

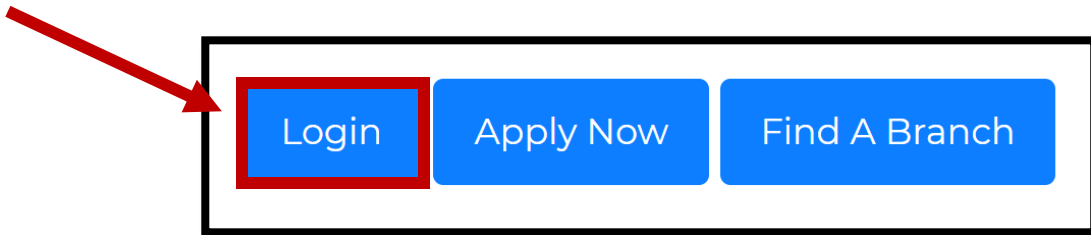
Citizens Savings & Loan

Instructions for Online Account Creation

Creating an Account

Complete the following steps in order to create an online account for your loan. Once this account is established, you will be able to check your account balance, make a payment, view your payment history, set alerts, as well as access other account information. Please complete the following:

1. Go to www.citizensloan.com
2. Click the **Login** menu option located at the top of the screen



3. Click on the **Create an Account** link
 - a. In blue lettering, under the "Password" field



NOTE: Your existing or previous online account will work for all loans


If you have an existing or previous online account, please use that to log in

Contact your local branch for assistance if needed

Citizens Savings & Loan

User Name

Password  

[Create an account](#) 

Can't sign in?

4. Enter in your **Personal Data**

a. This will include:

- i. First and Last Name
- ii. Email Address

1. **NOTE:** In order to get your receipts and notices emailed to you, ensure that the email address you enter is the same as the one you gave when opening your loan account. If unsure, ask a branch associate; this information can be changed later in your account profile.

- iii. Social Security Number
- iv. Date of Birth

The screenshot shows the 'Citizens Savings & Loan' registration page. The title is 'Register for an account'. There are three progress indicators: 'PERSONAL DATA' (active), 'SECURITY', and 'REGISTRATION'. Below the indicators, it says 'In order to create your account, we require the following information.' The form fields are: 'First Name' (with error 'FIRST NAME IS REQUIRED.'), 'Last Name' (with error 'LAST NAME IS REQUIRED.'), 'E-mail Address' (with error 'EMAIL IS REQUIRED.'), 'Social Security Number' (with error 'SSN IS REQUIRED.' and an eye icon for visibility), and 'Date of Birth' (with error 'DATE OF BIRTH IS REQUIRED.' and a placeholder 'MM/DD/YYYY'). At the bottom are 'Continue' and 'Cancel and Return to Login' buttons. A red callout box on the right says 'Make sure that the information entered here is 100% correct before continuing'. A blue callout bubble at the bottom right says 'Click Continue when the above is completed'.

5. Click **Continue**

6. Enter in your **Security Information**
 - a. Select one of four questions from the Security Questions drop down menu
 - b. Enter in the answer to the selected question

Select a **Security Question** and a **Secret Answer**

This will be for account recovery should you forget your Logon Name and Password

Citizens Savings & Loan

Register for an account

PERSONAL DATA SECURITY **REGISTRATION**

In order to create your account, we require the following information.

Security Question

-- Please select a Question

Secret Answer **SECRET ANSWER IS REQUIRED.**

Secret Answer

Go Back Continue

Cancel and Return to Login

Click **Continue** when the above is completed

7. Click **Continue**

8. Enter in a Logon Name to Register your account
 - a. **NOTE:** This Logon Name must be at least 8 characters in length and will serve as your User Name when logging in to your loan account once it is created
9. Enter in a Password to log onto your account
 - a. **NOTE:** The Password must be at least 8 characters in length and contain both a letter and a number; please make the password challenging to hacking attempts but easy for you to remember as you will need this to log in to your account

You must enter both a Logon Name and a Password containing 8 characters before continuing

You will need to agree to all of the Terms & Conditions before you can create your account

Citizens Savings & Loan

Register for an account

PERSONAL DATA SECURITY **REGISTRATION**

In order to create your account, we require the following information.

Create Account

What username and password would you like for your account?

Logon Name LOGONNAME IS REQUIRED.

Password PASSWORD IS REQUIRED.

I agree to the [Terms & Conditions](#)

I agree to the [ACH Payment Terms](#)

[Go Back](#) [Create Account](#) ✓

[Cancel and Return to Login](#)

Click **Create Account** when the above is completed


10. In order to finish creating your account, you will first need to agree to the following:
 - a. Terms and Conditions
 - b. ACH Payment Terms
 - i. This does not obligate you to make ACH payments
11. Click the **Create Account** button to complete the process


NOTE: If you receive a “**Sorry, there was an error trying to register your account**” message (see below for an example), then you already have an account registered under your Social Security Number. Contact your local branch for additional assistance.


Citizens

Savings & Loan

Register for an account

 PERSONAL DATA

 SECURITY

 **REGISTRATION**

In order to create your account, we require the following information.

Sorry, there was an error trying to register your account. Please contact your institution for help.

Create Account

What username and password would you like for your account?

Logon Name

If you have any further questions regarding setting up your online account, please call your local branch.