Image Services

USER GUIDE

VERSION 3.0 | UPDATED OCTOBER 14, 2025 |

Treasury Management Service | 800-844-1720

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About Image Services

Image Services allows your company to access and store images and associated data for long-term archive and research purposes. You can access images of paid checks, credit/deposit tickets, your account statement and deposit transaction data (deposited item imaging). Additionally, you are provided with search and sort capabilities, speeding your research and reconciliation processes.

Image services has three different service tiers available:

- **Bronze:** paid check images only
- **Silver:** paid check images and electronic bank statements
- **Gold:** paid check images, electronic bank statements and deposited item images

In this guide, you will learn how to retrieve your images and associated data through our WebCD options as well as how to use the MobileViewer software, which allows you to query your image data and retrieve your results.

System Requirements

	WebCD
Operating System	Windows 10
Hard Drive Space	Approx. 1 MB per 36.5 items
Web Browser	Yes
Internet Connection	High-Speed

Using WebCD Online Portal

This section will teach you how to access and use WebCD, which is an online portal that allows you to download your image data, to be archived on your computer or network. WebCD archives the last 2 years of image information, so you should access this service on a periodic basis to retrieve your information and images for long-term, archival purposes.

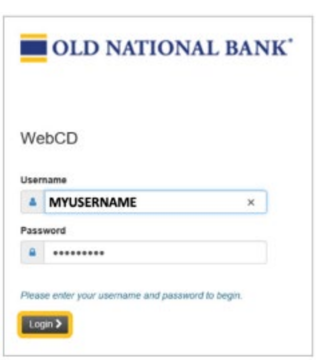
User Setup, Maintenance & Password Resets

Users are created during the service enrollment process. If you need to add or remove users or change a user's password, contact Old National Treasury Management Support for assistance. Please allow 48 business hours for user changes.

First Time Login

Old National will create each user per your enrollment instructions. Users will receive an email from Old National, welcoming them to the service and providing a Username and temporary Password.

You will then follow this process:



1. Enter your Username (case-sensitive) and temporary Password in their respective fields and click **Login** to continue.
2. You will be asked to create a new password. Your new Password should be alphanumeric, using capital and lowercase characters and incorporating special characters (such as !, $ and #). Enter your new password in the **New Password** and **Confirm Password** fields then click **Change Password.**
3. You will be taken back to the login screen, where you will be asked to log in again, using the same Username and your newly created Password. Enter both values and click **Login.**

Multi-Factor Authentication Enrollment

Next, you will be prompted to enroll in our Multi-Factor Authentication (MFA) service which is designed to help protect your computer from malicious software by creating an extra layer of security using information that is familiar to you.

The MFA enrollment process follows these steps:

STEP 1: Tell Us About Yourself: Enter your first and last name, email address and telephone numbers. Click **Next** to proceed.

STEP 2: Create Your Security Phrase & Questions: Enter a security phrase that will appear during each login in the Security Phrase box. Next, create three separate questions with their associated answers in the Question/Answer boxes below. You will answer one of these questions each time you log in from a new device, new web browser or when you clear your browser's cookies. Click **Next** to continue.

STEP 3: Review: Review what you entered during the first two steps then click **Confirm.**

Upon successful enrollment in MFA, you will receive an email with your enrollment confirmation notice that contains your Security Phrase and your three questions.

You will now need to log in one additional time. Click the Login button in the Enrollment Complete pop-up window to be taken back to the login screen. Enter your Username and Password and click Login to be taken to the Multi-Factor Authentication validation screen. On this screen, you will see the Security Phrase you created and one of the three questions you created. Type the answer to the question in the box.

Below the answer box is a checkbox that will skip the Security Question step when you log in from the same browser by placing a cookie on your computer. Check the box and click Submit to bypass this step for future logins or leave it un-checked and click Submit to answer one of your questions during each login.

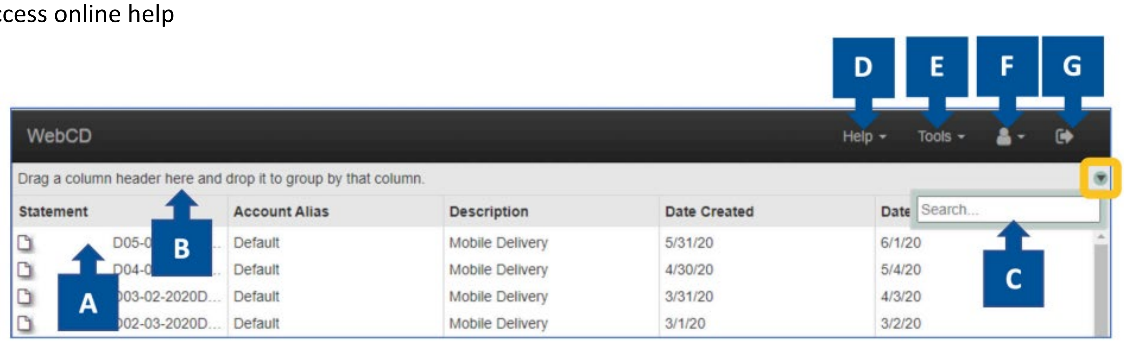
> If you choose to place the cookie on your computer, you should not be prompted for MFA at future logins. However, if you log into the WebCD Online Portal and are shown a different Security Phrase or Security Question than you created during this process, contact Old National Treasury Management Support immediately at 800-844-1720.

