



KeyNavigator Service Center

Complete User Guide

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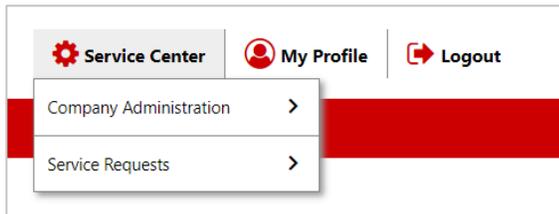
1. Service Center

Overview

In October 2022, we merged the Self Service and Service Request tools into one centralized module. So whether you prefer the convenience and control of self-service administration or you need to seek assistance from our experienced support team, the new Service Center has you covered.

Layout & Navigation

Easy access from the main menu and improved organization mean you can access and navigate the Service Center with speed and efficiency. To access Service Center, login to KeyNavigator and find the Service Center option in the top right-hand corner next to My Profile.



Select Company Administration to

- Manage user access and preferences
- Set account limits and transaction authorizations, and more!

Select Service Requests to

- Submit requests for assistance or research from KeyBank
- Obtain end-to-end visibility into status of pending requests

2. Company Administration

Overview

Company Administration gives specific users the power to control KeyNavigator user access, account set-up and system permissions.

Users authorized to act as Administrators for their company can utilize tools in the Company Administration sections of the Service Center to manage KeyNavigator access.

Products Available for Administration in Service Center

User and account access to the payments and cash management services below can be updated in the Service Center using Company Administration:

- | | |
|---|--|
| <ul style="list-style-type: none"> • Receivables <ul style="list-style-type: none"> ○ Lockbox ○ Key Capture • Reporting & Research <ul style="list-style-type: none"> ○ Image Research Center ○ Information Reporting • File Services <ul style="list-style-type: none"> ○ File Transfer | <ul style="list-style-type: none"> • Mobile Web & Mobile App • Payables <ul style="list-style-type: none"> ○ Wires Module ○ Book Transfer Module ○ Account Reconciliation Services
<i>(ARP / Check Issue Maintenance)</i> ○ Fraud Services
<i>(Positive Pay / Payment Protection)</i> ○ Transaction Services |
|---|--|

3. Company Users Tab

View active users, add new users, modify user access.

Administration Users

To give customers flexibility and control, Service Center access can be customized per user. The Administration Users list in the Company Users tab helps monitor and manage users with access to do company administration in the Service Center.

There are three categories of Service Center access (Administrator, Approver, View Only) which are available for our three most utilized applications (Platform, Common Services, Key Capture). Service Center users can have any combination of access.

Company Users											Add KeyNavigator User
Administration Users											
<input type="text" value="Enter text to filter list"/> <input type="button" value="Clear"/> 4 items total											<input type="button" value="Export"/>
First Name	Last Name	Access ID	Platform Role	Platform Role	Platform Role	Common Services	Common Services	Common Services	Key Capture	Item	
			Admin	Approver	Reporting	Admin	Approver	Reporting	Admin		
User	One P	ABC123	✓	✓	✓	✓	✓	✓	✓		<input type="button" value="Edit"/>
User	Two	DEF123		✓			✓		✓		<input type="button" value="Edit"/>
User	Three	GHI123	✓		✓	✓		✓	✓		<input type="button" value="Edit"/>
User	Four	JKL123			✓			✓			<input type="button" value="Edit"/>
KeyNavigator Users											
<input type="text" value="Enter text to filter list"/> <input type="button" value="Clear"/> 20 items total											<input type="button" value="Export"/>
First Name	Last Name	Access ID	User Status	User Last Logon	Mobile Web	Mobile App					
User	Five P	GHI123	Pending	05/15/2020 05:09 PM	✓						
User	Six	JKL123	Active	05/25/2019 05:12 PM	✓						

Company Administration – Roles & Definitions

Platform Administration

Add, modify, remove user profiles, user passwords, access to KeyNavigator desktop, access to KeyNavigator mobile, and access to Service Center Platform Administration roles.

