SwitchAssist

Reference Guide

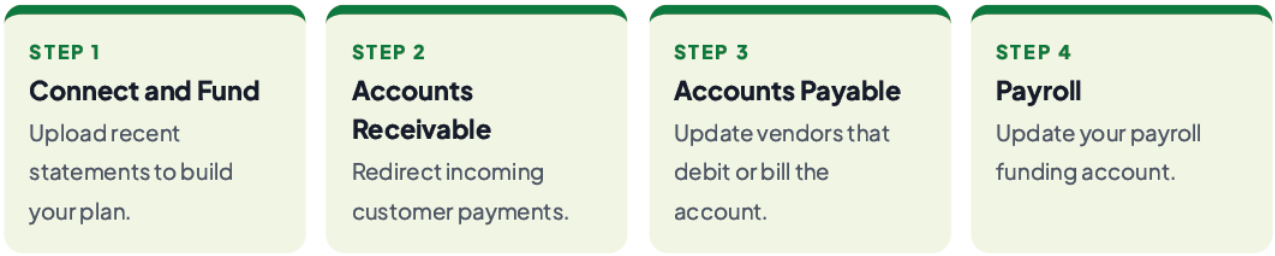


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Getting started

When your business moves to Associated Bank, your existing payment relationships will need to be updated with your new account number(s). This may include customer payments, vendors, subscriptions and payroll. SwitchAssist helps you identify these relationships and guides you through updating and tracking each one.



Before you begin

You will need the following items before you begin:

- Recent statements in PDF format for each operating account being updated. Statements should be clear, properly aligned and free of highlighting or handwritten text. Six months of statements are recommended.
- Sign-in details for any customer or vendor portals your team manages
- Administrative access to your payroll provider.
- The appropriate team members from Accounts Receivable, Accounts Payable and payroll who will be invited to SwitchAssist.

Signing in

Your first sign-in

Your administrator receives a personal invitation from Associated Bank with a unique activation link and sign-in credentials. You will use this to activate the account; after that, you will sign in with your email address, password and verification code.

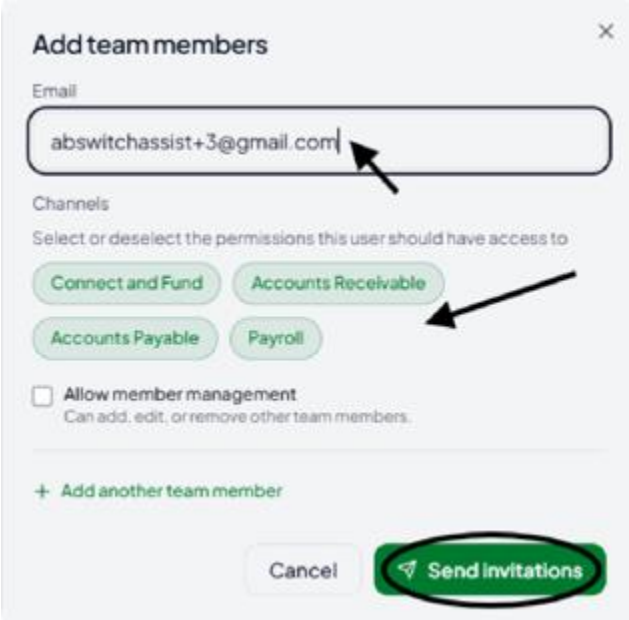
1. **Open your invitation email.** Look for an email from Associated Bank with your unique link and click it. You must use this link the first time you sign in.
2. **Create your password.** Your name and email may already be filled in; if not, enter them. Create a password that meets the requirements shown and click **Continue**.
3. **Accept the terms.** Review the Terms of Service and Privacy Policy, check the box and click **Accept and continue**. Your dashboard opens and is ready to begin.

Signing in after that

1. **Go to the sign-in page.** Visit switchassist.associatedbank.com and click **Continue to Sign in.**
2. **Enter your email address and password**, then click **Continue.**
3. **Enter your verification code.** A 6-digit code will be emailed to you. Enter the code and click **Continue** to reach your dashboard.

