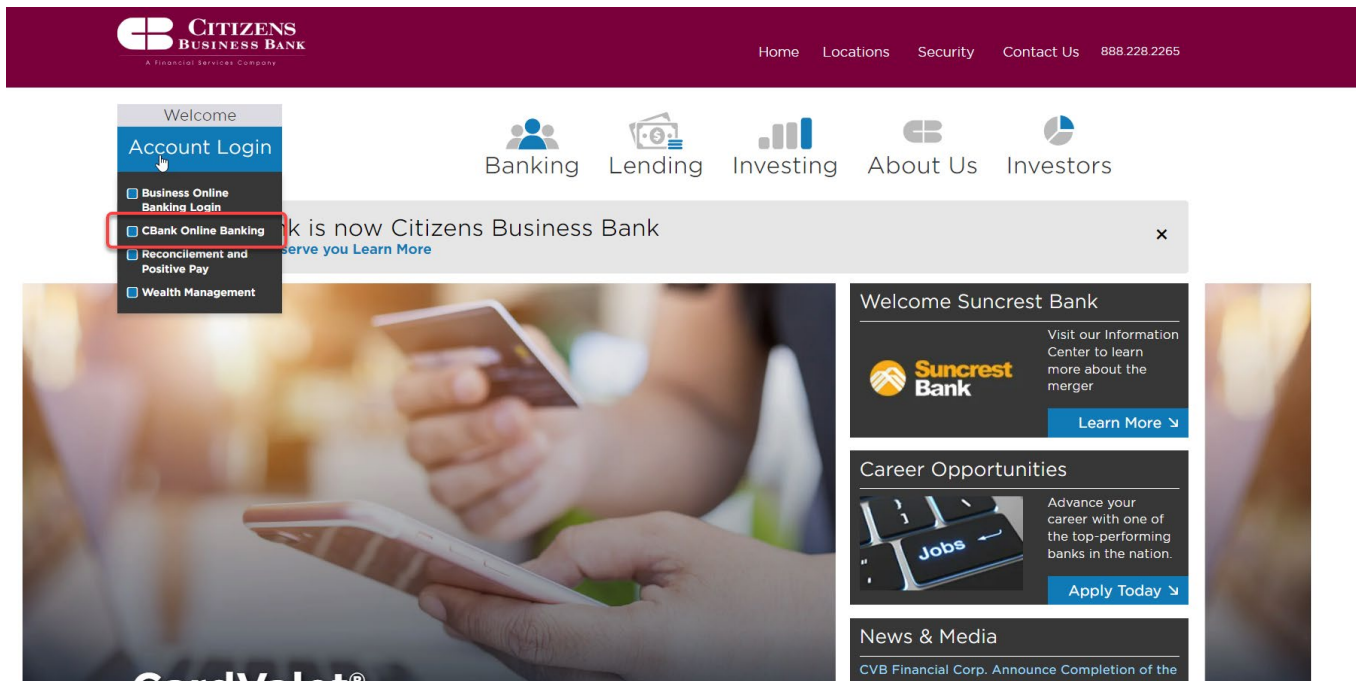
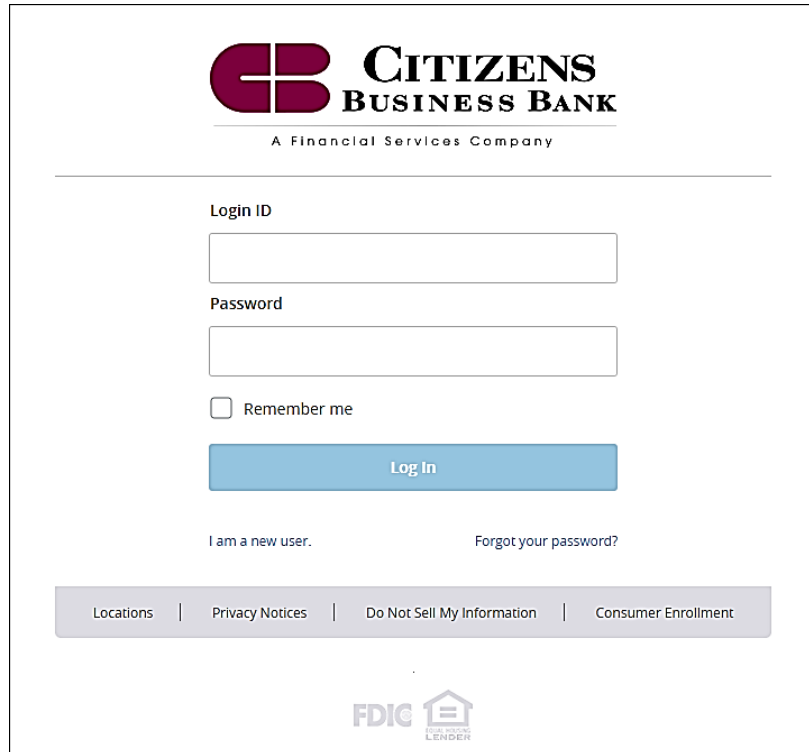


