Webster Bank®

Treasury & Payment Solutions

Webster Web-Link®

Company System Administrator (CSA) User Guide

Table of Contents

1 Welcome

As a Web-Link Administrator, or CSA, you are responsible to manage various workflows associated with online banking using Web-Link for your organization (This is not an administration guide for WebsterOnline.)

1.1 Overview of the CSA role

Before adding a user to Web-Link, you should understand the additional tasks a CSA performs when compared to a day-to-day Web-Link users. The CSA's duties can include:

- Setting up and maintaining your organization's users
- Establishing user access to accounts
- Establishing user access to Mobile and Single Sign On (SSO) services
- Assigning the functions the users can perform
- Setting user transaction limits up to the limits set for the organization
- Setting how enrolled accounts display
- Resetting user logins and passwords
- Resetting user SureKey profiles (when SureKey is enabled by the organization)
- Generating informational reports
- Receiving security alerts when changes are made to Web-Link; for example, when another CSA updates a user's password

A CSA who is appropriately entitled can also perform additional tasks that are outside of the Administration role. For example, originating payments.

The CSA must be entitled by authorized individuals at their organization. The entitlement is set in the Access Level section of the User Information page by selecting System Administrator; this allows access to all functions related to that role. See the section: Set Security Level.

1.1.1 What a CSA cannot do

- Enroll new accounts, set account entitlements, enter account limit changes, or set ACH Positive Pay Default decisions. Only Webster Bank can perform these actions, and must be instructed to do so by an authorized individual at the organization.
  Note: when accounts are added under more than one organization, please consider the following:
    - Account limits across all organizations will synchronize, based on the last added organization and account/limit combination. This may cause unintended changes across the other organizations.

  - If an account is enrolled in ACH Positive Pay, the Default Decisions across all organizations should be the same. When they are not, and a user does not decision an exception item, the exception item will be returned.
- Entitle a user to perform a function unless Webster Bank has granted that function to the organization.
- Make changes to organizational or account level limits. Only Webster Bank can change these limit types, upon instruction from an authorized individual at the organization.
- Force changes to a user's Security Questions. An authorized individual at your organization must contact your assigned TPS Client Support Specialist or email cashmgt@websterbank.com with instructions to reset.
- Complete a user's set up for Webster Deposit-Link® SSO service. Webster must do additional data entry that allows the user to successfully access Deposit-Link. See the section: Contact Webster Bank with Deposit-Link Information.
- Entitle users to the services available from the Additional Service page. They are: Brinks Cash Services, Dunbar Cash Services, Webster Corporate Card, Webster One Card, Lockbox – Massachusetts, and Online Letters of Credit. Working with your assigned TPS Client Support representative, follow the process followed today to enroll a user to any of these services.

1.2 What is included in this guide?

This guide provides you with instructions (as a CSA) to perform the administrative tasks in Web-Link. You will not find instructions for day-to-day users, such as making payments, viewing account activity, or entering stop payments. Look for non-CSA instructions in the *Reference Guide Library*.

Administrators must also complete the user's entitlement process as it relates to those services accessed from sites external to Web-Link. These are referred to as Single Sign On (SSO) services.

SSO services do not require the user to enter accompanying login credentials; instead, the User's ID must be recognized by the external site. To do this, you "generate" IDs for each of the SSO services during the Modify User workflow. Instructions on how to activate a SSO service are in the section Activate User Single Sign On (SSO) Entitlements.

There are also instructions for a CSA about settings related to an optional user authentication service called SureKey. SureKey is a form of Out of Band Authentication which is a security method in which two separate networks work together to authenticate a user. SureKey is an optional security layer that organizations can require for all users who approve ACH and Wire payments or internal transfers originated from Web-Link. Authentication can also be expanded to payment entry.

1.3 How is this guide organized?

This guide presents you with step-by-step instructions to add a new user to Web-Link, from start to finish. Instructions for other CSA services, such as modifying user information, copying existing user information to another user, or deleting a user are explained in the section: Manage the User.

Because of the great number of User and Account settings, you will find a complete list of settings in the appendices:

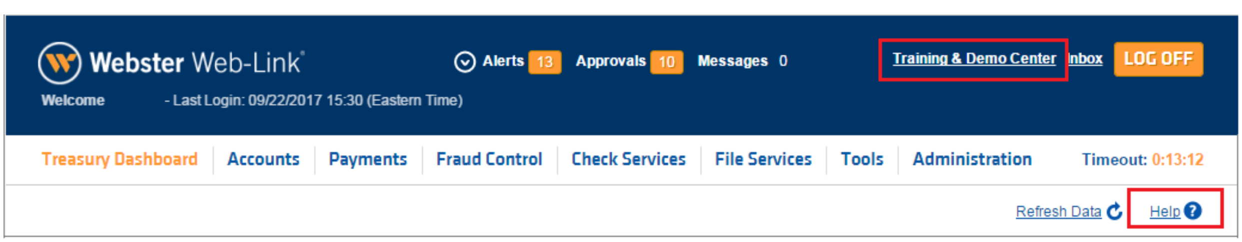
- Appendix A: Payment Limit Settings,
- Appendix B: Transaction Approval Privileges,
- Appendix C: Account Access Options, and
- Appendix D: Functional Access (Entitlement) Values.

This document is intended for use by a single CSA. Sometimes, though, at the request of an organization, Webster Bank enables Dual Control for their CSAs. This means that two CSAs are needed to add or change user level entitlements. When dual control for CSAs is enabled at the organizational level, a single CSA cannot add or change user entitlements.

This setting is at the organization level; to enable or disable, please have an authorized individual from the organization contact your assigned TPS Client Support Specialist or email cashmgt@websterbank.com. For instructions on how to operate in a Dual Control setting, see the section: Dual Control Administration.

> **TIP:** The screen captures of Web-Link pages in this document may appear on your site with fewer or different options. Not every organization using Web-Link uses the same functionality.

1.4 Where to get help



- The **Training & Demo Center**: follows a "show me, tell me, and let me try" model for most of the functionality available on Web-Link, including Administration. This is helpful to see the end-to-end online workflow. Click the link at the top right of the toolbar.
- **Help:** While logged into Web-Link, you can access online help available on all pages. It will help you understand entry and field requirements relating to each page. Click the Help link at the right of the page.
- **Error Messages:** this happens if there is information missing or incorrectly entered.

If you have problems not resolved by the any of the above, contact your assigned TPS Client Support Specialist or email cashmgt@websterbank.com.

2 Create a New User

This section documents how to create a new user from start to finish, including access and entitlements to allow the user to work with Web-Link items as defined (for example, Payments and Accounts), and to perform automated online banking processes.

Here is the workflow to create a new user, and then edit the user to add other features:

Create User

Add User Information
Set a Level for User Access
Set User Access to Accounts
Set User Access by Function
Set User Access to Data Services
Submit/Activate User
Edit User
Activate Mobile Enrollment
Enable Out of Band Authentication
Activate Single Sign On (SSO)

2.1 The Administration Menu

The CSA performs their work through the Administration menu, which is located on the top navigation bar. Depending on your entitlements, the top navigation bar may appear different, for example, “Home” instead of “Treasury Dashboard”:

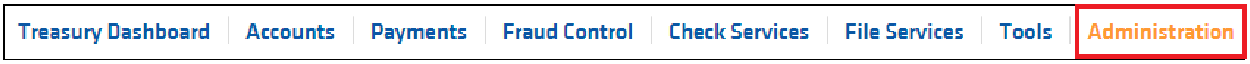
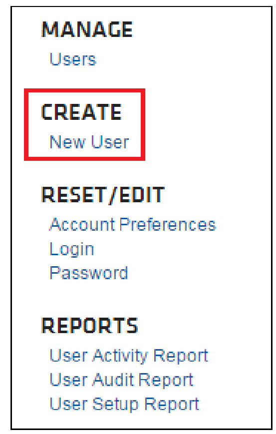


Figure 1 Administration Menu



1. Click the Administration link to open the menu. This is divided into four sub-menus: Manage, Create, Reset/Edit, and Reports.
2. Begin by selecting Create a New User. Other tasks, such as copying, editing, or deleting a user are covered in Manage the User.
3. Click Create>New User to open the New User page. This page is divided into three sections:
    a. User Information.
    b. Access Level. and
    c. Account, Function, and Data Service Entitlements.
4. Fill out each section in order.

Following is an example of the complete Create New User page with section numbers in this document highlighted to help you locate each section.

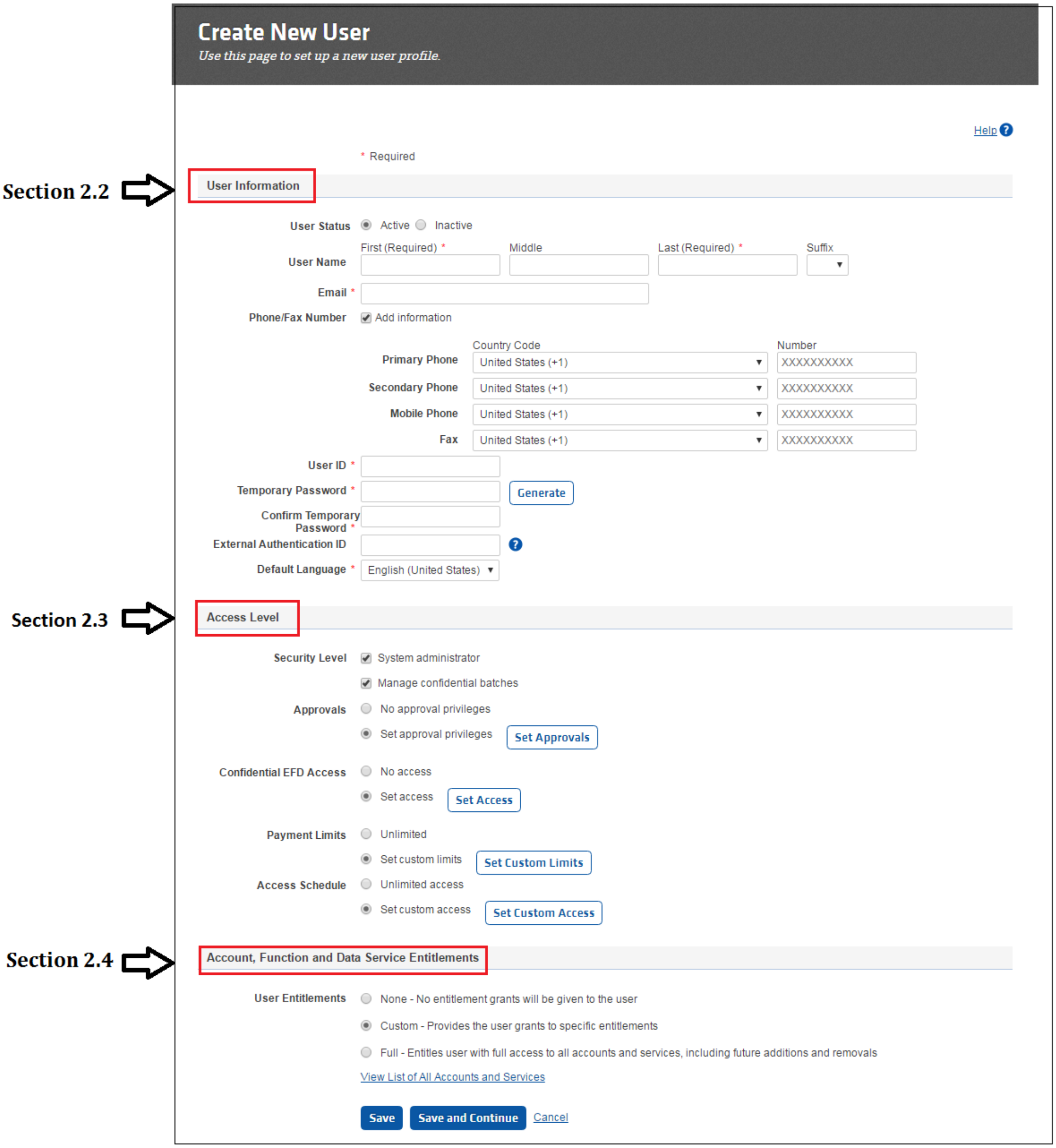


Figure 2 Create New User Page – Complete

2.2 *Add User Information*

To create a new user, complete the three sections of Create New User page:

1. Add User Information,
2. Set a Level for User Access,
3. Set User Entitlements for Accounts, Functions, and Data Services.

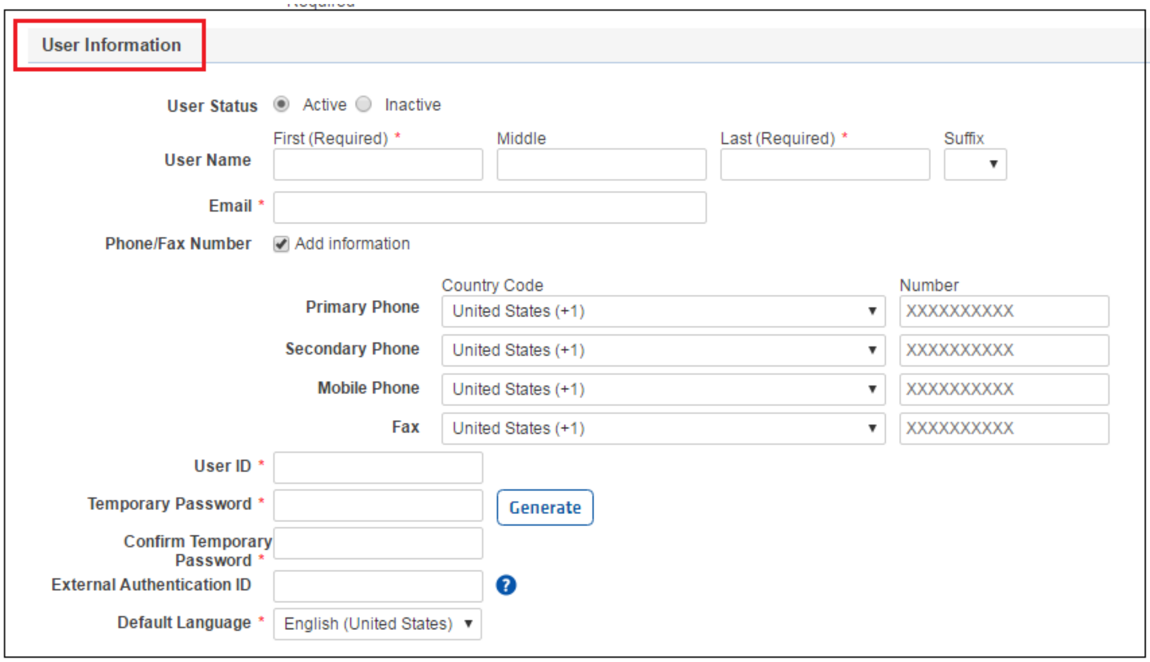


Figure 3 Create New User Page – User Information

Set the user's login credentials, phone numbers, and email address associated with their account in the User Information section of the Create New User page.

To enter user information:

1. Fill in the user's information. A red asterisk * indicates a required field:

   User Status – Designates the New User as active or inactive. An Active user can log into Web-Link. Use the Inactive setting if the user will not need to access right away.

   User Name – The user's first name*, optional middle initial or name, last name*, and optional generation suffix from the list.

   Email* – Enter the email address of the user. They will not be able to change this. Later, only a CSA or Webster Bank can make this change.

Phone/Fax Number – These fields expand when you click the Add Information check box, showing four fields for telephone and fax numbers:

Primary Phone – The user's main telephone number

Secondary Phone – Alternate phone number, for example, emergency contact

Mobile Phone – Required to use mobile banking or text message alerts

Fax Number – The user's fax number

User ID* – The user's login ID. You can conform to your organization's User ID standards as long as it is within the following parameters:

- Alpha-numeric characters, plus 'dash' and 'underscore' are allowed
- No other special characters are allowed
- Minimum length is 6 characters, maximum length is 14 characters
- The User ID must also be unique within your organization's profile

External Authentication ID – Not used.

Default Language – English is the default language (cannot be selected or de-selected).

2. Continue to the next section to set a User Access Level.

2.3 *Set a Level for User Access*

The fields in the Access Level section of the User Access page varies based on the entitlements and accounts set up by Webster Bank for your organization.

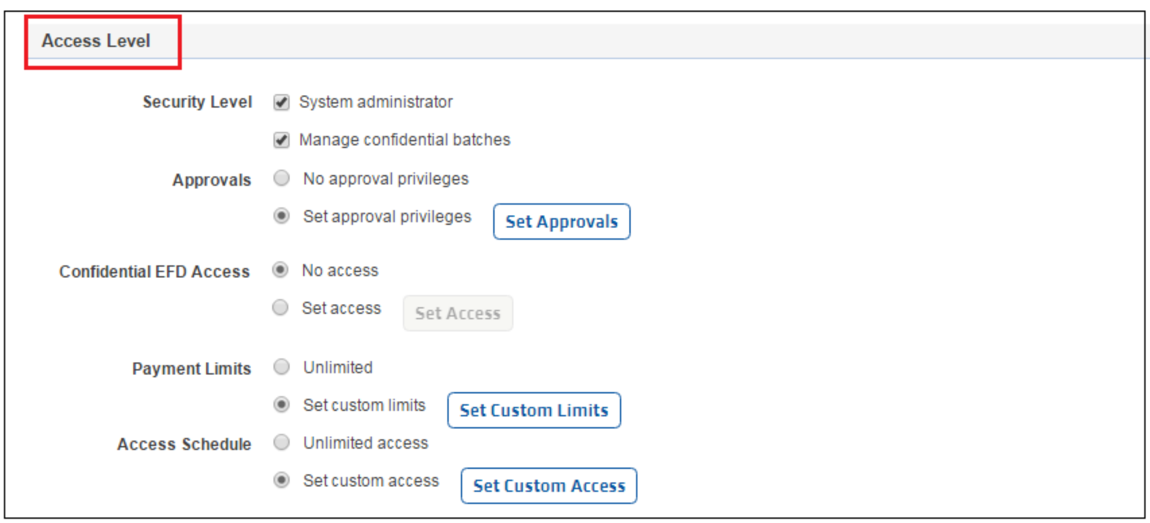


Figure 4 Create New User Page – Access Level

From this page, you can see the steps needed to set a user's access level. Do not select Confidential EFD Access. It is unused at this time.

