

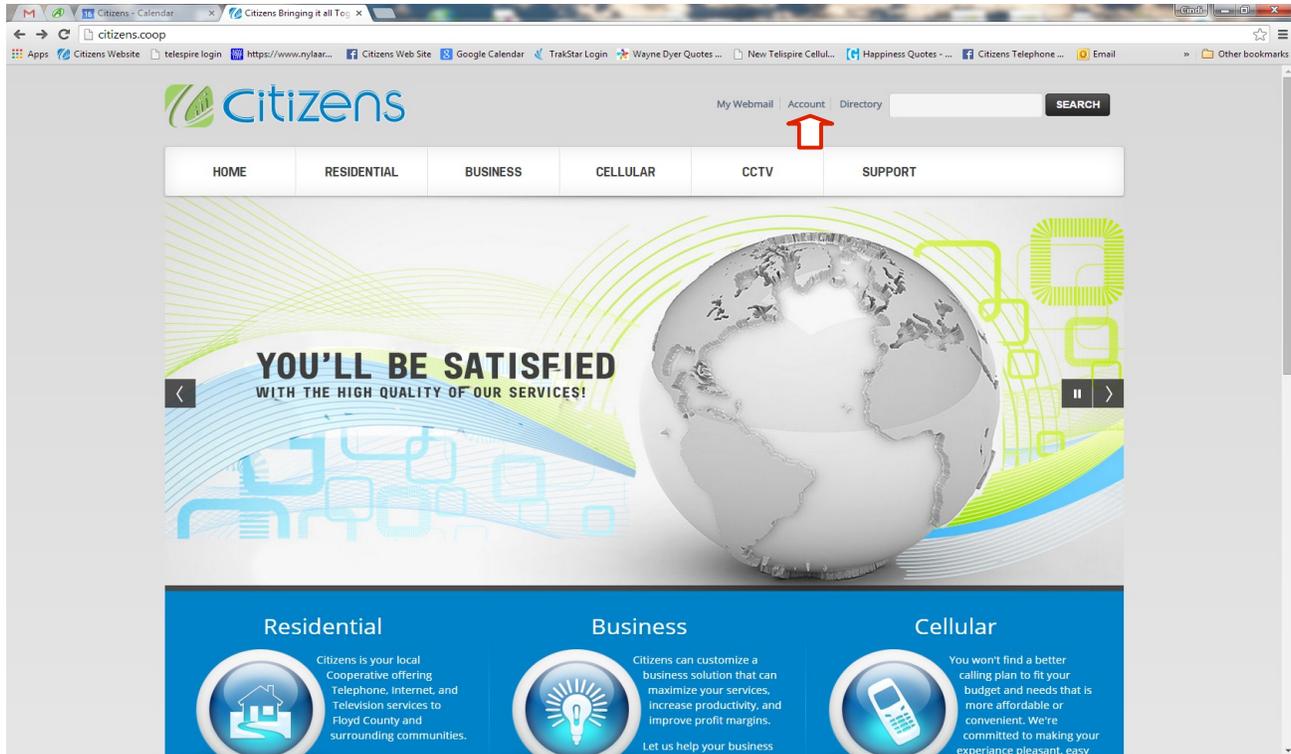
CITIZENS E-CARE REGISTRATION INSTRUCTIONS

