

# CSI Statements<sup>e</sup> Administrator Manual

Version 5.1



© Copyright CSI, Inc. All rights reserved.

No part of this document may be reproduced, stored on retrieval media, or transmitted electronically or manually for any purpose other than the licensee's own use without the express written permission of:

CSI Document Services  
2627 E I-44 Service Road  
Oklahoma City, OK 73111 USA  
Csiweb.com

This manual is for informational purposes only and is subject to change without notice.

DISCLAIMER OF WARRANTIES. THIS DOCUMENT AND THE MATERIALS ARE PROVIDED ON AN AS-IS, AS-AVAILABLE BASIS WITHOUT ANY WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED. TO THE FULLEST EXTENT PERMITTED BY LAW, CSI, ITS AFFILIATES AND ITS THIRD PARTY LICENSORS DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE OR ACCURACY OF ANY INFORMATIONAL CONTENT. CERTAIN STATES DO NOT ALLOW DISCLAIMERS OF CERTAIN WARRANTIES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO ONE OR ALL OF THE FOREGOING LIMITATIONS MAY NOT APPLY TO YOU.

You understand and expressly agree that use of this Document and the Materials is at your sole risk and that this Document and the Materials may not be current, complete, uninterrupted, accurate or error-free. We make no representation or warranty regarding the use, validity, security, accuracy, currency, completeness, reliability or the results from the use of this Document or the Materials and do not assume any liability or responsibility for any errors or omissions in the Materials or any actions taken or not taken in reliance upon the Materials. The Materials may contain typographical errors or inaccuracies and may not be complete or current and, therefore, we reserve the right to correct any errors, inaccuracies or omissions and to change or update information at any time without prior notice.

LIMITATION OF LIABILITY. IN NO EVENT SHALL CSI, ITS AFFILIATES OR ITS THIRD PARTY LICENSORS BE LIABLE FOR ANY DAMAGES OF ANY KIND (INCLUDING, BUT NOT LIMITED TO, DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, PUNITIVE OR EXEMPLARY DAMAGES, OR ANY DAMAGES FOR COMPUTER FAILURE OR MALFUNCTION, BUSINESS INTERRUPTION, LOSS OF PROFITS, USE, DATA, GOODWILL OR OTHER INTANGIBLES) ARISING FROM OR IN ANY WAY RELATING TO THESE TERMS, THIS DOCUMENT, THE MATERIALS (INCLUDING, BUT NOT LIMITED TO, THE USE OR INABILITY TO USE THIS DOCUMENT OR THE MATERIALS), OR ANY INFORMATION, GOODS OR SERVICES CONTAINED ON OR OBTAINED THROUGH THIS DOCUMENT, EVEN IF CSI HAS BEEN INFORMED OF THE POSSIBILITY OF SUCH DAMAGES AND REGARDLESS OF THE FORM OF ACTION (INCLUDING, BUT NOT LIMITED TO, CONTRACT, NEGLIGENCE, TORT OR WARRANTY). CERTAIN STATES DO NOT ALLOW THE LIMITATION OF CERTAIN DAMAGES, SO SOME OR ALL OF THIS LIMITATION OF LIABILITY MAY NOT APPLY TO YOU AND YOU MAY HAVE ADDITIONAL RIGHTS.

## Trademarks

Checks<sup>®</sup> is a registered trademark of CSI.  
Statements<sup>®</sup> is a registered trademark of CSI.  
Notices<sup>®</sup> is a registered trademark of CSI.  
Check UP is a registered trademark of CSI.  
DigiARK is a registered trademark of CSI.  
iVerify is a registered trademark of CSI.

Statements<sup>®</sup>: Patent Pending  
Notices<sup>®</sup>: Patent Pending  
DigiARK: Patent Pending

All other product or company names referenced in this document are considered to be the trademarks or registered trademarks of their respective companies.

# CSI Statements<sup>e</sup> Admin Manual Outline

## Contents

- Overview ..... 4
  - Purpose ..... 4
  - Features ..... 4
  - System Requirements ..... 4
  - Nomenclature Notes..... 5
  - Logging In ..... 6
  - Searching ..... 8
  - Shadowing a User Account ..... 8
  - Adding a New User – non SSO users only ..... 8
  - Adding User Information.....10
  - Editing User Accounts.....12
  - Editing Email Information .....12
  - Editing Accounts.....13
- Blocked Accounts.....15
  - Blocking an Account .....16
  - Finding and Unblocking Blocked Accounts.....16
- Reports .....16
  - Report Navigation bar.....16
  - Audit Report.....17
  - Usage Report .....18
  - User Adoption Report .....19
  - Existing Users New Accounts.....20
  - Last Page Viewed .....20
  - Non-Deliverable Emails .....20
- Notice Approval .....21
- Branches.....22

Adding a Branch.....	22
Deleting a Branch.....	22
Themes .....	23
Viewing and Changing Themes .....	24
Content.....	24
Adding and Editing Content.....	25
Adding Static Content .....	26
Predefined Keys for Static Content.....	26
Adding Custom Content .....	27
Deleting Content.....	27
Tabs .....	28
Adding and Editing Tabs .....	28
Adding a Tab to Display Custom Content .....	29
Cancel Service.....	29
Deleting Tabs .....	29
Email Notifications.....	30
Editing Notification Text.....	30

## Overview

### Purpose

CSI is the premier provider for end-to-end solutions for banks, credit unions, and other large institutions with document composition, internet archival and delivery, and item processing needs. CSI's product suite includes over a dozen products and services that streamline back office operations, improve productivity, reduce the cost of doing business, and improve customer relationships.

Statements<sup>es</sup> is the leading solution for electronic delivery and presentation for statements for financial institutions and other organizations. Built on CSI's patent pending technology integrating Adobe Flash<sup>®</sup>, Statements<sup>es</sup> provides customers quick and easy access to their financial information.

### Features

- HTML5 desktop
- HTML5 mobile support
- Extremely fast load times since our system doesn't download the entire document, just the page the user requests
- Multiple documents can be opened within the same window for multiple accounts
- Customer Connect banners are embedded into the statement for the life of the statements
- Can click and drag the statement window larger
- Can click and move the document within the window
- The ability to search all available documents per account from within the text search box
- Can manually enter in the page number for the statement window to jump to

### System Requirements

In order to use CSI Statements<sup>es</sup>, you must use a computer that meets the product's minimum system requirements. While Statements<sup>es</sup> may run on other configurations, CSI cannot provide customer support for issues experienced on configurations that do not meet these specifications:

- Any PC with an internet browser that supports Adobe Flash integration
- High speed internet connection; DSL equivalent or better connection is required for optimal performance
- Adobe Flash Player version 8.0 or greater is required to view documents in the dynamic statement renderer
- Any PDF reader application (Adobe Reader, Foxit Reader, Google Chrome, etc.) is required to view and/or print PDF documents downloaded from this application
- A computer with reasonable performance is required to render statements. CSI recommends a 1GHz or better processor with at least 64 MB of RAM.
- A printer is required to print physical copies of statements. A color printer is required to render statements in full fidelity. Printing a statement in grayscale is also supported.

## Nomenclature Notes

The CSI Statements<sup>®</sup> solution provides two primary components: a user interface for viewing documents, checks, and downloading documents, and an administrative interface for financial institutions to manage users and their accounts and to configure the behavior of the overall system. For the purposes of this manual, the user interface is referred to as the user interface, and the administrative interface is referred to as the CSR interface.

