

**Wholesale and Retail Lockbox
Image Browser
Administrator Guide**

Wholesale and Retail Lockbox: Image Browser Administrator Guide

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Introduction

Security

An Administrator is responsible for creating and maintaining user profiles. Truist will assign a user name and password to the designated Administrator and enable administrative access to Lockbox Image Browser functions for the lockbox accounts that have been set up for your company.

Username and Password

A unique user name and password are required to use Lockbox Image Browser. Log-on credentials are provided to users by the Administrator.

Password Guidelines

Lockbox Image Browser system parameters for passwords have been defined to help maintain the security of your company's lockbox payment information.

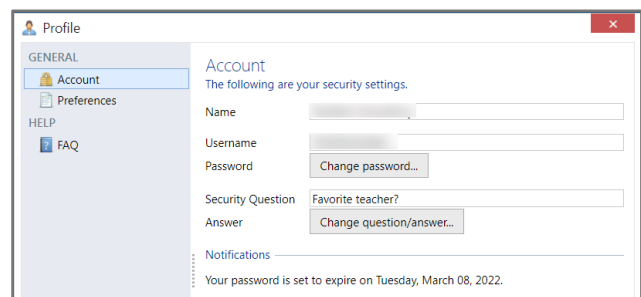
Password guidelines

- A password must be eight characters long.
- A password must contain one of each of these character types: uppercase alpha, lowercase alpha, and numeric.
- A Client Security Administrator-provided password is temporary and must be changed at log-on. The system will prompt users to change their temporary password.
- A password is valid for 60 days, after which time it expires. The system will automatically prompt users to change a password beginning 10 days before the expiration date.
- Disabled account: The system will disable an account after three failed log-on attempts.

Resetting a Password

If the Administrator's password needs to be reset:

- Choose the profile from the dashboard page and choose change password.
- Establish security question and answer so that you can reset password as needed.
- If there is another Administrator, contact the other Client Security Administrator.
- Contact Truist to get the Administrator's password reset.



Installing CD-ROM Viewer Software

To search and view transactions on the physical or virtual CD-ROM, users must install and use the Lockbox CD-ROM Viewer application. There is a copy of this application on every physical lockbox CD-ROM.

To Download a Virtual CD-ROM

As a security measure, your virtual CD-ROM is available by download from the Lockbox Image Browser Desktop. From the desktop:

1. Choose the Reports and Output icon  .

2. Click Run a report.  Run a report...

3. Select **Virtual CD-ROM** as the report



4. Select the dates and the output file type.

5. Click **Run report**.

6. Right-click on the virtual CD RomGroup zip file. The file name starts with CD RomGroup and includes the date.

7. In the right-click menu, select either:

a. **Open** and **Open** in the dialogue box, OR

b. **Save Target** > select location > click **Save**.

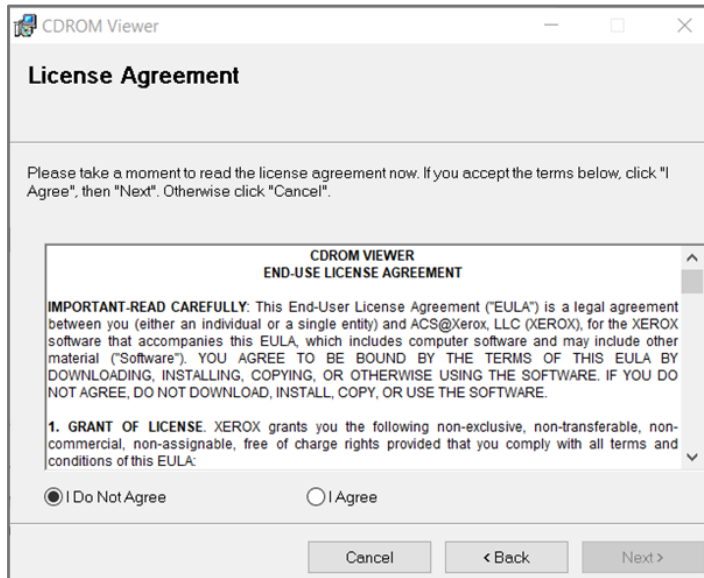
8. Click **Save**. The zip file appears in the specified location.

