

Associated Connect[®]

Reference Guide: Mobile Application



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Mobile Application

Associated Bank created a mobile application (mobile app or app) for Associated Connect users, available on both Apple® and Android™ devices. Users **MUST** be registered on the Associated Connect platform before setting up a device for mobile access.

Minimum Requirements

Device Operating Systems

- Android - version 10 API Level 29.0 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 providing active data plans and utilizing devices capable of data encryption via Secured Sockets Layer (SSL) technology and supported by 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.

Mobile Functionality

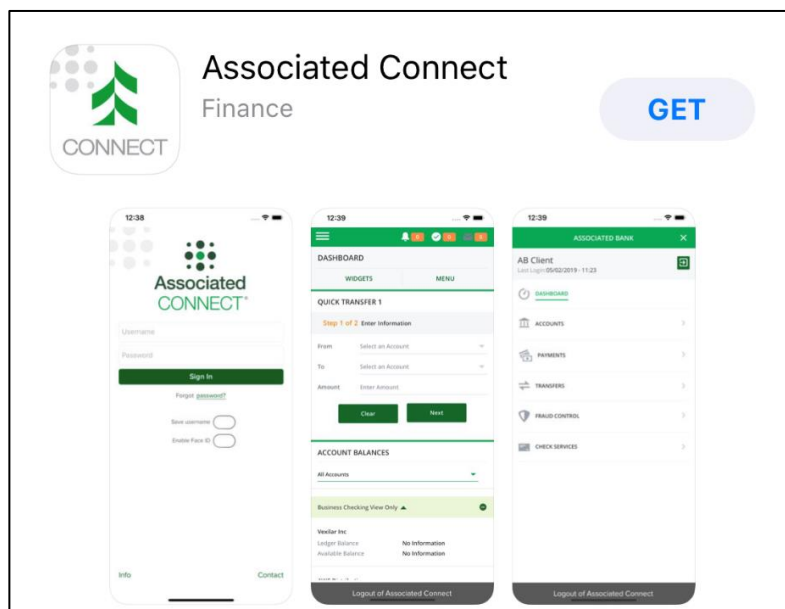
Function	Associated Connect	Associated Connect - Mobile
View Current and Prior Day Account Detail	✓	✓
Create/Edit/Approve ACH	✓	✓
Create/Edit/Approve Wires	✓	✓
Create/Edit/Approve Templates	✓	✓
Create/Edit/Decision Positive Pay	✓	✓
Create/Edit Stop Payments	✓	✓
Decision Reverse Positive Pay	✓	✓
Create/Manage Internal Transfers	✓	✓
View/Manage User Entitlements (Administrators Only)	✓	✓
View Reports*	✓	✓
Manage File Uploads	✓	
Export Reports	✓	
Importing ACH Files	✓	
Importing Positive Pay Files	✓	
Access Document Center (Including Turning off mailed statements)	✓	
Access Portal Applications (I.E. Lockbox, Remote Deposit, etc.)	✓	Remote Deposit Only
Creating/Editing/Deleting Users	✓	

*Reporting screens within the mobile app don't adapt to the user's mobile device. After running a report, it'll open, but the user will have to exit the app and sign in again to continue using Associated Connect Mobile.

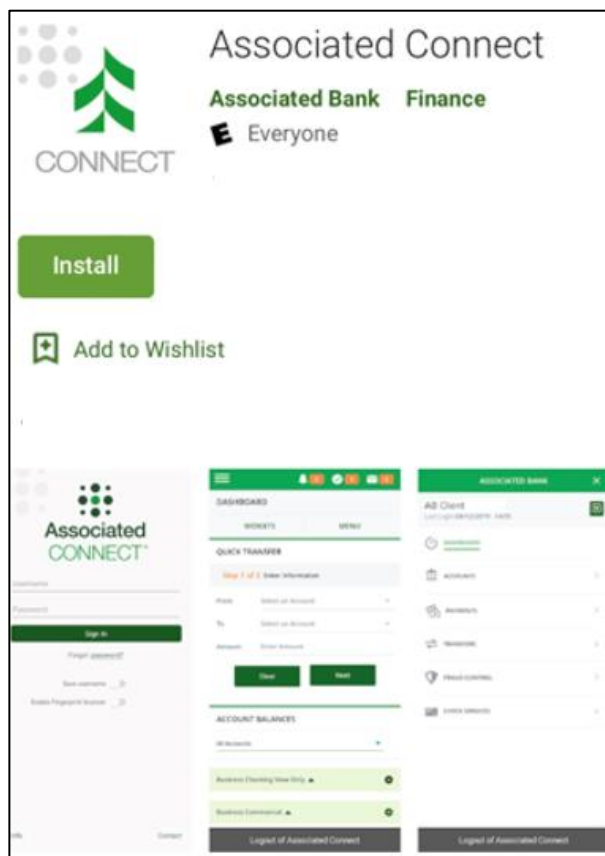
Downloading the Mobile App

The Associated Connect mobile app is available for users to download through the Apple Store® or the Google Play™ store by searching for **Associated Connect** and installing the app.

