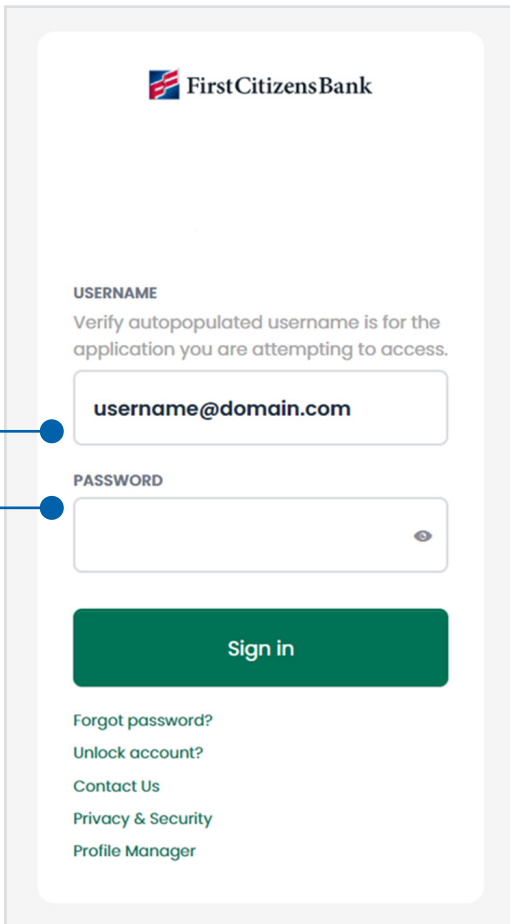


# Customer Portal Sign-Up Fact Sheet

## Table of Contents

1 Existing Customer Login	4 Choosing an Account
2 New Customer Sign-Up	5 Adding an Account
3 New Customer Verification	5 Adding an Account (continued)
3 Setting a Password	6 Adding an Account (continued)
4 Multi-Factor Authentication (MFA) Setup	

## Existing Customer Login



**1**

**First Citizens Bank**

**USERNAME**  
Verify autopopulated username is for the application you are attempting to access.

username@domain.com

**PASSWORD**

Sign in

[Forgot password?](#)  
[Unlock account?](#)  
[Contact Us](#)  
[Privacy & Security](#)  
[Profile Manager](#)

- 1** Log in with your email address and password here:  
<https://account.firstcitizens.com/>

## New Customer Sign-Up

**Sign Up**

1

Email Address

First Name Last Name

By clicking the "Sign Up" button you agree (1) that you or your company have an existing account(s) with us; (2) that you will use this site only for access to your account(s) and that you will not use this site for any other purpose and (3) that as the Authorized User of this account, you acknowledge that this site may contain Personal Information belonging to the accountholder(s), that the information contained herein is intended for use solely by the accountholder(s), and that allowing any other individual to use or view the information on this site may allow that individual access to accountholder Personal Information; and (4) to sign documents electronically, use electronic records, and to otherwise conduct transactions electronically through your use of this portal. You acknowledge that your electronic signature is the legal equivalent of your manual signature.

2

**Sign Up**

By creating an account, you agree to our [Terms of Use](#) and [Privacy Policy](#) and your continued use of this site is also subject to our [Terms of Use](#) and [Privacy Policy](#).

If you need to create an account, visit this page: <https://account.firstcitizens.com/>

- 1 Enter your *Email Address*, *First Name* and *Last Name* on record with us.
- 2 Click the *Sign Up* button.

**Information** ✕

**Your Sign Up request has been successfully submitted for**  
**Lastname@company.com**

Please check and respond within 7 days to your activation email from [onlinenotify@id.firstcitizens.com](mailto:onlinenotify@id.firstcitizens.com).

If you did not receive your activation email, please check your spam or junk folder.

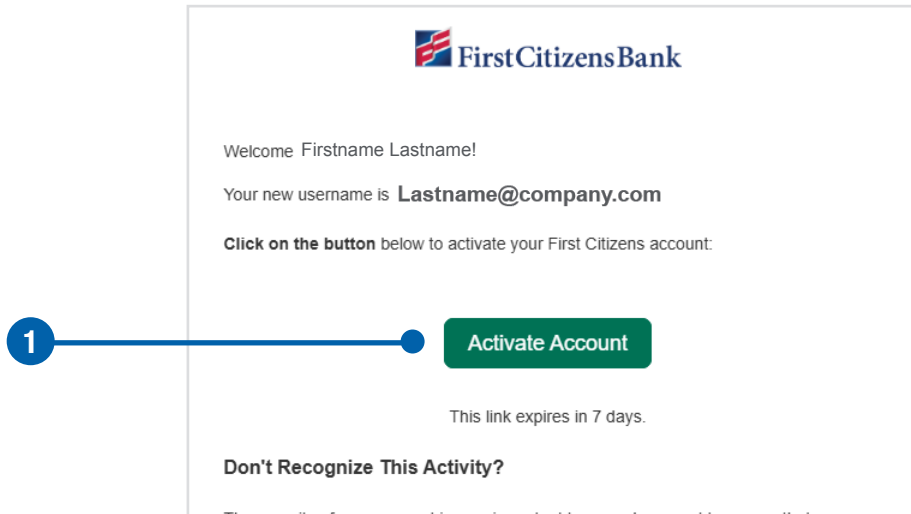
**OK**

- 3 Check your email for our message containing activation link.

