

Quick Reference Guide

Business Online Banking

Effective 9/18/2019

Questions: If you have questions, please contact Territorial Savings Bank, Electronic Banking Services Department at 808-946-1400. There are services listed in the Quick Reference Guide that we are currently not providing.

www.territorialsavings.net

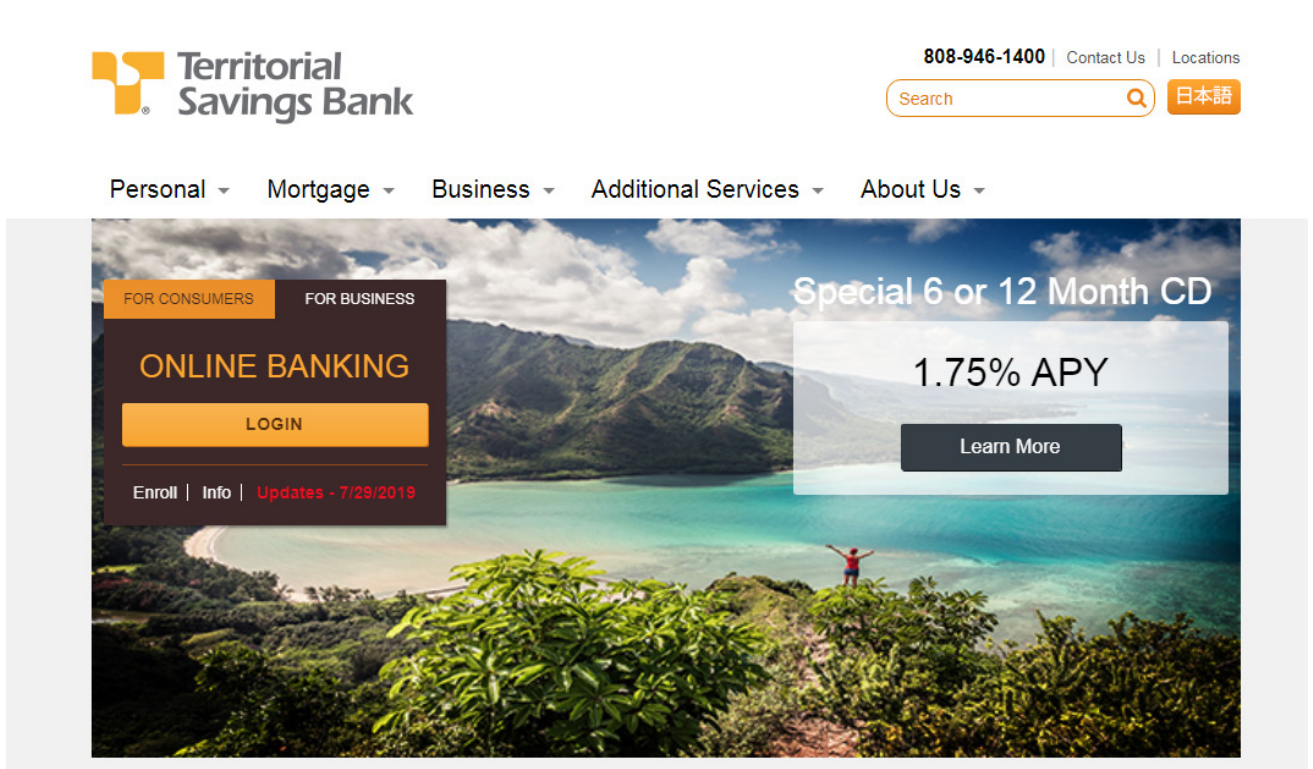


Table of Contents

Contents

Quick Reference Guide	1
Sign in to Business Online	5
Hide or show personal information.....	5
To sign in to Business Online for the first time	5
To activate a Go3 token during the Business Online sign in	6
To sign in to Business Online by using a Go3 security token that's activated	6
Forgot Password or PIN Link	7
Home Page	8
Favorite accounts section	8
To ensure that the system displays your selected favorite accounts in the favorite accounts section on the Home page	8
To print the list of accounts that the system displays in the Favorite accounts section on the Home page	8
To access the most recent transactions for an account through the Home page	8
Home Page: Pay and Transfer Section.....	9
To complete an internal transfer using a template	9
To complete an internal transfer not using a template	10
To schedule a wire transfer using a template	11
To import wire transfers using the Wire import widget	11
Home Page: Payments and Transfer	12
To review and approve an Internal or a wire transaction through the Home page	12
To inquire on issued (scheduled) internal transfers through the Home page	12
To edit an issued (scheduled) internal transfer	13
To delete an issued internal transfer	13
Quick launch section.....	13
Working with Accounts	14
Account page	14
To retrieve a summary of all accounts.....	14
To access account balance and transaction information for a specific account through the Account page... ..	14
To print the accounts that the system displays in any section	14
Switch accounts.....	14
Transactions.....	15
Searching transactions	15
Check image viewer	15

Access documents associated with an account	16
Downloading transactions.....	16
Payments & Transfers Section.....	17
Internal transfers within Business Online	17
Transfer funds using template	17
To show or hide transfer details	21
To edit an issued (scheduled) transfer	21
To delete an issued transfer	21
Wire	21
Bill Pay	21
Checks & Deposits.....	22
To issue stop payments.....	22
To view issued stop payments list.....	22
Profile.....	23
Changing your password	23
Changing your PIN (for token users).....	23
Changing your challenge questions	24
Administration.....	25
Wire Templates	26
Access wire templates	26
Employee profile & permissions.....	26
Add a new employee	26
Role Assignments section	28
Add a new employee by using an existing employee	29
Inquire on an employee's wire permissions	29
Change the employee's code specifications.....	30
Change the employee's Wire specifications	30
Delete an employee	30
Employee accounts	31
Add account to an employee	31
Change the account details that an employee has access to	31
Inquire in to the account details that an employee has access to	32
Delete an account that an employee has access to.....	32
Business role definitions	33
Add a new role.....	33
Inquire in to a Code role.....	35
Inquire in to a Domestic Wires role.....	35

Inquire in to the International Wires role 35
Change a Code role 36
Change Domestic Wires role..... 36
Change International Wires role 36
Delete role..... 36

Sign in to Business Online

Business Online uses the following security information during sign in to protect online banking sessions:

- Username (for example, gwashington)
- Password
- Email address
- Computer registration

Hide or show personal information

If you have concerns about people around you observing you typing your user name, account number, social security number, or multifactor authentication answers, on certain pages you can choose to hide this information.

If **HIDE** appears within a field, you can protect your user information within that field.

Hide personal information

- Before typing anything in a field that includes **HIDE**, click the button.

When you click **HIDE** in a protected field:

- The system replaces **HIDE** with **SHOW**.
- In place of each character you type, the online banking service displays a masking character.

Show personal information

- In the protected field, click **SHOW**.

When you click **SHOW** in a protected field:

- The system replaces **SHOW** with **HIDE**.
- The online banking service displays the text that you type, rather than masking characters.

To sign in to Business Online for the first time

Complete the following to sign in to Business Online for the first time. Ensure that TSB has emailed or provided you a username and temporary password.

1. Access Business Online from TSB's website.
Click the LOGIN button.

2. Type your username and password and click **Log In**.

Note: Click the Remember my username check box to have Business Online remember this username on this computer.

The system will display a Change Password page.

