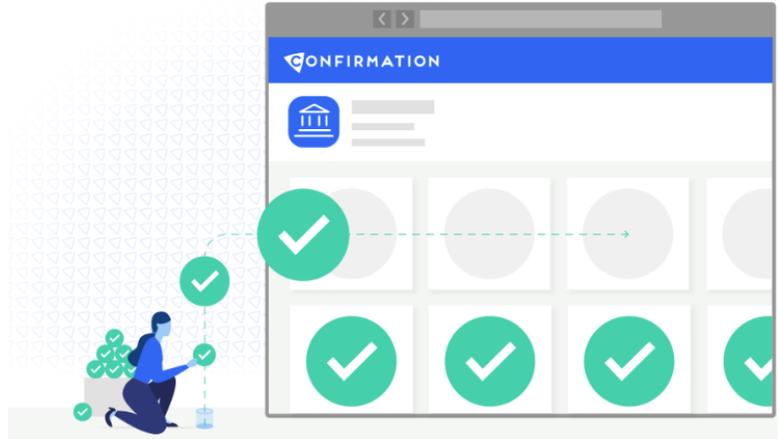


Bank Onboarding User Guide

Registering with Confirmation is easy



1 Create and Activate Account

Your Confirmation consultant will create an account for your bank on Confirmation. The bank administrator will receive an email from systems.administrator@confirmation.com confirming the registration. To activate your account, click the activation link within the email.

From: <Systems.Administrator@confirmation.com>
Date: Fri, Jan 18, 2019 at 4:46 PM
Subject: demo - Confirmation Registration Validation
To: <info@testregistration.com>

Test Registrant

This email is to confirm your registration for the Confirmation application. To complete the registration process, please click on or copy and paste the following link into your browser's address window.

<https://demo.confirmation.com/ActivationExampleLink.aspx>

Please note this activation link **will expire in 3 days** from the date issued.

If you did not request activation to this service, please contact Customer Support at 1-866-325-7201 or Customer.Support@confirmation.com.

ABOUT CONFIRMATION:
Confirmation is the world's leading provider of secure online audit confirmations, and is the exclusively endorsed by both the American Bankers Association (ABA) and the American Institute of Certified Public Accountants (AICPA)/CPA2Biz. To learn more about this award-winning application, please visit us at www.confirmation.com.

ID: 2

DO NOT REPLY TO THIS EMAIL. If you have questions or require support, email Customer Support at Customer.Support@confirmation.com or contact them by phone at 1-866-325-7201 or 1-615-844-6222.
Note: System Dates and text are displayed according to your user profile settings.

New User Registration close

Thank You!

Thank you for registering for the Confirmation service.

Your application will be reviewed and a Confirmation representative will contact you to verify employment and authority to respond to confirmation request. If your application is accepted, login instructions will be emailed to the address on file.

Need Help? Contact us at
1-866-325-7201 or 1-615-844-6222
Customer.Support@confirmation.com

close

2 Validation

Once you have activated your registration, your bank will then be validated through Confirmation's validation department. During this process, you will receive a validation phone call from Confirmation's customer support.

3 Account Setup

After validation is complete, you will receive two emails from Confirmation , one containing your user ID and one containing a link to create your password.

From: <Systems.Administrator@confirmation.com>
Date: Mon, Jan 21, 2019 at 12:20 PM
Subject: demo - Confirmation - New Account Registration
To: <info@testregistration.com>

Test Registrant :

This email has been automatically generated to inform you that an account has been created in the Confirmation system for **Test Registrant of Test Bank**.

The Confirmation system undergoes a SOC 1 (SSAE18) independent examination semi-annually, a SOC 2/3 (Trust Services Principles) independent examination semi-annually, and is ISO 27001 certified on its Confirmation services annually. The Confirmation service is also EU-US Privacy Shield Certified allowing your institution to safely and securely respond to audit confirmation requests on behalf of your clients.

Your account information is shown below:

Name: Test Registrant
Email: info@testregistration.com
Company Name: Test Bank
User Type: Clerk
Phone: 555-555-5555
Your Confirmation User ID is: Test123

A separate New Account Activation email message has also been sent containing an activation li

From: <Systems.Administrator@confirmation.com>
Date: Mon, Jan 21, 2019 at 12:20 PM
Subject: demo - Confirmation - New Account Activation
To: <info@testregistration.com>

Test Registrant :

This email has been automatically generated to inform you that an account has been created in the Confirmation system for **Test Registrant of Test Bank**.

