

# Administrator functions

Commercial Online Banking administrators have the authority to add new users, assign access to accounts and functionalities based on the user's role and needs, as well as delete users from the system.

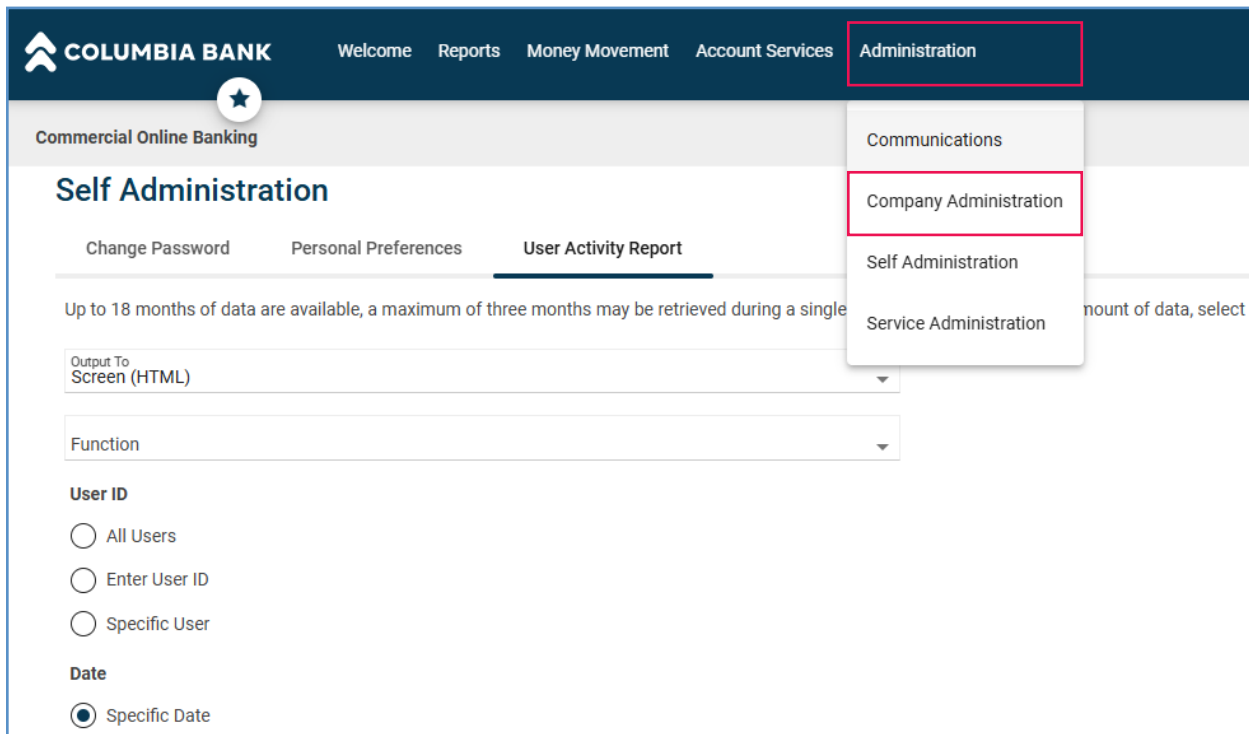
We recommend performing a regular review of your users and their permissions to ensure access levels are still appropriate for each user and that you do not have users in the system who are no longer with the company or who no longer need access.

## Adding and editing users

When adding or managing users, we highly recommend you limit user access and permissions to essential functions to help mitigate risks and prevent fraud.

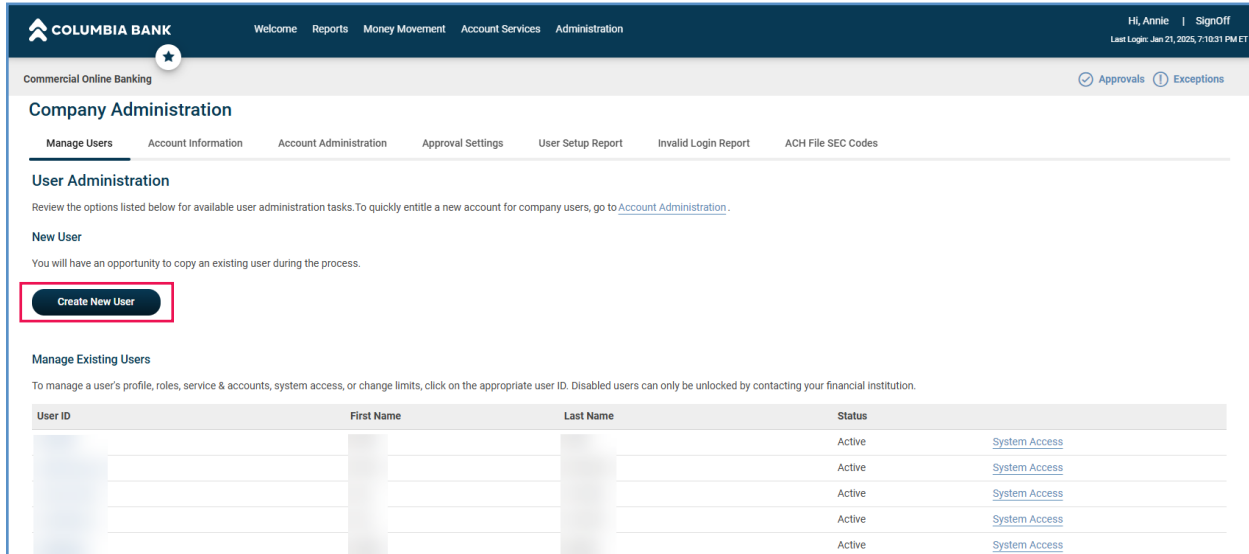
### Adding a new user

1. Select **Administration** from the main menu then **Company Administration**. The system will open to the Manage User tab by default.



The screenshot displays the Columbia Bank Administration User Guide interface. The top navigation bar includes the Columbia Bank logo, a star icon, and menu items: Welcome, Reports, Money Movement, Account Services, and Administration (highlighted with a red box). Below the navigation bar, the main content area is titled "Commercial Online Banking" and "Self Administration". The "Self Administration" section has three tabs: Change Password, Personal Preferences, and User Activity Report (selected). Below the tabs, there is a text box stating: "Up to 18 months of data are available, a maximum of three months may be retrieved during a single...". There are two dropdown menus: "Output To Screen (HTML)" and "Function". Below these are radio button options for "User ID": "All Users", "Enter User ID", and "Specific User". At the bottom, there are radio button options for "Date": "Specific Date" (selected).

2. Click on the **Create New User** button.

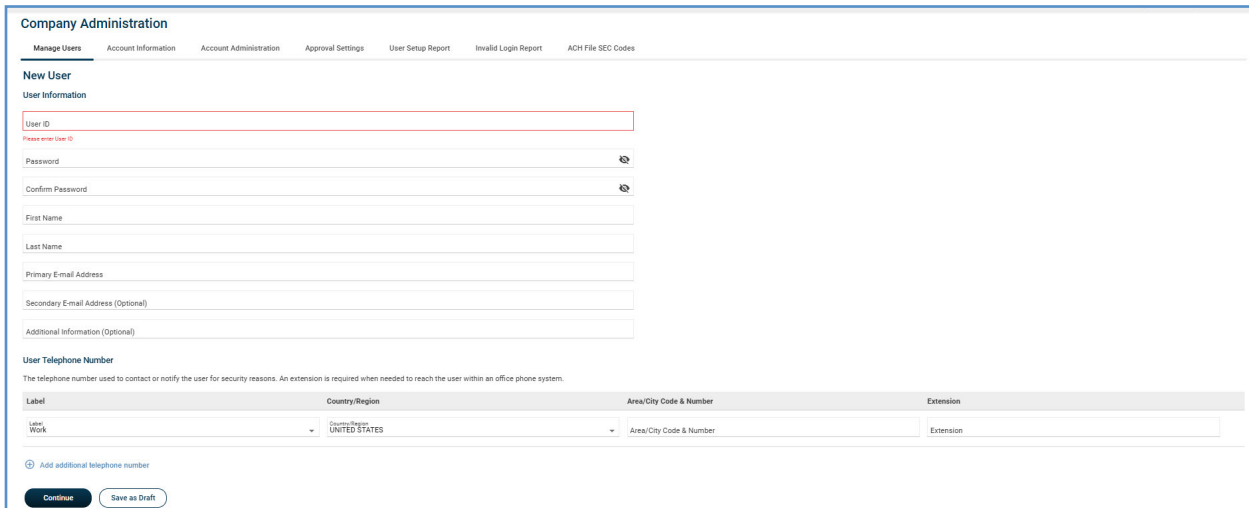


The screenshot shows the 'Company Administration' page. The 'Manage Users' tab is selected. Under 'User Administration', there is a 'New User' section with a 'Create New User' button highlighted in a red box. Below this is a 'Manage Existing Users' section with a table of active users.

