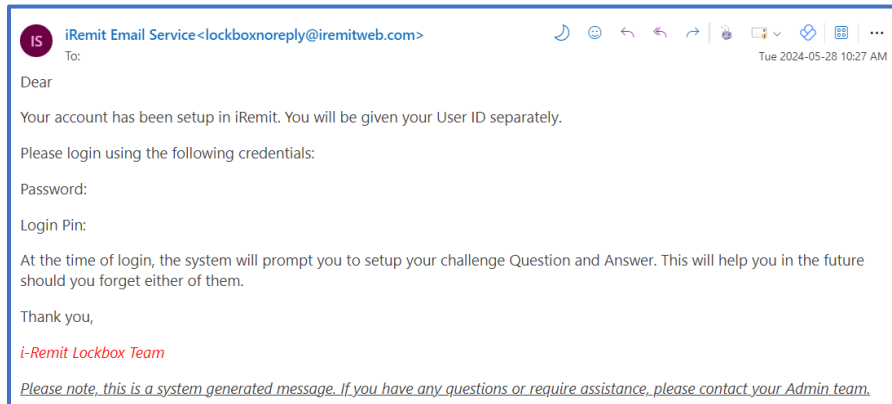


Logging in for the first time

When a user account has been created for you, you will receive an email like the one shown below. This email will include your temporary password and PIN.



To log in for the first time, navigate to your designated iRemit site and enter the username and temporary password provided to you. *Note – Usernames are not case sensitive, but passwords are.*

LOGIN

Username *

Password *

[Forgot password or PIN](#) [Version 2.6.6](#) [NEXT](#)

Once you sign in with your password you will be asked to input your temporary PIN. To enter your PIN number, you **must** use your mouse to click on the numbers on the on-screen keypad. *Note – for security, the PIN number pad numbers are intentionally out of order.*

LOGIN

PIN *

1	2	9
3	7	6
5	4	0
8	Clear	

Click on the virtual keypad numbers with your mouse to enter your PIN.

[Forgot password or PIN](#) [Version 2.6.6](#) [BACK](#) [LOGIN](#)

The first time you log in, you may need to enter a security code, which will be sent to your email address. You will have 4 attempts to enter the passcode.

To verify your identity we sent you an email with a passcode. This passcode will expire in 5 minutes. Please enter the passcode below.

Passcode:

[Resend Passcode](#)

After you enter your PIN, you will be asked to enter your temporary password and PIN again, as well as create your new permanent password, PIN, and security question. You can choose the security question that best suits you from the provided dropdown list and answer it directly below. *Note – the “Current Password” and “Current Login PIN” are the temporary credentials that you just signed in with.*

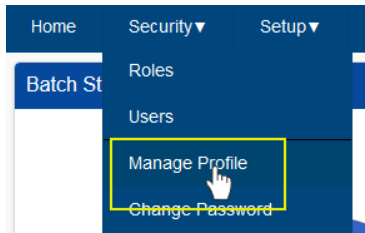
Current Password	<input type="text"/>	*
New Password	<input type="text"/>	*
Confirm Password	<input type="text"/>	*
Current Login PIN	<input type="text"/>	*
New Login PIN	<input type="text"/>	*
Confirm Login PIN	<input type="text"/>	*
Security Question	<input type="text" value="Select"/>	*
Security Answer	<input type="text"/>	*

Once you successfully complete the form, you will be brought back to the login screen to sign in with your new credentials.

User Credential Update

Your credentials have been changed successfully and you will be redirected to login page.

After logging in the first time, click on Security followed by Manage Profile to update your user profile and security question in case you forget your Password or PIN.



User Details	
First Name	<input type="text" value="John"/> *
Address1	<input type="text"/>
City	<input type="text"/>
Zipcode	<input type="text"/>
Email Address	<input type="text" value="johndoe@gmail.com"/> *
Last Name	<input type="text" value="Doe"/> *
Address2	<input type="text"/>
State	<input type="text" value="Select"/> ▼
Phone Number	<input type="text" value="800-555-1234"/> *

Security Info	
Security Question	<input type="text" value="What was the make and mc"/> ▼ *
Security Answer	<input type="text" value="honda accord"/> *

Multi-Factor Authentication

You will also be presented with a pop up to configure multi-factor authentication (MFA) upon first login. Once you're signed in, you will be prompted to set up your advanced MFA. Click Next to continue.

Welcome to Advanced MFA
Choose Your MFA Method
Paring and Authentication
MFA Registration Complete

Your institution has enabled Advanced MFA.

