The background of the cover is a stylized, pixelated representation of the Texas state flag. It features a large, five-pointed gold star on a dark blue field in the upper left. The rest of the flag is divided into three diagonal sections: a gold section at the top, a white section in the middle, and a red section at the bottom. The entire image has a low-resolution, dithered appearance.

Closed Account Notification System User Manual

Updated March 2015

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.

The screenshot shows the Texas Department of Banking logo and name at the top. Below the logo is the text "Dedicated to Excellence in Texas Banking Since 1905". The main heading is "Closed Account Notification System (CANS)". Below this is a welcome message and a paragraph explaining the system's purpose. A link "First time users, click here to create your account." is provided. A red warning message states: "This electronic notification system is provided by the Texas Department of Banking solely for use by financial institutions for transmitting certain information to registered check verification entities as required by §35.595 of the Texas Business and Commerce Code. Unauthorized access may result in criminal penalties." Below this are input fields for "Username:" and "Password:", a "Sign In" button, and links for "Forgot your password?", "Online Help", and "User Manual". At the bottom, it says "For Customer Support, email us at cans@dob.texas.gov".

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.

The screenshot shows the Texas Department of Banking logo and name at the top. Below the logo is the text "Dedicated to Excellence in Texas Banking Since 1905". The main heading is "CANS (Closed Account Notification System) Password Reset". Below this is the instruction "Enter the email address you registered with and a new password to receive a reset verification email". There are three input fields: "Email Address:", "New Password", and "Re-enter New Password". Below these fields are "Submit" and "Cancel" buttons. At the bottom, there is a "Password Rules" section with the following text: "Passwords must be at least 6 characters in length, and meet 2 of the following conditions:" followed by a bulleted list: "Contain both alphabetic and numeric characters", "Contain both uppercase and lowercase characters", and "Contain at least one special character, such as: ~!@#%&^". Below the list, it says "Passwords cannot match email address." and a "Home" 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.

The screenshot shows the registration page for the Texas Department of Banking. At the top, there is a header with the department's logo and name, "TEXAS DEPARTMENT OF BANKING", and the Commissioner's name, "Commissioner Charles G. Cooper". Below the header, there is a registration form. The form includes a dropdown menu for "Entity", a dropdown for "Entity State/City/Name", and a text field for "MICR #:". Below these fields is a section for "Primary Contact" with fields for "Name", "Title", "Phone Number", and "Email Address". A red text prompt says "Use the 'Forgot your password?' link on the login page to set/change your password." Below this is an "Email" section with two columns of text input fields labeled 2 through 10. At the bottom of the form are "Cancel" and "Register" buttons, and an "Online Help" link.

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

The screenshot shows the main menu of the Texas Department of Banking. At the top, there is a header with the department's logo and name, "TEXAS DEPARTMENT OF BANKING", and the Commissioner's name, "Commissioner Charles G. Cooper". Below the header, there is a main menu with several sections. The first section is "FDIC Certificate #:" followed by a redacted field. Below this are "Bank:", "Address:", and "Principle Executive Officer:" sections, each with redacted fields. The second section is "Closed Account Notification System Information" with fields for "MICR #:", "Electronic Check Notification Contac:", "Title:", and "Phone Number:". Below these fields are five buttons: "Report Compromised Account(s)", "Rescind/View Existing Compromised Reports", "Update Bank Information", "Reset Password", and "Exit/Log off". At the bottom left of the menu is an "Online Help" link.

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”.

TEXAS DEPARTMENT OF BANKING
 Commissioner Charles G. Cooper
Dedicated to Excellence in Texas Banking Since 1905

Entity: [Redacted]
 Entity State/City/Name: [Redacted]
 MICR #: [Redacted]

Primary Contact
 Name: [Redacted]
 Title: [Redacted]
 Phone Number: [Redacted]
 Email Address: [Redacted]

Use the "Forgot your password?" link on the login page to set/change your password.

Email
 2: [Redacted] 7: [Redacted]
 3: [Redacted] 8: [Redacted]
 4: [Redacted] 9: [Redacted]
 5: [Redacted] 10: [Redacted]
 6: [Redacted]

Return to Main Screen [Online Help](#) Save

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.

