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Corporate Online – User Entitlements

The company administrator has the responsibility to manage how other users in your organization access the system. For example, the company administrator will add new users, block access to users who have left the organization and help users who cannot log in.

Company administrators have the following responsibilities:

- Add New Users
- Manage User Access
- Edit User Permissions
- View Existing User Permissions
- Clear Users who are Locked Out
- Approve New or Edited Users
- Change User Passwords

Corporate Online – User Entitlements

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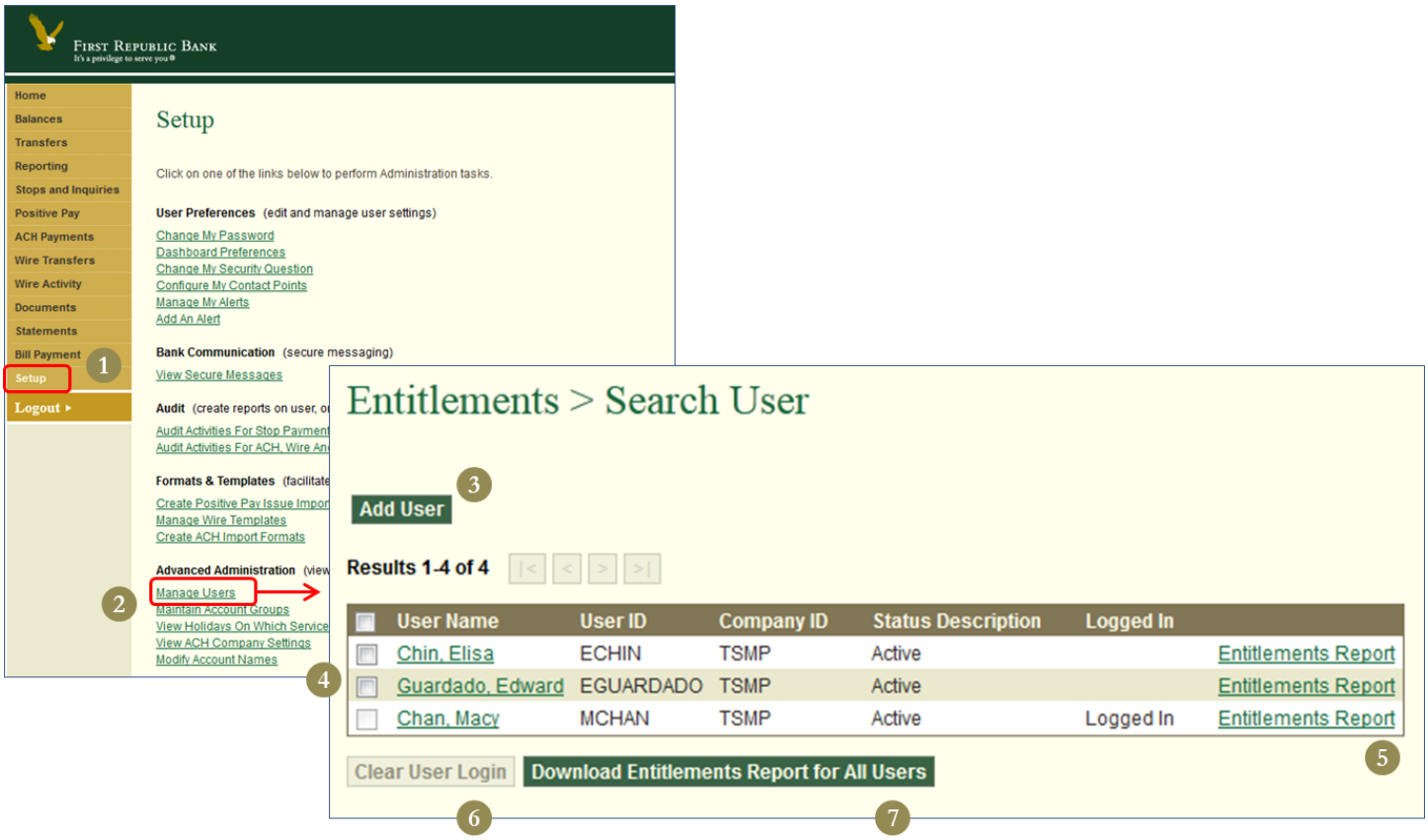
Corporate Online – User Entitlements

Accessing Users

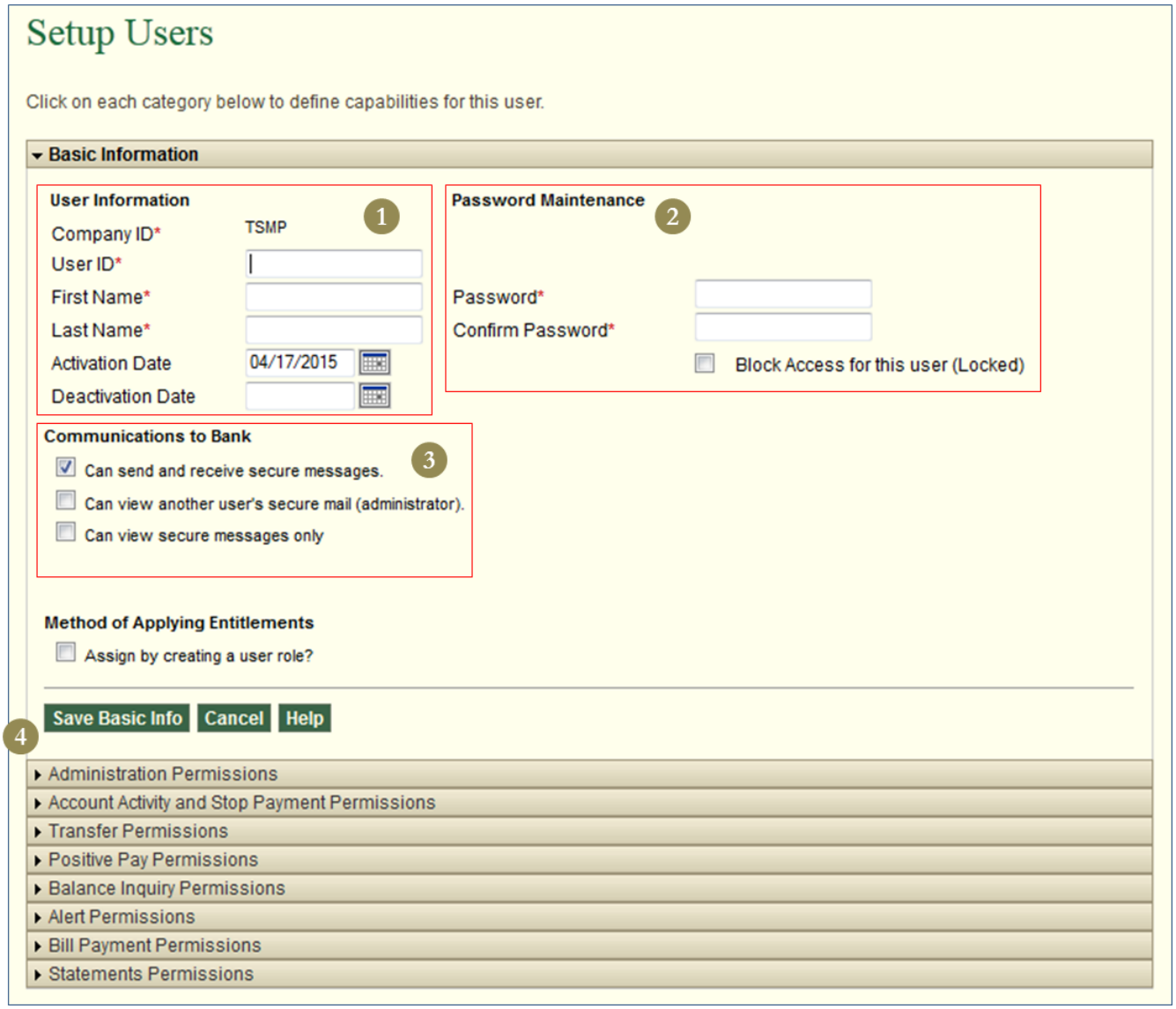


1. Click **Setup** from the navigation bar on the left.
2. Click **Manage Users** under the Advanced Administration section.
3. Click **Add User**.
4. Click on the user name to update that user's permissions.
5. Click **Entitlements Report** located to the right of the user to review their online access in a .csv format.*
6. Click **Clear User Login** after selecting the user to clear the user's session.
7. Click **Download Entitlements Report for All Users** to review online access for all users in a .csv format.*

*Once the entitlements report is generated, it will be available to download on the Dashboard.

