Associated Connect®

Reference Guide: Alerts and Messaging

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Portal Access

The Associated Connect portal allows users to access all Associated Connect services through an easy-to-use single sign-in. To access the portal, sign in to Associated Connect directly from Associated Bank's website at **AssociatedBank.com/Business** or **AssociatedBank.com/Commercial**. The portal has been divided into three sections:

Category	Icon	Definition
Banking		Account Details and Services (Includes Account Balances, Account Transfers, ACH Origination, Check Inquiry, Image Search Transaction Activity, Positive Pay, Stop Payments and Wire Transfers.)
		Account Summary Page (Includes Ledger Balance, Available Balance, Collected Available Balance, Float Next Business Day, Float 2+ Days and Transactions and Details for each account)
		ACH Filter
		Bill Pay
Cash Management		Lockbox
		Remote Deposit
		Checkview
		FX Manager
		Cash Ordering
		Trade Services
Transmission and Reporting		Export
		Document Center
		File Transfer

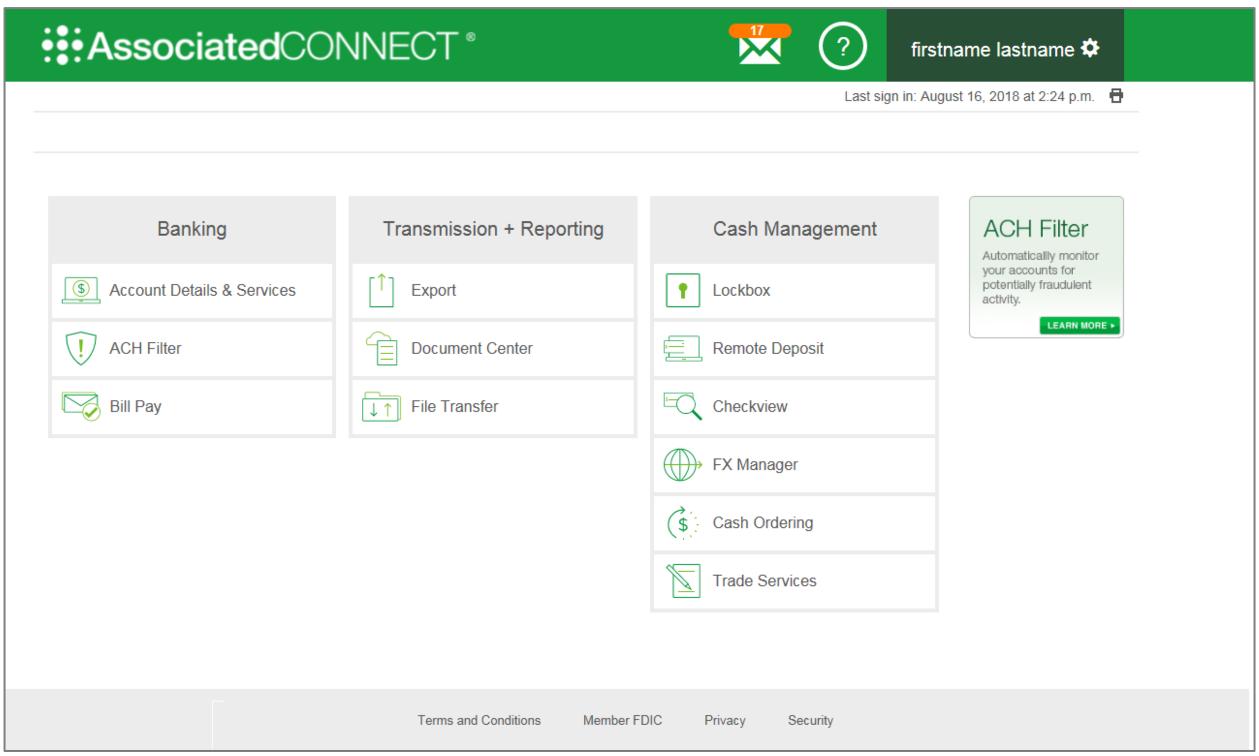
To access Associated Connect, you will be required to verify your identity through one of two methods:

1. For clients who have access to high-risk services such as Bill Pay, ACH and Wire Transfers, you will sign in with your username and password, and then will be required to verify your identity through multi-factor authentication. Associated Connect users will be required to enter a unique access code generated by either a mobile or physical token to gain access to the portal. Additional information about how to set up, use and obtain a token from Associated Bank can be found in the Multi-Factor Authentication and Password Management Guide or by contacting Customer Care at 800-728-3501.

2. For clients who only have low-risk services, you will sign in with your username and password. Periodically, you will be asked a series of challenge questions to confirm your identity.

Associated Connect Portal

The Associated Connect Portal is the first screen you will see after signing in. This provides access to all your online banking services.



Available Alerts

There are 32 different types of alerts you can setup and/or and manage within the Associated Connect Portal and Account Details & Services. A description of each is below:

Portal Alert Type	Description
ACH – Notice of Change	An alert is sent when an ACH NOC report is available in Document Center when specific information related to an ACH transaction is incorrect.
ACH – Return Items	An alert is sent when an ACH return items report is available in Document Center due to an ACH item being returned.
Account Analysis Family Statement	An alert is sent when a new analysis family statement is available in Document Center
Account Analysis Statement	An alert is sent when a new analysis statement is available in Document Center
Business Billing Statement	An alert is sent when a new billing statement is available in Document Center
Corrected Check Number Report	An alert is sent when a new corrected check number report is available in Document Center
Correspondent Bank Statement	An alert is sent when a new correspondent bank statement is available in Document Center
Deposit Detail Report	An alert is sent when a new deposit detail report is available in Document Center
Deposit Summary Report	An alert is sent when a new deposit summary report is available in Document Center
Message Center Alerts	An alert that is sent when a secure message is available to the user in the Associated Connect Portal. This alert is automatically enabled but can be disabled.
Miscellaneous Items Report	An alert is sent when a new miscellaneous items report is available in Document Center
Outstanding Check Report	An alert is sent when a new outstanding check report is available in Document Center
Outstanding Exception Item Report	An alert is sent when a new outstanding exception item report is available in Document Center
Paid Checks Report	An alert is sent when a new paid checks report is available in Document Center
Settlement Report	An alert is sent when a new settlement report is available in Document Center
User Entitlement Change	An alert that is sent to an Administrator when a user's entitlements are changed within the Associated Connect Portal. This alert cannot be disabled.

Account Details & Services Alert Type	Description
Account Balance Over	An alert is sent when the balance of an account is over a pre-determined threshold you establish. The user can choose to setup the alert based on either the ledger balance or the available balance.
Account Balance Under	An alert is sent when the balance an account is under a pre-determined threshold you establish. The user can choose to setup the alert based on either the ledger balance or the available balance.
Check Number Cleared	An alert is sent when a previously identified check number has cleared.
Check Positive Pay Decision Status	An alert is sent when the Positive Pay decision status changes for the accounts selected (Pending Approval, Scheduled, Confirmed, Defaulted, Open).
Fraud Control Account Status	An alert is sent when the Positive Pay status changes for the accounts selected (Open, In Process, Complete).
Payment Status	An alert is sent when a payment changes to a selected status (Awaiting Transmission, Completed, Confirmed, Deleted, Failed, Hold For Reprint, Overdue, Partially Approved, Pending Approval, Ready to Print, Received by Bank, Rejected, Reprint, Save Incomplete, Scheduled, Security Violation, Sent).
Periodic Balance	An alert is sent making you aware of the balance of an account on a specific pre-determined schedule.
Personal Reminder	An alert is sent reminding you of an event in your calendar at a specific pre-determined date and time.
Positive Pay Check Suspects	An alert is sent when suspect items are detected for the accounts selected.
Recipient Change	An alert that is sent to an Administrator when a recipient is changed within Associated Connect Account Details & Services. This alert cannot be disabled.
Recipient Status	An alert is sent when the status of a payment recipient changes (Approved, Deleted, Pending Approval, Rejected).
Template Change	An alert that is sent to an Administrator when a template is changed within Associated Connect Account Details & Services. This alert cannot be disabled.
Template Status	An alert is sent when the status of a template changes (Approved, Deleted, Pending Approval, Rejected).
Transaction	An alert is sent when a specific transaction type occurs against a selected account.
User Entitlement Change	An alert that is sent to an Administrator when a user’s entitlements are changed within Associated Connect Account Details & Services. This alert cannot be disabled.

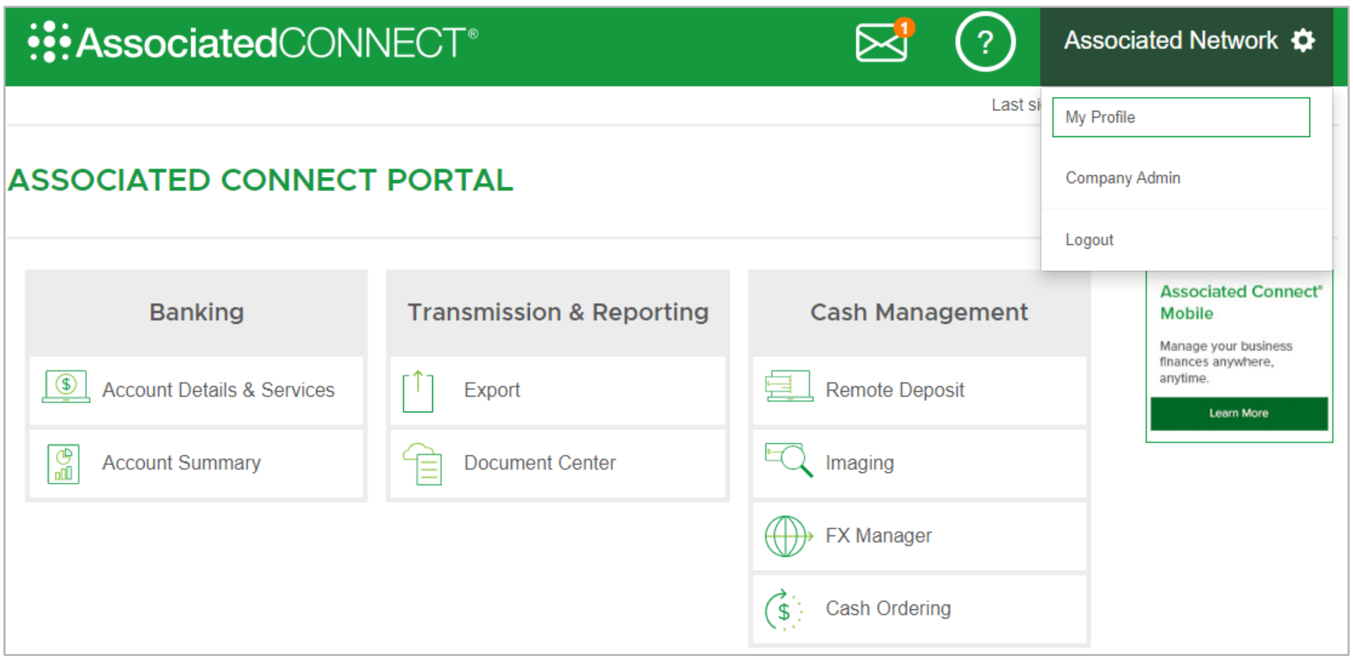
Alerts

Alerts are messages sent to you by the system to inform or remind you about statement availability, important transactions, or account events. Alerts are for informational purposes only and not intended to supplement the procedure for processing transactions or to prevent fraud.