Texas Department of Banking
 Closed Account Notification System

Report: **Individual**

1 TRANSACTION INFORMATION
 Entry Date: 3/5/2015 MICR # 11111111 Transaction Number 15000001
 Bank Primary Contact: [Redacted] Phon: [Redacted]
 Local Contact Name: [Redacted] Phon: [Redacted]

2 CONTACT INFORMATION
 Name Last: [Redacted] First: [Redacted] Middl: [Redacted]
 Mailing Address: [Redacted]
 Mailing Address 2: [Redacted]
 Mailing Cit: [Redacted] State: [Redacted] Zip Code: [Redacted]
 Enter only digits in the phone number fields. Do not include dashes or space
 Phone: [Redacted] Alt. Phone: [Redacted]
 Date of Birth: 00/00/0000
 ID Type: [Redacted] Othe: [Redacted] ID Number: [Redacted] State: [Redacted]

3 VERIFICATION:
 By submitting this information to the notification system, the financial institution represents and warrants that it has complied with the requirements of Texas Business and Commerce Code §35.59

4 ACCOUNT INFORMATION
 Enter account number just as it appears on the check, with leading zeros if present.
 (Leave starting and ending check numbers blank to stop all items)

Account Number	MICR #	Starting Check No.	Ending Check No.
[Redacted]	11111111	[Redacted]	[Redacted]

Back [Online Help](#) Add Account Submit

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.

**Texas Department of Banking
Fraud Notification System**

1 TRANSACTION INFORMATION
 Entry Date: 2/26/2008 MICR # 22222222 Transaction Number: 80000060
 Bank Primary Contact: Joe Phone: 512-222-2222
 Local Contact Name: Joe Phone: 512-222-2222

2 CUSTOMER INFORMATION
 Name Last: Mouse First: Mickey Middle:
 Mailing Address: 101 West First Street
 Mailing Address 2:
 Mailing City: Austin Zip Code: 78777
 Enter only digits in the phone number fields. Do not include dashes or parentheses.
 Home Phone: (512)222-2222
 Date of Birth: 03/12/1980
 ID Type: Other: 99999 State:

3 VERIFICATION:
 By submitting this information to the notification system, the financial institution represents and warrants that it has complied with the requirements of Texas Business and Commerce Code §35.595.

4 ACCOUNT INFORMATION
 (Leave starting and ending check numbers blank to stop all items)

Account Number	MICR #	Starting Check No.	Ending Check No.
555555555	222222222		
2323232323	222222222		

Check
 Please double check the following information:
 Name: Mouse, Mickey
 DOB: 3/12/1980
 ID #: 099999999
 Account #1: 555555555 MICR #222222222
 Account #2: 232323232 MICR #222222222
 Is the information above correct?

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”.

**Texas Department of Banking
Fraud Notification System**

1 TRANSACTION INFORMATION
 Entry Date: 2/26/2008 MICR # 22222222 Transaction Number: 80000060
 Bank Primary Contact: Joe Phone: 512-222-2222
 Local Contact Name: Joe Phone: 512-222-2222

2 CUSTOMER INFORMATION
 Name Last: Mouse First: Mickey Middle:
 Mailing Address: 101 West First Street
 Mailing Address 2:
 Mailing City: Austin Zip Code: 78777
 Enter only digits in the phone number fields. Do not include dashes or parentheses.
 Home Phone: (512)222-2222
 Date of Birth: 03/12/1980
 ID Type: Other: ID Number: 099999999 State:

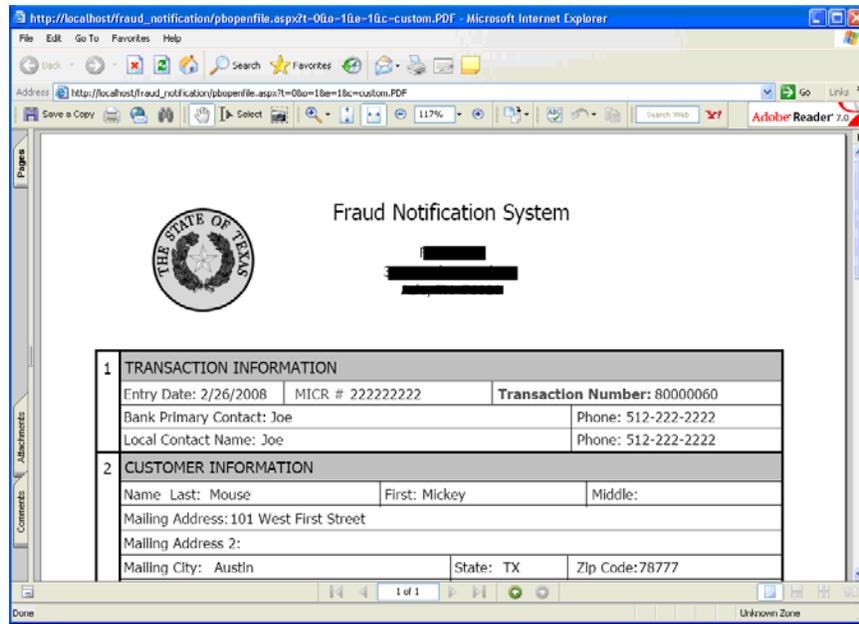
3 VERIFICATION:
 By submitting this information to the notification system, the financial institution represents and warrants that it has complied with the requirements of Texas Business and Commerce Code §35.595.

