

Lock Box

User Guide

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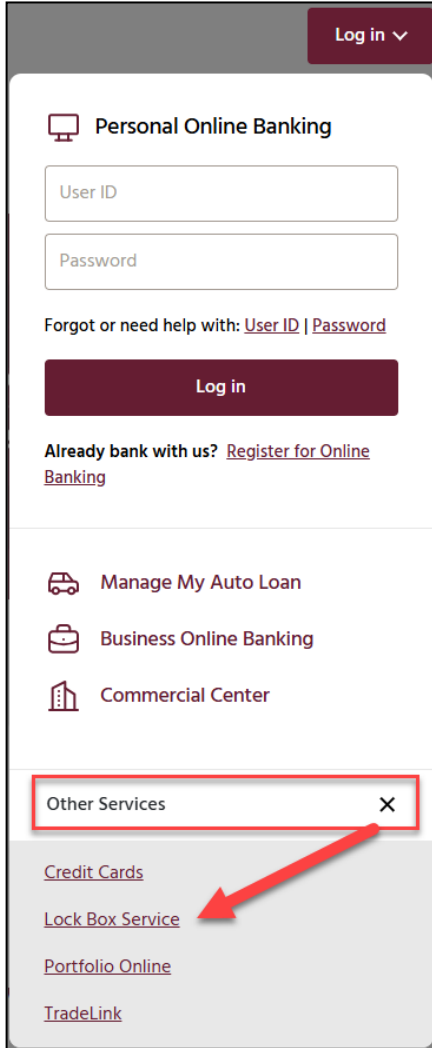
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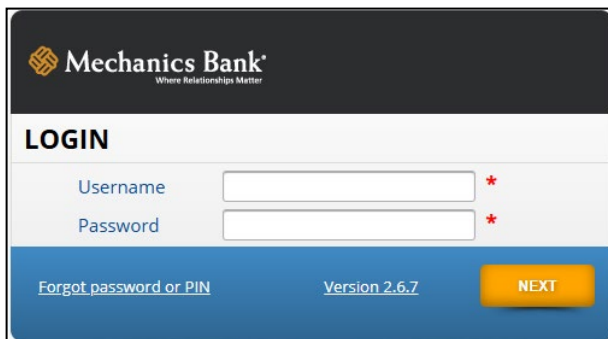
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Login

- Access our website www.mechanicsbank.com
- Click the **Log In** button, select **Other Services**, then **Lock Box Service**

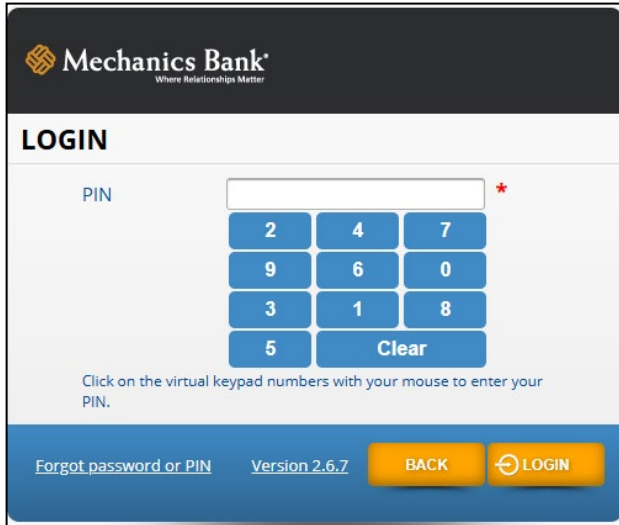


- To Log in for the first time, enter the **Username** and **Password** provided to you.



- Usernames are not case sensitive.
- Passwords are case sensitive.

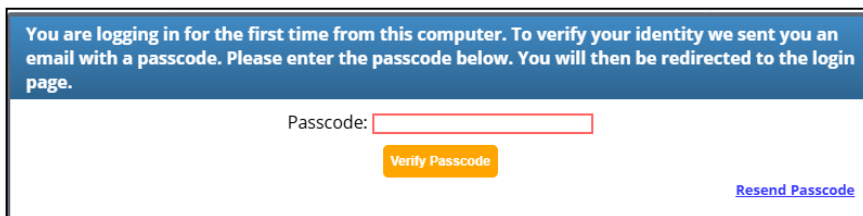
- Enter the **PIN** number provided to you.



