

TD BUSINESS CENTRAL U.S.

# **CUSTOMER USER GUIDE**



MARCH 2025



# Table of Contents

<b>About the TD Business Central U.S. portal</b>	6
<b>Getting Started</b>	7
Registering a new user	8
For new users with a PIN	10
For new users without a PIN	11
Logging into TD Business Central U.S.	12
Logging in with a one-time passcode	12
Logging in with RSA SecurID token	12
For new users on TD Business Central U.S.	13
For existing users on TD Business Central U.S.	13
Creating a new PIN for your RSA SecurID token	15
Viewing my profile	16
Viewing user profiles	17
Viewing System Administrator profiles	18
First-time user guided tour	19
New release guided tour	19
<b>Administration</b>	21
Create a group	22
Adding users	27
Adding RSA SecurID profiles for existing users	32
Sending a new token enrollment e-mail	34
Clearing a PIN for a user	35
Adding existing users to a group	36
Viewing your list of users	42
Filtering for users	43
Exporting for users	45
Editing pending user information	46
Suspend / Reactivate / Resend e-mail activation	47
Assigning and Unassigning System Administrators	48
Deleting a user	49
Deleting a group	50
E-mail notifications	51



# Table of Contents

<b>Setting up access to Single Sign-On Applications</b>	53
Setting up access to TD Digital Express	54
For System Administrators	54
For users	54
Setting up access to Receivables Management	55
For System Administrators	55
For users	56
Setting up access to TD Commercial Plus Card	57
For System Administrators	57
For users	57
Setting up access to TD FTExpress	58
For System Administrators	58
For users	58
Setting up access to Paymode-X	59
For System Administrators	59
For users	59
Setting up access to eTreasury	60
For System Administrators	60
For users	60
Need help?	61
<b>Dashboard</b>	63
Get to know your dashboard	63
Top navigation menu options	64
Applications	64
Welcome section	64
<b>Dashbord Personalization</b>	65
Rearranging widgets on your dashboard	66
Expanding and collapsing widgets on your dashboard	68
<b>Making transfers</b>	69
Loan payment transfers	70
Loan advance transfers	73
Deposit transfers	75



# Table of Contents

<b>Account views</b>	77
Creating an Account view	78
Displaying an Account view	80
Editing an Account view	81
Deleting an Account view	82
<b>Accounts</b>	84
Balance	85
Deposit Accounts	86
Loan Accounts	86
Transactions	88
Deposit Transactions	88
Multiple Deposited Items	88
Deposit account statements	89
Loan Transactions	90
Lines of Credit Transactions	92
Loan account statements	94
Filters	95
Print / Export information	96
<b>Statements</b>	98
Accessing statements center statements	98
Accessing account activity statements	99
<b>Messages</b>	101
Accessing your messages	102
Sending a message	103
Saving messages to Drafts	105
Replying to messages	107
Storing messages	109
Deleting messages	112
Filtering messages	114
<b>Approvals</b>	116



# Table of Contents

<b>Audit log</b>	119
Audit log	119
Audit log for System Administrators	120
<b>Assist Central</b>	121
Assist Central	122
Help / FAQs	122
Contact us	123
<b>Chat</b>	124
<b>Security settings</b>	125
Viewing and changing your personal information	126
Changing your username or password	127
Security code phone number	128
Security e-mail	129



# 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!**

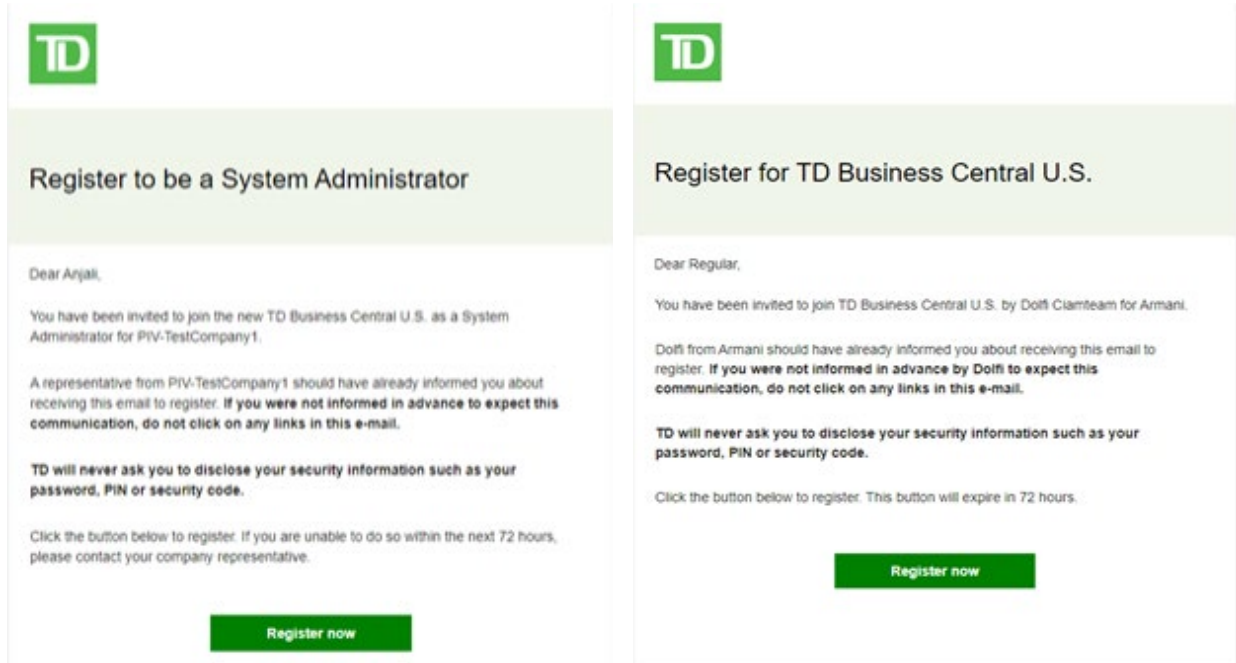


# Getting Started

- 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 my profile
- Viewing user profiles
- Viewing System Administrator profiles
- First-time user guided tour
- New release guided tour

## 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.

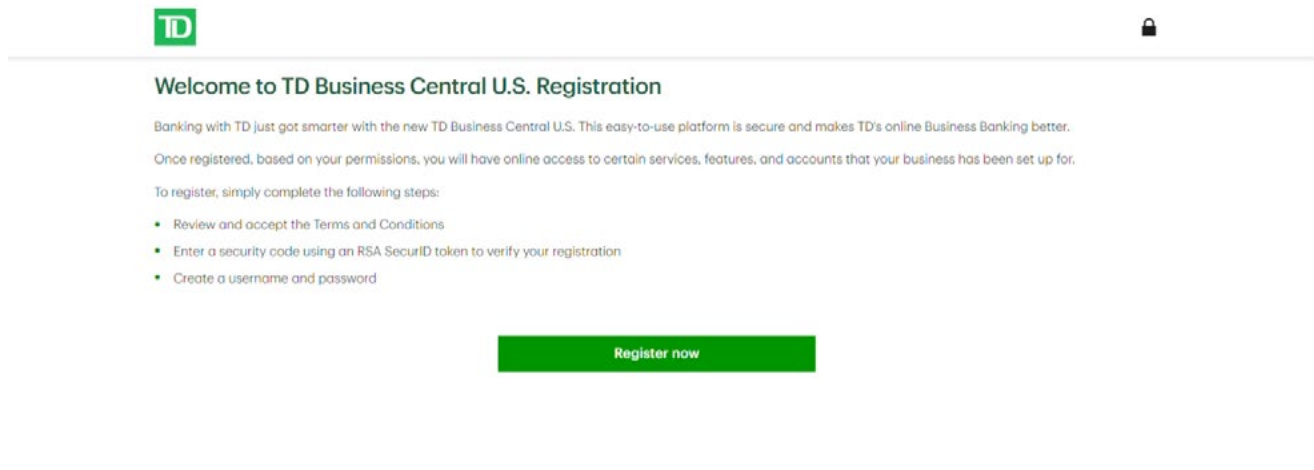


Please be aware and make sure you read the token enrollment and TD Business Central U.S. registration e-mails carefully and complete both before they expire.

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**.



## 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.

---

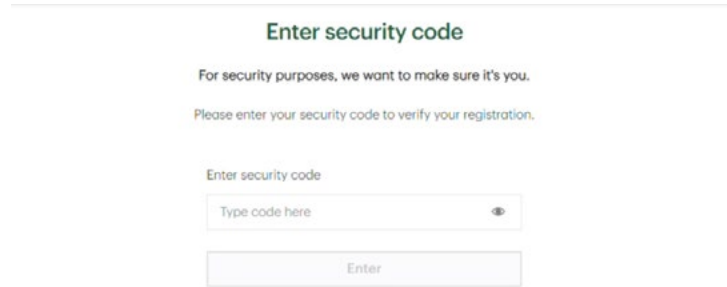
**Enter security code**

For security purposes, we want to make sure it's you.  
Please enter your security code to verify your registration.

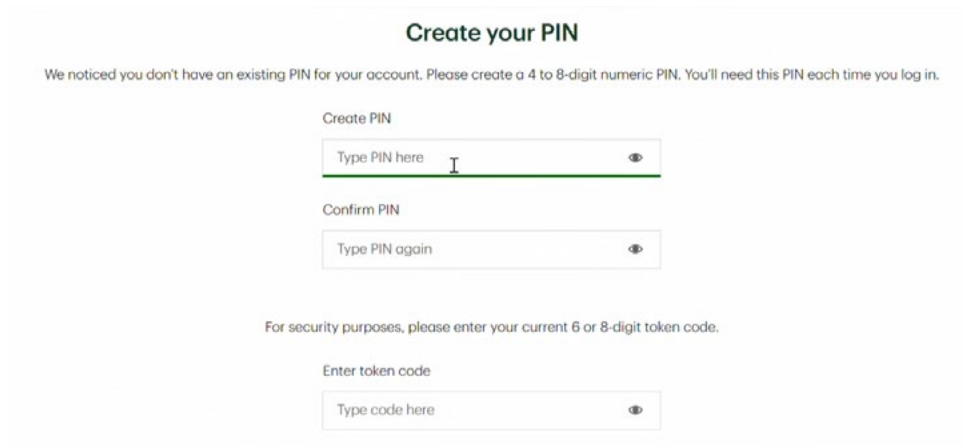
Enter security code

## For new users without a PIN

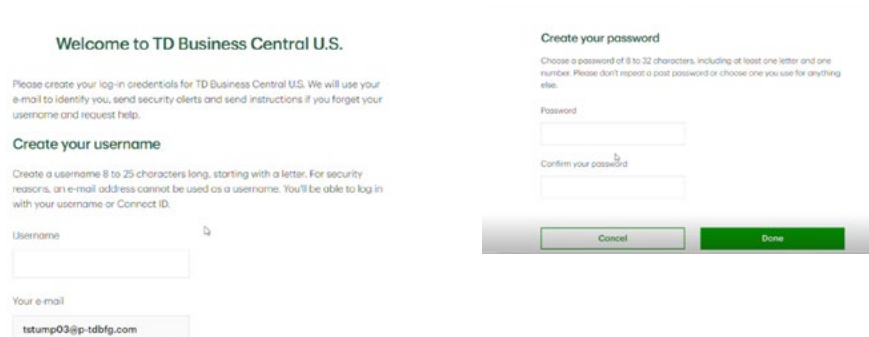
After accepting the Terms and Conditions, you'll be asked to enter a security code. If you don't have a PIN, or if you need a new PIN, enter the tokencode that's displayed on your hard token or soft token as this security code and select **Enter**.



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.



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.



## 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 thsusername and password credentials you created. Select **Log in**.

#### TD Business Central U.S. login

Username

Password

Remember me

**Log in**

[Forgot your username or password? >](#)

This information system may only be accessed by authorized users.

We can help

[Get login help >](#)

[Supported browsers >](#)

Toll Free: 1-866-475-7262

Monday - Friday 7:30-8 ET

Saturday: 9-1:00 ET

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.

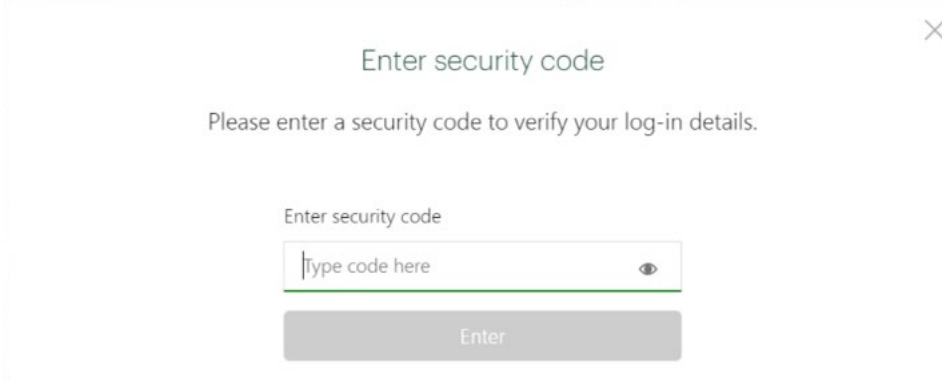
### Logging in with RSA SecurID token

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.

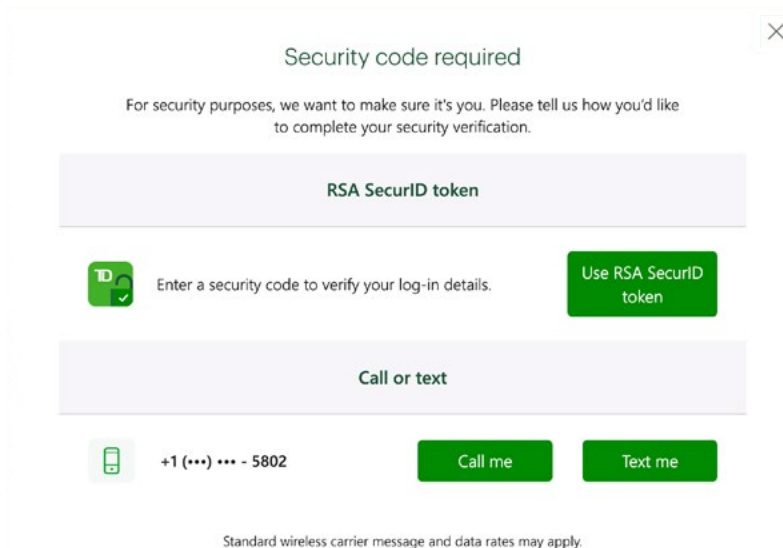
If you're using a hard token, please enter your PIN followed directly by your tokencode as the security code on the TD Business Central U.S. screen. Select **Enter** to continue.



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.



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](#)

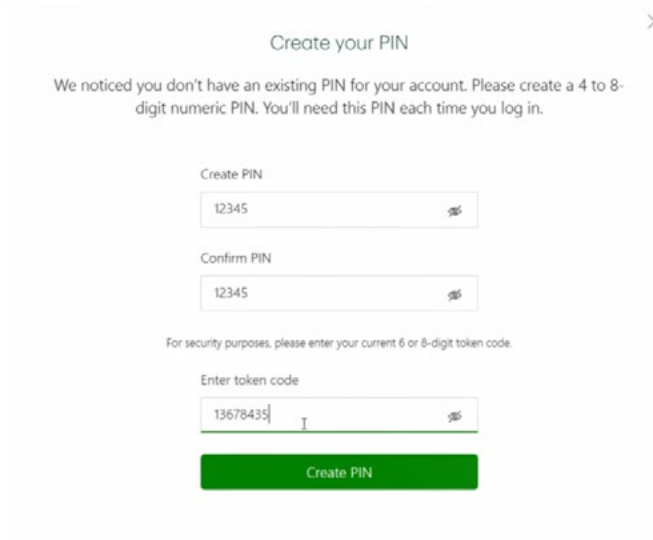
Please be aware, even if the PIN is incorrectly entered into the soft token device, a passcode will still be displayed. If you get a message saying the security code you entered is invalid, this might be one of the reasons why.

## 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.



The screenshot shows a web form titled "Create your PIN" with a close button (X) in the top right corner. The form contains the following elements:

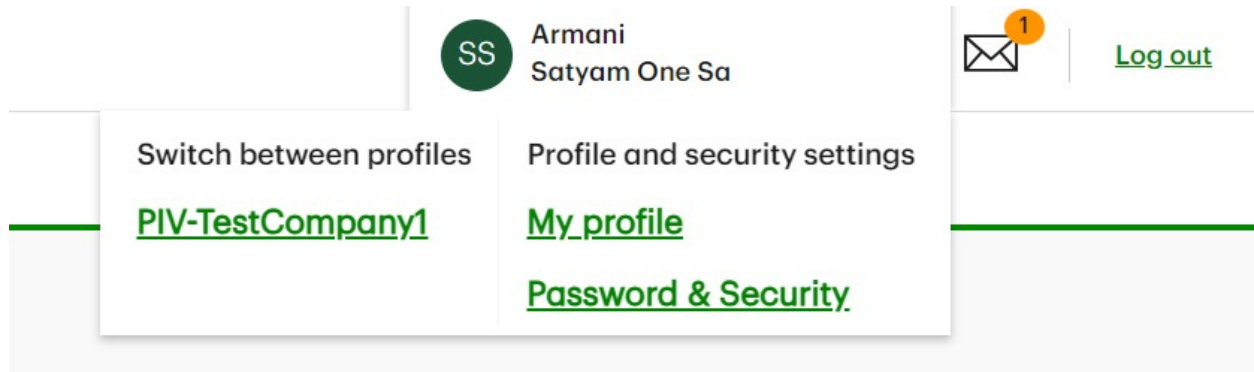
- A message: "We noticed you don't have an existing PIN for your account. Please create a 4 to 8-digit numeric PIN. You'll need this PIN each time you log in."
- A "Create PIN" input field containing the text "12345".
- A "Confirm PIN" input field containing the text "12345".
- A note: "For security purposes, please enter your current 6 or 8-digit token code."
- An "Enter token code" input field containing the text "13678435".
- A green "Create PIN" button at the bottom.

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

## Viewing my profile

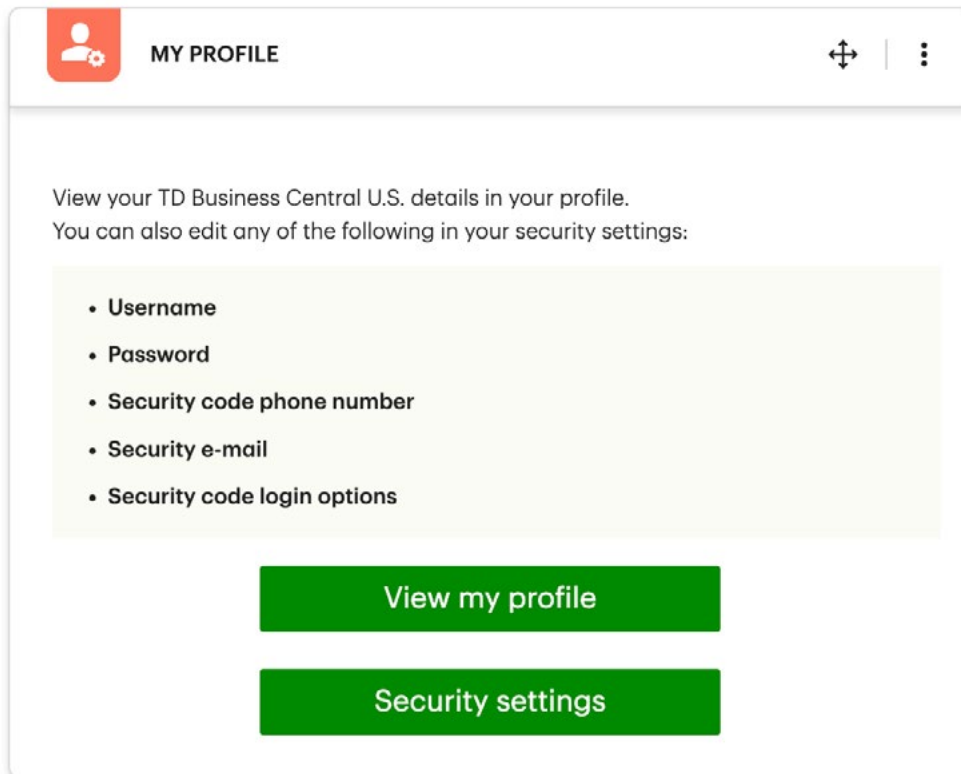
### From the top navigation

Once you log in to TD Business Central U.S., you will land on the dashboard. You can select the company name on your top navigation of any page and find the **Profile and security settings**. Select **My profile** to view your profile. You can find details like First and Last name, E-mail address and Masked phone number in this format +1(\*\*\*) \*\*\*-XXXX.



### From the dashboard widget

As a **System Administrator**, you can find your **My Profile** widget on the dashboard. Select **View my profile** to view your profile. You can find details like First and Last name, E-mail address and Masked phone number in this format +1(\*\*\*) \*\*\*-XXXX.





