

# DNA Web User Guide

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## Create a Sub-User

If you have Manage User rights, you can click the Administration tab to find the User Set Up screen. The User Set Up page will display information for all active business users authorized to access accounts for your business. This page can also display data for disabled business users. You may add new users, edit a user's data, and disable active users.

### User Set Up

1. Select **Add New User** from the User Set Up page
2. Type all of the information requested in the **User Information** section including:
  - User's Name
  - Email (Confirm Email Address)
  - Sign-On ID (Must be between 8-15 characters with no special characters)
  - Password (Confirm Password)
  - Phone Number
    - Check Can Receive Text Messages

Select *Continue*

3. In the **User Rights** section, select the appropriate checkboxes to indicate if the user can:
  - Manage Company
  - Manage Accounts
  - Manage Users
  - Manage Reports

Select *Continue*

4. On the **Account Access** page, check at least one permission and select *Continue*:
  - View – Allows new user to view data for a specific account
  - Stop – Allows a new user to issue Stop Payments for the account
  - Transfers - Allows a new user to request transfers to/from the account

Select *Continue*

5. On the **ACH Rights** page, determine which ACH rights you would like your user to have:
  - For general users who only need view settlements, leave the checkboxes unchecked
  - For users who will need to transfer funds between accounts, select:
    - Add ACH Transactions
    - Edit ACH Transactions
    - Release

Select *Continue*

6. Bypass the **Wire Rights** page and select Save
7. On the **For Your Protection** page, select a delivery channel to receive a one-time code to complete the user setup:
8. Select Email Me or Call Me
9. Enter the 8-digit code

Select *Submit*

Once all steps have been completed, the Authorized User will appear on the User Set Up page.

## Reset Login & Passwords

### Reset Login

If you have Manage User rights, you can use the following steps to reset a user's login:

1. Under Authorized User on the Administration page, select the user's Sign-On ID
2. Select the Reset checkbox in the Failed Logins section to reset the number of Current Failed Logins for the user to zero.
3. Select Save and Exit
4. Select Email Me or Call Me to receive a confirmation code
5. Enter the 8-digit code and select Submit

### Reset Password

If you have Manage User rights, you can use the following steps to reset a user's password:

1. Under Authorized User on the Administration page, select the user's Sign-On ID
2. Enter and confirm a temporary password
3. Check Failed Logins and Failed RSA Logins and check the reset checkbox if necessary
4. Select Save and Exit
5. Select Email Me or Call Me to receive a confirmation code
6. Enter the 8-digit code and select Submit

## Check a Balance

Account balances can be viewed under the Accounts tab in the Navigation Menu. To view the balance history of a particular account, click on the Account name. The default view will show transactions from the last 14 days. To view transaction earlier than 14 days, select Advanced search and use the To and From fields to set a date range. Transaction data is available for up to 2 years.

## Initiate a Transfer to External Account (ACH)

Funds can be transferred from a business account to an external account through the **Cash Management** page:

1. Under the ACH heading, select Create ACH Transaction
2. Using the ACH Type drop-down menu, select the ACH Type:
  - a. To/From Corporate Accounts (CCD)
  - b. To/From Personal Accounts (PPD)
3. Create a clearly labeled name for the ACH (eg. Invoice #, Business Name Payroll, etc.)
4. Enter a Description for the transfer
5. Choose the account the funds will be transferred from
6. Leave the *Addenda for All* field blank and select *Continue*
7. Enter the necessary banking information for the destination, including:
  - a. Name – Name of the employee or name on the receiving account
  - b. ID – Leave blank
  - c. Deposit – Transfer amount
  - d. Account – Receiving account number
  - e. Routing # - Receiving routing number
  - f. Type – Receiving account description (Savings, Checking, or Loan)
8. Select Save

The Confirmation screen will allow you to review the transaction details. If you have approvals set on ACH Transactions, you will need to approve the transaction by going to **Cash Management** and selecting **Review all active ACH**.

## View Past ACH Transfers and Reports

To view Past ACH Transfers, select the **Cash Management** tab, followed by ACH and Reports. Enter the date range you would like to search through or YTD to view the year to date and select Apply.

ACH transfer details include the Recipient Name, ACH Type, Company, Effect Date, Status, Transactions, Deposit Total, and Withdrawal Total.