Corporate Online – User Entitlements

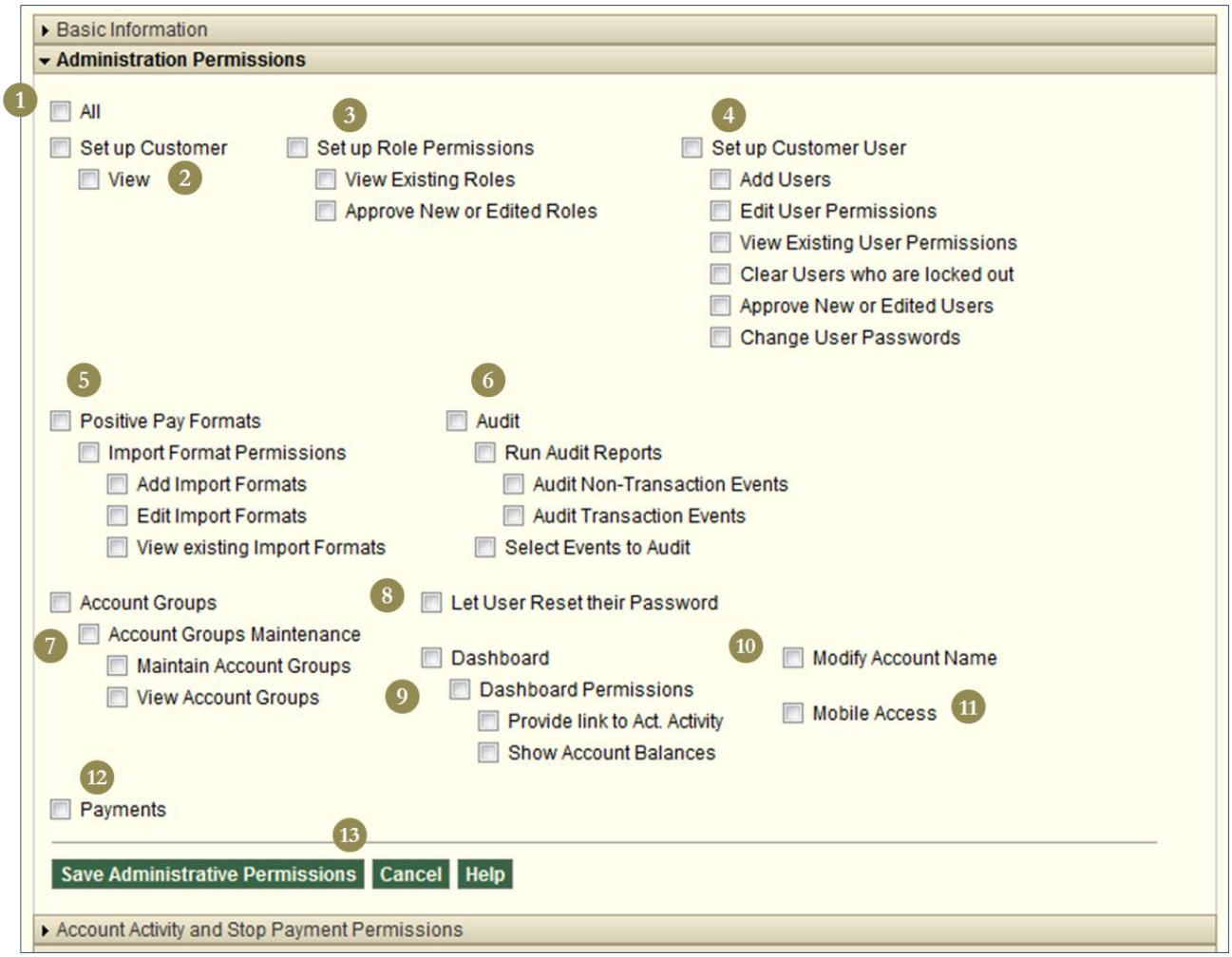
Adding a New User – Basic Information



1. Enter in the following User Information:
   User ID – An ID the user will use to log in to the Corporate Online system
   First Name – The user's legal first name
   Last Name – The user's legal last name
   Activation Date – The date that this User ID becomes active
   Deactivation Date – The last date this User ID can be used to access Corporate Online
2. Create a temporary password and confirm. Note: Minimum of eight (8) characters, alphanumeric required.
   Block Access – By checking the box, the user will be locked out. If the user is locked out (i.e. entering the password incorrectly 5 times), uncheck the box to allow the user access.
3. Select the appropriate option for the user regarding secure messaging to the Bank.
4. Click **Save Basic Info** to save this new user.

Corporate Online – User Entitlements

Administration Permissions

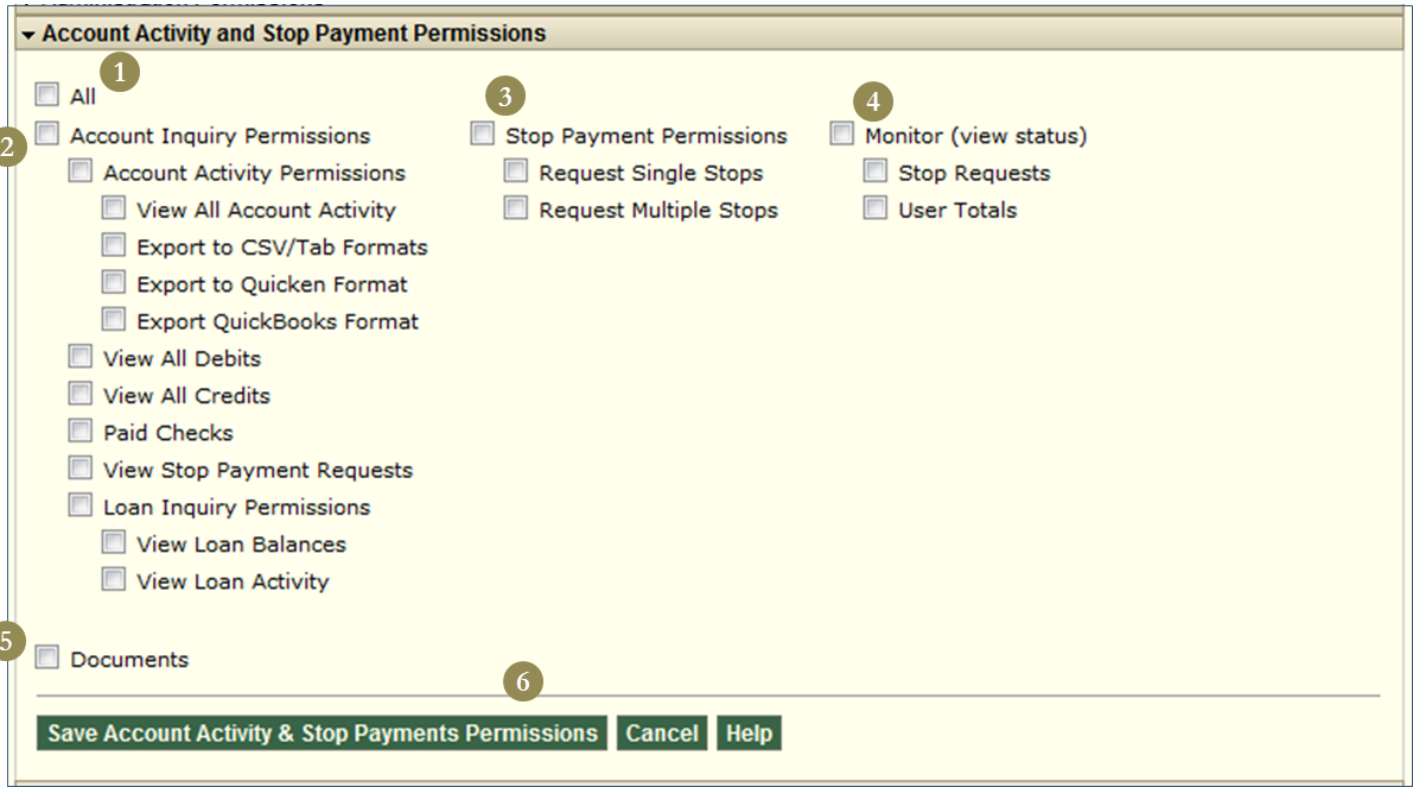


1. **All** – Will select all permissions displayed on this screen.
2. **Set Up Customer** – Ability to view the company's Customer Settings.
3. **Role Permissions** – Not available at this time.
4. **Set Up Customer User** – Ability to add, edit, view and access other users' profiles.
5. **Positive Pay Formats** – Ability to add, edit, and/or view existing Positive Pay import formats.
6. **Audit** – Ability to review audit logs of the company's online activity by its online users.
7. **Account Groups** – Ability to group accounts into subsets.
8. **Let User Reset their Password** – Ability for users to reset passwords on their own.
9. **Dashboard** – Ability to review balances and transactions from the home page.
10. **Modify Account Names** – Ability to nickname the accounts online.
11. **Mobile Access** – Ability to access the Corporate Online system on mobile devices.
12. **Payments** – Ability to manage wire templates and ACH import formats (if applicable).
13. Click **Save Administrative Permissions** to save all changes.

