Exchange

Navigation

This Quick Reference Guide is to assist you in navigating through Exchange. You will learn how to access the system, customize your dashboard, customize list views, where to find print and export icons, general navigation and much more. Use the table of contents below to navigate to different topics within this guide.

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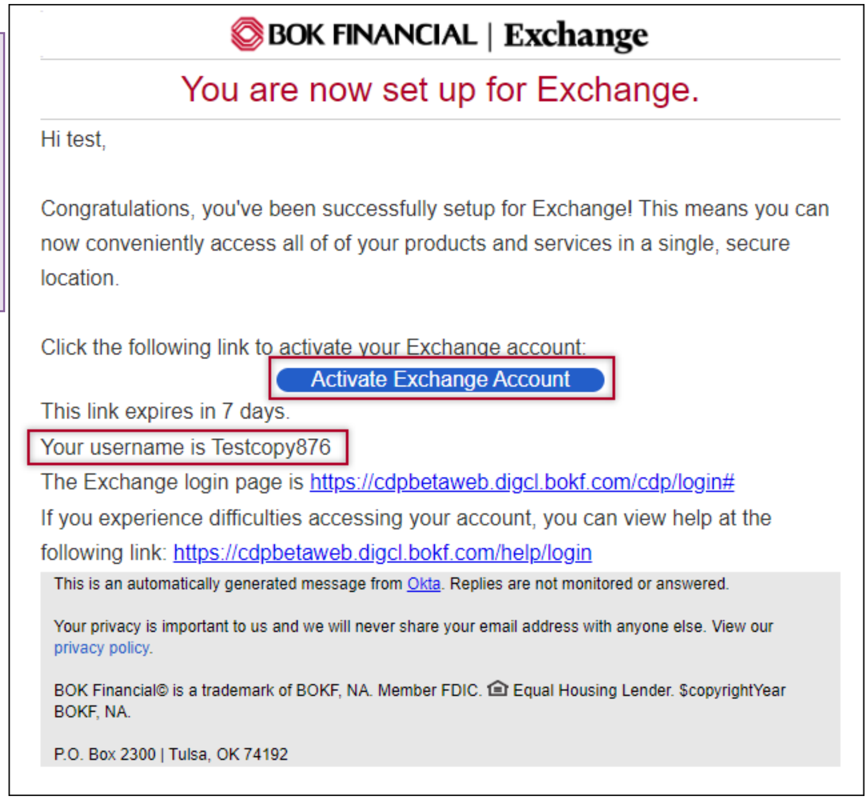
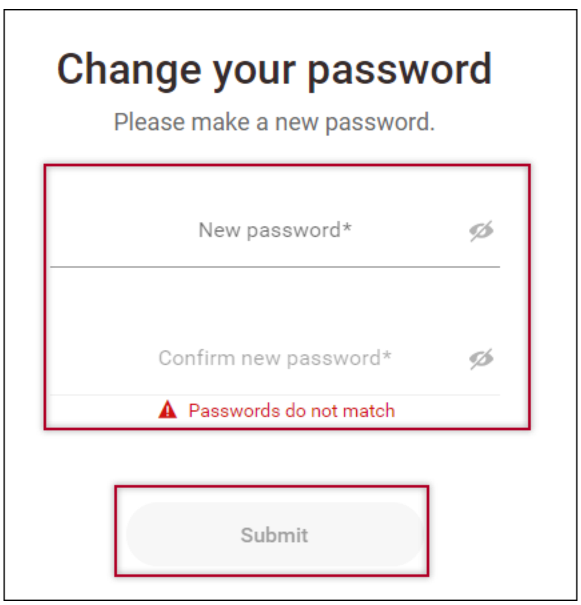
Accessing *Exchange* for the First Time

Once you have been granted permission to Exchange, you will receive an “Activation” email similar to the one shown here sent from alerts@exchange.bokfinancial.com.

- Upon receipt of this email, click the blue “Activate Exchange Account” button. This activation is only valid for seven days. Your Username is also provided in this email.





You are directed to a page to create and confirm your new password. Once you enter your new password click “Submit”.

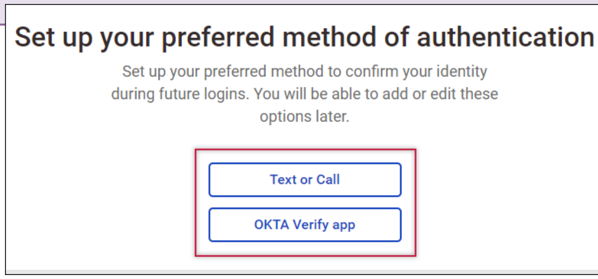
Next, you will setup your multi-factor authentication.

Setup Multi-Factor Authentication (MFA)

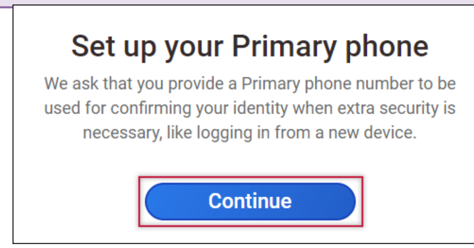
NOTE: Should your session time out during this stage, launch the Exchange URL again.

Upon first login you must set your Multi-Factor Authentication.

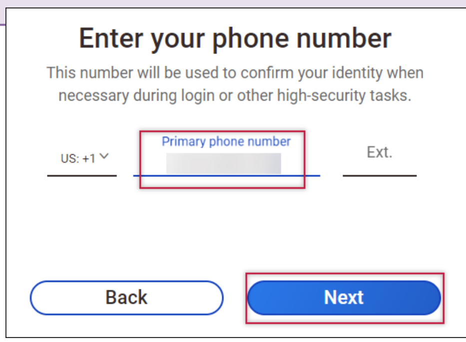
1. "Multi-Factor Authentication Enrollment" window displays.
   a. If you wish to use the OKTA Verify App, make the selection and follow onscreen instructions to download the app.
   b. To setup One-time Passcode (OTP) authentication, select "Text or Call". **Note:** Remaining steps on this page relate to OTP.



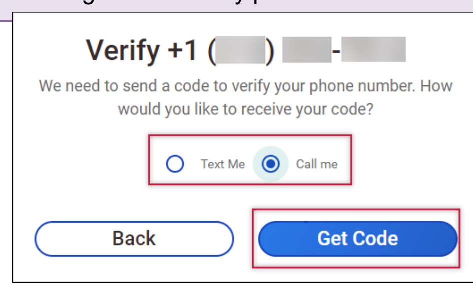
2. Click "Continue" to setup your primary phone number that is used to deliver the passcode.



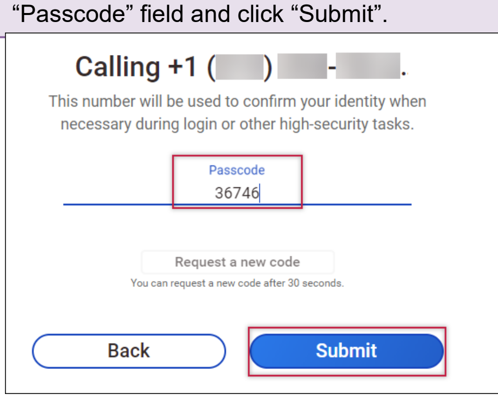
3. Next, you are on the "Phone Number Verification" window. Input the phone number to use for authentication. Cell number must be used to receive the code via text. Click "Next" to continue.



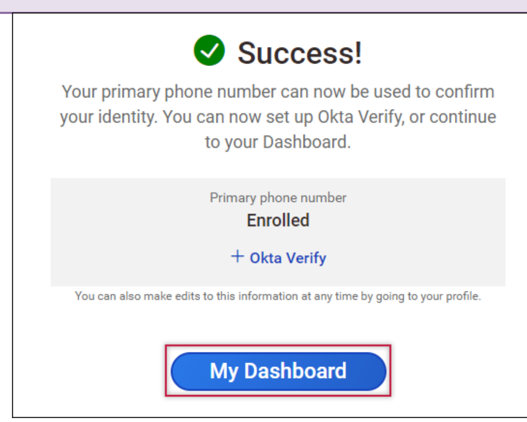
4. Next, select how you would prefer to receive the code, as a "Text" or "Call". Click "Get Code" which will push the code to your phone as a text message or deliver by phone call.



