

New Treasury Management Mobile Experience

User Installation Guide

This document is a guide for users of the Tompkins Community Bank Treasury Management platform, detailing the process required to install and set-up your new Treasury Management mobile experience.

Please Note:

- You must be logged out of the system on your desktop while completing this process.
- You must register your username by clicking on the link in the email you received prior to accessing your profile on a mobile.
- If you require assistance, please reach out to us at **888-273-3210** for support.
- The new application is a 'Progressive Web App' which means you will have access to the app through a responsive web browser.
 - Below we have step-by-step instructions on how to log in and bookmark the app for future access.
- Please note, you will no longer be able to access the old app for Treasury Management as of **May 8**.

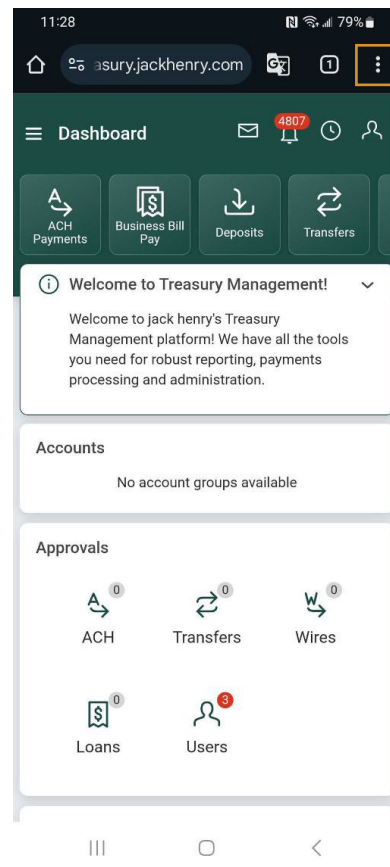
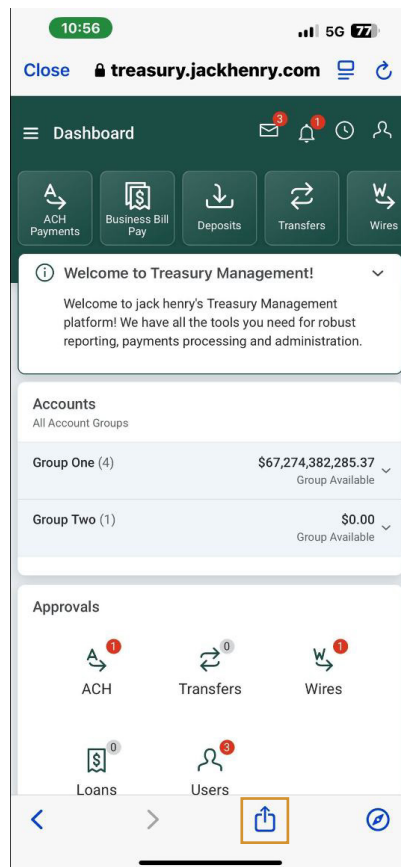
Installation Guide

Installing the app to your home screen

- Scan the QR code or use the link below to access the new mobile experience:
<https://treasury.jackhenry.com/pwa/tompkinsbank/loginit>



- Log in using your newly created username and password.
 - You will be prompted to complete the 2-Factor Authentication you set during enrollment.
- Save the app to your home screen
 - Please ensure you complete the following steps after you have logged in. You should be bookmarking the TM Homepage Dashboard not the UIS Login page.
 - **On Android:** Select settings (3 dot icon) on Chrome, select 'Install App' and then select 'Install' on the Install App modal.
 - **On iOS:** Select the share icon at the bottom of the page (iPhone) or at the top of the page (iPad), and then select 'Add to Home Screen.'



- Please Note: The app cannot be downloaded from the App store like a native App. If you have any issues using the new mobile experience please ensure your browser is updated; Chrome (Android) and Safari (iPhone/iPad) browsers work best.
- Once complete, the app will show on your home screen and can be accessed like you would any other app.

