



First Citizens

business
online

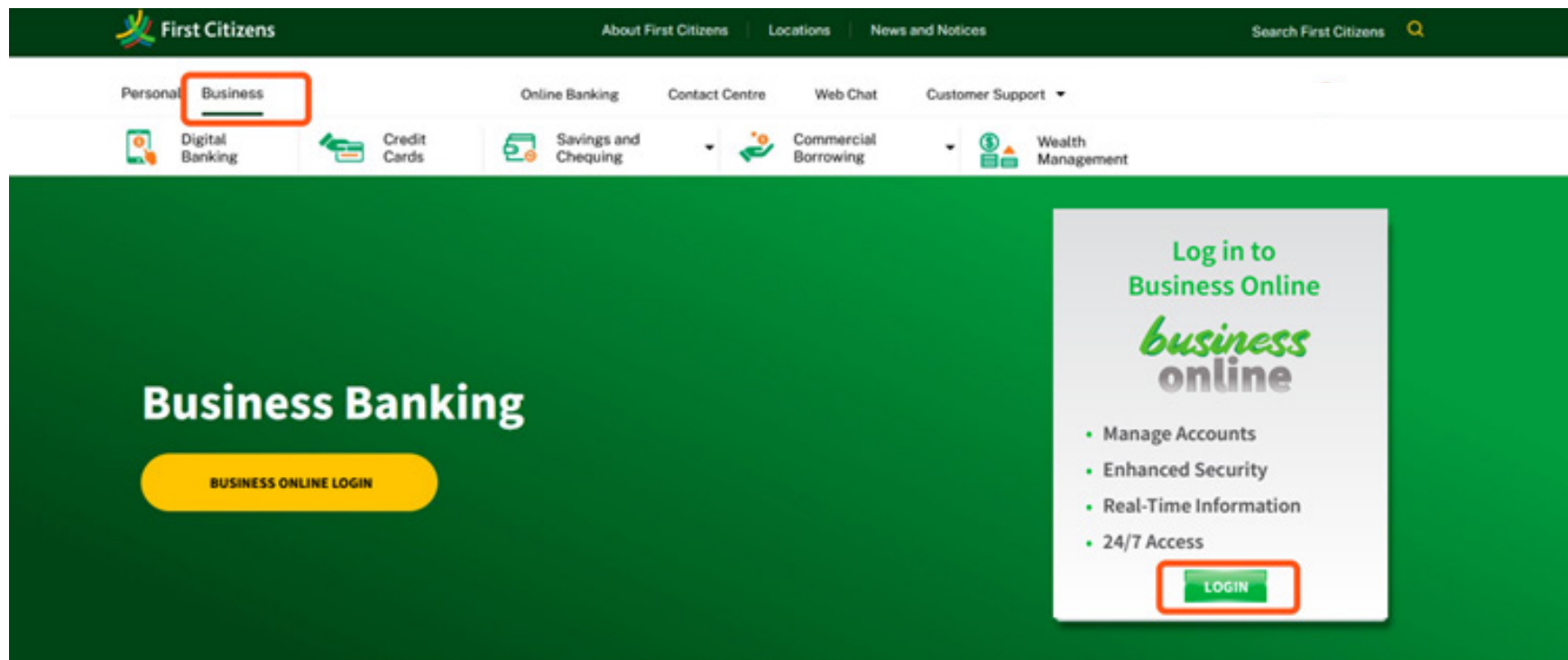
U S E R G U I D E

Forgot Password

1

Forgot Password

Access First Citizens Business Online via First Citizens website and click the “**Login**” button to proceed.



Forgot Password

1. Enter your USER ID.
2. Select “**Continue to login**” to proceed.

First Citizens | Business Online

Eng EN

Manage your business banking at any time with First Citizens Business Online

Online Banking Solution designed for Businesses

The easy, fast and secure way to manage your Business Banking!
View real-time account balances, conduct wire transfers, process salaries, pay bills, transfer funds and more.

[Click here to view our interactive demo](#)

Login to
First Citizens Business Online

User ID

CONTINUE TO LOGIN

[New to First Citizens Business Online? Register Here](#)

Terms Code of Banking Practice
Agreements | Security

Registered Office: #9 Queen's Park East, Port of Spain, Trinidad and Tobago, WI.
Tel: (868) 62-FIRST (623-4778) , Option 2; E-mail : businessonline@firstcitizenstt.com

3

Forgot Password

Select the **“Forgot Password”**.

