KeyBank

Key Capture®

Quick Setup Guide

Revised (2/2024)

1. Key Capture System Requirements

For Key Capture to work properly, you must ensure your computer, operatingsystem, internet bandwidth and network capabilities meet the minimum system requirements. **Note** – You will need administrative rights on your PC to perform the Key Capture installation.

Hardware:

- Intel® Pentium III, 2.8 GHz processor or higher, Minimum 2 GB RAM
- 17" XVGA display (1024x768) with Windows® Display set to Small Fonts
- USB 2.0 Connection
- Minimum 30 MB free hard drive space

Operating System:
Windows® 10
Windows® 11

****Must have most recent Windows updates****

- Microsoft® Edge
- Mozilla Firefox®
- Google Chrome®
- **Microsoft® .NET version** 4.5 and may be downloaded from Microsoft at: **https://www.microsoft.com/en-us/download/details.aspx?id=30653**

High-speed Internet Connection:

- Recommended Download Speed: 10megabits per second (Mbps) or greater
- Required Minimum Upload Speed: 3 mbps

Network Configuration:

- If you have an authenticated network, the user of the software must have network access andcan download and save data.
- Port 443 is required for the SSL traffic on your network.
- **Dedicated external IP address: For security reasons, the Key Capture application does notsupport load balancing of external IP addresses. If unsure of your network configurations,please check with your IT department.**

- You can use the following tool to determine if you are load balancing:
  - Go to URL/Site: http://www.whatismyip.com/
  - Your IP: ex - 156.77.111.19 will appear
  - F5 keyboard function key will refresh the screen. If the IP address changes, the client is load balancing and using multiple IP addresses. You will need to refresh several times. The IP may not change every time.
  - If the IP address number changes, the client is load-balancing. If the number does not
    - change, the test is inconclusive.

- The following URL's must be allowed (whitelisted) on the network:

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- cdp.jackhenry.com
- www.trustcenter.de
- csc3-2010-crl.verisign.com
- crl.verisign.com"
- https://keynavigator.key.com (access via KeyNavigator)
- ibx.key.com (access via KBBO)
- https://www.key.com

Additional Implementation and System Update Requirements:

- Anti-Virus Protection Software and/or Anti-Spyware may need to be disabled to allow for the initial installation.
- Administrator rights are required for the initial installation of the software.
- Administrator rights may be required for planned system updates.

A Special Note on Internet Speeds

Internet upload and download speeds are critical for Key Capture to work effectively. You may check your internet upload and download speed by doing the following:

- Go to http://myspeed.visualware.com/
- Select the **Click to Start My Speed** button
- Note the Internet upload and download speeds

As Internet speeds may vary, this test is best run during time when you would normally process your deposit.

- Recommended Download Speed: 10 megabits per second (Mbps) or greater
- Required Minimum Upload Speed: 3 mbps

Note: If you would like to add Key Capture to an additional computer, please contact your Payments Advisor for assistance.

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2. Installation and Use

Accessing Key Capture for the First Time from KeyNavigator®

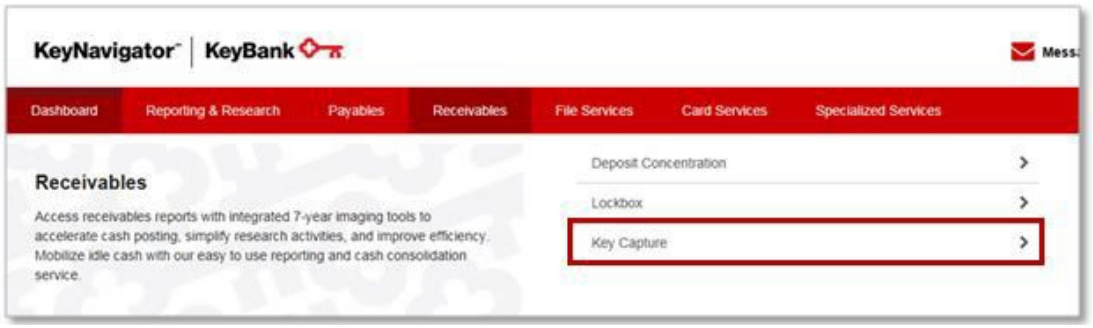
(see page 6 when accessing from KBBO)

Follow this process to complete the Key Capture single sign on and installation. Throughout the rest of this guide you may also see Key Capture referred to as Remote Deposit Capture.

