

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:

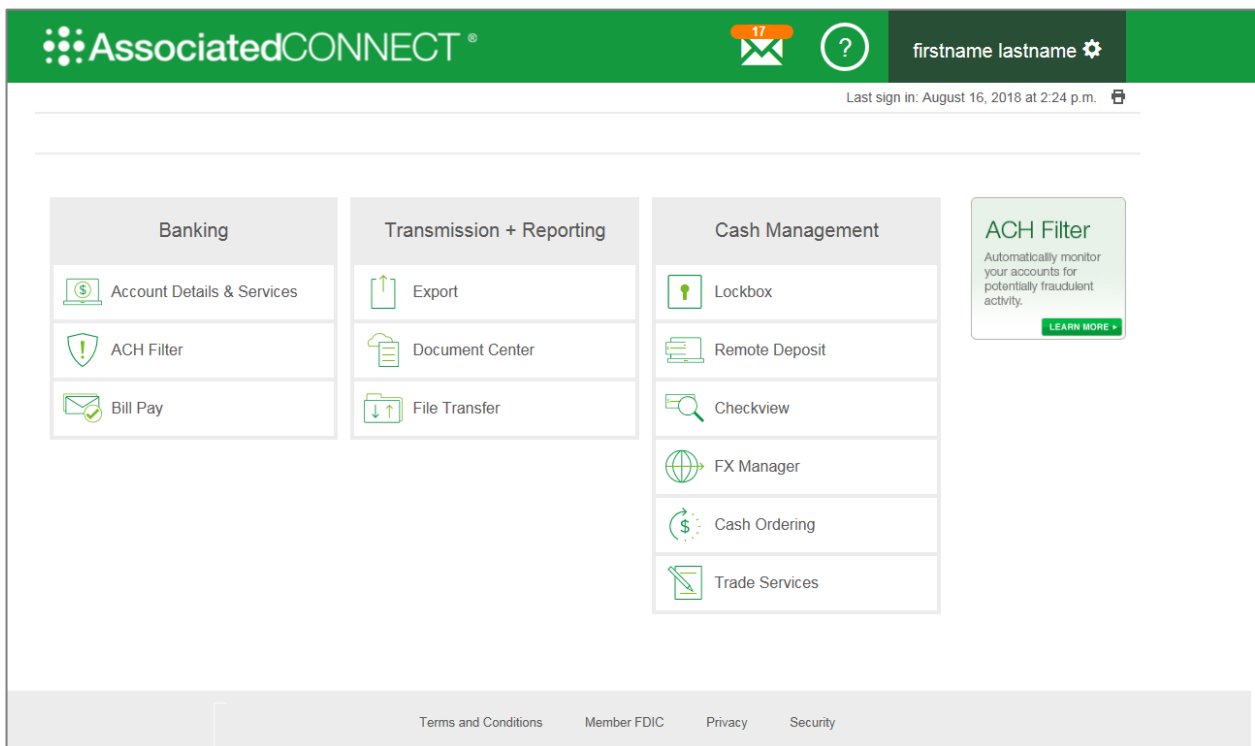
Category	Icon	Definition
Banking		Account Details and Services (Includes Account Balances, Account Transfers, ACH Origination, Check Inquiry, Image Search Transaction Activity, Positive Pay, Stop Payments and Wire Transfers.)
		Account Summary Page (Includes Ledger Balance, Available Balance, Collected 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.

The screenshot displays the AssociatedCONNECT® portal interface. At the top, a green header bar contains the logo, a notification icon with a red '1', a help icon, and the text 'Associated Network' with a settings gear. Below the header, a user menu is open, showing options: 'My Profile', 'Company Admin', and 'Logout'. The main content area is titled 'ASSOCIATED CONNECT PORTAL' and features three primary service columns: 'Banking' (with 'Account Details & Services' and 'Account Summary'), 'Transmission & Reporting' (with 'Export' and 'Document Center'), and 'Cash Management' (with 'Remote Deposit', 'Imaging', 'FX Manager', and 'Cash Ordering'). On the right side, there is a promotional box for 'Associated Connect® Mobile' with the text 'Manage your business finances anywhere, anytime.' and a 'Learn More' button. The text 'Last s' is partially visible on the right side of the dashboard.

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


Last sign in: May 05, 2022 at 9:05 a.m.  

My Profile

User ID

Name

Day Phone Number [Edit](#)

Email [Edit](#)

[Change password](#) Last changed 3/17/2022 9:21:02 a.m.

Account alerts

Get an email message when a certain activity occurs on an account.

You have no alerts configured at this time. [Add alert](#)

Message center alerts

Get an email message when you have a new message in your Associated Connect Message Center.