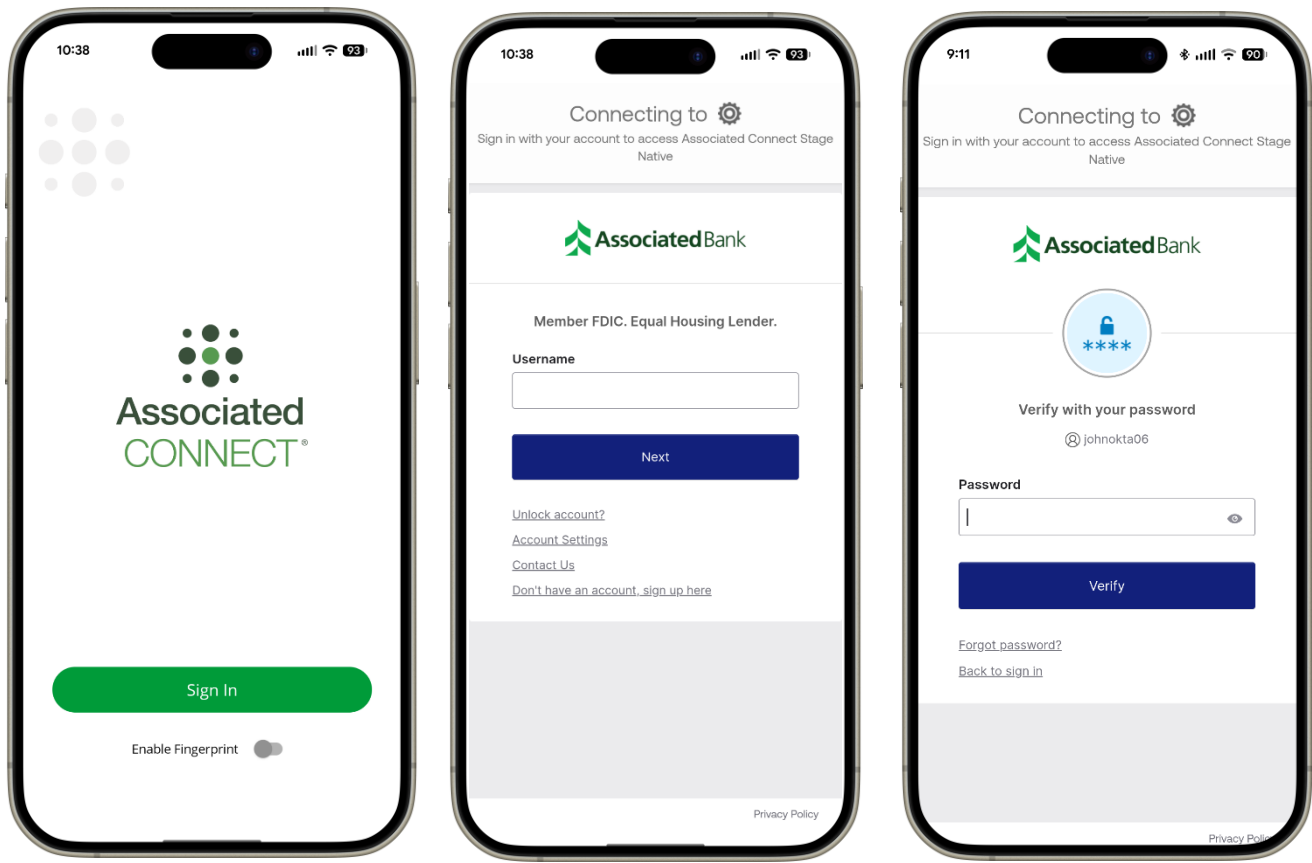
Apple Store



Google Play

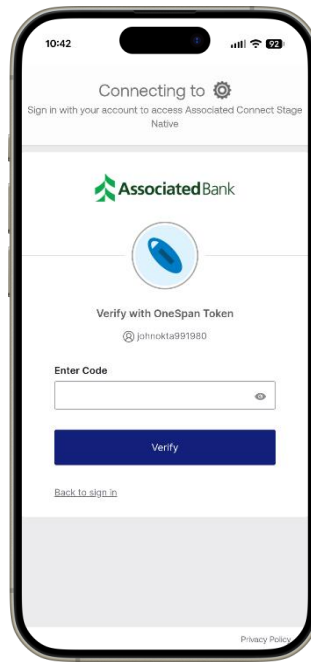


Once the app has been installed, open it and the sign-in screen will appear. Sign in with your Associated Connect username and password.