Note: By selecting the first option in each group, all subsequent options below the first header option will also be selected.

Corporate Online – User Entitlements

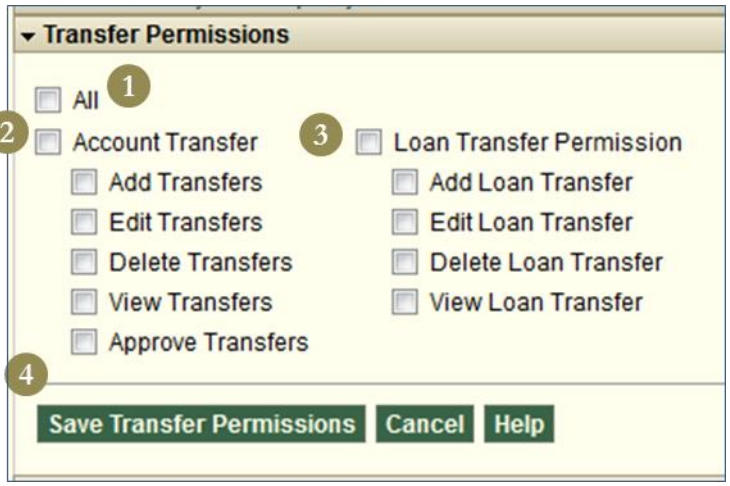
Account Activity and Stop Payment Permissions



1. **All** – Will select all permissions displayed on this screen.
2. **Account Inquiry Permissions** – Ability to view different types of account transactions.
3. **Stop Payment Permissions** – Ability to place stop payments.
4. **Monitor** – Ability to monitor stop payments.
5. **Documents** – Ability to view annual tax statements.
6. Click **Save Account Activity & Stop Payments Permissions** to save all changes.

Corporate Online – User Entitlements

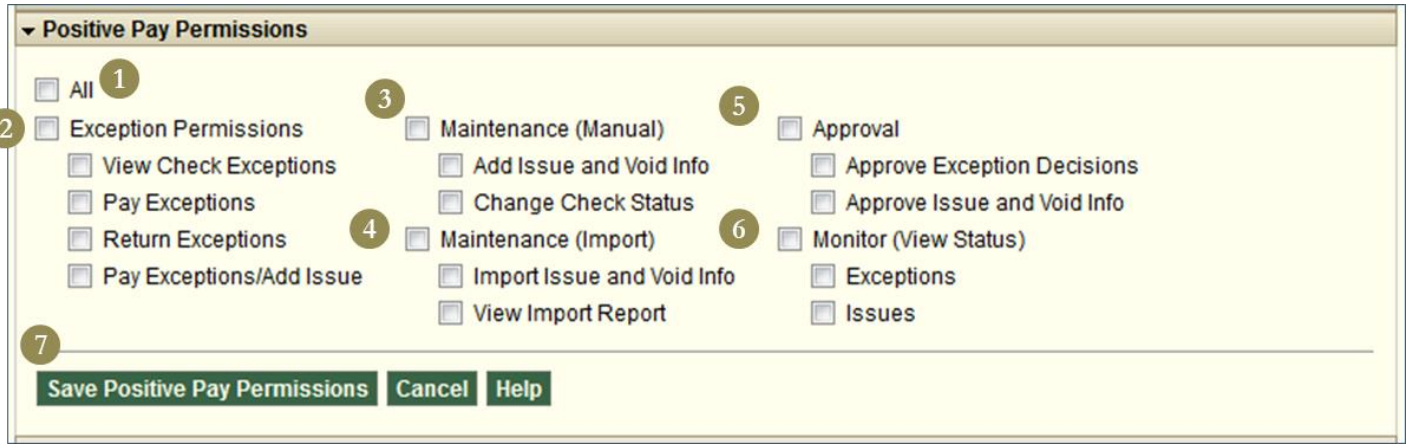
Transfer Permissions



1. **All** – Will select all permissions displayed on this screen.
2. **Account Transfer** – Ability to add, edit, delete, view and approve transfers.
3. **Loan Transfer Permissions** – Ability to add, edit, delete and view loan transfers.
4. Click **Save Transfer Permissions** to save all changes.

Corporate Online – User Entitlements

Positive Pay Permissions

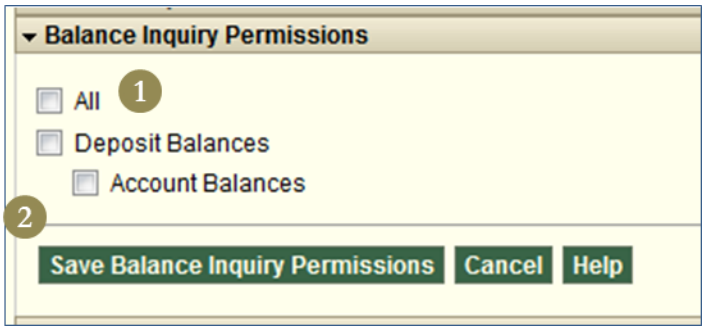


1. **All** – Will select all permissions displayed on this screen.
2. **Exception Permissions** – Ability to view and make exception decisions.
3. **Maintenance (Manual)** – Ability to manually add check items and update the check item status.
4. **Manual (Import)*** – Ability to import check items and view the import report.
5. **Approval** – Ability to approve exception decisions and any entered check items.
6. **Monitor (View Status)** – Ability to view exceptions and entered check items.
7. Click **Save Positive Pay Permissions** to save all changes.

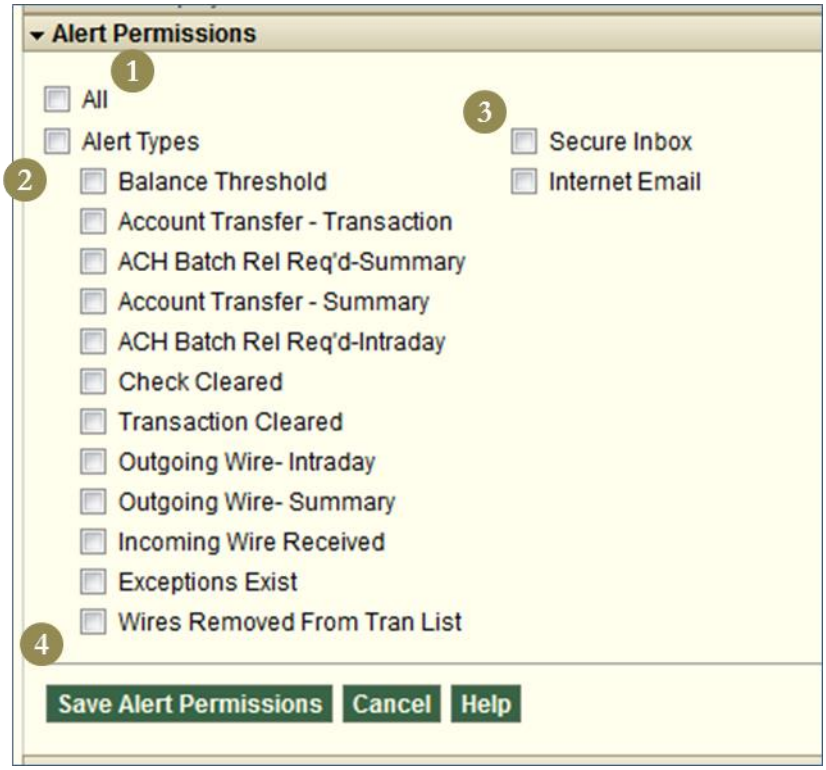
*The ability to allow a user to create/edit import formats is located in **Administrative Permissions**.

