



**SYNOVUS<sup>®</sup>**

G A T E W A Y

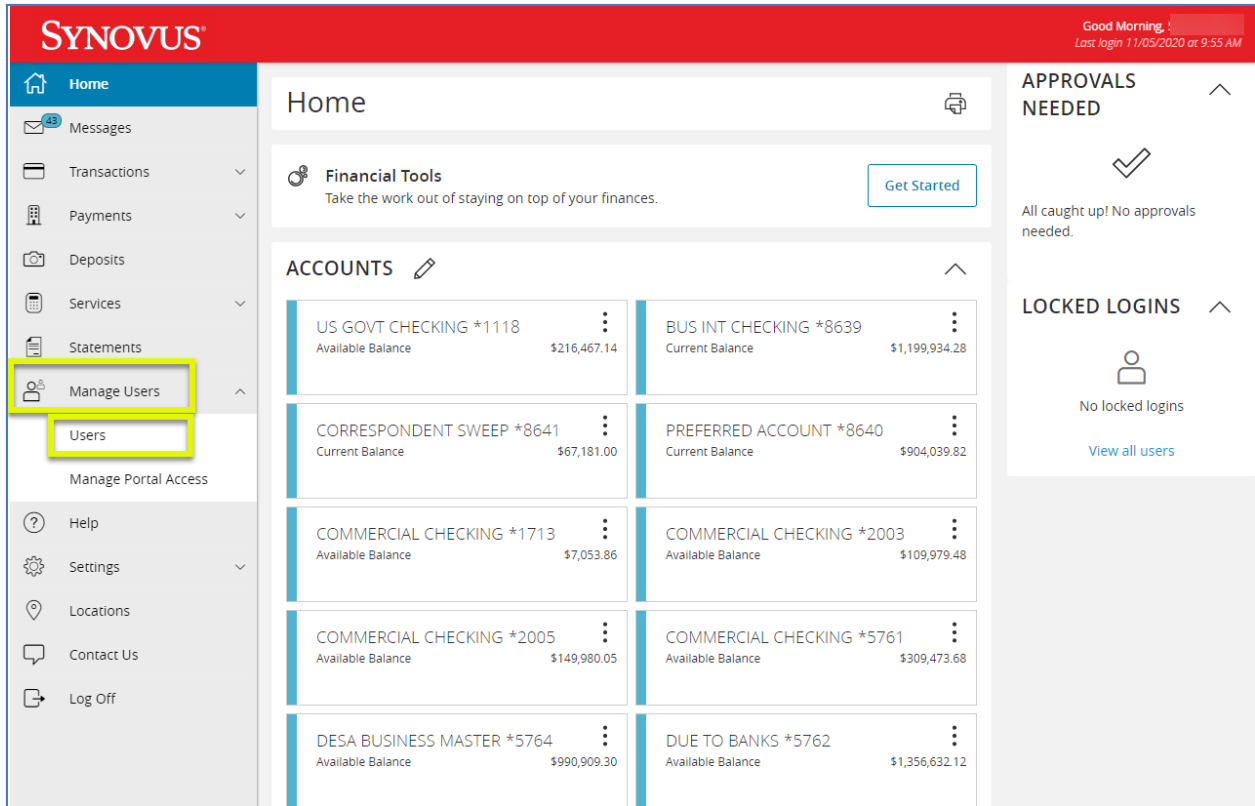
Administrator Guide:  
Synovus Gateway  
Remote Deposit

# Administrator Guide: Synovus Gateway Remote Deposit

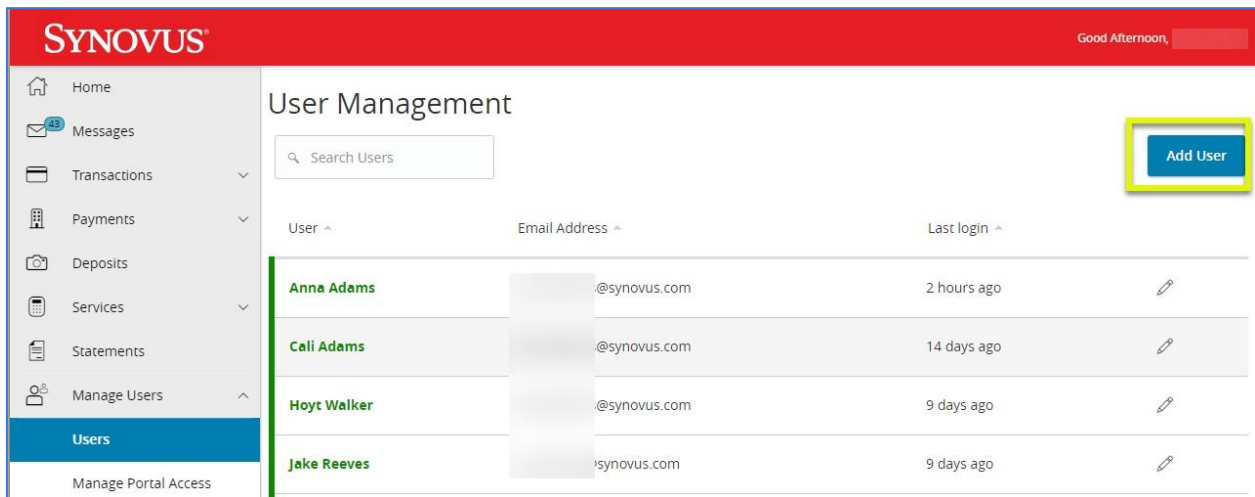
To provide Synovus Gateway Remote Deposit access to a user:

**Note:** This action may only be performed by your organization's Primary Administrator.

To add a user, navigate to the Synovus Gateway Home page, and select **Manage Users > Users**.



