



Enterprise Payment Solutions

JHA SmartPay Business™

April 2025

JHA SmartPay Remote Deposit CompleteScanner Installation for Remote Deposit (RDC) & JHA SmartPay Remote Deposit Scan (RDS)

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Introduction

The *JHA SmartPay Remote Deposit CompleteScanner Installation for Remote Deposit (RDC) & JHA SmartPay Remote Deposit Scan (RDS)* is provided to assist users with installing EPS Device Control and any scanners necessary. Prior to beginning the installation, you receive a Login Letter from your financial institution that contains the following information:

- The application URL where you use the provided Administrator login credentials (see figure)

User Name:	admin
Temporary Password:	(see email) Note: The Financial Institution has the ability to reset the Admin password under Manage Customers, if necessary.
Company:	Test 549086

FIGURE 1 – SAMPLE INFORMATION FROM LOGIN LETTER

NOTE: Single sign-on users do not sign in via SmartPay Business; rather, they follow their financial institution's Remote Deposit Capture link to navigate directly to the SmartPay Business Dashboard.

- Your Merchant ID and scanner model/serial number
- Instructions for any EPS Education training you wish to schedule

NOTE: EPS Support is not available for training in the use of the application.

In addition to the Login Letter, your financial institution can provide you with the *Remote Deposit Scan Handbook*, a guide to assist you in using the application once it has been installed.

System Requirements

Scanner support is provided only to organizations that meet the minimum system requirements on a genuine, activated version of Microsoft® Windows® or macOS® on a certified platform using a local user account profile. Unsupported platforms include servers, virtual machines (e.g., Parallels®, VMware®), point-of-sale devices, tablets, environments where files are not written to a local hard drive, or Windows PCs with ARM processors.



NOTE: If installing a Panini ml:Deal or EverneXt, refer to the *Panini Everest Installation Guide (RNDIS)*.

Installing Device Control (Windows)

If you are accessing JHA SmartPay Remote Deposit Complete for the first time, you must install EPS Device Control, an application used to manage your check scanner. Install Device Control before you can begin making deposits.

We recommend that you ☐ maximize your browser window to best reflect the screenshots included in this document.

Reminder: Single sign-on users do not sign in via SmartPay Business; rather, they follow their financial institution's Remote Deposit Capture link to navigate directly to the SmartPay Business Dashboard.

1. Navigate to SmartPay Business and complete the **User Name**, **Password**, and **Company** fields pictured in the following image.

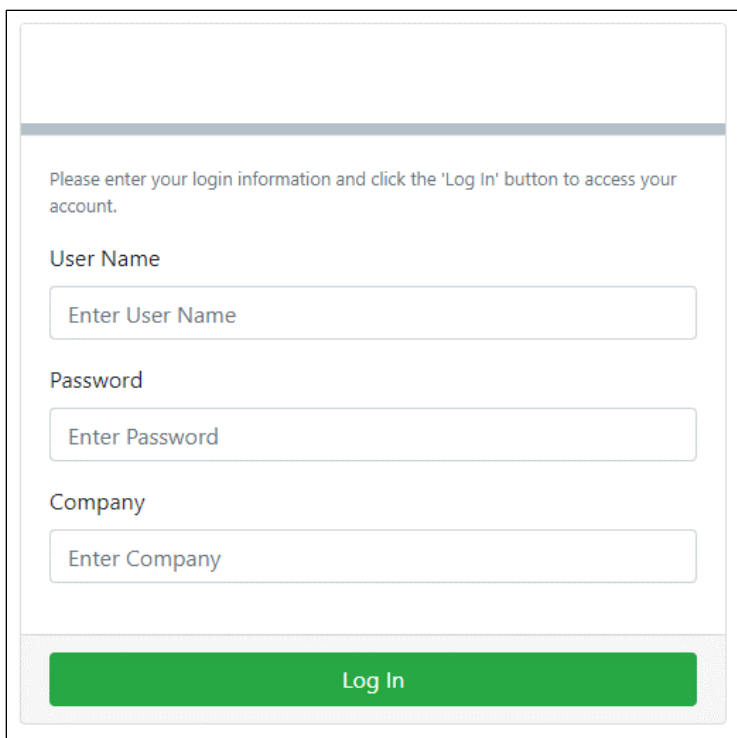
A screenshot of a web-based login form for SmartPay Business. The form is enclosed in a light gray border. At the top, there is a blue header bar. Below the header, the text "Please enter your login information and click the 'Log In' button to access your account." is displayed. The form contains three input fields: "User Name" with a placeholder "Enter User Name", "Password" with a placeholder "Enter Password", and "Company" with a placeholder "Enter Company". At the bottom of the form is a green button labeled "Log In".

FIGURE 2 – LOGIN

2. Click **Log In**.

NOTE: If you are logging in to the application for the first time, you are prompted to update your password. A password must be between 8–15 characters, contain at least one uppercase letter, one lowercase letter, and one number.