## 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](#)

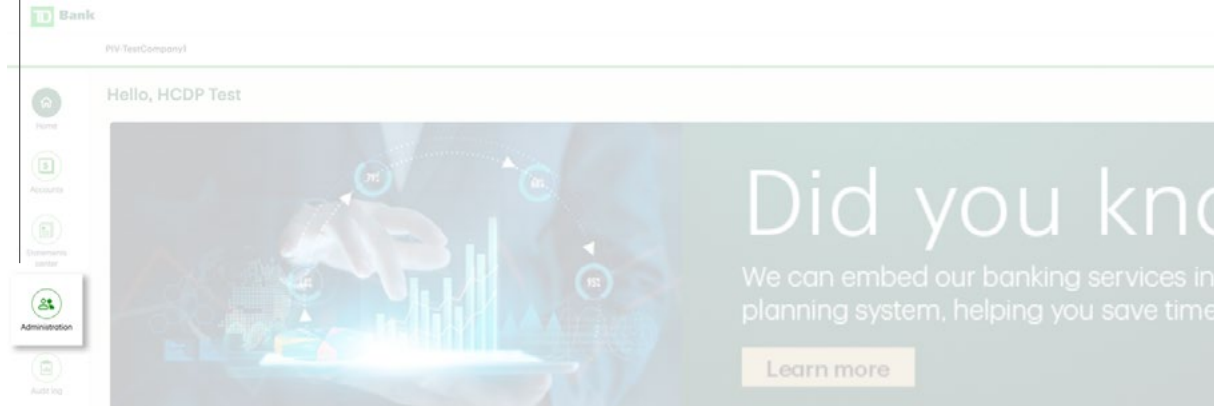
Name ↑	Description	Details
Santoshfallback	group	<a href="#">Details</a>
Zzzz		<a href="#">Details</a>

## Viewing System Administrator profiles

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

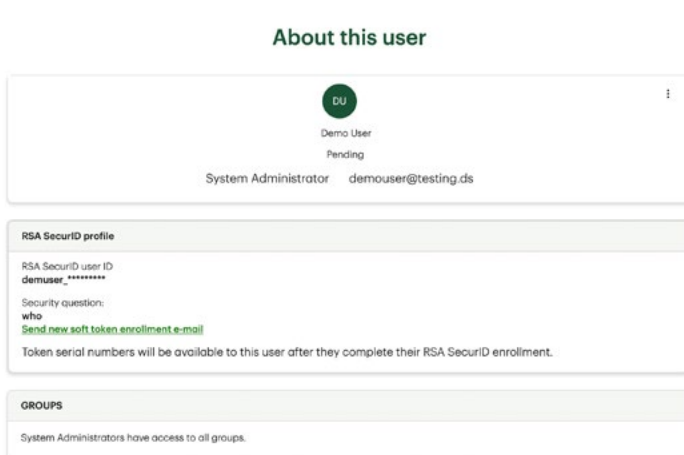
### Step 1

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.

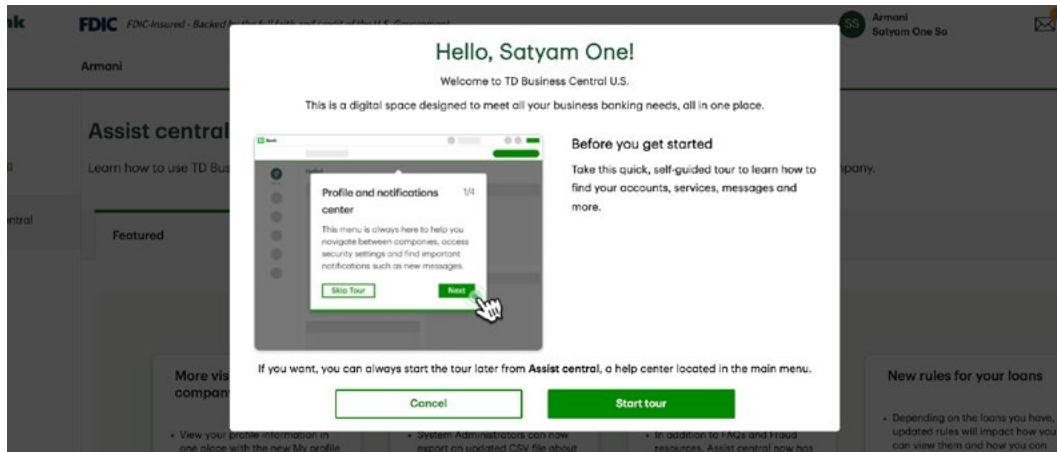


### Step 3

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.

## First-time user guided tour

When you access TD Business Central U.S. for the first time you will view a self-guided tour that guides you through key features of TD Business Central U.S.

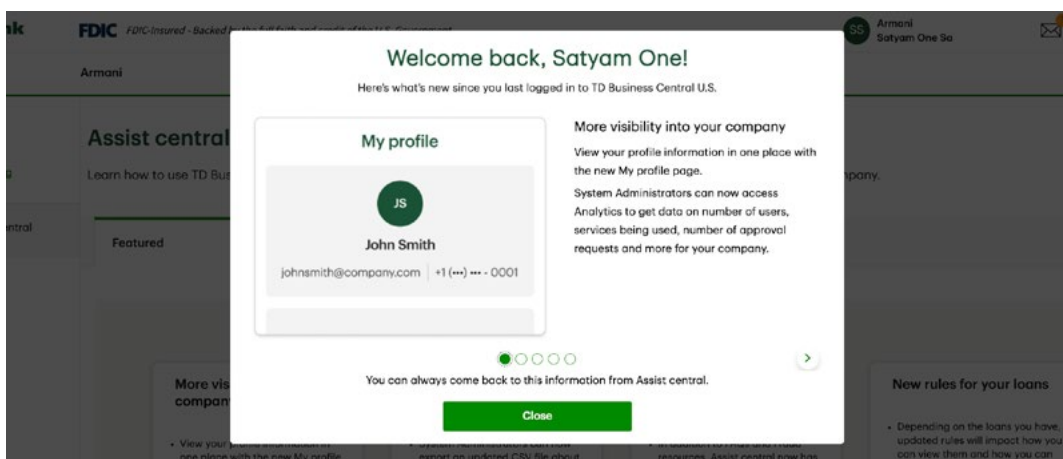


## New release guided tour

After features are updated in TD Business Central U.S., when you log in, a guide which introduces the new features will be available.

You can navigate through this experience using, **Next** and **Back** buttons. There is also a **Do not show again** checkbox if you don't want to view the guide in future logins.

Once you've completed the tour or closed it, you'll be redirected to the dashboard. You can view this experience again in Assist Central.



The self-guided tour will continue to appear at every login until you either complete the tour or select **Skip Tour**. At any time, you can select **Don't show again** checkbox to prevent the pop-up from appearing at every login.



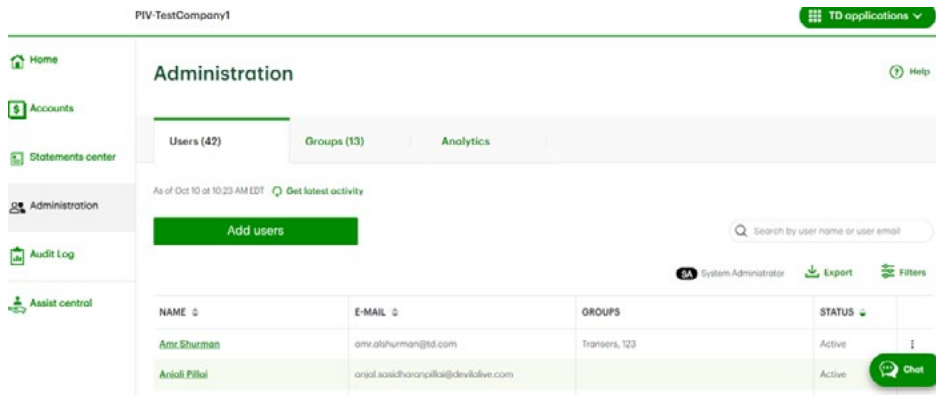
# Administration

- 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
- Exporting 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

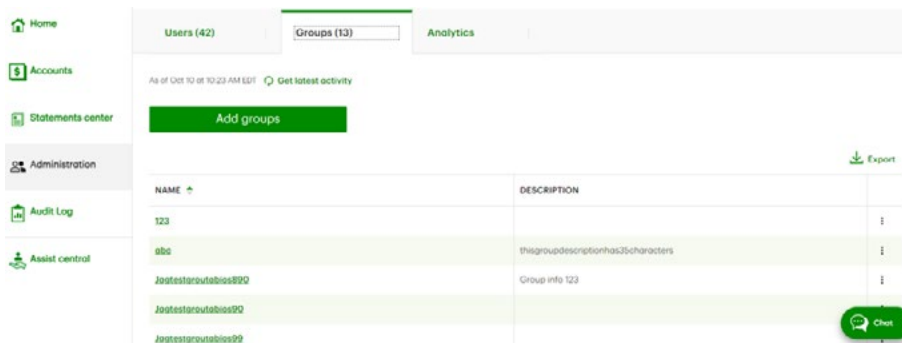
## Administration

On the left side of your dashboard, you'll see a section called **Administration**. Only **System Administrators** have access to this page. This section allows you to manage users, groups and get a clear picture of key data all in one place.

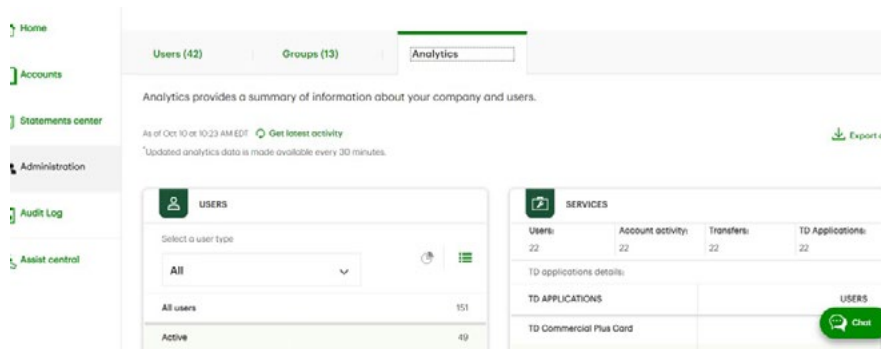
The **Users** tab allows you to add, delete or suspend users. You can also assign a user as a **System Administrator** through this tab. It provides a clear view of the status of each user, showing whether they are active, pending, suspended, or deleted.



The **Groups** tab consist of a set of entitlements or permissions assigned to users. Users placed in a group can access all accounts, services, and TD applications linked to that group.



The **Analytics** tab provides a summary of important data, like accounts, transactions, services, how many users are active, pending, suspended, or deleted. It helps you keep a track of the overall activity so you can make informed decisions.

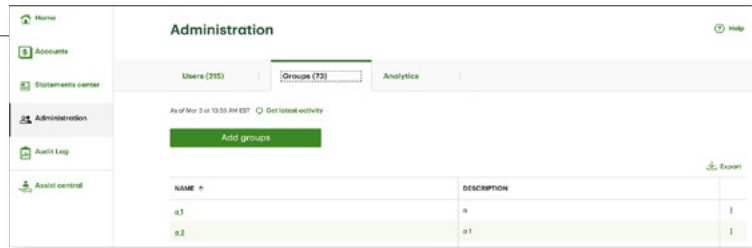


## Create a group

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.

### Step 1

Make sure your company has entitlements to at least one service before you create a group. To create a group, go to the **Administration** page on the left dashboard. Next, select the **Groups** tab and then select **Add groups**.



### 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**.

The screenshot shows the 'Add a group' form. It has two input fields: 'Create a name for this group \*' and 'Add a description (optional)'. The first field contains 'Staff' and the second contains 'Monitoring transactions'. At the bottom, there are two buttons: 'Cancel' and 'Next'.

## Create a group (continued)

### Step 3

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

**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

<input type="checkbox"/>	NUMBER	TYPE	CURRENCY
<input type="checkbox"/>	0036359913	Checking	USD
<input type="checkbox"/>	8262508865	Checking	USD
<input type="checkbox"/>	004000100680560001	SHAW - Loan	USD
<input type="checkbox"/>	00400012257499001	SHAW - Loan	USD
<input type="checkbox"/>	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**.

**Select services**

Statements

PIV-TestCompany1

<input type="checkbox"/>	ACCESS ID NUMBER	ID Type	Statement Type
<input type="checkbox"/>	00121212	Relationship number	Account Analysis
<input type="checkbox"/>	13232323	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**.

The screenshot shows a mobile interface titled "Select services" with a back arrow on the left. Below the title is a box titled "TD applications" with the question "Which TD applications would you like to add for Staff?". The list includes:

- 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.
- Payezzy**  
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.

At the bottom of the list are two buttons: "Cancel" (white with green border) and "Next" (solid green).

**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 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	<input type="checkbox"/> FROM	<input type="checkbox"/> TO
0036399913	Checking	USD	<input type="checkbox"/>	<input type="checkbox"/>
8252598865	Checking	USD	<input type="checkbox"/>	<input type="checkbox"/>
00000043200008	Savings	USD	<input type="checkbox"/>	<input type="checkbox"/>

**Step 8**

Next, add users to the new group. Users that are suspended cannot be added to a 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.

<input type="checkbox"/>	NAME	E-MAIL	GROUPS	STATUS
<input type="checkbox"/>	Firstname Lastname	test@email.com		Pending

## 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**.

[← Back](#) **Review group details** [Edit](#)

**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
Paymode-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 FTEexpress	Access to your TD file transmission service.

**STATEMENTS** [Edit](#)

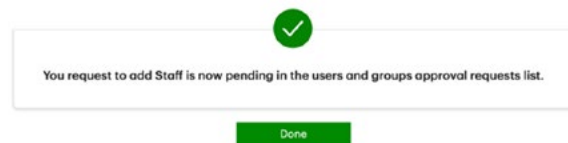
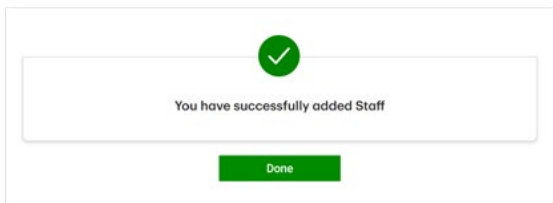
ACCESS ID NUMBER	ID TYPE	STATEMENT TYPE
2428721648	Account number	Account Analysis

**USERS** [Edit](#)

No users selected

### 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.



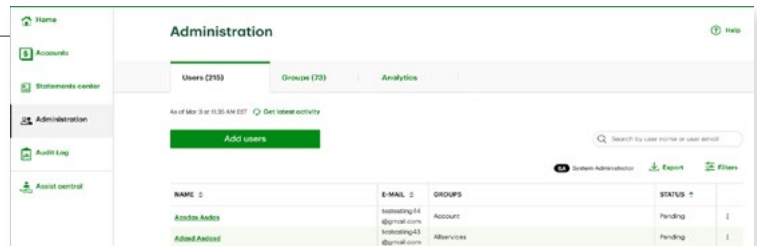
## Adding users

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.

### Step 1

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. Please note, users must be assigned to at least one group, and users cannot be created if there are no groups to assign them to.



## 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, a new soft token 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 token, or a new hard token you'd like to connect, select **Get new hard token** or **connect existing token**. Enter the user ID.

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**.

[Delete](#)

Assign as  
 User  System Administrator

First name:  Last name:

E-mail address:  Country:  Phone number (optional):

**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:

---

[Delete](#)

Assign as  
 User  System Administrator

First name:  Last name:

E-mail address:  Country:  Phone number (optional):

**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

## 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.

**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.

<input type="checkbox"/>	Name	Description	
<input type="checkbox"/>	Testgroup1		<b>Details</b>

**About this group**

### 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.

**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
0036359513	Checking	USD
825258865	Checking	USD
0040001006805600001	SHAW - Loan	USD
004000122377899001	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** [Edit](#)

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

**GROUPS** [Edit](#)

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

NAME ↕	DESCRIPTION	
New		<a href="#">Details</a>

Cancel
Complete

### Step 5

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

✓

**You've successfully added the following:**

<span style="background-color: #008000; color: white; border-radius: 50%; padding: 2px 5px; font-size: 0.8em;">FL</span> Name: Firstname <sup>test</sup> Lastname <sup>test</sup> E-mail: test@email.com	Type: User Phone number: +1 907-555-9999
<span style="background-color: #008000; color: white; border-radius: 50%; padding: 2px 5px; font-size: 0.8em;">FL</span> Name: Firstname <sup>again</sup> Lastname <sup>again</sup> 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.**

<span style="background-color: #008000; color: white; border-radius: 50%; padding: 2px 5px; font-size: 0.8em;">FL</span> Name: Firstname <sup>test</sup> Lastname <sup>test</sup> E-mail: test@email.com	Type: User Phone number: +1 907-555-9999
<span style="background-color: #008000; color: white; border-radius: 50%; padding: 2px 5px; font-size: 0.8em;">FL</span> Name: Firstname <sup>again</sup> Lastname <sup>again</sup> 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.

Users will need a soft token or a hard token to access **TD Business Central**. There will be 2 options available to add this profile for the user. The first method, **Get new soft token**, is automatically selected. Once you add the user, the soft token 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
<input type="text"/>	<input type="text"/>



Choose the second method if the user has an existing token or is requesting a hard token. Enter their RSA SecurID user ID and select **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

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.

For new hard token users, each user should receive a hard token by mail. Once they have the hard token, the user can register for **TD Business Central**.

Soft tokens and hard tokens

Users will need a soft token or a hard token to access **TD Business Central**.


- Soft token: A mobile or desktop app (e.g., RSA SecurID) that generates passcodes once a user enters a PIN in the RSA app.
- Hard token: A small device with a screen that displays a tokencode, refreshing every 60 seconds. Use this tokencode followed by a PIN (PIN + tokencode).

## 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  
Norinder Pal  
Active

System Administrator | n.narinderpalsingh@pat-td.com | +1 437-2\*\*-\*\*\*\*

**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

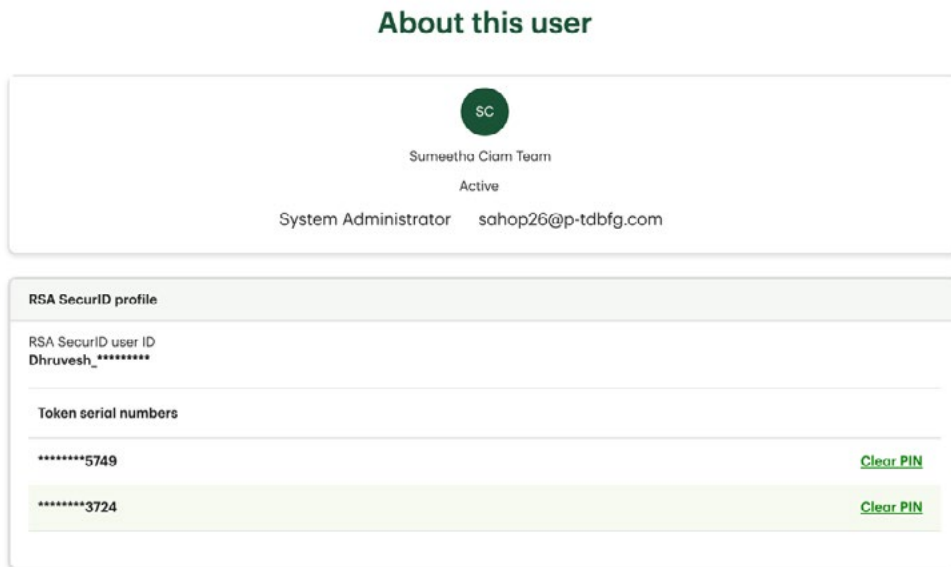
Answer

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.



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**



Prod Test  
Pending  
prod.test1@td.com

**RSA SecurID profile**

RSA SecurID user ID  
prodtest\_\*\*\*\*\*

Security question:  
900

[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	<a href="#">Details</a>
Santoshfallback	group	<a href="#">Details</a>

**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** [Edit](#)

Group name:  
New

Description:

**TD APPLICATIONS** [Edit](#)

NAME	DESCRIPTION
Receivables Management	Access to your Lockbox reporting and Integrated Receivables AR reconciliation services.
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** [Edit](#)

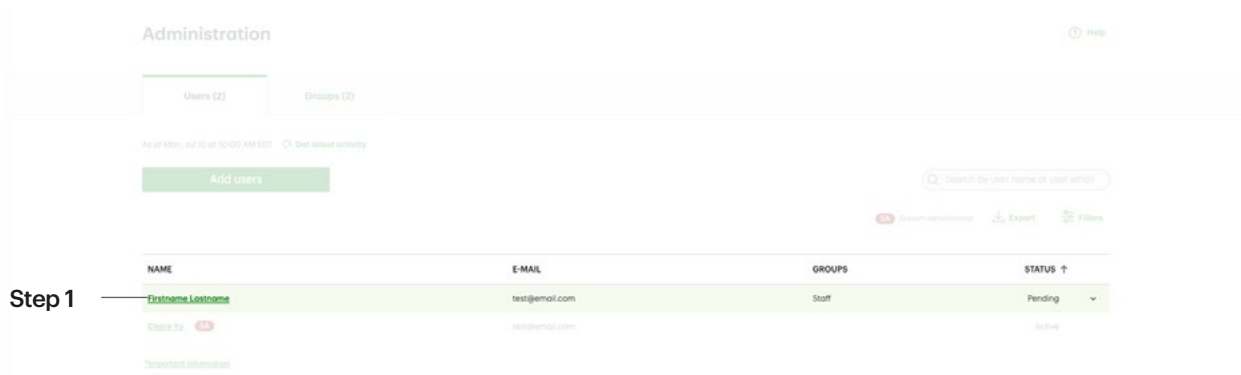
ACCOUNT NUMBER	TYPE	CURRENCY	FROM	TO
0240194572	Checking	USD	✓	✓
0000010472	Checking	USD	✓	✓
0001038470	Checking	USD	✓	✓

**USERS** [Edit](#)

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

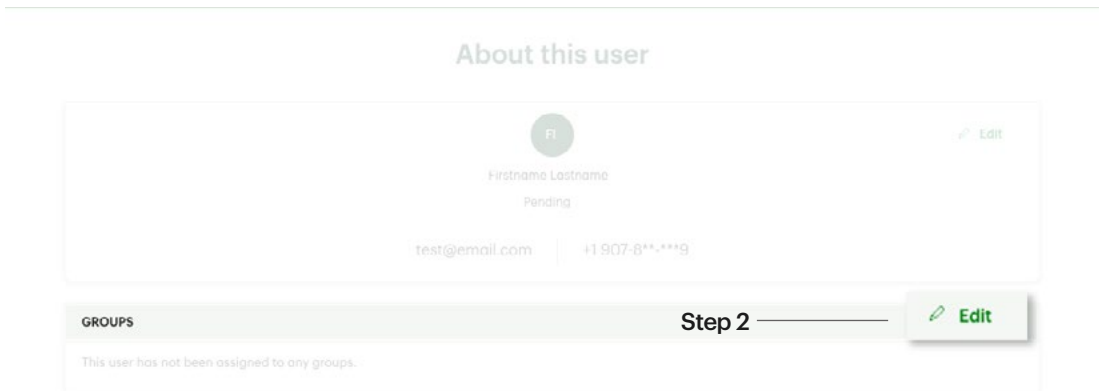
### Option 1: Adding existing users to group (from user profile)

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.



