RaboAgConnect.com

User Guide

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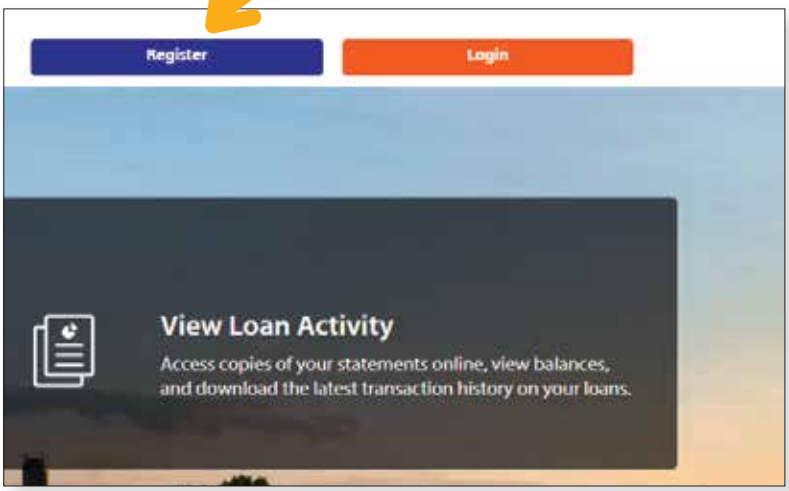
Welcome to RaboAgConnect.com

If you have questions or issues contact **Customer Connect**.
Toll free: 855-722-7766
Fax: 877-655-9512

Registration

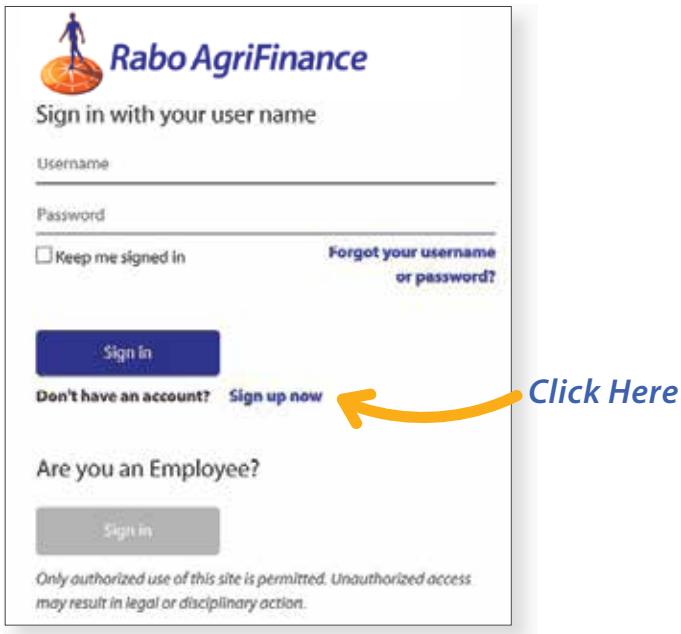
All users will need to register for a new account from the landing page or login page of RaboAgConnect.com.

