



# Web Image User Guide

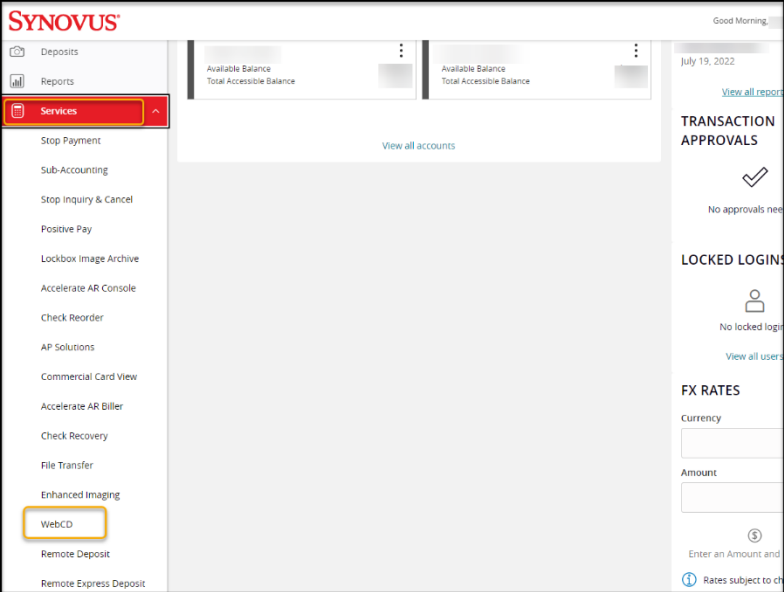
**SYNOVUS<sup>®</sup>**

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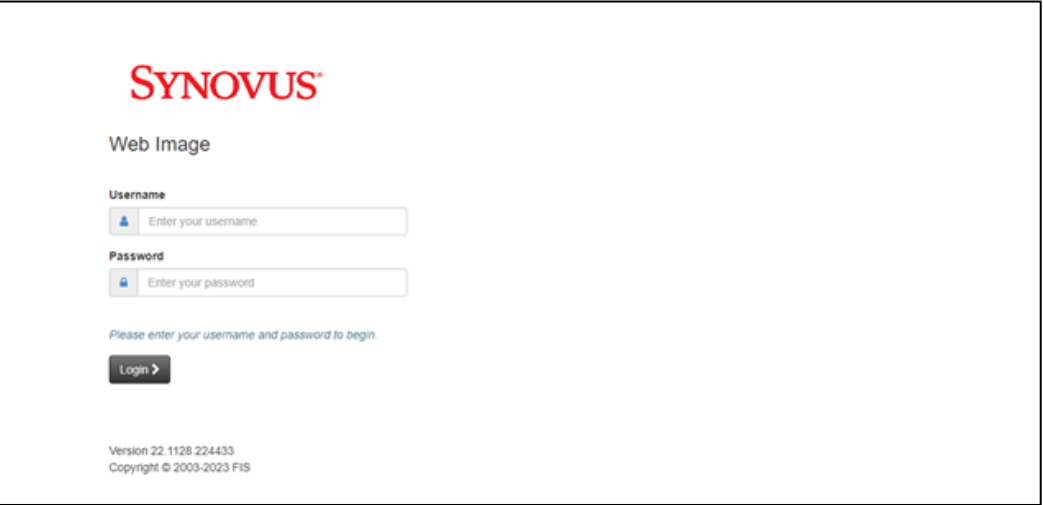
# How to access Synovus Web Image



