Associated Connect®

Reference Guide: Quick Start

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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

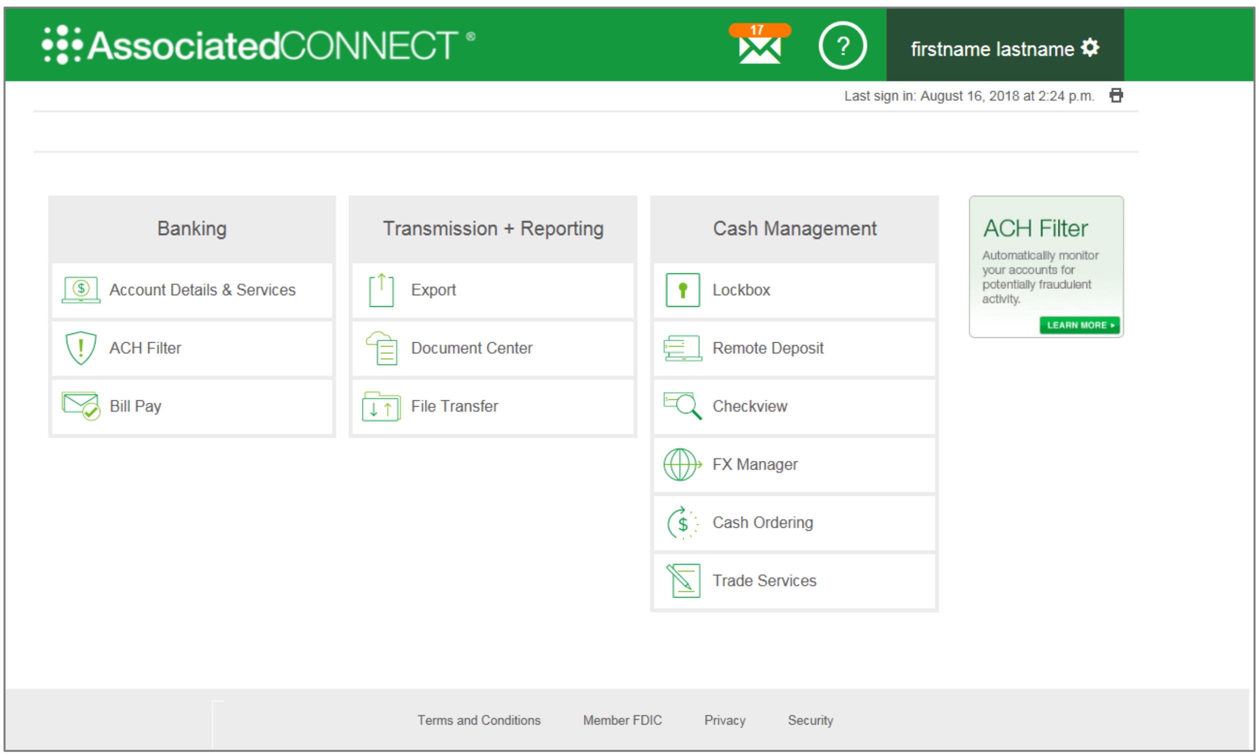
To access Associated Connect, you will be required to verify your identity through one of two methods:

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 Token FAQ or by contacting Treasury Management Customer Care at 800-270-2707.

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.

