First Citizens

1. If you have never used the PCI Merchant Portal before, you must select **Create a Login** to access the Portal.

Create Login

2. **First Citizens Bank:** Enter your Merchant ID and your business' zip code in the designated boxes.
   A. **Merchant ID (MID):** Enter your First Citizens Merchant ID. *This is the 15-digit unique number provided by the bank when you were onboarded.*
   B. **Merchant Zip Code:** Enter 00000 as your *Merchant Zip code*, to complete the registration on the Merchant PCI Portal.

Merchant Registration

Merchant ID

*Merchant Zip Code

3. Select **Register**.

Register

Note: If the merchant **MID is incorrect**, the system will display the following message. To support with verifying your MID if you are unable to locate same contact our merchant services team via posoperations@firstcitizenstt.com

Merchant ID

*Merchant Zip Code

Merchant with such MID and Zip code doesn't exist

4. In the Business Information window, you will have to fill out information regarding your business. This screen also contains the **Merchant Login** section. You must choose a Username and write it down in the designated box. Choose a password 12 characters long which must include capital(s) letter(s), number(s) and special character(s). Click "Continue" when finished.

First Citizens

Business Information

Business Name

Legal Name

Bank Info:

Bank/Processor

Platform

Company Info

Company Phone

*Company Contact Email

Company Url

MCC/SIC Code

Type Of Business

Other

Other Type Of Business

Location Info

*Street Line 1:

Street Line 2:

*City

Country

State

Non US Zip   00926

Contact Info

*Contact Name

*Contact Phone

Extension:

Contact Phone 2

*Contact Email

Contact Fax

Merchant Login:

*Username

*Password:

Requires one of each: Cap, Lowercase, Number, & Character

*Re-enter Password:

Business Description

Business Description