

TD BUSINESS CENTRAL U.S.

**CUSTOMER
PORTAL
USER GUIDE**



OCTOBER 2023



Table of Contents

About the TD Business Central U.S. portal	5
Getting Started	
Registering a new user	7
Logging in to the portal	9
System Administrator	
Registering as a System Administrator	11
System Administrator profile	14
Setting up System Administrator access to TD Digital Express	15
Setting up System Administrator access to Single Sign-On Applications	16
Setting up System Administrator access to Receivables Management	16
Setting up System Administrator access to Paymode-X	17
Setting up System Administrator access to TD Commercial Plus Card	18
Setting up System Administrator access to TD FTEExpress	18
Dashboard	
Get to know your dashboard	20
Top navigation menu options	21
Applications	22
Welcome section	23
Personal Settings and Security	
Viewing and changing your personal information	25
Changing your password	26
Security Code	
Security code phone number	28
Security e-mail	29
Security code login options	30
Dashboard Personalization	
Rearranging widgets on your dashboard	32
Expanding and collapsing widgets	34



Table of Contents

Messages

Accessing your messages	36
Sending a message	37
Saving messages to drafts	39
Replying to messages	41
Storing messages	43
Deleting messages	46
Filtering messages	48

Accounts

Balance	51
Deposit accounts	52
Loan accounts	52
Transactions	54
Deposit transactions	54
Multiple Deposited items	55
Deposit account statements	56
Loan transactions	58
Lines of credit transactions	60
Loan account statements	62
Filters	63
Print / Export information	64

Account Views

Creating an account view	66
Displaying an account view	69
Editing an account view	69
Deleting an account view	70

Statements

Accessing statements center statements	73
Accessing account activity statements	74



Table of Contents

Single Sign-On for TD Applications

Single Sign-On for TD Applications	77
Setting up access for new Paymode-X users	77
Setting up access for new Receivables Management users	78
Setting up access for new TD Commercial Plus Card users	78
Setting up access for new TD FTEExpress users	79
Setting up access for new TD Digital Express users	79
Need help?	80

Administration

Viewing your list of users	82
Filtering for users	83
Viewing / managing user profile	85
Adding users	86
Create a group	90
Adding existing users to a group	95
Editing pending user information	101
Suspend / Reactivate / Resend e-mail activation	102
Assigning and Unassigning System Administrators	103
Deleting a user	104
Deleting a group	105
E-mail notifications	106
Making transfers	106
Loan payment transfers	106
Loan advance transfers	109
Deposit transfers	111

Approvals	114
------------------	-----

Audit Log

Audit log	117
Audit log for System Administrators	118

Chat / Assist Central / FAQs

Chat	120
Assist Central	121
Help / FAQs	122



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!

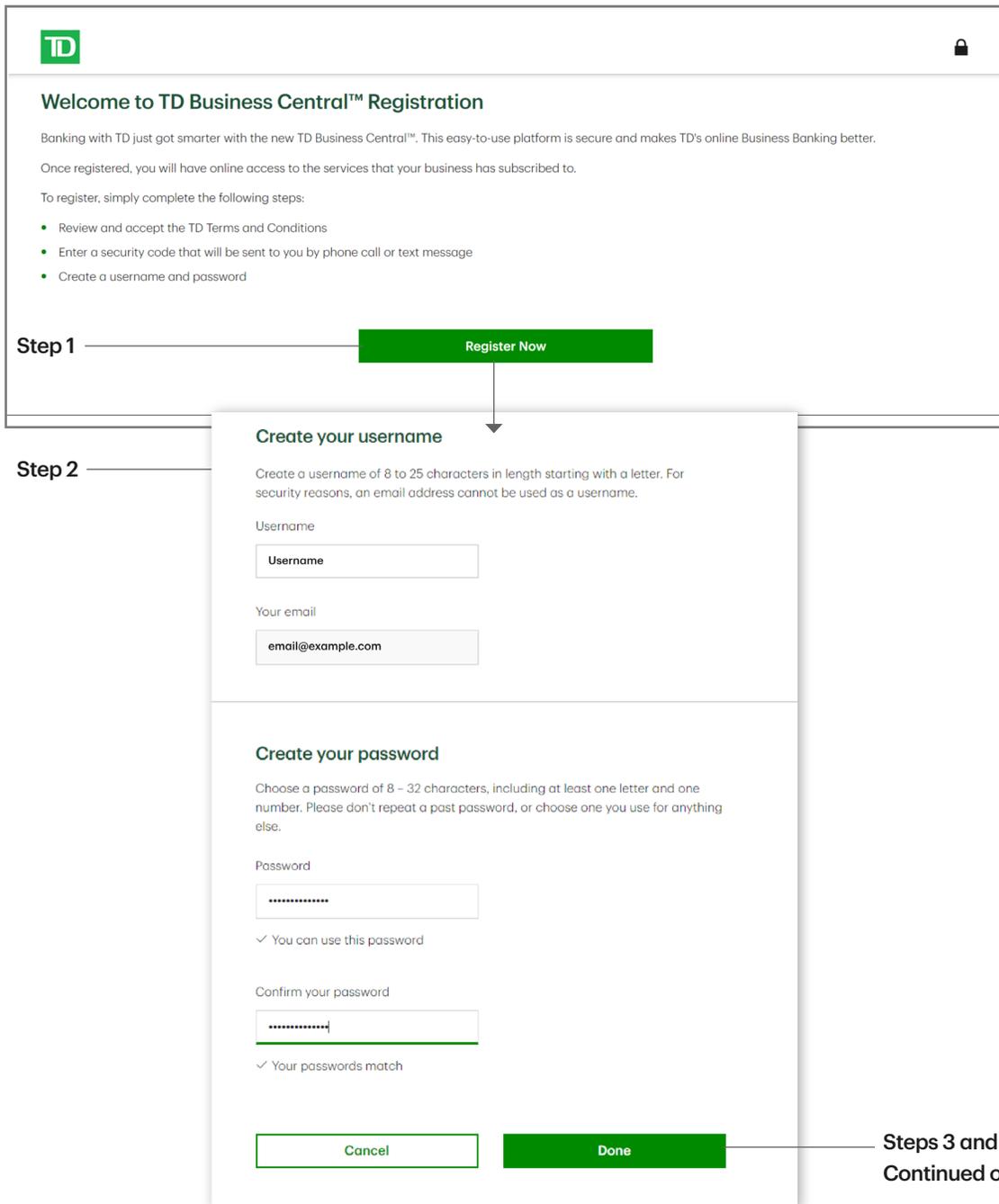


Getting Started

- Registering a new user
- Logging in to the portal

Registering a new user

New users will receive an e-mail from their System Administrator to complete their registration for TD Business Central U.S. From that e-mail, click **Register now** and proceed to accept the terms and conditions for the portal. Once that's done, you'll be prompted to set up a username and password for the portal. You will also select if you'd like to receive a security passcode by email or phone. When you click **Done**, a security passcode will be sent to you to verify your information.



Registering a new user (continued)

Step 3

Security Code Required

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

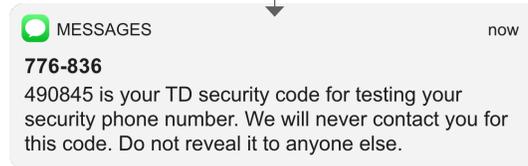
Your one-time security code will be sent to:

(...) - 1956

Send security code by

Call me **Text me**

Standard wireless carrier message and data rates may apply.



Step 4

Enter Security Code

Your one-time security code was sent by **text message** to

+1 (...) - 1956

This code will expire in a few minutes.

Enter Security Code

Type code here

Enter

Didn't receive your security code?
Send a new code to +1 (...) - 1956

Call me **Text me**

Standard wireless carrier message and data rates may apply.

Logging in to the portal

To login to TD Business Central U.S., use the username and password credentials you created. A 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 login to the portal.

TD Bank 

TD Business Central U.S. login

Username

Password

Remember me

 Login

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

We can help
[Get login help >](#)
[Supported browsers >](#)

TD Business Central U.S. support:
Toll free: 1-866-475-7262
Monday - Friday 7:30-8:00 ET
Saturday: 9:00-1:00 ET
Sunday: closed

[Terms of Use](#) [Privacy](#) [California Privacy](#) [Security](#) [Online Advertising](#)

Member **FDIC**

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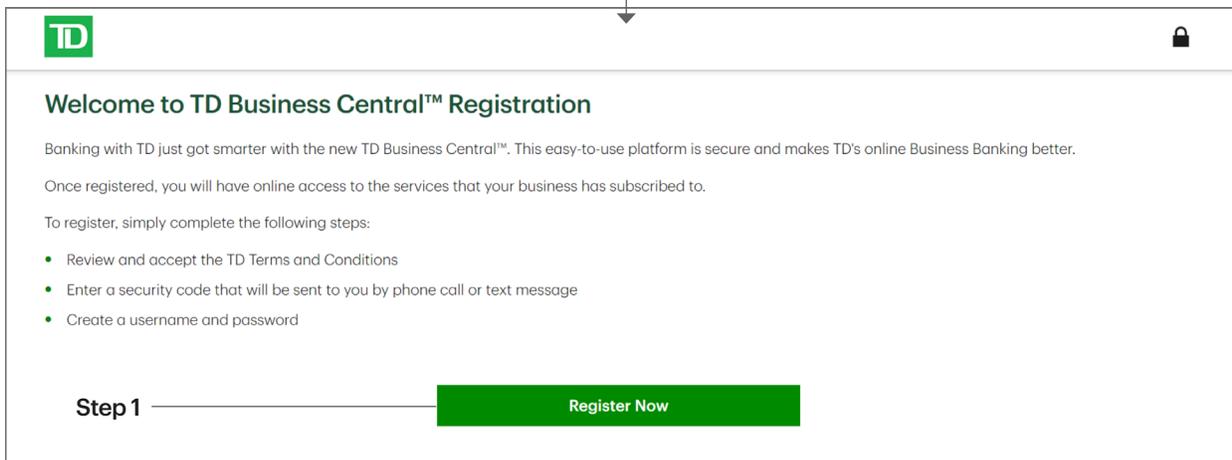
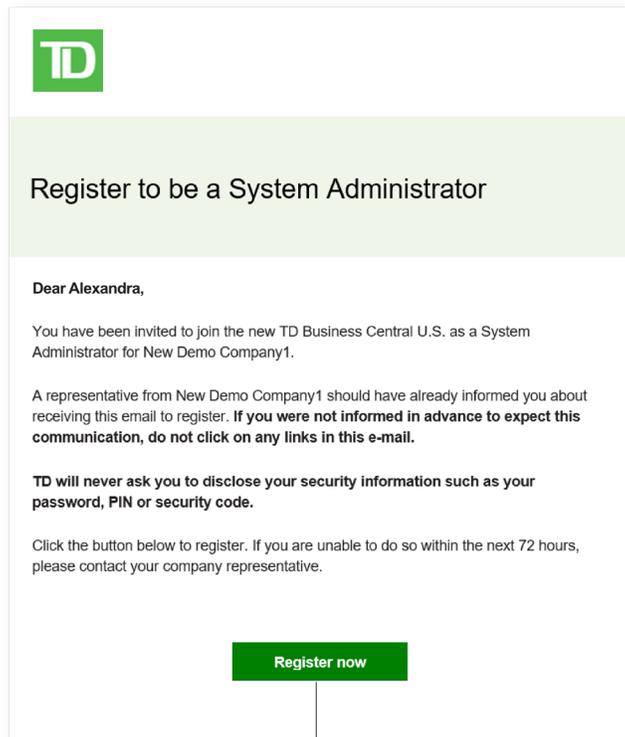


System Administrator

- Registering as a System Administrator
- System Administrator Profile
- Setting up System Administration access to TD Digital Express
- Setting up System Administrator access to Single Sign-On Applications
- Setting up System Administrator access to Receivables Management
- Setting up System Administrator access to Paymode X
- Setting up System Administrator access to TD Commercial Plus Card
- Setting up System Administrator access to TD FTEExpress

Registering as a System Administrator

If you are a System Administrator, you will receive an e-mail from TD Bank to register for TD Business Central U.S. Click Register now and proceed to accept the terms and conditions for the portal. Once that's done, you'll be prompted to set up your username and password for the portal as well as select if you'd like to receive your security passcode by email or phone. Based on that selection, you will receive a one-time security passcode to verify your information.



Registering as a System Administrator (continued)

Step 2

Security Code Required

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

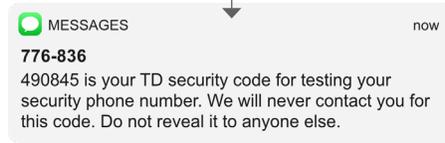
Your one-time security code will be sent to:

(...) - 1956

Send security code by

Call me **Text me**

Standard wireless carrier message and data rates may apply.



Step 3

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+1 (...) - 1956

This code will expire in a few minutes.

Enter Security Code

Type code here

Enter

Didn't receive your security code?
Send a new code to +1 (...) - 1956

Call me **Text me**

Standard wireless carrier message and data rates may apply.

Registering as a System Administrator (continued)

Step 4

Once your security passcode has been entered, you'll be prompted to create a username and password for the portal.

Create your username

Create a username of 8 to 25 characters in length starting with a letter. For security reasons, an email address cannot be used as a username.

Username

Your email

Create your password

Choose a password of 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.

Password

✓ You can use this password

Confirm your password

✓ Your passwords match

Step 5

You can then login to the portal with your new username and password.



TD Business Central U.S. Login

Username

Password

Remember me

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

This information system may only be accessed by authorized users.

We can help

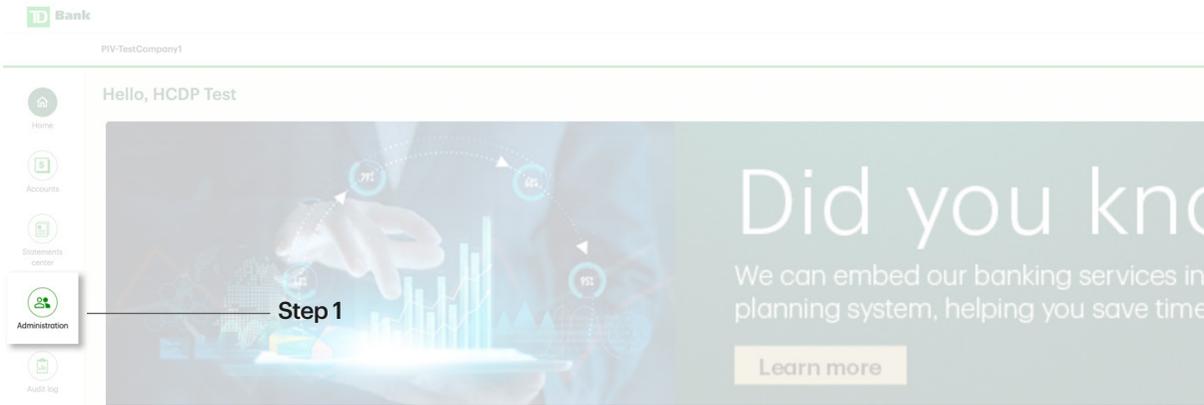
[Get login help >](#)
[Supported browsers >](#)
TD Business Central U.S. support:
Toll Free: 1-866-475-7262
Monday - Friday 7:30-8 ET
Saturday: 9-100 ET
Sunday: closed

System Administrator profile

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

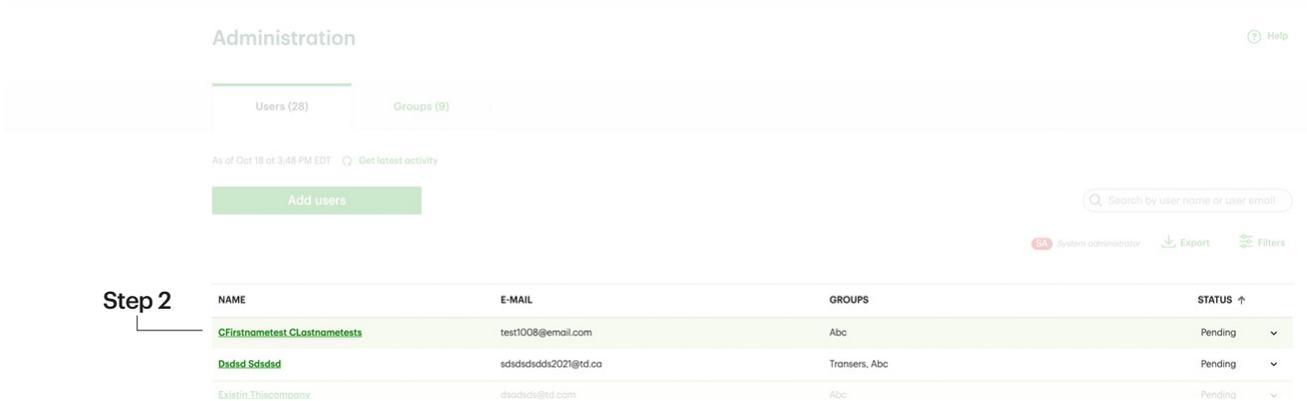
Step 1

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



Step 2

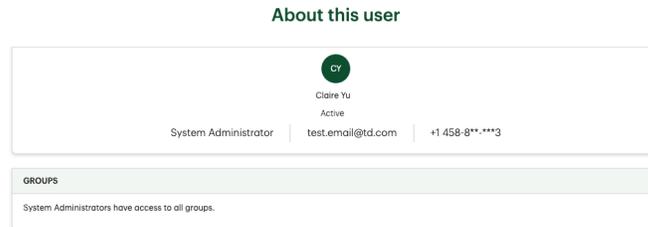
Open your user profile by clicking on your name from the list of users.



System Administrator profile

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.



Setting up System Administrator access to TD Digital Express

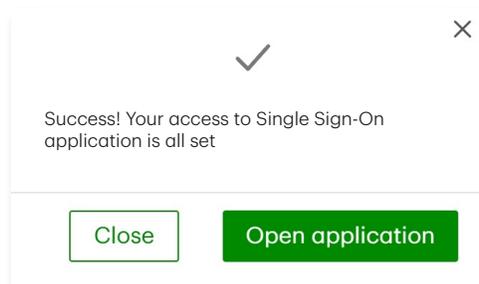
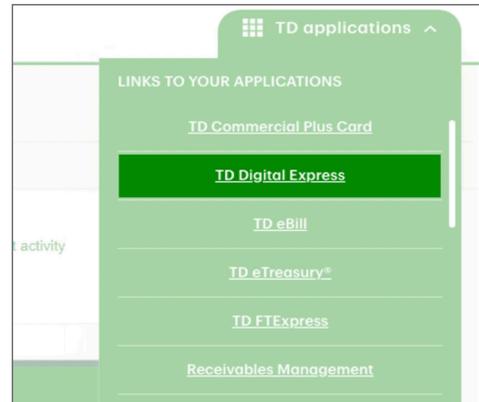
To set up your **System Administrator** access to the **TD Digital Express** application, you will first need to create a user account on the **TD Digital Express** application.

After your account has been set up on the **TD Digital Express** application, click on the **TD Digital Express** link from the **TD applications** menu on the TD Business Central portal.

After clicking on 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 click **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**.