3. Select **Transactions** from the navigation pane.

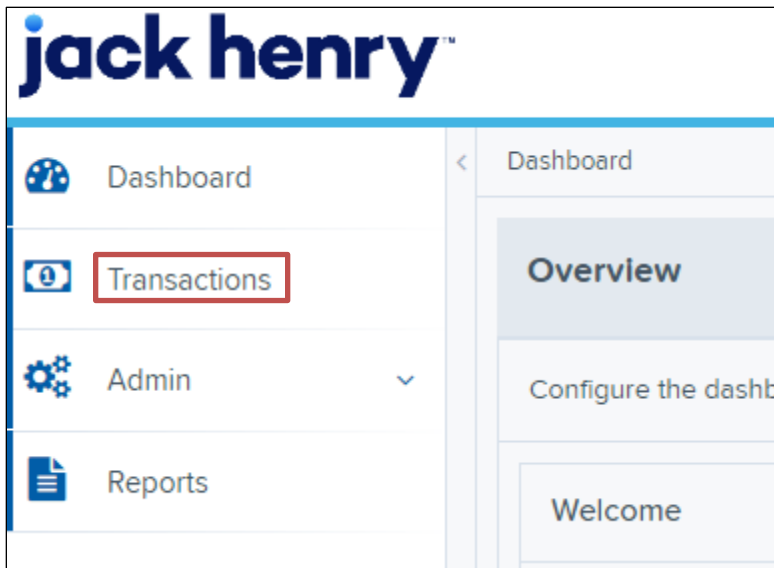


FIGURE 3 – TRANSACTIONS OPTION

4. Under *Check Processing*, choose either **Remote Deposit Scan** or **Remote Deposit Complete**.

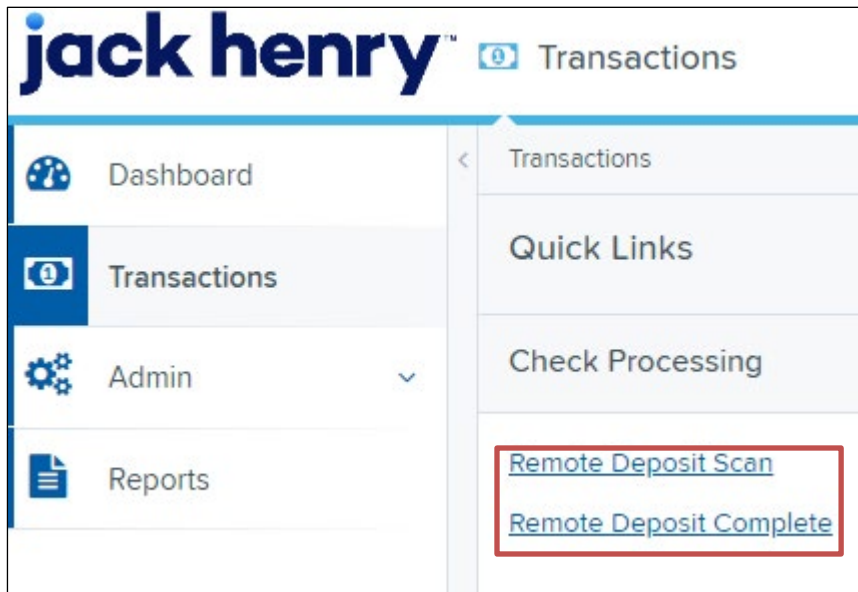


FIGURE 4 – CHECK PROCESSING OPTIONS

5. If choosing Remote Deposit Complete, the *Open Deposits* page appears. Select **Create New Deposit**.

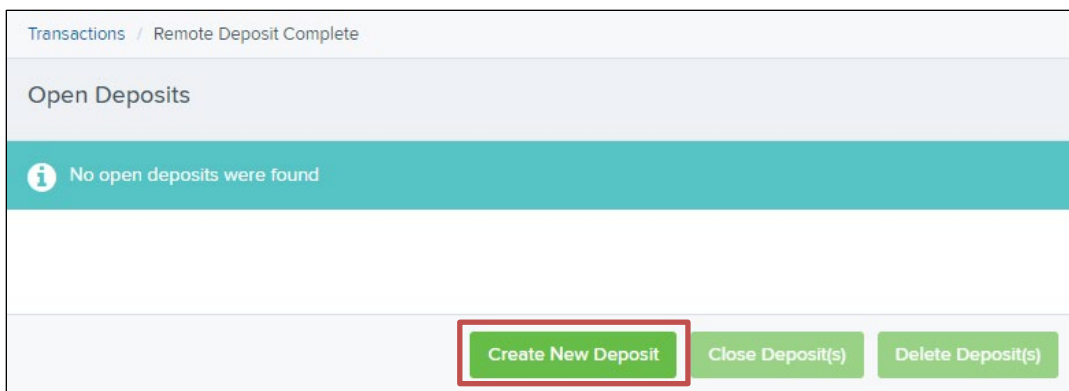


FIGURE 5 – CREATE NEW DEPOSIT

6. The *Scanner Interface Help* window appears, prompting you to download Device Control. Click **Download Device Control** to continue.

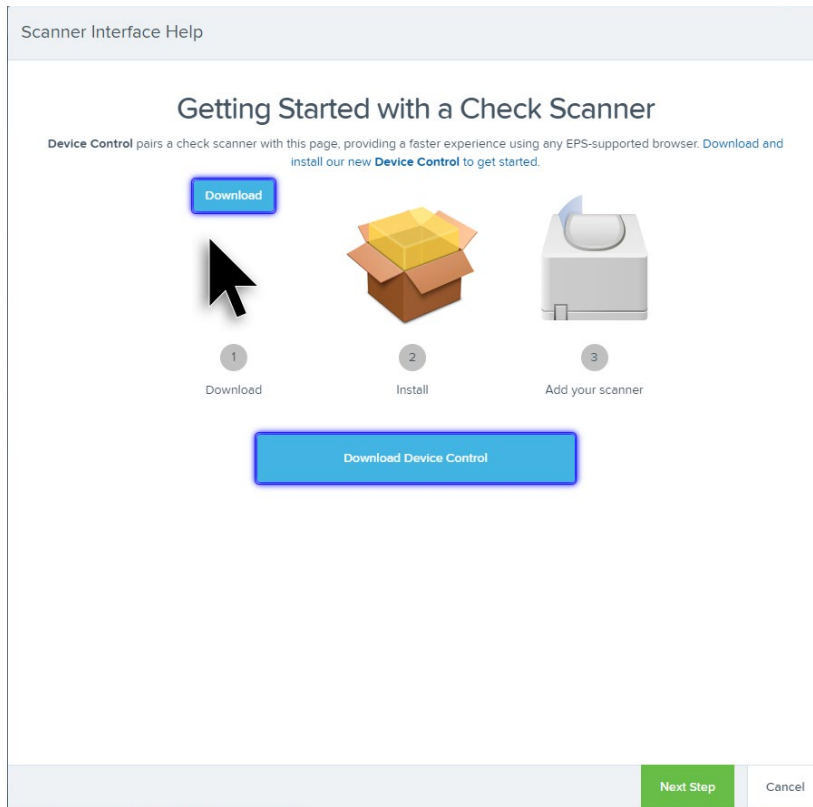


FIGURE 6 – DOWNLOAD DEVICE CONTROL

7. After downloading Device Control, the *Scanner Interface Help* window instructs you to start the installation. Click **Next Step**.