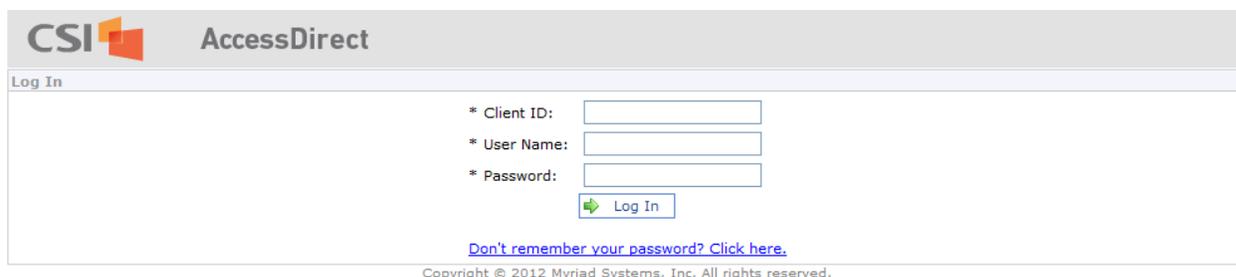
## Administrator Operations

The following administrator operations are available to financial institution customer service representatives to troubleshoot and control user access to CSI Statements<sup>®</sup>. Administrative operations are performed through the CSI Statements<sup>®</sup> CSR module via the CSI ACCESSSDIRECT™ solution portal. Relevant portions of the CSI ACCESSSDIRECT™ user manual have been reproduced here to provide a complete description of administrative operations in CSI Statements<sup>®</sup>; however, please see the CSI ACCESSSDIRECT™ user manual for more information on functionality and security provided by that system.

### Logging In

Logging in to ACCESSSDIRECT™ requires three credential elements: a client identifier, a username, and a password. Client identifiers are assigned to CSI clients at the time they become a customer of CSI Document Services. Client identifiers are assigned by CSI and are only changeable by CSI. All users that access the data of a client have the same client identifier. The second piece of credential information is a username unique per user. Usernames are not a protected credential element and may be displayed to other users when using ACCESSSDIRECT™ collaboration features or viewing auditing reports. The final piece of credential information is a password known only to the user. To log into ACCESSSDIRECT™, navigate to the ACCESSSDIRECT™ login page, located at:

<https://www.myriadsystems.com/ACCESSSDIRECT/>



**Never share your password with any other person.** It is never necessary to share your password with any site administrator or CSI employee.

ACCESSSDIRECT™ is the internet portal framework for all CSI Document Services products and services. To get to any CSI product, such as CSI Statements<sup>®</sup> CSR, you must navigate through ACCESSSDIRECT™. ACCESSSDIRECT™ can be accessed through a menu bar at the top of the screen, which provides links to each CSI product and service, including configuration tools to change ACCESSSDIRECT™ itself.

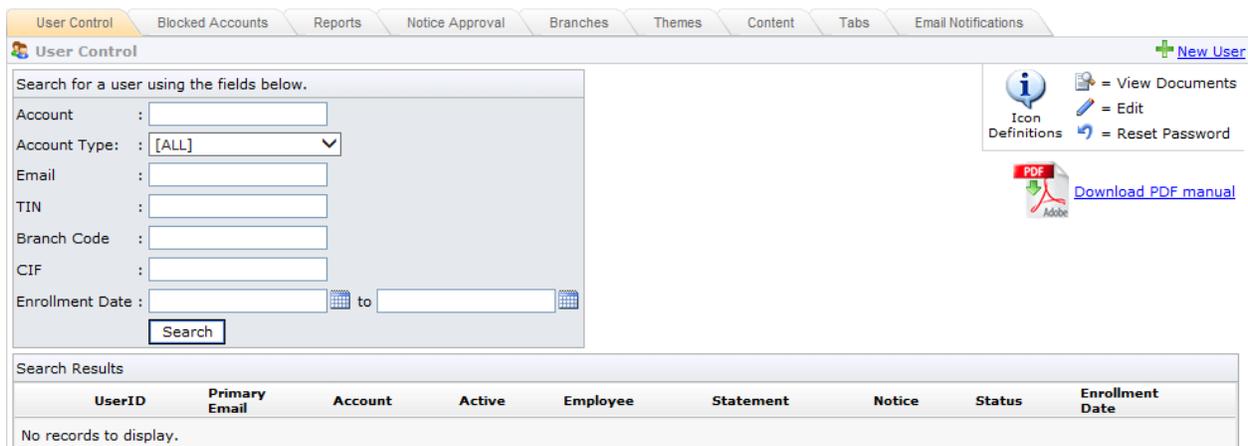
Each product and service your organization subscribes to that your account has permission to access is listed under the Products/Services menu bar selection. Permissions for your account are managed by your local site administrator at your organization. To access CSI Statements<sup>®</sup> CSR, select Statements<sup>®</sup> CSR from the Product/Services menu bar selection.

Products/Services	Site Admini
Access Direct	
Checks <sup>e</sup> Remote Deposit CSR	
Checks <sup>e</sup> Return Item Processing	
CheckUp	
CheckUp 21	
CustomerConnect	
Digiark	
i-Verify	
Statements <sup>e</sup> CSR	

## Navigating CSI Statements<sup>e</sup>® CSR

Statements<sup>e</sup>® CSR provides an extensive set of control and reporting functionality, separated by function into a tabbed interface. Each tab is described below:

### User Control



The screenshot displays the 'User Control' tab in a web application. At the top, there are several navigation tabs: User Control, Blocked Accounts, Reports, Notice Approval, Branches, Themes, Content, Tabs, and Email Notifications. Below the tabs is a search form with the following fields:

- Account:
- Account Type: [ALL] (dropdown menu)
- Email:
- TIN:
- Branch Code:
- CIF:
- Enrollment Date:  to  (with calendar icons)

A 'Search' button is located below the enrollment date fields. To the right of the search form, there are several utility icons and links:

- Icon Definitions (info icon)
- View Documents (document icon)
- Edit (pencil icon)
- Reset Password (refresh icon)
- Download PDF manual (PDF icon)
- New User (plus icon)

Below the search form is a 'Search Results' table with the following columns: UserID, Primary Email, Account, Active, Employee, Statement, Notice, Status, and Enrollment Date. The table currently shows 'No records to display.'

- **UserID:** UserID is an internal CSI number that is automatically generated when a new user is created.
- **Primary Email:** The email address that is associated to the user for email notifications and other purposes.
- **Account:** The account number the user has access to.
- **Active:** Whether or not the user can log in to view their statements
- **Employee:** If the user is an employee of your institution
- **Statement:** Statement delivery preference
- **Notice:** Notice delivery preference

- Status: Account status that determines the steps a user has taken to be properly enrolled. If any of these flags are set to false (red X), the account is not considered active and the user will continue to receive a paper statement or be switched back to paper delivery of the statement.
  - Locked – shows if a user is locked out of their account
  - Accepted Disclosure – shows if the user has read and accepted your disclosure agreement to see their electronic statement
  - Accepted Flash – shows if the user have the proper version of Adobe Flash to see their electronic statement
  - Email Bounce – shows if the system received an email bounced back from the user’s selected email notification account
- Enrollment Date: The date the user enrolled in the system either from an SSO authentication or was manually created.

## Searching

User Control is the user account search screen for Statements<sup>es®</sup> CSR. To verify information about or change a user access account, CSR’s must look up the user account by account number, email address, TIN (tax identification number), branch code (if used in your organization), or customer information file number (if used in your organization). You can also use the account type or user enrollment date to further your queries as necessary.

User Control supports the use of wildcards when searching for user accounts. For instance, searching for an user account by email using the search criteria “john@\*”, would find all users that have an email address that started with the word “john”.

