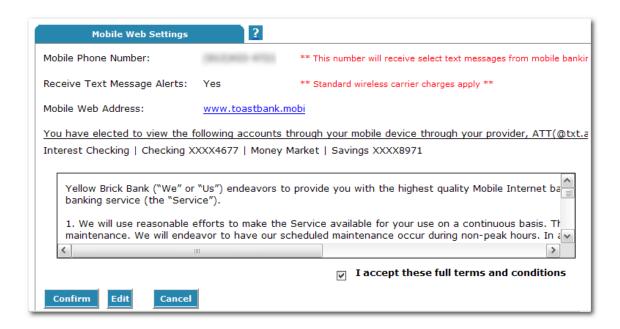# Enrolling for Mobile Banking Web

Step 1: Log into Citizens Online Banking.

Step 2: Select **Options** > **Mobile Settings** > **Web Mobile Banking**.

Step 3: Select to enable web access, select to receive/not receive text message alerts, enter in mobile phone number, select provider, select accounts to access via web. Click **Submit**.

Note: If No is selected for Receive Text Message Alerts, end user will not receive a text message to enrolled mobile phone number for confirmation of enrollment, transfers, or bill payments.
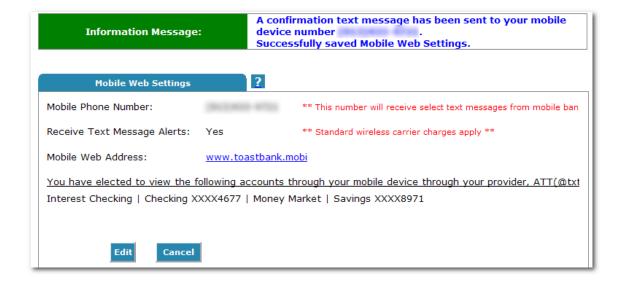***Note: At initial enrollment, the first account will already be checked.*

Step 4: Review enrollment information. Check **I accept these full terms and conditions**. Click **Confirm**.

Step 5: A confirmation screen will display confirming enrollment. The end user receives a confirmation text message that includes the URL to access Mobile Web.
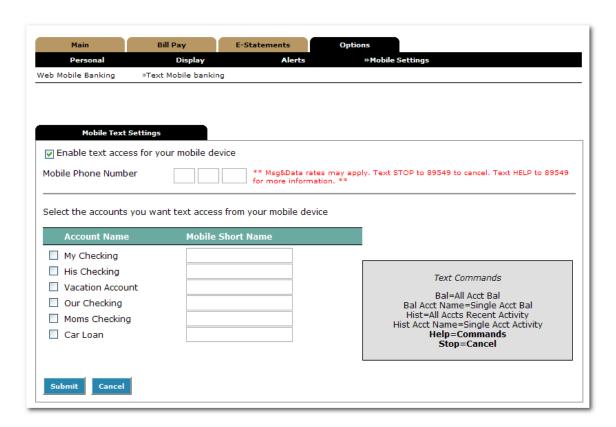
Enrolling for Mobile Banking Text

Step 1: Log into NetTeller.

Step 2: Select **Options** > **Mobile Settings** > **Text Mobile banking**.

Step 3: Enter in mobile phone number, select accounts to access via text, and create Mobile Short Name* for each selected account. Click **Submit**.

Main	Bill Pay	E-Statements	Options
Personal	Display	Alerts	»Mobile Settings

Web Mobile Banking   »Text Mobile banking

Mobile Text Settings

☑ Enable text access for your mobile device

Mobile Phone Number [ ] [ ] [ ]   ** Msg&Data rates may apply. Text STOP to 89549 to cancel. Text HELP to 89549 for more information. **

Select the accounts you want text access from your mobile device

Account Name	Mobile Short Name
☐ My Checking	[ ]
☐ His Checking	[ ]
☐ Vacation Account	[ ]
☐ Our Checking	[ ]
☐ Moms Checking	[ ]
☐ Car Loan	[ ]

Text Commands

Bal=All Acct Bal
Bal Acct Name=Single Acct Bal
Hist=All Accts Recent Activity
Hist Acct Name=Single Acct Activity
Help=Commands
Stop=Cancel

[Submit] [Cancel]

__Note__: The mobile short name is the name that will be included in the text to request information for a specific account.

Step 4: Review enrollment information. Check **I accept these full terms and conditions** and click **Confirm**.

Main	Bill Pay	E-Statements	Options

Personal	Display	Alerts	»Mobile Settings

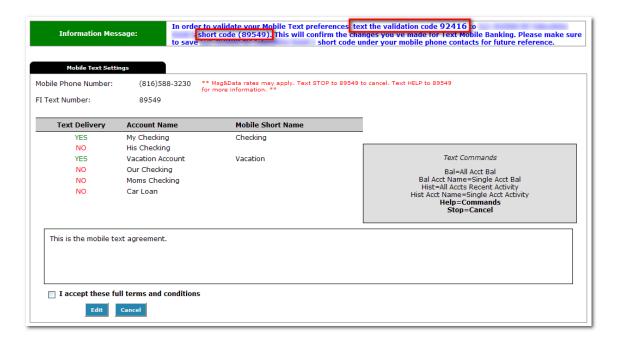Web Mobile Banking   »Text Mobile banking

Mobile Text Settings

Mobile Phone Number: (816)588-   ** Msg&Data rates may apply. Text STOP to 89549 to cancel. Text HELP to 89549 for more information. **

FI Text Number: 89549

Text Delivery	Account Name	Mobile Short Name
YES	My Checking	My Checking
YES	His Checking	His Checking
YES	Vacation Account	Vacation Account
YES	Our Checking	Our Checking
NO	Moms Checking	
NO	Car Loan	

Text Commands

Bal=All Acct Bal
Bal Acct Name=Single Acct Bal
Hist=All Accts Recent Activity
Hist Acct Name=Single Acct Activity
Help=Commands
Stop=Cancel

This is the mobile text agreement.

☐ **I accept these full terms and conditions**

Confirm   **Edit**   **Cancel**

Step 5: Text the **validation code** provided on the confirmation screen to the FI's short code to complete the enrollment process.

Information Message:	In order to validate your Mobile Text preferences **text the validation code 92416** to **short code (89549).** This will confirm the changes you've made for Text Mobile Banking. Please make sure to save _____ short code under your mobile phone contacts for future reference.

Mobile Text Settings

Mobile Phone Number: (816)588-3230   ** Msg&Data rates may apply. Text STOP to 89549 to cancel. Text HELP to 89549 for more information. **

FI Text Number: 89549

Text Delivery	Account Name	Mobile Short Name
YES	My Checking	Checking
NO	His Checking	
YES	Vacation Account	Vacation
NO	Our Checking	
NO	Moms Checking	
NO	Car Loan	

Text Commands

Bal=All Acct Bal
Bal Acct Name=Single Acct Bal
Hist=All Accts Recent Activity
Hist Acct Name=Single Acct Activity
Help=Commands
Stop=Cancel

This is the mobile text agreement.

☐ **I accept these full terms and conditions**

[Edit] [Cancel]

Valid SMS Messages

64788 - Security code to be sent when enrolling originally or changing enrollment information

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

__Note__: Messages are not case sensitive
** **Note**: The mobile short name is the name that will be included in the text to request information for a specific account.*