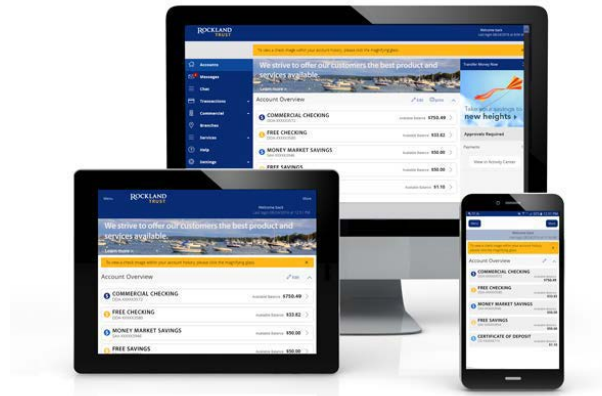


# Personal Online and Mobile Banking User Guide



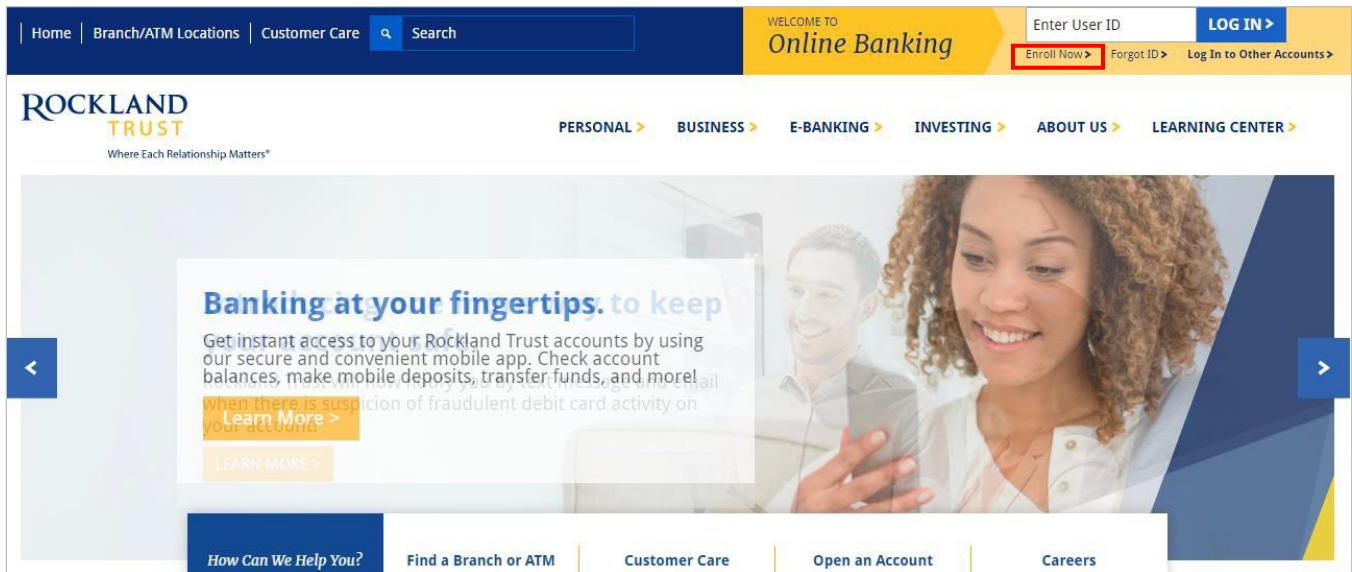
## Table of Contents

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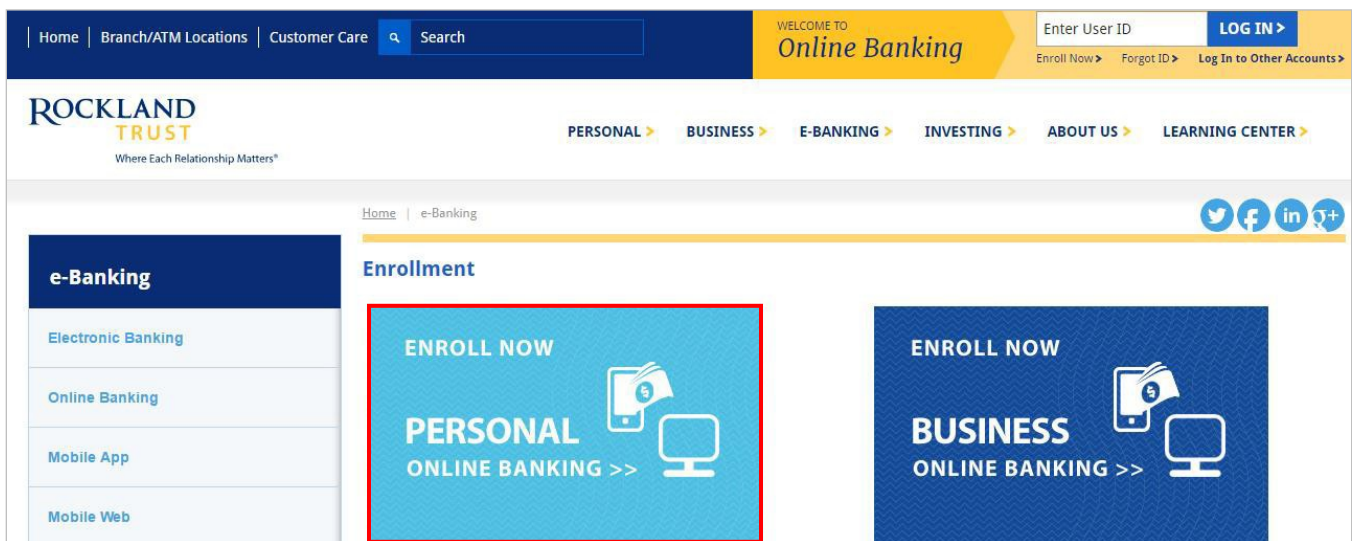
# Online Enrollment

## Retail Enrollment

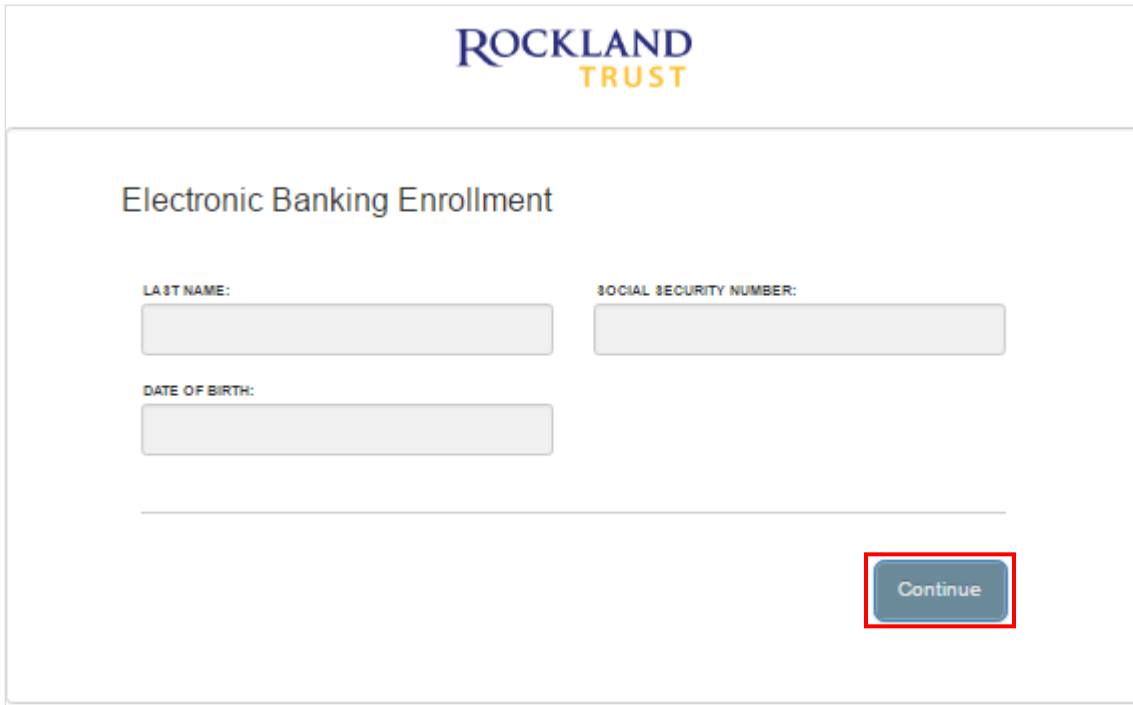
1. Go to <https://www.RocklandTrust.com>
2. Click the 'Enroll Now' button in the top right hand corner of the screen.



3. Click on the 'Enroll Now' Personal Online Banking box.

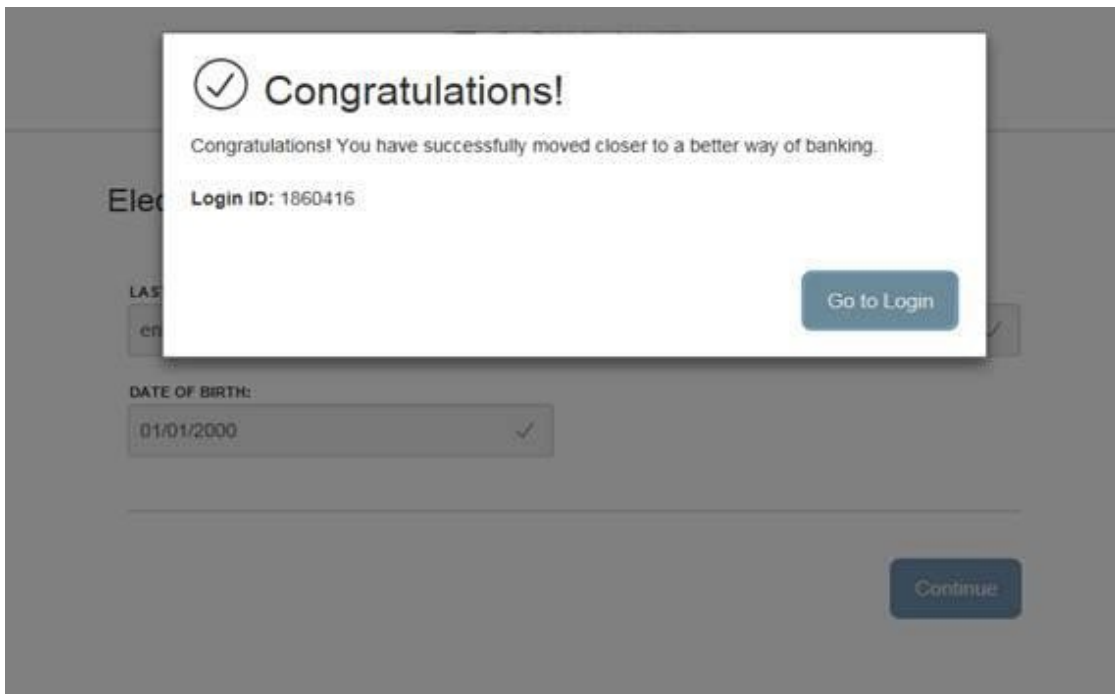


4. Enter the required fields: Customer Last Name, Social Security Number, and Date of Birth.
5. Click the 'Continue' button.



The image shows the Rockland Trust Electronic Banking Enrollment form. At the top center is the Rockland Trust logo. Below it is the title "Electronic Banking Enrollment". The form contains three input fields: "LAST NAME:" with a text box, "SOCIAL SECURITY NUMBER:" with a text box, and "DATE OF BIRTH:" with a date picker. A "Continue" button is located at the bottom right of the form, highlighted with a red rectangle.

6. Click the 'Go to Login' button.



The image shows a congratulatory message overlay on top of the enrollment form. The message reads: "Congratulations! Congratulations! You have successfully moved closer to a better way of banking." Below the message is the "Login ID: 1860416". A "Go to Login" button is located at the bottom right of the overlay. The background form is dimmed, showing the "DATE OF BIRTH:" field with the value "01/01/2000" and a "Continue" button at the bottom right.

7. Select the location where you would like to have a Secure Access Code delivered.

The screenshot shows the Rockland Trust logo at the top. Below it, the text "Send your Secure Access Code to:" is centered. There are five blue buttons stacked vertically, each with white text. The buttons are: "I have a Secure Access Code", "SMS : (xxx) xxx - 5531", "SMS : (xxx) xxx - 0718", "Phone to : (xxx) xxx - 3417", and "E-mail : xxxxxxpencer@xxxxnking.com".

8. Enter the Secure Access Code in the box once it has been received. Note: Secure Access Codes are only valid for 15 minutes. Click the 'Submit' button.

The screenshot shows the Rockland Trust logo at the top. Below it, the text "Enter your Secure Access Code" is centered. There is a white text input box with a light gray border and the placeholder text "Secure Access Code". Below the input box are two buttons: a dark blue "Back" button and a light blue "Submit" button.

9. Establish your new password following the requirements listed and click the 'Submit' button at the bottom of the page.

# ROCKLAND TRUST

Please set your new password:

Password must be at least 8 characters long.

Password can be no more than 20 characters long.

Password must contain a minimum of 1 numbers.

Password must contain a minimum of 1 lower case characters.

Password must contain a minimum of 1 upper case characters.

Password must contain a minimum of 1 special characters.

Password may not contain the following characters <>.

Submit

10. Validate the information in the user profile.
11. Make the necessary changes (if applicable).
12. Click the 'Submit Profile' button at the bottom of the screen.

