

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.

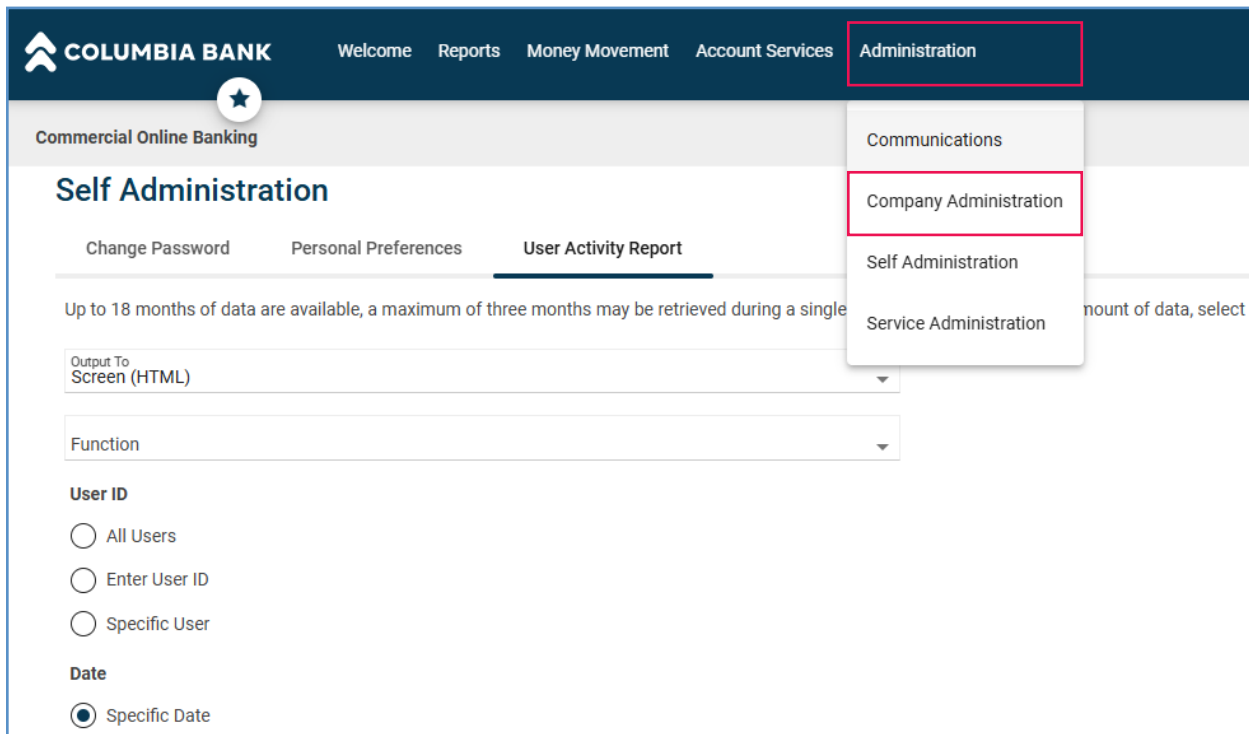
We recommend performing a regular review of your users and their permissions to ensure access levels are still appropriate for each user and that you do not have users in the system who are no longer with the company or who no longer need access.

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.

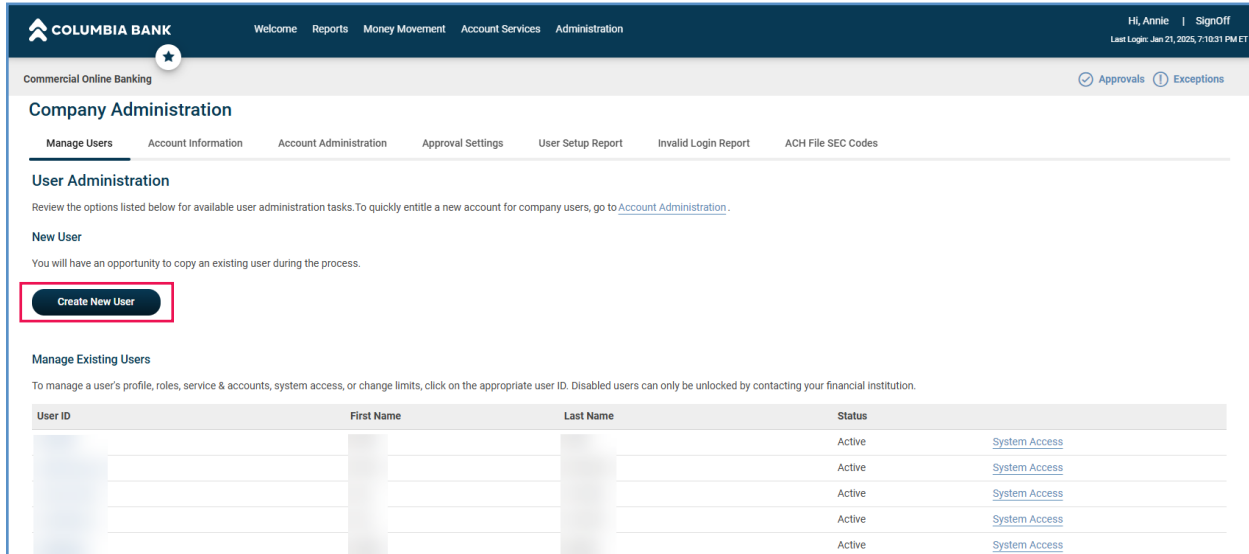
Adding a new user

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.

