

Learning Center

Quick Reference Guide

Commercial Cards
January 2021

Table of Contents

Learning Center Overview	3
Access the Learning Center	3
Learning Center Navigation	4
View a Computer Based Training.....	5
Register for Instructor Led Webinar	7
Cancel Registration for Instructor Led Webinar	10
Open a Reference Document	11
Print Certificate of Completion	13

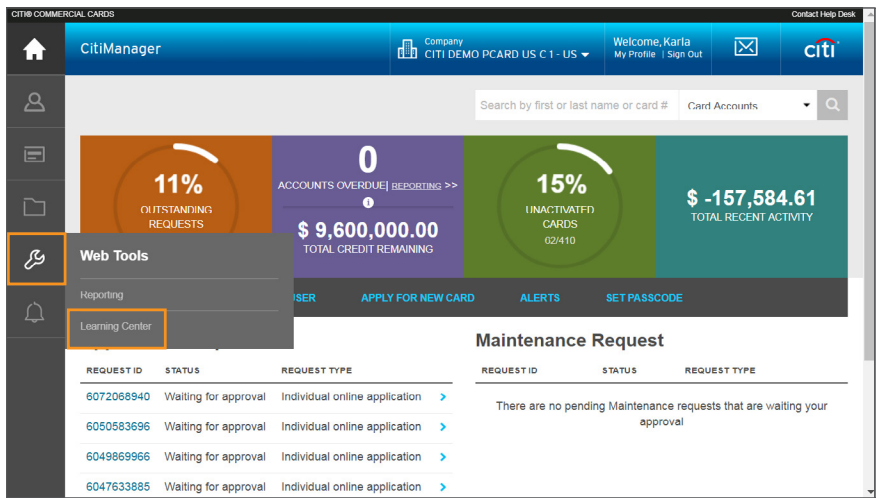
Learning Center Overview

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

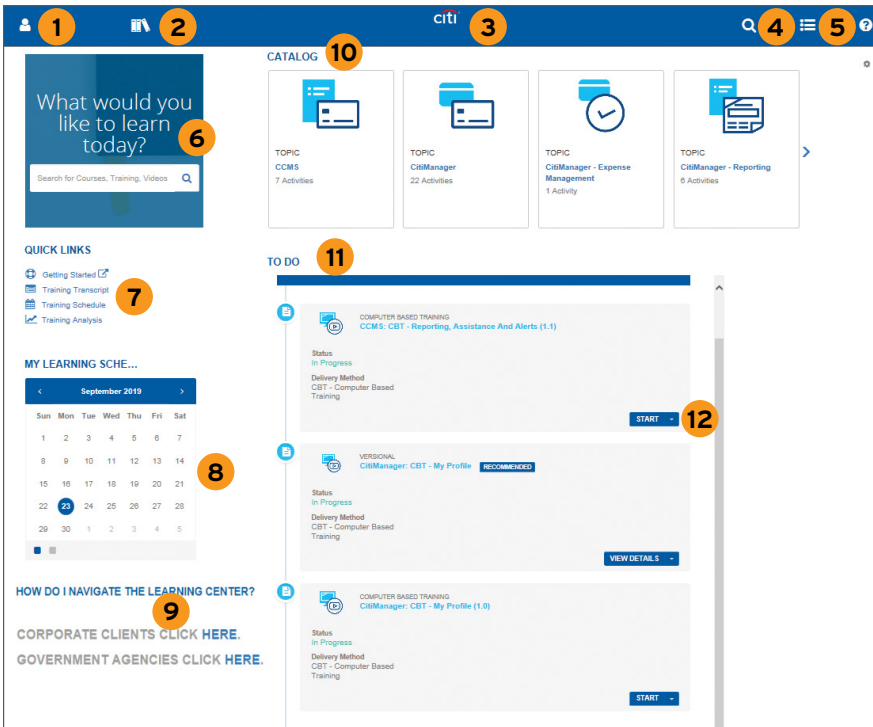
The Learning Center provides on-demand, self-paced training so you can complete computer-based training and access reference documents at any time. If you need to exit a course prior to completion, you can access it again and begin where you left off. You can also register for instructor-led webinars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