This will increase the security of your user account by enabling new out of band authentication options.

Click next to continue.

[Next](#)

Choose your method and click Next to continue. The options presented to you may vary from the screenshot below. Follow the instructions on screen to finalize the setup of your chosen MFA.

Welcome to Advanced MFA
Choose Your MFA Method
Paring and Authentication
MFA Registration Complete

Your institution has enabled the following authentication methods.

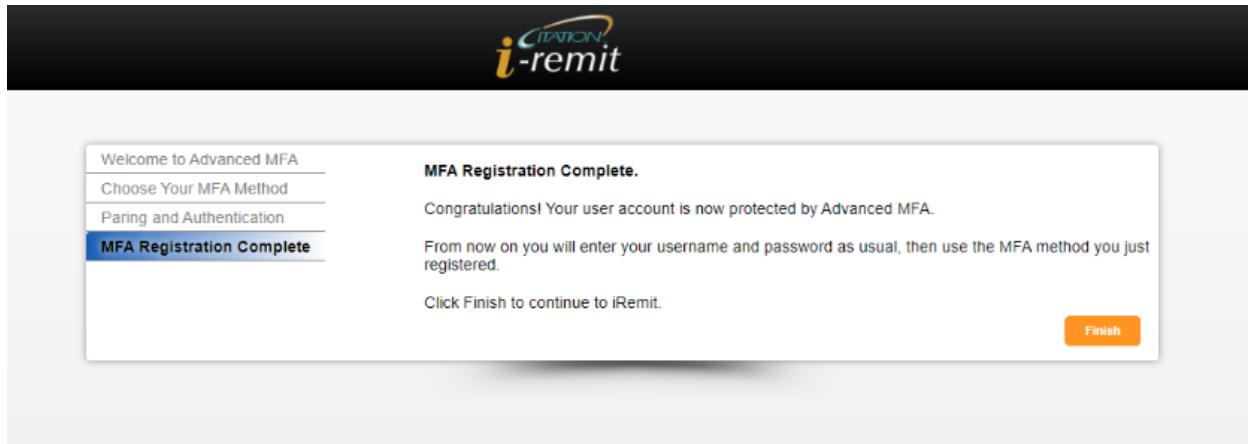
Choose the method you want to use.

- eMail • Moderate Security • Passcode sent to users email address.
- SMS • Moderate Security • Passcode sent via text to registered mobile telephone number.
- Voice • Moderate Security • Automated call is placed to registered telephone number and passcode is read audibly.
- Google Authenticator • High Security • Time based one time passcode synchronized with users device.
- PingID Mobile App • Highest Security • Push notification sent to PingID app on users mobile device.

Click next to continue.

[Previous](#) [Next](#)

Once you have successfully set up MFA, you will see the below popup.



Forgot Password or PIN

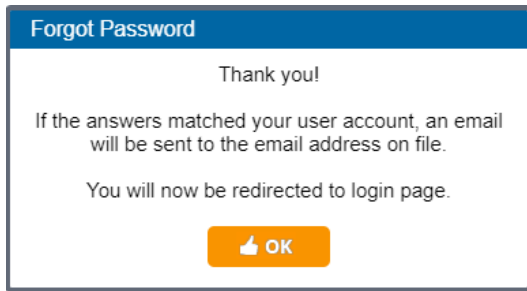
If you forget your password or PIN, click on Forgot password or PIN in the lower left-hand corner of the login screen.

A screenshot of a login screen. The title 'LOGIN' is at the top left. Below it are two input fields: 'Username' and 'Password', each with a red asterisk to its right. At the bottom left, there is a blue button with the text 'Forgot password or PIN' highlighted by a yellow border. In the center, it says 'Version 2.6.6'. At the bottom right, there is an orange button labeled 'NEXT'.

