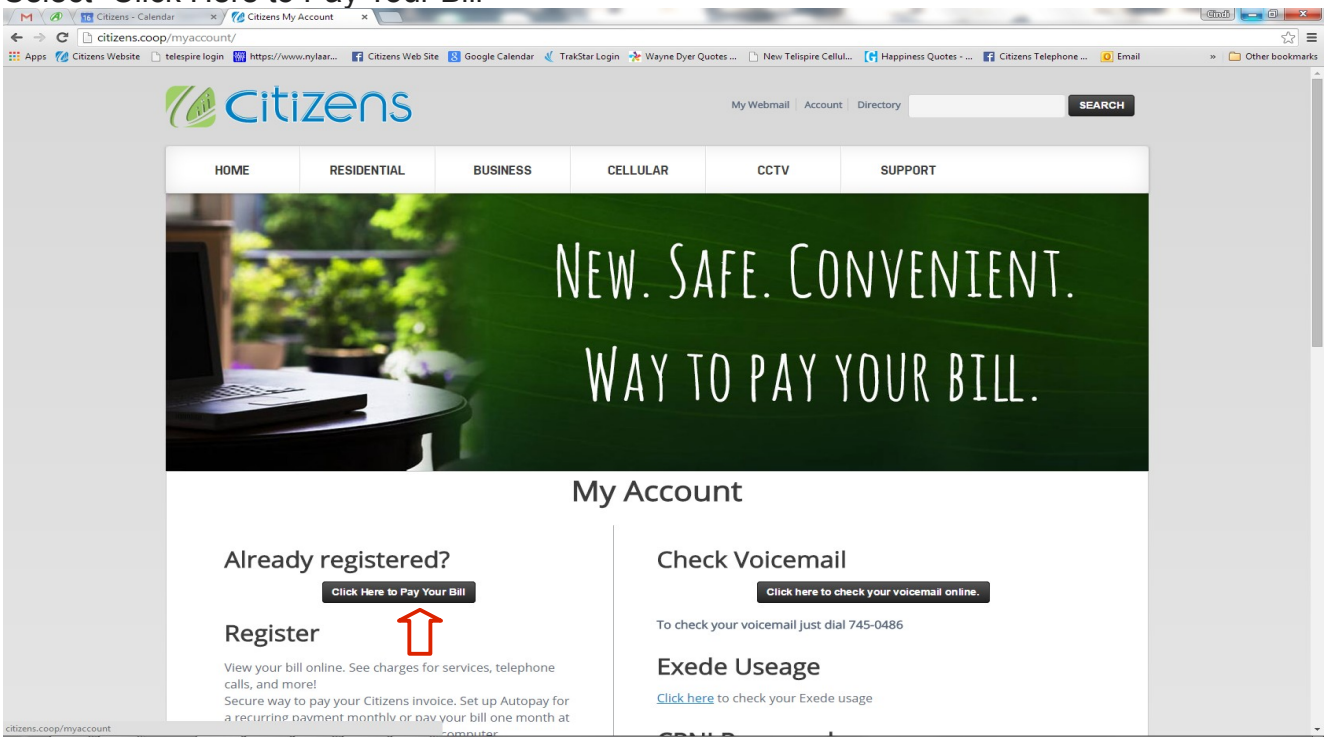
CITIZENS E-CARE REGISTRATION INSTRUCTIONS