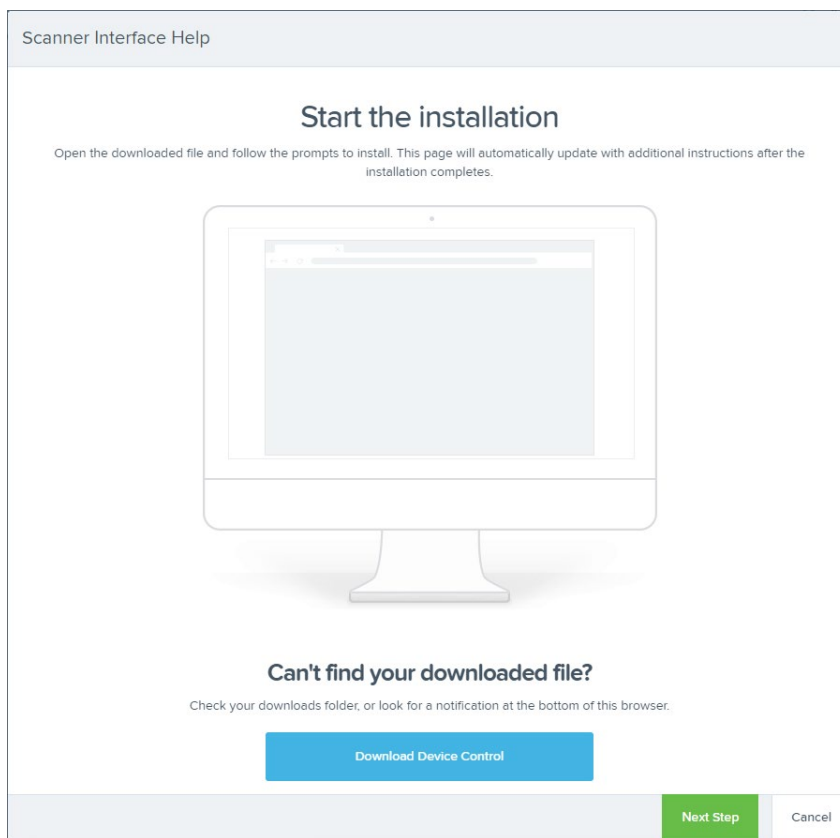


FIGURE 7 – START THE INSTALLATION

8. Depending on your web browser, you can see one of the following downloads to click:

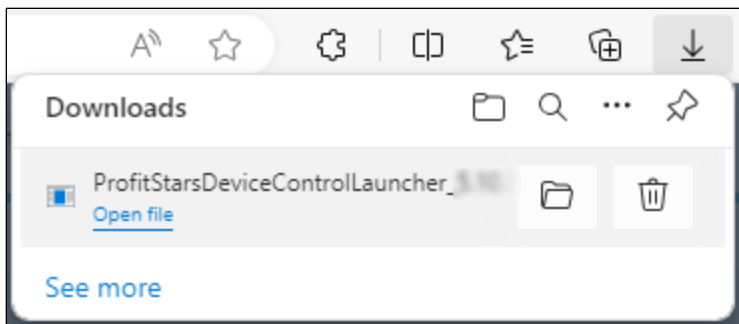


FIGURE 8 – MICROSOFT EDGE

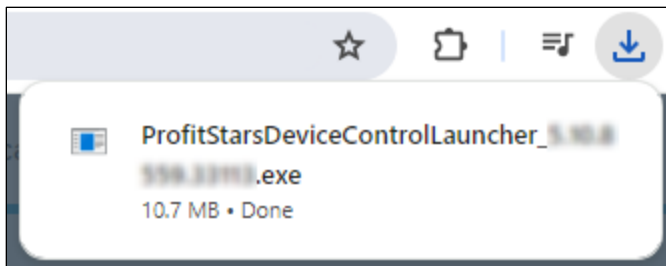


FIGURE 9 – GOOGLE CHROME

9. The system prompts you to install EPS Device Control. Select **Install** to continue. Install may take several minutes.

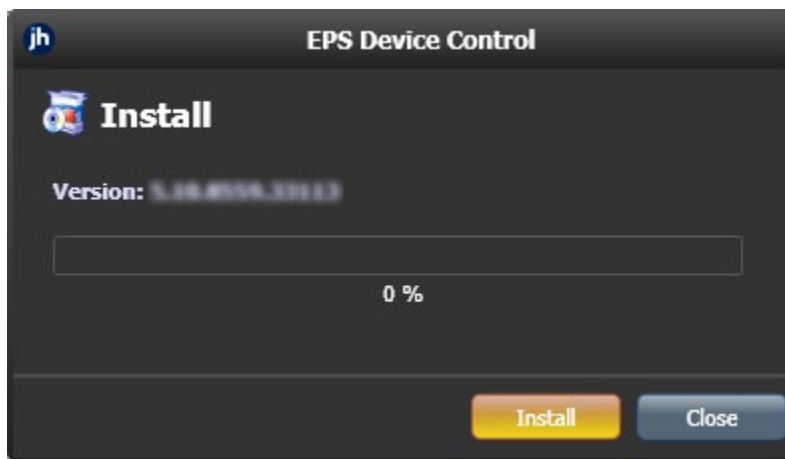


FIGURE 10 – PROMPT TO INSTALL DEVICE CONTROL

10. A prompt may appear stating that a user with Administrator rights is required to complete the installation. Select **OK** to continue.

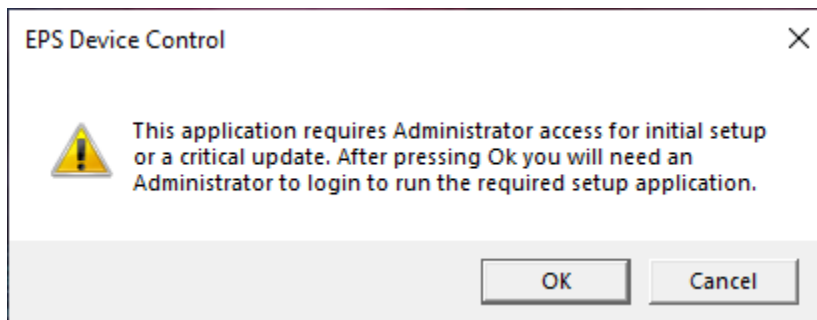


FIGURE 11 – ADMINISTRATOR ACCESS PROMPT

11. A *User Account Control* prompt may appear, asking permission for the application to make additional changes. Select **Yes** to continue.

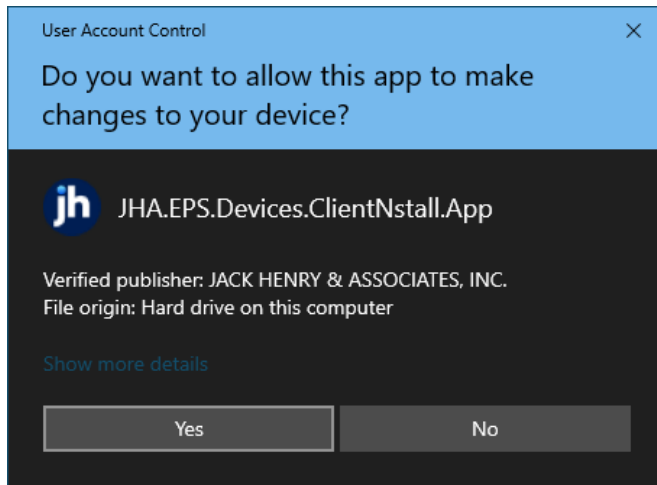


FIGURE 12 – USER ACCOUNT CONTROL PROMPT

12. Following the installation of Device Control, the *Scanner Interface Help* window automatically prompts you to add a scanner.

