

Managing online users is a requirement for designated administrators during the onboarding process. This guide will review how to create and manage user access. Each user will belong to a User Role. User Roles contain all the rights for the user and can be assigned to more than one user. Typically, they are named “Receivables” “Payables” “View Only” or “Administrator”. However you can decide the name of the roles that best suits your business.

User Roles: A user role defines the accounts, transaction types and features that are available for users assigned to the role. A user role must be created before adding a user in User Management. Each required step is listed below.

To create a User Role

1. In the navigation menu, select **Treasury Management > User Roles**
2. Select **Create Role**.
3. Enter a **Role Name**.
 - a) (Optional) Enter a Description.
4. Select Save.

To create a User Role based on an existing or default role

1. Select the copy icon to copy the role and enter a new name and description.
2. Enter a Role Name.
3. (Optional) Enter a Description.
4. Select Save.

Transactions within User Roles- Same for ACH, Wires, Funds Transfer, Stop Payments (If applicable)

1. Allowed Actions
 - a) Change the following settings for an Allowed Action:
 - Amount
 - Approvals
 - Subsidiaries
 - Accounts
 - Draft Hours
 - Location
 - IP Addresses
 - SEC Codes
2. View Rights
 - a) Control whether the User can view online activity, and whose activity they can see:
 - All—All transactions for the company
 - Role—Transactions of everyone with the same role
 - Account—Transactions to or from entitled accounts
 - Own—The user's own transactions
 - None—No transactions

3. Approval Limits
 - a) Set limits on the maximum transaction amounts by editing the following details:
 - Per transaction
 - Per account per day
 - Per day
 - Per month
 - b) Set limits on the maximum number of transactions (also known as maximum count) by editing the following details:
 - Per account per day
 - Per day
 - Per month

Accounts within User Roles

1. Select the **Accounts** tab to see a list of accounts.
2. Edit one or more of the following access rights:
 - a) **View**—View balances and history for the account on the Home page, on the Account Details page, and in reports.
 - b) **Deposit**—Deposit funds into the account. This is applicable to the **ACH Collections** Transaction Type.
 - c) **Withdraw**—Withdraw funds from the account. This is applicable to the **ACH Payments, Payroll, Domestic Wire, and International Wire** Transaction Types.
3. Select **Save**.

Features within User Roles- The **Features** tab on the User Role page lists the features assigned to a specific role. Depending on the transactions, rights, and needs of a user features will vary.

1. Rights Section:
 - a) **Access Incoming/Outgoing Wire Alerts**- Set up incoming domestic and international wire alerts within Corporate Banking (working with vendor to update this function)
 - b) **Access to all payment templates**- Grants access to all Customer templates for the enabled transaction types
 - c) **Allow one-time recipients**- Allows one-time recipients in a one-time payment flow that is not saved
 - d) **Can view all recipients**- View all existing recipients
 - e) **Manage recipients**- allows access to the Treasury Management tab
 - f) **Manage Users**- Add and delete users.
 - g) **Recipient upload from batch**- upload recipients from ACH files
 - h) **View Wire Activity**- View all wire activity (working with vendor to update this function)
 - i) **Enable Centrix Positive Pay**- Enables the connection for Positive Pay (TM Support has to enable to single sign on portion)
2. Transactions:
 - a) **All ACH Company Entry**- This description will show in online banking and bank statements
3. Generated Transaction:
 - a) **Commercial Payments**- Standard feature for users with access to ACH/ Wire access

- b) **Enable Multi-Wire-** For Domestic Wire use only.
4. ACH:
 - a) **Enable Same Day ACH Credits**
 - b) **Enable Same Day ACH Payroll**
 - c) **Enable Same Day ACH Debits**
5. Corporate
 - a) **Information Reporting-** View and create company or user reports
 - b) **Manage User Roles-** Create, edit, and delete User Roles (Manage Users needs to be turned on)
 - c) **Manage Company Policy-** Ability to control transaction limits for users. Can lower the Maximum Amount a user has access to. Limits cannot exceed limits set by City Bank
6. Mobile:
 - a) **Multi deposit Mobile Capture-** Use mobile banking to deposit multiple checks
7. Customer Features: please verify if applicable for your business with Treasury Client Support

User Management: A user who has the Manage Users feature assigned can create and manage other user on the User Management tab.

To add a user

1. In the navigation menu, select **Treasury Management > User Management**.
2. Select **Add User**. The New User Details page appears.
3. Do the following:
 - a) In the **First Name** and **Last Name** fields, enter names.
 - b) In the **E-Mail Address** field, enter a valid email address.
 - c) In the **Phone Country** drop-down list, select the country.
 - d) In the **Phone** field, enter a valid phone number.
 - e) In the **Login ID** field, enter a login name.
 - Recommendation: include a special character and number for security
 - Must be between 5 and 50 characters
 - f) In the **User Role** drop-down list, select a role.
 - g) In the **Password** field, enter a default password, and re-enter it in the **Confirm Password** field.
 - Password: Must be between 8 and 24 characters; Must contain a minimum of 1 upper case characters; Must contain a minimum of 1 special characters; May not contain the following characters &<>.
 - h) Select **Save New User Details**.
4. Select **Close**.
5. Provide login information to user.

To delete a user

1. In the navigation menu, select **Treasury Management > User Management**.
2. Locate the user that you want to delete. You can browse or search for the user. Select the edit user icon
3. Select **Delete**.
4. Select **Yes** to verify the deletion.
5. Select **Close**.

Edit existing user

1. In the navigation menu, select **Treasury Management > User Management**.
2. You can browse or search for the user. Select the edit user icon
3. **Status:** Can activate or deactivate a user. If a user is deactivated, they may be enabled again in the future.
4. **Personal Details:** Cannot be edited on this screen- contact Treasury Client Support
5. **User Logins:** Verify a Login Name, verify user's status, and view last logon date (if applicable)