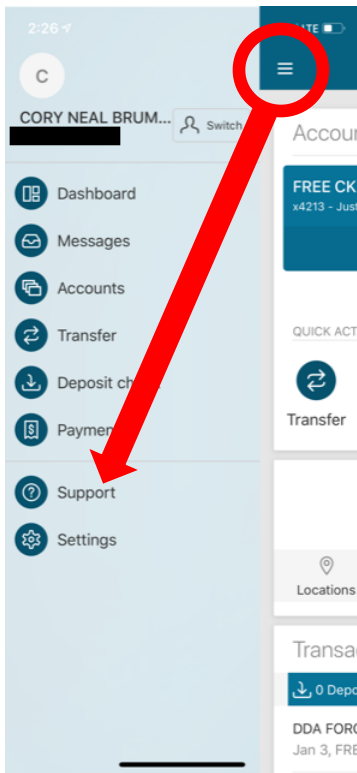
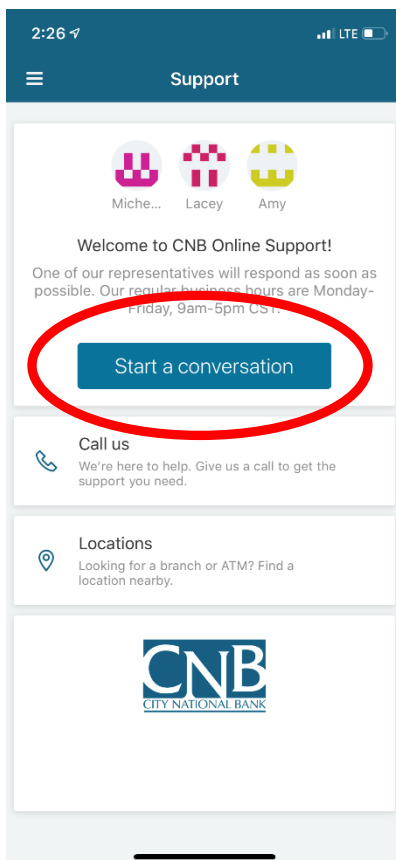


CNB Online Support

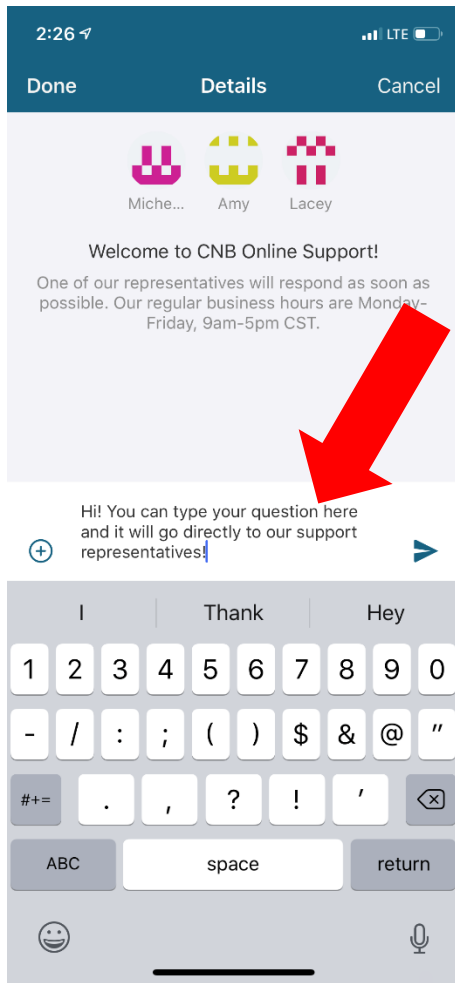
1. Log into your CNB Online Banking App. Click the 3 lined menu button in the upper left hand corner of your screen. Then “Support”.



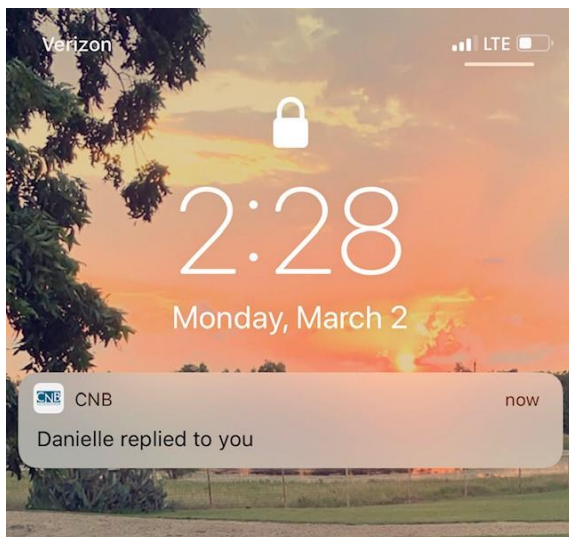
2. Select “Start a conversation”



