# Commercial Remote Deposit Desktop Guide

Important FAQs

• Commercial Remote Deposit Desktop (CRDD) is compatible with a Windows PC.

• CRDD Users must have Admin Rights on their PC to download the scanner driver.

Logging in to Commercial Remote Deposit Desktop (CRDD) For The First Time

Commercial Remote Deposit Desktop (CRDD) is a single sign on platform through online banking. Users will select **Commercial > Alogent Commercial RDC SSO** to enter the platform.
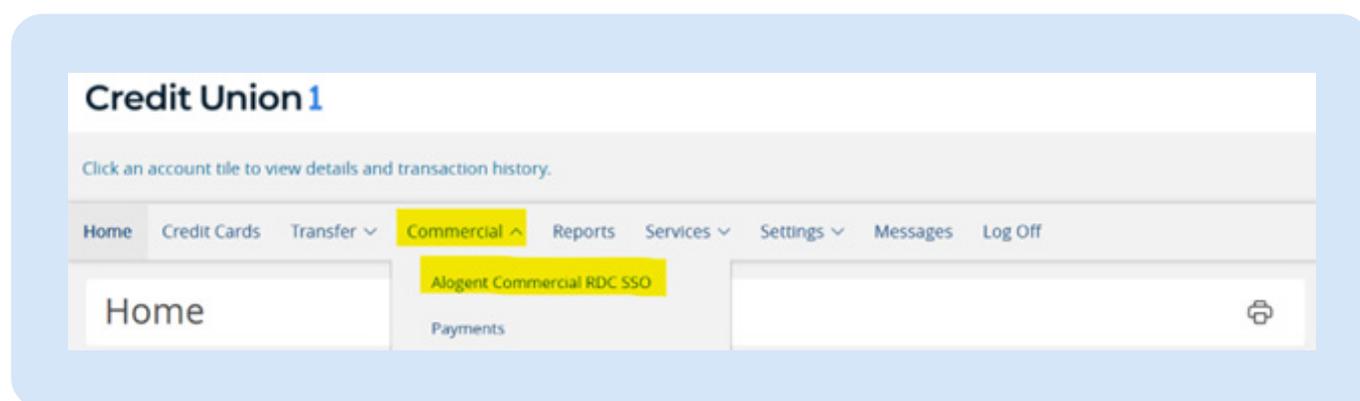

When using the application for the first time, the Unify Scanner Service and the USB scanner drivers must be installed so the application can recognize and communicate with the scanner. The application will prompt the user to download and install the Unify Scanner Service, which handles communication with USB scanners and manages driver deployment.

An administrator on the local machine must complete this installation because the service and drivers require elevated privileges to run correctly. After the installation is finished, the user may need to **restart their browser** so it can connect to the newly installed scanner service. Note that this setup is a one-time requirement and once the Unify Scanner Service is installed, it will automatically handle any future driver or service updates.
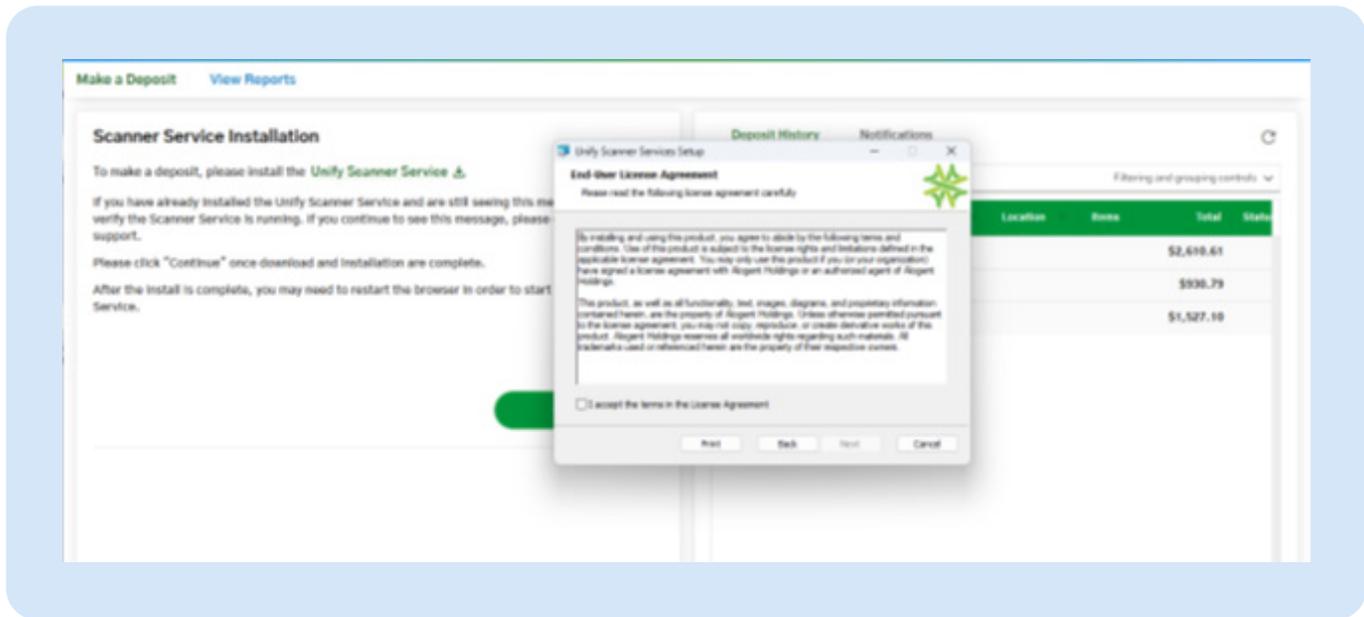
Section 1

Download & Install The Unify Scanner Service (Needs to be done only once)