User ID	First Name	Last Name	Status
			Active <a href="#">System Access</a>
			Active <a href="#">System Access</a>
			Active <a href="#">System Access</a>
			Active <a href="#">System Access</a>
			Active <a href="#">System Access</a>

3. Create a unique **User ID** and provide a **temporary password**.

4. Complete all the fields for your new user, including phone number. The mobile phone option provides the ability to receive text notifications for secure access codes.



The screenshot shows the 'New User' form. The 'User Information' section includes fields for User ID, Password, Confirm Password, First Name, Last Name, Primary Email Address, and Secondary Email Address (Optional). The 'User Telephone Number' section includes a table for adding telephone numbers.

Label	Country/Region	Area/City Code & Number	Extension
Work	UNITED STATES	Area/City Code & Number	Extension

Buttons: Continue, Save as Draft


5. Select **Continue**.

6. Choose the role or roles you want your new user to have such as, setting up templates or payments, approving transactions, or user administration.

### Company Administration

- Manage Users
- Account Information
- Account Administration
- Approval Settings
- User Setup Report
- Invalid Login Report
- ACH File SEC Codes

#### New User

**Profile** 

Name:	Test User
User ID:	TestUser
Primary E-mail Address:	none@none.com
Telephone Number:	Work: +1 (866) 563-1010

#### Roles

##### Copy Existing User (Optional)

Do not copy user.

Copy User: [Select User](#)

##### User Roles (Optional)

Allow user to setup templates.  
(This entitles the user to template setup and template approval capabilities for only those services and accounts to which the user has been entitled.)

Allow this user to approve transactions  
(This entitles the user to transmit capabilities for only those services and accounts to which the user has been entitled.)

Grant this user administration privileges  
(This will allow the user to add, modify, copy and delete users, modify their roles, services and account access, rename accounts, and modify the number of approvers required for requests.)

7. Continue completing the user setup workflow.

Alternatively, you can copy an existing user’s roles and permissions. The system will apply them to the new user. Select the Copy User option, choose the user to be copied, scroll to the bottom of the “Copy Existing User” window and click Copy User, then select Continue.


Make any necessary adjustments to the services and accounts enabled for the copied user then scroll to the bottom and select Continue.

**Company Administration**


Manage Users | Account Information | Account Administration | Approval Settings | User Setup Report | Invalid Login Report | ACH File SEC Codes

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**New User**

**Profile** 

Name:	Test User
User ID:	TestUser
Primary E-mail Address:	none@none.com
Telephone Number:	Work: +1 (866) 563-1010

**Roles** 

Enabled Roles:	Setup
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**Services & Accounts** 

Enabled Services:	0 of 54 available
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**Limits**

None of the enabled services include user limits.

Continue
Save as Draft

8. Add any appropriate limits for ACH, Bill Pay, and Wire. If this individual will not have limits, simply select **Continue**.

9. Confirm the information entered and select **Create User**.


Alternatively, if you select Save as Draft, the user information will be saved but the user account will not be created, and the user will not be able to log in.

**Company Administration**

Manage Users | Account Information | Account Administration | Approval Settings | User Setup Report | Invalid Login Report | ACH File SEC Codes

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**New User - Confirmation**

 **New user has been successfully created.**

Security settings may require additional approvals before this User ID is active. Review the user status listed below. To manage an existing user, complete a saved user, or create a new user, go to [User Administration](#).

**Submitted User Summary**

Name:	Test User
User ID:	TESTUSER
Primary E-mail Address:	none@none.com
Telephone Number:	Work: +1 (866) 563-1010

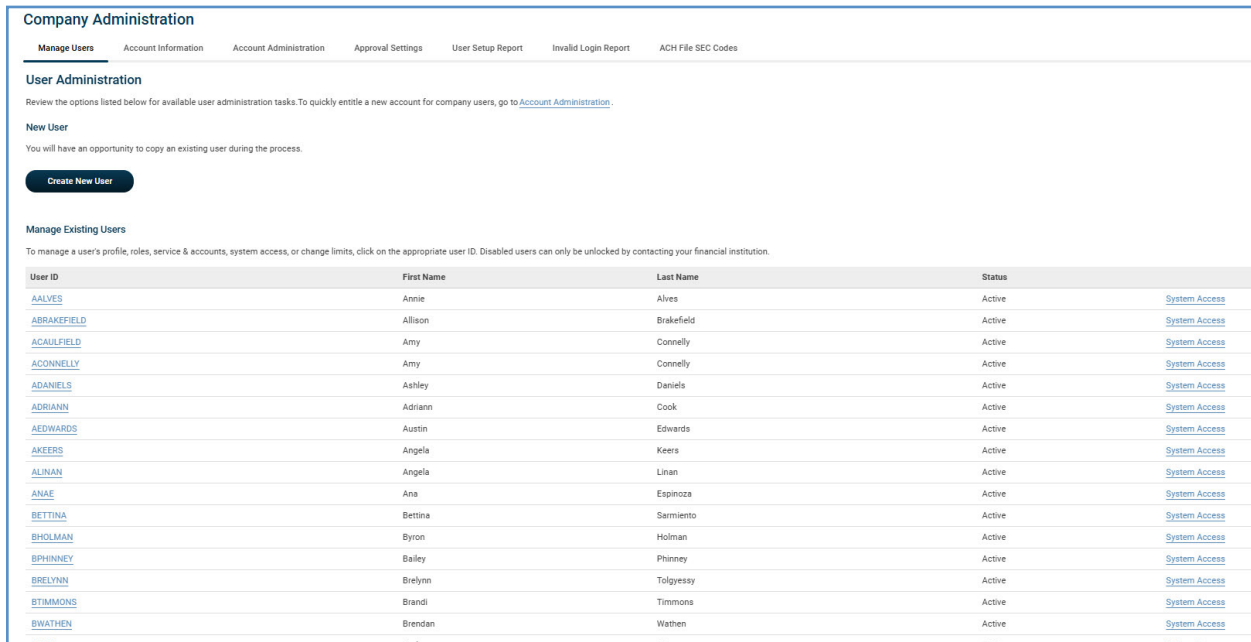
**User Status**

User Status:	Active
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# Editing an existing user

You can edit permissions for an existing user from the Company Administration page as well. Follow the steps below.

1. Locate the user and click the **User ID**.



**Company Administration**

Manage Users | Account Information | Account Administration | Approval Settings | User Setup Report | Invalid Login Report | ACH File SEC Codes

**User Administration**

Review the options listed below for available user administration tasks. To quickly entitle a new account for company users, go to [Account Administration](#).

**New User**

You will have an opportunity to copy an existing user during the process.

[Create New User](#)

**Manage Existing Users**

To manage a user's profile, roles, service & accounts, system access, or change limits, click on the appropriate user ID. Disabled users can only be unlocked by contacting your financial institution.

User ID	First Name	Last Name	Status
<a href="#">AALVES</a>	Annie	Alves	Active <a href="#">System Access</a>
<a href="#">ABRAKEFIELD</a>	Allison	Brakefield	Active <a href="#">System Access</a>
<a href="#">ACAULFIELD</a>	Amy	Connelly	Active <a href="#">System Access</a>
<a href="#">ADONNELLY</a>	Amy	Connelly	Active <a href="#">System Access</a>
<a href="#">ADANELS</a>	Ashley	Daniels	Active <a href="#">System Access</a>
<a href="#">ADRIANN</a>	Adriann	Cook	Active <a href="#">System Access</a>
<a href="#">AEDWARDS</a>	Austin	Edwards	Active <a href="#">System Access</a>
<a href="#">AKEERS</a>	Angela	Keers	Active <a href="#">System Access</a>
<a href="#">ALINAN</a>	Angela	Linan	Active <a href="#">System Access</a>
<a href="#">ANAE</a>	Ana	Espinoza	Active <a href="#">System Access</a>
<a href="#">BETTINA</a>	Bettina	Sarmiento	Active <a href="#">System Access</a>
<a href="#">BHOLMAN</a>	Byron	Holman	Active <a href="#">System Access</a>
<a href="#">BPHINNEY</a>	Bailey	Phinney	Active <a href="#">System Access</a>
<a href="#">BRELYNN</a>	Brelynn	Tolgyessy	Active <a href="#">System Access</a>
<a href="#">BTIMMONS</a>	Brandi	Timmons	Active <a href="#">System Access</a>
<a href="#">BWATHEN</a>	Brendan	Wathen	Active <a href="#">System Access</a>

