

# Associated Connect<sup>®</sup>

Reference Guide: Premier Lockbox Security Administrator
















## Table of Contents

|                                    |   |
|------------------------------------|---|
| Portal Access .....                | 3 |
| Associated Connect Portal.....     | 4 |
| Administrative Privileges .....    | 5 |
| Assigning User ID Privileges ..... | 5 |
| Maintaining User IDs .....         | 6 |
| User ID Release .....              | 6 |
| User ID Reporting .....            | 7 |
| Audit Activity Report.....         | 8 |
| Create a Group ID .....            | 8 |
| Edit a Group ID .....              | 9 |
| Assign a Group ID.....             | 9 |

## 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:

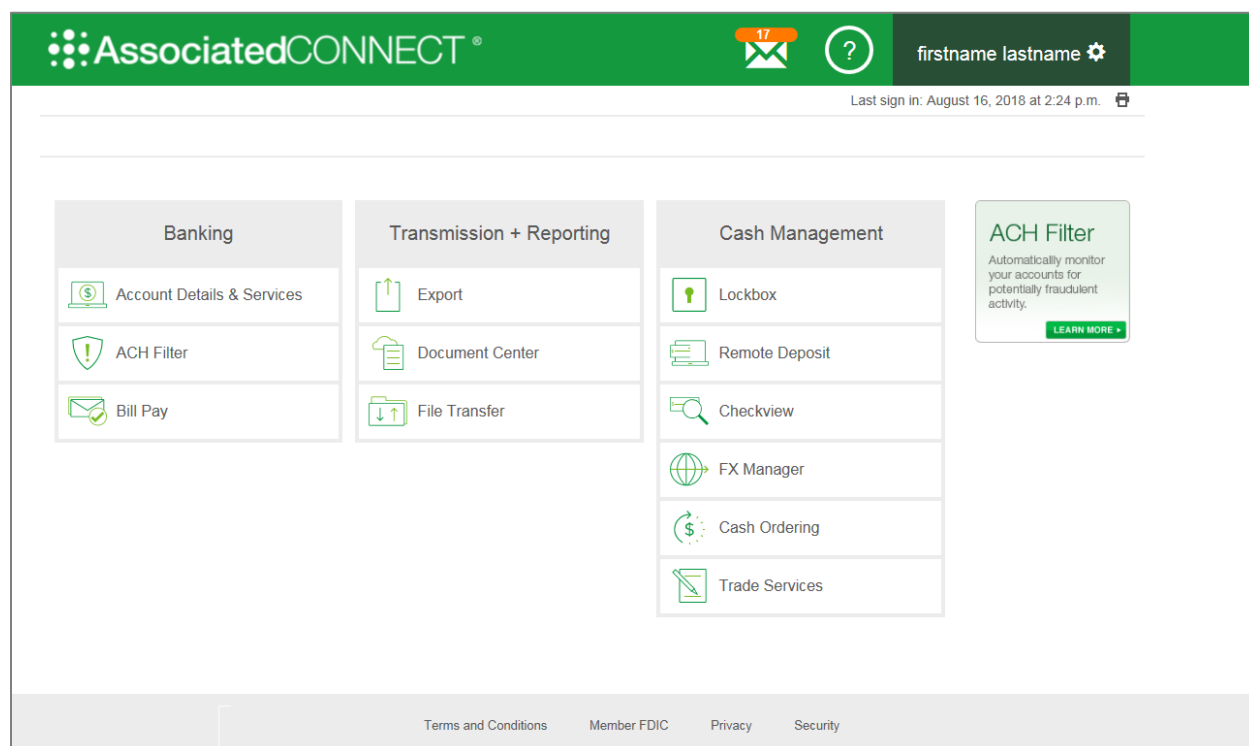
| Category                   | Icon  | Definition   |
|----------------------------|---|--|
| Banking                    |    | Account Details and Services<br>(Includes Account Balances, Account Transfers, ACH Origination, Check Inquiry, Image Search Transaction Activity, Positive Pay, Stop Payments and Wire Transfers.) |
|                            |    | Account Summary Page<br>(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 of your online banking services.



## Administrative Privileges

A Security Administrator is an individual user that has additional privileges regarding the security of a Company's users. Each Customer ID is required to have a minimum of two Security Administrators assigned, but three or more are strongly recommended.