9. Unzip the file to a folder with the same name. **Note:** The folder and the file name **MUST** be the same.

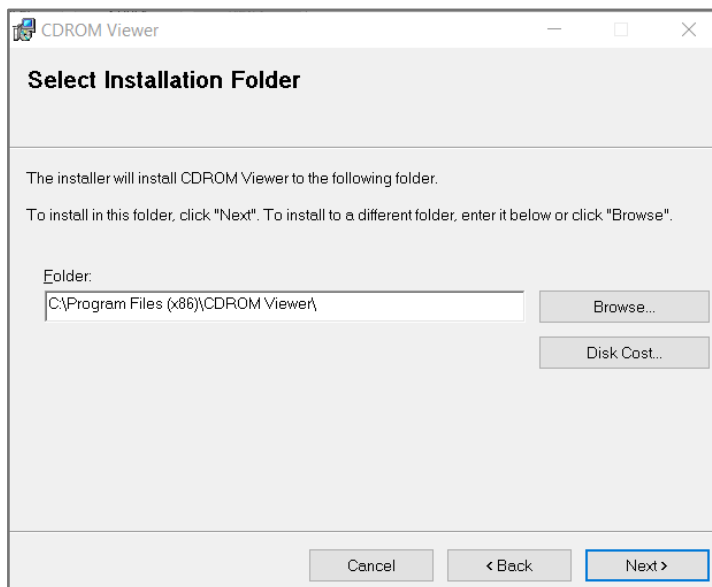
10. Place the folder in the CD-ROM Viewer folder at the root level. The folder is usually C:\Program Files\CDROM Viewer.

Installing CD-ROM Viewer Software From CD-ROM

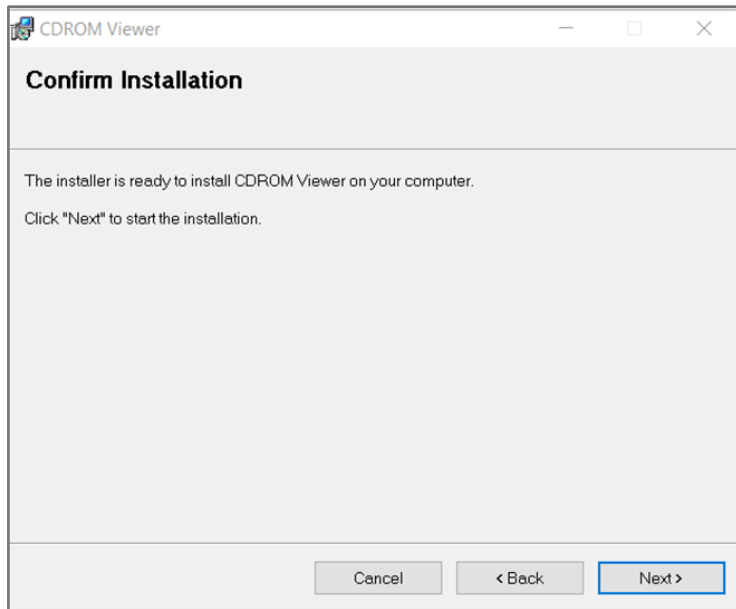
1. Insert the CD-ROM into the CD/DVD drive
2. Click the **CDROM Viewer msi** file. The CD-ROM Viewer installation starts.
3. If you agree to the terms of the License agreement, click **I agree**. The End-User License Agreement is required to use the CD-ROM Viewer software.
4. Click **Next**



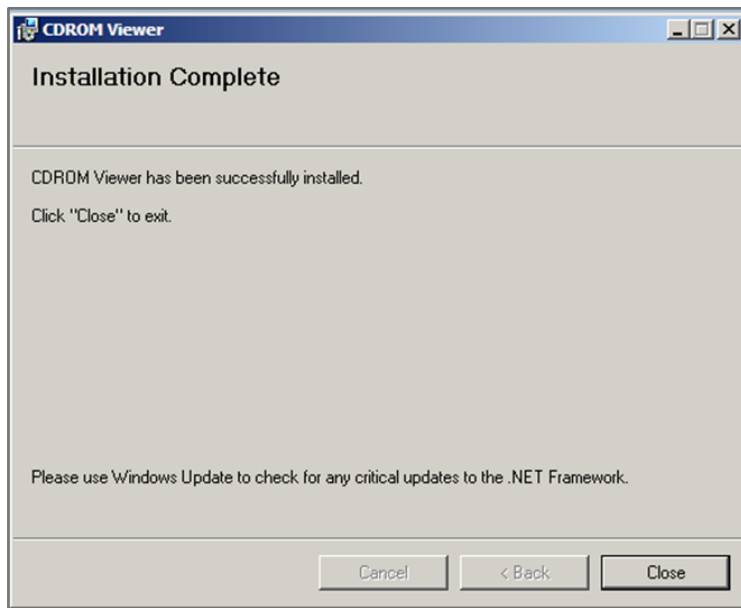
5. Select the location for the installation of the application then, Click **Next**



