

Readiness Checklist

Synovus Gateway Digital Commercial Banking



On August 23, 2021, we will replace the Business Banking Center (BBC) and Business eBanking (BeB) with Synovus GatewaySM – our enhanced digital commercial banking solution. To ensure a seamless transition, below are recommended actions to prepare in advance, as well as important first-time access instructions.

- See complete details about your transition to Synovus Gateway at synovus.com/gatewaycommercialmigration.
- Register for live, instructor-led orientation training at synovus.com/gatewaytraining.
- View videos to help you get started on August 23 at synovus.com/gatewaycommercialresources and bookmark the page for ongoing reference.

Get ready! Actions to complete before August 23

- 1. Verify your contact information by Wednesday, August 18.**
Log in to the BBC or BeB to verify your contact information on file and make any needed updates by August 18. **Note: Valid phone number and email address are required to receive a one-time Secure Access Code via text message, email, or voice call to access Synovus Gateway. Your preferred business email address is also needed to receive important communications, including your Synovus Gateway Login ID.**
- 2. Review the resources available at synovus.com/gatewaycommercialmigration to know what to expect.**
 - The [Transition Guide](#) provides detailed information about Treasury Management services, FAQs, and the amended [Treasury Management Services Master Services Agreement](#) for review.
- 3. Verify receipt of your Synovus Gateway Login ID.**
All Synovus Gateway Login IDs are provided to Administrators via direct mail. Also, to ensure receipt, Login IDs will be sent to all administrators and users via email from customercare@synovus-email.com.
- 4. If you use Bill Pay, be sure to schedule any payments within the BBC or BeB by August 16.**
To ensure transition to Synovus Gateway Bill Pay, payments may not be scheduled within the BBC or BeB beyond August 16 at 6:00 a.m. ET. **Note: Payees, one-time payments, and recurring payment models will be transitioned to Synovus Gateway Bill Pay. However, administrators must recreate designated eBills within the new application upon initial log in August 23. For instructions, see the [Synovus Gateway Bill Pay Get Started Guide](#) at synovus.com/gatewaycommercialmigration.**
- 5. Note important information about additional Treasury Management services.**
See synovus.com/gatewaycommercialmigration and the [Transition Guide](#) for details supporting additional Treasury Management services, such as Positive Pay, ACH, Wire Transfer, and more. **Note: Saved ACH and Wire payment instructions and scheduled payments will migrate to Gateway. Tip: Delete outdated user information and payment templates to ensure only active users and valid templates transition.**
- 6. If you authorize ACH or Wire payments, download and install the Symantec VIP Access Manager app.**
See the [Symantec VIP Token Guide](#), download and registration instructions at synovus.com/gatewaycommercialmigration. **Note: RSA SecurID hard tokens will be replaced by soft (digital) tokens. Token authentication will not be required at log in, but will be required for transaction authorization.**

>> See other side for log in instructions and actions to complete on Monday, August 23.

Let's go! Actions to complete on Monday, August 23

- 1. First-time log in instructions:**

To log in for the first time, go to the synovus.com Home page:

 - From the “Manage Your Account” drop-down menu, select **Synovus Gateway**;
 - Click or tap **First time login?** and enter your **Synovus Gateway Login ID** (enclosed and provided by email) into the “Login ID” field and click or tap **Submit**;
 - On the Select Secure Access Code Target page, click or tap your desired contact method – either text, email, or voice call – to generate a Secure Access Code;
 - When the code arrives, enter the code on the Secure Access Code page and click or tap **Submit**;
 - Enter a password, then re-enter it in the Confirm Password field and click or tap **Submit**.

Need assistance? Contact Customer Care at 1-888-SYNOVUS (796-6887) and say “Gateway.” See the [Transition Guide](#) for additional first-time log in information.

- 2. Familiarize yourself with the Synovus Gateway Home page, menu, and practice navigation.**

Review the main menu and services, the Home page, and how your information has carried over. The Home page is always your landing page for convenient access to services, account overview, and quick actions. If you are an Administrator, familiarize yourself with how to manage users and your company policy by reviewing the [Manage Users demo](#) and [User Management Guide](#) at synovus.com/gatewaycommercialresources.

- 3. If you use Bill Pay, recreate designated eBills within your new Synovus Gateway Bill Pay application.**

Administrators will need to recreate designated eBills within the new application upon initial log in August 23. See the [Synovus Gateway Bill Pay Get Started Guide](#) for instructions. ***Need a list of your business' eBill accounts for set up or have questions? Submit a request through the Gateway secure Messages center. Once logged in, navigate to Messages located in the left menu bar below Home > select “Bill Pay Services” from the “New Message – Message recipient” drop-down list.***

- 4. Download the Synovus Gateway mobile app.**

To download the Synovus Gateway mobile^{1,2} app, go to the Apple App Store on an iOS device or Google Play[®] on an Android[®] device. Then, search for “Synovus Gateway” and follow the prompts to install. For device requirements, see the [Transition Guide](#).

- 5. Register your Symantec VIP Access Manager soft token if you authorize ACH or Wire payments.**

If any users who approve ACH and Wire payments have not already installed the Symantec VIP Access Manager and provided their token credential, Administrators should obtain and enter those credentials within Gateway following the system prompt. See synovus.com/gatewaycommercialmigration for instructions and the [Symantec VIP Token User Guide](#).

- 6. Review and establish Alerts.**

From the Home page, navigate to **Settings > Alerts**. Review and select the notifications you'd like to set up; or, change your alert delivery preference for important events, account status, and transactions. Add synovusgatewayalerts@business.synovus.com to your safe list to ensure receipt of auto-generated alerts.

Additional resources and assistance

[Synovus.com/gatewaycommercialresources](https://synovus.com/gatewaycommercialresources) provides important reference documentation, including comprehensive user guides and demos. However, be sure to [register for training](#) if you haven't already participated. **For additional assistance, contact your relationship manager or call Synovus Customer Care at 1-888-SYNOVUS (796-6887) and say “Gateway.”**

¹The Synovus Gateway mobile application requires your mobile service provider's data and/or text plan. Message and data rates may apply. ²Separate approval, agreement, fees and/or additional balances may apply. All services are subject to approval. The service marks and trademarks used herein belong to their respective owners. Android is a trademark of Google LLC. ©2021 Synovus Bank. Member FDIC.