



Loomis ICO Plus Conversion Guide

Table of Contents

1. [Accessing ICO Plus](#)
2. [Multi-Factor Authentication \(MFA\)](#)
3. [Placing Orders](#)
4. [Resources](#)

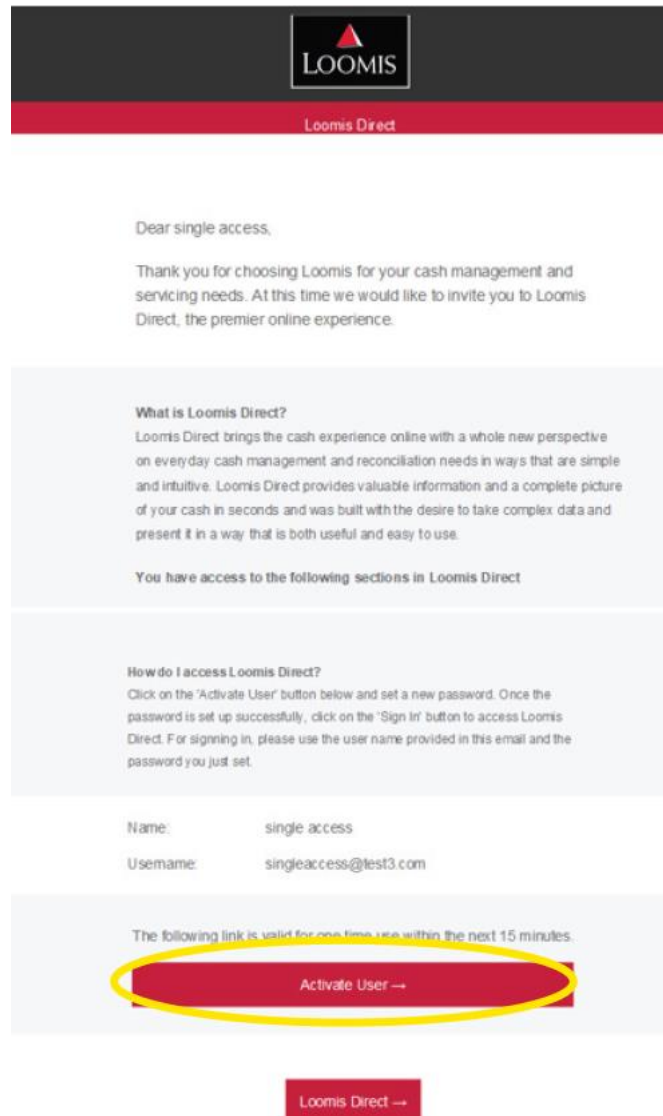
Accessing ICO Plus

ICO Plus is the new home of cash ordering through Loomis – it is included in the [Loomis Direct portal](#).

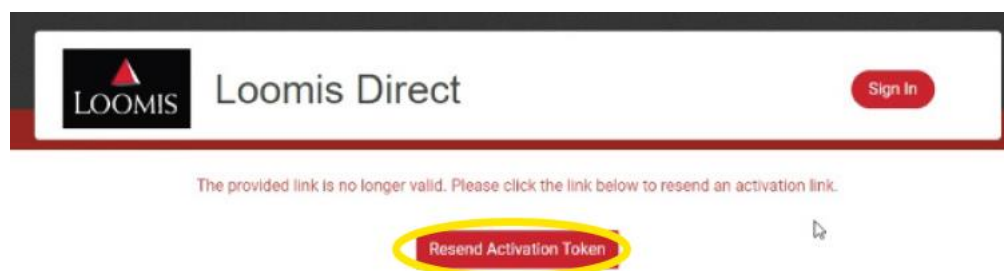
If you already have access to Loomis Direct for SafePoint, the ICO Plus application will display on your welcome screen using your current credentials.

If you do not have Loomis Direct, please follow these steps to finalize your access:

- 1) You will receive an email from Loomis with an activation link that is valid for 15 minutes.



- 2) If you do not activate the Loomis Direct profile within 15 minutes, you can request a new activation link through the *Activate User* button on the original email, and then click on the *Resend Activation Token* button. The new link will also have a 15-minute expiration period.



3) Your email address is your new Username; you will be prompted to set up a new password.

a. Password requirements:

- i. Minimum 8 characters
- ii. 1 or more upper case characters
- iii. 1 or more lower case characters
- iv. 1 or more numbers
- v. 1 or more special characters such as ,!@\$%^&*()
- vi. Do not reuse any of the previous 15 passwords
- vii. Passwords are locked out after 5 incorrect attempts

Multifactor Authentication (MFA)

After establishing a password, you will be prompted to set up Multi Factor Authentication (MFA), which provides an added layer of security to ensure that your data is protected from unintended users. This is required and cannot be skipped. Loomis Direct offers four different methods of authentication:

1. Voice – enter your phone number to receive a phone call with a 6-digit MFA code. The recorded message will play twice and then disconnect. If you are unable to key in the code to Loomis Direct in time, select the “Call Again” button for a new code.
2. Email – enter your email address to receive a verification email from Loomis with a 6-digit MFA code, which is valid for 30 minutes.
3. Text message – enter your phone number and receive a text message with a 6-digit MFA code, which is valid for 30 minutes.
4. Authenticator App – use a supported authenticator app to generate a 6-digit MFA code. Download one of the supported apps listed below, and use the QR code on the Loomis Direct screen to pair the app with your Loomis access:
 - Google Authenticator
 - Microsoft Authenticator
 - Duo Authenticator

After setting up one MFA method, users can add one additional MFA method.

