Business Online Banking Administration

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

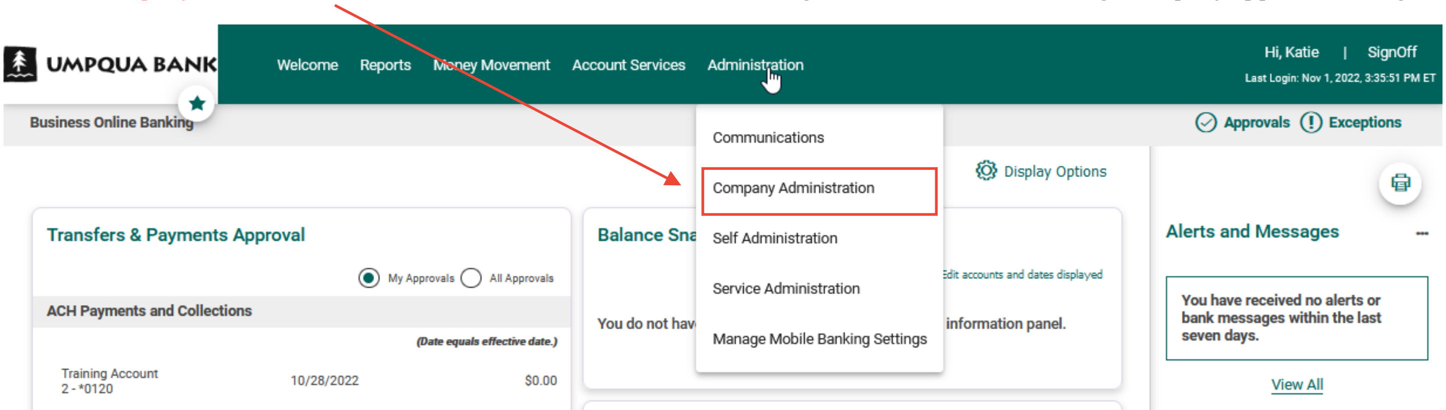
Approval

- 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

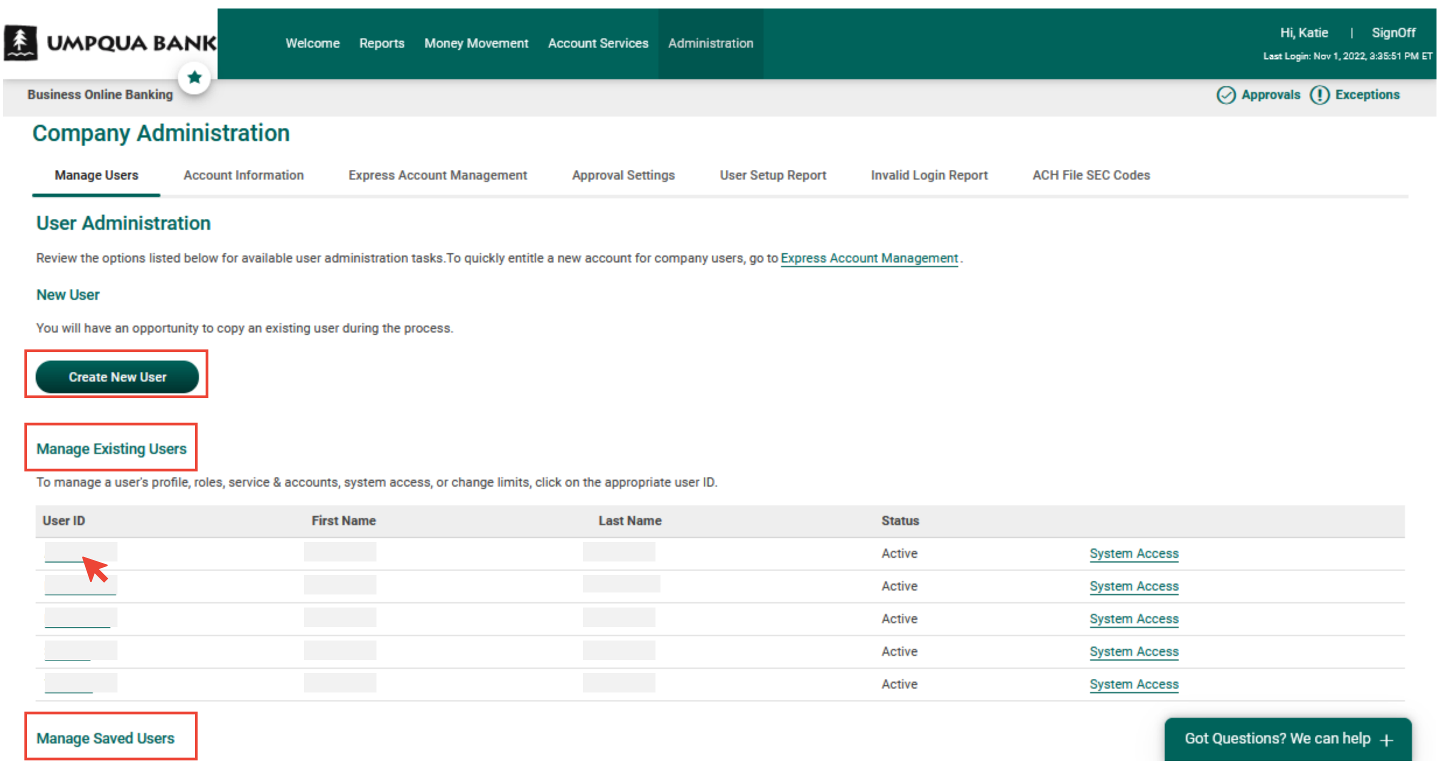
Administration (administrator)

