

Associated Connect[®]

Reference Guide: Mobile Application



Table of Contents

Mobile Application.....	3
Minimum Requirements.....	3
Device Operating Systems	3
Device Browsers.....	3
Networks in the U.S.	3
Mobile Functionality	4
Downloading the Mobile App.....	5
Using the Mobile App	9

Mobile Application

Associated Bank has created a Mobile Application (Mobile App or App) for Associated Connect users, available on both Apple® and Android™ devices. You **MUST** be registered on the Associated Connect platform before you set up your device for mobile access.

Minimum Requirements

Device Operating Systems

- Android version 10 API Level 29.0 and above
- Apple iOS version 14.5 and above

Device Browsers

- Google Chrome™ Browsers versions 70 and above
- Android browsers versions 6 and above
- Mozilla Firefox® browsers versions 62 and above
- Microsoft Edge® browsers versions 12 and above
- Apple Safari® browsers versions 10 and above

Networks in the U.S.

- All carriers where you have a data plan and with devices capable of data encryption using Secured Sockets Layer (SSL) technology supported with digital certificates.

Associated Connect Mobile is available for authorized business accounts. Message and data rates may apply. Check your carrier plan for details. Visit <https://www.associatedbank.com/disclosures/mobile-application-disclosure> for privacy policy, terms and conditions.

Mobile Functionality

Function	Associated Connect	Associated Connect - Mobile
View Current and Prior Day Account Detail	✓	✓
Create/Edit/Approve ACH	✓	✓
Create/Edit/Approve Wires	✓	✓
Create/Edit/Approve Templates	✓	✓
Create/Edit/Decision Positive Pay	✓	✓
Create/Edit Stop Payments	✓	✓
Decision Reverse Positive Pay	✓	✓
Create/Manage Internal Transfers	✓	✓
View User Entitlements (Administrators Only)	✓	✓
Manage File Uploads	✓	
View Reports*	✓	✓
Export Reports	✓	
Importing ACH Files	✓	
Importing Positive Pay Files	✓	
Access Document Center (Including Turning off mailed statements)	✓	
Access Portal Applications (I.E. Lockbox, Remote Deposit, etc.)	✓	ACH Filter and Remote Deposit Only
Creating/Editing/Deleting Users	✓	

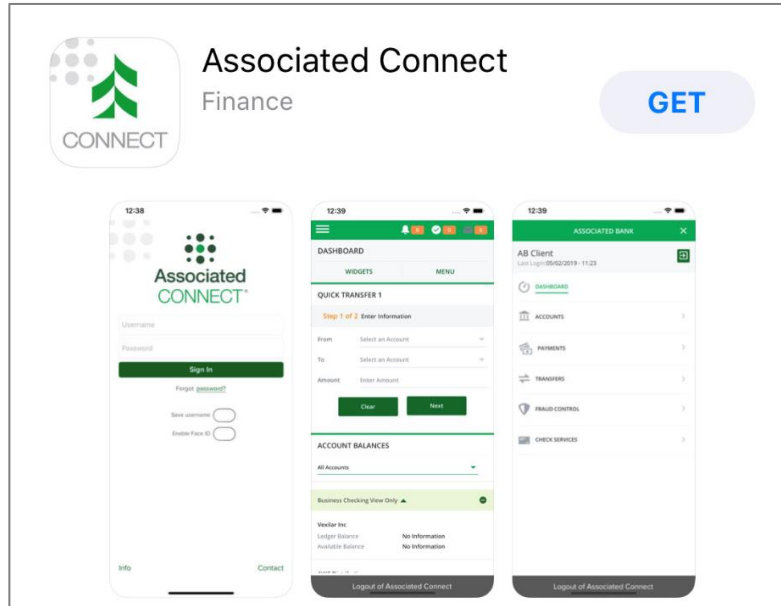
*Reporting screens within the Mobile Application do not adapt to the user's mobile device.

After running a report, it will open, but the user will have to exit the application and log in again in order to continue using Associated Connect Mobile.

