



# Self Service

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*User Guide*

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## 1. Introduction to Self Service

### Overview

KeyNavigator Self Service is an administration tool that enables authorized Maintenance Users (Administrators) to control your company's account access, user permissions, and company preferences for select KeyNavigator services.

*Note: Maintenance Users cannot edit their own access or permissions in Self Service. If your company only has one Maintenance User for administration, please contact a member of your Key Team or Commercial Banking Services.*

### Features

With Self Service, your company can assign specific employees to act as authorized Maintenance users (Administrators) and complete the following:

- Control user & account access to select KeyNavigator services
- Set dollar limits for users & accounts authorized to perform payment transactions
- Reset user passwords
- Run administrative reports, and more

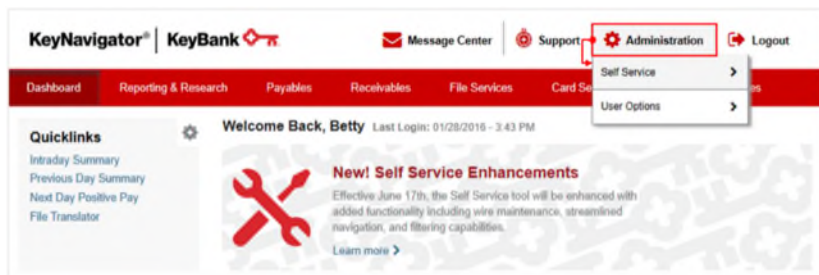
The following services are available for modification within Self Service:

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• <b>Payables</b> <ul style="list-style-type: none"> <li>○ Wires</li> <li>○ Account Reconciliation</li> <li>○ Book Transfer</li> <li>○ Fraud Services</li> <li>○ Transaction Services</li> </ul> </li> <li>• <b>Receivables</b> <ul style="list-style-type: none"> <li>○ Lockbox</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• <b>Reporting &amp; Research</b> <ul style="list-style-type: none"> <li>○ Image Research Center</li> <li>○ Information Reporting</li> </ul> </li> <li>• <b>File Services</b> <ul style="list-style-type: none"> <li>○ File Transfer</li> </ul> </li> <li>• <b>Other Services</b> <ul style="list-style-type: none"> <li>○ Mobile</li> </ul> </li> </ul> |
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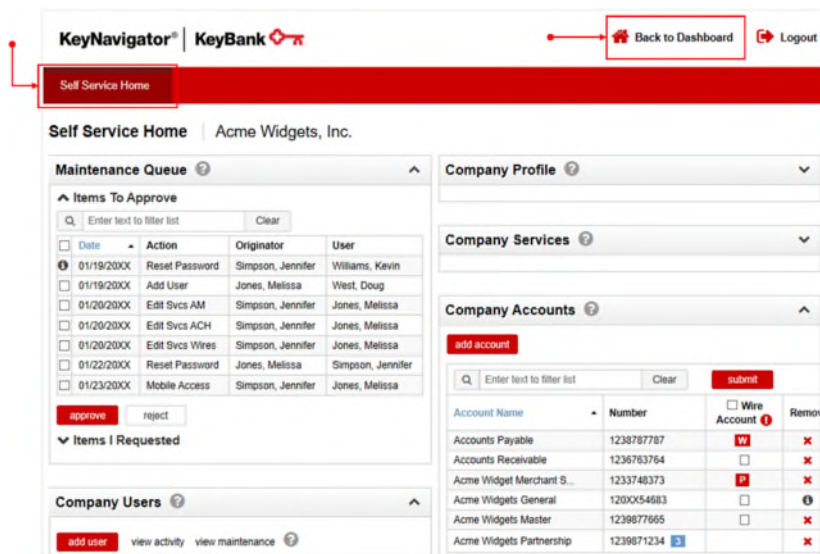
*Note: There are additional services in Self Service that are view only. Users can see their company's existing set-up, users, accounts, etc. for these services, but cannot submit edits. To make changes to the set-up of view only services, reach out to a member of your KeyBank team.*

### Navigation

To access Self Service: Log into KeyNavigator, hover over the **Administration** header, and click **Self Service**.



