CREDIT UNIONS

# Small Business Online Banking
# Member Guide

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# Welcome to Small Business Online Banking

Running a small business isn't always easy, but managing your everyday banking doesn't need to be complicated. Whether you're looking to pay bills, send or receive money, or want to make sure your employees have the right level of access to keep operations running smoothly, Small Business Online Banking makes it easy to do your business banking online, when and where works best for you.

This guide will introduce you to Small Business Online Banking and will walk you through the details on getting set up and how to get the most out of your online banking.

# Getting Started

## What's included?

Like personal online banking, Small Business Online Banking allows you to access your accounts securely and easily from a desktop computer or mobile device. In addition to the features included in personal online banking, small business online banking also offers extra functions designed to meet your unique business needs.

## Highlights

✓ Provide full online access to up to 3 signers*

✓ Get 2 signatures on transactions, making it easy and safe for a second signers to review and approve transactions

✓ Receive transaction alerts to keep approvals running smoothly

✓ See and manage your personal and business banking in one place.

✓ Offer limited access to an employee or bookkeeper to view account activity or start transactions

*Businesses with more than 3 signers should decide who will be responsible for approving transactions. Once these signers accept the Small Business Online Banking offer, they can create and approve transactions. Signers beyond the three approvers can still view and create transactions for further approval.*

# Logging in for the first time

Getting started is easy. To begin, each person who has signing authority on your business accounts (signers) will need to follow the steps below to sign in:
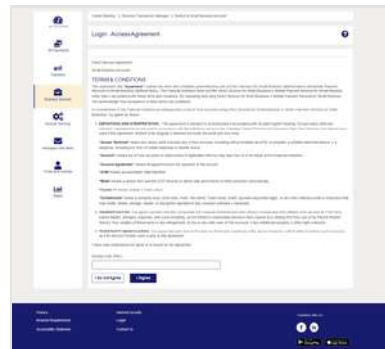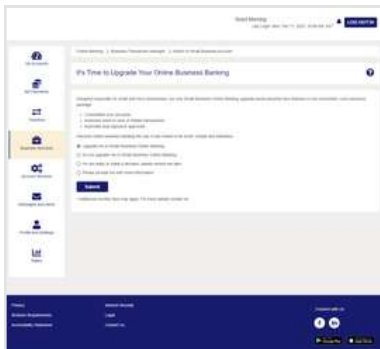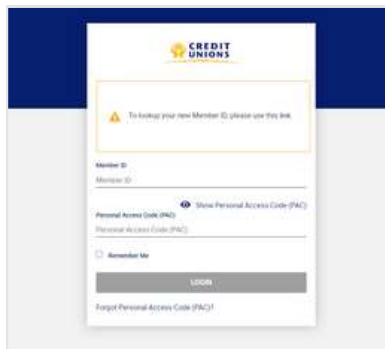






### Enter Login Credentials

On the *Login* screen, enter your Member ID and Personal Access Code (PAC) , click *Submit,* and follow the on-screen instructions to enroll in 2-Step Verification

### Accept Upgrade Offer*

The signer will be offered the choice to upgrade to Small Business Online Banking.  Click *Submit* to accept the offer and continue.

### Agree to terms & conditions**

Your signer will be provided a copy of the Direct Services Agreement, outlining the terms and conditions of using Small Business Online Banking. After reviewing, your signer will be prompted to enter their *personal access code (PAC)* to agree to the terms.

> (!) If your business accounts require two signatures to approve transactions, **at least 2** of your signers will need to log in before transactions can be completed.

## You will now be taken into Small Business Online Banking.

*\*If your signer does not see the offer to upgrade, please contact your nearest branch*

*\*\*Signers who reject the terms & conditions will be taken into personal online banking*

# Setting up and managing access

## What is a delegate?

Whether it's an accounting clerk, bookkeeper, or another trusted employee, there may be people within your organization other than your business's signers who need access to view accounts or start transactions.  Small Business Online Banking lets signers set these individuals up as delegates.

Once set up, a delegate can see business accounts by logging into online banking and, if given permission, can start transactions for signers to approve. Each signer can create up to three delegates.

## Managing delegates within Small Business Online Banking

Delegates are fully managed by your signers within Small Business Online Banking using the *Delegate Manager* tool, making it easier to add or change access when needed.

## Signers can use the Delegate Manager to:

- Add a new delegate
- Edit a delegate's information*
- Reset a delegate's personal access code*
- Temporarily suspend or reinstate a delegate's access*
- Delete a delegate
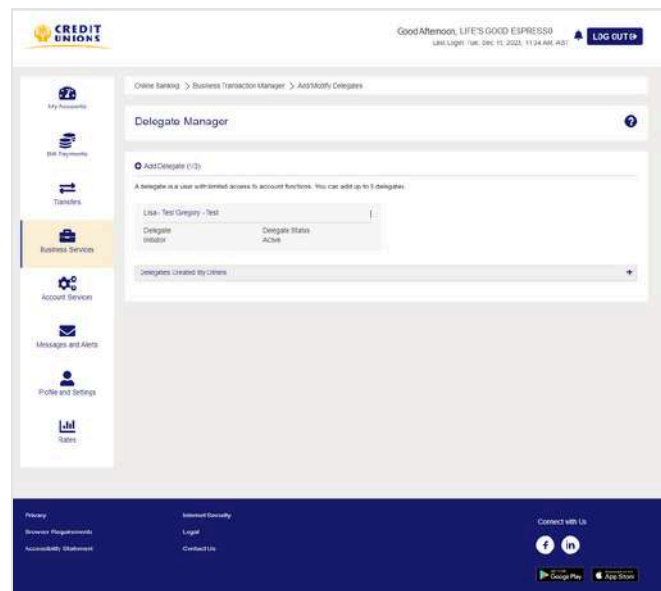


