



BUSINESS ONLINE BANKING

USER GUIDE

This guide provides step-by-step instructions to help you manage your business banking with confidence.

Use it to learn how to access your accounts, send messages, make transfers and payments, manage users, set alerts, and find support when you need it.



**WESTERN
SECURITY**
BANK

DIVISION OF GLACIER BANK

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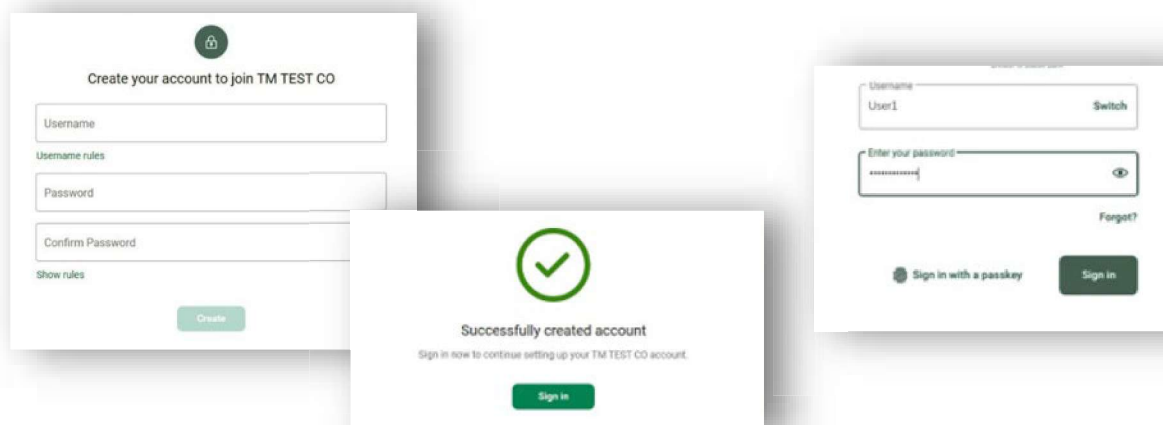
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First Time Login

Step 1: You will receive an email invitation to create your account. If you do not receive the email, please check your spam folder. Open your enrollment email and select **Join**.

Step 2: Follow the prompts to create your **Username** and **Password**. Once you've successfully created your account, select **Sign in** and re-enter your Username and Password.



Step 3: Review the information about setting up two-step verification and select **Get Started**. Choose a verification method, such as voice call, text message, authenticator app, security key, or Symantec VIP, and follow the prompts to complete setup.

Step 4: Once you have completed the two-step verification setup process, you will receive a confirmation email and be prompted to accept the User Agreement Terms & Conditions. Once accepted, you will be taken to your Dashboard.

Account Recovery

If you forget your username or password, Business Online Banking provides self-service recovery options to help restore account access.

Step 1: Select **Forgot Password** on the login page.



Online Banking Access

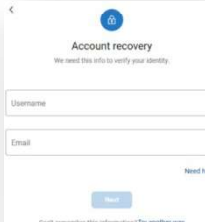
Online Banking

Username

Login

Forgot Password

Step 2: Enter your username and email address. The email must match what is on file.



Account recovery

We need this info to verify your identity.

Username

Email

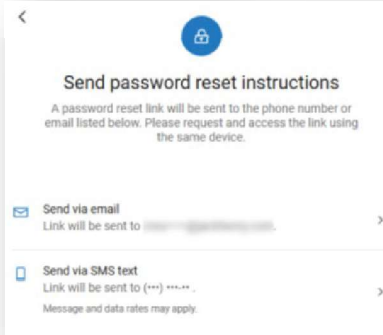
Next

Need help?

Can't remember this information? Try another way

Step 3: Choose to receive your instructions via email or text.

- **Email Option:** Open your email. Your username will appear in the body of the email. Select Reset Password if applicable.
- **Text Option:** Open your text and select the link in the body of the text.



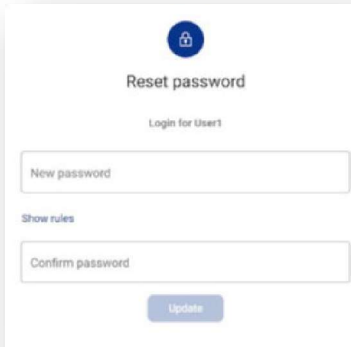
Send password reset instructions

A password reset link will be sent to the phone number or email listed below. Please request and access the link using the same device.

Send via email
Link will be sent to [redacted]

Send via SMS text
Link will be sent to (***-***-****) [redacted]
Message and data rates may apply.

Step 4: Follow the instructions in the email or text message, then enter and confirm your new password.



Reset password

Login for User1

New password

Show rules

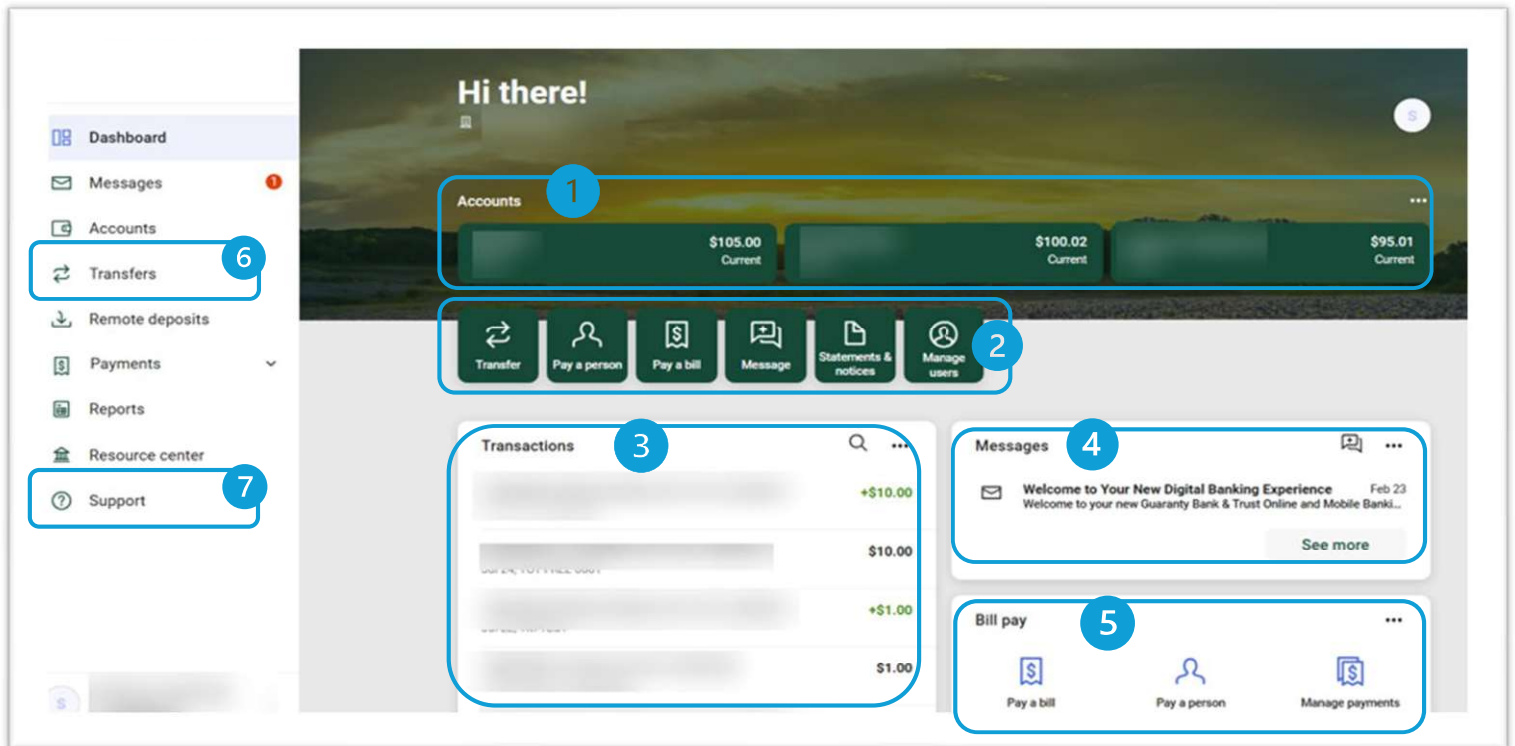
Confirm password

Update

Dashboard

The Dashboard is your starting point in Business Online Banking. From one convenient place, you can view account balances, review recent activity, access messages, and quickly begin common tasks like transfers and payments.

Default Layout



1: Accounts – View balances, account status, and the last four digits of each account number.

2: Quick Actions – Select a shortcut to quickly access common banking features.

3: Transactions – Review recent activity across your accounts.

4: Messages – View secure conversations, alerts, and bank messages.

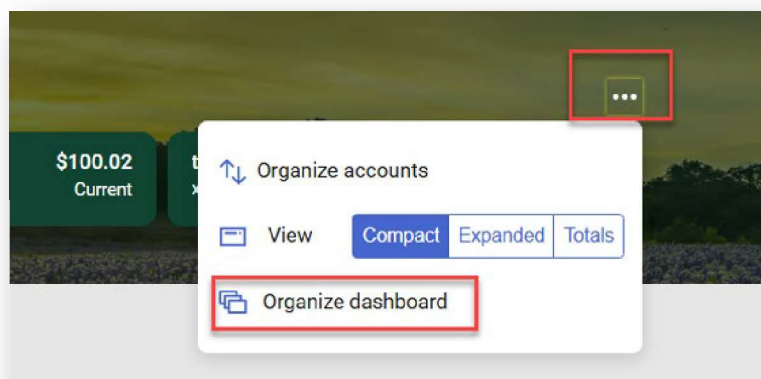
5: Bill Pay – View recent payments and quickly pay bills or people.

6: Transfers – View scheduled transfers or start a new transfer.

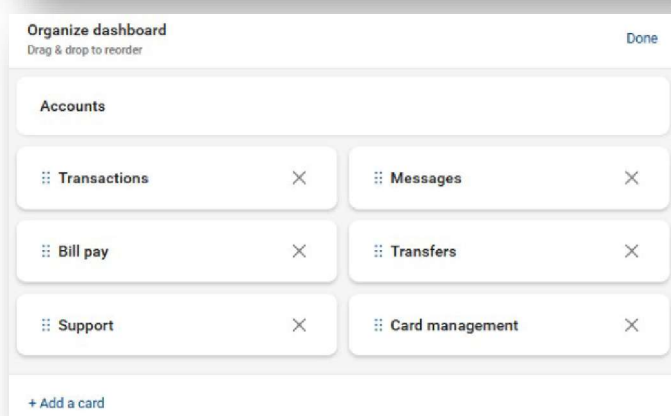
7: Support – Access support resources, appointments, and messages.

Organize Dashboard

Step 1: Select the **three-dot** icon on the right side of the Accounts section, then select **Organize Dashboard**. You can also scroll to the bottom of the page and select **Organize Dashboard**.

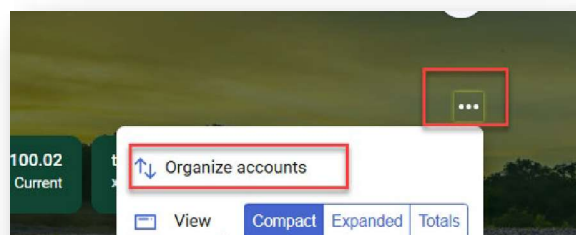


Step 2: Drag each card to the desired location. To add a card to the Dashboard, select it from the available options. To remove a card, select **X**. When you are finished, select **Done**.

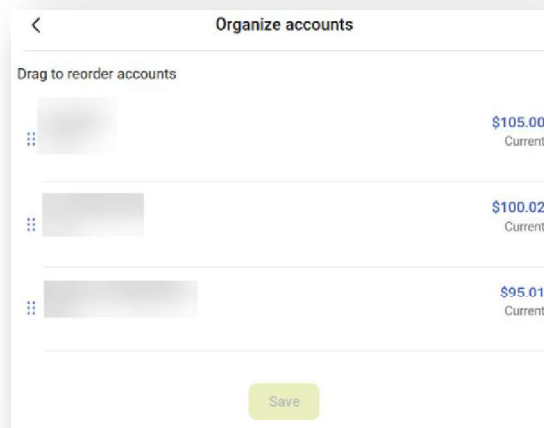


Organize Accounts

Step 1: Select the **three-dot** icon on the right side of the Accounts section, then select **Organize Accounts**.



Step 2: Drag each account into the preferred order, then select **Save**.

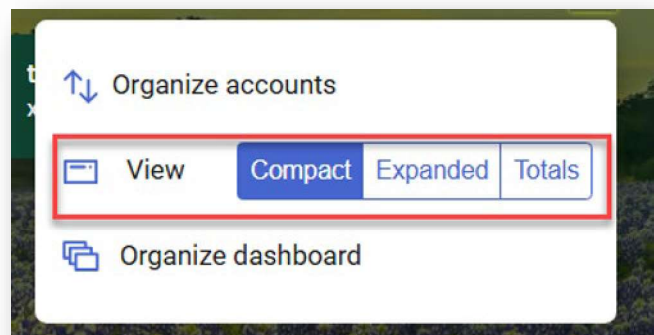


Account View

Account View settings let you choose how accounts appear on the Dashboard, making it easier to view account information in the format that works best for you.

Select the **three-dot** icon on the right side of the Accounts section, then choose one of the available view options:

- **Compact:** Displays accounts in a single row. Up to three accounts appear at a time.
- **Expanded:** Displays accounts in two rows. Up to six accounts appear at a time.
- **Totals:** Groups accounts by type, such as Cash, Borrowed, Credit Balance, and Investments, and displays the total balance for each group.



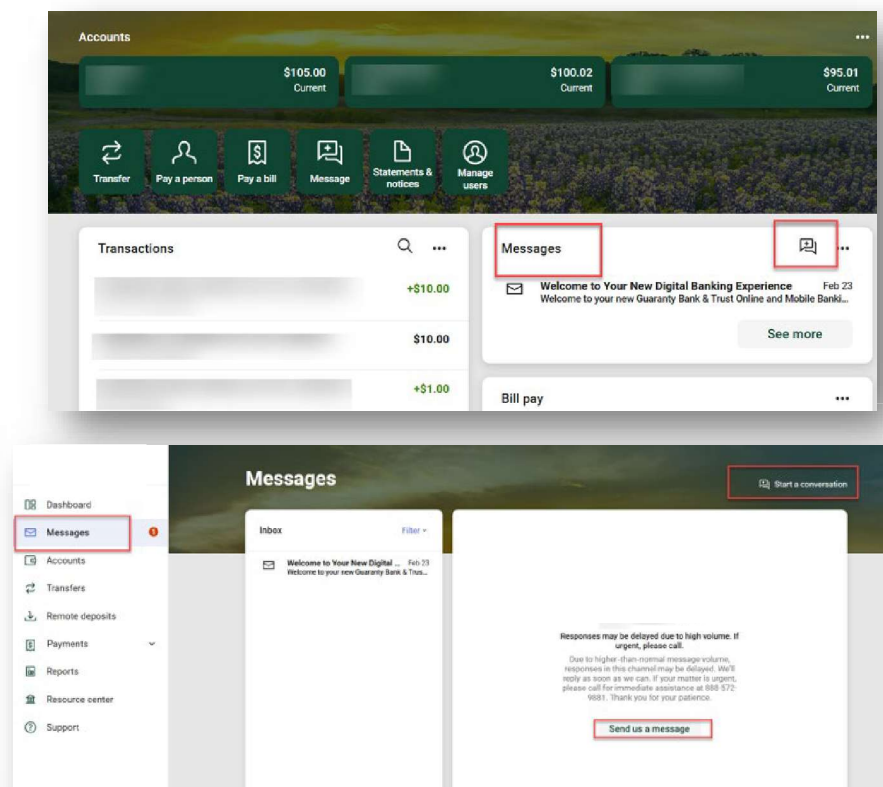
Messages

Messages provide a secure way to communicate with the bank, review account notifications, and access important service-related updates.

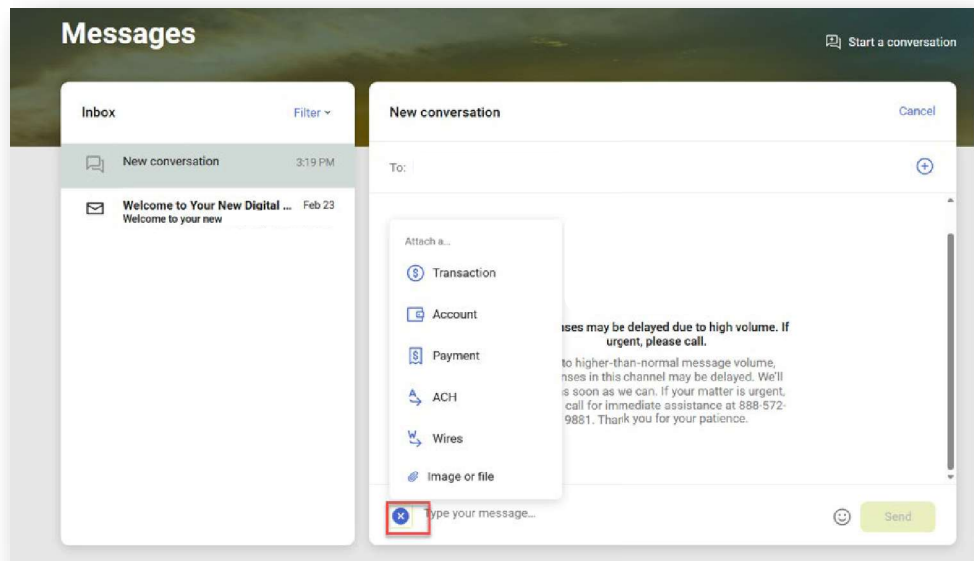
Start a Conversation

Step 1: From the Dashboard, go to the Messages card and select the **Start a conversation** icon.

OR select **Messages** from the left menu, then choose **Send us a message** or **Start a conversation**.



Step 2: Type your message. If needed, select **+** to attach transaction details, payment information, or other supporting items. When you are finished, select **Send**.

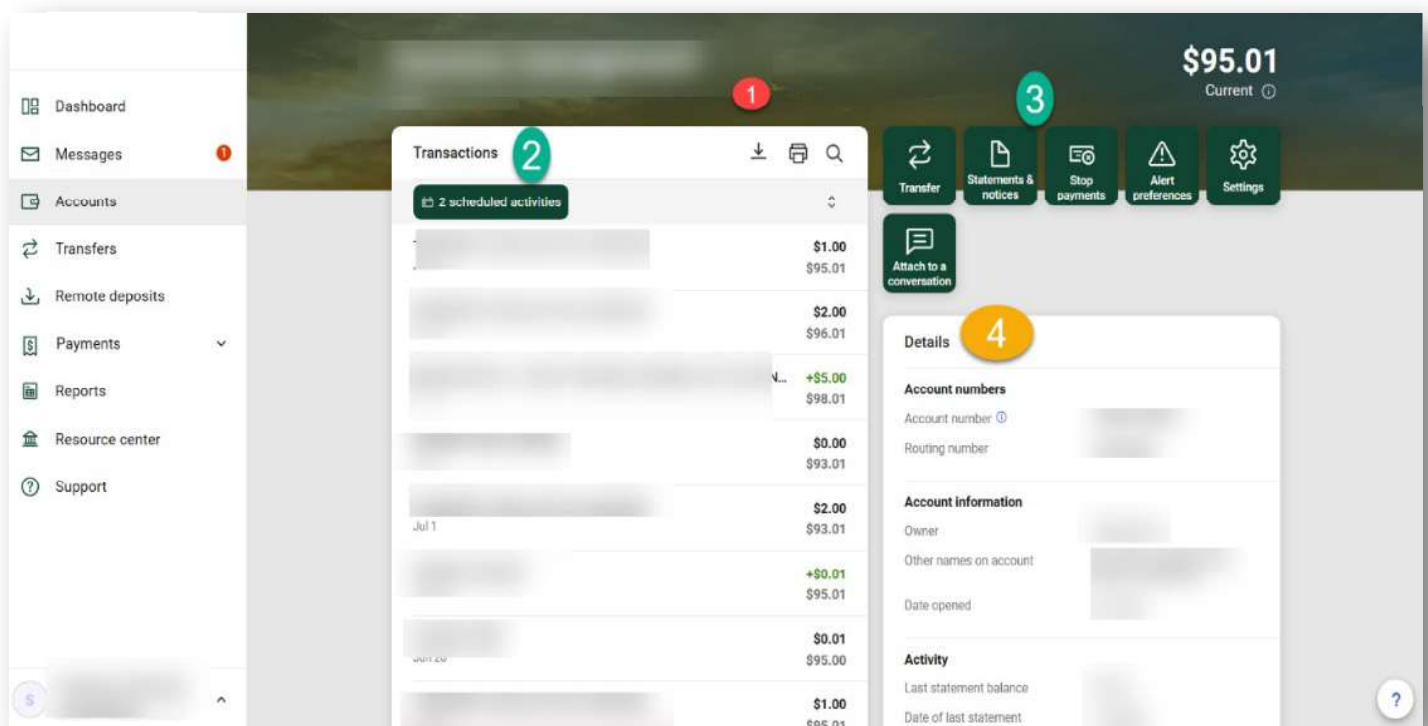


Accounts

The Accounts page provides access to eligible accounts associated with your Business Online Banking profile.

