



# KeyNavigator<sup>SM</sup> Mobile / Web User Guide

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## 1. Introduction

KeyNavigator Mobile has a streamlined and simplified user interface that allows you to easily and efficiently complete important business transactions when you are out of the office or simply away from your desk during critical timeframes. KeyNavigator Mobile is optimized for the mobile web, allowing you to access the site from any mobile phone or tablet that is equipped with a mobile browser and internet connection.

Authorized KeyNavigator Mobile users can:

- Approve pending wire transfers and ACH transactions
- Review both account summary and detail information, search transactions and execute book transfers
- Make decisions on suspect positive pay items
- Initiate domestic and international wire templates
- Approve and edit user capabilities and reset user passwords

## 2. Product Overview

KeyNavigator Mobile is an extension of the KeyNavigator online website that has been optimized for mobile phone web browsers. It is *not* a mobile phone application (app):

- An **app** is a software application that a user downloads onto a mobile device.
- A **mobile phone optimized website** is a site that allows users to access the site from *any* mobile phone's web browser.

There is no additional service charge to you. However, your standard mobile carrier rates and fees apply.

### 2.1 User Requirements & Entitlements

Since KeyNavigator Mobile is not a stand-alone service, you must be a registered KeyNavigator user to have access to KeyNavigator Mobile.

Once you are enabled for KeyNavigator Mobile, all existing KeyNavigator entitlements and authorizations are duplicated for KeyNavigator Mobile, limited to the services available through your mobile service.

You can access KeyNavigator Mobile by visiting [m.key.com/keynavigator](https://m.key.com/keynavigator) from your mobile web browser. You can save this website as a favorite by adding it to your

home screen or saving the link as a bookmark. Refer to your device online help for more details.

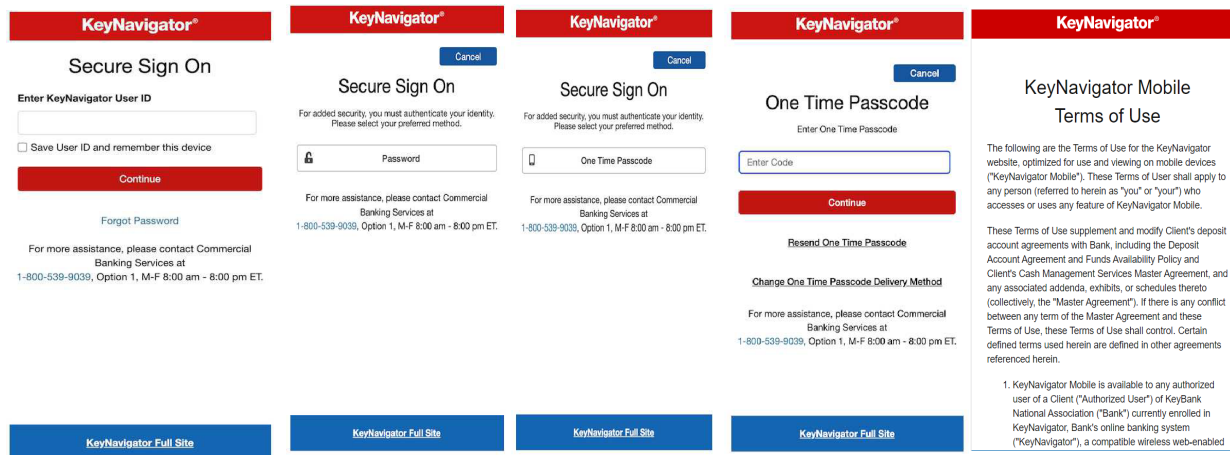


**NOTE:** KeyNavigator Mobile does not have the capability to initiate payments. Payments can only be initiated through the full KeyNavigator website.

## 2.2 User Enrollment & Log-on

To enroll in KeyNavigator Mobile, contact your Payments Advisor to submit an enrollment customer service order. Once the customer service order has been approved, you will sign-in to KeyNavigator Mobile using the same log-in ID and password you use for the full KeyNavigator website.

Once you are enrolled in KeyNavigator Mobile, any company user entitled to use KeyNavigator Self Service can then give access to KeyNavigator Mobile to other users at your company. You can log into the KeyNavigator Self-Service module found on the full KeyNavigator website to grant mobile access.



The first time you log in, you will receive the Security Verification screens and Terms of Use. If you agree to the above terms of use, click the **I Agree** statement. You will not receive the Terms of Use screen after your initial login. You will be required to enter a second authentication, a One-Time Passcode at every subsequent login.

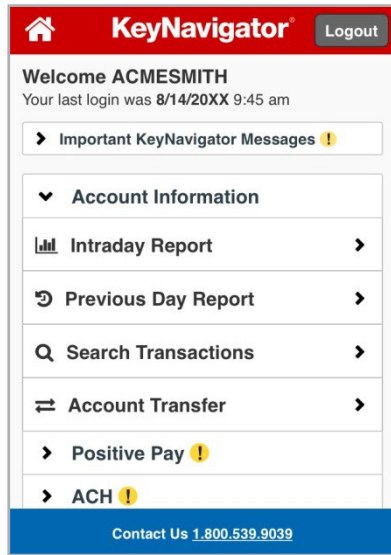
## 2.3 Supported Devices

KeyNavigator Mobile is accessible by all smartphones and tablets equipped with updated web browsing capability and an internet connection.

### 3. Search & Reporting Functionality

#### 3.1 View Intraday or Previous Day Reports

1. From the KeyNavigator Mobile home page, tap **Account Information**. The following menu will then become available on the screen.



2. Depending on which report you would like to view, tap either **IntraDay Report** or **Previous Day Report**. The next screen will then display based on your selection.

#### Intraday Report

The screenshot displays the 'Intraday Report' screen. The title is 'Account Information' with a search icon. The main heading is 'Intraday Summary' for 'March 1, 2012'. The summary table shows:

Opening Ledger	\$4,812,870.00
Total Credits	\$388,432.75
Total Debits	-\$3,488,825.00
<b>Current Ledger</b>	<b>\$1,049,831.00</b>
Current Available	\$1,058,870.29

Below the summary, there are sections for 'KeyBank National Asso...' (041201039), 'Accounts Receivable' (...3764), and 'Acme Widgets Merchant A...' (...8373), each with sub-rows for 'Current Ledger Balance' and 'Current Available Balance'.

#### Previous Day Report

The screenshot displays the 'Previous Day Report' screen. The title is 'Account Information' with a search icon. The main heading is 'Previous Day Summary' for 'February 29, 2012'. The summary table shows:

Closing Ledger	\$24,533,726.90
<b>Closing Available</b>	<b>\$11,217,222.90</b>
1 Day Float	\$13,322,117.00
2 Day Float	\$14,387.00
Total Credits	\$45,417,088.57
Total Debits	-\$57,959,192.73
<b>Opening Available</b>	<b>\$24,539,339.90</b>

Below the summary, there are sections for 'KeyBank National Asso...' (041201039), 'Accounts Receivable' (...3764), and 'Acme Widgets Merchant A...' (...8373), each with sub-rows for 'Closing Ledger Balance' and 'Opening Available Balance'.

Within each report you can filter and sort transactions to view additional details.

### 3.2 Viewing Intraday Report Details

1. Tap the **right pointing arrow (>)** button to view your Intraday account details.

#### Intraday Report

**Account Information**

**Intraday Summary**

March 1, 2012	
<b>Opening Ledger</b>	<b>\$4,812,870.00</b>
Total Credits	\$388,432.75
Total Debits	-\$3,488,825.00
<b>Current Ledger</b>	<b>\$1,049,831.00</b>
Current Available	\$1,058,870.29

**KeyBank National Asso...** 041201039

<b>Accounts Receivable</b> ...3764	Current Ledger Balance \$0.00 <b>&gt;</b>
	Current Available Balance \$13,765.00
<b>Acme Widgets Merchant A...</b> ...8373	Current Ledger Balance \$242,968.56 <b>&gt;</b>
	Current Available Balance \$242,968.56
<b>Acme Widgets General</b> ...4683	Current Ledger Balance \$49,969.07 <b>&gt;</b>

#### Intraday Account Details

**Account Information**

**March 1, 2012**

<b>Opening Ledger</b>	<b>\$16,771,530.56</b>
<b>Current Ledger</b>	<b>\$11,530.58</b>
<b>Current Available</b>	<b>\$22,530.25</b>
<b>Total Credits</b>	<b>\$71,530.56</b>
<u>Early ACH Credits</u> (5)	\$300.25
<u>Late ACH Credits</u> (3)	\$50.34
<u>Lockbox Credits</u> (1)	\$3,078.55
<u>Wire Transfer Credits</u> (1)	\$1,877.33
<u>Deposits</u> (1)	\$637.22
<u>Other Misc Credits</u> (1)	\$2,534.33
<b>Total Debits</b>	<b>-\$6,930.48</b>
<u>Early ACH Debits</u> (1)	-\$2,008.76
<u>Late ACH Debits</u> (1)	-\$500.54
<u>Wire Transfer Debits</u> (1)	-\$1,877.32
<u>Other Misc Debits</u> (1)	-\$2,543.86

**All Transactions**

From the account details page, each credit and debit that is underlined is a hyperlink that can be clicked to view more specific details.

