

STEP 1:

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

STEP 2:

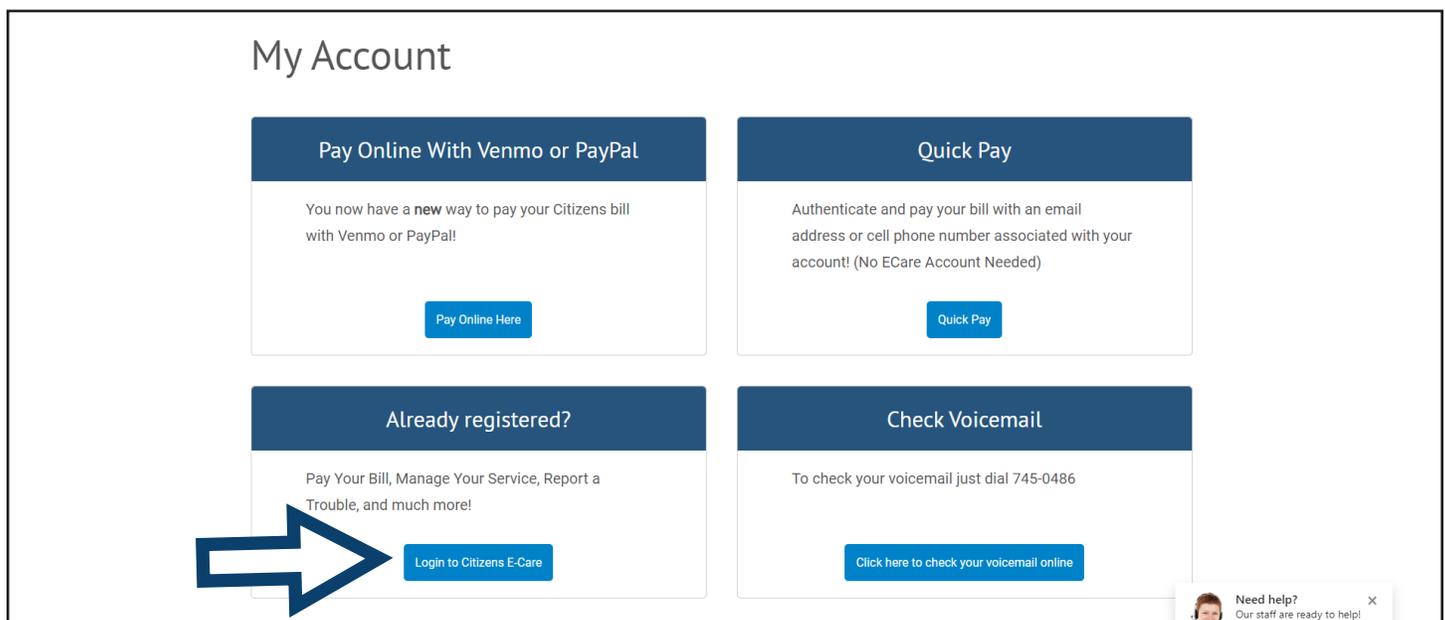
Click on "My Account"



The screenshot shows the Citizens website home page. At the top, there is a navigation bar with links: My Webmail, Spam Dashboard, My Account, My Phone, Directory, Contact Us, and Apply Here. Below this is a secondary navigation bar with links: Residential, Business, and Support. The main content area features a large banner for "INTERNET" with a blue arrow pointing to the word. The banner text reads: "It's all about Connection. Fast Reliable Internet with WiFi for the entire home. Fiber optic services offering Gigabit speed to the home with uninterrupted Data Plans that are measured just right for all the devices in your home." A blue button labeled "Find out more!" is positioned below the text. Below the banner is a horizontal menu with icons for Internet, Television, Telephone, Business, and Support. At the bottom of the page, there is a section titled "A few words about us" with a link "Welcome to Citizens!". To the right, there is a banner for "CITIZENS 1ST CRUISE IN" with an American flag graphic. A "Need help?" chat bubble is visible in the bottom right corner.

STEP 3:

Select "Login to Citizens E-Care"



The screenshot shows the "My Account" page. The page title is "My Account". There are four main sections, each with a blue header and a white body. The first section is "Pay Online With Venmo or PayPal" with a blue button "Pay Online Here". The second section is "Quick Pay" with a blue button "Quick Pay". The third section is "Already registered?" with a blue button "Login to Citizens E-Care" and a blue arrow pointing to it. The fourth section is "Check Voicemail" with a blue button "Click here to check your voicemail online". A "Need help?" chat bubble is visible in the bottom right corner.

STEP 4:

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

citizens
citizens.coop

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: (case-sensitive)

Password:

Login Reset Password Register

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STEP 5:

Complete the security information as follows:

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Security Information (Step 1 of 4)

Login Information

Please create a login for accessing your account.

Login or Email:

Password:

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:

Answer:

< Back Next > Finish Close

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Click here to continue

STEP 6:

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

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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

[< Back](#) [Next >](#) [Finish](#) [Close](#)

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STEP 7:

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

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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:

[< Back](#) [Next >](#) [Finish](#) [Close](#)

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The first set of numbers under your name on the remittance tear-off is the code you will need. If there is a space between numbers, enter the space.

Please detach and remit with your payment

Customer Name	12010311	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

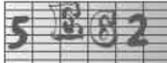
First Name: John
Last Name: Doe
Email Address: testing@abc.com
Allow email marketing: Yes

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. 

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.**