UCBI Merchant Capture

Upgrade / Initial Setup Instructions Phone Support: 866.270.6100 (Weekdays 8:30 am to 5:00 pm EST)

INTERNET EXPLORER SETTINGS

- 1. Open Internet Explorer
- 2. From the **Tools** menu, select **Internet Options** (The Internet Options box appears)
- 3. Select the **General** tab
- 4. In the **Browsing history** section, click **Delete** (The delete Browsing History box appears)

Browsing history
Delete temporary files, history, cookies, saved passwords, and web form information.
Delete browsing history on exit
Delete Settings

5. Clear the **Preserve Favorites website data** check box

Delete Browsing History				
Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.				
Temporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.				
Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.				
History List of websites you have visited.				
Download History List of files you have downloaded.				
Form data Saved information that you have typed into forms.				
Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.				
Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.				
About deleting browsing history Delete Cancel				

- 6. Select the **Temporary Internet Files and website files, Cookies,** and **Passwords** check boxes
- 7. Click **Delete**
- 8. The Internet Options box appears—select the **Security** tab
- 9. Highlight **Trusted Sites**
- 10. Click the **Sites** button

Select a zone to view or change security settings.

Inte) rnet	Local intranet	Trusted sites	Restricted sites	
✓	Trus This z trust your You h	ted sites one contains wel not to damage yo files. nave websites in t	bsites that you our computer or his zone.		Sites

- The trusted sites box is displayed. Enter the UCBI Merchant Capture site in the box - <u>https://merchantrdc.ucbi.com</u> – and choose Add (ensure the Checkbox is selected to require https for all sites in this zone)
- 12. Click **Close** (You will be returned to the Internet Options window)
- 13. Ensure **Trusted Sites** is still selected and choose **Custom Level**
- 14. Scroll to find Automated Prompting for ActiveX Controls—choose Enable

Security Settings - Trusted Sites Zone
Settings
 ActiveX controls and plug-ins Allow previously unused ActiveX controls to run without prom Disable Enable Allow Scriptlets Disable Enable Prompt Automatic prompting for ActiveX controls Disable Enable Binary and script behaviors Administrator approved Disable Enable Enable Enable Binary and script behaviors Administrator approved Disable Enable Enable
*Takes effect after you restart Internet Explorer
Reset to: Medium (default) Reset
OK Cancel

15. Continue scrolling to locate **Download Signed ActiveX Controls** and **Download unsigned ActiveX Controls** and choose **Prompt**

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() Disable
0)) Enable
🔰 D	ownload signed ActiveX controls
0) Disable
0) Enable
	Prompt
	Disable
6	Enable
6	Promot
	nitialize and script ActiveX controls not marked as safe for su
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Takes eff	ect after you restart Internet Explorer
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eset to:	Medium (default)
	OK Cancel

16. A **Warning** box is displayed to accept changes. Choose **Yes** and then **Ok** to close Internet Options. Close all Internet Explorer windows before advancing to the next step.



17. Click **OK**.

INSTALL SCANNER DRIVERS IF NEEDED

With this upgrade, your previous scanner and drivers should continue to work. However, you can remove any existing scanner drivers and software and install new from the <u>UCBI Merchant Capture website</u>. Begin by **unplugging the USB Cable** from your scanner. Click **Start** and choose **Control Panel**. Open **Programs and Features** (or **Add and Remove Programs**), locate any old scanner software and choose **Remove**.

Browse to <u>https://ucbi.com/merchant-capture</u> and locate your scanner model in the driver listing. Click the appropriate link and choose to **Save** the file to your computer. Choose a save location where you can easily locate the downloaded file. Right-click the downloaded file and choose **Run as Administrator**. Follow the prompts through the install. Unless required by the installer to plug-in your scanner, wait until the installation is complete before plugging the USB cable back into the scanner. Best practice is to **restart** the computer after any driver / hardware changes. This is optional unless the installer explicitly requests it.



Please refer to the **Operator Guide** for instruction on the normal operation of this service.

