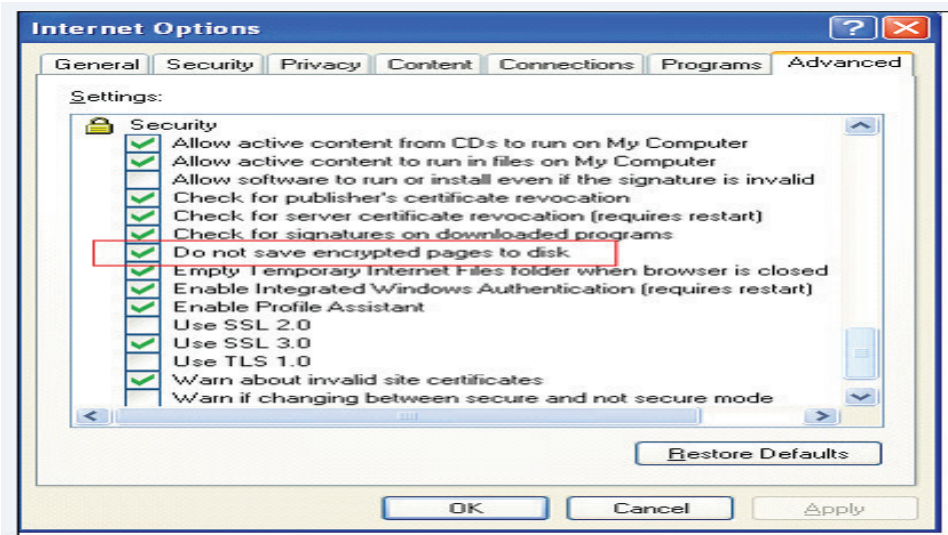# CITIBANK ONLINE REGISTRATION PROCESS

COMPUTER CONFIGURATION

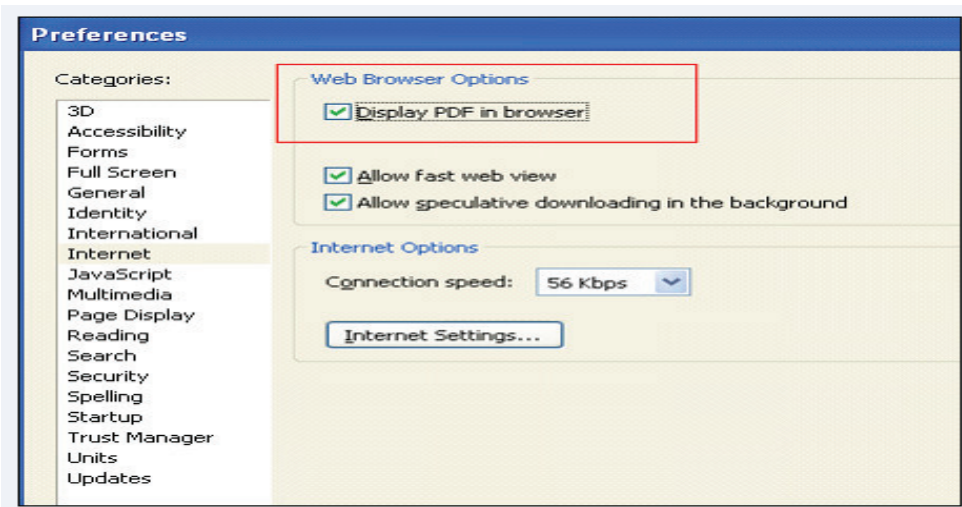You must ensure the following settings are on your computer before proceeding.

1. **Internet Explorer Configuration**

Go to Internet Explorer/Tools/Internet options/Advanced/Security and check option
      " Do not save Encrypted pages to disk "