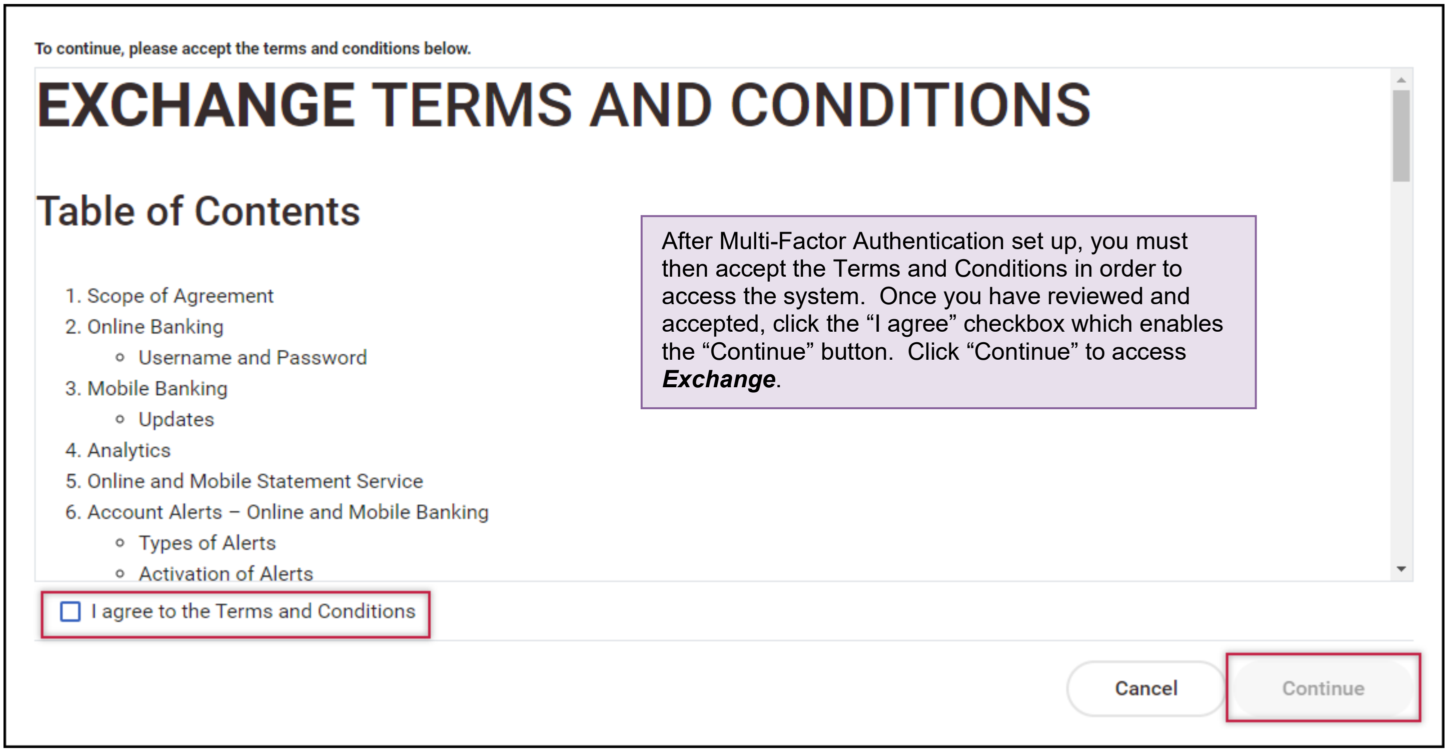
5. Once the code is delivered, input into the "Passcode" field and click "Submit".



6. When the code is entered successfully, you will receive "Multi-Factor Authentication Enrollment Success". Click "My Dashboard" to move forward.



Terms and Conditions & MFA after initial login

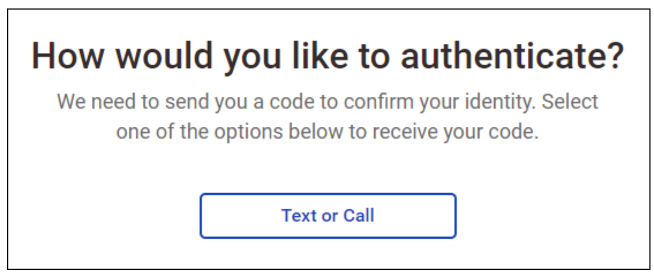


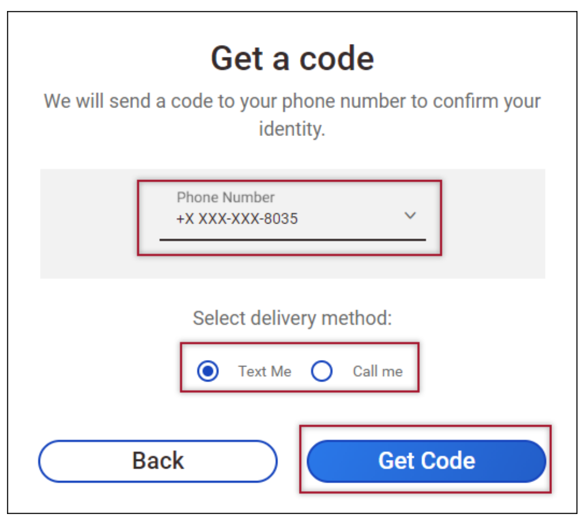
After Multi-Factor Authentication set up, you must then accept the Terms and Conditions in order to access the system. Once you have reviewed and accepted, click the "I agree" checkbox which enables the "Continue" button. Click "Continue" to access ***Exchange***.

Going forward, throughout the application, there are times you will be asked to authenticate. Make your selections to get your code or OKTA push notification in order to continue working within ***Exchange***. The challenge to authenticate may be presented at:

- Login
- Approving Wire Payments
- Approving ACH Payments
- Forgot Password
- Changes in User Profile
- Creating/editing a user
- Approving a user

Note: Should your Multi-Factor Authentication contact point require an update, this can be done under the security tab of your profile or your Exchange Corporate Administrator can "Reset your MFA contact points" under User Administration. Once reset, you will be prompted to establish a new MFA contact point the next time you login.



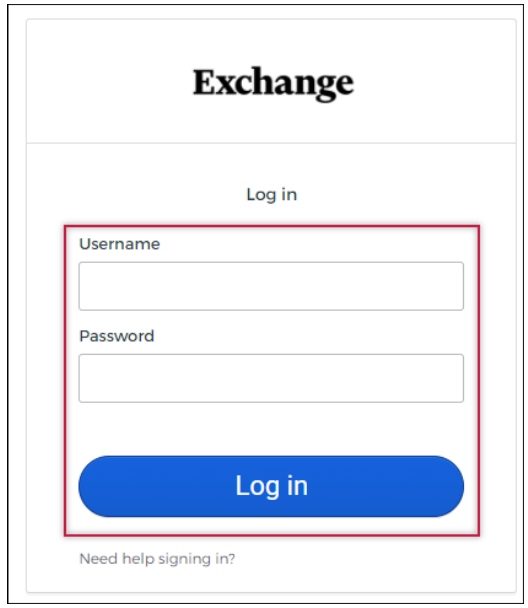


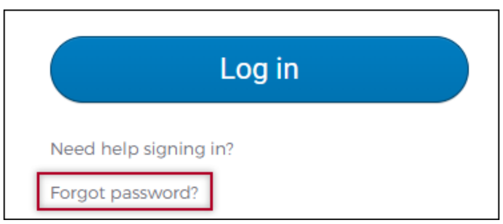
Logging into ***Exchange***

Going forward to access ***Exchange***, copy and paste this URL **https://exchange.bokfinancial.com** into one of the Certified browsers.

Once the login prompt is displayed:

- Input your “Username”.
- Input your “Password”.
- Click “Log In”.
- You may then be asked to authenticate your MFA.