6. Click **Next** to start the installation



7. When the installation completes, click **Close**.



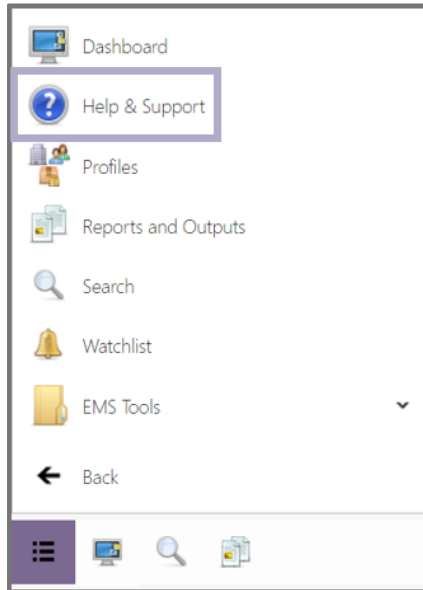
The CD-ROM Viewer icon appears on the desktop.



Installing CD-ROM Viewer Software from Lockbox Image Browser

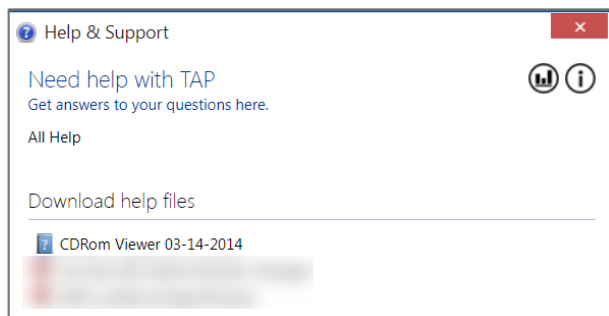
From the Lockbox Image Browser Desktop:

1. Open the Lockbox Image Browser Start Menu.



Note: If you don't see Help & Support, click **All Apps**.

2. Click Help & Support.
3. Click **CD-ROM Viewer**. The software is the same for virtual and physical CD-ROMs.



The executable file is downloaded to your Downloads folder.

4. Open the downloaded file from your Downloads folder and follow the instructions.
5. The Welcome screen displays. Click **Next**.
6. Accept the License Agreement by clicking **I Agree**; then click **Next**.
7. Browse to select the installation folder; then click **Next**.
8. On the Confirm Installation page, click **Next**. You will see the progress page as the installation progresses.
9. On the Installation Complete page, click **Close**.

The CD-ROM Viewer icon appears on the desktop.



Downloading Decryption Key from Lockbox Image Browser

From the Lockbox Image Browser Desktop:

1. Open the Lockbox Image Browser Start Menu.
2. Click **Customer Profile**.
3. Click the **Management** tab.
4. Click the **Key Management** sub-tab.
5. Select the CD-ROM key.
6. Click **Download**. The **File Download** window opens.
7. Click **Save**
8. Navigate to the desired location
9. Click **Save**
10. Click **Close**. Verify that the key is in the specified location.

Storing Decryption Key in CD-ROM Viewer Software

To store the decryption key in the CD-ROM software:

1. Click the **CD-ROM Viewer** icon. The information box asks for the location of the asymmetric key.
2. Click **OK**. An explorer window opens.
3. Navigate to the decryption key. The file extension is .key.
4. Click **OK**. The lockbox data populates.

Administering Lockbox Image Browser

Client Security Administrators set up and maintain user profiles in Lockbox Image Browser. Client Security Administrators perform the following tasks:

- Assign user names and temporary passwords
- Assign user profiles to a group(s)
- Create groups
- Grant access to features

Groups

A Lockbox Image Browser group is a collection of users who share access attributes. Users may be assigned to multiple groups. Lockbox Image Browser has two default groups: Administrators and Users. Client Security Administrators create additional groups as needed.

A group's access is customized using Permissions.

