

*Trustmark Corporate University Presents:*

**Trust***Touch***Web**



***TrustTouchWeb at a Glance***

# Table of Contents

	PAGE
What is TrustTouchWeb .....	1
Sign In.....	1
Enroll.....	2
Home Screen .....	3
Navigation .....	3
Accounts Tab .....	4
Payments Tab.....	6
Home Screen for CheckFree .....	6
E-Bills.....	7
Write a Check .....	7
Quick Pay.....	8
Payment History.....	9
Repeating Payments.....	10
Payee Setup .....	11
My Profile .....	13
Help .....	13
Transfer Tab .....	14
Services Tab.....	16
Stop Payments.....	16
Reorder Checks .....	17
Bullet Aids .....	18
Messages .....	18
Prefs (Preferences).....	20
Change Password .....	20
Change Account Preferences.....	20
Create Alert .....	21
Create Reminder .....	22
Help .....	23
Exit.....	23

# What is TrustTouchWeb

TrustTouchWeb is a full-featured Internet banking application that can be accessed from any Internet-enabled computer. TrustTouchWeb includes features that enable financial institutions to provide customers with a robust and personalized online banking experience.

TrustTouchWeb enables customers to effectively manage their banking, credit card, and loan accounts anytime, anywhere. TrustTouchWeb helps the financial services institution to surpass traditional banking services and maximize customer loyalty and revenue.

TrustTouchWeb provides the customer with a highly intuitive interface that brings deposit, credit, and loan accounts into one consolidated view. Customers have convenient and easy access to their accounts, enabling them to view statements and activity online, view cleared transactions, transfer funds between accounts, and pay bills electronically.

TrustTouchWeb includes the following functional areas:

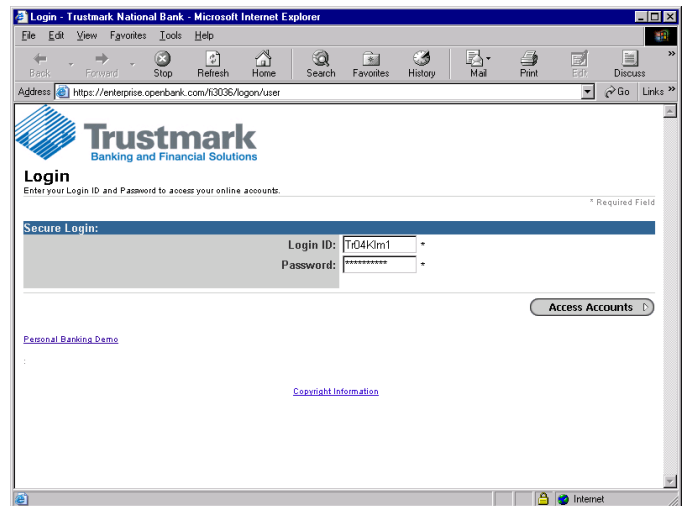
- Accounts
- Payments and Payees
- Transfers
- Services
- Preferences and Messages

## Sign In

The first screen that is accessed is the TrustTouchWeb secure login screen.

Type in your Login ID and Password and click on the Access Accounts button to continue.

If you do not have a Login ID and Password, click on the [Enroll Now!](#) button under TrustTouchWeb on the Trustmark.com website.



# Enroll

Complete the following form.

Fields marked with an asterisk are required fields and must be filled in.

The login id should be something easy for you to remember.

Take a look at a check to get the Account Number. Enter the number on the form and indicate if the account is a checking account, savings account or whatever.

Complete the entire form.

If you would like to know more about the TrustTouchWeb Agreement, click on the purple link.

When the form is filled out completely, click on the Submit button.

The following phrase will appear letting you know you were successful submitting your enrollment form:

Your registration has been successfully submitted.

## TrustTouchWeb Enrollment

To use TrustTouchWeb you must first enroll. New users should enter a preferred login id in the field below. Fields marked with an asterisk (\*) are required for enrollment.

\*Login id:   
(6-20 characters)

\*Primary account number:

\*Account type:

\*Social security number:

Primary Account Holder Name

Joint Account Holder Name

Title:

Title:

\*First:

First:

Middle:

Middle:

\*Last:

Last:

Suffix:

Suffix:

Address:  US  Military  Non-US

\*

\*City:

\*State:

\*Zip code:

\*Country:

\*Email address:

\*Verify email address:

\*Home phone number:  (ex:601-123-4567)

Work phone number:  (ex:601-123-4567)

Fax number:  (ex:601-123-4567)

Are you interested in paying bills online?  Yes  No

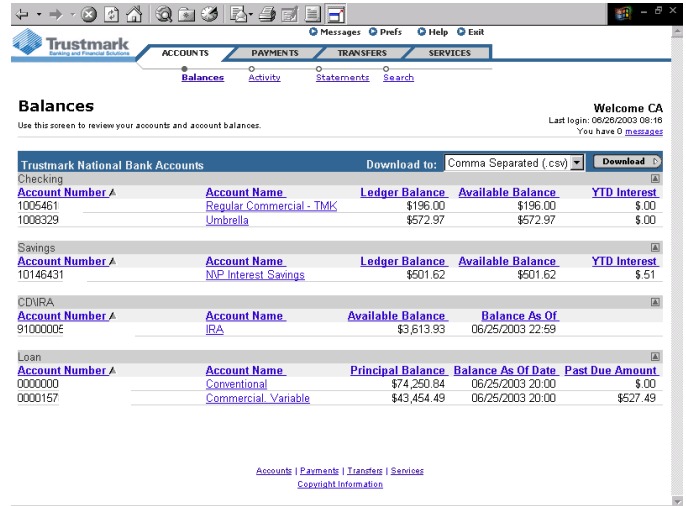
In order to transfer funds or pay bills online, a signed copy of the TrustTouchWeb enrollment form must be returned to TrustTouch Services and you must agree to accept electronic delivery of notices and disclosures. Please review the TrustTouchWeb Agreement, Electronic Funds Transfers Disclosure and Electronic Delivery Notice by selecting the following link: [TrustTouchWeb Agreement](#). After reviewing these documents, 1)print and complete the TrustTouchWeb enrollment form; 2)sign; 3)fax to 601-208-6761 or mail to TrustTouch Services Department, P.O. Box 291, Jackson, MS 39205

# Home Screen

Once you Sign In the next screen encountered is the Home screen.

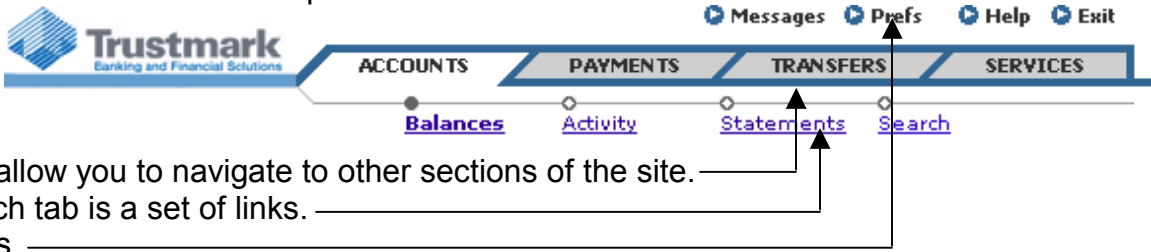
Note that you are on the Accounts tab. This screen begins by showing your various accounts and the Balances of those accounts.

Accounts may also be hidden from this view.



# Navigation

Notice the banner across the top of the screen:



The tabs allow you to navigate to other sections of the site.

Below each tab is a set of links.

Bullet Aids

Use the buttons similar to the ones on the right to move between screens (if applicable).

