

Online Banking Account Activation Video Transcript

Welcome to this brief tutorial on how to activate your online banking account with a mortgage or home equity product.

First, using a web browser, navigate to www.commercebank.com.

At the top of the page, you'll select digital banking and click activate online banking from the drop-down menu.

At the bottom of this page, you'll see a button that says activate online banking. Click this. Review the online banking terms and conditions, and then click accept.

On this screen, select the option that says installment loan, home loan, home equity loan, or home equity line of credit, then click continue to activate your online banking.

To enroll, you will need to provide some basic personal information as well as some information from your loan statement.

Once this is complete, click continue.

Next, you will choose a customer ID and password.

Once complete, click continue.

When your customer ID and password are accepted, the next screen confirms your activation of online banking. Select continue.

The final step in enrolling in online banking is the enhanced security setup.

Select the method you want a one-time code to be sent to you. You can choose to receive this code by email, text, phone call, or through a Google Authenticator.

In this example, we're going to select email.

When you click continue, the email you entered will be partially displayed to ensure you're sending it to the correct email address.

Select the radio button next to the email address you entered and select continue.

May take a few moments to receive the one-time verification code. Once you receive the code, enter this into the verification screen and select continue.

You will then be directed to a screen confirming that the setup is complete. Select continue.

You will now be able to navigate back to the Commerce Bank website, www.commercebank.com, and log in to online banking with the credentials you just entered during this process.

If you need support or have additional questions, reach out to Commerce Bank via phone at 855-569-1656. Commerce Bank. Challenge accepted.