User Management will display. Select **Add User**.



Complete both **Personal Details** and **Login Details** sections. Then, select **Save New User Details**.

**Please note:** In the following examples, “Tester RDC” reflects the customer’s name and all other instances of “RDC” within the application appear as an acronym for “Remote Deposit Capture” as a general reference.

**SYNOVUS** Good Afternoon, \_\_\_\_\_

### New User Details

**PERSONAL DETAILS**

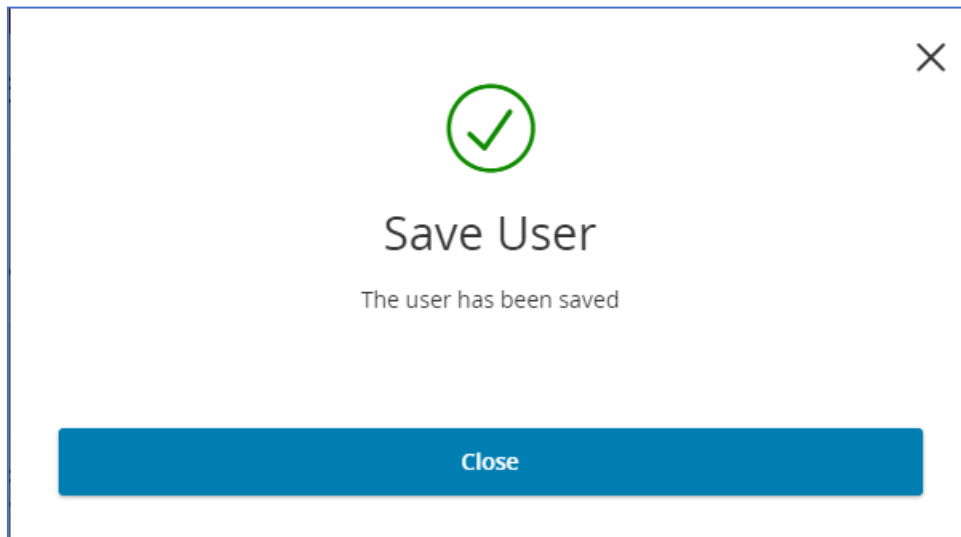
First Name:  Last Name:  Email Address:

Phone Country:  Phone:

**LOGIN DETAILS**

Login ID:  Password:  Confirm Password:

Message ‘The User has been saved’ will display. Select **Close**.



Next, the Primary Administrator will need to provide account access for the new user. Select **Accounts**.

The screenshot shows the Synovus Gateway Remote Deposit interface for user 'Tester RDC'. The 'Accounts' tab is highlighted with a yellow box. Below the tabs, a table lists various transaction types with their respective approval limits and actions.

Transaction Type	Approval Limit	Per Day Approval Limits	Per Month Approval Limits	Per Account Approval Limits	Draft	Approve	Cancel	View
<b>Account Transfer</b>	\$99,999,999.99	9,999,999 / \$99,999,999.99	9,999,999 / \$999,999,999.99	999,999 / \$9,999,999,999.99	✓	✓	✓	Own
<b>ACH Collection</b>	\$99,999,999.99	99,999 / \$99,999,999.99	9,999,999 / \$999,999,999.99	99,999 / \$9,999,999,999.99	✓	✓	✓	Own
<b>ACH Payments</b>	\$99,999,999.99	999,999 / \$99,999,999.99	9,999,999 / \$999,999,999.99	99,999 / \$9,999,999,999.99	✓	✓	✓	Own
<b>Bill Payment</b>								
<b>Payroll</b>	\$99,999,999.99	999,999 / \$99,999,999.99	9,999,999 / \$999,999,999.99	99,999 / \$9,999,999,999.99	✓	✓	✓	Own
<b>Stop Payment</b>		999,999	9,999,999	999,999	✓	✓	✓	Own

Available accounts will display.

The screenshot shows the Synovus Gateway Remote Deposit interface for user 'Tester RDC'. The 'Accounts' tab is selected, and a list of available accounts is displayed. A search bar is present above the list, and a 'Hide unassigned accounts' link is visible on the right.

Number	Name	View	Deposit	Withdraw
*2003	COMMERCIAL CHECKING	⊘	⊘	⊘
*2005	COMMERCIAL CHECKING	⊘	⊘	⊘
*2006	BUSINESS SAVINGS	⊘	⊘	⊘
*1713	COMMERCIAL CHECKING	⊘	⊘	⊘
*1715	PRO BUSINESS CHECKIN	⊘	⊘	⊘
*1714	BUSINESS SAVINGS	⊘	⊘	⊘
*1716	COMMERCIAL LOANS	⊘	⊘	🔒

Select the desired accounts and select **Save**.

