

User manual for self registration of Internet Banking for Individual Account



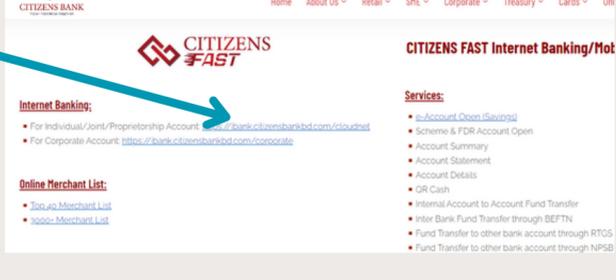
1.

Select **Online Banking** from Citizens Bank website.

<https://www.citizensbankbd.com/>

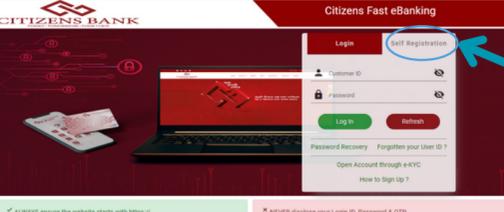
2.

Click on the first link from Internet Banking section.



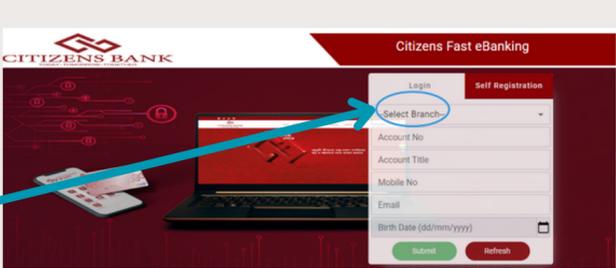
3.

Click on **Self Registration** to register your account into Citizens Fast eBanking.



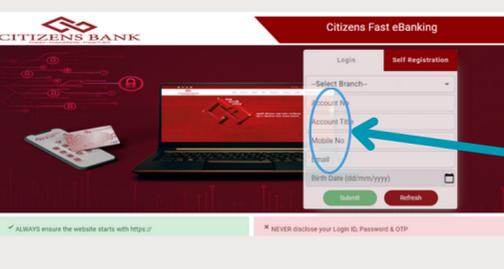
4.

Select the branch where your account has been opened.



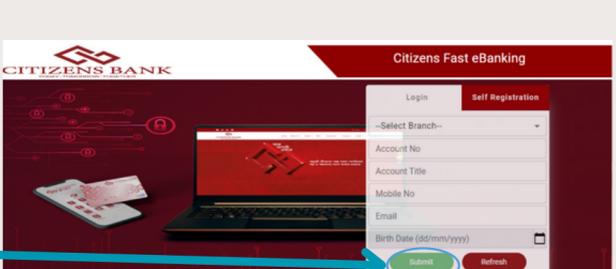
5.

Type your **13 digit Account Number**, **Account Title** (Account holder's name), **Mobile Number**, **Email** and **Date of Birth** that has been used while opening the bank account.



6.

Click on the **submit** button and wait for an OTP on your mobile number.



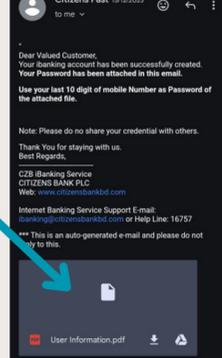
7.

Input the **OTP** that has been sent on your mobile number for 2-Step Verification. Click **Verify** and wait for an email to continue to the next step.



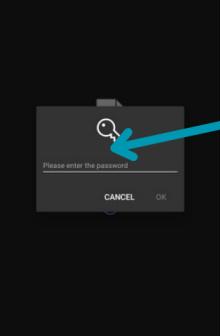
8.

Open the email and **click on to the attached file**.



9.

Type the last 10 digit of your mobile number and click **'OK'** to get your Customer ID and temporary password.



10.

Enter the **Customer ID/User ID** and the **temporary password** sent to your email for Login.



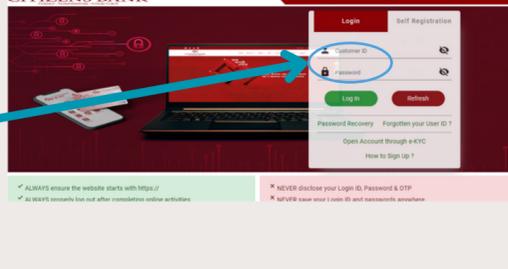
11.

Once you use the temporary password to log in, the system will prompt you to create your own permanent password. **Read the instructions carefully before choosing a password that meets the given security requirements for maximum security.** After creating the password click **'Submit'**.



12.

After submitting your permanent password the page automatically redirects you to the login page again. Login using your **Customer ID** and the permanent **password**.



13.

You can also access the **login page of Citizens Fast eBanking** by simply clicking this icon.