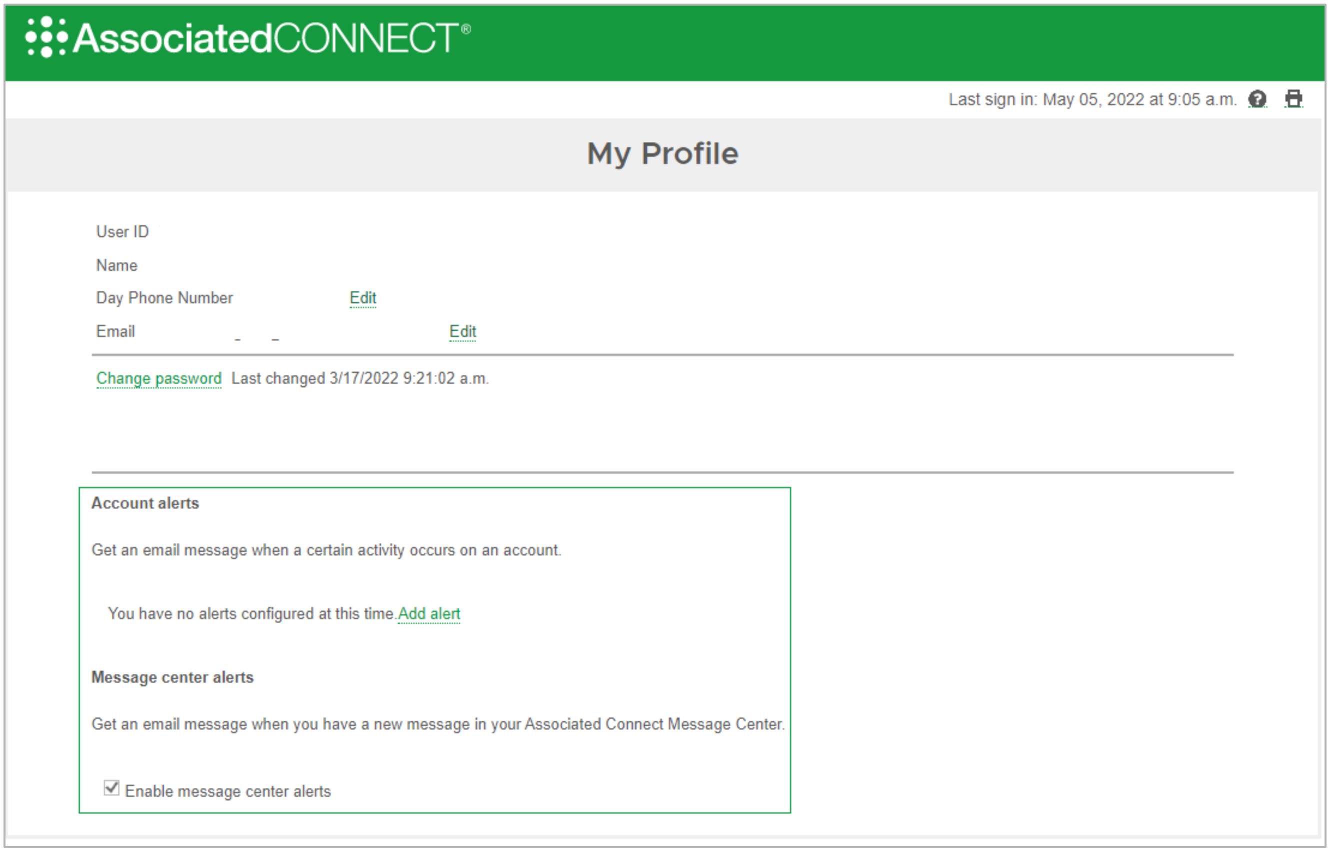
The alerts are based on the services that are available to you. Depending on your permissions, alerts may be set directly within **My Profile** in the Associated Connect Portal, or they may be set by selecting the **Manage Alert Settings** link within Account Details & Services.

Associated Connect Portal Alerts

To setup the Portal alerts click on **My Profile** within your user menu.

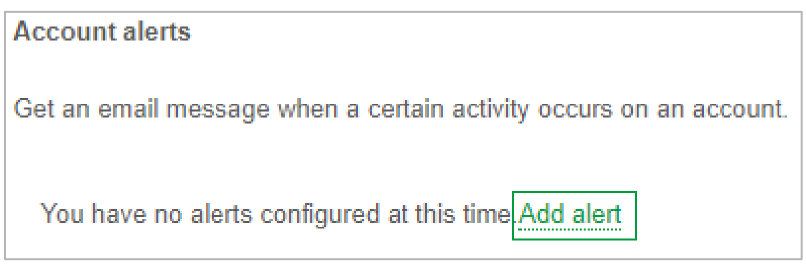


Under the account alerts section, alerts can be created and message center alerts can be enabled or disabled.

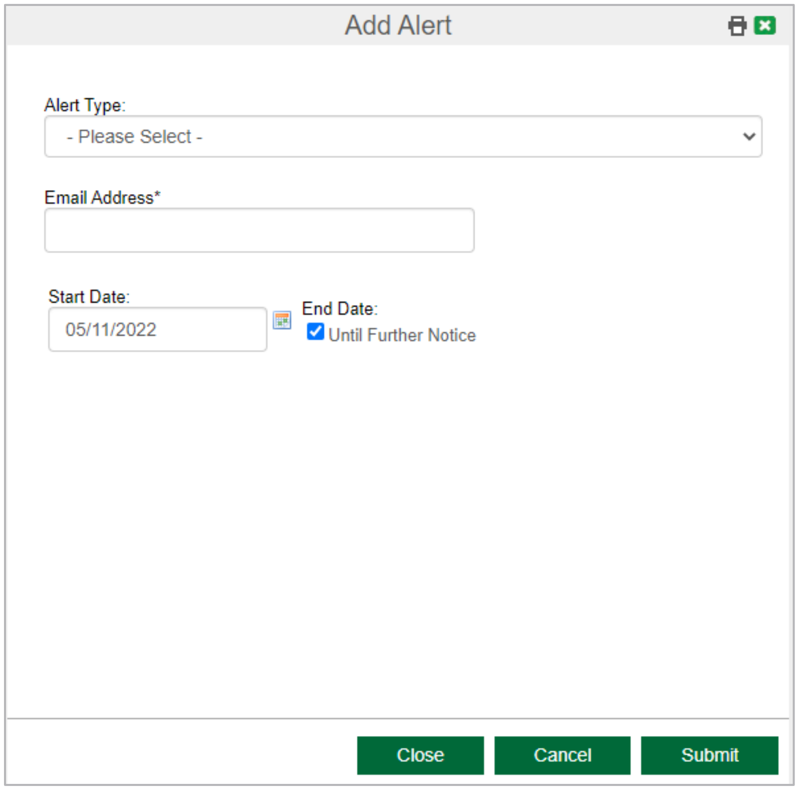


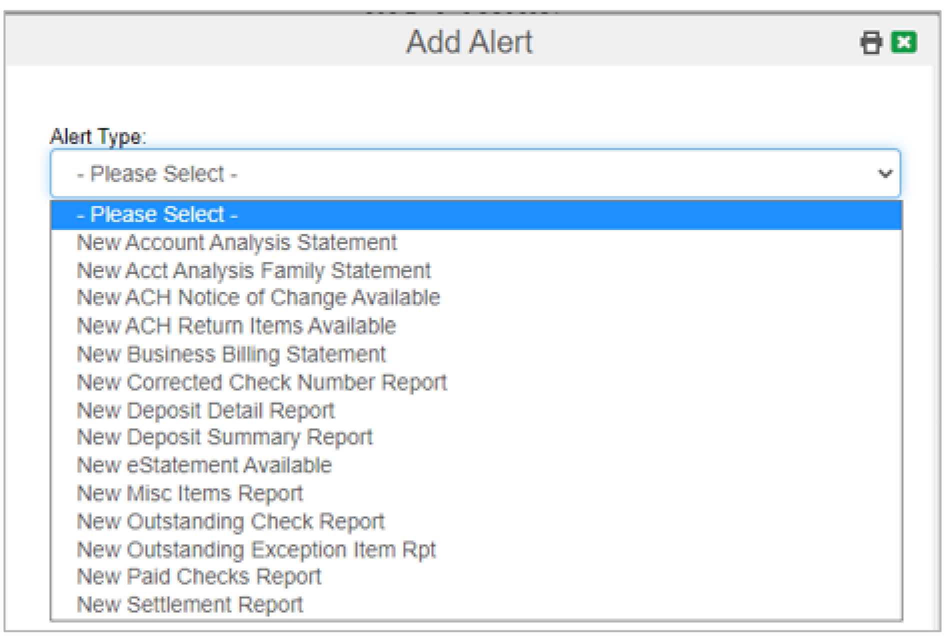
Account Alerts

To receive alerts when statements and documents are available in Document Center, click on **Add alert**.

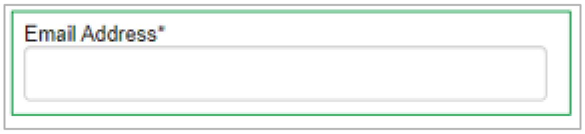


There are 3 fields to address in the Add Alert screen. Click on the **Alert Type** drop-down menu for the alert options available. Click on the appropriate Alert Type.

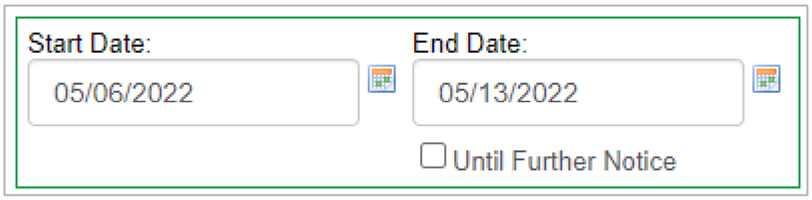




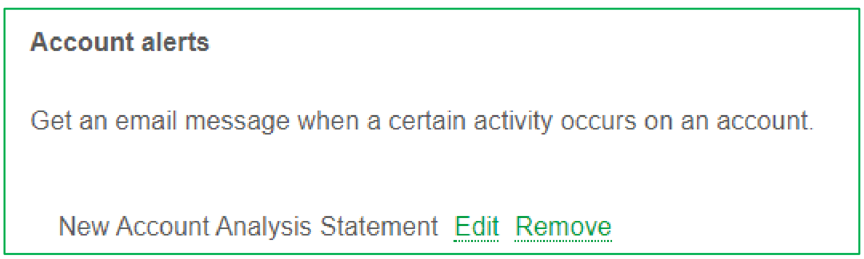
Confirm or enter in the email address where the alert should be sent.



The “Until Further Notice” box will be check by default. If you would like to set a specific timeframe to receive alerts, unselect the box and choose a Start and End Date. The Start Date will prefill. The End Date is editable and both dates can be changed if you require a different range. Once done, click the **Submit** button.

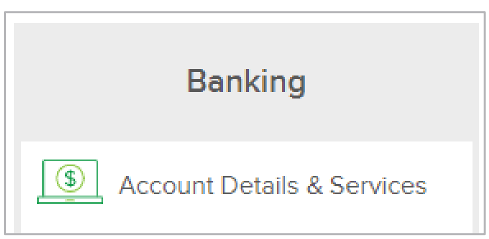


Once submitted, the alerts are listed. From here they can be edited (delivery method and date range) or removed.

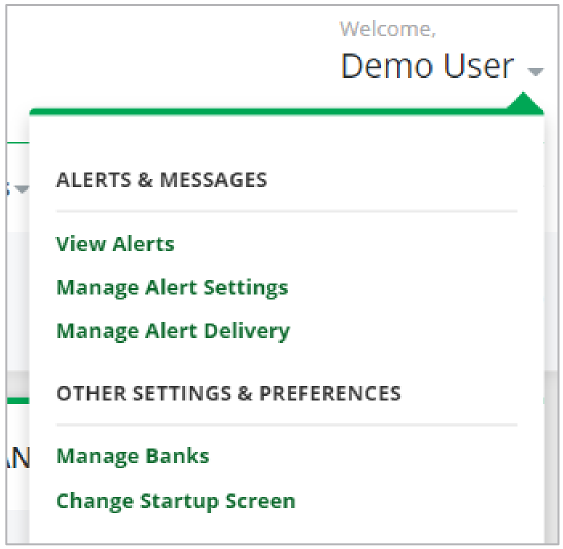


Account Details & Services Alerts

To access all other alerts, click on Account Details & Services under the Banking menu of the Associated Connect Portal.