The screenshot shows the Mechanics Bank login interface. At the top is the Mechanics Bank logo with the tagline "Where Relationships Matter". Below the logo is the word "LOGIN" in bold. There is a text input field for the PIN, followed by a red asterisk. Below the input field is a virtual keypad with buttons for digits 2, 4, 7, 9, 6, 0, 3, 1, 8, 5, and a "Clear" button. Below the keypad, there is a note: "Click on the virtual keypad numbers with your mouse to enter your PIN." At the bottom of the screen, there are links for "Forgot password or PIN" and "Version 2.6.7", and two buttons: "BACK" and "LOGIN".

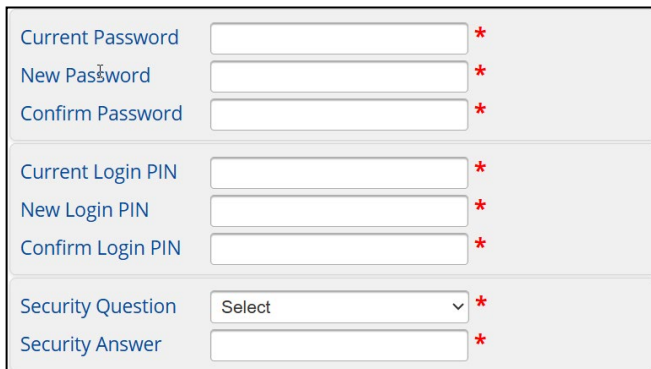
- Use your mouse and on-screen keypad to enter your PIN number.

- Enter the passcode that was delivered to your email



The screenshot shows a verification screen with a blue header containing the text: "You are logging in for the first time from this computer. To verify your identity we sent you an email with a passcode. Please enter the passcode below. You will then be redirected to the login page." Below the header is a text input field for the "Passcode:" followed by a red asterisk. Below the input field is an orange "Verify Passcode" button. In the bottom right corner, there is a blue link for "Resend Passcode".

- After logging in the first time, you will be prompted to update your **Password**, **PIN** and set up a **Security Question** to help recover your account if needed.



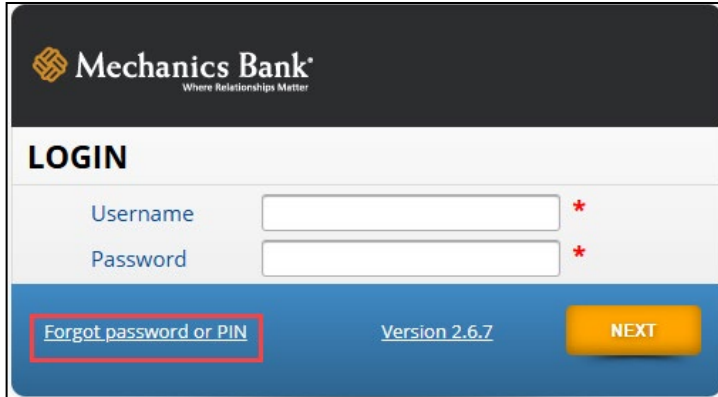
The screenshot shows a form for updating account information. It has several sections, each with a label and an input field followed by a red asterisk. The sections are: "Current Password" (text input), "New Password" (text input), "Confirm Password" (text input), "Current Login PIN" (text input), "New Login PIN" (text input), "Confirm Login PIN" (text input), "Security Question" (dropdown menu with "Select" selected), and "Security Answer" (text input).

- **Password** is case sensitive, 8 characters in length, include letters and numbers, and contain uppercase and lowercase letters
- **PIN** must be 4-digits

Forgot Password or PIN

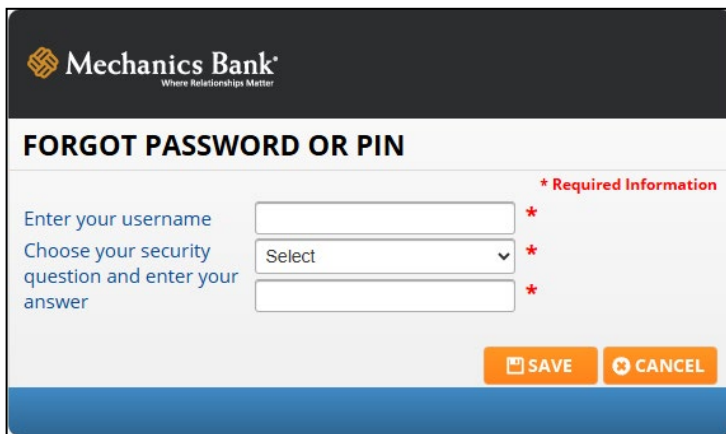
If you forget your password or PIN, you can use the **Forgot Password or PIN** option to receive a reset link via email, sent to the address associated with the online profile

- From the Login page, click on **Forgot password or PIN** in the lower left-hand corner of the login screen.



