



CITIZENS BANK
BANK OF CELINA • LIBERTY STATE BANK
SMITH COUNTY BANK • TRADERS BANK

eBanking – Automated Online Enrollment Instructions

Step 1: Select **Enroll** from the NetTeller login page.

Login to NetTeller ? [Enroll](#) [Test Browser](#) [Home](#)

[Supported Browsers](#) | [Tips for Preventing Fraud](#)

NetTeller ID

Step 2: Review the Online Enrollment Agreement. Click **I Agree**.

Step 3: Select **Retail** or **Business** (if enabled). Enter requested information. Email address must match what is on file with the bank. Click **Continue**.

Verification Information ?

Please complete the fields below. Fields marked with an asterisk are required.

You can find your account number on the account agreement(s) provided to you at the time of opening. You'll also find your account number in the center set of numbers on the bottom of your checks or deposit slips.

Social Security Number (no dashes)*

Account Number*

Email Address*

Step 4: Enter requested personal information and click **Submit**.

Online Banking Enrollment (page 2 of 2) ?

Please complete the following fields. Fields marked with an asterisk are required.

First Name*

Middle Name

Last Name*

Street Address 1*

Street Address 2

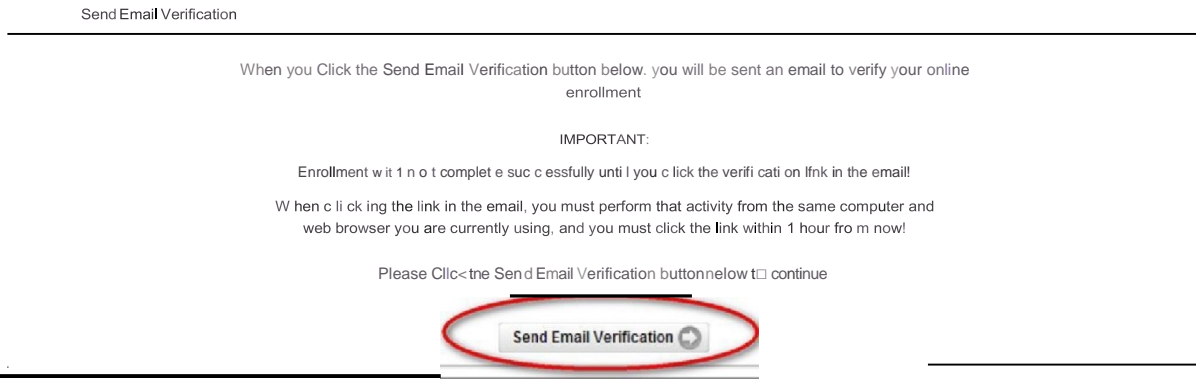
City*

State*

Zip Code*

Date of Birth (MMDDYYYY)*

Step 5: Click the **Send Email Verification** button. An email is sent to the email address entered in the application. After clicking the Send Email Verification button, a verification message appears.



Step 6: Click the link contained in the verification email *within one hour*.

You have received this email as part of the online enrollment process.

To confirm enrollment, you must click the link below from the computer at which you began the enrollment process.

I MPORTANT: Enrollment. will not complete successfully unless you click the link below from the computer and web browser at which you began the enrollment process, within 1 hour from the time this confirmation email was sent to you!