Landing page

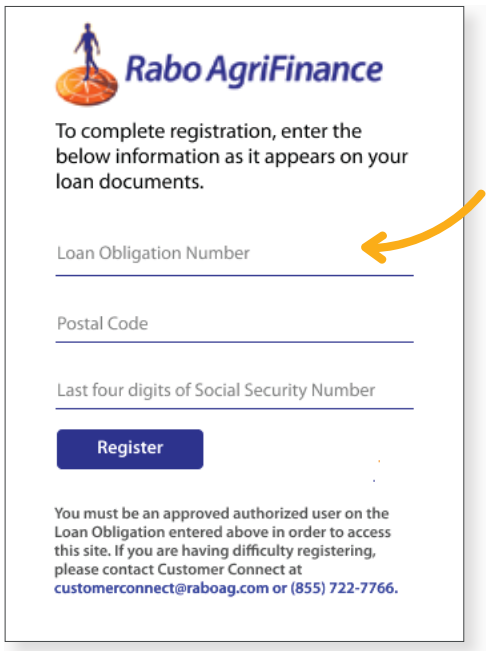


Or

Login page



Register loan account

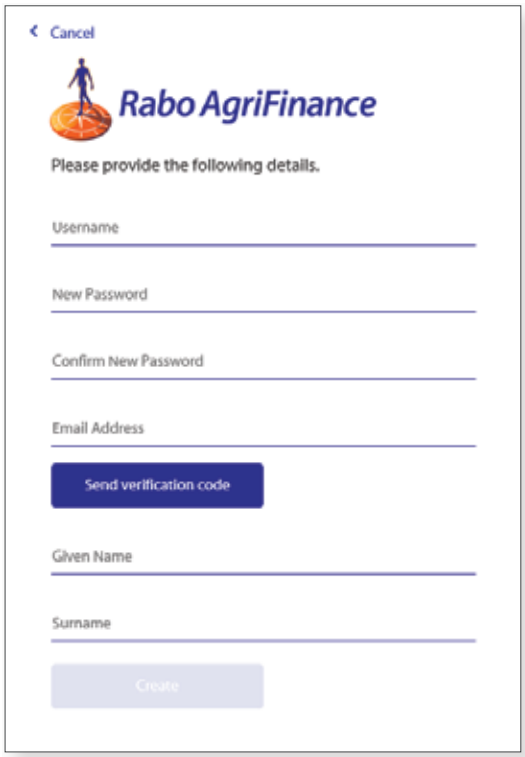


Find this on your loan documents and statements

Postal code and SSN are associated with the user (borrower, co-borrower, or authorized user)

Registration

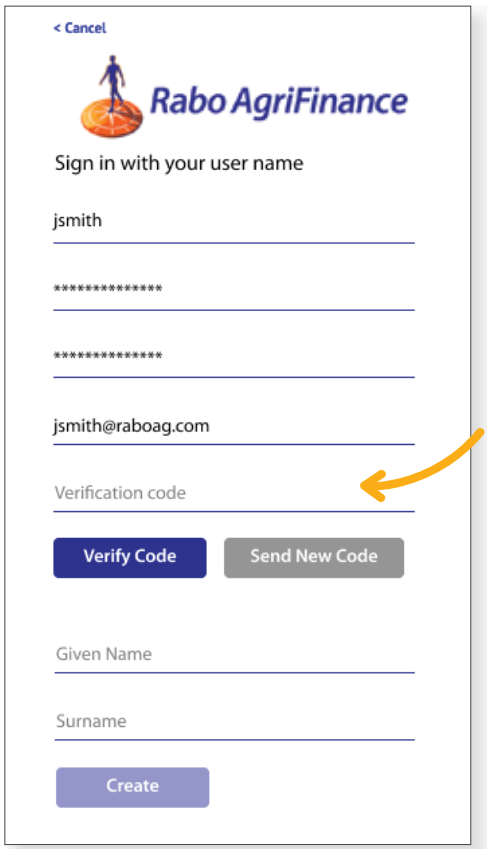
1. Create username/password



Password must be between 8-64 characters and have 3 of the following:

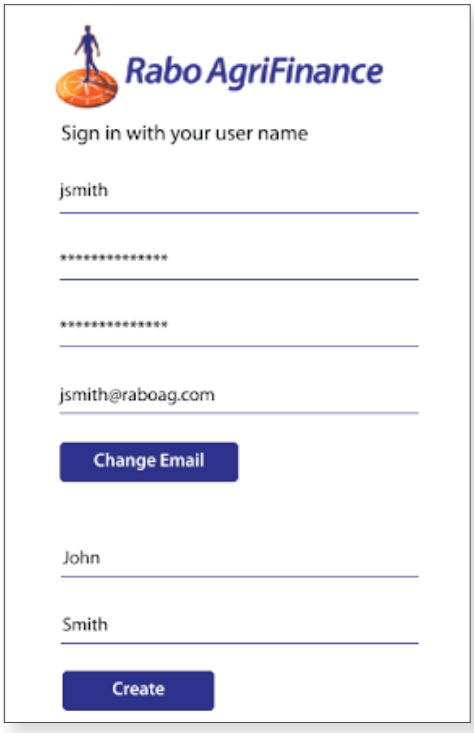
- a lowercase letter
- an uppercase letter
- a number
- a symbol