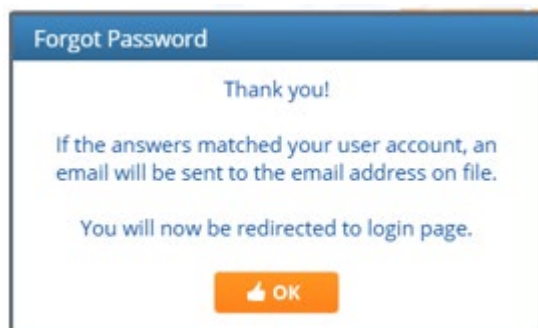
The screenshot shows the Mechanics Bank login interface. At the top is the logo and tagline 'Where Relationships Matter'. Below is the 'LOGIN' section with input fields for 'Username' and 'Password', each with a red asterisk indicating a required field. At the bottom, there is a blue bar containing the link 'Forgot password or PIN' (highlighted with a red box), the text 'Version 2.6.7', and an orange 'NEXT' button.

- To authenticate your identity, enter your **Username**, and select the **Security Question** and **Answer** associated with your online profile, then click **Save**



The screenshot shows the 'FORGOT PASSWORD OR PIN' page. It features the Mechanics Bank logo and tagline. The main heading is 'FORGOT PASSWORD OR PIN'. Below this, there is a section for '* Required Information' with three fields: 'Enter your username' (text input), 'Choose your security question and enter your answer' (a dropdown menu with 'Select' and a text input), and a 'SAVE' button. A 'CANCEL' button is also present. The page has a blue footer bar.

- You will receive a confirmation message that an email with reset instructions has been sent to your email address on file; follow the instructions in the email to reset your password and log in.

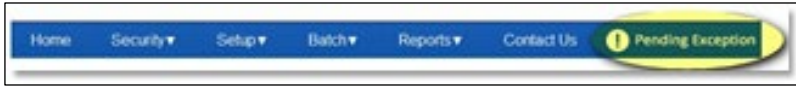


The screenshot shows a confirmation message box titled 'Forgot Password'. The text inside reads: 'Thank you!', 'If the answers matched your user account, an email will be sent to the email address on file.', and 'You will now be redirected to login page.' At the bottom, there is an orange 'OK' button.

Exception Handling

Items that need additional information to be processed (such as account number) are exceptions. You will receive email notification of any exceptions. Please note, profiles locked due to inactivity will **not** receive exception notifications.

After logging into the application, you will see a flashing message on the menu bar if you have pending exceptions.



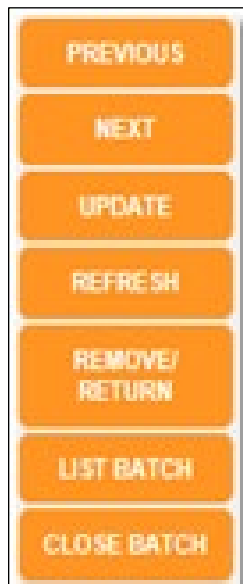
- Click on the flashing message to open Exception processing.

Client Name	Account Name	Batch Type	Total Transaction	Open
CITATION PROPERTY MANAGEMENT	CITATION PROPERTY MGMT	Needs Exception Processing	18	

- Next, click on the icon



The remarks will state why the transaction was sent to exceptions. The user will need to fill in the missing data fields and select update when finished. By clicking on update and completing the item(s) – they are then sent back into the queue for balancing by the bank.



Previous & Next – Allows the operator to go back to the previous transaction or next. By choosing NEXT, the operator can advance to the next available transaction within the batch, without satisfying the requirements of the “skipped” document. The batch cannot be completed until all skipped and unprocessed transactions are completed.