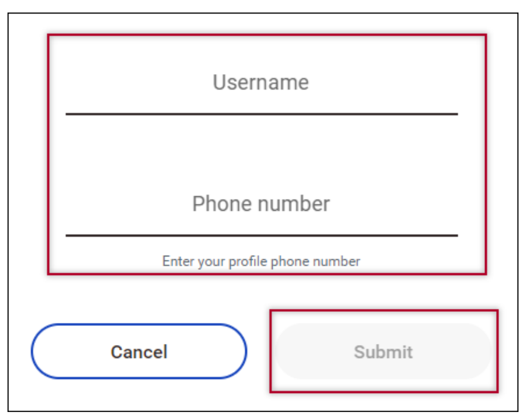




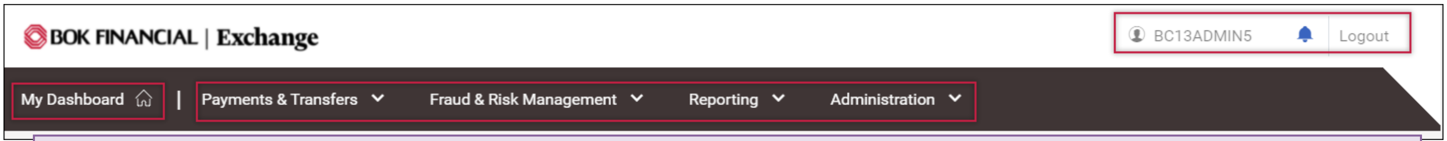
If you forget your password, click “Need help signing in?” which will expand and display “Forgot password?”.

- Click “Forgot password?” to begin the reset process.

- To reset your password, input both your “Username” and “Phone number” under your user profile.
- Click “Submit”.
- You will then go through the authentication process and follow the remaining on screen steps to complete the reset.



General Navigation

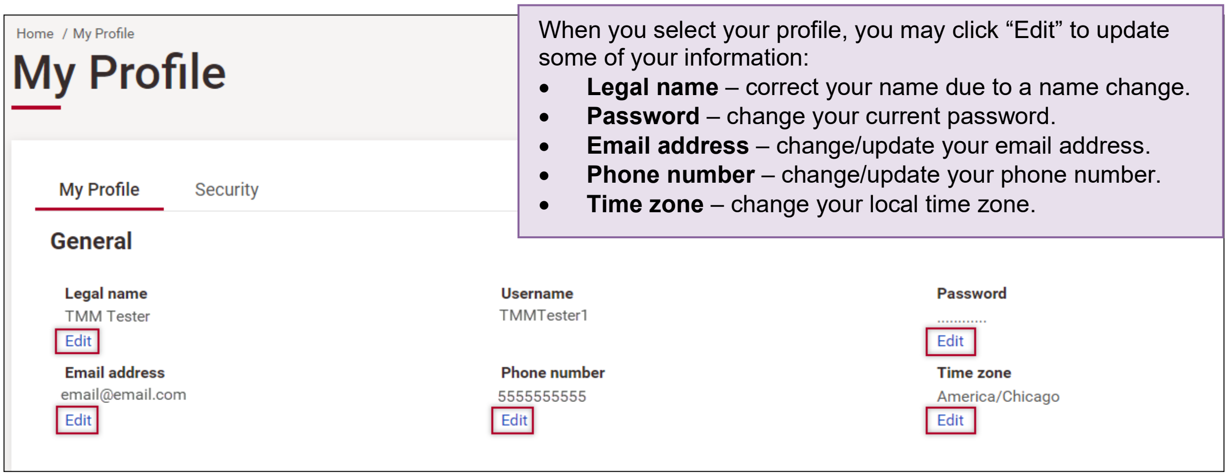


At the top of the screen is your navigation bar.

- **My Dashboard** – from anywhere within the application, when selected will take you to the Dashboard.
- **Payments & Transfers** – provides access to all payment and transfer functions.
- **Fraud & Risk Management** – provides access to all fraud related functions.
- **Reporting** – provides access to reports and download functionality.
- **Administration** – Provides access to user and role maintenance.

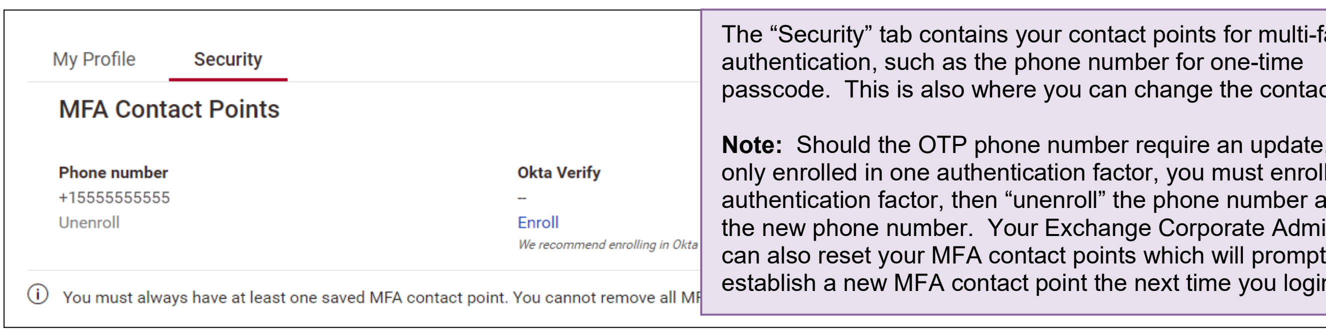
Top right of the screen:

- **Logout** – it is highly recommended to physically click "Logout" whenever exiting the system, so your user ID it properly logged out.
- **Bell Icon** – directs you to the Alert Center and will have a red dot indicating any new alerts.
- **Profile** – to the left of Logout, is your user profile, which you can perform some minor edits, including OTP phone number.



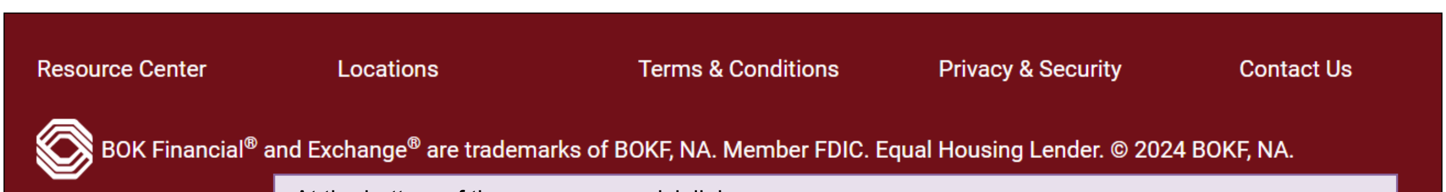
When you select your profile, you may click "Edit" to update some of your information:

- **Legal name** – correct your name due to a name change.
- **Password** – change your current password.
- **Email address** – change/update your email address.
- **Phone number** – change/update your phone number.
- **Time zone** – change your local time zone.



The "Security" tab contains your contact points for multi-factor authentication, such as the phone number for one-time passcode. This is also where you can change the contact point.

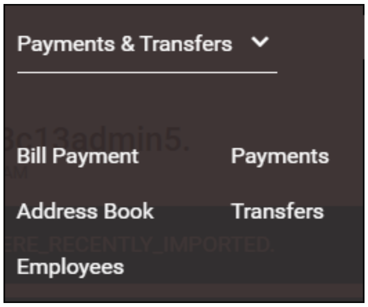
Note: Should the OTP phone number require an update, if you are only enrolled in one authentication factor, you must enroll in another authentication factor, then "unenroll" the phone number and "enroll" the new phone number. Your Exchange Corporate Administrator can also reset your MFA contact points which will prompt you to establish a new MFA contact point the next time you login.



At the bottom of the screen are quick links.