While navigating throughout Self Service, click **Self Service Home** to return to the Self Service Homepage or the **Back to Dashboard** button to return to the KeyNavigator Dashboard.



## 2. User Roles

### Role Definitions

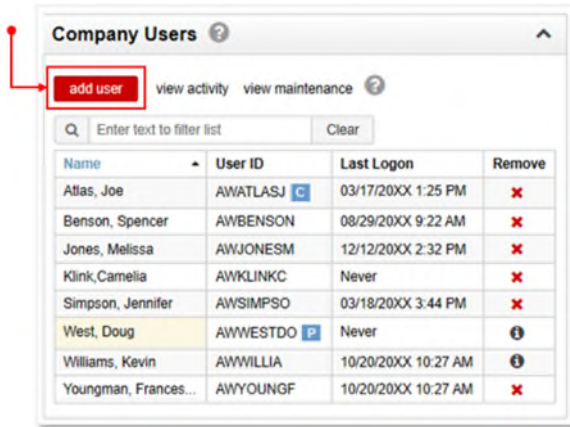
There are 4 different roles a Self Service user can be assigned. An individual Self Service user can have any combination of these roles:

- **View Only:** The View Only role allows users to see existing set up by service but prevents the user from submitting edits.
- **User Reporting:** Allows users to run reports
- **Maintenance:** Maintenance users are the core of Self Service. These are your company's authorized administrators who can make edits, update access, and change preferences.
- **Secondary Approver:** Users with the Secondary Approver role can authorize or reject edits submitted by Maintenance users.

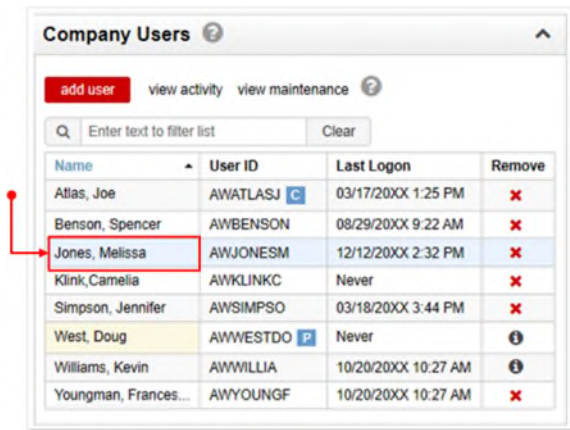
*Note: Dual authorization is required for specific services including wires so Key recommends at least one Secondary Approver be assigned. Your company can elect to have dual authorization on additional edits including: add user, reset password, fraud services, and mobile access.*

### How to Add or Edit Self Service Users

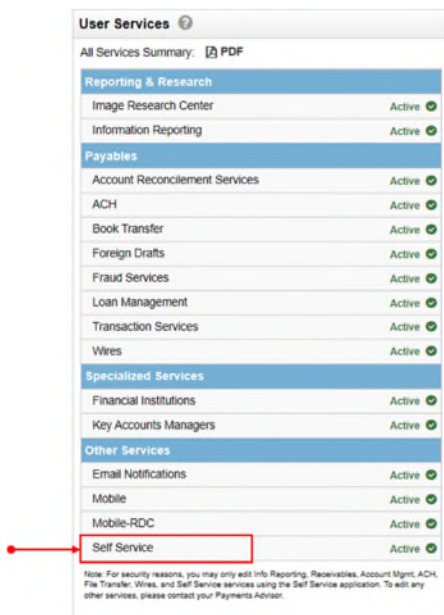
1. If the individual you would like to designate as a Self Service user is not already in KeyNavigator, you can add them by clicking the **add user** button under the User Services section on the Self Service homepage, completing the user profile, and clicking **save**.