4 ACCOUNT INFORMATION
 (Leave starting and ending check numbers blank to stop all items)

Account Number	MICR #	Starting Check No.	Ending Check No.
555555555	222222222		
2323232323	222222222		

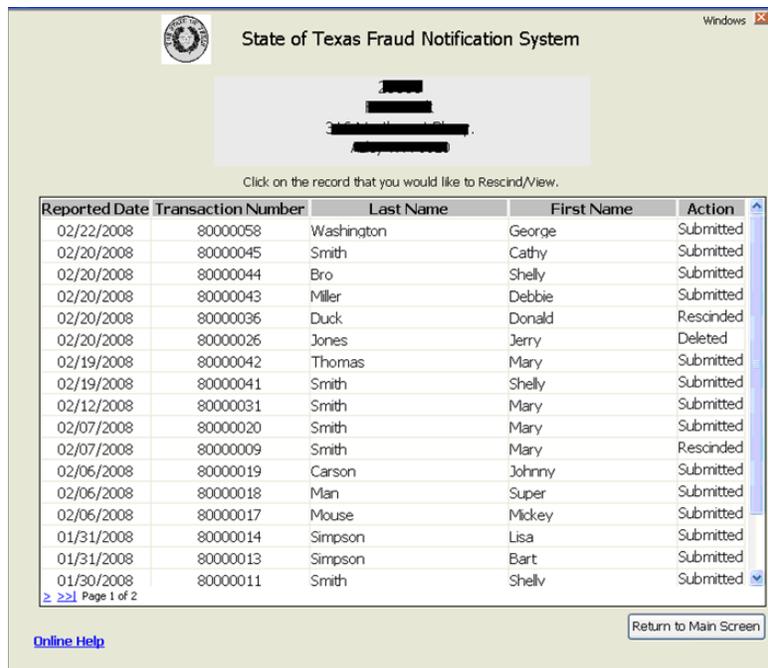
Print
 Print Receipt?

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.

THE STATE OF TEXAS
Texas Department of Banking
Fraud Notification System

1 TRANSACTION INFORMATION
 Entry Date: 2/20/2008 MICR # 222222222 Transaction Number: 80000044
 Bank Primary Contact: Joe Phone: 512-222-2222
 Local Contact Name: Ima Banker Phone: 512-333-2233

2 CUSTOMER INFORMATION
 Name Last: Bro First: Shelly Middle:
 Mailing Address: 234 West 82nd
 Mailing Address 2:
 Mailing City: Austin Zip Code: 78733
 Home Phone: (512)232-2222
 Date of Birth: 09/22/1980
 ID Type: Driver License Other: ID Number: 9999**** State: TX

3 VERIFICATION:
 By submitting this information to the notification system, the financial institution represents and warrants that it has complied with the requirements of Texas Business and Commerce Code §35.595.

4 ACCOUNT INFORMATION
 (Leave starting and ending check numbers blank to stop all items)

Account Number	MICR #	Starting Check No.	Ending Check No.
2342****	232323232		

Rescind dialog box:
 For security reasons the ID Number and Account Numbers have been truncated. To rescind the transaction you must re-enter this information.
 OK

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.

THE STATE OF TEXAS
Texas Department of Banking
Fraud Notification System

1 TRANSACTION INFORMATION
 Entry Date: 2/20/2008 MICR # 222222222 Transaction Number: 80000044
 Bank Primary Contact: Joe Phone: 512-222-2222
 Local Contact Name: Ima Banker Phone: 512-333-2233

2 CUSTOMER INFORMATION
 Name Last: Bro First: Shelly Middle:
 Mailing Address: 234 West 82nd
 Mailing Address 2:
 Mailing City: Austin Zip Code: 78733
 Home Phone: (512)232-2222
 Date of Birth: 09/22/1980
 ID Type: Driver License Other: ID Number: 99999999 State: TX

3 VERIFICATION:
 By submitting this information to the notification system, the financial institution represents and warrants that it has complied with the requirements of Texas Business and Commerce Code §35.595.

4 ACCOUNT INFORMATION
 (Leave starting and ending check numbers blank to stop all items)

Account Number	MICR #	Starting Check No.	Ending Check No.
23422222222	232323232		

Rescind dialog box:
 Are you sure?
 Yes No

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.