Electronic Photo ID Capture User Guide

Scanning and Retrieving Electronic
Photo Identification

INTRODUCTION

This booklet describes the ProDOC interface with CU*BASE that is used to
capture electronic photo IDs and the Verify ID button in CU*BASE that is
used to retrieve the ID image. Using these two processes, you will be able to
scan and retrieve photo identification of members to help in the verification
of their identity.

- ProDOC must be installed on the C:\ drive of the employee's
  computer (C:\Program Files\DocLogic\ProDOC.exe (Program
  Files(x86)). Any other location is not supported.

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LET CU*ANSWERS MANAGEMENT SERVICES "JUST TURN IT ON" FOR YOU

Use "Just Turn it On" and have CU*Answers Management Services drive the implementation of this feature from start to finish. We'll even do the work to get your Board, your management team, and your staff on board and ready to take over once the switch has been flipped. Learn more in the "Just turn it on" brochure. Access this brochure directly at http://cuanswers.com/pdf/cms/Just_Turn_it_On.pdf.

OVERVIEW AND TERMINOLOGY

The following terms are used in this booklet (listed alphabetically):

| Term	Description
Archive	This term refers to the area on the server where an electronic version of the photo ID is kept. All scanned photo IDs are placed in the archive for later retrieval.
Electronic Photo Identification (ID)	This term refers to the electronic image that is created when the photo identification is scanned into the computer using the scanner.
iSweep appliance	This is a server that is housed at the credit union and provides the transfer point of the electronic photo identification from the teller station to the archive.
ProDOC	This software uses a scanner to create and save the electronic photo ID.
Scanner	This term refers to the USB devise that connects directly to the teller PC. It is used to collect the electronic image of the photo ID.

DAILY PROCESSES

AUTOMATED LOGIN TO PRODOC – SINGLE SIGN ON

If you check *ProDOC auto-launch* in your Workstation Favorites in CU*BASE, you will automatically be logged into ProDOC when you sign into CU*BASE in the morning. You will not need to log in separately to ProDOC.

1. To access the Workstation Favorites screen, click this button from any CU*BASE screen.

2. Then on the Workstation Favorites screen (shown below), check *ProDOC auto-launch*.
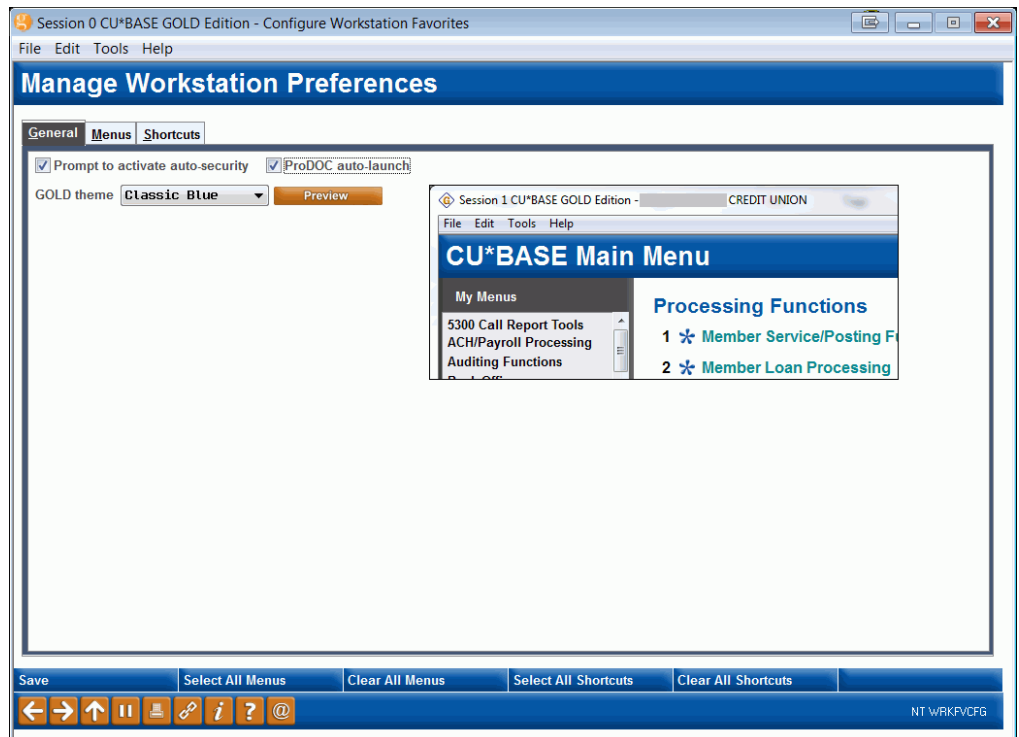
3. Press Enter.

