

TD BUSINESS CENTRAL U.S.

CUSTOMER USER GUIDE



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About the TD Business Central U.S. portal

Get ready to take your business to the next level with **TD Business Central U.S.**! This portal provides customers with an end-to-end view of their business banking, all in **ONE** digital space. Access and manage products, services and applications in one centralized place to help your company's finances run smoothly and efficiently.

To ensure you have a great experience with TD Business Central U.S., this user guide will walk you through tasks and functions to get you on your way.

Let's get started!

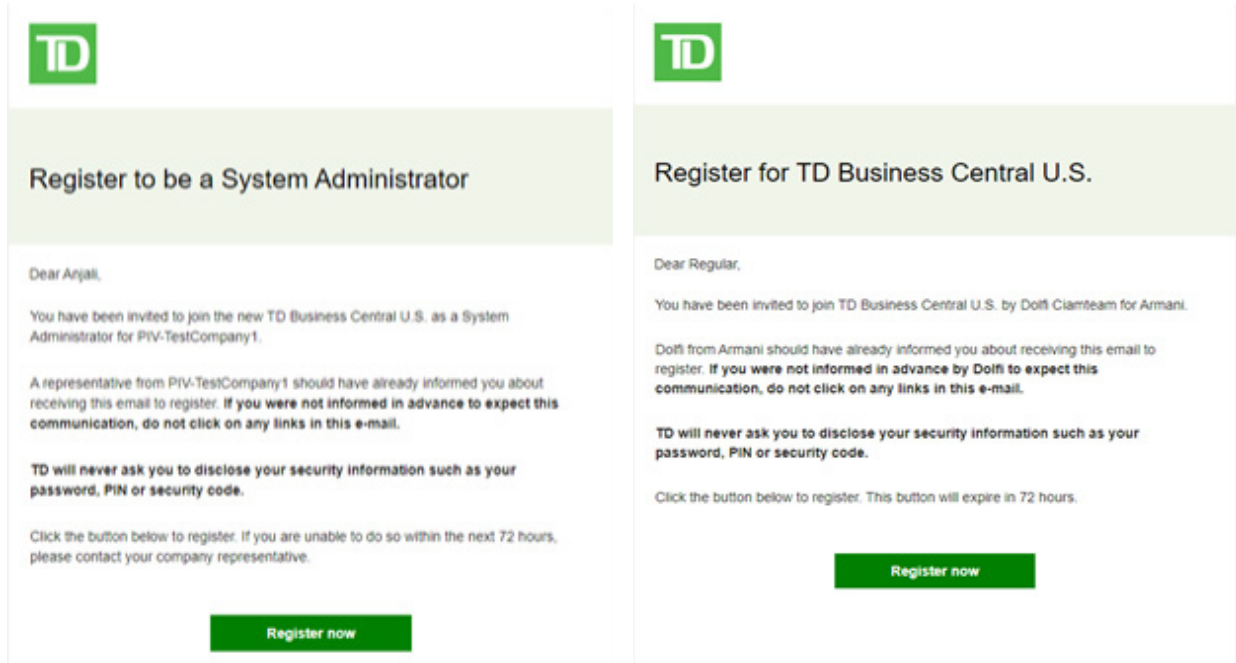


Getting Started

- Registering a new user
 - For new users with a PIN
 - For new users without a PIN
- Logging in to TD Business Central U.S.
 - Logging in with a one-time passcode
 - Logging in with RSA SecurID token
 - For new users on TD Business Central U.S.
 - For existing users on TD Business Central U.S
- Creating your PIN for your RSA SecurID token
- Viewing user profiles
- Viewing System Administrator profiles

Registering a new user

New users, who aren't using an existing hard token, will receive two e-mails in the beginning. One is for you to complete an RSA SecurID® soft token enrollment and the other is for you to register for TD Business Central U.S. You must complete the token enrollment first before you can register for the TD Business Central.



Please note:

- If you have an existing hard token, you can use that token to register on TD Business central U.S.
- If you need to enroll your soft token, select the link from the token enrollment e-mail and follow the steps in the RSA SecurID Prime self-service portal to activate and enroll your token.



Please be aware and make sure you read the token enrollment and TD Business Central U.S. registration e-mails carefully and complete both before they expire.

For more information on token activation, you can read our RSA SecurID soft token activation user guide from the [TD Business Central U.S. website](#).

Once you're done enrolling your RSA SecurID soft token, from the TD Business Central U.S. registration e-mail, select **Register now** and proceed to accept the Terms and Conditions.

For the next few steps, what you need to do depends on whether you already had a token before registering TD Business Central U.S. and the type of token you have. Please keep in mind the code that displays on your token device before you enter a PIN is the **tokencode**. Meanwhile, the code that is displayed after you enter your PIN is the **passcode**.

TD

Welcome to TD Business Central U.S. Registration

Banking with TD just got smarter with the new TD Business Central U.S. This easy-to-use platform is secure and makes TD's online Business Banking better.

Once registered, based on your permissions, you will have online access to certain services, features, and accounts that your business has been set up for.

To register, simply complete the following steps:

- Review and accept the Terms and Conditions
- Enter a security code using an RSA SecurID token to verify your registration
- Create a username and password

Register now



For new users with a PIN

After accepting the Terms and Conditions, you'll be asked to enter a security code. Enter the PIN you set up when you were enrolling your soft token into your soft token device. A passcode will be displayed. Enter that passcode as the security code on the TD Business Central U.S. registration page. Select **Enter** to continue.

If you're using a hard token, enter your PIN and tokencode as the security code and select **Enter** to continue.

Enter security code

For security purposes, we want to make sure it's you.

Please enter your security code to verify your registration.

Enter security code

Type code here

Enter

For new users without a PIN

After accepting the Terms and Conditions, you'll be asked to enter a security code. If you don't have a PIN, or if you need a new PIN, enter the tokencode that's displayed on your hard token or soft token as this security code and select **Enter**.

Enter security code

For security purposes, we want to make sure it's you.

Please enter your security code to verify your registration.

Enter security code

Type code here

Enter

On the next page, create your PIN. This PIN will be used whenever you log. Select **Create PIN** once you're done to save your PIN and continue.

Create your PIN

We noticed you don't have an existing PIN for your account. Please create a 4 to 8-digit numeric PIN. You'll need this PIN each time you log in.

Create PIN

Type PIN here

Confirm PIN

Type PIN again

For security purposes, please enter your current 6 or 8-digit token code.

Enter token code

Type code here

Regardless of your token type, for the next step you'll be prompted to set up a username and password for the TD Business Central. After setting up this information, you can proceed to log in.

Welcome to TD Business Central U.S.

Please create your log-in credentials for TD Business Central U.S. We will use your e-mail to identify you, send security alerts and send instructions if you forget your username and request help.

Create your username

Create a username 8 to 25 characters long, starting with a letter. For security reasons, an e-mail address cannot be used as a username. You'll be able to log in with your username or Connect ID.

Username

Your e-mail

tstump03@p-tdbfg.com

Create your password

Choose a password of 8 to 32 characters, including at least one letter and one number. Please don't repeat a past password or choose one you use for anything else.

Password

Confirm your password

Cancel

Done

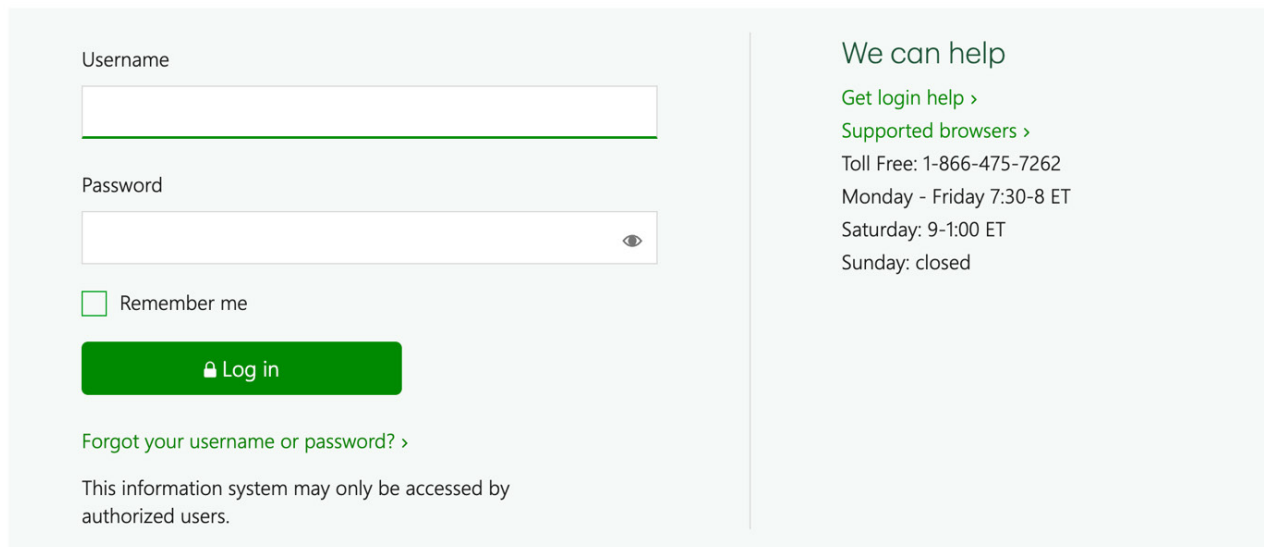
Logging in to TD Business Central U.S.

Logging in with a one-time passcode

If you're an existing user who doesn't have an RSA SecurID token yet, you'll need to continue logging in with a one-time passcode.

Once you've completed your registration, to log in to TD Business Central U.S., use thsename and password credentials you created. Select **Log in**.

TD Business Central U.S. login



The screenshot shows the login interface for TD Business Central U.S. On the left, there is a login form with fields for 'Username' and 'Password'. Below the password field is a 'Remember me' checkbox and a green 'Log in' button with a lock icon. A link 'Forgot your username or password? >' is located below the button. A disclaimer at the bottom of the form states: 'This information system may only be accessed by authorized users.' On the right side of the page, there is a section titled 'We can help' with links for 'Get login help >' and 'Supported browsers >'. Below these links, the toll-free number '1-866-475-7262' and business hours are listed: 'Monday - Friday 7:30-8 ET', 'Saturday: 9-1:00 ET', and 'Sunday: closed'.

If you're using a one-time passcode for authentication, select the **Call me** or **Text me** option and the one-time security passcode will be sent to you via SMS (text) or voice message to your mobile device or landline as a security measure the first time you log in.

Logging in with RSA SecurID token

When logging in, please keep in mind the code that displays on your soft token device before you enter a PIN is the **tokencode**. Meanwhile, the code that is displayed after you enter your PIN is the **passcode**.

For new users on TD Business Central U.S.

If you’re a new user on TD Business Central U.S., you’ll only have the token option for security authentication. From the log-in screen, enter your username and password. Select **Log in** to continue. Next, enter your PIN into your soft token device. A passcode will display. Enter that passcode as the security code to authenticate your login. Select **Enter** to continue logging in.

If you’re using a hard token, please enter your PIN followed directly by your tokencode as the security code on the TD Business Central U.S. screen. Select **Enter** to continue.

Enter security code

×

Please enter a security code to verify your log-in details.

Enter security code

type code here

👁

Enter

Please be aware, even if the PIN is incorrectly entered into the soft token device, a passcode will still be displayed. If you get a message saying the security code you entered is invalid, this might be one of the reasons why.

For existing users on TD Business Central U.S.

If you’re an existing user on TD Business Central U.S. who is now using an RSA SecurID token for authentication, enter your username and password. Select **Log in**. From the next screen, select **Use RSA SecurID token** to continue.

Security code required

×

For security purposes, we want to make sure it's you. Please tell us how you'd like to complete your security verification.

RSA SecurID token

TD

✓

Enter a security code to verify your log-in details.

Use RSA SecurID token

Call or text

📞

+1 (•••) ••• - 5802

Call me

Text me

Standard wireless carrier message and data rates may apply.



Next, if you're using an activated RSA SecurID soft token to log in for the first time, enter the PIN your soft token device. The soft token will display a passcode. Enter that passcode as your security code and select **Enter** to continue.

If you're using a hard token, enter your PIN and tokencode as the security code and select **Enter** to continue.

Enter security code

Please enter a security code to verify your log-in details.

Enter security code

... I

Enter

[Switch verification methods](#)

Please be aware, even if the PIN is incorrectly entered into the soft token device, a passcode will still be displayed. If you get a message saying the security code you entered is invalid, this might be one of the reasons why.

Creating a new PIN for your RSA SecurID token

Please keep in mind the code that displays on your soft token device before you enter a PIN is the **tokencode**. Meanwhile, the code that is displayed after you enter your PIN is the **passcode**.

If you need to set up a new PIN, from the log-in page enter your username and password and select **Log in**. A screen will appear asking for a security code. Enter the tokencode from your token device as the security code for authentication and select **Enter** to continue.

On this next screen you can create your new PIN and select **Create PIN** to save.

Create your PIN

We noticed you don't have an existing PIN for your account. Please create a 4 to 8-digit numeric PIN. You'll need this PIN each time you log in.

Create PIN

12345

Confirm PIN

12345

For security purposes, please enter your current 6 or 8-digit token code.

Enter token code

13678435

Create PIN

On this next screen you can create your new PIN and select **Create PIN** to save.

Viewing user profiles

As a **System Administrator**, you can view your company’s user profiles. To view a user’s profile or modify a user’s groups, go to the user’s profile page by selecting the name of the user, and select **Edit** on the right corner of the Groups section.

A group is a set of entitlements or permissions granted to users that allows them to view accounts, services and **TD applications** associated with group.

Users who are **System Administrators** have automatic access to all accounts, services, and **TD applications** and don’t need to be added to any groups.

If a user of any user type is in pending status, there will also be an option to **Edit** some of their user information including **e-mail address**, **country code**, and **phone number**. Once a user is active, this information can no longer be edited. Group information, however, can be edited at any time.

RSA SecurID profile information can also be found in the user profile.

[< Back](#)

About this user



New User

Pending

newuserforfallback@test.ca

+1 647-8**-***8

RSA SecurID profile

RSA SecurID user ID

newuser *****

Security question:

new

[Send new soft token enrollment e-mail](#)

Token serial numbers will be available to this user after they complete their RSA SecurID enrollment.

GROUPS

Edit

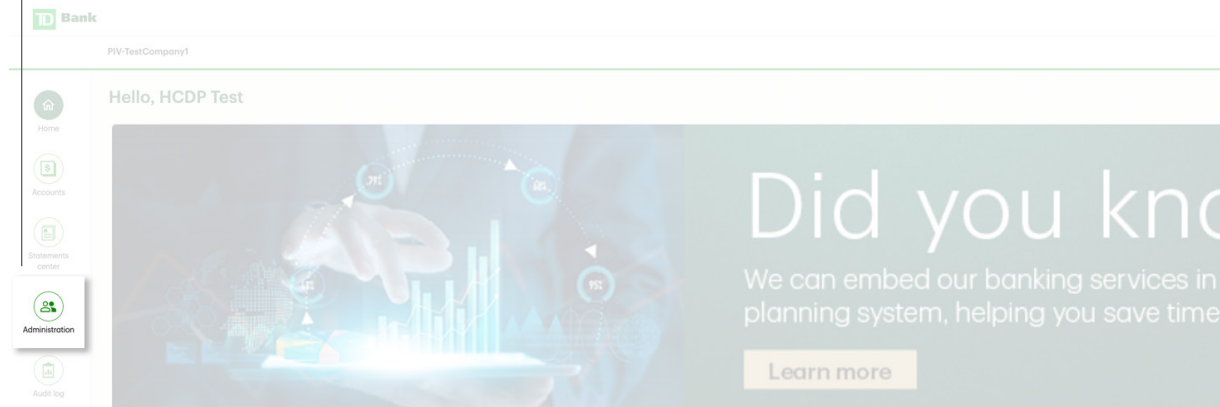
Name ↑	Description	
Santoshfallback	group	Details
Zzzz		Details

Viewing System Administrator profiles

Once a **System Administrator** registers their account they can view their user profile.

Step 1

From the left vertical navigation bar, select **Administration** to access your user profile.

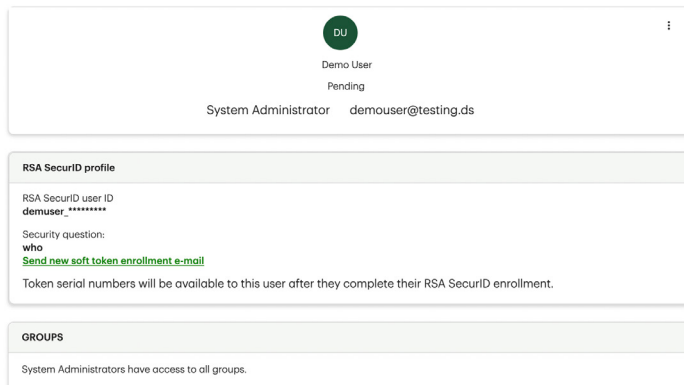


Step 2

Open your user profile by selecting on your name from the list of users.



About this user



Step 3

This is your user profile as a **System Administrator**. **System Administrators** have access to all accounts, services, and **TD applications** associated with the company profile.



Administration

- Create a group
- Adding users
- Adding RSA SecurID profiles for existing users
- Sending a new token enrollment e-mail
- Clearing a PIN for a user
- Adding existing users to a group
- Viewing your list of users
- Filtering for users
- Editing pending user information
- Suspend / Reactivate / Resend e-mail activation
- Assigning and Unassigning System Administrators
- Deleting a user
- Deleting a group
- E-mail notifications

Create a group

A group is a set of entitlements or permissions provided to users. Given that **System Administrators** have access to all company entitlements, they don't need and can't be added to groups. Users assigned to a group can access all accounts, services, and TD applications associated with the group.

To create a group, go to the **Administration** page on the left dashboard. Next, select the **Groups** tab and then select **Add groups**.

Home

Accounts

Statements center

Administration

Audit log

Assist central

Administration

Users (28)Groups (9)

As of Oct 18 at 10:18 AM EDT [Get latest activity](#)

Add groups

Step 1

NAME ↑

DESCRIPTION

Abc

Jaatestaroutabios99

Jaatestaroutabios99

Qwawaww

Sdsd

Test1234

Test2

Export

Step 2

Now create a name for this group and add an optional description. You can always modify the name, description, and contents of the group later. Once you're done, select **Next**.

Add a group

Create a name for this group *

Add a description (optional)

Staff

Monitoring transactions

Cancel

Next

Create a group (continued)

Step 3

Select the services you'd like the new group to access. Select **Next** once you're finished.

< Back

Select services

Staff

Which services would you like to add for Staff?

☐

Account activity

Allows this group to view balances and transaction information for selected accounts.

☐

Statements

Allows this group to access online loan and account analysis statements through account numbers or customer relationship numbers.

☐

TD applications

Allows this group to access selected TD applications from within TD Business Central U.S.

☐

Transfers

This service allows you to transfer funds between two different deposit accounts, as well as between loan accounts and deposit accounts.

Cancel

Next

Step 4

If you have selected account activities from the services options, you will next need to select the accounts that you would like to display account activity details. Then select **Next**.

<

Select services

Account activity

DCX Test Company

☐	NUMBER	TYPE	CURRENCY
☐	0036359513	Checking	USD
☐	8252598865	Checking	USD
☐	004000100680560001	SHAW - Loan	USD
☐	00400012257499001	SHAW - Loan	USD
☐	00000043200008	Savings	USD

Cancel

Next

Step 5

If you selected statements as a service, you'll need to add statements access ID numbers. These ID numbers will give this group access to certain account analysis or loan account statements. Then, select **Next**.

< Back

Select services

Statements

PIV-TestCompany1

☐	ACCESS ID NUMBER	ID Type	Statement Type
☐	00121212	Relationship number	Account Analysis
☐	132323223	Relationship number	Account Analysis

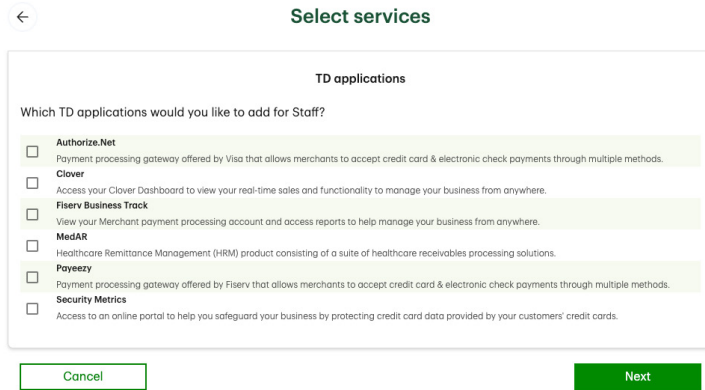
Cancel

Next

Create a group (continued)

Step 6

If you selected **TD applications** as a service, you will now see a list of **TD applications**. Select the **TD applications** you'd like the group to access. Once you're done, select **Next**.



Select services

TD applications

Which TD applications would you like to add for Staff?

- ☐ **Authorize.Net**
Payment processing gateway offered by Visa that allows merchants to accept credit card & electronic check payments through multiple methods.
- ☐ **Clover**
Access your Clover Dashboard to view your real-time sales and functionality to manage your business from anywhere.
- ☐ **Fiserv Business Track**
View your Merchant payment processing account and access reports to help manage your business from anywhere.
- ☐ **MedAR**
Healthcare Remittance Management (HRM) product consisting of a suite of healthcare receivables processing solutions.
- ☐ **Payeezy**
Payment processing gateway offered by Fiserv that allows merchants to accept credit card & electronic check payments through multiple methods.
- ☐ **Security Metrics**
Access to an online portal to help you safeguard your business by protecting credit card data provided by your customers' credit cards.

Cancel **Next**

Single Sign-On capability has now been enabled for the **Receivables Management** application, **Paymode-X** application, **TD Commercial Plus Card** application, and **TD FTExpress** application. Any users assigned to groups with access to these applications will automatically be granted access to them.

Removing a user from a group with access to the either the **Receivables Management** application, **Paymode-X** application, **TD Commercial Plus Card** application, or **TD FTExpress** application will limit that user from accessing these applications. However, that user's account will remain active in the application portals. A **System Administrator** will need to manually set the user's status to inactive in the **Receivables Management** application portal.

To learn more about managing settings on the **Receivables Management** application, please visit [Receivables Management User guide](#) or [Receivables Management Video Tutorials](#).

If you have an existing **Receivables Management** user and do not have the proper lockbox access when accessing the application through TD Business Central U.S., then please contact **Treasury Management Services Support at 866-475-7262**.

To learn more about managing settings on the **TD Digital Express** application, contact the **Treasury Management Service Support line at 866-475-7262** or refer to the training module found on the **TD Digital Express** application portal.

To learn more about managing settings on the **Paymode-X** application, contact the **Support line at 877-443-6944** or refer to the training module found on the **Paymode-X** application portal.

To learn more about managing settings on the **TD Commercial Plus Card** application, contact the **Support line at 866-475-7262** or refer to the training module found on the **TD Commercial Plus Card** application portal.

To learn more about managing settings on the **TD FTExpress** application, contact the **Support line at 866-475-7262** or refer to the training module found on the **TD FTExpress** application portal.

Step 7

If you selected transfers as a service, you now need to select your source and destination accounts. Transfers can be made either from a deposit source account to another deposit destination account (deposit transfer), from a loan source account to a deposit destination account (loan advance), or from a deposit source account to a loan destination account (loan payment). Once you're done selecting your account, select **Next**.

←

Select services

Transfers

This service allows you to transfer funds between two different deposit accounts, as well as between loan accounts and deposit accounts. | [Learn more](#)

NUMBER	TYPE	CURRENCY	☐ FROM	☐ TO
0036359513	Checking	USD	☐	☐
8252598865	Checking	USD	☐	☐
00000043200008	Savings	USD	☐	☐

Cancel

Next

Step 8

Next, add users to the new group. The users will be able to access all accounts, services, and **TD applications** associated with the group. Once you're done, select **Next**.

←

Add users to this group

Please note: System Administrators have automatic access to all accounts and services.

☐	NAME ↕	E-MAIL	GROUPS	STATUS
☐	Firstname Lastname	test@email.com		Pending

Cancel

Next

Create a group (continued)

Step 9

A review screen will allow you to edit and confirm the group information you’ve entered. To proceed and confirm the changes, select **Complete**.

Step 10

A confirmation message will appear stating that you’ve successfully added your new group. If approval requirements are added for your company, the message will confirm that your request was sent to the approval requests list.