2. After choosing a specific account, tap **All Transactions** to view a list of all transactions at the same time (rather than by transaction group).

3. Tap **Get More** to view more transactions.



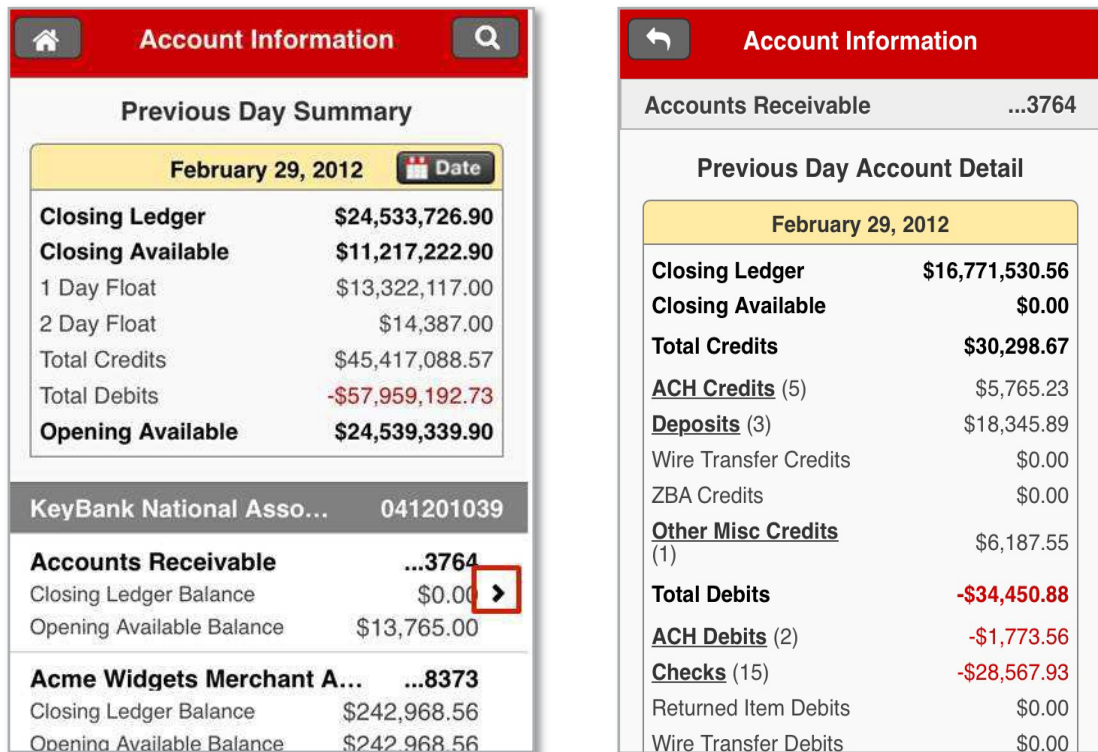
4. Tap the **Magnifying Glass** to search for an account or transaction.

- a. To bring an account or transaction to the top of the list, type the first few letters or numbers of the account or transaction in the search box.
- b. To return to the account or transaction list, delete the text entered from the search box.



### 3.3 Viewing Previous Day Report Details

1. Tap the **right pointing arrow (>)** button to view **Previous Day** account details.

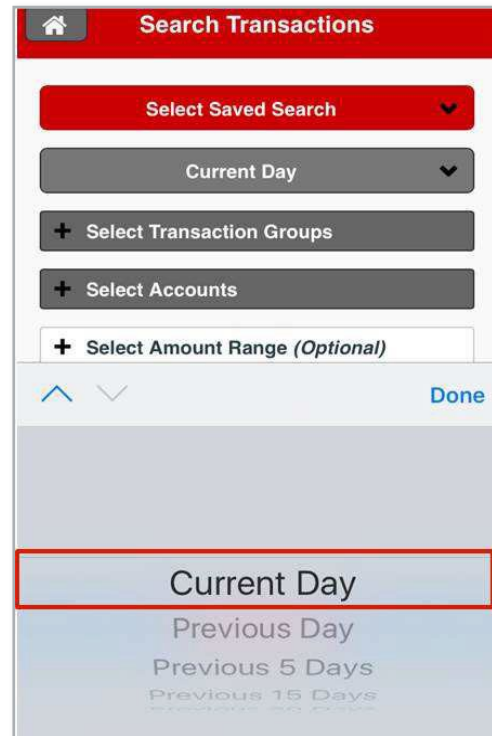
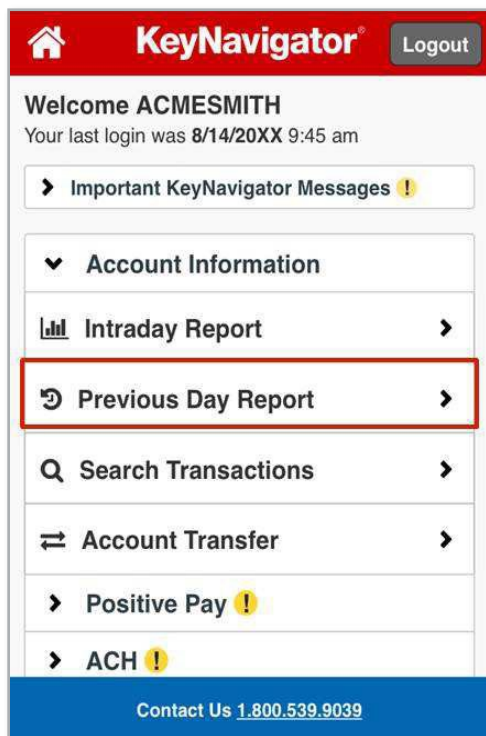


- a. From the account details page, each credit and debit that is underlined is a hyperlink that can be clicked to view more specific details.
2. Tap **All Transactions** to view a list of all transactions at the same time (rather than by transaction group).
  3. Tap **Get More** to view more transactions.
  4. Tap the **Magnifying Glass** to search for an account or transaction.
    - a. To bring an account or transaction to the top of the list, type the first few letters or numbers of the account or transaction in the search box.
    - b. To return to the account or transaction list, delete the text entered from the search box.

5. Tap the **Date** button to set a date to see transactions for a specific date. Scroll to select the date and then tap **Set** to set the date and see results for the date selected or **Cancel** to return to the previous screen.

