

## **Remote Deposit Service (RDS) User Set-up**

CashPro Online Login Link:

<https://cashproonline.bankofamerica.com>

**User id** will be your UVA email id plus boa at the end (ex. lwl5hboa)

**Call the CashPro Help Desk number 1-888-589-3473** if need additional help

**-Call Remote Deposit Service Help Desk 1-888-367-2521** for setup assistance of the RDS Scanner to your pc, deposit image processing, or other questions and issues.

-Some users have to install using Firefox instead of Internet Explorer due to security restrictions. RDS is not compatible with ie10.

-Checks should be retained for 60 days and then shredded. Check images in CashPro RDS are available for 90 days, if you need to retain a copy, you can run and export a report with the image.

-Once you have created a deposit in CashPro, you will need to enter an Oracle journal entry for the deposit amount. This is the same procedure as when you made a bank deposit.

Bank of America Additional Support:

**Remote Deposit Service Help desk** at **888-367-2521** for technical and setup assistance.

**CashPro Help Desk:** Please contact the CashPro Help desk with any technical issues at **888-589-3473**.

**Client Education Unit:** Please contact client education at **866-355-9388** to schedule services or administration training if needed. You can also go to CashPro University to explore available training resources for your CashPro applications. To access CashPro University, go to **Support > CashPro University** upon successful login to CashPro Online.

**User Guides:** Access the link below for electronic versions of the Remote Deposit Service Online **Remote Deposit Service Online Customer User Guide**. Add these links to favorites to access the most up-to-date user materials.

- Login to CashPro<sup>®</sup> Online by typing <https://cashproonline.bankofamerica.com> in your browser window
- Click on the Home icon
- Click on the CashPro University
- Click on the Receipts Tab
- Scroll down to Remote Deposit and click on the Learn More link to access copies of the User guides. You can also access training from this section.

**Customer User Guide:** Supplies 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 of the User guide.

**Add sites below as trusted websites:**

\*.bankofamerica.com

cashproonline.bankofamerica.com

cashproonlineca.bankofamerica.com