Access the Learning Center

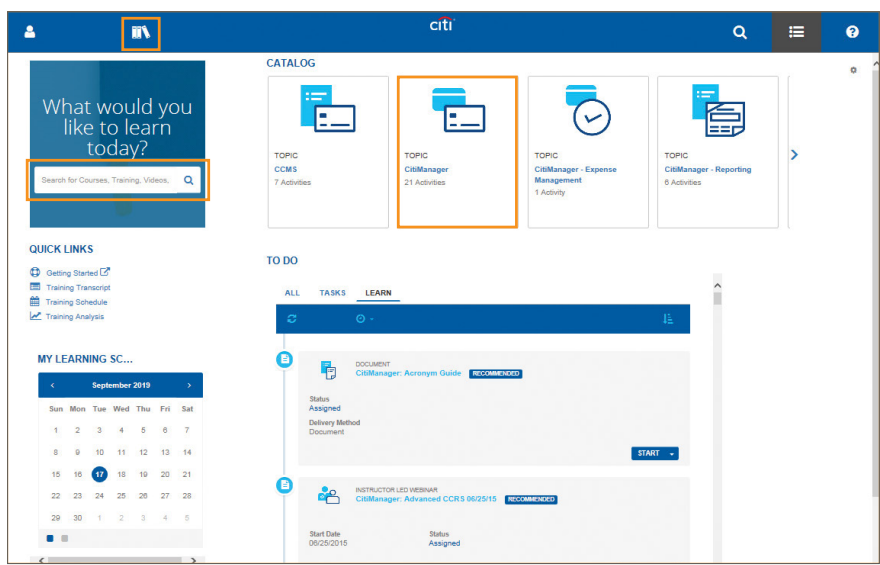
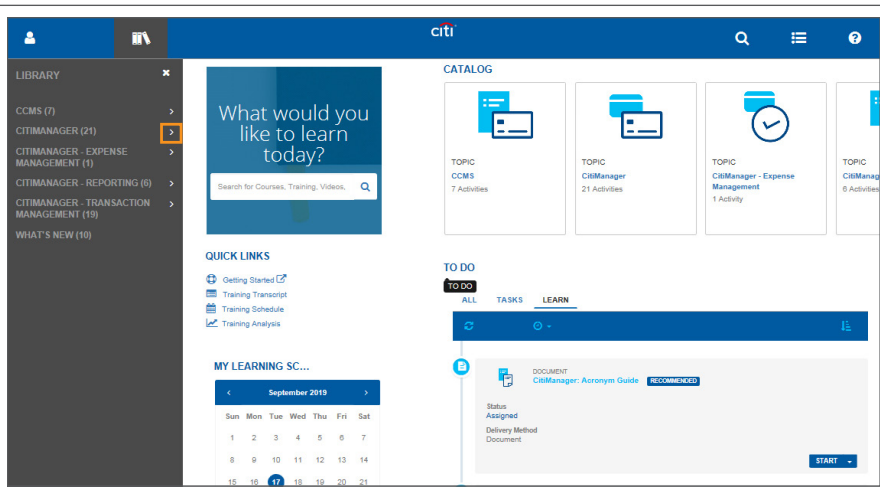
If you have a Cardholder and Non-cardholder login for different companies, you will need to set the Non-cardholder company as your primary company in order to access the Learning center. To change your primary company, click the **My Profile** link that displays at the top of the screen. When **My Profile**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

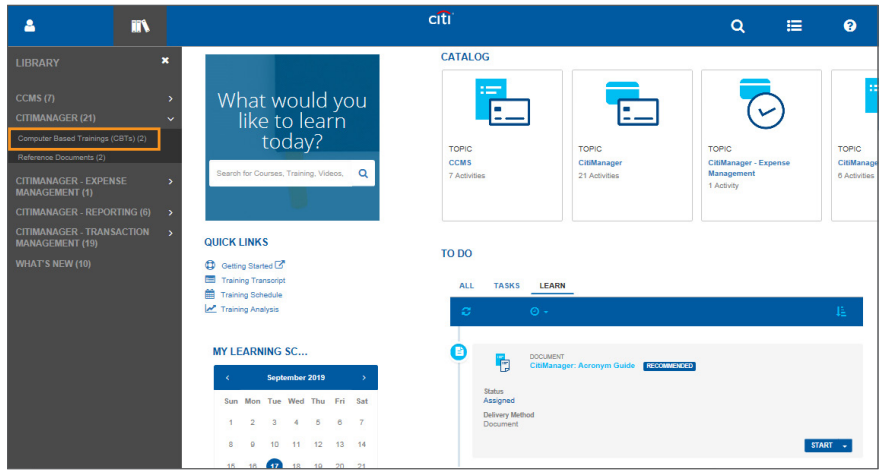
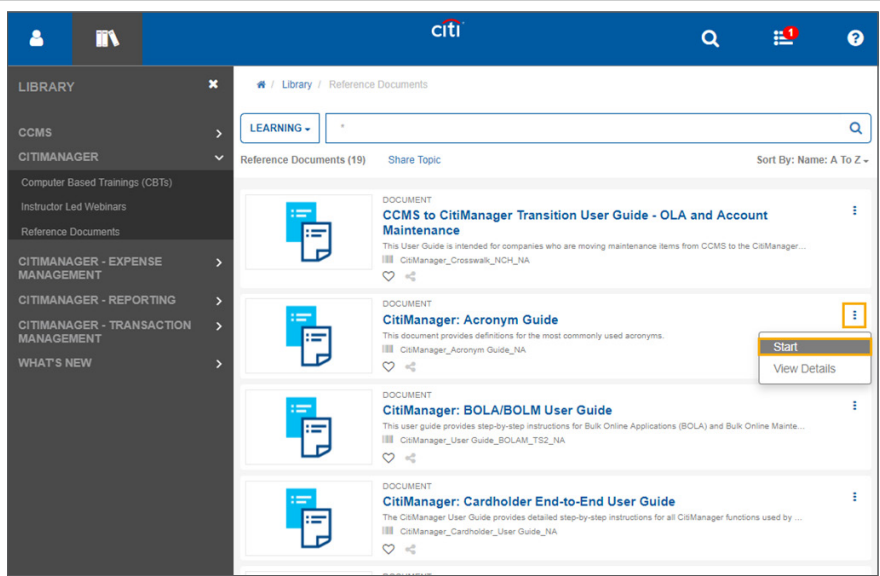
Screen	Step/Action
 <p>CitiManager Site Home Screen</p>	<ol style="list-style-type: none"> From the CitiManager Site side navigation bar, position your mouse over the Web Tools icon and click the Learning Center link. <i>The Learning Center Home screen displays.</i>