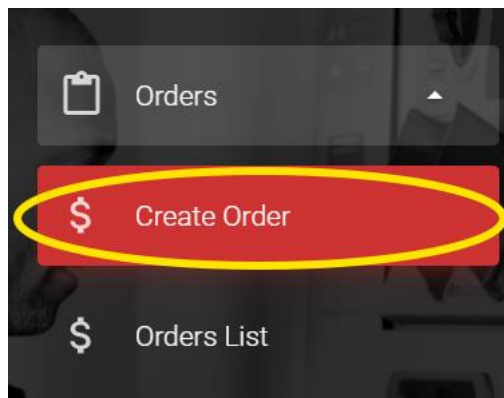
Manage your password and MFA settings anytime by logging into Loomis Direct and selecting the *My Account* tab at the top. As MFA settings are added and deleted, Loomis Direct sends emails immediately to inform users of the changes made in their settings.

Placing Orders

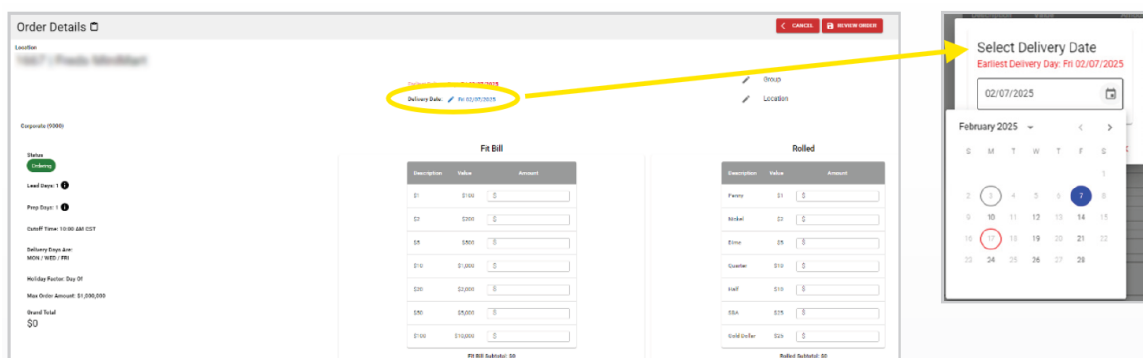
Use ICO Plus to place, edit, and delete your change orders going forward.

- 1) Log into Loomis Direct and select the *ICO Plus* icon
- 2) ICO Plus will open to the home page unless there is an upcoming holiday – a notice will be displayed 15 days prior to a federal holiday that could affect your order timing.

- On the left side of the screen, click on *Orders* and then *Create Order*



- Users with one location will go directly to the Order page; users with multiple groups or locations will be required to select a group and location
- Enter the order totals desired for bills and coin; update the delivery date if needed by clicking on the blue pencil
- Click on the *Review Order* button in the upper right corner to review what was keyed and the delivery date, or



click the *Cancel* button to end the ordering session for the location

- Click on the *Submit Order* button to complete the order, or click the *Back* button to make changes
- Use the *Print Confirmation* button to print the order confirmation, click on the *Order List* button to view a list of recent orders

Order has been successfully submitted on Mon 02/03/2025 11:47 AM CST

**ICO Plus Reference ID:
9485937**

Delivery Date: Fri 02/07/2025

Location:

Corporate (9000)

Fit Bill		Rolled	
Description	Amount	Description	Amount
\$1	\$100	Penny	\$5
\$5	\$500	Nickel	\$10
Fit Bill Subtotal: \$600		Dime	\$25
		Quarter	\$100
		Rolled Subtotal: \$140	

Grand Total \$740

Using the Order List

The Order List is a list of all orders entered into ICO Plus and can be used to export data or make changes to pending orders. The list is limited to the locations that a user may access.

Export:

Enter the search criteria such as date and location, and use the *Export* button to create a report in Excel, CSV, or PDF formats.

Actions:



If the Pencil button is displayed, the order can be edited. Click to review the order and edit



Use the Print button to print a report of the order



If the X is displayed, the order can be cancelled. Click to cancel the order

Resources

If you have questions or need assistance with Loomis ICO Plus, please contact Treasury Management Service:

Hours: Monday-Friday 8am-6pm ET / 7am-5pm CT

Phone: 800-844-1720

Email: TMService@oldnational.com