*A delegate's information is fully managed by the signer who added them. While a signer can see or delete another signer's delegates, they are not able to edit their information or reset their access. Credit union staff also can't see or access a delegate's profile or information.*

## Adding a new Delegate

To add a delegate, log into Small Business Online Banking and navigate to the *Delegate Manager* Tool located under the *Business Services* section, select *Add Delegate* and enter the following information:



**Access Level** This determines whether the delegate can simply view accounts or has permission to create transactions for approval.

**Temporary Password.** This is the Personal Access Code (PAC) the delegate will use to sign in for the first time.

**Delegate's first and last name**

**The delegate's phone number and carrier or email address.** This is necessary for the delegate to receive email or text alerts related to the accounts.

*A unique login ID will be assigned automatically for the delegate. Make note of this login ID, as your delegate will use this to log into online banking*

Next, the signer will see a list of accounts associated with the business. The signer will need to tick the **Share Accounts under this Membership** checkbox to allow the delegate to view all of accounts associated with the business under this member number and should click **Submit** to continue.

The signer will see a confirmation screen, summarizing the information they have entered for the delegate, along with a list of business accounts the delegate will be able to view. After reviewing this information for accuracy, the signer can click **Submit** to finish creating the new delegate.

Don't forget to let your new delegate know their new login credentials. The delegate will be asked to update their personal access code (PAC) when they sign in for the first time.



After setup is complete, your new delegate will receive an email or text message letting them know they have been granted limited access to your business's accounts.

## Editing an existing delegate's information

After a delegate has been created, the signer who added the delegate can:

- ✓ Update the delegate's basic information

- ✓ Adjust the delegate's access level and status

- ✓ Assign a new temporary personal access code (PAC)

- ✓ Reset a locked account, if the delegate has been locked out

To edit a delegate's profile, navigate to the ***Delegate Manager*** *tool*, click on the 3 dots next to the delegate's name and select ***Edit.***

**Edit Delegate**

**Temporarily remove or restore access.** Select Inactive to temporarily remove a delegate's access. To restore access, select Active.

Delegate Number    D1234567

Delegate Status

Active

This account is LOCKED due to unsuccessful login attempts

☐ Unlock this account

**Reset a locked account.** If a delegate attempts to login 3 times unsuccessfully their account will be locked. Tick the box next to Unlock this account to restore access.

Access Level

○ Read-only - View accounts only
◉ Initiator - View accounts and initiate transactions

New Password

••••••••••••

⁼ Confirm Password

••••••••

⁼ First Name

Jane

Initial

**Assign a new temporary password.** If your delegate forgets their password, input and confirm a new temporary password

My Accounts

Online Banking > Business Transaction Manager > Add/Modify Delegates

Bill Payments

**Delegate Manager**    ❓

⊕ Add Delegate (1/3)

A delegate is a user with limited access to account functions. You can add up to 3 delegates.

Transfers

Jane Johnson     ⋮

Delegate      Delegate Status
Initiator      Active

Business Services

☑ Edit
🗑 Delete

**Delete a delegate.** Click the 3 dots next to the delegate's name and select Delete. On the next screen, click *Confirm.*

# Managing Transactions

Unlike personal online banking, where transactions are completed by one person, business accounts may be set up to require two signers to complete a transaction. Small Business Online Banking makes it simple for these businesses to transact by allowing a signer or a delegate with initiator privileges to start a transaction which can then be approved or rejected by another signer.

**How transaction approvals work with different business accounts**

## Dual Signature Accounts

| Signer creates & submits transaction | Another signer approves transaction |

| Delegate creates & submits transaction | First signer approves transaction | Second signer approves transaction |

## Single Signature Accounts

| Signer starts and completes transaction |

| Delegate creates & submits transaction | Signer approves transaction |
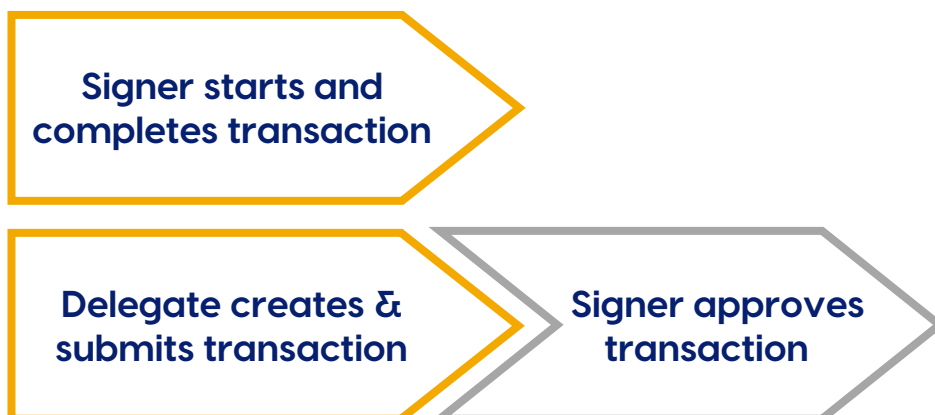
## Initiating a transaction

Starting a transactions in Small Business Online Banking is very similar to creating a transaction is personal online banking.

