Mobile Remote Deposit

Reference Guide

AssociatedBank

Table of Contents

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 31 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.
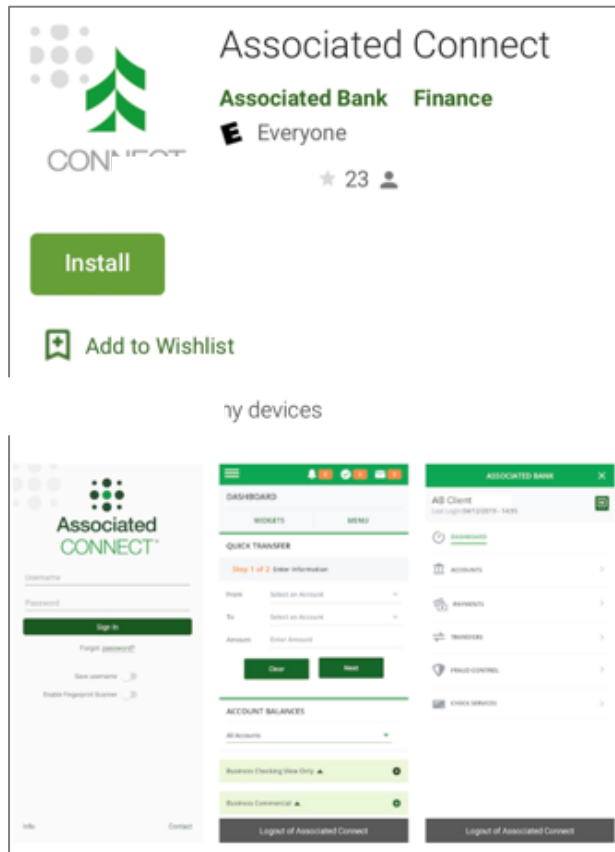
Downloading the Mobile App