# Step-by-step



## Synovus Gateway Dashboard



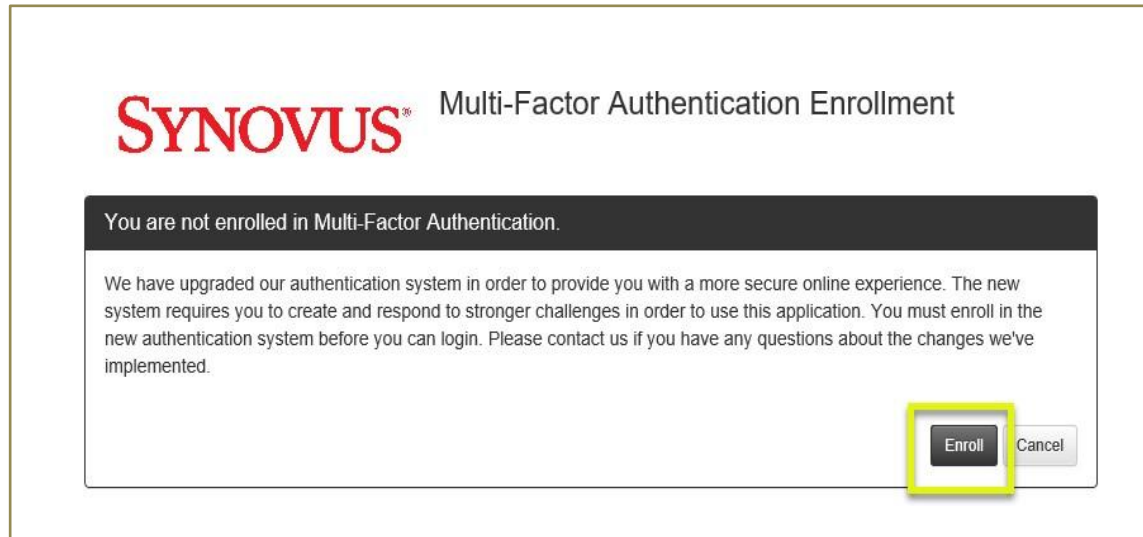
## Web Image Login Screen

NOTE: You will be required to change your password upon initial log in.

1- To access Synovus Web Image, log in to your **Synovus Gateway** portal.

2- From the **Synovus Gateway** dashboard, select the Services option from the left menu and select **‘Web Image.’**

3- You will be directed to the **Web Image** login screen where you will need to enter your **Web Image** credentials and click login.



To begin setup, select **Enroll**.

4- Upon initial log in you will be prompted to complete Multi-Factor Authentication Enrollment.

5- To begin setup, select **'Enroll.'**

# Step-by-step

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Multi-Factor Authentication Enrollment

Step 1 - Tell Us About Yourself

First name:

Last name:

E-Mail address:

Work phone number:

Home phone number:

Mobile phone number:

Next >

Select **Next**.

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Multi-Factor Authentication Enrollment

Step 2 - Create Your Security Phrase & Questions

Security phrase:

what is my security question

Question 1:

what is my cats name

Answer 1:

Synovus1

Question 2:

what is my dogs name

Answer 2:

Synovus2

Question 3:

What is my name

Answer 3:

Synovus3

< Previous

Next >

Select **Next**.

6- Complete the required fields by entering your contact information. *Note: Only one phone number is required. The fields within Web Image will not adjust any other Synovus systems/setup, as Web Image functions independently.*

7- Select **Next**.

8- You will then be prompted to complete the Security Phrase & Question step and enter your answers supporting multi-factor authentication.

9- Select **Next**.

# Step-by-step

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Multi-Factor Authentication Enrollment

Step 3 - Review & Confirm Your Enrollment

Name:

Susan Adams

E-Mail address:

susanadams@synovus.com

Phone numbers:

334-448-8815

Security phrase:

what is my security question

Question 1:

what is my cats name

Answer 1:

Synovus1

Question 2:

what is my dogs name

Answer 2:

Synovus2

Question 3:

What is my name

Answer 3:

Synovus3

Previous

Confirm

Select **Confirm**.

[EXTERNAL] ESTATEMENTS;800949 Multi-Factor Authentication Enrollment Confirmation

EA

ESTATEMENTS;800949 Authentication Service <Fidelity.ICMFA@MyBank.com>

To

Reply

Reply All

Forward

Wed 5/13/2020 10:55 AM

Dear

\*\*\*\* ENROLLMENT CONFIRMATION NOTICE \*\*\*\*

You have successfully enrolled in the Multi-Factor Authentication System.  
This system has been developed to make your online experience more secure.  
If you have any questions about this system please contact an administrator of the web site.

Below are the security questions and answers that you selected:

Phrase: what is my security question

Question1: what is my cats name

Question2: what is my dogs name

Question3: What is my name

Use these questions and answers to log into the web site.

...

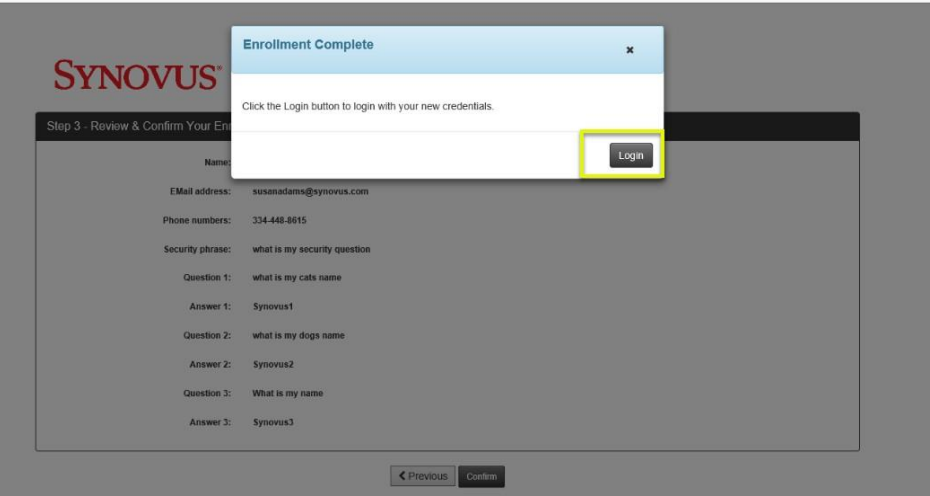
Multi-Factor Authentication

10- A Review and Confirmation Screen will display.

