

Accelerate AR Remote Deposit Capture (RDC)

Self-Upgrade Guide: RED & CCX

Self Upgrade Process: CCX & RED

For existing Commercial Capture Xpress (CCX) and Remote Express Deposit (RED) clients, you will need to perform a few updates to begin utilizing Accelerate AR RDC:

- Locating and uninstalling legacy WebScan
- Installing updated WebScan
- Assigning your scanner type to your profile

Pre-requisites:

- **Verify administrative permissions.** You, or your company's representative(s) must have administrative permissions on your computer to install/update software. Please verify your administrative permissions and ensure your passwords are current.
- **Download desired historical reports.** Download and save any historical reports from your remote deposit capture application that you wish to retain.
- **Synovus Gateway user access will be required.**

Locating and Uninstalling WebScan

Locating & Uninstalling WebScan

[Click Here for Video](#)



For existing Commercial Capture Xpress (CCX) and Remote Express Deposit (RED) clients, in order to utilize Accelerate AR RDC Service you will need to locate and uninstall WebScan.

Note: WebScan is not required with Panini Network scanners or MACs.

For Windows there are a few options:

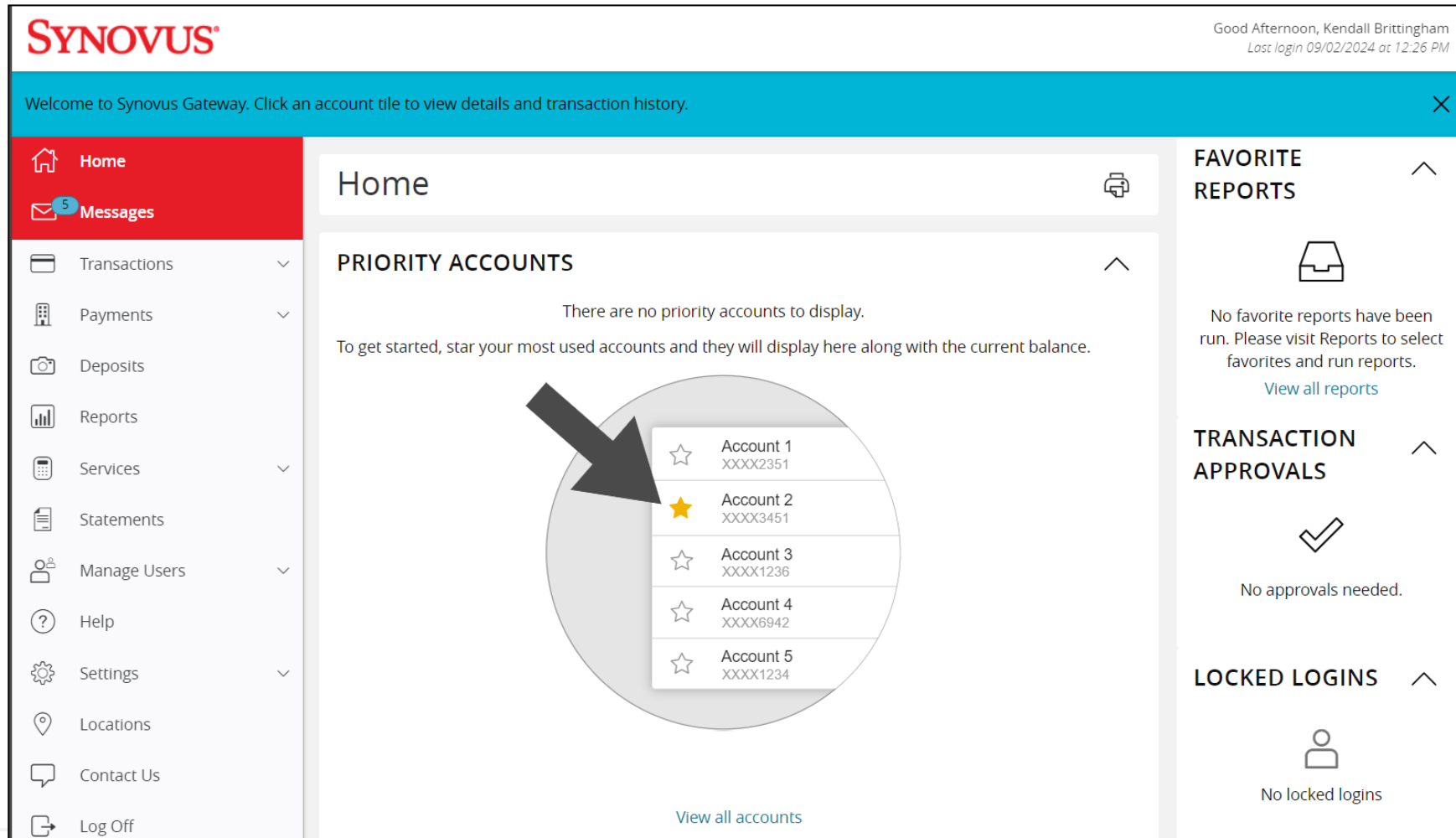
<ol style="list-style-type: none">1. From the Start Menu2. Click the Start button. Locate WebScan in the list.3. Right-click on the app and select Uninstall.	<ol style="list-style-type: none">1. From Settings2. Click the Start button and select Settings.3. Go to Apps > Apps & features.4. Locate WebScan, click on it, and select Uninstall.	<ol style="list-style-type: none">1. From Control Panel2. Type Control Panel in the search box on the taskbar and select it.3. Go to Programs > Programs and Features.4. Locate WebScan, right-click on it, and select Uninstall.
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Installing WebScan