#### Step 2

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



## 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.

<input type="checkbox"/>	Name ↑	Description	
<input checked="" type="checkbox"/>	Staff	Monitoring transactions	<a href="#">Details</a>
<input type="checkbox"/>	Testgroup1		<a href="#">Details</a>

### 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
0038399312	Checking	USD
825298865	Checking	USD
00400010080260001	SHARE - Loan	USD
00400012237899001	SHARE - Loan	USD
000000432000008	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	<a href="#">Details</a>


### Step 6

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



Your changes have been successfully saved

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.

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

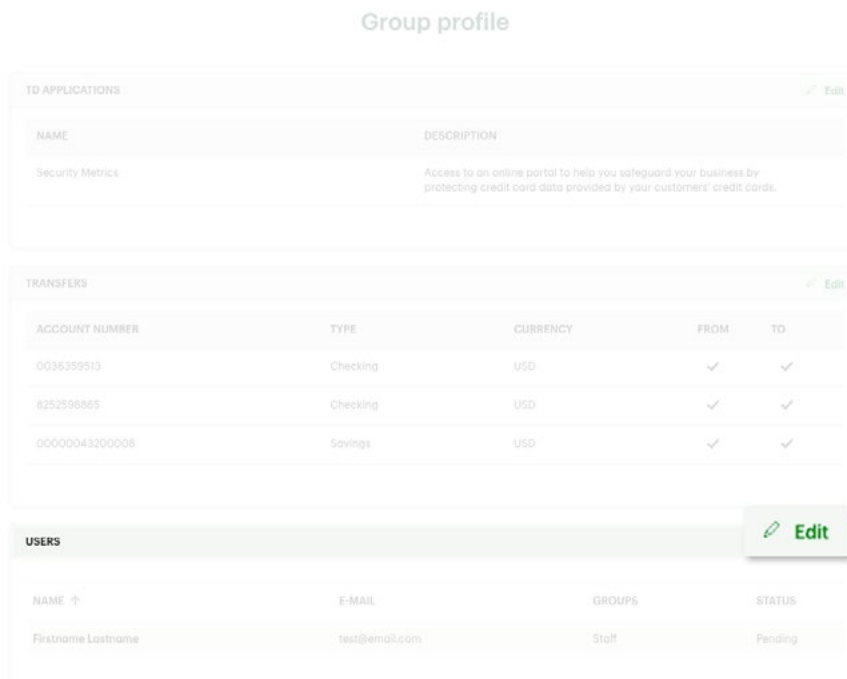
From a group profile, you can add existing users to a group by going to the main **Administration** page and then selecting on the **Groups** tab. Then select on the name of the group you'd like to add a user or users to.



Step 1

### Step 2

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



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.

<input checked="" type="checkbox"/>	NAME ↑	E-MAIL	GROUPS	STATUS
<input checked="" type="checkbox"/>	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.

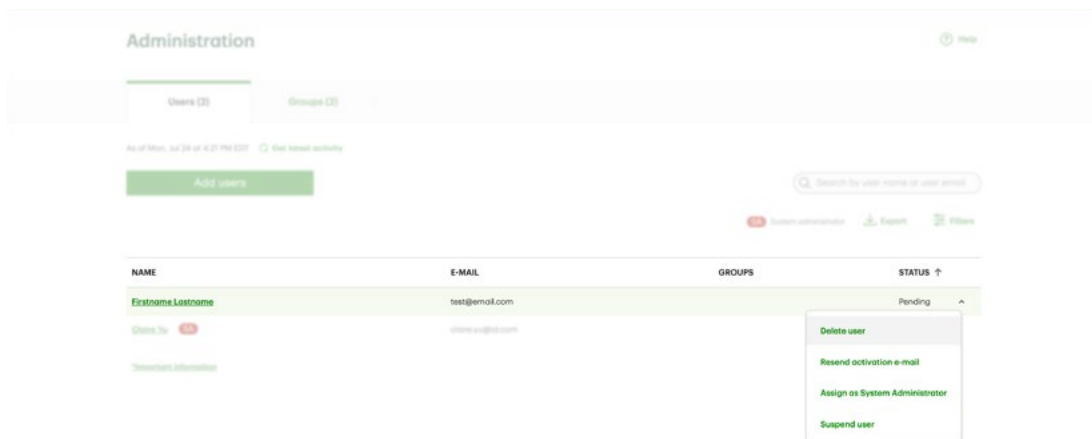
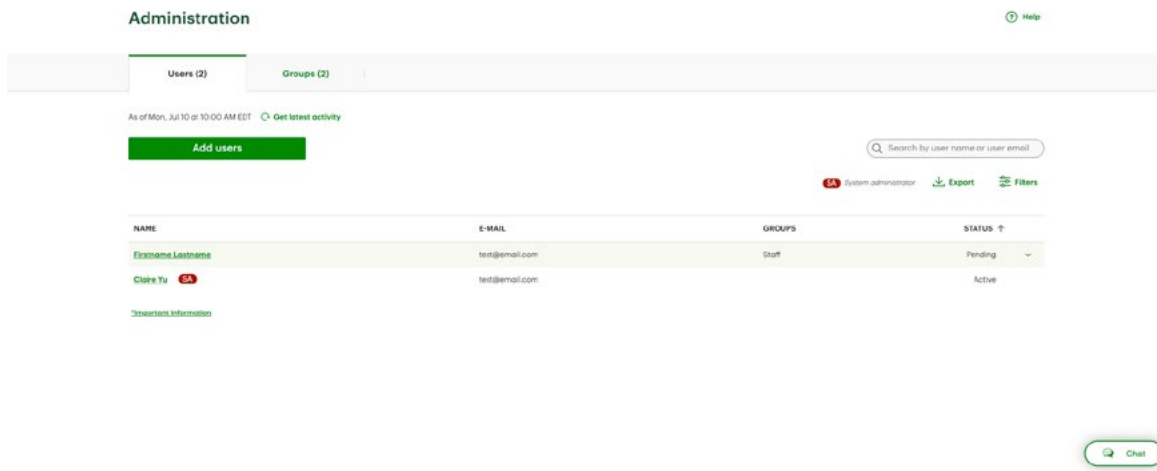
A user's status will appear as:

**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.

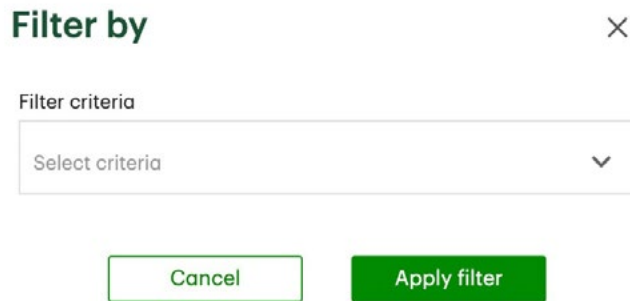


## Filtering for users

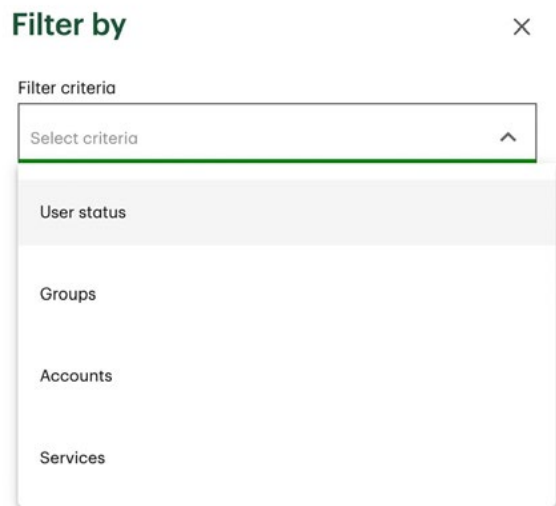
You can also filter for users with different filter criteria. From the main **Administration** page, in the **Users** tab, select **Filters**.



Choose a filter criteria.



Clear all



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

The image displays four separate 'Filter by' dialog boxes, each with a close button (X) in the top right corner.

- Filter by (User status):** The 'Filter criteria' dropdown is set to 'User status'. Below it, the text says 'Select a user status'. There are three radio button options: 'Active', 'Pending', and 'Suspended'. At the bottom, there are 'Cancel' and 'Apply filter' buttons, and a 'Clear all' link below them.
- Filter by (Groups):** The 'Filter criteria' dropdown is set to 'Groups'. Below it, the text says 'Groups'. A search input field contains 'Staff' and is highlighted. Below the search field, there are two options: 'Staff' and 'Testgroup1'. To the right of the search field is an 'Apply filter' button. Below the search field is a 'Clear all' link.
- Filter by (Accounts):** The 'Filter criteria' dropdown is set to 'Accounts'. Below it, the text says 'Select an account type'. There are three radio button options: 'Checking', 'Savings', and 'SHAW Loan'. At the bottom, there are 'Cancel' and 'Apply filter' buttons, and a 'Clear all' link below them.
- Filter by (Services):** The 'Filter criteria' dropdown is set to 'Services'. Below it, the text says 'Select a service'. There are three radio button options: 'Account activity', 'TD Applications', and 'Transfers'. At the bottom, there are 'Cancel' and 'Apply filter' buttons, and a 'Clear all' link below them.

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.

The screenshot shows the 'Administration' page with the 'Users (2)' tab selected. At the top right, there is a 'Help' icon. Below the tabs, there is a search bar with the text 'Search by user name or user email'. Below the search bar, there are icons for 'Export' and 'Filters (1) Clear All', with an arrow pointing to the 'Clear All' link. Below these controls is a table with the following columns: NAME, E-MAIL, GROUPS, and STATUS. The table contains one row of data:

NAME	E-MAIL	GROUPS	STATUS
Estimote Linkbase	test@demot.com	Staff	Pending

## Exporting for users

When a **System Administrators** log in to TD Business Central U.S. from either a desktop or a mobile device and navigate to the **Administration** page, they will be directed to the **User** tab.

The screenshot shows the 'Administration' page with the 'Users (43)' tab selected. At the top right, there is a 'Help' icon. Below the navigation tabs, there is a timestamp 'As of Oct 24 at 3:26 PM EDT' and a 'Get latest activity' link. A green 'Add users' button is on the left, and a search bar 'Search by user name or user email' is on the right. Below the search bar, there is a user role indicator 'SA System Administrator', a highlighted 'Export' button, and a 'Filters' icon. The main content is a table of users with columns for NAME, E-MAIL, GROUPS, and STATUS.

NAME	E-MAIL	GROUPS	STATUS
Amr You	amr@you122.com		Pending
Asd Sad SA	tstump04@p-tabfg.com		Pending
CFirstnametest CLastnametests	test1008@email.com	123	Pending
Donttouchthisuser_Xsa SA	donttouchthisuser22xsa@111please.ca		Pending
Dsdsd Sdsdsd	dsdsdsds2021@td.ca	Transers, 123	Pending
Existin Thiscompany	dsdsds@td.com	123	Pending

Here, to download the report in CSV format, select **Export**. Within this CSV report you can find details like, Company name, Name, E-mail, User status, Type of user, Group name, Group description, Services, TD Applications, Account number/Statement ID, Account/ID type, Statement type, Transfer type and Currency.

## 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 navigation options: Home, Accounts, Statements center, Administration (selected), Audit Log, and Assist central. The main content area is titled 'Administration' and has tabs for 'Users (215)', 'Groups (73)', and 'Analytics'. Below the tabs, there is a date filter 'As of Mar 3 at 11:35 AM EST' and a 'Get latest activity' link. A green 'Add users' button is visible. A search bar is labeled 'Search by user name or user email'. Below the search bar, there are icons for 'System Administrator', 'Export', and 'Filters'. A table lists users with columns for NAME, E-MAIL, GROUPS, and STATUS. Two users are listed with a 'Pending' status.

NAME	E-MAIL	GROUPS	STATUS
Asdas Asdas	testesting44@gmail.com	Account	Pending
Adasd Adasd	testesting43@gmail.com	Allservices	Pending

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 for a 'New User' in a 'Pending' status. The user's name is 'newuserforallback@test.ca' and their phone number is '+1 647-8\*\*\*-\*\*\*8'. There is a red box around an 'Edit' icon in the top right corner. Below the user information is an 'RSA SecurID profile' section with details like 'RSA SecurID user ID: newuser\_\*\*\*\*\*', 'Security question: new', and a link to 'Send new soft token enrollment e-mail'. A note states: 'Token serial numbers will be available to this user after they complete their RSA SecurID enrollment.'

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.

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

## 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**. Users that are reactivated will need to be added to a group.

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.

The screenshot shows the 'Administration' page with the 'Users (215)' tab selected. A table lists users with columns for NAME, E-MAIL, GROUPS, and STATUS. A modal dialog titled 'Suspend User' is open, displaying user details and a 'Suspend' button.

NAME	E-MAIL	GROUPS	STATUS
Asdas Asdas	testesting44@gmail.com	Account	Pending
Adasd Asdasd	testesting43@gmail.com	Allservices	
Add User SA	add23445.us		
Add User	er@td.com		

**Suspend User**

Firstname Lastname

If you suspend Firstname Lastname, they will no longer have access to company, DDJ Test Company's information. If needed, you can reactivate this user.

Full Name: Firstname Lastname  
 Current @@us Pending  
 Email: first@td.com  
 Phone Number: +1 901-456-7890

Cancel Suspend

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.

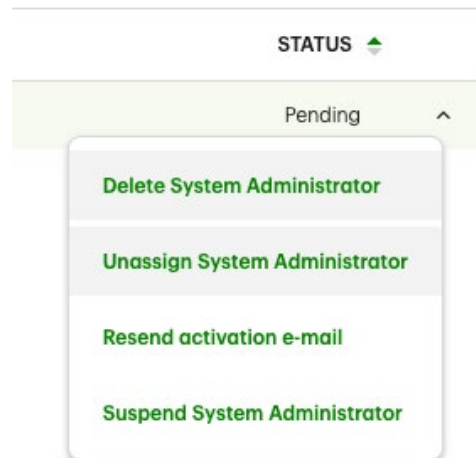
## Assigning and Unassigning System Administrators

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**.



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.



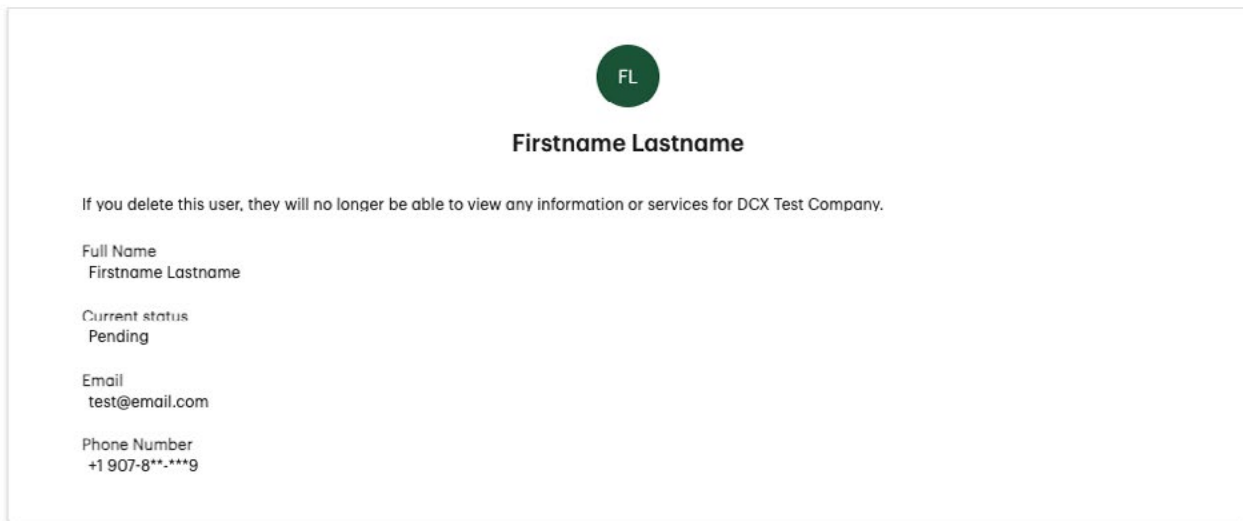
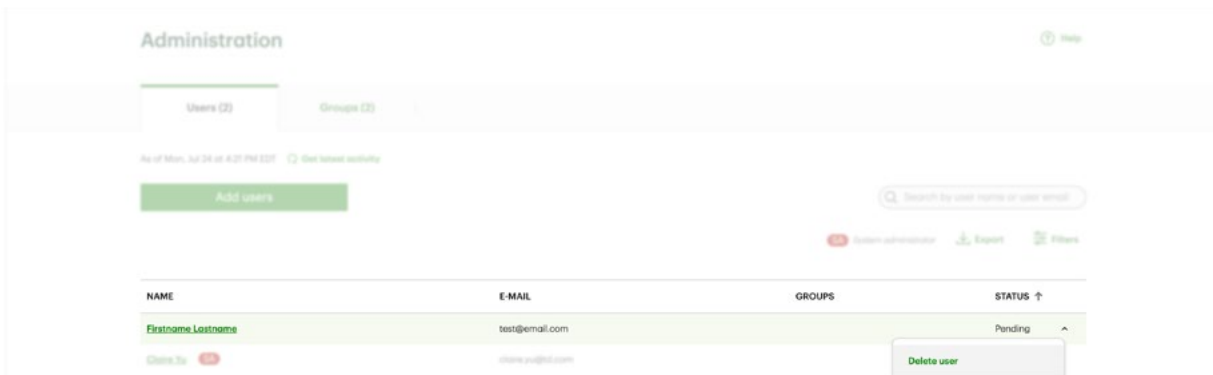


## Deleting a user

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.

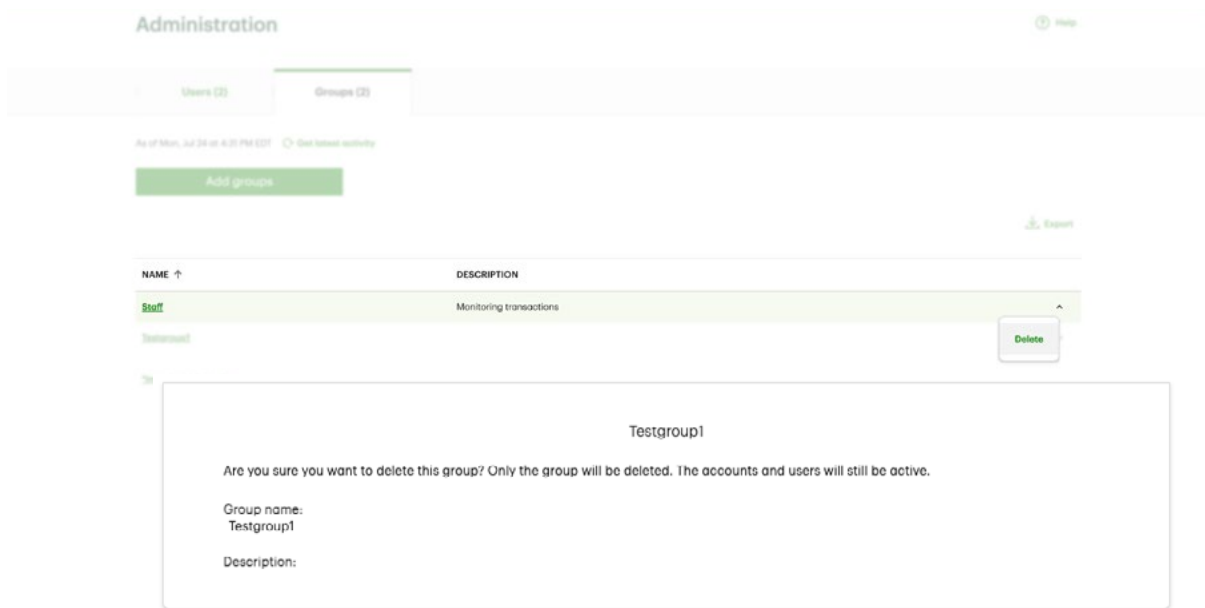


## Deleting a group

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
- Setting up access to Receivables Management
  - For System Administrators
  - For users
- Setting up access to TD Commercial Plus Card
  - For System Administrators
  - For users
- Setting up access to TD FTEExpress
  - For System Administrators
  - For users
- Setting up access to Paymode-X
  - For System Administrators
  - 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 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 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 eTreasury

### For System Administrators

To set up users for Single Sign-On (SSO) to **TD eTreasury**, a **System Administrator** must first be added on the **TD eTreasury** application website. For **System Administrators** that have access to multiple companies, they will need to be added to **TD eTreasury** for each respective company.

If you're a **System Administrator** on **TD Business Central U.S.**, log in to **TD Business Central U.S.** and select the **TD eTreasury** link from the **TD applications** menu. If you have access to multiple companies, select the company from the list on the user dropdown menu first, then select **TD eTreasury** link. Enter the **User ID** and **Passcode** for **TD eTreasury**. Be sure to use the same token and allow the passcode to change prior to performing this action for **TD eTreasury**. For System Administrator with access to multiple companies, they will need to establish SSO for each company individually by following the same steps.

