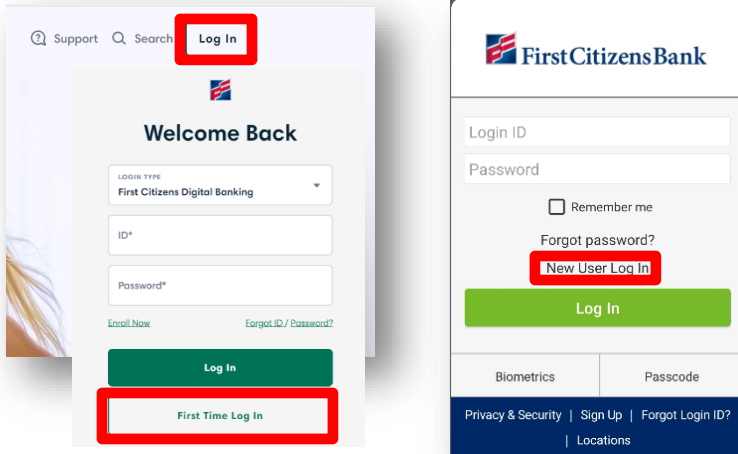
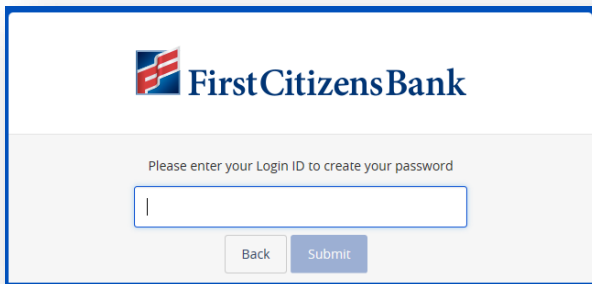


How do I log into Digital Banking for the first time?

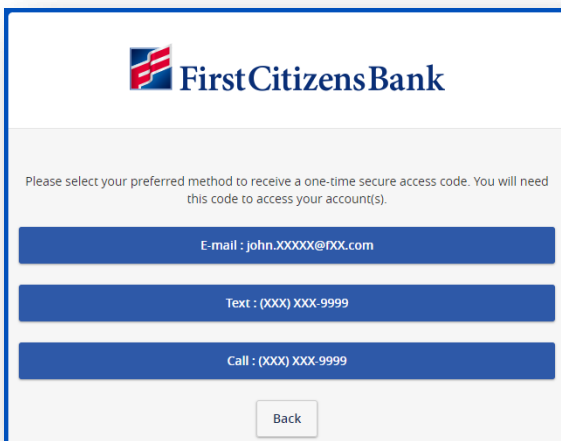
① For desktop, click Log In and select First Time Log In. For mobile, select New User Log In from the login box.



② Enter your Login ID

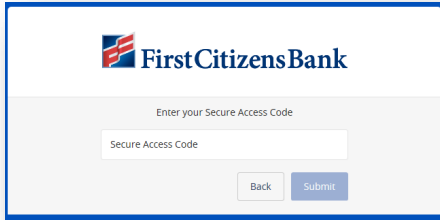


③ You will be prompted to receive a Secure Access Code to your available options. If you do not have any options listed or your available options are no longer accurate, please visit your local branch or give us a call at **888-FC DIRECT** or **888-323-4732**. Customer services reps available **8 am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

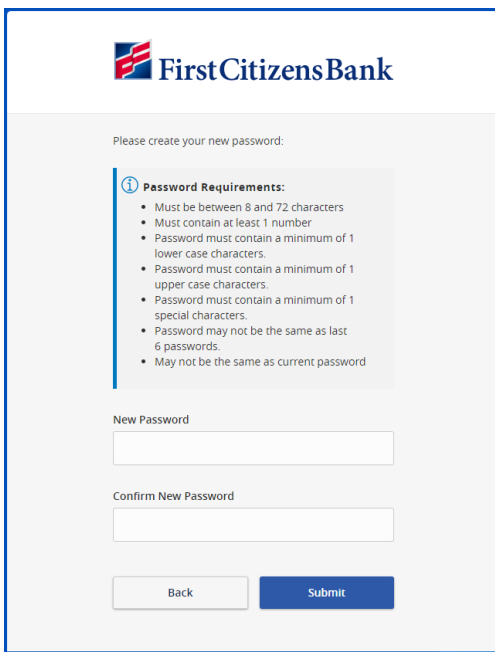


Text will come from **86434**
Email will come from **onlinenotify@firstcitizens.com**
Calls will come from **919-716-4588**

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.

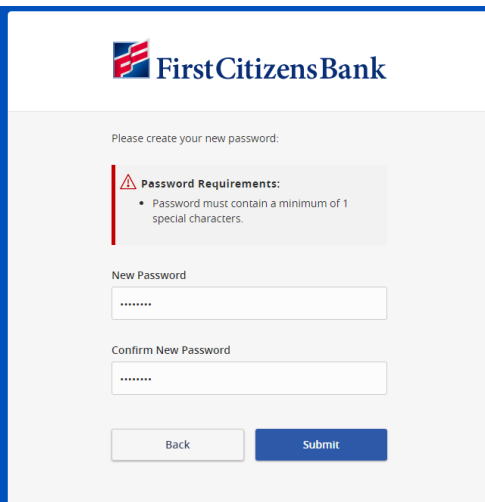
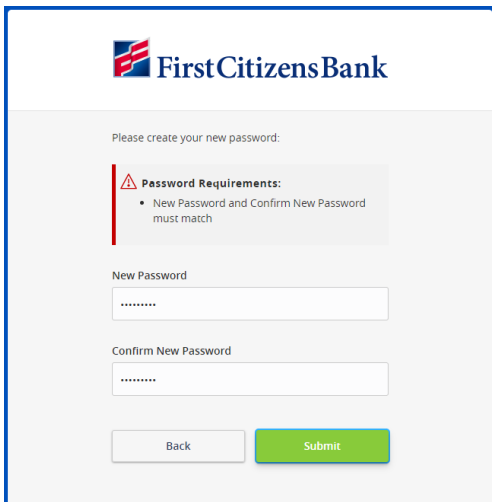


Password Requirements
Password must be between 8 and 72 characters long.
Must contain at least 1 number.
Password must contain a minimum of 1 lower case characters.
Password must contain a minimum of 1 upper case characters.
Password must contain a minimum of 1 special character.

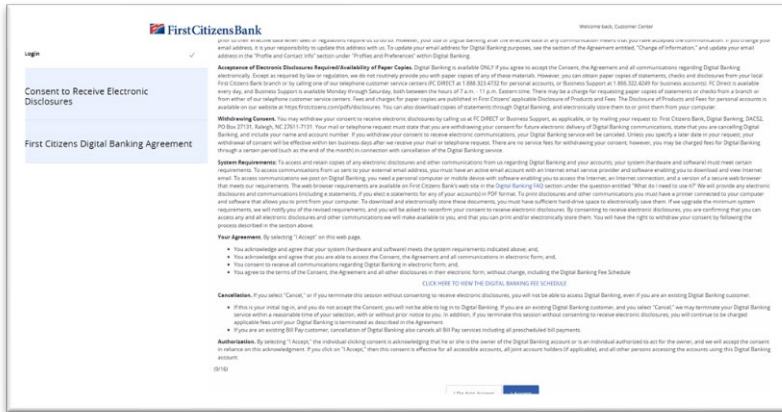
If the password is not meeting a requirement, the missing requirement will be stated above the password fields.

Example 1

Example 2



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.