Launch the Downloaded Unify Scanner Service
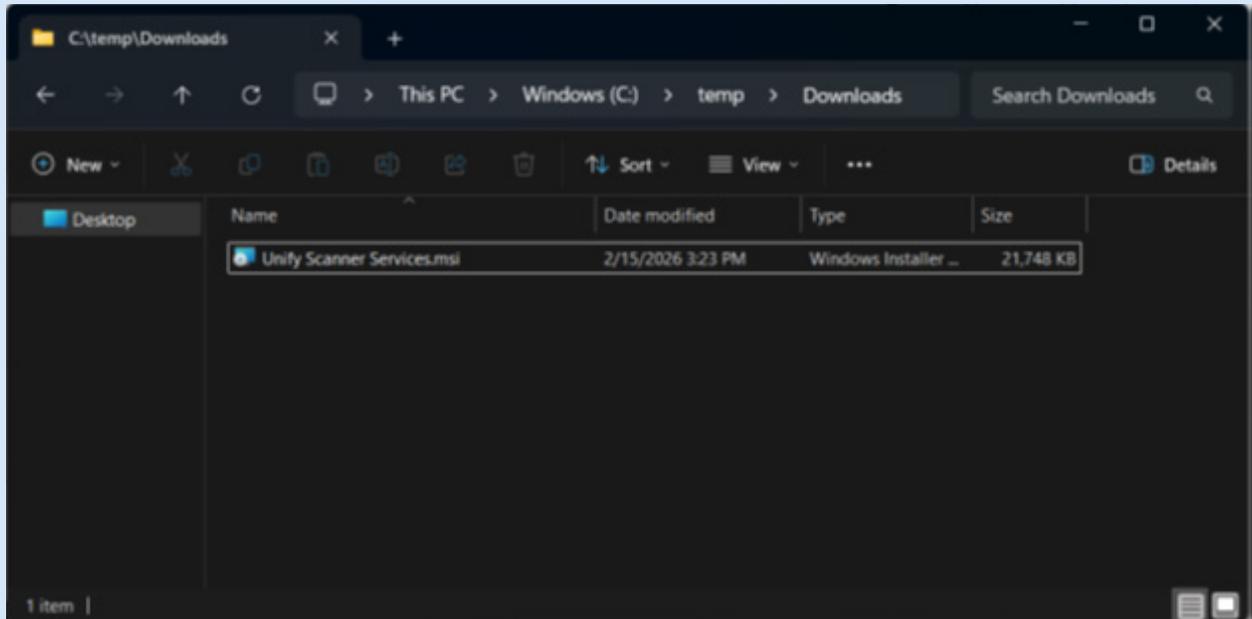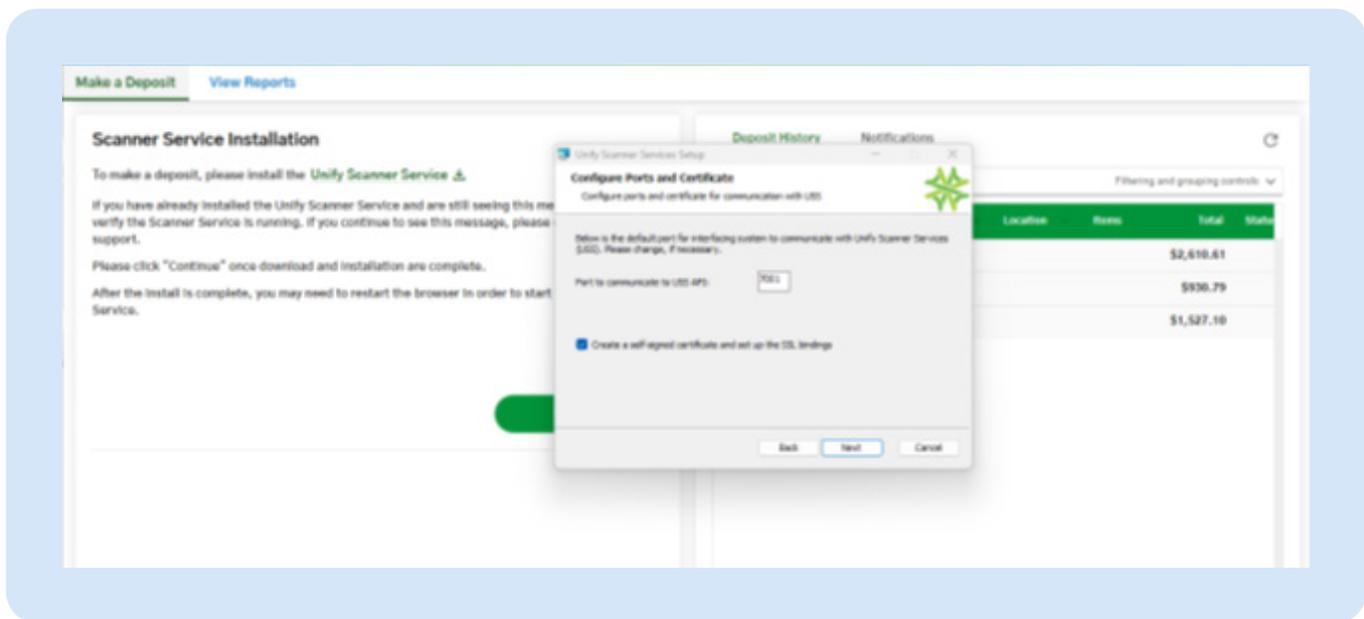

