

## Quick Reference Guide

### Truist Treasury Manager

#### Token Registration and Management Quick Reference Guide

This document discusses the token registration and management process for Truist Treasury Manager company security administrators (CSA) and users who will use tokens to authenticate wire payments.

[The Company Security Administrator Experience – Managing Users Registering Tokens \(Users and Company Security Administrators\)](#)

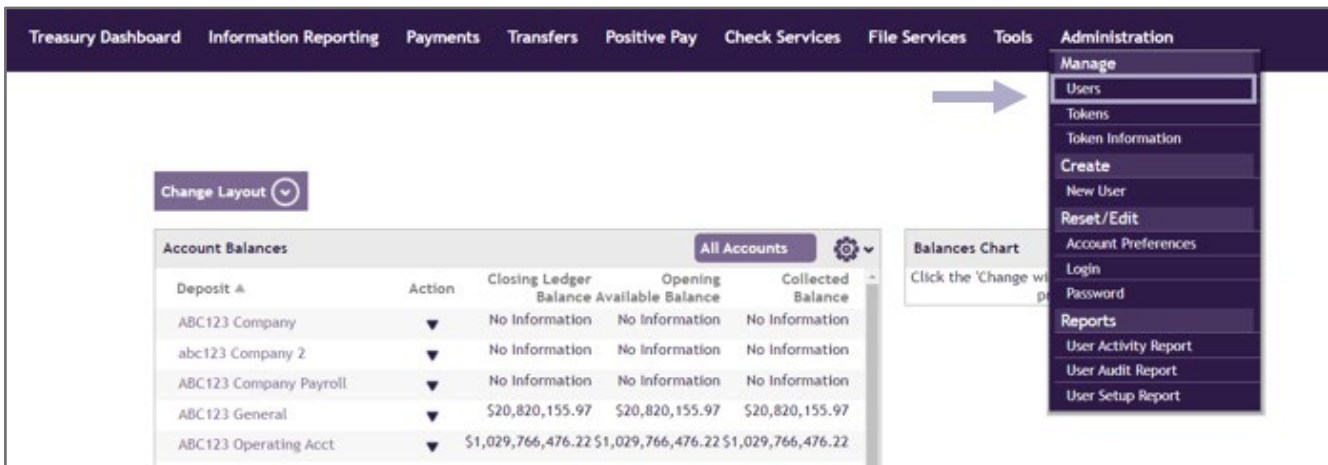
### The Company Security Administrator Experience – Managing Users

Treasury Manager allows you to update user token types, manage users, initiate the token registration process for yourself if a token is required, and access the Hard Token Request form by clicking the Token Information link in the Administration menu.

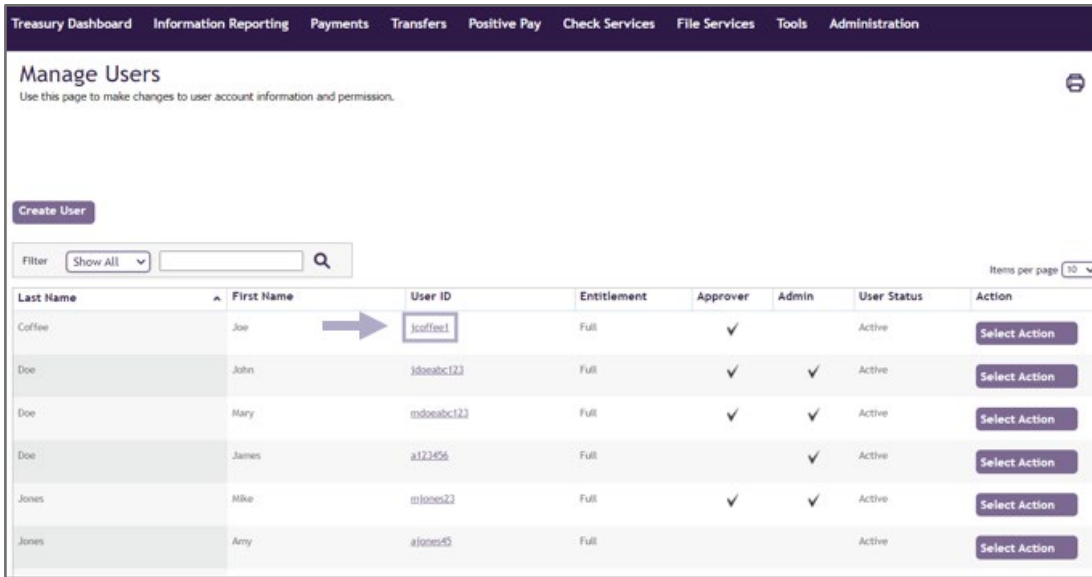
#### To Update User Token Types:

As the CSA, you can update the token type for all users with wire approver entitlements.

