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# Enterprise Bank Business Suite Online Banking Secure Browser Installation Guide for Mac OS

### What is Secure Browser?

**Enterprise Bank's Secure Browser** is a solution that provides a hardened stance against fraud. From implementation to ongoing support, secure browser offers a smooth customer experience which will provide for strong user adoption and utilization.

Features include:

- Secure site access with consistent user & device authentication
- Not susceptible to malware attacks
- Prevents misdirection of users to false sites
- Reduces risk by avoiding sites with malware
- Eliminates hard tokens or 3rd party security products
- Supports SMS or text and one-time passcodes
- Data integrity
- Limits user access to sites, functions, transaction entry and approval
- Supports web and mobile devices

**Note: All users are required to use the Enterprise Bank Secure Browser to access Business Suite Online Banking.**

### System Requirements

To access Business Suite Online Banking, all users must install the **Enterprise Bank Secure Browser** on their computer. The following Mac Operating Systems are supported:

- MacOS 10.13 High Sierra
- MacOS 10.14 Mojave
- MacOS 10.15 Catalina

The **Enterprise Bank Secure Browser** is not currently compatible with Apple's M1 chip but is compatible with all Mac systems using Intel Core Processors (Mac Pro, iMac, MacBook, etc.) supported by these operating system versions. Minimum hardware requirements include:

- 2 GB of RAM (4 GB recommended)
- 10 GB of available hard disk space

Running the **Enterprise Bank Secure Browser** on Mac OS X 10.12 Sierra or earlier is not supported, as Apple no longer supports those versions of the operating system and will no longer supply security updates.

- Remote Desktop and Virtual Machine installations are supported in most cases. Terminal Servers and installation in environments that use folder redirection are not supported. Virtual machines with Secure Browser installed may not support added products such as Express Deposit aka RDC.
- Computers must have a Personal System/2 (PS/2) style or USB Human Interface Device (HID) keyboard installed.

### What do I need before beginning the installation?

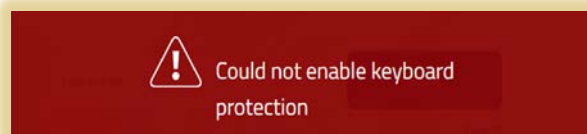
- An Internet connection.
- **Administrative** privileges on the computer where the **Enterprise Bank Secure Browser** will be installed.
- An Activation Key (provided by the bank via email).

### Installation Process

1. Close all open computer applications.
2. Click on the link below to start the download process:  
MAC: [https://enterprise.olbanking.com/msb/download/enterprise\\_browser.pkg](https://enterprise.olbanking.com/msb/download/enterprise_browser.pkg)  
Select **Enterprise Bank Secure Browser** Download to begin the installation.
3. Once the file has downloaded, locate the file in Browser downloads and click to open.
4. Drag the icon to the Applications folder to copy the file.



5. Once it is finished copying, the installation is complete.

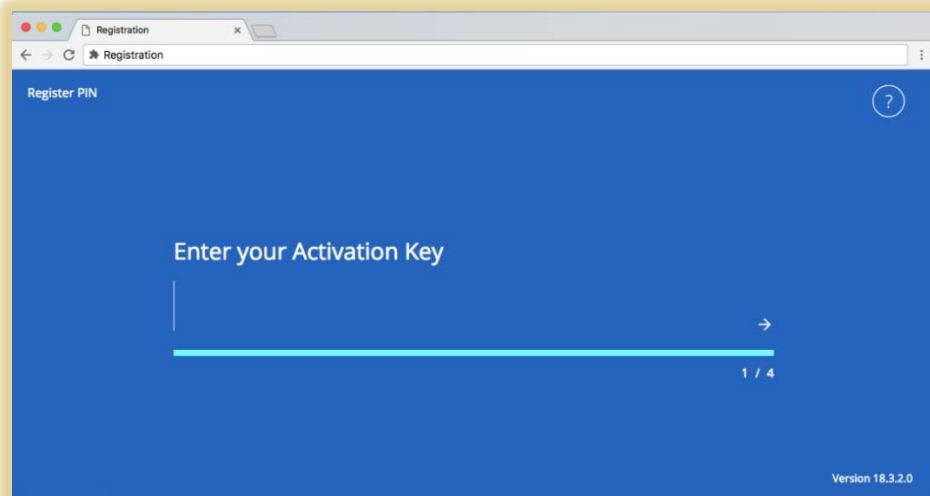


If you receive a red screen, please contact your internal IT support for assistance with the installation. This indicates that the user performing the install did not have administrative rights to the computer to complete the installation process. If your computer contains malware, the Enterprise Bank Secure Browser Installer will detect this and will not complete installation. Please contact your company's IT department to remove any malware before trying to install again.