The Confirmation system undergoes a SOC 3 audit, Webtrust audit, and EU Safe Harbor certification allowing your institution to safely and securely respond to audit confirmation requests on behalf of your clients.

A separate New Account Registration email message has also been sent containing your User ID for Confirmation.

To activate your account and establish a secure password, please [Click Here](#) or copy and paste the address below into your browser's address bar.

<https://demo.confirmation.com/ActivationTestPasswordLink>

PLEASE NOTE:
For security purposes, the above **activation link will expire in 24 hours** from the time it was sent. Once your account is active, use the User ID provided to you in a separate email and the password you create to login to www.confirmation.com.

To activate your account and create your secure password, click the link in the New Account Activation email. Please note the guidelines for your new password, type in your password, and click **submit** at the bottom of the page.

Create Password close

New Password

Confirm New Password

Need Help? Contact us at:
1-866-325-7201 or 1-615-844-6222
Customer.Support@confirmation.com

Password Guidelines

- ✔ Must use 3 of the 4:
(at least one) Uppercase character (A-Z)
(at least one) Lowercase character (a-z)
(at least one) Number (0-9)
(at least one) Special character (!@#&*+_-)
- ✔ May not contain three (3) consecutive identical or sequential characters
- ✔ May not contain your User ID, first name, last name, or the inverse of your User ID
- ✔ Must contain 8-15 characters
- ✔ Cannot be the same as the previous 13 passwords
- ✔ May not contain common words found in passwords (i.e. 'password', 'admin')
- ✔ May not contain five (5) or more adjacent keys (i.e. 'qwerty', 'cvbnm')

submit

4 Login and Add User

Navigate to www.confirmation.com and click the **Sign In** button in the upper right hand corner.

Once logged in, select **Add New User** from the main dashboard > Action Links section to add an additional user. Confirmation requires at least two users per financial institution.

The screenshot displays the CONFIRMATION dashboard interface. At the top, there is a navigation bar with the CONFIRMATION logo on the left and links for USER PROFILE, NEED HELP?, and LOGOUT on the right. Below the navigation bar, there is a sub-navigation bar with tabs for ADMINISTRATION, CONFIRMATION, CREDIT INQUIRY, and REPORTS. The main content area is divided into several sections:

- QUICK SEARCH:** Includes a search box for Client Name and a search button. Below it, there is a section for Recent Searches, which currently shows "[no recent searches]".
- STATUSES:** Displays counts for Confirmation and Credit Inquiry. Confirmation counts are: Pending (610), In Progress (50), Review (105), and Future Dated (14). Credit Inquiry counts are: Pending (12) and In Progress (0). A note at the bottom indicates "* - Capital Bank & Trust Department".
- REPORTS:** Lists several report categories: Daily Activity, Received Confirmation Requests, Confirmation Aging, Clerk Statistics, and Detail Activity.
- ACTION LINKS:** Contains a list of links: Add New User (highlighted with a red box), Edit User, Department List, and User Activity Log.
- STATISTICS:** Shows a 3D bar chart for Confirmation Volume over the last 3 months. The chart compares NMI (70.21%), Denial (1.42%), and Confirmed (28.37%).
- UPDATES:** Lists recent updates with dates and links to view details: 01/07/2019 (Credit Inquiry - Upload Client Authorization Now Available...), 11/01/2018 (Notification: Fee & Credit Policy...), and 05/29/2018 (Updates to our Privacy Policy...). A "more updates" button is located at the bottom of this section.

At the bottom of the dashboard, there is a footer containing the CONFIRMATION logo, copyright information (Copyright ©2000-2019 Capital Confirmation Inc. All Rights Reserved.), and a disclaimer: "Use of this Web site constitutes acceptance of the Capital Confirmation User Agreement and Privacy Statement. Capital Confirmation's business processes are covered by US Patent Nos. 7383232, 7831488, 8442880, 8484105, 8510185, 8543475. Other patents are pending."

Need help? Contact our customer support team:

- 1-866-325-7201