- 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)

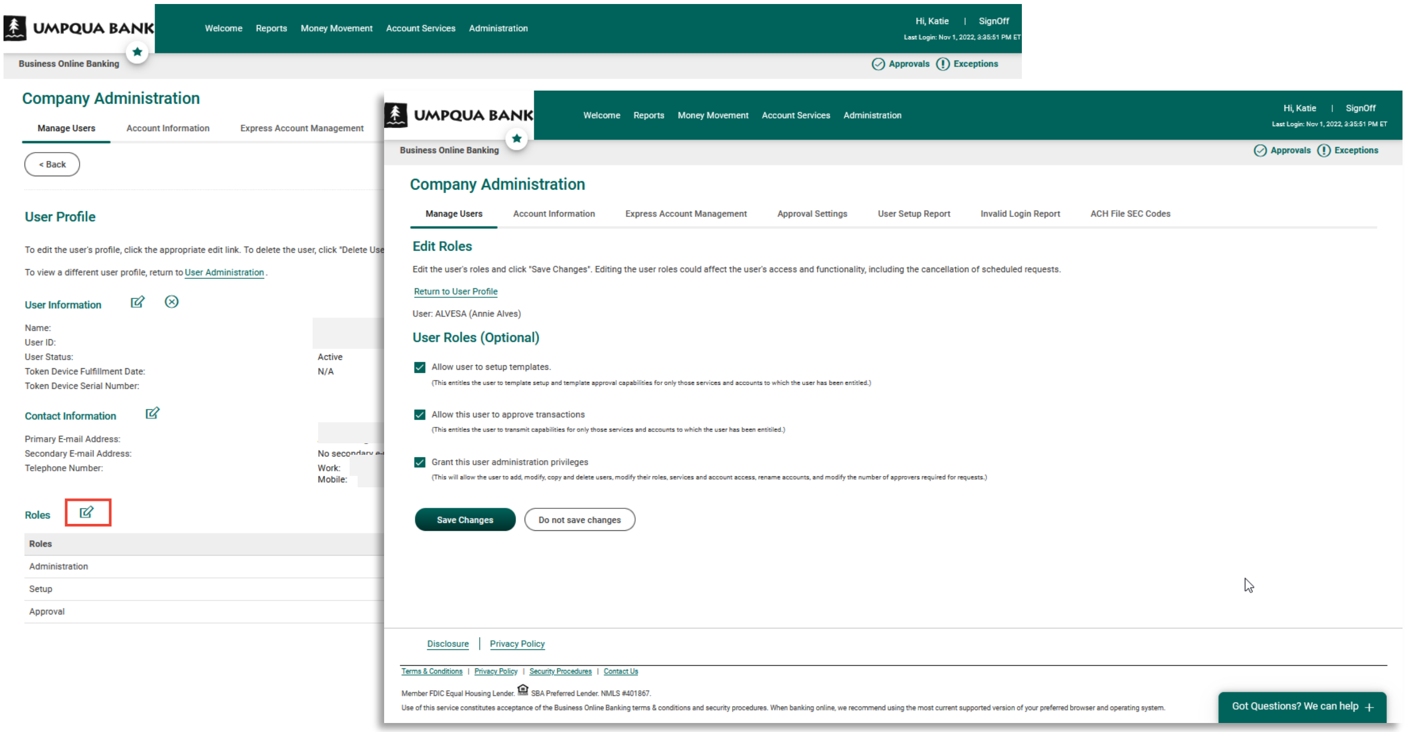
Use the Company Administration selection under Administration to manage and add users, and manage company approval settings.