① **Choose transaction type**

The signer or delegate will select the type of transaction to start (ex. bill payment, e-transfer etc.)

② **Input transaction details**

Enter the dollar amount, date, payee or other information required to complete the transaction.

☑ **Review & click submit**

The signer or delegate should confirm the details entered are accurate and when ready, click *Submit.*

> If the transaction was submitted on an account requiring two signatures or was created by a delegate, the transaction will be held as *Pending* until the required signer(s) log in and approve or reject the transaction

## Pending Transactions

When transactions are pending approval, signers will see a link to transactions requiring approval on the *Account Summary* screen. When clicked, this link connects to the *Transaction Manager* tool, which will display a list of any transactions requiring signers' approval.
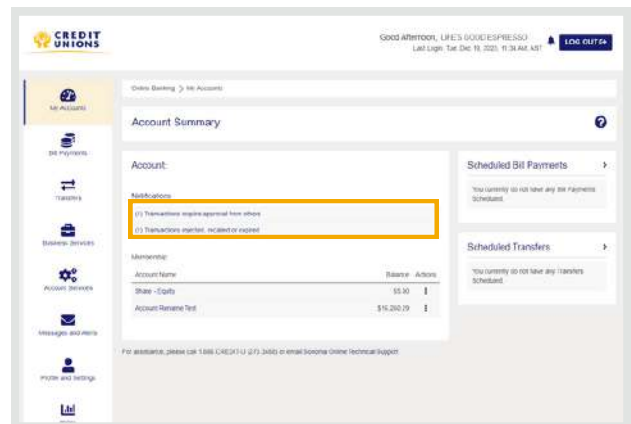


*Future-dated transactions, like scheduled bill payments, can be created in Small Business Online Banking. After the necessary signers review and approve a future-dated transaction, it will be processed on the future date specified in the transaction.*

## The Transaction Manager

In addition to viewing pending transactions, the Transaction Manager acts as a central hub for signers to:

- Review, approve, or reject transactions
- See rejected, recalled, or expired transactions
- View and filter transaction history
- See archived transactions
- Create similar transactions
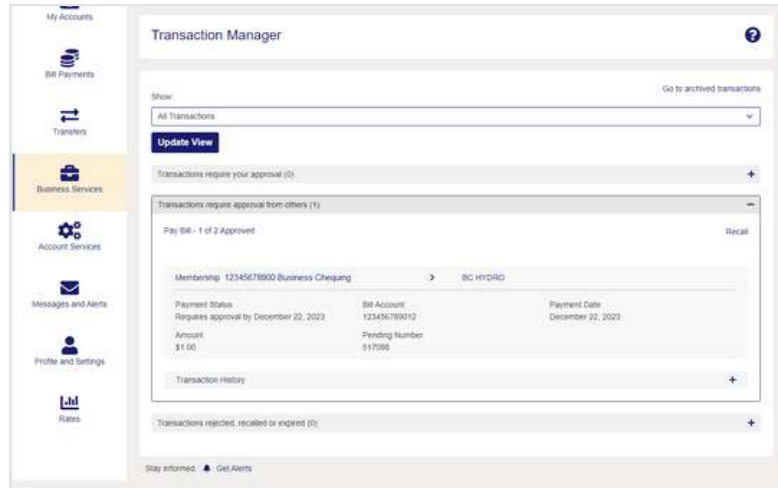
Navigate to the transaction manager by selecting **View Transaction History** located under the **Business Services** icon.

## Approving or Rejecting Transctions

To approve or reject transactions requiring approval, a signer will:

**①**

Click the **Transactions require your approval** link on the Account Summary screen or through the Transaction Manager tool.

**②**

After clicking this link, the signer will see the transaction's details and can choose to **Approve** or **Reject** the transaction.

**✓**

A confirmation page with transaction details for final review will display. The signer will click **Submit** to complete the transaction

Completed transactions are visible under the **Approved** or **Rejected, recalled, or expired transactions** section of the **Transaction Manager**.

## Recalling a transaction

A signer or delegate with initiator privileges can recall a transaction they've started, so long as the required signers have not yet approved or rejected the transaction. For accounts requiring two signatures where a delegate has created the transaction, the transaction can be recalled up until the second signer chooses to approve or reject the action.
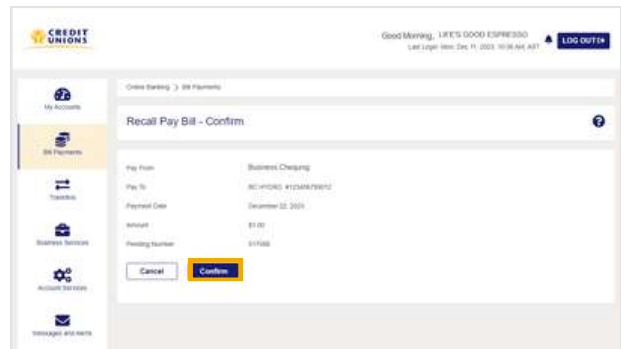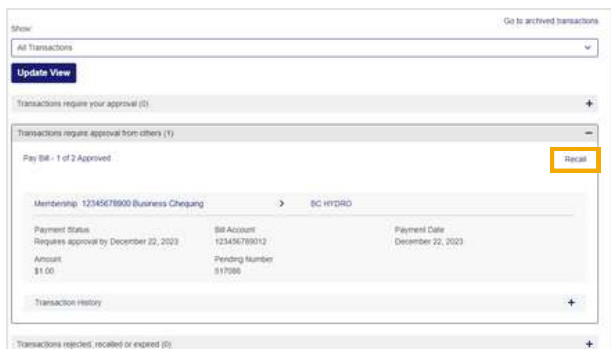


