

Updating User Names and Email Addresses to Prepare for Migration

Soon, your company will migrate to City National Business Suite or Business Essentials from the current platforms (Treasury Net/Business Online). This will also allow you to enjoy convenient single sign-on (SSO) access for accessing your company's Business Suite or Business Essentials platform along with E-Deposit, Business Bill Pay and many other services.

Before migration, you need to ensure that your **Treasury Net or Business Online email address and user first and last name are identical to your E-Deposit information.**

In order to ensure the user email addresses and user first/last names are identical, the instructions below provide the means to confirm and edit your information in:

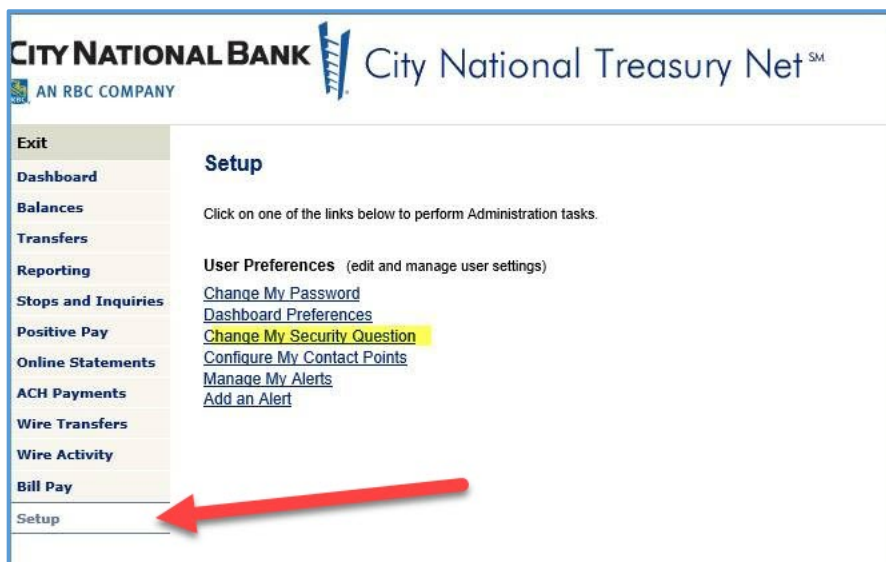
- Treasury Net (email address; change by user only)
(User's first/last name; change by user with Administrative rights to edit self or others)
- Business Online (email address; change by user only)
(User's first/last name; change by user with Administrative rights to edit self or others)
- E-Deposit (name or email address; change by System Administrator only)

Treasury Net Email Review and Update

Your Treasury Net email address is found in your Change My Security Question setting.

NOTE: Only the individual user can change this setting, not System Administrators.

1. Click **Setup** at the bottom of the left hand menu.
2. When the Setup screen appears, click Change My Security Question.



3. Type your new primary email address and click **Save My Security Question**.

If necessary, re-enter the Primary Email Address in the field provided, then click **Save My Security Question**.

Business Online Email Review and Update

Business Online allows users to edit their email address, if needed, to match the information in their E-Deposit setup.

1. After logging in, click the **Administration** link on the left menu.

2. Click **Change My Security Question**.
3. Make the edit to your email address as shown above for above for Treasury Net.

Treasury Net – Name Change Process for System Administrators

To change a user's first or last name to match their E-Deposit name, System Administrators can edit the information on Treasury Net or Business Online as shown below.

Treasury Net Name Changes

1. Click on Setup, then Manage Users.

CITY NATIONAL BANK City National Treasury NetSM
AN RBC COMPANY

Exit

Dashboard

Balances

Transfers

Reporting

Stops and Inquiries

Positive Pay

Online Statements

ACH Payments

Wire Transfers

Wire Activity

Bill Pay

Setup

Setup

Click on one of the links below to perform Administration tasks.