Congratulations! You have successfully logged into the WebCD Online Portal for the first time!

WebCD Navigation

After logging in, you will be taken to the list of available files. You can see the date the file was created, the last time the file was viewed (downloaded), along with account aliases. From this screen, you can:

A. Download a file by clicking on its name
B. Group files by column header
C. Search by account alias or account number
D. Access online help
E. Set account aliases
F. Change your Password
G. Log off



Downloading Files

To download a file, simply click on the file name. A .ZIP file will be saved to your computer. Open the .ZIP file and extract the contents of the file to your computer or network. Once you have extracted the contents of your .ZIP files, you can log out of the WebCD by clicking the **Arrow** icon in the upper-right corner of the screen.

> If multiple users will access this data, we recommend saving the extracted files to a network drive. Doing so will eliminate the need for multiple users to download the same data, freeing up space on your network and devices.

Tips:

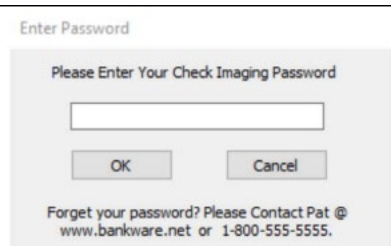
- You should complete this process each month
- Save all the files to the same folder and do not create sub-folders. While you can use sub-folders with MobileViewer, you cannot search across multiple months if you create a folder for each month.

Using MobileViewer

Once you have downloaded an image file from WebCD, you will use MobileViewer to access the image data. MobileViewer allows you to:

- Query paid checks
- Query statements (Silver and Gold tiers only)
- Query deposit tickets and deposited items (Gold tier only)
- Export images
- Export information

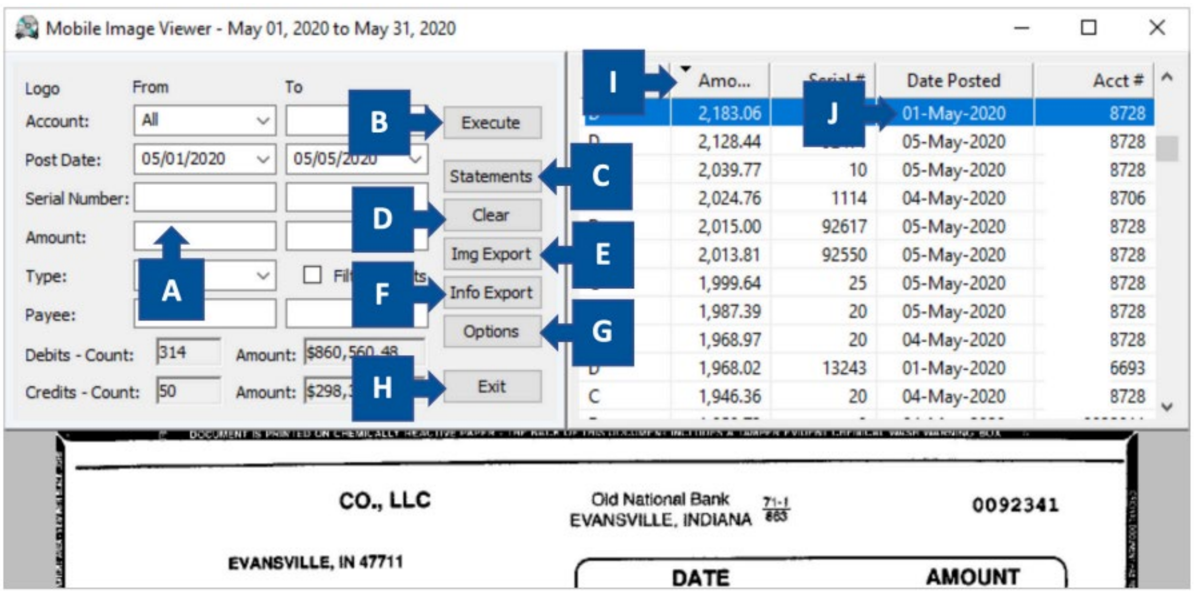
Launching the Software

1. Open MobileViewer: a. **WebCD:** locate MobileViewer from the folder where you extracted the ZIP data files and double-click it. *Tip: There are two files named MobileViewer. Be sure to choose the Application file with a CD-ROM in its icon. Do not use the Configuration Setting file with a piece of paper and a gear as its icon.*	
2. The password prompt will appear. Enter your company's Image Services password to log in.	
3. If successful, the ImageCentre logo will appear while the application launches.	