3. Complete the following steps when Business Online displays the Change password page.
 - a. In the **New password field**, type your new password.
 - b. In the **Confirm new password** field, type your password a second time.
 - c. Click **Continue**. The system will display the Set up challenge questions page.
 4. From the **First challenge question**, **Second challenge question**, and **Third challenge question** drop-down lists, select different challenge questions you can answer and in the answer field associated with each challenge question, and then click **Continue**. The system will display the Establish Profile page.
-

5. On the Establish profile page define the following fields.
6. In the **Mother's maiden name** field, type your mother's maiden name.

Click **Continue**. If you were issued a token, the system will display the Activate token page.

To activate a Go3 token during the Business Online sign in

1. Access Business Online from TSB's website. Click the **LOGIN** button.
2. Type your username in the **Username** field and password in the **Password** field, and then click **Log in**. The system displays the Activate token page.
3. In the **Token serial number** field, type the serial number found on the back of the token.
4. Press the button on the token to generate a password.
5. In the **Token-generated password** field, type the password that the token generated when you pressed the button.
6. In the **Create a PIN** field, type a four-digit pin. This is a PIN you choose.
7. Click **Continue**. Business Online displays the Home page.

Note: You may have the option to click Ask me later to go directly to the Business Online home page and not activate your token app.

To sign in to Business Online by using a Go3 security token that's activated

1. Access Business Online from TSB's website. Click the LOGIN button.
 2. Type your username in the **Username** field.
 3. Press the button on the security token to generate a numeric one-time password.
 4. Type the numeric one-time password, in addition to your four-digit PIN in the Password field.
- Note:** Select Remember my username to save your username for Business Online to display each time you log on.
5. Click **Log in**. The system displays the Site Verification page.
 6. Press the button on the security token again. The token displays a matching value to verify with the Site Verification value.
 7. Click **Matches**, if your site verification value matches to your security token value.
If your site authentication values do not match, do not log on and return to the Business Online log on page.

Forgot Password or PIN Link

Note: If a user enters an incorrect password or PIN 3 times, the User will be locked out. This feature can only be used if the User is not locked out.

1. On the Log in page, click the **Forgot password or PIN** link. The system displays the Forgot password or PIN page.
2. On the Forgot password or PIN page, complete the following fields.
 - a. In the **Username** field, type the username with which you log on to Business Online
 - b. In the **Mother's maiden name** field, type the mother's maiden name stored in your user profile.
 - c. In the **Email Address** field, type the email address stored in your user profile.
3. Click **Reset password**. On successful authentication, Business Online displays a message stating it sent a temporary password or PIN and sends a message to the email address stored in your user profile. This message contains a link to the temporary password. After you logon by using the temporary password, the system prompts you to choose a new password.

Note: Business Online sends you an email notification every time you change your password.

Home Page

An interactive, integrated Home page provides access to the most commonly used functions on one convenient page. Users have access to favorite account balances, recent transactions, review options, the ability to schedule transfers and wires and more.

On the Home page, click anywhere in an account's row (for example, on the account name or the account balance). The system displays Account information page.

Favorite accounts section




The Accounts section on the Home page displays user-defined favorite accounts. Use this section to access a high-level overview of your account balances and recent transactions. You can also view the most recent account transactions and access full account details for individual accounts.

The favorite Accounts section of the Home page includes:


- Edit accounts
- Account nickname
- Available balance

Note: Contact TSB if you would like to create a nickname for your account(s).

To ensure that the system displays your selected favorite accounts in the favorite accounts section on the Home page

1. Click the  **Edit Accounts** link that the system displays above the account list. The account list refreshes, replacing balance information with editing controls.
2. To display an account on the Home page, select the **Show on home** check box next to the account.
3. Click **Move**  or **Move**  to reorder the accounts.
4. Click **Save**. The account list refreshes, replacing the editing controls with the balance information for the selected accounts.

To print the list of accounts that the system displays in the Favorite accounts section on the Home page

1. In the header row of the account list, click . The system displays the browser printing settings page.
2. Select the appropriate printing options.
3. Depending on the browser, click **Print** or **OK**. Account information, including the account number, account name (if any), account balance, and balance type, prints to the selected printer.

To access the most recent transactions for an account through the Home page

1. On the Home page, click the Recent link next to an account. Up to 10 of the account's most recent transactions appear beneath the account summary information.
2. To hide transaction information, click the Recent link again.

Home Page: Pay and Transfer Section

You can use the Pay or Transfer section on the Home page to issue internal funds and wire transfers. This section is available only if you have the appropriate permissions.

Note: Effective 9/18/19, the creation of a template is not required to schedule recurring internal funds transfers.

To complete an internal transfer using a template

Use the following procedures to complete the following types of internal transfers:

- From a checking or savings account to a checking or savings account
 - From a checking or savings account to a loan account
 - From a checking or savings account to an overdraft protection loan or line of credit account
1. In the Pay or Transfer section expand **Internal**. The system displays the Internal transfer form.
 2. From the **Template** drop-down list, select an appropriate template. The system displays the **Template** drop-down list only if you have access to at least one internal transfer template. The default value in the **Template** drop-down list is **Open transfer**.
 3. The system displays a default **From account** as per the template you select. However, if TSB did not define a **From account** for the template, you can select an account from the From account drop-down list.
 4. The system displays a default **To account** as per the template you select. However, if TSB did not define a **To account** for the template, you can select an account from the **To account** drop-down list.
 5. In the **Date** field, either accept the default date that the system provides, select a date from the date picker, or type a new date in the MM/DD/YYYY format. The system defaults to the earliest available transfer date. This is the date that the system completes the transfer.
 6. In the **Amount** field, the system displays a default amount as per the template you select. However, you may type a different amount. If defined in the template and you are transferring funds to a loan account, the system displays the default values in the **Payment type** field.
 7. Click **Preview transfer**. The system displays a preview of the transfer.
 - Click **Complete transfer** based on your internal transfer template settings the system either displays a success message along with a reference number or a pending for approval message along with a reference number. Make a note of the reference number in case you have any questions about the transfer in the future. Additionally, the system displays the transfer details, the **Create another transfer** button, and the **Print** button. Click **Create another transfer** to display a blank form to start another transfer. Click **Print** to print only the details of this transfer.
 - Click **Edit** to modify the information you established for the transfer.
 - Click **Cancel** to delete all of the information from this transfer and redisplay the blank transfer form.

To complete an internal transfer not using a template

Use the following procedures to complete the following types of internal transfers:

- From a checking or savings account to a checking or savings account
 - From a checking or savings account to a loan account
 - From a checking or savings account to an overdraft protection loan or line of credit account
1. In the Pay or Transfer section expand **Internal**. The system displays the Internal transfer form.
 2. From the **From account** drop-down list, select the account from which you want to transfer funds.
 3. From the **To account** drop-down list, select the account to which you want to transfer funds.
 4. In the **Date** field, either accept the default date that the system provides or type a new date. The system default is the earliest available transfer date.
 5. Select the **Repeat** field to establish the frequency of this transfer and then select one of the following:
 - **Until I delete it** - Select this field to have Business Online complete this transfer at the selected frequency until you delete the transfer.
 - **For a total of (blank) times** - Type the number of times you want Business Online to complete this transfer at the selected frequency.
 - **Until (blank)** - Type an end date or click the date picker icon to select a date. The system makes the transfer at the selected frequency until the date entered in this field.
 6. In the **Amount** field, type the dollar amount to transfer.
 7. In the **Payment Type** field, select the type of payment you want to make. Valid options are Regular, Principal, and Interest. This is only available when transferring to a loan account or an overdraft protection account.
 8. Click **Preview transfer**. The system displays the transfer.
 9. Verify the transfer details, and then complete one of the following actions:
 - Click **Complete transfer**. The system either displays a success message along with a reference number or a pending for approval message along with a reference number. Make a note of the reference number in case you have any questions about the transfer in the future. Additionally, the system displays the transfer details, the **Create another transfer** button, and the **Print** button.
 - Click **Create another transfer** to display a blank form to start another transfer.
 - Click **Print** to print only the details of this transfer.
 - Click **Edit** to modify the information you established for the transfer.
 - Click **Cancel** to delete all of the information from this transfer and redisplay the blank transfer form.