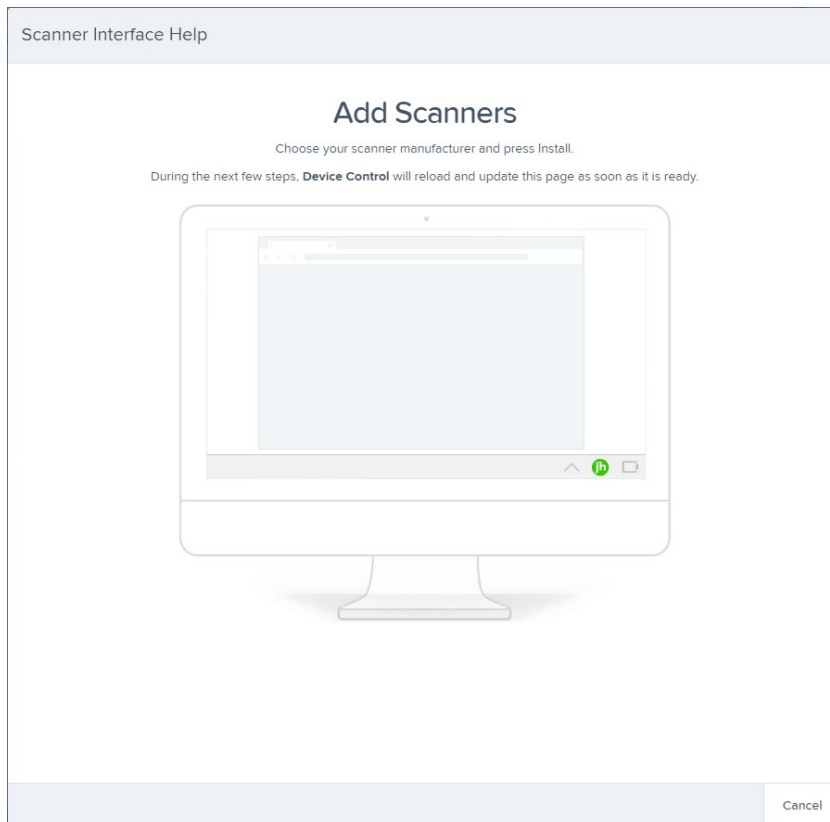


FIGURE 13 – ADD SCANNERS

Installing Your Check Scanner (Windows)

1. Once Device Control is installed, the *Choose a Device Manufacturer* window appears. Select the manufacturer of the scanner that you intend to use. You may also opt to select a particular model.



FIGURE 14 – CHOOSE A DEVICE MANUFACTURER

2. If the selected scanner model has not yet been installed, the system displays an indicator, **Not Installed!** Click **Install** to proceed.

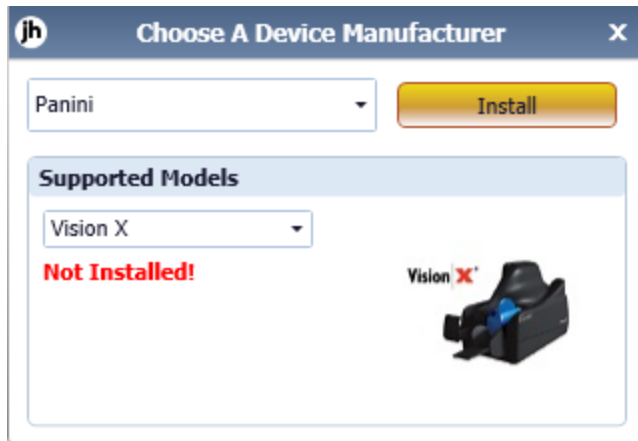


FIGURE 15 – SELECTED DEVICE NOT INSTALLED

NOTE: The screenshots included as an example pertain to a Panini Vision X. Your scanner model may differ. Select the manufacturer of the scanner that you intend to use. You may also opt to select a particular model.

3. The *Add/Remove Devices* window appears. Select the manufacturer of the scanner that you intend to use, then click **Install**.



FIGURE 16 – ADD/REMOVE DEVICES

4. The *Install Wizard* appears. Disconnect the scanner's USB or power cable and exit all other applications. Click **Next** to continue.

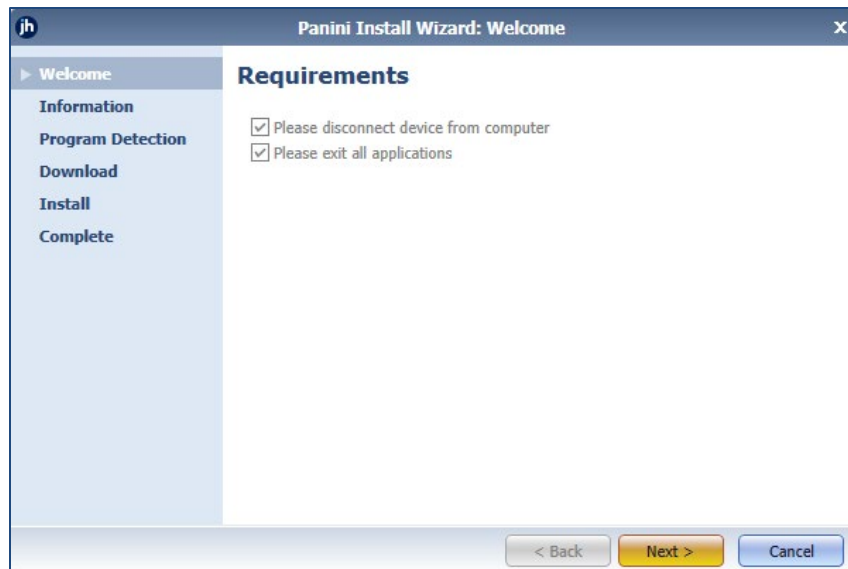


FIGURE 17 – INSTALL WIZARD

5. The *Install Wizard* displays the *Installer Information*. Click **Next** to continue.

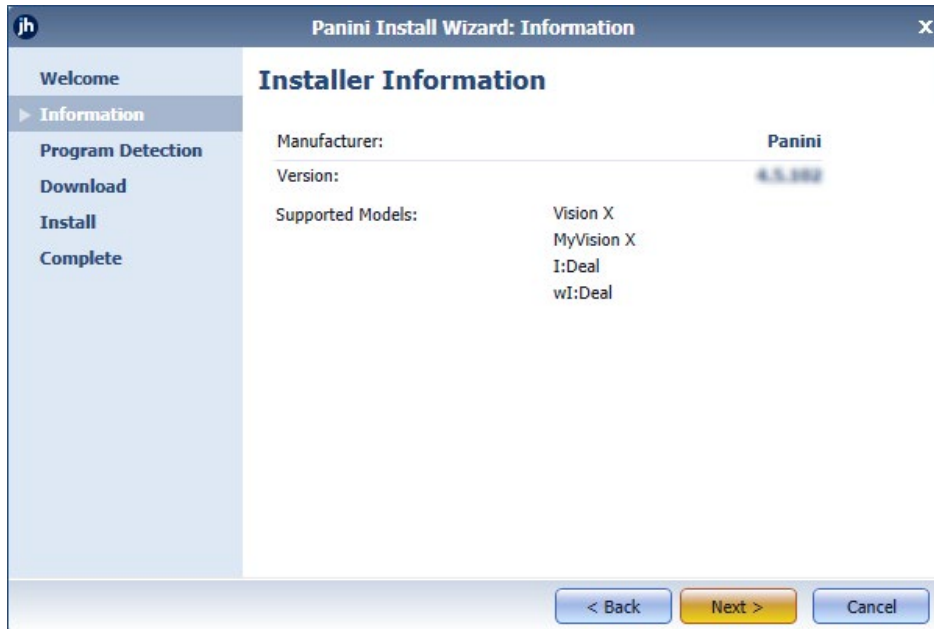


FIGURE 18 – INSTALLER INFORMATION

6. If Device Control detects potentially conflicting drivers or other scanning components, an opportunity is presented to uninstall the existing software before continuing to the driver download. Once completed, **Refresh** the list, then click **Next**. Otherwise, proceed directly to step 7.