1. Before your first Online Banking login, please clear the cache and cookies from your internet browser.
  - **To clear Google Chrome cache and cookies:**
    - Open Chrome and click the triple-dot icon in the top-right corner.
    - Hover on More tools and select Clear browsing data.
    - Choose a time range.
    - Check the boxes next to Cookies and other site data and Cached images and files.
    - Select Clear data. Close and reopen the browser to save your changes.
  - **To clear Firefox cache and cookies:**
    - Open Firefox and click on the Tools bar, then select Options.
    - On the menu to the left, select Privacy & Security.
    - Under Cookies and Site Data, select the Clear Data... button.
    - Check both options and select Clear. Close and reopen the browser to save your changes.
  - **To clear Microsoft Edge cache and cookies:**
    - Open Edge and select the Tools menu (triple-dot icon in the top-right corner), then select Settings.
    - Select Privacy, search, and services on the left-side menu.
    - Under Clear browsing data, select Choose what to clear.
    - Select Cookies and other site data and Cached images and files.
    - Select Clear now. Close and reopen the browser to save your changes.
2. Go to **cbbank.com** and select **CBank Online Banking** from the Account Login dropdown.

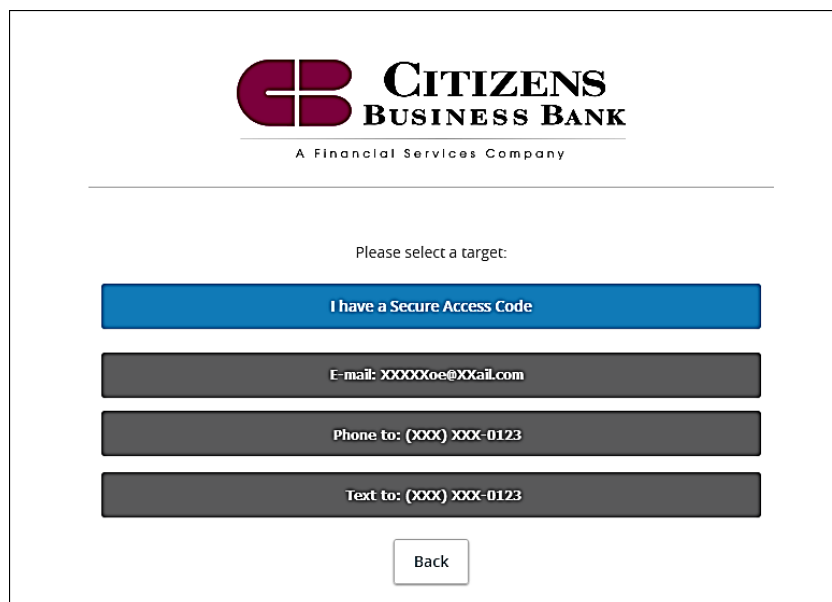


3. Enter your existing **User ID** and **Password**, and click Log In.
  - Former **Online Banking** users: Enter your **User Name** in the **Login ID** field.
  - Former **eBusiness Manager** users: Enter your **Company ID** and **User ID** in the **Login ID** field, with no spaces.  
(Example: User with Company ID 11921 and User ID JGraham should enter 11921JGraham in the Login ID field.)



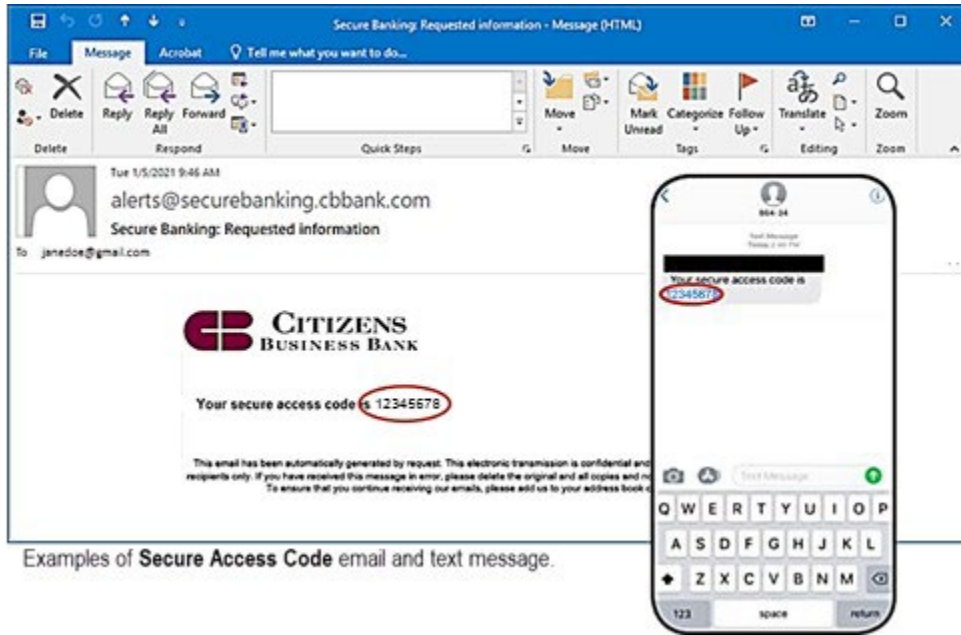
The image shows the login page for Citizens Business Bank. At the top is the bank's logo and name, "CITIZENS BUSINESS BANK A Financial Services Company". Below this is a "Login ID" input field, followed by a "Password" input field. There is a "Remember me" checkbox and a blue "Log In" button. Below the button are links for "I am a new user." and "Forgot your password?". At the bottom, there is a navigation bar with links for "Locations", "Privacy Notices", "Do Not Sell My Information", and "Consumer Enrollment". A "FDIC Equal Housing Lender" logo is also present at the bottom.

