



This guide is designed for existing online and mobile banking customers logging into the new digital banking platform for the first time.

Please use Chrome, Edge, Firefox or Safari or the updated Civista CB-Mobile Banking App when accessing the platform. Internet Explorer is not supported.

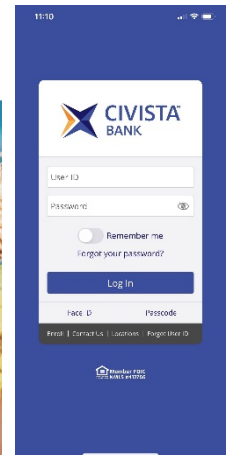
First-Time Login for Current Online and Mobile Banking Customers:

1. Visit civista.bank and click on the secure login link in the top right corner of the homepage; OR Login from your updated CB-Mobile Banking App.

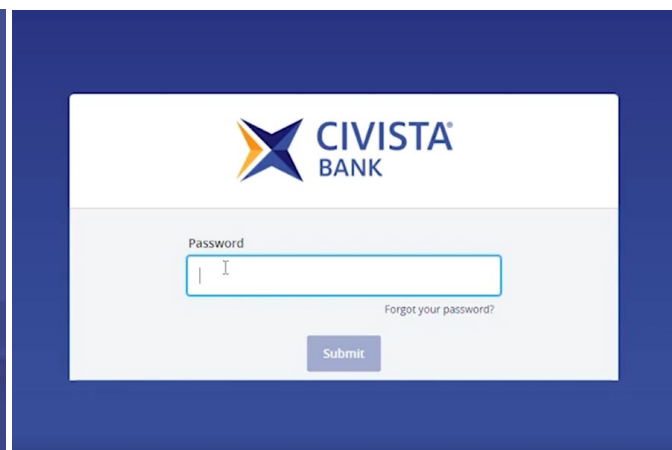
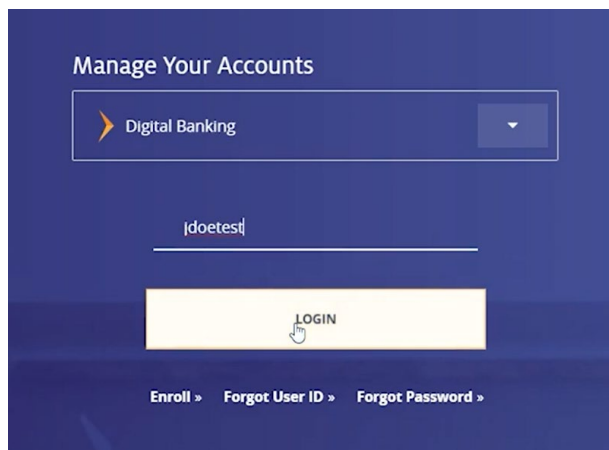


Personal Business Commercial Wealth LOGIN

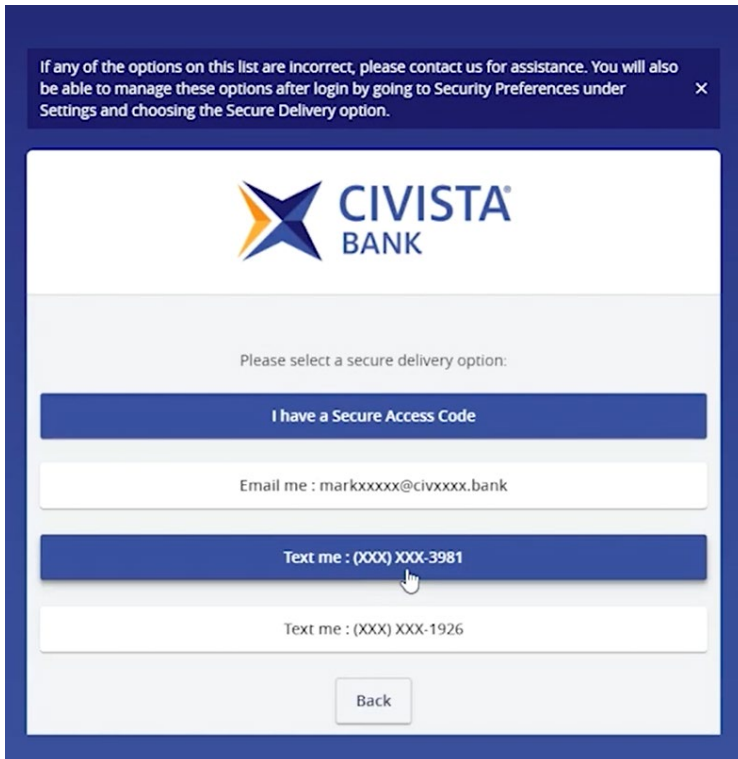
Smarter, Brighter
Digital Banking
*Your new digital experience
is coming this June!*