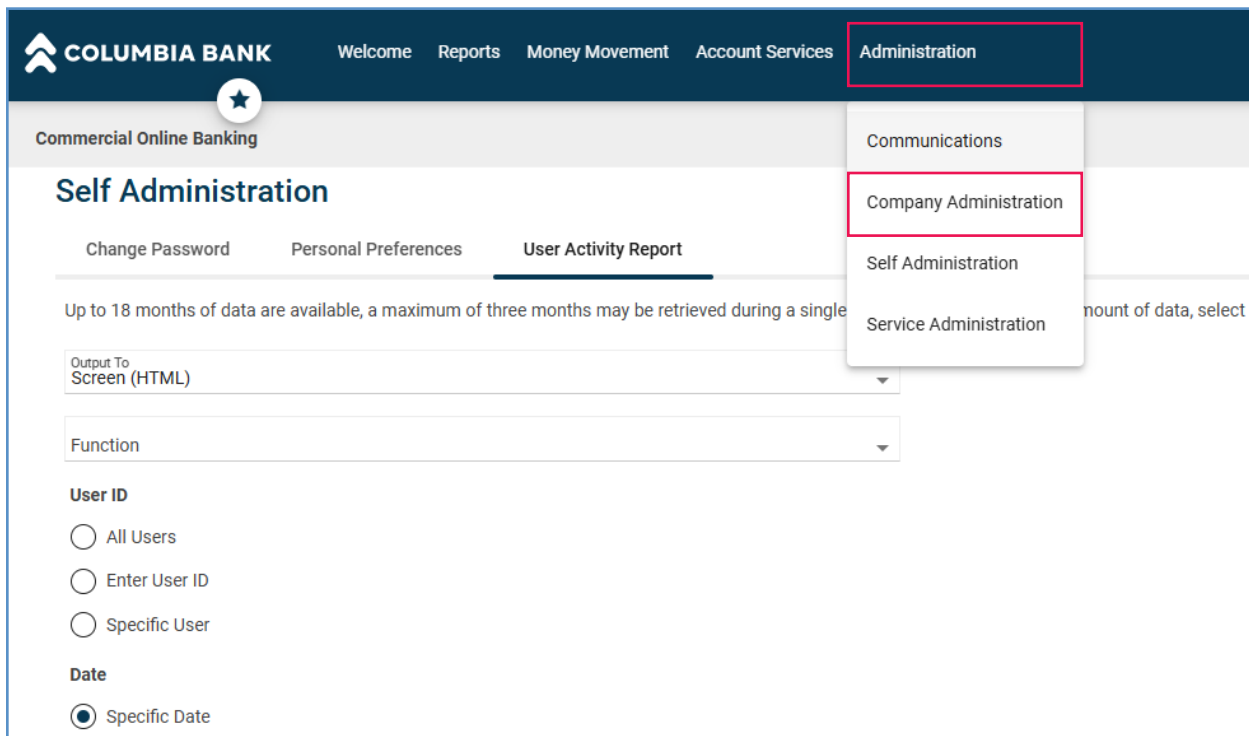
2. Click on the **edit** option to adjust permissions for the user, or you can delete a user by clicking the **delete user** icon.

**Note:** When you have a new account or service added, each user will need to be entitled to that account or service as appropriate.

# Resetting passwords and unlocking users

As an administrator, you can assist users who have gotten locked out or need to have their password reset. Follow the steps below.

1. Select **Administration** from the main menu then **Company Administration**.




The screenshot shows the Columbia Bank Administration interface. The top navigation bar includes 'Administration' (highlighted with a red box), 'Communications', 'Company Administration' (highlighted with a red box), 'Self Administration', and 'Service Administration'. The main content area is titled 'Self Administration' and includes tabs for 'Change Password', 'Personal Preferences', and 'User Activity Report'. Below the tabs, there is a text box stating 'Up to 18 months of data are available, a maximum of three months may be retrieved during a single...'. There are also dropdown menus for 'Output To Screen (HTML)' and 'Function'. Under 'User ID', there are radio buttons for 'All Users', 'Enter User ID', and 'Specific User'. Under 'Date', there is a radio button for 'Specific Date' which is selected.

2. Locate the user on the Manage Users tab and select the system access link.

<a href="#">TESTING123</a>	Test	ING	Active	<a href="#">System Access</a>
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- To provide a temporary password for a user, click on System Access and complete the **Password** and **Confirm Password** fields. Click Save Changes to confirm the password update.

 COLUMBIA BANK
Hi, Annie | [SignOff](#)

[Welcome](#) | [Reports](#) | [Money Movement](#) | [Account Services](#) | [Administration](#)

Last Login: Jan 21, 2025, 7:10:31 PM ET

Commercial Online Banking [Approvals](#) [Exceptions](#)

## Company Administration

[Manage Users](#)
[Account Information](#)
[Account Administration](#)
[Approval Settings](#)
[User Setup Report](#)
[Invalid Login Report](#)
[ACH](#) >

< Back
System Access Details

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### Edit User Info

Edit user information and click "Save Changes".

[Return to User Profile](#)

User: TESTING123 (Test ING)

#### User Information

Password (Optional) 🗕

Confirm Password (Optional) 🗕

First Name  
Test

Last Name  
ING

Additional Information (Optional)

User Locked (Optional)

#### User Secure Token Maintenance

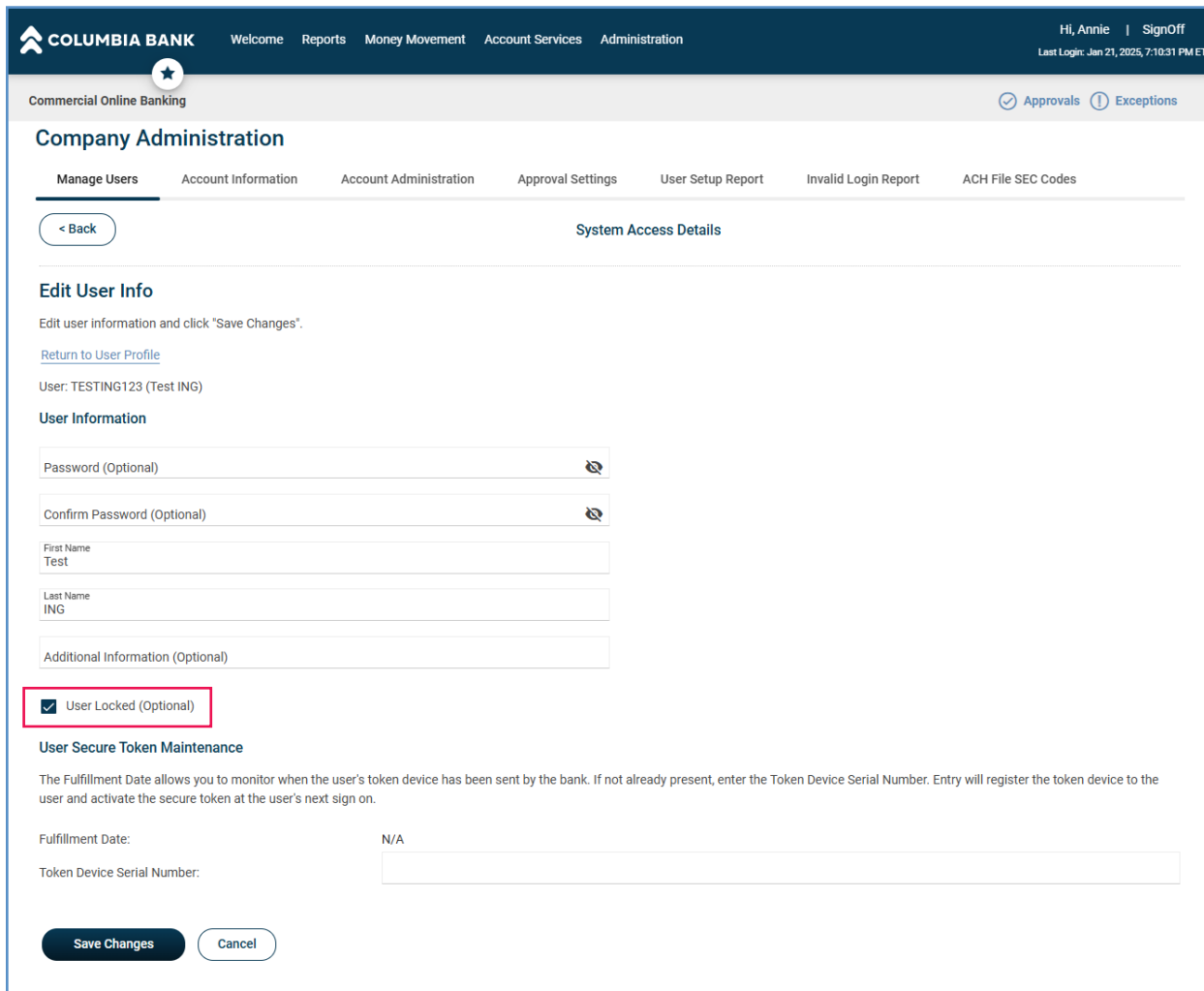
The Fulfillment Date allows you to monitor when the user's token device has been sent by the bank. If not already present, enter the Token Device Serial Number. Entry will register the token device to the user and activate the secure token at the user's next sign on.

