

# FIRST MERCHANTS' COMMERCIAL BANKING

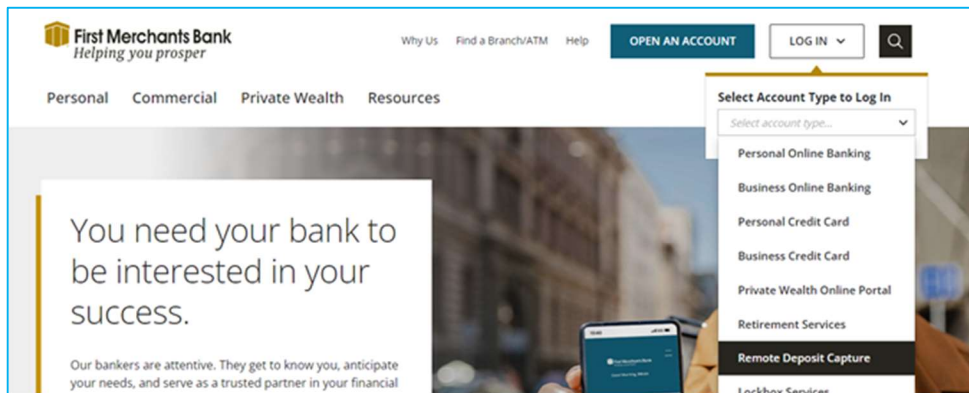
## Remote Deposit Capture Scanner Services Bundle Install Guide

**Please follow these instructions prior to your first deposit, on September 25, 2024, or later.  
Do not install the new scanner services bundle prior to that date.**

### Logging In

#### First Merchants Website (RDC-Only Users)

1. Go to Firstmerchants.com.
2. Select Login.
3. Choose your Account Type>Remote Deposit Capture.
4. Enter your Entity Name, Login, and Password.

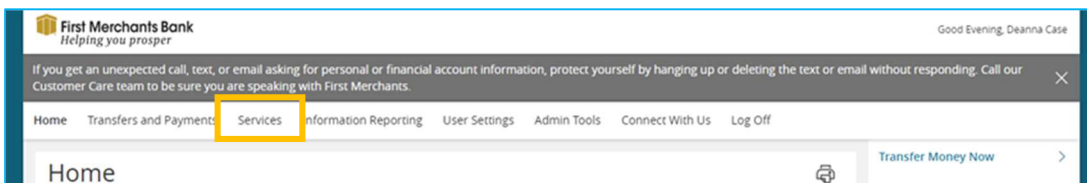
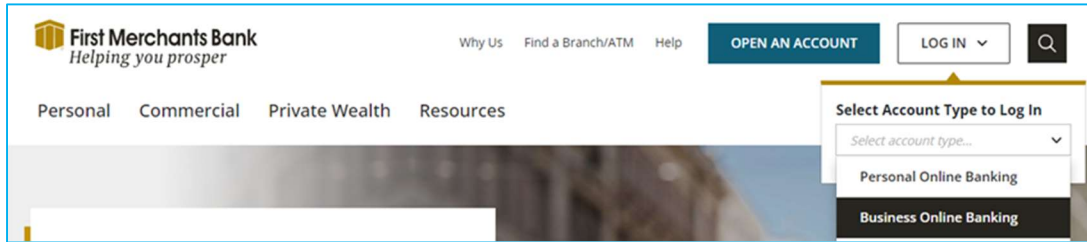
A screenshot of the First Merchants Bank login form. The form is titled 'Login' and includes the following fields: 'Entity Name' (with a placeholder 'Entity'), 'Login Name', and 'Password' (with a 'Forgot Password' link). Below the fields are 'Sign In' and 'Change Password' buttons. At the bottom, there are links for 'Windows System Validation' and 'Mac System Validation'.