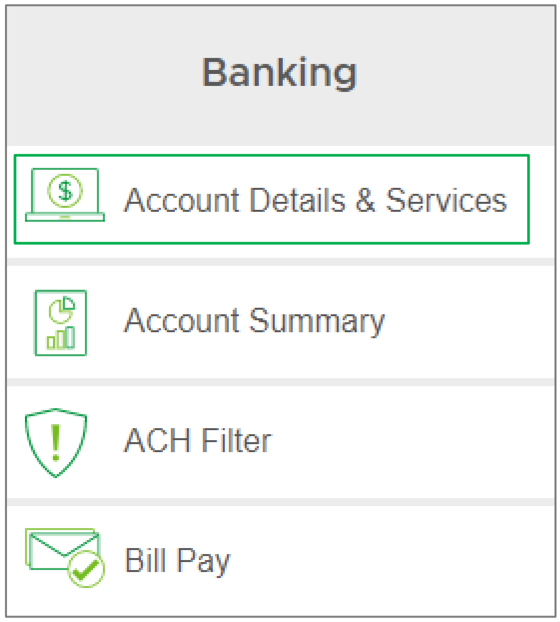
Associated Connect Portal

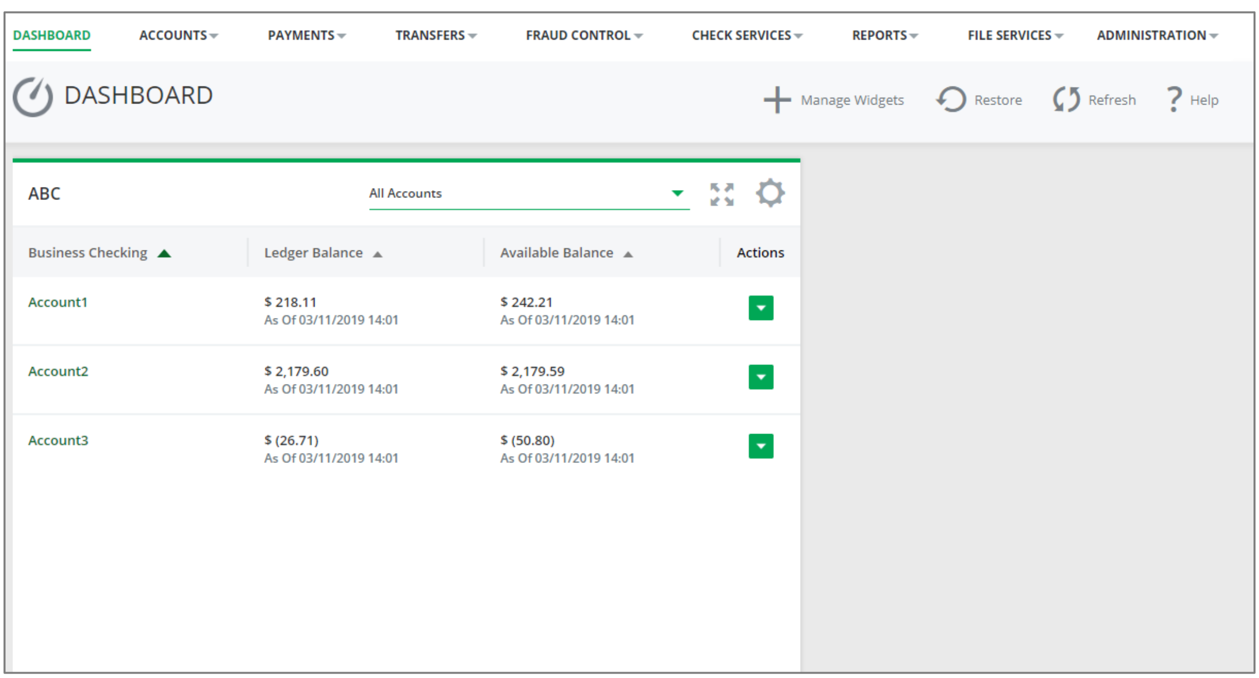
The Associated Connect Portal is the first screen you will see after signing in. This provides access to all of your online banking services.



Account Details and Services

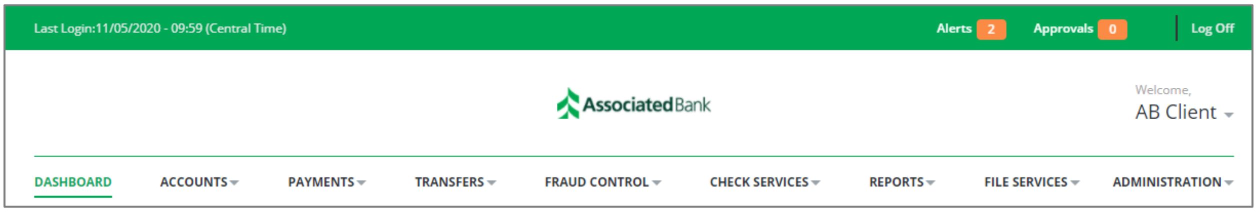
The Dashboard is the first screen that you see after you select account details and services on the Associated Connect home page. The Dashboard interface allows you to choose the information you want to display and how you want items arranged. The information that appears on your Dashboard depends on the products and services that you have been assigned.



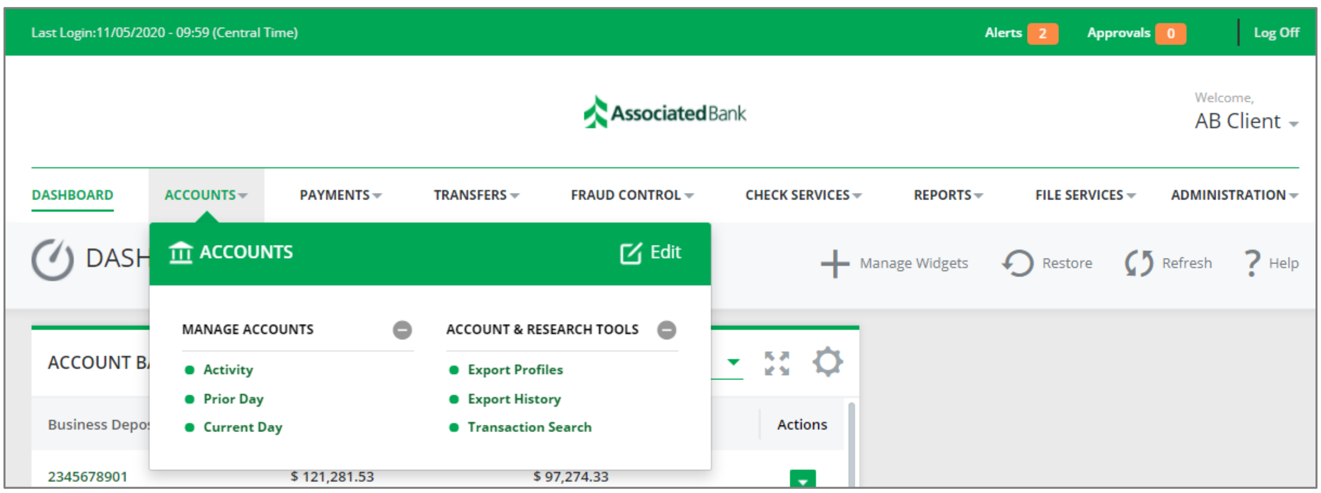


Dashboard Navigation

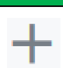
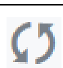
The navigation on the Associated Connect Dashboard has been divided into six categories in which your products and services will be listed. Please be aware that the products and services you see will depend on your user entitlements, selected by your organization.



To view your organization's products and services, select them from the drop-down menus.