☒ Enable message center alerts

Account Alerts

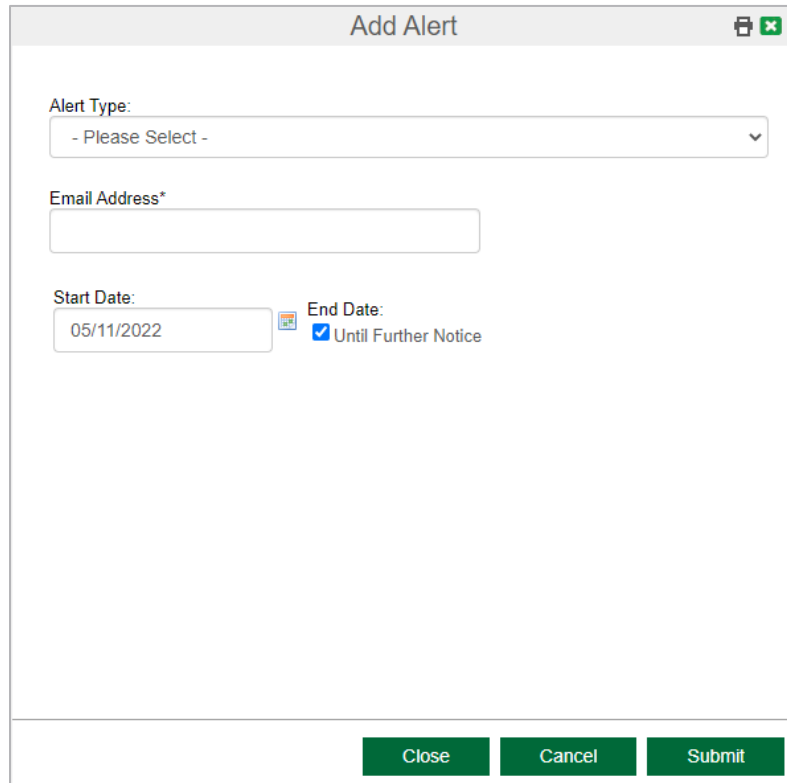
To receive alerts when statements and documents are available in Document Center, click on **Add alert**.

Account alerts

Get an email message when a certain activity occurs on an account.

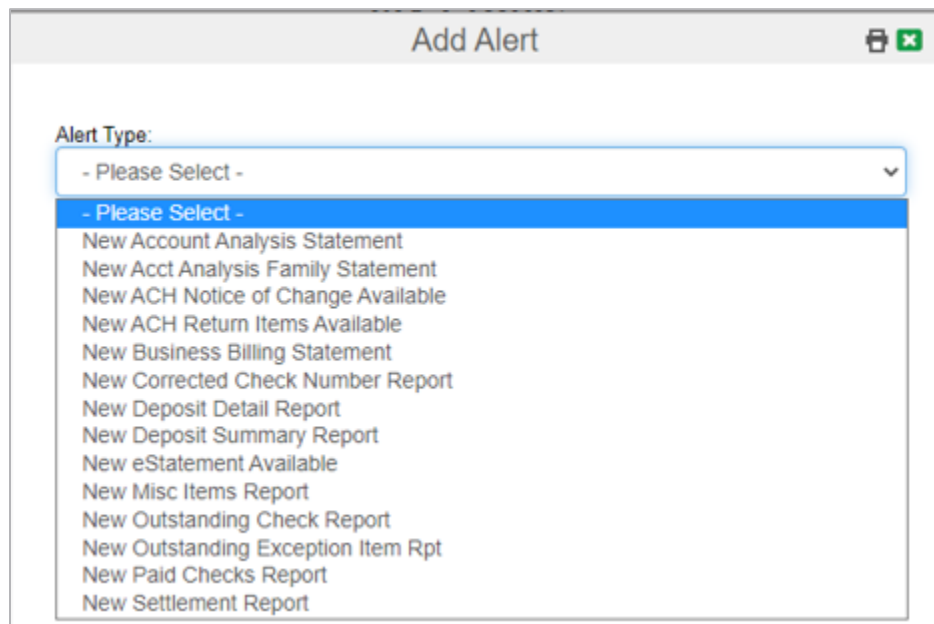
You have no alerts configured at this time. [Add alert](#)

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.



The "Add Alert" form contains the following fields and controls:

- Alert Type:** A drop-down menu currently showing "- Please Select -".
- Email Address*:** A text input field.
- Start Date:** A date picker showing "05/11/2022".
- End Date:** A section with a calendar icon and a checked checkbox labeled "Until Further Notice".
- Buttons:** "Close", "Cancel", and "Submit" buttons at the bottom right.



