

Bank Statement Portal Help

A reference for users

01.21.2019

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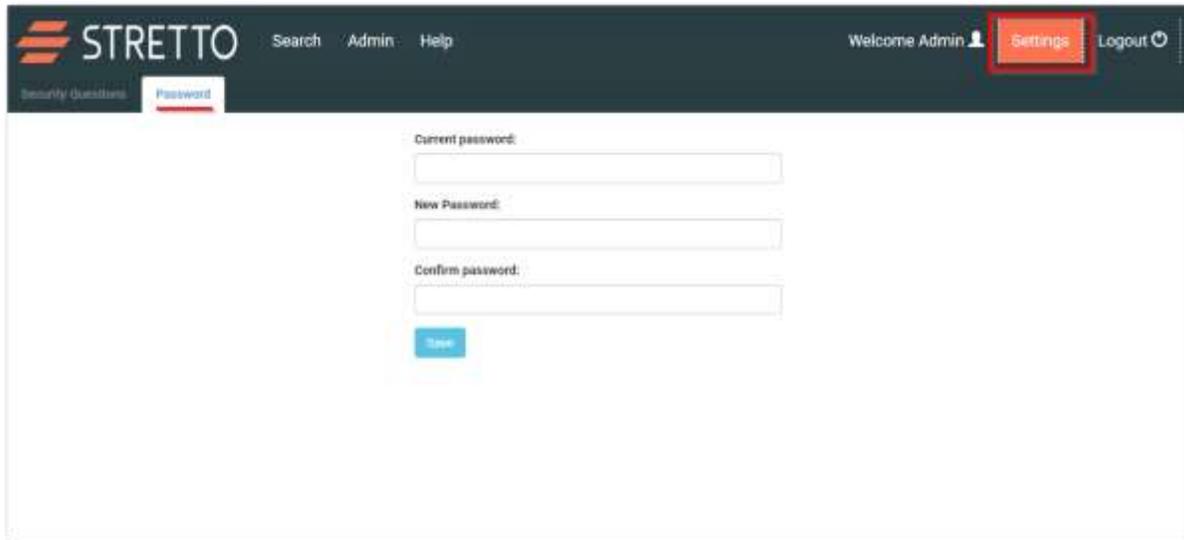
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Login and Settings

This section describes how to change your password and what to do if you forget your password.

Accessing Your Password

You will find the Password tab by clicking on “Settings” in the top menu. This will open a tabbed screen. The second tab available is Password.



Update Password Screen

To change your password, enter your current password in the first entry field. Then choose a new password and enter it in the “New Password” entry field and, again, in the “Confirm password” entry field. Then click the “Save” button.

If You Forget Your Password

You can request to have your password reset if you forget your password. To request a password reset, click the “Forgot Password?” link on the Login screen.



Click on the 'Forgot Password?' link on the login screen to reset your password.

