

DEPOSITPARTNER REQUIREMENTS AND HELP REFERENCE

Johnson Financial Group Treasury Management Support Center – 888-769-3796.
Support is available Monday – Friday during normal business hours.

CONTENTS

System Requirements	2
Other Johnson Bank Requirements	3
Miscellaneous	3
Quick troubleshooting efforts before calling the Treasury Management Support Center	4
Scanner Maintenance	4
PC Requirement Definitions	5

SYSTEM REQUIREMENTS

Hardware

Pentium 4 2.0 GHz or Core Duo 1.86 GHz
processor
512 MB RAM
250 MB free hard drive space
1024x768 Screen resolution
Network Card
USB 2.0/3.0 or SCI Adapter

Operating Systems (OS)

Windows 8.1
Windows 10
Apple macOS® Sierra (or newer) *
Apple OS X® El Capitan *
Android™ 4.4 or newer
Apple® iOS 9.0 or newer

Browsers

Internet Explorer 11
Google Chrome
Microsoft Edge
Mozilla Firefox
Apple Safari® (except on Windows) *

Software

Adobe PDF Viewer
DepositPartner (provided by Johnson Bank)
WebScan (provided by Johnson Bank)
Microsoft .NET 4.5.1 or newer (Available for free at [microsoft.com](https://www.microsoft.com))

Supported Check Scanners

Digital Check Scanner – CX-30, Teller Scan 230, or 240
Panini MyVisionX
Panini ml:Deal

** Supported using the Panini ml:Deal network scanner*

OTHER JOHNSON BANK REQUIREMENTS

- The DepositPartner workstation should be separated from the Internet by a firewall, or at a minimum a cable/DSL router performing NAT (Network Address Translation).
- The DepositPartner workstation should be running Antivirus software. The virus definitions/signatures should be regularly updated.
- The DepositPartner workstation should have security patches updated regularly.
- The DepositPartner workstation should be restricted from the general populace at the clients' site.
- Add domain of <https://dlmlr8.fisglobal.com/directlinkclient/login/801010> as a trusted internet site.
- If using a mobile device (phone or tablet), device must be secured using a passcode or biometric (Face ID or fingerprint) systems.

Most scanner kits will include:

- Choice of Warranty
- Ink cartridge, if applicable, Cleaning Kit, and Secure Disposable check bags
- USB Cable and Power Supply

Keep the original box the scanner came in for future use

MISCELLANEOUS

- Implementation takes approximately **ten days** from the day of order to installation
- Scan only checks – DepositPartner will create a virtual deposit slip and virtual endorsement
- Cutoff time of 7:00 p.m. CT for same day credit of deposit, deposits received after 7:00 p.m. CT will be credited the next business day
- Keep checks in locked, fire resistant case under dual control
- Checks should be kept for **30 days** and then **SHREDDED**
- Deposit history will remain on DepositPartner for **365 days** from the day you start depositing
- Deposit reports can be exported in PDF format only
- Use a computer accessible by all users for scanning

QUICK TROUBLESHOOTING EFFORTS BEFORE CALLING THE TREASURY MANAGEMENT SUPPORT CENTER

If your scanner is not communicating with your PC:

- Unplug the scanner USB cable from the PC and then plug it back in.
- Reboot your PC

SCANNER MAINTENANCE

- To ensure optimal image quality, suggested cleaning maintenance should be performed every 3,000 items or if the image quality is compromised.
- A scanner cleaning kit was included with your scanner order. Additional cleaning kits are also available for purchase by completing the Supply Order Form located at www.johnsonfinancialgroup.com/client-resources/ under DepositPartner.

PC REQUIREMENT DEFINITIONS

Pentium 4 – 3.0 GHz or Core 2 Duo 2.0 Processor is the speed of the computers processor meaning how fast or slow the program is going to run. If the GHz is lower than what is specified, the application will run slower than expected. If the GHz is higher than what is specified, the application will run faster than expected.

RAM is a group of memory chips which functions as the computer's primary workspace. When DepositPartner is running it takes up a full gig of RAM.

Video Resolution refers to the sharpness and clarity of an image. If the PC is not set to 1024x768 then the user may not see the entire DepositPartner application.

Hard Drive on the Local Disk C: is a device used to store information within a computer, such as programs and data. All the configurations for DepositPartner are installed to the C:\.

Network Card is a piece of computer hardware designed to provide for computer communication over a computer network.

USB 2.0/3.0 port is a widely used hardware interface for attaching peripheral devices. The Digital Check scanners need to be connected to a USB port to work at their rated speed.

SCSI Adapter is the controlling electronics for SCSI (Small Computer System Interface) contained on a printed circuit board that plugs into the computer's motherboard.

Note: The Digital Check scanners need to be connected to a USB 2.0/3.0 Port or a SCSI Adapter in order for them to run at their rated speed.

Broadband Internet Access is a high data-transmission rate internet connection.

Windows 8.1, Windows 10, or Apple OS is the operating system that the PC is running on.

.Net 4.5.1 is an environment for building, deploying, & running Web Service and other applications. The application will not run properly if the client does not have .Net 4.5.1 Framework.