



## Receiving Documents

You'll receive an email when your eStatement is ready. Click on the attachment to open it.



## Login Shell

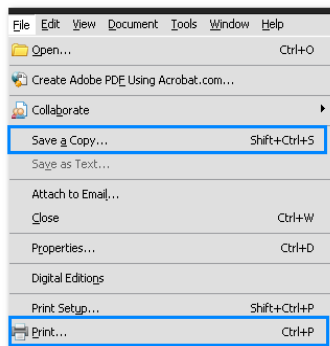
Make sure you see your security phrase.  
Enter your Online Banking username and password.

Username:   
Password:



## Saving and Printing

Because the statements open with Adobe, you can use the Adobe toolbar to save or print. (But you don't really want to print, do you?)



## Other Tabs

### Account Reconciliation

- ✓ Use the Recon tab to balance your checkbook

### Change Email Address

- ✓ Update your address or security phrase through the Email menu



## Retention

We retain statements online for 60 days and notices are kept for 30 days.

Be sure to save the statements to your computer or a disk for future reference.



## 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.
- ✓ Change your password frequently.
- ✓ Use a different password to access your online accounts than ones you use for other applications.
- ✓ Always exit your online banking session before leaving your computer.



**CITIZENS BANK**  
OF LAS CRUCES

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[www.citizenslc.com](http://www.citizenslc.com)

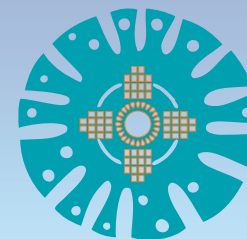
Rev. 7/2011

MEMBER  
**FDIC**

**SELF ENROLLMENT**

# Electronic Statement

## User Guide



**CITIZENS BANK**  
OF LAS CRUCES



MEMBER  
**FDIC**



## Enroll for eStatements

Select the eStatements tab from the menu bar.

The first time you click on the eStatements tab you'll be presented with an enrollment screen.



### Step 1 (optional)

Click **Details** to see which accounts and document types you can enroll.

Remove the check boxes from any documents you wish to receive on paper.

Enrollment

You may choose to receive your statements and notices for your account(s) delivered via email and made available online through this site. To enroll your account(s) please follow the steps outlined below.

- 1. Account(s) and Document Enrollment**  
All available documents for all active accounts. [Details](#)
- Please review the following email address. If not correct, please update it in the space shown.
- Please enter a security phrase to be displayed on all valid emails sent from this site.
- Please enter the enrollment passcode in the field immediately below. To see the passcode, [click here](#).
- Electronic Statement(s) / Notice(s) Delivery Terms and Conditions  
This agreement is made between you and NetTeller Education Bank and provides your request and consent to receive statements and notices for your demand deposit account(s) by electronic delivery. These electronic statements and notices are called "eDocs".  
By enrolling for eDocs, you are electing to receive your statement by email. Once enrolled, you will receive your next [click here to see a sample document](#).  
☐ I agree to the listed terms.



### Step 2

Make sure your email address is correct. If no email is listed, you must fill one in.

All available documents for all active accounts. [Details](#)

- 2. Please review the following email address. If not correct, please update it in the space shown.**



### Step 3

Enter a word or words that you will recognize. This is called your eStatement security phrase. Emails from us regarding eStatements will contain this phrase.

- 3. Please enter a security phrase to be displayed on all valid emails sent from this site.**
- Please enter the enrollment passcode in the field immediately below. To see the passcode, [click here](#).



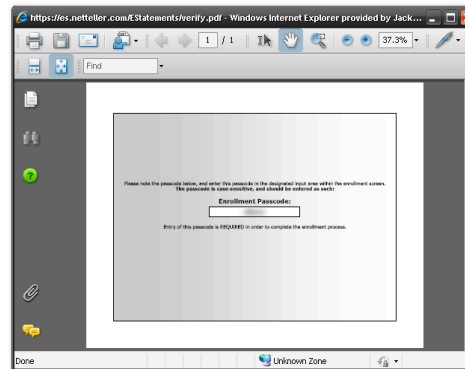
### Step 4

This step is your key to knowing if you'll be able to read eStatements online. You must have Adobe® Reader® 6.0 or higher installed on your computer to use the service.

- 4. Please enter the enrollment passcode in the field immediately below. To see the passcode, [click here](#).**

First, click where it says [click here](#). This will open an Adobe PDF document in a new window.

In the center of the PDF you will see a passcode word. This word is case-sensitive. Make a note of the passcode.



Then return to the enrollment screen and type the passcode into Step 4.



### Step 5

Read our terms and conditions then check the box that says "I agree." Finish by clicking the submit button.

5. Electronic Statement(s) / Notice(s) Delivery Terms and Conditions

This agreement is made between you and NetTeller Education Bank and provides your request and consent to receive statements and notices for your demand deposit account(s) by electronic delivery. These electronic statements and notices are called "eDocs".

By enrolling for eDocs, you are electing to receive your statement by email. Once enrolled, you will receive your next [click here to see a sample document](#).

☐ I agree to the listed terms.

To see a sample statement, click the link in the lower right hand corner.



## Confirmation

You'll receive an email from us any time you enroll or un-enroll.

All emails from us regarding eStatements will contain the security phrase you created.



## CONGRATULATIONS

on going paperless  
and reducing waste!