SYNOVUS®

GATEWAY

Enhanced Imaging
User Guide

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# Getting Started with Synovus Enhanced Imaging

Overview

Enhanced Imaging Services provide 24/7 quick and easy access to images of checks you have written or deposited as well as statements. Our Enhanced Imaging Service – available through Synovus Gateway® digital banking – provides retrieval and archive needs of images of checks, deposit slips, deposited items, and statements for up to seven years.

Primary Administration Procedures for Enhanced Imaging Services

Managing Users:

1. Primary Administrator will log in to Synovus Gateway.
2. From the **Homepage** of Synovus Gateway, select **Manage Users**, then **Manage Portal Access**.
3. Manage Portal Access will display. To modify a user, **select the user** from the drop down.
4. The user's available access options will display.
5. To add Enhanced Imaging Services to User, select **Save**.
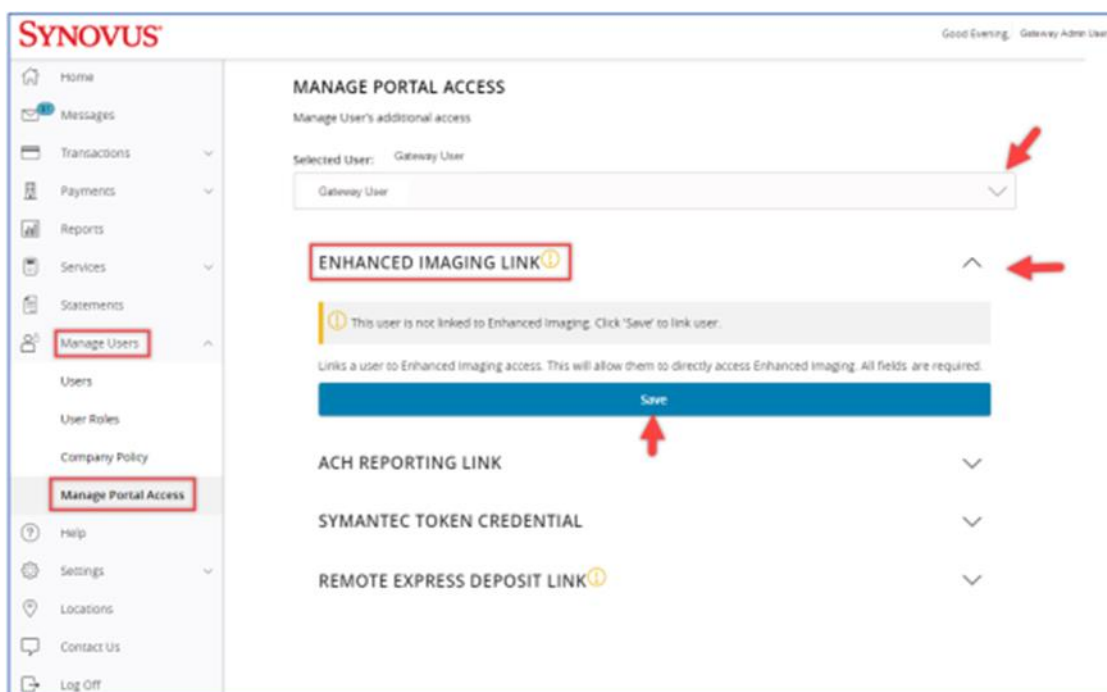
Next you will see a confirmation message to indicate the action was successful.
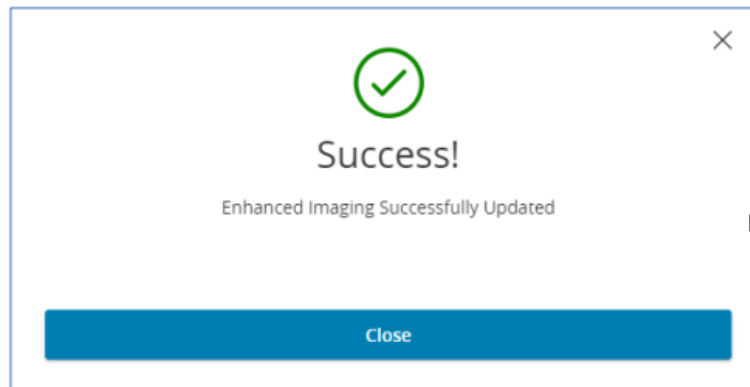

