

Your New Business Online Banking First-Time Login and Browser Registration

Online Banking Security

Critical: Your online security is of the utmost importance. Citizens Business Bank will NEVER contact you and ask for your login ID, password, Secure Access Code (SAC), account number, or any other personal information. If you receive an email, phone call, or pop-up window on your computer while accessing Online Banking that asks for this information, contact our Conversion Support Line immediately at 800.796.4777, Option 3.


First-time Login and Registration

1. Go to **cbbank.com**, click on **Account Login** and select **Online Banking** from the **Account Login** dropdown.



2. Use your existing **User ID + Company ID** combined (no spaces) in the Login ID field, and your existing **PIN** in the Password field.
 - Login ID example: If your User ID is JBaker and your Company ID is 001027, beginning Monday, June 22, 2026, your new Login ID is: JBaker001027).
 - **Critical:** If your first-name last-name Login ID still does not comply with security standards, you will be contacted directly with an updated Login ID.

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Login ID

Password

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[Privacy Notices](#) | [Do Not Sell Or Share My Personal Information](#)



3. Select a Secure Access Code (SAC) Target Option

Note: Available target options are based upon existing Online Banking information. If an email address is on file, for example, only that option will appear as a SAC target. You can update your contact information after logging in by sending the updated information through a Secure Message.

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Please select a target:

[E-mail: XXXXrales@XXcc.com](#)

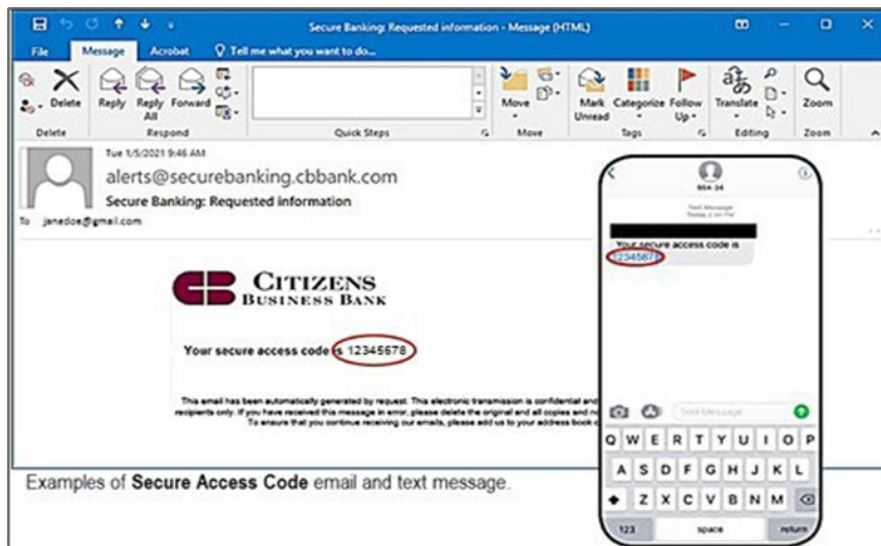
[SMS: \(XXX\) XXX-1234](#)

[Phone to: \(XXX\) XXX-1234](#)

[Back](#)

4. An eight-digit **Secure Access Code** will be delivered through the chosen target, which is active for 20 minutes.

Note: If you select email communication and do not immediately see an email with the Secure Access Code, check your junk or spam folders for an email from **alerts@securebanking.cbbank.com**.



5. Enter the 8-digit Secure Access Code and click **Submit**.

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Enter your Secure Access Code

6. Create a new password that aligns with presented requirements and click **Submit**.

The screenshot shows the Citizens Business Bank website's password creation interface. At the top, it features the FDIC logo and the text "FDIC-Insured - Backed by the full faith and credit of the U.S. Government". Below this is the Citizens Business Bank logo, which consists of a stylized 'CB' icon and the text "CITIZENS BUSINESS BANK A Financial Services Company".

The main heading reads "Please set your new password:". Below this is a grey box titled "Password Requirements:" with a list of rules:

- Must be between 8 and 15 characters
- Must contain at least 1 number
- Password must contain a minimum of 1 lower case characters.
- Password must contain a minimum of 1 upper case characters.
- Password must contain a minimum of 1 special characters.
- Password may not contain the following characters <->.&.
- Password may not be the same as last 10 passwords.
- May not be the same as current password

Below the requirements are three input fields: "Current Password", "New Password", and "Confirm New Password". Each field has a "Show" link to its right. At the bottom of the form are two buttons: "Back" (grey) and "Submit" (blue).

7. **Device Registration.** Registering your personal device is recommended for faster and more secure access to future Online Banking sessions. As a cybersecurity best practice, DO NOT register your device if you are using a shared device or are on a public network. If you require assistance, review the corresponding video tutorial on cbbank.com/HBC-conversion, or contact our Conversion Support Line at 800.796.4777, Option 3.

The screenshot shows the Citizens Business Bank website's device registration confirmation page. At the top, it features the FDIC logo and the text "FDIC-Insured - Backed by the full faith and credit of the U.S. Government". Below this is the Citizens Business Bank logo, which consists of a stylized 'CB' icon and the text "CITIZENS BUSINESS BANK A Financial Services Company".

The main heading reads "Device Registration". Below this is a green message: "Access Code Accepted." At the bottom of the page are two buttons: "Do Not Register Device" (grey) and "Register Device" (blue).

8. Your **Online Banking user profile** is presented for review. **Review** and click **Submit**. You will be prompted to select a new password.
9. Once you are logged in, follow the prompts to select **Favorite Accounts** to display on the **Home** page. Next, validate that your **Online Banking account information** was converted successfully. Report any issues to the Conversion Support Line at 800.796.4777, Option 3.

Important Message for Business Online Banking Company Administrators

Company Administrators have enhanced entitlement responsibilities for Business Online Banking company information, including user access rights, entitlements, and limits, which require additional training.

If you are a Company Administrator, please see the User Management job aid and training videos for basic user management training. Webinar training sessions are also available at cbbank.com/HBC-conversion for Company Administrators of Business Online Banking customers that use wire transfer initiation, ACH origination, or other Treasury Management services.

Forgot Password & Security Tips

Forgot Your Password?

To reset your password, click **Forgot Your Password?** on the login page and follow the instructions. If you still require assistance, please call our Conversion Support Line at 800.796.4777, Option 3.