### Not Receiving the activation email?

- Check your spam folders
- Check any routing rules in your mailbox
- Add [onlinenotify@id.firstcitizens.com](mailto:onlinenotify@id.firstcitizens.com) to your address book to ensure delivery
- Check with your IT department for SPAM quarantine in "Message Hygiene/Anti-SPAM" products (Cisco, Proofpoint, Mimecast, Google, etc) that maintain quarantine emails.
- Check with your IT department to consider "whitelisting" our "From address": [onlinenotify@id.firstcitizens.com](mailto:onlinenotify@id.firstcitizens.com); [Myaccount@firstcitizens.com](mailto:Myaccount@firstcitizens.com)

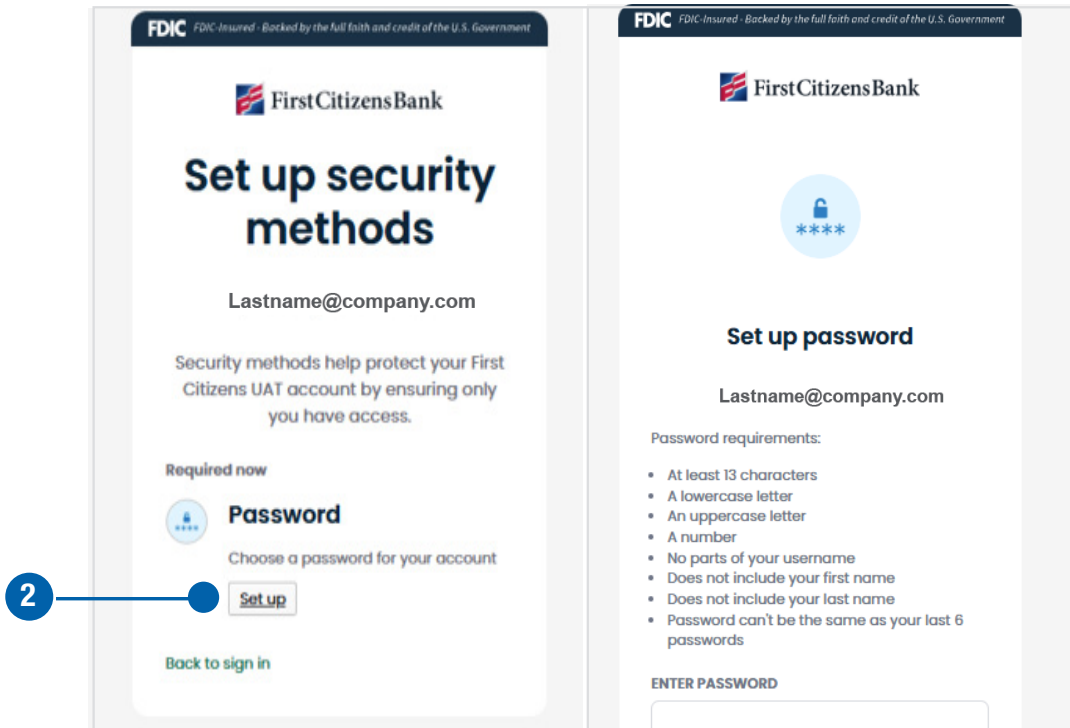
## New Customer Verification



For your privacy and security, you will need to click your unique activation link to activate your account.

- 1 Locate this email, and click the link to activate your account

## Setting a password



- 2 Create a secure password, and click the Next button


## Multi-Factor Authentication (MFA) Setup

Each time you visit your Customer Portal, you will be prompted to log in using Multi-Factor Authentication, or MFA, for an extra level of security. You have three options for authentication – SMS/Voice, Google Authenticator or OKTA Verify.


### Phone Authentication for Text Message (SMS) or Voice Call

1. Select Set up under Phone Authentication.
2. Select SMS or Voice Call.
3. Select a Country from the drop-down list.
4. Enter your mobile device or voice call phone number. Click Receive a code via SMS or Voice Call.
5. Enter the code sent to your mobile device or phone call in the Enter Code field and click Verify.
6. Phone Authentication registration is complete.

### Google Authenticator

1. Select Set up under Google Authenticator.
2. Select your Device type.
3. Download Google Authenticator  from Apple App Store (iPhone) or Google Play (Android). Then click Next.
4. Launch Google Authenticator app on your mobile device and tap the + icon.
5. Enter the code sent to your Google Authenticator app in the Enter Code field and click Verify.
6. Google Authenticator registration is complete.