To schedule a wire transfer using a template

1. Click **Home** on the menu. The system displays the Home page.
2. Click **Show** next to the Wire heading under the Pay or Transfer heading on the right side of the page. The system displays the Wire transfers drop down.
3. In the Wire portion of the Pay or Transfer section on the Home page, complete the following fields:
 - a. Select the template to use from the **Template** drop-down list.
 - b. In the **Date** field, type the date on which you want this wire completed.
 - c. In the **Amount** field, type the amount you want wired.
 - d. Click **Preview Wire** to preview the wire.
 - e. Verify the wire details and then complete one of the following actions:
 - Click **Complete Wire** to submit the transfer. After you click this button, the system displays a confirmation message, the details of the transfer, the **Create another wire** button, and the **Print** button. Depending on security, Business Online may present a security challenge for you to complete before you can complete the import.
 - Click **Create another wire** to display the blank form to start another transfer. Click **Print** to print only the details of this transfer.
 - Click **Edit** to modify the information you established for the transfer.
 - Click **Cancel** to delete all of the information you established for this transfer and redisplay the blank transfer form.

To import wire transfers using the Wire import widget

1. Click **Home** on the menu. The system displays the Home page.
2. In the Pay or Transfer section, click **Show** in the Wire import section.
3. In the **Client** field, select the client for whom you want to import wire transactions. If only one client is available, Business Online automatically displays that client.
4. Click **Browse** in the **File** field to find the file to import.
5. Click **Preview Wire** to preview the wire.
6. Verify the wire details and then complete one of the following actions:
 - Click **Complete Wire** to import the file. After you click this button, the system displays a confirmation message, the details of the import, the **Import another wire** button, and the **Print** button. Depending on security, Business Online may present a security challenge for you to complete before you can complete the import. Click **Import another wire** to display the reset import form to start another import. Click **Print** to print only the details of this import.
 - Click **Edit** to modify the information you established for the import.
 - Click **Cancel** to delete all of the information you established for this import and redisplay the reset import form.

Home Page: Payments and Transfer

You can use the Payments & Transfer section on the Home page to access the Bill Pay service, modify, or delete internal transfers, and approve or disapprove wire transfers. The system only displays the portions of this section to which you have the appropriate permissions.

To review and approve an Internal or a wire transaction through the Home page

1. If there are transactions to review, Business Online automatically expands the appropriate Review section below the Payments & Transfers heading on the Home page to expand the Review section. If you have no transactions to review, the system displays a message under the Internal, or Wire heading stating there are no transactions to review.

2. Select the check box associated with the transaction you want to approve or disapprove.

Note: You can select the check box next to the Description column header to select all of the Internal or wire transactions populating the Review section.

3. Click **Approve** or **Disapprove** as applicable. If a Security challenge window appears, continue with step 4. If a Security challenge window does not appear, the system displays the appropriate successful or not successful message. Proceed to step 6.

Note: Additionally, you can approve or disapprove a transfer from the transfer details overlay window. The system displays the transfer details overlay window when you click anywhere in the Description row (for example, on the status or the amount), the system opens a transfer review overlay window. Click Close to close the overlay window and return to the Business Online Home page.

4. Complete the security challenge. Possible security challenges include:

- One-time password from the Go3 token.

5. Click **Complete challenge** to complete the transaction. Click **Cancel** to close the Security challenge overlay window and not complete the transaction.

6. Sign out of Business Online.

To inquire on issued (scheduled) internal transfers through the Home page

Note: The system displays this section only if you have permission to inquire on at least one transfer. If there are no Internal transfers, the system displays a message stating that there are no issued transfers.

1. Click **Show** in the Issued row to expand the issued transfer section.

Note: On the Issued row, the system displays the count of internal transfers or wires transfers that are available in the issued section.

2. Users with sufficient permissions can view issued Internal transfers in the Internal section. When you click anywhere in the Description row (for example, on the status or the amount), the system opens the Internal transfer details overlay window.

3. Verify the transaction details, and then complete one of the following actions:

- Click **Edit** to modify the information you established for the transfer.
- Click **Delete** to delete this transfer.
- Click **Close** to close the overlay window and return to the Business Online Home page.

To edit an issued (scheduled) internal transfer

Note: The system only displays the Edit button when -

- You created the transfer.
- You have the rights to select an account from the **From accounts** drop- down list.
- You have the rights to select an account from the **To accounts** drop- down list along with the payment type when the transfer that you are editing is a transfer to a loan account from a checking or savings account.

1. Click **Show** in the Issued row to expand the issued transfer section.
2. In the Issued Transfers list, click **Edit** next to the pending transfer that you want to edit. The system displays the Edit transfer overlay window.
3. Edit the transfer as necessary.
4. Complete one of the following actions:
 - Click **Preview transfer** to review the transfer. The system displays a preview of the transfer.
 - Click **Cancel** to undo any edits you made to this transfer, close the Edit transfer overlay window, and return to the Homepage.

To delete an issued internal transfer

Note: The system only displays the Delete button when -

- You created the transfer.
- You have the rights to select an account from the **From accounts** drop- down list.
- You have the rights to select an account from the **To accounts** drop- down list along with the payment type when the transfer that you are editing is a transfer to a loan account from checking or savings account.

1. Click **Show** in the Issued row to expand the issued transfer section.
2. In the Issued Transfers list, click **Delete** next to the pending transfer that you want to delete. You are only able to delete your own transfers. The Delete transfer overlay window appears.
3. Click **Delete Transfer**. After you click this button, the system displays a confirmation message, the details of the transfer being deleted, the **Close** button, and the **Print** button. Click **Print** to print only the details of this transfer.
4. Click **Close**. The system displays the Issued Transfer list without the transfer.

Quick launch section

You can access any website by using links present in the Quick Launch section. The Quick Launch section provides convenient access to pages on the TSB website related to Business Online Banking.

Working with Accounts

The Accounts page provides a summary of all of the accounts that TSB enrolled for you. Using the Accounts page you can view the account summary information split into 2 groups (Deposits and Loans). The Deposits category of accounts includes the account summary for checking, savings, and certificate of deposits accounts. The Loans category of accounts includes the account summary for all loan accounts.

Contact TSB if you prefer to categorize your accounts into different group types.

Account page

You can access account information either from the Accounts page or from the Home page. The Account page provides a detailed view of all transaction activity, balances, the ability to search for a specific transaction and import the information, quickly switch account views, and other important details associated with the account.


To retrieve a summary of all accounts

Click **Accounts** on the menu. By default, the system displays the Accounts Summary page.