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.
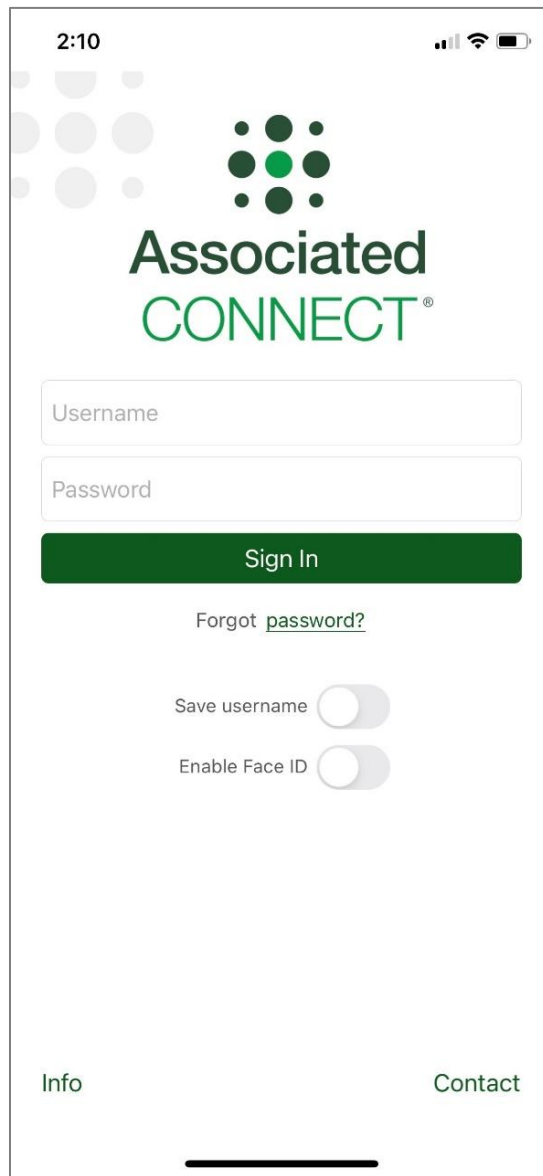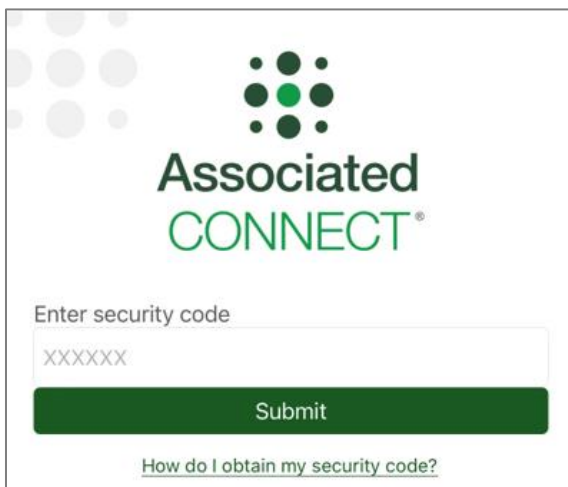
Apple Store
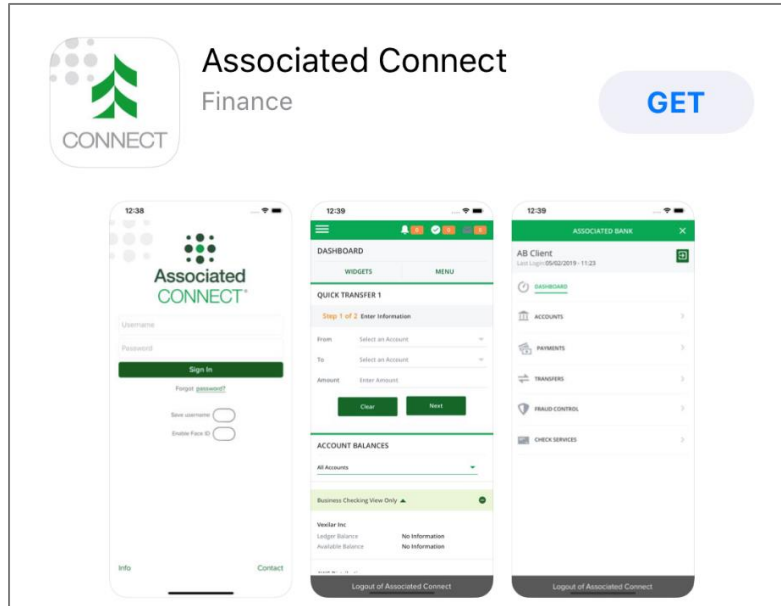
Google Play

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.

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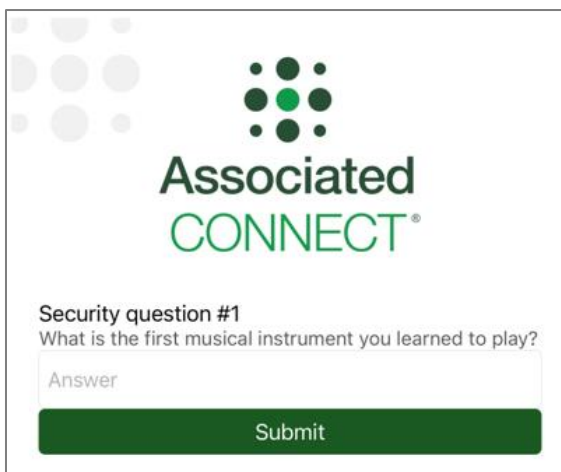
If your company is not entitled to any high-risk services (ACH Filter, ACH Origination, Bill Pay, Cash Ordering, File Transfer, FX Manager, Positive Pay, Remote Deposit, Trade Services, and Wire Transfer), users will be asked a challenge question on your first sign in and periodically going forward.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

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

:·: AssociatedCONNECT®

Last sign in: March 15, 2023 at 3:25 p.m.