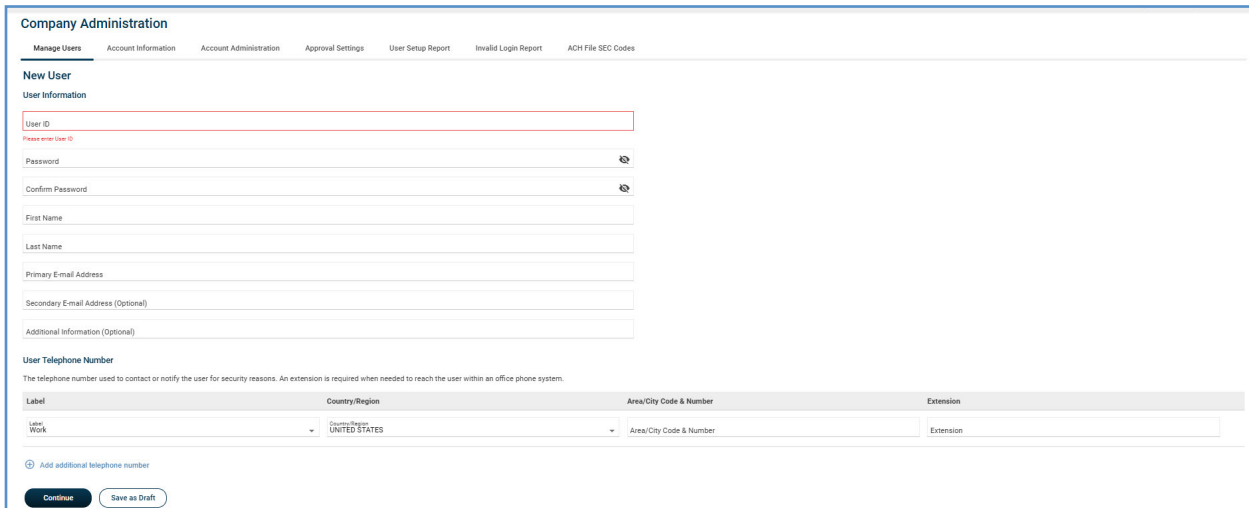


The screenshot shows the 'Company Administration' page. The 'Manage Users' tab is selected. Under 'User Administration', there is a 'New User' section with a 'Create New User' button highlighted in a red box. Below this is a 'Manage Existing Users' section with a table of active users.

User ID	First Name	Last Name	Status
			Active System Access
			Active System Access
			Active System Access
			Active System Access
			Active System Access

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


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

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

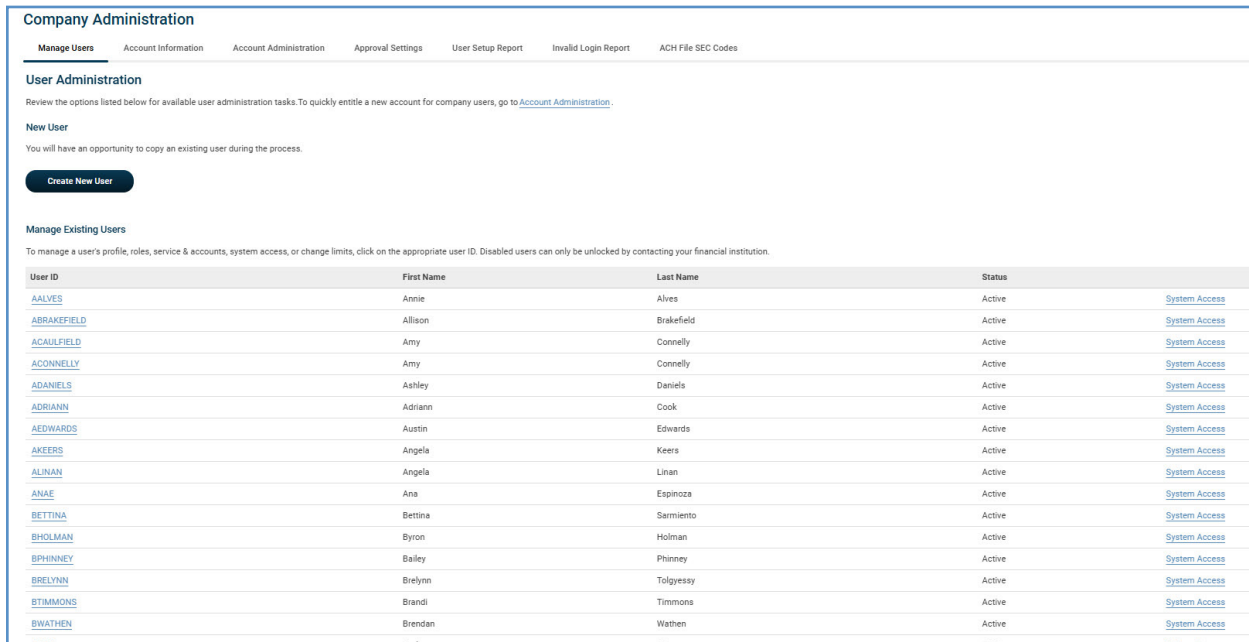
User Status

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
AALVES	Annie	Alves	Active
ABRAKEFIELD	Allison	Brakefield	Active
ACAULFIELD	Amy	Connelly	Active
ADONNELLY	Amy	Connelly	Active
ADANELS	Ashley	Daniels	Active
ADRIANN	Adriann	Cook	Active
AEDWARDS	Austin	Edwards	Active
AKEERS	Angela	Keers	Active
ALINAN	Angela	Linan	Active
ANAE	Ana	Espinoza	Active
BETTINA	Bettina	Sarmiento	Active
BHOLMAN	Byron	Holman	Active
BPHINNEY	Bailey	Phinney	Active
BRELYNN	Brelynn	Tolgyessy	Active
BTIMMONS	Brandi	Timmons	Active
BWATHEN	Brendan	Wathen	Active

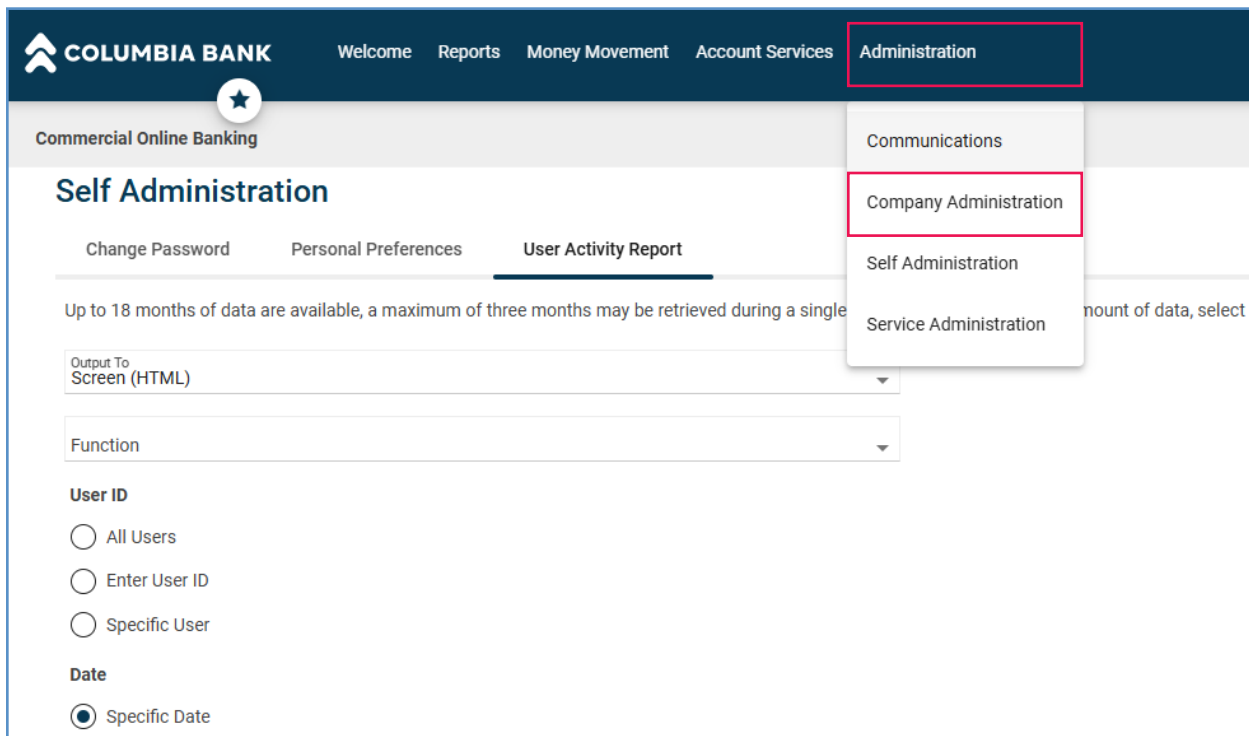
2. Click on the **edit** option to adjust permissions for the user, or you can delete a user by clicking the **delete user** icon.