User Preferences (edit and manage user settings)

[Change My Password](#)

[Dashboard Preferences](#)

[Change My Security Question](#)

[Configure My Contact Points](#)

[Manage My Alerts](#)

[Add an Alert](#)

Bank Communication (secure messaging)

[View Messages](#)

Audit (create reports on user, or system-wide activity)

[Audit Activities for Positive Pay, Stop Payment, Balance Inquiry and Transfers](#)

[Audit Activities for ACH, Wire and Reporting](#)

Formats & Templates (facilitate data transfer between the bank and your desktop applications)

[Create Positive Pay issue import formats](#)

[Manage Wire Templates](#)

[Manage Wire Import Formats](#)

[Create ACH import formats](#)

Advanced Administration (view and edit key settings)

[Manage Users](#)

[Maintain Account Groups](#)

[View holidays on which services do not process](#)

[Modify Account Names](#)

2. Enter User ID and click on Search User(s).

CITY NATIONAL BANK City National Treasury NetSM
AN RBC COMPANY

Exit | **User**

Dashboard

Balances

Transfers

Reporting

Stops and Inquiries

Positive Pay

Online Statements

ACH Payments

Wire Transfers

Wire Activity

Bill Pay

Setup

Entitlements > Search User

From this screen, choose one or more users to clear logins or create entitlement reports. Choose 'Add User' and complete subsequent screens to allow the appropriate entitlements for each user.

Organization ID: CORETEST

User ID: TEDROSE

Last Name:

First Name:

Status Description: ALL

☐ Return Logged In Users Only

Search User(s) **Add User**

Download Entitlements Report for All Users

- Click on User Name to display the maintenance page.

City National Bank City National Treasury NetSM
AN RBC COMPANY

Exit | User

Entitlements > Search User

From this screen, choose one or more users to clear logins or create entitlement reports. Choose 'Add User' and complete subsequent screens to allow the appropriate entitlements for each user.

Organization ID: CORETEST User ID: TEDROSE
 Last Name: First Name: Status Description: ALL ☐ Return Logged In Users Only

Search User(s) Add User

Results 1-1 of 1

<input type="checkbox"/>	User Name	User ID	Organization ID	Status Description	Logged In	
<input type="checkbox"/>	Ted Rose	TEDROSE	CORETEST	Pending Approval	Logged In	Entitlements Report

Clear User Login Download Entitlements Report for All Users

- Change the user's first or last name and click **Save Basic Info**.

City National Bank City National Treasury NetSM
AN RBC COMPANY

Exit | User

Click on each category below to define capabilities for this user.

View Active Profile

Basic Information

User Information
 Organization ID*: CORETEST
 User ID*: TEDROSE
 First Name*: Ted
 Last Name*: Rose
 Activation Date: 12/22/2015
 Deactivation Date:

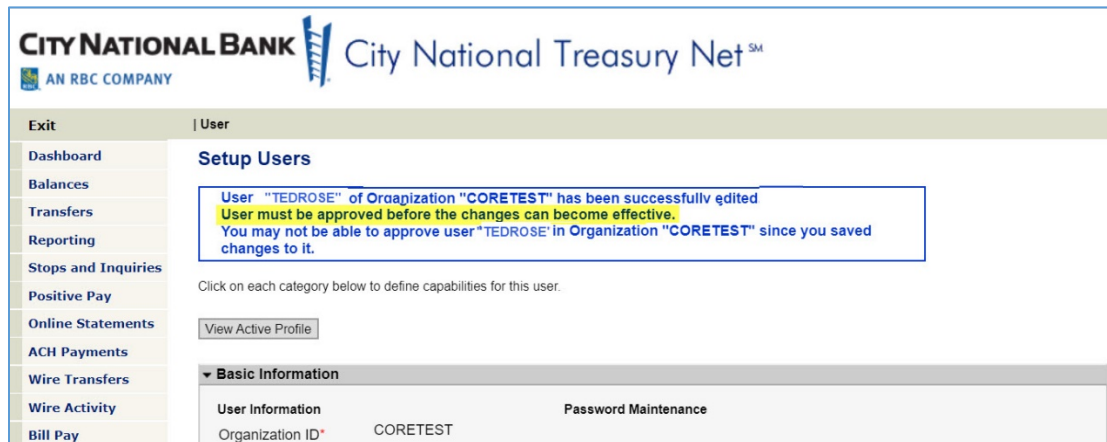
Password Maintenance
 Password*:
 Confirm Password*:
☐ Block Access for this user (Locked)

Communications to Bank
☒ Can send and receive secure messages.
☐ Can view another user's secure mail (administrator).
☐ Can view secure messages only

Method of Applying Entitlements
☐ Assign by creating a user role?

Save Basic Info Cancel Help

A confirmation message will display as shown below.