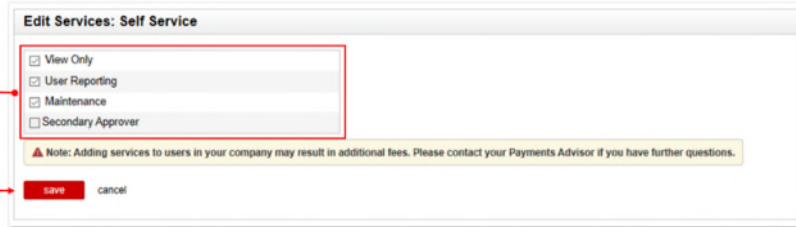
2. Once the user is enrolled in KeyNavigator, select the **user's name** under the User Services section of the Self Service homepage



3. On the User Detail page, navigate to the User Services > Other Services section, and click on **Self Service**



4. Under the Self Service header, click **edit**
5. Check the appropriate roles for that specific user (View Only, User Reporting, Maintenance, Secondary Approver) and click **save**



### 3. Company Services Section

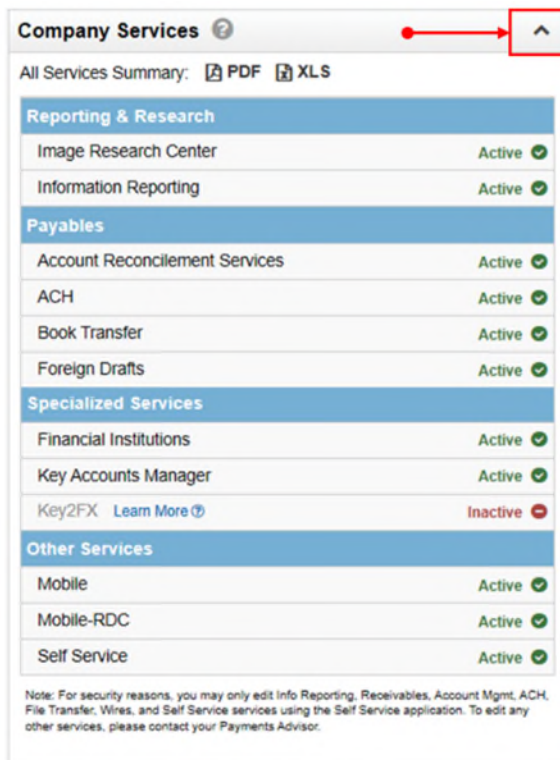
#### Overview

In the Company Services section, choose a service to view your company’s current user & account access, permission, and limits.

The majority of detail within Company Services is read-only with the exception of company level preferences for the KeyNavigator Wire Module (Wires).

Changes to service set-up for individual users and accounts must be submitted in the Company Users or Company Accounts section.

*Note: Click the arrow to expand or collapse the Company Users panel.*



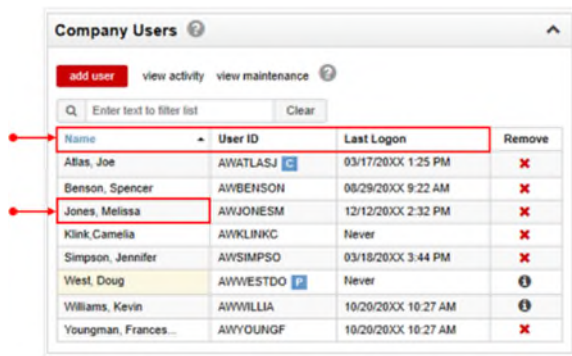
## 4. Company Users Section

### Overview

In the Company Users section, choose a user to reset their KeyNavigator password, modify system access times, and view or edit their existing service set up and permissions.