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), 'Account Services', 'Money Movement', 'Reports', and 'Welcome'. 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 under 'Administration', showing options: 'Communications', 'Company Administration' (highlighted with a red box), 'Self Administration', and 'Service Administration'. The 'User Activity Report' section includes a text box 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).

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

TESTING123	Test	ING	Active	System Access
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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.


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](#)

Company Administration

Manage Users
Account Information
Account Administration
Approval Settings
User Setup Report
Invalid Login Report
ACH >

< Back
System Access Details

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:

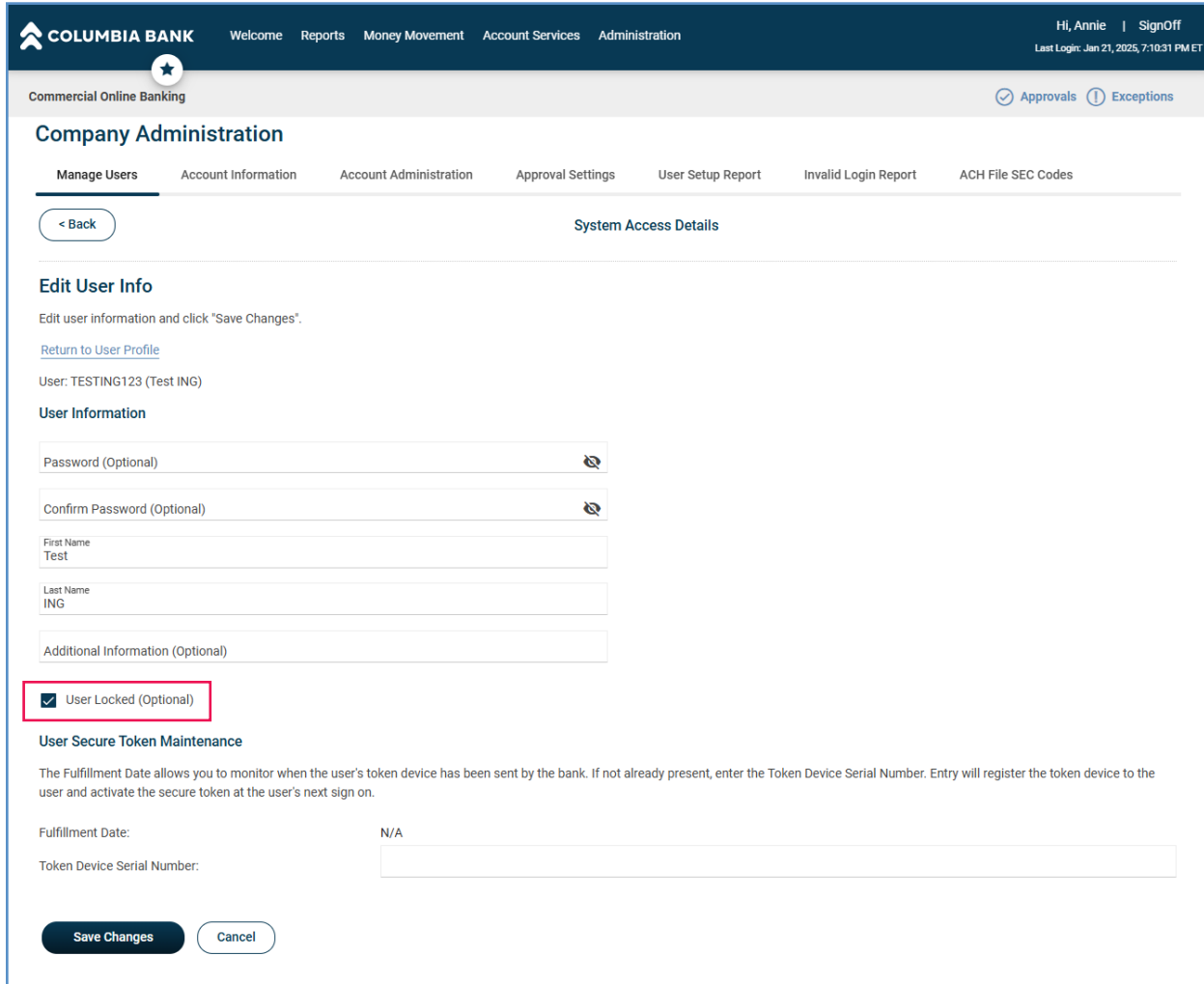
N/A

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, user name 'Hi, Annie', and '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. Below this, the 'User Secure Token Maintenance' section is visible, with fields for 'Fulfillment Date' (N/A) and 'Token Device Serial Number'.