Going forward, the user will no longer need to re-enter log-in credentials when accessing the **TD eTreasury** application.

### For users

If the user is not a **System Administrator**, a **System Administrator** must add them to **TD Business Central U.S.**, and the **TD eTreasury** application. For users that have access to multiple companies, they will need to be added to **TD eTreasury** for each respective company. Once the user is created, add that user to a group that has **TD eTreasury** permissions.

The **System Administrator** must also assign the user within the **TD eTreasury** application. Once added, users can access **TD eTreasury** link from the **TD applications** menu in **TD Business Central U.S.**

Users will be prompted to enter their **User ID** and **Passcode** for **TD eTreasury** when accessing **TD eTreasury** for the first time. Be sure to use the same token and allow the passcode to change prior to performing this action for **TD eTreasury**. For user with access to multiple companies, they will need to establish SSO for each company individually by following the same steps. Going forward, the user will no longer need to re-enter log-in credentials when accessing the **TD eTreasury** application.

For additional help with adding a new **System Administrator** or **user** on **TD Business Central**, refer to the [Add a New User](#) video.

Learn more about the TD eTreasury application:

[TD eTreasury User guide](#) or [TD eTreasury Videos](#).



## Need help?

As a new user, if you do not see **Receivables Management**, **TD Commercial Plus Card**, **TD FTExpress**, or **TD Digital Express**, or **TD eTreasury** 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

## 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.

## Account Summary

A high-level overview of your recent account transactions.

## Loan advance

To make a transfer from a loan account to a deposit account (loan advance).

## Quick link to Administration

Easy access to some key Administration functions.

## Quick link to Audit Log

Records all user activities for your company.

## User drop down

Quick access to your security settings and profile.

## Messages

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

## Applications

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

## Welcome section

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

## Loan payment

To make a transfer from a deposit account to a loan account

## Deposit transfers

To make a transfer from a deposit account to another deposit account.

## Quick link to My Profile

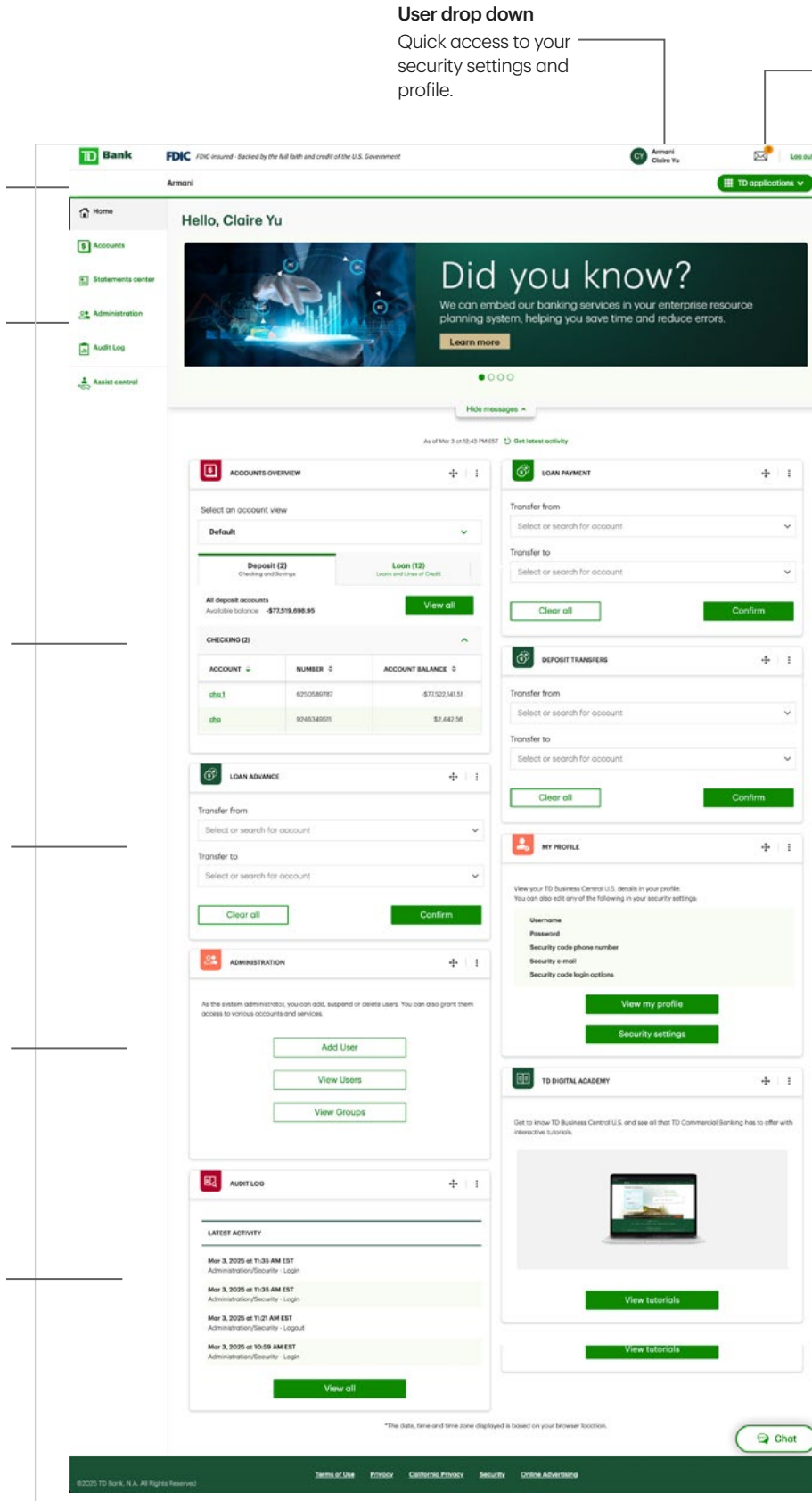
Update your user profile settings and security from here.

## Quick link to TD Digital Academy

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

## Chat

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



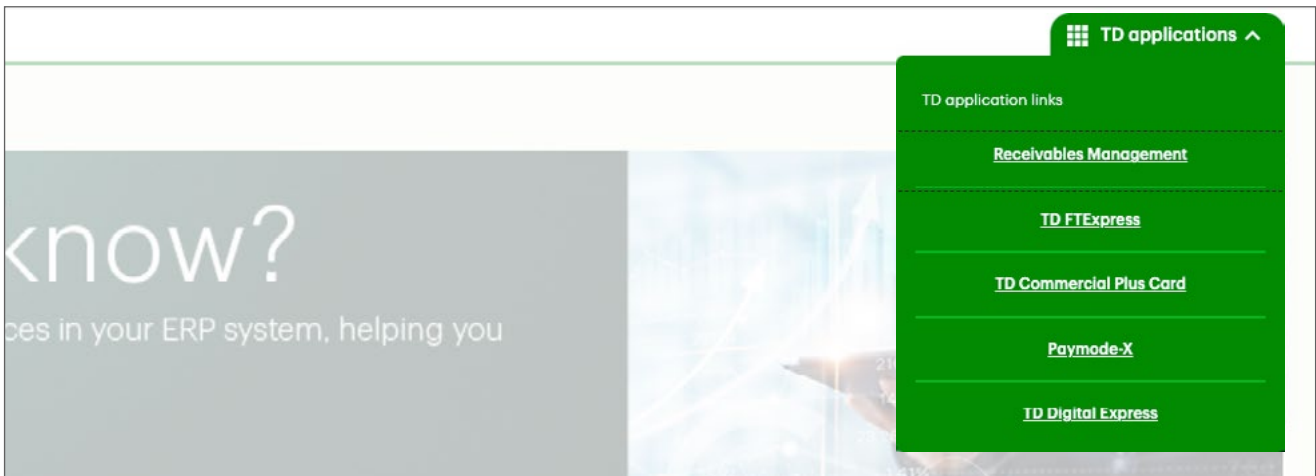
## Top navigation menu options

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.



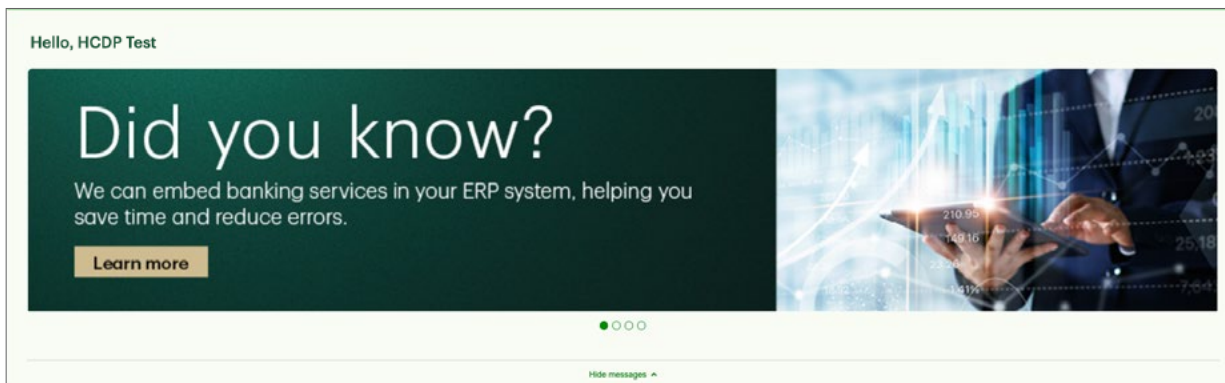
## Applications

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.







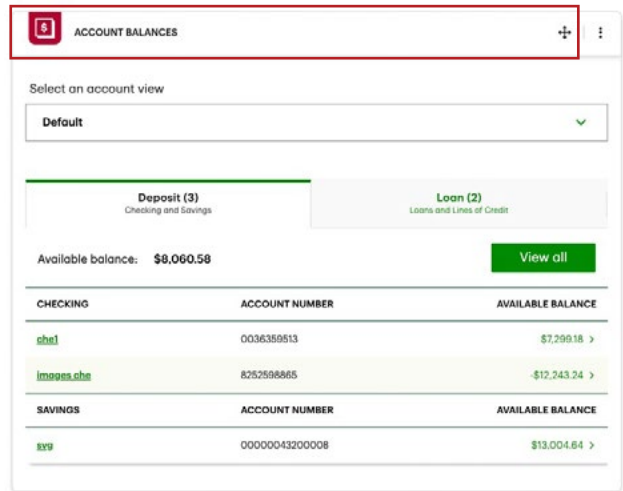
# Dashboard personalization

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

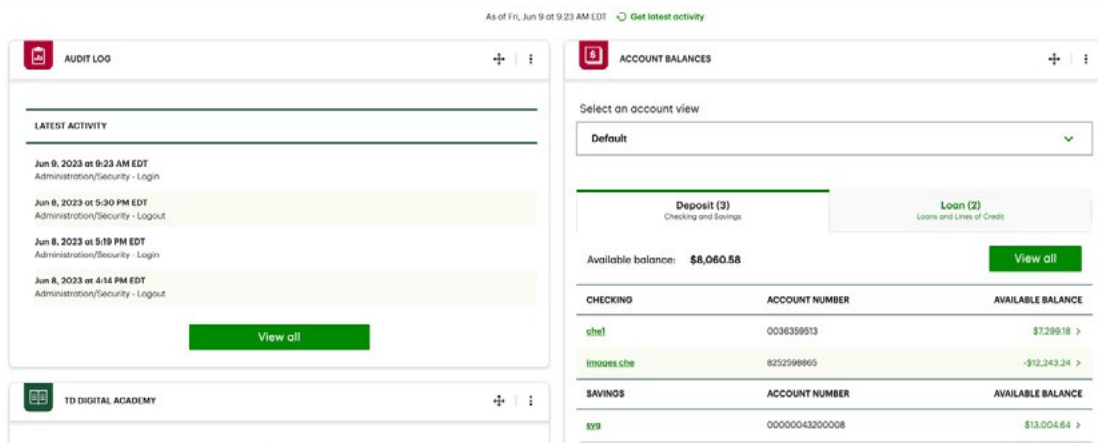
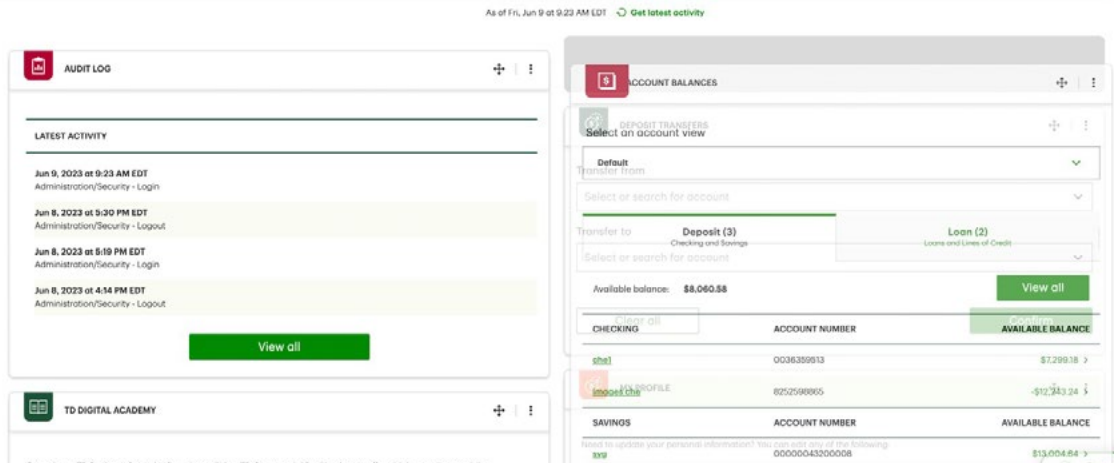
## Rearranging widgets on your dashboard

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

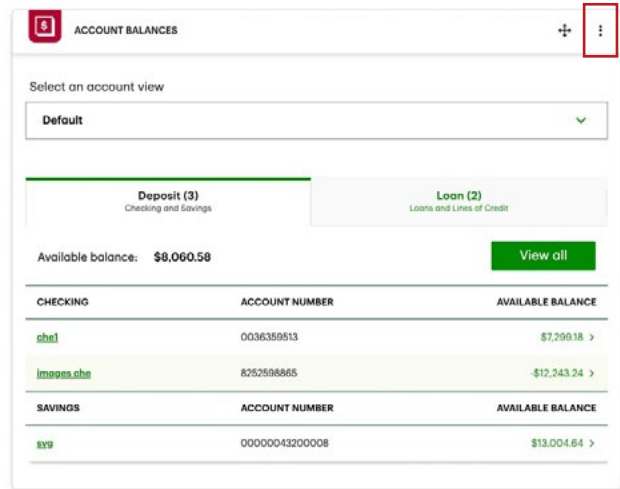
You can use your mouse to click and hold anywhere along the top part of the widget, between the widget name and move icon.



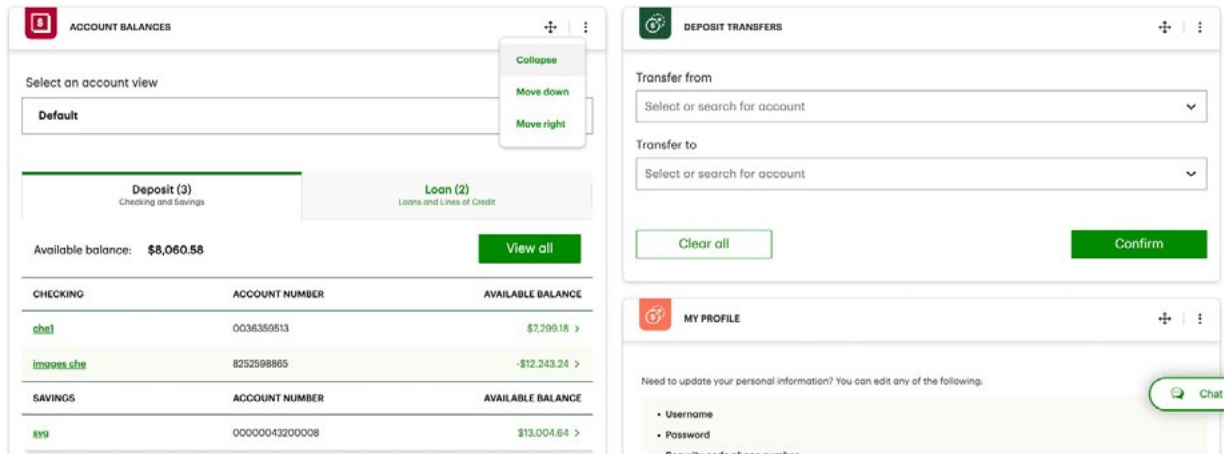
Next, while holding down on the widget with your mouse, drag the widget to the location you want to move the widget to. If the new location is valid, a gray, highlighted area will appear. When it does, let go of clicking on your mouse and the widget will move to the new location on your dashboard.



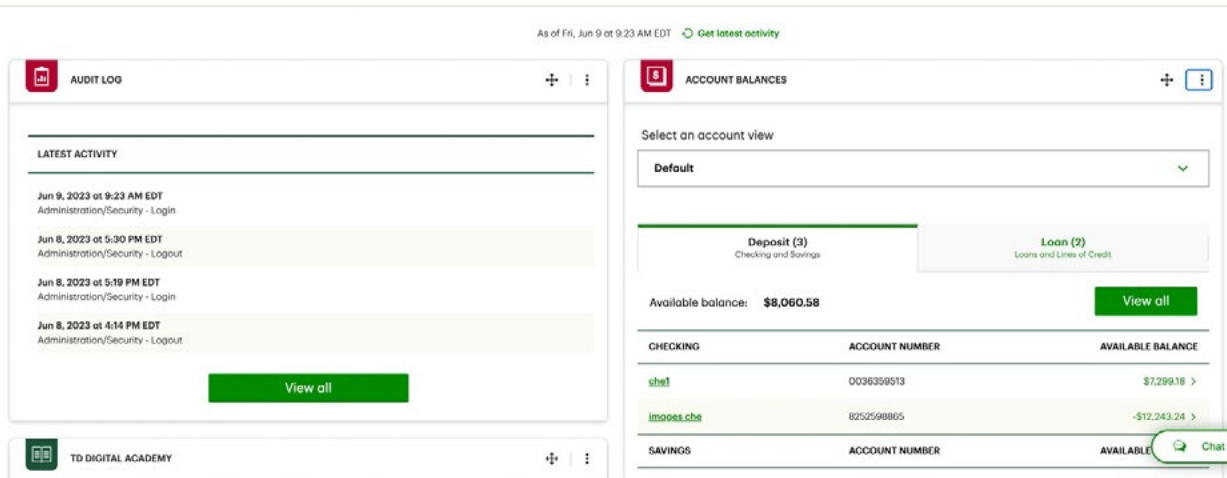
Another way to move a widget around your dashboard is to select the widget options menu on the top right of each widget.



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

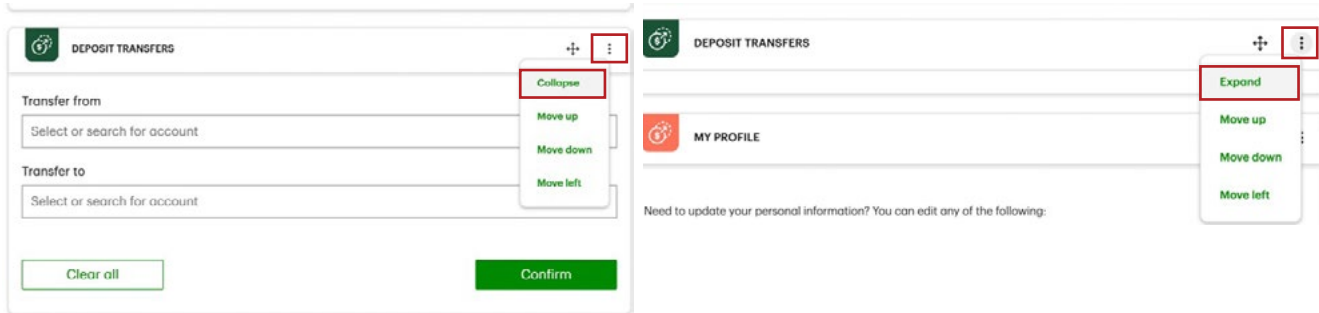


Select the direction option you want to move the widget in. The widget will automatically move and save to that location.



## 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

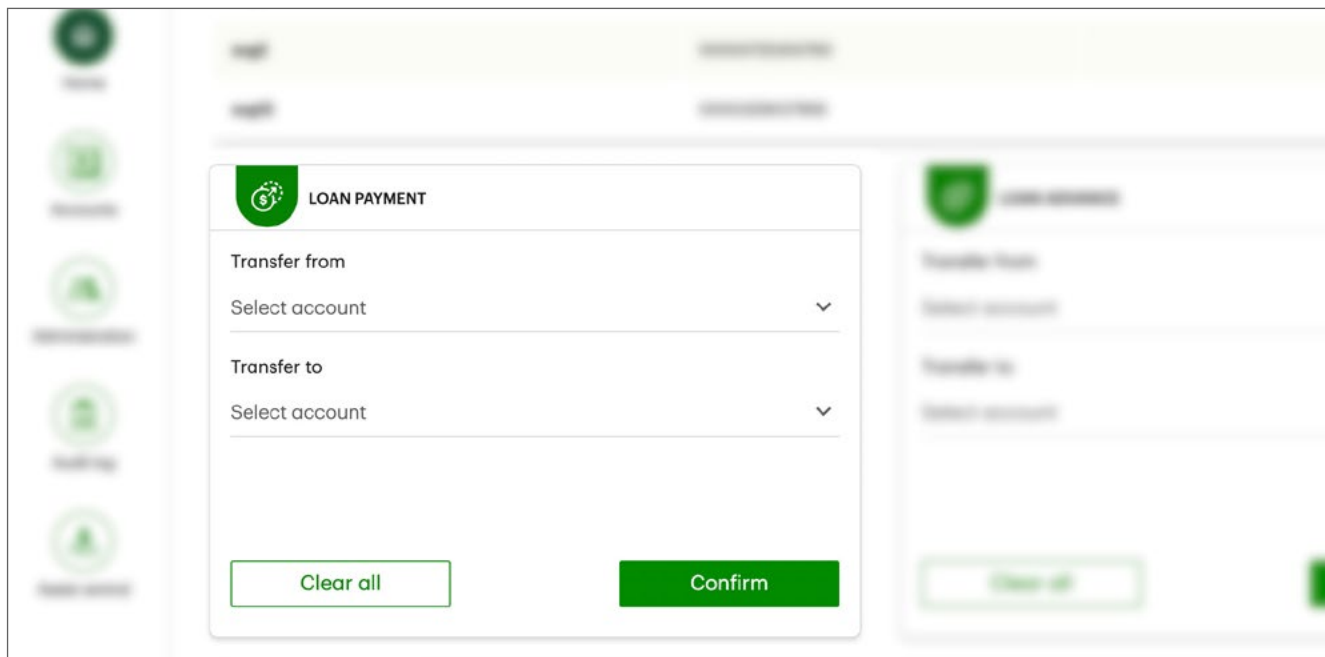
The account transfer service is now available for users in groups with access to the service to transfer funds between a company's different accounts.