STEP 1
Go to Citizens home page at www.citizens.coop

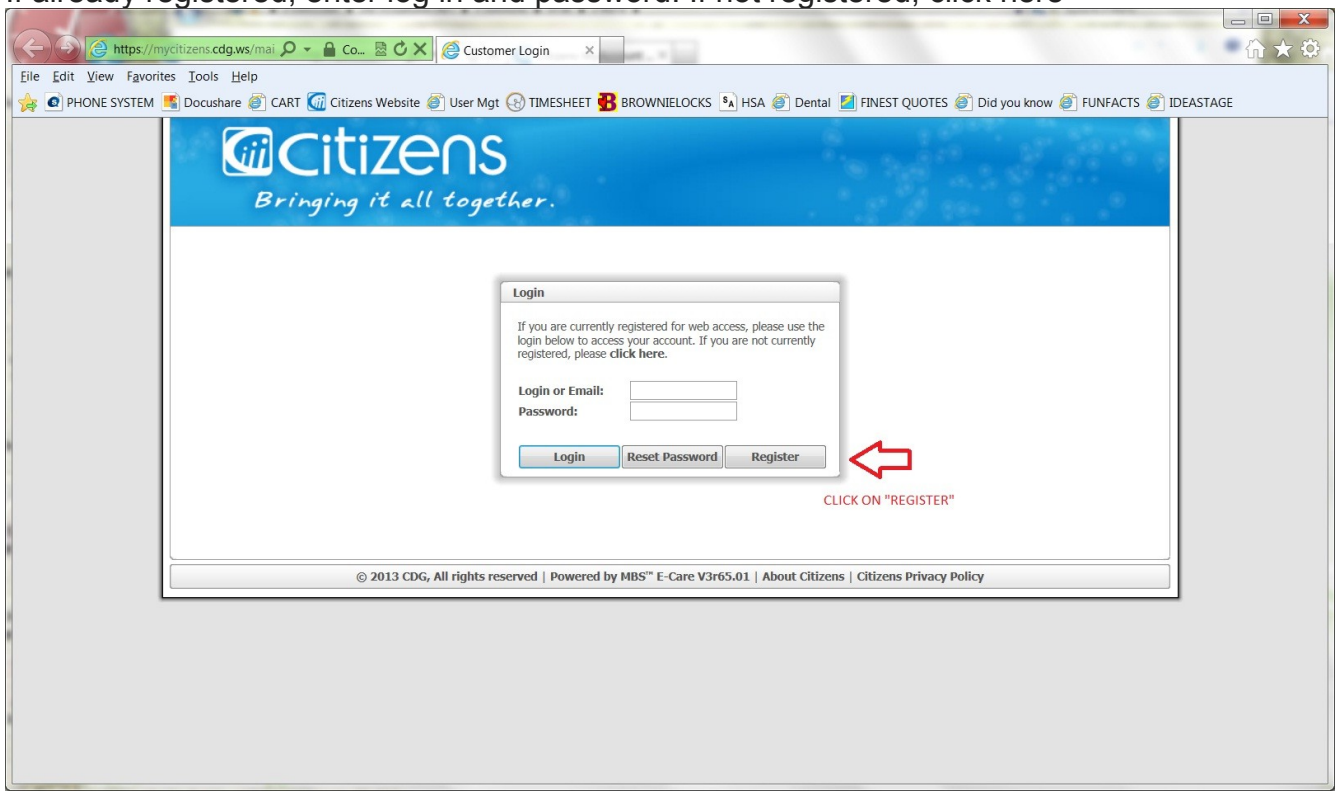
STEP 2
Click on "Account"

STEP 3
Select "Click Here to Pay Your Bill"