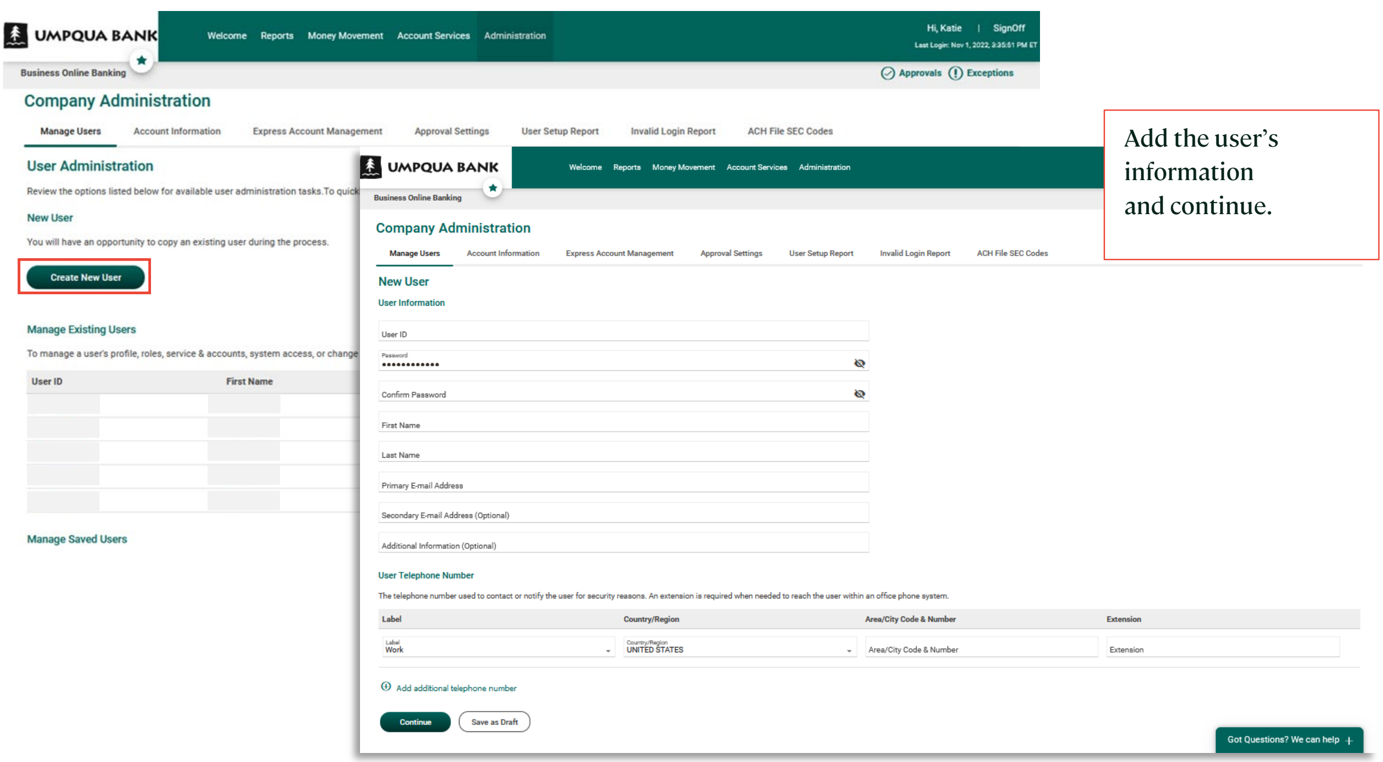
The default landing page is the Manage Users tab. Here you can create new users, manage existing users, and/or manage saved users. To manage an existing or saved user, click on their name to open their profile



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

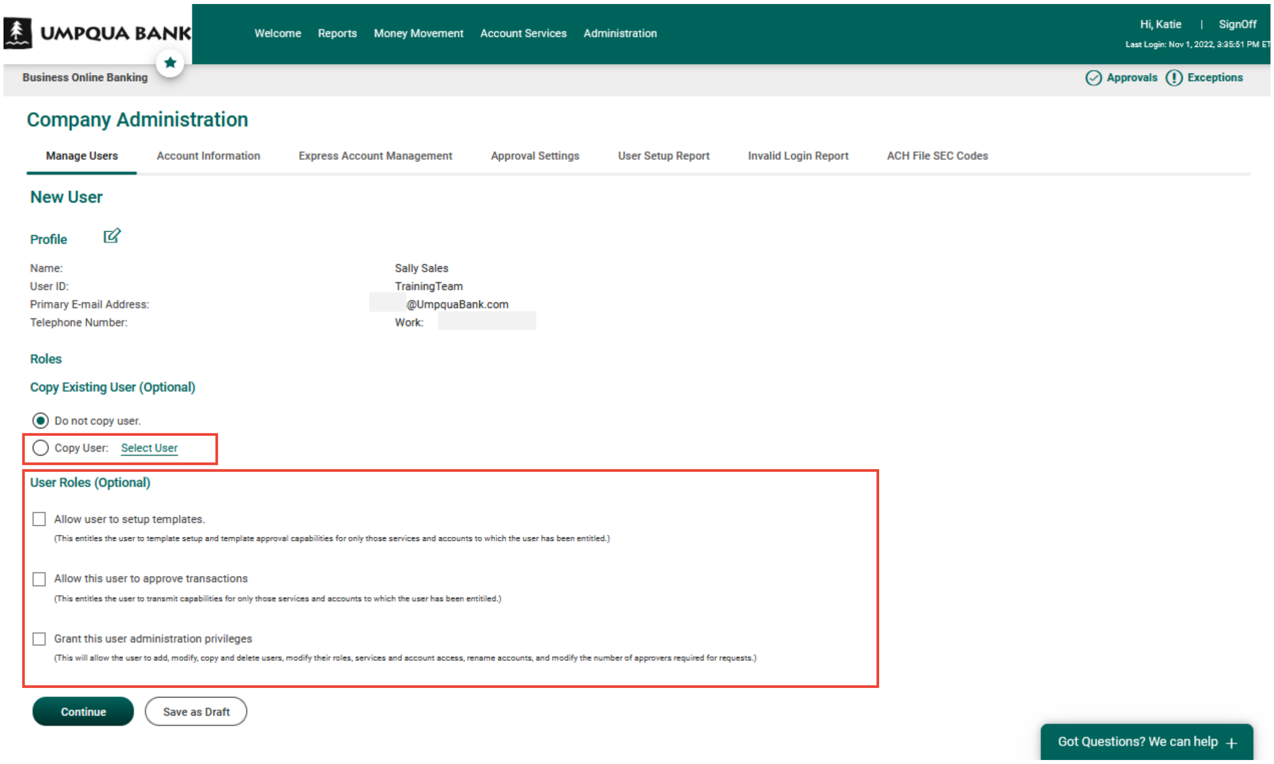


To create a new user, from the Manage Users tab, click the *Create New User* button.