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.



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.

**Loan payment submitted**

**\$2,500.00**

Transfer from: 33502 - chq6      Transfer to: 927119 - acbs2      Date: Oct 25, 2022 12:58 PM

PRINCIPAL	INTEREST
<b>Payment status</b> Submission successful	<b>Payment status</b> Submission successful
<b>Amount</b> \$2,300.00	<b>Amount</b> \$200.00
<b>Confirmation number</b> BA7D2E06-6E48-434D-AC84-BCE9C084DA9D	<b>Confirmation number</b> 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.

**Loan payment submitted**

**\$2,300.00**

Transfer from: 33502 - chq6      Transfer to: 927216 - acbs1      Date: Oct 25, 2022 1:35 PM

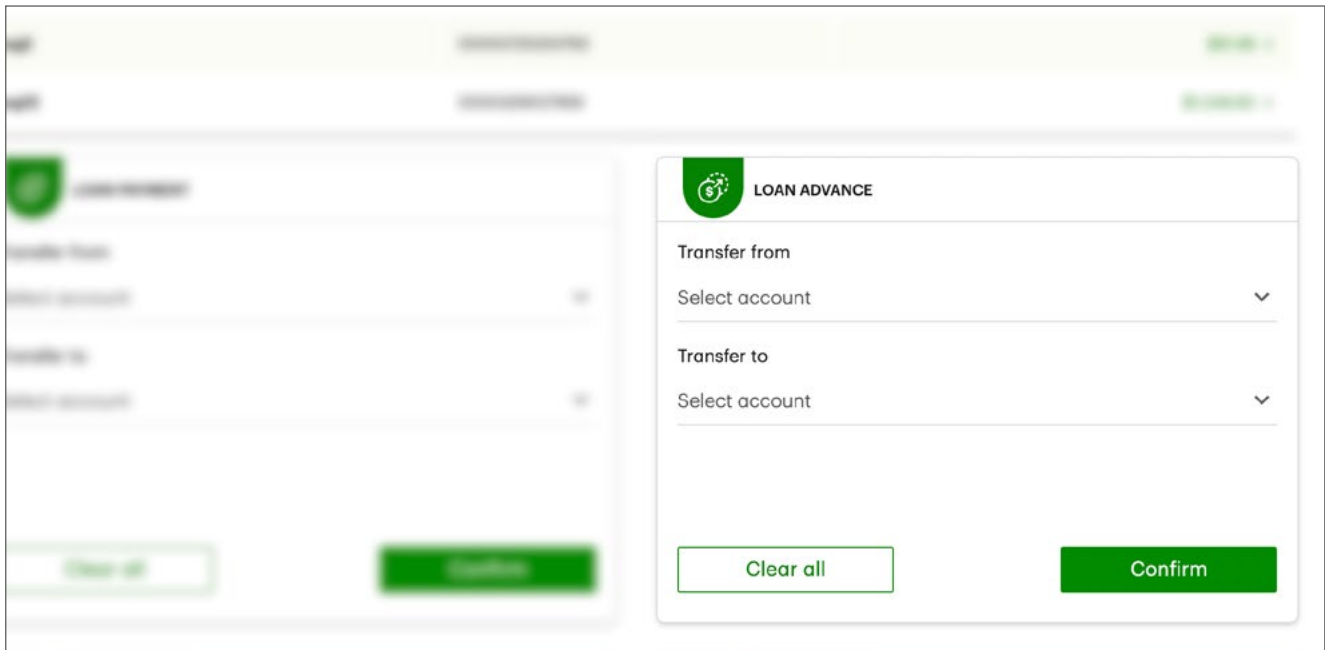
PRINCIPAL
<b>Payment status</b> Submission successful
<b>Amount</b> \$2,300.00
<b>Confirmation number</b> 3032A159-1A68-4247-9FA1-106EFF2D9A46

**Close**

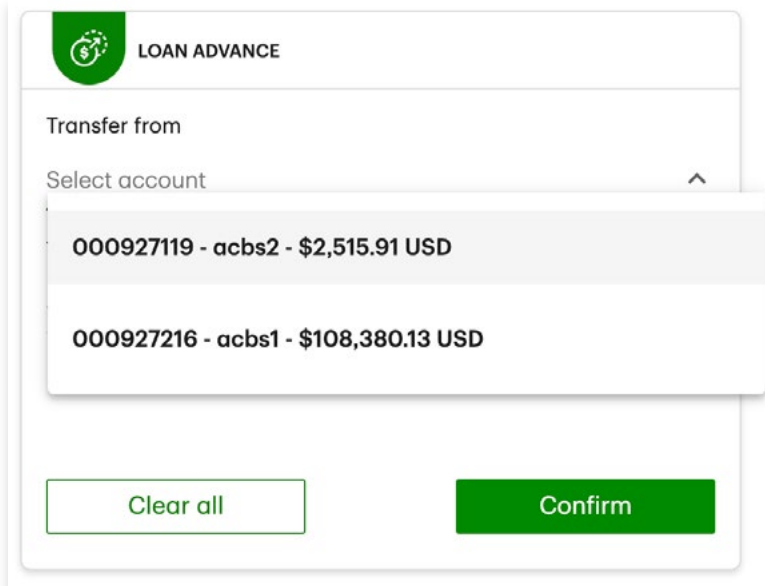


## Loan advance transfers

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.

**Loan advance submitted** Print

**\$200.00**

Transfer from	Transfer to	Date
927119 - acbs2	33502 - chq6	Oct 25, 2022 1:40 PM

**LOAN ADVANCE**

**Loan advance status**  
Submission successful

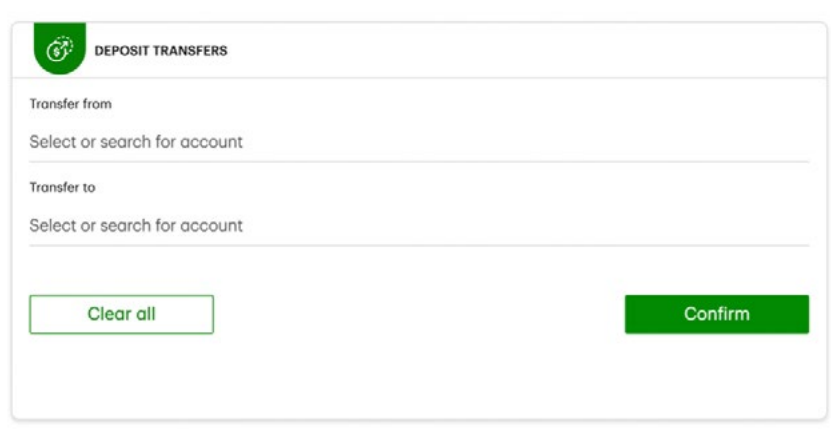
**Amount**  
\$200.00

**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.



The screenshot shows a widget titled "DEPOSIT TRANSFERS" with a green icon. It contains two sections: "Transfer from" and "Transfer to". Each section has a text input field with the placeholder "Select or search for account". At the bottom of the widget, there are two buttons: "Clear all" (white with a green border) and "Confirm" (solid green).

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



The screenshot shows the "DEPOSIT TRANSFERS" widget with the "Transfer from" dropdown menu open. The dropdown lists three accounts with their balances:

Account ID	Account Name	Balance
0036359513	che1	\$16,202.30 USD
8252598865	images che	\$26,352.92 USD
00000043200008	svg	\$13,005.74 USD

The "Confirm" button is visible at the bottom right of the widget.

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.

**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

Print

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. From here, open the **Select an account view** menu and select on **Add new account view**.

The screenshot shows the 'ACCOUNTS OVERVIEW' widget. At the top, there is a header with a dollar sign icon and the title 'ACCOUNTS OVERVIEW'. Below the header, there is a section titled 'Select an account view' with a dropdown menu showing 'Default' and an upward arrow. Below the dropdown is a button labeled '+ Add new account view'. Underneath, the available balance is shown as '-\$77,519,698.95' with a 'view all' button. Below that is a section for 'CHECKING (2)' with an upward arrow. A table follows with columns for 'ACCOUNT', 'NUMBER', and 'ACCOUNT BALANCE'. The table contains two rows of data.

ACCOUNT	NUMBER	ACCOUNT BALANCE
chq1	6250589787	-\$77,522,141.51
chq	9246349511	\$2,442.56

On the **Create account view** page, name your **Account view**.

The screenshot shows the 'Create account view' page. It has a back button and a title 'Create account view'. Below the title is a description: 'Create personalized, quick access views of your deposit and loan accounts\* information, on your dashboard in the Accounts overview widget'. There is a form field for 'Account view name' with a placeholder text 'Please enter a name for this account view \*'. Below the form field is a 'Test view' button. At the bottom, there are two buttons: 'Deposit (2)' and 'Loan (12)'. Below these buttons is the text 'Choose accounts'.

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 (15)** | **Loan (15)**

Choose accounts  
 Choose accounts to add to your account view. You must select at least 1 deposit or 1 loan account.  
 Within your deposit accounts, you can choose up to 25 Checking or 25 Savings accounts.

Select account type

**Savings** ^

Checking

Savings

Search for Savings accounts  
 Search by account name or account number

NUMBER	NAME	CURRENCY
<input checked="" type="checkbox"/> 00000300877424	sav	USD
<input type="checkbox"/> 00000725300793	dsds	USD
<input type="checkbox"/> 00000725633920	svg2	USD
<input checked="" type="checkbox"/> 00000725780177	saving	USD
<input checked="" type="checkbox"/> 00006771621240	SVG	USD
<input checked="" type="checkbox"/> 00006780002960	SVG	USD

**Selected for your account view**  
 Accounts selected 4 of 6 [Remove all](#)

1	00000300877424	sav	<input type="checkbox"/>
2	00000725780177	saving	<input type="checkbox"/>
3	00006771621240	SVG	<input type="checkbox"/>
4	00006780002960	SVG	<input type="checkbox"/>

[Cancel](#) [Create](#)

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

**Deposit (15)** | **Loan (15)**

Choose accounts  
 Choose accounts to add to your account view. You must select at least 1 deposit or 1 loan account.  
 Within your loan accounts, you can choose up to 25 Loan or 25 Line of Credit accounts.

Select account type

**Loans** ^

Loans

Lines of Credit

Search for Loans accounts  
 Search by account name or account number

NUMBER	NAME	CURRENCY
<input type="checkbox"/> 000391861	ocbs	USD
<input checked="" type="checkbox"/> 00400010068056	shaw loan	USD
<input checked="" type="checkbox"/> 00400011483460C	Kit-shaw-maturity- notices	USD
<input type="checkbox"/> 004000131763449	Kit-shaw-billing- notices	USD

**Selected for your account view**  
 Accounts selected 2 of 4 [Remove all](#)

1	004000100680560001	shaw loan	<input type="checkbox"/>
2	004000114834600003	Kit-shaw-maturity- notices	<input type="checkbox"/>

[Cancel](#) [Create](#)

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.



## 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**.

[< Back](#) **Edit account view**

Create personalized, quick access views of your deposit and loan accounts' information, on your dashboard in the Accounts overview widget

Account view name  
Please enter a name for this account view \*

**User gude test**

**Deposit (2)** **Loan (12)**

Choose accounts  
Choose accounts to add to your account view. You must select at least 1 deposit or 1 loan account.  
Within your deposit accounts, you can choose up to 25 Checking or 25 Savings accounts.

Select account type  
**Checking**

Search for Checking accounts  
Search by account name or account number

**Your Checking accounts**

NUMBER	NAME	CURRENCY
<input checked="" type="checkbox"/> 6250589787	chq 1	USD
<input checked="" type="checkbox"/> 9246349511	chq	USD

**Selected for your account view** [Remove all](#)

Accounts selected 2 of 2

<input type="checkbox"/> 1	9246349511	chq	<input type="checkbox"/>
<input type="checkbox"/> 2	6250589787	chq 1	<input type="checkbox"/>

**Cancel** **Save**

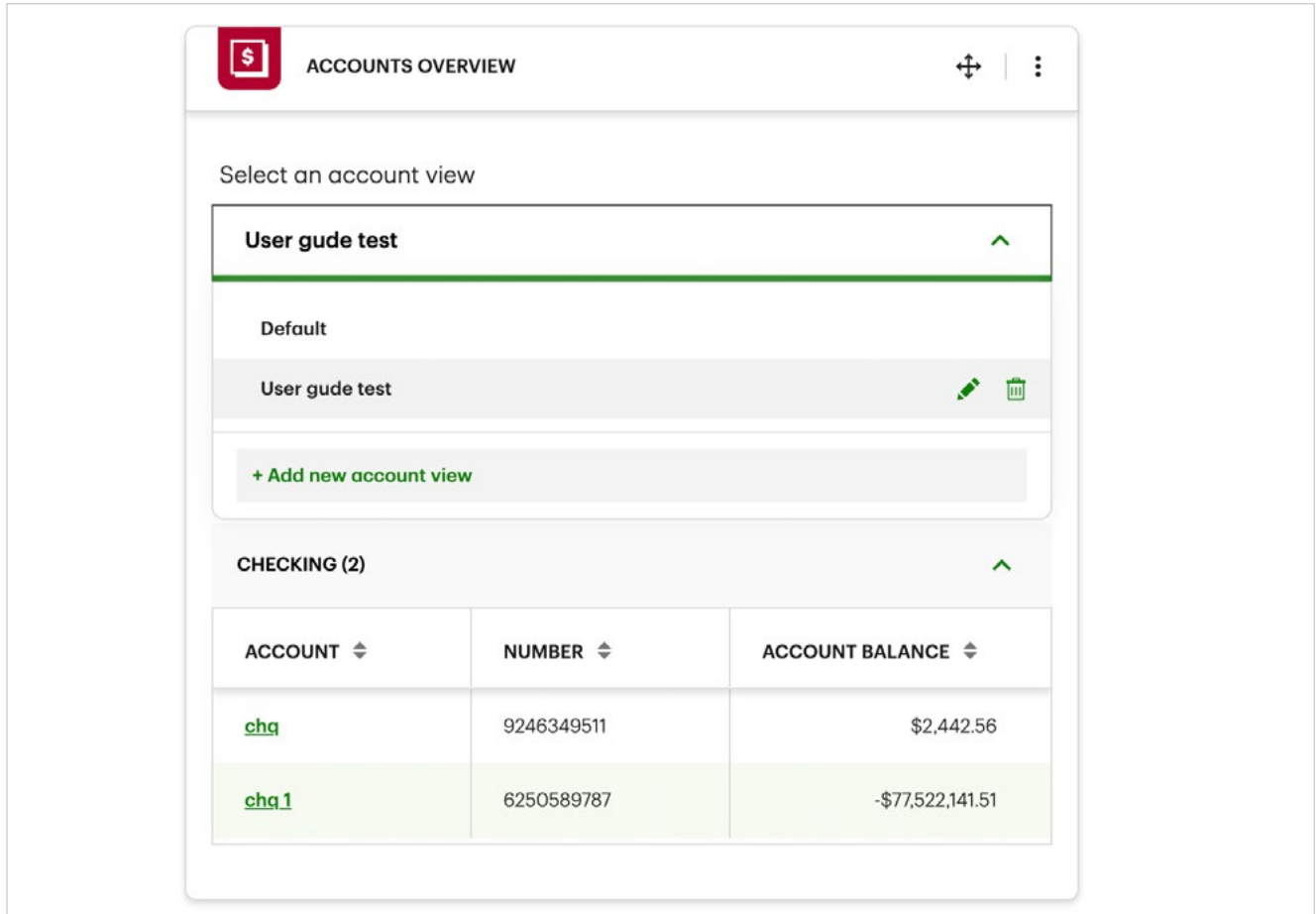
To add accounts to this **Account view**, select them from the accounts lists at the bottom of the page. When you're editing an **Account view**, the same rules apply. You can select up to a maximum of 50 Deposit accounts (Checking or Savings) and 50 Loan accounts (Loans or Lines of Credit), for a total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

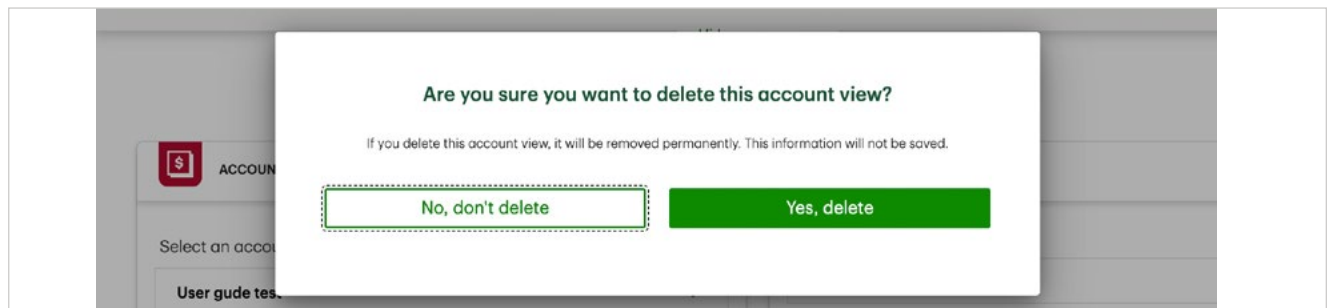
## Deleting an Account view

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.

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

Help

As of Mar 3 at 5:38 PM EST [Get latest activity](#)

**Deposit (2)**  
Checking and Savings

**Loan (12)**  
Loans and Lines of Credit

**Summary** Print

Available balance		
Checking	Savings	Total available balance <span style="color: red;">1</span>
-\$77,519,698.95 USD	Unavailable	-\$77,519,698.95 USD

**Balances**

Accounts				
NUMBER	NAME	TYPE <span style="font-size: small;">↑</span>	CURRENCY	BALANCE
<a href="#">6250589787</a>	chq 1	Checking	USD	-\$77,522,141.51
<a href="#">9246349511</a>	chq	Checking	USD	\$2,442.56

Chat

## 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** Help

As of Mar 3 at 5:38 PM EST [Get latest activity](#)

**Deposit (2)** Checking and Savings | **Loan (12)** Loans and Lines of Credit

**Summary** Print

Available balance

Checking	Savings	Total available balance <span>1</span>
-\$77,519,698.95 USD	Unavailable	-\$77,519,698.95 USD

**Balances**

Accounts				
NUMBER	NAME	TYPE <span>↑</span>	CURRENCY	BALANCE
<a href="#">6250589787</a>	chq 1	Checking	USD	-\$77,522,141.51

## Loan accounts

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

**Accounts** Help

As of Mar 3 at 5:38 PM EST [Get latest activity](#)

**Deposit (2)** Checking and Savings | **Loan (12)** Loans and Lines of Credit

**Summary** Print

<b>Loans</b>	<b>Lines of credit</b>
Total balance	Total balance
\$29,101,513.11 USD	\$14,735,618.08 USD
	Available balance
	\$46,167,835.00 USD

**Loans (6)** | **Lines of Credit (6)**

Total balance  
\$29,101,513.11 USD

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

Total balance <b>\$29,101,513.11 USD</b>		Total balance <b>\$14,735,618.08 USD</b>		Available balance <b>\$46,167,835.00 USD</b>	
<div style="display: flex; justify-content: space-between;"> <span>Loans (6)</span> <span style="border: 1px solid green; padding: 2px;">Lines of Credit (6)</span> </div>					
Total balance <b>\$29,101,513.11 USD</b>					
NUMBER ↕	NAME ↕	INTEREST RATE ↕	NEXT PAYMENT AMOUNT ↕	NEXT PAYMENT DATE ↕	BALANCE ↕
<a href="#">000930000</a>	Acbs-238	1.000000%	\$42,459.97	2024-12-01	\$917,434.50
<a href="#">000930004</a>	Acbs-251	1.750000%	\$0.00	2024-11-15	\$7,506,962.55
<a href="#">000930005</a>	Acbs-257	1.000000%	\$673,370.38	2024-12-01	\$7,339,833.33
<a href="#">000930010</a>	Acbs-259	2.000000%	\$1,273,958.33	2024-12-01	\$11,273,333.33
<a href="#">000930013</a>	Acbs-312-kit	3.500000%	\$0.00	2024-11-11	\$1,976,089.51

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.