# ROCKLAND TRUST

Please review and update your profile

<b>PREFIX</b>	<b>FIRST NAME *</b>	<b>MIDDLE NAME</b>
<input type="text" value=""/>	<input type="text" value="Sample"/>	<input type="text" value="Middle Name"/>
<b>LAST NAME *</b>	<b>SUFFIX</b>	
<input type="text" value="User"/>	<input type="text" value=""/>	
<b>E-MAIL ADDRESS *</b>		
<input type="text" value="sample@company.com"/>		
<hr/>		
<b>ADDRESS 1 *</b>		
<input type="text" value="123 Main Street"/>		
<b>ADDRESS 2</b>		
<input type="text" value=""/>		
<b>COUNTRY *</b>		
<input type="text" value="United States"/>		
<b>CITY *</b>	<b>STATE *</b>	<b>ZIP *</b>
<input type="text" value="Rockland"/>	<input type="text" value="Massachusetts"/>	<input type="text" value="12345"/>
<hr/>		
<b>PHONE COUNTRY *</b>		
<input type="text" value="United States"/>		
<b>HOME PHONE *</b>	<b>WORK PHONE</b>	
<input type="text" value="(512)555-1212"/>	<input type="text" value="(512)555-1213"/>	

Back to Login
Submit Profile

13. Read the Online Banking Agreement and scroll down to the bottom to accept.

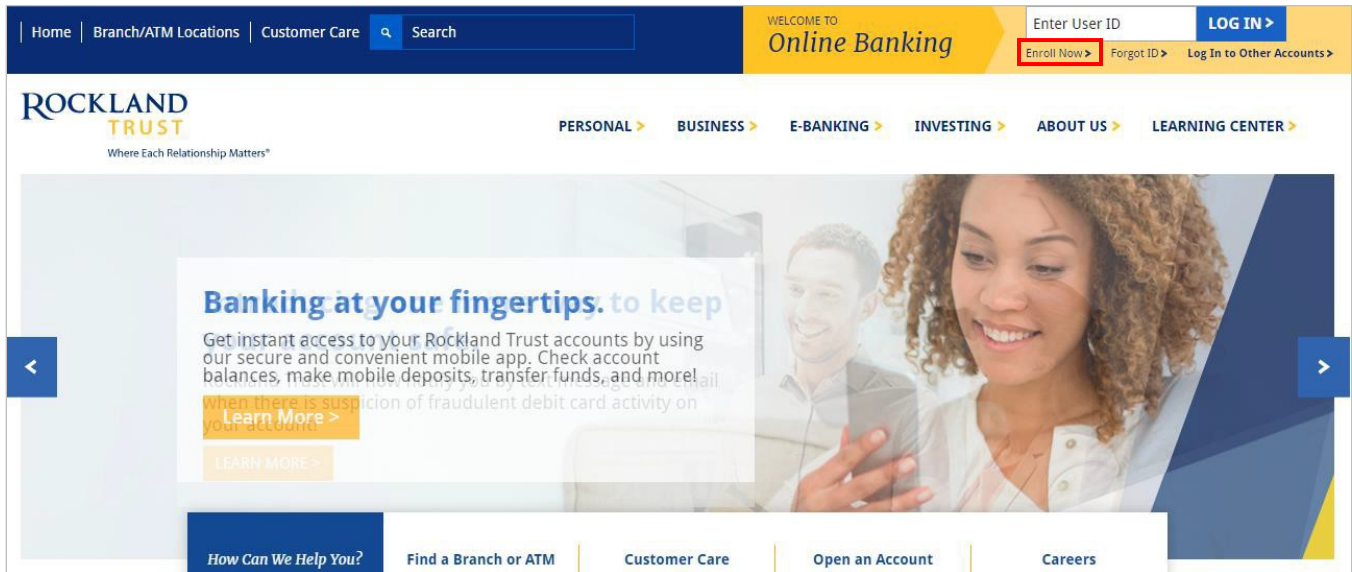
ROCKLAND TRUST	
Login <input checked="" type="checkbox"/>	ROCKLAND TRUST ONLINE BANKING AGREEMENT
Disclaimers	IMPORTANT
<b>Disclaimer</b>	<p>This Online Banking Agreement ("Agreement") is between you and Rockland Trust Company. This Agreement governs your use of Rockland Trust's online banking services (the "Service" or "Online Banking"), as well as any transactions that you may initiate with and/or request from Rockland Trust through the Service ("Online Transactions"). The Service permits you to perform a number of banking functions involving your Accounts that are linked to the Service through the use of a personal computer or a mobile Internet-enabled access device. You agree to be bound to the terms and conditions pertaining to Online Banking and the specific terms and conditions applicable to any other associated services, including the Bill Payment Service, that you elect to use as set out below.</p> <p>Certain important terms applicable to all services of Online Banking, unless otherwise defined in this Agreement, are set out in the Definitions section in Part V - DEFINITIONS at the end of this Agreement.</p> <p>This Agreement does not cover transfers you may make through the branch, a telephonic individual voice response system (IVR) or through an automated teller machine (ATM). Rockland Trust is providing you with this Agreement in accordance with, and is subject to, Applicable Law. Please read this document carefully, as it discusses in detail your rights and responsibilities when enrolling in the Service and when conducting Online Transactions through the Service.</p> <p>By clicking on the "I Accept" button and/or proceeding to use the Service, you acknowledge that you have read, understood, and agree to be bound by this Agreement and the terms and conditions associated with your use of the Service, including any Online Transactions you initiate through the Service.</p> <p>We recommend that you print or store a copy of this Agreement and keep it with your records. You may also view this Agreement, at any time, at the disclosure page on our website at <a href="http://www.RocklandTrust.com">www.RocklandTrust.com</a>.</p> <p><b>PART I</b></p> <p><b>ONLINE BANKING SERVICE FEATURES</b></p> <p>This portion of the Agreement describes the general features, terms and conditions of Online Banking applicable to both Consumers and Non-Consumers, except as may otherwise be expressly indicated.</p> <p><b>WHO IS ELIGIBLE</b></p> <p>You are eligible to use Online Banking if you maintain an open Account (checking, savings and/or loan) and have executed this Agreement, and if we have otherwise approved your use of the Service, as described further below.</p> <p><b>ACCESS</b></p> <p>To use Online Banking, you must have a Computer or a mobile Internet-enabled access device (hereinafter referred to as a "Mobile Device"). You must also have access to the Internet and an email address. To register for the Service, you must complete an enrollment and/or other set-up process and associated forms) and be approved by us in our sole and exclusive discretion. Your enrollment in Online Banking will enable you to access only those Accounts that you have designated through and that are eligible for access with Online Banking. You can also request to add or remove an Account by submitting a secure message through Online Banking.</p> <p>Subject to Applicable Law, and at our sole discretion, we reserve the right to modify, suspend, or terminate access to the Service at any time without notice or refund of previously incurred fees. You authorize us, at our election and as permitted by Applicable Law, directly or through an agent, to obtain your credit report in connection with your request for use of Online Banking and, in our sole discretion, thereafter from time to time, in connection with your use of the Service. We may limit your access to the Service or the dollar amount and/or frequency of your transfers and payments based on your credit report.</p> <p>For Non-Consumer customers, access to your Accounts through Online Banking will be based upon the identification of Authorized Users and authority levels specified by you through Online Banking.</p>

14. Click on the 'I Accept' button to formally accept the Online Banking Agreement.

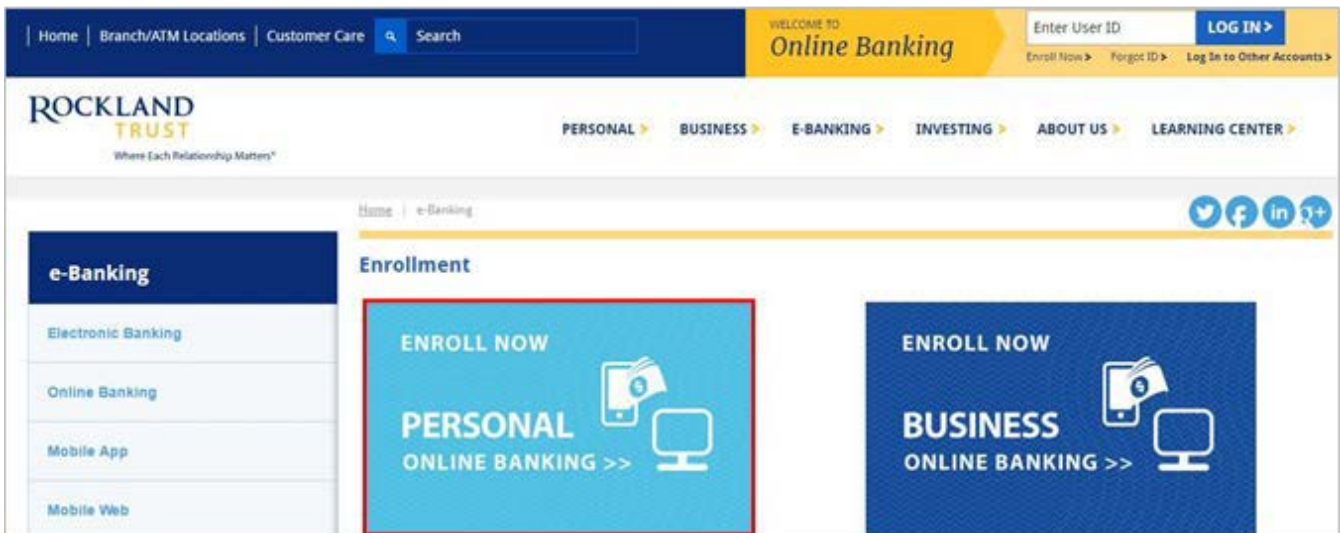
<p><b>ACCEPTANCE OF AGREEMENT</b></p> <p>By clicking on the "I Accept" button and/or proceeding to use the Service, you acknowledge that you have read, understood, and agree to be bound by this Agreement and the terms and conditions associated with your use of the Service, including any Online Transactions you initiate through the Service.</p> <p><b>IMPORTANT: PRIOR TO CLICKING ON "I ACCEPT" BELOW, PLEASE PRINT AND RETAIN THIS AGREEMENT FOR YOUR RECORDS.</b></p> <p>Member FDIC Equal Housing Lender Rev. 10/20/2014</p> <p style="text-align: center;"> <input type="button" value="I Do Not Accept"/> <input checked="" type="button" value="I Accept"/> </p>
---

## Enrollment

1. Go to <https://www.RocklandTrust.com>
2. Click the 'Enroll Now' button in the top right hand corner of the screen.




3. Click on the 'Enroll Now' Personal Online Banking box.





4. Enter the required fields.
5. Click the 'Submit Enrollment' button.



## Business Online Banking Enrollment Form

Please complete the form below to request enrollment into online banking. When completed, click on the submit button to securely forward the request to our E-Banking team for review and processing. We will contact you with your login credentials via email once the application is processed. Should you have any questions, please contact us at 888.878.7824 for assistance.

**CUSTOMER INFORMATION**

Company Name <input style="width: 95%;" type="text"/>	TIN <input style="width: 95%;" type="text"/>
Street <input style="width: 95%;" type="text"/>	City <input style="width: 95%;" type="text"/>
State <input style="width: 95%;" type="text" value="Massachusetts"/>	Zip <input style="width: 95%;" type="text"/>
Business Phone <input style="width: 95%;" type="text"/>	Cell <input style="width: 95%;" type="text"/>
Email Address: <input style="width: 95%;" type="text"/>	

**ACCOUNT NUMBERS**

1. <input style="width: 95%;" type="text"/>	2. <input style="width: 95%;" type="text"/>	3. <input style="width: 95%;" type="text"/>
4. <input style="width: 95%;" type="text"/>	5. <input style="width: 95%;" type="text"/>	6. <input style="width: 95%;" type="text"/>
7. <input style="width: 95%;" type="text"/>	8. <input style="width: 95%;" type="text"/>	9. <input style="width: 95%;" type="text"/>

**ADMINISTRATOR INFORMATION \*MUST BE A SIGNER.**

Administrator 1:

First Name <input style="width: 95%;" type="text"/>	Last Name <input style="width: 95%;" type="text"/>	
Social Security Number <input style="width: 95%;" type="text"/>	Daytime Phone Number <input style="width: 95%;" type="text"/>	
Mother's Maiden Name <input style="width: 95%;" type="text"/>	Business E-Mail Address <input style="width: 95%;" type="text"/>	
Date of Birth <input style="width: 95%;" type="text"/>	Requested Login ID <input style="width: 95%;" type="text"/>	

Administrator 2:

First Name <input style="width: 95%;" type="text"/>	Last Name <input style="width: 95%;" type="text"/>	
Social Security Number <input style="width: 95%;" type="text"/>	Daytime Phone Number <input style="width: 95%;" type="text"/>	
Mother's Maiden Name <input style="width: 95%;" type="text"/>	Business E-Mail Address <input style="width: 95%;" type="text"/>	
Date of Birth <input style="width: 95%;" type="text"/>	Requested Login ID <input style="width: 95%;" type="text"/>	

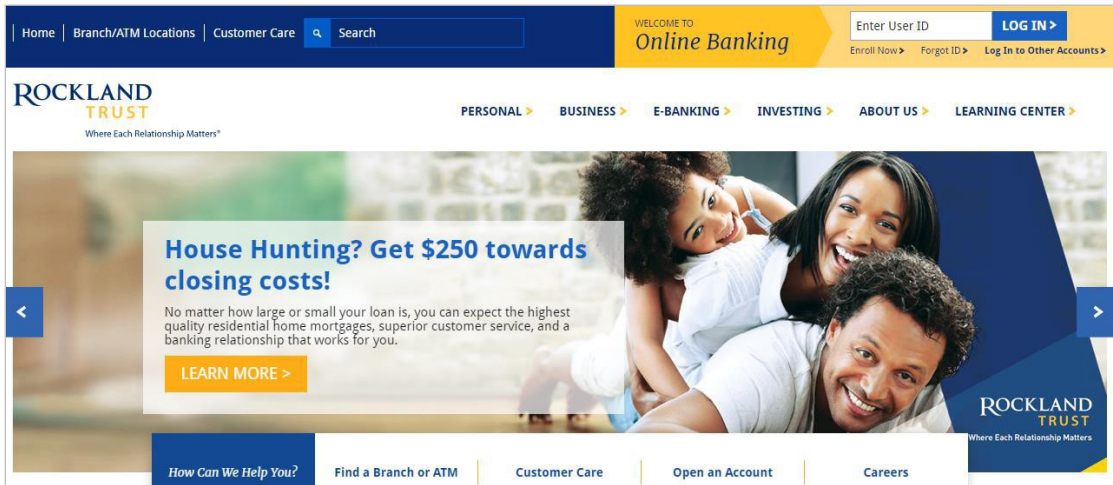
**ADDITIONAL SERVICES**

If you are interested in originating ACH capabilities from your business account, please email our Cash Management Officers at [RTCCashManagement@RocklandTrust.com](mailto:RTCCashManagement@RocklandTrust.com). If you are interested in Wire Transfer capabilities from your business account, please email our Wire Transfer Department at [RTCWireTransfer@RocklandTrust.com](mailto:RTCWireTransfer@RocklandTrust.com).

