



Online & Mobile Banking Upgrade FAQs

If you don't see your question listed or need to discuss anything further, please call us at 606.679.6341 or email us at info@cnbsomerset.com

INITIAL LOGIN FAQs

How will I log in when the new platform goes live?

You will log in with your existing username and password. From your desktop, the button location will be the same place. You will also be asked to provide a phone number in order to set up Two-Factor Authentication to help safeguard your account.

What if I can't remember my log in credentials?

For security reasons, the "forgot password" function will not work for your initial log on to the new platform. If you have forgotten your username and/or password, please contact us at 606.679.6341 to have it reset.

What is Two-Factor Authentication?

Two-Factor Authentication (2FA) is a security feature that helps safeguard your account information when users provide two distinct form of identification. To implement 2FA, you will need to enroll a phone number (mobile or landline). Once this information is entered, you'll choose one of three options to receive a one-time verification code:

1. Text message to the mobile phone entered,
2. Automated phone call to phone number entered, or
3. Authenticator App (download the Authy app here (Opens in a new Window)).

** If you are banking from outside the USA, you will be required to download Authy or another 3rd party authentication app in order to receive a text verification code.

Do I have to utilize 2FA each time I log on?

After entering the verification code, if you are logging in from a secure computer, you have the option to select "Don't ask for code again on this computer." This allows you to avoid having to enter a verification code during each login. This option should never be selected on a shared or public computer.

Will my username and password remain the same?

Yes, your username and password will stay the same.

What browsers are supported with the new platform?

We recommend downloading the current version of Google Chrome, Microsoft Edge, Firefox, or Safari. Microsoft Internet Explorer is not a supported browser and you may be denied access to the platform.

Why can't I see my accounts listed on my online banking dashboard?

If do you not automatically see your accounts upon login, please refresh the page or log out and log back in. If you do not still see your accounts listed on the dashboard, please call 606.679.6341 for further assistance.

MOBILE APP FAQs

How will I log in when the new app goes live?

You will need to download a new app.

- For iOS Apple users, visit the App Store and search “CNB Somerset Mobile” to download, or click [here](#).
- For Android users, visit the Google Play store and search “CNB Somerset Mobile” to download, or click [here](#).

Note, the first time you log in, you will need to enter your existing login username and password. You will not be able to log in using biometrics until you have successfully logged on to the new app.

You will also be asked to provide a phone number (mobile or landline) in order to set up Two-Factor Authentication to help safeguard your account.

I use biometrics, like Face ID or thumbprint log in. Will this still work?

Biometrics will not work for your initial log in to the app. Please be sure you know your username and password prior to logging in for the first time. Once you successfully log in, you can turn on biometric access again.

What if I can't remember my log in credentials?

For security reasons, the “forgot password” function will not work for your initial log on to the new platform. If you have forgotten your username and/or password, please contact us at 606.679.6341 to have it reset.

Are there device requirements to access the mobile app?

Yes, the mobile app is compatible with iPhone and iPad devices running iOS version 11 or newer, and Android phones and tablets with version 5.0 or newer. Devices must have access to the internet.

Will my transaction history be in the new app?

Yes, we'll bring over all of the transactions you see in your current banking experience. 90 days of account history will transfer with conversion, and your transaction history will build with continued activity. E-statements prior to 90 days will still be available for your reference in the Documents section.

Will I need to enroll in Mobile Deposit again?

Your Mobile Deposit enrollment did not carry over to this new platform, so you will need to re-enroll. However, since we have the information from the first time you enrolled, the process will be fast.

SCHEDULED TRANSACTIONS, ALERTS, & ENROLLMENT FAQs

Will my transaction history be in the new Online Banking?

Yes, we'll bring over all of the transactions you see in your current banking experience.

If you use bill pay, your existing bill payments and payees will automatically appear in the new system.

Will my scheduled or recurring transfers continue after the May 10th upgrade?

All scheduled and recurring transfers between CNB accounts will continue.

Will I need to enroll in electronic statements again?

Your electronic statement preferences are carried over, no need to enroll again. If you'd like to sign up for electronic statements, you can sign up by clicking into any account in the new mobile and online banking and get started.

Will my alerts continue after May 10th?

Unfortunately, this feature won't transfer. You will need to re-enter them in the new platform starting May 10th.

When using the mobile app, you'll need to enable notifications in order to receive alerts.