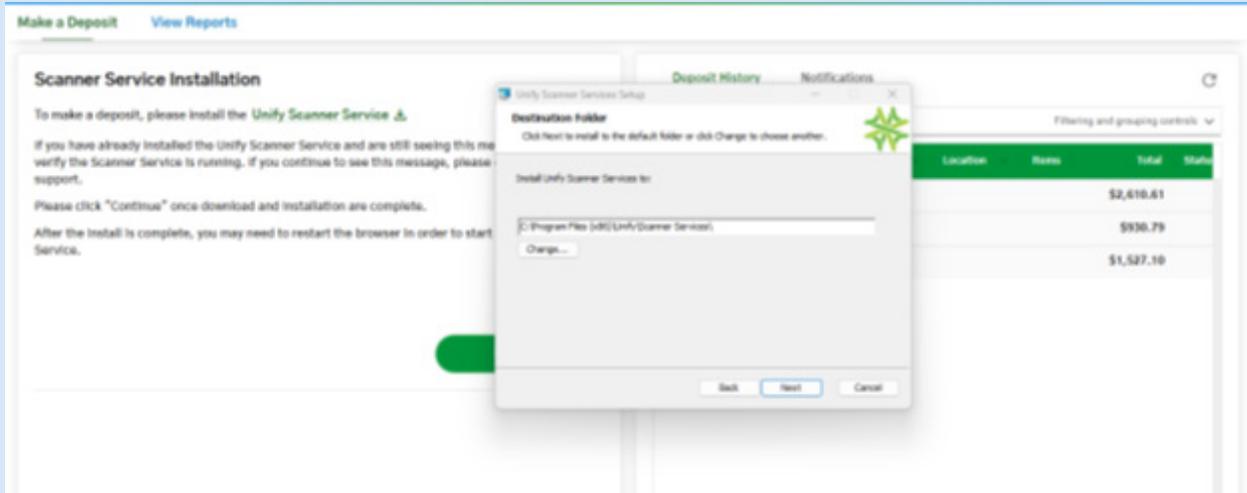## Install the Scanner Service
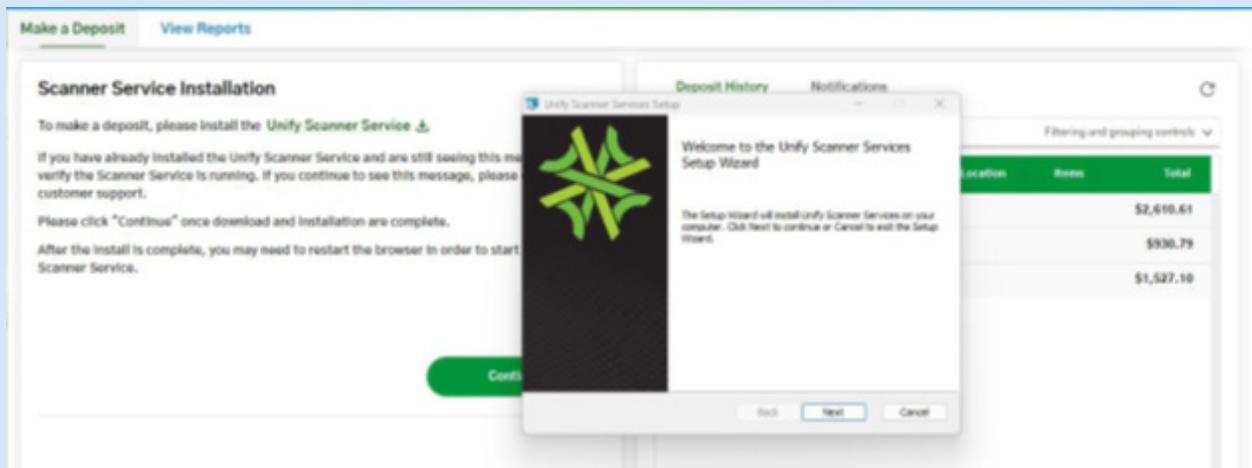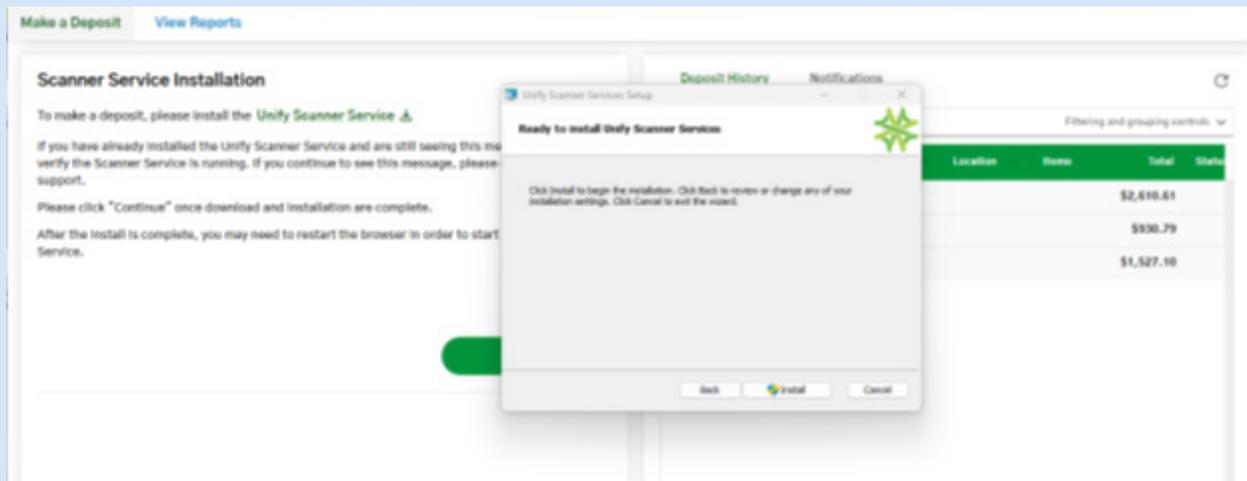
Agree to the End User License Agreement