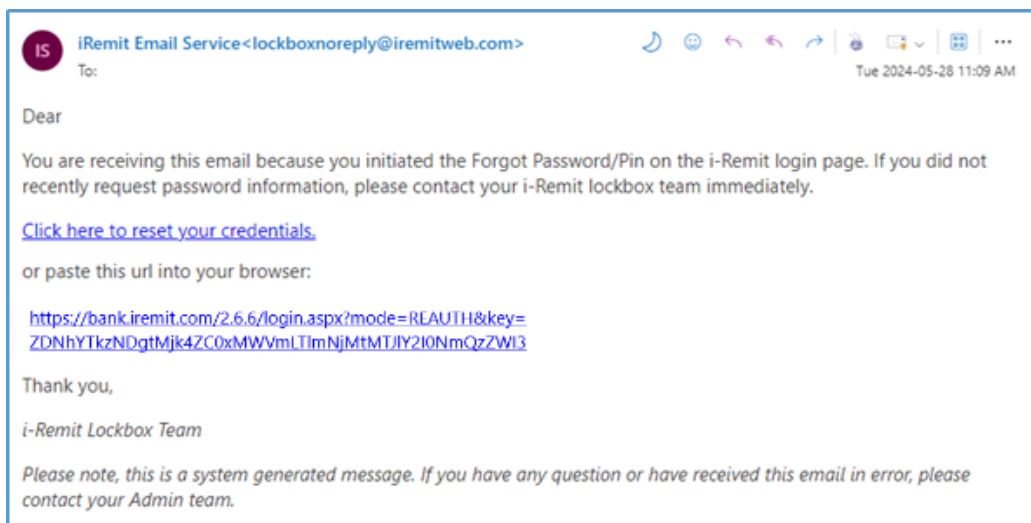
Fill out the form and click Save to advance to the next screen. *Note – you must remember the security question you originally set and select it from the list before answering.*

A screenshot of a 'FORGOT PASSWORD OR PIN' screen. The title is at the top left. Below it, there are three input fields: 'Enter your username', 'Choose your security question and enter your answer', and a dropdown menu labeled 'Select'. Each field has a red asterisk to its right. At the top right, there is a red asterisk followed by the text '* Required Information'. At the bottom right, there are two orange buttons: 'SAVE' and 'CANCEL'.

Once you click Save, you will be presented with the message below. Check your email for the reset link.



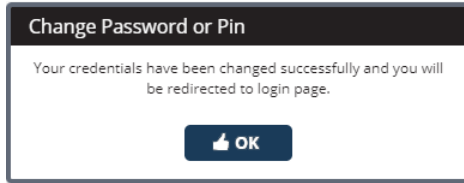
If the information you entered is correct, you will receive an email like the one below. Click the link in the email to be brought to the change password screen. If, due to security, you cannot click links in email, you are provided with the full URL that you can copy and paste into a browser.



Once you click the link you will be brought to the change password/PIN page. Check the box next to the item you want to change and fill out the item as well as the confirmation field and click Save in the lower right-hand corner of the screen.

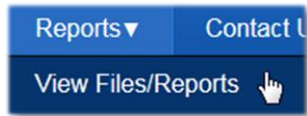
A screenshot of the iRemit user interface for changing password and PIN. The form is divided into two main sections. The first section is titled "Change Password" and has a checked checkbox. It contains two input fields: "New Password" and "Confirm Password", both with red asterisks indicating required fields. The second section is titled "Change Login PIN" and also has a checked checkbox. It contains two input fields: "New Login PIN" and "Confirm Login PIN", both with red asterisks indicating required fields. Above the first section is a "Username" field with a blurred value.

The system will display a notice that the credentials have been changed successfully. Click OK to be navigated back to the login screen. Use your newly reset password and/or PIN to log into the system.



View Files and Reports

To view Files and Reports, click on Reports followed by View Files/Reports.



Using the From Date Field

Enter a date range and click Search.

Search Files/Reports Details

Bank Name	DEMO:DEMO BANK	Client Name	TCPM:TOWN AND COUNTRY
Account Name	TCPM:TOWN AND COUNTRY	From Date	08/09/2023 * To 08/09/2023 *

A list of available reports will appear. Click the checkbox for each report you want to view, or click Select All to view all reports. *Note – reports will open in a separate tab in your browser and may be blocked. In this scenario, please work with your IT department to allow new tabs and popups on iRemit.*

Bank / Client / Account	Report Name	Report Date	Generated Date	Downloaded Date	Downloaded By	Select All
DEMO BANK / TOWN AND COUNTRY PROPERTY MGMT / TOWN AND COUNTRY PROPERTY MGMT	TCPMDetail0809.pdf	08/09/2023	08/28/2023 11:25:09			<input type="checkbox"/>
DEMO BANK / TOWN AND COUNTRY PROPERTY MGMT / TOWN AND COUNTRY PROPERTY MGMT	TCPMDetailImage0809.pdf	08/09/2023	08/28/2023 11:25:36			<input type="checkbox"/>
DEMO BANK / TOWN AND COUNTRY PROPERTY MGMT / TOWN AND COUNTRY PROPERTY MGMT	TCPM20230809.pmt	08/09/2023	08/28/2023 12:40:24			<input type="checkbox"/>

Downloading Reports

An example of a report to view or download is shown below.

