



DESKTOP REMOTE DEPOSIT CAPTURE

USER GUIDE

Version 4.1.1

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I. Getting Started

Welcome to Needham Bank's Remote Deposit Capture!
After we obtain the forms for your Remote Deposit Capture set up request and confirm your computer is compatible, here is what to expect next:

Check Scanner

Needham Bank will mail your check scanner to your offices prior to your installation and training.

Scheduling Call

Once your Remote Deposit Capture set up has been completed, a member of our Remote Deposit Set up team will contact you via phone to schedule a session for installation and training.

The installation and training are an approximately one hour long remote session where we will set up your computer with RDC Services and provide a general training session on the system.

Contact E-mails

After our scheduling call, we will then send you three e-mails:

1. PC Requirements and Training Scheduled for...
An e-mail confirming the date and time of your installation session with an additional computer system test we would like you to run. The e-mail will also outline the general expectation of the installation to come.
2. Deposit 24/7 Training Login ID and URL for...
On the day of the installation, you will receive an e-mail containing the link to access the Remote Deposit Capture site and your login ID. Your temporary password will be provided via phone during the installation and training session.
3. Support Number and Training Complete for...
A follow up e-mail will be sent once the installation and training has been completed. This e-mail will contain information on who to call for Remote Deposit Capture assistance, and what to provide at the time of the call. A login set up for the Self Service Help Desk will also be available for your convenience.

Installation

At the time of the appointment, our Set up team will call you approximately 5 minutes before the scheduled time. We will then complete the following, the installation and training takes approximately one hour:

- We will set up a remote session to view your screen and then install the program onto your computer as well as update any required security settings for the system to run properly.
- Please have a deposit ready for scanning at the time of the installation. We will walk you through accessing your Remote Deposit Capture module, how to complete a remote deposit and show you where to access training material for future reference.
- We will then answer any questions you may have on the system.

II. Check Review Requirements

Before scanning, please be aware you are responsible for reviewing your checks for the following criteria prior to creating a Remote Deposit:

1. Legible: All checks deposited are legible and drawn from U.S. banks and in U.S. dollars.
2. Not Ineligible: All checks are not ineligible items (savings bonds, foreign checks, etc.)
3. Check Date: No postdated checks / Future dated checks
No stale dated checks / Checks dated older than 6 months unless otherwise stated on the check
4. Payee: Must be made "payable" to the business to whom the money is promised to
5. Amount: The check must contain a written and numeric amount and the two noted amounts MUST equal. If the entries are not equal, the written amount should be used.
6. ABA Number: The ABA/bank routing number must be MICR* encoded on the bottom of the check.
The routing number must be for a US bank and cannot be drawn off of a foreign bank.
7. Account Number: The account number must be MICR* encoded on the bottom of the check
8. Payor Signature: The check must be signed by the maker of the check and by a person who has signing authority on the account
9. Endorsement: Your Remote Deposit system will place an electronic endorsement on all checks stating the account title of the selected deposit account. Please be aware that you will need to manually add any special endorsements, if applicable.

NOTE: The endorsement is not a physical endorsement, it will be added to the check images upon Transmission to the bank.

*MICR: Magnetic Ink Character Recognition

If you have questions or concerns regarding the eligibility of a check, please do not hesitate to contact the NB Cash Management Team.

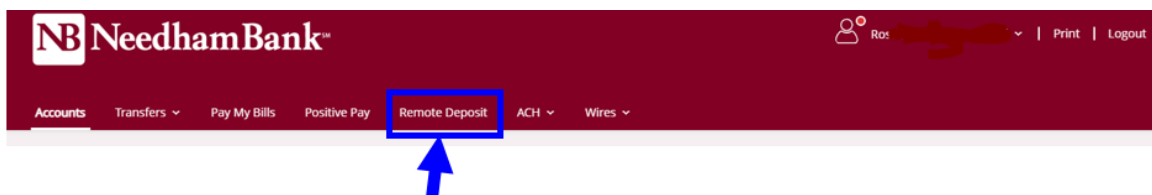
(For contact information, please see Section XI. Remote Deposit Capture Contacts.)

III. Access Remote Deposit Capture Module

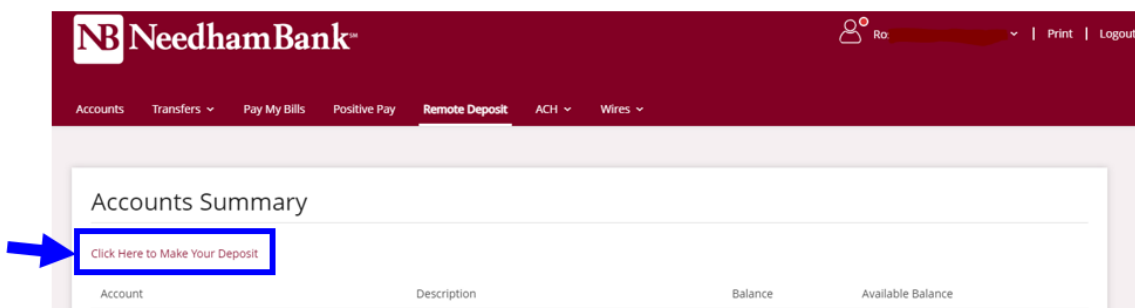
During your set up, your Remote Deposit Capture profile will be linked to your business online banking.