4. The next time you log into CU*BASE, you will automatically also be logged into ProDOC.

VIEW A PHOTO ID THAT HAS BEEN SCANNED – RIGHT FROM CU*BASE

If you select *Funds in Serving Another Member* on the Teller Processing Screen (shown below) you will use the Currently Serving feature. The benefit of using Currently Serving feature is that the Verify Member screen will indicate whether a Photo ID is on file for the person standing in front of you, who may be the member, joint owner or co-borrower.

- If you do not use the Currently Serving feature, you can still view these Photo IDs. For IDs of any person other than the primary member, use the Secondary Names screen. For more information, refer to Page 9.

Teller Processing Screen

- NOTE: You can also access the Photo IDs via Inquiry and Phone Operator.

1. Begin with the Teller Processing screen (shown above) to select the member or other person associated with the account.

2. After you select this person, you will advance to the Verify Member screen.

Verify Member Screen

3. A *Verify My ID* button indicates that an ID has been scanned for the person. If you have selected the member, this indicates that the member's ID has been scanned. If you are serving a joint owner or co-signer on the account, this will indicate that the joint owner or co-borrower you are serving has an ID on file.

   If the *Verify My ID* button appears, CU*BASE will automatically launch a window displaying the ID. This will not interfere with regular processing so you can continue to work in CU*BASE as usual.
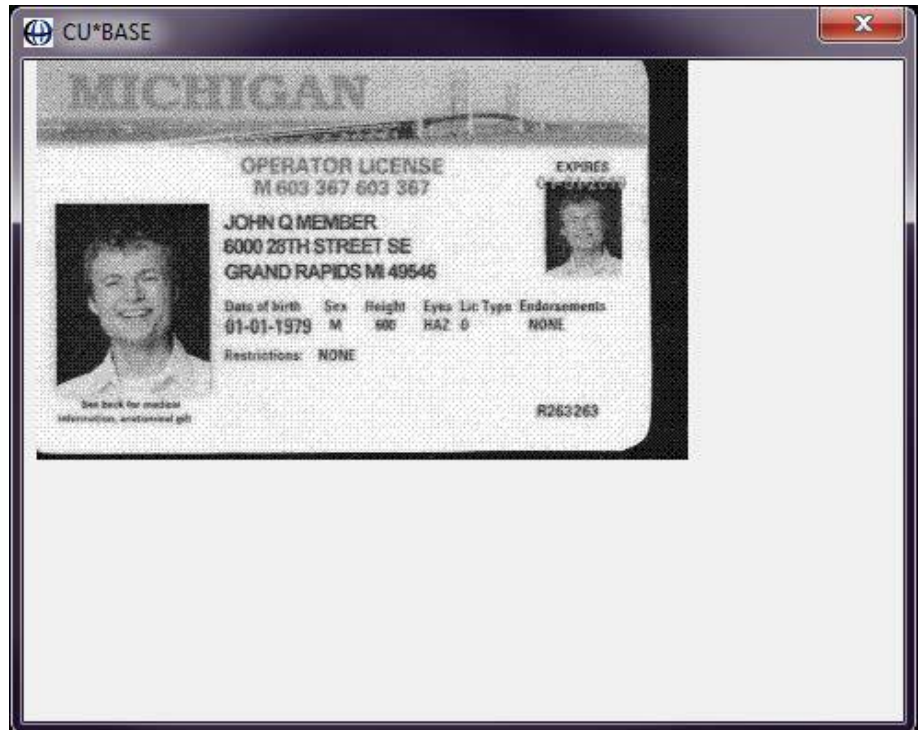
- This simplified window is designed to show a standard size photo ID. If the ID is larger than the window, simply drag the edges of the window to expand the view. To rotate the ID by ninety degree intervals, click anywhere on the ID itself. If you do not close the window (or move it to a second monitor), the next ID will appear with subsequent transactions.

- If your credit union wishes to deactivate the auto-click in Teller, contact a Client Service Representative. This is a credit union-wide setting.

