The Closed Account Notification System (CANS) allows financial institutions to send information to Check Verifications Entities when requested by a customer who is a victim of an offense under §32.51, Penal Code.

To use CANS, a financial institution must register. To register click the “First time users, click here…” link. Returning users will enter their Username and Password and click Sign In.

If you forget your password, click the “Forgot your password?” link.

Enter your email address, new password and re-enter the new password. You will receive a confirmation email. Click the activate link and your password will be reset.
First time users will need to register. To register, from the login menu, select the “First time users, click here…” link. You will be directed to a registration page.

From the Entity drop down list, select your entity type. A list of all known entities for that type will be displayed. Select your Entity Name, and fill in the remaining information. To set passwords use the “Forgot your password” link on the login page.

**General Usage**

After you log in, the main menu will be displayed. To report a new compromised account, select the “Report Compromised Account(s)” button. If you need to rescind a report or to see previously reported accounts, select
“Rescind/View Existing Compromised Reports”. If you want to change contact information or add/delete users select the “Update Bank information” button. If you want to reset your password, click “Reset Password”.

To update contact information or add/delete users, select the “Update Bank information Button”.

Enter your changes and click Save. Only the Primary contact user can update this information. If you are not the primary user you will be able to see the information, but will not be able to make any changes.

To report a new compromised account, select “Report Compromised Account(s)” button.

Enter the information. If the account you are entering is a business account, click the drop down “Report” field located in the upper right hand corner of the screen and select “Company”. Section 1, will be automatically
filled out with the user who logged in. You may add an additional contact name and phone number if desired. In section 2, enter the information on the customer whose account was compromised. Check the box on section 3 to verify the customer complied with all the rules. In section 4, Account information, enter the account number, MICR# (some entities call this a bank routing number) and the starting check number and ending check numbers to be stopped. To stop all checks on this account, leave the starting check number and ending check number fields blank. If there are multiple accounts to report, click the “Add Account” button. This will give you an additional line to enter the account information. If you want to delete an account, click the red “X” on the line to delete. After all information is entered, click the “Submit” button.

After the “Submit” button is clicked, you will be prompted to double check several items, check to make sure all the numbers were entered correctly and click “Yes”.

You will be prompted if you would like to print a receipt. Click “Yes” and a receipt will be generated.
The receipt will be created in Adobe Acrobat. You must have Acrobat installed on your computer. Please note that the receipt will be opened in a new window. The window may be opened behind the application window.

**Rescinding a compromised report**

If a mistake was entered you have the option to Delete/Rescind the transaction. Click the “Rescind/View Existing Compromised Reports” button. You will see a list of all the transactions that your institution reported. Find the appropriate transaction and click the row to open the transaction window.
If information is entered incorrectly you will need to rescind the transaction and re-enter a new transaction. If you catch the error the same day the transaction will be deleted and the information will not be sent to the check verification companies. After that the system will send a “Delete” entry. For security reasons ID and Account numbers are truncated in our database, and must be re-entered, before the system will allow you to send. Update the information and click the “Rescind” button.

You will be prompted to print a receipt. Click “Yes” and a receipt will be generated. The receipt will be created in Adobe Acrobat. You must have Acrobat installed on your computer. Please note that the receipt will be opened in a new window. The window may open behind the application.