To access your Remote Deposit Capture module

1. From Needham Bank's website, www.needhambank.com, log in to your Business Online Banking profile.
2. From the Main Menu, select **Remote Deposit**.



3. Click, on the button labeled "Click Here to Make Your Deposit." You will now be brought to your Remote Deposit hoe page.



To add additional users for Remote Deposit access
Please see section XI. Add Additional Users

IV. Deposit Scanning (Capture Deposits)

An initial training is provided to you during your installation. Additional training and review are also available within your Remote Deposit module and can be accessed at any time. Below are some quick steps on creating and working on deposits.

A. To Access the Training module

Within your Remote Deposit site, located on the top menu, click on Training. For further information on available Training, please see section XII. Training.

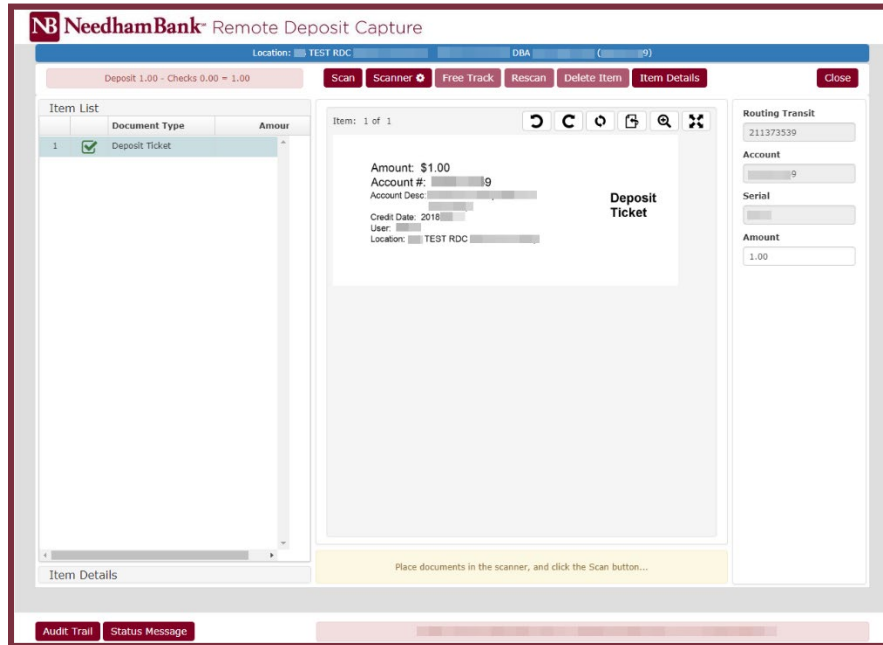
B. To Create a New Deposit

The screenshot shows the 'Create or Edit Merchant Deposit' page in the NeedhamBank Remote Deposit Capture system. The page has a dark red header with the NeedhamBank logo and navigation links: Home, Capture, Transmit, Analytics, Training, and Admin. A user profile icon and 'sign out' link are in the top right. The main content area is light gray and contains two sections: 'New Deposit' and 'Deferred Deposits'. The 'New Deposit' section has fields for Date (with a calendar icon), Location (a dropdown menu showing 'TEST RDC'), Account (a dropdown menu), and Deposit Amount (a text input field with '0.00'). The 'Deferred Deposits' section is a table with columns: Proc..., Account Description, Amount, and In Balance. It contains two rows of data. At the bottom of the 'New Deposit' section is a red 'Create New Deposit' button. Below the 'Deferred Deposits' table is a red 'Edit Selected Deposit' button.

Proc...	Account Description	Amount	In Balance
/ / /	() 1	1.00	False
/ / /	() 1	0.01	False

1. To create a new deposit, in the top menu bar, select the Capture dropdown then select Create / Edit Deposit
2. If you have access to multiple locations, in the Location dropdown, select the desired location.
3. In the Account dropdown, select the desired account number for the deposit.
4. In the Amount field, enter the total deposit amount:
Enter the sum of all checks to be included in the deposit.
5. Then click Create New Deposit. This will bring you to the Capture screen.
6. Proceed to the next section, section C. Capture Check(s) on Capture Screen

C. Capture Check(s) on Capture Screen



In the Capture screen, an electronic Deposit Ticket (also known as a batch header) will be generated from the information you previously provided. You are now ready to scan.

1. Place the checks in the scanner.
(For Multi-feed models: All checks should be facing towards the outside of the scanner.)
2. When ready, click Scan.
The scanner will activate and pull the checks through, marking the back with a stamp. The screen will update and each check will correlate to one row in the list, located on the left of the screen.

The information bar located at the bottom of the screen will alert you of any additional actions that need to be taken on any of the items.

3. Once all checks have been scanned, proceed to the next section D. Editing and Check Review

D. Editing and Check Review

Follow the prompts from the information bar to review items and fix any errors.

