



CVNB

# Online Banking User Guide

cvnb.com  
1.800.999.3126

## Access Your Account

Enter the **12-digit ID number** assigned by the bank and click **Submit**.

Verify your personal watermark.

Enter your assigned password.

Click **Submit**.

*First Time Users will be prompted to change their password and watermark.*

## View Transactions

Select **Transactions** from the drop down menu next to the account.

Account (Click for Transaction Details)	Balance	Status	
Checking	1,480.69		Select Option
Household	(24,425.51)		Select Option Transactions Download Statements Stop Payments Transfers Account Info
Checking 2	93,019.83		
Savings	594,804,221.62		

### Transaction List Options

Choose Number of Transactions Displayed

View Check Images

Sort Columns to Customize View

Switch between Accounts

### Transaction Search

Select **Search** from the Transaction submenu to search transactions by date, dollar amount, credit, debit, description or check number.

## Transfer Funds

Select **Transfers** from the drop-down menu.

Account (Click for Transaction Details)	Balance	Status	
Checking	1,480.69		Select Option
Household	(24,425.51)		Select Option Transactions Download Statements Stop Payments Transfers Account Info
Checking 2	93,019.83		
Savings	594,804,221.62		

Select **New** to create a transfer.

Select the **From** and **To** accounts.

Enter the transfer amount, frequency, and date of the transfer.

Click **Submit**.

Select **Pending** to view, edit, or delete a scheduled transfer.

## E-Documents

Click on the **E-Documents** tab on the top left portion of the screen.

Click **sign up** and follow the instructions on your screen to enroll.

CVNB will send your statements to your online banking. You will receive an email when your statement is online.

To view select the **E-Documents** tab. Select the account you want to view. Click **View** beside the appropriate month.

## Options

Use the **Options** tab to change your settings.

### Personal

Update your email address, select a personal watermark, create an alias ID, and change your password.

### Account

Create and change account pseudonyms (nicknames), drag and drop to change account display order.

### Display

Edit the number of accounts displayed per page.  
Edit the number of transactions displayed.

### Alerts

Create alerts to inform you when certain activities occur on your account, such as incoming direct deposits and cleared checks.

### ATM/Debit Card

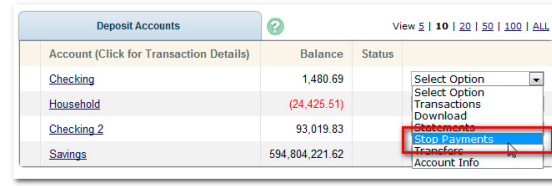
Activate debit card or report a card lost or stolen.  
Order a replacement card.

### Mobile Settings

Enable account access from your mobile device.  
Enable text access and alerts.

## Transaction Download

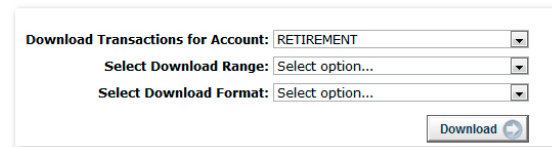
Select **Download** from the drop down menu.



Account (Click for Transaction Details)	Balance	Status	
Checking	1,480.69		Select Option
Household	(24,426.51)		Select Option
Checking 2	93,019.83		Transactions
Savings	594,804,221.62		Download

Choose the **Download Range** and **Format**.

Click **Download**.



Download Transactions for Account: RETIREMENT

Select Download Range: Select option...

Select Download Format: Select option...

Download

## Security Questions

One of the first times you access your accounts, we'll ask you to choose and answer three **Personal Verification Questions**.

During future online sessions, we'll ask you these questions if we feel there is a possibility that someone else is attempting to access your information.

Please choose answers that you will remember. Incorrectly answering questions can lead to your account access being disabled.

## My NetTeller

My NetTeller gives you the option to customize your own at-a-glance homepage. Account balances, scheduled transfers, and much more can be viewed simultaneously from the My NetTeller tab.

Just click on the settings icon  for each individual box to set your preferences.

There is also a secure messenger application which will put you in contact with our friendly customer service representatives if you have additional questions.

## Security Reminders

- We will **NEVER** email you for personal information. Any email claiming to be the bank which requests personal data such as Social Security numbers, IDs, or passwords should not be trusted or opened
- Do not write down your password
- Use a different password for online banking than ones you use for other applications
- Always log out of your online banking session before leaving your computer