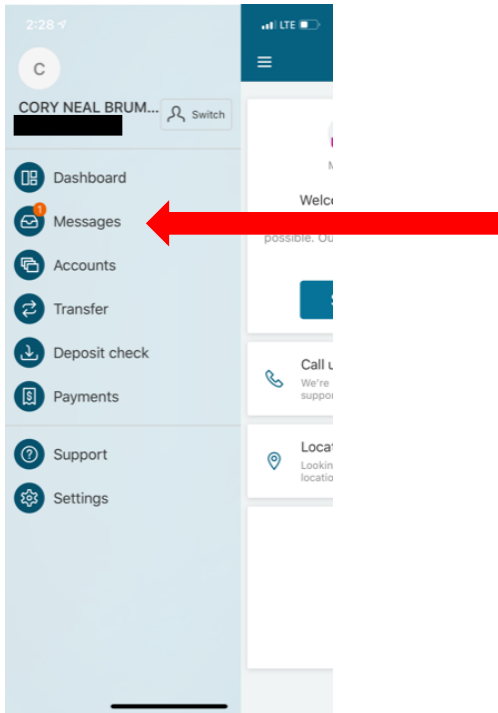
3.This will bring you to a screen where you can start your conversation.



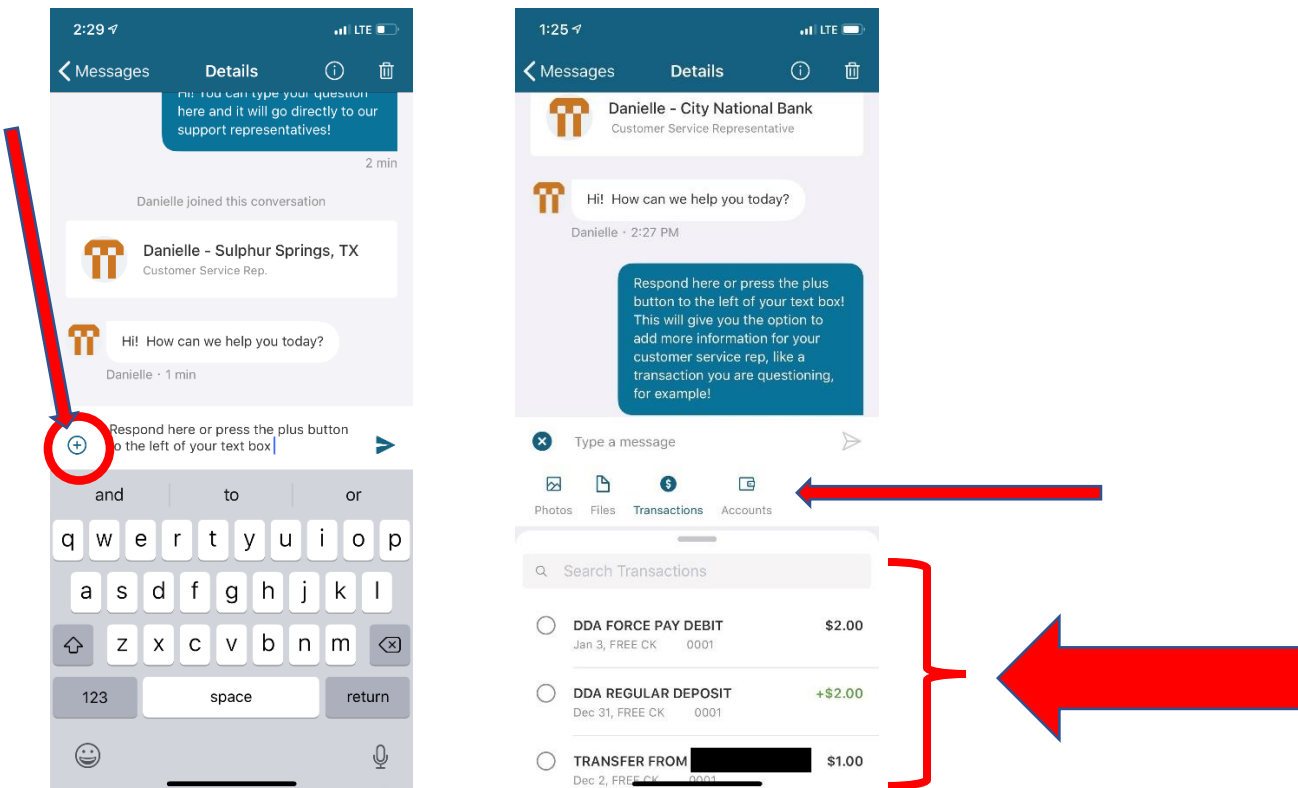
3. A customer service representative will respond Monday – Friday, 8am - 5pm during regular business days. If you close your app in the meantime, you will receive a notification once a representative responds.