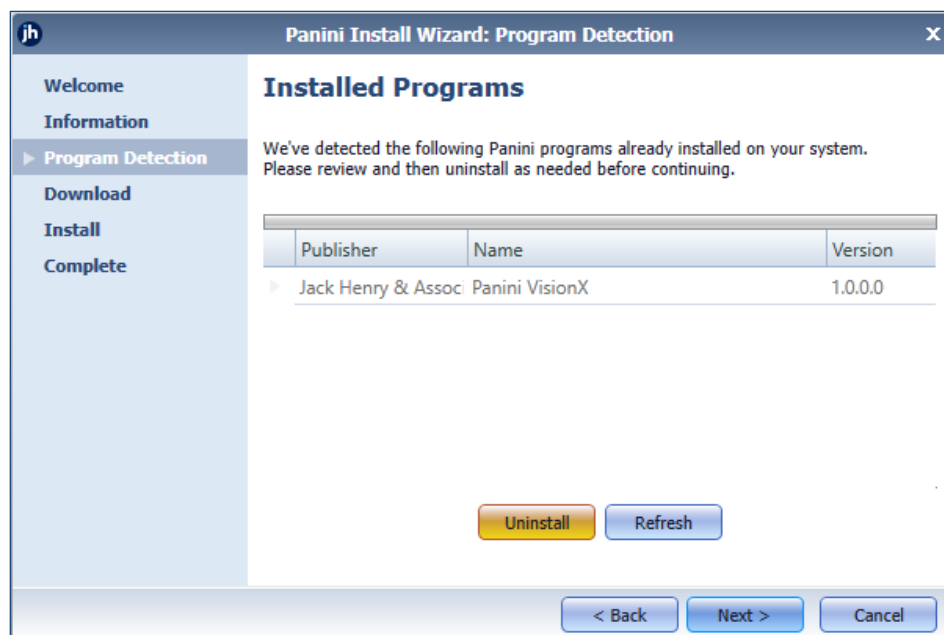


FIGURE 19 – PROGRAM DETECTION

The *Install Wizard* then downloads the scanner driver.

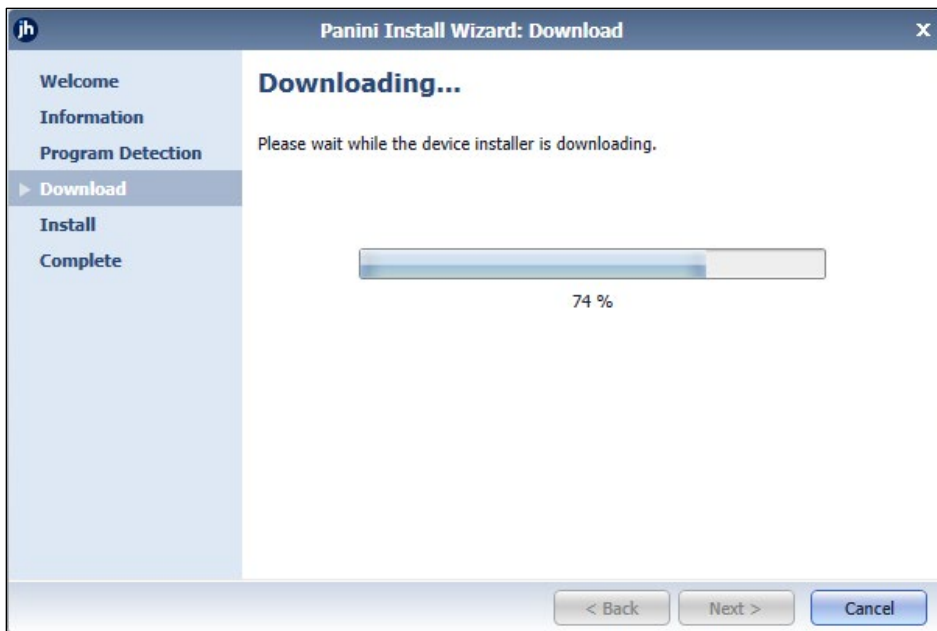


FIGURE 20 – DRIVER DOWNLOAD

7. Once the driver has been downloaded, the *Install Wizard* displays the *Install Ready* prompt. Click **Next** to begin the installation.

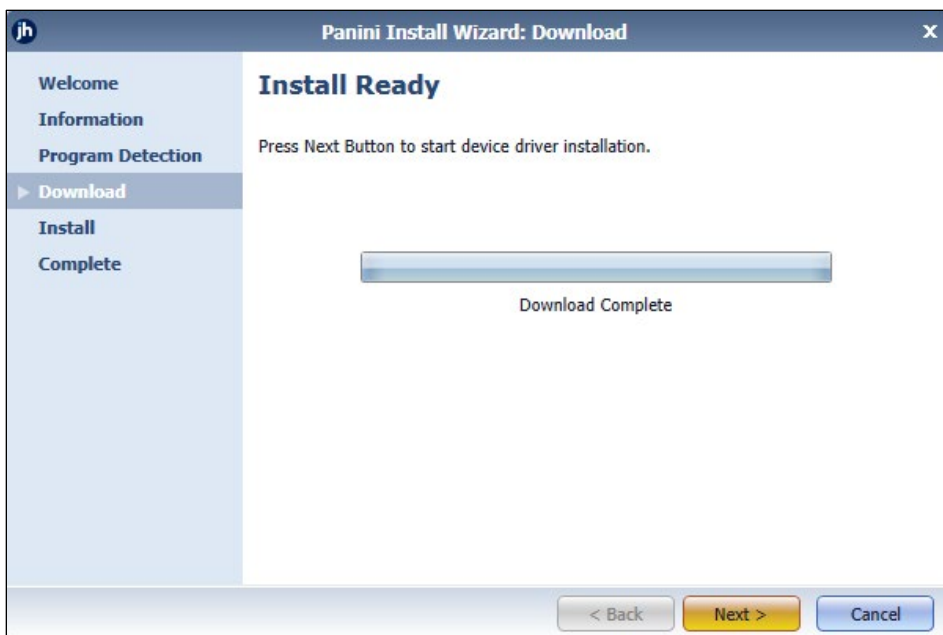


FIGURE 21 – INSTALL READY

8. Once the installation is complete, the *Install Wizard* displays the *Install Done* prompt. Click **Next** to continue.

