Busey Remote Deposit
System Guide

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Remote Deposit Installation

Pre-Installation Checklist
- ✓ Verify with your IT department that you have administrative rights on your computer.
- ✓ You may plug the scanner into a wall outlet but do not yet plug it into the computer.
- ✓ If you have another scanner hooked up to the computer, please unplug it during the installation.

Preparing Internet Explorer

1. Open Internet Explorer and click on Tools > Compatibility View Settings.
   a. Add https://buseybank.bankserv.com/ to Compatibility View.

2. From Internet Explorer, click on **Tools > Internet Options** or click **the gear icon** found under the "close" button in the top right hand corner of your browser.

3. Click on the **Security tab** at the top, and then click the **Trusted sites** icon and then the **Sites button.**
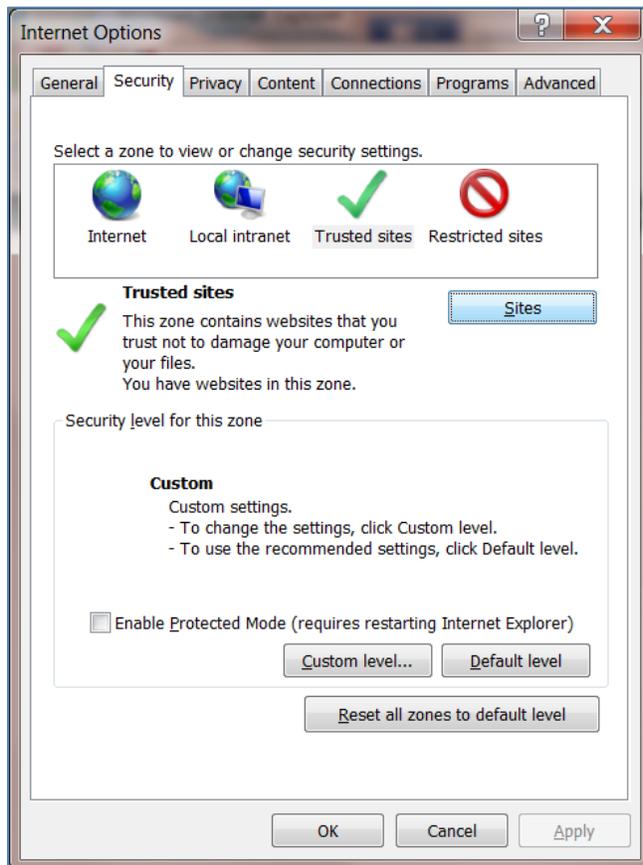
4. In the blank field under "Add this website to the zone:"
   a. Type https://buseybank.bankserv.com/webclient/login.do and click **Add.**
   b. Click **Close.**
   c. **Note: If on a proxy, your IT specialist will need to wildcard the sites on the proxy itself. Your specialist should know how to do this.**

5. Under the **Security tab**, make sure the **Enabled Protected Mode** checkbox is unchecked.

6. Still under the **Security tab,** Click on the **Custom level button** to bring up the "Trusted Site Zone" window.

7. Scroll down until you find the "ActiveX controls and plug-ins" section and verify that all ActiveX settings are set to **Enable** or **Prompt**.
   a. The "Allow Scriptlets" setting must also be set to **Enable.**
   b. Click **Ok.** If you receive a "Warning!" Pop-up window, click **Yes.**
   c. Close the **Internet Options** window.

Installing the Software
1. Before you begin, ensure the USB cord is still **unplugged** from the computer.

2. Ensure you have the newest version of Java 32-bit installed by heading to http://java.com/en/ and clicking the Free Java Download button.
   a. You will periodically be prompted to update Java for security purposes. The system does allow you to be several updates behind before it will require you to update.

3. Once you have verified that Java is installed and functioning properly, navigate to https://buseybank.bankserv.com/webclient/login.do in the address bar and create a bookmark/favorite.

4. Log in using your credentials provided by Busey or your System Administrator.

5. First time users will need to go through the enrollment process. Please review the enrollment steps and then click on the "Enroll" button to continue.

Busey Bank Remote Deposit Enrollment

Start Enrollment

> ⓘ   You are currently not enrolled in Busey Bank Remote Deposit!

You need to create a security profile. You will be prompted to complete these steps:

    1. Select three security questions. If you log in from an unrecognized computer, you will be prompted to answer these questions to help validate your identity.
    2. Indicate whether or not you want this computer to be recognized the next time you log in. If you choose not to remember the computer, you will be prompted to answer your security questions the next time you log in.

    [Enroll]   [Cancel]

6. Once you have completed your enrollment, you will be directed to the installation wizard.

7. Follow the steps for the installation wizard.

8. On Step 3, you will be required to choose the driver for your scanner.
   a. For TellerScan scanners (CX 30, TS 230, TS 240) use **Digital Check TS210/215/220/230/240/CX30**
   b. For Panini MyVision X use **Panini VisionX**
   c. For Panini I:Deal use **Panini I:Deal**

9. Continue along the installation wizard. Step 6 will attempt to establish communication between the system and the installed scanner.