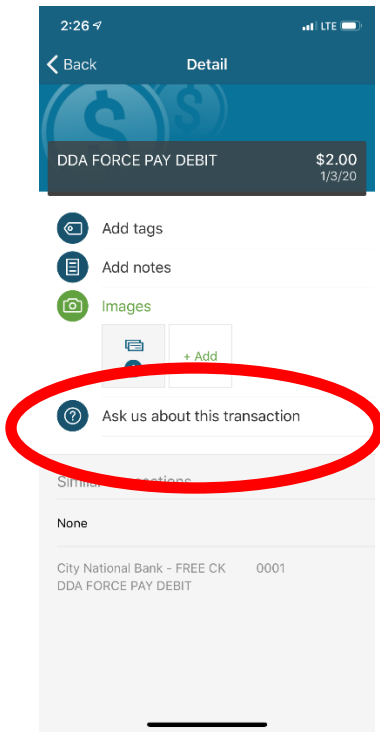
4. When you log back into your app, your conversations will be stored under the “Messages” section of your app:



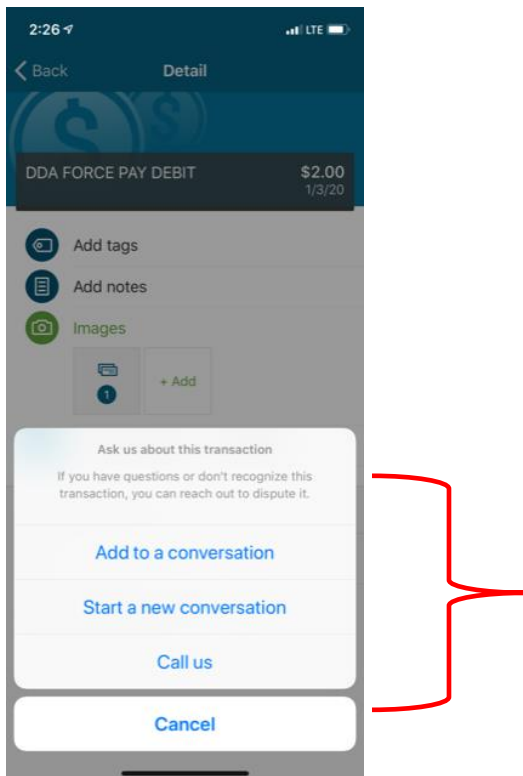
5. Your conversation will include the name of the representative you are speaking with. When explaining your issue or concern, you can either type in the text box like below or select the + button to the left of the text box. Here, you can select a specific transaction, file, photo or account! **This is a great way to update your driver's license with us! Take a photo of your license and submit it to us via Online Support.**



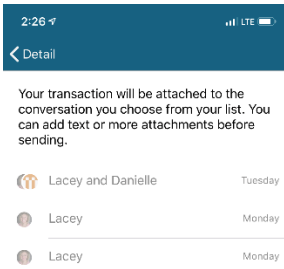
Now your representative knows exactly which transaction you are inquiring about, which results in faster and more accurate service. You can also start a conversation from your transaction history. Simply click on any transaction and the screen below will populate. You will select “Ask us about this transaction”:



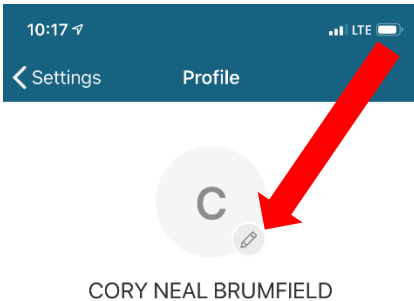
Then you can start a new conversation that will send this transaction you select to a representative. You can also add the transaction to a conversation that has already been initialized. Or you can select the “Call us” button to speak directly to someone.



If you choose to add the transaction to a current conversation, it will then ask you which exact conversation you'd like. You will be able to add text before sending your new message.:



To add a photo to your profile, you'll go to "Settings", then select the pencil edit button near the top:



Then you'll either select a photo or take a photo. After you choose your photo, it will appear on your profile.