11- Click **Confirm**. You will then receive an automatically generated email that looks like this image to confirm successful multi-factor authentication setup.

7

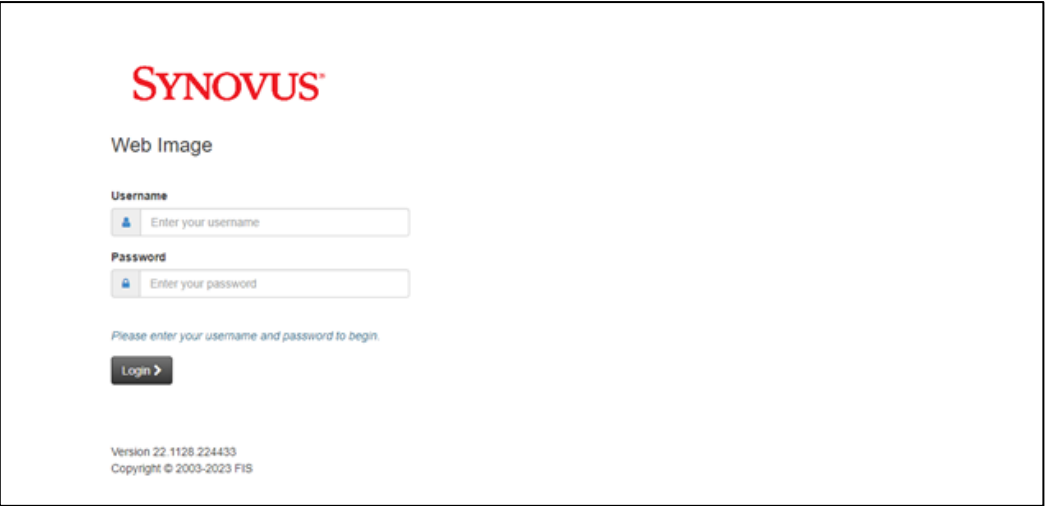
# Step-by-step



Click **Login**. You will then be required to login again.

12- Click **Login**. You will then be required to login again.

13- Enter your Username and Password, and then select **Login**.



Enter your Username and Password, and then select **Login**.



# Step-by-step

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Web Image – Multi-Factor Authentication

For your protection, you must verify your identity by answering the question.

Security phrase: what is my security question

Security question: What is my name

?

\*\*\*\*\*

☒ Don't ask me again for a code from this device.

Please answer the challenge question to log in.

Submit

Cancel

Help

Version 20.401.00718  
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Click **Submit**.

- 14- You should see the *security phrase* that you previously set up.
- 15- Enter the answer to the security question.
- 16- Click the box to remember your device (if applicable).
- 17- Click **Submit**.

Web Image

HelpToolsUserShare

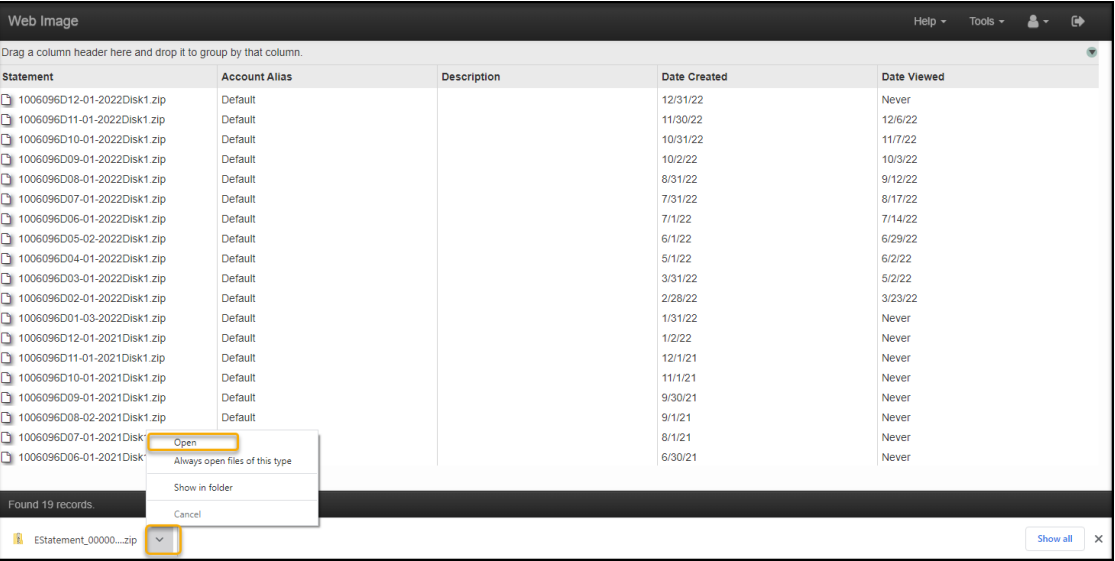
Drag a column header here and drop it to group by that column.

