

Disabling & Deleting a Sub User in OLB

Disabling a Sub-User

Sub-User Administrators can disable another sub-user when access is no longer required due to job moves, leave of absence, promotion and so forth. Once a sub-user is disabled, he or she can no longer access or use the Focus Customer's account. Administrators can easily re-enable a sub-user at any time. Please follow the institution's policy on disabling sub-users.

To disable a sub-user, do the following.

1. On the Cash Management Drop-down Menu or Cash Management Page, click the **Administration** link.
2. On the Sub-User Administration page, click **Modify Sub-User Information** in the sub-user's **I want to** menu. The Modify Sub-User - User Information page appears.

Cash Management

Sub-User Changes Pending Approval (1)

Sub-Users Administration I want to ▾

Access ID	Name	Actions
54467	test123	I want to ▾ Actions Modify Sub-User Information Modify Access To Accounts Modify ACH Credit Origination Modify ACH Debit Origination Modify Other Commercial Services

3. On the Modify Sub-User - User Information page, click **Disable**.

Modify Sub-User - User Information

I want to ▾

* Prior Login: Never Logged In

* At least one phone number must be entered

* Access ID: 54467

* Name: test123

Mobile Phone: 201-952-3045

* SSN: 009876543

* Email: suvanjana.ghosh@apiture.

Alternate Phone #:

Sub-User Administrator: Allows the user to administer the accounts and privileges of other sub-users.

Security

Temporary Passcode:

Confirm Temporary Passcode:

Clear Security Q&A:

Clear the security question and answer of the sub-user

Access Configuration

[\(View details of last 10 logins\)](#)

IP Address:

Sub-User Admin-Focus IP Address:

Mobile Application Access: Allowed Not Allowed

Submit Cancel Disable Delete

4. The View Sub-User Information page appears, indicating that the sub-user has been disabled.

Cash Management

View Sub-User Information

I want to ▾

Access ID: 54467

Name: test123

Mobile Phone 201-952-3045

SSN: *6543

Email: suvanjana.ghosh@apiture.com

Alternate Phone #

Sub-User Administrator Setting: No

Enabled or Disabled? Disabled

Access Configuration

[\(View details of last 10 logins\)](#)

IP Address:

Focus Customer IP Address:

Mobile Application Access: Allowed

Limits

	ACH Credit (e.g. Consumer/Payments, NACHA Import, Commercial)	ACH Debit (e.g. Consumer/Payments, NACHA Import, Commercial)	EFTPS	Wires
Limit Amount \$	None	None	None	None

5. The Sub-Users Administration page displays a Disabled icon next to the user.



Cash Management

Sub-User Changes Pending Approval (1)

Sub-Users Administration			I want to ▾
Access ID	Name		Actions
54467 Disabled	test123		I want to ▾

6. If you want to re-enable the user, click **Modify Sub-User Information** in the sub-user's **I want to** menu.

The Modify Sub-User - User Information page appears.

7. Click **Enable**.

* Prior Login: Never Logged In * At least one phone number must be entered

* Access ID: 54467 * Name: test123 Mobile Phone: 201-952-3045

* SSN: 009876543 * Email: suvanjana.ghosh@apiture. Alternate Phone #:

Sub-User Administrator: Allows the user to administer the accounts and privileges of other sub-users.

Security

Temporary Passcode:

Confirm Temporary Passcode:

Clear Security Q&A: Clear the security question and answer of the sub-user

Access Configuration

[\(View details of last 10 logins\)](#)

IP Address:

Sub-User Admin-Focus IP Address:

Mobile Application Access: Allowed Not Allowed

The View Sub-User Information page appears, indicating that the sub-user has been re-enabled.

View Sub-User Information I want to ▾

Access ID: 54467 Name: test123 Mobile Phone: 201-952-3045
SSN: *6543 Email: suvanjana.ghosh@apiture.com Alternate Phone #
Sub-User Administrator Setting: No
Enabled or Disabled? **Enabled**

Access Configuration

[\(View details of last 10 logins\)](#)
IP Address:
Focus Customer IP Address:
Mobile Application Access: Allowed

Deleting a Sub-User

Sub-User Administrators can delete other sub-users. Because deleting a sub-user can affect pending commercial transactions, do not delete an access ID if only the sub-user information is changed (for example, if you have a new employee).

Simply modify the sub-user name, social security number, and email address, and set a temporary passcode with the new employee information.

NOTE: A sub-user's access ID cannot be reassigned once it has been deleted.

To delete a sub-user's information, do the following.

1. On the Cash Management menu page, click the **Sub-User Administration** link.
2. On the Sub-Users Administration page, click **Modify Sub-User Information** in the sub-user's **I want to** menu. The Modify Sub-User - User Information page appears.
3. On the Modify Sub-User - User Information page, click **Delete**.

Modify Sub-User - User Information I want to

* Prior Login: Never Logged In * At least one phone number must be entered

* Access ID: 54467 * Name: Mobile Phone:

* SSN: * Email: Alternate Phone #:

Sub-User Administrator: Allows the user to administer the accounts and privileges of other sub-users.

Security

Temporary Passcode:

Confirm Temporary Passcode:

Clear Security Q&A: Clear the security question and answer of the sub-user

Access Configuration

[\(View details of last 10 logins\)](#)

IP Address:

Sub-User Admin-Focus IP Address:

Mobile Application Access: Allowed Not Allowed

A confirmation page with a list of dependent scheduled transactions appears.

- On the Confirmation page, if the sub-user has any scheduled transactions, they will appear on the page. When the Sub-user Administrator clicks the **Submit** button, the sub-user will be marked as deleted and all transactions involving the sub-user will be unscheduled. An in-session notification will be sent to the Focus Customer and the sub-user of the unscheduled transactions.

Overview Accounts ▾ Bills & Payments Move Money ▾ **Cash Management ▾** ?

Cash Management

Delete Sub-User

Access ID: 54467 Name: test123

Are you sure you want to delete this sub-user Access ID?

Once an Access ID is deleted, it cannot be reused. Instead of deleting it, you can re-use this Access ID by modifying the sub-user profile.

Click the "Cancel" button below if you wish to cancel this request.

Dependent Transactions

There are no affected dependent transactions.

You have successfully deleted a Sub-User.