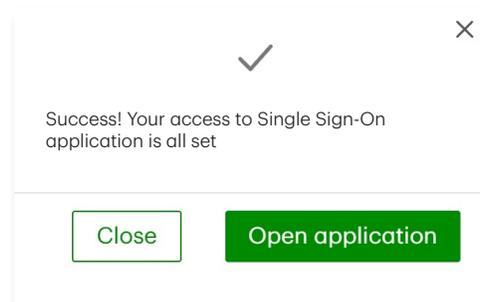
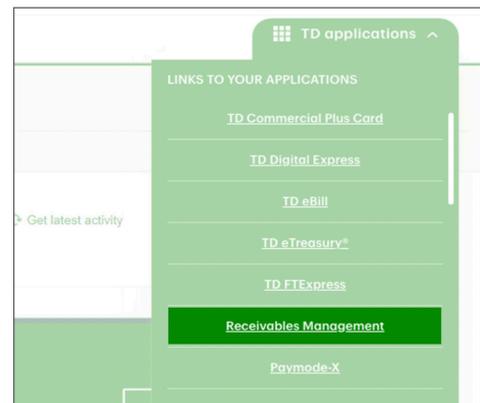
Setting up System Administrator access to Single Sign-On Applications

Single Sign-On capability has now been enabled for the **Receivables Management application**, the **Paymode-X application**, the **TD Commercial Plus Card application**, and the **TD FTExpress applications**. With Single Sign-On, **System Administrators** will no longer be required to login with separate credentials to **TD application** portals as they'll be able to access them directly through the TDBC U.S. portal.

Setting up System Administrator access to Receivables Management

To set up your System Administrator access to the Receivables Management application, begin by selecting the Receivables Management link from the **TD applications** menu.

After clicking on 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.



Setting up System Administrator access to Receivables Management (continued)

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

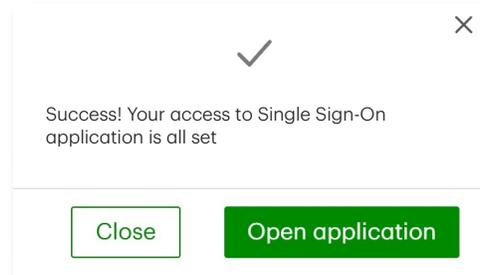
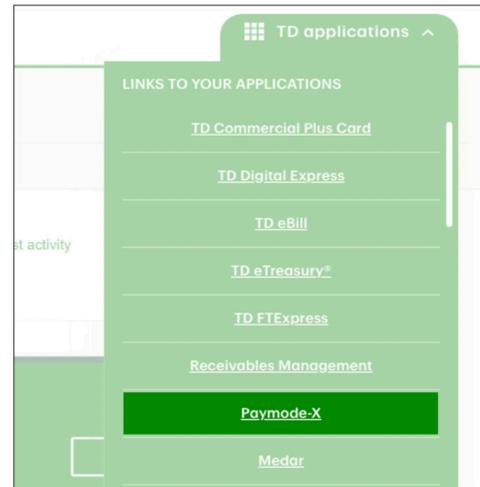
To learn more about managing settings on the **Receivables Management** application, please visit [Receivables Management User guide](#) or [Receivables Management Video](#) Tutorials.

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.

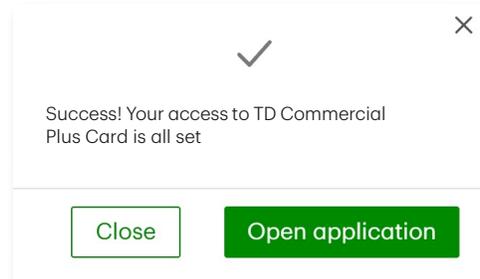
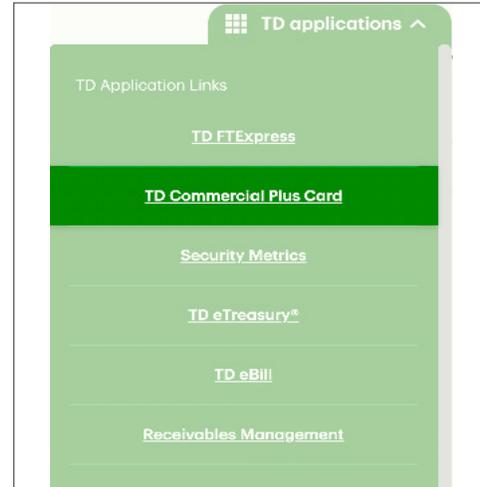
Setting up System Administrator access to Paymode-X

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.



Setting up System Administrator access to TD Commercial Plus Card

Initially, **System Administrators** will be added to the **TD Commercial Plus Card** application by the Card Services Team. Once you are set up as a **System Administrator**, log in to Business Central U.S. and select the **TD Commercial Plus Card** application portal, 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.



Setting up System Administrator access to TD FTEExpress

To set up your **System Administrator** access to the **TD FTEExpress** application, 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.



Dashboard

- Get to know your dashboard
- Top navigation menu options
- Applications
- Welcome section

Get to know your dashboard

Top navigation

Takes you back to the TDbank.com homepage.

User drop down

Quick access to your security settings and profile.

Messages

Access to secured messages from anywhere on the portal.

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 within the portal.

Quick link to Audit Log

The latest user activity within your portal.

Quick link to TD Digital Academy

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

Quick link to Administration

Easy access to some key Administration functions.

Application dropdown

All your TD banking applications and systems in one spot.

Welcome section

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

Account Summary

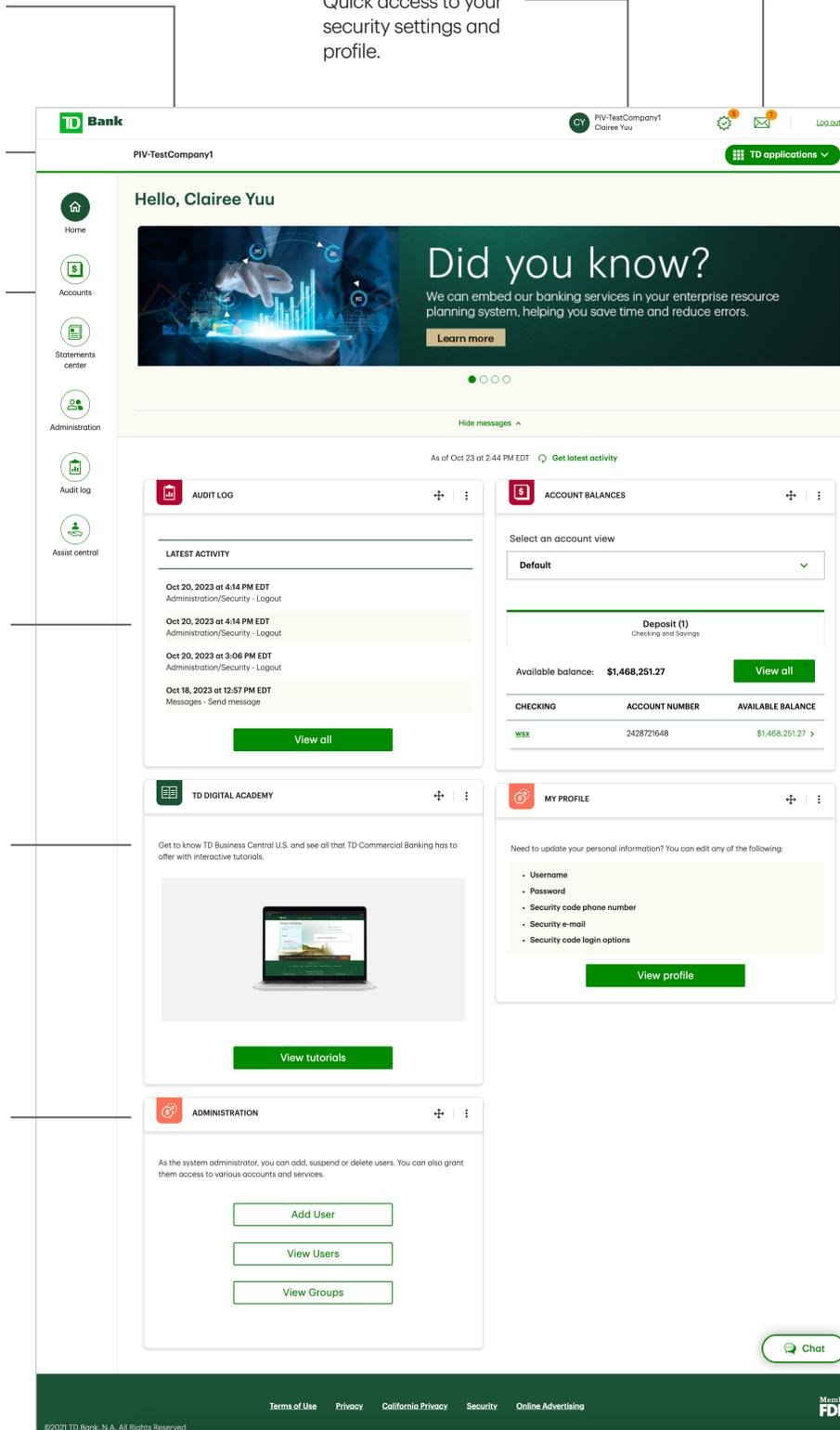
A high-level overview of your recent account transactions.

Quick link to My Profile

Update your user profile settings and security from here.

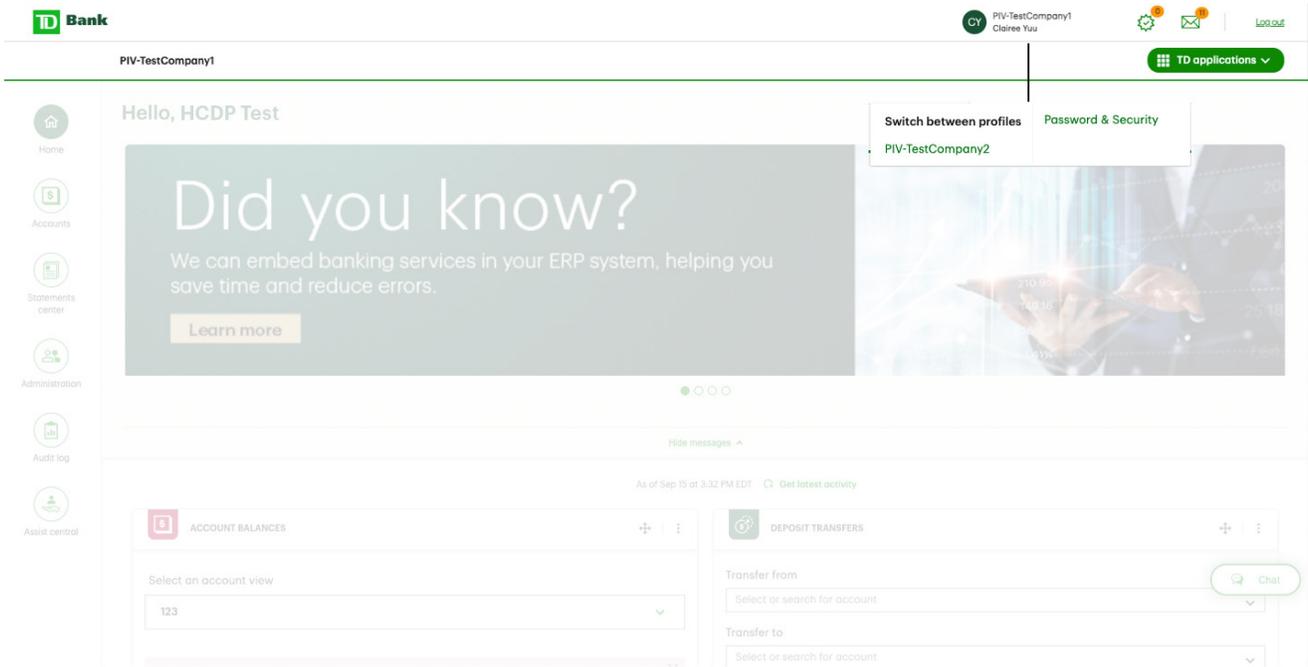
Chat

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



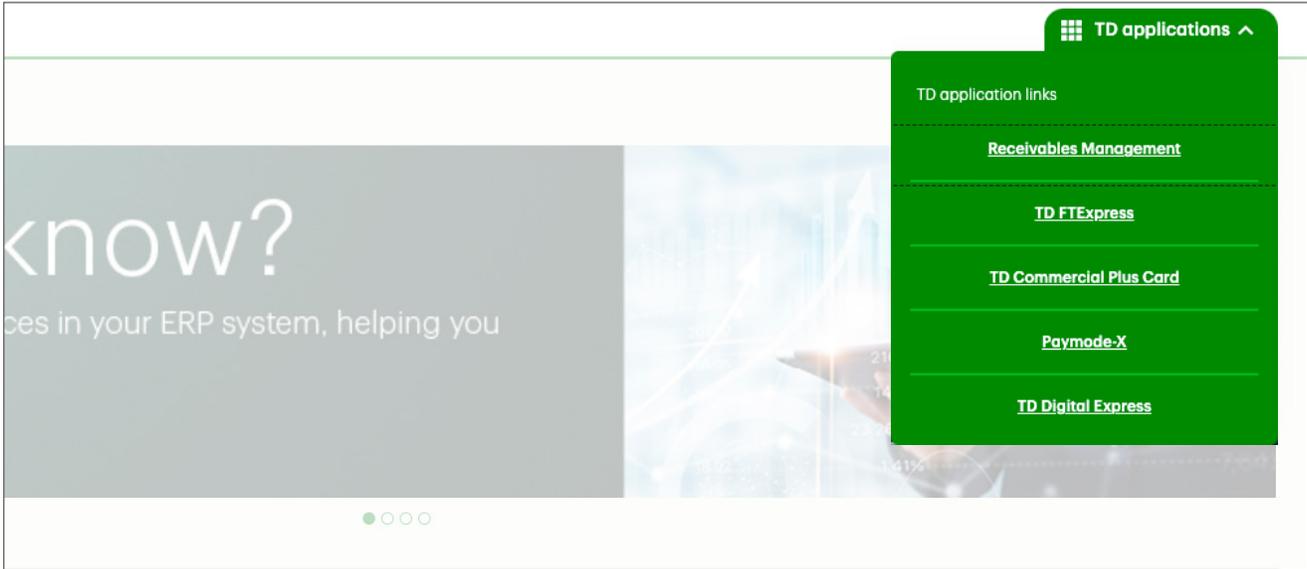
Top navigation menu options

From your top navigation menu, you'll be able to access your user profile and security settings by clicking 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.

Hello, HCDP Test

Did you know?

We can embed banking services in your ERP system, helping you save time and reduce errors.

[Learn more](#)



● ○ ○ ○

Hide messages ^



Personal Settings and Security

- Viewing and changing your personal information
- Changing your password

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**, **Security E-mail**, and **Security Code Login Options**. To modify the information in a specific section, select the pencil icon beside that section.

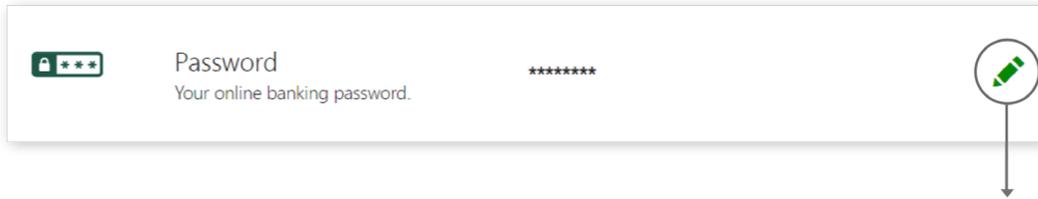
Icon	Setting Name	Description	Value	Edit Icon
	Username	Your username for online banking.	TD*****NK	
	Password	Your online banking password.	*****	
	Security Code Phone Number List	To call or text you with security codes.	+1 (***).*** - 7890	
	Security Email	To send security alerts when changes are made to your secure information.	username@email.com	
	Security Code Login Option	Your preference for when a security code is needed.	Only when TD Bank wants to confirm my identity	

[Back to profile and settings](#)

[Back to profile and settings](#)

Changing your password

To change your password, click on the pencil icon. When you change your password, you will receive a one-time passcode (OTP) by text or voice message, as a security measure. When you get your security code, you simply enter it on screen and continue banking.



Change Password

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

Current Password

New Password

Confirm New Password

Cancel Done



Security Code

- Security code phone number
- Security e-mail
- Security code login options

Security code phone number

To change the phone number listed as your security code phone number, click on 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

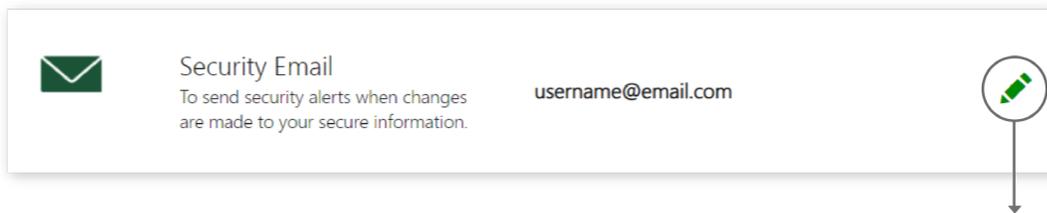
NOTE
Adding or changing a phone number here does not affect the contact phone number(s) on your profile.

Security email

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.

Security code login options

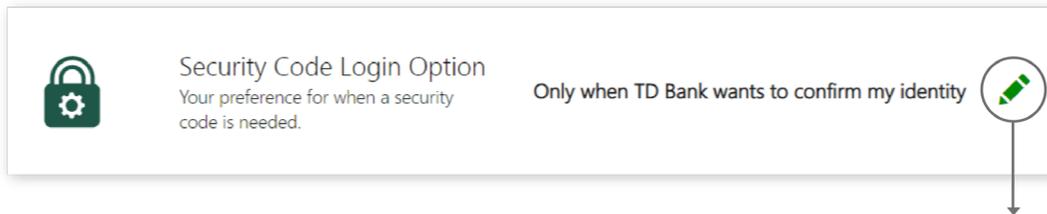
As an additional security measure, you can decide how often you want a one-time passcode (OTP) sent to you when you login to TD Business Central U.S.:

- Only when TD needs to confirm your identity (example: When you login using a new device)

Or

- Every time you login to TD Business Central U.S.

To change your security login options, click on the pencil icon next to Security Code Login Option.



Login Options

How often do you want to get one-time security codes?