1. Once all checks are scanned for the deposit, press Enter to review the list for errors. Items with errors will have a red 'X' highlighted in yellow in the first column. Click on the item to work on the error(s).
2. A Rescan Item pop-up box will open for any item with an error. Review the Usability Error boxes, located on the right-hand side, for information regarding why the system believe there is an error.

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3. Select the desired option below for the check:

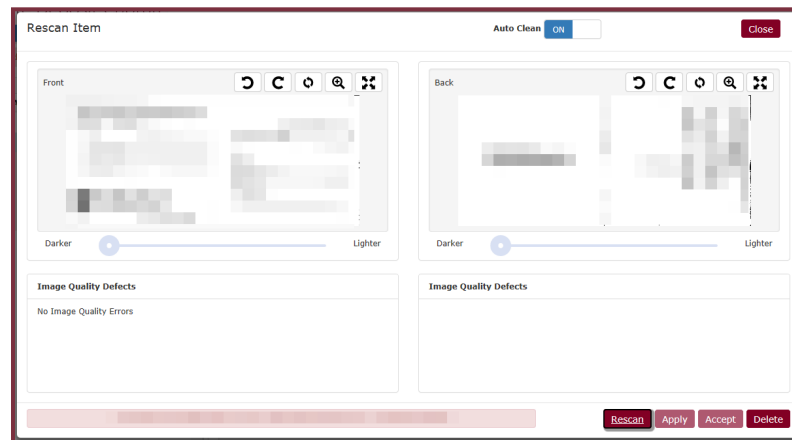
b. Ignore: Will let the image through despite the errors the system noted

NOTE: Ignore button may be unavailable if item does not meet system requirements.

c. Delete: Will delete the one item from the deposit

d. Rescan: Will allow you to rescan the check and replace the current image with a new one.

- Place the check in the scanner and click Rescan to start the rescan
- The system will replace the current image with the newly captured image



4. Once you make a decision on the item, you will be returned to the Capture screen and automatically brought to the next check with an error.

5. Additionally, review each scanned check image for the following:

a. The front and back image of the check is clear and you can read the whole check

b. Endorsement is clear

c. Scanner spray is evident on the back of ALL checks and is legible

NOTE: If the ink becomes too light, please replace ink cartridge. (New ink cartridge will need to be ordered.)

d. If a Check image is skewed or upside-down, use the toolbar buttons to rescan

6. If there are any more highlighted areas, click on the highlighted section of the row and review the information bar on the needed updates.

7. Once all items are completed and the deposit is balanced (please review the information bar to confirm the deposit is ready to be transmitted), click Close.

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8. The close pop-up box will request you to choose from the following:
 - a. Defer: Exit the deposit but save it for later use. This will not complete the deposit, but save the deposit in its current state for later use.
 - b. Release: Send the deposit to the Transmit screen to then send the deposit to the bank.

Use this selection to complete your Remote Deposit.
You will then be brought to the Transmit screen and the deposit will show in with a status of "Released". Please see Section V. Transmit for further steps to complete the deposit by sending the deposit to the bank for processing.
 - c. Delete: Delete the entire deposit

E. To Access a Deferred Deposit

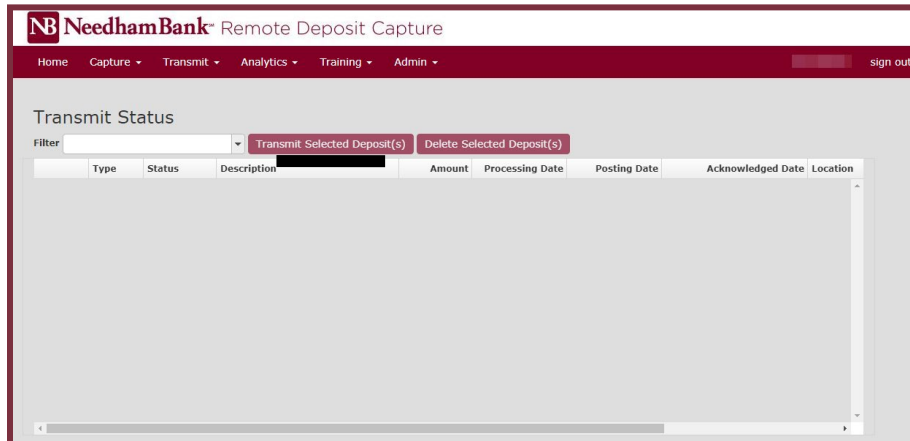
If you had previously deferred a deposit and would like to now access it:

1. Click on Capture Deposits
2. From the Existing Deposits list, click once on the desired deposit.
The deposit will be highlighted in blue.
3. Then click Edit Deposit button.
The Scanning screen will load with deposit information.

NOTE: Deposits that are deferred will not show up on the Transmit screen. Complete the deposit as preferred.

To send a deferred deposit to the Transmit screen, you must access the deferred deposit, then click Close - Release to send the deposit to the Transmit screen.

V. Transmit



After deposit has been captured please use the Transmit screen to send deposit to the bank.

Transmit Deposit(s) to the bank

1. If needed, from the top menu click on Transmit.
Any deposits ready to be sent to the bank will show with a Status of: Released
NOTE: While in the Capture Items screen, if you click Close - Release, you will automatically be brought to the Transmit screen.
2. Highlight the row for the desired deposit.
The row will turn blue when selected.
3. Click the button Transmit Selected Deposit(s).
The transaction is now transmitted to the bank for processing.
The screen will acknowledge the transmission is successful and the Status will change from Released to Acknowledged.