Back

Review group details

GROUP INFORMATION

Edit

Group name: Test Group
Description: test

SERVICES

Edit

NAME	DESCRIPTION
Account activity	Allows users to view balances and transaction information for selected accounts.
Statements	Allows users to access online loan and account analysis statements through account numbers or customer relationship numbers.
TD applications	Allows users to access selected TD applications from within TD Business Central U.S.

ACCOUNTS

Edit

ACCOUNT NUMBER	TYPE	CURRENCY
2428721648	Checking	USD

TD APPLICATIONS

Edit

NAME	DESCRIPTION
Paymade-X	An online portal with payment information for you and your vendors.
Receivables Management	Access to your Lockbox reporting and Integrated Receivables AR reconciliation service.
TD Commercial Plus Card	Flexible commercial card program with online reporting.
TD Digital Express	Scan and send all of your check deposits without going to any TD Bank.
TD FTE Express	Access to your TD file transmission service.

STATEMENTS

Edit

ACCESS ID NUMBER	ID TYPE	STATEMENT TYPE
2428721648	Account number	Account Analysis

USERS

Edit

No users selected

Cancel

Complete

✓

You have successfully added Staff

Done

✓

You request to add Staff is now pending in the users and groups approval requests list.

Done

Adding users

Before adding a user, please make sure you’ve created at least one group first. This only applies to those who are assigned as a user, not System Administrators. Users are added to groups to allow them access to certain services within that group. Meanwhile, **System Administrator** users have automatic access to all accounts, services, and **TD applications**.

You can find information on how to create a group in the following Create a group section.

To add a user to the company profile, first select the **Administration** button, located on the left navigation menu. This action will take you to the main **Administration** page. Once there, select the **Users** tab and then select on the **Add Users** button.

Home

Accounts

Statements center

Administration

Audit log

Assist central

Administration

Users (28)Groups (9)

As of Oct 18 at 10:18 AM EDTGet latest activity

Add usersStep 1

Search by user name or user email

System administratorExportFilters

NAME	E-MAIL	GROUPS	STATUS ↑
CFirstnametest CLastnametests	test1008@email.com	Abc	Pending
Dsdsd Sdsdsd	sdsdsdsds2021@td.ca	Transers, Abc	Pending
Existin Thiscompany	dsadsds@td.com	Abc	Pending
Fafafafafafafaf Ydsdh	ffafdf@td.ca	Abc	Pending
Fafafj Jlkkladll	ljajdi@td.ca	Test2, Abc	Pending
George George	gg@gmail.com	Test1234, Test2, Abc	Pending

Adding users (continued)

Step 2

From the Add user page, you will first need to choose the user type you want to assign this user. Select either **User** or **System Administrator**. Then, you will need to enter the new user's **First Name**, **Last Name**, **E-mail**, **Country Code**, and **RSA SecurID profile**. RSA SecurID profiles are now required when you're adding users. With this RSA SecurID profile, the phone number becomes optional.

There are 2 ways to add an RSA SecurID profile. The first option is automatically selected when you get to the **Add users** page. Through this first way, an RSA SecurID user ID will be automatically created for the user once you add them. If you choose this option, enter a security question and answer. For security reasons, we recommend that you make sure the users you're adding have received their token enrollment e-mail first, before you share the security question and answer with them. Please only share this information by phone or in person. They will need this answer to access the RSA SecurID Prime self-service portal to enroll their token.

If the user has an existing RSA SecurID user ID you'd like to add, select the second option. Enter the user ID.

RSA SecurID profile information ^

To add this user's RSA SecurID profile, you'll need to add an RSA SecurID user ID.

Would you like to get a new user ID from RSA SecurID or enter an existing user ID for this user?

☐ Get new user ID from RSA SecurID ☒ Enter existing RSA SecurID user ID

Please enter the existing RSA SecurID user ID for this user.

RSA SecurID user ID

Add users

Assign as
☒ User ☐ System Administrator

First name
First name

Last name
Last name

E-mail address
Email

Country
US (+1) v

Phone number (optional)
Phone number

RSA SecurID profile information ^

To add this user's RSA SecurID profile, you'll need to add an RSA SecurID user ID.

Would you like to get a new user ID from RSA SecurID or enter an existing user ID for this user?

☒ Get new user ID from RSA SecurID ☐ Enter existing RSA SecurID user ID

A user ID will be automatically created by RSA SecurID. Once this user ID is created, RSA SecurID will send a token enrollment e-mail to this user.

Security Information
☒ Enter security question and answer

This user will need to verify this security question and answer through their RSA SecurID enrollment e-mail.

Security Question
Answer

+ Add another user

Cancel

Next

RSA SecurID profile information ^

To add this user's RSA SecurID profile, you'll need to add an RSA SecurID user ID.

Would you like to get a new user ID from RSA SecurID or enter an existing user ID for this user?

☒ Get new user ID from RSA SecurID ☐ Enter existing RSA SecurID user ID

A user ID will be automatically created by RSA SecurID. Once this user ID is created, RSA SecurID will send a token enrollment e-mail to this user.

Security Information

☒ Enter security question and answer

This user will need to verify this security question and answer through their RSA SecurID enrollment e-mail.

Security Question

first dog's name?

Answer

paul

In order to successfully add a new user, please ensure all the text fields are completed correctly and then select **Next**.

Adding users (continued)

Adding multiple users (Optional)

To add multiple users to a company profile, select the **Add another user** button below the new user information section. You may add up to 10 users to the company profile. Once again, you will need to assign a user type. Then, enter the new user's **First Name, Last Name, E-mail, Country Code,** and **RSA SecurID profile**. Again, RSA SecurID profiles are now required when you're adding users. With this RSA SecurID profile, the phone number becomes optional. In order to successfully add a new user, please ensure all the text fields are completed correctly and then select **Next**.

Add users

Delete

Assign as

☒ User ☐ System Administrator

First name

Last name

Bob

Baker

E-mail address

Country

Phone number (optional)

bobbaker@email.com

US (+1) ▼

Phone number

RSA SecurID profile information ^

To add this user's RSA SecurID profile, you'll need to add an RSA SecurID user ID.

Would you like to get a new user ID from RSA SecurID or enter an existing user ID for this user?

☒ Get new user ID from RSA SecurID ☐ Enter existing RSA SecurID user ID

A user ID will be automatically created by RSA SecurID. Once this user ID is created, RSA SecurID will send a token enrollment e-mail to this user.

Security Information

☒ Enter security question and answer

This user will need to verify this security question and answer through their RSA SecurID enrollment e-mail.

Security Question

Answer

first dog's name?

paul

Add users

Delete

Assign as

☒ User ☐ System Administrator

First name

Last name

Patty

Cake

E-mail address

Country

Phone number (optional)

pattycake@email.com

US (+1) ▼

Phone number

RSA SecurID profile information ^

To add this user's RSA SecurID profile, you'll need to add an RSA SecurID user ID.

Would you like to get a new user ID from RSA SecurID or enter an existing user ID for this user?

☒ Get new user ID from RSA SecurID ☐ Enter existing RSA SecurID user ID

A user ID will be automatically created by RSA SecurID. Once this user ID is created, RSA SecurID will send a token enrollment e-mail to this user.

Security Information

☒ Enter security question and answer

This user will need to verify this security question and answer through their RSA SecurID enrollment e-mail.

Security Question

Answer

+ Add another user

Cancel

Next

Adding users (continued)

Step 3

If you are adding a user who is not a **System Administrator**, from the **Assign users to groups** page, select the available groups. To view more information about the contents of the group, you can select on the **Details** button, located on the right. Once you're done, select **Next**. **System Administrators** will have automatic access to all groups.

Group Details (Optional)

Selecting on the **Details** button of a group will allow you to view the group name and description, services, accounts, and **TD applications** associated with the group, as well as the users assigned to the group.

←

Assign users to groups

Select the groups you want to add your users to. Users assigned as System Administrators will have automatic access to all groups. If you don't select any groups now, you can always add users to groups from the Administration page.

☐	Name ↕	Description	
☐	Testgroup1		Details

Cancel

Next

About this group

GROUP INFORMATION

Group name: Testgroup1
Description:

SERVICES

NAME	DESCRIPTION
Account activity	Allows users to view balances and transaction information for selected accounts.
Transfers	Allows users to transfer funds between two different deposit accounts, as well as between loan accounts and deposit accounts.
TD applications	Allows users to access selected TD applications from within TD Business Central U.S.

ACCOUNTS

ACCOUNT NUMBER	TYPE	CURRENCY
0036359613	Checking	USD
8252598865	Checking	USD
004000100680560001	SHAW - Loan	USD
00400012257499001	SHAW - Loan	USD
00000043200008	Savings	USD

Adding users (continued)

Step 4

A review screen will allow you to review and edit the users and groups you have added. Once you're ready, select **Complete**.

< Back

Review new users

Users

NAME	E-MAIL	PHONE NUMBER	TYPE	RSA SecurID USER ID
John Doe	john.doe@gmail.com	Not available	Regular User	Being created

Edit

GROUPS

Users will be added to your selected groups. System Administrators will have automatic access to all groups.

NAME	DESCRIPTION	
New		Details

Edit

Cancel

Complete

Step 5

A confirmation message will appear indicating that you've successfully added the new users.

You've successfully added the following:

FL

Name: Firstnametest Lastnametest
E-mail: test@email.com

Type: User
Phone number: +1 907-555-9999

FL

Name: Firstnameagain Lastnameagain
E-mail: test2@email.com

Type: System Administrator
Phone number: +1 907-888-9999

Done

If approval requirements are added for your company, the message will confirm that your request was sent to the approval requests list. Select **Done** to exit the screen.

Your request to add this user has been sent to the approval queue.

FL

Name Firstnametest Lastnametest
E-mail test@email.com

Type: User
Phone number +1 907-555-9999

FL

Name Firstnameagain Lastnameagain
E-mail test2@email.com

Type: System Administrator
Phone number +1 907-888-9999

Done

Adding RSA SecurID profiles for existing users

System Administrators can add an RSA SecurID profile for an existing user with an active status. From the **Administration** page, select the user's name to go to their user profile.

From the user profile, select **Add RSA SecurID** profile from the RSA SecurID profile section on the page.

About this user



Jagdish Paleti
Active

System Administrator
jagdish.paleti@td.com
+1 416-4**-***4

RSA SecurID profile

This user doesn't have an RSA SecurID profile right now. Add a profile to get this user started with their token enrollment.

[Add RSA SecurID profile](#)

GROUPS

System Administrators have access to all groups.

On the page to edit the user's information, the existing information for the user can't be edited since the user is already active. Only the RSA SecurID profile information section will be available to edit.

There will be 2 options available to add this profile for the user. The first way is automatically selected and once you add the user, the user ID will automatically be created. If you choose this method, enter a security question and answer and select **Save**.

RSA SecurID profile information ^

To add this user's RSA SecurID profile, you'll need to add an RSA SecurID user ID.

Would you like to get a new user ID from RSA SecurID or enter an existing user ID for this user?

☒ Get new user ID from RSA SecurID ☐ Enter existing RSA SecurID user ID

A user ID will be automatically created by RSA SecurID. Once this user ID is created, RSA SecurID will send a token enrollment e-mail to this user.

Security Information

☒ Enter security question and answer

This user will need to verify this security question and answer through their RSA SecurID enrollment e-mail.

Security Question

Answer

Choose the second method if the user has an existing RSA SecurID user ID. Enter their user ID and select **Save**.

RSA SecurID profile information ^

To add this user's RSA SecurID profile, you'll need to add an RSA SecurID user ID.

Would you like to get a new user ID from RSA SecurID or enter an existing user ID for this user?

☐ Get new user ID from RSA SecurID ☒ Enter existing RSA SecurID user ID

Please enter the existing RSA SecurID user ID for this user.

RSA SecurID user ID

Once an RSA SecurID profile has been added, the user will receive a token enrollment e-mail from which they will need to access the RSA SecurID Prime self-service portal to activate and enroll their token.

Sending a new token enrollment e-mail

As a **System Administrator**, if a user has not enrolled any tokens and you need to reset a security question and answer for the user to access their RSA SecurID token enrollment link, or just need to send a new e-mail, you can do so from the user’s profile. From the **Administration** page, select the user’s name to go to their user profile.

In the user profile, select the link that says **Send new soft token enrollment e-mail**.

About this user

NP

Narinder Pal

Active

System Administrator

n.narinderpalsingh@pat-td.com

+1 437-2**-****4

RSA SecurID profile

RSA SecurID user ID

narpal_*****

Security question:

a

[Send new soft token enrollment e-mail](#)

Token serial numbers will be available to this user after they complete their RSA SecurID enrollment.

You’ll be asked to enter a new security question and answer. Enter that information and select **Send new e-mail** to continue.

For security reasons, we recommend that you make sure the users you’re adding have received their token enrollment e-mail first, before you share the security question and answer with them. Please only share this information by phone or in person. They will need this answer to access the RSA SecurID Prime self-service portal to enroll their token.

Send new soft token enrollment email

To send a new soft token enrollment e-mail, please enter a new security question and answer. The user will receive a new e-mail with a link to verify this new information.

Security question

Security question

Answer

Answer

Cancel

Send new e-mail

You’ll get a confirmation saying the e-mail has been sent.

Clearing a PIN for a user

When users need a new PIN, as a **System Administrator**, you first need to clear the existing PIN from the user’s RSA SecurID token serial number. To do so, from the **Administration** page, select the user’s name to go to their user profile.

Go to the RSA SecurID profile section of the user’s profile and find the token serial number that needs a PIN cleared from it. Select **Clear PIN** for that token serial number.

About this user

SC

Sumeetha Ciam Team

Active

System Administrator sahop26@p-tdbfg.com

RSA SecurID profile

RSA SecurID user ID

Dhruvesh_*****

Token serial numbers

*****5749

*****3724

Clear PIN

Clear PIN

You’ll be asked to confirm that you want to clear the PIN from the token serial number. Select **Yes, clear PIN**.

Clear PIN?

This current PIN will be permanently removed. The user will need to create a new PIN the next time they log in.

No, cancel

Yes, clear PIN

If your company doesn’t have any approval requirements, you’ll get a confirmation that the PIN was cleared right away. If there are approval requirements for the company, then you’ll get a confirmation that the request to clear a PIN has been sent to the approval requests list, pending approval from another System Administrator before the PIN can be cleared.

After the PIN is cleared, the user will need to create a new PIN when logging in the next time. Instructions for how to create a new PIN can be found in the log-in steps.

Adding existing users to a group

There are two ways for a **System Administrator** to add existing users to a group:

Option 1: From a user’s profile. When logged in to a user’s profile, the **System Administrator** can add an existing user or users to a group.

About this user



Prad Test

Pending

prad.test1@td.com

RSA SecurID profile

RSA SecurID user ID

pradtest_*****

Security question:

000

Send new soft token enrollment e-mail

Token serial numbers will be available to this user after they complete their RSA SecurID enrollment.

GROUPS

Name ↑	Description	
Santoshfallback	group	Details

Option 2: From a group profile: When logged in to a group profile, the **System Administrator** can add an existing user or users to a group.

Group profile

GROUP INFORMATION

Group name:

New

Description:

TD APPLICATIONS

NAME	DESCRIPTION
Receivables Management	Access to your Lockbox reporting and Integrated Receivables AR reconciliation service.
Authorize.Net	Payment processing gateway offered by Visa that allows merchants to accept credit card & electronic check payments through multiple methods.
Clover	Access your Clover Dashboard to view your real-time sales and functionality to manage your business from anywhere.

TRANSFERS

ACCOUNT NUMBER	TYPE	CURRENCY	FROM	TO
0240194572	Checking	USD	✓	✓
0000010472	Checking	USD	✓	✓
0001038470	Checking	USD	✓	✓

USERS

NAME ↑	E-MAIL	GROUPS	STATUS
John Doe	johndoe@gmail.com	New	Pending
User One	userone@td.com	New	Pending

Option 1: Adding existing users to group (from user profile)

From a user’s profile, a **System Administrator** can add an existing user to a group by going to the main **Administration** page then selecting on the **Users** tab. Next, select the name of the user you’d like add to a group, which will take you to the user’s profile.

Administration

Users (2)

Groups (2)

As of Mon, Jul 10 at 10:00 AM EDT [Get latest activity](#)

Add users

Search by user name or user email

System administrator Export Filters

NAME	E-MAIL	GROUPS	STATUS ↑
Firstname Lastname	test@email.com	Staff	Pending
Chloe Tu	test@email.com		Active

View user information

Step 2

Once on the user’s profile page, select the **Edit** button located on the right corner of the Groups section.

About this user

FL

Firstname Lastname

Pending

test@email.com +1 907-8**-***9

GROUPS

Step 2

Edit

This user has not been assigned to any groups.

Option 1: Adding existing users to group (from user profile)

Step 3

Select the group or groups you'd like to assign to the user. When you're done, select **Next**.

Assign users to groups

Select the groups you want to add your users to. Users assigned as System Administrators will have automatic access to all groups. If you don't select any groups now, you can always add users to groups from the Administration page.

☒	Name ↑	Description	
☒	Staff	Monitoring transactions	Details
☐	Testgroup1		Details

Cancel

Next

Step 4 (Optional)

To view details about a specific group, you can select on the **Details** button of a group. This will allow you to view the group name and description, services, accounts, and **TD applications** associated with the group, as well as the users assigned to the group.

About this group

GROUP INFORMATION

Group name: Staff
Description: Monitoring transactions

SERVICES

NAME	DESCRIPTION
Account activity	Allows users to view balances and transaction information for selected accounts.
Transfers	Allows users to transfer funds between two different deposit accounts, as well as between loan accounts and deposit accounts.
TD applications	Allows users to access selected TD applications from within TD Business Central U.S.

ACCOUNTS

ACCOUNT NUMBER	TYPE	CURRENCY
0036359513	Checking	USD
8252598865	Checking	USD
004000100680560001	SHAW - Loan	USD
004000122577499001	SHAW - Loan	USD
00000043200008	Savings	USD

Option 1: Adding existing users to group (from user profile)

Step 5

A review screen will allow you to review and confirm the changes you’ve made. To proceed and confirm the changes, select **Complete**.

Review user's groups

GROUPS

Users will be added to your selected groups. System Administrators will have automatic access to all groups.

Name ↑	Description	
Staff	Monitoring transactions	Details

Cancel

Complete

Step 6

A confirmation message will appear stating that you’ve successfully saved the changes you made.

✓

Your changes have been successfully saved

Done

If approval requirements are added for your company, the message will confirm that your request was sent to the approval requests list.

✓

Your request to update this user has been sent to the approval queue.

Done

Option 2: Adding existing users to group (from group profile)

From a group profile, you can add existing users to a group by going to the main **Administration** page and then selecting on the **Groups** tab. Then select on the name of the group you'd like to add a user or users to.

Administration

Help

Users (2)Groups (2)

As of Mon, Jul 10 at 1:30 PM EDTGet latest activity

Add groups

Export

NAME ↑	DESCRIPTION
Staff	Monitoring transactions
Testgroup1	
*Important information	

Step 1

Step 2

Once on the user's profile page, select the **Edit** button located on the right corner of the Groups section.

Group profile

TD APPLICATIONS

Edit

NAME	DESCRIPTION
Security Metrics	Access to an online portal to help you safeguard your business by protecting credit card data provided by your customers' credit cards.

TRANSFERS

Edit

ACCOUNT NUMBER	TYPE	CURRENCY	FROM	TO
0036359513	Checking	USD	✓	✓
8252598865	Checking	USD	✓	✓
00000043200008	Savings	USD	✓	✓

USERS

Edit

NAME ↑	E-MAIL	GROUPS	STATUS
Firstname Lastname	test@email.com	Staff	Pending

Step 2

Option 2: Adding existing users to group (from group profile)

Step 3

Select the users you would like to assign to the group. When you're done, select **Next**.

Add users to this group

Please note: System Administrators have automatic access to all accounts and services.

☒	NAME ↑	E-MAIL	GROUPS	STATUS
☒	Firstname Lastname	test@email.com		Pending

Cancel

Next

Step 4

A review screen will allow you to review and confirm the changes you've made. To proceed and confirm the changes, select **Complete**.

Review your edits

USERS

NAME ↑	E-MAIL	GROUPS	STATUS
Firstname Lastname	test@email.com		Pending

Cancel

Complete

Step 5

A confirmation message will appear stating that you've successfully saved the changes you made.

Your edits have been saved

Done

If approval requirements are added for your company, the message will confirm that your request was sent to the approval requests list.

Your request to update group Test2 is now pending in the users and groups approval requests list.

Done

Viewing your list of users

System Administrators can view a list of users by selecting **Administration** on the left dashboard. The list of users will display in alphabetical order. You can select the **Status** column name to sort the user list by that category.

A user’s status will appear as:

- Pending:** If they have not yet completed their registration as a new user
- Active:** If they have completed their registration as a new user
- Suspended:** If the System Administrator has suspended their account access

To the right of each user’s status is a menu with the options to **Resend e-mail activation**, **Suspend**, **Delete**, or **Reactivate** that user, depending on their status. There are also options to **Delete System Administrator**, **Suspend System Administrator**, **Reactivate System Administrator**, **Unassign System Administrator**, or **Assign as System Administrator**, depending on the type of user and the user’s status.

Administration

Help

Users (2)

Groups (2)

As of Mon, Jul 10 at 10:00 AM EDT

Get latest activity

Add users

Search by user name or user email

System administrator Export Filters

NAME	E-MAIL	GROUPS	STATUS
Firstname Lastname	test@email.com	Staff	Pending
Claire Yu	test@email.com		Active

Important information

Chat

Administration

Help

Users (2)

Groups (2)

As of Mon, Jul 10 at 4:20 PM EDT

Get latest activity

Add users

Search by user name or user email

System administrator Export Filters

Important information

Delete user

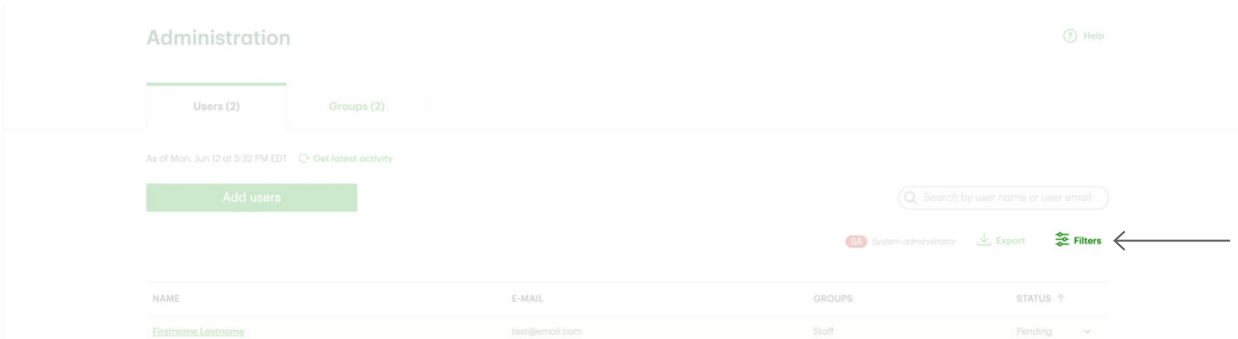
Resend activation e-mail

Assign as System Administrator

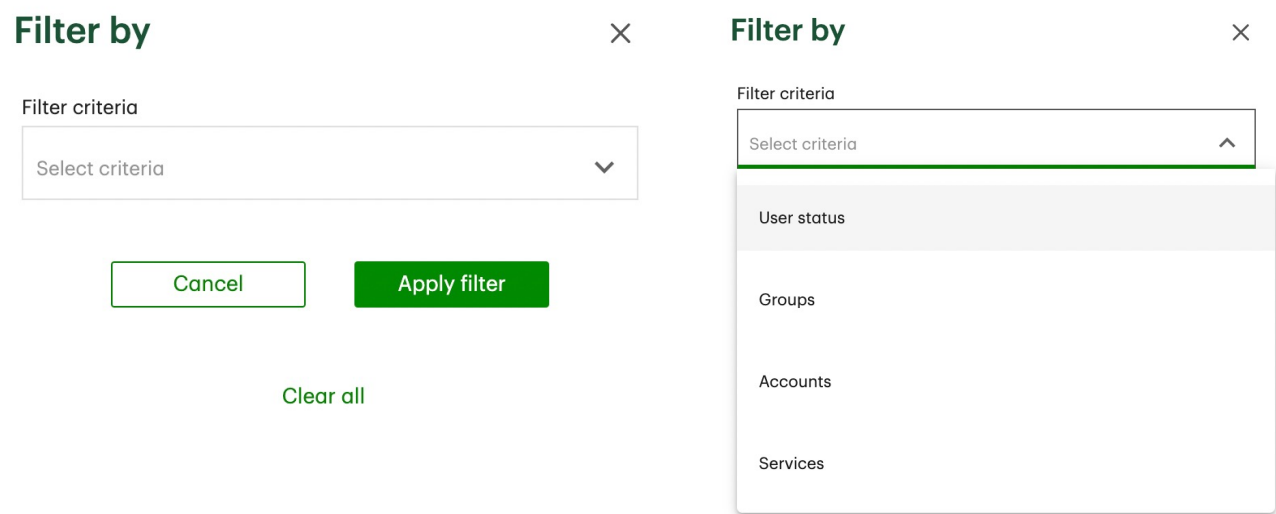
Suspend user

Filtering for users

You can also filter for users with different filter criteria. From the main **Administration** page, in the **Users** tab, select **Filters**.



