Signing into Business Online Banking with a Hard Token

Purpose: This document explains the process for enabling a hard token and signing into Business Online Banking using a token.

Note: At initial set up, some users may not require a token. Automated Clearing House (ACH) and Wires require a token to use these products.

Table of Contents

Login

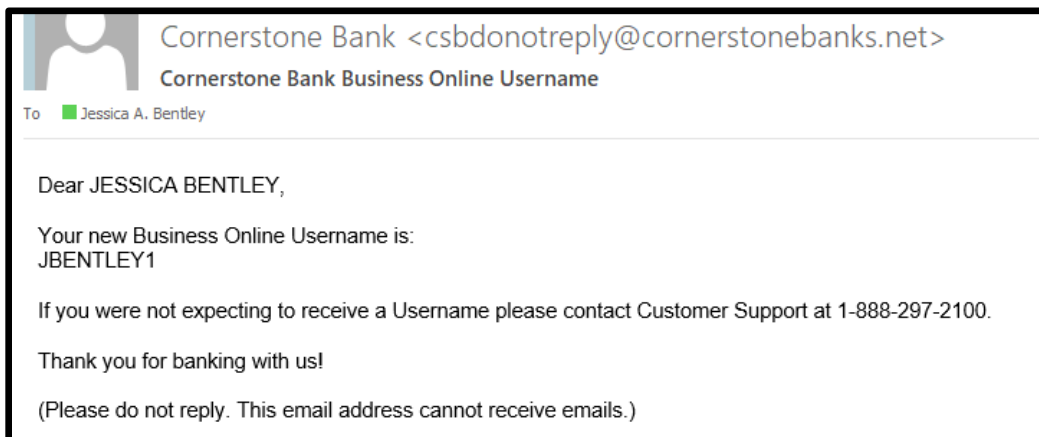Access the Business Online Banking website - https://www.cornerstone.bank/.

Click Login and select Business Banking.

Enter the Username and temporary Password received from Cornerstone Bank.

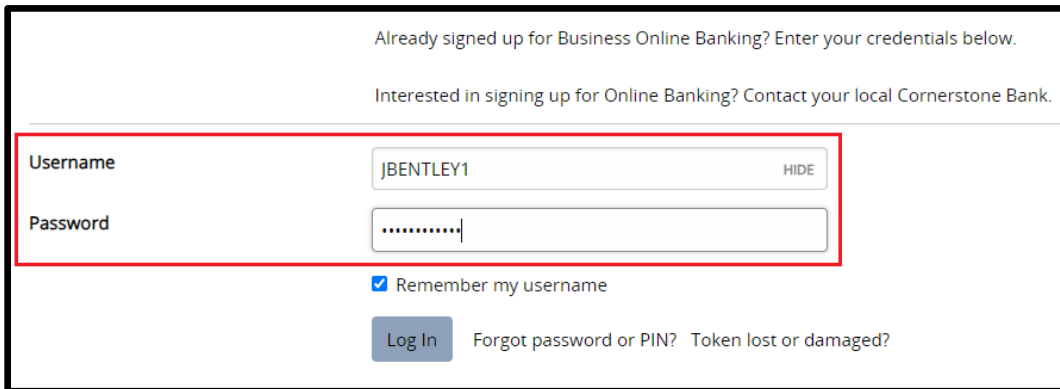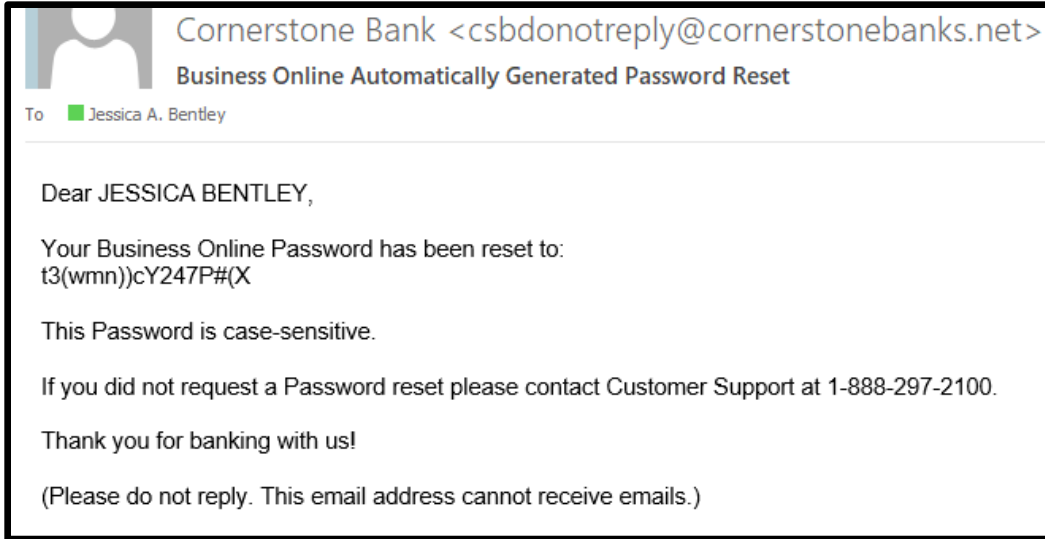**Note:** The Username is case-sensitive.