To access account balance and transaction information for a specific account through the Account page

On the Account Summary page, click anywhere in an account's row (for example, on the account name or the account balance). The system displays the Account page.

To print the accounts that the system displays in any section

1. In the header row of the section you want to print, click . The system displays the browser printing settings page.
2. Select the appropriate printing options.
3. Depending on the browser, click **Print** or **OK**. The detail prints to the selected printer.

Note: Use the browser print function to print the entire page.


Switch accounts

To switch between the accounts without navigating from the Account page, select the account to view from the drop-down list you access by clicking the down arrow after the account title.

Note: The switch accounts drop-down list displays favorite accounts first and then by account type in alphabetical order.

Transactions

The transaction table on the Account page displays the transaction information for the account that you select. The system displays the following information and functionality on this section.

- **Debit and Credit Totals** - The sum and count of all the debit and credit transactions for the account that you select (for example, Total debits: -13.65 (3) and Total credits: +13.65 (3)).
- **Transaction History** - The status (posted, pending, and scheduled) of the credit or debit transactions.
- **Sort Transactions:** A vertical (up or down) arrow identifies the currently sorted column. You can sort the transaction list by the currently sorted column, or by any column header that contains a vertical double arrow. ()
- **View Loan Transaction Details** - Transactions that you have credited to (paid to) loan accounts may include additional useful information about the payment. By default, the Transactions section does not display this information. The system displays the loan details when you click the **Show Details** link next to a loan payment and replaces the **Show Details** link the **Hide Details** link.

Searching transactions

Use the Search transaction functionality to quickly find posted transactions by searching by date and transaction value. You can find the Search transaction section on the right side of the Account information page.

Go to the Account information page for the account associated with the transactions that you are trying to find.

1. Specify one or more search criteria.
 - **Activity:** Select the time frame in which you want to search for transactions.
 - **Type:** Select the type of transactions for which you want to search.
 - **Amount:** Type either a dollar amount or a dash- separated amount range (for example, 75-150).
 - **Check number:** For checking accounts, type either a check number or a dash-separated check number range (for example, 123-456).
2. Click **Search**. Transactions that match the criteria appear. If you type an **Amount** and a **Date**, only transactions that meet both criteria appear.

Note:

If you are searching transactions for a single check and the system finds no matching transactions then, based on your account settings, the system may display a message stating there are no transactions that fit the criteria for this account. To create a stop payment for the check number you searched, click the Create a stop payment for check XXXX hyperlink. The system displays the Create a stop payment page.

If you are searching transactions for a check range, amount, or amount range and the system finds no matching transactions, the system displays a message stating there are no transactions that fit the criteria for this account.

Check image viewer

Use the Check image viewer functionality to quickly find a posted check or deposit. You can find the Check image viewer section on the right side of the Account information page.

Note: You must have the exact check number to use this functionality.

1. Go to the Account Information page for the account associated with the check images that you are trying to find
2. Type the check number in the **Check number** field.
3. Click **View image**.

Access documents associated with an account

1. On the Account page, select the account for which you are accessing online documents. Example: eStatements
2. Click **Documents**. The system displays the Documents page.
3. Use the controls available on the Documents page to retrieve, view, and save available documents.

Downloading transactions

1. On the Account page, select the account for which you want to download transactions.
2. Click **Download**. The system displays an overlay window.
3. Specify the transaction export criteria.
4. From the **Format** drop-down list, select the format of the download file. Possible values are:
 - Comma-separated values (.csv)
 - Microsoft Money (.ofx)
 - Note: Quickbooks has updated their software so that only customers using Quickbooks online for Small Business (**Simple Start, Essentials, and Plus versions**) can upload a CSV file. For more information, go to: <https://search2.quickbooks.com/get-quickbooks/#/>
5. Click **Download**. The Business Online banking service incorporates transactions that TSB processed in a download file (Transactions- NNNNNN-YYYY-MM-DD.XXX).

Note:

NNNNNN indicates the account number.

Business Online uses account masking for your accounts, the account number in the file name consists of only the unmasked portion of the account number.

YYYY-MM-DD indicates the year, month, and day that the download process generated the file.

XXX indicates the file name extension for the specified file format.

Payments & Transfers Section

You can use the Payment & Transfers menu to manage the funds within authorized accounts. Business Online only displays this menu when you have access to one or more checking or savings account for which TSB enabled transfers. Depending on the access you have, the system may display any or all of the following mentioned transfers.

Internal transfers within Business Online

The Internal Transfers page provides information about the ability to transfer funds between internal accounts, review pending and upcoming transfers, and the ability to quickly modify and delete issued fund transfers.

Transfer funds using template

1. On the **Payments & Transfers** page, the system displays the Internal transfer form.
2. From the **Template** drop-down list, select an appropriate template. The system displays the **Template** drop-down list only if you have access to at least one internal transfer template. The default value in the **Template** drop-down list is **Open transfer**.
3. The system displays a default **From account** as per the template you select. However, if TSB did not define a From account for the template, you can select an account from the **From account** drop-down list.
4. The system displays a default **To account** as per the template you select. However, if TSB did not define a **To account** for the template, you can select an account from the **To account** drop-down list.
5. In the **Date** field, either accept the default date that the system provides, select a date from the date picker, or type a new date in the MM/DD/YYYY format. The system defaults to the earliest available transfer date. This is the date that the system completes the transfer.
6. In the **Amount** field, the system displays a default amount as per the template you select. However, you may type a different amount. If defined in the template and you are transferring funds to a loan account, the system displays the default values in the **Payment type** field.
7. Click **Preview transfer**. The system displays a preview of the transfer.
8. Optional: Click **Complete transfer**. Based on your internal transfer template settings the system either displays a success message along with a reference number or a pending for approval message along with a reference number. Make a note of the reference number in case you have any questions about the transfer in the future.
9. Optional: Click **Edit** to modify the information you established for the transfer.
10. Click **Cancel** to cancel the transfer.

To complete an internal transfer from a checking or savings account to a checking or savings account

1. Click **Payments & Transfers** on the menu. The system displays the Payments & transfers page.
2. Click **Internal**. The system displays the Issues transfers section.
3. In the **Issued Transfers** section, complete the following fields.
 - a. If you have templates available for use, you can select the template to use from the **Template** drop-down list.
 - b. Use the **From account** drop-down list to select the originating account.
 - c. Use the **To account** drop-down list to select the destination account.
 - d. In the **Date** field, either accept the default date that the system provides or type a new date. The system default is the earliest available transfer date.
 - e. Select the **Repeat** field to establish the frequency of this transfer and then select one of the following:
 - **Until I delete it** - Select this field to have Business Online complete this transfer at the selected frequency until you delete the transfer.
 - **For a total of (blank) times** - Type the number of times you want Business Online to complete this transfer at the selected frequency.
 - **Until (blank)** - Type an end date or click the date picker icon to select a date. The system makes the transfer at the selected frequency until the date entered in this field.
 - f. In the **Amount** field, type the amount to transfer.
 - g. Click **Preview transfer**. A preview of the transfer appears.
 - h. Verify the transaction details, and then complete one of the following actions:
 - Click **Complete transfer** to submit the transfer, and a transfer confirmation message appears.
 - Click **Edit** to modify the information you established for the transfer.
 - Click **Cancel** to delete all of the information from this transfer and redisplay the blank transfer form.
4. After you complete a transfer, the Create a transfer page appears with the confirmation information, a **Create another transfer** button, and a **Print** icon. Click the **Print** icon to print the details.