Authority Levels

Each Lockbox Image Browser group is assigned an Authority level. Access to individual reports is granted by the Authority level. Choosing an Authority level does not guarantee any specific attributes or permissions. Choosing an Authority level *permits* the Client Security Administrator to grant access to the reports associated with the Authority level, using the Permissions feature. The default Authority levels are:

- Client Security Administrator
- Supervisor
- Power User
- User
- Visitor

Permissions Overview

Permissions are privileges of access within Lockbox Image Browser. Permissions or privileges are assigned at the group level. A permission or privilege may grant access to view information or edit information.

See Permissions on page 14 for the all available permissions and the associated application access.

Group Profile Procedures

To view existing groups

From the Lockbox Image Browser Desktop:

1. Click the Lockbox Image Browser Start Menu.
2. Click Profiles.
3. Click the **Management** tab.
4. Click Users & Groups.
5. Click **GROUPS** (displays by default). The defined groups are listed.
6. Select a group and click **Edit** to see members of the group and the group permissions.

To add a group

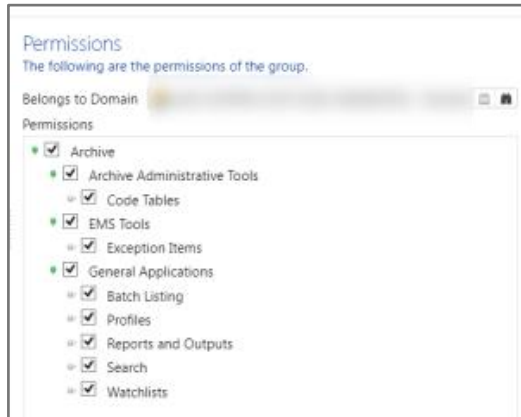
From the Lockbox Image Browser Desktop:

1. Open the Lockbox Image Browser Start Menu.
2. Click Profiles.
3. Click the **Management** tab.
4. Click Users & Groups.
5. Click **GROUPS**.
6. Click **New...** The **New Group** window opens.
7. Enter the group information:
8. Enter the name and a description for the group.
9. Select the Authority Level.
10. Click **Add** and select the members to add to the group.
11. Click **OK**
12. Add Permissions. See Grant Permissions to a Group procedure

To grant permissions to a group

From the **New Group** or **Edit Group** windows:

1. Click the **Permissions** tab. See the Permissions section of this document for details on available permissions.
2. Select the Permissions/privileges that you wish to grant to the group.



3. Click **Save**

To copy a Group

From the Lockbox Image Browser Desktop:

1. Open the Lockbox Image Browser Start Menu
2. Click Profiles.
3. Click the **Management** tab
4. Click Users & Groups.
5. Click **GROUPS**.
6. Select the desired group; then click **Copy**.
7. The **Copy Group** window opens. The users and access is pre-populated.
8. Make any changes to the users or access.
9. Add a name and description for the group.
10. Click **Save**.

Delete a group

An Administrator can delete only custom groups that they created. An Administrator cannot delete the default groups. Deleting a group does not delete the users assigned to the group.

To delete a group

From the Lockbox Image Browser Desktop:

1. Open the Lockbox Image Browser Start Menu.
2. Click Profiles.
3. Click the **Management** tab.
4. Click Users & Groups.
5. Click the **GROUPS**.

6. Select the group to be deleted; then, click **Delete**.
7. The **Confirm** window displays. Click **Yes**.

To grant access to gadgets

From the Lockbox Image Browser Desktop:

1. Open the Lockbox Image Browser Start Menu.
2. Click Profiles.
3. Click the **Management** tab.
4. Click **Gadgets**.
5. Select from the available gadgets; then, click **Allow**.