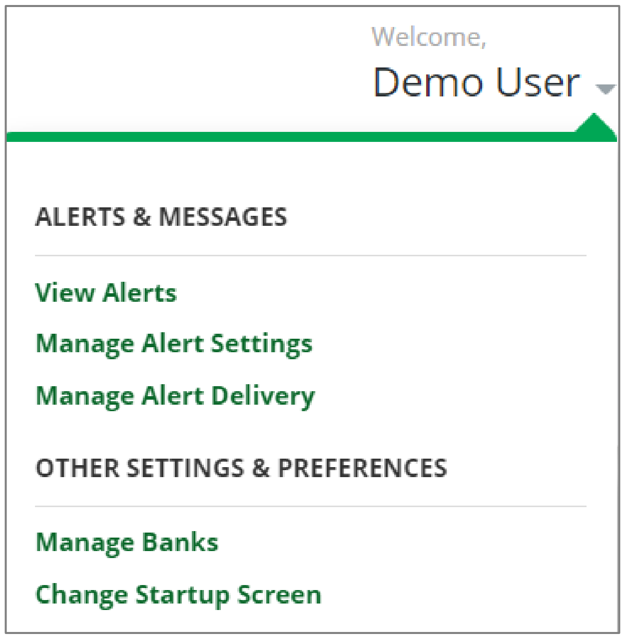


The following actions are also contained within your Dashboard Navigation:

Icon	Definition
	The **Create** icon allows users to create or manage an item in Associated Connect, such as managing your widgets or creating a transfer.
	The **Restore** icon allows users to restore the Dashboard layout to the original settings. **Note:** *This will remove any customizations previously set by the user.*
	The **Refresh** icon will refresh the current page.
	The **Help** icon provides a link to a help summary for that specific page.

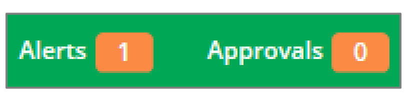
Your Account Details and Services Profile

Your Account Details and Services 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. Additional information on profile management can be found in the User Profile FAQ.



Alerts and Approvals

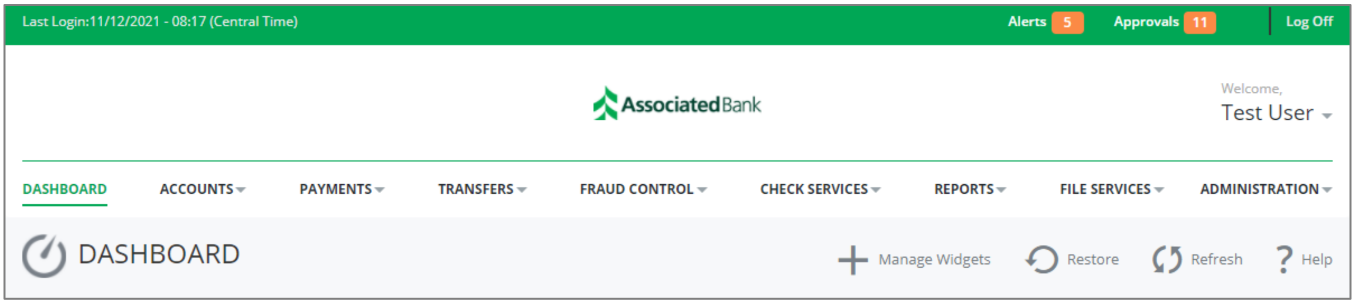
Alerts and approvals make Associated Connect users aware of important notifications including balance notifications, approvals for services including ACH, Account Transfers, Wires and Stop Payment and important notifications from Associated Connect. Alerts and approvals can be accessed in the top right navigation of your Account Details and Services screen.



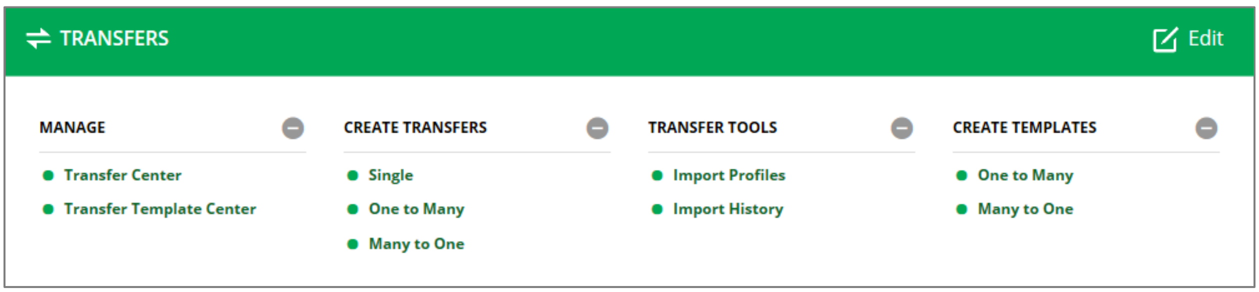
Note: *The number shown in orange indicates to each user how many unopened alerts or approvals are in the queue. For example, in the menu above, this user has 1 unopened alert and 0 unopened approvals.*

Product Menus

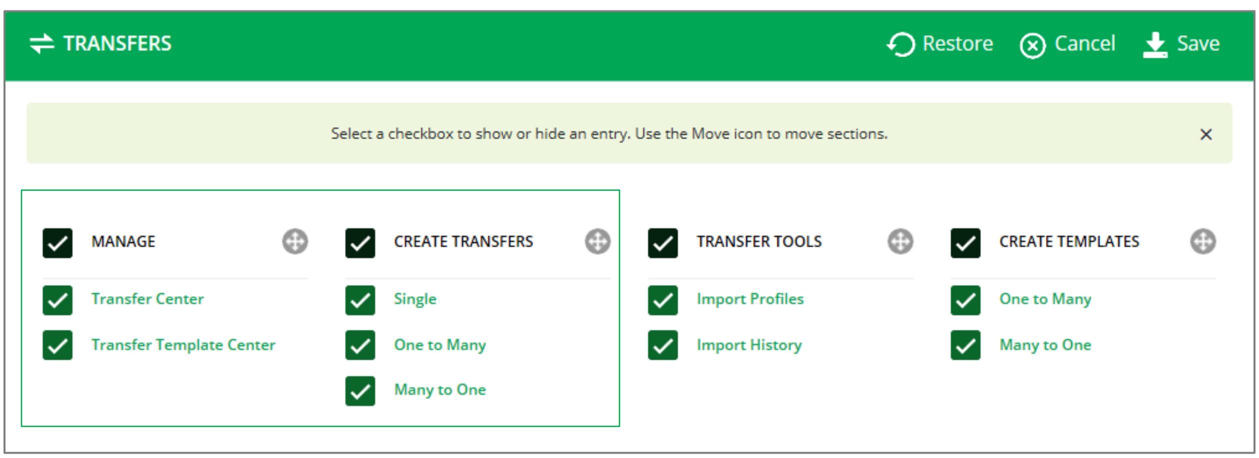
Product menus are located in the Dashboard navigation. To review product groups, select the appropriate menu to display the drop-down menu. Please be aware that your products and services will depend on your user entitlements as selected by your organization.