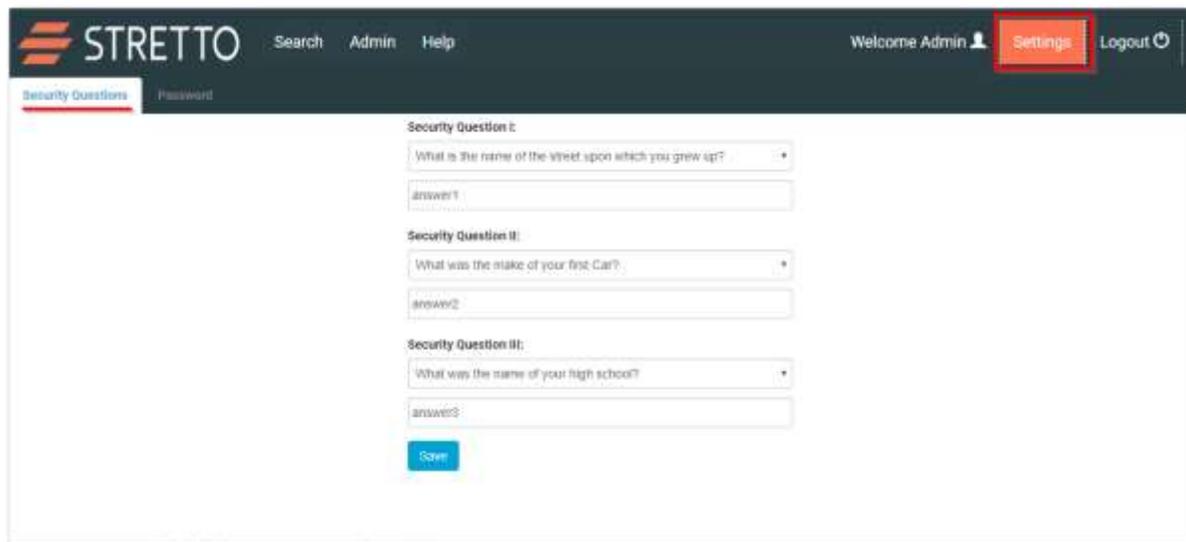
An email will be sent to your address with a link. You will be asked to answer your Security Questions and, after answering correctly, you will be able to set a new password and login.

Security Questions

This section describes how to change Security Questions.

Accessing Security Questions

You will find the Security Questions tab by clicking on "Settings" in the top menu. This will open a tabbed screen. The first tab available will be Security Questions.



Security Challenge Questions set up screen.

Changing Security Questions

Security questions are used to verify your identity in case you forget your password. Use the three drop-down menus to choose a security question from the list, and then type in your answer in the entry field below.

Security Question I:

What is the name of the street upon which you grew up? ▼

—Please select—

- What is the name of the street upon which you grew up?
- What was/is your first pet's name?
- Where was your mother born?
- What was the make of your first Car?
- What is the name of the city/town where you were born?
- What was the name of your first employer?
- What is/was your grandmother's first name?
- What was the name of your high school?
- What was the color of your first car?
- What is the name of your best friend from high school?

Security Question II:

Choose from a variety of options as you set up your security challenge questions.

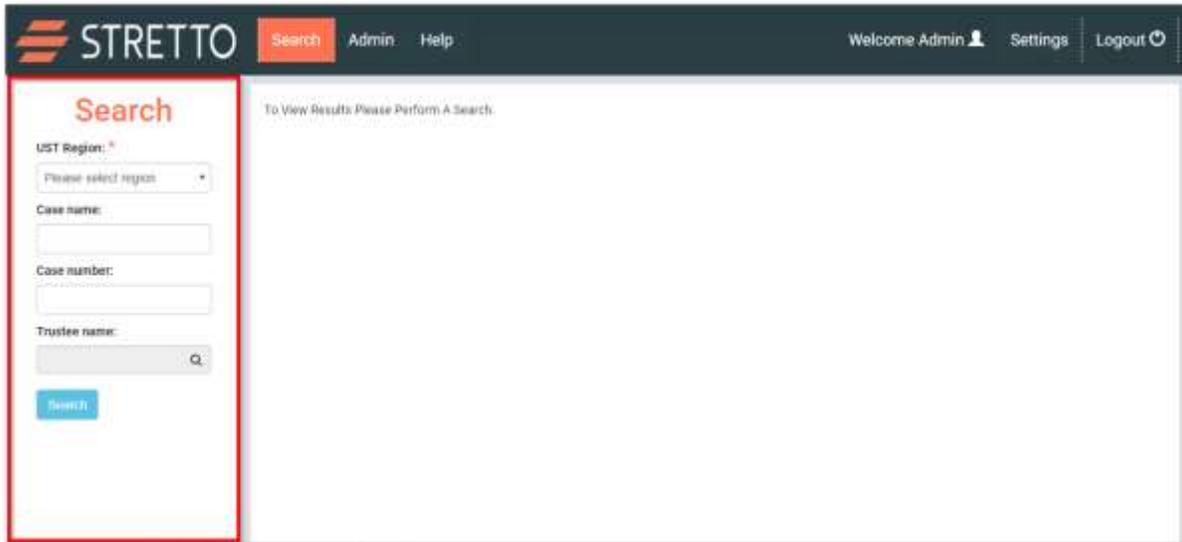
When you are finished changing your security questions, click the “Send” button at the bottom of the tab.