CITY NATIONAL BANK City National Treasury NetSM
AN RBC COMPANY

Exit | User

Setup Users

User "TEDROSE" of Organization "CORETEST" has been successfully edited.
User must be approved before the changes can become effective.
You may not be able to approve user "TEDROSE" in Organization "CORETEST" since you saved changes to it.

Click on each category below to define capabilities for this user.

[View Active Profile](#)

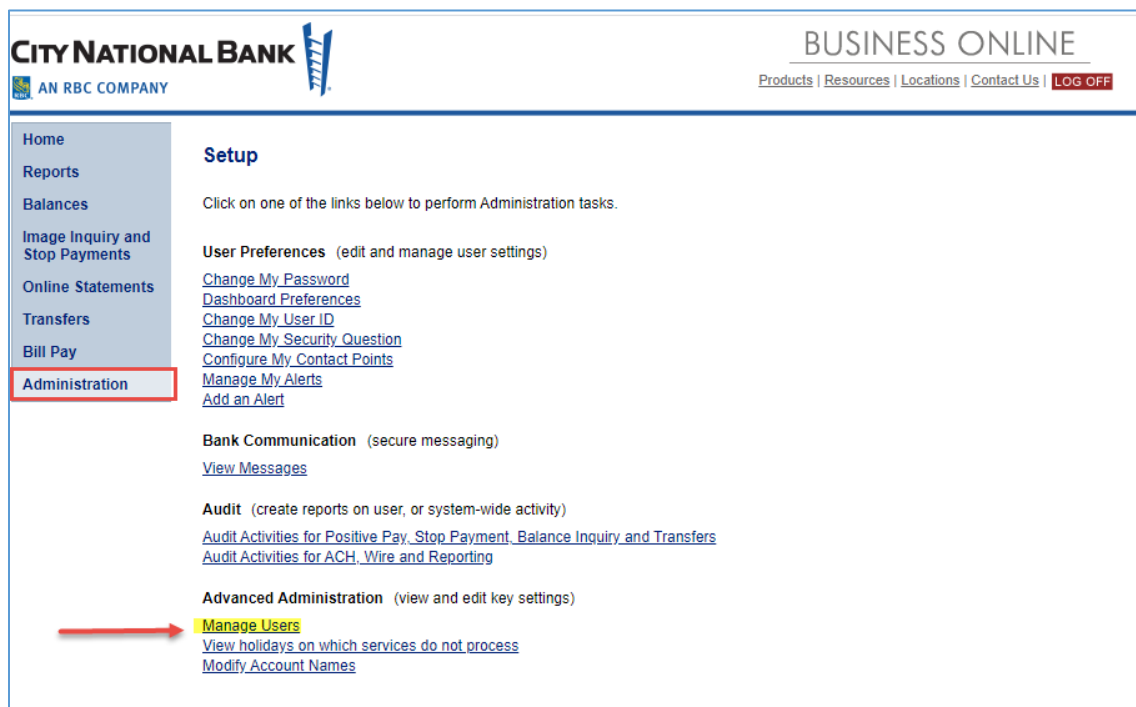
Basic Information

User Information	Password Maintenance
Organization ID* CORETEST	

NOTE: A second Administrator will need to approve the change if your company has Dual Approval of Customer Users and Roles (set at the company level for all users). This applies to both Business Online and Treasury Net.

Business Online – Name Change (user must have Manage Users entitlement)

1. Click on Administration, then Manage Users.



CITY NATIONAL BANK BUSINESS ONLINE
AN RBC COMPANY

[Products](#) | [Resources](#) | [Locations](#) | [Contact Us](#) | [LOG OFF](#)

Home
Reports
Balances
Image Inquiry and Stop Payments
Online Statements
Transfers
Bill Pay
Administration

Setup

Click on one of the links below to perform Administration tasks.

User Preferences (edit and manage user settings)

[Change My Password](#)
[Dashboard Preferences](#)
[Change My User ID](#)
[Change My Security Question](#)
[Configure My Contact Points](#)
[Manage My Alerts](#)
[Add an Alert](#)

Bank Communication (secure messaging)

[View Messages](#)

Audit (create reports on user, or system-wide activity)

[Audit Activities for Positive Pay, Stop Payment, Balance Inquiry and Transfers](#)
[Audit Activities for ACH, Wire and Reporting](#)

Advanced Administration (view and edit key settings)

[Manage Users](#)
[View holidays on which services do not process](#)
[Modify Account Names](#)

2. Click on User Name from User list.

Entitlements > Search User

[Add User](#)

