

Welcome to Lakeland Bank's eTreasury Secure Browser!

Lakeland Bank's eTreasury solution includes a secure browser to provide greater security for your online banking needs. If your office requires an IT administrator to download files, please contact them to minimize any disruption to your online banking.

Secure Browser offers a smooth customer experience that helps deter fraud. Secure Browser provides:

- ★ Secure Site Access with consistent user and device authentication
- ★ Not susceptible to malware attacks
- ★ Prevents misdirection to false sites
- ★ Eliminates hard tokens or 3<sup>rd</sup> party security products

## Before You Begin

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### Ensure you have

- Internet connection
- Administrative privileges on the computer where eTreasury Secure Browser will be installed
- **Activation Key** - provided by your company administrator
- If you have Anti-Virus software installed on your computer, you must allow eTreasury Secure Browser to be installed. You may need to contact your IT department for assistance to ensure you are able to install eTreasury Secure Browser.

**Please close all open computer applications.** You will be required to restart your computer in order to install the browser and its encrypted keyboard.

### System Requirements

#### Browsers

- Internet Explorer (Version 11)
- Microsoft Edge (Any version currently supported by Microsoft)
- Mozilla Firefox (Version 65+)
- Google Chrome (Version 70+)
- Apple Safari browser is not officially supported but there are no known issues between most recent version of Safari and CBS software
- Commercial Center Secure Browser (CCS)
  - Computers must have a Personal System/2 (PS/2) style or USB Human Interface Device (HID) keyboard installed
  - The following platforms do not support CCS:
    - Windows Server
    - Windows Phone or Windows 10 Mobile
    - Windows 10 S (preinstalled on 2017 Surface Laptop and Surface Pro hardware)
  - This application is not compatible with anti-virus products that utilize Device Control software
  - Application does not support installing in Remote Desktop Services (RDS, formerly Terminal Services) and multi-user thin-client virtual desktop infrastructure (VDI) environments due to common issues with keyboard encryption, snapshot management and folder redirection, depending on how you configured the environment

#### Windows OS

*NOTE: 32 and 64 bit operating systems are supported*

#### Windows 8, 8.1, and 10

- Dual core 2 GHz or more microprocessor
- 2GB of RAM (32bit) or 4GB of RAM (64bit)
- 16 GB (32bit) or 20 GB (64bit) of Hard Drive space (minimum)

### Mac Operating Systems

#### 10.13 High Sierra, 10.14 Mojave, 10.15 Catalina (Secure Browser or Desktop)

- 2 GB of RAM (4 GB Recommended)
- 10 GB of Hard Drive space

## Installation

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To begin, download and install the Secure Browser:

Windows users, use the link below:

[https://etresurycommercial.lakelandbank.com/msb/download/lakeland\\_browser64.exe](https://etresurycommercial.lakelandbank.com/msb/download/lakeland_browser64.exe)

Mac users, use the link below:

[https://etresurycommercial.lakelandbank.com/msb/download/lakeland\\_browser.pkg](https://etresurycommercial.lakelandbank.com/msb/download/lakeland_browser.pkg) Follow

the prompts to RUN the program:

### Download and Installation Instructions for Windows Users:

After clicking the link above, click *Run* in the yellow bar at the bottom of the page:



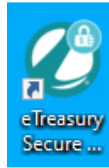
When the download completes, the *Lakeland Bank Secure Browser Setup Wizard* will launch.

Click **Next** to begin the installation process.



Follow the prompts to complete the installation. A restart may be required for configuration changes to take effect.