2. Enter your **existing NetTeller User ID and Password.**



3. Select the **secure delivery option** from your displayed choices to receive your secure access code.
 - a. Via email; notifications@secure.civista.bank
 - b. Via phone call; the call comes from #1.800.604.9368
 - c. Via text; the text app code is 86434 (Civista Bank).



If any of the options on this list are incorrect, please contact us for assistance. You will also be able to manage these options after login by going to Security Preferences under Settings and choosing the Secure Delivery option. X

CIVISTA BANK

Please select a secure delivery option:

I have a Secure Access Code

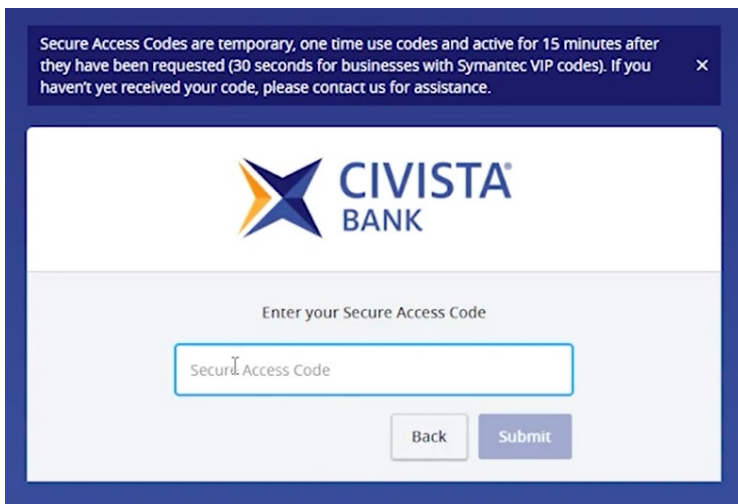
Email me : markxxxxx@civxxxx.bank

Text me : (xxx) xxx-3981

Text me : (xxx) xxx-1926

Back

The Secure Access Code authentication screen shown below will display. Enter your **Secure Access Code**; click **Submit**.



Secure Access Codes are temporary, one time use codes and active for 15 minutes after they have been requested (30 seconds for businesses with Symantec VIP codes). If you haven't yet received your code, please contact us for assistance. X

CIVISTA BANK

Enter your Secure Access Code

Secure Access Code


Back Submit

Note:

This is a one-time secure access code and is active for 15 minutes after the code has been requested. If the code is not entered within the 15 minute time frame, request another secure access code be sent.

4. Set your **New Password**

- a. Enter **New Password**, **Confirm New Password** following the Password Requirements shown on the screen; click **Submit**.

 CIVISTA[®]
BANK

Please set your new password:

Password Requirements:

- Must be between 8 and 25 characters
- Must contain at least 1 number
- Password must contain a minimum of 1 lower case characters.
- Password must contain a minimum of 1 special characters.
- Password may not be the same as last 10 passwords.
- May not be the same as current password

Current Password

New Password

Confirm New Password

5. Accept First Time Login Disclaimer.



Login ✓

Disclaimers

**FIRST TIME LOGIN
DISCLAIMER**

Civista Bank's Digital Banking Terms and Conditions
Online and Mobile Banking Services

Civista Bank Digital Banking

By enrolling in the Civista Bank Digital Banking Service (Digital Banking), you agree to the addition of the following to the Rules for Personal Accounts or Rules for Business Accounts (in either case, the Rules) governing your Accounts. Terms not otherwise defined have the meanings given to them in the Rules. Digital Banking allows you to transfer funds and review Account activity using a personal computer, tablet, phone, or other internet enabled access device (Device). Please read these additional rules carefully and retain them for your records. We have the right to change the Rules at any time by notice mailed or emailed to you at the last address or email address shown for you, as defined below, on our records as provided in the Rules, or as otherwise permitted by law.