Banking ⌄
💲 Account Details & Services
⚠️ ACH Filter

Cash Management ⌄
Remote Deposit

Terms and Conditions   Member FDIC   Privacy   Security
Bank Holidays   Cut Off Times

Associated Bank has hundreds of locations throughout Illinois, Minnesota and Wisconsin. Find a location near you. Have a question? For General Business questions, please contact 800-728-3501. If you need help signing in, click the Forgot password link on the password page, or you may contact our Customer Care team at 800-270-2707 for additional assistance.
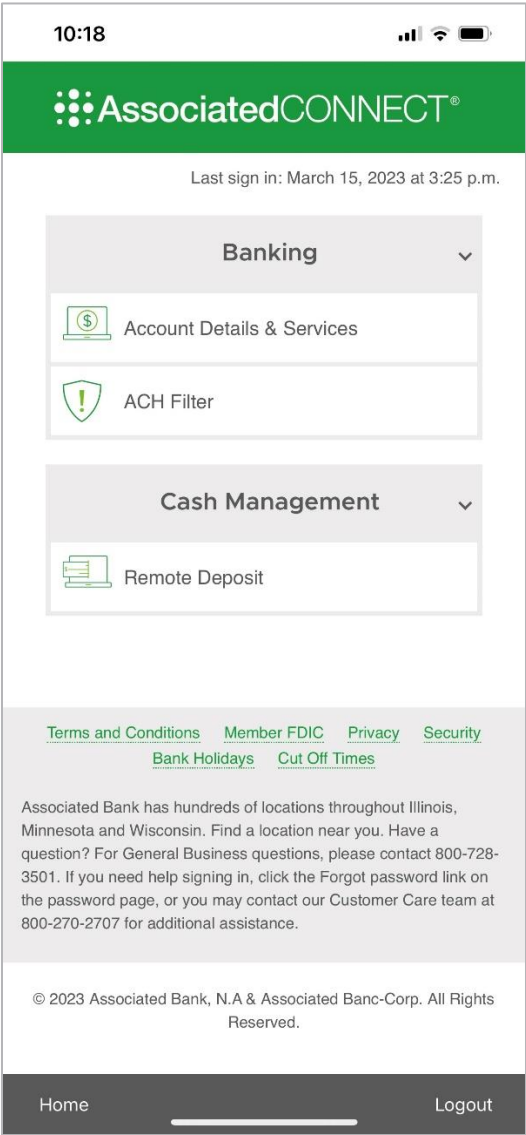
Home   Logout

Using the Mobile App

The Associated Connect Mobile Application opens to the portal. Click the Remote Deposit option under Cash Management to get started.
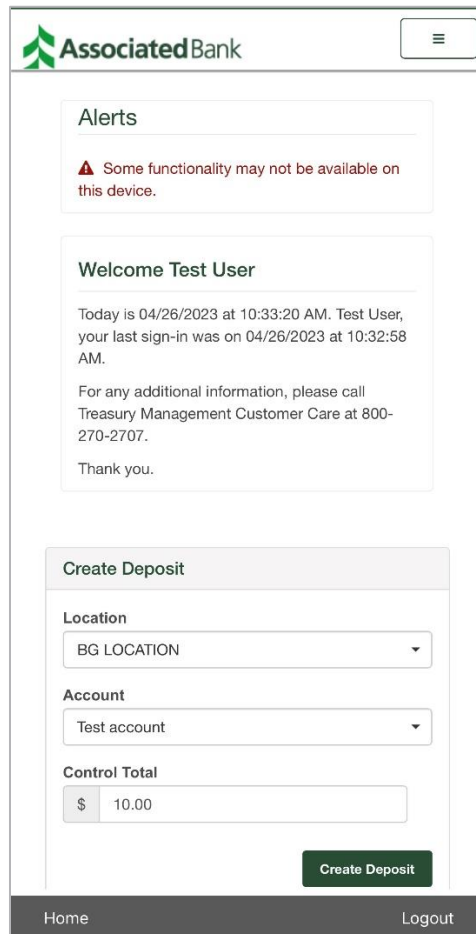
Creating a Deposit

To create a deposit, select a location & account from the dropdowns. Enter the control total, which is the sum of all checks being deposited. This amount must contain dollars and cents. For example, 10.00.

These fields are mandatory.

Click the green 'Create Deposit' button to continue.