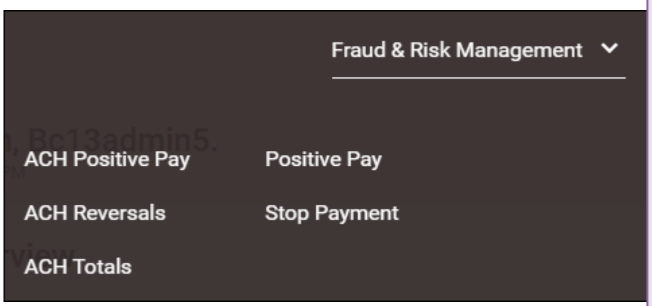
- **Resource Center** – directs you to ***Exchange*** resources that include Quick Reference Guides, FAQs and videos.
- **Locations** – directs you to a Banking Center location search page to locate a branch, ATM or Mortgage office near you.
- **Terms & Conditions** – directs to you the ***Exchange*** terms and conditions.
- **Privacy & Security** – directs you to the Bank's Online Security best practices.
- **Contact Us** – provides market contact numbers should you need assistance with Exchange.

Menu and Menu Options



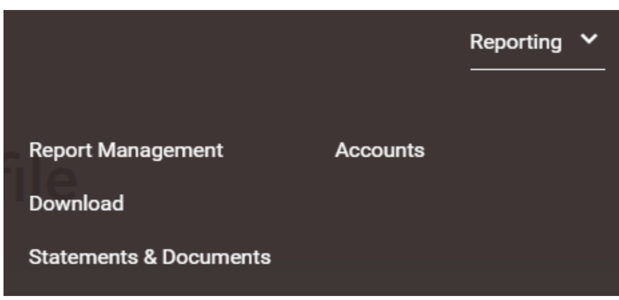
Payments & Transfers – Menu and options are based upon user permissions.

- **Bill Payment** – links to the Business Bill Payment service.
- **Address Book** – feature that allows you to add, modify, view, and delete payment beneficiaries.
- **Employees** – allows you to create employee specific ACH payments; payroll, expense reimbursement and child support.
- **Payments** – allows you to create ACH payments and wire transfers.
- **Transfer** – allows you to create account to account transfers, loan payments and draws.



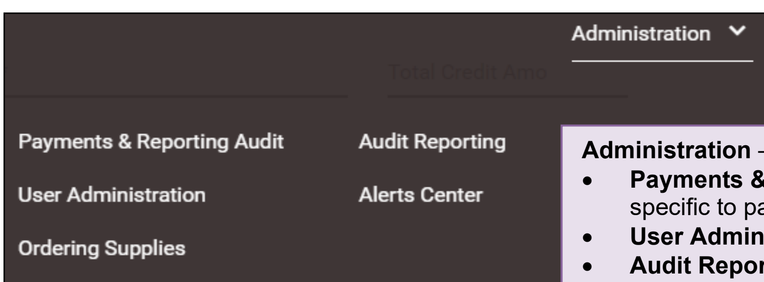
Fraud & Risk Management – Menu and options are based upon user permissions.

- **ACH Positive Pay** – links to the ACHAlert Positive Pay service.
- **ACH Reversals** - send a request to the Bank for an ACH item or batch that needs to be reversed.
- **ACH Totals** – send a “totals” notification to the Bank of an ACH file you are sending and to expect.
- **Positive Pay** – displays all accounts enabled for positive pay or reverse positive pay and make exception decisions.
- **Stop Payment** – allows you to submit stop payment and cancel stop payment requests.



Reporting – Menu and options are based upon user permissions.

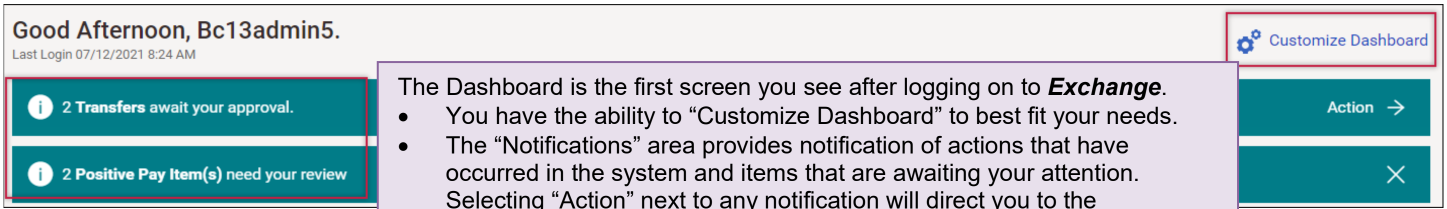
- **Report Management** – shows a list of additional pre-configured reports to view and customize.
- **Download** – allows you to retrieve report exports for download.
- **Statements & Documents** – allows you to view electronic versions of account statements.
- **Accounts** – displays all accounts setup to view balance and transaction reporting, images and export/download to CSV, Quicken or QuickBooks.



Administration – Menu and options are based upon user permissions.

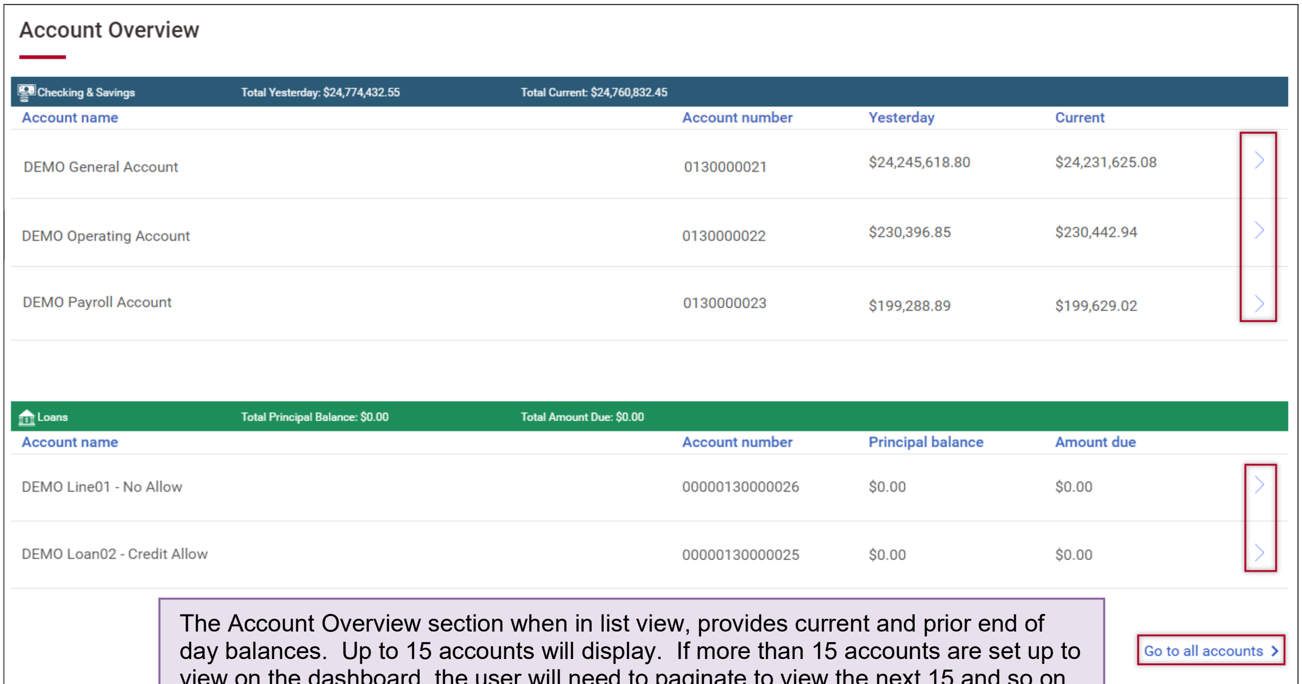
- **Payments & Reporting Audit** – allows you to run audit reports specific to payment and reporting activity.
- **User Administration** – allows you to add and maintain users.
- **Audit Reporting** – allows you to run audit reports related to certain access and functions within ***Exchange***.
- **Alerts Center** – Allows you to create and modify system generated alert notifications.
- **Ordering Supplies** – provides resources for ordering checks, deposit tickets, cash vault bags, endorsement stamps and scanner supplies.