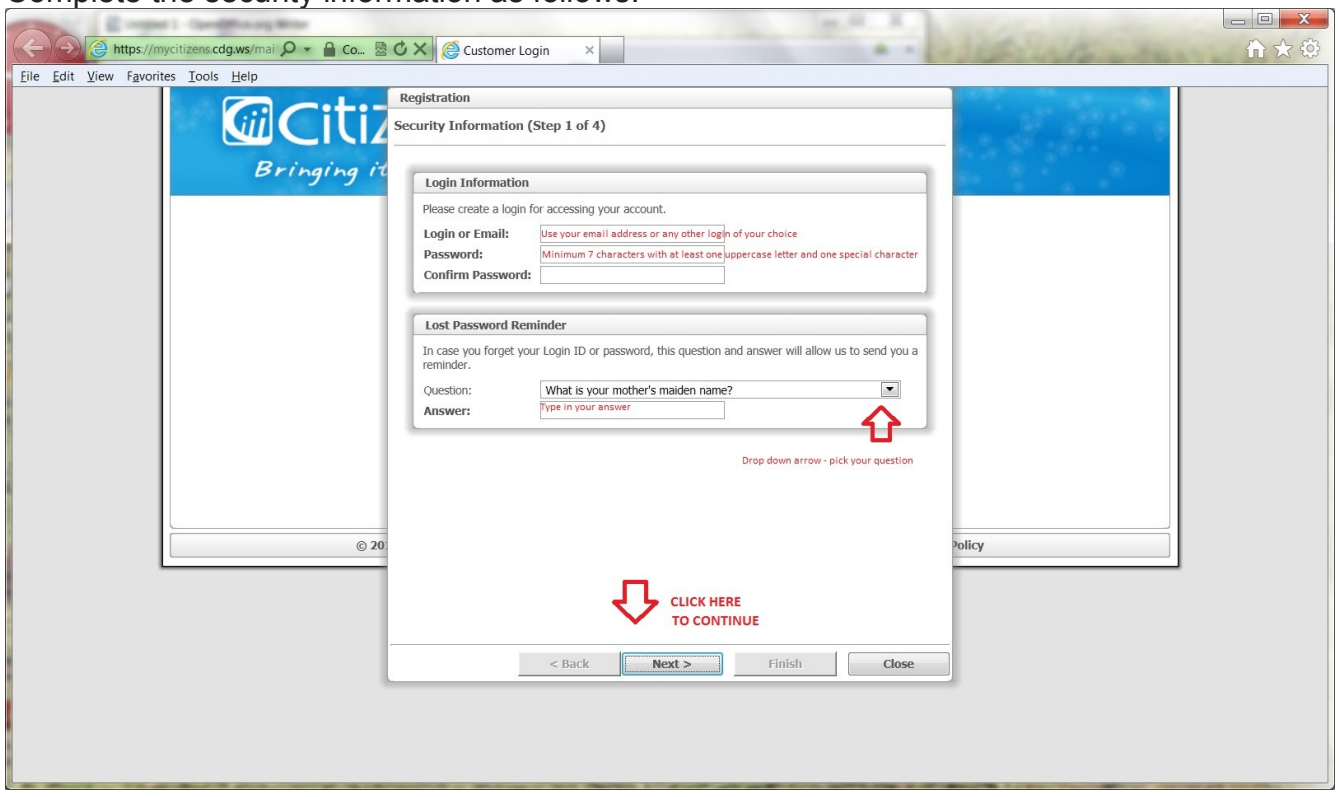
STEP 4

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