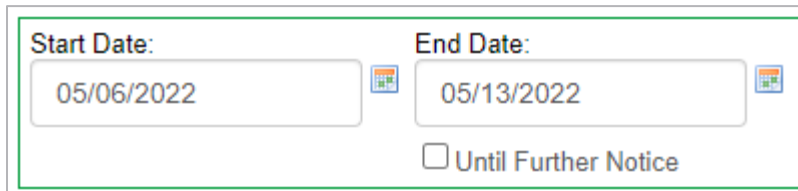
The "Add Alert" form with the "Alert Type" dropdown menu open, displaying the following options:

- Please Select -
- Please Select -
- New Account Analysis Statement
- New Acct Analysis Family Statement
- New ACH Notice of Change Available
- New ACH Return Items Available
- New Business Billing Statement
- New Corrected Check Number Report
- New Deposit Detail Report
- New Deposit Summary Report
- New eStatement Available
- New Misc Items Report
- New Outstanding Check Report
- New Outstanding Exception Item Rpt
- New Paid Checks Report
- New Settlement Report

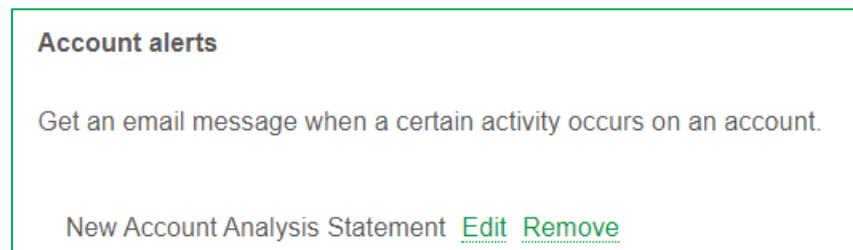
Confirm or enter in the email address where the alert should be sent.

A rectangular input field with a light gray border and a green outline. The text "Email Address*" is in the top left corner of the field.

The “Until Further Notice” box will be checked 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.

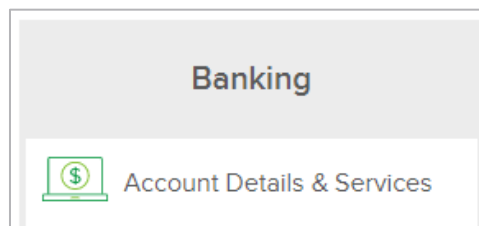
A form section with a green border. It contains two date pickers: "Start Date:" with the value "05/06/2022" and "End Date:" with the value "05/13/2022". Below the date pickers is a checkbox labeled "Until Further Notice".

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

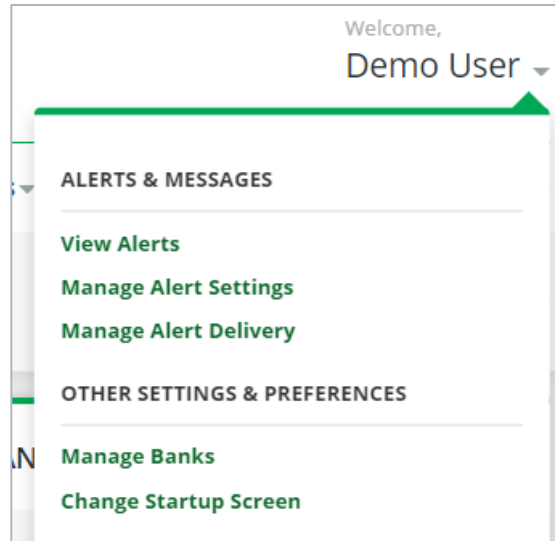
A card with a green border. The title is "Account alerts". Below the title is the text "Get an email message when a certain activity occurs on an account." At the bottom, there is a link "New Account Analysis Statement" followed by "Edit" and "Remove" links.

Account Details & Services Alerts

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

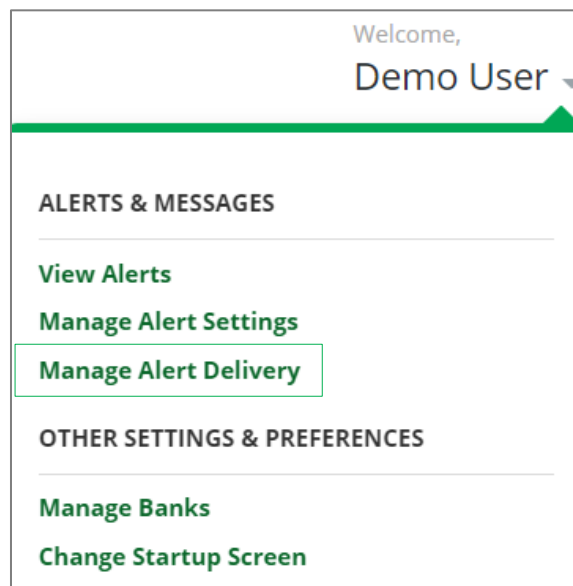
A menu structure. The top item is "Banking". Below it is a sub-menu item "Account Details & Services" which has a green icon of a laptop with a dollar sign.


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.



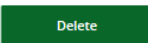


Manage Alert Delivery Methods

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 .

DELIVERY METHODS						
<input type="checkbox"/>	Delivery Name ▲	Delivery Method ▲	Deliver To ▲	Quiet Windows ▲	Status ▲	Action
<input type="checkbox"/>	Web Inbox	Inbox			Active	
<input type="checkbox"/>	Primary Email	Email	NPPI@bancorp.com		Active	
						Show 10 ▼
						

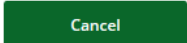
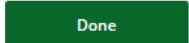
You can edit your alert to change your Delivery Status. Enter your changes and select **Done**.