### 3.4 Search Transactions

1. From the KeyNavigator home page, tap Account Information, then select **Search Transactions**



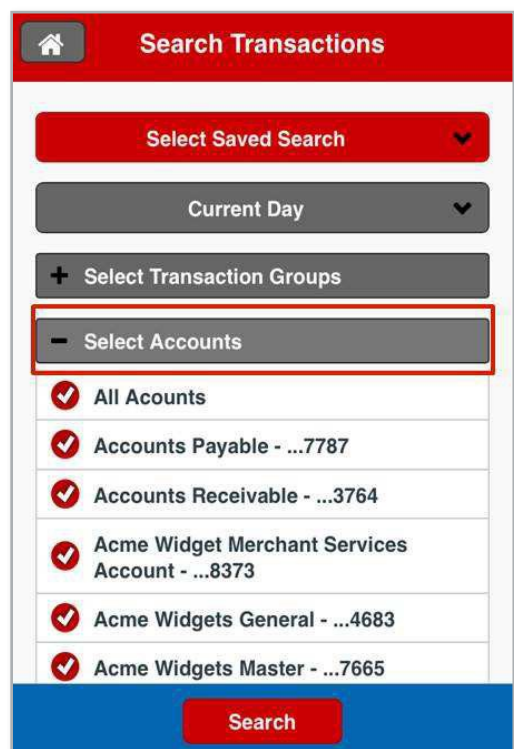
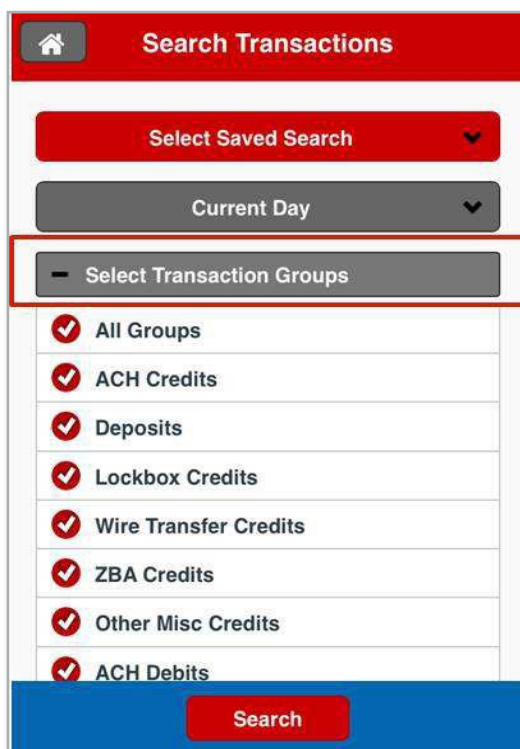
2. Select the item you would like to base your transaction search on
  - a. **Current Day**  
Your options include searching by the current date, the previous day, the past 5, 15, or 30 days, or you can enter your own custom date. When the appropriate has been chosen, click **Search**.

**b. Select Transaction Group**

To choose a transaction group to search, tap the group or groups you would like to search. When you tap a group, your selection is confirmed with a checkmark appearing to the left of the name of the transaction group. When the appropriate selections have been made, click **Search**.

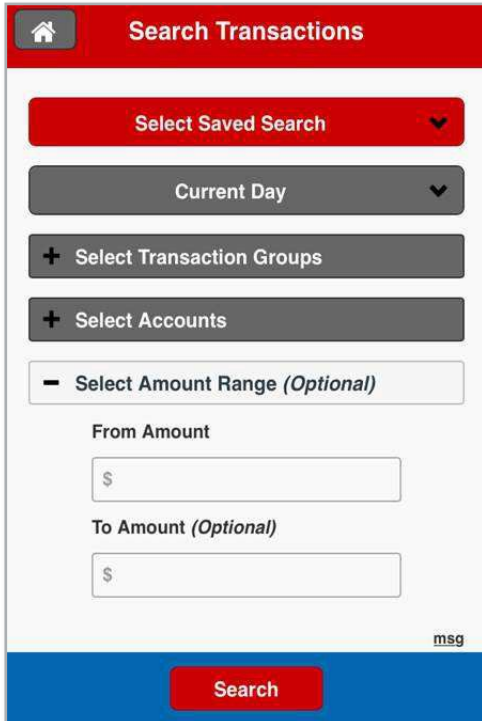
**c. Select Accounts**

Choose which account(s) you would like to include in the search. When you tap an account, your selection is confirmed with a checkmark appearing to the left of the name of the account. When the appropriate selections have been made, click **Search**.



#### d. Select Amount Range

This section allows you to enter a range of amounts to narrow the search. You do have to specify a starting amount. When you have entered the appropriate amount(s), click **Search**.



The screenshot shows the 'Search Transactions' interface. At the top is a red header with a home icon and the text 'Search Transactions'. Below this are several filter options: a red button for 'Select Saved Search', a grey button for 'Current Day', a grey button with a plus sign for 'Select Transaction Groups', and another grey button with a plus sign for 'Select Accounts'. The 'Select Amount Range (Optional)' section is expanded, showing two input fields: 'From Amount' and 'To Amount (Optional)'. Both fields have a dollar sign (\$) and are currently empty. A small 'msg' icon is visible in the bottom right corner of the form area. At the bottom of the screen is a blue bar with a red 'Search' button.

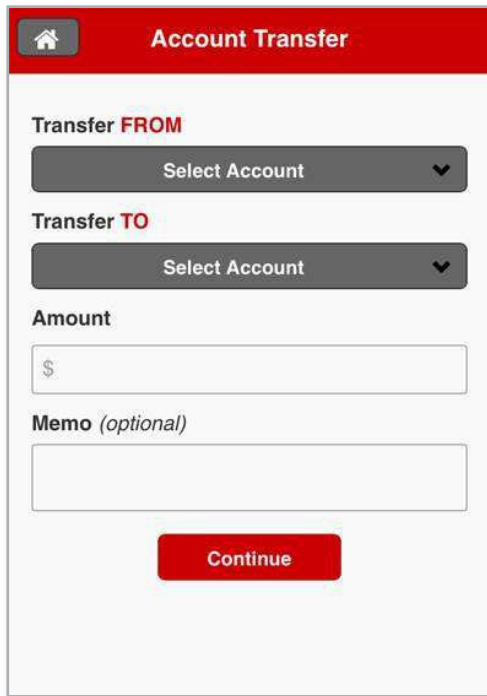
3. After the search results load, you can tap:

- a. **Get More** for more results.
- b. **Save Search** to save the search to the Select Saved Search option for future use.
- c. The **back arrow** to return to the previous screen.

## 4. Account Transfers

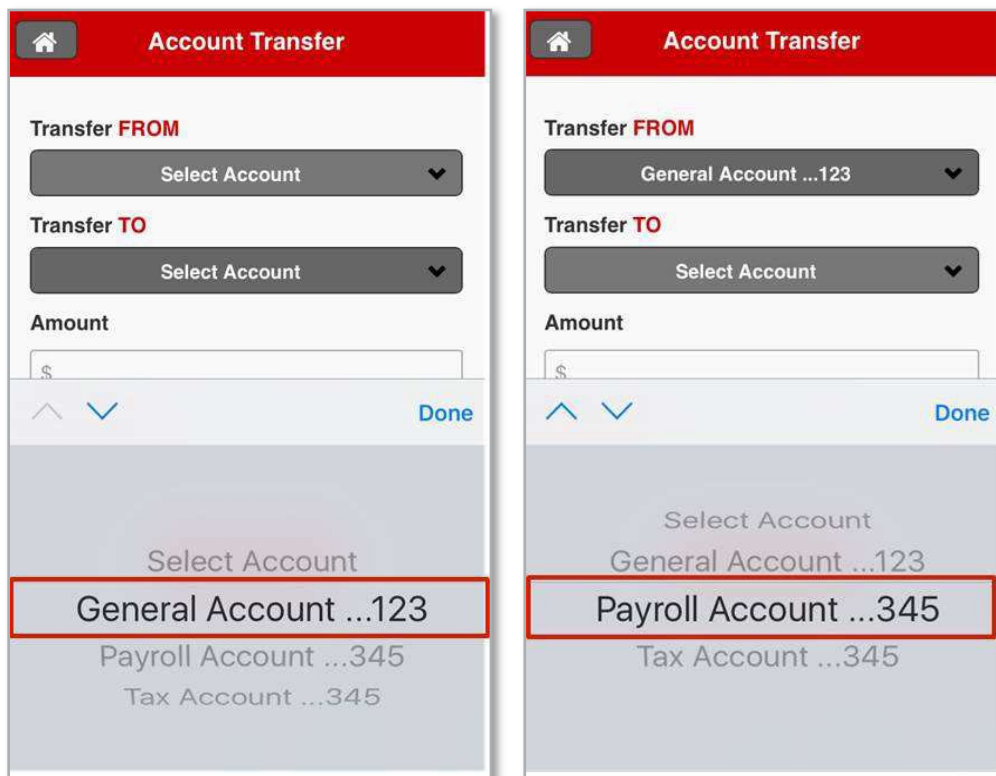
### 4.1 Initiate an Account Transfer

1. From the KeyNavigator Mobile homepage, tap **Account Information**, then select **Account Transfer**.

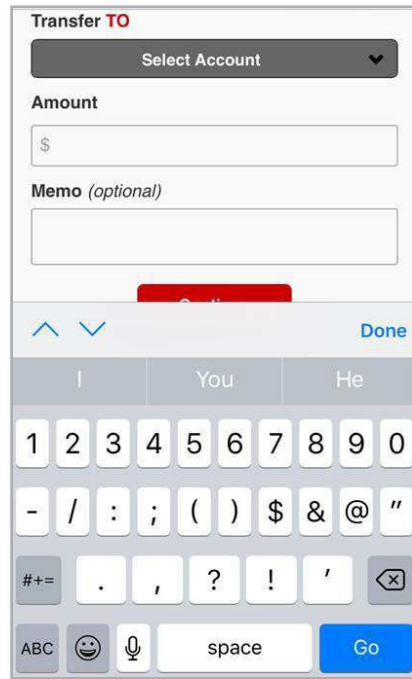


The screenshot shows the 'Account Transfer' screen in the KeyNavigator Mobile app. At the top, there is a red header with a home icon and the text 'Account Transfer'. Below the header, the screen is divided into sections: 'Transfer FROM' with a 'Select Account' dropdown menu, 'Transfer TO' with another 'Select Account' dropdown menu, 'Amount' with a text input field containing a dollar sign, and 'Memo (optional)' with a larger text input field. At the bottom center, there is a red 'Continue' button.