Dashboard



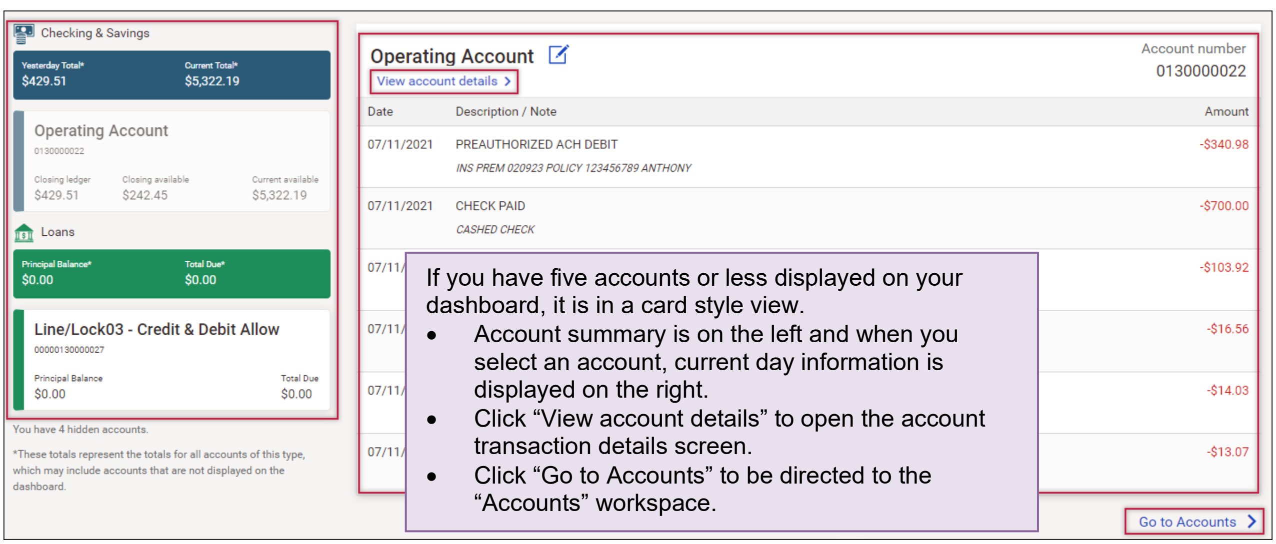
The Dashboard is the first screen you see after logging on to ***Exchange***.

- You have the ability to “Customize Dashboard” to best fit your needs.
- The “Notifications” area provides notification of actions that have occurred in the system and items that are awaiting your attention. Selecting “Action” next to any notification will direct you to the appropriate location to view details or take action.



The Account Overview section when in list view, provides current and prior end of day balances. Up to 15 accounts will display. If more than 15 accounts are set up to view on the dashboard, the user will need to paginate to view the next 15 and so on.

- Click the “arrow” to the right of the account to see account details.
- Click “Go to all accounts” to be directed to the “Balance and Transaction Reporting” workspace.



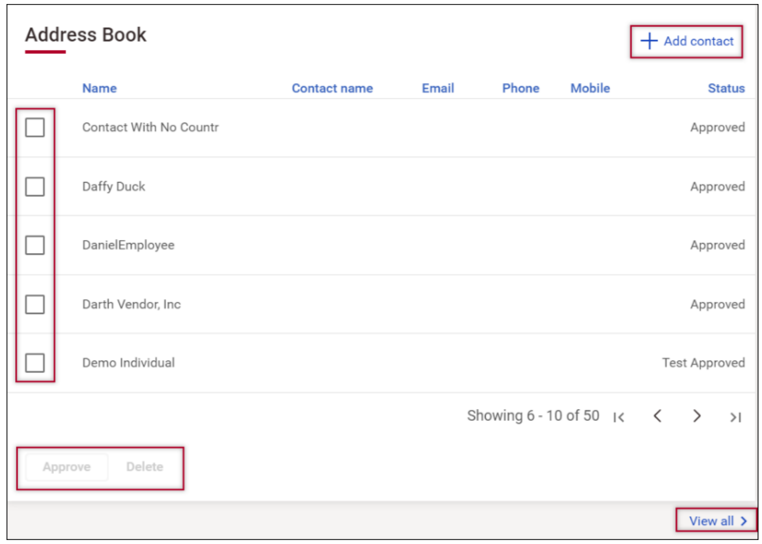
If you have five accounts or less displayed on your dashboard, it is in a card style view.

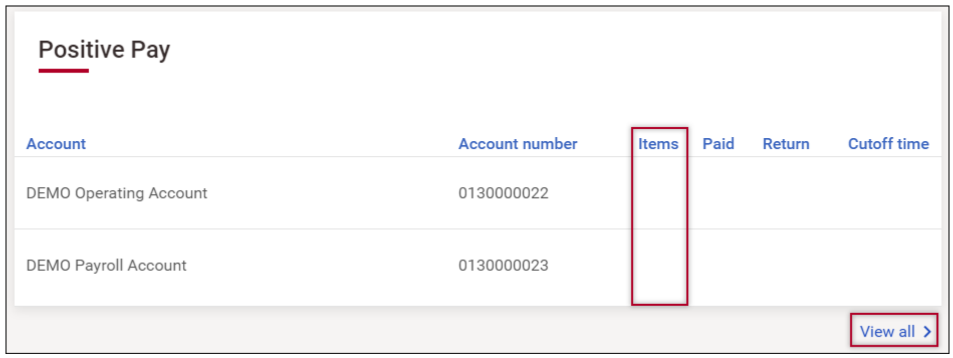
- Account summary is on the left and when you select an account, current day information is displayed on the right.
- Click “View account details” to open the account transaction details screen.
- Click “Go to Accounts” to be directed to the “Accounts” workspace.

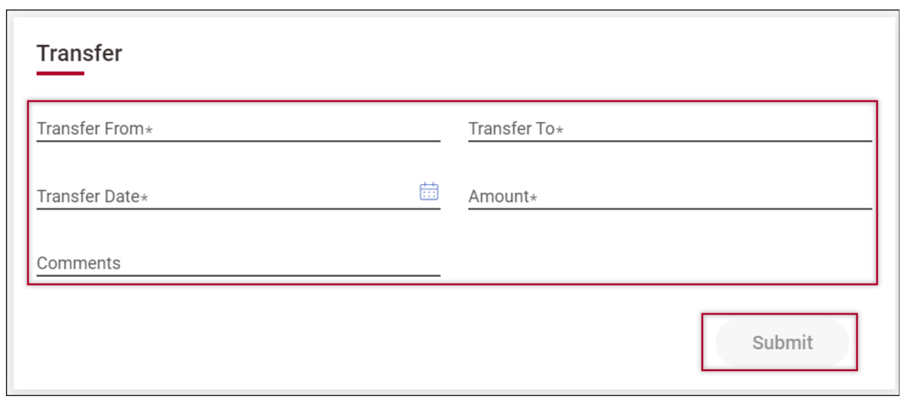
Dashboard Widgets

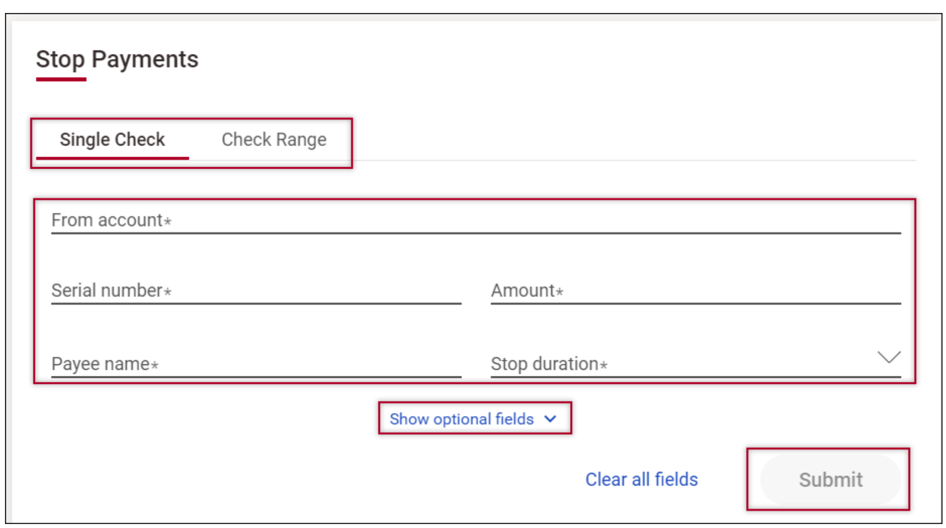
Your Dashboard has default widgets:

- **Address Book** – allows you to view, approve, delete and add beneficiary contacts. Click “Add contact” to create a new contact. Use the check boxes next to a contact to approve or delete. You may also “View all” to be directed to the Address Book widget.
- **Positive Pay** – displays any positive exceptions for today under the “Items” column. Clicking “View all” will take you to the Positive Pay widget.
- **Transfer** – allows you to conduct a single account to account transfer. Once you input the transfer information, click “Submit”.
- **Stop Payments** – allows you to submit a single or check range stop payment. Once you input the stop information, click “Submit”.