Inviting your team

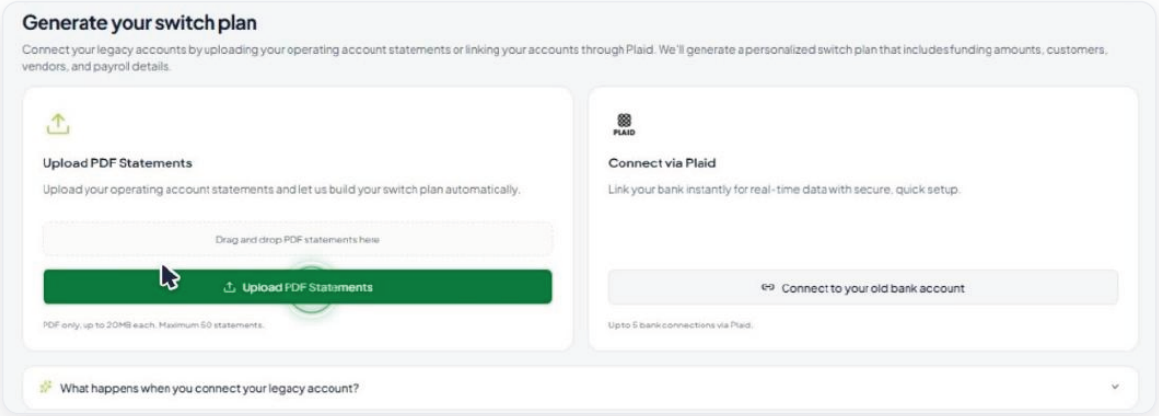
Invite members of your finance and accounting teams and give each person access to only the channels they own. For example, give your payroll administrator access to only Payroll and your AR team Accounts Receivable.



1. **Open Team Management.** Click **Team Management** on the left menu to see active members and pending invitations.
2. **Add a team member.** Click **Add team members** and enter the team member's email address.
3. **Set their access.** All four channels are on by default. Click a channel to turn it off. Check **Allow member management** only for users who should manage access for others.
4. **Send invitations** (optional and available at any time). Use **Add another team member** to invite several people, then click **Send invitations**
    a. Each person will receive an invitation email with a unique link and follow the first sign-in steps.

Uploading your statements

Your plan is built from a few recent statements from each operating account you're updating. The recurring payments in those statements identify the customers, vendors and payroll providers that need your new account details.



Connect and Fund. Upload PDF statements (recommended) or connect through Plaid.

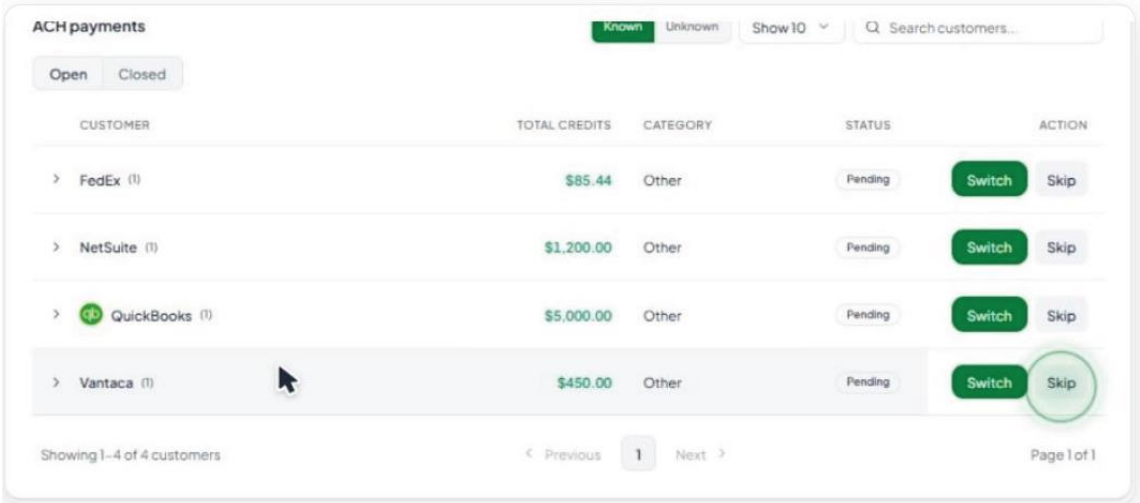
Note: *Account statements must be in PDF format. Each file can be up to 20 MB, with a maximum of 50 statements.*

1. **Upload your statements.** Click **Connect and Fund** in the left menu, then **Upload PDF Statements**. Each statement displays **Processing** status while it's analyzed, then **Complete**.
2. **Name each account (optional).** Give it a name your team will recognize and click **Save**. We recommend including the last four digits of the previous account number at the beginning of the account name. Use **Upload More Statements** to add more.
3. **Continue and skip funding.** Click **Continue to Next Step**. No action is needed on the recommended funding amount, so click **Skip for now** (once per account), then **Continue to Accounts Receivable**.

   Note: *Upload your statements for every account before you start making updates. Each account gets its own plan, which you can select from the* ***Viewing*** *dropdown on each page.*

Customers, vendors and payroll

Customers that pay you are under Accounts Receivable, and vendors you pay are under Accounts Payable. Both work the same way. Payments are grouped by type (for example, ACH or card), and each customer or vendor appears once, no matter how many payments were found.