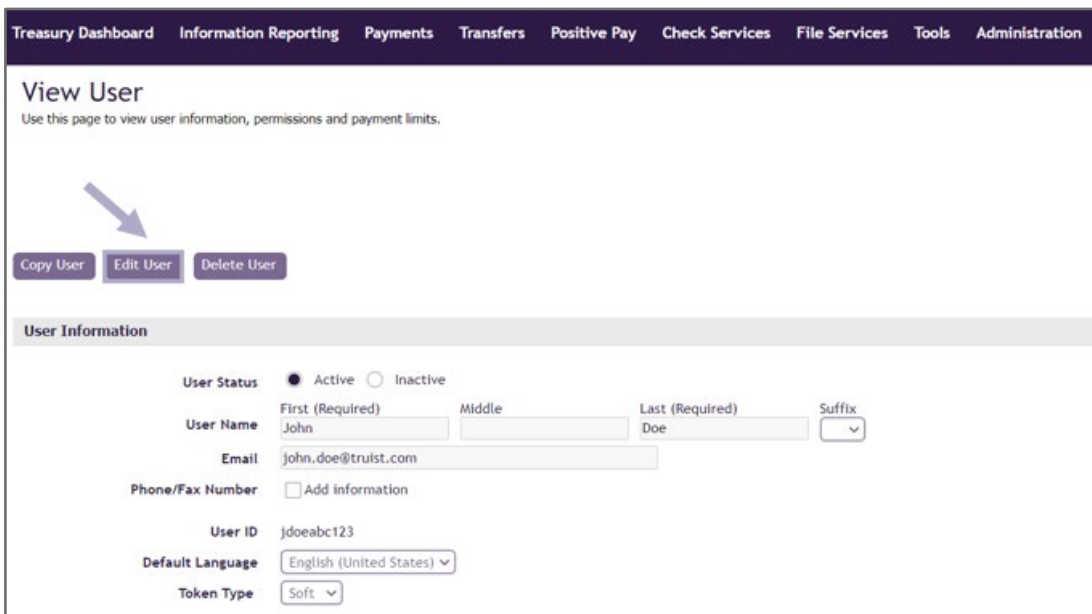
1. From the main menu, select **Administration**, then in the **Manage** section, click **Users**. The Manage Users page displays.



2. Click the User ID of the user you want to edit.



3. From the View User screen, click **Edit User**.



4. Confirm or add an email address for the user if one is not added.

**Important Note:** Email address is required for wire approver users with a token type set to Soft or Hard. Please ensure your users have an email address in the email field of the User Information section before the user begins the token registration process.

5. From the **Token Type** drop-down menu, select a token type of **Hard** or **Soft**.

Treasury Dashboard Information Reporting Payments Transfers Positive Pay Check Services File Services Tools Administration

### Edit User

Use this page to make changes to user information, permissions and payment limits.

[Copy User](#)

\* Required

#### User Information

User Status  Active  Inactive

User Name \* First (Required) Middle Last (Required) Suffix  
 John [ ] Doe [v]

Email john.doe@truist.com

Phone/Fax Number  Add Information

User ID jdoeabc123

Default Language \* English (United States) [v]

Token Type **Soft** [v]

- Click **Save**. The Manage Users screen displays a green check box with a confirmation message showing “Successful Submit.”

Treasury Dashboard Information Reporting Payments Transfers Positive Pay Check Services File Services Tools Administration

### Manage Users

Use this page to make changes to user account information and permission.

