Bank of Hawai'i

Bank of Hawaii iCapture Conversion:

SCHEDULING SUPPORT FOR SCANNER INSTALLATION AND FIRST DEPOSIT

Bank of Hawai'i

Schedule Installation Instructions for iCapture Merchants

The following guide provides instructions for Bank of Hawaii iCapture merchants to schedule phone support assistance installing a check scanner to work with the Enterprise Payment Solutions for Jack Henry™ for the first time. Once you have completed the installation process, you will be able to scan and deposit checks through Bank of Hawaii's new iCapture Remote Deposit application that leverages Jack Henry's SmartPay Business Remote Deposit Now.

- **PLEASE NOTE: This installation support with Jack Henry is NOT REQUIRED if you are able to follow the installation and deposit instructions previously provided to you.**

Scheduled installations are completed over the phone, whereby a Jack Henry support representative will call you to complete installation of your scanner and making your first deposit.

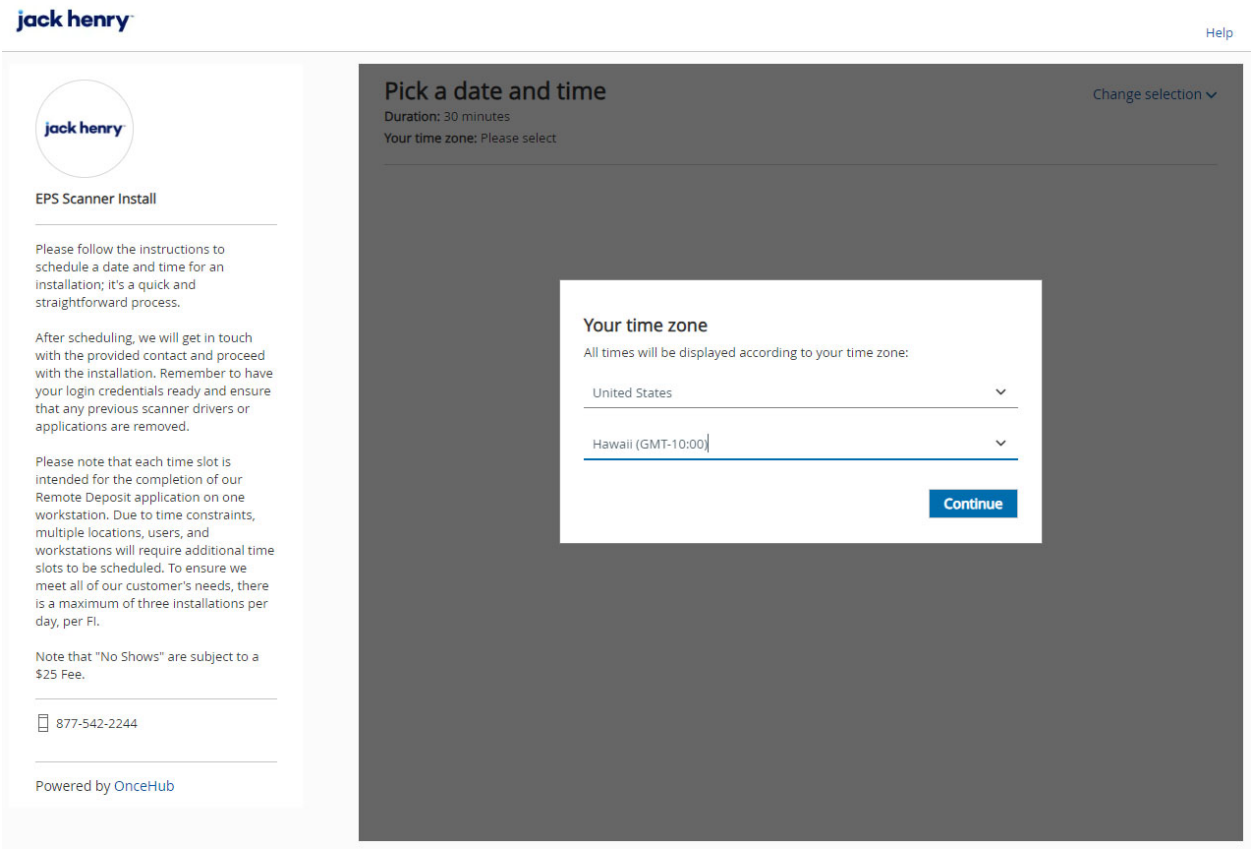
- **Administrative privileges are required on the computer for which you wish to install the scanner on. If necessary, please coordinate with your IT group prior to scheduling the installation**

