CORNERSTONE BANK

eBusiness*Link* - Frequently Asked Questions

What is eBusiness*Link*?

eBusiness*Link* is an Internet-based financial management tool that allows you to handle a variety of cash management and accounting needs online. With this system you will be able to conduct your business banking online with greater ease and greater efficiency than ever before. It's a perfect tool for your business if you would like to dedicate more time to making money and less to managing it.

How do I enroll?

To enroll in the eBusiness*Link* online banking service, simply complete and print the eBusiness*Link* Cash Management Agreement and Customer Rep Forms, then mail or drop them off at any of our convenient locations. A Customer Rep Form should be completed for each employee for whom you would like to grant online access.

What services are available?

eBusiness*Link* online banking, eBill*Pay* online bill payment service and e*Statements* electronic statement presentment are all accessed via one secure avenue. The Remote Deposit Product, eDeposit*Link,* is an add-on to this service under a separate RDC Merchant Agreement.

Is there a cost associated with any of the online banking services?

No. eBusiness*Link*, eBill*Pay* and e*Statements* are all FREE services associated with your Cornerstone Bank accounts. With eDeposit*Link*, there is only a monthly rental fee for the scanner.

How secure is my personal information?

The eBusiness*Link* website utilizes 128 bit-encryption which ensures that unauthorized individuals cannot view your personal information. Access to eBusiness*Link* is also protected by unique user ID's and passwords for each User, with additional security provided via the personal image and challenge questions. It is important that Users do not share this information with anyone.

How can I prevent getting locked out of eBusiness*Link*?

"Password Self Reset" is available for your convenience! After you have successfully logged on to eBusiness*Link* for the first time, go to the "options" tab to select your secret question and answer. Now that you have selected the questions, if you are ever locked out, you can select the "Reset Password" tab at the top right of your screen. Follow the instructions and answer the questions.

How late in the day can I make transfers through eBusiness*Link*?

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.

How many months of statements can I view via eBusiness*Link*?
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.

What browsers are supported?
The current and prior major releases of Internet Explorer, Firefox, Safari and Chrome are supported. When a new version is announced as Release to Web (RTW), support will cease on the third-oldest major version. Browser add-ins and plug-ins are not supported.

(Exception) IE8 will be supported on a "best effort" basis until further notice. IE8 users encountering issues who can upgrade their browser should do so to improve functionality and service access.

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

I'm having trouble logging in or accessing services via Internet Explorer – what should I do?
1. Clear cache & cookies
2. Make sure the browser privacy setting is at Medium or lower; Tools > Internet Options > Privacy.
3. Add www.netteller.com & cm.netteller.com as trusted sites; Tools > Internet Options > Security.
4. Disable add-ons; Tools > Manage Add-Ons > highlight each add-on and click disable. If the customer is able to navigate as expected after disabling add-ons, they can go back and enable them one by one to try and determine which was causing the issue.
5. Uninstall Sendori; Google for instructions.

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