Daily Cutoff Time

5:00 PM ET

Please be aware all deposits transmitted after the daily cutoff time will be considered the following business day.

Deposits on the Transmit screen

Deposits on the Transmit screen can have two statuses:

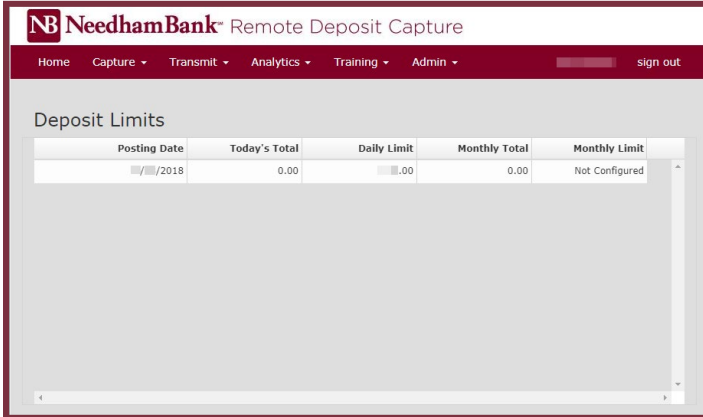
Released:

- Balanced deposit sent from the Capture screen to the Transmit screen
- Currently NOT transmitted to the bank
- Will stay on the Transmit screen until either transmitted or deleted

Acknowledged:

- Balanced deposit successfully transmitted to the bank.
- Will be posted by end of the current business day
- Will stay on the Transmit screen until midnight EST

Daily Deposit Limits



Posting Date	Today's Total	Daily Limit	Monthly Total	Monthly Limit
11/15/2018	0.00	10,000.00	0.00	Not Configured

Daily deposit limits are set during your initial set up for the service and can be viewed at any time from the Transmit menu.

To View Your Daily Deposit Limit

1. In the top menu, select Transmit then select Deposit Limit
2. click on the Daily Deposit Limits link to view your daily deposit limit as well as your running total deposit amount for the day.

Limit Increase Requests

If you require a temporary or permanent daily deposit limit increase, please contact the NB Cash Management Dept. (For contact information, please see section XI. Remote Deposit Contacts.)

View a Deposit / View Checks

After a deposit is transmitted, you can access a deposit detail print out or check images from the Transmit screen up until midnight EST, by clicking on the provided hyperlinks.

After midnight, you will need to use the Research screen to view detail print outs and check images. Please see Section VIII. Research for further information.

VI. How to Delete

To Delete a Single Check

To delete one check from a deposit:

1. With the deposit open on the Scanning screen, highlight the row for the item you wish to delete
2. On the top of the screen, click Delete Item
3. A pop-up box will ask for you to confirm the deletion, click Delete.
The item is now deleted.
4. Follow the prompts from the information bar for needed actions to balance the deposit

To Delete an entire Deposit

To delete an entire deposit before transmitting:

1. With the deposit open on the Scanning screen, select Close.
2. In the Close pop-up menu, select Delete.
3. A pop-up box will ask you to confirm the deletion request, click Delete.
The entire deposit is now deleted.

To Delete a Deferred Deposit

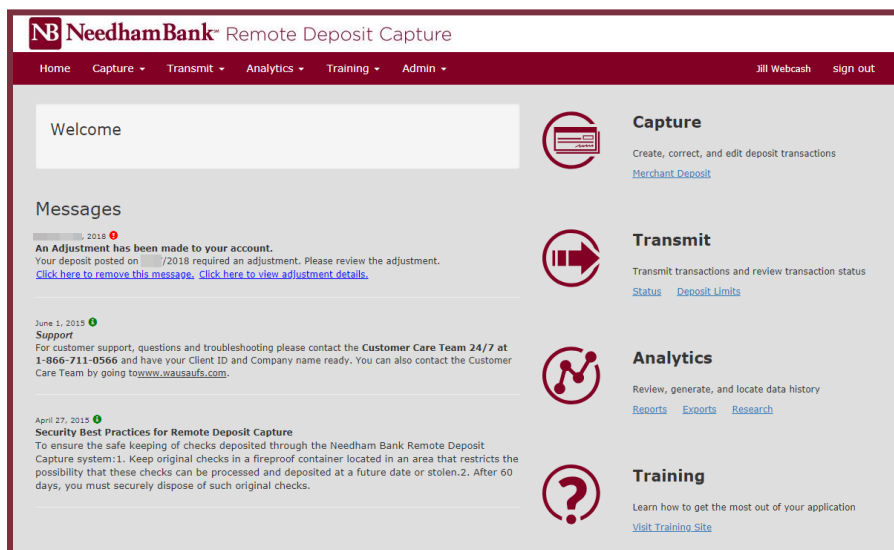
If a deposit is deferred and you choose to delete the entire deposit:

1. From the Capture screen, locate the deposit in the Existing Deposit list.
2. Click the deposit once to highlight it.
The deposit will then be highlighted in pale blue.
3. Click Edit Selected Deposit
You will then be brought to the Scanning screen and the deposit will load on the screen.
4. After the deposit has successfully loaded, click Close.
The close pop-up menu will appear.
5. From the Close pop-up select Delete.
The screen will prompt you to confirm the deletion request, click Delete.
The entire deferred deposit is now deleted.

