



Enterprise Bank Business Suite Online Banking Secure Browser Installation Guide for Windows 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. System requirements are:

- Any general-purpose client versions of Microsoft Windows (Home, Pro, Enterprise) For Windows, any 32-bit or 64-bit x86 compatible processor from Intel or AMD supported by the operating system
- The Secure Browser can be installed on Microsoft-manufactured Surface Laptop and Surface Pro-tablet) devices if the full version Windows 10 Pro operating system has been installed. Windows 10 S, the operating system that comes pre-installed on these devices, is not supported as it only allows applications obtained from the Windows Store to be installed

The following platforms do NOT support Secure Browser:

- Windows Server, Windows Phone/Mobile, or special-purpose client versions of Windows (S, K, KN, IoT)
- Windows on ARM processors (e.g., Microsoft Surface Pro models)
- Virtual, thin-client, or cloud desktop systems, especially those utilizing snapshots or restore points
- Any computer being accessed remotely (using a remote desktop type connection, for example)

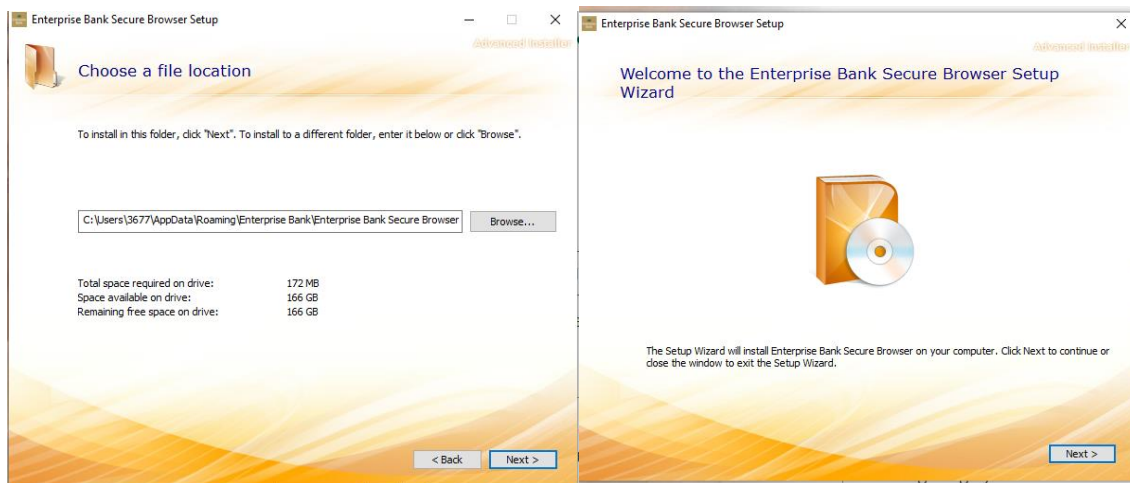
- User profiles on network locations or cloud services or otherwise utilizing Folder Redirection
- Networks utilizing TLS inspections
- Any security software utilizing Device Control technology
- Anti-keylogging modules from SafeNet (used by default with Fedline) or Strike Force Technologies

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. Navigate to <https://www.enterprisebanking.com/business-suite-online-banking-support> and select the 'Secure Browser Link – Windows' link to start the download process:
3. Select **Enterprise Bank Secure Browser** Download to begin the installation.
4. On the Welcome screen displays, select **Next**, then select **Next** again

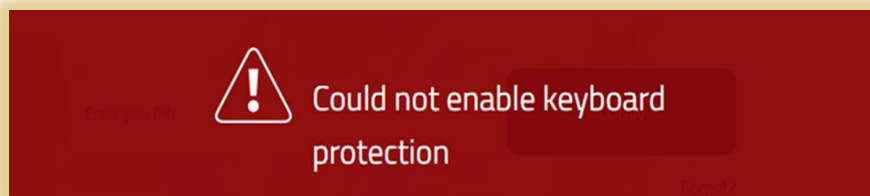


5. Select install.

Note: If your PC requires an encrypted keyboard update, this will occur before the installation of the secure browser.