2. The following options will then be available from the **Account Transfer** screen
  - a. Tap **Transfer From** to select the account the funds will be transferred from. Use the options at the bottom of the screen to make your account selection and choose done. Your selection will then show in the bar under the **Transfer From** option.
  - b. Tap **Transfer To** to select the account the funds will be transferred to. Use the options at the bottom of the screen to make your account selection and choose done. Your selection will then show in the bar under the **Transfer To** option.

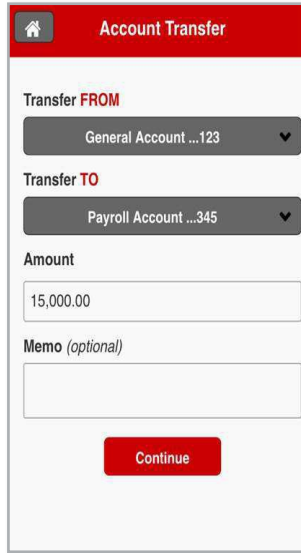


- c. In the **Amount** field, select the dollar amount to be transferred during the transaction.



- d. The **Memo** field is an optional field to place any notes you may have regarding the transaction.

- When all of the necessary information has been completed, tap **Continue**.



**Account Transfer**

Transfer **FROM**  
General Account ...123

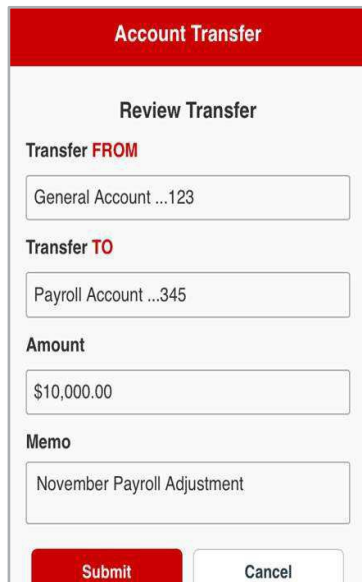
Transfer **TO**  
Payroll Account ...345

Amount  
15,000.00

Memo (optional)

**Continue**

- The next screen will be the **Review Transfer Screen**, where details of the transfer can be reviewed before being submitted. If all of the information to be submitted is correct, tap **Submit** to complete the transfer.
- After the transfer has been submitted, the transfer confirmation screen will appear. You then have the option to create another transfer by tapping **Create Another Request**.



**Account Transfer**

**Review Transfer**

Transfer **FROM**  
General Account ...123

Transfer **TO**  
Payroll Account ...345

Amount  
\$10,000.00

Memo  
November Payroll Adjustment

**Submit** **Cancel**



**Account Transfer**

**Transfer Confirmation**

Transfer FROM General Account ...123  
Transfer TO Payroll Account ...345  
Amount \$10,000.00  
Memo March Payroll Adjustment  
Confirmation No. 02253988466712  
Submitted 03/01/2012 10:33 AM ET  
Effective Date 03/01/2012

**Create Another Request**

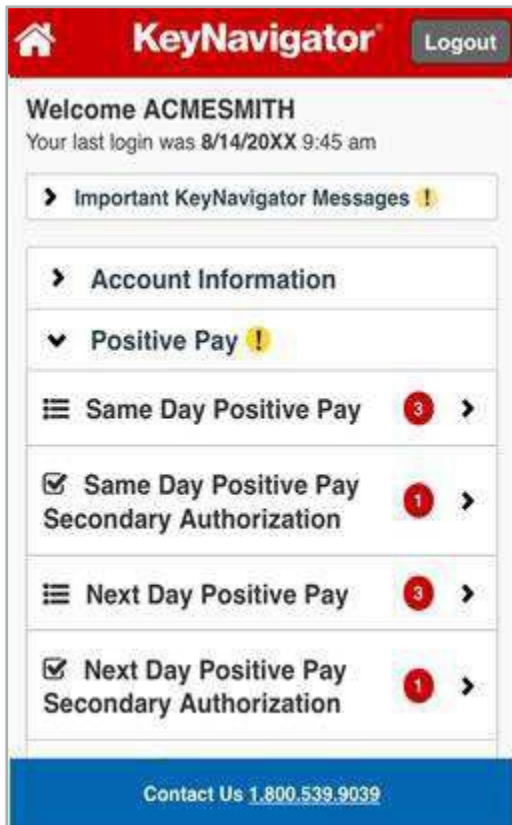


## 5. Positive Pay Authorization & Decisions

### 5.1 Decision Same Day / Next Day Positive Pay Items

You can tap **Edit** from the Same Day or Next Day Items screen to items immediately access and bypass viewing individual item details. If you would like to view the individual item details, review the following steps provided below.

1. From the KeyNavigator Mobile homepage, tap **Positive Pay** to open the Positive Pay menu of options.



- Tap the **right pointing arrow (>)** button next to either **Same Day Positive Pay** or **Next Day Positive Pay** to select the appropriate option for your transaction. The next screen will display the following based on your selection.

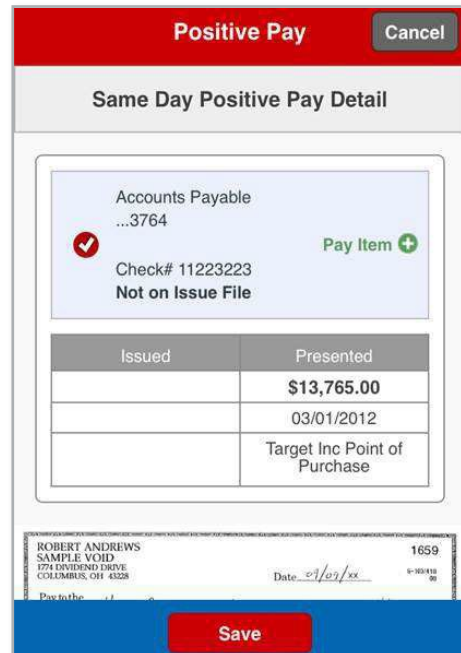
### Same Day Positive Pay Items

### Next Day Positive Pay Items

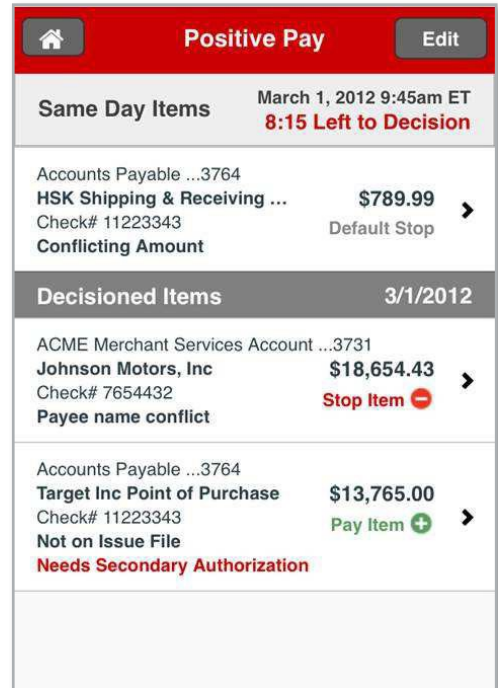
3. There are several options KeyNavigator Mobile offers you to review before submitting a final decision:
  - a. Tap the **right pointing arrow** button to view an item and its associated check image.
  - b. Tap the Edit button to edit any items requiring a decision.



- c. Tap the gray circle to check mark the item to decision it as either **pay item** or **stop item**, depending on the default decision.