Payment type view. Switch the customers or vendors that need your new details, and skip the rest.

1. **Open your plan.** Click **Accounts Receivable** or **Accounts Payable**. If you have more than one account, choose it from the **Viewing** dropdown.
2. **Choose a payment type.** Click a payment type to see the customers or vendors in that category.
3. **Skip what doesn't need updating.** Click **Skip** for one-time or inactive payees. This keeps your list focused on recurring relationships.
4. **Click Switch.** For each customer or vendor that needs your new details, click **Switch**. Your options are explained in the next section.

Your update options

When you click Switch, you'll see the options available for that customer or vendor.

Option	How it works	Customers	Vendors
AutoSwitch	Within the SwitchAssist platform, sign in to the customer's or vendor's portal and complete the update.	✓	✓
Manual steps	Follow step-by-step instructions for updating the account in the customer's or vendor's online portal.	✓	✓
Change request form	Generate an Associated Bank form with your updated payment instructions to send to the customer.	✓	
Contact lookup	Search for the vendor's contact information so you can request the change directly.		✓

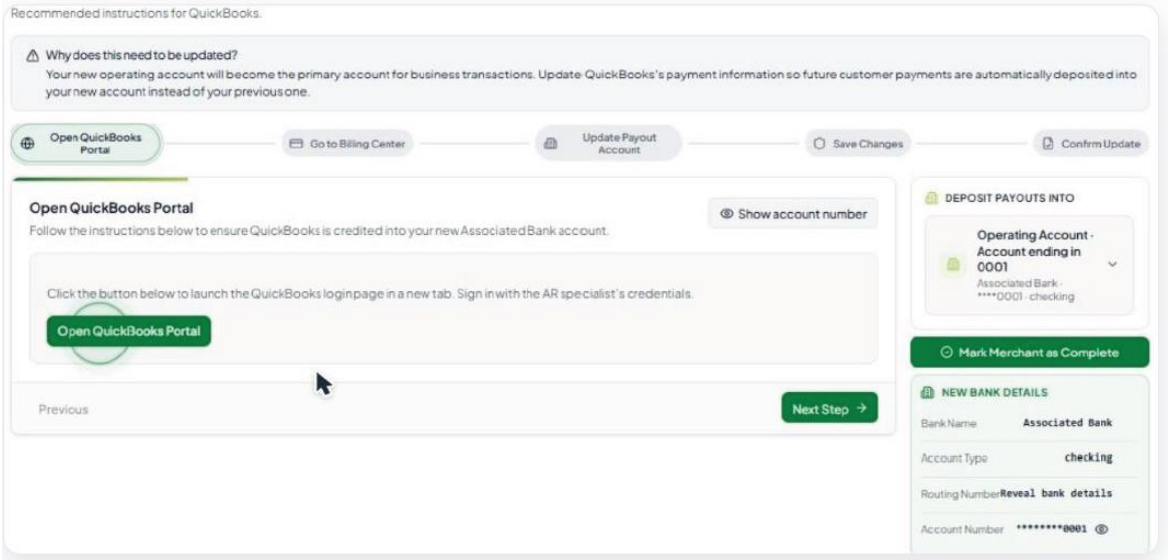
Note: *Not every option is available for every customer or vendor. Available options depend on each customer or vendor. Some offer both AutoSwitch and Manual steps, some offer only Manual steps and others offer only the change request form (customers) or contact lookup (vendors).*

AutoSwitch (Customers and Vendors)

1. **Select AutoSwitch.** Click the update button for that customer or vendor (for example, **Update QuickBooks®**).
2. **Sign in and follow the prompts.** Use your team's sign-in credentials for that customer's or vendor's site, not your SwitchAssist sign-in, then follow the prompts to complete the update.

Manual steps

When a customer or vendor has an online portal, step-by-step instructions are provided. Use these if AutoSwitch isn't available or if you'd rather make the change yourself.

