



# 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 816-776-6669 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 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, one 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 816-776-6669 or 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 account 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:</p> <ul style="list-style-type: none"> <li>• Select 'DOCUMENTS' under the account tile.</li> <li>• Select 'DELIVER SETTINGS'.</li> <li>• Verify your email address.</li> <li>• Select 'ONLINE ONLY' or 'ONLINE AND EMAIL NOTIFCATION'</li> <li>• View the 'ELECTRONIC CONSENT' before agreeing to the terms and conditions.</li> <li>• select 'SUBMIT'.</li> </ul> <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>Un-enroll in E-statements by following the above steps – change 'ONLINE ONLY' to 'PAPER ONLY' and select 'SUBMIT'.</p>
<p>AUTOMATIC TRANSFERS</p>	<p>You can set up reoccurring transfers or loan payments:</p> <ul style="list-style-type: none"> <li>• Select 'MOVE MONEY' in the tool bar.</li> <li>• Select 'TRANSFERS' for account transfers and 'LOAN PAYMENT' if its for a loan.</li> <li>• Select which account the funds will come from and which account the funds will go into, the frequency of the transfer, and the effective date.</li> <li>• Select 'CONTINUE' – Review transfer details before confirming the transfer.</li> </ul> <p>Scheduled transfers will be under the 'ACTIVITY TAB'.</p> <p>Transfer history can be found under the 'HISTORY TAB'.</p>
<p>NAMING ACCOUNTS</p>	<p>To give your account a name:</p> <ul style="list-style-type: none"> <li>• Select 'SELF SERVICE' in the toolbar.</li> <li>• Select 'ACCOUNT MAINTENANCE' in the drop-down box.</li> <li>• Select the account you would like to name from the drop-down.</li> <li>• Enter your account name in the box provided.</li> <li>• Select 'SUBMIT'.</li> </ul>
<p>ENROLLING IN TEXT BANKING</p>	<p>Receive your balance without the hassle of logging in:</p> <ul style="list-style-type: none"> <li>• Select 'SELF SERVICE' in the toolbar.</li> <li>• Select 'SELF ADMINISTRATION' in the drop-down box.</li> <li>• Select 'MOBILE BANKING TAB' in the contact information section.</li> <li>• Select 'GO TO MOBILE BANKING' a pop-up window will appear.</li> <li>• Select 'ACTIVATE NOW' in the pop up.</li> <li>• 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.</li> <li>• Reply to the text with your activation code.</li> </ul> <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>