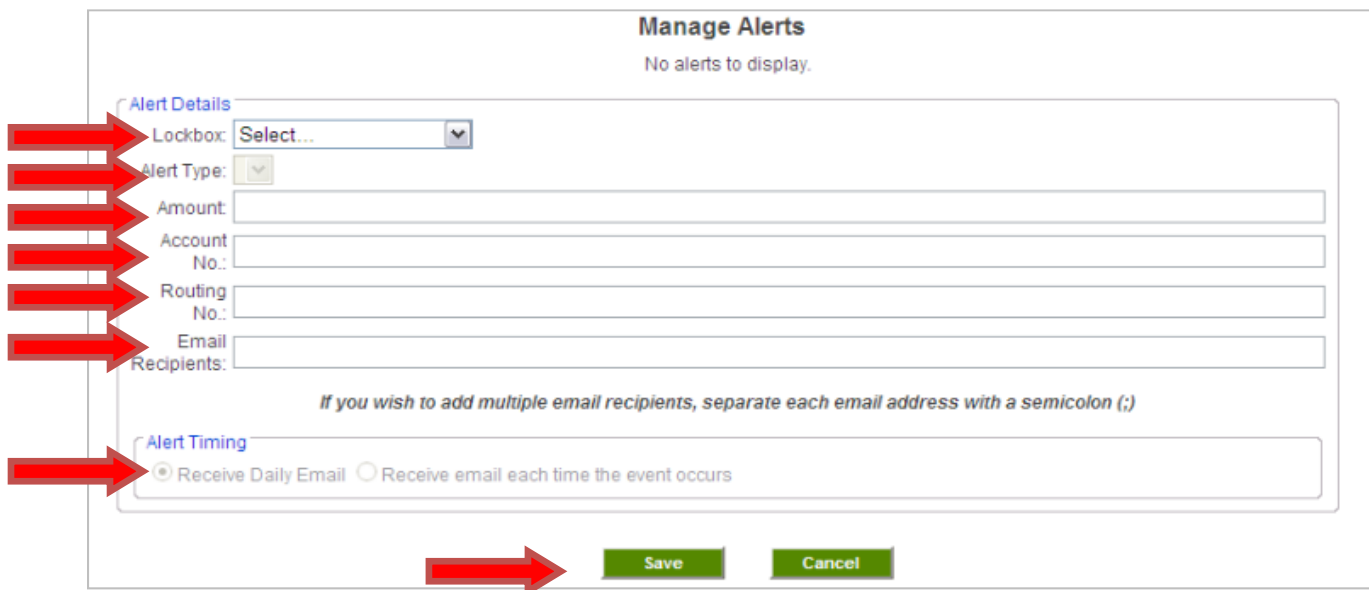
“Regions will be closed on January 17 in observance of Martin Luther King Day.”

Manage 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

Manage Alerts

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	1/12/2011 4:36 PM	jdoe123@xyzco.com;eemorgan@xyzco.com	Edit	Delete
125	Wholesale	Correspondence Processed	1/12/2011 4:36 PM	jdoe123@xyzco.com;eemorgan@xyzco.com	Edit	Delete

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

Contact Us

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 8 p.m. Central.



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, 2011' and a 'Log Off' link. The main header area includes a welcome message: 'Welcome, Jane Doe! Regions Demo Lockbox'. Below this is the application title 'Image Lockbox Online Application' and a notice: 'Regions will be closed on January 17 in observance of Martin Luther King Day.' A greeting 'Hello, How are You?' is also present. A navigation bar contains links for 'Lockbox Summary', 'Batch Summary', 'Search', 'Correspondence', 'Remitters', 'Administration', 'Association', and 'Contact Us'. The 'Contact Us' section is highlighted, showing 'Client Services' with the phone number '1-800-787-3905 Option 6' and the email address 'ClientServicesGroup@Regions.com'. Additional links for 'My Account' and 'My Reports' are visible in the top right of the main content area.

Additional 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.

This guide is for general informational and reference purposes only and is entirely subject and subordinate to the terms of the respective written agreements for the products and services described above. This guide does not constitute a contract or representation or warranty of any kind, express or implied, nor does it in any way supplement, replace, modify, or amend the terms and provisions of the written agreements that govern the products and services. You should review actual product and service agreements carefully to understand the terms that govern the products and services and the rights, responsibilities, and liabilities of parties thereunder.