For this example. We will be using the Transfers Menu.



You can edit your product menu by selecting the **Edit** icon. and by moving sections around utilizing the **Move** icon. You can also edit what will appear in your menu by checking or unchecking the box next to the product or service.



To restore your transfers menu, select the **Restore** icon. Remember that selecting **Restore** will reset all your previously selected customizations. To close the menu, select the **Save** icon.

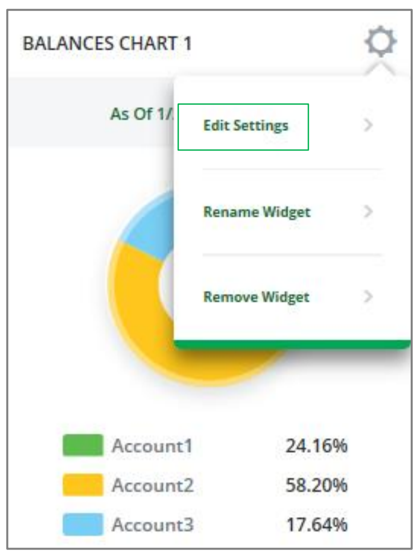
Widget Selection and Customization

Widgets in Associated Connect allow you to customize many of the settings on your Dashboard, giving you greater and easier access to information, products, and services. Available widgets will vary depending on your products and services.

1. Select the **Create** icon at the top of the screen to display the **Manage Widget** toolbox.

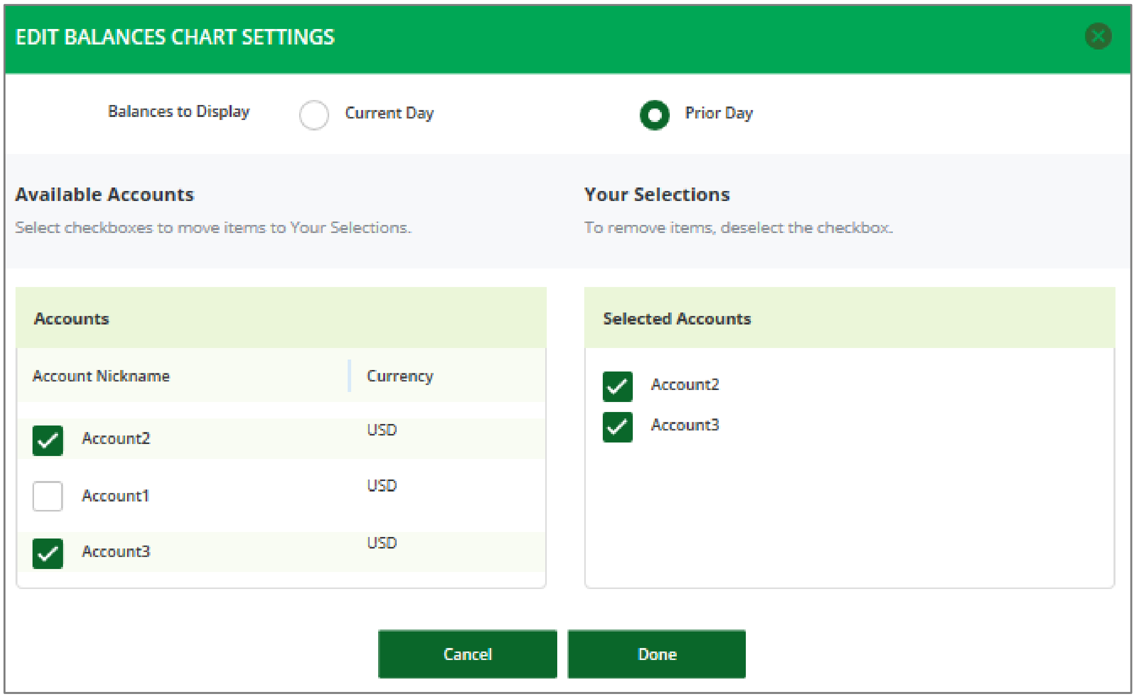
2. Add widgets by selecting the **Add** icon or delete a widget by selecting the **Trash Can**.

3. Select **Done** when complete and the widget will be added to your Dashboard. Widgets can be added or deleted by users at any time.
4. You can arrange your widgets on your Dashboard by dragging and dropping them into place and adjusting them to your specifications.
5. To customize your widget, select the **Wheel** icon.