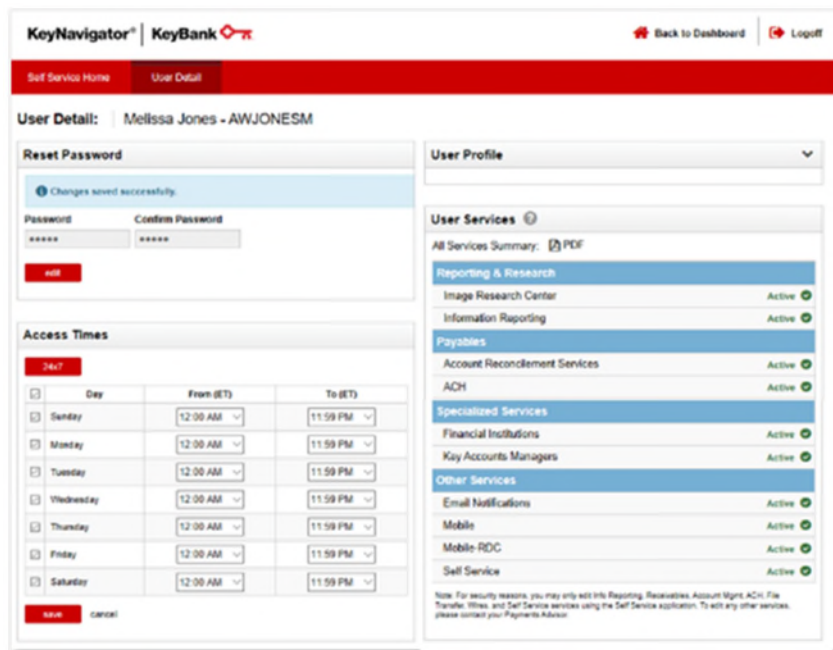
Company Users are listed in alphabetical order by last name. You can re-sort the list by Name, User ID or Last Login in ascending or descending order by clicking on the list headers.

To reset a password, modify system access times and view or edit service set-up by user, select a user from the Company User list to enter the **User Detail** page.



### User Detail Page

The User Detail page displays the Reset Password option, Access Times panel, and the User Services panel. The User Services panel displays the company's current services and which services are active/inactive for the user.



### Reset User Password

1. **Select a user** from the Company Users list on the Self Service homepage to enter the **User Detail** page

2. In the Reset Password section, click **edit**
3. Enter a temporary password and click **save**
4. The next time the user logs into KeyNavigator, they must enter the temporary password. Once the temporary password is entered, they will be prompted to enter a password of their choice.

## Disable a KeyNavigator User

1. **Select a user** from the Company Users list on the Self Service homepage to enter the **User Detail** page
2. In the Access Times section, click **edit**
3. Remove 24x7 access from the user.

*Note: This action is reversible and only disables the user's access..*

## Edit User Services

The User Services section allows you to edit access and permissions for one user across multiple accounts at once.

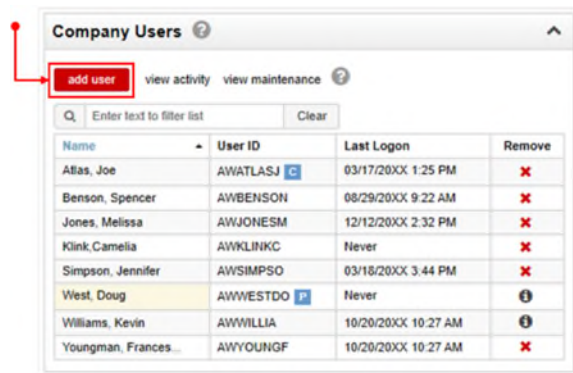
1. **Select a user** from the Company Users list on the Self Service homepage to enter the **User Detail** page
2. Under the User Services section, click a service to open the **User Services: Services Summary** page
3. The User Services page displays the user's existing set-up and permissions for that specific service
4. To make modifications, click **edit**

*Note: Not all services are modifiable. If the edit button is not displayed, the service is view only. To make changes to the set-up of view only services, reach out to a member of your KeyBank team.*

5. Enter all necessary edits and click **save**

## Add a New KeyNavigator User

1. Click the **add user** button in the Company Users section of the Self Service Home page



2. Enter the User Profile information or use the Copy User Access From dropdown to model the new user's access after an existing user and click **save**

*Note: The new user will receive a KeyNavigator Notification email with their User ID & Temporary Password and login instructions*



3. After the user is created, you can now select them from the Company Users list on the Self Service Homepage to view or edit their service set-up or grant access to applicable KeyNavigator services

## Remove Users

In the Company Users section of the Self Service Homepage, click the red **X** button by the corresponding user you wish to remove.