Fulfillment Date: N/A

Token Device Serial Number:

Save Changes
Cancel

4. If a user's access is locked, you will see a check mark in the **User Locked** field. Select the checked box to unlock the user. Alternatively, if you wish to lock a user, you can place a check mark in the box.



The screenshot displays the Columbia Bank Administration interface. At the top, the navigation bar includes the Columbia Bank logo, the user name 'Hi, Annie', and a 'SignOff' link. Below the navigation bar, the 'Company Administration' section is active, with sub-tabs for 'Manage Users', 'Account Information', 'Account Administration', 'Approval Settings', 'User Setup Report', 'Invalid Login Report', and 'ACH File SEC Codes'. The 'Manage Users' tab is selected, and the 'System Access Details' page is shown. The 'Edit User Info' section is visible, with instructions to 'Edit user information and click "Save Changes"'. The user information includes 'User: TESTING123 (Test ING)', 'First Name: Test', and 'Last Name: ING'. The 'User Locked (Optional)' checkbox is checked and highlighted with a red box. The 'User Secure Token Maintenance' section is also visible, with fields for 'Fulfillment Date' (N/A) and 'Token Device Serial Number'.

5. Select **Save Changes** to apply.

# Account Numbers & Nicknames

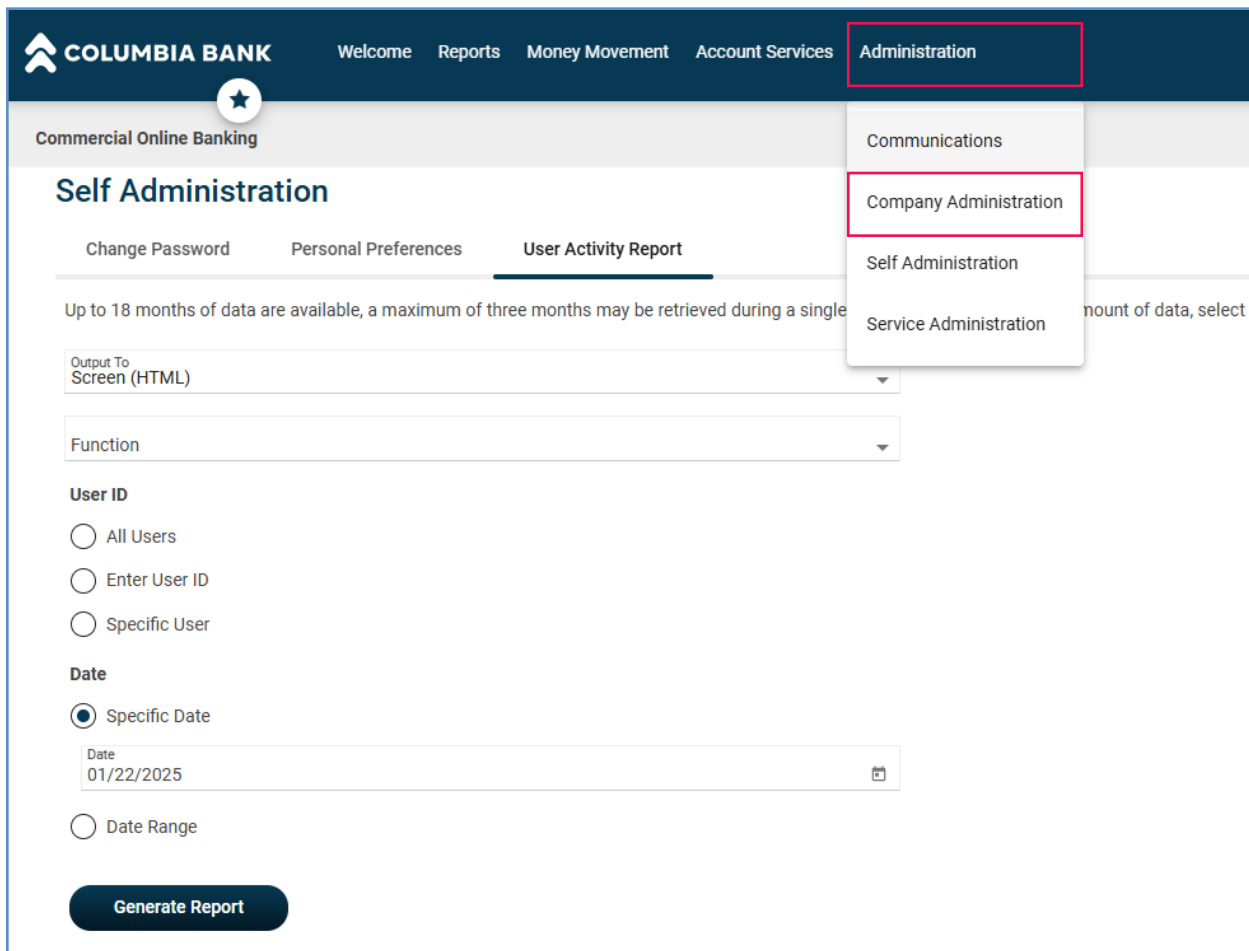
Only administrative users have access to full account numbers within the system. To locate the number, go to the Account Information tab.

Administrators can also edit the nickname of the account by selecting the name and entering a new nickname in the description field.

## Setting dual approvals

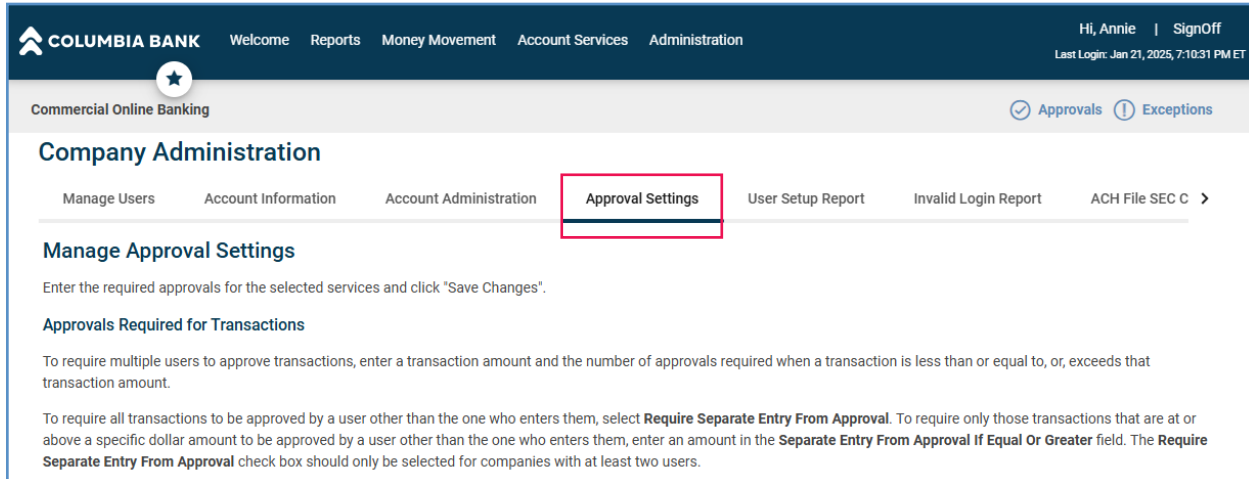
To set dual approval for your company, follow the instructions below.

