



# Positive Pay Administration

# IMPORTANT:

If you are creating a **new user** in Positive Pay, that user should also be created in AccessJFG. Please see the user guide, “Creating Positive Pay and/or DepositPartner users in AccessJFG” for assistance. If at all possible, use the same username for new users in both AccessJFG and Positive Pay. When your user is created, please email [tmsupport@johnsonfinancialgroup.com](mailto:tmsupport@johnsonfinancialgroup.com) with your company name and the username for both Positive Pay and AccessJFG so they can link the profiles for the Single Sign On.

On Thursday, November 26th, no electronic transactions will be processed or transmitted as the Federal Reserve and Johnson Financial Group will be closed in observance of Thanksgiving Day.

Click an account tile to view details and transaction history.

- Home
- Message Center
- Transactions
- Cash Management
  - Payments
  - ACH Pass-Thru
  - DepositPartner - SSO
  - Lockbox
  - Tax Payment
  - JFG One Card
  - Merchant Services
  - Recipient Address Book
  - Subsidiaries
  - Positive Pay
  - Business Gateway
  - Positive Pay
  - Small Business Credit C...
- Transfers
- Locations

## Home

### ACCOUNTS

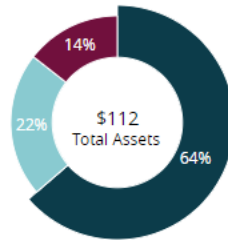
Current: \$125.81

|  |                    |  |                    |
|--|--------------------|--|--------------------|
| RLC VARIABLE 200201<br>Current Balance                             | \$4.10             | VARIABLE COMMERCIAL 200202<br>Current Balance                      | \$9.50             |
| Test Checking **5801<br>Available Balance<br>Current Balance       | \$71.45<br>\$71.45 | COMMERCIAL CHECKING **2687<br>Available Balance<br>Current Balance | \$24.57<br>\$24.57 |
| COMMERCIAL CHECKING **8091<br>Available Balance<br>Current Balance | \$16.19<br>\$16.19 |  |                    |

- DepositPartner
- Positive Pay
- Business Gateway

### ACCOUNT SUMMARY

Assets Debts



#### Test Checking XXXXXX5801

Available Balance  
Current Balance  
View Transactions

\$71.45

Select **Positive Pay** under the **Cash Management** menu.

< Previous

Next >

On Thursday, November 26th, no electronic transactions will be processed in observance of Thanksgiving Day.

Financial Group will be closed in observance of Thanksgiving Day.

Loading...



- Home
- Message Center <sup>2</sup>
- Transactions
- Cash Management
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  - ACH Pass-Thru
  - DepositPartner - SSO
  - Lockbox
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  - JFG One Card
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  - Subsidiaries
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  - Business Gateway
  - Positive Pay
  - Small Business Credit C...
- Transfers
- Locations
- Reports

You will see a Loading screen as the Single Sign On connects to the Positive Pay system. Please note, there may be a delay as the system loads.

On Thursday, November 26th, no electronic transactions will be processed or transmitted as the Federal Reserve and Johnson Financial Group will be closed in observance of Thanksgiving Day. X

- Home
- Message Center <sup>2</sup>
- Transactions
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- Payments
- ACH Pass-Thru
- DepositPartner - SSO
- Lockbox

## Positive Pay

Launch Advanced Options

Exceptions

Add Check

All Accounts

Search

Decisions Needed

No exceptions

No exceptions

The integrated AccessJFG Positive Pay page is limited to Exception Processing and Adding Issued Checks.

For full positive pay functionality, please click **Launch Advanced Options** to enter the full Positive Pay platform.

- Positive Pay
- Small Business Credit C...
- Transfers
- Locations
- Reports

Total Exceptions (0) \$0.00 | Total Decisioned (0) \$0.00

Submit All Decisions



Collapse All -

\_NOTLIVEETMSJohnsonFinancialGroupWI

- ! Exception Processing
  - Quick Exception Processing
- 👤 Client Maintenance
  - File Mapping
  - User Setup (Client)
- 🔄 Transaction Processing
  - Submit Issued Check File
  - Add New Issued Check
  - Void a Check
  - Check Search
- 📄 Transaction Reports
  - Daily Checks Issued Summary
  - Stops and Voids
  - Exception Items
  - Correction Report
  - Stale Dated Checks
  - Payee Match Report
- 👥 Audit Reports
  - Transaction Audit Log
- 📊 System Reports
  - Issued Check Processing Log



Welcome to



### Positive Pay System

Please decision all exceptions by 1:00PM CST.