To recall a transaction, the signer or delegate will navigate to the Transaction Manager, select the transaction, click the *Recall* button and then *Confirm.*

## Deleting a Transaction

Certain types of approved transactions – bill payments or transfers scheduled for a future date – can be deleted within Small Business Online Banking.  Deleting a transaction requires the same approvals as any other transaction.  If an account requires two signatures or the transaction was created by a delegate, the transaction will remain in *Pending* until the necessary signer(s) have approved the request.

To delete a transaction:

① Find the transaction under *Scheduled Payments* or *Scheduled Transfers*

② Click *Delete* next to the transaction

*Deleted transactions requiring a signer's approval will continue to show under Scheduled Transactions until the required approval is granted, making it possible to attempt deleting the same transaction more than once. If more than one request to delete has been created, the first approval received will delete the transaction. Any additional approvals will create an error message indicating the transaction is no longer active*

## Creating Similar Transactions

If a transaction has been rejected, recalled, or has expired, a signer or delegate can easily recreate the transaction and update only the necessary details (ex. the dollar amount), saving time and effort.

To create a similar transaction, the signer or delegate will:

① Navigate to the Transaction Manager, click the + to show **Rejected, Recalled or Expired Transactions**, and select the transaction to recreate.

② Once the transaction has been found, the signer or delegate can click **Create Similar Transaction**

✓ This will take the signer back to the appropriate transaction page where they can edit details and **Submit** the updated transaction.

*While similar transactions can be created in most cases, fulfilled requests via Interac e-Transfer are not able to be recreated in this way.*
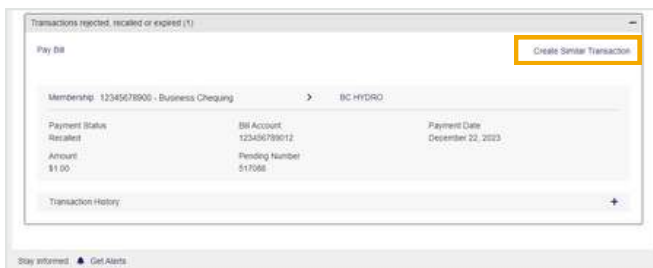


## Expired Transactions

Pending transactions which have been submitted for approval can expire if:

✓ The transaction hasn't been approved or rejected by the payment date included (ex. a scheduled bill payment or transfer)

✓ The transaction hasn't been approved or rejected within 7 days of being submitted.

Expired transactions can be viewed using the Transaction Manager.

## Archived Transactions

Any approved, rejected, recalled or expired transactions older than 30 days will be archived.

Archived transactions can be filtered by transaction type, status and date using the Transaction Manager

Transactions older than 12 months will be deleted.
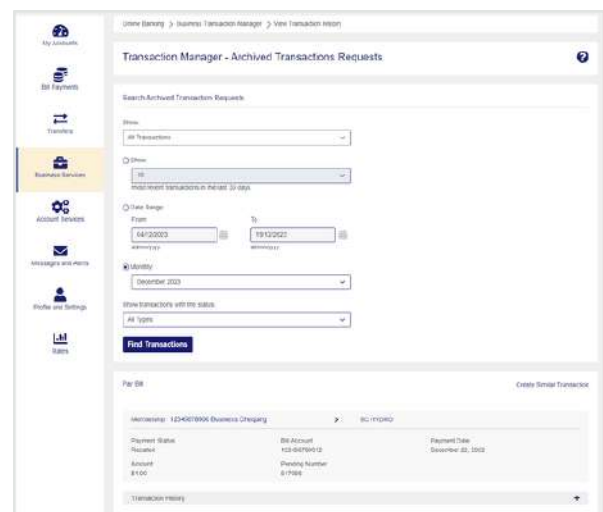
## *Interac* e-Transfers®

Businesses with accounts requiring two signatures on transactions or accounts with delegates can use *Interac* e-Transfer® to send, request, and receive funds. While *Interac* e-Transfers® follow the same approval processes as other transactions, there are a few key differences to keep in mind:

☑ Recipient lists are unique to individual signers. This means signers can't see or manage e-Transfer recipients created by another signer.

☑ Delegates can access the list of recipients which belongs to the signer who created their delegate access.

☑ *Interac* e-Transfers® belong to the signer who created the transaction and not the signer who approves it.

☑ Signers or delegates who create e-Transfers can remind e-Transfer recipients to accept the funds which were sent to them.