Choose a filter criteria.



There will be different options to choose from, depending on the filter criteria you selected.

Filter by

Filter criteria

User status

Select a user status

☐ Active
 ☐ Pending
 ☐ Suspended

Cancel

Apply filter

Clear all

Filter by

Filter criteria

Groups

Groups

Staff

Select or search for a g

Staff

Testgroup1

Apply filter

Clear all

Filter by

Filter criteria

Accounts

Select an account type

☐ Checking
 ☐ Savings
 ☐ SHAW Loan

Cancel

Apply filter

Clear all

Filter by

Filter criteria

Services

Select a service

☐ Account activity
 ☐ TD Applications
 ☐ Transfers

Cancel

Apply filter

Clear all

Make your selections and select **Apply filter**. Only users related to those filters will now be displayed in your **Users** tab. Select **Clear All** to clear the filters.

Administration

Users (2)

Groups (2)

As of Wed, Jul 5 at 10:29 AM EDT [Get latest activity](#)

Add users

Search by user name or user email

System administrator

Export

Filters (1) Clear All

NAME	E-MAIL	GROUPS	STATUS
Firstname Lastname	test@email.com	Staff	Pending

Editing pending user information

When users are in pending status, for both user types, **System Administrators** can edit the user's **E-mail address**, **country code**, and **phone number**.

Go to the main **Administration** page.

The screenshot shows the 'Administration' page with a sidebar on the left containing icons for Home, Accounts, Statements center, Administration, Audit log, and Assist center. The main content area has a header with 'Administration' and a 'Help' icon. Below the header, there are tabs for 'Users (28)' and 'Groups (9)'. A date filter 'As of Oct 18 at 10:56 AM EDT' and a 'Get latest activity' link are present. A green 'Add users' button is on the left. A search bar 'Search by user name or user email' is on the right. Below the search bar, there are links for 'System administrator', 'Export', and 'Filters'. A table lists users with columns: NAME, E-MAIL, GROUPS, and STATUS. The table contains several rows of pending users, including 'CFirstnameTest CLastnameTest', 'Dedid.Schidid', 'Exisrin.Thiscompany', 'Fakidatidatidatid_Yakih', 'Fididid.Yakidid', 'Georae.Georae', 'Kondaru.Bindu', and 'Randy.Orton'.

Select the pending user's name to get to their user profile.

In the pending user profile, there is an option to edit the user's information. Go to the top right corner of the section displaying the user's name. Select **Edit**.

The screenshot shows the 'About this user' profile page. At the top, there is a section with a user icon 'NU', the name 'New User', the status 'Pending', the email 'newuserforfallback@test.ca', and the phone number '+1 647-8***-***8'. Below this, there is a section titled 'RSA SecurID profile' which contains the 'RSA SecurID user ID' 'newuser_*****', the 'Security question' 'new', and a link 'Send new soft token enrollment e-mail'. A note at the bottom states 'Token serial numbers will be available to this user after they complete their RSA SecurID enrollment.'

Edit this user

The screenshot shows the 'Edit this user' form. At the top, there is a yellow banner with the message 'Only the e-mail address, country code, and phone number can be edited.' Below the banner, there is a section 'Assign as' with radio buttons for 'User' (selected) and 'System Administrator'. The form has fields for 'First name' (New), 'Last name' (User), 'E-mail address' (newuserforfallback@test.ca), 'Country' (CA (+1)), and 'Phone number (optional)' (6478****8). Below these fields, there is a section 'RSA SecurID profile information' with a dropdown arrow and the 'RSA SecurID user ID' 'newuser_*****'. At the bottom, there are 'Cancel' and 'Save' buttons.

Edit the **E-mail address**, **Country code**, and **Phone number** as needed. Select **Save**.

If approval requirements are added for your company, a message will confirm that your request was sent to the approval requests list.

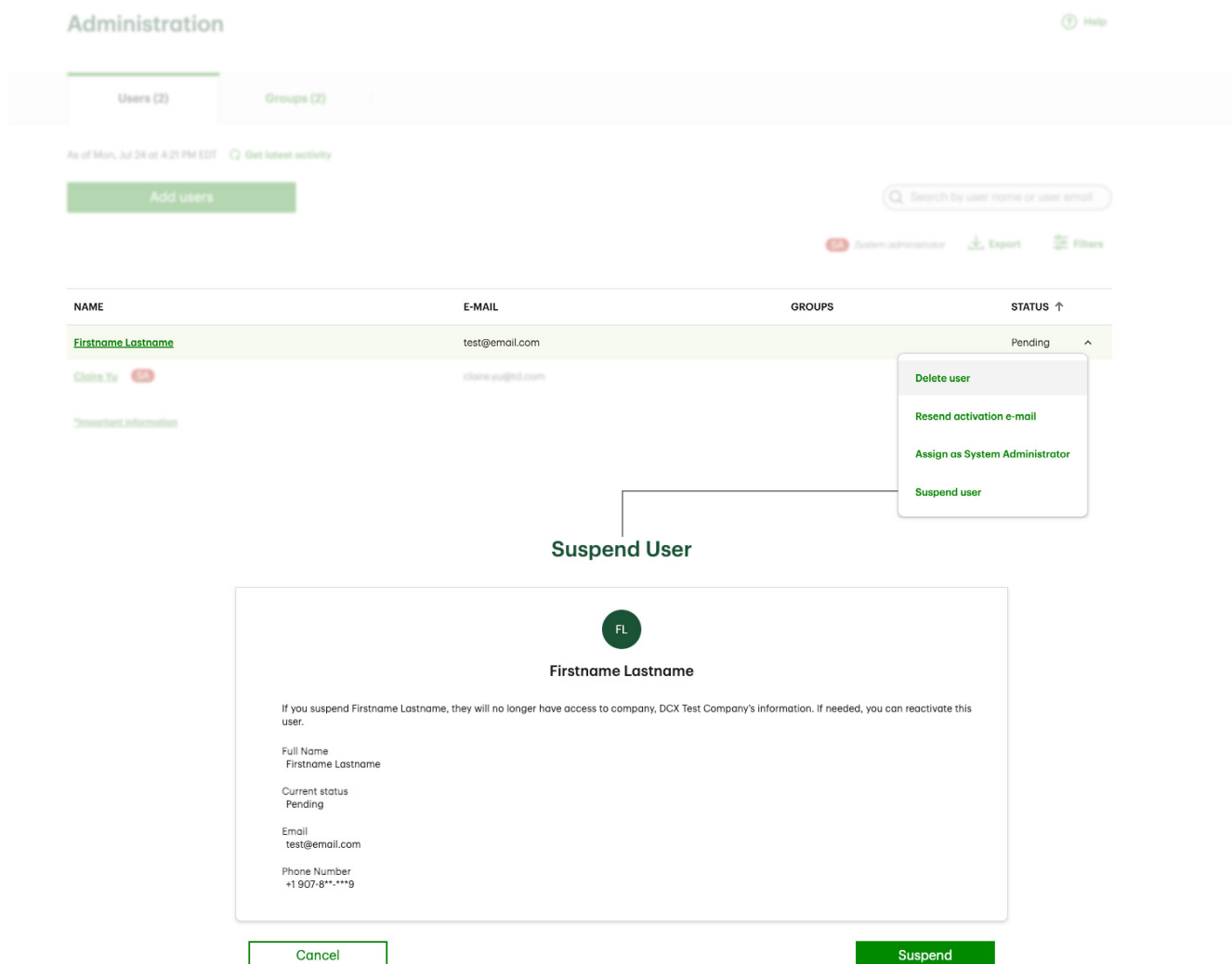
Suspend / Reactivate / Resend e-mail activation

To suspend a user of any user type, go to the main **Administration** page and select the **Users** tab. Then select the menu next to the status of the active user you'd like to suspend. Select **Suspend user** or **Suspend System Administrator**, depending on the user type.

You can reactivate a suspended user at any time by going to the main **Administration** page, selecting the **Users** tab, and then selecting the **Reactivate** button of the chevron menu next to the status of the user you'd like to reactivate. If the user is a **System Administrator**, you can reactivate by selecting **Reactivate System Administrator**.

If approval requirements are added to your company, your request to suspend or reactivate any type of user will be sent to the approval requests list.

If the e-mail activation link sent to the new user has expired, you can select **Resend activation e-mail**. This option only appears if the user's status is pending.



Assigning and Unassigning System Administrators

Users who are not **System Administrators** can be assigned as **System Administrators** when they're in pending or active status. To assign a user as a **System Administrator**, go to the main **Administration** page and select the **Users** tab. Then select the menu next to the status of the pending or active user. Select **Assign as System Administrator**.

NAME	E-MAIL	GROUPS	STATUS ↑
Firstname Lastname	test@email.com		Pending ^
Change To 	change.you@td.com		Delete user Resend activation e-mail Assign as System Administrator Suspend user
Smartest information			

For active **System Administrators**, there is an option to **Unassign System Administrator**. Once again, on the main **Administration** page, in the **Users** tab, select to open the chevron menu next to the status of the **System Administrator** you'd like to unassign. Select **Unassign System Administrator**.

If approval requirements are added to your company, any of these updates you make will be sent as a request to the approval requests list.

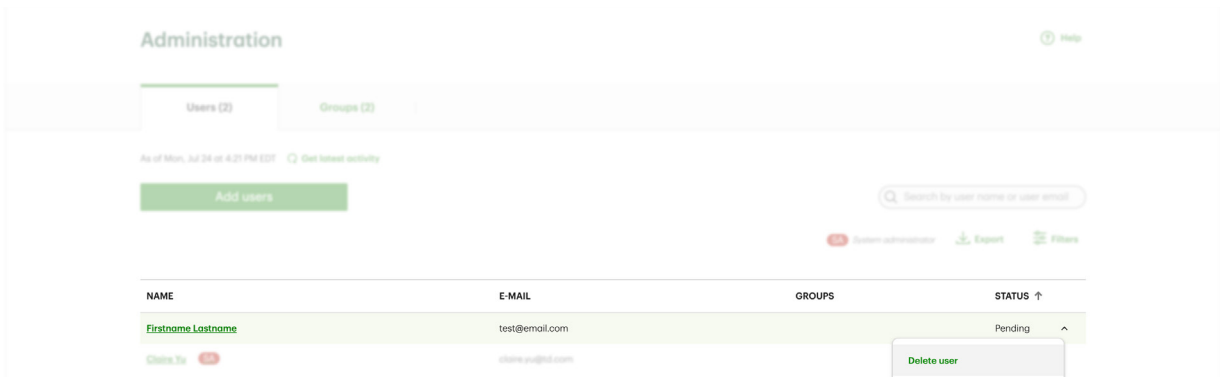
STATUS ↑
Pending ^
Delete System Administrator Unassign System Administrator Resend activation e-mail Suspend System Administrator

Deleting a user

To delete a user, go to the main **Administration** page and select on the **Users** tab. Then select on the chevron next to the status of the user you'd like to delete and select **Delete** or **Delete System Administrator**, depending on the user type.

Next, you'll need to confirm that you wish to delete the user. Please note that the deletion of a user is permanent.

Selecting **Delete** will take you back to the main **Administration** page, where a confirmation message will appear at the top of the page indicating that you have successfully deleted the user. If approval requirements are added for your company, the message will confirm that your request was sent to the approval requests list.



FL

Firstname Lastname

If you delete this user, they will no longer be able to view any information or services for DCX Test Company.

Full Name
Firstname Lastname

Current status
Pending

Email
test@email.com

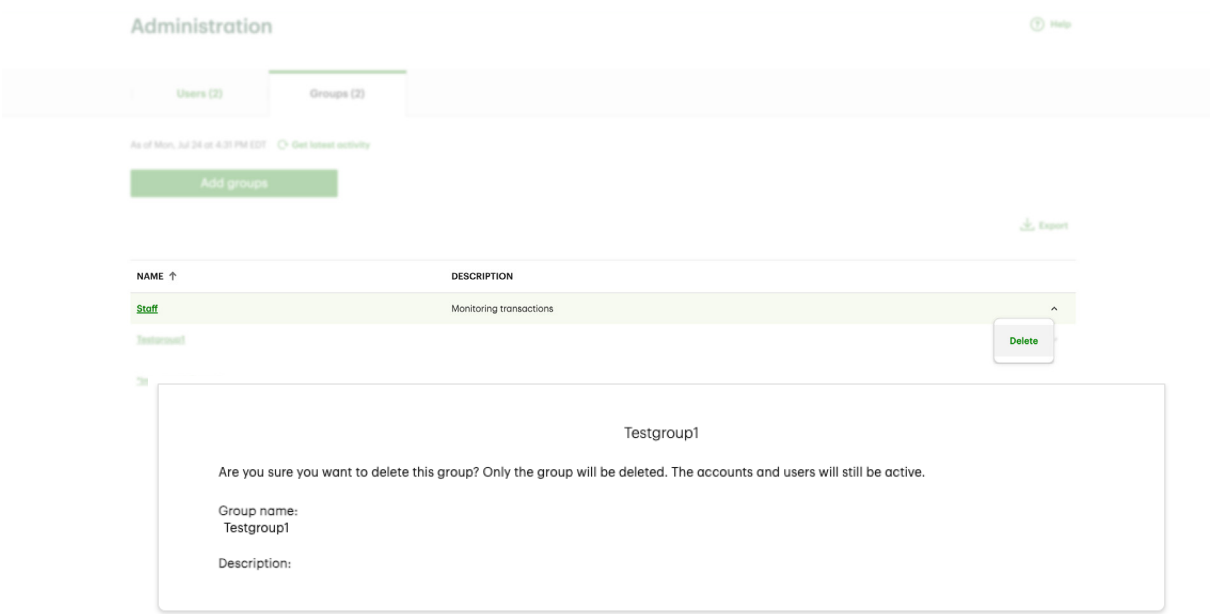
Phone Number
+1 907-8**-****9

Deleting a group

To delete a group, go to the main **Administration** page and select on the **Groups** tab. When you find the name of the group you'd like to delete, select the chevron to the right of the group's name and select **Delete**.

Next, you'll need to confirm that you wish to delete this group. Please note that while the deletion of a group is permanent, the contents of the group remain unchanged.

Selecting **Delete** will take you back to the main **Administration** page, where a confirmation message will appear at the top of the page indicating that you have successfully deleted the group. If approval requirements are added for your company, the message will confirm that your request was sent to the approval requests list.



E-mail notifications

For added security, whenever a change is made by any member of the TD Treasury Management Support Service team, **System Administrators** will receive an automatic e-mail notification. These are only notification e-mails and **System Administrators** don't need to do anything else after receiving them. If you have concerns about any of the changes, please follow your own company's standard account security protocols immediately.

Alerts

Following are the different scenarios when either an Active System Administrator" or a "User" in a company receives a security e-mail alert:

- When a user or System administrator is added - E-mail is sent to all active System Administrators for the company.
- When group is updated - E-mail is sent to all active System Administrators for the company.
- When new group is added - E-mail is sent to all active System Administrators for the company.
- When a user is assigned as a System Administrator - E-mail is sent to all active System Administrators for the company and the affected user.
- When unassigned as a System Administrator - E-mail is sent to all active System Administrators for the company.
- When RSA SecurID user ID is added to a profile or when RSA SecurID user ID is updated - E-mail is sent to all active System Administrators for the company.
- When user status is updated for suspended and reactivated users - E-mail is sent to all active System Administrators for the company and the affected users. However for deleted users – E-mail is sent to all active System Administrators.
- When RSA SecurID serial token number PIN has been cleared and nullified - E-mail is sent to the affected user.
- When RSA SecurID profile has been unlocked - E-mail is sent to all active System Administrators for the company and the affected user.



Setting up access to Single Sign-On Applications

- Setting up access to TD Digital Express
 - For System Administrators
 - For users
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 - For users
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- Setting up access to Paymode-X
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 - For users
- Need help?



SETTING UP ACCESS TO SINGLE SIGN-ON APPLICATIONS

Setting up access to Single Sign-On Applications

Single Sign-On capability has now been enabled for the certain **TD applications**, detailed in the following sections. With Single Sign-On, users with access to these **TD applications** will no longer be required to login with separate credentials to **TD application** portals as they'll be able to access them directly through TD Business Central.

Please keep in mind that with any Single Sign-On applications, the user needs to be set up in the specific application's website, as well as within TD Business Central U.S., to get access to the Single Sign-On function for this application.

If you're a System Administrator and are removing a user from a group with access to the **TD applications**, it will limit that user from accessing these applications. However, users' accounts will remain active on these application portals. A **System Administrator** with access to the application will need to manually set the user's status to inactive on the application portal they'd like to remove the user from.

The following has specific steps on how to set up access for **System Administrators** and users for each of the **TD applications** with Single Sign-ON capability.



Setting up access to TD Digital Express

For System Administrators

To set up users for Single Sign-On (SSO) to **TD Digital Express**, a **System Administrator** will first need to be added as an Administrator on the **TD Digital Express** application website.

If you're a **System Administrator** and have gotten your credentials set up in the **TD Digital Express** application, you can access this application by selecting the **TD Digital Express** link from the **TD applications** menu.

After selecting the **TD Digital Express** link, you will be taken to the **TD Digital Express** login screen, where you will need to enter your **TD Digital Express** credentials and select **Login**. Enter these credentials each time you log in to the **TD Digital Express** application.

To learn more about managing settings on the **TD Digital Express** application, please contact the **Treasury Management Service Support line at 866-475-7262** or refer to the training module found on the **TD Digital Express** application portal.

As a **System Administrator**, if you do not see **TD Digital Express** in your **TD applications** dropdown menu, please contact **Treasury Management Services Support at 866-475-7262**.

For users

If the user is not a **System Administrator**, a **System Administrator** will need to add the user to a group that's set up with access to the **TD Digital Express** application, within TD Business Central U.S.

If you're a **System Administrator**, to add new users to the **TD Digital Express** application, you'll need to create the users on the application by logging into TD Business Central. Then, select **Administration** icon on the left side navigation. The **Add users** button will take you through the steps to add a new user and grant permissions for the **TD Digital Express** application. The new user will receive an e-mail with steps on how to register for Business Central U.S.

System Administrators will also need to add the user within the **TD Digital Express** application. After you've added the user in both TD Business Central and the application, when the user registers and logs into the TD Business Central, they will need to select **TD Digital Express** from the **TD applications** dropdown menu.

The system will prompt the user to enter their Username and Password to proceed. The user will need to enter their Username and Password when accessing the **TD Digital Express** application.

Need help with the **TD Digital Express** application? More information can be found in this [help section](#).



SETTING UP ACCESS TO SINGLE SIGN-ON APPLICATIONS

Setting up access to Receivables Management

For System Administrators

To set up users for Single Sign-On (SSO) to **Receivables Management**, a **System Administrator** will first need to be added as an Administrator on the **Receivables Management** application website.

If you're a **System Administrator** and have gotten your credentials set up in the **Receivables Management** application, you can access this application by selecting the **Receivables Management** link from the **TD applications** menu.

After selecting the **Receivables Management** link, a success message will be displayed indicating that you've successfully set up your SSO access to the **Receivables Management** application.

If you are a new user, once your SSO access has been established, you will need to contact **Treasury Management Services Support at 866-475-7262** to gain access to the necessary lockboxes within the **Receivables Management** application.

Selecting on **Open Application** will take you to your **Receivables Management** portal account, where your status as a **System Administrator** will be set to **Manager**.

To learn more about managing settings on the **Receivables Management** application, please visit [Receivables Management User guide](#) or [Receivables Management Video Tutorials](#).

As a **System Administrator**, if you do not see **Receivables Management** in your **TD applications** dropdown menu, please contact **Treasury Management Services Support at 866-475-7262**.

If you have an existing **Receivables Management** user and do not have the proper lockbox access when accessing the application through **TD Business Central U.S.**, then please contact **Treasury Management Services Support at 866-475-7262**.



Setting up access to Receivables Management

For users

If the user is not a **System Administrator**, a **System Administrator** will need to add the user to a group that's set up with access to the **Receivables Management** application, within TD Business Central U.S.

If you're a **System Administrator**, to add new users to the **Receivables Management** application, you'll need to log in to the TD Business Central portal and select the **Administration** icon on the left side navigation. Selecting on the **Add users** button will take you through the steps to add a new user and grant permissions for the **Receivables Management** application. The new user will then receive an e-mail with steps on how to register for Business Central U.S. After the user registers and logs in, they will need to select **Receivables Management** from the **TD applications** dropdown menu.

The system will automatically create a profile for that new user in **Receivables Management** application. After the user has been created within the **Receivables Management** application the user will need to let their **System Administrator** know that they now have access. Then, the **System Administrator** can access **Receivables Management** through TD Business Central U.S., and grant the proper lockboxes to the new user.

Learn more about managing settings on the **Receivables Management** application:

[Receivables Management User guide](#) or [Receivables Management Video](#).

Need help with the **Receivables Management** application? More information can be found in this [help section](#).



Setting up access to TD Commercial Plus Card

For System Administrators

Initially, **System Administrators** will be added to the **TD Commercial Plus Card** application by the Card Services Team. If you're a **System Administrator**, once you're set up as an Administrator within the **TD Commercial Plus Card** application, log in to TD Business Central. and select the **TD Commercial Plus Card** link from the **TD applications** menu, where you can create your user profile. Please note that the e-mail address used to TD Business Central U.S. will need to match the e-mail address used to create your user profile in the **TD Commercial Plus Card** application.

After selecting the **TD Commercial Plus Card** link, a success message will be displayed indicating that you've successfully set up your SSO access to the application.

For users

If the user is not a **System Administrator**, a **System Administrator** will need to add the user to a group that's set up with access to the **TD Commercial Plus Card** application, within TD Business Central U.S.

If you're a **System Administrator**, to add new users to the **TD Commercial Plus Card** application, you'll need to log in to TD Business Central U.S. and select the **Administration** icon on the left side navigation. Selecting the **Add users** button will take you through the steps to add a new user and grant permissions for the **TD Commercial Plus Card** application. The e-mail address on TD Business Central U.S. will need to match the e-mail address used to create the user profile in the **TD Commercial Plus Card** application. The new user will then receive an e-mail with steps on how to register for TD Business Central U.S.

System Administrators will also need to add the user within the **TD Commercial Plus Card** application. After you've added the user in both TD Business Central and the application, when the user registers and logs in to TD Business Central, they will need to select **TD Commercial Plus Card** from **TD applications** dropdown menu at the top right of the screen and follow the Single Sign-On registration process. Going forward, the user will no longer need to re-enter log-in credentials when accessing the **TD Commercial Plus Card** application.

Need help with the **TD Commercial Plus Card** application? More information can be found in this [help section](#).



Setting up access to TD FTEExpress

For System Administrators

To set up users for Single Sign-On (SSO) to **TD FTEExpress**, a **System Administrator** will first need to be added as an Administrator on the **TD FTEExpress** application website.

If you're a **System Administrator** on TD Business Central, simply select the **TD FTEExpress** link from the TD applications menu. You will be taken to the **TD FTEExpress** application portal, where you'll need to log in to **TD FTEExpress** with your current **TD FTEExpress** credentials. The **TD FTEExpress** registration process is now complete.

For users

If the user is not a **System Administrator**, a **System Administrator** will need to add the user to a group that's set up with access to the **TD FTEExpress** application, within TD Business Central U.S.

If you're a **System Administrator**, to add new users to the **TD FTEExpress** application, you'll need to log in to TD Business Central U.S. and select the **Administration** icon on the left side navigation. Selecting the **Add users** button will take you through the steps to add a new user and grant permissions for the **TD FTEExpress** application. For users to access **TD FTEExpress**, **System Administrators** must add them to groups that have **TD FTEExpress** added as a **TD application**. The e-mail address on TD Business Central U.S. will need to match the e-mail address used to create the user profile in the **TD FTEExpress** application. The new user will then receive an e-mail with steps on how to register for TD Business Central U.S.

