COMMUNITY BANK OF MISSOURI

ONLINE BANKING GUIDE

WITH THE CLICK OF A MOUSE, YOU CAN ACCESS YOUR ACCOUNT 24/7

ENROLLING IN ONLINE BANKING	• Call us at 816-776-6669 or 816-637-6669 during business hours; after confirming your identity, you will be provided with a temporary password. • For after hours and weekend enrollment, complete our Enrollment form at https://olb.communitybankmissouri.com/Enrollment/EnrollmentADv.aspx . For security purposes, we will call and confirm your enrollment before allowing access to online features.
ONLINE BANKING PASSWORD REQUIREMENTS	• Passwords must be at least 12 characters long and include at least one uppercase letter, one lowercase letter, one number, and one special character (! @ # $ % ^ & *). • Your online banking password will expire after 1 year and can only be changed using a web browser. Your password cannot be updated on the mobile app. • You cannot use your previous 10 passwords.
LOGIN TROUBLESHOOTING	• When performing the security verification step while logging in, if the incorrect phone number appear on the screen, confirm the spelling of your username and try again. If the issue continues, call us at 816-776-6669 or 816-637-6669. • If you have forgotten your password, you may be able to reset it on your own. On the password screen, there is a link 'reset your password?'. After performing a security verification, you will be able to change your password. • After three failed login attempts, your online banking will become locked. Call us at 816-776-6669 or 816-637-6669 to get unlocked and receive a temporary password.
DOWNLOADING TRANSACTION HISTORY	You may download up to 365 days worth of transactions in various file formats: • Select 'ACCOUNTS' • Select 'REPORTS' • Checkmark the account you want to download transaction for • Select 'DOWNLOAD' • Select your 'TIME PERIOD', 'TRANSACTION TYPE', and 'FILE FORMAT TYPE' • Select 'DOWNLOAD'

E-STATEMENT ENROLLMENT	To enroll in E-Statements: • Select 'ACCOUNTS' • Select 'DOCUMENTS' • Select 'DELIVERY SETTINGS' • Verify your email address • Select the bubble below online for each account you wish to enroll in E-Statements. • Confirm PDF Access by selecting the PDF Reader link and entering the code shown on the document in the provided box on your online banking screen • View the 'ELECTRONIC CONSENT' before agreeing to the terms and conditions • Select 'SUBMIT' Your next statement will be available to view online. If you need previous statements, contact us at 816-776-6669 or 816-637-6669 to make those statements available. Un-enroll in E-Statements by following the above steps but select the bubble below paper for each account you wish to un-enroll.
AUTOMATIC TRANSFERS	You can set up one-time or recurring transfers or loan payments: • Select 'MOVE MONEY' • Select 'TRANSFERS' or 'LOAN PAYMENTS' • Select the account the funds will come from, the account the funds will go to, the frequency of the transfer, and the effective date • Select 'CONTINUE' • Review transfer details before confirming the transfer Scheduled transfer can be found under the 'ACTIVITY TAB' Transfer history can be found under the 'HISTORY TAB'
NAMING ACCOUNTS	To give your account a nickname: • Select 'SELF SERVICE' • Select 'ACCOUNT MAINTENANCE' • Select the account you would like to give a nickname to from the drop-down list • Enter your account nickname in the box provided • Select 'SUBMIT'
ENROLLING IN ACCOUNT ALERTS	You can enroll in account alerts via text message or email: • Select 'SELF SERVICE' • Select 'ALERTS' • You can enroll in account alerts and service alerts • Verify your contact information • Select the alert you want to enroll in. Change the toggle button from 'OFF' to 'ON' • Input any required criteria for the alert type • Select the 'DELIVERY METHOD' • Select 'UPDATE' Un-enroll in account alerts by following the above steps but change the toggle button from 'ON' to 'OFF'