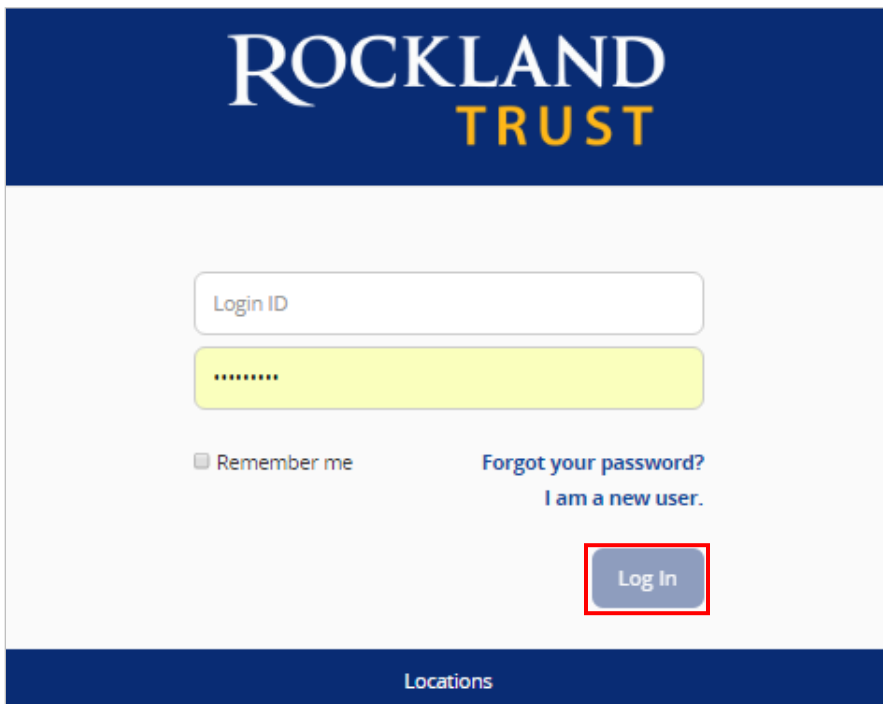
# Login Process & Device Registration

## Login Process

1. Enter your User ID in the box that is located in the top right hand corner of the screen and click on the 'Log In' button.



2. Enter your existing password in the box.
3. Click on the 'Log In' button.



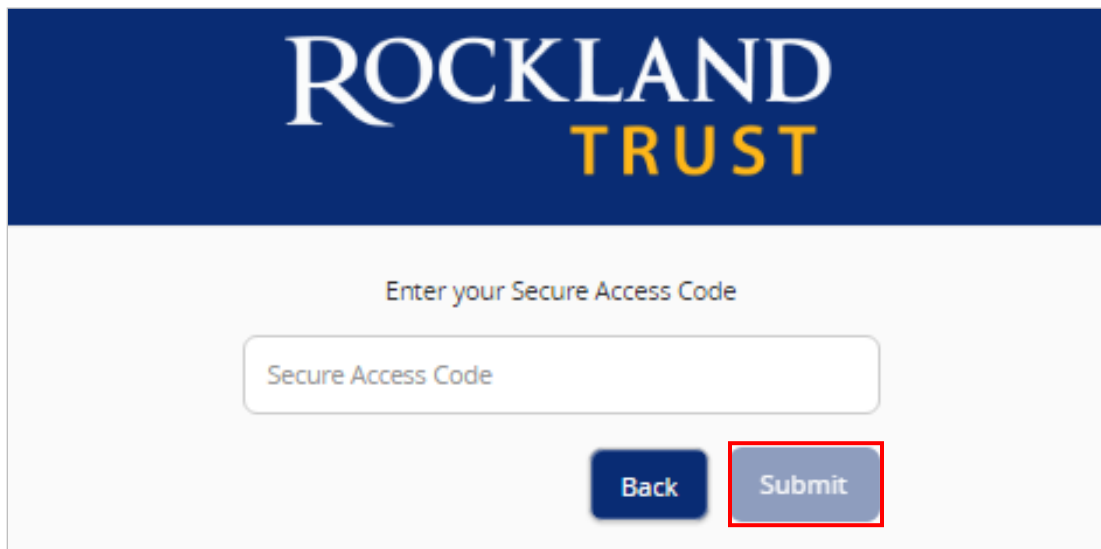
4. Select the location where you would like to have a Secure Access Code delivered.



The screenshot shows the Rockland Trust logo at the top. Below it, the text "Send your Secure Access Code to:" is centered. There are five blue buttons stacked vertically, each with white text:

- I have a Secure Access Code
- SMS : (xxx) xxx - 5531
- SMS : (xxx) xxx - 0718
- Phone to : (xxx) xxx - 3417
- E-mail : xxxxxxpencer@xxxxnking.com

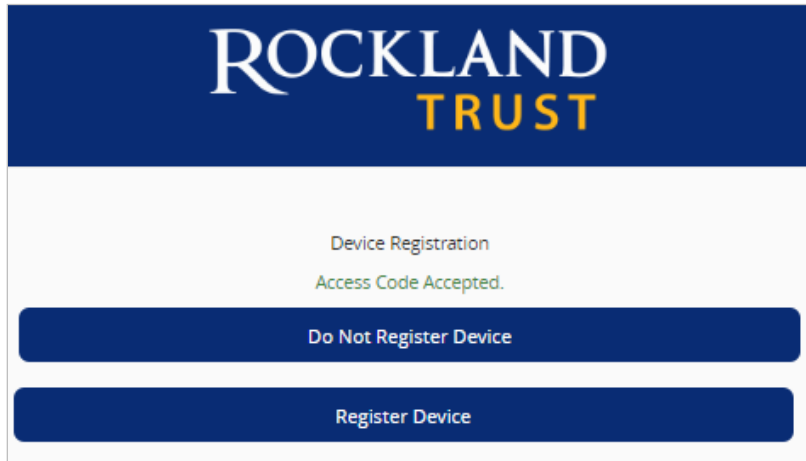
5. Enter the Secure Access Code in the box once it has been received. Note: Secure Access Codes are only valid for 15 minutes.
6. Click the 'Submit' button.



The screenshot shows the Rockland Trust logo at the top. Below it, the text "Enter your Secure Access Code" is centered. There is a white input field with the placeholder text "Secure Access Code". Below the input field are two buttons: a blue "Back" button and a blue "Submit" button. The "Submit" button is highlighted with a red border.

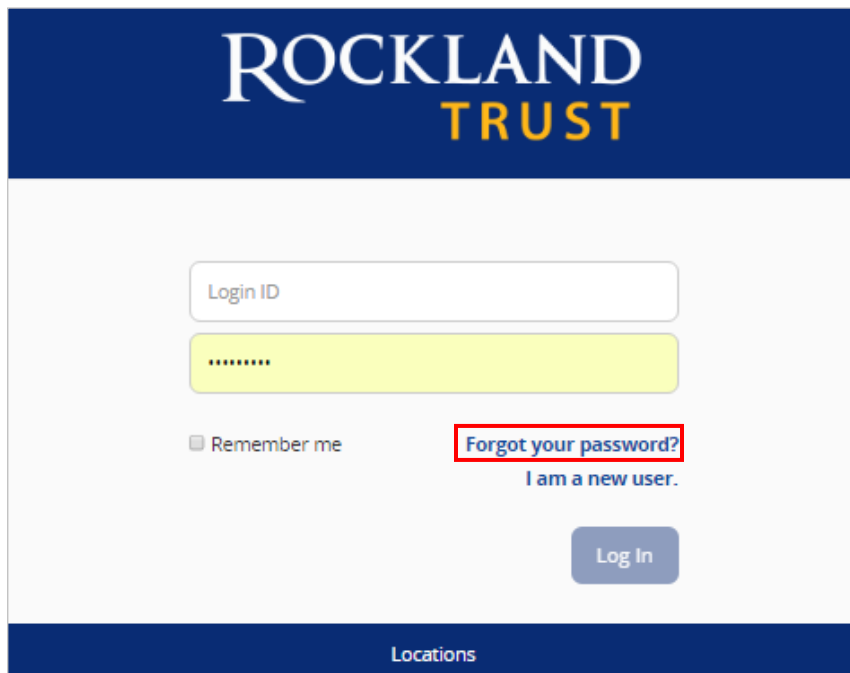
7. Select the appropriate registration option.

NOTE: Are you at a private computer that you will use regularly to access online banking? If so, you can register your browser for future access. If you are at a public computer, select 'Do Not Register Device' and this computer will not be registered. Note: To register your computer we will place a cookie in your browser. Your PC must be configured to accept 'cookies' from this site. The next time you log on, you will only need to enter your User ID and password.

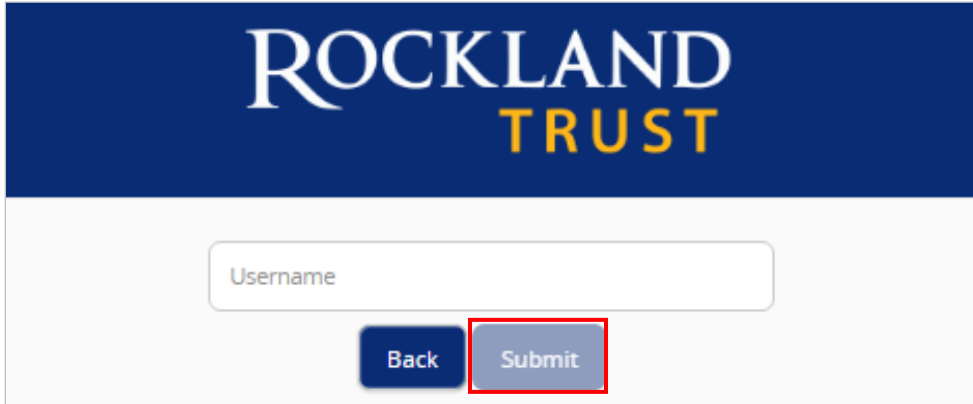


## Forgot your password?

1. Click the 'Forgot your password?' link on the passwordscreen.



2. Enter your Username in the box.
3. Click the 'Submit' button.



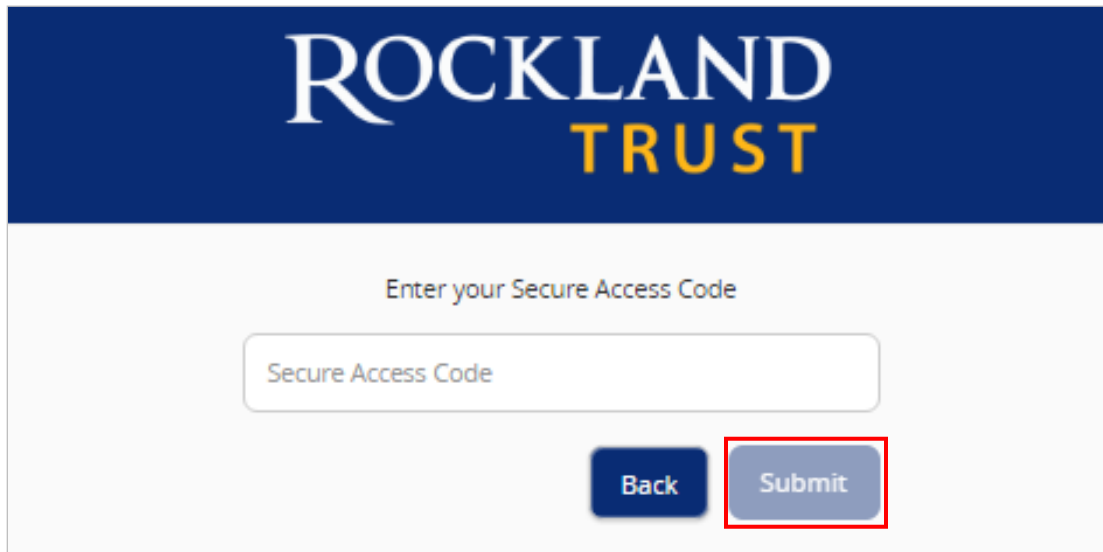
The image shows a login form for Rockland Trust. At the top, the Rockland Trust logo is displayed in white and yellow text on a dark blue background. Below the logo is a white input field labeled "Username". Underneath the input field are two buttons: a dark blue "Back" button and a grey "Submit" button. The "Submit" button is highlighted with a red rectangular border.

4. Select the location where you would like to have a secure access code delivered.



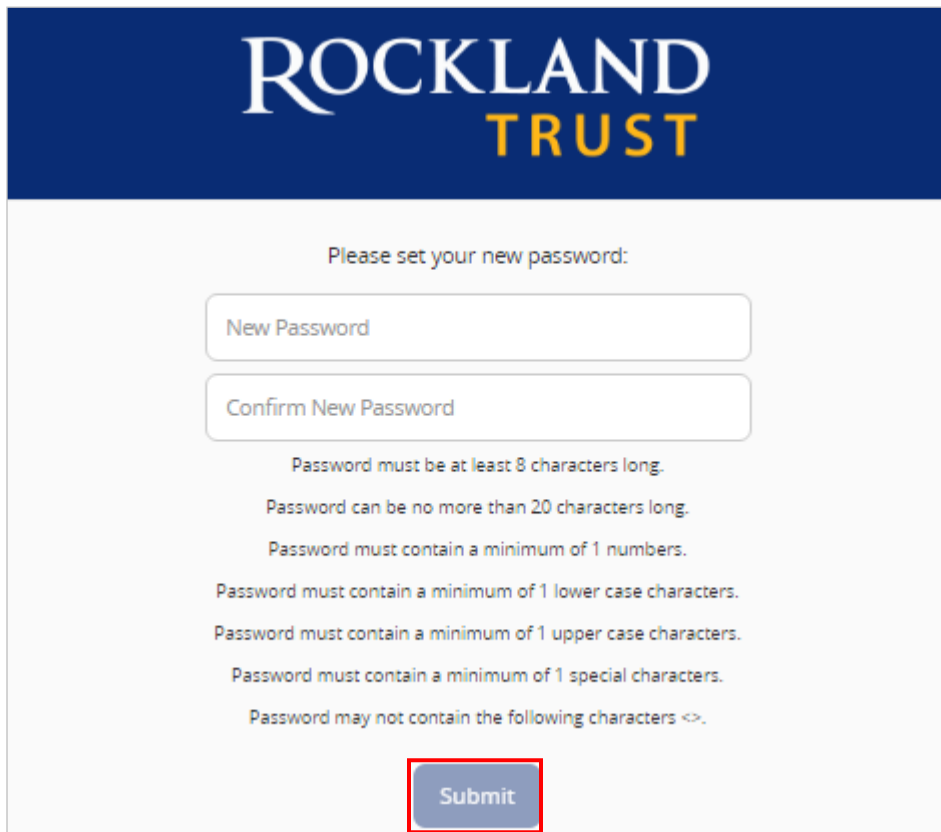
The image shows a selection screen for secure access code delivery. At the top, the Rockland Trust logo is displayed in white and yellow text on a dark blue background. Below the logo, the text "Send your Secure Access Code to:" is centered. There are five dark blue buttons stacked vertically, each with white text. The buttons are: "I have a Secure Access Code", "SMS : (xxx) xxx - 5531", "SMS : (xxx) xxx - 0718", "Phone to : (xxx) xxx - 3417", and "E-mail : xxxxxxpencer@xxxxxnking.com".