System Administrators will also need to add the user within the **TD FTEExpress** application. After the user is added to both TD Business Central and the application, when the user registers and logs in to TD Business Central, they will need to select **TD FTEExpress** from **TD applications** dropdown menu at the top right of the screen and follow the Single Sign-On registration process. Going forward, the user will no longer need to re-enter log-in credentials when accessing the **TD FTEExpress** application.

Need help with the **TD FTEExpress** application? More information can be found in this [help section](#).



SETTING UP ACCESS TO SINGLE SIGN-ON APPLICATIONS

Setting up access to Paymode-X

For System Administrators

To set up users for Single Sign-On (SSO) to **Paymode-X**, a **System Administrator** will first need to be added as an Administrator on the **Paymode-X** application website.

If you're a **System Administrator**, to set up your **System Administrator** access to the **Paymode-X** application, simply select the **Paymode-X** link from the **TD applications** menu. You will be taken to the **Paymode-X** application portal, where you can create your user profile. Please note that the e-mail address used on TD Business Central U.S. will need to match the e-mail address used to create your user profile in the **Paymode-X** application.

For users

If the user is not a **System Administrator**, a **System Administrator** will need to add the user to a group that's set up with access to the **Paymode-X** application, within TD Business Central U.S.

If you're a **System Administrator**, to add new users to the **Paymode-X** application, you'll need to log in to TD Business Central U.S. and select on the **Administration** icon on the left side navigation. Selecting on the **Add users** button will take you through the steps to add a new user and grant permissions for the **Paymode-X** application. The e-mail address on TD Business Central U.S. will need to match the e-mail address used to create the user profile in the **Paymode-X** application. The new user will then receive an e-mail with steps on how to register for TD Business Central U.S.

System Administrators will also need to add the user within the **Paymode-X** application. After the user is added to both TD Business Central and the application, when the user registers and logs in to TD Business Central, they will need to select **Paymode-X** from the **TD applications** dropdown menu. Going forward, the user will no longer need to re-enter log-in credentials when accessing the **Paymode-X** application.

Need Help?

As a new user, if you do not see **Paymode-X** in your **TD applications** dropdown menu, please contact your **System Administrator**.

Please contact the **Support line at 877-443-6944** if:

- you are an existing **Paymode-X** customer, you cannot access **Paymode-X** from your **TD applications** dropdown menu, or if you receive an error when attempting to access this application
- the **Paymode-X** link from the **TD applications** dropdown menu still takes you to the **Paymode-X** login screen



SETTING UP ACCESS TO SINGLE SIGN-ON APPLICATIONS

Need help?

As a new user, if you do not see **Receivables Management**, **TD Commercial Plus Card**, **TD FTEExpress**, or **TD Digital Express** in your **TD applications** dropdown menu, please contact your **System Administrator**.

Please contact the **Support line at 866-475-7262** if:

- you are an existing customer of these **TD applications**, you cannot access these them from your **TD applications** dropdown menu, or if you receive an error when attempting to access this application.
- the links from the **TD applications** dropdown menu still takes you to the login screens for these **TD applications** and asks you to login again.
- you have an existing **Receivables Management** user and do not have the proper lockbox access when accessing the application through **TD Business Central U.S**



Dashboard

- [Get to know your dashboard](#)
- [Top navigation menu options](#)
- [Applications](#)
- [Welcome section](#)

Get to know your dashboard

Top navigation

Takes you back to the TDbank.com homepage.

Secondary navigation

This is where your company name is displayed.

Left navigation

Icons that help you navigate to certain pages such as Home, Accounts, Statements center, Administration, Audit log, and Assist central, depending on your permissions.

Quick link to Audit Log

Records all user activities for your company.

Quick link to TD Digital Academy

Access education and tutorials for a variety of banking products and applications.

Quick link to Administration

Easy access to some key Administration functions.

User drop down

Quick access to your security settings and profile.

Messages

Access to secured messages from anywhere on TD Business Central U.S.

Application dropdown

All your TD banking applications and systems in one spot.

Welcome section

A TD-curated section that displays important product information, education, and news.

Account Summary

A high-level overview of your recent account transactions.

Quick link to My Profile

Update your user profile settings and security from here.

Chat

You have 24/7 access to automated customer assistance using the chat feature.

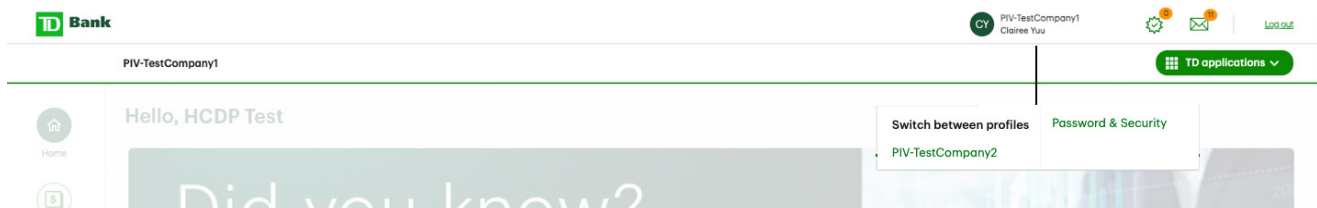
The screenshot shows the TD Business Central U.S. Customer Portal Dashboard. At the top, there's a header with the TD Bank logo, a user profile dropdown for 'PIV-TestCompany1 Clairee Yuu', and a 'Log out' link. Below the header, a secondary navigation bar displays 'PIV-TestCompany1' and a 'TD applications' dropdown. The main content area is divided into several sections:

- Welcome Section:** A large banner with the text 'Hello, Clairee Yuu' and 'Did you know? We can embed our banking services in your enterprise resource planning system, helping you save time and reduce errors.' with a 'Learn more' button.
- Audit Log:** A section titled 'LATEST ACTIVITY' showing a list of recent activities, including 'Administration/Security - Logout' and 'Messages - Send message'.
- Account Balances:** A section titled 'Select an account view' with a dropdown menu set to 'Default'. It displays a 'Deposit (1)' and an 'Available balance' of '\$1,468,251.27' with a 'View all' button.
- TD Digital Academy:** A section titled 'Get to know TD Business Central U.S. and see all that TD Commercial banking has to offer with interactive tutorials.' featuring a laptop icon and a 'View tutorials' button.
- My Profile:** A section titled 'Need to update your personal information? You can edit any of the following:' with a list of items to update: Username, Password, Security code phone number, Security e-mail, and Security code login options. A 'View profile' button is at the bottom.
- Administration:** A section titled 'As the system administrator, you can add, suspend or delete users. You can also grant them access to various accounts and services.' with buttons for 'Add User', 'View Users', and 'View Groups'.

At the bottom of the dashboard, there's a footer with links for 'Terms of Use', 'Privacy', 'California Privacy', 'Security', and 'Online Advertising', along with a 'Member FDIC' logo and a 'Chat' button.

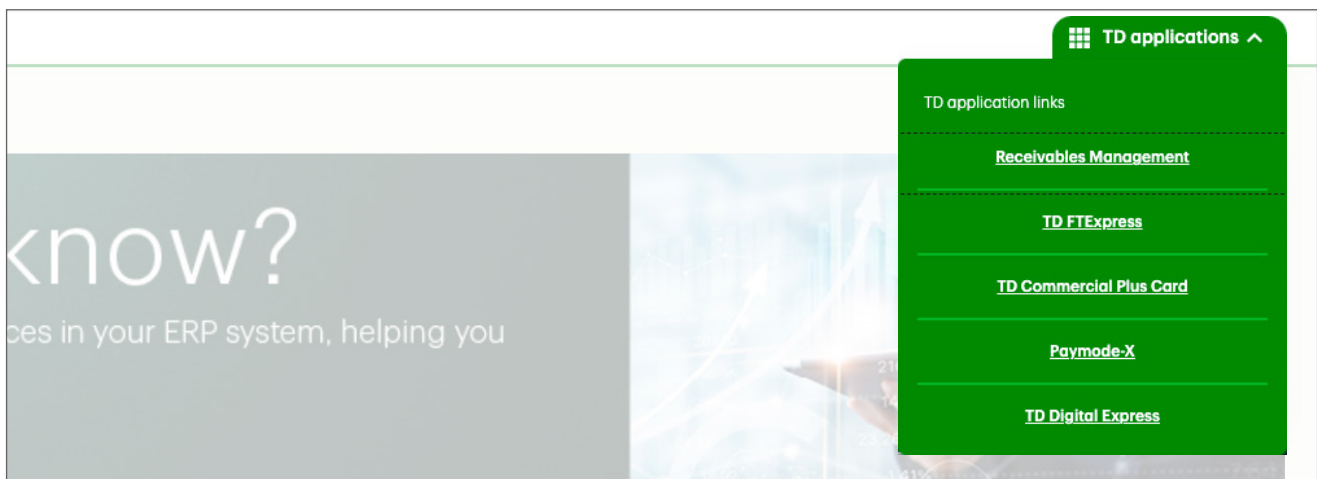
Top navigation menu options

From your top navigation menu, you'll be able to access your user profile and security settings by selecting on your company name. The top navigation is also where you'll find access to certain pages such as Messages or Approval requests, depending on your permissions.



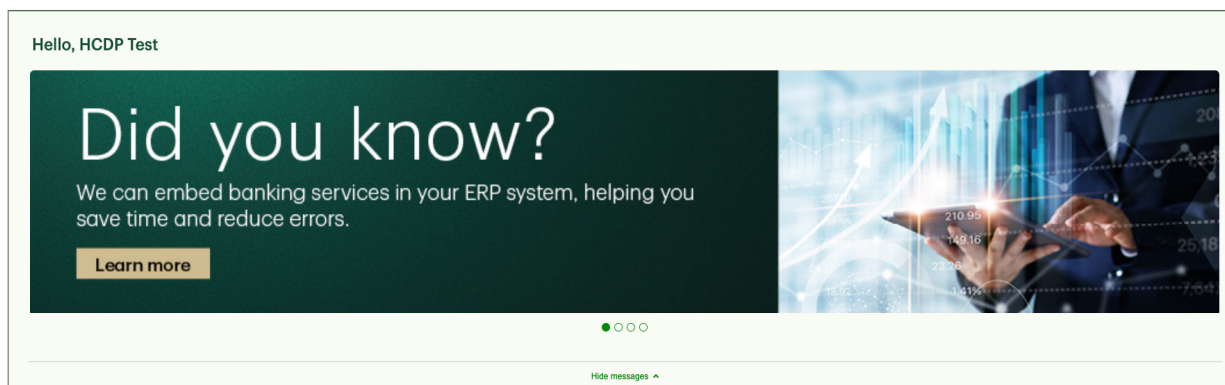
Applications

The **TD applications** dropdown will list all your relevant **TD applications** in one place.



Welcome section

The welcome section at the top of your dashboard is a TD-curated area where you'll find up-to-date info on new products, banking and product tips, and other banking related information.





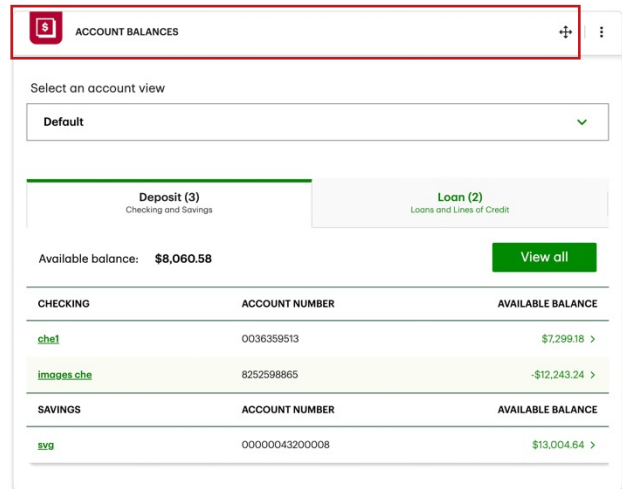
Dashboard personalization

- Rearranging widgets on your dashboard
- Expanding and collapsing widgets on your dashboard

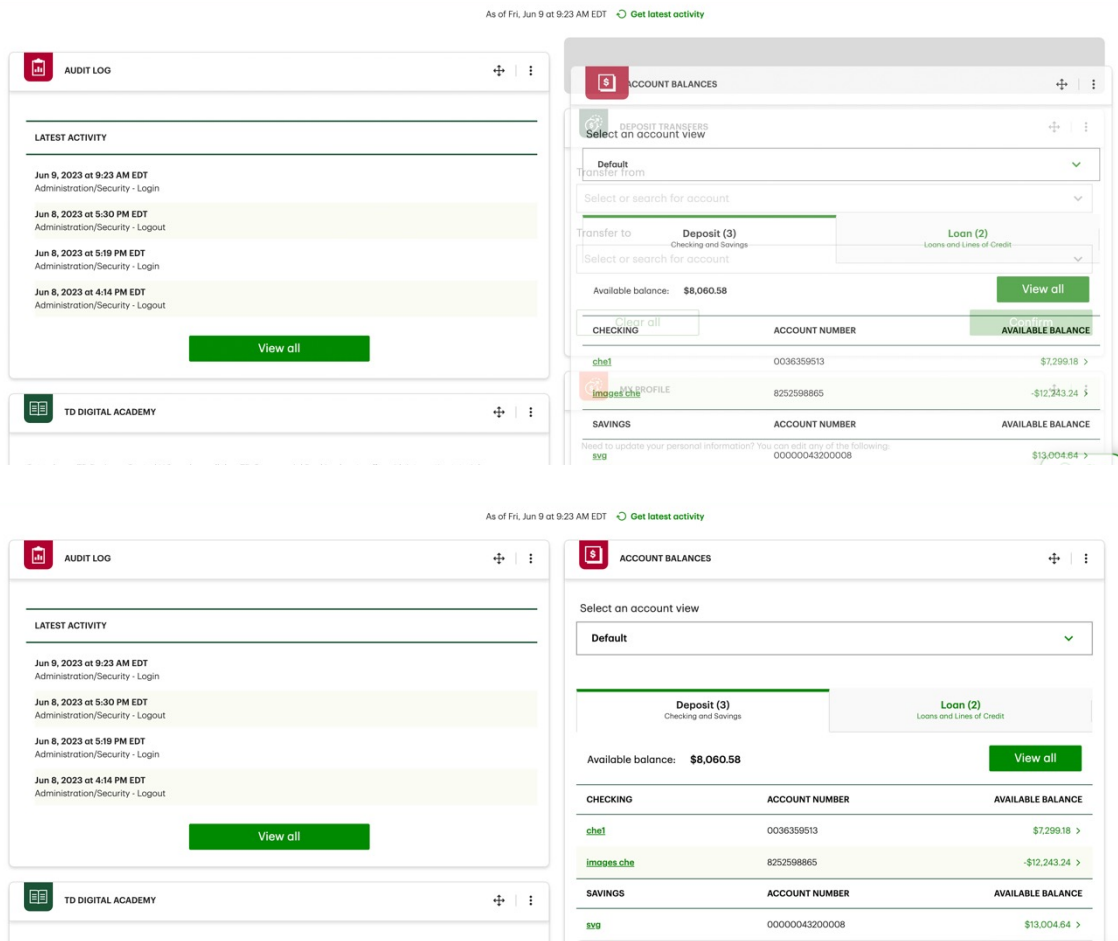
Rearranging widgets on your dashboard

There are 2 ways to move widgets around on your dashboard.

You can use your mouse to click and hold anywhere along the top part of the widget, between the widget name and move icon.



Next, while holding down on the widget with your mouse, drag the widget to the location you want to move the widget to. If the new location is valid, a gray, highlighted area will appear. When it does, let go of clicking on your mouse and the widget will move to the new location on your dashboard.



Another way to move a widget around your dashboard is to select the widget options menu on the top right of each widget.

The screenshot shows the 'ACCOUNT BALANCES' widget. At the top right, there is a dropdown menu with a plus icon and a list icon. The menu is open, showing 'Select an account view' with 'Default' selected. Below this, there are sections for 'Deposit (3)' and 'Loan (2)'. The 'Deposit (3)' section shows an available balance of \$8,060.58 and a 'View all' button. The 'Loan (2)' section shows a balance of -\$12,243.24 and a 'View all' button. Below these sections are two tables: 'CHECKING' and 'SAVINGS', each with columns for 'ACCOUNT NUMBER' and 'AVAILABLE BALANCE'.

CHECKING	ACCOUNT NUMBER	AVAILABLE BALANCE
che1	0036359513	\$7,299.18 >
images.che	8252598865	-\$12,243.24 >

SAVINGS	ACCOUNT NUMBER	AVAILABLE BALANCE
svg	00000043200008	\$13,004.64 >

Depending on the current location of your widget, different widget movement options are available.

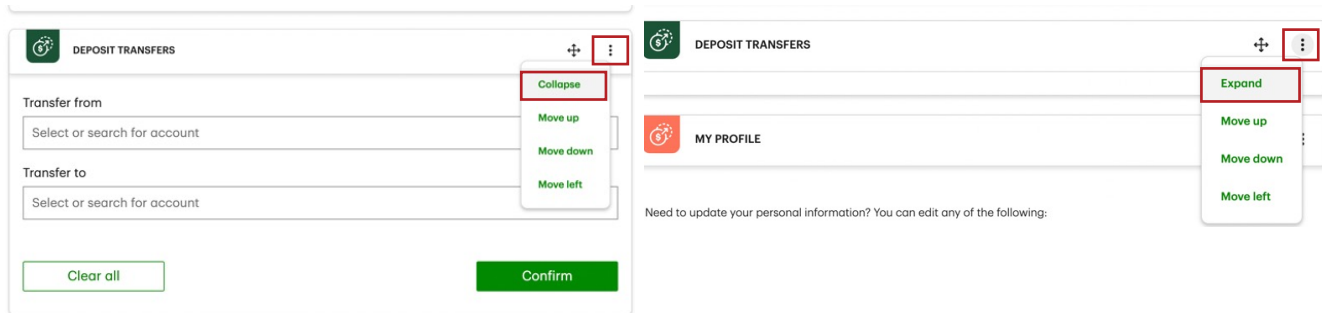
The first screenshot shows the 'ACCOUNT BALANCES' widget with a dropdown menu open, displaying 'Collapse', 'Move down', and 'Move right' options. The second screenshot shows the 'DEPOSIT TRANSFERS' widget with a dropdown menu open, displaying 'Transfer from', 'Transfer to', 'Clear all', and 'Confirm' options. The third screenshot shows the 'MY PROFILE' widget with a dropdown menu open, displaying 'Need to update your personal information? You can edit any of the following:' and a 'Chat' button.

Select the direction option you want to move the widget in. The widget will automatically move and save to that location.

The screenshot shows the dashboard with the 'AUDIT LOG' widget moved to the top left position. The 'ACCOUNT BALANCES' widget remains in its original position. The 'AUDIT LOG' widget shows 'LATEST ACTIVITY' with a list of login and logout events. The 'TD DIGITAL ACADEMY' widget is at the bottom left. The 'ACCOUNT BALANCES' widget shows the same account view selection dropdown and balance information as in the previous screenshots.

Expanding and collapsing widgets on your dashboard

To expand and collapse widgets, select the widget options menu on the top right of each widget.



If the widget is expanded, the menu option shows **Collapse**. If the widget is collapsed, the menu option shows **Expand**. Select the option you want and the widget will automatically expand or collapse depending on its current view.



Making transfers

- Loan payment transfers
- Loan advance transfers
- Deposit transfers

Making transfers

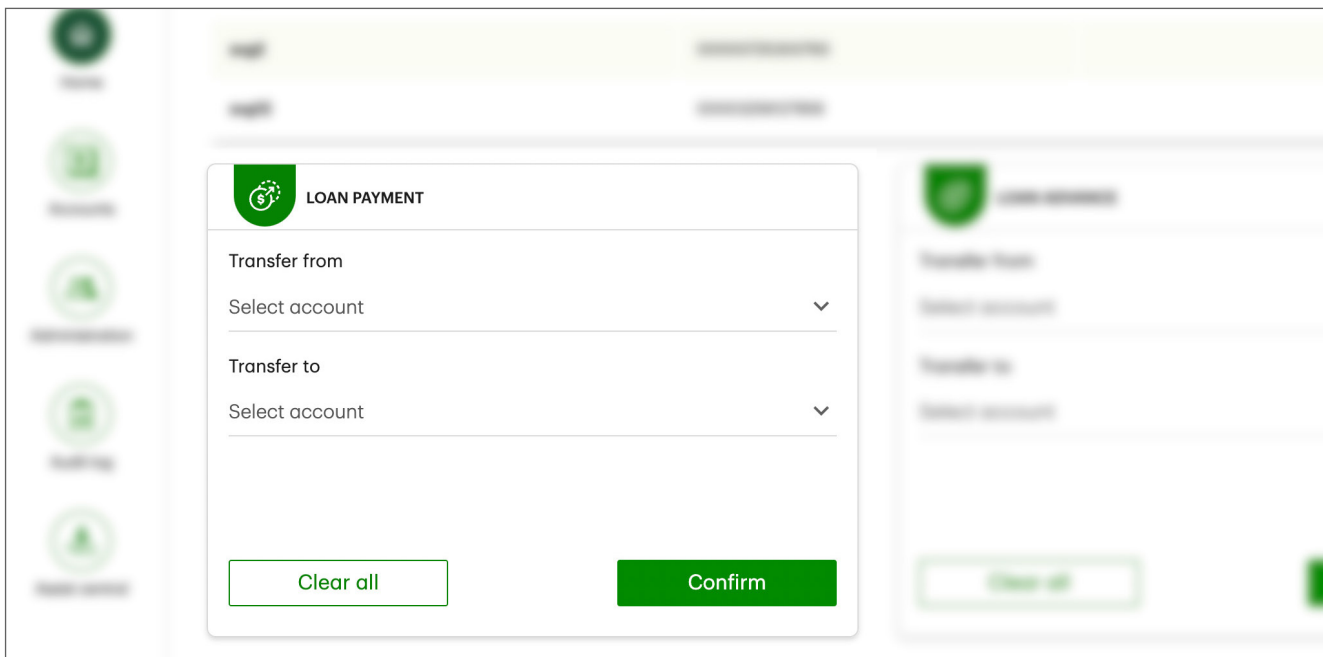
The account transfer service is now available for users in groups with access to the service to transfer funds between a company's different accounts.

Transfers can be made between two different deposit accounts, as well as between loan accounts and deposit accounts. Transfers can be made from a deposit source account to another deposit destination account; from a loan source account to a deposit destination account; or from a deposit source account to a loan destination account. At this time, users cannot transfer funds from a loan source account to a loan destination account.

As a user in a group with access to the transfer service, you can make loan payment transfers from the loan payment widget, loan advance transfers from the loan advance widget, or deposit transfers from the deposit transfers widget. All of these widgets can be found on your dashboard.

Loan payment transfers

To make a transfer from a deposit account to a loan account, go to your loan payment widget, which can be found on your dashboard.



The screenshot displays the 'LOAN PAYMENT' widget within the TD Business Central U.S. Customer Portal. The widget is a white box with a green header bar containing a dollar sign icon and the text 'LOAN PAYMENT'. Below the header, there are two sections: 'Transfer from' and 'Transfer to'. Each section has a 'Select account' label and a dropdown arrow. At the bottom of the widget, there are two buttons: 'Clear all' (white with a green border) and 'Confirm' (solid green). The background of the portal is blurred, showing other dashboard elements.

From here, select a source account and a destination account.



LOAN PAYMENT

Transfer from

0000033502 - chq6 - \$13,973.56 USD

0000033502 - chq6 - \$13,973.56 USD

0240194572 - chq1 - \$302,677.80 USD

2427368847 - chq2 - \$140.40 USD

2427682396 - chq3 - \$2,079.90 USD

\$

2,300.00

Interest

Next, enter the principal amount and/or interest amount. Once you're done, select **Confirm**.



LOAN PAYMENT

Transfer from

0000033502 - chq6 - \$13,973.56 USD

Transfer to

000927216 - acbs1 - \$100,840.41 USD

Next principal payment	Next interest payment	Next payment date	Interest rate
\$0.00	\$0.00	07/16/2022	1.730000%

Principal

\$

2,300.00

Interest

\$

200.00

Note (Optional)

0/60

Add a note to describe this loan payment

Clear all

Confirm

If you made both a principal payment and an interest payment, you should see your principal payment and interest payment confirmation details. Select **Close** once you're done viewing the details.