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

EDIT DELIVERY METHOD

 Required Fields
 


Delivery Method	Email
Delivery Address Status *	<input checked="" type="radio"/> Active <input type="radio"/> Inactive
Delivery Name *	Primary Email
Deliver To *	ABC@ABCCompany.com
Quiet Window	<input type="checkbox"/> Do not send alerts during this time

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**.

EDIT DELIVERY METHOD Required Fields ? ✕

Delivery Method	Email
Delivery Address Status *	<input checked="" type="radio"/> Active <input type="radio"/> Inactive
Delivery Name *	Primary Email
Deliver To *	ABC@ABCCompany.com
Quiet Window	<input checked="" type="checkbox"/> Do not send alerts during this time
<div> <div>Time Zone</div> <div>Central Time</div> <div>Start 01:00 </div> <div>End 07:00 </div> </div>	
<div> <div>Cancel</div> <div>Done</div> </div>	

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**.

MANAGE DELIVERY METHODS
Use this page to create and select alert delivery methods.

[+ Add Delivery Method](#) Print Help

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.

ADD DELIVERY METHOD

Required Fields

?

✕

Delivery Method *	<input checked="" type="radio"/> Email
Delivery Address Status *	<input checked="" type="radio"/> Active <input type="radio"/> Inactive
Delivery Name *	<input type="text" value="Spring Summer"/>
Deliver To *	<input type="text" value="Spring.Summer@ABCCompany.com"/>
Quiet Window	<input type="checkbox"/> Do not send alerts during this time

Cancel

Done

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.

CONFIRM DELIVERY METHOD

Required Fields

?




✕

Delivery Method	Email
Delivery Name	Spring Summer
Deliver To	Spring.Summer@ABCCompany.com
Confirmation Code *	<input type="text" value="0"/> Resend Confirmation

Cancel

Done

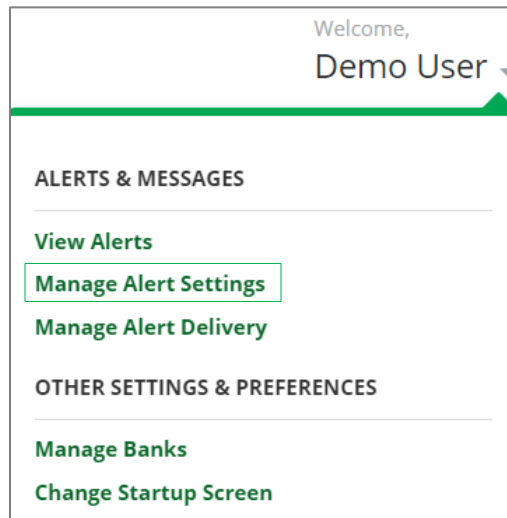
To edit your delivery methods, select the **Edit** icon . To delete a delivery method, select the box next to the delivery method you are looking to delete and select **Delete**.

DELIVERY METHODS						
<input type="checkbox"/>	Delivery Name ▲	Delivery Method ▲	Deliver To ▲	Quiet Windows ▲	Status ▲	Action
<input type="checkbox"/>	Web Inbox	Inbox			Active	
<input type="checkbox"/>	Primary Email	Email	NPPI@bancorp.com		Active	
<input checked="" type="checkbox"/>	Spring Summer	Email	Spring.Summer@ABCCompany.com		Active Verify	
						Show 10 ▼
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

Show10

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

Show100

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

ALERT SETTINGS					
MY ALERTS					
<input type="checkbox"/>	Alert Type ▲	Alert Detail	Account	Deliver To	Action
<input type="checkbox"/>	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.

EDIT ALERT

Required Fields ? X

Alert Type	Payment Status
Status *	Deleted
Payment Method *	All Wire Payments
Threshold *	Enter a Threshold ?
Deliver To	This alert will always be delivered to your inbox. You may select multiple delivery options.

☒ Delivery Name
 ☒ Primary Email
 ☐ Deliver To

Cancel

Submit

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.

ALERT SETTINGS

MY ALERTS

<input checked="" type="checkbox"/>	Alert Type ▲	Alert Detail	Account	Deliver To	Action
<input checked="" type="checkbox"/>	Payment Status	Payment Method: All Wire Payments, Status: Deleted		Primary Email, Inbox	<input checked="" type="checkbox"/>

