Associated Connect®

Reference Guide: Document Center

Associated Bank

Table of Contents

Associated Connect Access

Associated Connect provides secure, single sign-on access to your business and commercial banking services through AssociatedBank.com/Business or AssociatedBank.com/Commercial.

Available Services

Once signed in, users can access a wide range of online banking functions:

Banking	Account Balances, ACH Origination Check Inquiry, Image Search, Positive Pay, Stop Payments, Transfers and Wire Transfers
Account Summary	View balances and transaction details
Cash Management	Bill Pay*, Cash Ordering, Checkview, FX Manager, Lockbox, Remote Deposit and Trade Services
Transmission and Reporting	Document Center, Export Tools and File Transfer

*Some services within the bill payment service have service charges. Please refer to the Business Fee Schedule or the applicable Checking Product Disclosure for details. (1276)

Sign-In and Security

Access to Associated Connect requires identity verification through one of two methods:

High-Risk Services	• Sign in with your username and password. • Verify identity using multi-factor authentication (MFA) with a unique access code from a mobile or physical token.
Low-Risk Services	• Sign in with your username and password. • Verify identity using a unique access code sent by text message (SMS) to your registered mobile number.

For help with tokens, see the Multi-Factor Authentication and Password Management Guide or contact Customer Care at 800-728-3501.

Associated Bank does not charge a fee to download our digital applications; however, transactional fees may apply. Carrier message and data rates may apply; check your carrier's plan for details. Visit AssociatedBank.com/disclosures for Terms and Conditions for your service. (1406)

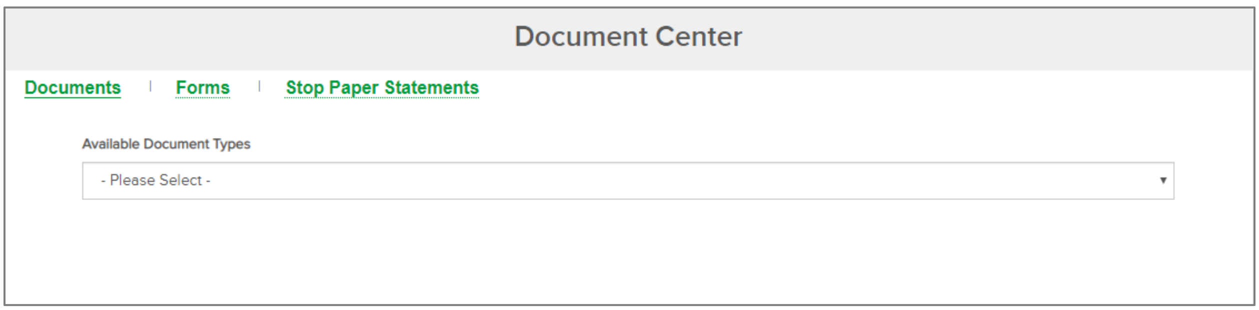
Document Center

The document options you see within this guide are based on how the bank or Company Administrator has entitled your specific user and may be slightly different than what you see in your system. If you are unsure of how to view, save, or take action on any of the documents or options, please call the Treasury Management Customer Care Center at 800-270-2707, Option 2.

Note: *Adobe® Acrobat Reader® is needed to view PDFs. You can download the free program from Adobe's website.*

Document Center Access

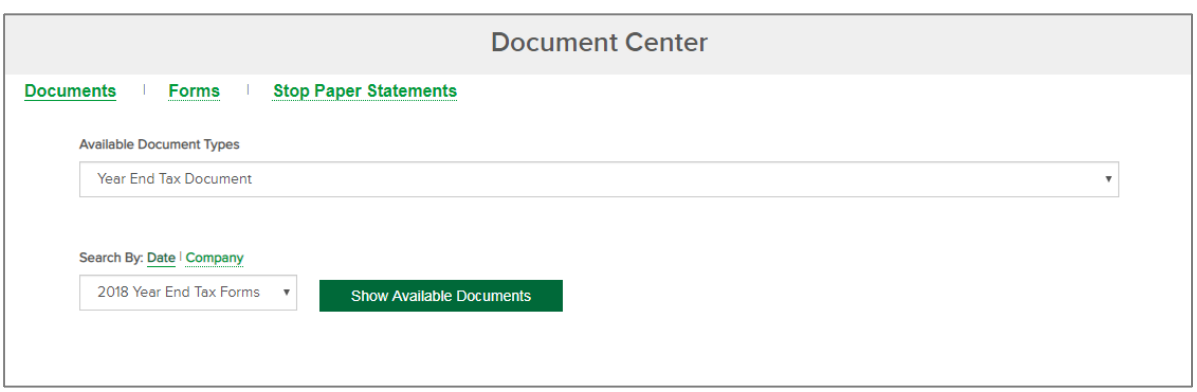
To access the Document Center, click the **Document Center** icon in Associated Connect and an Available Document menu will be shown.