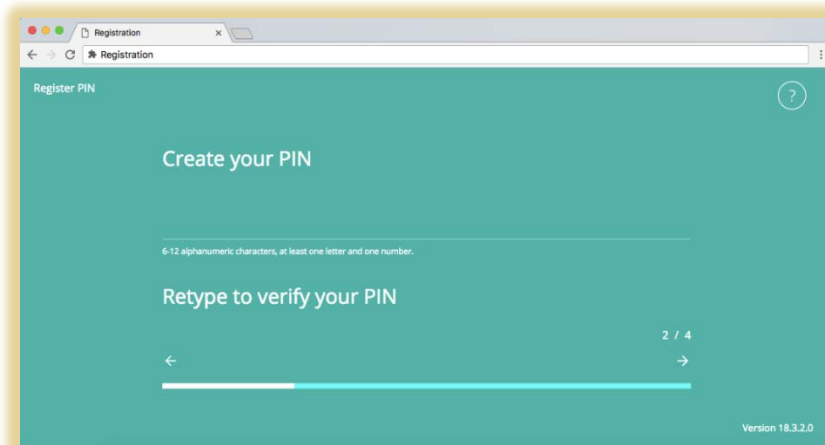
### Activation Process

1. Within the Applications folder, launch the **Enterprise Bank Secure Browser** by double clicking.
2. If prompted, enter your Mac password and click “Always Allow.”

**Note: Save the Activation Key in a secure location. This key will allow you to download and access Secure Browser from up to three devices.**

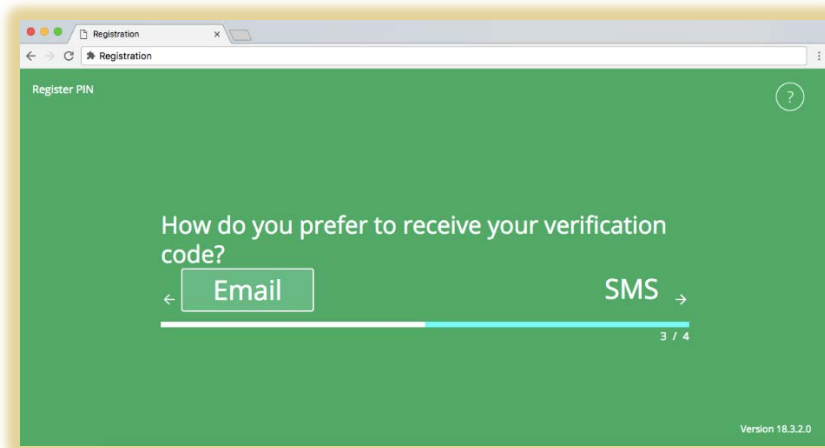


3. Enter your Activation Key provided by the Bank via email, then select the **Continue** arrow.
4. Create the PIN you will use to login. Enter it twice to ensure no keying errors are made, then select the Continue arrow. The PIN must consist of 6 to 12 alphanumeric characters.
5. Retype your PIN, then select the **Continue** arrow.

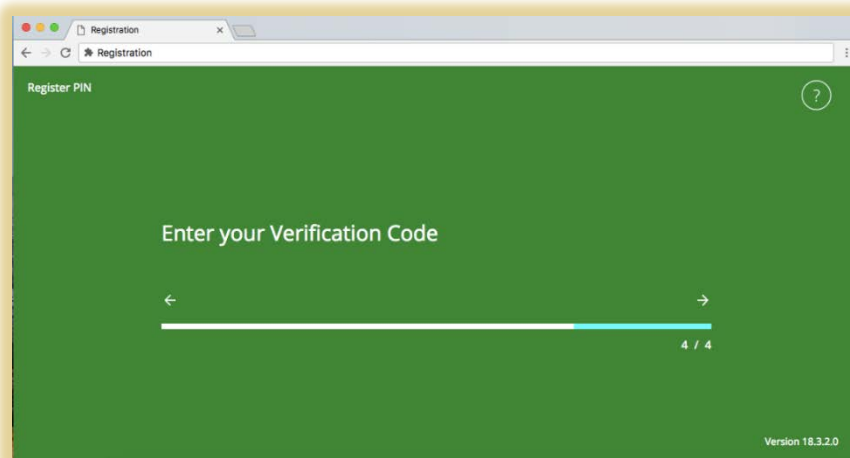


1. Choose how you would like to receive your user verification code. Based on your selection, the code will be delivered to the email address or mobile phone number provided to the Bank.

**Note: SMS enrollment must be completed in Business Suite Online Banking to receive a code on your mobile device.**



2. Select Email or SMS, then select the arrow to continue.
3. Retrieve that user verification code that was delivered via Email or SMS, enter the 6-digit code, then select the arrow to continue.



4. Success! Enter the PIN created during Registration and select Login to securely access your online banking. **Enterprise Bank Secure Browser** will launch and land on the Dashboard.



### **Navigation & Features**

You are now ready to begin using Business Suite Online Banking! See our other guides in the Resource Center to learn more about Business Suite Online Banking.

**For Customer Support please reach out to:**

Call Center

1-877-671-2265

Monday – Friday 7:00 a.m. – 8:00 p.m. (EST)

Saturday 8:00 a.m. – 2:00 p.m.

OR

**For Technical Support please reach out to:**

Cash Management Operations

1-877-671-2265

Monday – Friday 8:30 a.m. – 5:00 p.m. (EST)

[CashManagementOps@ebtc.com](mailto:CashManagementOps@ebtc.com)