Key Capture is accessed via KeyNavigator:

- Visit **www.key.com/corporate**
- Access KeyNavigator via the **Sign On** box located on the right side of the page.
- Enter your KeyNavigator User ID and Password. Click **Sign On**.

- Hover over the **Receivables** menu in KeyNavigator; then select **Key Capture**.



NOTE: You will only see the Key Capture module if you have access.

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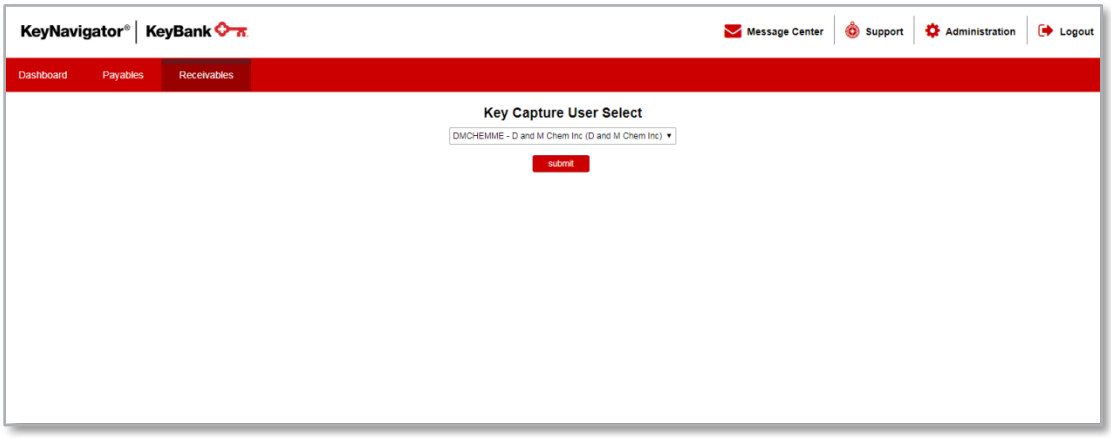
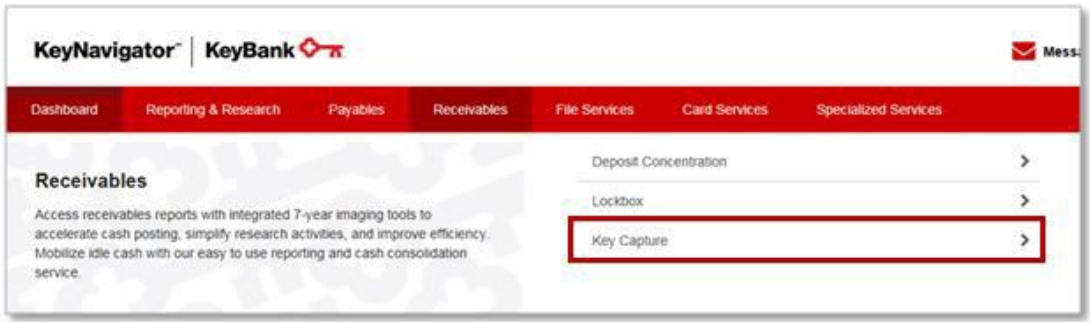
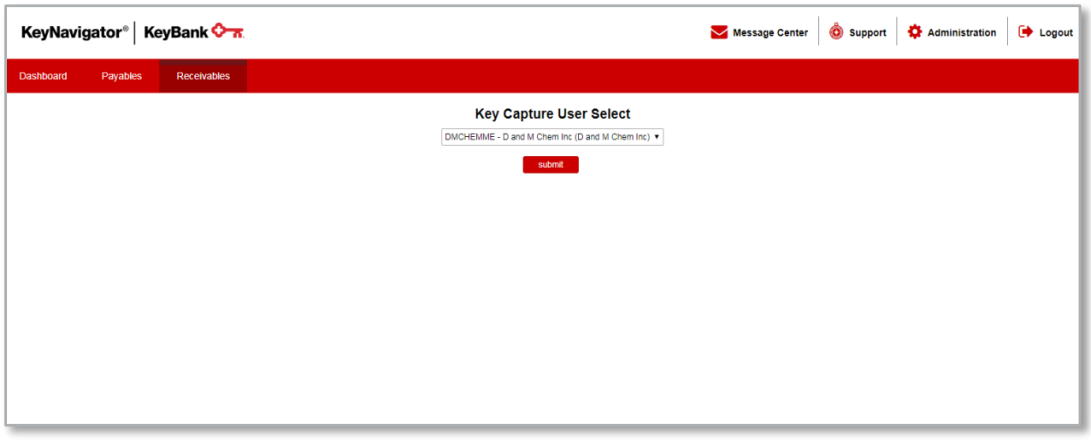
- If you have access to multiple locations/IDs, a drop down box will appear for you to select the deposit location desired. If you do not have multiple locations/IDs, you will be taken directly to the Key Capture Make a Deposit page.