Account Information

Select an account from the **Accounts** page or from the **Dashboard** to view account information and available options.



1: Download account activity in CSV, TXT, OFX, QBO, or QFX format, print details, or search transaction activity.

2: Review recent account activity and transaction history.

3: Quickly access additional features and actions available for the selected account.

4: View key account details, including account and routing numbers, ownership information, and other account-specific details.

Transaction Details

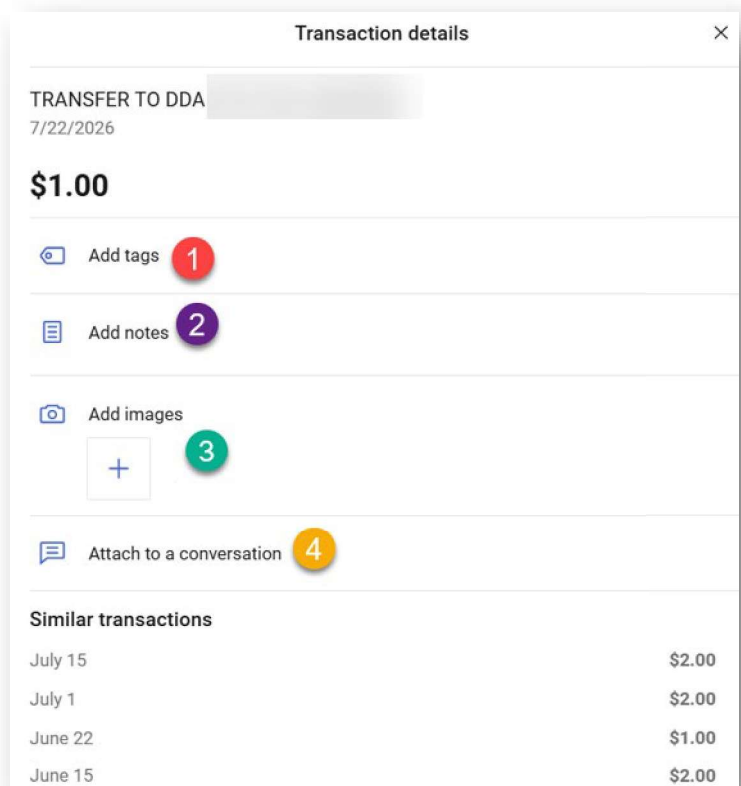
Select a transaction to view more details and manage related information.

1. Add a **tag** to help organize and categorize the transaction.

2. Add **notes** to include helpful details or reminders with the transaction.

3. View available check **images** or upload a related image, such as an invoice or receipt.

4. Attach the transaction details to a secure **conversation** with the bank if you need assistance.

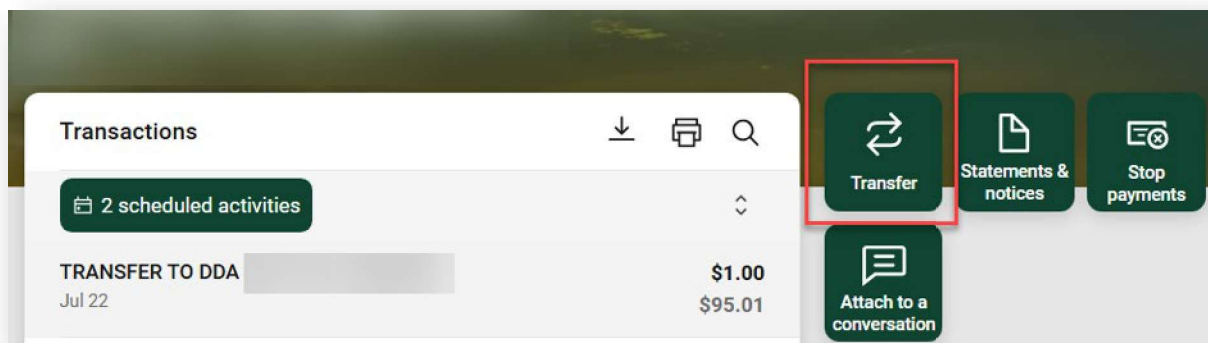


Transfers

Transfers make it easy for authorized users to move money between eligible accounts within your organization, helping you manage funds quickly and securely through Business Online Banking.

Submit a Transfer

Step 1: Select **Transfer** from the Dashboard, select **Make a Transfer** from the Transfers page, or choose **Transfer** from an Account page.

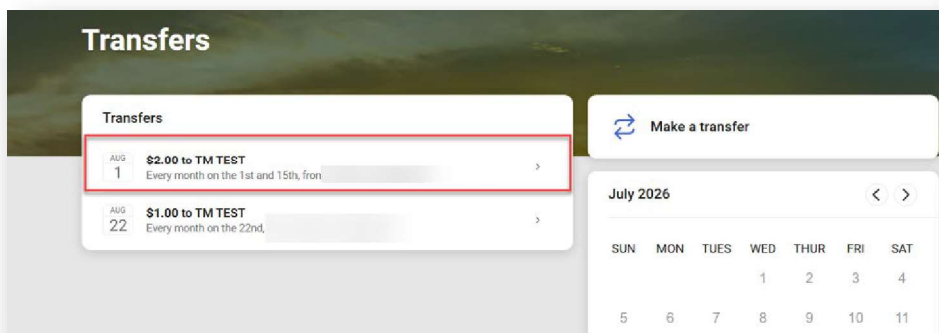


Step 2: Select the **From** and **To** accounts, then enter the transfer amount. To schedule the transfer for a future date, set a recurring frequency, or add a memo, select **More options**. When you are ready, select **Submit**.

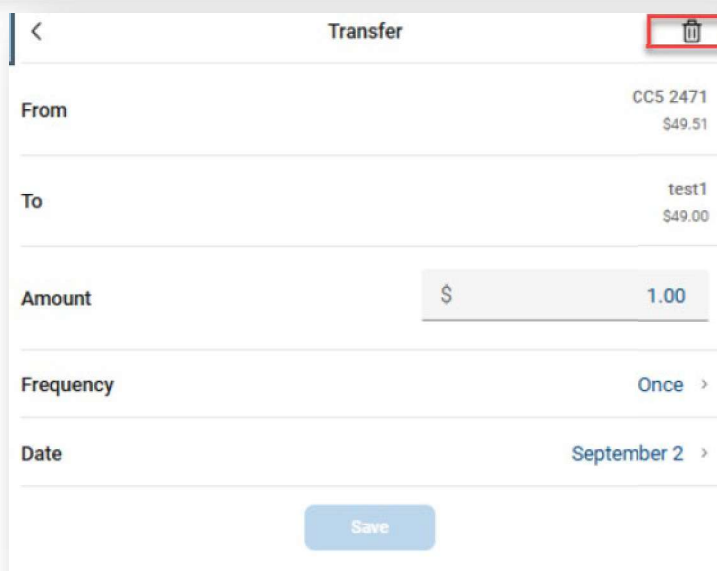
A screenshot of the 'Transfer' form. The form has a title 'Transfer' and a back arrow. It contains the following fields: 'From' (with a dropdown menu showing '\$50.51'), 'To' (with a dropdown menu showing 'test1' and '\$48.00'), and 'Amount' (with a text input field showing '\$ 0.00'). At the bottom, there is a 'More options' button (highlighted with a red box) and a 'Submit' button.

Edit or Delete a Transfer

Step 1: Go to the Transfers card on the Dashboard or open the Transfers page, then select the transfer you want to edit or delete.



Step 2: Update the transfer details or select the **trash can** icon to delete the transfer.

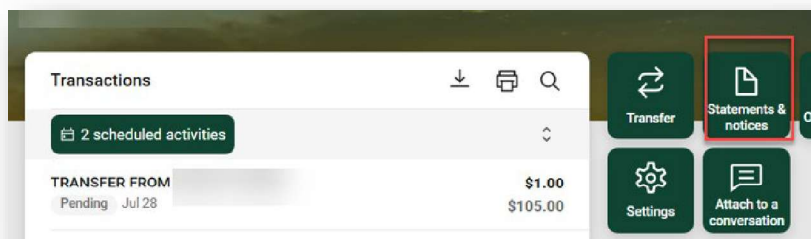


Statements and Notices

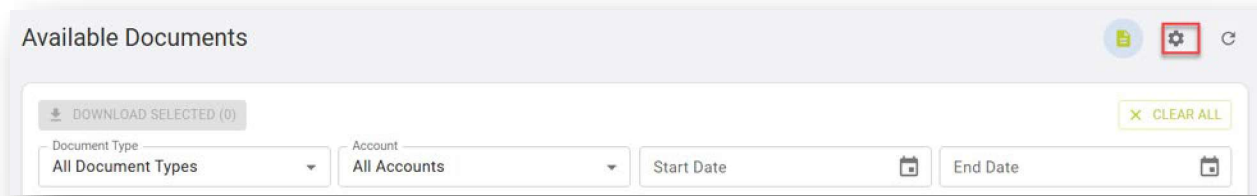
Statements and Notices provide secure electronic access to eligible account documents through Business Online Banking. When a new statement or notice is available, you may receive an email notification letting you know it is ready to view.

Statements Enrollment/Changes

Step 1: Select **Statements and Notices** from the Accounts page or Dashboard, then review and accept the Terms and Conditions.



Step 2: Select the **settings icon** in the upper-right corner.



Available Documents

DOWNLOAD SELECTED (0)

CLEAR ALL

Document Type: All Document Types

Account: All Accounts

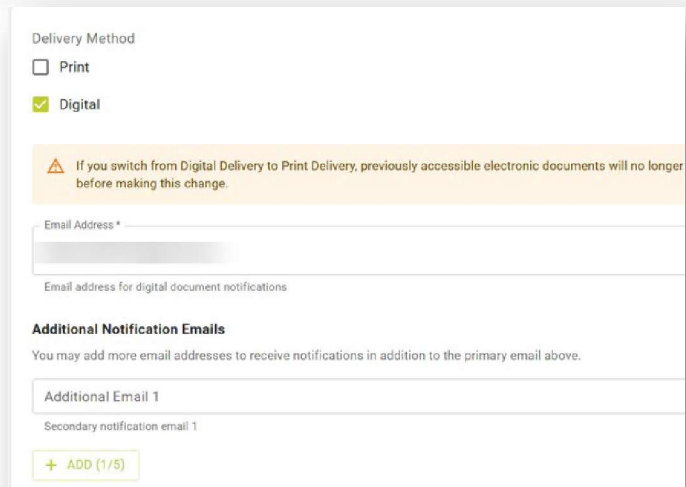
Start Date

End Date

Step 3: Select the **pencil icon** next to the account you want to enroll or update.

☐	Account Number ▲	Delivery Method	Email Address Verified	Terms Accepted	Shared Access	Actions
☐	treasury management	Digital	Verified	Yes	Yes	 
☐	TOT FREE 0001	Both	Verified	Yes	Yes	 
☐	TM TEST	Digital	Verified	Yes	Yes	 

Step 4: Select your preferred delivery method and enter the email address where statement notifications should be sent.



Delivery Method

☐ Print

☒ Digital

If you switch from Digital Delivery to Print Delivery, previously accessible electronic documents will no longer be accessible before making this change.

Email Address *

Email address for digital document notifications

Additional Notification Emails

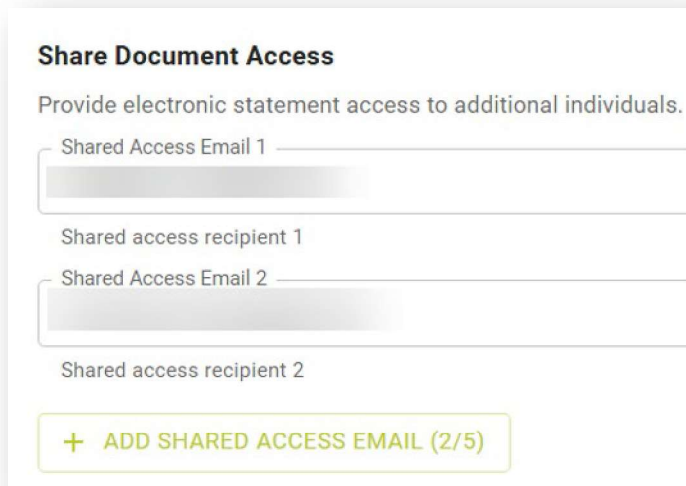
You may add more email addresses to receive notifications in addition to the primary email above.

Additional Email 1

Secondary notification email 1

+ ADD (1/5)

Additional email addresses may be added if other users need to receive electronic statement notices.



Share Document Access

Provide electronic statement access to additional individuals.

Shared Access Email 1

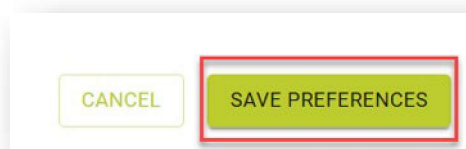
Shared access recipient 1

Shared Access Email 2

Shared access recipient 2

+ ADD SHARED ACCESS EMAIL (2/5)

Step 5: Select **Save Preferences**. Repeat these steps for any additional accounts you want to enroll in paperless statements or update in the future.

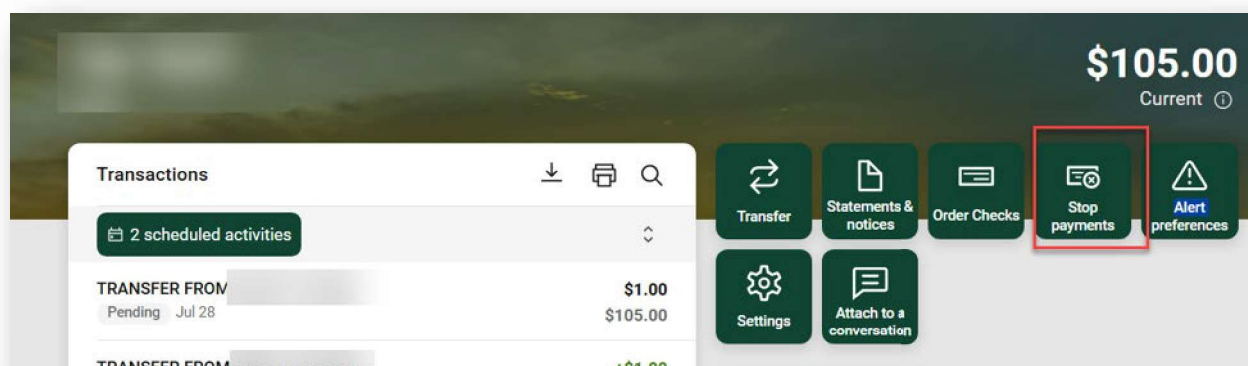


Stop Payments

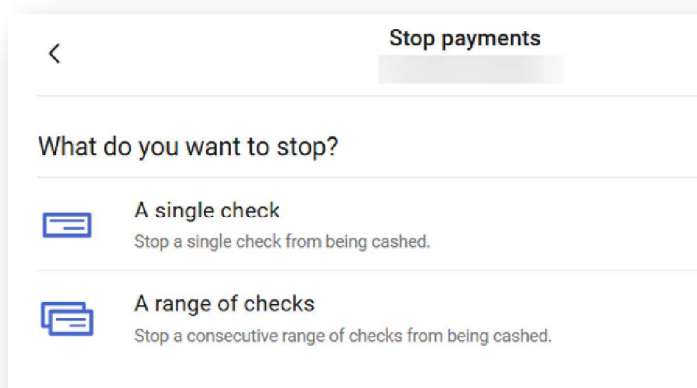
Stop Payments allow authorized users to request a stop payment on a single check or a range of checks directly through Business Online Banking. Any applicable service fee will display before the request is submitted. Stop payment requests generally remain active for six months unless changed or canceled. For help with cancellations, ACH items, or recurring debit card transactions, please contact the bank by phone or secure message.

Place Stop Payment on a Check or Check Range

Step 1: From the account that needs a stop payment request, select **Stop Payments**.



Step 2: Choose whether the request is for a single check or a range of checks.



Stop payments
TM TEST (x2269)

Check #

Check amount *

Enter "0" if unknown or if it does not apply.

Check date *

Select

Payee *

Reason *

Select

Submit

Stop payments
TM TEST (x2269)

Start check # - End check #

Reason *

Select

Submit

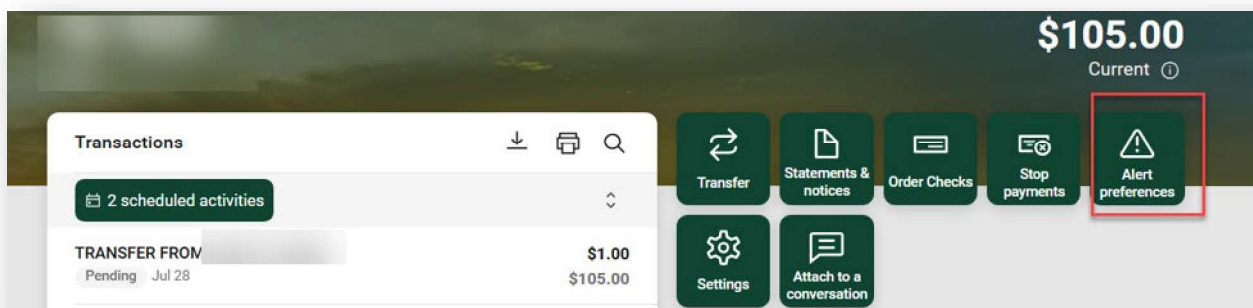
Step 3: Complete the required details for the selected check or check range, then review and submit the request.

Alert Preferences

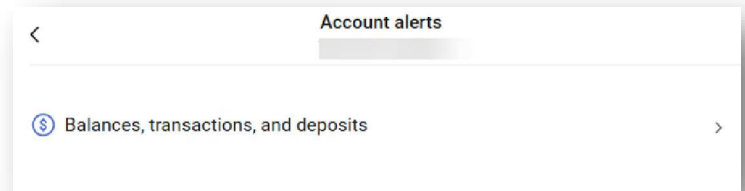
Alert Preferences allow you to set up notifications for balances, transactions, deposits, and eligible card activity so you can stay informed about account activity.

Set up Balance, Transaction, and Cash Management Alerts

Step 1: From the account where you want to add an alert, select **Alert Preferences**.

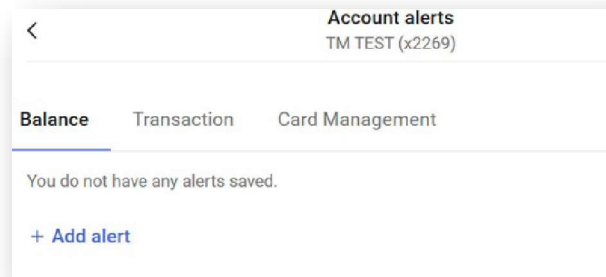


Step 2: Choose the alert category you want to set up, such as **Balance**, **Transactions**, or **Deposits**.



Balance Alert

To place a Balance Alert, select **+ Add alert** within that tab.

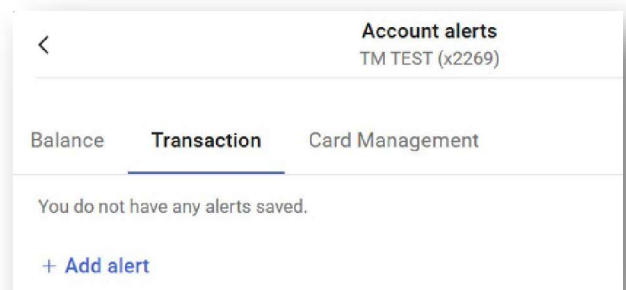


Complete the required fields, then select **Add alert**.

