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**To our valued Online Banking, Mobile and Bill Pay Banking Customers:
PLEASE READ:**

To continue to give you the best tools possible for your online, mobile and Bill Pay banking needs, we will be upgrading our Bank system on May 5, 2018 at 2:00 PM. You will **NOT** be able to access your accounts online or by mobile app until Monday, May 7th at 8:00 a.m.

ONLINE BANKING CUSTOMERS:

Monday, May 7th, you will be able to access your accounts at the same web address of www.cowboystatebank.com. There will be a NEW look to the website. Please navigate around to familiarize yourself with our new website. The first time you log in to our new system, you will continue to use your current Online Banking Login ID. You have been assigned a **temporary password which will be the last 6 digits of your SSN**. You will be prompted to change your password during the initial login process. If your current Online Banking password meets the required criteria, you can enter your existing password at the 'Change Password' screen and keep it going forward.

ALSO NOTE: if you currently have any automatic transfers set up in Online Banking, between any of your Cowboy State Bank accounts, please print a list of these as you may need to re-enter these in the new system. Please notify us if they do not work properly.

BILL PAY USERS:

If you are currently a Bill Pay user, you will access the Bill Pay site **the same way** as you have in the past.... Simply find the Bill-Pay icon on the new website and sign-in.

MOBILE BANKING CUSTOMERS:

If you are currently a Mobile Banking user, **you will need to delete your old apps on May 5th 2018 and download new apps on May 7th, 2018.** (App Store for iPhone/iPad and Google Play for Android.) You will be able to use the same username and password that you used to log into your online banking on the new system.

E-STATEMENTS:

If you currently have e-statements, you will not need to re-register in our new system. **PLEASE PRINT your previous statements as they will not be available.** Your MAY 2018 statement will be available on the new system in early June.

Please review the FAQ document below. Should you have any questions about the upgrade, please feel free to contact us at **307.655.2291**.

Best Regards,

Cowboy State Bank
Online Banking Department

Customer FAQ:

Q: Can I choose the same password I had on the previous system?

A: If your previous password meets the following criteria, you can choose it again for the new Online Banking

Password Criteria

Must contain 3 of the 4 criteria below and must be between 8-15 characters.

1. Capital Letter
2. Lower Case Letter
3. Number
4. Special Character

Q: I am being asked to enter contact methods. What are they used for?

A: These contact methods will be used when the system needs to authenticate you as a user. A code will be sent via SMS/Text or email to the contact method you select. The code must be entered prior to accessing your Online Banking accounts.

Q: Will I be able to view my statements online?

A: Yes. Simply click the "View Statements" link from the right side of your Account Summary or Account Detail pages.

Q: Will previous check images be available?

A: Yes!

Q: Will I be able to set up automatic transfers between my accounts and make loan payments?

A: Yes. You may access this feature by clicking Transfers→Create New Transfer/Loan Payment. If you currently have automatic transfers set up with your deposit or loan accounts, you will want to print them out or write them down.

Q: When viewing my account history, it only pulls in the last 30 days transactions as a default. Can I change that?

A: The initial default cannot be changed, as pulling in larger amounts of history for the initial view can cause the pages to load slowly or time out. Use the filter to adjust the amount of history you wish to view once the page has loaded.

Q: Will you still offer Mobile Apps?

A: Yes! New Apps will be available for download in the App Store (iPhone/iPad) and Google Play (Android). Please delete the old CSB Bank Apps after May 7th. You can use the same User ID and password you use for Online Banking.

Q: Will my Bill pay accounts and payee information convert to the new system?

A: YES, you will use the same log-on to the current bill pay on our New Website.