

# CitiManager<sup>®</sup> Site Registration

Cardholder

October 2023

Treasury and Trade Solutions





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# Register as a Cardholder

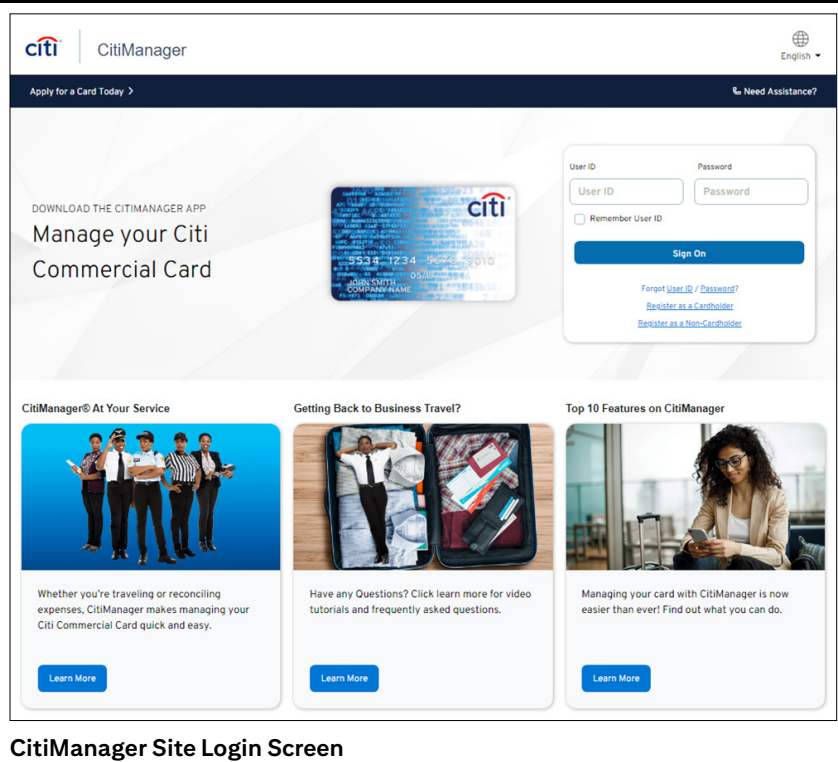
## Key Concepts

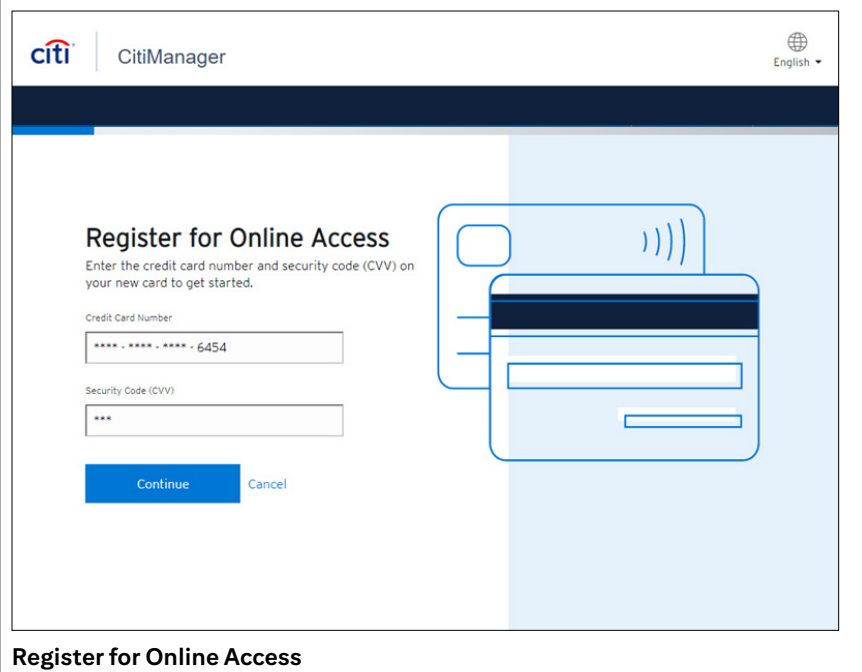
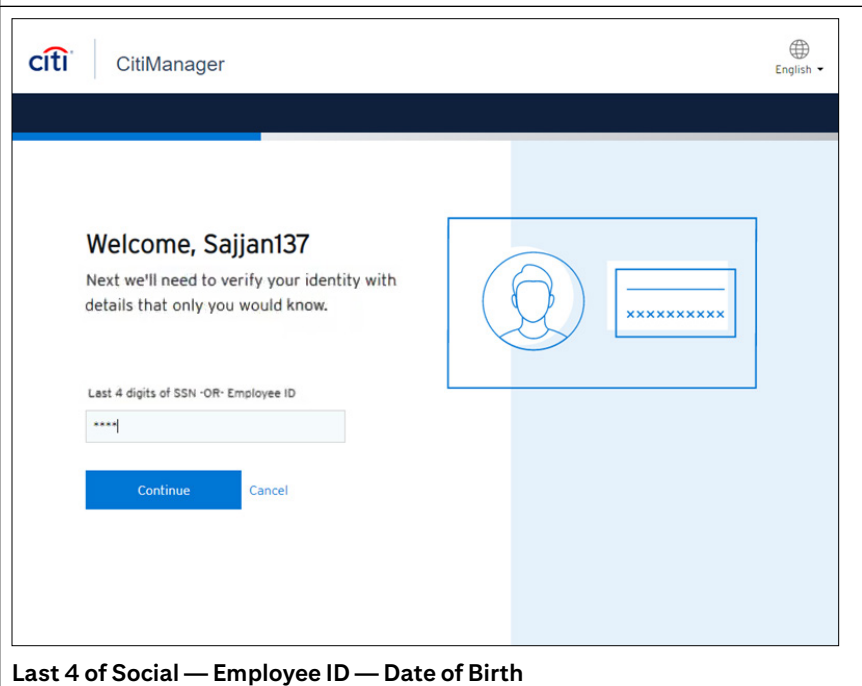
As a Cardholder it is possible to register for the CitiManager Site so you can view your account information, view statements and balances and perform other self-service tasks such as set your alerts or view your PIN.

