

## Online Banking Platform Update Guide

### Important Dates

Friday, Sept. 19	Beginning at 4pm until the morning of Monday, September 22, all Online and Mobile Banking services will be in <b>VIEW-ONLY MODE</b> while we update our system. You will have access to your accounts to view balances and transactions, but services such as transfers, bill pay and mobile deposit will <b>NOT</b> be available
Monday, Sept. 22	The New Online and Mobile Banking platform will be live! If you use the CLNB Mobile Banking App, you will be prompted to update to the newest version.

### Account Access

You will still access Online Banking through the log-in link on our website: [www.cayugalakenationalbank.com](http://www.cayugalakenationalbank.com)

### Logging In For The First Time

Please follow these instructions the first time you login to the new Online Banking platform:

1. Enter your current online ID as your username and the last 4 digits of your SSN/TIN as your password.
2. Complete the Identity Verification steps and enter your security code. You may “trust” your device to bypass this step for future logins.
3. Update your username if desired and create a new password.
4. Accept the updated Terms and Conditions. You **MUST** click to open the PDF before you are able to toggle your acceptance of the agreement.

### Identity Verification

We have added an “Out of Band Authentication” security step to ensure the safety of your account(s). You will be asked to enter a 6-digit security code when logging in. Please select from the available options to receive your unique code via email, automated call or text. If you do not see your preferred method of communication, please call the bank to update your contact information.

To bypass the identity verification step during future logins, you may “trust” your computer or device. You may store up to 5 trusted devices (computer, phone, tablet, etc.). Please be aware that clearing your cookies will result in the need to complete the identity verification step again.

### Login Credentials

Please refer to the listed requirements when updating your password and/or username. If your previous password and/or username meet the requirements, you may choose to establish the same credentials for the new platform.

### Mobile Banking App

If you currently use our Mobile Banking app for iPhone or Android, an update will be available on Monday, Sept. 22. If you do not currently allow auto-updates on your mobile device, you will be prompted to initiate a download through the App Store or Google Play.