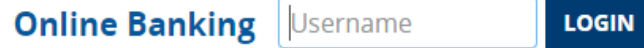


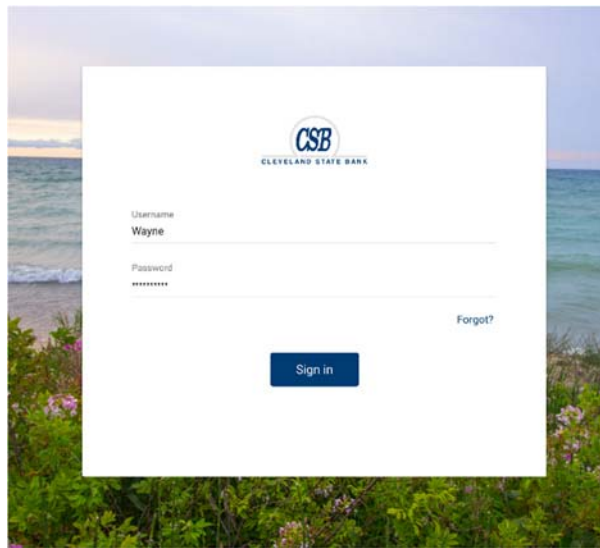


Access CSB Online Banking

1. We have a new secure website address - www.clevelandstate.bank
2. Saved favorites or bookmarks will no longer be valid.
 - a. Please change your favorite/bookmark to www.clevelandstate.bank
3. Log in to Online Banking



4. You will be directed to the new password screen
 - a. You will no longer see your custom image



5. Two Factor Authentication (2FA)
 - a. Each time you sign into a new device, you will receive a prompt to enter a phone number to receive a text message or a call.
 - b. You will receive a 2FA code via text message or call
 - c. When prompted, enter 2FA code
 - d. Check box if you are on a private device and do not want to receive the codes in the future

Don't ask for codes again on this computer

***Cash Manager clients see below for more information**

Existing Scheduled Transfers - Existing transfers will continue to process as scheduled

1. To make any changes or delete existing scheduled transfers, please contact CSB as existing transfers are not editable
2. Any new scheduled transfers created after upgrade will be editable

Existing Alerts

1. All alerts currently received regarding account activity will be deleted
2. You will have the capability to add new alerts by going to:
 - a. Settings
 - b. Accounts
 - c. Manage Alerts

Safari Browser Changes - This applies to iPhone or MAC users

1. Safari no longer allows cookies to be sent in an iFrame for another site
2. To work around this, you will need to disable "Block all Cookies" in your privacy settings
3. Or use another browser

***For Cash Manager Users Only** - The path to the Cash Manager has changed; however, the site has not.

1. Select Cash Manager



2. Enter Security Token Code

Contact Us

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