



FIRST-TIME SIGN IN

City National Business Suite®/Business Essentials

July 2023

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Setup on 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

Navigate to cnb.com, click the **Sign In** button on the upper right, and then select City National Online, Business Suite, or Business Essentials or select a service from the All Services list on the left. Or, you can input your User ID and password credentials directly the sign-in area.

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ALL ONLINE SERVICES

- Book2Bank
- City National Card Alerts
- City National Rewards
- City National Visa Gift Card
- City Tax
- CNB DX
- Commercial AP
- Commercial Card Online
- Controlled Disbursement
- Donor Advised Fund
- EASI Link
- International Banking Online
- International Banking Online (FX)
- Remit Advantage

SIGN IN TO

- City National Online
- Business Suite™
- Business Essentials

City National Online

User ID

Password

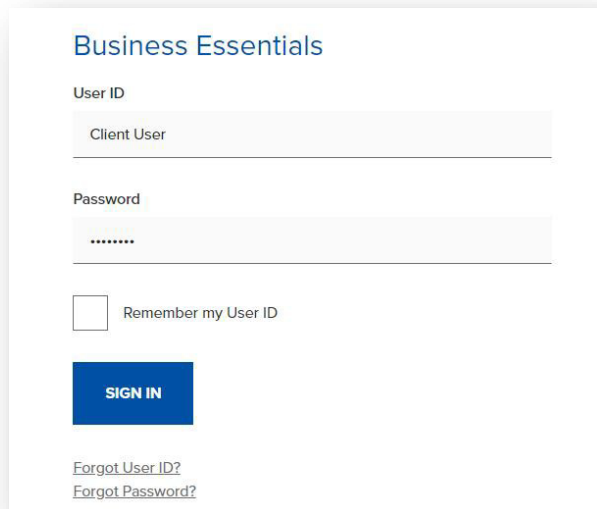
☐ Remember my User ID

SIGN IN

[Forgot User ID?](#)
[Forgot Password?](#)

User ID and Password

Your User ID and Temporary Password are set up for you by your System Administrator, and you will receive separate emails with this information.



Business Essentials

User ID

Client User

Password

.....

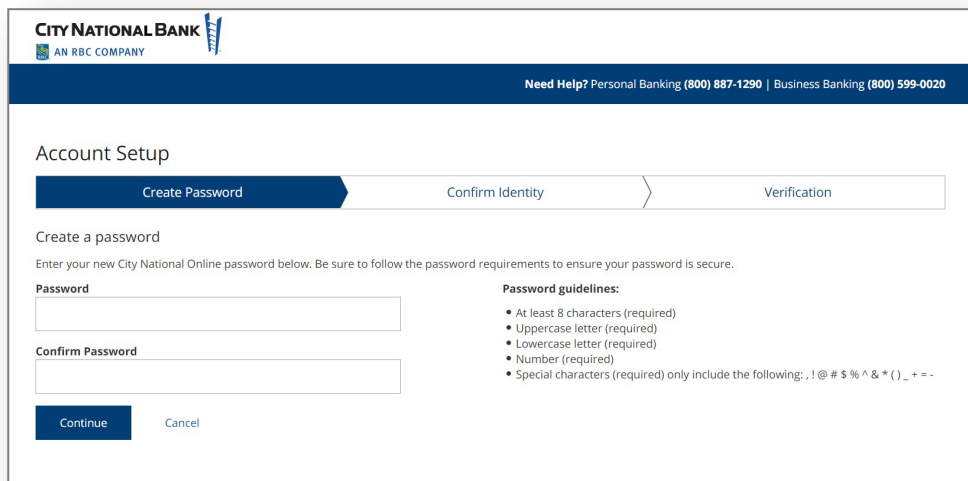
☐ Remember my User ID

SIGN IN

[Forgot User ID?](#)
[Forgot Password?](#)

Account Setup

When signing into your Business Service (Business Suite or Business Essentials) for the first time, you will be guided through the Confirm Your Identity, Verification Code Receipt, and Creating a New Password screens.



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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

Confirming Your Identity and Verification Code

The system prompts you to confirm your identity using a verification code sent to your designated phone number.

On the **Confirm Your Identity** page, select your preferred method for receiving the verification code and then click **Send Code**.

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 **Try a different verification method** link.

Note: You may opt to Register your Device, whereas the system will recognize your device as authorized, and thereby you'll be able to subsequently sign into the service without confirming your identity each time with a verification code.

Create Password

You will need to create a new password during your initial sign in to the system. The guidelines for your new password are shown on the **Enter Your New 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.

Enter Your New Password

Choose a secure new password and we'll log you right back in.