Search

This section describes how to use the Search panel to find bank statements quickly.

Accessing Search

The Search panel allows you to search within the Regions, Trustees, and Cases that you have access to. It is always available on the left side of the screen.



Search options panel is on the left side of the screen.

Conducting a Search

To conduct a search, use the drop-down menu to choose a Region among those listed. You must select a Region in order to conduct a search.



Region is a required field in order to conduct a search.

Once you have selected a Region, you can click on the “Search” button to return all results from that Region, or you can further refine your search by entering data into one or more of the following fields:

- Case name
- Case number
- Trustee name

When entering a Trustee name, if you click inside the field or type a few letters, an autocomplete function will suggest matching options in a drop-down menu. Click on the name you want in the list of suggestions for faster entry.



The screenshot shows a search form titled "Search". It includes a dropdown for "UST Region" (set to "Region 1"), text input fields for "Case name", "Case number", and "Trustee name". The "Trustee name" field is highlighted with a red box, and a dropdown menu is open below it, showing suggestions: "Test Trustee 1", "Test Trustee 2", and "Test Trustee 7".

Trustee name field includes an autocomplete function that suggests matching options.

Once you have entered the parameters for your search, click the “Search” button at the bottom of the panel and the search results will appear to the right.

Assistance with Search

Search only returns results from the Regions, Cases, and Trustees which you have been given access to by your trustee statements administrator.

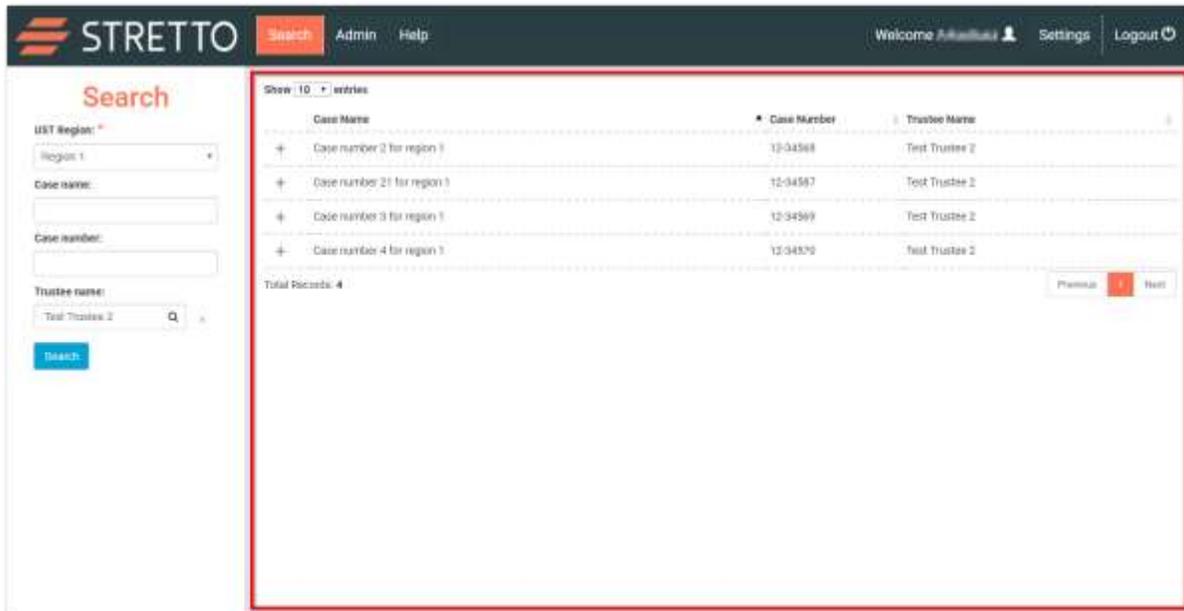
- If you need access to additional trustees or regions, contact your trustee statements administrator (EOUST).
- If you have the appropriate access but cannot locate a specific case or monthly statement, please send an email to the Stretto Banking Services Team (Banking.Services@Stretto.com) with the following details:
 - Your Name
 - Your Title & Contact Information
 - Region
 - Trustee Name
 - Case Number
 - Date Range of Monthly Statements