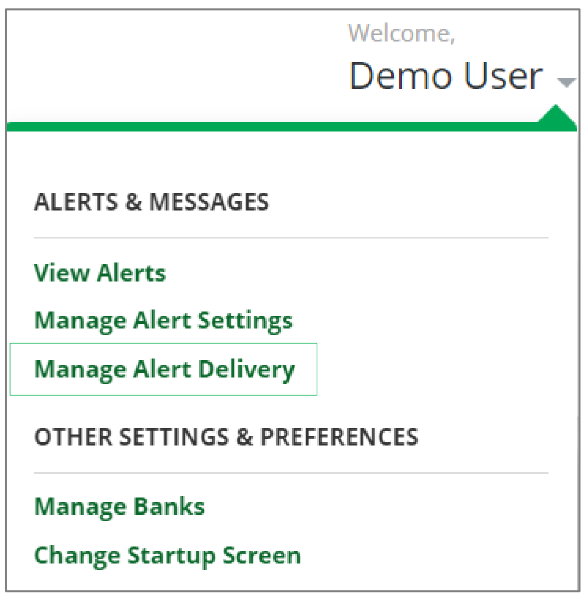


Your profile is located in the upper right-hand corner of Associated Connect and can be accessed by selecting the drop-down menu next to your name. The profile allows you to manage your alerts as well as other settings and preferences. A sample profile menu is noted below. Please be aware that profile menus will vary based on the products and services you are entitled to.

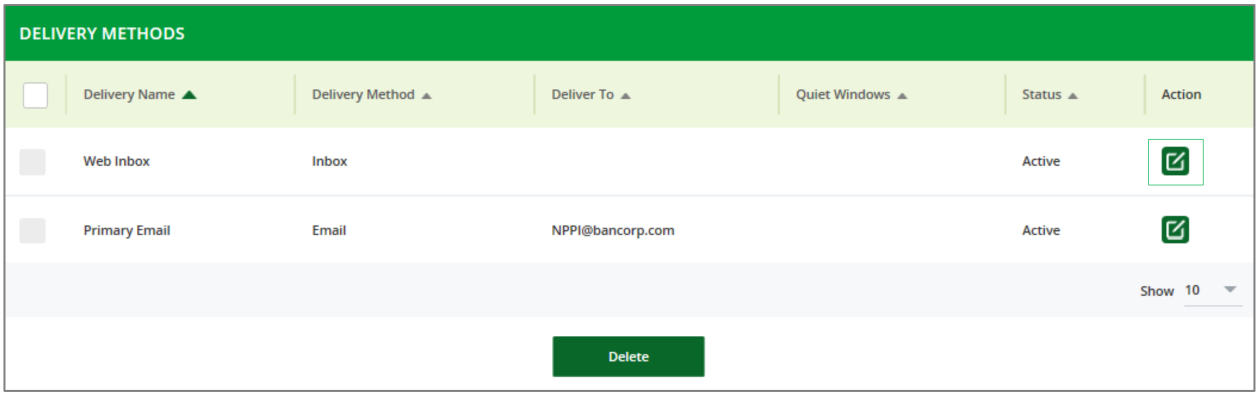


Manage Alert Delivery Methods

On your profile, select the **Manage Alert Delivery** option to edit your email address or change your delivery method.

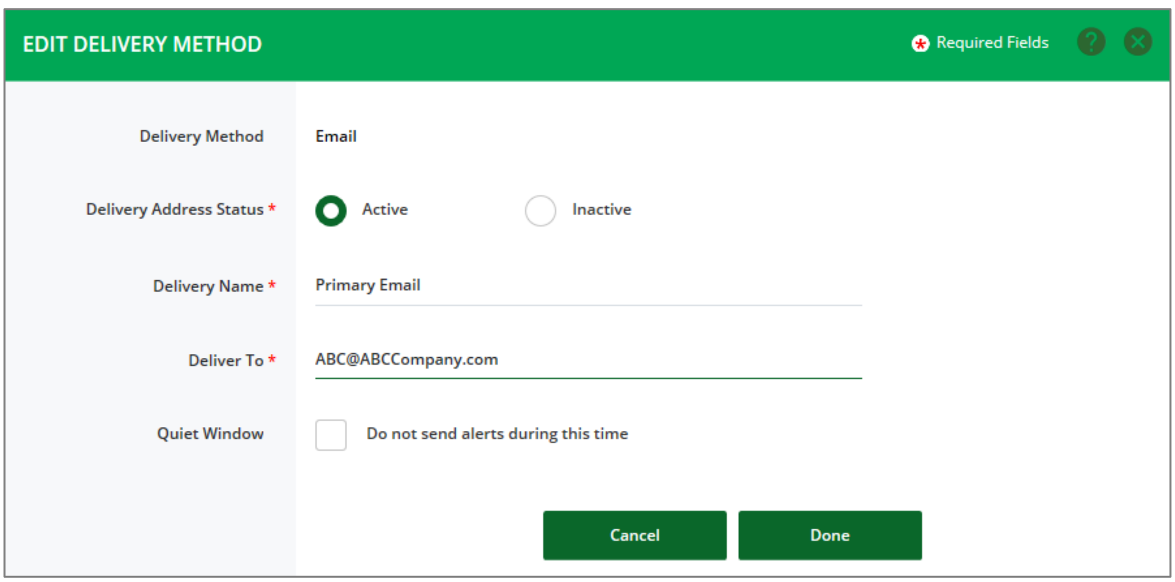


The delivery methods screen will open. To edit a delivery method, select the **Edit** icon .

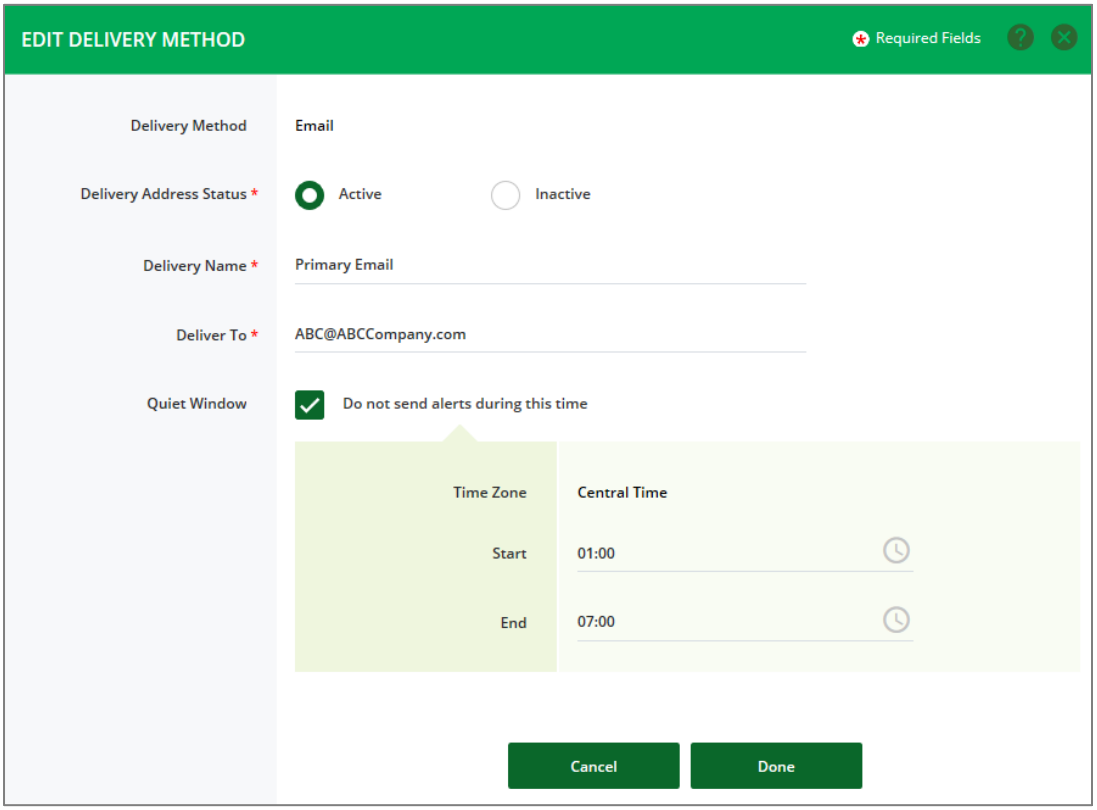


You can edit your alert to change your Delivery Status. Enter your changes and select **Done.**

Note: *To change an email address, the security admin will have to change the user's email within the Administrations menus. The suer will be asked to verify the change by entering a numeric code delivered to the new email address for verification.*



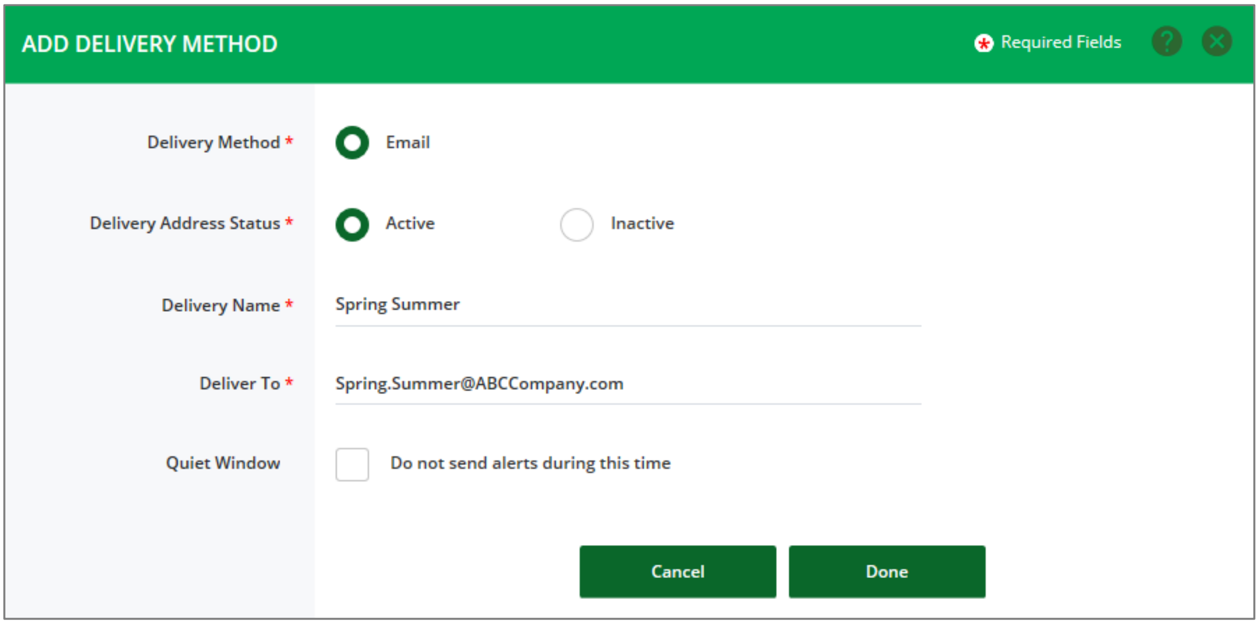
A quiet window for receiving alerts may be enabled in order to temporarily de-activate alerts for a specific period of time of your choosing. Select the **Quiet Window** box and enter the time for when you would not like to receive alerts and select **Done.**



