

# Online Banking Guide

*Citizens Bank of Mukwonago*

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



## Accessing Online Banking

- 1 Log in by going to the bank's website at: **www.citizenbank.com**
- 2 Follow the steps in the "First Time Sign on Instructions" to access Online Banking
- 3 Enter your ID & PASSWORD in the appropriate fields\* and click Submit

NetTeller Login

User Name

Password

[Browser Security Check](#)  
[Enroll For Online Banking](#)

\*Initial ID will be assigned by the bank. Initial Password is the last 4 digits of your Social Security Number. You will be required to change your Password the first time you log in.

A listing of your accounts accessible through NetTeller will be displayed.

Account Listing	Balance	Status
Account		
Checking Account	\$188.80	Select Activity ...
Savings Account	\$3,965.00	Select Activity ...

Next to each account is a drop-down menu with a list of activities available for each account.

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

Select Activity ...

- Select Activity ...
- Account History
- Download Statements
- Stop Payments
- Transfers

## View Current Transactions

Select '**Account History**' from the account drop-down menu to view transactions that have posted to the account for the past 30 days.

Date	Check #	Description	Debits	Credits	Balance
09/15/2003	<a href="#">View Image</a>	DOA REGULAR DEPOSIT		\$1000.00	\$1286.80
01/01/2003		INTERNET DEBIT	-\$70.95		\$217.05

To view other transactions, use the **View Transactions Since** 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.

## View Range of Transactions

Click 'Select Range of Transactions' from the transactions page. Enter the search criteria and click 'Submit'.

From Date: 9/01/2003

To Date: 9/30/2003 OR

Begin Amount:  OR

End Amount:  OR

Start Check Number:

End Check Number:

Sort By: Date

Then By:

Then By:

Then By:

Sort Order:  Ascending  Descending

View:

Include Checks  Include Electronic Transactions

## Transfer Between Accounts

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

- Select the "Transfer funds 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 Online Banking is 5:45 p.m.**

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

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

```

Transfer from account:  Checking Account
Transfer to account:   Savings Account
-----
Transfer amount:      $50.00

*****
CONFIRMATION NUMBER
-----
2590008
-----
Please retain this number for your reference
*****
    
```

## Adding Stop Payments

**(This option is not available!)**

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

Choose **Add Stop Payment**

Fill in the required fields and click 'Submit'.

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.

## Managing Your Online Banking Account

You can make many changes to your Online Banking account by clicking "Options" from the NetTeller menu bar.

### Personal:

- Change your Online Banking 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

### Account:

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

### E-Documents:

- Set up your statements to be received via email.

### Alerts:

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

### Display:

- Change default for accounts displayed
- Change defaults for how much account and bill payer history will be shown.