5. Enter the Secure Access Code in the box once it has been received. Note: Secure Access Codes are only valid for 15 minutes.
6. Click the 'Submit' button.



The screenshot shows the Rockland Trust logo at the top. Below the logo, the text "Enter your Secure Access Code" is centered. There is a text input field with the placeholder text "Secure Access Code". Below the input field are two buttons: a dark blue "Back" button and a grey "Submit" button. The "Submit" button is highlighted with a red rectangular border.

7. Select a new password using the requirements listed.
8. Click the 'Submit' button.



The screenshot shows the Rockland Trust logo at the top. Below the logo, the text "Please set your new password:" is centered. There are two text input fields: "New Password" and "Confirm New Password". Below the input fields, there are several password requirements listed:



- Password must be at least 8 characters long.
- Password can be no more than 20 characters long.
- Password must contain a minimum of 1 numbers.
- Password must contain a minimum of 1 lower case characters.
- Password must contain a minimum of 1 upper case characters.
- Password must contain a minimum of 1 special characters.
- Password may not contain the following characters <>.

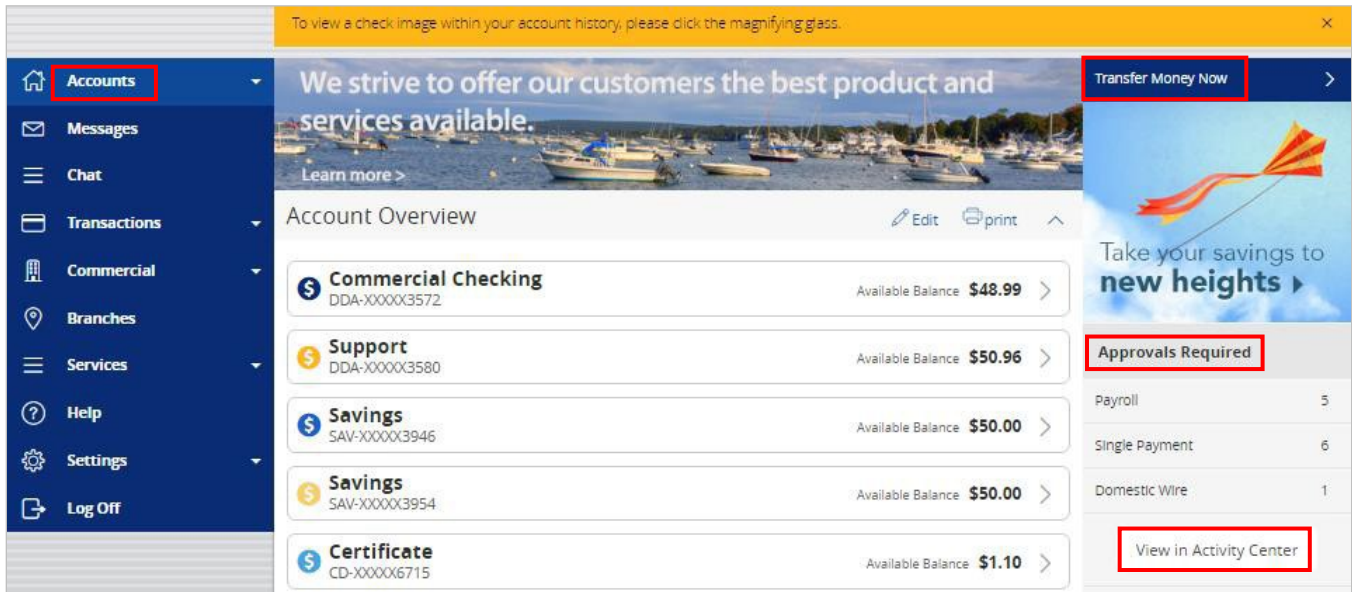
At the bottom of the form is a grey "Submit" button, which is highlighted with a red rectangular border.

Note: You must be on a registered computer and browser to perform this action. If you are not on a registered computer and browser, please call 508.732.7072.

# Accounts

## Accounts



1. A listing of accounts the user has access to appears in the middle of the screen.
2. The 'Transfer Money Now' option on the top right corner of the screen is a direct shortcut to the 'Transfer Funds' option within the 'Transactions' menu.
3. The 'Approvals Required' displays a listing of commercial or retail payments which are currently awaiting approval. Click the 'View in Activity Center' button to review the transactions awaiting approval.
4. Click the 'Edit' option  shown above the account listing towards the right side of the screen to go to assign 'Account Nicknames' and the 'order' you would like your account to appear.
5. Click the 'print' option  shown above the account listing towards the right side of the screen to print a listing of accounts.
6. Click on any account to go to the 'Account Details' page to view account details and transaction history associated with the account.








To view a check image within your account history, please click the magnifying glass.

**Accounts** | We strive to offer our customers the best product and services available. | **Transfer Money Now**

Learn more >

Account Overview   ^

 <b>Commercial Checking</b> DDA-XXXXX3572	Available Balance <b>\$48.99</b> >
 <b>Support</b> DDA-XXXXX3580	Available Balance <b>\$50.96</b> >
 <b>Savings</b> SAV-XXXXX3946	Available Balance <b>\$50.00</b> >
 <b>Savings</b> SAV-XXXXX3954	Available Balance <b>\$50.00</b> >
 <b>Certificate</b> CD-XXXXX6715	Available Balance <b>\$1.10</b> >

Take your savings to new heights ▶

**Approvals Required**

Payroll	5
Single Payment	6
Domestic Wire	1

**View in Activity Center**



# Account Details & Transaction History

## Account Details & Transaction History

1. A listing of the details associated with the account are listed in the grey box below the account name.
2. A listing of historical transactions associated with the account appears below the gray box. The newest transaction will appear on top by default.

**NOTE:** Transactions performed the same day which are waiting to post to the account will appear as 'Pending' in red type. All historical transactions will display the date the transaction posted to the account.

Question on a transaction? Click the far right of the transaction to inquire.

**Account Details** Ask about account  
 There have been 59 transactions on this account since 8/16/2015. Last Updated: 8/22/2016 1:20 PM


**Commercial Checking** DDA-XXXXX3572 \$49.00

Current Balance	\$48.99	Available Balance	\$49.00
Collected Balance	\$48.99	Last Statement Date	6/30/2016

Search transactions

Subtotal: Credits: \$91.17 | Debits: \$-208.93 Export

Date	Description	Amount	Balance
Pending	ONLINE TRANSFER FROM DD XX3580	\$0.01	
8/8/16	ONLINE TRANSFER TO DD XX3580	-\$0.01	\$48.99
8/8/16	MDEPOSIT	\$0.04	\$49.00
8/3/16	ONLINE TRANSFER FROM CL XX3456	\$1.00	\$48.96

3. Transactions displaying an icon  to the left of the dollar amount have an associated image. Click on the transaction to view the front and back of the image.

Subtotal: Credits: \$0.00   Debits: \$-3.00 <span>Export</span>		
Date	Description	Amount
9/30/15	DEBIT MEMO 	-\$2.00
9/30/15	DEBIT MEMO 	-\$1.00

- Click on the 'Export' button on the right side of the screen to display a listing of available formats. The export will include all transactions specified in the filter by the user.

Subtotal: Credits: \$91.16   Debits: \$-208.93			
Date	Description	Amount	
8/8/16	MDEPOSIT	\$0.04	
8/8/16	ONLINE TRANSFER TO DD XX3580	-\$0.01	
8/3/16	ONLINE TRANSFER FROM CL XX3456	\$1.00	
7/19/16	ONLINE TRANSFER FROM CL XX3456	\$1.00	\$47.96
7/19/16	ONLINE TRANSFER FROM SV XX3954	\$1.00	\$46.96

## Account Inquiry

- Click on the 'Ask about account' link in the top right hand corner of the page to initiate a secure message.

Question on a transaction? Click the far right of the transaction to inquire.

**Account Details**  
There have been 59 transactions on this account since 8/16/2015. Last Updated: 8/22/2016 1:20 PM

**Commercial Checking**  
DDA-XXXXX3572 **\$49.00**

Current Balance	\$48.99	Available Balance	\$49.00
Collected Balance	\$48.99	Last Statement Date	6/30/2016

Search transactions:

Show Filters:

- All account details will be automatically filled in. Type the inquiry in the 'Message' box and click the 'Send' button.

**Account Inquiry**

with \*: Customer Service  
subject \*: Inquiry regarding account: DDA-XXXXX3572


Supported Attachments

MESSAGE \*

Sample message.

**Inquiry Details:**

Account Nickname	Commercial Checking
Account Type	COMMERCIAL CHECKING
Account	2483572
Description	Demand Dep

NOTE: Click on the 'Supported Attachments' link to view a listing of supported file types. Click on the paper clip  icon to attach a file to the Account Inquiry.

**Account Inquiry**

WITH \* : Customer Service

SUBJECT \* : Inquiry regarding account: DDA-XXXXX3572

 [Supported Attachments](#)

Supported attachment file types: .ach, .ddf, .doc, .docx, .log, .pdf, .ppt, .pptx, .prn, .rtf, .text, .txt, .wpd, .xls, .xlsx X


## Transaction Inquiry

- To inquire on a specific transaction, click on the transaction in question to see the details. Next, click on the 'Ask about transaction' link on the right side of the screen.

Subtotal: Credits: \$91.17 | Debits: \$-208.93 Export ▾

Date ▾	Description ▾	Amount ▾	Balance
Pending	ONLINE TRANSFER FROM DD XX3580	\$0.01	
8/8/16	MDEPOSIT	\$0.04	\$49.00

Date: 8/8/16  
Purpose for Payment: MDEPOSIT


[Ask about transaction](#) 

- All account details will be automatically filled in. Type the inquiry in the 'Message' box and click the 'Send' button.

**Transaction Inquiry**

WITH \* : Customer Service

SUBJECT \* : Inquiry regarding transaction


 [Supported Attachments](#)

MESSAGE \*

Sample message

**Inquiry Details:**


Posted	8/8/2016 12:00 AM
Account	DDA-XXXXX3572
Amount	\$0.01
Type of Transaction	Posted
Description	ONLINE TRANSFER TO DD XX3580
Image	No

NOTE: Click on the 'Supported Attachments' link to view a listing of supported file types. Click on the paper clip  icon to attach a file to the Transaction Inquiry.

**Transaction Inquiry**

WITH \* : Customer Service

SUBJECT \* : Inquiry regarding transaction

 [Supported Attachments](#)

Supported attachment file types: .ach, .ddf, .doc, .docx, .log, .pdf, .ppt, .pptx, .prn, .rtf, .text, .txt, .wpd, .xls, .xlsx ✕

# Activity Center

'Activity Center' lists all user activity initiated from within Online Banking. This page can be accessed by selecting the 'Activity Center' option under the 'Transactions' menu.

## Single Transactions

1. Click the 'Single Transactions' tab on the screen to view one-time online transactions.
2. Click the 'Show Filters' option to reveal searchable fields.

The screenshot shows the 'Activity Center' page with the 'Single Transactions' tab selected. A search bar is at the top with a 'Show Filters' button. Below the search bar is a table of transactions. A red box highlights the 'Show Filters' button, and a red arrow points from the 'Activity Center' menu item to it.

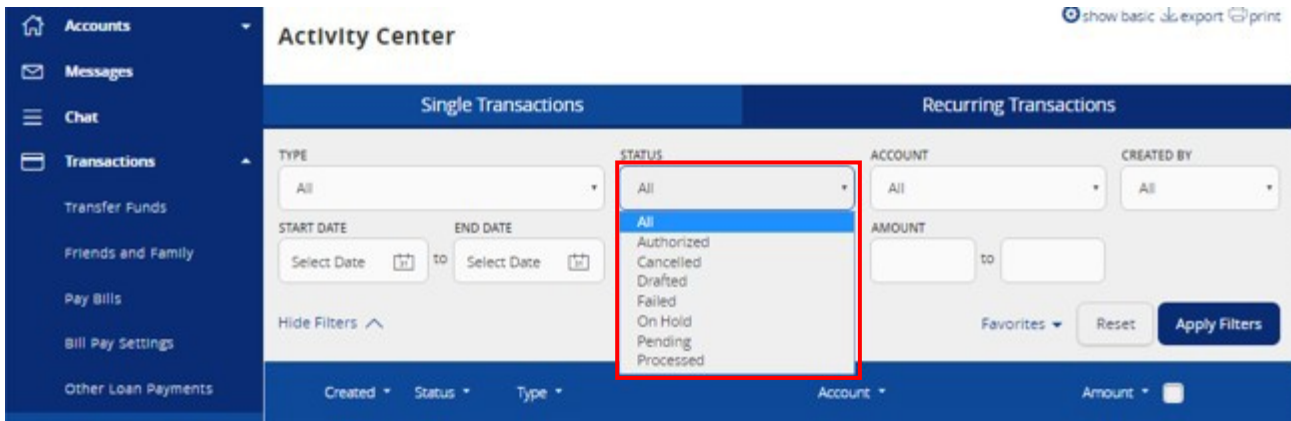
Created	Status	Type	Account	Amount	Actions
8/18/2016	Processed	Funds Transfer - Tracking ID: 4849776	FREE CHECKING DDA-XXXX3580	\$0.01	Actions
8/18/2016	Processed	Funds Transfer - Tracking ID: 4849775	FREE CHECKING DDA-XXXX3580	\$0.01	Actions
8/18/2016	Processed	Funds Transfer - Tracking ID: 4849774	FREE CHECKING DDA-XXXX3580	\$0.01	Actions

3. Search by the available fields to isolate the desired online transactions.
  - a. Transaction Type

The screenshot shows the 'Activity Center' page with the 'Single Transactions' tab selected. The 'TYPE' filter is set to 'All', and the 'STATUS' filter is set to 'All'. The table shows a list of transactions with various statuses and amounts.