Print

Loan payment submitted

\$2,500.00

Transfer from
33502 - chq6

Transfer to
927119 - acbs2

Date
Oct 25, 2022 12:58 PM

✓ PRINCIPAL

Payment status
Submission successful

Amount
\$2,300.00

Confirmation number
BA7D2E06-6E48-434D-AC84-BCE9C084DA9D

✓ INTEREST

Payment status
Submission successful

Amount
\$200.00

Confirmation number
57647074-CE5C-42B6-AF72-01BEFECE6355

Close

If you made only a principal payment, you should see your principal payment confirmation details. Select **Close** once you're done viewing the details.

Print

Loan payment submitted

\$2,300.00

Transfer from
33502 - chq6

Transfer to
927216 - acbs1

Date
Oct 25, 2022 1:35 PM

✓ PRINCIPAL

Payment status
Submission successful

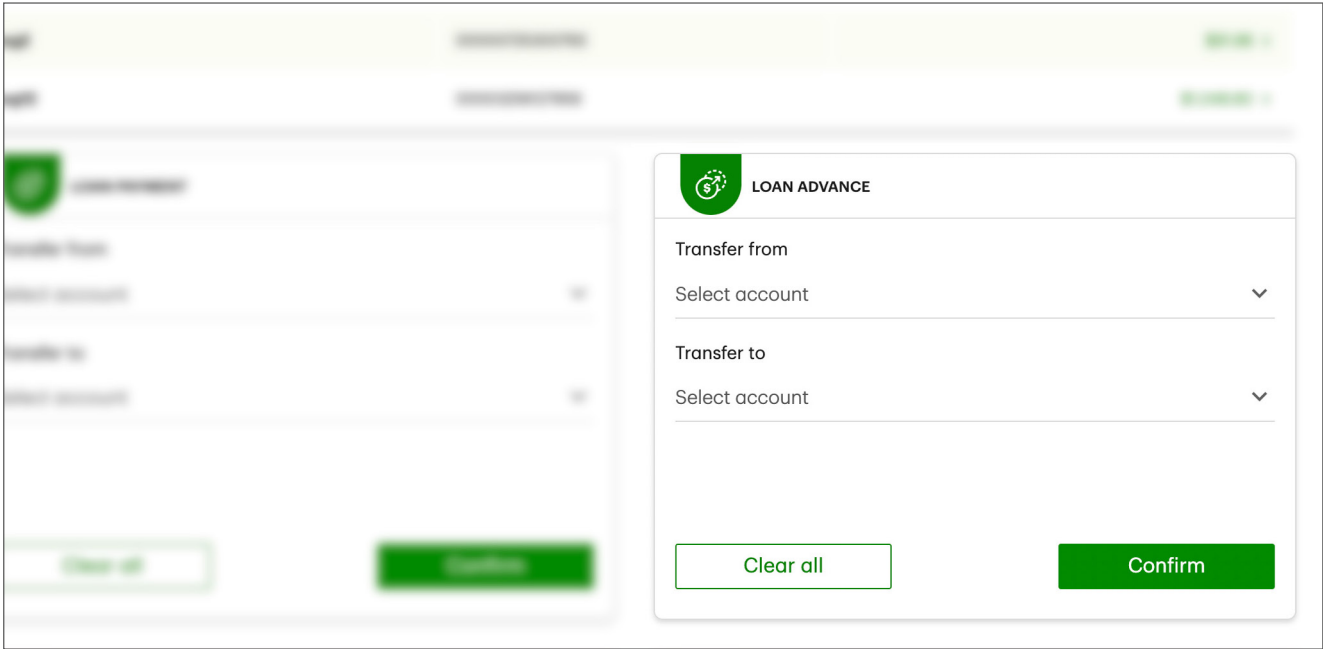
Amount
\$2,300.00

Confirmation number
3032A159-1A68-4247-9FA1-106EFF2D9A46

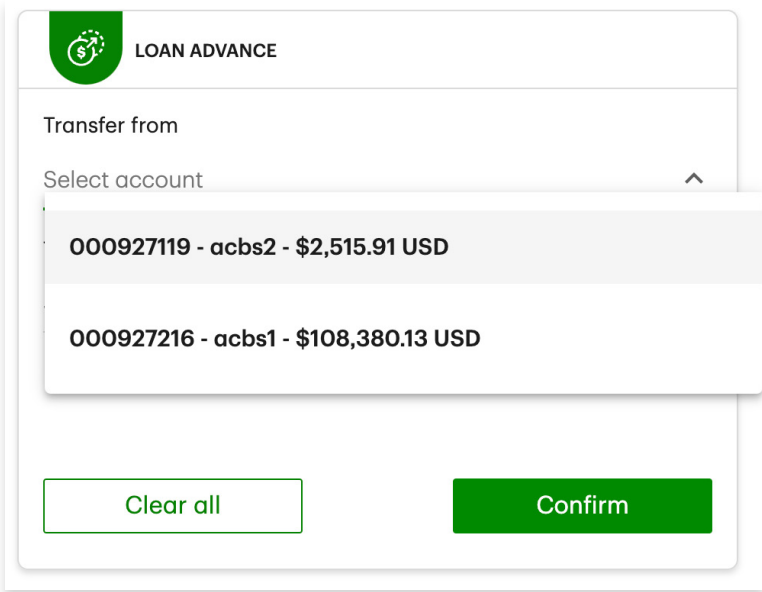
Close

Loan advance transfers

To make a transfer from a loan account to a deposit account (loan advance), go to your loan advance widget, which can be found on your dashboard.



From here, select a source account and a destination account.



Next, enter the desired transfer amount. Once you're done, select **Confirm**.

LOAN ADVANCE

Transfer from

000927119 - acbs2 - \$2,515.91 USD

Transfer to

0000033502 - chq6 - \$4,373.56 USD

Amount

\$

200.00

Note (Optional)

0/60

Add a note to describe this loan payment

Clear all

Confirm

After you select **Confirm**, you will see your loan advance confirmation details. Select **Close** once you're done viewing the details.

Print

Loan advance submitted

\$200.00

Transfer from

927119 - acbs2

Transfer to

33502 - chq6

Date

Oct 25, 2022 1:40 PM

LOAN ADVANCE

Loan advance status

Submission successful

Amount

\$200.00

Confirmation number

0011

Close

Deposit transfers

To make a transfer from a deposit account to another deposit account, go to your **Deposit transfers** widget, which can be found on your dashboard.

 DEPOSIT TRANSFERS

Transfer from

Select or search for account

Transfer to

Select or search for account

Clear all

Confirm

From here, select a source account and a destination account.

 DEPOSIT TRANSFERS

Transfer from

Select or search for account

Select or search for account

0036359513 - che1 - \$16,202.30 USD

8252598865 - images che - \$26,352.92 USD

00000043200008 - svg - \$13,005.74 USD

Confirm

Next, enter the desired transfer amount. Once you're done, select **Confirm**.

 DEPOSIT TRANSFERS

Transfer from

8252598865 - images che - \$26,352.92 USD

Transfer to

00000043200008 - svg - \$13,005.74 USD

Amount

\$1.00

Note (Optional)

0/60

Add a note to describe this deposit transfer

Clear all

Confirm

After you confirm, you will see your deposit transfer confirmation details. Select **Close** once you're done viewing the details.

 Print

Deposit transfer submitted

\$1.00

Transfer from

240194572 - chk2

Transfer to

4325935166 - CHQ

Date

Feb 15, 2023 11:53 AM

 DEPOSIT TRANSFER

Deposit transfer status

Submission successful

Amount

\$1.00

Confirmation number

0064

Close



Account views

- Creating an Account view
- Displaying an Account view
- Editing an Account view
- Deleting an Account view

Creating an Account view

To create an **Account view**, go to your **Account balances** widget, which can be found on your dashboard. If you don't create any, you will see the default view of your accounts.

ACCOUNT BALANCES

Select an account view

Default

Deposit (3)
Checking and Savings

Available balance: **\$319,922,861.20**

View all

CHECKING	ACCOUNT NUMBER	AVAILABLE BALANCE
Checking	0029143170	\$313,214,932.83 >
chq	0029143188	\$6,702,718.84 >
chq2	4325935166	\$5,209.53 >

From here, open the **Select an account view** menu and select on **Add new account view**. On the **Create account view** page, name your **Account view**.

Select an account view

Default

Default

+ Add new account view

Available balance: **\$319,922,861.20**

View all

Then, select a maximum of 50 **Deposit** and 50 **Loan** accounts, for a total maximum of 100 accounts, to add to your **Account view**. Under the **Deposit** accounts section, you can view a list of your entitled **Savings** and **Checking** accounts. Then, select the accounts you want to add.

Deposit (11)

Loan (8)

Checking

Search by account name or account number

NUMBER	NAME	CURRENCY
☐ 0240194572	chk2	USD
☐ 0386504898	chk statement	USD
☐ 4325935166	CHQ	USD

Deposit (11)

Loan (8)

Savings

Checking

Savings

Search by account name or account number

NUMBER	NAME	CURRENCY
☐ 00000725300793	svg2	USD
☐ 00000725633920	svg error	USD

Under the **Loan** accounts section, you can choose to add **Loans** and **Lines of credit** accounts from your list of entitled accounts.

Deposit (11)

Loan (8)

Lines of credit

Search by account name or account number

NUMBER	NAME	CURRENCY
☐ 000927119	acbs 3	USD
☒ 000927216	acbs1	USD
☐ 000927217	acbs2	USD
☐ 004000122577499001	shaw1	USD

Chat

Deposit (11)

Loan (8)

Lines of credit

Loans

Lines of credit

000927216

000927217

004000122577499001

NAME

CURRENCY

acbs 3	USD
acbs1	USD
acbs2	USD
shaw1	USD

Chat

To remove accounts you’ve selected, select the **x** located to the right of each account you added.

Deposit accounts | 2 accounts selected

00000043200008 | ddadep

00000725300793 | svg2

Loan accounts | 1 accounts selected

004000110353939002 | shaw loan 5

Once you’ve named the **Account view** and selected the accounts, select **Create**. Now the account view you just created will appear in the **Select an account view** menu.

Select an account view

User guide test

Default

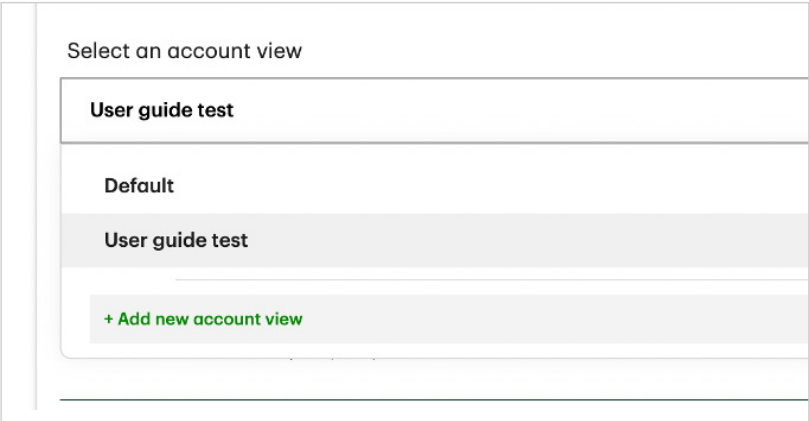
User guide test

+ Add new account view

Displaying an Account view

To display an **Account view**, go to the **Account balances** widget and select the **Select an account view** menu to open it.

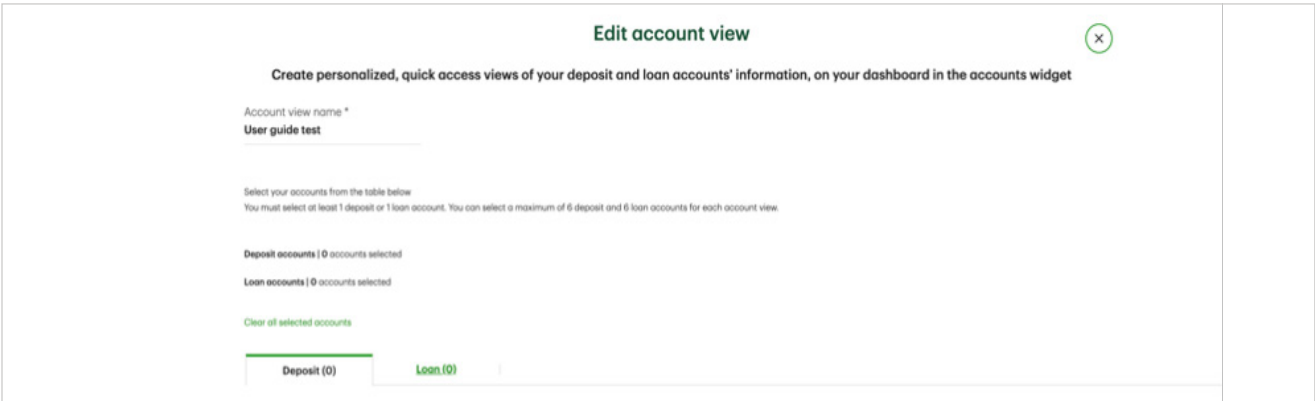
From here, select on the **Account view** you want to have displayed on the **Account balances** widget, on your dashboard. The accounts you added to the account view when you created it will be displayed. You can sort the selected accounts in your **Account view** either in ascending or descending order.



Editing an Account view

To edit an account view, go to your **Account balances** widget, which can be found on your dashboard. Select the **Select an account view** menu to open it.

Pick the **Account view** you want to edit and click on the pencil icon beside the **Account view** name. This will open the **Edit account view** page.



On this page, you can edit the name of the **Account view** and the accounts that are in the **Account view**.

To remove accounts from the **Account view**, select the **x** located to the right of each account you added.

Deposit accounts | 2 accounts selected

0240194572 | chk2

4325935166 | CHQ

Loan accounts | 1 accounts selected

000927216 | acbs1

To add accounts to this **Account view**, select them from the accounts lists at the bottom of the page. When you're editing an **Account view**, the same rules apply. You can select up to a maximum of 50 Deposit accounts (Checking or Savings) and 50 Loan accounts (Loans or Lines of Credit), for a total of 100 accounts. You can select up to a maximum of 25 Checking accounts, 25 Saving accounts, 25 Loan accounts, and 25 Line of Credit accounts, for a total of 100 accounts.

Once you are finished editing, select **Save**.

☐	0386504898	chk statement	USD
☒	4325935166	CHQ	USD
☐	7860383682	chk1	USD
☐	8252598865	Itemize-chk account	USD
☐	9246340511	CHQ	USD

Cancel

Save

Chat

Deleting an Account view

To delete an **Account view**, go to your **Account balances** widget, which can be found on your dashboard. Select the **Select an account view** menu to open.

Select an account view

User guide test

Default

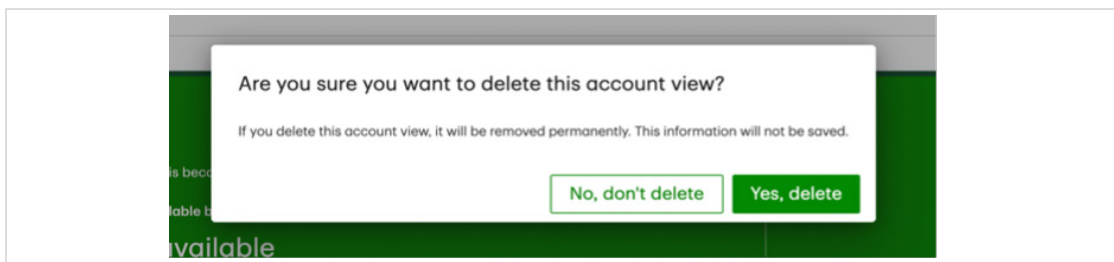
User guide test

+ Add new account view

Pick the **Account view** you want to delete and select the **Delete** icon.



You will need to confirm you want to delete this account view. Select **Yes, delete** to confirm. Once you confirm, the **Account view** will be deleted.





Accounts

- Balance
 - Deposit accounts
 - Loan accounts
- Transactions
- Deposit transactions
 - Multiple deposited items
 - Deposit account statements
- Loan transactions
 - Lines of credit transactions
 - Loan account statements
- Filters
- Print / Export information

Balance

In the **Account Summary** section of the dashboard, you can view both the deposit accounts and loan accounts registered by your company that you have been given permission to view by your **System Administrator**. The accounts are grouped by two separate tabs, one for deposit accounts (checking and savings) and one for loan accounts (loans and lines of credit).

Accounts

As of Oct 23 at 3:05 PM EDT [Get latest activity](#)

Deposit (4)
Checking and Savings

Loan (8)
Loans and Lines of Credit

Summary

Print

AVAILABLE BALANCE

Checking

\$11,119,974.29 USD

Saving

\$12,244.56 USD

Total available balance 1

\$11,132,218.85 USD

Balances

Accounts

NUMBER	NAME	TYPE ▲	CURRENCY	BALANCE
4325935166	chq1	Checking	USD	\$11,117,081.32
9246349511	chq2	Checking	USD	\$2,892.97
00000043200008	svg2	Savings	USD	\$11,475.85
00000725633920	svg1	Savings	USD	\$768.71
				Total: 11132218.85

Deposit accounts

The **Deposit** tab displays a summary of the checking and savings accounts associated with your company, as well as detailed information about each checking and savings account, such as account numbers, names, and available balances.

Accounts

As of Oct 15 at 9:15 PM EDT [Get latest activity](#)

Deposit (4)
Checking and Savings

Loan (8)
Loans and Lines of Credit

Summary

Print

AVAILABLE BALANCE

Checking	Saving	Total available balance ⓘ
\$9,102.20 USD	\$12,499.56 USD	\$21,601.76 USD

Balances

Accounts

NUMBER	NAME	TYPE ↕	CURRENCY	BALANCE
4325935166	chq1	Checking	USD	\$6,043.02
9246349511	chq2	Checking	USD	\$3,059.18

Loan accounts

The main **Loan** tab displays the loans and lines of credit accounts associated with your company.

Accounts

As of Oct 15 at 9:18 PM EDT [Get latest activity](#)

Deposit (4)
Checking and Savings

Loan (8)
Loans and Lines of Credit

Summary

Print

LOANS

Total balance

\$57,587.41 USD

LINES OF CREDIT

Total balance	Available balance
Unavailable	Unavailable

Loans (2)

Lines of Credit (6)

Total balance

\$57,587.41 USD

The secondary **Loans** tab displays each loan account's account number, name, interest rate, next payment amount, next payment date, and available balance.

Accounts

As of Thu, Jun 23 at 9:47 AM EDT

Get latest activity

Deposits (2)
Checking and Savings

Loans (3)
Loans and Lines of Credit

Summary

Loan Account

Total Balance

\$110,776.52 USD

Lines of Credit

Total Balance

-\$19,750.00 USD

Available Balance

\$10,000.00 USD

Loans (2)

Lines of Credit (1)

NUMBER	NAME	INTEREST RATE	NEXT PAYMENT AMOUNT	NEXT PAYMENT DATE	BALANCE
000391861	ocbs	0.000000%	Not Available	2021-07-09	Not Available

The **Lines of credit** tab displays each line of credit account's number, name, interest rate, next payment amount, next payment date, available balance, and total balance.

Accounts

As of Thu, Jun 23 at 9:47 AM EDT

Get latest activity

Deposits (2)
Checking and Savings

Loans (3)
Loans and Lines of Credit

Summary

Loan Account

Total Balance

\$110,776.52 USD

Lines of Credit

Total Balance

-\$19,750.00 USD

Available Balance

\$10,000.00 USD

Loans (2)

Lines of Credit (1)

NUMBER	NAME	INTEREST RATE	NEXT PAYMENT AMOUNT	NEXT PAYMENT DATE	BALANCE
000391861	ocbs	0.000000%	Not Available	2021-07-09	Not Available

Transactions

Deposit transactions

From your **Deposit** tab, you can access the details for a specific deposit account by selecting the **Account** name in the **Account summary** section.

Accounts

As of Thu, Jun 23 at 9:58 AM EDT [Get latest activity](#)

Deposits (2)
Checking and Savings

Loans (3)
Loans and Lines of Credit

Summary

Print

Checking
Savings

Accounts
\$2,759.96 USD
\$52.57 USD

Total available balance ⓘ
\$2,812.53 USD

Balances

Accounts

NUMBER	NAME	TYPE ↑	CURRENCY	BALANCE
9246349511	chq	Checking	USD	\$2,759.96
00000725633920	svg	Savings	USD	\$52.57

Total\$2,812.53

Deposit transactions (continued)

Your most recent pending transactions (if any) will display first in the **Pending Transactions** section of the **Activity** tab. If you have more than 100 pending transactions and would like to view them, you can select **View more**. Your most recent posted transactions will be displayed first in the **Posted Transactions** section of the **Activity** tab. 100 transactions will display at a time. If you have more than 100 posted transactions and you would like to view them, you can select **View more**.

chq
9246349511

Help

Export latest statement

Total balance
\$52.57 USD

ActivityDetailsStatements

As of Thu, Jun 23 at 9:59 AM EDTGet latest activity

PrintExport

Pending transactions

There are no pending transactions on record for this account.

Posted transactions

Filters

DATE	TYPE	DETAILS	REFERENCE NUMBER	DEBITS	CREDITS
Mar 4, 2022	CR	DEBIT			\$100.00
Mar 4, 2022	CR	DEBIT			\$100.00
Mar 4, 2022	CR	DEBIT			\$100.00
Mar 4, 2022	CR	DEBIT			\$100.00

Multiple deposited items

In the **Activity** tab of your deposit transactions, if there are multiple deposited items in one deposit transaction, select **View deposited items** to view the whole list of deposited items in that one transaction.

Posted transactions

Filters

DATE	TYPE	DETAILS	REFERENCE NUMBER	WITHDRAWALS	DEPOSITS
Jan 19, 2023	DDA Deposit	DEPOSIT View deposit slide			\$4,000.00

On the deposited items page, all the deposited items in the one transaction will be displayed. You can choose to sort by date from earliest to most recent, as well as choose how many items per page you want displayed from the page navigation at the bottom of the list. You can also switch between different pages if more than 1 page exists.

chkl

7869383682

Total deposited amount

\$3,723.95

Transaction date:

Jan 19, 2023

Transaction details:

Deposited items

Deposited items

ACCOUNT NUMBER	DATE	BANK IDENTIFIER	SERIAL NUMBER	BANK REFERENCE NUMBER	
7869383682	Jan 19, 2023	52401020	0	94004	View Image
38848963	Jan 19, 2023	31100209	11307320	93003	View Image
38846829	Jan 19, 2023	31100209	27595374	93003	View Image
39028502	Jan 19, 2023	31100209	10017283	93003	View Image

20

items per page | total items 4

K

<

1

>

X

Select **View image** to view a front and back image of the deposited item.

Deposit account statements

From the **Statements** tab, you can view deposit account statements for specific cycle dates up to 7 years back. You can view any additional documents associated with a statement, as well as export your latest statement.

For more information on how to find and access deposit account statements from your **Accounts** page, please go to the section on accessing account activity statements in this user guide.

chq

9246349511

Total balance

\$2,759.96 USD

Activity

Details

Statements

Export latest statement

Statement cycle year:

2022

2022

2021

2020

2019

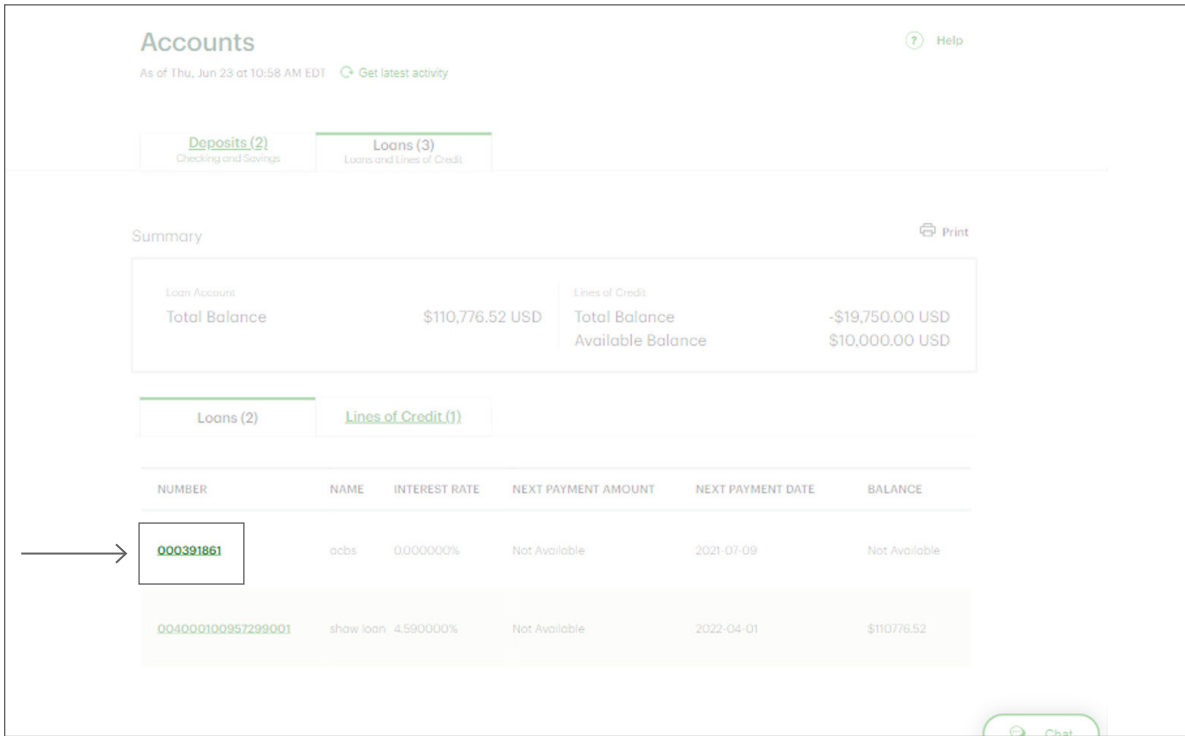
2018

2017

2016

Loan transactions

From your main **Loan** tab, you can access the details for a specific loan account by selecting the **Account name** in the **Account summary** section.



