Learning Center

Quick Reference Guide

Department of Defense and GSA
SmartPay®

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citi®

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Learning Center Overview

A complete suite of training resources is available from the Learning Center, Citi's Learning Management System (LMS).

The Learning Center provides on-demand, self-paced training so you can complete computer based training and access reference documents at any time. If you need to exit a course prior to completion, you can access it again and begin where you left off. You can also register for instructor-led webinars and onsite instructor-led classroom training.

Access the Learning Center

If you have a Cardholder and Non-cardholder login for different companies, you will need to set the Non-cardholder company as your primary company in order to access the Learning center. To change your primary company, click the **My Profile** link that displays at the top of the screen. When **My Profile** screen displays, click the **Change Primary Company** link and select the radio button for the company you wish to set as your primary company.

Screen	Step/Action
 CitiManager Site Home Screen	1. From the CitiManager Site navigation bar, position your mouse over the **Resources & Tools** drop-down menu and click the **Learning Center** link. *The Learning Center Home screen displays.*

Learning Center Navigation

Screen	Step/Action
  Learning Center Home Screen	1. **Citi Logo** — Click the Citi logo to access the Learner Dashboard. 2. **Self Menu** — Click the **Self** drop-down arrow to access your dashboards, training transcript and training schedules. 3. **Search Menu** — Click the arrow that displays to the left of the **Search** field to filter your search by **Learning** (guides or training) or **Navigation**. Type your search criteria in the **Search** field and click the **Magnifying Glass** icon. 4. **Self Icon** — Click the **Self** icon and then the **Signout** link to sign out. 5. **Home Icon** — Click the **Home** icon to return to your Learner Dashboard. 6. **Timeline Icon** — Click the **Timeline** icon to access a timeline of your training resources and courses. 7. **Library Icon** — Click the **Library** icon to navigate to a library of training resources and courses. 8. **Training Schedule** — Click the **Training Schedule** icon to access your upcoming training schedule. 9. **Training Transcript** — Click the **Training Transcript** icon to access your training transcript. 10. **Search** — Enter your search criteria in the text field to search for training resources or courses. 11. **Navigating the Learning Center** — Click the appropriate link to view the Learning Center Quick Reference Guide. 12. **Training Surveys** — Click the **Pending Activity Evaluations** link, if it displays, to start an evaluation for any instructor-led training you attended. 13. **My Schedule** — Click on the calendar dates for a quick glance of your upcoming trainings.

Screen	Step/Action
Learning Center Home Screen	14. **Catalog —** Click the catalog topic links to access computer-based training (CBTs), register for instructor-led webinars, register for on-site classroom trainings and access reference documents. 15. **To Do —** This list displays the courses or documents to which you have registered. To open a reference document or start/re-start a course, click the **Start** button from this list. 16. **Start/View Details —** From your **To Do** list, click the **Start** button for the document, CBT or instructor-led webinar you want to open/start. Click the drop-down arrow to view details or select an option to cancel your registration or add it to your **Favorites** menu. **Note:** For instructor-led webinars, the **View Details** button will display until 15 minutes prior to the scheduled start time and then the **Start** button will display.

View a Computer Based Training

Screen	Step/Action
Learning Center Home Screen	1. From the **Learning Center Home** screen, click the **Catalog Topic** to view an unfiltered list of that topic's training resources and courses that will not be sorted by activity type. OR To search for a specific computer based training, in the **Search** field type your search criteria. OR Click the **Library** icon to view a filtered list of training resources and courses that is sorted by activity type. In this example, we will use the **Library** icon. *A list of library topics display on the left.*
Learning Center — Library — Unfiltered	2. Click the arrow next to the topic name to view a filtered list of training resources and courses by activity type, for example Computer Based Trainings, Reference Documents and Instructor Led Webinars. **Note:** If the topic name is clicked, training resources and courses will display to the right in an unfiltered list that are not sorted by activity type.

Screen	Step/Action
Learning Center — Library — Filtered — Computer Based Training	3. Click **Computer Based Trainings (CBTs)**. *A list of CitiManager CBTs display to the right.*
Select Activity and Start	4. To view a CBT, click the **ellipsis (…)** to the right of the activity you wish to view then click **Start**. *The Content player loads.* **Note:** If a popup blocker message displays, click the **Start** or **Launch Course** button/link.

Register for Instructor Led Webinar

Screen	Step/Action
 Learning Center Home Screen	1. From the **Learning Center Home** screen, click the **Catalog Topic** to view an unfiltered list of that topic's training resources and courses that will not be sorted by activity type. OR To search for a specific instructor-led webinar, in the **Search** field type your search criteria. OR Click the **Library** icon to view a filtered list of training resources and courses that is sorted by activity type. In this example, we will use the **Catalog** icon. *A list of library topics display on the left.*
 Learning Center — Library — Unfiltered	2. Click the arrow next to the topic name to view a filtered list of training resources and courses by activity type, for example Computer Based Trainings, Reference Documents and Instructor Led Webinars. **Note:** If the topic name is clicked, training resources and courses will display to the right in an unfiltered list that are not sorted by activity type.

Screen	Step/Action
Learning Center — Library — Filtered — Instructor Led Webinar	3. Click **Instructor Led Webinars**. *A list of CitiManager Instructor Led Webinars display to the right.*
Select and Register	4. To register for an instructor led webinar, click the **ellipsis (…)** to the right of the training you wish to register for then click **Register**. *The Offerings screen displays.* **Note:** If you registered for a previous date and did not attend or were not marked as attended by the Trainer, the **View Details/ Cancel Registration** link will display on the drop-down menu. You will need to cancel previous registration before the **Register** button displays.