Update – Edits and accepts the data entry of a given transaction and advances to the next available transaction. This is the equivalent of hitting the ENTER key on the keyboard.
Refresh – Re-displays the original information for the currently displayed transaction.

Remove/Return – If a user determines the exception item must be returned, they will select this option and fill in the remarks and select save.

List Batch – Accesses the current batch window, displaying all transactions that have been processed within the batch. Place and click the mouse pointer on the line of any chosen transaction to re-open the transaction in the processing window displaying that transaction and making it available for review, edit and correction.

Close Batch – Exits the batch processing window and returns the user to the Batch List screen. Once the batch is selected again, the user will pick up where the batch was left off.

View Files and Reports

To view a list of available reports click **Reports**, then select **View Files/Reports**

- Enter a date range and click

A list of available reports appears.

Report Name	Report Date	Generated Date	Downloaded Date	Downloaded By	Select All	Action
lrm.pdf	01/25/2016	01/25/2016 15:31:52			<input type="checkbox"/>	
lrmr.pdf	01/25/2016	01/25/2016 15:31:53			<input type="checkbox"/>	
lrmrcty.pdf	01/25/2016	01/25/2016 15:31:53			<input type="checkbox"/>	

- Click the checkbox for each report you want to view, or click **Select All**, then click
- Reports will open in a separate tab in your browser.

Remittance Report					
Bank Name :		Client Name :	CITATION PROPERTY MANAGEMENT		
Account Name :	CITATION PROPERTY MGMT		Report Date :	01/25/2016	
		Date Printed:	01/25/2016	Page 1 of 1	
Batch/Seq	Name	Check #	Check Amt.	Remit Amt.	
73 / 2	LILLS AIR	001672	345.00	345.00	
73 / 3	MICHAEL KARELS	2285	220.00	220.00	
2261 / 1	GLASS ROBER	1798	210.00	210.00	
2261 / 2	RIGLER ROBB	1755	165.00	165.00	
2261 / 3	RIKER ROBER	1648	165.00	165.00	
2261 / 4	PURCELL RON	1722	210.00	210.00	
2261 / 5	FONTENOT DA	1217	145.00	145.00	

- Click the checkbox for each report you want to view, or click **Select All**, then click

Depending on your browser, clicking **Download File** may prompt you to open or save the file, or it may automatically download the file.

Choosing **Save** will download the files in a zip format to your default download folder. The listing of reports will be updated with the download date and time and the user who downloaded it.

Research

- To research transactions, click on **Batch**, select **Research**



- You can search transactions based on any field that is being tracked for your account. Choose a date range, enter any additional search criteria, then click Search.

- In the above example the system will find all transactions between January and April 2016 where the check amount contains a "5" and the remittance name contains the consecutive letters "ab". Results are displayed below.

Select	Seq	Batch No	Run No	Batch Date	Check Date	Check Serial #	Remittance #	Check Amount	Remittance Name	Association ID	Remit Amount
<input checked="" type="checkbox"/>	8	10068	10068	01/01/2016	236236264825875	2053	1003	\$175.00	WILL BARCOCK	GRA - GREEN ACRES HOA	\$175.00
<input checked="" type="checkbox"/>	7	10069	10069	04/11/2016	236236264825875	1902	1003	\$165.00	WILL BARCOCK	GRA - GREEN ACRES HOA	\$165.00
<input type="checkbox"/>	10	2261	2261	01/29/2016	3042309688100	1170	5038	\$165.00	SEABORNE HU	GRA - GREEN ACRES HOA	\$165.00
<input type="checkbox"/>	29	2261	2261	01/29/2016	022020663260286	2010	1012	\$250.00	ABBOTT TOWN	GRA - GREEN ACRES HOA	\$250.00
<input checked="" type="checkbox"/>	8	1007	1007	04/01/2016	236236264825875	2053	1003	\$175.00	WILL BARCOCK	GRA - GREEN ACRES HOA	\$175.00
<input checked="" type="checkbox"/>	8	937	937	04/01/2016	236236264825875	2053	1003	\$175.00	WILL BARCOCK	GRA - GREEN ACRES HOA	\$175.00

- Enter more specific information to obtain more specific results. Entering 175.00 in the check amount field will narrow the results to check amounts containing 175.00. Click the checkbox to the left of the transaction of any image you want to view or download or click the checkbox next to **Select** to select all transactions.
- Click **View Image** to view the first transaction image. Click the right arrow to view the remittance document.





