



How To Enroll in Citizens Bank Online Banking

- 1** Go to **citizenswv.com** and click “**Enroll**” within the Online Banking login box. You will be transferred to the First Time Login screen.
- 2** You will need to provide the following information:
(Each account holder must enroll individually)
 - Type of Account**
 - Account Number**
 - Social Security Number**
 - PIN***
 - Date of Birth**
 - Security Question**
 - Security Answer**
 - Email Address**

*This is the last 4 digits of your social security number. If you have changed your PIN in telebanking, use that number instead.
- 3** Enter a **USERNAME** and **NEW PASSWORD**.
Please retain both for your records as these will be used for all future access to your Citizens Bank Online Banking.
- 4** Select and provide answers to three challenge questions from the drop-down menus.
- 5** **Enroll & Go Green!**
You will have the option to enroll in eStatements and Mobile Banking**
** Messaging and Data Rates May Apply. Check with your mobile phone carrier for details.
- 6** **Congratulations!** You are now ready to use Online Banking.

NOTE:

The USERNAME must be unique and a minimum of 6 characters in length. It is case sensitive.

The Password must be between 8 and 17 characters containing at least 1 alpha and 1 numeric character. It is also case sensitive.