Statement	Account Alias	Description	Date Created	Date Viewed
<div>1006096D12-01-2022Disk1.zip</div>	Default		12/31/22	Never
<div>1006096D11-01-2022Disk1.zip</div>	Default		11/30/22	12/6/22
<div>1006096D10-01-2022Disk1.zip</div>	Default		10/31/22	11/7/22
<div>1006096D09-01-2022Disk1.zip</div>	Default		10/2/22	10/3/22
<div>1006096D08-01-2022Disk1.zip</div>	Default		8/31/22	9/12/22
<div>1006096D07-01-2022Disk1.zip</div>	Default		7/31/22	8/17/22
<div>1006096D06-01-2022Disk1.zip</div>	Default		7/4/22	7/4/22

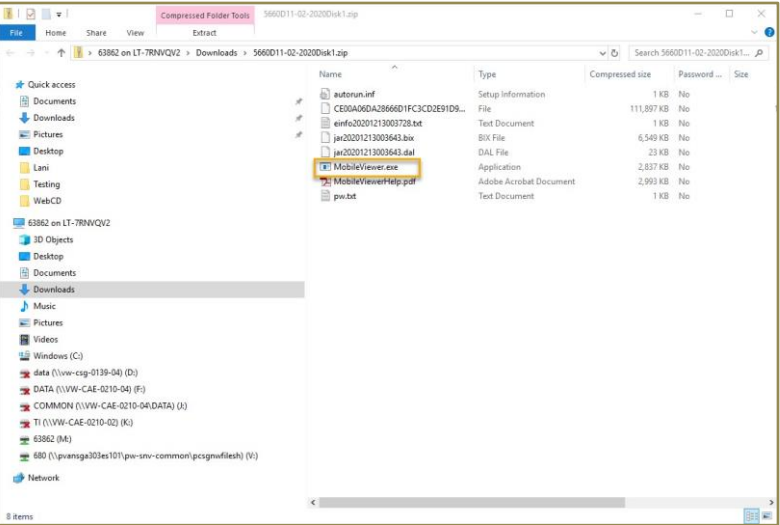
Your Web Images will display.

# Accessing your Web Image files

# Step-by-step



Select **Open**.



Double Click on the MobileViewer.exe file.

1- Select the Web Image you want to download.

*Note: Depending on your browser, you may have a slightly different experience. Screenshots below are using Chrome browser.*

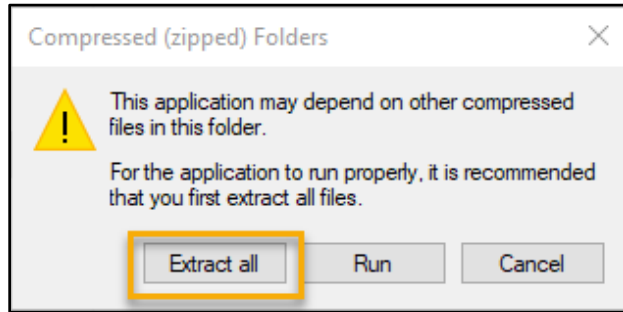
2- Double click on the .zip file you want to open. The Download will then show at the bottom of the screen.

3- Click the drop-down arrow.

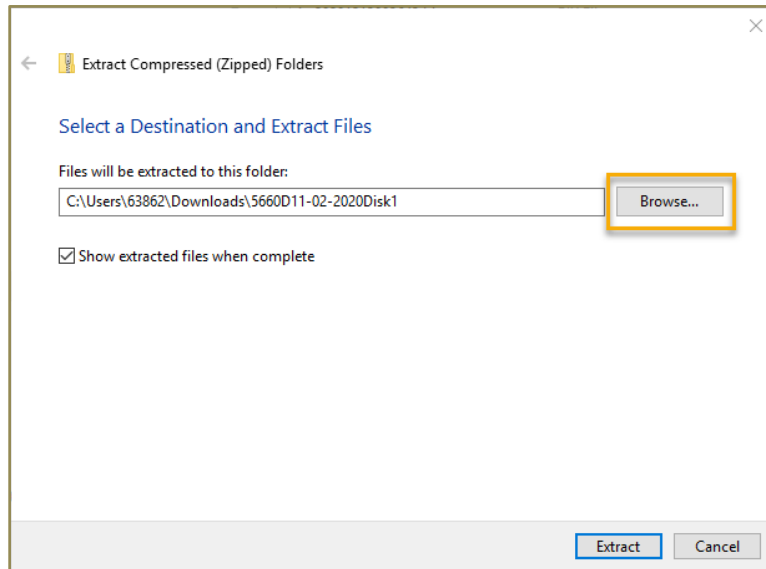
4- Select **Open**.

5- Double Click on the MobileViewer.exe file.

## Step-by-step



Next, select **Extract all**.