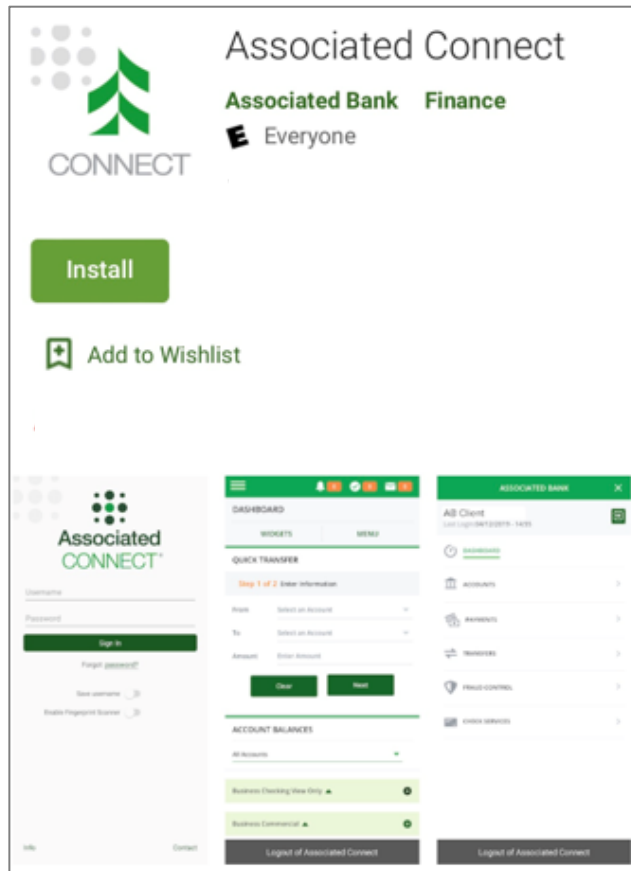
Downloading the Mobile App

The Associated Connect Mobile app is available for you to download through the Apple Store® or the Google Play™ store by searching for **Associated Connect** and downloading the app.