6. You can customize your widgets by selecting the **Wheel** icon and selecting **Edit Settings.**

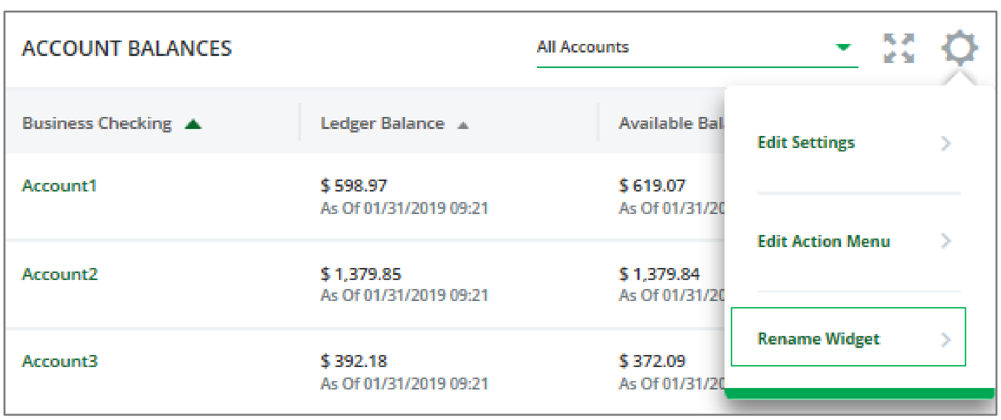
Note: *Edit Settings will vary from widget to widget. For purposes of this guide, we're using the Balances Chart widget.*



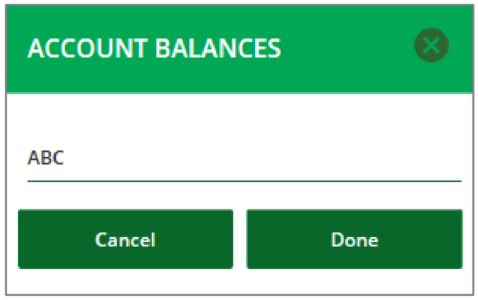
7. Here you can customize the widget functionality to your specifications.

8. After you've edited the settings to your preferences, select **Done** to save them.

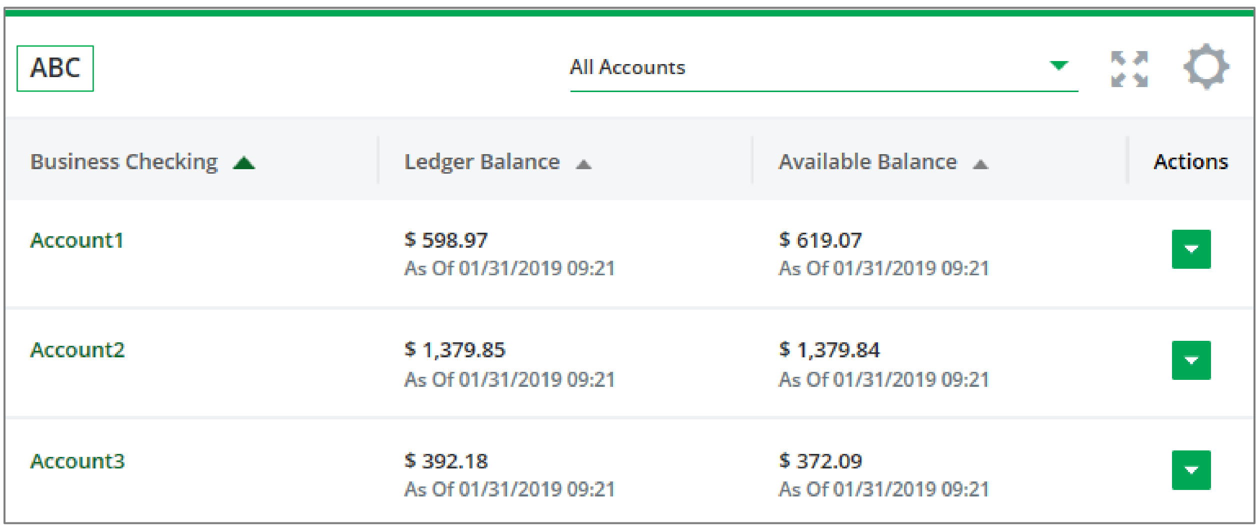
9. You can also customize the names of your widgets by selecting **Rename Widget.**