Corporate Online – User Entitlements

Balance Inquiry Permissions / Alert Permissions



1. **All** – Will select all permissions displayed on this screen.
2. Click **Save Balance Inquiry Permissions** to save all changes.

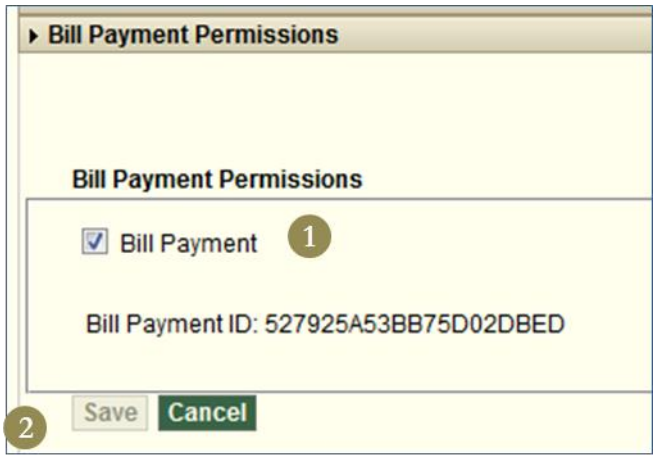


1. **All** – Will select all permissions displayed on this screen.
2. **Alert Types** – Select all alert types to be made available to the user.
3. **Method of Delivery** – Select the method of delivery for the alert notifications.*
4. Click **Save Alert Permissions** to save all changes.

*If **Secure Inbox** is checked, please note all alerts will be sent to the home page, or Dashboard. The user is required to log in to the system to receive and view alerts.

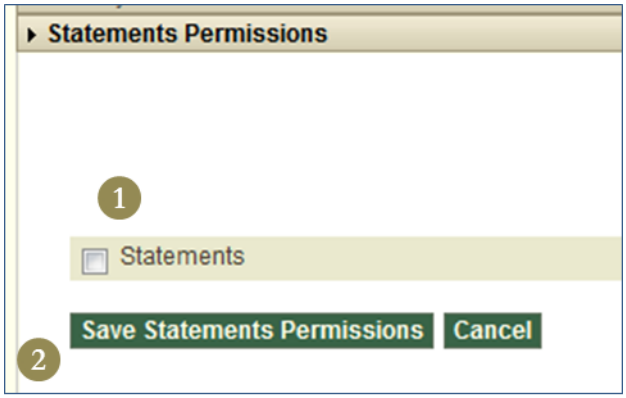
Corporate Online – User Entitlements

Bill Payment Permissions / Statements Permissions



1. Click **Bill Payment** to allow the user access to Bill Payment services.*
2. Click **Save** to save all changes.

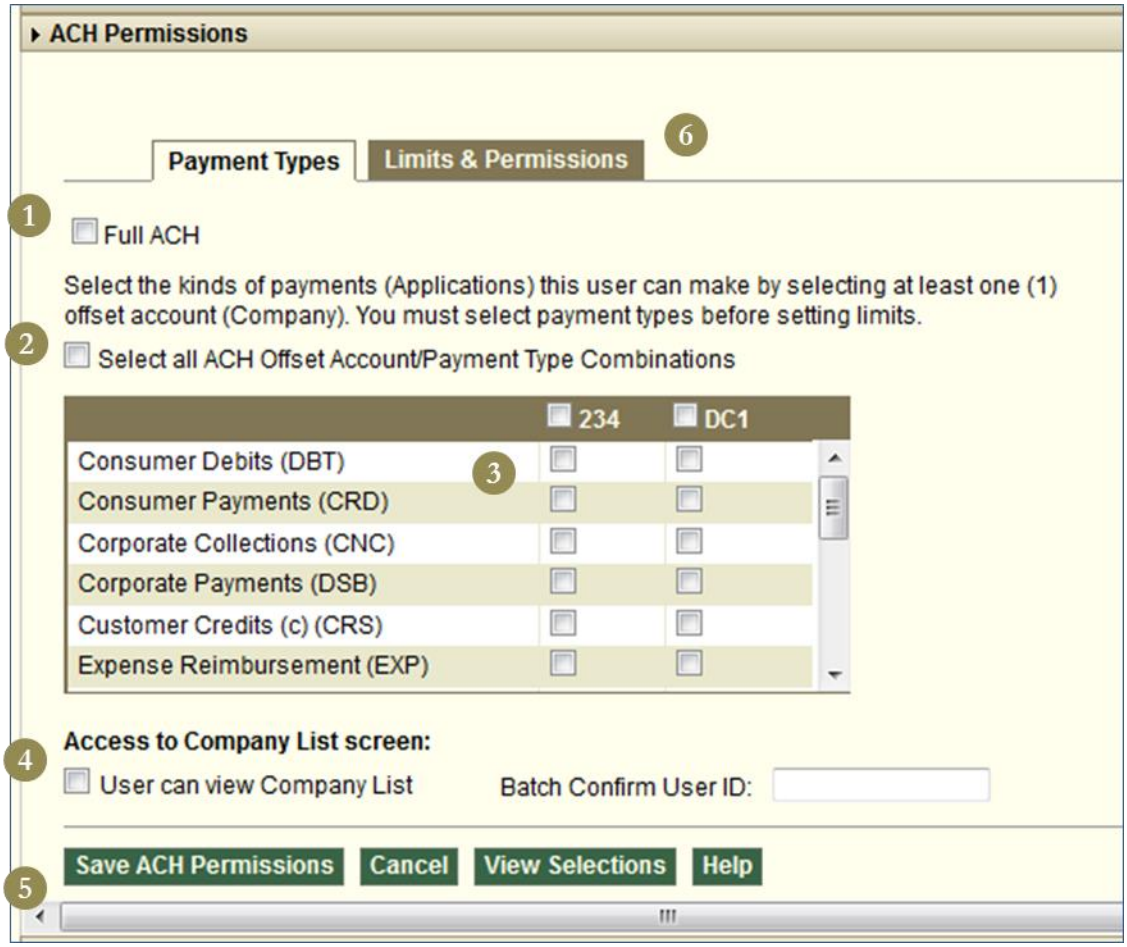
*To give specific bill pay access to a user, please see the **Bill Pay Reference Guide**.



1. Click **Statements** to allow the user access to the monthly statements.
2. Click **Save Statements Permissions** to save all changes.