Created	Status	Type	Account	Amount	Actions
8/31/2016	Cancelled	Funds Transfer - Tracking ID: 4853339	PERSONAL LINE OF CREDIT LOAN-XXXX2345	\$200.00	Actions
8/30/2016	Cancelled	Funds Transfer - Tracking ID: 4851362	SAV-free SAV-XXXX9999	\$5.00	Actions
8/26/2016	Processed	Funds Transfer - Tracking ID: 4849905	DDA-free DDA-XXXX8888	\$0.50	Actions
8/19/2016	Processed	Funds Transfer - Tracking ID: 4849766	PERSONAL LINE OF CREDIT LOAN-XXXX2345	\$300.00	Actions
8/9/2016	Processed	Funds Transfer - Tracking ID: 4849534	PERSONAL LINE OF CREDIT LOAN-XXXX2345	\$1.00	Actions

b. Status



- i. Authorized – All approvals have been satisfied. Ready to be processed.
- ii. Cancelled – User has cancelled the online transaction.
- iii. Drafted – Additional approval outstanding. Transaction will not be processed.
- iv. Failed – Transaction has been denied.
- v. On Hold – Transaction is under review and may not be processed.
- vi. Pending – Transaction processing has been interrupted.
- vii. Processed – Transaction has been completed and can no longer be cancelled.

4. Click on the transaction to view the details in an expanded view.

Created	Status	Type	Account	Amount	Actions
8/19/2016	Processed	Funds Transfer - Tracking ID: 4849776	FREE CHECKING DDA-XXXXX3580	\$0.01	Actions

<p><b>Tracking ID:</b> 4849776</p> <p><b>Created:</b> 08/19/2016 8:16 PM</p> <p><b>Created By:</b> Q2 TEST</p> <p><b>Authorized:</b> 08/19/2016 8:16 PM</p> <p><b>Authorized By:</b> Q2 TEST</p> <p><b>Will process On:</b> 8/19/2016</p> <p><b>Processed Date:</b> 8/19/2016</p>	<p><b>Amount:</b> \$0.01</p> <p><b>Purpose for Payment:</b> Online Banking</p> <p><b>From Account:</b> FREE CHECKING DDA-XXXXX3580</p> <p><b>To Account:</b> HIGH YIELD CHECKING DDA-XXXXX5060</p>
---	--

- Click on 'Actions' to display a listing of available options corresponding with the transaction.

Created	Status	Type	Account	Amount	Actions
8/22/2016	Drafted	Payroll - Tracking ID: 4849777	Commercial Checking DDA-XXXXX3572	\$0.50	<ul style="list-style-type: none"> <li>Approve</li> <li>Cancel</li> <li>Inquire</li> <li>Copy</li> <li>Print Details</li> </ul>

**Tracking ID:** 4849777  
**Created:** 08/22/2016 11:27 AM  
**Created By:** Q2 TEST  
**Authorized:**  
**Authorized By:**  
**Will process On:** 8/22/2016  
**Effective:** 8/23/2016

**Total Amount:** \$0.50  
**Total Payments:** 1  
**Purpose for Payment:**

## Recurring Transactions

- Click on the 'Recurring Transactions' tab within the 'Activity Center' to view online transactions which are setup to occur in a series.

Activity Center

Single Transactions | **Recurring Transactions**

TYPE: All | STATUS: All | ACCOUNT: All | CREATED BY: All  
 START DATE: Select Date to END DATE: Select Date | TRANSACTION ID: | AMOUNT: to |

Reset | Apply Filters

Created	Status	Type	Account	Amount	Actions
8/19/2016	Cancelled	Payments - Tracking ID: 4849773	Support DDA-XXXXX3580	\$0.05	Actions
7/8/2016	Processed	Payments - Tracking ID: 4849397	Commercial Checking DDA-XXXXX3572	\$0.01	Actions

# Mobile Deposit History

1. Click on the 'Mobile Deposit History' tab within the 'Activity Center' to view historical checks that have been deposited using the Mobile Deposit functionality.

The screenshot displays the 'Activity Center' interface. On the left is a dark blue sidebar menu with the following items: 'Accounts', 'Messages', 'Chat', 'Transactions' (expanded), 'Transfer Funds', 'Friends and Family', 'Pay Bills', 'Bill Pay Settings', 'Other Loan Payments', 'Activity Center' (highlighted in blue), 'Statements', and 'Link External Accounts'. The main content area is titled 'Activity Center' and features three tabs: 'Single Transactions', 'Recurring Transactions', and 'Mobile Deposit History' (highlighted with a red box). Below the tabs is a filter section with the following fields: 'TYPE' (set to 'Deposited Checks'), 'TIME PERIOD' (set to 'Any'), 'AMOUNT' (empty), 'CREATED BY' (empty), 'STATUS' (set to 'All'), 'START DATE' (set to 'Select Date'), 'END DATE' (set to 'Select Date'), and 'CHECK #' (empty). There are 'Reset' and 'Apply Filters' buttons. The main area below the filters displays the message 'No checks found'.

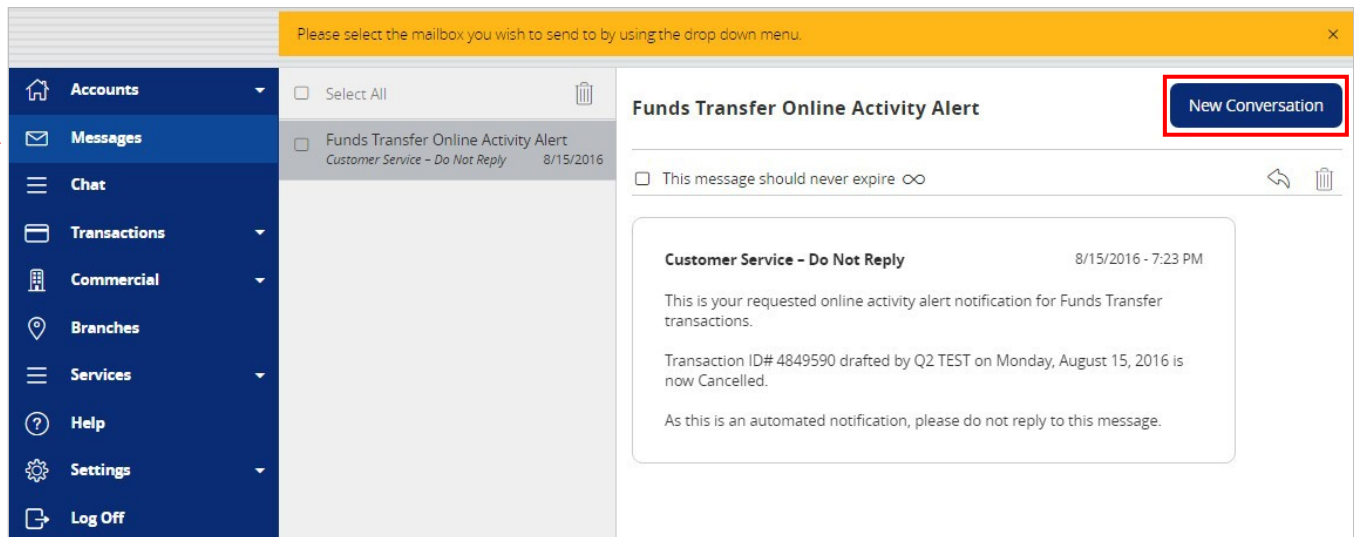


# Secure Messages

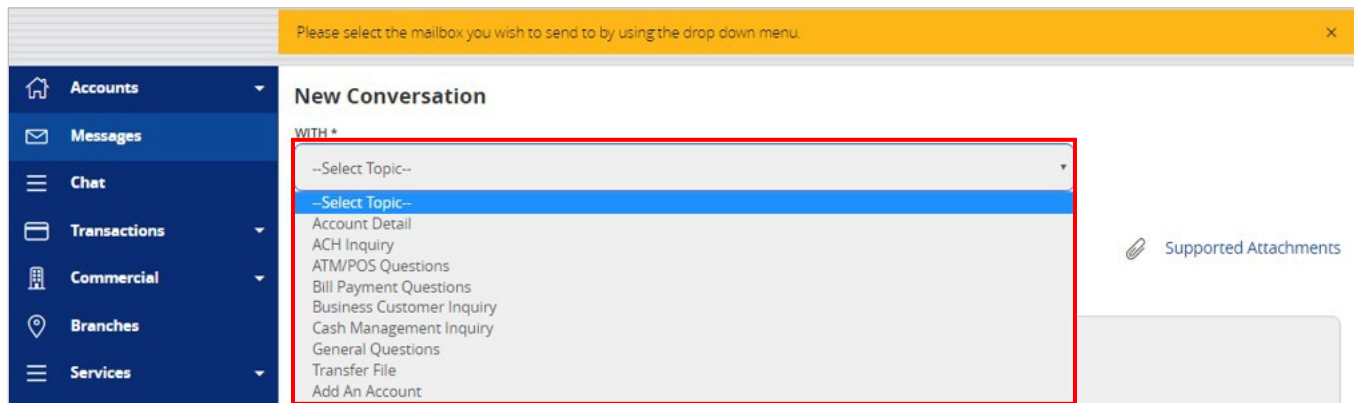
## Secure Messages

1. Click on the 'Messages' menu on the left side of the screen.
2. Click on the 'New Conversation' button on the right side of the screen.

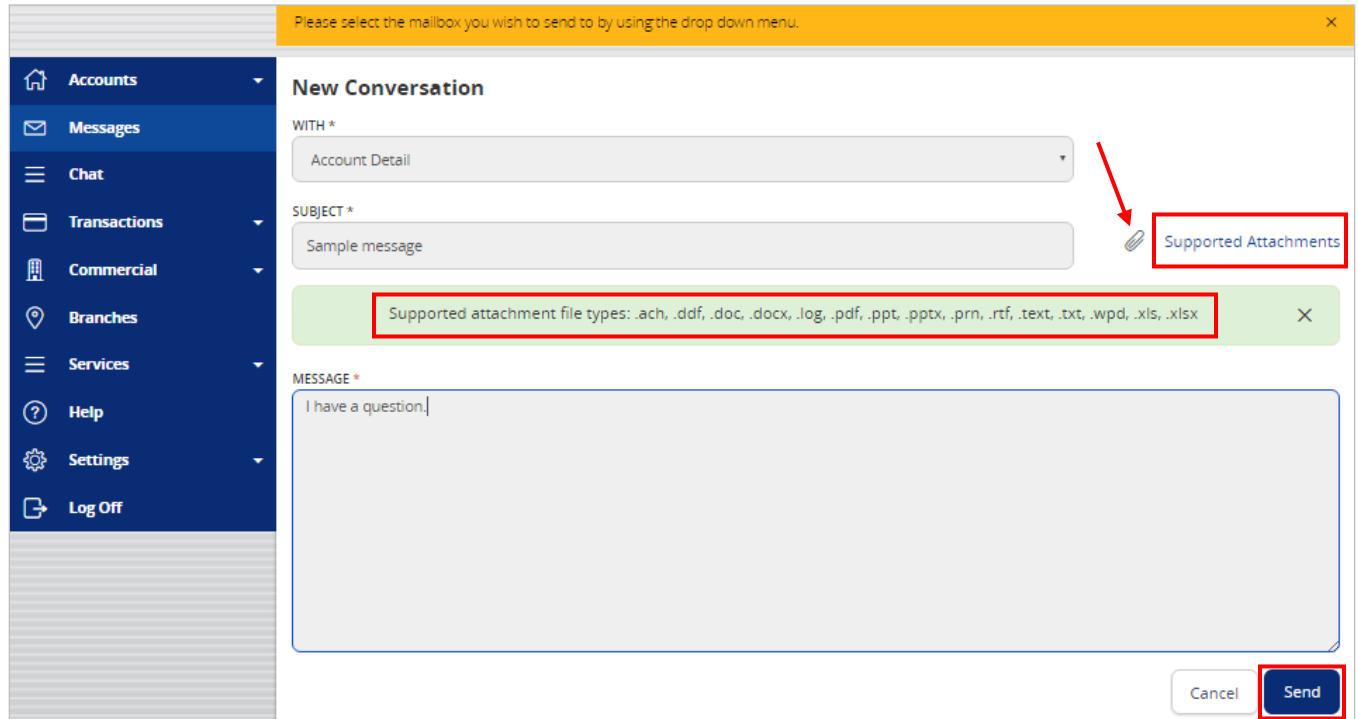
NOTE: The 'Messages' feature is a secure messaging function which allows for two-way communication between the online banking user and Rockland Trust. Since the message is delivered securely within Online Banking, sensitive material (i.e. SSN, account number(s)) may be safely included in the body of the message.



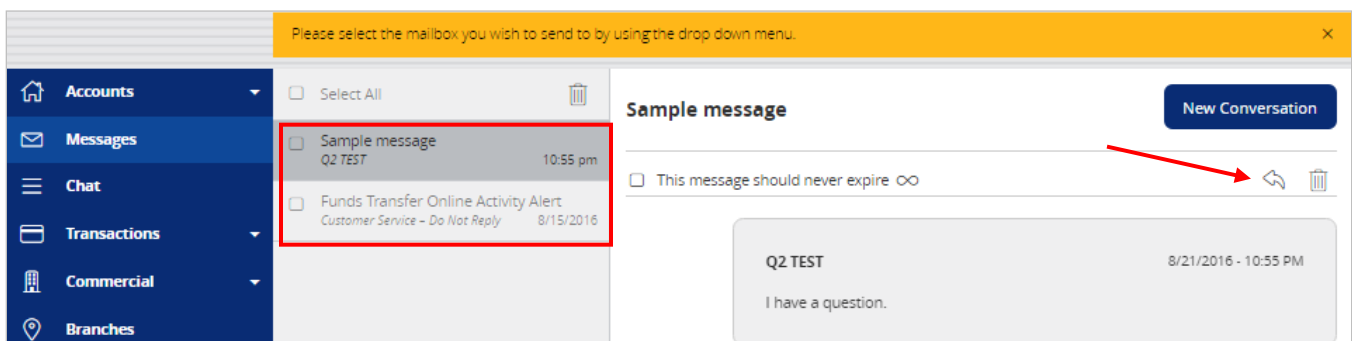
3. Select the appropriate topic from the drop-down menu.