The screenshot shows the Synovus user interface for 'Tester RDC'. The top navigation bar is red with the Synovus logo on the left and 'Good Afternoon,' on the right. A 'Save' button is highlighted in the top right corner. The main content area is titled 'Tester RDC' and includes a 'User Policy' link. Below this are tabs for 'Overview', 'Features', and 'Accounts'. The 'Accounts' tab is active, displaying a search bar and a table of accounts. The table has columns for 'Number', 'Name', 'View', 'Deposit', and 'Withdraw'. The first two rows are highlighted with yellow boxes, indicating they are selected. The first row is '\*2003 COMMERCIAL CHECKING' with checkmarks in the 'View', 'Deposit', and 'Withdraw' columns. The second row is '\*2005 COMMERCIAL CHECKING' with checkmarks in the 'View', 'Deposit', and 'Withdraw' columns. The third row is '\*2006 BUSINESS SAVINGS' with empty circles in the 'View', 'Deposit', and 'Withdraw' columns. The fourth row is '\*1713 COMMERCIAL CHECKING' with empty circles in the 'View', 'Deposit', and 'Withdraw' columns. A 'Hide unassigned accounts' link is visible on the right side of the table.

Number	Name	View	Deposit	Withdraw
*2003	COMMERCIAL CHECKING	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
*2005	COMMERCIAL CHECKING	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
*2006	BUSINESS SAVINGS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
*1713	COMMERCIAL CHECKING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The Policy Saved message will display to confirm the changes have been accepted. Select **Close**.

The screenshot shows a confirmation message box with a green checkmark icon at the top center. Below the icon, the text reads 'Policy Saved' in a large font, followed by 'Policy changes have been accepted.' in a smaller font. At the bottom of the box is a blue button labeled 'Close'. A close button (X) is located in the top right corner of the message box.

Select **Manage Users** > **Manage Portal Access**.

The screenshot shows the Synovus Gateway Home dashboard. The left sidebar contains a navigation menu with 'Manage Users' and 'Manage Portal Access' highlighted in yellow. The main content area displays 'Financial Tools' and a grid of account balances under the heading 'ACCOUNTS'. The right sidebar shows 'APPROVALS NEEDED' and 'LOCKED LOGINS' sections.

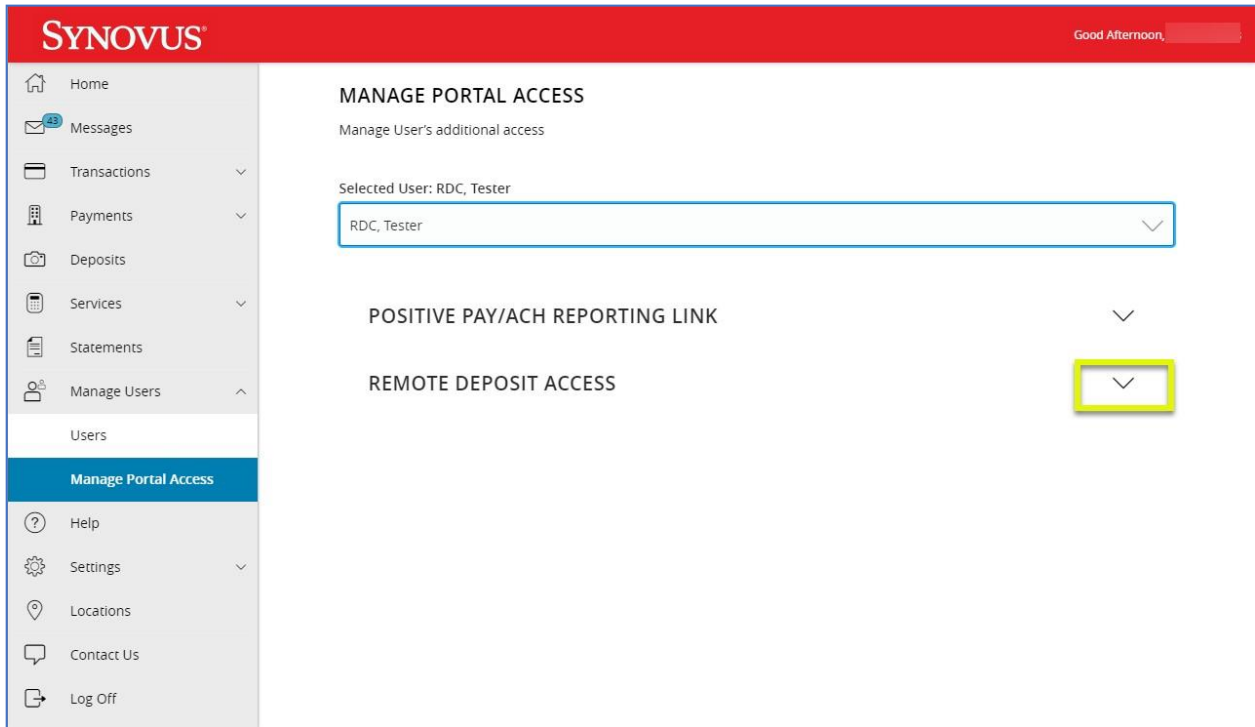
Account Name	Account ID	Balance Type	Balance Amount
US GOVT CHECKING	*1118	Available Balance	\$216,467.14
BUS INT CHECKING	*8639	Current Balance	\$1,199,934.28
CORRESPONDENT SWEEP	*8641	Current Balance	\$67,181.00
PREFERRED ACCOUNT	*8640	Current Balance	\$904,039.82
COMMERCIAL CHECKING	*1713	Available Balance	\$7,053.86
COMMERCIAL CHECKING	*2003	Available Balance	\$109,979.48
COMMERCIAL CHECKING	*2005	Available Balance	\$149,980.05
COMMERCIAL CHECKING	*5761	Available Balance	\$309,473.68
DESA BUSINESS MASTER	*5764	Available Balance	\$990,909.30
DUE TO BANKS	*5762	Available Balance	\$1,356,632.12