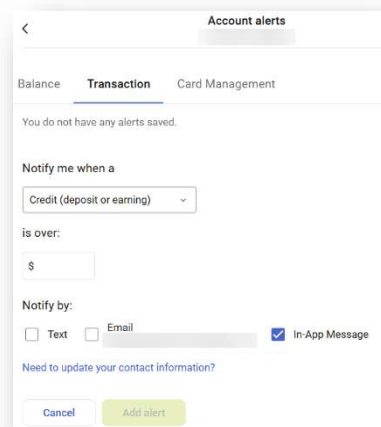
A screenshot of a mobile app interface titled "Account alerts" with the account name "TM TEST (x2269)". Below the title bar, there are three tabs: "Balance", "Transaction", and "Card Management". The "Balance" tab is selected and underlined. Below the tabs, the text "You do not have any alerts saved." is displayed. Under the heading "Notify me when my balance is :", there is a dropdown menu showing "over" and a text input field with a dollar sign "\$". Below this, under the heading "Notify by:", there are three options: "Text" with an unchecked checkbox, "Email" with an unchecked checkbox, and "In-App Message" with a checked checkbox. At the bottom, there is a link "Need to update your contact information?". At the very bottom, there are two buttons: "Cancel" and "Add alert".

Transaction Alert

To place a Transaction Alert, select **+ Add alert** within that tab.



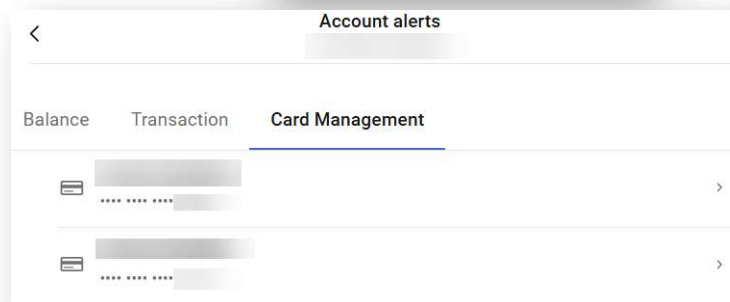
Complete the required fields and select **Add alert**.



The screenshot shows the 'Account alerts' screen with the 'Transaction' tab selected. It displays a form for adding a new alert. The form includes a dropdown menu for 'Notify me when a' set to 'Credit (deposit or earning)', a text field for 'is over:' with a dollar sign, and a 'Notify by:' section with checkboxes for 'Text', 'Email', and 'In-App Message' (which is checked). At the bottom, there are 'Cancel' and 'Add alert' buttons.

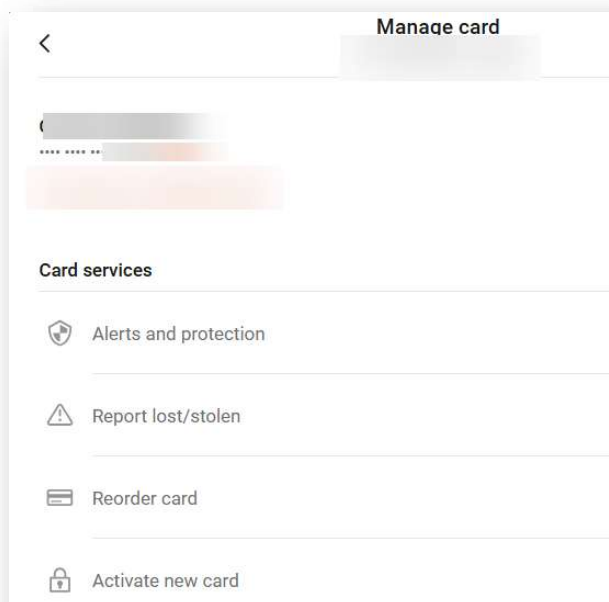
Card Management Alerts

Navigate to the Card Management card where you want to add or update an alert.



The screenshot shows the 'Account alerts' screen with the 'Card Management' tab selected. It displays a list of cards with a card icon and a right arrow. The first card is highlighted.

Select the card to view the available alert options, then choose the option that best matches the alert you want to manage.



The screenshot shows the 'Manage card' screen. It displays a card icon at the top. Below the card icon, there is a section titled 'Card services' with four options: 'Alerts and protection', 'Report lost/stolen', 'Reorder card', and 'Activate new card'. Each option has a corresponding icon.

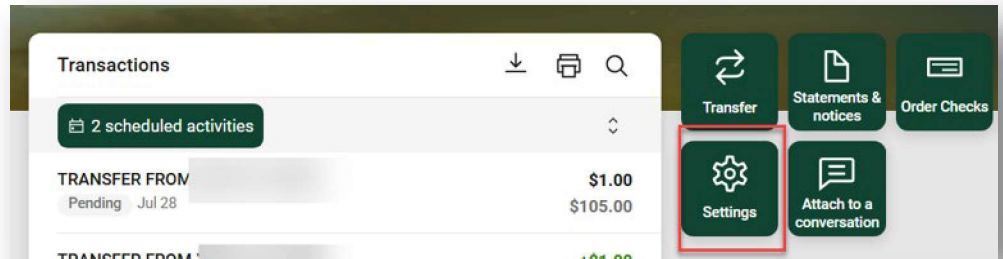
Complete the required fields and select the delivery method for the alert. When you are finished, select **Add alert** or **Save** to update your preferences.

Note: Repeat these steps for any additional accounts or alerts you want to update. These same steps can be used to update or delete existing alerts.

Account Settings

Account Settings allow you to update how an account displays in Business Online Banking, manage account preferences, and access alert options.

Step 1: From the account page, select **Settings**.

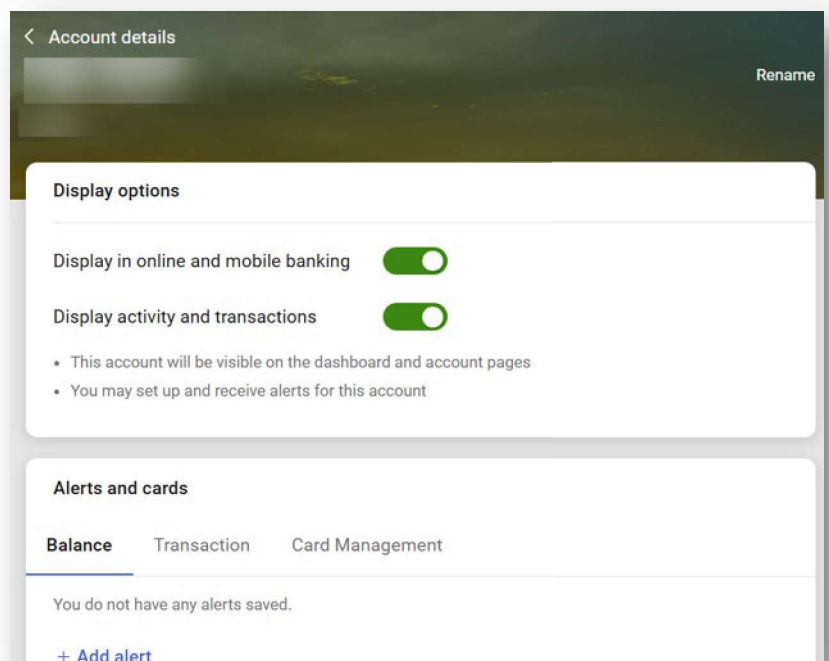


Step 2: Review the available settings and choose the option you want to update.

Rename: Change the nickname of the account.

Display Options: Choose whether the account and activity appear in Business Online Banking.

Alerts and Cards: Manage balance, transaction, and eligible card alerts for the selected account.



Payments

Note: If more than one payment feature is available, select **Payments** from the navigation menu first, then choose the payment option you want to use.

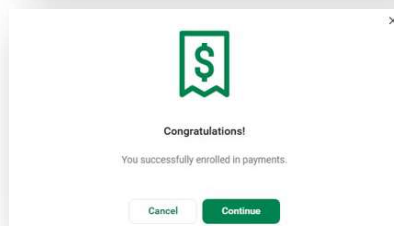
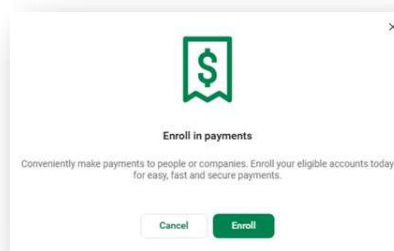
Bill Pay

Bill Pay lets you pay a business or person from an eligible account in Business Online Banking.

Enroll in Bill Pay

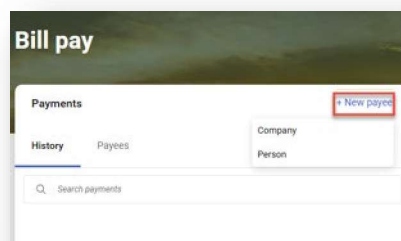
Step 1: Select **Bill Pay** from the navigation menu.

Step 2: Select **Enroll** and follow the prompts to complete Bill Pay enrollment.



Add a Payee

Step 1: Select **Bill Pay** from the navigation menu, then select **+ New payee**.



Step 2: Choose the payee type, such as **Company**, and enter the required payee information.

Payee name

Payee nickname (optional)

Phone number

Account number

Name on bill (optional)

Payee address

Street line 1

Street line 2 (optional)

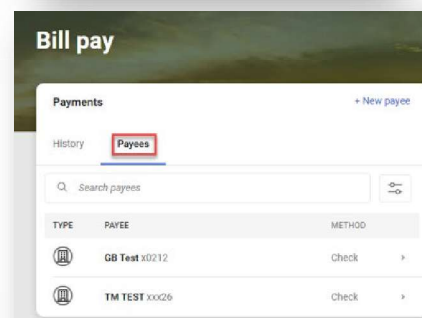
City State Zip

Submit

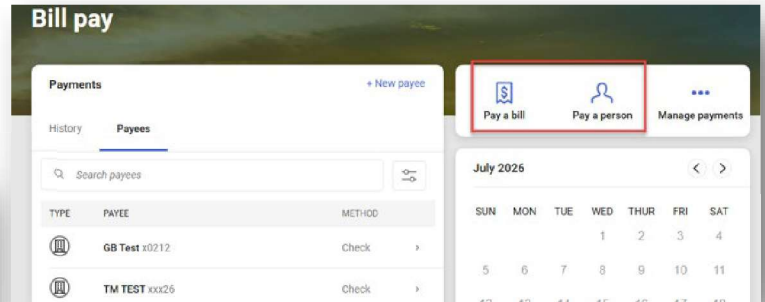
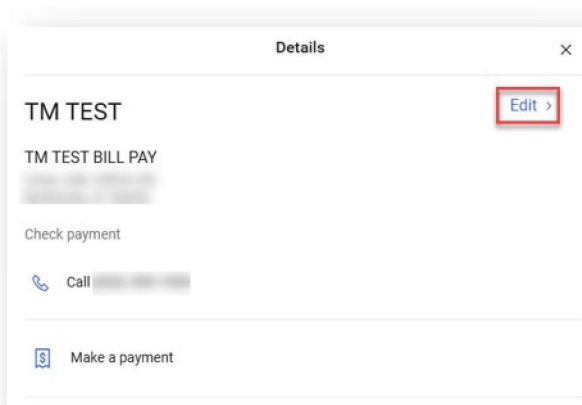
Step 3: Select **Submit**. You may be asked to authenticate before the payee is added.

Edit or Delete a Payee

Step 1: Go to **Bill Pay** and select the **Payees** tab.



Step 2: Select the payee you want to update, then select **Edit**.

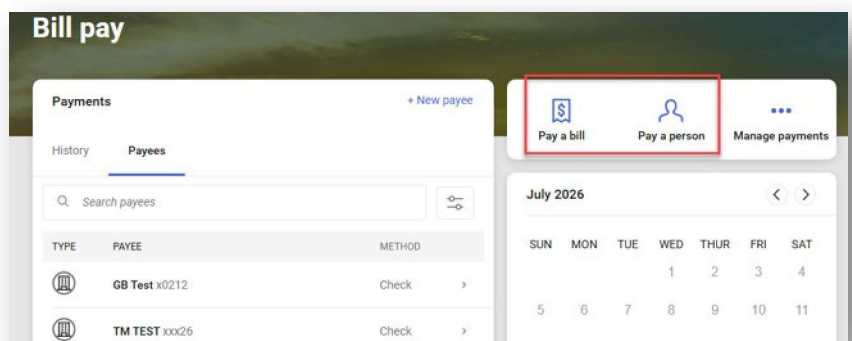


Step 3: Update the payee information and select **Save Changes**, or select the **trash can** icon to delete the payee.



Pay a Single Bill or Person

Step 1: Select **Pay a Bill** or **Pay a Person** from the Dashboard or the **Bill Pay** page.



Step 2: Select the payee you want to pay.

The screenshot shows the 'Pay a bill' interface with tabs for 'Single' and 'Multiple'. A search bar is at the top. Below it, two payees are listed: 'GB Test x0212' and 'TM TEST xxx26'. The 'TM TEST xxx26' entry is highlighted with a red rectangular box. Both entries show 'Check, Last paid: Never'.

Step 3: Select the account to pay from and enter the payment amount. To set a recurring payment or schedule the payment for a later date, select **More options**. When you are ready, select **Submit**.

The screenshot shows the 'Payment' screen for 'TM TEST'. It displays the 'From' account as 'FREE BUS 0001 x2269' and the 'Amount' as '\$ 1.00'. There is a 'More options' link and a green 'Submit' button. At the bottom, it says 'Payment initiated tomorrow by check, estimated arrival Jul 29'.

Pay Multiple Bills

Step 1: Select **Pay a Bill** from the Dashboard or the **Bill Pay** page.

Step 2: Select the **Multiple** tab, then select the + next to each payee you want to pay.

The screenshot shows the 'Pay a bill' interface with the 'Multiple' tab selected. Two payees are listed: 'GB Test x0212' and 'TM TEST xxx26'. For each payee, a 'From' account is selected (FREE BUS 0001 x2269), a 'Send on' date is set (Jul 23), and an 'Amount' is entered (\$ 0.00). A '+' icon is next to each payee entry. At the bottom, it says 'Arrives by Jul 29'.

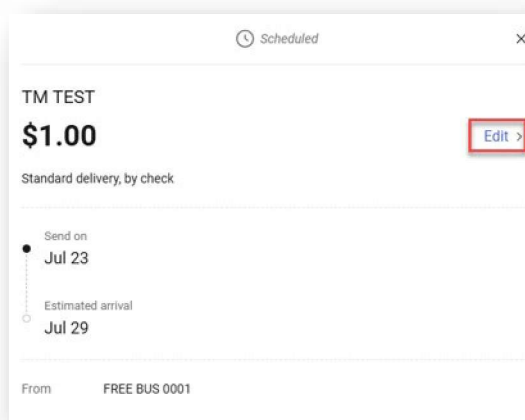
Step 3: Select the account to pay from, choose the send date, and enter the amount for each payment. Select **Review and pay**, then select **Submit payments**.

The screenshot shows the 'Pay a bill' interface with the 'Multiple' tab selected. The 'Amount' for 'TM TEST xxx26' is now '\$ 1.00'. A green 'Review and pay (2)' button is visible at the bottom. The 'From' account and 'Send on' date remain the same for both payees.

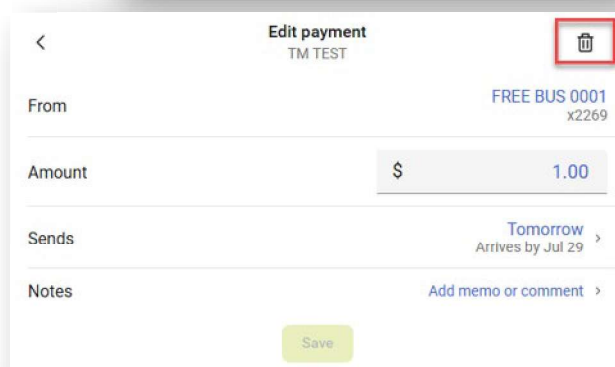
Scheduled payments can be reviewed from the Dashboard or the **Bill Pay** page.

Edit or Delete a Payment

Step 1: Go to the Bill Pay card on the Dashboard or open the **Bill Pay** page, then select the payment you want to edit or delete.



Step 2: Select **Edit** to update the payment details or select the **trash can** icon to delete the payment.



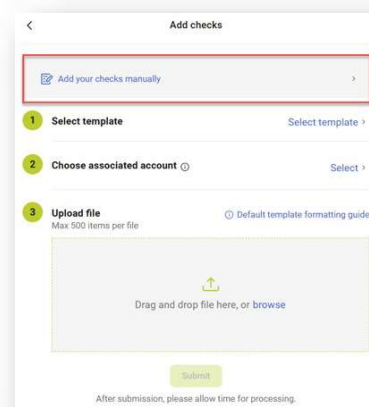
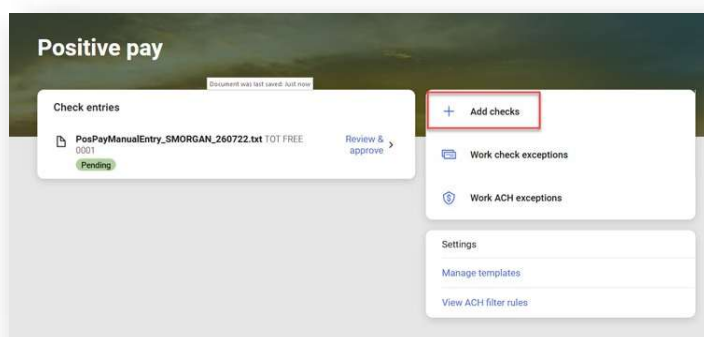
Positive Pay

Positive Pay helps protect your business by allowing authorized users to submit issued check information, review exceptions, and make pay or return decisions directly in Business Online Banking.

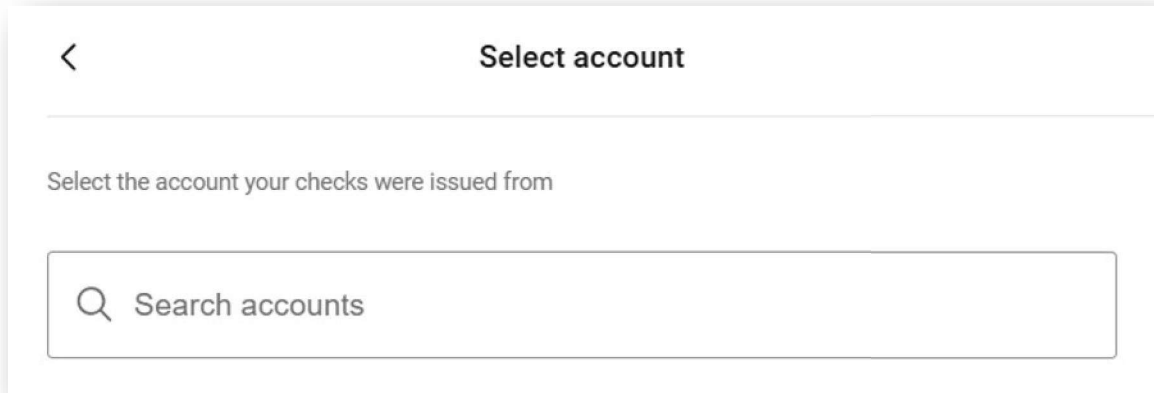
Enter Issued Items Manually

Step 1: Select **Positive Pay** from the navigation menu.

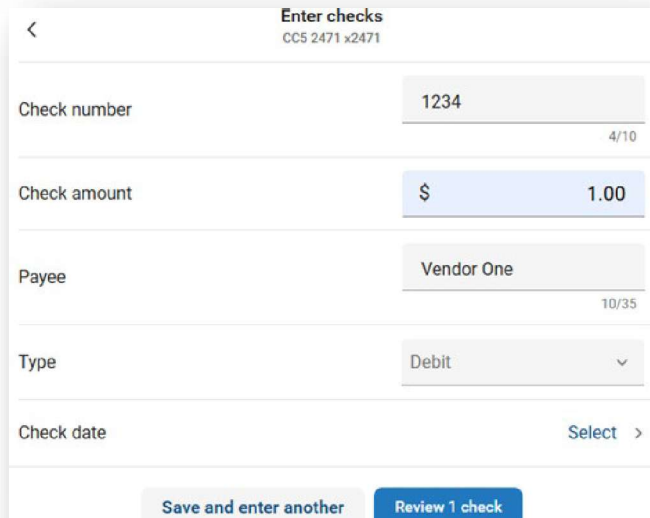
Step 2: Select **+ Add checks**, then choose **Add your checks manually**.



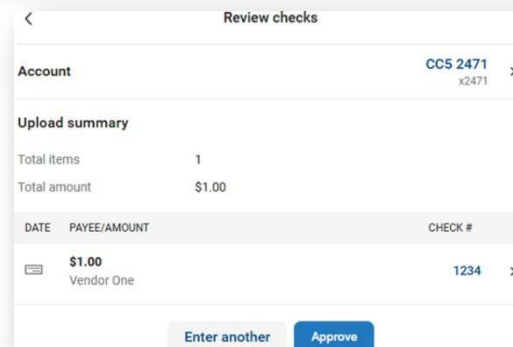
Step 3: Select the account the checks were written against, then enter the check number, amount, payee, type, and check date. If you need to void a previously entered issued item, select **Void** as the check type.