Only when TD Bank wants to confirm my identity

Every time I log in to **TD Business Central U.S.**



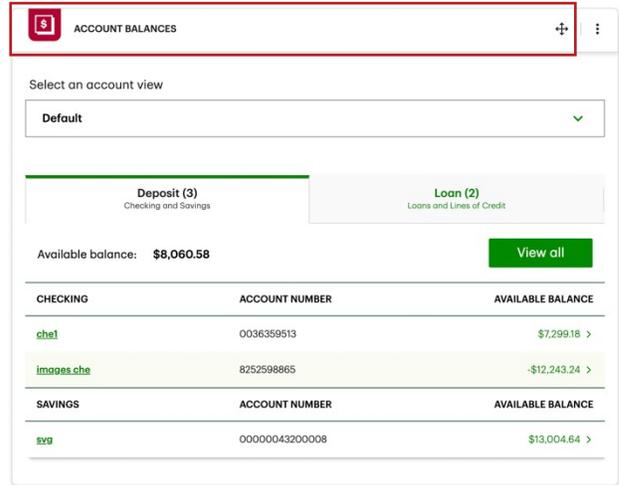
Dashboard Personalization

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

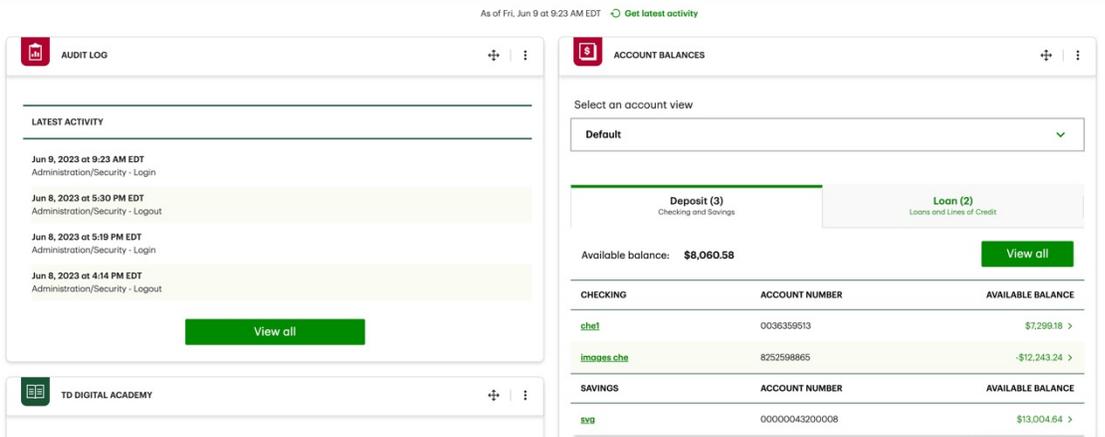
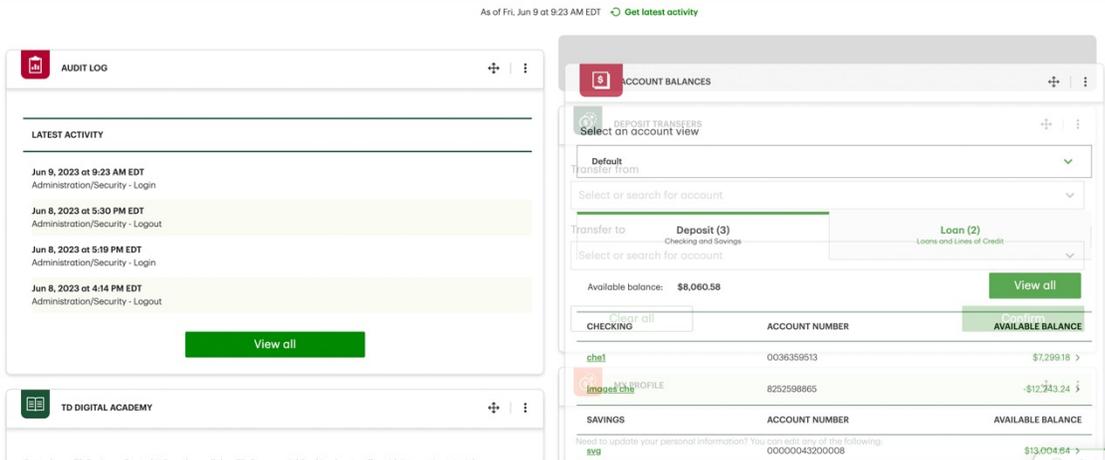
Rearranging widgets on your dashboard

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

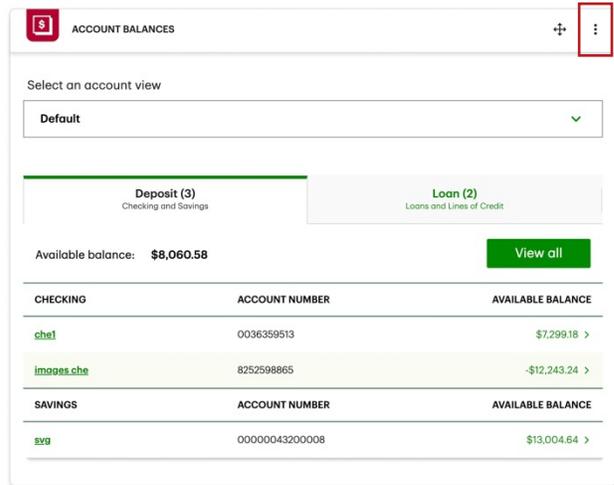
You can use your mouse to click and hold anywhere along the top part of the widget, between the widget name and move icon.



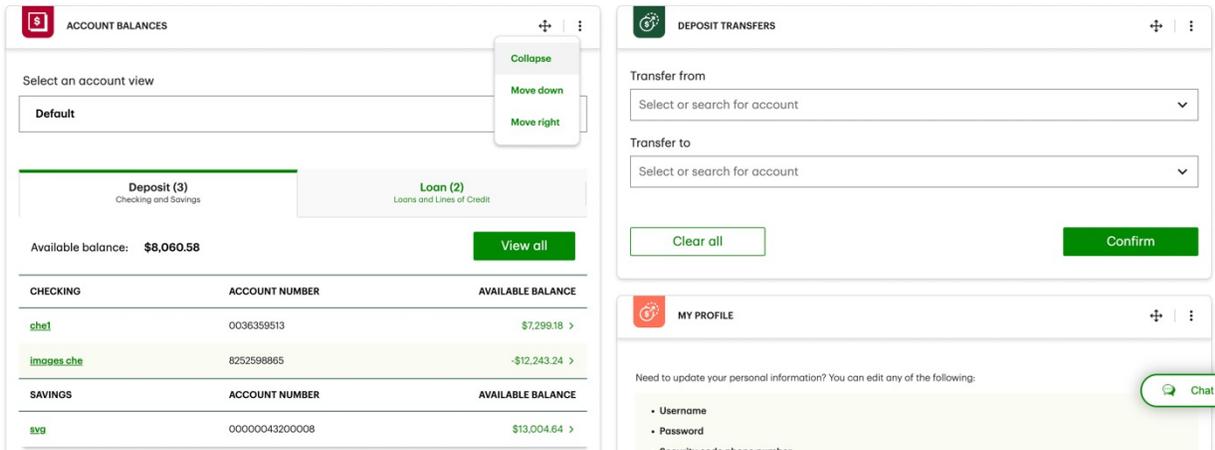
Next, while holding down on the widget with your mouse, drag the widget to the location you want to move the widget to. If the new location is valid, a gray, highlighted area will appear. When it does, let go of clicking on your mouse and the widget will move to the new location on your dashboard.



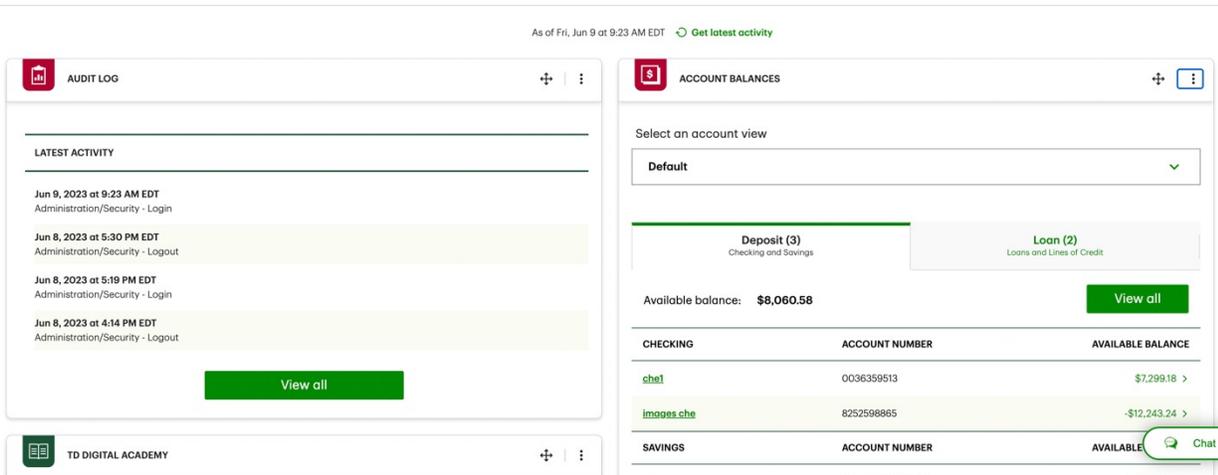
Another way to move a widget around your dashboard is to click to open the widget options menu on the top right of each widget.



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

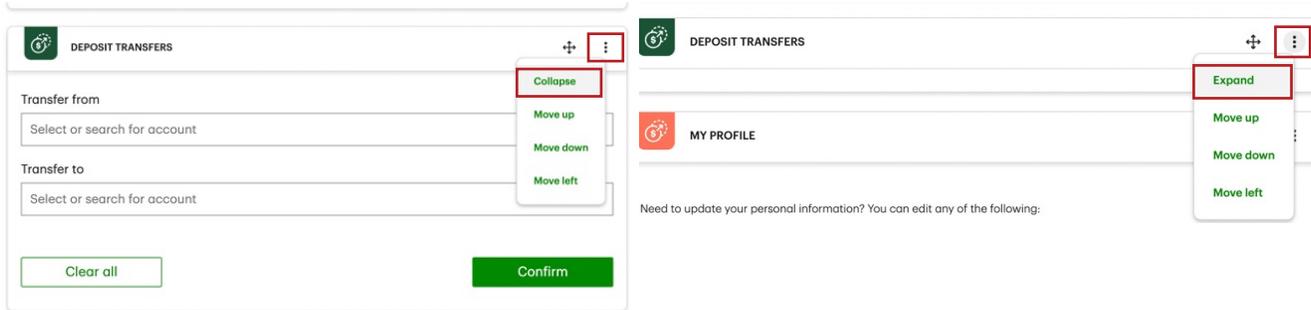


Click the direction option you want to move the widget in. The widget will automatically move and save to that location.



Expanding and collapsing widgets on your dashboard

To expand and collapse widgets, click to open 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**. Click to select and the widget will automatically expand or collapse depending on its current view.



Messages

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

Accessing your messages

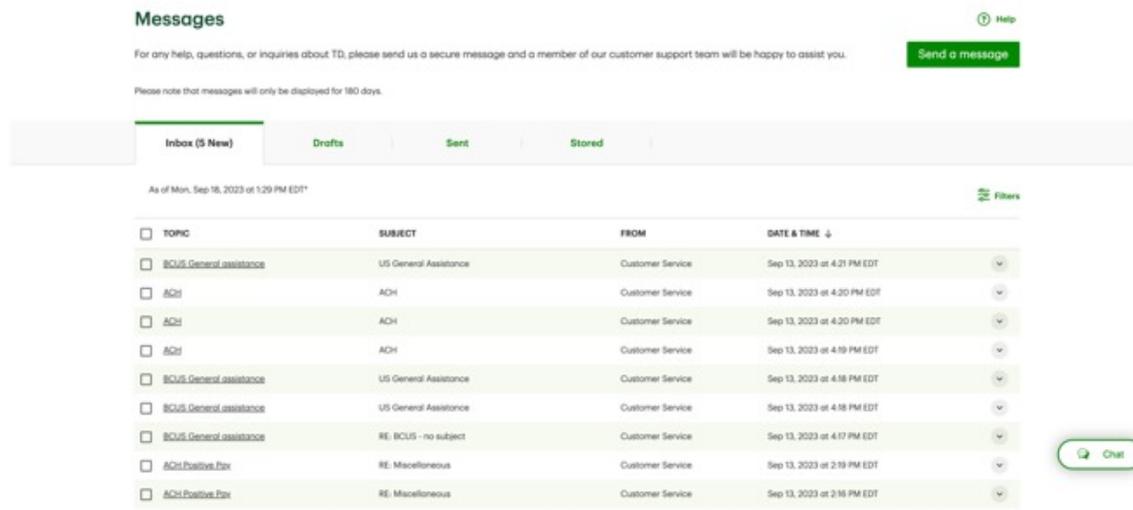
You can access your Messages page from anywhere on the portal. Find the **Messages** icon located in your top navigation on any page. The number on the icon displays the number of new messages you have.



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 clicking on 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.

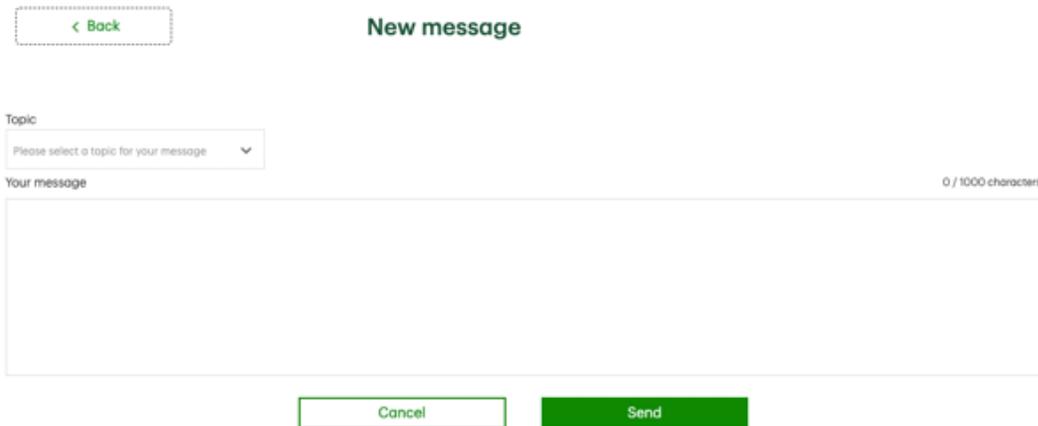


Sending a message

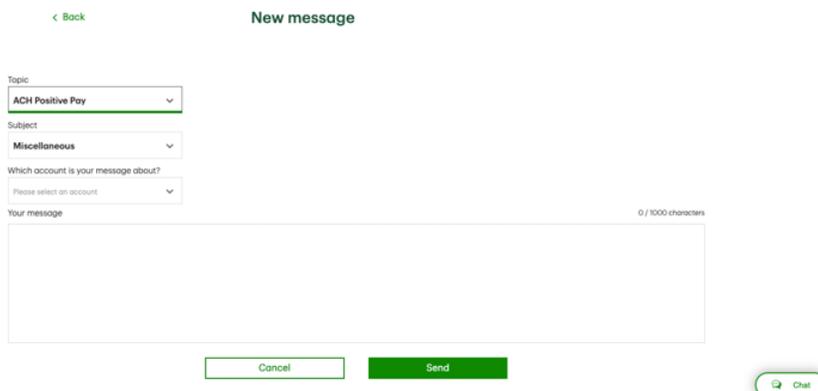
To send a message, click the **Send a message** button which can be found at the top of the **Messages** page.



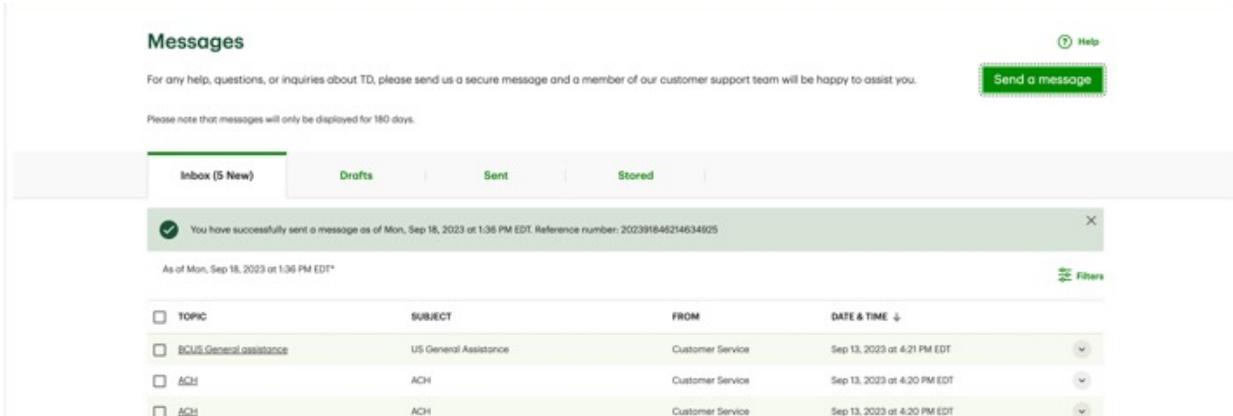
First, choose a topic related to your message.



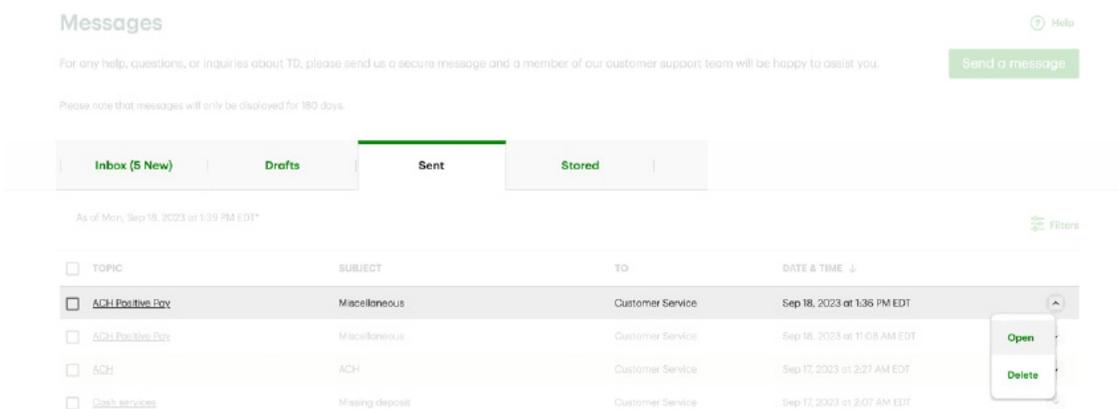
Depending on the topic you choose, you may need to enter some more information. Some topics have optional subjects, and some require a subject and more information before you can send the message. After you've made your selections, type your message and click **Send**.



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



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



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, click **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?

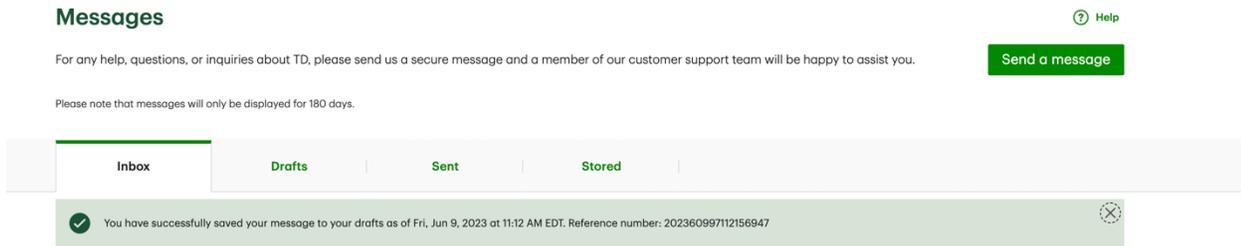
If you exit without saving a draft, this message will be permanently deleted.