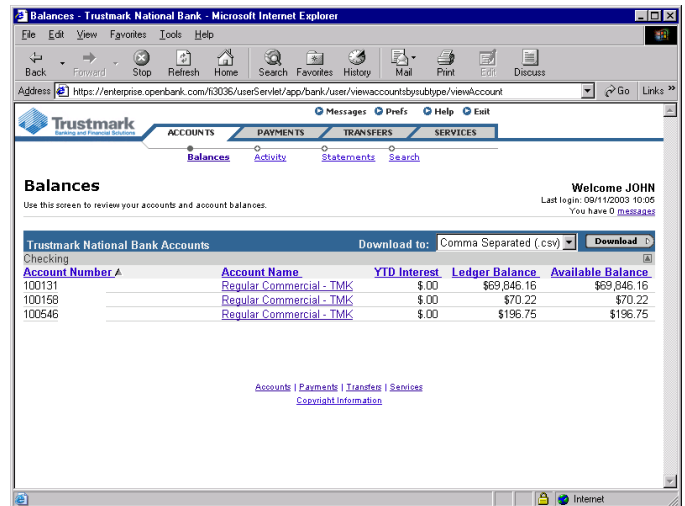


[Accounts](#) | [Payments](#) | [Transfers](#) | [Services](#)  
[Copyright Information](#)

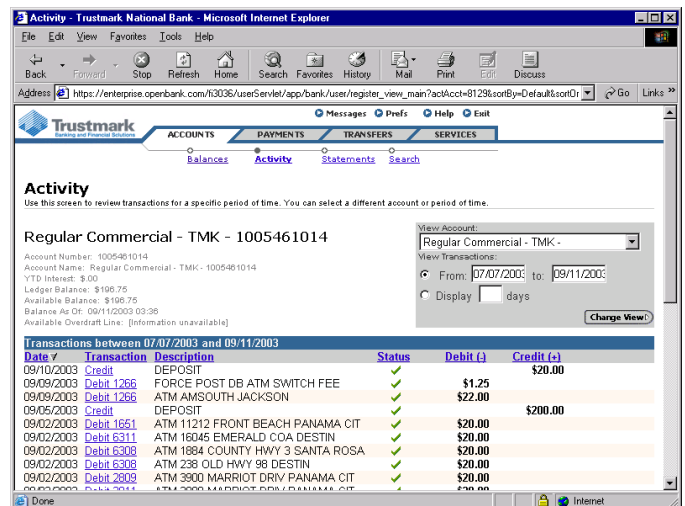
# Accounts Tab

This screen gives the account number, account name and account balance. Clicking on the *Balances* link under the tabs also brings up this screen.

Clicking on the Headings will sort the accounts in ascending or descending order.



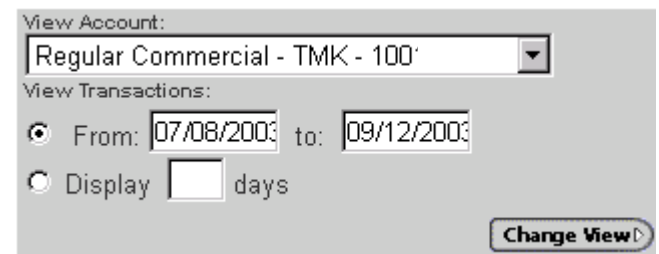
Clicking on the account name will bring up details about the account. Clicking on the link *Activity* under the tabs will do the same.



The gray box in the upper right-hand corner may be used to change to a different account by clicking on the dropdown arrow.

Also a date range may be requested or a number of previous days.

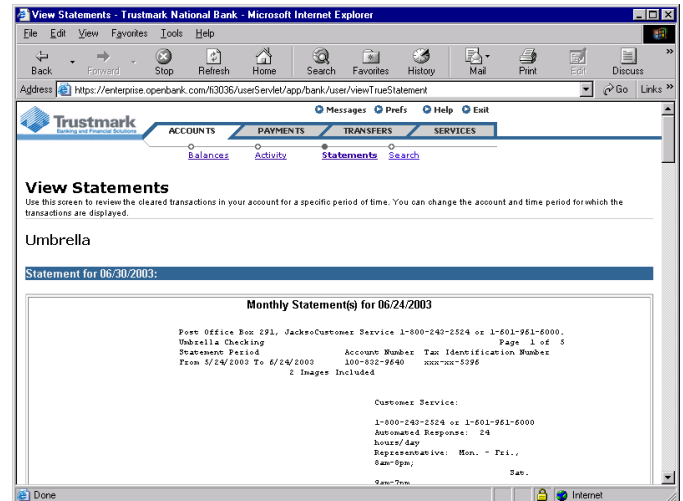
Click the **Change View** button to see your selection.



Clicking on the link *Statements* found under the tabs will bring up the most recent account statement.

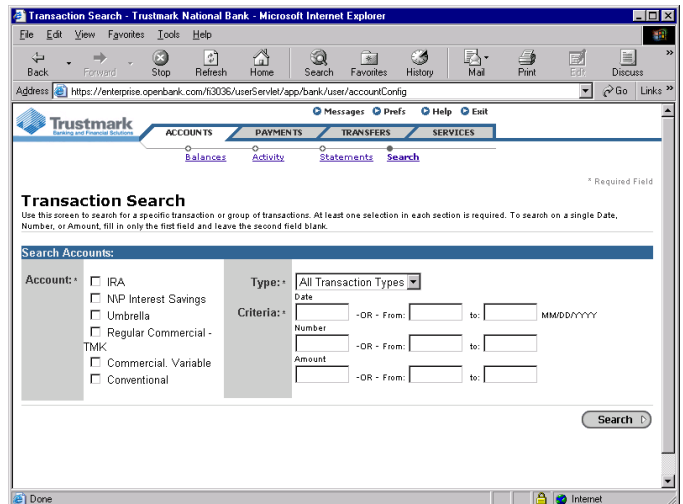
To find a statement enter the date range in which the statement was rendered. If the date entered is too broad, i.e. over a month, then an error will occur. It is best to look for a statement by entering a date range starting from the beginning of the month to the end of the month (i.e. 07/01/2003 - 07/31/2003) to find the appropriate statement.

Statements do not have check images available.



The *Search* link allows you to search for an item in an account.

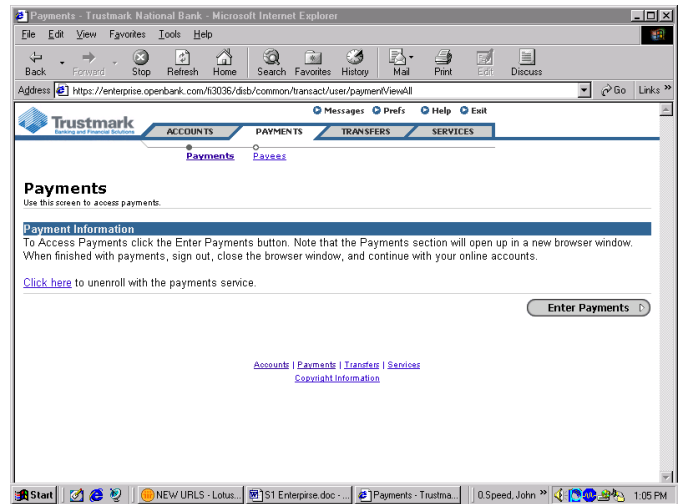
Check mark the desired account. Click on the dropdown arrow and select the item to search for. Type in the date, date range and/or amount of the item.



# Payments Tab

This screen allows you to make payments online to companies you have previously identified.

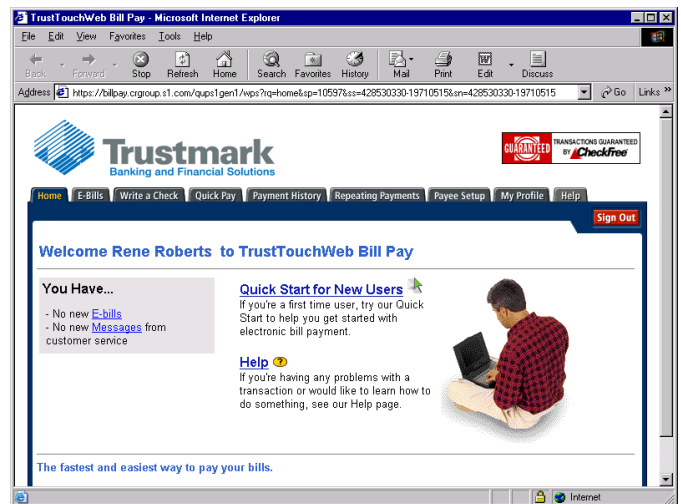
Click on the Enter Payments button to continue. This will pop up a new window. When finished making payments close the window and you will return to this screen.



# Home Screen for CheckFree

This screen allows the customer to:

- E-Bills..... Request electronic bills
- Write a Check ..... Make a payment online
- Quick Pay..... Lists all customer payees
- Payment History..... Shows who's been paid
- Repeating Payments. Pay reoccurring bills
- Payee Setup ..... Add new payees
- My Profile ..... Customer information
- Help ..... Frequently asked questions

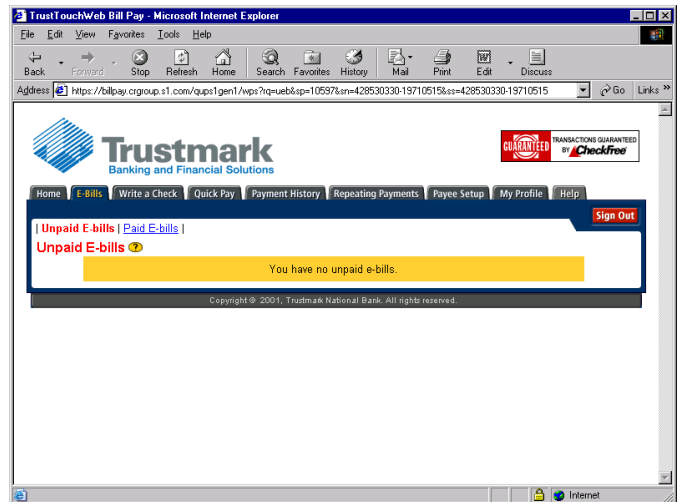


## E-Bills

Once you click on the E-Bills tab across the top of the screen the following window will appear:

This screen shows you normal bills you would have gotten through the mail (provided you have set this up – this is found under Payee Setup).