1. Before scheduling, please make sure you have been provided with the following pieces of information. Please ensure you are able to login with the provided credentials to ensure the scheduled installation will be effective.
    a. SmartPay Business URL - https://smartpay.profitstars.com/business/
    b. Your Company Admin username and password
    c. Your Company Login ID (in the form of BOHXXXX where XXXX is a 4 digit number)

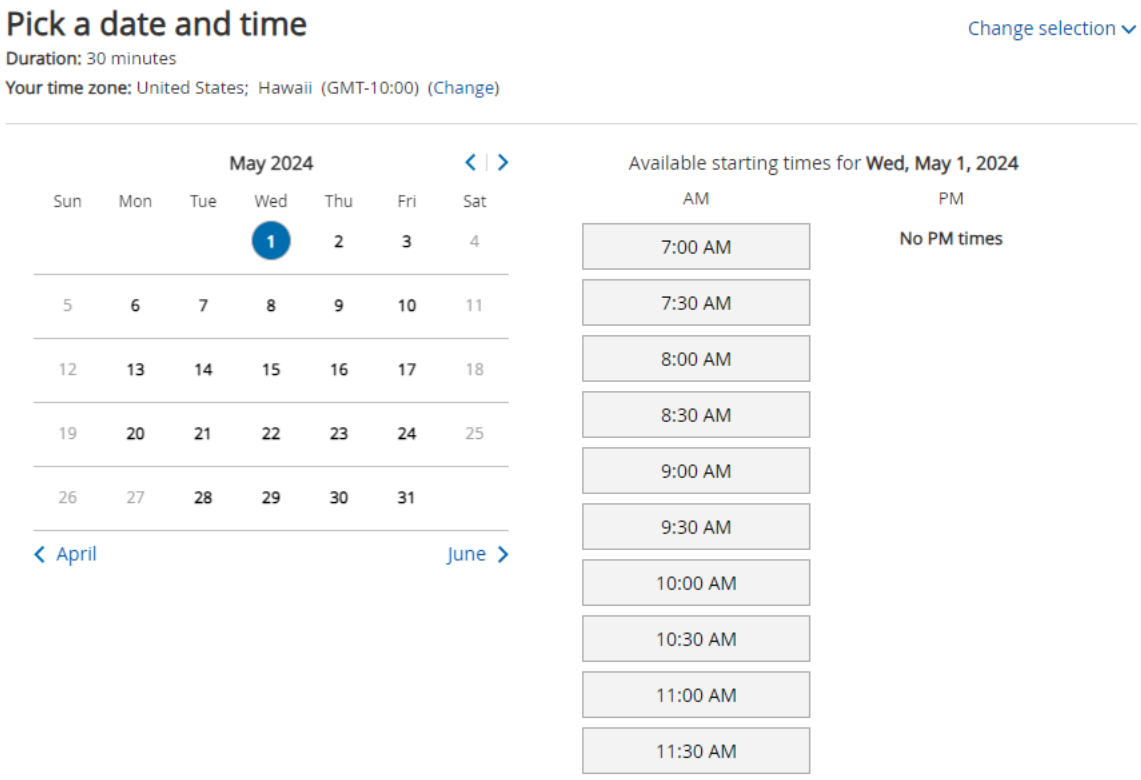
2. To begin scheduling an installation, please use the following link to access the scanner installation scheduling site.

    https://go.oncehub.com/epsscannerinstall

3. Select your time zone.



4. Select an available date and time for your scheduled installation. Scheduled appointments are available Monday through Friday from 9 AM – 4:30 PM CDT, and available appointments will be converted to your time zone.