### Assigning User ID Privileges

Security Administrators are responsible for assigning User ID privileges (services, capabilities, accounts, etc.). To do this, once in the Premier Lockbox portal, select **Admin > Manage User Access** from the menu. Then, select the **Users tab** to bring up a list of users in the system to take action on. Click **Action** next to the user you wish to modify, then select **Modify Services**.

| Manage User Access                                      |                |           |       |        |                |                   |
|---|----------------|-----------|-------|--------|----------------|-------------------|
| Registration code: <span style="float: right;">F</span> |                |           |       |        |                |                   |
| Activity <u>Users</u> User Groups                       |                |           |       |        |                |                   |
| Search  |                |           |       |        |                |                   |
| Action  | User ID        | User Name | Group | Status | Pending Action | Last Updated User |
| Action...   | 12345JohnDoe01 | John Doe  |       | Active |                | 12345SUPERUSER    |
| Action...   | 12345JohnDoe02 | John Doe  |       | Active |                | 12345SUPERUSER    |
|   | 12345JohnDoe03 | John Doe  |       | Active |                | 12345SUPERUSER    |
| Copy To   | 12345JohnDoe04 | John Doe  |       | Active |                | 12345SUPERUSER    |
| Modify Profile  | 12345JohnDoe05 | John Doe  |       | Active |                | 12345SUPERUSER    |
| Modify Services   | 12345JohnDoe06 | John Doe  |       | Active |                | 12345SUPERUSER    |
| Action...   | 12345JohnDoe07 | John Doe  |       | Active |                | 12345SUPERUSER    |

A service list will be displayed with all services that can be entitled to the user. Find the service you want to entitle and select **Action**, then **Add** for the service you want to entitle. Depending on the service, a window will then appear allowing you to entitle that service to specific accounts or lockboxes. Once you have selected the proper options, click **Save**.

| Modify User Services |                       |              |                |                               |
|----------------------|-----------------------|--------------|----------------|-------------------------------|
| Search               |                       |              |                |                               |
| Action               | Service               | Status       | Pending Action | Last Updated Date/Time        |
| Actions ▼            | AUTOMATED LOCKBOX     | Entitled     |                | Nov 14, 2020, 12:49:07 PM EST |
| Actions ▼            | DIGITAL ARCHIVE       | Not Entitled |                |                               |
| Add                  | EVENT MANAGER         | Not Entitled |                |                               |
|                      | RELATED BANK SERVICES | Not Entitled |                |                               |

All Security Administrator actions are dual-release and requires that a second Security Administrator approve the action before it will take effect in the system. See User ID Release selection for more

information on how to release an ID.

## Maintaining User IDs

Security Administrators are responsible for assigning User ID privileges (services, capabilities, accounts, etc.). To do this, once in the Premier Lockbox portal, select **Admin > Manage User Access** from the menu. Then, select the **Users tab** to bring up a list of users in the system to take action on. Click **Action** next to the user you wish to modify, then select **Modify Services**. The following screen will display.

| Modify User Services |                       |              |                |                               |
|----------------------|-----------------------|--------------|----------------|-------------------------------|
|                      |                       |              |                | Search                        |
| Action               | Service               | Status       | Pending Action | Last Updated Date/Time        |
| Actions ▼            | AUTOMATED LOCKBOX     | Entitled     |                | Nov 14, 2020, 12:49:07 PM EST |
| Actions ▼            | DIGITAL ARCHIVE       | Entitled     |                | Nov 15, 2020, 10:49:25 AM EST |
| Modify               | EVENT MANAGER         | Not Entitled |                |                               |
| Remove               | RELATED BANK SERVICES | Not Entitled |                |                               |

Select the **Actions** option next to the service you wish to modify. User ID Maintenance includes the following functions: **Modify** and **Remove**.

- **Modify:** To modify services currently entitled to the user.
- **Remove:** To remove access to a service the user is currently entitled to.

## User ID Release

A second Security Administrator is required to approve all User ID maintenance requests. Once logged in the second administrator can click on the Task Central link that says Manage User Access, or can navigate to **Admin > Manage User Access**. Then in the **Activity** tab, for any pending change, select **Actions**, then **Release**. You can also select **View Changes** if you would like to see what permissions were changed before releasing.

The screenshot displays the 'Manage User Access' page. At the top, there's a navigation bar with 'Transactions', 'Resources', 'Communications', 'Reporting', and 'Admin'. Below this, the 'Manage User Access' title is followed by a 'Registration code:' field and a 'Reports' button. The 'Activity' tab is selected, showing a table of users. The table has columns: Action, ID, Name, Type, Status, Pending Action, and Last Updated User. A single user is listed with ID 'XXXXX', Name 'XXXXXXXXXXXX', Type 'User', Status 'Pending', Pending Action 'Modify Service', and Last Updated User 'XXXXX'. The 'Actions' dropdown for this user is open, showing options: 'Reject', 'Release' (highlighted with a red circle), and 'View Changes'.

## User ID Reporting

User ID Reports allow the Lockbox Administrator to pull reports of users and groups within the company. The reports show current entitlement information for ID's as it currently exists in the system. The reports do not show any updates to ID's in a pending authorization status. Lockbox Admins can request a detailed report of entitlements for ID's within the company. All User ID's, all Group ID's, or a combined report may be requested. To request an ID Report from the Lockbox Premier module select **Admin > Manage User Access** from the menu. Next select the **Reports** button, and choose **ID**. This will open a selection window where you can choose the type of report you are looking for.

