

Frequently Asked Questions: Loomis Direct (ICO+) User Guide

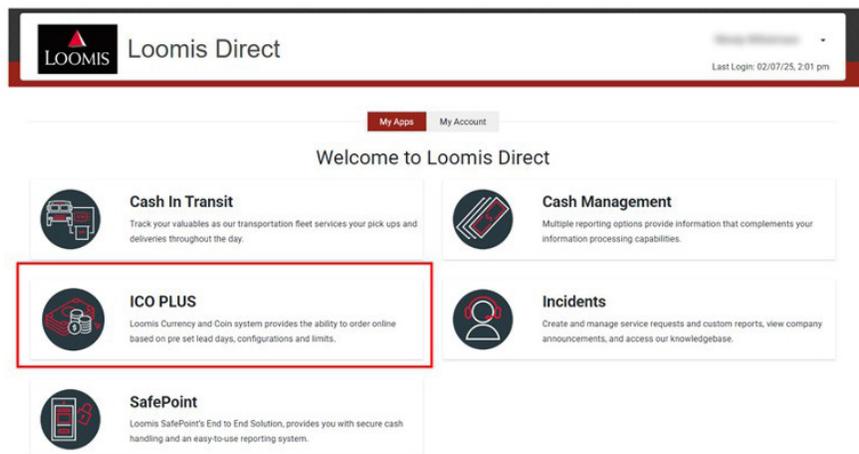
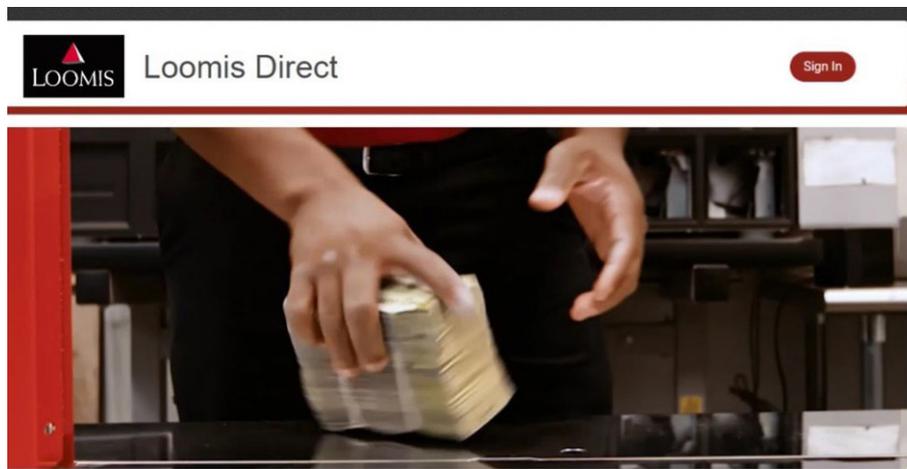


Sign On and Password

This section will help navigate the set up, sign on and the “forgot password” process in Loomis Direct.

Loomis Direct Access

If you currently access Loomis Direct for another Loomis Product, once the user profile is created, the ICO Plus application will display in the Loomis Direct lounge

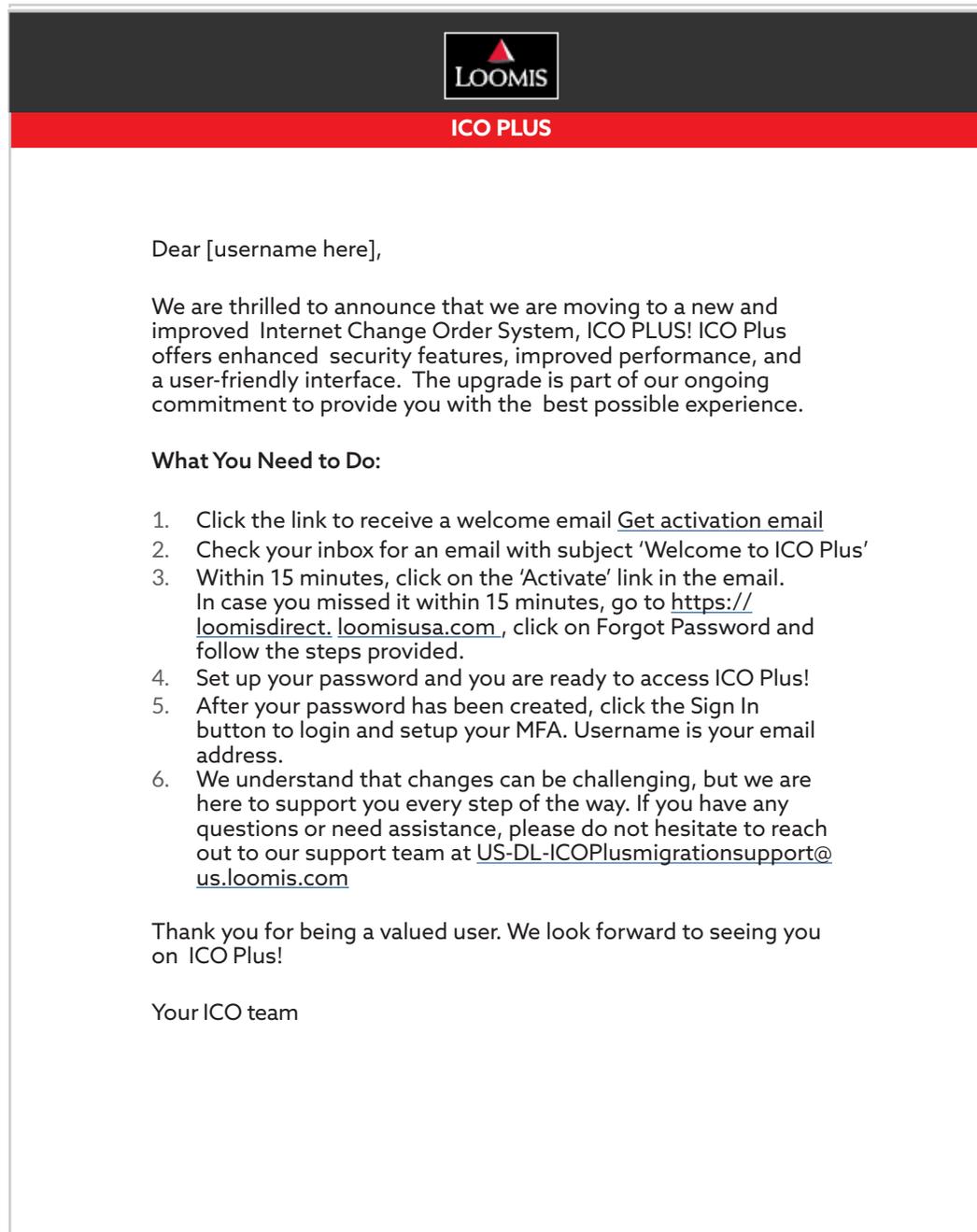


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If you do not have access today for Loomis Direct, an activation link will be sent via email with instructions on how to sign on for the first time. There is a 15-minute window to activate.



