



Enterprise Bank Business Suite Online Banking Secure Browser Upgrade Guide

What is Secure Browser?

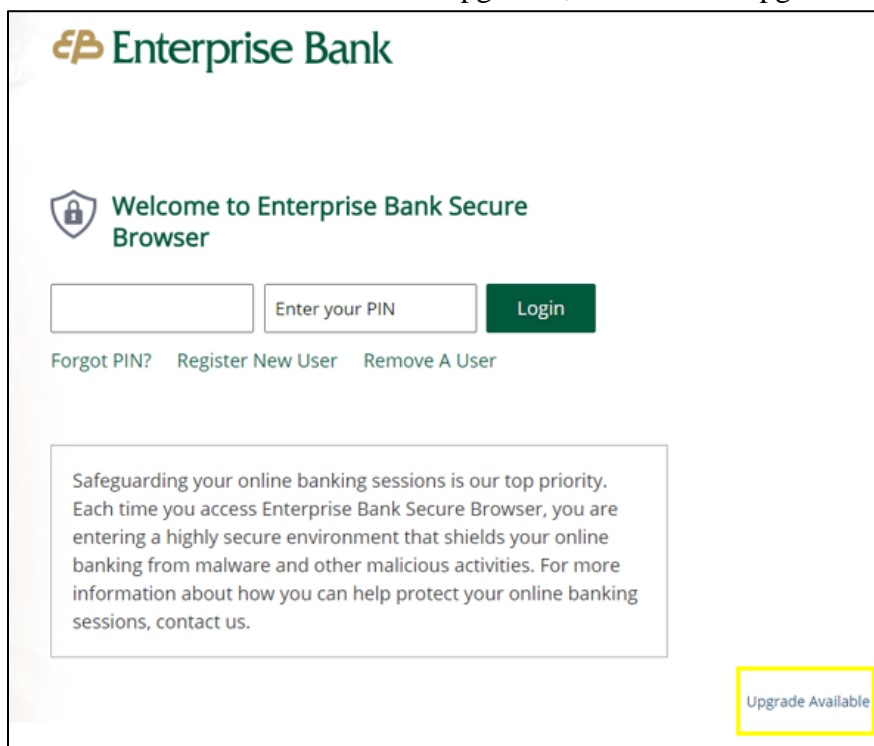
Enterprise Bank’s Secure Browser is a solution that provides a hardened stance against fraud. From implementation to ongoing support, secure browser offers a smooth customer experience which will provide for strong user adoption and utilization.

When Enterprise Bank makes upgrades to the Secure Browser, it may prompt you to upgrade your application to continue using Secure Browser to access Business Suite Online Banking.

For more information on system requirements, please see the *System Requirements Guide*. For new installations of Enterprise Bank’s Secure Browser, see the *Secure Browser Windows OS or Mac OS Guides* within the Resource Center.

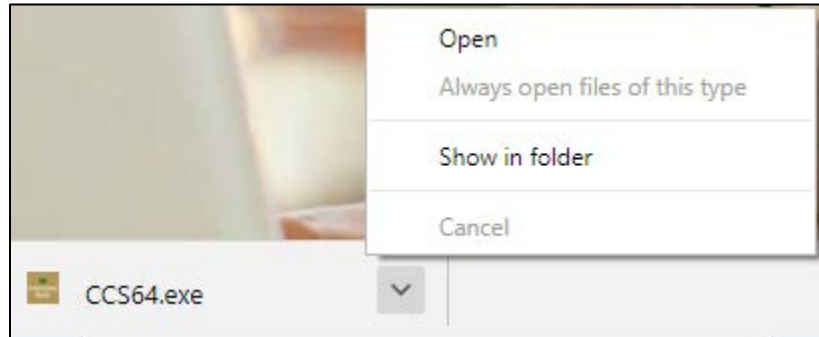
Identifying an Upgrade is needed for the Secure Browser

1. Launch the Enterprise Bank Secure Browser on your PC.
2. Before logging in, view the bottom right hand side of your screen. If it is up to date, a Version number will be listed there (ex. Version 20.1.1.0)
3. If the Secure Browser needs to be upgraded, it will read ‘Upgrade Available’

