Online Banking Registration

Instructions for International
Personal Banking Clients

1   Go to: https://www.citynational.com/
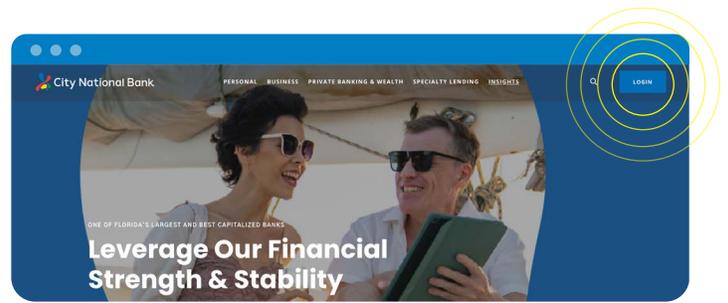
2   Click on "Login" and then "Sign Up" to be taken to the registration form.
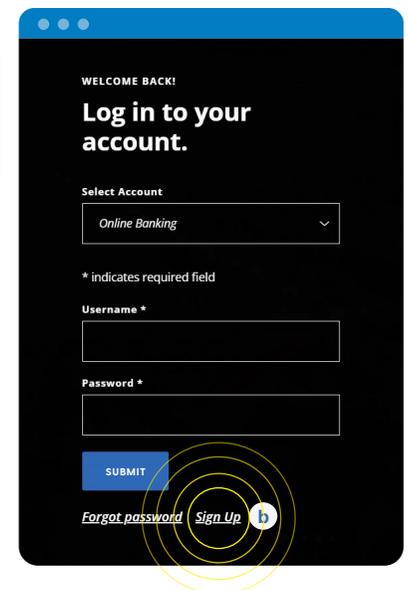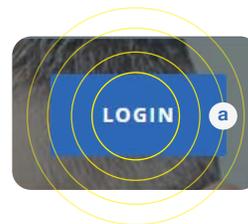
3 Choose a username and password that meet the requirements.
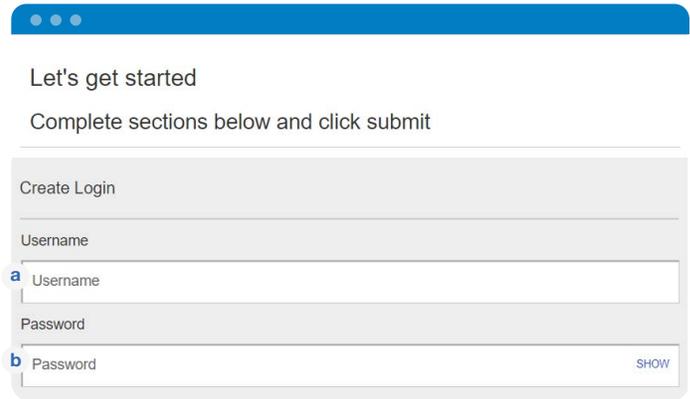
Let's get started

Complete sections below and click submit

Create Login

Username

a Username

Password

b Password   SHOW

4 Fill out the basic information that you provided when opening your account, and keeping in mind the following:

- "Date of Birth": Use the following format - Month/Date/Year
- "SSN": enter the number provided by your Banker.
- "Zip Code": enter the zip code provided by your banker.

5 Click on the following sections in the order indicated below.

  a A new page will open to show the Terms & Conditions.

  b Close this new page once you have read the information and continue with the next steps.

  c Do not close the page that contains the registration form.

b **X** I have read and accepted the Terms & Conditions of service.

You must read the OLB terms and condition in order to accept the terms and condition

a

c Complete Sign up
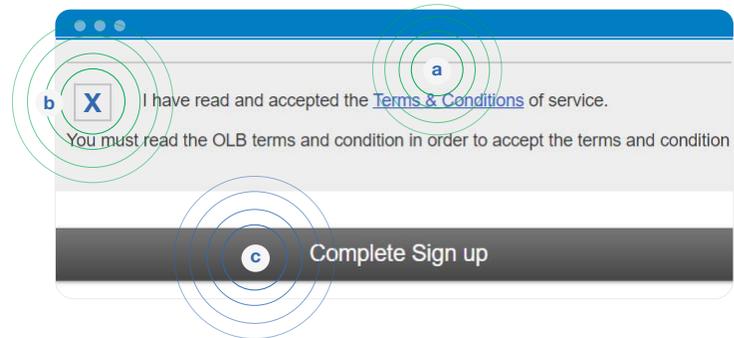
**6** If the information you submitted is correct, you will be able to proceed to next step.

If you receive a notification stating that your request is pending review, we ask that you kindly wait one or two business days to be contacted or to receive an e-mail that indicates if your request has been approved or if additional information is required.

7 Go to the website

    a Click on "Login"

    b Enter your password and username and click on "Submit"
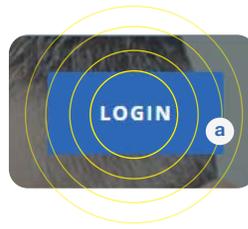
8 Choose the phone number where you would like to receive the call. Select the "Call me" option. You will receive an automated call in English with the instructions to authenticate your device:

If you are enrolling from the mobile app, you will be asked to press 1 to authenticate the device.

If you are enrolling from the website:

    a You will be provided with a six-digit code that you must enter in the appropriate field.

    b You can press "#" multiple times to repeat the code.

    c Click on the "Yes" option to register the device and you will be all set.

9 Once you have access, please enable the "Online Statements" option to receive bank statements and documents electronically.

    a Click on "Online Statements."

    b Review the Online Statements disclosure.

    c Click on "Continue."

10 We recommend downloading our app from Google Play Store™ [1] or Apple App Store™ [2].
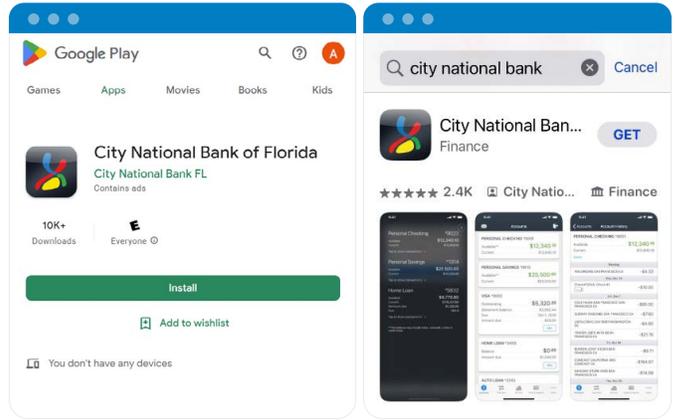
11 Lastly, we recommend installing Google Authenticator™ [3] or Microsoft Authenticator™ [4] to verify your online banking account, which allows you to authenticate or register new devices from anywhere.

This tool is especially useful when you are traveling, live overseas, want to authorize other devices or when your computer's cookies are deleted.

- You can find Google Authenticator™ [3] and Microsoft Authenticator™ [4] on Google Play Store™ [1] or the Apple App Store™ [2].
- To find more information about how to connect Google Authenticator™ [3] or Microsoft Authenticator™ [4] to our online banking, click on the following link: Setting up your Authenticator App for Online Banking

12 If you have any questions, please do not hesitate to contact our online banking department by calling 305-448-6500 or 1-833-985-0715.