

Dear Valued Client:

Welcome to Bank of America Merrill Lynch's Remote Deposit Service Online service. Please read and distribute the following information to your associates who will be using Remote Deposit Service Online. It is important that you install your Bank of America Merrill Lynch approved scanner through the RDSO "New Deposit Screen" and follow the instructions provided in the Remote Deposit Service Online User Guide. Following these instructions will help ensure that you have the most up to date scanner driver version. To keep the scanner running at optimal performance it is important to clean the scanner with canned air and cleaning cards every 1,000 items or once a week, whichever is first. Additional cleaning cards can be ordered by contacting our scanner vendor TASQ, at 1.866.410.7216.

Reference materials and training

Access the links below to view electronic versions of user guides and to enroll in training. Add these links to your favorites to access the most up-to-date user materials.

To access Remote Deposit User guides and Technical Requirements:

- Login to CashPro® Online by typing <https://cashproonline.bankofamerica.com> in your browser window.
- Click on the Support Tab and select CashPro University (a new window will open).
- Click on the Receipts Tab.
- Scroll down to Remote Deposit and click on the "Learn More" link to access copies of the user guides:
 - **Customer User Guide:** An in-depth guide to all of the functions available within Remote Deposit Service Online and includes best practices and frequently asked questions in the Appendix.
 - **Administrator Guide:** Contains detailed information to assist you with tasks specific to administration capabilities within CashPro Online. Among the tasks explained are adding users, adding account groups and setting up rules.
 - **Technical Requirements:** Provides information on system requirements. Refer to this document prior to using Remote Deposit, if you receive a new computer or have a computer refresh.

To access Remote Deposit Training:

Complimentary training is offered by Bank of America Merrill Lynch as part of your service and is offered multiple times each day. The training workshops are web-based and instructor led. There is an opportunity to interact with the instructor and ask questions. We strongly encourage you and your associates to sign up and attend a training session prior to using Remote Deposit Service Online:

- Login to CashPro Online by typing <https://cashproonline.bankofamerica.com> in your browser window.
- Click on the Support Tab and select CashPro University (a new window will open).
- Click on the Receipts Tab.
- Scroll to Remote Deposit and click on "Learn More."
- Under the resources section, choose your training module.
- **Users:**
 - For a list of upcoming Getting Started with Remote Deposit course availability, go to [Remote Deposit for Users: Getting Started](#) (30 minutes).
 - For a list of upcoming Remote Deposit course availability, go to [Remote Deposit for Users: Full Webinar](#) (1 Hour).

- **Administrators:** Go to [Remote Deposit for Administrators](#). This training webinar is for all Remote Deposit Administrators (1 Hour).

If you access Remote Deposit Service through CashPro Express:

Navigate to the live training workshops tab and choose Remote Deposit Service

Required action

To facilitate a successful implementation, please confirm that the following tasks have been completed:

1. Review the technical requirements document (sent previously) to confirm your workstation meets system requirements to efficiently use Remote Deposit Service Online.
2. Grant appropriate administrator rights to the Remote Deposit workstations. Local Administrator rights are needed to download scanner drivers. If you are unsure if you have local rights, contact your IT department.
3. Review the "Best Practices" and "Frequently Asked Questions" in the Customer user guide.
4. If you are an Administrator, refer to **Entitle your Remote Deposit Users** to add users to CashPro Online. This information can be found in the Administration user guide.
Important: Install the scanner drivers via the new deposit page within Remote Deposit only. To install the scanner, login to Remote Deposit Service Online, click **Create New Deposit**. You will be prompted to install the scanner driver.

If you **have any questions** concerning the information provided please contact the Image Customer Care Helpdesk. We look forward to working with you.

- The **Image Customer Care Helpdesk** is available to take your calls between 8:00 AM EST to 1:00 AM EST Monday through Friday. Calls made after business hours will be returned on the next business day.
 - **1.888.367.2521** toll-free (domestic) or
 - **1.804.553.6252** (outside the United States)