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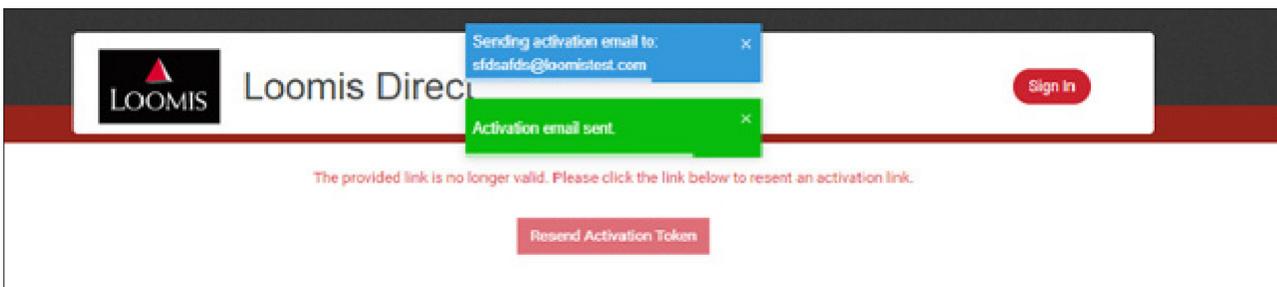
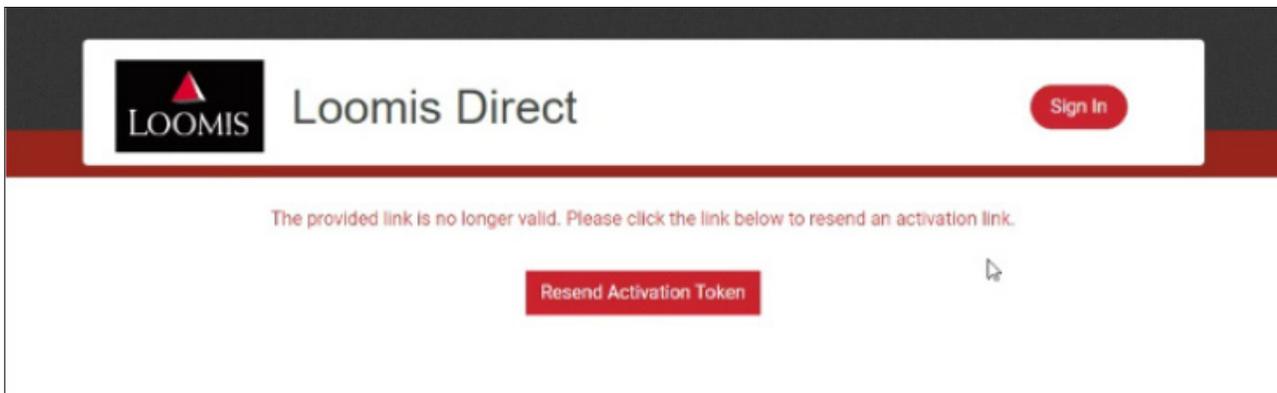


Expired Activation Welcome Email

If a user does not activate the Loomis Direct profile within the 15-minute window they can request a new activation token through the "Activate User" button on the original activation email.

When a user selects the "Activate User" again, the "Resend Activation Token" will be displayed. Once activated, there is a 15-minute window.

Note: Only click the "Resend Activation Token" button once. The "Activation email sent" message will be displayed as shown below.



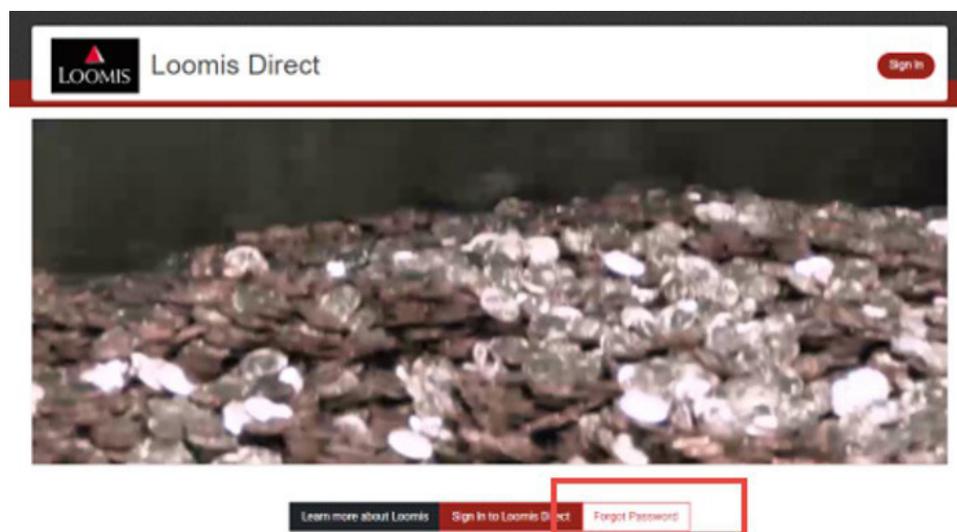
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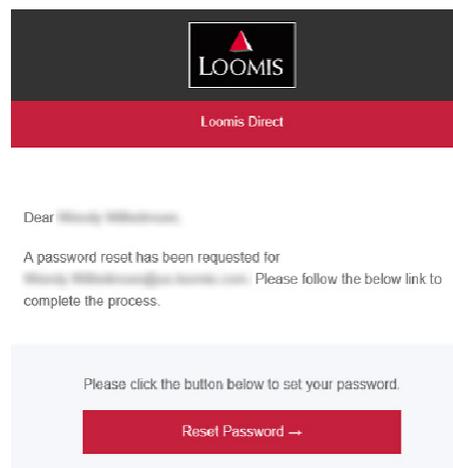
Sign In

