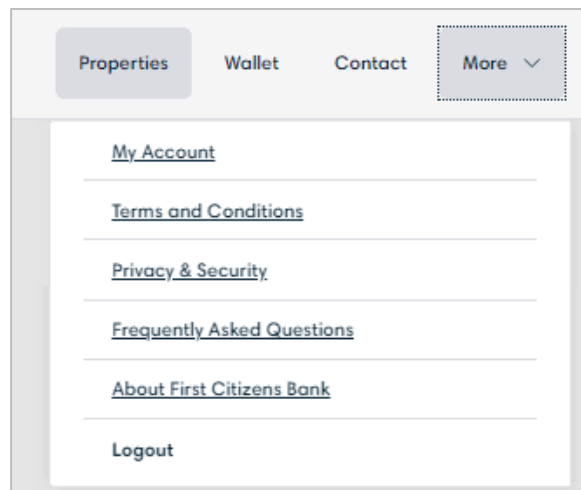


‘More’ Drop Down Menu

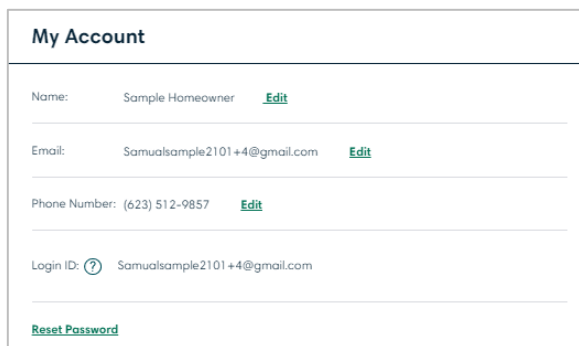
The More drop-down menu provides access to:

- Update My Account information
- Terms & Conditions
- Privacy Policy
- FAQs
- About First Citizens Bank
- Logout



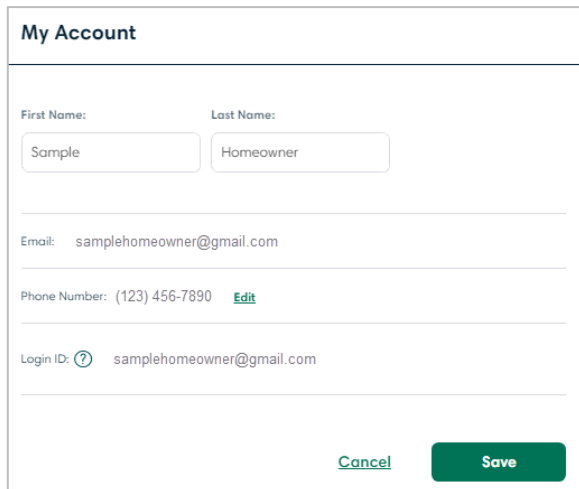
My Account

1. Select My Account to update the following:
 - First and Last name of account owner.
 - Email address.
 - Phone number.
 - Login ID.
 - Password Reset.
2. Click on the **Edit** link to update.



Edit Profile Name & Email Address

1. From the My Account page, click on **Edit** to update the following:
 - First and Last Name.
 - Phone number.
 - Email address.
2. Click on **Save**. When changing the email address, a notification message will display.
3. Click **OK** to change the email address and then click **Save**.



Notes:

- A change of email address notification is sent to both the old and the new email address.
- A registered user has the option to change to previously used guest payer email address.

Change Password

1. From the My Account page, click on **Reset Password**.
2. Enter current password.
3. Enter new password and confirm new password.
4. Click on **Save**.

Reset Password

Current Password:

New Password:

Confirm New Password:

Password Requirements

- Must be at least 13 characters
- Does not contain your first name
- Does not contain your last name
- Does not contain part of your email
- A lowercase letter
- An uppercase letter
- A number
- A listed special character: ! @ # \$ % ^ & * _ - + = ~ ` ' " , . /

Confirm Password Requirements

- Passwords must match

Show Password

[Cancel](#)

Frequently Asked Questions

Select Frequently Asked Questions to view information on:

- One-Time Payments
- Managing Properties
- Managing Payments
- Managing My Wallet
- My Account
- Other

Click on the drop-down menu to view.



Frequently Asked Questions	
One-Time Payments	▼
Managing Properties	▼
Managing Payments	▼
Managing My Wallet	▼
My Account	▼
Other	▼