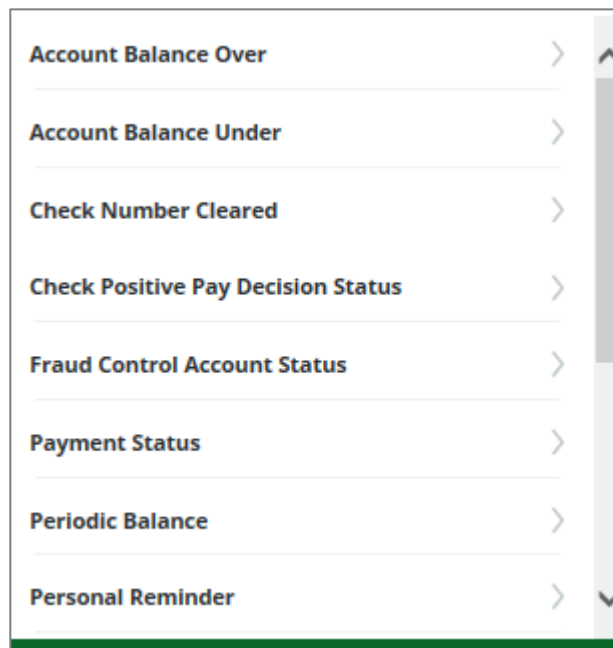
Show 10 ▼

Delete

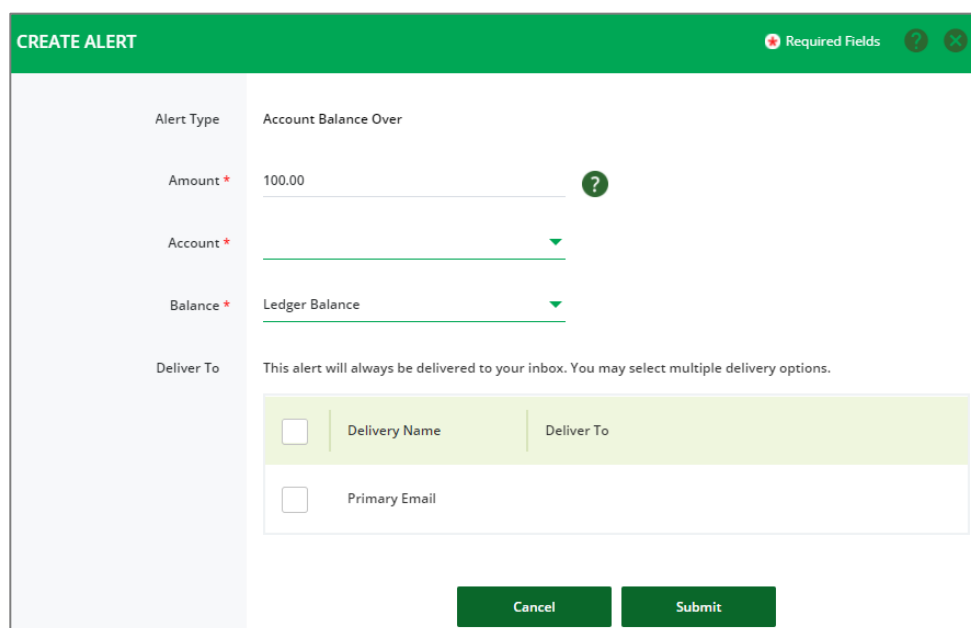
To create an alert, select **Create Alert** in Manage alert settings in the navigation bar.



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.

CREATE ALERT

Required Fields

Alert Type	Account Balance Over
Amount	100.00
Account	
Balance	Ledger Balance
Deliver To	This alert will always be delivered to your inbox. You may select multiple delivery options.

Delivery Name	Deliver To
<input checked="" type="checkbox"/>	Primary Email

Successful Submit
Your subscription was added successfully.

Alert Settings

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

ALERT SETTINGS

MY ALERTS

<input type="checkbox"/>	Alert Type ▲	Alert Detail	Account	Deliver To	Action
<input type="checkbox"/>	Account Balance Over	Amount: \$ 100.00		Primary Email,Inbox	
<input checked="" type="checkbox"/>	Payment Status	Payment Method: All Wire Payments,Status: Deleted		Primary Email,Inbox	

Show 10 ▼

Delete

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

SELECTED ALERTS SETTINGS

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

Show 10 ▼

Cancel

Delete

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**.

The screenshot shows the Associated Bank dashboard. At the top, there's a green header with 'Last Login: 11/02/2021 - 20:36 (Central Time)' on the left and 'Alerts 36', 'Approvals 4', and 'Log Off' on the right. Below the header, the 'AssociatedBank' logo is centered. A navigation bar contains links: DASHBOARD, ACCOUNTS, PAYMENTS, TRANSFERS, FRAUD CONTROL, and CHECK SERVICES. On the right, there's a dropdown menu for 'Client User3' and an 'ADMINISTRATION' link. A 'Go to Alerts' button is prominently displayed in green. The main content area features a 'DELETE ALERTS SETTINGS' section with a bell icon and a description: 'Use this page to preview Alert Settings entries for deletion.'

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.

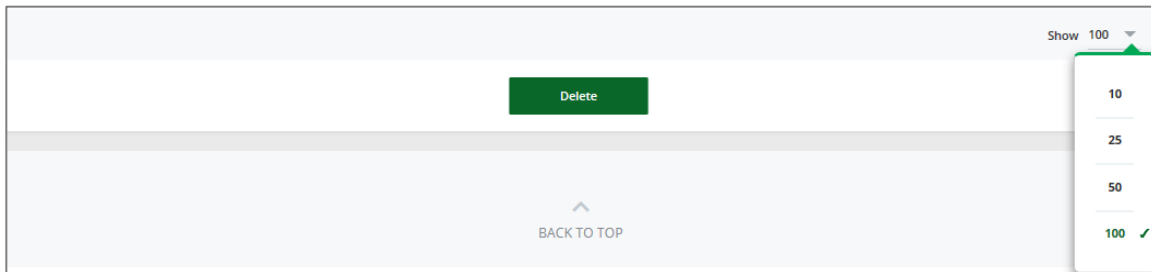
Your alerts will be displayed. Alerts that have previously been read will be un-bolded. Unread alerts will be bolded with a green dot next to the alert in the subject line.

