

The Citizens Commercial Banking Gateway provides an entryway to the financial transactions and account information you use most, including Cash Management, Global Trade and Foreign Exchange. You may recall receiving email announcements of the upcoming changes associated with the system rebranding and the new URL, <https://gateway.citizenscommercialbanking.com>.

Should you receive an error message when accessing the Gateway, including "Operation is not supported" or "Log in information is blank", please follow these instructions to adjust your browser settings and add the new URL:

Internet Explorer® 9 and up

Modify Popup Blocker Settings

1. If the Internet Explorer menu is not visible, press **ALT** and letter **T**
2. Select **Internet Options**
3. Select the **Privacy** tab
4. Click **Settings** under the popup blocker section
5. Add the following site "<https://gateway.citizenscommercialbanking.com>"
6. Select **OK**, then select **OK** again

Modify Compatibility View Settings

1. If the Internet Explorer menu is not visible, press **ALT** and letter **T**
2. Select **Compatibility View Settings**
3. Enter <https://gateway.citizenscommercialbanking.com> in the **Add This Website** field, then click **Add**
4. Select **Close**

Chrome™

1. Click the menu icon with three lines
2. Select **Settings**
3. Select **Show Advanced Settings**
4. Under Privacy, select **Content Settings**
5. Scroll down to **Pop-ups** section
6. Select **Manage Exceptions**
7. Add "<https://gateway.citizenscommercialbanking.com>" and ensure **Allow** is selected
8. Select **Done**

Firefox®

1. If the menu bar is not visible, press **ALT**
2. Select **Tools**
3. Select **Options**
4. Select **Content** tab
5. Select the **Exceptions** button
6. In the popup box, enter "<https://gateway.citizenscommercialbanking.com>"
7. Select **OK**
8. Select **OK** again to close the options box