Screen	Step/Action
Offerings and Register	5. Select the **Add** button for the desired date. 6. Click the **Register** button. *The Activities screen displays and a Registered message.*
Learning Center — To Do — Start Webinar	7. Fifteen minutes prior to the start of the webinar, log back into Learning Center and click **Start** button displayed in your **To Do** list. **Note:** The **Start** button will not be visible until 15 minutes prior to the session.

Register for In-Person Training

Screen	Step/Action
Learning Center Home Screen	1. From the **Learning Center Home** screen, click the **Library** icon to view a filtered list of training resources and courses that is sorted by activity type. *A list of library topics display on the left.*
Library — In-Person Training	2. Click **In-Person Training**. *The trainings display to the right.*

Screen	Step/Action
In-Person Training	3. To register for an In-Person Training, click the title of the training. *The Instructor Led Course — Details screen displays.*
Instructor Led Course — Register	4. Click the **Register** button. *The Activity Registration screen displays.* **Note:** If you have previously attended this class, the **Register Again** button displays.

Screen	Step/Action
Add — Register	5. Click the **ADD** button for the desired date. 6. Click the **Register** button. *The Activities screen displays and a confirmation message displays at the top of the screen.*

Cancel Registration for Instructor Led Webinar and In-Person Training

Screen	Step/Action
Learning Center Home Screen — To Do	1. From the **Learning Center Home** screen **To Do** list, click the drop-down arrow on the **View Details** button for the training you wish to cancel then click **Cancel Registration**. *The Cancellation Confirmation screen displays.*
Cancel Registration	2. Click the **Confirm Cancellation** button. *The dashboard redisplays and the training has been removed from your To Do list.*

Open a Reference Document

Screen	Step/Action
Learning Center Home Screen	1. From the **Learning Center Home** screen, click the **Catalog Topic** to view an unfiltered list of that topic's training resources and courses that will not be sorted by activity type. OR To search for a specific reference document, in the **Search** field type your search criteria. OR Click the **Library** icon to view a filtered list of training resources and courses that is sorted by activity type. In this example, we will use the **Library** icon. *A list of library topics display on the left.*
Learning Center — Library	2. Click the arrow next to the topic name to view a filtered list of training resources and courses by activity type, for example Computer Based Trainings, Reference Documents and Instructor Led Webinars. **Note:** If the topic name is clicked, training resources and courses will display to the right in an unfiltered list that are not sorted by activity type.

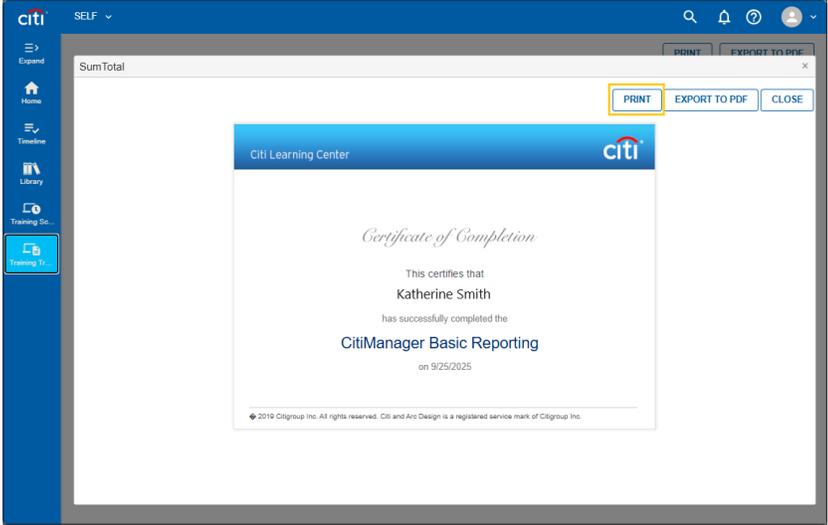| Screen	Step/Action
Learning Center — Reference Documents	3. Click **Reference Documents**. *The documents display to the right.*
Select Activity and Start	4. To view a document, click the **ellipsis (…)** to the right of the activity you wish to view then click **Start**. *The document will open in a new window.* **Note:** If a popup blocker message displays, click **Start**.

Print Certificate of Completion

Once you have completed a course or viewed a reference document, it will appear on your transcript and you may print a Certificate of Completion.

Screen	Step/Action
Learning Center Home Screen	1. From the **Learning Center Home** screen, click the **Training Transcript** link on the side navigation bar. *The Training Transcript screen displays.*
Training Transcript	2. To view a Certificate of Completion, click the **Diploma** icon for the desired activity. *The Certificate of Completion opens in a small window.*

Screen	Step/Action
Certificate of Completion — Print	3. To print a Certificate of Completion, click the **Print** button. *The Print window opens.* 4. Select a printer and click the **Print** button. *The Certificate of Completion is printed on the selected printer.* 5. When you are finished, click the **Close** button.

Complete Training Surveys

Once you have complete an Instructor-Led Webinar and the trainer has marked you as complete, you are assigned a training survey which can be accessed from the **Training Surveys** section or the **Task** link in the **To Do** section on the Learning Center **Home** screen.

Screen	Step/Action
Learning Center Home Screen	1. From the Learning Center **Home** screen, click the **Task** link in the **To Do** section or the **Pending Activity Evaluation** link in the **Training Surveys** section. **Note:** If you click the **Task** link in the **To Do** section you will need to click the **Start** button. *The Learning Activity Evaluations screen displays.*
Learning Activity Evaluation	2. Click the **Start** button. *The Evaluation displays.*

Screen	Step/Action
Evaluation	3. Complete the Evaluation and click the **Submit** button.