- Enter your email address as your Username.
- If you are signing in for the first time, an email would have been emailed to you. Follow the steps as outlined in the email to activate user.
 - Note: The temporary password expires 15 minutes from receipt of email
- Enter your password
- If you need to reset the password, use the "Forgot Password" link



Password Policy

- Minimum Password Length: 8 characters
- Password Characters Allowed: 1 or more upper case characters (A-Z)
- 1 or more lower case characters (a-z)
- 1 or more numbers (0-9)
- 1 or more keyboard special characters such as , ! @ # \$ % ^ & * ()
- Password History: Users are not allowed to use any of their 15 previous passwords.
- Password Lockout: Users are locked out if there are 5 incorrect password attempts.



MFA – MFA will be required. See MFA Guidelines on pg. 6.

Need support? We're here to help.

Business and Treasury Management: 800.551.4471

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Forgot Password (Login page)

- Click on Forgot Password
- Enter email and click "Reset Password"
- An email will be sent to you. Click on the Reset Password link in the email.

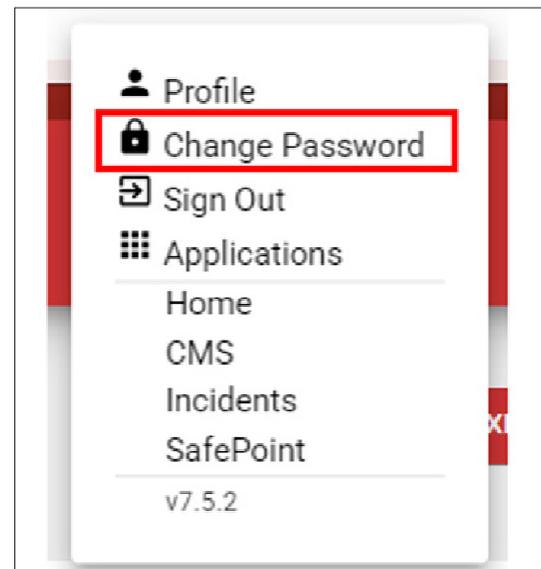
Forgot your password?

Enter email

Reset Password Close

Change Password (Login page)

- To change the password once you are logged in to Loomis Direct
- Click arrow next to User's Name
- Click on Change Password



Account Lockout Settings

- **At 45 days** you can still log into Loomis Direct but will be prompted to change password.
- **At 90 days** of no log in activity, the account is disabled. To enable the account, reach out to Treasury Management Customer Service at 800.551.4471.
- **At 120 days** the account is fully deleted and the financial administrator will need to create the user again. Reach out to Treasury Management Customer Service at 800.551.4471 to recreate the user profile.

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Loomis Direct MFA Guide

Introduction

MFA provides an added layer of security to ensure that your data is protected from unintended users. Once you are registered and attempt to login to Loomis Direct, you will be prompted for your Username\Password along with the second authentication method selected by the user. The options that will be made available are below:



Voice

Receive a phone call with a passcode to authenticate.



Text Message

Receive a text message with a passcode to authenticate



Email

Receive an email with a passcode to authenticate.



Authenticator App

Use an authenticator app (like Google) to authenticate.

Frequently Asked Questions

What is Multi-Factor Authentication (MFA)?

MFA is an authentication method that requires a user to use two forms of authentication. For Loomis Direct, the first method will be a Username\Password along with a secondary method such as SMS, Email or an Authentication App like Google.

Why is MFA required?

MFA assists in assuring that the intended user is accessing Loomis Direct. If a bad actor were to compromise a user's set of credentials, the second form of authentication will prevent the bad actor from logging onto Loomis Direct on behalf of the intended user.

How will I be set up with MFA?

When a user attempts to logon, they will be prompted to set up their MFA options.

What is the benefit of MFA?

MFA provides a layer of security to ensure that our Customers' data is protected from unintended users.

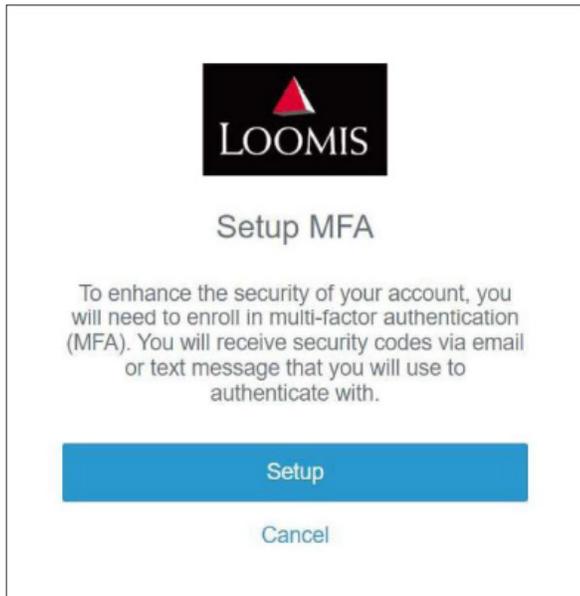
Initial MFA Setup

Frequently Asked Questions:

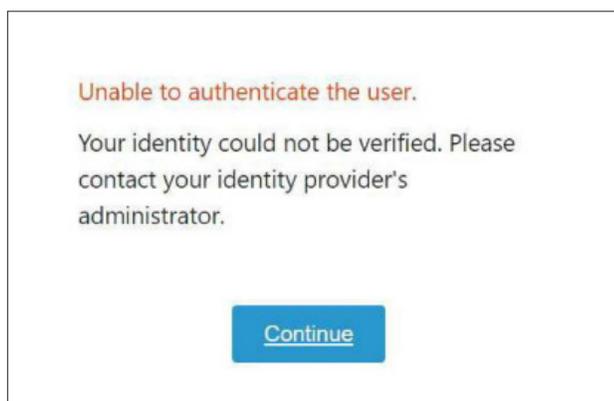
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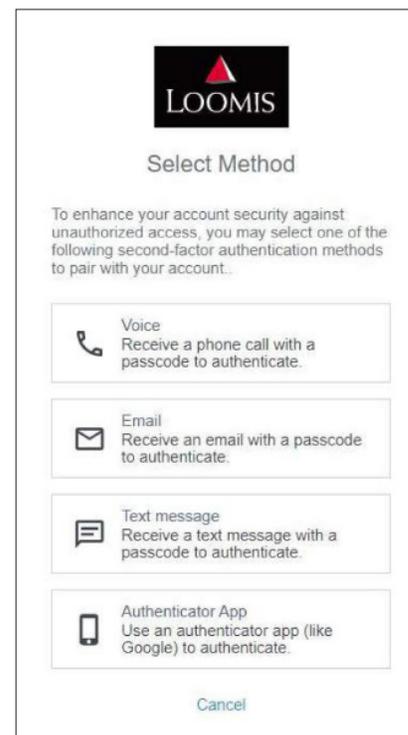
1. To begin setting up MFA on your Loomis Direct account, complete the "Setup MFA" process prompted on the sign in screen.



2. All Loomis Direct users are required to set up MFA, and this process cannot be skipped. If a user selects "cancel" they will receive an "Unable to authenticate the user" message. If the user selects "Continue" they will be sent back to the sign in screen to set up their MFA.



3. Loomis Direct offers four different methods of second-factor authentication Voice, Email, Text Message, and an Authenticator App. The user can select any method they prefer to continue. (If a user selects "Cancel" they will be sent back to the previous screen to repeat the setup process.)



4. Loomis Direct users will have the option to select up to **TWO** different authentication methods.

5. Once the two methods are paired to a user's Loomis Direct account, they will be able to modify changes directly through Loomis Direct under the "MFA Settings" section in the "My Account" tab. (Procedures can be found in the MFA Maintenance portion of this training document)

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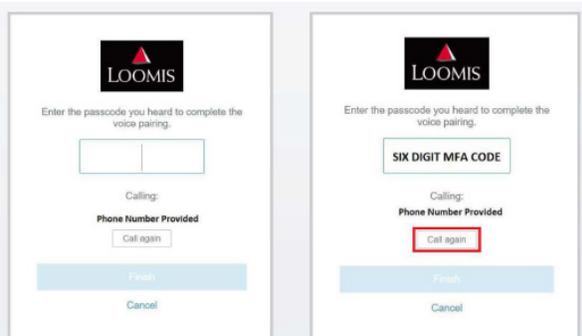


MFA Setup Procedures - Voice

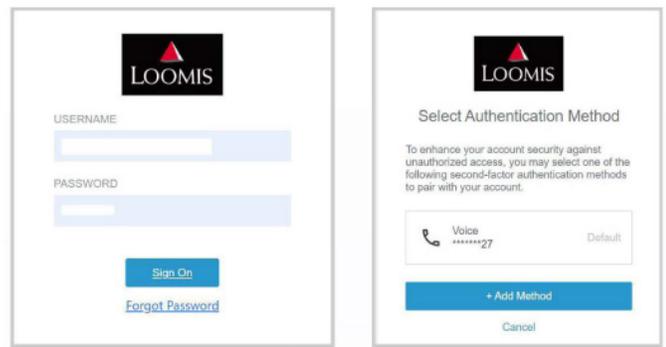
1. The voice option allows the user to receive a phone call with their six-digit MFA code.
2. To pair a phone number, select the "Voice" option and key in a phone number starting with a one or the appropriate country code.



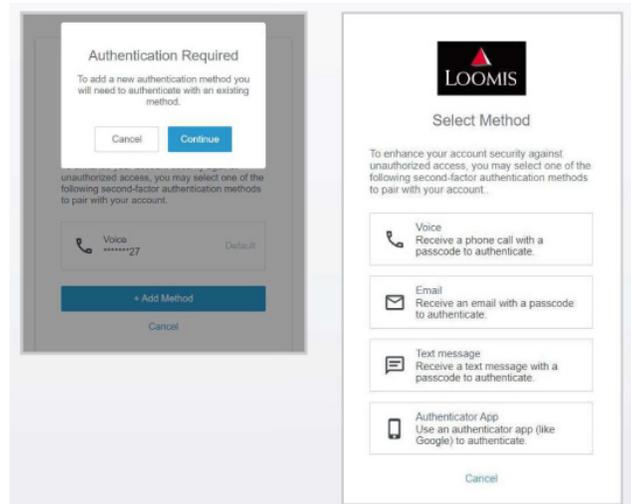
3. After the user keys in their phone number and it is accepted, the user will receive a call from a 1-800 number. The caller will be a recorded audio stating the following: "Hello Loomis user, your authentication code is#####, I repeat your code is#####". The call will automatically disconnect after the second time the code is repeated. If a user was unable to key in the code in time they can select "Call Again" for a new code.



4. After the pairing is complete and the six-digit code is accepted the user will land in the Loomis Direct Lounge and see all their corresponding portals. When a user signs out and signs back in, they will see the username and password screen followed by the MFA option. The user can select the voice option for a verbal six-digit code or add a new method if desired.



5. If a user requests to add a method, they will need to authenticate with the existing method before proceeding. Once authenticated, the user can select any of the four options as a form of authentication.

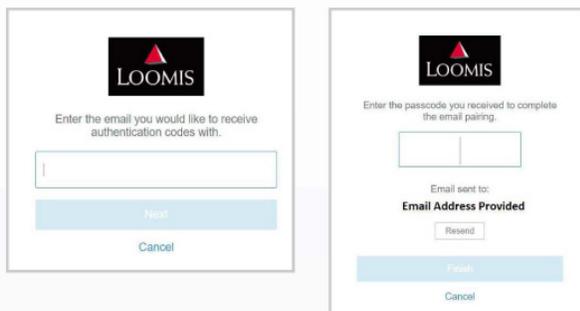


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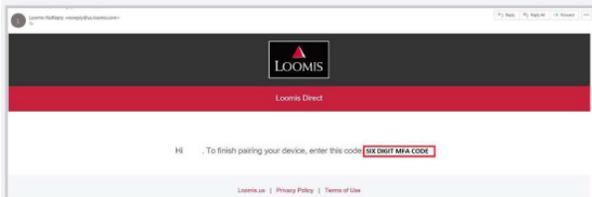


MFA Setup Procedures - Email

1. The email option allows the user to receive the six-digit MFA code through email.
2. To pair an email address, select the "Email" option and key in a valid email address to receive MFA codes.
3. After the email is keyed in, the user will receive an email from "Loomis-NoReply <noreply@us.loomis.com>" with the subject line "Finish Pairing Your Device".

