BANC OF CALIFORNIA

USER GUIDE:

USER CREATION & ADMINISTRATION

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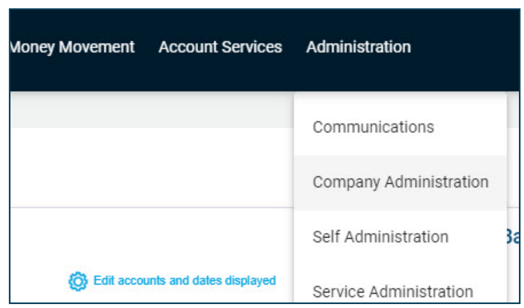
User Guide: User Creation & Administration

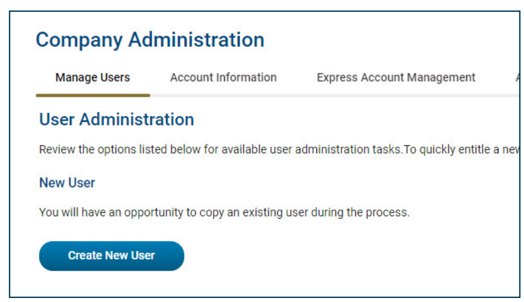
Create a User.

Perform the following steps in order.

1 Hover over **Administration** and click **Company Administration**.



2 Under **Manage Users**, click **Create New User**.



3 Enter a user ID, **temporary password**, **first name**, **last name**, **email address** and **telephone number**. The phonenumber will be used the first time the user logs in to authenticate them via mobile or voice code. For them to be able to authenticate via text, **Mobile** must be selected from the label drop-down menu. Click **Continue**.

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(cont'd) Create a User.

Perform the following steps in order.

4 On the next screen, you can **copy** an existing user's roles and entitlements. The new user's roles will populate according to the user copied.

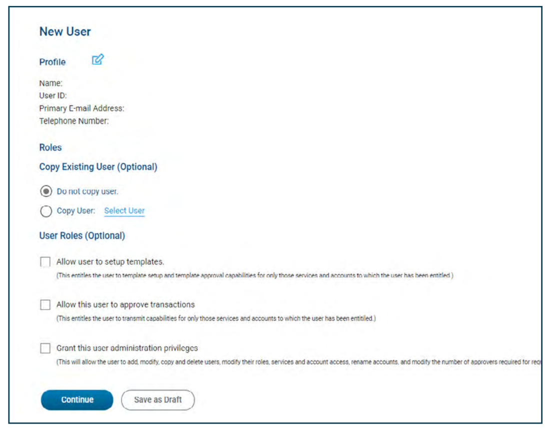
- If you do not have an existing user whose role or entitlements match what the new user should have, click **Do Not Copy User**.

Next you will assign the new user's roles, services and accounts.

5 Choose the **User Role**. (If you want to create a view-only user, see the next section.)

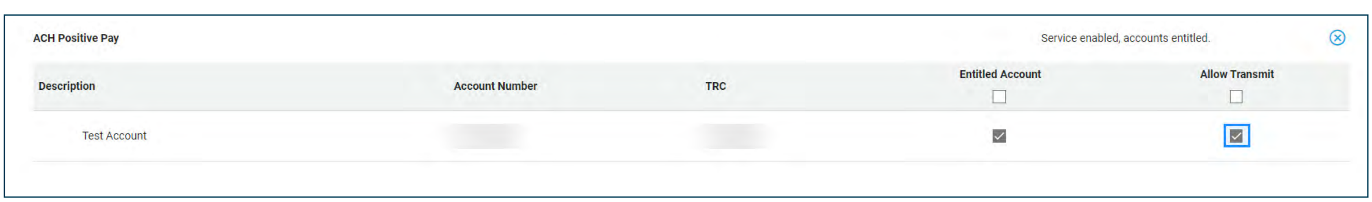
- **Allow this user to set up templates**: Allows user to set up and approve templates for services and accounts to which user is entitled.
- **Allow this user to approve transactions**: Allows user to approve transactions for services and accounts to which user is entitled.
- **Grant this user adminstration privileges**: Allows user to add, modify, copy and delete users, as well as modify their roles, services and account access, rename accounts, and modify the number of approvers required for requests across all company services and accounts.