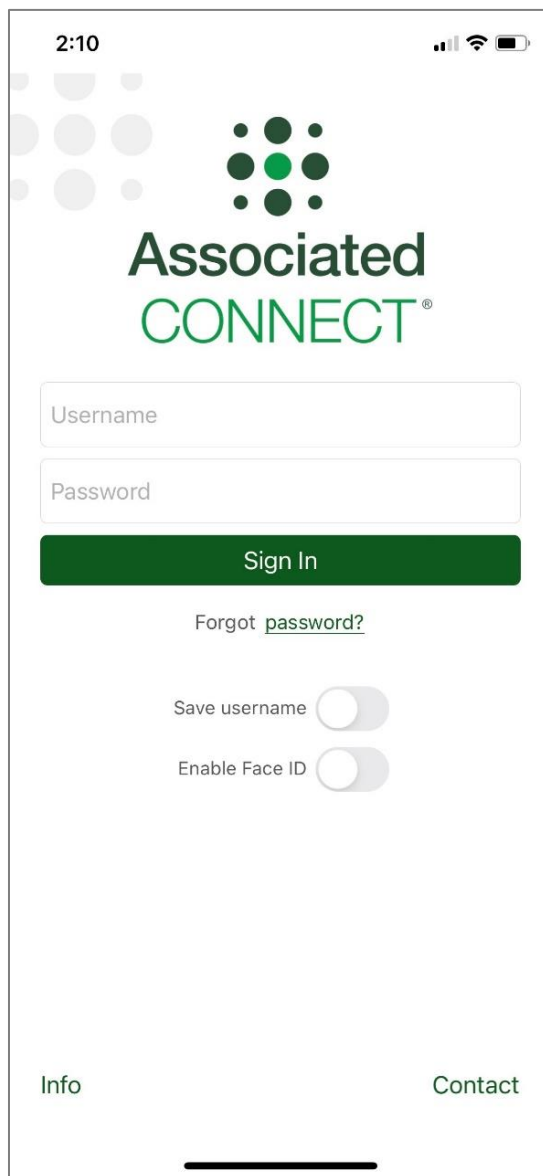
Apple Store



Google Play

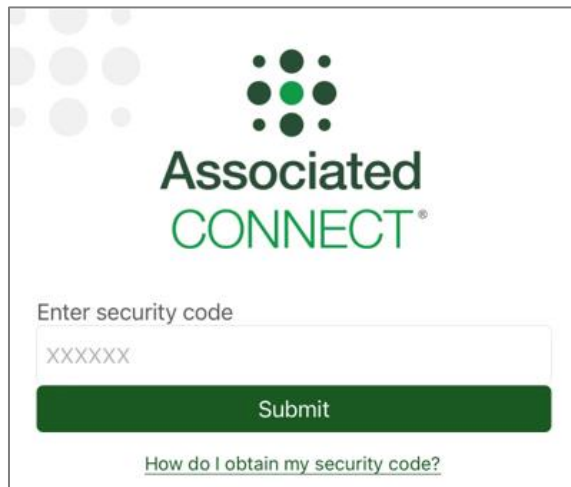


Once the app has been installed on your phone, open the app and the sign in screen will be shown. Sign in with your Associated Connect username and password. On this screen you can also save your username and enable face ID.

The image shows a mobile app interface for 'Associated CONNECT'. At the top, the status bar shows the time 2:10 and signal/battery icons. The app logo, consisting of a grid of dots with one green dot, is centered above the text 'Associated CONNECT®'. Below the logo are two input fields: 'Username' and 'Password'. A green 'Sign In' button is positioned below the password field. Underneath the button is a link that says 'Forgot [password?](#)'. Further down are two toggle switches: 'Save username' and 'Enable Face ID', both currently turned off. At the bottom of the screen are two links: 'Info' and 'Contact'. The entire interface is framed within a mobile device outline.

If your company is entitled to high-risk services, you will need to provide a security code upon sign in. For users with a mobile token, you will need to open the **OneSpan Mobile Authenticator**® Application (app) on your mobile phone to generate a security code. Note that your session in the Associated Connect mobile app will remain active while you are using the **OneSpan Mobile Authenticator** app. If you are using a hardware authenticator (known as a physical token) you will need to press the button on your physical token, and it will generate a valid security code on its screen.

For more details on how to register and use **OneSpan Mobile Authenticator** app or register and use a hardware authenticator please view the Associated Connect [Multi-Factor Authentication and Password Management Guide](#).

The image shows a login screen for Associated CONNECT. At the top is the logo, which consists of a 3x3 grid of dots with the center dot being green. Below the logo is the text "Associated CONNECT" in a sans-serif font, with "CONNECT" in green. Underneath is a text input field with the placeholder "Enter security code" and "XXXXXX". Below the input field is a green "Submit" button. At the bottom, there is a link that says "How do I obtain my security code?".

Associated
CONNECT®

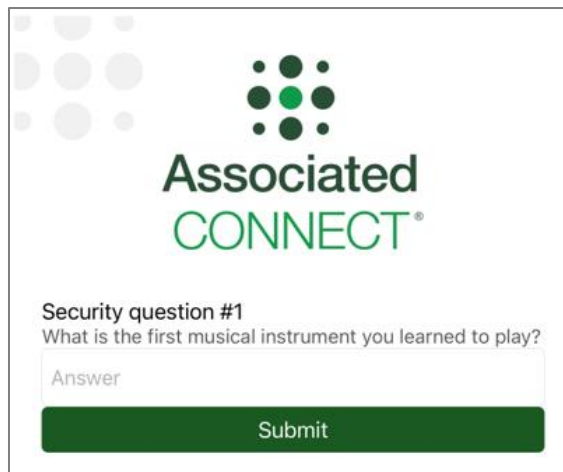
Enter security code

XXXXXX

Submit

[How do I obtain my security code?](#)

If your company is not entitled to any high-risk services (ACH Filter, ACH Origination, Bill Pay, Cash Ordering, File Transfer, FX Manager, Positive Pay, Remote Deposit, Trade Services, and Wire Transfer), users will be asked a challenge question on your first sign in and periodically going forward. You would have established the answers for these security questions when first signing into Associated Connect.