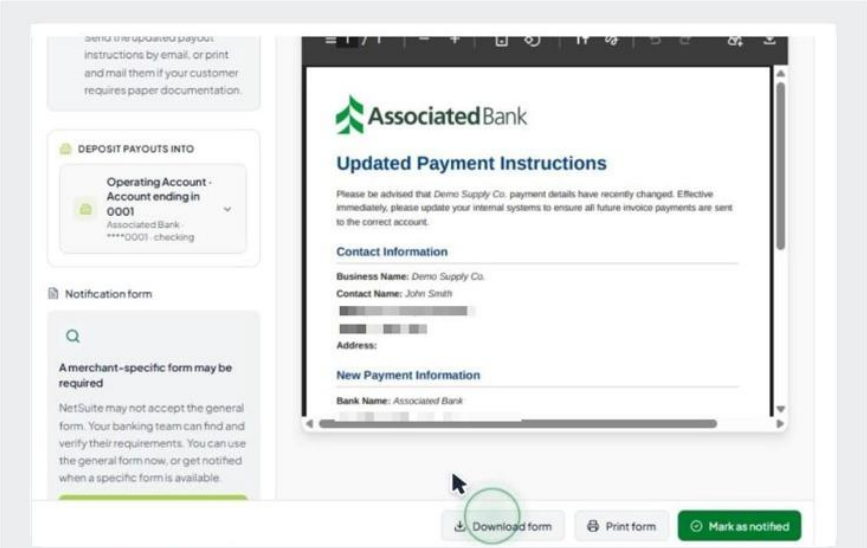


Manual steps. Instructions on the left; your new Associated Bank account details on the right.

1. **Open the customer's or vendor's portal.** Click the button to open the customer's or vendor's portal in a new tab.
2. **Follow each instruction.** Complete each instruction in the portal then click **Next Step**. Your new account details are shown on the right. Use **Reveal bank details** or **Show account number** when you need the full routing and account numbers.
3. **Mark it complete.** When every step is complete, click **Mark as Complete** to record the update in your plan.

Change request form (for customers – Accounts Receivable only)

When AutoSwitch and portal instructions aren't available, an Associated Bank change request form is provided. It is pre-filled with your business details and updated payment instructions and ready to send to the customer.



Customer notification form Download or print the form, then mark the customer as notified.

1. **Download or print the form.** Click **Download form** to save or email the form. If the customer requires paper documentation, click **Print form**.
2. **Mark as notified.** After sending the form, click **Mark as notified** to record the request in your plan.

***Note**: Some customers will only accept their own form. You can request it from this screen and be notified when it's available.*

Contact lookup and tracking tools (Accounts Payable only)

When AutoSwitch and portal instructions aren't available for a vendor, you can look up the vendor's contact information instead.

1. **Search for the vendor.** Click continue after typing the vendor's name to find the correct business and how to reach them.
2. **Request the change.** Contact the vendor to request the update, then mark it as contacted in your plan.

***Note:** Payment-change requests are a common target of fraud. Send your new details through a contact you've verified and expect vendors to confirm the change before updating their records.*

Tracking your progress

Open and Closed

The Open list displays items that still need to be switched or skipped. The Closed list displays completed items.

Known and Unknown

The Known lists displays identified payments. Unknown list displays payments that could not be identified, such as those with truncated names. Search for the business and assign the correct name so it can be added to your plan.

Grouped payments

The number next to each name is how many transactions were grouped. Click the arrow to review them. Each customer or vendor only needs one update.

Dashboard

Track progress for each account across all four steps. Use the Viewing dropdown to switch accounts.

Updating your payroll

Step-by-step instructions are available for the most popular payroll providers.

1. **Go to Payroll.** Click **Payroll** in the left menu. If your provider was identified from your statements, its instructions open automatically. Skip to step 3 below.
2. **Find your provider.** Otherwise, search for your payroll provider, select it and click **Continue Setup.**
3. **Follow the instructions.** Click the button to open the provider's portal in a new tab. Complete each instruction there, then click **Next Step** until you reach the final step.
4. **Mark it as complete.** Once you've completed all steps in your provider's portal, click **Mark Payroll Migration Complete.**
5. **Return to your dashboard.** A confirmation shows you've completed the steps for your payroll provider. Click **Back to Dashboard** to see what remains in your switch plan.

Note: *Many providers verify a new funding account before using it, which can take time. Make the change well ahead of your next payroll cutoff and confirm that your first payroll after the change is funded from your new Associated Bank account.*

Password and user access

Resetting your password

1. Go to the sign-in page. Visit switchassist.associatedbank.com, click **Continue to Sign In** and then click **Reset password** below the password field.
2. Enter the email address you use for SwitchAssist. If it belongs to a SwitchAssist user, you'll receive an email with a link to reset your password.
3. Create a new password and sign in. Follow the link and create a new password that meets the requirements shown. Then sign in with your new password.

If you don't get the email, check your spam or junk folder and confirm you entered the email registered to your account. If you still need help, contact your Associated Bank Team.

Managing user access

Users with member management rights can update or remove access at any time. Changes take effect right away.

Change someone's access	**Remove a team member**
In Team Management, click the pencil icon next to the team member, turn steps on or off and click **Save Changes**.	Click the **X** next to their name to remove their access. Review your team list whenever a team member changes roles or leaves the organization.

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