Learning Center Navigation

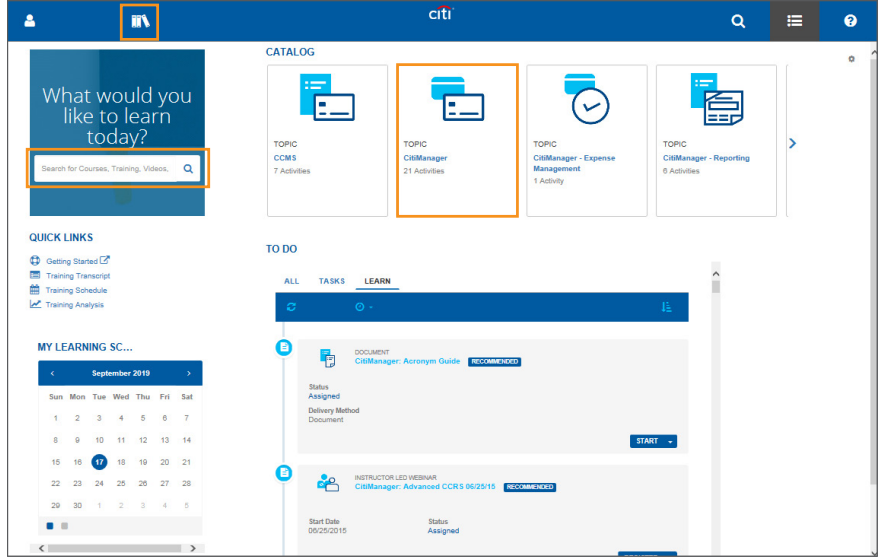
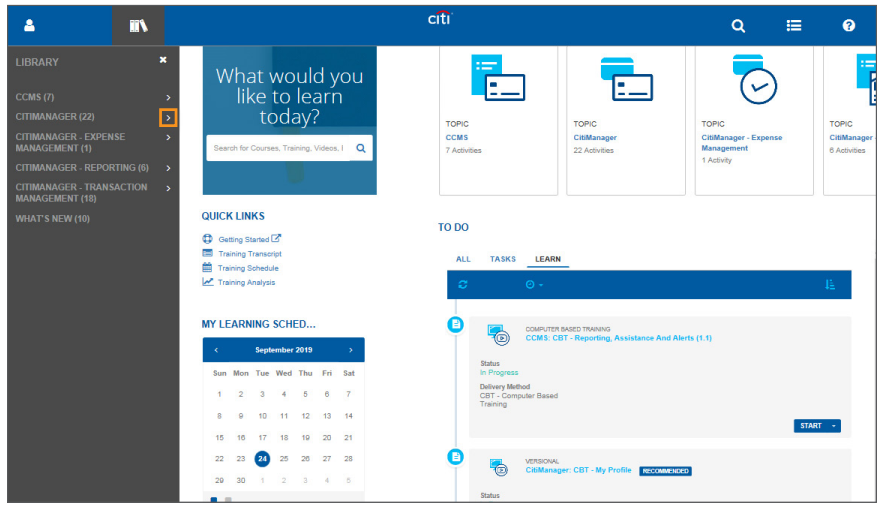
Screen	Description
 <p>The screenshot shows the Learning Center Home Screen with the following elements:</p> <ul style="list-style-type: none"> 1. Self Icon: A person icon in the top left corner. 2. Library Icon: A book icon in the top left corner. 3. Citi Logo: The Citi logo in the top center. 4. Magnifying Glass: A search icon in the top right corner. 5. Menu Icon: A hamburger menu icon in the top right corner. 6. Search Bar: A text input field with the placeholder text "What would you like to learn today?" and a search icon. 7. Quick Links: A section with links for "Getting Started", "Training Transcript", "Training Schedule", and "Training Analysis". 8. My Learning Schedule: A calendar view for September 2019. 9. How Do I Navigate The Learning Center?: A section with links for "CORPORATE CLIENTS" and "GOVERNMENT AGENCIES". 10. Catalog: A section with four topic cards: "CCMS", "CitiManager", "CitiManager - Expense Management", and "CitiManager - Reporting". 11. To Do: A section with a list of courses, including "COMPUTER BASED TRAINING" and "VERBONAL CitiManager: CBT - My Profile". 12. Start/View Details: Buttons for "START" and "VIEW DETAILS" on the course cards. 	<ol style="list-style-type: none"> Self Icon – Click the Self icon to access your dashboards, training transcript and to sign out. Library Icon – Click the Library icon to navigate to a library of training resources and courses. Citi Logo – Click the Citi Logo to access the Learner Dashboard. Magnifying Glass – Click the Magnifying Glass icon to complete a search for training resources or courses or to search by an area in the Learning Center such as Learner Dashboard. When the search screen displays, select either Learning or Navigation from the drop-down list. Timeline – Click the Timeline icon to access a timeline of your training resources and courses. Search – Enter your search criteria in the text field to search for training resources or courses. Quick Links – Click these links to access your Training Transcript and Training Schedule. My Learning Schedule – Click on the calendar dates for a quick glance of your upcoming trainings. How Do I Navigate The Learning Center? – Click the appropriate link to view the Learning Center Quick Reference Guide. Catalog – Click the catalog topic links to access computer based training (CBTs), register for instructor-led webinars, and register for onsite classroom training and access reference documents. To Do – This list displays the courses you have registered for and those in progress. To open a reference document, start/re-start a course, click the Start button from this list. Start/View Details – Select a reference document or CBT from your To Do List and then click Start button to view. Select the drop-down arrow to view details or select an option to cancel your registration or add it to your Favorites menu.