1. Set Security Level,
2. Set Approval Privileges for Transactions,
3. Set Payment Limits for Transactions, and
4. Set a daily Access Schedule.

2.3.1 Set Security Level

At the top of the Access Level page are two checkboxes for security level:

1. Check System Administrator – Grants the user CSA privileges.
2. Check Manage confidential batches – Gives the user permission to handle confidential data input batches. Designated ACH batches are visible only to users entitled to manage confidential batches. The user can then mark these batches as confidential, can view or create confidential templates, and can reverse a confidential batch.

2.3.2 Set Approval Privileges for Transactions

Determines whether the user has approval privileges for transactions such as ACH origination or Check Positive Pay.

In the Access Level section of the Create New User page:

1. Select No Approval Privileges to deny the user access to features that require approvals.
2. Select Set Approval Privileges, and then click Set Approvals, to display the Set Approvals pop-up window in which you can select specific approval privileges.

TIP: See the section: Appendix A: Transaction Approval Privileges for a complete list and descriptions of all items on the View Approvals page.

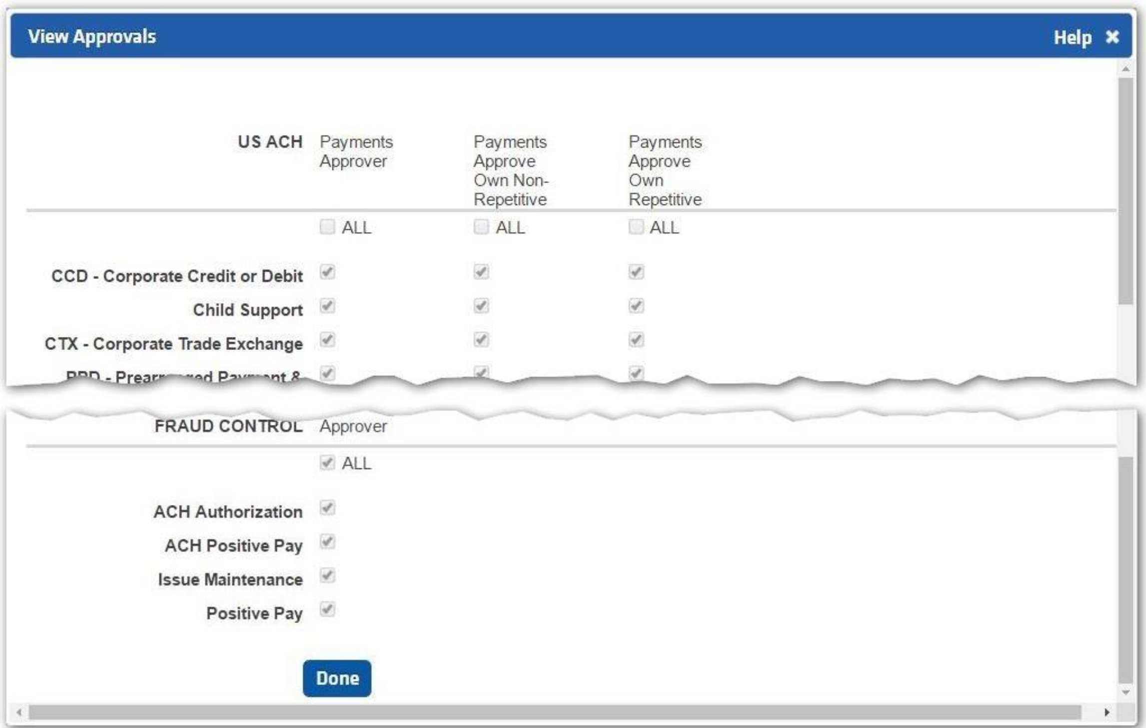


Figure 5 Set Approvals Page

3. There are three Approval options the user can be entitled to:
    a. **Payments Approver** – Can approve payments entered by other users.
    b. **Payments Approve Own Non-Repetitive** – Can approve their own one-time payments. To enforce dual control, do not select this option.
    c. **Payments Approve Own Repetitive** – Can approve their own recurring payments. To enforce dual control, do not select this option.

TIP: Allowing users to approve their own payments is an organizational level security setting. To disable or enable these features, have an authorized individual contact Webster Bank.

4. Select each enrolled service for which the user should have approval privileges. Your organization may allow a sub-set of these Web-Link transactions.
5. To apply your input, click Save and return to the Create New User page.

2.3.3 Set Payment Limits for Transactions

The following fields and options define a user's customized limits for transactions and approvals. Unlimited access permits the user to create transactions for any amount.

TIP: Entry fields are only available if the limit applies to the payment types.

1. From the Access Level section, under Payment Limits, select Unlimited to allow the user to process payments of any amount, or
2. Select Set Custom Limits, and then click the Set Custom Limits button to display the Set Custom Limits pop-up window, where you can restrict the user's dollar limits.

   Note: A blank limit field is equal to unlimited.

TIP: See the section: Appendix B: Payment Limit Settings for a complete list and descriptions of all items on the Set Custom Limits page.

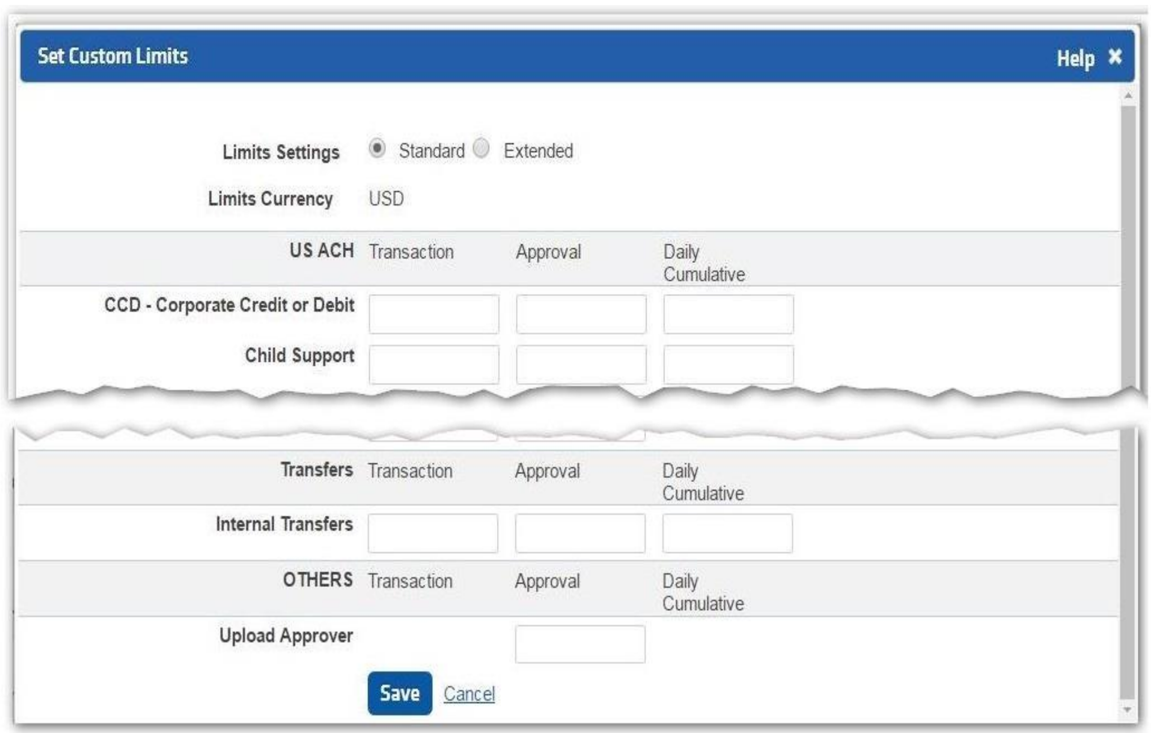


Figure 6 Set Custom Limits Pop-up

3. Click on the Standard or Extended buttons to display fewer or more options:

   Limits Currency (limits are always checked against a U.S. Dollar equivalent for foreign exchange wires).

   Standard – Each payment type has these columns:

   Transaction: Defines the maximum amount for a transaction that a user can enter for the corresponding payment type.

   Approval: Defines the approval limit for the corresponding payment type. If a transaction is over the amount, the user cannot approve the transaction.

Daily Cumulative: Defines a total amount the user can process in one day for the corresponding payment type.

Extended – Each payment type has these columns:

Transaction Non-Repetitive: Maximum amount a user can enter for a one-time transaction for the corresponding payment type.

Transaction Repetitive: Maximum amount a user can enter for a repeating transaction for the corresponding payment type.

Approval Non-Repetitive: Approval limit for a one-time transaction. If a transaction is over the amount, the user cannot approve the transaction.

Approval Repetitive: Approval limit for a repeating transaction. If a transaction is over the amount, the user cannot approve the transaction.

Daily Cumulative: Maximum amount the user can process in one day.

4. To apply your input, click Save and return to the Create New User section.

TIP: Depending on the product, Web-Link establishes organization and account limits. User limits in excess of these should not be entered, but will be accepted. When the transaction is submitted for processing, it is checked against all limits and will fail if it exceeds any established limit for the organization, even if it is within the user's limit.

2.3.4 Set a Daily Access Schedule

Defines a schedule in which a user can login to Web-Link. Unlimited access is the default and permits the user to access Web-Link on any day at any time.

1. From Create New User, the Access Level section, under Access Schedule, unlimited, or
2. Select Set Custom Access, and Click the Set Custom Access button to display the Set User Access Schedule pop-up window.

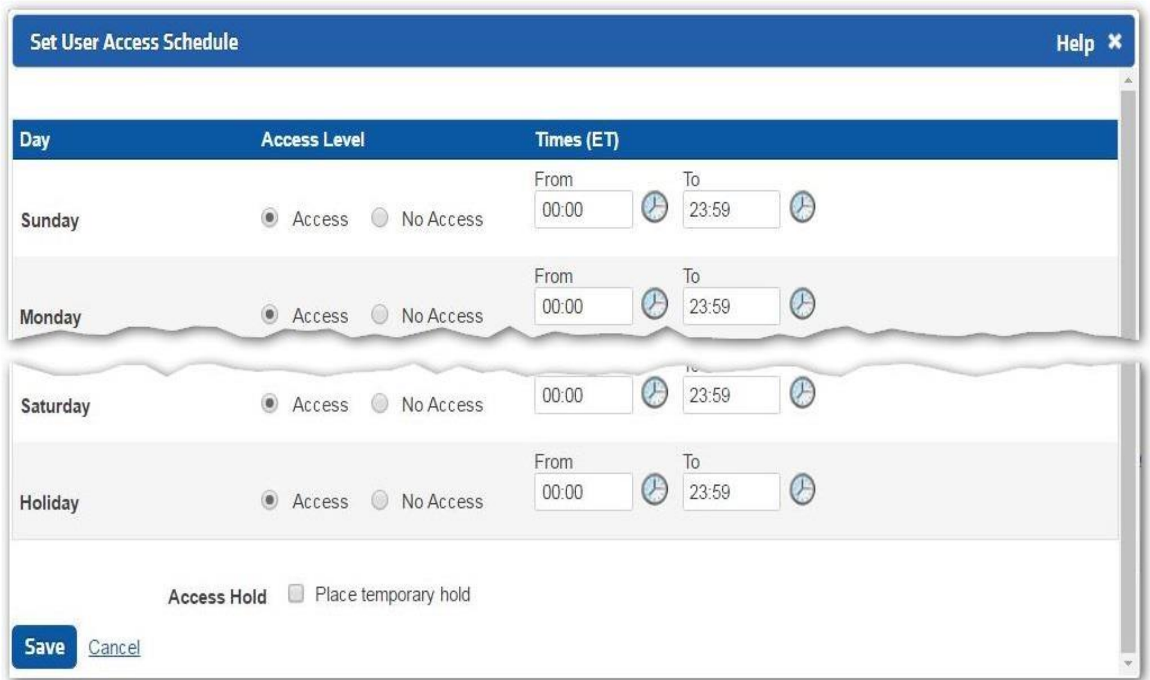


Figure 7 Custom Access Schedule Pop-up

3. To restrict the days and hours a user can access Web-Link, enter a time for each day on a 24-hour clock (for example, 08:00 for 8:00 AM or 16:30 for 4:30 PM, Eastern Time).
4. Optionally, check the box next to Access Hold to place a temporary hold on a user's access, for example, if they are on leave or vacation.
5. Click Save to set the user's access schedule.
6. Now that the user profile is set, go to the last section of the Create New User Page.

2.4 Set User Entitlements for Accounts, Functions, and Data Services

The last section of the Create New User page addresses user entitlements. The entitlement areas are account access, functional access, and data service access.

1. Select one of the following three buttons to limit or allow access to entitlements:
    - **None** –User is not Entitled to any account, functional, or data service.
    - **Custom** – By default, Web-Link does not grant any entitlements to the user. When you select Custom, you must define the custom entitlements.
    - **Full** – The user has full access to all of the associated account, functional, or data service entitlements that are granted to the organization. You can view or edit this user's entitlements.

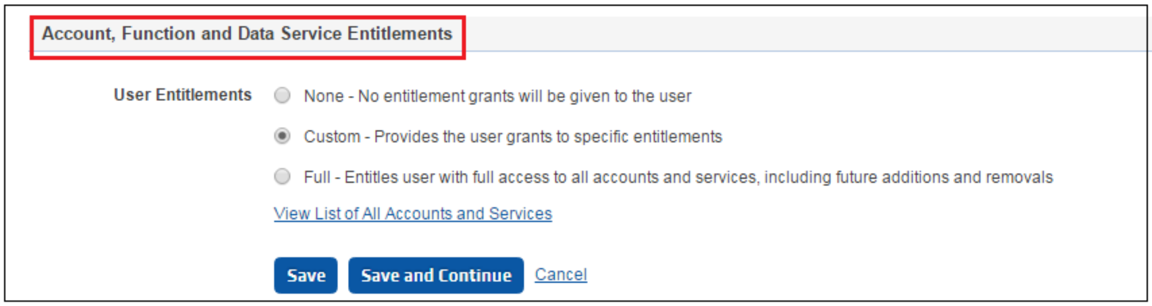


Figure 8 View User Entitlements Page

IMPORTANT: When you select Full, you also allow access to new and future accounts, new functions, or new services granted to your organization.

2. To view a point-in-time list of all the accounts, services, and functions included in this option, click the View List of All Accounts and Services link.
3. Click Save to save your settings and return to the Manage Users page, or
4. Click Save and Continue to go to the Entitle Users page.

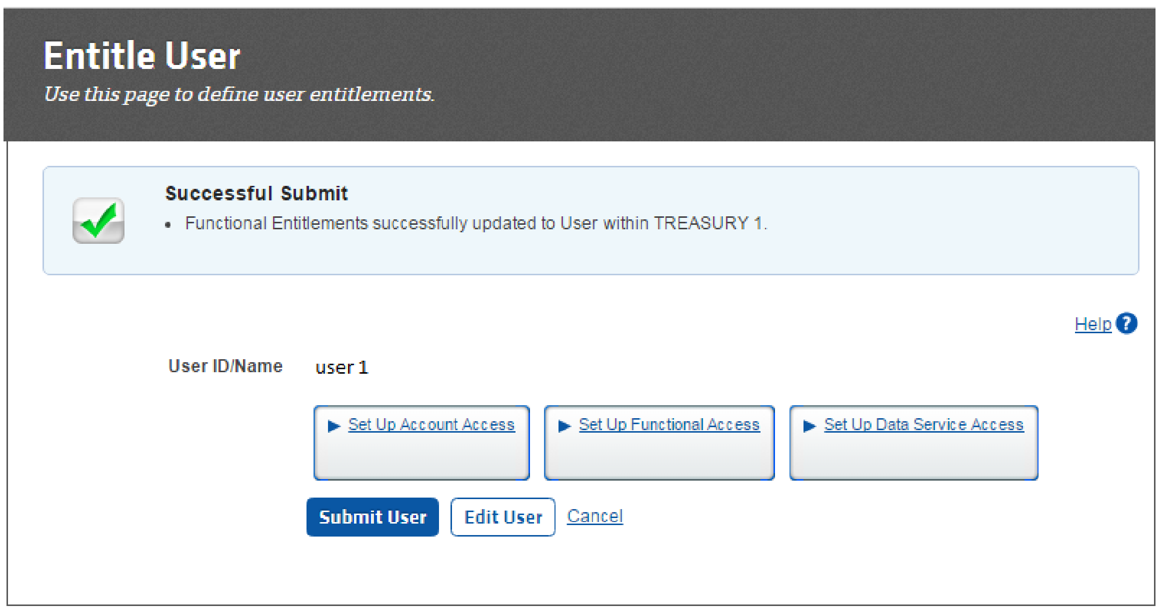
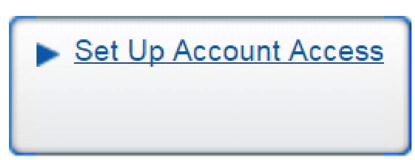


Figure 9 Successful Submit Page

2.5 Set User Access to Accounts

1. Click the Set Up Account Access button on the Entitle User page to provide access to individual accounts, whether the user has full or custom access. This determines which of the available



accounts and functions a user has access to, such as the ability to perform transfers for one account and initiate wires from another.