- If you have multiple IDs and want to complete a deposit for another user/location; from the page you are on select the **Receivables Menu** and click **Key Capture**. The drop down selection will be available to select a different user/location.





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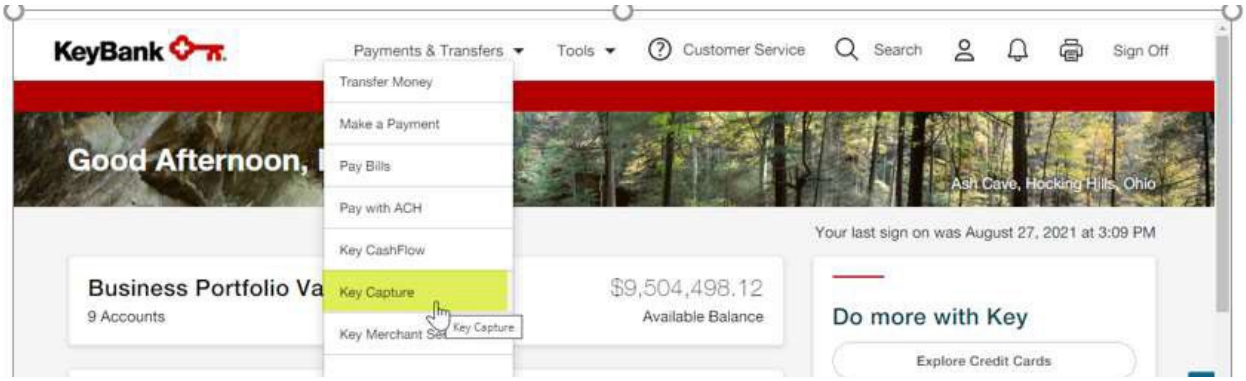
Accessing Key Capture for the First Time from KeyBank Business Online® (KBBO)

(see page 4 when accessing from KeyNavigator)

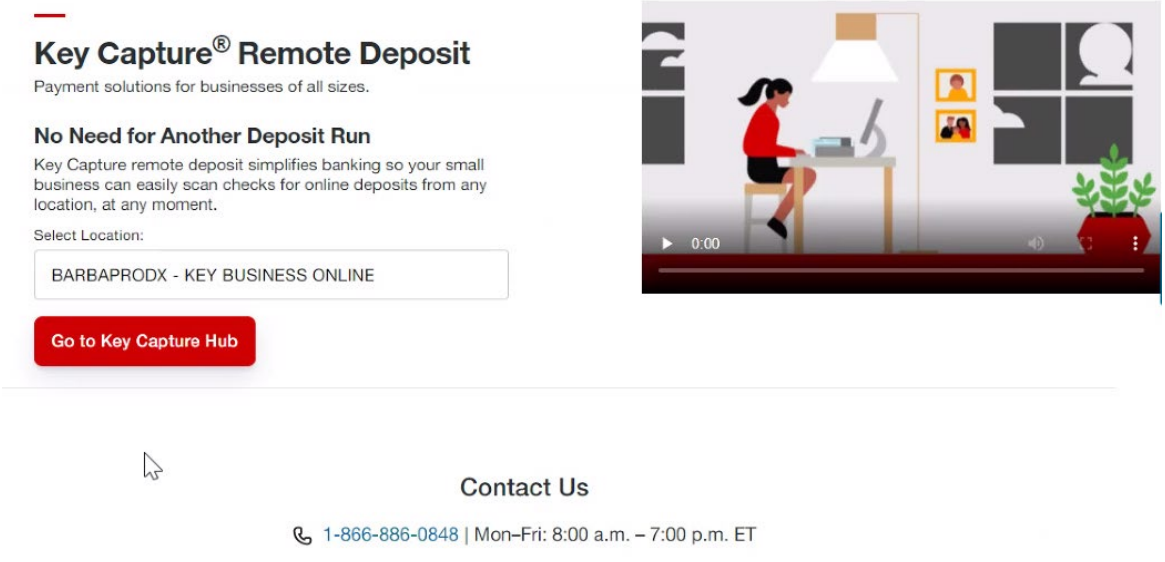
Requirements: client is onboarded with KBBO platform and Key Capture Service

