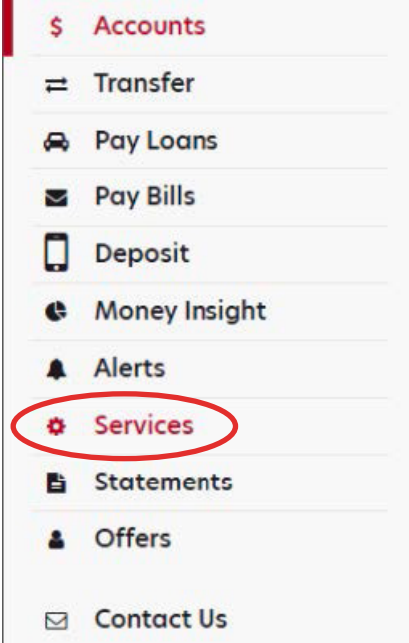
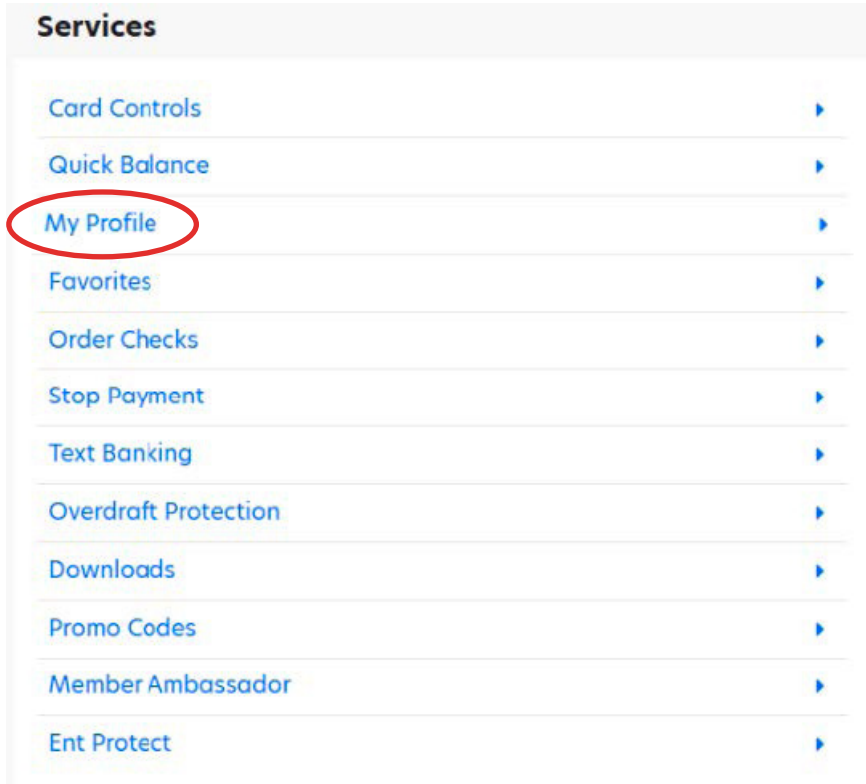


Before the upgrade

To keep things easy, before your upgrade log in to your current digital banking account and make note of or screenshot your current additional user permissions.

Access your current online banking to reference current permissions

Step 1	Log in to your current digital banking account, using your current username and password
Step 2	<p>To begin, select Services under the Menu tab</p>  <p>The screenshot shows a vertical menu with the following items: Accounts (with a dollar sign icon), Transfer, Pay Loans, Pay Bills, Deposit, Money Insight, Alerts, Services (circled in red), Statements, Offers, and Contact Us.</p>
Step 3	<p>Click on My Profile</p>  <p>The screenshot shows a list of services under the heading 'Services'. The items are: Card Controls, Quick Balance, My Profile (circled in red), Favorites, Order Checks, Stop Payment, Text Banking, Overdraft Protection, Downloads, Promo Codes, Member Ambassador, and Ent Protect. Each item has a right-pointing arrow.</p>

Step 4 Click Users

My Profile

- Contact Info
- Call Center Password
- Security Profile
- Password
- Username
- Users**
- Activity

Step 5 Make a note of or take a screenshot of your currently setup Entitlements (permissions) to make the setup in the upgraded platform smoother

