Getting Started with Mobile Banking (must be registered)

- Step 1: Login to NetTeller Internet Banking (www.TheCitizensBank.cc)
- Step 2: Select Options > Mobile Settings > Web Mobile Banking
- Step 3: Select to "enable web access for you mobile device", select to receive/not receive text message alerts, enter mobile phone number, select provider, select accounts to access via web. Click Submit.
  - **Note:** If No is selected for Receive Text Message Alerts, a text message for confirmation of enrollment, transfers, bill payments will not be sent.
  - **Note:** At initial enrollment, the first account will already be checked.
- Step 4: Review enrollment information. Check "I accept these full terms and conditions." Click Confirm
- Step 5: A confirmation screen displays confirming enrollment. If text alerts have been chosen in the previous step, you will receive a confirmation text message that includes the URL to access TCB 2Go mobile banking website.

*There is no fee from The Citizens Bank. Connectivity and usage rates may apply. Contact your wireless service provider for more details.

TCB 2Go

The Citizens Bank mobile banking website provides real-time account access and enables customers to initiate transactions and conduct research anytime, from anywhere. Compatible with any Web-enabled mobile phone that supports WAP browsers, regardless of make, model, or mobile service provider.

- View checking, savings, loan, line-of-credit, and more.
- Review transaction details
- Transfer funds between authorized accounts
- Find ATM and branch locations
- View Account Activity
- Pay bills to your existing payees

For added convenience, install the TCB 2Go APP for your iPhone or Android device. Simply search for 'TCB 2Go' from your iPhone App Store or from Google Play on your Android device and then install. To use, open the TCB 2Go APP on your mobile device, and login to your account using your existing NetTeller Internet Banking ID and password.

- Download iOS App
- Download Android App

Mobile Text Banking

Enrolling for text banking must be done through the traditional Online Banking site.

- Step 1: Log into NetTeller.
- Step 2: Select Options > Mobile Settings > Text Mobile banking.
- Step 3: Enter mobile phone number, select mobile provider, select accounts to access via text, and create Mobile Short Name for each selected account. Click Submit.
  - **Mobile Short Name** is the name included in the text to request information for a specific account.
    Ex: Texting "Bal" returns the balance of all accounts. Texting "Bal Chk" returns only the balance of the account with "Chk" as the mobile short name.
- Step 4: Review enrollment information. Check **I accept these full terms and conditions and click Confirm.**
- Step 5: Confirmation screen provides instructions to complete the enrollment process.
- Step 6: Text **YES** to the text message sent to your mobile device.

Valid Text Messages

Text commands to 89549

Command	Details
Help	Returns command references
Bal	Returns balance for all enrolled accounts
Bal <mobile short name>	Returns balance for specified account
Hist	Returns last 4 transactions for all enrolled accounts
Hist <mobile short name>	Returns last 4 transactions for specified account
Stop	Disables enrollment for text mobile banking