

User Maintenance, Permissions, Activity Reports & Communications Quick Reference



**UMPQUA
BANK**

User Roles

No Assigned Role

- View account transaction activity and history
- View statements and documents
- Schedule bill payments (up to maximum transaction limit)
- Enter transactions
- Enter Positive Pay issues
- View reconciliation statements
- View decisions on Positive Pay exceptions

Setup

- Create and maintain templates
- Add new Bill Pay payees
- Schedule bill payments (up to maximum transaction limit)
- Cancel bill payments
- Be assigned a Bill Pay Maximum Transaction Limit
- Not applicable to account reconciliation or Positive Pay services

Approval

- Approve and transmit transactions
- Submit bill payments (up to maximum transaction limit)
- Cancel bill payments
- Approve pending bill payments (up to maximum approval limit)
- Be assigned a Bill Pay Maximum Transaction Limit
- Be assigned a Bill Pay Maximum Transaction Approval Limit
- Approve issues, issue files, decisions made on exceptions, and decision files

Administration (administrator)

- Create and maintain company user profiles
- Assign company users with login credentials, roles, service and account entitlements, and transaction limits
- Rename accounts, reset passwords, and modify the number of approvals required for requests
- Add new Bill Pay payees
- Submit bill payments (up to maximum transaction limit)
- Submit automatic bill payments (up to maximum transaction limit)
- Submit expedited bill payments (up to maximum transaction limit)
- Cancel bill payments
- Approve pending bill payments (up to maximum approval limit)



Use the **Company Administration** selection under Administration to manage and add users, and manage company approval settings.

The screenshot shows the UMPQUA Bank Administration menu. The 'Administration' tab is selected, and a dropdown menu is open. The 'Company Administration' option is highlighted with a red box. A red arrow points from the text above to this option. Other options in the menu include Communications, Self Administration, Service Administration, and Manage Mobile Banking Settings. The background shows various dashboard widgets like 'Transfers & Payments Approval' and 'Balance Sheet'.

The default landing page is the **Manage Users** tab. Here you can create new users, manage existing users, and/or manage saved users. To manage an existing or saved user, click on their name to open their profile

The screenshot shows the 'Company Administration' page. The 'Manage Users' tab is selected. Below the navigation tabs, there is a section for 'User Administration' with a 'New User' button highlighted by a red box. Below that is a 'Manage Existing Users' section, also highlighted by a red box, which contains a table of users. The table has columns for User ID, First Name, Last Name, and Status. A red arrow points to the first row of the table. At the bottom, there is a 'Manage Saved Users' button and a 'Got Questions? We can help +' button.

User ID	First Name	Last Name	Status
			Active
			Active
			Active
			Active
			Active



Click the edit button in the corresponding section, make edits, and save changes.

Company Administration

Edit Roles

Edit the user's roles and click "Save Changes". Editing the user roles could affect the user's access and functionality, including the cancellation of scheduled requests.

[Return to User Profile](#)

User: ALVESA (Annie Alves)

User Roles (Optional)

- Allow user to setup templates.
(This entitles the user to template setup and template approval capabilities for only those services and accounts to which the user has been entitled.)
- Allow this user to approve transactions
(This entitles the user to transmit capabilities for only those services and accounts to which the user has been entitled.)
- Grant this user administration privileges
(This will allow the user to add, modify, copy and delete users, modify their roles, services and account access, rename accounts, and modify the number of approvers required for requests.)

Save Changes **Do not save changes**

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Got Questions? We can help +

To create a new user, from the **Manage Users** tab, click the *Create New User* button.

Company Administration

New User

User Information

User ID:

Password:

Confirm Password:

First Name:

Last Name:

Primary Email Address:

Secondary E-mail Address (Optional):

Additional Information (Optional):

User Telephone Number

The telephone number used to contact or notify the user for security reasons. An extension is required when needed to reach the user within an office phone system.

Label	Country/Region	Area/City Code & Number	Extension
Label: Work	Country/Region: UNITED STATES	Area/City Code & Number: <input type="text"/>	Extension: <input type="text"/>

Add additional telephone number

Continue **Save as Draft**

Got Questions? We can help +

Add the user's information and continue.