Common Services Administration

Add, modify, remove user access to Book Transfer, Wires, Account Reconciliation Services (ARP/Check Issue Maintenance), Fraud Services (Positive Pay/Payment Protection), Transaction Services (Stop Payment), Image Research Center, Information Reporting, File Transfer, Lockbox, and Service Center for Common Services Administration.

Key Capture Administration

Add, modify, remove user access to Key Capture for remote deposit access and Service Center for Key Capture Administration.

Platform			Common Services			Key Capture
Administrator	Approver	View & Reporting	Administrator	Approver	View & Reporting	Administrator
These users can add/modify/remove user profiles, reset passwords, suspend user access, grant access to mobile, and grant access to Platform Administration roles.	Companies may require approval when Platform Administrators add new users, modify mobile access, or reset passwords. These users can authorize or reject these edits.	These users can access Service Center to view service set-up and access as well as activity & maintenance history for Platform functions.	These users can add/modify/remove access to Common Services including wires, book transfer, information reporting, image research center, etc.	Companies may require approval when Common Services Administrator modify user access to Wires, or Account Management services. These users can authorize or reject these edits.	These users can access Service Center to view service set-up and access as well as activity & maintenance history for Common Services.	These users can add/modify/remove user access to Key Capture for remote deposit and Key Capture Administration.

Add Company Administration User Access

When adding a new KeyNavigator user, Platform Administrators can easily select the appropriate Company Administration access during the Add User process. After set-up is complete, Administrators can edit user's Service Center access from the Company Service Center Administrators list on the Service Center Homepage.

To give an existing KeyNavigator user access to Service Center for Company Administration for the first time, Administrators must enroll the user in the appropriate Service Center role(s) by following the instructions below.

Add Platform Administration Access

Only users with the Platform Administrator role can grant Platform Administration access. To do so, a Platform Administrator should:

1. Select the user's last name from the **KeyNavigator Users** list on the Company Users tab
2. On the User Detail page, navigate to the User Profile in the top left
3. Click **Edit KeyNavigator User**
4. Check the appropriate Platform Administration role(s) for the user: **Administrator, Approver, View & Reporting Only**
5. Click **Save**
6. The user will now be listed under **Administration Users** in the Company Users tab of the Service Center.

Add Common Services Administration Access

Only users with the Common Services Administrator role can grant Common Services Administration access. To do so, a Common Services Administrator must:

1. Select the user's last name from the **KeyNavigator Users** list on the Company Users tab
2. On the User Detail page, navigate to the **User Services** section
3. Select one of the Common Services (Information Reporting, Wires, Book Transfer, etc.)
4. Check the appropriate Common Services Administration role(s) for the user: **Administrator, Approver, View & Reporting Only**
5. Click **Save**
6. The user will now be listed under **Administration Users** in the Company Users tab of the Service Center.

Add Key Capture Administration Access

Only users with the Key Capture Administrator role can grant Key Capture Administration access. To do so, a Key Capture Administrator should:

1. Select the user's last name from the **KeyNavigator Users** list on the Company Users tab
2. On the User Detail page, navigate to the **User Services** section
3. Under Receivables, select **Key Capture**

4. Check **Key Capture** and click **Enroll**
5. Under Select/Modify User Role(s) select **Key Capture Admin**
6. Click **Submit**
7. The user will now be listed under **Administration Users** in the Company Users tab of the Service Center.

Modify Company Administration Access

8. Users with access to Service Center for Company Administration are listed under Administration Users in the Company Users tab of the Service Center. Administrators can edit Company Administration access by clicking **Edit** in the last column of this table.
9. Remember, Service Center Administrators can only grant access to the applications they are entitled to manage.
10. If you do not see the Platform, Common Services, and/or Key Capture options, be sure to verify you have the proper access to modify and the user you are editing is enrolled in the application. If the user is not enrolled in the application, you must by following the Add Company Administration User Access instructions above.

KeyNavigator Users

The **KeyNavigator Users** list includes all active KeyNavigator user profiles and summary level information like User ID, date of last logon, and mobile access.

