First-Time Sign In

City National Business Suite® / Business Essentials

User Guide
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Contents

Setup on the Business Suite and Business Essentials

Before you may use City National Business Suite®, Business Essentials or other business services using single sign on through City National Online, you will need to set up your credentials and other access tools.

Minimum System Requirements

- A personal computer with Internet connection
- Adobe® Reader® version 6.0 or higher (to view Online Statements)
- An Operating system and a Web browser, that meets the following requirements:

Operating System	Microsoft Internet Explorer®	Apple Safari®	Mozilla Firefox®	Google Chrome™
Windows 7	11.0	NA	50.0	55.0
Windows 8.1	11.0	NA	50.0	55.0
Windows 10	11.0, Edge	NA	50.0	55.0
Mac OS X 10.11 (El Capitan˘)	NA	9.0	50.0	NA
Mac OS X 10.12 (Sierra˘)	NA	10.0	50.0	NA
iPad®	NA	8.0	NA	NA
iPad® Mini	NA	7.1	NA	NA

Sign In

Go to cnb.com, click the Sign In button on the upper right, and then select City National Online, Business Suite or Business Essentials from the Popular Online Services list or Recent Online Searches list, as shown below. You will be directed to the sign-in screen.
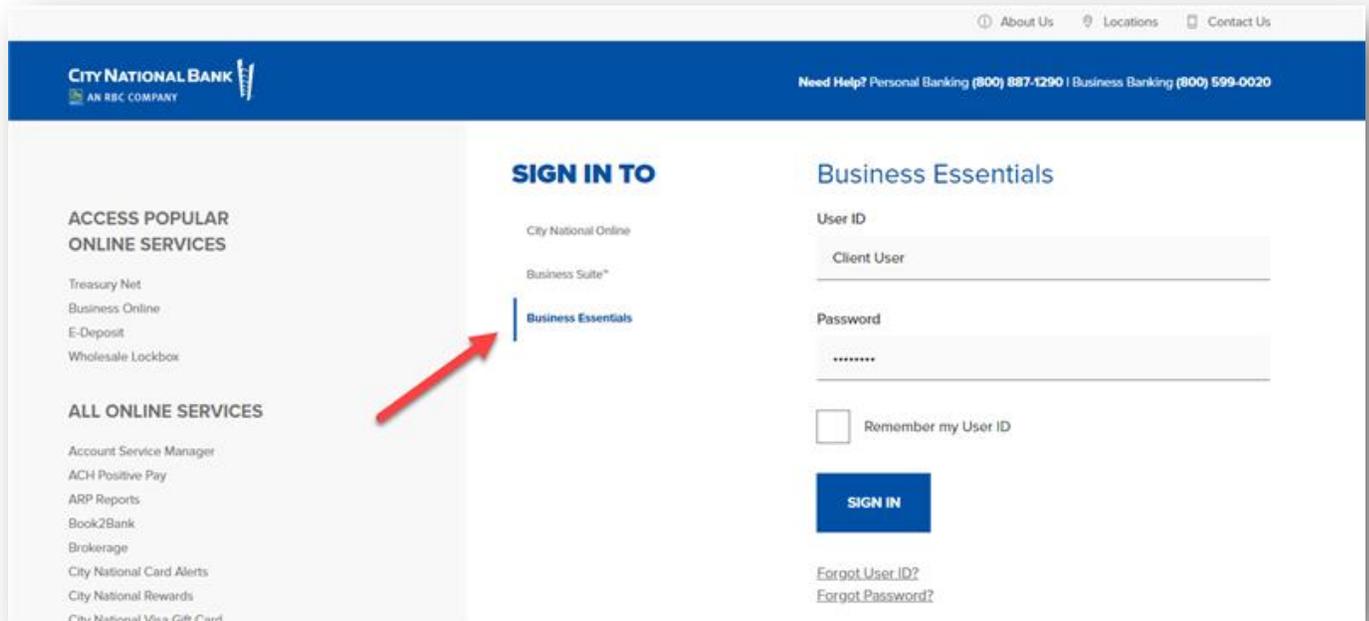
Enter the User ID and Password set up for you by your Company Administrator, and then click Sign In.
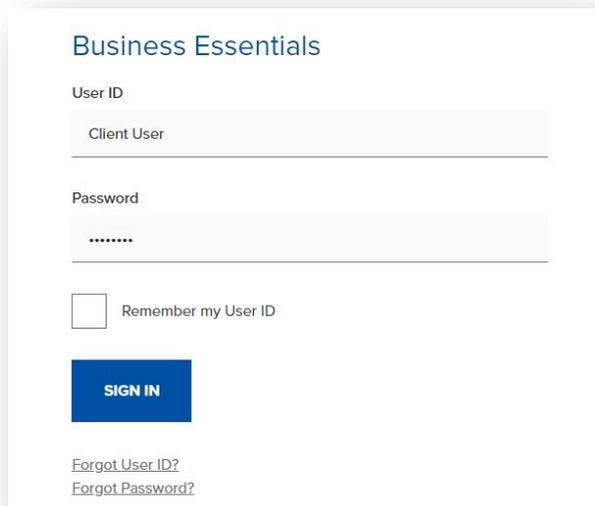
Account Setup

When signing in to Business Suite/Business Essentials for the first time, you will be guided

through Account Setup and Personal Information and Security Setup to configure your profile.

Create Password

Create a new password during your initial sign-in to the system. The guidelines for your new password are shown on the **Create Password** page. As you create your new password, the guidelines will be displayed in green to confirm that your password matches the criteria; otherwise, they will be displayed in red.

Verification Code

The system prompts you to confirm a verification code sent to your email or designated phone.

When you receive the code, enter it in the **Verification Code** field and click **Verify**. If the email was not received in your inbox, you can have the verification code resent by clicking on the **Select a different verification method** link.

Personal Information and Security - E-Consent

Read the Terms and Conditions of E-Consent and click **I Accept**.

Personal Information

Now you may update your time zone and add email addresses or phone numbers so they are available later for sending a verification code. You do not have to update this page, but if you do, click **Save Changes** to move forward with the process.

- To update the **Time Zone,** please select the appropriate time zone from the drop-down menu.

- To add additional phone numbers or emails, click **Add Phone Number** or Add Email Address and fill out details.

- To remove an added phone number or email, click the **Remove** link.

Security Questions

Security questions are challenge questions you set up that may be used to verify your identity when you call in for support from a City National client services representative. Select a question from the drop down menus and provide your answer. You must select three different security questions and provide an answer to each one.

Sign-In Assistance

If you forget your user ID or password, you can click the **Forgot User ID?** or **Forgot Password?** links on the Sign In page. You will need to provide some additional information to receive assistance with retrieving your user ID or getting a new temporary password. You can also contact your company's Service Administrator to assist you with resetting your password.