Treasury Management Mobile Experience
User Installation Guide

TOMPKINS

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 device.
- If you require assistance, please reach out to us at **888-273-3210** for support.
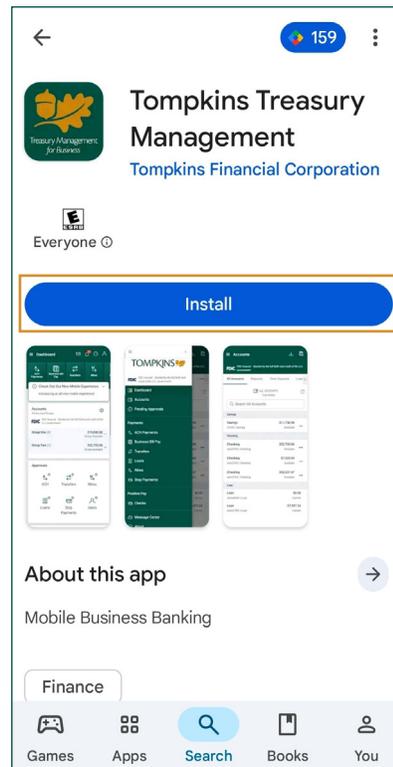
Installation Guide

<u>Download the Treasury Management App</u>

- Navigate to your device's app store.
- Search for Tompkins Treasury Management.

<table>
<tr><td align="center">IOS Users: Click 'Get'</td><td align="center">Android Users: Click 'Install'</td></tr>
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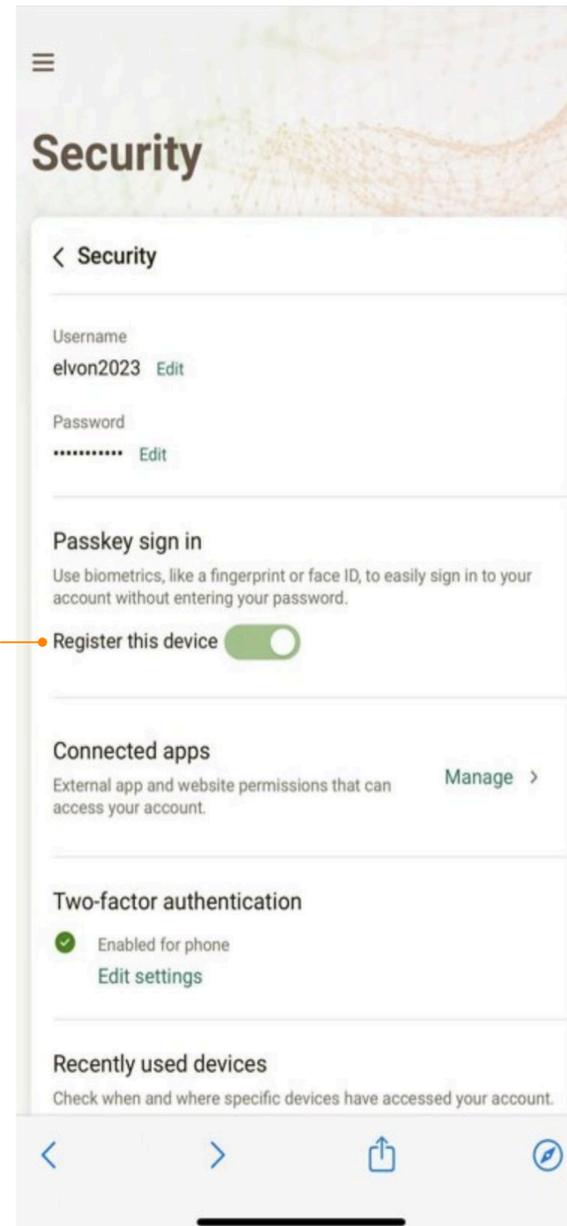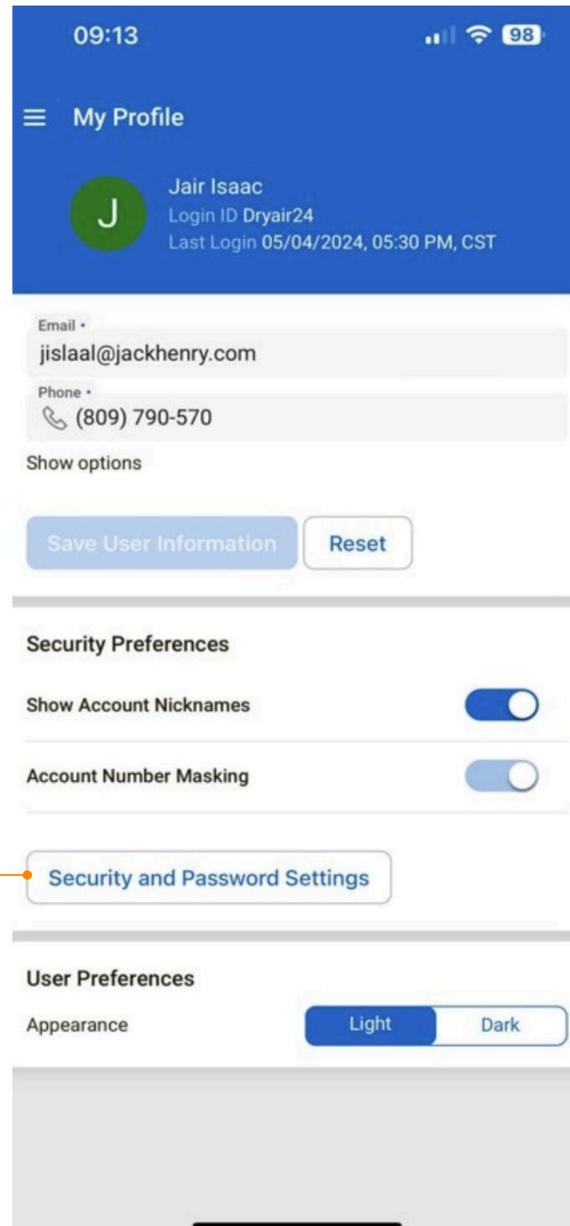- Log in to the Mobile app using your Treasury Management credentials.

jack henry™

Biometric Login (This is applicable when UIS has been enabled for your financial institution.)

1. Biometric Authentication
- Navigate to My Profile from TM Mobile Experience's main menu or the icon at the top of the Dashboard.
- Select the Security and Password Settings button and sign in using the digital ID and password and the authentication method chosen.

2. Passkey sign in
- Turn on Register this device to use biometrics like fingerprint and face ID.
- On the next sign-on to TM Mobile Experience, select Sign in with a passkey to start using biometrics at subsequent logins.