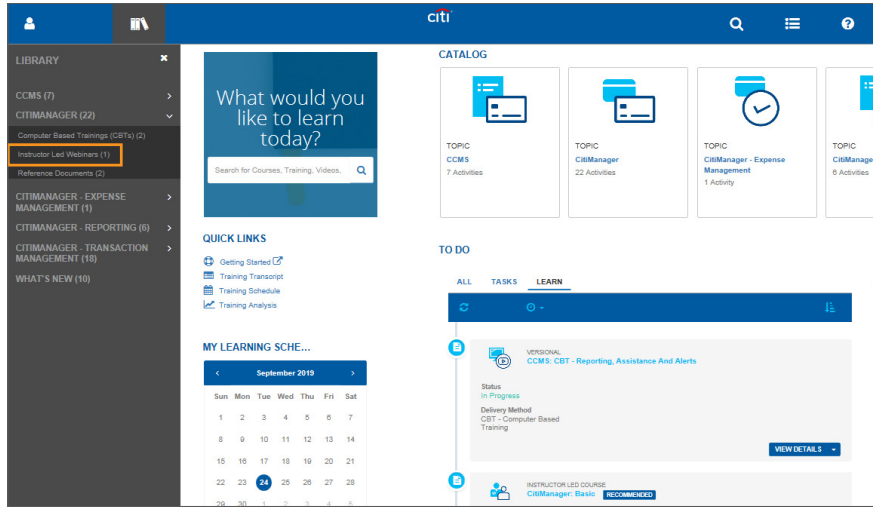
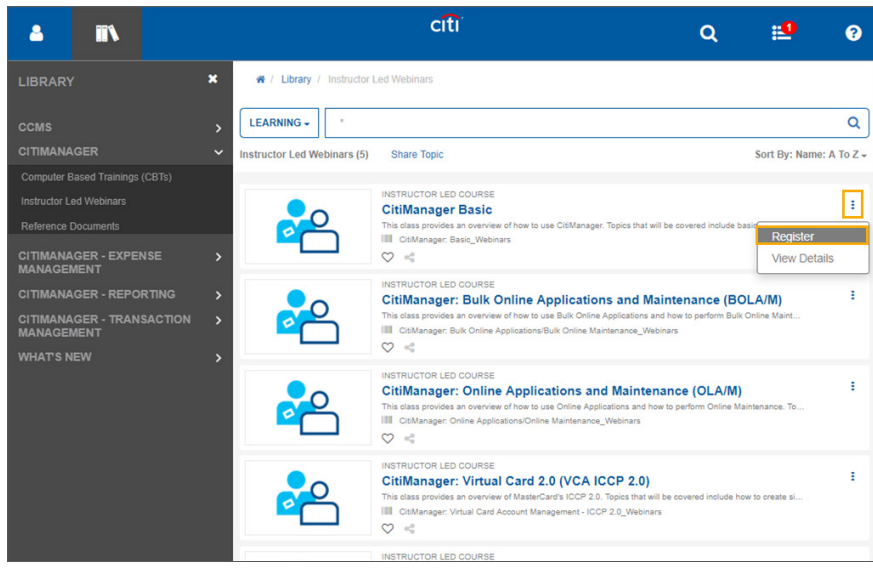
View a Computer Based Training

