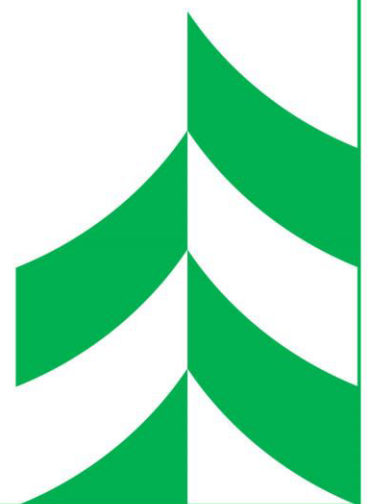


# Remote Deposit

Client FAQ



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## Remote Deposit FAQs

### **My company has received a communication about an upcoming remote deposit platform change. will this change effect our company and when will it occur?**

The remote deposit platform is being updated to provide the best banking experience and offer enhancements such as mobile and split deposits.

Migration will begin June 2023. You will be contacted with your specific migration date via a client communication within Associated Connect.

### **What do I need to do in advance of migration?**

Please have the following items completed and prepared in advance:

- **Save historical data** – Prior deposit information will not be available after the enhancement. Run any reports or download images you may need for future use in advance by accessing the History tab or the Deposit Detail and Deposit Image Reports.
- **Install WebScan v.22** – All clients must update to the newest version of WebScan. Please visit the link to access the *Action Require: Update WebScan* guide. [Associatedbank.com/tmresources](https://Associatedbank.com/tmresources)
- **Submit any deposits** by 7 p.m. CT on the Friday before the migration weekend. Remote Deposit will be unavailable during the migration.
- **Visit [Associatedbank.com/tmresources](https://Associatedbank.com/tmresources)** – Ensure all Remote Deposit users in your company have awareness and access to this website to access all relevant information.

### **Prior to migration when is the last day users can be created?**

Administrators should not create or update any new remote deposit user entitlements beginning Thursday prior to the migration weekend.

### **What new features and functionality will I experience with this upgrade?**

As well as Remote Deposit having a refreshed look and feel, you will also experience the following enhancements:

- **Mobile Capture Capability** - Users will be able to make a deposit by using their mobile device without the need of a desktop scanner.
- **Ability to split deposits** - Users will be able to split deposit between multiple accounts.
- **New Research Functionality** - users will be able to access reporting in .CSV format.
- **Time zone designation** is now available.
- **Enhanced Image Quality Assessment (IQA)** – New technology has been embedded in Remote Deposit desktop and mobile deposit scanning.

### **Do I need to reinstall my scanner driver?**

No, but you will be required to install the newest version of WebScan. See the *Action Required: Update WebScan* guide on the [Associatedbank.com/tmresources](https://Associatedbank.com/tmresources) for more information.

### **When should I update WebScan?**

Clients utilizing Panini scanners - Do not update WebScan until after their migration weekend.

Client utilizing any other scanners - **Act immediately.**

See [Associatedbank.com/tmresources](https://Associatedbank.com/tmresources) to access the *Action Required: Update WebScan* guide for instructions.

**How do I update WebScan?**

See [Associatedbank.com/tmresources](https://www.associatedbank.com/tmresources) to access information, instructions, and training videos on updating WebScan.

**How will I access Remote Deposit after this change?**

There will be no change to how you access Remote Deposit. Continue to sign in through Associated Connect or the Associated Connect Mobile App with the same username, password, and security token process, and then choose the Remote Deposit module. Please see the *Remote Deposit User Guide* available at [Associatedbank.com/tmresources](https://www.associatedbank.com/tmresources) for more details on features and functionality of this service.

**Will my check images or other deposit information and reporting migrate over to the new Remote Deposit platform?**

No. You will need to save all check image/deposit data prior to your migration weekend as this data will not migrate.

**Will the image retention policy change?**

No. The system will continue to retain 90 days of history, starting on the first day of use after your migration weekend.

**Will fees be impacted by this upgrade?**

No, your fees will remain the same through 2023.

**Will reporting capabilities change?**

Users will now be able to run reports to a .CSV format additionally to the current PDF format option.

**Will training be provided?**

Yes. Four recorded training video sessions will be available as part of the migration process.

These sessions will cover:

- WebScan installation
- Capturing deposits
- Research and reporting
- Mobile Remote Deposit

You can access the recordings at your convenience on our Treasury Management Resource website at [www.associatedbank.com/tmresources](https://www.associatedbank.com/tmresources).

**Will the banks processing times change?**

No, you will continue to have until 9 p.m. CST to submit same day deposits.

**Note:** *The Friday prior to your migration weekend, there will be an early cut-off time of 7 p.m. CST. You will not be able to access Remote Deposit after 7 p.m. CST.*



**Will I need to reregister my scanner?**

Yes. The process of registering your scanner via a registration page is changing. Upon accessing the new platform for the first time or if a user switches their scanner type, they must:

1. Select User Profile icon at the top right of the Remote Deposit home page screen.
2. select the correct scanner type and time zone from the drop down.

**I have the RDM EC9100 Scanner model and when I download the driver, I am getting a “Keep Option” pop-up window when I am in Windows Edge, how can I get past this?**

We recommend utilizing the Chrome browser. However, if you need to use Windows Edge as your operating system and are on Windows 11, you can simply click the “Keep Option” pop-up window and proceed to complete the download. This pop-up appears because the Microsoft Defender can not verify if this is a safe file.

**I have a Mac device. Which scanner model should I use?**

Panini m:Ideal

**What are the different User Roles?**

User Role	Description
AB Mobile Web Operator	User can capture deposits using a mobile browser
AB Desktop Operator	User can capture deposits on a desktop
AB Researcher	User can run reports and research your deposits
AB Approver	User can reject/approve deposits flagged for review
AB Reviewer	User can view all deposits.

**NOTE:** For detailed instructions on using the Remote Deposit Service, please see the Remote Deposit User Guide on the [www.associatedbank.com/tmresources](http://www.associatedbank.com/tmresources).

## Mobile Remote Deposit FAQs

**What does the message “Some functionality may not be available on this device” refer to on my Remote Deposit mobile home page?**

This message indicates the below functionality performs better on a desktop/laptop instead of a mobile device:

- Reporting: Mobile devices will not download reports into your Files folder. After viewing any reports, you will be directed to the **Home** page or logged out.
- Reviewing and Approving Deposits: On your mobile device, you will have to click the red hyperlink to approve any deposits requiring review.
- Research functionality and customized reporting is not available on mobile.

**What is the minimum Android version required?**

Android version 10 API Level 31 and above.

**What is the minimum Apple iOS version?**

Apple iOS version 14.5 and above.

**Do I need to download WebScan utility on my cellphone?**

No, WebScan utility is not required for mobile access.

**Is Franking supported in the updated Remote Deposit system?**

No, Franking is no longer supported with this update.

**I have downloaded the Associated Connect Mobile app but cannot take pictures. What is the issue?**

Ensure you have allowed the application access to the camera on your mobile device. You can do this by going to the 'Settings' on your phone., select the Associated Connect app and ensure the "Camera" radio button is turned on.

**Who can assist me with questions or concerns?**

If you have questions or concerns, please reach out to your Associated Bank relationship team or Customer Care team at 800-270-2707.