KeyCapture is accessed via KBBO at key.com

- Visit key.com and login to KBBO
- Go to Payments & Transfers and select Key Capture tab from the dropdown menu. Click on Key Capture menu option.



Proceed to the setup screen and select the location from the available options from the dropdown menu. Once a location selected, the "Go to Key Capture Hub" button turns red.



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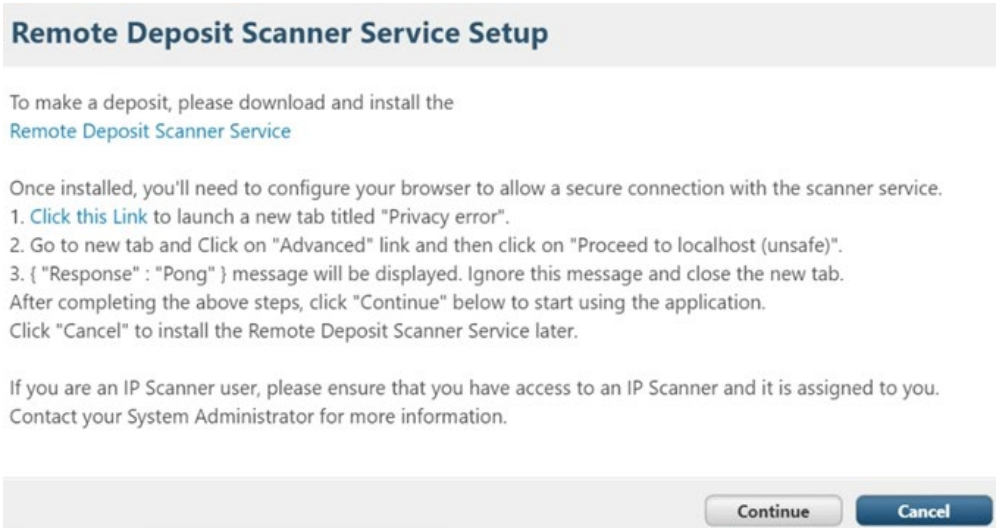
Users can access KeyNavigator / KBBO via three browser options to access Key Capture. Upon initial sign on to Key Capture, you will be brought to the scanner service set-up screen below.

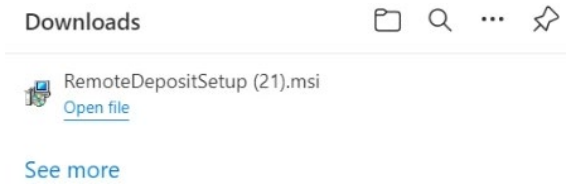
Users should follow all instructions in the window after installing the Remote Deposit Scanner Service. **NOTE: Google Chrome®, unlike Mozilla Firefox® and Microsoft® Edge, will present a pop up the Scanner Service Set-up.**

Click on the **Remote Deposit Scanner Service** link in the message below to download the service. Administrative rights are required to download the scanner service. After the Remote Deposit Scanner Service has downloaded, please follow step 1. Install the Remote Deposit Scanner Service through RemoteDepositSetup.msi downloaded file.
2. Close the browser, so the browser recognizes newly installed browser certificate. Reopen browser and repeat login steps to KeyNavigator or KBBO.

Close the browser, so the browser recognizes newly installed browser certificate. Reopen browser and repeat login steps to KeyNavigator or KBBO.