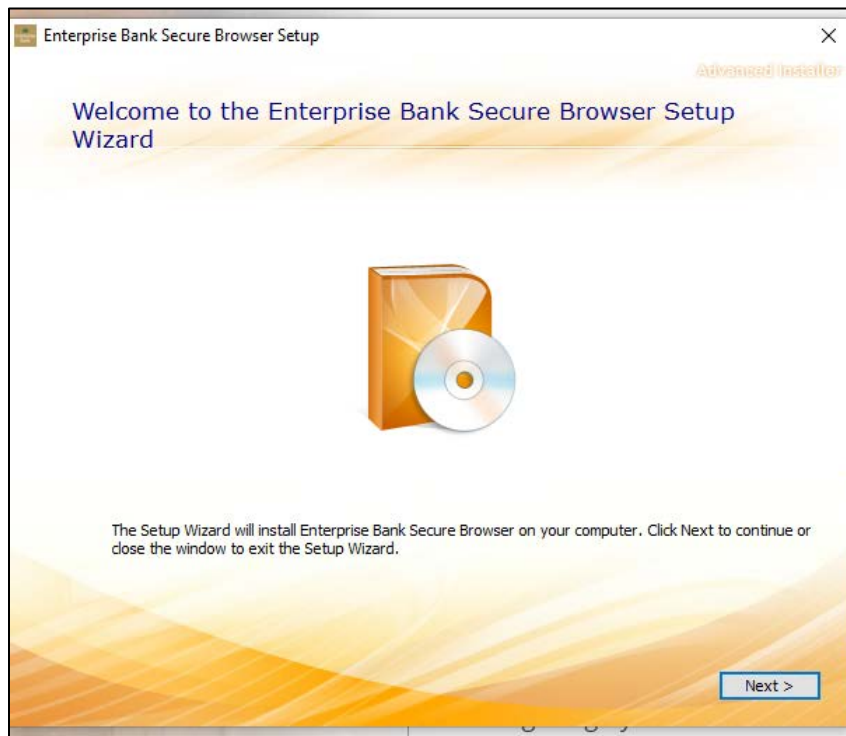


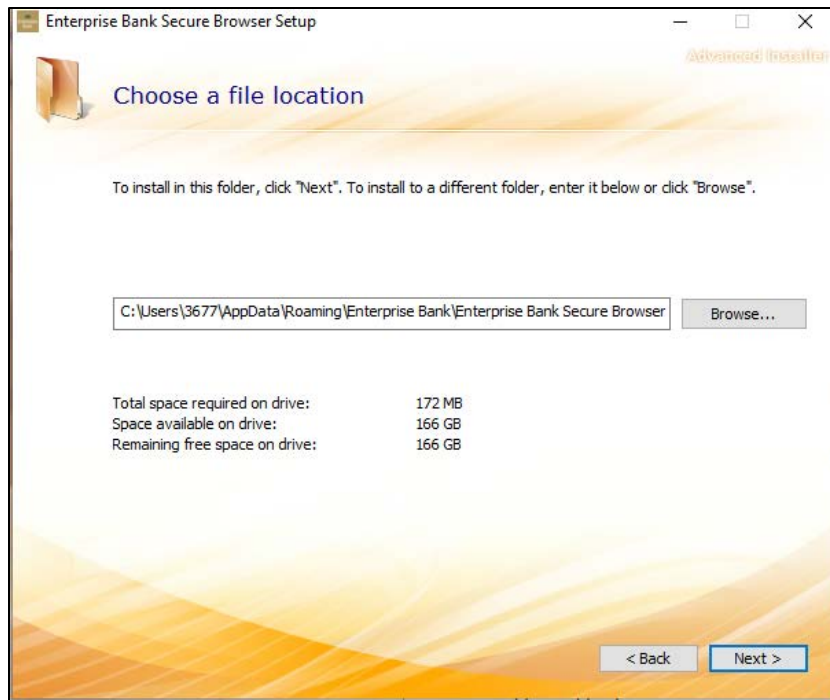
Completing the Secure Browser Upgrade

1. Upgrades to the already installed Secure Browser do not typically require an administrator of the PC to install.
2. Select 'Upgrade Available' to download the upgrade.
3. The upgrade will begin to download.
4. Once the download is completed, click to Open.



5. The Setup Wizard will then appear. At this point. Close out of the Secure Browser but leave the Setup Wizard open.
6. Click Next and continue through the Setup Wizard

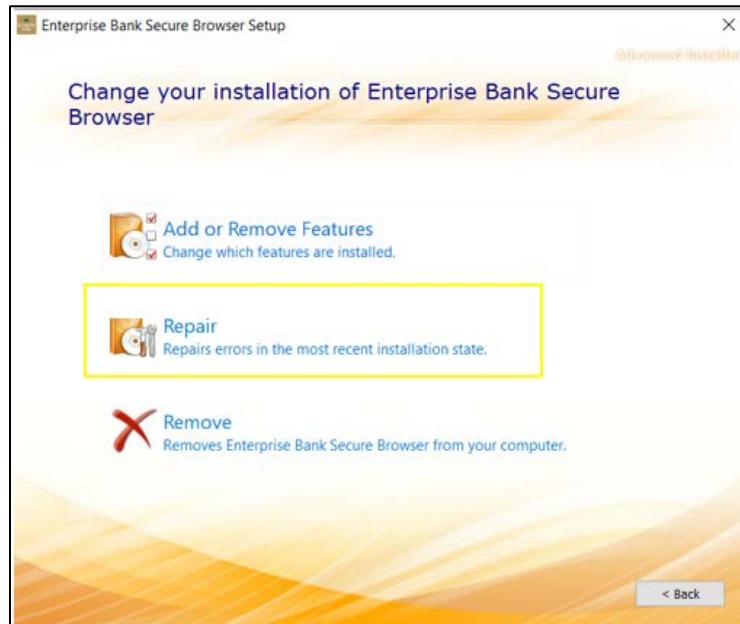




7. Once the installation has completed, the Setup Wizard will close and launch Secure Browser.
8. Confirm the Browser has been upgraded by viewing the bottom right hand side of your screen. If it is up to date, a Version number will be listed there (ex. Version 20.1.1.0)

Alternative Method to Updating the Secure Browser

1. If the Secure Browser was unable to be upgraded using the above steps, a repair of the application may need to be done.
2. Go to <https://www.enterprisebanking.com/business-suite-online-banking-support> and click the installation link based upon your operating system and version.
3. Once the download has completed, open the Setup Wizard and click Next.
4. Select to Repair the Secure Browser.



5. When the Repair Wizard appears, click Repair to continue through the installation process.
6. Once completed, the Secure Browser will launch for your use.

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