Corporate Online – User Entitlements

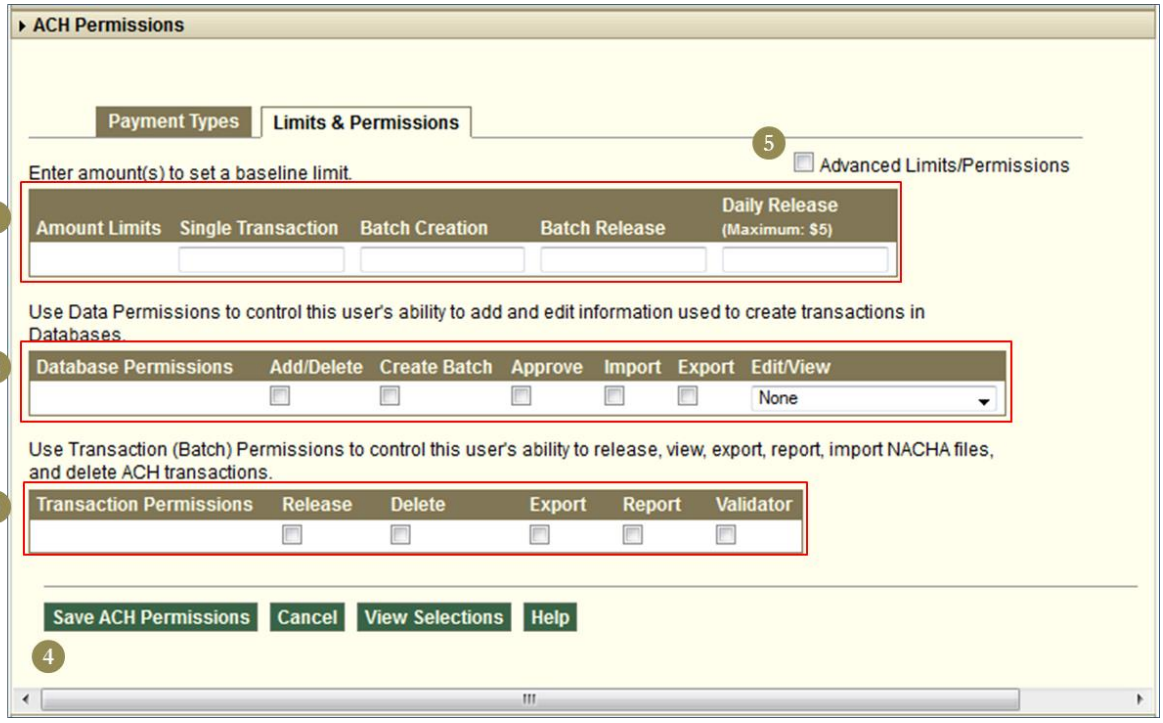
ACH Permissions – Payment Types



1. Select **Full ACH** to allow the user to access ACH services.
2. Click **Select all ACH Offset Account/Payment Type Combinations** to enable all Companies (offset accounts) and payment types, or:
3. Select the offset account and payment types individually.
4. Select **User can view Company List** to allow the user to view the company's ACH settings.
5. Click **Save ACH Permissions** to save all changes.
6. Click **Limits & Permissions** for next steps within ACH Permissions.

Corporate Online – User Entitlements

ACH Permissions – Limits & Permissions



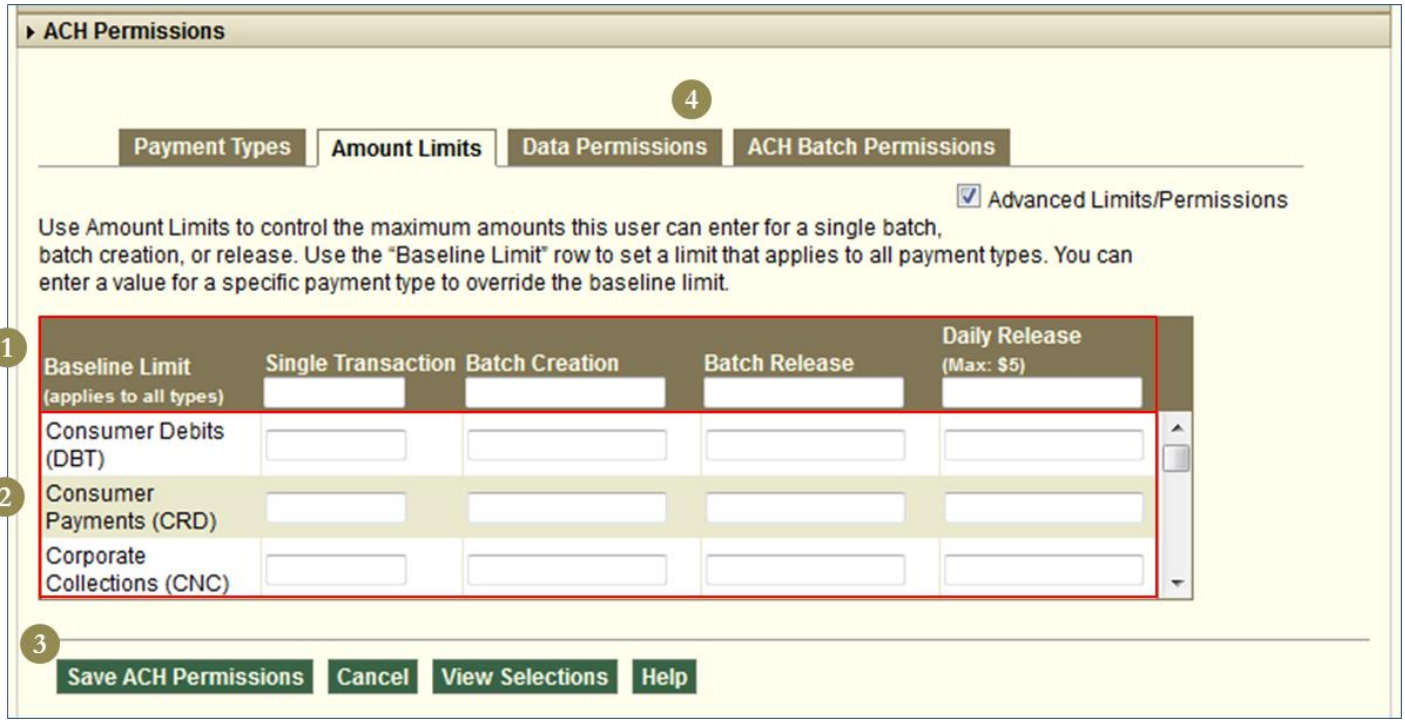
1. **Amount Limits** – Enter in the baseline limit for single transactions, batch creations, batch release, and the daily release. Note: if left blank, the limits will default to the overall company limit.
2. **Database Permissions** – Select whether the user can add/delete, create, approve, import, and/or export databases. Click the pull down menu for Edit/View to allow the user edit or view access to the databases.
3. **Transaction Permissions** – Select whether the user can release, delete, export, and/or have access to reports for all ACH batches. Select Validator if allowed to import via the validator feature.*
4. Click **Save ACH Permissions** to save all changes.
5. Select **Advance Limits/Permissions** if stricter controls are required.*

*3 – Validator allows the upload of NACHA files directly into Corporate Online.

*5 – Selecting this option will cancel all permissions enabled on the current screen.

Corporate Online – User Entitlements

ACH Permissions: Limits & Permissions – Amount Limits

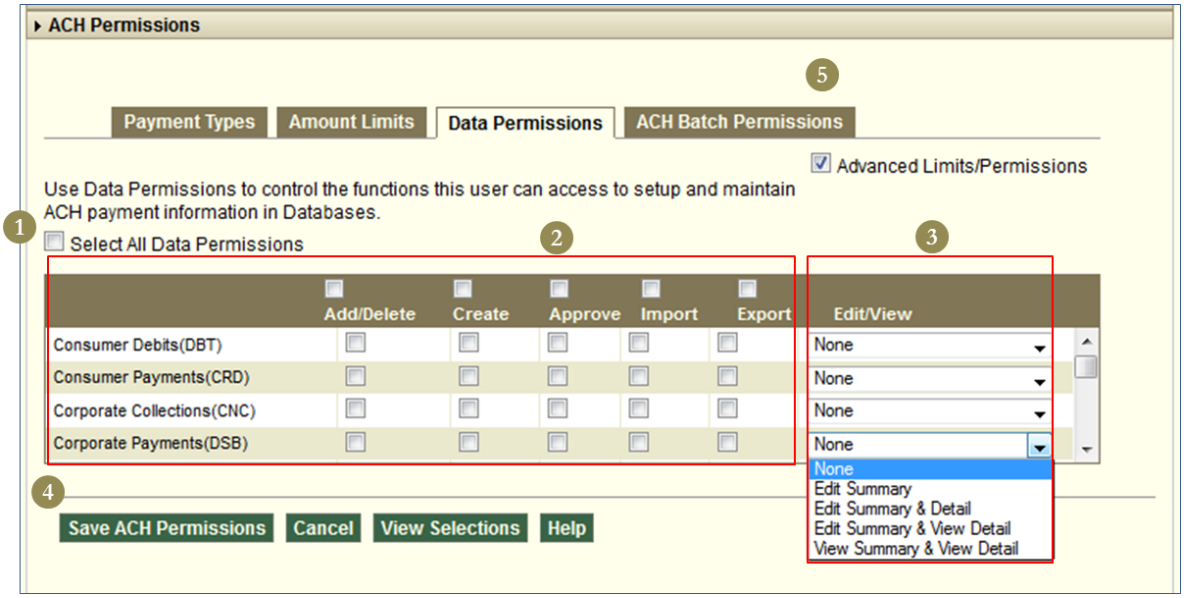


1. Enter in a baseline limit for all single transactions, batch creation, batch release and/or daily release for all payment types.*
2. Enter in the maximum amount for single transactions, batch creation, batch release and/or daily release for specific payment types.*
3. Click **Save ACH Permissions** to save all changes.
4. Click **Data Permissions** to enable access for the databases.