Step 4: Select **Save and enter another** if you have more checks to add, or select **Review checks** when you are finished.

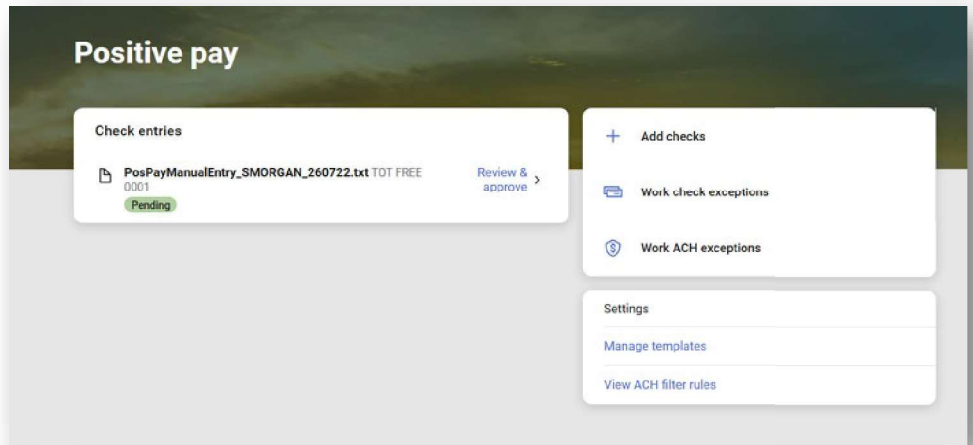


Review the details, then select **Approve** to continue and confirm.



DATE	PAYEE/AMOUNT	CHECK #
	\$1.00 Vendor One	1234

Step 5: After the issued items appear on the Positive Pay dashboard in a **Pending** status, select **Review & approve**.

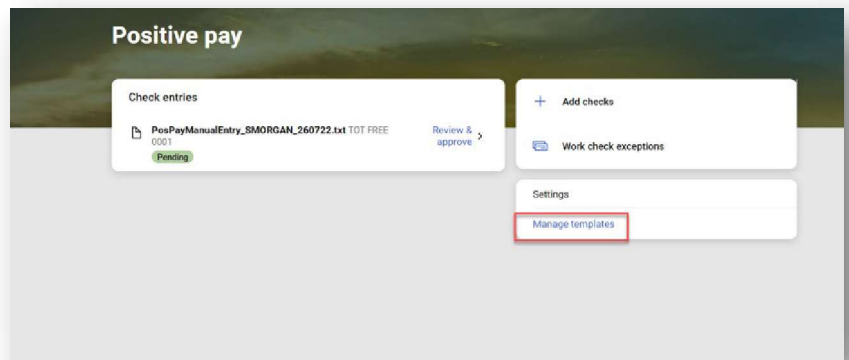


Review the details, select **Approve**, then select **Done**.

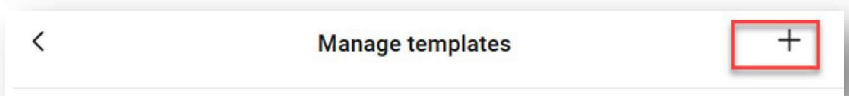


Create an Issued Items Upload Format

Step 1: Select **Positive Pay** from the navigation menu.



Step 2: Select **Manage templates**, then select the + sign to create a new upload format.



Step 3: Choose the file format type, then complete the required upload format details.

Delimited format: Enter a name for the upload format, choose the amount format, field delimiter, and text qualifier, then enter the column number from the file into each matching field. Leave any unused fields blank.

The screenshot shows the 'Create delimited template' form. It includes a 'Template name' field (0/50), an 'Amount format' dropdown (No format validation), a 'Field delimiter' dropdown (Comma (,)), and a 'Text qualifier' dropdown (None). Below these is a 'Column order' section with a table for mapping labels to column numbers.

LABEL	COLUMN NUMBER	CONFIGURATION(S)
Item Number Required	Col #	
Item Amount Required	Col #	
Account number	Col #	
Account type	Col #	Set indicators Required
Issue date	Col #	Set date format Required

Fixed position format: Enter a name for the upload format, choose the amount format, and enter where each field begins and ends in the file. For example, if the item number is the first six characters in the file, the beginning value is 1 and the ending value is 6.

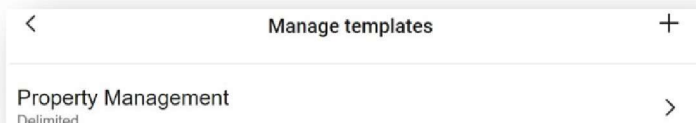
The screenshot shows the 'Create fixed position template' form. It includes a 'Template name' field (0/50), an 'Amount format' dropdown (No format validation), and a 'Label position' section with a table for mapping labels to begin and end positions.

LABEL	BEGIN	END	CONFIGURATION(S)
Item Number Required	Begin	End	
Item Amount Required	Begin	End	
Account number	Begin	End	
Account type	Begin	End	Set indicators Required
Issue date	Begin	End	Set date format Required
Payee Max 35 characters	Begin	End	

Step 4: Select **Review**, then select **Save**. When the confirmation displays, select **Done**.

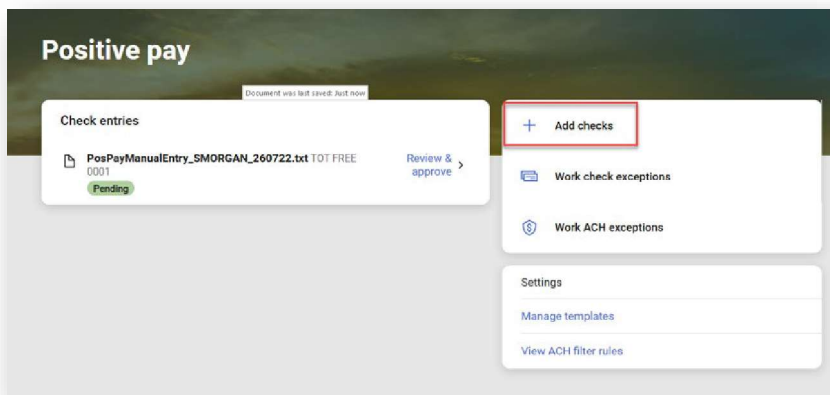
The screenshot shows a bottom navigation bar with two buttons: 'Cancel' and 'Review'.

The new template will be listed on the **Manage Templates** page and can be edited or deleted at any time.

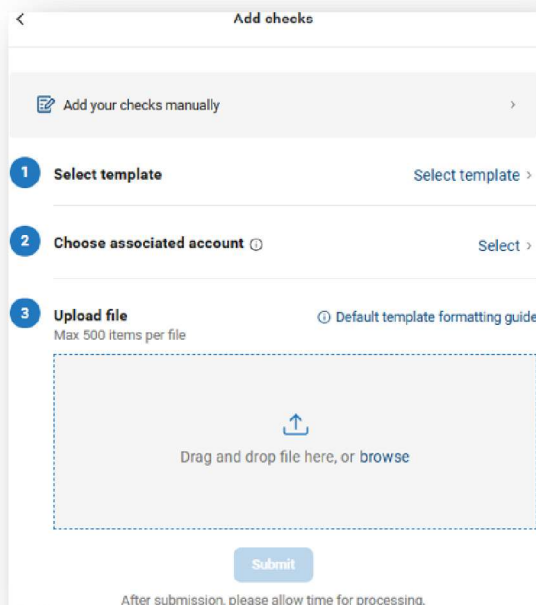


Upload an Issued Items File

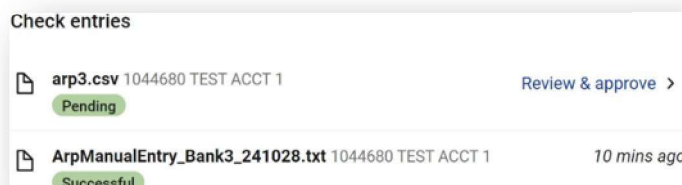
Step 1: Select **Positive Pay** from the navigation menu.



Step 3: Select the account the checks were written against, browse for the issued items file, and select **Submit**.



Step 4: When the uploaded file appears on the Positive Pay dashboard in a **Pending** status, select **Review & approve**.



Review the details, select **Approve**, then select **Done**.

Review checks

File upload summary

File name arp3.csv
Total items 3
Total amount **\$142.00**

DATE	PAYEE/AMOUNT	CHECK #
OCT 27	\$25.00 Vendor 1	00000000454
OCT 28	\$30.00 Vendor 2	00000000455
OCT 29	\$87.00 Vendor 3	00000000456

Cancel Approve

After approval, the issued items file status will show as **Successful**.

Check entries

arp3.csv 1044680 TEST ACCT 1	Just uploaded
Successful	
ArpManualEntry_Bank3_241028.txt 1044680 TEST ACCT 1	10 mins ago
Successful	

Work Check Exceptions

Step 1: Select **Positive Pay** from the navigation menu.

Step 2: Select **Work check exceptions**.

Positive pay

Check entries

PosPayManualEntry_SMORGAN_260722.txt TOT FREE 0001
Pending

Review & approve >

+ Add checks

Work check exceptions

Work ACH exceptions

Settings

Manage templates

View ACH filter rules

Step 3: Review the check exceptions. Select the check number to view additional details, then choose whether to pay or return each item. When you are finished, select **Submit**.

The screenshot shows a mobile application interface titled "Work check exceptions". At the top, there is a back arrow and the title. Below the title, it says "Account: Business 002 (x5140)". A message icon with a question mark and the text "Select any check exceptions you would like to pay." is displayed. Below this is a table with two columns: "PAY" and "CHECK #/REASON". The table has one row with a checked checkbox, the amount "\$86.56", a "Pay" button, and the check number "0923653370" with a "Not Issued" status. At the bottom, there are counters for "Returning 0" and "Paying 1", and a large orange "Submit" button.

Work ACH Exceptions

Step 1: Select **Positive Pay** from the navigation menu.

Step 2: Select **Work ACH exceptions**.

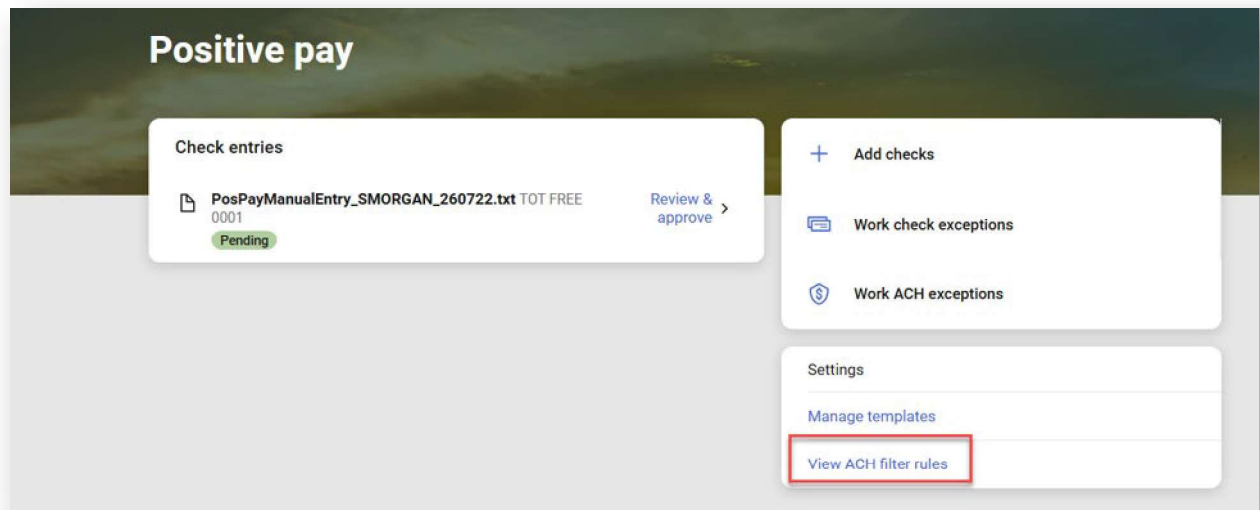
The screenshot shows a web application interface titled "Positive pay". On the left, there is a "Check entries" section with a file icon, the filename "PosPayManualEntry_SMORGAN_260722.txt", the text "TOT FREE 0001", a "Pending" status, and a "Review & approve" link. On the right, there is a sidebar menu with a "+" icon and the text "Add checks". Below this, there is a "Work check exceptions" option with a check icon. The "Work ACH exceptions" option is highlighted with a red box. Below the sidebar, there is a "Settings" section with links for "Manage templates" and "View ACH filter rules".

Step 3: Review the ACH exceptions. Select the arrow on the right side of an item to view additional details, then choose whether to pay or return each exception. When you are finished, select **Submit**.

View ACH Filter Rules

Step 1: Select **Positive Pay** from the navigation menu.

Step 2: Select **View ACH filter rules** to review the active rules for your account.



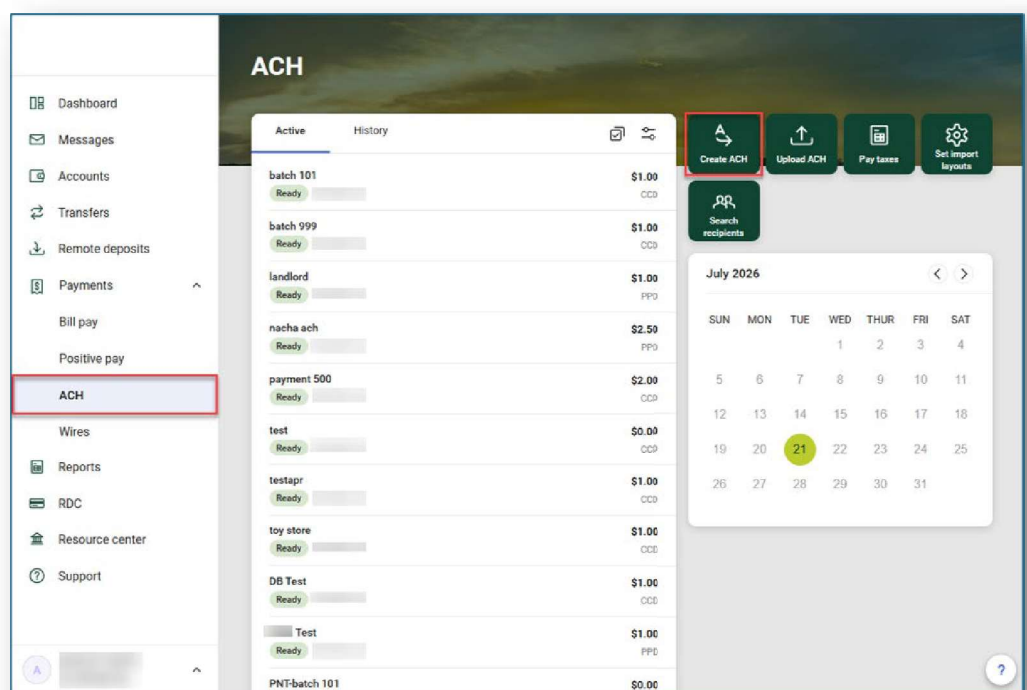
ACH

Note: If more than one payment feature is available, select **Payments** from the navigation menu first, then choose **ACH**.

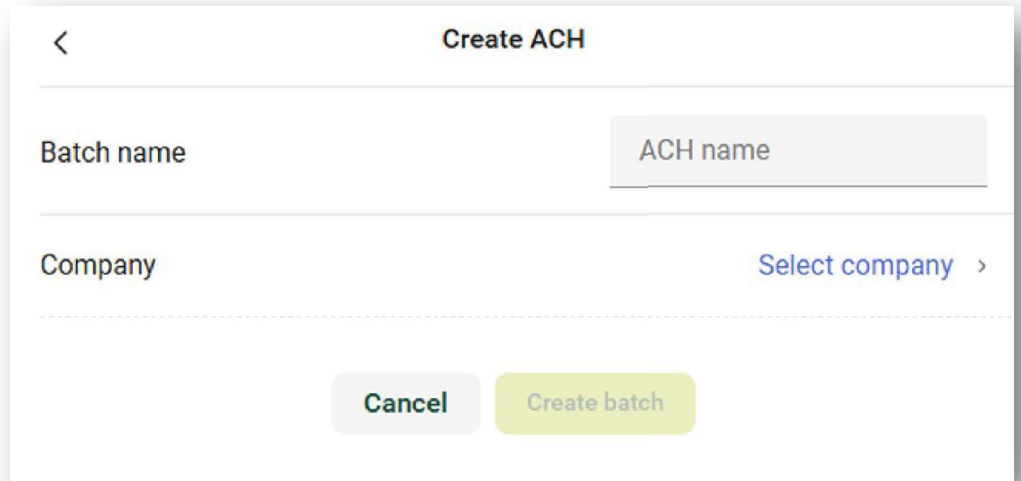
Create a Batch Manually

Step 1: Select **ACH** from the navigation menu.

Step 2: Select **Create ACH**.

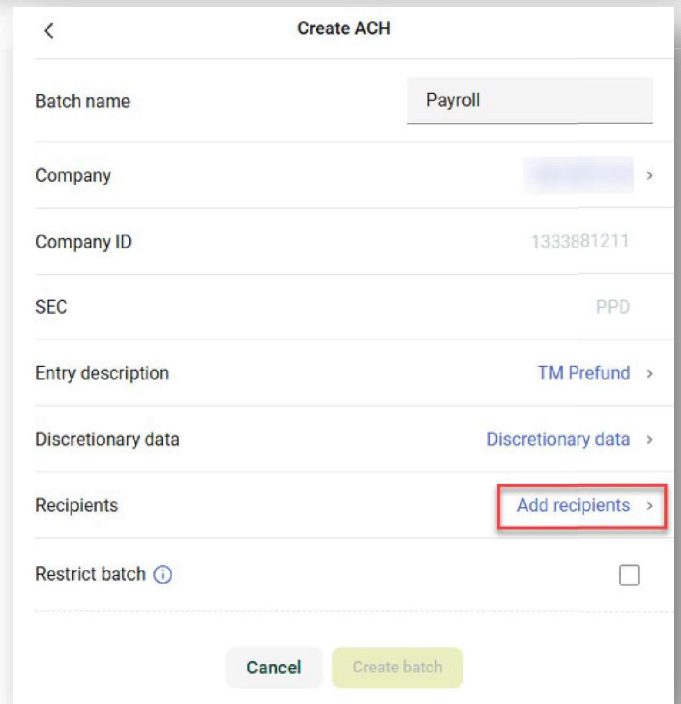


Step 3: Enter the **Batch name** and select the **ACH company** that will originate the payment. Then select **Create batch**.



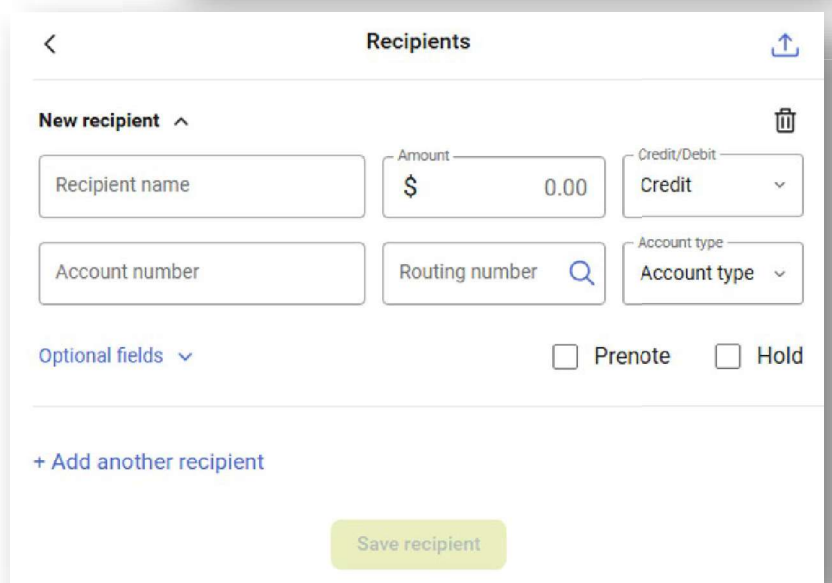
The screenshot shows the 'Create ACH' form. At the top is a back arrow and the title 'Create ACH'. Below are two input fields: 'Batch name' and 'ACH name'. Underneath is a 'Company' field with a 'Select company' link and a right-pointing chevron. At the bottom are two buttons: 'Cancel' and 'Create batch'.