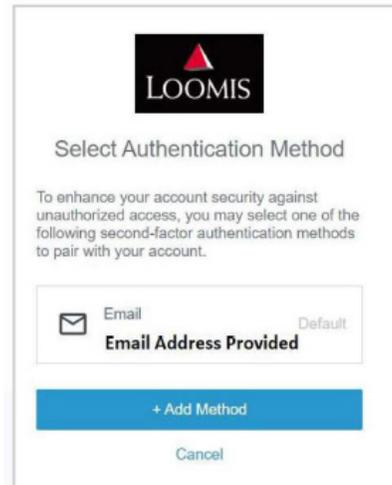


4. After the pairing is complete and the six-digit code is accepted, the user will land in the Loomis Direct Lounge and see all their corresponding portals. When a user signs out and signs back in, they will see the username and password screen followed by the MFA option.

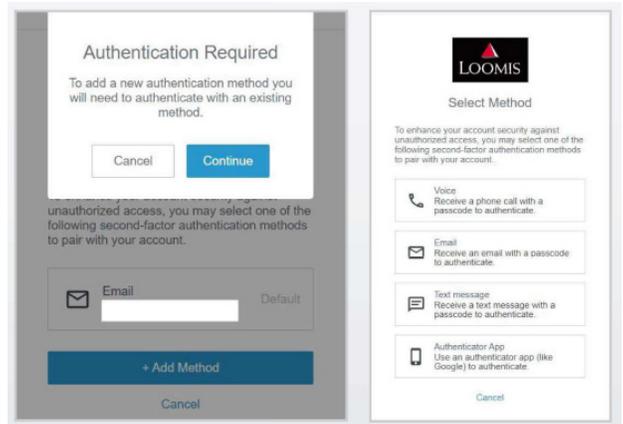


5. After the pairing is complete and the six-digit code is accepted, the user will land in the Loomis Direct Lounge and see all their corresponding portals. When a user signs out

and signs back in, they will see the username and password screen followed by the MFA option.



6. If desired, users can add an additional MFA method through this screen but will need to complete the email authentication before adding an additional MFA method. Once the user keys in the six-digit code provided through email, they can add additional MFA methods.

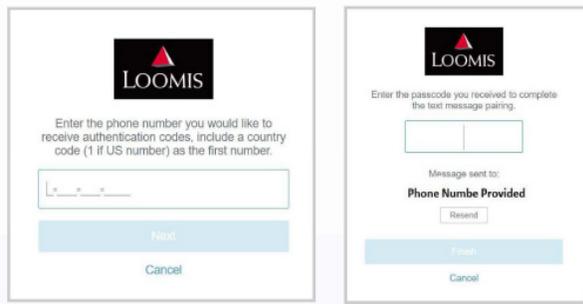


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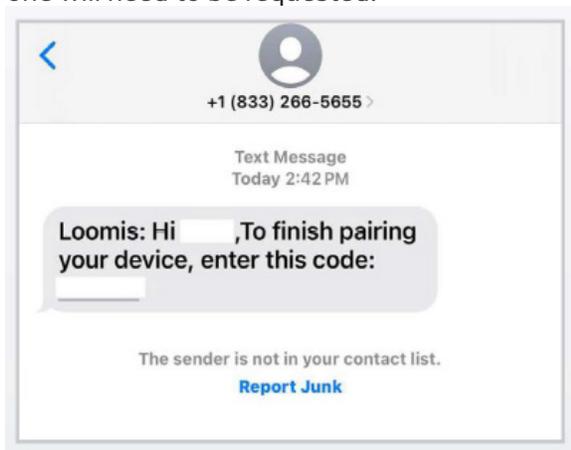


MFA Setup Procedures - SMS/Text

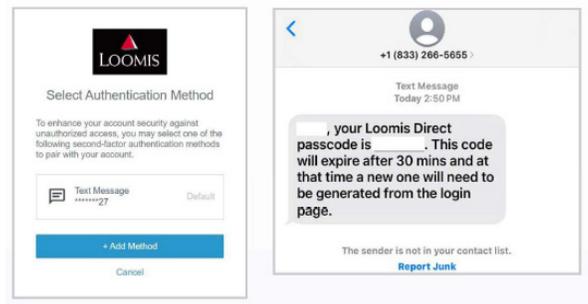
1. The "Text Message" option allows the user to receive the six-digit MFA code via text message.
2. To set up text message select the "Text Message" option and key in a phone number starting with a one or the appropriate country code.
3. After the phone number is keyed in, the user will receive a text message with a six-digit MFA code.



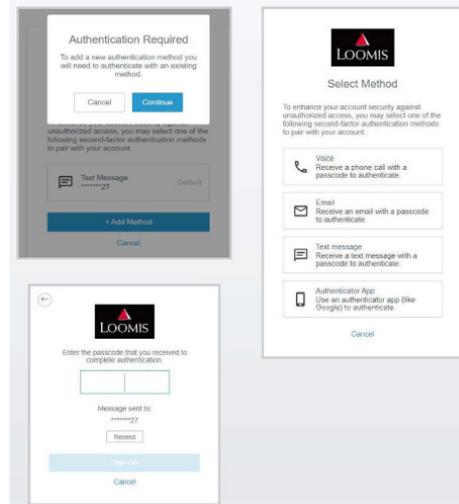
4. The code will be from a +1 (833) number with the message "Loomis: Hi username, To finish pairing your device, enter the code:#####." The six-digit code is only valid for 30 minutes. After 30 minutes the code will expire a new one will need to be requested.



5. After the pairing is complete and the six-digit code is accepted, the user will land in the Loomis Direct Lounge and see all their corresponding portals. When a user signs out and signs back in, they will see the username and password screen followed by the MFA option. After pairing is complete, users will be required to key in a six-digit code provided through SMS/Text.



6. If desired, users can add an additional MFA method through this screen but will need to complete the text message authentication before adding an additional MFA method. Once the user keys in the six-digit code provided through SMS/text, they can add additional MFA methods.