User Profile Procedures

To view existing user profiles

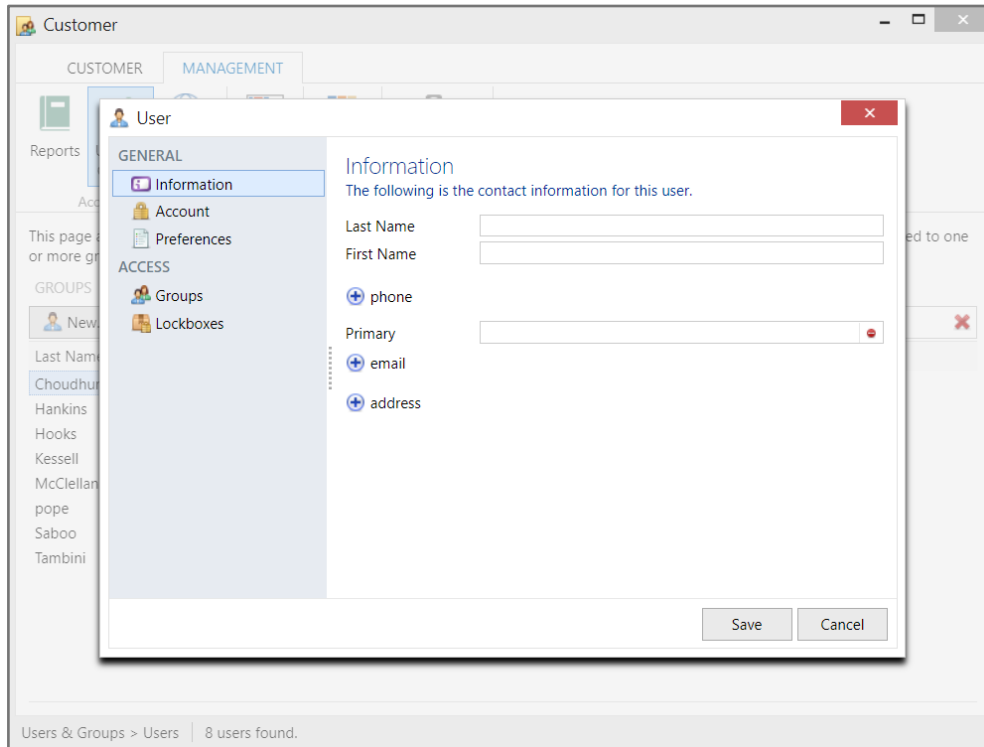
From the Lockbox Image Browser Desktop:

1. Open the Lockbox Image Browser Start Menu.
2. Click Profiles.
3. Click the **Management** tab
4. Click Users & Groups.
5. Click **USERS**.
6. Click **Edit**. The **user profile** window opens.

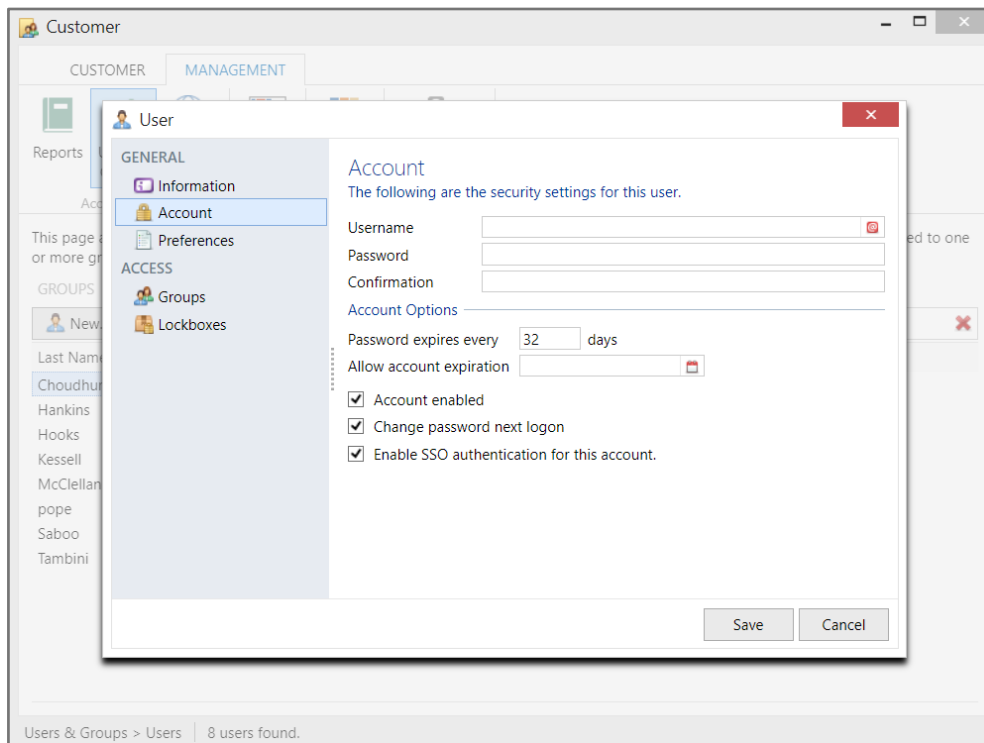
To add a user profile

From the Lockbox Image Browser Desktop:

1. Open the Lockbox Image Browser Start Menu
2. Click Profiles
3. Click the **Management** tab
4. Click Users & Groups
5. Click **USERS**.
6. The **New User** window opens.
7. Complete the **information** fields.



