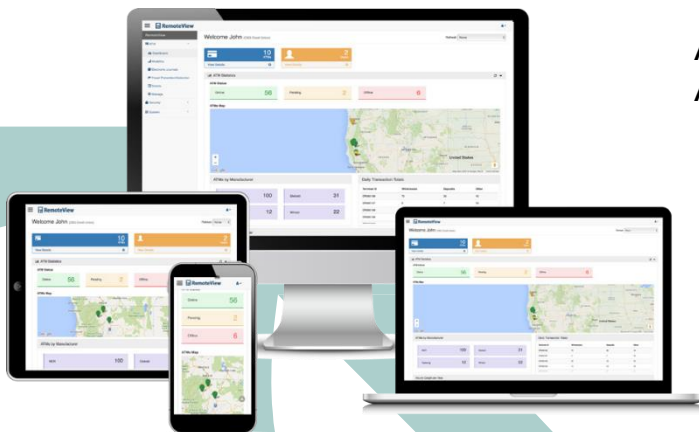# RemoteView Electronic Journal Archiving

An electronic journal entry is created every time a customer makes any type of transaction at an ATM. Those journals need to be kept offsite in case a customer has a discrepancy or dispute regarding a transaction. Financial Institutions are subject to strict rules regarding how to resolve errors and how long to retain records.

When you protect yourself with the RemoteView ATM Electronic Journal Archiving Module, every journal is securely uploaded to the RemoteView Dashboard so you can access all transactions immediately. We store all your transactions for 3 years. However, you can download from the Dashboard any Electronic Journal you need to store on your own system. In addition, if you have subscribed to RemoteView Surveillance, every transaction is tied together with its video.

RemoteView Electronic Journal Archiving

Are you in Compliance with Archiving Requirements?

» Protect yourself against Reg E Act 205.13 (Administrative Enforcement: Record Retention)
» Receive a secure electronic folder to house all Electronic Journals
» Automatically archive all Electronic Journals for three years

SOC 2 Type 2

We built the RemoteView product line with industry security standards in mind. Our SOC 2 Type 2 audit confirms that we follow a set of pre-defined benchmarks for security, availability, and confidentiality. You can be assured that your information is protected and available. A report is available upon request.

How it Works

With the RemoteView EJ Archiving Module, you have access to the Electronic Journals tab on the RemoteView dashboard. The Dashboard is a centralized web interface that enables you to view features of your system—anytime, anywhere, on any device. In addition to being able to review and archive your Electronic Journals (and video, if you also have RemoteView Surveillance), you also receive a complete set of analytic tools. With the click of a mouse, you can view:

» Numbers of transactions per day
» Transaction totals per machine and per network
» Numbers of transactions per hour
» Transaction fees (profitability)
» ATMs by manufacturer
» Daily and monthly transactions
» And much more

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Frequently Asked Questions

Q: How secure are the connections you use for access?

Security is our #1 focus. Our SOC 2 Type 2 audit confirms that we follow a set of pre-defined benchmarks for security, availability, and confidentiality. We use AES 256 bit encrypted VPN connections, which are considered among the most secure available: AES (Advanced Encryption Standard) is used by the U.S. government to protect classified information and is implemented in software and hardware throughout the world to encrypt sensitive data. In addition, we test for vulnerability every month.

Q: Are my Electronic Journals stored securely?

Yes, your Electronic Journals are stored on our systems securely: All data stored on our systems is encrypted.

Q: When I need an Electronic Journal, I send a technician. Why is this better?

By default, all Electronic Journals are stored on the ATM itself, which is what your technician accesses. However, if the ATM's hard drive fails, or if its Operating System is reloaded, those journals will be lost. Therefore, the best way to always have access to your Journals is to securely archive them away from the ATM. In that way, you can know you will have them when you need them.

Q: Other users have access to the RemoteView dashboard within our company. Can we specify who has access to the Electronic Journals?

Absolutely! Within the dashboard, you can specify who has access to what data.

Q: Does the RemoteView dashboard use multi-factor authentication?

Yes, the first step is to login with an individual user name and password. Our system then sends you a 6-digit PIN that you will need to enter before you can login.