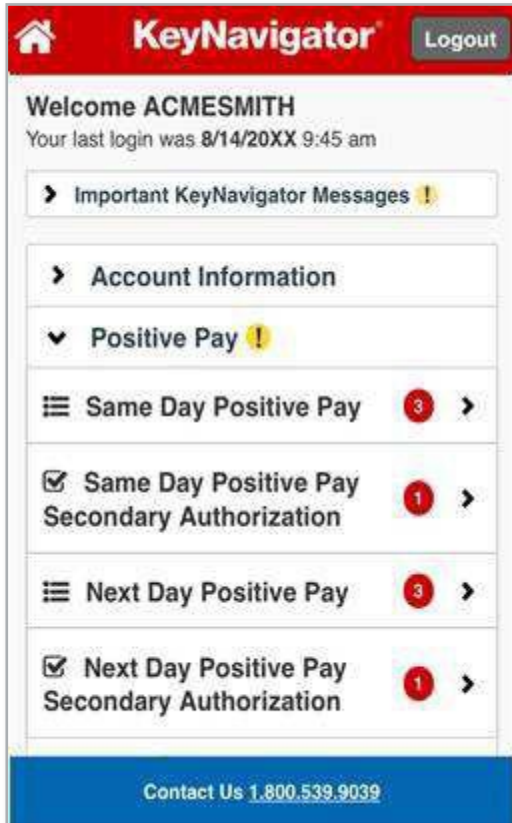
- d. When all the necessary portions of the item have been reviewed, tap **Save** to save the decision. This will save the item as either a **pay item** or **stop item** based on your selection. After tapping save, you then will be taken back to the items screen to view the decided items.



- e. Tap **Cancel** to exit from edit mode and/or to cancel the decision.

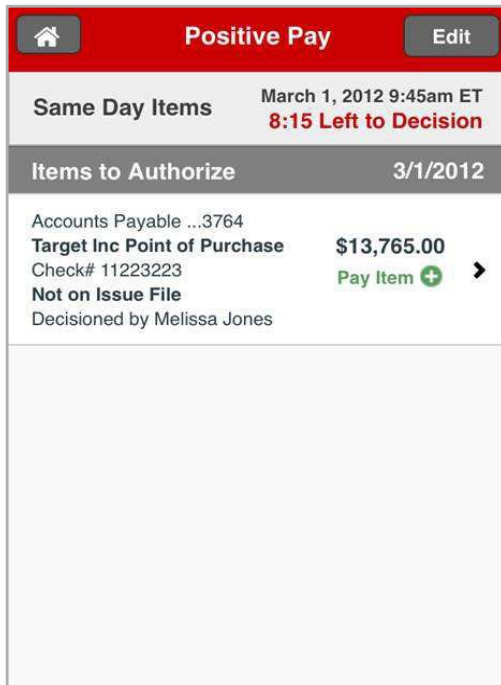
## 5.2 Decision Same Day / Next Day Positive Pay Secondary Authorizations

1. From the KeyNavigator Mobile homepage, tap **Positive Pay** to open the Positive Pay menu of options.



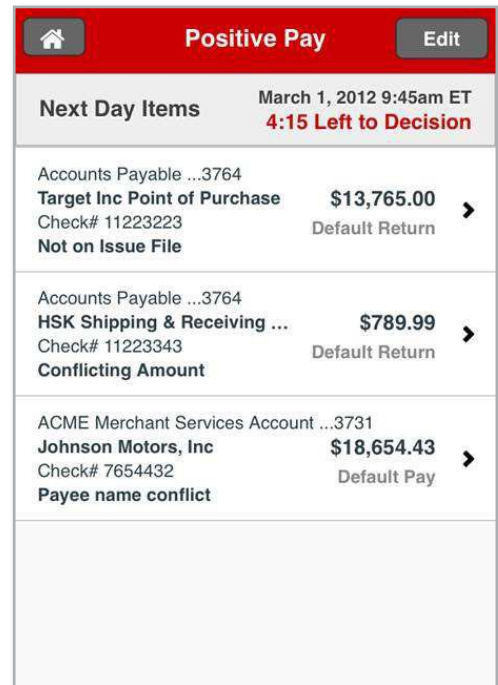
2. Tap the **right pointing arrow** button next to either **Same Day Positive Pay Authorizations** or **Next Day Positive Pay Authorizations** to select the appropriate option for your transaction. The next screen will display the following based on your selection.

**Same Day Positive Pay  
Authorization Items**



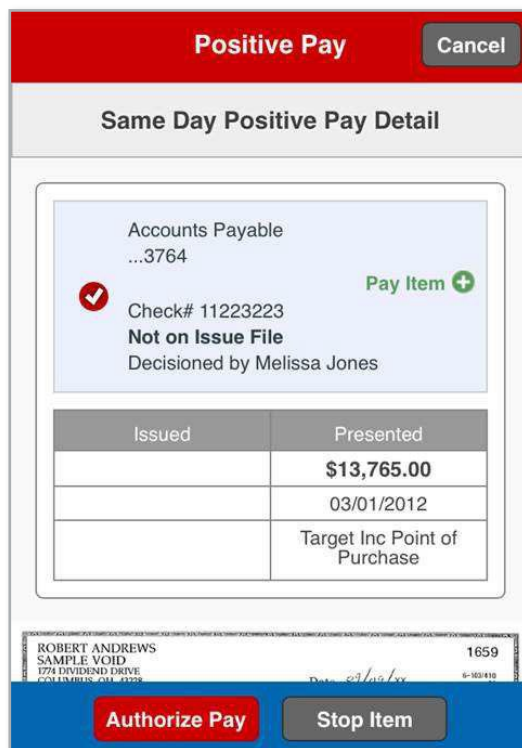
The screenshot shows a mobile application interface for 'Positive Pay'. At the top, there is a red header with a home icon, the text 'Positive Pay', and an 'Edit' button. Below the header, a status bar indicates 'Same Day Items' for 'March 1, 2012 9:45am ET' with '8:15 Left to Decision'. A section titled 'Items to Authorize' for '3/1/2012' lists a single item: 'Accounts Payable ...3764' with a 'Target Inc Point of Purchase' of '\$13,765.00'. Other details include 'Check# 11223223', 'Not on Issue File', and 'Pay Item' with a green plus icon and a right-pointing arrow. The item is 'Decided by Melissa Jones'.

**Next Day Positive Pay  
Authorization Items**



The screenshot shows a mobile application interface for 'Positive Pay'. At the top, there is a red header with a home icon, the text 'Positive Pay', and an 'Edit' button. Below the header, a status bar indicates 'Next Day Items' for 'March 1, 2012 9:45am ET' with '4:15 Left to Decision'. The screen lists three items for authorization, each with a right-pointing arrow: 1) 'Accounts Payable ...3764' with a 'Target Inc Point of Purchase' of '\$13,765.00', 'Check# 11223223', and 'Not on Issue File'; 2) 'Accounts Payable ...3764' with a 'Target Inc Point of Purchase' of '\$789.99', 'Check# 11223343', and 'Conflicting Amount'; 3) 'ACME Merchant Services Account ...3731' with a 'Target Inc Point of Purchase' of '\$18,654.43', 'Check# 7654432', and 'Payee name conflict'.

3. There are several options KeyNavigator Mobile offers you to review before submitting a final authorization decision.
  - a. Tap the **right pointing arrow** button to view an item and its associated check image.
  - b. Tap the **Edit** button to edit any items requiring a secondary authorization decision.
  - c. Tap **Authorize Pay** to authorize payment of a same day item. The item will then be decided as 'authorized' and you will be taken back to the Same Day Items decision screen.



- d. Tap **Stop Item** to decision the item as **Pay Not Authorized**. You then will be taken back to the Same Day or Next Day Authorization items screen depending on your selection.
- e. Tap **Cancel** to exit from edit mode and/or to cancel the decision.

### 5.3 Reverse a Positive Pay Decision

1. From the Positive Pay screen, select the item that you would like to reverse the decision on.
2. Tap **Edit** to open the item detail.
3. Tap the **checkmark** to return the item to the default decision state.
4. Tap **Save** to save the reversal. The item reversal is saved but it will remain in the Decided Items list.



**Note:** Items edited at least once from the default decision will remain on the Decided Items list even if you return the item to the original default decision.

### 5.4 Cut-Off Time for Positive Pay Items

Viewing the Left to Decision time (top of the screen), users can determine the amount of time left to decision an item.