Installing Updated WebScan



Now that we've uninstalled the legacy version of WebScan we will need to install the new version of WebScan to support Accelerate AR RDC.



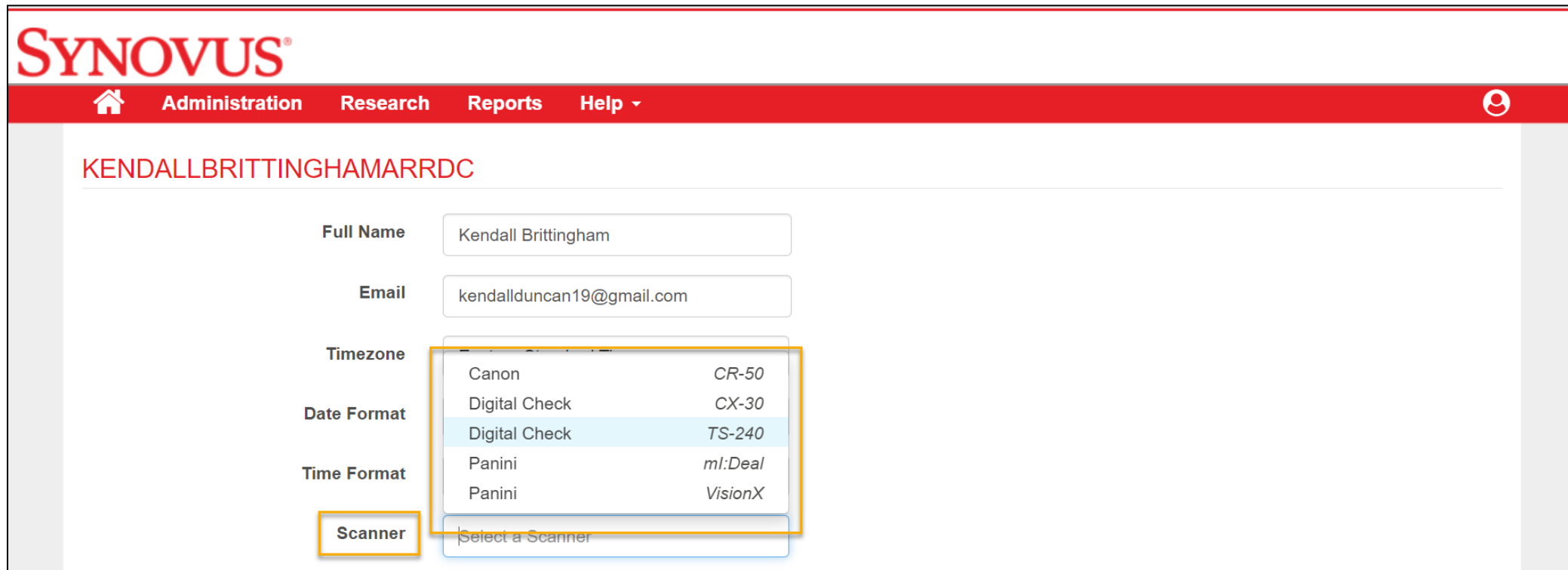
The screenshot shows the Synovus Gateway interface. At the top left is the Synovus logo. The top right shows the user's name, Kendall Brittingham, and the last login time, 09/02/2024 at 12:26 PM. A blue banner below the header says "Welcome to Synovus Gateway. Click an account tile to view details and transaction history." The left sidebar contains navigation options: Home, Messages (5), Transactions, Payments, Deposits, Reports, Services, Statements, Manage Users, Help, Settings, Locations, Contact Us, and Log Off. The main content area is titled "Home" and features a "PRIORITY ACCOUNTS" section. A message states: "There are no priority accounts to display. To get started, star your most used accounts and they will display here along with the current balance." Below this message is a circular callout containing a list of five accounts, each with a star icon. Account 2 is highlighted with a yellow star, and a large black arrow points to it. The accounts listed are: Account 1 (XXXX2351), Account 2 (XXXX3451), Account 3 (XXXX1236), Account 4 (XXXX6942), and Account 5 (XXXX1234). At the bottom of the callout is a "View all accounts" link. The right sidebar contains three sections: "FAVORITE REPORTS" (with a message that no reports have been run and a "View all reports" link), "TRANSACTION APPROVALS" (with a checkmark icon and the message "No approvals needed."), and "LOCKED LOGINS" (with a person icon and the message "No locked logins").