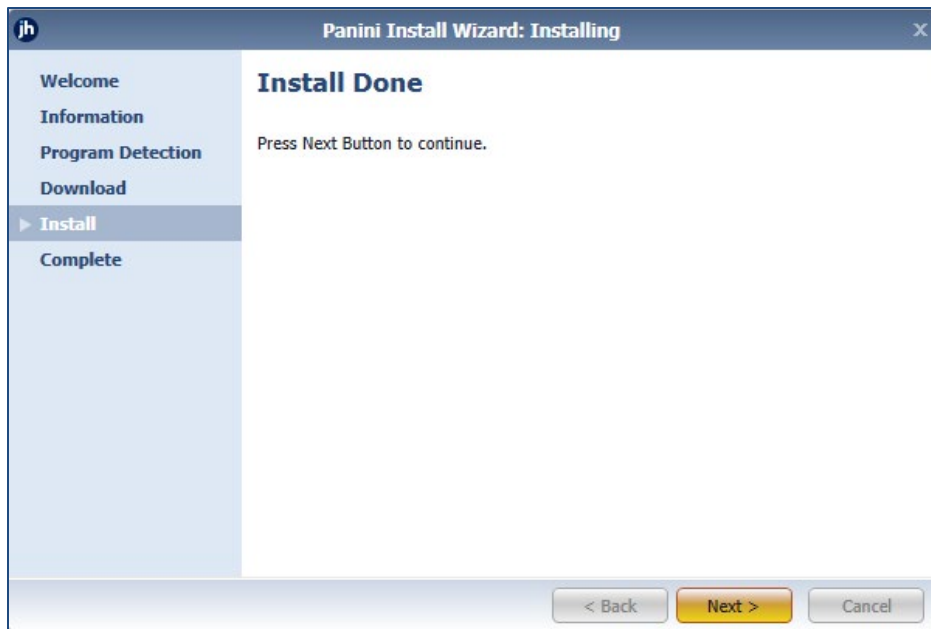


FIGURE 22 – INSTALL DONE

9. With the scanner driver now installed, connect the scanner to your computer, and then click **Finish**.

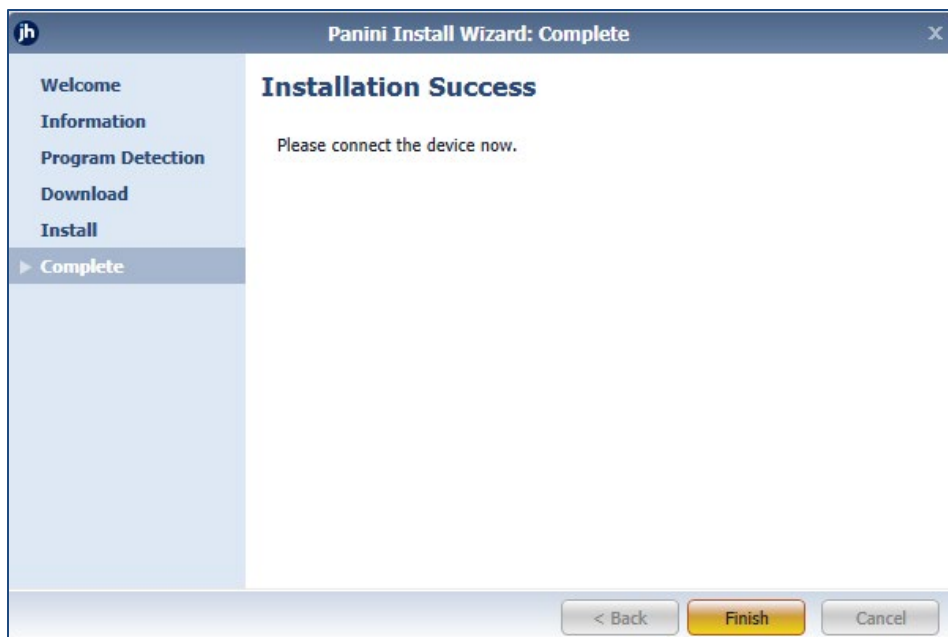


FIGURE 23 – INSTALLATION COMPLETE

10. You may now close the *Add/Remove Devices* window and begin scanning. For instructions on creating and managing deposits, refer to the **Remote Deposit Complete** or **Remote Deposit Scan Handbook**.

Installing Device Control (Mac)

If you are accessing Remote Deposit Complete or Remote Deposit Scan for the first time, you must install EPS Device Control, an application used to manage your check scanner. Install Device Control before you can begin making deposits.

We recommend maximizing your browser window to best reflect the screenshots included in this document.

NOTE: Single sign-on users do not sign in via SmartPay Business; rather, they follow their financial institution's Remote Deposit Capture link to navigate directly to the SmartPay Business Dashboard.

11. Navigate to SmartPay Business and complete the **User Name**, **Password**, and **Company** fields as shown in the following image.

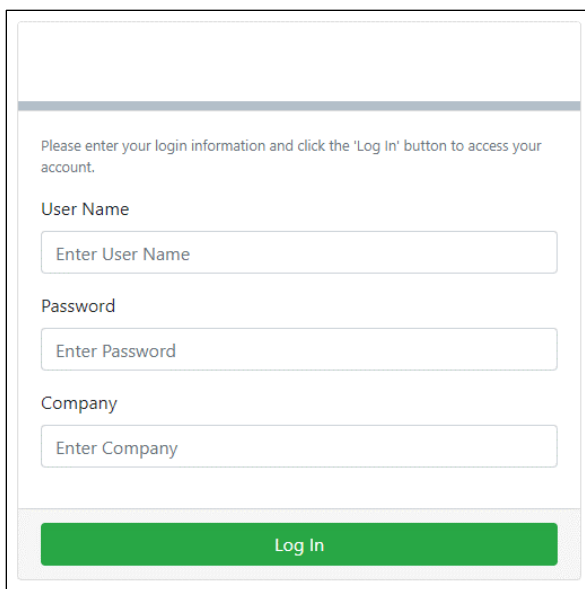
The image shows a login form for SmartPay Business. At the top, there is a light blue header bar. Below it, a message reads: "Please enter your login information and click the 'Log In' button to access your account." The form contains three input fields: "User Name" with the placeholder text "Enter User Name", "Password" with the placeholder text "Enter Password", and "Company" with the placeholder text "Enter Company". At the bottom of the form is a green button labeled "Log In".

FIGURE 24 – LOGIN

12. Click **Log In**.

NOTE: If you are logging in to the application for the first time, you are prompted to update your password. A password must be between 8-15 characters, contain at least one uppercase letter, one lowercase letter, and one number.

