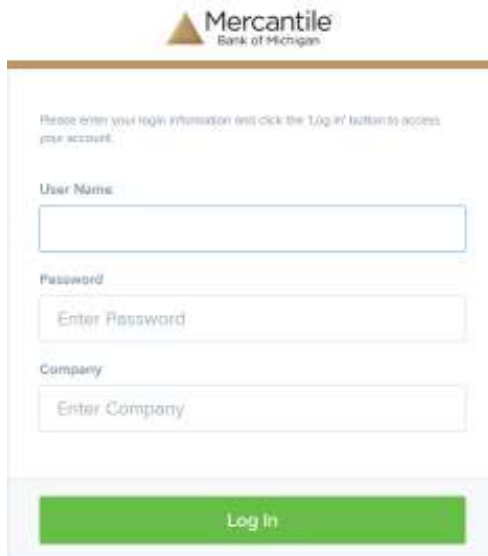


Logging in as the Administrator

1. Go to www.mercbank.com, choose the option **Login to Other Services** and select **SmartPay Payment Portal**.



Mercantile Bank of Michigan

Please enter your login information and click the Log In button to access your account.

User Name:

Password:

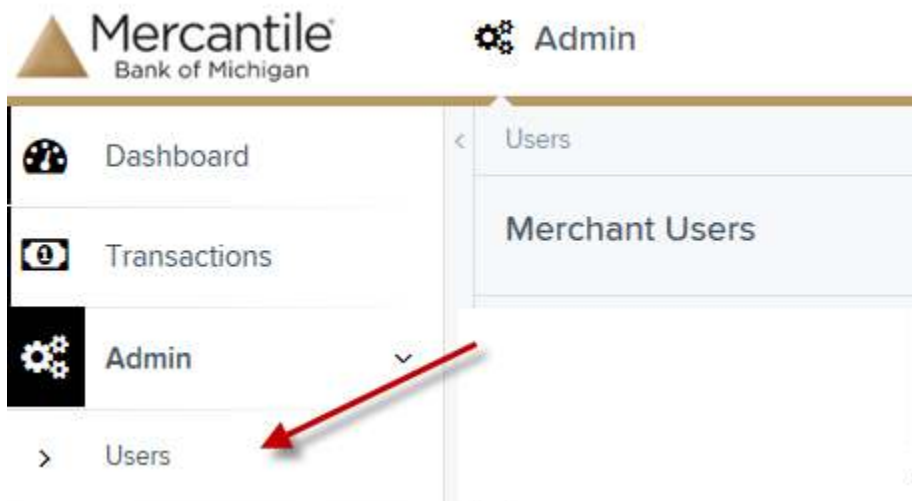
Company:

Enter User Name, Password and Company for the Administrator login that was provided. It must be keyed in **EXACTLY** like it was provided. Click **Login**.

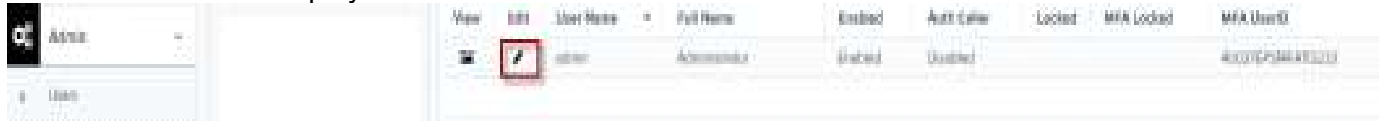
2. The password change screen will display. Change the password per the criteria below.

The new password must be at least eight (8) characters in length and contain at least one uppercase letter, one lowercase letter and one number. The ADMIN user is the only user that has the ability to add users, enable users, disable users, and reset passwords on the system.