Press Update button to download the prerequire files.





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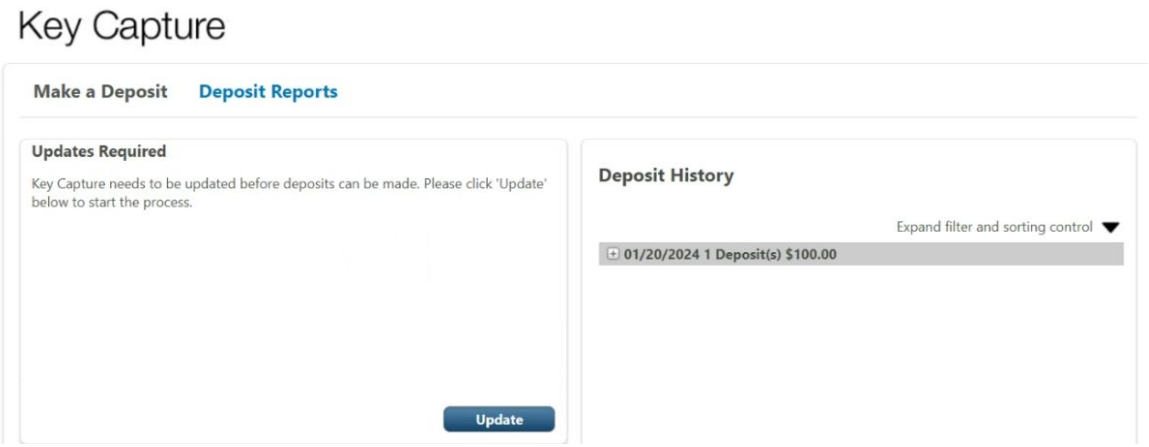
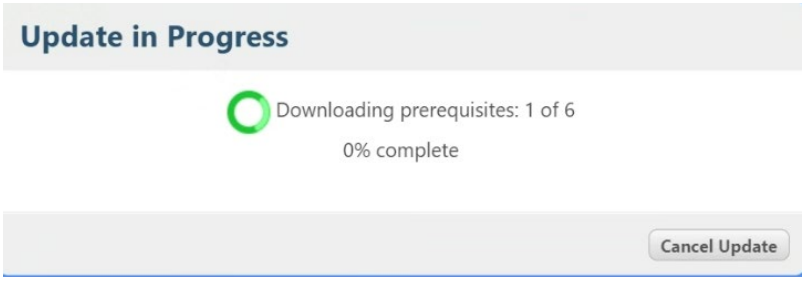
Once the Remote Deposit Scanner Service is installed, you will receive the following screen. Click the **Update** button to continue with the installation:



Clicking **Update** will bring up the following Update Screen (finishing updates for Remote Deposit Scanner Service). There are 6 updates that will need to run if you are setting up Key Capture for the first time.



Once the Scanner Service is completely installed, select the appropriate device:

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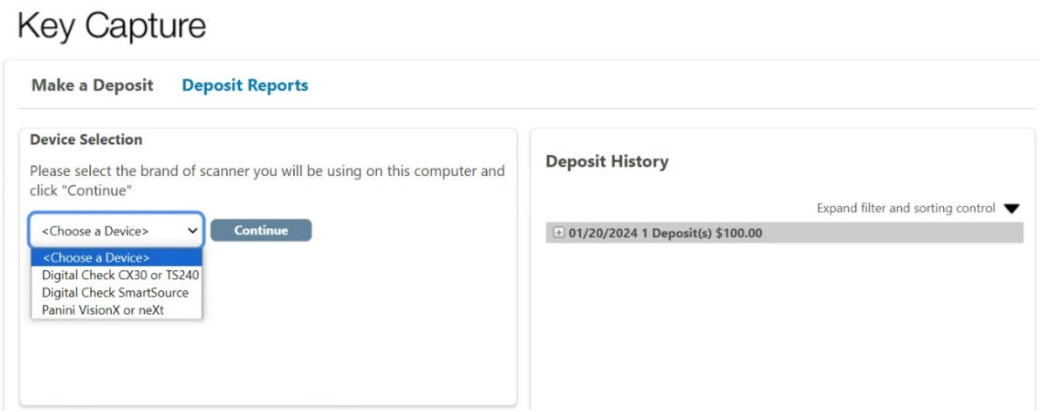

Select your device and click **Continue**. Available devices are Digital Check® CX30 and Digital Check TS240, Digital Check SmartSource®, Vision X (Panini® X50, Panini X75, Panini X1F).