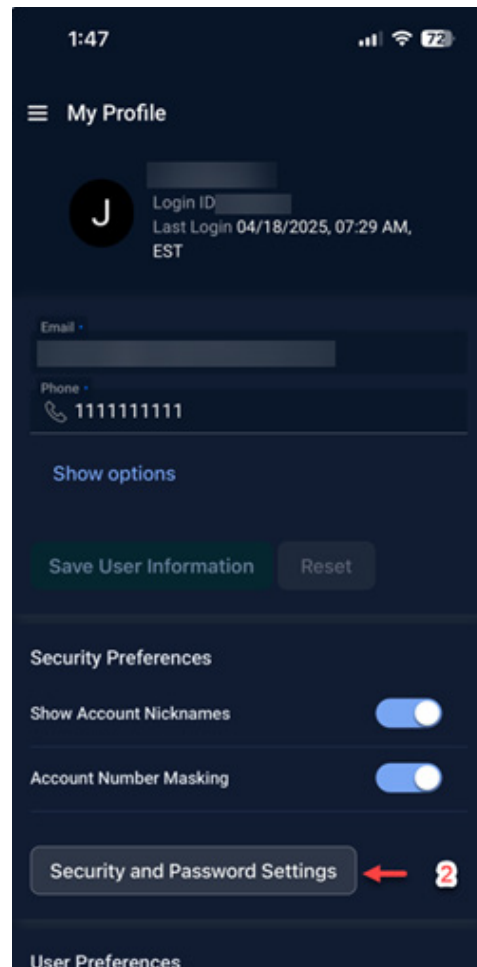
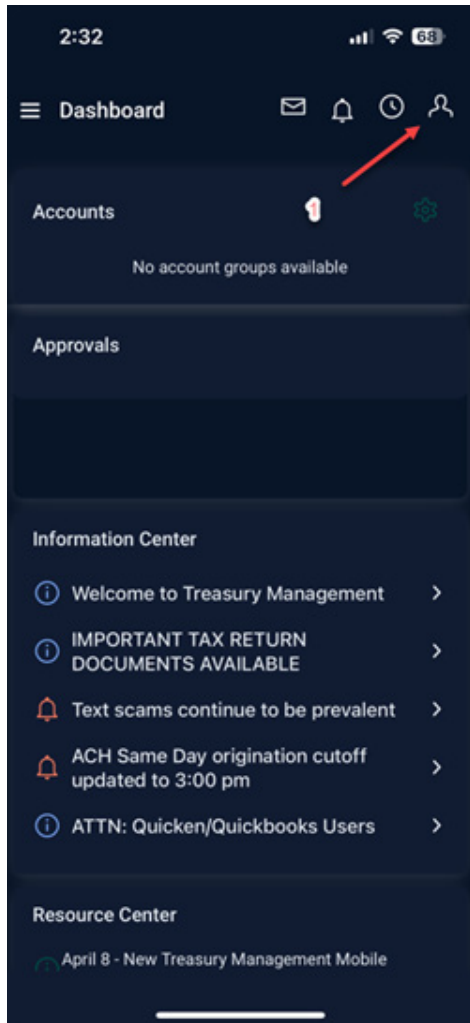
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Biometric Login

Biometric Authentication

1. After saving your password to your device, navigate to My Profile from TM Mobile Experience's main menu or the icon at the top of the Dashboard.
2. Select the Security and Password Settings button and sign in using the digital ID and password and the authentication method chosen.



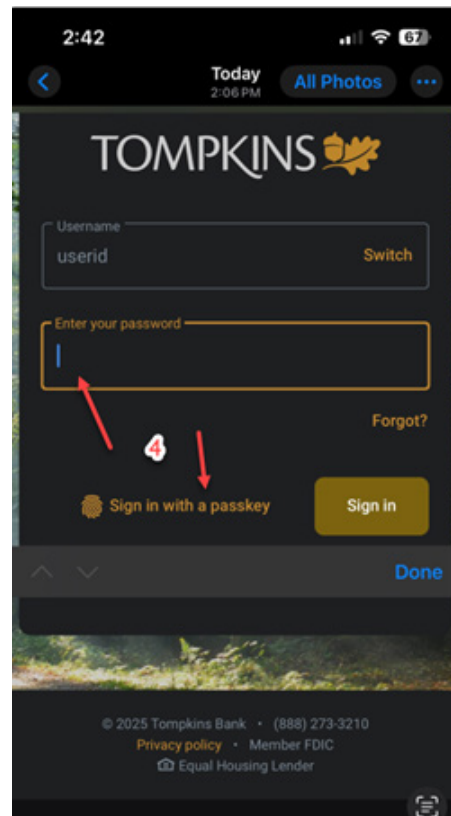
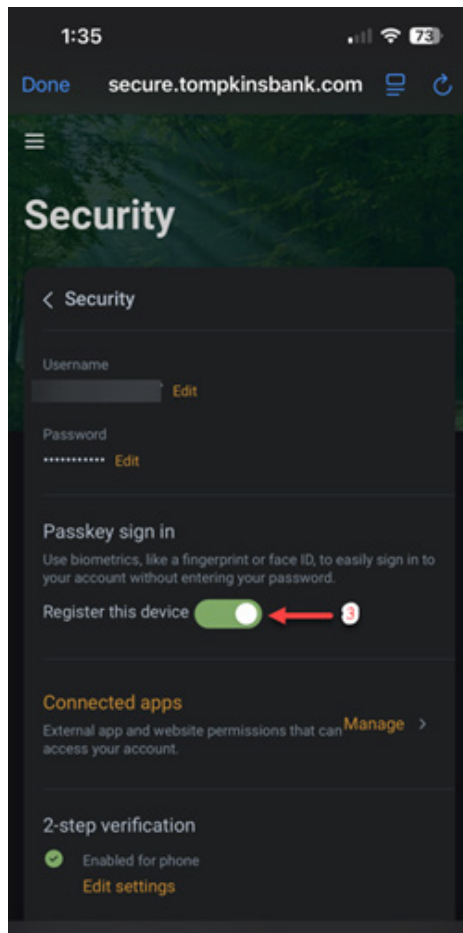
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Passkey Sign In

3. Turn on “Register this device” and tap “Done”
4. For subsequent login attempts to TM Mobile Experience, once you autofill your username, you can choose to log in with your passkey, which will activate your device’s biometrics.

Note - You may need to tap “Sign in With a Passkey”.



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