**Warning:** Removing a user will immediately eliminate all user entitlements and access to KeyNavigator services. This action cannot be undone.

*Note: Hover over the blue "i" information icon to view the reason some users or accounts are not permitted to be removed via Self Service.*

## 5. Company Accounts Section

### Overview

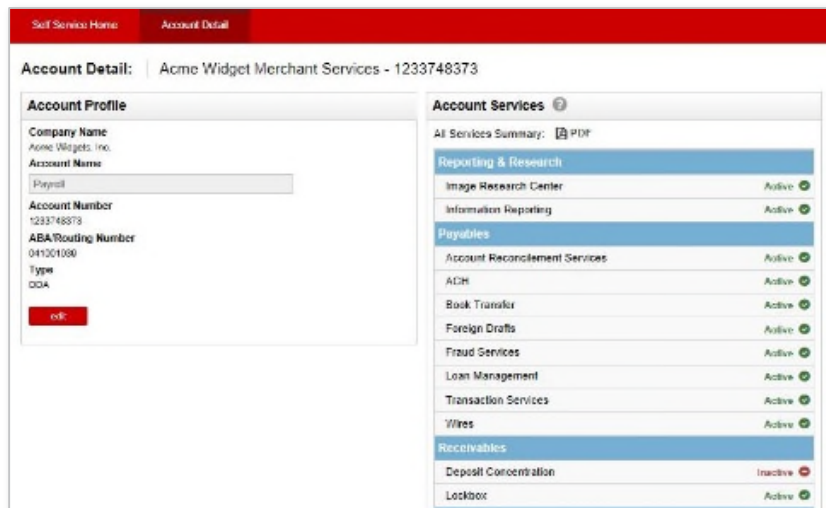
In the Company Accounts section, choose an account to update the account name displayed in KeyNavigator or view and edit existing account access and set up by service.

Accounts are listed in alphabetical order by Account Name. You can re-sort by Account Name or Account Number in ascending or descending order by clicking on the list headers.

To update the account name displayed in KeyNavigator or view and edit existing account access and set up by service, select an account from the Company Accounts list to enter the **Account Detail** page.

### Account Detail Page

The **Account Detail** page displays the Account Profile panel where you can edit the account name and the User Services panel where you can view your company's current services and which services are active/inactive for the account.



### Edit Account Services

The Account Services section allows you to edit access and permissions for multiple users at once on a particular account.

1. **Select an account** from the Company Accounts list on the Self Service homepage to enter the **Account Detail** page
2. In the Account Services section, click a service to open the **Account Services: Services Summary** page
3. The Account Services: Services Summary page displays what parts of that service the account is currently enabled for as well as which users have access for that specific service
4. To make modifications, click **edit**  
*Note: Not all services are modifiable. If the edit button is not displayed, the service is view only. To make changes to the set-up of view only services, reach out to a member of your KeyBank team.*
5. Enter all necessary edits and click **save**

## Add an Existing Account to KeyNavigator

1. Click the **add account** button in the Company Users section of the Self Service Home page
2. Enter the Account Profile information and click **save**  
*Note: Not all types of accounts can be added via Self Service. If you are having difficulty adding an account, contact a member of your KeyBank Team.*
3. After the account is added, you can now select it from the Company Accounts list to view or edit access and permissions for multiple users at once on a particular account.

## Remove Accounts

Under the Company Accounts section of the Self Service Homepage, click the red **X** button by the corresponding account you wish to remove.