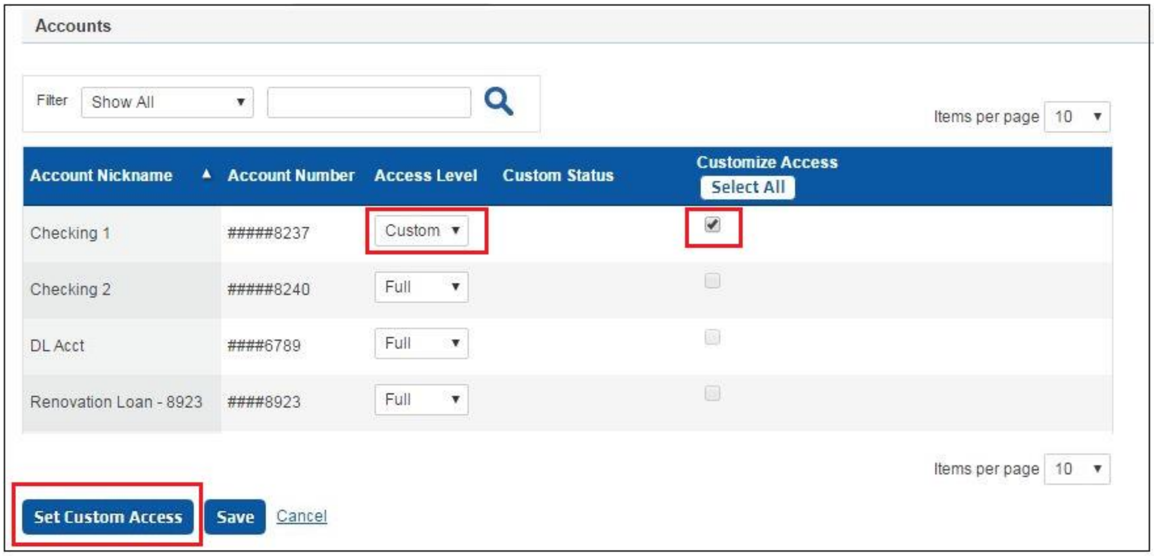


Figure 10 Account Access

2. Select Custom from the Access Level dropdown.
3. Click on the checkbox under Customize Access for that account.
4. You can select up to five accounts from this list at a time. For more than five, click Set Custom Access, choose your options, and Save to return to this page.
5. Select Set Custom Access The page expands to include the Set Custom Options pop-up with two tab options, List View and Spreadsheet View. The functionality is the same for both. Our example uses the List View tab.

TIP: See the section: Appendix C: Account Access Options for a complete list and descriptions of all items on the Custom Options page.

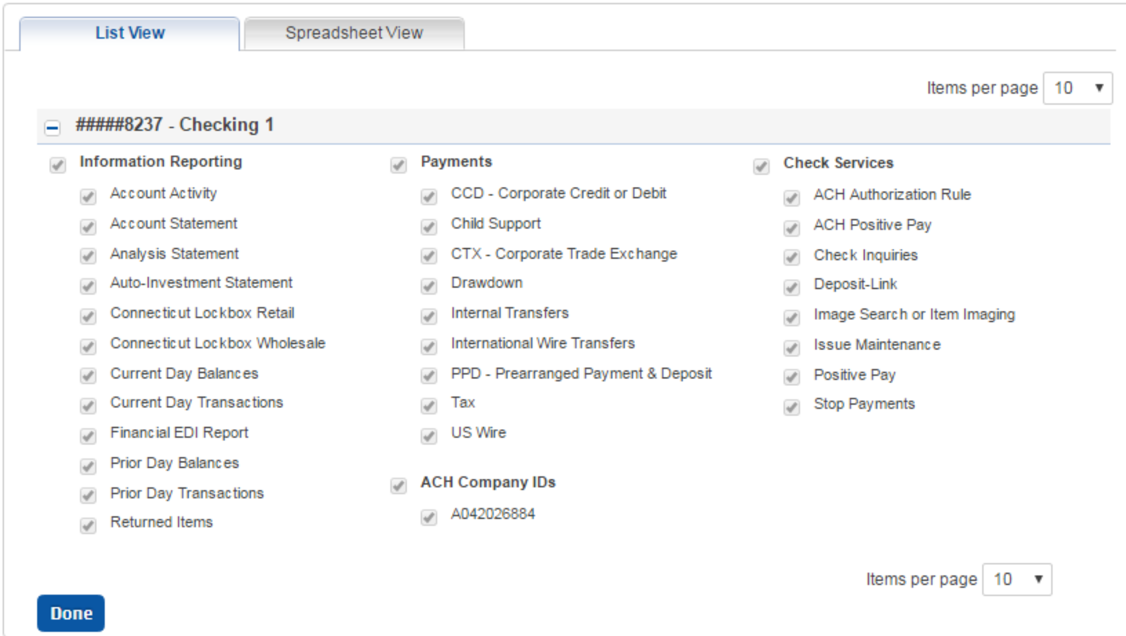
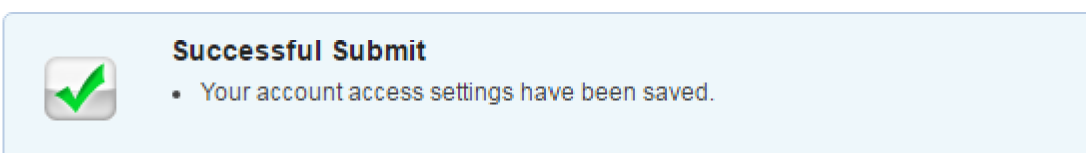
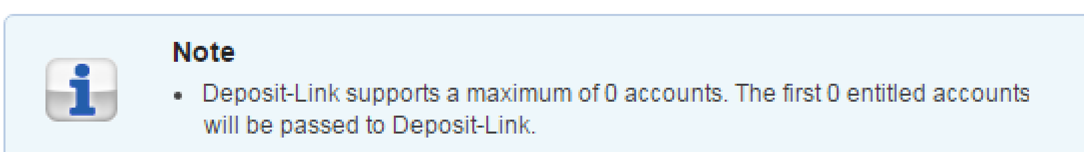


Figure 11 Edit Account Access List View

6. The list view tab opens by default.
7. Click the plus [+] sign to open each account section. Each account section lists the options for each feature, or
8. Click the check box next to the feature name to choose all the options for a feature.
9. Click Save and return to the Entitle User page.
10. Check the appropriate entitlements and click Save. You will return to the Edit Account Access page with two messages:

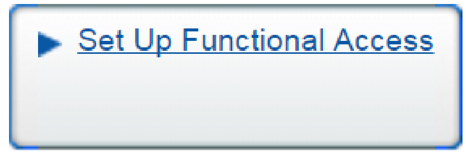




Tip: If you have selected access to Deposit-Link account, this Note is normal. When the user set up is complete and you entitled a Deposit-Link user, see the section: [Contact Webster Bank with Deposit-Link Information.]

2.6 *Set User Access by Functions*

Functional access entitles a user to perform different activities in Web-Link, such as making a specific type of payment. For example, a user can be entitled to view, create, and edit US wire payments, but cannot delete the payment.



It is important to enable each function that the user needs to complete their banking activities. If Web-Link grants a function for an account, you must grant the user access to that account and function in order for it to work properly.

TIP: See the section: Appendix D: Functional Access (Entitlement) Values for a complete list and descriptions of all items on the Functions page.

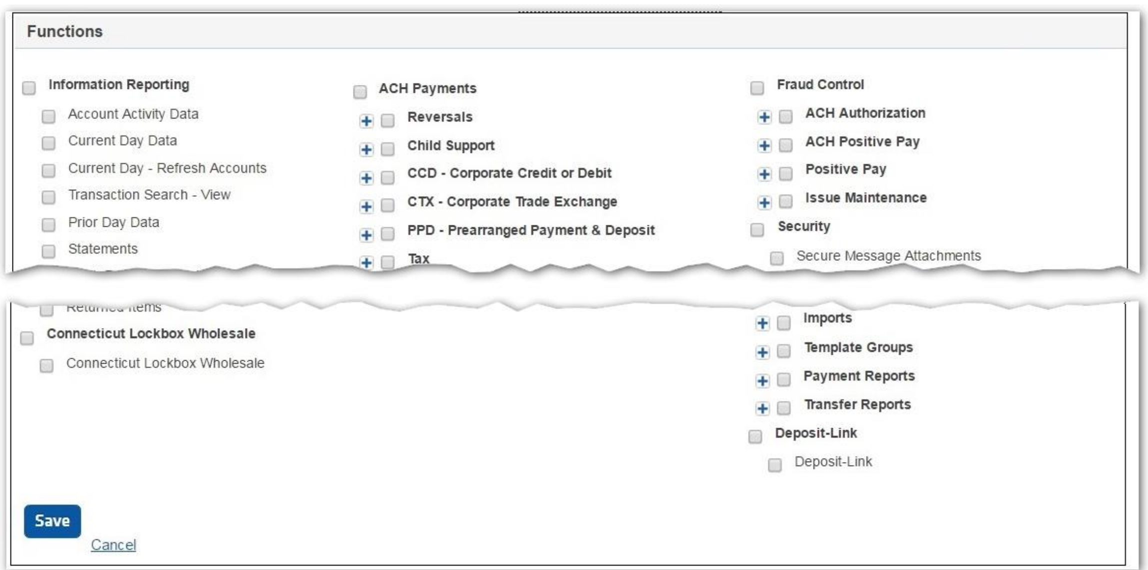
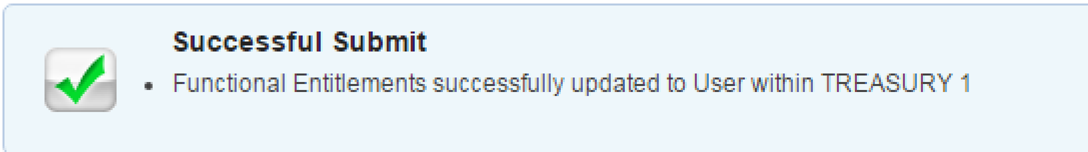


Figure 12 Edit Account Functions View

The Edit Functional Access page enables you to configure the specific functions that a user can perform in Web-Link.

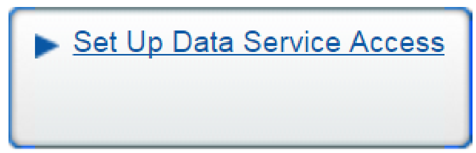
1. To assign entitlements, select Edit User from the Entitle User page.
2. Click Custom in the User Entitlements section.
3. Select Set Up Functional Access from the Entitle User page.
4. Click the plus [+] sign to open each functional section. Each section lists the options for each feature.
5. Select an entitlement grouping by checking the box next to it, or

6. Select the entitlements individually.
7. Click Save to return to the Entitle User page. You will receive a Successful Submit message.



2.7 *Set User Access to Data Services*

Data service access allows users entitled to Check Positive Pay to upload check issue files. You can grant users access to all available services.



This page entitles a user to Upload Issues or Upload User Defined Issues:

1. **Upload, Issue:** User can upload check issue files in the bank's Standard Issue File format. This format requires fields to be in a specific position and length in the file. The format is available in the *File Services User Guide* located in the *Reference Guide Library*.
2. **Upload, User Defined Issue:** User can upload check issue files that do not conform to the bank's Standard Issue File format (an upload profile is required).

To entitle the user to these data services:

1. Click Set up Data Service Access to open the Data Services page.
2. Select the appropriate checkboxes.
3. Click Save.

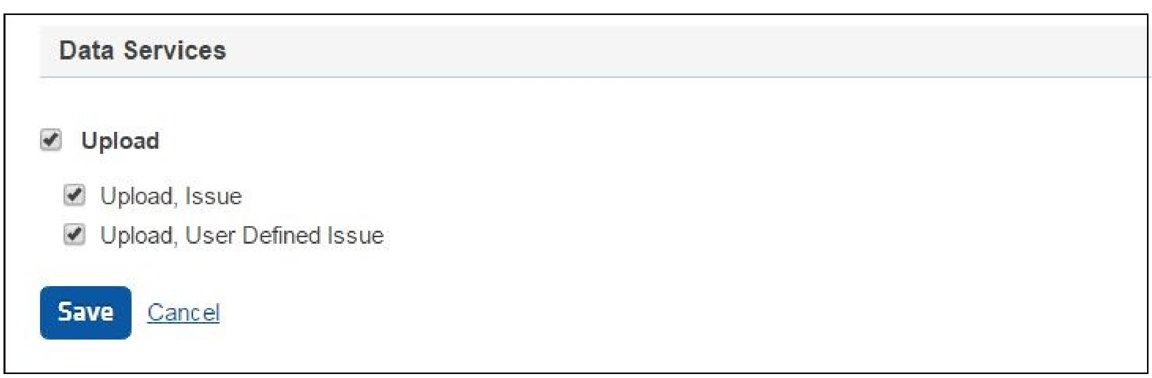


Figure 13 Edit Data Services Page

2.8 Submit a New User

Complete the process by clicking Submit User.

1. Contact the user to provide them with their new user ID and temporary password. The temporary password is good for five calendar days.

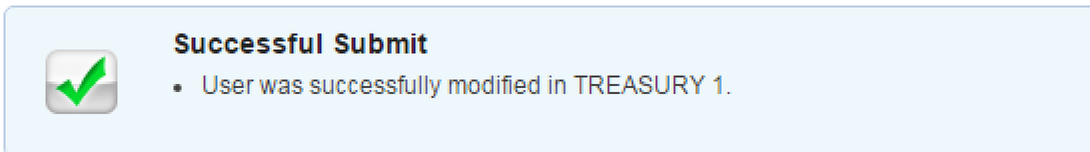


Figure 14 Successful Submit Message

2.9 Modify a User to Complete the Setup

1. Some functionality cannot be added to the user during the create user process. A user ID is required to activate Mobile enrollment, generate Single Sign on (SSO) entitlements, and manage settings relating to Out of Band Authentication. Select Modify User from the Administration menu to activate the user for Mobile access, SSO, and Out of Band Authentication.

2.10 Activate User Mobile Enrollment

1. Go to Administration, Manage Users.
2. Select a user from the list, or do a search.
3. Click the User ID from the Manage User page.

   In the section titled Mobile Banking Information, the Mobile Enrollment Status will show as Not Enrolled.

4. Click Enroll Mobile User. The Manage Activation Status displays.

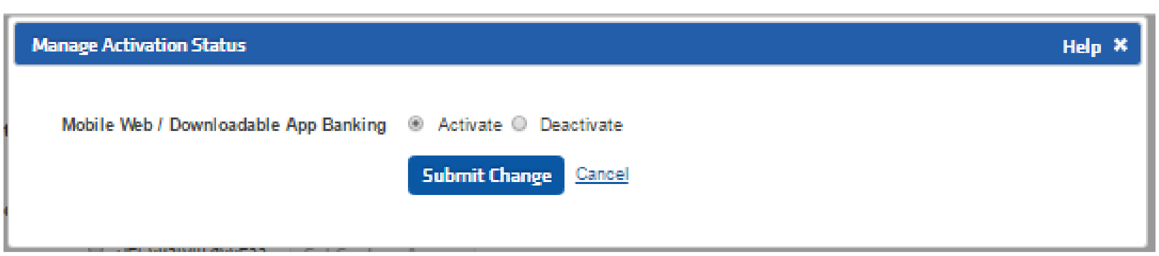
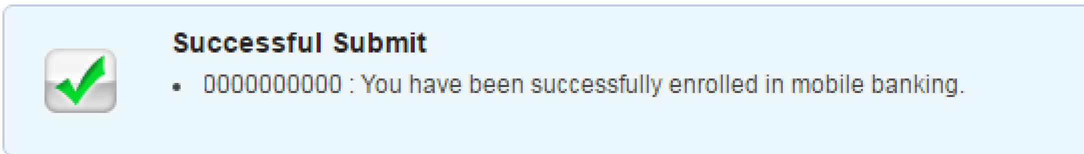


Figure 15 Mobile Banking Activation

5. Check Activate to activate the user.

6. Click Submit Change.
7. A successful submission message appears:



8. Click Save to end the enrollment process.

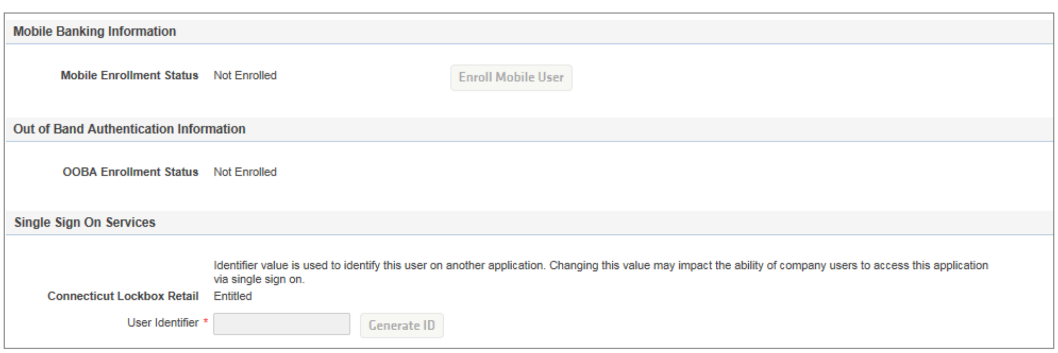
TIP: To unenroll a Mobile user, select Deactivate and click Submit Change.

Web-Link sets the mobile banking functionality for an organization and all users. Activation entitles a user to perform those mobile banking functions. They are a sub-set of the online banking functions and include:

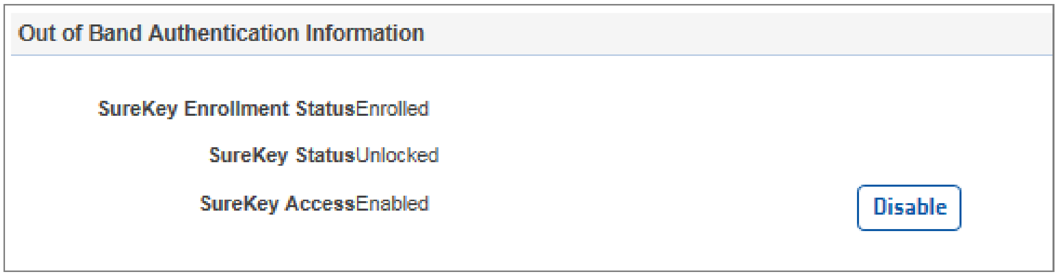
- Account List and Details,
- Transactions and Details,
- Transfers,
- Check Positive Payments,
- Approvals,
- Once you activate a user's mobile access, they must set their own mobile preferences (Tools > Mobile banking Profile > Change Mobile Preferences).