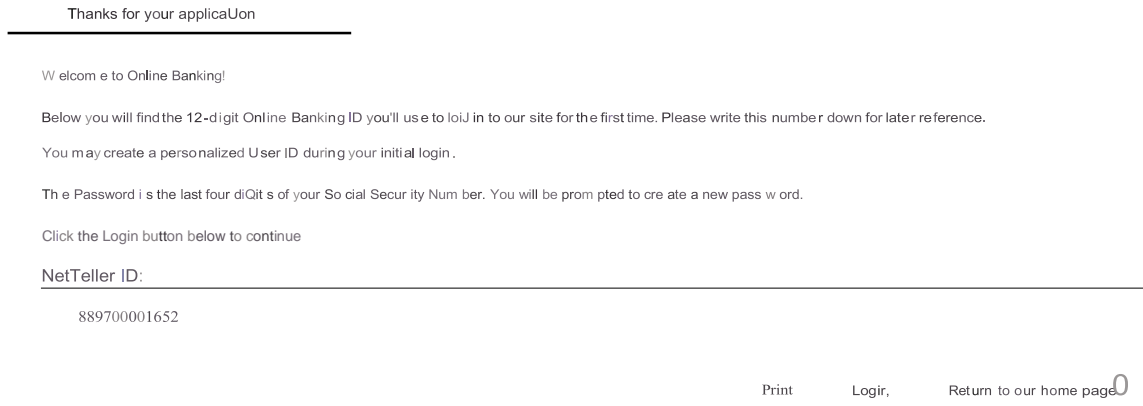
Please click the link below to continue:

<https://cm.netteller.com/login2008/Authenticatio n/Views/OnlineEnrollmentEmailCo nfirm.aspx?confinn=491fc3fa0c3d4560a564cfa48d021e4e>

Thank You,

! You must click the link in the email from the same computer and the same browser you used to complete the application form. For example, if you completed the application in Internet Explorer but your email program uses Firefox to open links, your enrollment will not be successful.

Step 7: A confirmation screen displays your new NetTeller ID. Select Login to access your account information. The initial password is the last four digits of your Social Security number (SSN) or Tax ID number (TIN).

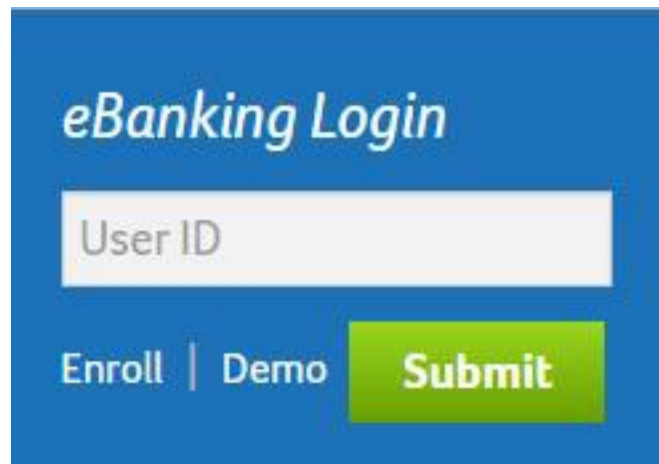


! If you opt to not login at this time, make sure to record your NetTeller ID so you may access it in the future. Remember, your initial password is the last four digits of your Social Security number.

eBanking – Online User Instructions

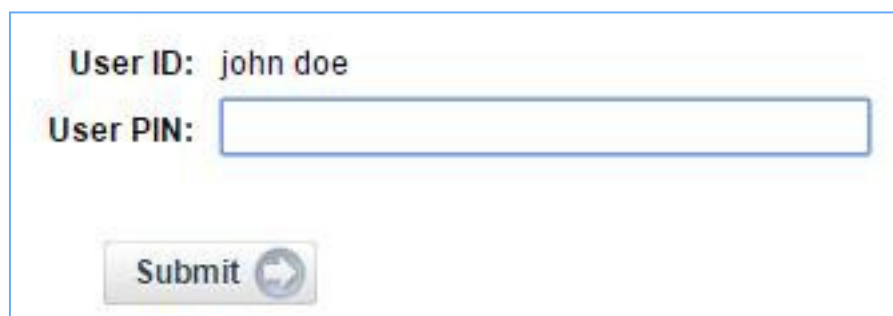
Accessing Online Banking

- Log on to the bank's website at www.citizens-bank.org, www.smithcountybank.com, www.bankofcelina.com, www.libertystatebanktn.com, or www.tradersbank.com
- Follow the steps to access your eBanking account
- Enter your User ID and click Submit from any page on our website