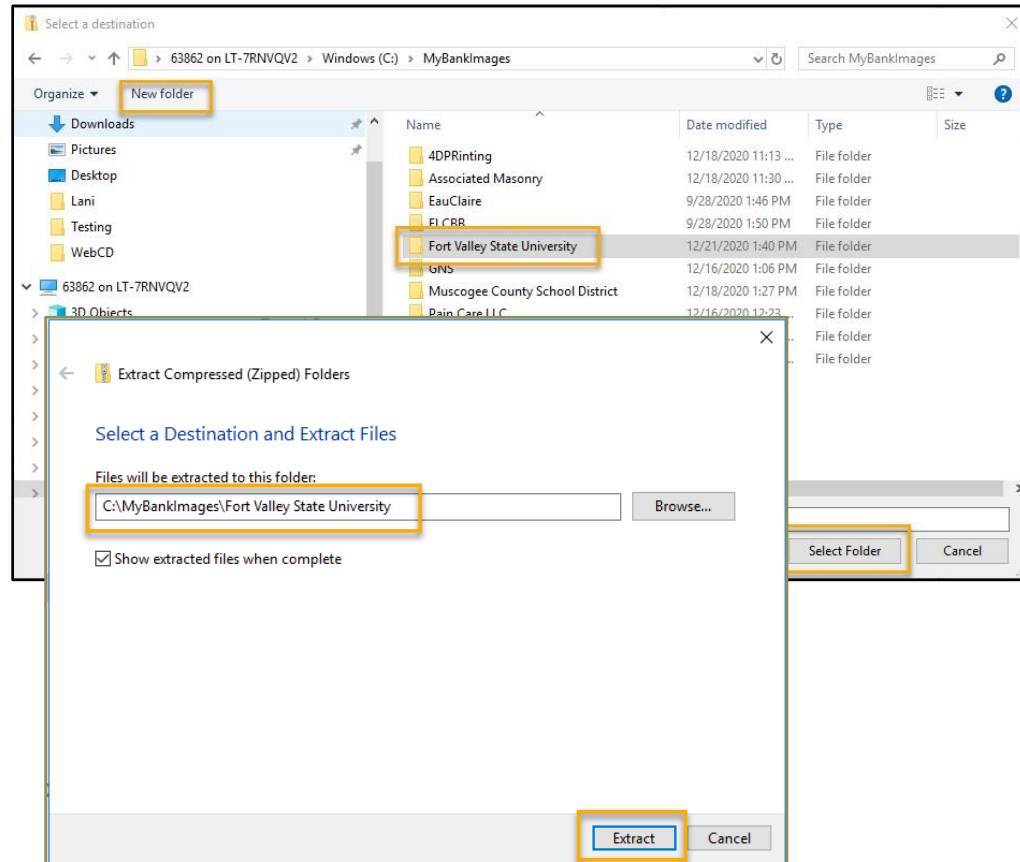


Then select **Browse**.

6- Next, select **Extract all**.

7- Then select **Browse**.

## Step-by-step

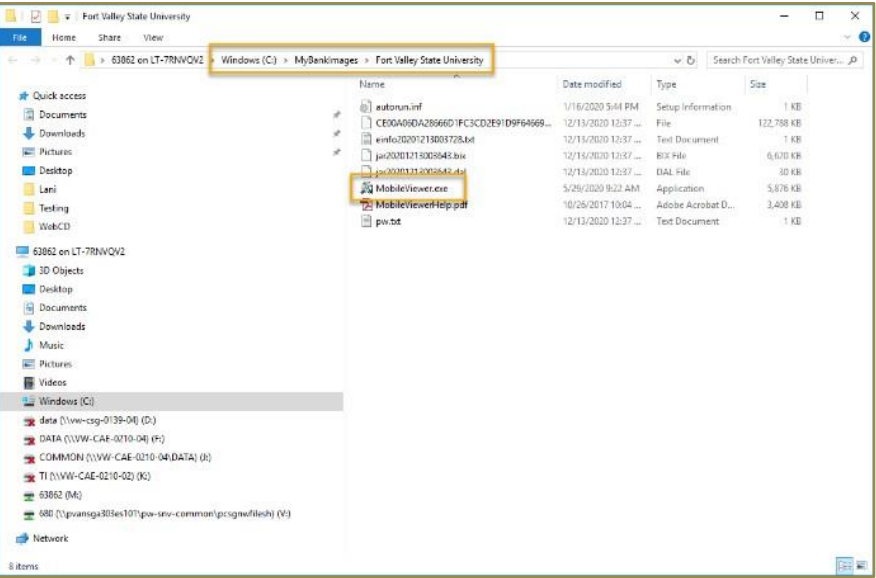


Click on C: > **MyBankImages** > **Create a Folder** > **Select Folder**.