ALERTS		
<input type="checkbox"/>	Date/Time ▲	Subject ▲
<input type="checkbox"/>	01/30/2019 12:05	Periodic Balance
<input type="checkbox"/>	01/31/2019 11:37	● User Entitlement Change

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.

<input checked="" type="checkbox"/>	02/04/2019 12:06	● Periodic Balance
		Show 10 ▼
Delete		

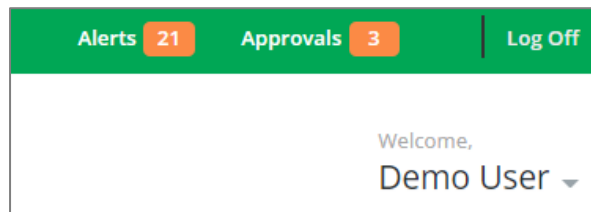
Users can expand the number of alerts shown on each page by changing their page view, or simply scrolling to additional pages. To adjust the number of alerts shown on your page, select the **Show** function at the bottom of the page and customize to your view specifications.



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 PAYMENTS

ALL

PENDING

SEARCH

Payment Date
Send Date

Payment No.
Name/Reference

Status
Confirmation No.

Co. Account
Co. Account Identifier

Type
Created By Template

Recipient

Amount (Items)
Recipient Amount (Items)

Rate

VIEW LAST MODIFIED BY

02/22/2019
02/20/2019

B6QC5NS6ZJ
Test123

Pending Approval (0 of 1)

CCD - Corporate Credit or Debit

ABC Company

\$ 5,000.00 (1)

Show / Hide Columns

Show

10

Reject

Delete

Approve

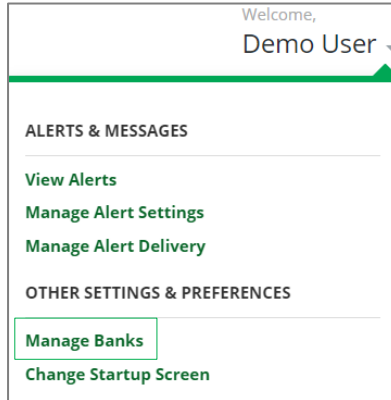
Export

Reverse TXNS

Reverse Payment

Manage Banks

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



Welcome,
Demo User ▾

ALERTS & MESSAGES

[View Alerts](#)


[Manage Alert Settings](#)

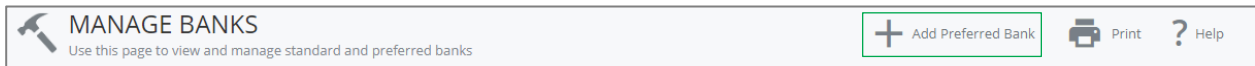
[Manage Alert Delivery](#)


OTHER SETTINGS & PREFERENCES



[Manage Banks](#)

[Change Startup Screen](#)

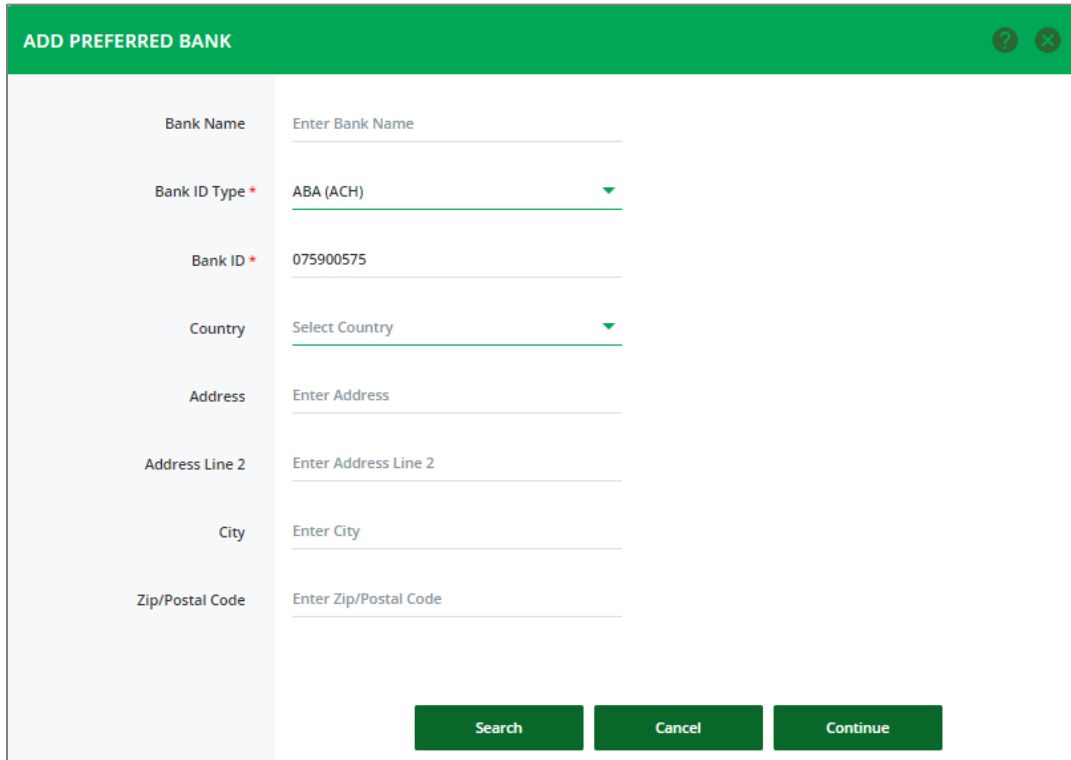
Here you will see your preferred banks. To create a new preferred bank in Associated Connect, select the **Create** Icon  to begin setting up the bank.