The screenshot shows the 'Accounts' page with a 'Summary' section for loans. A table lists loan accounts, and an arrow points to the account number 000391861.

NUMBER	NAME	INTEREST RATE	NEXT PAYMENT AMOUNT	NEXT PAYMENT DATE	BALANCE
000391861	ocbs	0.000000%	Not Available	2021-07-09	Not Available
004000100957299001	show loan	4.590000%	Not Available	2022-04-01	\$110776.52

This will take you to the **Activity** tab for that specific account. The **Activity** tab displays information about posted transactions for this account. 100 transactions will display at a time. If you have more than 100 posted transactions and you would like to view them, you can select **View more**.



The screenshot shows the 'Activity' tab for account 000391861. The 'Activity' tab is selected, and the 'Posted transactions' section is visible.

DATE	TYPE	DETAILS	WITHDRAWALS	PAYMENTS
Apr 9, 2021	Principal payment	135,781.21		\$135,781.21

From your **Details** tab, you can view a detailed account summary, including payment information, balance details, and interest details.

acbs

000391861

Total balance

\$0.00 USD

Activity

Details

Print

Account Information

ACCOUNT SUMMARY

Next Payment Amount		Next Payment Date			
\$0.00		Jul 9, 2021			
PRODUCT TYPE	ORIGINAL LOAN AMOUNT	ORIGINAL LOAN DATE	CURRENT INTREST BALANCE	INTREST RATE	MATURITY DATE
ACBS Loan	\$135,781.21	Jan 26, 2021	\$0.00	0.0000000%	Apr 9, 2021

PAYMENTS

NUMBER OF REMAINING PAYMENTS	NEXT PAYMENT PRINCIPAL AMOUNT	NEXT PAYMENT INTEREST AMOUNT	LAST PAYMENT PRINCIPAL AMOUNT	LAST PAYMENT INTEREST AMOUNT	LAST PAYMENT AMOUNT
N/A	\$0.00	\$0.00	N/A	N/A	N/A

BALANCE

CURRENT AVAILABLE LINE	CURRENT PRINCIPLE BALANCE	LATE FEE DUE
\$0.00	\$0.00	Not Available

Chat

Lines of Credit transactions

From your **Lines of credit** tab, you can access the details for a specific line of credit account by selecting on the **Account name** in the **Account summary** section.

The screenshot shows the 'Accounts' page with tabs for 'Deposits (2)' and 'Loans (3)'. The 'Loans (3)' tab is active, and the 'Lines of Credit (1)' sub-tab is selected. Below the tabs is a 'Summary' section with a table showing account balances. Below the summary is a table of lines of credit. The first line of credit is highlighted with a red box, and an arrow points to its account number '004000122577499001'.

NUMBER	NAME	INTEREST RATE	NEXT PAYMENT DATE	AVAILABLE BALANCE	BALANCE
004000122577499001	Home eq.	6.750000%	2022-03-14	\$10000	\$-19750

This will take you to the **Activity** tab for that specific account. The **Activity** tab displays information about posted transactions for this account. 100 transactions will display at a time. If you have more than 100 posted transactions and you would like to view them, you can select **View more**.

The screenshot shows the 'Activity' page for account '004000122577499001'. The 'Activity' tab is selected. Below the tabs is a table of posted transactions. The first transaction is highlighted with a red box, and an arrow points to the 'Details' link next to it.

DATE	TYPE	DETAILS	WITHDRAWALS	PAYMENTS
Mar 4, 2022	Miscellaneous fee payment	DINT FEE PAYMENT		\$50.00
Mar 4, 2022	Miscellaneous fee payment	DINT FEE PAYMENT		\$200.00
Mar 4, 2022	Miscellaneous fee payment	DINT FEE PAYMENT		\$200.00
Mar 4, 2022	Miscellaneous fee payment	DINT FEE PAYMENT		\$50.00
Mar 4, 2022	Miscellaneous fee payment	DINT FEE PAYMENT		\$150.00
Mar 4, 2022	Miscellaneous fee payment	DINT FEE PAYMENT		

From your **Details** tab, you can view a detailed account summary, including payment information, balance details, and interest details.

show loc

004000122577499001

Help

Total balance

Not Available

Available Balance ⓘ

\$10,000.00

Activity

Details

Print

Account Information

ACCOUNT SUMMARY

Next Payment Amount		Next Payment Date			
\$0.00		Mar 14, 2022			
PRODUCT TYPE	ORIGINAL LOAN AMOUNT	ORIGINAL LOAN DATE	CURRENT INTREST BALANCE	INTREST RATE	MATURITY DATE
SHAW Loan	\$10,000.00	May 14, 2013	-\$19,750.00	6.750000%	Dec 31, 2024

PAYMENTS

NUMBER OF REMAINING PAYMENTS	NEXT PAYMENT PRINCIPAL AMOUNT	NEXT PAYMENT INTEREST AMOUNT	LAST PAYMENT PRINCIPAL AMOUNT	LAST PAYMENT INTEREST AMOUNT	LAST PAYMENT AMOUNT
N/A	\$0.00	\$0.00	N/A	N/A	N/A

BALANCE

CURRENT AVAILABLE LINE	CURRENT PRINCIPLE BALANCE	LATE FEE DUE
\$0.00	-\$19,750.00	\$0.00

Chat

Loan account statements

For entitled loans and lines of credit within loan accounts, if these same accounts are added in the **Statements center** as access ID numbers, these statements can be found by selecting the **Go to statements center** link.

For certain loan accounts, the link will take you directly to that account’s statements page. For other loan accounts, the link will take you to the main **Statements center** page where you can find the statement access ID number and view those statements.

show

004000100795909001

Total balance

\$3,290.49 USD

Go to statements center

Activity

Details

Chat

Date and time unavailable*

Get latest activity

Export

Print

Filters

Posted Transactions

acbsnew1

000927216

Total balance

\$91,257.76 USD

Available balance

\$108,330.76

Go to statements center

Activity

Details

Chat

As of Sep 19 at 2:33 PM EDT

Get latest activity

Export

Print

Filters

Posted Transactions

Filters

You can customize the way you view both your deposit account transactions and your loan account transactions.

You can view your deposit account transactions by filtering by date, amount, checks, debits, or credits.

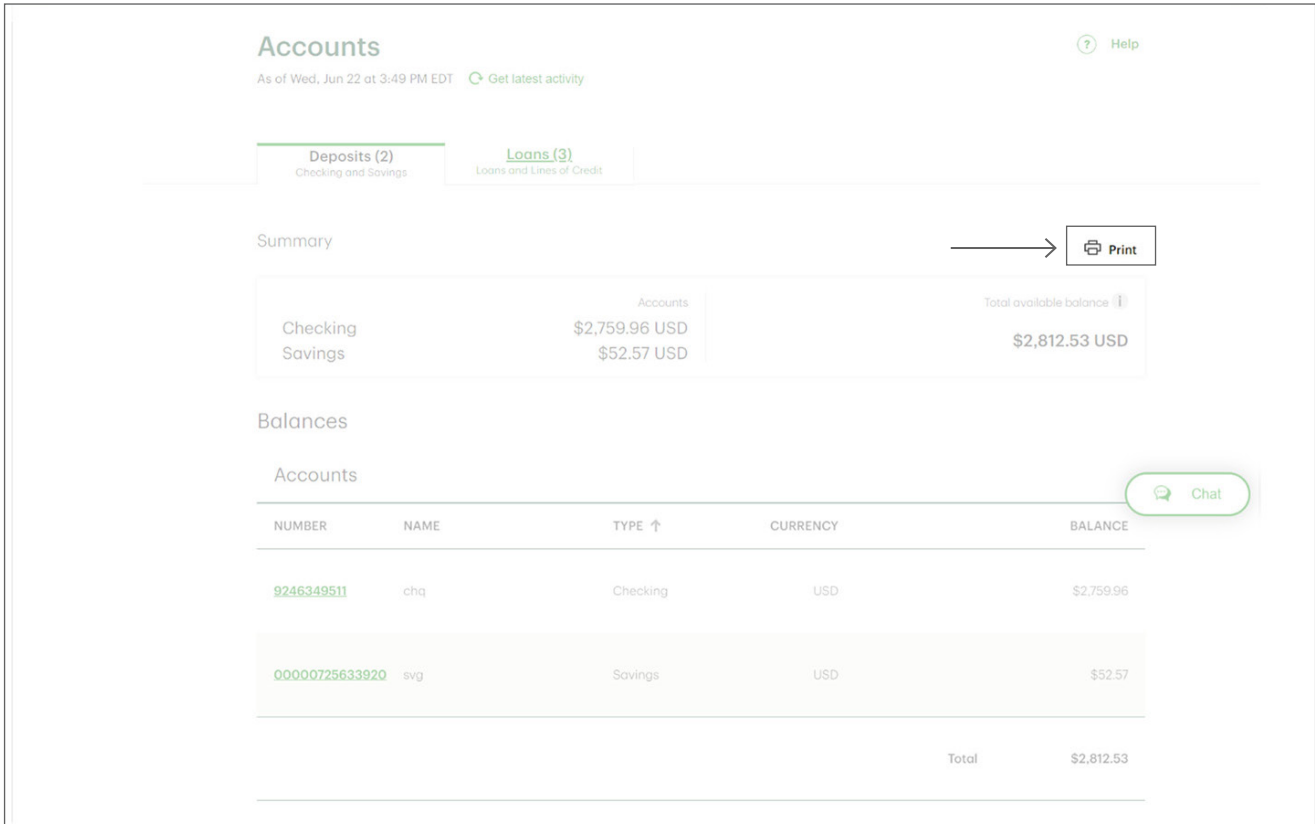
The screenshot shows the 'Transaction filters' dialog box overlaid on a table of 'Posted transactions' for a deposit account. The dialog has two main sections: 'Date range' and 'Amount range'. The 'Date range' section has a dropdown menu labeled 'Select date range'. The 'Amount range' section has two input fields: '\$ Minimum' and '\$ Maximum', separated by a minus sign. Below these sections are three buttons: 'Clear all', 'Apply' (in green), and 'Cancel' (in green). The background table shows columns: DATE, TYPE, DETAILS, REFERENCE NUMBER, DEBITS, and CREDITS. A single transaction is visible: Mar 26, 2021, DDA Check, CHECK, \$36.15.

You can view your loan account transactions and lines of credit account transactions by filtering by date range.

The screenshot shows the 'Transaction filters' dialog box overlaid on a table of 'Posted transactions' for a loan account. The dialog is identical to the one in the previous screenshot, with 'Date range' and 'Amount range' sections and 'Clear all', 'Apply', and 'Cancel' buttons. The background table shows columns: DATE, TYPE, DETAILS, WITHDRAWALS, and PAYMENTS. Two transactions are visible: Mar 4, 2022, Miscellaneous fee payment, DINT FEE PAYMENT, \$50.00. The left sidebar shows navigation links: Home, Audit log, and Assist central. A 'Chat' button is visible in the bottom right corner.

Print / Export information

From your desktop, you can print your main **Accounts Summary** page, your **Deposit** tab, your deposit accounts' transactions and details, as well as your **Loan** tab and your loan accounts' transactions and details by selecting the print button on screen.



Accounts Help

As of Wed, Jun 22 at 3:49 PM EDT [Get latest activity](#)

Deposits (2) **Loans (3)**

Checking and Savings Loans and Lines of Credit

Summary Print

Accounts		Total available balance ⓘ
Checking	\$2,759.96 USD	\$2,812.53 USD
Savings	\$52.57 USD	

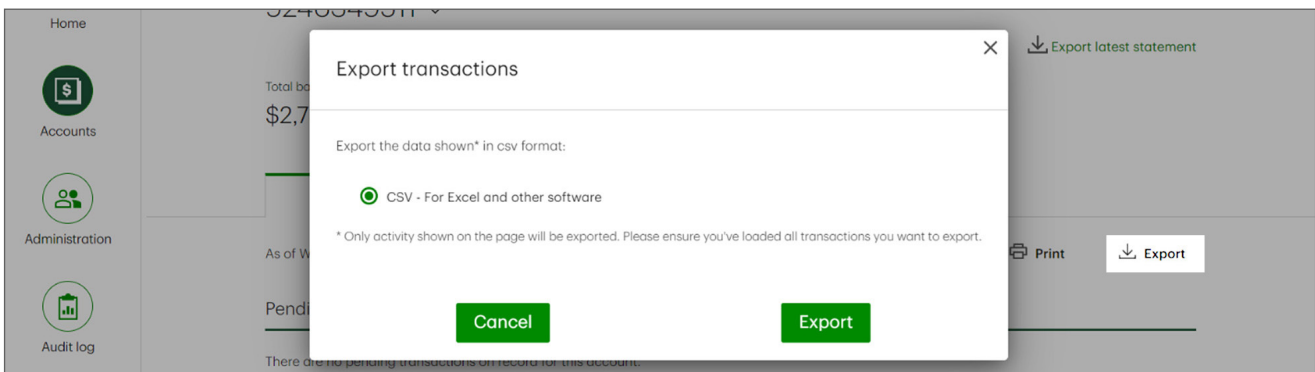
Balances

Accounts

NUMBER	NAME	TYPE ↑	CURRENCY	BALANCE
9246349511	chq	Checking	USD	\$2,759.96
00000725633920	svg	Savings	USD	\$52.57
Total				\$2,812.53

Chat

Alternatively, from your desktop and mobile device you can export your deposit and loans accounts' activities as a CSV file by selecting the export button. Please note that only the content you are viewing on screen at that time is the content that will be exported.



Home Accounts Administration Audit log

Export transactions

Export the data shown* in csv format:

☒ CSV - For Excel and other software

* Only activity shown on the page will be exported. Please ensure you've loaded all transactions you want to export.

Cancel Export

Export latest statement

Print Export



Statements

- Accessing statements center statements
- Accessing account activity statements

You can find your company's online statements in 2 different ways. From the **Statements center** you'll get access to entitled loan and account analysis statements for your company. From the **Accounts** page, you'll get access to entitled deposit account statements.

Accessing statements center statements

If you have entitlements to the statements service, go to your **Statements center** from the left navigation menu.

In the **Statements center**, you can find your entitled statements access ID numbers for account analysis statements in the first tab. These can be account numbers or relationship numbers.

The screenshot shows the 'Statements center' interface. On the left is a navigation menu with icons for Home, Accounts, Statements center (selected), and Administration. The main content area has a title 'Statements center' with a 'Help' link. Below the title is a description: 'Access your company's loan and account analysis statements in one place on TD Business Central U.S.' There are two tabs: 'Account analysis' (selected) and 'Loan'. Below the tabs, it says 'As of Sep 19 at 2:11 PM EDT'. The main content area contains the text: 'Find and view your company's account analysis statements using customer relationship numbers or account numbers as a statements access ID.' Below this is a table titled 'Statements access ID numbers'.

ACCESS ID NUMBER	ID TYPE	ACCOUNT NAME
101181562	Account number	Frozen Account 1
1136518	Account number	Closed Chequing Account 1
11825235	Account number	No check Account 1

There is a 'Chat' button in the bottom right corner of the table area.

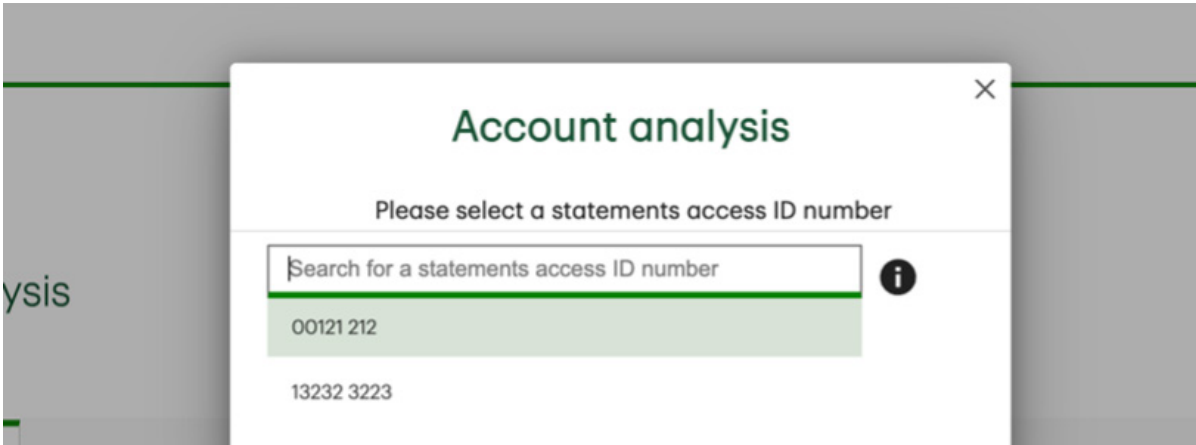
You'll also find your entitled statements access ID numbers for loan statements in the second tab. These can also be account numbers, customer numbers, or relationship numbers.

The screenshot shows the 'Statements center' interface with the 'Loan' tab selected. The title 'Statements center' and 'Help' link are at the top. The description 'Access your company's loan and account analysis statements in one place on TD Business Central U.S.' is present. The tabs are 'Account analysis' and 'Loan' (selected). Below the tabs, it says 'As of Mar 27 at 3:13 PM EDT'. The main content area contains the text: 'Find and view your company's loan statements using customer numbers or account numbers as a statements access ID.' Below this is a table titled 'Statements access ID numbers'.

ACCESS ID NUMBER	ID TYPE	ACCOUNT NAME
00075544	Customer number	
00092868	Customer number	
00347519005	Account number	sneha shaw loan2
00391861	Customer number	
00927216	Customer number	
14834600003	Account number	sneha shaw loan2
21935559007	Account number	amod 2

Find the access ID number for the statements you'd like to view. Select the ID number. Here you will find all statements related to that statement access ID number.

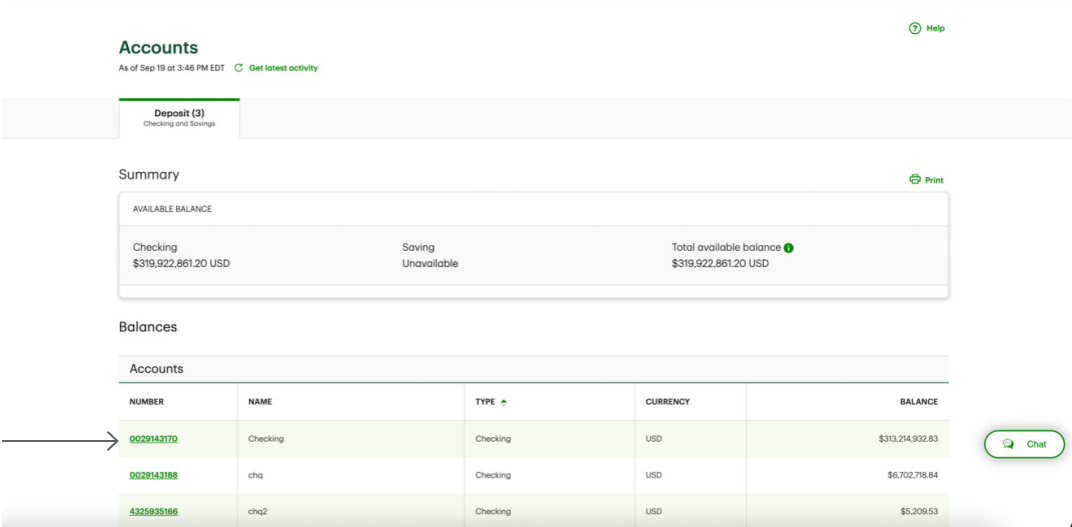
From this page you can view statements going back 7 years, given you've had statements for that long. You can also export the latest statement from this page, or you can export specific statements by selecting the export button beside each statement. If you want to switch to another statement access ID number, select the arrows to right side of the ID number at the top of the page and select another ID.



Accessing account activity statements

If you have entitlements to access accounts, go to your **Accounts** page from the left navigation menu.

From the Deposit tab, select an account number from the list of accounts.



From the specific account's activity page, select the statements tab.

chq2
4325935166

Total balance
\$5,209.53 USD

Activity Details Statements

As of Sep 19 at 4:08 PM EDT [Get latest activity](#) [Export](#) [Print](#)

Pending Transactions

No information available to display.

Posted Transactions [Filters](#)

DATE	TYPE	DETAILS	WITHDRAWALS	DEPOSITS
Apr 3, 2023	DR	Online Xfer Transfer to CK 4325935413	\$100.00	

On the statements tab, you'll find all your statements for this deposit account going back 7 years, given you've had statements for that long. You can also export the latest statement from this page, or you can export specific statements by selecting the export button beside each statement. If you want to switch to another account's statements page, select the arrows to the right side of the account number at the top of the page and select another account number.

chq1
4325935166

Total balance
\$6,043.02 USD

Activity Details Statements

As of Oct 16 at 3:50 PM EDT Statement cycle year: 2023

DATE	DETAILS	
Mar 31, 2023 Latest	1 document included	Export

chq1
4325935166

Total balance
\$6,043.02 USD

Select an Account

Select or search account number

- CHK USD - 0029143170 Checking
- CHK USD - 0029143188 chq
- CHK USD - 4325935166 chq2



Messages

- Accessing your messages
- Sending a message
- Saving messages to Drafts
- Replying to messages
- Storing messages
- Deleting messages
- Filtering messages

Accessing your messages

You can access your **Messages** page from anywhere on TD Business Central U.S. Find the **Messages** icon located in your top navigation on any page. The number on the icon displays the number of new messages you have.



This will take you to the main **Messages** page. Your messages are sorted by tabs, or folders. The first tab is your **Inbox** where you can access your received messages. The second tab is where your **Drafts** will be saved. The third tab shows your **Sent** messages. Finally, the last tab is your **Stored** messages, a folder you can use to organize your messages.

In each folder, you can sort your messages by date and time by selecting the **Date & Time** column name.

You can also filter messages and navigate between different pages of messages if the list is long.

Please remember that messages will be displayed for 180 days regardless of which folder they are in.

Messages Help

For any help, questions, or inquiries about TD, please send us a secure message and a member of our customer support team will be happy to assist you. Send a message

Please note that messages will only be displayed for 180 days.