The *Verify My ID* button also appears on the Inquiry, Phone Operator and Secondary Names screens. In these cases, you will need to click the button to view the member's ID.

No ID on File

If an ID has not been scanned the button will be red and read *No ID on File* (as shown below). In this case, you will need to scan the ID. See "Scan Photo ID directly from CU*BASE on Page 10.

- The *No ID on File* button can be found on the Inquiry and Phone Operator screens.

View ID from the Secondary Names Screen

You can also view the ID from the Secondary Names screen. Access this screen by selecting the *Secondary Names* button on the Verify Member (see Page 7), Phone Operator or Inquiry screens.

Secondary Names Screen

- NOTE: If the *Scan* button appears after that person's name, the ID will need to be scanned. Refer to Page 10.

1. Click the *View* button.

2. A browser window will open showing the photo ID of the person you selected.

SCAN PHOTO ID DIRECTLY FROM CU*BASE

If you select *Funds in Serving Another Member* on the Teller Processing Screen (shown below) you will use the Currently Serving feature. The benefit of using Currently Serving feature is that the Verify Member screen will indicate whether a Photo ID is on file for the person standing in front of you, who may be the member, joint owner or co-borrower.

- If you do not use the Currently Serving feature, you can still scan these Photo IDs. For IDs of any person other than the primary member, use the Secondary Names screen. For more information, refer to Page 14.

Teller Processing Screen

- NOTE: You can also access the Photo IDs via Inquiry and Phone Operator.

1. Begin with the Teller Processing screen to select the member or other person associated with the account.

2. After you select this person, you will advance to the Verify Member screen.

Verify Member Screen

3. A *No ID on File* button indicates that an ID has not been scanned for the person. If you have selected the member, this indicates that the member's ID has not been scanned. If you are serving a joint owner or co-signer on the account, this will indicate that the joint owner or co-borrower you are serving does not have an ID on file.

4. Once you click *No ID on File*, ProDOC will launch with the name and Social Security Number of the person pre-filled. (See next page.)

5. Place the ID on the scanner as recommended below:

Tips for Scanning an Adult License
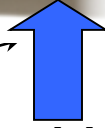
Always place the identification aligned with the right hand side of the scanner.

You may need to give it a little pressure to push it through.

Push to the right side
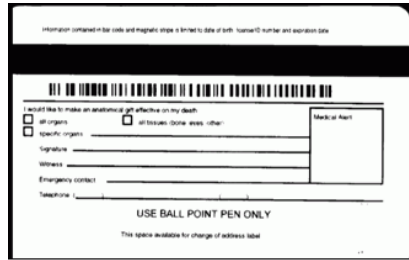
Correct!

Try the other side!

Always scan the identification face down, head first, aligned to the right.

Do not scan the license through the scanner face up.

CU*TIP: To scan a minor's vertical or student ID, scan it **long side** first since the license photo is along the vertical side. That way the photo ID will scan into the database correctly.
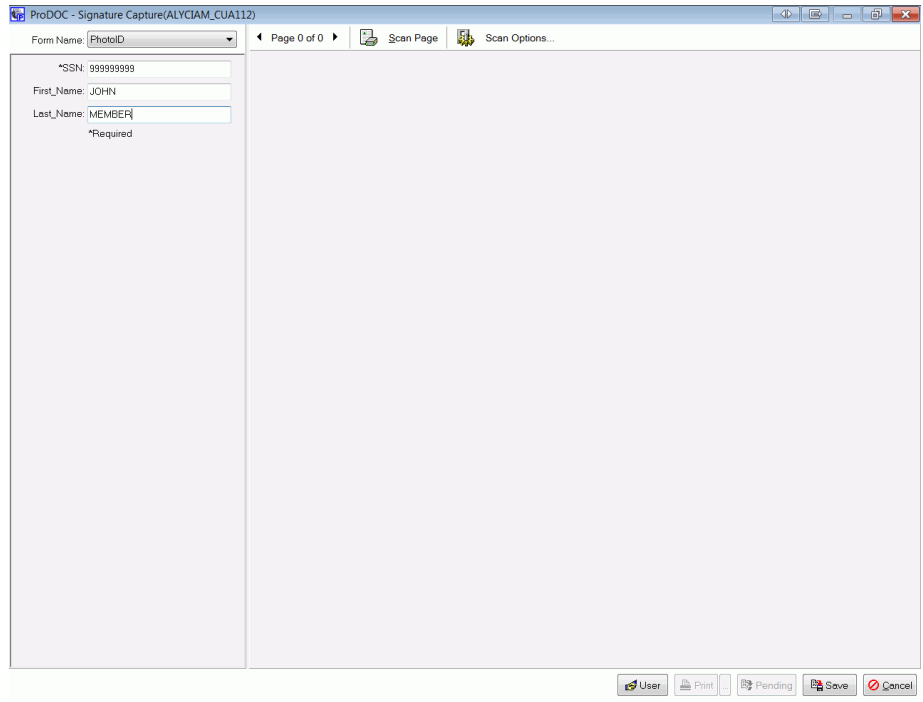
6. Be sure that Photo ID is selected as the *Form Name.*