First Citizens | Business Online

Eng EN

Manage your business banking at any time with First Citizens Business Online

Online Banking Solution designed for Businesses

The easy, fast and secure way to manage your Business Banking! View real-time account balances, conduct wire transfers, process salaries, pay bills, transfer funds and more.

[Click here to view our interactive demo](#)

Login to
First Citizens Business Online

User ID
SOPHJANE123

Password
Enter Password [Forgot Password?](#)

[Virtual Keyboard](#)

Verify Secure Access ID

 **Rose never let go**

☐ This is my secure ID

[BACK](#) [PROCEED](#)

[New to First Citizens Business Online? Register Here](#)

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4

Forgot Password

For Reference ID, select the “**No**” option.

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Forgot Password

1 of 3 | Next: Set Password

Reference ID

☒ NO ☐ YES

Customer Details

User ID

SOPHJANE123

Date of Birth

Enter Your Date Of Birth



Mobile Number

Enter Your Mobile Number

Enter your 10 - 12 digit mobile number. A Secure ID will be sent to this number via SMS

ID Proof Type

Select ID Proof Type

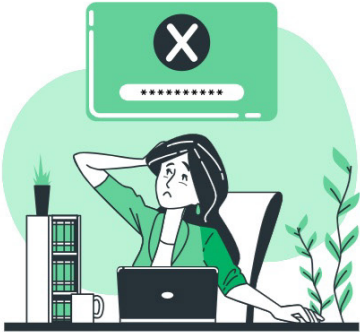


ID Proof Number

Enter ID Proof Number

BACK

CONTINUE



Forgot Password

1. Enter the required information recorded on file with First Citizens. This includes:
 - User ID
 - Date of Birth
 - Mobile Number
 - ID Proof Type
2. Click **“Continue”** to proceed.

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Forgot Password

1 of 3 | Next: Set Password

Reference ID

Customer Details

User ID
SOPHJANE123

Date of Birth
Enter Your Date Of Birth

Mobile Number
Enter Your Mobile Number
Enter your 10 - 12 digit mobile number. A Secure ID will be sent to this number via SMS

ID Proof Type ^①
Select ID Proof Type

ID Proof Number ^①
Enter ID Proof Number

Forgot Password

1. Using the password guidelines, enter a new password and confirm your password.
2. Click **“Continue”** to proceed.

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Forgot Password

2 of 3 | Next: RSA Authentication

Set Password

New Password

Enter New Password

Password Must :

☒ Have at least one lower case character

☒ Have at least one upper case character

☒ Have at least one number

☒ Have at least one special character

☒ Must start with a number

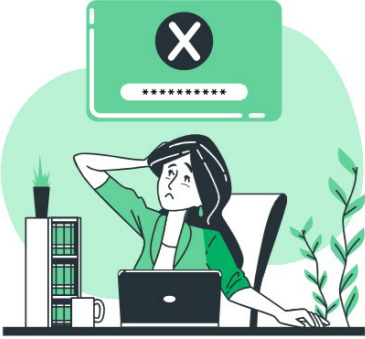
☒ Your password cannot be the same as the User ID

☒ Must not contain following characters: @.

Confirm Password

Enter Confirm Password

CONTINUE



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Forgot Password

1. Enter your response to the Adaptive Authentication question.
2. Click **“Continue”** to proceed.

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Forgot Password

3 of 3 | Next: Success

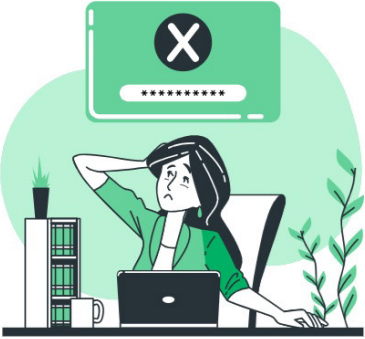
Adaptive Authentication

Enter your Answer to validation

Question - What was your favorite restaurant in college?