Yes, save draft No, exit without saving

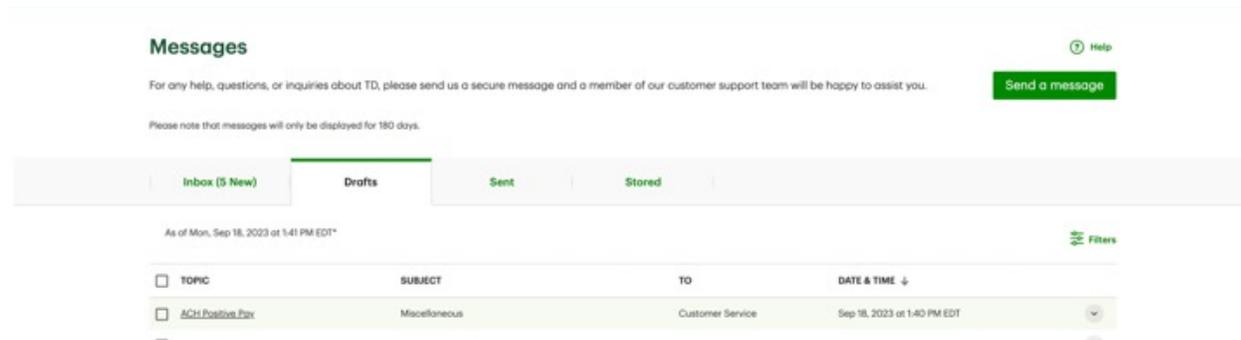
Continue writing a message

4 / 10

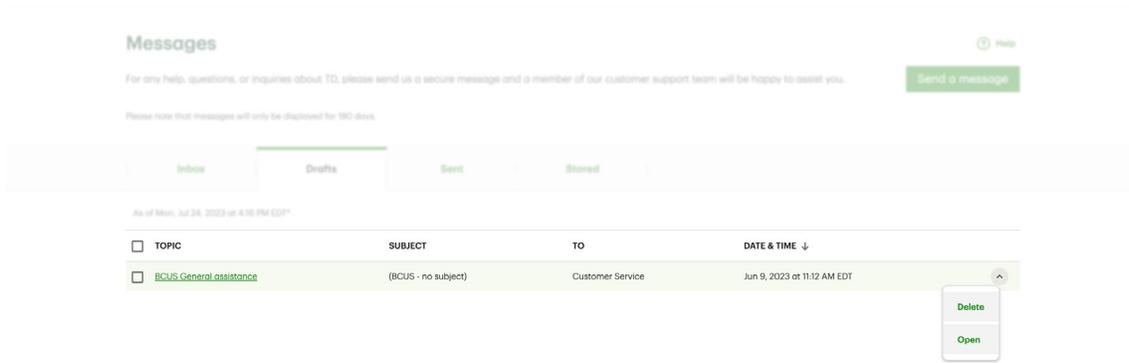
Once the message has been successfully saved, you'll get a confirmation on the main **Messages** page.



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



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



Replying to messages

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

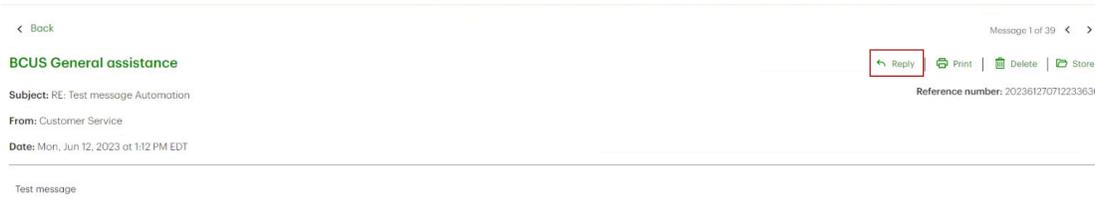


New messages will also be in bold in your **Inbox**. These can be replies to your previous messages, or they can be messages started by our customer support team. When you receive a new message, you can reply by clicking on the **Topic** to open the message. Or, click on the message's options menu located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

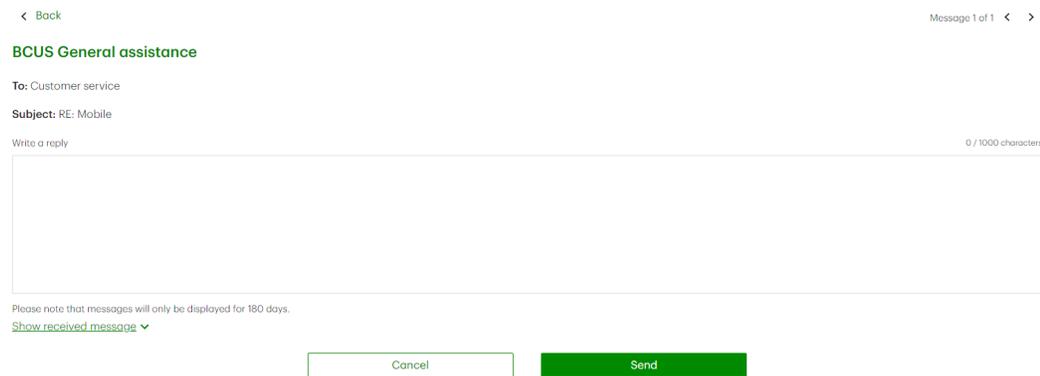
<input type="checkbox"/>	TOPIC	SUBJECT	FROM	DATE & TIME	
<input type="checkbox"/>	TD.FTExpress	TD FTExpress	Customer Service	Sep 18, 2023 at 1:50 PM EDT	⌵
<input type="checkbox"/>	ACH.Positive.Pay	RE: Miscellaneous	Customer Service	Sep 18, 2023 at 1:49 PM EDT	⌵
<input type="checkbox"/>	ACH.Positive.Pay	RE: Miscellaneous	Customer Service	Sep 18, 2023 at 1:49 PM EDT	⌵
<input type="checkbox"/>	BCUS.General.assistance	US General Assistance	Customer Service	Sep 13, 2023 at 4:21 PM EDT	⌵
<input type="checkbox"/>	ACH	ACH	Customer Service	Sep 13, 2023 at 4:20 PM EDT	⌵
<input type="checkbox"/>	ACH	ACH	Customer Service	Sep 13, 2023 at 4:20 PM EDT	⌵
<input type="checkbox"/>	ACH	ACH	Customer Service	Sep 13, 2023 at 4:19 PM EDT	⌵
<input type="checkbox"/>	BCUS.General.assistance	US General Assistance	Customer Service	Sep 13, 2023 at 4:18 PM EDT	⌵



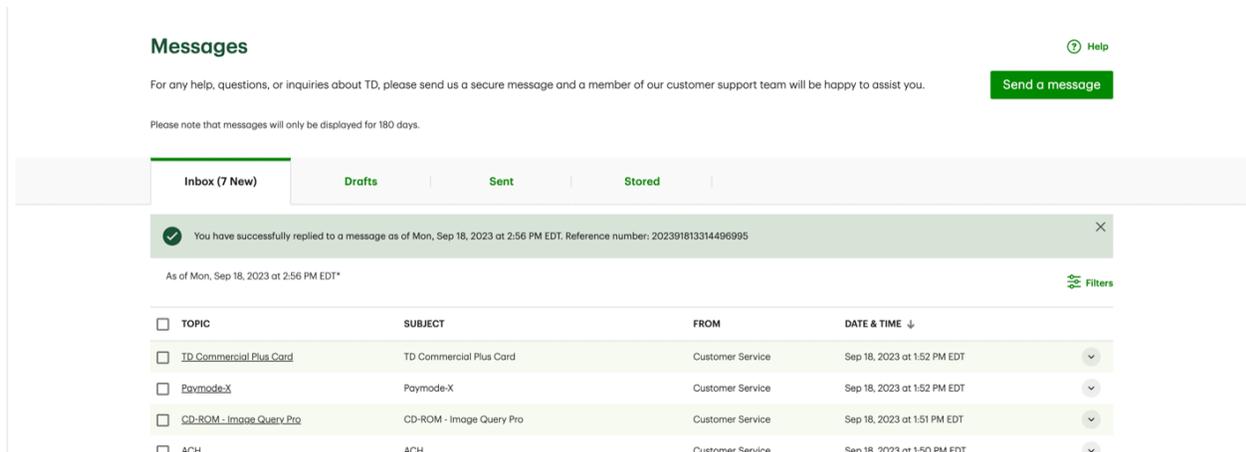
Once the message is opened, click **Reply**.



Type your response and click **Send**.



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

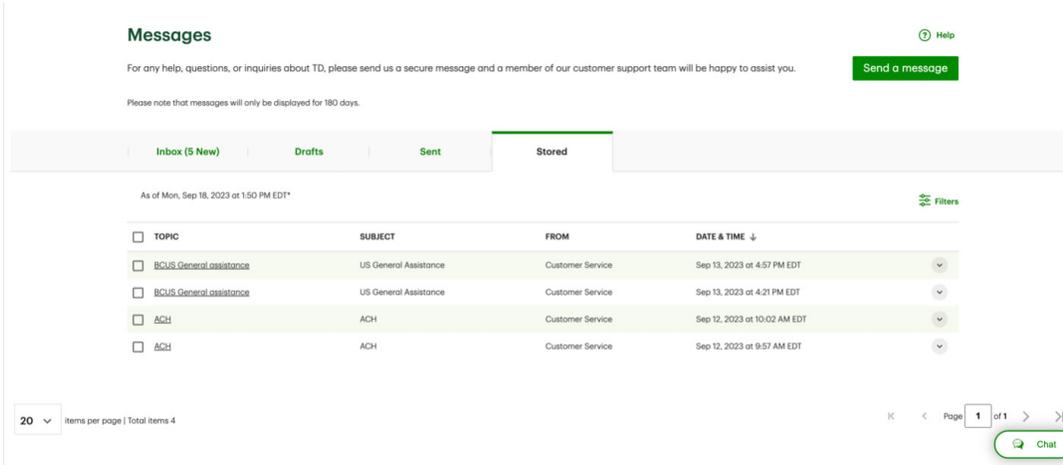


Please keep in mind that certain messages you receive may not have a reply option. This just means our customer support team has marked those messages as not needing a reply when they send them to you.

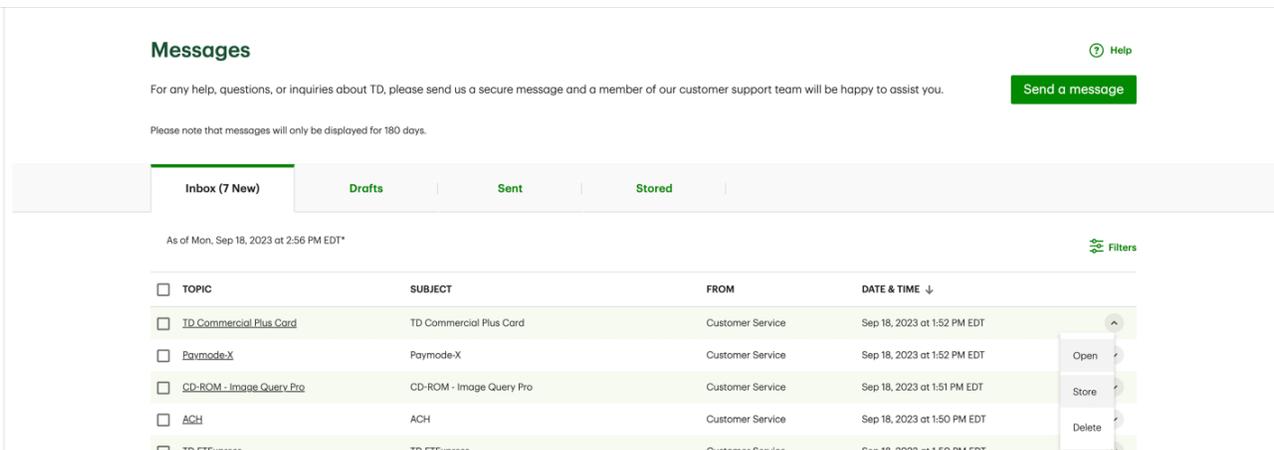


Storing messages

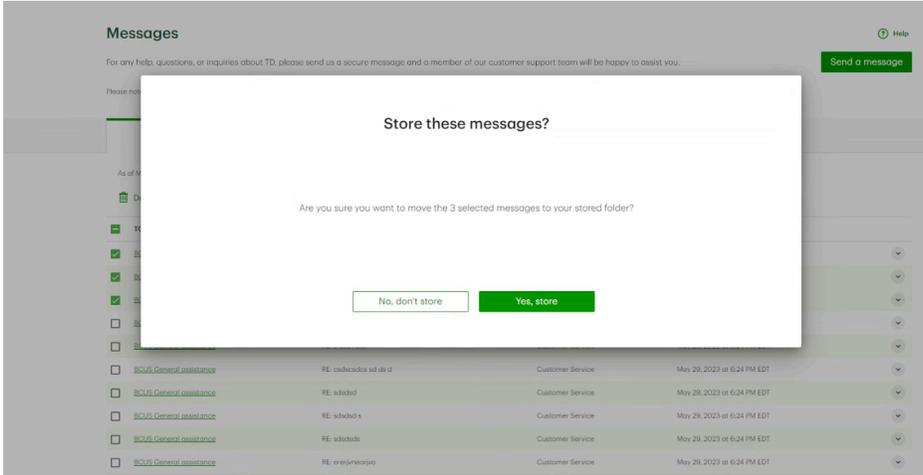
Your **Stored** tab is a folder for organizational purposes. You can store individual or multiple messages from your **Inbox**.



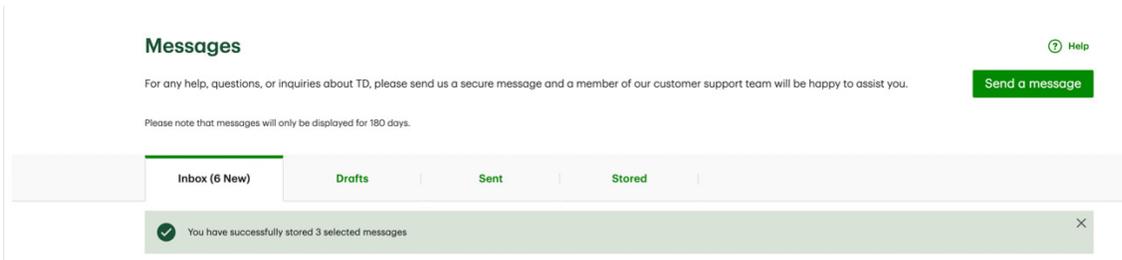
To store a single message from your **Inbox**, choose the message you want to store and click to open the message’s options menu, located to the right of the **Date & Time**. Click **Store**.



When using any of the methods to store your messages, once you click **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 click to open the options menu, located to the right of the **Date & Time**. Click **Delete**.

<input type="checkbox"/>	TOPIC	SUBJECT	TO	DATE & TIME ↑
<input type="checkbox"/>	BCUS General assistance	Test subject	Customer Service	Jun 9, 2023 at 11:11 AM EDT

Delete

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

< Back
Message 1 of 39 < >

BCUS General assistance

Subject: RE: Test message Automation

From: Customer Service

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

Test message

Reply | Print | Delete | Store

Reference number: 202361270712233630

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

Messages Help

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

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

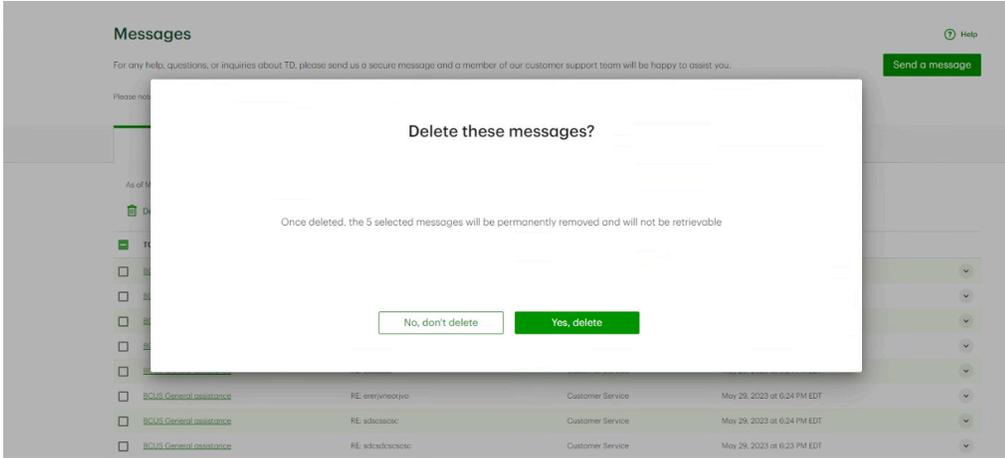
Inbox (5 New)
Drafts
Sent
Stored

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

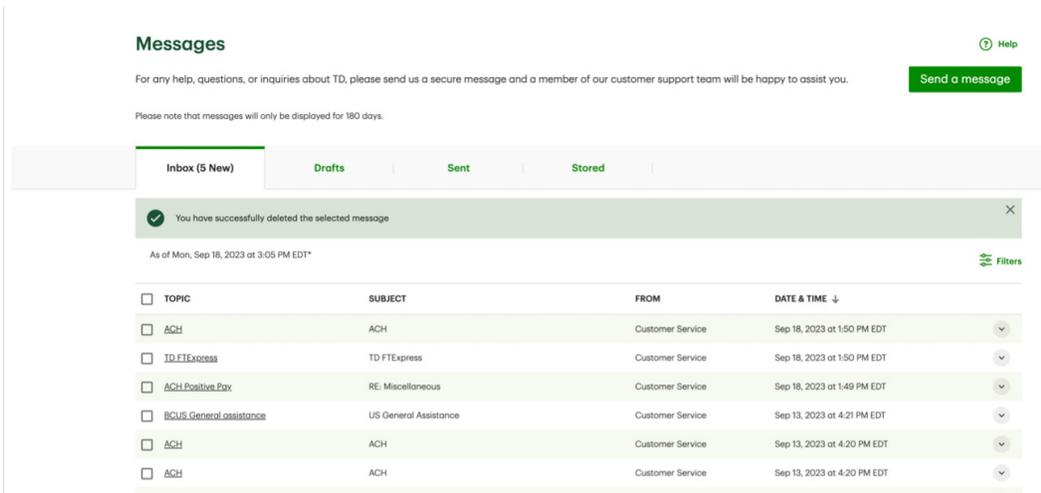
Delete | Move to stored messages

<input checked="" type="checkbox"/>	TOPIC	SUBJECT	FROM	DATE & TIME ↓
<input checked="" type="checkbox"/>	ACH	ACH	Customer Service	Sep 18, 2023 at 1:50 PM EDT
<input checked="" type="checkbox"/>	TD FTExpress	TD FTExpress	Customer Service	Sep 18, 2023 at 1:50 PM EDT
<input checked="" type="checkbox"/>	ACH Positive Pay	RE: Miscellaneous	Customer Service	Sep 18, 2023 at 1:49 PM EDT
<input checked="" type="checkbox"/>	ACH Positive Pay	RE: Miscellaneous	Customer Service	Sep 18, 2023 at 1:49 PM EDT
<input checked="" type="checkbox"/>	BCUS General assistance	US General Assistance	Customer Service	Sep 13, 2023 at 4:21 PM EDT
<input checked="" type="checkbox"/>	ACH	ACH	Customer Service	Sep 13, 2023 at 4:20 PM EDT
<input checked="" type="checkbox"/>	ACH	ACH	Customer Service	Sep 13, 2023 at 4:20 PM EDT

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

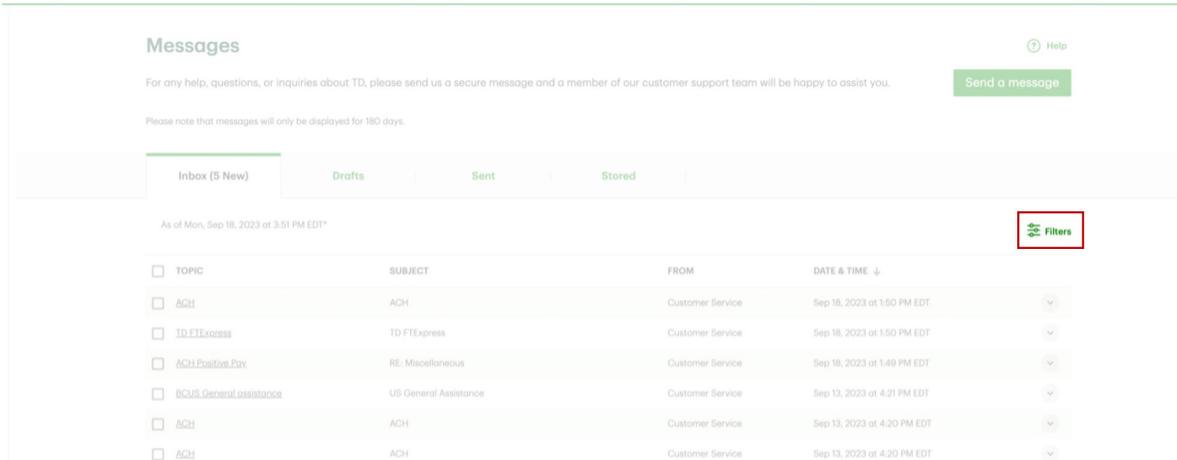


A confirmation will be displayed once the messages have been successfully deleted.