The image shows a security question screen for Associated CONNECT. It features the same logo as the previous screen. Below the logo is the text "Associated CONNECT". Underneath is the text "Security question #1" followed by the question "What is the first musical instrument you learned to play?". Below the question is a text input field with the placeholder "Answer". Below the input field is a green "Submit" button.

Associated
CONNECT®

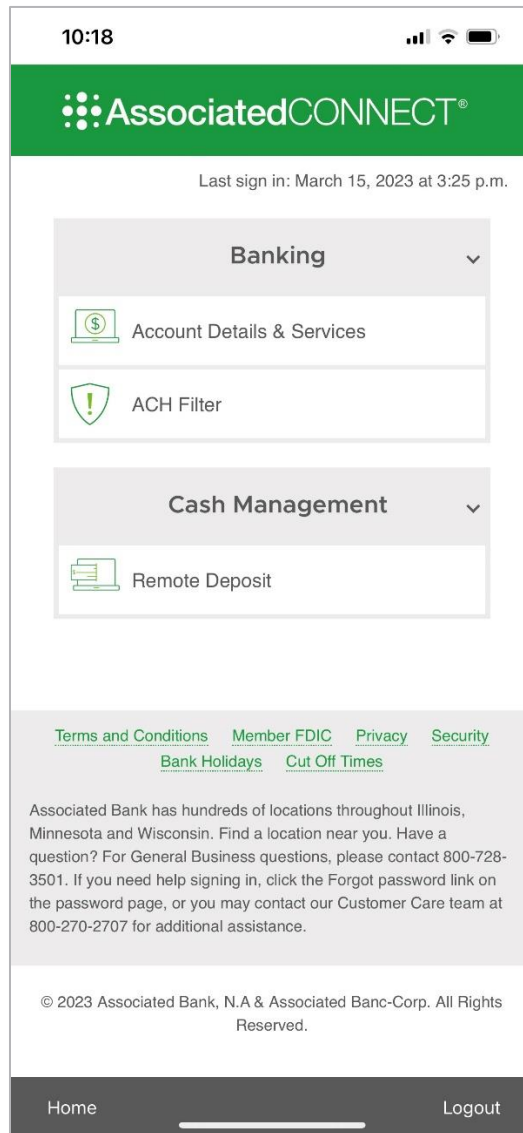
Security question #1

What is the first musical instrument you learned to play?

Answer

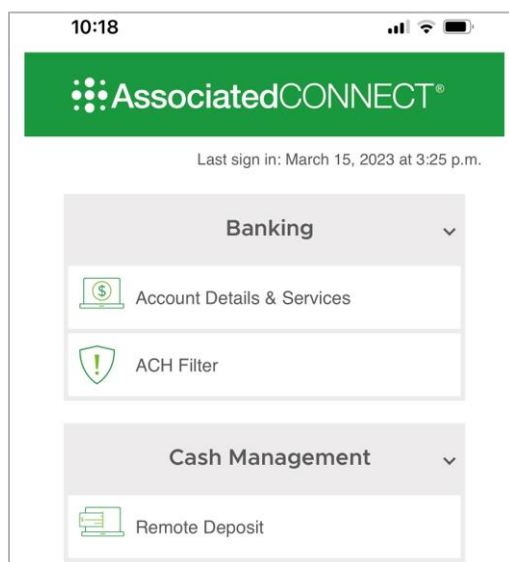
Submit

Upon successful sign in, the Associated Connect Portal will appear.