Access Enhanced Imaging Services

1. From the Homepage of Synovus Gateway, under **Services**, select **Enhanced Imaging**.
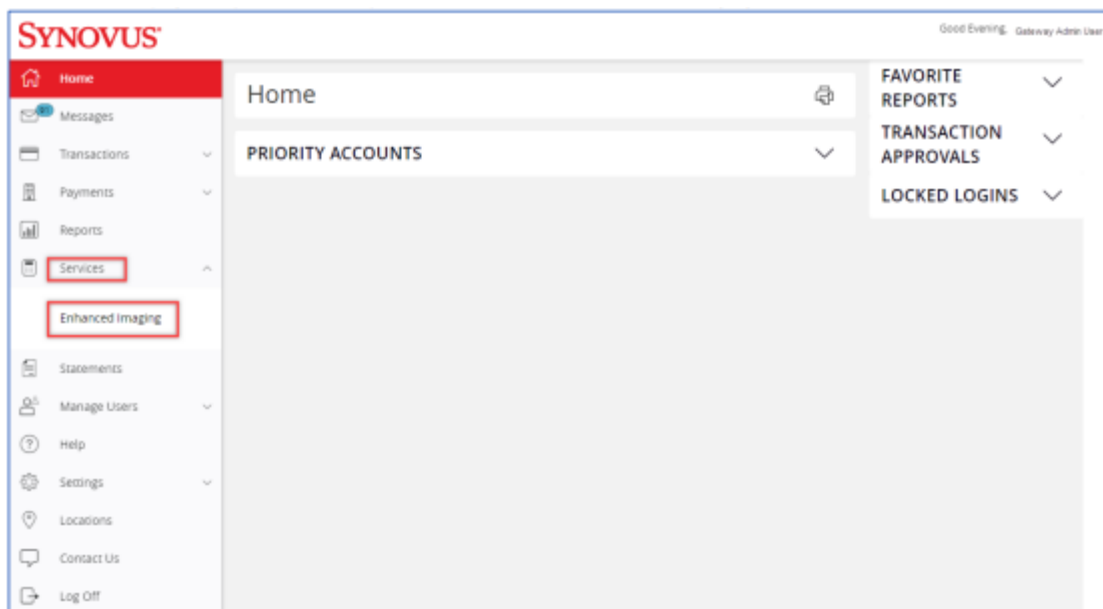
2. Synovus NetImage will display in a new window.

After a successful login through the Synovus Gateway portal, the *Synovus NetImage* window will appear and will be used as the starting point for all research that is performed.

The top navigation bar provides you with your feature menu, which includes Item Research and Statement Research as well as a Help menu and Tools menu.
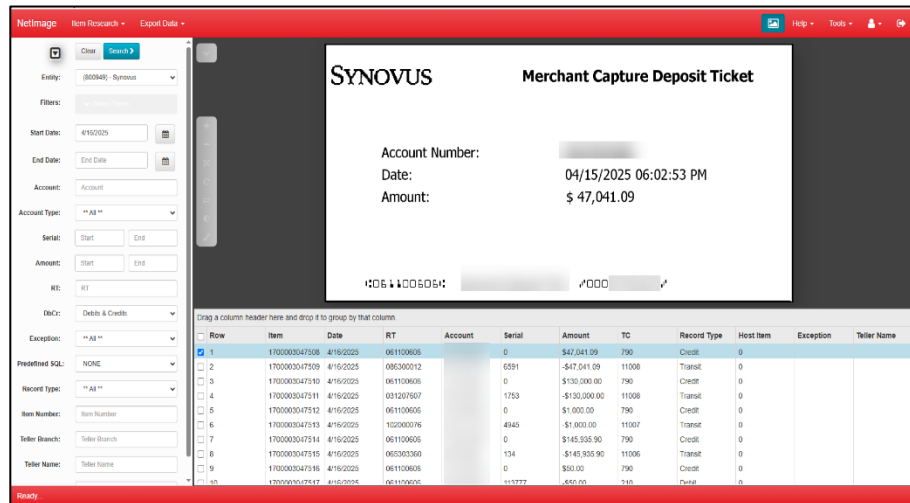
- The left pane (Search pane) provides the search fields and options for the selected feature. The search options vary based on your selection from the feature menu. However, each feature includes a Search button for completing a search, and a Clear button you can use to clear your search criteria so that you can complete a new search.