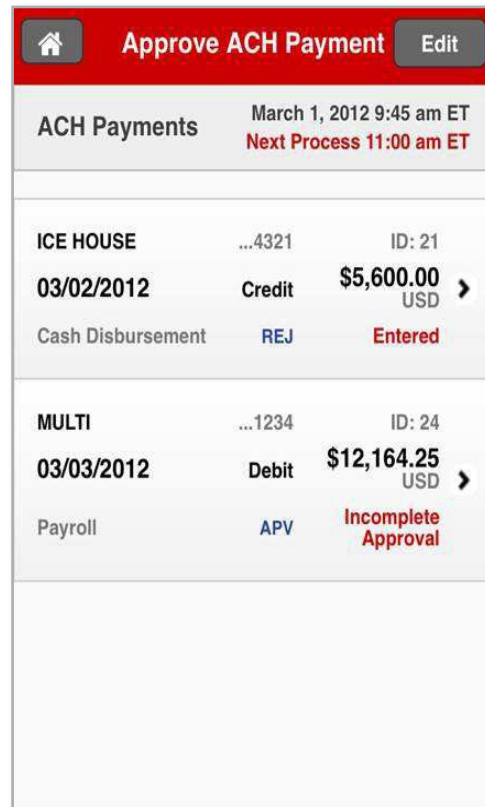
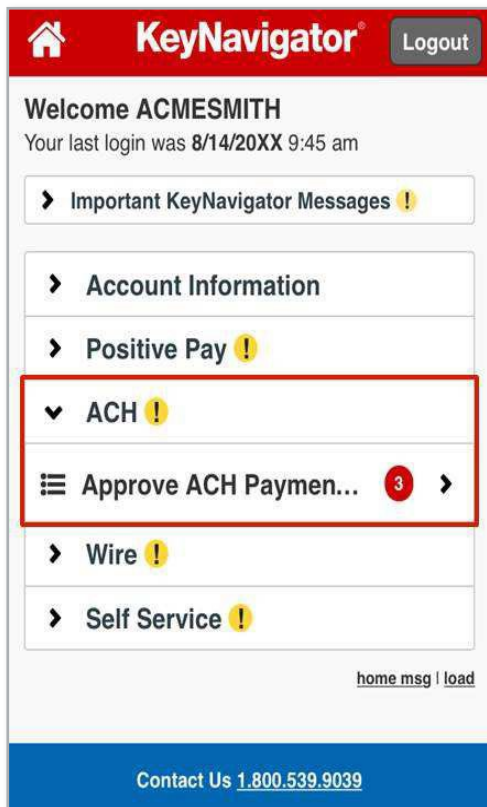




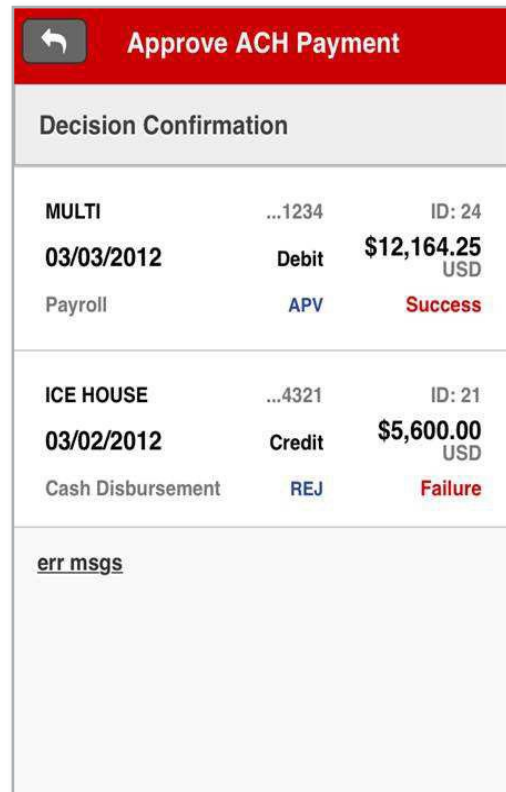
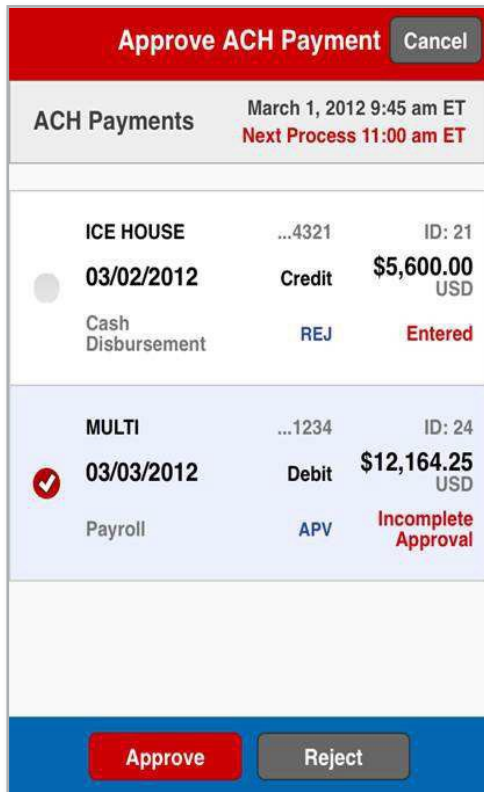
## 6. ACH Transactions

### 6.1 Approve ACH Payments

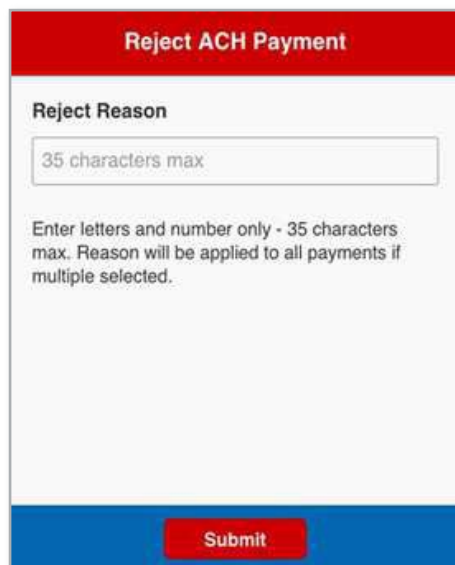
1. From the KeyNavigator Mobile homepage, tap **ACH** to display the **Approve ACH Payment** menu.
2. Tap the **Edit** button.



3. Select the payment to approve or reject by **checkmarking** the item.
4. Select the **Approve** or **Reject** button.
5. If selecting **Approve**, the decision confirmation screen will appear.



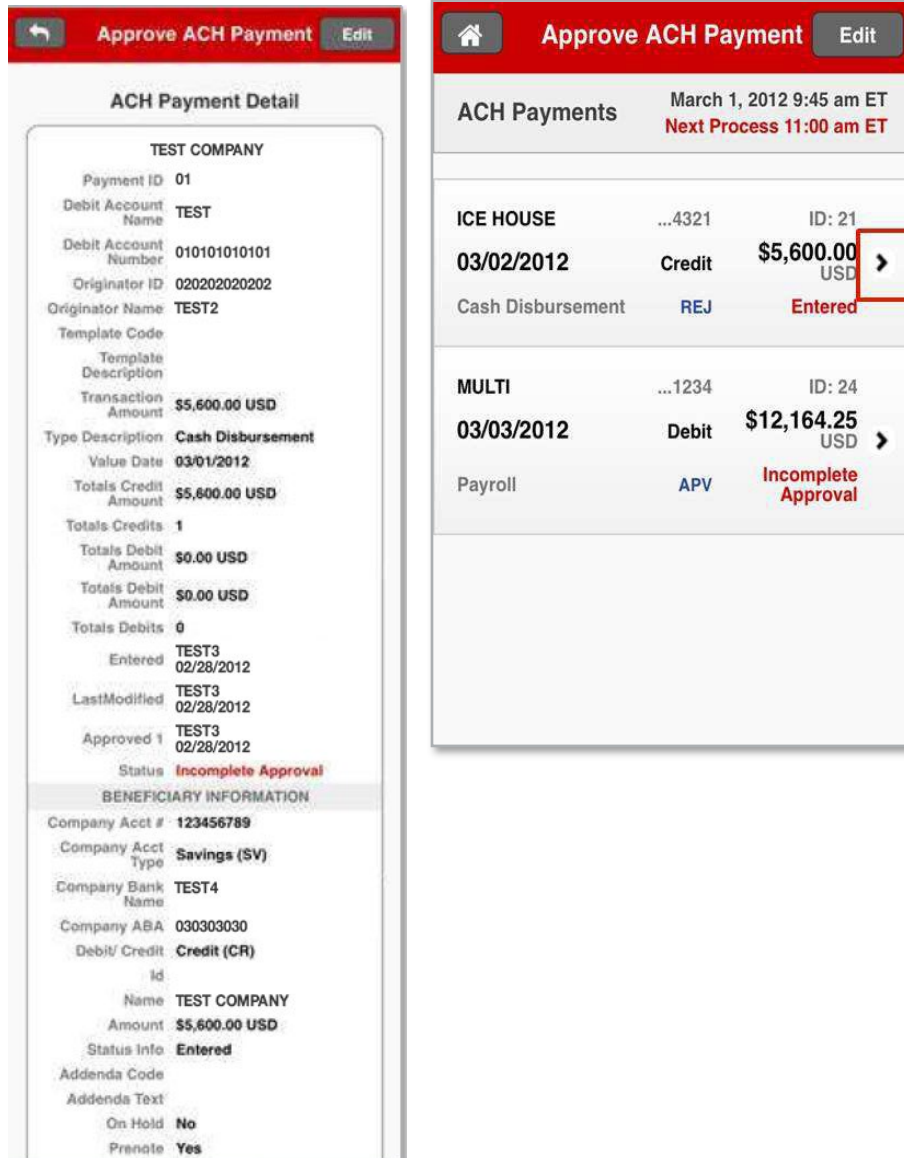
6. If selecting **Reject**, the reject reason page will appear. A reject reason must be entered but must not be more than 35 characters. Then hit **Submit**. The decision confirmation screen will appear.