Using the Mobile App

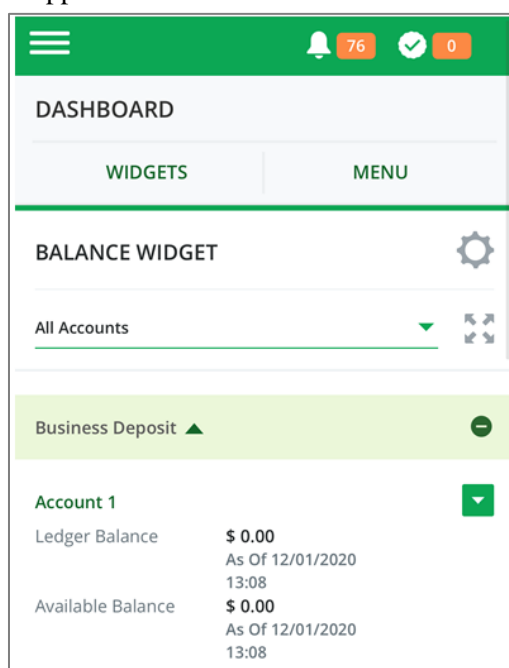
The Associated Connect Mobile Application opens to the portal, where you have access to your Account Details & Services as well as ACH Filter and Remote Deposit (if applicable).



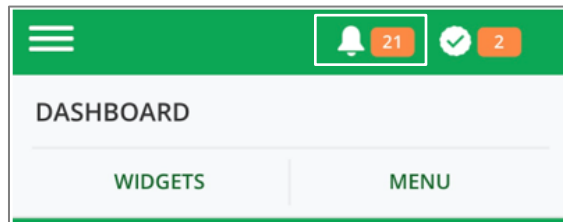
It is viewable in portrait or landscape and no matter what screen you are on in the application; you can click on Home to return to the portal page or Logout to safely leave the application.



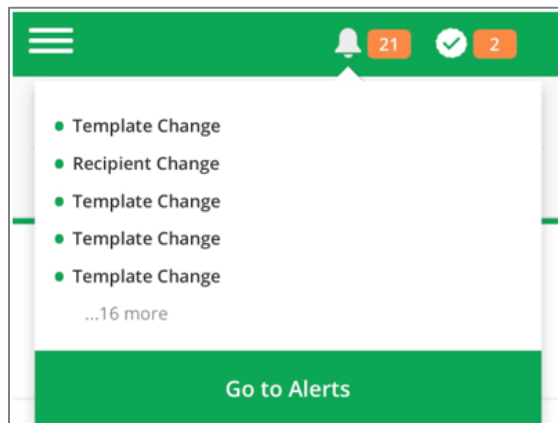
Once in Account Details and Services, the Dashboard allows you to manage widgets, view account balances, manage alerts and approvals and access additional services.




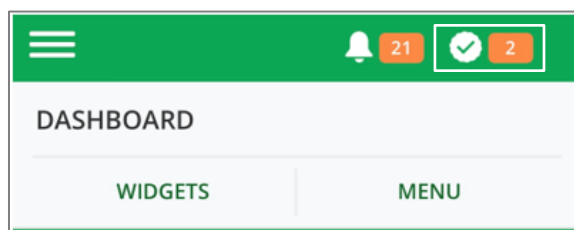
You can view your alerts by selecting the **Bell icon**  and your alerts menu will be shown.



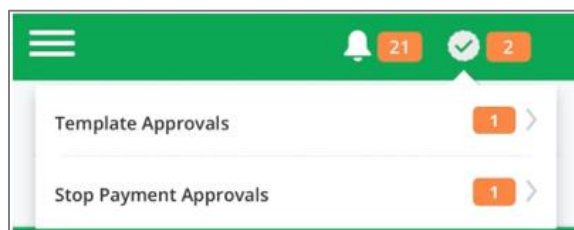
To view your alerts, select **Go to Alerts**.