10. Once you reach Step 7, the scanner has been installed and you will be directed to the **Start Deposit** screen.

    Note: The system will attempt to communicate with the scanner every time you log in. This process can take up to a minute depending on the system resources available.

Making the First Deposit

1. Sign in to https://buseybank.bankserv.com/webclient/login.do using your login credentials.

2. After the system established communication with the scanner, you will be directed to the **Start Deposit** screen.

3. Select the radio button (⊙) next to the account you are looking to make a deposit to.

4. You will need to enter a *Control balance* in for the deposit. This is the amount you are telling the system to expect.

5. For your first deposit, the system will prompt you for an email address. This is so you can receive the confirmation email whenever you submit a deposit.
   a. The confirmation email is also used as a method to update you on any changes coming to the Remote Deposit system.

6. Have first check (single feed scanner) or stack of checks (multi feed scanner) ready in the scanner. Then click the **Scan** button.

7. The system will scan the first check(s) and show a result. Any item with a green **OK** next to it is good and has no errors. Items with a red **X** next to them have an error that needs to be corrected.

8. To correct any errors, click the red **X** to open the check up for corrections. The field needing a correction will be outlined in red.
   a. **Aux On-Us** is used for check numbers for business checks ONLY.
   b. **R/T** is the routing number of the check.
   c. **Bank On-Us** is used for the account number on the check AND the check number if it is a personal check.
      i. Please make sure the account number ends with a forward slash (**/**).
   d. **Amount** is the amount of the check. Even if the amount is correct, the system may need you to delete the amount and reenter it for confidence errors.

9. Click on the Next Repair button in the bottom right. This will either (1) advance you to the next check that needs a correction or (2) bring you back to the deposit screen once all checks have been corrected.

10. If you need to update the control balance, click on the green calculator icon ( ) in the top left.

11. The scanner will go into a standby mode after a brief period of time. To start scanning additional checks, select the blue scanner icon ( ) in the top left.

12. To finalize a deposit, click on the **Complete Deposit** button in the bottom right. You will receive a dialogue box asking if you are sure you want to submit your deposit – select **Yes** to submit the deposit.
    a. If you receive an error message preventing you from submitting your deposit, double check to make sure anything in red has been addressed and corrected. If you are still not able to submit your deposit, please give us a call at the phone number located at the end of this system guide.

13. The deposit screen will be cleared out of all data. To start a new deposit, click the **Start Deposit** tab at the top.

Viewing Reports
1. Sign in to https://buseybank.bankserv.com/webclient/login.do using your login credentials.

2. After the system has established communication with the scanner, select the **Reporting** tab along the navigation bar.

3. The majority of the reports are only available to administrators. All users will have access to the *User Deposit Status* report.

4. Select the *User Deposit Status* report.

5. Click on the [+] icon next to **Customers** and select your organization. Check to make sure it is showing up in the **Selected Organization** box below.
    a. Note: By default, the system will select start/end dates and times to show you all activity done for the current business day. To view a report from a previous day, select the appropriate date AND timeframe.

6. Click the **Submit** button to get a report showing deposits made within the selected timeframe.

7. Each line is a separate deposit made on the system. To breakdown the deposit into individual checks, click on the [+] icon next to the number of deposited items.

8. Each check is displayed on a separate line. The first line will always be a CREDIT to your Busey account number for the total amount of the deposit.

9. Item Status is the current status of the deposit in the system.
    a. *Processing* indicates the deposit is still subject to review and correction.
    b. *Completed/OK* indicates the deposit has been reviewed and the item has been accepted.
    c. *Rejected* indicated the item has been rejected. Please call Busey if you have questions on why the item was rejected.

10. A PDF report including check images can be generated by clicking the *Download Images* button to the top right of the deposit detail section.

Troubleshooting

- If you receive any sort of "USB Error" or "Device Disconnected" message, you will need to verify the drivers were installed correctly with administrator rights.

- If the drivers were not installed correctly, you will need to have your IT professional uninstall the following programs, and then reinstall the drivers following the above directions:
  - NetDepositScannerDrivers (Reinstall from https://buseybank.bankserv.com/webclient/login.do)
  - Java XX Update XXX (Reinstall from http://java.com/en/)

- Double check that Java 32-bit version was installed and NOT Java 64-bit version.

- Verify that you are signing in on Internet Explorer and not another web browswer (Edge, Chrome, Firefox, etc.)

- If the remote deposit system is still not working, please give Busey Cash Management a call at 217-365-4607 or send an email to BusinessAccess@Busey.com and our team will work with you to get the issues resolved.

Busey Cash Management Support
Contact Information

BusinessAccess@Busey.com
217-365-4607
or
1-800-67-BUSEY, followed by option 4, then option 2