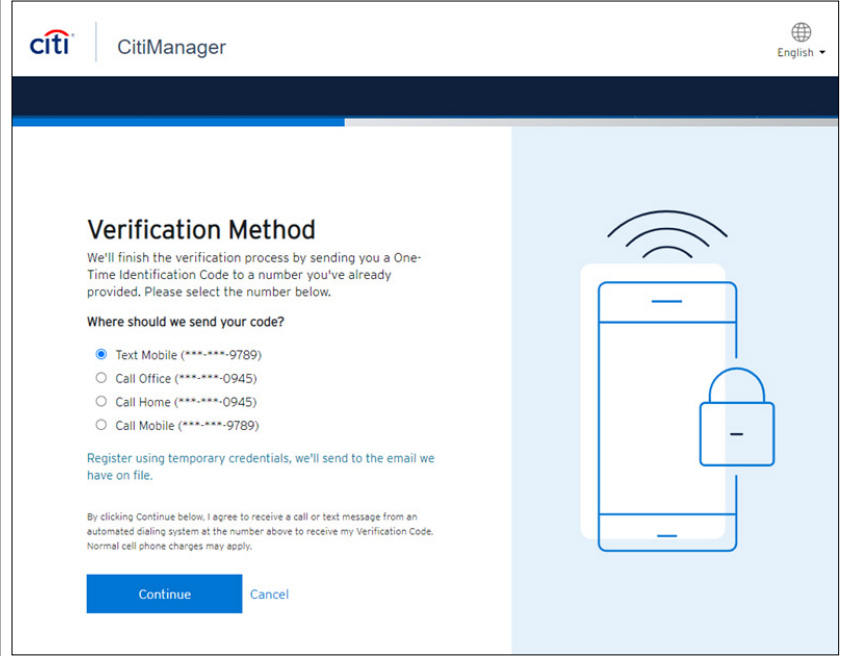
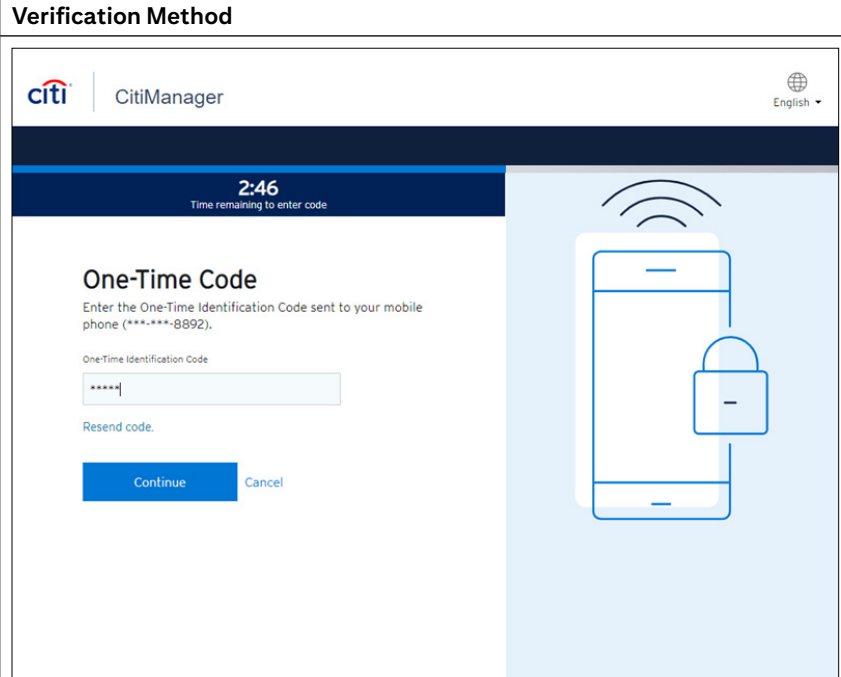
To complete the registration process, you will need the following information:

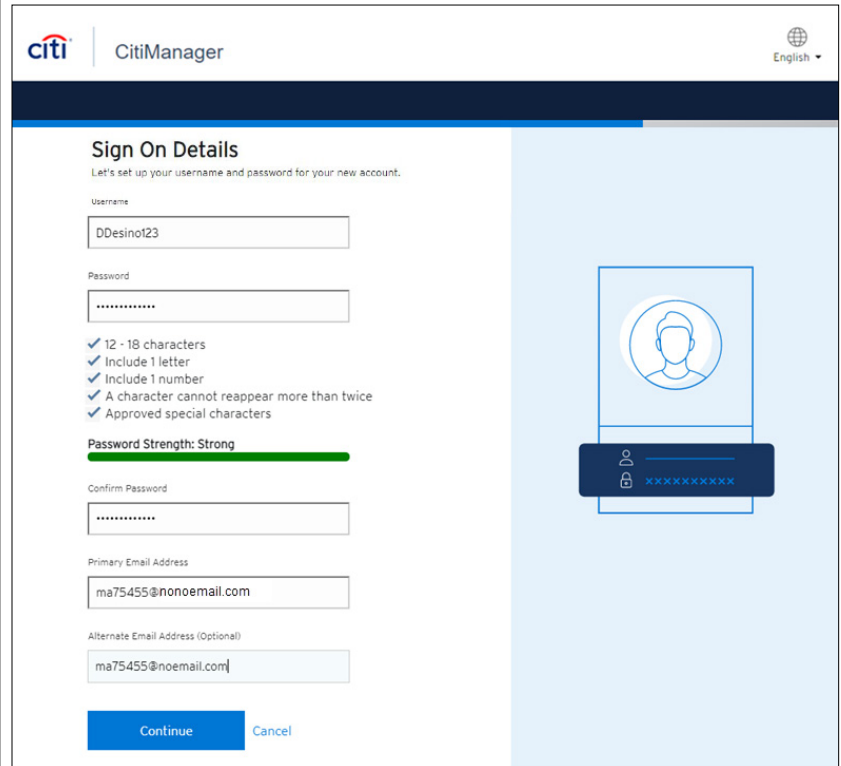
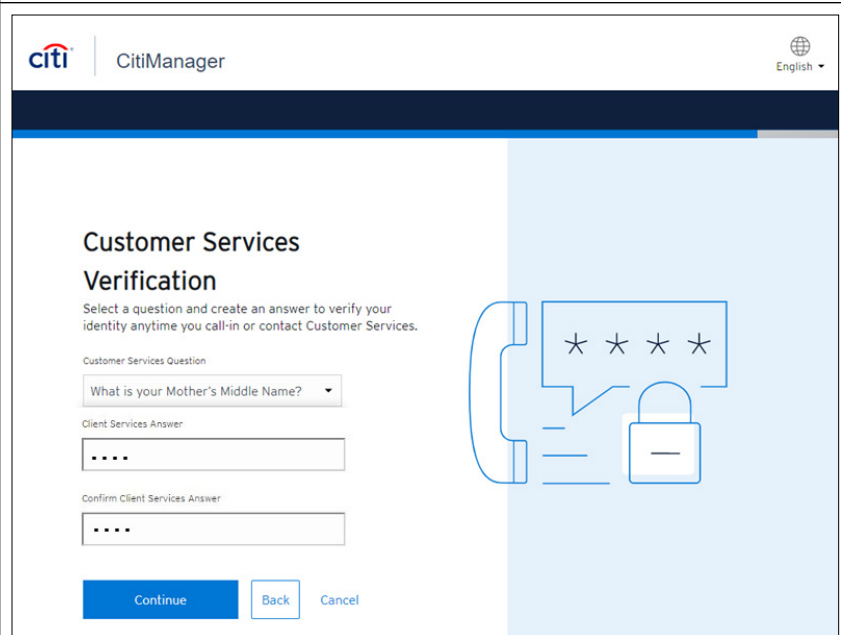
- Your credit card number.
- The CVV security code from the back of your credit card.
- The last four digits of your Employee ID/Social Security Number that were provided to you during the application process.

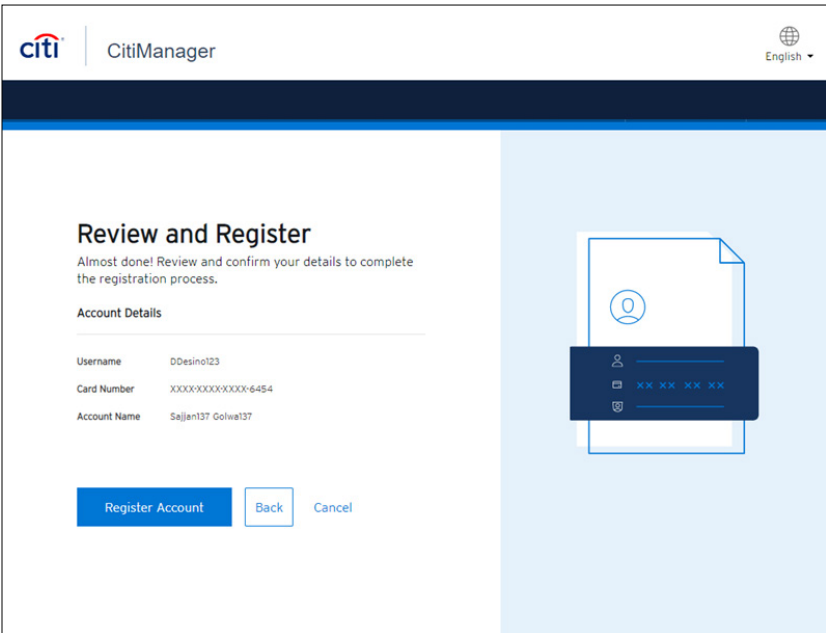
## Step-by-Step Instructions

Screen	Step/Action
	<ol style="list-style-type: none"> <li>1. Navigate to <a href="https://citimanager.com/login">citimanager.com/login</a>. <b>Note:</b> If you clicked the <b>Click to register today!</b> link from the Welcome to CitiManager e-mail sent to you, start the registration process from Step 3.</li> <li>2. From the <b>CitiManager Site Login</b> screen, click the <b>Register as a Cardholder</b> link. <i>The Register for Online Access screen displays.</i></li> </ol>