Step 4: Confirm the **SEC code**, **Entry description**, and **Discretionary data**. Update the information if needed, then select **Add recipients**.



This screenshot shows the 'Create ACH' form with more fields filled in. The 'Batch name' is 'Payroll'. The 'Company' field has a dropdown arrow. 'Company ID' is '1333881211'. 'SEC' is 'PPD'. 'Entry description' is 'TM Prefund'. 'Discretionary data' has a 'Discretionary data' link. The 'Recipients' field has an 'Add recipients' link highlighted with a red box. There is a 'Restrict batch' checkbox with an information icon. At the bottom are 'Cancel' and 'Create batch' buttons.

Step 5: Add recipients manually or import them from a file. If adding recipients manually, enter the recipient name, amount, transaction type, and account information. Use optional fields if you need to include a recipient ID or addenda information. Select **Save recipient** when you are finished.

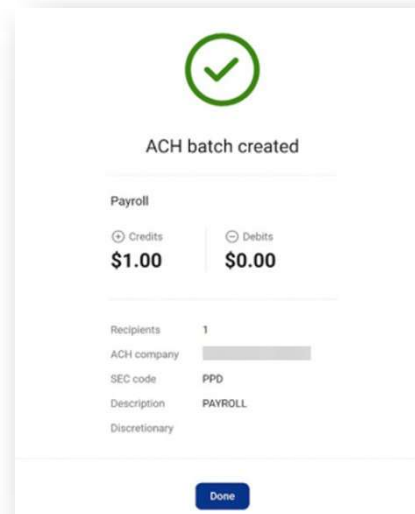


The screenshot shows the 'Recipients' form. At the top is a back arrow, the title 'Recipients', and an upload icon. Below is a 'New recipient' section with a dropdown arrow and a trash icon. It contains several input fields: 'Recipient name', 'Amount' (with a '\$' symbol and '0.00'), 'Credit/Debit' (with a dropdown menu set to 'Credit'), 'Account number', 'Routing number' (with a search icon), and 'Account type' (with a dropdown menu set to 'Account type'). There are 'Optional fields' and 'Prenote'/'Hold' checkboxes. At the bottom is a '+ Add another recipient' link and a 'Save recipient' button.

Step 6: Select **Create batch**, review the confirmation, then select **Done**.

The batch will appear on the **Active** tab in a **Ready** status.

To send the payment, follow the steps in the **Initiate a Batch** section.

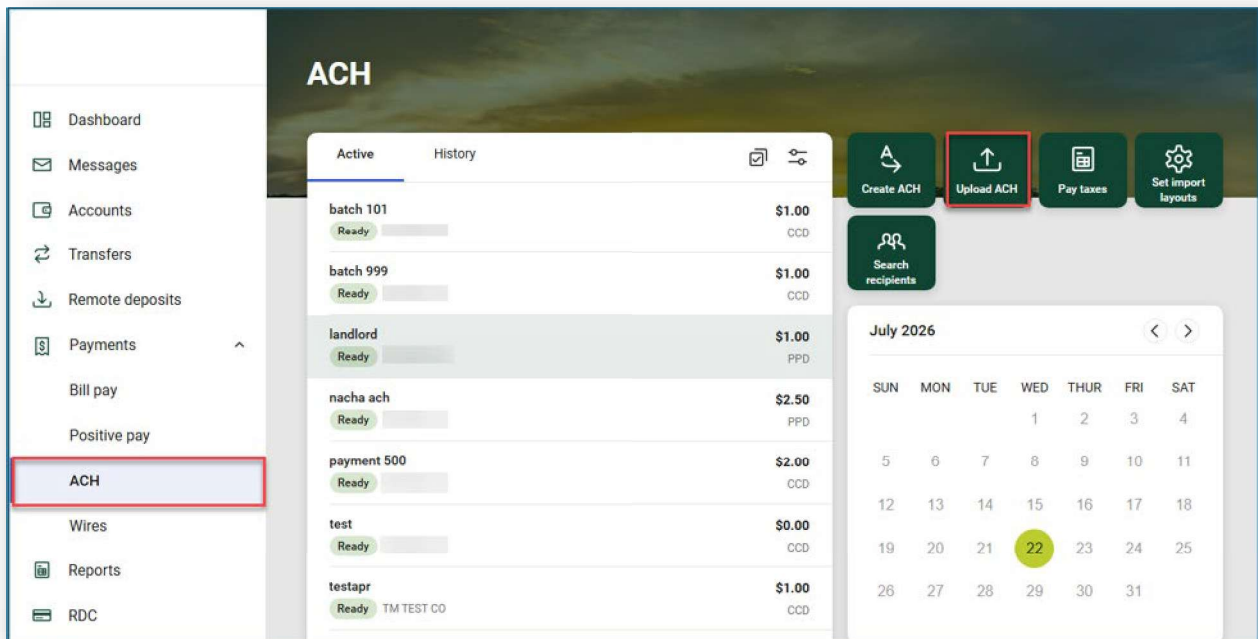


A confirmation screen titled "ACH batch created" with a green checkmark icon. It displays "Payroll" information: Credits of \$1.00 and Debits of \$0.00. Below this, it shows "Recipients" as 1, "ACH company" as a greyed-out field, "SEC code" as PPD, "Description" as PAYROLL, and "Discretionary" as a greyed-out field. A blue "Done" button is at the bottom.

Upload a NACHA File

Step 1: Select **ACH** from the navigation menu.

Step 2: Select **Upload ACH**.



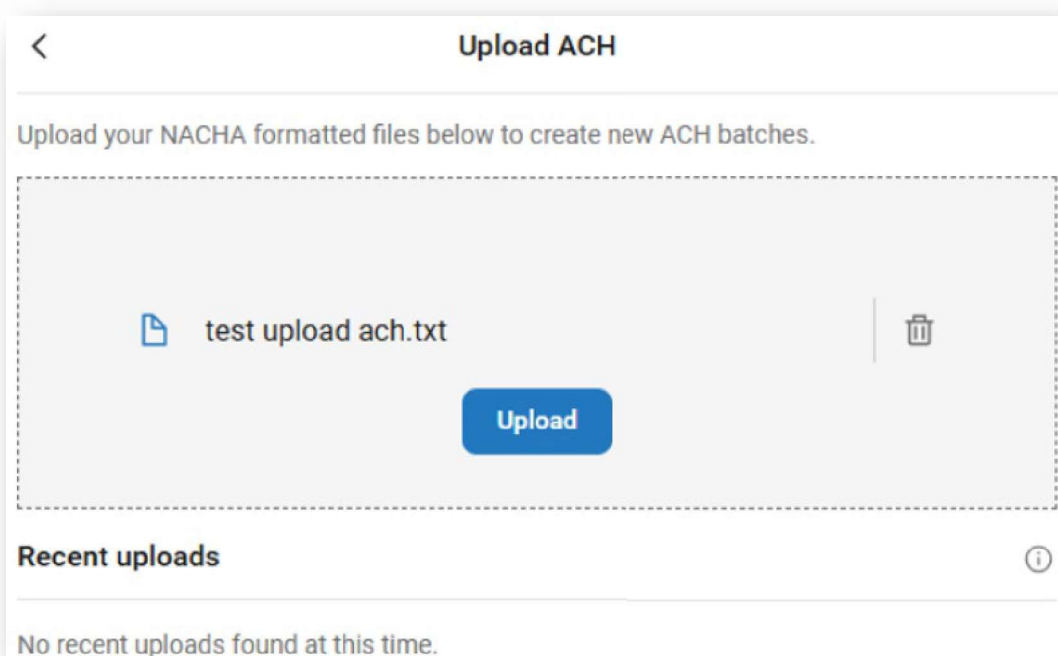
The interface shows the "ACH" section with a list of active batches and a sidebar navigation menu. The sidebar menu includes Dashboard, Messages, Accounts, Transfers, Remote deposits, Payments, Bill pay, Positive pay, **ACH** (highlighted with a red box), Wires, Reports, and RDC. The main content area is titled "ACH" and has tabs for "Active" and "History". The "Active" tab shows a list of batches:

Batch Name	Amount	Status	Type
batch 101	\$1.00	Ready	CCD
batch 999	\$1.00	Ready	CCD
landlord	\$1.00	Ready	PPD
nacha ach	\$2.50	Ready	PPD
payment 500	\$2.00	Ready	CCD
test	\$0.00	Ready	CCD
testapr	\$1.00	Ready	CCD

On the right, there are buttons for "Create ACH", "Upload ACH" (highlighted with a red box), "Pay taxes", "Set import layouts", and "Search recipients". Below these is a calendar for July 2026, with the 22nd highlighted in green.

Step 3: Browse for the NACHA file, select **Upload**, and review the file details.

The batch will appear on the **Active** tab in a **Ready** status.



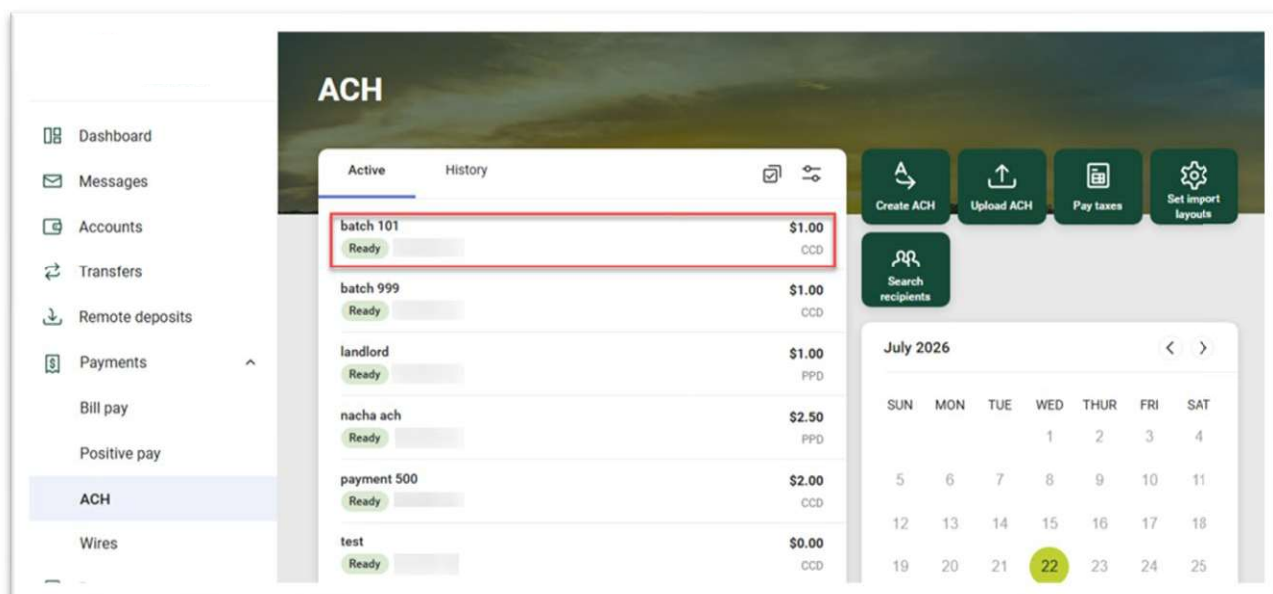
Note: Uploaded batches may be assigned a generic name. To rename the batch, select it and choose **Edit**.

To send the payment, follow the steps in the **Initiate a Batch** section.

Edit or Delete a Batch

Note: Batches in an initiated or processed status cannot be edited or deleted. If needed, uninitiate the batch first or contact the bank for assistance.

Step 1: Select the batch you want to edit or delete.



Step 2: Choose the action you want to take.

1. Select the **three-dot** icon to delete the batch
2. Select **Edit** to update batch details
3. Select **Recipients** to add, remove, or update recipient information

Batch details

batch 101 Ready

Credits: \$1.00 | Debits: \$0.00

Recipients: 2 recipients >

Company: [Redacted]
 Company ID: [Redacted]
 SEC code: CCD
 Description: Test Debit
 Discretionary: Test
 Batch restricted: No

Attach to a conversation

Mark as pending | Review and initiate

Initiate a Batch

Step 1: Select **ACH** from the navigation menu.

ACH

Active | History

Batch	Status	Amount	Type
batch 101	Ready	\$1.00	CCD
batch 999	Ready	\$1.00	CCD
landlord	Ready	\$1.00	PPD
nacha ach	Ready	\$2.50	PPD
payment 500	Ready	\$2.00	CCD
test	Ready	\$0.00	CCD

July 2026

SUN MON TUE WED THUR FRI SAT

5 6 7 8 9 10 11
 12 13 14 15 16 17 18
 19 20 21 22 23 24 25

Step 2: Select a batch in a **Ready** status, then select **Review and initiate**.

Batch details

batch 101 Ready

Credits: \$1.00 | Debits: \$0.00

Recipients: 2 recipients >

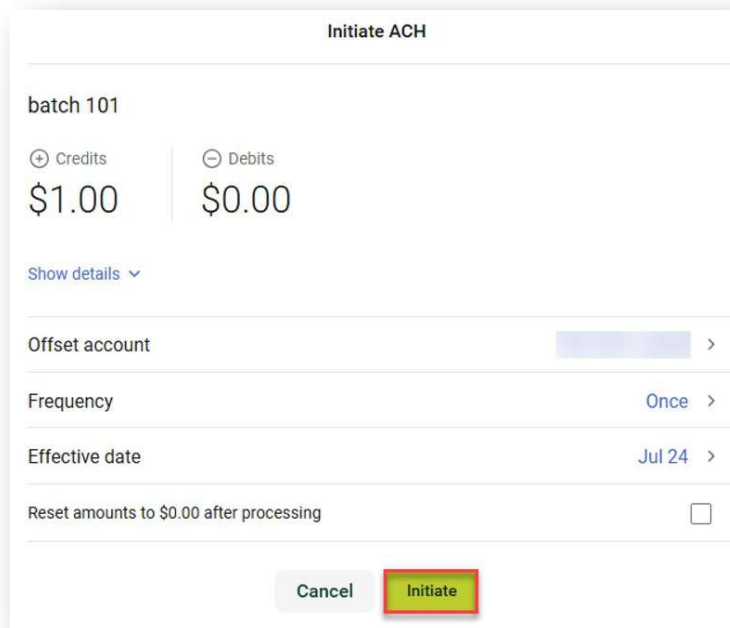
Company: [Redacted]
 Company ID: [Redacted]
 SEC code: CCD
 Description: Test Debit
 Discretionary: Test
 Batch restricted: No

Attach to a conversation

Mark as pending | Review and initiate

Note: If dual control is active, a second authorized user may need to approve or initiate the batch. Batch will appear in Needs Approval Status.

Step 3: Select the **Offset account**, if applicable, choose a recurring **Frequency**, if applicable, and enter the **Effective date**. If you want the batch amounts to reset after processing, select **Reset amounts to \$0.00 after processing**. Then select **Initiate**, review the confirmation, and select **Done**.

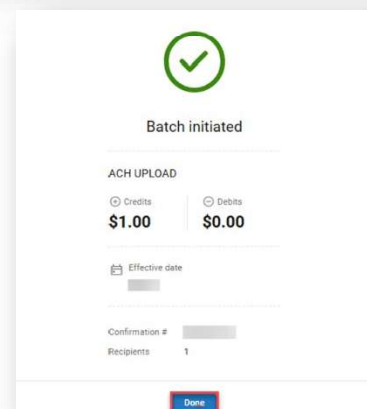


The 'Initiate ACH' screen displays the following information:

- Batch ID: batch 101
- Credits: \$1.00
- Debits: \$0.00
- Show details (dropdown arrow)
- Offset account (dropdown menu)
- Frequency: Once (dropdown arrow)
- Effective date: Jul 24 (dropdown arrow)
- Reset amounts to \$0.00 after processing (checkbox)
- Buttons: Cancel, Initiate (highlighted with a red box)

The batch will appear on the **Active** tab in an **Initiated** status. After processing, the batch will return to a **Ready** status and may be reused, edited, or deleted.

Note: Batches in an **Initiated** status may be uninitiated until the cutoff time. See the **Un-initiate a Batch** section for more information.



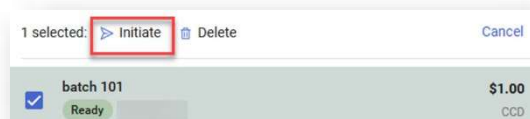
The 'Batch initiated' confirmation screen displays the following information:

- Green checkmark icon
- Batch initiated
- ACH UPLOAD
- Credits: \$1.00
- Debits: \$0.00
- Effective date (dropdown arrow)
- Confirmation # (dropdown arrow)
- Recipients: 1
- Done button (highlighted with a red box)

Initiate Multiple Batches

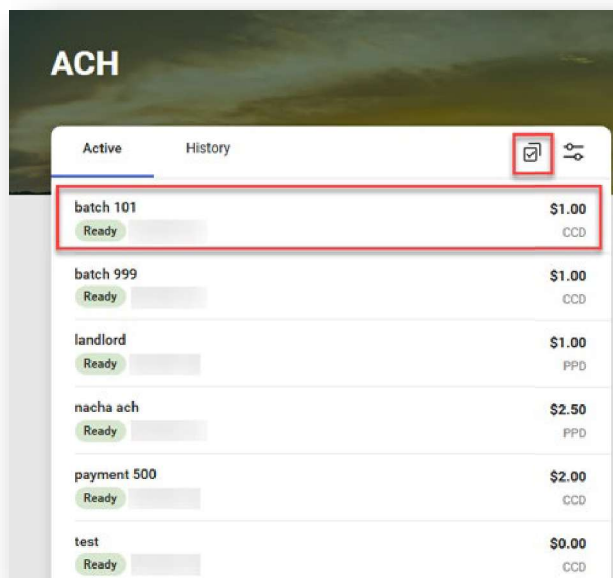
Step 1: Select **ACH** from the navigation menu.

Step 2: Select the **Bulk Action** icon, choose the batches you want to initiate, then select **Initiate**.



The Bulk Action menu shows:

- 1 selected: > Initiate (highlighted with a red box) Delete Cancel
- batch 101: Ready \$1.00 CCD



The ACH Active tab screen displays a list of batches:

Batch ID	Status	Amount	Type
batch 101	Ready	\$1.00	CCD
batch 999	Ready	\$1.00	CCD
landlord	Ready	\$1.00	PPD
nacha ach	Ready	\$2.50	PPD
payment 500	Ready	\$2.00	CCD
test	Ready	\$0.00	CCD

The 'Batch 101' row is highlighted with a red box. The 'Bulk Action' icon (top right) is also highlighted with a red box.

Step 3: Enter the **Effective date**, select the **Offset account**, if applicable, and choose whether to reset amounts to \$0.00 after processing. Select **Initiate batches**, review the confirmation, then select **Done**.

The selected batches will appear on the **Active** tab in an **Initiated** status.

The screenshot shows the 'Initiate batches' interface. It lists two batches: 'batch 101' and 'batch 999', both with a value of '\$1.00'. Each batch has an 'Effective date' field with a calendar icon, an 'Offset account' field with a search icon, and a 'Reset to \$0' checkbox. At the bottom, a green button labeled 'Initiate 2 batches' is highlighted with a red rectangular box.

Un-initiate a Batch

Step 1: Select **ACH** from the navigation menu.

Step 2: Select the batch in an **Initiated** status, select **Uninitiate**, and confirm the request.

The screenshot shows the 'Batch details' screen for 'batch 101', which is in an 'Initiated' status. It displays 'Credits' of \$1.00 and 'Debits' of \$0.00. The 'Effective date' is 'Jul 28'. Under 'Recipients', it shows '2 recipients'. At the bottom, a red rectangular box highlights the 'Uninitiate' button.

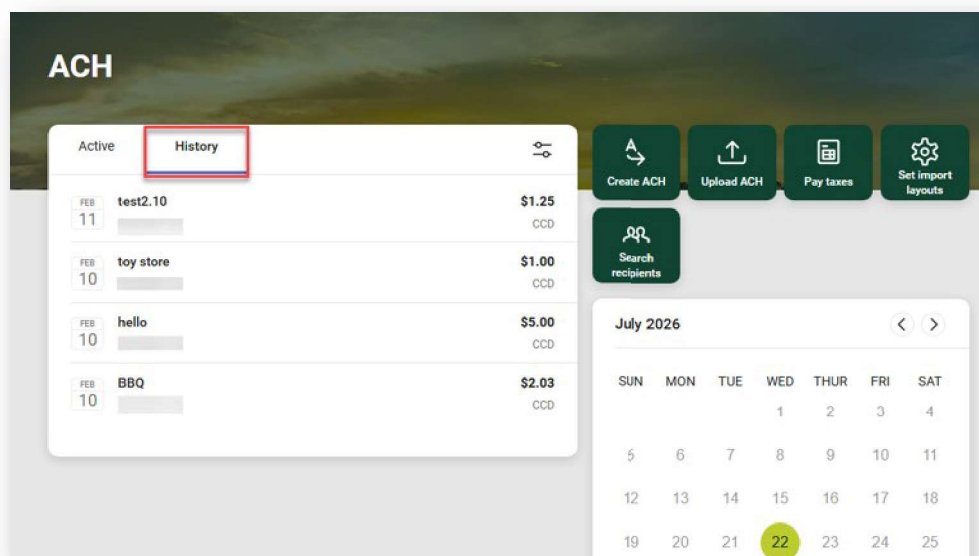
The screenshot shows the 'ACH' screen with a list of batches. The 'batch 101' row is highlighted with a red rectangular box. The table lists the batch name, its status, and its amount.