☑ Only the delegate or signer who created an *Interac* e-Transfer® can cancel the transaction or resend an Interac e-Transfer notice pending pickup.



## *Interac* e-Transfer® Autodeposit

Businesses can register for Autodeposit, so funds received via *Interac* e-Transfer® can be deposited automatically into an account.

Businesses can register up to 100 emails for Autodeposit and the business name will be displayed when it's selected as a recipient.
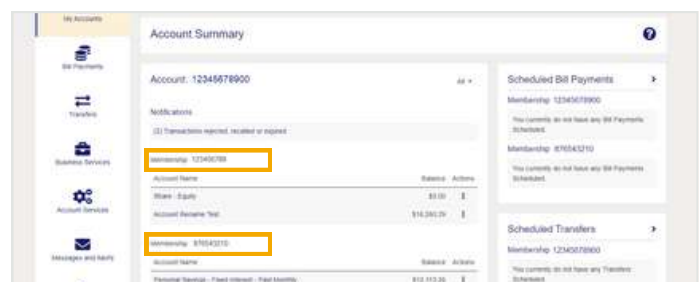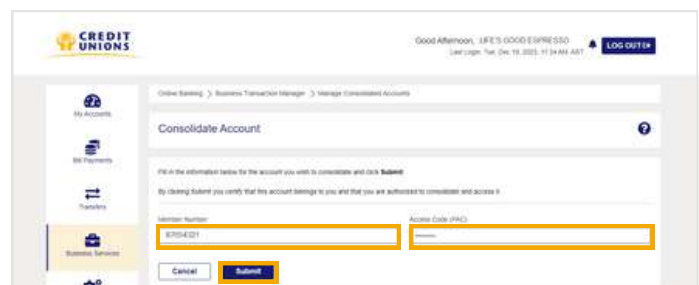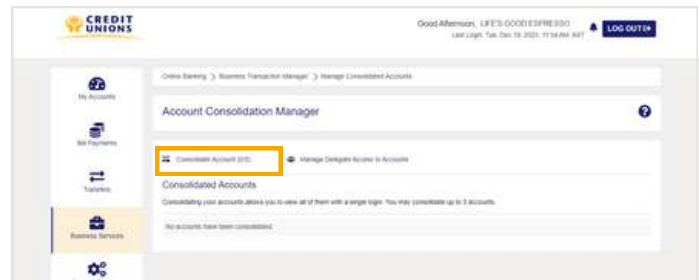
# Account Consolidation

Signers with other credit union accounts set up with personal online banking can use Small Business Online Banking to consolidate their accounts. This allows a signer to see and perform transactions on up to three different memberships in one place without needing to manage multiple online banking sessions or sets of login credentials.

Consolidated accounts are added and managed using the Accounts Consolidation Manager located under Business Services.

> *For account consolidation to work, the accounts being added must be set up for personal online banking. Small Business Online Banking doesn't allow consolidation of accounts which are already registered for Small Business Online Banking.*

## Adding a Consolidated Account

**1** In the *Account Consolidation Manager*, select *Consolidate Account.*



**2** Next, enter the Member Login ID and Personal Access Code for the account being consolidated and click *Submit.*

**3** On the confirmation screen, review the details of the account being consolidated and click *Confirm* to continue.



☑ The accounts are now consolidated. The next time the signer accesses Small Business Online Banking, they will see both accounts.
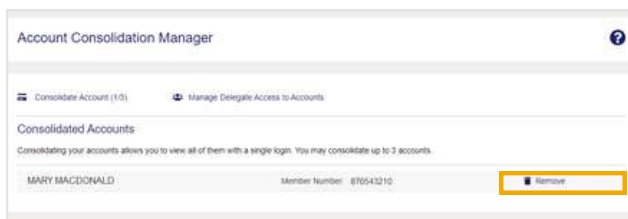
## Removing a Consolidated Account

If a signer no longer wants to see or access their accounts in the same place, they can remove a consolidated account. Removing a consolidated account doesn't delete online banking access or close the account. Once removed, the signer can continue to view the removed account by logging into online banking separately.

To remove the account, navigate to the Account Consolidation Manger and:

**①** Click *Remove* next to the consolidated account.



**②** On the confirmation page, the signer should click *Confirm* to remove the account.

✓ A receipt page will be displayed and the removed account will no longer appear on the Account Consolidation Manager screen.

## Relinking a Consolidated Account

If a signer has updated the Personal Access Code they use to sign into an account which they have consolidated to access within Small Business Online Banking, they may need to re-establish the link to their account.

To relink the account, navigate to the Account Consolidation Manager and:

**①** Click *Update PAC* next to the consolidated account.

**②** When prompted, enter the correct PAC used to sign into online banking for the unlinked account and click *Submit.*

✓ The accounts will now be relinked and a receipt page will be displayed.

*Entering a PAC to re-link accounts doesn't update the PAC for Small Business Online Banking or the consolidated account.*

## Giving a Delegate access to a consolidated account

Delegates can only view or start transactions on the accounts they're given access to. When a signer adds a consolidated account, their delegates won't automatically be able to see the added account when they sign into Small Business Online Banking.