2. **Adobe Acrobat Configuration**

Go to Edit/ Preferences / Internet, and check the option:
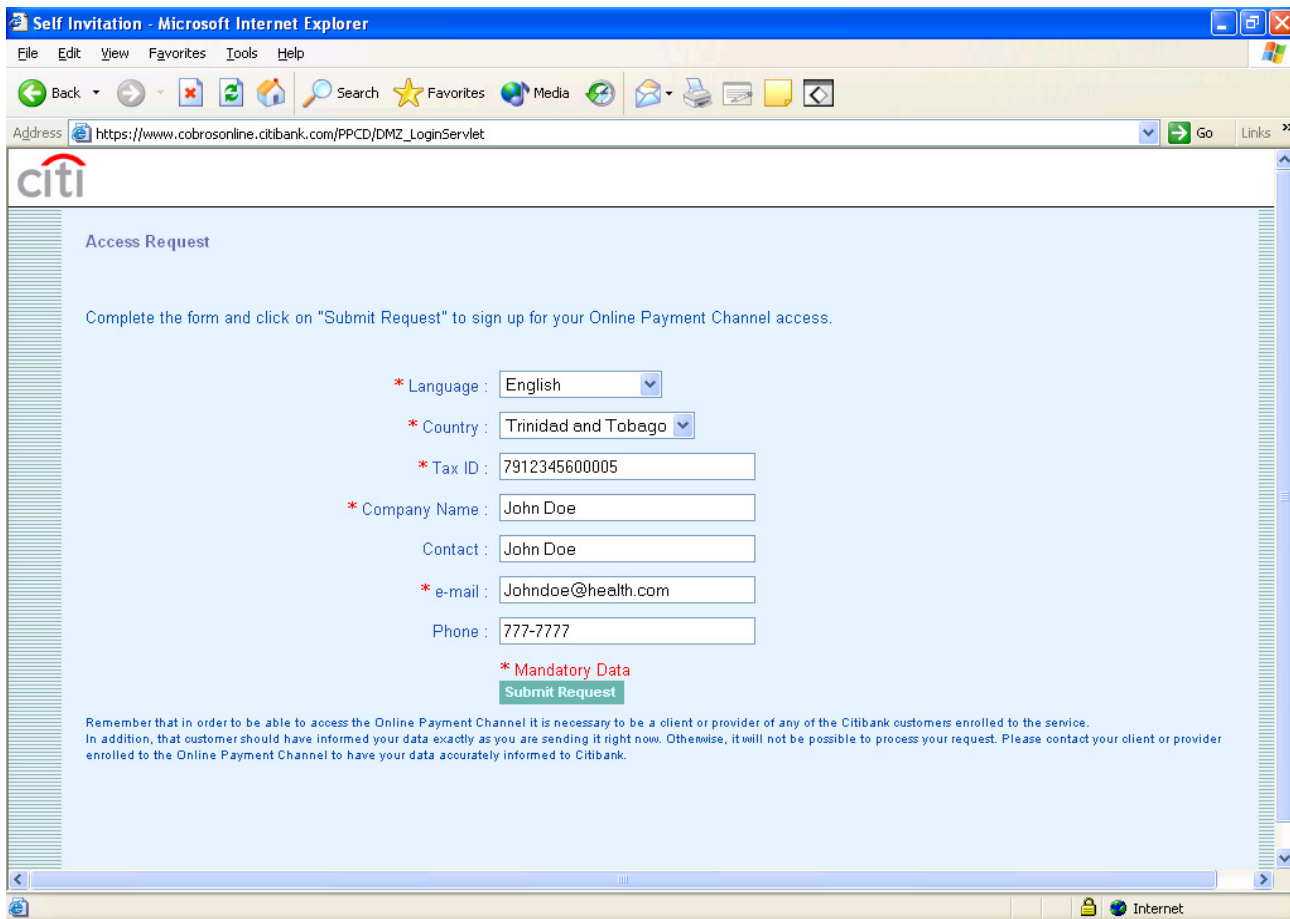   "Display PDF in Browser"

REGISTRATION PROCESS

To register for the service, fill out the following fields:

1. Language: (English)

2. Country: (Trinidad and Tobago)

3. Tax ID: This is your Telephone Account Number (this is located at the top right hand corner of your bill. E.g. 79/123456/0000/5) It has 13 digits. Enter the account number without any dashes or spaces E.g. 7912345600005

4. Company Name: Please enter the name as on your telephone bill

5. Contact: Contact name

6. Email address: Your email address

7. Telephone: Your telephone number

After completing the fields click on **"Submit Request"**

With in **twenty-four hours** you will receive an email from Citi Connect with further instructions to complete the registration process.

You will receive two emails inviting you to create a User Name / ID

1. Log on to the link in the email provided

2. Language "English"

3. Create your own User Name / ID

4. Enter the password by combining the two part key codes from the email sent

5. Click on **"Submit"**

A screen will appear to enter your Personal Information

1. You will create your own easy to remember password (this must be 6 to 8 characters including one (1) numeric number

2. Create your own security questions and answers which will be used to reset your password in the future

Click on **"Submit"** after completing the fields. Once registration is completed successfully, you will receive a message indicating:

> *COD REG04 – The registration process was completed successfully.*
>
> *You will receive an email advising that your "User ID" was authorized.*
>
> *Thanks for registering in Citi Connect!*

You will receive another email from Citibank confirming that your account was created

Simply follow the instructions from Citi Connect to set up your payment profile

1. Log on to the link in the email provided

2. Enter the User Name / ID and Password you created

3. Click on the drop down box under **User Management** and three (3) options would appear:

    User Information

    Payment Activation

    Operator User Administration

Click on PAYMENT ACTIVATION

Complete the Payment Method Selection

1. Bank Account Name (which is the name on your bank account)

2. Select Financial Institution

3. Select Account Type

4. Enter the Account Number (Note up to three (3) accounts can be entered)

BEFORE you click on **"Submit"** you must select the PDF to create a PDF version of the form

DO NOT CLICK on **"Submit"** before creating the PDF file

1. You **MUST PRINT** the completed Payment Application Form in the PDF format

2. Submit

3. Close the PDF Form

PLEASE NOTE: The printed form **MUST** be signed and delivered to any TSTT Customer Service Centre

A screen indicating the form was successfully created would appear indicating:

1. Form reference number (please note this number for future use)

2. The form was successfully created

3. User can then select Close

The final screen that appears indicates:

> ***"Thanks for using the New On-line Payment Channel. Please click on the "Close" button to finish your session and close this window"***

An email will be sent to you from Citi Connect with the form reference number

1. The completed form must be delivered to any TSTT Customer Service Centre at the Information Desk along with valid identification (National ID, Passport or Driver Permit) for verification

2. TSTT Customer Service Representative will verify the signature and identification presented

3. TSTT will forward the completed signed form to Citibank for processing

You will then receive monthly notifications from Citi Connect via email whenever a bill is produced so that you can make your payments on-line

Thank you for choosing TSTT and Citibank's Citi Connect Payment Service