- Click the 'Supported Attachments' link on the right side of the screen to show what file types are supported.
- Click the paper clip icon to attach a file or document if desired.
- Click 'Send' at the bottom of the screen to submit the message to Rockland Trust.



- Both incoming and outgoing messages will appear in the column directly to the right of the menus in descending date order (newest on top).
- Click on the arrow icon beneath 'New Conversation' to reply to a secure message.



- A numeric indicator will appear in red next to the 'Messages' menu indicating how many unread messages are currently listed in the online mailbox.



# Transfer Funds

## One Time Transfers

1. Select the 'Transfer Funds' option under the 'Transactions' menu.
2. Select a 'From' account from the drop down menu.
3. Select a 'To' account from the drop down menu.

**NOTE:** You can control the order and name of your accounts in Account Nicknames.

4. Enter a dollar amount for the transfer.
5. Select a 'Date' for the transfer.

**NOTE:** The date for the transaction may be the current day or a future date. Same day transfers occur in real-time. Internal transfers submitted after 9:00 pm EST may be credited to your account on the next business day. External transfers submitted after 4:30 pm EST may be credited to your account on the next business day but may take two business days to complete.

6. Enter a 'Memo' (This is an optional step and will only display in ActivityCenter).
7. Click the 'Transfer Funds' button on the bottom right side of the screen.

The screenshot shows the 'Funds Transfer' interface. On the left, a dark blue sidebar menu contains options: Accounts, Messages, Chat, Transactions, Transfer Funds (highlighted with a red arrow), Friends and Family, Pay Bills, BILL Pay Settings, Other Loan Payments, Activity Center, Statements, and Link External Accounts. The main content area is titled 'Funds Transfer' and contains the following fields:

- FROM \***: Commercial Checking DDA-XXXXX3572 \$66.10
- TO \***: Support DDA-XXXXX3580 \$33.85
- AMOUNT \***: \$1.00 (with a checkbox for 'Make this a recurring transaction')
- DATE \***: 8/22/2016 (with a calendar icon)
- MEMO**: Sample memo

At the bottom, there is a legend: '\* - Indicates required field', a 'Clear' button, and a 'Transfer Funds' button.

## Recurring Transfers

1. Select the 'Transfer Funds' option under the 'Transactions' menu.
2. Select a 'From' account from the drop down menu.
3. Select a 'To' account from the drop down menu.
4. Enter a dollar amount for the transfer.
5. Click the check box next to 'Make this a recurring transaction'.

**Funds Transfer**

FROM \*  
Commercial Checking DDA-XXXXX3572 \$66.10

TO \*  
Support DDA-XXXXX3580 \$33.85

AMOUNT \*  
\$1.00  Make this a recurring transaction

HOW OFTEN SHOULD THIS TRANSFER REPEAT? \*  
----Select Transaction Frequency---

START DATE \*  
Please select a Start Date

END DATE \*  
Please select an End Date

Repeat Forever

MEMO  
Sample memo

\* - Indicates required field

Clear Transfer Funds

6. Select the 'Transaction Frequency' from the drop down menu.

AMOUNT \*  
\$1.00  Make this a recurring transaction

HOW OFTEN SHOULD THIS TRANSFER REPEAT? \*  
----Select Transaction Frequency---

----Select Transaction Frequency---

- 1st of the month
- Last day of the month
- 1st & 15th of the month
- 15th & last day of the month
- Weekly
- Every other week
- Monthly
- Quarterly
- Semi-annually
- Yearly

7. Select a 'Start Date' and an 'End Date' for the recurrence.

**NOTE:** Click the check box next to 'Repeat Forever' if the recurrence will be for an indefinite period of time.

8. Enter a 'Memo' (This is an optional step).

9. Click the 'Transfer Funds' button on the bottom right side of the screen.

HOW OFTEN SHOULD THIS TRANSFER REPEAT? \*

Weekly

START DATE \* 8/26/2016

END DATE \* 9/16/2016

Repeat Forever

MEMO

Sample memo

\* - Indicates required field

Clear Transfer Funds

## Friends and Family

1. Select the 'Friends and Family' option under the 'Transactions' menu.

Accounts

Messages

Chat

Transactions

Transfer Funds

Friends and Family

Pay Bills

Bill Pay Settings

Other Loan Payments

Activity Center

Statements

Link External Accounts

### Friends And Family Transfers

You can choose to make a single transfer to another account holder or link another account holder's account (for deposit purposes only) to your online login. If you plan to make more than one transfer to the other account holder, or if you need to create a recurring or future-dated transfer, linking the account is required.

Single Transfer Link Account

2. Select 'Single Transfer' option to make a one-time transfer to another Rockland Trust customer's account. The customer must be enrolled in Rockland Trust Electronic Banking.
  - a. Enter the information in the required fields designated with an asterisk (\*).
  - b. Click the 'Submit' button on the bottom right corner of the screen.

### Friends And Family Transfers

Make a one-time transfer to another customer's account.

#### Enter Your Account Information

FROM ACCOUNT \*

Commercial Checking: \$66.10

AMOUNT \*      DESCRIPTION

1.00

Sample Friends and Family Transfer

#### Enter Recipient Customer Account Information

ACCOUNT TYPE \*

Checking

RECIPIENT EMAIL ADDRESS \*      LAST 4 DIGITS OF ACCOUNT # \*

customer@sample.com

1234

\* - Indicates required field

Back
Submit

3. Select 'Link Account' to link another Rockland Trust customer's account (deposit only) to your online login. The customer must be enrolled in Rockland Trust Electronic Banking.
  - a. Enter the Recipient Customer's Account Information. This data is to link a target account to be used in Funds Transfer under the Transaction tab.
  - b. Click the 'Submit' button on the bottom right corner of the screen.

### Link An Account

Link another customer's account (deposit only) to your online login. Enter Recipient Customer Account Information. This data is to link a target account to be used in Funds Transfer under the Transaction tab.

ACCOUNT TYPE \*

Checking

RECIPIENT EMAIL ADDRESS \*      LAST 4 DIGITS OF ACCOUNT # \*

customer@sample.com

1234

\* - Indicates required field

Back
Submit

# External Account Setup & Transfer

## External Account Setup

1. Select the 'Link External Accounts' option under the 'Transactions' menu.
2. Enter the external Account Number.
3. Select the Account Type.
4. Enter the Routing Number of the external account.
5. Click the 'Continue' button at the bottom of the screen to submit the request.

**Accounts**

**Messages**

**Chat**

**Transactions**

Transfer Funds

Friends and Family

Pay Bills

Bill Pay Settings

Other Loan Payments

Activity Center

Statements

**Link External Accounts**

**Commercial**

**Branches**

**Services**

**Help**

**Settings**

**Log Off**


### Add An External Account

This form will enable you to request that an external account (an account you have at another financial institution) be linked for electronic transfers.

There are two steps in this process:

- Step 1: Add Your Account
- Step 2: Verify Your Account

Please input the routing number and your account number located on your check (see the sample check below). If you want to add a savings account, please contact your financial institution for the routing number that they use for savings deposits. Also verify if your account is eligible for ACH transactions as not all savings accounts allow for ACH transactions. If you have issues with your micro deposit showing up in your account, verify the routing number with the other financial institution as not all financial institutions have one routing number for all account types.



**YOUR BANK**

MEMO

⑆ 23456789⑆ 012345678901⑆ 160

Routing Number      Account Number

#### Step 1: Add Your Account

To begin, you will need to input the following information about the account you would like to add:

- Institution's Routing Number
- Your Account Number (Max length of 17 digits)
- Account Type (checking or savings)

Once this information has been entered, click on the Continue button. Two "micro" deposits will be generated and sent to your external account (typically within 5 business days). Micro deposits are random deposits in amounts less than \$1. Once you have received these two micro deposits in your external account, make note of both amounts as you will need them later in step 2, the verification process.

- **Please Note:** Only domestic (U.S.) banks are allowed.
- If the micro deposits do not appear in your account within the specified timeframe, contact the other financial institution to verify that you are using the correct routing number as some institutions do not use a single number for all account types.

ACCOUNT NUMBER:

ACCOUNT TYPE:

ROUTING NUMBER:

#### Step 2: Verify Your Account

Once you receive the amounts of your micro deposits, [please click here to enter the amounts and activate your external account.](#)

**Continue**

## External Account Verification

**NOTE:** Once you have received the two micro deposits in the designated external account, perform the following steps.

1. Click the 'please click here to enter the amounts and activate your external account' link.

### Step 2: Verify Your Account

Once you receive the amounts of your micro deposits, [please click here to enter the amounts and activate your external account.](#)

2. Click the radio button to select the external account for verification.
3. Enter the two micro deposit amounts received in your external account.
4. Click the 'Continue' button at the bottom of the page.

### Account Verification

Please choose an account to verify using the amounts that were deposited to your account.

**Account Number:** 12345  
**Routing Number:** 111111118  
**Account Type:** Checking  
**Status:** Funds have been sent to the target account

### Verify Deposit Amounts

The deposit amounts should be entered in cents (example: \$0.05 should be entered as "05").

AMOUNT #1:

81

AMOUNT #2:

91

Continue

## External Transfer

1. Select the 'Transfer Funds' option under the 'Transactions' menu.
2. If the external account for the transfer will be the 'From Account', select the account designated as 'EXTERNAL'.



The screenshot shows the 'Funds Transfer' form with the 'FROM' dropdown menu open. The menu lists several accounts: 'Commercial Checking DDA-XXXXX3572 \$66.10', 'Support DDA-XXXXX3580 \$33.85', 'Savings SAV-XXXXX3946 \$50.00', 'Savings SAV-XXXXX3954 \$50.00', and 'EXTERNAL | External Checking XXXXXX4132'. The amount is set to \$0.00, and there is a checkbox for 'Make this a recurring transaction'. The date is 8/22/2016, and the memo field is empty. The 'Transfer Funds' button is visible at the bottom right.

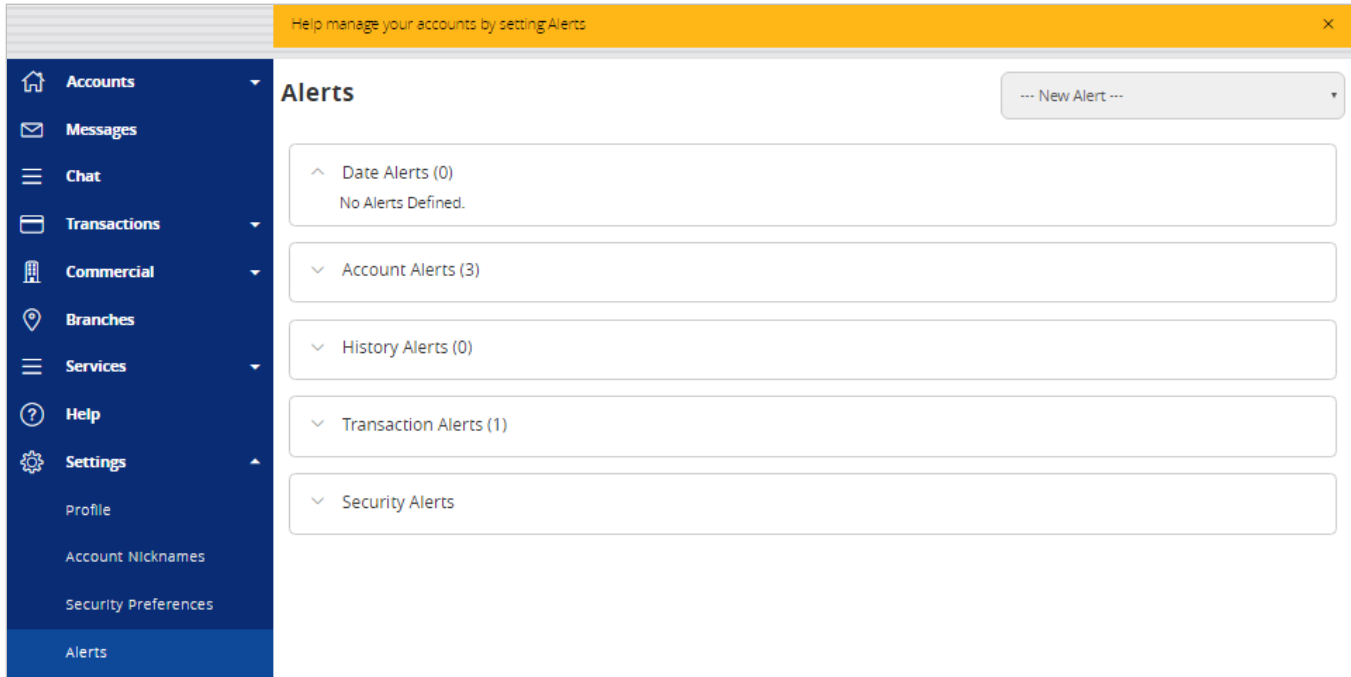
3. If the external account for the transfer will be the 'To Account', select the account designated as 'EXTERNAL'.
4. Enter the 'Date' for the external transfer.
5. Enter a 'Memo' (this step is optional).
6. Click the 'Transfer Funds' button at the bottom of the screen. External transfers submitted after 4:30 pm EST may be credited to your account on the next business day but may take two business days to complete.

The screenshot shows the 'Funds Transfer' form with the 'TO' dropdown menu open. The menu lists several accounts: 'Support DDA-XXXXX3580 \$33.85', 'Savings SAV-XXXXX3946 \$50.00', 'Savings SAV-XXXXX3954 \$50.00', and 'EXTERNAL | External Checking XXXXXX4132'. The 'FROM' field is now populated with 'Commercial Checking DDA-XXXXX3572 \$66.10'. The date is 8/22/2016, and the memo field is empty. The 'Transfer Funds' button is visible at the bottom right.