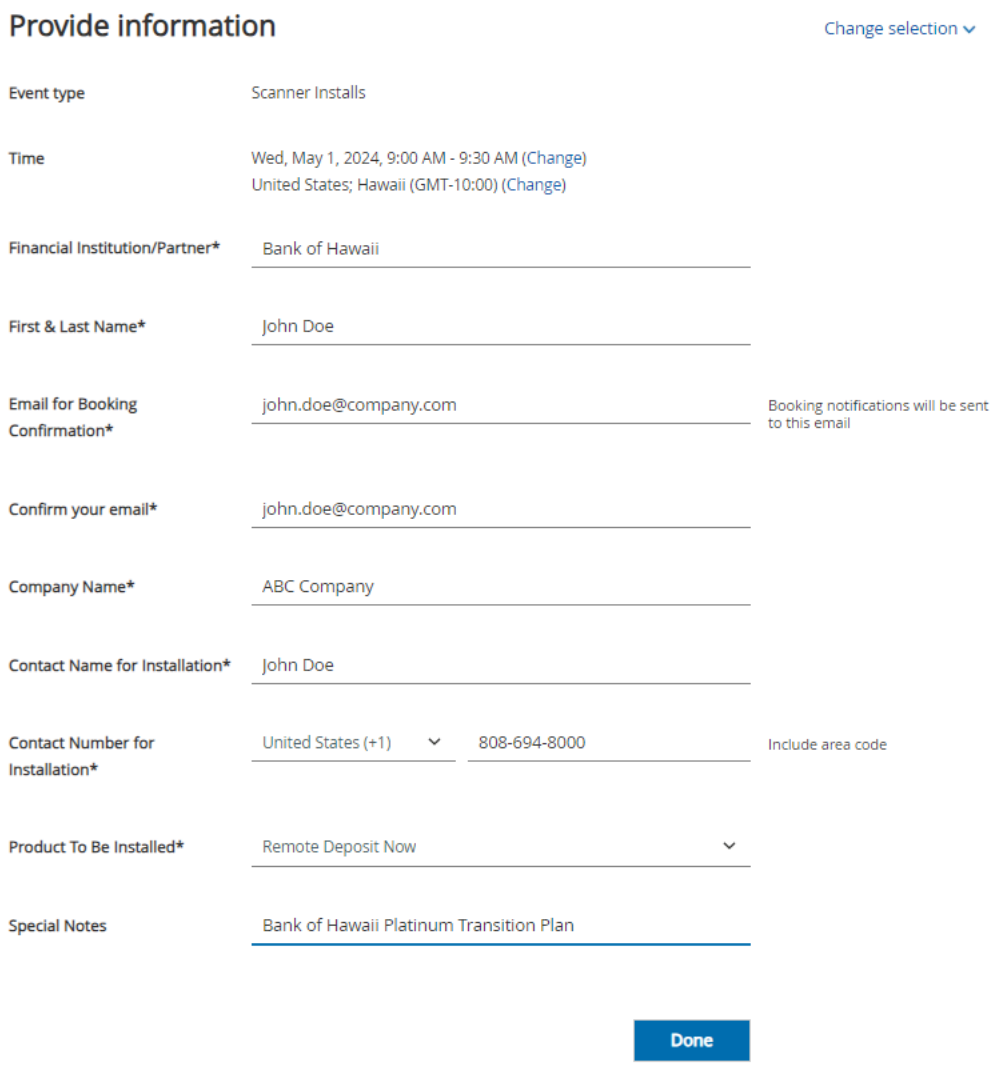
5. Fill in all required fields (designated by a *).

a. Financial Institution/Partner – Bank of Hawaii

b. Company Name – Matches the Company Name provided in your conversion communication email subject line

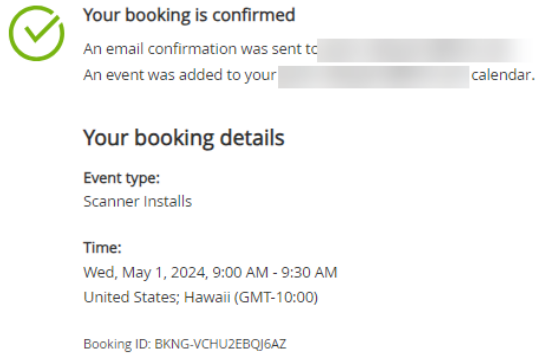
c. Product to be Installed – Remote Deposit Now

d. Special Instructions – Notate “Bank of Hawaii Platinum Transition Plan”



6. Click Done to reserve the installation time.

You will receive a web confirmation, email confirmation and an Outlook Calendar invite for you to save as a reminder. On the day and time of the installation, a Jack Henry support representative will call the contact name and phone number to assist with the scanner installation.



Your booking is confirmed

An email confirmation was sent to

An event was added to your calendar.