Search results provide a summary view of user accounts, including their primary email, an account number, whether or not the user is an employee, statements delivery method, notice delivery method as well as the date the user account was created in CSI Statements<sup>es®</sup>.

## Shadowing a User Account

CSI Statements<sup>es®</sup> CSR provides the ability for financial institution CSR’s to view the Statements<sup>es®</sup> user interface as the user sees the interface without needing to exchange user credential information. This function allows institutions to adhere to policies that never require CSR’s to ask for password information from users.

To shadow a user account, click the  icon in the search result row, which allows the CSR to log into the system as the user. A popup window will open that mimics the interface presented to users. Generally, CSR’s can navigate and perform other functions as the user through the shadowed interface to reproduce or verify issues. However, this shadowed interface will not allow CSR’s to use tabs to edit the user account, and when shadowing, documents that are present in the system for an account that have not yet been published to users can be viewed.

## Adding a New User – non SSO users only

The “New User” link is *only* visible to clients that use the login authentication scheme for CSI Statements<sup>es®</sup>. Single Sign-On (SSO) clients benefit from the automatic creation of account

information through the SSO enrollment process. If your organization uses the SSO authentication scheme, you may skip this section.

The screenshot shows the 'User Control' interface with a search form and a table of search results. The search form includes fields for Account, Account Type (set to [ALL]), Email, TIN, Branch Code, CIF, and Enrollment Date (with a date range selector). A 'Search' button is located below the form. To the right, there are icons for 'View Documents', 'Edit', and 'Reset Password', and a 'Download PDF manual' link. The 'New User' button is circled in red. Below the search form is a table with the following columns: UserID, Primary Email, Account, Active, Employee, Statement, Notice, Status, and Enrollment Date. The table currently displays 'No records to display.'

The New User function allows CSR's to manually create user customer accounts for login access to the CSI Statements<sup>es</sup> system. When a user customer account is created, users receive an email notification that contains information on how to log in. New customer's initial passwords are their primary account numbers.

*Note: When creating a new user with multiple accounts, additional accounts need to be added in using the account edit feature, not by creating an additional new user. See "Editing User Accounts" below.*

*Note: As an inverse, if each user with a different email address wants to have their own login credentials, you will need to create a separate user and link them to the proper accounts.*

## Adding User Information

 **New User**

- An "\*" indicates a required field
- A new user's initial password will be the primary account number.

**User Information**

CIF:

TIN:

Branch:

\* Primary Email:

**Primary Account Information**

\* Account #:

\* Type:

Active:

Sensitive:

Employee:

Manager:

Statement:

Notice:

- **CIF or Customer Information File identifier:** This is an identifier that is unique to an individual and is guaranteed not to change over time. An optional field, when CIF's are present in the CSI Statements<sup>®</sup> system, additional integration opportunities with other CSI products and services are possible. Many Statements<sup>®</sup> clients that are not yet benefiting from CSI's extensive line of item processing services do not populate this field. SSO configurations have the ability to automatically populate this field as part of the SSO communication protocol.
- **TIN or Tax Identification Number:** This is the federal tax identification number attached to an account. An optional field, multiple user accounts can have the same tax identification number, as is often the case for multiple controllers that each have a user account that can list multiple corporate accounts.
- **Branch Code:** If institutions wish to segregate users by branch for reporting purposes, a client-formatted branch code can be set in this field.
- **Primary Email:** This field is used for the delivering email notifications and will be used as the username the end user will log into the system if they are not a SSO user. This is a required field if manually setting up the user.
- **Account #:** The primary account number the user will have access to. This is a required user if manually setting up the user.

- Type: The type of account the user is accessing. This is a required user if manually setting up the user.
- Active: User account active: Whether or not the user account is active. Inactive user accounts cannot log into the system or may be prompted to complete a new enrollment process to create a new account. Inactive user accounts do not contribute towards the print versus electronic delivery determination.
- Locked Out: Whether or not the user account is locked out due to too many invalid password attempts. This option can also be enabled to keep a user from accessing their account. A configurable default message is displayed to the user when they are locked out.
- Employee: Whether or not a user account belongs to an employee. Employee user accounts cannot be viewed by ACCESSDIRECT™ users that do not have at least “Admin” permissions to access e-Statements CSR. This setting assists institutions in protecting the confidentiality of employee financial details if other control mechanisms are already in place in other systems at the institution to accomplish this in core systems.
- Manager: The manager of the account. This field is only applicable to CSI Notices<sup>e</sup> clients.
- Statement: Controls the delivery method for statements archived for this account. Options are None, Print, Email, or Both. Each state is described below:
  - When set to “None”, paper statements are not printed, and the account is not visible to the user in the Statements<sup>®</sup> interface.
  - When set to “Print”, paper statements are printed (and mailed if there are not special instructions to make the statement a “no mail”), and the account is not visible to the user in the Statements<sup>®</sup> interface.
  - When set to “Email”, paper statements are not printed, but the account is visible to the user in the Statements<sup>®</sup> interface. An exception to this when the user customer account has been configured for email statements, but the user has not yet logged into Statements<sup>®</sup> to accept the disclaimer to receive online statement notifications and delivery in lieu of paper statements. When the user has not yet completed the enrollment process, “Email” is treated as “Print”.
  - When set to “Both”, paper statements are printed (and mailed if there are not special instructions to make the statement a “no mail”), and the account is visible to the user in the Statements<sup>®</sup> interface if the user has completed enrollment. Please note that because clients are charged both for printed statements and electronic notifications, CSR’s should review their organization’s policy on dual statement delivery before configuring an account to receive both printed and electronic copies of statements.
- Notice: Controls the delivery method for notices archived for this account. Options for this print control flag are similar to the Statement flag, as described above. If the client is not a subscriber to CSI Notices<sup>e</sup>, no “Email” or “Both” option available for selection.

## Editing User Accounts

The second icon  on a user control search result allows CSR's to edit a user account. User accounts have a number of properties, and each user account can have one or more bank account and one or more email addresses.



The screen below demonstrates the screen after a user clicks the  button.

Account	Primary	Active	Sensitive	Statement	Notice	Type	Manager
 302345609	Yes	Yes	Yes	Email	Email	Personal Checking	
  312345660	No	Yes	No	Email	Email	Personal Checking	
 <input type="text"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Email	Email	Personal Checking	<input type="text"/>

## Editing Email Information

Each user in Statements<sup>e®</sup> must have one or more valid email addresses for electronic delivery of statements to succeed. Email addresses for each user account are managed through the Email Information pane.

- To edit an existing email address, select the address in the pane, and the Email and Primary fields are loaded with the properties of the email address. CSR's may edit addresses and mark the address as primary or non-primary and save changes by using the "Update" button in the Email Information pane. At least one address must be marked as primary. Primary addresses receive password reset requests for only non-SSO users. In Login authentication scenarios, the primary address is the login username. Therefore, CSR's should take care when changing primary flags on addresses if their organization uses the non-SSO login authentication scheme. Customers must be made aware of their primary email they must use to log in.
- To add a new email address, enter the email address in the Email Information text box. If the email address is the primary address, select the Primary checkbox. When finished, clicking the "Add" button in the email Information pane will add the email address to the system. Also keep in mind that you can only have one primary email address per user.
- To remove an email address, select the email address to delete and click the "Delete" button in the Email Information pane. In Login authentication scenarios, the primary address is the *only* login username. CSR's should take care when deleting primary addresses as your organization may use the Login authentication scheme if not using

SSO. Ensure customers are aware of their new primary email they must use to log in with if you delete the existing primary email.