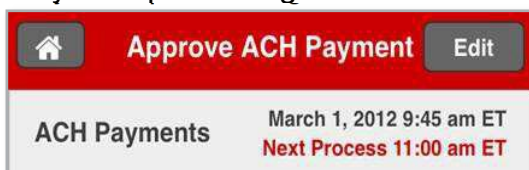
KeyCorp. KeyBank is Member FDIC

7. There are several options KeyNavigator Mobile offers you to review before approving a payment.

- a. Tap the **right pointing arrow** button to view the **ACH Payment Details**
- b. Checkmark an item to select it for approval or release.



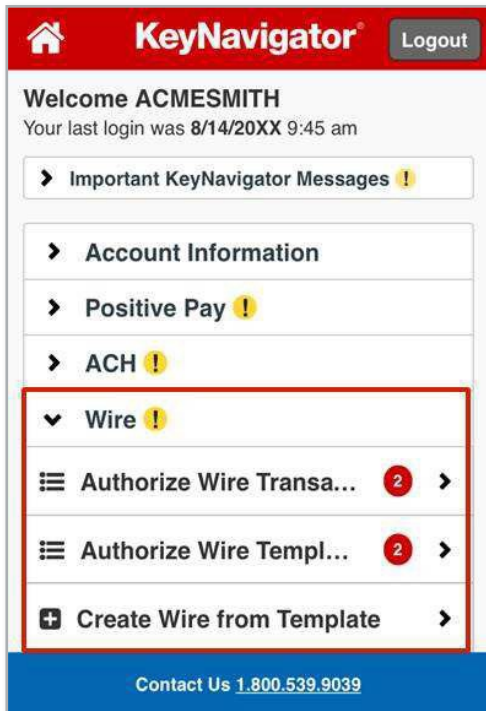
8. By viewing the **Approve ACH Payment** screen, you can see when the next ACH Payment processing time is.



## 7. Wire Transactions & Wire Templates

### 7.1 Authorizing Wire Transactions & Wire Templates

1. From the KeyNavigator Mobile homepage, tap **Wire** to display the Wire options menu.



- Tap **Authorize Wire Transaction** or **Authorize Template** depending on the transaction you are completing. The following screen will appear based on your selection.

### Authorize Wire Transaction

🏠
Edit

**Wire Transaction**

---

**Authorize Wire**     August 26, 20XX 9:45 am ET  
Cutoff Time 5:30 pm ET

---

**USD 21,399.77**  
 Transmit On **03/03/2012**  
 Type **Domestic**  
 Repeat **YES**  
 Beneficiary **Jim Rhoads ...6789** >  
 Debit Account **Monthly Allocation Operating Account ...1668**  
 Entered By **Melissa Jones**  
 Status **Authorization Required**

---

**AUD 750,000.00**  
 Transmit On **03/04/2012**  
 Type **Third Party International**  
 Repeat **YES**  
 Beneficiary **ACME Avionics** >  
 Debit Account **Monthly Allocation ...1668**  
 Entered By **Melissa Jones**

### Authorize Template

🏠
Edit

**Wire Template**

---

**Wire Templates to Authorize**

---

Type **Domestic**  
 Template No **17156**  
 Beneficiary **Jim Rhoads ...6789**  
 Debit Account **Monthly Allocation ...1668** >  
 Entered By **Melissa Jones**  
 Status **Authorization Required**

---

Type **International**  
 Template No **21132**  
 Beneficiary **ACME Avionics**  
 Debit Account **Monthly Allocation ...1668** >  
 Entered By **Melissa Jones**  
 Status **Authorization Required**



**Note:** From the **Wire Transaction** or **Wire Template to Authorize** screens, you can bypass viewing individual wire details and tap **Edit** to immediately authorize or void wires.

3. There are several options KeyNavigator Mobile offers you to review before authorizing or voiding a wire transaction or wire template.
  - a. Tap the **right pointing arrow** button to view individual **Wire Transaction Details** or **Wire Template Details**.

**Wire Transaction Detail**

The screenshot shows a mobile application screen titled "Wire Transaction Detail". At the top, there is a red header bar with a back arrow on the left, the text "Wire Transaction" in the center, and an "Edit" button on the right. Below the header is a grey bar with the text "Wire Transaction Detail". The main content area is titled "Authorize Domestic Wire" and contains the following information:

- Transmit On: 03/03/2012
- Type: Domestic
- Repeat: YES
- Amount: USD 21,399.77
- Template Desc: Monthly Allocation
- Status: Authorization Required
- Entered On: February 27, 2012
- Authorized By:
- Authorized On:

Below this information is a section titled "SENDER INFORMATION" with the following details:

- Debit Account: Monthly Allocation Account
- Debit Account No: ...1668
- Entered By: Melissa Jones [email](#)
- Phone: 555-123-4567

At the bottom is a section titled "BENEFICIARY INFORMATION" with the following detail:

- Beneficiary: Jim Rhodes

**Wire Template Detail**

The screenshot shows a mobile application screen titled "Wire Template Detail". At the top, there is a red header bar with a back arrow on the left, the text "Wire Template" in the center, and an "Edit" button on the right. Below the header is a grey bar with the text "Wire Template Detail". The main content area is titled "Authorize Domestic Wire Template" and contains the following information:

- Type: Domestic
- Template No: 17156
- Template Desc: Monthly Allocation
- Status: Authorization Required
- Entered On: February 27, 2012

Below this information is a section titled "SENDER INFORMATION" with the following details:

- Debit Account: Monthly Allocation Account
- Debit Account No: ...1668
- Entered By: Melissa Jones [email](#)
- Phone: 555-123-4567

At the bottom is a section titled "BENEFICIARY INFORMATION" with the following details:

- Beneficiary: Jim Rhodes
- Account No: ...6789
- Message To:

- b. Tap **Edit** to edit a wire for authorization or to void it.

- c. Tap **Authorize** to authorize a wire transaction or wire template. The wire transaction or template then will move to the **Decisoned** items list with a status of **In Process**.

**Wire Transaction** Cancel

Wire Transactions to Authorize

USD 21,399.77  
 Transmit On 03/03/2012  
 Type Domestic  
 Repeat YES  
 Beneficiary Jim Rhoads ...6789  
 Debit Account Monthly Allocation Operating Account ...1668  
 Entered By Melissa Jones  
 Status Authorization Required

AUD 750,000.00  
 Transmit On 03/04/2012  
 Type Third Party International  
 Repeat YES  
 Beneficiary ACME Avionics

**Authorize** Void

**Wire Template** Cancel

Wire Templates to Authorize

Type Domestic  
 Template No 17156  
 Repeat YES  
 Beneficiary Jim Rhoads ...6789  
 Debit Account Monthly Allocation ...1668  
 Entered By Melissa Jones  
 Status Authorization Required

Type International  
 Template No 21132  
 Repeat YES  
 Beneficiary ACME Avionics  
 Debit Account Monthly Allocation ...1668  
 Entered By Melissa Jones  
 Status Authorization Required

**Authorize** Void

- d. Tap **Void** to void a wire transaction or tempalte. A pop-up window will appear with the message 'Void this transaction/template?' You will tap **OK** to approve.
- e. The wire transaction or tempalte will then move to the **Decisoned** items list with a statutus of **Voided**.