# Online Banking Alerts

## Online Banking Alerts

1. Select the 'Alerts' option under the 'Settings' menu.



2. Select the desired type of alert from the drop-down menu in the top right corner of the screen.



## Date Alerts

1. Select the type of date alert.

[Back to Alerts](#)

**New Date Alert**

**TYPE:**  
No Date Type Selected

**DATE:**  
No Date Selected

**MESSAGE:**  
No Message Entered

**DELIVERY METHOD:**  
Send only a secure message

[Save](#)

Select a type

BIRTHDAY
ANNIVERSARY
MEETING
CALL
WAKEUP
APPOINTMENT
VACATION
TRAVEL
GENERAL

2. Select the date of the alert. Uncheck the 'Rekurs Every Year' box if the alert is for one date only.

[Back to Alerts](#)

**New Date Alert**

**TYPE:**  
Birthday

**DATE:**  
No Date Selected

**MESSAGE:**  
No Message Entered

**DELIVERY METHOD:**  
Send only a secure message

[Save](#)

Select a date

August							2016
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
	1	2	3	4	5	6	
7	8	9	10	11	12	13	
14	15	16	17	18	19	20	
21	22	23	24	25	26	27	
28	29	30	31				

RECURS EVERY YEAR

3. Enter a message for the date alert.

[Back to Alerts](#)

**New Date Alert**

**TYPE:**  
Birthday

**DATE:**  
No Date Selected

**MESSAGE:**  
No Message Entered

**DELIVERY METHOD:**  
Send only a secure message

[Save](#)

Message

[Clear](#)
[Save](#)

- Select a delivery method for the date alert. 'Secure Message Only' will send the alert to the Messages menu within Electronic Banking.

**New Date Alert**
[Back to Alerts](#)

**TYPE:**  
Birthday

**DATE:**  
No Date Selected

**MESSAGE:**  
Sample Message

**DELIVERY METHOD:**  
Send only a secure message

[Save](#)

Select a delivery method

Secure Message Only ▾

Secure Message Only

Email

Phone

Text Message

## Account Alerts

- Select an account.

**New Account Alert**
[Back to Alerts](#)

**ACCOUNT:**  
*No Account Selected*

**FIELD:**  
No Field Selected

**COMPARISON:**  
No Comparison Selected

**AMOUNT:**  
No Amount Entered

**DELIVERY METHOD:**  
Send only a secure message

**FREQUENCY:**  
 Every Occurrence

[Save](#)

Select an account

COMMERCIAL CHECKING: DDA-XXXXX3572
SUPPORT: DDA-XXXXX3580
SAVINGS: SAV-XXXXX3946
SAVINGS: SAV-XXXXX3954
CERTIFICATE: CD-XXXXX6715

- Select a field from which the alert should reference.

**New Account Alert**
[Back to Alerts](#)

**ACCOUNT:**  
DDA-XXXXX3572

**FIELD:**  
No Field Selected

**COMPARISON:**  
No Comparison Selected

Select a field

CURRENT BALANCE
COLLECTED BALANCE
AVAILABLE BALANCE

3. Select a comparison.

**New Account Alert**
Back to Alerts

<p><b>ACCOUNT:</b> DDA-XXXXX3572</p> <p><b>FIELD:</b> Available Balance</p> <p><b>COMPARISON:</b> No Comparison Selected</p> <p><b>AMOUNT:</b> No Amount Entered</p> <p><b>DELIVERY METHOD:</b> Send only a secure message</p> <p><b>FREQUENCY:</b> <input checked="" type="checkbox"/> Every Occurrence</p> <p style="text-align: center; margin-top: 10px;"><b>Save</b></p>	<p>Select a comparison</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">GREATER THAN</div> <div style="border: 1px solid #ccc; padding: 5px;">LESS THAN</div>
---	---

4. Enter an amount and select 'Save' in the lower right corner.

**New Account Alert**
Back to Alerts

<p><b>ACCOUNT:</b> DDA-XXXXX3572</p> <p><b>FIELD:</b> Available Balance</p> <p><b>COMPARISON:</b> Less Than</p> <p><b>AMOUNT:</b> No Amount Entered</p> <p><b>DELIVERY METHOD:</b> Send only a secure message</p> <p><b>FREQUENCY:</b> <input checked="" type="checkbox"/> Every Occurrence</p> <p style="text-align: center; margin-top: 10px;"><b>Save</b></p>	<p>Enter an amount</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <span style="font-size: 24px; font-weight: bold;">\$</span> <input style="width: 100%; text-align: right; font-size: 24px; font-weight: bold;" type="text" value="1,000.00"/> </div> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr> <td style="width: 33.33%; height: 30px;">1</td> <td style="width: 33.33%; height: 30px;">2</td> <td style="width: 33.33%; height: 30px;">3</td> </tr> <tr> <td style="height: 30px;">4</td> <td style="height: 30px;">5</td> <td style="height: 30px;">6</td> </tr> <tr> <td style="height: 30px;">7</td> <td style="height: 30px;">8</td> <td style="height: 30px;">9</td> </tr> <tr> <td style="height: 30px;">Delete</td> <td style="height: 30px;">0</td> <td style="border: 2px solid red; height: 30px;">Save</td> </tr> </table>	1	2	3	4	5	6	7	8	9	Delete	0	Save
1	2	3											
4	5	6											
7	8	9											
Delete	0	Save											

5. Select the delivery method and frequency for the alert.

**New Account Alert**
[Back to Alerts](#)

<p><b>ACCOUNT:</b> DDA-XXXXX3572</p> <p><b>FIELD:</b> Available Balance</p> <p><b>COMPARISON:</b> Less Than</p> <p><b>AMOUNT:</b> \$1,000.00</p>	<p>Select a delivery method</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Email <span style="float: right;">▼</span></div> <p><b>E-MAIL ADDRESS</b></p> <div style="border: 1px solid #ccc; padding: 2px;">test@test.com</div>
<p><b>DELIVERY METHOD:</b> Send me an e-mail test@test.com</p>	<p><b>FREQUENCY:</b></p> <p><input checked="" type="checkbox"/> Every Occurrence</p>

Save

## History Alerts

1. Select the account.

**New History Alert**
[Back to Alerts](#)

<p><b>ACCOUNT:</b> <i>No Account Selected</i></p> <p><b>TRANSACTION:</b> <i>No Transaction Selected</i></p> <p><b>COMPARISON:</b> <i>No Comparison Selected</i></p> <p><b>AMOUNT:</b> <i>No Amount Entered</i></p> <p><b>DELIVERY METHOD:</b> Send only a secure message</p> <p><b>FREQUENCY:</b></p> <p><input checked="" type="checkbox"/> Every Occurrence</p>	<p>Select an account</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="border: 1px solid #ccc; padding: 2px;">COMMERCIAL CHECKING: DDA-XXXXX3572</td></tr> <tr><td style="border: 1px solid #ccc; padding: 2px;">SUPPORT: DDA-XXXXX3580</td></tr> <tr><td style="border: 1px solid #ccc; padding: 2px;">SAVINGS: SAV-XXXXX3946</td></tr> <tr><td style="border: 1px solid #ccc; padding: 2px;">SAVINGS: SAV-XXXXX3954</td></tr> <tr><td style="border: 1px solid #ccc; padding: 2px;">CERTIFICATE: CD-XXXXX6715</td></tr> </table>	COMMERCIAL CHECKING: DDA-XXXXX3572	SUPPORT: DDA-XXXXX3580	SAVINGS: SAV-XXXXX3946	SAVINGS: SAV-XXXXX3954	CERTIFICATE: CD-XXXXX6715
COMMERCIAL CHECKING: DDA-XXXXX3572						
SUPPORT: DDA-XXXXX3580						
SAVINGS: SAV-XXXXX3946						
SAVINGS: SAV-XXXXX3954						
CERTIFICATE: CD-XXXXX6715						

Save

2. Select a transaction type.

**New History Alert** [Back to Alerts](#)

**ACCOUNT:**  
DDA-XXXX3572

**TRANSACTION:**  
No Transaction Selected

**COMPARISON:**  
No Comparison Selected

**AMOUNT:**  
No Amount Entered

**DELIVERY METHOD:**  
Send only a secure message

**FREQUENCY:**  
 Every Occurrence

**Select a transaction**

DEBIT TRANSACTION
CREDIT TRANSACTION
CHECK NUMBER
DESCRIPTION

[Save](#)

3. Select a comparison.

**New History Alert** [Back to Alerts](#)

**ACCOUNT:**  
DDA-XXXX3572

**TRANSACTION:**  
Debit Transaction

**COMPARISON:**  
No Comparison Selected

**AMOUNT:**  
No Amount Entered

**DELIVERY METHOD:**  
Send only a secure message

**FREQUENCY:**  
 Every Occurrence

**Select a comparison**

GREATER THAN
LESS THAN

[Save](#)

4. Enter an amount and select 'Save' in the lower right corner.

### New History Alert

Back to Alerts

**ACCOUNT:**  
DDA-XXXXX3572

**TRANSACTION:**  
Debit Transaction

**COMPARISON:**  
Less Than

**AMOUNT:**  
No Amount Entered

**DELIVERY METHOD:**  
Send only a secure message

**FREQUENCY:**  
 Every Occurrence

Save

Enter an amount

\$ 1,000.00 ×

1	2	3
4	5	6
7	8	9
Delete	0	Save

5. Select a delivery method and frequency.

### New History Alert

Back to Alerts

**ACCOUNT:**  
DDA-XXXXX3572

**TRANSACTION:**  
Debit Transaction

**COMPARISON:**  
Less Than

**AMOUNT:**  
\$1,000.00

**DELIVERY METHOD:**  
Send only a secure message

**FREQUENCY:**  
 Every Occurrence

Save

Select a delivery method

Secure Message Only

Secure Message Only

Email

Phone

Text Message



6. Selecting 'Phone' for delivery method will give you the option to 'Call Immediately' or select a specific time to call.

## New History Alert

[Back to Alerts](#)

**ACCOUNT:**  
DDA-XXXXX3572

**TRANSACTION:**  
Debit Transaction

**COMPARISON:**  
Less Than

**AMOUNT:**  
\$1,000.00

**DELIVERY METHOD:**  
Call Me  
(555)555-5555

**FREQUENCY:**  
 Every Occurrence

[Save](#)

Select a delivery method

Phone ▼

United States ▼

(555)555-5555

**TIME:**

CALL IMMEDIATELY

HH▼

:

MM▼

:

AM/PM▼

## Transaction Alerts

1. Select an online transaction type.

**NOTE:** You will only see options that are applicable to your user rights.

## New Transaction Alert

[Back to Alerts](#)

**TRANSACTION:**  
No Transaction Selected

**STATUS:**  
No Status Selected

**DELIVERY METHOD:**  
Send only a secure message

**FREQUENCY:**  
 Every Occurrence

[Save](#)

Select a transaction

ACH PASS THRU
COLLECTIONS
DOMESTIC WIRE
EFTPS
EXTERNAL TRANSFER
FUNDS TRANSFER
INTERNATIONAL WIRE
PAYMENTS
PAYROLL
SINGLE PAYMENT
SINGLE RECEIPT
STOP PAYMENT

2. Select an account.

### New Transaction Alert [Back to Alerts](#)

<b>TRANSACTION:</b> Domestic Wire	<b>Select an account</b>
<b>ACCOUNT:</b> <i>No Account Selected</i>	COMMERCIAL CHECKING: DDA-XXXXX3572
<b>STATUS:</b> No Status Selected	SUPPORT: DDA-XXXXX3580
<b>DELIVERY METHOD:</b> Send only a secure message	SAVINGS: SAV-XXXXX3946
<b>FREQUENCY:</b> <input checked="" type="checkbox"/> Every Occurrence	SAVINGS: SAV-XXXXX3954
<input type="button" value="Save"/>	CERTIFICATE: CD-XXXXX6715

3. Select the status of the online transaction type to trigger the alert.

### New Transaction Alert Back to Alerts

<b>TRANSACTION:</b> Domestic Wire	<b>Select a status</b> <table border="1"><tr><td>DRAFTED</td></tr><tr><td>AUTHORIZED</td></tr><tr><td>PROCESSED</td></tr><tr><td>CANCELLED</td></tr><tr><td>FAILED</td></tr></table>	DRAFTED	AUTHORIZED	PROCESSED	CANCELLED	FAILED
DRAFTED						
AUTHORIZED						
PROCESSED						
CANCELLED						
FAILED						
<b>ACCOUNT:</b> DDA-XXXXX3572						
<b>STATUS:</b> No Status Selected						
<b>DELIVERY METHOD:</b> Send only a secure message						
<b>FREQUENCY:</b> <input checked="" type="checkbox"/> Every Occurrence						
<input type="button" value="Save"/>						

4. Select a delivery method and frequency.

### New Transaction Alert Back to Alerts

<b>TRANSACTION:</b> Domestic Wire	<b>Select a delivery method</b> <table border="1"><tr><td>Secure Message Only</td></tr><tr><td><b>Secure Message Only</b></td></tr><tr><td>Email</td></tr><tr><td>Phone</td></tr><tr><td>Text Message</td></tr></table>	Secure Message Only	<b>Secure Message Only</b>	Email	Phone	Text Message
Secure Message Only						
<b>Secure Message Only</b>						
Email						
Phone						
Text Message						
<b>ACCOUNT:</b> DDA-XXXXX3572						
<b>STATUS:</b> Processed						
<b>DELIVERY METHOD:</b> Send only a secure message						
<b>FREQUENCY:</b> <input checked="" type="checkbox"/> Every Occurrence						
<input type="button" value="Save"/>						

5. Selecting 'Text Message' for a delivery method will give you the option to 'Send Immediately' or select a specific time to receive the message. You must check the box and Agree to Terms before you can save the alert by Text Message.

## New Transaction Alert

[Back to Alerts](#)

**TRANSACTION:**  
Domestic Wire

**ACCOUNT:**  
DDA-XXXX3572

**STATUS:**  
Processed

**DELIVERY METHOD:**  
Send me a SMS Text Message  
(555)555-5555

**FREQUENCY:**  
 Every Occurrence

[Save](#)

Select a delivery method

Text Message ▼

United States ▼

(555)555-5555

**TIME:**

SEND IMMEDIATELY

HH▼

:

MM▼

:

AM/PM▼

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AGREE TO TERMS

### SMS Terms And Conditions

**Rockland Trust - 864-34**


**Program Description**

Rockland Trust allows our customers to receive certain account information by text message.