Assigning Scanner Type to Your Profile



To establish connectivity between WebScan and your Scanner Drivers we must ensure your appropriate scanner type is assigned to your profile.

Note: This step is very important if you do not assign your scanner type at your user profile level you will experience a connectivity issue when attempting to initialize scanner.



The screenshot shows the SYNOVUS user profile page for user KENDALLBRITTINGHAMARRDC. The page has a red navigation bar with links for Administration, Research, Reports, and Help. The profile information includes Full Name (Kendall Brittingham), Email (kendallduncan19@gmail.com), Timezone, Date Format, and Time Format. A dropdown menu for the Scanner field is open, showing a list of scanner models and their corresponding driver types. The 'Digital Check TS-240' option is highlighted in blue. A yellow box highlights the Scanner dropdown menu and the 'Scanner' label.

Scanner Model	Driver Type
Canon	CR-50
Digital Check	CX-30
Digital Check	TS-240
Panini	ml:Deal
Panini	VisionX

Using Accelerate AR RDC



Congratulations! You've successfully updated your Remote Deposit Software and can now begin using our new and improved Accelerate AR RDC solution.

SYNOVUS

Administration Research Reports Help

Welcome Kendall Brittingham!

Today is 9/2/2024 at 2:34:10 PM! KENDALLBRITTINGHAMARRDC, your last login was on 9/2/2024 at 2:25:55 PM.

Synovus is proud to have TEST Production as an Accelerate AR Remote Deposit customer. Accelerate AR Remote Deposit gives you the ability to conveniently deposit checks remotely, manage your remote check deposits and research those deposits anytime, anywhere, from any device.

You made your last deposit for \$1.00 on 8/26/2024 at 4:23:42 PM (Processed on 8/26/2024).

For any additional information, please call **1-888-796-6887** or visit us at our website www.Synovus.com.

Thank you!

Create Deposit

Location: Select a Location

Account: Select an Account

Control Total: \$ 0.00

Create Tape Create Deposit

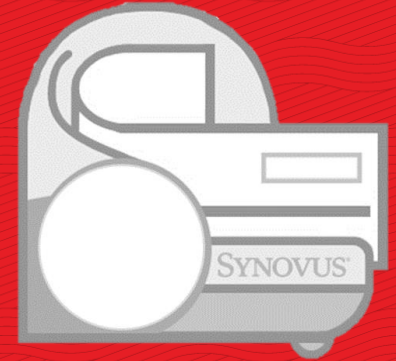
Deposits

Open 6 Pending 0 Recent 10

Created	Tracking #	Status	Location	Account Name	Item Count	Deposit Total
8/2/2024 12:05:38 pm	M008179860	Open	Main	Non Analyzed - 4855	3	\$140.00



