



ONLINE BANKING GUIDE

WITH THE CLICK OF A MOUSE, YOU CAN ACCESS YOUR ACCOUNTS 24/7 FROM ANYWHERE

ENROLLING IN ONLINE BANKING

Ways to Enroll:

- Call us at 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 approving access to online features.
- You will be asked to provide a username and confirm the email address on file.

ONLINE BANKING PASSWORD REQUIREMENTS

- Passwords must be at least 8 characters long and include at least one uppercase letter, lowercase letter, one number and one special character (! @,#,\$,%,&,*,(,))
- Your online banking password will expire every 90 days and can only be changed using a web browser. Your password cannot be updated on the mobile app.
- You cannot use your previous 6 passwords.

LOGIN TROUBLESHOOTING

- When performing the two-step authentication while logging in, if the incorrect phone numbers appear on the screen, confirm the spelling of your username and try again. If the issue continues, call us at 816-637-6669
- If you have forgotten your password, you may be able to reset your password on your own. On the password screen, there is a link ‘reset your password?’. After performing the two-step authentication, you will be able to change your password.
- After three failed login attempts, your online banking will become locked. Call us at 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’ in the top left-hand corner
Select ‘REPORTS’ in the drop-down box
Check mark the accounts you want to download transactions for
Select ‘DOWNLOAD’
Select your ‘TIME PERIOD’, ‘TRANSACTION TYPE’, and ‘FILE FORMAT TYPE’
Select ‘DOWNLOAD’
Your file will be available in your recent downloads

<p>E-STATEMENT ENROLLMENT</p>	<p>To enroll in E-statements Select ‘ACCOUNTS’ in the top left-hand corner Select ‘STATEMENTS’ in the drop-down box Select the ‘STATEMENT PREFERENCES’ hyperlink Select ‘ONLINE ONLY’ to start receiving your statements View the ‘DISCLOSURE AGREEMENT’ before agreeing to the terms and conditions select ‘SAVE CHANGES’</p> <p>Your next statement will be available to view online next statement cycle. If you need previous statements, contact us at 816-637-6669 to make those statements available.</p> <p>Unenroll in E-statements by following the above steps – change ‘ONLINE ONLY’ to ‘PAPER ONLY’ and select ‘SAVE CHANGES’</p>
<p>AUTOMATIC TRANSFERS</p>	<p>You can set up reoccurring transfers or loan payments Select ‘MONEY MOVEMENT’ in the tool bar Select “‘TRANSFERS’ for account transfers and “‘LOAN PAYMENT” if its for a loan Select which account the funds will come from, which account the funds will go into, Select which account the funds will come from, which account the funds will go into, the amount, the frequency of the transfer and the effective date. Select ‘CONTINUE’ – Review transfer details before confirming the transfer</p> <p>Scheduled transfers will appear on the right side of the screen.</p>
<p>NAMING ACCOUNTS</p>	<p>To give your account a name Select ‘SELF SERVICE’ in the toolbar Select ‘ACCOUNT MAINTENANCE’ in the drop-down box Select the account you would like to name from the drop-down Enter your account name in the box provided Select “SUBMIT”</p>
<p>ENROLLING IN TEXT BANKING</p>	<p>Receive your balance without the hassle of logging in Select ‘SELF SERVICE’ in the toolbar Select ‘ALERTS’ in the drop-down box Select ‘GO TO MOBILE BANKING’ in the contact information section Select ‘ACTIVATE NOW’ in the pop-up window You will receive a text from 49794 asking for your activation code. Your activation code will be in a blue box near the top of the pop-up window. Reply to the text with your activation code</p> <p>After your text banking has been activated, you can text the number 49794 the letter ‘B’ to received your balances and the letter ‘H’ for transaction history via text message.</p>