**Successful Submit** ←  
 • User John Doe was successfully modified in ABC123 Company.

[Create User](#)

Filter Show All [ ] [ ] [v]

Items per page 10 [v]

Last Name	First Name	User ID	Entitlement	Approver	Admin	User Status	Action
Coffee	Joe	jcoffee1	Full	✓		Active	Select Action
Doe	John	jdoeabc123	Full	✓	✓	Active	Select Action

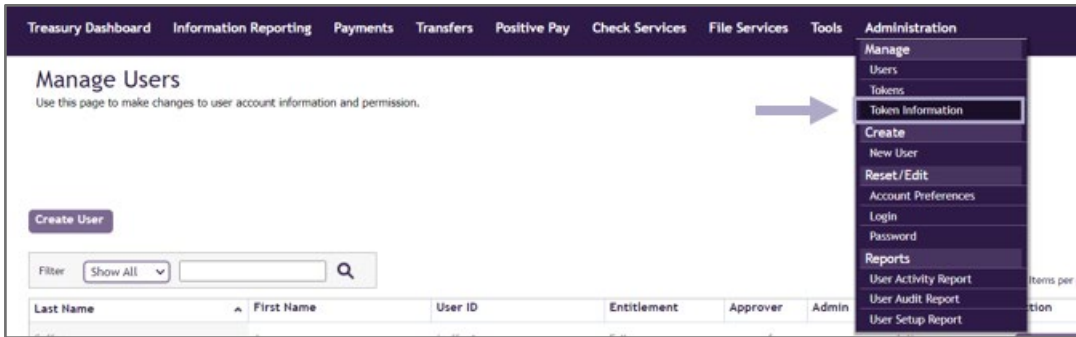
**Notes:**

- Users who are not wire approvers will be set to a token type of None. Tokens are only required for users with wire approval entitlements.
- CSAs who have wire entitlements, but are not wire approvers will also be set to a token type of None. The Tokens link within the Administration menu will display to allow the CSA the ability to access the token management screens to manage the token users. Token registration is not required.
- Users who are wire approvers within multiple Treasury Manager Company ID/profiles and have multiple user IDs will be required to have multiple tokens to access each of the Treasury Manager Company IDs/profiles and approve wire payments. The user can have one hard and one soft token or multiple hard tokens. A token is required for each user ID.

**To Order a Hard Token:**

A Token Information link will be available for CSAs, providing information on the token management process and access to the Hard Token Request Form.

1. From the main menu, select **Administration**, then in the **Manage** section, click **Token Information**.

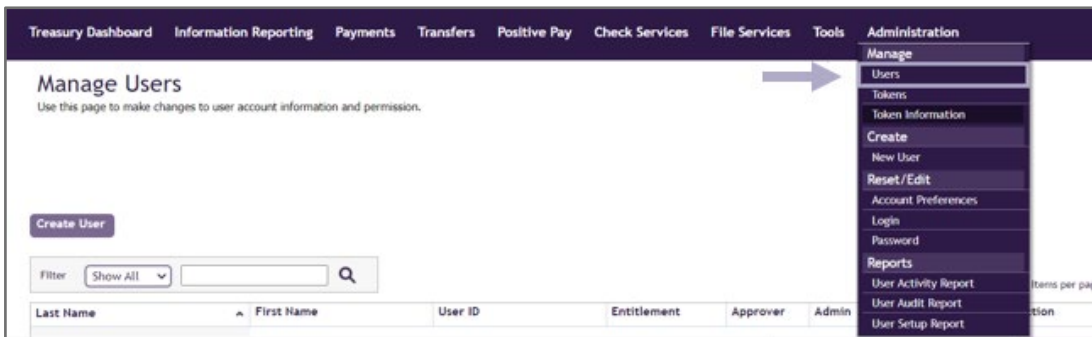


2. Click the **Hard Token Request Form** link to request a hard token for users.
3. Complete the form, then click **Submit**. The hard tokens will be shipped to the address on the form for you to distribute to your users.