Click **Continue**.



6 Entitle Services & Accounts for the new user by clicking on the **(+)** by each service.

7 Under each service added, enable **Entitled Account** and/or **Allow Transmit** capabilities, as applicable. Then click **Continue** at the bottom of the page. Note: If the user does NOT have the approver role, the **Allow Transmit** column will not appear.



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(cont'd) Create a User.

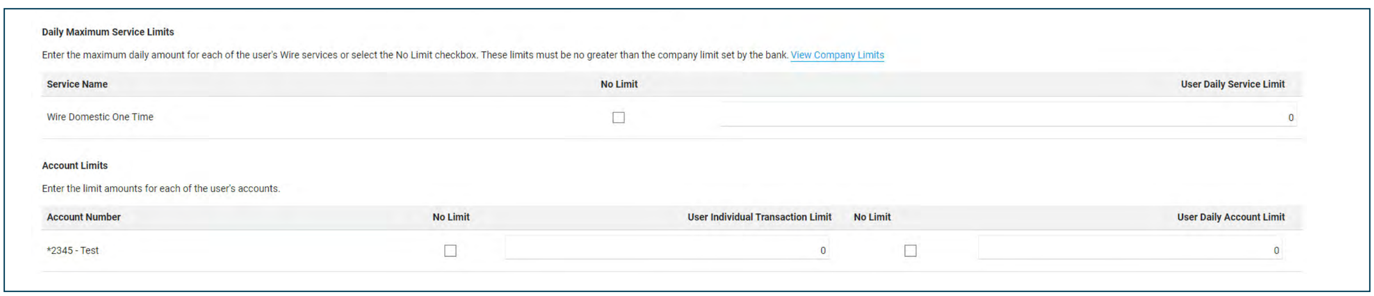
8 If the new user is an approver for ACH or wires, Limits must be set. Click the edit icon on the right.

9 The user limit can be equal to or less than the company's daily limit. Limits apply as follows:

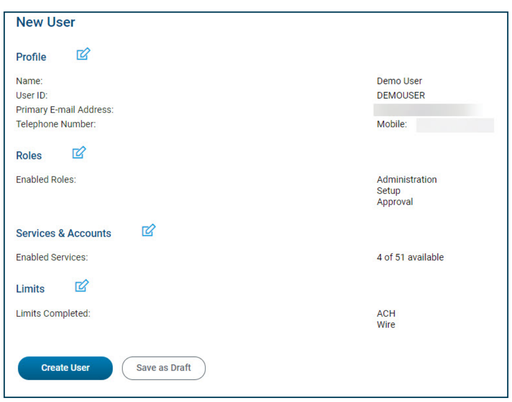
- **Company Limit**: Aggregate daily limit across accounts and services.
- **User Daily Limit**: Maximum allowed cumulative total of all successful transactions daily for group of services.
- **User Daily Service Limit**: Maximum allowed cumulative amount of all successful transactions daily per service.
- **User Individual Transaction Limit**: Maximum allowed amount per transaction per account.
- **User Individual Account Limit**: Maximum allowed cumulative amount of all successful transactions daily per account.

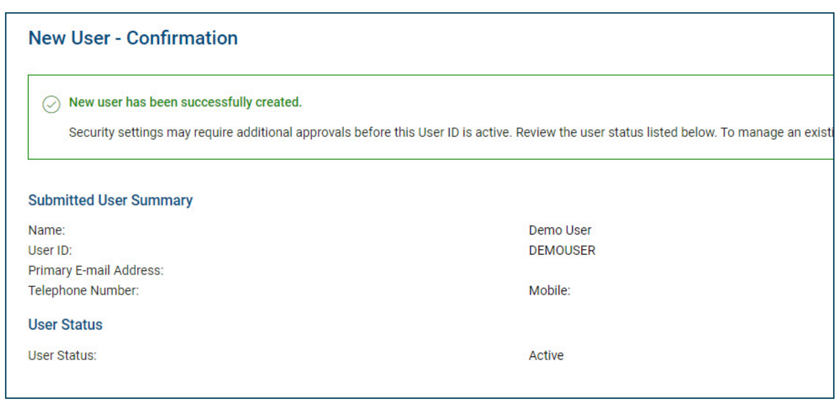
10 Check the box for **No Limit**, or enter limits for each field and click **Continue**.