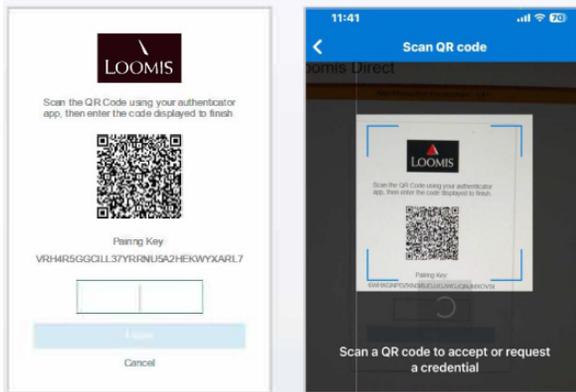


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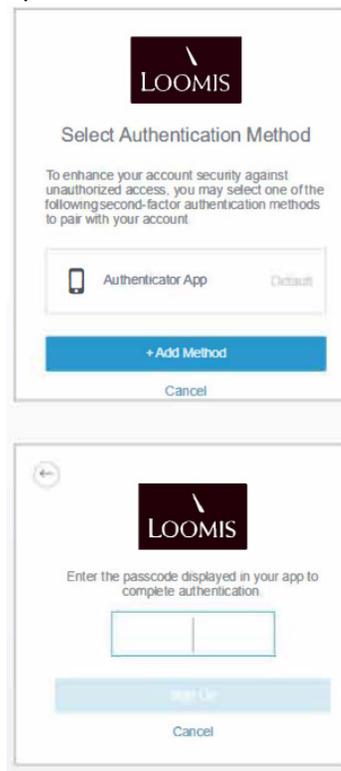


MFA Setup Procedures - Authenticator App

1. The “Authenticator App” option allows the user to receive the six-digit MFA code via an authenticator app.
2. To pair an authenticator app, select the “Authenticator App” option.
3. The supported authenticator apps are listed below and will need to be downloaded from the app stores to a mobile device.
 - Google Authenticator
 - Microsoft Authenticator
 - Duo Authenticator
4. After an authenticator app is downloaded, open the authenticator app on the mobile device and scan the QR code on the screen with the camera on the mobile device.
5. After the QR code is scanned, the user will see a six-digit code on the mobile device which will need to be keyed in to authenticate and proceed into Loomis Direct.



6. After the pairing is complete and the six-digit code is accepted, the user will land in the Loomis Direct Lounge and see all their corresponding portals. When a user signs out and signs back in, they will see the username and password screen followed by the MFA option.



Frequently Asked Questions:

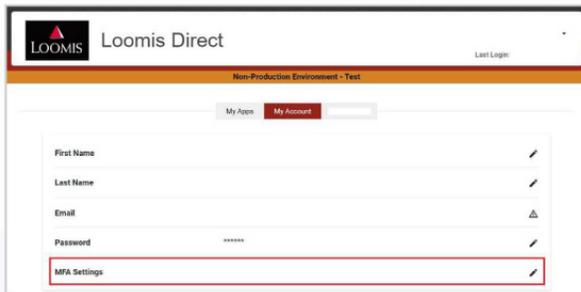
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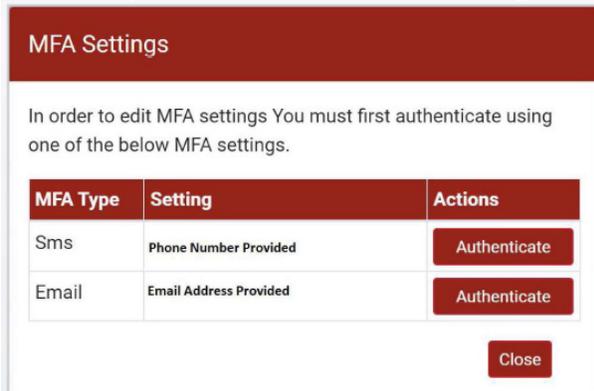
MFA Maintenance Through Loomis Direct

Loomis Direct allows up to two separate MFA devices to be paired with a Loomis Direct account. Users can change their own MFA devices as needed after proper authentication with their sign in credentials and MFA is completed with an existing method. To update MFA settings follow the steps outlined below.

1. Sign into Loomis Direct with credentials and MFA.
2. Select the "My Account" tab and then select the "MFA Settings" pencil.



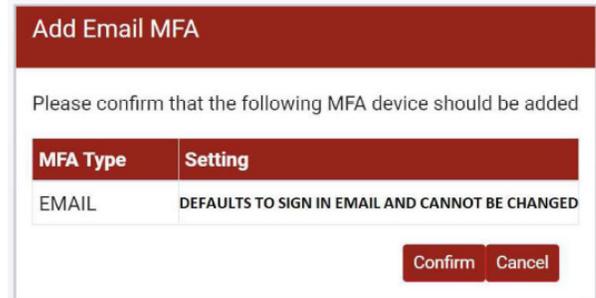
3. After selecting the pencil, select any of the two MFA methods to reauthenticate and key in the MFA code provided to finish authenticating.



4. Once the authentication is complete, the "X Delete MFA" buttons will be enabled for editing. Only one MFA type can be deleted since a primary MFA method needs to remain on file for future MFA authentication.



5. If an email is deleted as an MFA method, the email address defaults to the email used to sign into Loomis Direct and cannot be changed.



6. The MFA settings functionality is limited to deleting existing MFA methods already paired with Loomis Direct. Adding new methods can only be completed through the sign in screen after a user is authenticated with their credentials and MFA.
7. As MFA methods are added and deleted, Loomis Direct sends emails real time to inform users of the changes being made with their MFA settings.