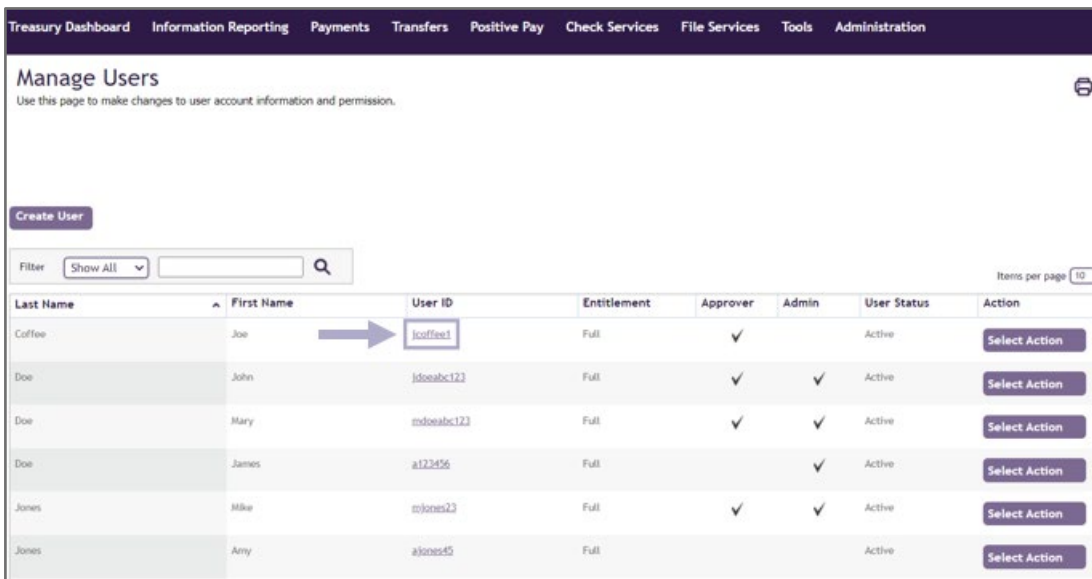
### To Remove a Token from a Wire Approver User:

If a user is changed from a wire approver and no longer requires a token:

1. From the main menu, select **Administration**, then in the **Manage** section, click **Users**.



2. Click the **User ID** of the user that you want to edit.



3. From the View User screen, click the **Edit User** button.

Treasury Dashboard Information Reporting Payments Transfers Positive Pay Check Services File Services Tools Administration

### View User

Use this page to view user information, permissions and payment limits.

[Copy User](#) [Edit User](#) [Delete User](#)

#### User Information

User Status  Active  Inactive

User Name First (Required) Middle Last (Required) Suffix  
John Doe

Email john.doe@truist.com

Phone/Fax Number  Add information

User ID jdoeabc123

Default Language English (United States)

Token Type Soft

4. Change the user's token type to **None**.

Treasury Dashboard Information Reporting Payments Transfers Positive Pay Check Services File Services Tools Administration

### Edit User

Use this page to make changes to user information, permissions and payment limits.

[Copy User](#)

\* Required

#### User Information

User Status  Active  Inactive

User Name \* First (Required) Middle Last (Required) Suffix  
Joe Coffee

Email jcoffee@email.com

Phone/Fax Number  Add information

User ID jcoffee1

Default Language \* English (United States)

Token Type None

5. In the **Access Level** section, click **Set Approvals**.

#### Access Level

Security Level  System administrator  
 Manage confidential batches

Approvals  No approval privileges  
 Set approval privileges

[Set Approvals](#)

6. Deselect all boxes under the **US WIRE Payments Approver** section, then click **Save**. The Edit User screen displays.

US WIRE Payments Approver	Payments Approve Ov'n Non-Repetitive	Payments Approve Ov'n Repetitive
<input type="checkbox"/> ALL	<input type="checkbox"/> ALL	<input type="checkbox"/> ALL
US Wire <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
International Wire <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drawdown <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
US Federal Tax <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Click **Save and Continue** at the bottom of the screen.
8. Click the **Set Up Functional Access** tab, deselect the **Tokens** entitlement, then click **Save**.

User ID/Name: jcoffee1 / Joe Coffee

**Functions**

- Information Reporting
  - Account Activity Data
  - Current Day Data
  - Transaction Search - View
  - Prior Day Data
  - Special Reports - View
  - Cash Position Worksheet
  - Prior Day Reports - View
  - Current Day Reports - View
- Transfers
  - Internal Transfers
  - Transfer Rules (Sweeps)
- ACH Payments
  - Reversals
  - Child Support
  - CCD - Corporate Credit or Debit
  - CTX - Corporate Trade Exchange
  - IAT - Domestic
  - IAT - International
  - PPD - Prearranged Payment & Deposit
  - Tax
- Payment Master Recipients
  - US Payments - Create/Edit/View/Delete
- Wire Payments
  - International Wire
  - Drawdown
  - US Wire
  - US Federal Tax
  - Tokens
  - Tokens
- Positive Pay
  - Positive Pay
  - Issue Maintenance
- Security
  - Secure Message Attachments
- Check Services
  - Check
  - Stop Payments
- File Services
  - Upload
- Payment Services
  - Exports
  - Imports
  - Template Groups
  - Payment Reports

9. On the Entitle User page, click the **Submit User** button. The screen displays a green check box with a confirmation message showing "Successful Submit."