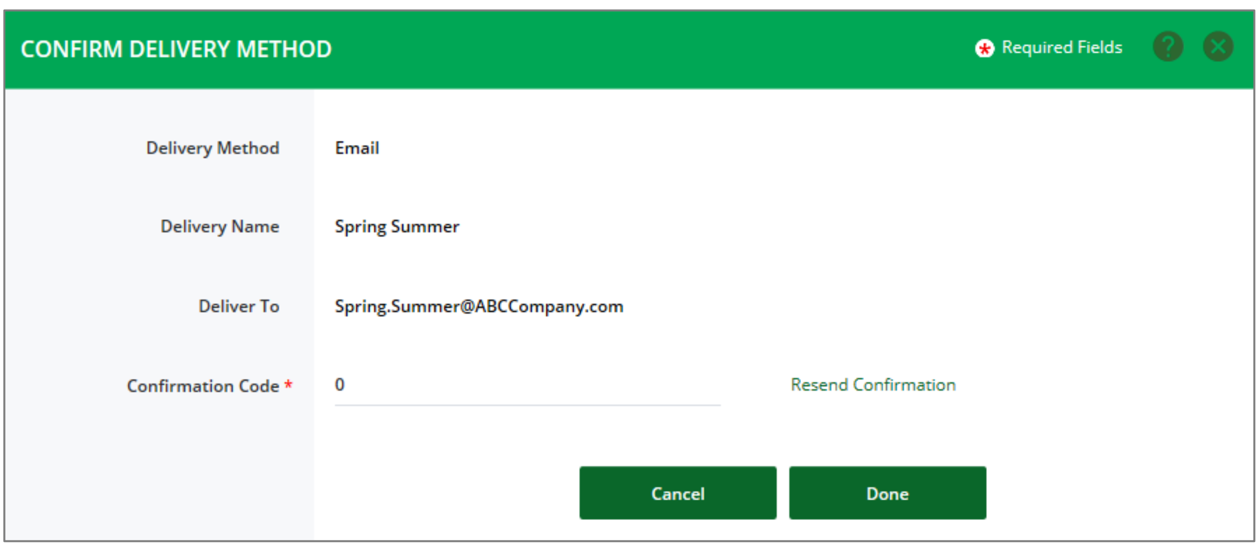
Note: *The quiet window will repeat daily unless changes are made. All time needs to be entered in 24-hour format, for example 1 p.m. is 13:00.*

You can also add an additional alert delivery method. To begin, select **Add Delivery Method.**

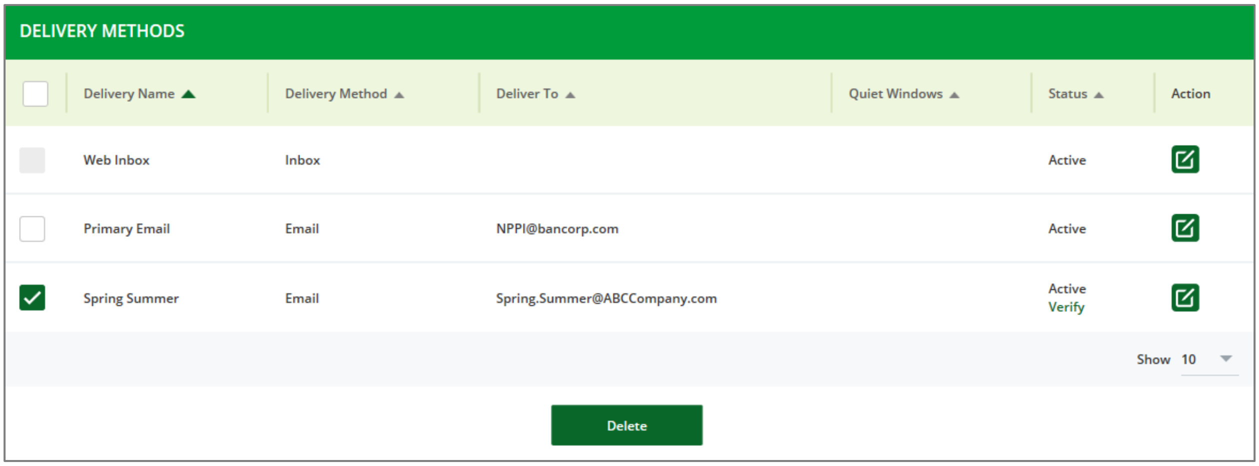
Complete the fields below, based on the type of alert method you are adding. Here you will be able to add an additional email address. Select **Done** when complete.



When a new delivery method is added, you will be asked to verify the email address added with a confirmation code sent to the added email. Enter the confirmation code and select **Done** when complete to verify the email address.



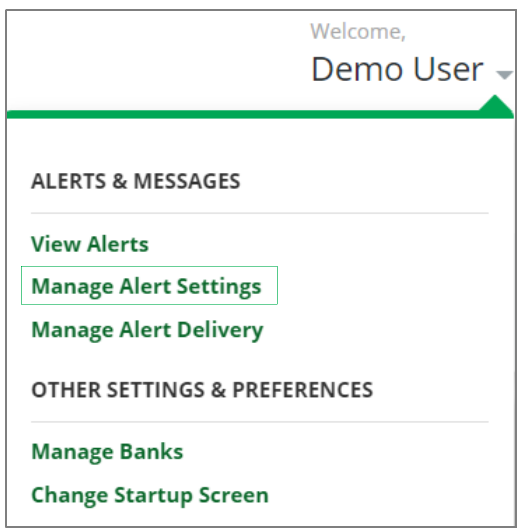
To edit your delivery methods, select the **Edit** icon . To delete a delivery method, select the box next to the delivery method you are looking to delete and select **Delete.**



Note: *To receive a secure message alert to a different email address, please see the Add Alert section in this guide to set up a Secure Message Alert.*

Manage Alert Settings

To manage your alerts, select **Manage Alert Settings** in your profile. Here you will be able to manage **Bank Security Alerts**.



You will see the alerts you have previously set up, along with select pre-populated alerts already enabled by Associated Bank.

ALERT SETTINGS

MY ALERTS

	Alert Type	Alert Detail	Account	Deliver To	Action
	Payment Status	Payment Method: All Wire Payments,Status: Deleted		Primary Email,Inbox	

Show 10

Delete

BANK SECURITY ALERTS

Alert Type	Deliver To	Action
SECURITY ALERT - Recipient Change	Inbox	
SECURITY ALERT - Template Change	Inbox	
SECURITY ALERT - User Entitlement Change	Inbox	

Show 100

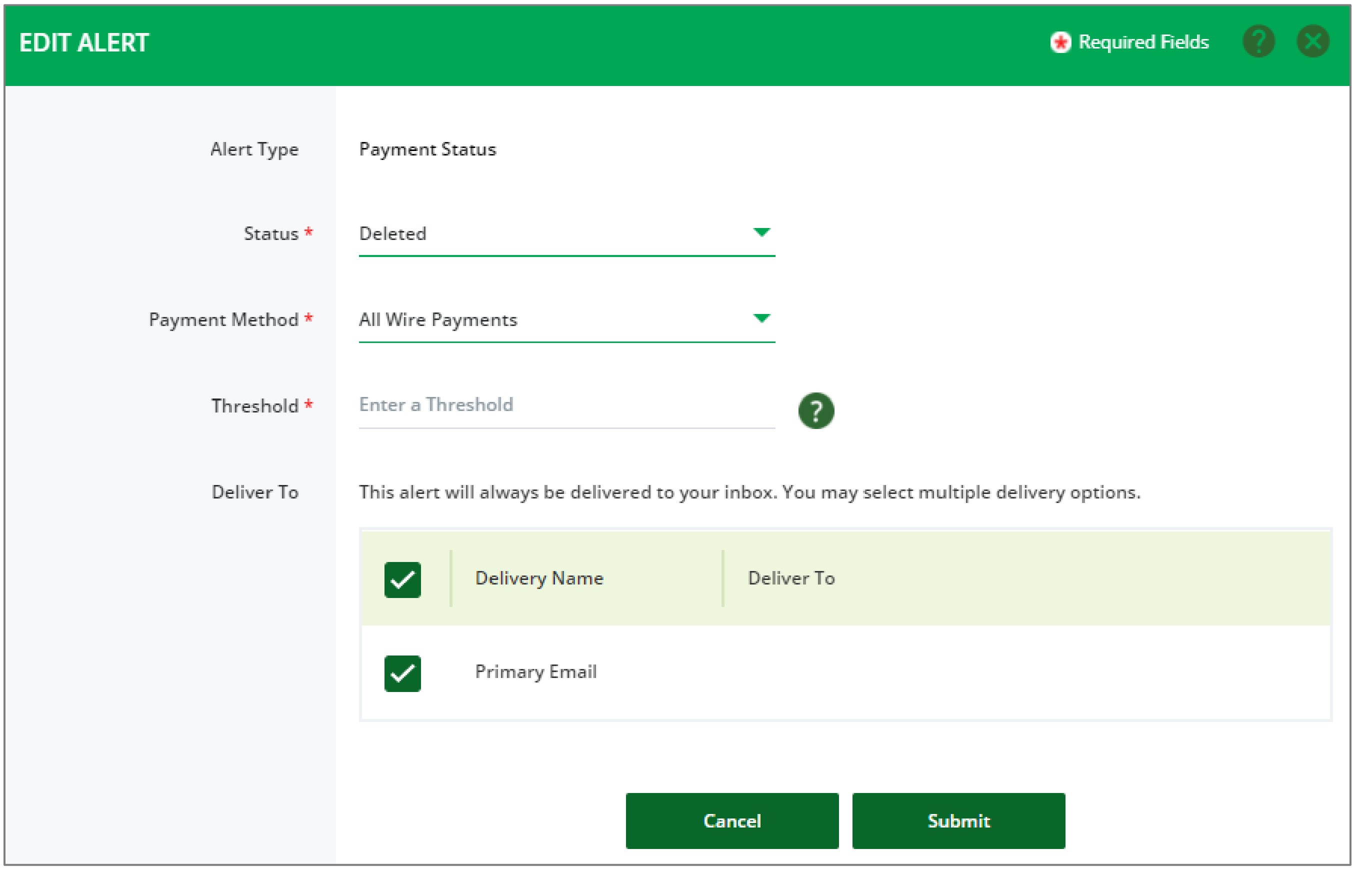
To edit an alert, select the **Edit** icon next to the alert.

ALERT SETTINGS

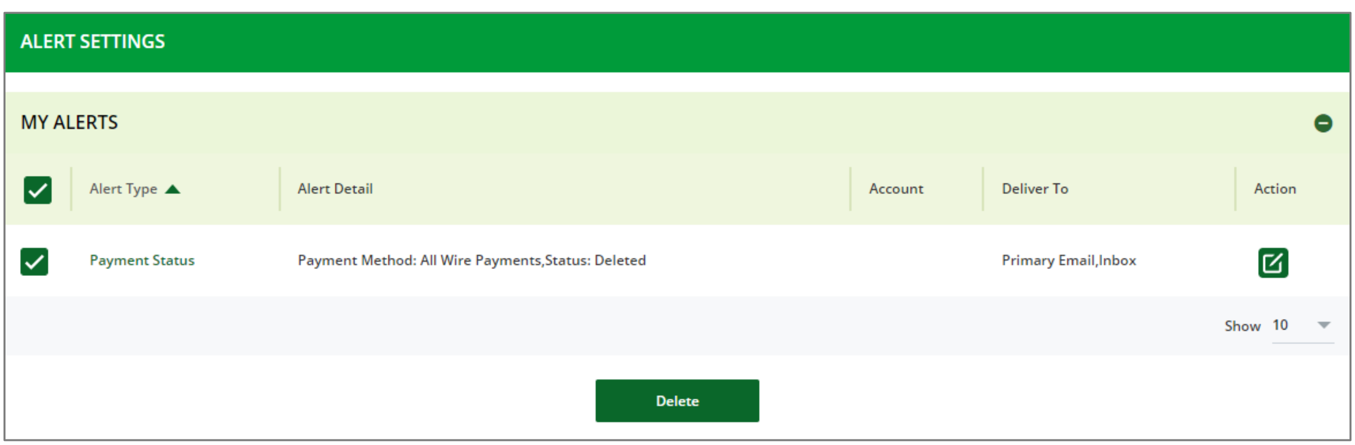
MY ALERTS

	Alert Type	Alert Detail	Account	Deliver To	Action
	Payment Status	Payment Method: All Wire Payments,Status: Deleted		Primary Email,Inbox	

Here you will be able to edit the alert to your preferences, including the account, balance information, frequency, the time the alert will be delivered and who the alert will be delivered to. Once the alert is set to your preferences, select **Submit** to save your preferences.