2. Validate email



Type code from verification email here

3. Create account



4. Add phone number for multifactor verification

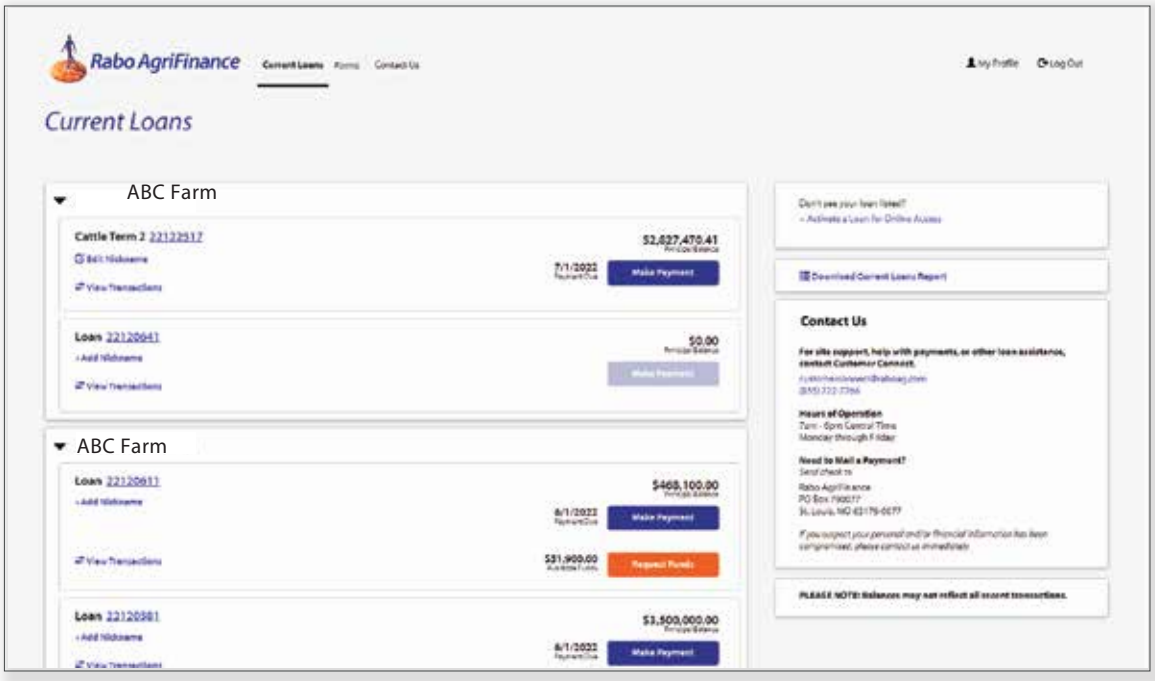
5. Verify phone number

Registration

Online services agreement

Check box and click "continue"

Current Loans - home page



Forgot Password

If a user forgets their password, they can perform a reset on their own from the login page and no longer need to call Customer Connect to do so.

1. Forgot password

Click Here

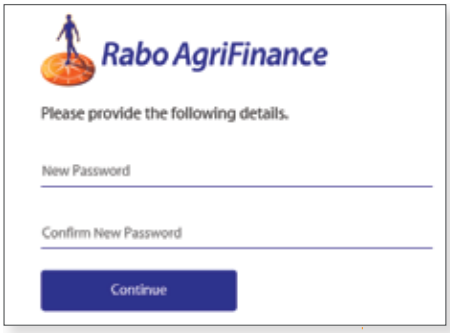
2. Confirm username

3. Validate phone number

4. Phone number confirmed

Type code from verification text here

5. Create new password

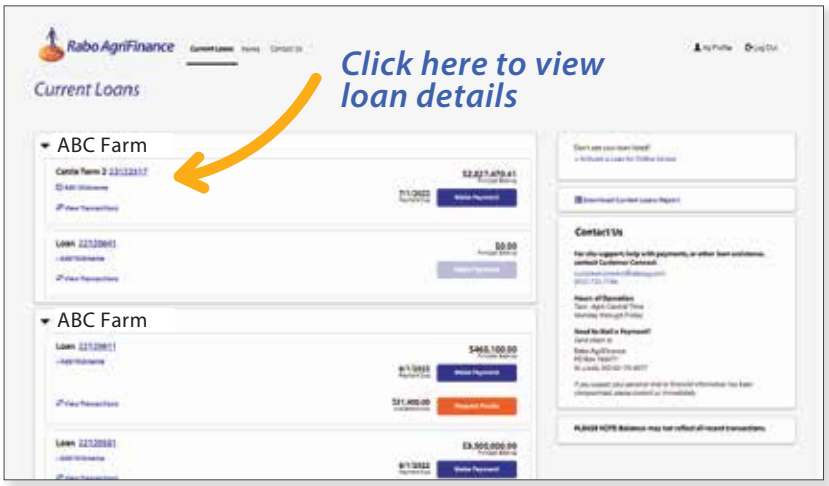


Password must be between 8-64 characters and have 3 of the following:

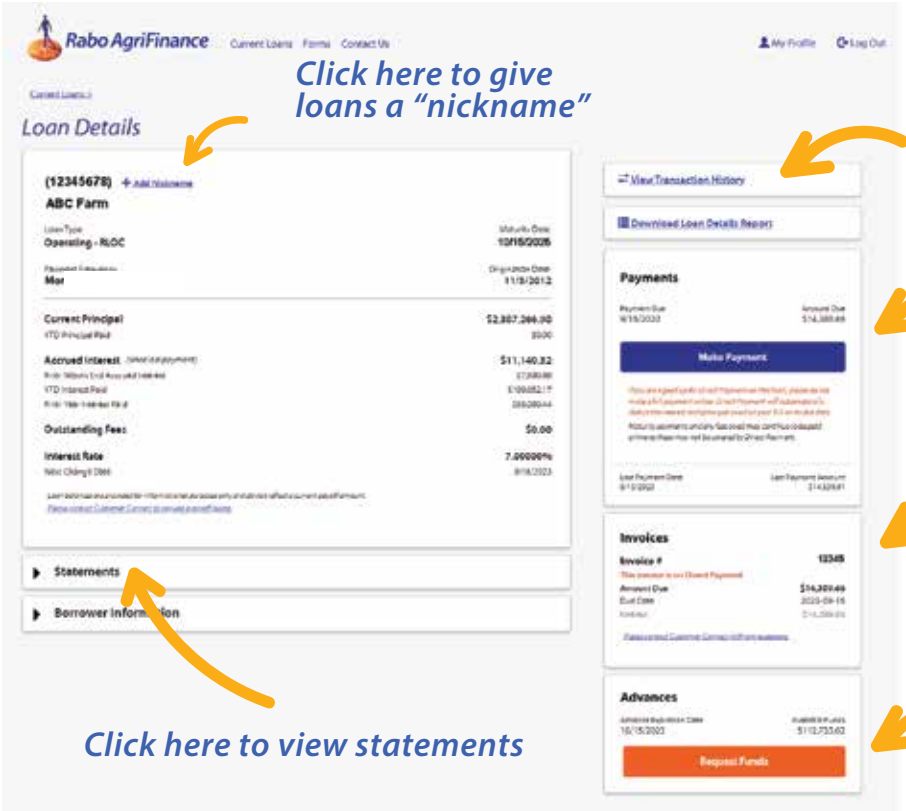
- a lowercase letter
- an uppercase letter
- a number
- a symbol

Current Loans

Current Loans



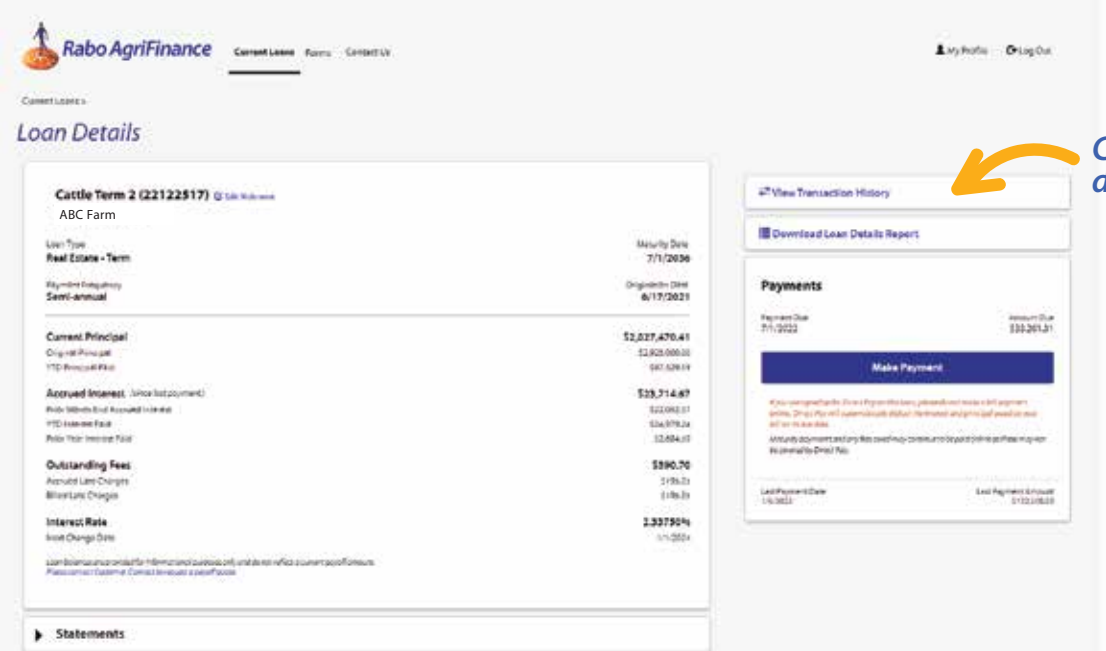
Loan Details



Users have the option of creating nicknames for their obligation(s) within the site to allow for easier loan/line recognition.