A signer can grant a delegate access to a consolidated account using the *Delegate Manager* and selecting *Edit* next to the delegate's name. Once in the Edit menu, tick the *Share accounts under this Membership* box for the consolidated account and click *Submit.*

# Alerts

Setting up alerts through Small Business Online Banking can save your organization time and add extra layer of security, as signers who use alerts receive real-time email and/or text message notifications about important activity on their business accounts.

While most alerts are available for both personal and business online banking, signers can also sign up to receive Small Business Alerts to be notified when:

- ✓ A transaction requires approval

- ✓ A pending transaction is about to expire
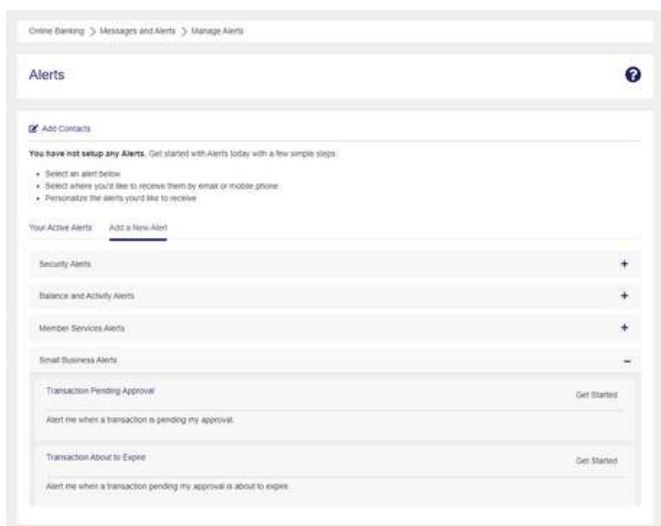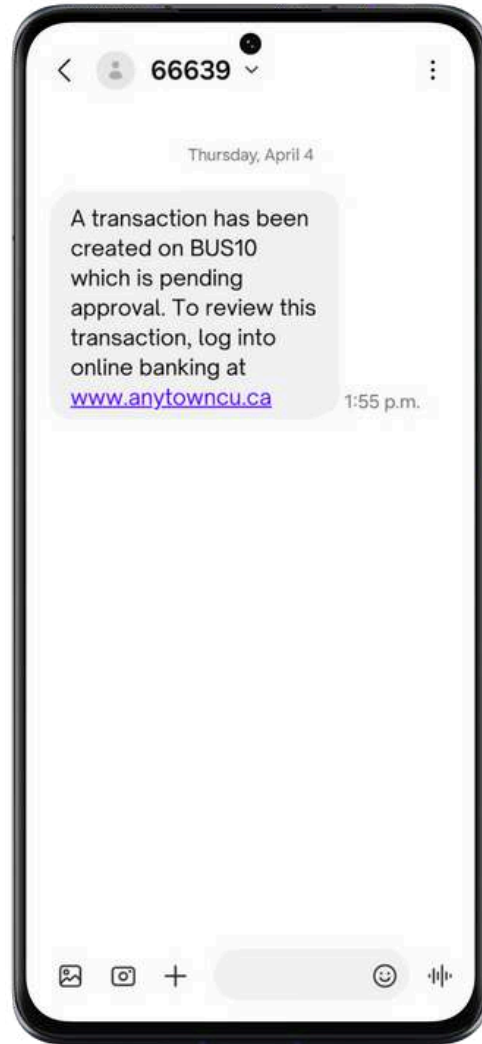
## Registering a mobile phone number

Signers who are new to alerts and who would like to receive notifications via text message will need to start by registering their phone number for mobile banking.

A signer can register their mobile phone number by navigating to **Account Services**, selecting **Add/Modify Mobile Banking,** and clicking on **Register Mobile Phone Number**
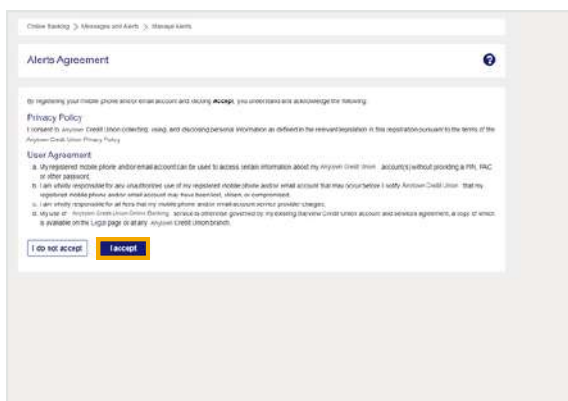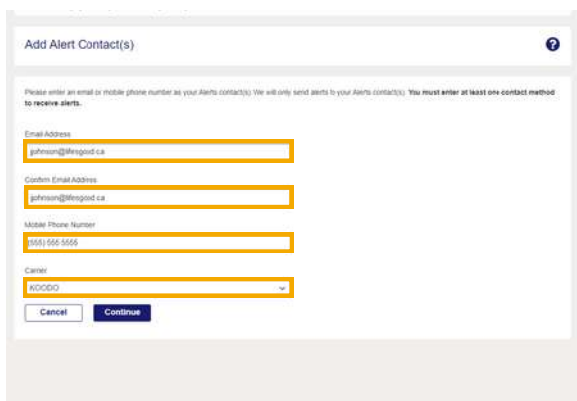
## Adding a new alert
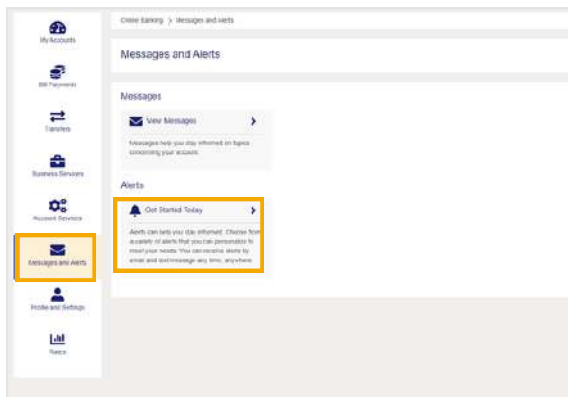


