CITY NATIONAL BANK
AN RBC COMPANY

FIRST-TIME SIGN IN

City National Business Suite®/Business Essentials

July 2023

Contents

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.
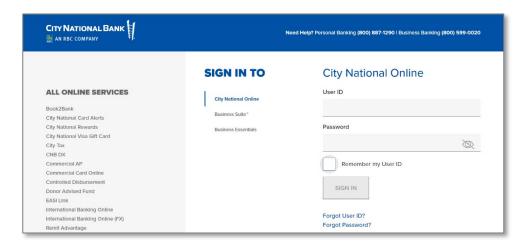
Minimum System Requirements

- 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:

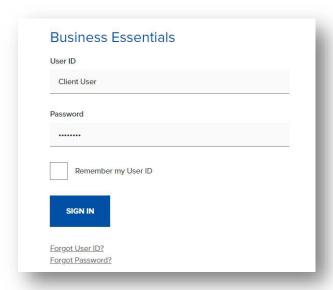| Operating System	Microsoft Internet Explorer®	Apple Safari®	Mozilla Firefox®	Google Chrome™
Windows 7	11.0	NA	50.0	55.0
Windows 8.1	11.0	NA	50.0	55.0
Windows 10	11.0, Edge	NA	50.0	55.0
Mac OS X 10.11 (El Capitan™)	NA	9.0	50.0	NA
Mac OS X 10.12 (Sierra™)	NA	10.0	50.0	NA
iPad®	NA	8.0	NA	NA
iPad® Mini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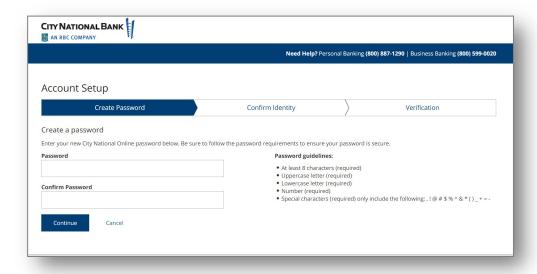
User ID and Password

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

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.
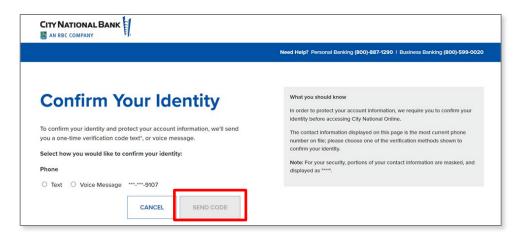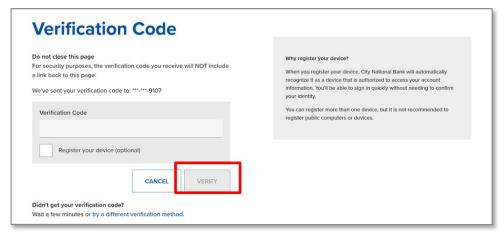
Confirming Your Identity and Verification Code

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.
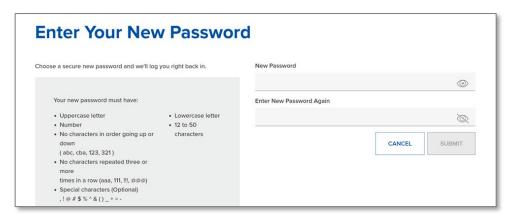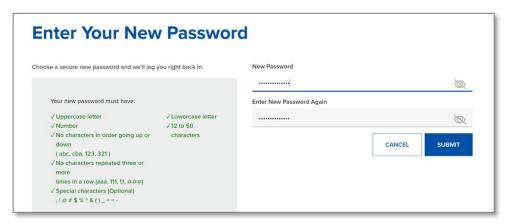

Note: You may opt to Register your Device, whereas the system will recognize your device as authorized, and thereby you'll be able to subsequently sign into the service without confirming your identity each time with a verification code.

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.
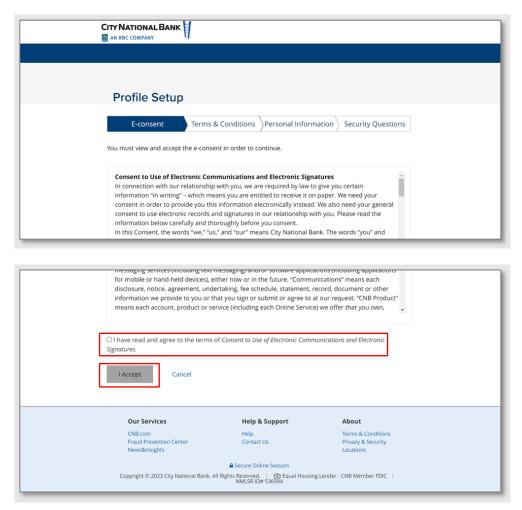

Profile Setup and Terms and Conditions

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

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.
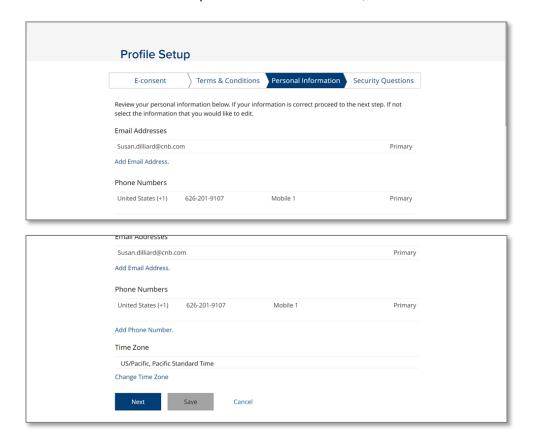
Personal Information

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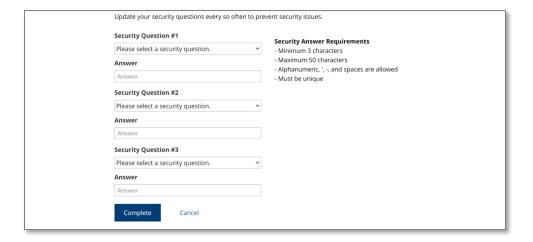
- To update the **Time Zone,** please select the appropriate time zone from the drop-down menu.

- 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 |

Email Addresses

| Susan.dilliard@cnb.com | | Primary |

Add Email Address.

Phone Numbers

| United States (+1) | 626-201-9107 | Mobile 1 | Primary |

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.

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.