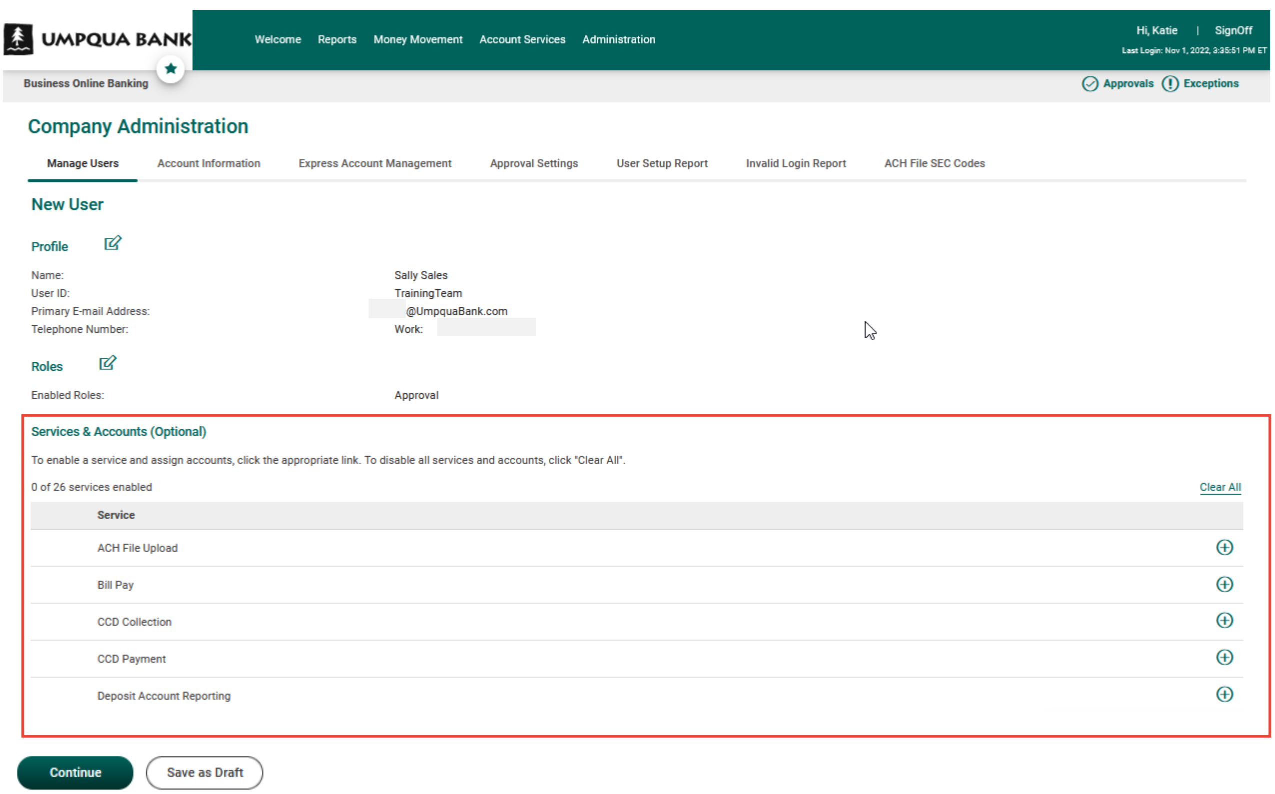


Add the user's information and continue.

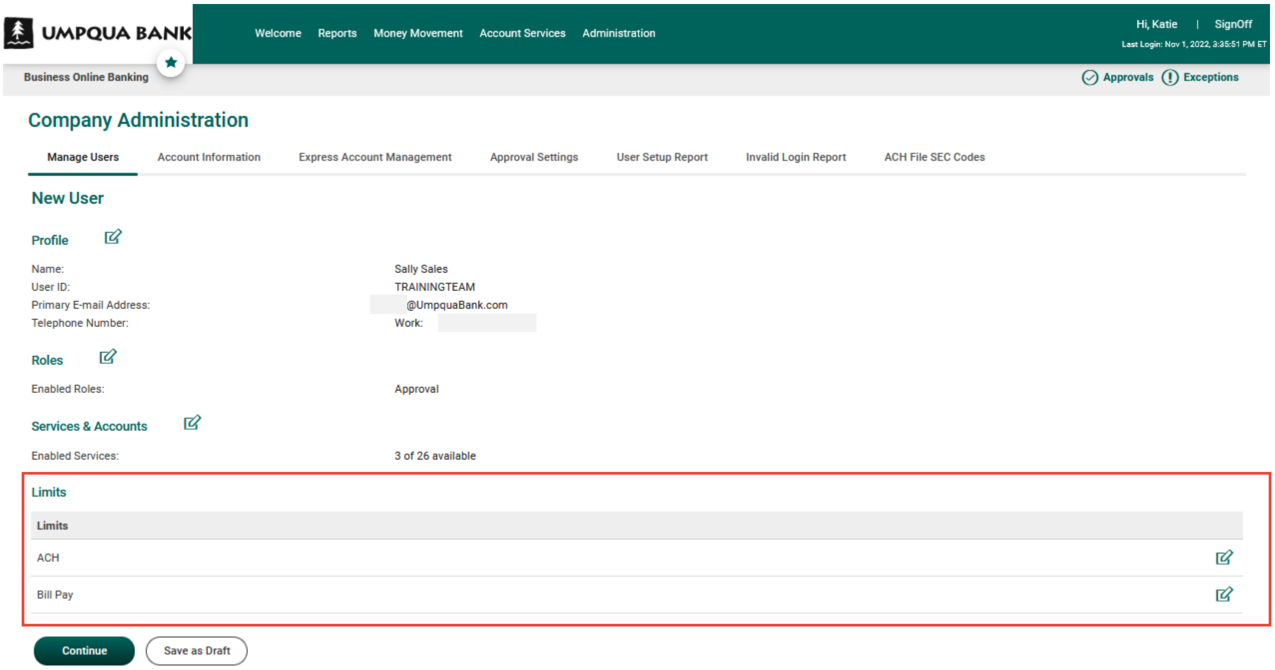
Copy the roles, services, and account entitlements from an existing user to the new user or select applicable User Roles and continue.