To complete an internal transfer from a checking or savings account to a loan account

1. Click **Payments & transfers** on the menu. The system displays the Payments & transfers page.
2. Click **Internal**. The system displays the Issues transfers section.
3. In the **Issued Transfers** section, complete the following fields.
 - a. If you have templates available for use, you can select the template to use from the **Template** drop-down list.
 - b. Use the **From account** drop-down list to select the originating account.
 - c. Use the **To account** drop-down list to select the destination account.
 - d. In the **Date** field, either accept the default date that the system provides or type a new date. The system default is the earliest available transfer date.
 - e. Select the **Repeat** field to establish the frequency of this transfer and then select one of the following:
 - **Until I delete it** - Select this field to have Business Online complete this transfer at the selected frequency until you delete the transfer.
 - **For a total of (blank) times** - Type the number of times you want Business Online to complete this transfer at the selected frequency.
 - **Until (blank)** - Type an end date or click the date picker icon to select a date. The system makes the transfer at the selected frequency until the date entered in this field.
 - f. In the **Amount** row, select the type of payment to make:
 - Total amount currently due
 - Regular payment amount. Business Online will not apply this type of payment to the payment that is currently due.
 - Regular payment due on a specific date. Business Online does apply this to the payment currently due.
 - Interest payment of a specific amount.
 - A specific amount. If you select the specific amount, you may also be able to specify how you want Business Online to apply the amount to the loan, as a regular payment, an interest only payment, or a principal only payment.
 - g. Click **Preview transfer**. A preview of the transfer appears.
 - h. Verify the transaction details, and then complete one of the following actions:
 - Click **Complete transfer** to submit the transfer, and a transfer confirmation message appears.
 - Click **Edit** to modify the information you established for the transfer.
 - Click **Cancel** to delete all of the information from this transfer and redisplay the blank transfer form.
4. After you complete a transfer, the Create a transfer page appears with the confirmation information, a **Create another transfer** button, and a **Print** icon. Click the **Print** icon to print the details.

To complete an internal transfer from a checking account to an overdraft protection loan or line of credit account

1. Click **Payments & transfers** on the menu. The system displays the Payments & transfers page.
2. Click **Internal**. The system displays the Issues transfers section.
3. In the **Issued Transfers** section, complete the following fields.
 - a. If you have templates available for use, you can select the template to use from the **Template** drop-down list.
 - b. Use the **From account** drop-down list to select the originating account.
 - c. Use the **To account** drop-down list to select the destination account.
 - d. In the **Date** field, either accept the default date that the system provides or type a new date. The system default is the earliest available transfer date.
 - e. Select the **Repeat** field to establish the frequency of this transfer and then select one of the following:
 - **Until I delete it** - Select this field to have Business Online complete this transfer at the selected frequency until you delete the transfer.
 - **For a total of (blank) times** - Type the number of times you want Business Online to complete this transfer at the selected frequency.
 - **Until (blank)** - Type an end date or click the date picker icon to select a date. The system makes the transfer at the selected frequency until the date entered in this field.
 - f. In the **Amount** row, select the type and amount of payment to make: Regular, Interest only, or Principal only.
 - g. Click **Preview transfer**. A preview of the transfer appears.
 - h. Verify the transaction details, and then complete one of the following actions:
 - Click **Complete transfer** to submit the transfer, and a transfer confirmation message appears.
 - Click **Edit** to modify the information you established for the transfer.
 - Click **Cancel** to delete all of the information from this transfer and redisplay the blank transfer form.
4. After you complete a transfer, the Create a transfer page appears with the confirmation information, a **Create another transfer** button, and a **Print** icon. Click the **Print** icon to print the details.

To show or hide transfer details

- In the Issued Transfers list, click **Show details** next to the transfers on which you want to inquire. The details display following the transfer.
- Click **Hide details** next to the transfer for which you displayed details. The details disappear.

To edit an issued (scheduled) transfer

1. In the Issued Transfers list, click **Edit** to the right of the transfer information. The system displays the Edit transfer page.
2. Edit the transfer as necessary.
3. When you finish editing the transfer, click **Preview Transfer**. The system displays the Edit transfer page.
4. Verify the transaction details, and then complete one of the following actions:

Click **Complete transfer**. Based on your internal transfer template settings the system either displays a success message along with a reference number or a pending approval message along with a reference number. Make a note of the reference number in case you have any questions about the transfer in the future.

Click **Edit** to modify the information you established for the transfer.

Click **Cancel** to delete all of the information from this transfer and redisplay the blank transfer form.

To delete an issued transfer

1. In the Issued Transfers list, click **Delete** next to the pending transfer you want to delete. The Delete transfer overlay window appears.
2. Click **Delete Transfer**. The Issued Transfer list reappears without the transfer.

Wire

Wires provides one of the quickest and most secure methods to wire funds between banking accounts. For complete details about wire transactions, refer to the documentation provided by TSB.

To access wires:

1. Click **Payments & transfers** on the menu. The system displays the Payments & transfers page.
2. Click **Wire**. The system displays the Select Wire Transfer Criteria page.

Bill Pay

Bill pay provides one of the quickest and the most secure methods to pay bills. Contact TSB to enroll your company for Bill Pay.

To access bill pay:

1. Click **Payments & Transfers** on the menu. The system displays the Payments & Transfers page.
2. Click **Bill Pay**. The system displays the Bill Pay page.

Note: If you are not enrolled to use Bill pay or are missing any information Bill pay needs, Business Online may display the Enroll in Bill pay page.

Checks & Deposits

The Checks & Deposits page provides information about stop payments.. This menu is only available when you have rights to either issue or view stop payments.

Note: You can only access the Check & Deposits menu when you have rights to either add or inquire on stop payments or can deposit checks through it.

Stop Payments

The Stop payment page appears when you click the Check & deposits menu. This menu is only available when you have rights to stop payments. Use this page to issue and view the existing list of stop payments.

To issue stop payments

1. Click **Checks & Deposits – found on the Menu bar**. The system displays the Checks & Deposits page.
2. In the Create a stop payment section, select the appropriate account from the **Accounts** drop-down list, for which Business Online creates a stop payment.

Note: The Accounts drop-down list only includes checking accounts to which you have the ability to add a stop payment.

3. Type the stop payment criteria.
4. Click **Preview Stop Payments**. The system verifies the details you typed and displays errors if any.
5. Correct the errors and then click **Preview Stop Payments**. The system processes your information.
6. In the preview stop payments section, click **Edit** to edit stop payments details.
7. Click **Complete stop payment** to issue a stop payment request. The system displays a success message with a confirmation number.

To view issued stop payments list

Click **Checks & Deposits – found on the menu bar**. The system displays the Checks & deposits page.

Note: You can only access the Check & Deposits menu when you have rights to stop payments.

Profile

Using the Profile page, you can:

- Change your password or PIN.
- Change your Challenge Questions and Answers.
- Activate or deactivate tokens from within Business Online.
- View the current email address that you have in Business Online.

Changing your password

You can change your password in Business Online on the Profile page.

1. Sign in to Business Online. The system displays Business Online.
2. In the utility navigation area, click **Profile**. The system displays the Profilepage.
3. Click **Edit** in the Password section.
4. In the **Current password** field, type the current password.
5. In the **New password** field, type the new password.
6. In the **Confirm new password** field, retype the new password.
7. Click **Save**.
8. Signout of Business Online.