- The right pane (Search Results pane) shows the results for your search criteria and provides you with different options for working with those results. When working with Item Research, an Image pane is also provided.

Setting Your General Options

Enhanced Imaging provides general options that apply to all the search features within the system. To access the Options window, select the **Tools** menu and select **Options**.
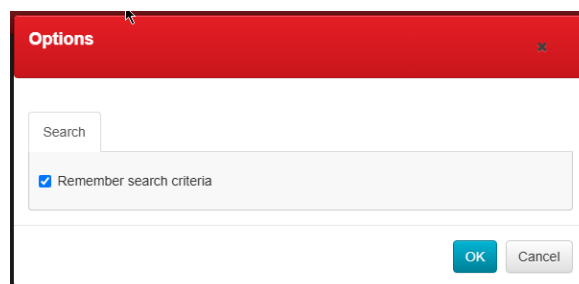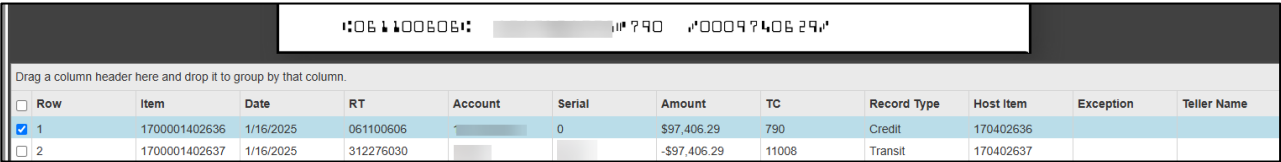

- **Remember search criteria**—Select this check box if you want the system to remember your search criteria from one session to the next. For example, if you want the system to remember the date value you provided for the last search, then select this check box. If this check box is cleared, then the system presents you with blank search fields (and the default of the current date).

Changing Your Display

Enhanced Imaging provides several ways for you to change your display. You can:

- Resize all the panes at once by maximizing or resizing the browser window. Enhanced Imaging automatically resizes based on the current size of the browser. So if you maximize your browser, the software resizes to fill all the available space.

- Resize a pane by dragging the separators between the panes. To do so, select one of the separators, hold down the mouse button, drag it either left or right (if it's the vertical separator) or up and down (if it's the horizontal separator), and release the mouse button.

| | | :061100606: [redacted] ⑆790 ⑈000974062 9⑈ | | | | | | | | | |

Drag a column header here and drop it to group by that column.

☐	Row	Item	Date	RT	Account	Serial	Amount	TC	Record Type	Host Item	Exception	Teller Name
☑	1	1700001402636	1/16/2025	061100606	[redacted]	0	$97,406.29	790	Credit	170402636		
☐	2	1700001402637	1/16/2025	312276030	[redacted]	[redacted]	-$97,406.29	11008	Transit	170402637		

Drag the separators to resize the panes on either side of it. For example, drag the horizontal separator up to make the upper pane smaller and the bottom pane larger.

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Working With Items

About Item Research

The Item Research features of Enhanced Imaging enable you to search for the items that are associated with an account. This can include deposit tickets (credits) and checks deposited into the account along with checks drawn from the account (debits).

- The lower right pane (Search Results pane) provides the search results after completing a search.

- The upper right pane (Image pane) displays the image selected in the search results.

Searching for Items

The Search pane provides the options for searching. This includes date fields, account number, serial number, amount, and so on.

- You can select the calendar icons to choose a date from a calendar.
- You can select the top arrow button to set search options.

The fields that are shown depend on how you have configured your search options.