3. At the Welcome page, click on **Admin** to expand the menu on the left hand side of the screen and choose **Users**.

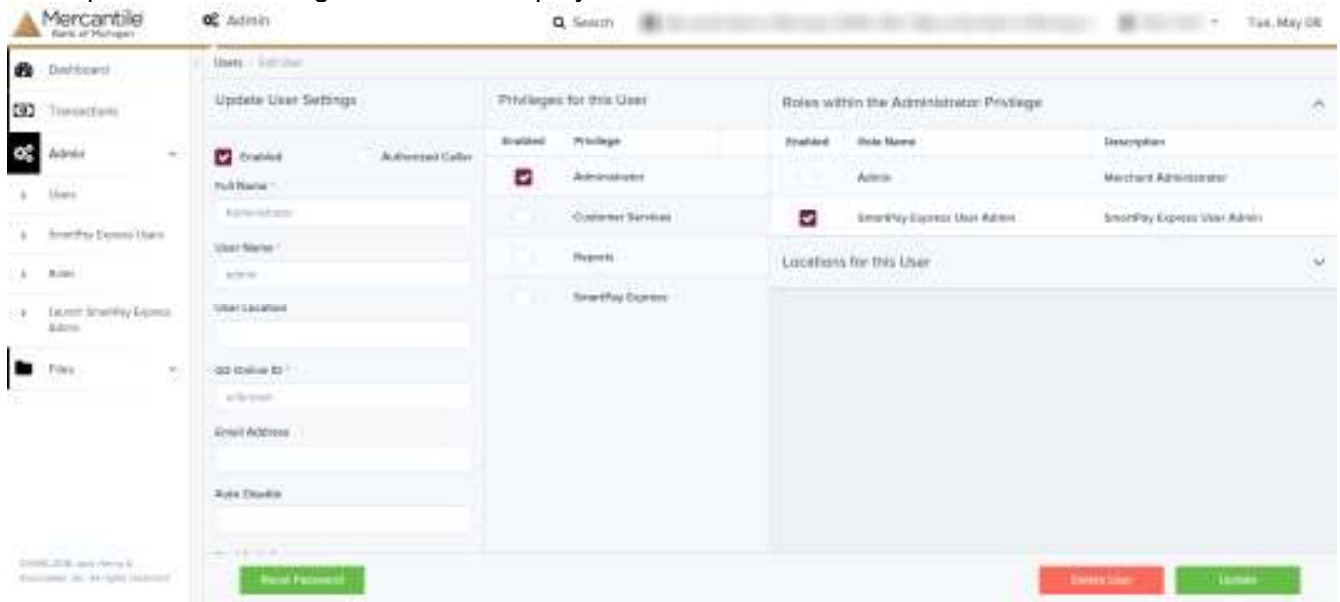


4. The list of users will display.



Click the **Edit** link to edit the Admin profile.

5. The Update User Settings screen will display.



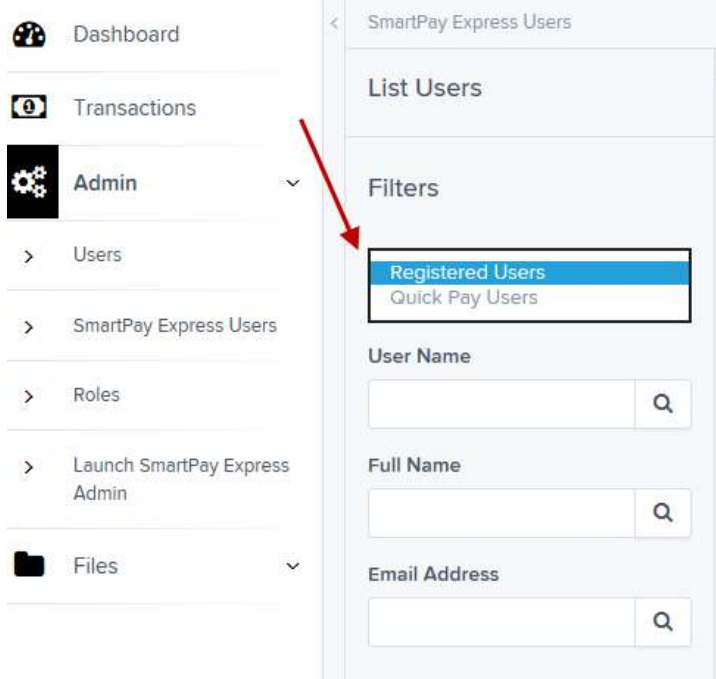
Enter the e-mail address of the administrator and check the box next to **Authorized Caller**. Leave the Q2 Online ID set to 'unknown'.

DO NOT check the box for Customer Services.

Under **Locations for this User**, select ALL the accounts that apply to the company.

NOTE: Each Company will have a primary administrator and should be used to set up other users and reset passwords.

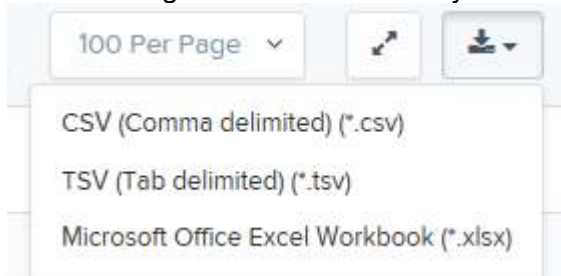
Under the **Admin** menu, you will see the SmartPay Express Users option. The **Admin** user has access to the Registered or Quick Pay Users. This is **ONLY** available at the **Admin** level.



For Registered Users, the Admin has options to enable/disable, unlock and reset a password for a user.

For Quick Pay User, the Admin can see the Name, Address, Email address and Transaction Date of the last transaction submitted.

Both the Registered and Quick Pay User lists can be exported into a .csv, .tsv or excel file.



NOTE: To request this option for other users enabled for SmartPay, please contact Treasury Support at 800-453-8700, Option 2.

Adding a New User

1. Click **Add User** and choose the option for Business User to begin the process to add a new user.



2. The temporary password will display when **Add User** is selected. The password must be keyed EXACTLY as it appears on the screen for that specific user.

Add User Settings

Enabled Authorized Caller

Full Name *

User Name *

User Location

Q2 Online ID *

Email Address

Auto Disable

DO NOT check the box next to **Authorized Caller**

Q2 Online ID – enter the login ID for online banking associated with the user that is being set up for the service.

Privileges for this User – check the box next to **Customer Services, Reporting** and **SmartPay Express**.

Privileges for this User	
Enabled	Privilege
<input type="checkbox"/>	Administrator
<input checked="" type="checkbox"/>	Customer Services
<input checked="" type="checkbox"/>	Reports
<input checked="" type="checkbox"/>	SmartPay Express

Click **Update** to update the screen

3. After checking the boxes above and clicking **Update** on the bottom of the screen, more options will display.
 - Check the box next to **Accounting** and **View Debits & Credits Report** within the **Customer Services Privilege** section.
 - Check the box next to **SmartPay Express Admin** and **View SmartPay Express Settings** within the **SmartPay Express Privilege** section.
 - Under **Locations for this User** check the boxes for the accounts this user should have access to.
 - Once complete, click **Update**.