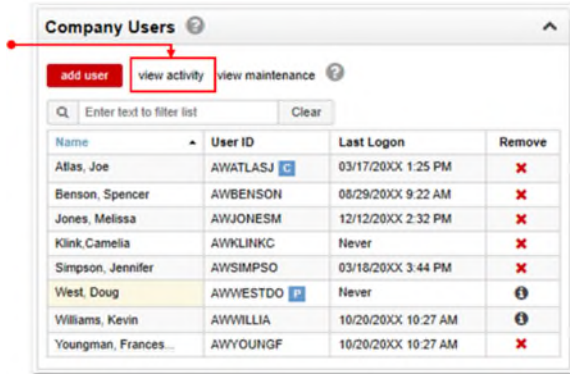
*Note: Hover over the blue "i" information icon to view the reason some users or accounts are not permitted to be removed via Self Service.*

## 6. Reporting

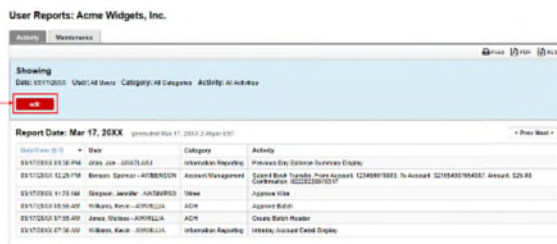
### Activity Report

The Activity Report details actions completed in KeyNavigator by all users in your company. Use the filters to narrow down the results. You can also print the report or download to PDF or XLS formats to save offline.

1. Select **view activity** in the Company Users section on the Self Service Homepage



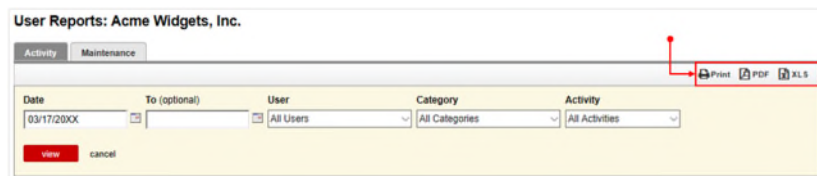
2. Select **edit** to update filters



3. Update filter options and click **view** to generate the customized report



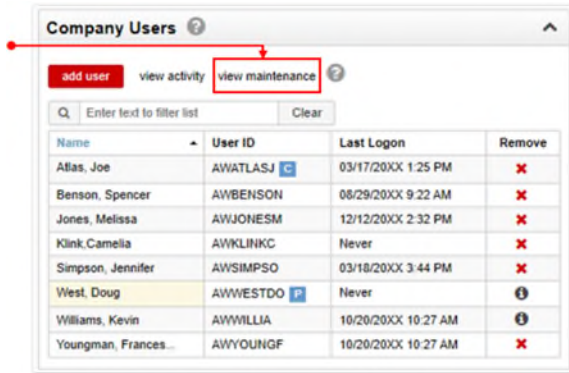
4. Print the report or download to PDF or XLS formats to save offline



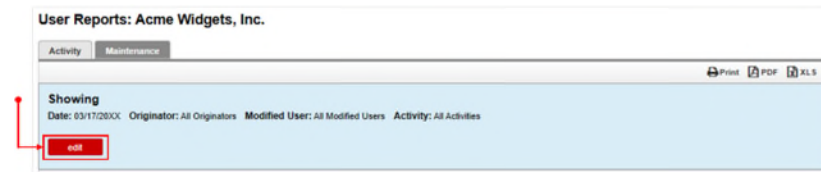
## Maintenance Report

The Maintenance Report details actions completed in Self Service by users at your company with Self Service access (Maintenance, Secondary Approver, View Only, User Reporting). Use the filters to narrow down the results. You can also print the report or download to PDF or XLS formats to save offline.

1. Select **view maintenance** in the Company Users section on the of the Self Service Homepage



2. Selecting **edit** to update filters

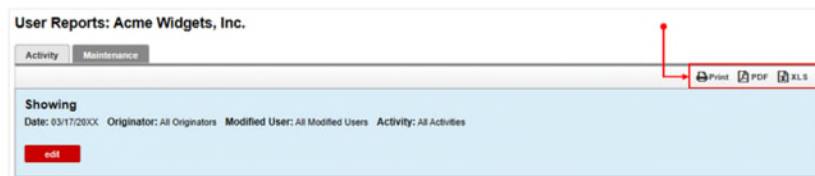


3. Update filter options and click view to generate the customized report



*Note: For companies with secondary authorization, some events will include a **view detail** link. Click to view the details of the request.*

4. Print the report or download to PDF or XLS formats to save offline



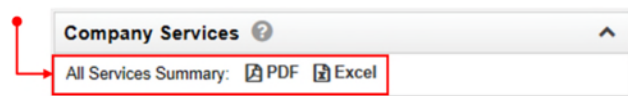
## Services Summary Reports

Services Summary reports detail existing set-up for all services or an individual service at the company level, by user, or by account.