2.11 Enable Out of Band Authentication

After a new user is created, their Out of Band Authentication (OOBA) information appears like this:



The user will be required to enroll during a subsequent login. After they have enrolled, the screen looks like this:



CSAs can perform tasks relating to OOBA.

SureKey Status – this is to unlock a user after they have been locked out due to incorrectly entering any combination of their Personal or SureKey Code numbers 5 times.

SureKey Access – to enable or disable a user from OOBA. Note: when a user 's OOBA is disabled, they cannot complete any of the payment related functions that may be required.

2.12 Activate User Single Sign On (SSO) Entitlements

Administrators need to complete the user's entitlement process for those services accessed from sites external to Web-Link. Webster's SSO Services are:

- Connecticut Lockbox Retail
- Connecticut Lockbox Wholesale
- Deposit-Link (additional steps are required. See the section: **Error! Reference source not found.**)
- Financial EDI Report
- Returned Items.

SSO services do not require the user to enter accompanying login credentials, but the external site must recognize their User ID.

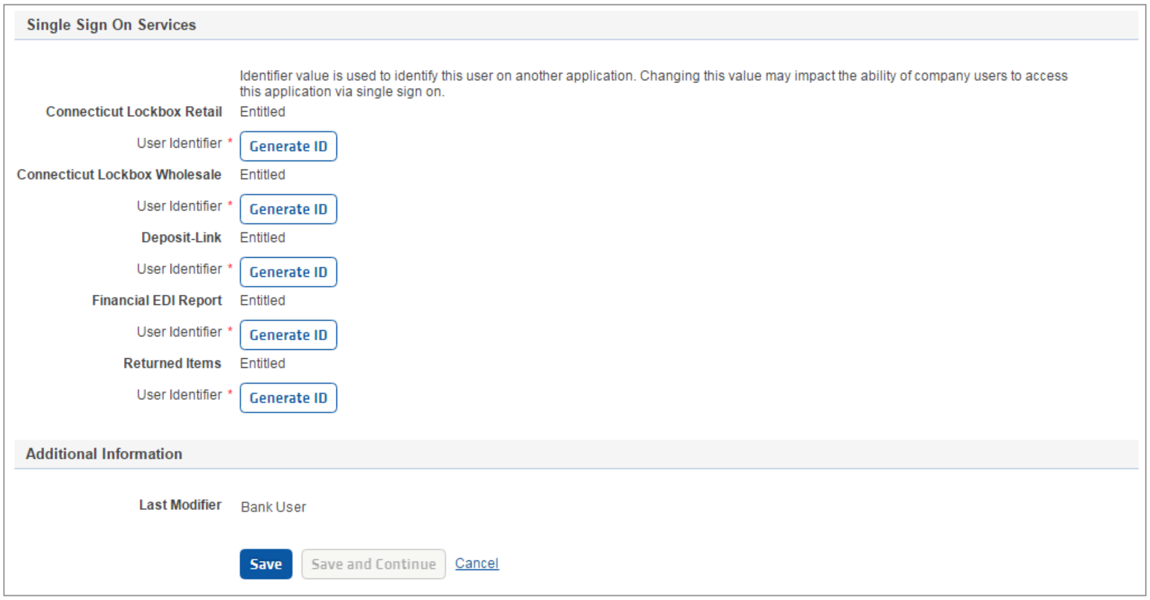
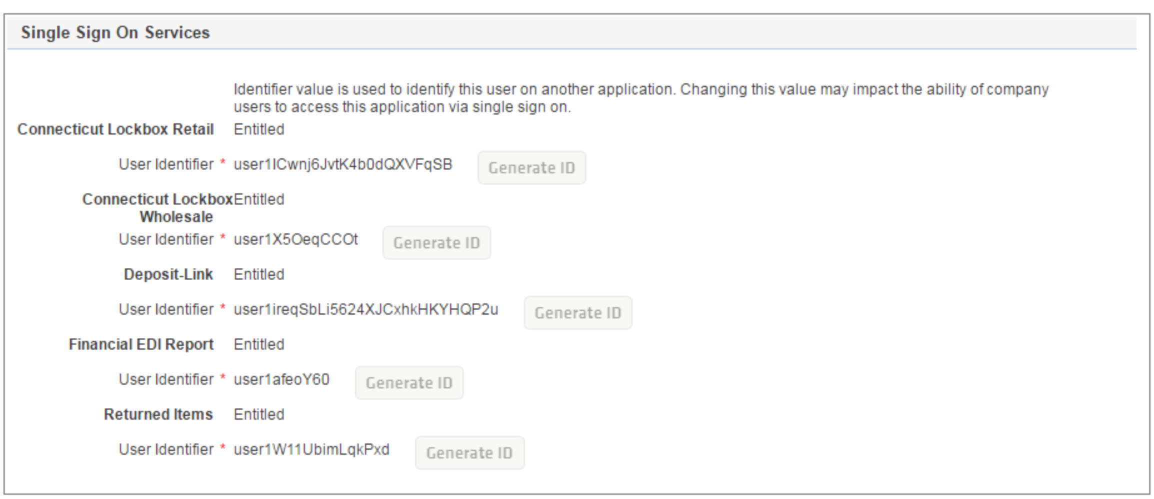


Figure 16 Single Sign On Services Generate ID

TIP: The generation of an SSO ID is visible after selecting each entitlement, or selecting "Full" functional access. See the section: Set User Access by Functions.

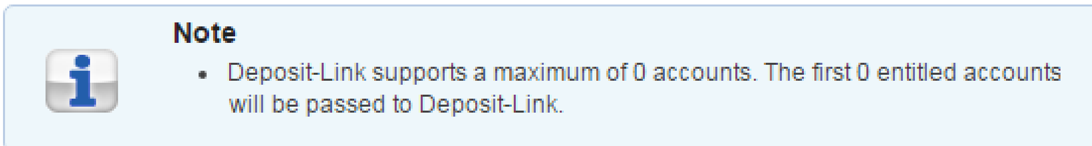
The SSO entitlement process begins when you have successfully submitted a user by clicking the User ID from the Manage User page. The View User page appears.

1. Click Edit User to access the Edit User page. You can entitle the user to any function on the SSO Services page. You may see fewer options than in the following screen:
2. Click Generate ID for each SSO service, and a string of characters will display in the User Identifier field. Only the services for which you create an ID will display on the View User page.

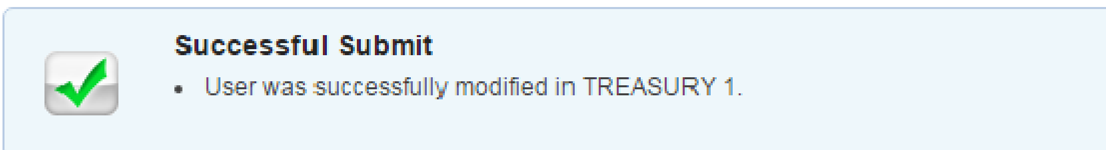


3. If Deposit-Link is entitled, it requires a corresponding set of credentials to be set up on an external site. You must provide this Information to your dedicated TPS Client Support Specialist or email cashmgt@websterbank.com. See the section: *Contact Webster Bank with Deposit-Link Information*.

4. Once you generate a SSO ID, you cannot change it. This ID will pass between Web-Link and the external site, which enables the user to seamless access the function. A message like the following is correct.



5. Click Save. A Successful Submit message appears on the Manage Users page. Unless you click Save or Save and Continue, the SSO ID will not be saved.



6. The last field on the page displays the Last Modifier, the organization ID, and user ID of the last administrator to change the user's information on this page.

TIP: If you remove SSO entitlements from a user, then re-establish them, the same User Identifier is applied. (You do not have to request Deposit-Link be set again, unless the logon information is removed from the Deposit-Link platform).

2.13 Contact Webster Bank with Deposit-Link Information

Until Webster completes the setup of the user to access Deposit-link, the user will not be able to log in. After activating the Deposit-Link SSO on the Edit User page, you will need to provide Webster Bank with the following information:

- User name (first, last),
- Web-Link User ID,
- SSO User Identifier located under SSO Services on the User Information page,
- If user should have Location or Depositor access: (A Location has access to accounts in one location. A Depositor has access to accounts in all locations),
- Name of the location (if applicable),
- User's role. Following are the available user roles with permissions:

***Approver**

- Approve Batches
- Void Batches
- Research Payments and Batches

***Processing Officer**

- Enter/Scan Payments
- Close Batches
- Research Payments

***Advanced Processing Officer**

- Enter/Scan Payments
- Close Batches
- Research Payments

Manager (full functionality)

- Scan/Enter Payments
- Approve Batches
- Void Batches
- Redeposit Payments
- Research Payments and Batches
- Maintain Remittance

Research Officer (view only)

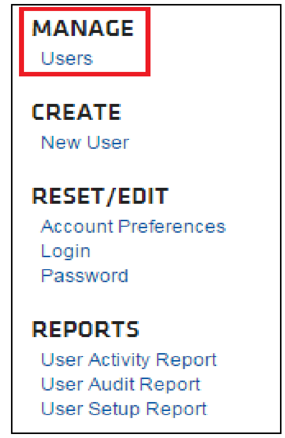
- Research Payments

* Will require Dual Control (one user to deposit, another to approve batch.)

TIP: Contact your dedicated TPS Client Support Specialist or email cashmgt@websterbank.com to access different locations for Deposit-Link.

3 Manage Users

The Manage Users page enables entitled users (Administrators or CSAs) in your organization create or modify user information, add or change user entitlements, or reset user logins and passwords.



3.1 Edit User Information

To edit user information or permissions:

1. Click the Administration tab; choose Manage Users.
2. In the Users table, search for a user or click the User ID in the list to open the Administer User Entitlements page.
3. Click Edit to select items you want to change from the User Information, Access Level, or Account, Function and Data Service Entitlements sections.
4. Click Save to save changes to changes made on this page, or
5. Click Save and Continue to open the Entitle User page.
   See the section: Set User Entitlements for Accounts, Functions, and Data Services.

3.2 Change a Login ID's Status

A user's Login ID must be active in order for them to log in. Sometimes you may want to deactivate the Login ID. For example, if you are changing a user's entitlements, or if the user leaves the organization. (Changes to a user's entitlements take effect the next time the user logs in.) You can make a login ID active or inactive by setting User Status.

To change a user's Login ID status:

1. Click the Administration tab.
2. Go to the Manage Users page.
3. In the Users table, click the User ID to open the User Information page.
4. Select a User Status:
   a. **Active** – activates the user's Login ID
   b. **Inactive** – deactivates the user's Login ID
5. Click Save and Continue.

TIP: To unlock a User ID, see the section: Use Reset/Edit for Reset Login.

3.3 View User Information

From the Manage User's List Action dropdown menu, you can view or copy user Information.

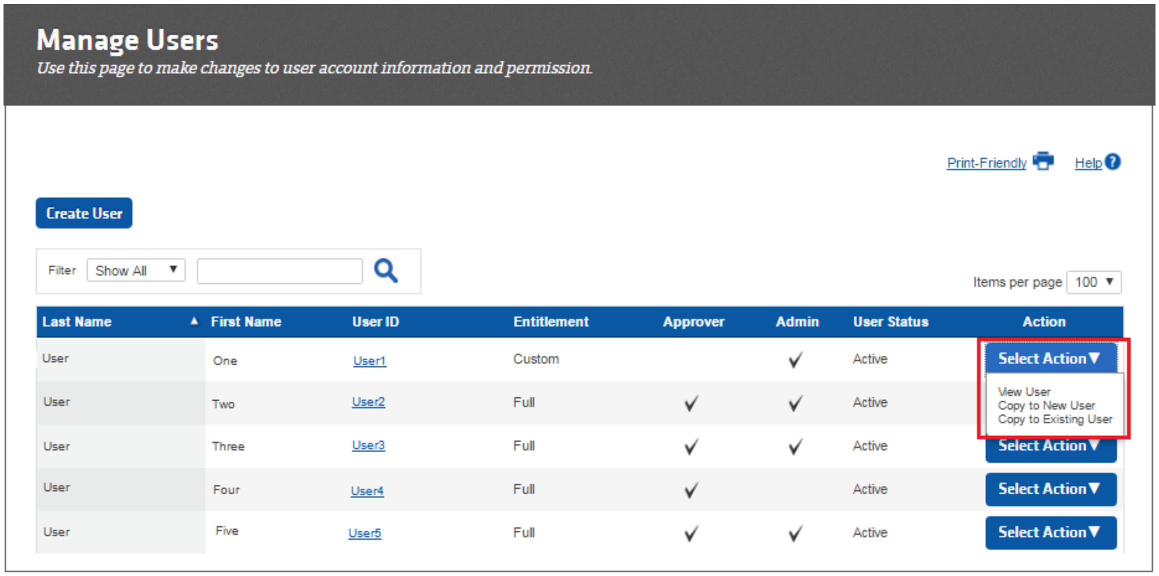


Figure 17 Manage User's List Dropdown Menu

1. To view a user's information, select the View User link from the Action dropdown, or
2. Click on the User ID link to open the View User page.

3.4 Copy User Information to a New User

Either select the Copy to New User action from the Manage Users dropdown, or, on the View User page (from the Manage Users selection) click Copy User.

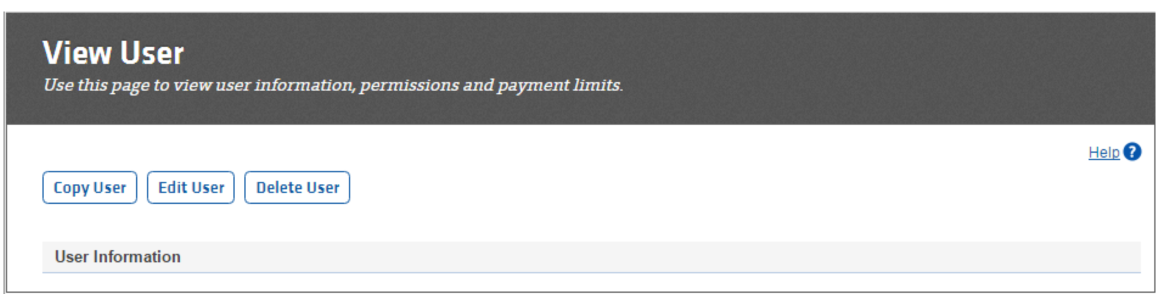


Figure 18 View User – Copy User

The Copy User page displays a blank User Information section, with the Access Level and Account, Function and Data Service Entitlements sections populated to match your original user. Web-Link does not copy Mobile enrollment status or SSO IDs.

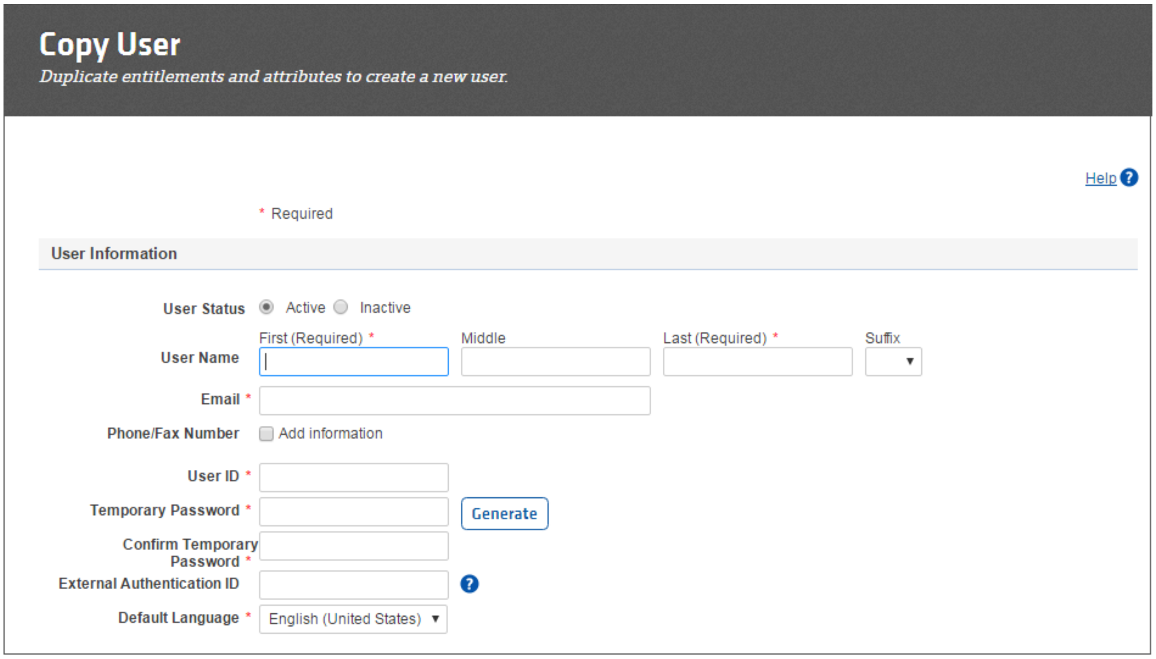


Figure 19 Copy User – User Information

To add a new user (copy from an existing profile):

1. Click the Administration tab.
2. Go to the Manage Users page.
3. In the Users table, find the user whose permissions you want to copy.
4. Click Copy User.
5. Fill in the User Information on the Copy User page.
6. Click Save to add pre-set entitlements to the user’s profile.

3.5 Set up User Templates

You can copy user information to new users, you may want to establish one or more user profiles to use as templates for creating new users in general. This is an efficient way to add new users:

1. Follow the process to create a new user.
2. Create a useful user name you can remember.
3. User profile information is not copied when you use the Copy User tool, but an email address is required and a password still be automatically sent. For this reason, you may wish to enter your own email to control this.

4. Set up account access, functional access, and data service access for the user.
5. Open this user in Manage Users and use the Copy User tool to add a new user with these access settings.
6. You may want to create additional user templates for users with different access, such as a CSA instead of a regular user.

3.6 Copy Entitlements from One User to an Existing User

From the Manage User's List dropdown menu, you can view or copy user Information.