Note: The online banking service sends you an email notification every time you change your password.

Changing your PIN (for token users)

You can change your PIN in Business Online on the Profile page.

1. Sign in to Business Online. The system displays Business Online.
2. In the utility navigation area, click **Profile**. The system displays the Profilepage.
3. Click **Edit** in the PIN section.
4. In the **Current PIN** field, type the current PIN.
5. In the **New PIN** field, type the new PIN.
6. In the **Confirm new PIN** field, retype the new PIN.
7. Click **Save**.
8. Signout of Business Online.

Note: The online banking service sends you an email notification every time you change your PIN.

Changing your challenge questions

You can change your challenge questions in Business Online on the Profile page.

1. Sign in to Business Online. The system displays Business Online.
2. In the utility navigation area, click **Profile**. The system displays the Profile page.
3. Click **Edit** in the Challenge questions section.
4. From the **First challenge question**, **Second challenge question**, and the **Third challenge question** drop-down lists, select different challenge questions to answer.
5. In the field associated with each question, type the answer.
6. Click **Save**.
7. Signout of Business Online.

Administration

When you have the proper permissions, you can use the Administration page to create and maintain wire templates, employee profile & permissions, employee accounts, and business role definitions.

As an Administrator, you can use the Administration page to create and maintain employee profile & permissions.


1. What you can do yourself:

- a. Reset employee's password or token's PIN
- b. Update employee information – email address, phone numbers
- c. Change access permissions:
 - i. Place or view stop payments
 - ii. Export transaction activity
 - iii. Access to accounts already enabled for the business

2. Contact us for assistance with the following:

- a. Enabling the following services or employee's access to
 - i. wire transfers
 - ii. bill pay
 - iii. internal funds transfers

Wire Templates

Business Online displays the  icon on the Administration tab when you need to review the wire template. The system displays the same icon on the Wire template button when there are one or more wire templates for you to review.

Access wire templates

1. On the Administration page, click **Wire template**. The system displays the Select External Transfer Criteria page.
2. Select an appropriate external transfer criteria and click **Submit**. The system returns any templates that fit the criteria selected.

Note: For additional information on how to use a wire template, refer to the Wire Manager User Guide.

Employee profile & permissions

Note: Contact TSB for assistance before starting.

Use the Employee profile & permissions page to maintain an employee's specifications. The Employee profile & permissions page provides you the ability to add an employee, add a new employee by using an existing employee, inquire on an employee (Wire), change an employee (Wire), and delete an employee.

Add a new employee

1. On the Administration page, click **Employee profile & permissions**. The system displays the Select User Criteria page.
2. Select **New Employee** and click **Submit**. The system displays the New Employee 1-Codes page.

Codes section

3. In the **Name** field, type the employee's name.
4. From the **Tax ID code** drop-down list, select the appropriate tax ID code.
5. In the **Tax ID Number** field, type the appropriate tax ID number.
6. From the **Security Level** drop-down list, select the appropriate security level for the employee.
 - **Employee**-Not authorized to review transfers or account activity that other corporate users with higher administration rights issue.
 - **Supervisor**-Authorized to review transfers only within their Employee group, establish templates that require supervisor approvals, and establish new employees.
 - **Administrator**-Authorized to review all transfers, complete administrative functions online, and establish new employees and supervisors.
 - **Senior Administrator**-Authorized to review all transfers, assign administrators, complete administrative functions online, modify permissions, and establish all users with all security levels.
7. In the **Mother's Maiden Name** field, type the employee's mother's maiden name.
8. In the **Date of birth** field, type the employee's date of birth in the MM/DD/YYYY format.
9. From the **Employee Group** drop-down list, select the appropriate group to assign the employee.

Note: The administrator determines the Employee groups.

10. From the **Transaction Exports** drop-down list, select **Yes** to grant the employee authority to export history transactions to another medium otherwise select **No**.

Contact Methods section

11. In the **E-mail Address** field, type the employee's email address.
12. In the **Business Phone** field, type the employee's business phone number.
13. In the **Business Phone Ext.** field, type the employee's business phone extension number.
In the **Mobile Phone** field, type the employee's mobile phone number.

Client Details section

14. In the **Client Details** section, review the client details. The system by default associates the client details with a new employee

Security section

15. In the **Username** field, type the username that you want to associate with the employee record.
Note: You cannot change the Username after you establish a new employee successfully. To change the Username, delete the user and then add it back with the new Username.
Username rules: Do not include special characters or spaces.

16. Click the **Change Password** hyperlink to establish a temporary password for the user.
Note: On the first sign in attempt, the system prompts the employee to change the temporary password.

Multifactor Authentication section (For Token Users)

Note: Contact TSB to acquire tokens for your users. Tokens are required for companies doing Bill Pay and Wire Transfers transactions.

17. If you use a security token, then select the appropriate token status from the **Token Type** drop-down list.
 - **(None)** – indicates no status
 - **Outstanding Order** – indicates the security token order is outstanding
 - **Token Ordered** – indicates the security token is ordered
 - **Pending Enablement** – indicates the security token is pending enablement
 - **Token Disabled** – indicates the security token is disabled
 - **Token Lost** – indicates the security token is lost
 - **Token Damaged** – indicates the security token is damaged

18. In the **Token type** field, type the appropriate token type.

- **(None)** –indicates no token type is selected
- **Go3** –indicates that the hard token is selected

Role Assignments section

19. From the **Role Name** drop-down list, select a role name to assign to the employee.

Accounts section

20. Select the **Accounts** check box to enable or disable the employee's access to accounts.

Overrides section – skip this section.

Approval Options section

21. From the **Review Internal Transfers** drop-down list, select **Yes** to indicate that the system requires the client to review internal transfers before processing, otherwise select **No**.

Fund Transfer Options section

22. From the **Inquire Transfers** drop-down list, select **Yes** to indicate that the employee can inquire into fund transfers, otherwise select **No**.

23. From the **Initiate Transfers** drop-down list, select **Yes** to indicate that the employee can initiate or delete fund transfers, otherwise select **No**.

Stop Payments section

24. From the **Inquiry** drop-down list, select **Yes** to grant an employee access to inquire into a stop payment, otherwise select **No**.

25. From the **New** drop-down list, select **Yes** to grant an employee access to create a new stop payment, otherwise select **No**.

Interface Specifications section

Note: The system uses the information in this sections to sign-on to systems, such as eStatements and Bill Pay.



26. From the **Interface** drop-down list, select the service name.

- **Notifi** – Real-Time Alerts feature
- **Business Bill Pay** (contact TSB for assistance)

Electronic Documents (aka eStatements section)

27. Select the document types that you want to assign an employee access to.

Applications Enabled sections (Contact TSB for assistance.)

28. Select the **Wires** check boxes to grant the employee access to the associated applications.
29. Click **Next**. The system displays the New Employee 2-Account Update page.
30. On the New Employee 2-Account Update page, if the system is able to successfully add an account number it displays the  icon otherwise it displays the  icon.
31. Click **Next**. The system displays the New Employee 3-Wires page.
32. From the Wire>Account Selection section, select the level of access rights for this employee.
33. Click **Next**.
34. Click **Finish**. The system displays the Select User Criteria page along with a success message indicating that it successfully created the employee.
35. Repeat steps 1 through 34 as needed to add an employee.