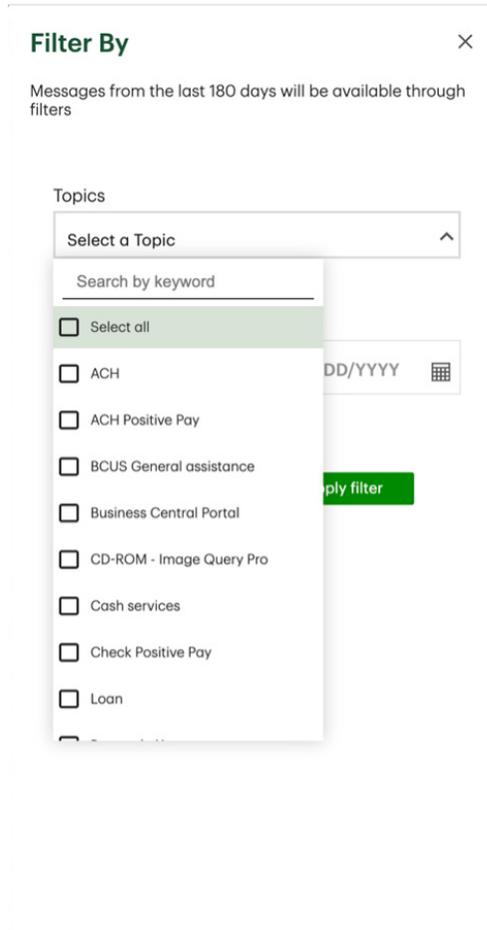
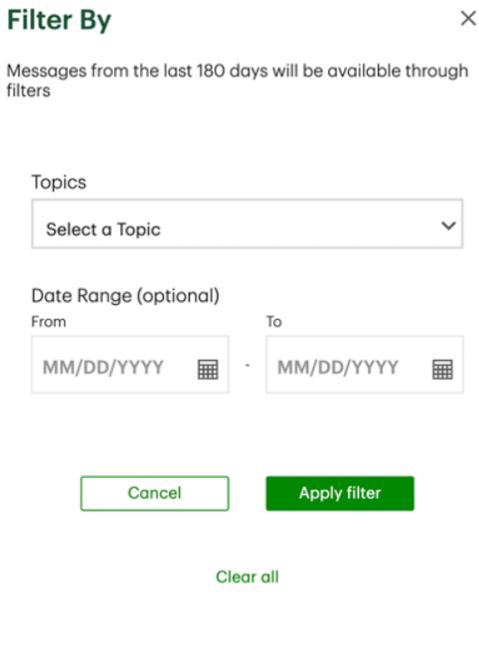


Filtering messages

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. Click **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.

Messages Help

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

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

Inbox (5 New)
Drafts
Sent
Stored

As of Mon, Sep 18, 2023 at 3:53 PM EDT* Filters (1) Clear

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



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

Deposit (4)
Checking and Savings

Loan (8)
Loans and Lines of Credit

←

Summary

Print

AVAILABLE BALANCE

Checking	Saving	Total available balance 1
\$11,119,974.29 USD	\$12,244.56 USD	\$11,132,218.85 USD

Balances

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

Deposit Accounts

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

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

Deposit (4)
Checking and Savings
← Loan (8)
Loans and Lines of Credit

Summary Print

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

Balances

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

Loan Accounts

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

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

Deposit (4)
Checking and Savings
Loan (8)
Loans and Lines of Credit
←

Summary Print

LOANS	LINES OF CREDIT	
Total balance \$57,587.41 USD	Total balance Unavailable	Available balance Unavailable

Loans (2)
Lines of Credit (6)

Total balance
\$57,587.41 USD

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

The screenshot shows the 'Accounts' page with the 'Loans (3)' tab selected. Below the tabs, a 'Summary' section displays loan and credit balances. A box highlights the 'Loans (2)' tab, and an arrow points to the 'Lines of Credit (1)' link.

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

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

The screenshot shows the 'Accounts' page with the 'Loans (3)' tab selected. Below the tabs, a 'Summary' section displays loan and credit balances. A box highlights the 'Lines of Credit (1)' tab, and an arrow points to it.

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

Transactions

Deposit Transactions

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

The screenshot shows the 'Accounts' page in the TD Business Central portal. At the top, there are tabs for 'Deposits (2)' and 'Loans (3)'. Below this is a 'Summary' section with a 'Print' icon. A summary table shows 'Checking' at \$2,759.96 USD and 'Savings' at \$52.57 USD, with a 'Total available balance' of \$2,812.53 USD. Below the summary is a 'Balances' section with a table of accounts. The first row in the table has the account number '9246349511' highlighted with a box and an arrow pointing to it. The second row shows account number '00000725633920'. At the bottom right of the table, there is a 'Total' row showing a balance of \$2,812.53.

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

Deposit Transactions (continued)

Your most recent pending transactions (if any) will display first in the **Pending Transactions** section of the **Activity** tab. If you have more than 100 pending transactions and would like to view them, you can click on **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 click **View more**.

chq 9246349511 Help

Total balance \$52.57 USD Export latest statement

Activity Details Statements

As of Thu, Jun 23 at 9:59 AM EDT Get latest activity Print Export

Pending transactions

There are no pending transactions on record for this account. ←

Posted transactions Filters

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

Multiple Deposited Items

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

Posted transactions Filters

DATE ↓	TYPE ⇅	DETAILS ⇅	REFERENCE NUMBER ⇅	WITHDRAWALS ⇅	DEPOSITS ⇅
Jan 19, 2023	DDA Deposit	DEPOSIT View deposit slip View deposited items			\$4,000.00

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

chik1
7869383682

Total deposited amount: \$3,723.95 Transaction date: Jan 19, 2023 Transaction details: Deposited items

Deposited items

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

20 items per page | total items 4 K < 1 of 1 > X

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

Deposit account statements

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

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

chq
 9246349511

Total balance: \$2,759.96 USD

Activity Details **Statements**

Export latest statement

Statement cycle year: 2022

- 2022
- 2021
- 2020
- 2019
- 2018
- 2017
- 2016

Transactions (continued)

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.



Loan Transactions

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

The screenshot shows the 'Accounts' page with a 'Summary' section. Under 'Loans (2)', there is a table with the following data:

NUMBER	NAME	INTEREST RATE	NEXT PAYMENT AMOUNT	NEXT PAYMENT DATE	BALANCE
000391861	ocbs	0.000000%	Not Available	2021-07-09	Not Available
004000100957298001	show loan	4.590000%	Not Available	2022-04-01	\$110,776.52

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

The screenshot shows the 'Activity' page for account 000391861. The 'Activity' tab is selected. Below the tabs, there is a table of posted transactions:

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

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

acbs
 000391861

Total balance
 \$0.00 USD

[Activity](#) **[Details](#)**

Print

Account Information

ACCOUNT SUMMARY

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

PAYMENTS

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

BALANCE

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

Chat

Lines of Credit Transactions

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

The screenshot shows the 'Accounts' page with a 'Summary' section. In the 'Summary' table, the 'Lines of Credit' section is highlighted with a red box. Below this, a table lists the details of the line of credit account. The account number '004000122577499001' is highlighted with a red box, and an arrow points from the 'Lines of Credit (1)' tab to it.

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

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

The screenshot shows the 'Activity' page for the account '004000122577499001'. The 'Activity' tab is highlighted with a red box, and an arrow points from the 'Details' link to it. Below the tab, a table displays the 'Posted transactions'.

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

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

show loc 004000122577499001 Help

Total balance: Not Available Available Balance: \$10,000.00

[Activity](#) **[Details](#)** Print

Account Information

ACCOUNT SUMMARY

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

PAYMENTS

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

BALANCE

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

Chat

Loan account statements

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

The image displays two screenshots of the TD Business Central interface. The top screenshot shows account details for 'show' with account ID '004000100795909001' and a total balance of '\$3,290.49 USD'. A 'Go to statements center' link is visible. The bottom screenshot shows account details for 'acbsnew1' with account ID '000927216', a total balance of '\$91,257.76 USD', and an available balance of '\$108,330.76'. A 'Go to statements center' link with an arrow is also present. Both screenshots include navigation tabs for 'Activity' and 'Details', a 'Chat' button, and options for 'Export', 'Print', and 'Filters'.

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.

The screenshot shows a 'Posted transactions' interface. A 'Filters' button is visible in the top right. A modal titled 'Transaction filters' is open, featuring two sections: 'Date range' with a dropdown menu labeled 'Select date range', and 'Amount range' with input fields for '\$ Minimum' and '\$ Maximum'. Below these are 'Clear all', 'Apply', and 'Cancel' buttons. The background table shows a transaction on Mar 26, 2021, of type 'DDA Check' (CHECK) with a debit of \$36.15.

DATE	TYPE	DETAILS	REFERENCE NUMBER	DEBITS	CREDITS
Mar 26, 2021	DDA Check	CHECK		\$36.15	

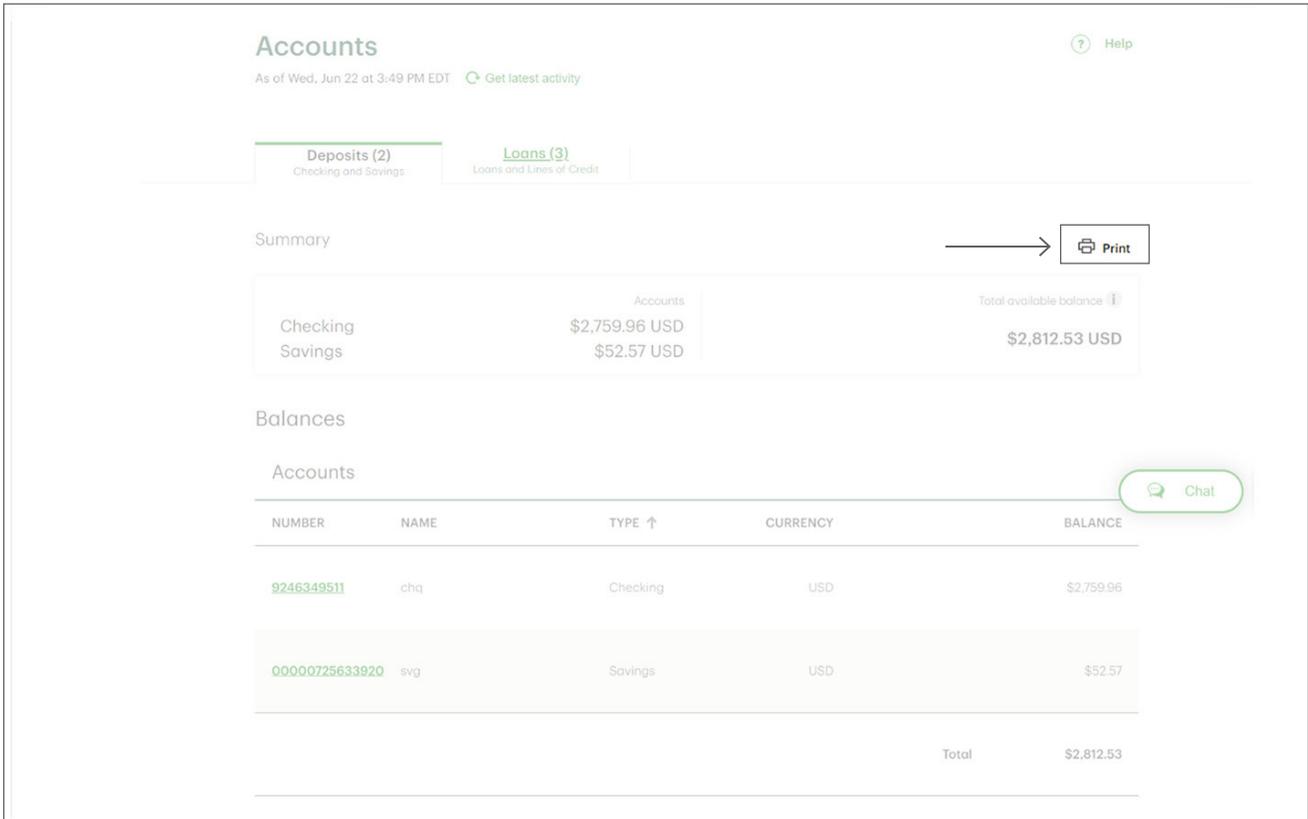
You can view your loan account transactions and lines of credit account transactions by filtering by date range.

The screenshot shows an 'Administration' interface. A 'Filters' button is visible in the top right. A modal titled 'Transaction filters' is open, identical to the one in the previous screenshot. The background table shows transactions on Mar 4, 2022, of type 'Miscellaneous fee payment' (DINT FEE PAYMENT) with a debit of \$50.00.

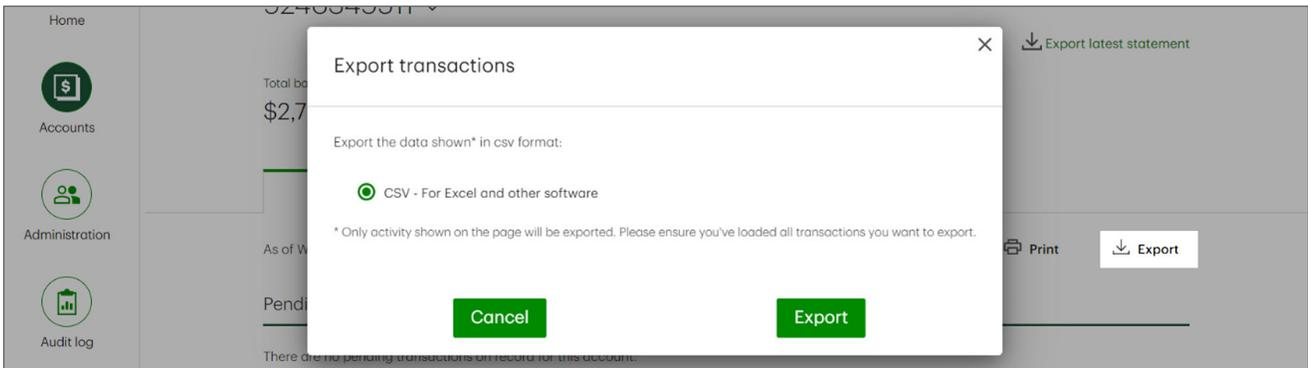
DATE	TYPE	DETAILS	WITHDRAWALS	PAYMENTS
Mar 4, 2022	Miscellaneous fee payment	DINT FEE PAYMENT		\$50.00
Mar 4, 2022	Miscellaneous fee payment	DINT FEE PAYMENT		\$50.00

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.



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





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.

The screenshot shows the 'ACCOUNT BALANCES' widget. At the top, there is a dropdown menu labeled 'Select an account view' with 'Default' selected. Below this, there is a section for 'Deposit (3) Checking and Savings' with an available balance of \$319,922,861.20 and a 'View all' button. A table below lists three checking accounts with their account numbers and available balances.

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

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

This close-up shows the 'Select an account view' dropdown menu. It contains a 'Default' option with an upward arrow, a greyed-out 'Default' option, and a '+ Add new account view' option in green text. Below the dropdown, the available balance is shown as \$319,922,861.20 and a 'View all' button is visible.

Then, select a maximum of 6 **Deposit** and 6 **Loan** accounts, for a total maximum of 12 accounts, to add to your **Account view**. Under the **Deposit** accounts section, you can view a list of your entitled **Savings** and **Checking** accounts. Then, select the accounts you want to add.

Deposit (11) Loan (8)

Checking ▾ 🔍 Search by account name or account number

NUMBER	NAME	CURRENCY
<input type="checkbox"/> 0240194572	chk2	USD
<input type="checkbox"/> 0386504898	chk statement	USD
<input type="checkbox"/> 4325935166	CHQ	USD

Deposit (11) Loan (8)

Savings ▲ 🔍 Search by account name or account number

Checking

Savings

NUMBER	NAME	CURRENCY
<input type="checkbox"/> 00000725300793	svg2	USD
<input type="checkbox"/> 00000725633920	svg error	USD

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

Deposit (11) Loan (8)

Lines of credit ▾ 🔍 Search by account name or account number

NUMBER	NAME	CURRENCY
<input type="checkbox"/> 000927119	acbs 3	USD
<input checked="" type="checkbox"/> 000927216	acbs1	USD
<input type="checkbox"/> 000927217	acbs2	USD
<input type="checkbox"/> 004000122577499001	show1	USD

Chat

Deposit (11) Loan (8)

Search by account name or account number

	NAME	CURRENCY
Lines of credit	ocbs 3	USD
<input checked="" type="checkbox"/> 000927216	ocbs1	USD
<input type="checkbox"/> 000927217	ocbs2	USD
<input type="checkbox"/> 00400012257499001	shaw1	USD

Chat

To remove accounts you've selected, click on the **x** located to the right of each account you added.

