

STEP 1:

Go to the Citizens Home Page at www.citizens.coop

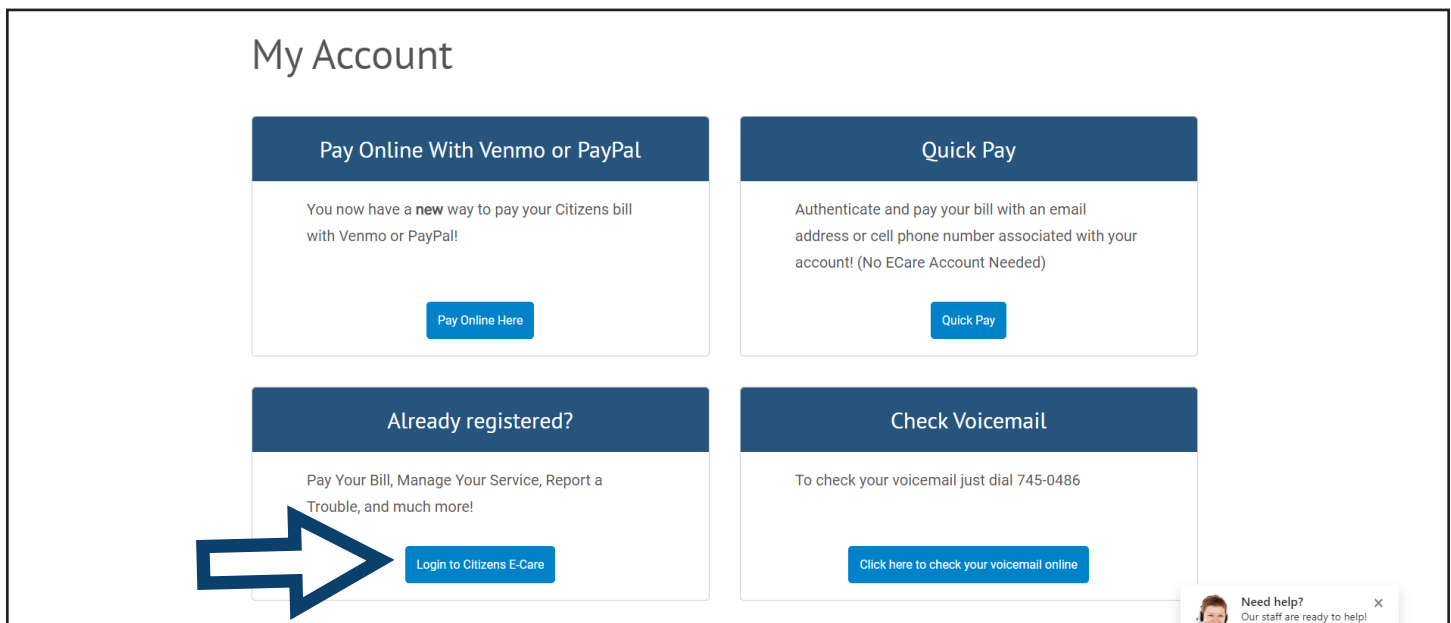
STEP 2:

Click on "My Account"