Treasury Dashboard | Information Reporting | Payments | Transfers | Positive Pay | Check Services | File Services | Tools | Administration

**Entitle User**

Use this page to define user entitlements.

**Successful Submit**

- Functional Entitlements successfully updated to User Joe Coffee within ABC123 Company.

User ID/Name: jcoffee1 / Joe Coffee

10. From the Treasury Manager main menu, select **Administration**, then in the **Manage** section, click **Tokens**. The **Search User** page displays.

11. Search for the user by entering the **User ID**, **First Name** or **Last Name**, then click **Search**.

**User Management** | Search User

Search User

Fields in **bold** are required.

**Client ID\*** 887799

User ID

First Name

Last Name

Status Select One

Search Cancel

12. When the user information displays, click **Delete Token**.

**User Management** | Search User

Search User

Fields in **bold** are required.

**Client ID\*** 887799

User ID MDOEABC123

First Name

Last Name

Status Select One

Search Cancel

User ID	Client ID	First Name	Last Name	User Status	Edit User	Delete User	Generate Admin Pin	Delete Token
MDOEABC123	887799	MARY	DOE	Active				

13. A pop-up box displays asking you to confirm if the token linked to the user should be deleted; click the **CONFIRM** button.

Do you want to delete the token linked with DOE, MARY

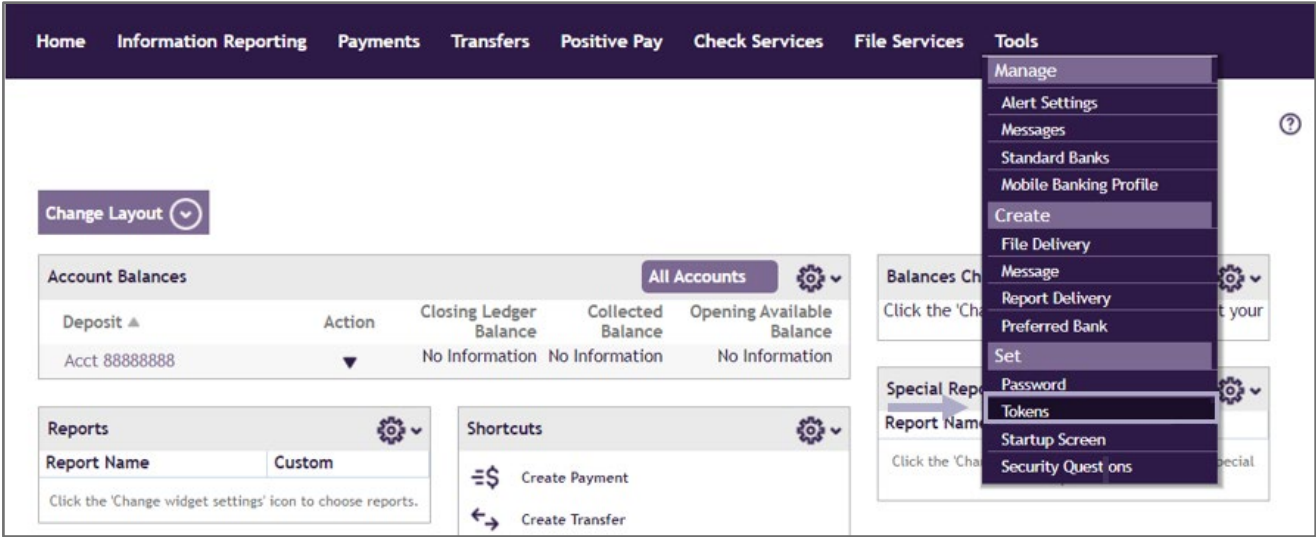
CONFIRM

14. A second window appears informing you that the token linked to the user has been successfully deleted. Click **CLOSE** to exit. The user will no longer have a token associated with their user ID.

