



Sign on to CIBC US Digital Banking

1 Begin on the CIBC US Mobile Banking or CIBC US Online Banking Sign on page

2 Enter your User ID and Password

Click Sign on

The screenshot shows the CIBC US Digital Banking sign-on page. It features the CIBC logo at the top left. Below it, the text reads "Sign on to CIBC US Digital Banking". There are three input fields: "User ID", "Email user ID", and "Password (Enter smartPass)". Below the password field is a "Reset password" link. At the bottom, there is a checkbox for "Remember my user ID" and a red "Sign on" button.

3 You may be prompted for a one-time verification code for security purposes

1. Choose how to receive the code: **text message or phone call**
2. Click **Send verification code**
3. Retrieve the code from the selected method

The screenshot shows a verification screen. At the top, it says "To protect your account, we need to verify your identity." Below that, it asks to "Choose your phone number from the following list and select your preferred contact method: text message or phone call. We'll send you a one-time verification code." There is a dropdown menu for "Your contact method" with "Text message: +18152****19" selected. Below it is a "Select a contact method" section with a list of options: "Text message: +18152****19" (highlighted in blue), "Phone call: +18152****19", and "Don't see your phone number here?". At the bottom, there are "Cancel" and "Send verification code" buttons.

4 Enter the verification code on the Enter your verification code page

Click Submit code

The screenshot shows the "Enter your verification code" page. It starts with a green checkmark and the text: "A message with your 6-digit verification code has been sent to +18152****19 using your selected contact method. It may take a moment to arrive." Below that, it says: "The code will expire in 10 minutes, so enter it as soon as possible to complete the verification process." There is an input field for "Enter your 6-digit verification code" with the placeholder "1 2 3 4 5 6". Below the input field is a link for "Verification code not received?". At the bottom, there are "Cancel" and "Submit code" buttons.

5 You are now logged in and will see your account overview page

The screenshot shows the CIBC US Digital Banking account overview page. At the top, it says "FDIC FDIC Member - Backed by the FDIC, a member of the U.S. Government". Below that is the CIBC logo. The page is divided into several sections: "Home" with a navigation menu (Move Money, Bill Pay, Zelle®, Transfer Funds, Scheduled transfers, More, Customer services); "DEPOSIT" with two CIBC Agility Savings accounts (one with a balance of \$100.88 and another with \$1,000.00); "LAST ONLINE SESSION" showing "August 1, 2025 at 1:14 PM"; "My profile" with a "Find us" link; and "HELP AND SUPPORT" with a "Find us" link.