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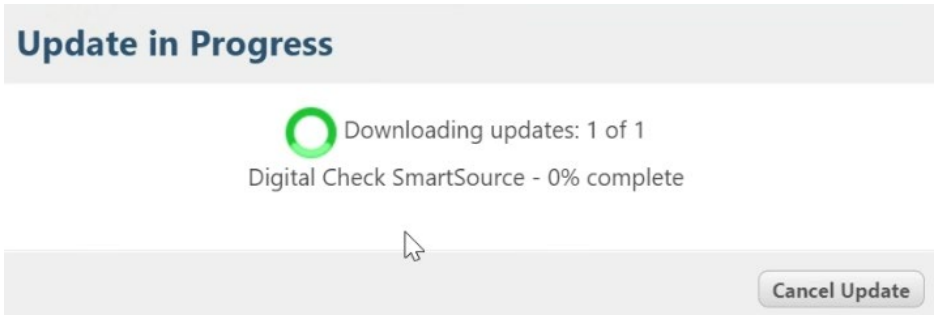
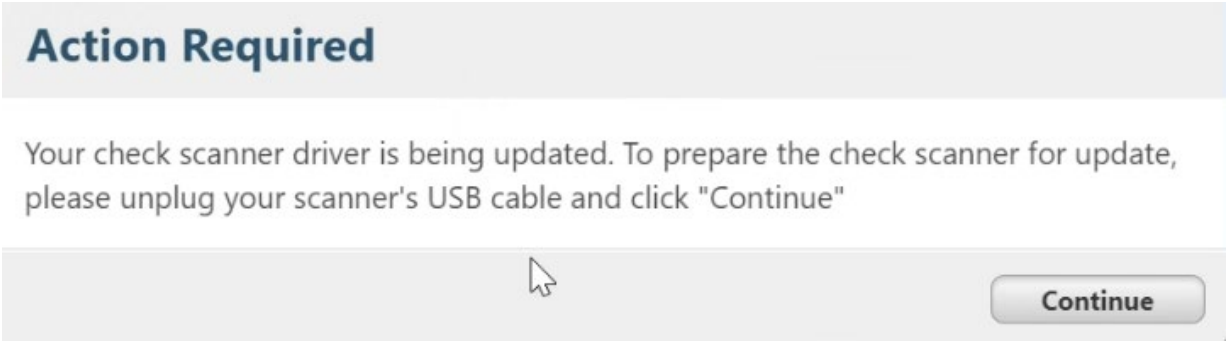
The installation of the appropriate driver will continue for the selected device:



After the driver installation, a message displays for user to unplug the scanner. Once the device is unplugged, click **Continue**.