- **Note**: If the user does NOT have the approver role, no limits are necessary.



11 Verify the new user's details and click **Create User**. If successful, you'll see a **New User – Confirmation screen**.

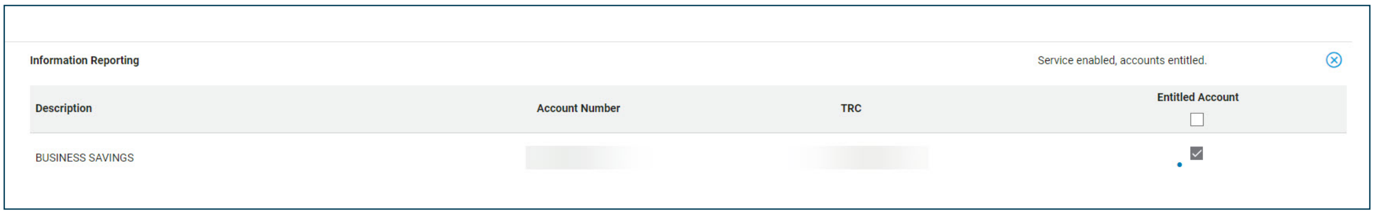




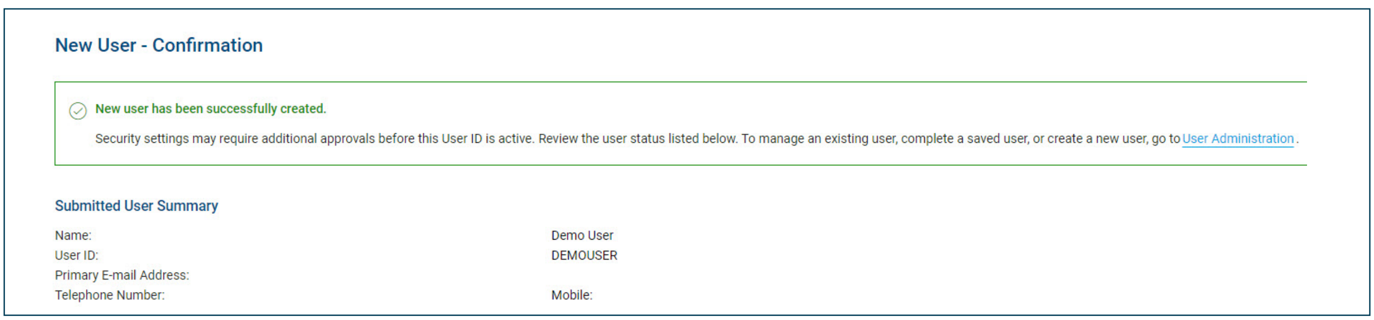
Create a View-Only User.

To create a new view-only user, follow steps 1 to 4 from Create a User above, then:

1. Do not select a role under **User Roles**. Click **Continue**.
2. On the Services & Accounts page, click the **(+)** beside Deposit Account Reporting, Information Reporting and Statement and Documents.
3. Under Information Reporting and Statements and Documents, select **Entitled Account** for any accounts the user will need to be able to view. Then scroll down and click **Continue**.



4. No limits are required for view-only users. Click **Continue** on the limits screen, verify the user's details and click **Create User**.
5. You'll see a **New User – Confirmation** screen.



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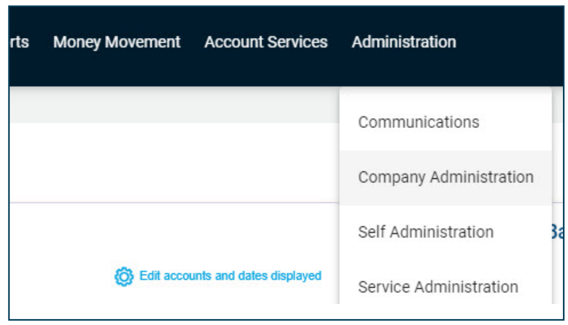
Company Administration.