 **MANAGE BANKS**
Use this page to view and manage standard and preferred banks

[+ Add Preferred Bank](#)  Print  Help

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**.



ADD PREFERRED BANK  

Bank Name	Enter Bank Name
Bank ID Type *	ABA (ACH) ▾
Bank ID *	075900575
Country	Select Country ▾
Address	Enter Address
Address Line 2	Enter Address Line 2
City	Enter City
Zip/Postal Code	Enter Zip/Postal Code

[Search](#) [Cancel](#) [Continue](#)

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.

ADD PREFERRED BANK

Bank Name

ASSOCIATED BANK GREEN BAY

Bank ID Type *

ABA (ACH) ▼

Bank ID *

075900575

Country

United States ▼

Address

Enter Address

Address Line 2

Enter Address Line 2

City

GREEN BAY

State

Wisconsin ▼

Zip/Postal Code

Enter Zip/Postal Code

Search

Cancel

Continue

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

ADD PREFERRED BANK

Bank Name

ASSOCIATED BANK GREEN BAY

Bank ID Type

ABA (ACH)

Bank ID

075900575

Country

United States

City

GREEN BAY

State

Wisconsin

Cancel

Edit

Submit

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



Successful Submit
 The preferred bank was created successfully.

Manage Banks

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

BANK LIST				
PREFERRED BANKS		STANDARD BANKS		
Show All	Search	ADVANCED SEARCH		
Bank Name ▲	Bank ID Type ▲	Bank ID ▲	City ▲	Country ▲
ASSOCIATED BANK GREEN BAY	ABA (ACH)	075900575	GREEN BAY	UNITED STATES

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

Bank Name ▲	Bank ID Type ▲	Bank ID ▲	City ▲	Country ▲
ASSOCIATED BANK GREEN BAY	ABA (ACH)	075900575	GREEN BAY	UNITED STATES

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

EDIT PREFERRED BANK

Bank Name

ASSOCIATED BANK GREEN BAY

Bank ID Type *

ABA (ACH)

Bank ID *

075900575

Country

United States

Address

Enter Address

Address Line 2

Enter Address Line 2

City

GREEN BAY

State

Wisconsin

Zip/Postal Code

Enter Zip/Postal Code

Search

Cancel

Delete

Continue

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.

Date	Subject	Status	Attachment(s)	Action
07/30/2019 01:34 PM	System Maintenance Notice	Read		
05/14/2019 03:05 AM	Test4	Unread		Reply
05/14/2019 02:43 AM	Test3	Unread		Reply
05/14/2019 02:38 AM	Test2	Unread		Reply
05/14/2019 02:37 AM	Test1	Unread		Reply
05/06/2019 06:00 AM	Test	Unread		Reply
05/06/2019 05:22 AM	Test	Unread		Reply
05/06/2019 05:18 AM	Test	Unread		Reply
05/06/2019 05:10 AM	Test	Unread		Reply
04/09/2019 01:02 PM	Test Defect	Unread		Reply
03/04/2019 11:49 AM	Holiday Reminder - Presidents Day	Read		

☐ [Select All](#)

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

Date	Subject	Status	Attachment(s)	Action
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To send a secure message to Associated Bank, select **Compose**.

