

Mobile Text Banking User Guide



www.citizensbankco.com

1.888.383-5133



Enroll for Mobile Banking

Login to Regular NetTeller

Enter your NetTeller ID and click **Submit**.

Verify that your Personal Image is correct, enter your password, and click Submit.

*you will be prompted to change your PIN/Password and select your Personal Image the first time you log in.

Enable Web Access

Select **Options**, click **Mobile Settings**, then **Text Mobile Banking**

- Check the box for **Enable Text Access**
- Enter your **mobile phone number**
- Select **accounts to access** via web
- Create a **Mobile Short Name** for each account
- Click **Submit**

Review the information, check the box for **I Accept These Full Terms And Conditions**, then click **Confirm**.

*A confirmation page will display, and you will be required to confirm enrollment by sending the validation code to 89549



Confirm Enrollment



Text the **Validation Code** provided on the confirmation screen to **89549** to complete the enrollment process.



Account Balances



Text **Bal** to **89549** to receive account balances for all accessible accounts.

Single Account Balance



Text **Bal <Mobile Short Name>** to **89549** to receive the account balance for a single account.



Account History



Text **Hist** to **89549** to receive account history for all accessible accounts.

Single Account History



Text **Hist <Mobile Short Name>** to **89549** for account history of a single account.

*Account history includes the last 4 transactions



Help



Text **Help** to **89549** to receive a list of commands for Mobile Text Banking.



Other Information



Text **Stop** to **89549** to disable Mobile Text Banking.

Features

- ✓ No Internet Access Required
- ✓ Instant Account Balance
- ✓ Instant Account History
- ✓ View A Single Account Or View Multiple Accounts
- ✓ Help Feature
- ✓ Account History Returns The Last Four Account Transactions

Command List

Help

- Returns a List Of Commands

Bal

- Returns All Account Balances

Bal <Mobile Short Name>

- Returns A Single Account Balance

Hist

- Returns All Account Histories

Hist <Mobile Short Name>

- Returns A Single Account History

Stop

- Disables Mobile Text Banking



Security

One of the first times you access your accounts online, we'll ask you to choose and answer three (3) **Personal Verification Questions**.

During future online sessions, we'll ask you some of these questions if we feel there is a possibility that someone other than you is attempting to access your information.

Please choose answers that you will remember. Incorrectly answering questions can lead to your account access being disabled.

Security Reminders

- ✓ We will NEVER email you for your personal information. Any email claiming to be the bank requesting personal information such as Social Security Numbers, IDs, or Passwords should not be trusted or opened.
- ✓ Do not write your password down.
- ✓ Use a different password to access your online accounts than ones you use for other applications.
- ✓ Always exit your banking session before leaving your computer or mobile device.



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Revised 3/18/11