To Delete a Transmitted Deposit

If you have already completed a deposit and transmitted it to the bank and you would like the deposit to be deleted, please call the Needham Bank Cash Management Department at 781-474-5803 immediately and we will attempt to delete the deposit on your behalf.

VII. Home page and Messages



Messages are displayed on your Remote Deposit module home page.

The Home page can be accessed at any time by clicking on the Home option in the top menu bar. Messages are the secure method the bank uses to send you relevant Remote Deposit Capture information on the following and more:

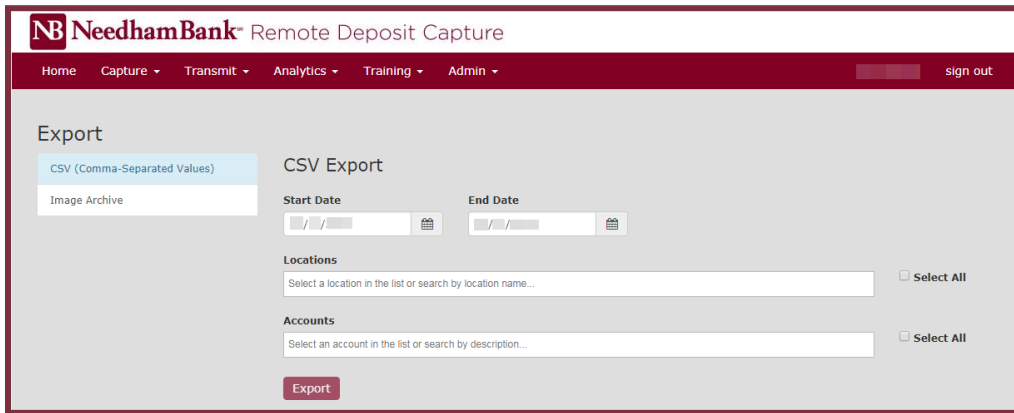
Deleted Item(s)

If an item was transmitted to the bank and considered ineligible for deposit, you will receive a message in your message board stating an item was deleted. Click on the button to open the notification and review information.

Downtime

If Needham Bank needs to run updates for the system which will affect your Remote Deposit Capture workflow, we will notify you ahead of time through the message board.

VIII. Exports



The screenshot shows the 'Export' screen in the Needham Bank Remote Deposit Capture system. The page has a dark red header with the Needham Bank logo and the text 'Remote Deposit Capture'. Below the header is a navigation menu with 'Home', 'Capture', 'Transmit', 'Analytics', 'Training', and 'Admin'. A 'sign out' button is in the top right corner. The main content area is titled 'Export' and features two tabs: 'CSV (Comma-Separated Values)' (which is selected) and 'Image Archive'. Under the 'CSV Export' section, there are two date pickers for 'Start Date' and 'End Date'. Below these are two search fields: 'Locations' and 'Accounts', each with a 'Select All' checkbox to its right. At the bottom of the form is a red 'Export' button.

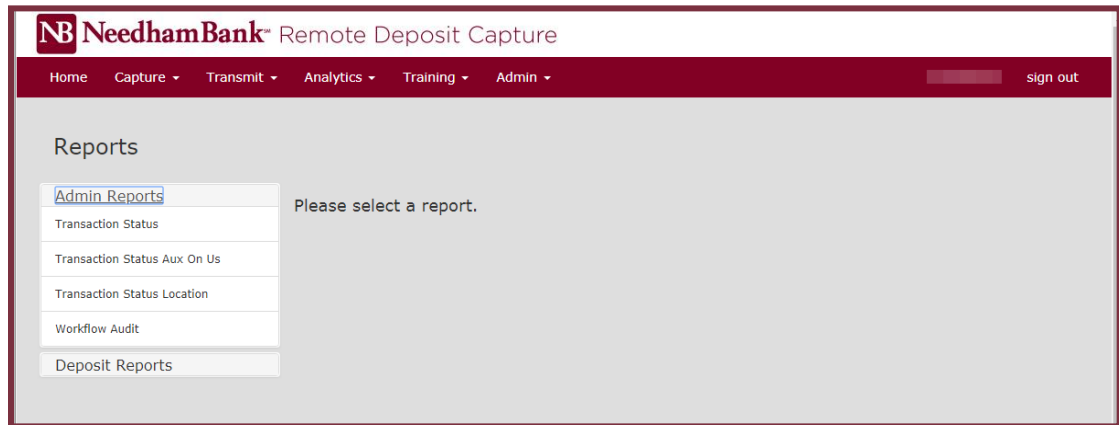
The Export screen allows you to move basic deposit information out of Remote Deposit Capture module to the below locations. All deposit information is stored for 60 calendar days.

If you require further information regarding a deposit, please do not hesitate to contact us at our NB Cash Management Team located in Section XI. Remote Deposit Contacts.