Batch Name	Status	Amount
batch 101	Initiated	\$1.00
batch 999	Ready	\$1.00
landlord	Ready	\$1.00
nacha ach	Ready	\$2.50
payment 500	Ready	\$2.00
test	Ready	\$0.00

The payment will return to a **Ready** status and will not process.

History

Select the **History** tab to review ACH batches that have been processed.



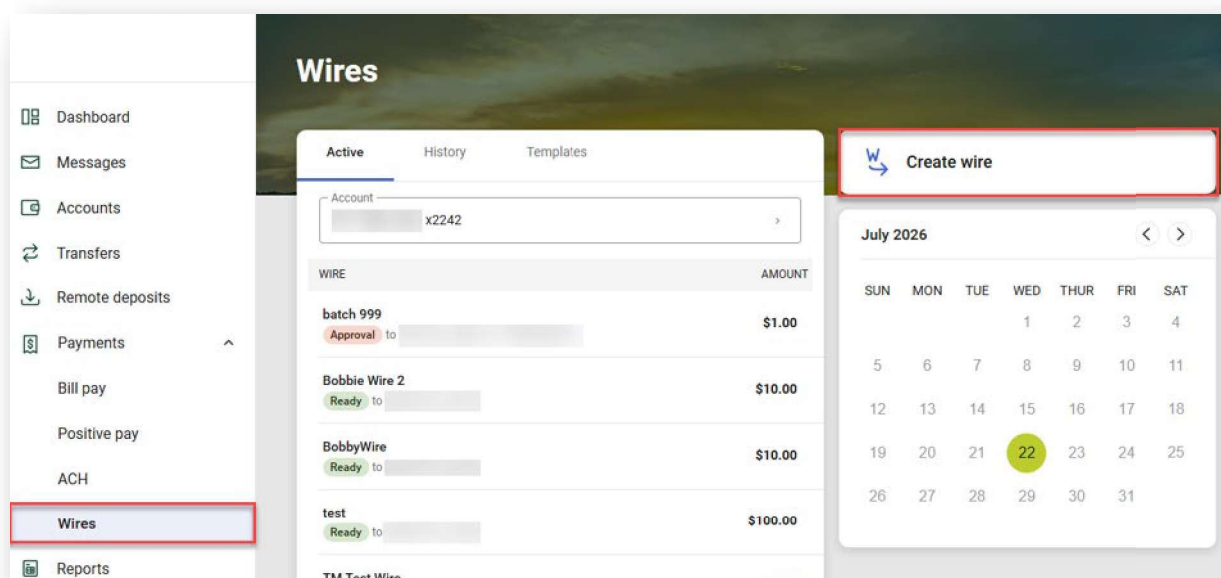
Wires

Note: If more than one payment feature is available, select **Payments** from the navigation menu first, then choose **Wires**.

Create a Wire

Step 1: Select **Wires** from the navigation menu.

Step 2: Select **Create wire**.



Step 3: Enter a **Wire name**, choose the account to debit funds from, then select **Add creditor**.

< Create wire

Wire name 0/50

Amount \$ 0.00

From x2242 \$100.02 >

To Add creditor >

Remittance information Add notes >

Save as template ⓘ ☐

Create wire

Step 4: Enter the beneficiary's name, account number, and address in the **Creditor Details** section.

< Add creditor

Creditor details
Person or company receiving the payment.

Name

Account number

Building/street # Street name

Town name (city) Country subdivision (state)

Post code (zip) United States - US

+ Show optional fields

Step 5: Enter the creditor agent details. To look up the beneficiary's financial institution, select **Find institution**, search for the institution, then select **Save**.

Creditor agent
Beneficiary institution that holds the creditor's account.

Find institution

Routing/ABA number Institution name

Reference beneficiary

Town name (city) Country subdivision (state)

United States - US

Instructed agent
Creditor's receiving financial institution.

☒ Same details as creditor agent

Cancel Save

Step 6: Enter the wire amount and add any notes that should accompany the wire, if applicable. If this wire will be sent again in the future, select **Save as template**.

Note: A recurring wire must be saved as a template before it can be scheduled.

Wire name

Amount \$ 0.00

From x2242 \$100.02

To

Remittance information Add notes

Save as template ☐

Create wire

Step 7: Select **Create wire**, review the confirmation message, then select **Done**.

Create wire

\$1.00

From

To

Your wire has been created but must still be initiated in the wire details to send it.

Done

Step 8: The wire will appear on the **Active** tab in a **Ready** status.

If the wire was saved as a template, it will appear on the **Templates** tab.

Wires

Active History Templates

Account x2242

WIRE	AMOUNT
Approval to	\$1.00
Ready to	\$10.00
Ready to	\$10.00
test	\$100.00

Create wire

July 2026

SUN	MON	TUE	WED	THUR	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Edit or Delete a Wire

Step 1: Select the wire from the **Active** or **Templates** tab.

Step 2: Select the **trash can** icon to delete the wire, or select **Edit** to update the wire name, beneficiary information, amount, or notes.

Wire details

Ready

\$10.00

From

Creditor details

Name

Account number

Address New York, US

[Show details](#)

[Attach to a conversation](#)

[Review and initiate](#)

Initiate a Wire

Step 1: Select **Wires** from the navigation menu.

Step 2: Select the wire from the **Active** or **Templates** tab.

Wires

Active History Templates

Account x2242

WIRE	AMOUNT
Approval to	\$1.00
Ready to	\$10.00
Ready to	\$10.00
test Ready to	\$100.00

July 2026

SUN	MON	TUE	WED	THUR	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Step 3: Review the wire details, then select **Review and Initiate**.

Wire details

Ready

\$10.00

From

Creditor details

Name

Account number

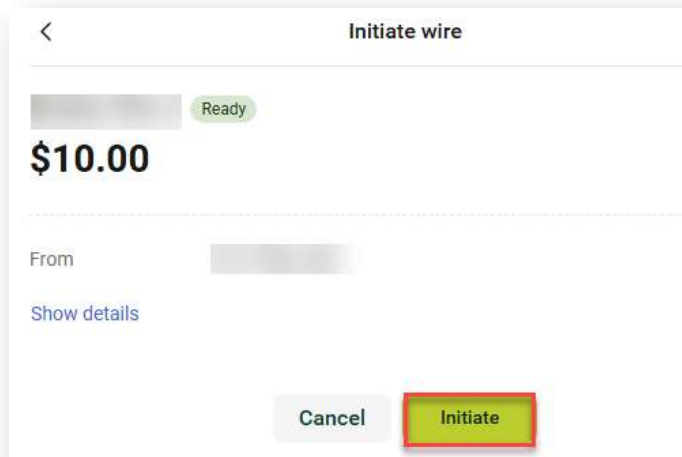
Address New York, US

[Show details](#)

[Attach to a conversation](#)

[Review and initiate](#)

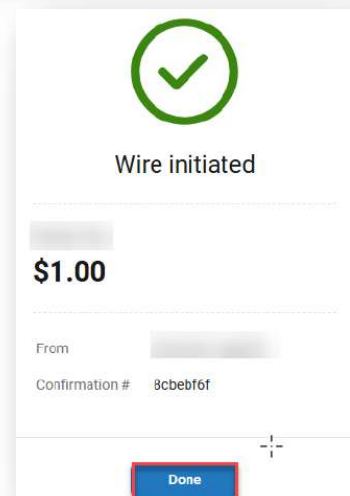
Step 4: Review the wire details. If you are initiating a template, choose a recurring frequency, if applicable. Select **Initiate**.



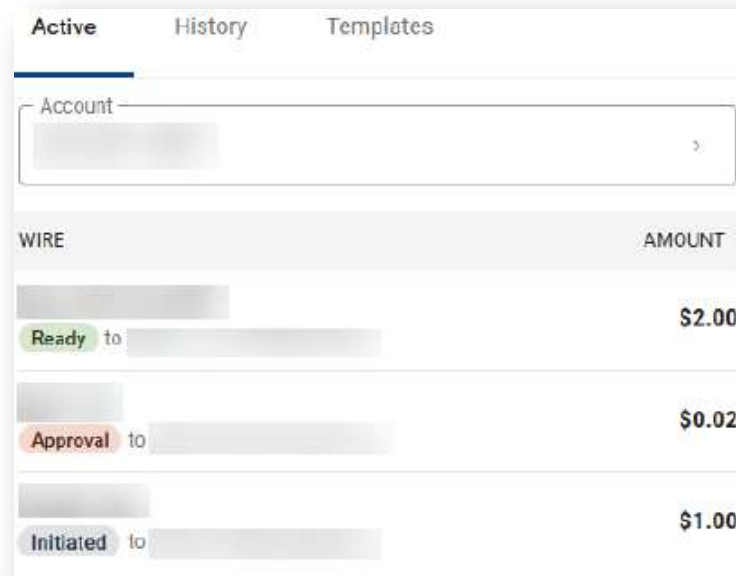
The 'Initiate wire' screen shows a wire amount of \$10.00 with a 'Ready' status. Below the amount, there is a 'From' field and a 'Show details' link. At the bottom, there are 'Cancel' and 'Initiate' buttons, with the 'Initiate' button highlighted with a red border.

Step 5: Review the confirmation, then select **Done**.

The wire will appear on the **Active** tab in an **Initiated** status.



The 'Wire initiated' confirmation screen features a large green checkmark icon at the top. Below it, the text 'Wire initiated' is displayed. The wire amount is shown as \$1.00. There is a 'From' field and a 'Confirmation #' field with the value '8cbeb6f'. At the bottom, there is a 'Done' button highlighted with a red border.



The 'Active' tab displays a list of wires. The table has columns for 'WIRE' and 'AMOUNT'. The first wire is \$2.00 with a 'Ready' status. The second wire is \$0.02 with an 'Approval' status. The third wire is \$1.00 with an 'Initiated' status.

WIRE	AMOUNT
Ready to [redacted]	\$2.00
Approval to [redacted]	\$0.02
Initiated to [redacted]	\$1.00

History

Select the **History** tab to review wires that have been processed.

Reports

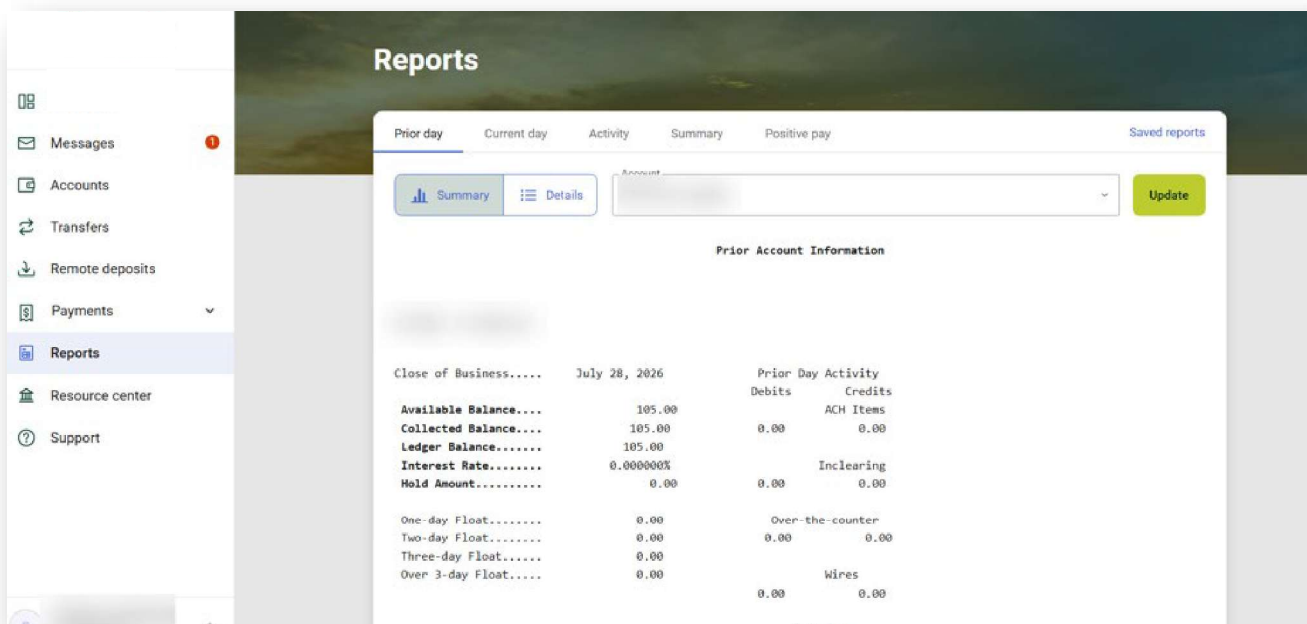
Reports provide access to account activity, summary information, EDI details, Positive Pay activity, and Saved Reports to help you review and manage account information in Business Online Banking.

Available report options include:

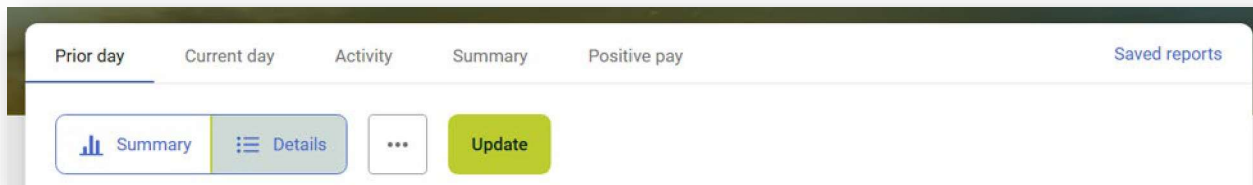
- **Prior Day:** Review account activity from the previous business day.
- **Current Day:** Review account activity for the current day.
- **Activity:** Review detailed account activity using account, date range, and filter options.
- **Summary:** View summary information for selected accounts and date ranges.
- **EDI:** Access Electronic Data Interchange report information for eligible accounts.
- **Positive Pay:** Review Positive Pay items, maintenance activity, and exception reporting.
- **Saved Reports:** Access reports you have previously saved.

Prior Day

Select **Summary** to view a summary of the selected account's prior day activity, or select **Details** to view more detailed activity. To switch accounts, select the **Account** field, then select **Update** to refresh the report.

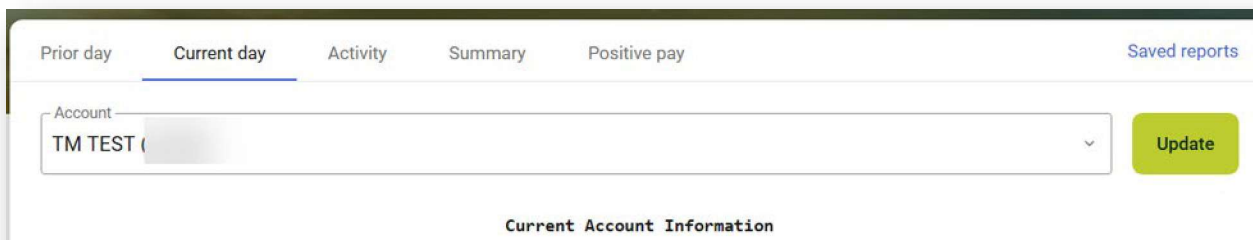


On the Details screen, select **Update** to display the data, and select the **three-dot icon** (...) to download a copy of the report in .txt format.



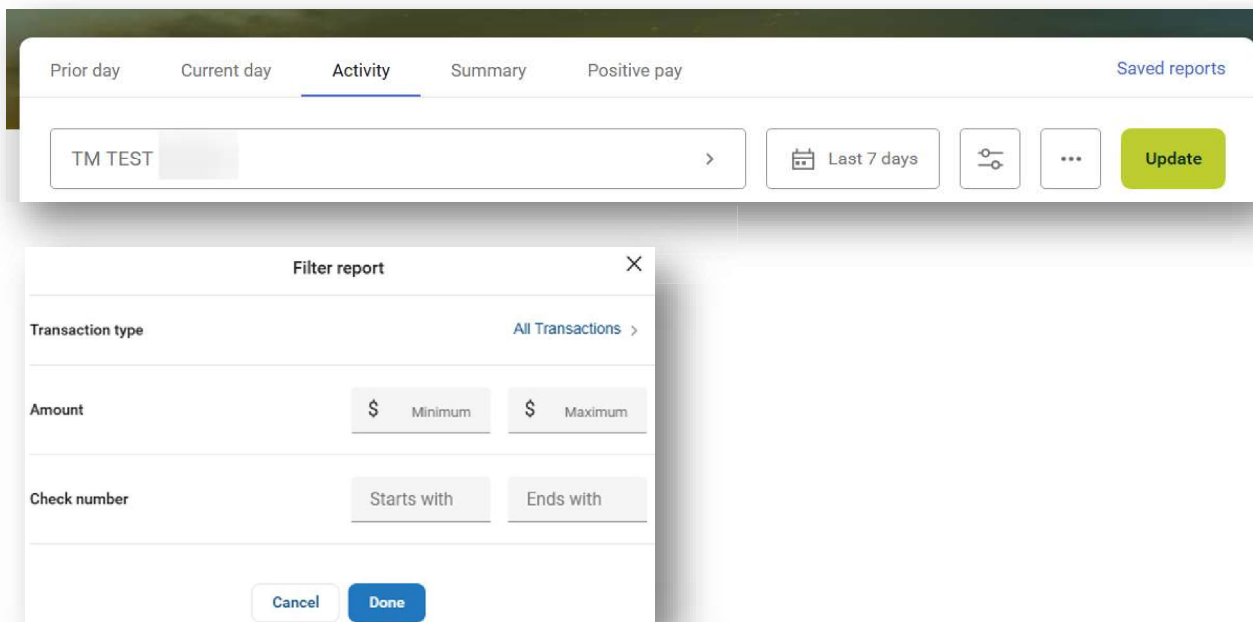
Current Day

Select an account, then select **Update** to view current day account activity.



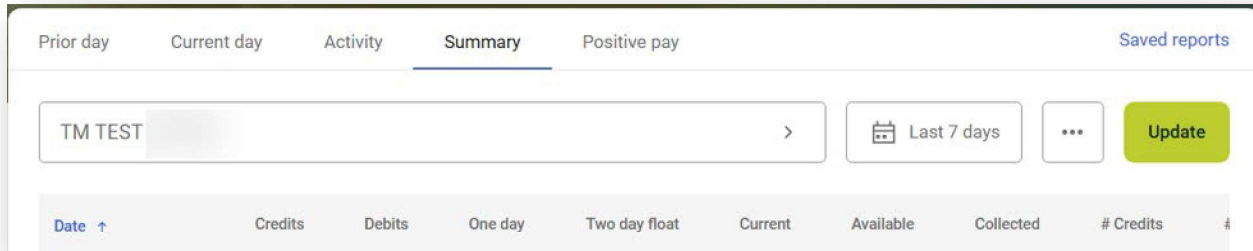
Activity

Use the **Activity** tab to create a detailed account activity report. Select the account, date range, and any additional filters you want to apply. To download a copy of the report, select the **three-dot** icon and choose the available download option.



Summary

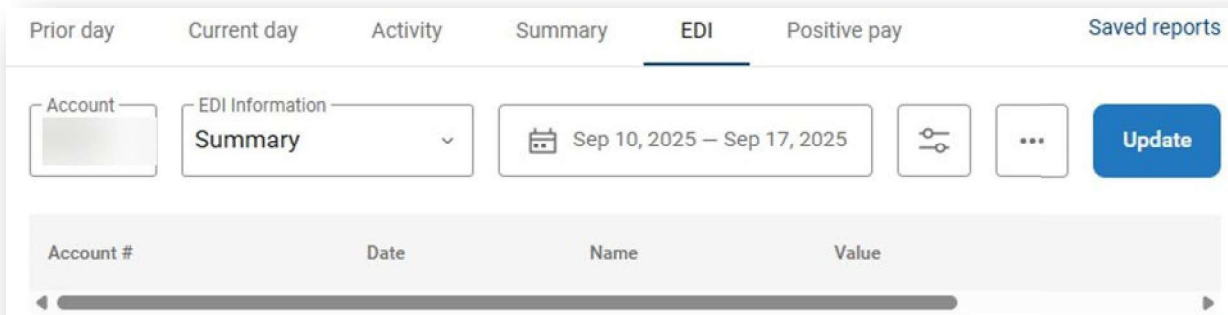
Use the **Summary** tab to review account summary information by account and date range.