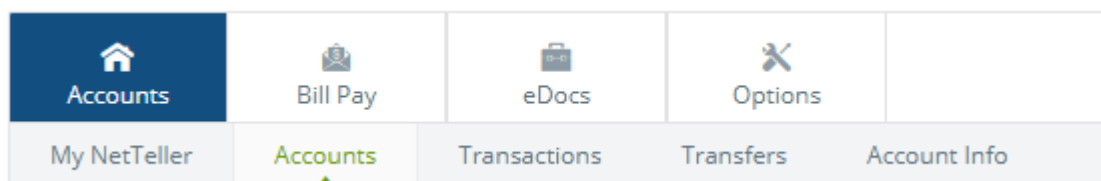
The image shows a blue background with the text "eBanking Login" in white. Below the text is a white input field labeled "User ID". At the bottom, there are three buttons: "Enroll", "Demo", and "Submit". The "Submit" button is highlighted in green.

- Next, verify your security picture on the left of the screen, then enter your User Password and click Submit



The image shows a white background with a "User ID:" label and a text input field containing "john doe". Below it is a "User PIN:" label and an empty text input field. At the bottom, there is a "Submit" button with a right-pointing arrow.

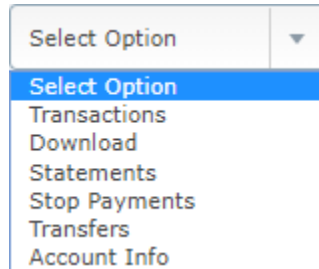
- You can now toggle through several options at the top of the screen such as Accounts, Bill Payment, etc.



The image shows a navigation menu with two rows of buttons. The top row has four buttons: "Accounts" (with a house icon), "Bill Pay" (with a bill icon), "eDocs" (with a document icon), and "Options" (with a wrench icon). The bottom row has five buttons: "My NetTeller", "Accounts" (with a green triangle below it), "Transactions", "Transfers", and "Account Info".

- A listing of your accounts accessible through eBanking will be displayed.
- Next to each account is a drop-down menu with the list of activities available for each account.

(Some account options may not be available or may require additional fees)



Select 'Transactions' from the account drop-down menu to view transactions that have posted to the account since your last statement.

Transactions from 12/30/2018 to 01/14/2019			View Range Since Last Statement 7 Days 15 Days 30 Days All		
View Transactions for: CHECKING			Current Balance: \$7.01		
Date	Ref/Check No	Description	Debit	Credit	Balance
01/14/2019		MEMO AUTOMATIC DEBIT 06672091345659 Transfer to SAVINGS Transfer from CHEC	\$1.00		\$6.01
01/02/2019		DIRECT DEPOSIT 06672091427311 Transfer from SAVINGS		\$1.00	\$7.01
12/31/2018		AUTOMATIC DEBIT 06672091345659 Transfer to SAVINGS	\$1.00		\$6.01
Totals: Transactions: 3			Debits: \$2.00	Credits: \$1.00	

To view other transactions, use the View Transactions for the drop-down menu.

To view a check image or deposit ticket, click the 'View Image' link or the Check Number.

Click on the column headings to change the order in which transactions are displayed. If sorting by any column other than 'Date', the running balance column will not be shown.



Click 'Search' option under the transactions tab. Enter the search criteria and click 'Submit'.

By Date From To

By Amount Begin \$ End \$

By Check # Start End

Sort By Then By Then By Then By

Sort Order Descending Ascending

View Include Checks Include Electronic Transactions



Transfer Between Accounts

Select 'Transfers' from the Account drop-down menu or click the 'Transfer' tab.

- Choose Add Transfer from and select the from account.
- Choose the account to transfer the funds to
- Select 'One Time' or select the frequency and date(s) the transfer is to be made. The 'Expiration Date' is required for recurring transfers.

The cut-off time for funds transfers made via EBanking is 12:00 p.m Monday thru Friday.

Transfers entered after this time will be processed on the following business day.

