

USER GUIDE

Premier Business Connect Login

Customer ID

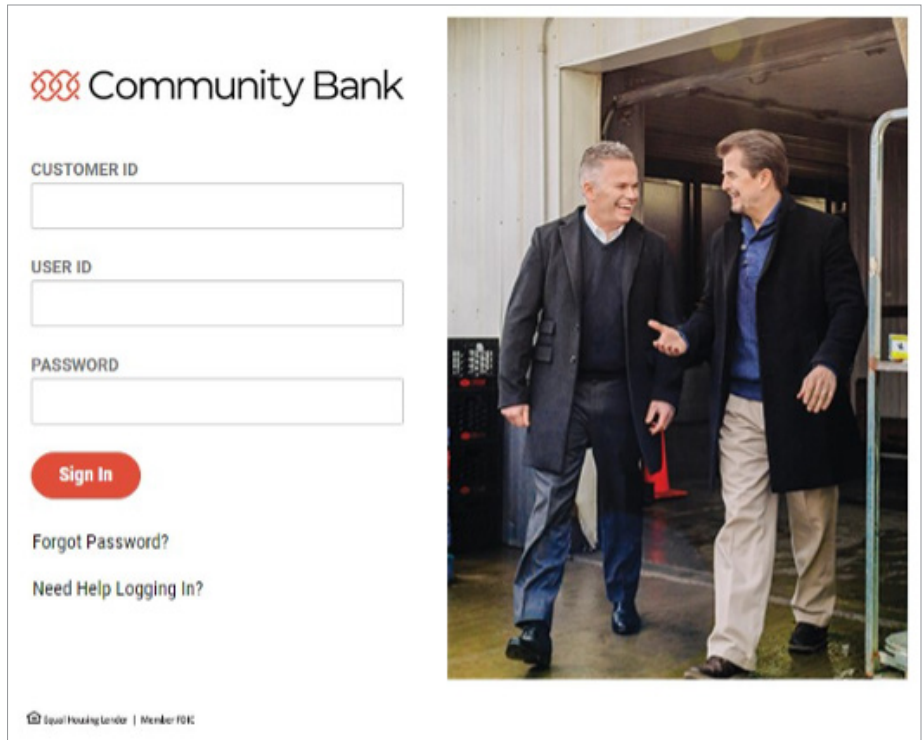
This will be the company ID that is assigned to your business. This will be the same for all users within the company.

User ID

This will be the user ID of the individual logging in. This will be different for each user, and will be assigned at the first login.

Password

The email associated with your login credentials will receive your generated temporary password from **commercialservices@cbna.com**. If you do not see this in your inbox please check your junk/spam folder.