The Paid E-Bills link shows bills that have already been paid.



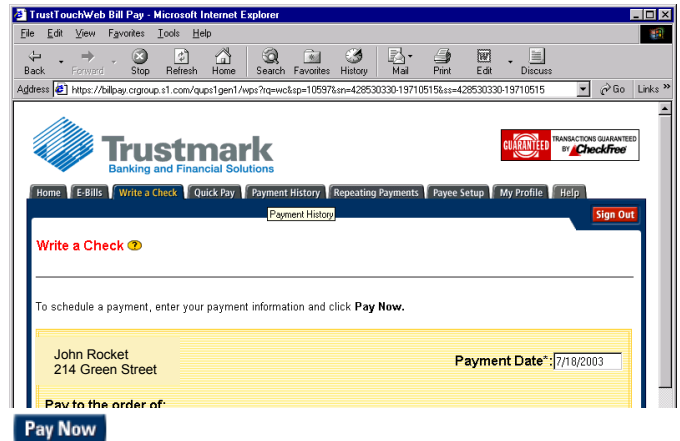
## Write a Check

Once you click on the Write a Check tab across the top of the screen the following window will appear:

Underneath the heading Pay to the order of, click on the dropdown list to select the Payee.

Type in the dollar amount.

Click on the Pay Now button.



\*Payment Date is the date the payee is scheduled to receive the payment.

# Quick Pay

Once you click on the Quick Pay tab across the top of the screen the following window will appear:

Check mark the bills to be paid

Type in a dollar amount including cents (in the dollar and cent format, ie: 123.79)

Change the date if necessary

Click on the Pay All Marked button to make payment

Pay	Payee	Amount	Payment Date*
<input checked="" type="checkbox"/>	ADT Security Services - Security System	\$ 100.25	07/25/2003
<input checked="" type="checkbox"/>	Attel - Cellular Phon	\$ 25.48	08/28/2003
<input checked="" type="checkbox"/>	BellSouth Telecommunications - Phone Bill	\$ 43.57	08/12/2003

\*Payment Date is the date the payee is scheduled to receive the payment.

# Payment History

Once you click on the Payment History tab across the top of the screen the following window will appear:

The customer may click on **View** to see the status of the payment

The Inquire link allows the customer to open a case on a payment that may not have posted on time or at all.

If a bill is scheduled (under Status) the customer may cancel a payment by clicking on the Cancel link.

The bill payment date or dollar amount may be changed by clicking on the Edit link.

**Trustmark**  
Banking and Financial Solutions

Home | E-Bills | Write a Check | Quick Pay | **Payment History** | Repeating Payments | Payee Setup | My Profile | Help

**Payment History**

This page lists your payments that match the search criteria displayed in Payment History Search. To display a different list of payments or to find a specific payment, select new search criteria and click **Search**.

**Payment History Search**

All Dates:  All Dates | Payee: All Payees  
 6/14/2003 to 7/13/2004 | Category: All Categories  
 Bank Account: All Accounts | Status: All Payments

**Search**

**Payment History Search Results:**

Payee	Category	Amount	Payment Date	Bank Account	Status	
Alltel - Cellular Phon		\$42.40	7/3/2003	Umbrella	Processed	<a href="#">View</a>   <a href="#">Inquire</a>
City Services - Water Bill		\$20.40	7/3/2003	Umbrella	Processed	<a href="#">View</a>   <a href="#">Inquire</a>
Entergy Mississippi - Electric bill		\$119.91	7/3/2003	Umbrella	Processed	<a href="#">View</a>   <a href="#">Inquire</a>
Swell Utility Company - Sewer		\$15.00	7/3/2003	Umbrella	Processed	<a href="#">View</a>   <a href="#">Inquire</a>
CentexPoint Energy Entex - Gas Bill		\$15.18	6/28/2003	Umbrella	Processed	<a href="#">View</a>   <a href="#">Inquire</a>
ADT Security Services - Security System		\$28.03	6/25/2003	Umbrella	Processed	<a href="#">View</a>   <a href="#">Inquire</a>
BellSouth Telecommunications - Phone Bill		\$26.15	6/25/2003	Umbrella	Processed	<a href="#">View</a>   <a href="#">Inquire</a>

\*Indicates repeating payments.

**Financial Software Export:**

You can create import files to export your payment information to Quicken® or Microsoft® Money. Canceled and failed payments are not exported.

To create an import file,

- Select one bank account in Payment History Search and click **Search** to display only the payments from that account.
- Click the button in the following list that corresponds to your version of Quicken or Microsoft Money.

**Quicken 99** - Quicken 99 and all newer versions\*

**Quicken** - Quicken 98 and all older versions\*

**Money 99** - Microsoft Money 99 and all newer versions\*

**Money** - Microsoft Money 98 and all older versions\*

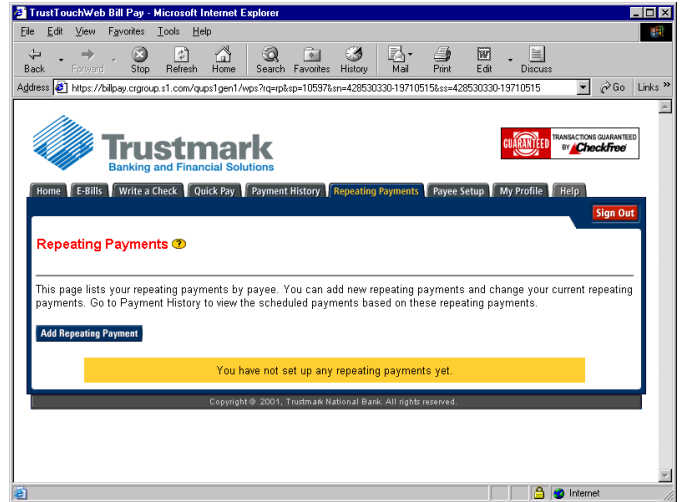
\* You cannot generate a Quicken Import File or a Microsoft Active Statement for all bank accounts at the same time. Before you create a Quicken Import File or a Microsoft Active Statement, select only one bank account from the Bank Account list in the Payment History Search area, click Search, and then click one of the buttons above to generate your file.

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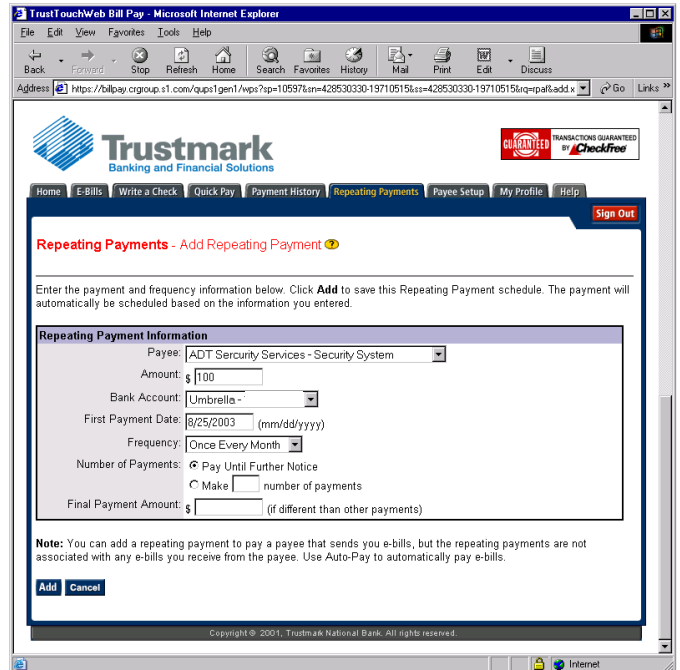
# Repeating Payments

Once you click on the Repeating Payments tab across the top of the screen the following window will appear:

To set up repeating payments, click on the Add Repeating Payments button.