Navigation

Once logged in, you can:

A. Create queries based on various criteria (see below for details)
B. Execute your query
C. View available electronic statements (Silver and Gold tiers only)
D. Clear your query settings
E. Export image files for all items
F. Export image data into a common-separated text file
G. Display or change your data source or reload data
H. Exit the application
I. Sort query results
J. Drill down into individual items for more details



Creating Queries

MobileViewer allows you to query on the following criteria:

- **Account:** choose from your enrolled Old National account numbers or choose All to search across all accounts (including deposited items if you use the Gold tier of service)
- **Post Date:** date of the transaction
- **Serial Number:** check number or deposit ticket serial number
- **Amount:** dollar amount of the item
- **Type:** credits (deposits), debits (checks) or all
- **Filter Results:** use for more exact matches
- **Payee:** do not use, as we do not capture this data

Click **Execute** to display query results in the upper-right pane.

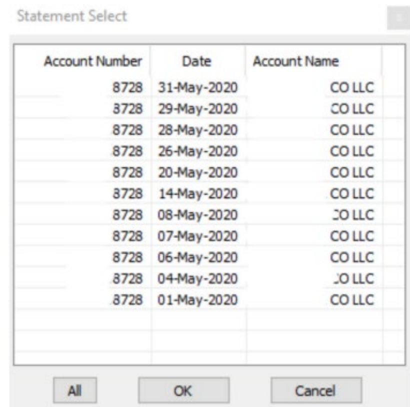
Working with Query Results

Your results will appear in the upper-right pane of the screen. Below are available actions you can take with your query results:

Action	How To
Change Column Display Order	Left-click the column you wish to move and drag it either left or right to change the order of appearance OR Right-click a data row and choose Setup Columns then use the Move Up and Move Down buttons
Change How Content is Displayed	Right-click a data row and choose **Setup Columns**. Change Captions, Alignment, Column Width and Format by left-clicking the column heading you would like to change and editing those values
Copy the Image to Paste in Another Application	Right-click the image and choose **Copy to Clipboard**
Display Columns	Right-click a data row and choose **Setup Columns**; left-click the column heading and set its width to a non-zero value
Display an Image	Left-click the row
Display the Back of an Image	Right-click the image and choose **Flip Sides**
Display Related Items in a Deposit	Right-click the data row and choose **Transaction Info**
Export Image Data	Left-click the **Info Export** button—data will be formatted and in the same order as shown in the query results pane, in a comma-separated .TXT file
Hide Columns	Right-click a data row and choose **Setup Columns**; left-click the column and click **Hide**
Invert Colors (make the image black on white)	Right-click the image and choose **Invert Color**
Miror an Image	Right-click the image and choose **Horizontal Mirror** or **Vertical Mirror**
Reset Columns to Default	Right-click a data row and choose **Reset Columns**
Rotate an Image	Right-click the image and choose **Rotate Left** or **Rotate Right**
Print	Right-click the image and choose **Print** OR Right-click the data row and choose **Print Selected** *Tip: Print multiple items by holding the Ctrl key and left clicking each individual data row then complete either of the above processes*
Zoom	Right-click the image and choose **Zoom to Full Image**, **Zoom In** or **Zoom Out**

Working with Statements

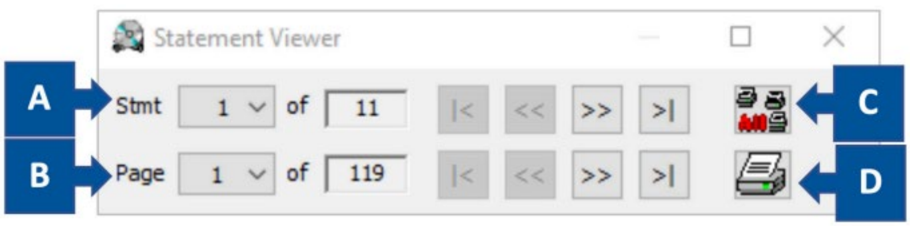
If your company subscribes to the Silver or Gold tier of this service, you will have access to statements and certain adjustments notices (returned and redeposited item notices, adjustments, etc.). To access available statements, click the **Statements** buttons.



To display an individual statement, left-click it and choose **OK**. Or, to display all statements shown, click the **All** button.

In the Statement Viewer, you can:

A. Toggle from statement to statement using the Stmt navigation buttons
B. Toggle from page to page within the current statement using the Page navigation buttons
C. Print all statements
D. Print the current statement



Resources

Help Link

You can find a Help link on most pages within ONPointe Treasury that provides information on how to use that particular page.

Training

Visit oldnational.com/tmic to utilize on-demand resources.

Contact Us

If you have questions, please contact our Treasury Management Service team.

Hours: Monday-Friday 8am-6pm ET / 7am-5pm CT
Phone: 800-844-1720
Email: tmservice@oldnational.com