Questions



Migration Support Specialists are available for assistance:

Monday - Friday from 10 am - 6 pm EST
via phone or email at:

- (855) 203-5868
- TechnicalSupport@rdc.Synovus.com

Accelerate AR Remote Deposit Capture (RDC)

**Self-Upgrade Procedures: Gateway Remote
Deposit(RDComplete)**

Self Upgrade Process: Gateway Remote Deposit (RDComplete)

For existing Gateway Remote Deposit aka RDComplete clients, you will need to perform a few updates to begin utilizing Accelerate AR RDC Service to include:

- Locating and uninstalling EPS Device Control
- Locating and uninstalling scanner drivers
- Installing WebScan
- Installing scanner drivers
- Assigning your scanner type to your profile

Pre-requisites:

- **Verify administrative permissions.** You, or your company's representative(s) must have administrative permissions on your computer to install/update software. Please verify your administrative permissions and ensure your passwords are current.
- **Download desired historical reports.** Download and save any historical reports from your remote deposit capture application that you wish to retain.

Uninstalling Legacy Software

Locating and Uninstalling EPS Device Control

[Click Here for Video](#)



For Gateway Remote Deposit (RDCComplete) clients, in order to utilize Accelerate AR RDC you will need to locate and uninstall **EPS Device Control**.

For Windows there are a few options:

<ol style="list-style-type: none">1. From the Start Menu2. Click the Start button. Locate EPS Device Control in the list.3. Right-click on the app and select Uninstall.	<ol style="list-style-type: none">1. From Settings2. Click the Start button and select Settings.3. Go to Apps > Apps & features.4. Locate EPS Device Control, click on it, and select Uninstall.	<ol style="list-style-type: none">1. From Control Panel2. Type Control Panel in the search box on the taskbar and select it.3. Go to Programs > Programs and Features.4. Locate EPS Device Control, right-click on it, and select Uninstall.
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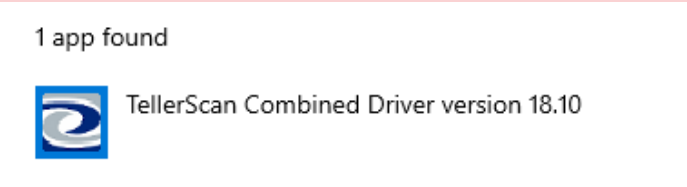
Locating and Uninstalling Scanner Drivers

[Click Here for Video](#)



For Gateway Remote Deposit (RDComplete) clients, in order to utilize Accelerate AR RDC you will need to locate and uninstall your existing **Scanner Drivers**.

For Windows there are a few options:

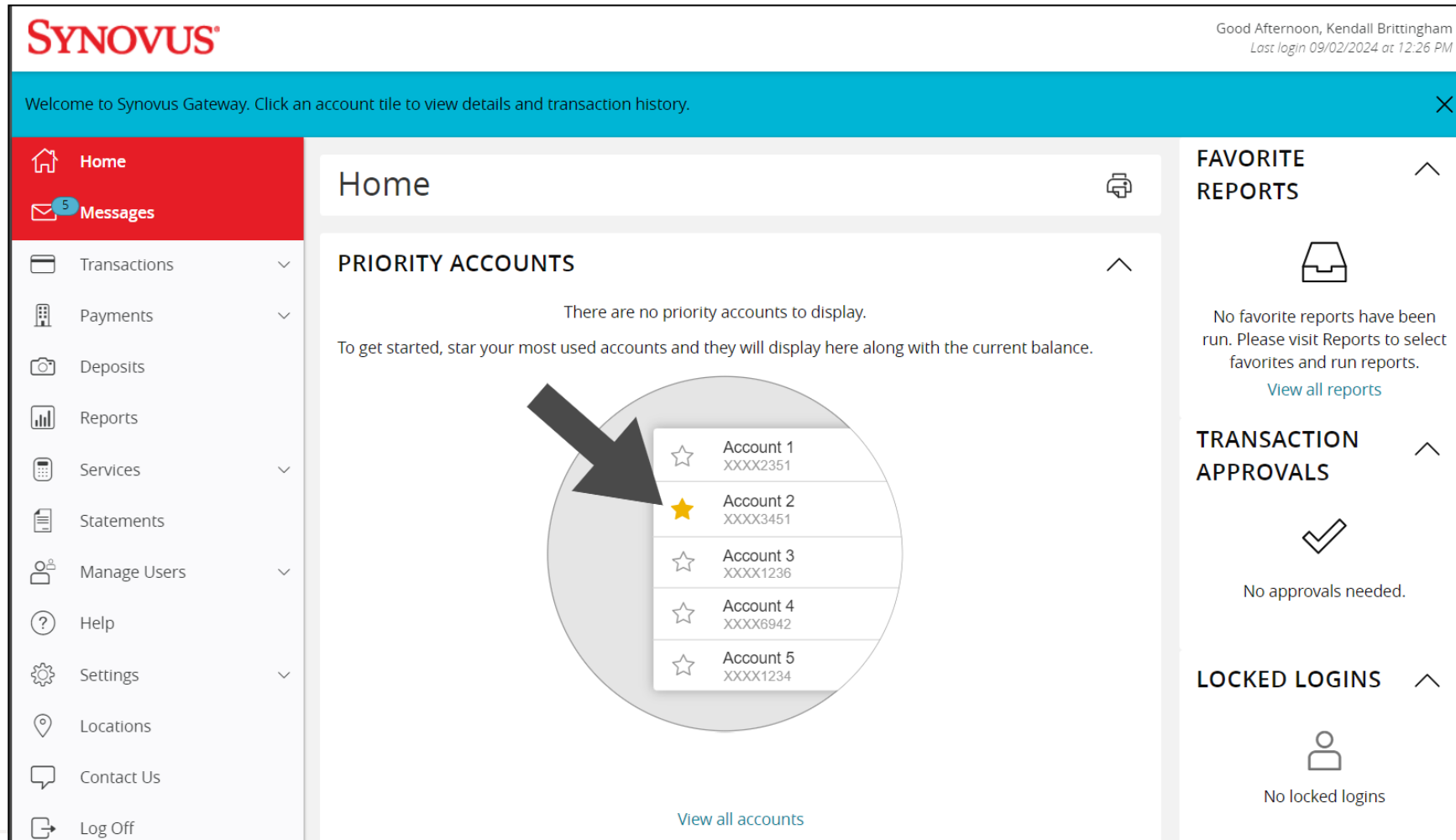
<ol style="list-style-type: none">1. From the Start Menu2. Click the Start button. Locate TellerScan Combined Driver in the list.3. Right-click on the app and select Uninstall.  <p>The screenshot shows a search result for 'TellerScan Combined Driver version 18.10'. It includes a small blue icon with a white 'e' and the text '1 app found' above the icon.</p>	<ol style="list-style-type: none">1. From Settings2. Click the Start button and select Settings.3. Go to Apps > Apps & features.4. Locate TellerScan Combined Driver, click on it, and select Uninstall.	<ol style="list-style-type: none">1. From Control Panel2. Type Control Panel in the search box on the taskbar and select it.3. Go to Programs > Programs and Features.4. Locate TellerScan Combined Driver, right-click on it, and select Uninstall.
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Installing Accelerate AR RDC Software

Installing WebScan



Now that we've uninstalled the legacy software, we will need to install WebScan to support Accelerate AR RDC.



The screenshot shows the Synovus Gateway interface. At the top, the Synovus logo is on the left, and the user's name 'Kendall Brittingham' and last login time '09/02/2024 at 12:26 PM' are on the right. A blue banner below the header says 'Welcome to Synovus Gateway. Click an account tile to view details and transaction history.' The left sidebar contains navigation options: Home, Messages (5), Transactions, Payments, Deposits, Reports, Services, Statements, Manage Users, Help, Settings, Locations, Contact Us, and Log Off. The main content area is titled 'Home' and features a 'PRIORITY ACCOUNTS' section. A message states: 'There are no priority accounts to display. To get started, star your most used accounts and they will display here along with the current balance.' Below this is a list of five accounts, each with a star icon. 'Account 2' is highlighted with a yellow star, and a large black arrow points to it. The other accounts are marked with grey stars. At the bottom of the list is a 'View all accounts' link. On the right side, there are three sections: 'FAVORITE REPORTS' (no reports run), 'TRANSACTION APPROVALS' (no approvals needed), and 'LOCKED LOGINS' (no locked logins).