- Select the payee from the dropdown list
- Type in a dollar amount
- Select the appropriate bank account
- Type in the date the payment is due
- Select from the dropdown list how often the payment is to be made or the number of payments
- Type in a final payment amount if different from the other amounts
- Click on the Add button

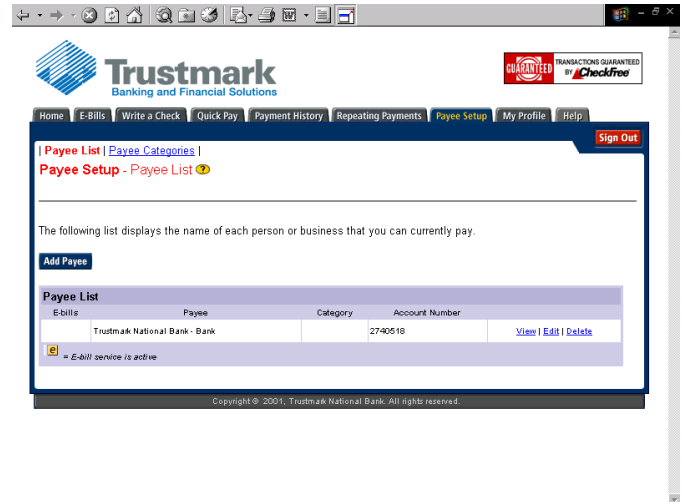


# Payee Setup

Payees listed on this screen are eligible to receive online payments, if you choose to send payment.

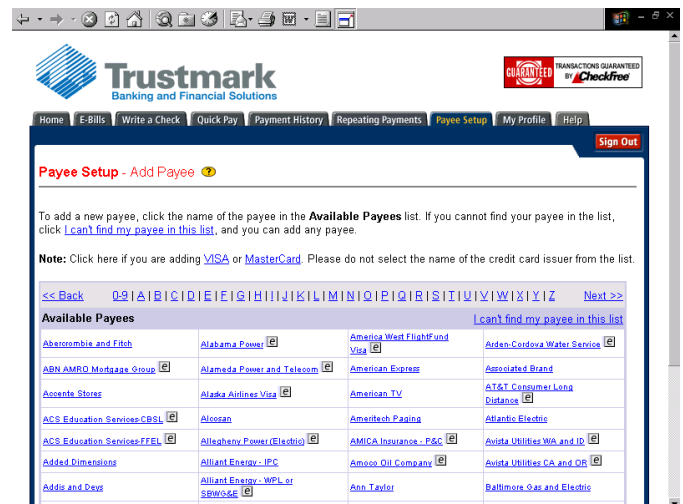
To add a name to the list of payees, click on the Add Payee button.

If you have not set up payee categories, click on the [Payee Categories](#) link (see page 12)



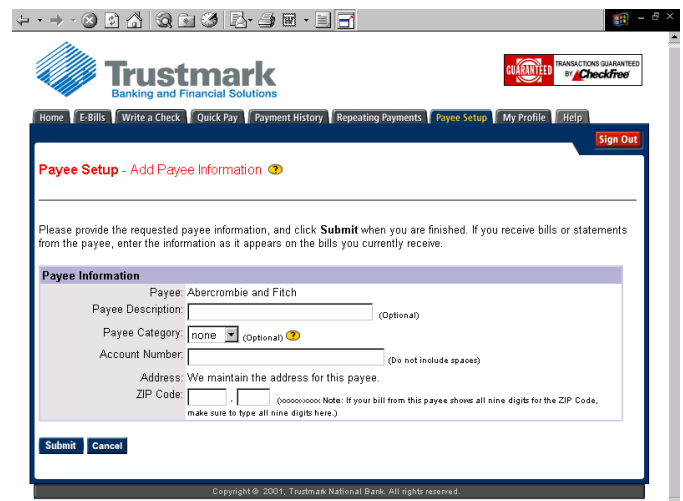
In the window that appears select a payee from the list by clicking on it.

If you cannot find the Payee you need in the list, one can be added by clicking on the link [I can't find my payee in this list](#).



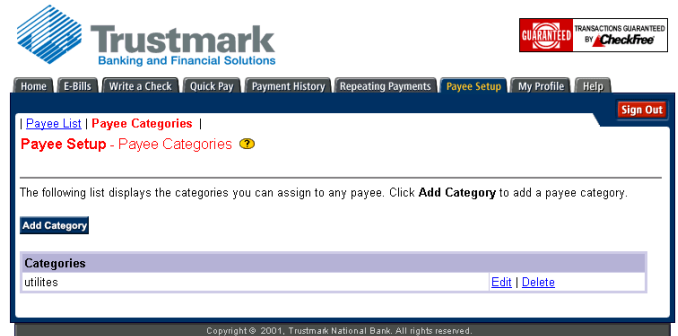
After you click on the payee link, the Payee Setup form will appear.

Complete the form and click on the Submit button.



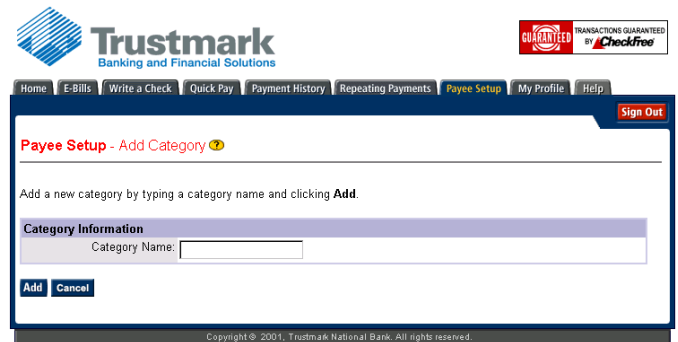
## Payee Categories

Click on the [Payee Categories](#) link to add a category. The following window appears. Click on the Add Category button.



The screenshot shows the 'Payee Setup - Payee Categories' page. At the top, there is a navigation bar with links: Home, E-Bills, Write a Check, Quick Pay, Payment History, Repeating Payments, Payee Setup, My Profile, and Help. Below the navigation bar, there are links for 'Payee List' and 'Payee Categories'. The main heading is 'Payee Setup - Payee Categories'. A message states: 'The following list displays the categories you can assign to any payee. Click **Add Category** to add a payee category.' Below this message is an 'Add Category' button. A table lists the categories, with 'utilities' as the only entry. To the right of 'utilities' are 'Edit' and 'Delete' links. At the bottom, there is a copyright notice: 'Copyright © 2001, Trustmark National Bank. All rights reserved.'

Type in the Category Name and click on the Add button.

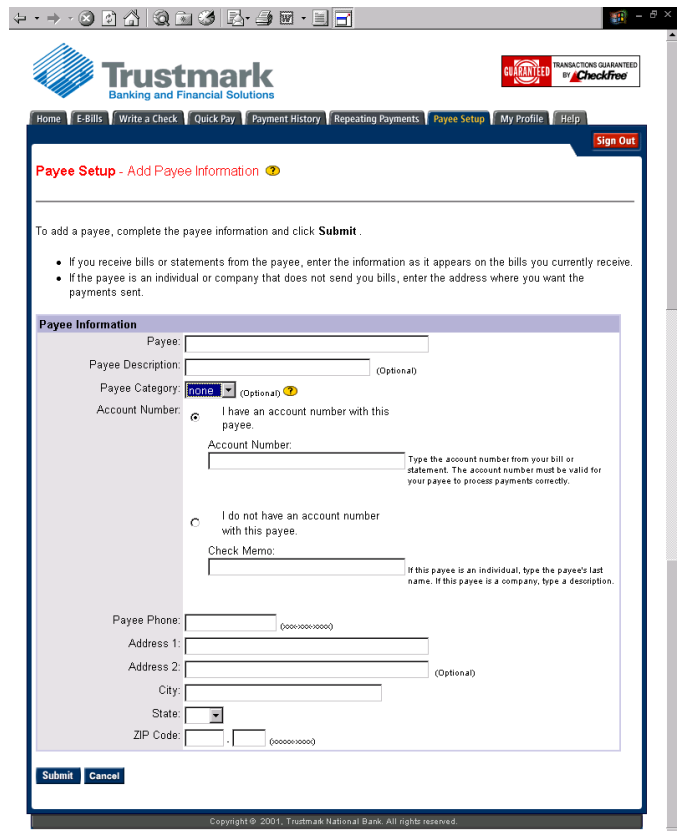


The screenshot shows the 'Payee Setup - Add Category' page. The navigation bar is the same as in the previous screenshot. The main heading is 'Payee Setup - Add Category'. A message states: 'Add a new category by typing a category name and clicking **Add**.' Below this message is a 'Category Information' section with a 'Category Name' text input field. At the bottom of the form are 'Add' and 'Cancel' buttons. At the bottom, there is a copyright notice: 'Copyright © 2001, Trustmark National Bank. All rights reserved.'