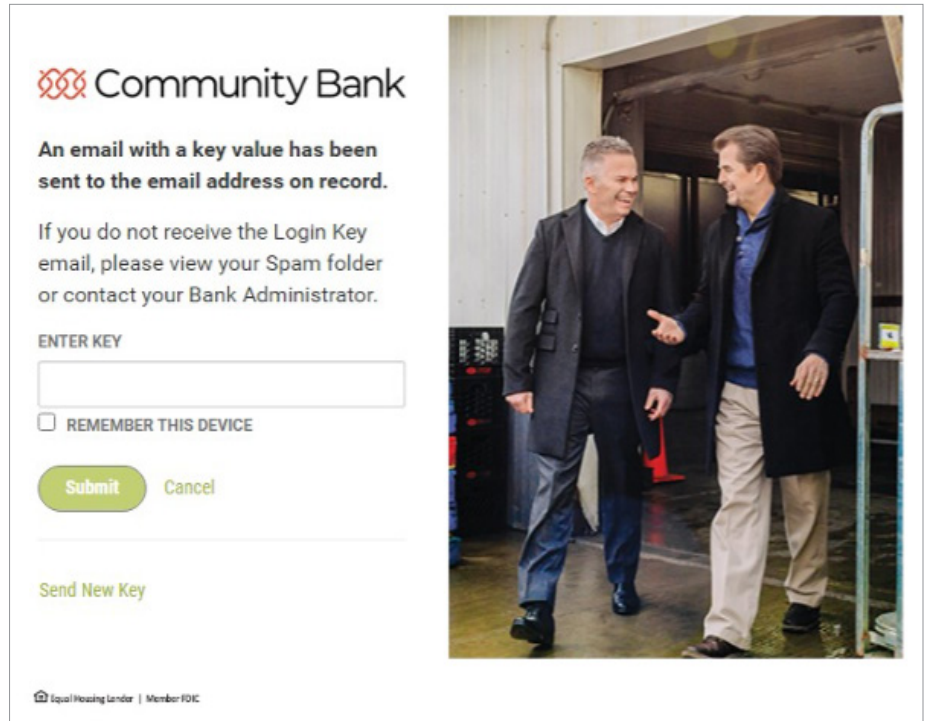


Login Key

This is a one-time code that will be emailed to you for your first login. If you do not receive the key the first time please check spam/junk folder and if you still do not see this code you may select the **Send New Key** option.

Remember This Device

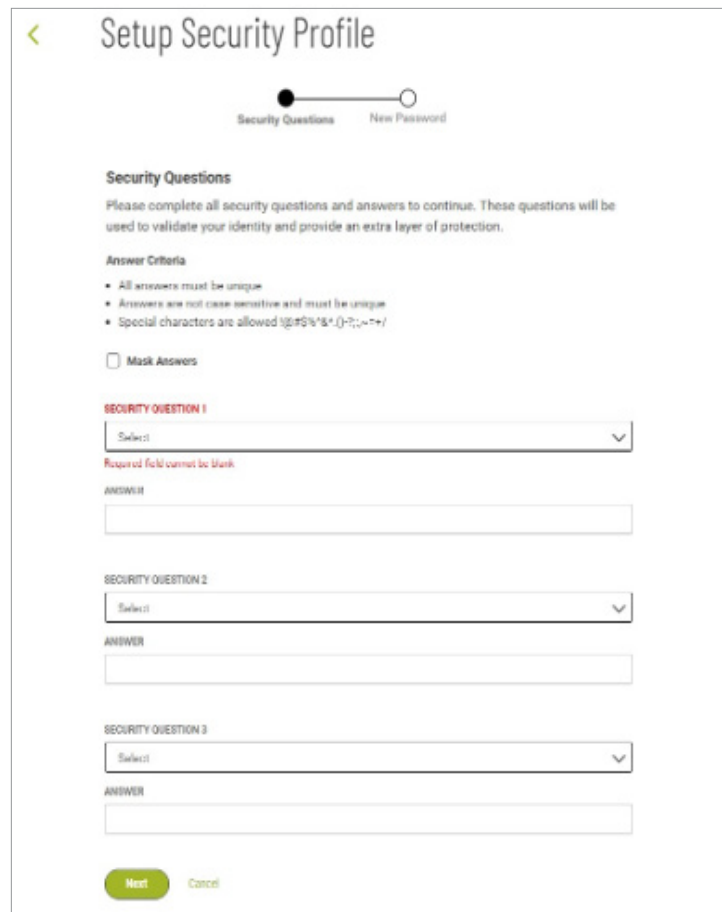
Check the box for this option if you are on a secure, known device. *This option is not required.*



Security Questions

You will be prompted to create three security questions upon your first login. You may not have identical answers to these questions.

You may change these security questions at any time.



Every login instance will require a multi-factor verification code. If you log in with a token, it will be used for this verification and you will bypass setting up other security contact information.

For those Users that do not use a token, your e-mail address is preloaded into the system. However you can add a phone number for either text message or phone call and change the default of how you want to receive the verification code.