*Navigate to **Messages & Alerts**. If this is the first time adding alerts, click **Get Started Today**.*
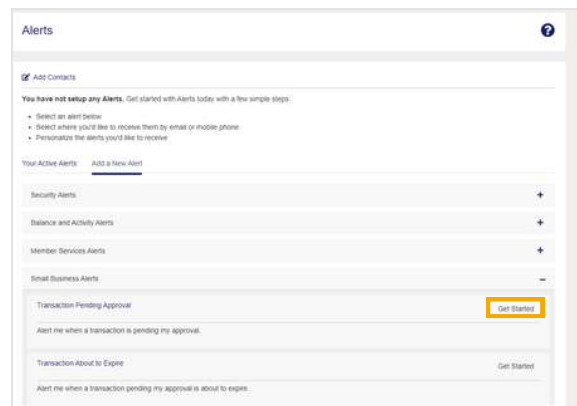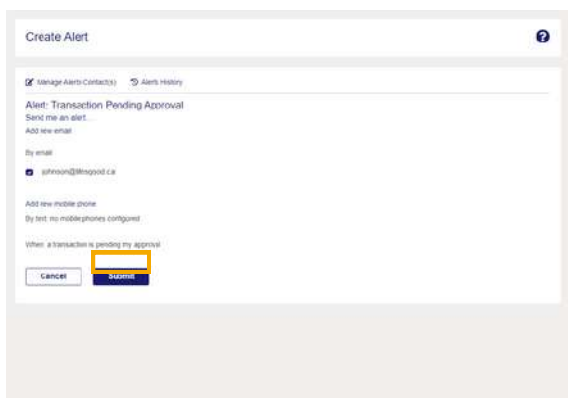


From the list of available alerts, select the alert you wish to receive and click **Get Started**



The Alerts Agreement will display. Review the agreement and select **I Accept** to continue.



Enter the email address and/or phone number where you would like to receive notifications and click **Continue.**
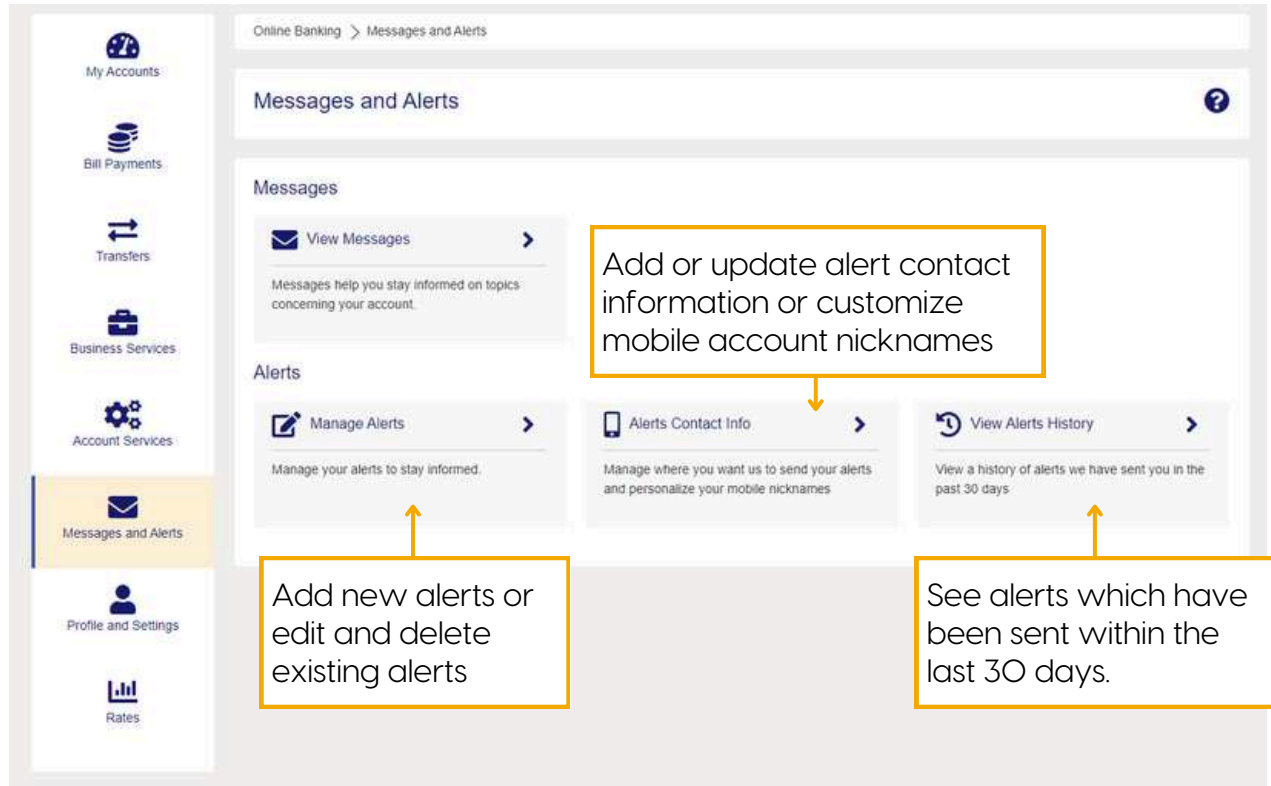


