

Our website has been refreshed with a new look and feel, added functionality, which can all be found at - [cbmarkets.co.uk](http://cbmarkets.co.uk).

**Search** | **Link to Help and Contact us**

**Global tool bar**  
Use to navigate to key areas of site

**Hero banner**  
Feature advertisements that will rotate with new images/latest news

**Content tiles**  
Six key areas from Global tool bar with summary introductions and links to pages within section  
Text, links and summaries can be changed

**Text size adjustment**

**Client log in and new user registration**  
Password reset and reminder available

**Online tools application launch**  
After login, clients can launch applications from homepage

**Learn More** about tools, products and download forms for application access

**News and insight**  
Latest news including audio and video files published on site  
**RSS Feed** available

**Latest global research**  
Most recent articles published appear here  
Global research is available by region and product  
**RSS Feed** available

**Site map link**

## What's Changed?

### Old Site

- Dated look and feel
- Difficult to navigate
- Outdated information
- Regular feedback about problems accessing pages
- Poor visibility across different business areas
- Hard to find access to applications

### New Site

- Homepage provides a visible summary of all areas of the Wholesale Banking business
- Improved functionality for existing users logging into site including quick access to online tools and applications, improved search and filtering of research and ability to set-up RSS feeds to the latest global research and news
- Users can manage their own details via a self-service portal 'Manage my details' that collects information about users interests and allows them to maintain their own research publication subscriptions
- News and insight section enables user to view recent videos and interviews

## Support Framework

### Business

First line of support:

- Call your Relationship Manager
- Clydesdale Bank Team  
0845 604 2814 (8:00am-6:00pm Monday to Friday, GMT)

### Technical

Access related problems or technical support

- Clydesdale Bank Team  
0800 028 8352 (8:00am-6:00pm Monday to Friday, GMT)

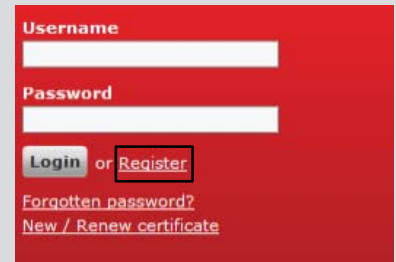
### Existing users

Existing users of [cbmarkets.co.uk](http://cbmarkets.co.uk) can continue using their current username and password to access research and applications. This will include access to new features such as being able to subscribe to additional research publications, improved search and filtering of research and setting-up RSS feeds to the latest audio and video clips.

### New users

If you would like to register your interest in gaining access to research and applications on this site, please follow the below steps:

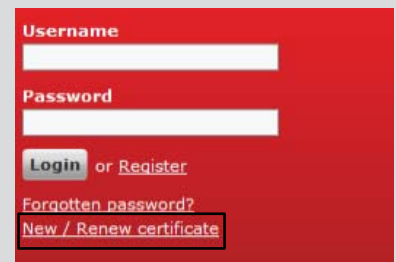
1. Select the **'Register'** link next to the login button in the top right-hand section of the homepage, a user registration form will be displayed.
2. Complete all the mandatory fields and select save button at the bottom of the form.
3. Your registration details will be reviewed and you will receive a confirmation email within 24 hours.



The screenshot shows a red background for the registration form. It contains two white input fields labeled 'Username' and 'Password'. Below the fields are two buttons: a grey 'Login' button and a red 'Register' button, with the text 'or' between them. At the bottom of the form, there are two links: 'Forgotten password?' and 'New / Renew certificate', both in red text. The 'Register' button and the 'New / Renew certificate' link are highlighted with red boxes in the original image.

### New/renew certificates

For applications that require certificates please renew or download a new certificate via the **'New/Renew certificate'** link in the top right-hand section of the homepage.



This is an identical screenshot to the one above, showing the user registration form with the 'New / Renew certificate' link highlighted with a red box.