Deposit accounts | 2 accounts selected

00000043200008 | ddadep **x** 00000725300793 | svg2 **x**

Loan accounts | 1 accounts selected

004000110353939002 | shaw loan 5 **x**

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

Select an account view

User guide test ^

Default

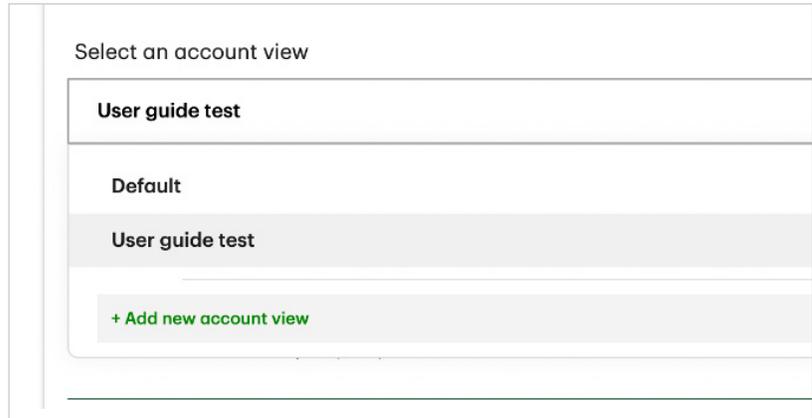
User guide test ✎ 🗑

+ Add new account view

Displaying an Account view

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

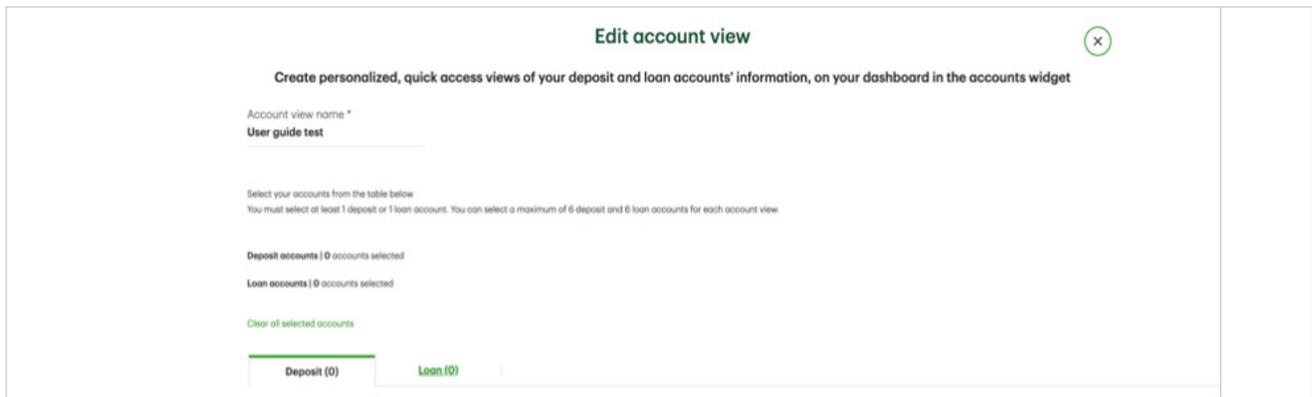
From here, click on the **Account view** you want to have displayed on the **Account balances** widget, on your dashboard. The accounts you added to the account view when you created it will be displayed.



Editing an Account view

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

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



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

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

Deposit accounts | 2 accounts selected

0240194572 | chk2 ✕ 4325935166 | CHQ ✕

Loan accounts | 1 accounts selected

000927216 | acbs1 ✕

To add accounts to this **Account view**, select them from the accounts lists at the bottom of the page. When you're editing an **Account view**, the same rules apply. You can only select a maximum of 6 deposit and 6 loan accounts, for a total maximum of 12 accounts, to add to your **Account view**.

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

<input type="checkbox"/>	0386504898	chk statement	USD
<input checked="" type="checkbox"/>	4325935166	CHQ	USD
<input type="checkbox"/>	7869383682	chk1	USD
<input type="checkbox"/>	825298865	Itemlist-chk account	USD
<input type="checkbox"/>	9246349511	CHQ	USD

Chat

Cancel Save

Deleting an Account view

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

Select an account view

User guide test ^

Default

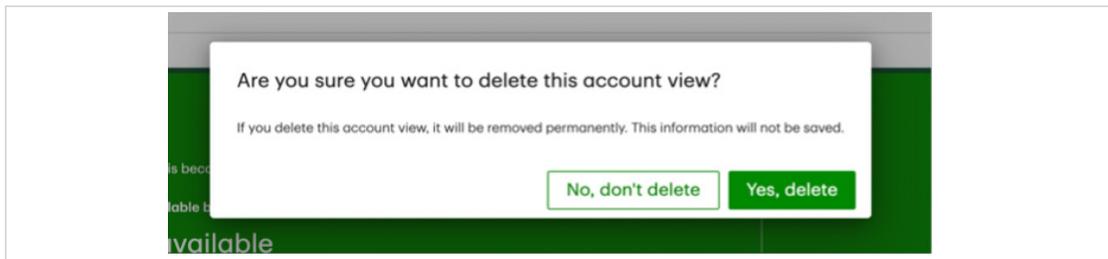
User guide test ✎ 🗑

+ Add new account view

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



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





Statements

- Accessing statements center statements
- Accessing account activity statements

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

Accessing statements center statements

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

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

Statements center Help

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

Account analysis | **Loan**

As of Sep 19 at 2:11 PM EDT

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

Statements access ID numbers

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

Chat

You’ll also find your entitled statements access ID numbers for loan statements in the second tab. These can also 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 | **Loan**

As of Sep 19 at 2:11 PM EDT

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

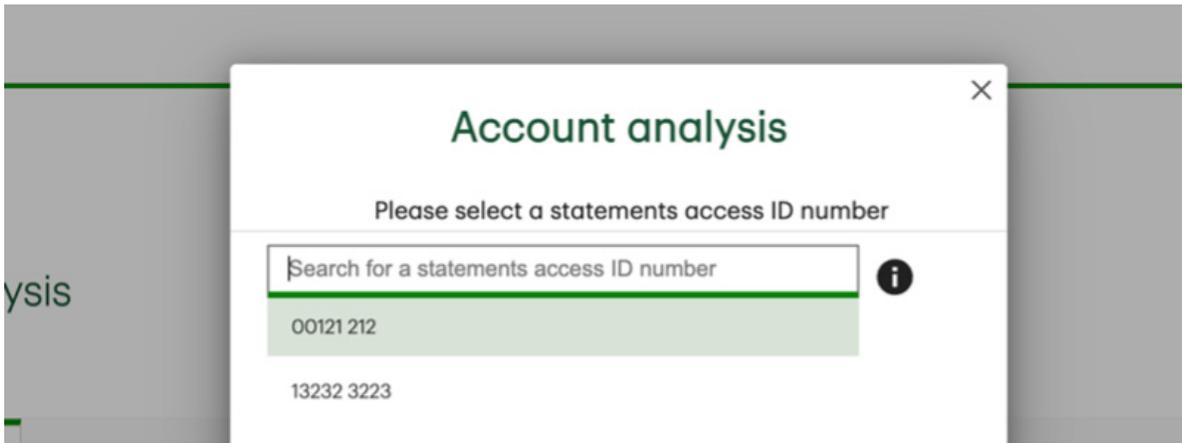
Statements access ID numbers

ACCESS ID NUMBER	ID TYPE	ACCOUNT NAME
00003164	Relationship number	
00068794	Relationship number	
00068845	Relationship number	

Chat

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

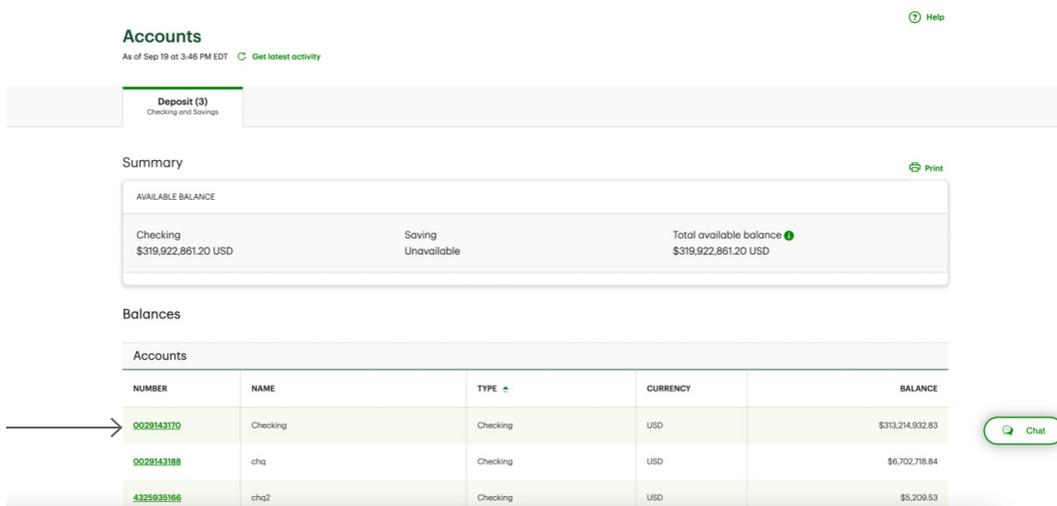
From this page you can view statements going back 7 years, given you've had statements for that long. You can also export the latest statement from this page, or you can export specific statements by clicking the export button beside each statement. If you want to switch to another statement access ID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



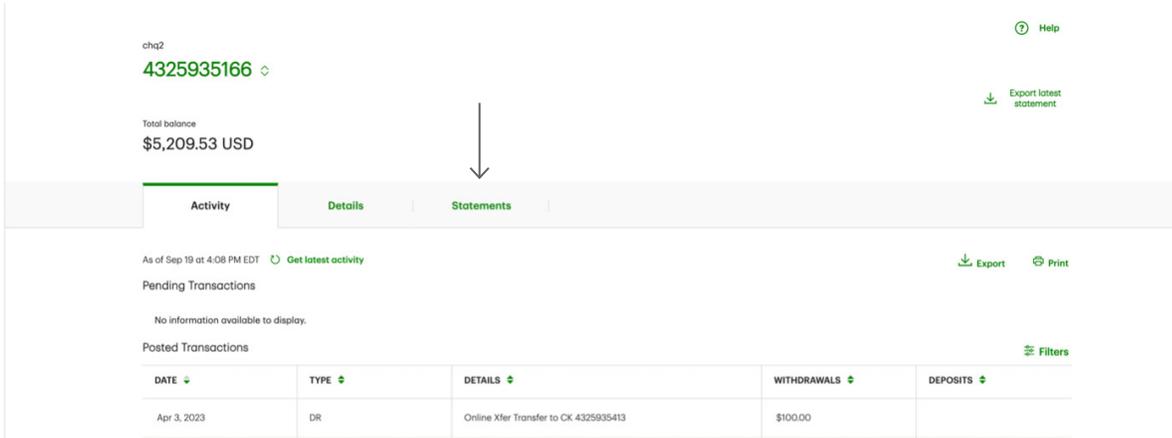
Accessing account activity statements

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

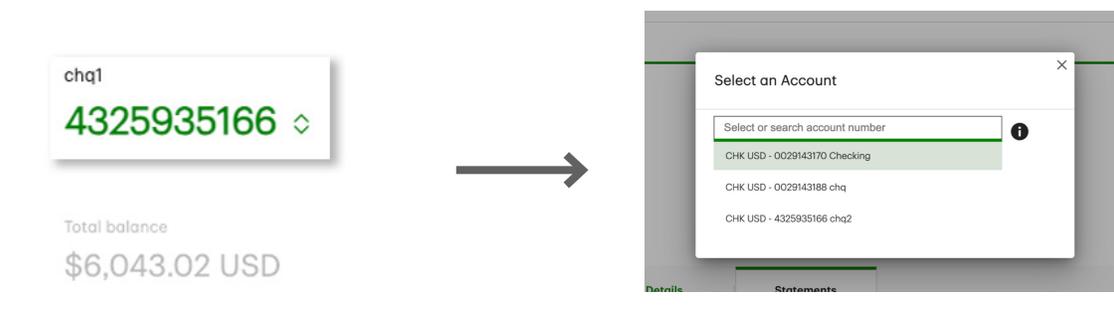
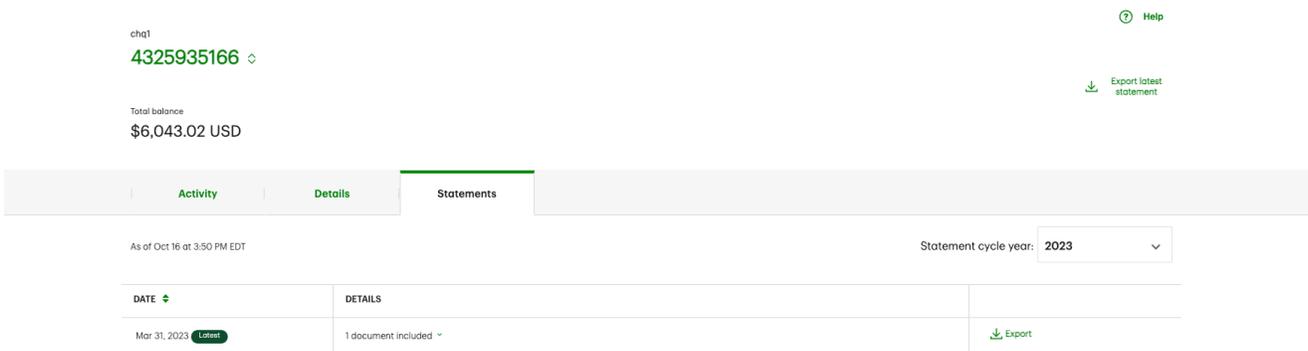
From the Deposit tab, select an account number from the list of accounts.



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



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 clicking the export button beside each statement. If you want to switch to another account's statements page, click the arrows to the right side of the account number at the top of the page and select another account number.





Single Sign On for TD Applications

- [Single Sign-On for TD Applications](#)
- [Setting up access for new Paymode-X users](#)
- [Setting up access for new Receivables Management users](#)
- [Setting up access for new TD Commercial Plus Card users](#)
- [Setting up access for new TD FTEExpress users](#)
- [Setting up access for new TD Digital Express users](#)
- [Need help?](#)

Single Sign-On for TD applications

Single Sign-On capability has now been enabled for the following applications: **Paymode-X**, **Receivables Management**, **TD Commercial Plus Card**, and **TD FTEExpress**. Any users assigned to groups with access to the **Receivables Management** applications, **Paymode-X** application, **TD Commercial Plus Card** application, or **TD FTEExpress** application, will have access to these applications by default, as long as **System Administrators** have set up access for users within these applications.

Removing a user from a group with access to the **Receivables Management** application, **Paymode-X** application, **TD Commercial Plus Card** application, or **TD FTEExpress** application will limit that user from accessing these applications. However, users' accounts will remain active on these application portals. A **System Administrator** will need to manually set the user's status to inactive on the application portal they'd like to remove the user from.

Setting up access for new Paymode-X users

To add new users to the Paymode-X application, **System Administrators** will need to log in to the **TD Business Central** portal and click on the **Administration** icon on the left side navigation. Clicking 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 the TD Business Central U.S. portal. After the user registers and logs into the portal, they will need to select **Paymode-X** from the **TD applications** dropdown menu.

Going forward, the user will no longer need to re-enter login 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 for new Receivables Management users

To add new users to the Receivables Management application, **System Administrators** will need to log in to the **TD Business Central** portal and click on the **Administration** icon on the left side navigation. Clicking 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 the Business Central U.S. portal. After the user registers and logs into the portal 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 **System Administrator** can access **Receivables Management** 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 for new TD Commercial Plus Card users

To add new users to the **TD Commercial Plus Card** application, **System Administrators** will need to log in to the TD Business Central portal and click on the Administration icon on the left side navigation. Clicking on 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 the TD Business Central U.S. portal. After the user registers and logs into the portal, 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 login 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 for new TD FTEExpress users

To add new users to the **TD FTEExpress** application, **System Administrators** will need to log in to the TD Business Central portal and click on the Administration icon on the left side navigation. Clicking on 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 the TD Business Central U.S. portal. After the user registers and logs into the portal, 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 login 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 for new TD Digital Express users

To add new users to the **TD Digital Express** application, **System Administrators** will need to create the users on the application by logging into the **TD Business Central** portal and clicking on the **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 the Business Central U.S. portal. After the user registers and logs into the portal 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.

Need help?

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

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

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



Administration

- Viewing your list of users
- Filtering for users
- Viewing / managing user profile
- Adding users
- Create a group
- Adding existing users to a group
- Editing pending user information
- Suspend / Reactivate / Resend email activation
- Assigning and Unassigning System Administrators
- Deleting a user
- Deleting a group
- E-mail notifications
- Making transfers
- Loan payment transfers
- Loan advance transfers
- Deposit transfers

Viewing your list of users

System Administrators can view a list of users by clicking on **Administration** on the left dashboard. The list of users will display in alphabetical order. You can click on 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 chevron, clicking on the chevron will provide 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.

The screenshots show the 'Administration' page with tabs for 'Users (2)' and 'Groups (2)'. The top screenshot shows a table with the following data:

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

The bottom screenshot shows the same table, but with a dropdown menu open for the 'Pending' user, containing the following options:

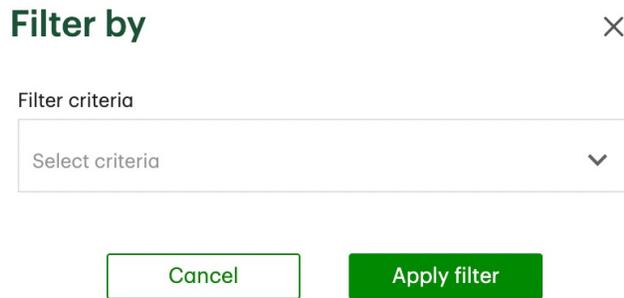
- Delete user
- Resend activation e-mail
- Assign as System Administrator
- Suspend user

Filtering for users

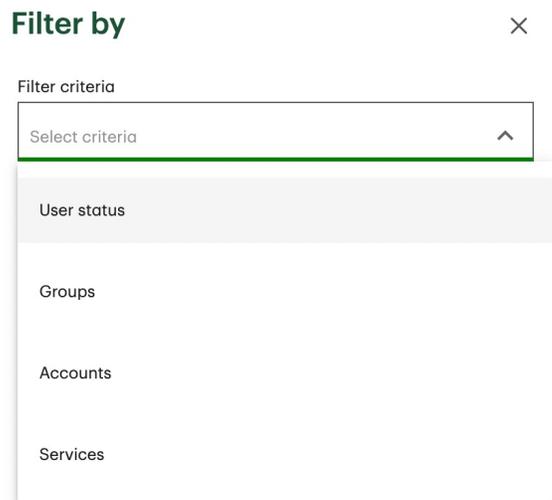
You can also filter for users with different filter criteria. From the main **Administration** page, in the **Users** tab, click **Filters**.



Choose a filter criteria.



Clear all



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

Filter by ×

Filter criteria
User status ▼

Select a user status

Active

Pending

Suspended

[Clear all](#)

Filter by ×

Filter criteria
Groups ▼

Groups
Staff ▲

Select or search for a g

Staff

Testgroup1

[Clear all](#)

Filter by ×

Filter criteria
Accounts ▼

Select an account type

Checking

Savings

SHAW Loan

[Clear all](#)

Filter by ×

Filter criteria
Services ▼

Select a service

Account activity

TD Applications

Transfers

[Clear all](#)

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

Administration Help

Users (2) Groups (2)

As of Wed, Jul 5 at 10:29 AM EDT Get latest activity

Search by user name or user email

System administrator **Filters (1)**

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

Viewing / managing user profile

To view a user's profile or modify a user's groups, go to the user's profile page by clicking on 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.



About this user



FL

Firstname Lastname

Pending

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

[Edit](#)

GROUPS

[Edit](#)

Name ↑	Description	
Staff	Monitoring transactions	Details



About this user



CY

Claire Yu

Active

System Administrator | test.email@td.com | +1 458-8**-***3

GROUPS

System Administrators have access to all groups.

Adding users

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

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

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

The screenshot shows the 'Administration' page with a navigation menu on the left. The main content area has tabs for 'Users (28)' and 'Groups (9)'. A green 'Add users' button is highlighted with a 'Step 1' callout. Below the button is a table of users with columns for NAME, E-MAIL, GROUPS, and STATUS. The table contains six rows of user data.