Message Center

[Inbox](#) | [Sent Messages](#) | [Archived Messages](#)

Date	Subject	Status	Attachment(s)	Action
<input type="checkbox"/> 07/30/2019 01:34 PM	System Maintenance Notice	Read		
<input type="checkbox"/> 05/14/2019 03:05 AM	Test4	Unread		Reply
<input type="checkbox"/> 05/14/2019 02:43 AM	Test3	Unread		Reply
<input type="checkbox"/> 05/14/2019 02:38 AM	Test2	Unread		Reply
<input type="checkbox"/> 05/14/2019 02:37 AM	Test1	Unread		Reply
<input type="checkbox"/> 05/06/2019 06:00 AM	Test	Unread		Reply
<input type="checkbox"/> 05/06/2019 05:22 AM	Test	Unread		Reply
<input type="checkbox"/> 05/06/2019 05:18 AM	Test	Unread		Reply
<input type="checkbox"/> 05/06/2019 05:10 AM	Test	Unread		Reply
<input type="checkbox"/> 04/09/2019 01:02 PM	Test Defect	Unread		Reply
<input type="checkbox"/> 03/04/2019 11:49 AM	Holiday Reminder – Presidents Day	Read		

☐ [Select All](#)
Delete
Archive
Mark as Read
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**.

Compose Message

Subject:

- Please Select -

Content:

0 of 4000 characters

Select Attachments (5 files max)

Select

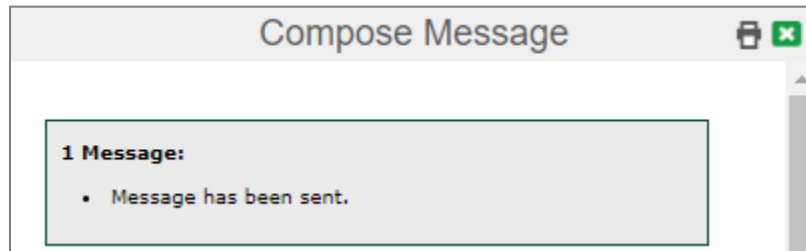
*Files will be available for six months.

Close

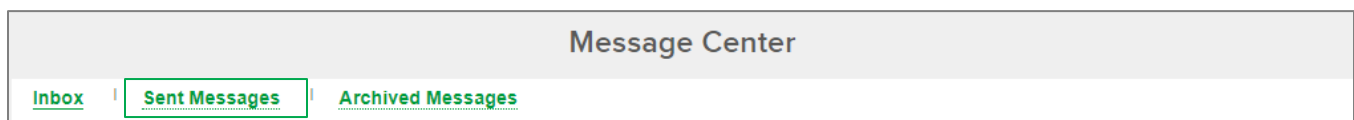
Cancel

Send

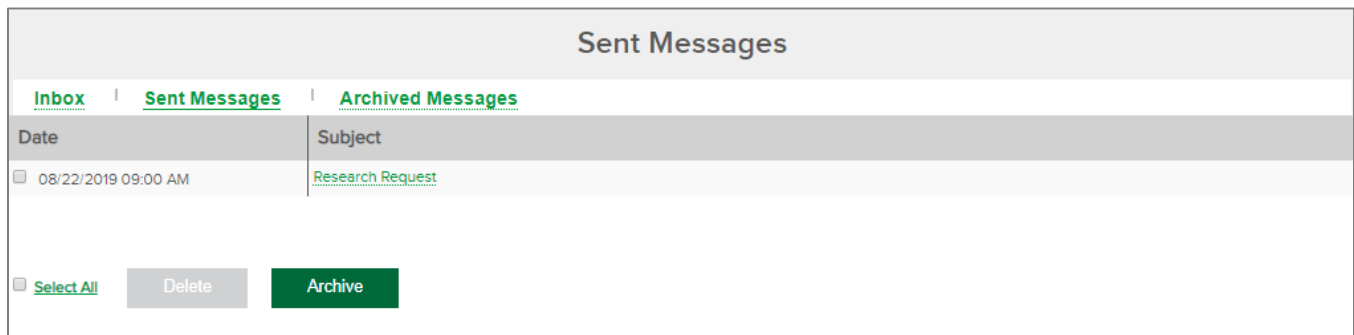
Your message will be sent.



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



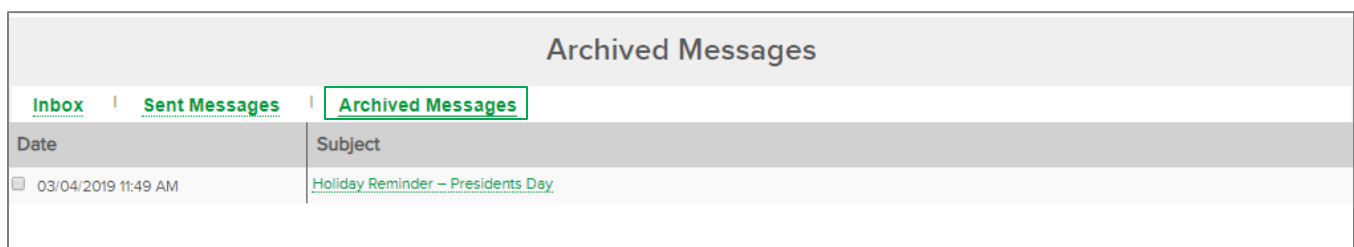
Your sent messages will be shown.



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**.

<input checked="" type="checkbox"/> 04/09/2019 01:02 PM	Test Defect	Unread	Reply
<input type="checkbox"/> Select All	Delete	Archive	Mark as Read
			Compose