Export for Excel (CSV)

1. In the Export tab, select the date range you would like to export
2. Then in the Export type, select CSV (Comma-Separated Values)
3. Save the file in a location on your computer, to access at a later time
4. Then open Excel and open the file

IX. Reports



Users have access to many helpful reports on the Reports screen.

Helpful Tips about Reports

- Reports can be saved or printed for your use.
- You can search for a date range or for a single date.
- All information is provided for the past 60 days.
- Adobe Reader is required to view the PDF version of any report.

To access the Reports screen

From the top menu, select Analytics then select Reports. The Reports screen will then populate.

Available reports with Descriptions

Below is the list of available reports with brief descriptions on what they entail.

Transaction Status

Provides information on the current status of items within the Remote Deposit system, whether they are In Progress (partially completed, available in the Capture Items screen), Released (available in the Transmit screen to be transmitted at a later time), or Acknowledged (successfully transmitted to Needham Bank).

The report contains two graphs depicting the number of Transactions for the company, their current status, and the Percentage of the total that each represents.

Transaction Status Location

Provides information on the current status of items within the capture system: In Progress, Released, or Acknowledged. This report is broken down by individual Location and all data is provided in columnar format.

Deposit Summary

Provides a summary of Capture Deposit data for a given processing date or range of dates. The report may be run for a single capture Location or across multiple Locations. Report data includes Processing Date(s), Deposit Account Numbers into which the items were captured, the Transaction ID assigned to the work, Item Counts and Amounts.

Deposit Detail

Provides details of Capture Deposit data for a processing date or range of dates. The Deposit Detail report shows each capture item individually along with its Amount and Custom Data Entry Fields.

Deposit Adjustment

Provides a recap of all deposit correction actions made by the bank against a particular deposit Account. This report includes the date and time the deposit correction was made, the Location and Deposit Account affected, and the old and new deposit values.

Payment Summary

Provides a summary of Capture Payment data for a given processing date or range of dates, and either for a single Location or across multiple Locations. Report data includes the Processing Date(s), Work type, and Transaction ID assigned to the work, along with the Check Count, Stub Count, and dollar Amounts for each.

Payment Detail

Provides details of Capture Payments data for a processing date or range of dates. The Payment Detail Report provides the details of each individual item within the Transaction.

CAR/LAR

Provides optical recognition statistics for the selected Location(s). For each capture workstation, the report shows the numbers of items on which CAR (Courtesy Amount Recognition) and LAR (Legal Amount Recognition) were attempted, as well as details on whether or not the optical read attempt succeeded or failed. To facilitate report interpretation, the final column of the report shows the CAR/LAR success as a percentage of the total attempted.

Workflow Audit

Provides a valuable history of various actions taken by Users within the application. Reported actions include events such as the success or failure of data transmissions, reports viewed, transactions created, item data changed or updated, new items created, and so forth. For each action, the report shows the date and time the event occurred, the Location and User Name that completed the action, and where there was a change to the value of a particular MICR field the report will also show the Old and New values. This report can be run for one or more Locations, and for a single date or range of dates.

Note: This report requires an extra parameter, please select the User field when running the report

Values in the Old and New columns may be defined using this key:

Transaction Status Values:

- 0 In Progress
- 1 Released
- 2 Acknowledged

IQA States:

- 0 Not Tested
- 1 Passed
- 2 Ignorable errors
- 3 Errors were ignored
- 4 Failed

Other:

- RLength: rear length of item
- FLength: front length of item

Login Audit

This report, broken down by company and user ID, shows a history of the Login activity for one or more selected Users. For the chosen date range, the report provides the Date and Time of the Login Event, a Description of the event, and the User Name and Login ID.

NOTE: This report requires additional parameters when selected. Please also select the Action and User fields.

Suspended Items Summary Report and Suspended Items Detail Report

Provides the detail and summary information for items that are currently suspended. Once an item has been released they are not available in the Suspense Reports.

QuickBooks Unresolved Export Items and QuickBooks Resolved Export Items

Provides the detail and summary information for items that are resolved or unresolved when exported to QuickBooks.

X. Research

The screenshot displays the 'Needham Bank Remote Deposit Capture' interface. At the top, there is a navigation menu with 'Home', 'Capture', 'Transmit', 'Analytics', 'Training', and 'Admin'. A 'sign out' button is located in the top right corner. The main content area is titled 'Research' and contains a sidebar with three options: 'Research Deposits', 'Search for Deposit Item' (which is highlighted), and 'Search for Deposit Transmission'. The main panel is titled 'Search for Deposit Item' and includes several search filters: 'Start Date' and 'End Date' (both with calendar icons), a 'Locations' search box with a 'Select All' checkbox, a 'Look for' dropdown menu currently set to 'Check', a 'Where' section with a field selector, an 'is' operator dropdown, and a text input field, and a 'Sort' section with a dropdown set to 'None' and a 'by' field selector. A 'Show Custom Fields' checkbox is at the bottom left, and a red 'Search' button is at the bottom right.

Check image copies and RDC deposit details are available for 60 days within your Remote Deposit site.