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

Account Numbers & Nicknames

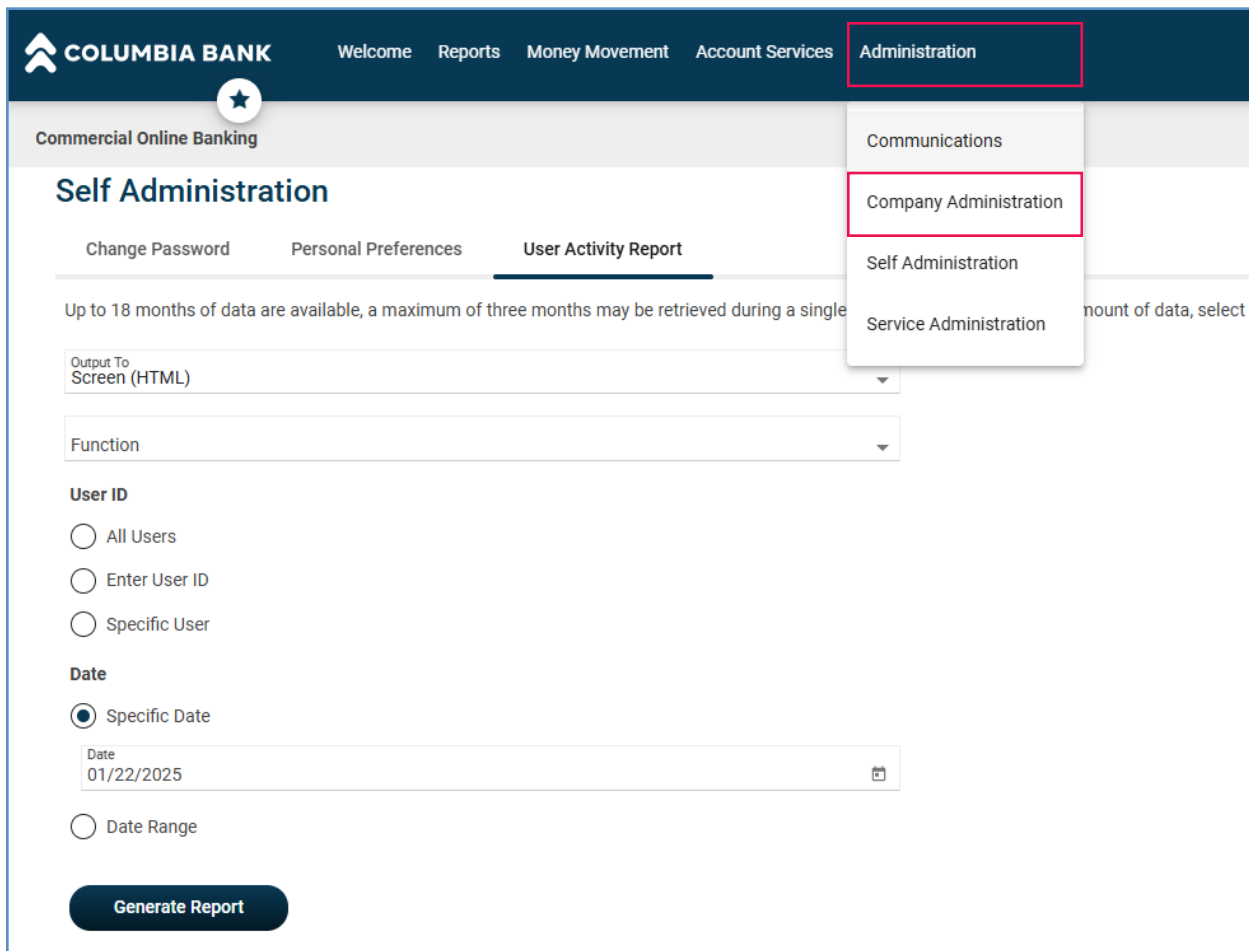
Only administrative users have access to full account numbers within the system. To locate the number, go to the Account Information tab.

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

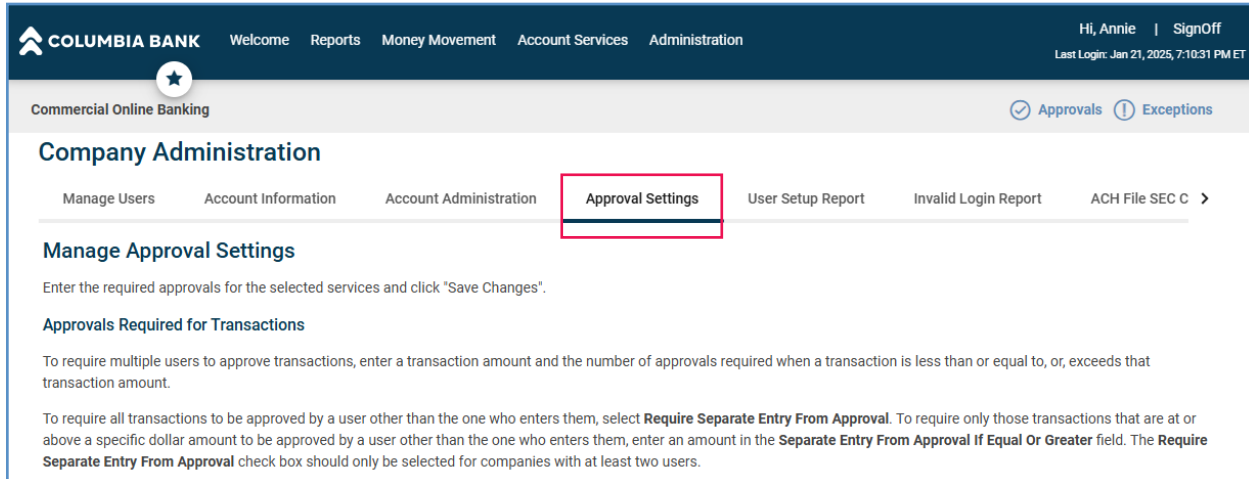
To set dual approval for your company, follow the instructions below.