10. Enter the new name of the widget and select **Done** when complete.



11. The widget will be renamed to the name you entered.

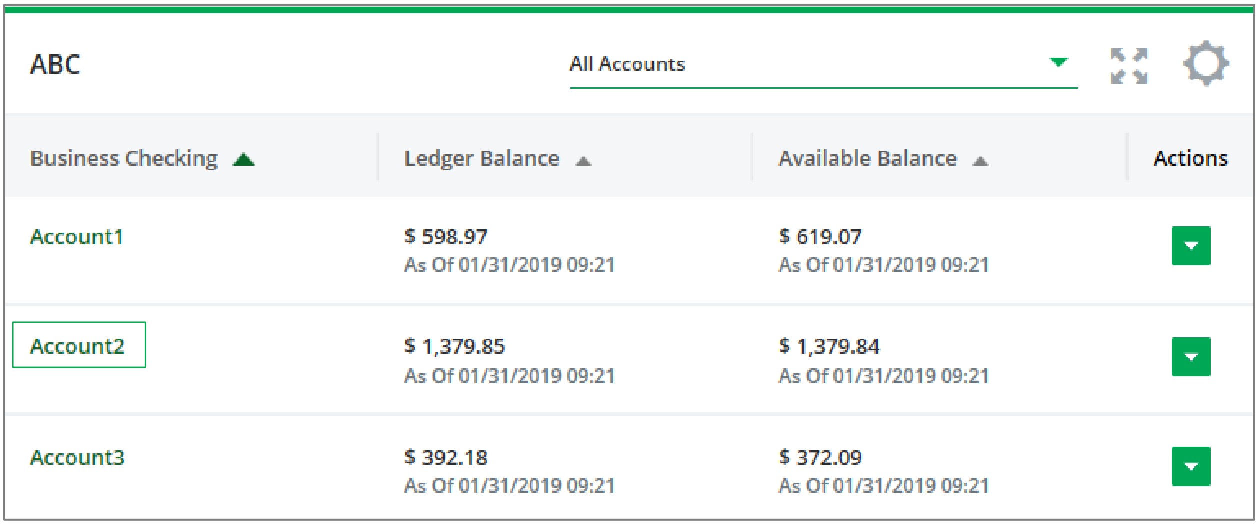


Account Balances

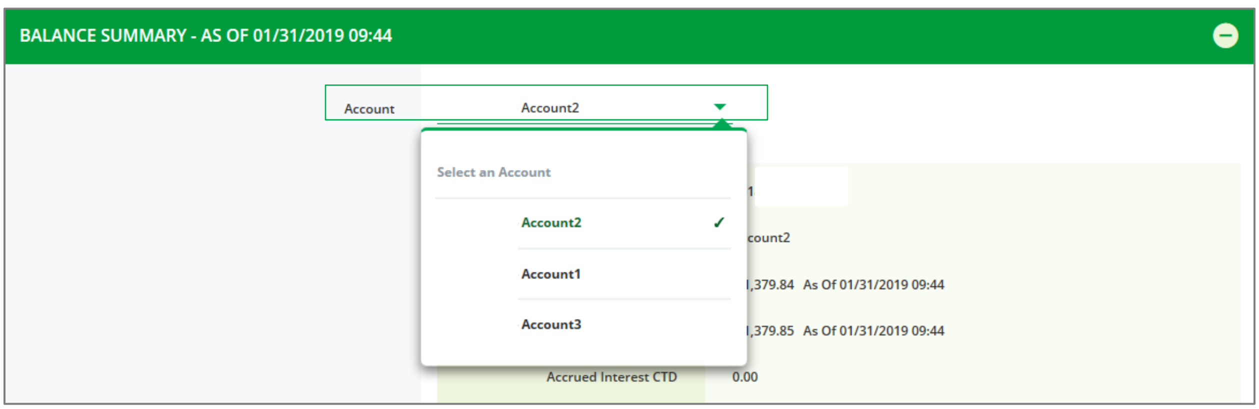
The Account Balances section gives you access to your balances in real time. You can use account balances to view ledger and currently available balances for deposit accounts, savings accounts and loan accounts. You can also view account balance information on the Dashboard for those accounts you have selected, as well as all accounts activity inquiry to retrieve detailed account information.

View Balances

Your account balances widget will automatically populate onto your Dashboard when logging in to account details and services through Associated Connect. To see additional detail on an account balance, select either the account number or nickname, shown in **green** in the account balance widget.



You will be able to view your pending, posted and scheduled transactions for the account selected. To select a different account, simply select the account from the drop-down menu under balance summary.



Within each account, you will be able to view Pending Transactions, Posted Transactions and Scheduled Transactions.

POSTED TRANSACTIONS

Date	Transaction Type	Description		Withdrawals	Deposits	Balance
01/14/2019	Individual Automatic Transfer Debit	WEB FR DDA TO DDA	1 CONFIRMATION# 122830001507	$ 24.08		$ 1,379.85
01/14/2019	Individual Automatic Transfer Credit	WEB TO DDA FR DDA	1 CONFIRMATION# 122830001506		$ 24.07	$ 1,403.93

SCHEDULED TRANSACTIONS

Date	Transaction Type	Description	Withdrawals	Deposits
02/07/2019	Single	Transfer to (Account1)	$ 20.08	
02/07/2019	Single	Transfer from (Account1)		$ 20.07

Transaction detail can be viewed by selecting the transaction type noted in **green**.

PENDING TRANSACTIONS

Date	Transaction Type	Description	Withdrawals	Deposits	Balance
01/31/2019	Miscellaneous Credit	WEB TFR FR		$ 20.07	$ 1,379.84

And the additional transaction detail will be shown.

VIEW TRANSACTION

Transaction Date	01/31/2019
Account	- Account2
Transaction Type	Miscellaneous Credit
Credit/Debit	Credit
Amount	$ 20.07
Bank Reference	000000000022
Description	WEB TFR FR

Cancel

To locate a transaction within a specific account, select the **Search** icon. SEARCH

ACCOUNT - ACCOUNT2 - AS OF 01/31/2019 09:44 VIEW

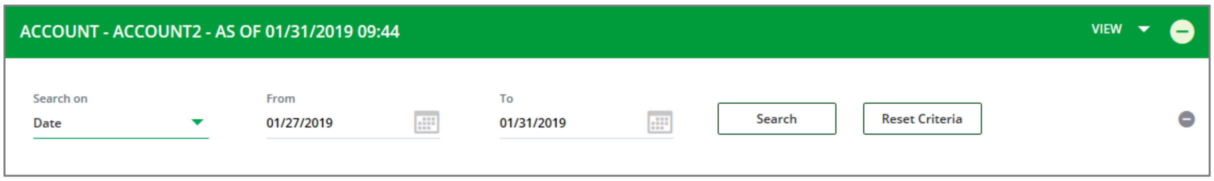
SEARCH

You can search by the following items from the search drop-down menu:

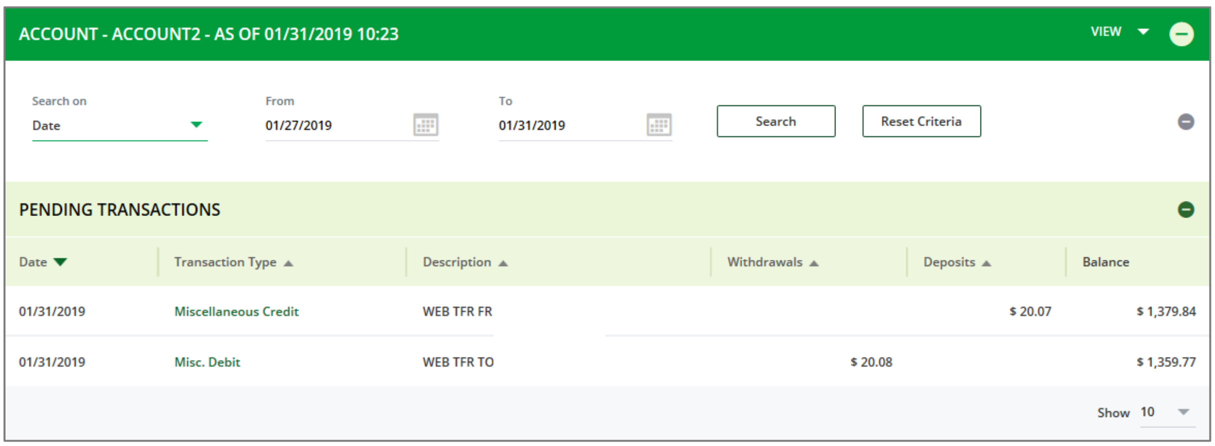
- Date
- Keyword

- Amount
- Deposits by date
- Withdrawals by date

Once you have selected the type of search you'd like to perform, complete the fields in the search function and select **Search**.



You will then see a list of transactions based on your search criteria.



To export an account activity report, select the **Export** icon in the header.

Select the file format in which you would like your account activity exported. File formats available include:

- BAI II
- Comma separated
- PDF
- QuickBooks
- Semicolon separated
- Tab separated
- Excel Workbook (.xlsx)

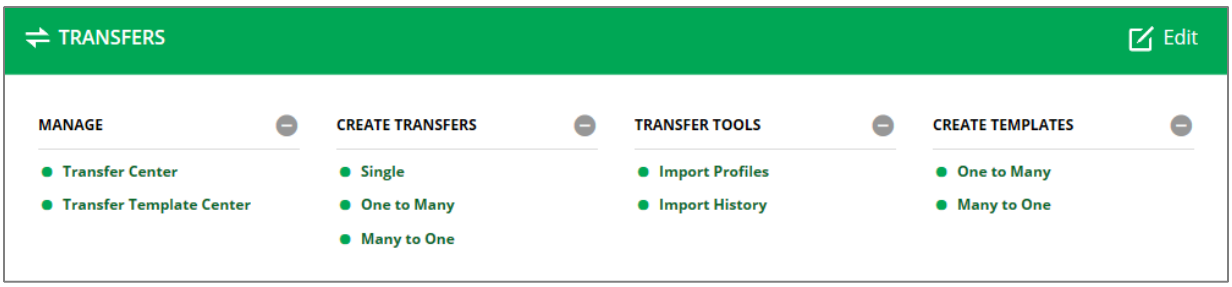
You will then be prompted to open or save the exported file to your computer.

Template Centers

Templates can be created and saved for the following services:

- Account Transfers
- ACH
- Wire Transfers

To create a template, select the type of template under the corresponding service and complete the fields needed for the transaction.



Once the template is submitted, you will see a **Successful Submit** message with the reference number. Templates will be stored in the Template Center for the service.

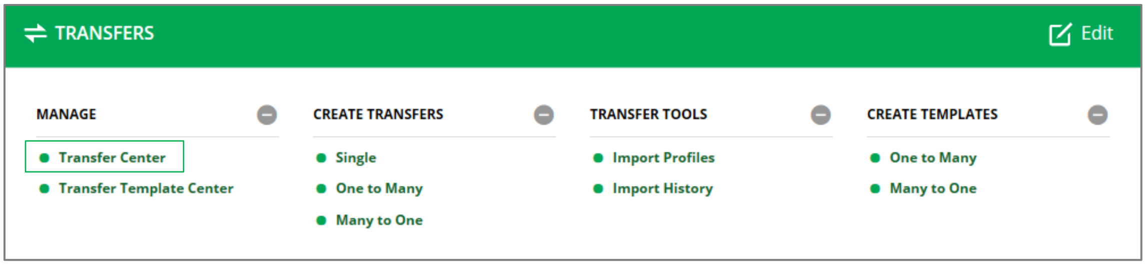
Note: *For clients with dual control, the creation of ACH and Wire templates will require the approval of another user after successfully being submitted. More information on dual control for ACH and Wires can be found in the respective product guides.*

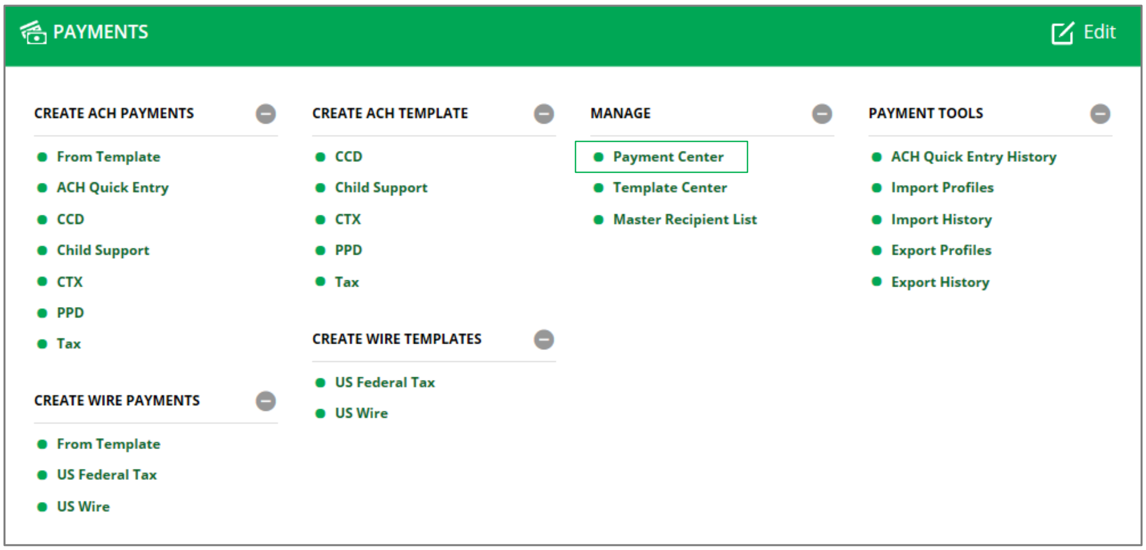
Transfer or Payment Center

The **Transfers or Payments Center** is available for Account Transfers, ACH and Wire Transfers and allows you to manage activities including:

- Creating Transfers and Payments
- Searching for Transfers and Payments
- Viewing Pending Transfers and Payments
- Approving Pending Transfers and Payments

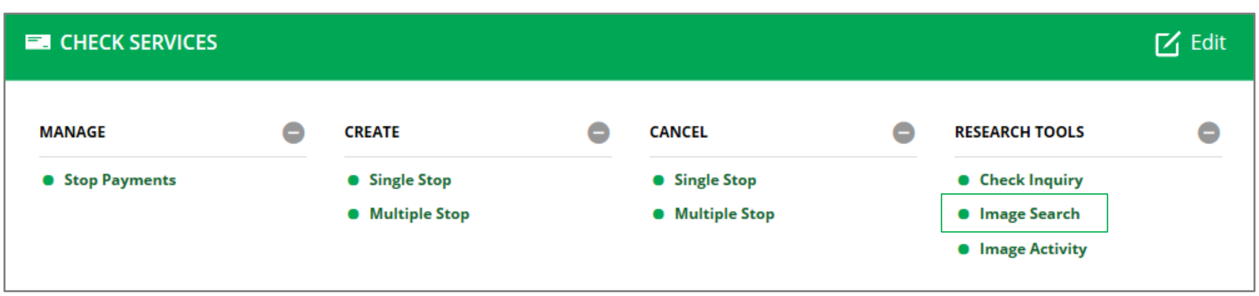
The **Transfer or Payment Center** can be accessed directly from the corresponding service in the Dashboard navigation.



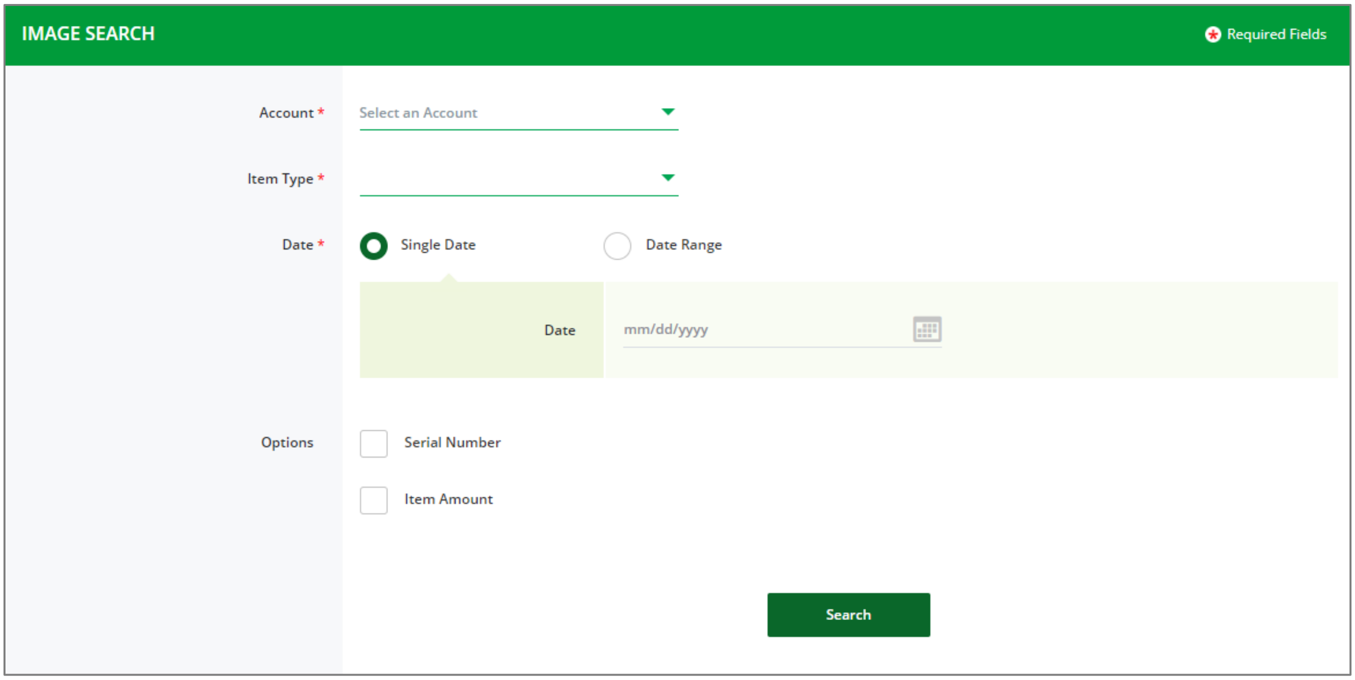


Check Inquiry

Image Search allows you to search for the image of a Credit, Debit, Deposit Item or Return Item. To search for a check, select **Image Search** from the **Check Services** menu.



To search for an image, select the account you are looking to search, select the item type, and date or date range and select **Search**.



Note: *You may also include the serial number and / or the item amount in your search by checking the box next to the option. An additional field will populate for you to complete.*

Your results will appear with the account number and status. From here, you can select and see the image of the item by selecting the **Camera** icon.