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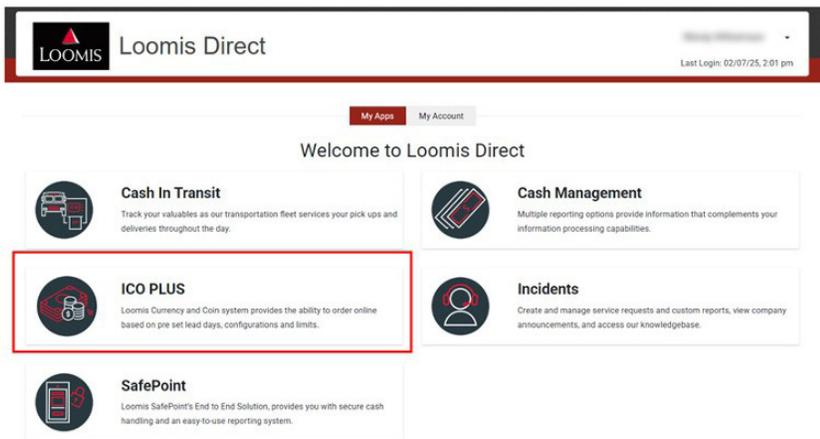
ICO Plus - Order Guideline

This section will help navigate how to place, edit, or delete a change order in Loomis Direct using ICO Plus.

Sign on to Loomis Direct

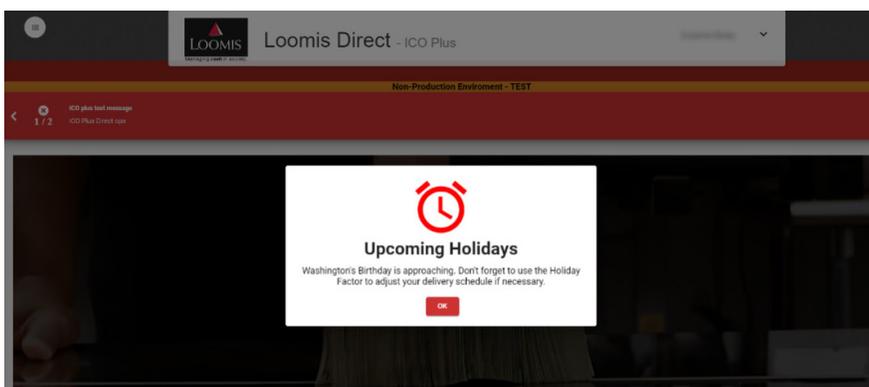
Refer to *Sign On Guidelines* for additional information

- Enter your Username
- Enter your password
- Complete MFA process
- Click on the ICO Plus ICON within Loomis Direct
- Session inactivity timeout: 30 minutes



ICO Plus will open to the Home Page unless there is an Upcoming Holiday

Federal Holidays are blocked out as an available delivery day. A notice will be displayed 15 days prior to the upcoming holiday at sign in and require clicking "OK" to move forward.



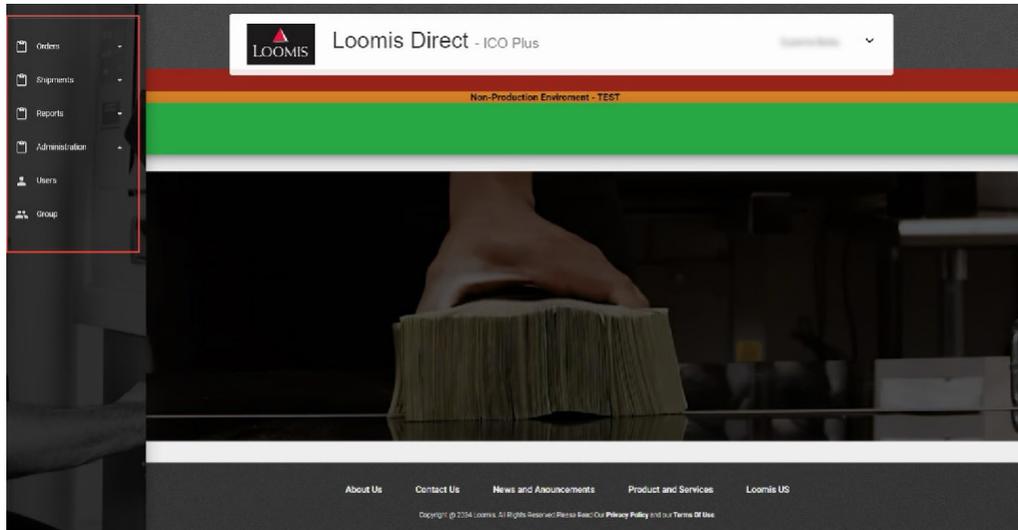
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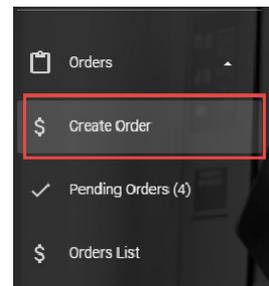
Orders and Reports

The left of the application is a guide for Orders and Reports.

- Click Orders



- Select Create Order



Users with one location will be signed directly onto the Order Page. See section "Enter and Review" of this document.

Users with multiple groups or locations will be required to select a group and location:

- Select Group

- Select Location

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Entering and Reviewing Orders

The types of media to be ordered is configurable in both values allowed to order and type of media i.e. US Currency, Rolled Coin, Boxed Coin.

1. Delivery Date can be changed by clicking the "Blue Pencil". A calendar will populate to help identify the dates available for delivery. Note: Federal Holidays are circled in red and are not an available delivery date.
2. Enter order totals desired, not exceeding the Max Order Amount set for location. Click "Review Order" to review what was keyed into the media fields and the requested delivery date OR click "Cancel" to end the ordering session for the location.

Description	Value	Amount
\$1	\$100	\$
\$5	\$500	\$
\$10	\$1,000	\$
\$20	\$2,000	\$
\$50	\$5,000	\$
\$100	\$10,000	\$
Fit Bill Subtotal:		\$0

Description	Value	Amount
Penny	\$1	\$
Nickel	\$5	\$
Dime	\$10	\$
Quarter	\$25	\$
Half	\$50	\$
50c	\$100	\$
1 Dollar	\$200	\$
Rolled Subtotal:		\$0

Submitting Orders

3. Submit the Order to complete the ordering session for location OR click Back to make changes to the order.

Fit Bill		Rolled	
Description	Amount	Description	Amount
\$1	\$100	Penny	\$5
\$5	\$500	Nickel	\$10
Fit Bill Subtotal: \$600		Dime	\$25
		Quarter	\$100
		Rolled Subtotal: \$140	
TOTAL		\$740	