Add a new employee by using an existing employee

1. On the Administration page, click **Employee profile & permissions**. The system displays the Select User Criteria page.
2. Select **New Employee Using Existing Employee**.
3. Optional: In the **Name** field, type the employee's name.
4. Optional: In the **Username** field, type the employee's username.
5. Click **Submit**. The system displays the Employee list.
6. Click the **Name** hyperlink associated with the employee you want to use to establish the new employee. The system displays the New Employee Using Existing Employee 1-Codes page.
7. Complete steps 3 through 34 from the [Add an employee](#) section of this document.
8. Click **Finish**. The system displays the Select User Criteria page along with a success message indicating that it successfully created the employee.
9. Repeat steps 1 through 8 as needed to add an employee by using the existing employee.

Inquire on an employee's wire permissions

1. On the Administration page, click **Employee profile & permissions**. The system displays the Select User Criteria page.
2. Select **Inquire Employee**. The system displays the **Go To** list, the **Name**, **Username**, and **Client Name** fields.
3. From the **Go To** drop-down list, select **Wire**.
4. Optional: In the **Name** field, type the name of the employee.
5. Optional: In the **Username** field, type the username of the employee.
6. Click **Submit**. The system displays the Employee list.
7. Click the **Name** hyperlink associated with the employee you want to review. The system displays the Wires page with the employee wire permissions for each account.

Change the employee's code specifications

1. On the Administration page, click **Employee profile & permissions**. The system displays the Select User Criteria page.
2. Select **Change Employee**. The system displays the **Go To** list, the **Name**, **Username**, and **Client Name** fields.
3. From the **Go To** drop-down list, select **Codes**.
4. Optional: In the **Name** field, type the name of the employee.
5. Optional: In the **Username** field, type the username of the employee.
6. Click **Submit**. The system displays the Employee list.
7. Click the **Name** hyperlink associated with the employee you want to edit. The system displays the 1- Codes page.
8. Update the 1-Codes page with the appropriate information and click **Save**. The system displays a success message indicating that it updated the records successfully.

Change the employee's Wire specifications

1. On the Administration page, click **Employee profile & permissions**. The system displays the Select User Criteria page.
2. Select **Change Employee**. The system displays the **Go To** list, the **Name**, **Username**, and **Client Name** fields.
3. From the **Go To** drop-down list, select **Wire**.
4. Optional: In the **Name** field, type the name of the employee.
5. Optional: In the **Username** field, type the username of the employee.
6. Click **Submit**. The system displays the Employee list.
7. Click the **Name** hyperlink associated with the employee you want to edit. The system displays the Wire page.
8. Update the Wire page with the appropriate information and click **Save**. The system displays a success message indicating that it updated the records successfully.


Delete an employee

1. On the Administration page, click **Employee profile & permissions**. The system displays the Select User Criteria page.
2. Select **Delete Employee**. The system displays the **Go To** list, the **Name**, **Username**, and **Client Name** fields.
3. Optional: From the **Go To** drop-down list select the type of role you want to delete an employee's information for (for example, ACH, Codes, Wires, or Multi Bank Reporting).
4. Optional: In the **Name** field, type the name of the employee.
5. Optional: In the **Username** field, type the username of the employee.
6. Click **Submit**. The system displays the Employee list.
7. Click the **Name** hyperlink associated with the employee you want to delete. The system displays the specifications for the specific employee you have chosen.
8. Click **Delete**. The system displays a confirmation message.
9. Click **OK**. The system displays the specifications for the specific employee you have chosen.


Employee accounts

Use the Employee Accounts page to add an account to an employee, inquire into the account details that an employee has access to, change the account details that an employee has access to, and to delete an account that an employee has access to.

Add account to an employee

1. On the Administration page, click **Employee Accounts**. The system displays the Select Corporate Employee Account Criteria page.
2. Optional: In the **Access ID** field, type the employee/corporate user access ID (Username).
3. Optional: In the **Employee Name** field, type the name of the corporate user.
4. Click **Submit**. The system displays the Corporate Employee List.
5. Click the **Employee Name** hyperlink for the employee you want to add an account to. The system displays the Corporate User Account Access for "Employee Name."
6. In the **Add** column, select the check boxes associated with the accounts you want to add to this employee.
7. Click **Submit**. The system displays the New User Account Access section with the information for the account you want to add to the employee.
8. The  in the Status column means that the system has successfully added the account to the employee.
9. Click **Done**. The system displays the Corporate User Account Access for "Employee Name."
10. Click **Cancel** when you are finished adding accounts to the selected employee. The system displays the Select Corporate User Account Criteria page.
11. Repeat steps 1 through 10 to add additional accounts to the employee.



Change the account details that an employee has access to

1. On the Administration page, click **Employee Accounts**. The system displays the Select Corporate Employee Account Criteria page.
2. Optional: In the **Access ID** field, type the employee/corporate user access ID (Username).
3. Optional: In the **Employee Name** field, type the name of the corporate user.
4. Click **Submit**. The system displays the Corporate Employee List.
5. Click the **Employee Name** hyperlink for the employee you want to add an account to. The system displays the Corporate User Account Access for "Employee Name."
6. In the **Change** column, click . The system displays the Employee Accounts page.
7. Update the Employee Accounts page with the appropriate information and click the **Save** button in the toolbar. The system displays a success message indicating that it successfully update the corporate user account.
8. Repeat steps 1 through 7 to change the employee's access to additional accounts.
9. Click **Cancel** when you are finished adding accounts to the selected employee. The system displays the Select Corporate User Account Criteria page.

Inquire in to the account details that an employee has access to

1. On the Administration page, click **Employee Accounts**. The system displays the Select Corporate Employee Account Criteria page.
2. Optional: In the **Access ID** field, type the employee/corporate user access ID (Username).
3. Optional: In the **Employee Name** field, type the name of the corporate user.
4. Click **Submit**. The system displays the Corporate Employee List.
5. Click the **Employee Name** hyperlink for the employee you want to add an account to. The system displays the Corporate User Account Access for "Employee Name."
6. Review the information and click **Cancel**. The system displays the Select Corporate User Account Criteria page.
7. Repeat steps 1 through 6 to inquire in to additional account details that the employee has access to.

Delete an account that an employee has access to

1. On the Administration page, click **Employee Accounts**. The system displays the Select Corporate Employee Account Criteria page.
2. Optional: In the **Access ID** field, type the employee/corporate user's access ID (Username).
3. Optional: In the **Employee Name** field, type the name of the corporate user.
4. Click **Submit**. The system displays the Corporate Employee List.
5. Click the **Employee Name** hyperlink for the employee you want to delete the account for. The system displays the Corporate User Account Access for "Employee Name."
6. Click . The system displays .
7. Click **Submit**. The system displays the Delete User Account Access section with information for the account you want to delete for the employee.
8. Click **Done**. The system displays the Corporate User Account Access for "Employee Name."
9. Click **Cancel** when you are finished deleting accounts from the selected employee. The system displays the Select Corporate User Account Criteria page.
10. Repeat steps 1 through 9 to delete additional accounts for the employee.

Business role definitions

You must establish default roles to add users (employees). You can establish roles only once, however, you can modify them later. It is important to know that when you modify an established role it affects all users assigned to that role.

You associate a user role with an employee from the business. TSB or the business employee can inquire, modify, or delete these roles. A corporate client or TSB can establish these roles.