Viewing Bank Statements

We’ll review how to view bank statements by customizing the search results pane, navigating displayed results, and interacting with viewing controls.

Adjusting the Search Results Pane

The Search Results pane appears to the right of the Search Panel. Once you have conducted a search, the results will appear in a list format in the Search Results Panel. You can modify the appearance of the search results list to suit the way you work.



The Search Results Panel is to the right of the Search Panel

By using the drop-down menu in the upper left-hand corner of the results panel, you can control how many entries you see on the screen. A scrollbar will appear to the right side of the window if the list exceeds the available screen space.



Use the drop-down menu to control how many entries you see on screen

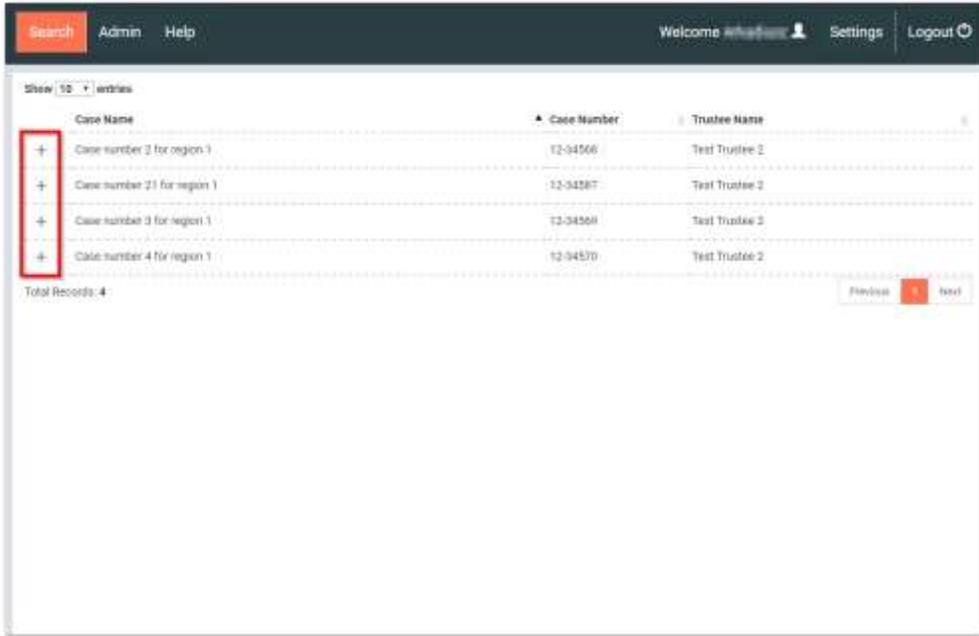
Navigating Search Results

At the bottom of the screen, you will see the total number of search results on the left, and pagination controls on the right. You can use the pagination controls to move through the pages of search results.