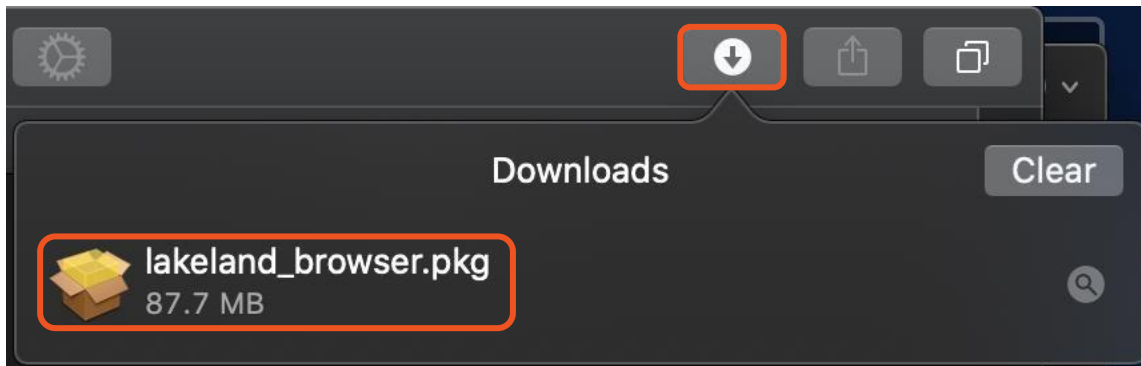
The Lakeland Bank Secure Browser icon will appear on your desktop.



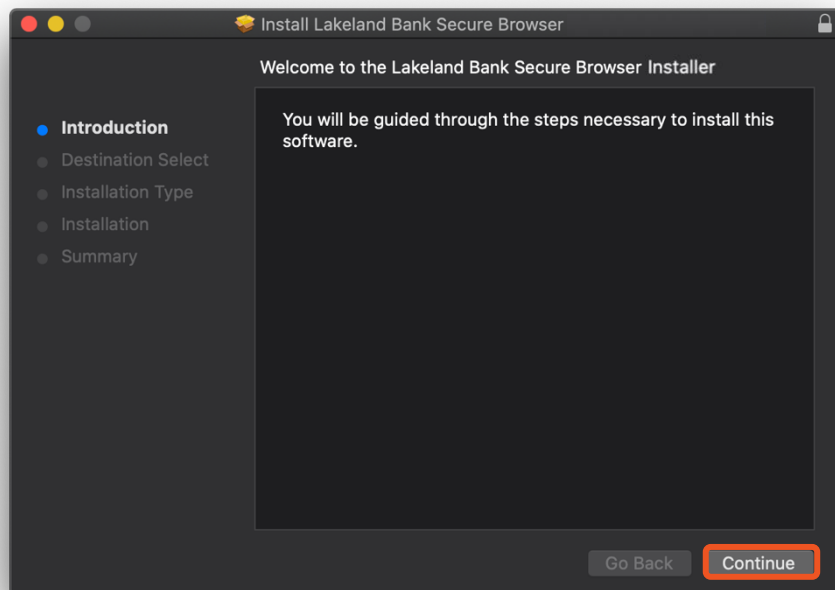
### Download and Installation Instructions for Mac Users:

After clicking the link above, the download will begin automatically.

When the download completes, click the downloads button and double-click the lakeland\_browser.pkg to launch the setup wizard.



Click Continue to begin the installation process.



The Lakeland Bank Secure Browser icon will be added to Launchpad.