## Registering Tokens (Users and Company Security Administrators)

### To Initiate the Registration Process (Users):

1. From the main menu, select **Tools**, then in the **Set** section, click **Tokens**.

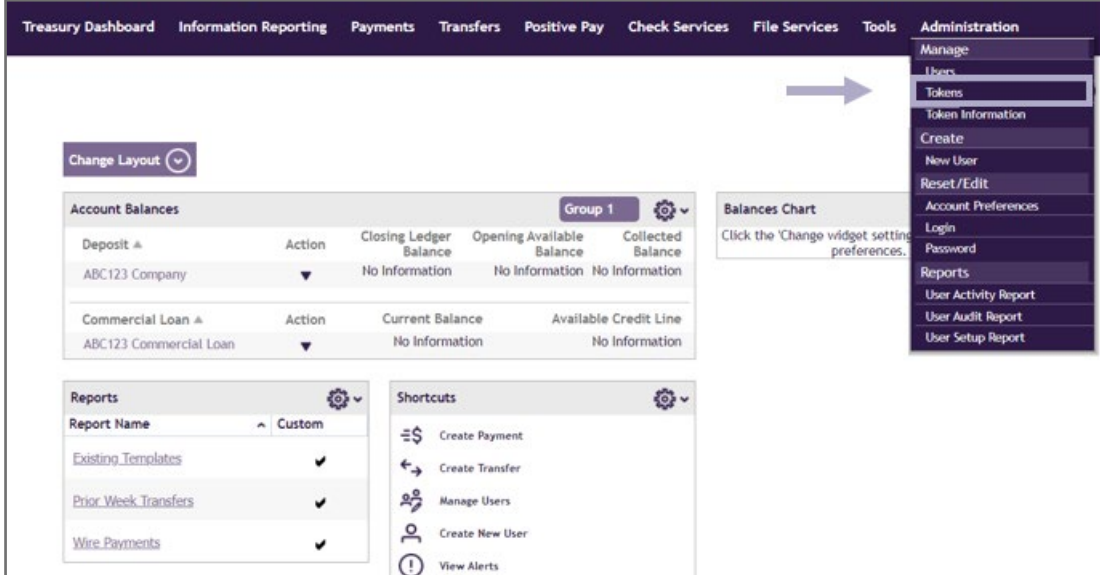


2. Based on your token type, the appropriate step-by-step registration page appears.

**Note:** Truist Commercial Online and Digital Treasury users who already have a registered token and are also wire approver users on Treasury Manager are able to register their existing token to be used on both digital platforms. The user should enter the serial number from the existing hard or soft token during the registration process.

**To Initiate the Registration Process (Company Security Administrators):**

1. From the main menu, select **Administration**, then in the **Manage** section, click **Tokens**.



2. Based on your token type, the appropriate step-by-step registration page will appear.

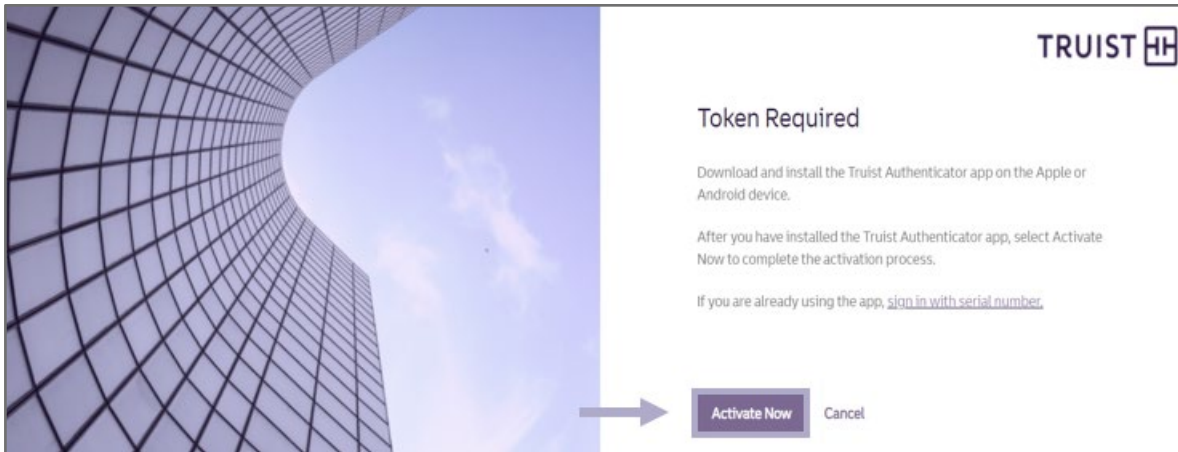
**Note:** Truist Commercial Online and Digital Treasury users who already have a registered token and are also wire approver users on Treasury Manager are able to register their existing token to be used on both digital platforms. The user should enter the serial number from the existing hard or soft token during the registration process.