Screen	Step/Action
 <p>The screenshot shows the 'Register for Online Access' screen in CitiManager. It includes the Citi logo, a language dropdown set to 'English', and a heading 'Register for Online Access' with a subtext 'Enter the credit card number and security code (CVV) on your new card to get started.' Below this are two input fields: 'Credit Card Number' (containing '**** * 6454') and 'Security Code (CVV)' (containing '***'). At the bottom are 'Continue' and 'Cancel' buttons. A blue box highlights the input fields and the 'Continue' button. To the right is a graphic of a credit card with a blue box highlighting the CVV area.</p>	<ol style="list-style-type: none"> <li>3. In the <b>Credit Card Number</b> field, type your 16-digit credit card number.</li> <li>4. In the <b>Security Code (CVV)</b> field, type the CVV security code that displays on the back of your credit card.</li> <li>5. Click the <b>Continue</b> button.</li> </ol> <p><i>The verify identity screen displays.</i></p>
<p><b>Register for Online Access</b></p>  <p>The screenshot shows the 'Welcome, Sajjan137' screen in CitiManager. It includes the Citi logo, a language dropdown set to 'English', and a heading 'Welcome, Sajjan137' with a subtext 'Next we'll need to verify your identity with details that only you would know.' Below this is an input field for 'Last 4 digits of SSN -OR- Employee ID' (containing '****'). At the bottom are 'Continue' and 'Cancel' buttons. A blue box highlights the input field and the 'Continue' button. To the right is a graphic of a person's head and shoulders next to a box containing 'xxxxxxxx'.</p>	<ol style="list-style-type: none"> <li>6. In the <b>Last 4 of Social — OR — Employee ID — OR — Date of Birth</b> field, type the number that was provided by your agency/organization during the application process.</li> </ol> <p>This number is either the last four digits of your social security number (SSN) or the last four digits of your Employee ID depending on your agency/organization set-up.</p> <p><b>Note:</b> If you are a non-US Cardholder, the <b>Date of Birth</b> field displays. Type your date of birth in mm/dd/yyyy format or select it using the Calendar.</p> <ol style="list-style-type: none"> <li>7. Click the <b>Continue</b> button.</li> </ol> <p><i>The Verification Method screen displays.</i></p>

Screen	Step/Action
 <p>The screen shows the CitiManager logo and a language selector set to English. The main heading is "Verification Method". Below it, a message states: "We'll finish the verification process by sending you a One-Time Identification Code to a number you've already provided. Please select the number below." The section "Where should we send your code?" contains four radio button options: "Text Mobile (***-***-9789)" (selected), "Call Office (***-***-0945)", "Call Home (***-***-0945)", and "Call Mobile (***-***-9789)". A note below says: "Register using temporary credentials, we'll send to the email we have on file." At the bottom, there is a disclaimer: "By clicking Continue below, I agree to receive a call or text message from an automated dialing system at the number above to receive my Verification Code. Normal cell phone charges may apply." Two buttons, "Continue" and "Cancel", are at the bottom left. On the right side of the screen is a graphic of a smartphone with a padlock icon and signal waves.</p>	<p>8. Select the radio button for the phone number where you want to receive the one-time passcode.</p> <p><b>Note:</b> If you are not able to receive a one-time passcode using the available options, click the <b>Register using temporary credentials, we'll send to the email we have on file</b> link. The screen will refresh and a Registration ID and Passcode will be sent to your e-mail address. Enter your Registration ID and Passcode and continue to Step 12.</p> <p>9. Click the <b>Continue</b> button.</p> <p><i>The One-Time Code field screen displays.</i></p>
 <p>The screen shows the CitiManager logo and a language selector set to English. At the top, a timer displays "2:46" with the text "Time remaining to enter code" below it. The main heading is "One-Time Code". Below it, a message states: "Enter the One-Time Identification Code sent to your mobile phone (***-***-8892)." There is a text input field labeled "One-Time Identification Code" containing "****". Below the field is a "Resend code." link. At the bottom left are "Continue" and "Cancel" buttons. On the right side of the screen is a graphic of a smartphone with a padlock icon and signal waves.</p>	<p>10. In the <b>One-Time Identification Code</b> field, type the one-time passcode that was sent to the option selected.</p> <p><b>Note:</b> The one-time passcode expires after three minutes and you have six attempts to enter it correctly. The time remaining displays at the top of the screen. If time expires before the one-time passcode is entered correctly, a message window displays. Click the Try Again button and then click the Resend code link to have a code sent again.</p> <p>11. Click the <b>Continue</b> button.</p> <p><i>The Sign On Details screen displays.</i></p>
<p><b>One-Time Identification Code</b></p>	