The **Manage Portal Access** page will display. Next, to **Select User**, select drop down and click on the user's name.

The screenshot shows the 'MANAGE PORTAL ACCESS' page. The 'Selected User:' dropdown menu is open, displaying a list of users. The user 'RDC, Tester' is highlighted in yellow. The dropdown menu also shows a scroll bar and a close button (X) in the top right corner.

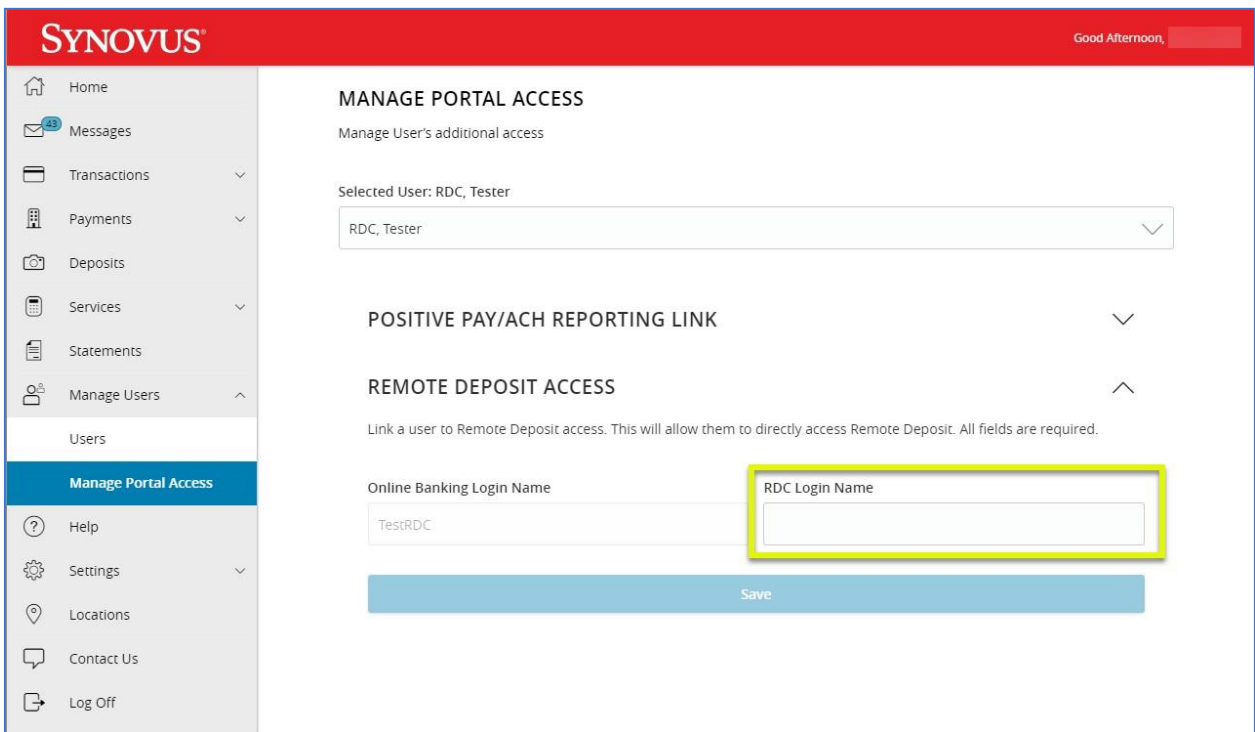
User Name
Adams, Troy
Adams, Penny
Walker, Hoyt
Adams, Anna
Test1, Test
Test, Susan
RDC, Tester

The selected user's name will populate in the field. Select the drop down next to **Remote Deposit Access**.



The screenshot shows the Synovus Manage Portal Access interface. The left sidebar contains navigation options: Home, Messages, Transactions, Payments, Deposits, Services, Statements, Manage Users, Users, Manage Portal Access, Help, Settings, Locations, Contact Us, and Log Off. The main content area is titled "MANAGE PORTAL ACCESS" and includes a sub-header "Manage User's additional access". A dropdown menu shows "Selected User: RDC, Tester" with "RDC, Tester" selected. Below this are two expandable sections: "POSITIVE PAY/ACH REPORTING LINK" and "REMOTE DEPOSIT ACCESS". The "REMOTE DEPOSIT ACCESS" section is expanded, and its dropdown arrow is highlighted with a yellow box.

Remote Deposit Access will expand.