1. Go to **Administration** in the main menu then **Company Administration**.



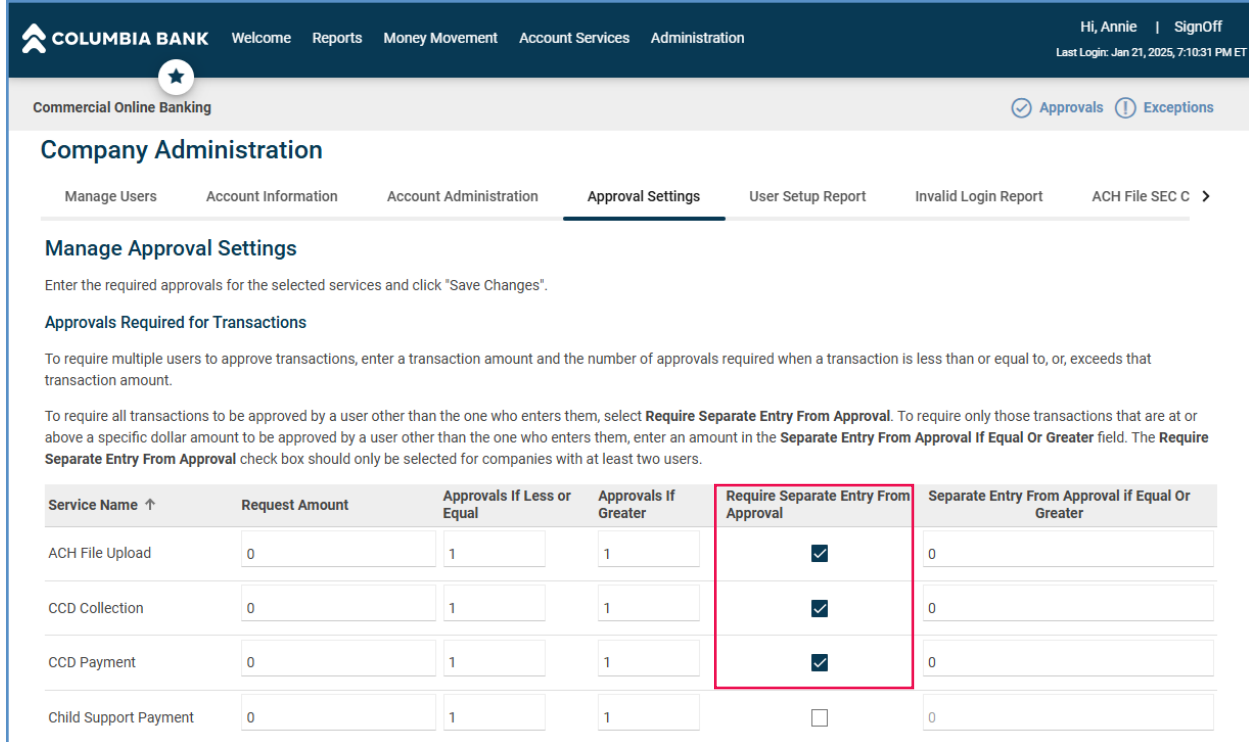
The screenshot shows the Columbia Bank Administration interface. The top navigation bar includes 'Welcome', 'Reports', 'Money Movement', 'Account Services', and 'Administration' (highlighted with a red box). Below the navigation bar, the 'Self Administration' section is visible, with tabs for 'Change Password', 'Personal Preferences', and 'User Activity Report'. A dropdown menu is open from the 'Administration' menu item, showing options: 'Communications', 'Company Administration' (highlighted with a red box), 'Self Administration', and 'Service Administration'. The 'User Activity Report' section includes a text area for 'Output To Screen (HTML)', a 'Function' dropdown, and radio buttons for 'User ID' (All Users, Enter User ID, Specific User) and 'Date' (Specific Date, Date Range). The 'Specific Date' option is selected, and the date field shows '01/22/2025'. A 'Generate Report' button is at the bottom.

## 2. Select **Approval Settings**.



The screenshot shows the 'Company Administration' section of the Columbia Bank Administration interface. The 'Approval Settings' menu item is highlighted with a red box. Below the navigation menu, the 'Manage Approval Settings' section is visible, including instructions on how to set approvals for transactions and a table for 'Approvals Required for Transactions'.

## 3. The **Require Separate Entry from Approval** box will require one person to enter a transaction and one person to approve the transaction.



The screenshot shows the 'Manage Approval Settings' section of the Columbia Bank Administration interface. The 'Require Separate Entry From Approval' checkbox is checked for ACH File Upload, CCD Collection, and CCD Payment. The 'Separate Entry From Approval if Equal Or Greater' field is set to 0 for these three services. The 'Require Separate Entry From Approval' checkbox is highlighted with a red box.

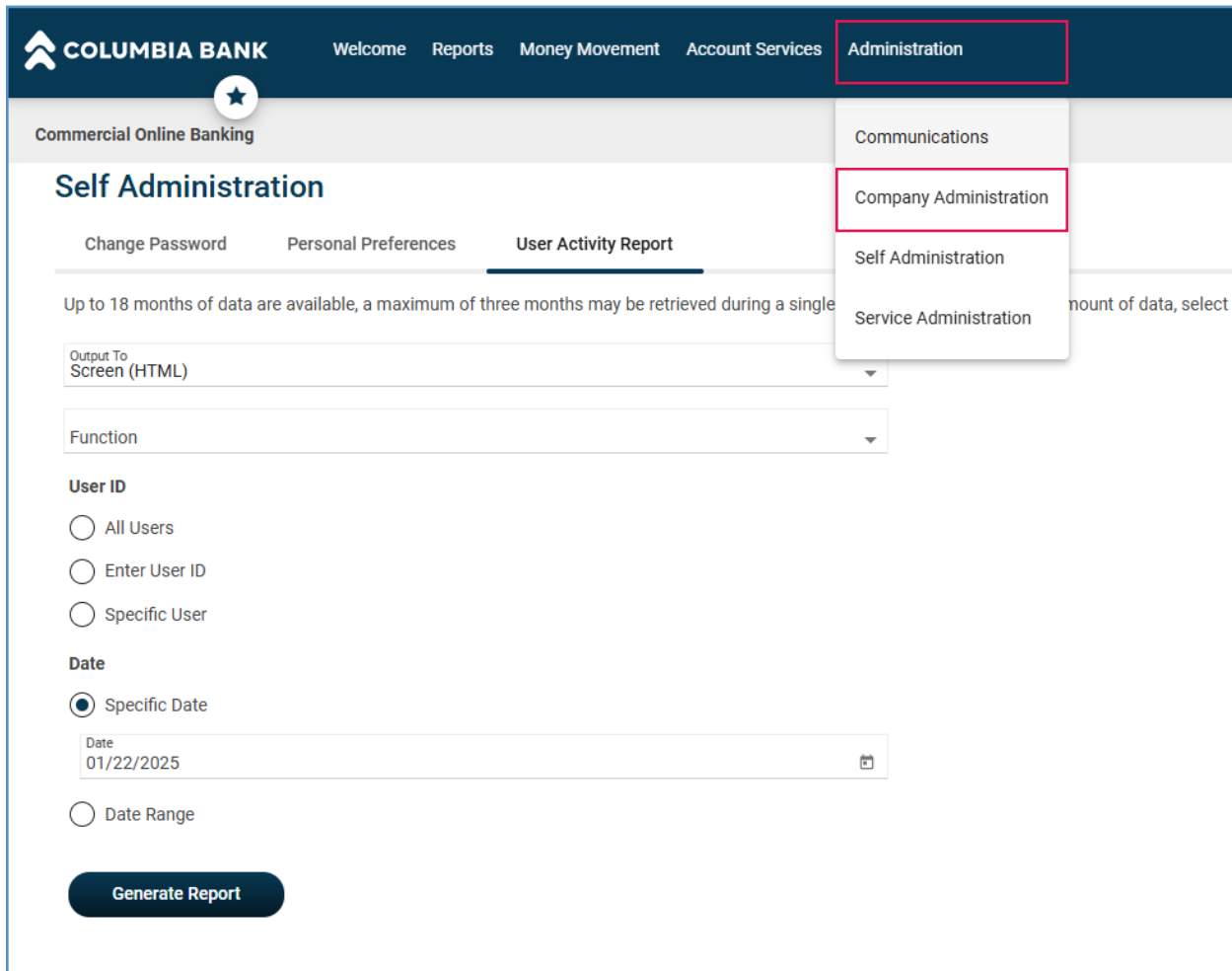
Service Name ↑	Request Amount	Approvals If Less or Equal	Approvals If Greater	Require Separate Entry From Approval	Separate Entry From Approval if Equal Or Greater
ACH File Upload	0	1	1	<input checked="" type="checkbox"/>	0
CCD Collection	0	1	1	<input checked="" type="checkbox"/>	0
CCD Payment	0	1	1	<input checked="" type="checkbox"/>	0
Child Support Payment	0	1	1	<input type="checkbox"/>	0

