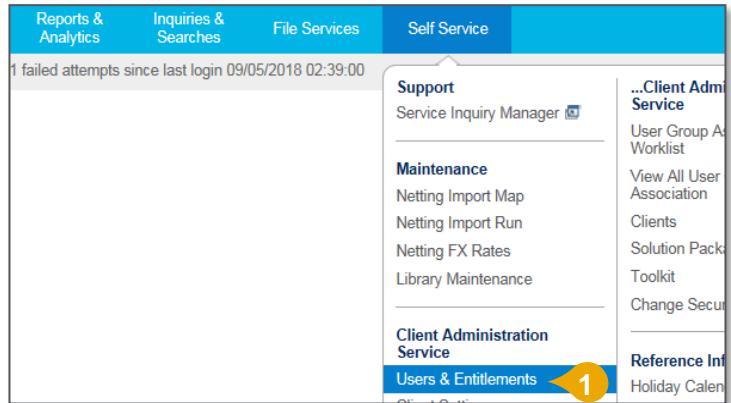


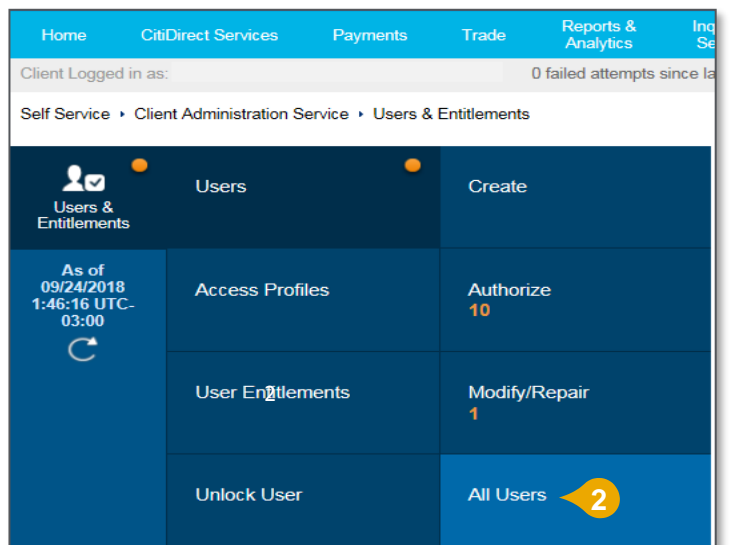
Safeword Card Replacement

CitiDirect BE - Quick Reference Guide

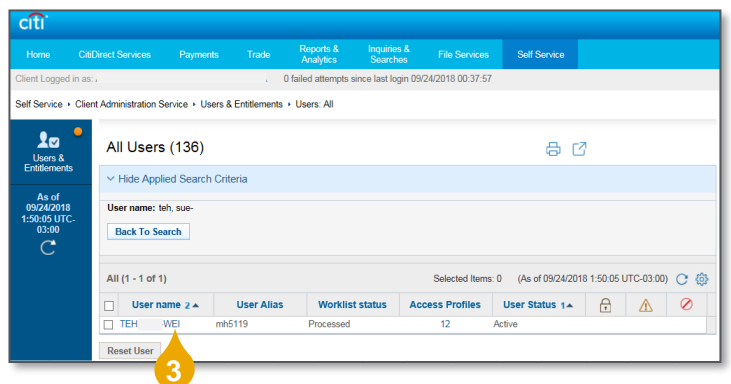
- Under Self Service on the CitiDirect BE mega-menu, select [User & Entitlement](#).



- Click on [Users & Entitlements](#) and then [Users](#), select [All Users](#) to view the existing users.



- Click on the [user name](#) which is in hyperlink to replace safeword card.



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

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

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

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

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