citi®

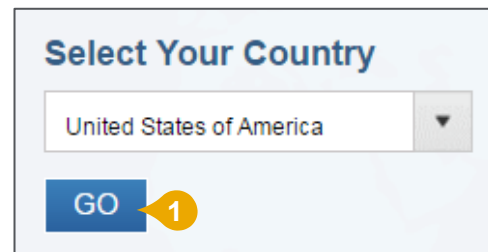# CitiDirect BE® Login
Quick Reference Guide

MobilePASS (Not available for clients in China and Taiwan)
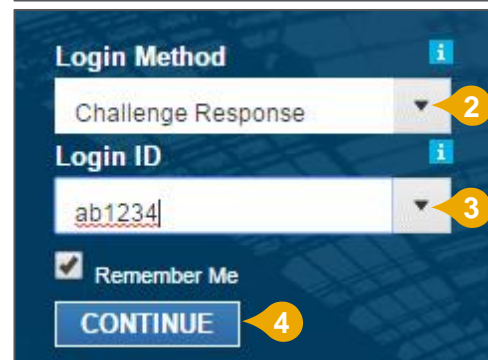
1. On the CitiDirect BE login page at https://portal.citidirect.com, select your Country and click "Go"

2. For the Login Method, select either "Multi-factor" or "Challenge Response"
   - **Multi-factor** for Singapore clients, or clients with Singapore accounts*
   - **Challenge Response** for all other clients

3. Enter your Login ID

4. Check "Remember Me" if you wish your save your Login Method and Login ID into your browser cookies and click "Continue"

5. Open your MobilePASS app on your mobile phone

6. Enter your 4-digit token PIN

7. Enter the 8-digit Challenge provided on CitiDirect BE into the "Challenge Code" on your app

8. The MobilePASS app will provide a dynamic 8-digit passcode, which you need to input as a "Response" on CitiDirect BE, then click "Continue"

9. For Multi-factor users only, you will be prompted to enter your static password. If you are logging in for the first time or have reset your password, enter the temporary password provided in the email from citidirectbe.notifications@citi.com and change it after logging in

10. For all first-time users, you will be prompted to set up three security questions upon your first login.

Select Your Country

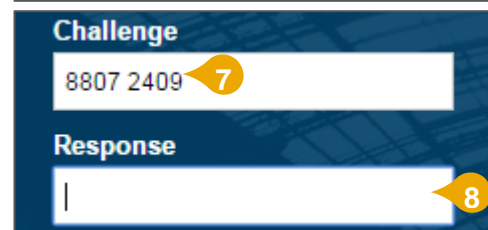United States of America ▼

GO ①

Login Method ℹ
Challenge Response ▼ ②
Login ID ℹ
ab1234 ▼ ③
☑ Remember Me
CONTINUE ④
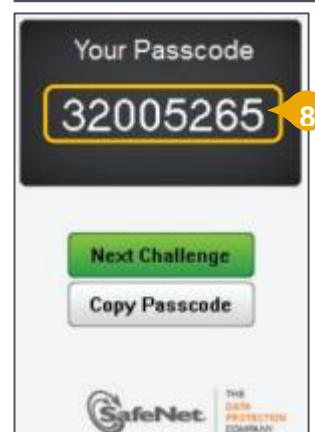
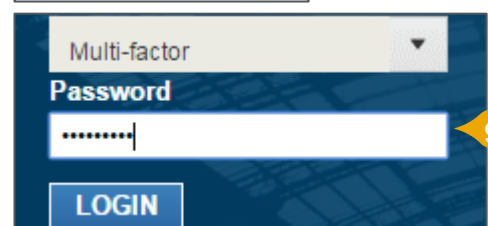Challenge
8807 2409 ⑦
Response
⑧

Your Passcode
32005265 ⑧
Next Challenge
Copy Passcode
SafeNet THE DATA PROTECTION COMPANY

Multi-factor ▼
Password
•••••••• ⑨
LOGIN

*Multi-factor Authentication (MFA) is also applicable for clients with Turkey, Argentina or Ecuador accounts (correct as of August 2017)