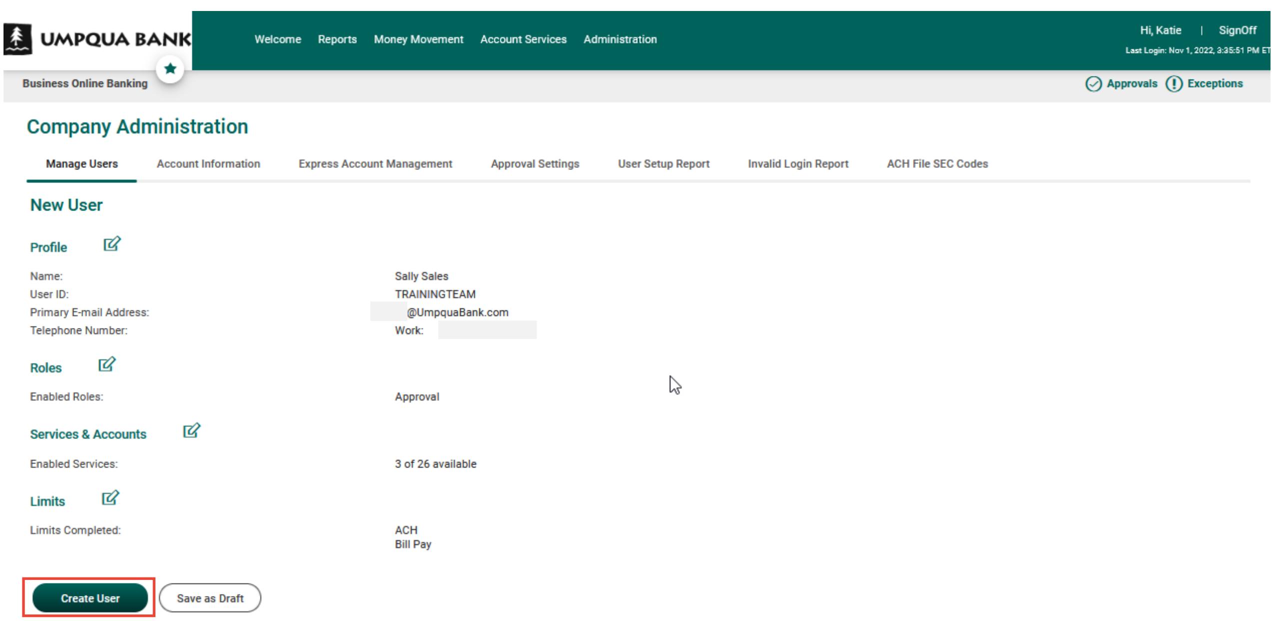
Enable Services and Accounts and continue.



Set transaction Limits, if applicable and continue.

