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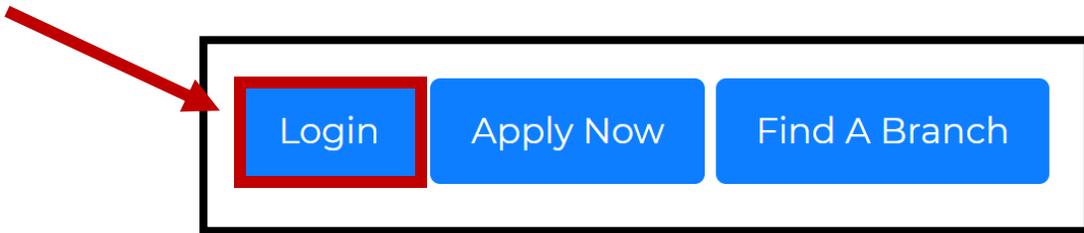
3. Click on the **Create an Account** link
   a. In blue lettering, under the "Password" field

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

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

Make sure that the information entered here is **100% correct** before continuing

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

SECRET ANSWER IS REQUIRED.

👁

‹ Go Back   Continue

Click **Continue** when the above is completed

Cancel and Return to Login

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

Citizens
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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

| Logon Name

LOGONNAME IS REQUIRED.

Password

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

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

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.

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