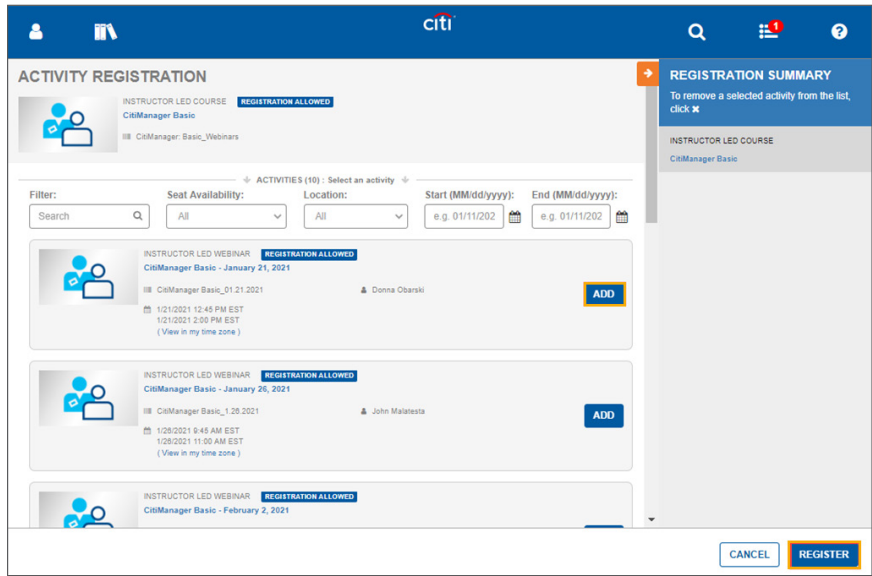
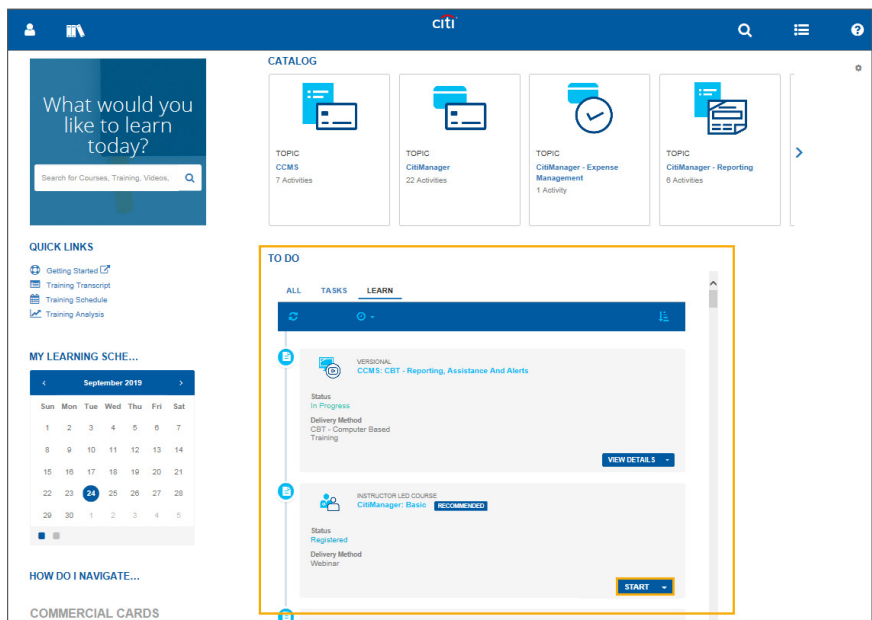
Screen	Step/Action
	<ol style="list-style-type: none"> From the Learning Center Home screen, click the Catalog Topic to view an unfiltered list of that topic's training resources and courses that will not be sorted by activity type. OR To search for a specific computer- based training, in the Search 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. <i>A list of library topics display on the left.</i>
<p>Learning Center Home Screen</p>	
	<ol style="list-style-type: none"> 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.
<p>Learning Center – Library</p>	

Screen	Step/Action
	<p>3. Click Computer Based Trainings (CBTs).</p> <p><i>A list of CitiManager CBTs displays to the right.</i></p>
Learning Center – Computer Based Training (CBT)	
	<p>4. To view a CBT, click the ellipsis (...) to the right of the activity you wish to view then click Start.</p> <p><i>The Content player loads.</i></p> <p>Note: If a popup blocker message displays, click Start.</p>
Select Activity and Start	