Enter Your Answer

BACKCONTINUE

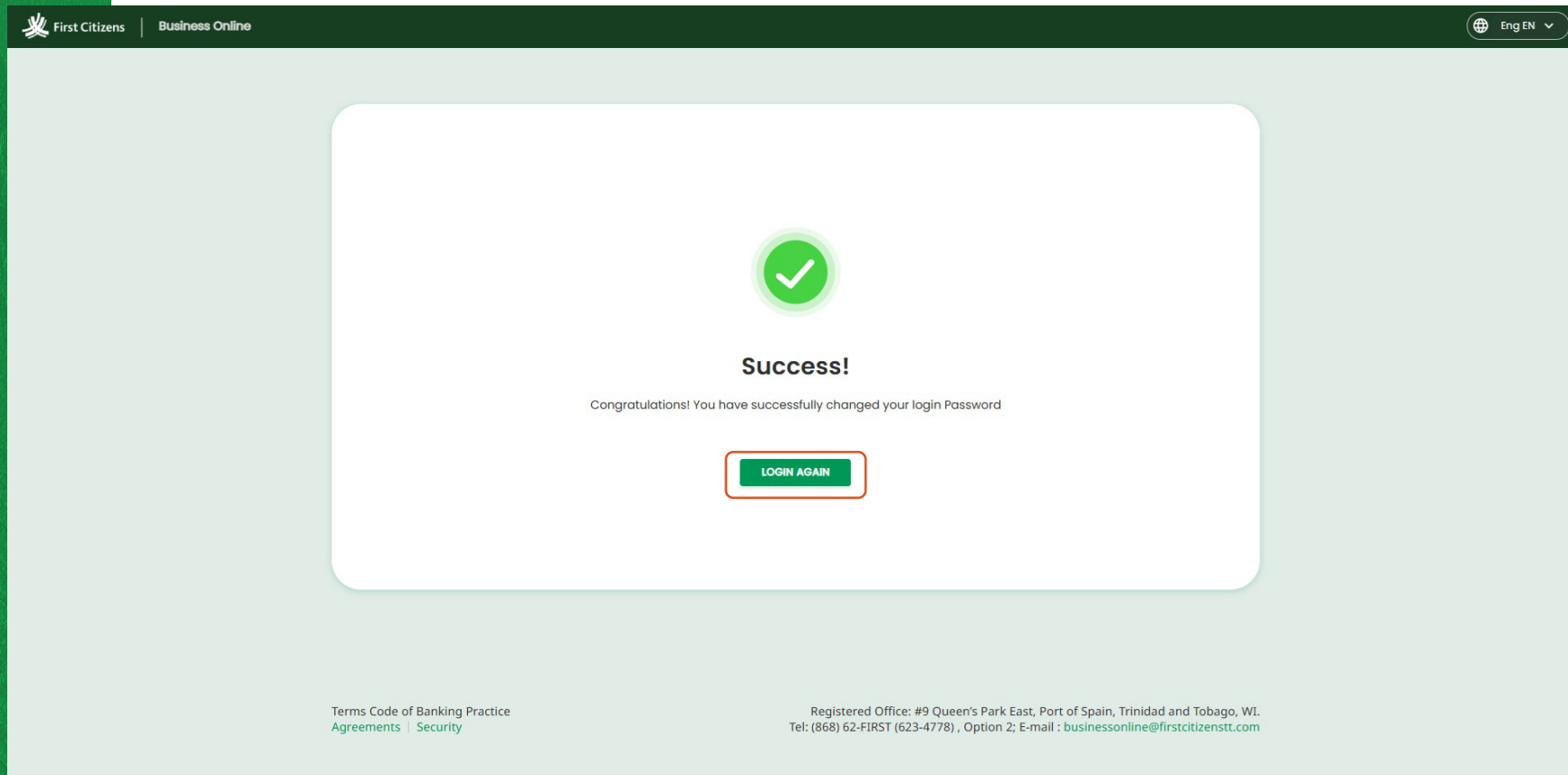


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Forgot Password

You have successfully changed your password.
Select **“Login Again”** to proceed to the login page.



business online

Contact Us:

Email: businessonlinequeries@firstcitizenstt.com

Call: 62-FIRST, Select Option 2



First Citizens