Once 'Create Deposit' has been selected, the 'Capture Items' screen will appear. Tap on the camera outline marked 'Front' to snap a photo of the front of the check, which will activate the mobile device's camera.
Note: *The application will ask to be allowed to access your camera.*

Capture the front image of the check, ensuring the check is laid flat on a black background and the photo is clear.
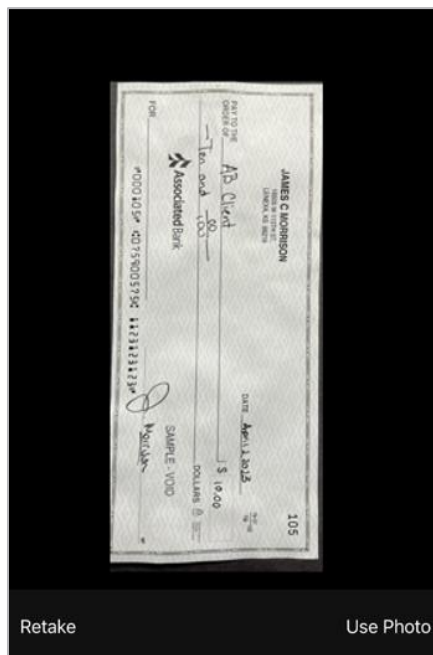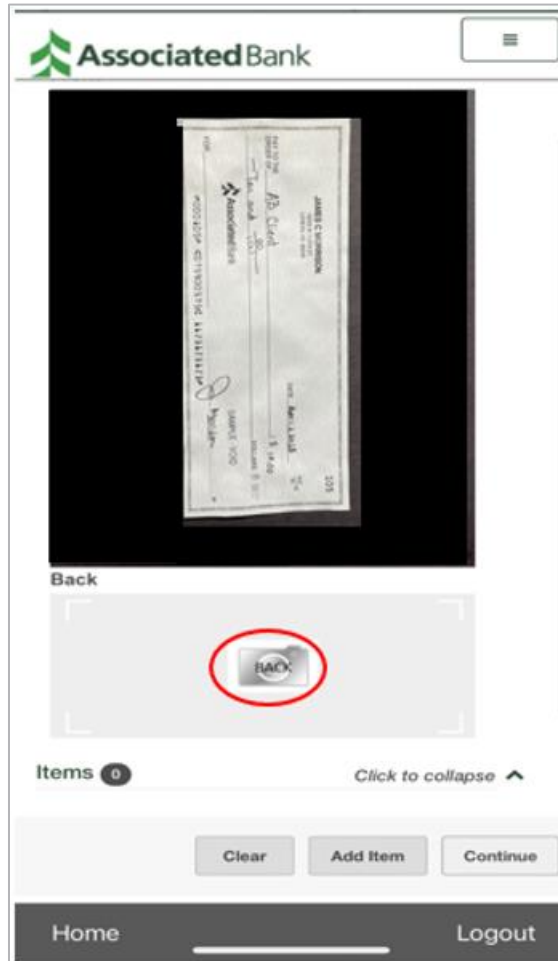
Once a clear photo has been obtained, tap 'Use Photo' or 'Ok.' This returns you to the 'Capture Items' screen and reflects the 'front' photo. If image quality is poor, tap 'Retake' or 'Retry.'

Next tap on the camera outline marked 'Back.'

Capture the back image of the check, ensuring the check is laid flat on a black background and the photo is clear.

Note: *Prior to snapping the photo ensure that the back of item is endorsed with 'For Mobile Deposit Only at Associated Bank' as shown.*

Once the front & back photos have been captured, add additional items for deposit by tapping the 'Add Item' button. All captured items will be listed in the lower portion of the window.