Username: kmurphy56 Active

Kevin Murphy User

Last log in:

✎ 🔍 ✖

You can view entitlements on this screen and take a screenshot for future reference

Entitlement	Limit	<input checked="" type="checkbox"/>
Accounts		<input checked="" type="checkbox"/>
Stop Payments		<input checked="" type="checkbox"/>
Money Insight		<input checked="" type="checkbox"/>
Order Checks		<input checked="" type="checkbox"/>
Statements And Tax Documents		<input checked="" type="checkbox"/>
Transfers		<input checked="" type="checkbox"/>
Maximum Transaction Limit	\$ -	<input type="text" value="-"/>
Maximum Daily Limit	\$ -	<input type="text" value="-"/>

Accounts

All Entitlements Stop Payments View Transfer From Transfer To

Next, follow the steps to log in to the upgraded platform and assign Roles to your additional users

- Log in to the upgraded digital banking platform using your current username and password
- Through June 5, log in via Bank.Ent.com
- June 6 and later, log in via Ent.com or the Ent mobile app

Access the upgraded digital banking platform to setup user permissions

Step 1

Navigate to the More menu:

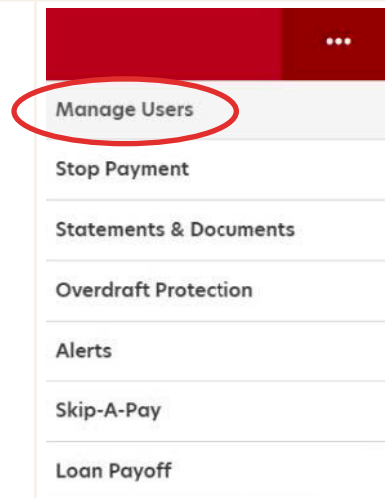
Mobile app users:
In the upper right, click on the three horizontal lines