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



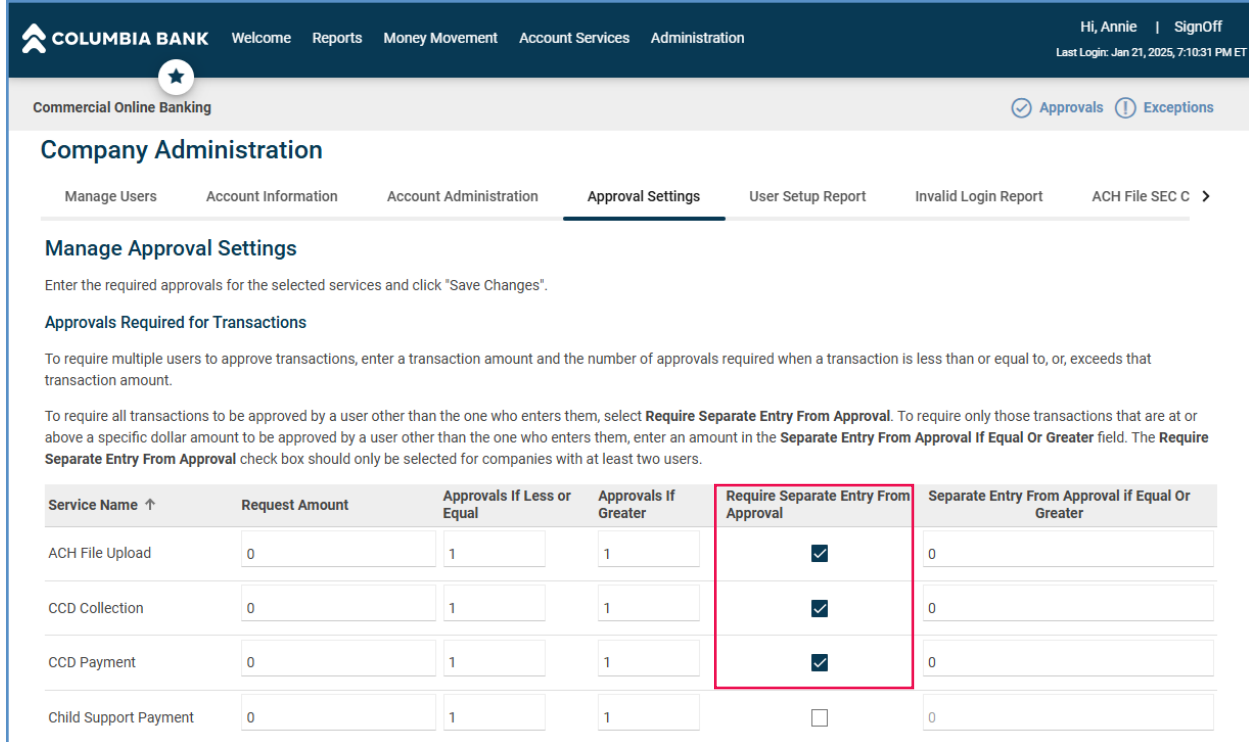
The screenshot displays the Columbia Bank Administration interface. The top navigation bar includes 'Welcome', 'Reports', 'Money Movement', 'Account Services', and 'Administration'. The 'Administration' menu is open, showing options: 'Communications', 'Company Administration', 'Self Administration', and 'Service Administration'. The 'Company Administration' option is 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'. The 'User Activity Report' tab is active, showing a dropdown 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 a 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 enter required approvals 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 'Child Support Payment' row has the checkbox unchecked. The table below shows the configuration for each service.

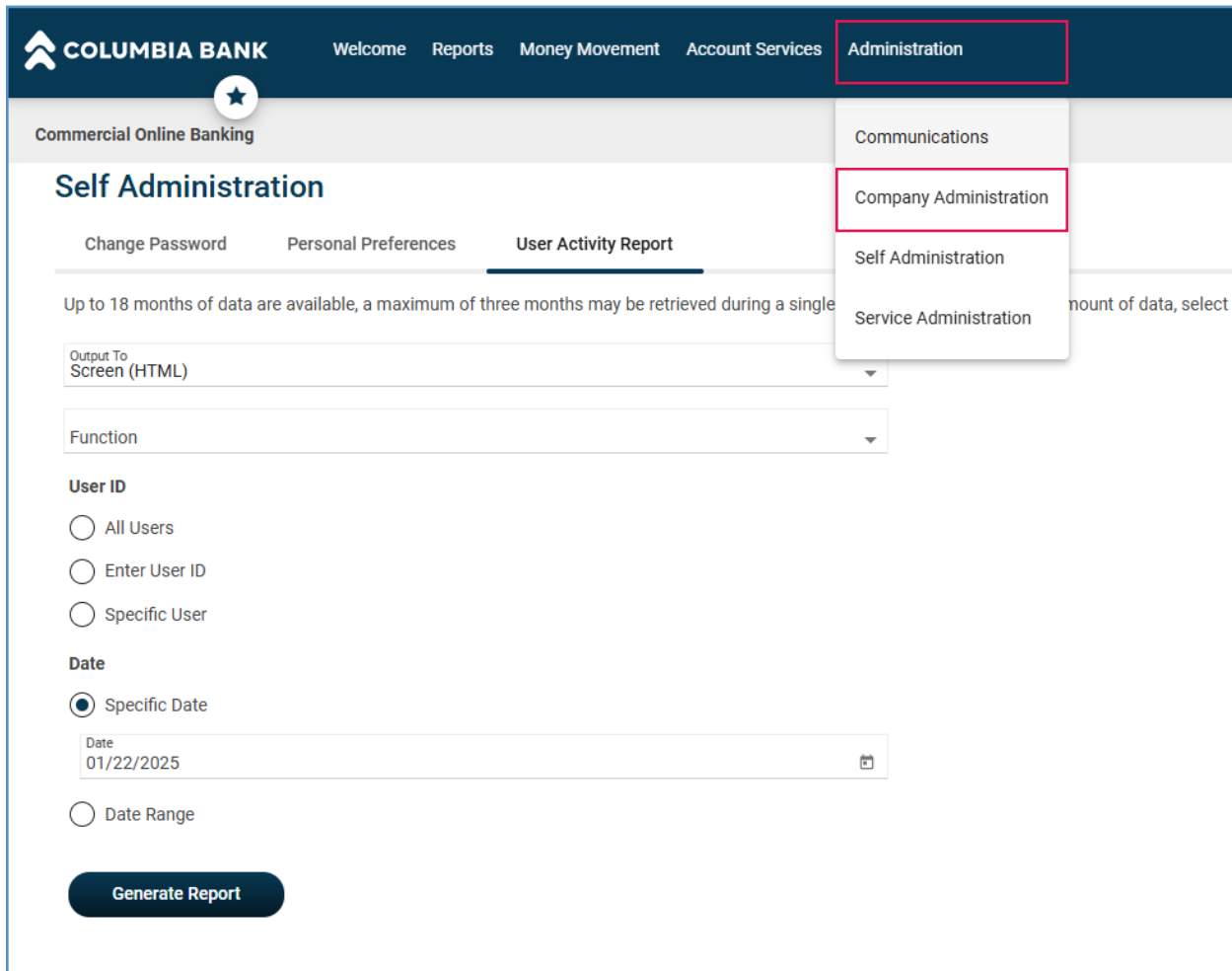
Service Name ↑	Request Amount	Approvals If Less or Equal	Approvals If Greater	Require Separate Entry From Approval	Separate Entry From Approval if Equal Or Greater
ACH File Upload	0	1	1	<input checked="" type="checkbox"/>	0
CCD Collection	0	1	1	<input checked="" type="checkbox"/>	0
CCD Payment	0	1	1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