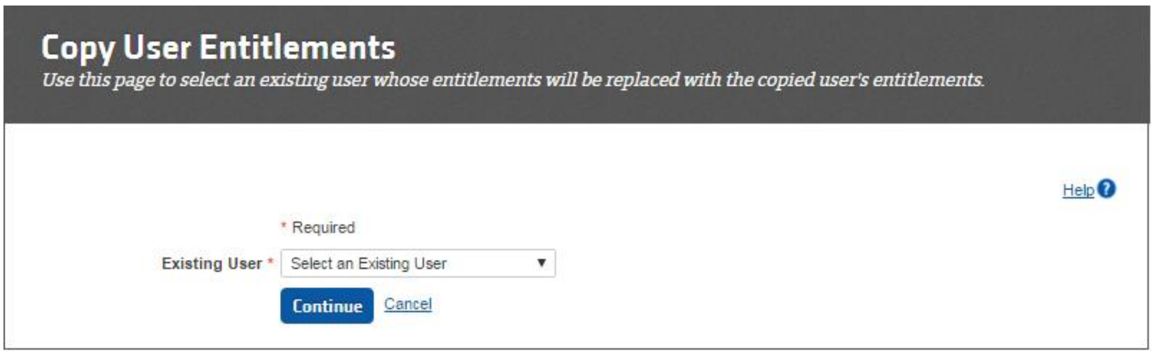
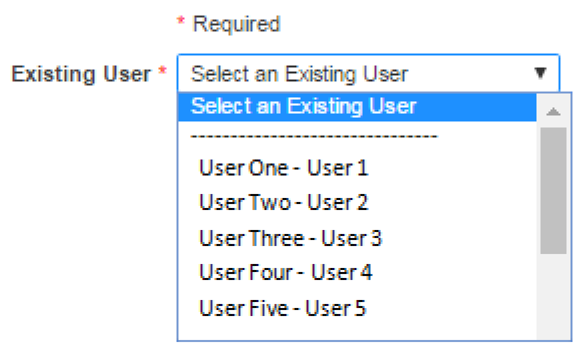


Figure 20 Copy User – Entitlements

1. To copy a User's entitlement settings to another User, select the Copy to Existing User link from the Actions dropdown. The Copy User Entitlements page displays.
2. Select a user from the Existing User dropdown. Typing a letter will scroll to the first occurrence of the letter. The list is sorted by last name, and displays the user's first and last name, and then user ID.



3. Click Continue to open the View User page for the user you have selected.

Web-Link copies all user access and entitlements from the first user's profile. It does not copy mobile enrollment status or SSO IDs.

3.7 Delete Users

When a user no longer needs access to Web-Link, you can delete them. If you want to keep their information in Web-Link, you can change the Login ID's status to inactive instead of deleting the user.

> **TIP:** If the user has custom entitlements other users might need in the future, you can de-activate the user's Login ID instead of deleting the user. That way you can copy the entitlements to new users instead of configuring them from scratch.

To delete a user:

1. Click the Administration tab.
2. Select Manage Users to open the page.
3. Click a User ID or perform a search to open the Administer User Entitlements page.
4. Click Delete User.

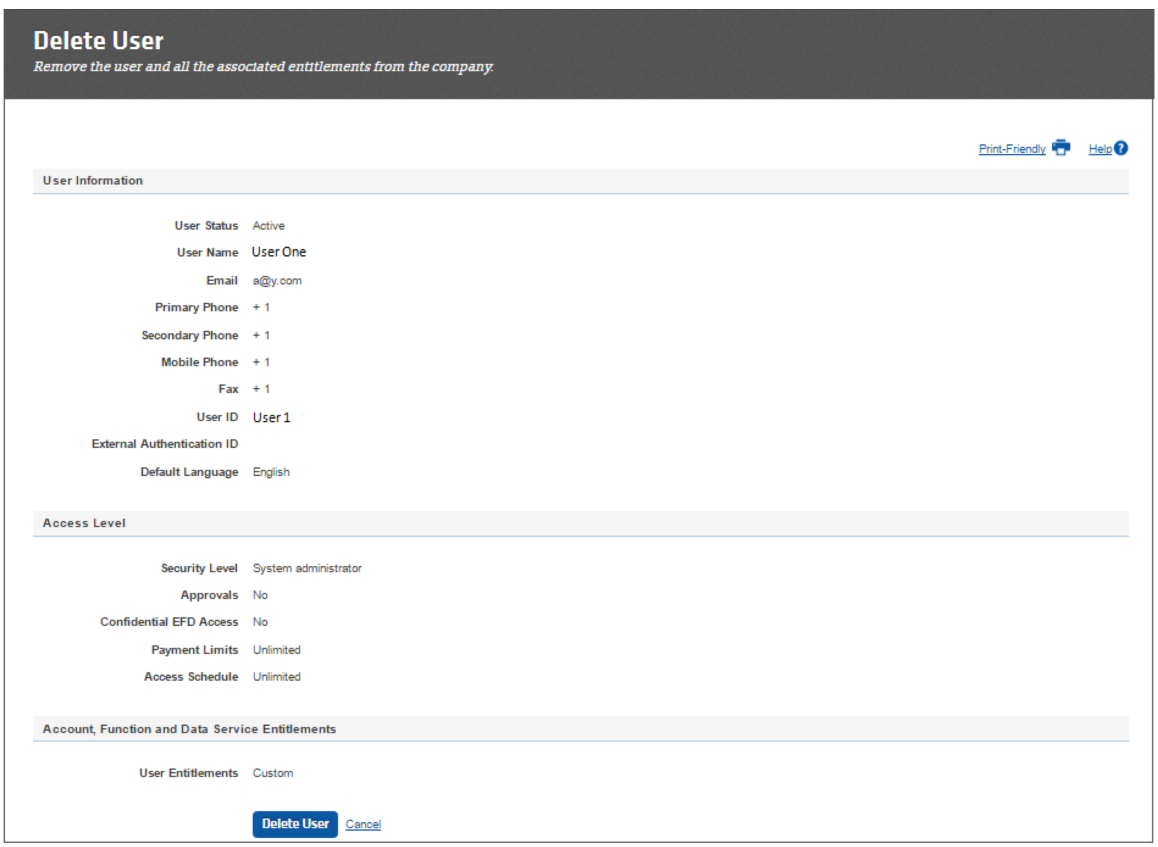
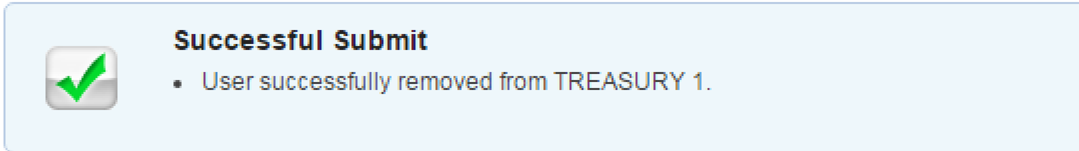


Figure 21 Delete User

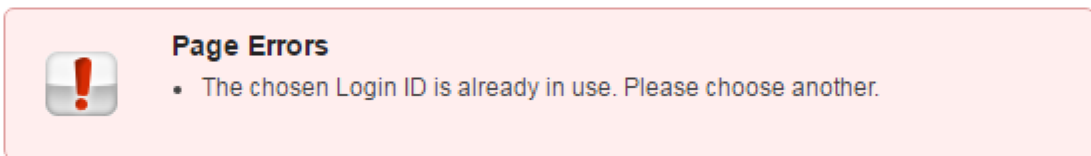
1. Click Delete User at the bottom of the page.

2. A confirmation message appears:



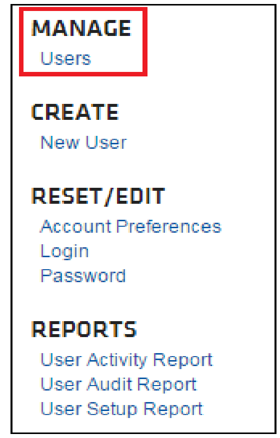
When you delete a user, you notice the following:

1. The user is no longer visible from a search on the Manage Users page.
2. The user is no longer visible from the list of users for the User Setup report.
3. You can run an User Audit Report for what's been done "BY" a deleted user: "No Data Available for this Report" is the result.
4. You can run an User Audit Report for what's been done "TO" a deleted user and the report shows "Users Deleted" (transactions are stored for 45 days).
5. If you try to create a new user and reuse a deleted user ID , you see this error:

   You cannot reuse this ID cannot because the transaction records are kept for the Audit/User reports. The IDs must be single-use and unique.
6. Enter your CSA user ID to view the deleted user ID and information in your User Activity report. "Company Administration: Remove User" is the activity listed for the delete function in the activity report.

3.8 Dual Control Administration



Webster sets up some organizations with Dual Control Administration. This requires two CSAs to approve any adds or changes relating to user level entitlements.

To approve a Pending user account:

1. Click Administration.
2. Click Manage Users.
3. You see the Manage Users page:
    a. An Approval Status of Pending Add Approval indicates that a new user needs approval before they can access the system.
    b. An Approval Status of Pending Modify Approval indicates that an existing user has modifications that need approval.

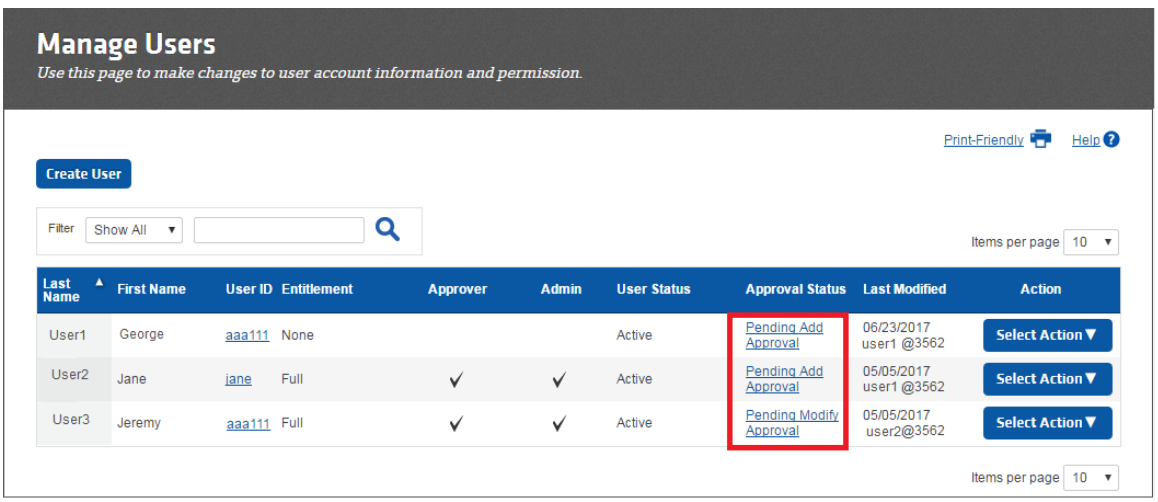


Figure 22 Dual Approval – Manage Users

4. Click the status link for the user that you want to approve, opening the Manage Users page displays for that user.
5. Click the Approval Status link.

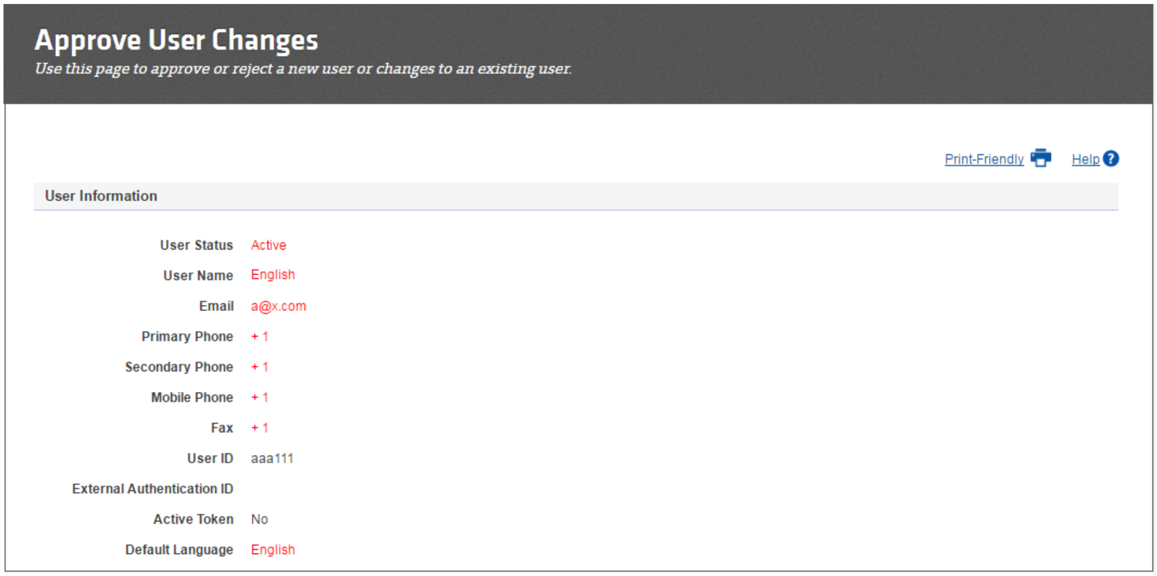


Figure 23 Dual Approval –Approve User Changes

6. You see the Approve User Changes page. Items marked in **red** indicate details that have been added or modified in the user record.

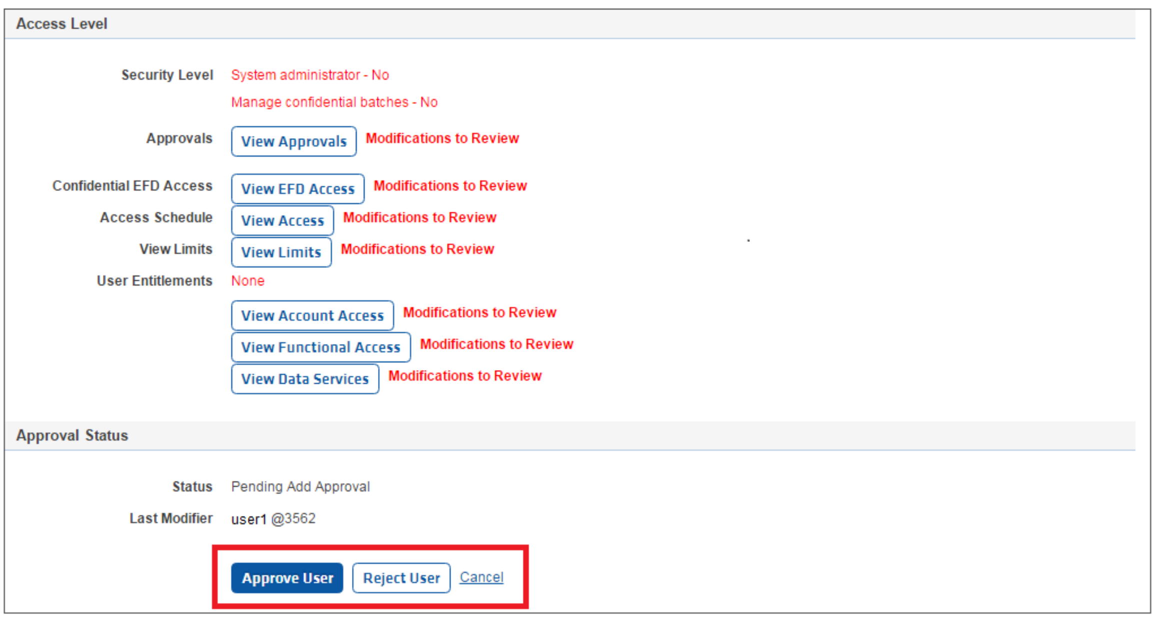


Figure 24 Dual Approval – Approve, Reject

7. Scroll down to continue.
8. If the first approver changed the user's approvals, limits, access schedule, or entitlements – the comment "Modifications to Review" appears beside the section.
9. Review the changes to the user.

10. Click Approve User to return to the Manage User page.

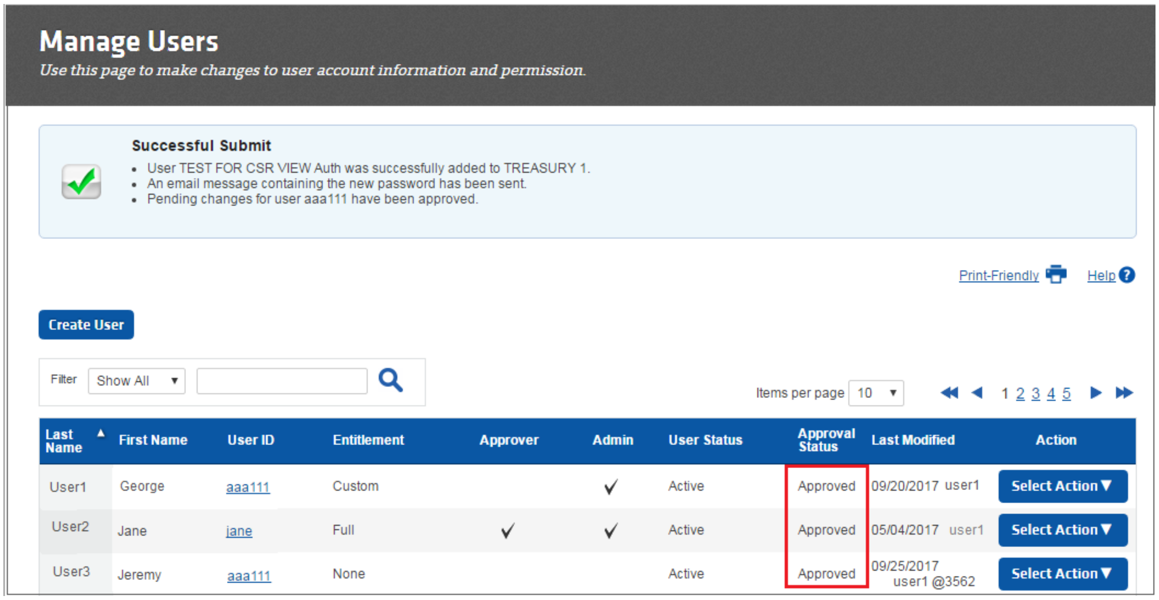
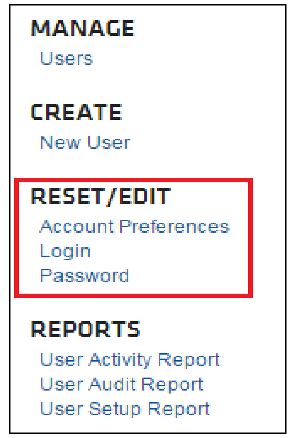


Figure 25 Dual Approval – Successful Submit

11. You receive a Successful Submit message. The Status of the user is Approved.

12. Repeat the same steps for any other users awaiting approval.

4 Reset/Edit



The Reset/Edit dropdown from the Administration offers a shortcut to three edit functions:

1. Account Preferences,
2. Login,
3. Password.

4.1 *Use Reset/Edit for Account Preferences*

1. From the Administration tab, in the Reset/Edit section, select Account Preferences.
2. On the Change Account Preferences page, edit the account information.
3. For details, see the section: Set User Entitlements for Accounts, Functions, and Data Services.
4. To save your account changes, click Submit Preferences.