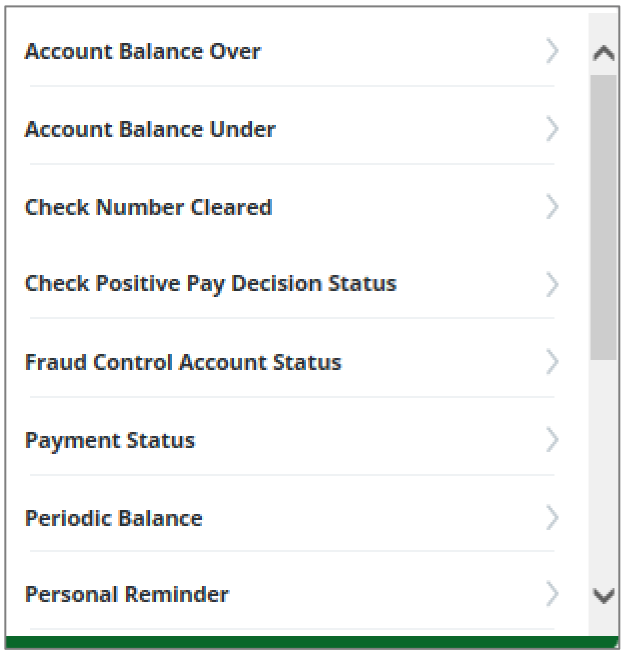


To delete an existing alert, simply check the box next to the selected alert and select **Delete**. Note that alerts that are set up as Bank Security Alerts cannot be deleted.

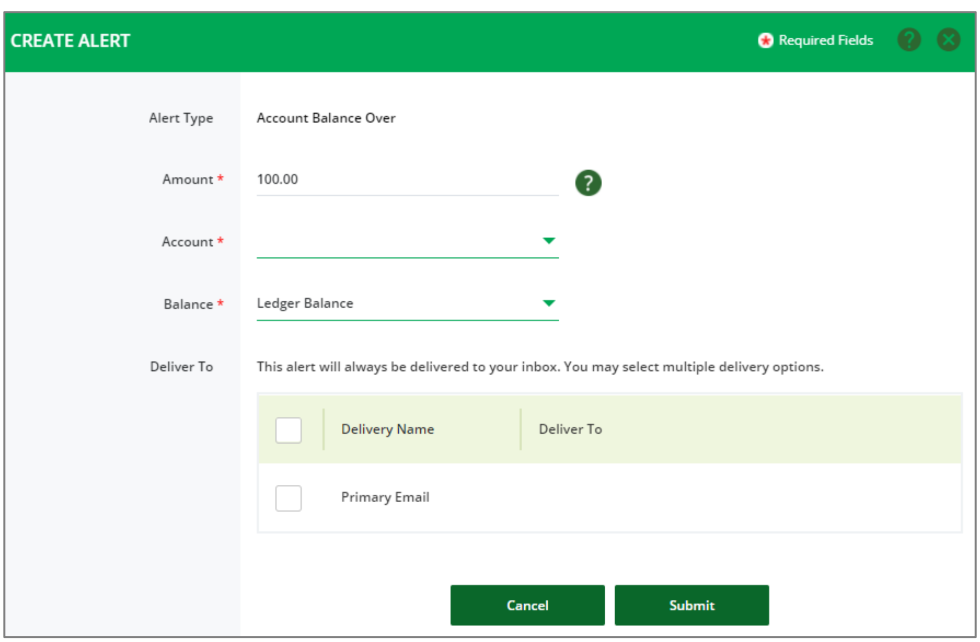


To create an alert, select **Create Alert** in Manage alert settings in the navigation bar.

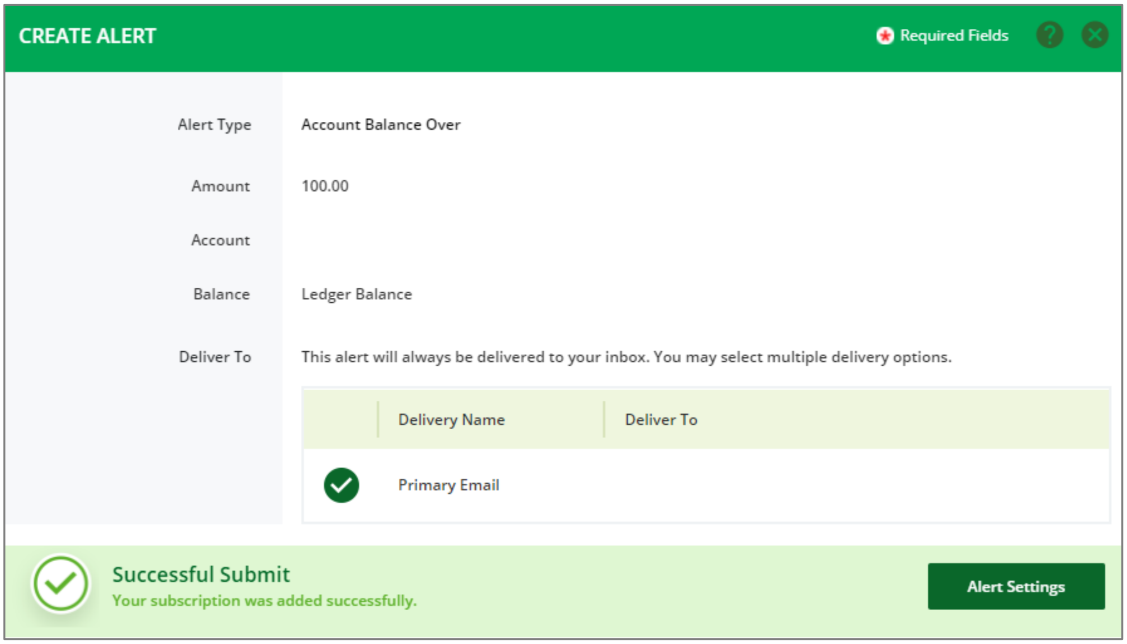
Select the type of alert you would like to create from the drop-down menu provided. For the purposes of this guide, Account Balance Over has been selected as the alert to set up.



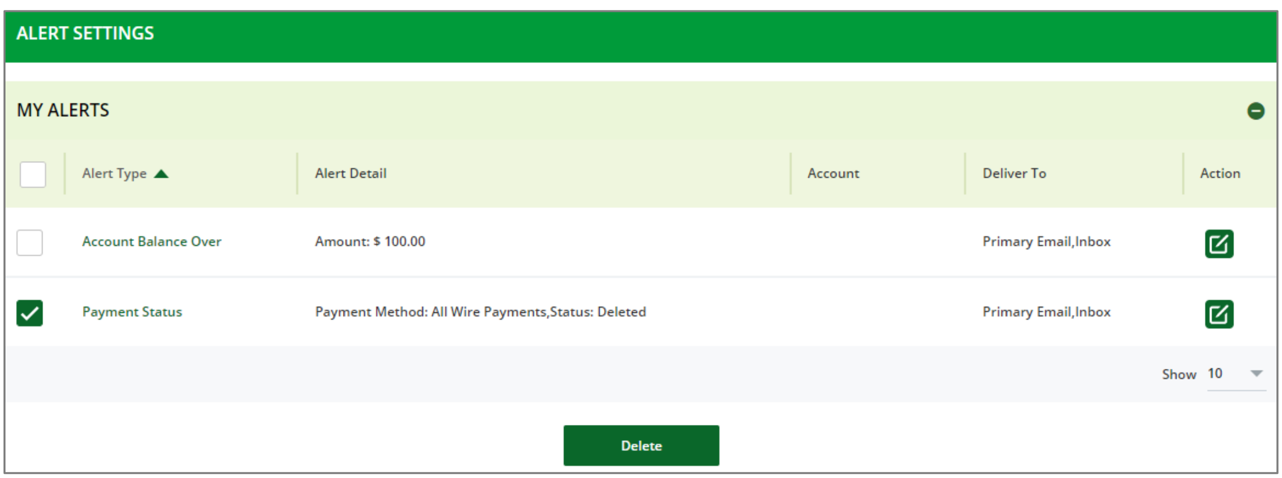
Enter the amount for the alert, select the account associated with the alert, and select the balance type and the delivery email address. Once complete, select **Submit** to create your alert.



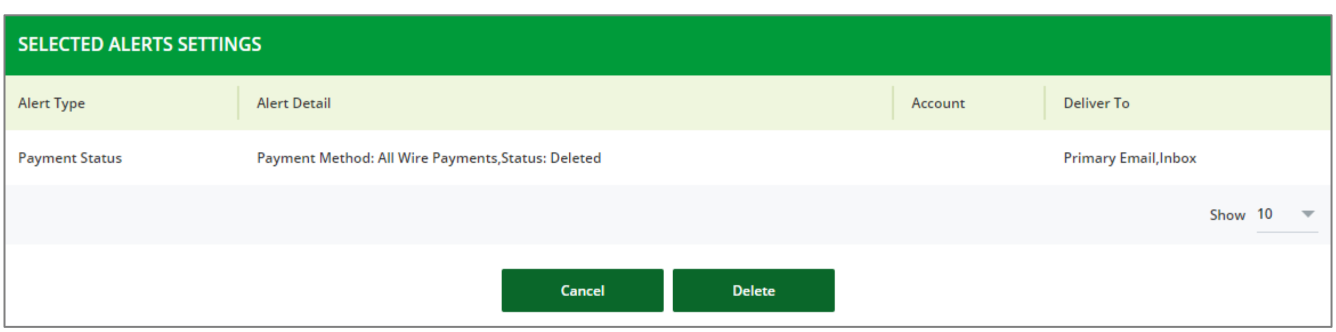
Your alert will be created.



To remove an alert, select the box next to the alert you would like to remove and select **Delete**.

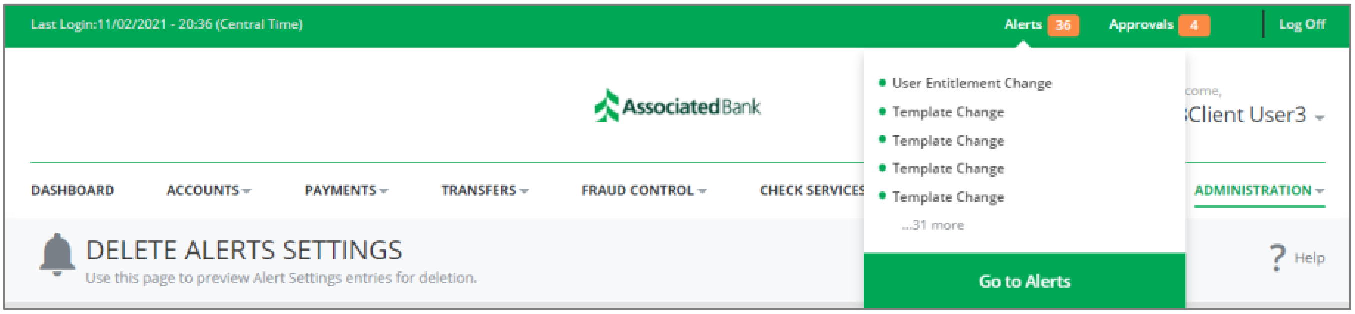


You will then be promoted to confirm the alert being deleted. Select **Delete** to remove the alert.