Optional, choose 'Click to View' to see captured items in the deposit.
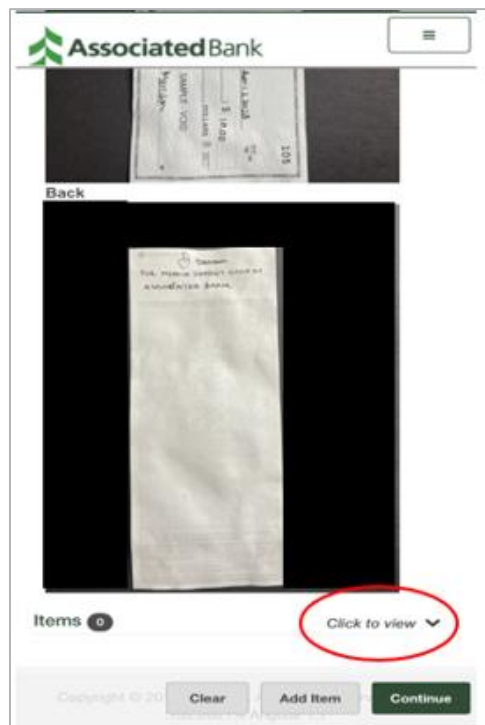
If 'Click to View' was selected, the item's corresponding images will appear. Icons to the left of the image allow for unique view options. When ready to proceed, click 'Continue.'
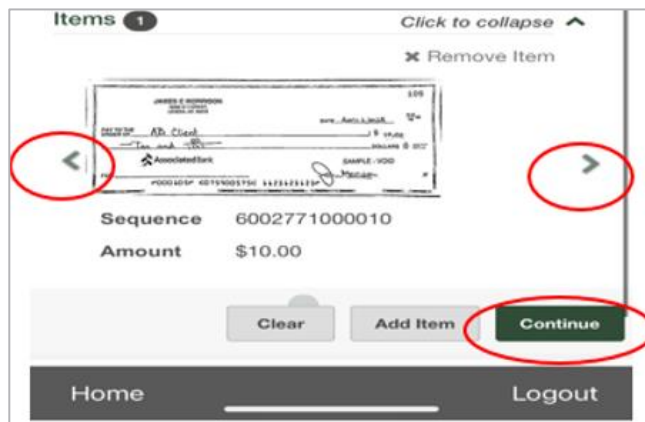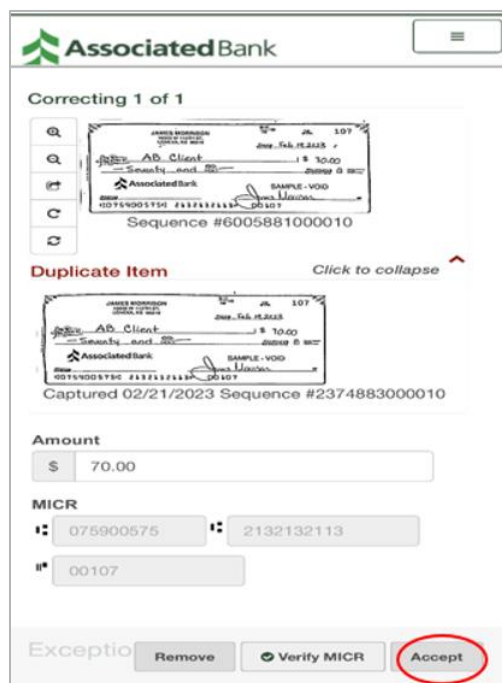

Item Correction

If a discrepancy is detected, the system may prompt one or both of the following: Correct Items or Balance Deposit. For example, if a duplicate item was submitted in a prior deposit, a correction would be needed. If corrections are needed, you'll see the 'Exceptions' list on the lower left. Tap 'Click to view' to see the exception items.
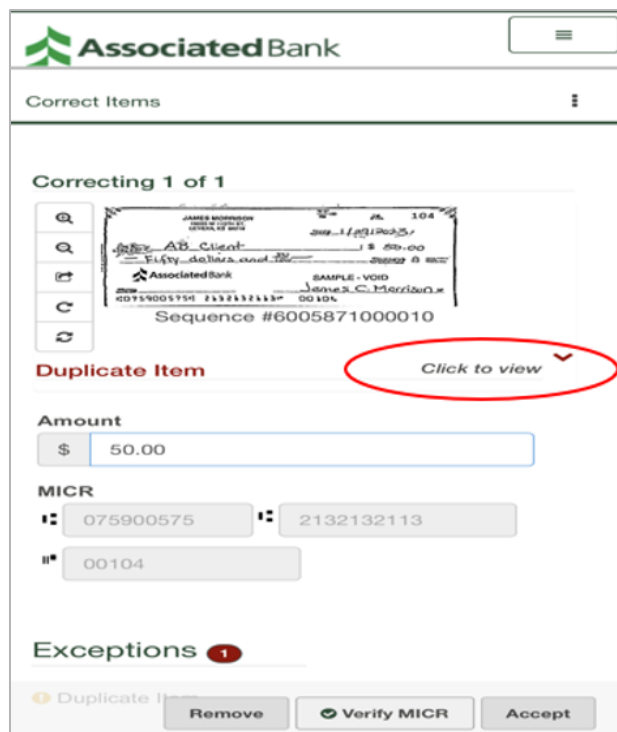
Update or remove any indicated item(s) by clicking 'Remove' or 'Accept' at the bottom of the screen.