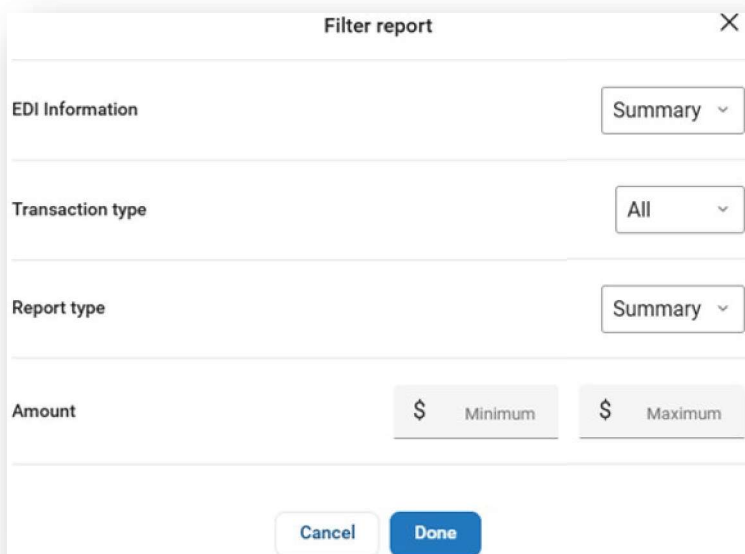
The Summary tab interface shows a navigation bar with tabs: Prior day, Current day, Activity, Summary (selected), and Positive pay. A link for Saved reports is on the right. Below the tabs is a search bar containing 'TM TEST' and a right arrow. To the right of the search bar are a date range selector set to 'Last 7 days', a three-dot menu, and a green 'Update' button. Below these elements is a table header with columns: Date (with an upward arrow), Credits, Debits, One day, Two day float, Current, Available, Collected, # Credits, and a partially visible # column.

EDI

Use the **EDI** tab to view Electronic Data Interchange report information. Select the account, EDI information, date range, and any additional filters you want to apply.



The EDI tab interface features a navigation bar with tabs: Prior day, Current day, Activity, Summary, EDI (selected), and Positive pay. A link for Saved reports is on the right. Below the tabs are four input fields: an 'Account' dropdown, an 'EDI Information' dropdown set to 'Summary', a date range selector set to 'Sep 10, 2025 – Sep 17, 2025', and a three-dot menu. To the right of these fields is a blue 'Update' button. Below the input fields is a table header with columns: Account #, Date, Name, and Value. A horizontal scrollbar is visible below the table header.



The Filter report modal is a white box with a close button (X) in the top right corner. It contains four filter sections: 'EDI Information' with a dropdown set to 'Summary', 'Transaction type' with a dropdown set to 'All', 'Report type' with a dropdown set to 'Summary', and 'Amount' with two input fields labeled '\$ Minimum' and '\$ Maximum'. At the bottom of the modal are two buttons: 'Cancel' and 'Done'.

Positive Pay

Use the **Positive Pay** tab to view Positive Pay reports, including items, item maintenance, and item exceptions. Select the report type, account, date range, and any additional filters you want to apply.

The screenshot shows the 'Positive pay' tab selected in a navigation bar. Below the tabs, there are several filter controls: a 'Report' dropdown menu set to 'Items', a text input field containing 'TM TEST', a date range selector set to 'Last 7 days', a settings icon, a three-dot menu, and a green 'Update' button. Below these controls is a table header with the following columns: Account #, Check #, Entered Date, Issued Date, Posted Date, Payee, Exception Reason, Status, and Issued.

The 'Filter report' dialog box is shown with the following filters: 'Report' set to 'Items', 'Status' set to 'All', and 'Exception reason' set to 'All'. There are also fields for 'Amount' with 'Minimum' and 'Maximum' values, and 'Check number' with 'Starts with' and 'Ends with' options. At the bottom are 'Cancel' and 'Done' buttons.

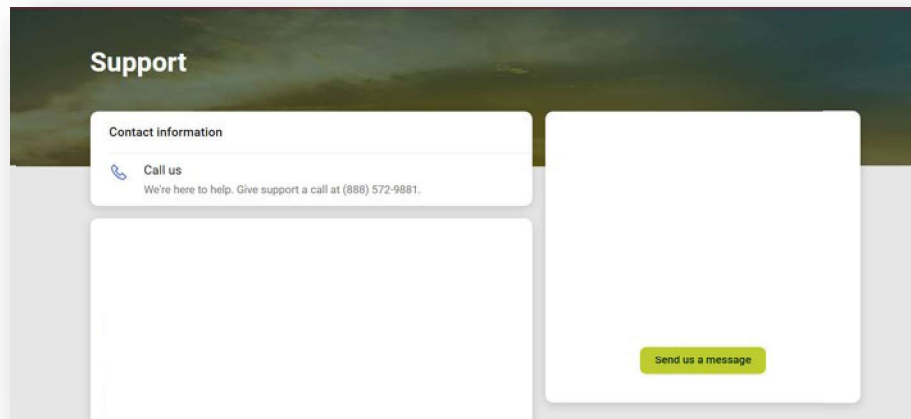
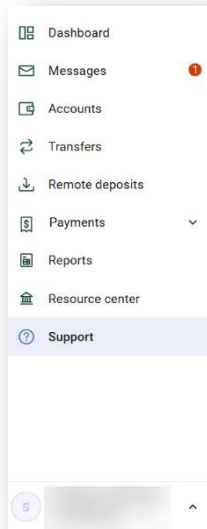
Saved Reports

Use the **Saved Reports** tab to access reports you have previously saved for future review.

The 'Saved reports' screen shows a list of saved reports. The first entry is 'saved report' with the subtitle 'Activity Report' and a three-dot menu icon to its right.

Support

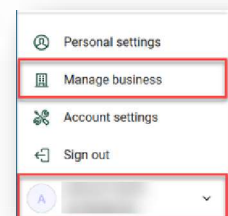
The **Support** page provides convenient options to get help with Business Online Banking. From this page, you can call the bank, find helpful documentation, or send a secure message. We're here to help whenever you need assistance.



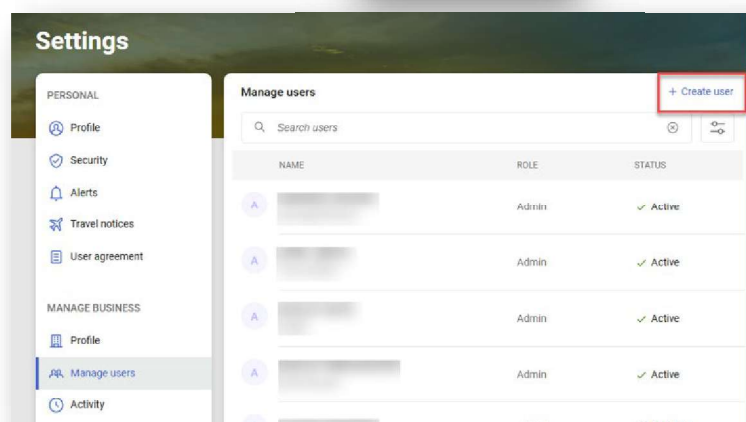
Administration

Create a New User

Step 1: Select your profile in the bottom left corner, then select **Manage Business**.



Step 2: Select **+ Create user**.



Step 3: Enter the user's **First name**, **Last name**, and **Email address**. Then select the appropriate **User role**. The roles are outlined below.

User: Can have customized permissions and account access but cannot manage other users.

Viewer: Has view-only access to specified accounts.

Admin: Can have customized permissions and account access, as well as user management access.

Select **Create user**. You may be asked to authenticate before continuing.

The screenshot shows a mobile app interface for creating a new user. At the top, there is a back arrow and the title "Create user". Below the title are four input fields: "First name" (with a character count of 0/20), "Last name" (with a character count of 0/20), "Email" (with a character count of 0/80), and "User role" (a dropdown menu currently showing "User"). Below these fields is a light gray informational box with an information icon and the text: "New users will be created using your organization's default set of permissions. You can edit a user's permissions at any time by going to their user profile." At the bottom right of the form is a green button labeled "Create user", which is highlighted with a red rectangular box.

Step 4: Choose the accounts the user should have access to, select **Done**, then select **Enable accounts** to continue.

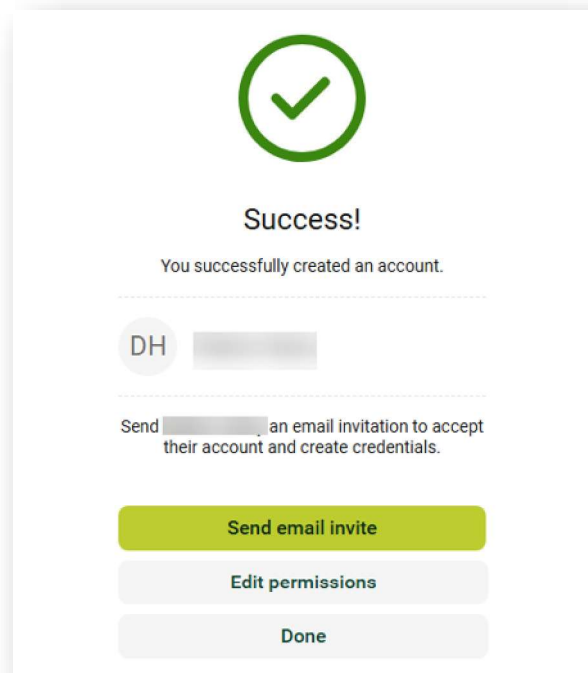
The screenshot shows a mobile app interface for enabling accounts. At the top, there is a back arrow and the title "Enable accounts". Below the title, there is a user profile card for "DH" with a role of "Admin" and a status of "Pending" (indicated by a clock icon). Below the card is a section titled "Enable accounts" with the instruction "Users must have access to at least one account." and a "Select >" link. At the bottom right of the screen is a green button labeled "Enable accounts", which is highlighted with a red rectangular box.

Step 5: Review your confirmation and choose from the following options:

Send email invite: Sends the user a link to set up their login credentials. Permissions and account access can be updated later from the user's profile.

Edit permissions: Allows you to update entitlements and account access before sending the email invite.

Done: Sends the invite and allows you to edit permissions later.



Step 6: If you selected **Edit permissions**:

1. Select **set permissions** to modify global entitlements for the user.

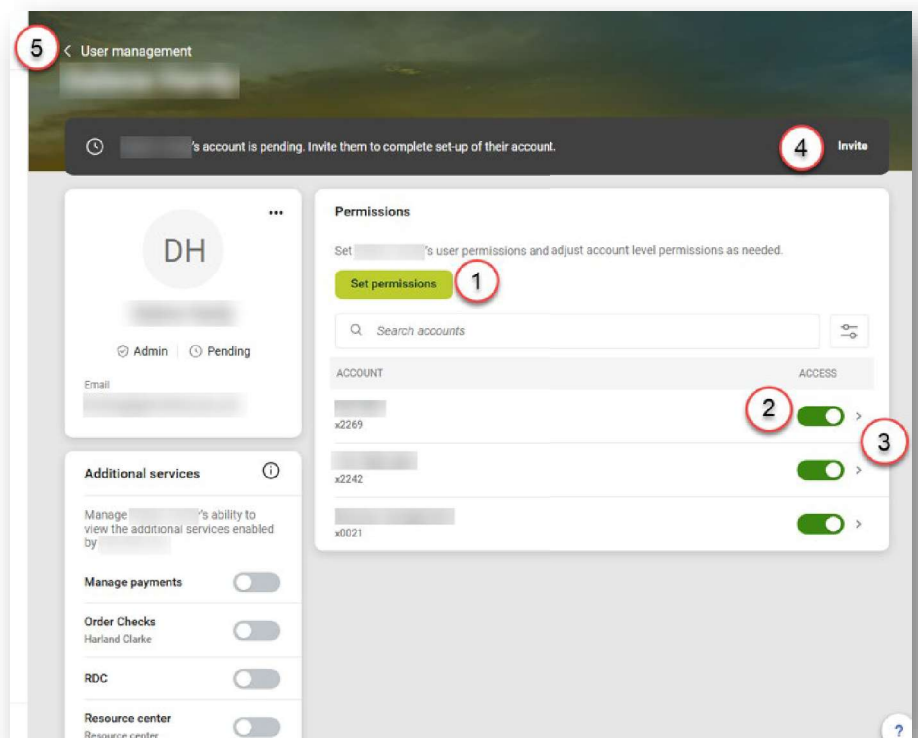
2. Toggle on an account to give the user access.

3. Select an account to adjust permissions at the account level, if necessary.

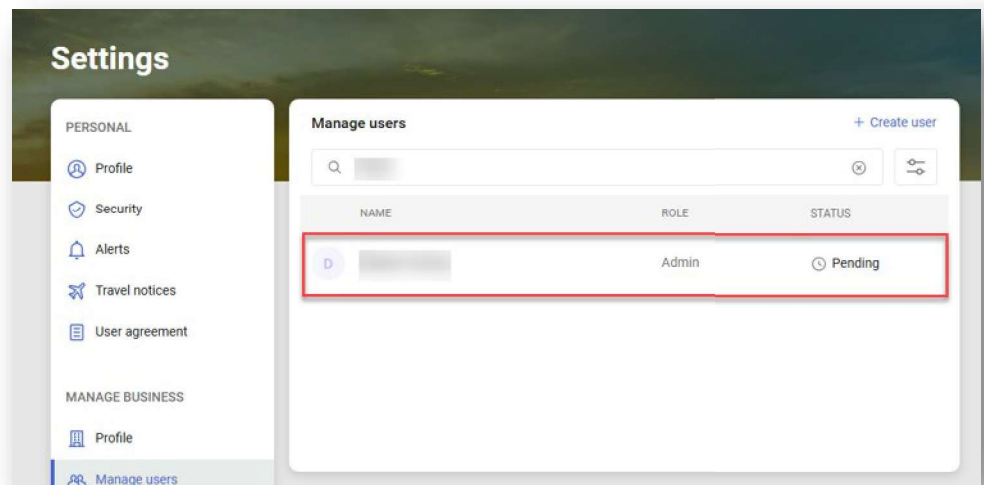
4. Select **Invite** to send the user an email to set up their login credentials.

5. Select the arrow to return to the Business Management page.

See the **Editing or Deleting a User** section for more information about updating permissions.



Step 7: The new user will appear as **Pending** on the Business Management page. Their status will update to **Active** after they set up their login credentials.



Note: You can update permissions, account access, or invite details at any time by selecting the user's name.

Editing or Deleting a User

Step 1: Select your profile, then select **Manage Business**.

Step 2: Select the user you want to edit or delete.

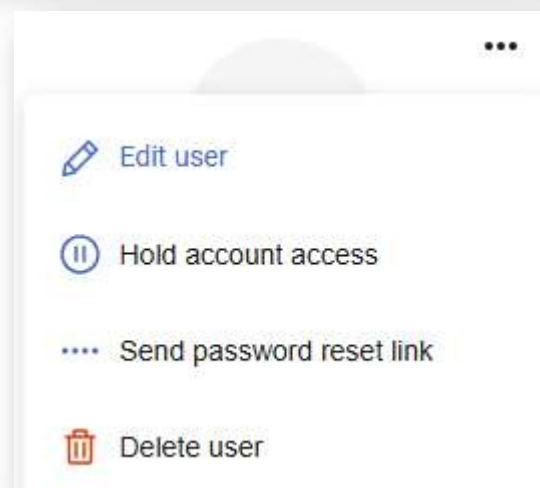
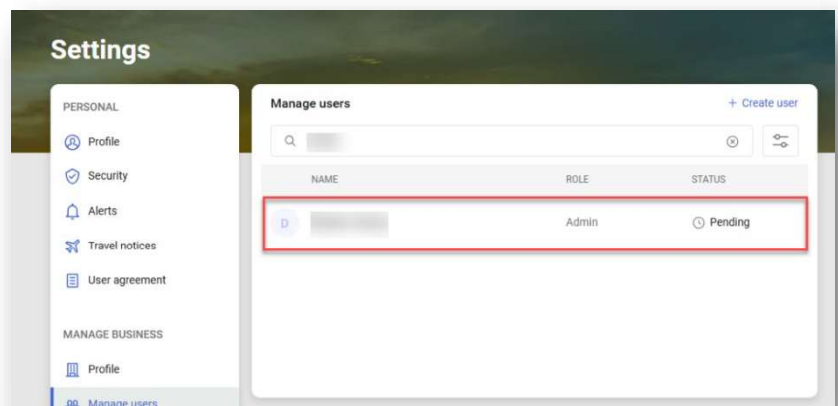
Step 3: Select the **three-dot** icon, then choose the action you want to take.

Edit user: Update the user's name, role, or email address.

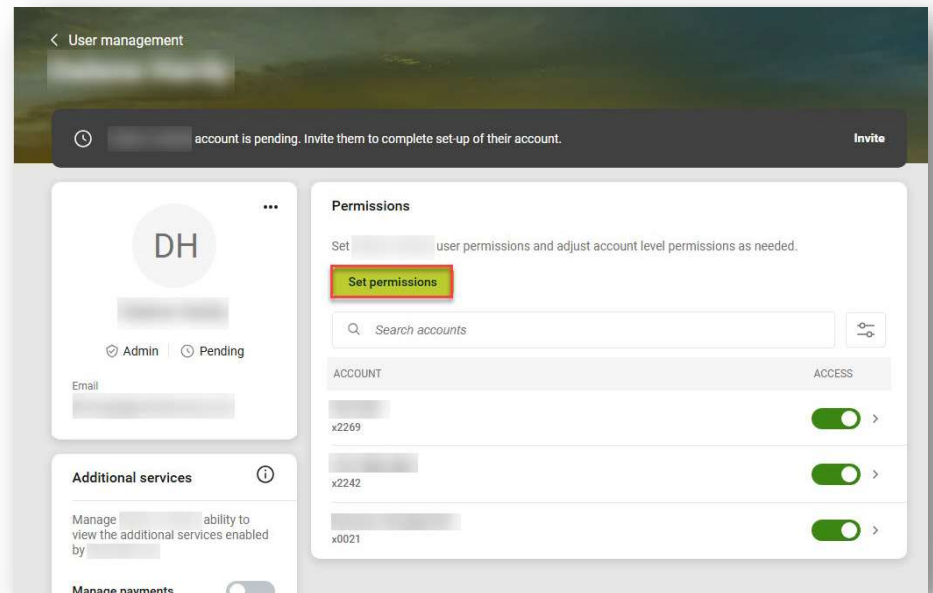
Hold account access: Temporarily prevent the user from logging in.

Send password reset: Email the user a link to reset their password.

Delete user: Permanently remove the user's access.



Step 4: Select Set permissions to update global entitlements. Available options may vary depending on your company's setup. The full list of entitlements available are below:



ACH

- **Enable:** Activates this feature for the user.
- **View ACH:** Must be enabled to edit any other ACH permission.
- **Daily ACH limit:** Maximum amount the user can initiate per day.
- **Initiate ACH:** Allows user to transmit ACH payments to the bank.
- **Initiate same day ACH:** Allows user to transmit same day ACH payments to the bank.
- **Full ACH control:** Allows a user to initiate an ACH payment that they have created. If this is not activated, the user cannot initiate a payment they created. A second user must initiate it.
 - **Edit/delete ACH control:**
 - **Full edit/create:** Allows the user to edit everything within a payment.
 - **Partial edit:** User can only change the dollar amount of a transaction, debit or credit indicator, add a prenote, or hold the transaction.
 - **None:** User cannot Edit an ACH payment.
- **Recurring ACH:** Allows the user to set a recurring frequency for a payment.
 - **Upload ACH file:** Allows the user to upload a NACHA formatted file.
 - **Restricted batch access:** User can view payments that have been flagged as restricted.
 - **Import recipients:** User can import a file containing recipient data to create a payment.
 - **Batch delete:** User can delete an ACH payment.

Bill Pay

- **Enable:** Activates this feature for the user.

Card Management

- **Enable:** Activates this feature for the user.

Documents

- **Enable:** Activates this feature for the user.

Positive Pay

- **Enable:** Activates this feature for the user.
- **Upload Positive Pay:** Allows user to upload an issued items check file to the bank.
- **Work Positive Pay:** Allows user to pay or return issued item check exceptions.
- **Download Positive Pay:** User can download the output file created by your financial institution.
- **Work ACH Exceptions:** Allows the user to pay or return ACH exception items.

