Rockland Trust
Municipal Banking Resources

Your relationship is important to us, and we recognize that many of our customers are having to work in new ways. In an effort to guide you during this difficult time, we have compiled some of the essential information you need as a Rockland Trust customer. This tool will assist in navigating:

- Business Online Banking
- Wire & ACH Access
- Automated EDI Notices

As always if you have any questions, please contact our Municipal Team at Municipal@RocklandTrust.com or call 781.982.6795.

Online Banking

The Rockland Trust Online Banking platform is available via any internet-connected device. To begin utilizing Online Banking, select the links below for information on:

- Online Banking Enrollment
- Login and Registering a Device to Online Banking
- Secure Messages
- Transfer Funds
- ACH Transactions
- Wire Transactions
- Mobile Banking

For more information on how to utilize Rockland Trust Online Banking, click on the URL link below to review the entire online user guide:
Rockland Trust Business Online Banking Complete User Guide.

Wire & ACH Access

For Wire & ACH access, you will need an RSA token or a secure access code. You may need to update your secure delivery method. For Wires, the callback person will need their Wire pin.

How to Review & Edit Secure Access Code Delivery Methods in Online Banking:

1. Log in to Online Banking
2. Along the left hand menu, select the Settings tab and then select Security Preferences
3. Select Secure Delivery

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Wire & ACH Access:

- To edit existing delivery method, select the pencil icon ✎ to the right of the delivery method to be edited. Type in the corrected information and select the check mark icon ✓ to save. Repeat as needed.
- To delete an existing delivery method, select the trash can icon 🗑 to the right. Repeat as needed.
- To add an additional delivery method, select New Text Number, New Voice Number or New Email Address. Type in the applicable information and select the check mark icon ✓ to save. Repeat as needed.

Note: Secure access codes to approve an ACH and/or Wire can only be sent via text or voice. The email delivery method is only for secure access codes during Online Banking login.

Automated EDI Notices

As a reminder, we have automated your EDI (Electronic Data Interchange) notices (advice of credits and/or debits) for you to access them through Online Banking. The online notices will be in place of the manual secure email version you normally receive. You will have access to the notices through Online Banking for 90 days.

Accessing Online Notices:

1. Log in to Online Banking
2. From the left hand menu, select Commercial and then select Transaction Monitoring
3. This will open a new window, and select ACH Reporting Files
4. Update the date range as needed and select Refresh
5. Select Download to view the report

You will receive an email notification from Customer Service when a new report is available in Online Banking. You may receive multiple emails throughout the day as Rockland Trust receives additional ACH files resulting in multiple reports to download daily. You do not have to look at them immediately.

If you are in need of any additional support, please reach out to the Municipal Team:

Municipal@RocklandTrust.com
781.982.6795

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