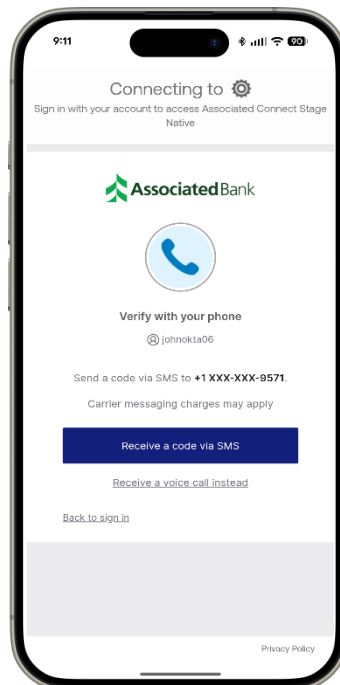


- If your company is entitled to high-risk services (ACH Origination, Bill Pay, Cash Ordering, File Transfer, FX Manager, Positive Pay, Remote Deposit, Trade Services and Wire Transfer), you'll need to provide a security code upon sign in.
 - For users with a mobile token, you'll need to open the **OneSpan Mobile Authenticator**® application (app) on your mobile phone to generate a security code. Note that your session in Associated Connect Mobile will remain active while you're using the **OneSpan Mobile Authenticator** app.
 - For users with a hardware authenticator (known as a physical token), you'll need to press the button on your physical token, and it'll generate a valid security code on its screen.

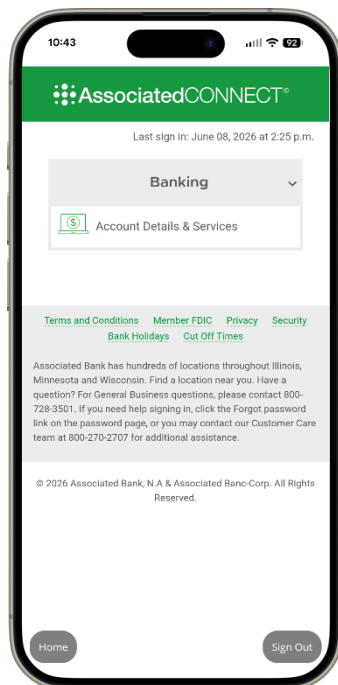
For more details on how to register and use the **OneSpan Mobile Authenticator** app or to register and use a hardware authenticator (physical token), please view the Associated Connect [Multi-Factor Authentication and Password Management Guide](#).



- If your company isn't entitled to any high-risk services (ACH Origination, Bill Pay, Cash Ordering, File Transfer, FX Manager, Positive Pay, Remote Deposit, Trade Services, and Wire Transfer), users will be periodically prompted for MFA via SMS or voice call when signing in to Associated Connect Mobile.

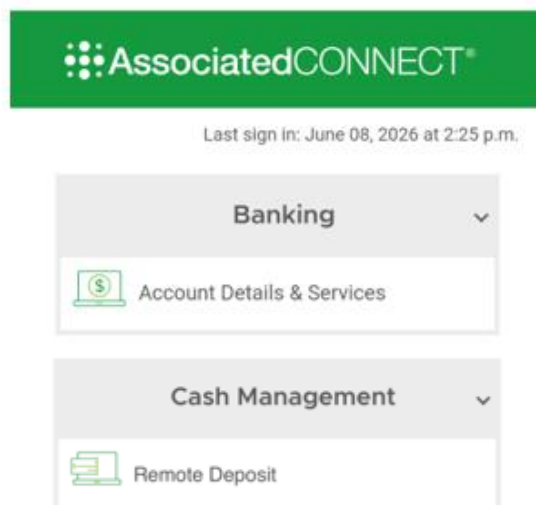


Upon successful sign in, the Associated Connect Portal will appear.



Using the Mobile App

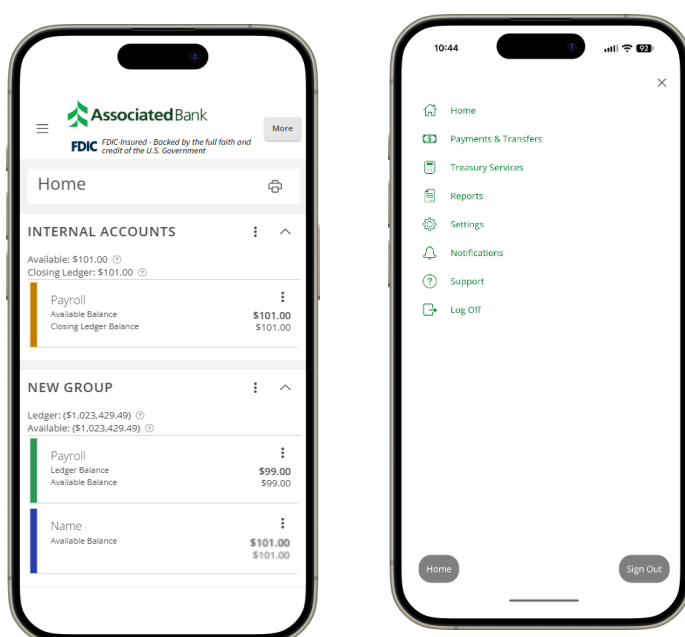
The Associated Connect mobile app opens to this portal, where users have access to Account Details & Services and Remote Deposit (if applicable).



The app is viewable in portrait or landscape. Users can tap Home to return to the portal page or Logout to safely leave the app.



Once in Account Details and Services, the Dashboard allows users to view account balances, approvals and access additional services, if applicable.



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)

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