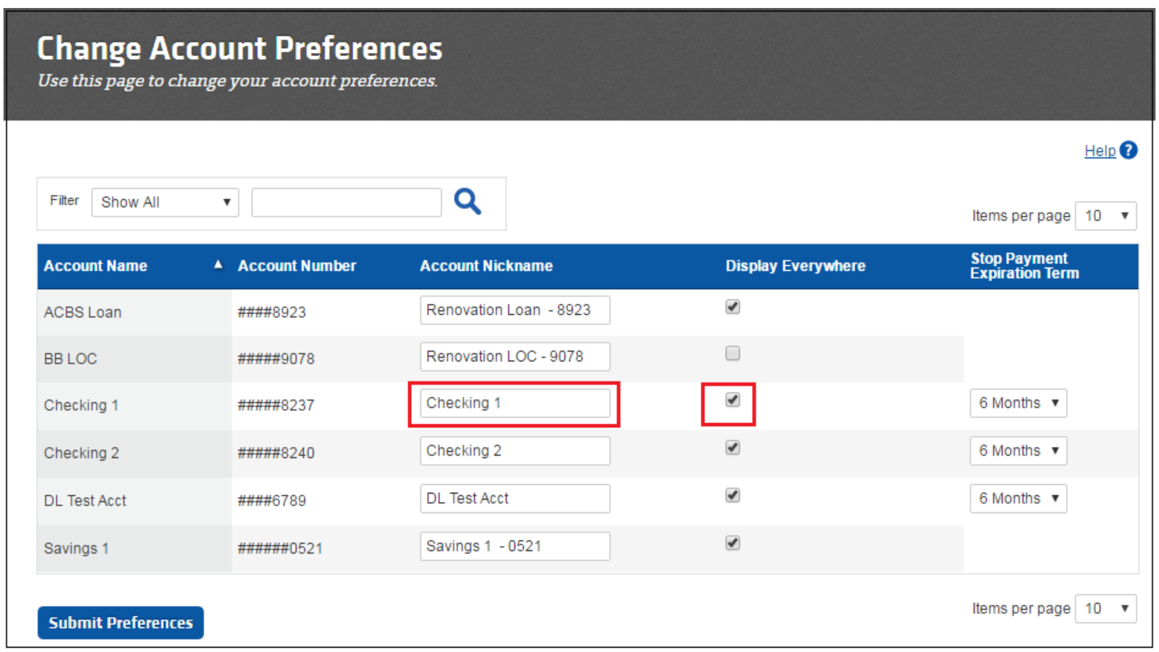


Figure 26 Change Account Preferences Page

On the Change Account Preferences page, you can:

1. Change an account nickname,
2. Hide/unhide an account.

Change an Account Nickname

An account nickname is a short name for the account displayed on Web-Link screens and reports. By default, Web-Link sets the nickname as the account's name. You can change the nickname to be more meaningful to people at your organization.

To change an account's nickname:

1. In the Accounts table, enter the nickname in the Account Nickname box for the account.
2. Click Submit Preferences.

Hide/Unhide an Account

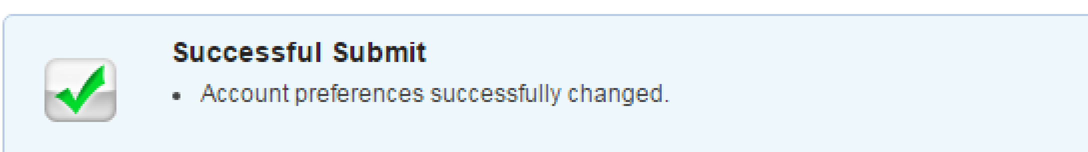
By default, a user can view all the accounts they are entitled to in the Account Access screen when the View Everywhere setting in Account Preferences is enabled. When the View Everywhere setting is disabled, unless the account has already been used as part of future or recurring payments or transfers, generally*, it will not display to users in functionality outside of the Administration role e.g.; it will not appear in Positive Pay, Current Day reporting or be selectable for payment or transfer origination. As an Administrator however, the best way to manage which accounts a user sees is to set the Account, Function and Data Service Entitlements as Custom, then only entitle them to the sub-set of Accounts you wish them to see and use.

To change the settings in Account Preferences, Check/Uncheck the checkbox then click Submit, you will see a successful Submit message.

* When a user's entitlements are set to Full in the Account, Function and Data Service Entitlements section, the account will appear in the account drop down list of the Events widget on the Web-Link dashboard.

To change the settings in Account Preferences:

1. In the Accounts table, check/uncheck the Display Everywhere checkbox.
2. Click Submit Preferences and you will see a Successful Submit message.



4.2 Use Reset/Edit for Reset Login

Use this screen to reset a user's account if the user is locked out of the application. It does not change the password; it only unlocks the user so they can enter in the (same) password. If the user also has forgotten their password, reset that as well.

To tell if a user is locked out of Web-Link, and you are not contacted directly by the user, there is no indicator on the Manage User's page. Run a User Activity report. For details, see the section: User Activity Report for Locked Out Users.

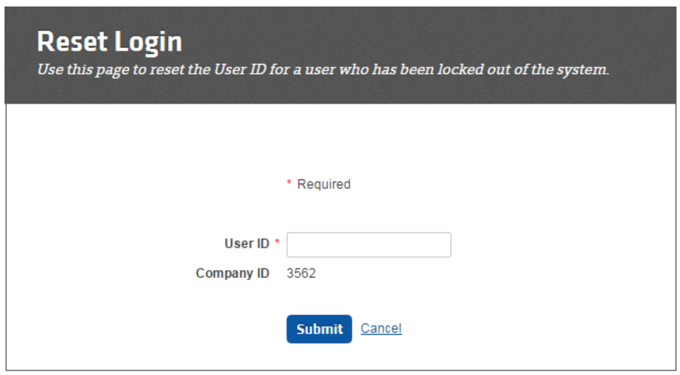
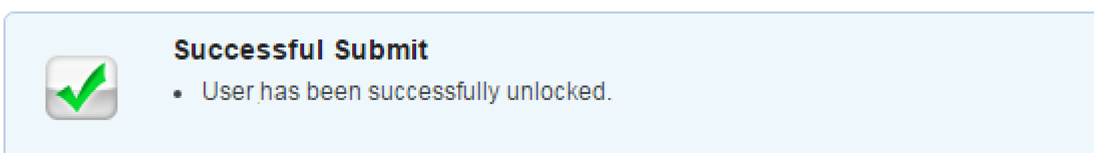


Figure 27 Reset Login Page

1. Select a User ID to be reset.
2. (The Company ID field is for display only).
3. Click Submit to unlock the User ID and return you to the Manage Users page.



4.3 Use Reset/Edit to Reset Password

To reset a user's account, if the user is locked out due to a forgotten or expired password, use this page to enter the User ID and click Submit:

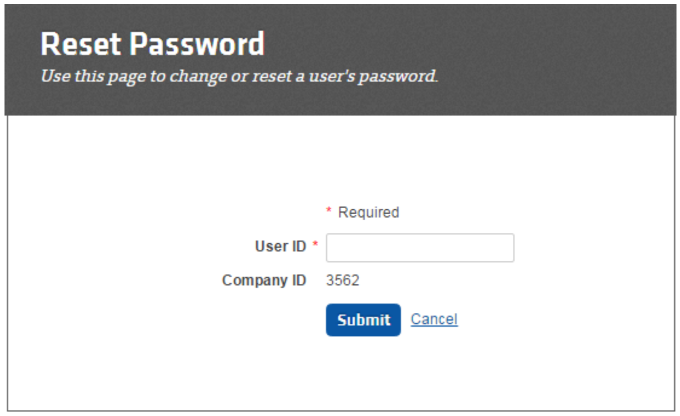
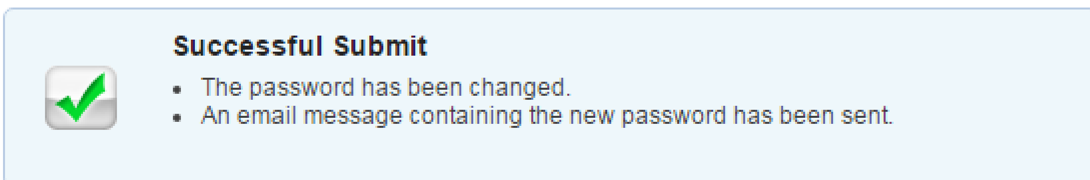


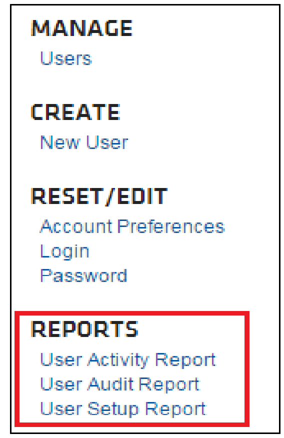
Figure 28 Reset Password Page

1. Enter a User ID to be reset.
2. The organization ID field is for display only.
3. Click Submit. You will receive a successful submit message.



4. Contact the user to provide them with their new user ID and temporary password. The temporary password is good for five calendar days.

5 Generate Administration Reports



To be able to view the following three reports, your browser must be set to allow JavaScript and pop-ups. User data is maintained for 45 days.

1. User Activity Report,
2. User Audit Report,
3. User Setup Report.

5.1 *User Activity Report*

The User Activity search in Web-Link generates activity summaries for a wide variety of user functions. For example, searching for "General User Session: Change Password" results in a list that displays a log for every time Web-Link has processed a user request to change a password.

Search results will contain only transactions that meet all the selected criteria.

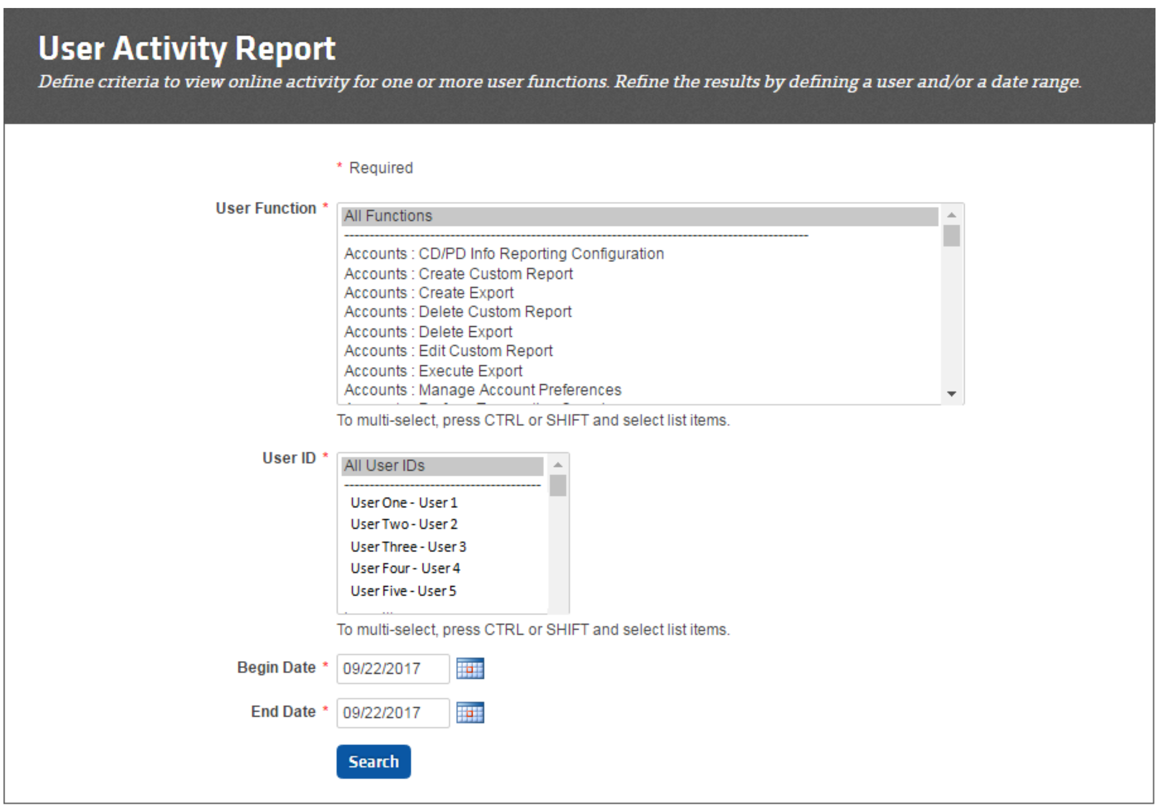


Figure 29 User Activity Report Page

User Function

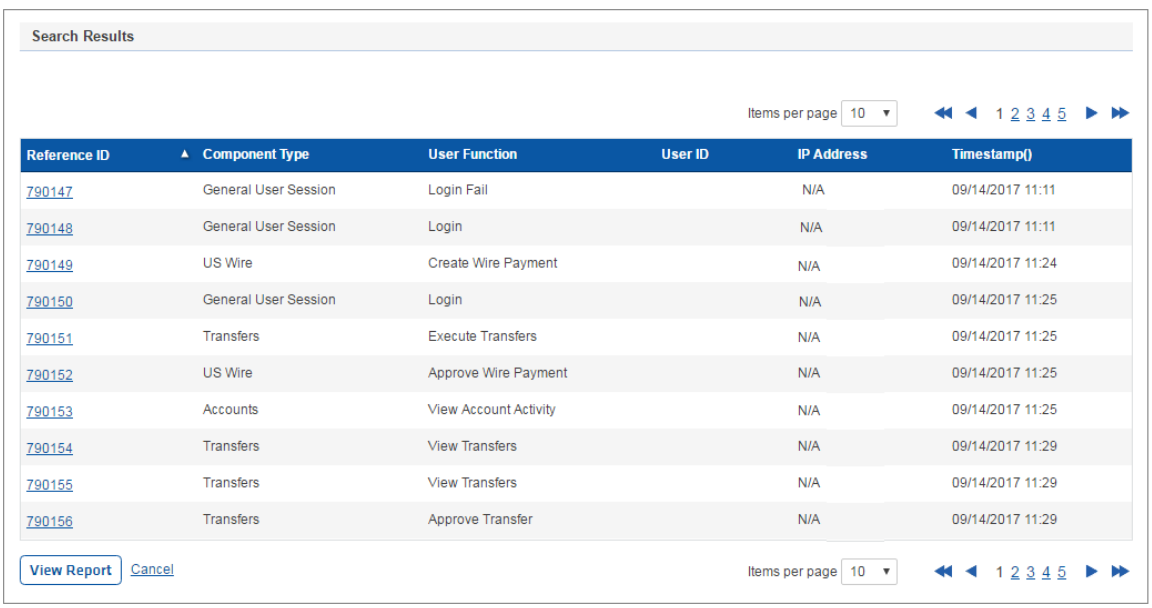
The functions included in this report are grouped according to the general type of user action, such as "General User Session" for activities related to logging on or off:

> **TIP:** When performing a search using the User Function criterion, select at least one function. Functions are grouped within general functional area or payment type. For example, Payments: Modify Payment and Transfers: Approve Transfer.

1. **User Function**: Select one, more, or all functions. Use the CTRL and SHIFT keys to select multiple functions.
2. **User ID:** Select one, more, or All User IDs. Use the CTRL and SHIFT keys to select multiple user IDs.
3. **Begin/End Date**: Type the date range for the search in dd/mm/yyyy format or select from the calendar.