*Note: As a safety precaution, if an email is marked as primary, you will not be able to delete that email address. You will need to delete the user.*

Email addresses that the CSI Statements<sup>®</sup> solution detects as undeliverable, or “bouncing”, will be marked as invalid, and must be updated before subsequent electronic delivery notification attempts will be made. Undeliverable email addresses are reported through the Statements<sup>®</sup> CSR reporting tools and can be updated through this section’s email information management functionality.

*Note: When addresses are marked as undeliverable one time, they will be delivered through standard paper delivery channels. Whenever an email address is updated, its invalid status is reset so at the next statement archival time, electronic notifications will be sent again and paper delivery will cease for accounts marked as “Email”.*

## Editing Accounts

Each user in Statements<sup>®</sup> must have one or more valid bank accounts for electronic delivery of statements to succeed. Bank accounts for each user account are managed through the Accounts pane.

- To edit an existing account, click the  icon next to the account you wish to edit. There are eight fields that can be changed for an account:

Accounts							
Account	Primary	Active	Sensitive	Statement	Notice	Type	Manager
 302345609	Yes	Yes	Yes	Email	Email	Personal Checking	
<b>Edit Account Details</b>							
Account:	<input type="text" value="302345609"/>						
Primary:	<input checked="" type="checkbox"/>						
Active:	<input checked="" type="checkbox"/>						
Sensitive:	<input checked="" type="checkbox"/>						
Statement:	<input type="text" value="Email"/>						
Notice:	<input type="text" value="Email"/>						
Type:	<input type="text" value="Personal Checking"/>						
Manager:	<input type="text"/>						
<input type="button" value="Save"/> <input type="button" value="Cancel"/>							
  312345660	No	Yes	No	Email	Email	Personal Checking	
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="Email"/>	<input type="text" value="Email"/>	<input type="text" value="Personal Checking"/>	<input type="text"/>

- Account: The account number on the statement or notice for which you wish the user account to have access to view.
- Primary: Whether or not the account is the primary account. This field is only relevant for Login scenarios, which set a default password to the primary account number until the user logs in for the first time.
- Active: Whether or not the account is active. Users cannot see inactive accounts, and print controls set on inactive accounts do not factor into the paper versus electronic delivery determination process. This flag is available to allow historical accounts to be attached in Statements<sup>es®</sup> CSR to help troubleshoot questions or issues in the future. In addition, users that cancel Statements<sup>es®</sup> electronic delivery service are marked inactive at the user level, as well as each subsidiary account.
- Sensitive: The sensitive account flag is only applicable to CSI Notices<sup>e</sup> clients. Clients that use this service in conjunction with CSI Statements<sup>es®</sup> can mark accounts to not automatically receive e-notices in the user interface. Instead, an account manager must approve each notice. This is used by institutions for large customers to ensure certain types of notices are handled in special processes, such as NSF notices being resolved by the account manager for sensitive customers without any notice actually being sent to the customer. CSI can also set e-notices to auto approve by a specific time in case the e-notice cannot be reviewed in a timely manner.
- Statement: Controls the delivery method for statements archived for this account. Options are None, Print, Email, or Both. Each state is described below:
  - When set to “None”, paper statements are not printed, and the account is not visible to the user in the Statements<sup>es®</sup> interface.
  - When set to “Print”, paper statements are printed (and mailed if there are not special instructions to make the statement a “no mail”), and the account is not visible to the user in the Statements<sup>es®</sup> interface.
  - When set to “Email”, paper statements are not printed, but the account is visible to the user in the Statements<sup>es®</sup> interface. An exception to this when the user customer account has been configured for email statements, but the user has not yet logged into Statements<sup>es®</sup> to accept the disclaimer to receive online statement notifications and delivery in lieu of paper statements. When the user has not yet completed the enrollment process, “Email” is treated as “Print”.
  - When set to “Both”, paper statements are printed (and mailed if there are not special instructions to make the statement a “no mail”), and the account is visible to the user in the Statements<sup>es®</sup> interface if the user has completed enrollment. Please note that because clients are charged both for printed statements and electronic notifications, CSR’s should review their organization’s policy on dual statement delivery before configuring an account to receive both printed and electronic copies of statements.

- Notice: Controls the delivery method for notices archived for this account. Options for this print control flag are similar to the Statement flag, as described above. If the client is not a subscriber to CSI Notices<sup>e</sup>, no “Email” or “Both” option available for selection.
- Type: Type is a field that is not applicable to most organizations. Some clients that have account numbers that collide across statement types must manually set account types when adding accounts to users. Most financial institutions assign an account number to only one individual, and these institutions typically only have one default selection in the Type field, called “Account” or “Primary”. However, a few institutions assign one account number for checking accounts to one customer, but assign the same account number for savings accounts to another customer. These organizations must manually select what type of account the account number represents. If you only have one option in your Type dropdown, no configuration of this field is necessary.
- Manager: An account manager that is assigned to the account. This field works in conjunction with the sensitive flag whereby the account manager will have the option of only displaying e-notices for their customers via a drop down menu.

## Blocked Accounts

Financial institutions have a method for blocking all online access to a specific account number by using the Blocked Accounts tab in Statements<sup>®</sup> CSR. When an account number is added as a blocked account, regardless of any other settings present in User Control, information for that account will not be served to users through the Statements<sup>®</sup> user interface. Blocked accounts will not automatically revert the accounts configured for electronic delivery to paper delivery only. Blocked accounts also disregard account types, so institutions that have account collision problems between account types must take special care when using this functionality.

SSO clients that can block account access through their home banking solution do not need to specifically block accounts in Statements<sup>®</sup> if the home banking software properly denies SSO logins to blocked accounts. SSO clients that have home banking software with account blocking functionality should consult with their vendors to determine how they must coordinate with CSI Statements<sup>®</sup> account blocking functionality.

Financial institutions rarely use the account blocking functionality provided by the system except in special circumstances such as locking down account information so it must be requested at a physical branch location for special authorization and request logging, as is sometimes the case

in bankruptcy proceedings. Due to the wide-ranging effects and implications of blocking an account that is configured for electronic statement delivery, CSR's must ensure they consult their organization's policies regarding account blocking.

## Blocking an Account

To block an account, use the "Enter an account to block" pane to input an account number, and click the "Add" button.

## Finding and Unblocking Blocked Accounts

The blocked accounts search pane allows users to search for and delete blocked accounts. Users can use wildcards to find partial search matches, such as "400\*" to find all accounts that start with the number 400, or a single "\*" to find all accounts in the system.

## Reports

CSI Statements<sup>es</sup> provides rich reporting functionality that allows administrators to view changes to information in the Statements<sup>es</sup> account information, to view usage of the system, to view increasing adoption of electronic statement delivery, and to identify user customer account configuration issues that are preventing users from receiving the maximum value from the CSI Statements<sup>es</sup> system.

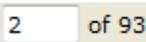
### Report Navigation bar

CSI Statements<sup>es</sup> provides a report navigation bar for browsing and exporting data on reports.