Users are sorted in alphabetical order by last name. The list can be re-sorted by First Name, User ID, or Last Logon in ascending or descending order by clicking the list headers.

Add New KeyNavigator User

Only users with the Platform Administrator role can create new user profiles. To do so, the Platform Administrator should:

1. Click **Add KeyNavigator User**
2. Enter name, email, and phone number
3. If the new user should have Platform Administration access, select the appropriate role(s) under **Service Center Preferences**.
4. Administration access for Common Services and Key Capture is in future steps.
5. Select the user's mobile access under **Mobile Preferences**
6. Click **Save User**
7. If the client requires secondary authorization for new users, the Platform Administrator will be prompted to click **OK** and the new User Profile will be in a pending status until authorized by a Platform Approver.
8. Click **Next** to set-up the user's access for Common Services. To copy access from an existing user, click the dropdown under **Copy an Existing User's Access** and select the user to model after.
9. Review to see which Common Services the modeled user has access to and update as necessary.
10. Select the user's Common Services Administration role(s).
11. Click **Next** to continue to other services including ACH and Key Capture.
12. If the company is set-up for ACH, user access to the ACH module can be granted by selecting the **ACH** checkbox and clicking **Save**. If the user does not need access to ACH, select **Skip** to continue.
Note regarding ACH set-up: This only permits the user to enter the ACH Module. ACH user access including roles and preferences must be assigned from the ACH Module in User Maintenance by a user with the **SELFSEV** role in the ACH application.
13. After the final step, click **Close**.
14. If secondary authorization is required, the User Profile will be in a Pending status until a user with the Platform Approver role approves. Once the new user is approved, their profile will be active in the KeyNavigator Users list.

Modify User Profile Details

User profile details, access to Service Center Platform Administration, and access to mobile web or mobile app can be updated on the User Detail page. Only users with the Platform Administrator role can modify user profile details. To do so, the Platform Administrator should:

1. Select the user's last name from the **KeyNavigator Users** list on the Company Users tab
2. On the User Detail page, navigate to the User Profile in the top left and click **Edit KeyNavigator User**
3. Enter changes and click **Save**

Modify Mobile Deposit Access

The KeyNavigator Mobile Deposit app allows Key Capture users to deposit checks anytime, anywhere, and view their deposit history using their smart phone or tablet.

Key Capture Users with access to the mobile deposit app are indicated in the Mobile column of the Key Capture Users list. User access to mobile web and mobile deposit app can be updated in the user's profile.

It's important to remember that two things determine a user's mobile deposit access:

1. **Access to the Mobile App (mRDC) in the User Profile:** The user must have Mobile App (mRDC) access in order to login to the KeyNavigator Mobile Deposit App. Platform Administrators can update Mobile App (mRDC) access from the Service Center User Profile.
2. **Access to mobile enabled locations in Key Capture:** The user must also have access to mobile enabled locations to complete a mobile deposit. Key Capture Administrators can update access to mobile enabled deposit locations from Key Capture Services.

Reset User Password

Only users with the Platform Administrator role can reset user passwords. To do so, a Platform Administrator should:

1. Select a **last name** on the KeyNavigator Users to open the **User Detail** page
2. In the User Security Profile section, click **Reset Password**
3. Click **OK**
4. The user will receive an email with an auto-generated temporary password and instructions.

Suspend User Access

Only users with the Platform Administrator role can suspend user access to KeyNavigator. To do so, a Platform Administrator should:

1. Select a **last name** on the KeyNavigator Users to open the individual's **User Detail** page
2. In the User Security Profile section, click **Edit**
3. Check Suspend KeyNavigator Access and click **Save**
4. The user will be prohibited from logging into KeyNavigator until they are no longer suspended

Modify Access to KeyNavigator Services

1. Select a **last name** on the KeyNavigator Users to open the individual's **User Detail** page
2. All active company services are listed in the **User Services** section. The Administrator can only modify services they have the appropriate roles to manage (Common Services and/or Key Capture)
3. Expand the sections and select a service to modify access and account permissions

Note: If the Administrator is having an issue modifying user access, verify they have the appropriate role required to edit that service.