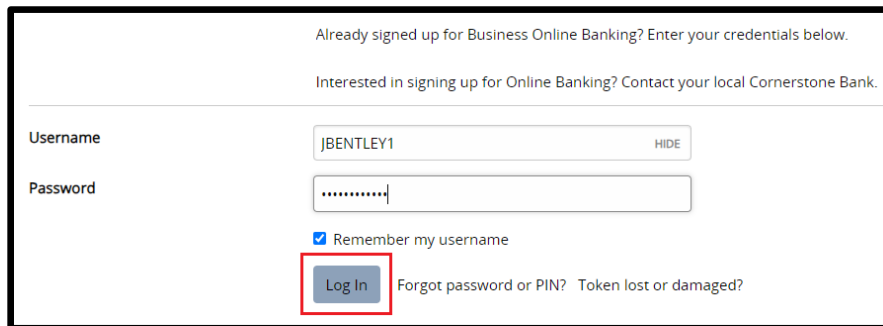New BOB users receive emails, like the ones below, from Cornerstone Bank.

Cornerstone Bank <csbdonotreply@cornerstonebanks.net>

Business Online Automatically Generated Password Reset

To ■ Jessica A. Bentley

Dear JESSICA BENTLEY,

Your Business Online Password has been reset to:
t3(wmn))cY247P#(X

This Password is case-sensitive.

If you did not request a Password reset please contact Customer Support at 1-888-297-2100.

Thank you for banking with us!

(Please do not reply. This email address cannot receive emails.)

Already signed up for Business Online Banking? Enter your credentials below.

Interested in signing up for Online Banking? Contact your local Cornerstone Bank.

Username	JBENTLEY1	HIDE
Password	•••••••••••	

☑ Remember my username

Log In   Forgot password or PIN?   Token lost or damaged?

Click Log In.

Already signed up for Business Online Banking? Enter your credentials below.

Interested in signing up for Online Banking? Contact your local Cornerstone Bank.

Username	JBENTLEY1	HIDE
Password	•••••••••••	

☑ Remember my username

Log In   Forgot password or PIN?   Token lost or damaged?

The Change Password screen appears. The new password must include:

- Between 12 and 17 characters
- At least 1 number
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 special character

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Change Password

Your password helps prevent unauthorized people from logging into online banking. Changing it periodically keeps your accounts secure.

Complete the following to change your password.

Your new password must include:
- Between 12 and 17 characters
- At least 1 number
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 special character

New password *

Confirm new password *

* Indicates required field

Continue

Your password helps prevent unauthorized people from logging into online banking. accounts secure.

Complete the following to change your password.

Your new password must include:
- ✔ Between 12 and 17 characters
- ✔ At least 1 number
- ✔ At least 1 uppercase letter
- ✔ At least 1 lowercase letter
- ✔ At least 1 special character

* Indicates required field

Continue

Enter new password and click Continue.

Cornerstone Bank sends an email stating the user's BOB Password/PIN has recently changed.

Cornerstone Bank <noreply@cornerstonebanks.net>
Password/PIN Change
To   Jessica A. Bentley

JESSICA BENTLEY,

Your Business Online Banking Password/PIN has recently changed. If this change was not authorized by you, call Cornerstone Bank at 1-888-297-2100 from 7:30 am - 6:00 pm, Monday - Friday and 9:00 am - 12:00 pm, Saturday (Central Time).

Thank you for banking with us!

(Please do not reply. This email address cannot receive emails.)