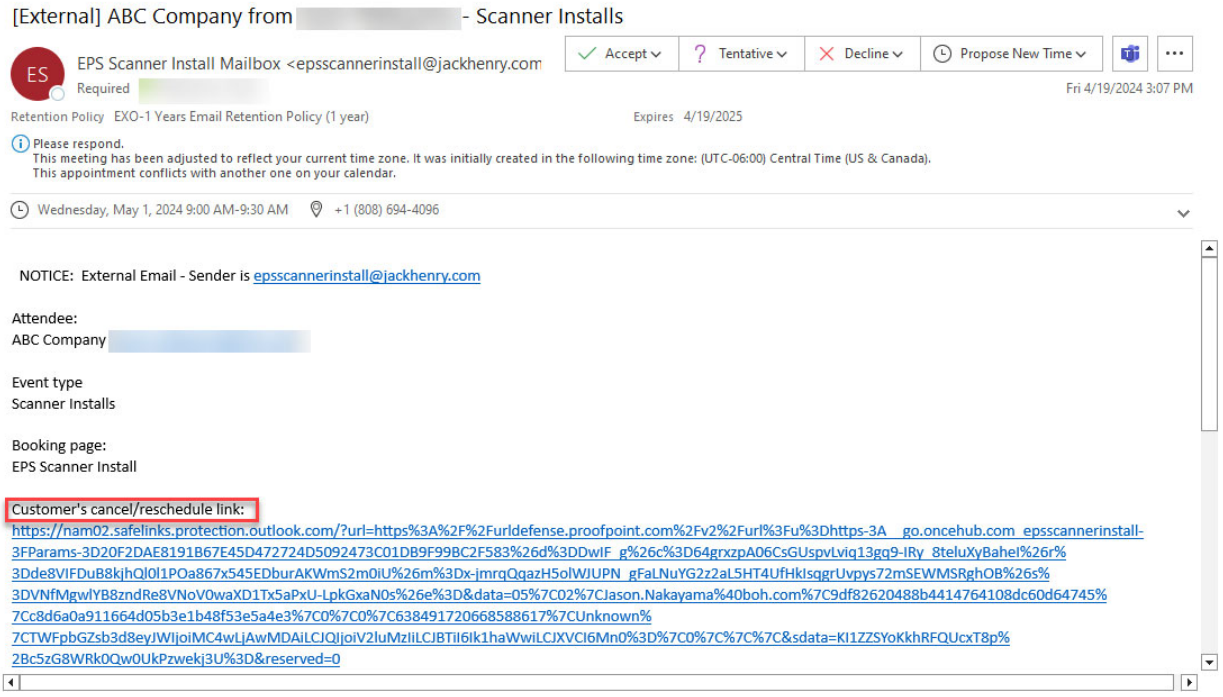
Your booking details

Event type:
Scanner Installs

Time:
Wed, May 1, 2024, 9:00 AM - 9:30 AM
United States; Hawaii (GMT-10:00)

Booking ID: BKNG-VCHU2EBQJ6AZ

If you wish to reschedule or cancel an appointment, use the link provided in the Outlook invite.



[External] ABC Company from - Scanner Installs

ES EPS Scanner Install Mailbox <epsscannerinstall@jackhenry.com

Required

Accept | Tentative | Decline | Propose New Time

Fri 4/19/2024 3:07 PM

Retention Policy EXO-1 Years Email Retention Policy (1 year) Expires 4/19/2025

Please respond.
This meeting has been adjusted to reflect your current time zone. It was initially created in the following time zone: (UTC-06:00) Central Time (US & Canada).
This appointment conflicts with another one on your calendar.

Wednesday, May 1, 2024 9:00 AM-9:30 AM +1 (808) 694-4096

NOTICE: External Email - Sender is epsscannerinstall@jackhenry.com

Attendee:
ABC Company

Event type
Scanner Installs

Booking page:
EPS Scanner Install

Customer's cancel/reschedule link:
https://nam02.safelinks.protection.outlook.com/?url=https%3A%2F%2Furldefense.proofpoint.com%2Fv2%2Furl%3Fu%3Dhttps-3A__go.oncehub.com_epsscannerinstall-3FParams-3D20F2DAE8191B67E45D472724D5092473C01DB9F99BC2F583%26d%3DDwIF_g%26c%3D64grxzpA06CsGUspvLviq13gq9-IRy_8teluXyBahel%26r%3Dde8VIFDuB8kjhQl0l1POa867x545EDburAKWmS2m0iU%26m%3Dx-jmrqQqazH5olWJUPN_gFaLNuYG2z2aL5HT4UfHkIsqgrUvpys72mSEWMSRghOB%26s%3DVNfMgwIYB8zndRe8VNoV0waXD1Tx5aPxU-LpkGxaN0s%26e%3D&data=05%7C02%7CJason.Nakayama%40boh.com%7C9df82620488b4414764108dc60d64745%7Cc8d6a0a911664d05b3e1b48f53e5a4e3%7C0%7C0%7C638491720668588617%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=KI1ZZSYoKkhRFQUcxT8p%2Bc5zG8WRk0Qw0UkPzwekj3U%3D&reserved=0

For any questions with your appointment, please call 877-542-2244 between 7 AM and 7 PM CDT. If you need any assistance from Bank of Hawaii with your installation or iCapture service, please email rdc-upgrade@boh.com.