

How do I log into Digital Banking for the first time?

1 For desktop, click Log In and select First Time Log In. For mobile, select New User Log In from the login box.

	Welcome Back	Login ID		
	LOGIN TYPE	Password	Password	
	First Citizens Digital Banking	Rem	ember me	
	ID*	Forgot pa	Forgot password?	
	Password*	New User Log In		
	Enroll Now Eargot ID / Password?	Log In		
	Log In	Biometrics	Passcode	
	First Time Log In	Privacy & Security Sig	n Up Forgot Login ID?	

2 Enter your Login ID

🚝 First Citizens Bank	
Please enter your Login ID to create your password	
Back Submit	_

3 You will be prompted to receive a Secure Access Code to your available options. If you do not have any options listed or your available options are no longer accurate, please visit your local branch or give us a call at 888-FC DIRECT or 888-323-4732. Customer services reps available 8 am to 9 pm ET Monday-Friday and 8 am to 8 pm Saturday-Sunday.

🚝 FirstCitizensBank	
Please select your preferred method to receive a one-time secure access code. You will need this code to access your account(s).	
E-mail : john.XXXXX@RXX.com	
Text : (XXX) XXX-9999	
Call : (XXX) XXX-9999	
Back	

Text will come from 86434 Email will come from onlinenotify@firstcitizens.com Calls will come from 919-716-4588



4 You will need to retrieve and enter the access code.



(5) Once the access code is accepted, you will be prompted to create a password.

First Citizens Bank	Password Requirements
	Password must be between 8 and 72 characters long.
Please create your new password:	Must contain at least 1 number.
 Password Requirements: Must be between 8 and 72 characters Must contain a least 1 number Password must contain a minimum of 1 lower case characters. 	Password must contain a minimum of 1 lower case characters.
 Password must contain a minimum of 1 upper case characters Password must contain a minimum of 1 special characters. Password may not be the same as last 	Password must contain a minimum of 1 upper case characters.
6 passwords. • May not be the same as current password	Password must contain a minimum of 1 special character.
New Password	
Confirm New Password	
Back Submit	

If the password is not meeting a requirement, the missing requirement will be stated above the password fields.

Example 1

Example 2

差 First Citizens Bank	🗲 First Citizens Bank
Please create your new password:	Please create your new password:
 Password Requirements: New Password and Confirm New Password must match 	 Password Requirements: Password must contain a minimum of 1 special characters.
New Password	New Password
Confirm New Password	Confirm New Password
Back Submit	Back Submit



6 Once you have set your password, you will need to review and accept the disclosures.



7 You will now be prompted to register or not to register your device.

You should only register if you are logging in from a device you are planning to use regularly.