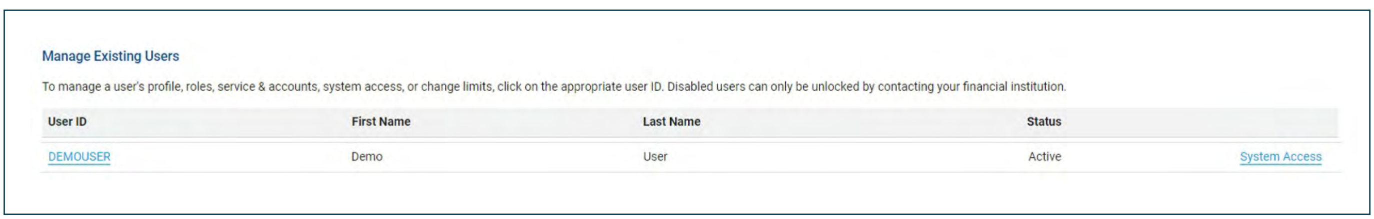
In addition to creating new users, company admins can also delete, edit and lock other user profiles. They are also able to reset passwords if users lock themselves out of online banking.

To edit an existing user:

1 Hover over **Administration** and click **Company Administration**.

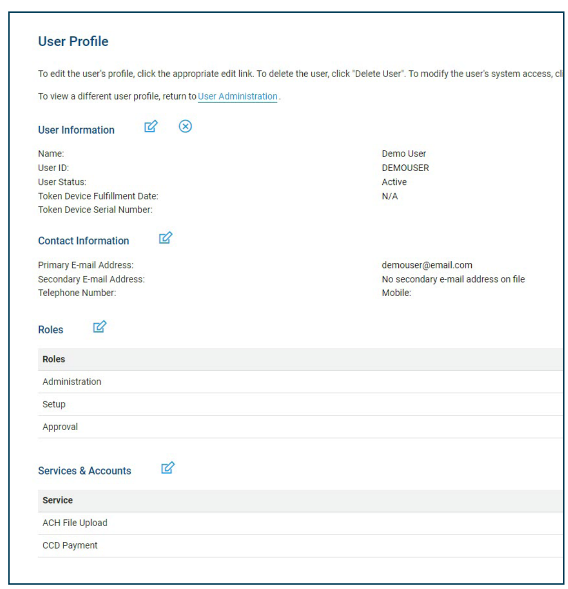


2 Below the **Create New User** button there is **Manage Existing Users** where all of the users on the company profile (including active and inactive) are listed. Click on the user ID of the user you wish to change.



3 To delete this user, click the **X** icon next to **User Information**. If you want to change their password or lock their profile, click the edit icon.

To edit their contact information, roles, services and accounts, or limits click the edit icon next to those sections.