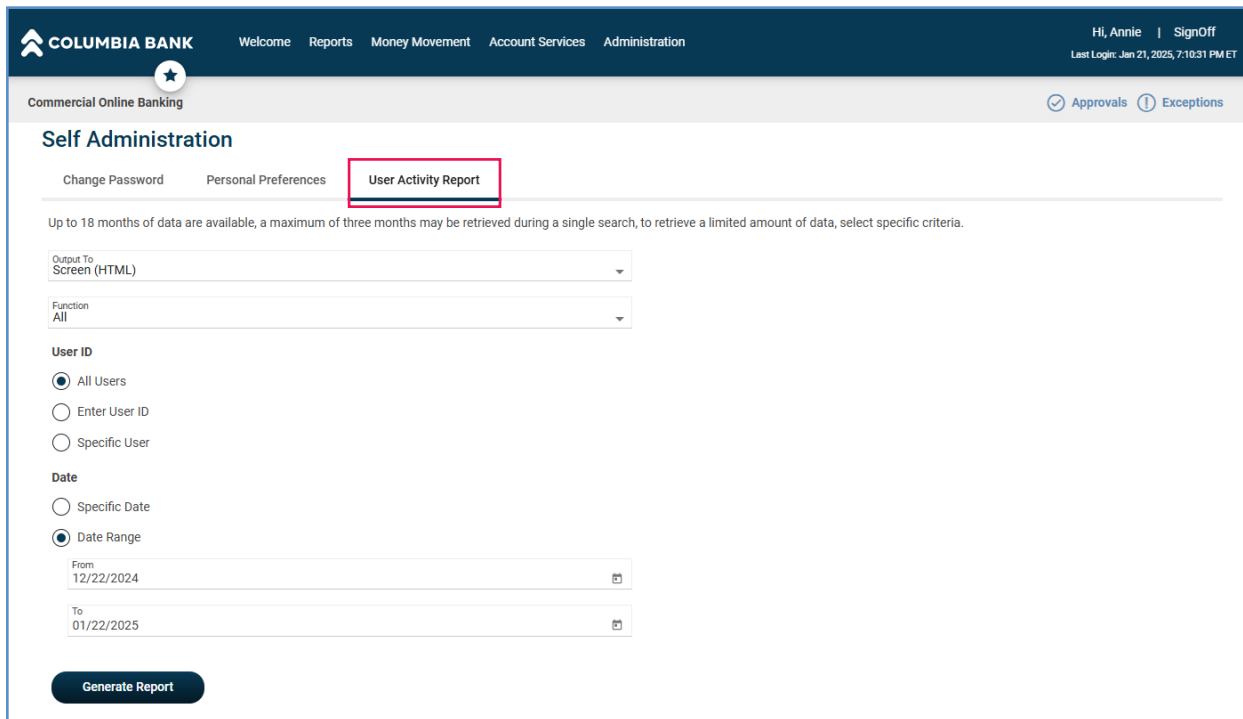
Viewing a User Activity Log

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 a date range.' The form includes a dropdown 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 located at the bottom.

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



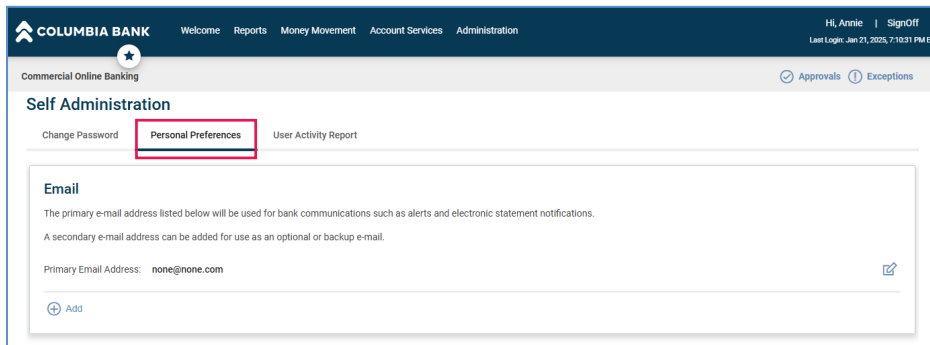
The screenshot displays the Columbia Bank Administration interface. At the top, the navigation bar includes 'Welcome', 'Reports', 'Money Movement', 'Account Services', and 'Administration'. The user is logged in as 'Hi, Annie' with a 'SignOff' option and a 'Last Login' timestamp of 'Jan 21, 2025, 7:10:31 PM ET'. The main content area is titled 'Self Administration' and features three tabs: 'Change Password', 'Personal Preferences', and 'User Activity Report' (which is highlighted with a red box). Below the tabs, a message states: '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.' The form includes two dropdown menus: 'Output To Screen (HTML)' and 'Function All'. Under the 'User ID' section, there are three radio button options: 'All Users' (selected), 'Enter User ID', and 'Specific User'. Under the 'Date' section, there are two radio button options: 'Specific Date' and 'Date Range' (selected). The 'Date Range' section has two date input fields: 'From 12/22/2024' and 'To 01/22/2025'. A 'Generate Report' button is located at the bottom of the form.

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

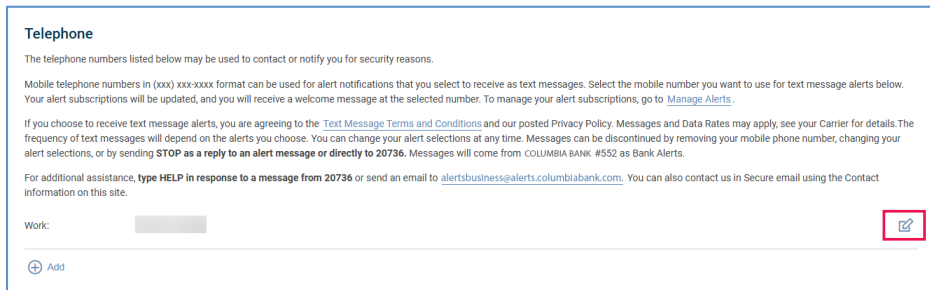
Within Self Administration, the email address or phone numbers used to receive alerts for users can be edited.

