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**1. IS THE FIELDPOINT PRIVATE ONLINE BANKING PLATFORM SECURE?**

Yes, we have industry leading criteria to guarantee the security of your banking information online and have listed a few below:

- Your banking information is always encrypted within our ecosystem
- Log in sessions have a time-out limit and after the limit is reached you are required to log in again
- Multifactor Authentication is required to create a session

Internet security is not a once-and-for-all task. We are constantly developing and implementing security enhancements to ensure the integrity of our Internet Banking System.

**2. HOW DO I ACCESS TCM ONLINE BANKING ON MY DESKTOP COMPUTER?**

You can access Treasury Capital Management by visiting our website or by going directly to

<https://treasury.jackhenry.com/fieldpointprivate/login>

**3. DOES FIELDPOINT PRIVATE HAVE A TCM MOBILE APP?**

Yes, TCM can also be accessed via our FP Mobile App. You can download the mobile app from the Apple Store or the Google Play Store.

**4. DO I NEED TO ESTABLISH SEPARATE LOGIN CREDENTIALS TO ACCESS TCM FROM A DESKTOP COMPUTER AND THE FP MOBILE APP?**

No, you can use the same credentials for both your desktop and the FP mobile app.

**5. WHAT IS A COMPANY ID?**

A Company ID is the unique identifier used to match a user's login to your organization. This can be the name of your company, an abbreviation or any combination of letters and numbers.

**6. HOW LONG CAN MY ONLINE SESSION BE INACTIVE BEFORE TIMING OUT?**

As a security measure, your Online Banking session will automatically "time out" after 15 minutes of inactivity. This security feature is intended to prevent another individual from viewing your account information while your computer is unattended.

**7. WHAT IS THE DIFFERENCE BETWEEN A SUPER USER, AN ADMIN AND A GENERAL USER?**

Super users have access to all accounts and product feature permissions enabled for the company. This includes accounts and services that may be requested in the future. Administrators are able to create and manage other users. A general user will have limited access to the account based on the permissions given by the Admin. Whomever the company appoints as an Administrator on their enrollment forms will be designated as a Super User and Admin to ensure you have full functionality of the Treasury site.

**8. I AM A USER FOR MULTIPLE BUSINESSES; HOW CAN I EASILY SEE WHICH ACCOUNTS APPLY TO EACH BUSINESS?**

Users can group accounts in the Dashboard Menu > Accounts tile in Treasury Management.

**9. HOW CAN I EASILY ACCESS THE FEATURES I FREQUENTLY UTILIZE?**

The Treasury Management dashboard is fully customizable and allows you to re-arrange the tiles to put the features you use the most front and center.

**10. HOW CAN I QUICKLY FIND A TRANSACTION?**

Use the Transaction Search feature to search for transactions based on your specific criteria.

**11. HOW DO I SEE ALL MY AVAILABLE REPORTS?**

Select Reporting > All Reports. You will be able to customize reports to suit your needs.

**12. WHERE DO I FIND TRANSACTION CUTOFF TIMES?**

Cut off times are listed in the Dashboard.

**13. CAN I SEND A MESSAGE TO FIELDPOINT PRIVATE WITHIN TCM?**

Yes, you can communicate with our Digital Banking Support with secure messages by using the Message Center located in the Dashboard.



### **14. WHAT IS “OUT OF BAND AUTHENTICATION” AND WHY DO I RECEIVE A TEXT OR PHONE CALL EACH TIME I ORIGINATE AN ACH TRANSACTION OR WIRE TRANSFER?**

Out of Band Authentication is an additional security feature in place for your protection. All users with ACH and Wire origination capabilities will be required to verify each origination via SMS or Voice Call. You will receive a text message or phone call at origination with a randomly generated code. You will then enter the one-time code and verify to complete the transaction. If you are an Administrator, you will also need to follow this process each time you set up or modify a user.

### **15. HOW DO I KNOW WHAT MY ACH LIMITS ARE?**

ACH Company limits are based on the information given in the enrollment form. General user limits are set by the Superuser/Admin. Superusers/Admins should relay specific user limits to the user along with their log in information. If a general user tries to upload a file that exceeds your limit, you will not be able to upload the file without requesting an increase from your Superuser/Admin. If the company needs to be increased, the company must reach out to their banker at Fieldpoint.

### **16. WHAT ARE TEMPLATES?**

Templates are payee records that can be established for recurring use. In TCM, you can save beneficiaries as templates for future use. The names of these templates will be the names of the beneficiaries.

### **17. WHAT IS THE CUTOFF TIME FOR WIRES?**

The cutoff time for submitting wires in TCM is 4:30pm EST.

### **18. IF I FREQUENTLY NEED TO PERFORM SIMILAR WIRE TRANSACTIONS, CAN I AUTOMATE THEM IN TREASURY MANAGEMENT?**

TCM allows users to perform recurring wires and create templates for future use. You will need to edit the template to select the appropriate funding account.

### **19. CAN I SEND WIRES IN FOREIGN CURRENCY USING TREASURY MANAGEMENT?**

TCM allows users to send International Wires in USD only. Your banker will be able to assist with wires in foreign currency.

### **20. WHEN UTILIZING POSITIVE PAY, CAN I UPLOAD ONE CHECK ISSUE FILE FOR MULTIPLE ACCOUNTS?**

When uploading a check issue file into TCM, the system will assume all issued items within that file belong to the same account. You will need to create separate files for each account.

### **21. HOW DO I MAKE CORRECTIONS TO MY POSITIVE PAY EXCEPTION ITEM?**

You will need to compose a message in the Message Center on the dashboard and include the details of what needs to be corrected.

### **22. WHY DON'T I SEE MY COMPANY'S E-STATEMENTS?**

Administrators need to provide users with access to e-statements. This can be accomplished by going to the Admin section and following the below pathway:

Selecting the user > Actions > Edit User; scroll down to Integrated Services – Entitlements > Select Electronic Documents

### **23. WHERE ARE MY E-STATEMENTS?**

E-statements are in the Reporting section on the dashboard.

Electronic Documents > e-statements/notice

### **24. HOW DO I SET UP E-STATEMENTS FOR EACH ACCOUNT?**

Follow the below pathway to set up e-statements:

Reporting > Electronic Documents > Sign up/Changes > Select accounts > Save change

### **UNABLE TO FIND THE ANSWER TO YOUR QUESTION IN THE FAQs?**

Ask us Directly: [tmsupport@fieldpointprivate.com](mailto:tmsupport@fieldpointprivate.com)