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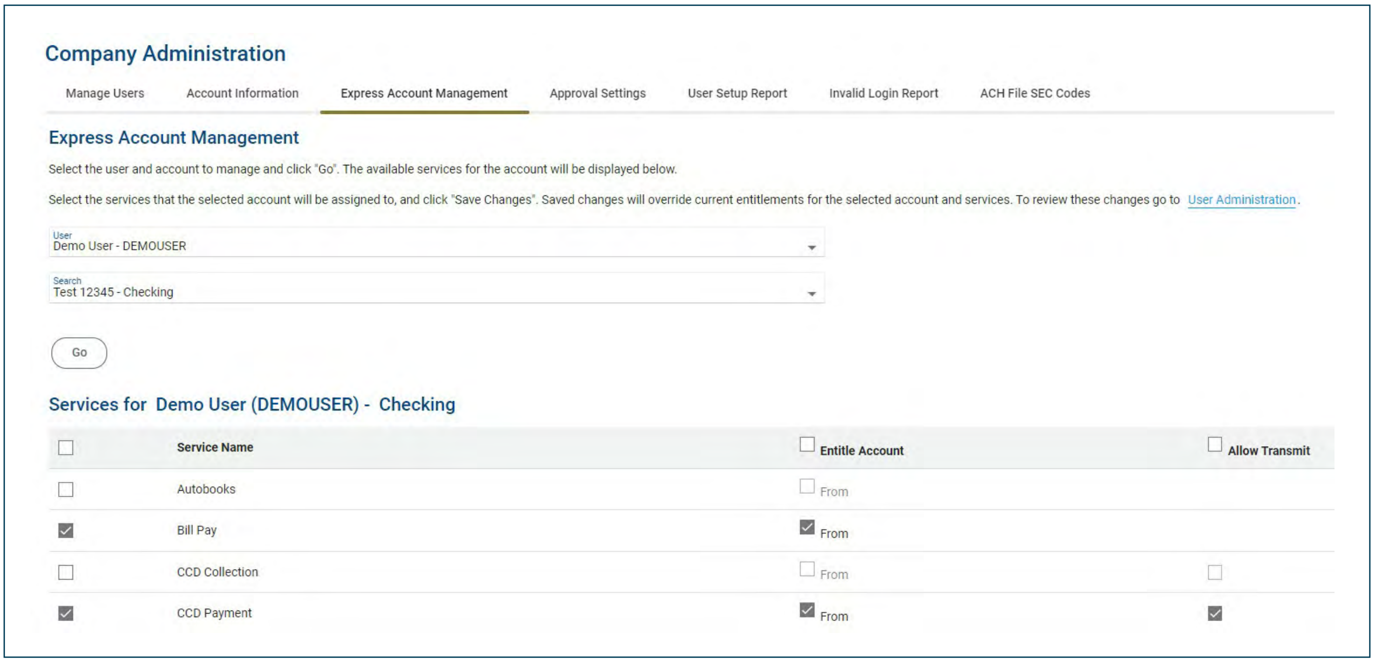
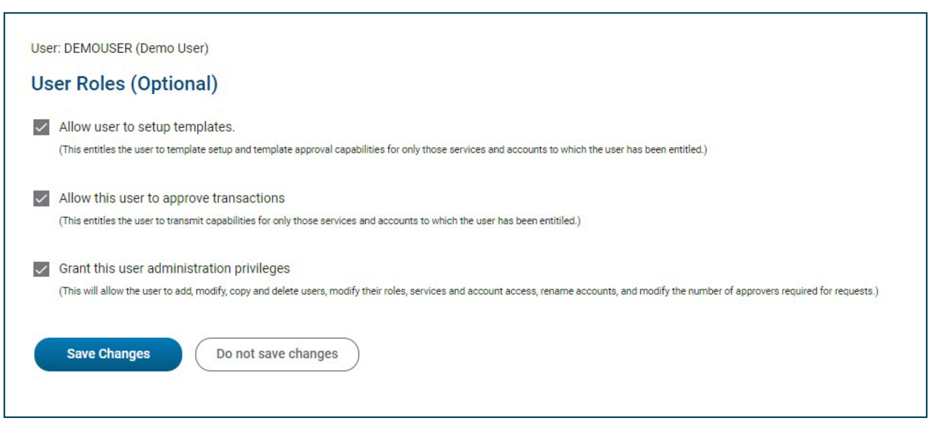
(cont'd) Company Administration.

4 If you would like to edit user entitlements by account instead of by user, click the **Express Account Management** tab in the **Company Administration** screen to display all available services for the desired account.



