

Santander® Check Deposit Link WebClient Quick Start Guide



Santander® Check Deposit Link eliminates the need to physically deposit checks at the bank. Santander® Check Deposit Link lets you scan checks and remittances, enter data, balance batches, deposit transactions remotely, and access deposit history reports.

Before you begin

Make sure you have all of the required items:

- A supported scanner, scanner cables, and scanner documentation.
- A computer that meets the minimum system requirements:
- A monitor with at least a 1024 x 768 screen resolution.
- Windows 10; Windows 8.1; Windows 7 SP1; Mac OS X 10.7.5 or later.

Note: Some scanners cannot work on some operating systems. See the "Scanner details" chapter of the Getting Started Guide.

- Internet Explorer 11; Chrome; Firefox; or Safari 8 or later.
- Adobe Flash Player plug-in version 9 or later.
- Adobe Acrobat Reader version 8 or later.
- Administrative access on the computer.
- A test check to scan (to ensure the scanner is properly connected and configured).

Supported scanners

- RDM EC7000i, EC7500i
- RDM EC9000i, EC9100i, EC9600i
- Burroughs SmartSource Edge
- Burroughs SmartSource Adaptive
- Canon CR 25, 55, 180, 190
- Digital Check CheXpress CX30
- Digital Check TS 215, 220E, 230-65, 230-100, 240-50, 240-75, 240-100
- Epson CaptureOne Single-Feed
- Epson CaptureOne 30, 60, 90

- Panini I-Deal
- Panini MyVision X30, X60, X90, X, X SD
- Panini Vision X 1F, 50, 75, 100
- TWAIN flatbed scanners
- TWAIN autofeed scanners

Set up your computer

You are now three steps away from scanning checks in Santander® Check Deposit Link.

1. Modify Internet Explorer to work with ITMS.
2. Install scanner drivers and components.
3. Test your scanner in Santander® Check Deposit Link.

Step 1: Set up Internet Explorer

To install the scanner driver with Internet Explorer, you must set the following options. If you do not use Internet Explorer, skip to Step 2.

1. Open Internet Explorer.
 - If you are using Windows 7 or later, right-click your shortcut for Internet Explorer and click Run as Administrator.
2. Select Tools > Internet Options.

In Internet Explorer 9 and later, the Tools menu is the gear icon in the top right of the browser.

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3. Disable the pop-up blocker:

- a. Open the Privacy tab.
- b. Under Pop-up Blocker, click Settings.
- c. In the Address bar, enter the ITMS URL: <https://www.itms-online.com/Santanderdefault.aspx>.
- d. Click Close.

If you have other pop-up blockers, add the same web addresses to their safe lists.

4. Create trusted sites:

- a. Open the Security tab.
- b. Select Trusted Sites.
- c. Click Sites.
- d. In the Address bar, enter the ITMS URL: <https://www.itms-online.com/SantanderDefault.aspx>.
- e. Click Add.
- f. Close the Trusted Sites dialog box.

5. Enable ActiveX controls for your trusted sites:

- a. On the Security tab, with Trusted Sites selected, click Custom level. The "Security Settings - Trusted Sites Zone" dialog opens.
- b. Scroll to the "ActiveX controls and plug-ins" section, and set "Automatic prompting for ActiveX controls" to Enable.

6. Enable copying and pasting for your trusted sites:

- a. Scroll to the Scripting section.
- b. Set "Allow Programmatic clipboard access" to Enable.

7. If you use the RDM EC9600i series network scanner (EC96XX), enable accessing data sources across domains.

- a. Scroll to the Miscellaneous section.
- b. Set "Access data sources across domains" to Enable.

8. If you are using Internet Explorer 8, scroll to the Downloads section and set "Automatic prompting for file downloads" to Enable.

9. Save and close all the dialog windows.

Step 2: Install the Scanner Driver Manager (SCM)

1. Open your browser.

- o If you are using Internet Explorer on Windows 7 or later, right-click your shortcut for Internet Explorer and click Run as Administrator.

2. Log into the Deposit application.

3. Click Settings (a gear icon in the top right corner of the page).

4. Select your scanner from the Scanner Model list.

- o If you use a TWAIN scanner, select TWAIN Scanner from the list, and then select your scanner model from the TWAIN Model list.

5. Click Save. You are prompted to begin the installation of the SCM.

6. Click Install and follow the on-screen prompts to continue the installation.

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On Windows

- When you are prompted to allow ITMS to install or download SCM components, do so.
- If you are prompted to allow the SCM to make changes to your computer, do so.

On Mac

- After the installation file downloads, open it.
- Command-click RDMDownloadAgent.pkg and click Open.

Note: If you double-click the file, you might not be able to open it.

- When the Install RDM Installation Package wizard appears, click Continue.
 - When prompted to begin the installation of the RDMDA, click Install.
 - When prompted, enter your administrator password.
 - When the install finishes, click Close.
7. When the install finishes, restart your browser (if you have not already done so). If you use Internet Explorer: when you restart Internet Explorer, right-click your Internet Explorer shortcut, and click Run as Administrator.
 8. Log into the Client and open the Settings dialog again. When you are prompted to download an update, click Install. The update begins to install on your computer.
 9. If you are prompted to disconnect your scanner, do so.

10. After a few moments, a message appears that says it is safe to connect your scanner. Connect and turn on your scanner.

Warning: If you do not connect and turn on your scanner at this point in the installation process, your scanner will not be installed.

11. Click OK.

The SCM update completes. It is recommended to wait a few moments for your operating system to finish installing your scanner.

12. Click OK.

Some scanners require a computer restart. If you are prompted to restart your computer, do so. Even if you are not required to restart your computer, it is recommended that you restart it.

Step 3: Test your scanner

1. Scan a test check according to the type of scanner that you are using.
 - If you are testing any scanner other than a TWAIN scanner, insert one test check into the scanner, and then click Test.
 - If you are testing a flatbed TWAIN scanner, click Test, and then place a test check in the scanner so that its front is facing down.
 - If you are testing an auto-feed TWAIN scanner, click Test, and then insert one test check into the scanner.
 - The first scan can take up to a minute to complete. A small preview of the check image appears in the image viewer to indicate a successful test.

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2. Complete the testing process.
 - If you are testing a non-TWAIN or an auto-feed TWAIN scanner and the test check does not scan, insert it into the scanner and scan it again.
 - If you are testing a flatbed TWAIN scanner, turn the check over so that the back side is facing down, and then click Test.
2. Click Cancel to return to the Deposit page. If the test was unsuccessful, see Troubleshooting, below.

Troubleshooting

For a more extensive list of troubleshooting tips, see the Getting Started Guide.

Internet Explorer

Here are some common causes of SCM installation failure on Internet Explorer.

- You must run Internet Explorer as an Administrator.
- In Trusted Sites on the Security page of Internet Options, "Automatic prompting for ActiveX controls" must be set to Enable.
- When the install begins, Internet Explorer will pop up a security prompt. You must click "Install" or "Install This Add-on" to allow the installation to start.