

Safeword Card Replacement CitiDirect BE - Quick Reference Guide

1. Under Self Service on the CitiDirect BE megamenu, select User & Entitlement.

Reports & Analytics	Inquiries & Searches	File Services	Self Service	
l failed attempts s	iled attempts since last login 09/05/2018 02:39:00		Support Service Inquiry Manager	Client Admi Service
		Maintenance Netting Import		User Group A Worklist
			Maintenance	View All User Association
			Netting Import Map	
			Netting Import Run	Clients
			Netting FX Rates	Solution Pack
			Library Maintenance	Toolkit
				Change Secur
			Client Administration	
			Service	Reference Inf
			Users & Entitlements	Holiday Calen

2. Click on Users & Entitlements and then Users, select All Users to view the existing users.

Home C	itiDirect Services	Payments	Trade	Reports & Ir Analytics S			
Client Logged in as: 0 failed attempts since la							
Self Service + Client Administration Service + Users & Entitlements							
Users & Entitlements	Users	•	Create				
As of 09/24/2018 1:46:16 UTC- 03:00	Access Profiles		Authorize 10				
	User En <u>2</u> tlements		Modify/Repair 1				
	Unlock User		All Users -2				

3. Click on the user name which is in hyperlink to replace safeword card.



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- 4. Expand 2-Credentials column to view the user login details.
- 5. Delete the Credential Type Challenge/Response Host 9 by clicking on the 'X' icon.
- 6. Select Add Credentials to replace Safeword Card.



- 7. Select Challenge/Response Host 9 as the login credential type.
- 8. Click on Select button once you have checked the applicable column.



9. Click on No Thanks button if you are prompted with the message.





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10. Select Get New Safeword Card – Email PIN as the replacement action.

2 - Credentials

11. Click Submit button once you to send the request for authorization.

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The following credentials will be assigned to this user. Use Add Credentials to assign additional credentials.