STEP 1

Go to Citizens home page at www.citizens.coop

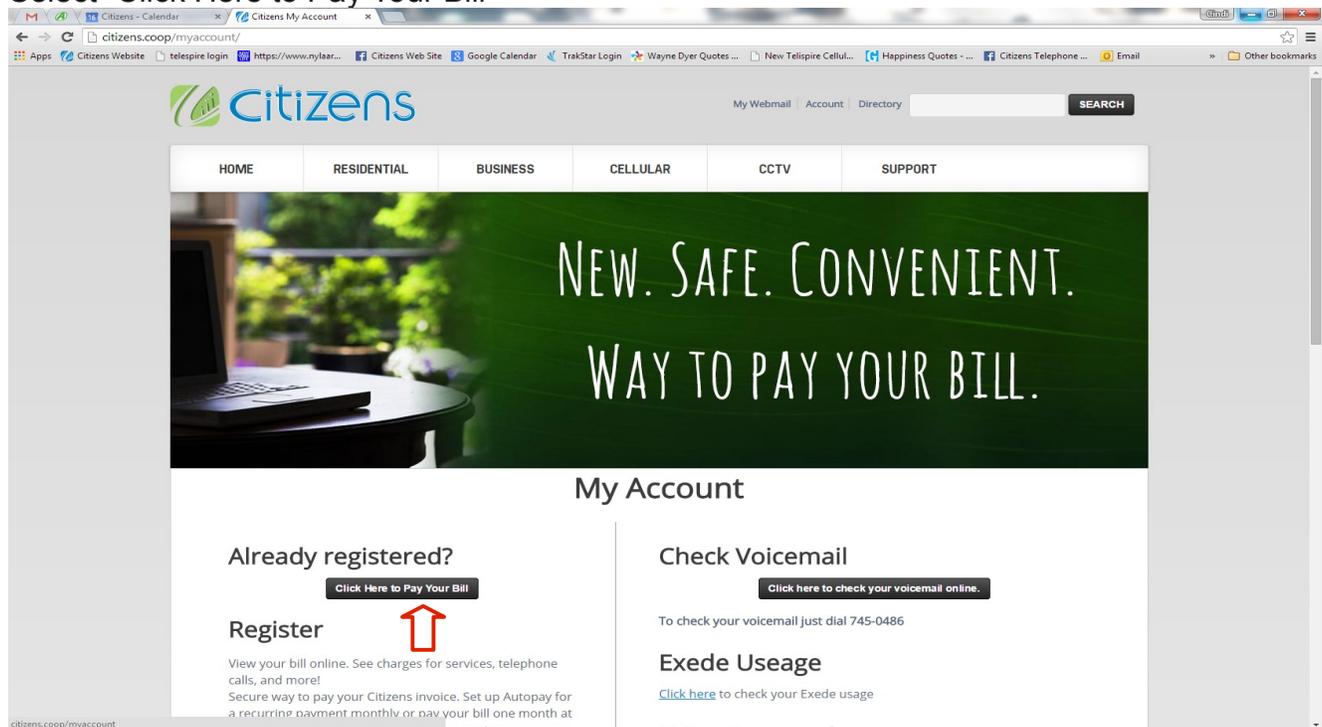
STEP 2

Click on "Account"



STEP 3

Select "Click Here to Pay Your Bill"



STEP 4

If already registered, enter log in and password. If not registered, click here

https://mycitizens.cdg.ws/mai Customer Login

File Edit View Favorites Tools Help

PHONE SYSTEM Docushare CART Citizens Website User Mgt TIMESHEET BROWNILOCKS HSA Dental FINEST QUOTES Did you know FUNFACTS IDEASTAGE

citizens
Bringing it all together.

Login

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](#).

Login or Email:

Password:

CLICK ON "REGISTER"

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STEP 5

Complete the security information as follows:

https://mycitizens.cdg.ws/mai Customer Login

File Edit View Favorites Tools Help

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Registration
Security Information (Step 1 of 4)

Login Information

Please create a login for accessing your account.

Login or Email: Use your email address or any other login of your choice

Password: Minimum 7 characters with at least one uppercase letter and one special character

Confirm Password:

Lost Password Reminder

In case you forget your Login ID or password, this question and answer will allow us to send you a reminder.

Question: What is your mother's maiden name?

Answer: Type in your answer

Drop down arrow - pick your question

CLICK HERE TO CONTINUE

< Back Finish Close

STEP 6

Complete the contact information in the highlighted areas as follows – Click “Next”

The screenshot shows a web browser window with the URL <https://mycitizens.cdg.ws/mail>. The page title is "Registration" and the sub-header is "Contact Information (Step 2 of 4)". A modal dialog box titled "Contact Information" is centered on the screen. It contains the following fields and options:

- First Name: [Yellow highlighted input field]
- Middle Name: [Input field]
- Last Name: [Yellow highlighted input field]
- Email Address: [Yellow highlighted input field]
- Allow email marketing material to this email address
- Allow third-party emails to this email address

Below the dialog box, the text "Click here to continue" is displayed in red, with a red arrow pointing downwards to the "Next >" button in the dialog's footer. The footer also includes "< Back", "Finish", and "Close" buttons.

STEP 7

Enter your account information as described below, Click “Next”

The screenshot shows the same web browser window, now at "Registration" step "Account Information (Step 3 of 4)". A modal dialog box titled "Account Information" is centered on the screen. It contains the following text and fields:

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. **Located under Page No.**

Account ID: [Yellow highlighted input field]