NAME	E-MAIL	GROUPS	STATUS
CFirstnametest_CLastnametest	test1008@email.com	Abc	Pending
Dsdsd Sdsdsd	sdsdsdsds2021@td.ca	Transers, Abc	Pending
Existin Thiscompany	dsadsds@td.com	Abc	Pending
Fdfdfdfdfdfdf Ydfdf	fdfdf@td.ca	Abc	Pending
Fdfdfj Jkklldll	fdfdf@td.ca	Test2, Abc	Pending
George George	gg@gmail.com	Test234, Test2, Abc	Pending

Adding users (continued)

Step 2

From the Add User page, you will first need to choose the user type you want to assign this user. Select either **User** or **System Administrator**. Then, you will need to enter the new user's **First Name**, **Last Name**, **E-mail**, **Country Code**, and **Phone Number**. In order to successfully add a new user, please ensure all the text fields are completed correctly and then click **Next**.

Add users

Assign as
 User System Administrator

First name Last name

E-mail address Country Phone number

US (+1)

+ Add another user

Adding multiple users (Optional)

To add multiple users to a company profile, click on 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 **Phone Number**. In order to successfully add a new user, please ensure all the text fields are completed correctly and then click **Next**.

Assign as
 User System Administrator

First name Last name

E-mail address Country Phone number

US (+1)

Assign as
 User System Administrator

First name Last name

E-mail address Country Phone number

US (+1)

+ 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 click on the **Details** button, located on the right. Once you're done, click **Next**.

System Administrators will have automatic access to all groups.

Group Details (Optional)

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

← **Assign users to groups**

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

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

Cancel
Next

About this group

GROUP INFORMATION

Group name: Testgroup1
 Description:

SERVICES

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

ACCOUNTS

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

Adding users (continued)

Step 4

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

Review new users

USERS Edit

FL	Name: Firstnametest Lastnametest E-mail: test@email.com	Type: User Phone number: +1 907-555-9999
FL	Name: Firstnameagain Lastnameagain E-mail: test2@email.com	Type: System Administrator Phone number: +1 907-888-9999

GROUPS Edit

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

Name	Description	
Testgroup1		Details

Cancel
Complete

Step 5

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

You've successfully added the following:

FL	Name: Firstnametest Lastnametest E-mail: test@email.com	Type: User Phone number: +1 907-555-9999
FL	Name: Firstnameagain Lastnameagain E-mail: test2@email.com	Type: System Administrator Phone number: +1 907-888-9999

Done

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

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

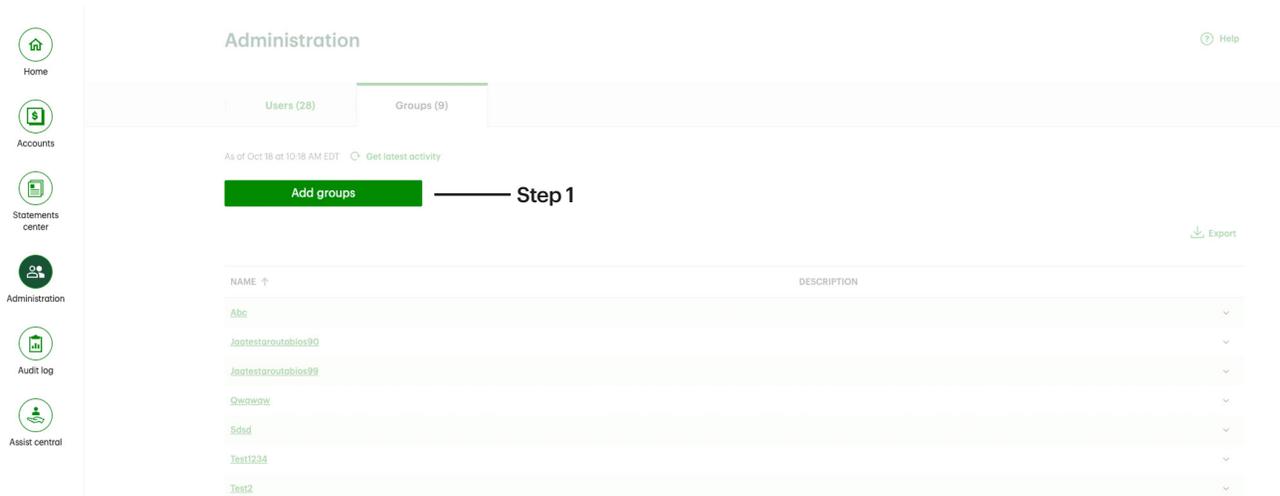
FL	Name: Firstnametest Lastnametest E-mail: test@email.com	Type: User Phone number: +1 907-555-9999
FL	Name: Firstnameagain Lastnameagain E-mail: test2@email.com	Type: System Administrator Phone number: +1 907-888-9999

Done

Create a group

A group is a set of entitlements or permissions provided to users. Users assigned to a group can access all accounts, services, and **TD applications** associated with the group.

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

Add a group

Create a name for this group *

Add a description (optional)

Cancel

Next

Create a group (continued)

Step 3

Select the services you'd like the new group to access. Click **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 click **Next**.

Select services

Account activity

DCX Test Company

<input type="checkbox"/>	NUMBER	TYPE	CURRENCY
<input type="checkbox"/>	0036359513	Checking	USD
<input type="checkbox"/>	8252598865	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, click **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, click **Next**.

The screenshot shows a 'Select services' screen with a back arrow on the left. The main heading is 'TD applications'. Below it, the question is 'Which TD applications would you like to add for Staff?'. There is a list of applications, each with a checkbox and a description:

- 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, click **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
0036359513	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"/>

Cancel
Next

Step 8

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

Cancel
Next

Create a group (continued)

Step 9

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

[← Back](#) **Review group details**

GROUP INFORMATION [Edit](#)

Group name: Test Group
 Description: test

SERVICES [Edit](#)

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

ACCOUNTS [Edit](#)

ACCOUNT NUMBER	TYPE	CURRENCY
2428721648	Checking	USD

TD APPLICATIONS [Edit](#)

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

Cancel
Complete

Step 10

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

You have successfully added Staff

Done

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

Done

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



Firstname Lastname
Pending
test@email.com | +1 907-8**-***9

[Edit](#)

GROUPS [Edit](#)

Name ↑	Description
Staff	Monitoring transactions Details

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

Group profile

TD APPLICATIONS [Edit](#)

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

TRANSFERS [Edit](#)

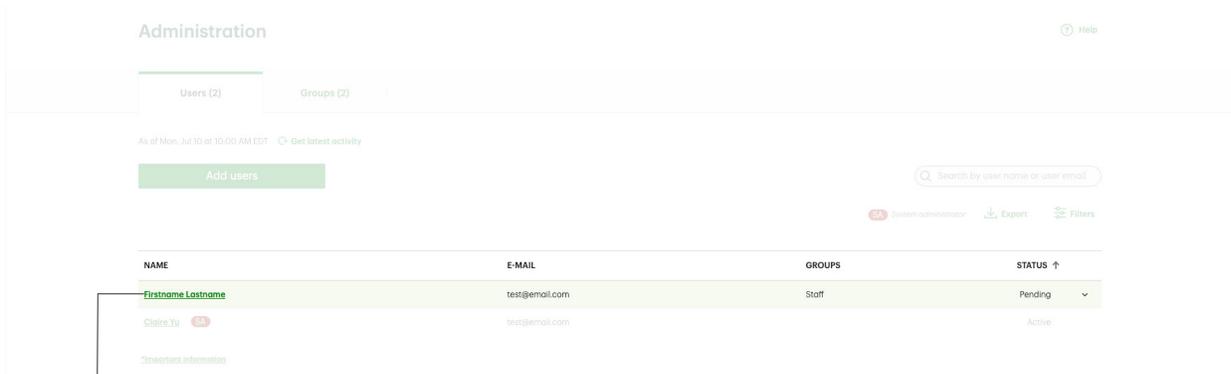
ACCOUNT NUMBER	TYPE	CURRENCY	FROM	TO
0036359513	Checking	USD	✓	✓
8252598865	Checking	USD	✓	✓
00000043200008	Savings	USD	✓	✓

USERS [Edit](#)

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

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

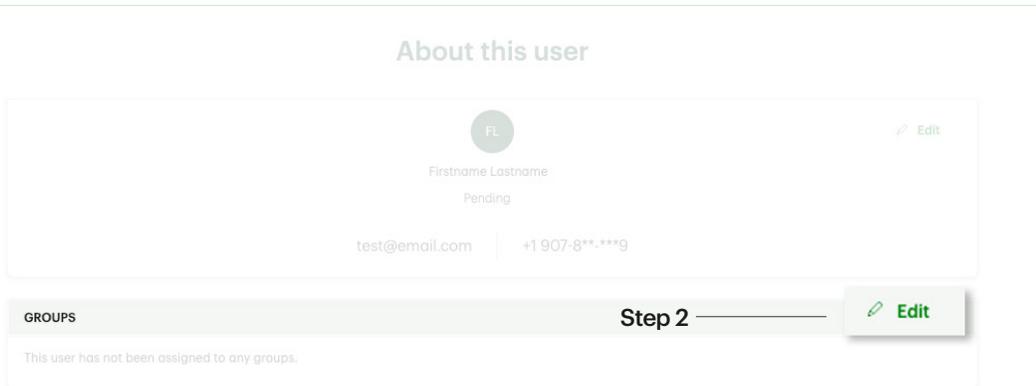
From a user’s profile, a **System Administrator** can add an existing user to a group by going to the main **Administration** page then clicking on the **Users** tab. Next, click on the name of the user you’d like add to a group, which will take you to the user’s profile.



Step 1

Step 2

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



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

Step 3

Select the group or groups you'd like to assign to the user. When you're done, click **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	Details
<input type="checkbox"/>	Testgroup1		Details

Step 4 (Optional)

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

About this group

GROUP INFORMATION

Group name: Staff
 Description: Monitoring transactions

SERVICES

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

ACCOUNTS

ACCOUNT NUMBER	TYPE	CURRENCY
0036359513	Checking	USD
8252598865	Checking	USD
00400010680560001	SHAW - Loan	USD
004000122577499001	SHAW - Loan	USD
00000043200008	Savings	USD

Option 1: Adding existing users to a 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, click **Complete**.

Review user's groups

GROUPS

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

Name ↑	Description	
Staff	Monitoring transactions	Details

Cancel **Complete**

Step 6

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



Your changes have been successfully saved

Done

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

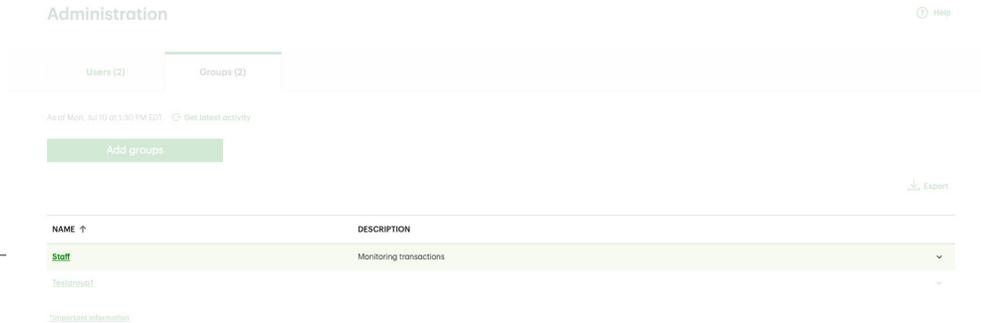


Your request to update this user has been sent to the approval queue.

Done

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

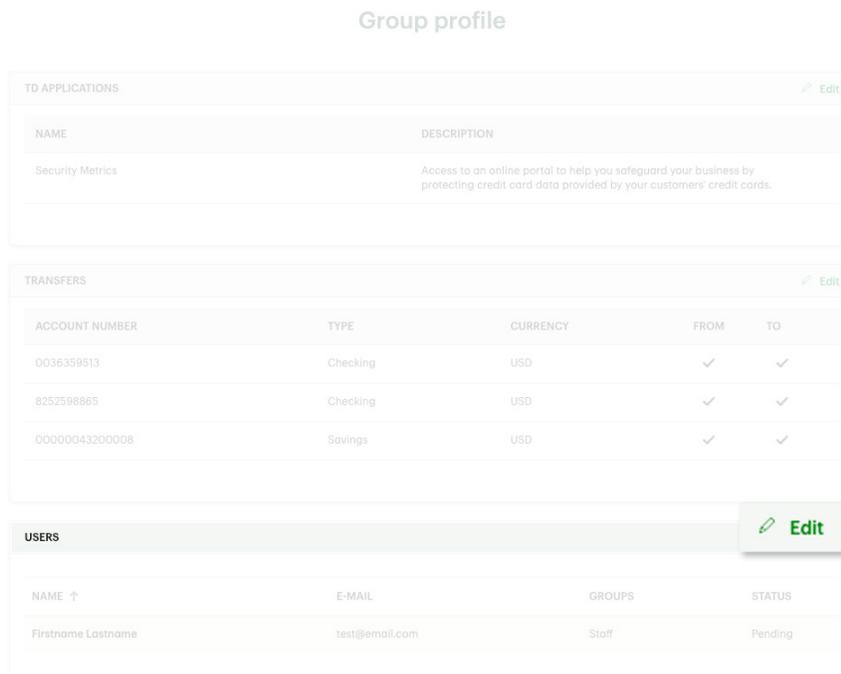
From a group profile, you can add existing users to a group by going to the main **Administration** page and then clicking on the **Groups** tab. Then click on the name of the group you'd like to add a user or users to.



Step 1

Step 2

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



Step 2

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

Step 3

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

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 icons for Home, Accounts, Statements center, Administration, Audit log, and Assist central. The main content area is titled 'Administration' and has tabs for 'Users (26)' and 'Groups (9)'. Below the tabs, there is a search bar and a table of users. The table has columns for NAME, E-MAIL, GROUPS, and STATUS. The users listed are: CFfirstnametest CLastnometest (test100@email.com, Abc, Pending), Dsdtd Sdsdtd (dsdtdsdtds2021@td.ca, Transers, Abc, Pending), Ekvstn Thiscompany (dsdtdsd@td.com, Abc, Pending), Edtdtdtdtdtdtd_Ydshh (jtdtd@td.ca, Abc, Pending), Edtdl jtdtdtd (jtdtd@td.ca, Test2, Abc, Pending), George George (gg@gmail.com, Test1234, Test2, Abc, Pending), Kondanu Bindu (NjKjH@td.com, Abc, Pending), and Randy Orton (randy.orton@td.ca, Pending).

Click on 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. Click **Edit**.

The screenshot shows the 'About this user' profile page. At the top, there is a back arrow and the title 'About this user'. Below the title is a user profile card with a circular avatar containing 'FL', the text 'Firstname Lastname', 'Pending', and contact information 'test@email.com' and '+1 907-8**-****9'. An 'Edit' button is in the top right corner of the card. Below the card is a 'GROUPS' section with an 'Edit' button. It contains a table with columns 'Name' and 'Description'. The table has one row: 'Staff' with the description 'Monitoring transactions'. A 'Details' link is at the end of the row.

Edit the **E-mail address, Country code, and Phone number** as needed. Click **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, there is a warning message: 'Only the e-mail address, country code, and phone number can be edited.' Below this is the 'Assign as' section with radio buttons for 'User' (selected) and 'System Administrator'. The form has input fields for 'First name' (Firstname), 'Last name' (Lastname), 'E-mail address' (test@email.com), 'Country' (US (+1)), and 'Phone number' (9078****9). 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 click on the **Users** tab. Then click the chevron next to the status of the active user you'd like to suspend. Click on **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, clicking on the **Users** tab, and then clicking on 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 clicking **Reactivate System Administrator**.

If approval requirements are added for 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 click on **Resend activation e-mail**. This option only appears if the user's status is pending.

The screenshot shows the 'Administration' page with the 'Users' tab selected. A table lists users with columns for NAME, E-MAIL, GROUPS, and STATUS. A user named 'Firstname Lastname' with email 'test@email.com' and status 'Pending' is highlighted. A context menu is open over the status, showing options: 'Delete user', 'Resend activation e-mail', 'Assign as System Administrator', and 'Suspend user'. A line connects the 'Suspend user' option to a 'Suspend User' dialog box below. The dialog box contains the following information:

Suspend User

FL

Firstname Lastname

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

Full Name
Firstname Lastname

Current status
Pending

Email
test@email.com

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

Buttons: Cancel, Suspend

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 click on the **Users** tab. Then click the chevron next to the status of the pending or active user. Click on **Assign as System Administrator**.

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

- Delete user
- Resend activation e-mail
- Assign as System Administrator
- Suspend user

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

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

STATUS ↑
Pending ^

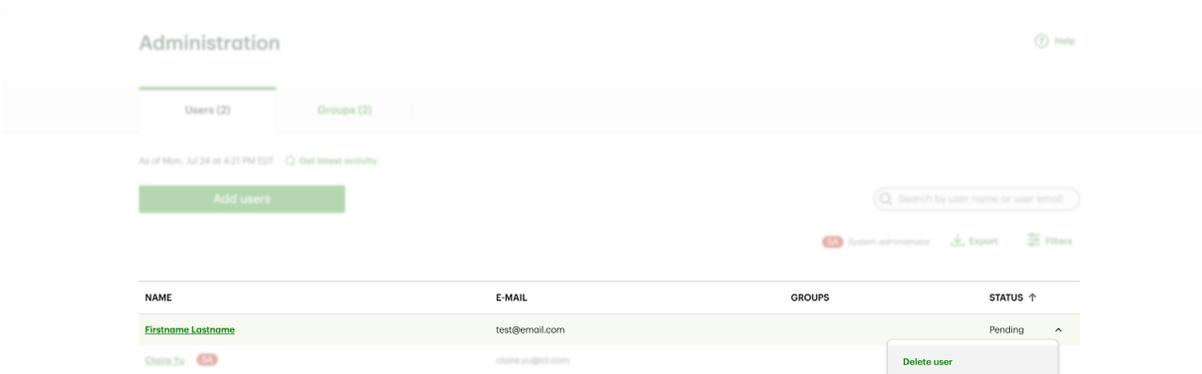
- Delete System Administrator
- Unassign System Administrator
- Resend activation e-mail
- Suspend System Administrator

Deleting a user

To delete a user, go to the main **Administration** page and click on the **Users** tab. Then click on the chevron next to the status of the user you'd like to delete and click **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.

Clicking on **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.





Firstname Lastname

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

Full Name
 Firstname Lastname

Current status
 Pending

Email
 test@email.com

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

Deleting a group

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

Clicking on **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.

The screenshot shows the 'Administration' page with the 'Groups' tab selected. A table lists groups, including 'Staff' and 'Testgroup1'. A 'Delete' button is visible next to 'Testgroup1'. A confirmation dialog is open, asking 'Are you sure you want to delete this group? Only the group will be deleted. The accounts and users will still be active.' The dialog also displays the group name 'Testgroup1' and its description.

NAME ↑	DESCRIPTION
Staff	Monitoring transactions
Testgroup1	

Are you sure you want to delete this group? Only the group will be deleted. The accounts and users will still be active.

Group name:
Testgroup1

Description:

E-mail notifications

Whenever a user or group is added or updated, every **System Administrator** will receive an e-mail notification about the change. 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.