## 4. Once you have made your desired changes, scroll to the bottom and click **Save Changes**.

# Viewing a User Activity Log and setting up alerts

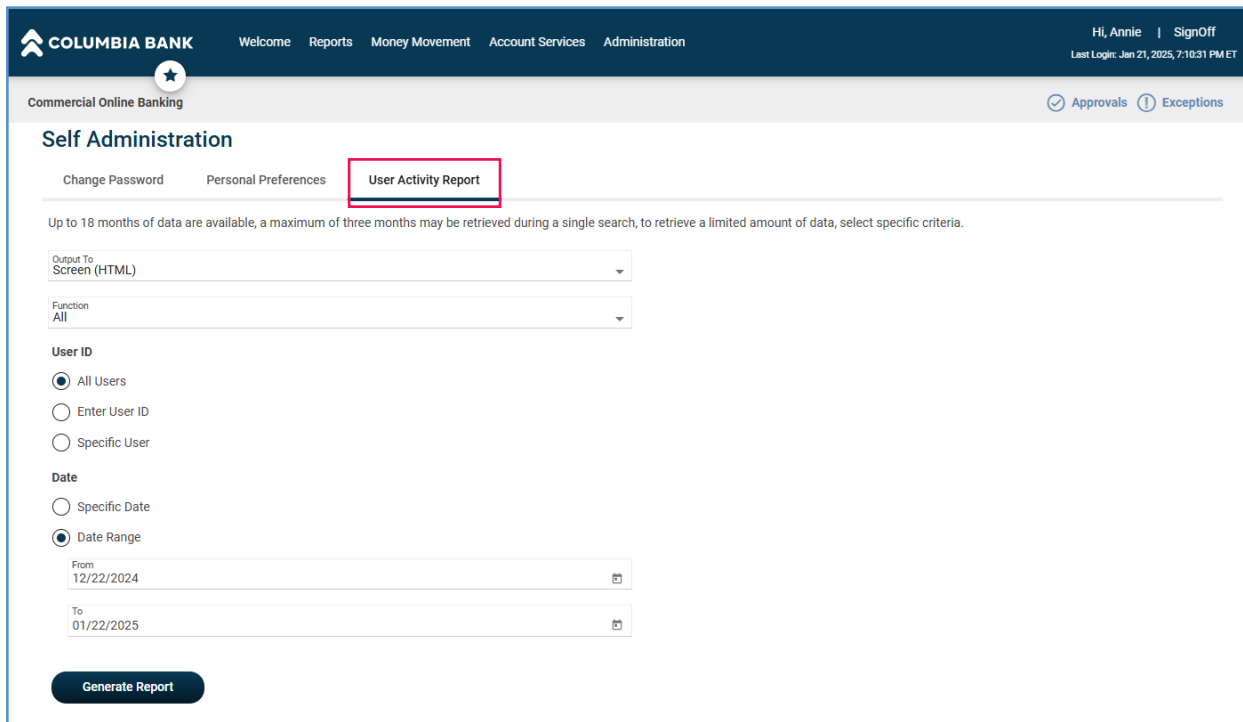
Viewing a User Activity Log

1. Go to **Administration** in the main menu, then **Self Administration**.



The screenshot displays the Columbia Bank Administration interface. The top navigation bar includes 'Welcome', 'Reports', 'Money Movement', 'Account Services', and 'Administration'. The 'Administration' menu is open, showing options for 'Communications', 'Company Administration', 'Self Administration', and 'Service Administration'. The 'Self Administration' section is active, with the 'User Activity Report' tab selected. Below the tabs, there is a text box stating: 'Up to 18 months of data are available, a maximum of three months may be retrieved during a single report. To view a specific amount of data, select the date range below.' The form includes a dropdown for 'Output To Screen (HTML)', a dropdown for 'Function', and radio buttons for 'User ID' (All Users, Enter User ID, Specific User) and 'Date' (Specific Date, Date Range). The 'Specific Date' option is selected, and the date '01/22/2025' is entered in the date field. A 'Generate Report' button is located at the bottom of the form.

2. Select **User Activity Report**. You can either export the information as a CSV file or view it on your screen.



Commercial Online Banking Hi, Annie | SignOff  
Last Login: Jan 21, 2025, 7:10:31 PM ET

Approvals Exceptions

### Self Administration

Change Password Personal Preferences **User Activity Report**

Up to 18 months of data are available, a maximum of three months may be retrieved during a single search, to retrieve a limited amount of data, select specific criteria.

Output To Screen (HTML)

Function All

**User ID**

All Users

Enter User ID

Specific User

**Date**

Specific Date

Date Range

From 12/22/2024

To 01/22/2025

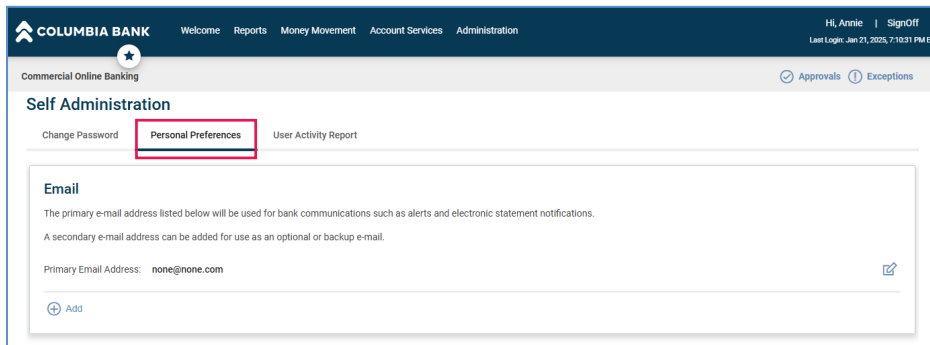
**Generate Report**

3. Determine how you'd like to view the report and if you want to see all users or a specific user.
4. Choose a specific **Function** or click **View All**.
5. Select or enter a **User ID**, choose **All Users** or enter a **Specific User**.
6. Choose the date or date range of activity to view.

# Setting up alerts

Within Self Administration, the email address or phone numbers used to receive alerts for users can be edited.

## 1. Select **Personal Preferences**.



**COLUMBIA BANK** Welcome Reports Money Movement Account Services Administration Hi, Annie | SignOff  
Last Login: Jan 21, 2025, 7:10:31 PM ET

Commercial Online Banking Approvals Exceptions

**Self Administration**

Change Password **Personal Preferences** User Activity Report

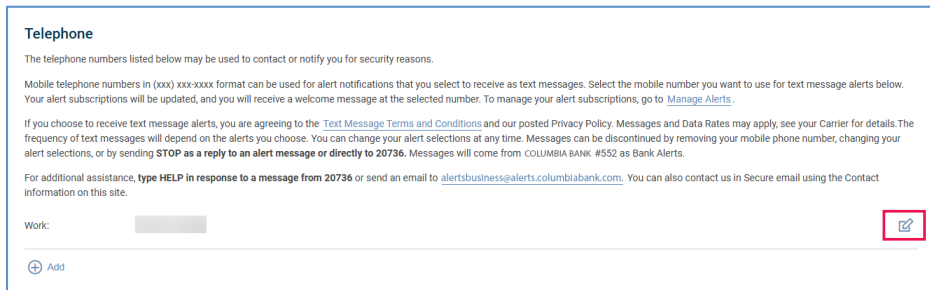
**Email**

The primary e-mail address listed below will be used for bank communications such as alerts and electronic statement notifications.  
A secondary e-mail address can be added for use as an optional or backup e-mail.

Primary Email Address: none@none.com

+ Add

## 2. Click the **Edit** link, ensure a mobile number is listed.




**Telephone**

The telephone numbers listed below may be used to contact or notify you for security reasons.

Mobile telephone numbers in (xxx) xxx-xxxx format can be used for alert notifications that you select to receive as text messages. Select the mobile number you want to use for text message alerts below. Your alert subscriptions will be updated, and you will receive a welcome message at the selected number. To manage your alert subscriptions, go to [Manage Alerts](#).

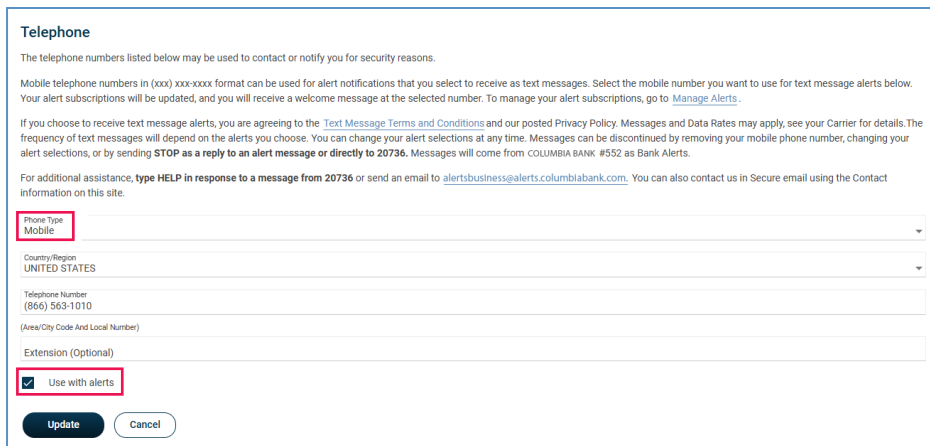
If you choose to receive text message alerts, you are agreeing to the [Text Message Terms and Conditions](#) and our posted Privacy Policy. Messages and Data Rates may apply, see your Carrier for details. The frequency of text messages will depend on the alerts you choose. You can change your alert selections at any time. Messages can be discontinued by removing your mobile phone number, changing your alert selections, or by sending **STOP as a reply to an alert message or directly to 20736**. Messages will come from COLUMBIA BANK #552 as Bank Alerts.