Desktop users: In the upper right, click on the three vertical dots



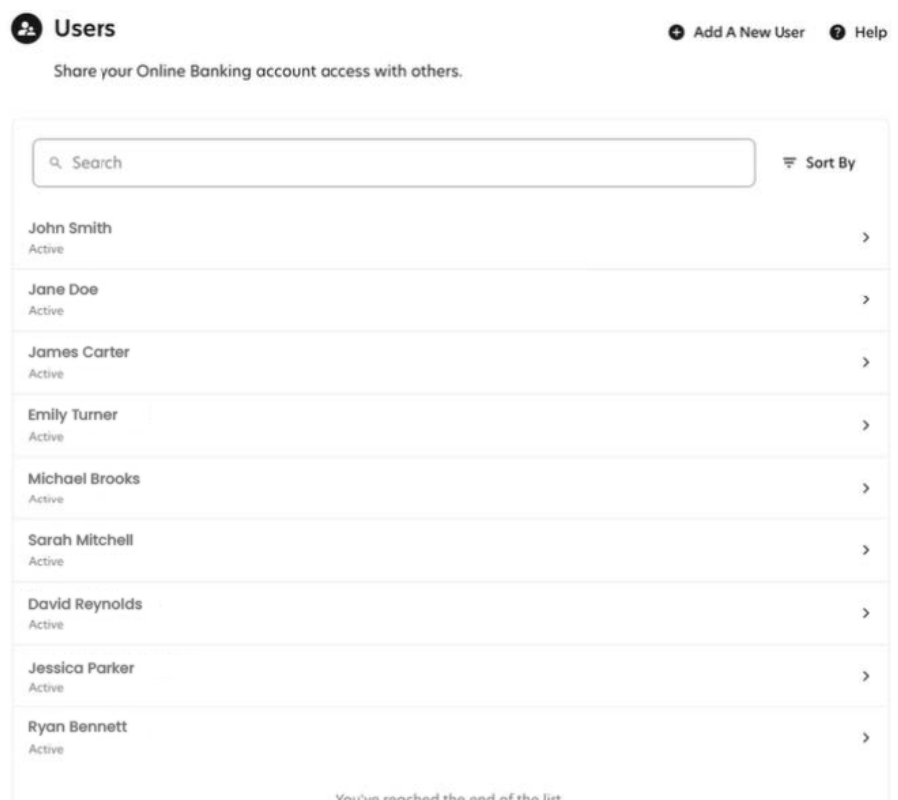
Step 2

Select Manage Users



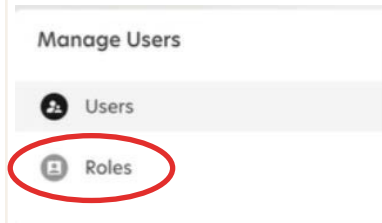
Step 3

You'll see the names of your current additional users



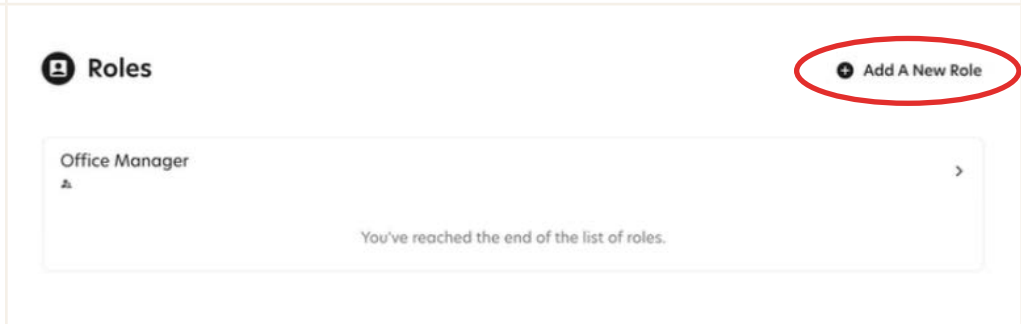
Step 4

Below Manage Users, click Roles



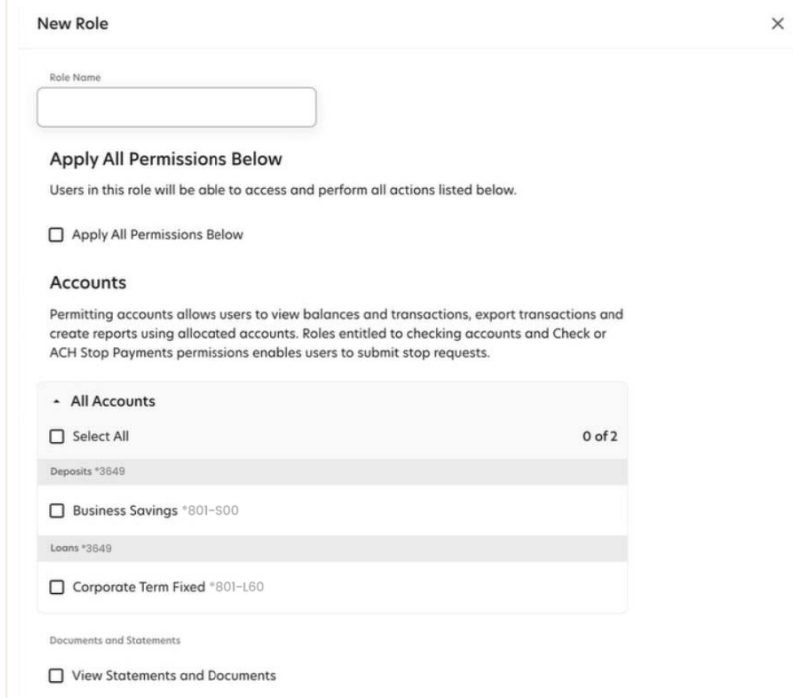
Step 5

Select Add A New Role



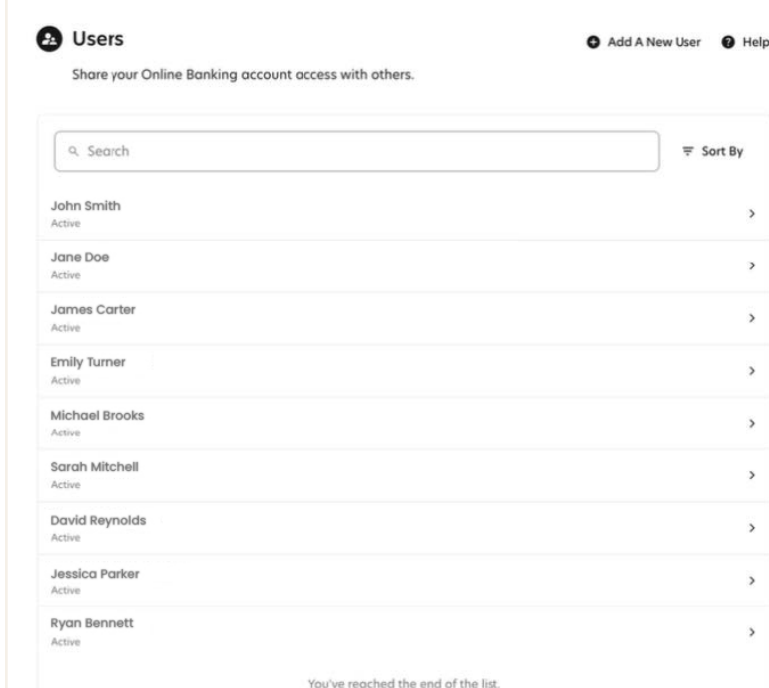
Step 6

When the New Role screen displays, create a name for the Role and then select which permissions you want the Role to have



Step 7

Then, go back to Users and select a User for the Role you just created



If you need to add someone who is not listed, please follow steps to add a new user.

Step 8

Go to Edit User Details

← Back To User Management

Megan Sanders Edit User Details More

Details Activity Log Access

Account Information

Role	N/A	Work Phone	(719) 111-1111
Status	Active	Username	msanders1
Email	msanders1@email.com	Password Last Updated	N/A
Last Login	N/A		

Step 9

Select the appropriate role in the Role drop down