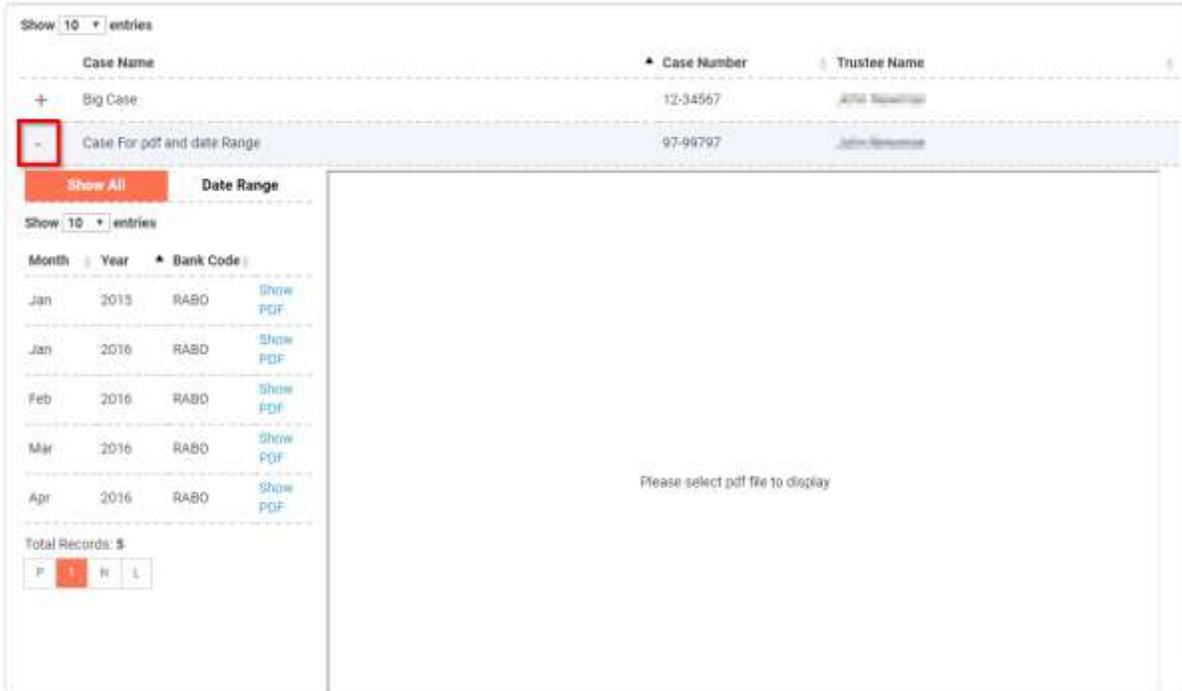
Use pagination controls to move through search results

On the left side of the screen, you will see a series of + (plus) icons. You can click this icon to expand a case record to view statements for specific months while the list remains in view.



Click the + icon next to a record to open it

Click the minus icon to minimize the record once you are done working on it. Because the list of current search results is always visible, simply move to the next record in the list to continue your work.



Click the - icon next to an open record to close it and move to the next case in the list