## I can't find my payee in this list.

If you can't find the payee in the list, you can add a name to the list by clicking on the link [I can't find my payee in this list](#). The following window will appear:

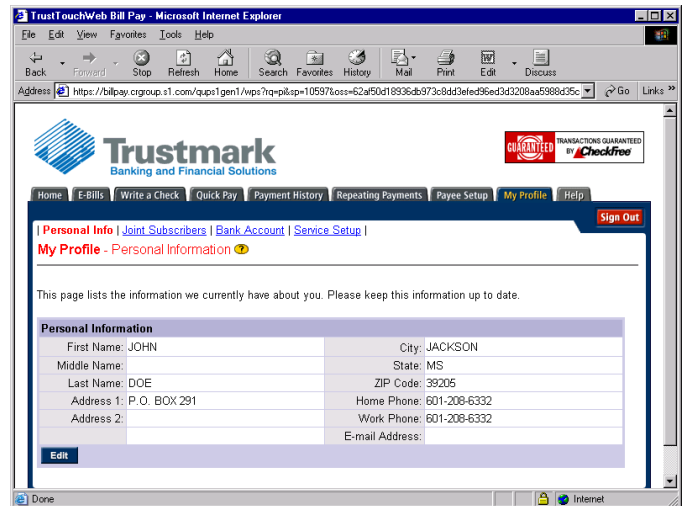
Complete the form and click on the Submit button.



The screenshot shows the 'Payee Setup - Add Payee Information' page. The navigation bar is the same as in the previous screenshots. The main heading is 'Payee Setup - Add Payee Information'. A message states: 'To add a payee, complete the payee information and click **Submit**.' Below this message are two bullet points: 'If you receive bills or statements from the payee, enter the information as it appears on the bills you currently receive.' and 'If the payee is an individual or company that does not send you bills, enter the address where you want the payments sent.' Below this is the 'Payee Information' form. The form has the following fields: 'Payee' (text input), 'Payee Description' (text input, optional), 'Payee Category' (dropdown menu, currently set to 'none', optional), 'Account Number' (text input, optional), 'Check Memo' (text input, optional), 'Payee Phone' (text input, optional), 'Address 1' (text input, optional), 'Address 2' (text input, optional), 'City' (text input, optional), 'State' (dropdown menu), and 'ZIP Code' (text input, optional). At the bottom of the form are 'Submit' and 'Cancel' buttons. At the bottom, there is a copyright notice: 'Copyright © 2001, Trustmark National Bank. All rights reserved.'

# My Profile

Displays customer information.



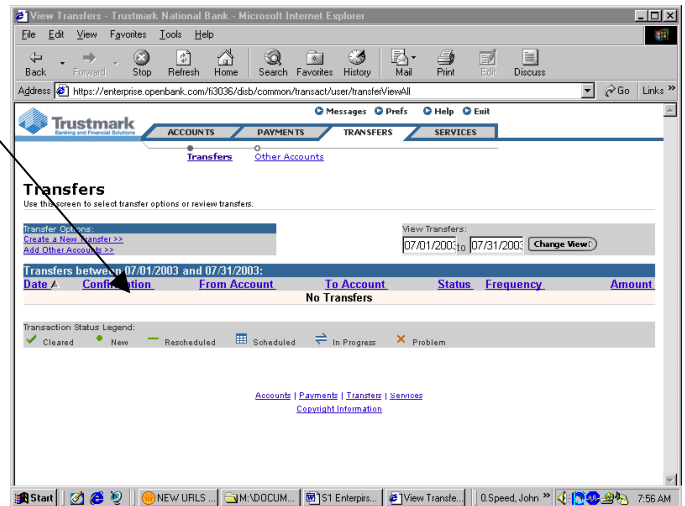
# Help

Online help for CheckFree regarding each of the tabs across the top of the screen.

# Transfers Tab

This screen allows the user to set up transfers from one account to the next.

Transfers that have been set up are displayed here



To add a new transfer, click on the Create a New Transfer link under the tabs. The following window will appear.

Click on the dropdown arrow and select from which account to transfer.

Click on the dropdown arrow and select to which account to transfer.

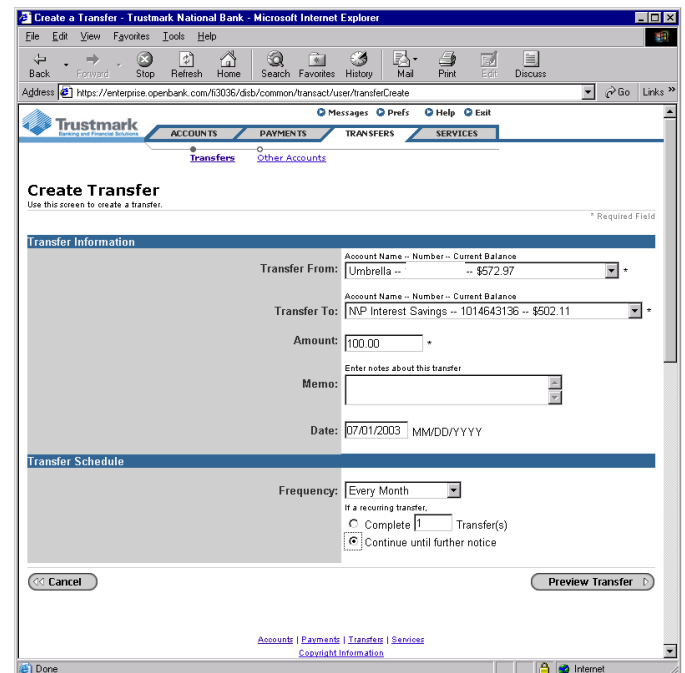
Type in an amount.

Write a memo to yourself, if desired.

Type in the date the transfer is to occur.

Complete the frequency of the transfer by clicking on the dropdown arrow and making a selection.

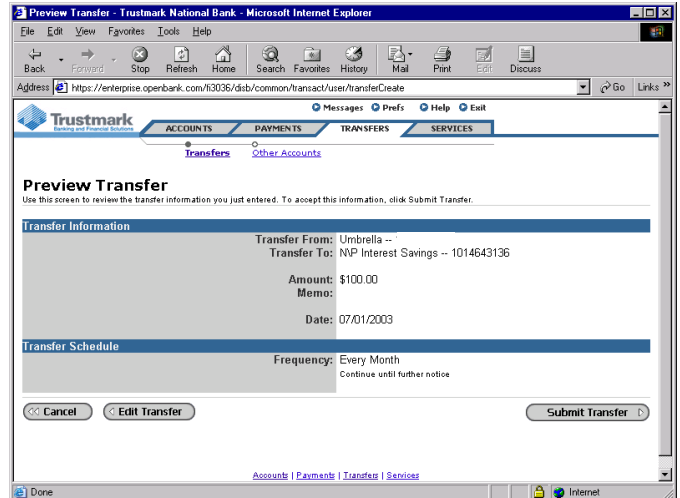
Click on the Preview Transfer button to continue.



Transfers to Trustmark accounts and loans (except credit cards) entered and submitted before 3:30pm on a business day will be posted on the same day.

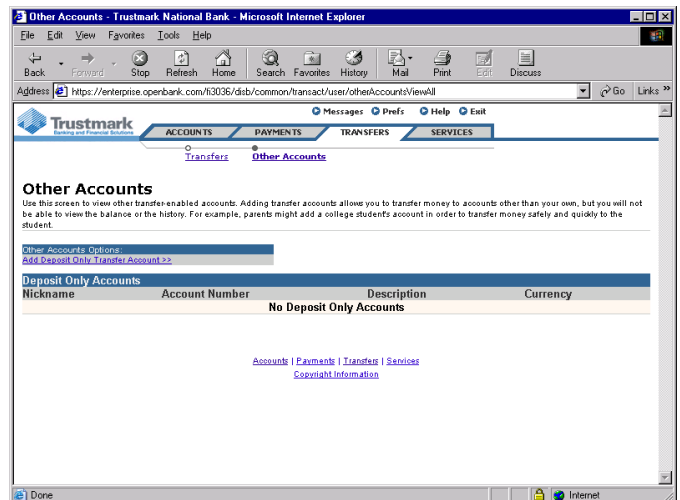
The next screen gives you a preview of your transfer.

Click on the Submit Transfer button to complete the process.



To transfer funds to accounts other than your own, click on the Add Other Accounts link. The following window appears:

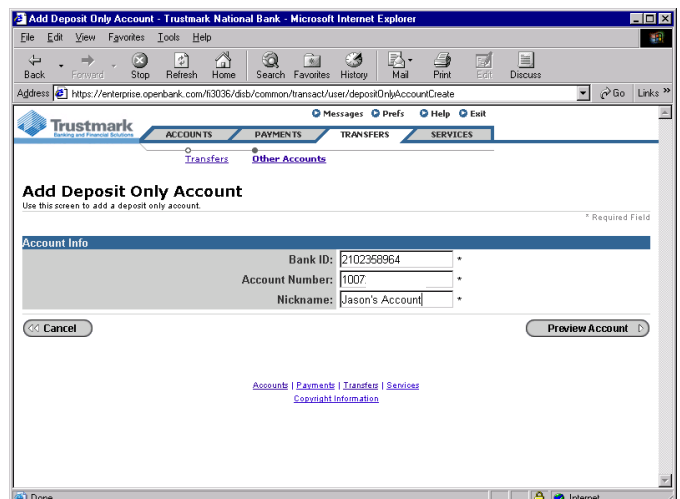
Note that you may only add accounts that you wish to make deposits to (not withdrawals).