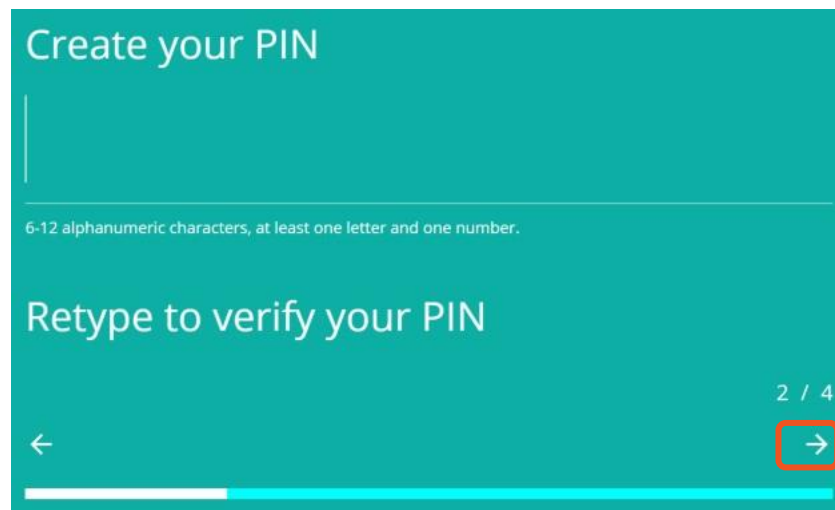


Click on the Lakeland Bank Secure Browser icon (Windows users) or launch the Lakeland Bank Secure Browser from the Launchpad (Mac Users) to begin the activation process.

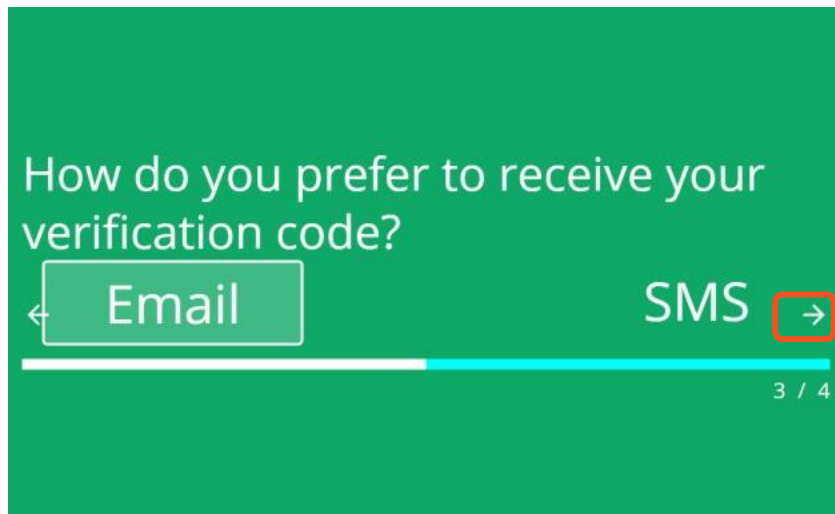
**Step 1. Enter the Activation Code provided by the Company's administrator and click on the arrow.**



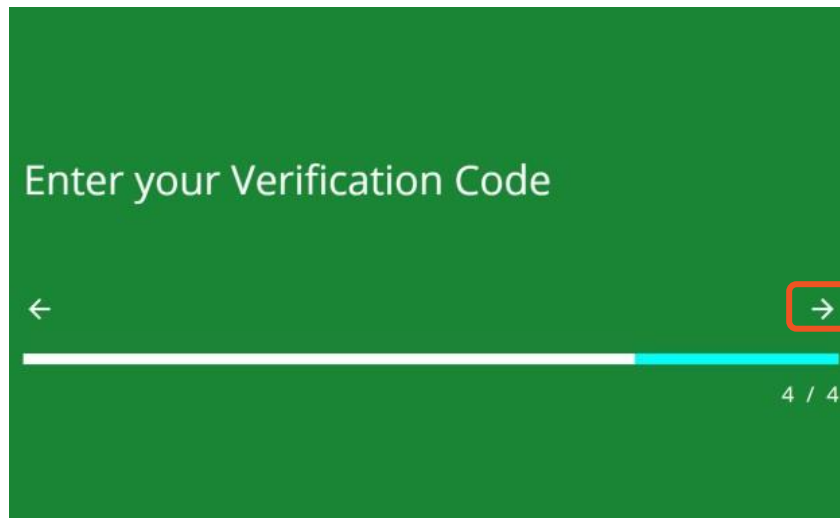
**Step 2. Create a PIN containing 6-12 alphanumeric characters with at least one letter and one number. Retype the same PIN to verify and click on the arrow to proceed.**