Civista Bank Digital Banking Bill Pay Service

By enrolling in the Civista Bank Online Bill Payment Service (Bill Pay), you agree to the addition of the following to the Rules for Personal Accounts or Rules for Business Accounts (in either case, the Rules) governing your Accounts in accordance with your Depository Agreement and Disclosures. Terms not otherwise defined have the meanings given to them in the Rules. Bill Pay allows you to pay bills and send money to other people using a Device. Please read these additional rules carefully and retain them for your records. We have the right to change the Rules at any time by notice mailed or emailed to you at the last address or email address shown for your checking account on our records as provided in the Rules, or as otherwise permitted by law.

In order to enroll in Bill Pay, you must also be enrolled in Digital Banking. All of the rules applicable to Digital Banking are also applicable to Bill Pay, except as otherwise provided below.

Digital Banking

Section 1. Digital Banking Definitions

Account(s) means the deposit, loan and other accounts you have at Civista Bank to which you have access through Digital Banking. Business Days are Monday through Friday, except bank holidays. You and your refers to the person(s) or entity subscribing to or authorized to use Digital Banking; we, us, our, and bank refers to Civista Bank.

6. Register Device **only** if this device is yours; your phone, tablet or computer.

Note: Recommended to not use public computers for banking.

- a. The first time you log into your device, a secure access code will be required. You can then **Register Device**.
- b. If you choose to not register while on your device, a secure access code will be required each time you log in.

Select 'Register Device' if you are logging in from a personal device. Select 'Do Not Register Device' if you are logging in from a public device or do not wish to register at this time. ✕

Device Registration
Access Code Accepted.

Do Not Register Device

Register Device

An accounts loading page will display momentarily....



You will then land on your home page.

Desktop Version:

Good Morning, Jo
Last login 05/03/2021 at 9:52 AM

Click an account tile to view details and transaction history.

Home | Messages | Transfer | Pay | Online Activity | Manage Cards | Services | eStatements & Notices | Settings | Help | Log Off

Welcome to Smarter, Brighter Digital Banking
Ready to Get Started?
Start Tour

Move Money | Locations

11:02

Home

FINANCIAL TOOLS
Spending | Budget | Trends | Cash Flow | Net Worth | Debts | Link Account

ACCOUNTS

Household Checking Current Balance: \$ 5,500.02 Available Balance: \$ 5,500.02	VACATION SAVINGS Current Balance: \$2,270.15 Available Balance: \$2,270.15
Mortgage Next Payment Date: May 1, 2021 Next Payment Amount: \$966.81	HELOC Next Payment Date: May 21, 2021 Next Payment Amount: \$102.98
Emergency Savings Current Balance: \$1,220.25 Available Balance: \$700.25	Insurance and Taxes Checking Current Balance: \$819.53 Available Balance: \$819.53

Link Account | View your balance and history from other banks and credit unions. | Get Started

Mobile Version:

Good Morning, Jo

Financial Tools

ACCOUNTS

Household Checking Current Balance: \$ 5,500.02 Available Balance: \$ 5,500.02	VACATION SAVINGS Current Balance: \$2,270.15 Available Balance: \$2,270.15
Mortgage Next Payment Date: May 1, 2021 Next Payment Amount: \$966.81	HELOC Next Payment Date: May 21, 2021 Next Payment Amount: \$102.98

HOME | MOVE MONEY | PAY BILLS & PEOPLE | DEPOSIT CHECK | MENU

Welcome to your new Civista Digital Banking!

Questions? We're Here to Help.

Contact the Civista Digital Banking Team

844.944.5529