Click on the Add Deposit Only Transfer Account link. The following window appears.

Type in the Bank ID.  
Type in the Account Number.  
Give the account a nick name to help you identify it.  
Click on the Preview Account button to continue.

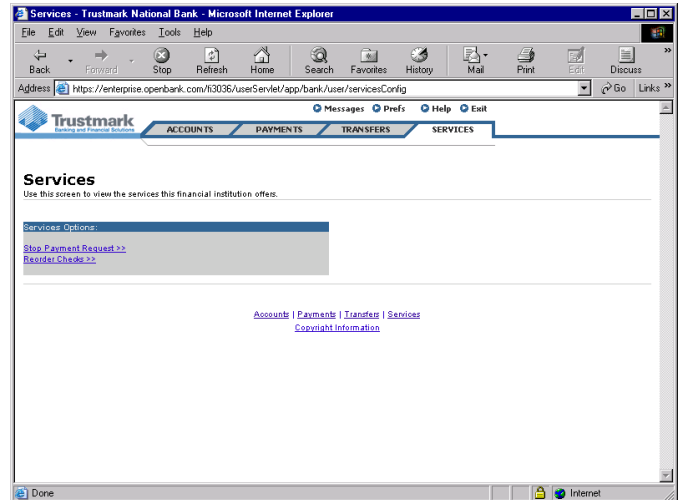
On the next screen click on the Submit Transfer button to complete the process.



# Services Tab

This screen allows you to make a Stop Payment or to Reorder Checks.

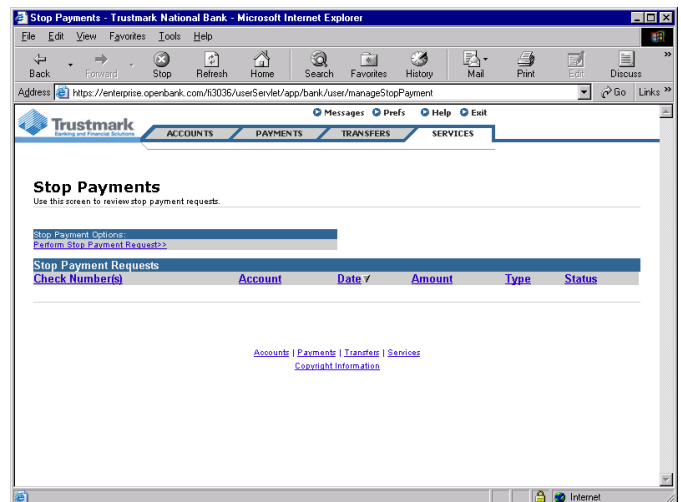
In the gray box, click on the link for your preference.



## STOP PAYMENTS

Clicking on the Stop Payment link brings up the following screen which shows current stop payment requests.

All Stop payment orders are not entered in the Trustmark processing system until 9:00 pm each business day. If you have a Stop Payment that must be stopped immediately please call our Contact Center 601-961-6000; or 1-800-243-2524 (1-800-Check24).

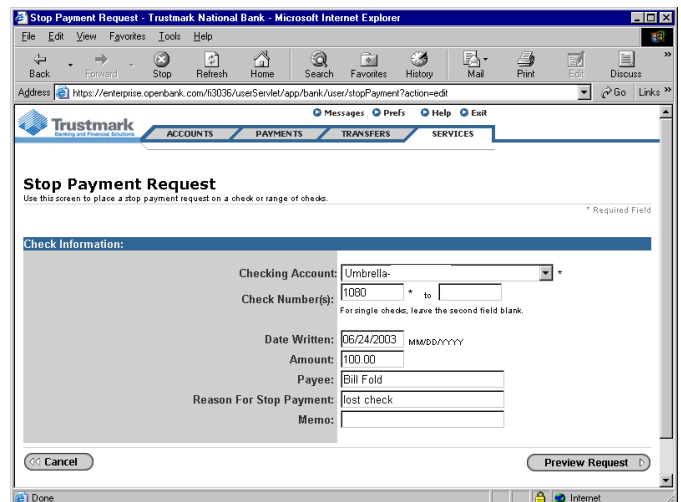


To request a stop payment, click on the Perform Stop Payment Request link.

Click on the dropdown arrow and select the appropriate account and complete the remainder of the form.

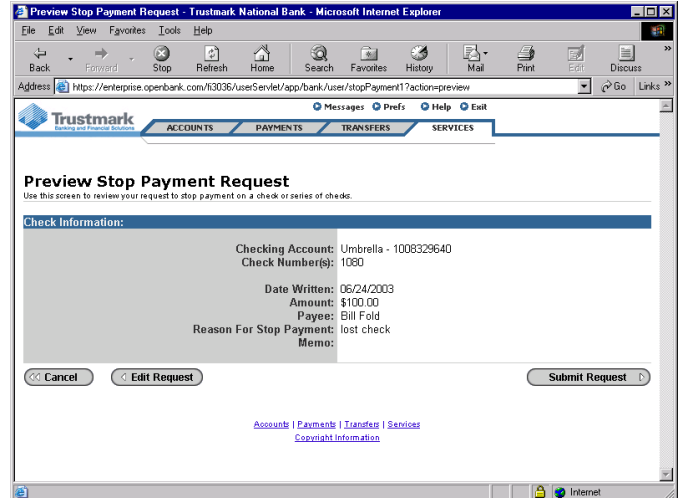
Click on the Preview Request button to preview before submitting the request.

If there are not any changes to the form, click on the Submit Request button.



If there are changes, click on the Edit Request button.

If you wish to cancel the request, click on the Cancel button.



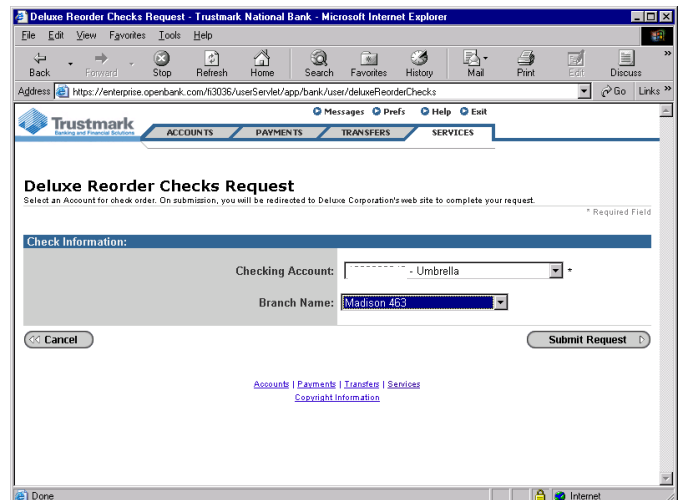
## REORDER CHECKS

To reorder checks, click on the Reorder Checks link.

Click on the dropdown arrows to select the appropriate account and branch.

Click on the Submit Request button to order the checks.

You will then be redirected to the Deluxe website to continue the reorder process.



On the Deluxe website click on each step one at a time and follow the on screen instructions.

Only through TrustTouchWeb can the customers actually customize their check orders online, by changing the style, name, address and design of the checks. This is the most efficient method for customers to reorder checks.



# Bullet Aids

[Messages](#) [Prefs](#) [Help](#) [Exit](#)

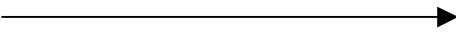
The Bullet Aids are links above the tabs that allow you to contact Trustmark Home Banking, set your preferences, get help, and exit the system.

## Messages

The Home screen shows if you have a message. Clicking on the [messages](#) link will take you into the messages section.