Remittance Report

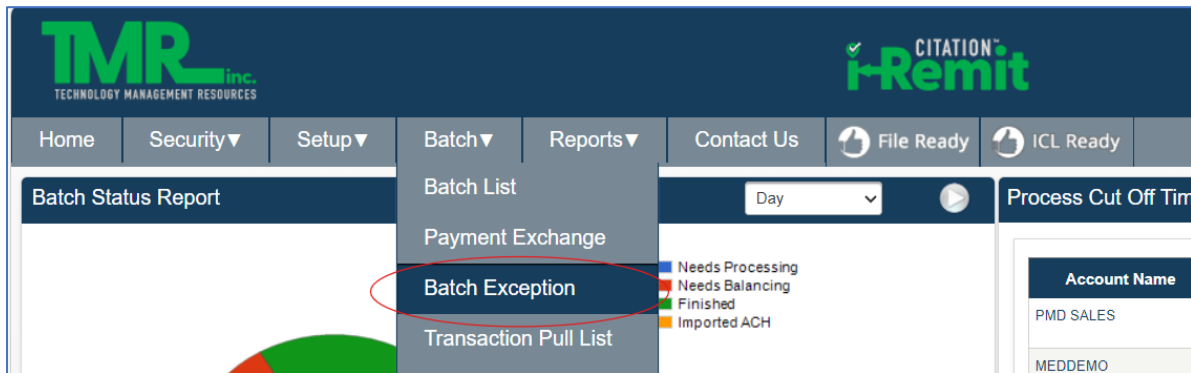
Bank Name :	Client Name : TOWN AND COUNTRY PROPERTY MGMT
Account Name : TOWN AND COUNTRY PROPERTY MGMT	Report Date : 08/09/2023
Date Printed: 08/28/2023 Page 1 of 1	

Remittance Number	Name	Check #	Check Amt.	Remit Amt.	Tran Type	Pmt. Type
1120	MARY TRAMMEL	2045	350.00	350.00		
1035	GARY TOPPMEYER	2036	500.00	500.00		
1013	RONALD ABERCROMBIE	2014	260.00	260.00		
1121	EARL ADAMSKI	2046	350.00	350.00		
5045	ALBERT BAUCH	1506	335.00	335.00		
2514	BAER, RICK	2059	175.00	175.00		
5020	ALLEN ALPAUGH	1481	335.00	335.00		
3089	JOHN APPLE	1489	285.00	285.00		

Click the checkbox for each report you want to download or click Select All to download all reports. Then click Download File at the bottom of the page. Depending on your browser, clicking Download File may prompt you to open or save the file, or it may automatically download the file. Choosing Save will download the files in a zip format to your default download folder. The report listing will be updated with the download date and time and the user who downloaded it.

Exception Handling

Items that need additional information to be processed (such as account number) are exceptions. You will receive email notification of any exceptions that need to be processed. To process the items, log into iRemit and click Batch Exception under the Batch Menu.



Once there, you will see your account listed as needing exception handling. Click the open icon on the far right to open the processing screen.

Batch Exception									
Search Batch Exception Details									
Bank Name	DEMO:DEMO BANK	Client Name	PMD:PROPERTY MGMT DI						
Account Name	PMD:PROPERTY MGMT DI	Exception Type	<input type="radio"/> Internal Exception <input checked="" type="radio"/> Client Exception						
<input type="button" value="SEARCH"/> <input type="button" value="CLEAR"/>									
Bank Name	Client Name	Account Name	Status Type	Total Transactions	Processed Transactions	Locked Transactions	Logged User Count	Open	
DEMO BANK	PROPERTY MGMT DEMO	PROPERTY MGMT DEMO	Needs Exception Processing	8	8	0	0	<input type="button" value="Open"/>	

The remarks will state why the transaction was sent to exceptions. Fill in the missing data fields and click Update when you are finished. When you select Update, the item(s) will be sent back into the queue for balancing by First Carolina Bank.

