

What is Go! Mobile?

Go! Mobile allows you to view account information, pay bills, transfer funds, locate ATMs or branches and receive alerts already established within Online Banking on your mobile device.

Does Go! Mobile cost anything?

Go! Mobile is a FREE* service that we provide to our customers. *There is no fee from Citizens Bank Minnesota. Connectivity, data usage and text message rates may apply. Contact your wireless service provider for more details.

Is Go! Mobile safe?

Citizens is very concerned with the safety and privacy of your personal information. To ensure the security of your account information the same security features have been incorporated in the Go! Mobile products that are currently used with Online Banking.

What if my device is lost or stolen?

Even though account information is not stored on your device, there are a few steps you can take to suspend Go! Mobile access. You can log into Citizens Online Banking and select the Go! Mobile Options Tab, then de-select enable web access for your mobile device. If you cannot quickly get access to Citizens Online Banking, you can contact us at 1-800-549-0194 during regular business hours.

Will my account information reside on my phone?

No personal information is exchanged through your mobile device.

What happens if I change my mobile phone number?

Simply update your phone number within Online Banking.

What happens if I change my mobile device?

You will need to download the App from the App store to your new device.

How do I find the Go! Mobile App for Citizens?

You will need to search in the Apple or Google Play store for Citizens Bank MN. Make sure the App has our logo - there are many Citizens Banks! Once you locate the App, you simply download onto your smartphone.

How do I update my Citizens Bank Minnesota App version?

First check your device or App store for notices about version updates. If an update is available, follow the simple instructions.

Which accounts can I access with Go! Mobile?

You can view any account(s) you have already established within Online Banking. On the My Accounts screen in the app, select the pencil in the upper right corner to choose which accounts you want to view in your mobile app.

Can I Pay Bills with Go! Mobile?

Yes, you can pay bills with Go! Mobile. Simply click on Pay Bills/P2P in the menu to make payments and add, view, edit, or delete payees.

Can I Transfer Funds and do Bank-to-Bank transfers?

You can establish an immediate transfer of funds. However, with Bank-to-Bank transfers, there are a few more requirements involved. Please visit: www.citizensmn.bank/personal/online-services for more information.

How far back can I access transactions in Mobile Banking?

The transaction history settings in your online banking carry over to Go! Mobile. To view and/or make changes to your settings, login to Online Banking & select the Options tab, then select Display Options.

Why can't I login from my Mobile Device?

Your account may be due for your 90 day password change. For your protection, you must login to Online Banking from your personal computer to change your password.

Is there a Go! Mobile App for my tablet?

There is a Go! Mobile app available for iPad. For now, other tablet users can use www.airteller.com/cbnu to access Go! Mobile on your tablet or other mobile device. (Must enroll through Online Banking first. See "How To Get Started" tab)

Who do I contact for Go! Mobile assistance?

If you need assistance, please contact Citizens Connection at customerservice@citizensmn.com or call 800-549-0194 during regular business hours.