Remove KeyNavigator User

In the **KeyNavigator Users** list in the Company Users tab of the Service Center, click **Remove** to the right of the user you wish to delete.

Warning: Removing a user will immediately eliminate the user's ability to login to KeyNavigator but there may be additional steps to remove the user from all service applications. If you need additional assistance removing a user, contact Commercial Banking Services at 800-539-9039. Specialists are available from 8am to 8pm ET, Monday through Friday on bank business days. For TDD/TTY device, please call 1-800-539-8336.

4. Company Accounts Tab

The deposit accounts detailed in this list are available in KeyNavigator for Common Services which includes Image Research, Information Reporting, Account Management, Book Transfer, Wires, File Transfer, etc. Accounts associated with services such as ACH, Key Capture, ACH Direct, or Key CashFlow are not included in this view

Common Services Include:

Book Transfer, Wires, Account Reconciliation Services (ARP/Check Issue Maintenance), Fraud Services (Positive Pay/Payment Protection), Transaction Services (Stop Payment), Image Research Center, Information Reporting, File Transfer, and Lockbox.

Modify Account Name

To update the account name displayed in KeyNavigator or view and edit existing account access and set-up by service, a Common Services Administrator can select an account from the list.

Note: The Company Accounts section is only available to users with a Common Services Administration access. Accounts in this list can only be set-up for Common Services in Service Center. The Company Accounts list **does not** include accounts set-up for other applications like Key Capture, ACH, Key Cashflow, etc.

5. Company Services Tab

The Company Services section lists all active KeyNavigator products and services. Select a service to view a summary of user and account access. Access and permissions can be modified from the Company Users tab or Company Accounts tab. Only active company services can be viewed in the Service Center. For security reasons, most company preferences are not editable.

View Service Set-up

Administration users can select a service from the list to view current user & account access, permissions, and limits.

From here, Administration users can select a user or account for more detail and edit if necessary.

Key Capture Administration

Key Capture Administration in the Service Center allows Key Capture Administrators to add, modify, and remove user access to Key Capture remote deposit.

Service Center users with the Key Capture Administrator role can do the following:

- View existing Key Capture users, accounts, and locations
- Add, modify, and remove access for Key Capture remote deposit
- View and export Key Capture Maintenance history

Note: Key Capture Administrators can only grant user access to existing account & locations. To add a new account or location, create a new account/location relationship, or update any account or location details please reach out to a member of your KeyBank team.

Key Capture Users

The Key Capture Users section lists all KeyNavigator users at the company with access to Key Capture remote desktop or mobile deposit. There are multiple roles that can be assigned to Key Capture users. Users can have any combination of these roles:

- **Depositor:** This role allows the user to complete single check or multi-check deposits for the accounts/locations they are granted access to
- **Deposit Reviewer:** Users with this role must review, approve, reject, or allow other users to review each deposit prior to the deposit being submitted for processing. If no users have this role, deposits will be processed immediately after submission by depositors without review.
- **Key Capture Admin:** This role allows the user to access Key Capture Admin to view your company's remote deposit set up and complete user maintenance. Key Capture Administrators should also have the Service Center Maintenance role in order to add new company users. This can be completed in Service Center by selecting the user, clicking Service Center, edit, and finally selecting the Maintenance role.

Key Capture Accounts/Locations

- The Key Capture Accounts/Locations section lists all of your company's accounts set up for remote desktop and mobile deposit as well as the locations associated with them.

Note: Key Capture remote deposit accounts & locations are not editable in the Service Center.