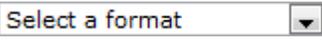


  Go to the first or last page of the report

  Go to the previous or next page of the report

 Go to a specific page of the report

 Choose the zoom level of the report

  Choose the output format of the report. Options include: XML, CSV, TIFF, Adobe (PDF), Web archive (MHTML) and Excel

 Allows a user to refresh the report

 Send the report to a printer for output

## Audit Report

### MSI e-Statements Audit Report

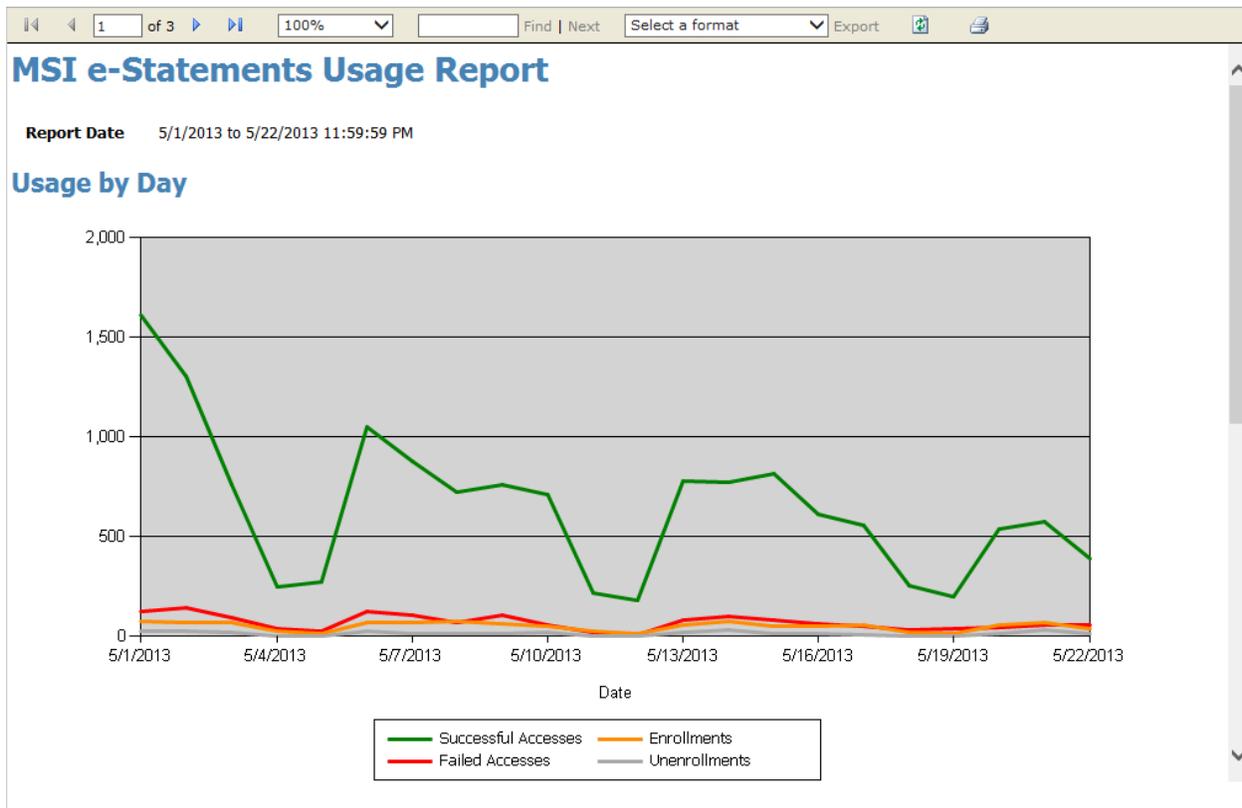
Report Date: 5/1/2013 to 5/22/2013 11:59:59 PM

#### Audit Records

Date	Account	AccessDirect User	IP	Action	Field	Old Value	New Value
5/13/2013 4:46 PM	302244616			User changed password	Password Reset	True	False
	Primary Email						
5/20/2013 11:00 AM	2314568			User Updated	Locked Out	True	False
	Primary Email						
5/20/2013 11:02 AM	2314568			Email Deleted	Email		
	Primary Email				Description	SSO primary	
					Primary	True	
					Verified	False	
5/20/2013 11:02 AM	2314568			Email Deleted	Email		
	Primary Email				Primary	False	
					Verified	False	

The audit report shows a listing of each creation, update, or deletion operation on a user or an account in the system. In addition, the details of changed values, with old and new value data, is provided to allow CSR's to quickly troubleshoot configuration issues along with issue causes.

## Usage Report



The usage report reports access attempts and enrollments on a daily, weekly, and monthly basis. Operations managers and call center managers can view usage reports to help determine support coverage needs as well as gather a better understanding of access patterns to schedule other types of maintenance.

## User Adoption Report

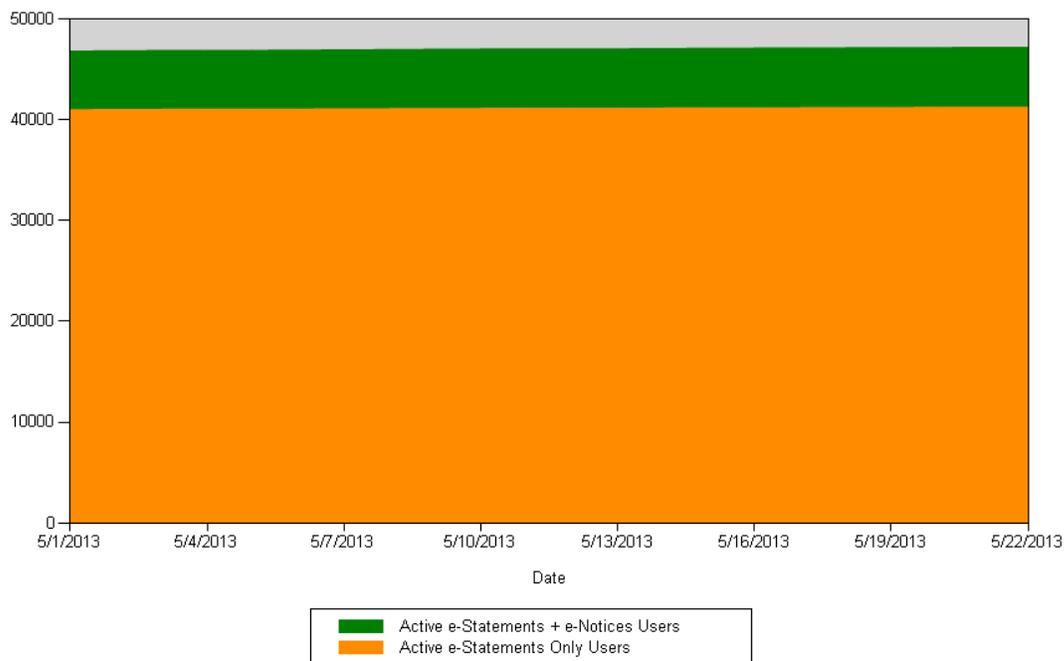
### MSI e-Statements User Adoption Report

**Report Date** 5/1/2013 to 5/22/2013 11:59:59 PM

**Note:** Links to sub reports will not function properly when exporting this report. If exporting to MS Excel format, all sub reports will be contained in subsequent worksheets within the same workbook.

#### User Adoption

User adoption is a view of the adoption of e-Statements and e-Notices services over the reporting period. Accounts that are not fully setup for electronic delivery, such as those set only for print service or with invalid e-mail addresses are not included in this snapshot. For a list of accounts that require repair for electronic delivery, see the next report, User Setup Health.