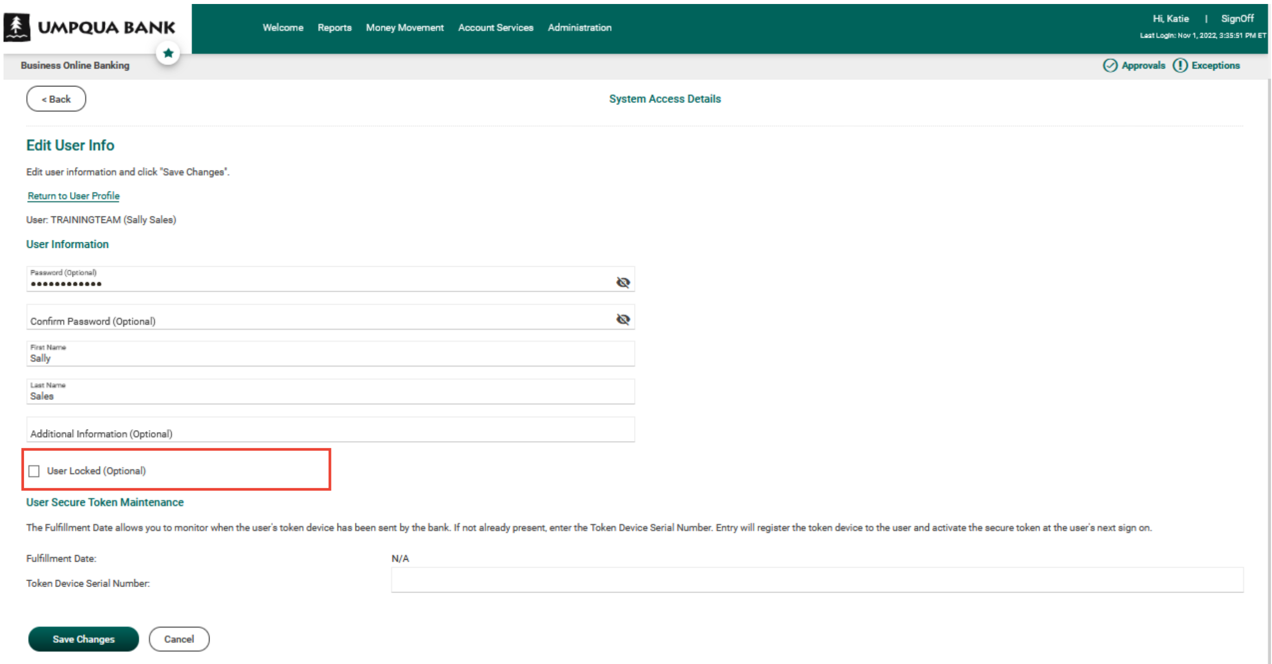


Verify the profile and then click Create User to finish creating the User.

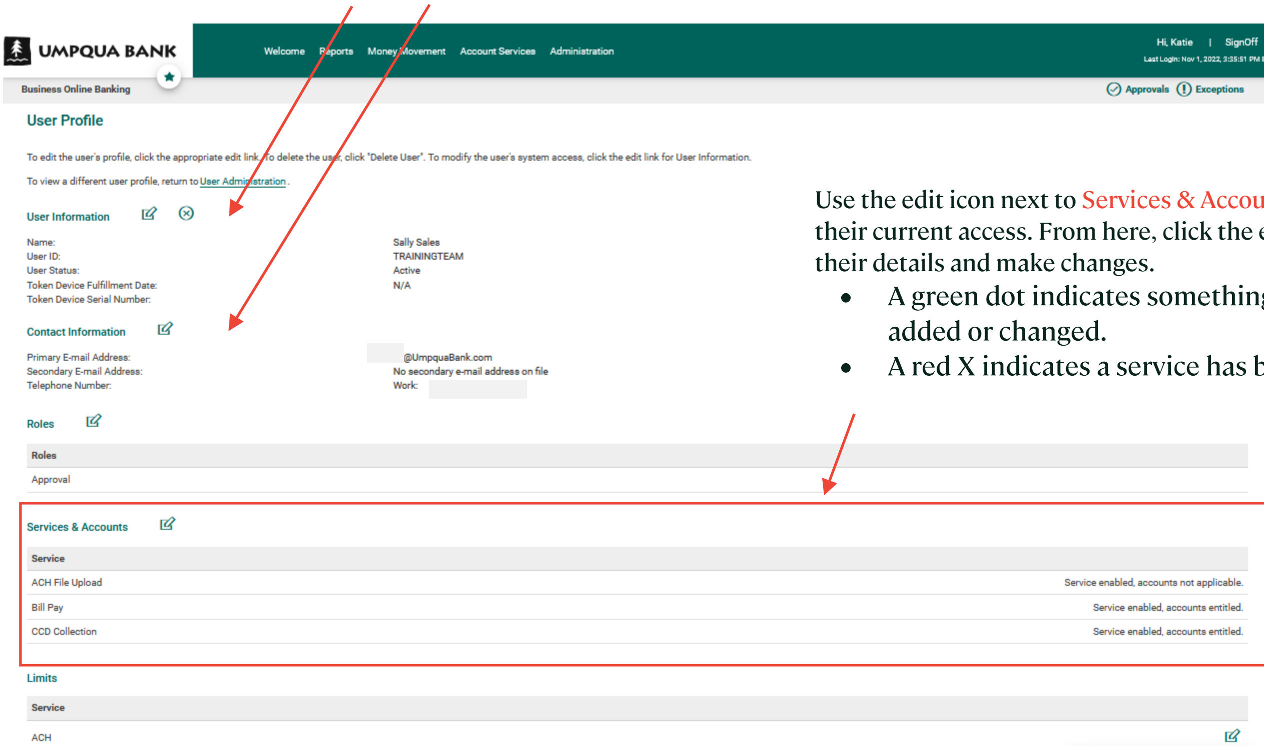


To set a temporary password for an existing user, click the System Access link, type in the new password, and save the change. Passwords expire 10 days from the date they were created; the user must change the password after initial sign on.