Configure Ports and Certificate (Leave Default Settings)
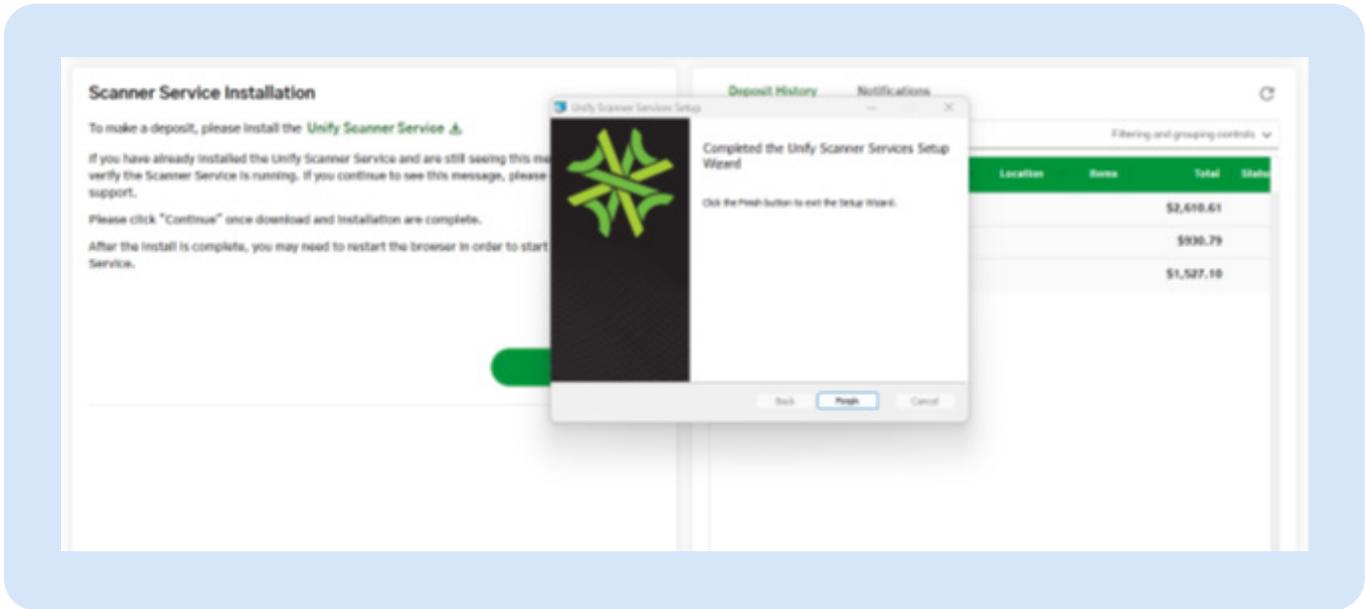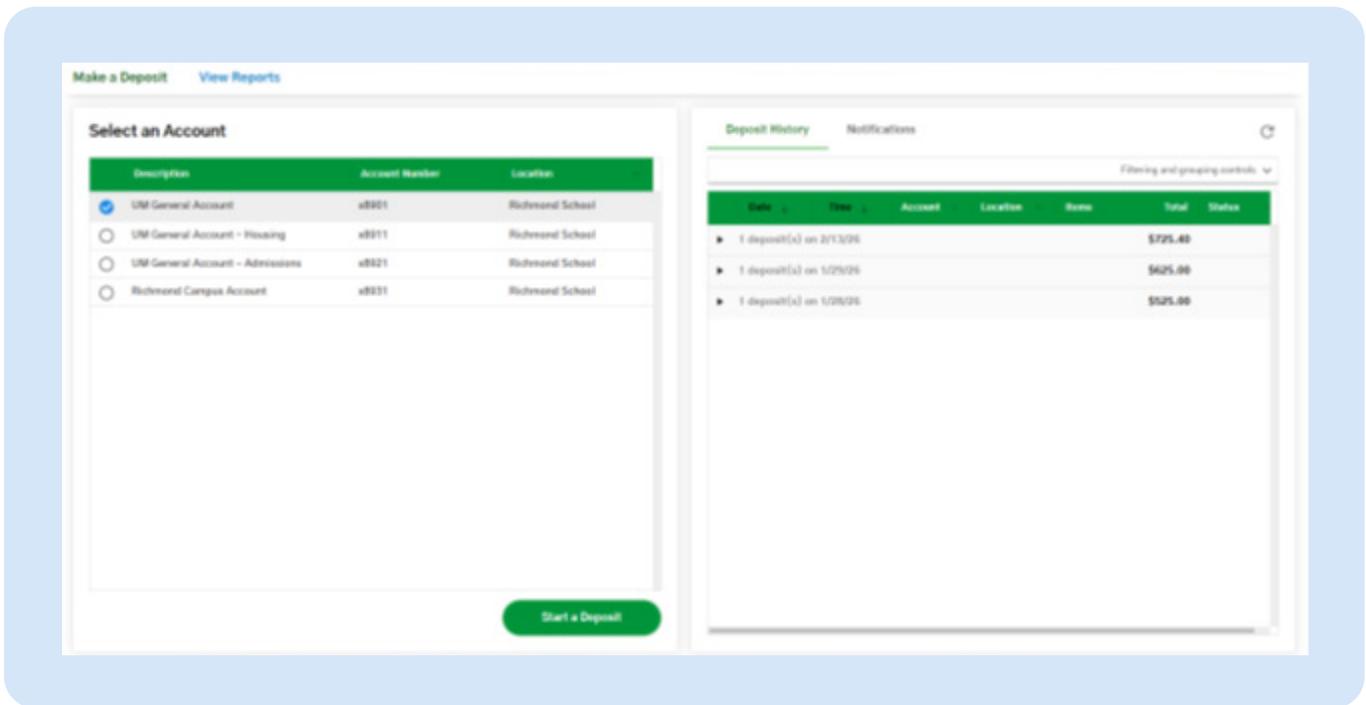
Destination Folder (Leave Default Settings)