7. Click *Scan Page.* This will scan the ID, which will appear in the area to the right of the ProDOC screen.

8. Click *Scan.*

9. Click *Save.*

SCAN AN ID DIRECTLY FROM THE SECONDARY NAMES SCREEN

You can also scan the ID from the Secondary Names screen. Access this screen by selecting the Secondary Names button on the Verify Member (see Page 7), Phone Operator or Inquiry screens.

Secondary Names Screen

- NOTE: If the *View* button appears after that person's name, the ID is already scanned. Click this button to view the ID.

3. To scan an ID, click the *Scan* button. Then refer to step 4 on scanning an ID on Page 11.

ADDITIONAL INFORMATION

WHAT DETERMINES IF THE VERIFY MY ID OR NO ID ON FILE BUTTONS APPEAR?

As you can see in the previous image, there is a ***Photo ID on File*** checkbox next to the primary member and an "ID on File" checkbox next to the joint owners. This box is automatically checked by CU*BASE when you click the ***No ID on File*** button on the Phone, Inquiry or Verify Member screens or the Scan button on the Secondary Names screen. ProDOC is launched to scan the ID and the "Photo ID on File" indicator for the membership is automatically checked. If you click the *Scan* button, but do not scan the ID, the *Photo ID on File* box is still checked. In these instances, move to the Secondary Names screen and uncheck the box manually.

WHAT IF THE BUTTONS DO NOT WORK AS EXPECTED?

Refer to the "Verify My ID and No ID on File" (Photo ID Indicator) topic in the CU*BASE Online help for additional information, tips, and troubleshooting.

http://help.cubase.org/cubase/#Photo_ID_on_File_Indicator.htm

WHAT HAPPENS IF THE IMAGE IS NOT OPTIMIZED?

If you attempt to save a scanned image without the optimized settings, you will be presented with the following message. (These settings are the default settings and are shown on Page 21.)
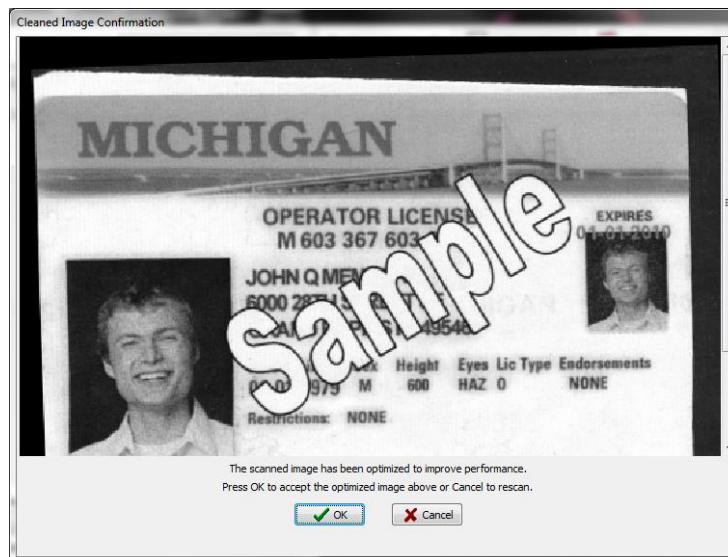
Click OK to optimize the size of the graphic that will be archive to your vault.

- Credit unions with in-house eDocument Vaults can override this correction feature.

LOGGING OFF OF PRODOC

1. To log off of ProDOC, simply right click on the ProDOC icon in your system tray and select *Exit*.

    Selecting Exit at the End of the Day

2. ProDOC will close completely.   This will allow the next person using your workstation to log into ProDOC automatically when that person logs on to CU*BASE.