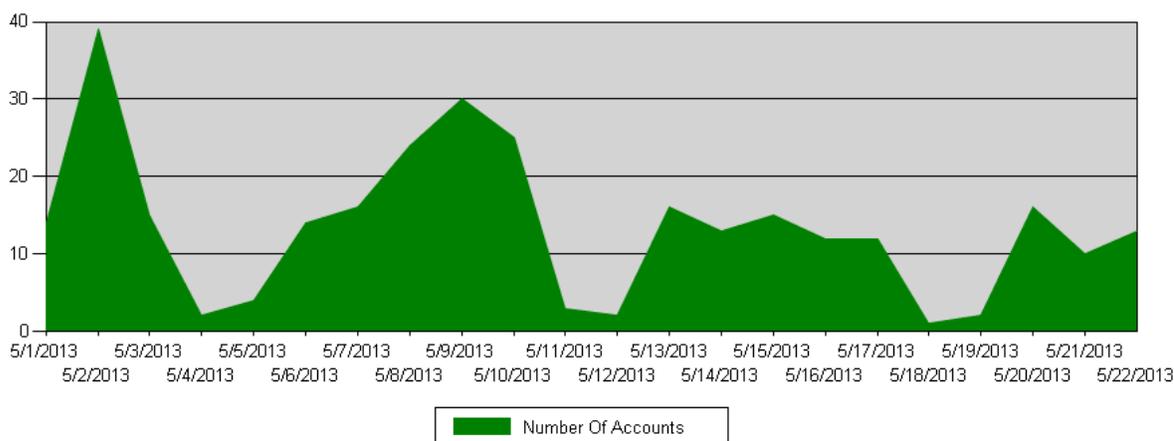
The user adoption report provides a running tally of service adoption over time, as well as reports on configuration issues that are preventing user customer accounts from benefiting from electronic statement delivery. Marketing professionals often find this report useful to report to institution management as well as customers about the success of the Statements<sup>®</sup> solution, and customer service representatives can use this report to track down and repair user customer accounts that are incorrectly configured.

## Existing Users New Accounts

### MSI e-Statements Existing Users & New Accounts Report

Report Date May 1, 2013 to May 22, 2013

#### New Accounts Created By Existing Users



Date	Email	New Account	Account Type
5/1/2013			Savings

Date	Email	New Account	Account Type
5/1/2013			Savings

This report shows which existing accounts have added new accounts

#### Last Page Viewed

This report is useful for auditing and customer support purposes. You will be able to see the last time a user logged in and what type of document they were looking at.

#### Non-Deliverable Emails

This report shows all of the emails that were sent out to users that bounced back as undeliverable. If the users are authenticating through an SSO channel, when the end user updates their email address through internet banking, the bounce flag will be reset. Alternately if the user is a non-SSO user, and you modify their email address, the flag will be reset.

## Notice Approval

User Control Blocked Accounts Reports **Notice Approval** Branches Themes Content Tabs Email Notifications

Notice Approval

Show Notice Approvals for: [ALL]

Account Type	Account	Name	Notice	Approve	No Action	File
Personal Checking	302345560	John Badman	Safe Deposit Box Renewal <a href="#">View</a>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personal Checking	302345599	Jamie Baughman	Safe Deposit Box Renewal <a href="#">View</a>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personal Checking	312345657	Megalithic Corporation	Safe Deposit Box Renewal <a href="#">View</a>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

1

If your financial institution has purchased the Notices<sup>®</sup> module, this tab will appear. This is tab is directly related to the sensitive flag in the account setting for users. If a client is selected as sensitive the user's enotices will display here and a CSR can look at each notice and take an appropriate action on an item.

- View – View the notice in question.
- Approve – When this option is chosen, the notice will be sent to the user according to their account delivery option in the user configuration screen.
- No Action – When this option is selected, the notice will stay in the system until a CSR takes action on this item.
- File – When this option is selected, the notice will be filed away permanently. This option will allow the financial institution to handle the notice internally and without disruption to the customer. The notice will not be delivered to the customer electronically or via paper. You will need to offset the notice to a G/L account on the core side to remain in balance.

*Note: If you set an item to a filed status, it cannot be unfiled. If a notice needs to be unfiled, you will need to call CSI Customer Support to have the item changed back to an appropriate status.*

- Set all to options – Allows the user to set all accounts listed to a specified status.

## Branches

Code	Description	Created
X 001	Main	11/5/2007 6:36:57 PM
X 123	Demo Branch	2/10/2009 7:09:54 PM
X 1234		9/30/2009 5:26:38 PM
X 12340	New Branch	2/16/2010 3:42:11 PM
X 123456	Test Branch	5/18/2009 2:53:39 PM
X 220	test	3/25/2009 2:39:48 PM
X 321	test	3/20/2009 7:26:58 PM
X 600	north branch	8/3/2012 4:36:44 PM
X 968	south branch	10/29/2012 6:26:32 PM
X 9875	West end branch	4/12/2013 6:30:27 PM

This section describes functionality that is only relevant to clients that use the Login authentication scheme for CSI Statements<sup>®</sup>. If your organization uses the SSO authentication scheme, you may skip this section.

Some financial institutions perform reporting on user statistics by branches, particularly if they are tracking the marketing of Statements<sup>®</sup> and must manually create user accounts through the Login authentication scheme. These institutions maintain a list of branches for selection during the New User process.

While SSO clients can also configure branch lists, branch assignment information is not part of the SSO communication protocol, so to properly assign users to branches for reporting, SSO clients would need to edit each user customer account to make this assignment. Because this negates the automatic account creation benefits of single sign-on, SSO clients typically do not perform tracking of users by branch assignment.

### Adding a Branch

To add a branch for assignment during user customer account creation, use the “New Branch” pane on the Branches tab to enter a branch code, or short name identifier, and a description of the branch, such as its physical location, and click the “Create” button.

### Deleting a Branch

A list of all branches is provided by the “Branch List” pane on the Branches Tab. Branches cannot be modified after they are created, as user accounts may have already been assigned to them. Branches may be deleted using the “X” delete icon; however, be aware that deleting a branch will set any users assigned to that branch to no branch code. This operation cannot be undone.

## Themes

The screenshot shows the 'Theme Manager' interface. At the top, there is a navigation bar with tabs: User Control, Blocked Accounts, Reports, Notice Approval, Branches, Themes (selected), Content, Tabs, and Email Notifications. Below the navigation bar is a 'Theme Manager' header with a '+ New Theme' button. To the right of the header is a legend for icons: an information icon for 'Icon Definitions', a magnifying glass for '= Preview', a pencil for '= Edit', a document with a checkmark for '= Set as current theme', and an 'X' for '= Delete'. Below the legend is a table titled 'Available Themes'.

	Name	File	Current	Create Date
   	Static	BOM_est_header1.jpg	NO	8/30/2007 4:38 AM
  	New static	myriadbankheader.jpg	YES	5/24/2010 9:51 PM

CSI has the ability to theme the enrollment process and any window that is opened as a new window with a header image. You can only change the look and feel of the logo image as well as font styles. To modify the font styles, you can use the style sheet window. Some institutions may want direct control over the look and feel of the enrollment screens, and the Themes tab provides the functionality to manage these elements. Some institutions may want to create seasonal or even promotional messages for viewing during the enrollment and service management processes.