Start Installation

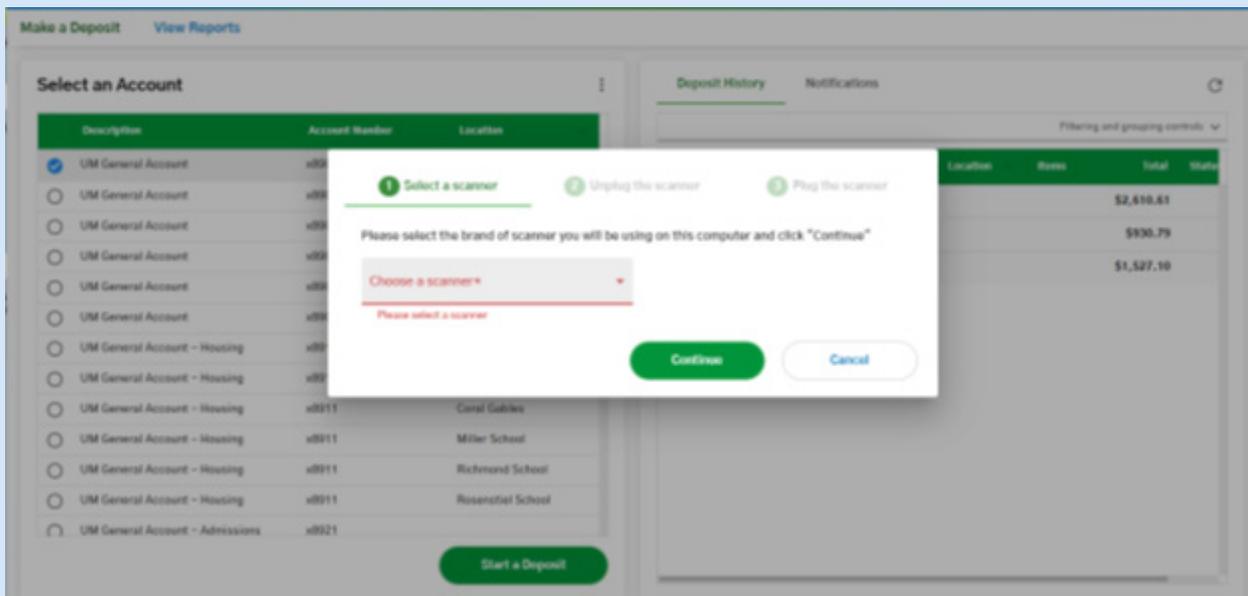## Finish Installation
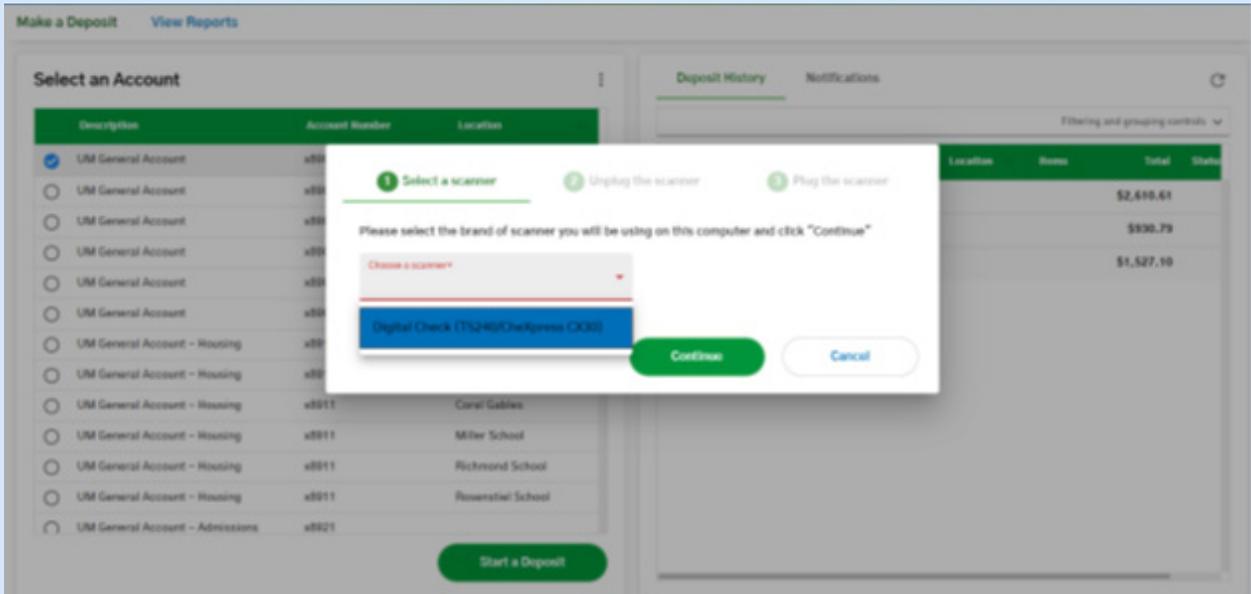

Select Deposit Account

Section 2

Installing the Scanner Driver

Once the Unify Scanner Service has been successfully installed on the workstation, the next step is installing the scanner drivers. The Scanner Service automatically downloads the driver package from the Deployment Server. During this process, any previously installed driver versions are removed and replaced with the updated files required for proper scanner communication.