Select **User Setup (Client)** under the **Client Maintenance** menu.

Collapse All -

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- Issued Check Processing Log

### User Setup (Client)

Choose Company:

User Status:     13 of 13 records

| Name   | User Name | Email Address | Last Logged On     | Status |   |
|--------|-----------|---------------|--------------------|--------|---|
| Alesci | tale:     | tales         | --                 | Active | <a href="#">Edit</a>   <a href="#">Copy</a> |
| Bair-F | kfra:     | kfraz         | --                 | Active | <a href="#">Edit</a>   <a href="#">Copy</a> |
| Brach  | tebr      | tebra         | --                 | Active | <a href="#">Edit</a>   <a href="#">Copy</a> |
| Farme  | cfan      | cfarn         | 10/6/2020 5:32 PM  | Active | <a href="#">Edit</a>   <a href="#">Copy</a> |
| Holzr  | shol      | sholz         | 10/7/2020 10:21 AM | Active | <a href="#">Edit</a>   <a href="#">Copy</a> |
| Hurle  | jhur      | jhurk         | 9/23/2020 7:08 AM  | Active | <a href="#">Edit</a>   <a href="#">Copy</a> |
| Kasbc  | kkas      | kkas          | 10/7/2020 12:33 PM | Active | <a href="#">Edit</a>   <a href="#">Copy</a> |
| Markc  | gma       | gmai          | --                 | Active | <a href="#">Edit</a>   <a href="#">Copy</a> |
| Schul  | cscf      | csch          | 9/16/2020 10:06 AM | Active | <a href="#">Edit</a>   <a href="#">Copy</a> |
| sso, t |           |               | --                 | Active | <a href="#">Edit</a>   <a href="#">Copy</a> |
| SSO,   |           |               | --                 | Active | <a href="#">Edit</a>   <a href="#">Copy</a> |
| Varne  |           |               | 9/17/2020 9:29 AM  | Active | <a href="#">Edit</a>   <a href="#">Copy</a> |
| Webe   |           |               | 9/25/2020 10:45 AM | Active | <a href="#">Edit</a>   <a href="#">Copy</a> |
|        |           |               |                    |        | <input type="button" value="Add New"/>      |

On the User Setup screen, click **Add New** to create a new user.

- ! Exception Processing
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  - Issued Check Processing Log

### User Setup (Client)

Contact Information Security Settings Menu Settings System Messages

\* First Name:

Middle Initial:

\* Last Name:

\* Email Address:   Exclude From Email

Primary Phone Number:

Secondary Phone Number:

\*\* Mobile Number:   Do Not Send Text Messages

Limit Text Start & Stop Times:

Text Messages Start Time:

Text Messages End Time:

\* Indicates required fields

\*\* Mobile number is required for text message alerts

Fill in the User's Contact Information on this screen. Click **Security Settings** tab at the top of the page when finished.

**Please Note:** If you don't want the user to receive any emails from the system, click **Exclude from Email**. This is not suggested for any regular users of the system and this will preclude them from receiving alerts about exceptions.

If you would like the user to receive text message alerts, make sure you enter a valid number in the **Mobile Number** field.



Collapse All -

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- ! Exception Processing
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### User Setup (Client)

Contact Information Security Settings Menu Settings System Messages

\* User Name:

SSO Only:

\* Password:

\* Verify Password:

Passwords require the following: uppercase letters, lowercase letters, numbers and special characters.

Company: Test Client

Account ID:

Type to filter Showing 1 of 2 Assigned

You will be taken to the Security Settings page.

Enter a **User Name** for this user. Please leave **SSO Only** as **Yes**.

**Please note:** our Positive Pay system will be using a Single Sign On (SSO) from AccessJFG. Because of this, the user will also need a profile created in AccessJFG. When creating a user in Positive Pay, please enter the same User Name you assigned the user in AccessJFG.

Add All

Remove All

Collapse All -

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- Audit Report
  - Transaction
- System Rep
  - Issued Check

Next, select which account(s) the user should have access to. If you would like the user to have access to any accounts that may be added in the future, select the button to **Assign all new accounts to this user**.