OR

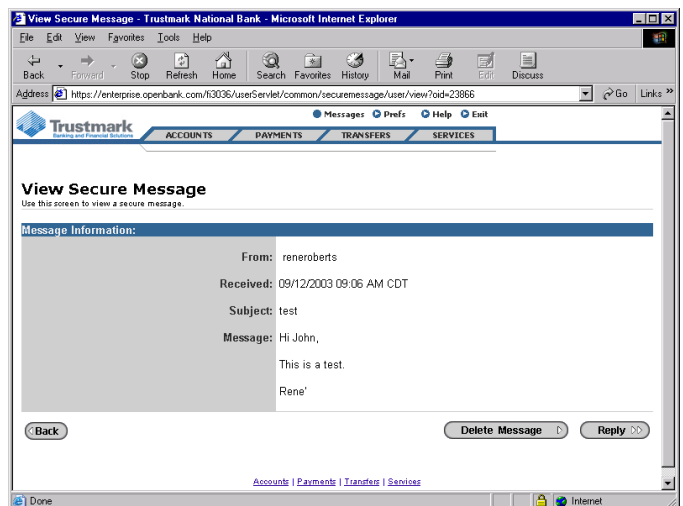
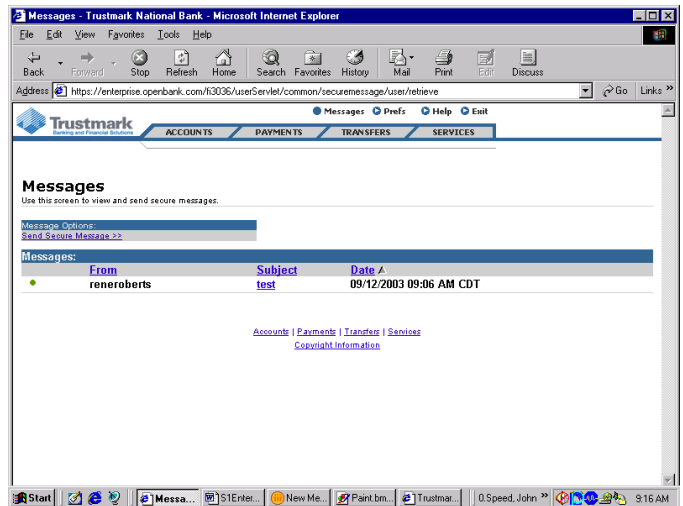
Click on the Messages bullet link to enter the message section to contact Trustmark Home Banking.

Notice the message 

To read the message (in the Subject column) click on the message subject.

After reading the message you may Delete Message, Reply or click on the Back button to read other messages.

Last login: 09/11/2003 10:05  
You have 1 [messages](#)



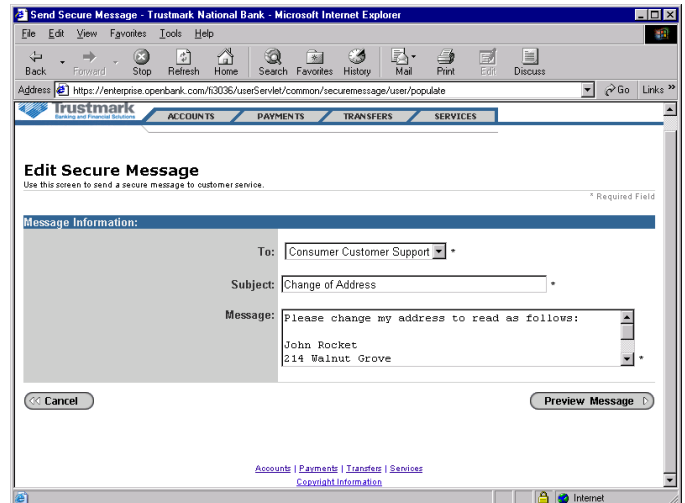
To send a message click on the Send a Secure Message link. The adjacent screen appears.

To: select from the dropdown list the appropriate support center.

Subject: provide a brief comment as to the nature of your message.


Message: type in your message.

Click on the Preview Message button.

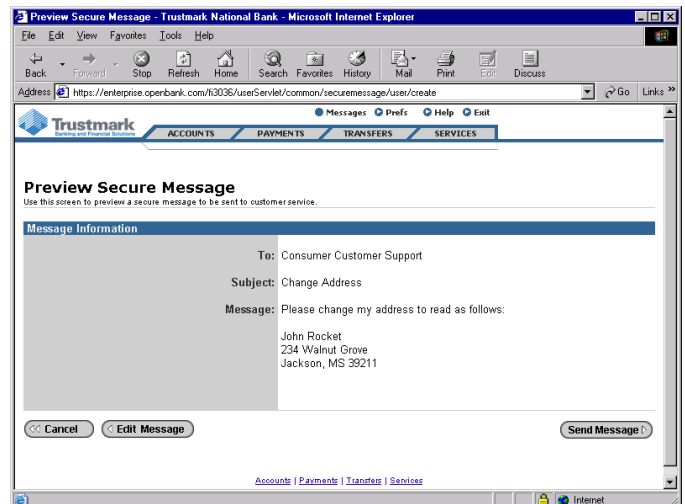


Another screen will appear allowing you to Cancel, Edit or Send Message.

After sending the message the following will appear:

 **Note:**

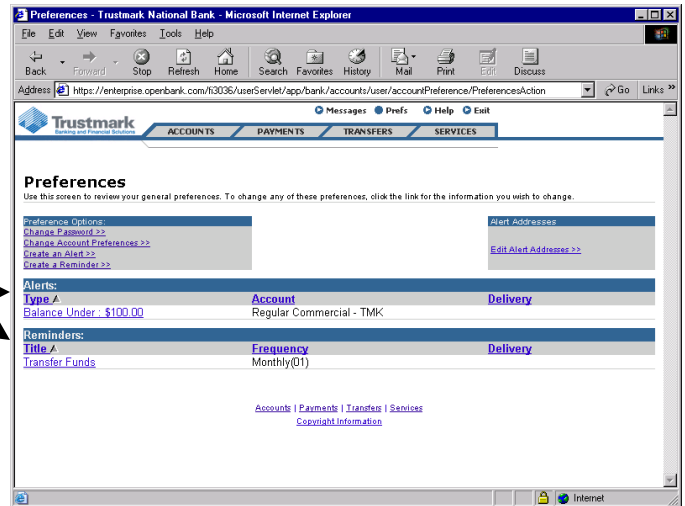
- You have successfully sent the secure message.



## Prefs (Preferences)

This screen allows you to:  
 Change your Password  
 Change your Account Preferences  
 Create an Alert  
 Create a Reminder

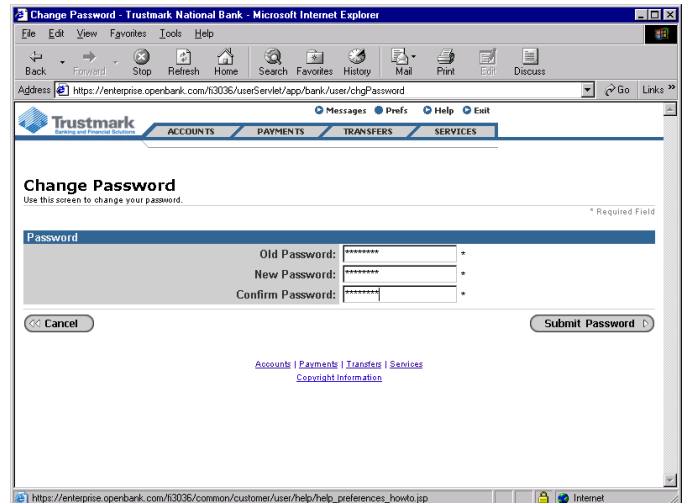
Notice the Alerts and Reminders displayed here



## Change Password

While you may select any password you like, to be secure passwords should be 7 or 8 characters long, alpha numeric, upper and lower case and include punctuation.

Type in your Old Password  
 Type in your New Password  
 Confirm Password by typing in the new password a second time.  
 Click on the Submit Password button.



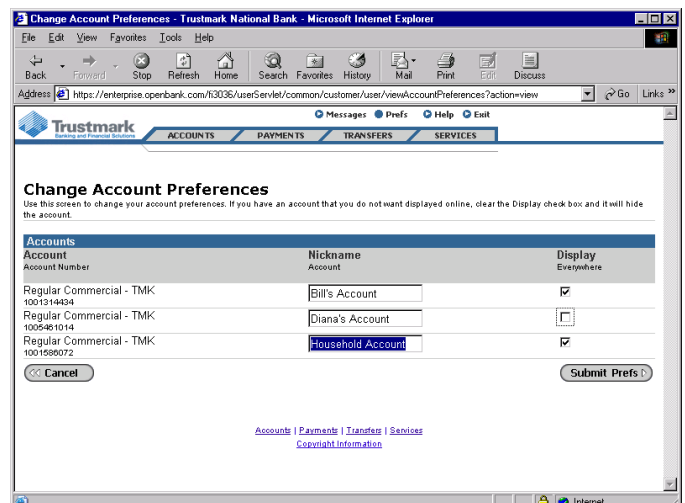
## Change Account Preferences

This screen allows you to change the nicknames of your accounts making it easier for you to identify which account you are accessing. Also, use this screen to hide online accounts.

To change the nickname (in the Nickname column) highlight the existing name and type in the new name.

To hide an account (in the display column) remove the check mark.

Click on the Submit Prefs button.