Edit User Details ×

First Name: Megan

Last Name: Sanders

Address (optional):

Address 2 (optional):

City (optional):

State (optional):

ZIP Code (optional):

Title (optional):

Home Phone (optional):

Mobile Phone:

Work Phone (optional): (719) 111-1111

Email: msanders1@email.com

Social Security Number:

Role: **Select** (Office Manager)

Username: msanders1

Username must:

- Have between 4-32 characters
- Contain at least one letter
- Not contain whitespace
- Only contain alphanumeric characters

Step 10

Repeat as necessary

After completing these steps, **return to your current digital banking platform** at Ent.com and continue banking as normal for the smoothest experience. Once the upgrade is here, your additional user setup will already be in place.

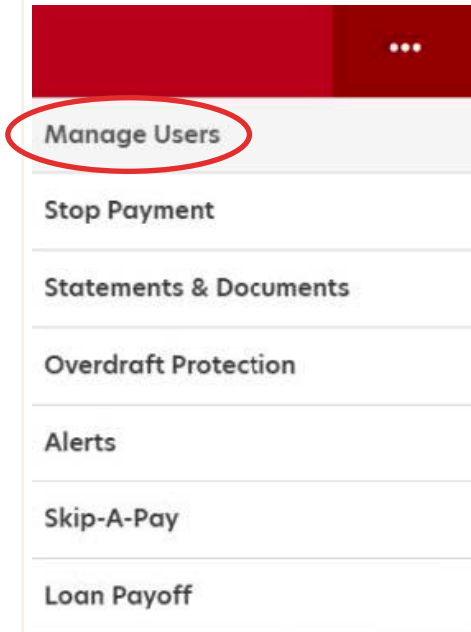
Add a new user

Step 1

Navigate to the More menu:

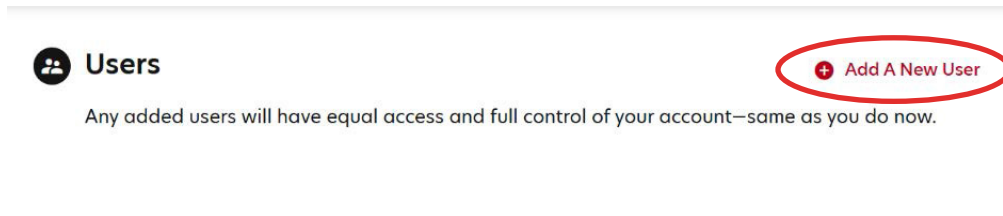
Mobile app users: In the upper right, click on the three horizontal lines, then choose Manage Users

Desktop users: In the upper right, click on the three vertical dots, then choose Manage Users