Your new password must have:

- Uppercase letter
- Number
- No characters in order going up or down (abc, cba, 123, 321)
- No characters repeated three or more times in a row (aaa, 111, !!!, @@@)
- Special characters (Optional) , ! @ # \$ % ^ & () _ + = -
- Lowercase letter
- 12 to 50 characters

Enter Your New Password

Choose a secure new password and we'll log you right back in.

Your new password must have:

- ✓ Uppercase letter
- ✓ Number
- ✓ No characters in order going up or down (abc, cba, 123, 321)
- ✓ No characters repeated three or more times in a row (aaa, 111, !!!, @@@)
- ✓ Special characters (Optional) , ! @ # \$ % ^ & () _ + = -
- ✓ Lowercase letter
- ✓ 12 to 50 characters

Profile Setup and Terms and Conditions

To begin Profile Setup, read the Terms and Conditions of E-Consent, check the acknowledgement box, and then click **I Accept**.

Profile Setup

E-consent Terms & Conditions Personal Information Security Questions

You must view and accept the e-consent in order to continue.

Consent to Use of Electronic Communications and Electronic Signatures
In connection with our relationship with you, we are required by law to give you certain information "in writing" – which means you are entitled to receive it on paper. We need your consent in order to provide you this information electronically instead. We also need your general consent to use electronic records and signatures in our relationship with you. Please read the information below carefully and thoroughly before you consent.
In this Consent, the words "we," "us," and "our" means City National Bank. The words "you" and

messaging services (including text messaging) and/or software applications (including applications for mobile or hand-held devices), either now or in the future. "Communications" means each disclosure, notice, agreement, undertaking, fee schedule, statement, record, document or other information we provide to you or that you sign or submit or agree to at our request. "CNB Product" means each account, product or service (including each Online Service) we offer that you own,

☐ I have read and agree to the terms of *Consent to Use of Electronic Communications and Electronic Signatures.*

I Accept Cancel

Our Services
CNB.com
Fraud Prevention Center
News&Insights

Help & Support
Help
Contact Us

About
Terms & Conditions
Privacy & Security
Locations

Secure Online Session

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Terms and Conditions

Read the system Terms and Conditions of use, check the acknowledgement box, and then click **I Accept** at the bottom of the page.

Profile Setup

E-consent Terms & Conditions Personal Information Security Questions

You must view and accept the terms & conditions in order to continue.

Terms and Conditions
These Terms and Conditions (this "Agreement") apply to your online access to and use of certain digital services ("Services") in connection with your deposit, credit card, treasury management and/or wealth management accounts and services with City National Bank ("Bank") and/or City National Securities ("CNS"). Your access to and use of the Services online is subject to the [Online and Mobile Banking Service Agreement, Terms and Conditions Of Use for cnb.com](#) (the "Website").

Personal Information

On this screen, you may update your time zone and add email addresses or phone numbers. Phone numbers are used to send verification codes via text message. (Note: email addresses are not used to send verification codes). 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.

Profile Setup

[E-consent](#)
[Terms & Conditions](#)
[Personal Information](#)
[Security Questions](#)

Review your personal information below. If your information is correct proceed to the next step. If not select the information that you would like to edit.

Email Addresses

Susan.dilliard@cnb.com	Primary
------------------------	---------

[Add Email Address.](#)

Phone Numbers

United States (+1)	626-201-9107	Mobile 1	Primary
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[Add Phone Number.](#)

Time Zone

US/Pacific, Pacific Standard Time

[Change Time Zone](#)

[Next](#)
[Save](#)
[Cancel](#)

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.

Update your security questions every so often to prevent security issues.

Security Question #1

Please select a security question.

Answer

Answer

Security Question #2

Please select a security question.

Answer

Answer

Security Question #3

Please select a security question.

Answer

Answer

Complete **Cancel**

Security Answer Requirements

- Minimum 3 characters
- Maximum 50 characters
- Alphanumeric, '-', and spaces are allowed
- Must be unique

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.

Additionally, your password is entered as masked but hover or click the "eye" at the end of the password field to reveal the password you entered. This will help you verify if the password you entered was correct.

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ALL ONLINE SERVICES

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City National Card Alerts

City National Rewards

City National Visa Gift Card

City Tax

CNB DX

Commercial AP

Commercial Card Online

Controlled Disbursement

Donor Advised Fund

EASI Link

International Banking Online

International Banking Online (FX)

Remit Advantage

SIGN IN TO

City National Online

Business Suite™

Business Essentials

City National Online

User ID

Password

☐ Remember my User ID

SIGN IN

Forgot User ID?

Forgot Password?