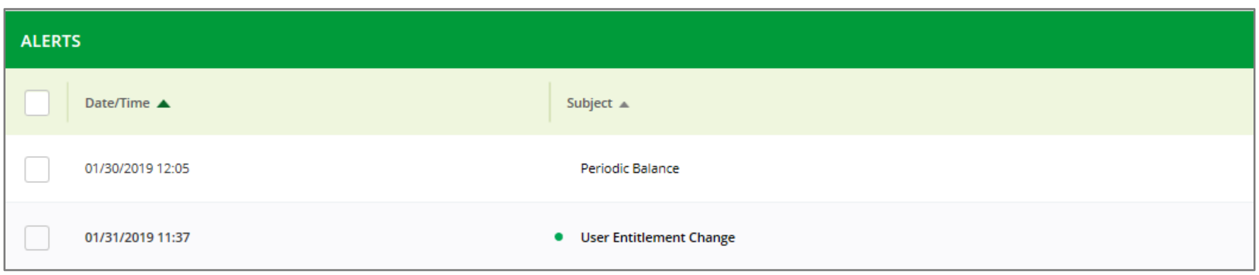
View Alerts

To view an alert, you can select **View Alerts** from your **Profile**, or you can select **Alerts** from the top navigation bar, then select **Go to Alerts**.

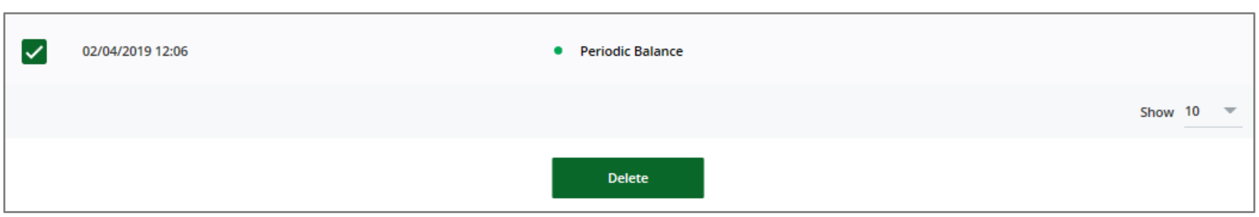


Note: *The corresponding number in orange related to each Alert is the number of un-opened items in each service. In this example, there are 36 alerts that have not been opened.*

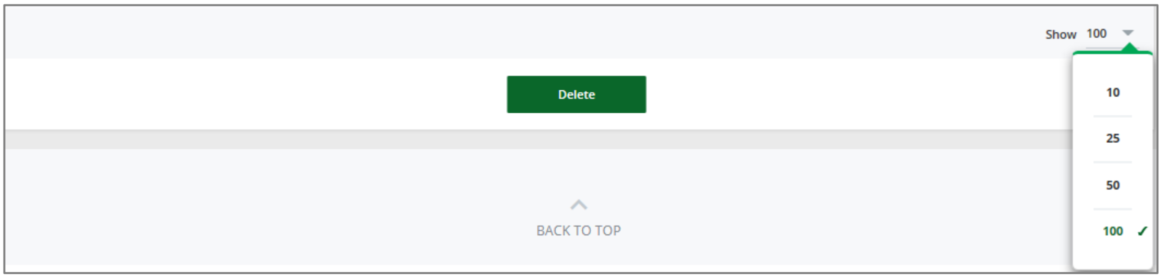
Your alerts will be displayed. Alerts that have previously been read will be un-bolded. Unread alerts will be bolded with a green dot next to the alert in the subject line.



To delete an alert, select the check box next to the alert you are looking to delete, then select **Delete** at the bottom of the screen.



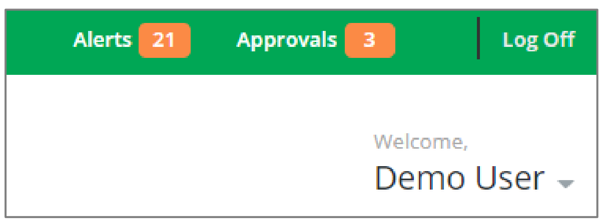
Users can expand the number of alerts shown on each page by changing their page view, or simply scrolling to additional pages. To adjust the number of alerts shown on your page, select the **Show** function at the bottom of the page and customize to your view specifications.



Approval Alerts

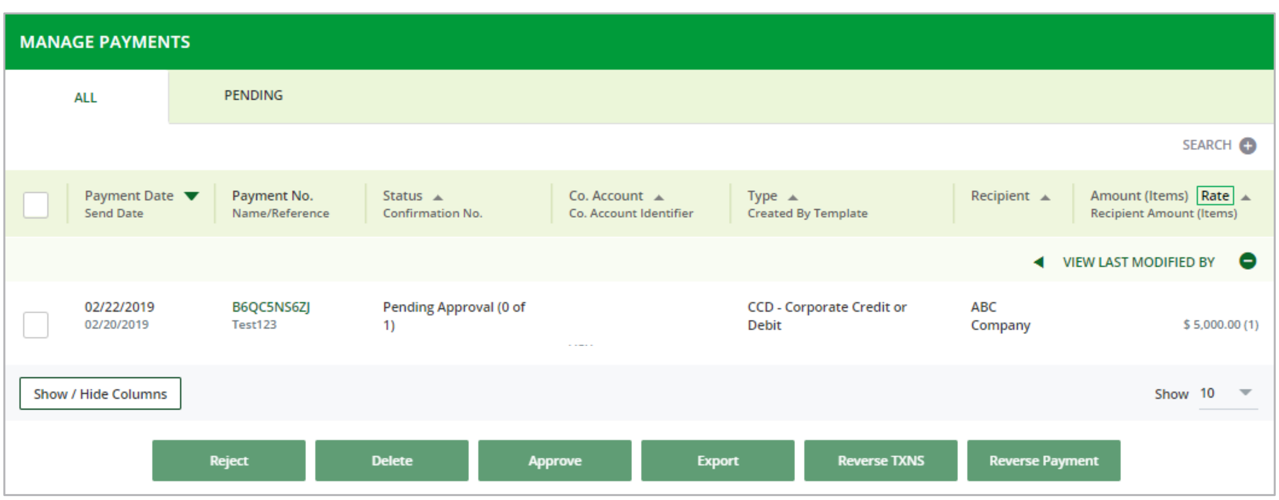
For companies set up with Dual-Control, payments will now need to be approved by an approver. If you are set up as an approver in Associated Connect you will be notified when an approval is needed on an Automated Clearing House transaction (ACH) or Wire Transfer. To approve a payment, select the **Approvals** icon from the top navigation bar, and then the payment type you would like to approve from the drop-down menu.

Note: *You cannot create and approve your own payment. If your organization wishes to opt out of dual control, please contact your Associated Bank sales representative.*



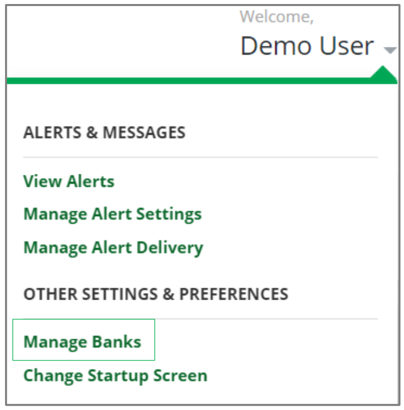
Approvers will then be taken to the Payment Center for approval. Three actions can be taken in the payment center:

- To approve a payment, select the check box next to the payment and select **Approve.**
- To reject a payment, select the check box next to the payment and select **Reject.**
- To delete a payment, select the check box next to the payment and select **Delete.**



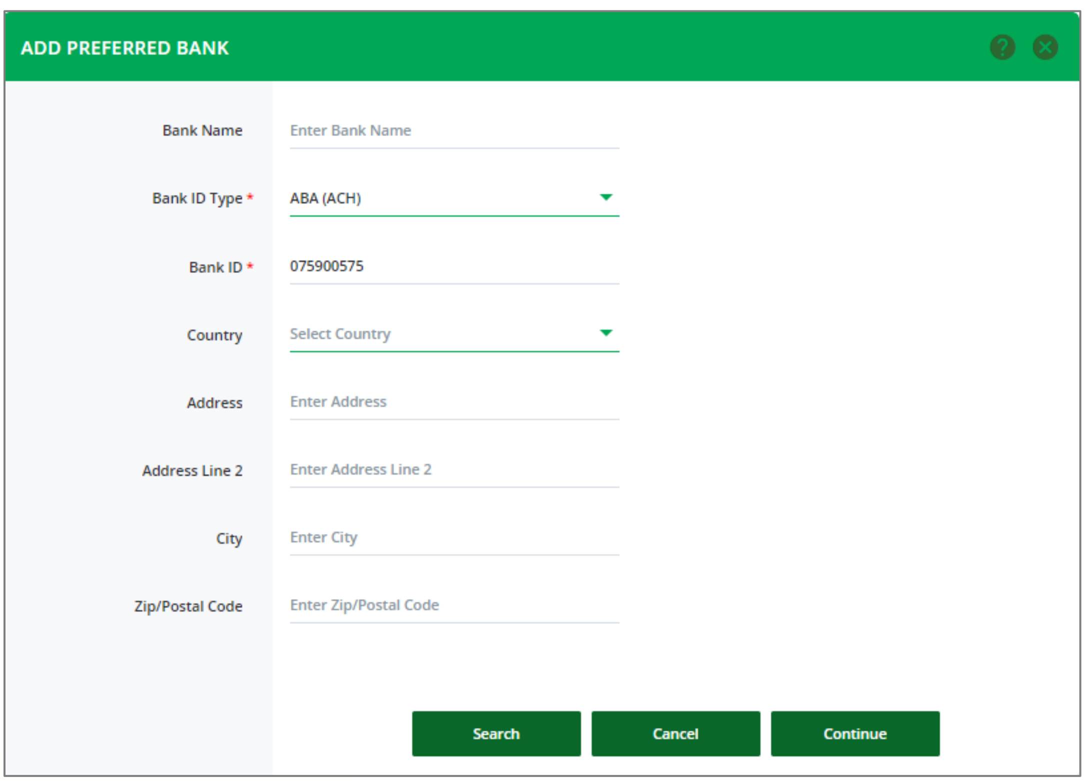
Manage Banks

For ACH or Wire transactions, preferred banks can be managed in Associated Connect by selecting **Manage Banks** from your user profile.

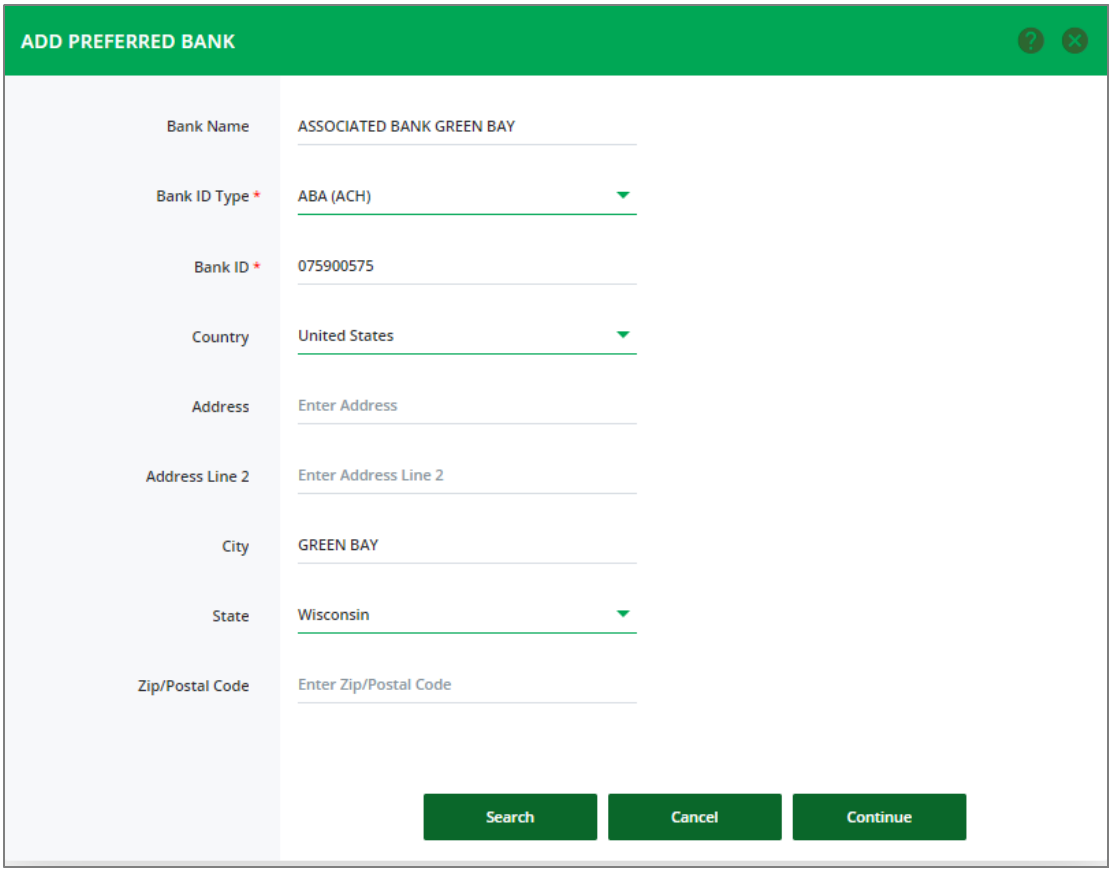


Here you will see your preferred banks. To create a new preferred bank in Associated Connect, select the **Create Icon** + to begin setting up the bank.