### User Setup (Client)

**Contact Information** | **Security Settings** | Menu Settings | System Messages

\* **User Name:**

**SSO Only:**

\* **Password:**

\* **Verify Password:**

Passwords require the following: uppercase letters, lowercase letters, numbers and special characters.

**Company:** Test Client

**Account ID:**

Type to filter... Showing 1 of 2 Assigned

|        |           |
|--------|-----------|
| XXX456 | Test 2630 |
|--------|-----------|

Assign all new accounts to this user

**ACH Reports:**

Type to filter... Showing 0 of 1 Assigned

|  |                 |
|--|-----------------|
|  | Returns and NOC |
|--|-----------------|

Collapse All -

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- ! Exception Processing
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- Add New Issued Check
- Void a Check
- Check Search

- Tran
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- Issu

Select which **ACH Reports** the new user should be able to access. Examples of ACH Reports would be Returns and NOC for ACH Originators or EDI Detail Reports, if your company has contracted with JFG to receive EDI Reports.

Select **Assign all new ACH reports to this user** if you would like this user to be automatically assigned for any new reports that may be added to your company's profile.

**Account ID:**

Type to filter... Showing 1 of 2 Assigned

|        |           |
|--------|-----------|
| XXX456 | Test 2630 |
|--------|-----------|

Add All

Remove All

Assign all new accounts to this user

**ACH Reports:**

Type to filter... Showing 0 of 1 Assigned

|  |                 |
|--|-----------------|
|  | Returns and NOC |
|--|-----------------|

Add All

Remove All

Assign all new ACH reports to this user

Transaction Data User Rights

Setup User Rights

User Locked

\* Indicates required fields

Collapse All -

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- ! Exception Processing
- Quick Exception Processing
- Client Maintenance
- File Mapping
- User Setup (Client)
- Transaction Processing
- Submit Issued Check File

Click on **Transaction Data User Rights** to expand that section. Check or Uncheck the boxes based on what rights you'd like this user to have.

For **Check Exception Type & ACH Exception Type**, choose the rights you would like this user to have when it comes to Positive Pay Exceptions. You can restrict access completely to Exceptions, you can allow the user to see exceptions but not make decisions, or you can allow the user to see and make decisions on exceptions.

Remove All

Assign all new accounts to this user

**ACH Reports:**

Type to filter...

Showing 0 of 1

Assigned

Returns and NOC

Add All

Remove All

Assign all new ACH reports to this user

Transaction Data User Rights

- Allow user to add/edit transactions
- Allow user to delete transactions
- Allow user to download issued check files

Check Exception Type: Cannot view exceptions or make decisions

ACH Exception Type: Cannot view exceptions or make decisions

Cannot view exceptions or make decisions

Can view exceptions

Can view exceptions and make decisions

Setup User Rights

User Locked

\* Indicates required fields

Collapse All -

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- Stale Dated Checks
- Payment Match Report
- Audit
- Transaction
- System
- Issued

Assign all new accounts to this user

### ACH Reports:

Type to filter...

Showing 0 of 1

Assigned

Returns and NOC

Add All

Remove All

Assign all new ACH reports to this user

#### Transaction Data User Rights

Allow user to add/edit transactions

Allow user to delete transactions

Allow user to download issued check files

Check Exception Type:

Can view exceptions and make decisions

ACH Exception Type:

Can view exceptions and make decisions

#### Setup User Rights

Allow user to add ACH Authorization Rules in Quick Exception Processing

Allow user to add/edit ACH Authorization Rules in ACH Authorization Rules

Allow user to add/edit ACH Reports

User Locked

\* Indicates required fields

Click on **Setup User Rights** to expand that section. Check or Uncheck the boxes based on what rights you'd like this user to have.

When you are finished, click **Menu Settings** tab at the top of the page.

Collapse All -

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- Correct
- Stale D
- Payee l
- Audit R
- Transa
- System
- Issued

## User Setup (Client)

Contact Information Security Settings **Menu Settings** System Messages

Client Security Template: Positive Pay with Payee Match

 Assign all menu options from this template

Submit

On the **Menu Settings** page, you will select which menu options you would like the user to be able to access. The **Assign all menu options from this template** will automatically be checked. This will give the user access to all menu options/services that your company has contracted for. If you would like to limit this user's access, uncheck that box. See next page for more information about limiting menu selections.