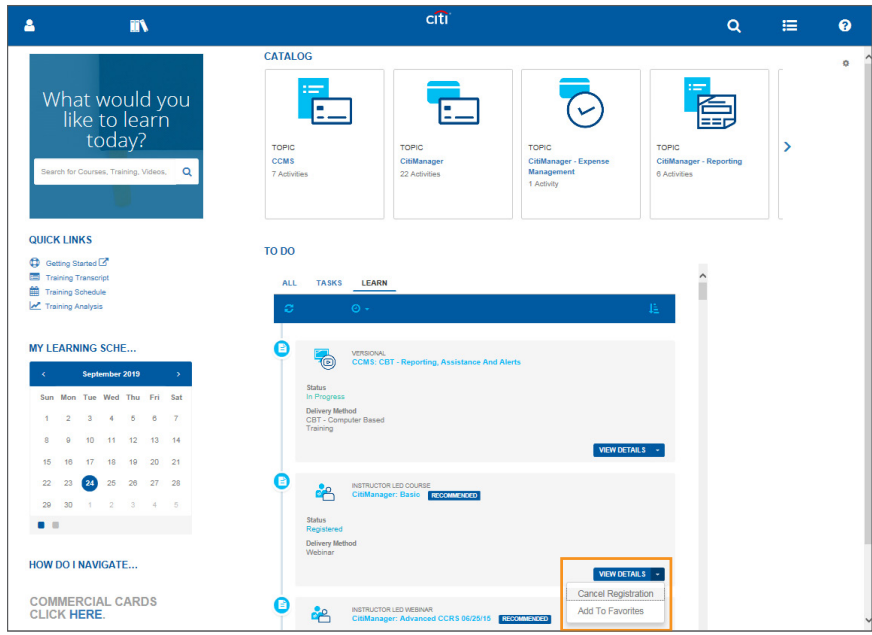
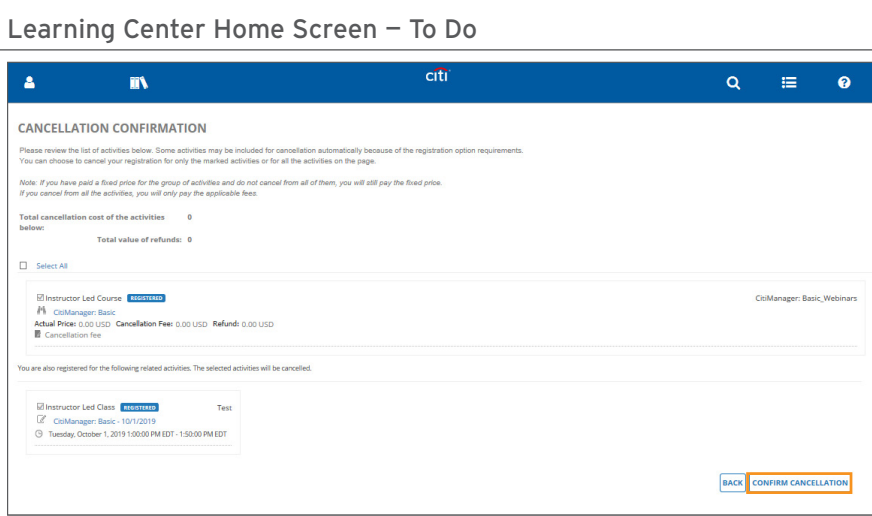
Register for Instructor Led Webinar

Screen	Step/Action
	<ol style="list-style-type: none"> 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 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. <i>A list of library topics display on the left.</i>
Learning Center Home Screen – Instructor Led Webinar	
	<ol style="list-style-type: none"> Click 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.
Learning Center – Library	

Screen	Step/Action
	<p>3. Select Instructor Led Webinar.</p> <p><i>A list of CitiManager Instructor Led Webinars display to the right.</i></p>
<p>Learning Center – Instructor Led Webinars</p> 	<p>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.</p> <p><i>The Offerings screen displays.</i></p>
<p>Select and Register</p>	

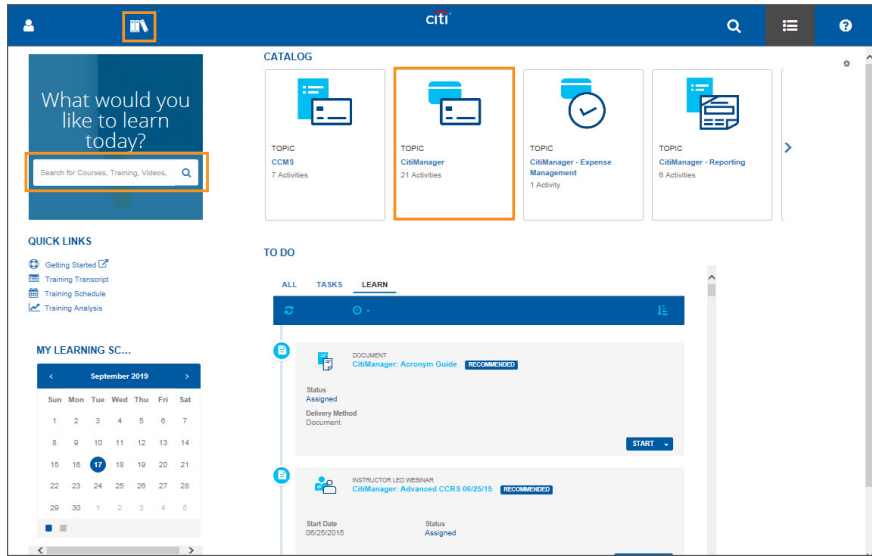
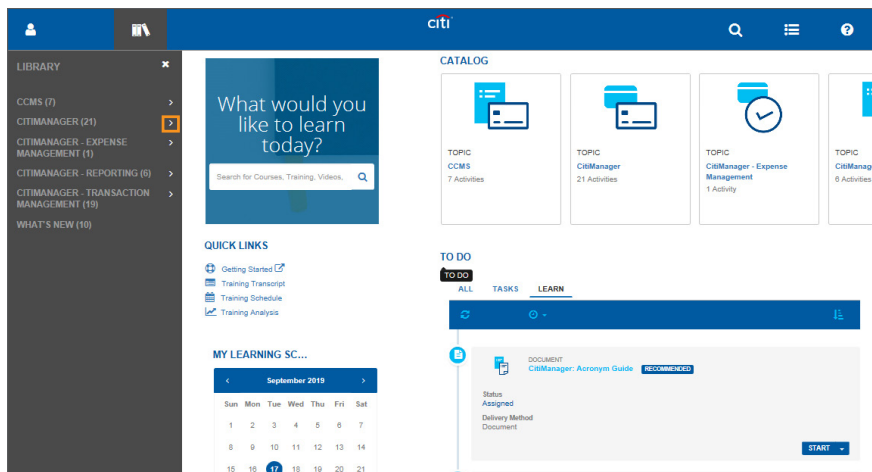
Screen	Step/Action
	<ol style="list-style-type: none"> 5. Select the ADD button for the desired date. 6. Click the Register button. <p><i>The Activities screen displays with a Registered message.</i></p>
<p>Offerings and Register</p>	
	<ol style="list-style-type: none"> 7. Fifteen minutes prior to the start of the webinar, log back into the Learning Center and click the Start button displayed in your To Do list. <p>Note: The Start button will not be visible until 15 minutes prior to the session.</p>
<p>Learning Center – To Do</p>	

