



# First Time Login Steps after Conversion

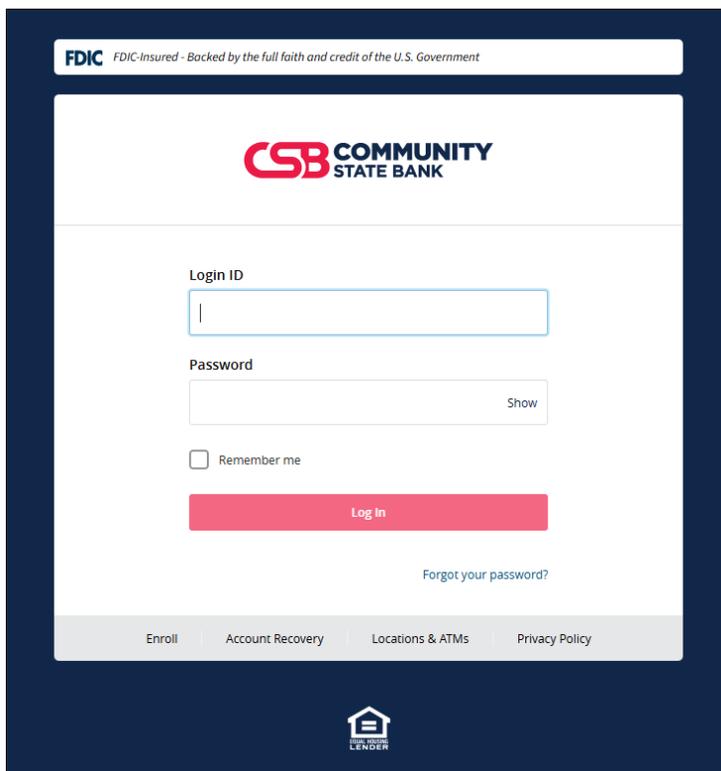
## What you need to know.

Before you begin it is important to take note that during your first time login after the conversion you will want to avoid quitting or abandoning your login session once you begin. If you need to navigate away, try minimizing or opening a new window instead of closing. If you do need to close while going through the first time login process or have any issues please contact Community State Bank at 515.331.3100 and we will assist you.

After the conversion on June 9, 2025, use the personal login option from the [Community State Bank website](#), mobile App from your App Store, or if using a mobile browser click the link below.

Consumer Home | Online Banking

1. Enter your **existing** Username and Password then click **Login**.



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**CSB COMMUNITY STATE BANK**

Login ID  
|

Password  
Show

Remember me

Log In

[Forgot your password?](#)

[Enroll](#) | [Account Recovery](#) | [Locations & ATMs](#) | [Privacy Policy](#)

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You will be prompted to choose a method to receive a Secure Access Code or SAC. This will be via one of the options you have on file with CSB and can include:

**Call Me** – Voice Call to a domestic phone number on file with CSB

**Text Me** – SMS Text Message to a domestic phone number on file with CSB

**Email Me** – An email that you have on file with CSB

See the next image.

2. Click one of the options to receive your code.

The screenshot shows the CSB Community State Bank login interface. At the top, there is a dark blue header with the FDIC logo and the text "FDIC-Insured - Backed by the full faith and credit of the U.S. Government". Below this is the CSB Community State Bank logo. The main content area contains the text "Please select a target:" followed by three input fields: "Email me: erxxx@mcomxxxx.com", "Text me: (XXX) XXX-5017", and "Call me: (XXX) XXX-2593". At the bottom of this section is a dark grey "Back" button. A red-bordered box labeled "Click One" points to the top right corner of the page.

3. Minimize your screen or open a new window to get your Secure Access Code via the method you selected. **Enter the six digit code** and click **Submit**. (You can click the back button and choose a different method if you need to.)

The screenshot shows the CSB Community State Bank login interface at the "Enter your Secure Access Code" step. At the top, there is a dark blue header with the FDIC logo and the text "FDIC-Insured - Backed by the full faith and credit of the U.S. Government". Below this is the CSB Community State Bank logo. The main content area contains the text "Enter your Secure Access Code" followed by a text input field labeled "Secure Access Code". Below the input field are two buttons: a dark grey "Back" button and a red "Submit" button. A red-bordered box labeled "Enter six digit code" points to the "Secure Access Code" input field.

4. You will be prompted to enter your **Current Password**, and create a **New Password** following the password policy that displays.
5. Enter the same password you just created in the **Confirm New Password** field
6. Click **Submit**.

CSB COMMUNITY STATE BANK

Please set your new password:

**Password Requirements:**

- Must be between 9 and 15 characters
- Must contain at least 1 number
- Password must contain a minimum of 1 lower case characters.
- Password must contain a minimum of 1 upper case characters.
- Password must contain a minimum of 1 special characters.
- Password may not be the same as last 10 passwords.
- May not be the same as current password or previous 10 passwords

Current Password  Show

New Password  Show

Confirm New Password  Show

Back Submit

**Note:** You may be prompted to verify you contact info during login, please verify and continue.

7. Select whether you would like to register your device or not. **Registering** means you may receive fewer prompts for a Secure Access Code when accessing Online Banking from that device. Selecting **Do Not Register Device** means you will be prompted more for your Secure Access Code and is a helpful protection to prevent others from logging in should your device be lost or stolen.

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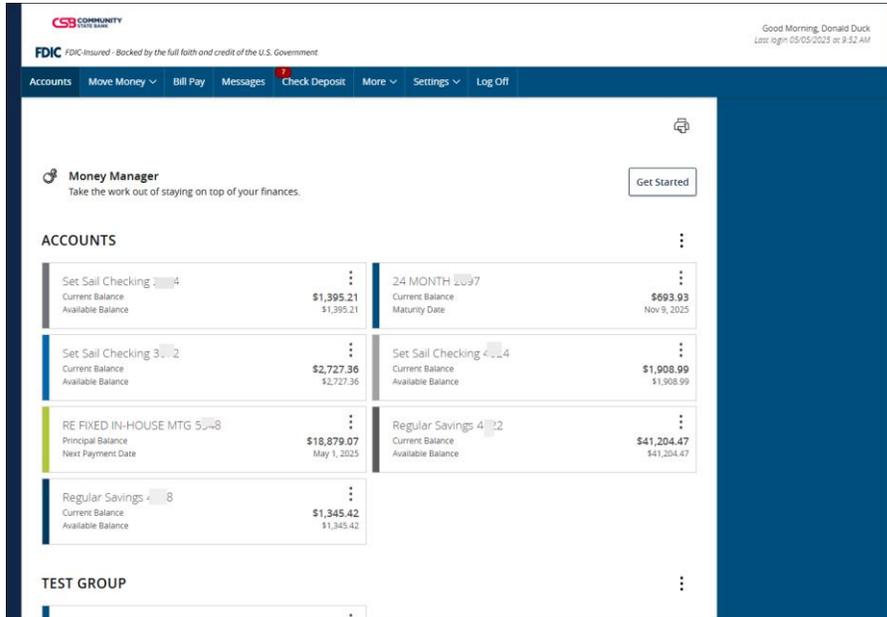
Device Registration

Access Code Accepted.

Do Not Register Device

Register Device

8. You may be prompted to review and accept a disclosure. Please review by scrolling.
9. Congratulations! You are in your new Community State Bank Online Banking.



Or (**Note:** Placement of the menu may vary by device type.)