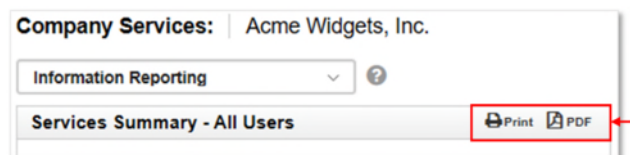
The reports can be accessed in Company Services, User Services, or Account Services and exported to PDF and/or Excel format.

### Company Services Summary Reports

- Services Summary: All user and account access for **all company services**
  - Self Service Homepage > Company Services section

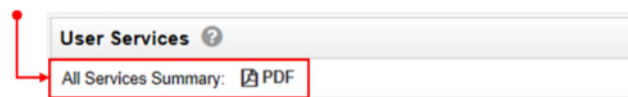


- Services Summary: All user and account access for an **individual service**
  - Self Service Homepage > Company Services section > choose a service > Company Services page > Services Summary - All Users section

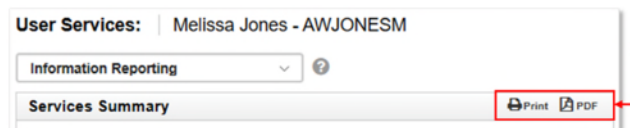


### User Services Summary Reports

- User Services Summary: Individual user's access for **all services**
  - Self Service Homepage > Company Users section > choose a user > User Detail page > User Services section

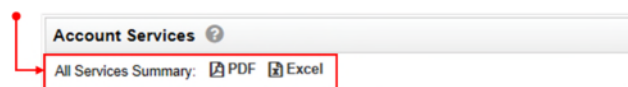


- User Service Summary: Individual user's access for an **individual service**
  - Self Service Homepage > Company Users section > choose a user > User Detail page > User Services section > choose a service > User Services page > Services Summary section

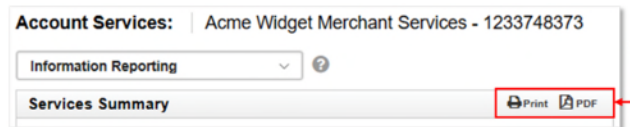


### Account Services Summary Reports

- Account Services Summary: Individual account's access for **all services**
  - Self Service Homepage > Company Accounts section > choose an account > Account Detail page > Account Services section



- Account Service Summary: Individual account's access for an **individual service**
  - Self Service Homepage > Company Accounts section > choose an account > Account Detail page > Account Services section > choose a service > Account Services page > Services Summary section



## 7. Secondary Authorization

### Optional Secondary Authorization

Your company may elect to have secondary (or dual) authorization on edits that are submitted via Self Service for the following Self Service functions:

- Add User
- Reset Password
- Edit ACH Services
- Edit Fraud & Transaction Services (Account Services)

Users with the Secondary Approver role can authorize or reject edits submitted by Maintenance users.

To request secondary authorization for one or more of these functions, please contact your Payments Advisor.

*Note: Dual authorization is **required** for specific services including wires so Key recommends at least one Secondary Approver be assigned.*

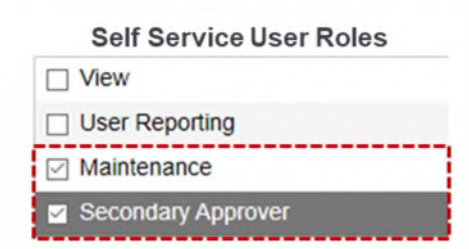
### Required Secondary Authorization – Wires

Due to the sensitivity of wire capabilities, all wire maintenance submitted through Self Service **require** secondary authorization by a Self Service Secondary Approver before the changes will be processed.