If you have questions on deposits past 60 calendar days, please contact the NB Cash Management Team

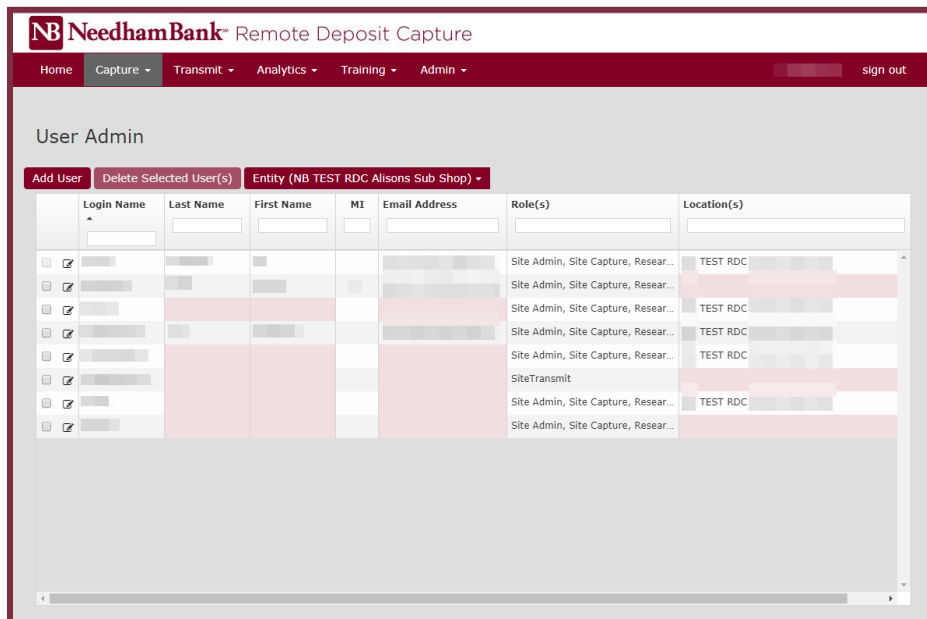
To Search for Check Images or Deposits

1. From the top menu, select Analytics then select Research.
The Research screen will populate.
2. Select the date range for query by clicking on a start date and an end date -OR-
Select the same start and end date to search a single date.
3. In the Locations box, select the locations you would like to include in the query
4. If you are looking for a check, in the Look for dropdown, select Check.
If you are looking for a deposit transmitted to the bank, in the Look for dropdown,
select Deposit Ticket.
5. Use the Where section to enter information for the query
6. To add further information to the query, click on the plus sign (+) to add more
information to refine the query
7. Then click on Search
The screen will load and the items of the query will populate the screen
8. Click on the row of the item you would like to view

9. Then click View PDF.

The image(s) will then load in a separate pop-up box. You can then print or save the image(s) for your use.

XI. Additional Users (Admin)



Users can create and maintain additional users in the Configuration screen.

Remote Deposit Capture Support is also available to you for adding additional users or resetting any passwords. (For contact information, please see Section XI. Remote Deposit Contacts.)

To Add an Additional User

To be completed in Business Online Banking:

1. Confirm the user has a business online banking username
2. Edit the user's entitlements and add Merchant Capture.
3. Next access the Remote Deposit Capture module and continue to the next step.

Send a secure e-mail to the bank:

- a. From your business online profile, select Messages.
- b. Compose a new message stating to provide the following:
 - State you would like the bank add Remote Deposit Capture access a user
 - Please provide the user's full name
 - Login name for user in business online banking
 - State if the customer should have access to all associated accounts or only certain accounts.

(next page...)

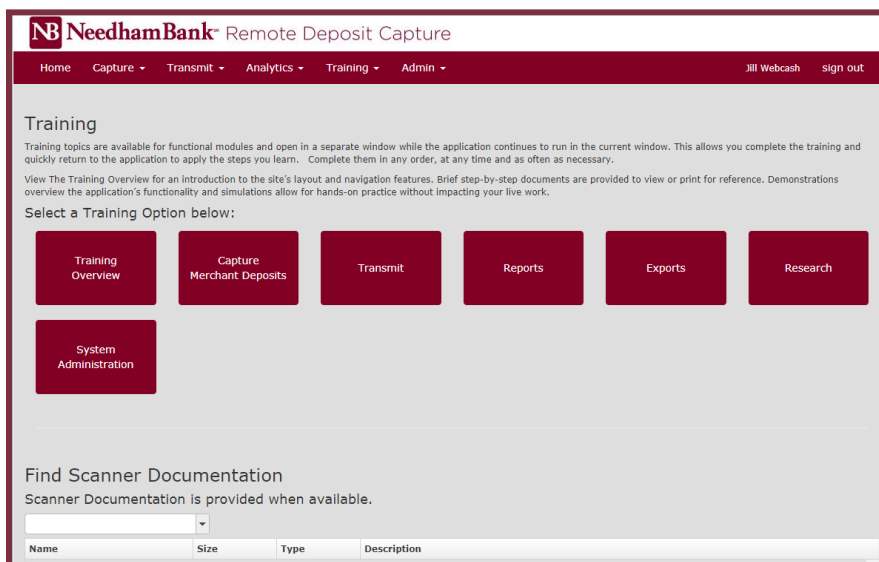
To be completed by the bank:

1. The bank will update the user's access and enable the user for Remote Deposit Capture access.
2. The bank will respond back to your secure e-mail letting you know that the user's Remote Deposit profile is now active and ready for use. The user can now log in and access the Remote Deposit module on the same computer using their own online banking credentials.

