Positive Pay User Management

City Bank

You can manage your Positive Pay users on the Positive Pay main page. You can determine account access, check and/ or ACH exception capabilities, notifications, and much more.

To access positive pay user management

1. In the navigation menu, select **Treasury Management** > **Positive Pay**> **Launch Advanced Options**
2. In the Positive Pay navigation menu, select **Client/ Account Maintenance** > **User Setup – Client Users**
3. Select **Add new** to create a new user, **Copy** to mirror rights/ access- only requires Contact Information to be completed, or **Edit** to make changes to an existing user.

Contact Information Tab

- **First Name / Middle Initial / Last Name**—the name of the user.
- **Email Address**—the email address used to send system-generated email messages to this user. The user receives email messages based upon the email selections on the **System Messages** tab.
- **Exclude From Email**—Prevents messages regarding exceptions. **Not recommended**
- **Primary Phone Number**—the primary phone number.
- **Secondary Phone Number**—the secondary phone number for the user.
- **Mobile Phone Number**—the mobile phone number for the user. The mobile number is used if the client has selected to receive text alerts.
- **Do Not Send Text Messages**—when selected, the user does not receive any text messages.
- **Limit Text Start & Stop Times**—if set to **Yes**, the times text messages are sent will be limited to between the start and stop times. If set to **No**, text messages will be sent whenever one is generated.
- **Text Messages Start Time**—the time of day that the system starts sending text messages.
- **Text Messages End Time**—the time of day that the system stops sending text messages.
    - **Note:** If both the start and end times are set for the same time, the system sends text messages whenever one is generated.
- **Archive User**—when selected, the user is no longer active and is not allowed to log in to the system.

Security Settings Tab

- **User Name** – the login name needs to match the login name for online banking
- **SSO Only**: Always select "Yes"
- **Account Name**: Identifies accounts with a nickname or description. Click on the Account Name to add to Assigned (grants access) or click on the Account Name to remove access.
- **Assign all new accounts to this user** – if selected, this user is automatically granted access to any new accounts added

Transaction Data user Rights Section (Within Security Settings)

- **Allow user to add/edit transactions**—if selected, the user can add and edit transactions such as voiding items and adding issued checks.
- **Allow user to delete transactions**—if selected, the user can delete transactions from the system. Transactions can be deleted by clicking on the delete button while viewing transaction details.
- **Allow user to download issued check files**—if selected, the user can download issued check files from the Issued Check Processing Log page.
- **Check Exception Type**—specifies user permissions for check exceptions. The following options are available:
    - Cannot view exceptions or make decisions
    - Can view exceptions
    - Can view exceptions and make decisions
- **ACH Exception Type**—specifies user permissions for ACH exceptions. The following options are available:
    - Cannot view exceptions or make decisions
    - Can view exceptions
    - Can view exceptions and make decisions

Setup User Rights (Within Security Settings)

- **Allow user to add ACH Authorization Rules in Quick Exception Processing**—if selected, the user can add an ACH authorization rule in the quick exception processing page when there is an ACH authorization exception.
- **Allow user to add/edit Security Templates**—if selected, the user can add and modify security templates. (For administrators/ those with user management access)

Menu Settings Tab

- **User Security Template**—specifies the security template associated with the user.
- Users with the **Allow user to add/edit Security Templates** option enabled in the **Security Settings** tab can define a new template based on the default client template by selecting **Create new template** from the list.
- **Template Name**—specifies the new template name.
    - This option is only available when creating a new template.
- **Menu options this user can access**—displays the menu options available to the user based on the currently assigned **User Security Template**. When you select **Create new template**, you can remove menu options from the default template to create a new template:
    - Exception Processing - Exception Processing
        - *Allows user to view outstanding exceptions*
    - Transaction Processing - Submit Issued Check File
        - *Recommended for Check Positive Pay*
    - Transaction Processing - Add New Issued Check
        - *Recommended for Check Positive Pay*
    - Transaction Processing - Void a Check
        - *Recommended for Check Positive Pay*

- Transaction Processing - Check Search
  - *Recommended for Check Positive Pay*
- Transaction Processing - ACH Search
  - *Recommended for ACH Positive Pay*
- Transaction Reports - Daily Checks Issued Summary
  - *Recommended for Check Positive Pay*
- Transaction Reports - Payee Match Report
  - *Recommended for Check Positive Pay*
- Client/Account Maintenance - File Mapping
  - *Standard for administrators/ managing users*
- Client/Account Maintenance - User Setup - Client Users
  - *Standard for administrators/ managing users*
- Audit Reports - Transaction Audit Log
  - *Standard for administrators/ managing users*
- System Reports - Security Templates
  - *Standard for administrators/ managing users*
- System Reports - Issued Check Processing Log
  - *Recommended for Check Positive Pay*

System Messages Tab

Select the email and text notification types that this user is to receive. Use the User Notification Template list to select All, All Email, All Text, or None.

- Highlighted messages **highly encouraged for all users**

Message	Email	Text
CLIENT - No exceptions	☐	☐
CLIENT - Exception notification	☐	☐
CLIENT - Reminder to process exceptions	☐	☐
CLIENT - Filtered / blocked transaction notification	☐	☐
CLIENT - Unauthorized ACH transaction notification	☐	☐
CLIENT - Issued file processing status	☐	☐
CLIENT - New ACH authorization rule added	☐	☐
CLIENT - New transaction filter / block added	☐	☐

ALLOW UP TO 24 HOURS FOR SINGLE SIGN ON LINK TO BE ENABLED. FOR IMMEDIATE ACCESS, EMAIL TREASURY CLIENT SUPPORT AT TMSUPPORT@CITY.BANK