Screen	Step/Action
 <p>The Sign On Details screen shows the CitiManager logo and a language selector set to English. The main heading is "Sign On Details" with the subtext "Let's set up your username and password for your new account." The form includes fields for Username (containing "DDesinot23"), Password (masked with dots), Confirm Password (masked with dots), Primary Email Address (containing "ma75455@inonoemail.com"), and Alternate Email Address (Optional) (containing "ma75455@inoemail.com"). A password strength indicator shows "Strong" with a green bar. Checkmarks indicate requirements: 12-18 characters, 1 letter, 1 number, character not repeating more than twice, and approved special characters. At the bottom are "Continue" and "Cancel" buttons.</p>	<p>12. In the <b>Username</b> field, type a username that meets the requirements.</p> <p><b>Note:</b> If the username you entered already exists, you will be asked to enter a different one.</p> <p>13. In the <b>Password</b> field, type a password that meets the requirements.</p> <p>14. In the <b>Confirm Password</b> field, re-type the password.</p> <p>15. In the <b>Primary Email Address</b> field, verify the e-mail address that is pre-populated based on the e-mail address provided during the application process and update it if necessary.</p> <p><b>Note:</b> This is the e-mail address that will be used as your primary e-mail address in your CitiManager Site Profile.</p> <p>16. In the <b>Alternate Email Address (Optional)</b> field, type an alternate e-mail address.</p> <p><b>Note:</b> This is an optional field. The alternate e-mail address can be used for alerts.</p>
<p><b>Sign On Details</b></p>	<p>17. Click the <b>Continue</b> button.</p> <p><i>The Client Services Verification screen displays.</i></p>
 <p>The Customer Services Verification screen shows the CitiManager logo and a language selector set to English. The main heading is "Customer Services Verification" with the subtext "Select a question and create an answer to verify your identity anytime you call-in or contact Customer Services." The form includes a "Customer Services Question" dropdown menu (selected: "What is your Mother's Middle Name?"), a "Client Services Answer" field (masked with dots), and a "Confirm Client Services Answer" field (masked with dots). At the bottom are "Continue", "Back", and "Cancel" buttons.</p>	<p>18. From the <b>Client Services Question</b> dropdown list, select the question that will be used to verify your identity when you call Customer Service.</p> <p>19. In the <b>Client Services Answer</b> field, type the answer to the question you selected.</p> <p><b>Note:</b> This is a free-form field and it is not case sensitive.</p> <p>20. In the <b>Confirm Client Services Answer</b> field, re-type the answer to the question you selected.</p> <p>21. Click the <b>Continue</b> button.</p> <p><i>The Review and Register screen displays.</i></p>
<p><b>Customer Services Verification</b></p>	

Screen	Step/Action
	<p>22. Review the information displayed and when you are finished, click the <b>Register Account</b> button.</p> <p><i>The Confirmation screen displays indicating you have successfully registered your account.</i></p>

**Review and Register**