The User Activity Search Results page displays the results of a defined search:

1. To view detailed audit information for any of the listed items, click the Reference ID link.
2. Click View Report to open the Search Results page:


Search Results

Items per page 10 1 2 3 4 5

Reference ID	Component Type	User Function	User ID	IP Address	Timestamp()
790147	General User Session	Login Fail		N/A	09/14/2017 11:11
790148	General User Session	Login		N/A	09/14/2017 11:11
790149	US Wire	Create Wire Payment		N/A	09/14/2017 11:24
790150	General User Session	Login		N/A	09/14/2017 11:25
790151	Transfers	Execute Transfers		N/A	09/14/2017 11:25
790152	US Wire	Approve Wire Payment		N/A	09/14/2017 11:25
790153	Accounts	View Account Activity		N/A	09/14/2017 11:25
790154	Transfers	View Transfers		N/A	09/14/2017 11:29
790155	Transfers	View Transfers		N/A	09/14/2017 11:29
790156	Transfers	Approve Transfer		N/A	09/14/2017 11:29

View Report Cancel Items per page 10 1 2 3 4 5

Figure 30 User Activity Search Results Page

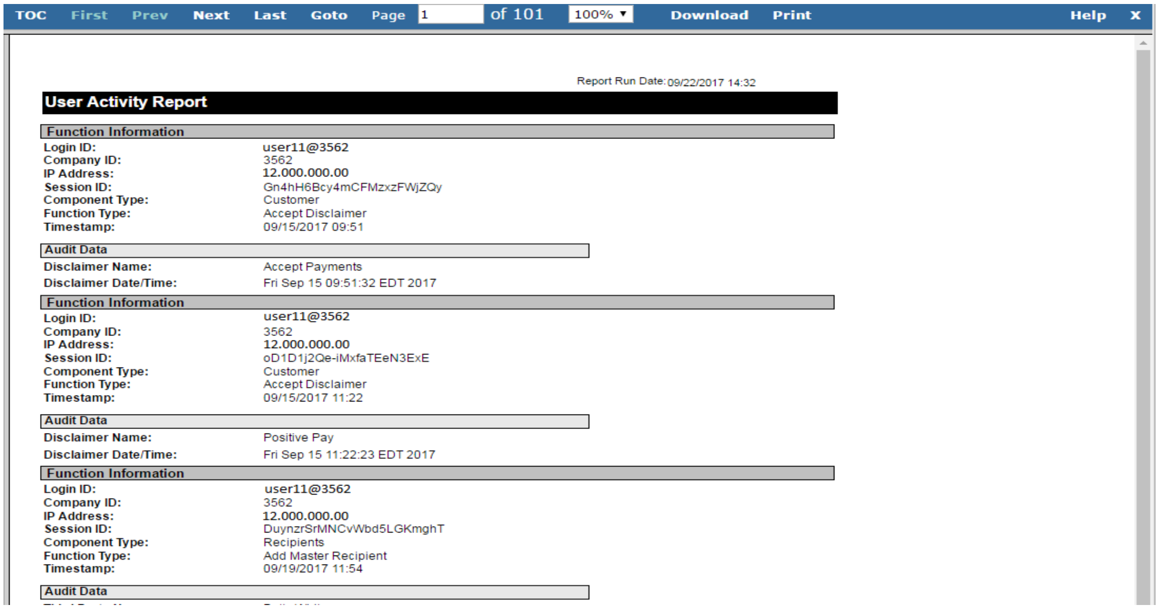


Figure 31 User Activity Search Results Report Page

5.1.1 User Activity Report for Locked Out Users

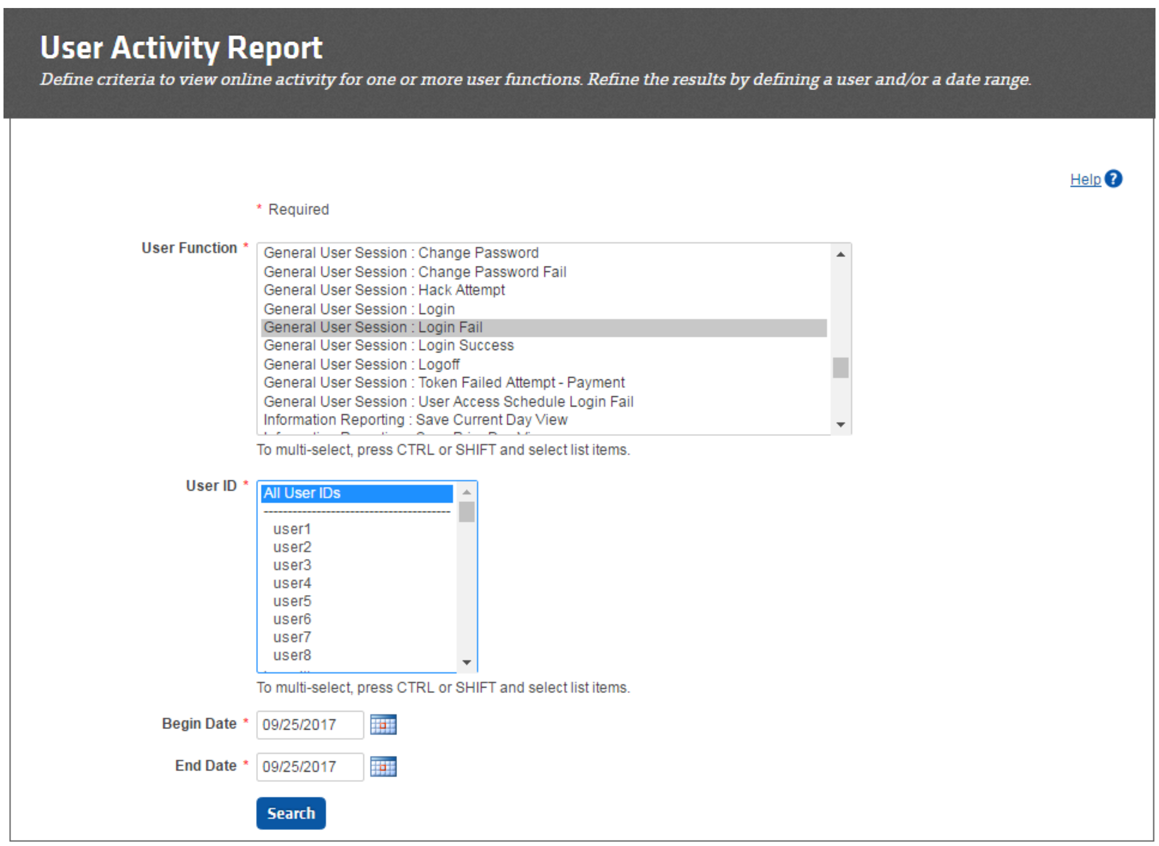
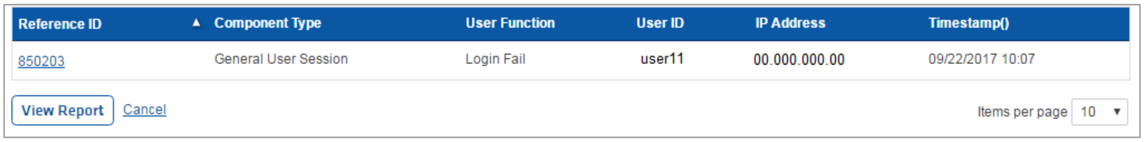


Figure 32 User Activity Search Results Report Page

1. Select General User Session – Login Fail for your User Function selection.
2. Select All User IDs.
3. Select a date range. You can run this report daily or weekly, for example.
4. You see the Search Results, listing all Login Failures, with the latest entry first.



Reference ID	Component Type	User Function	User ID	IP Address	Timestamp()
850203	General User Session	Login Fail	user11	00.000.000.00	09/22/2017 10:07

View Report Cancel Items per page 10

Figure 33 User Activity Search Results Report Page

5.2 *User Audit Report*

Generate a report of system-logged changes either "TO" a specific user or "BY" a specific user.

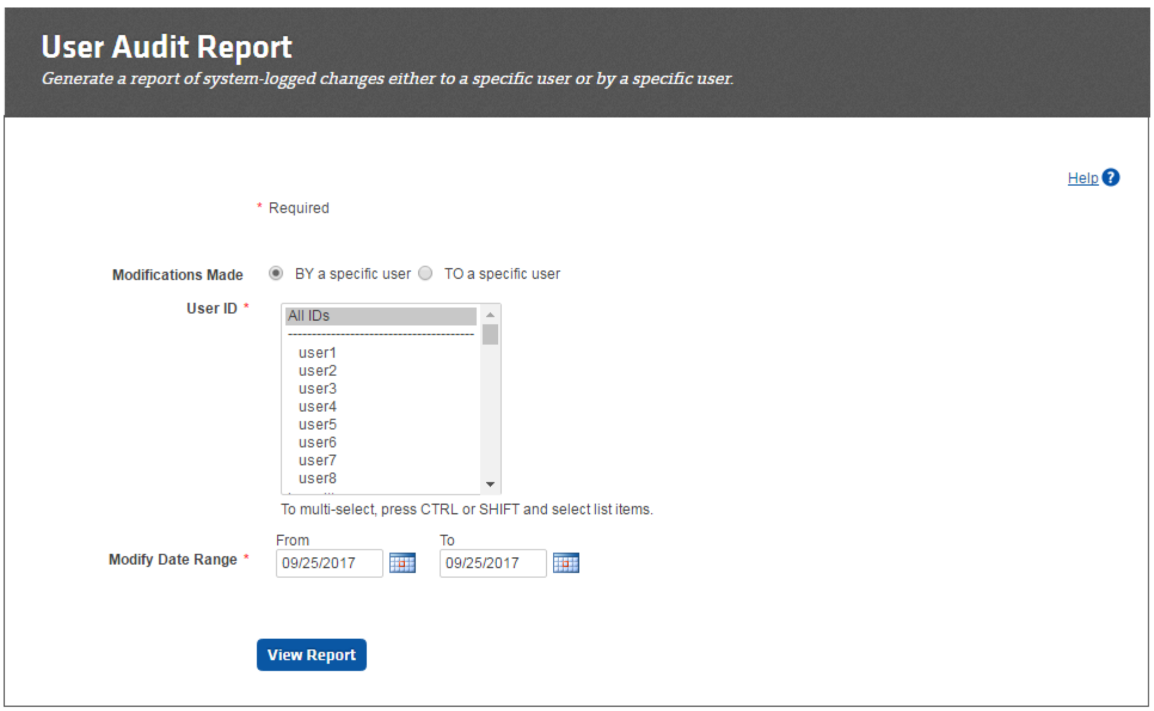


Figure 34 User Audit Report Page

1. This option focuses the report on modifications made for either:
   a. "BY" a specific user, or
   b. "TO" a specific user.
2. Enter a User ID of one or more users to include in the report. The selection box provides a list of all corporate user IDs and an option to run the report on all IDs. Use the CTRL and SHIFT keys to select multiple users.

3. Modify the Date Range. Type the date range for the search in dd/mm/yyyy format or select from the calendar.

4. Click View Report.

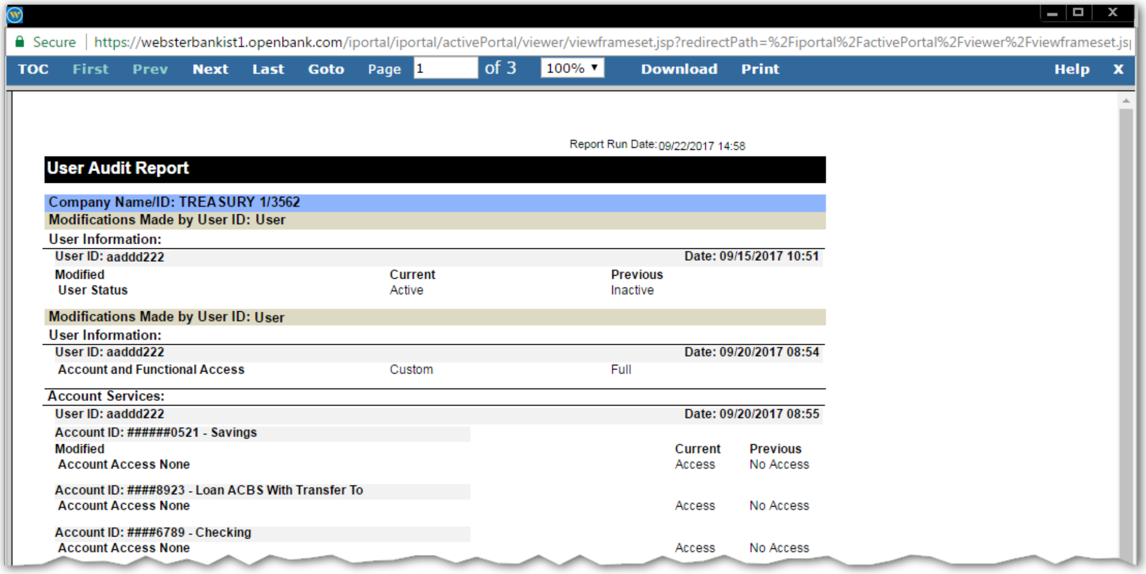


Figure 35 User Audit Search Results Page

5.3 User Setup Report

1. A Report Type determines the focus of the report. Displays a report by user or services:

    a. **By User** – Select one or more users to include in the report, or select All Users,

    b. **By Services** – Select one or more services to include in the report, or select All Services.

2. Click View Report to open the Setup Report page.

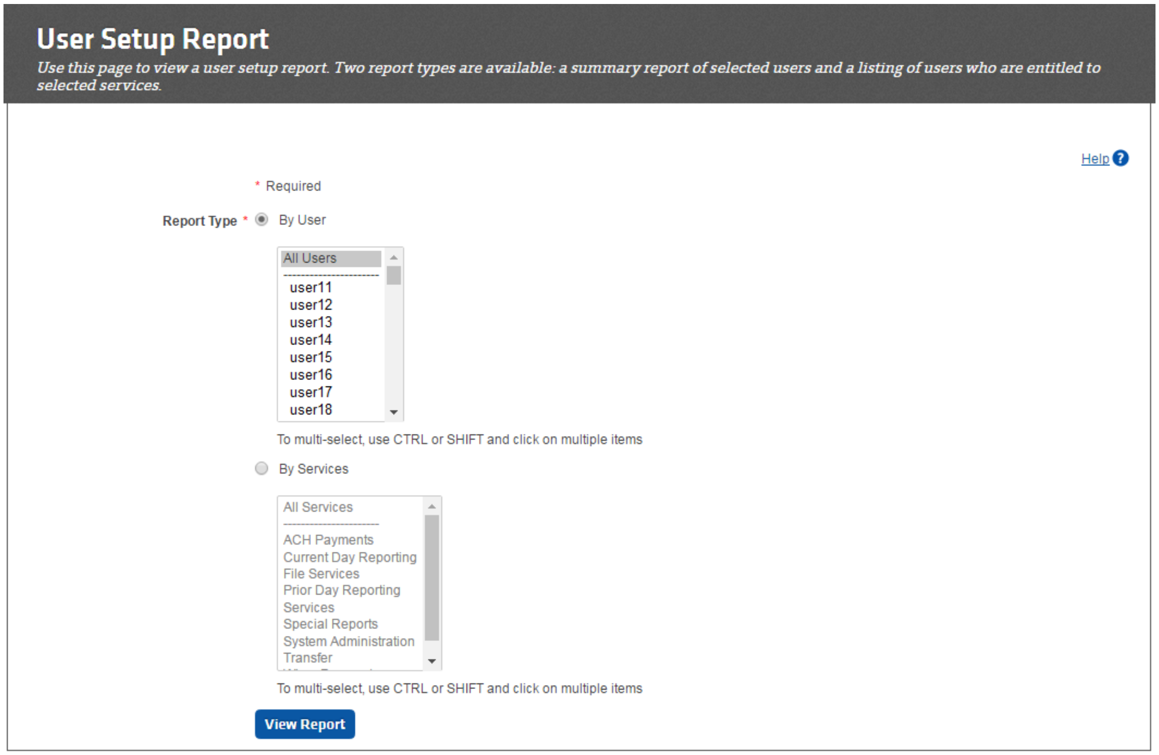


Figure 36 User Setup Report Page

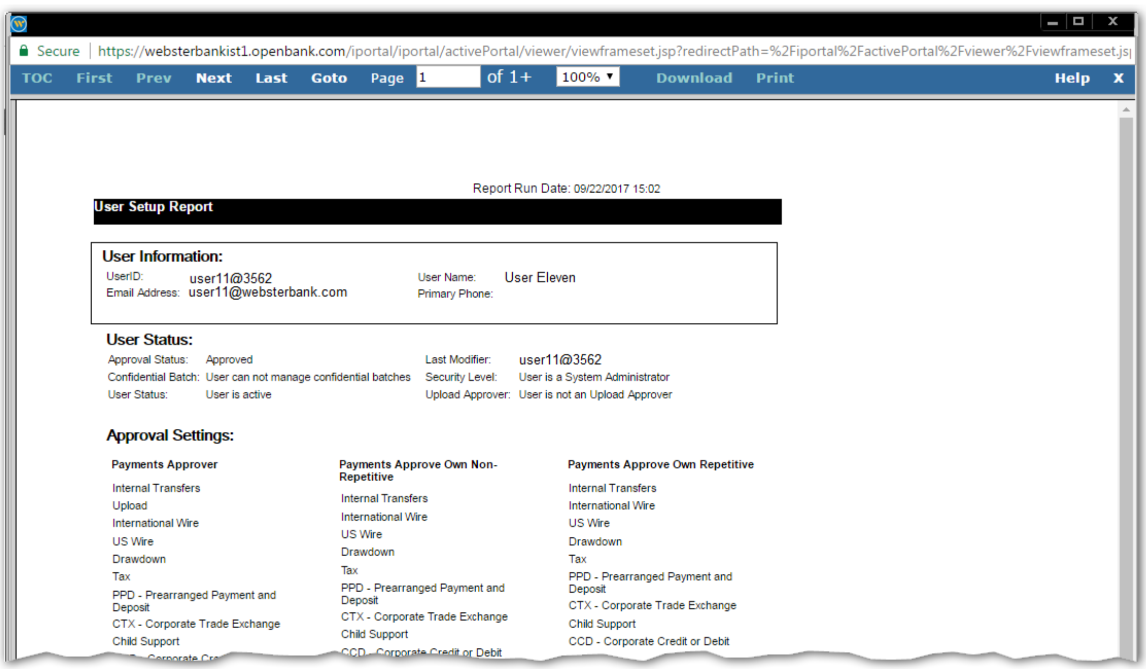


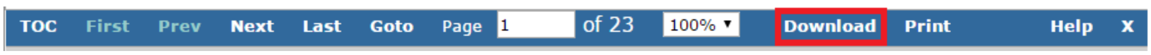
Figure 37 User Setup Results Page

5.4 Navigate Search Results Reports

There are a number of ways to navigate through a search results report:

- Page through the report sequentially, go to the first or last page, or go to a specific page.
- Use the report's table of contents (TOC) to traverse the content hierarchy.
- Use hyperlinks, if available in the report, to go from one part of the report to another in the same or a different report.
- Use links to other applications, if available in the report.
- Use the Search feature to find and go to specified report data.
- Download.
- Print.

5.5 Download a Report



1. From the Report Header, Select Download. You will see an Export Report To: page.
2. Select a file type, image quality, page dimensions, and a page range.
3. Click Save or View Report.