**Wire Transaction**

Wire Transactions to Authorize

Decisoned Items 3/1/2012

AUD 750,000.00  
 Transmit On 03/04/2012  
 Type International  
 Repeat YES  
 Beneficiary Australian Parts Div ...0785  
 Debit Account Monthly Allocation ...1668  
 Entered By Melissa Jones  
 Status Voided  
 Voided By Jennifer Simpson  
 Voided On 03/01/2012 11:45 AM ET

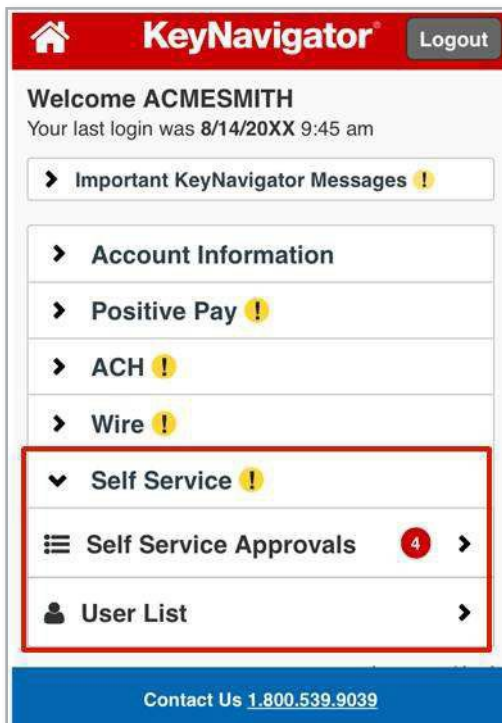
USD 21,399.77  
 Transmit On 03/03/2012  
 Type Domestic  
 Repeat YES

- f. Tap **Cancel** to exit from edit mode and/or to cancel the decision.

## 8. Self Service

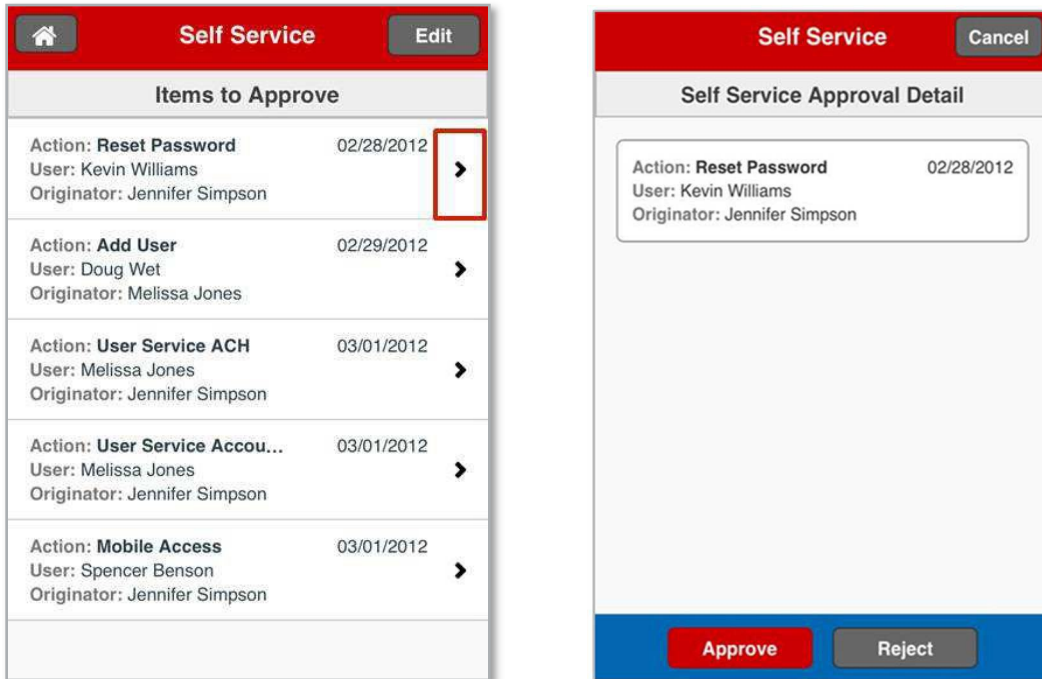
### 8.1 Approve or Reject Self Service Request

1. From the KeyNavigator home page, tap **Self Service** to display the Self Service options menu.





2. Tap **Self Service Approvals** to open the **Items to Approve** screen.



**Note:** From the **Items to Approve** Screen, you can bypass viewing the details of a request and tap **Edit** immediately to approve or reject the request.

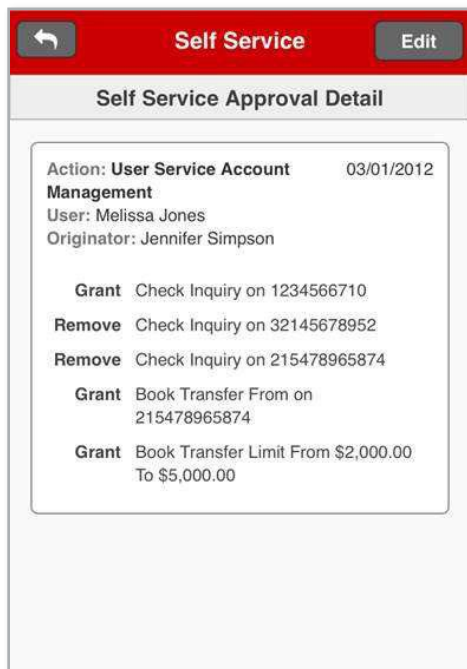
3. There are several options KeyNavigator Mobile offers you to approve or reject service requests.
  - a. Tap the **right pointing arrow** button to view the Self Service detail for the request. There are several screens that can then display based on the details for the request, shown below.

### Add New User



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**User Service Account Management**



**Mobile Access Request**



- b. Tap **Edit** to edit the Self Service request.

- c. Tap **Edit** to approve the Self Service request. The request will then move to the list of decided items with the status of **Approved**.
- d. Tap **Reject** to reject the Self Service request. The request will then move to the list of decided items with the status of **Rejected**.



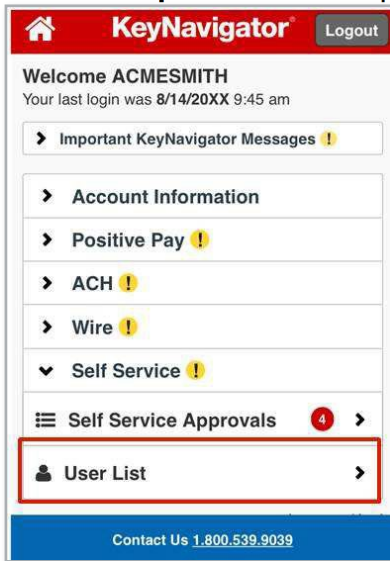
- e. Tap **Cancel** to exit from edit mode and/or to cancel the decision.

4. Once you have approved or rejected an item, it will appear on the **Decided Items Screen**.

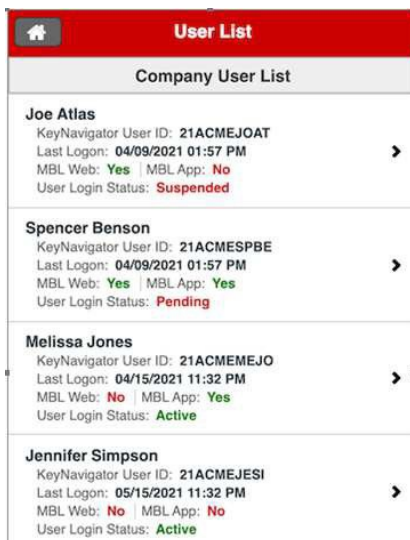


## 8.2 Suspend a User's Password

1. From the KeyNavigator Mobile home page, tap the **User List** to open the **Self Service Options**. Then tap **User List**.



2. From the **Company User List**, select the user whose access needs to be suspended by tapping the **right pointing arrow** button next to the user's name. Then select the **Edit KeyNavigator Access** button.



3. Complete the following information:
  - a. Click **Suspend KeyNavigator Access**.
  - b. Click **Save**.