Viewing Bank Statements

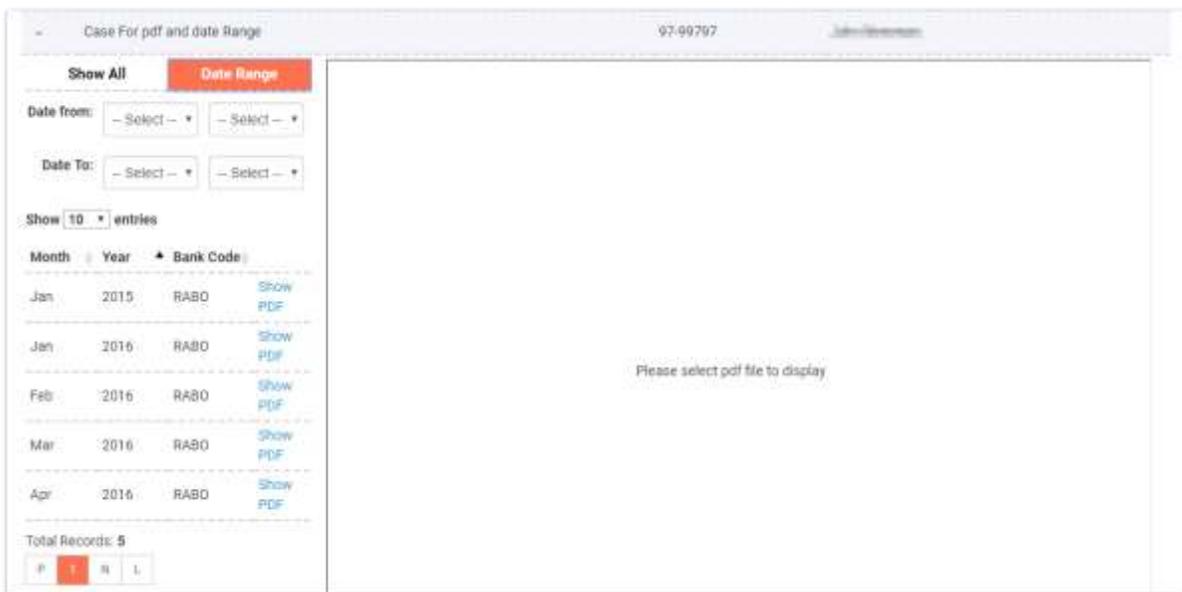
An open case record contains two tabs: “Show All” and “Date Range.” These tabs provide different ways of looking at bank statements.

The “Show All” tab displays a list of all available bank statements.



The “Show All” tab is highlighted in green

The “Date Range” tab allows you to filter the list of available bank statements by date using the drop-down menus at the top of the tab.



The “Date Range” tab is highlighted in green

In both the *Show All* and *Date Range* tabs, a drop-down menu at the top allows you to control how many entries you see on the screen. Should a case have more entries than the display setting allows, pagination controls at the bottom of a case record allow you to go to the previous page (P), a specific page (number), next page (N), or the last page (L) of search results.

You can sort the list of bank statements by Month, Year, or Bank Code by clicking on the up and down arrows next to the labels.

Clicking “Show PDF” will display the bank statement in the viewing space to the right.



Clicking “Show PDF” will open the bank statement for viewing to the right

Interacting with Bank Statements

When a bank statement is open for viewing, you will see a series of controls available to the right, next to the scrollbar. These controls provide you with the following options for interacting with bank statements:

Icon	Action
	Right Arrow Move to the next page
	Left Arrow Move to the previous page
	Rotate Rotate the page
	Zoom In Zoom in on page
	Zoom Out Zoom out on page
	Download Download statement to desktop
	Full Screen View statement full screen; click anywhere on screen to return to regular viewing
	New Tab View statement in a new tab

Bank statement viewing controls

If you zoom in or out on a bank statement, the software will remember this setting across statements and login sessions.

When a statement PDF is opened in its own browser tab, the tab itself will be named in the following format for easier recognition: Trustee last name – Debtor Last Name – MMY. Please note that the named tabs feature is compatible with only the Chrome and MS Edge browsers.

Tip: Click on the 'Book' icon located at the bottom of the control strip to open a statement in its own browser tab. This feature allows you to have multiple statements open at once in your web browser for quicker comparison of account transactions from one month to another.

Search within a Bank Statement

When a bank statement is open for viewing, you are able to search within the bank statement for a check number, payee, or amount whether you are viewing the statement within the software screen or in a new tab.

To search within the bank statement, type 'CTRL+F' and a search box will appear for you to enter your query as shown below.

