

Please make sure that you are using one of the following supported browsers when trying to enroll and access your account online:

Microsoft Internet Explorer (IE) Version 7.0 – 8.0*

Download here: www.microsoft.com

Firefox/Mozilla Version 3 and higher

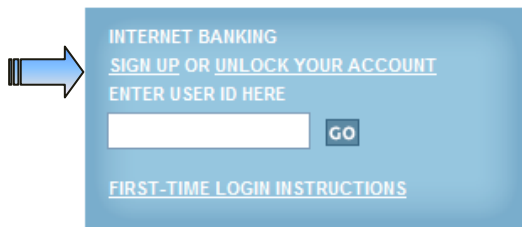
Download here: www.mozilla.com

Safari (MAC) Version 1.0 and higher

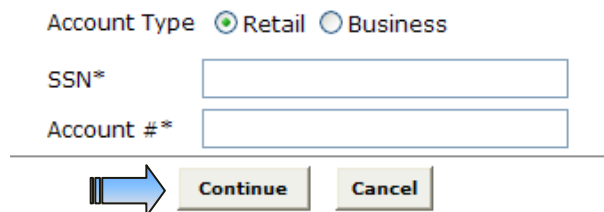
Download here: www.apple.com

Enrollment

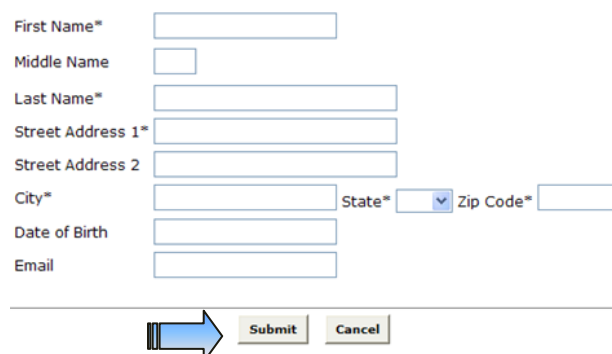
1. Log onto www.communitybankna.com or www.firstlibertybank.com.
In the blue box, click **"SIGN UP"**.



2. Select the account type, enter full social security number or tax ID number. Enter your account number. Click **"Continue"**.



3. For Retail, fill in the required fields. Fields noted with * are required. Click **"Submit"**.



4. For Business, fill in the required fields. Fields noted with * are required. Click **"Submit"**.


Business Name*

Street Address 1*

Street Address 2

City* State* Zip Code*

Email



5. You will get a confirmation page displaying your unique 12 digit ID- YOU WILL NOT BE REQUIRED TO KNOW THIS NUMBER. Click **"Login"**.


Enrollment Confirmation

Confirmation:

You have successfully enrolled in Internet Banking. Your Temporary User ID is listed below, and your temporary password is the last 4-digits of your social security number or Tax ID number. We recommend that you select the login button at this time to begin your Internet Banking session.

NetTellerID:

6543XXXXXXX



6. Online Agreement – click I agree, then accept.

Online Agreement

Please read and agree to the Online Agreement terms and conditions by selecting the "I Agree" check box.

Online Agreement:


Notice: In case you have errors or questions about your electronic transactions, you should contact the bank at 1-800-632-2992 ext. 4230, Monday through Friday 8:30 a.m. to 4:30 p.m. or write us at Deposit Operations Department, 1 Tallman Road, Canton, N.Y. 13617, or send us electronic mail at: Corpcom@communitybankna.com, as soon as you can. If you tell us within two (2) business days after you discover your Password has been lost or stolen, you can lose no more than \$50.00 if someone uses your Password without your permission. If you do not tell us within (2) business days after you learn of the loss or theft of your Password and we can prove that we could have stopped someone from using your Password without your permission if you had told us, you could lose as much as \$500.00.

The Bank must hear from you within sixty (60) days after the FIRST statement on which the problem appeared when sent to you. Please tell us your name and account number, describe the error or the transfer you are unsure about, and explain why you believe there is an error and tell us the dollar amount of the suspected error. If you tell us orally, we may require that you send us your complaint or questions in writing within ten (10) business days.

If your statement shows transfers that you did not authorize, and you tell us about the unauthorized transfer within 60 days after the statement or that occurs during the 60-day period. Also, you may not get any money back for transfers that occur after the 60 days if we can prove that we could have stopped someone from taking the money if you had told us in time.

The Bank will tell you the result of our investigation within ten (10) business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to forty-five (45) days to investigate your complaint or questions. If we decide to do so, we will provisionally credit your account within ten (10) business days for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within ten (10) business days, we may not provisionally credit your account.

☐ I Agree



7. Enter your current password, which is the last 4 digits of your social security number or tax ID number. Choose a new password and ID following the guidelines provided. Click **"Continue"**.

Information Message: Password Change Required.

Security Settings

Select a new Password for future access to this service.

Change your Internet Banking Password (required):

Enter your current Password:

Enter your new Password:

Reenter your new Password:


NOTE: Password must be between 6 and 25 characters. Alpha-Numeric Required: Numbers and letters are required. Spaces are allowed.

Change your Internet Banking ID (optional):

Your current Internet Banking ID: 6543XXXXXXX

Enter your new Internet Banking ID:

NOTE: Alias must contain at least one letter, and may contain numbers and these special characters: + _ % @ ! \$ & * ~ The ID must be between 6 and 25 characters.




8. Select a security image. Click **"Submit"**.

Please select a security image.

This image will be displayed on each page when you are within Internet Banking so that you can be sure you are on our secure site.

Personal Icon:

Current Image: Click to Select or Change your Image:



<<< Prev Next >>>

Submit Cancel

9. Click **"Continue"**.

Security Settings

Strong Security!

Strong Security detects any uncharacteristic or unusual behavior involving your internet account. If anything out of the ordinary is detected we will verify your identity by asking you to answer the security questions you selected. This will most likely be a very rare occurrence.

What Are The Next Steps?

- Choose and answer three security questions
- Continue banking with confidence!

Continue

10. Choose 3 verification questions and answer them. Click **"Submit"**.

Verification Questions (required)

From now on we will monitor your use pattern and if we suspect it is not you logging in we will ask you to answer a few verification questions. Please take a moment to select one question from each of the three drop-down menus. Answers are not case sensitive.

Challenge Questions (required):

Question One: Select Question. . .

Answer:

Question Two: Select Question. . .

Answer:

Question Three: Select Question. . .

Answer:

Submit

11. Selected questions and answers will display again. To make any changes, click **"Edit"**. Otherwise, click **"Confirm"**.

Verification Questions (required)

Please confirm the answers to your secret questions. You will need to remember these answers in case we need to verify your identity.

Challenge Questions (confirm):

Question One: In which city was your grandfather born (mother's father)?

Answer: test

Question Two: What is your spouse's middle name?

Answer: test

Question Three: When is your father's birthday (MM/DD)?

Answer: test

Edit Confirm

12. Verify your e-mail address, create a password reset question and answer then click **"Submit"**.

Personal Information


Enter/Update Email Address, Password Reset Question & Answer:

Email address on file:

* The question and answer field below are used to prompt you when you need to reset your password.

Password Reset Question:

Password Reset Answer:



Welcome to Internet Banking!

If you have any trouble with your Internet Banking account, please contact our help desk at 1-866-764-8638 and we will be happy to assist you. Our hours of operation are Monday – Friday, 8:00am – 5:00pm.