The screenshot shows the 'Edit Theme' interface. At the top, it says 'Edit Theme'. Below that, there is a form with the following fields:

- \* Name:
- Current:
- Logo Image:  
- 
- Allowed file types: .png, .gif, .jpg, .swf  
Max file size: 400 KB
- Style Sheet:
-

## Creating a Theme

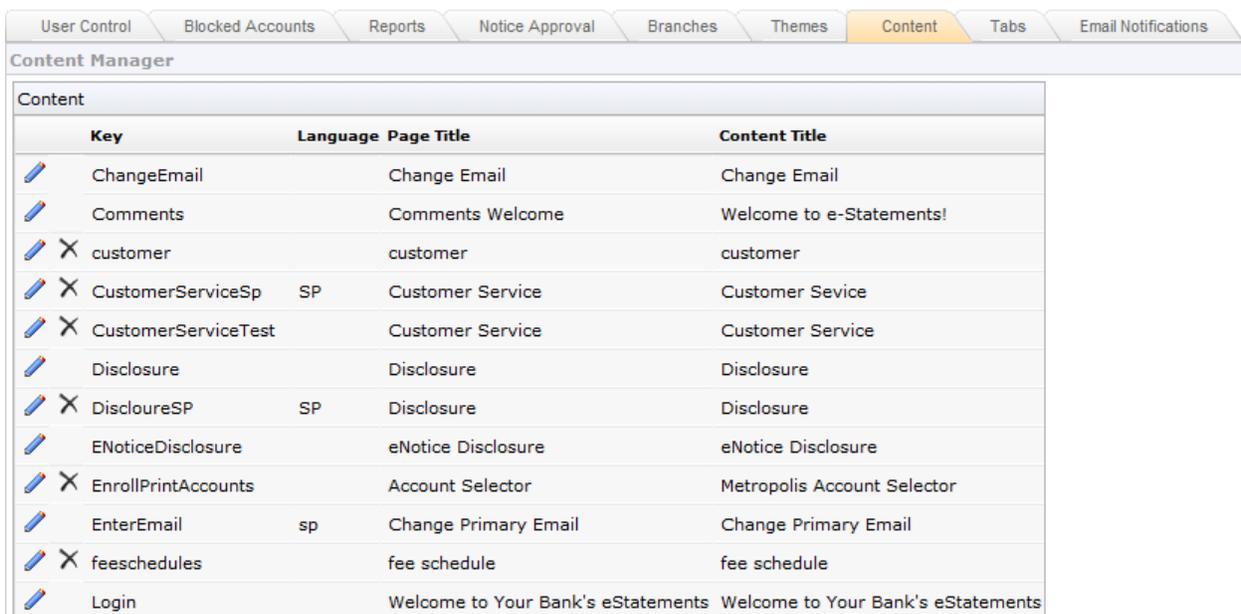
The Theme Manager provides administrators the ability to create and manage multiple theme profiles. Each theme profile has an internal name, a logo image (which may be a static image, and animated Adobe Flash movie, or no image), and a Cascading Style Sheet that provides style markup to control the way that certain areas of the screen are rendered including margins, colors, fonts and font sizes.

Users can create themes via the “New Theme” link. Users can enter the above information and click “Save” to save the new theme.

## Viewing and Changing Themes

The Theme Manager lists each theme and provides icons to preview themes in a new window, change themes, or change the current theme. Theme selection changes are implemented immediately as they are made.

## Content



The screenshot shows the Content Manager interface with a navigation bar at the top containing tabs for User Control, Blocked Accounts, Reports, Notice Approval, Branches, Themes, Content (highlighted), Tabs, and Email Notifications. Below the navigation bar is the Content Manager header and a table of content elements.

Content			
Key	Language	Page Title	Content Title
ChangeEmail		Change Email	Change Email
Comments		Comments Welcome	Welcome to e-Statements!
customer		customer	customer
CustomerServiceSp	SP	Customer Service	Customer Service
CustomerServiceTest		Customer Service	Customer Service
Disclosure		Disclosure	Disclosure
DisclosureSP	SP	Disclosure	Disclosure
ENoticeDisclosure		eNotice Disclosure	eNotice Disclosure
EnrollPrintAccounts		Account Selector	Metropolis Account Selector
EnterEmail	sp	Change Primary Email	Change Primary Email
feeschedules		fee schedule	fee schedule
Login		Welcome to Your Bank's eStatements	Welcome to Your Bank's eStatements

Statements<sup>®</sup> is an extensible, customizable system that allows for a variety of enrollment scenarios. The system provides this functionality through content elements, which are free-form content pages that are linked together into an enrollment process or are individually addressed from a Statements<sup>®</sup> tab. CSI typically handles the initial setup of content areas and the enrollment process, but provides the ability for clients to update these content areas as their information and needs change.

The Content Manager provides administrators the ability to create and manage content areas.

## Adding and Editing Content

Key:

Page Title:  Language Code:

Content Title:

Content:

Change email content

Words: 3 Characters: 20

Expand Report Pane | Select Doctype: XHTML 1.0 Strict | Validate XHTML

Save

The New Content and Edit Content screens are identical in layout. Each has a reference key, page title, content title, and content area. Each content element is defined by a key or reference name that is used by the internally defined enrollment flow and by the Tab Manager. Each content element is displayed on a separate page and the page's title and the content area title are configurable along with the actual content. The Page Title is the title seen within the top border of the browser window. The Content Title is seen within the page usually in bold text and Content Area is the text within the page that contains the informational content. See the figure below for locations of page title, content title and content area.



Welcome to Your Bank's eStatements

**This is an optional pop-up window that you can use to display important messages to your customers. This window is beneficial for displaying regulation changes or holiday announcements.**

Content Area



Two types of content keys may be selected by clicking the corresponding radio buttons under the “New Content” link. These keys are “Custom Content Key” and “Static Content Key”. These will be explained in more detail later.

A rich text editor allows for a wide range of stylistic formatting of content areas provides advanced functionality through a number of toolbar buttons. Each toolbar button for the content area provides contextual popup help by hovering over each toolbar button.

### Adding Static Content

Static content keys are used for selecting content which is bound to predefined functionality of the system. Static content may be added via the “New Content” link. For static content, select the “Static Content Key” radio button then select the type of content from the dropdown menu. Enter a page title, content title and text for the content area. The content may be formatted using the tools provided in the rich text editor. Click the ‘Save’ button to save the new content and exit the content editor screen. The following is a list of predefined keys:

### Predefined Keys for Static Content

- **CancelService:** controls the content displayed on the Cancel Service pop up window.
- **ChangeEmail:** controls the content displayed on the Change Email pop up window.
- **ChangePassword:** controls the content displayed on the Change Password pop up window.
- **Comments:** controls the content displayed on the Comments pop up window.
- **Disclosure:** controls the content displayed on the Disclosure pop up window and the Disclosure page during enrollment.
- **ENoticeDisclosure:** controls the content displayed on the ENoticeDisclosure pop up window and the ENoticeDisclosure page during enrollment.
- **Enrollment:** controls the content displayed on the Change Enrollment (formerly Modify Service) pop up window.
- **EnterEmail:** controls the content displayed during the Enter Email enrollment step.
- **ForgotPassword:** controls the content displayed on the Forgot Password page. This key is only valid for non-SSO configurations.

- **Login:** controls the content displayed on the login page. This key is only valid for non-SSO configurations.
- **LogOut:** controls the content displayed on the log out page. This key is only valid for “Login” configurations where the log out Tab configuration does not automatically close the browser.
- **StatementsUnavailable:** controls the content displayed to the user if there are no statements archived for their account number at the time of enrollment.
- **VerifyFlash:** controls the content displayed on the Verify Flash Installation (formerly Flash Check) enrollment step.

## Adding Custom Content

Custom content keys are completely dynamic and are not bound to any predefined functionality of the system. Custom content can only be seen by attaching it to a Tab (see “[Tabs](#)” in this document) or a Custom Enrollment Step (must be created by CSI Customer Service by request). Custom content may be added via the “New Content” link. For custom content, select the “Custom Content Key” radio button then enter the content key name in the text box. Since this content key is not bound to predefined functionality of the system, the content key name can be anything the user wishes. Enter a page title, content title and text for the content. The content may be formatted using the tools provided in the rich text editor. Click the ‘Save’ button to save the new content and exit the content editor screen.