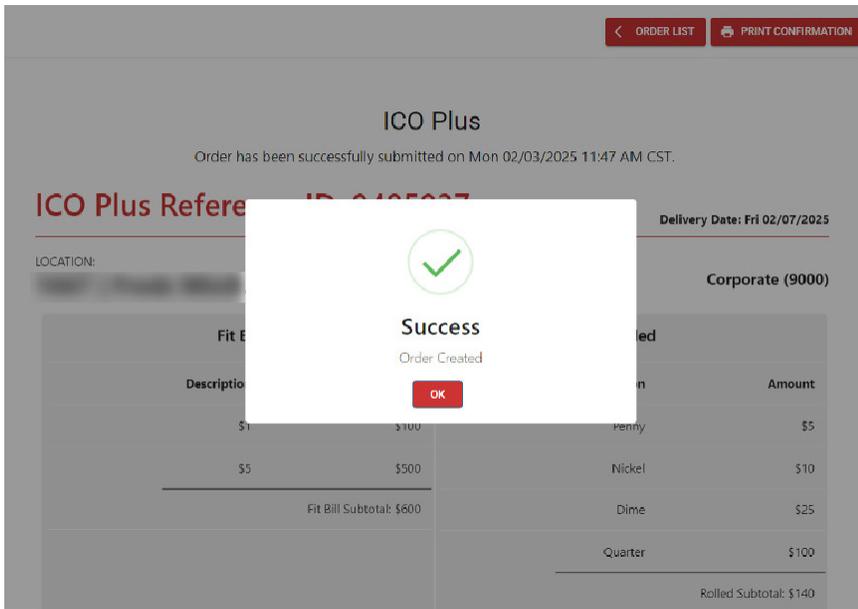
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Printing Orders

4. Print Confirmation or go directly to Order List.



PDF Print of Order:

Order has been successfully submitted on Mon 02/03/2025 11:47 AM CST

ICO Plus Reference ID:
9485937

Delivery Date: Fri 02/07/2025

Location:

Corporate (9000)

Fit Bill		Rolled	
Description	Amount	Description	Amount
\$1	\$100	Penny	\$5
\$5	\$500	Nickel	\$10
Fit Bill Subtotal: \$600		Dime	\$25
		Quarter	\$100
		Rolled Subtotal: \$140	

Grand Total \$740

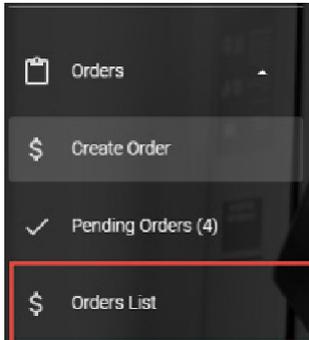
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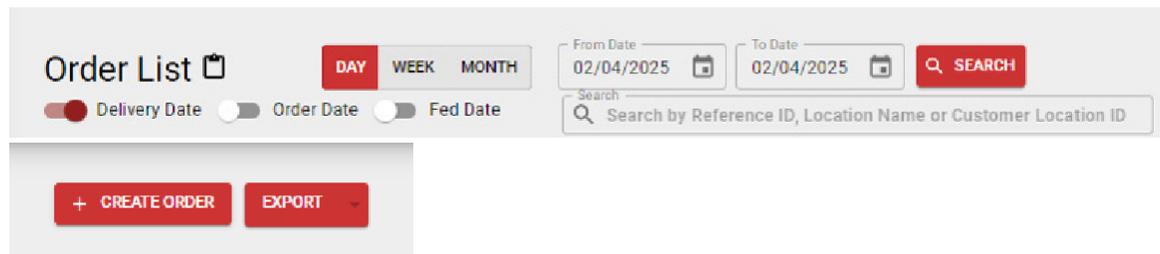
Order List

The "Order List" is a list of all orders entered into ICO Plus and can be used to export data in either Excel, CSV or PDF formats to review against inventory levels or make necessary changes.



The list is available to all customers based on the location(s) the customer has access to:

- The Order List can be filtered by Day, Week, Month or a select date range.
- The report default is by Delivery Date but can be changed to pull by Order Date or Fed Date.
- To narrow search for an order, start typing in the Search Field
- Select Export



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Order List Navigation

1. Enter Search Options
2. Export Report in Excel, CSV or PDF or create next order
3. Show Cancelled Orders. The order details will display on Order List and when exported; however, the total value of the order will not be included in the report.
4. Title Headings can be selected to sort the data
5. The " ▾ " can be selected to display the breakdown of the order
6. Action Buttons:
 -  If the Pencil is displayed, the Order can be edited. Click to review the order and edit.
 -  Click to Print the Order.
 -  If the "X" is displayed, the order can be cancelled. Click the "X" to cancel.

Note: If the edit pencil or the cancel "X" is not displayed, the order is locked down and cannot be changed. Reach out to Administrator if additional help is needed with the order.

The screenshot shows the 'Order List' interface. At the top, there are filters for 'DAY', 'WEEK', and 'MONTH', along with date range selectors for 'From Date' (01/01/2025) and 'To Date' (02/28/2025). A search bar is present with the text 'Search by Reference ID, Location Name or Customer Location ID'. On the right, there are buttons for '+ CREATE ORDER' and 'EXPORT'. Below the filters, there is a checkbox for 'Show Cancelled Orders'. The main table has columns for Reference ID, Entered Date, Delivery Date, Branch Name, Location ID, Total Amount, Order Status, and Actions. A dropdown menu for the first row is open, showing a 'Details' section with a table of categories and amounts. The 'Actions' column for the first row contains a pencil icon, a printer icon, and a red 'X' icon.

Reference ID	Entered Date	Delivery Date	Branch Name (Branch Number)	Location ID	Total Amount	Order Status	Actions
9484385	Tue 11/07/23 10:50 AM CST	Fri 11/10/23	Corporate (9000)		\$10,000.00	Submitted	
Details							
Category	\$1/Penny	\$2/Nickel	\$5/Dime	\$10/Quarter	\$20/Half	\$50/Dollar	\$100
Fit Bill	\$10,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
9484371	Wed 11/01/23 8:04 PM CST	Thu 11/09/23	Corporate (9000)	LFC9005 Branch 5	\$50,203.00	Pending	
9484379	Wed 11/01/23 10:40 AM CST	Tue 11/07/23	Houston TX (3930)	TEX2 Texas Two	\$25.00	Submitted	