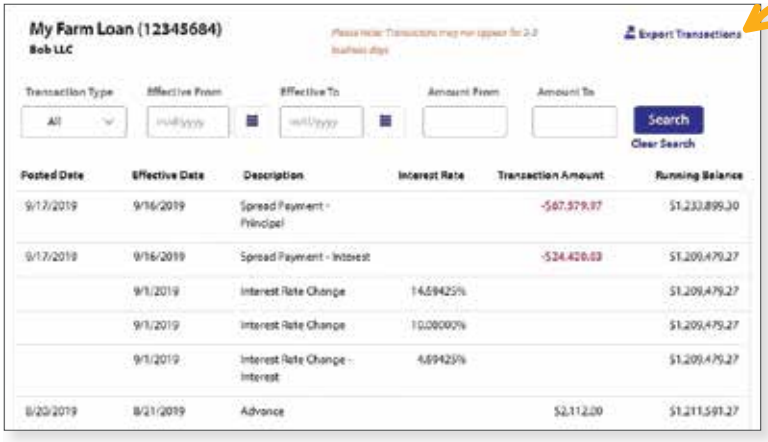
Transactions

Transactions



Click here to view & download transactions

Transaction history

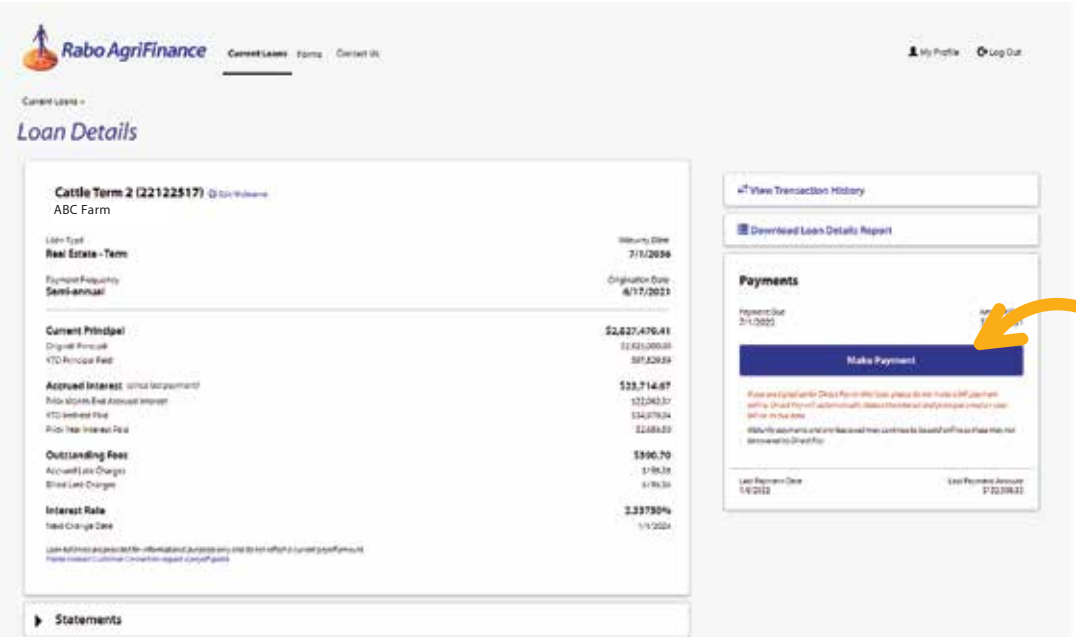


Click here to export transactions

Users can export their transaction history to a PDF or Excel file.