Making transfers

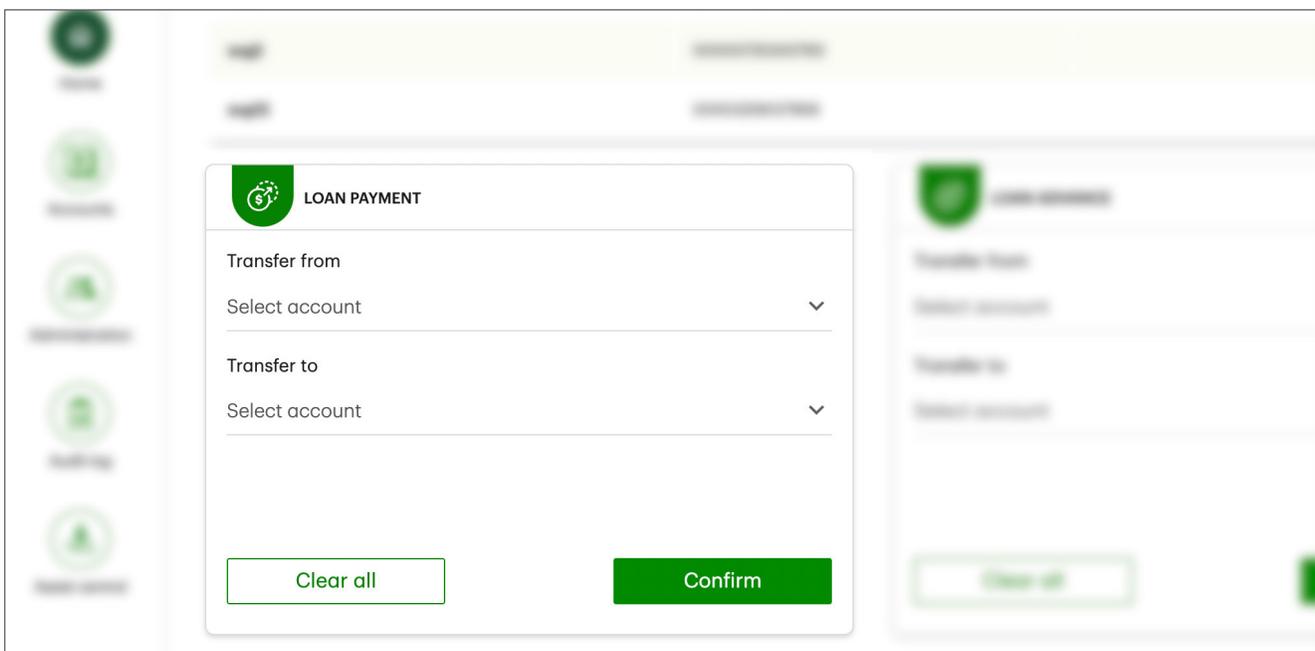
The account transfer service is now available for users in groups with access to the service to transfer funds between a company's different accounts.

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, click **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. Click **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
Payment status Submission successful	Payment status Submission successful
Amount \$2,300.00	Amount \$200.00
Confirmation number BA7D2E06-6E48-434D-AC84-BCE9C084DA9D	Confirmation number 57647074-CE5C-42B6-AF72-01BEFECE6355

Close

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

Loan payment submitted

\$2,300.00

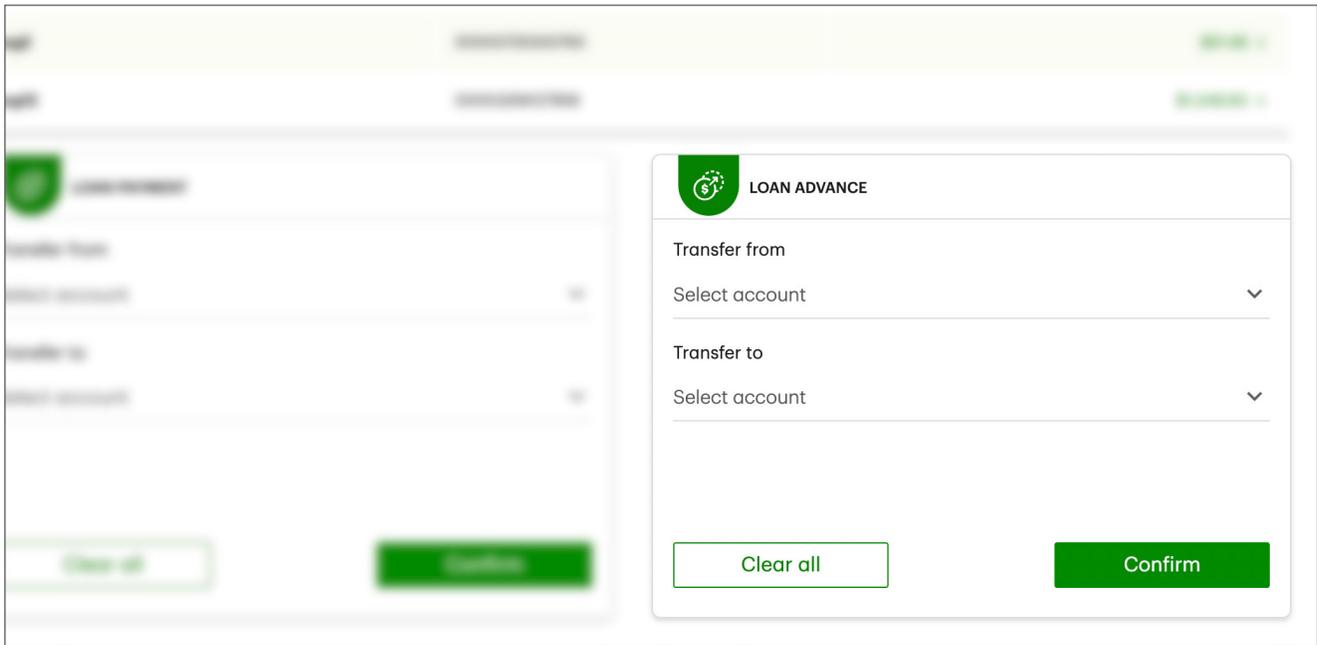
Transfer from: 33502 - chq6 Transfer to: 927216 - acbs1 Date: Oct 25, 2022 1:35 PM

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

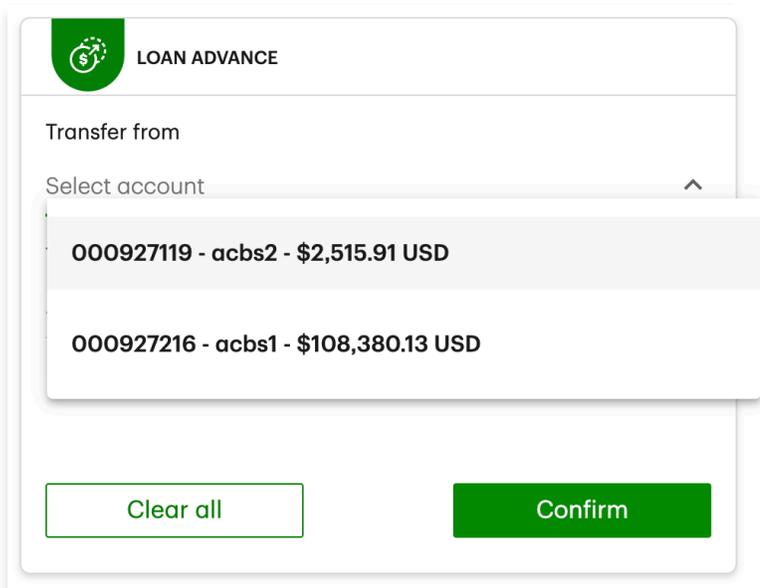
Close

Loan advance transfers

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



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



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

 **LOAN ADVANCE**

Transfer from
000927119 - acbs2 - \$2,515.91 USD ▼

Transfer to
0000033502 - chq6 - \$4,373.56 USD ▼

Amount
\$

Note (Optional) 0/60

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



Loan advance submitted
\$200.00

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

 **LOAN ADVANCE**

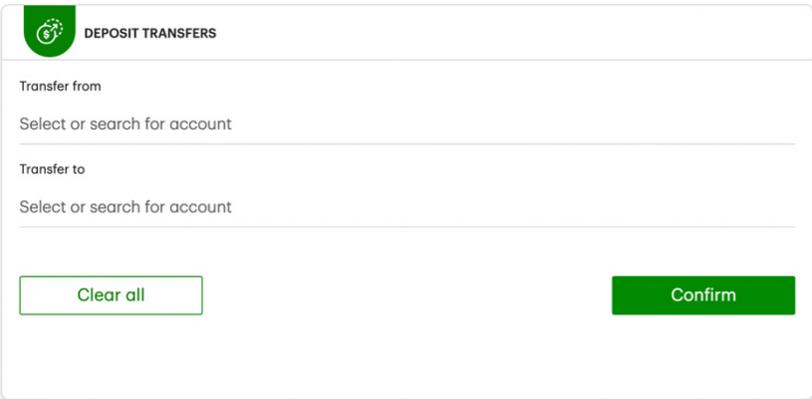
Loan advance status
Submission successful

Amount
\$200.00

Confirmation number
0011

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, there are two buttons: "Clear all" and "Confirm".

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 menu lists three accounts with their respective 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, click **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 click **Confirm**, you will see your deposit transfer confirmation details. Click **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

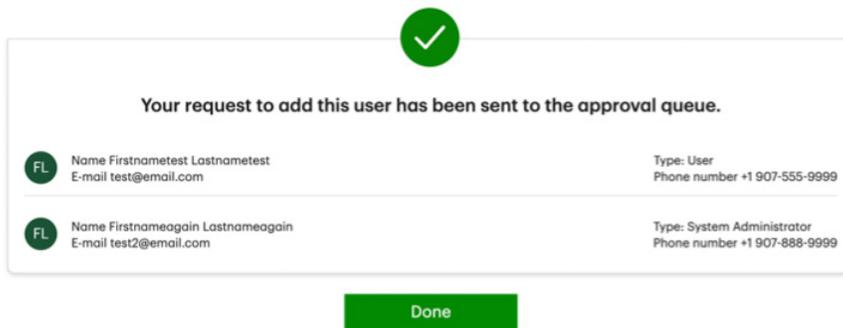
Close



Approvals

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.

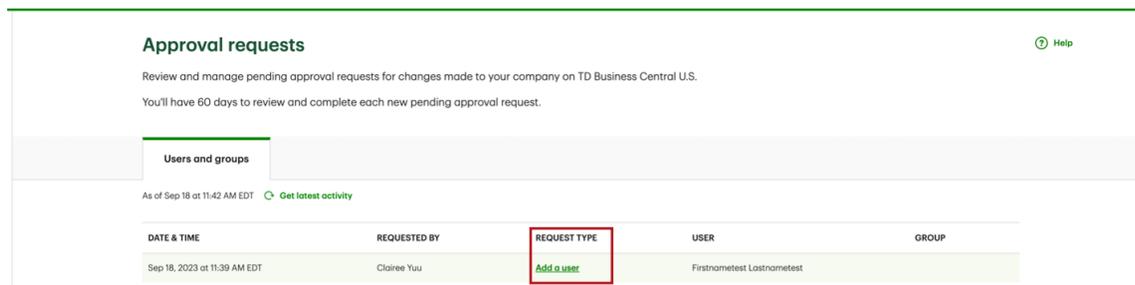


If you are a **System Administrator** and the approval requirements were added to your company, you can access the **Approval requests** page from your top navigation menu, from anywhere on the portal.

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



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



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

< Back **Add a user** Print

Status Pending Requested by Clairee Yuu Request type Add a user

User			
NAME	E-MAIL	PHONE NUMBER	TYPE
Firstnametest Lastnametest	test@td.com	+1 888-9**.**8	User

Group
This user has not been assigned to any groups.

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** Print

Status Pending Requested by Clairee Yuu Request type Add a user

User			
NAME	E-MAIL	PHONE NUMBER	TYPE
Firstnametest Lastnametest	test@td.com	+1 888-9**.**8	User

Group
This user has not been assigned to any groups.

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 clicking on **Audit log** located along the left navigation bar on your dashboard. Within your audit log you can sort your history by date/time by clicking on that heading. The most recent 25 entries will be displayed from the past 18 months. You can refresh your audit log results by clicking on **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

Yu, Claire
▼

[Filters](#)
[Print](#)
[Export](#)

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

Audit log for System Administrators

If you are a **System Administrator**, you can access the audit log for a specific user by clicking on **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 clicking on that heading. You can also refresh your audit log results by clicking on 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
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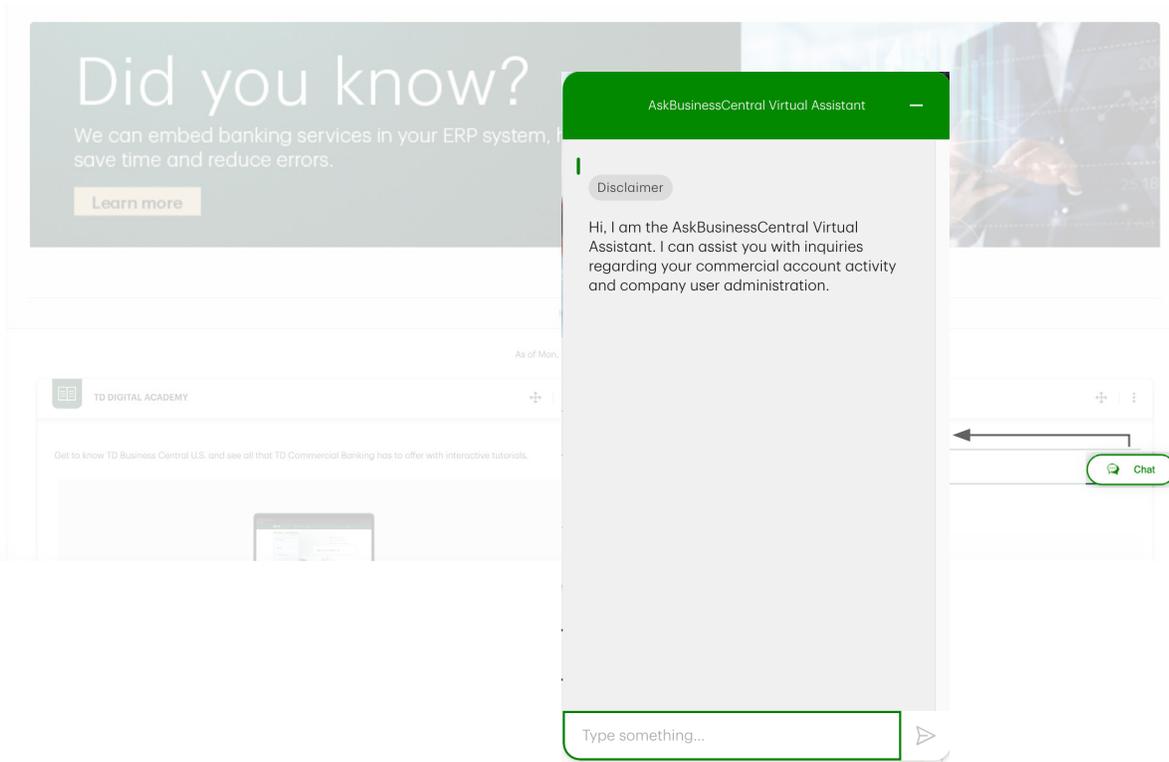


Chat / Assist Central / FAQs

- [Chat](#)
- [Assist Central](#)
- [Help / FAQs](#)

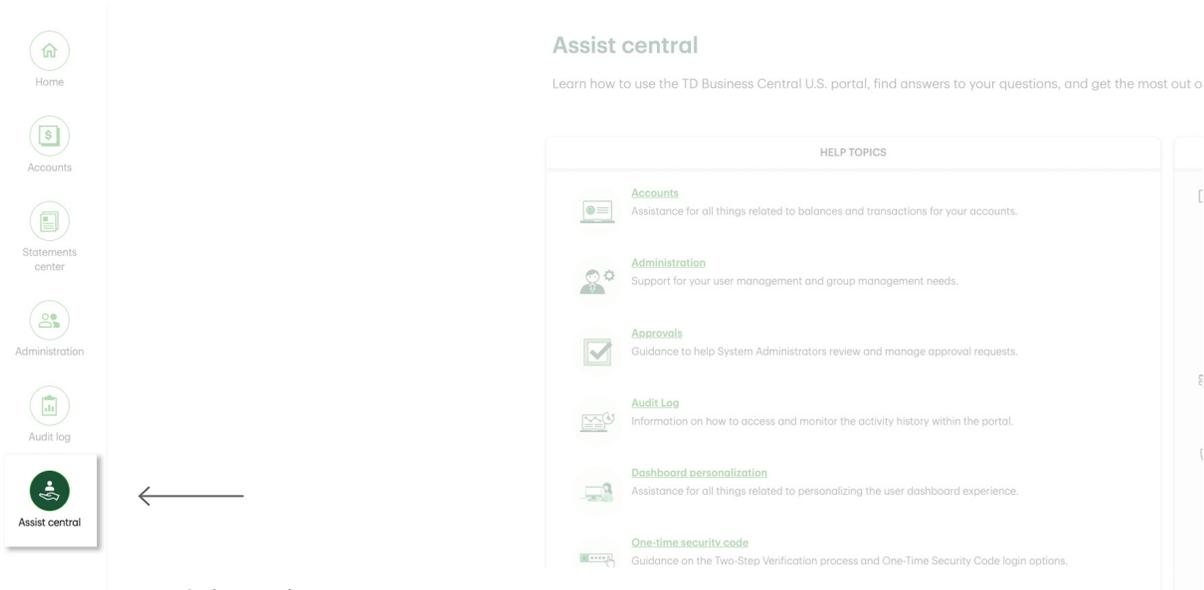
Chat

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

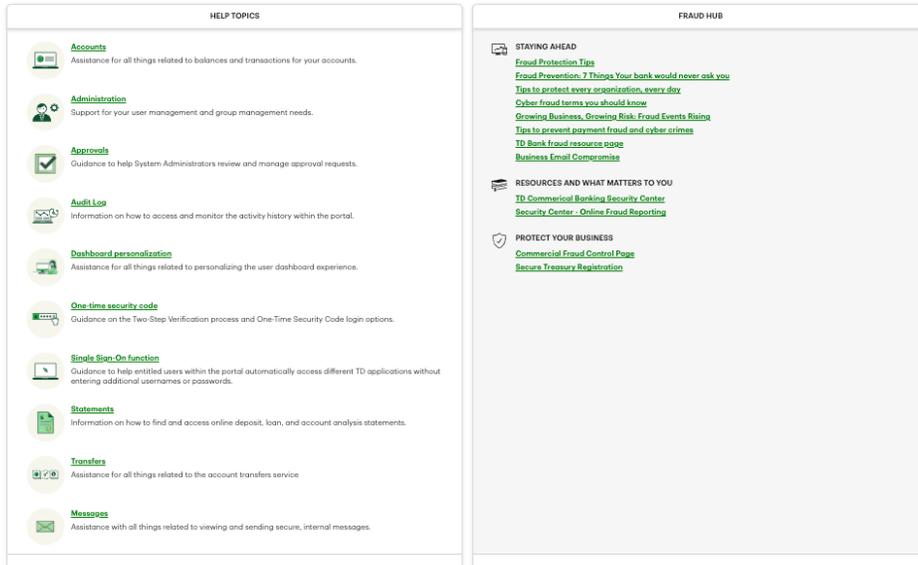


Assist Central

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



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



CONTACT US

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

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

Help / FAQs

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

< Back

Transfers Help

[What is the account transfer service?](#)

[How do I make a transfer?](#)

[What is a loan payment?](#)

[What is a loan advance?](#)

[Why did my principal payment succeed, but my interest payment failed?](#)

[Why did my interest payment succeed, but my principal payment failed?](#)

[Why did both my principal payment and interest payment fail?](#)

[Why did my loan advance fail?](#)

[What is a deposit transfer?](#)

[Why did my deposit transfer fail?](#)

What is the account transfer service?

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

How do I make a transfer?

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

What is a loan payment?

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

What is a loan advance?

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

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

[Chat](#)