Reporting

- **Enable:** Activates this feature for the user.

Stop Payments

- **Enable:** Activates this feature for the user.
- **View Stop Payment:** User can only see existing stop payments.
- **Add stop payment:** User can create a stop payment.

Transfers

- **Enable:** Activates this feature for a user.
- **Transfer limit:** Maximum amount a user can transfer per day.

User Management

- **Enable:** Allows user to create, modify, and delete other users.

Wires

- **Enable:** Activates this feature for the user.

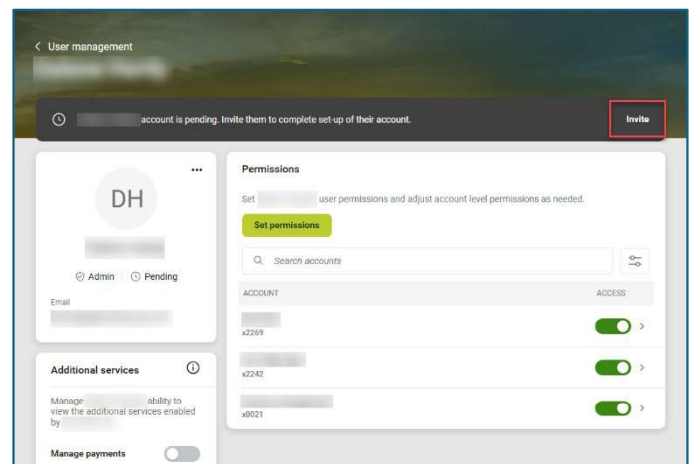
Once User Permissions are set, select the **back arrow** to finish.

Step 5: Turn on account access for the user as needed.

Step 6: Select an account to customize permissions for that account, if needed.

Step 7: If the user has not logged in yet, select **Invite** to send the enrollment email.

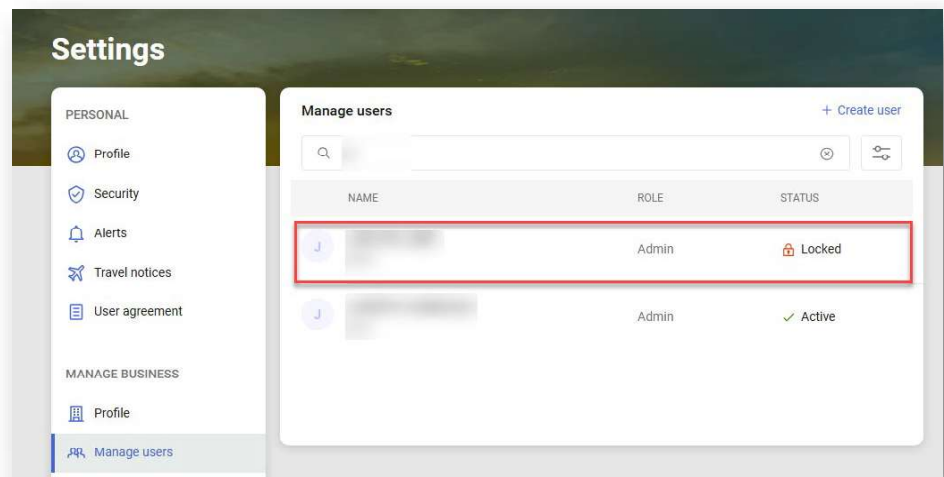
Step 8: Select the **back arrow** to return to the Manage Business page.



Unlock a Locked User

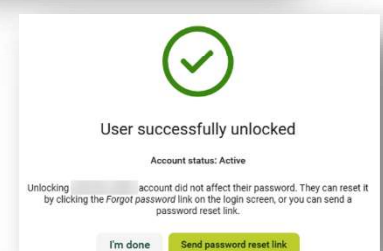
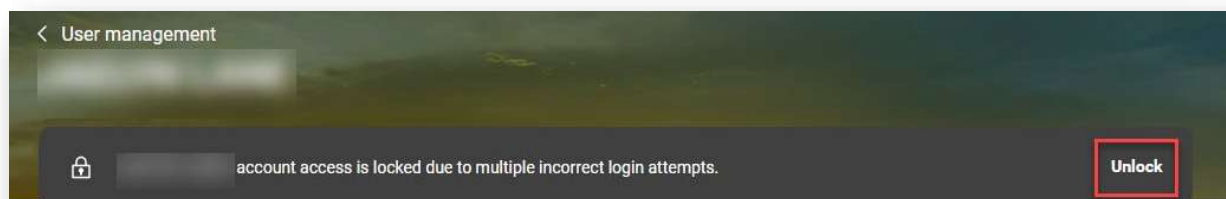
Step 1: Select your profile, then select **Manage Business**.

Step 2: Select the locked user.



Step 3: Select **Unlock** and review the confirmation.

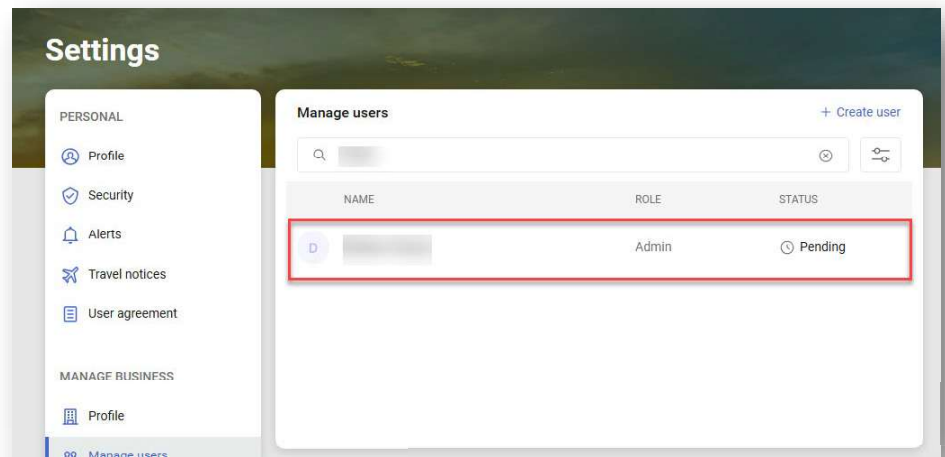
Note: If the user continues to have trouble signing in, you can send them a password reset link. Otherwise, select **I'm Done**.



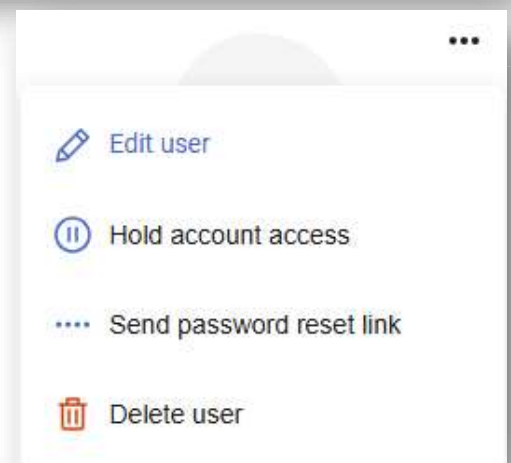
Reset a User's Password

Step 1: Select your profile, then select **Manage Business**.

Step 2: Select the user who needs a password reset.



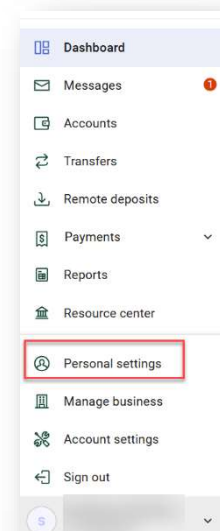
Step 3: Select the **three-dot** icon, then choose **Send password reset link** to email the user a reset link.



Settings & Alerts

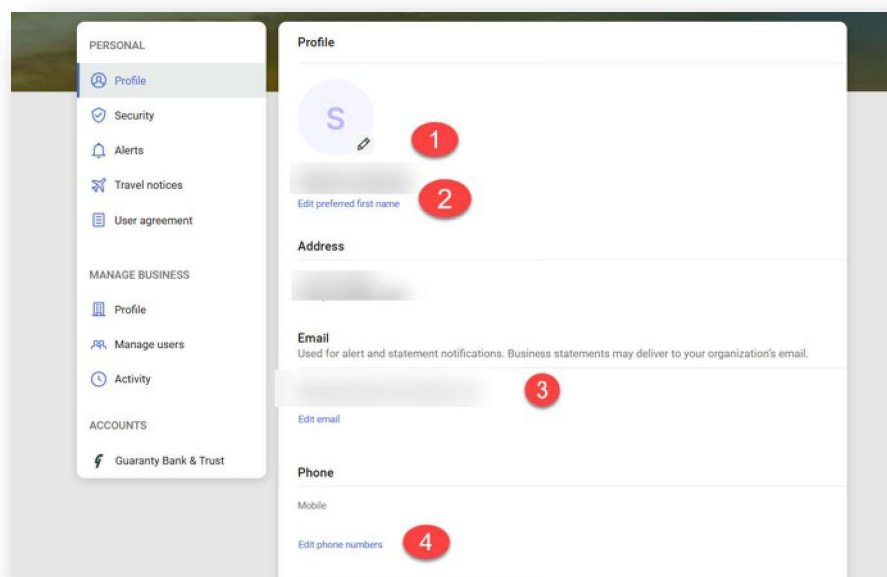
Settings & Alerts allow you to manage your profile, security preferences, connected apps, devices, and user alert notifications in Business Online Banking.

Step 1: Select your profile in the lower-left corner, then select **Personal Settings**.



Profile

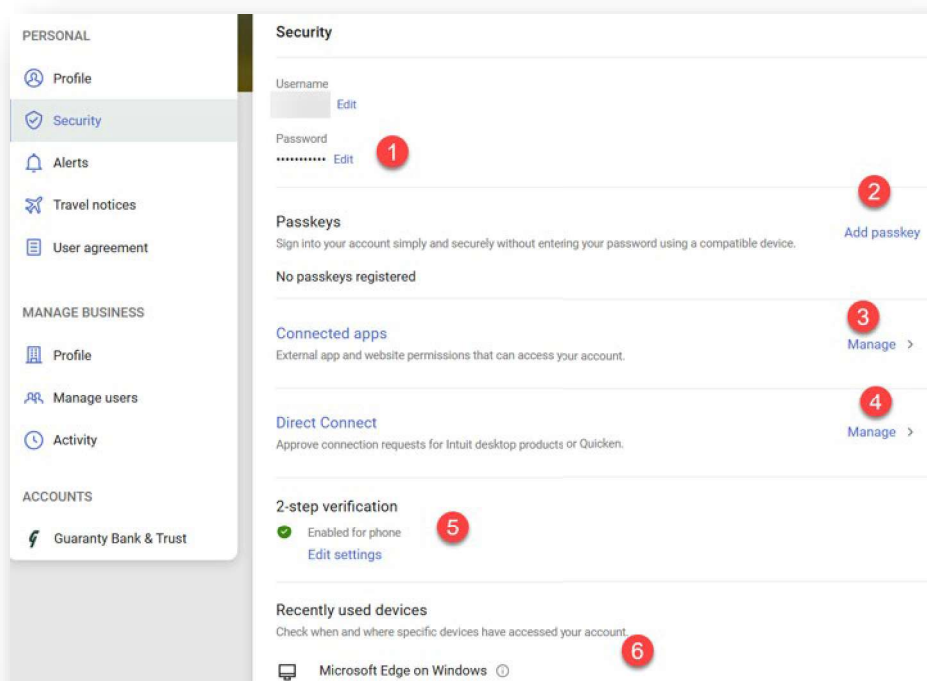
1. **Photo:** Select the **pencil** icon to upload or update your profile picture, if desired.
2. **Preferred first name:** Select **Edit preferred first name** to update how your name displays in Business Online Banking.
3. **Email:** Contact your company administrator to update the email address on your profile.
4. **Phone:** Contact your company administrator to update the phone number on your profile.



Note: You may be asked to authenticate before saving profile changes.

Security

1. **Password:** Select **Edit** to change your password. Contact your company administrator if your username needs to be updated.
2. **Passkey sign in:** Select **Add Passkey** to set up a passkey, if available. If your device supports biometrics, you may be able to use a passkey instead of entering your password.



3. **Connected apps:** Manage external apps and websites that have permission to access your account information.
4. **Direct Connect:** Review and approve connection requests for supported Intuit desktop products or Quicken.
5. **Two-step verification:** Add or remove authentication methods used to verify your identity when signing in.
6. **Recently used devices:** Review devices that have accessed your account. Select **Remove** to require that device to complete two-step verification the next time it signs in.

Alerts

Alerts let you choose how you receive notifications for important account and security activity. Available alert options may vary based on your company's setup and the alerts your administrator has enabled.

Activate an Alert

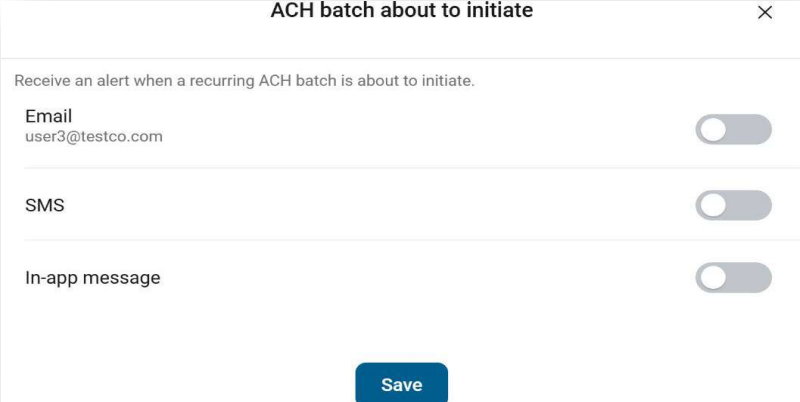
Step 1: Select the alert category you want to manage.

Alerts		
	User security	5 active ▾
	General	▾
	Business	3 active ▾
	ACH	2 active ▾
	Positive pay	2 active ▾
	Wires	2 active ▾

Step 2: Select the alert you want to update.

Alerts		
	User security	5 active ▾
	General	▾
	Business	3 active ▾
	ACH	2 active ▾
	ACH batch about to initiate	>
	ACH batch initiated Email	Active >
	ACH batch pending approval Email	Active >
	ACH batch processed	>
	Recurring ACH batch about to expire	>
	Recurring ACH batch expired	>
	Recurring ACH batch not initiated	>
	Batch Uninitiated	>
	ACH batch updated	>

Step 3: Turn the available delivery methods on or off, then save your changes.



ACH batch about to initiate

Receive an alert when a recurring ACH batch is about to initiate.

Email
user3@testco.com

SMS

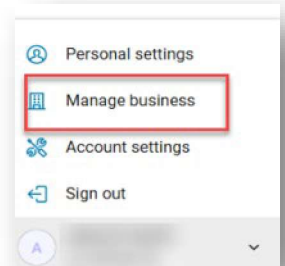
In-app message

Save

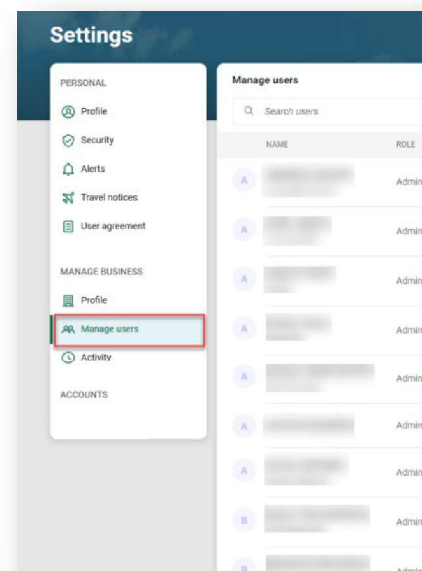
Setting Alert Permissions for Other users

If you are an admin user, you can control whether other users have access to alerts and which alert categories they can manage. This helps ensure each user has the right level of access based on their role and responsibilities.

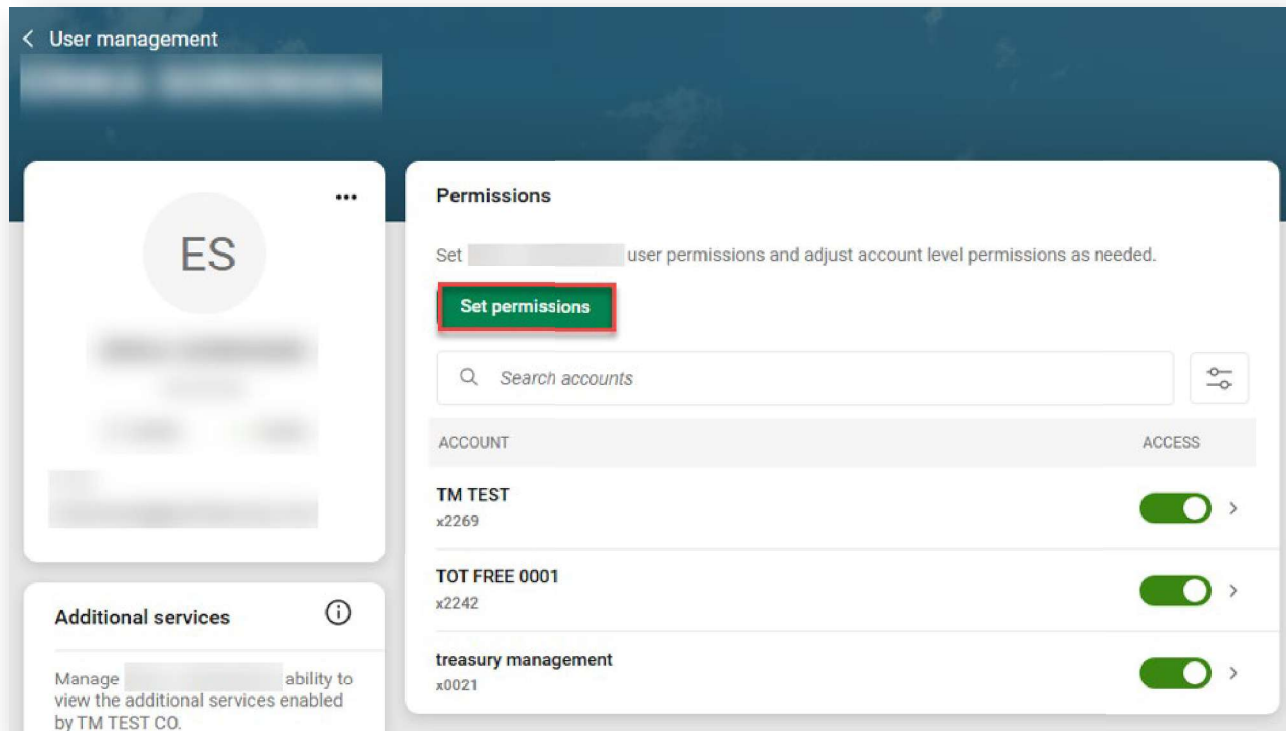
Step 1: Open Business Management Select your name in the lower-left corner of the screen, then select Manage business.



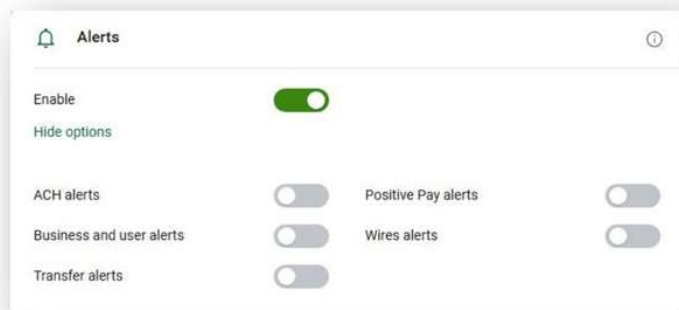
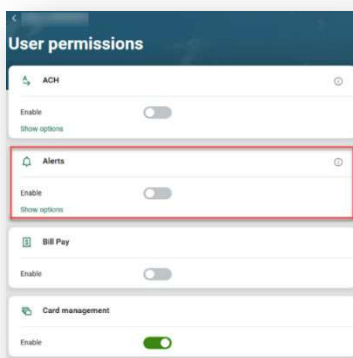
Step 2: Choose the User Select Manage users from the menu in the center of the page, then choose the user you want to update.



Step 3: Open Permissions Select Set permissions to update the user's alert access.



Step 4: Enable Alert Access and Choose Alert Categories Turn Alerts on to give user access. Then turn on the alert categories the user should be able to manage, such as ACH, Wires, or Positive Pay. You can customize each alert category separately so the user can manage only the alerts appropriate for their role.



Need help?

If you have questions or need assistance, please contact your Customer Support team or send us a secure message through Business Online Banking.