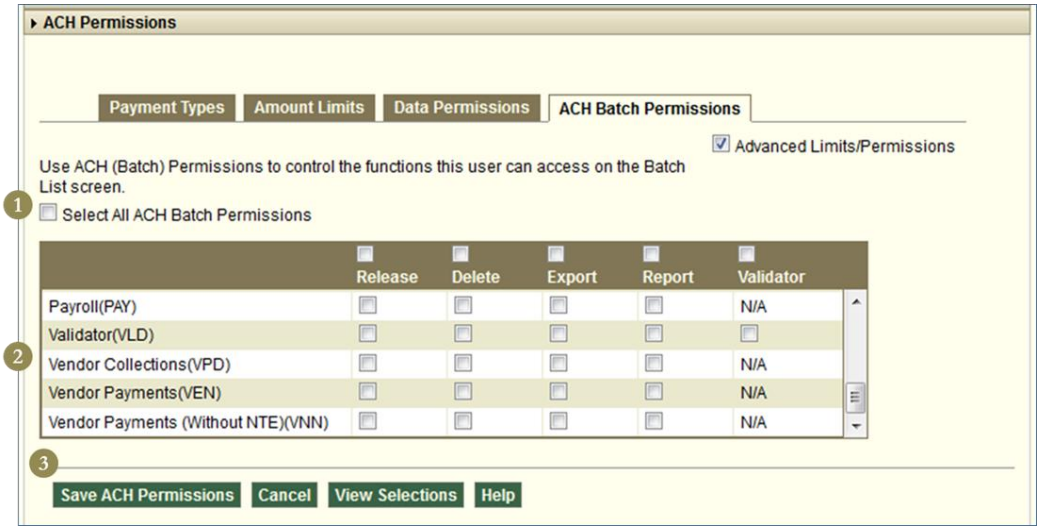
*Note: If left blank for steps 1 & 2, the limits will default to the overall company limit for each amount category under its respective payment types.

Corporate Online – User Entitlements

ACH Permissions: Limits & Permissions – Data Permissions / ACH Batch Permissions



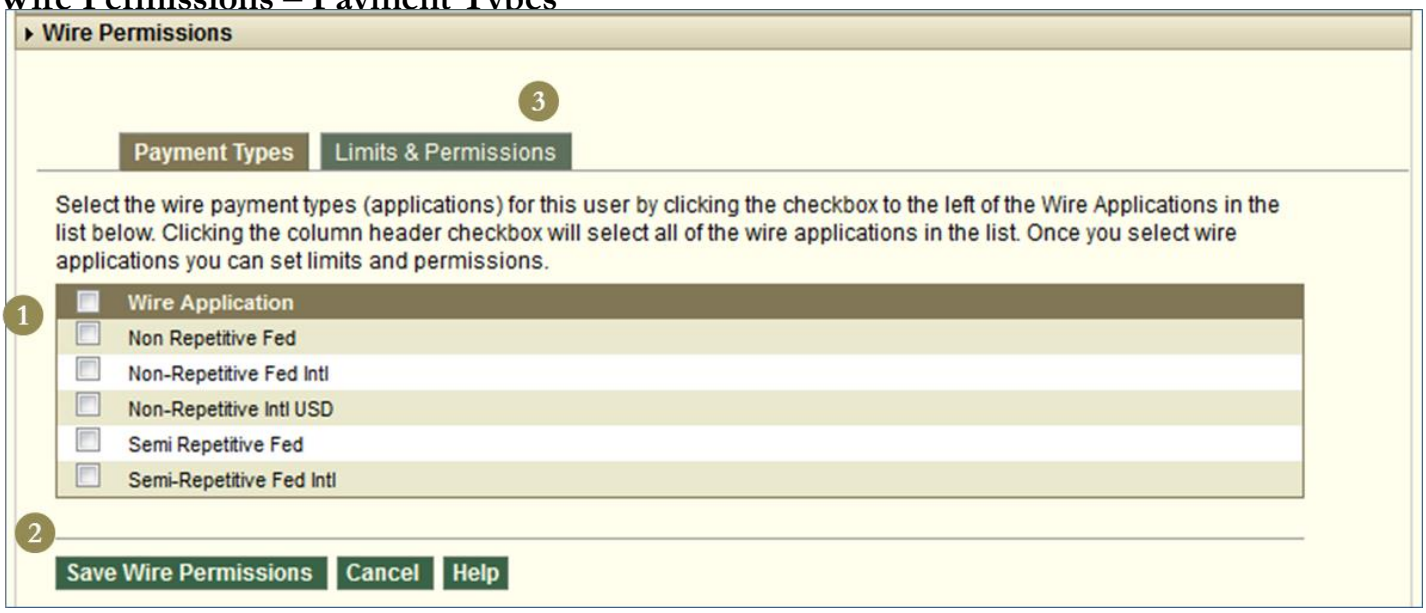
1. Click **Select All Data Permissions** to enable all database permissions (add/delete, create, approve, import, and export), or:
2. Select individual database permissions for each payment type.
3. Click the drop down menu under **Edit/View** to select the degree of access allowed to edit databases.
4. Click **Save ACH Permissions** to save all changes.
5. Click **ACH Batch Permissions** to enable access for ACH batches.



1. Click **Select All ACH Batch Permissions** to enable all permissions for all payment types, or:
2. Select individual ACH batch permissions for each payment type.
3. Click **Save ACH Permissions** to save all changes.

Corporate Online – User Entitlements

Wire Permissions – Payment Types



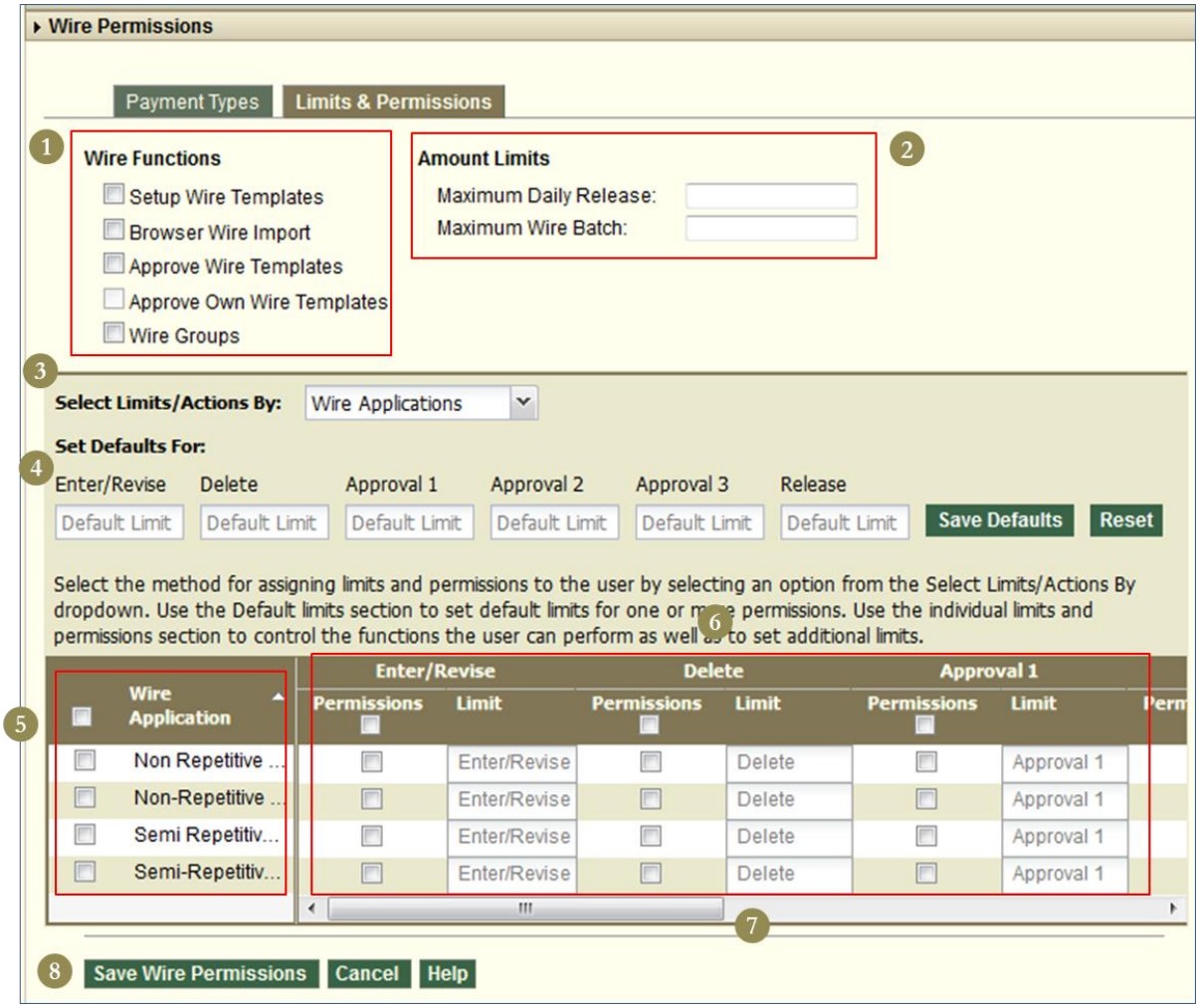
1. Select the wire applications allowed to the user.*
2. Click **Save Wire Permissions** to save all changes.
3. Click **Limits & Permissions** for next steps within Wire Permissions.