**Supported Carriers**

Alltel, Appalachian Wireless, AT&T, Bluegrass Cellular, Boost Mobile, Cellcom, Cellular South, Centennial Wireless, Cincinnati Bell, GCI, Immix Wireless, Inland Cellular, IV Cellular, Nex-Tech Wireless, nTelos, Sprint PCS, T-Mobile, U.S. Cellular, United Wireless, Verizon Wireless, Virgin Mobile USA, and West Central Wireless.

## Security Alerts

NOTE: Security alerts are listed at the bottom of the screen. Click the carrot  icon to expand the listing of available alerts. Some alerts are clickable and may be turned on or off. The most critical alerts are mandatory and cannot be turned off. These alerts are greyed out.

**Alerts** --- New Alert ---

^ Date Alerts (0)  
No Alerts Defined.

∨ Account Alerts (3)

∨ History Alerts (0)

∨ Transaction Alerts (1)

^ Security Alerts Edit Delivery Preferences

Description	Enabled
Alert me when an address is changed	<input type="checkbox"/> Off
Alert me when my password is changed	<input type="checkbox"/> On
Alert me when secure access code contact information is changed	<input type="checkbox"/> On
Alert me when my login ID is changed	<input type="checkbox"/> On

1. Click 'Edit Delivery Preferences' to modify how and where to receive security alerts.

**Delivery Preferences**

**E-MAIL ADDRESS**

**PHONE NUMBER**

**COUNTRY**

**AREA CODE**   
**PHONE NUMBER**

**SMS TEXT NUMBER**

**COUNTRY**

**AREA CODE**   
**PHONE NUMBER**

NOTE: SMS Text Message: 1 msg/transaction, Msg&Data Rates May Apply

Cancel
Save

## Edit Alerts

1. Enable/Disable and edit saved alerts from the Alerts menu.

- [Accounts](#)
- [Messages](#)
- [Chat](#)
- [Transactions](#)
- [Commercial](#)
- [Branches](#)
- [Services](#)
- [Help](#)
- [Settings](#)
- [Profile](#)
- [Account Nicknames](#)
- [Security Preferences](#)
- [Alerts](#)
- [Text Enrollment](#)
- [Mobile Authorizations](#)
- [Set Custom Themes](#)
- [Log Off](#)

### Alerts -- New Alert --

^ Date Alerts (2)

Description	Account	Frequency	Notification	Enabled	
On the 8th of July.		○	Send only a secure message	<input checked="" type="checkbox"/>	<a href="#">Edit</a>
On the 1st of July.		○	Send only a secure message	<input checked="" type="checkbox"/>	<a href="#">Edit</a>

^ Account Alerts (1)

Description	Account	Frequency	Notification	Enabled	
When my Current Balance is greater than \$2.00.	COMMERCIAL CHECKING DDA-XXXXX3572		Send only a secure message	<input type="checkbox"/> Off	<a href="#">Edit</a>

^ History Alerts (2)

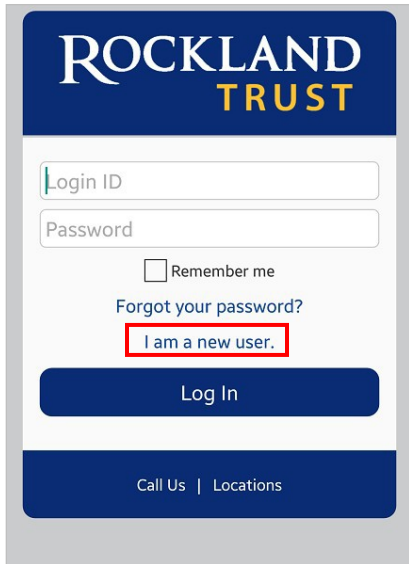
Description	Account	Frequency	Notification	Enabled	
When a credit transaction less than \$100,000.00 posts.	COMMERCIAL CHECKING DDA-XXXXX3572	○	Send only a secure message	<input checked="" type="checkbox"/>	<a href="#">Edit</a>
When a debit transaction less than \$1,000.00 posts.	COMMERCIAL CHECKING DDA-XXXXX3572	○	Call Me 5555555555	<input checked="" type="checkbox"/>	<a href="#">Edit</a>

^ Transaction Alerts (2)

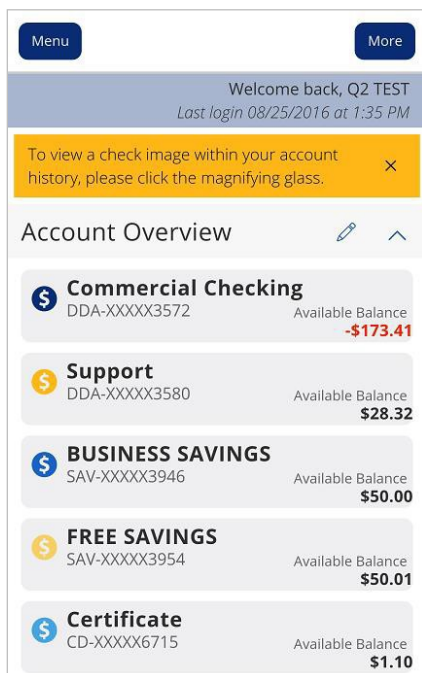
Description	Account	Frequency	Notification	Enabled	
When a transaction of type Collections is Cancelled.	free DDA DDA-XXXXX3572	○	Send only a secure message	<input checked="" type="checkbox"/>	<a href="#">Edit</a>

# Mobile Banking

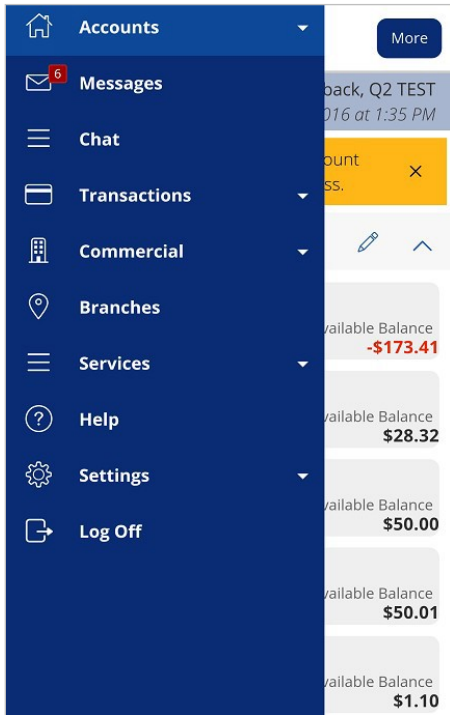
1. Download the Rockland Trust Mobile Banking app from the App or Google Play store. If you are an existing customer, login using your online banking Login ID and Password. If you are a new user without a password, select 'I am a new user' to login to Mobile Banking.



2. The homepage displays a listing of accounts accessible to the user. Click on the 'Menu' button and 'More' button to reveal user options.

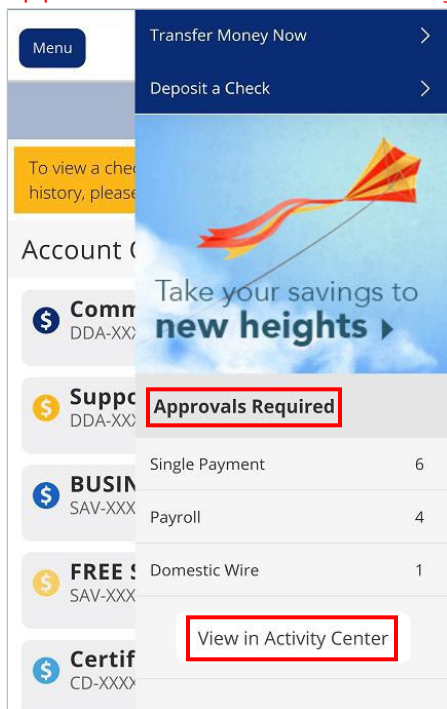


3. The left side navigation menus are revealed when clicking on the 'Menu' button on the top left side of the screen.



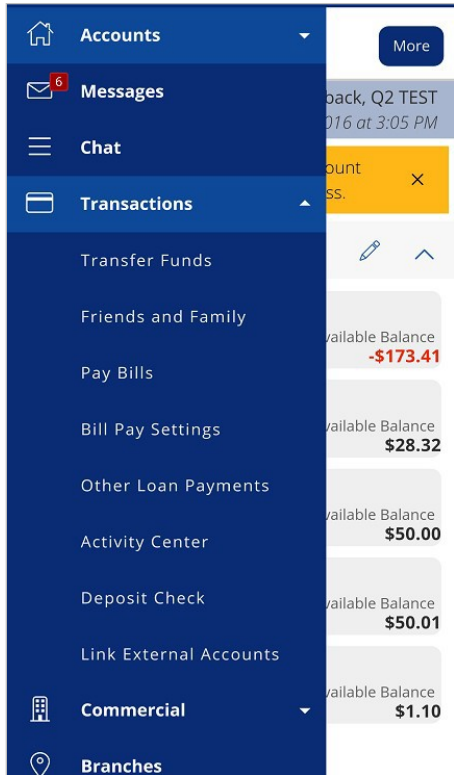
4. Quick Actions are revealed when clicking on the 'More' button on the top right side of the screen.

**NOTE:** 'Approvals Required' summarizes how many online transactions are currently awaiting approval. Click 'View in Activity Center' to be brought to the 'Activity Center' page.





5. All transaction options are located in the 'Transactions' menu.



6. Click on 'Pay Bills' to use the bill pay feature. In Bill Pay you can easily view payments and add payees.

Menu

### Add Payee

NAME \*

ADDRESS 1 \*

ADDRESS 2

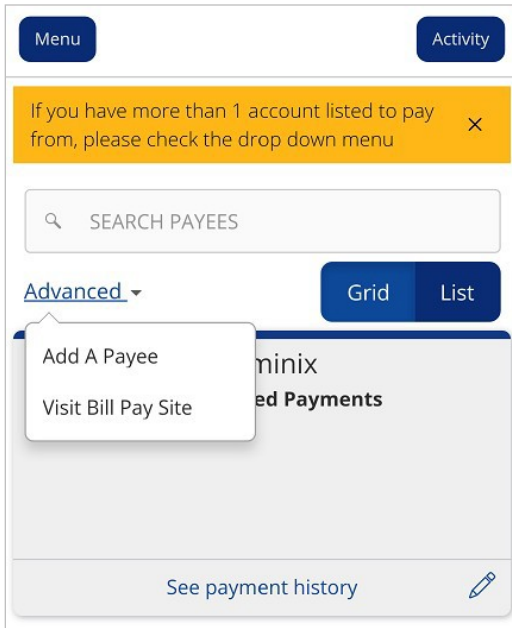
ADDRESS 3

CITY \*

STATE \*  ZIP \*

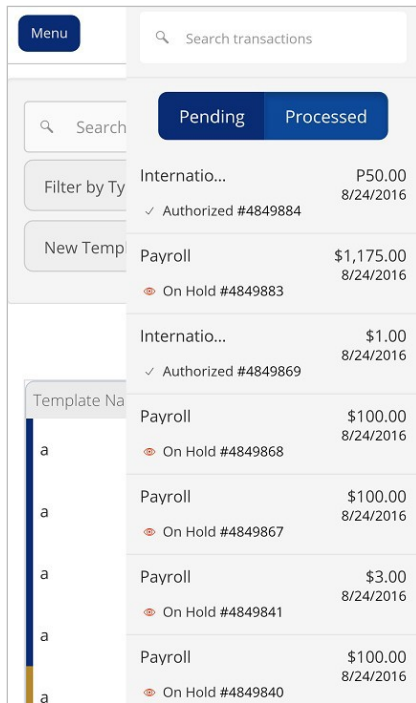
AREA CODE \*  PHONE \*

7. Click 'Visit Bill Pay Site' within the 'Advanced' link for all Bill Pay options.

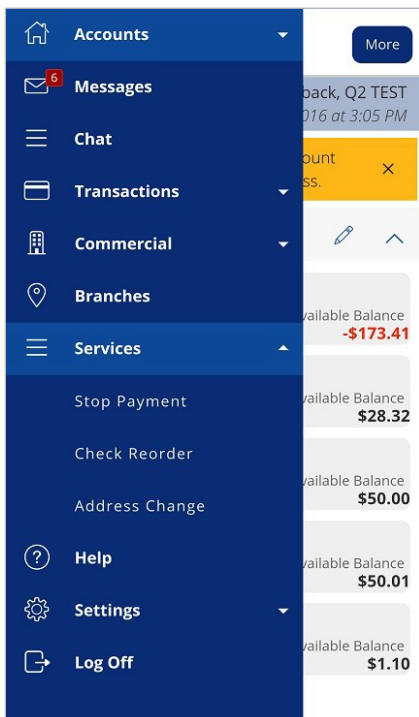


9. View a listing of Pending and Processed commercial transactions in the right side pane while working with online transactions.

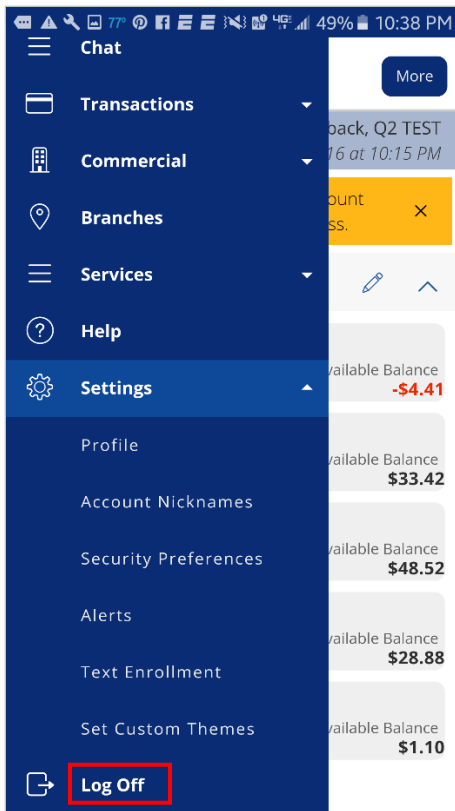
NOTE: Pending transactions are those awaiting approval or processing. Processed transactions have either passed their processing date or have already been approved and processed by Rockland Trust.



10. The 'Services' menu options are shown expanded below.



11. The 'Settings' menu options are shown expanded below.



12. Click 'Log Off' to exit the app on your mobile device.