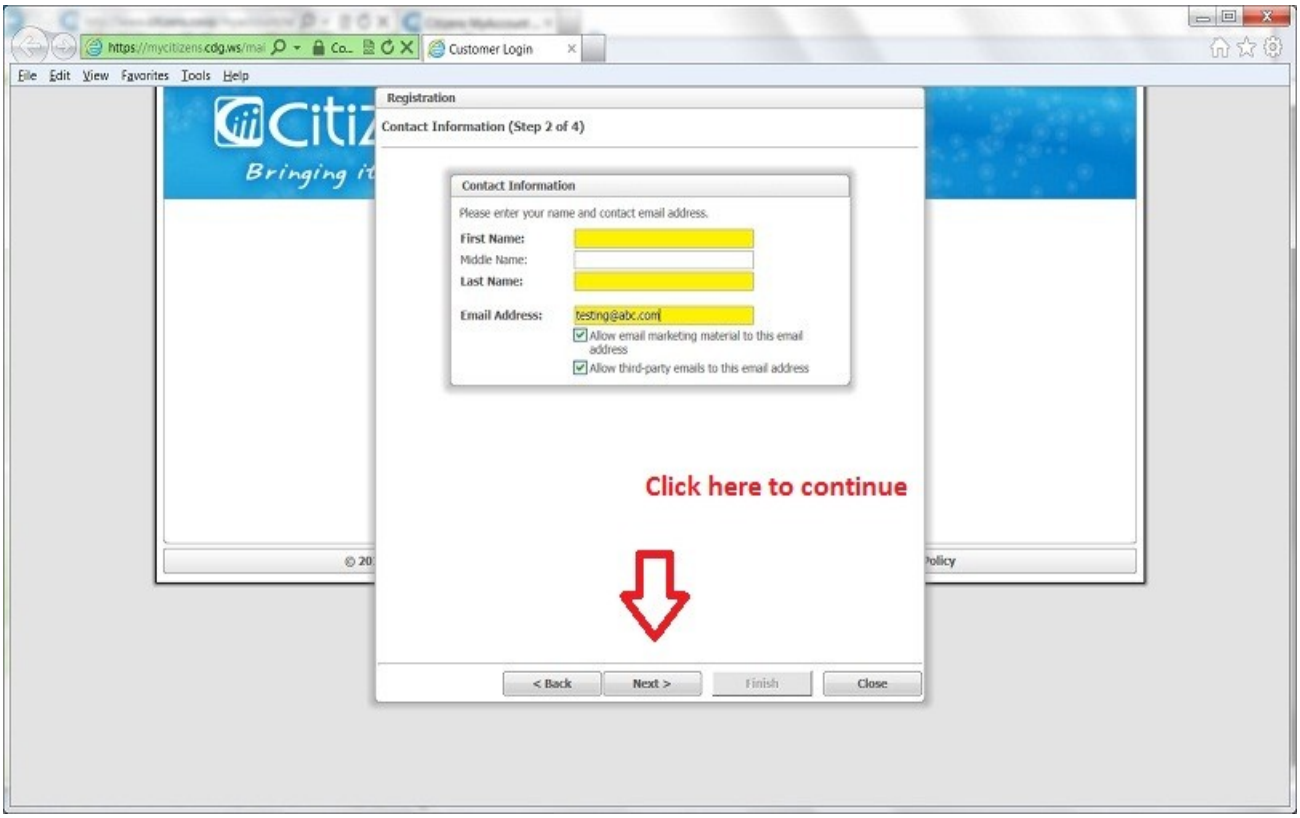


STEP 5

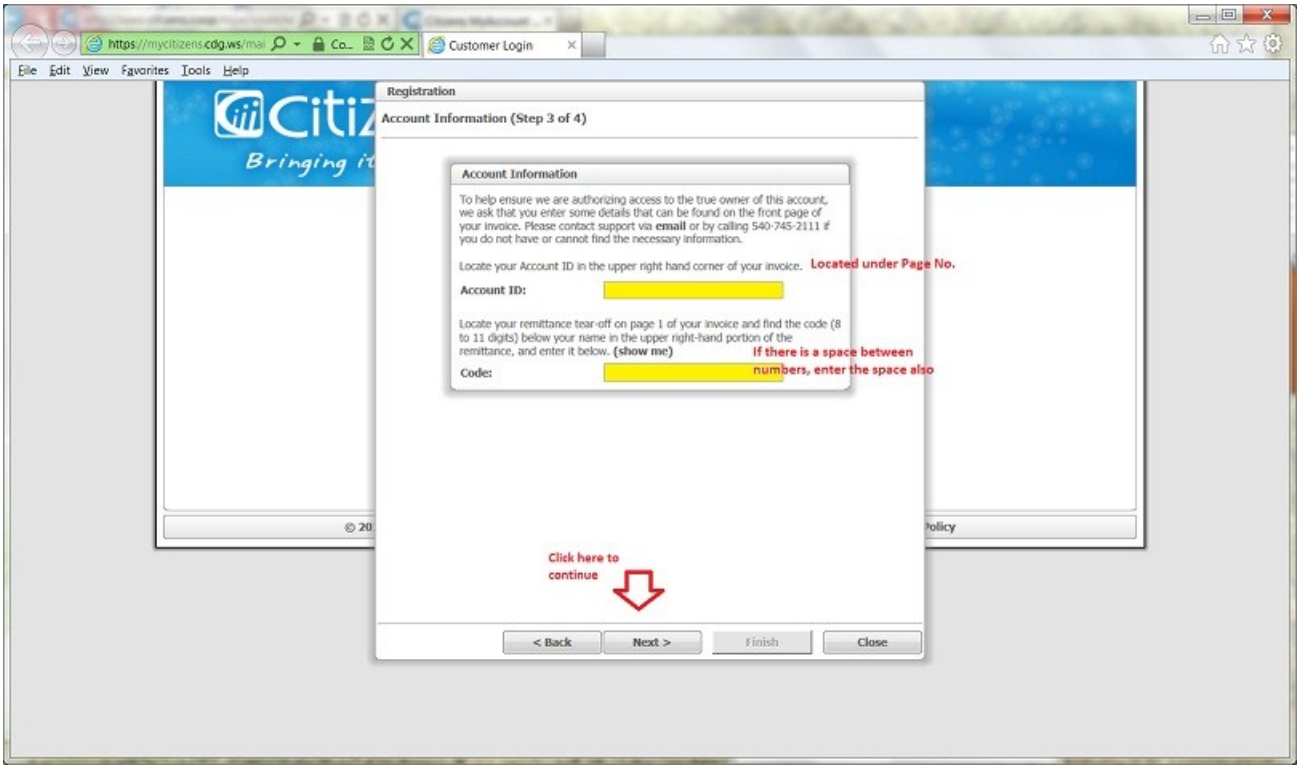
Complete the security information as follows:



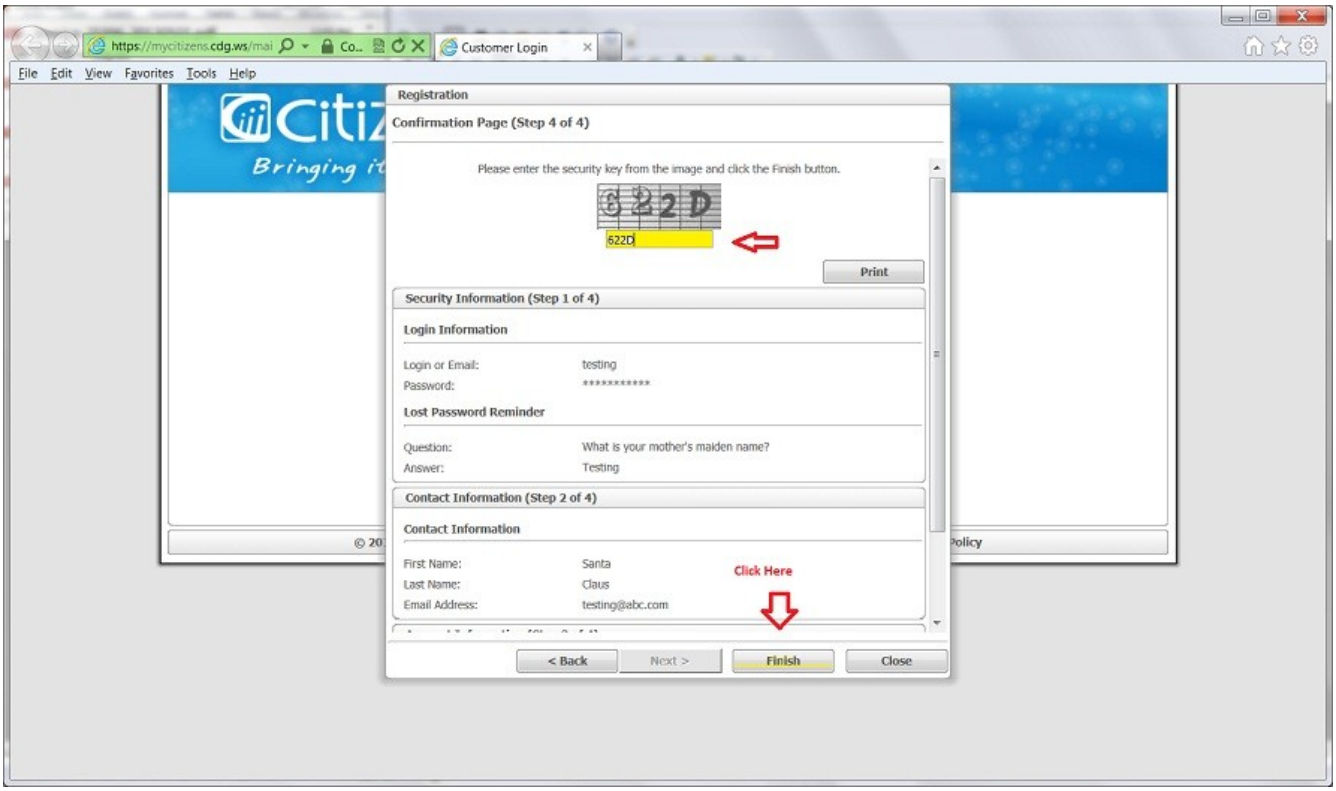
STEP 6
Complete the contact information in the highlighted areas as follows – Click “Next”



STEP 7
Enter your account information as described below, Click “Next”



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.



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