Collapse All -

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- ! Exception Processing
- Quick Exception Processing
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- User Setup (Client)
- Transaction Processing
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- Add New Issued Check
- Void a Check
- Check Search
- Transaction Processing - Daily Checks
- Transaction Processing - Stops and Voids
- Transaction Processing - Exception Items
- Transaction Processing - Correction Report
- Transaction Processing - Stale Dated Checks
- Transaction Processing - Payee Match Report
- Audit Reports - Transaction Audit Log
- System Reports - Issued Check Processing Log

If you want to limit the menu options, you will be given a list of which menu options you will allow the user to access. Select the appropriate options for the user.

For example, if you don't want the user to be able to create or edit users, make sure **Client Maintenance – User Setup (Client)** is not checked.

When finished, click **System Messages** tab at the top of the page.

### User Setup (Client)

Contact Information | Security Settings | **Menu Settings** | System Messages

Client Security Template: Positive Pay with Payee Match

Assign all menu options from this template

Select All

**Menu options this user can access**

- Exception Processing - Quick Exception Processing
- Client Maintenance - File Mapping
- Client Maintenance - User Setup (Client)
- Transaction Processing - Submit Issued Check File
- Transaction Processing - Add New Issued Check
- Transaction Processing - Void a Check
- Transaction Processing - Check Search
- Transaction Reports - Daily Checks Issued Summary
- Transaction Reports - Stops and Voids
- Transaction Reports - Exception Items
- Transaction Reports - Correction Report
- Transaction Reports - Stale Dated Checks
- Transaction Reports - Payee Match Report
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Submit



Collapse All -

Johnson Financial Group

- Exception Processing
- Quick Exception Processing
- Client Maintenance
- File Mapping
- ACH Authorization Rules
- User Setup (Client)
- Transaction Processing
- Submit Issues
- Add New Issues
- Void a Check
- Check Search
- Paid Items E
- ACH Transa
- ACH Report
- Transaction Reports
- Daily Checks Issued Summary
- Stops and Voids

## User Setup (Client)

Contact Information Security Settings Menu Settings System Messages

\*\*\* Mobile number must be defined (Contact Information tab) in order for text message alerts to

User Notification Template:

### Message

| Message  | Email                               | Text                     |
|--|-------------------------------------|--------------------------|
| CLIENT - Exception: Duplicate paid item                      | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| CLIENT - Exception: Duplicate paid item with amount mismatch | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| CLIENT - Exception: Filtered / blocked transaction           | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| CLIENT - Exception: Paid item not issued                     | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| CLIENT - Exception: Paid item with amount mismatch           | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| CLIENT - Exception: Paid item with zero check number         | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| CLIENT - Exception: Payee match additional name detected     | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| CLIENT - Exception: Payee match over limit amount            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| CLIENT - Exception: Payee name mismatch                      | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| CLIENT - Exception: Stale dated item paid                    | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| CLIENT - Exception: Unauthorized ACH transaction             | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| CLIENT - Exception: Void item paid                           | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| CLIENT - Reminder to process exceptions                      | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| CLIENT - Filtered / blocked transaction notification         | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| CLIENT - Unauthorized ACH transaction notification           | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| CLIENT - Issued file count / amount mismatch                 | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| CLIENT - Issued file loaded successfully                     | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| CLIENT - Issued file partially loaded                        | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| CLIENT - Issued file processing loaded no items              | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| CLIENT - Issued file rejected                                | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| CLIENT - New ACH authorization rule added                    | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| CLIENT - ACH reporting system new file notification          | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Archive User

Submit

For any user who is responsible for Exception Processing, we strongly encourage the alerts found within this bracket to be enabled for email.

After creating the profile, it will need to be linked to that user's AccessJFG profile for the purpose of the Single Sign On. Please email [tmsupport@johnsonfinancialgroup.com](mailto:tmsupport@johnsonfinancialgroup.com) with your company name and the usernames for both AccessJFG and Positive Pay so they can enable the Single Sign On.

A list of available alerts will show on the Systems Messages tab. For email alerts, check the **Email** box for each alert this user should be receiving via email. For SMS Text alerts, check the **Text** box for each alert this user should be receiving via text message.

Please note, not all alerts are automatically activated for you. And, if you turn off an alert within your own Positive Pay profile, you will no longer be able to reactivate the alert or assign it to any other users. If you see any alerts on this list that you'd like to receive and the alerts are not viewable on your screen, please contact TM Support (contact information on the bottom of this page) and they can activate the alert for you.

Click **Submit** when finished. You will be returned to the User selection screen.