*The wire application **Non-Repetitive Intl USD** is used in conjunction with the Wire Import feature only.

Wire Application	Acronym	Description
Non Repetitive Fed	NEF	Freeform Domestic Wire
Non Repetitive Fed Intl	NFI	Freeform International Wire
Non Repetitive Fed Intl USD	NUS	Freeform International Wire - Import
Semi Repetitive Fed	SEF	Domestic Wire Template
Semi Repetitive Fed Intl	SFI	International Wire Template

Corporate Online – User Entitlements

Wire Permissions – Limits & Permissions



1. Enable the user for wire templates & wire template approvals, wire import, and wire groups.
2. Enter the maximum amount for the daily release and wire batch.*
3. Select whether to set wire permissions by wire applications or accounts.*
4. Set default limits to be applied across all wire actions listed.
5. Select all wire applications (or accounts) to be allowed access for this user.
6. Select: **Enter/Revise**, **Delete**, **Approve1** (**Approve2** & **Approve3** if subscribing to multiple approvals), and/or **Release**.*
7. Scroll to the right to review all actionable items for wire permissions.
8. Click **Save Wire Permissions** to save all changes.

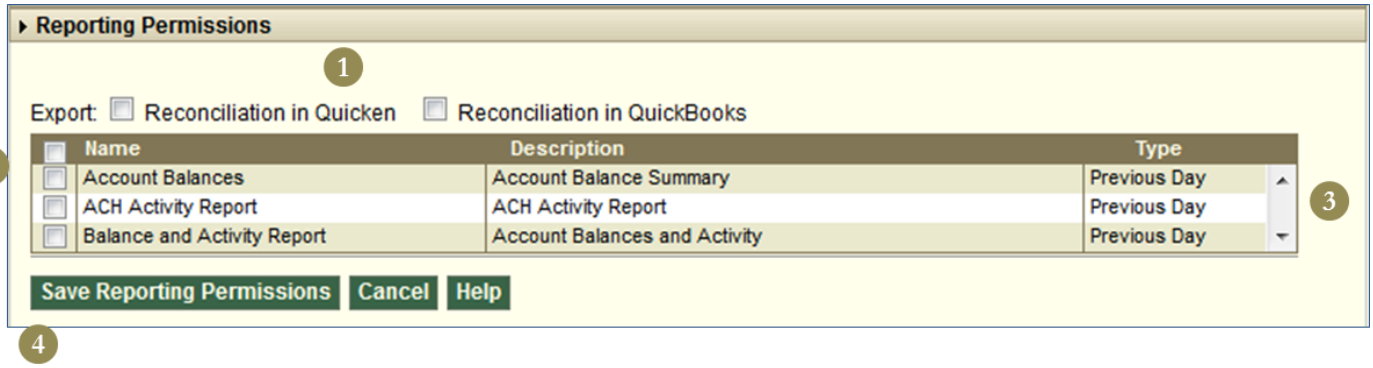
*2 – If left blank, the limit will default to the company daily limit.

*3 – If **Accounts** is chosen, wire accounts will only appear after they have been selected from the **Payments & Reporting Accounts** section (please see page 18-19).

*6 – Individual limits may be set here which will override any previously entered default limits.

Corporate Online – User Entitlements

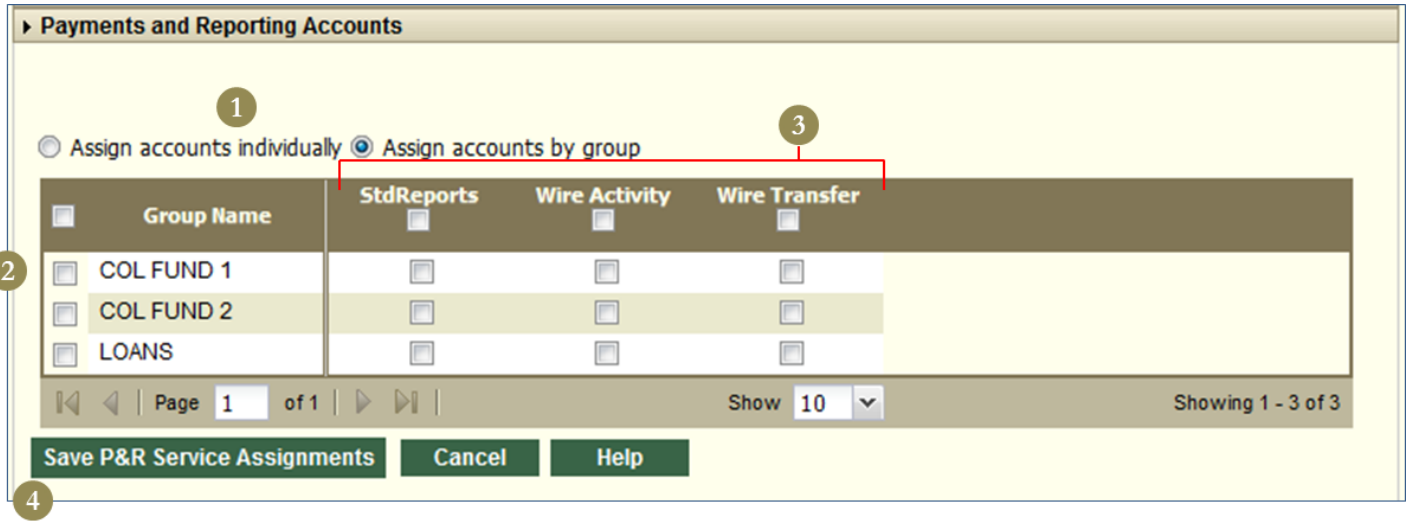
Reporting Permissions



1. Check off **Reconciliation in Quicken/QuickBooks** if Quicken/QuickBooks is the accounting software used.
2. Select all reports to be accessed by the user.
3. Click on the up/down arrows to select additional reports.
4. Click **Save Reporting Permissions** to save all changes.