6. Installation begins and displays a progress bar as files and folders are created or updated. If prompted, confirm that Enterprise Bank Secure Browser should be allowed to make changes to the PC.
7. **Enterprise Bank Secure Browser** has successfully installed.
8. To complete your registration now, select **Yes** to have a reboot performed.
9. If you selected **Yes**, a new icon will be displayed on the computer after rebooting.

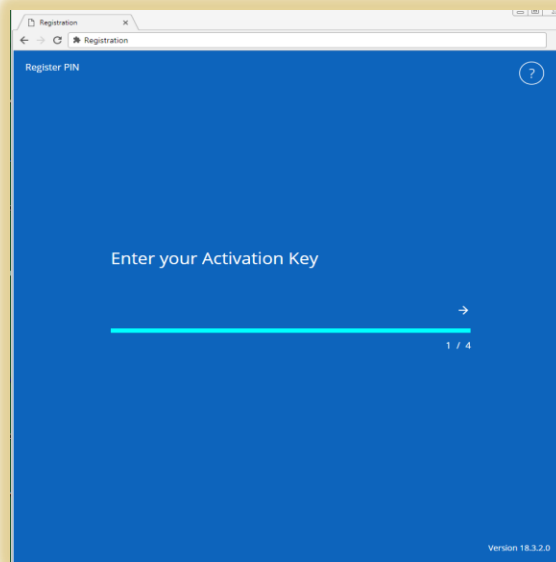


If you receive a red screen, please contact your internal IT support for assistance with the installation. This indicates that the user performing the install did not have administrative rights to the computer to complete the installation process. If your computer contains malware, the Enterprise Bank 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.

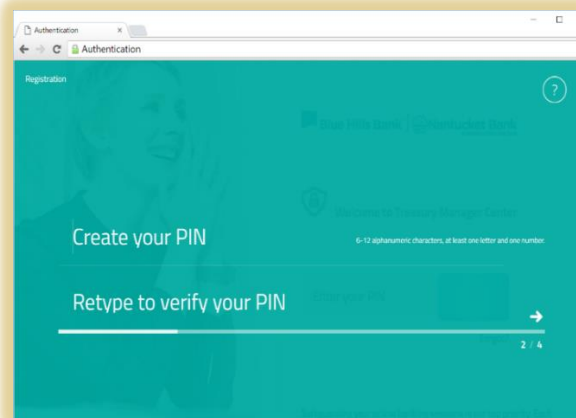
Activation Process

1. Click on the Enterprise Bank desktop icon to verify that the **Enterprise Bank Secure Browser** has been successfully installed.

Note: Save the Activation Key in a secure location. This Activation Key will allow you to download and access Secure Browser from up to three devices. Activation Keys are valid for 60 days.

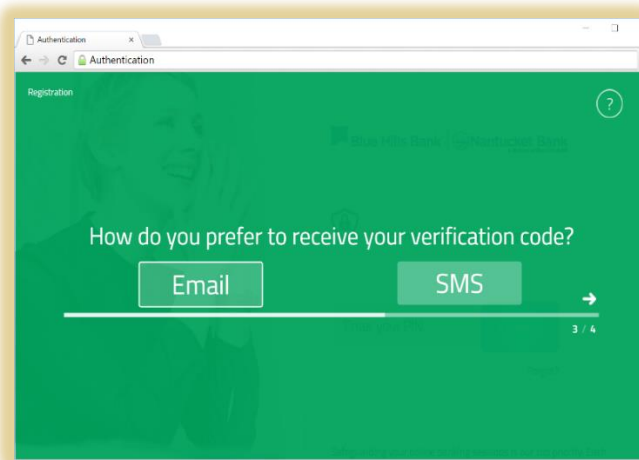


2. Enter your Activation Key provided by the Bank via email, then select the **Continue** arrow.
3. Create the PIN you will use to login. Enter it twice to ensure no keying errors are made, then select the Continue arrow. The PIN must consist of 6 to 12 alphanumeric characters.
4. Retype your PIN, then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



5. 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.



6. Select Email or SMS, then select the **Continue** arrow.
7. Enter the 6-digit code you received via text message or text
8. 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.





User Guide: Secure Browser Windows OS Installation Guide Business Suite Online Banking

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