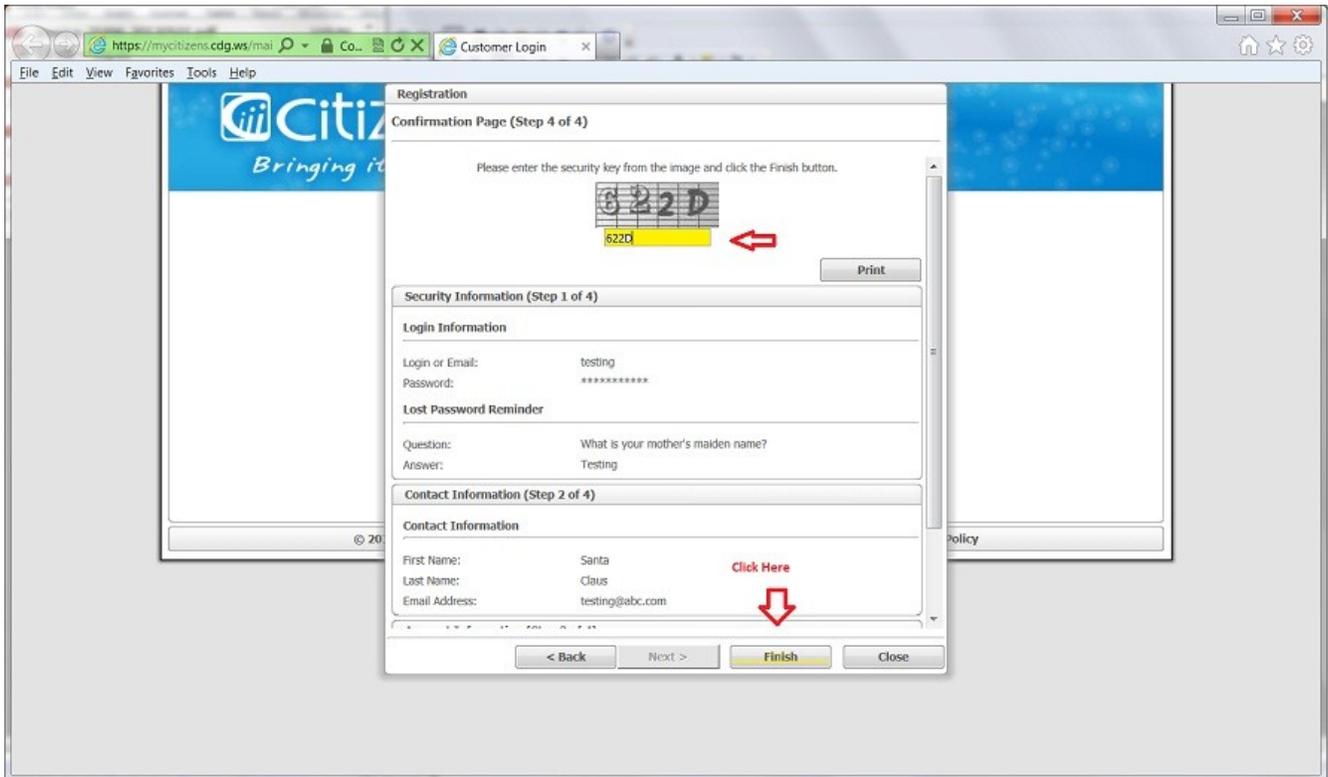
Locate your remittance tear-off on page 1 of your invoice and find the code (8 to 11 digits) below your name in the upper right-hand portion of the remittance, and enter it below. **(show me)** **If there is a space between numbers, enter the space also**

Code: [Yellow highlighted input field]

Below the dialog box, the text "Click here to continue" is displayed in red, with a red arrow pointing downwards to the "Next >" button in the dialog's footer. The footer also includes "< Back", "Finish", and "Close" buttons.

STEP 8

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



The screenshot shows a web browser window with the URL <https://mycitizens.cdg.ws/mail> and a tab titled "Customer Login". The main content area displays the "Registration Confirmation Page (Step 4 of 4)". At the top, it says "Please enter the security key from the image and click the Finish button." Below this is a security key image showing the characters "622D" on a grid, with a yellow box highlighting the "622D" and a red arrow pointing to it. A "Print" button is to the right. Below the security key is the "Security Information (Step 1 of 4)" section, which includes "Login Information" (Login or Email: testing, Password: *****), "Lost Password Reminder" (Question: What is your mother's maiden name?, Answer: Testing), and "Contact Information (Step 2 of 4)" (First Name: Santa, Last Name: Claus, Email Address: testing@abc.com). A red arrow points to the "Finish" button in the bottom navigation bar, which also contains "< Back", "Next >", and "Close" buttons.

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.

THE EMAIL WILL LOOK LIKE THIS:



Please click on the following link to complete the registration to the Citizens E-Care product:

https://mbs.cdg.ws/modularity/v031500/main/ecar/m_ecar_confirm_user.php?lg=cmloftin@swva.net&cid=0210&key=3554c12e8db0bc0ba235b57ef9379ce3