#### First Merchants Online Banking (Online Banking & RDC Users)

1. Log in to your Online Banking.

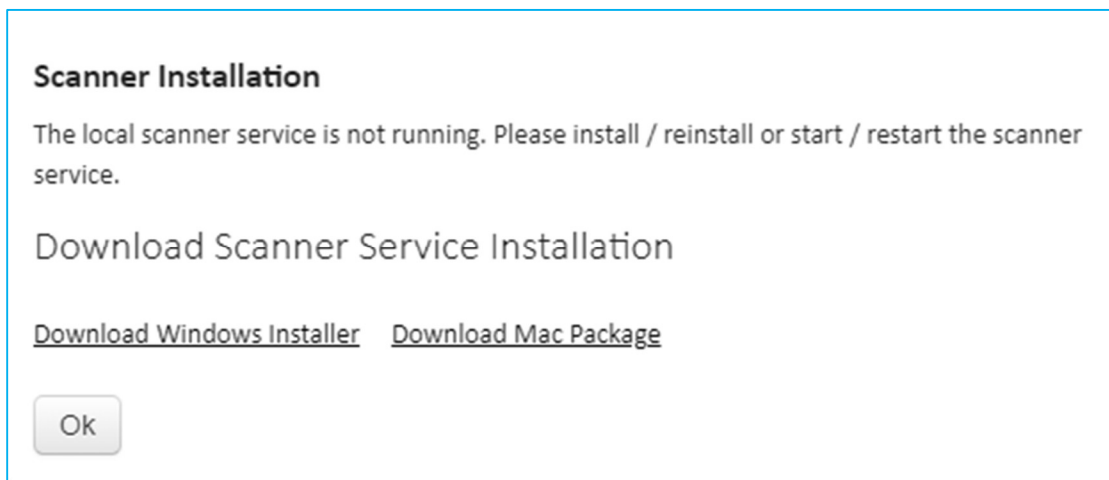
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- Using the top navigation, click on Services.
- On the Services page, select the Remote Deposit Capture Tile.
- Enter your Entity Name, Login, and Password.



## To uninstall scanner drivers through the Remote Deposit Capture solution.

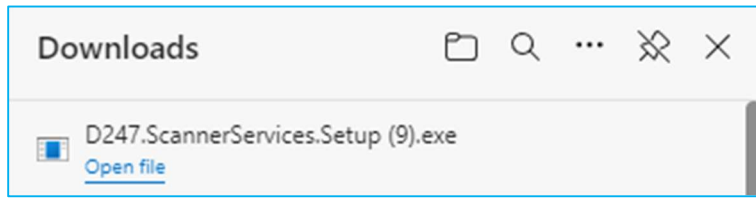
- Log in to your Remote Deposit Capture from your workstation. When you see this message pop up, unplug the scanner USB from the PC.



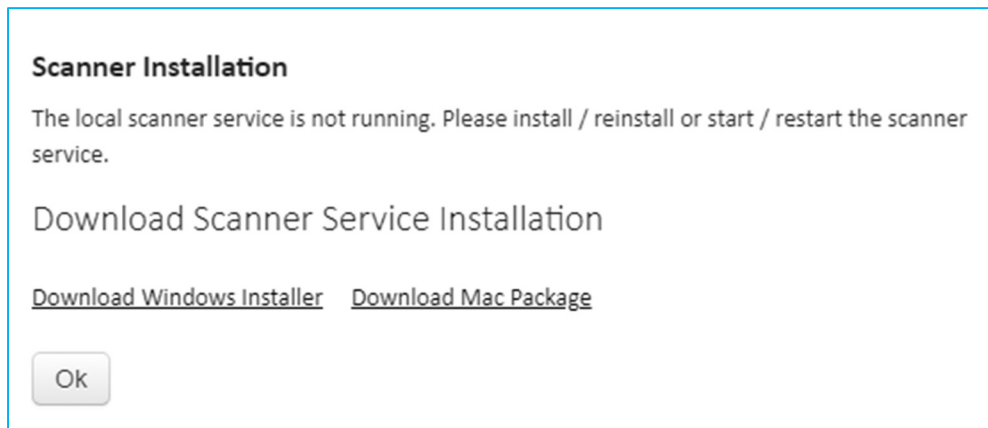
- Within the pop up, select Download Windows Installer (PC Users).