#### What does this mean?

If your company has KeyNavigator Wires, there must be a minimum of **two** different Self Service users enabled: at least one user with the “Maintenance” role to submit edits; and at least one additional user with the “Secondary Approver” role to authorize edits

*Note: Maintenance users cannot authorize their own wire edits even if they have the Secondary Approver role*



#### Don't want secondary authorization for Self Service Wire Maintenance?

If your company would like to submit wire maintenance digitally via Self Service without secondary authorization, you can opt-out by having an Authorized Signer execute an agreement. To request

this, contact the EP Client Management Team at [ECP\\_Client\\_Management@keybank.com](mailto:ECP_Client_Management@keybank.com) or (844) 539-1041, Option #5.

## Submitting Edits for Approval

If your company has secondary authorization for a service, you will see a message indicating the function will be locked until approved/rejected. Maintenance users can reject their own edits but only Secondary Approvers can decision edits submitted by Maintenance users.

*Note: Maintenance users cannot authorize their own wire edits even if they have the Secondary Approver role*

## How to Approve or Reject Pending Edits

Pending edits can be approved or rejected in three places:

- KeyNavigator Dashboard – Items to Approve
- Self Service Homepage – Maintenance Queue
- KeyNavigator Mobile Website – Self Service

The Maintenance Queue on the Self Service Homepage is listed by submission date (oldest to newest). You may re-sort by Date, Action, Originator, or User by clicking on the column headers. To approve pending edits from the Self Service Homepage:

1. All open requests will appear on the Self Service Homepage in the **Maintenance Queue** section
2. Click the **Action** hyperlink to view details of the request
3. Go back to the Self Service Homepage, check the applicable request, and select **approve** or **reject**

## 8. Edit Wire Services

After initial enrollment is complete, Maintenance users can submit edits to their KeyNavigator Wire Module set-up digitally via Self Service. Digital wire maintenance enables Self Service Maintenance users to:

- Establish user access to the KeyNavigator Wire Module
- Enable accounts for wire initiation
- Set dollar limits for accounts and users authorized to initiate wire transactions

*Note: Self Service only supports edits to KeyNavigator Wire Module set-up and permissions. To make changes to the existing set-up for Batch Wires or Phone Wires, please reach out to a member of your KeyBank team.*

### Edit Wire Services by User

Edit one individual user's wire access and permissions across multiple accounts at once.

1. **Select a user** from the Company Users list on the Self Service homepage to enter the **User Detail** page
2. In the User Services section under Payables, select **Wires**
3. The User Services page displays the user's existing set-up and permissions for the KeyNavigator Wire Module
4. To make modifications, click **edit**. A blank field indicates no current access. To grant access, enter a limit in the appropriate field(s).

5. Enter any necessary edits to the user's Secondary Authorization Threshold, User Initiation Limits (first tab), Approver Authorization Limits (second tab), Template Setup and Reporting (third tab)
6. Review the selections and limits in each tab.

*Important: Selections across all tabs will be submitted at once and will not be editable until they are approved or rejected.*

7. Click **save**.

## Edit Wire Services by Account

Edit access and permissions to one individual account for multiple users at once.

1. **Select an account** from the Company Accounts list on the Self Service homepage to enter the **Account Detail** page.
2. In the Account Services section under Payables, select **Wires**.
3. The Account Services page displays the account's existing set-up and permissions for the KeyNavigator Wire Module.
4. To make modifications, click **edit**. A blank field signifies no current access. To give access, enter a limit in the appropriate field(s).
5. Enter any necessary edits to the account's User Initiation Limits (first tab), Approver Authorization Limits (second tab), Template Setup and Reporting (third tab)
6. Review the selections and limits in each tab.

*Important: Selections across all tabs will be submitted at once and will not be editable until they are approved or rejected.*

7. Click **save**.