Enroll User in Key Capture Application

Key Capture Administrators can enroll KeyNavigator Users in Key Capture for depositor, deposit reviewer, and reporting access. To enroll a user in Key Capture:

1. Select a user from the KeyNavigator Users list to open the **User Detail** page
2. Under Receivables, select **Key Capture**
3. Check Key Capture and select **Enroll**
4. Optionally, select an existing Key Capture User to copy their remote deposit settings.
5. Click **Continue**
6. Select/Modify User Role(s), Reporting Access, and Account/Location Access
7. Click **Submit**

Modify User Access for Key Capture

Administrators can edit Key Capture user's remote deposit access. To edit Key Capture access:

1. Select a user from the KeyNavigator Users list to open the **User Detail** page
2. Under Receivables, select **Key Capture**
3. Click **Update Key Capture Access**
4. Optionally, select an existing Key Capture User to copy their remote deposit settings.
5. Click **Continue**
6. Select/Modify User Role(s), Reporting Access, and Account/Location Access
7. Click **Submit**

6. Company Reports Tab

Activity & maintenance history can be viewed in the Service Center by Company Administration users.

To view activity & maintenance history, select **Company Reports** in the left side menu of the Service Center.

Activity Reports

There are **two** types of Activity Reports in Service Center. Each report includes different information depending on backend applications:

1. **Common Services Activity Report:** Only available to users with Common Services Administration access
2. **Platform Activity Report:** Only available to users with KeyNavigator Platform Administration access

Common Services Activity Report

The Common Services Activity Report is only available to users with Common Services Administration access. It details actions for Common Services functions completed in KeyNavigator by all users in your company.

Common Services include Book Transfer, Wires, Account Reconciliation Services (ARP/Check Issue Maintenance), Fraud Services (Positive Pay/Payment Protection), Transaction Services (Stop Payment), Image Research Center, Information Reporting, File Transfer, and Lockbox.

Use the filters to narrow the results. The report can be printed or downloaded to PDF/XLS to save offline.

Platform Activity Report

The Security Activity Report is only available to users with KeyNavigator Platform Administration access. It details platform security and authentication actions completed in KeyNavigator by all users in your company. This includes desktop logins, mobile logins, forgot password, etc.

Use the filters to narrow the results. The report can be exported to excel to save offline.

Maintenance Reports

There are **three** types of Maintenance Reports in Service Center. Each report includes different information depending on backend applications:

1. **Common Services Activity Report:** Only available to users with Common Services Administration access
2. **Platform Activity Report:** Only available to users with KeyNavigator Platform Administration access
3. **Key Capture Maintenance Report:** Only available to users with Key Capture Administrator access

Common Services Maintenance Report

The Common Services Maintenance Report is only available to users with Common Services Administration access. It details changes to Common Services access and permissions completed in KeyNavigator by Common Services Administrators or in KNA by Internal KeyBank Users. This includes Book Transfer, Wires, Account Reconciliation Services (ARP/Check Issue Maintenance), Fraud Services (Positive Pay/Payment Protection), Transaction Services (Stop Payment), Image Research Center, Information Reporting, File Transfer, and Lockbox.

Use the filters to narrow the results. The report can be printed or downloaded to PDF/XLS to save offline.

Platform Maintenance

The Security Maintenance Report is only available to users with KeyNavigator Platform Administration Access. It details platform security and authentication changes completed in KeyNavigator by Platform Administrators or in KNA by Internal KeyBank Users. This includes new users created, users removed, password resets, system access suspended, user access to mobile app edited, user access to mobile web edited.

Use the filters to narrow down the results. The report can be exported to excel to save offline.

Key Capture Maintenance

The Key Capture Maintenance Report is only available to users with Key Capture Administrator access. It details changes to Key Capture user access completed in KeyNavigator by Key Capture Administrators or in KNA by Internal KeyBank Users.

7. Company Profile Tab

Add/Modify/Remove Company Contacts

Company Contacts play an important role in our relationship with business clients. These individuals are the first to receive time sensitive information, details about upcoming enhancements, and notifications about any changes that impact their KeyBank cash management services and KeyNavigator users or accounts.

Platform Administrators can easily **add**, **edit**, or **remove** Company Contacts in the Company Profile section of Service Center.

Important: Only active KeyNavigator users can be added as Company Contacts.