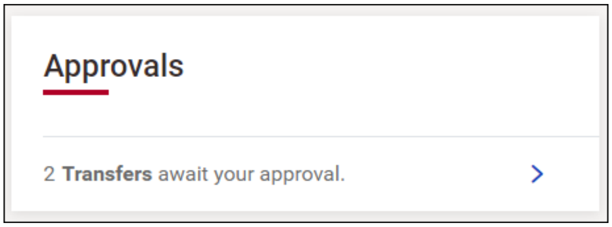




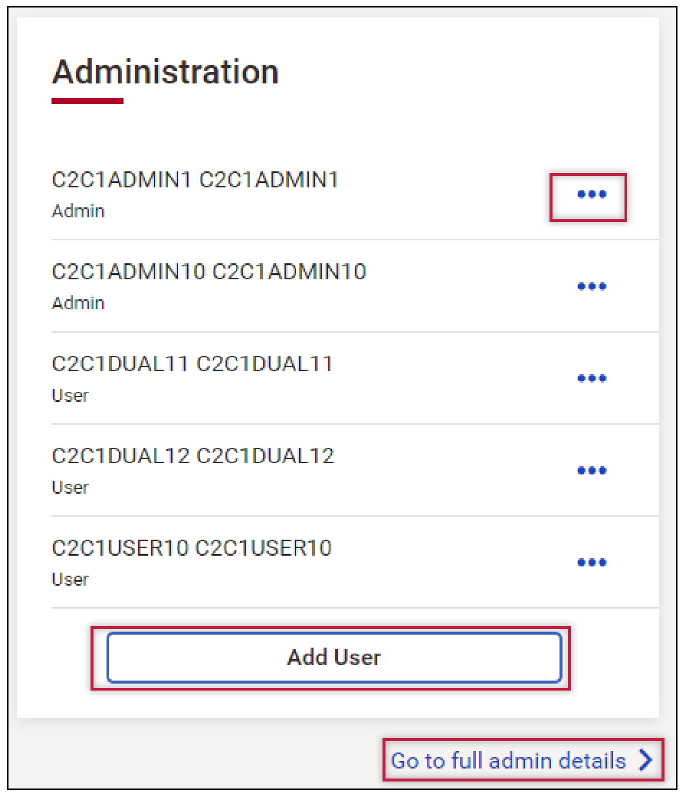




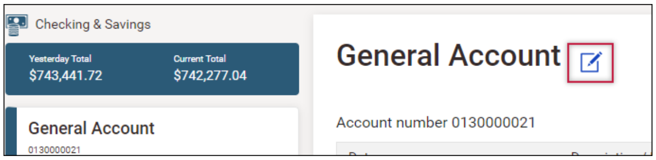
Dashboard Widgets

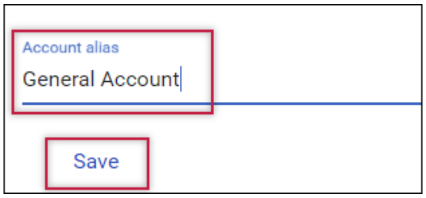


- **Most Visited** – displays your top five visited locations as you continue to use the system.
- **Approvals** – if you have approval permissions, anything requiring approval will appear here. Clicking the arrow next to the approval item will direct you to that location to perform the action.
- **Administration** – Allows you to view, edit, delete or copy a user, by selecting the ellipsis next to a username. Click the “Add User” button to create a new user or the “Go to full admin details” to be directed to the User Administration widget.



Customizing Your Dashboard



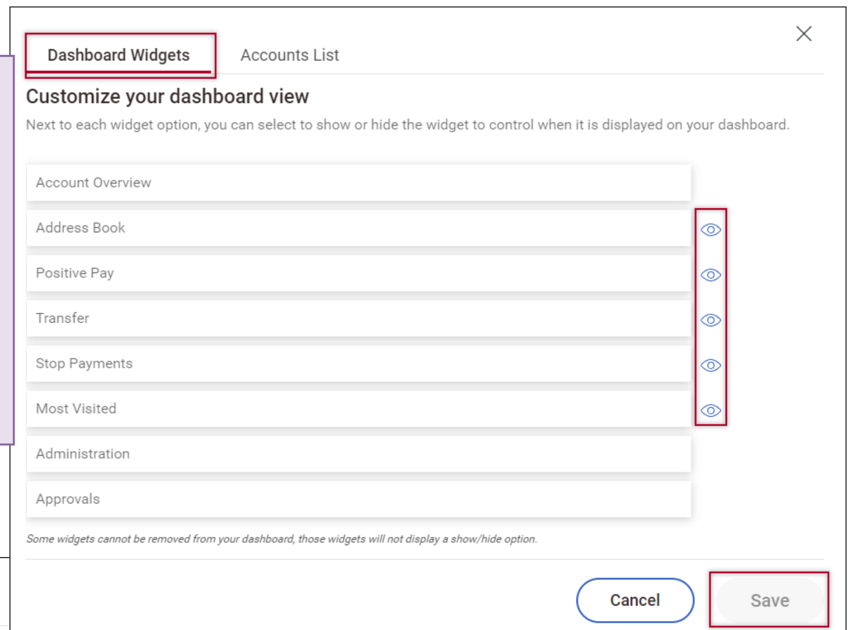


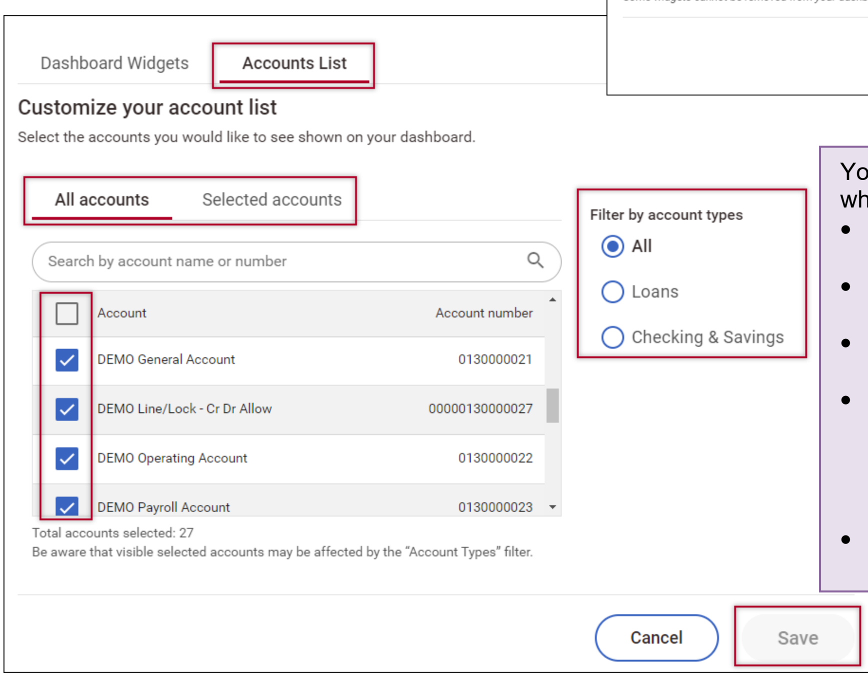
There are a few different ways you can customize your Dashboard. One way is changing the account "Nickname". This is done on the "Account Overview".