1. Select **Personal Preferences**.



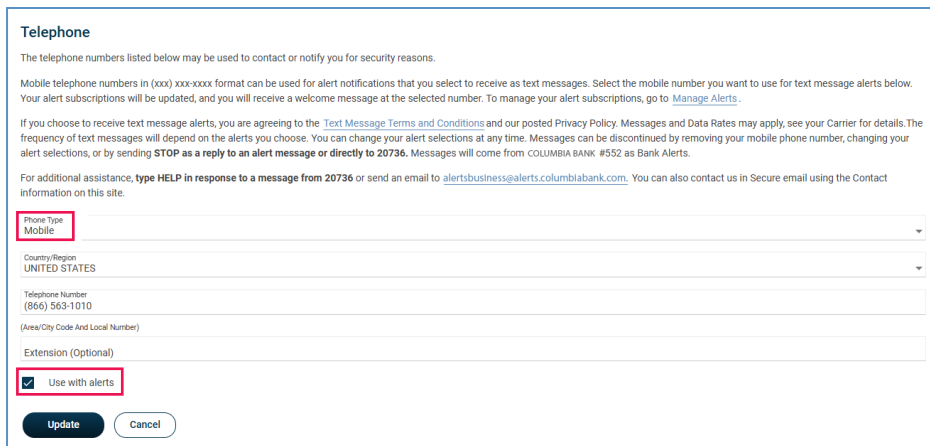
The screenshot shows the 'Self Administration' page with 'Personal Preferences' selected. The 'Email' section is expanded, showing a primary email address field with 'none@none.com' and an 'Add' button.

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



The screenshot shows the 'Telephone' section with an 'Edit' link highlighted. The section includes instructions for adding a mobile number and a form with a 'Work' field and an 'Add' button.

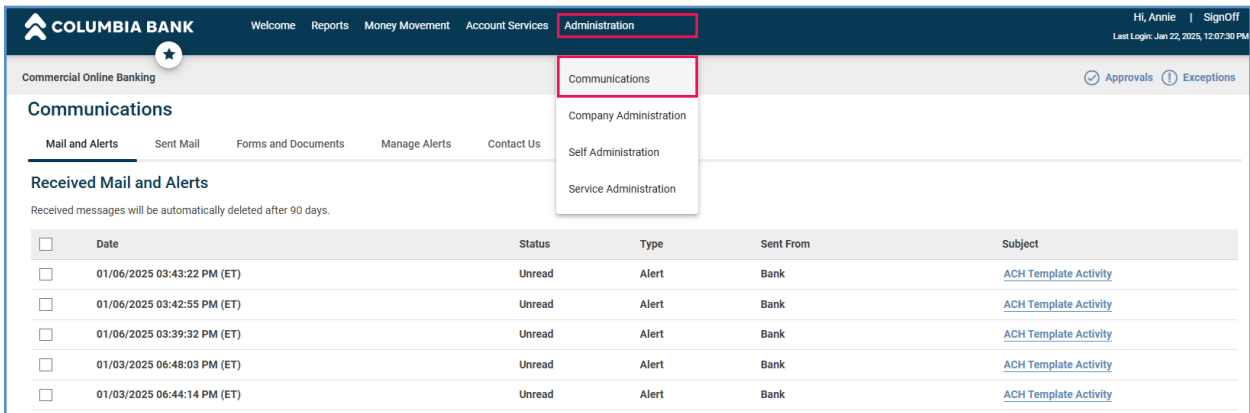
3. Select the box next to **Use with alerts**, then **Update**.



The screenshot shows the 'Telephone' section with the 'Use with alerts' checkbox checked and highlighted. The 'Update' button is also highlighted. The form includes fields for Phone Type, Country/Region, Telephone Number, and Extension.

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

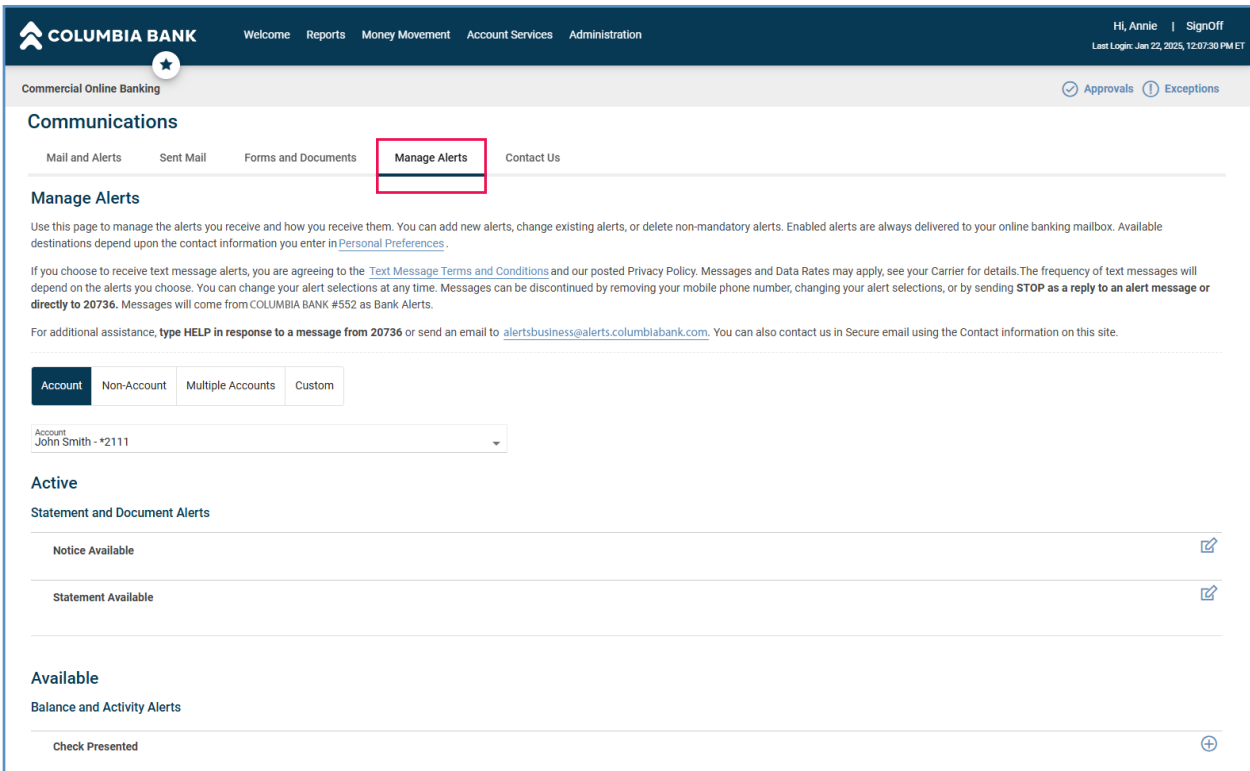
1. Go to **Administration** then **Communication**.