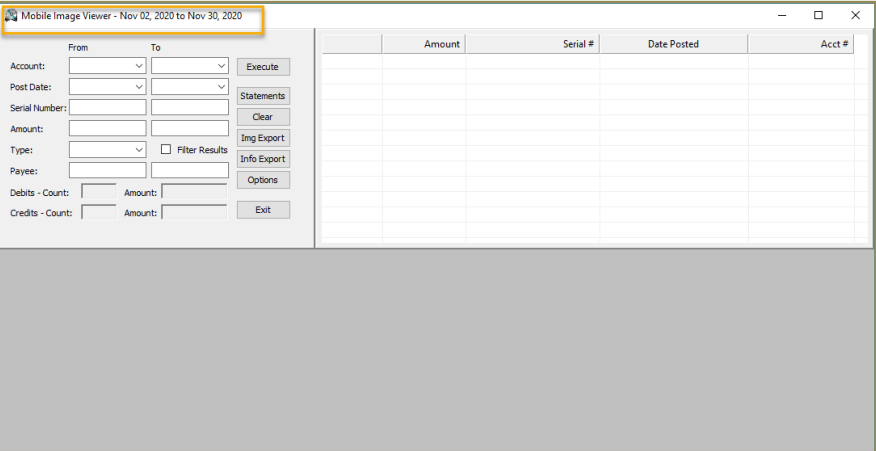
8- Click on C: > **MyBankImages** > **Create a Folder** > **Select Folder**.

9- Make sure the files are going to your preferred location.

10- Select **Extract**.



Double click the **MobileViewer.exe** file.



The Web Image for the time period selected is available to view.

11- The Web Image files are now saved to your chosen location.

12- Double click the **MobileViewer.exe** file.

13- The Web Image for the time period selected is available to view.



Using Web Image files.

# Step-by-step

Amount	Serial #	Date Posted	Acct #
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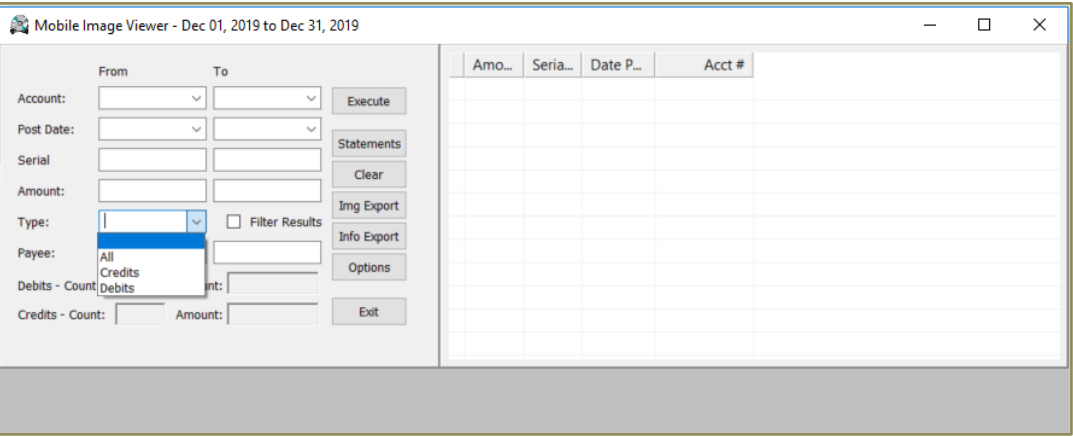
After each statement cycle, your Web Image files will be delivered to you via MobileViewer. If you have the shortcut installed on your desktop, just double click the icon and you will have access to your files.

1- **Search:** Search by Account, Post Date, Serial, Amount, Type, or Payee. You can also use the calendar to search by date.

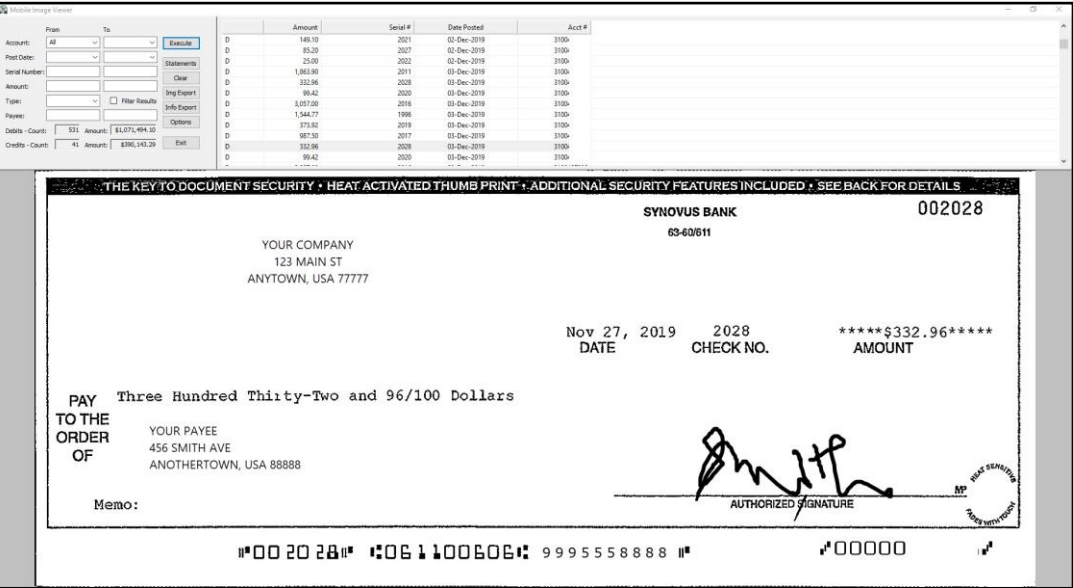
Amo...	Seria...	Date P...	Acct #
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**Search:** Search by Account, Post Date, Serial, Amount, Type, or Payee. You can also use the calendar to search by date.