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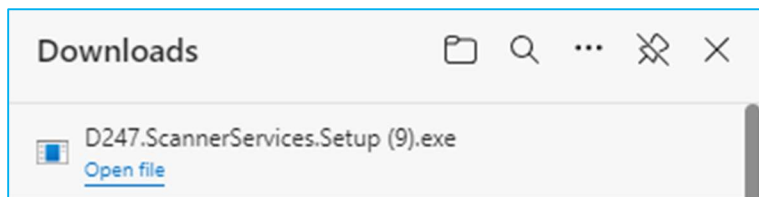
3. Open File from Downloads.



4. Select Uninstall.
5. Follow the prompts until finished.
6. Log out and close the browser.
7. Open a new browser and log in to Remote Deposit Capture from your workstation. Select Download Windows Installer.



8. Open File from Downloads.



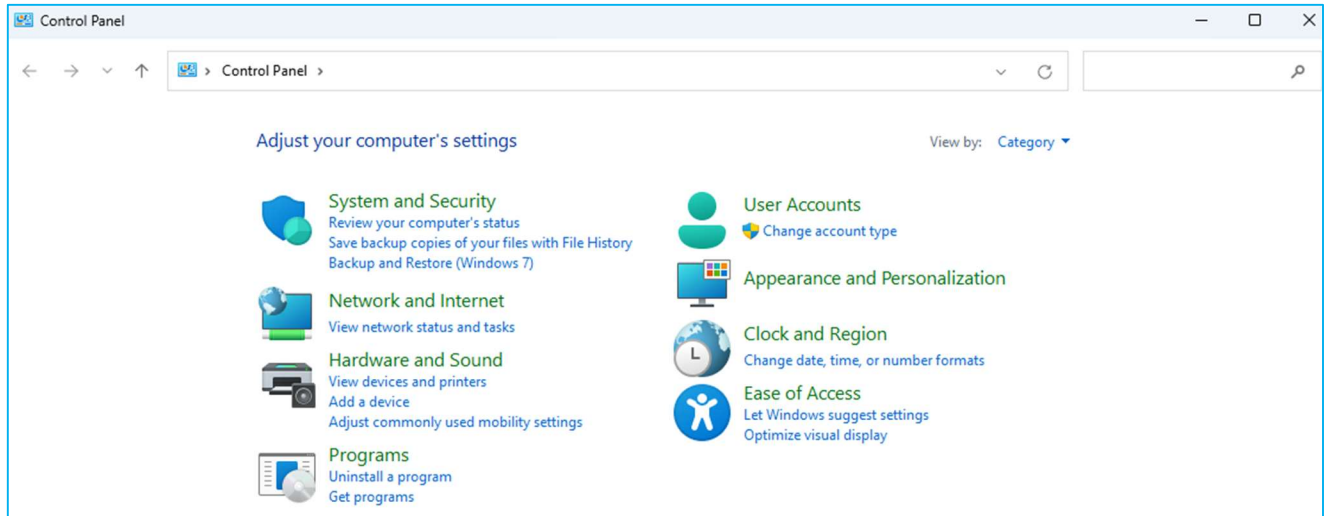
9. Select Install and follow prompts until completed.
10. Plug the scanner back into the USB.
11. Open a new browser window and log in to the Remote Deposit Capture solution.

If you run into any errors or the system requires an activation key, close the browser entirely and open a new browser. In the new browser, repeat the above instructions starting at Step 5.

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To uninstall scanner drivers through the workstation's Control Panel.