13. Select **Transactions** from the navigation pane.

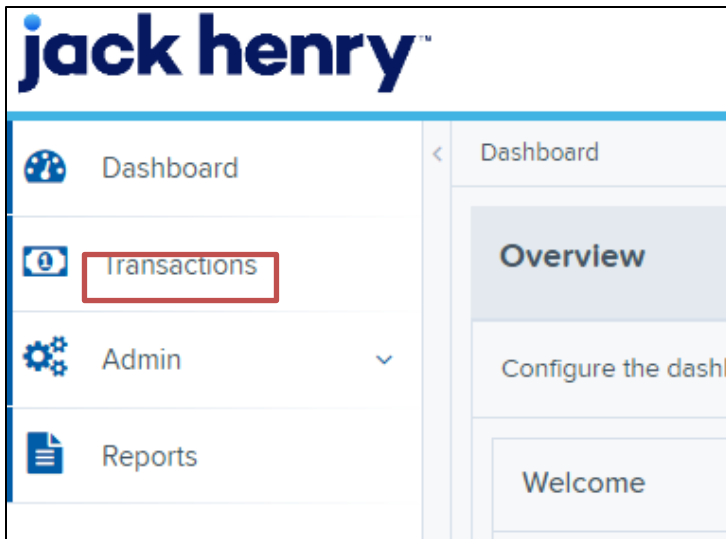


FIGURE 25 – TRANSACTIONS OPTION

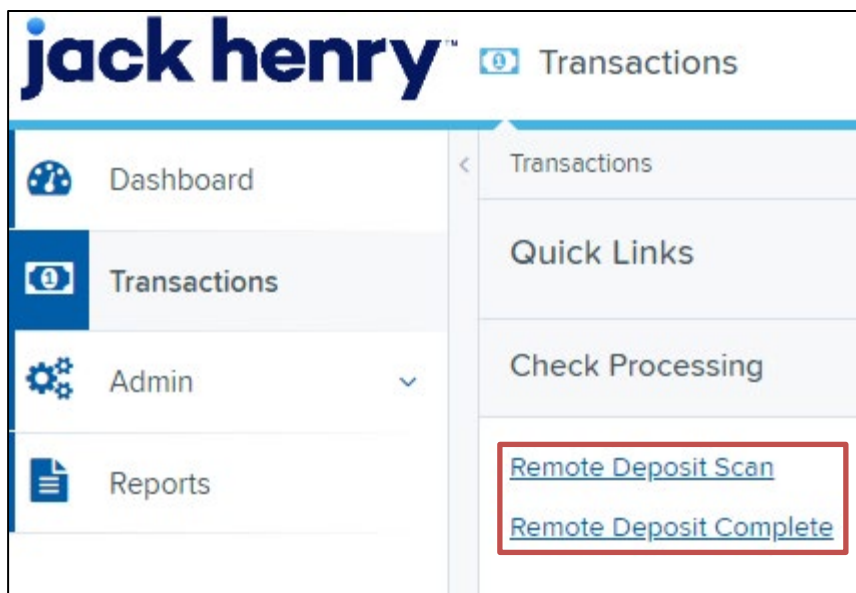


FIGURE 26 – CHECK PROCESSING

14. Select either **Remote Deposit Scan** or **Remote Deposit Complete**. If you select Remote Deposit Complete, click **Create New Deposit**.

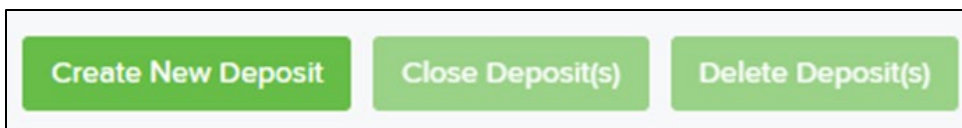


FIGURE 27 – CREATE NEW DEPOSIT

15. Optional: In the address bar, depending on your pop-up settings, you may see a *Pop-up blocked* notification. Click the notification and then select **Always allow pop-ups from** <https://qa.smartpay.profitstars.com>. Click **Done**.

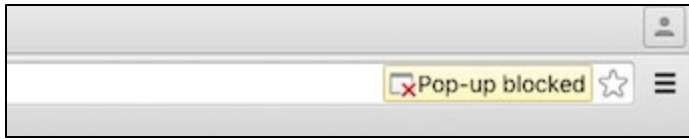


FIGURE 28 – POP-UP BLOCKED

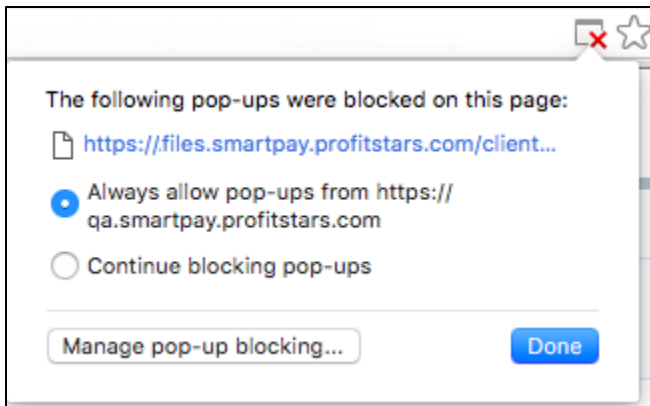


FIGURE 29 – ALWAYS ALLOW POP-UPS

16. The following warning message may appear. Click **Keep**.

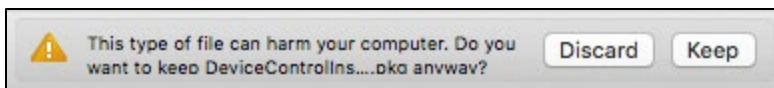


FIGURE 30 – WARNING MESSAGE

17. Click the **DeviceControllerInstaller....pkg** in your Chrome browser to begin the install.

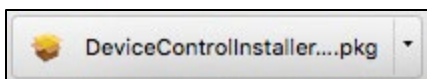


FIGURE 31 – DEVICE CONTROL

NOTE: On Mac computers, you may connect your scanner at any time before, during, or after installation.

18. The *Installer* window appears. Select **Continue**.

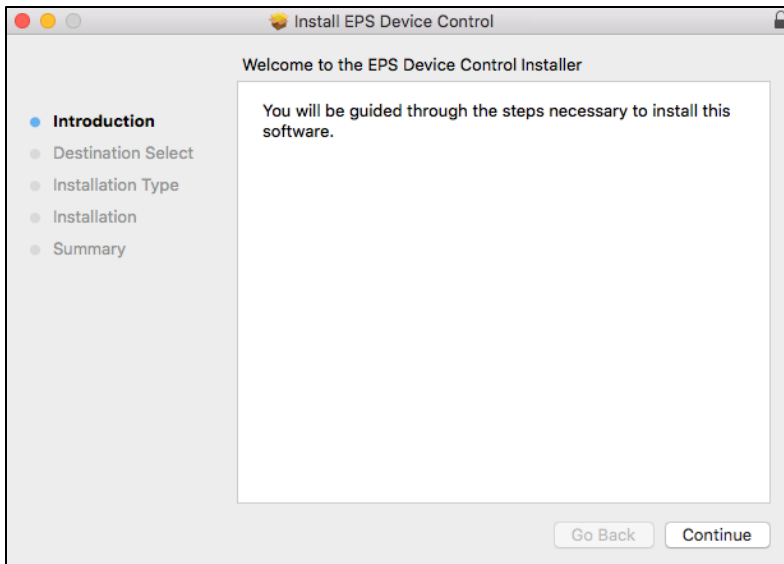


FIGURE 32 – INSTALL WIZARD

19. Click *Install*.

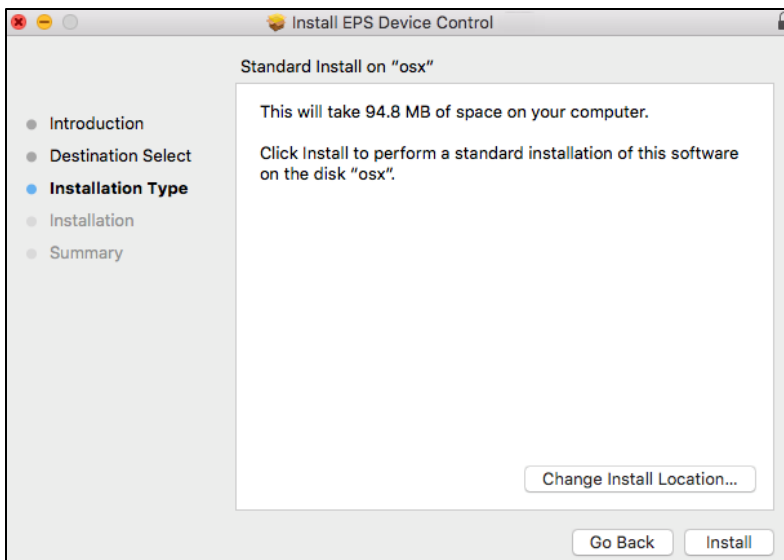


FIGURE 33 – INSTALLATION TYPE

20. You may receive a prompt to enter administrator credentials to perform the install. If it appears, enter the admin username and password, then click *Install Software*.