8. Click the **Account** tab and complete the fields.



9. Complete the **Account** tab fields

10. Click **Save**. Provide the user their Username and temporary password. The user will be prompted to change their password on first sign-in.

Note: You can add the user to one or more groups now, or later and from the user's profile or by editing the group.

To reset a password

From the Lockbox Image Browser Desktop:

1. Open the Lockbox Image Browser Start Menu
2. Click Profiles.
3. Click the **Management** tab.
4. Click Users & Groups.
5. Click **USERS**.
6. Select the desired user; then, click **Edit**.
7. Click the **Account** tab.
8. Enter the new password in the **Password** and the **Confirmation** fields.
9. Click **Save**. Provide the new temporary password to the user. The user will be prompted to change this temporary password on the next sign-in.

To edit a user profile

From the Lockbox Image Browser Desktop:

1. Open the Lockbox Image Browser Start Menu.
2. Click Profiles.
3. Click the **Management** tab.
4. Click Users & Groups.
5. Click **USERS**.
6. Select the desired user; then, click **Edit**.
7. Make the desired changes in the **General** and **Account** tabs
8. Click **Save**.

To delete a user profile

A deleted profile cannot be restored. From the Lockbox Image Browser Desktop:

1. Open the Lockbox Image Browser Start Menu.
2. Click Profiles.
3. Click the **Management** tab.
4. Click Users & Groups.
5. Click **USERS**.
6. Select the desired user; then, click **Delete**.
7. A **Confirm** window opens. Click **Yes**.

To disable / enable a user profile

You can disable a user profile. The user profile can be enabled later.

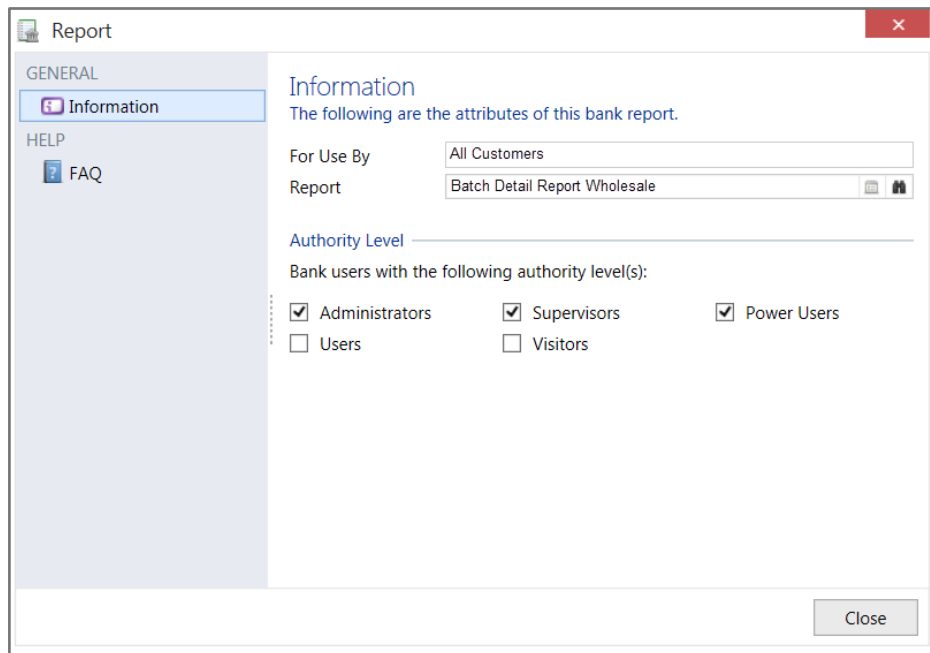
From the Lockbox Image Browser Desktop:

1. Open the Lockbox Image Browser Start Menu.
2. Click Profiles.
3. Click the **Management** tab.

4. Click Users & Groups.
5. Click the **Users** folder.
6. Select the desired user; then, click **Edit**.
7. In the **Account** tab of the **Edit User** window:
 - To disable, uncheck the **Account enabled** checkbox
 - To enable, check the **Account Enabled** checkbox
8. Click **Save**

Reports

Access to individual reports is managed using Authority levels and Permissions. Reports are made available to specific Authority levels. When a group has an Authority level that includes reports, the Permissions feature allows the Administrator to determine the scope of that access. Report access can be limited to viewing, downloading, or generating; or any combination of those functions. Although a group has an Authority level with reports, the Administrator can deny access to reports using the Permissions feature.