**To Register a Soft Token:**

1. Download the Truist Authenticator app from your preferred app store to your Apple or Android device.
2. From your computer, access the Treasury Manager main menu, then click the **Tokens** link.



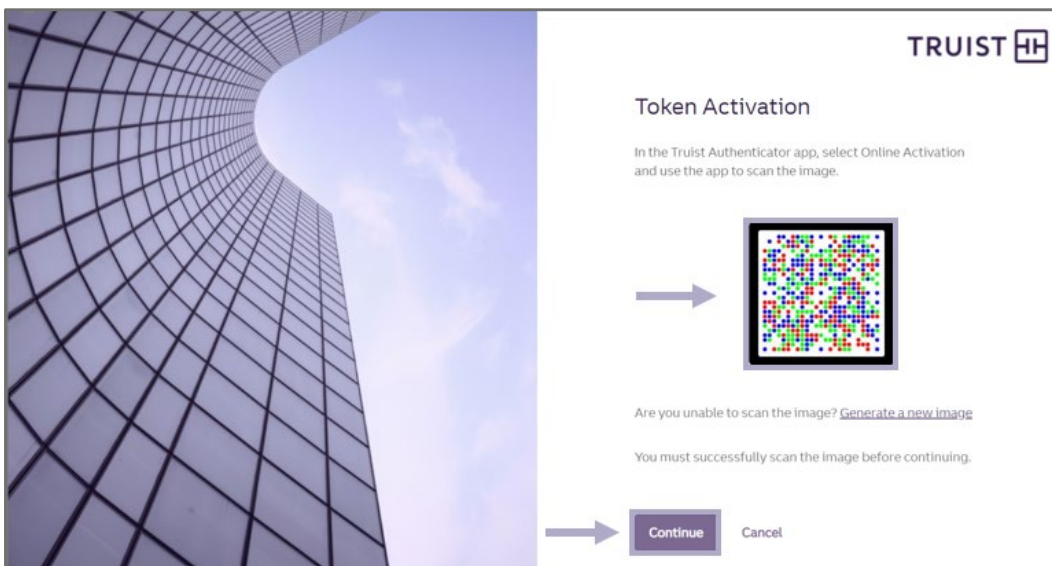
3. Click **Activate Now**.



4. Select **Online Activation**.



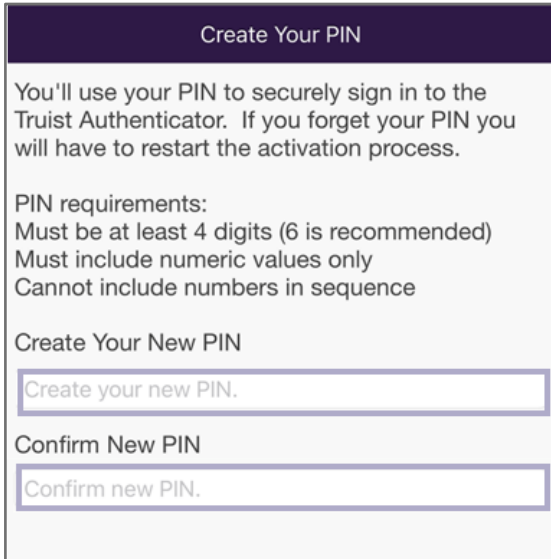
5. Scan the QR code on the screen using the Truist Authenticator app on your mobile device, then click **Continue**.