MANUAL PROCESSES

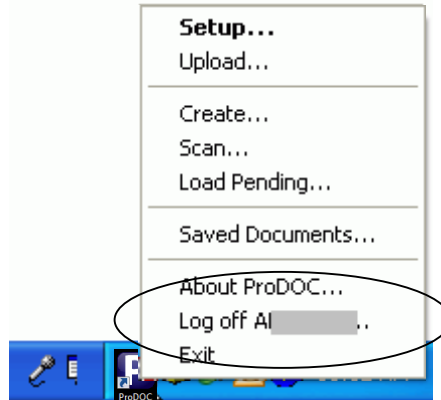These processes are generally no longer used, since ProDOC and CU*BASE are programmed to work together, but this section covers other manual ways to do processes covered in the previous automated section.

MANUALLY LOGGING ON TO PRODOC

1. ProDOC will automatically launch on your PC desktop when you login to your computer at the beginning of your work day.

2. Type in your ProDOC user name and password and click the *Login* button.

ProDOC Login Screen
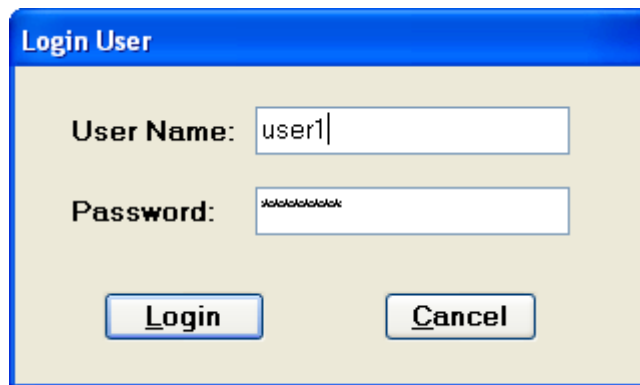
> *Once the login is completed the ProDOC icon will appear in the Systems Tray at the bottom right hand corner of the computer screen.*

ProDOC Icon in System Tray

Your ProDOC icon is accessible in your System Tray as pictured here.

3. Next, launch CU*BASE and your printer session and log into both of them appropriately.

> *If you need to log into ProDOC after your initial login, you can start the program by double clicking the icon on your desktop.*

MANUALLY LAUNCHING PRODOC TO SCAN A PHOTO ID

Following are directions for scanning and ID using the ProDOC icon in your system tray.

- Extra steps are required for this method and the automated method is recommended. The automated method (directly from CU*BASE) is covered on Page 10.

1. Right click on the ProDOC icon in your System tray ![P] and select *Scan.*

ProDOC Icon "Right clicking and Selecting Scan"

2. Select Photo ID from the drop-down menu next to *Form Name* (shown below).
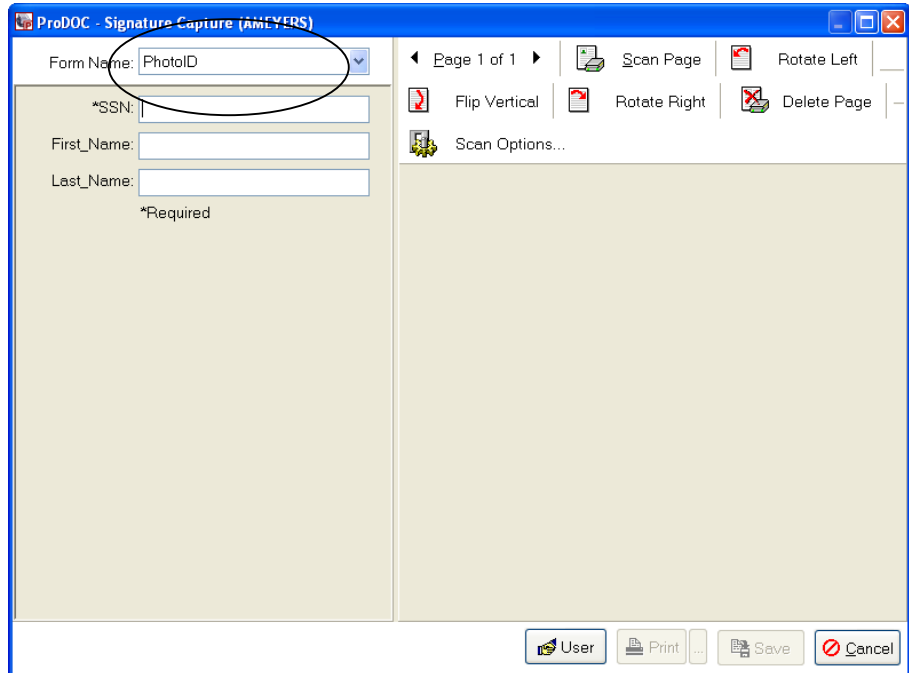
3. Click *Scan Page*.