1. Unplug the scanner USB from the PC.
2. Go to the start menu and search for the Control Panel.
3. Once in the Control Panel, click on Uninstall a Program.



4. Right Click on each of the following services and choose uninstall.

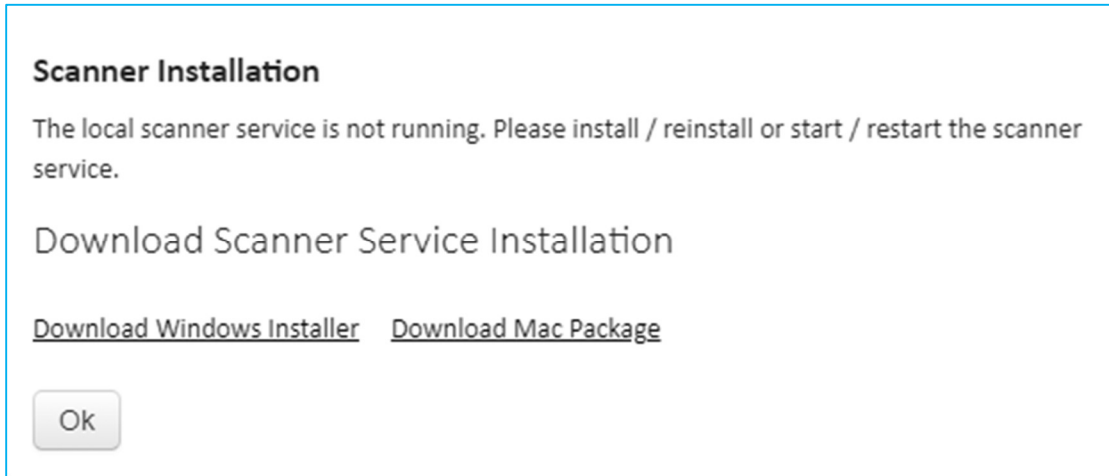
D247.ScannerService	Wausau Financial	9/13/2024	14.5 MB	2309.15.2.0
D247.ScannerServiceRefresh	Wausau Financial	9/13/2024	6.09 MB	2309.15.2.0

5. Log in to the Remote Deposit Capture solution.

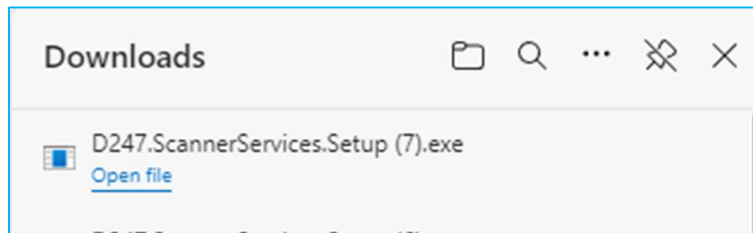
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The following steps depict a Windows installation. [For the Mac package, follow the steps in that guide.](#)

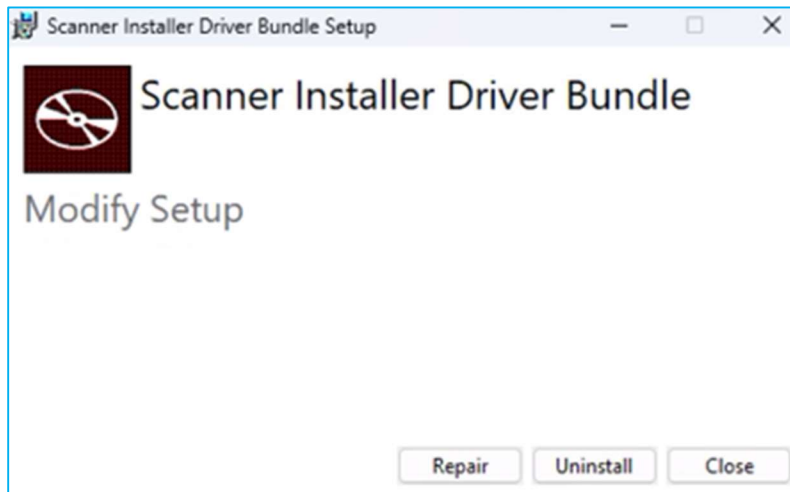
1. Click on the Windows Installation link in the pop up.