After the driver install completes, the workstation may need a restart if the driver package requires it, and Windows should then recognize the scanner. From this point forward, the Scanner Service handles future driver updates automatically, ensuring that the device remains compatible without requiring additional manual installation.
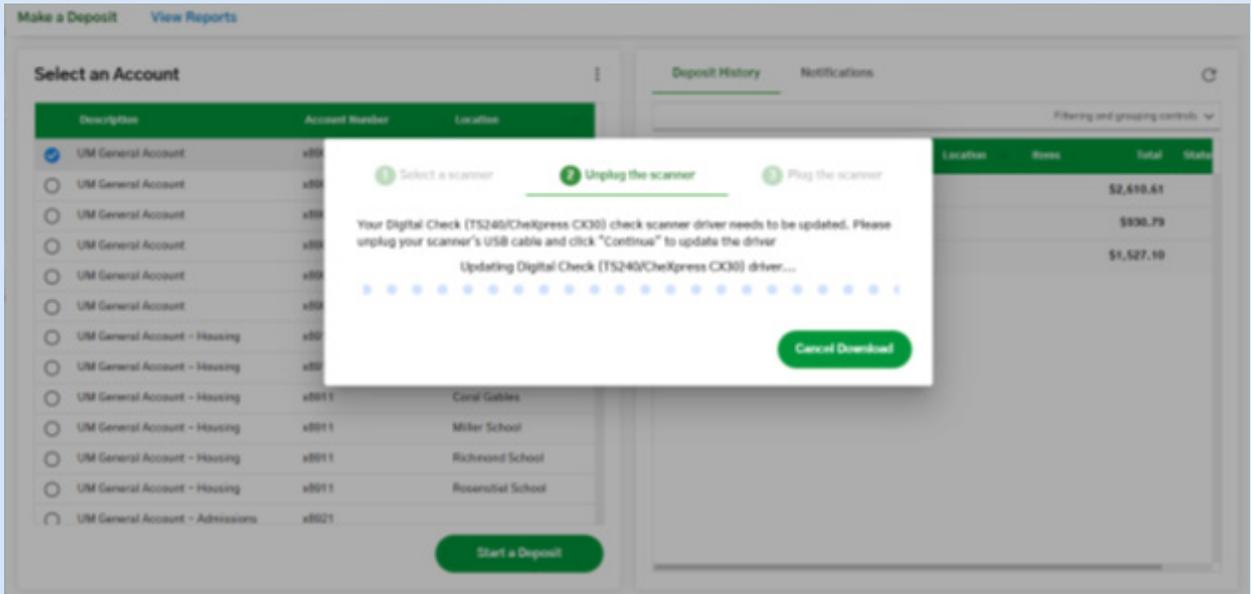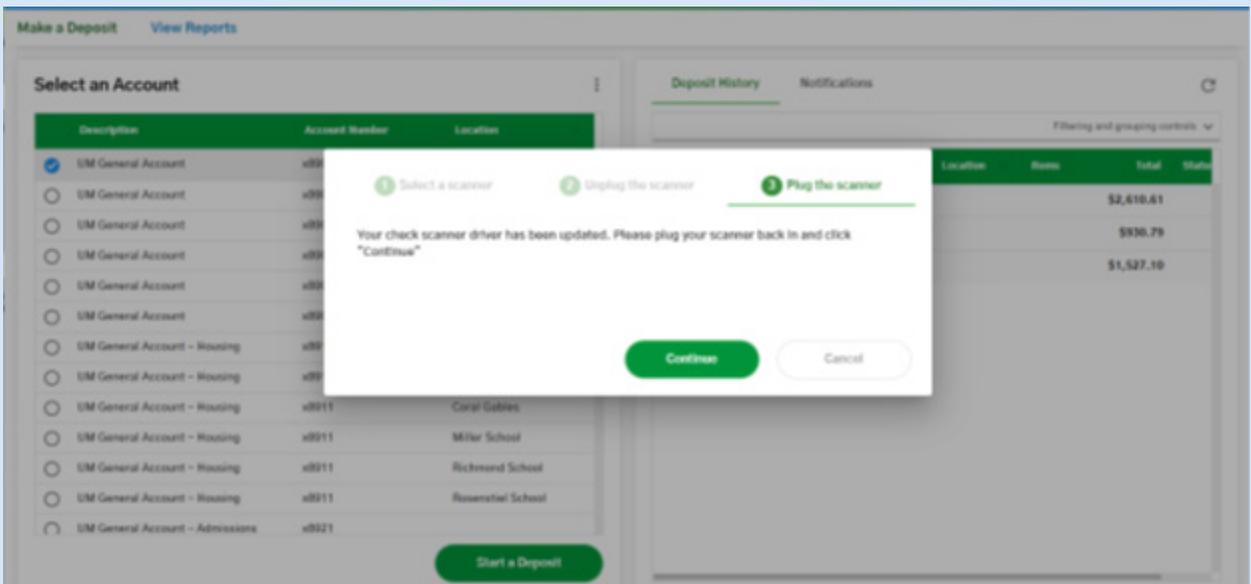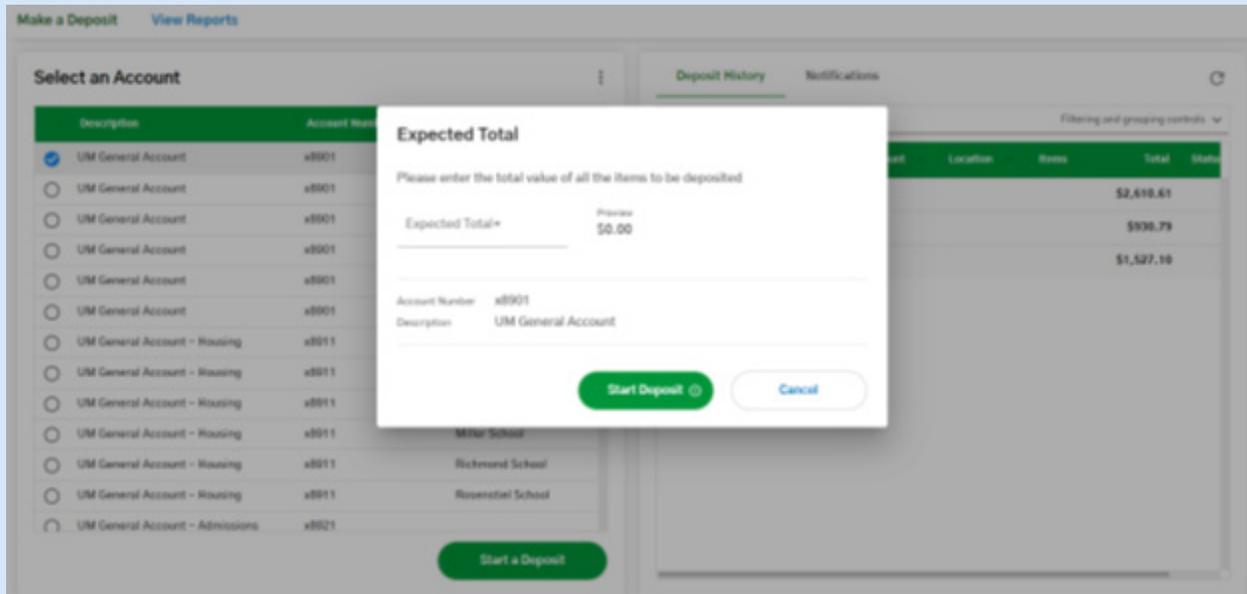
Select the USB Scanner