You can select the Options icon to open the Options window, which provides two tabs for configuring which fields are shown. You can use the Query fields tab to select or clear the fields available for searching. You can then use the Results Grid Fields tab to select or clear the fields that are shown in the Search Results grid. When finished, select **OK** to save your changes and close the window.
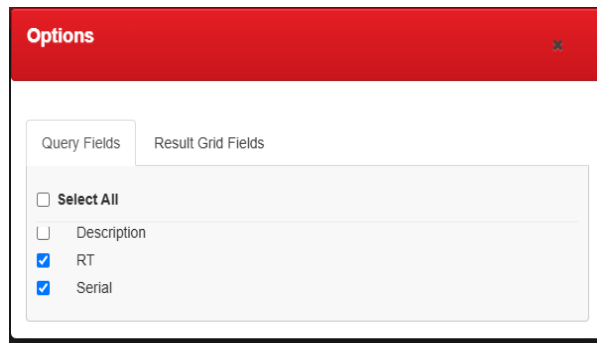
To Perform Search for Items

1. Select the feature menu in the nav bar and select Items to update the page with the fields for Item Research.

2. In the Start Date field, enter a valid date to query on.
   - You can enter a value in *MM/DD/YYYY* format, or you can select the Calendar icon to open a window that enables you to pick a date.
   - To search a range of dates, enter the beginning date of the range in the Start Date field and the ending date for the range in the End Date field.

3. If you have access to multiple accounts, then from the Account drop-down list, select the account you want to work with.

4. Continue to refine the search criteria by entering values into the fields as appropriate:
   - **Serial:** enter a serial number or a range of serial numbers.
   - **Amount:** enter a dollar amount or a range of dollar amounts.
   - **RT:** enter a routing transit number.
   - **Db/Cr:** select Debits to limit the results to only debits, Credits to limit the list to only credits, or Debits & Credits to include both debits and credits.

5. Select **Search** or press **Enter** on your keyboard to display the Search Results grid. For more information about working with the search results, see the next section.

Working With Item Search Results

When you complete a search, the system shows the matching results in the Search Results grid. This includes the items, along with the information about those items, such as values for date, routing transit number, account number, and so on. The columns shown are those that are configured as part of your Item Research options.

From this list you can:

- Sort the data by selecting the column header to sort by. Select once to sort in ascending order (0-9, a-z). Select again to sort in descending order (z-a, 9-0).
- Drag a column heading above the Search Results grid to group by that column.
- Select the down arrow (▼) to show a search field that enables you to further refine your results.
- Select an item in the grid to display the image in the Image pane. Selected items are highlighted, and a checkmark is shown for the row.

    Note that if multiple items are selected, then the Actions menu options (see page 17) are limited to printing with an overlay (see page 18).

Working With Images

The Image pane shows the images you select from the Search Results grid.

Once an image is displayed you can use the following icons to work with that image:

Icon	Description
	Zooms in on the image.
	Zooms out on the image.
	Resets the item to the original display settings.
	Rotates the item 90 degrees clockwise.

Icon	Description
	Toggles between the front and back of the image, for items with two sides.
	Inverts the colors of the image (for example, black text changes to white text and white backgrounds change to black backgrounds).
	Opens a window that enables you to select a color, which replaces all content in the image that is not black with that color.

You can also select the image and drag it up, down, left, and right within the pane or use the scrolling wheel to zoom in or out.

Or you can select the Actions Menu icon ( ) to display a menu that enables you to print items and set color options for the image.
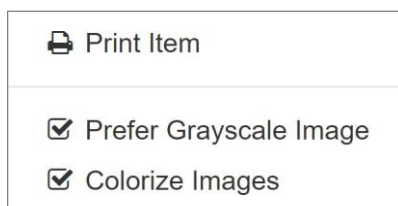
Printing With Overlays

After performing a search in Item Research, you have the option of printing statements with the images and data of multiple items.

Print With an Overlay

1. Select the **feature menu** in the nav bar and **select Items** to update the page with the fields for Item Research.

2. Search for the items you want to print.

3. Holding down the **Ctrl** key on your keyboard, select two or more items in the **Search Results** grid. The nav bar updates to include the Overlay option.

4. Select the **Overlay menu** in the nav bar and select the appropriate overlay format.

5. Select the **Actions Menu** icon ( ) in the Image pane and select the **Print with overlay** option to open the image statement in a new window, where it can be printed or saved to your system.

Exporting Item Data

You can download data and images from queried items to the default location on your workstation for storing downloads.

1. Select the **feature menu** in the nav bar and select Items to update the page with the fields for Item Research.

2. Search for the item or items you want to export the data of.

3. Select **Export Data** in the nav bar and select one of the following options:

    -   **Select Items** to export the data of all items in the Search Results grid into a CSV file and save it to your workstation.