Installing Updated Drivers



Now that we've installed WebScan, we will need to install your associated Scanner Drivers to process deposits via Accelerate AR RDC.

A screenshot of the Synovus web application interface. The top navigation bar is red with the Synovus logo on the left and menu items: Home, Administration, Research, Reports, and Help. The Help menu is open, showing options: Download WebScan, Download Scanner Drivers (highlighted), RDC User Guide, About, Canon CR-50, Digital Check CX-30, Digital Check TS-240, Panini ml:Deal, and Panini VisionX. The main content area is divided into two columns. The left column contains a "Welcome Ke" message with a date and time, a paragraph about Synovus and AR Remote Deposit, a deposit history entry for \$1.00 on 8/26/2024, and contact information. The right column contains a "Create Deposit" form with fields for "Location" (Select a Location), "Account" (Select an Account), and "Control Total" (\$ 0.00). At the bottom of the form are "Create Tape" and "Create Deposit" buttons. Below the main content area is a "Deposits" section with three buttons: "Open 7", "Pending 0", and "Recent 10".

Assigning Scanner Type to Your Profile

Click Here
for Video



To establish connectivity between WebScan and your Scanner Drivers we must ensure your appropriate scanner type is assigned to your profile.

Note: This step is very important if you do not assign your scanner type at your user profile level you will experience a connectivity issue when attempting to initialize scanner.

The screenshot shows the SYNOVUS user profile page for user KENDALLBRITTINGHAMARRDC. The page has a red navigation bar with 'Administration', 'Research', 'Reports', and 'Help' menus. The profile information includes:

- Full Name: Kendall Brittingham
- Email: kendallduncan19@gmail.com
- Timezone: (dropdown menu)
- Date Format: (dropdown menu)
- Time Format: (dropdown menu)
- Scanner: (dropdown menu)

The Scanner dropdown menu is open, showing a list of scanner models with their corresponding driver types. The 'Digital Check TS-240' option is highlighted in blue. A yellow box highlights the Scanner dropdown menu and the list of scanner options.

Scanner Model	Driver Type
Canon	CR-50
Digital Check	CX-30
Digital Check	TS-240
Panini	ml:Deal
Panini	VisionX

Using Accelerate AR RDC

Click Here
for Video



Congratulations! You've successfully updated your Remote Deposit Software and can now begin using our new and improved Accelerate AR RDC solution.

SYNOVUS

Administration Research Reports Help

Welcome Kendall Brittingham!

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Synovus is proud to have TEST Production as an Accelerate AR Remote Deposit customer. Accelerate AR Remote Deposit gives you the ability to conveniently deposit checks remotely, manage your remote check deposits and research those deposits anytime, anywhere, from any device.

You made your last deposit for \$1.00 on 8/26/2024 at 4:23:42 PM (Processed on 8/26/2024).

For any additional information, please call **1-888-796-6887** or visit us at our website www.Synovus.com.

Thank you!

Create Deposit

Location
Select a Location

Account
Select an Account

Control Total
\$ 0.00

Create Tape Create Deposit

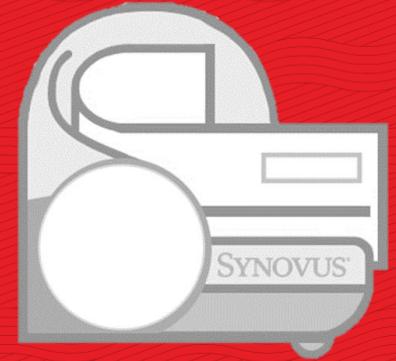
Deposits

Open 6 Pending 0 Recent 10

Created	Tracking #	Status	Location	Account Name	Item Count	Deposit Total
8/2/2024 12:05:38 pm	M008179860	Open	Main	Non Analyzed - 4855	3	\$140.00



Questions



Migration Support Specialists are available for assistance:

Monday - Friday from 10 am - 6 pm EST
via phone or email at:

- (855) 203-5868
- TechnicalSupport@rdc.Synovus.com