Enrollment/Activation Instructions

ENROLLMENT (all users):

- Log into Online Banking on a PC/Laptop/NotePad
- Click on the "User Services" tab
- In the "Manage Account" section, click on the "Mobile Enrollment" link
  - NOTE: Be sure your browser is set to allow pop-ups, otherwise the Mobile Enrollment link will not work properly
- Enter your Carrier, Phone Number, and agree to the Terms and Conditions
- Follow the On-Screen instructions to the Activation Page – here, each user will receive a six-digit Activation Code
  - This code is good for up to 24 hours, after which, a new Activation Code can be retrieved from the Mobile Enrollment window

ACTIVATING TEXT BANKING (all text banking users):

- Upon receipt of the Activation Code, a text will arrive to the newly enrolled device prompting the user to reply with the activation code
- Once the code is authenticated, two more text messages will arrive
  - 1 – Confirming authentication and activation of text banking (at this point, text banking is enabled and functional)
  - 2 – Providing the Mobile Browser/WAP link

ACTIVATING THE MOBILE BROWSER/WAP APPLICATION (all phones with mobile browser capabilities):

- Click on the link provided during the text activation process; **OR**, type https://mBanking.firstdata.com/wap/home/cbtgal/en into the phone's browser
- Provide Activation Code and Phone Number when prompted
- Provide Access ID and Password
- Bookmark this page if possible

ACTIVATING THE BLACKBERRY DOWNLOADABLE APPLICATION (for all supported Blackberry Devices – see last page of Product Guide for details):

- Access the Mobile Browser/WAP login screen (see steps above)
- All supported Blackberry devices will see a 4th link, "Download the Citizens Bank and Trust Mobile Application"
- Follow the on-device instructions to install
- Provide Activation Code and Phone Number when prompted
- Provide Access ID and Password

ACTIVATING THE IPHONE DOWNLOADABLE APPLICATION (for all iPhone Devices):

- Go to the iTunes Store on a PC/Laptop
- Search for "Citizens Bank and Trust" or "CBT Mobile"
- Download App to iTunes
- Sync device (using cord), **OR**….
- Go to the Application Store on the device

- (Follow same steps as above)
- Provide Activation Code and Phone Number when prompted
- Provide Access ID and Password

ACTIVATING THE ANDROID DOWNLOADABLE APPLICATION (for all Android Devices):

- Go to the Android Market/Google Play on a PC/Laptop
- Search for "Citizens Bank and Trust" or "CBT Mobile"
- Download App
- Sync device (using cord), **OR**….
- Go to the "Market" on the device
- (Follow same steps as above)
- Provide Activation Code and Phone Number when prompted
- Provide Access ID and Password