The screenshot shows the Columbia Bank Administration interface. The top navigation bar includes 'Administration' (highlighted with a red box). Below it, the 'Communications' menu is open, with 'Communications' (highlighted with a red box) selected. The main content area shows 'Received Mail and Alerts' with a table of messages.

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

2. Select **Manage Alerts**.



The screenshot shows the Columbia Bank Administration interface with the 'Manage Alerts' section selected. 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.

Active

Statement and Document Alerts

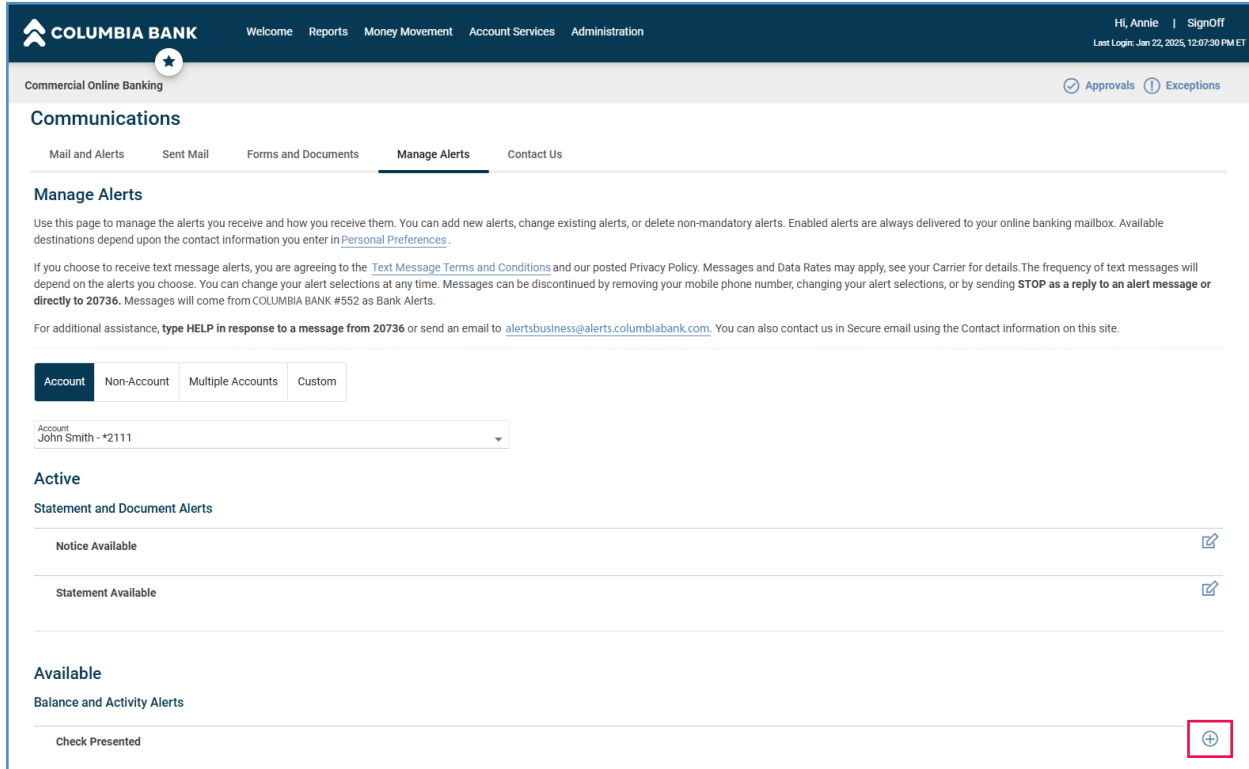
- Notice Available [✎](#)
- Statement Available [✎](#)

Available

Balance and Activity Alerts

- Check Presented [+](#)

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. 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

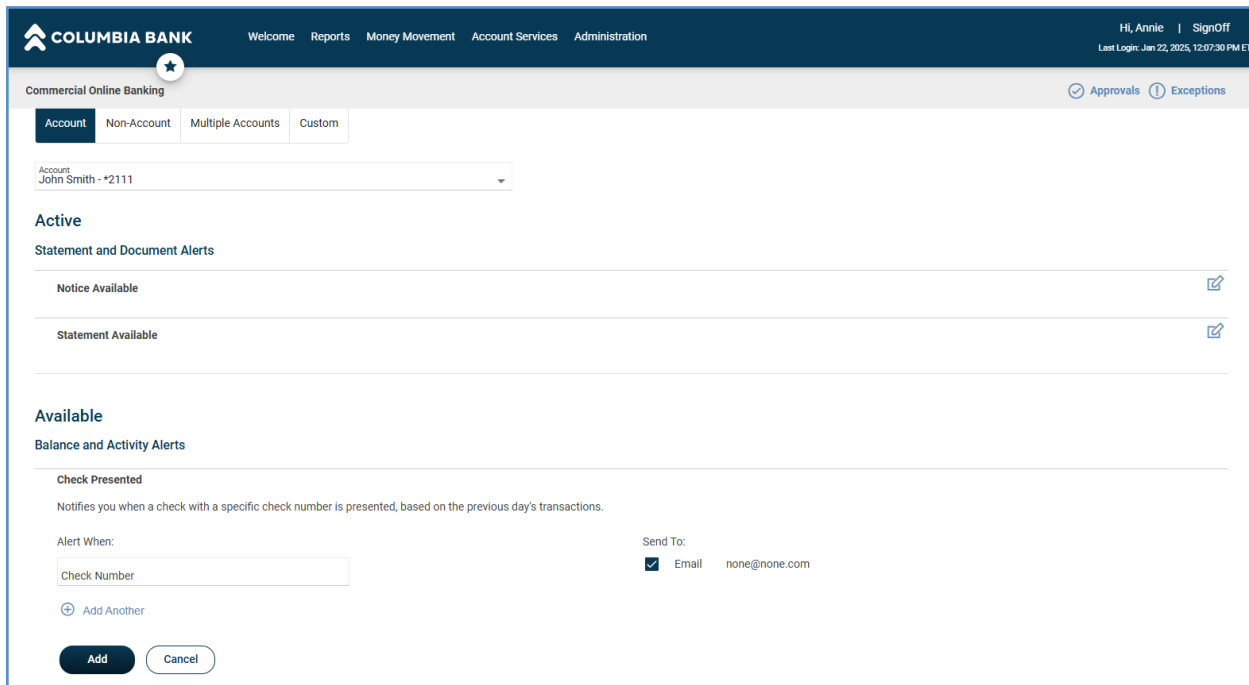
- Notice Available
- Statement Available

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:

Send To: Email none@none.com

[+ Add Another](#)

Add