The screenshot shows the Synovus Manage Portal Access interface with the "REMOTE DEPOSIT ACCESS" section expanded. The section title is "REMOTE DEPOSIT ACCESS" and it includes the instruction: "Link a user to Remote Deposit access. This will allow them to directly access Remote Deposit. All fields are required." Below this are two input fields: "Online Banking Login Name" (containing "TestRDC") and "RDC Login Name" (which is highlighted with a yellow box). A blue "Save" button is located at the bottom of the form.

Enter **RDC Login Name** and select **Save**.

**Note: "RDC Login Name" is the same as Synovus Gateway Login Name.**

**SYNOVUS** Good Afternoon, [Name]

### MANAGE PORTAL ACCESS

Manage User's additional access

Selected User: RDC, Tester

RDC, Tester

POSITIVE PAY/ACH REPORTING LINK

REMOTE DEPOSIT ACCESS

Your changes have not been saved.

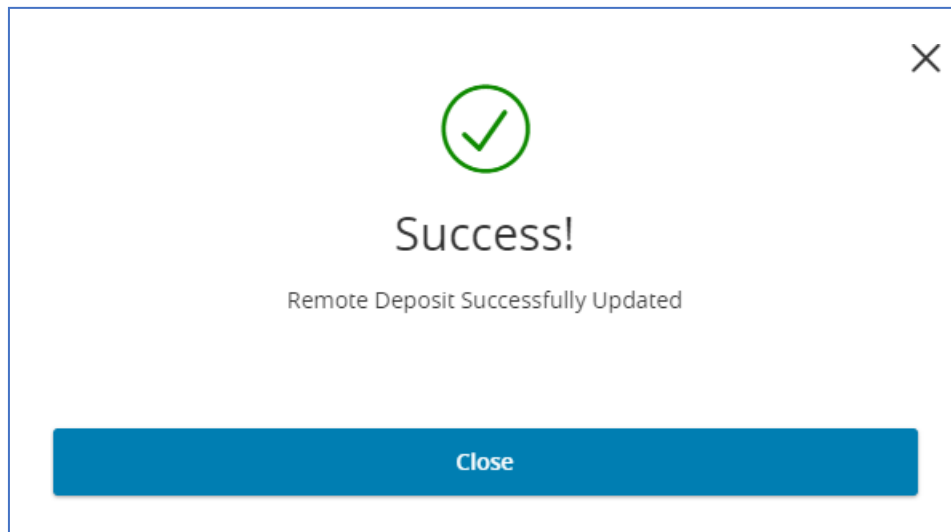
Link a user to Remote Deposit access. This will allow them to directly access Remote Deposit. All fields are required.

Online Banking Login Name: TestRDC

RDC Login Name: TestRDC

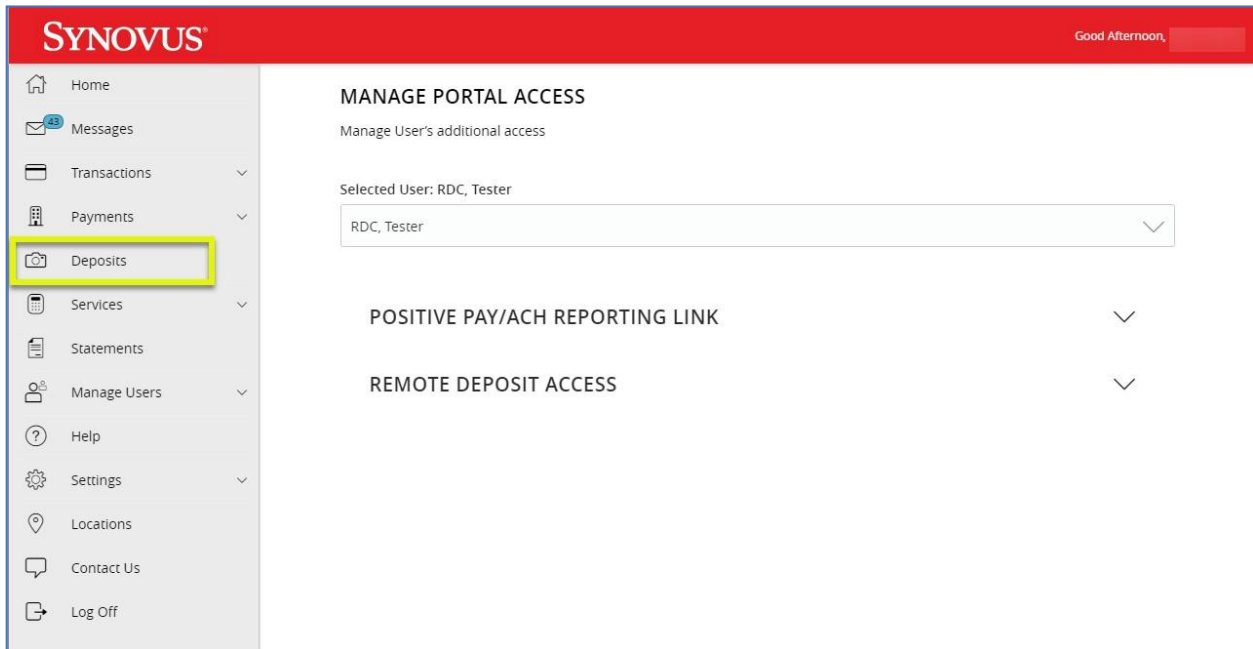
Save

The following message will display for confirmation. Select **Close**.