Inbox (5 New) | Drafts | Sent | Stored

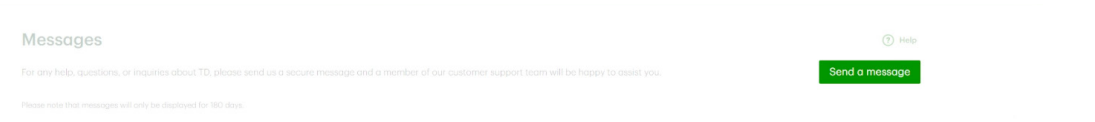
As of Mon, Sep 18, 2023 at 1:29 PM EDT*

☐	TOPIC	SUBJECT	FROM	DATE & TIME ↓	Filters
☐	BCUS General assistance	US General Assistance	Customer Service	Sep 13, 2023 at 4:21 PM EDT	
☐	ACH	ACH	Customer Service	Sep 13, 2023 at 4:20 PM EDT	
☐	ACH	ACH	Customer Service	Sep 13, 2023 at 4:20 PM EDT	
☐	ACH	ACH	Customer Service	Sep 13, 2023 at 4:19 PM EDT	
☐	BCUS General assistance	US General Assistance	Customer Service	Sep 13, 2023 at 4:18 PM EDT	
☐	BCUS General assistance	US General Assistance	Customer Service	Sep 13, 2023 at 4:18 PM EDT	
☐	BCUS General assistance	RE: BCUS - no subject	Customer Service	Sep 13, 2023 at 4:17 PM EDT	
☐	ACH Positive Pay	RE: Miscellaneous	Customer Service	Sep 13, 2023 at 2:19 PM EDT	
☐	ACH Positive Pay	RE: Miscellaneous	Customer Service	Sep 13, 2023 at 2:16 PM EDT	

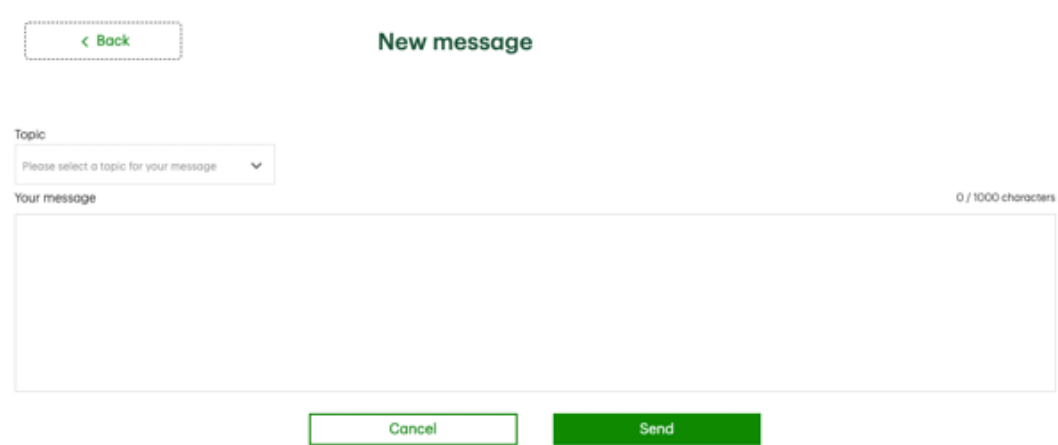
Chat

Sending a message

To send a message, select the **Send a message** button which can be found at the top of the **Messages** page.

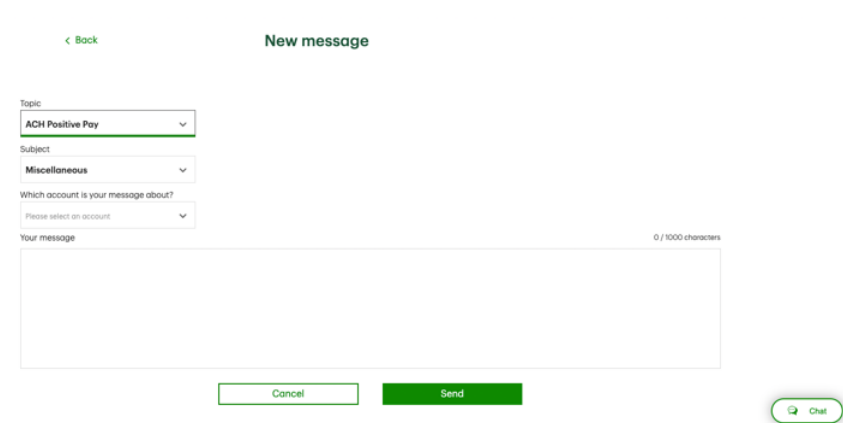


First, choose a topic related to your message.



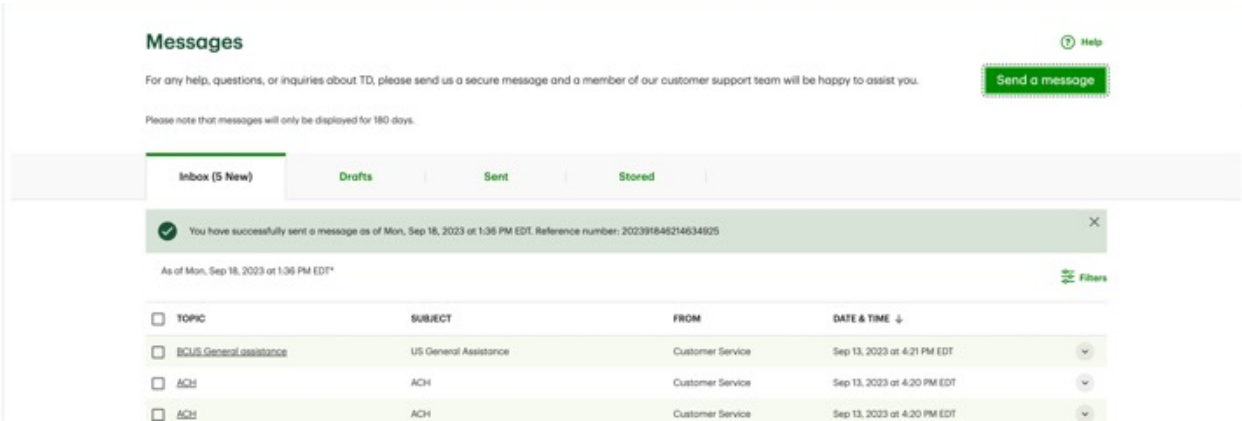
This screenshot shows the 'New message' form. At the top left is a dashed green button with a left arrow and the text '< Back'. To its right is the title 'New message' in bold. Below the back button is a 'Topic' dropdown menu with the placeholder text 'Please select a topic for your message'. Below the topic menu is a large text area labeled 'Your message' on the left and '0 / 1000 characters' on the right. At the bottom of the form are two buttons: a green-outlined 'Cancel' button and a solid green 'Send' button.

Depending on the topic you choose, you may need to enter some more information. Some topics have optional subjects, and some require a subject and more information before you can send the message. After you’ve made your selections, type your message and select **Send**.

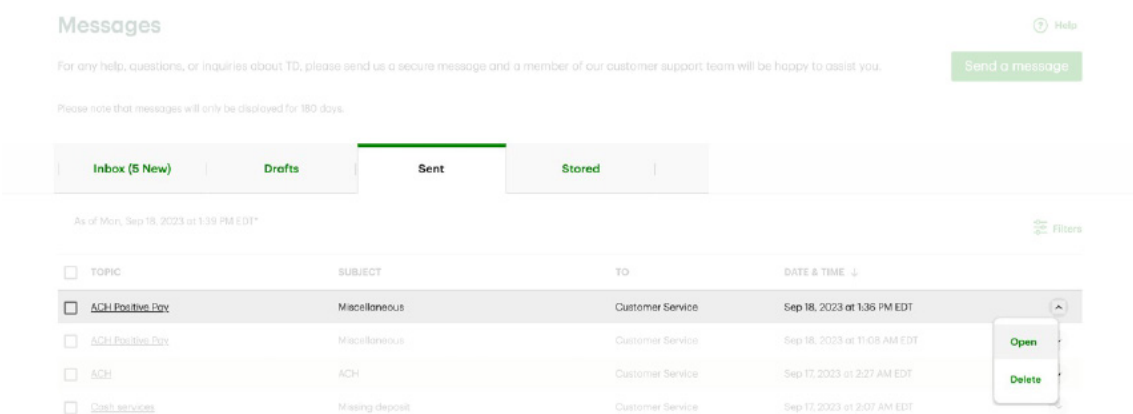


This screenshot shows the 'New message' form with additional fields. It includes the '< Back' button and the 'New message' title. The 'Topic' dropdown is set to 'ACH Positive Pay'. Below it is a 'Subject' dropdown set to 'Miscellaneous'. Below the subject is a question 'Which account is your message about?' followed by a dropdown menu with the placeholder 'Please select an account'. Below these is the 'Your message' text area, labeled '0 / 1000 characters' on the right. At the bottom are the 'Cancel' and 'Send' buttons. In the bottom right corner, there is a green-outlined button with a speech bubble icon and the text 'Chat'.

When the message has been successfully sent, you'll receive a confirmation on the main **Messages** page.



To view a sent message, select the **Topic** of the message, or select the message's options menu, located to the right of the **Date & Time**, to open it. Then, select the **Open** option.



Saving messages to Drafts

At any point in time while writing a message, if you'd like to save the message for later, you can save the message to your **Drafts**. To do so, on the **New message** page, select **Cancel**.

←

New message

Select a topic

BCUS General assistance

Subject (optional)

Test subject

Your message

13 / 1000 characters

Test message|

Cancel

Send

Next, confirm you'd like to save the message to **Drafts** by selecting **Yes, save draft**.

Save a draft?

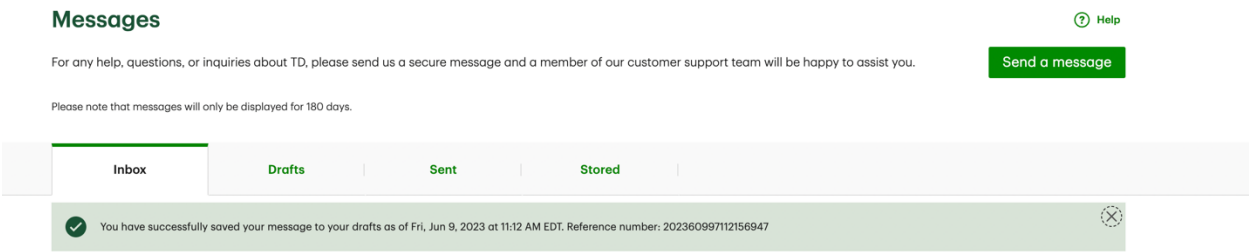
If you exit without saving a draft, this message will be permanently deleted.

Yes, save draft

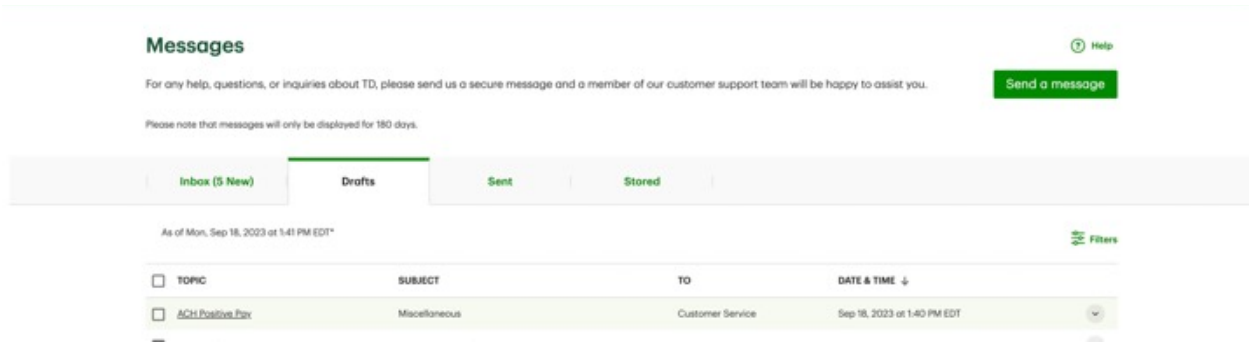
No, exit without saving

Continue writing a message

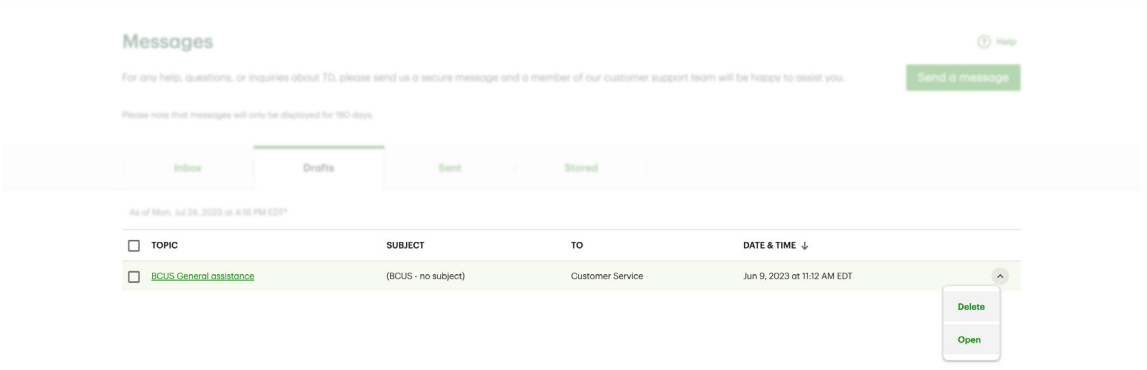
Once the message has been successfully saved, you'll get a confirmation on the main **Messages** page.



You'll also find the message now in your **Drafts** tab.



To view a draft message, select the **Topic** of the message, or select the message's options menu, located to the right of the **Date & Time**, to open it. Then, select the **Open** option.



Replying to messages

The **Messages** icon, located on your top navigation, will display the number of new messages.



New messages will also be in bold in your **Inbox**. These can be replies to your previous messages, or they can be messages started by our customer support team. When you receive a new message, you can reply by selecting the **Topic** to open the message. Or, select the message's options menu, located to the right of the **Date & Time**, to open it. Then, select the **Open** option.

☐	TOPIC	SUBJECT	FROM	DATE & TIME	
☐	TD FTEExpress	TD FTEExpress	Customer Service	Sep 18, 2023 at 1:50 PM EDT	⌵
☐	ACH Positive Pay	RE: Miscellaneous	Customer Service	Sep 18, 2023 at 1:49 PM EDT	⌵
☐	ACH Positive Pay	RE: Miscellaneous	Customer Service	Sep 18, 2023 at 1:49 PM EDT	⌵
☐	BCUS General assistance	US General Assistance	Customer Service	Sep 13, 2023 at 4:21 PM EDT	⌵
☐	ACH	ACH	Customer Service	Sep 13, 2023 at 4:20 PM EDT	⌵
☐	ACH	ACH	Customer Service	Sep 13, 2023 at 4:20 PM EDT	⌵
☐	ACH	ACH	Customer Service	Sep 13, 2023 at 4:19 PM EDT	⌵
☐	BCUS General assistance	US General Assistance	Customer Service	Sep 13, 2023 at 4:18 PM EDT	⌵

Once the message is opened, select **Reply**.

Back

Message 1 of 39

Reply

Print

Delete

Store

BCUS General assistance

Subject: RE: Test message Automation

From: Customer Service

Date: Mon, Jun 12, 2023 at 1:12 PM EDT

Reference number: 202361270712233630

Test message

Type your response and select **Send**.

Back

Message 1 of 1

BCUS General assistance

To: Customer service

Subject: RE: Mobile

Write a reply

0 / 1000 characters

Please note that messages will only be displayed for 180 days.

Show received message

Cancel

Send

You'll get a confirmation once the message has been successfully sent.

Messages

Help

For any help, questions, or inquiries about TD, please send us a secure message and a member of our customer support team will be happy to assist you.

Send a message

Please note that messages will only be displayed for 180 days.

Inbox (7 New)

Drafts

Sent

Stored

✓

You have successfully replied to a message as of Mon, Sep 18, 2023 at 2:56 PM EDT. Reference number: 202391813314496995

×

As of Mon, Sep 18, 2023 at 2:56 PM EDT*

Filters

TOPIC	SUBJECT	FROM	DATE & TIME
☐ TD Commercial Plus Card	TD Commercial Plus Card	Customer Service	Sep 18, 2023 at 1:52 PM EDT
☐ Paymode-X	Paymode-X	Customer Service	Sep 18, 2023 at 1:52 PM EDT
☐ CD-ROM - Image Query Pro	CD-ROM - Image Query Pro	Customer Service	Sep 18, 2023 at 1:51 PM EDT
☐ ACH	ACH	Customer Service	Sep 18, 2023 at 1:50 PM EDT

Please keep in mind that certain messages you receive may not have a reply option. This just means our customer support team has marked those messages as not needing a reply when they send them to you.

Back

Message 25 of 50

This message is for your information only. There's no need to reply.

TD Ready

Print | Delete | Store

Subject: TD Ready

Reference number: 202383158313834908

From: Customer Service

Date: Thu, Aug 31, 2023 at 9:17 AM EDT

Storing messages

Your **Stored** tab is a folder for organizational purposes. You can store individual or multiple messages from your **Inbox**.

Messages

For any help, questions, or inquiries about TD, please send us a secure message and a member of our customer support team will be happy to assist you. [Send a message](#)

Please note that messages will only be displayed for 180 days.

[Inbox \(5 New\)](#) [Drafts](#) [Sent](#) **[Stored](#)**

As of Mon, Sep 18, 2023 at 1:50 PM EDT*

☐	TOPIC	SUBJECT	FROM	DATE & TIME ↓	
☐	BCUS General assistance	US General Assistance	Customer Service	Sep 13, 2023 at 4:57 PM EDT	⌵
☐	BCUS General assistance	US General Assistance	Customer Service	Sep 13, 2023 at 4:21 PM EDT	⌵
☐	ACH	ACH	Customer Service	Sep 12, 2023 at 10:02 AM EDT	⌵
☐	ACH	ACH	Customer Service	Sep 12, 2023 at 9:57 AM EDT	⌵

20 Items per page | Total items 4

Page 1 of 1

[Chat](#)

To store a single message from your **Inbox**, choose the message you want to store and select the message's options menu, located to the right of the **Date & Time**. Then, select the **Store** option.

Messages

For any help, questions, or inquiries about TD, please send us a secure message and a member of our customer support team will be happy to assist you. [Send a message](#)

Please note that messages will only be displayed for 180 days.

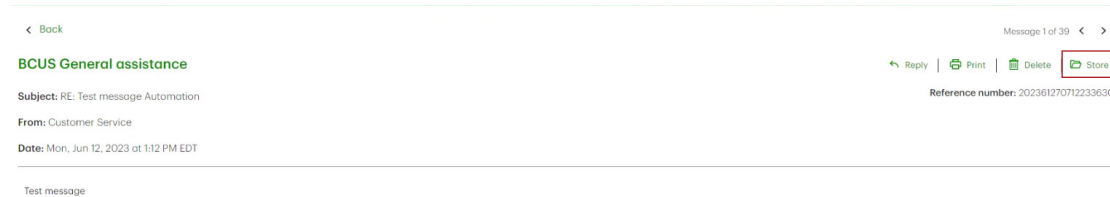
[Inbox \(7 New\)](#) [Drafts](#) [Sent](#) [Stored](#)

As of Mon, Sep 18, 2023 at 2:56 PM EDT*

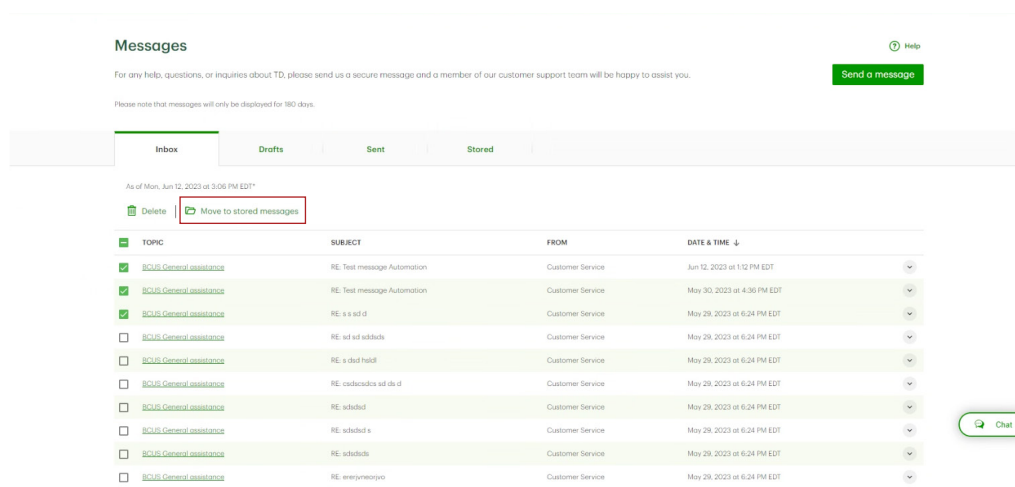
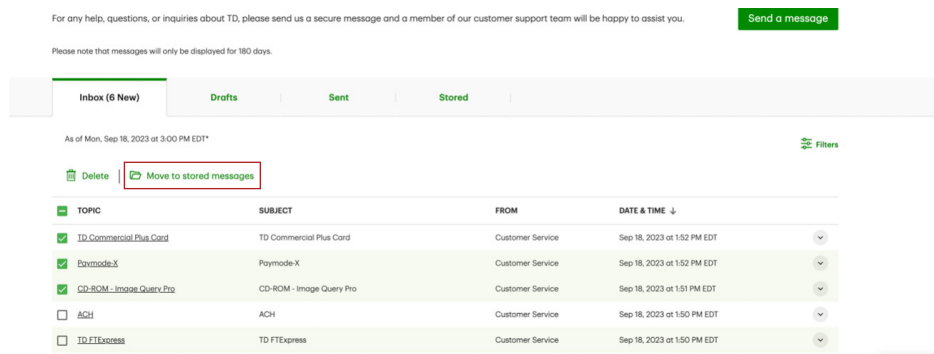
☐	TOPIC	SUBJECT	FROM	DATE & TIME ↓	
☐	TD Commercial Plus Card	TD Commercial Plus Card	Customer Service	Sep 18, 2023 at 1:52 PM EDT	⌵
☐	Paymode-X	Paymode-X	Customer Service	Sep 18, 2023 at 1:52 PM EDT	⌵
☐	CD-ROM - Image Query Pro	CD-ROM - Image Query Pro	Customer Service	Sep 18, 2023 at 1:51 PM EDT	⌵
☐	ACH	ACH	Customer Service	Sep 18, 2023 at 1:50 PM EDT	⌵
☐	TD ETE...	TD ETE...	Customer Service	Sep 18, 2023 at 1:50 PM EDT	⌵

Options menu for the first message:
Open
Store
Delete

The second way to store a single message is when you're viewing a received message. From your **Inbox**, select the **Topic** to open the message you want to view and store. Or select the message's options menu, located to the right of the **Date & Time**, to open it. Then, select the **Open** option. Once the message is opened, select **Store** to move the message to your **Stored** folder.



To store multiple messages at once, select the messages you want to store from your **Inbox**. When you select 1 or more messages in your **Inbox**, more options will appear at the top of your list of messages. Select **Move to stored messages**.



When using any of the methods to store your messages, once you select **Store** or **Move to stored messages**, you'll need confirm you'd like to store the messages.

Store these messages?

Are you sure you want to move the 3 selected messages to your stored folder?

No, don't store

Yes, store

A confirmation will be displayed once the messages have been successfully stored. The messages will now appear in your **Stored** folder. Please be aware that messages in your **Stored** folder will only be displayed for 180 days.

Messages

Help

Send a message

For any help, questions, or inquiries about TD, please send us a secure message and a member of our customer support team will be happy to assist you.

Please note that messages will only be displayed for 180 days.

Inbox (6 New)

Drafts

Sent

Stored

✓ You have successfully stored 3 selected messages

×

Deleting messages

You can delete individual or multiple messages from your **Inbox**, **Drafts**, **Sent**, and **Stored** folders.

To delete a single message from any of the folders, choose the message you want to delete and select the message's options menu, located to the right of the **Date & Time**, to open it. Then, select the Delete option.

☐ TOPIC	SUBJECT	TO	DATE & TIME ↑	
☐ BCUS General assistance	Test subject	Customer Service	Jun 9, 2023 at 11:11 AM EDT	Delete

The second way to delete a single message is when you're viewing a message. From your **Inbox**, **Drafts**, **Sent**, or **Stored** folders, select the **Topic** to open the message you want to view. Or select the message's options menu, located to the right of the **Date & Time**, to open it. Then, select the **Open** option. Once the message is opened, select **Delete**.

< Back

BCUS General assistance

Subject: RE: Test message Automation

From: Customer Service

Date: Mon, Jun 12, 2023 at 1:12 PM EDT

Test message

Message 1 of 39 < >

Reply

Print

Delete

Store

Reference number: 202361270712233630

To delete multiple messages at once, select the messages you want to delete from any folder in your **Messages** page. When you select 1 or more messages, more options will appear at the top of your list of messages. Select **Delete**.

Messages

Help

Send a message

For any help, questions, or inquiries about TD, please send us a secure message and a member of our customer support team will be happy to assist you.

Please note that messages will only be displayed for 180 days.