### Okta Verify

1. Select Set up under Okta Verify.
2. Select your Device type.
3. Download Okta Verify  from Apple App Store (iPhone) or Google Play (Android). Then click Next.
4. Launch Okta Verify app on your mobile device and tap Add an Account.
5. Scan QR code using your mobile device.
6. Okta Verify registration is complete.

## Choosing an Account

2

ACCOUNT SET UP

### Choose Type of Account

#### Equipment Finance

If you financed equipment through First Citizens (formerly CIT), you can access your account here. We recommend you locate your application number or contract number before starting this process.

Contract or Application Number

Format: DCC followed by a dash and seven numbers: eg. DCC-1234567  
Where: Top right-hand side of the Agreement Document [Find this](#)

OR

Format: 13 Digits in the format xxx-xxxxxxx-xxx  
Where: On your invoice on the right of the Details Section, above the asset description [Find this](#)

[Next](#)

#### Commercial Services

If you owed money to a supplier but have now been asked to pay back funds to CIT Commercial Services, [begin here](#) to see the full list of Invoices payable to CIT. This may also be called "Factoring".

- 2
  - If you have a DCC Number (DCC-1234567) enter your DCC number where it states 'Contract or Application Number'
  - This can be found in the top right-hand side of your Agreement Document.
  - If you have your 13-digit contract number in format XXX-XXXXXXX-XXX enter your contract where it states 'Contract or Application Number'

## Adding an Account

**Set Up Your Account**  
**Add Account**

Please provide the following information to access your account details.

1 DCC Number [Find this](#)

2 Federal Tax ID [Find this](#)

3 Billing Zip Code

**Submit**

By clicking the "Submit" button you agree (1) that you or your company have an existing account(s) with us; and (2) that you will use this site only for access to your account(s) and that you will not use this site for any other purpose. (3) that as the Authorized User of this account, you acknowledge that this site may contain Personal Information belonging to the accountholder(s), that the information contained herein is intended for use solely by the accountholder(s), and that allowing any other individual to use or view the information on this site may allow that individual access to accountholder Personal Information.

**Customer Service**

**Other ways to get help**  
Call: 1 (888) 204-0799 | [Send Us A Message](#)

- If you entered a DCC-XXXXX or a contract number starting with 097-00000-000 on the Set Up Your Account screen, the below screen will appear. You should enter your DCC number, Fed Tax ID, and billing zip as instructed.
- If you did not register using a DCC Number or contract starting with 097-XXXXX-XXX, please proceed to next steps

## Adding an Account (continued)

**Set Up Your Account**  
**Add Account**

Please provide the following information to access your account details.

4 Customer Account Number [Find this](#)

5 Contract Number

6 Billing Zip Code

**Submit**

By clicking the "Submit" button you agree (1) that you or your company have an existing account(s) with us; and (2) that you will use this site only for access to your account(s) and that you will not use this site for any other purpose. (3) that as the Authorized User of this account, you acknowledge that this site may contain Personal Information belonging to the

**Customer Service**

**Other ways to get help**  
Call: 1 (888) 204-0799 | [Send Us A Message](#)

- If you enter any other Equipment Finance First Citizen's Bank contract number on the Set Up Your Account screen, the above screen will appear. You should proceed with entering your contract number, customer number (CCAN), and billing zip.
- If you need helping locating this info click on the Find This hyperlink for additional guidance.
- The portal will verify your information that you've entered, and the below screen will appear where you select if your role is an owner, executive, or account payable.

## Adding an Account (continued)

The screenshot shows a web form titled "Set Up Your Account" with a sub-heading "Add Account". Below the heading, there is a question: "Just one last follow-up question. Please tell us your role at Pure 111, LLC." followed by a green question mark icon and the text "Why do we need this information?". There are three radio button options: "I am an owner of the company." (which is selected), "I am an executive for the company.", and "I work in accounts payable for the company.". A green button labeled "Connect Business Role" is positioned below the options. On the right side of the form, there is a grey box containing a "Customer Service" icon and text, and below it, "Other ways to get help" with links for "Call: 1 (888) 204-0799" and "Send Us A Message".

- Once you select your role, you should have a message appear indicating your portal account has been set up.

The screenshot shows a success message on a dashboard. At the top, it says "My Companies > Pure 111, LLC". The main message is "Success! Accounts are connected." with a close button (X) on the right. Below this, it says "Found contracts are now visible. If any have been missed, please add them manually by selecting Add More below." and "If you have questions, please contact [customer service](#)." At the bottom, it says "Still have accounts you don't see here?" and a green button labeled "Add More".

**Congratulations! Your account should now be visible on the dashboard.**

**NOTE:** If your contract is paid off and older than 1-2 years, the contract may not be displayed. If this happens, add a current contract if possible.