



First-Time Sign In

City National Business Suite® / Business Essentials

User Guide
August 2021

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Contents

Setup on the Business Suite and Business Essentials 2.03
Minimum System Requirements.....3
Sign In.....3
Create Password.....5
Verification Code5
Personal Information and Security - E-Consent.....6
Personal Information6
Security Questions7
Sign-In Assistance.....7

Setup on the Business Suite and Business Essentials

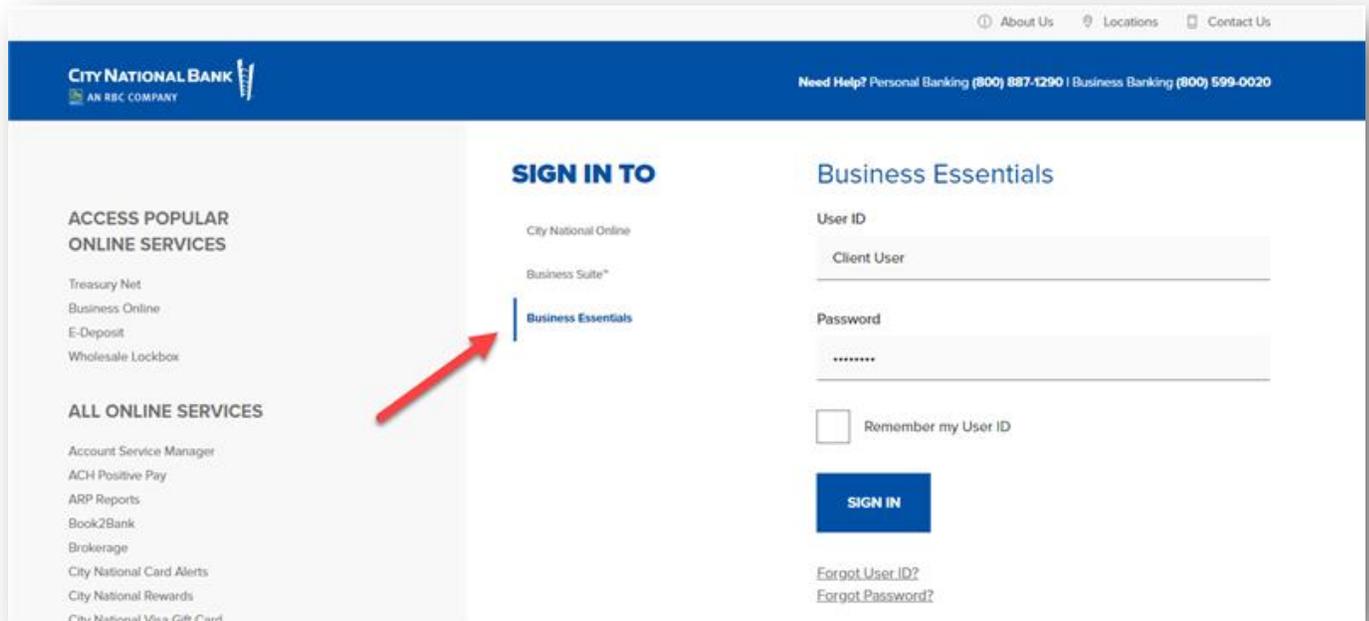
Before you may use City National Business Suite®, Business Essentials or other business services using single sign on through City National Online, you will need to set up your credentials and other access tools.

Minimum System Requirements

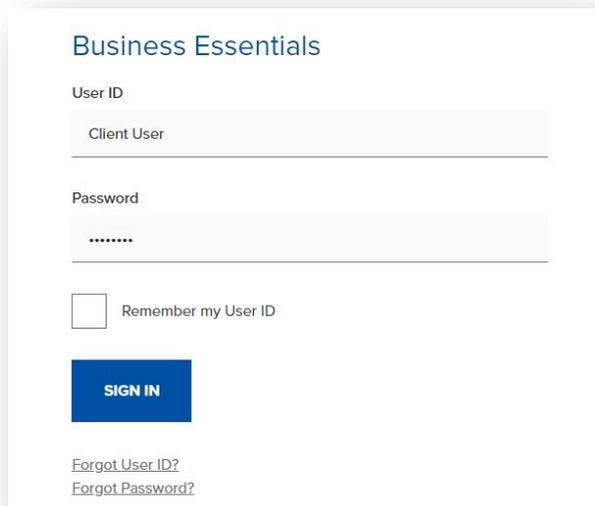
Operating System	Microsoft Internet Explorer®	Apple Safari®	Mozilla Firefox®	Google Chrome™
Windows 7	11.0	NA	50.0	55.0
Windows 8.1	11.0	NA	50.0	55.0
Windows 10	11.0, Edge	NA	50.0	55.0
Mac OS X 10.11 (El Capitan™)	NA	9.0	50.0	NA
Mac OS X 10.12 (Sierra™)	NA	10.0	50.0	NA
iPad®	NA	8.0	NA	NA
iPad® Mini	NA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

CITY NATIONAL BANK
AN RBC COMPANY

Need Help? Personal Banking (800) 887-1290 | Business Banking (800) 599-0020

Account Setup

Create Password Confirm Identity Verification

Create a password

Enter your new City National Online password below. Be sure to follow the password requirements to ensure your password is secure.