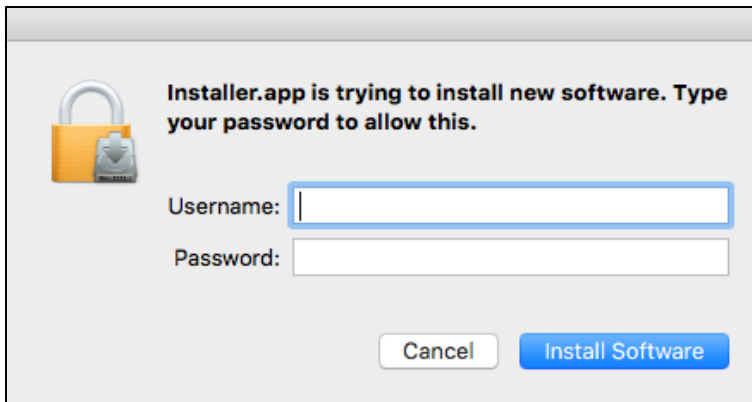


FIGURE 34 – ADMIN PROMPT

21. Click **Complete** in the *Complete Device Control Setup* window to install the Device Control certificate, modify its trust settings, and complete the setup.

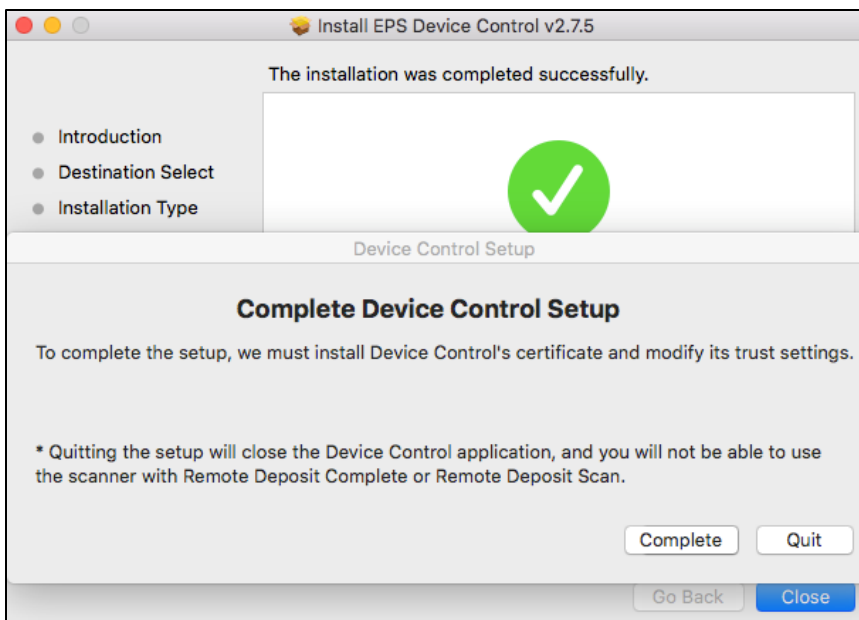


FIGURE 35 – COMPLETE DEVICE CONTROL SETUP

22. Enter your administrator credentials if prompted, and then select **Update Settings**.

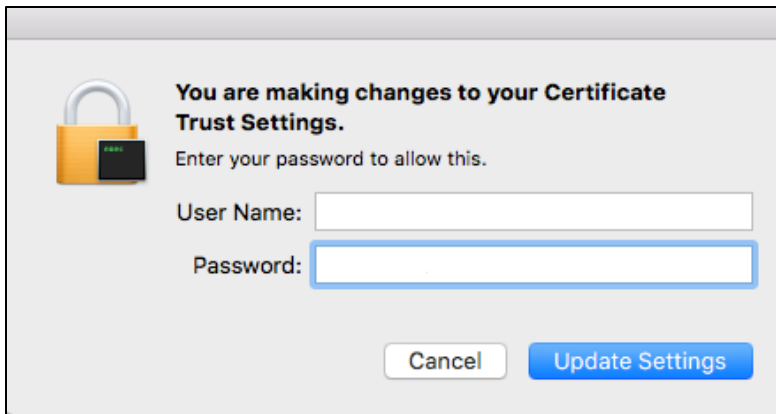


FIGURE 36 – ADMIN PROMPT

23. Click **Close** to finish the installation.

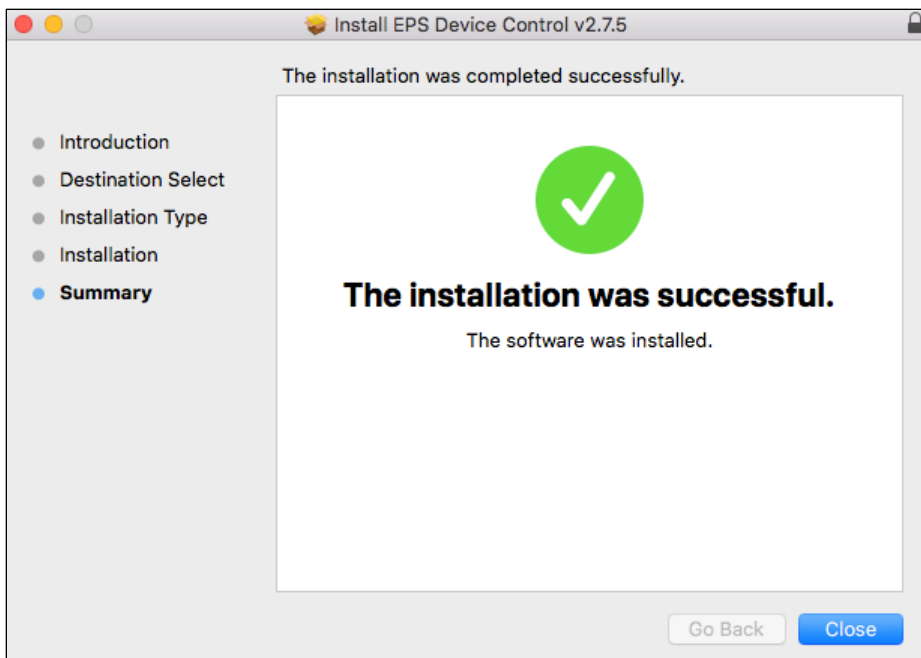


FIGURE 37 – INSTALLATION SUCCESSFUL

24. You may now begin scanning. For instructions on creating and managing deposits, refer to the **Remote Deposit Complete** or **Remote Deposit Scan Handbook**.