# Step-by-step



**Sort:** Sort by Statement, Debits or Credits. You can also sort by All, Credits or Debits.



**View:** View Statement, Check Image, or Deposit Slip. You have access to clear images of checks, items deposited, and statements.

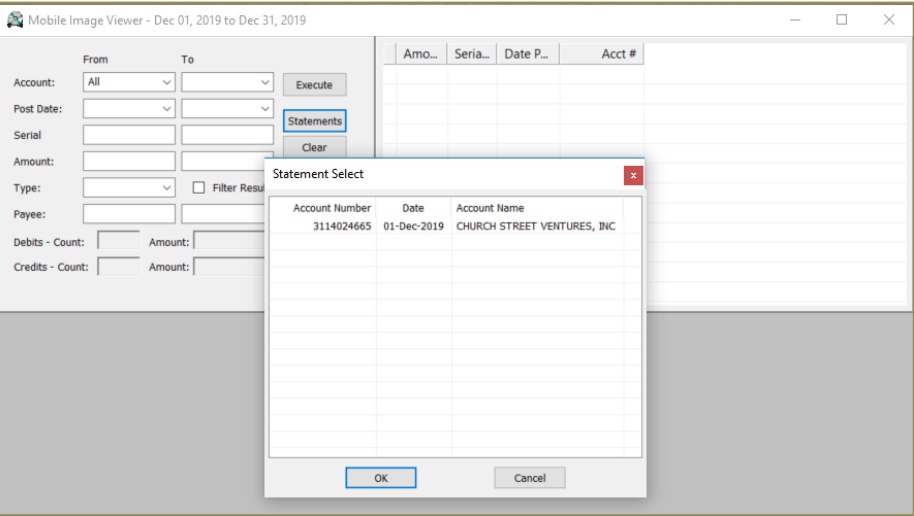
**2- Sort:** Sort by Statement, Debits or Credits. You can also sort by All, Credits or Debits.

**3- View:** View Statement, Check Image, or Deposit Slip. You have access to clear images of checks, items deposited, and statements.

4- You have the option to retrieve each statement by account or you can view *All statements*.

- View a Statement or All Statements
- View Checks written
- Sort by Amount, Serial # or date posted
- View Deposit Slips
- Export Images