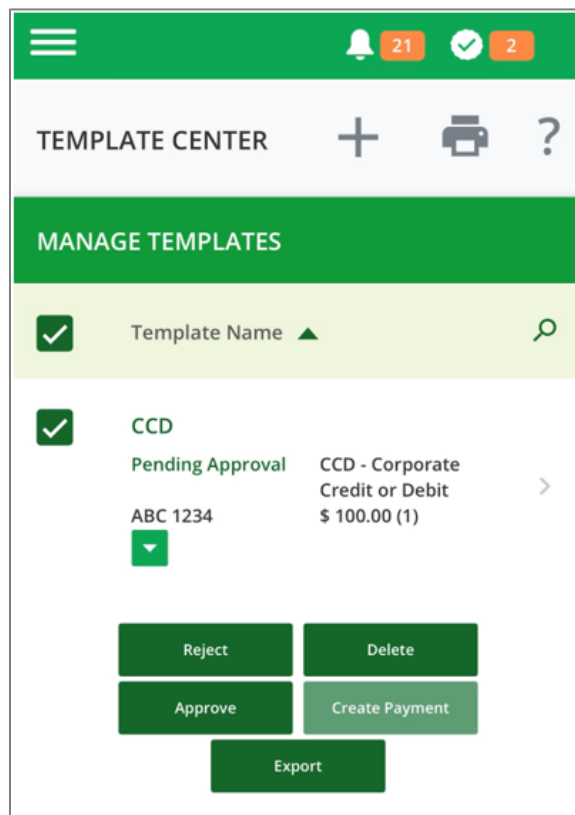
You will be able to view your pending approvals by selecting the **Check Mark icon**  and your approvals menu will be shown.



To view your approvals, select the item(s) in need of approval.

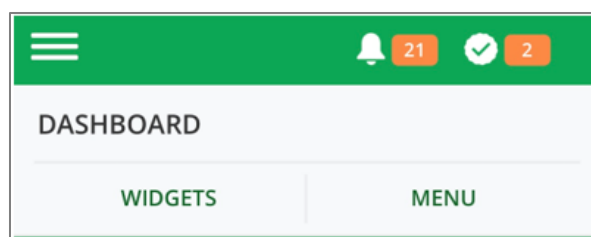


You will be directed to either the Payments Center or the Template Center. Check the box next to the item(s) you are looking to approve, delete or reject a payment.




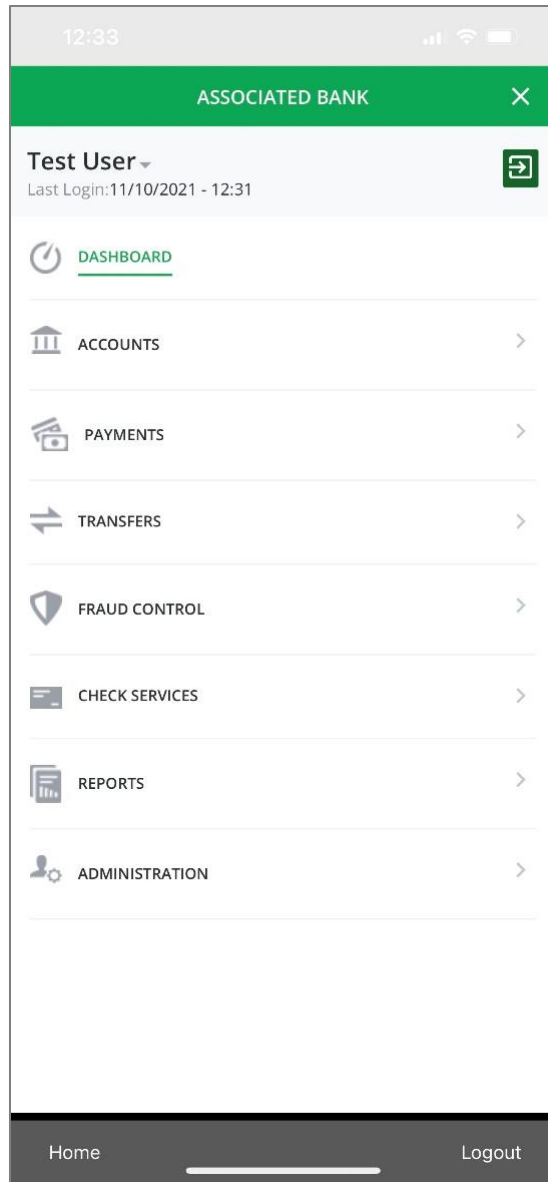
Note: A security code will be required when approving ACH or Wire payments. For users with a mobile token, you will need to open the *OneSpan Mobile Authenticator* Application on your mobile phone to generate a security code. If you are using a hardware authenticator (known as a physical token) you will need to press the button on your physical token, and it will generate a valid security code on its screen.