Rotate 90° Right, Rotate 90° Left, Zoom In, Zoom Out, Flip Image (rear), Previous Image, and Next Image.

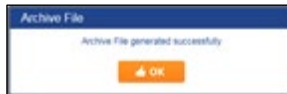
- Click Download Zip to create a searchable archive of the selected transactions.



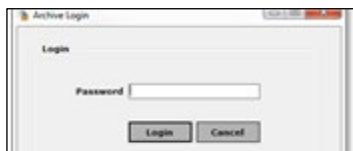
- Create a password for the archive file.



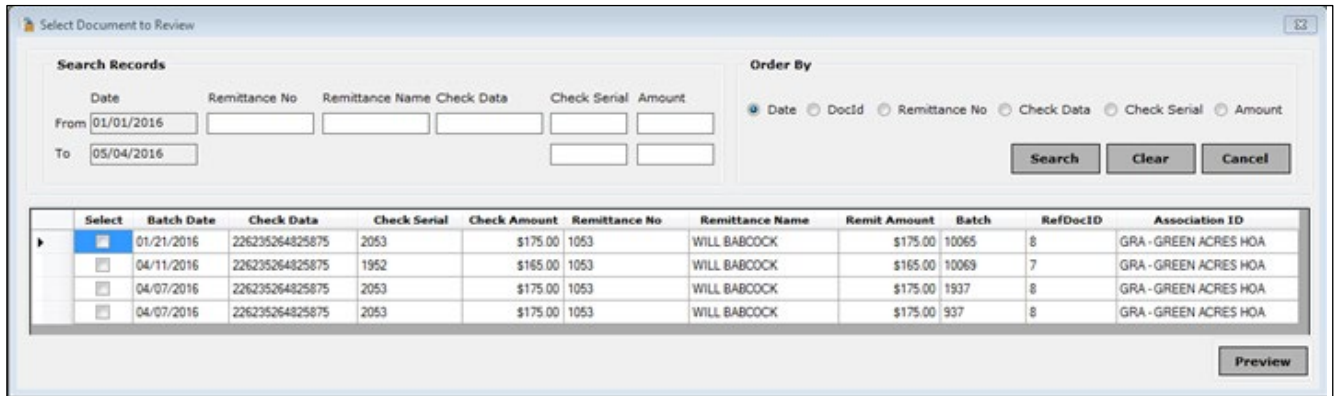
- Click **OK**. Your web browser will prompt you to Open or Save the file.



- After saving the zip file, extract the files and double click on Archive.exe. If prompted, click Run. Choose Archive.mdb.
- Enter the password you created and click login.



- You can now search on the selected transactions. Click the checkbox under **Select** to select transactions to view then click **Preview**.



The screenshot shows a window titled "Select Document to Review" with search filters and a table of transactions. The search filters include "Search Records" with fields for Date (From: 01/01/2016, To: 05/04/2016), Remittance No, Remittance Name, Check Data, Check Serial, and Amount. The "Order By" section has radio buttons for Date (selected), DocId, Remittance No, Check Data, Check Serial, and Amount. Below the filters are "Search", "Clear", and "Cancel" buttons. The table below has columns: Select, Batch Date, Check Data, Check Serial, Check Amount, Remittance No, Remittance Name, Remit Amount, Batch, RefDocID, and Association ID. A "Preview" button is located at the bottom right of the window.

Select	Batch Date	Check Data	Check Serial	Check Amount	Remittance No	Remittance Name	Remit Amount	Batch	RefDocID	Association ID
<input checked="" type="checkbox"/>	01/21/2016	226235264825875	2053	\$175.00	1053	WILL BABCOCK	\$175.00	10065	8	GRA - GREEN ACRES HOA
<input type="checkbox"/>	04/11/2016	226235264825875	1952	\$165.00	1053	WILL BABCOCK	\$165.00	10069	7	GRA - GREEN ACRES HOA
<input type="checkbox"/>	04/07/2016	226235264825875	2053	\$175.00	1053	WILL BABCOCK	\$175.00	1937	8	GRA - GREEN ACRES HOA
<input type="checkbox"/>	04/07/2016	226235264825875	2053	\$175.00	1053	WILL BABCOCK	\$175.00	937	8	GRA - GREEN ACRES HOA

- Clicking **Download Image** prompts you to burn the images to a DVD.