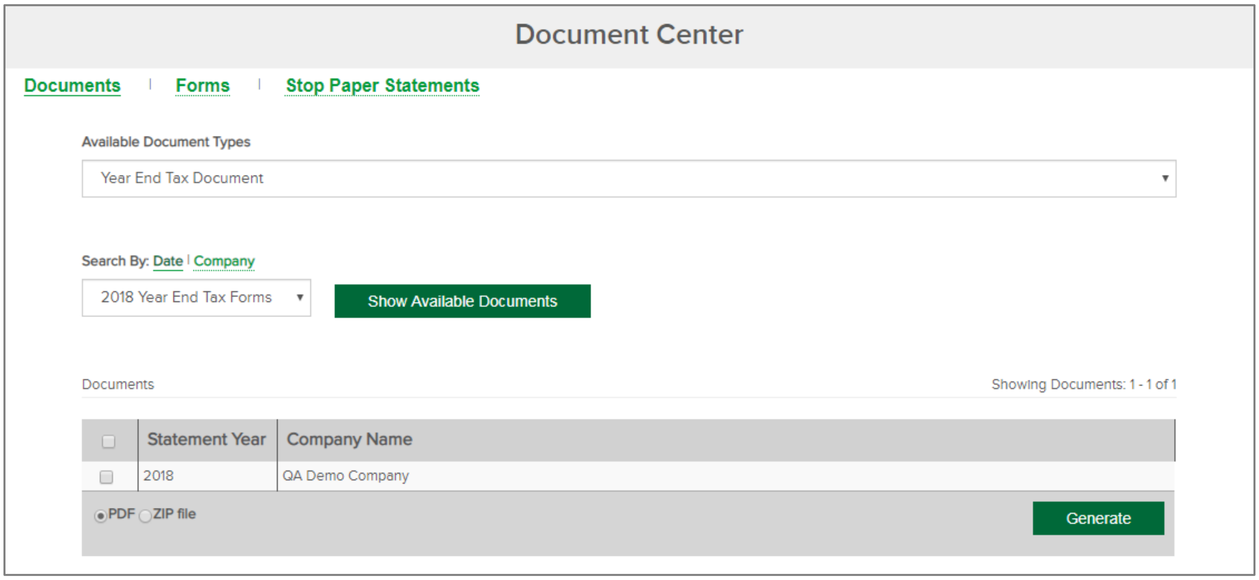
Documents

To access entitled Documents, select the document you would like to view from the Available Document Types drop down list.

Next, depending on the document, choose to search by **Date** or by **Account**. Depending on what is selected, additional search criteria will be requested. Once all criteria are entered, select the **Show Available Documents** button and the system will populate the documents within the defined criteria.



To take action on a document (or documents), check the box next to one or many of the documents available, choose to view the document(s) in a .pdf format or download to a .zip file, and select **Generate**.



A message window may appear with the following message*: Larger requests may require several minutes to complete. Please do not navigate from this screen. Would you like to proceed?* Select **Cancel** to stop the document generation, or **OK** to continue.

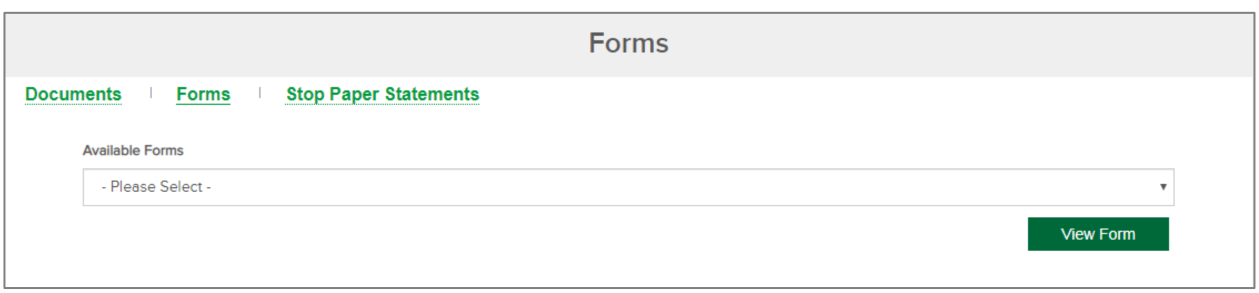
If a PDF output is selected, the documents will be shown in a new pop-up window, where you can view, print, or save the document(s).