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



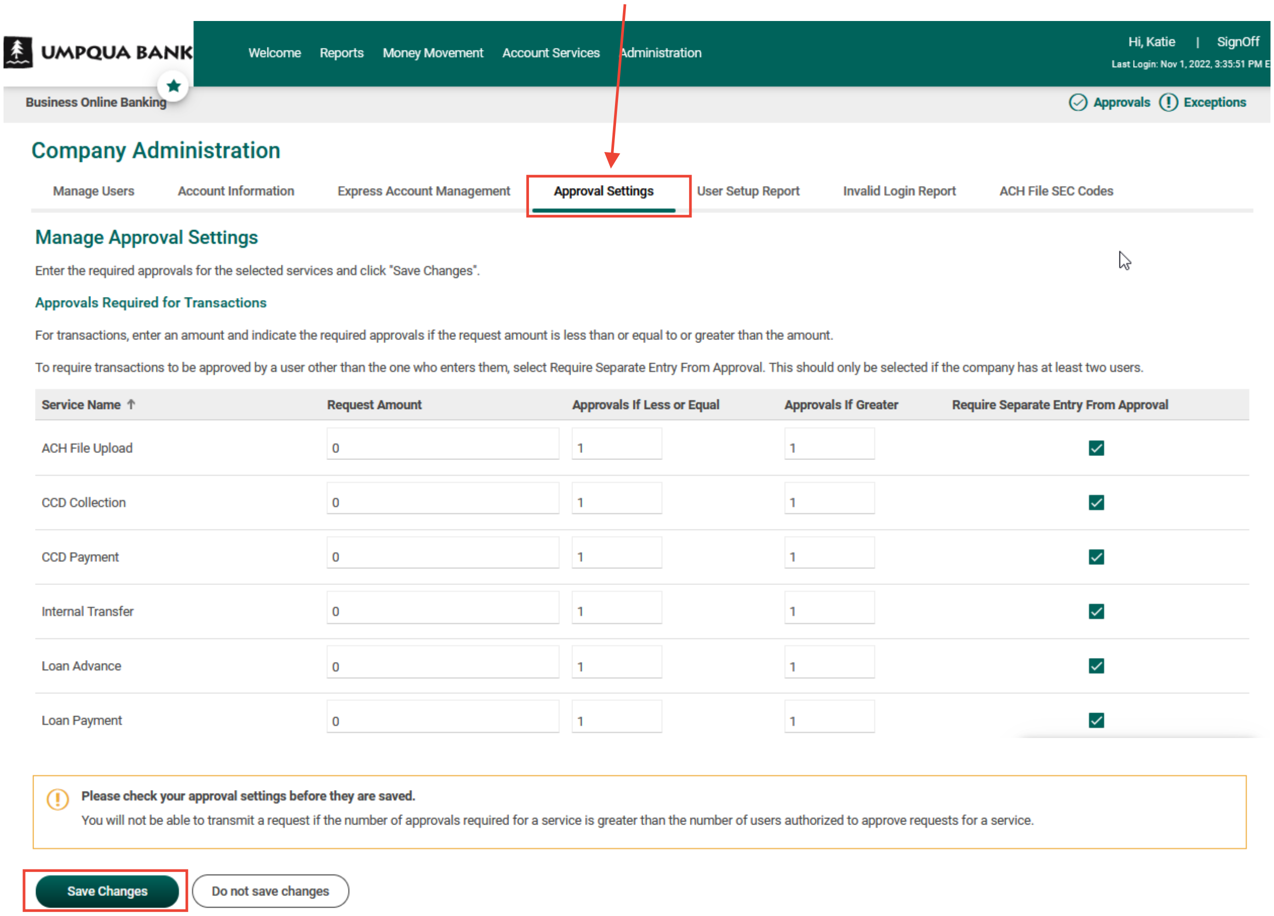
To view or edit a user's information, role(s), and permission(s), click their User ID to access the user's profile. Click the edit icon next to the applicable section(s) you want to access. Review the permissions, make edits, and save any changes.



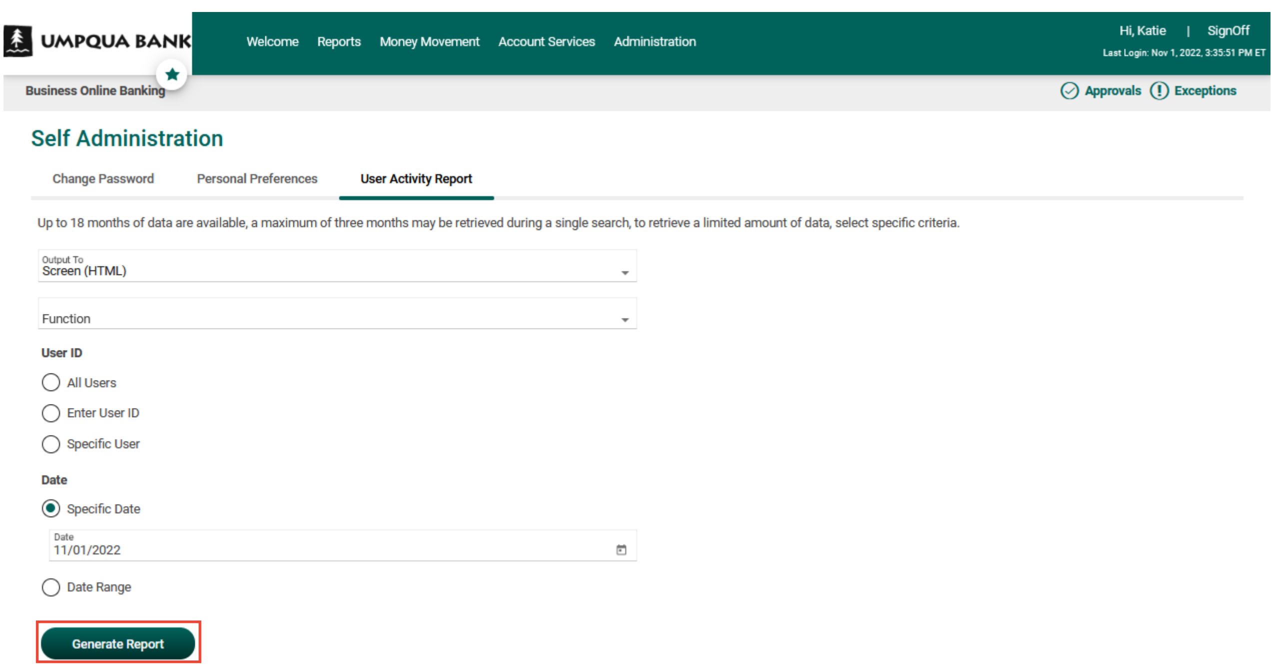
Use the edit icon next to Services & Accounts to view their current access. From here, click the edit icon to view their details and make changes.