2. Open the file from downloads.



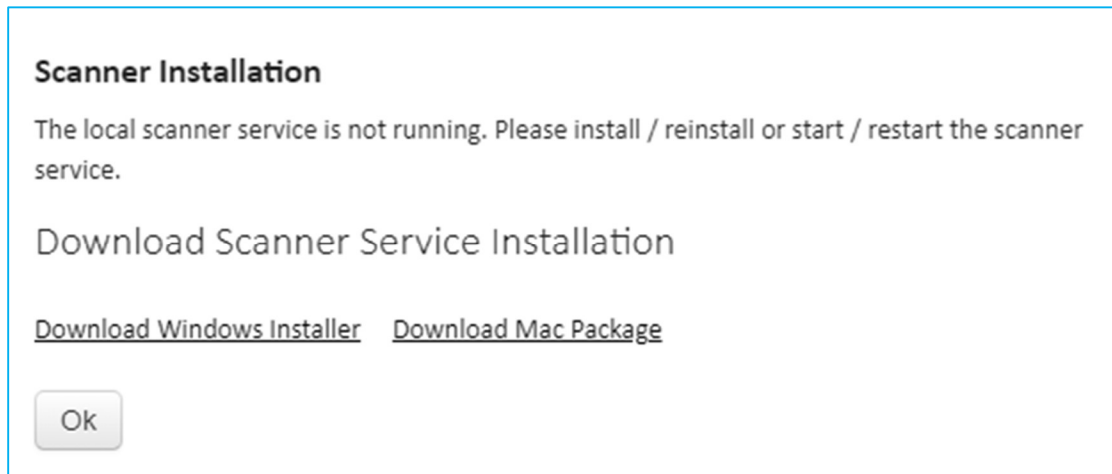
3. Select uninstall.



4. Close the browser.
5. Open a new browser window and log in to your Remote Deposit Capture.

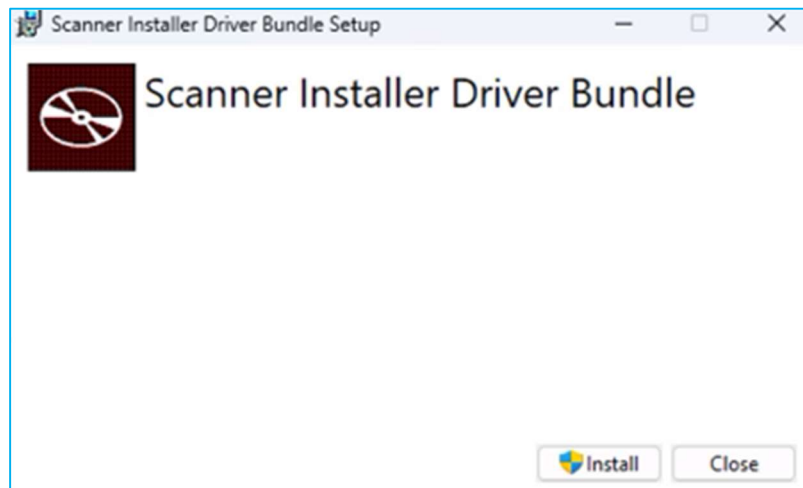
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6. Click on the Windows option.



NOTE: For Mac Remote Deposit Capture workstations, select Download Mac Package and follow the prompts.

7. Open the file from downloads.
8. Select Install.



9. Follow the prompts until completed.
10. Close the browser.
11. Plug the scanner into the USB of the PC.
12. Open a new browser and log in to the Remote Deposit Capture solution.