To Delete a User's access to Remote Deposit Capture

1. In the Remote Deposit Capture module, go to the Configuration screen
2. In the Select a User box, highlight the user you are working on
3. Click Edit User. The User Management page will show with the customer's information
4. Click on Delete. A pop-up box will ask you to confirm the Delete.
5. Click OK. The user is now deleted from Remote Deposit Capture.

XII. Training



An initial training is provided to you during your installation. Additional training and review is also available within your Remote Deposit site and can be accessed at any time.

To access all available training, from the top menu, select Training then select Application Training. The screen will then display available training options.

Demos, simulations and quick reference documents are available to you on the following items:

Site guides for the following screens:

- Overview
- Capture Merchant Deposits
- Transmit
- Reports
- Export
- Research
- System Administration

As well as:

- Scanner Documentation

For further questions on any items in the Training screen, please call the Remote Deposit Capture Support.

For contact information, please see Section XI. Remote Deposit Capture Contacts.

XIII. Remote Deposit Capture Contacts

RDC Support Contact Information

	<u>Deluxe RDC Support</u>	<u>NB Cash Management Team</u>
<u>Phone</u>	1-866-711-0566 * Please have the below information readily available when you call - Client ID: N144 - Company Name	781-474-5803
<u>Availability</u>	Monday to Friday 8:00 AM to 8:00 PM ET	Monday to Friday 7:00 AM to 5:00 PM ET
<u>Contact for assistance with</u>	<ul style="list-style-type: none">• Troubleshooting Remote Deposit system issues• Troubleshooting scanner related issues• Questions about Remote Deposit website navigation and usage (i.e. How do I search for a deposited item?)• Password resets	<ul style="list-style-type: none">• Remote Deposit inquiries• Deleted item inquiries• Account history inquiries• Research requests for deposits and check images past 60 days• Temporary and permanent limit increase requests• Add new location/move location requests• Add new account requests• Password resets
<u>Email</u>	Please use Self Service Help Desk located in Section XIV	businessonline@needhambank.com

XIV. Self Service Help Desk

Questions for the Remote Deposit Capture Support team that do not require immediate assistance can also be entered in the Self-Service Help Desk.

Note: If reporting a Priority 1 issue, meaning a system is down or critical business needs are in jeopardy, **please call 1-800-227-9371 for immediate assistance.**

To request a login for Self Service Help Desk

Customers are given a login to the Self-Service Help Desk (SSHD) when they go LIVE with their Remote Deposit solution.

If you need to request a login, please contact Deluxe Treasury Management Customer Care at 1-800-227-9371 Monday- Friday 8:00 AM- 8:00 PM ET.

To log in to the Self-Service Help Desk (SSHD)

To launch the SSHD:

1. Navigate to www.fi.deluxe.com
2. Select Treasury Management
3. Select Support
4. Under Virtual Helpdesk, select Visit our Self-Service Help Desk
5. Enter the Client ID
6. Enter the Password
7. Click Log In

To Open a New Incident (Ticket)

1. Click New
2. Select the Subject link
3. Select the Category the issue relates to
4. Click OK. The Client ID and Client Name fill automatically.
5. Enter the Name of the person at the Site that the WFS associate should contact

6. Enter a Phone Number to reach the Contact
7. Enter an E-mail address for the Contact
8. Enter a description of the issue.
9. To select the priority code, select next to the Priority Code
10. Double-click the Priority Code for the issue. Priority Code 2 – Serious is selected by default.
11. Click Submit. The page will then provide you with an Incident (ticket) number.
12. Click OK

Note: Attachments may be added to any open ticket once it has been submitted. The file size limitation is 1.5 MB.

To View an Incident (Ticket)

1. Select the ticket in the table. This will highlight the item
2. Click View OR double-click the ticket. The ticket will then display.

Each incident (ticket) displays the following information:

- Subject: The Product to which the issue pertains⁺⁺
- Date Opened: The date and time that the ticket was opened
- Client ID: The alphanumeric ID used to identify the customer
- Client Name: The Company Name
- Contact: The name of the person to contact for more information regarding the issue ⁺⁺
- Other Phone: The phone number where the contact may be reached ⁺⁺
- E-mail: E-mail address for the contact ⁺⁺
- Description: A summary of the issue that is occurring, and any other necessary information⁺⁺
- Resolution: If the call is closed this is a description of what steps were taken to resolve the issue
- Priority Code:
 - 1 - System down/deadline
 - 2 - Serious
 - 3 - Non-critical
 - 4 - Scheduled
- Attachments: Any files associated with this ticket such as a screen shot or log file

⁺⁺ - This information may be modified.

To Request a Ticket Update/ Update Ticket Description

1. Log into SSHD
2. Double-clicking on the incident to which an update is needed
3. Click Update Requested
4. Click in the Description field and add an update
5. Click Submit

A message will pop-up stating the Ticket # has been submitted successfully.