ImageDrop® Monitor Quick Reference Guide

Download and Installation

Download:

To get started, you will need to download the ImageDrop Monitor software from the download site.

1. Browse to https://imagedrop.bankofamerica.com/imagedropdownload.

2. A login page will display. Enter your user ID and password. Click **Login**.

3. The file download should start automatically, if not, click **Start Download**.

4. Follow the Windows prompts to download and save the file as needed.

Installation:

1. To begin the installation process launch ImageDropClient.exe (downloaded via the steps above).

2. If prompted, click **Yes** to allow ImageDropClient to make changes on your computer.

3. The Bank of America ImageDrop InstallShield Wizard will launch. If pre-requisite software installation(s) are required, they will be listed in the dialog box.

   Click **Install**, all required software will download and install.

   Note: If any of the pre-requisite software fails to install but allows you to continue the installation, you may do so.

4. A Welcome screen will display,

   Click **Next**.

5. A Destination Folder screen will display, you may click the **Change** button to specify a different folder for installation.

   Click **Next**.

6. A Review Setup Information screen will display, click **Back** if any changes are needed.

   Click **Install** to proceed with the installation.

7. An InstallShield Wizard Completed window will display.

   Click **Finish**. ImageDrop Monitor will launch and display an icon in the notifications area of the Windows Taskbar.

Using ImageDrop Monitor

To display the ImageDrop Monitor screen locate the icon in the notifications area of the Windows System Tray and Choose Restore.

Properties:

1. Click **File** and choose **Properties**.

2. Configure the following properties as needed:

   - **Primary URL**: this value is defaulted and **should not be altered**.

   - **File Download Path**: the desired path to store files downloaded from ImageDrop Monitor.

     Note: For multi-user installations a shared/network path is recommended. For best results each monitor registered with a given primary ID should point to the same folder. Each primary ID should have its own unique download folder.

   - **Proxy Configuration**: Click this button and enter proxy information, if a proxy is used to connect to the internet.

     See the ImageDrop Monitor guide for additional information regarding properties.

   Click **OK.**

Register Computer:

This function is used to register your computer with Bank of America in order to begin receiving files.

Important: To ensure that files are received, only a Primary ID should be registered.

1. Click **File** and choose **Register Computer...**

2. A Login dialog box will display. Enter your Primary user ID and password.

   Click **Login**.

3. A Register Computer dialog box will display. Configure the following as needed then click **Register**.

   - **Machine Name**: will display the device name for this PC, which may be altered if desired.

   - **Additional Decrypt IDs**: enter backup decrypt IDs of users who may decrypt files on this PC.

     Note: If multiple backup IDs are needed they should be separated by a semicolon (no

     spaces).

4. A success message will display,

   Click **OK.**

Notifications:

This function is used to subscribe to receive optional email notifications.

Note: The Notifications option is enabled after executing the Register Computer step.

1. Click **File** and choose **Notifications…**.

2. The notifications dialog box displays. Configure the following as needed:

   - **Email**: Enter the email address where notifications should be delivered.

   - **Download of new file(s) completed**: will trigger an email when new files are received.

   - **A scheduled package was not downloaded**: will trigger an email if files are not delivered within a predetermined availability window.

   - **Daily Summary**: will trigger an email each day listing the packages that have been downloaded.

     Note: Daily summary emails will only be sent if files were downloaded for a given day.

     Click **OK**.

Decrypt Files:

This option initiates file decryption for files with an encrypted status. Decrypted files are automatically registered into the Image Onsite Viewer software (if installed).

Note: This option is only available when new files have been received and are in an "Encrypted" status. For best results ensure that Image Onsite Standard is installed prior to decrypting files.

1. Click **File** and choose **Decrypt Files…**

2. A Login dialog box may appear. Enter your User ID and password. Click **Login.**

   Files are decrypted and the status will be updated to Available. Registration Status will be updated to Complete if Image Onsite is installed.

Main screen:

This screen displays a list of files that have been downloaded from Bank of America.

Files are listed in two tabs: Downloads and Distributions

Downloads: data files that have been downloaded.

Distributions: distribution packages that have been downloaded (i.e. software updates, notifications)

Main Screen Options

Various options will be available by right clicking a file depending on the file type and status**.**

- **Alternative Viewer options:** If your files contain an alternative viewer option, it will display when right clicking the decrypted file (i.e. Image Onsite Portable Viewer). Choosing this option will launch the alternative viewer software.

- **Open:** will open the folder containing the decrypted files.

- **Extract:** will allow you to extract the zipped content of the decrypted files.

- **Copy:** will allow you to save a new copy of the zipped and decrypted files.

- **Re-download:** attempts to re-download the file from Bank of America. Note: Re-download is not immediate and may take several hours before a new download attempt is made. If the files are no-longer available on our server, the status will display as Package ID Unavailable**.**

Additional information:

Detailed information regarding the ImageDrop Monitor can be found in the ImageDrop Monitor Guide.

For Technical Assistance:

Please contact The CashPro & Technical Service Center, Monday – Friday, 7.a.m to 9 p.m. Eastern Standard Time at:

  1.888.589.3473 / Option 2 (toll-free)
  1.704.387.3020 / Option 2 (outside of the United States)
  Technicalservices@bankofamerica.com