In BOB, click on email Passcode to complete the Security Challenge.

Security Challenge

Enter A Passcode

Generate a one-time passcode sent via email.

Email Passcode

Security Challenge

Enter A Passcode

An email with a passcode has been sent to:
***************@CORNERSTONEBANKS.NET

Passcode

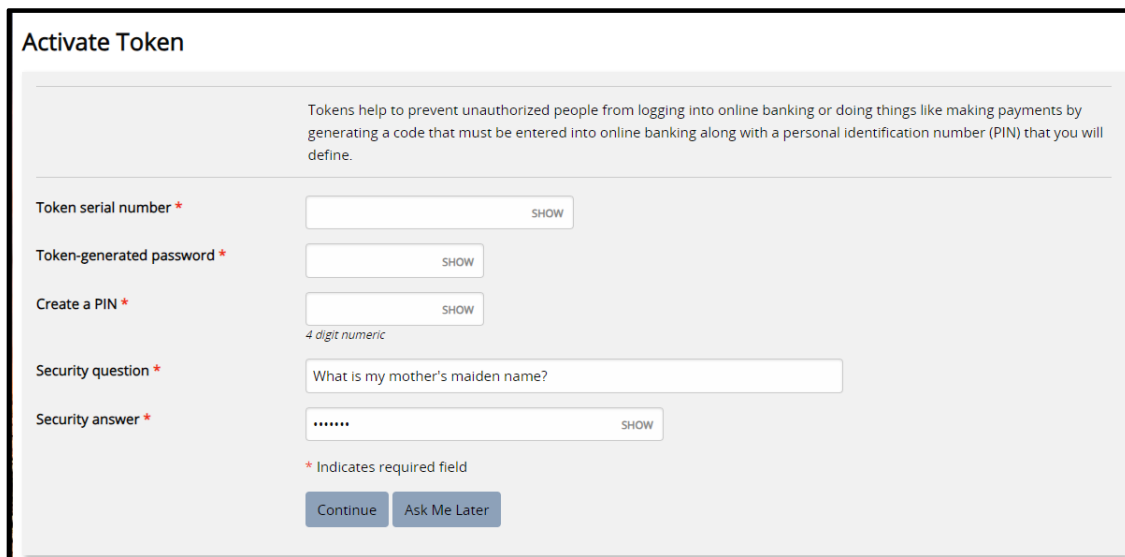| SHOW |

Continue

The one-time passcode expires in 5 minutes, click here to resend passcode.

Enter the passcode received from Cornerstone Bank.

Cornerstone Bank <noreply@cornerstonebanks.net>
Security Challenge

To   Jessica A. Bentley

JESSICA BENTLEY,

Please use the following code to login.
78486446

If you did not request this change, call Cornerstone Bank at 1-888-297-2100 from 7:30 am - 6:00 pm, Monday - Friday and 9:00 am - 12:00 pm, Saturday (Central Time).

Thank you for banking with us!

(Please do not reply. This email address cannot receive emails.)

Click Continue.

Security Challenge

Enter A Passcode

An email with a passcode has been sent to:
***************@CORNERSTONEBANKS.NET

Passcode

| SHOW |

Continue

The one-time passcode expires in 5 minutes, click here to resend passcode.

Follow the steps in Activate Token, if the user requires a hard token set up.

Activate Token

Activating the token is a two-part process with the hard token and BOB.