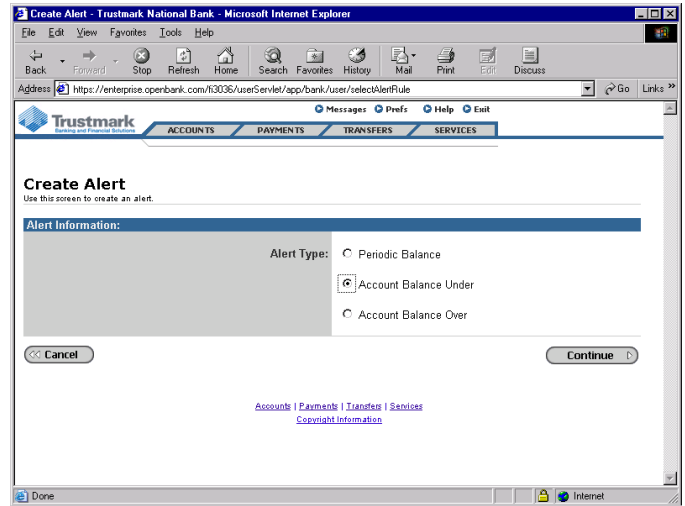


## Create Alert

This screen allows you to create an alert that will automatically notify you via email when a certain condition occurs in your account.

Select the type of Alert and click on the Continue button.

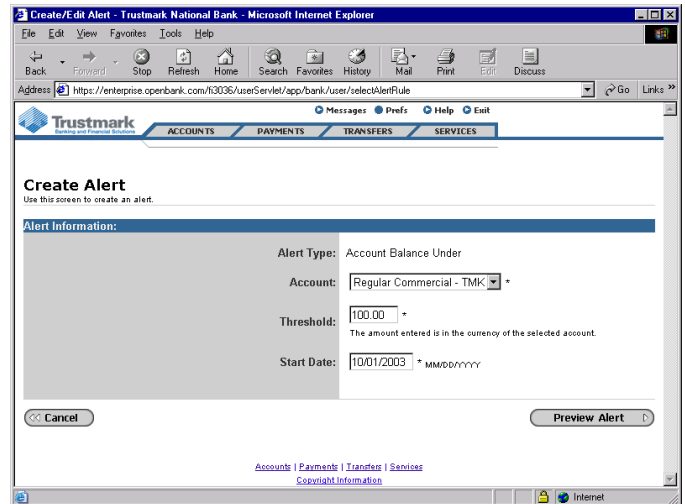
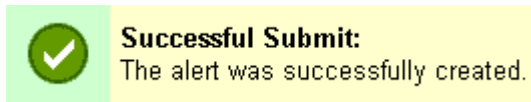
In this example, assume you want to be alerted when your account falls below a certain balance.



Select the appropriate account. The fields to complete will vary depending on the type of alert selected on the previous screen.  
Type in the dollar amount.  
Type in the Start Date.

Click on the Preview Alert button. Another screen will appear allowing you to Cancel, Edit or Submit Alert.

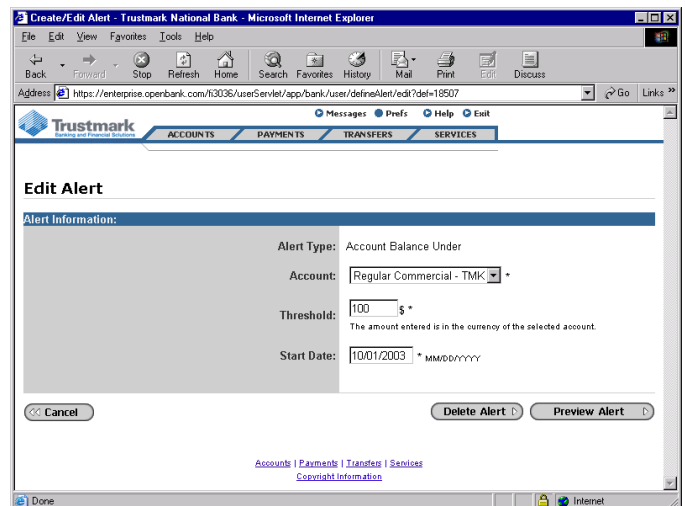
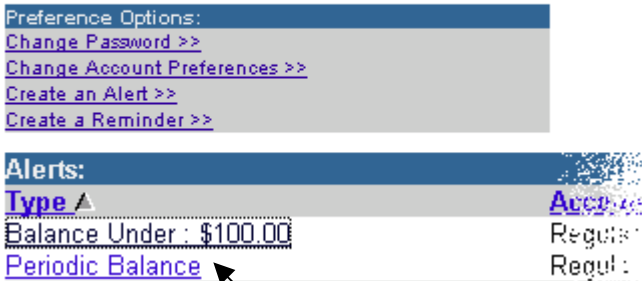
The following will appear:



To delete an existing Alert: on the Preference screen click on the type then click on the Delete Alert button.

## Preferences

Use this screen to review your general preferences. To change...



## Create Reminder


Similar to Create Alert, the Create Reminder link allows you to create a reminder delivered to you via email.

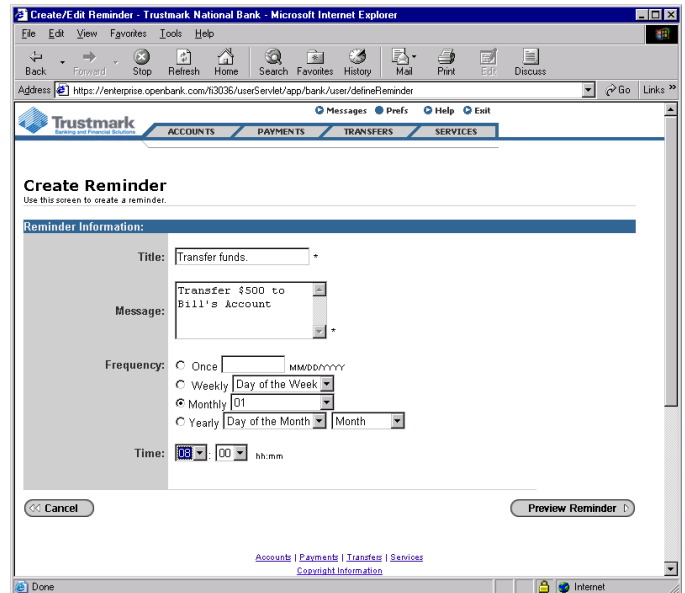
Fill in the fields.

Click on the Preview Reminder button.

Another screen will appear allowing you to Cancel, Edit or Submit Reminder.

The following will appear:

 **Successful Submit:**  
The reminder was successfully created.



Deleting a Reminder is similar to deleting an Alert.

To delete an existing Alert:

Click on the Title of the reminder.

## Preferences

Use this screen to review your general preferences. To change...

Preference Options:

- [Change Password >>](#)
- [Change Account Preferences >>](#)
- [Create an Alert >>](#)
- [Create a Reminder >>](#)

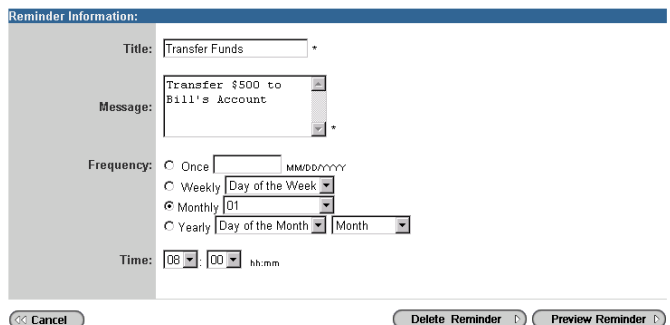
Alerts:

Type	Amount	Frequency
Balance Under	\$100.00	Regular
Periodic Balance		Regular

Reminders:

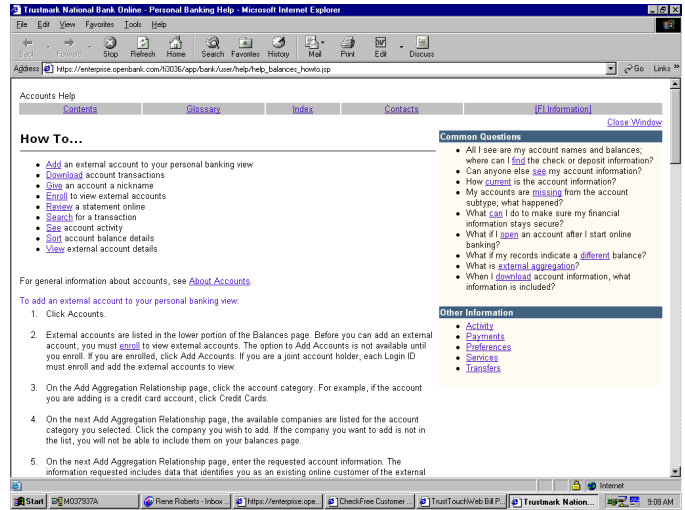
Title	Frequency
Transfer Funds	Monthly

Click on the Delete Reminder button.



# Help

A new window opens allowing you to find help on various subjects on Trustmark's Personal Banking.



# Exit

Clicking on this link will log you out of TrustTouchWeb and take you to Trustmark's web site.