Corporate Online – User Entitlements

Payments & Reporting Accounts – Assign Accounts by Group

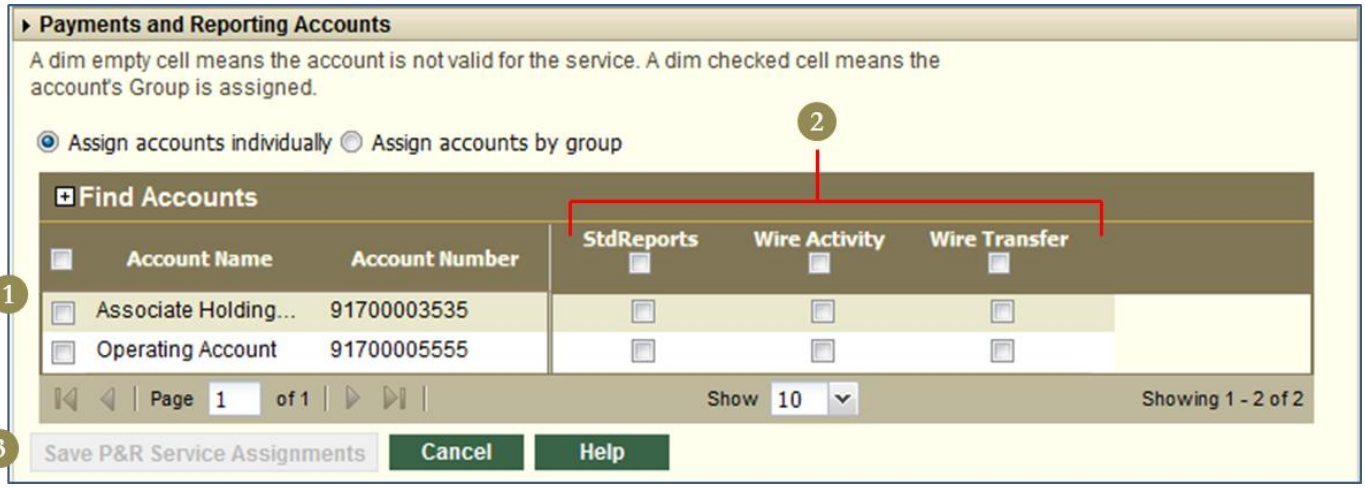


1. Select whether to entitle accounts either by group or individually; in this example by group is chosen.
2. Select the group to the left, which will auto-select all options to the right, or:
3. Select the options individually for the account group.
4. Click **Save P&R Service Assignments** to save all changes.

Option	Description
StdReports (Standard Reports)	Select this option if the user can use this account for Information Reporting.
Wire Activity	Select this option if the user can use this account for Wire Activity reports.
Wire Transfer	Select this option if the user can use this account for Wire Transfers.

Corporate Online – User Entitlements

Payments & Reporting Accounts – Assign Accounts Individually

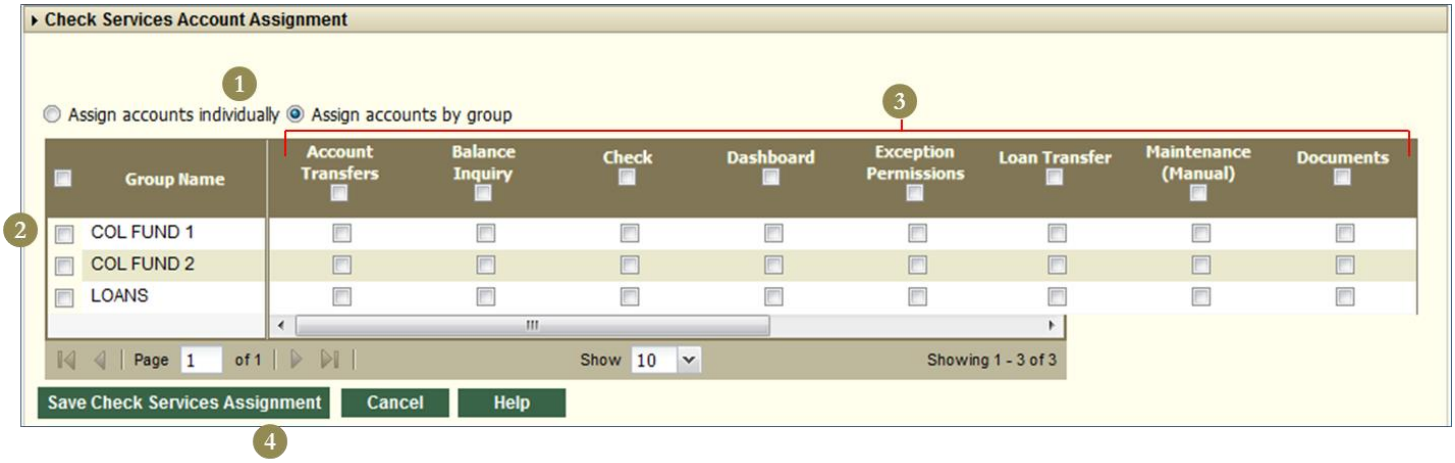


1. Select the account to the left, which will auto-select all options to the right, or:
2. Select the options individually for each account.
3. Click **Save P&R Service Assignments** to save all changes.

Option	Description
StdReports (Standard Reports)	Select this option if the user can use this account for Information Reporting.
Wire Activity	Select this option if the user can use this account for Wire Activity reports.
Wire Transfer	Select this option if the user can use this account for Wire Transfers.

Corporate Online – User Entitlements

Check Services Account Assignment – Assign Accounts by Group

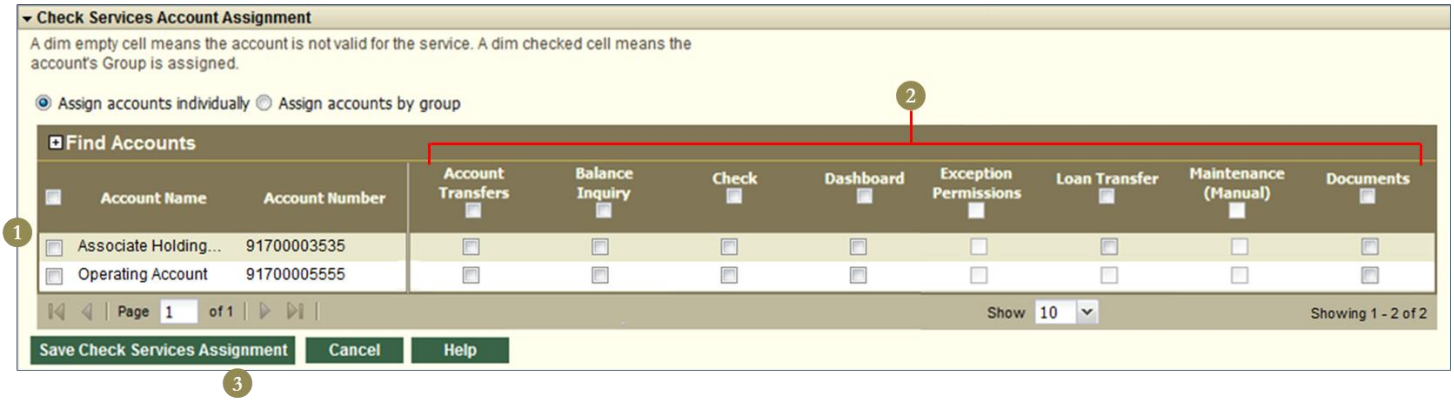


1. Select whether to entitle accounts either by group or individually; in this example by group is chosen.
2. Select the group to the left, which will auto-select all options to the right, or:
3. Select the options individually for the account group.
4. Click **Save Check Services Assignment** to save all changes.

Option	Description
Account Transfers	Allows a user to use this account to make account transfers.
Balance Inquiry	Allows a user to view account balances for this account.
Check	Allows a user to use this account to make stop payments and view account activity.
Dashboard	Allows a user to view this account information on the Dashboard.
Exception Permissions	Allows a user to view and take action on positive pay exceptions for this account.
Loan Transfer	Allows a user to use this account to make loan transfers.
Maintenance (Manual)	Allows a user to use the positive pay maintenance functions with this account. These functions include adding and editing issue and void information.
Documents	Allows a user to view documents for this account.

Corporate Online – User Entitlements

Check Services Account Assignment – Assign Accounts Individually



1. Select the account to the left, which will auto-select all options to the right, or:
2. Select the options individually for each account.
3. Click **Save Check Services Assignment** to save all changes.

Option	Description
Account Transfers	Allows a user to use this account to make account transfers.
Balance Inquiry	Allows a user to view account balances for this account.
Check	Allows a user to use this account to make stop payments and view account activity.
Dashboard	Allows a user to view this account information on the Dashboard.
Exception Permissions	Allows a user to view and take action on positive pay exceptions for this account.
Loan Transfer	Allows a user to use this account to make loan transfers.
Maintenance (Manual)	Allows a user to use the positive pay maintenance functions with this account. These functions include adding and editing issue and void information.
Documents	Allows a user to view tax documents & Account Analysis statements for this account.

*All saved changes are effective immediately. In some instances, the user may have to log off and log in to see the changes.

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Contact your banker or our Online Banking Support team for more information or assistance at 1-800-221-9777, option 3.

It's a privilege to serve you.

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