

For a list of RCB Bank's holiday closings visit RCBbank.bank/Holidays.

Depositing Checks

1 Making A Deposit

Log into your account at <https://smartpay.profitstars.com/business/login/bankrcb>.




For your convenience, add this website to your favorites.

- Click **Transactions**.
- Click **Remote Deposit Complete**.
- Select **Create New Deposit**.
- Enter in number of checks and total amount of batch (with decimal point).
- Endorse back of check with "**For Remote Deposit only to RCB Bank**". Feed check into scanner.
- Select **Complete Deposit** (located bottom right of screen).
- Select **Check Box** next to the open column for each deposit. Select **Close** to confirm closing the deposit.

Note: Deposits left open for longer than 30 days will be automatically rejected.

2 Double check deposit amount

It is always a good idea to double check the amount of your daily deposit.


- Click **Dashboard**.
- Click **Approved**.
- Calculate total of all your checks. Make sure total of today's checks match the total listed on the **Approved** page.
- If there are discrepancies, you can make corrections as long as the deposit is not processed*.
- Click the View icon  next to the incorrect line item to make changes. Often times errors are either the amount or date to process. Click the Edit button  next to the field you want to change. Click Save .
- If you discover an error after the deposit is processed, please contact RCB Bank at 855.226.5722.

*Checks scanned in the morning will be processed after 11:00 a.m. Checks scanned after 11:00 a.m. will be processed after 7:00 p.m. Deposits are subject to verification and not available for immediate withdrawal.

3 Store your checks

We recommend you store your checks for 60 days in a safe and secure place locked away from unauthorized personnel. After 60 days, please shred checks.

On a daily basis after scanning, we recommend:

- Click **Reports**.
- Click **New Report**.
- Under **Advanced Filters** select the location in which you deposited the checks.
- Check the status of "Approved". Click **Run Report**.
- Click Printer icon .
- Use this transaction report as your deposit slip for the day.
- Wrap report around checks and store for 60 days in case of error or dispute.

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RCB BANK

That's my bank!

Remote Deposit Complete

Installation Guide.

1 Setting up your Admin login

Use this guide if you are performing the initial setup, or if you ever connect your scanner to a different computer.

- Keep Remote Deposit Scanner unplugged until later in the set up process.
- Go to <https://smartpay.profitstars.com/business/login/bankrcb>.
- You will begin the administrator login at host page. The person assigned as administrator will input their temporary login provided by RCB Bank. At this time, you will be asked to change your temporary password. Enter your new password. Must be at least eight characters long and have at least one upper case letter, one lower case letter and one number.

2 Assigning Other Users

- Click **Admin**. Select **Users**.
- Select **Add User** then **Business User**. Under **Privileges for this User**, select preferences.
- Next to the **Privileges for this User** column, you will see **Role** options under Customer Service Privilege and Locations. Be sure to click on each drop-down list and check all roles you want to apply, including **Enabled Locations**. Click **Update**.
- **Roles within Reporting Privilege** drop down will appear. Check all that apply for user. Click **Update**.
- Write down usernames and corresponding temporary passwords.
- Go to **List Users** to confirm new users are listed. Once all users are listed, **Log Out**.
- New users will be asked to change their passwords with the first login. See password rules above.

3 Scanner Installation

- Log in and enter your name, company name and new password that you created in step one.
- Click **Transactions**.
- Click **Remote Deposit Complete**.
- Select the location/account for deposit. The device control will automatically download. Watch for firewall or pop-up blockers.

Note: If your browser closes after installation is complete, you will need to follow the previous four scanner installation steps. The device control will look for the device and the device driver will prompt for install.

- Follow the installation wizard, selecting the correct make and model of your machine. Once installed, plug the scanner into a wall outlet and to available USB port on your computer.
- Check for a green light to make sure scanner is connected properly. If you don't see the green light, please click **Reset Scanner**. You should see a number in the **Terminal Number** box on your screen.

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You are now ready to process payments! If you have any questions or need assistance setting up your device give us a call at 855.226.5722. [Flip over for deposit instructions.](#)