

# Cheque Source - Communication

New Web Application Communication

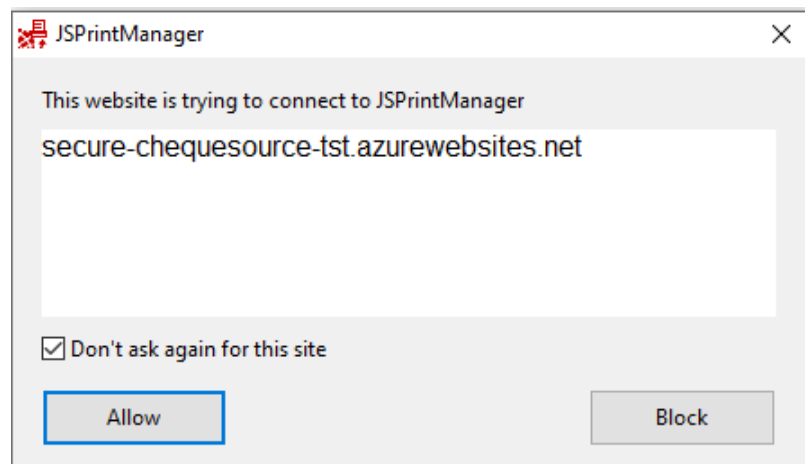
## Overview

Thank you for your patience as we move into a new solution. We are excited to offer a modernized version of our solution and understand that there could be a few bumps along the road. We are committed to providing any necessary support during the process to switch over to using the new system and we hope to minimize the impact of the transition.

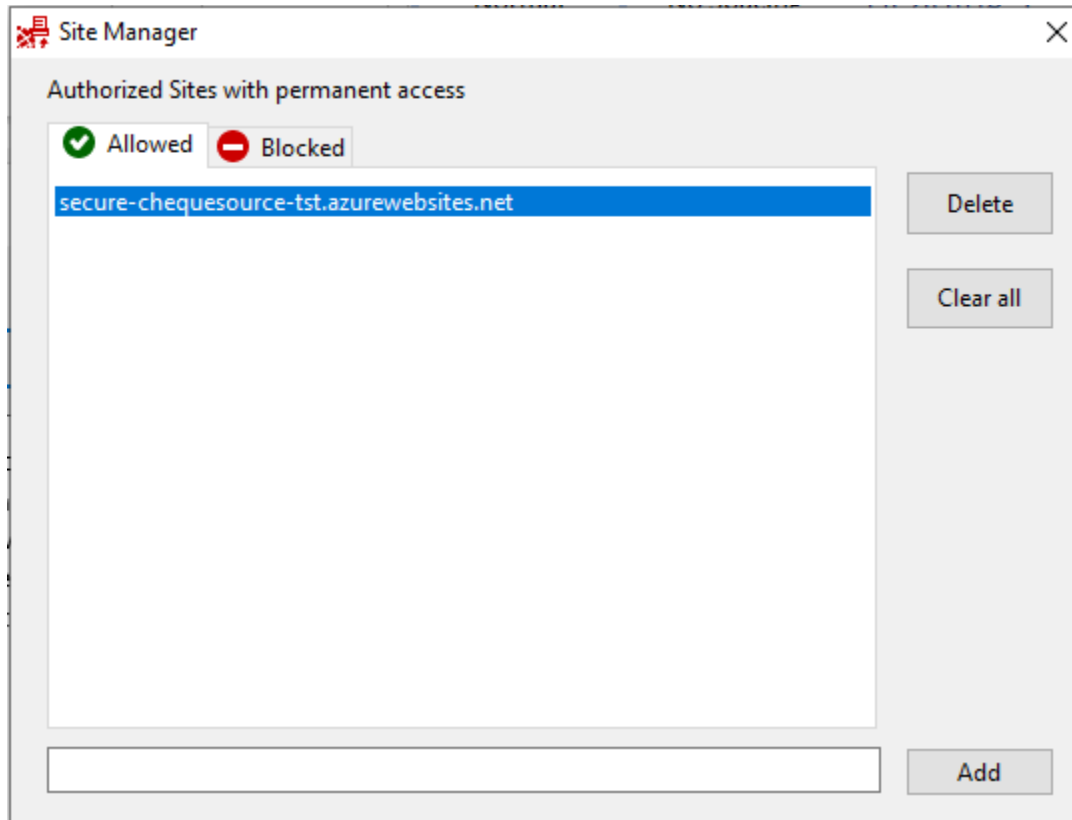
Currently, we continue to investigate issues importing data from the current system into the new system. We apologize for the delay and realize that this is not ideal and continue to work on fully resolving the issue. In the interim, are looking at a secondary process to migrate the configuration from the current system to the new system. Currently, we do not expect to have the configuration migrated and verified ahead of the weekend, making the new system unavailable until this is completed. We apologize for any service interruptions this may cause and will continue to ensure that we can have the new system available for use soon.