Collapse All -

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## User Setup (Client)

Choose Company: Test Client

User Status: Active

Search...

Search

Reset

13 of 13 records

| Name   | User Name | Email Address | Last Logged On     | Status |   |
|--------|-----------|---------------|--------------------|--------|---|
| Alesci | tale:     | tales         | --                 | Active | <a href="#">Edit</a>   <a href="#">Copy</a> |
| Bair-F | kfra:     | kfraz         | --                 | Active | <a href="#">Edit</a>   <a href="#">Copy</a> |
| Brach  | tebr:     | tebra         | --                 | Active | <a href="#">Edit</a>   <a href="#">Copy</a> |
| Farme  | cfan:     | cfarn         | 10/6/2020 5:32 PM  | Active | <a href="#">Edit</a>   <a href="#">Copy</a> |
| Holzr  | shol:     | sholz         | 10/7/2020 10:21 AM | Active | <a href="#">Edit</a>   <a href="#">Copy</a> |
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| Kasbc  | kkas:     | kkas          | 10/7/2020 12:33 PM | Active | <a href="#">Edit</a>   <a href="#">Copy</a> |
| Markc  | gma:      | gma           | --                 | Active | <a href="#">Edit</a>   <a href="#">Copy</a> |
|        |           |               | 9/16/2020 10:06 AM | Active | <a href="#">Edit</a>   <a href="#">Copy</a> |
|        |           |               | --                 | Active | <a href="#">Edit</a>   <a href="#">Copy</a> |
|        |           |               | --                 | Active | <a href="#">Edit</a>   <a href="#">Copy</a> |
|        |           |               | 9/17/2020 9:29 AM  | Active | <a href="#">Edit</a>   <a href="#">Copy</a> |
|        |           |               | 9/25/2020 10:45 AM | Active | <a href="#">Edit</a>   <a href="#">Copy</a> |
|        |           |               |                    |        | <a href="#">Add New</a>                     |

If you would like to **Edit** or **Copy** and users, use the respective links on each line. Copying a user could be useful if you need to create a new user with the exact same entitlements as an additional user.

If you would like to remove a user, click the **Edit** link for that user.

Collapse All -

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  - Issued Check Processing Log

## User Setup (Client)

| Contact Information            | Security Settings                          | Menu Settings  | System Messages |
|--------------------------------|--|--|-----------------|
| * First Name:                  | <input type="text" value="test"/>          |  |                 |
| Middle Initial:                | <input type="text"/>                       |  |                 |
| * Last Name:                   | <input type="text" value="SSO"/>           |  |                 |
| * Email Address:               | <input type="text" value="test@test.com"/> | <input checked="" type="checkbox"/> Exclude From Email |                 |
| Primary Phone Number:          | <input type="text"/>                       |  |                 |
| Secondary Phone Number:        | <input type="text"/>                       |  |                 |
| ** Mobile Number:              | <input type="text"/>                       | <input type="checkbox"/> Do Not Send Text Messages     |                 |
| Limit Text Start & Stop Times: | <input type="text" value="No"/>            |  |                 |
| Text Messages Start Time:      | <input type="text" value="12:00 AM"/>      | Central Time (US & Canada)                             |                 |
| Text Messages End Time:        | <input type="text" value="12:00 AM"/>      | Central Time (US & Canada)                             |                 |

\* Indicates required fields  
\*\* Mobile number is required for text message alerts

 Archive User

To remove a user, after clicking Edit on the previous screen, select the **Archive User** box and then click **Submit**.

## REMINDER:

If you are creating a **new user** in Positive Pay, that user should also be created in AccessJFG. Please see the user guide, “Creating Positive Pay and/or DepositPartner users in AccessJFG” for assistance. If at all possible, use the same username for new users in both AccessJFG and Positive Pay. When your user is created, please email [tmsupport@johnsonfinancialgroup.com](mailto:tmsupport@johnsonfinancialgroup.com) with your company name and the username for both Positive Pay and AccessJFG so they can link the profiles for the Single Sign On.

# Additional Resources and Support

- For additional resources, including “how-to” guides, please visit our online Client Resources page at:
  - » <https://www.johnsonfinancialgroup.com/client-resources>
- If further support is needed, please call our Treasury Management Support Center at 888.769.3796 or by email at [tmsupport@johnsonfinancialgroup.com](mailto:tmsupport@johnsonfinancialgroup.com).