Review the details of your new alert and click **Submit.**

The alert has now been added. Signers can add more alerts by clicking *Add* and following the previous steps.
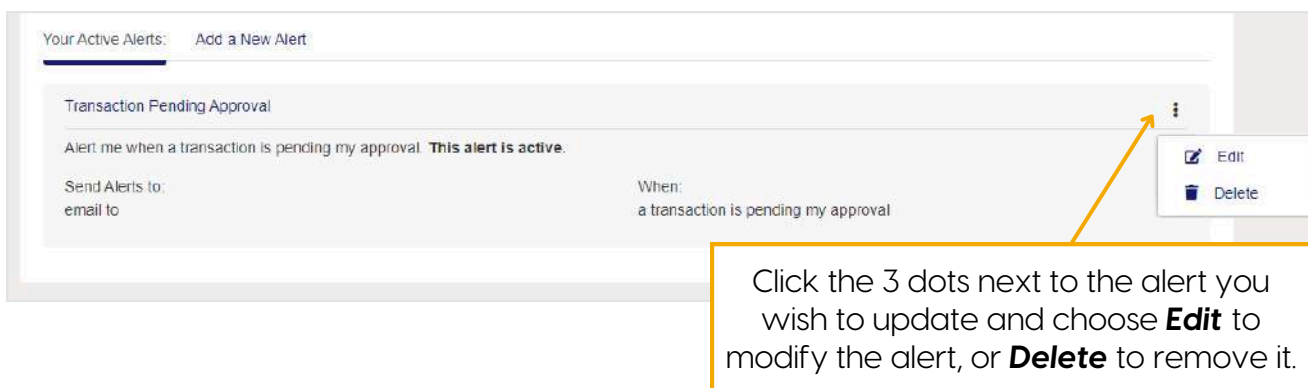
# Managing existing alerts

A signer can add, edit or delete alerts, manage their contact information and account nicknames and see historical alerts by clicking on *Messages and Alerts.*



Add or update alert contact information or customize mobile account nicknames

Add new alerts or edit and delete existing alerts

See alerts which have been sent within the last 30 days.

# Edit or delete an existing alert

A signer can change or delete an existing alert by selecting *Manage Alerts* under *Messages and Alerts.*



Click the 3 dots next to the alert you wish to update and choose *Edit* to modify the alert, or *Delete* to remove it.

# Other ways to access accounts

## Mobile Banking App

Business members aren't restricted to online banking on a desktop computer. Signers can use the credit union mobile banking app to:

- ☑ Start and approve most transactions

- ☑ View consolidated accounts in one place

- ☑ Manage alerts

- ☑ Deposit cheques using DepositAnywhere™

Mobile banking apps are available for download for Apple and Android devices

GET IT ON Google Play

Download on the App Store

## Mobile Web Access

Haven't downloaded the mobile banking app? Signers can also access the mobile web version of Small Business Online Banking using the browser on their mobile device. While some functions are limited, mobile web can be used to approve or reject transactions and view accounts
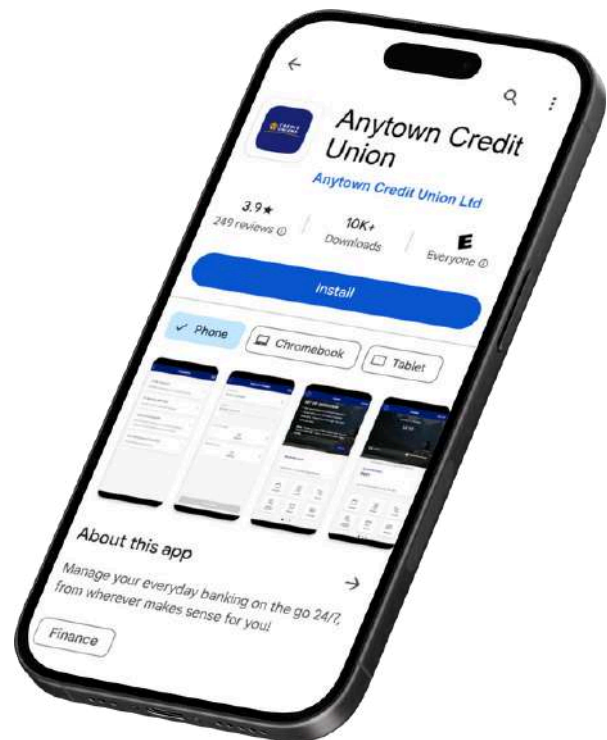


### Questions?

We're here to help! If you're looking for details not covered in this guide or have additional questions about Small Business Online Banking, please connect with your nearest branch.