Password

Confirm Password

Password guidelines:

- At least 8 characters (required)
- Uppercase letter (required)
- Lowercase letter (required)
- Number (required)
- Special characters (required) only include the following: . ! @ # \$ % ^ & * () _ + = -

Continue Cancel

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

Account Setup

Create Password Confirm Identity Verification

Verification Code

A verification code has been sent to:
TE*****T@CNB.COM

Please enter the verification code to confirm your identity.

Verification Code

Register your device (optional)

Verify Cancel

Didn't receive a verification code yet? Sometimes it can take a few minutes. Select a different verification method.

Why register your device?

When you register your device, City National Bank will automatically recognize it as a device that is authorized to access your account information. You'll be able to sign in quickly without needing to confirm your identity.

You can register more than one device, but it is not recommended to register public computers or devices.

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**.

The screenshot shows a web interface for E-Consent. At the top, there are four tabs: 'E-Consent', 'Terms & Conditions' (which is active), 'Personal Information', and 'Security Questions'. Below the tabs, the main content area is titled 'Terms & Conditions' and contains the following text:

City National Online Access Agreement & Disclosure
Effective Date: June __, 2017

I. Description of Agreement

A. What it Covers
This City National Online Access Agreement and Disclosure ("Agreement") governs your online access to certain of your accounts with us to view information regarding those accounts and conduct certain transactions as described below, using the CNB Online Banking Service, the CNS Online Brokerage Service, the CNB Online Trust and Investment Service, the Direct Connect with Quicken Service or any other service we may from time to time make available to you (each a "Service" and together the "Services"). In this Agreement, the following words have the following meanings:

- "CNB" means City National Bank, a national banking association;
- "CNS" means City National Securities, Inc.;
- "We," "us," "our" mean CNB, CNS and their respective affiliates, agents (including any third-party service provider) and successors or assigns;
- "You" or "your" mean each person or business having an interest in an account accessible using a Service and any person authorized for access;
- "Business Day" means any day other than a Saturday, Sunday or holiday when we are closed.

B. Accepting the Agreement and Amendments
When you enroll in and use a Service described in this Agreement, or authorize others to use a Service to conduct transactions on your accounts, you agree to the terms and conditions of the Agreement associated with such service. If we update, amend or otherwise modify this Agreement, we will revise the "Effective" date posted at the top of this Agreement. Any updates, amendments and/or other modifications to this Agreement will become effective when we post the updated Agreement on cnb.com or other CNB-related website. You agree that your use of a Service following our posting of the updated Agreement means that you accept and agree to be bound by all of the terms and conditions of the amended Agreement. Do not use any of the Services if you do not accept and agree to be bound by all of the terms and conditions of this Agreement and/or any amended Agreement.

C. Relation to Other Agreements

I have read and agree to the Terms and Conditions of City National Online® Access Agreement & Disclosure.

At the bottom of the form, there are two buttons: **I Accept** and **I Decline**.

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.

The screenshot shows a web form titled "Security Questions" with a progress bar at the top indicating the current step. Below the title, there is a note: "Please select a question and answer from the 3 dropdowns below. These will be used when you call the bank for support." (The note is highlighted with a red box). The form contains three identical sections, each with a "Security Question" dropdown menu and an "Answer" text input field. The questions are: "What is the first foreign country you visited?", "What was your high school mascot?", and "What was your childhood nickname?". To the right of the questions, there are "Security Answer Requirements" listed: "Please select a unique question", "Please provide a unique answer to each question", and "Please provide a 3-50 alphanumeric answer: '-', and spaces are allowed". At the bottom left, there are "Continue" and "Cancel" buttons.

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.

The screenshot shows the "SIGN IN TO" section of the City National Bank website. It features a "Business Essentials" sign-in form with fields for "User ID" (with a dropdown menu) and "Password". Below the password field is a "Remember my User ID" checkbox. A blue "SIGN IN" button is located below the form. To the right of the button, there are two links: "Forgot User ID?" and "Forgot Password?". A red arrow points to these links. The page also includes a navigation menu on the left with "ACCESS POPULAR ONLINE SERVICES" and "ALL ONLINE SERVICES", and a top navigation bar with "About Us", "Locations", and "Contact Us".