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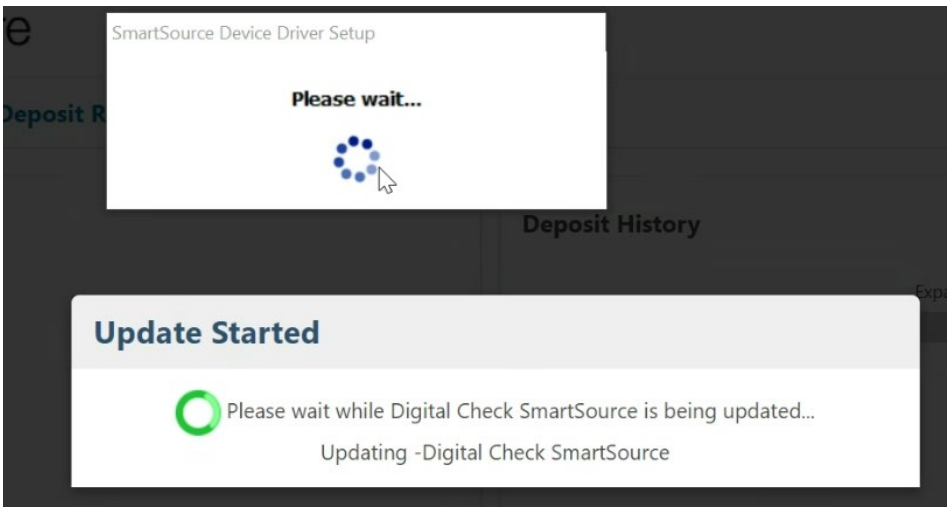
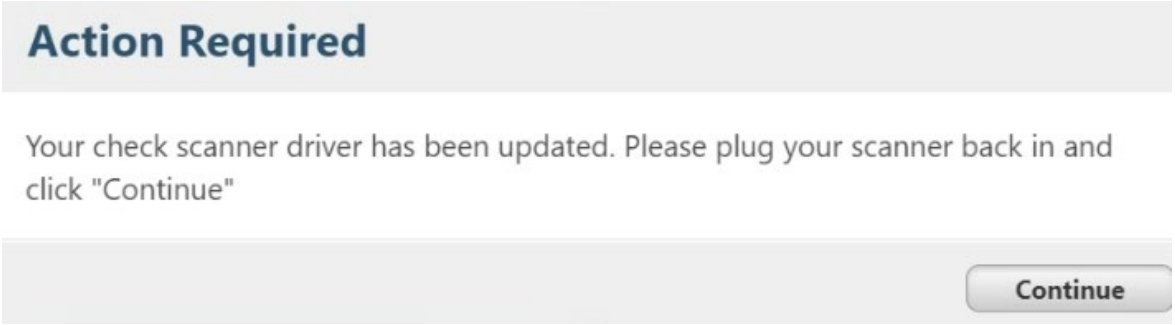
After clicking **Continue** the following screens appear:



A message displays indicating that the scanner has been updated. The scanner may now be plugged in. Then, click on **Continue**



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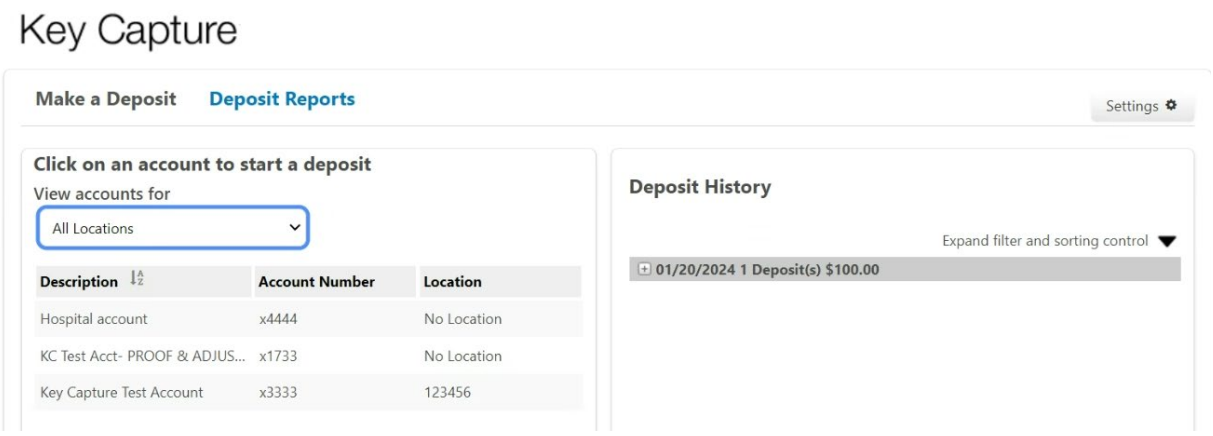
After the scanner setup, the **Home Page** will appear:

These steps will not be needed one the driver has been installed on the computer.

After a successful installation, future visits will take you directly to the Home Page.



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3. Online Help

Please note, a full suite of support resources is available to assist you.
For KeyNavigator users, please access Receivables Home | KeyBank for support resources.

For KBBO users, resources are available on KBBO, once signed in, and are located on Key Capture payments tab.

4. Contact Us

If you have any questions regarding Key Capture, please contact your Payments Advisor or Commercial Banking Services at 866-886-0848, Monday through Friday, 8:00 am – 9:00 p.m. ET. Dial 711 for TTY/TRS.

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