Payments

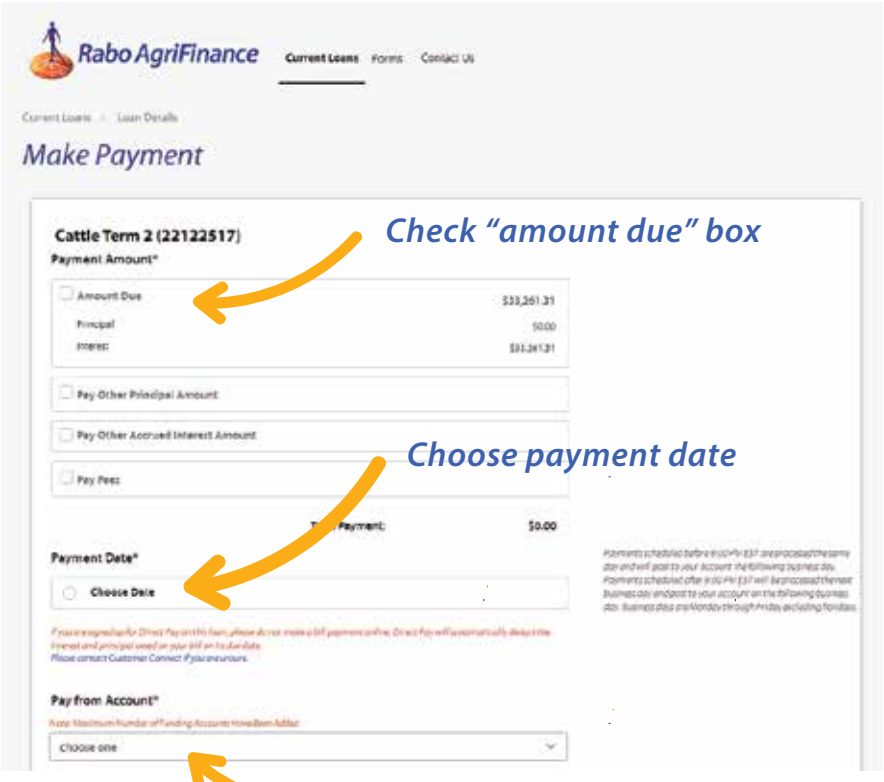
Payments



Users are able to complete payments without being taken to an external site, allowing for a quick and easy payment experience.

Click here to make a payment

1. Paying bill when due



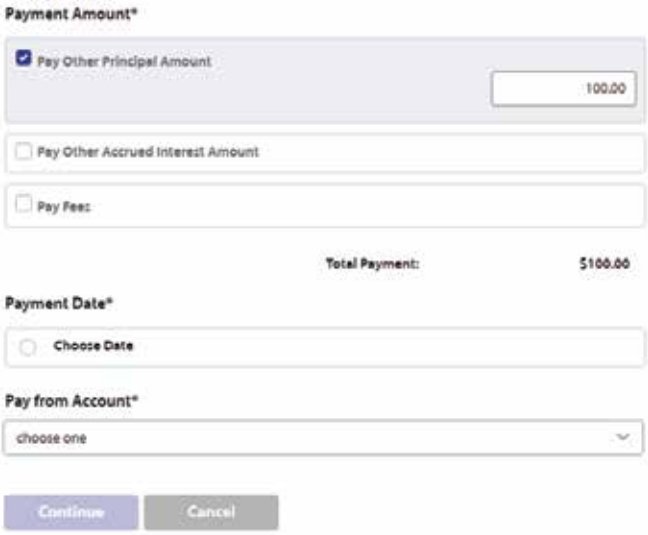
2. Review payment message

3. Payment confirmation message

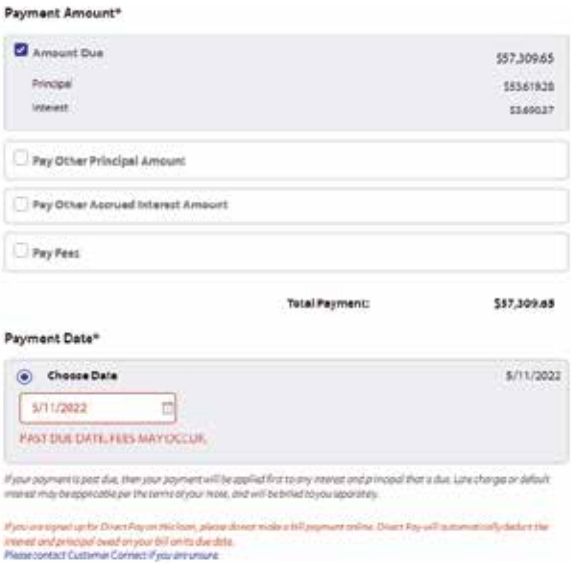
Payments

Users have the ability to pay fees, additional principal, and additional accrued interest from the site.