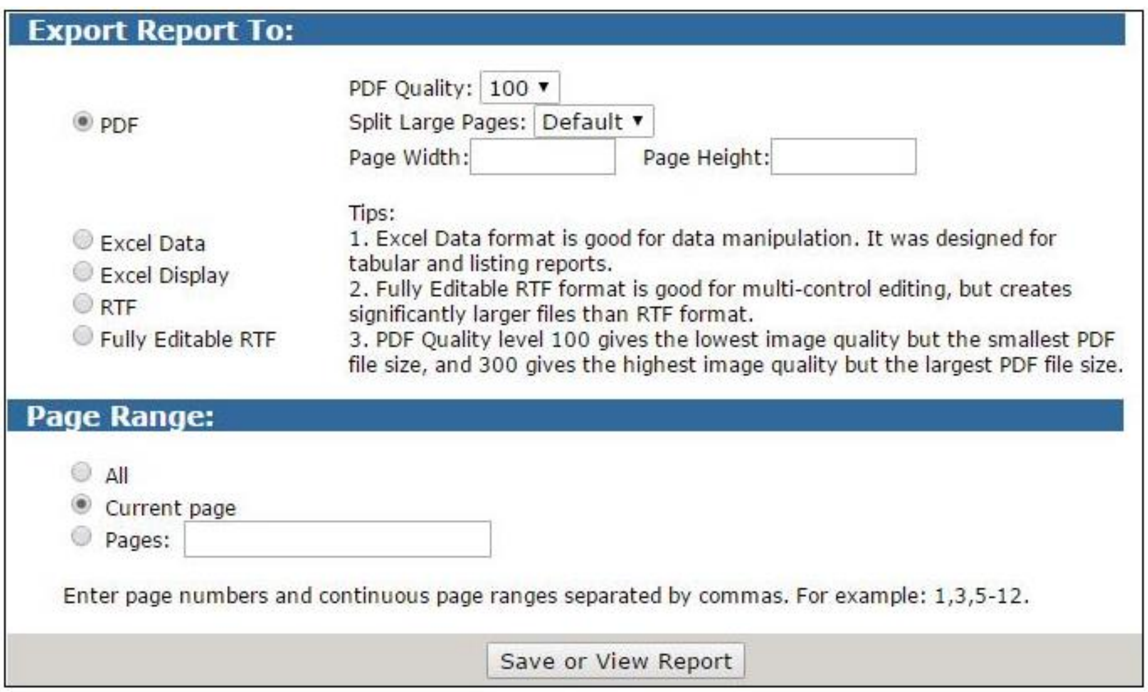


Figure 38 Report Download Page

6 Appendix A: Transaction Approval Privileges

Select each enrolled service for which the user should have approval privileges. Your organization may allow a sub-set of these Web-Link transactions.

Transaction Type	Enables a user to …
US ACH (Payments Approver)	
CCD - Corporate Credit or Debit (Payments Approver)	Approve this payment type
Child Support	Approve this payment type
CTX - Corporate Trade Exchange	Approve this payment type
PPD - Prearranged Payment & Deposit	Approve this transaction type
Reversals	Approve this payment type
US WIRE (Payments Approver)	
US Wire	Approve this payment type
International Wire	Approve this payment type
Drawdown	Approve this payment type
TRANSFERS (Payments Approver)	
Internal Transfers	Approve this payment type
CHECK AND OTHER SERVICES (Approver)	
Upload	Approve the Check Positive Pay Issue files that are uploaded to Web-Link
Stop Payments	Approve this transaction type
FRAUD CONTROL (Approver)	
ACH Authorization	Approve this transaction type
ACH Positive Pay	Approve exceptions relating to ACH Positive Pay
Issue Maintenance	Approve Check Positive Pay Issue instructions entered into Web-Link
Check Positive Pay	Approve exceptions relating to Check Positive Pay

7 Appendix B: Payment Limit Settings

Set a user's Transaction Limits, Approval Limits, and Daily Cumulative Limits for each of the transactions selected:

Limits Settings **Standard or Extended**

Limits Currency USD Default

Custom Limits	Defines the User's…
US ACH	
CCD – Corporate Credit or Debit	Limits associated with this payment type
Child Support	Limits associated with this payment type
CTX – Corporate Trade Exchange	Limits associated with this payment type
PPD – Prearranged Payment & Deposit	Limits associated with this payment type
Tax	Limits associated with this payment type
US WIRE	
US Wire	Limits associated with this payment type
International Wire	Limits associated with this payment type
Drawdown	Limits associated with this payment type
TRANSFERS	
Internal Transfers	Limits associated with this payment type
OTHERS	
Upload Approver	**Does not apply to Web-Link. Do not select.**

8 Appendix C: Account Access Options

Set a user's access options per account, for each of the transactions selected:

Access Options	Enables a user to ...
Information Reporting	
Account Activity	View this Account Activity in Accounts>Manage Accounts
Account Statement	View Statements related to this account in Accounts>Account & Research Tools
Analysis Statement	View Statements related to this account in Accounts>Account & Research Tools
Auto-Investment Statement	View Statements related to this account in Accounts>Account & Research Tools
Connecticut Lockbox Retail	View Lockbox items for this account in Accounts>Collection Reporting
Connecticut Lockbox Wholesale	View Lockbox items for this account in Accounts>Collection Reporting
Current Day Balances	View current day balances for this account in Accounts>Manage Accounts
Current Day Transactions	View current day transactions for this account in Accounts>Manage Accounts
Financial EDI (FEDI)Report	Access the FEDI report for this account in Accounts>Reports
Prior Day Balances	View prior day balances for this account in Accounts>Manage Accounts
Prior Day Transactions	View prior day transactions for this account in Accounts>Manage Accounts
Returned Items	Access the Returned Items report for this account in Accounts>Reports
Payments	
CCD – Corporate Credit or Debit	Originate CCD transactions from this account
Child Support	Originate Child Support payments from this account
CTX - Corporate Trade Exchange	Originate CTX transactions from this account
Drawdown	Initiate a Wire Drawdown request from this account
Internal Transfers	Transfer to and/or from this account

Access Options	Enables a user to …
International Wire Transfers	Originate an International Wire transfers (foreign exchange and US dollar) from this account
PPD – Prearranged Payment & Deposit	Originate PPD transactions from this account
Tax	Originate ACH Tax payments from this account
US Wire	Originate US dollar wire transfers from this account
ACH Company IDs	
(Will display the enrolled ACH Company ID for the organization and account)	Originate ACH transactions from this account, using this ACH Company ID
Check Services	
ACH Authorization Rule	Add ACH Authorization Rules in Fraud Control>Create for this account
ACH Positive Pay	Manage ACH Exceptions in Fraud Control>Manage for this account
Check Inquiries	Search and view check images in Check Services>Research Tools for this account
Deposit-Link	Access Deposit-Link for this account in Check Services>Links for this account
Image Search or Item Imaging	View check and related images throughout Web-Link for this account
Issue Maintenance	Enter check issue information in Fraud Control for this account
Check Positive Pay	Check Positive Pay for this account
Stop Payments	Enter Stop Payments for checks issued from this account
Loan Notes	
(The # will show different #s based on the organization)	If applicable, to view the corresponding Facility information for the enrolled Loan

9 Appendix D: Functional Access (Entitlement) Values

Your Web-Link system may contain a sub-set of these values.

Entitlement Group	Enables a user to …
Information Reporting	
Account Activity Data	Manage Account Activity in Accounts>Manage Accounts
Current Day Data	Manage Current Day in Accounts>Manage Accounts
Current Day – Refresh Accounts	Refresh data (balances and transactions) on the Treasury Dashboard (or Home) and Current Day
Transaction Search – View	Do a Transaction Search in Account>Account Research & Tools
Prior Day Data	View the Prior Day in Accounts>Manage Accounts
Statements	View Statements in Account>Account Research & Tools
Cash Position Worksheet	Manage Cash Position in Accounts>Manage Accounts
Prior Day Reports – View	View the prior day set of Account Reports in Accounts>Reports
Current Day Reports – View	
All Other Current Day Reports	View the current day set of Account Reports in Accounts>Reports, except for ACH NOR (Notification of Return) and NOC (Notification of Change)
ACH NOR (Notification of Return) and NOC (Notification of Change)	View the ACH NOR (Notification of Return) and NOC (Notification of Change) reports available in the list of Standard Accounts in Accounts>Reports
Transfers	
Internal Transfers	
Payments – View	View these items in the Transfer Center
Payments – Delete	Delete pending Transfers
Non-repetitive Payments – Create/Edit	Enter and edit non-repetitive versions of this payment type
Repetitive Payments – Create/Edit	Enter and edit repetitive versions of this payment type
Template – View	View Templates for this payment type
Template – Create/Edit	Enter and edit Templates for this payment type
Template – Delete	Delete Templates for this payment type
Connecticut Lockbox Retail	
Connecticut Lockbox Retail	Access this service in Accounts>Collection Reporting

Entitlement Group	Enables a user to …
Financial EDI Report	
Financial EDI Report	Access this service in Accounts>Reports
Returned Items	
Returned Items	Access this service in Accounts>Reports
Connecticut Lockbox Wholesale	
Connecticut Lockbox Wholesale	Access this service in Accounts>Collection Reporting
ACH Payments	
Reversals	
Create/Edit/View/Delete	Enter, view, modify, or delete a reversal for previous ACH transactions
Child Support	
Payments – View	View these items in the Payments Center
Payments – Delete	Delete these pending payment types
Non-repetitive Payments – Create/Edit	Enter and modify non-repetitive versions of this payment type
Repetitive Payments – Create/Edit	Enter and modify repetitive versions of this payment type
Template – View	View Templates for this payment type
Template – Create/Edit	Enter and edit Templates for this payment type
Template – Delete	Delete Templates for this payment type
CCD – Corporate Credit or Debit	
Credits	
Payments – View	View these items in the Payments Center
Payments – Delete	Delete these pending payment types
Non-repetitive Payments – Create/Edit	Enter and modify non-repetitive versions of this payment type
Repetitive Payments – Create/Edit	Enter and modify repetitive versions of this payment type
Template – View	View Templates for this payment type
Template – Create/Edit	Enter and edit Templates for this payment Enables a user type
Template – Delete	Delete Templates for this payment type

Entitlement Group	Enables a user to …
Debits	
Payments – View	View these items in the Payments Center
Payments – Delete	Delete these pending payment types
Non-repetitive Payments – Create/Edit	Enter and modify non-repetitive versions of this payment type
Repetitive Payments – Create/Edit	Enter and modify repetitive versions of this payment type
Template – View	View Templates for this payment type
Template – Create/Edit	Enter and edit Templates for this payment type
Template – Delete	Delete Templates for this payment type
CTX – Corporate Trade Exchange	
Payments – View	View these items in the Payments Center
Payments – Delete	Delete these pending payment types
Non-repetitive Payments – Create/Edit	Enter and modify non-repetitive versions of this payment type
Repetitive Payments – Create/Edit	Enter and modify repetitive versions of this payment type
Template – View	View Templates for this payment type
Template – Create/Edit	Enter and edit Templates for this payment type
Template – Delete	Delete Templates for this payment type
PPD – Prearranged Payment & Deposit	
Credits	
Payments – View	View these items in the Payments Center
Payments – Delete	Delete these pending payment types
Non-repetitive Payments – Create/Edit	Enter and modify non-repetitive versions of this payment type
Repetitive Payments – Create/Edit	Enter and modify repetitive versions of this payment type
Template – View	View Templates for this payment type
Template – Create/Edit	Enter and edit Templates for this payment type
Template – Delete	Delete Templates for this payment type

Entitlement Group	Enables a user to …
Debits	
Payments – View	View these items in the Payments Center
Payments – Delete	Delete these pending payment types
Non-repetitive Payments – Create/Edit	Enter and modify non-repetitive versions of this payment type
Repetitive Payments – Create/Edit	Enter and modify repetitive versions of this payment type
Template – View	View Templates for this payment type
Template – Create/Edit	Enter and edit Templates for this payment type
Template – Delete	Delete Templates for this payment type
Tax	
Payments – View	View these items in the Payments Center
Payments – Delete	Delete these pending payment types
Non-repetitive Payments – Create/Edit	Enter and modify non-repetitive versions of this payment type
Repetitive Payments – Create/Edit	Enter and modify repetitive versions of this payment type
Template – View	View Templates for this payment type
Template – Create/Edit	Enter and edit Templates for this payment type
Template – Delete	Delete Templates for this payment type
Payment Master Recipients	
US Payments – Create/Edit/View/Delete	Create payment Recipients for transactions using US ACH and Wire payment types e.g. CCD, CTX, US Wire
Wire Payments	
International Wire	
Payments – View	View these items in the Payments Center
Payments – Delete	Delete these pending payment types
Non-repetitive Payments – Create/Edit	Enter and modify non-repetitive versions of this payment type
Repetitive Payments – Create/Edit	Enter and modify repetitive versions of this payment type
Template – View	View Templates for this payment type
Template – Create/Edit	Enter and edit Templates for this payment type

Entitlement Group	Enables a user to …
Template – Delete	Delete Templates for this payment type
Drawdown	
Payments – View	View these items in the Payments Center
Payments – Delete	Delete these pending payment types
Non-repetitive Payments – Create/Edit	Enter and modify non-repetitive versions of this payment type
Repetitive Payments Create/Edit	Enter and modify repetitive versions of this payment type
Template – View	View Templates for this payment type
Template – Create/Edit	Enter and edit Templates for this payment type
Template – Delete	Delete Templates for this payment type
US Wire	
Payments – View	View these items in the Payments Center
Payments – Delete	Delete these pending payment types
Non-repetitive Payments – Create/Edit	Enter and modify non-repetitive versions of this payment type
Repetitive Payments – Create/Edit	Enter and modify repetitive versions of this payment type
Template – View	View Templates for this payment type
Template – Create/Edit	Enter and edit Templates for this payment type
Template – Delete	Delete Templates for this payment type
Fraud Control	
ACH Authorization	
ACH Authorization – Create/Edit	Enter and edit Authorizations related to ACH Positive Pay in Fraud Control>Manage>ACH Authorizations
ACH Authorization – View	View ACH Authorizations in Fraud Control>Manage>ACH Authorizations
ACH Authorization – Delete	Delete an ACH Authorization in Fraud Control>Manage>ACH Authorizations
ACH Positive Pay	
ACH Positive Pay – Pay/Return	Deicide on exception items relating to ACH Positive Pay in Fraud Control>Manage>Positive Pay
ACH Positive Pay – View	View exception items relating to ACH Positive Pay in Fraud Control>Manage>Positive Pay

Entitlement Group	Enables a user to …
Positive Pay	
Check Positive Pay – Pay/Return	Decide on exception items relating to Check Positive Pay in Fraud Control>Manage>Positive Pay
Check Positive Pay – View	View exception items relating to Check Positive Pay in Fraud Control>Manage>Positive Pay
Issue Maintenance	
Manual Issue – Create/Edit	Manually enter check issue information in Fraud Control>Create>Single (or Multiple) Issues
Manual Issue – View	View manually entered check issue information in Fraud Control>Manage>Issue Maintenance
Manual Issue – Delete	Delete manually entered check issue information in Fraud Control>Manage>Issue Maintenance
Manual Void – Create/Edit	Void check issue information in Fraud Control>Manage>Issue Maintenance
Manual Void – View	View voided check issue information in Fraud Control>Manage>Issue Maintenance
Manual Void – Delete	Delete voided check issue information in Fraud Control>Manage>Issue Maintenance
Security	
Secure Message Attachments	Attach a file to a message sent to Web-Link's Secure Inbox
Check Services	
Check	
Check Inquiry – View	View check inquiry searches in Check Services>Research Tools>Check Inquiry
Stop Payments	
Create/Edit (includes Cancel/Stop)	Enter and edit a check stop payment in Check Services>Create>Single (or Multiple) Stop
View (includes Cancel/Stop)	View a stop payment in Services>Manage>Stop Payments
Delete (includes Cancel/Stop)	Delete a stop payment in Services>Manage>Stop Payments
File Services	
Upload	
Without Workflow – View	View the Check Positive Pay Issue files that have been uploaded in File Services>Standard File Uploads>Manage File Uploads

Entitlement Group	Enables a user to …
Without Workflow – Administer	Approve or reject transactions that have been uploaded in Files Services>Standard File Uploads>Manage File Uploads
Without Workflow – Upload	Upload a Check Positive Pay check issue file in File Services>Standard File Upload>Create File Upload
Automated Report Delivery	
Email – Create/Edit	Create and edit a Report Delivery in Tools>Create Report Delivery
Email – View	View a scheduled Report Delivery in Tools>Create Report Delivery
Email – Delete	Delete a scheduled Report Delivery in Tools>Create Report Delivery
Automated File Delivery	
Email – Create/Edit	Create and edit a File Delivery in Tools>Create Report Delivery
Email – View	View a scheduled File Delivery in Tools>Create Report Delivery
Email – Delete	Delete a scheduled File Delivery in Tools>Create Report Delivery
Payment Services	
Exports	
Payment – Manage Profiles	Manage Export Profiles in Payments>Payment Tools>Export Profiles
Payment – Execute	Export payment information in Payments>Payment Tools>Export Profiles
Template – Manage Profiles	Manage Export Profiles in Payments>Payment Tools>Export Profiles
Template – Execute	Export Template information in Payments>Payment Tools>Export Profiles
Recipient – Manage Profiles	Manage Export Recipient Profiles in Payments>Manage>Master Recipient List
Recipient – Execute	Export Recipient information in Payments>Manage>Master Recipient List
Imports	
Payment – Manage Profiles	Manage Import Profiles in Payments>Payment Tools>Import Profiles
Payment – Execute	Import Non-Repetitive Payments in Payments>Payment Tools>Import Profiles

Entitlement Group	Enables a user to …
Template – Manage Profiles	Manage Import Template Profiles in Payments>Payment Tools>Import Profiles
Template – Execute	Import Templates in Payments>Payment Tools>Import Profiles
Recipient – Manage Profiles	Manage Recipient Profiles in Payments>Payment Tools>Import Profiles
Recipient – Execute	Import Recipients in Payments>Payment Tools>Import Profiles
Template Groups	
Template Groups – Create/Edit/View/Delete	All functions relating to Template Groups in Payments>Manage>Template Groups
Payment Reports	
Payment Reports	Grants user access to all Payment Reports
Transfer Reports	
Transfer Reports	Grants user access to all Transfer Reports
Deposit-Link	
Deposit-Link	Enables user access to Deposit-Link in Check Services>Links