Email Delivery

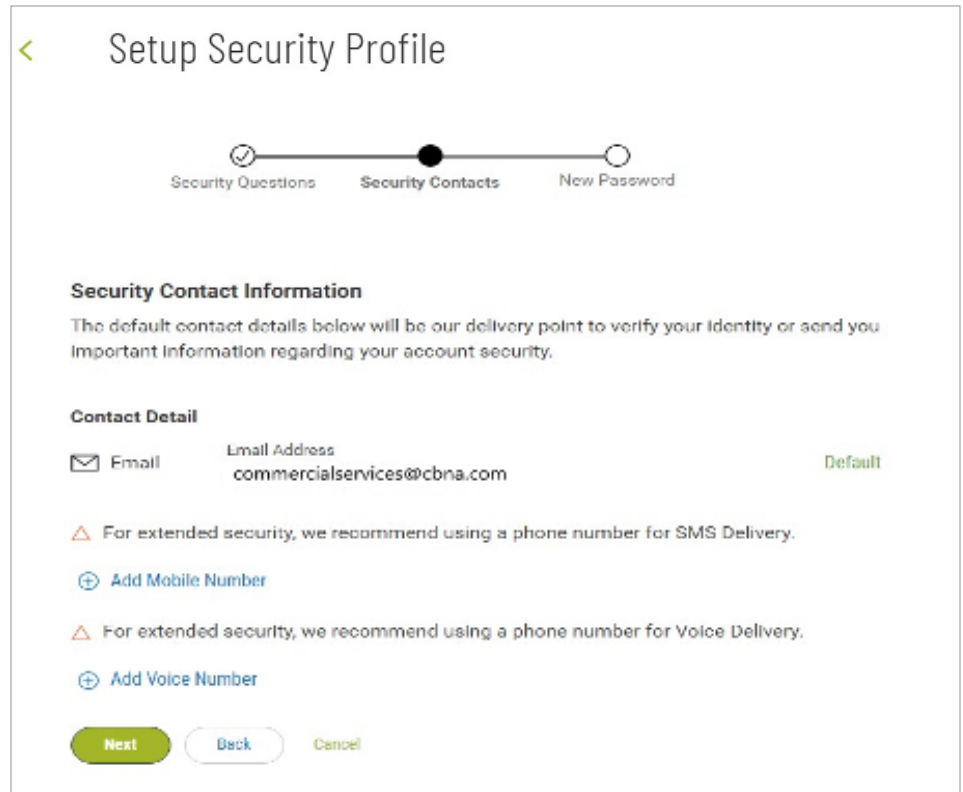
This will send an email with the code to the email listed.

SMS Delivery

This will send a text with the code to the number provided.