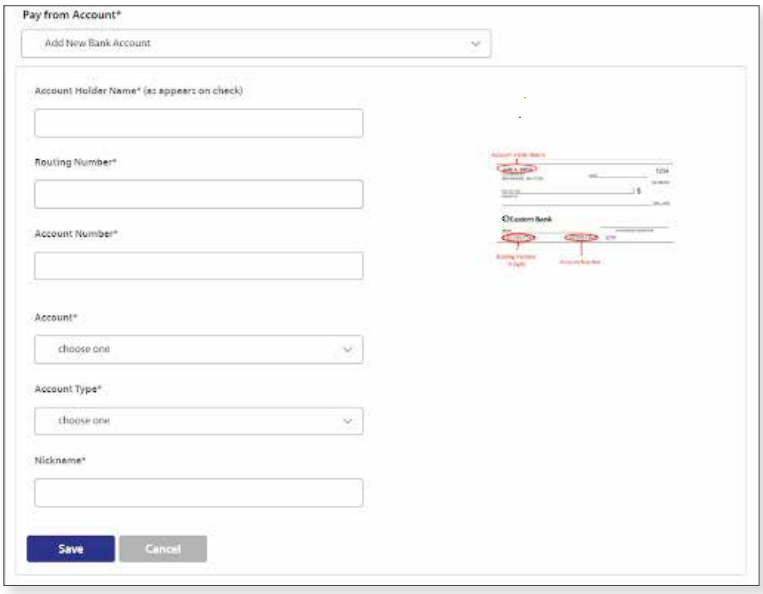
Paying when no bill is due



Paying past due bill

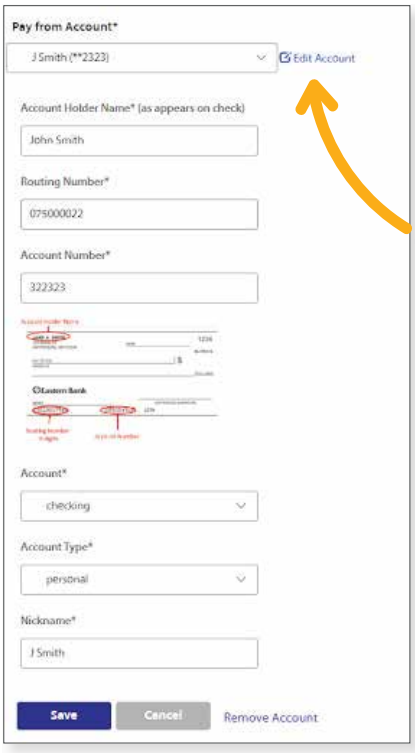


Add bank account



Bank accounts will be securely stored for ease of making payments.