Total balance <b>\$29,101,513.11 USD</b>		Total balance <b>\$14,735,618.08 USD</b>		Available balance <b>\$46,167,835.00 USD</b>	
<div style="display: flex; justify-content: space-between;"> <span>Loans (6)</span> <span style="border: 1px solid green; padding: 2px;">Lines of Credit (6)</span> </div>					
Total balance <b>\$14,735,618.08 USD</b>			Available balance <b>\$46,167,835.00 USD</b>		
NUMBER ↕	NAME ↕	INTEREST RATE ↕	NEXT PAYMENT DATE ↕	AVAILABLE BALANCE ↕	BALANCE ↕
<a href="#">000198011</a>	abc	1.095750%	2023-04-05		\$0.00
<a href="#">000930001</a>	Acbs-241	2.000000%	2024-12-01	\$4,980,301.00	\$2,006,277.11
<a href="#">000930002</a>	Acbs-246	1.500000%	2024-11-11	\$3,887,500.00	\$6,012,500.00
<a href="#">000930003</a>	Acbs-248	2.500000%	2024-11-11	\$11,300,000.00	\$702,430.56
<a href="#">000930011</a>	Acbs-283	3.000000%	2024-12-01	\$8,000,005.00	\$4,009,995.00

## 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

Help

As of Mar 3 at 5:38 PM EST [Get latest activity](#)

**Deposit (2)**  
Checking and Savings

**Loan (12)**  
Loans and Lines of Credit

**Summary** Print

Available balance

Checking	Savings	Total available balance ⓘ
-\$77,519,698.95 USD	Unavailable	-\$77,519,698.95 USD

**Balances**

Accounts					
NUMBER	NAME	TYPE ↑	CURRENCY		BALANCE
<a href="#">625058978</a>	chq 1	Checking	USD		-\$77,522,141.51
<a href="#">9248349511</a>	chq	Checking	USD		\$2,442.56

## 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 1
[? Help](#)

6250589787
Export latest statement

Current balance  
**Unavailable**

Activity

Details

Statements

As of Mar 3 at 5:49 PM EST [Get latest activity](#) [Export](#) [Print](#)

**Pending Transactions**

DATE	TYPE	DETAILS	WITHDRAWALS	DEPOSITS
Feb 26, 2025	CR	*GARLAND MANUFACT*		\$3,540.81

**Posted Transactions** [Filters](#)

DATE	TYPE	DETAILS	REFERENCE NUMBER	WITHDRAWALS	DEPOSITS
Jan 13, 2025	DR	INTERNAL TRANSFER		\$1,380,000.00	
Jan 13, 2025	CR	INTERNAL TRANSFER			\$1,380,000.00
Jan 13, 2025	DR	TD ETREASURY DR if from sett to cong-BR 1/8/25		\$450,378.20	
Jan 13, 2025	DR	TD ETREASURY DR if from sett to oper BR 1/13		\$4,000,000.00	

Chat

## 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.

<b>Posted Transactions</b>						<a href="#">Filters</a>
DATE	TYPE	DETAILS	REFERENCE NUMBER	WITHDRAWALS	DEPOSITS	
Jan 13, 2025	CR	DEPOSIT <a href="#">View Deposit Slip</a> <a href="#">View Item List</a>			\$50.00	
Jan 10, 2025	DR	BUS CENT DEBIT 00000002068230		\$535.00		



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.

< Back ? Help

chq  
**9246349511**

Total deposited amount: \$50.00      Transaction date: Jan 13, 2025      Transaction details: Deposited items

### Deposited items

ACCOUNT NUMBER	DATE ↕	BANK IDENTIFIER	SERIAL NUMBER	BANK REFERENCE NUMBER	AMOUNT	
9246349511	Jan 13, 2025	52201020	0	92002	\$50.00	<a href="#">View image</a>
1249081816	Jan 13, 2025	267084199	240025	93003	\$50.00	<a href="#">View image</a>

20 ▾ items per page | Total items 2 Page 1 of 1

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.

Activity | Details | **Statements**

As of Mar 3 at 6:00 PM EST      Statement cycle year: 2024 ▾

DATE ↕	DETAILS	
May 3, 2024 <b>Latest</b>	1 document included ✓	<a href="#">Export</a>
Feb 3, 2024	1 document included ✓	<a href="#">Export</a>

## 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.

**Accounts** Help  
 As of Mar 3 at 5:38 PM EST [Get latest activity](#)

**Deposit (2)** **Loan (12)**  
 Checking and Savings Loans and Lines of Credit

**Summary** Print

**Loans**

Total balance  
**\$29,101,513.11 USD**

**Lines of credit**

Total balance Available balance  
**\$14,735,618.08 USD \$46,167,835.00 USD**

**Loans (6)** **Lines of Credit (6)**

Total balance  
**\$29,101,513.11 USD**

NUMBER	NAME	INTEREST RATE	NEXT PAYMENT AMOUNT	NEXT PAYMENT DATE	BALANCE
000930000	Acbs-238	1.000000%	\$42,459.97	2024-12-01	\$917,434.50

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**.

Acbs-238 Help  
**000930000**

Total balance  
**\$917,434.50 USD**

**Activity** **Details**

As of Mar 3 at 6:05 PM EST [Get latest activity](#) [Export](#) [Print](#)

**Posted Transactions** [Filters](#)

DATE	TYPE	DETAILS	WITHDRAWALS	DEPOSITS
Oct 28, 2024	Principal payment	1.00		\$1.00
Oct 28, 2024	Interest payment	1.00		\$1.00

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

Acbs-238
 Help

## 000930000

Total balance  
**\$917,434.50 USD**

**Activity**

**Details**

**Account Information**  Print

**ACCOUNT SUMMARY**

Next Payment Amount <b>\$42,459.97 USD</b>	Next Payment Date <b>Dec 1, 2024</b>
---	---

PRODUCT TYPE	ORIGINAL LOAN AMOUNT	ORIGINAL LOAN DATE	CURRENT INTEREST BALANCE	INTEREST RATE	MATURITY DATE
Loans	\$1,000,000.00	Sep 11, 2024	\$768.84	1.000000%	Aug 1, 2026

**PAYMENTS**

REMAINING PAYMENTS	NEXT PAYMENT PRINCIPAL AMOUNT	NEXT PAYMENT INTEREST	LAST PAYMENT PRINCIPAL AMOUNT	LAST PAYMENT INTEREST	LAST TOTAL PAYMENT
N/A	\$41,665.67	\$794.30	N/A	N/A	N/A

**BALANCE DETAILS**

AVAILABLE TO BORROW	CURRENT PRINCIPAL BALANCE	LATE FEE DUE
N/A	\$916,665.66	Not Available

**% INTEREST DETAILS**

INTEREST PAID YTD	INTEREST PAID LAST YEAR
\$1,696.44	\$0.00

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.

**Summary** Print

**Loans**

Total balance  
**\$29,101,513.11 USD**

**Lines of credit**

Total balance **\$14,735,618.08 USD**      Available balance **\$46,167,835.00 USD**

Loans (6)
Lines of Credit (6)

Total balance **\$14,735,618.08 USD**      Available balance **\$46,167,835.00 USD**

NUMBER ↕	NAME ↕	INTEREST RATE ↕	NEXT PAYMENT DATE ↕	AVAILABLE BALANCE ↕	BALANCE ↕
000198011	abc	1.095750%	2023-04-05		\$0.00
000930001	Acbs-241	2.000000%	2024-12-01	\$4,980,301.00	\$2,006,277.11
000930002	Acbs-246	1.500000%	2024-11-11	\$3,887,500.00	\$6,012,500.00
000930003	Acbs-248	2.500000%	2024-11-11	\$11,300,000.00	\$702,430.56
000930011	Acbs-283	3.000000%	2024-12-01	\$8,000,005.00	\$4,009,995.00

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**.

Acbs-241 Help

**000930001** ↕

Total balance **\$2,006,277.11 USD**      Available balance **\$4,980,301.00**

Activity
Details

As of Mar 3 at 6:27 PM EST Get latest activity Export    Print

**Posted Transactions** Filters

DATE ↕	TYPE ↕	DETAILS ↕	WITHDRAWALS ↕	DEPOSITS ↕
Oct 1, 2024	Interest payment	1.00		\$1.00
Sep 24, 2024	Principal payment	300.00		\$300.00

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

Acbs-241
[? Help](#)

000930001

Total balance

**\$2,006,277.11 USD**

Available balance ⓘ

**\$4,980,301.00**

Activity
Details

**Account Information** [Print](#)

**ACCOUNT SUMMARY**

Next Payment Amount <b>\$6,689.20 USD</b>	Next Payment Date <b>Dec 1, 2024</b>
--	---

PRODUCT TYPE	ORIGINAL LOAN AMOUNT	ORIGINAL LOAN DATE	CURRENT INTEREST BALANCE	INTEREST RATE	MATURITY DATE
Loans	\$2,000,000.00	Sep 11, 2024	\$6,578.11	2.000000%	Sep 1, 2030

**PAYMENTS**

REMAINING PAYMENTS	NEXT PAYMENT PRINCIPAL AMOUNT	NEXT PAYMENT INTEREST	LAST PAYMENT PRINCIPAL AMOUNT	LAST PAYMENT INTEREST	LAST TOTAL PAYMENT
N/A	\$0.00	\$6,689.20	N/A	N/A	N/A

**BALANCE DETAILS**

AVAILABLE TO BORROW	CURRENT PRINCIPAL BALANCE	LATE FEE DUE
\$4,980,301.00	\$1,999,699.00	Not Available

**% INTEREST DETAILS**

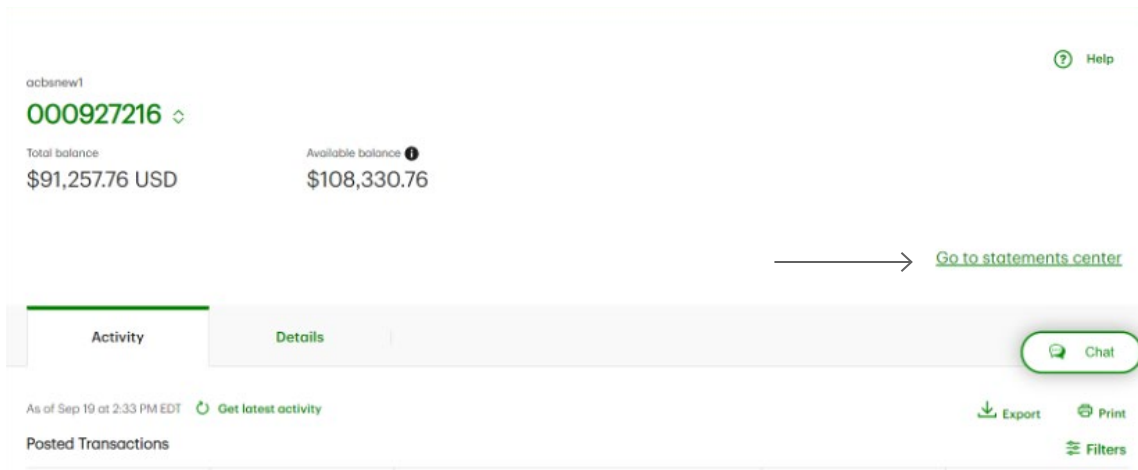
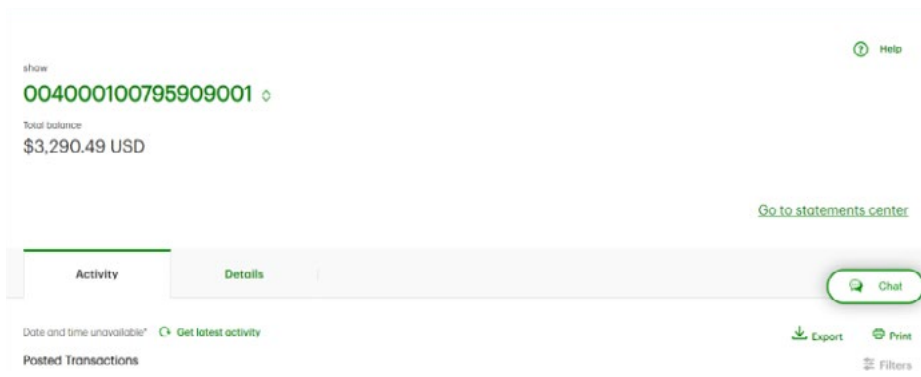
INTEREST PAID YTD	INTEREST PAID LAST YEAR
\$87.94	\$0.00

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.



For more information on how to find and access different statements in your statements center, please go to the section on accessing statements center statements in this user guide.

## 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.

Filter transactions by

<p><b>Date range</b> Select date range</p> <input type="text" value=""/>	<p><b>Amount range</b> Min</p> <input type="text" value="\$Minimum"/>	<p>Max</p> <input type="text" value="\$Maximum"/>
--	---	---

Clear all | **Apply filter** | Cancel

---

 Assist central | As of Mar 3 at 2:40 PM EST [Get latest activity](#) | [Export](#) [Print](#)


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

Filter transactions by

**Date range**  
Select date range

Clear all | **Apply filter** | Cancel

---

[Audit Log](#) |  Assist central | As of Mar 3 at 2:42 PM EST [Get latest activity](#) | [Export](#) [Print](#)

## 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.

The screenshot shows the 'Accounts' summary page. At the top, there are tabs for 'Deposits (2)' and 'Loans (3)'. Below these is a 'Summary' section with a 'Print' button. The summary table shows the following data:

Accounts	Total available balance
Checking	\$2,759.96 USD
Savings	\$52.57 USD
<b>Total</b>	<b>\$2,812.53</b>

Below the summary is a 'Balances' section with a table of account details:

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

A 'Print' button is located to the right of the summary table, and a 'Chat' button is located to the right of the account details table.





# 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 account analysis statements and invoices, entitled loan statements, and Escrow Direct statements for your company (if applicable). 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.

**Statements center** Help

Access your company's loan and account analysis statements in one place on TD Business Central U.S.

**Account analysis** | Loans | Escrow

As of Mar 3 at 2:47 PM EST

Find and view your company's account analysis statements using relationship numbers or account numbers as a statements access ID.

**Statements access ID numbers**

ACCESS ID NUMBER ↑	ID TYPE ⇅	ACCOUNT NAME ⇅
6250589787	Account number	chq 1

You’ll also find your entitled Statement Access ID numbers for **Loans** statements in the second tab and **Escrow Direct** statements in the third tab. These can also be account numbers, customer numbers, or relationship numbers.

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.

### Account Analysis

10241 351105 ↕

Statements
Invoices

View and export your company's online account analysis statements for different statement cycle years. ↓ Export latest statement

As of Mar 3 at 2:59 PM EST Statement cycle year **2024** ▾

DATE ↕	DETAILS	
Oct 31, 2024 <span style="background-color: #008000; color: white; padding: 2px;">Latest</span>	3 documents included ▾	↓ Export all
Apr 30, 2024	1 document included ▾	↓ Export
Jan 31, 2024	1 document included ▾	↓ Export

## 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.

### Accounts

Help

As of Sep 19 at 3:46 PM EDT Get latest activity

Deposit (3)
Checking and Savings

Summary Print

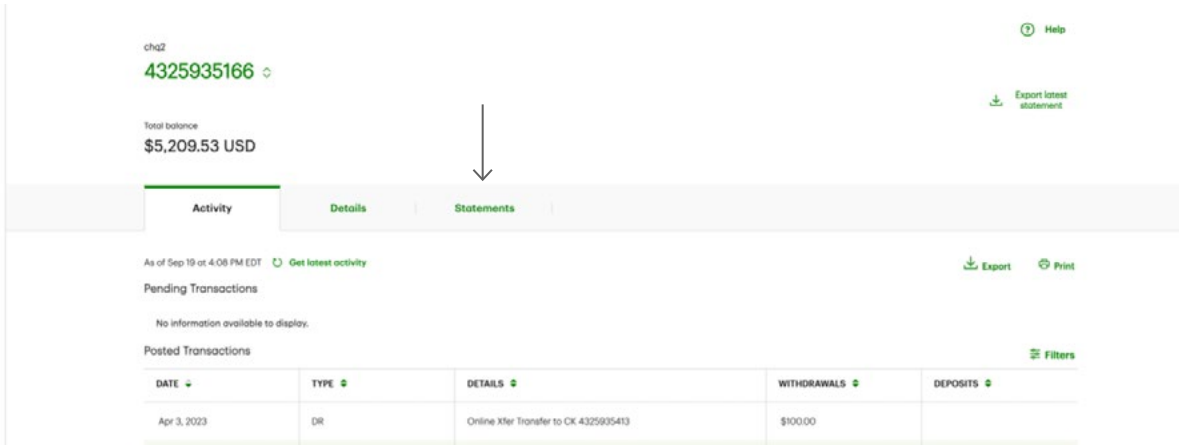
AVAILABLE BALANCE		
Checking \$319,922,861.20 USD	Saving Unavailable	Total available balance <span style="color: green;">●</span> \$319,922,861.20 USD

Balances

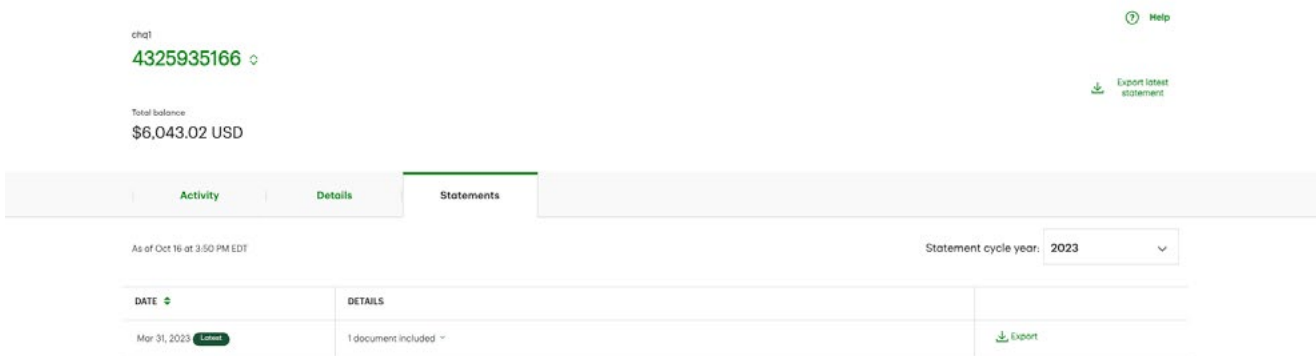
Accounts					
NUMBER	NAME	TYPE ↕	CURRENCY	BALANCE	
002914370	Checking	Checking	USD	\$313,214,932.83	
002914388	chq	Checking	USD	\$6,702,718.84	
432933366	chq2	Checking	USD	\$5,209.53	



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



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.





# 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 (2 New)

Drafts

Sent

Stored

As of Mon, Mar 3, 2025 at 3:05 PM EST Filters

<input type="checkbox"/>	TOPIC	SUBJECT	FROM	DATE & TIME
<input type="checkbox"/>	<a href="#">TD Communication</a>	test en	Customer Service	Feb 27, 2025 at 3:58 PM EST
<input type="checkbox"/>	<a href="#">BCUS General assistance</a>	RE: message from BCUS	Customer Service	Feb 27, 2025 at 3:51 PM EST

20 items per page | Total items 2

< > Page 1 of 1 < >

## Sending a message

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

### 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**

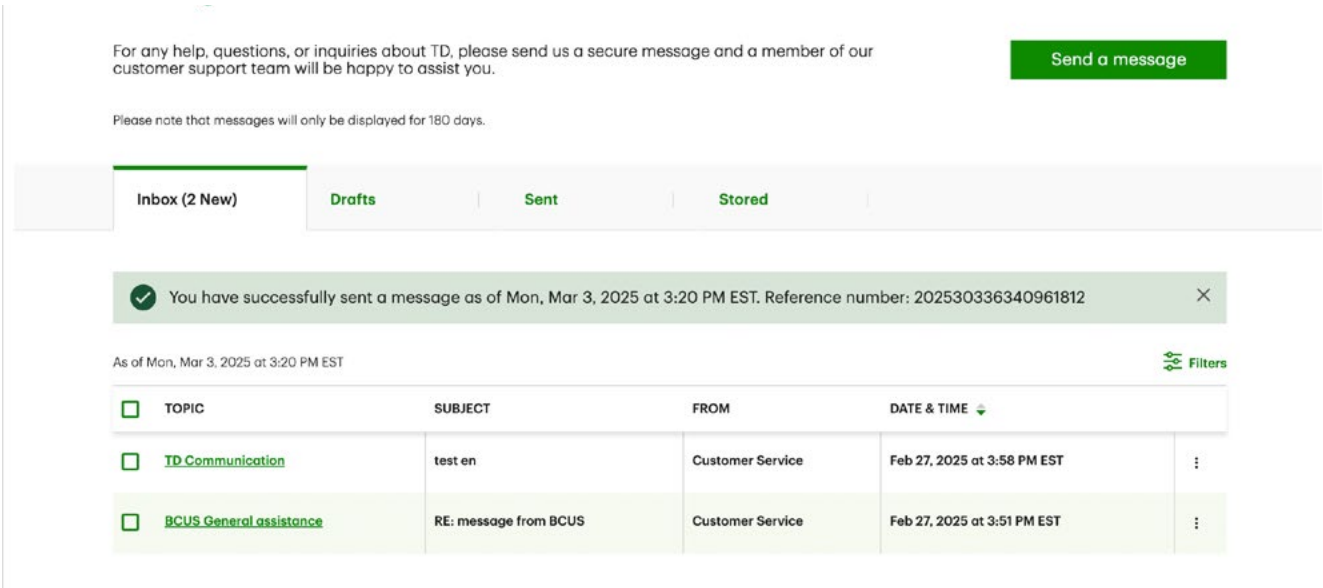
First, choose a topic related to your message.

The screenshot shows the 'New message' form. At the top left is a '< Back' link. The title is 'New message'. Below the title is a 'Topic' dropdown menu with the placeholder text 'Please select a topic for your message'. Below the dropdown is a 'Your message' text area with a character count of '0 / 1000 characters'. At the bottom are two buttons: 'Cancel' and 'Send'.