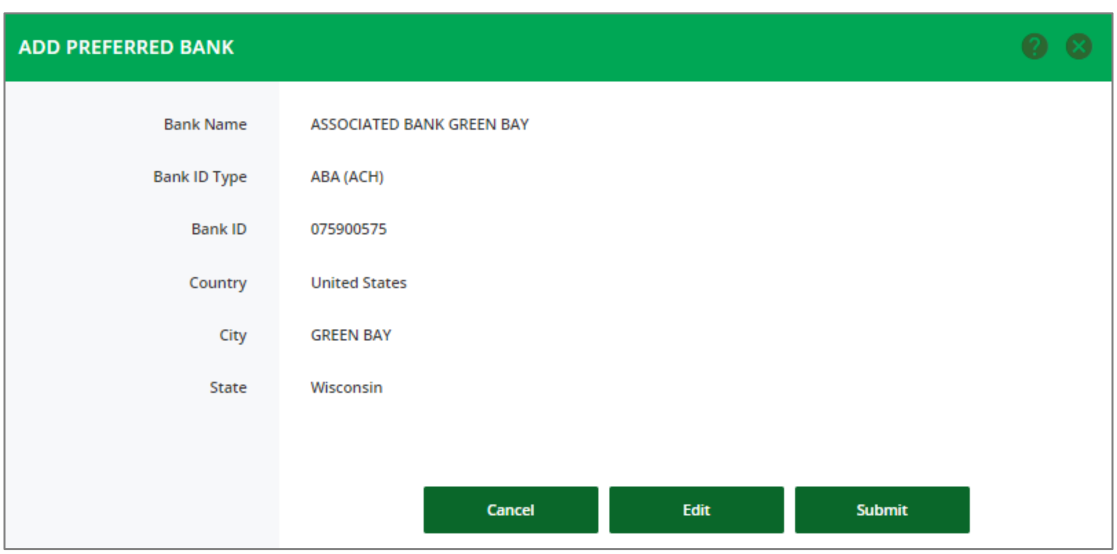
Select the Bank ID Type you would like to utilize to look up the preferred bank. Enter the corresponding Bank ID (Routing Number, SWIFT Number etc.) and select **Search**.



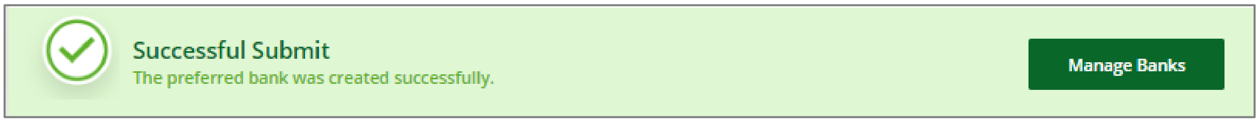
Based on the Bank ID entered, the bank you are looking for should be located. The information for Bank Name, Country, City and State will populate. Note that not all of the fields available will populate. Select **Continue** when complete.



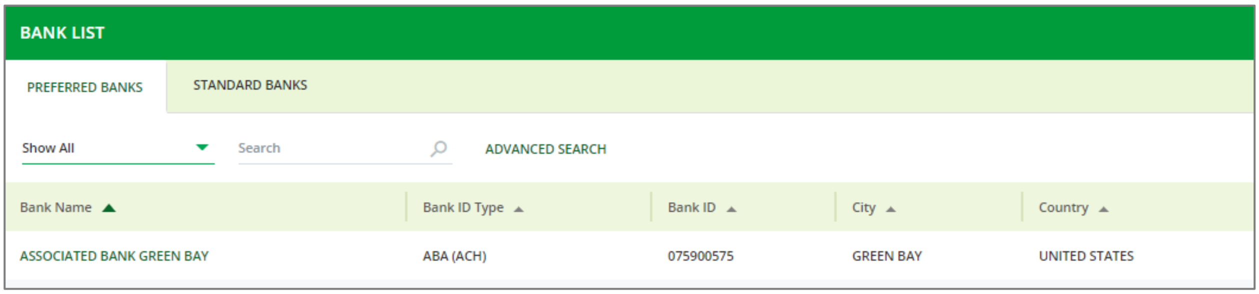
Verify the information for the bank. Once you have verified the information, select **Submit**.



You will receive a **Successful Submit** notification that your preferred bank has been created.

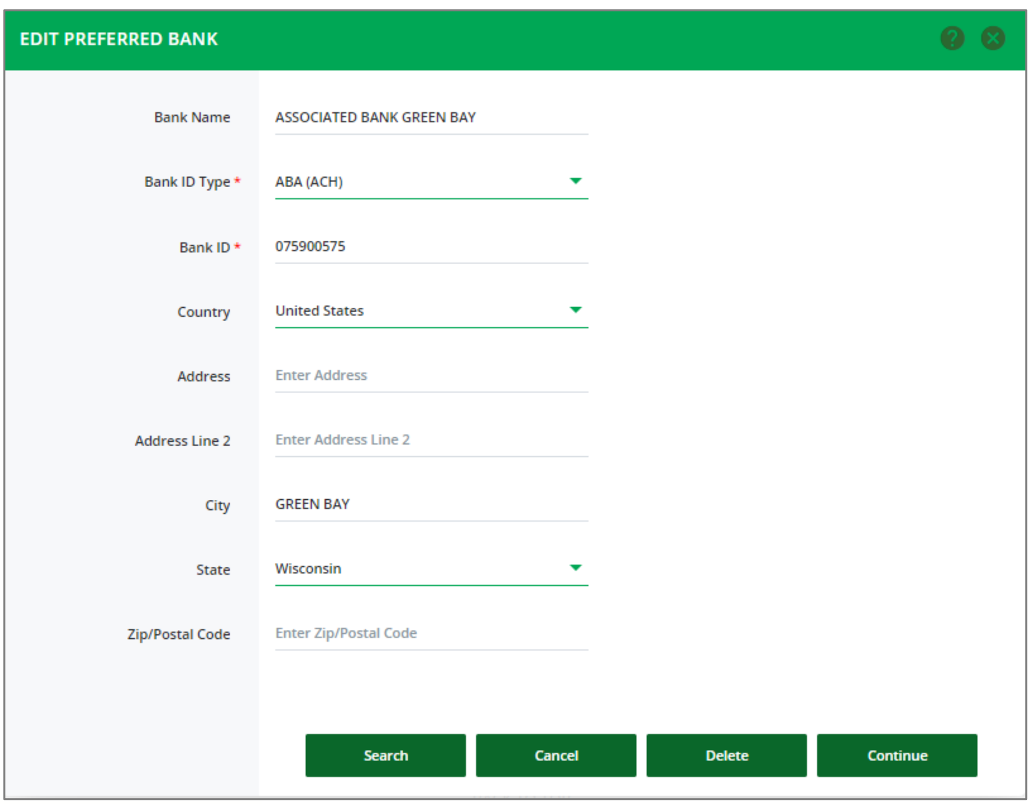


Your preferred bank will now be shown in your preferred bank list.



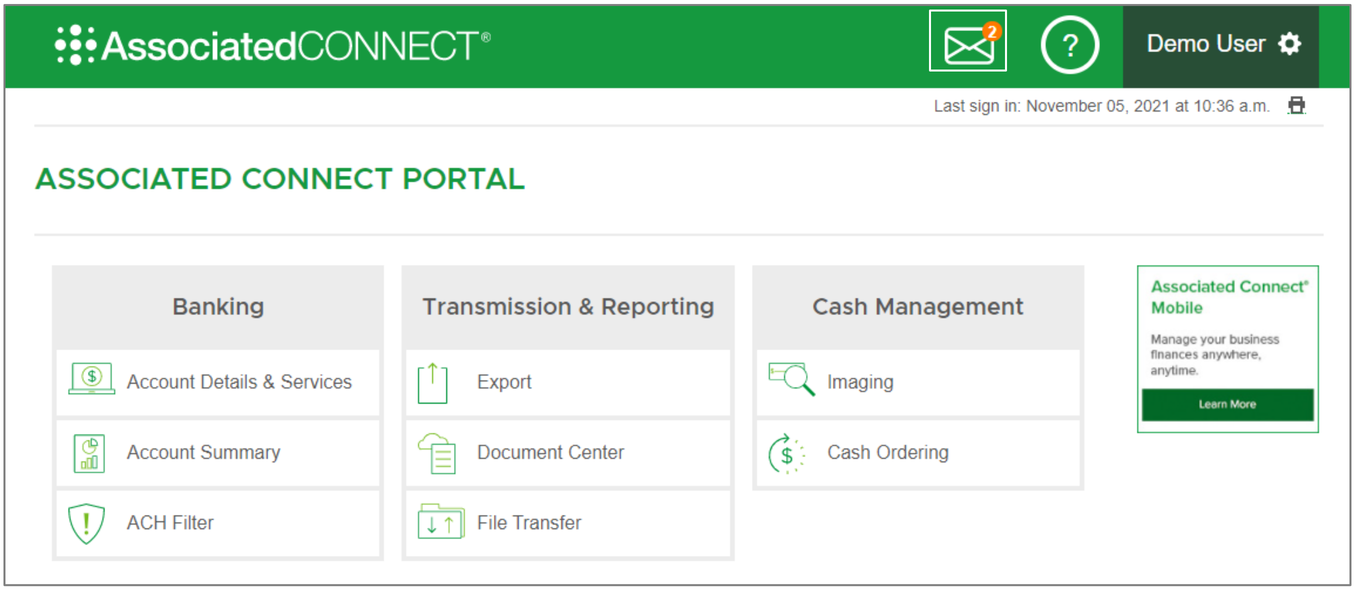
To delete a preferred bank from your list, select the name of the bank noted in **green**.

From here, you can edit the preferred bank or delete the preferred bank.