These roles are specific to one corporate client and are linked to that customer's specifications only. Employees can only access and maintain their user roles in client side administrator.

You can define role functions for specific products available to use in Business Online. The product roles are:

- Domestic Roles for Wire Manager
- International Roles for Wire Manager

The system displays this feature only when the corresponding functions are linked to corporate users in the Online Administration Options section of Roles-Codes specifications.

Use the Business role definitions page to add a new role, add a new role by using an existing role, inquire in to roles, change roles, and delete roles.

Add a new role

1. On the Administration page, click **Business Role Definitions**. The system displays the Business Role page.
2. Select **New Role** and click **Submit**. The system displays the New Role 1-Authority page.
3. In the Applications section, select NONE or FULL from the **Domestic Wires** and **International Wires** drop-down lists for role access.
4. Click **Next**. The system displays the 2-Codes page.

Step 2-Codes section

5. In the **Name** field, type the name of the role.

Access section

6. From the **Administration Option** drop-down list, select the appropriate administration option for this role.
 - **User** - An employee with basic functionality. Users can inquire and complete transfers.
 - **Supervisor** - A supervisor for the business. Supervisors review outstanding transactions that other corporate users issue, establish transfer templates requiring supervisor approval and establish new users.
 - **Administrator** - An administrator at the business. Administrators review outstanding transactions that other corporate users issue, complete administrative functions online, and establish new users and supervisors.
 - **Senior Administrator** - A senior administrator or owner of the business. Senior Administrators review outstanding transactions that other corporate users issue, complete administrative functions online, modify their own corporate user permissions, and establish new users, supervisors, and administrators.

Valid Access Time section

7. Establish when this role can access the product. If you do not want this role to access the product for any particular day, leave the **Begin Time** and **End Time** field blank. However, if you want this role to access the product 24 hours a day, ensure that you have typed the same values in the **Begin Time** and the **End Time** fields.

Options section

Select the following:

- Change Challenge Information
- Change PIN (for Tokens)
- Document Retrieval
- New Transactions
- Electronic Statement Enrollment
- Token Enablement
- Change Password
- View Statements and Notices

Online Administration Options section

8. Select the appropriate functions.

- **Roles** - Enables those assigned to that role to inquire, change, add, and delete roles in Client Administrator. Select the appropriate check boxes to grant access.
- **Client** - Enables those assigned to that role to inquire, change, add, and delete client accounts in Client Administrator. Changes to client accounts can only be made by Senior Administrators. Select the appropriate check boxes to grant access.
- **User** - Enables those assigned to that role to inquire, change, add, and delete employees in Client Administrator. Select the appropriate check boxes to grant access.
- **User Account** - Enables those assigned to that role to inquire, change, add, and delete user accounts in Client Administrator. Select the appropriate check boxes to grant access.

9. Optional: Click **Finish**. The system displays the page along with a success message indicating that it successfully updated the records.

10. Click **Next**. The system displays 3-ACH page.

General section- skip section

Wires section

11. Select the appropriate check boxes associated with a Wire function to grant access to the role.

Wire Functions section

12. Select the appropriate check box associated with a Wire function to grant template access (that is, Inquiry, Change, New, Delete, Import, Recurring, or Template) to the role.

13. Optional: Click **Finish**. The system displays the page along with a success message indicating that it successfully updated the records.

14. Click **Next**. The system displays 5-Interbank Transfers.

Add new roles by using an existing role

1. On the Administration page, click **Business Role Definitions**. The system displays the Business Role page.
2. Select **New Role Using Existing Role**.
3. Optional: In the **Role Name** field, type the role name.
4. Click **Submit**. The system displays the Role List.
5. Click the appropriate **Name** hyperlink. The system displays the New Role 1-Authority page.
6. Update the page for appropriate information and click **Next**.
7. Follow steps 3 through 14 from the [Add a new role](#) section to add a role using existing roles.
8. Repeat steps 1 through 7 to add additional roles using existing roles.

Inquire in to a Code role

1. On the Administration page, click **Business Role Definitions**. The system displays the Business Role page.
2. Select **Inquire Role**. The system displays the **Go To** list.
3. From the **Go To** drop-down list, select **Codes**.
4. Optional: In the **Role Name** field, type the role name.
5. Click **Submit**. The system displays the Role list.
6. Click the **Name** hyperlink that you want to review. The system displays the specifications for the selected role.

Inquire in to a Domestic Wires role

1. On the Administration page, click **Business Role Definitions**. The system displays the Business Role page.
2. Select **Inquire Role**. The system displays the **Go To** list.
3. From the **Go To** drop-down list, select **Domestic Wires**.
4. Optional: In the **Role Name** field, type the role name.
5. Click **Submit**. The system displays the Role list.
6. Click the **Name** hyperlink that you want to review. The system displays the specifications for the selected role.

Inquire in to the International Wires role

1. On the Administration page, click **Business Role Definitions**. The system displays the Business Role page.
2. Select **Inquire Role**. The system displays the **Go To** list.
3. From the **Go To** drop-down list, select **International Wires**.
4. Optional: In the **Role Name** field, type the role name.
5. Click **Submit**. The system displays the Role list.
6. Click the **Name** hyperlink that you want to review. The system displays the specifications for the selected role.

Change a Code role

1. On the Administration page, click **Business Role Definitions**. The system displays the Business Role page.
2. Select **Change Role**. The system displays the **Go To** list.
3. From the **Go To** drop-down list, select **Codes**.
4. Optional: In the **Role Name** field, type the role name.
5. Click **Submit**. The system displays the Role list.
6. Click the **Name** hyperlink that you want to edit. The system displays the Change Codes page.
7. Update the Change Codes page with the appropriate changes and click the **Save** button in the toolbar. The system displays a success message indicating that it successfully updated the records.


Change Domestic Wires role

1. On the Administration page, click **Business Role Definitions**. The system displays the Business Role page.
2. Select **Change Role**. The system displays the **Go To** list.
3. From the **Go To** drop-down list, select **Domestic Wires**.
4. Optional: In the **Role Name** field, type the role name.
5. Click **Submit**. The system displays the Role list.
6. Click the **Name** hyperlink that you want to edit. The system displays the Change Codes page.
7. Update the Change Domestic Wires page with the appropriate changes and click the **Save** button in the toolbar. The system displays a success message indicating that it successfully updated the records.

Change International Wires role

1. On the Administration page, click **Business Role Definitions**. The system displays the Business Role page.
2. Select **Change Role**. The system displays the **Go To** list.
3. From the **Go To** drop-down list, select **International Wires**.
4. Optional: In the **Role Name** field, type the role name.
5. Click **Submit**. The system displays the Role list.
6. Click the **Name** hyperlink that you want to edit. The system displays the Change Codes page.
7. Update the Change International Wires page with the appropriate changes and click the **Save** button in the toolbar. The system displays a success message indicating that it successfully updated the records.

Delete role

1. On the Administration page, click **Business Role Definitions**. The system displays the Business Role page.
2. Select **Delete Role**.
3. Optional: In the **Role Name** field, type the role name.
4. Click **Submit**. The system displays the Role list.
5. Click the **Name** hyperlink that you want to delete. The system displays the Delete Roles page.
6. Click the **Delete** button from the toolbar. The system displays a success message indicating that it successfully updated the records.
7. Click . The system displays a success field indicating that it successfully saved the changes.