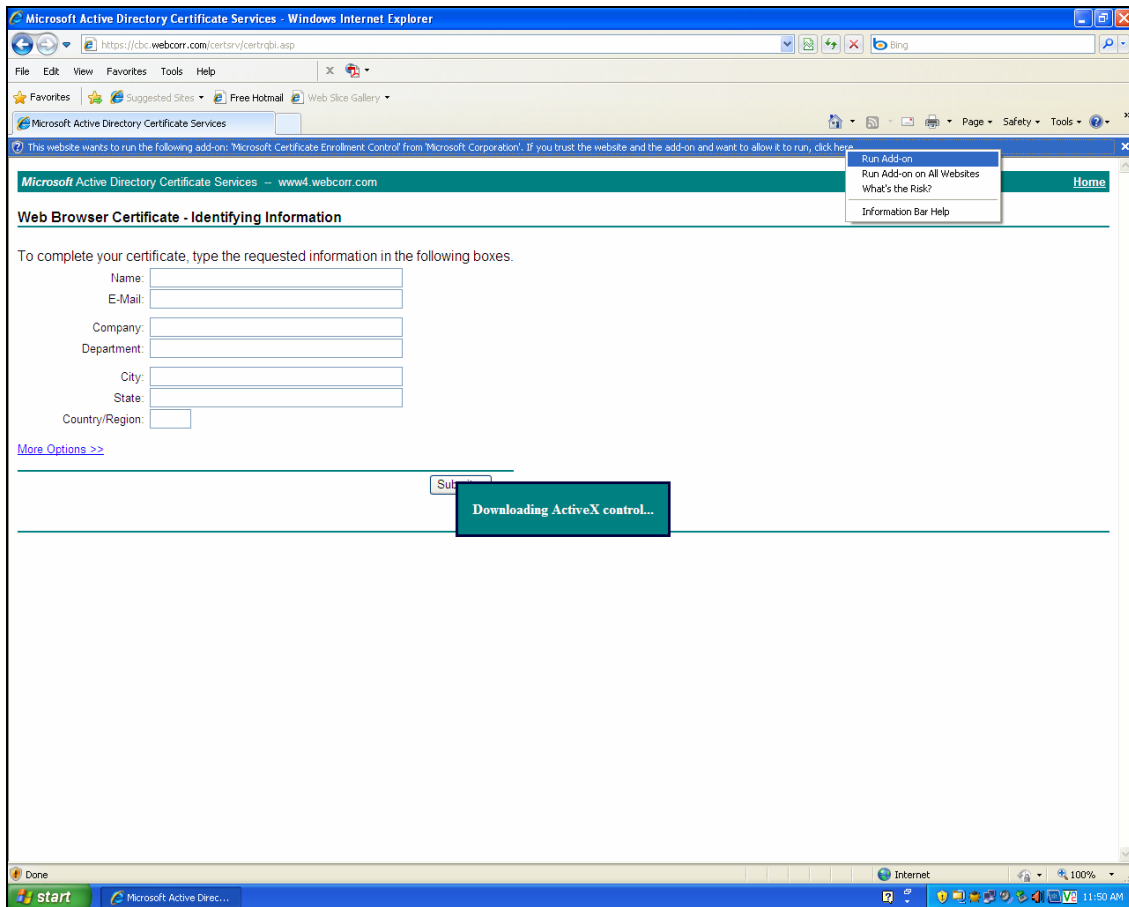




**Request and Installing a Digital Certificate for
Windows XP Operating System**

Submit a Certificate Request

1. Open your web browser and type “www.pccb.com” in the address bar. Click “**LOGIN SUPPORT**” on the left hand side of the page. If you are on Windows XP, click on “Request a Digital Certificate”
2. As the browser advances to the page shown below, you may receive a Security Warning bar appear in blue, prompting you to install and run the “Microsoft Certificate Enrollment Control”, as well as a “Downloading ActiveX control...” message. Click on the blue bar as shown below and choose Run Add-on to install. Once installed, the “Downloading ActiveX control...” message should disappear, allowing you to fill in the text boxes and click “Submit”.



3. You will receive a message warning you about a potential scripting violation like the one shown in Figure 12. You must click the “Yes” button to proceed.

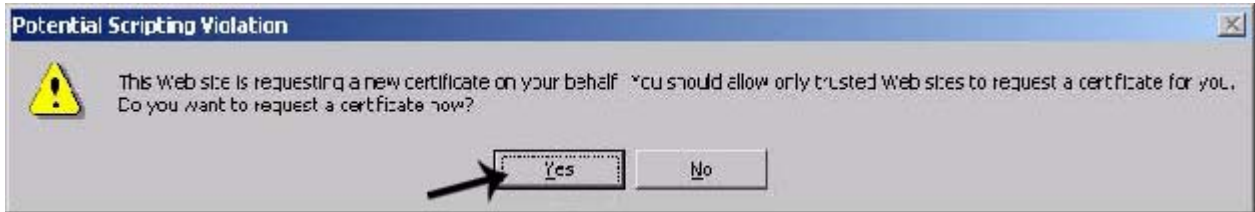


Figure 12 - Scripting Violation Message

4. When you see the page shown below, the certificate request has been sent to Pacific Coast Bankers' Bank.

Note: The approved certificate will need to be picked up within 10 days of its approval or it will expire and you will need to repeat the preceding process to request another certificate.