- Card view – select the account card to change, the pen/paper icon automatically appears.
- List view – hover your mouse in the blank area to the right of the current name and a pen/paper icon appears.
- Click the icon and the field is now editable.
- Input your new "Nickname" for that account and click "Save". This new nickname will appear for that account throughout the system.

Another way to customize your Dashboard is by hiding/displaying widgets.

- Select "Customize Dashboard" at the top of the Dashboard.
- The "Dashboard Widgets" tab provides a list of all widgets available for display on the dashboard. Some widgets are permanently displayed and cannot be hidden.
- To hide a widget, you do not wish to see, click the "eye" icon to the right. To unhide, click the icon again.
- Click "Save" to keep any changes made. The page will refresh.

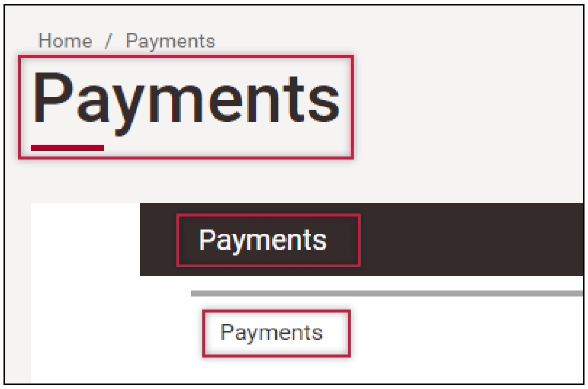




You can also customize your Dashboard by electing what accounts are visible in the Account Overview.

- After selecting "Customize Dashboard" at the top of the Dashboard, click the "Accounts List" tab.
- "All Accounts" lists all the accounts available for display on Account Overview.
- "Selected Accounts" are those currently displayed.
- To select only the account you want to appear in Account Overview, click the "check box" next to the account and uncheck those you do not want on the Dashboard. You may also filter by all types, checking or loan account.
- Click "Save" to keep your changes. The page will refresh.

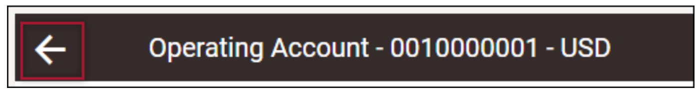
Functionality & Features

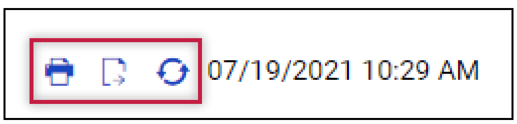


When a selection is made from a menu option you are directed to a page with many headings.

- In this example, "Payments" the larger heading is your menu selection.
- The black header section "Payments" is the workspace title. A workspace is a grouping of individual widgets.
- The smaller "Payments" title under the grey bar is a widget. All widget titles display the same look.

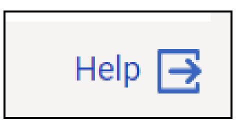
When clicking a link within a widget or workspace to open details, there is an arrow at the top left of the page header. Use this arrow to navigate back to the prior screen.





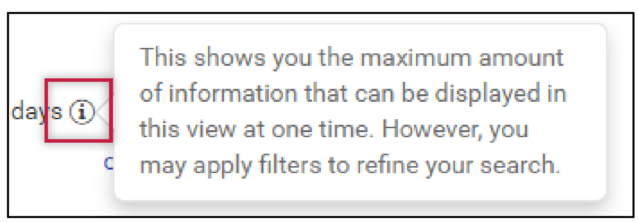
These three icons are throughout the application in list views and widgets.
From left to right:

- **Print** – to print information on the page, all or selected items in summary or detail to a printer or PDF document.
- **Export** – to export information on the page, all or selected items in summary or detail to a particular file type.
- **Refresh** – to refresh data on screen, balances or statuses.



A "Help" link is located at the bottom of each workspace that takes you to either a video or the full system guide depending where a user is in the system when the selection is made. **NOTE:** The full system help guide contains functionality the bank does not subscribe to and some content may differ.

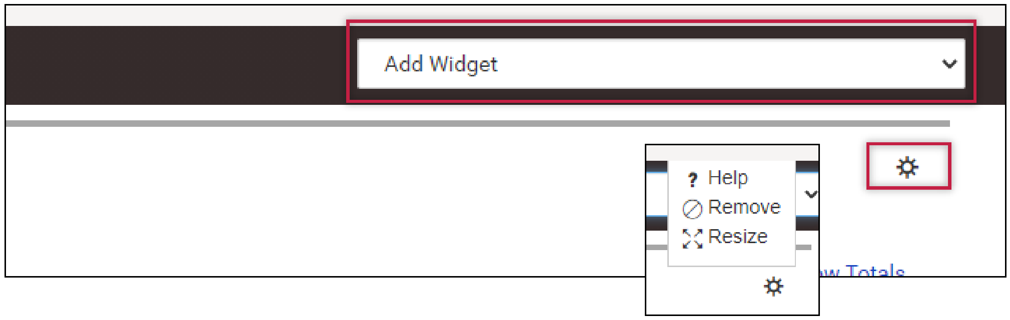
Throughout the application, the encircled "i" when selected, will provide detailed information about the transaction or other information pertaining to the field or location.

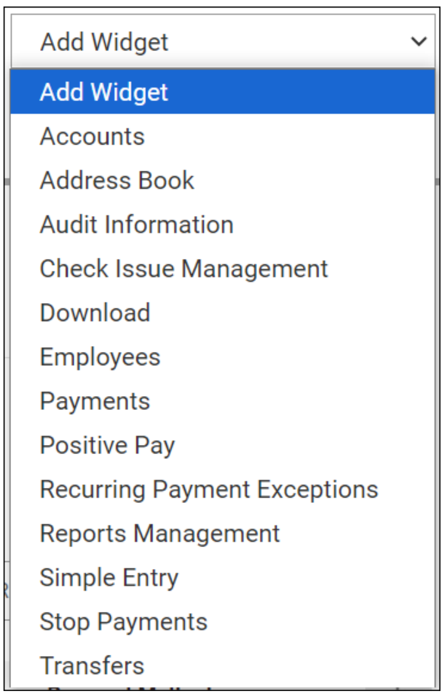


Widgets

Widgets are components that enable you to perform a variety of common tasks such as quickly making a payment, transferring funds, stopping payment on a check, taking action on tasks, or making positive pay decisions.

Note: Widgets will default display if the user is permissioned to the service.





Widgets can be added to any workspace in the application, moved, resized and removed.

Add a widget:

- Click the “Add Widget” dropdown menu for a full list of widgets. Refer to the Widgets Matrix on the Resource Center for a description of their function.
- Select the widget and it will appear at the bottom of the page below any existing widgets already on the workspace.

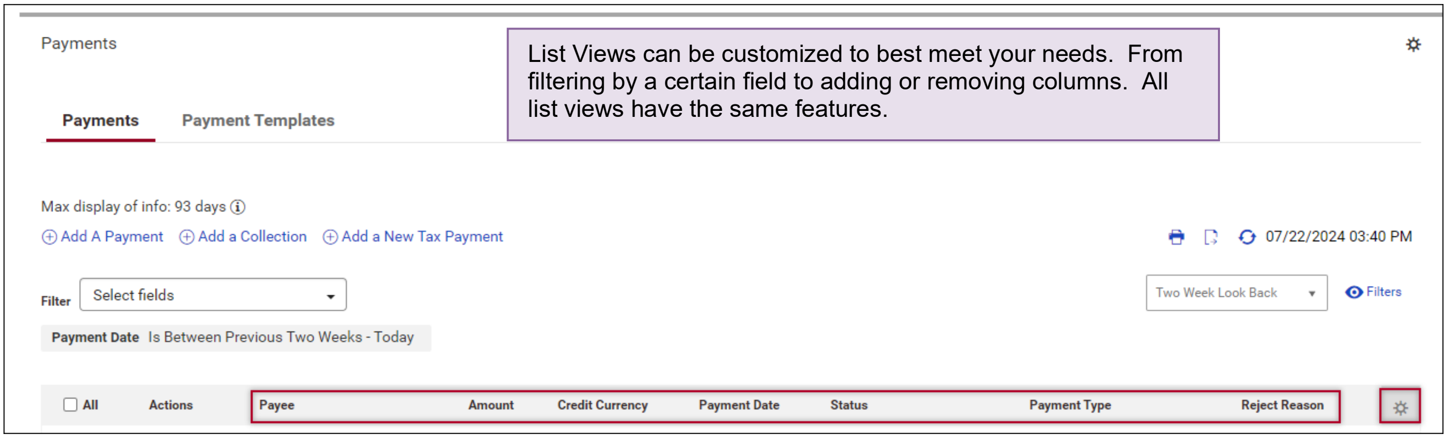
Move a widget:

- Click and hold a widget then drag and drop it to the desired location on the workspace.