    - Recommendations for scanning an ID are included in the "Automated" section on Page 12.

4. The following are the recommended scan settings that should automatically be selected:

Custom Settings for Scan

Select Grayscale.

Select 100 dpi from the Resolution drop-down menu.

Select Business Card from the Scan Size drop-down menu.
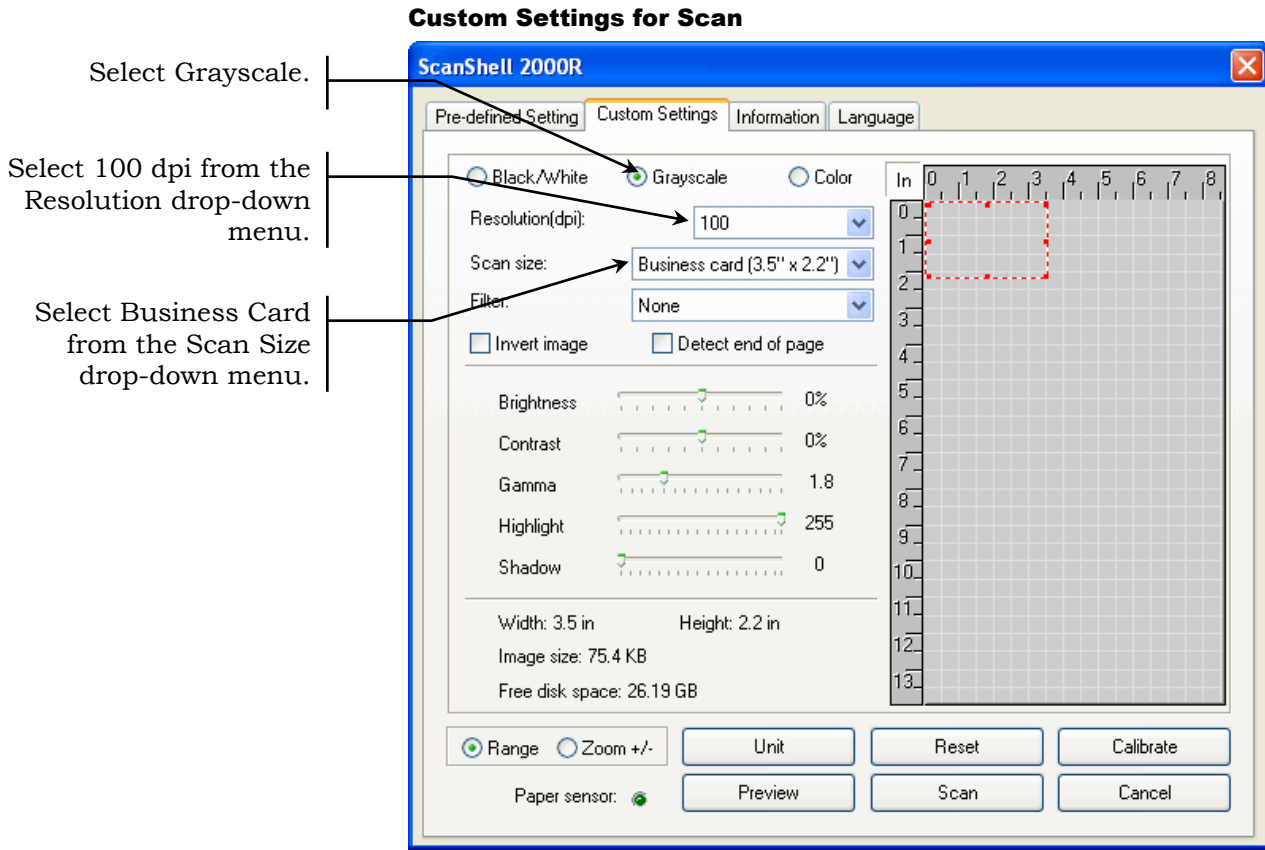
5. Click *Scan.*

