



Image Look's move to SinglePoint®

Why is Image Look moving?

In a word, security. This is a key step to providing even greater protection around access to your company's information. SinglePoint becomes the central access point, and you'll benefit from the additional layer of security of multi-factor authentication as that is added to SinglePoint.

Do I still use the same Customer ID, User ID, and password?

Yes.

From SinglePoint, how do I get to Image Look?

In SinglePoint click the 'Lockbox-Image Look' link in the left-hand navigation area. Image Look will open in a new tab or window.

Will I need to re-enter my login information when I get to Image Look?

No. Your credentials are passed to Image Look, so there's no need for any additional login.

When should I begin using SinglePoint to access Image Look?

We encourage you to make the switch now. In the near future the Image Look login page will redirect you to the SinglePoint login screen.

How does logging in via SinglePoint provide greater protection?

SinglePoint is adding an additional layer of security to log in: a one-time passcode. This is a numeric code sent via email which is only valid for a short period of time and then expires. You'll be receiving more information later this year on this change to the SinglePoint login process.

When your password expires

Your password expires periodically, usually every 30 days. When this happens, the Expired Password page opens after you submit your customer ID, user ID and expiring password. Follow the prompts to set a new password.

If you forget your password

If you have forgotten your password, you may create a new password by clicking Forgot your password? You must successfully answer the password challenge questions to verify your identity.

If your password fails

You will be locked out of SinglePoint after five unsuccessful login attempts. If this happens, the password will need to be reset. You can do so by clicking Forgot your password? and answering your challenge questions correctly. Or you may contact your system administrator or Commercial Customer Service*. When your password is reset by your system administrator or customer service, you will receive an email with instructions and a link to reset your password. You will be required to answer your challenge questions as a part of the process.

I'm having issues when logging in to SinglePoint

Contact your system administrator or Commercial Customer Service*.

I'm not familiar with SinglePoint. Where can I find out more information?

SinglePoint is a web portal for all treasury management services and the main access point for business account information at U.S. Bank. Refer to the [SinglePoint product page](#) on usbank.com to find out more and view a demo. To learn more about how to use SinglePoint, check out the [SinglePoint Training Center](#).

Will I be charged extra to access Image Look from SinglePoint?

No, there are no additional charges.

What is multi-factor authentication?

Multi-factor authentication (MFA) is authentication using two or more factors to achieve authentication. Factors are (i) something you know (e.g., password); (ii) something you have (e.g., one-time password, token); and (iii) something you are (e.g., biometric).

I have self-administration authority to Image Look, but not SinglePoint. How do I add a new user to SinglePoint?

Contact your system administrator or Commercial Customer Service*.

I still have questions. Who can I contact?

Contact Lockbox Customer Service* at 800-495-4981 or by email at accustomersupport@usbank.com.

* U.S. Bank lockbox users: contact Commercial Support at 866-856-9063.