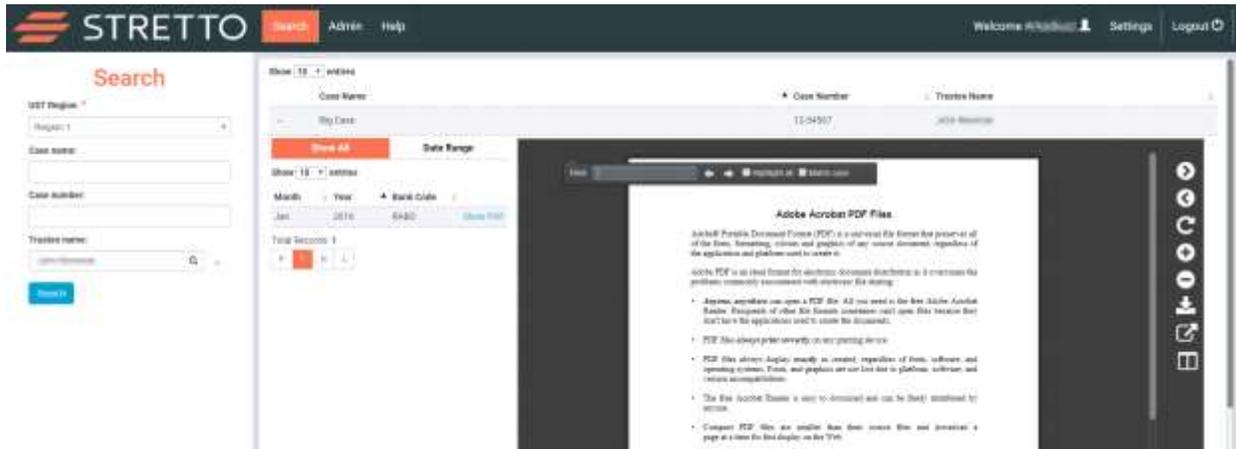
Use the highlight all option to highlight all instances of the keyword.

Use match case to match the keyword to the upper- or lower-case term as entered in the search box.

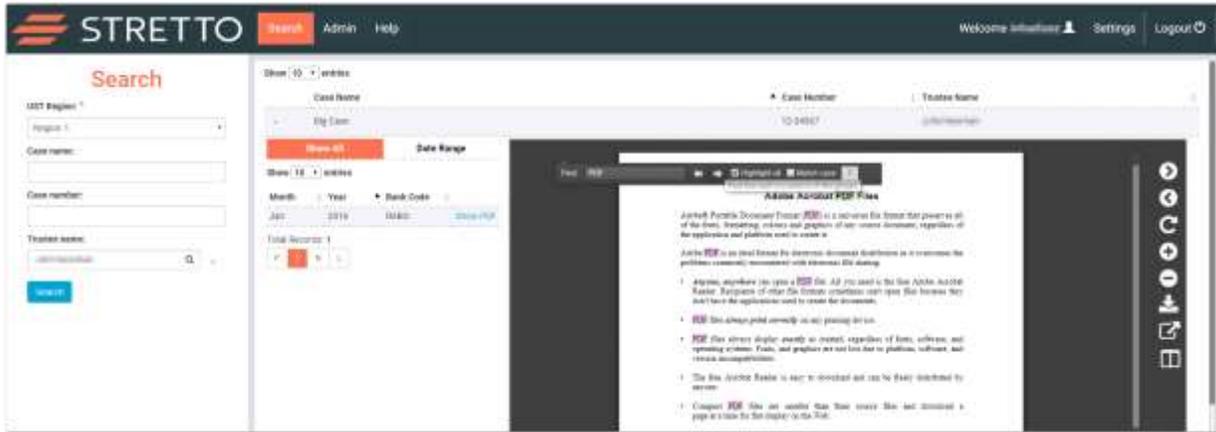


Browser search box

The 'CTRL+F' search feature works for Chrome, MS Edge, and Internet Explorer browsers. The user can also search within the bank statement view using 'CTRL+F'.



Use 'CTRL+F' to display the search bar in order to search within a bank statement.



The 'Highlight all' is a handy way to find all instances of a specific search term within a bank statement.

Searching within a statement in a new tab



The same search functionality is available when the bank statement is opened in a separate browser tab.