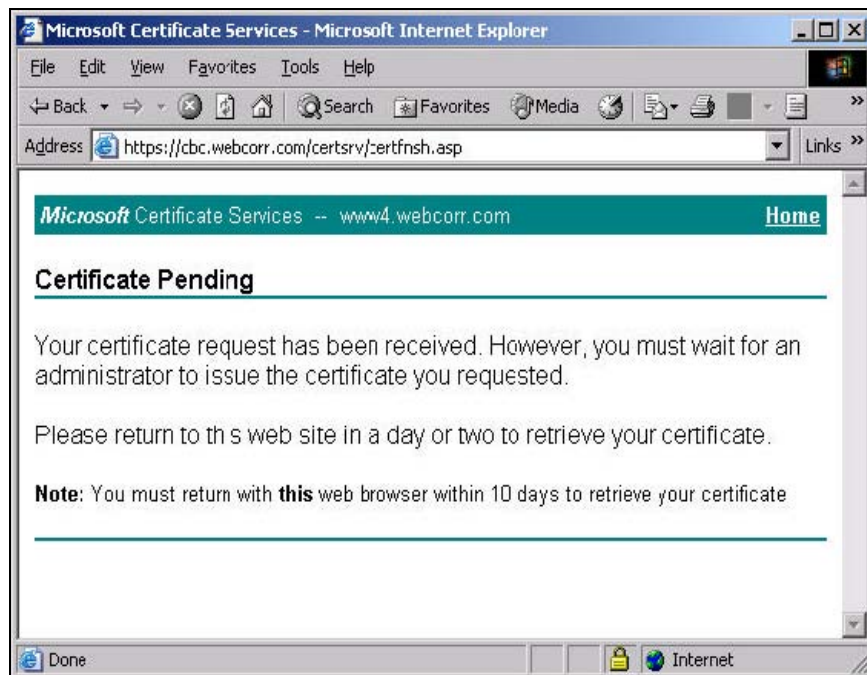


Figure 13 – Pending Certificate Message

Retrieve & Install Your Certificate

1. After receiving an email notifying you that your certificate has been approved., click on the link provided in the email or open your web browser and go to “www.pccb.com”
2. Click on “Login Support”
3. Click on “Check on a Pending Certificate”

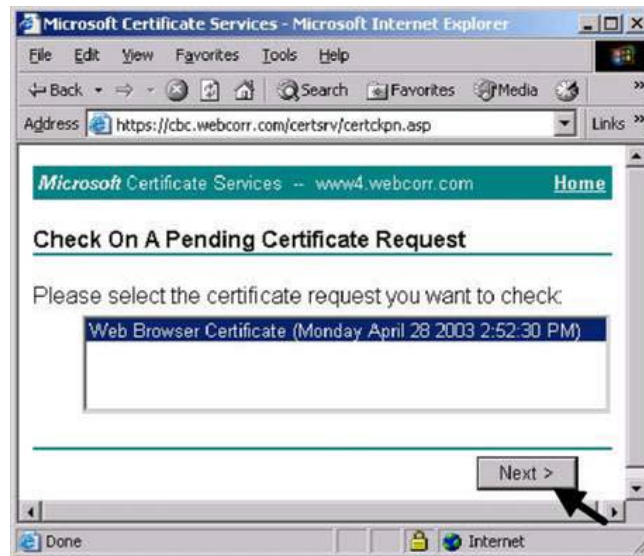


Figure 14 – Check On A Pending Certificate

4. When presented with the page shown in Figure 15, click the “Install this certificate” link.

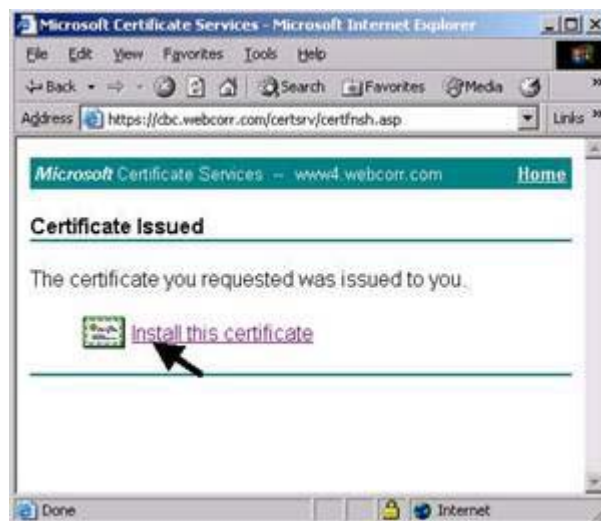


Figure 15 – Certification Installation Page

5. You may receive a message like the one shown in Figure 16. Click the “Yes” button to proceed.



Figure 16 - Certificate Warning Message

6. You should now see a message that your new certificate has been successfully installed. Please close all web browsers.