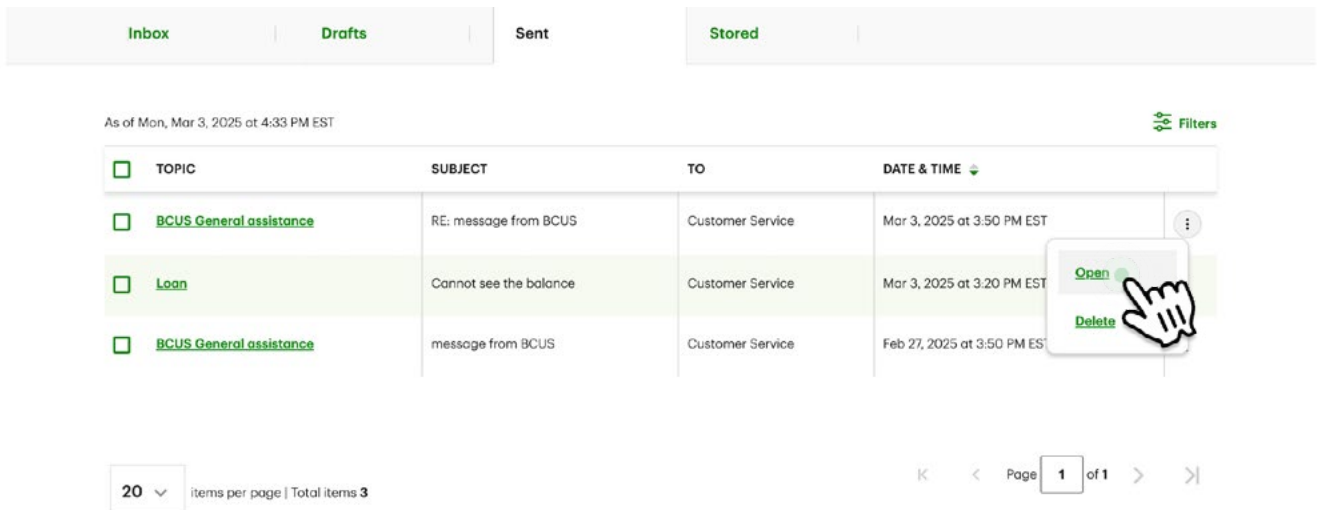
Depending on the topic you choose, you may need to enter some more information. Some topics have optional subjects, and some require a subject and more information before you can send the message. After you've made your selections, type your message and select **Send**.

The screenshot shows the 'New message' form with the 'Topic' dropdown menu set to 'Loan'. Below the dropdown is a 'Subject (optional)' text area with the placeholder text 'Please enter a reason for your message'. Below the subject area is a 'Which loan is your message about?' dropdown menu with the placeholder text 'Please select a loan number'. Below the dropdown is a 'Your message' text area with a character count of '0 / 1000 characters'. At the bottom are two buttons: 'Cancel' and 'Send'.

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?**

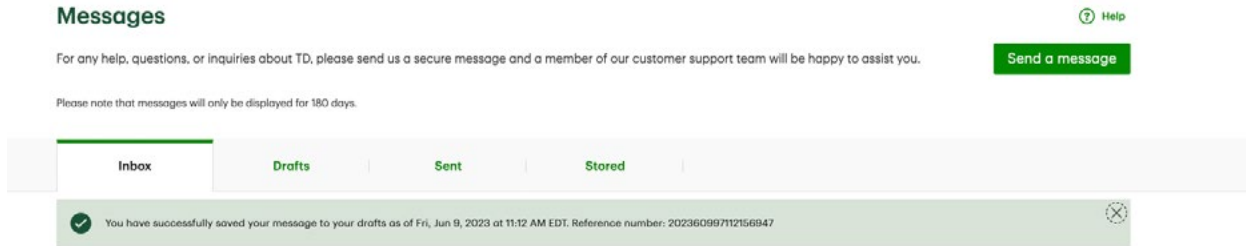
If you exit without saving a draft, this message will be permanently deleted.

Yes, save draft No, exit without saving

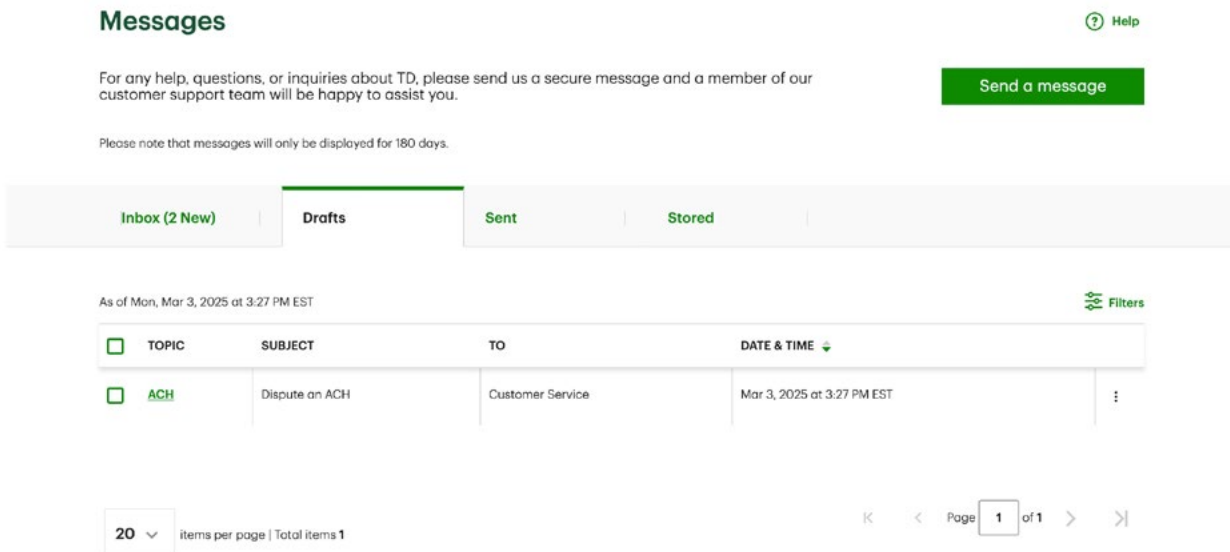
Continue writing a message

4 / 10

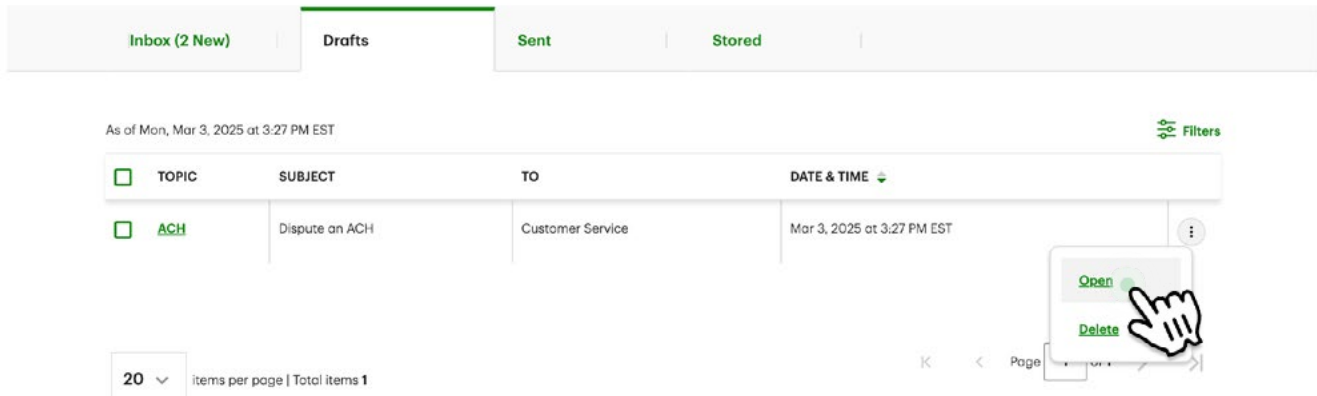
Once the message has been successfully saved, you'll get a confirmation on the main **Messages** page.



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.

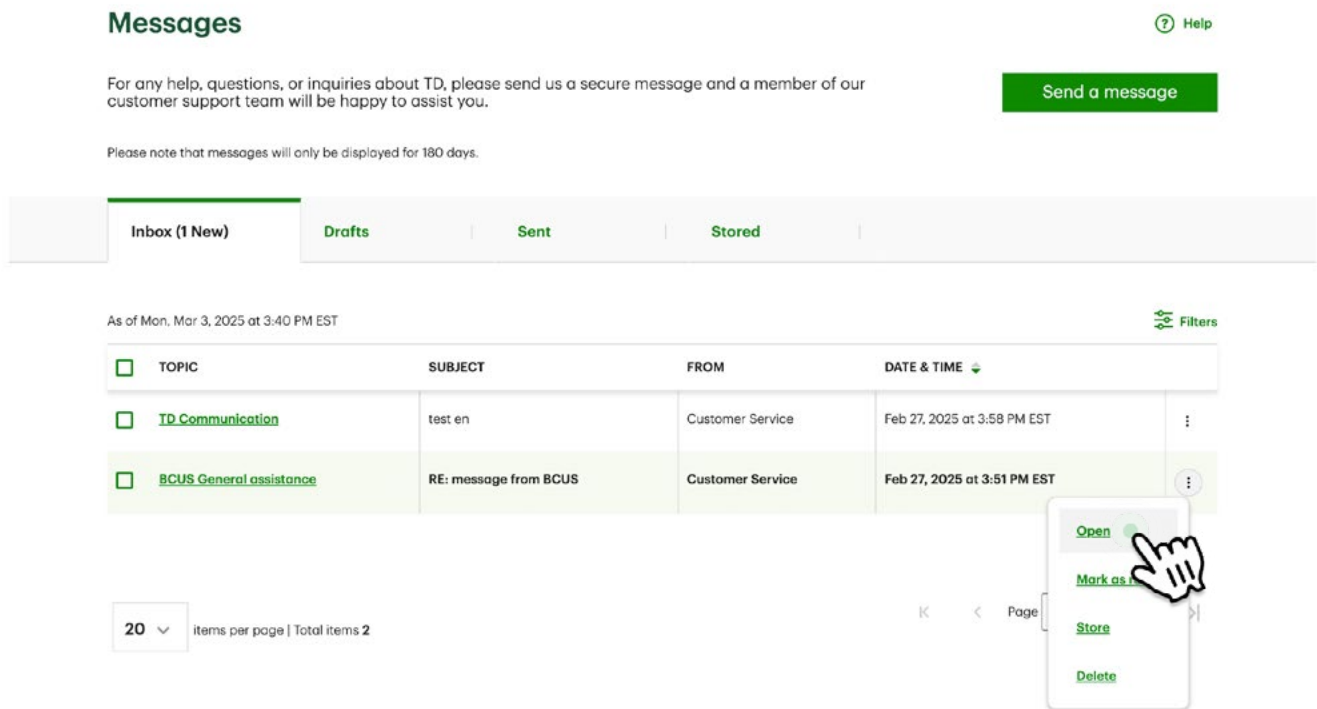


## Replying to messages

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



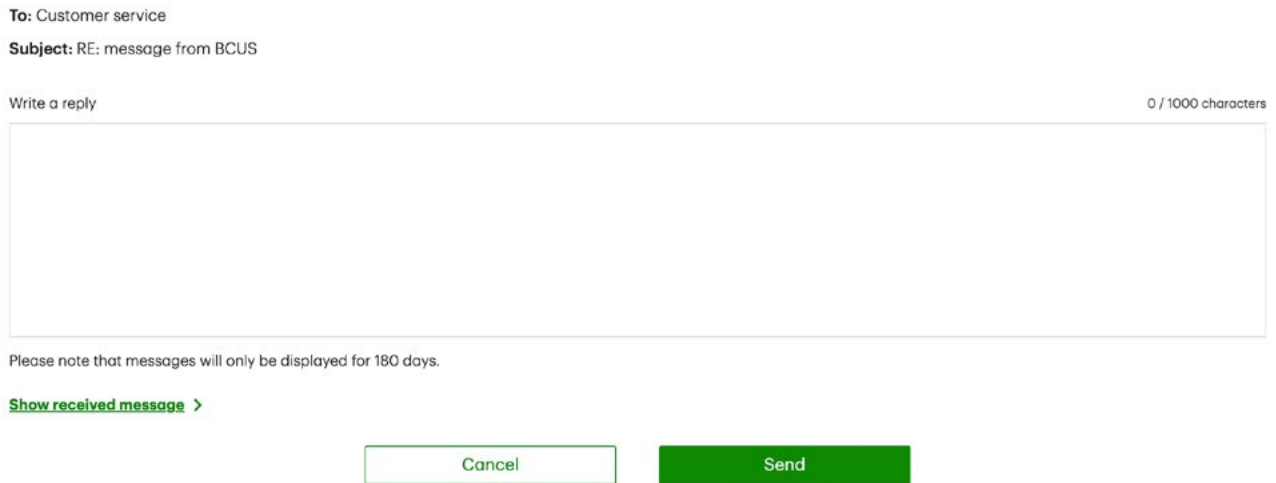
New messages will also be in bold in your **Inbox**. These can be replies to your previous messages, or they can be messages started by our customer support team. When you receive a new message, you can reply by selecting the **Topic** to open the message. Or, select the message's options menu, located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



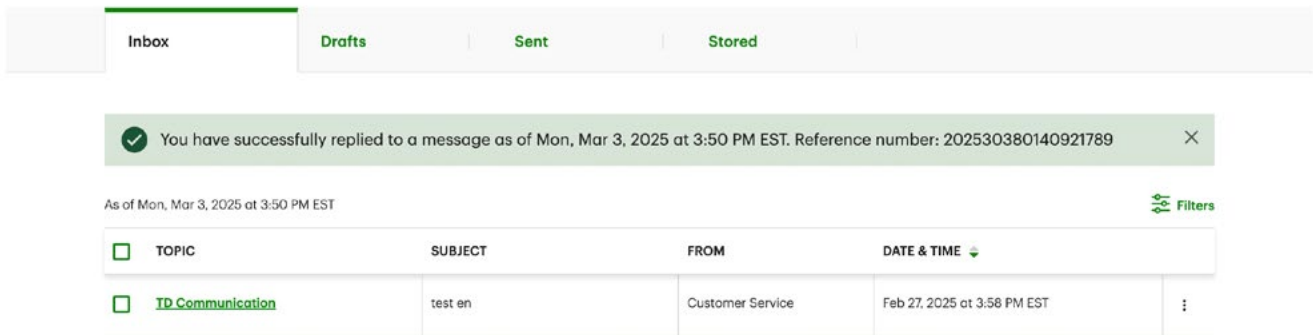
Once the message is opened, select **Reply**.



Type your response and select **Send**.



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



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.



## Storing messages

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

### 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.

Navigation tabs: **Inbox** | Drafts | Sent | **Stored**

As of Mon, Mar 3, 2025 at 3:54 PM EST [Filters](#)

<input type="checkbox"/>	TOPIC	SUBJECT	FROM	DATE & TIME	
<input type="checkbox"/>	<a href="#">TD Communication</a>	test en	Customer Service	Feb 27, 2025 at 3:58 PM EST	⋮
<input type="checkbox"/>	<a href="#">BCUS General assistance</a>	RE: message from BCUS	Customer Service	Feb 27, 2025 at 3:51 PM EST	⋮

20 items per page | Total items 2

Page 1 of 1

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

[? 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.

Navigation tabs: **Inbox** | Drafts | Sent | **Stored**

As of Mon, Mar 3, 2025 at 3:57 PM EST [Filters](#)

<input type="checkbox"/>	TOPIC	SUBJECT	FROM	DATE & TIME	
<input type="checkbox"/>	<a href="#">TD Communication</a>	test en	Customer Service	Feb 27, 2025 at 3:58 PM EST	⋮
<input type="checkbox"/>	<a href="#">BCUS General assistance</a>	RE: message from BCUS	Customer Service	Feb 27, 2025 at 3:51 PM EST	⋮

20 items per page | Total items 2

Page 1 of 1

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.

**BCUS General assistance**

**Subject:** RE: message from BCUS  
**From:** Customer Service  
**Date:** Thu, Feb 27, 2025 at 3:51 PM EST

Reply | 
 Print | 
 Store | 
 Delete

Reference number: 2025-645144

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**.

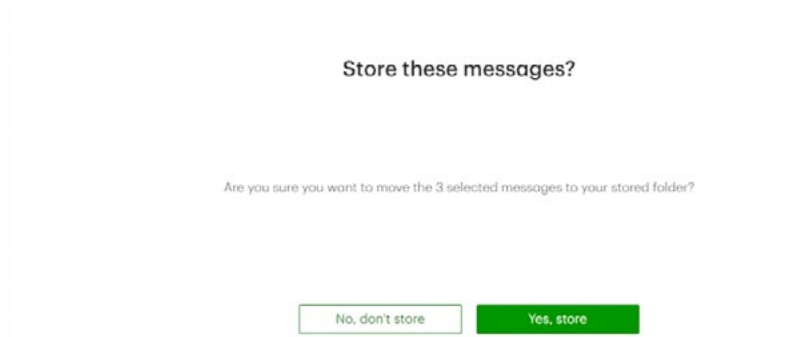
Inbox | Drafts | Sent | Stored

As of Mon, Mar 3, 2025 at 4:13 PM EST Filters

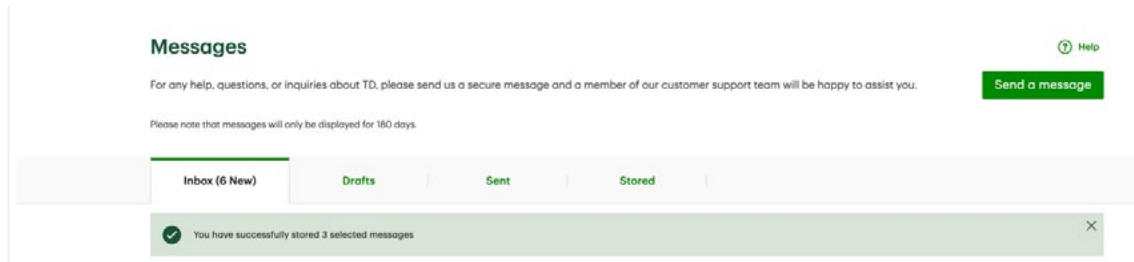
Move to stored messages | 
 Delete

<input checked="" type="checkbox"/>	TOPIC	SUBJECT	FROM	DATE & TIME	
<input checked="" type="checkbox"/>	<a href="#">TD Communication</a>	test en	Customer Service	Feb 27, 2025 at 3:58 PM EST	⋮
<input checked="" type="checkbox"/>	<a href="#">BCUS General assistance</a>	RE: message from BCUS	Customer Service	Feb 27, 2025 at 3:51 PM EST	⋮

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.



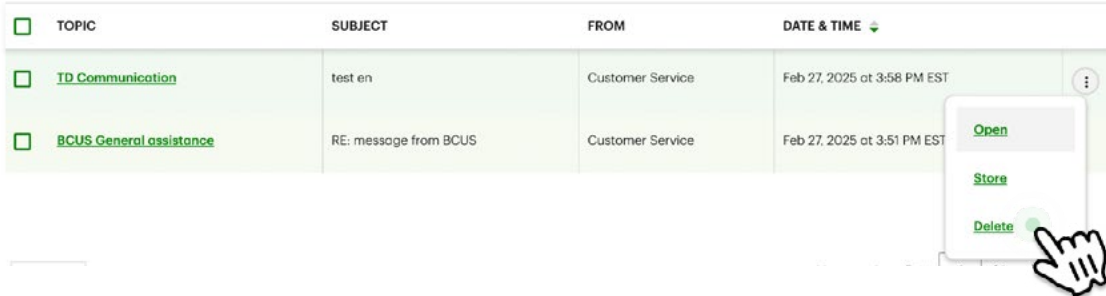
A confirmation will be displayed once the messages have been successfully stored. The messages will now appear in your **Stored** folder. Please be aware that messages in your **Stored** folder will only be displayed for 180 days.



## 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.



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**.

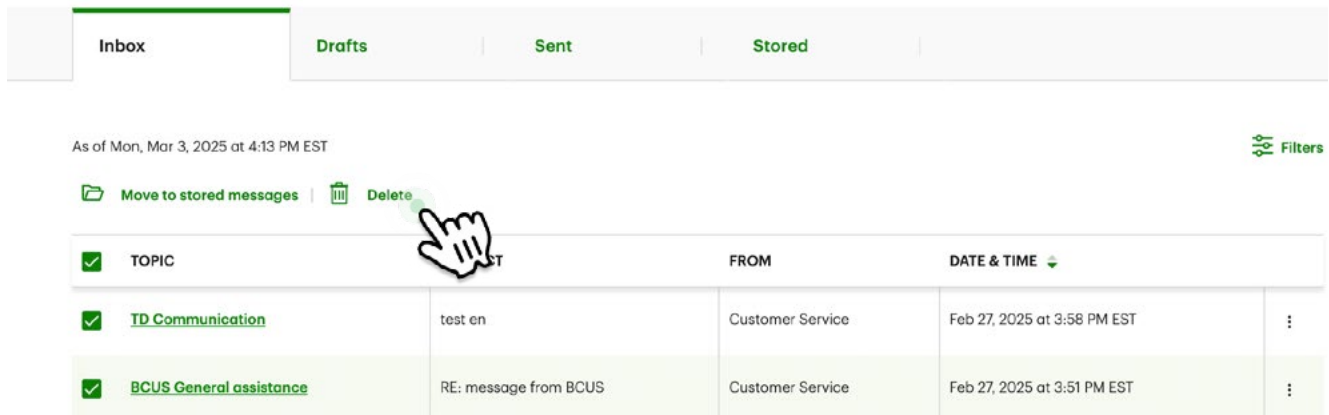
### BCUS General assistance

**Subject:** RE: message from BCUS  
**From:** Customer Service  
**Date:** Thu, Feb 27, 2025 at 3:51 PM EST



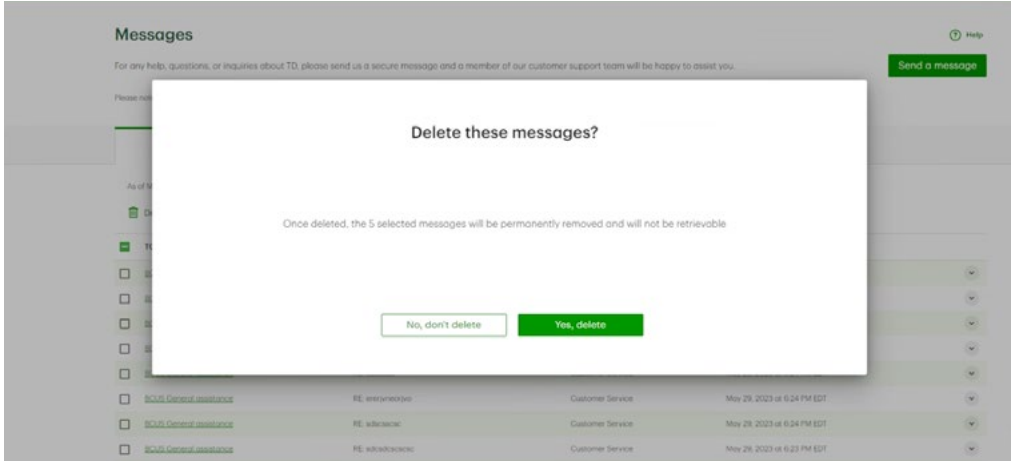
Reference number: 20252271540

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**.

