

Commercial Online Banking

Initial Sign-On Procedures

To log on to Commercial Online Banking, access the website <https://www.centralbank.com>.

A security token is now required at login. Your security passcode may be obtained either from the physical security token, previously issued, or from the Mobile App, loaded to your Mobile Phone. See additional instructions below.

1. Click on **Business**.
2. Under **Business**, select **Online Banking** (the icon on the right side of the screen) **Click Commercial Online Banking**.
3. A pop up will appear alerting you that the link will take you away from centralbank.com, **click OK**. You will be routed to Commercial Online Banking's sign-on screen.
4. Enter the **Company ID**, **User ID (in lowercase letters)**, and **your existing CentralNET Business password (this is case-sensitive)** in the appropriate fields.
5. Click **Access Accounts**.
6. You will then receive a Service Agreement prompt. Accept the terms by choosing "**I Accept**" to move forward.
7. **Change Password**. You will be prompted to change your password. Your new password will need to be 8 – 32 characters with at least one alpha character, one special character and one number.
8. **Activate Token Device. Activate your token by entering the following:**
 - a. Three pieces of information are required:
 - i. **Activation Code:** central2021
 - ii. **Token Number: If you do not already have the security token, you will need to download the Symantec VIP Access app through your mobile device.**
 - For physical tokens the Token Number can be found on the back and usually begins with AVT or FT.
 - For mobile tokens, this can be found at the top under Credential ID and usually begins with SYMC.
 - iii. **Passcode:** The current Security Code displayed on your token.
 - b. After clicking **Submit**, wait for a new Security Code and then enter this into the passcode field.

- c. You should also see a message at the bottom of this screen stating that your token has been activated successfully.

NOTE: The system will prompt you to **change your password** after your initial login and every 120 days.

If you need assistance, please contact Online Banking Client Services at 859-253-6338 Monday – Friday 8:00 AM ET – 5:00 PM ET.

Commercial Online Banking Video Tutorials are located on our website at the following web address: <https://www.centralbank.com/commercial-online-banking-video-tutorials>. You may also access the **Video Tutorials** by accessing www.centralbank.com/Customer Service/Commercial Online Banking Video Tutorials.