

Readiness Checklist

Synovus Gateway Digital Business Banking



On April 25, 2022, we will replace the Business Banking Center (BBC) and Business Internet Banking (BIB) with Synovus GatewaySM – our enhanced digital business banking portal. To ensure a seamless transition for your business, below are recommended actions to prepare in advance, as well as important steps to take when accessing Synovus Gateway for the first time. Please note that BBC access will be deactivated on Friday, April 22, at 6 p.m. ET as we transition your services. Digital banking access will be restored with Synovus Gateway by 7:00 a.m. ET on Monday, April 25.

- See complete details about your transition to Synovus Gateway at synovus.com/gateway.
- View demos at digitaldemos.synovus.com. For user guides, visit synovus.com/gatewayresources. Please bookmark both for ongoing reference as needed.

Get ready! Actions to complete by Friday, April 22

- 1. Verify your contact information by Monday, April 11. This is a critical step to ensure receipt of your Login ID.**
Log in to the BBC to verify your contact information on file and make any needed updates by **April 11**. **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 business email address is also required to receive critical communications, including your Synovus Gateway Login ID.**
- 2. Review the resources available at synovus.com/gateway to know what to expect.**
 - **Enhancement Summary** provides an at-a-glance view of important dates and enhanced features and functions, while the **Transition Guide** provides detailed information, including general FAQs.
- 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 **customer@synovus-email.com**. **Note: If you do not receive your Login ID by April 19, call Synovus Customer Care at 1-888-SYNOVUS (796-6887) and say “Gateway” to request it.**
- 4. Delete outdated user information and payment databases, if applicable, to ensure only active users and valid databases transition.**
Administrators should review users and permissions within BBC to verify service and account access is properly aligned, delete outdated information, and delete user information for those who no longer have access. Also delete payment databases where applicable, as well as and recipients no longer in use.
- 5. Take a test drive to ensure you are ready when Synovus Gateway arrives.**
Access Synovus Gateway Digital Resources at digitaldemos.synovus.com for interactive simulators to get familiar with menu options and online and mobile features. Bookmark the site for future reference.

>> See other side for log in instructions and actions to complete on Monday, April 25.

Let's go! Actions to complete on **Monday, April 25**

- 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** (provided to you 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**.

Note: If you have difficulty at first log in with requesting or receiving the Secure Access Code, please contact Customer Care at 1 888 SYNOVUS (796 6887) and say Gateway. See the [Transition Guide](#) for additional first time log in information, including Secure Access Code details and password requirements. Or, visit digitaldemos.synovus.com to view the [Log in to Synovus Gateway demo](#).

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

Review the main menu and services to familiarize yourself with the new application, 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.
- 3. Download the Synovus Gateway mobile app.**

One of the most exciting enhancements with Synovus Gateway is the mobile^{1,2} app for anytime, anywhere access to digital business banking and mobile deposits. To download, first delete the BeB app on your device if you have it installed and then:

 - go to the Apple App Store on an iOS device or Google Play® on an Android® device;
 - search for “Synovus Gateway” and follow the prompts to install.
 - For device requirements, see the [Transition Guide](#) at synovus.com/gateway.
- 4. 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.
- 5. Establish Statement Notifications.**

From the Home page, navigate to **Settings > Statement Notifications**. Review and select the account statements for which you’d like to receive a recurring notification of availability.

Additional resources and assistance

[Synovus.com/gatewayresources](https://synovus.com/gatewayresources) provides important reference documentation, including quick start guides and a comprehensive user guide, as well as a link to Digital Resources at digitaldemos.synovus.com for website and mobile app demos.

For additional assistance, 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. ©2022 Synovus Bank. Member FDIC.