Inbox (5 New)

Drafts

Sent

Stored

As of Mon, Sep 18, 2023 at 3:04 PM EDT*

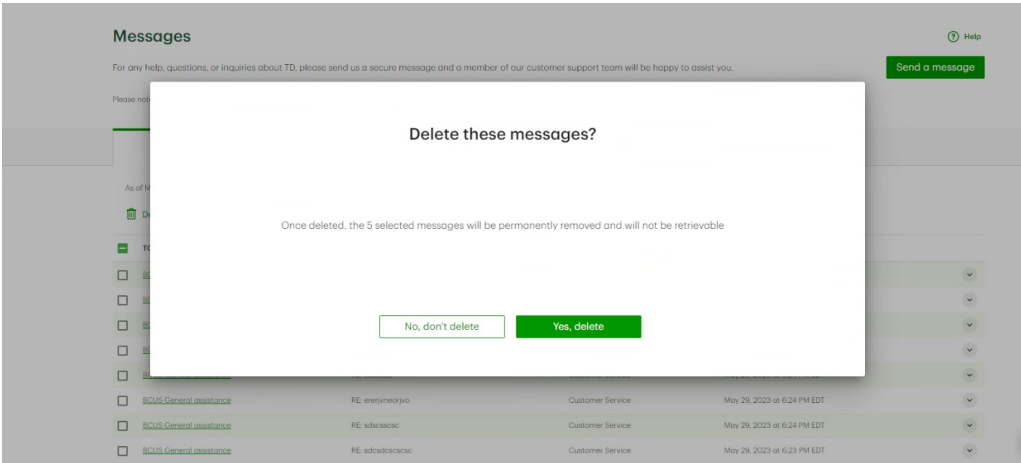
Filters

Delete

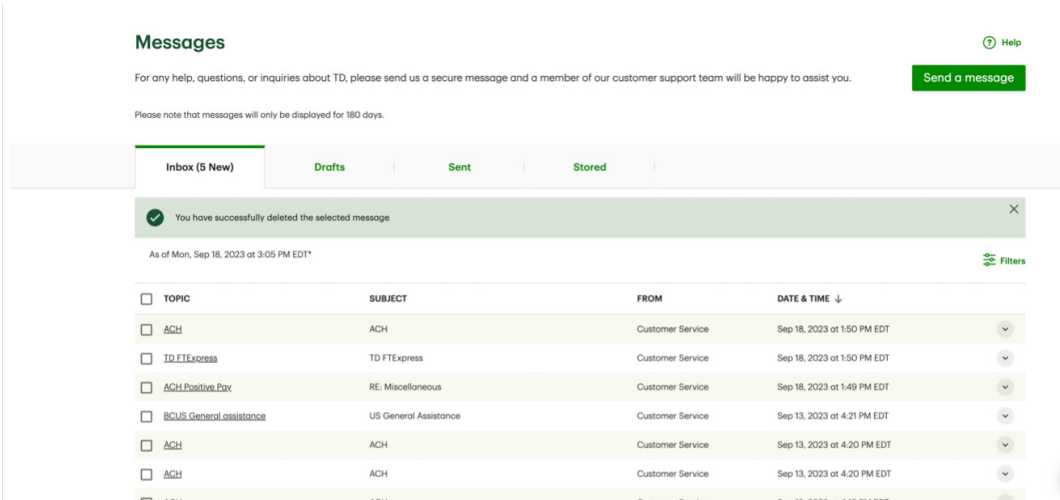
Move to stored messages

☒ TOPIC	SUBJECT	FROM	DATE & TIME ↓	
☒ ACH	ACH	Customer Service	Sep 18, 2023 at 1:50 PM EDT	
☒ TD FTE Express	TD FTE Express	Customer Service	Sep 18, 2023 at 1:50 PM EDT	
☒ ACH Positive Pay	RE: Miscellaneous	Customer Service	Sep 18, 2023 at 1:49 PM EDT	
☒ ACH Positive Pay	RE: Miscellaneous	Customer Service	Sep 18, 2023 at 1:49 PM EDT	
☒ BCUS General assistance	US General Assistance	Customer Service	Sep 13, 2023 at 4:21 PM EDT	
☒ ACH	ACH	Customer Service	Sep 13, 2023 at 4:20 PM EDT	

When using any of the methods to delete your messages, once you select **Delete**, you'll need to confirm you'd like to delete the messages.



A confirmation will be displayed once the messages have been successfully deleted.



Filtering messages

To filter for messages, select **Filters** on the main **Messages** page.

Messages

Help

Send a message

Inbox (5 New)

Drafts

Sent

Stored

Please note that messages will only be displayed for 180 days.

Filters

As of Mon, Sep 18, 2023 at 3:51 PM EDT*

☐	TOPIC	SUBJECT	FROM	DATE & TIME ↓
☐	ACH	ACH	Customer Service	Sep 18, 2023 at 1:50 PM EDT
☐	TD FTE Express	TD FTE Express	Customer Service	Sep 18, 2023 at 1:50 PM EDT
☐	ACH Positive Pay	RE: Miscellaneous	Customer Service	Sep 18, 2023 at 1:49 PM EDT
☐	BCUS General assistance	US General Assistance	Customer Service	Sep 13, 2023 at 4:21 PM EDT
☐	ACH	ACH	Customer Service	Sep 13, 2023 at 4:20 PM EDT
☐	ACH	ACH	Customer Service	Sep 13, 2023 at 4:20 PM EDT

Next, select a topic to filter messages by. You can also add an optional date range filter. Select **Apply filter** once you’ve made your selections.

Filter By

×

Messages from the last 180 days will be available through filters

Topics

Select a Topic

▼

Date Range (optional)

From

To

MM/DD/YYYY

MM/DD/YYYY

Cancel

Apply filter

Clear all

Filter By

×

Messages from the last 180 days will be available through filters

Topics

Select a Topic

^

Search by keyword

☐ Select all

☐ ACH

☐ ACH Positive Pay

☐ BCUS General assistance

☐ Business Central Portal

☐ CD-ROM - Image Query Pro

☐ Cash services

☐ Check Positive Pay

☐ Loan

DD/YYYY

Apply filter

Once the filter is applied, your list of messages will be updated to only those that meet the filter criteria.

Messages

Help

Send a message

For any help, questions, or inquiries about TD, please send us a secure message and a member of our customer support team will be happy to assist you.

Please note that messages will only be displayed for 180 days.

Inbox (5 New)

Drafts

Sent

Stored

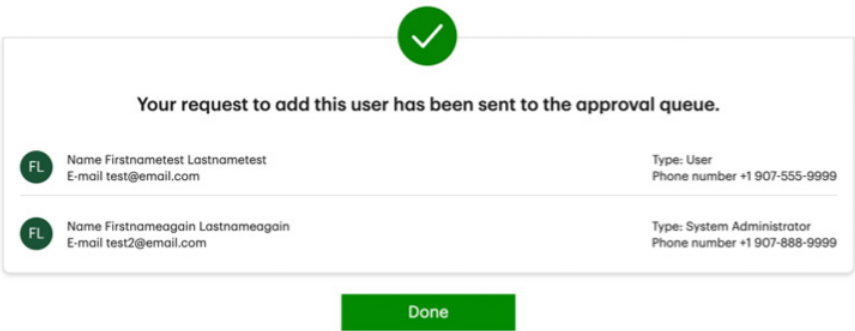
As of Mon, Sep 18, 2023 at 3:53 PM EDT*

Filters (1) Clear

☐	TOPIC	SUBJECT	FROM	DATE & TIME ↓	
☐	ACH Positive Pay	RE: Miscellaneous	Customer Service	Sep 18, 2023 at 1:49 PM EDT	▼
☐	ACH Positive Pay	RE: Miscellaneous	Customer Service	Sep 13, 2023 at 2:19 PM EDT	▼
☐	ACH Positive Pay	RE: Miscellaneous	Customer Service	Sep 13, 2023 at 2:16 PM EDT	▼
☐	ACH Positive Pay	RE: Miscellaneous	Customer Service	Sep 13, 2023 at 1:53 PM EDT	▼
☐	ACH Positive Pay	ACH Positive Pay	Customer Service	Sep 12, 2023 at 8:41 AM EDT	▼
☐	ACH Positive Pay	ACH Positive Pay	Customer Service	Aug 29, 2023 at 8:46 AM EDT	▼

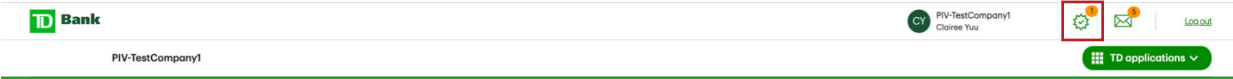
Approvals

When approval requirements are added to the company, any updates from the **Administration** page made by **System Administrators** will be added to the approval requests list and must be approved by another **System Administrator**, before the updates can be completely made. This is an example of a confirmation message when a request has been successfully sent.

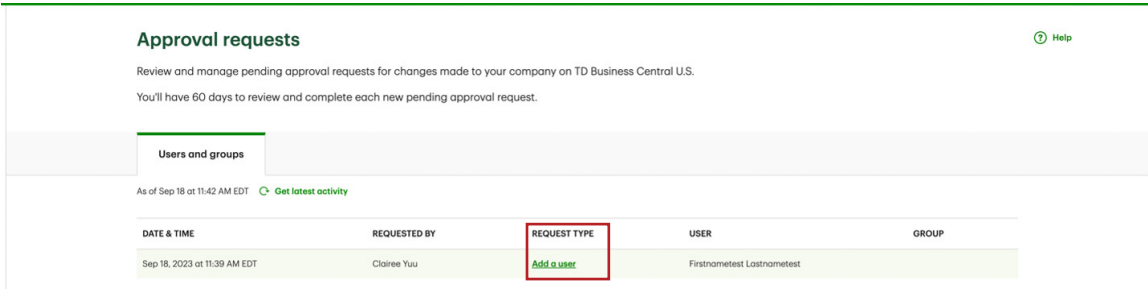


If you are a **System Administrator** and the approval requirements were added to your company, you can access the **Approval requests** page from your top navigation menu, from anywhere on TD Business Central U.S.

The notification numbers show how many pending requests are in your approval requests list. Select the icon to go to the **Approval requests** page.



To view, reject, approve, or withdraw your request, select the specific request under the request type column.



Next, review the request and take action as needed. If you are managing another **System Administrator's** request, you can reject or approve it.

[< Back](#)

Add a user

Status

Pending

Requested By

Anjali Urpuser

Request type

Add a user

User

NAME	E-MAIL	PHONE NUMBER	TYPE	RSA SecurID USER ID
John Doe	johndoe2@gmail.com		Regular User	johndoe_*****

Group

There are currently no groups for this company.

Reject

Approve

Cancel

If you are the **System Administrator** who made the request, you'll have the option to withdraw your own request.

[< Back](#)

Add a user

Status

Pending

Requested By

Anjali Urpuser

Request type

Add a user

User

NAME	E-MAIL	PHONE NUMBER	TYPE	RSA SecurID USER ID
John Doe	johndoe2@gmail.com		Regular User	johndoe_*****

Group

There are currently no groups for this company.

Cancel

Withdraw request

Please keep in mind if the request is related to a **System Administrator**, that **System Administrator** will only be able to view the request.



Audit Log

- [Audit log](#)
- [Audit log for System Administrators](#)

Audit log

You can access the audit log for a detailed history of your activity history within TD Business Central U.S. by selecting **Audit log** located along the left navigation bar on your dashboard. Within your audit log you can sort your history by date/time by selecting that heading. The most recent 25 entries will be displayed from the past 18 months. You can refresh your audit log results by selecting **Get latest activity** beside the date/time shown immediately under the Activity tab. This date/time displays when the **Audit log** page was last refreshed.

Audit log

Help

Activity

As of Wed, Jul 19 at 1:59 PM EDT

Get latest activity

Filters

Print

Export

Select a user

Yu, Claire

DATE & TIME	SERVICE	ACTIVITY	DESCRIPTION
Wed, Jul 19, 2023 at 1:33 PM EDT	Administration/Security	Unassign System Administrator	Firstname Lastname was unassigned as a System Administrator
Wed, Jul 19, 2023 at 1:20 PM EDT	Administration/Security	Assign user as System Administrator	Firstname Lastname assigned as a System Administrator
Wed, Jul 19, 2023 at 1:13 PM EDT	Administration/Security	Login	The user logged in successfully.
Tue, Jul 18, 2023 at 2:31 PM EDT	Administration/Security	Login	The user logged in successfully.
Tue, Jul 18, 2023 at 2:05 PM EDT	Administration/Security	Login	The user logged in successfully.
Fri, Jul 14, 2023 at 5:03 PM EDT	Administration/Security	Logout	The user logged out manually.
Fri, Jul 14, 2023 at 4:49 PM EDT	Administration/Security	Login	The user logged in successfully.

Audit log for System Administrators

If you are a **System Administrator**, you can access the audit log for a specific user by selecting **Audit log** located along the left navigation on your dashboard, and then selecting a user from the dropdown list. Within an audit log, you can sort your history by date/time by selecting that heading. You can also refresh your audit log results by selecting the **Get latest activity** beside the date/time shown immediately under the Activity tab. The date/time displays when the **Audit log** page was last refreshed.

From your desktop you can print a copy of the page by selecting the **Print** button. Alternatively, from your desktop or mobile device, you can export the report as a CVS file by selecting the **Export** button.

Audit log

Help

Activity

As of Wed, Jul 19 at 1:59 PM EDT

Get latest activity

Filters

Print

Export

Select a user

Yu, Claire

DATE & TIME	SERVICE	ACTIVITY	DESCRIPTION
Wed, Jul 19, 2023 at 1:33 PM EDT	Administration/Security	Unassign System Administrator	Firstname Lastname was unassigned as a System Administrator
Wed, Jul 19, 2023 at 1:20 PM EDT	Administration/Security	Assign user as System Administrator	Firstname Lastname assigned as a System Administrator
Wed, Jul 19, 2023 at 1:13 PM EDT	Administration/Security	Login	The user logged in successfully.
Tue, Jul 18, 2023 at 2:31 PM EDT	Administration/Security	Login	The user logged in successfully.
Tue, Jul 18, 2023 at 2:05 PM EDT	Administration/Security	Login	The user logged in successfully.
Fri, Jul 14, 2023 at 5:03 PM EDT	Administration/Security	Logout	The user logged out manually.
Fri, Jul 14, 2023 at 4:49 PM EDT	Administration/Security	Login	The user logged in successfully.



Assist Central

- [Assist Central](#)
- [Help / FAQs](#)
- [Contact us](#)

Assist Central

Assist central can be found on your left navigation menu. Here, you will find a consolidated list of help topics containing links to the FAQs for **Accounts, Administration, Approvals, Audit Log, Dashboard personalization, Messages, Security authentication, Single Sign-On Function, Statements, and Transfers**. You will also find the Fraud Hub, which contains links to TD Bank's fraud prevention and reporting resources and tools.

Assist central now features a "What's New" link, which when selected, displays few of the most recent updates on TD Business Central U.S.

Assist central

Learn how to use the TD Business Central U.S. portal, find answers to your questions, and get the most out of business banking for your company.

[Find out what's new](#) on TD Business Central U.S.

HELP TOPICS	FRAUD HUB
Accounts Assistance for all things related to balances and transactions for your accounts. Administration Support for your user management and group management needs. Approvals Guidance to help System Administrators review and manage approval requests. Audit Log Information on how to access and monitor the activity history within the portal. Dashboard personalization Assistance for all things related to personalizing the user dashboard experience. Messages Assistance with all things related to viewing and sending secure, internal messages. Security authentication Information on RSA SecurID and One-Time Security Code authentication processes. Single Sign-On function Guidance to help entitled users within the portal automatically access different TD applications without entering additional usernames or passwords. Statements Information on how to find and access online deposit, loan, and account analysis statements. Transfers Assistance for all things related to the account transfers service	Resources and what matters to you TD Commercial Banking Security Center Security center - Online fraud reporting Protect your business Commercial Fraud Control Page Secure Treasury Registration Staying ahead Fraud protection tips Fraud prevention: 7 Things Your bank would never ask you Tips to protect every organization, every day Cyber fraud terms you should know Growing Business, growing risk: Fraud events rising Tips to prevent payment fraud and cybercrimes TD Bank fraud resource page Business e-mail Compromise

CONTACT US

By phone:
1-866-475-7262
 Monday to Friday: 7:30 AM - 8:00 PM ET
 Saturday: 9:00 AM - 1:00 PM ET
 Sunday: Closed

By E-Mail:
tmas@td.com
 E-mail us at a time convenient to you and our support staff will get back to you.

Help / FAQs

On select pages, you have access to **Help** at the top right corner of the page where you'll find a list of **Frequently Asked Questions**.

[Back](#)

Transfers Help

[What is the account transfer service?](#)
[How do I make a transfer?](#)
[What is a loan payment?](#)
[What is a loan advance?](#)
[Why did my principal payment succeed, but my interest payment failed?](#)
[Why did my interest payment succeed, but my principal payment failed?](#)
[Why did both my principal payment and interest payment fail?](#)
[Why did my loan advance fail?](#)
[What is a deposit transfer?](#)
[Why did my deposit transfer fail?](#)

What is the account transfer service?

The account transfers service allows users to transfer funds between two different deposit accounts, as well as between loan accounts and deposit accounts. Transfers can be made from a deposit source account to another deposit destination account; from a loan source account to a deposit destination account; or from a deposit source account to a loan destination account. You cannot transfer funds from a loan source account to a loan destination account.

How do I make a transfer?

As a user in a group with access to the transfer service, you can make loan payment transfers from the loan payment widget, loan advance transfers from the loan advance widget, or you can make deposit transfers from the deposit transfers widget, all of which can be found on your dashboard. Simply select a source account and a destination account. For loan payments, you need to enter the principal amount and/or interest amount. For loan advances and deposit transfers, you will need to enter a total transfer amount.

What is a loan payment?

A loan payment is a transfer of funds from a company's deposit account to one of their loan accounts. When making a loan payment, you can either submit both a principal payment and an interest payment, or submit only a principal/interest payment at a time.

What is a loan advance?

A loan advance is a transfer of funds from a company's loan account to one of their deposit accounts.

Why did my principal payment succeed, but my interest payment failed?

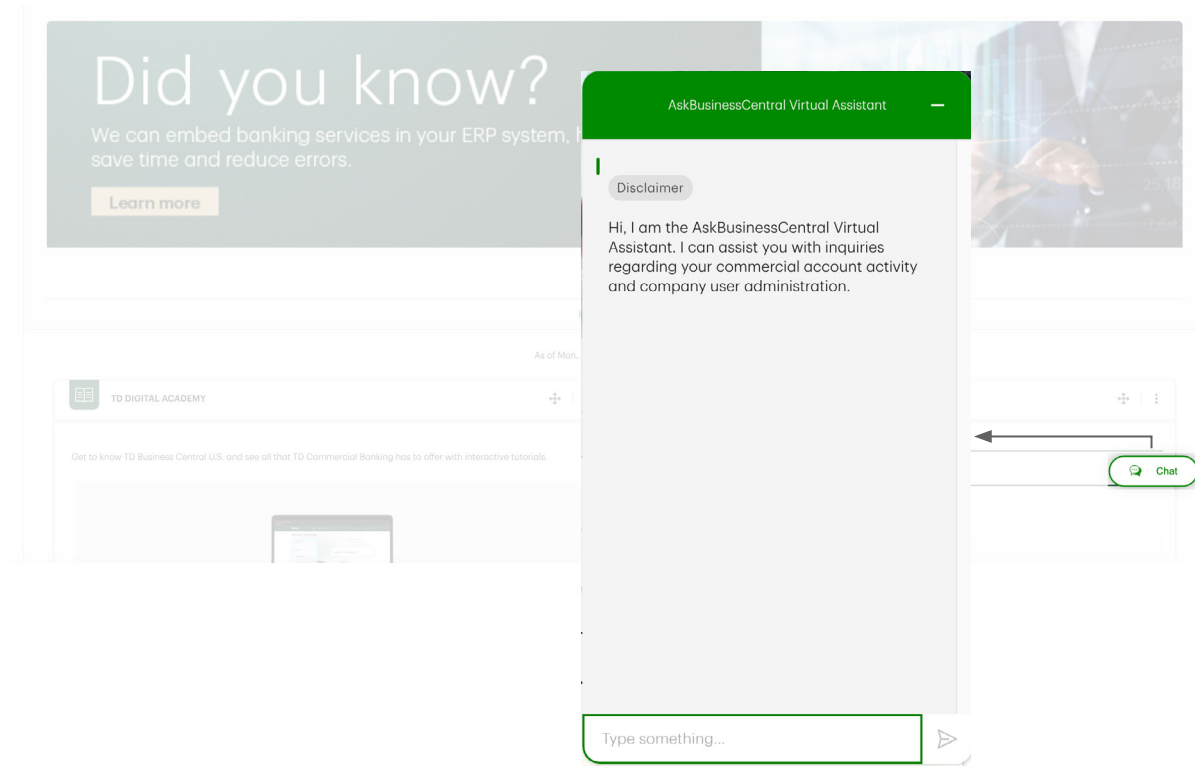
Chat

Contact us

For any further assistance, call 1-866-475-7262 from Monday to Friday between 7.30 AM and 8.00 PM ET and Saturday 9:00 AM to 1:00 PM ET. You can also e-mail us anytime at tmss@td.com, and our support team will respond.

Chat

You have 24/7 access to customer assistance through the chat feature. Click on **Chat** and a chatbot is there to help.





Security settings

- Viewing and changing your personal information
- Changing your username or password
- Security code phone number
- Security e-mail

Viewing and changing your personal information

You can view and change your personal information by navigating to **Security Settings**. On this page you'll be able to edit your **Username**, **Password**, **Security Code Phone Number**, and **Security E-mail**. The information cannot be edited. To modify the information in a specific section, select the pencil icon beside that section.

Back to profile and settings

Security settings



Username

Your username for online banking.

AN*****SA





Password

Your online banking password.





Security code phone number list

To call or text you with security codes.

+1 (***) - 5802

+1 (***) - 8889

santosh
anjali





Security e-mail

To send security alerts when changes are made to your secure information.

anjali.sp@td.com





RSA SecurID

Information on using RSA SecurID for security verification.

An RSA SecurID security code will be required each time you log in to TD Business Central U.S.

Back to profile and settings

Changing your username or password

To change your username or password, select the pencil icon within each section and edit the information as needed.

 Password *****
Your online banking password.



Change Password

Choose a password 8 – 32 characters, including at least one letter and one number. Please don't repeat a past password, or choose one you use for anything else.

Current Password

New Password

Confirm New Password

Cancel

Done

Security code phone number

To change the phone number listed as your security code phone number, select the pencil icon next to **Security Code Phone Number**.



Security Code Phone
Number List

To call or text you with security codes.

+1 (•••) ••• - 7890



Manage Phone Numbers

Delete or add up to five phone numbers we'll use to send you one-time security codes.

+1 (•••) ••• - 7890

 Verified



[+ Add another phone number](#)

Done

NOTE

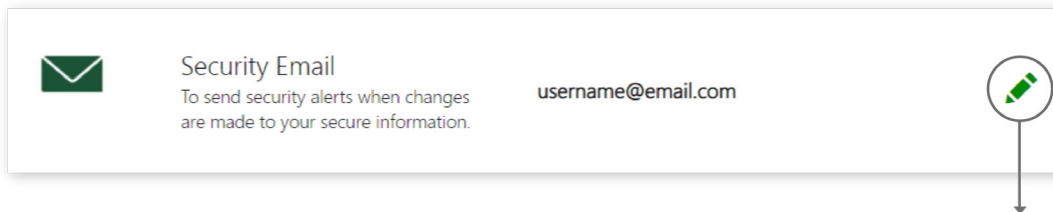
Adding or changing a phone number here does not affect the contact phone number(s) on your profile.

Security e-mail

Your security e-mail is where TD will send security alerts when there are changes made to your secure information such as:

- After you complete your initial security setup
- Any time you change your username or password
- If you need to retrieve your username
- When you make changes to your security phone, e-mail or login option
- If you're ever locked out of a TD website or app

To change your security e-mail, click on the pencil icon next to **Security e-mail**



Update Security Email

Please review and, if you choose, update the email address where you'll receive security alerts.

This is the current email address we have on file for you.

Security email address

CancelDone

The email address you provide here will only be used to send you security alerts as below. It will not change the email address that's already in your profile.

When you'll get security alerts

- Any time you change your username and password
- If you need to retrieve your username
- When you make changes to your security phone, email or login option
- Should you ever be locked out of TD Business Central U.S.