Batch Exception Details

Transaction Processing * Required Information

Check Fields
Check Amount \$ 335.00

Remittance Name BARRY RAHILL 3

Association ID MTS-MOUNTAINSIDE

Remittance # 2

Remarks Details 1

Remarks Missing remittance number

User Name

PAYOR FILE

PREVIOUS

NEXT

UPDATE

REFRESH

REMIN/RETURN

LIST BATCH

CLOSE BATCH

Item Serial : Check Amt: \$335.00

Batch Info Best Fit

Total Transaction: 8 Current Transaction: 1 Batch Number: 317260 Batch Type: Check and Coupon

Batch Exception Details

Transaction Processing * Required Information

Check Fields
Check Amount \$ 335.00

Remittance Name BARRY RAHILL 3

Association ID MTS-MOUNTAINSIDE

Remittance # 2

Remarks Details 1

Remarks Missing remittance number

User Name

PAYOR FILE

PREVIOUS

NEXT

UPDATE

REFRESH

REMIN/RETURN

LIST BATCH

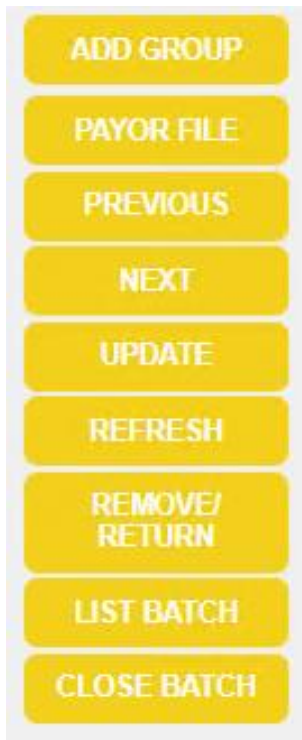
CLOSE BATCH

Item Serial : Check Amt: \$335.00

Batch Info Best Fit

Total Transaction: 8 Current Transaction: 1 Batch Number: 317260 Batch Type: Check and Coupon

Below is a list of the functions you can perform on this page and what they do.



Add Group – Allows you to assign multiple remittance numbers to any number of checks.

Payor File – Look up remittance information from the payor file that is stored within iRemit.

Previous & Next – Navigate through transactions. By choosing NEXT, you can advance to the next available transaction within the batch. The batch cannot be completed until all skipped and unprocessed transactions are completed.

Update – Edits and accepts the data entry of a given transaction and advances to the next available transaction. This is the equivalent of hitting the ENTER key on the keyboard.

Refresh – Re-displays the original information for the currently displayed transaction.

Remove/Return – If a user determines the exception item must be returned, they will select this option and fill in the remarks and select save. From there a user will need to remove the transaction from the physical batch and either return it or rescan it.

List Batch – Displays all transactions in the batch. Click the line of any chosen transaction to re-open the transaction in the processing window displaying that transaction.

Close Batch – Exits the batch processing window and returns the user to the Batch List screen. Once the batch is selected again, the user will pick up where the batch was left off.

Researching Transactions

To Research a transaction, click on Batch, then Research.



You can search transactions based on any field that is being tracked for your account. Choose the Bank Name and the Date Range. Enter any additional search criteria, then click Search.

Search Research File Details

Bank Name	DEMO:DEMO BANK	Client Name	TCPM:TOWN AND COUNT	Account Name	TCPM:TOWN AND COUNT
Payment Type	Select	Transaction Type	Select	Batch Number	_____ To _____
From Date	07/01/2023	To Date	08/28/2023		

Check Data Check Amount \$ _____ To _____ Association ID Select Remittance Name al CITY _____ ZIP _____	Check Serial # _____ Remit Amount \$ 5 Remittance # _____ ADDRESS _____ State _____
--	---