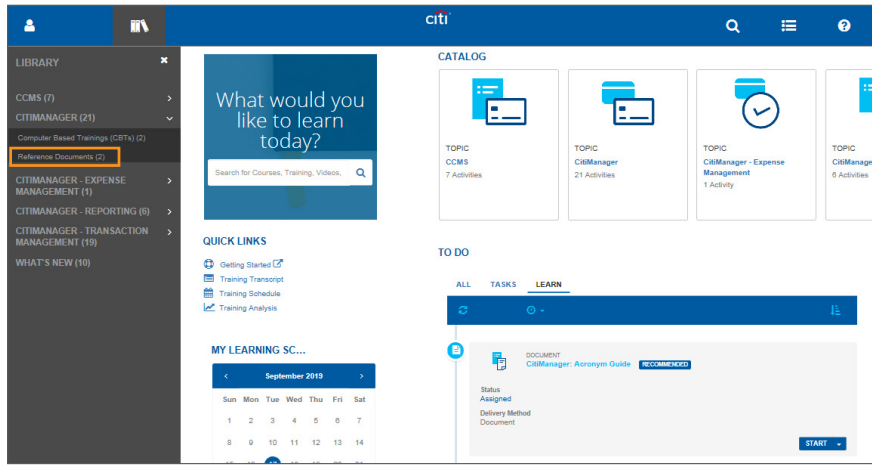
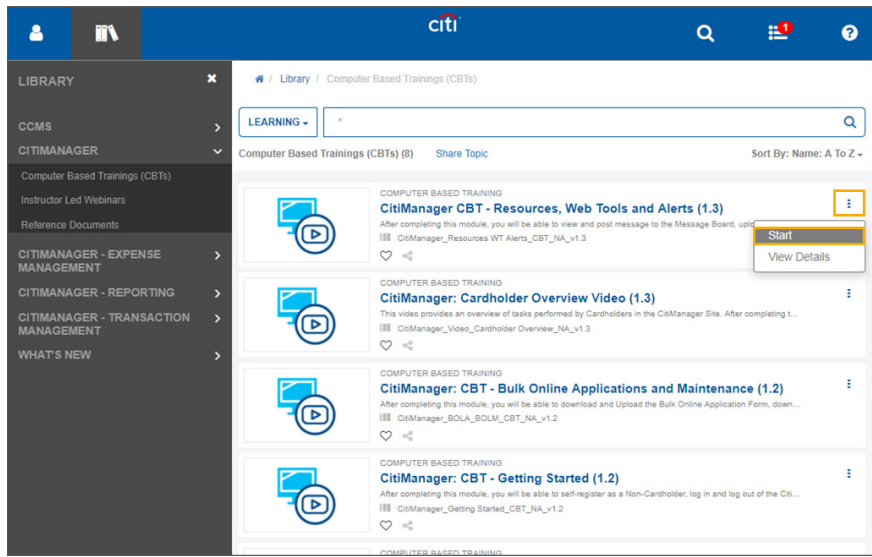
Cancel Registration for Instructor Led Webinar