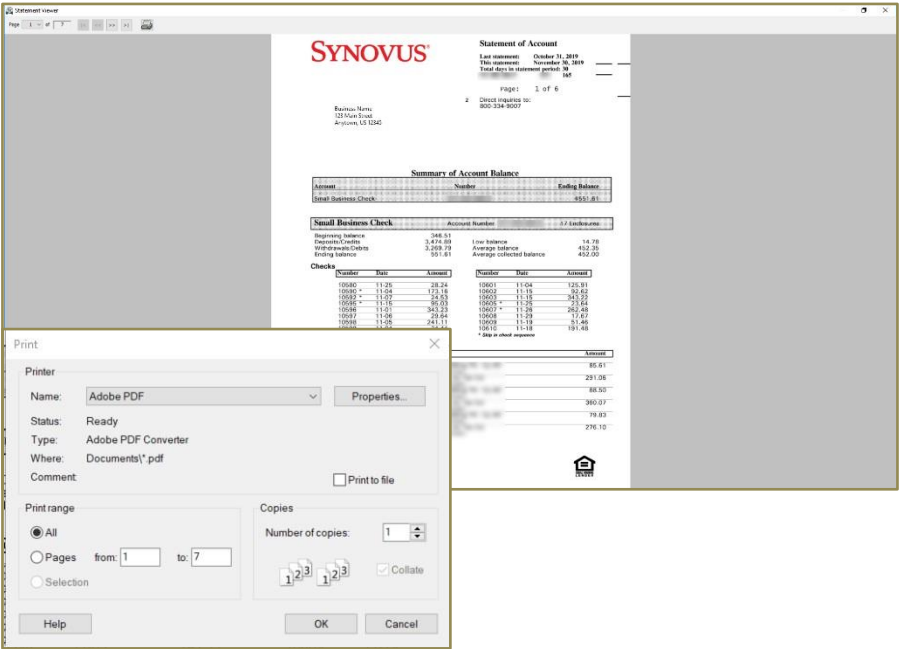
# Step-by-step



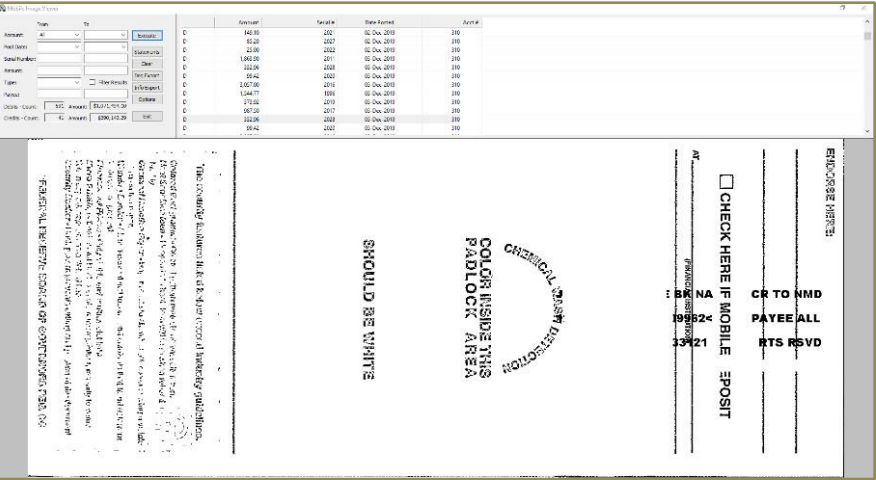
5- You may also view Statement or download as a PDF.

**Full statement displays:**  
Navigate through the pages to view the statement and associated images. The Print icon allows you to print the statement or print to PDF for storage on your computer.

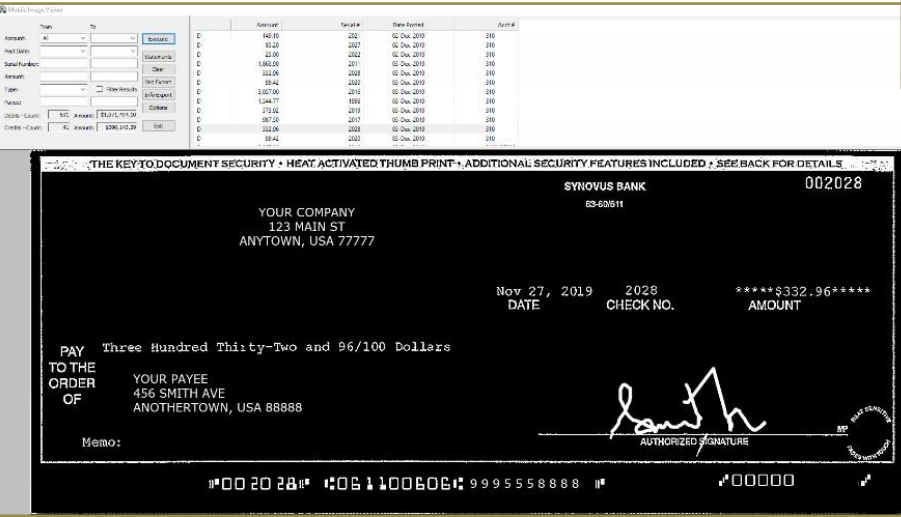
You may also view Statement or download as a PDF.



Step-by-step

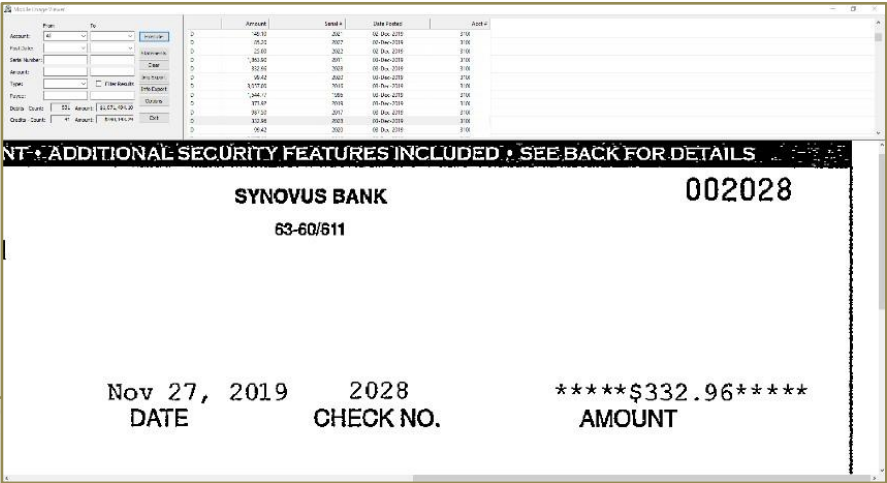


Flip the image.



Invert the image.

6- Manipulating the image:  
Flip, Rotate, Mirror, Invert  
Color, Zoom, Print, or Copy  
the image.



Zoom In/Out.



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