To manage a report's availability

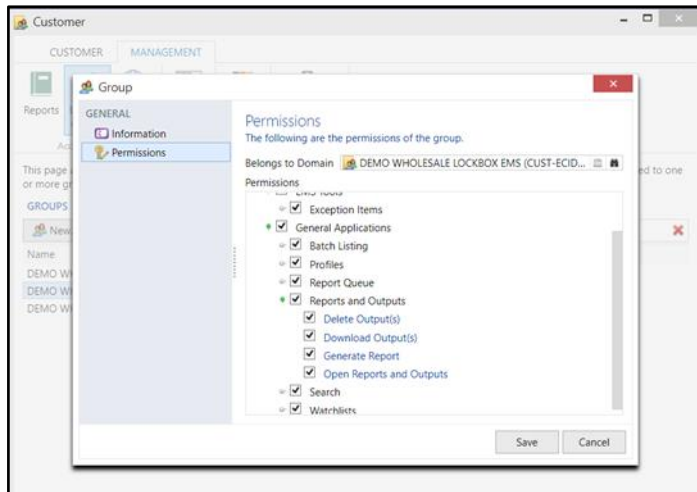
From the Lockbox Image Browser Desktop:

1. Open the Lockbox Image Browser Start Menu
2. Click Profiles
3. Click the **Management** tab
4. Click **Reports**
5. Select the report
6. Click **Edit** to open the **Edit Report** window
7. Select the Authority Levels that can access the report
8. Click **Save**

To grant Report Permissions

From the Lockbox Image Browser Desktop:

1. Open the Lockbox Image Browser Start Menu.
2. Click Profiles.
3. Click the **Management** tab.
4. Click Users & Groups.
5. Select **GROUPS**.
6. Select the desired group; then, click **Edit**.
7. Click **Permissions**.



8. Select **Reports and Output** in the tree.
9. Select the desired permissions.
10. Click **Save**.

Permissions detail

Permissions are privileges of access within the Truist Lockbox Image Browser software. Permissions or privileges are assigned at the group level and not the user level. A permission/privilege may be to view information, or the privilege may be to edit or delete information.

The table below lists all available permissions and the associated screen access. Permissions in italics must be purchased; you will only see those permissions if you purchase that particular service. Permissions in blue are Client Security Administrator functions.

General Applications	Grants All Available Features
Profile	Grants all Profile Features
<u>Customer</u>	<u>Grants all Customer functions</u>
<i>Activity</i>	<i>Grants all Activity functions</i>
View Activities	Permission to view logs (profile changes)
<i>Lockboxes</i>	<i>Grants all Lockbox functions</i>
View Lockboxes	Permission to view Lockbox information
<i>Management</i>	<i>Grants all Management functions</i>
Field Settings	Grants all Field Settings functions
Edit Field Settings	Permission to edit Field information
Manage Field Settings	Permission to grant and deny Field Settings
Gadgets	Grants all Gadget functions
Allow access to Gadgets	Permission to grant access to Gadgets
Deny access to Gadgets	Permission to deny access to Gadgets
Manage Gadgets	Permission to grant and deny Gadgets
Key Management	Grants all Key Management functions
Create New Keys	Permission to create new keys
Download Private Keys	Permission to download keys
Enable/Disable Key Mgmt.	Permission to enable and disable a key
View Keys	Permission to grant and deny Key Management Access or to view Key Management screen
Lockboxes	
Manage Lockboxes	Grants All Lockbox functions
Reports	Permission to grant and deny access to Lockboxes
Delete Report(s)	Grants all Reports permissions
Edit Report	Permission to delete a report
Manage Reports	Permission to edit a report