Remove Deposit

Prior to submitting a deposit, you may delete it by selecting the three dots icon in the upper right and choosing Remove Deposit and selecting "OK" to confirm the deletion.

Balancing Deposits

If the deposit is out of balance with the initial control total, the 'Balance Deposit' screen will appear. Review the item(s) in the list and update the control total or the check amounts accordingly. Use the left and right arrows to view item images and compare to the captured amount.

Once you've balanced the deposit, click the save icon to the right of either fields being updated, then tap 'Select Accounts' to move to the next screen.

On the 'Select Accounts' screen, the primary account will be defaulted for the full deposit. If multiple accounts are available, the deposit total can be split by percentage or dollar amount between accounts. To split the deposit between more than two accounts, choose the 'Add Account' button. Once a percentage or dollar amount has been specified, the other field will auto-calculate accordingly. Click 'Review' to proceed.

A virtual deposit slip and a summary of the deposit information appear. This is the last review before submission of the deposit. If everything is correct, click 'Submit.'

The deposit has now been submitted to the bank for processing and a message will appear above the deposit ticket image indicating the deposit was successful. A 'Receipt' button will appear at the bottom of the screen if one is needed.
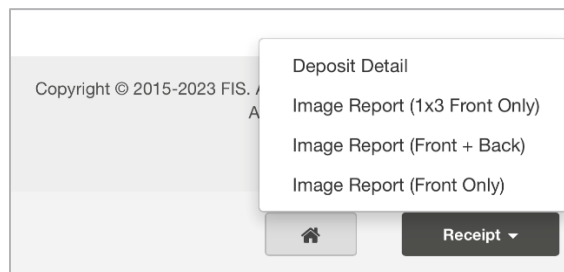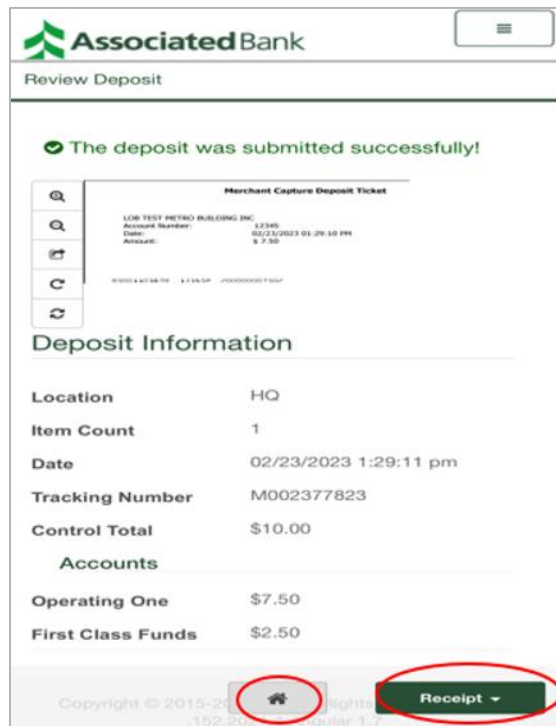
Tap the Home button to return to the main Create Deposit screen, or view reports.

Note: *Reports are best viewed on a PC or laptop and cannot be downloaded to your mobile files folder.*