For additional assistance, **type HELP in response to a message from 20736** or send an email to [alertsbusiness@alerts.columbiabank.com](mailto:alertsbusiness@alerts.columbiabank.com). You can also contact us in Secure email using the Contact information on this site.

Work: [Redacted] 

+ Add

## 3. Select the box next to **Use with alerts**, then **Update**.



**Telephone**

The telephone numbers listed below may be used to contact or notify you for security reasons.

Mobile telephone numbers in (xxx) xxx-xxxx format can be used for alert notifications that you select to receive as text messages. Select the mobile number you want to use for text message alerts below. Your alert subscriptions will be updated, and you will receive a welcome message at the selected number. To manage your alert subscriptions, go to [Manage Alerts](#).

If you choose to receive text message alerts, you are agreeing to the [Text Message Terms and Conditions](#) and our posted Privacy Policy. Messages and Data Rates may apply, see your Carrier for details. The frequency of text messages will depend on the alerts you choose. You can change your alert selections at any time. Messages can be discontinued by removing your mobile phone number, changing your alert selections, or by sending **STOP as a reply to an alert message or directly to 20736**. Messages will come from COLUMBIA BANK #552 as Bank Alerts.

For additional assistance, **type HELP in response to a message from 20736** or send an email to [alertsbusiness@alerts.columbiabank.com](mailto:alertsbusiness@alerts.columbiabank.com). You can also contact us in Secure email using the Contact information on this site.

Phone Type: Mobile

Country/Region: UNITED STATES

Telephone Number: (866) 563-1010  
(Area/City Code And Local Number)

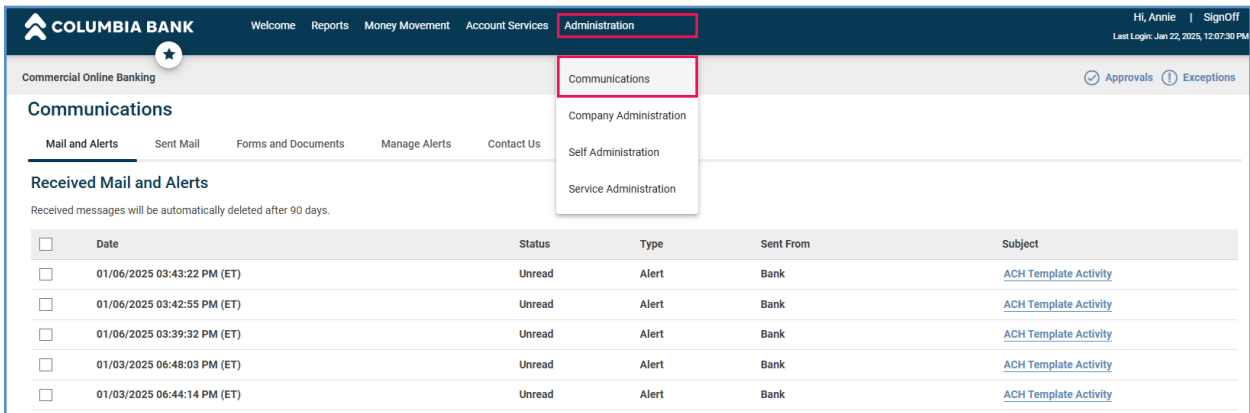
Extension (Optional):

Use with alerts

**Update** Cancel

Once a mobile number is enabled, set up the alerts.

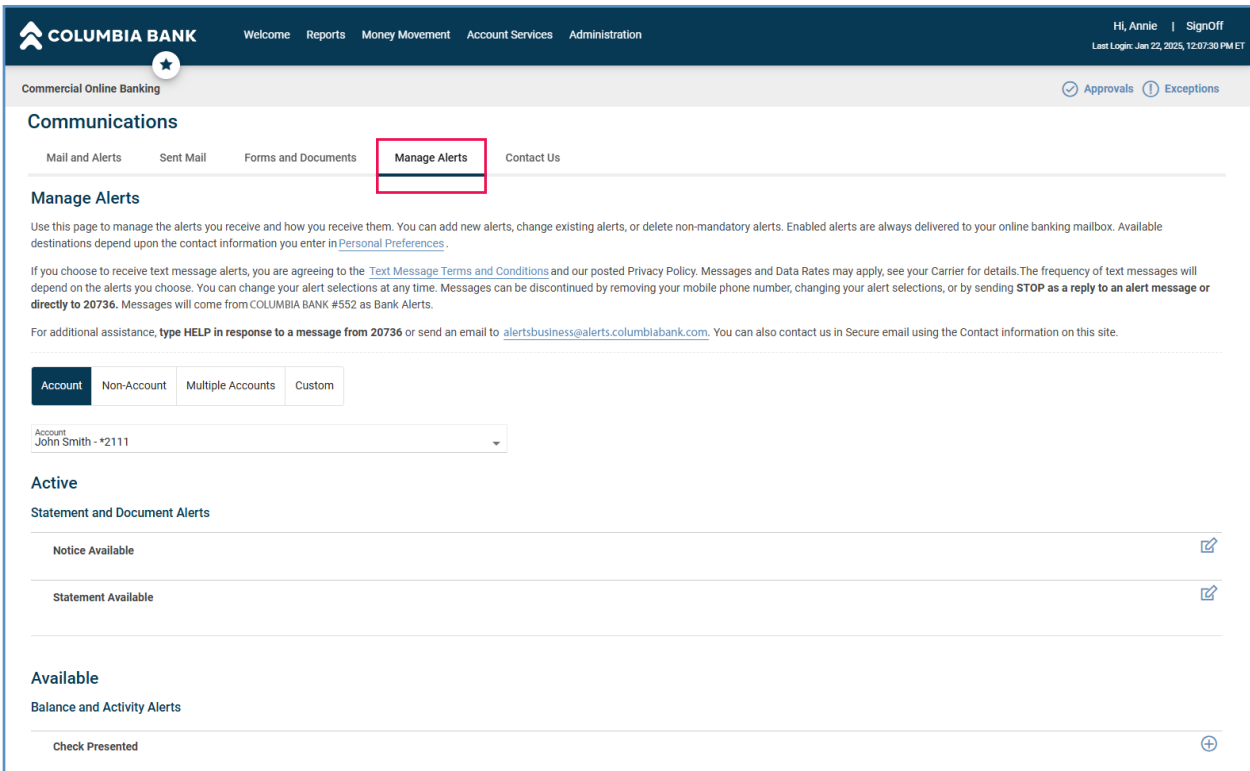
## 1. Go to **Administration** then **Communication**.