Confirm Driver Installation
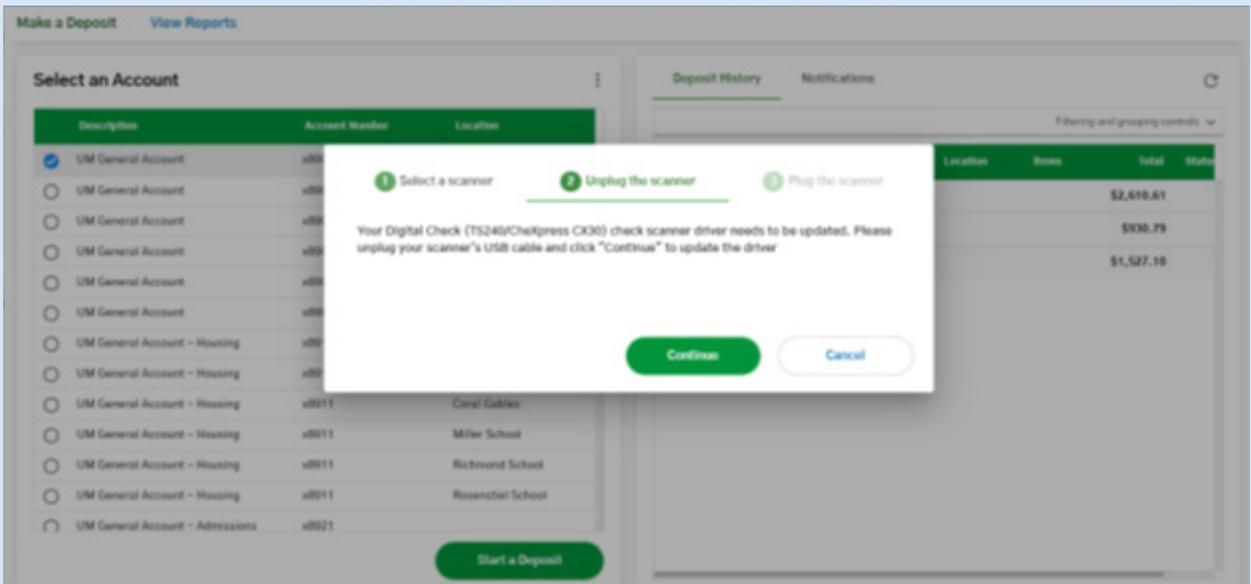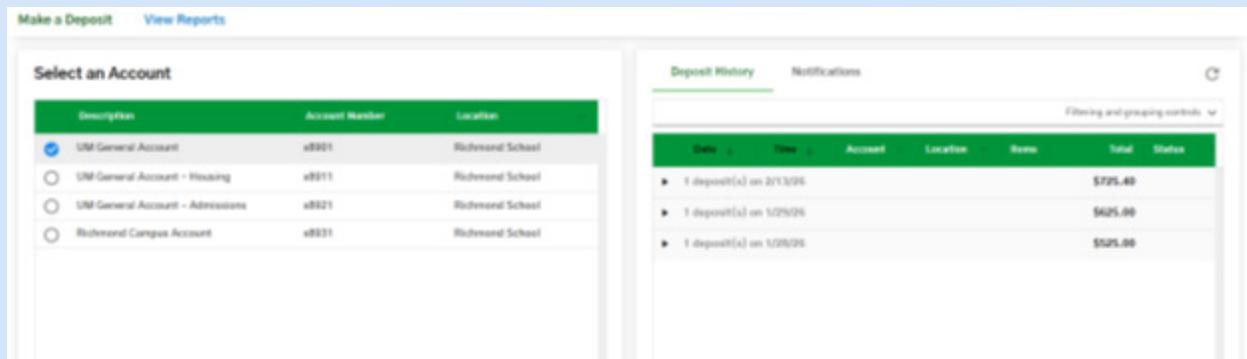
Scanner Connect Confirmation

Section 3

Ready For Deposit

Processing Deposits

Before capturing items for a new deposit, the depositor must first select the account into which the deposit will be made.

Once the account is selected, the depositor can proceed to begin the deposit workflow.

When beginning a new deposit, the depositor will be prompted to enter an Expected Total. This value represents the total amount of all items to be included in the deposit.

After capturing the items, the service may flag certain items for correction, and the depositor can edit amounts or correct fields as required.

While capturing a deposit, the user may encounter certain exceptions such as scanner issues, items needing corrections, duplicate resolution etc. and once the depositor addresses these corrections, the deposit can be submitted.

When scanning items, the system may pause the workflow and notify the user of a scanner exception, such as a double-document feed, pocket full, document jam, cover open etc. The double document feed condition occurs when two checks pass through the scanner together, making the captured image invalid. The user is prompted to separate the documents, clear the feeder, and resume scanning.

If the system detects unreadable or missing data, such as MICR fields, amounts and any custom fields, the user will be asked to correct those fields before continuing. This ensures that all items meet minimum data-quality requirements for processing.

During review of scanned items, the system may prompt the user to edit fields that need correction or delete an item entirely if it cannot be validated. These corrective actions allow the user to maintain an accurate, balanced deposit before it is committed.
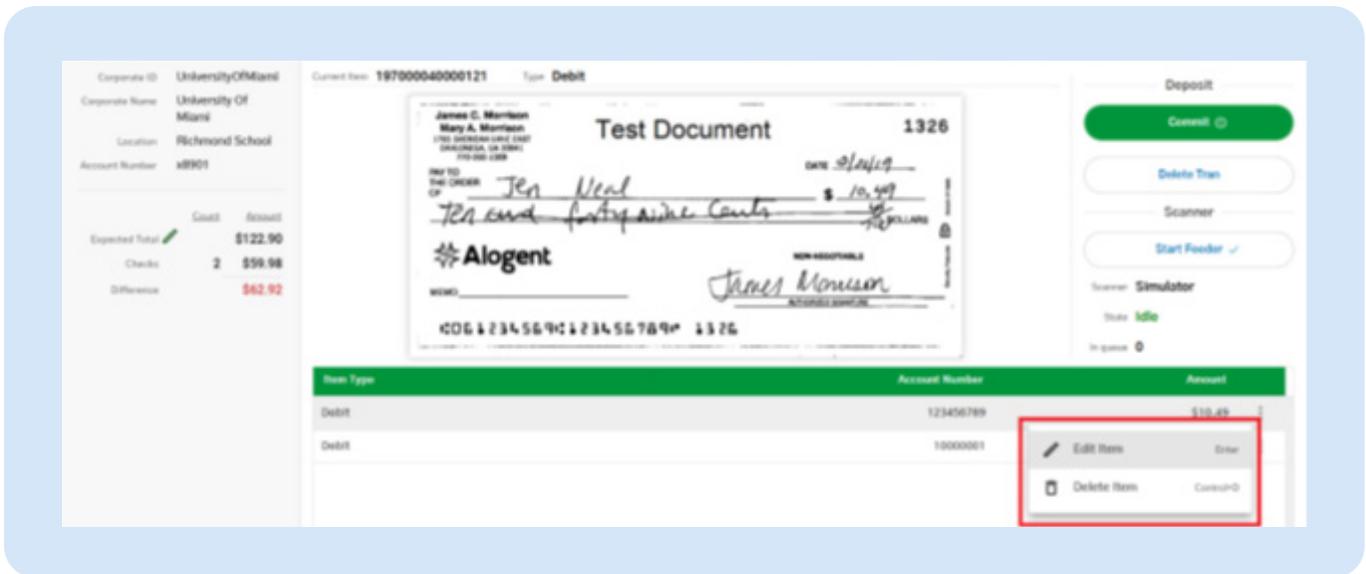

If an item fails image-quality checks due to issues like blur, poor contrast, shading or missing legal amount, the system alerts the user and requests a rescan.

If a potential duplicate is detected, the user must confirm or reject the duplicate before proceeding. These steps help ensure that only valid, processable images are included in the deposit.

