



# FIRST TIME LOGIN

## (EXISTING CUSTOMERS WITH AN IPHONE)

We're so excited our launch of Citizens Digital is almost here! Take a look below for first time login instructions on August 15th. 😊

- Open your existing app (Citizens24), you will be asked to update or you will see the new login screen (pictured on left).
- Launch app and login using your existing username. Your password will be your username plus last 4 of your SSN (example: jdoe1221). This is a temporary password, you will create a new one.
- Set up 3 security questions and verify your email address.
- Enter your phone number and give your device a nickname. Then pick what type of device you're using.
- Choose how you want to receive a verification code (text or call). Enter the verification code. Your device is now connected 😊
- Complete the Duo Mobile set-up or choose to skip. Duo Mobile will provide you with the highest level of mobile security.
- Please read and accept the Terms and Conditions.
- You are now set up and ready to go! The next time you login to use your app you will just need your username and new password!



Citizens 24 To Go will be in maintenance mode starting on Aug. 11th at 4pm through Aug 15th at 8am. Make sure to download any statements you might need access too. If you have any questions during the initial set-up process, please call or visit your local office.



[www.citizensstatebank.us](http://www.citizensstatebank.us)