Copy the roles, services, and account entitlements from an existing user to the new user or select applicable User Roles and continue.

UMPQUA BANK | Welcome | Reports | Money Movement | Account Services | Administration | Hi, Katie | SignOff | Last Login: Nov 1, 2022, 3:35:51 PM ET

Business Online Banking | Approvals | Exceptions

Company Administration

Manage Users | Account Information | Express Account Management | Approval Settings | User Setup Report | Invalid Login Report | ACH File SEC Codes

New User

Profile

Name: Sally Sales
User ID: TrainingTeam
Primary E-mail Address: @UmpquaBank.com
Telephone Number: Work: [redacted]

Roles

Copy Existing User (Optional)

Do not copy user.

Copy User: [Select User](#)

User Roles (Optional)

Allow user to setup templates.
(This entitles the user to template setup and template approval capabilities for only those services and accounts to which the user has been entitled.)

Allow this user to approve transactions
(This entitles the user to transmit capabilities for only those services and accounts to which the user has been entitled.)

Grant this user administration privileges
(This will allow the user to add, modify, copy and delete users, modify their roles, services and account access, rename accounts, and modify the number of approvers required for requests.)

[Continue](#) [Save as Draft](#)

[Got Questions? We can help +](#)

Enable Services and Accounts and continue.

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Company Administration

Manage Users | Account Information | Express Account Management | Approval Settings | User Setup Report | Invalid Login Report | ACH File SEC Codes

New User

Profile

Name: Sally Sales
User ID: TrainingTeam
Primary E-mail Address: @UmpquaBank.com
Telephone Number: Work: [redacted]

Roles

Enabled Roles: Approval

Services & Accounts (Optional)

To enable a service and assign accounts, click the appropriate link. To disable all services and accounts, click "Clear All".

0 of 26 services enabled [Clear All](#)

Service	
ACH File Upload	+
Bill Pay	+
CCD Collection	+
CCD Payment	+
Deposit Account Reporting	+

[Continue](#) [Save as Draft](#)



Set transaction Limits, if applicable and continue.

The screenshot shows the 'New User' page in the UMPQUA BANK system. The user profile is for Sally Sales (User ID: TRAININGTEAM). The 'Limits' section is highlighted with a red border and contains a table with two rows: 'ACH' and 'Bill Pay', each with an edit icon to its right. Below the table are 'Continue' and 'Save as Draft' buttons.

Limits	
ACH	
Bill Pay	

Verify the profile and then click Create User to finish creating the User.

The screenshot shows the 'New User' page with the 'Limits' section completed. The 'Limits Completed:' field shows 'ACH' and 'Bill Pay'. The 'Create User' button is highlighted with a red border, along with the 'Save as Draft' button.



To set a temporary password for an existing user, click the **System Access** link, type in the new password, and save the change. Passwords expire 10 days from the date they were created; the user must change the password after initial sign on.

To re-activate an inactive user, click the **System Access** link and unselect the User Locked box and save changes. Assign the user a temporary password on this page, as applicable, and save changes

To view or edit a user's information, role(s), and permission(s), click their **User ID** to access the user's profile. Click the edit icon next to the applicable section(s) you want to access. Review the permissions, make edits, and save any changes.

Service	Status
ACH File Upload	Service enabled, accounts not applicable.
Bill Pay	Service enabled, accounts entitled.
CCD Collection	Service enabled, accounts entitled.

Use the edit icon next to **Services & Accounts** to view their current access. From here, click the edit icon to view their details and make changes.

- A green dot indicates something has been added or changed.
- A red X indicates a service has been removed.



To manage company approval settings, click the **Approval Settings** tab, make desired changes, and then click Save Changes.

Company Administration

Manage Users Account Information Express Account Management **Approval Settings** User Setup Report Invalid Login Report ACH File SEC Codes

Manage Approval Settings

Enter the required approvals for the selected services and click "Save Changes".

Approvals Required for Transactions

For transactions, enter an amount and indicate the required approvals if the request amount is less than or equal to or greater than the amount.

