Online Banking Security Enhancements effective September 17, 2012

Administrative Functions completed by Customer Service

The Senior Administrator(s) you have designated for your Cash Management account are responsible for the administration of users, account access and transfer templates.   How your Senior Administrator accomplishes these tasks may be changing as we are implementing a system of layered security for select administrative tasks (see table below).

Administrative Function	Senior Administrator submits Customer Service Request**	Senior Administrator performs thru Administration menu
User Profile	Add or Change	Inquire or Delete
User Access to Accounts	Add, Change or Delete	Inquire
User Access to Funds Transfer Templates *	Add, Change or Delete	Inquire
User Access to File Transfer Templates*	Add, Change or Delete	Inquire
Wire Template *	Change	Add, Delete or Inquire
User Access to Wire Template*	Add, Change or Delete	Inquire
Funds Transfer Template *		Add, Change, Delete or Inquire
User Access to Funds Transfer Template*	Add, Change or Delete	Inquire
File Transfer Template *		Add, Change, Delete or Inquire
User Access to Funds Transfer Template*	Add, Change or Delete	Inquire
*Wire Templates, Funds Transfer Templates and File Transfer Templates cannot be used until User Access is granted by the Bank.		

*** A Customer Service Request is initiated by clicking the Contact Us link at the bottom of the Cash Management screen and then selecting the appropriate form.*

Wire Templates require Bank approval before they are made available for use.

Senior Administrators will still create the Wire Template in the Cash Management program, but now they will submit a Customer Service Request with the template name, name of users with access rights and the average transaction amount expected. The Bank will review the Wire Template request immediately and communicate approval to the Senior Administrator.

Wire, ACH and File Transfers require token authorization.

In addition to any approval options already selected for these types of templates, you will also be required to successfully enter the password generated by your individually assigned token when you click submit.