    -   **Select Images** to export the front and back images of all items in the Search Results grid into a ZIP file and save it to your workstation.

    -   **Select Items & Images** to export the data and front and back images of all items in the Search Results grid into a ZIP file and save it to your workstation.

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Working With Statements

The Statement Research features of Enhanced Imaging enable you to search for the statements that are associated with an account.

Searching for Statements

The default date used for researching statements is the statement ending date. If the statement cycles on Friday night, but the date on the statement has a Sunday date, use Sunday's date to research statements. The same process should be used when there is a holiday.

▶ Search for Statements

1. Select the **feature menu** in the nav bar and select **Statements** to update the page with the fields for Statement Research.

2. In the Start Date field, enter a valid date to query on.

- You can enter a value in *MM/DD/YYYY* format, or you can select the **Calendar** icon to open a window that enables you to pick a date.

- To search a range of dates, enter the beginning date of the range in the Start Date field and the ending date for the range in the End Date field. Note that an account number must be entered with a date range query.

3. If you have access to multiple accounts, then from the Account drop-down list, select the account you want to work with.

4. Select **Search** or press **Enter** on your keyboard to display the search results grid. For more information about working with the search results, see the next section.

Search Results

When you complete a search, the system shows the matching results in the Search Results grid. This includes the statements, along with the information about those statements, such as values for date, account number, and so on.

From this list you can:

- Sort the data by Selecting the column header to sort by. Select once to sort in ascending order (0-9, a-z). Select again to sort in descending order (z-a, 9-0).

- Drag a column heading above the search results list to group by that column.

- Select the down arrow (▼) to show a search field that enables you to further refine your results.

- Select the icon for a statement (⬚) in the grid to highlight it and open/save the statement. Selected items are highlighted, and a checkmark is shown for the row.

Opening Statements

When you select the icon for a statement in the Search Results grid, the system retrieves the requested statement in PDF format. Depending on how your browser is configured, you may be prompted to open the file or save the file.

- **Saved files** are usually stored in your browser's default download location for your username, but this may vary based on your site's configuration.

- PDF files open in the software program they are associated with on your system; for example, Adobe® Acrobat Reader®. You can then print the pages as appropriate using that application.

Appendix

Supported Browsers

- Google Chrome™
- Microsoft Edge
- Mozilla Firefox
- Apple Safari® (except on Windows)

Important to Note

- There is an idle timeout in NetImage (within Enhanced Imaging) of 30 minutes. If your session expires and you are prompted to log in, you will need to go back in to the Synovus Gateway portal.

- At a user's first login, they may be prompted to Accept cookies. They will need to click on the **Accept** button to move forward.
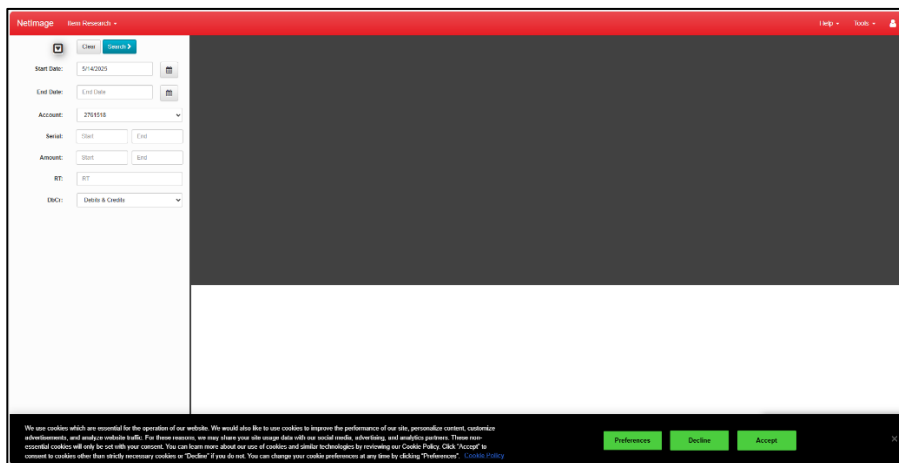
Have Questions?

If you have questions or need further assistance, please contact Synovus Customer Care at 1-888-SYNOVUS (796-6887).

Revised 15 May 2025