Logging Into the CBC Website

1. To log into the CBC Website, open your browser and type the following web address into the “address” box and hit enter: www.pcbb.com
2. In the upper left hand corner select “CBC Login”. The CBC Website communicates with your browser on a secure, encrypted channel so that other Internet users cannot view your communication details.
3. **When prompted for your digital certificate, select the certificate that was assigned to you and click the “OK” button (see Figure 22).**
4. You should now see the login page shown in Figure 23. Type your assigned username / password and click the “Login” button.

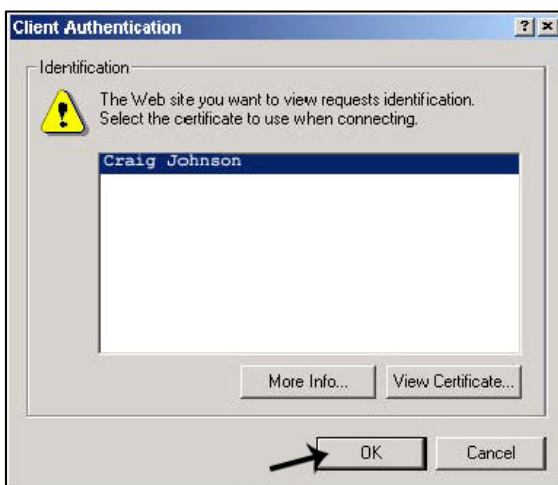


Figure 22 – Digital Certificate Request Box

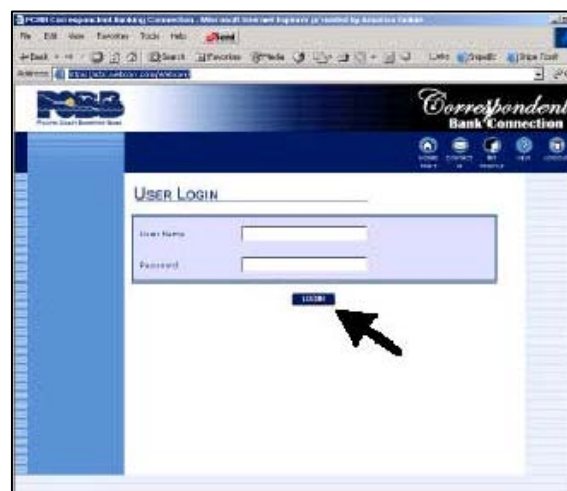


Figure 23 – CBC Website login Page

Updating Your Profile

By clicking the “My Profile” button in the upper right hand corner of the screen, you can access the user profile screen shown in Figure 25. This screen enables you to immediately update your login password or request that your personal profile information be updated. For security reasons, profile information cannot be immediately updated.

Changing Your Password

To change your password, enter your new password in both the “New Password” and “Confirm New Password” boxes, and then click “SAVE.” Your password is updated immediately after you save.

The passwords must be at least 8 characters including 3 digits. It must be changed every 90 days.

Updating User Information

To update your user information such as name, phone numbers, etc., enter the new values in the provided form.

Click “SEND” to request the changes be made. Profiles are normally updated within 24 hours.



Figure 25 – My Profile Page

Logging Out of the CBC Website

To log out of the CBC Website, click the “LOGOUT” button in the upper right hand corner of the screen. For security reasons, you should both logout and close your browser window when finished with your work.

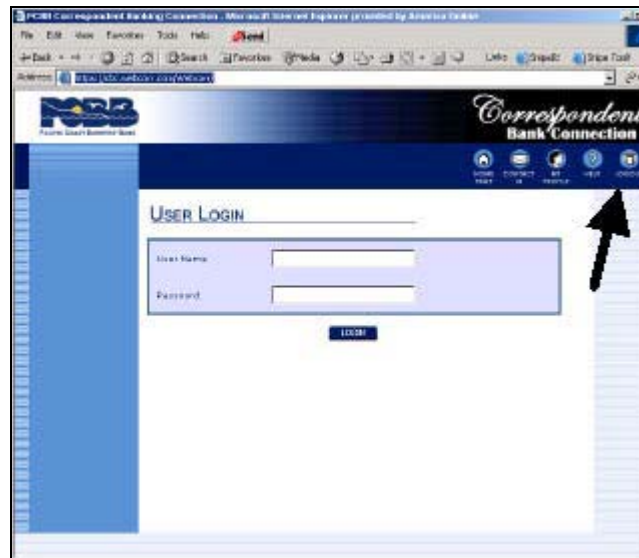


Figure 26 – LOGOUT

Contacting PCBB

Your bank’s PCBB contact information can be retrieved by clicking either the “PCBB Contacts” option on the main menu or the “Contact Us” button in the upper right hand corner of the screen. The Contacts screen details your personalized contact route should you have problems with your account at PCBB. If for some reason there is no contact information listed, please call the PCBB main number at 888-399-1912 for immediate assistance or email cbc@pcbb.com for all related requests.