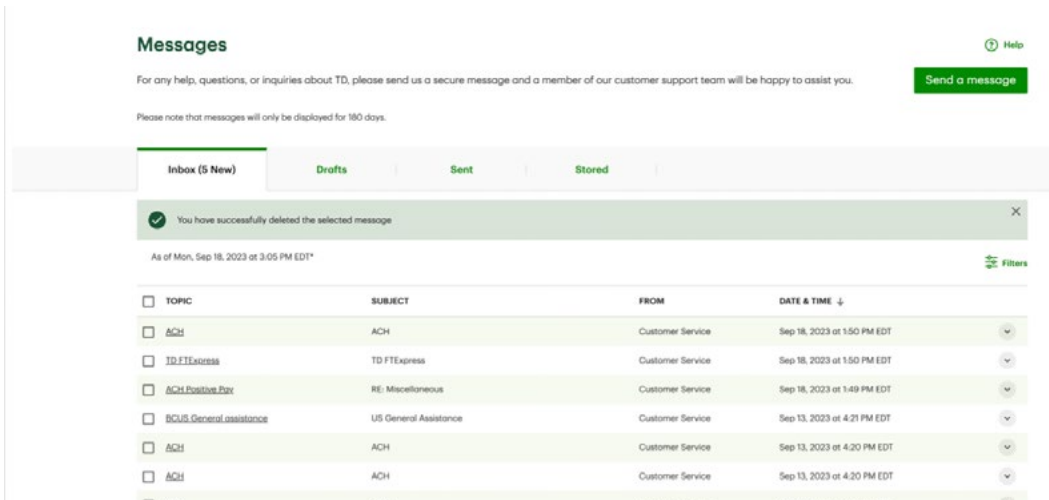




When using any of the methods to delete your messages, once you select **Delete**, you'll need to confirm you'd like to delete the messages.

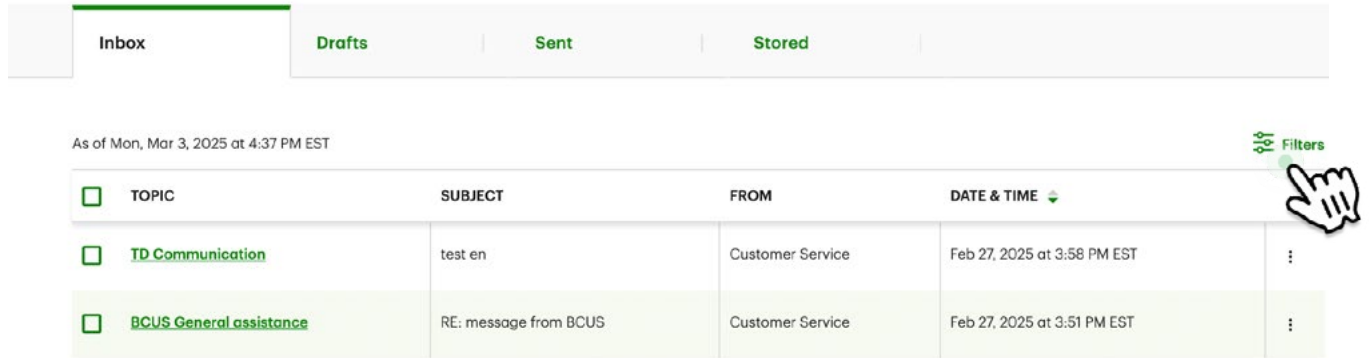


A confirmation will be displayed once the messages have been successfully deleted.

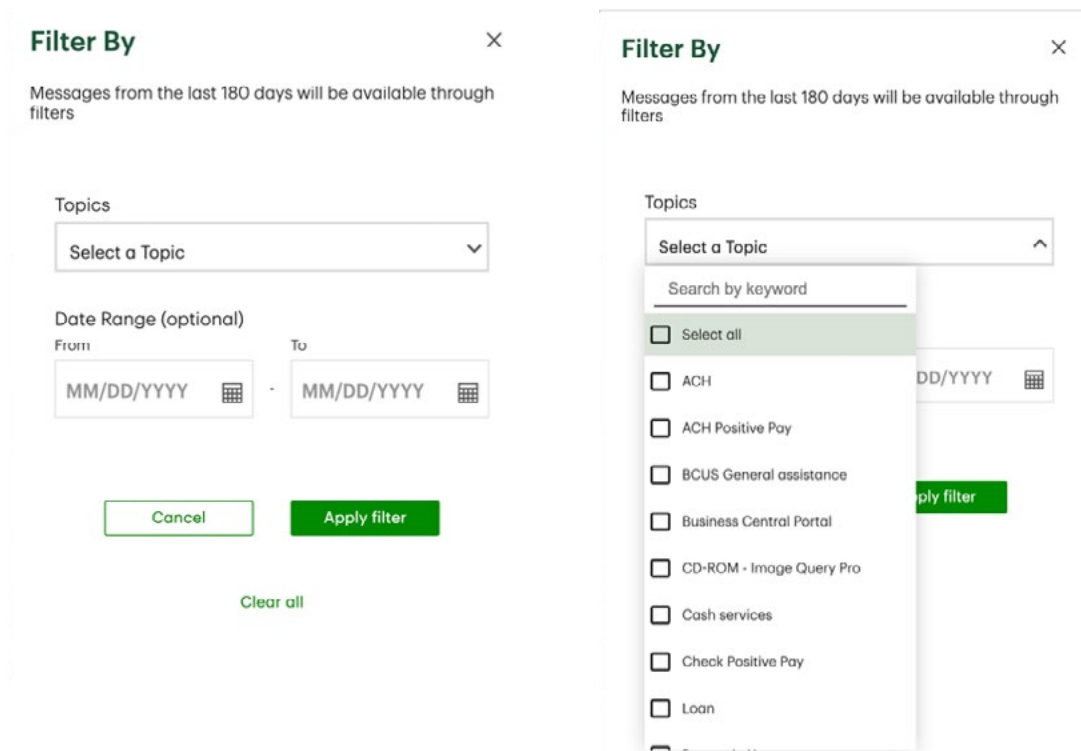


## Filtering messages

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



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.



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

**Inbox** | Drafts | Sent | Stored

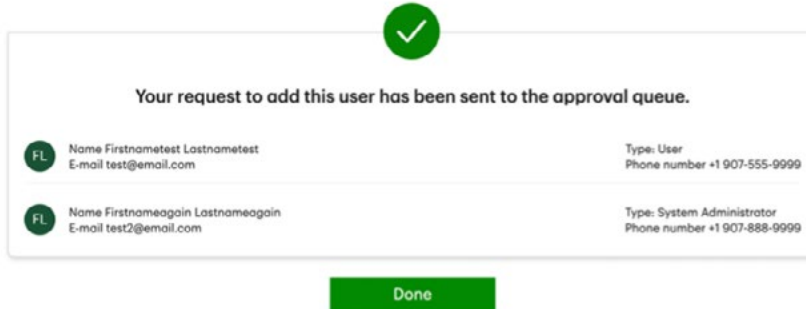
As of Mon, Mar 3, 2025 at 4:41 PM EST Filters (3) Clear

<input type="checkbox"/>	TOPIC	SUBJECT	FROM	DATE & TIME	
<input type="checkbox"/>	BCUS General assistance	RE: message from BCUS	Customer Service	Feb 27, 2025 at 3:51 PM EST	:

20 Items per page | Total items 1 Page 1 of 1

## 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.

### Approval requests

[? Help](#)

Review and manage pending approval requests for changes made to your company on TD Business Central U.S.

You'll have 60 days to review and complete each new pending approval request.

DATE & TIME	REQUESTED BY	REQUEST TYPE	USER	GROUP
Feb 19, 2025 at 9:11 AM EST	Jagadish Paleti	<a href="#">Add a user</a>	Hjhjhj Hjhj	
Feb 19, 2025 at 9:10 AM EST	Jagadish Paleti	<a href="#">Add a group</a>		Kjkjk
Feb 19, 2025 at 9:02 AM EST	Jagadish Paleti	<a href="#">Add a user</a>	Deds Jkkj	

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.

[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.

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](#)

Select a user
[Filters](#) [Print](#) [Export](#)

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	<b>Assign user as System Administrator</b>	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	<b>Assign user as System Administrator</b>	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.





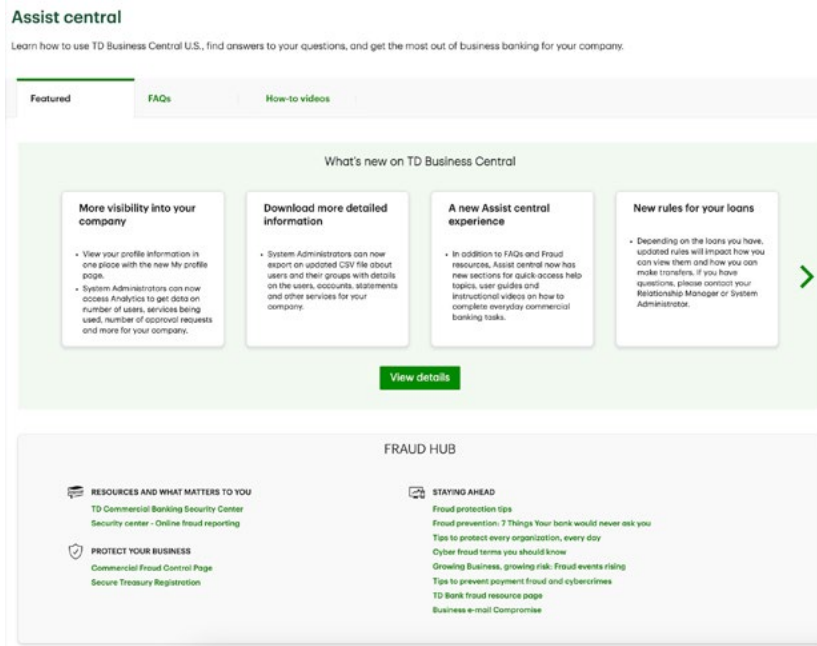
# Assist Central

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

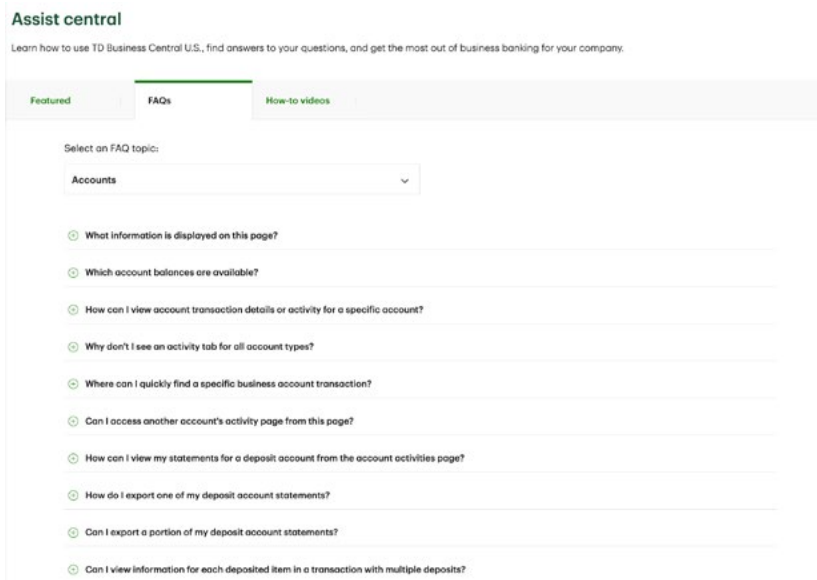
## Assist Central

Assist Central is in your left navigation menu and includes three tabs: **Featured**, **FAQs** and **How-to videos**.

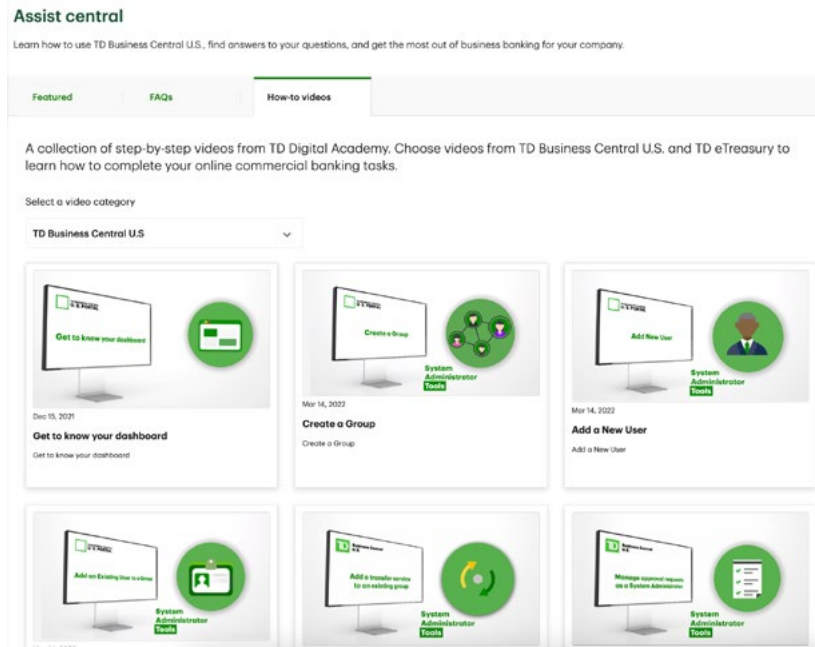
- The **Featured** tab provides key resources like the Fraud Hub, which contains links to TD Bank's fraud prevention and reporting tools. It also displays few of the most recent updates on TD Business Central U.S.



- The **FAQs** tab offers a list of help topics with links to FAQs on **Accounts, Administration, Approvals, Audit Log, Dashboard Personalization, Messages, Security Authentication, Single Sign-On Function, Statements, and Transfers**.



- The **How-to videos** tab contains step-by-step video guides from TD Digital Academy that help you complete different tasks on TD Business Central U.S. and TD eTreasury.



## 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](mailto: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.

Checking -\$77,519,698.95 USD	Savings Unavailable	Total available balance ⓘ -\$77,519,698.95 USD
----------------------------------	------------------------	---

### Balances

Accounts				
NUMBER	NAME	TYPE ↕	CURRENCY	BALANCE
<a href="#">6250589787</a>	chq 1	Checking	USD	-\$77,522,141.51
<a href="#">9246349511</a>	chq	Checking	USD	\$2,442.56



### Summary

Available balance		
Checking -\$77,519,698.95 USD	Savings Unavailable	Total available balance -\$77,519,698.95 USD

### Balances

Accounts				
NUMBER	NAME	TYPE ↕	CURRENCY	BALANCE
<a href="#">6250589787</a>	chq 1	Checking	USD	-\$77,522,141.51
<a href="#">9246349511</a>	chq	Checking	USD	\$2,442.56

Chat with TD
— ×

This chatbot uses AI. [Learn more.](#)

↓

⊗



# 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 **RSA SecurID** information cannot be edited. To modify the information in a specific section, select the pencil icon beside that section.

◀ Back to profile and settings

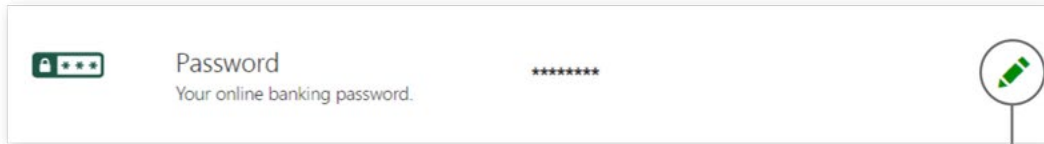
### Security settings

	<b>Username</b> Your username for online banking.	AN*****SA		
	<b>Password</b> Your online banking password.	*****		
	<b>Security code phone number list</b> To call or text you with security codes.	+1 (*** ) - 5802 +1 (*** ) - 8889	santosh anjali	
	<b>Security e-mail</b> To send security alerts when changes are made to your secure information.	anjali.sp@td.com		
	<b>RSA SecurID</b> 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.		

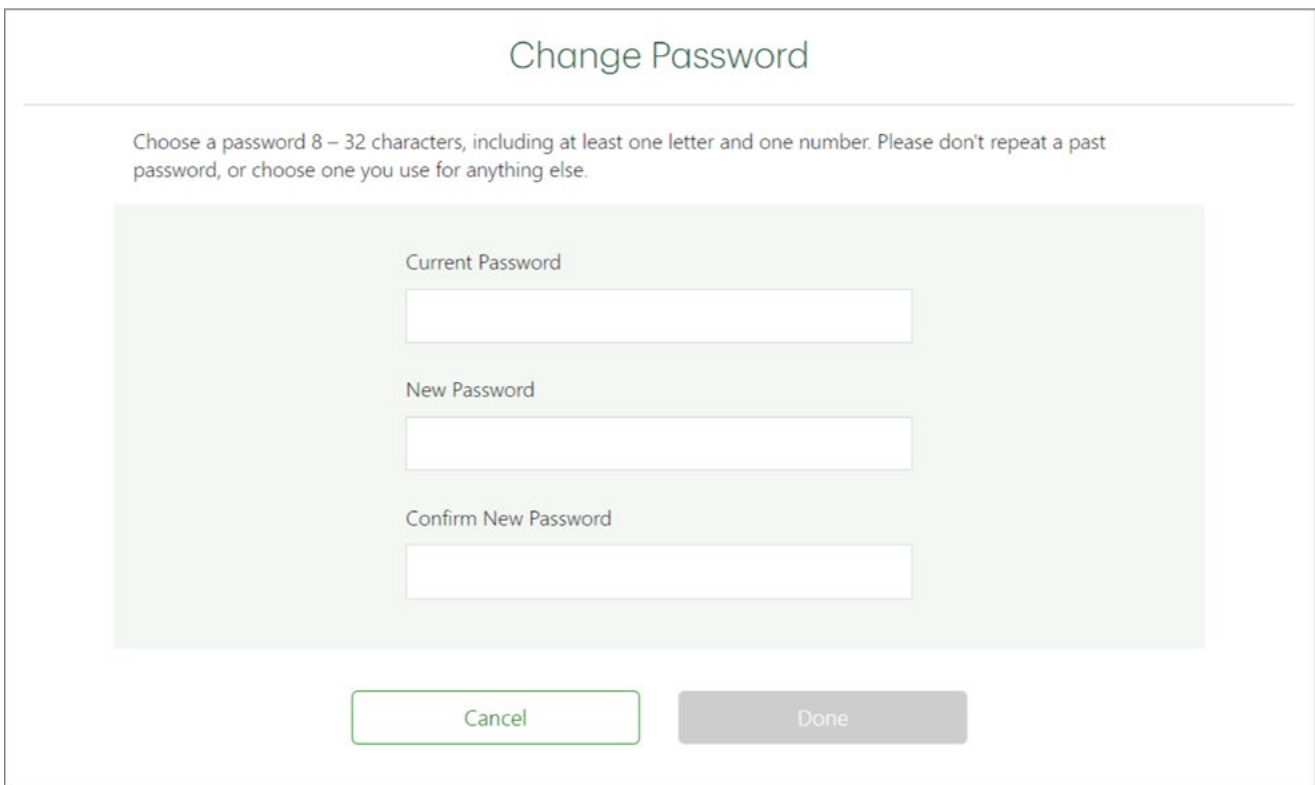
[Back to profile and settings](#)

## Changing your username or password

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



A horizontal card with a lock icon and three dots on the left. The text reads "Password" and "Your online banking password." followed by seven asterisks. On the right side, there is a circular pencil icon.



**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



## 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.

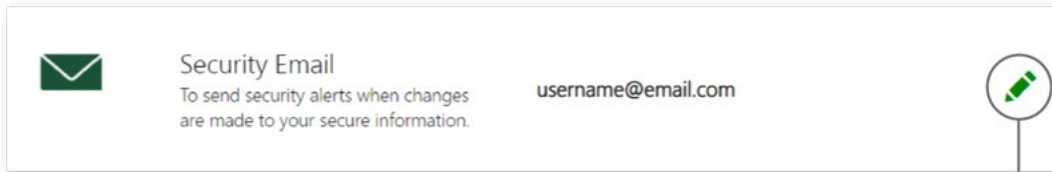


## Security e-mail

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

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.