Screen	Step/Action
 <p>The screenshot shows the 'Learning Center Home screen - To Do' list. Under the 'LEARN' tab, there is a section for 'INSTRUCTOR LED COURSE'. The course 'CitiManager: Basic' is listed with a status of 'Registered' and a delivery method of 'Webinar'. A 'VIEW DETAILS' button is highlighted with an orange box.</p>	<ol style="list-style-type: none"> From the Learning Center Home screen – To Do list, click the drop-down arrow on the View Details button of the training you wish to cancel then click Cancel Registration. <i>The Cancellation Confirmation screen displays.</i>
 <p>The screenshot shows the 'CANCELLATION CONFIRMATION' screen. It displays details for the 'Instructor Led Course' 'CitiManager: Basic'. The 'Actual Price' is 0.00 USD, 'Cancellation Fee' is 0.00 USD, and 'Refund' is 0.00 USD. At the bottom, there is a 'CONFIRM CANCELLATION' button highlighted with an orange box.</p>	<ol style="list-style-type: none"> Click the Confirm Cancellation button. <i>The dashboard redisplay and the training has been removed from your To Do list.</i>

Cancel Registration

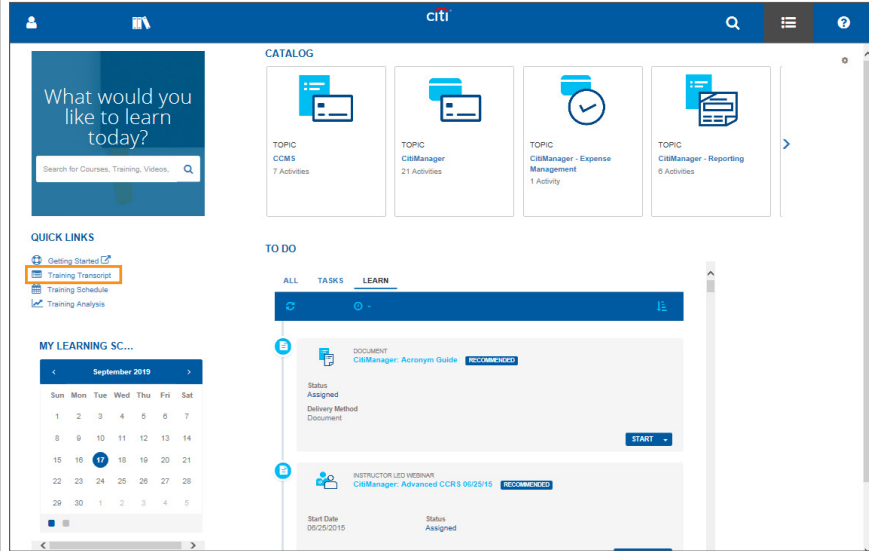
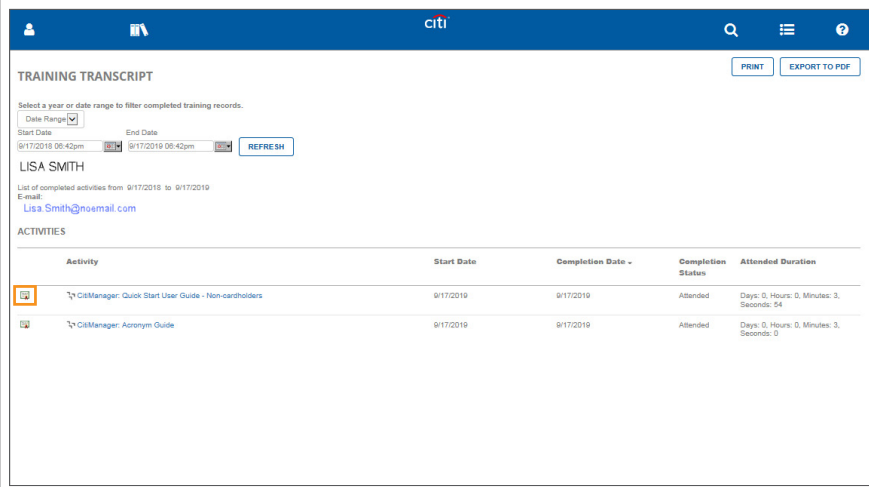
Open a Reference Document

Screen	Step/Action
 <p>The screenshot shows the Learning Center Home screen. The 'Catalog' section is highlighted with an orange box. The 'Search for Courses, Training, Videos...' field is also highlighted with an orange box.</p>	<ol style="list-style-type: none"> 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. <p>OR</p> <p>To search for a specific reference document, in the Search field type your search criteria.</p> <p>OR</p> <p>Click the Library icon to view a filtered list of training resources and courses that is sorted by activity type.</p> <p>In this example, we will use the Library icon.</p> <p><i>A list of library topics display on the left.</i></p>
 <p>The screenshot shows the Learning Center Library screen. The 'Library' icon is highlighted with an orange box.</p>	<ol style="list-style-type: none"> 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. <p>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.</p>


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

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
 <p>Learning Center Home Screen</p>	<ol style="list-style-type: none"> From the Learning Center Home screen, click the Training Transcript link in the Quick Links section. <i>The Training Transcript screen displays.</i>
 <p>Training Transcript</p>	<ol style="list-style-type: none"> To view a Certificate of Completion, click the Diploma icon for the desired activity. <i>The Certificate of Completion opens in a small window.</i>



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