Remove or Resize a widget:

- Click the “Cog” wheel at the top of a widget for a list of options.
- Select “Remove” to take the widget out of that particular workspace.
- Select “Resize” so that it takes up only half the width of the screen or return to original size.

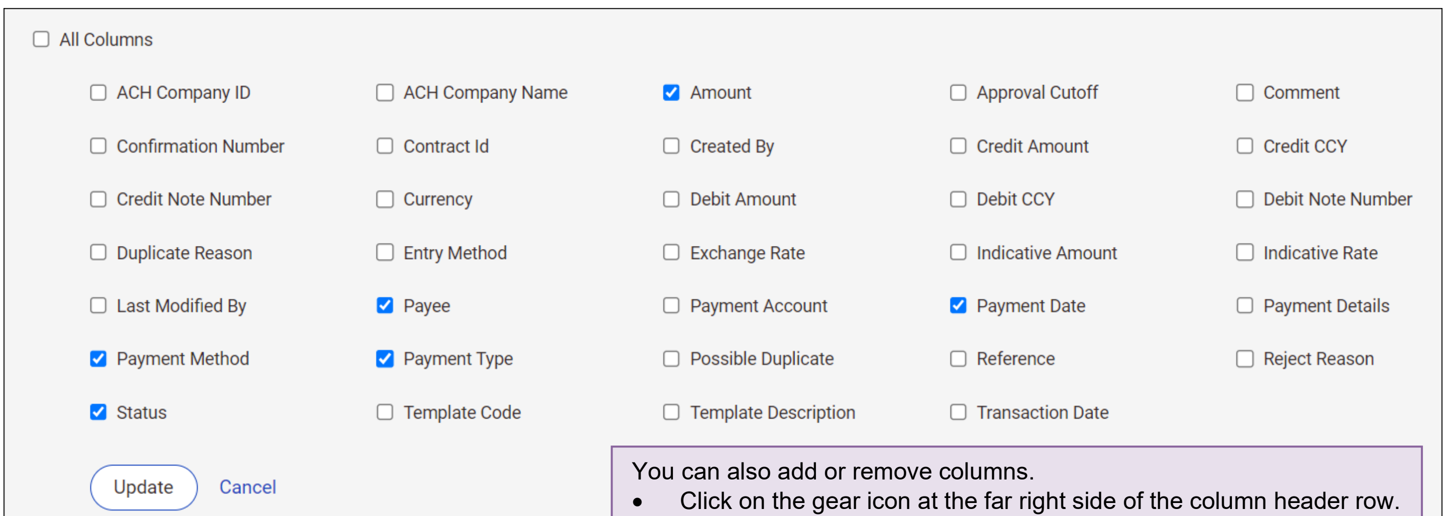
List Views



List Views can be customized to best meet your needs. From filtering by a certain field to adding or removing columns. All list views have the same features.

One way to manage the data in the list view is to sort the data. Each column is sortable.

- Simply place your mouse inside a column header and click. The list view data will sort based on that column. The data can be sorted in ascending or descending order; the up arrow is for ascending, down is for descending.
- To change the size of a column, align your mouse with the right side of the column heading. Click and hold the left mouse button then drag the mouse until the column is the width you want. Release the mouse button.
- Change the order of columns by placing your mouse over the column header name so an ellipsis appears. Click and hold the left-mouse button, then drag the column to the position you want and release the mouse button.

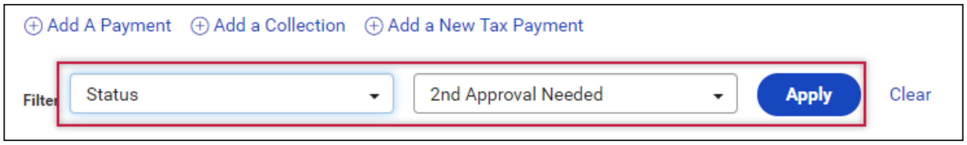


You can also add or remove columns.

- Click on the gear icon at the far right side of the column header row.
- A window displays with all columns that are available to view.
- Simply click on or off the column heading you want to include.
- When you are done, click “Update” and the view will only show those columns that you selected.

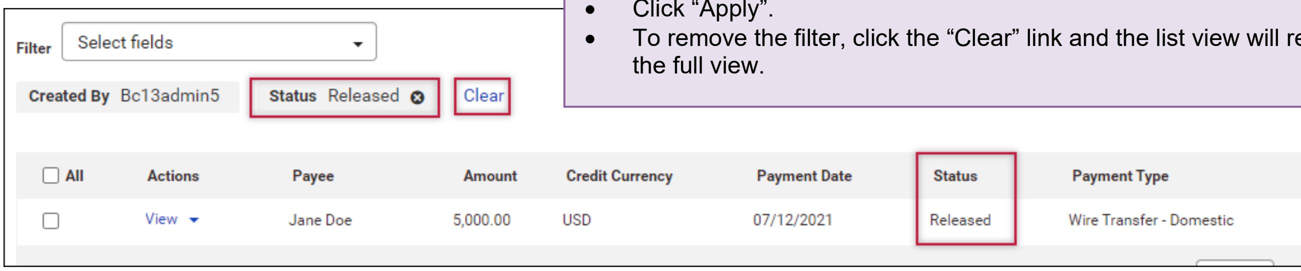
Note: Exporting/Printing Summary reports will export or print based upon what columns are displayed. If the data in the export or print is too small to read, remove columns to only contain those needed for the report or print to PDF which will allow you to zoom in to see the details more clearly.

List Views



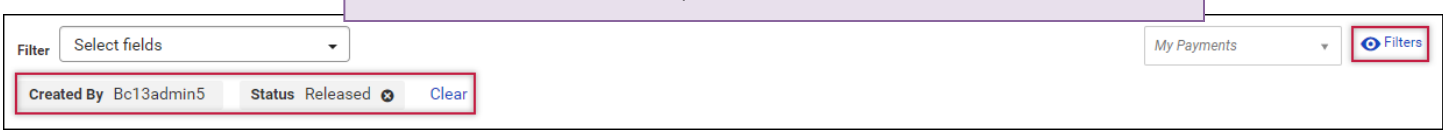
Applying filters allows you to select a subset of data based on the criteria you choose.

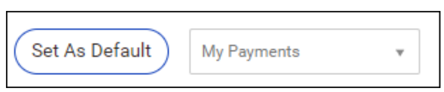
- Click the drop down next to "Filter" to select the key field on which you wish to filter.
- In the next box that appears after your filter selection, select the "keyword" to filter on.
- Click "Apply".
- To remove the filter, click the "Clear" link and the list view will return to the full view.



When filters are applied to a list view they are displayed as badges above the list view.

- If you want to hide the filter values, click 'Filters' to the far right. Click again and the values are displayed. You can use this feature to expose or hide filter values on any saved view.





You can change the view or create multiple views and save them to meet your specific needs.

- Above the column header row, on the right, click on the view name "dropdown".
- A list of all of the pre-configured views available are provided. Select one and what is displayed in the list view will change based upon your selection.
- To save a new view after setting filters, click "Save View" from the same dropdown, enter a name for the view, then click "Go". You can make any view your default so that it appears every time you come to this screen, or just save them for when you need them.
- To set your default view, simply click the "Set As Default" button when you are in that view. To change the view again, click on the view drop down list and select any other view.