



## **CSB.Online Frequently Asked Questions**

### **What is CSB.Online?**

With *CSB.Online*, you have a Cornerstone Bank branch anywhere you have an internet connection. Now you have convenient access to your account information from virtually anywhere, anytime, any day.

### **How do I enroll?**

Simply download and print the *CSB.Online / eStatements* Enrollment Form, then mail or drop off at any of our convenient locations.

### **What services are available?**

CSB.Online banking, CSB.ePay bill payment service, eStatements electronic statement presentment, and *Bank to Bank* Transfer (upon approval) are all accessed via one secure avenue.

**Is there a cost associated with any of the online banking services?** *CSB.Online*, CSB.ePay and eStatements are all FREE services associated with your Cornerstone Bank accounts. Incoming *Bank to Bank* transfers are FREE; there is a minimal charge for outgoing *Bank to Bank* transfers.

### **How secure is my personal information?**

The *CSB.Online* website utilizes 128 bit-encryption which ensures that unauthorized individuals cannot view your personal information. Access to *CSB.Online* is also protected by your online ID and password, with additional security provided via the personal image and challenge questions. It is important that you do not share this information with anyone.

### **How can I prevent getting locked out of CSB.Online?**

"Password Self Reset" is available for your convenience anytime of the day or night! After you have successfully logged on to *CSB.Online* for the first time, go to the "options" tab to select your secret question and answer. Now that you have setup the question, if you are ever locked out, you can select the "Reset Password" tab at the top right of your screen. You will receive an email with your password reset question and a link to reset your password. Follow the instructions and answer the question.

### **How late in the day can I make transfers through CSB.Online?**

Transfers can be made at any time; however, the transfer cut-off is 5:00 PM during regular banking days, which excludes weekends and holidays. Any transfer made after 5:00 PM will be processed on the next business day. The cut-off time for *Bank to Bank* transfers is 5:00 PM during regular banking days, which excludes weekends and holidays.

### **How many months of statements can I view via CSB.Online?**

The system will collect and retain eighteen months of statements; however, it will not start collecting until you have enrolled.

### **How often will I have to change my password?**

As a security measure, you will be required to change your password every 90 days.

### **How can I clear my cache & cookies?**

On most browsers you can press Ctrl + Shift + Delete, then checkmark the option to delete cookies and temporary internet files.

### **What browsers are supported?**

The current major releases of Microsoft Edge, Internet Explorer, Firefox, Safari and Chrome are supported. Browser add-ins and plug-ins are not supported.

*Please note that utilizing older browsers may result in disabled functionality or limited access to services.*

  
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