Frequently Asked Questions

How do I enroll in Online Banking?

- Visit www.citizensmn.com and click on 'Enroll'. Fill out the requested information and submit your application. Applications will be processed by a bank representative and login credentials will be securely emailed to you.

How do I sign up for additional features such as Mobile Deposit, Bank to Bank Transfer and Bill Payment?

- These features can be elected when you fill out the initial Online Banking enrollment application.
- If requesting at a later date, go to www.citizensmn.com website and click on 'Enroll'. Fill out the requested information and submit. Your request will be processed and you will be notified via email.

How can I reset my own Online Banking password?

- You can enable your account for the ability to reset your own password by completing these simple steps:
  - Login to your online banking and go to the 'Options' tab, fill in the Password Reset Question and Answer fields. Submit to save the information. You will then be able to click 'Forgot My Password' from www.citizensmn.com and follow the steps to reset your own password without having to call the bank.

What is required in the subject line in the password reset process?

- A word or phrase to help you recognize the email when it is sent to you.

How do I unlock my online banking account?

- Call Citizens Bank Minnesota at 507-354-3165 or 800-549-0194 Monday -Friday 7:30am-5:00pm or Saturday 8:00am-12:00pm. Once unlocked your password will revert to your 4 digit default password. If you do not know this default password a bank representative can reset your account and provide you with a new default password.

What are eStatements?

- eStatements are electronic statements customers can enroll in rather than receiving mailed paper statements. eStatements are available to view within your online banking in the 'Go! Green' tab. New and improved eStatement layout includes free check images.

How do I enroll in eStatements?

- Login to your online banking and click on 'Go! Green' tab, complete the requested Enrollment information

How often do I have to change my online banking password?

- For security purposes, you will be prompted to change your password every 90 days upon login.

Can I change my password from my app or email link?

- No. For security purposes you are required to change your password by logging in at www.citizensmn.com.

How can I change my user ID?

- Login to your online banking and click on the 'Options' tab. Under the 'Modify Login Information' section you can enter in a new Online Banking ID. Click submit to save this information.

How can I change the names of my accounts within Online Banking?

- Login to your online banking, click on the 'Options' tab, click on 'Account Options' make changes and submit. You can also drag and drop the Account Pseudo Names to rearrange the order your accounts are reflected within your Online Banking.