

# DIGITAL BANKING SYSTEM UPGRADE

## Customer Preparation Checklist



To assist you with a smooth transition to our system upgrade, we've created a checklist that you may use to update your credentials for logging in and to prepare your account for use with the new platform. This checklist is for your convenience and will make the process easy to implement.

### Prior to Friday, May 1st, 2026

- Verify Contact Info** - Update your mobile phone, e-mail, and mailing address with the bank.
- All Bill Pay Users** - Send Bill Pay payments prior to May 1st, 2026, or arrange alternative payment methods between May 1st and May 11th, 2026.
- Business Bill Pay Users** - Document your Bill Pay history, current bill payees, amounts, and due dates. You will need to re-enroll in Business Bill Pay following the system upgrade.
- View our Resource Center** with Frequently Asked Questions at RNBonline.com.

### Prior to conversion weekend of May 8th-10th, 2026

- Document Login Credentials** - Record your current Username.
- Save Records** - Download and save previous e-statements you may need.
- Plan for the weekend of May 8th-10th** - Debit Cards will work but plan to have alternative payment methods or cash set aside in case of any downtime.

### Starting Monday May 11th, 2026

Enjoy the fresh look and new features!

- Login to Online Banking** - You will use your current Username, and last 4 digits of your Social Security Number when logging into Online Banking or the Mobile App.

Username:

Temporary Password (last 4 digits of Social Security Number):

- Delete the old Mobile App.**
- Install our new Mobile App, MY VAULT** from the Apple App Store or Google Play Store.
- Business Bill Pay Users** - Re-enter your payees into the new online platform.
- Statement dated May 8th, 2026** - Regardless of your enrollment in e-statement, you will receive a paper statement in the mail with your account activity up to May 8th, 2026.

Visit our website at [RNBonline.com](http://RNBonline.com) for updates and other important information!



MY VAULT



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