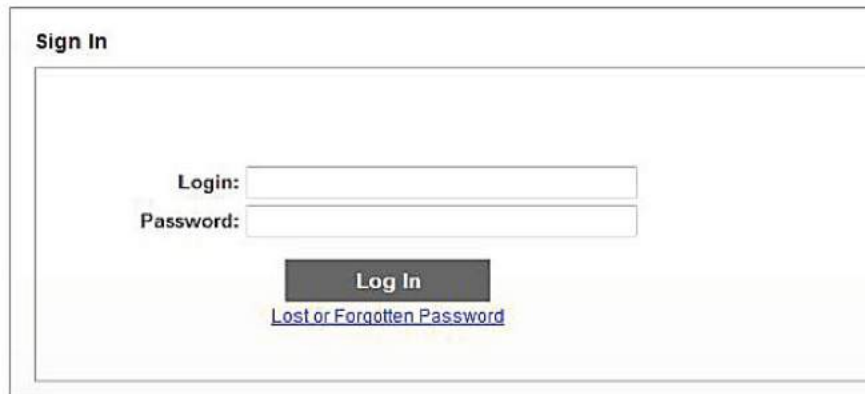




TRAINING

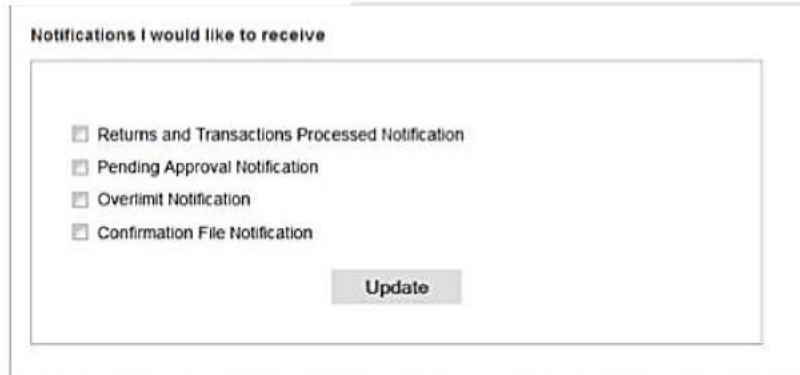
LOGINS

LOGINS



The image shows a 'Sign In' form with a title 'Sign In' at the top left. Below the title are two input fields: 'Login:' and 'Password:'. Below the 'Password:' field is a 'Log In' button. Underneath the button is a link that says 'Lost or Forgotten Password'.

- » Upon initial login, a temporary password will be provided.



The image shows a form titled 'Notifications I would like to receive'. It contains four checkboxes, each followed by a notification type: 'Returns and Transactions Processed Notification', 'Pending Approval Notification', 'Overlimit Notification', and 'Confirmation File Notification'. Below the checkboxes is an 'Update' button.

- » You must "UPDATE" on each change before moving to the next step or the changes will not be save.
- » All notifications are automatically sent from the site to let you know of the activity, including returns on the accounts mapped to the user login.

RETURNS - notifies user that reports are available.

TRANSACTIONS PROCESSED - notifies user that items have been processed from customer warehouse to be released to FED.

PENDING APPROVAL - notifies the user that items are still pending approval 1 hour before cutoff.

OVER-LIMIT NOTIFICATION - notifies the user that there items that are over the set debit/credit limits and need approval to be processed.

CONFIRMATION FILE - notifies the user that an FTP file has been picked up and placed in customer warehouse.

Change Password

Login Name:

Update

Your New Password:

Confirm New Password:

Update

- » You will be asked to change your temporary password.
- » You can change your login name here if you would like. If you want to leave it as is, just leave it blank. There are no special criteria for the login name. If you choose to change it you must hit update after you select your new one.
- » Only a strong password will only be accepted.
- » Your password must be at least 7 characters and must contain at least 1 special character (aka symbol).
- » Select Update.

Multi-Factor Details

Connection Method: Voice Call SMS

Phone Number:

Remember me on this device?

Update

Phone number must be to a direct line.

Automated answer or answering service cannot be used to receive one time Pass-Code.

This can be a Landline or a Cellular phone

- » You will be asked to Set your MFA.
- » Multi-Factor Authentication is another line of security "something the user has" MFA registers the machine (browser).
- » You can select to remember your login on that device and it will remain until the history is cleared, updates to browser are made or an additional browser is selected.

