

# 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**.

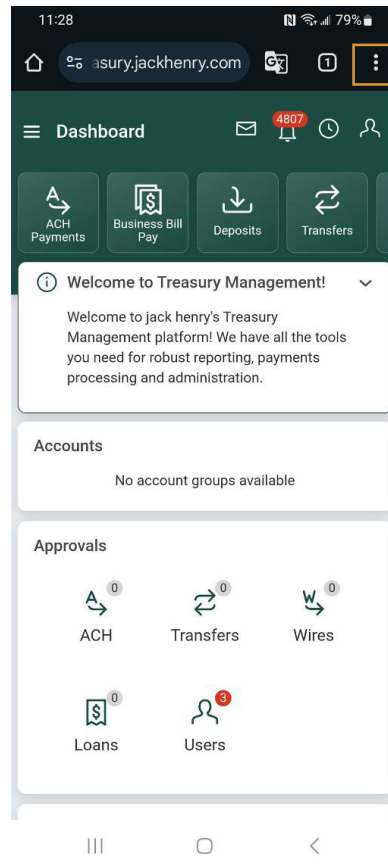
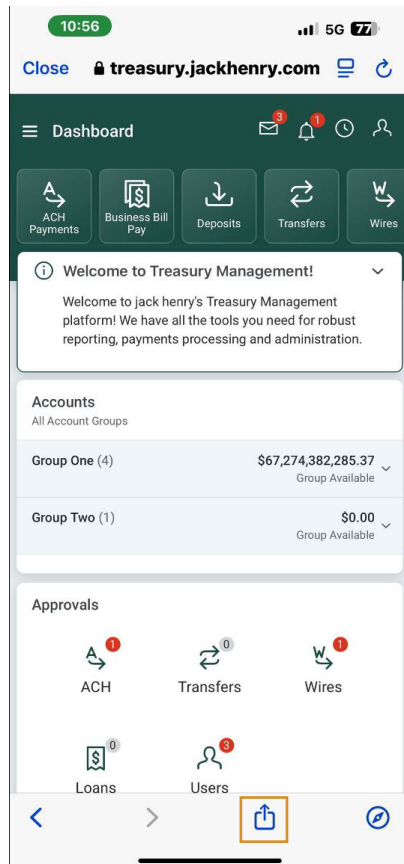
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### Installing the app to your home screen

- 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 Homepage Dashboard screen not the mobile 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.

## ***Need Assistance?***

Please call us at **888-273-3210**.