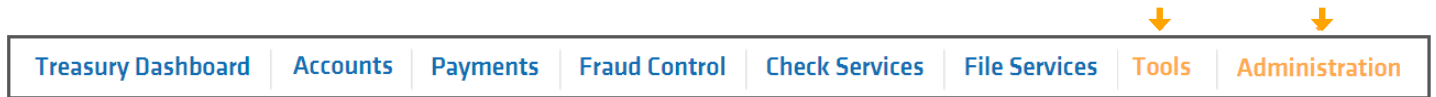


Quick Reference Guide Mobile Enrollment via Webster Web-Link®

This guide will instruct you on how to enroll as a mobile Web-Link user, after being entitled by your Company System Administrator (CSA). This guide will also instruct your CSA on how to entitle and manage your organization’s users for mobile banking. Enrollment for mobile will enable a user to use the Webster Web-Link Mobile app.

The Mobile Banking Profile module is located on your Desktop site under the Tools tab in the top navigation bar on Web-Link. The Users module is located under the Administration tab in the top navigation bar on Web-Link.



Depending on your entitlements, the top navigation bar may appear different, e.g. Home instead of Treasury Dashboard.

CSA Enrollment of a User: Administration > Manage > Users

If a user has requested to gain access to Mobile Banking, a CSA must first enable them.

1. The Manage User page displays; select the appropriate User ID to enroll in Mobile Banking by clicking the Select Action button. Then click View User and the View User page displays.
2. Click Edit User, the Edit User page opens.
3. Scroll to the Mobile Banking Information section and click Enroll Mobile User, the Enroll in Mobile Banking overlay displays.
4. Check off the mobile channel and click Submit Change. A success message page will display to confirm. From here the user must complete enrollment on a computer. See User Enrollment.

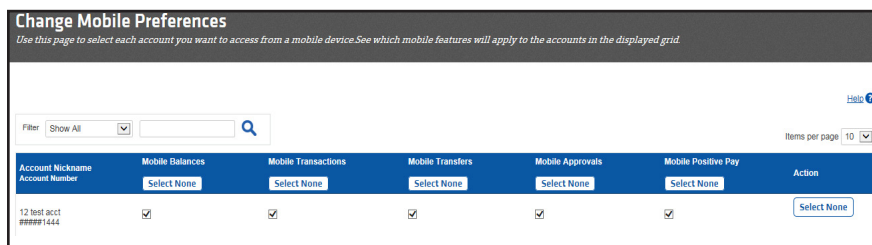
Note: CSAs can enroll themselves and other CSAs in the same organization.

User Enrollment in Mobile Banking: Tools > Manage > Mobile Banking Profile

1. After you have been enabled for mobile by your CSA, you must access the Mobile Banking Profile to accept the Mobile Banking legal disclaimer.
2. Then, re-access the Mobile Banking Profile and click Change Mobile Preferences to add the accounts you would like to access through a mobile environment.

Note: If you have a large number of accounts in your organization, you’ll need to save/submit each page before moving to the next page.

3. Next, you may download and access the Webster Web-Link mobile banking app. Use the same login credentials you use on your desktop.

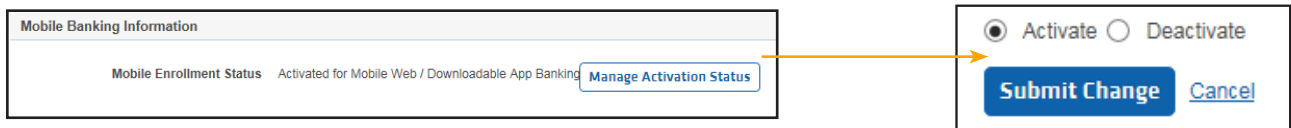


CSA Mobile Banking Management:

Administration > Manage > Users

To deactivate a user's mobile banking access:

1. The Manage User page displays; select the appropriate User ID by clicking the Select Action button. Then, click View User and the View User page displays.
2. Click Edit User, the Edit User page will display. Scroll down to Mobile Banking Information.
3. Mobile Enrollment Status – Deactivate or activate a user's Mobile Banking enrollment.

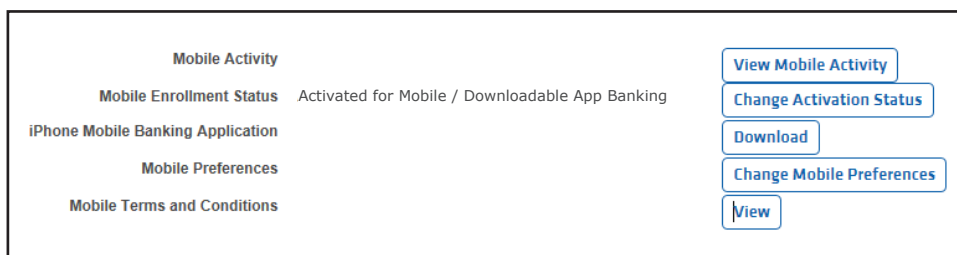


Users Mobile Banking Management:

Tools > Manage > Mobile Banking Profile

To manage your mobile banking preferences:

- **View Mobile Activity** – Access a report on your mobile usage
- **Change Activation Status** – Use this feature to deactivate oneself from mobile access, a CSA can reactivate users who wish to be reactivated
- **iPhone Mobile Banking Application** – Use this feature if you are an Apple iPhone user that prefers to download the Mobile App from a desktop while syncing your device. Note: this option is not available for Android users
- **Mobile Preferences** – To add/remove accounts and functionality from your view on the Mobile App
- **Mobile Terms and Conditions** – View the terms and conditions for mobile banking



Tips:

- Mobile Banking is not available to those organizations that have opted out of this feature
- A User's initial access to Web-Link must be via desktop, at which time the user must complete user enrollment steps prior to accessing Mobile App
- For assistance with downloading the Webster Web-Link mobile app, see the Mobile App Installation QRG
- For password reset, ensure you've logged into your computer with the temporary password first, before using the Mobile App