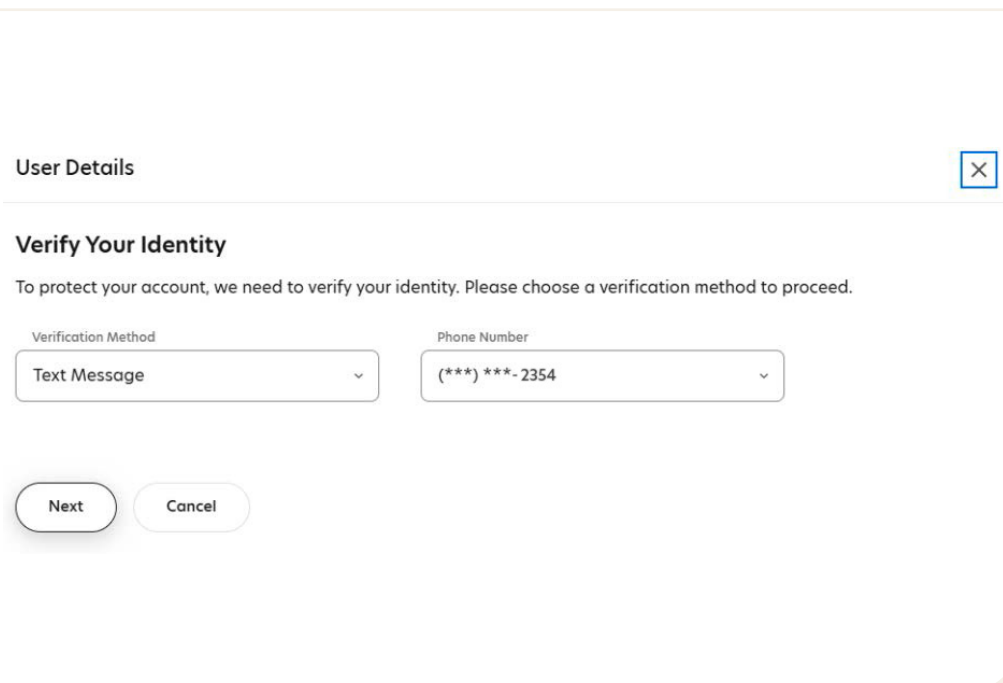
Step 2

Select Add a New User



Step 3

Follow the Verify Your Identity process



Step 4

Under User Details, fill in all mandatory info. Important: If you want to use multi-factor authentication, you must fill in the Mobile Phone (optional) field.

User Details

First Name	<input type="text"/>	Last Name	<input type="text"/>
Address (optional)	<input type="text"/>	Address 2 (optional)	<input type="text"/>
City (optional)	<input type="text"/>	State (optional)	ZIP Code (optional)
Home Phone (optional)	<input type="text"/>	Mobile Phone (optional)	<input type="text"/>
Work Phone (optional)	<input type="text"/>	Email	<input type="text"/>
Last 5 Digits of SSN	<input type="text"/>	Username	<input type="text"/>

Step 5

Select and confirm user permissions

← **User Permissions**

Accounts

Permitting accounts allows users to view balances and transactions, export transactions and create reports using allocated accounts. Roles entitled to checking accounts and Check or ACH Stop Payments permissions enables users to submit stop requests.

▾ Account Access

NOTE: All entitlements are preselected

Step 6

The new additional user will receive an email with a temporary password and will have 24 hours to create their new password. After 24 hours, the temporary password will expire and you will need to help the new user reset their password.

New User Added

pcollins12 has been added as a new user. This user has been sent a temporary password that will expire in 24 hours.

Other info/screenshots

Possible entitlements

Account Access

Select All

26 of 26

When All Accounts is checked, users are automatically permitted to new accounts.

Q Search

Stop Payments

Check Stop Payments

ACH Stop Payments

Stop Payments History

This user has the ability to:

View Statements and Documents

Mobile Check Deposit

Pay Bills in Bill Center

Manage External Accounts

Manage Member to Member Accounts

Transfer Permissions

Allow users to transfer funds to and from internal accounts. Use the Transfer To and Transfer From permissions to control how users can move funds between accounts.

Transfers To

Select All

25 of 25

Q Search

Debit & Credit Cards

Request New Card

Report Lost/Stolen Card

Advanced Card Controls

Change Debit Card PIN

Activate Card

Add New Authorized User