You can access additional services from the drop-down menu in the upper left-hand corner.



The products and services available to you on the mobile app will be shown. To close out of the menu, select the **X** in the upper right-hand corner.

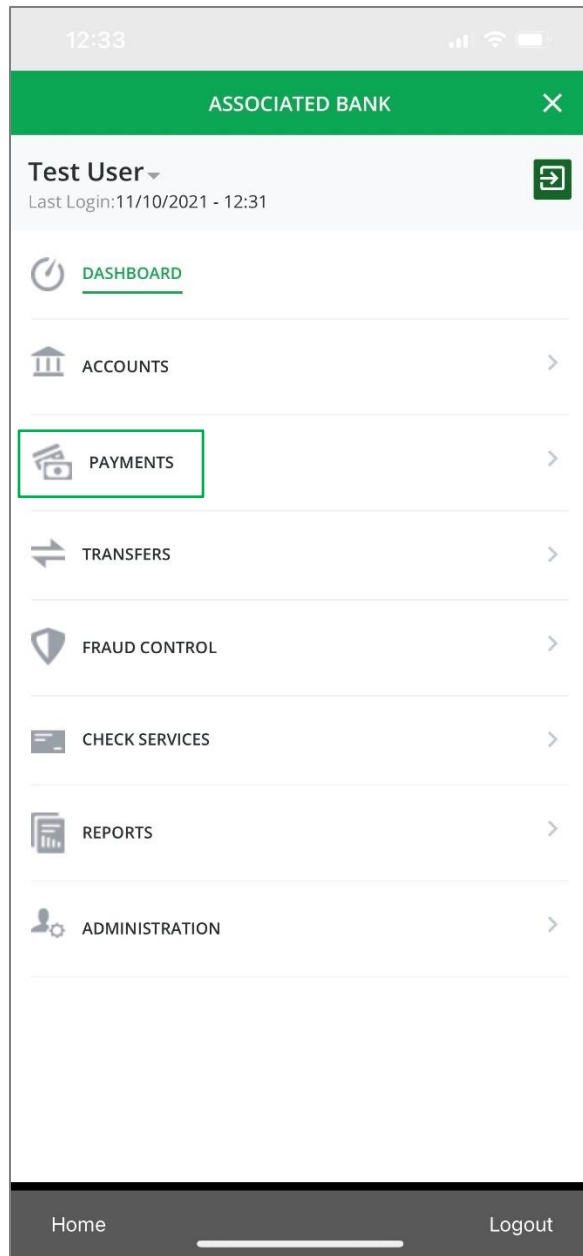
Note: The  icon is an exit button for the app.



