CIT®

Frequently Asked Questions – CIS Mobile

What is CIS Mobile?

CIS Mobile is a new mobile app that is an extension of the more comprehensive full Client Information System – CIS.

How do I access CIS Mobile?

There are three requirements to access CIS Mobile:

1) A valid CIS User ID and Password
2) A mobile device that can provide CIS Mobile access
3) Installation of CIS Mobile on your mobile device.

Like other mobile device applications you will locate the CIS Mobile App on the App Store℠. Search on "CIT CIS Mobile" or click this link: **www.cit.com/GETCISMOBILE**. Then install the app. Once installed, tap the CIS Mobile App.

What if I do not have a CIS User ID?

You must have an existing, valid CIS User ID and Password. If you need a CIS User ID established, contact your CIT Account Executive to authorize your access request for the Client Information System – CIS. Your initial CIS setup and login must come through the full CIS system in order to establish your User Profile, updated password, and other general setup information. Once your CIS account is established, you can then download CIS Mobile and start using the app.

Are my access and information secure?

Absolutely. The same access and information security control you currently enjoy with the full CIS has been replicated in CIS Mobile.

What is the availability of CIS Mobile?

Currently the same CIS hours of operation apply to CIS Mobile – daily 7:00 am – 9:00 pm Eastern Time. Future phases of CIS Mobile will expand availability to 24/7.

What if I have problems or need help with CIS Mobile?

The same Client Support Services team at 800-248-9089 x2222 or **support.services@cit.com** is available to assist you with CIS Mobile and all other client support needs. CIS Mobile also offers a pre-filled template to quickly send an email to request assistance. Just tap the "Help" item in the CIS Mobile menu to begin.

Is CIS Mobile available for non-Apple® devices?

Not currently. The initial phase of CIS Mobile is limited to iPhone® and iPad® devices. Future phases of CIS Mobile will roll out every several months. The next phase is expected to address extending CIS Mobile to other devices.