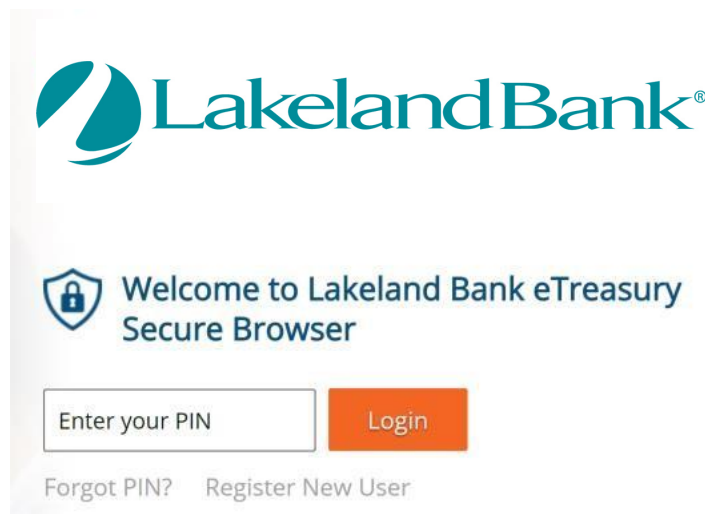
**Step 3. Select how you would like to receive the verification code and click the right arrow to proceed.**



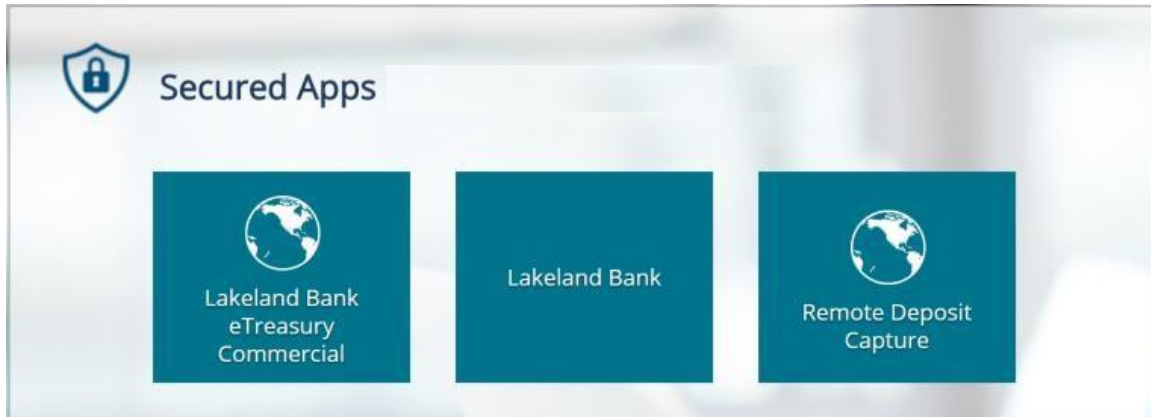
**Step 4. Enter the verification code you receive via email or SMS. Please note that you will need to have previously accepted the Terms and Conditions and confirm enrollment in order to receive SMS messages.**



**Step 5: You will be returned to the logon screen. Enter the PIN created above and click Login.**



Your homepage will appear with the products you have requested.



**Lakeland Bank eTreasury Commercial/Business** – gives you secure access to all of your account information and other services you signed up for such as funds transfers, place stop payments, view statements, check images, etc.

**Remote Deposit Capture** – If you are enrolled in RDC this is where you'll go to initiate deposits.

**To Login after initial install:** Click on the Lakeland Bank Secure Browser icon installed on your Windows desktop or launch the Lakeland Bank Secure Browser from the Mac Launchpad. Enter your PIN and click Login.

**Forgotten PIN** – Click on the Forgot PIN link and follow the prompts to create a new PIN. You will need to follow the Steps 1 – 5 above to re-create your pin.