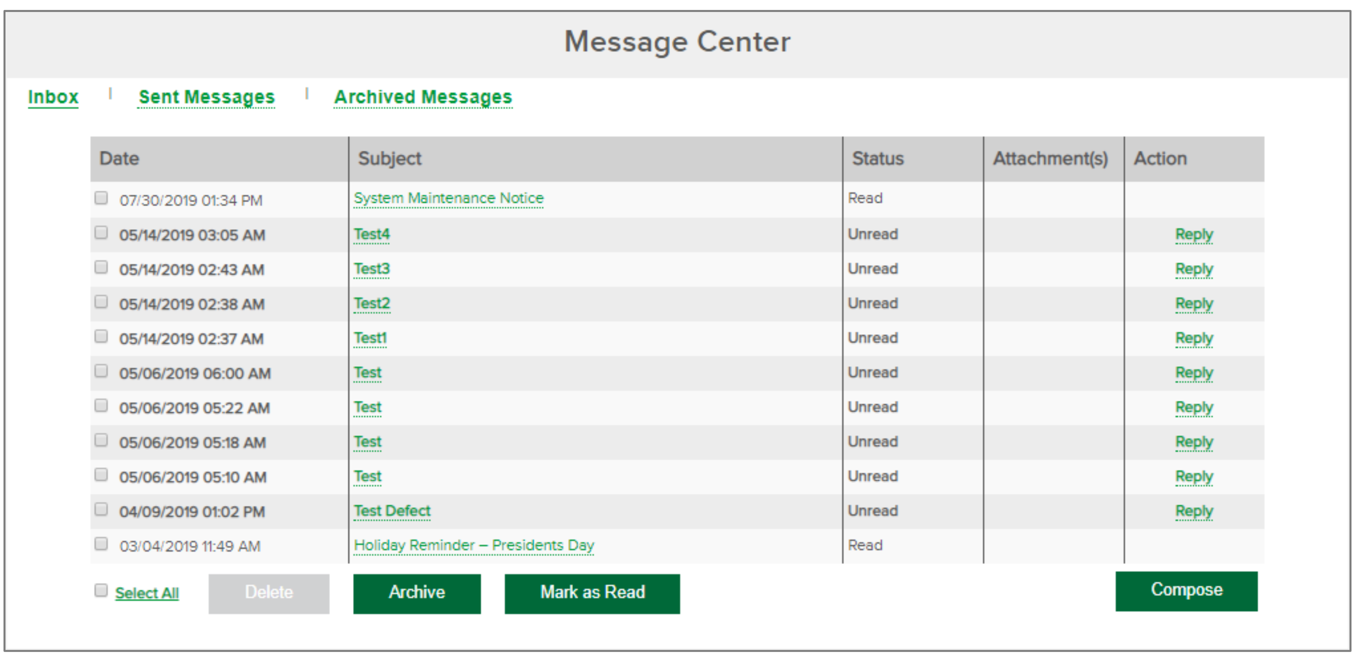


Messages

Messages can be securely sent to or from Associated Bank through the Associated Connect Portal. The message center can be accessed through your portal profile by selecting the Envelope icon in the top right-hand corner.



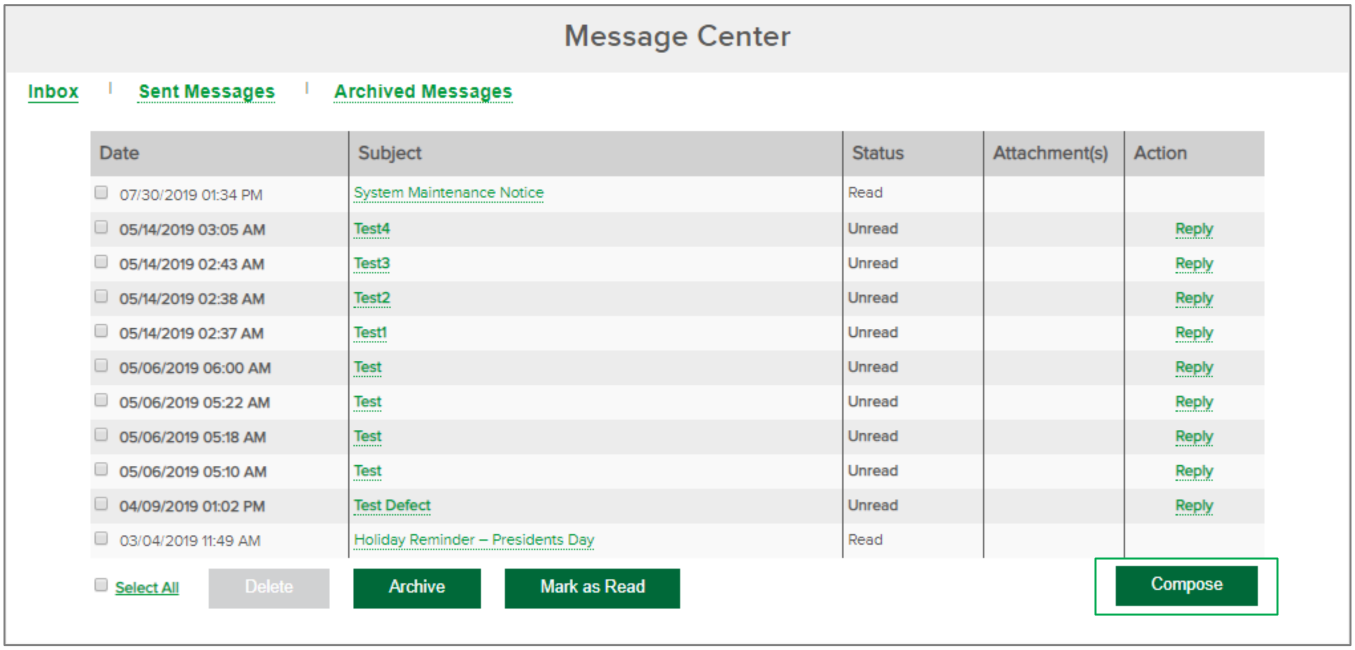
Your messaging inbox will be shown.



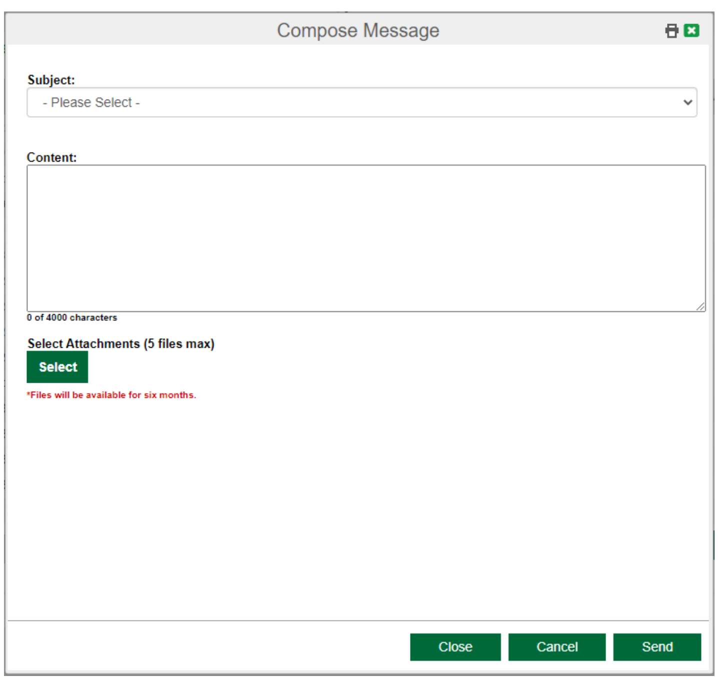
You can sort messages by date, subject or status by selecting the column header.

Date	Subject	Status	Attachment(s)	Action

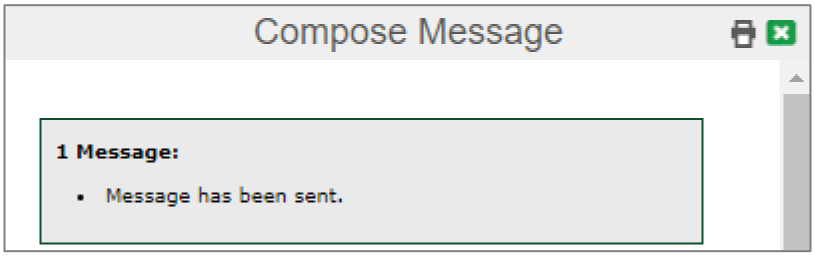
To send a secure message to Associated Bank, select **Compose**.



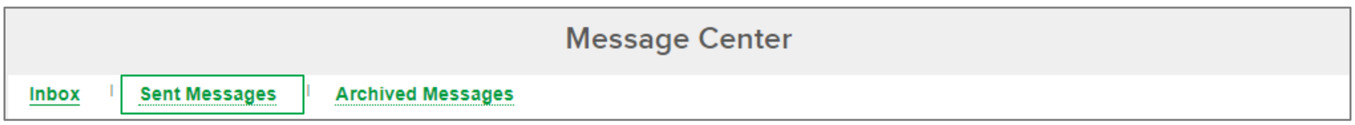
Select the subject of your message, and provide any additional details needed in the content section or attach files for reference (CSV, Text, or PDF only). Once your message is complete, select **Send**.



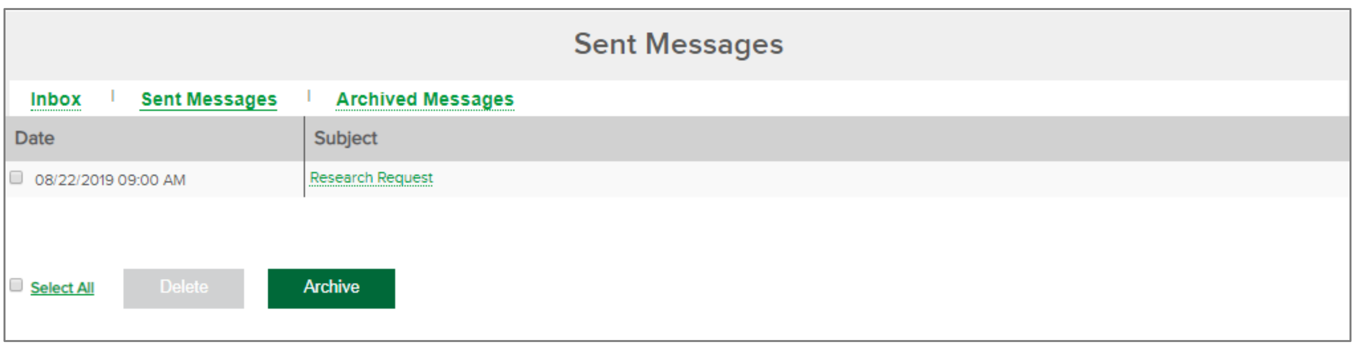
Your message will be sent.



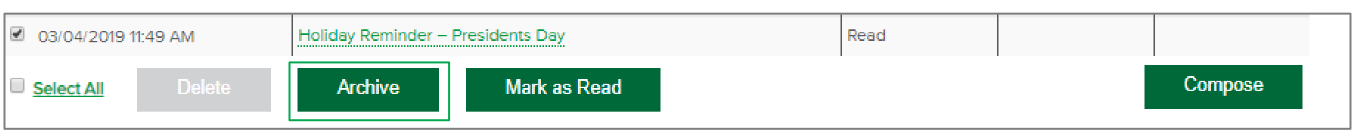
To view your sent messages, select **Sent Messages**.



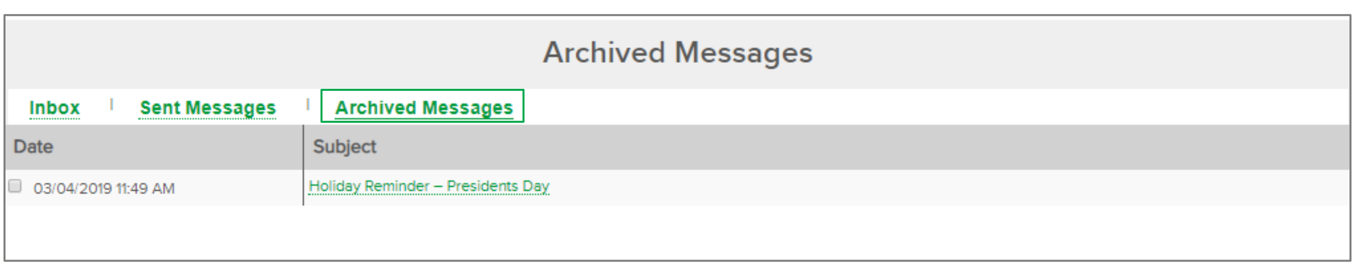
Your sent messages will be shown.



You can also archive messages that you may need to review in the future. To archive a message, check the box next to the message you are looking to archive and select **Archive**.



Your message will now be available for you in the Archive Messages section.



To delete a message, check the box next to the message and select **Delete**.