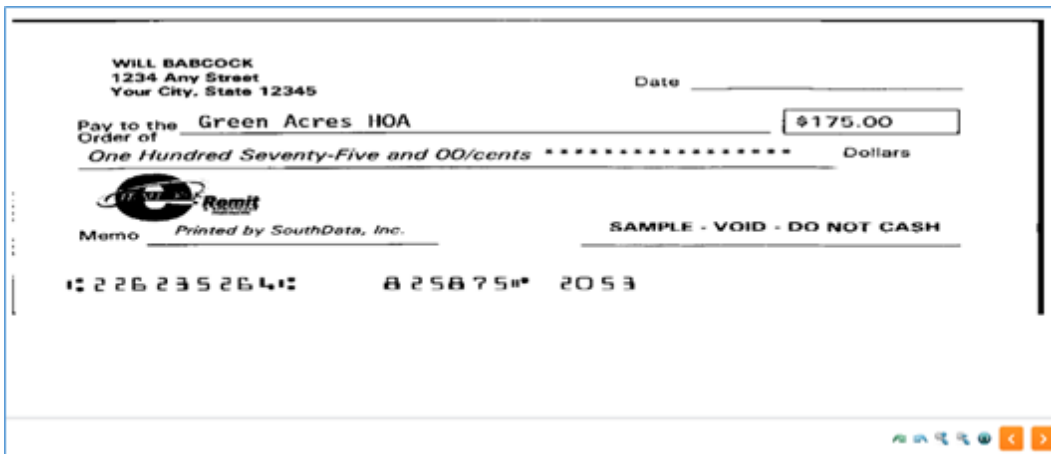
RESEARCH FILE STATUS
SEARCH
CLEAR

Entering more specific information will yield more specific results. For example, the search below is for remittance names that contain the consecutive letters "al." As another example, if you were to enter 175.00 in the check amount field, your results will be narrowed to check amounts containing \$175.

Select the checkbox to the left of the transaction of any image(s) you want to view and click View Image.

Select	Seq	Batch No	Run No	Batch Date	Association ID	Check Amount	Check Data	Check Serial #	Remit Amount	Remittance #	Remittance Name	ADDRESS	CITY	STATE	ZIP
<input type="checkbox"/>	6	778816	778816	08/09/2023	MTS - MOUNTAINSIDE	335.00	362412226839144	1506	335.00	5045	ALBERT BAUCH				
<input type="checkbox"/>	8	778816	778816	08/09/2023	MTS - MOUNTAINSIDE	335.00	200569859200334	1481	335.00	5020	ALLEN ALPAUGH				
<input type="checkbox"/>	5	787849	787849	08/09/2023	ALT - ALTAMONTE TOWERS	136.55	0630000474601299912	5109	136.55	415261	BILLY ALTIER				
<input type="checkbox"/>	6	787849	787849	08/09/2023	LKV - LAKEVIEW	25.39	0630000471590870800	2013	25.39	1210239	ALLEN ALPAUGH				

Click the right arrow to view the remittance document. The other buttons at the bottom will rotate the check images 90° to the right and left, zoom in and out, and flip image (rear).



Researching Transactions – Download Zip Option

Click Download Zip to create a searchable archive of the selected transactions. Before creating a Download Zip file, you will be prompted to create a password for the archive file. Enter the desired password and click Generate.

Generate Archive File

Password *

The file will take about 10 minutes to generate, and large date ranges could take up to 30 minutes. Once you download the zip file, it will contain a folder of TIF image files and a CSV file with transaction data.

Research * Required Information

Search Research File Details

Bank Name DEMO/DEMO BANK *	Client Name ALL	Account Name ALL
Payment Type Select	Transaction Type Select	Batch Number <input type="text"/> To <input type="text"/>
From Date 08/01/2023 *	To Date 08/28/2023 *	

Research File Details

Bank/Client/Account	Research Type	Generated Date	Research Date	Research Data	Research Status
DEMO BANK / TOWN AND COUNTRY PROPERTY MGMT / TOWN AND COUNTRY PROPERTY MGMT	ZIP	08/28/2023 16:38:43	08/01/2023 - 08/28/2023	Download	Success

Name	Type	Compressed size	Password ..
Images	File folder		
data.csv	Microsoft Excel Comma S...	2 KB	Yes

Images

Name	Date	Type	Size
778816.1.000001.f.tif	8/28/2023 4:39 PM	TIF File	5 KB
778816.1.000001.r.tif	8/28/2023 4:39 PM	TIF File	1 KB
778816.1.000002.f.tif	8/28/2023 4:39 PM	TIF File	8 KB
778816.1.000002.r.tif	8/28/2023 4:39 PM	TIF File	1 KB
778816.2.000003.f.tif	8/28/2023 4:39 PM	TIF File	5 KB
778816.2.000003.r.tif	8/28/2023 4:39 PM	TIF File	1 KB
778816.2.000004.f.tif	8/28/2023 4:39 PM	TIF File	9 KB
778816.2.000004.r.tif	8/28/2023 4:39 PM	TIF File	1 KB
778816.3.000005.f.tif	8/28/2023 4:39 PM	TIF File	5 KB
778816.3.000005.r.tif	8/28/2023 4:39 PM	TIF File	1 KB
778816.3.000006.f.tif	8/28/2023 4:39 PM	TIF File	9 KB
778816.3.000006.r.tif	8/28/2023 4:39 PM	TIF File	1 KB
778816.4.000007.f.tif	8/28/2023 4:39 PM	TIF File	5 KB
778816.4.000007.r.tif	8/28/2023 4:39 PM	TIF File	1 KB