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

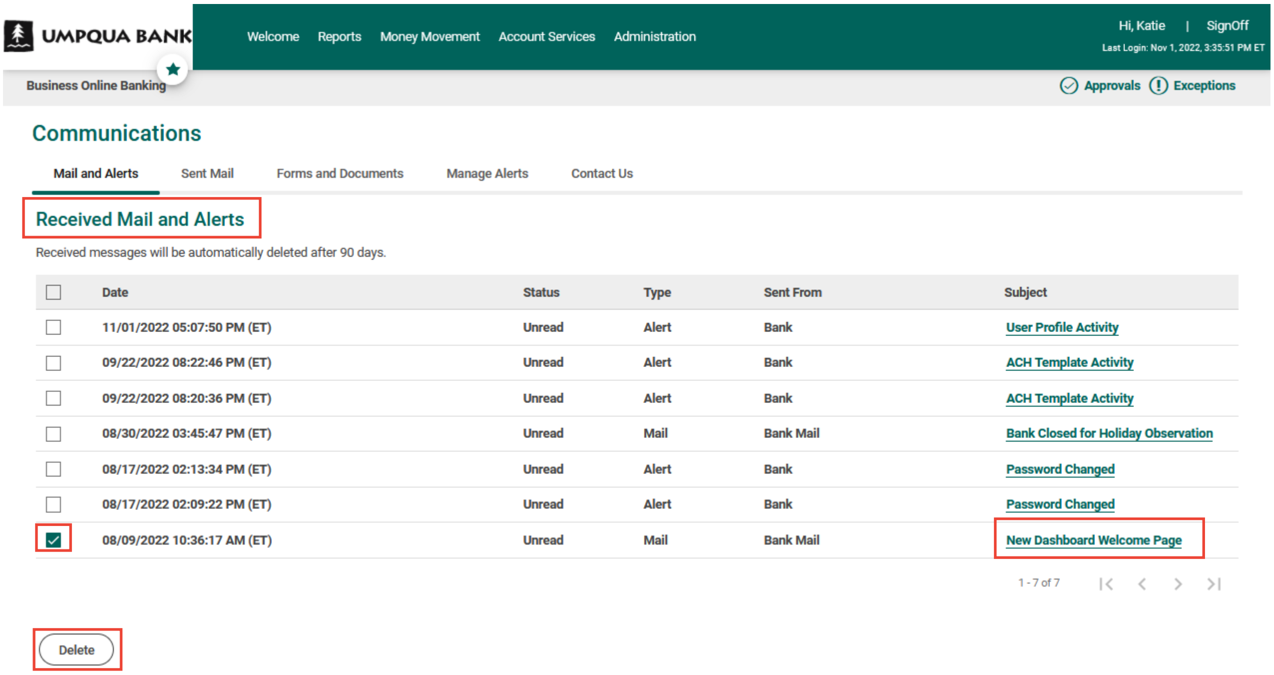
To manage company approval settings, click the Approval Settings tab, make desired changes, and then click Save Changes.



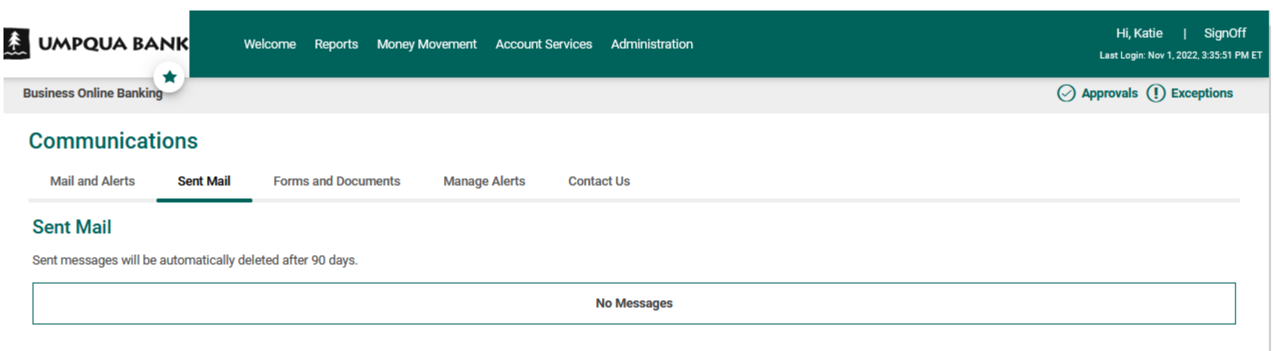
To view user activity, select the Administration > Self Administration > User Activity Report tab. Select the report parameters and then click Generate Report.



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.



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



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.