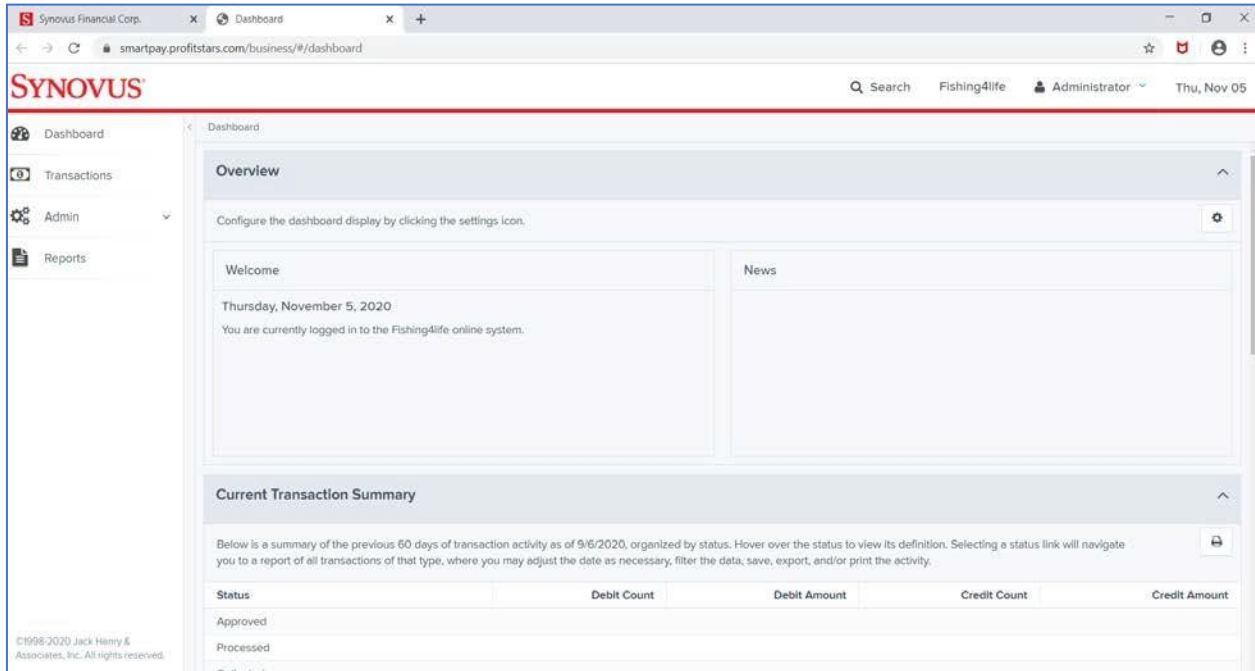




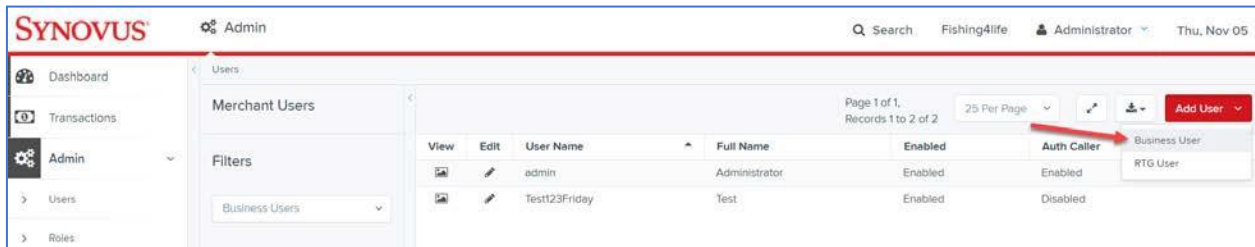
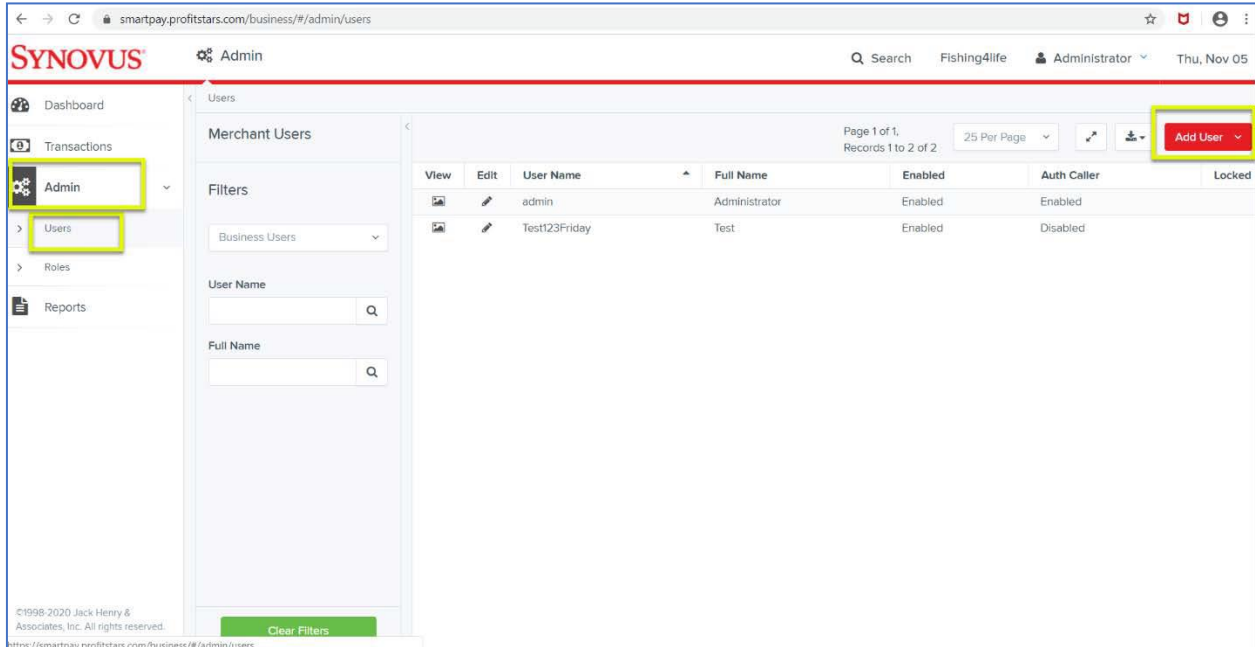
## Select Deposits.