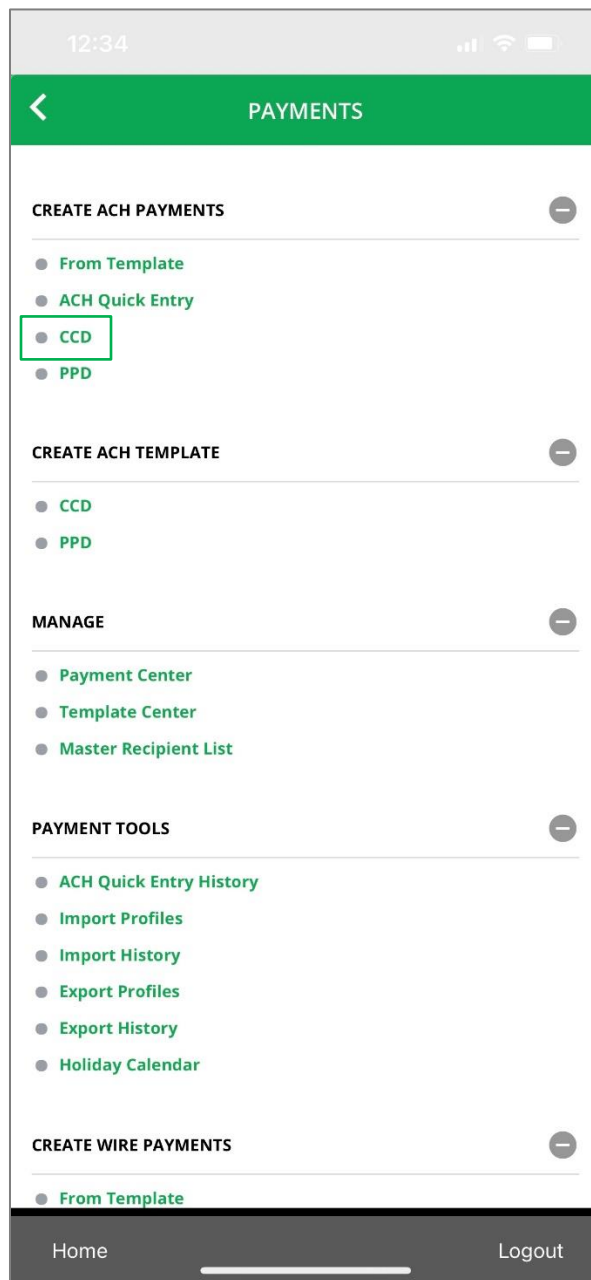
Once the client is signed into the Mobile App, they will see the services they are entitled to within the drop-down menu in the top left corner.



To create, edit, approve, or view payments, the user will need to select **Payments** from the drop-down menu.



The client can choose which payment type they would like to create. In this example we will use a CCD ACH Payment.



Once they select CCD, they will need to fill out the mandatory fields (these fields are the same as in Associated Connect). They must also select or create a recipient before they can move onto the next screen.

CREATE CCD PAYMENT ?

PAYMENT INFORMATION -

Required Fields

Company Entry Description *

Test Clien

Originating Account *

Select an Originating Account ▼

Originating ACH Company ID *

Select an ACH Company ID ▼

Company Discretionary Data

Test Data

Effective Date *

06/18/2021

Frequency

☒ One-Time Only
 ☐ Recurring

Workflow

☐ Confidential

RECIPIENTS

Select Recipients

Create New

Import from File

Recipient Name ▲

NO RECIPIENT SELECTED

Cancel

Once the recipient is added, the next screen will display for the user to enter dollar amounts and Addenda information. Once the information is entered, the user needs to select **Continue**.

RECIPIENTS
Running Totals ▼

Select Recipients
Create New
Import from File

Recipient Name ▲

Recipient Name
ABC123

Bank ID
123456789

Bank Name
ASSOCIATED BANK GREEN BAY

Account Number
4444444444

Amount

CR/DR
Credit ▼

Disc. Data

Status
Active ▼

Addenda

+

The user can now review and **Submit Payment**.

14
0

PREVIEW CCD PAYMENT
?

PAYMENT INFORMATION
-

Company Entry Description
Test Clie

Originating Account
4444444444

Originating ACH Company ID
1201493501

Company Discretionary Data
Test Data

Effective Date
06/18/2021

Frequency
One-Time Only

Confidential
No

Recipient Name ▲

Recipient Name	ABC123
Recipient ID	123456789
Bank ID	075900575
Bank Name	ASSOCIATED BANK GREEN BAY
Account Number	44444444444
Account Type	Checking
Amount	\$ 500.00
CR/DR	Credit
Disc. Data	
Status	Active
Prenote Expiry	
Addenda	

TOTAL RECIPIENTS	1
TOTAL CREDIT AMOUNT	\$ 500.00

Cancel

Edit Payment

Submit Payment

After they select Submit Payment, they will see the **Successful Submit** screen.

Successful Submit

Payment Test Clieen has been successfully created.
Total credits \$ 500.00.

Save as Template

Payment Center