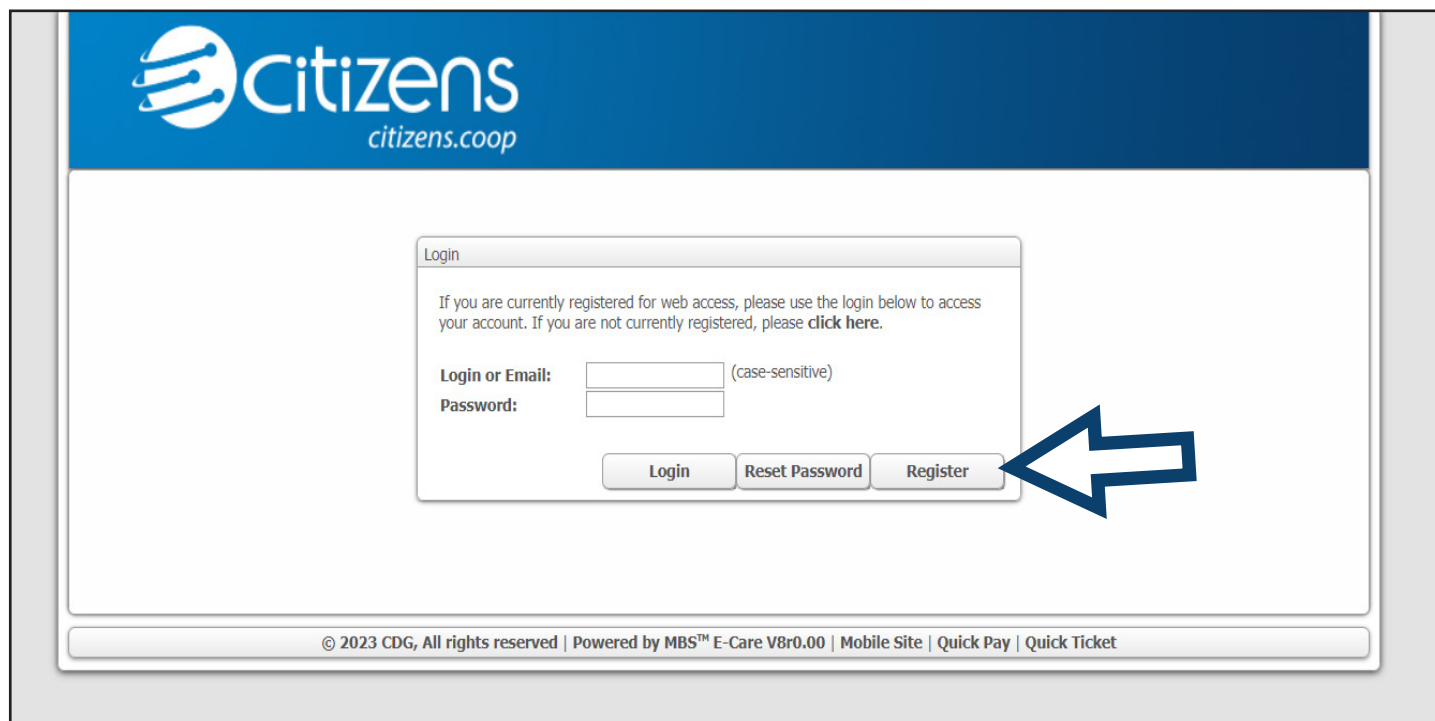
STEP 3:

Select "Login to Citizens E-Care"



STEP 4:

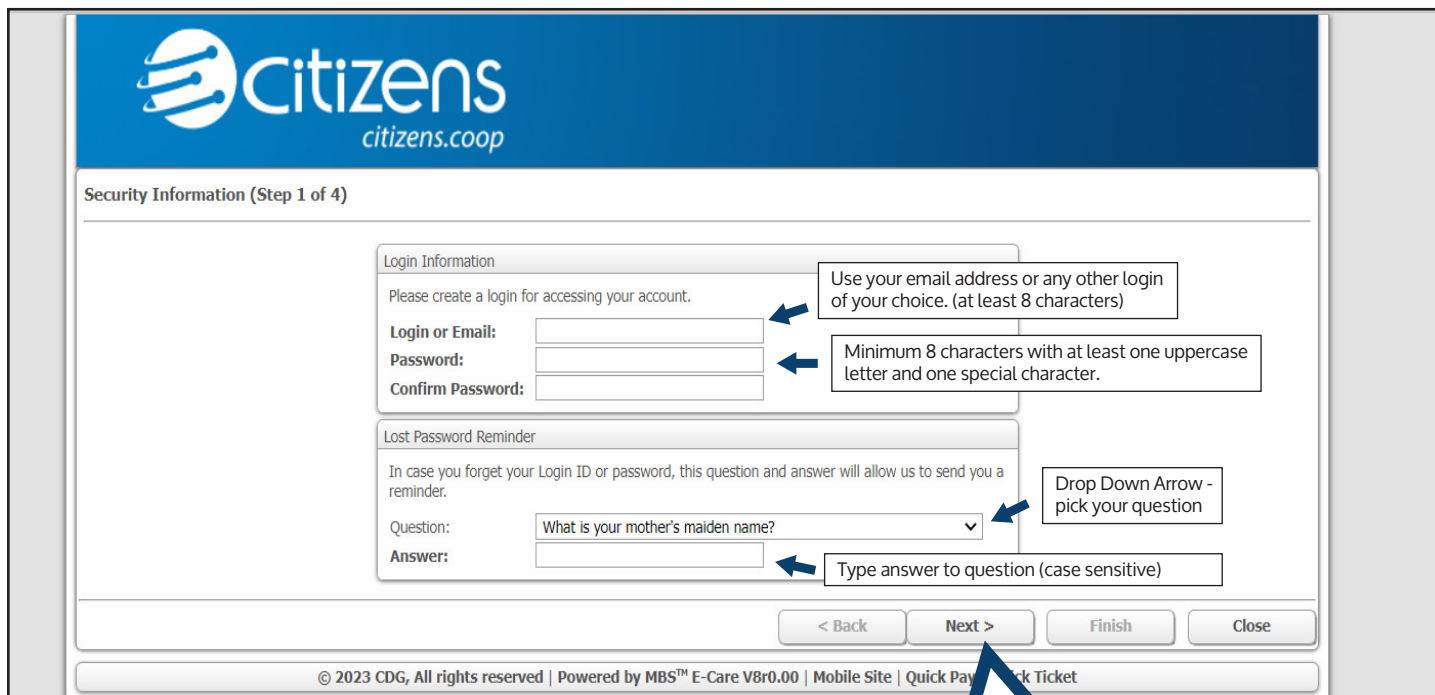
If already registered, enter login and password. If not registered, click on "Register"