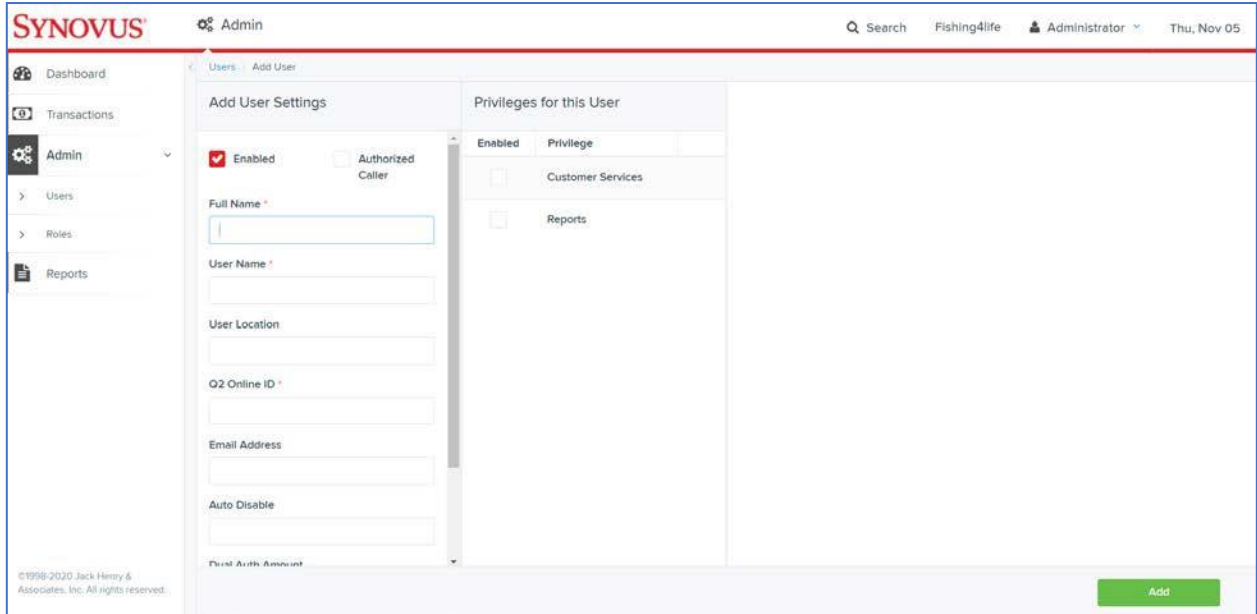
The Home page of Synovus Gateway Remote Deposit will display.



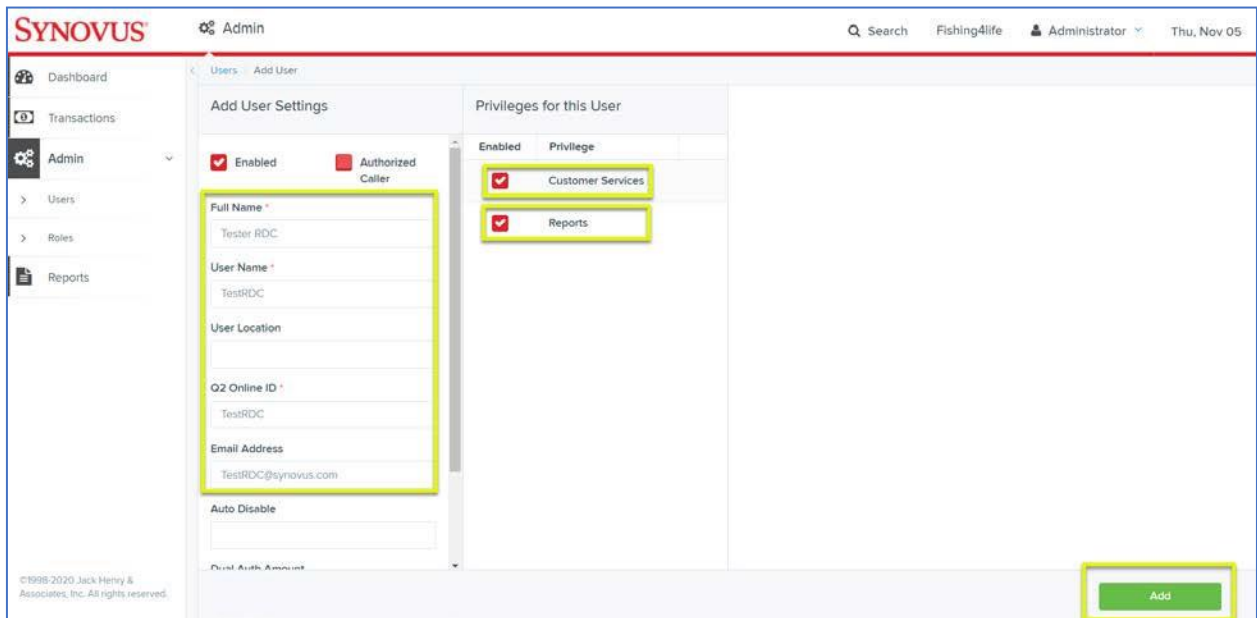
Select **Admin > Users**. All users with access to Synovus Gateway Remote Deposit will be displayed. To add your new user, from **Add User**, select **Business User**.