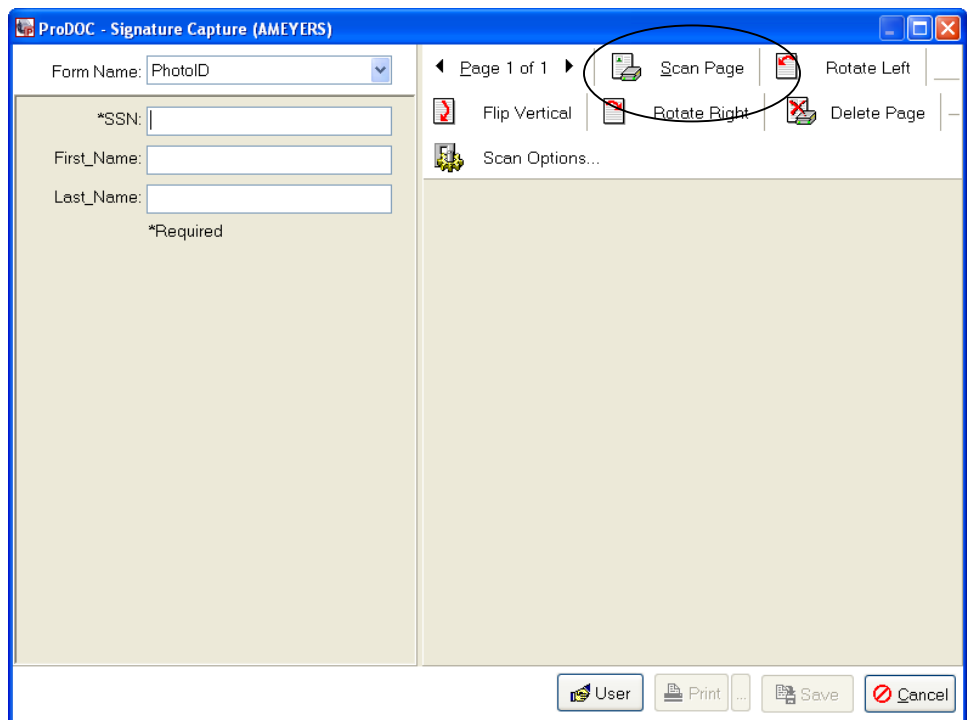6. Enter the member's First Name, Last Name and Social Security Number. (This is automatically filled in with the automated process.)

> *Enter the social security number with or without dashes. The software will remove the dashes before saving the number in the database.*

7. Click *Save.*

8. The photo ID is now saved in the database.

ELECTRONIC PHOTO ID "QUICK REFERENCE"

This page is designed to be a quick reference for scanning and viewing electronic photo IDs. Refer to previous pages for details.

Setting Up Auto-Launch for ProDOC	The following steps will need to be done one time. 1. Access the Workstation Favorites screen, click ⭐ Preferences from any CU*BASE screen. 2. On the Workstation Favorites screen check the ProDOC auto-launch box. 3. Press Enter. 4. Once you have logged in a ProDOC icon will appear in your System Tray. 5. The next time (and any other time) you log into CU*BASE, you will automatically also be logged into ProDOC.

Scanning and Saving the Electronic Photo ID	1. Go to the Teller Processing screen and select the member or other person associated with the account.
	2. Press Enter to advance to the Verify Member screen.
	3. Click the No ID on File button.
	    The "No ID on File" button can also be found on the Inquiry and Phone Operator screens.
	4. Place your photo ID on the scanner.
	    Always scan adult licenses face down, head first. Align the identification with the right hand side of the scanner.
	5. Confirm that the Form Name of Photo ID is selected.
	6. Click *Scan Page*.
	7. Click *Scan*.
	8. Click *Save*.

Printing a Receipt after a Photo ID has been scanned	1. Post a transaction in the normal manner. 2. Select the Form Name of "Receipt" so that the signature field appears. 3. Continue to process the receipt in the normal manner.
Viewing an Electronic Photo ID once the ID has been scanned	1. Go to the Teller Processing screen and select the member or other person associated with the account. 2. Press Enter to advance to the Verify Member screen. 3. *If you access this screen by Teller only:* If the members photo ID is scanned, a window will appear with the ID. *If you use Phone Operator or Inquiry, you will need to click the "Verify My ID" button to access the window. On the Secondary Names screen, click the "View" button.*