The screenshot shows the Columbia Bank Administration interface. The top navigation bar includes 'Administration' (highlighted with a red box) and 'Communications' (also highlighted with a red box). Below the navigation bar, the 'Communications' section is active, showing a list of 'Received Mail and Alerts'. The table below contains the following data:

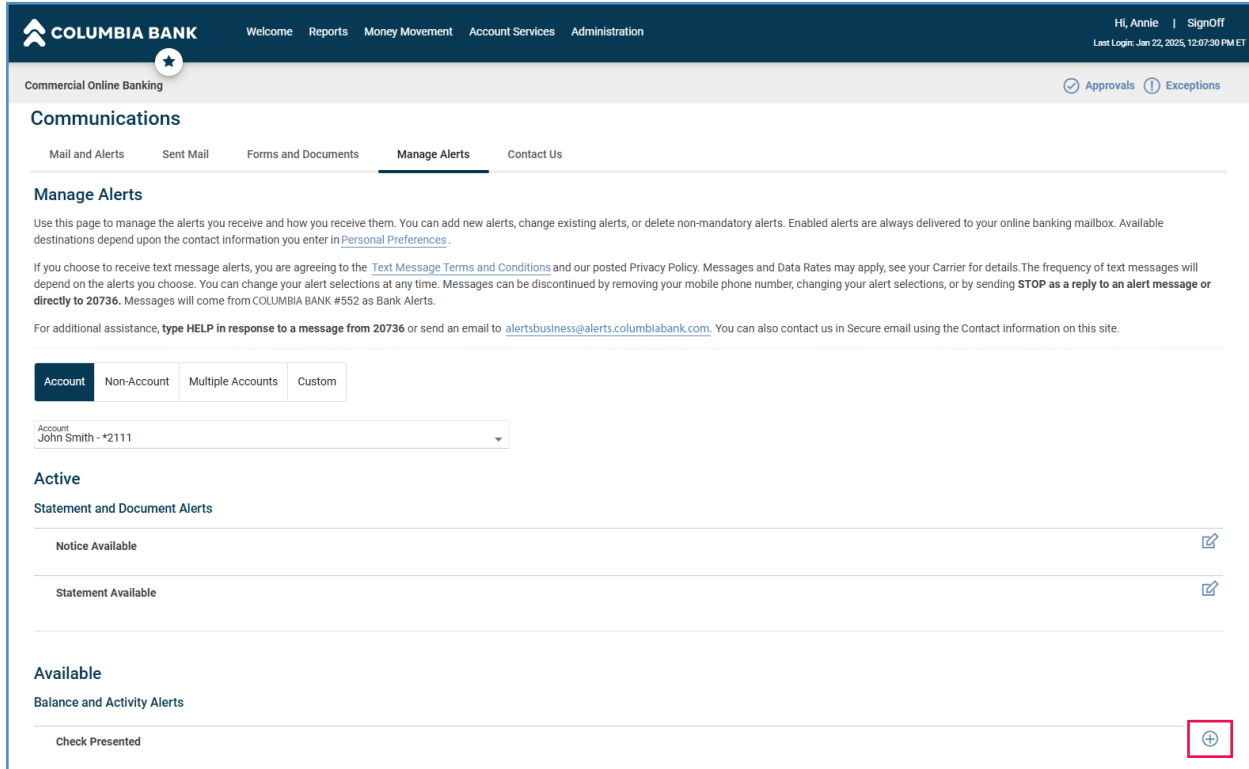
<input type="checkbox"/>	Date	Status	Type	Sent From	Subject
<input type="checkbox"/>	01/06/2025 03:43:22 PM (ET)	Unread	Alert	Bank	<a href="#">ACH Template Activity</a>
<input type="checkbox"/>	01/06/2025 03:42:55 PM (ET)	Unread	Alert	Bank	<a href="#">ACH Template Activity</a>
<input type="checkbox"/>	01/06/2025 03:39:32 PM (ET)	Unread	Alert	Bank	<a href="#">ACH Template Activity</a>
<input type="checkbox"/>	01/03/2025 06:48:03 PM (ET)	Unread	Alert	Bank	<a href="#">ACH Template Activity</a>
<input type="checkbox"/>	01/03/2025 06:44:14 PM (ET)	Unread	Alert	Bank	<a href="#">ACH Template Activity</a>

## 2. Select **Manage Alerts**.



The screenshot shows the 'Manage Alerts' page in the Columbia Bank Administration interface. The 'Manage Alerts' tab is highlighted with a red box. The page provides instructions on how to manage alerts and includes a section for 'Active' alerts. The 'Active' section is divided into 'Statement and Document Alerts' and 'Available' alerts. The 'Statement and Document Alerts' section includes 'Notice Available' and 'Statement Available', each with an edit icon. The 'Available' section includes 'Check Presented' with a plus icon.

3. Choose the account, locate the type of alerts you would like to activate and select the **Add** button.



**COMMERCIAL ONLINE BANKING** | Welcome | Reports | Money Movement | Account Services | Administration | Hi, Annie | SignOff | Last Login: Jan 22, 2025, 12:07:30 PM ET

Commercial Online Banking | Approvals | Exceptions

**Communications**

Mail and Alerts | Sent Mail | Forms and Documents | **Manage Alerts** | Contact Us

**Manage Alerts**

Use this page to manage the alerts you receive and how you receive them. You can add new alerts, change existing alerts, or delete non-mandatory alerts. Enabled alerts are always delivered to your online banking mailbox. Available destinations depend upon the contact information you enter in [Personal Preferences](#).

If you choose to receive text message alerts, you are agreeing to the [Text Message Terms and Conditions](#) and our posted Privacy Policy. Messages and Data Rates may apply; see your Carrier for details. The frequency of text messages will depend on the alerts you choose. You can change your alert selections at any time. Messages can be discontinued by removing your mobile phone number, changing your alert selections, or by sending **STOP** as a reply to an alert message or **directly to 20736**. Messages will come from COLUMBIA BANK #552 as Bank Alerts.

For additional assistance, type **HELP** in response to a message from 20736 or send an email to [alertsbusiness@alerts.columbiabank.com](mailto:alertsbusiness@alerts.columbiabank.com). You can also contact us in Secure email using the Contact information on this site.

Account | Non-Account | Multiple Accounts | Custom

Account: John Smith - \*2111

**Active**

**Statement and Document Alerts**

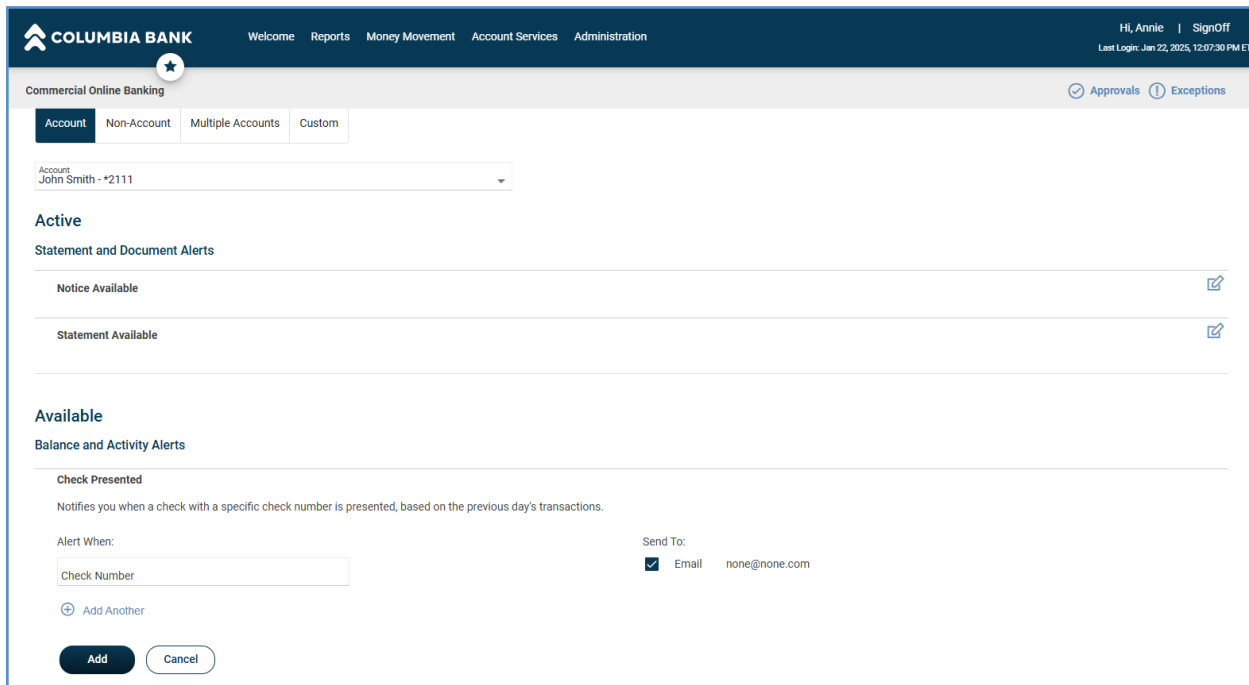
- Notice Available
- Statement Available

**Available**

**Balance and Activity Alerts**

- Check Presented

4. Select the alert notification preference and then the **Add** button.



**COMMERCIAL ONLINE BANKING** | Welcome | Reports | Money Movement | Account Services | Administration | Hi, Annie | SignOff | Last Login: Jan 22, 2025, 12:07:30 PM ET

Commercial Online Banking | Approvals | Exceptions

Account | Non-Account | Multiple Accounts | Custom

Account: John Smith - \*2111

**Active**

**Statement and Document Alerts**

- Notice Available
- Statement Available

**Available**

**Balance and Activity Alerts**

- Check Presented**

Notifies you when a check with a specific check number is presented, based on the previous day's transactions.

Alert When:

Check Number

Send To:

Email none@none.com

+ Add Another

**Add** | Cancel