5 After making any changes to the profile, always be sure to click **Save Changes** at the bottom on the screen.



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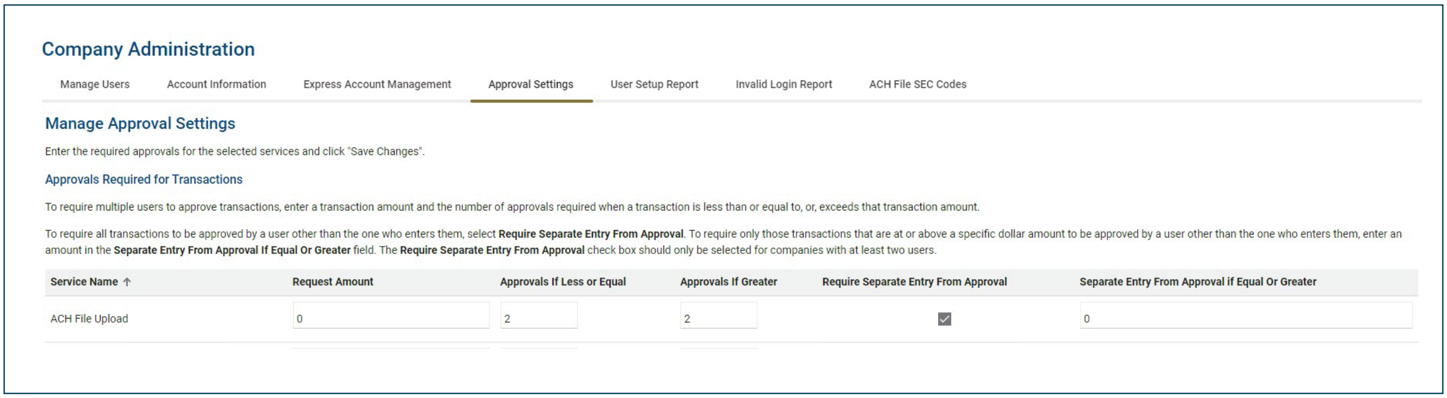
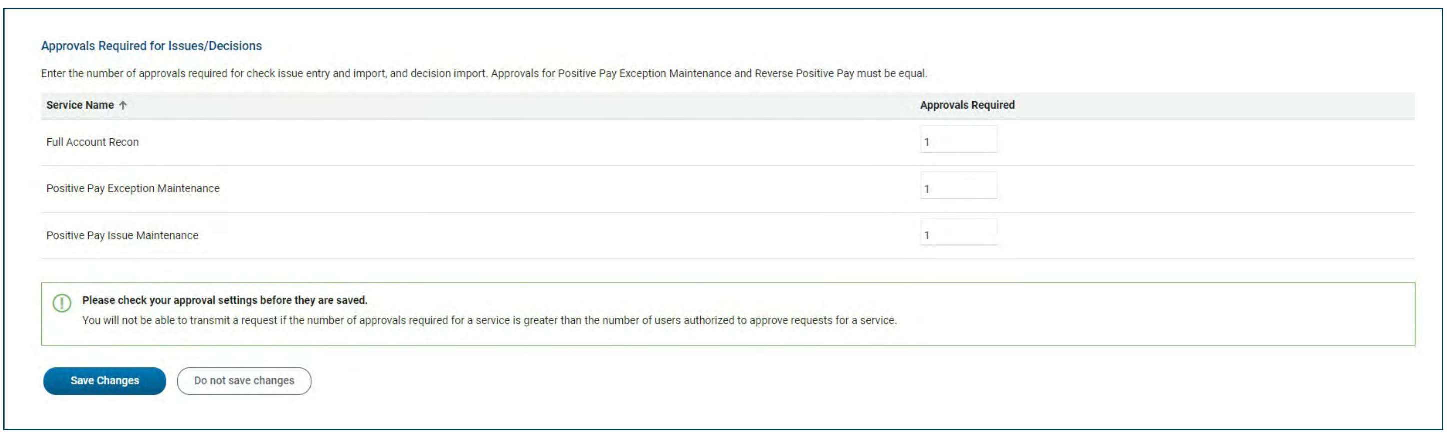
Company Administration Settings and Reports.

To edit the company's approval settings for transactions, setup and positive pay decisions/issues, click the Approval Settings tab in Company Administration. Note that some controls are defaults set by the bank. If you have questions, or wish to make further edits to your company's approval settings, please contact us.





To create reports containing users' entitlements, roles and login activity, click either **User Setup Report** or **Invalid Login Report**, select your date range and user ID(s), and click **Generate Report**.