* Transfer funds from	<input type="text" value="SAVINGS"/>	Current Balance: \$22.63
* Transfer funds to	<input type="text" value="CHECKING"/>	
Payment options	<input type="text" value="None"/>	
* Transfer amount	<input type="text"/>	
* Frequency	<input type="text" value="One Time"/>	
* Transfer Date	<input type="text" value="01/14/2019"/>	<input type="text" value="Jan 23"/>
Transfer Memo	<input type="text" value="(optional)"/>	

Click 'Submit' when you are ready to complete the funds transfer. A confirmation of the transfer will display

```
Transfer from account: SAVINGS
Transfer to account:  CHECKING
-----
Transfer amount:           $1.00

*****
Transaction confirmation number: 02948143912898
Date:    1/14/19
Time: 14:39:12
-----
Please retain this number for your reference
*****
```

Adding Stop Payments

Select 'Stop Payments' from the Account drop-down menu or click the 'Stop Payment' tab.

Fill in the required fields and click 'Submit'.

Add Stop Payments for Account:

* Check Date:

* Check Number:

* Amount:

* Payee:

Remarks:

A confirmation page will display.

To view stop payments already placed on an account, select 'Stop Payments' from the drop-down menu or the 'Stop Payments' tab.

To view Stop Payments for other accounts, use the 'View Stop Payments for:' drop-down menu.

Managing Your Online Banking Account

You can make many changes to your eBanking account by Options from the NetTeller tab.

There are three options to edit:

Personal Options:

- Change your eBanking 12-digit ID to a name or number that is easily remembered. (You can still use the 12-digit ID at any time)
- Change your PIN
- Change your e-mail address

User ID: cbmobile1

Enter New:

User ID Rules

- Must contain at least 1 letter
- May contain numbers
- May contain the following special characters: + _ % @ ! \$ * ~
- Must be between 4 and 12 characters

User PIN

Enter Current:

Enter New:

Enter New Again:

PIN Rules

- Must contain at least 1 letter
- Must contain at least 1 number
- Must contain at least 1 special character + _ % @ ! \$ * ~
- Must be between 6 and 12 characters in length
- Must not match or contain your ID
- Must not match one of the previous 4 PINs

Account Options:

- Change Pseudo Account Names
- Change the number of accounts displayed per page
- Change the order in which the accounts are displayed

Select an Account Type Deposit Accounts ▼

Drag and drop the account to rearrange the display order. See [keyboard instructions](#)

Account Pseudo Names

- ▼ CHECKING
- ▼ SAVINGS

New Account Pseudo Names

Submit

Alerts:

Click 'Add' to add a new alert type. You will be notified through eBanking when the activity occurs.

Current Event Alerts Edit Event Alerts			
When the following Occurs: Alert Me:			
There are currently no Event Alerts set up.			
Current Balance Alerts Add Balance Alerts			
When Balance Is:	Goes:	Amount:	Alert Me:
CHECKING	Above	\$0.10	When I Log In Edit Delete
Current Item Alerts Add Item Alerts			
When An Item clears: Account: Alert Me:			
There are currently no Item Alerts set up.			
Current Personal Alerts Add Personal Alerts			
On the Following date: Remind me of: Alert Me:			
There are currently no Personal Alerts set up.			

eBanking – Reset Password Instructions

Reset Password

If you have locked yourself out of online banking, or do not remember your password, you have the ability to reset the password yourself.

Before the Reset Password feature can be utilized, **Current Email Address**, **Password Reset Question** and **Password Reset Answer** fields must be completed. These fields are modified in **Settings > Personal** after initial login.


1. Click the **Forgot your password?*** on the login screen.



The Password Reset Answer field is case sensitive.

Online Banking ID:

Online Banking Password: [Forgot your password?](#)

Login 

*This link could say **Reset Password** or another variation depending on the financial institution settings.

2. Enter your NetTeller ID/alias, email address, and email subject.
3. Click **Continue**.

E-mail displaying **E-Mail Subject** verbiage is sent.

4. Click the link located in the body of the e-mail.
5. Enter your NetTeller ID or alias and answer displayed question (*answer is case sensitive*).
6. Click **Continue**.
7. Create a new password, and then click **Submit**.



There is a limit of 3 times within a 24 hour time period for the password self-reset feature.