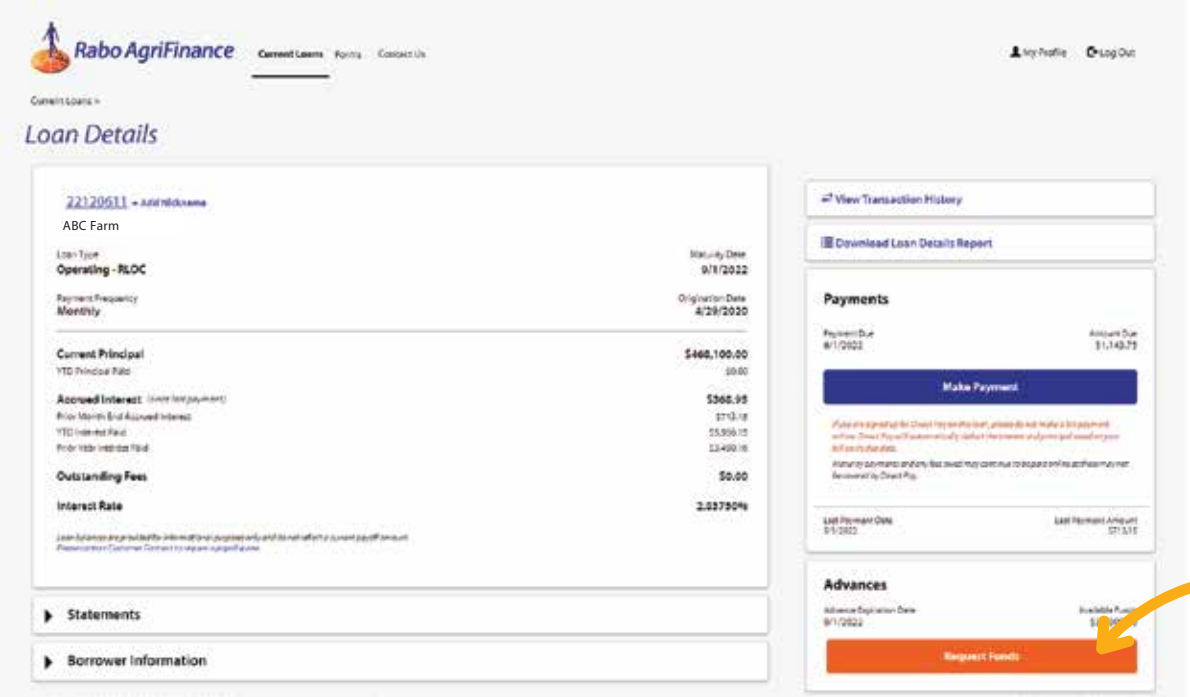
Edit existing bank account



Click here

Advances

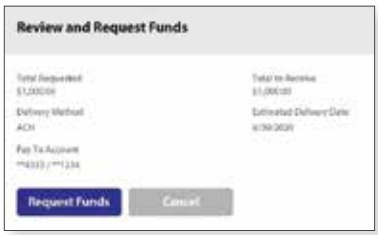
Advances



Click here to request funds

1. Request funds

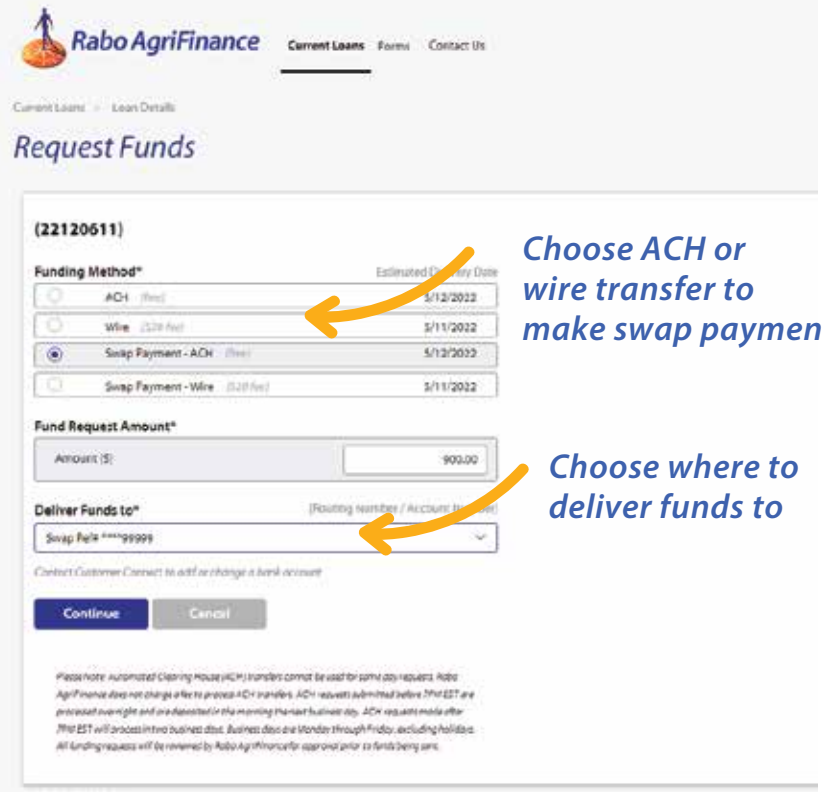
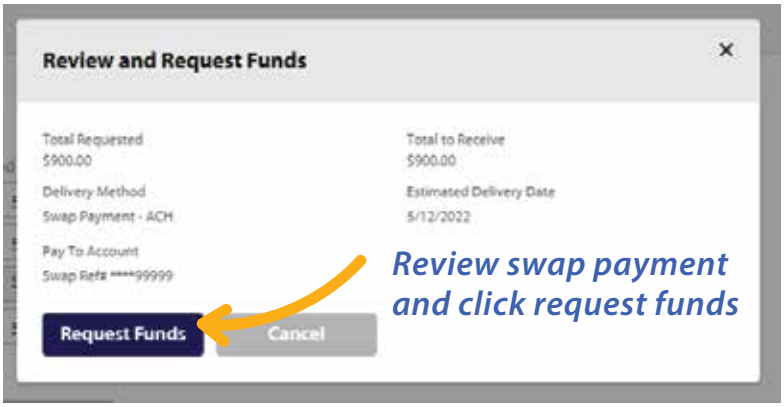
2. Review request



3. Review confirmation message

Swap Payments

If a user has a swap payment account(s), users can make swap payments through the request funds page.



There is a fee for wire transfers. ACH payments cannot be used for same day requests.