

Where is the link to log out?

In the application, links to access frequently asked questions (FAQx), My Settings and Logout have been placed within your username drop-down menu.

What do the lock icons in the reports do?

This is a freeze function that will lock in the header to one of the top three spots.

Do you have any tips for printing reports?

Landscape mode is the preferred orientation for printing. To ensure information is not cut off the page, be sure to choose this orientation when choosing the option to print reports.

What is the proper zoom percentage for the new and improved Remote Deposit site—SmartPay Business?

The Remote Deposit site works best when the webpage is set to 100% zoom.

Where is my home page?

The home page is now called the Dashboard, and is located on the top, left-hand side of the webpage.

How do I find FAQs and other training information for the new Remote Deposit site?

FAQs and training videos can be found under your username drop-down at the top-right of the webpage.

How do I change my password?

Go to your username drop-down at the top-right of the webpage and click on **My Settings**. Re-enter your current password and the next screen allows you to change your password.

How do I reset another user's password?

Go the **Admin** tab on the left side of the webpage. Click on **Users**, find the user's profile, and then click **Edit** (the pencil icon) to the left of the user's name. On the next page, you will see a green box titled **Reset Password** at the bottom under *Update User Settings*.

How do I export a report?

The export pull-down box is listed at the far-right, top of the *Report* page and allows you three export options: CSV, TSV, and Microsoft® Excel®.

When scanning items I have noticed the icons for editing, deleting, or rescanning items do not fit on the screen. I have to scroll to the right to see them.

You may resize your screen by selecting the **gear icon** in the upper-right corner and setting your zoom to a smaller percentage until the icons display. Or, you may hold down the **<CTRL>** button while scrolling the wheel of your mouse forward or back to increase or decrease your screen size.

How do I void an item that is in Approved status? I no longer have a link off to the side.

Select the item that you wish to void and then select the pull-down arrow on the **Actions** button that is next to the **print icon**. A green **Void** button will appear. You can *Resolve* your item in the same fashion.

I used to be able to perform bulk check operations on the previous Remote Deposit site. Where do I find them now.

Select Transactions. You will find Bulk Operations listed on this screen.

I had created custom reports on the previous Remote Deposit site. Will they appear within the new Remote Deposit site?

All custom reports will automatically migrate to the new Remote Deposit site—SmartPay Business.

When viewing an item in Approved status, is there an easier way to view a different item other than selecting Dashboard again and then Approved to get the list to display?

There are breadcrumbs listed at the top of the page which show you where you are. Selecting Results in the line of breadcrumbs will display the original list of items.