This box appears after the Security Challenge in account setup.
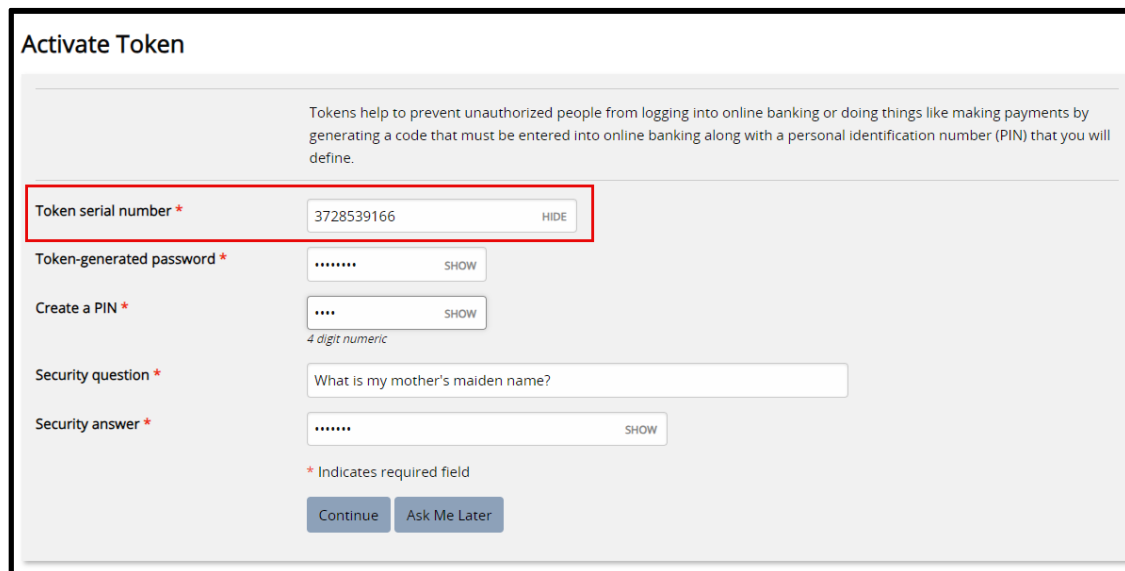
If the user selects Ask Me Later, this requires the user to activate the token later.

Enter the Token Serial Number from the back of the hard token, with no dashes.

Press the gray button on the front of the token. Enter the Token-Generated Password.

In the Create a PIN field in BOB, enter a 4-digit account **PIN**.

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Reminder: The user's alphanumeric password set up during account login no longer works. The hard token creates the 8-digit password for the user. Using the hard token password and PIN creates the 12-digit password for BOB.

In the Security Question field, type the question that a Customer Service Representative (CSR) asks to identify the user. The system uses the Security Question to authenticate users in the event a security token is lost or damaged.

In the Security Answer field, type the answer to the Security Question.

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Activate Token

Tokens help to prevent unauthorized people from logging into online banking or doing things like making payments by generating a code that must be entered into online banking along with a personal identification number (PIN) that you will define.

Token serial number *   3728539166   HIDE
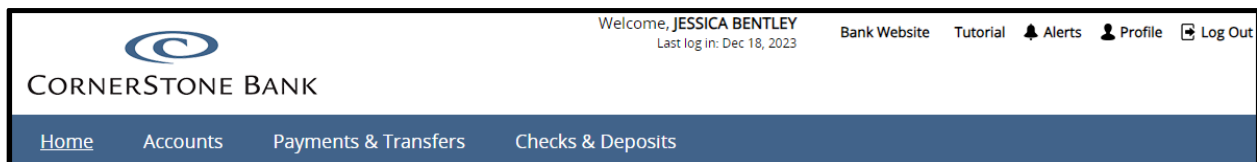
Token-generated password *   ••••••••   SHOW

Create a PIN *   ••••   SHOW
4 digit numeric

Security question *   What is my mother's maiden name?

Security answer *   ••••••   SHOW

* Indicates required field

Continue   Ask Me Later

Click Continue.

Activate Token

Tokens help to prevent unauthorized people from logging into online banking or doing things like making payments by generating a code that must be entered into online banking along with a personal identification number (PIN) that you will define.

Token serial number *   3728539166   HIDE

Token-generated password *   ••••••••   SHOW

Create a PIN *   ••••   SHOW
4 digit numeric

Security question *   What is my mother's maiden name?

Security answer *   ••••••   SHOW

* Indicates required field

Continue   Ask Me Later

The Home Page displays.

CORNERSTONE BANK

Welcome, **JESSICA BENTLEY**
Last log in: Dec 18, 2023

Bank Website   Tutorial   🔔 Alerts   👤 Profile   ⬆ Log Out

Home   Accounts   Payments & Transfers   Checks & Deposits

Sign In

Access the Business Online Banking website - https://www.cornerstone.bank/.

Click on Login and select Business Banking.

Enter Username.

Press the gray button on the front of the hard token to generate a password.

Enter the password from the hard token plus the user's 4-digit PIN.

Press the gray button again on the front of the hard token to complete site verification.

Click Verified if the numbers match.

The system displays the Home Page.

If you have any questions or need assistance with Business Online Banking, contact our Cash Management Sales team at 888-297-2100 or online at https://www.cornerstone.bank/contact/.

Cornerstone Bank Cash Management Team