Results 1-39 of 39

<input type="checkbox"/>	User Name	User ID	Organization ID	Status Description	Logged In	
<input type="checkbox"/>	John Smith	JSMITH	BOBUATPROD	Active		Entitlements Report
<input type="checkbox"/>	Joy Johnson	JOYJOHN	BOBUATPROD	Active		Entitlements Report
<input type="checkbox"/>	Randy Smith	RSMITH	BOBUATPROD	Active		Entitlements Report

3. Enter the new name and then click Save Basic Info.

CITY NATIONAL BANK **BUSINESS ONLINE**
AN RBC COMPANY

[Products](#) | [Resources](#) | [Locations](#) | [Contact Us](#) | [LOG OFF](#)

Setup Users

Click on each category below to define capabilities for this user.

[Clear User Login](#)

Basic Information

User Information

Organization ID* BOBUATPROD

User ID* **JOYJOHN**

First Name* New

Last Name* Name

Activation Date 01/31/2011

Deactivation Date

Password Maintenance

Password* *****

Confirm Password* *****

☐ Block Access for this user (Locked)

Communications to Bank

☒ Can send and receive secure messages.

☒ Can view another user's secure mail (administrator).

☒ Can view secure messages only

Method of Applying Entitlements

☐ Assign by creating a user role?

[Save Basic Info](#) [Cancel](#) [Help](#)

A confirmation message of the successful change will be displayed as shown below.

CITY NATIONAL BANK AN RBC COMPANY

BUSINESS ONLINE
Products | Resources | Locations | Contact Us | **LOG OFF**

Home | User

Setup Users

User "NEWNAME" of Organization "BOBUATPROD" has been successfully edited.

Click on each category below to define capabilities for this user.

Basic Information

User Information	Organization ID*	BOBUATPROD	Password Maintenance
------------------	------------------	------------	----------------------

Changing E-Deposit User Information

As noted above, both Treasury Net/Business Online and E-Deposit must have matching user email and first/last name information before the migration. As an alternative to changing Treasury Net or Business Online email addresses, your System Administrator for E-Deposit may change the name and/or email address on your E-Deposit profile as follows.

1. Click the Administration tab to bring up the Administration screen.
2. **Search** for a particular user or click **Show All**. Click the paper and pencil icon under **Tasks** next to the User ID column to view the user details.

CITY NATIONAL BANK AN RBC COMPANY

Reset Challenge Questions | Logoff

Home | **Administration** | Deposits | Reports | Research

Customers
Details
Locations
Users

User Search
(Customer: TM Test Client)

User ID

List of Users

Tasks	User ID	Last Name	First Name	Locked
	user14	Fourteen	User	No
	user13	Thirteen	User	No
	user12	Twelve	User	No

< Previous 1 Next > All 5 10 20 50 Showing: 1 - 3 of 3

Copyright © 2019 City National Bank is a subsidiary of Royal Bank of Canada. All Rights Reserved. Equal Housing Lender. CNB Member FDIC. | version 3.11.1.63 (8975) [Privacy Statement](#) | [Terms & Conditions](#) | [Click here for scanner drivers](#)

3. Verify the **first and last names** and **email address** field. If updates are required to match Treasury Net, click **Edit User**. Make required updates, then click **Save**.

CITY NATIONAL BANK
AN RBC COMPANY

Reset Challenge Questions Logoff

Home Administration Deposits Reports Research

Customers
Details
Locations
Users
Details

User Details - user13
(Customer: TM Test Client)

User Information

User ID: user13 Email: Thirteen
First name: User Last name: Thirteen
security question: Answer to security question:
Phone number: Password expiry date: 02/09/2020 04:00 PM PST
Time zone: Pacific Locked: No
Region: California

Manage Authentication **Edit User**

Assigned Roles:
User

Assigned Locations:
Anaheim
Location 1
Location 2
Location 3
Location 5

Assigned Reports:
Daily Deposit Summary Report
Deposit Details
Deposit Details By Deposit Number
Deposit Summary
Exception Item Export File

Excluded Accounts:

Single Deposit and Item Limits:
Capture Sources: Generic

Edit Locations **Edit Report Access** **Edit Account Exclusions**

Type	Generic
Deposit amount (\$)	99,999,999.99
Item amount (\$)	99,999,999.99
Approved item amount (\$)	...
Item count	300

4. Repeat these steps for all of your company's users.