*Note: You cannot create a duplicate key. An error stating, “Cannot create web content. A web content record with the specified key already exists.” will be displayed.*

## Deleting Content

Content areas may be deleted in the Content Manager via the “X” delete icon, provided they are not part of the predefined enrollment flow and are not currently referenced by a tab. A content delete operation is permanent and cannot be undone.

## Tabs

Tab Manager				
Tabs				
	Name	Order	Action	
 	 Reconciliation	1	recon	
  	 Disclosure	2	open custom content for 'Disclosure'	
  	 Customer Service	3	open custom content for 'Comments'	
  	 fee schedules	4	open custom content for 'feeschedules'	
  	 Myriad Bank	5	open URL 'http://www.bankofmetropolis.com/myriadbank.htm'	
  	 Change email	6	open change email window	
  	 Change Password	7	open change password window	
  	 Cancel Service	8	open cancel service window	
 	 logout	9	logout and close window	

Tabs provide shortcuts to common functions in the Statements<sup>®</sup> user interface. The tabs displayed to users are the same for all of the users of a client and do not vary per user. Administrators may customize the tabs displayed to users via the Tab Manager and the results will be immediate.

Each tab has a name, a display order, the action associated with it, and optionally some supporting data that specifies how the action is to be performed. To edit a tab, click the edit button.

To modify the display order this can be controlled with the green arrows. To delete a tab, press the delete icon.

### Adding and Editing Tabs

Edit Tab	
* Name:	<input type="text" value="Disclosure"/>
* Order:	<input type="text" value="2"/>
* Action:	<input type="text" value="Open custom content"/> 
Action Data:	<input type="text" value="Disclosure"/> 
<input type="button" value="Save"/>	

The New Tab and Edit Tab screens are identical in layout. Each has a tab name, displayed in the Statements<sup>®</sup> user interface, the display order (least on the left, greatest on the right), the action for the tab, and supporting action data. Generally speaking, tabs can do one of three things: open a content area, open an external URL, or log the user out of the system.

Certain content areas are system content areas required for the enrollment process or are provided to allow for managing certain system data, such as changing passwords or email addresses. Each system content area is provided as a possible tab action, and any custom content areas created in the Content Manager (as described in the previous section) can additionally be opened by a tab using the “Open custom content” tab action. It is important to note that while all possible tab actions that show system content areas are provided in the Action dropdown, not all system content areas are relevant for all configurations.

*Note: For SSO clients do not expose the “Open change password window” or the “Open Change Email window” system content area through tabs since SSO customers do not have passwords in the CSI Statements<sup>®</sup> system. Their authentication is instead provided by the SSO communication protocol. For this reason, service administrators must carefully consider changes made through the Tab Manager.*

### Adding a Tab to Display Custom Content

Adding tabs for custom content is no different than adding tabs for other actions. However, the custom content must be created first. For instructions on adding custom content, see “[Adding Custom Content](#)” in this document.

### Cancel Service

There are two options for the CancelService key controls. The standard control allows members of institutions to cancel service by clicking the ‘Yes’ button on the Cancel Service pop up window. This is the default configuration when choosing “Open cancel service window” from the Action dropdown in the Tab Manager. The yes/no buttons are available with this configuration. The other control is designed only to give notification and instructions on how to cancel service through their home banking provider. The yes/no buttons are not available under this configuration. The latter option may be configured by selecting “Open custom content” from the Action dropdown box and “Cancel Service” from the Action Data dropdown box. Should the latter option be selected, the wording in the “CancelService” content key (under the ‘Content’ tab) should be worded accordingly, giving the user instructions on how to appropriately cancel service with their financial institution. See the “Content” section of this document for more information.

### Deleting Tabs

Tabs may be deleted in the Tab Manager via the “X” delete icon. A tab delete operation is permanent and cannot be undone; however, recreating a deleted tab from its known original data is relatively easy. Service administrators must carefully consider tab deletions since it is possible, though not recommended, to remove access to core functionality, such as access to the “Logout” function by removing the tab that provides users access to this action.

## Email Notifications

Service administrators can manage the email notification text that is sent to user customers upon the electronic delivery of their statement online. Email notifications are configurable per type of delivered document. Document types are based on individual client requirements: some clients have combined statements, and thus may only have one document type for which to configure notifications. Other clients may have individual document types for checking and savings statements, for example, and therefore must configure each document type for which they electronically deliver documents to user customers.

Management of email notification text is provided via the Email Notifications tab in Statements<sup>e®</sup> CSR.

## Editing Notification Text

The screenshot shows the 'Email Notifications' configuration page. At the top, there is a navigation bar with tabs: User Control, Blocked Accounts, Reports, Notice Approval, Branches, Themes, Content, Tabs, and Email Notifications (which is highlighted). Below the navigation bar, the page title is 'Email Notifications'. The main content area is titled 'Email Notifications' and contains the following fields:

- Document Type:** A dropdown menu set to 'Statement'.
- Subject:** A text input field containing 'Your estatement is ready to view.'
- Email Body:** A rich text editor with a toolbar. The toolbar includes options for Paragraph (set to 'S'), Font Name, Size, Apply CSS Cl, and Custom Link. The editor content includes:
  - The Myriad Bank logo and a banner image with the text 'Welcome to eStatements'.
  - The text: 'Your Myriad Bank eStatement is now available online.'
  - The text: 'You will notice several *improvements in our latest version of eStatements.*'
  - A numbered list:
    1. Log into the banking page to access your account [www.themyriadbank.com](http://www.themyriadbank.com)
    2. A toolbox with a drop down arrow will allow you to select each of your accounts.
    3. Statements and posted item images can be printed as one document.
    4. Statements and posted item images can be downloaded as a PDF document.
  - The text: 'To connect to eStatements go to our home page and input your username and password. From the drop down menu at the top of the page, select "eStatements".'
  - The text: 'If you have problems connecting please call our Help Desk at 555-555-5777 or email us at'.

Below the rich text editor, there is a 'Zoom' dropdown menu and a status bar showing 'Words: 123 Characters: 758'. At the bottom of the editor, there is a checkbox for 'Expand Report Pane', a 'Select Doctype:' dropdown menu set to 'XHTML 1.0 Strict', and a 'Validate XHTML' button. Below the editor, there is a 'Save' button and a 'Send Test Email:' field with the value 'user@financial\_institution.com' and a 'Send Test' button.

Each email notification is specified by the document type to which it relates, the subject line of the email sent to users, and the content sent in the body of the email to end users. A rich text

editor that allows for a wide range of stylistic formatting of email bodies provides advanced functionality through a number of toolbar buttons. Each toolbar button for the content area provides contextual popup help by hovering over each toolbar button.

Clients wishing to include rich media, such as animated logos, must host their content on their local websites and include links to content at their own site when inserting content into the email notification body. Marketing professionals must carefully consider the content of their message as notifications may be silently deleted by user customers if promotional text is interpreted as spam or unsolicited email by programs that may be installed on each user customer's computer. Statements<sup>es®</sup> does allow administrators to send test emails of proposed email notifications to specific addresses using the "Send Test Email" textbox and the "Send Test" button. This functionality allows administrators to validate proper formatting of messages in delivered messages as well as verifying specific filtering programs do not improperly flag Statements<sup>es®</sup> email notifications as spam.

Email notifications may include the special [account] token within the subject or the body of the message, which the notification sending component of Statements<sup>es®</sup> will automatically replace with the last four digits of the customer's account number when sending each message. Some financial institutions with large commercial customers that receive electronic delivery of a large number of accounts use this feature to help user customers managing multiple accounts to know which accounts are available for viewing.