Multi-Factor Details

Connection Method: Voice Call SMS

Phone Number:

Remember me on this device?

Update

SMS = Text or Data message delivered to Cell phone

SELECTING CONNECTION METHOD

- » SMS is a text or data message to a cellular phone.
- » This method allows you to receive the pass-code when away from your regular machine.
- » It also allows you to be notified where ever you are, if someone tries to use your login credentials.

Multi-Factor Details

Connection Method: Voice Call SMS

Phone Number:

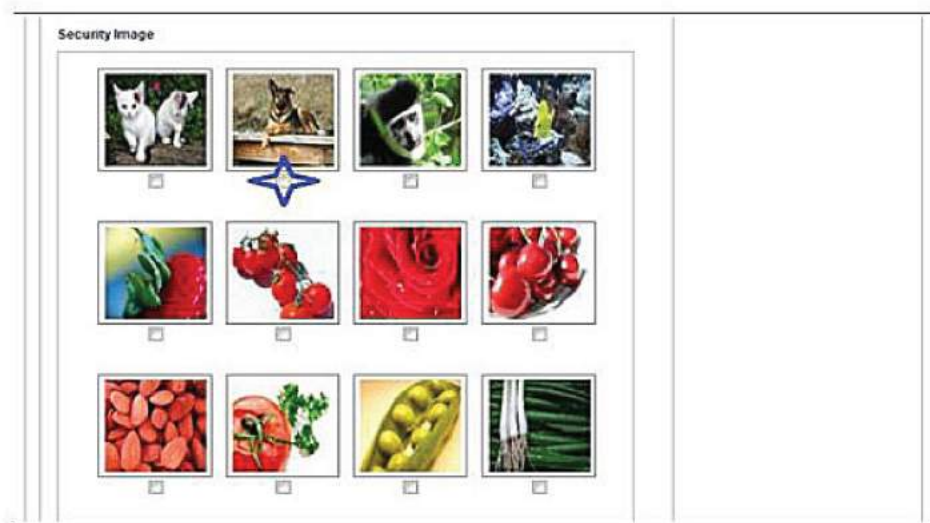
Remember me on this device?

Update

Voice call can be sent to landline or cellphone, but must be answered by user not automated or answering service.

SELECTING CONNECTION METHOD

- » **Voice Call** is an actual call to a landline (no extensions) or cellular phone.
- » This method allows you to receive the pass-code, delivered by an automated recording.
- » If an office number is utilized, the pass-code cannot be received while away from that phone line.



SELECT A SECURITY IMAGE

» This image will appear after you login with your password.

Security Questions

| | | |
|-------------|--|---|
| Question 1: | What is your favorite movie? | ▼ |
| Answer: | <input type="text"/> | |
| Question 2: | Who was your first crush? | ▼ |
| Answer: | <input type="text"/> | |
| Question 3: | What is your dream job? | ▼ |
| Answer: | <input type="text"/> | |
| Question 4: | What school did you attend when you were 13? | ▼ |
| Answer: | <input type="text"/> | |
| Question 5: | What was your maternal grandfather's first name? | ▼ |
| Answer: | <input type="text"/> | |
| Question 6: | Who was your first employer? | ▼ |
| Answer: | <input type="text"/> | |

Save

- » Scroll down and select 6 different security questions.
- » Your answers ARE case sensitive so if you capitalize something now, you must use the capital when asked later.
- » Click on SAVE.
- » This will take you to the home screen or HEADQUARTERS.



Please answer the following security questions and check the image to the left for verification

Who was your first crush?

Who was your first employer?

Show my answers

Submit

Customer Service - 866-859-0555

- » Each time you log in you will be asked two security questions. They are case sensitive so answer them the same way you originally answered them in your setup.
- » Answer the 2 security questions and select submit.
- » After you submit you will be directed to the Headquarters (home page).

Headquarters

| | | | |
|--|---|---|---|
| Payments Center <input type="button" value="Create Payments"/> <input type="button" value="Upload Files"/> <input type="button" value="Payment Approval"/> | Online Reporting Center <input type="button" value="Reporting"/> <input type="button" value="Review Returns"/> <input type="button" value="Research Transactions"/> | Help and Support <input type="button" value="Online Support"/> <input type="button" value="Information Exchange"/> | Live Support |
| | | | Information Center <small>Today's reports are available in the Online Reporting Center.</small> <small>You have transactions pending approval.</small> |