Once all items have been reviewed and balanced, the depositor can commit the deposit with an optional comment that describes what the payment is for. Committing finalizes the transaction and sends it to Credit Union 1 for processing.
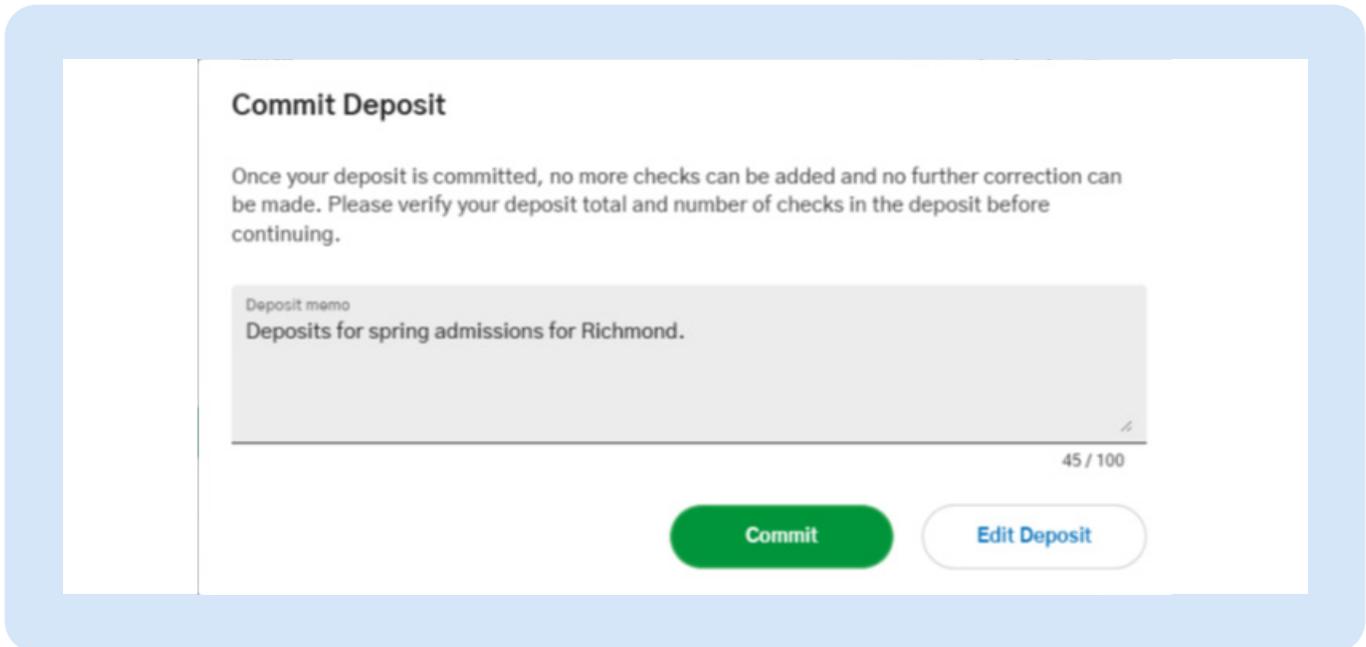
Once a deposit is submitted successfully, the deposit receipt is displayed to the end user that contains a list of items present in that deposit. Depositors can print or save the receipt as a pdf file for their reference.
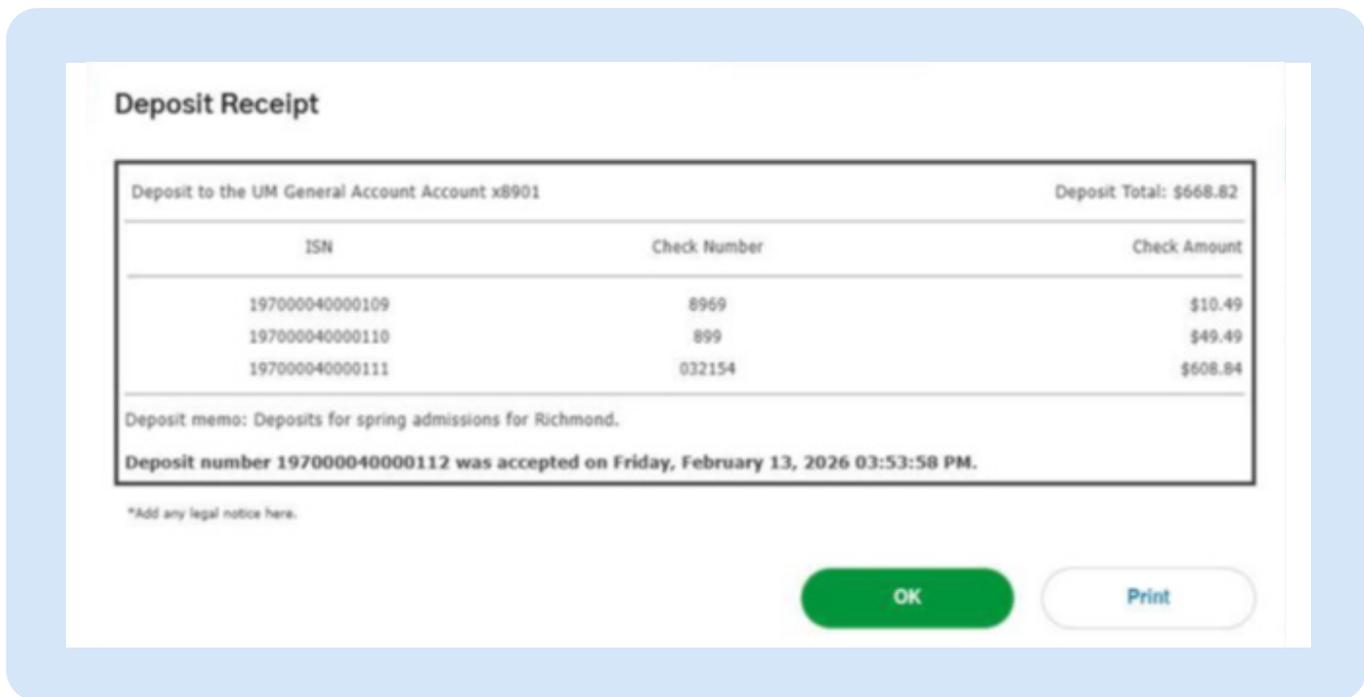
The deposit history view displays a list of all previously submitted deposits for the user, allowing them to review past activity, open completed deposits, and access deposit receipts.