New Report	Permission to grant and deny reports access or to create a report
Users & Groups	Grants all Users & Groups permissions
Groups	Grants all Groups permission
Copy Group	Permission to copy a group
Delete Group	Permission to delete a group
Edit Group	Permission to edit a group
New Group	Permission to create a new group
Users	Grants all user permissions
Copy User	Permission to copy a user profile
Delete User	Permission to delete a user profile
Edit User	Permission to edit a user profile
New User	Permission to create a new user profile
Manage Users & Groups	Permission to grant and deny access to Users & Groups
Web API Activity	Permission to view Web API Activity
<u>Lockboxes</u>	<u>Grants all Lockbox functions</u>
<i>Activity</i>	<i>Access to all Activity functions</i>
View Activities	Permission to view logs – batches and reports
<i>Management</i>	<i>Access to all Lockbox Management functions</i>
Data Editing	Access to all Data Editing functions
Manage Data Editing	Permission to grant and deny access to Data Editing
View Data Editing	Permission to view Data Editing screen
OCR Indexing	Access to all OCR Index functions
Manage OCR Indexing Service	Permission to grant and deny access to Index Service
View OCR Indexes	Permission to view OCR Indexes
Remitter Table	Access to all Remitter Table functions
Delete Remitter Entry	Permission to delete a Remitter Table entry
Edit Remitter Entry	Permission to edit a Remitter Table entry
Manage Remitter Table Svc	Permission to grant and deny access to Remitter Table
New Remitter Entry	Permission to add a Remitter Table entry
View Remitter Table	Permission to view the Remitter Table
<i>Sub-Lockboxes</i>	<i>Access to Sub-Lockbox functions</i>

View Sub-Lockboxes	Permission to view Sub-Lockboxes
Open Profiles	Access to open the Profiles windows

Reports	Grants All Report Permissions
Delete Report File	Permission to delete a report
Download Report File	Permission to download a report
Generate Report File	Permission to generate a report
Open Report Queue	Permission to open the report pod

Search	Grants All Search Permissions
Items	Grants all Items permissions
<u>Data Editing</u>	<u>Grants all Data Editing permissions</u>
Delete Record	Permission to delete a note
Edit Record	Permission to edit a note
New Record	Permission to create a new note
<u>Notes</u>	<u>Grants all Note permissions</u>
Delete Note	Permission to delete a note
Edit Note	Permission to edit a note
New Note	Permission to create a new note
<u>OCR Indexes</u>	<u>Grants all OCR permissions</u>
View OCR Text	Permission to view the OCR text
<u>Remitter</u>	<u>Grant access to Remitter search function</u>
Edit Remitter	Permission to edit Remitter table in Search window
Download Item	Permission to use Download option on Batch view prmsn
Edit Item	Annotate feature on Batch view
Email Item	Permission to use Email function (encrypted email)
Export Item	Permission to use Export Items in Search window
Print Item	Permission to print
Views	Grants all Views permissions
Copy View	Permission to copy a View
Delete View	Permission to delete a View
Edit View	Permission to edit a View

New View	Permission to create a new View
Rename View	Permission to rename a View
Open Search	Open the Search tabs

Watchlist	Grants All Watchlist Permissions
Delete Watchlist	Permission to delete a Watchlist
Edit Watchlist	Permission to edit a Watchlist
New Watchlist	Permission to create a new Watchlist
Open Watchlist	Permission to open the Watchlist page

Sample Permissions Set-Up

Below are the permissions for a sample user profile and required permissions to fully use subscription features.

Basic Profile Permissions	CD-ROM Decryption Key Permissions
<u>Open Profiles</u>	<u>Profiles</u>
<u>Reports</u>	<i>Customer</i>
<i>Delete Report file</i>	Management
Delete Report File	Key Management
Download Report File	Create New Keys
Generate Report File	Download Private Keys
Open Report Queue	Enable/Disable Key Mgmt. Permission to View Keys
<u>Search</u>	<u>Virtual CD-ROM Permissions</u>
<i>Items</i>	<i>Reports</i>
Notes	Download Report File
Delete Note	Generate Report File
Edit Note	Open Report Queue
New Note	Virtual CD-ROM permissions in addition to CD-ROM permissions
OCR Indexes	
View OCR Text	
Edit Item	<u>Remitter Table Permissions</u>
Email Item	<i>Profiles</i>
Export Item	Lockboxes

Print Item	Management
<i>Views</i>	Remitter Table
Copy View	Delete Remitter Entry
Delete View	Edit Remitter Entry
Edit View	Manage Remitter Table Service Admin Permission
New View	New Remitter Entry
Rename View	View Remitter Table
<i>Open Search</i>	
<i>Watchlist Permissions</i>	<u>Search</u>
Watchlist	<i>Items</i>
Delete Watchlist	Remitter
Edit Watchlist	Edit Remitter
New Watchlist	
Open Watchlist	

If You Need Assistance

Treasury Resource Center

You can access the most current version of this guide and other lockbox information by visiting the Receivables page of the Treasury Resource Center (treasuryresources.truist.com).

Client Services Support

If you need assistance, contact Treasury Solutions Client Support at treasuryclientservices@truist.com or 800-774-8179. Representatives are available from 8 am to 8 pm ET, Monday through Friday on bank business days.