Note: Available target options are based upon existing Online Banking information. If only an email address is on file, for example, only that option will appear as a target. You can update your contact information after logging in by sending the updated information through a SecureMessage.




The image shows the target selection page for Citizens Business Bank. At the top is the bank's logo and name, "CITIZENS BUSINESS BANK A Financial Services Company". Below this is the text "Please select a target:". There are four buttons: a blue button labeled "I have a Secure Access Code", and three dark grey buttons labeled "E-mail: XXXXXoe@XXail.com", "Phone to: (XXX) XXX-0123", and "Text to: (XXX) XXX-0123". At the bottom is a "Back" button.

- 5. An eight-digit Secure Access Code will be delivered through the chosen target, which is active for 30 minutes.



- 6. Enter the 8-digit Secure Access Code and click Submit.

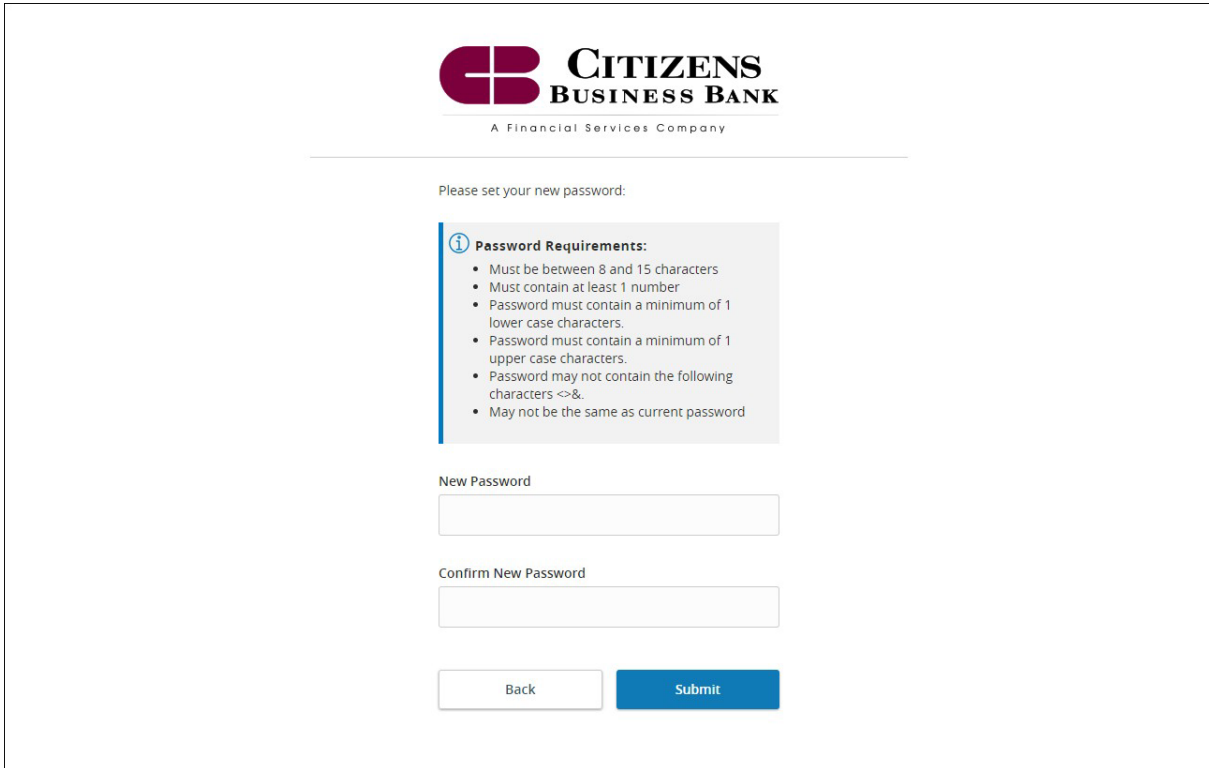


A Financial Services Company

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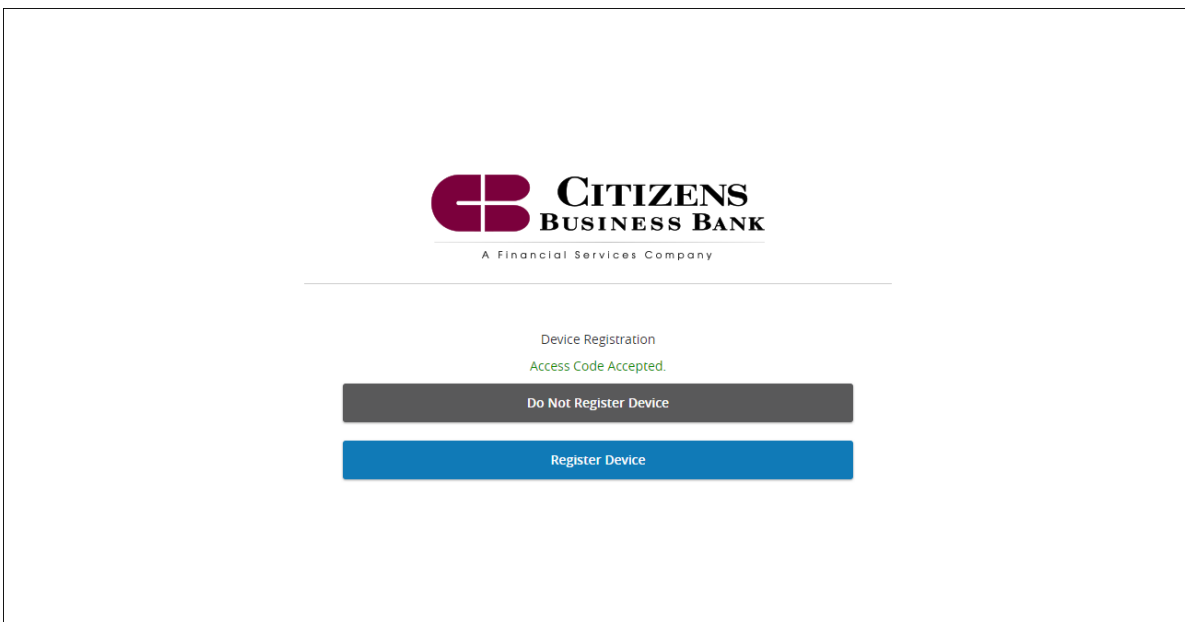
Enter your Secure Access Code

7. Create a new password that aligns with presented requirements and click Submit.



The screenshot shows the password creation interface. At the top is the Citizens Business Bank logo. Below it, the text reads "Please set your new password:". A grey box contains the "Password Requirements:" which include: Must be between 8 and 15 characters; Must contain at least 1 number; Password must contain a minimum of 1 lower case character; Password must contain a minimum of 1 upper case character; Password may not contain the following characters <->&; and May not be the same as current password. Below the requirements are two input fields: "New Password" and "Confirm New Password". At the bottom are two buttons: "Back" and "Submit".

8. **Device Registration** (optional). You have an option to register your device for future Online Banking sessions. As a cybersecurity best practice and strongly recommended by the Bank, DO NOT register your device if you are using a shared device, are on a public network, or want an additional layer of security (logging in from an unregistered device always prompts the user for a Secure Access Code). If you require assistance, please see the First-Time Login & Browser Registration Guide and/or review the corresponding video tutorial on [cbbank.com/suncrest-conversion](http://cbbank.com/suncrest-conversion), or contact our Conversion Support Line at 855.259.5109.



The screenshot shows the device registration screen. At the top is the Citizens Business Bank logo. Below it, the text reads "Device Registration" and "Access Code Accepted." in green. There are two buttons: a grey "Do Not Register Device" button and a blue "Register Device" button.

### **Important Message for Business Online Banking Company Administrators**

Company Administrators have enhanced entitlement responsibilities for Business Online Banking company information, including user access rights, entitlements, and limits, which requires additional training. If you are a Company Administrator, please see the User Management job aid and training videos for basic user management training. Webinar training sessions are also available at [cbbank.com/suncrest-conversion](http://cbbank.com/suncrest-conversion) for Company Administrators of Business Online Banking customers that use wire transfer initiation, ACH origination, or other Treasury Management services.