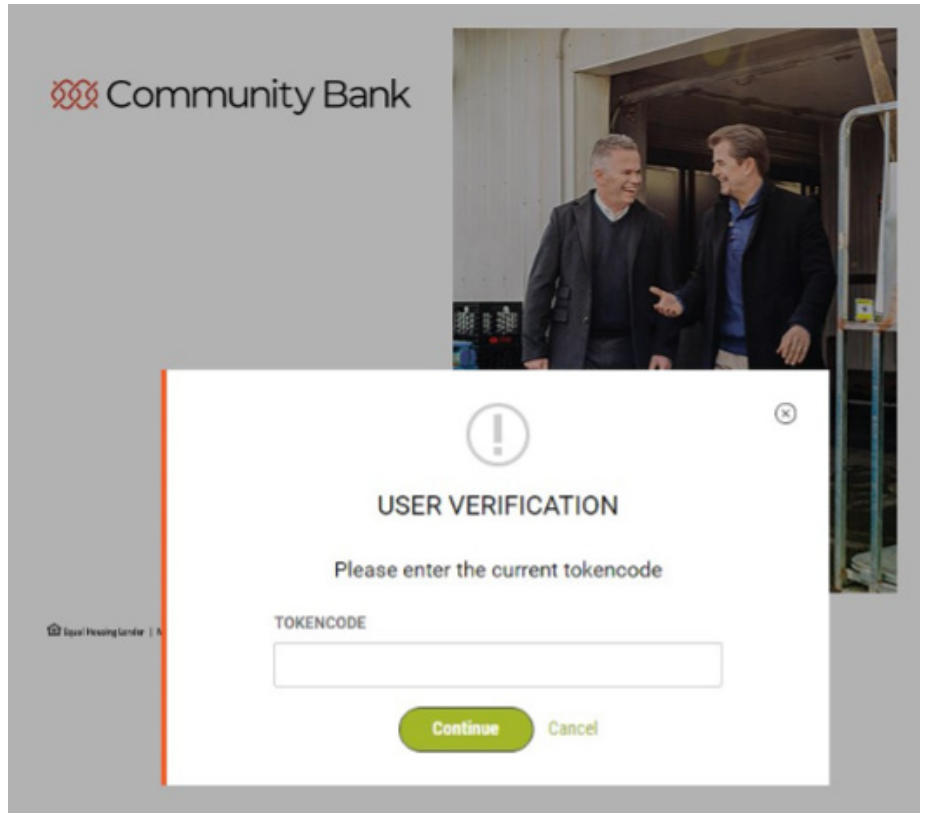
Voice Delivery

This will prompt a phone call with the code to the number provided.

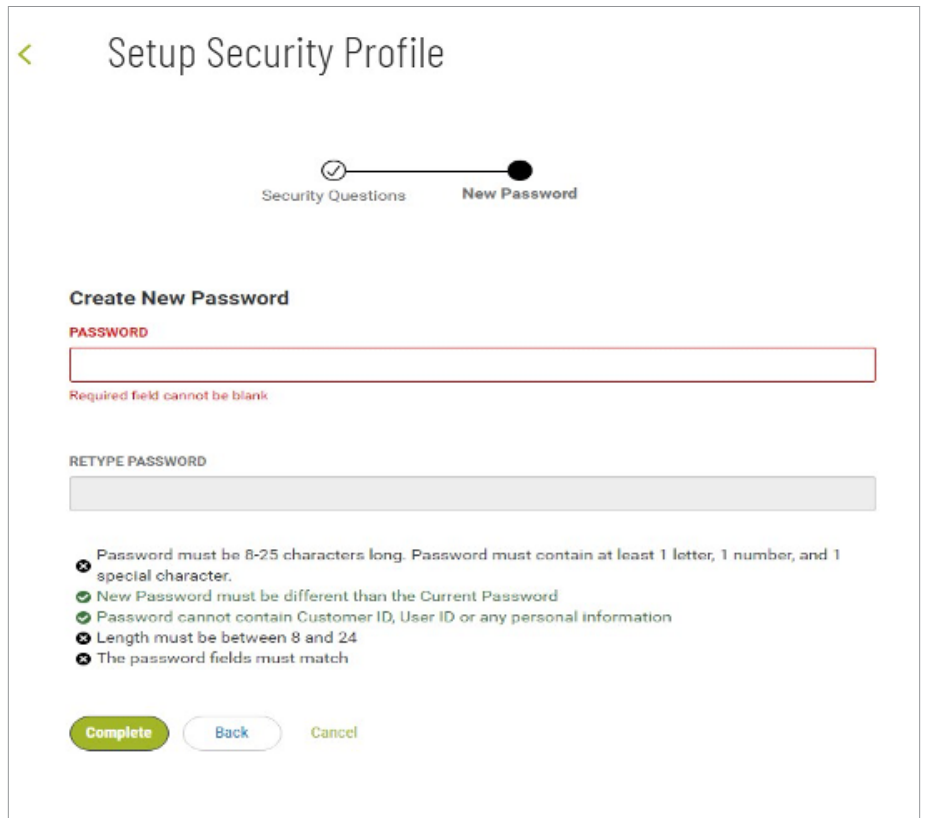


This page is for customers currently using tokens.

On this page you will be prompted to enter your token code. If you currently login with a token but do not see this screen please contact us at 1-866-764-8638, Option 3, Option 3.



On this page you will be prompted to create your permanent password. *Please note the password requirements.*



Questions? Contact Us.

Get in touch. Stop into your local branch, pick up the phone or visit our website at [cbna.com](https://www.cbna.com).

Commercial Services Support (M-F: 8am-6pm ET):

1-866-764-8638, Option 3, Option 3 or commercialservices@cbna.com.

Telephone Banking (24/7 automated voice response):

1-866-764-8638, Option 1