The Customer ID field will be pre-filled. The following report options are available:

- Summary or Detail Report Data
- Report Type (User, Group, or All)
- An Output Format:
  - Advanced provides a dynamic report with the ability to expand/collapse areas of the report
  - PDF provides a fully expanded version of the report in PDF format that you can save to your PC

Select **Generate** to produce the report.

## Audit Activity Report

The Audit Activity Report provides Security Administrators with the ability to view All Users or an individual user's activity. This report can be requested for All Applications or select applications. The Start and End dates must be within 90 calendar days from the current date, and the Date Range cannot be greater than 14 calendar days at a time. If you want to view one specific day leave the End date field blank. To request an Audit Activity Report select **Admin > Audit** from the menu in the Lockbox Premier module.

Select the Report Format you want to view. There are two options available:

- **HTML:** This version has a toolbar button to view the report as a PDF, enabling the user to view the report in PDF format directly from the HTML output screen
- **PDF:** The PDF version, as displayed in Adobe, also includes bookmarks allowing rapid scrolling to the bookmarked content. This version can be saved and archived locally

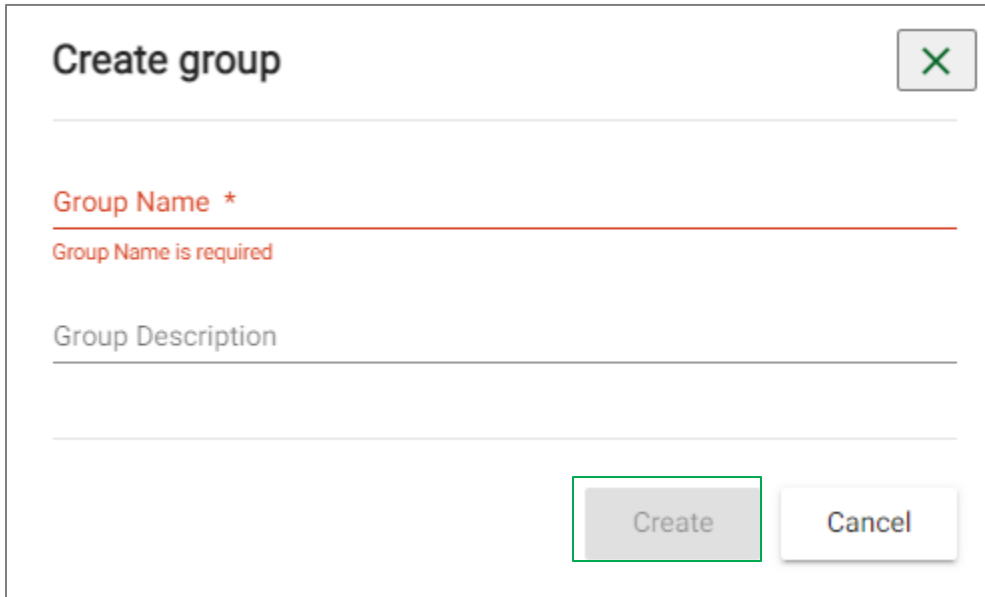
Click **Generate Now** once selections are made.

## Create a Group ID

Security Administrators can create a Group ID, assign users to the group, and modify the group so that all users always have the same entitlements. This saves time when adding new services or accounts to multiple users as the action can be done at the group level. To create a Group ID select **Admin > Manage User Services** from the menu in the Lockbox Premier module. Then select the **User Groups** tab, and click the **Create Group** button.



Enter a Group Name and Description (e.g. Customer Service Team). Select Create to add the new group profile to the system. This feature is single release and does not require that another Lockbox Administrator release this request.



**Create group** [X]

Group Name \*

Group Name is required

Group Description

Create Cancel

## Edit a Group ID

Modification can be made to a group after a Group ID has been created. Select **Admin > Manage User Services** from the menu in the Lockbox Premier module. Then select the **User Groups** tab Click **Action** next to the group to be modified and then make your changes as you would for a User ID. A second Lockbox Administrator will also need to log in to release the changes the same way they would for a user change.

## Assign a Group ID

To assign a user to a Group from the Lockbox Premier module you should select **Admin > Manage User Services** from the menu in the Lockbox Premier module. Next select the **Users** tab. Select **Action** next to the **User ID** that you want to add to the group and then select **Modify Profile**. A Modify User Profile window will pop up. In this window, under the **Security Settings** section, select the appropriate Entitlement Group from the drop-down box, and select **Save**. The User ID will then need to be released by a second Security Administrator.

## Modify User Profile

32/50

Confirm Email

johndoe@xxxxxxx.com

### Security Settings

Date Format \*

Company Level

Expiration Days

365

Global ID

Disabled

Entitlement Group

Save

Reset

Cancel