To require transactions to be approved by a user other than the one who enters them, select Require Separate Entry From Approval. This should only be selected if the company has at least two users.

Service Name ↑	Request Amount	Approvals if Less or Equal	Approvals if Greater	Require Separate Entry From Approval
ACH File Upload	0	1	1	<input checked="" type="checkbox"/>
CCD Collection	0	1	1	<input checked="" type="checkbox"/>
CCD Payment	0	1	1	<input checked="" type="checkbox"/>
Internal Transfer	0	1	1	<input checked="" type="checkbox"/>
Loan Advance	0	1	1	<input checked="" type="checkbox"/>
Loan Payment	0	1	1	<input checked="" type="checkbox"/>

! Please check your approval settings before they are saved.
You will not be able to transmit a request if the number of approvals required for a service is greater than the number of users authorized to approve requests for a service.

Save Changes Do not save changes

To view user activity, select the **Administration > Self Administration > User Activity Report** tab. Select the report parameters and then click Generate Report.

Self Administration

Change Password Personal Preferences **User Activity Report**

Up to 18 months of data are available, a maximum of three months may be retrieved during a single search, to retrieve a limited amount of data, select specific criteria.

Output To Screen (HTML)

Function

User ID

All Users
 Enter User ID
 Specific User

Date

Specific Date
Date: 11/01/2022

Date Range

Generate Report



Use **Administration > Communications** to access and manage your communications. By default, the **Received Mail and Alerts** page is displayed. Here you can review and manage communication. Click the **Subject** link to view the message or alert. Click the checkbox next to messages you no longer need and then click Delete. Received messages will be automatically deleted after 90 days.

Business Online Banking | Approvals | Exceptions

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Welcome Reports Money Movement Account Services Administration

Communications

Mail and Alerts Sent Mail Forms and Documents Manage Alerts Contact Us

Received Mail and Alerts

Received messages will be automatically deleted after 90 days.

<input type="checkbox"/>	Date	Status	Type	Sent From	Subject
<input type="checkbox"/>	11/01/2022 05:07:50 PM (ET)	Unread	Alert	Bank	User Profile Activity
<input type="checkbox"/>	09/22/2022 08:22:46 PM (ET)	Unread	Alert	Bank	ACH Template Activity
<input type="checkbox"/>	09/22/2022 08:20:36 PM (ET)	Unread	Alert	Bank	ACH Template Activity
<input type="checkbox"/>	08/30/2022 03:45:47 PM (ET)	Unread	Mail	Bank Mail	Bank Closed for Holiday Observation
<input type="checkbox"/>	08/17/2022 02:13:34 PM (ET)	Unread	Alert	Bank	Password Changed
<input type="checkbox"/>	08/17/2022 02:09:22 PM (ET)	Unread	Alert	Bank	Password Changed
<input checked="" type="checkbox"/>	08/09/2022 10:36:17 AM (ET)	Unread	Mail	Bank Mail	New Dashboard Welcome Page

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Delete

Use the **Sent Mail** tab to view messages that you've sent in the last 90 days.

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Welcome Reports Money Movement Account Services Administration

Communications

Mail and Alerts **Sent Mail** Forms and Documents Manage Alerts Contact Us

Sent Mail

Sent messages will be automatically deleted after 90 days.

No Messages

Use the **Forms and Documents** tab to view the library of documents available for download. Check the box next to the documents you want to download, then click Download.

Business Online Banking | Approvals | Exceptions

Hi, Katie | SignOff
Last Login: Nov 1, 2022, 3:35:51 PM ET

Welcome Reports Money Movement Account Services Administration

Communications

Mail and Alerts Sent Mail **Forms and Documents** Manage Alerts Contact Us

Download Documents

<input type="checkbox"/>	Document Name	Description
<input type="checkbox"/>	ACH Annual Letter 2019	ACH Annual NACHA Rule Changes 2019
<input type="checkbox"/>	ACH Annual Letter 2020	ACH Annual Rule Changes 2020
<input type="checkbox"/>	ACH Annual Letter 2021	ACH Annual Letter 2021