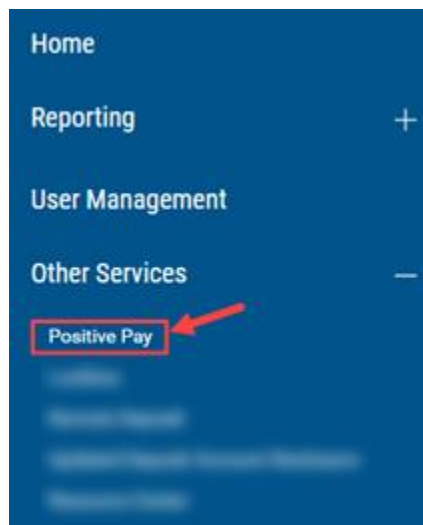


How to Reset a Positive Pay User

Users with Positive Pay Admin permissions have the ability to reset or unlock Positive Pay Users through the Online Banking Platforms. Instructions for how to reset and unlock Users are outlined below.

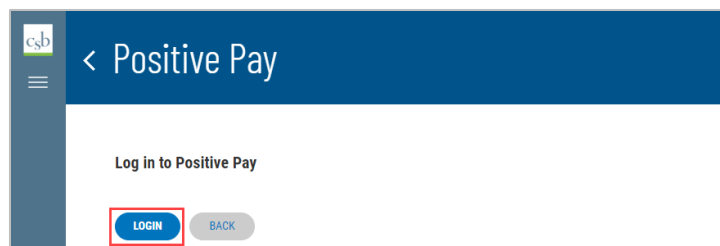
Step 1:

Click on the 3-line icon on the upper left corner, just below the Cambridge Savings Bank logo to expand the side menu. From the side menu, click on **Other Services** and then select **Positive Pay**.



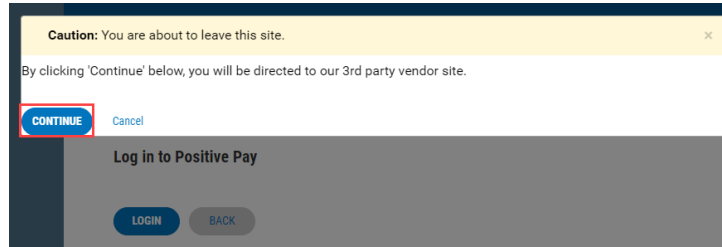
Step 2:

On the **Positive Pay** screen, click the **Login** button on the screen.




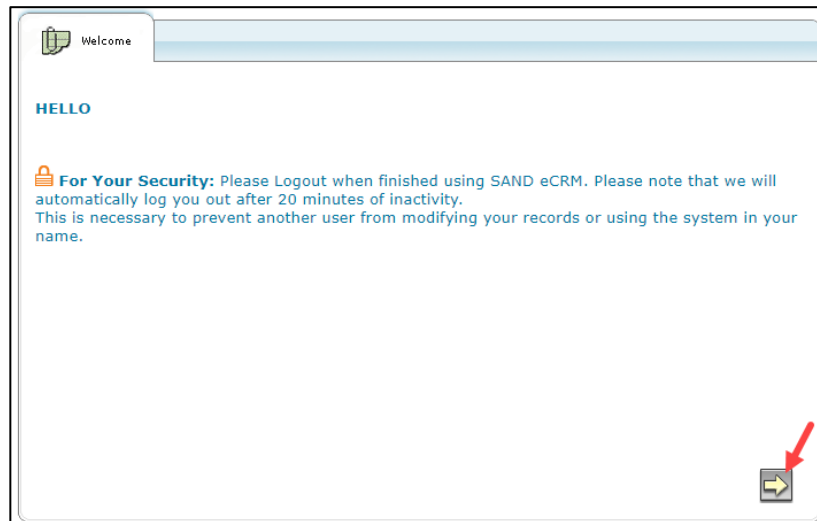
Important! After clicking the **Login** button, you will receive a pop-up message stating: “**Caution:** You are about to leave this site. By clicking, ‘Continue’ below, you will be directed to our 3rd party vendor site.”.

This is a valid message, and you are still in a secure session and accessing a secure site to access the services.



Step 3:

You will automatically navigate to the Positive Pay website. Click the arrow button  at the bottom of the screen to continue into the Positive Pay system.



Step 4:

Once you're fully logged into the Positive Pay system, select the **User Manager** tab.

Select	Transit	Account No.	Notes	Range Start	Range End	Options	Delete
<input type="radio"/>	211371120	3157	TEST	1	9999999999		-
<input type="radio"/>	211371120	9471	Test PosPay	1	9999999999		-
<input checked="" type="radio"/>	211371120	3375	Test PosPay	1	9999999999		-
<input type="radio"/>	211371120	0265	Test PosPay	1	9999999999		-
<input type="radio"/>	211371120	8885		1	9999999999		-

Step 5:

On the **User Manager** tab, select **Reset User Login Status** from the Status column on right side of the screen.

Login ID	User Name	Phone No.	Email	Status
csb	Erinn	(617) 441 -	i@cambridgesavings.com	
dng	David	(617) 441 -	@cambridgesavings.com	
eci	ecuipa	(617) 441 -	i@cambridgesavings.com	
ecui	Erinn	(617) 441 -	@cambridgesavings.com	
Oal	Oswaldo	(617) 441 -	i@cambridgesavings.com	
Tshu	Tom	(617) 441 -	/@cambridgesavings.com	

Step 6:

On the following screen click **OK** to complete the reset process. The user can now login to Positive Pay through Business Online Banking.