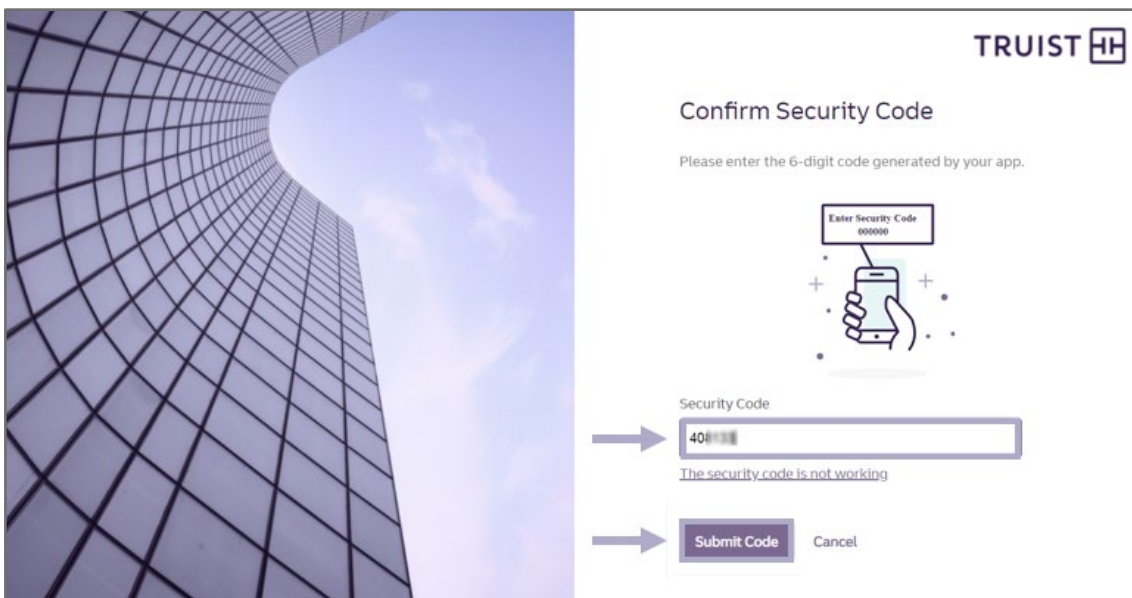
**Note:** If you need to cancel the registration process and return at a later time, click **Cancel**.

If you are using Internet Explorer, your experience when cancelling the token registration may be different. If you need to cancel while using Internet Explorer, click the **X** in the upper right corner of the token registration window to cancel the registration process.

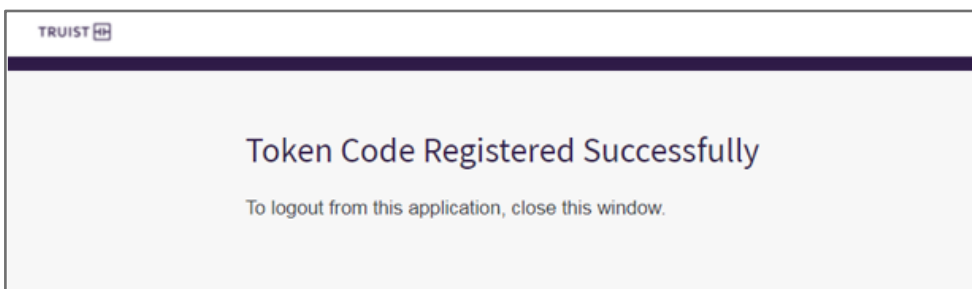
6. Create and confirm your new security PIN, then click **Done**.



7. Enter the Security Code shown on your mobile device, then click **Submit Code**.



8. **Token Code Registered Successfully** displays once you have successfully completed your registration. Close the window to logout from this application.



## To Register a Hard Token:

1. Enter the serial number from the back of the token. Re-enter the serial number, then click **Continue**.

TRUIST

### Register Token

Please enter the 10-digit serial number displayed on the back of your Truist-issued security token.

1 Serial Number

00-0000000-0

Serial Number

45-0000000-1

Confirm Serial Number

45-0000000-1

Continue Cancel

2. Enter the six-digit digital token code in the **Token Code** field, then click **Continue**.

TRUIST

### Confirm Token Code

Please enter the 6-digit code that displays on the front of your token.

1 Push button 2 Code displays

000000

Token Serial Number

\*\*\*\*\*39-1

Token Code

000000

Continue Cancel

3. **Token Code Registered Successfully** will appear once you have successfully completed your registration. Close the window to logout from this application.

TRUIST

### Token Code Registered Successfully

To logout from this application, close this window.

## Getting Help

Click the **User Materials** link at the top right of any page or visit the Treasury Manager page of the **Treasury Resource Center** at [truist.com/treasuryresourcecenter](https://truist.com/treasuryresourcecenter) to access reference materials.

If you need additional assistance, contact Treasury Solutions Client Services at [treasuryclientservices@truist.com](mailto:treasuryclientservices@truist.com) or **800-774-8179**. Representatives are available from 8 am to 8 pm ET, Monday through Friday on bank business days.