## Printing

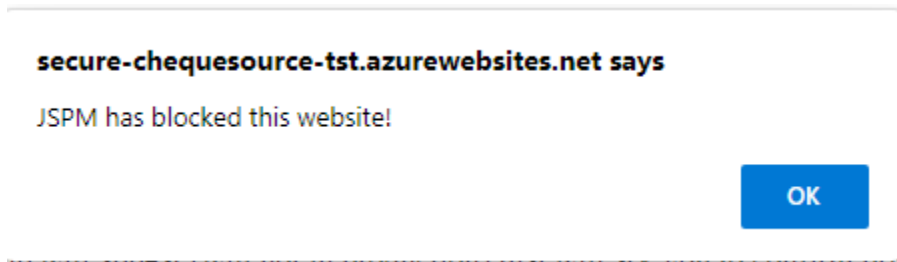
There is a new commercial component (JSPrintManager from NeoDynamic) being used for printing within the new solution. This replaces a custom-built Active X control we are using with our current solution. Information on how to install and setup the component can be found [here](#). This component will run in the background on your teller machines (like our Active X control). The component will need to be allowed to be downloaded and installed and uses web sockets on local port 24443 to communicate with our web site. The first time the site is accessed from a teller machine, there may be a prompt to allow access to the site. If prompted, check the 'Don't ask again for this site' box and click on allow.



The component shows up in the system tray – it can be stopped from there by right clicking on the system tray icon and selecting quit. Printing from our site will not work if the component is not running. You can check the version and the status of the component as well by right-clicking on the icon and select 'Manage Sites...' will allow you to view the sites that have been allowed. This is just a list of approved sites that the component is allowed to communicate with from the host machine.



Any sites that have been allowed with the 'Don't ask again' option checked appear here. You can remove them from here as well (but Adding appears to have an issue). If a site is accidentally added to the Blocked list, it can be removed here as well. There will be an error message (like the one below) if our site has been blocked.



The allowed sites can be configured on a user's machine by adding the site to a clear text file located at:

C:\Users\\AppData\Local\.neodynamic\jspm\allow\_list.

Any sites that are blocked appear at C:\Users\\AppData\Local\.neodynamic\jspm\block\_list

Proxy Server Configuration – If you use a proxy server to access the internet, the component needs to have the proxy server configured. There is information in the previous [link](#) for how to do this and the following [link](#) contains more detailed information specific to configuring the proxy server.

### Remote Printing

At this time, sending print order to a remote/offsite location for printing are not supported in the new system. Those customers that are setup for remote/offsite printing can continue to use the existing system for the remote print orders at this time until this becomes available.

### Login

Customers will use their username and password from the existing system to login to the new system. Once verified, users will be asked to enter a valid email address which will become their username and a password change will be required.

The new system requires passwords:

- to be a minimum of 12 characters
- contain at least one uppercase letter (e.g. ABCDEFG...)
- contain at least one lower case letter (e.g. abcdefg...)
- contain at least one number (e.g. 0123456789)
- contain at least one symbol (e.g. @\$%)

Once an email address and a new password have been set, users are able to access the system.

The new system provides 3 levels of access which are very similar to our existing system:

1. Cheques Only (able to submit and print cheque orders or print orders from a print queue)
2. Manager (same access as Cheques Only but able to view all print orders for up to 3 months across all branches)
3. Organization IT (able to manage printer setup and general alignment – no cheque ordering is available but there is an ability to submit a test print to verify printer setup; able to manage user setup and to enable or disable user accounts)

The role you have in the current system will transfer to one of these roles in the new system.

### Cheque Alignment

We have done our best to ensure that all the cheques printing out of the new system match up and align with the cheques printing from our current system. Because the two different systems print differently, there may be some additional alignment required. Please contact us for any detailed alignment issues (moving the customer information, branch information, signatures lines, us funds, etc...).

### Help and Workflow

The system should not be a significant change for users to adapt to – most of the changes are configuration changes only available to Cheque Source staff. Users will continue to order cheques as before following the same process, with the following improvements:

- For members that have ordered in the system before (we are trying our best to import the most recent member order information within the last year), the system will remember the branch associated with the account and the type of cheques that were ordered as a default (this can be changed if needed)
- Item quantities for binders, registers, wallets are defaulted to 0 and do not need to be entered.

Context specific help is available throughout the workflow.