If a ZIP output is selected, you will be prompted to save or open the file.

Note: *You may want to limit the number of documents generated in a single PDF or ZIP request to improve presentment response time. Size of documents will vary depending on content.*

Forms

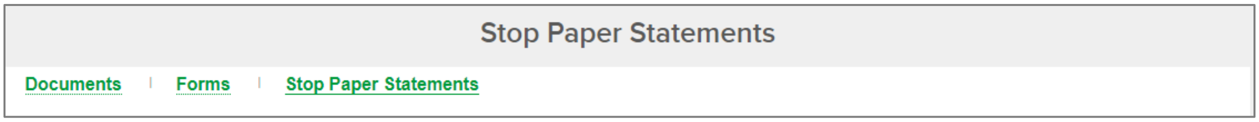
If you are entitled to view forms online (such as escrow account application forms), the ability to view these forms is located within Document Center, in the Forms submenu. To access available forms, click on the **Forms** tab within Document Center. Then select the appropriate form from the drop-down menu and click **View Form**.



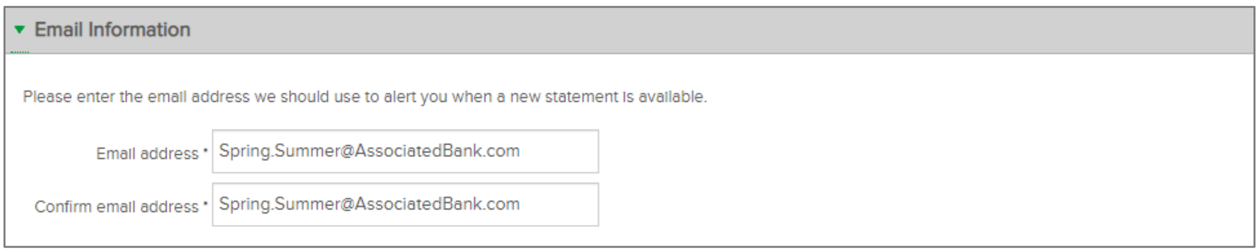
The form will then launch in a new browser window, where you can print or save the form.

Stop Mailed Statements

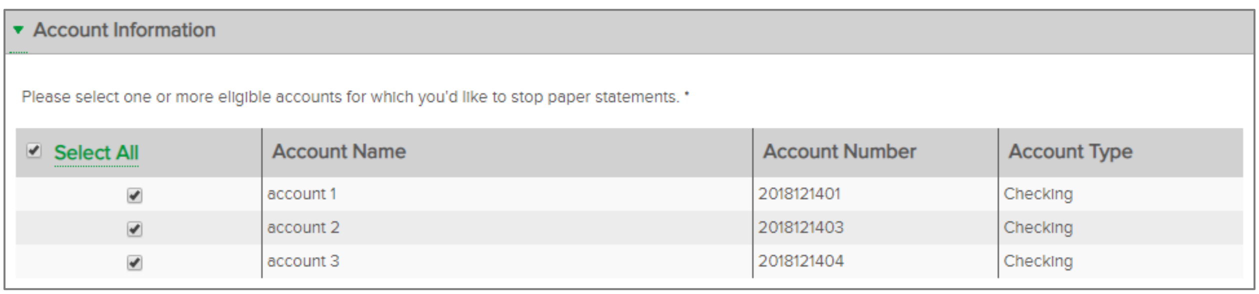
If you would like to stop receiving mailed statements, select the **Stop Mailed Statements** tab in the Document Center.



Once selected, confirm the email address entered is correct. The address will populate automatically from your user profile.



In the Account Information section, select the accounts you would like to stop mailed statements for. To select all accounts, check the box next to **Select All**.



Review the terms and conditions for Associated Bank's Paperless Service. Once you have reviewed, check the box noting that you agree to the terms and conditions.

Once completed, select **Submit**. You will receive a confirmation that your selections have been submitted and mailed statements will be stopped on the next statement cycle. Select **Close** to return to the Document Center.

For assistance, Treasury Management Customer Care Center at 800-270-2707, Option 2.

AssociatedBank