Add User Settings will display.

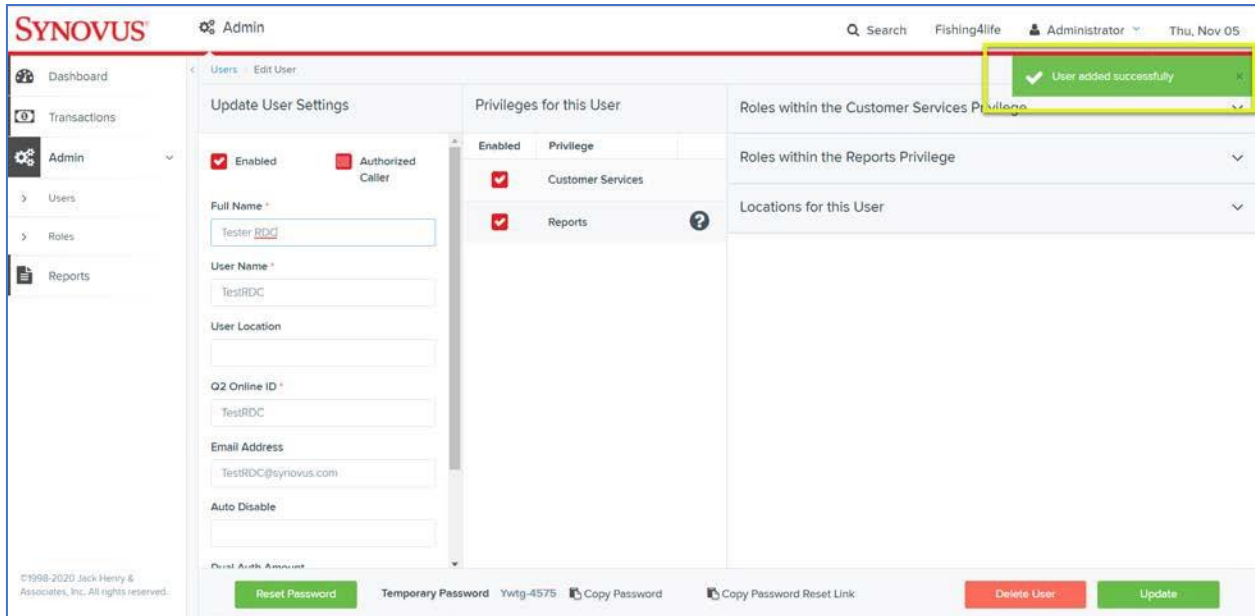


Provide the information for: **Full Name** = First and Last Name; **User Name** = Login Name; **Synovus Gateway Online ID** = Login Name; Email Address (allows User to receive email notifications about closed deposits). Under Privileges for this User, select **Customer Services**, **Reports**, and at bottom select **Add**.



The section with Roles and Locations will display to complete the setup.

**Note:** Disregard the password information at the bottom of page. The user will not use this password; authentication occurs during the initial log in to Synovus Gateway.



Under **Roles within the Customer Services Privilege**, select **RDC Admin** (allows the user to create transaction, delete, and close deposits for processing) and **Credit and Debits PDF** (allows the user to create a PDF report of deposited check images).

Under **Locations for this User**, select the required **Location Name**.  
 Select **Update**.

The screenshot shows the Synovus Admin interface for editing a user. The user's name is 'Tester RDC'. The 'Privileges for this User' section shows 'Customer Services' and 'Reports' are enabled. The 'Roles within the Customer Services Privilege' section shows 'RDC Admin' and 'Credits & Debits PDF Report' are selected. The 'Locations for this User' section shows the location '9030202003' is selected. The 'Update' button is highlighted in green.

The below message will display.

The screenshot shows the Synovus Admin interface after the user has been updated. A green message box at the top right displays 'User updated successfully'. The 'Update' button is now green, indicating it was successfully clicked.

The user now has access to **Synovus Gateway Remote Deposit**.



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