8. Items to Approve Tab

Secondary Authorization Overview

Secondary authorization is available for a number of Service Center edits. If selected, these actions will require approval prior to system processing:

Edit	Role Required to Decision	Policy
Adding a new user	KeyNavigator Platform Approver	Optional
Resetting a user's password	KeyNavigator Platform Approver	Optional
Granting/updating mobile access	KeyNavigator Platform Approver	Optional
Updating account management access including Account Reconciliation Services (ARP/Check Issue Maintenance), Fraud Services (Positive Pay/Payment Protection), Transaction Services (Stop Payment), and Image Research Center	Common Services Approver	Optional
Granting/updating wire access	Common Services Approver	Required

Secondary Authorization for Wire Maintenance

Due to the high-risk nature of wire payments, all wire edits submitted through Service Center **require** secondary authorization by a user with the Common Services Approver role before the changes are processed. This includes any modifications to user access to the wire module, wire payment accounts, transaction limits, etc.)

Reminder: Companies with only **two** KeyNavigator users must opt-out of all secondary authorization options to use Service Center.

To opt-out of secondary authorization for wire edits, an Authorized Signer must execute the **Secondary Authorization Waiver and Release Form for KeyNavigator[®] Self-Service Wire Maintenance**.

To request this waiver, contact a member of your KeyBank team or Commercial Banking Services at 1-800-539-9039. Specialists are available from 8am to 8pm ET, Monday through Friday on bank business days. For TDD/TTY device, please call 1-800-539-8336

Note for Small Businesses

Service Center users are prohibited from submitting or authorizing changes to their own system access. This is an important security feature meant to protect your company's assets.

Due to this rule, companies with only **one** KeyNavigator user cannot take advantage Service Center and companies with only **two** KeyNavigator users must opt-out of all secondary authorization options to use Service Center.

Secondary Authorization Preferences

If the **Add User** preference is selected, authorization by a Platform Approver is required anytime a Platform Administrator creates a new user.

If the **Reset Password** preference is selected, authorization by a Platform Approver is required anytime a Platform Administrator resets a password.

Mobile Preferences

If the **Mobile Web** preference is selected, the company is set-up for Mobile Web access. Client users with the Platform Administrator role can update user access to the mobile website within Service Center.

If the **Mobile App (mRDC)** preference is selected, the company set-up to use the KeyNavigator Mobile Deposit App (mRDC). Client users with the Platform Administrator role can update user access to the mobile app within Service Center.

If the **Add Mobile Secondary Auth** preference is selected, authorization by a Platform Approver is required anytime a Platform Administrator grants access to KeyNavigator Mobile Web or the KeyNavigator Mobile Deposit App.

Review, Approve, Reject

Items in the Maintenance Queue on the Service Center Homepage are listed by submission date (oldest to newest). Service Center users can re-sort the items by Date, Action, Originator, or User by clicking on the column headers.

Approving or Rejecting Edits Submitted in Service Center

Pending changes can be approved or rejected in three places:

1. Service Center → Items to Approve
2. KeyNavigator Dashboard → Items to Approve
3. KeyNavigator Mobile Website → Self Service

Users with the **KeyNavigator Platform Approver** role can decision:

- New KeyNavigator users
- Password resets
- User access to Mobile App or Mobile Web

Users with the **Common Services Approver** role can decision:

- User access to Wires
- User access to Account Reconciliation Services (ARP/Check Issue Maintenance), Fraud Services (Positive Pay/Payment Protection), Transaction Services (Stop Payment), and Image Research Center

9. Customer Support

Online Help

You can learn more about KeyNavigator by clicking the Online Help icon at the top right of Service Center or by clicking Support at the top right of any page, then clicking Online Help.

Commercial Banking Services

If you need additional assistance, contact Commercial Banking Services at 1-800-539-9039 (Monday through Friday 8am — 8pm ET) For TDD/TTY device, please call 1-800-539-8336. Specialists are available from 8am to 8pm ET, Monday through Friday on bank business days.