The screenshot shows the Citizens website's login interface. At the top is a blue header with the Citizens logo and the text "citizens.coop". Below the header is a white box containing the login form. The form has a title "Login" and a message: "If you are currently registered for web access, please use the login below to access your account. If you are not currently registered, please [click here](#)." There are two input fields: "Login or Email:" (with a note "(case-sensitive)") and "Password:". Below these fields are three buttons: "Login", "Reset Password", and "Register". A large blue arrow points to the "Register" button. At the bottom of the page, there is a footer with copyright information: "© 2023 CDG, All rights reserved | Powered by MBS™ E-Care V8r0.00 | Mobile Site | Quick Pay | Quick Ticket".

STEP 5:

Complete the security information as follows:

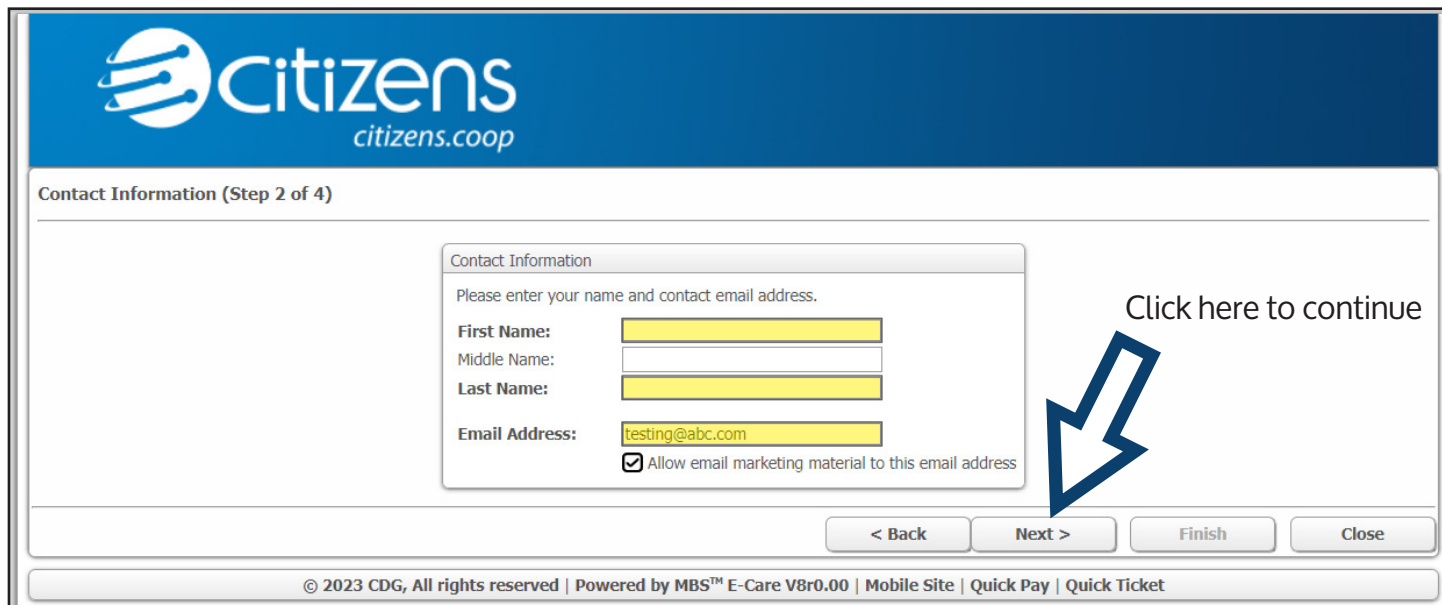


The screenshot shows the "Security Information (Step 1 of 4)" page on the Citizens website. The page has a blue header with the Citizens logo and the text "citizens.coop". Below the header is a white box containing the security information form. The form has two sections: "Login Information" and "Lost Password Reminder". The "Login Information" section has a message: "Please create a login for accessing your account." and three input fields: "Login or Email:", "Password:", and "Confirm Password:". The "Lost Password Reminder" section has a message: "In case you forget your Login ID or password, this question and answer will allow us to send you a reminder." and two input fields: "Question:" and "Answer:". The "Question:" field has a dropdown menu with the text "What is your mother's maiden name?". The "Answer:" field has a text input. There are four buttons at the bottom: "< Back", "Next >", "Finish", and "Close". A large blue arrow points to the "Next >" button. There are also three callout boxes with arrows pointing to the form fields: "Use your email address or any other login of your choice. (at least 8 characters)" points to the "Login or Email:" field; "Minimum 8 characters with at least one uppercase letter and one special character." points to the "Password:" field; and "Drop Down Arrow - pick your question" points to the "Question:" dropdown menu. At the bottom of the page, there is a footer with copyright information: "© 2023 CDG, All rights reserved | Powered by MBS™ E-Care V8r0.00 | Mobile Site | Quick Pay | Quick Ticket".

Click here to continue

STEP 6:

Complete the contact information in the highlighted areas as follows - Click "Next"



citizens
citizens.coop

Contact Information (Step 2 of 4)

Contact Information

Please enter your name and contact email address.

First Name:

Middle Name:

Last Name:

Email Address:

☒ Allow email marketing material to this email address

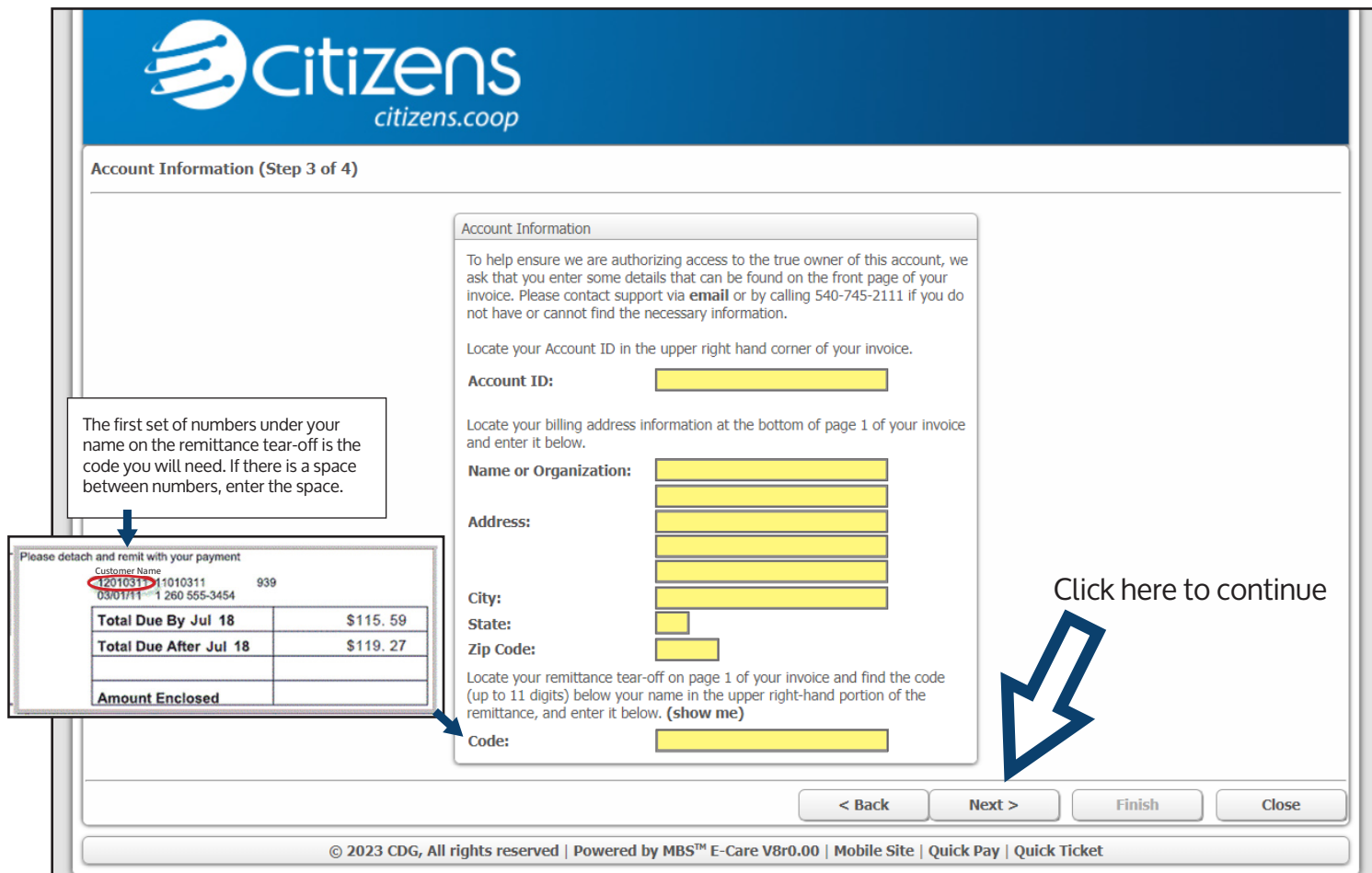
Click here to continue

< Back Next > Finish Close

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STEP 7:

Enter your account information as described below - Click "Next"



citizens
citizens.coop

Account Information (Step 3 of 4)

Account Information

To help ensure we are authorizing access to the true owner of this account, we ask that you enter some details that can be found on the front page of your invoice. Please contact support via **email** or by calling 540-745-2111 if you do not have or cannot find the necessary information.

Locate your Account ID in the upper right hand corner of your invoice.

Account ID:

Locate your billing address information at the bottom of page 1 of your invoice and enter it below.

Name or Organization:

Address:

City:

State:

Zip Code:

Locate your remittance tear-off on page 1 of your invoice and find the code (up to 11 digits) below your name in the upper right-hand portion of the remittance, and enter it below. **(show me)**

Code:

Click here to continue

< Back Next > Finish Close

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Please detach and remit with your payment

Customer Name
123010311 1010311 939
03/01/11 1 260 555-3454

Total Due By Jul 18	\$115.59
Total Due After Jul 18	\$119.27
Amount Enclosed	

STEP 8:

Type in the Security Key characters from the image and click "Finish." This screen will show you the login, password reminder, and contact information you have already entered.

Security Information (Step 1 of 4)

Login Information

Login or Email:

testing@abc.com

Password:

Lost Password Reminder

Question:

What is your mother's maiden name?

Answer:

testing

Contact Information (Step 2 of 4)

Contact Information

First Name:

John

Last Name:

Doe

Email Address:

testing@abc.com

Allow email marketing:

Yes

Account Information (Step 3 of 4)

Account Information

Account ID:

12010311

Name or Organization:

John Doe

Address:

222 Place Lane

City:

Floyd

State:

VA

Zip Code:

24091

Code:

12010311

Please enter the security key from the image and click the Finish button.

Enter the security code here.


5

3

8

2

Click here to finish.



< Back

Next >

Finish

Close

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This will complete your registration for Citizens E-Care.

You will receive an email at the address you provided entitled "Citizens E-Care User Registration." Please open the email and click on the link provided to activate the online account access. **You must click the link to activate.**