

Learning Center

Quick Reference Guide

Department of Defense and GSA SmartPay®

October 2025

Treasury and Trade Solutions





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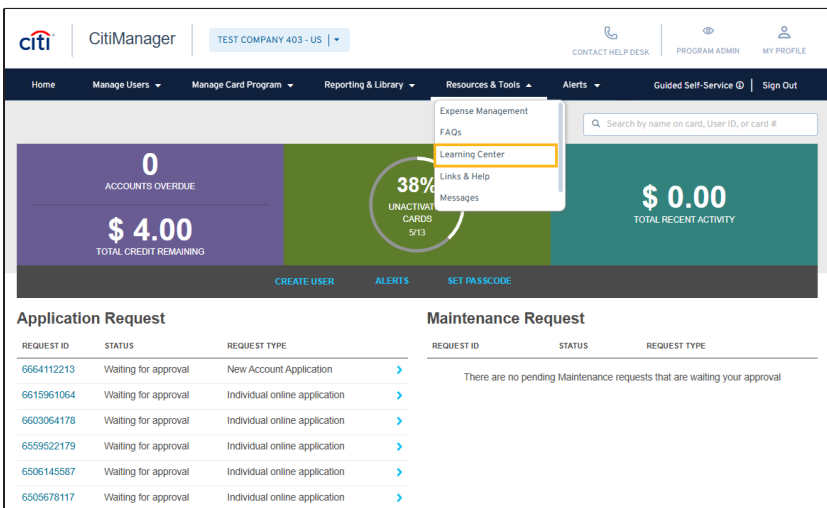
Learning Center Overview

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

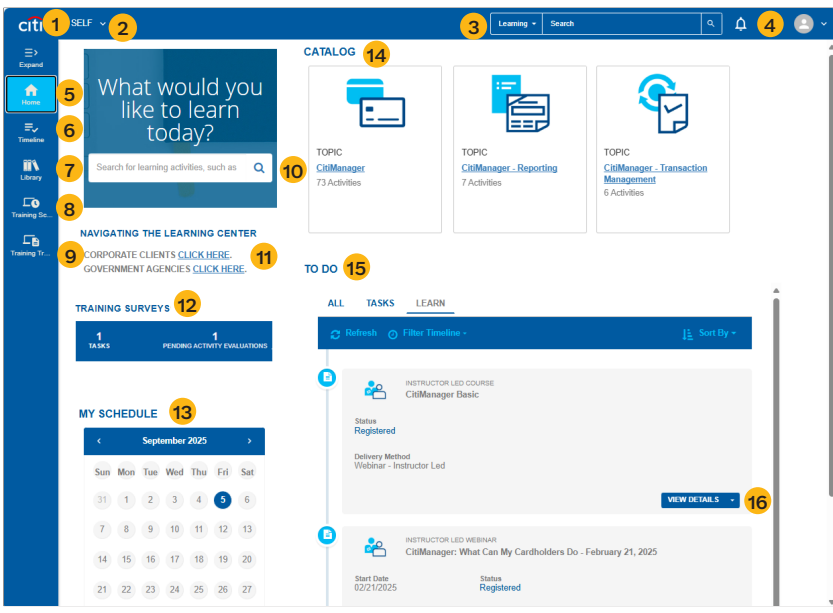
The Learning Center provides on-demand, self-paced training so you can complete computer based training and access reference documents at any time. If you need to exit a course prior to completion, you can access it again and begin where you left off. You can also register for instructor-led webinars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

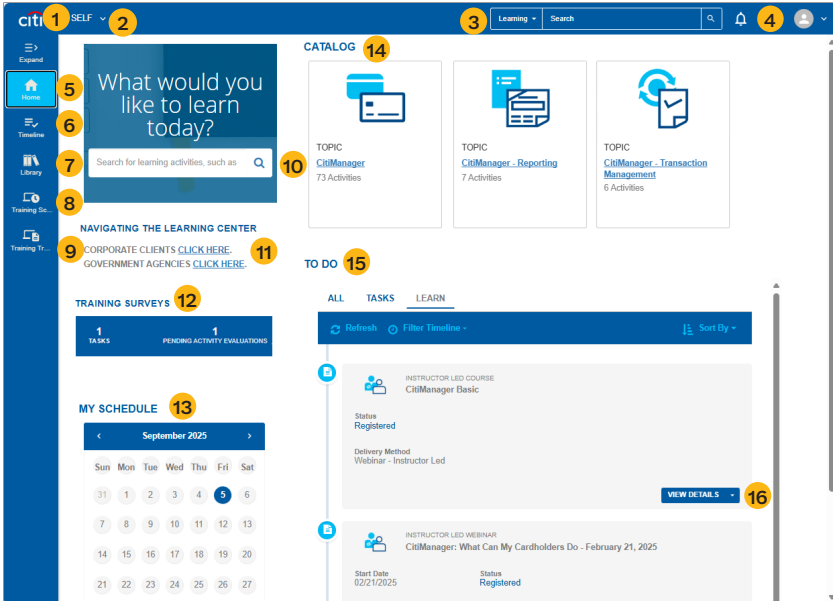
Access the Learning Center

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.

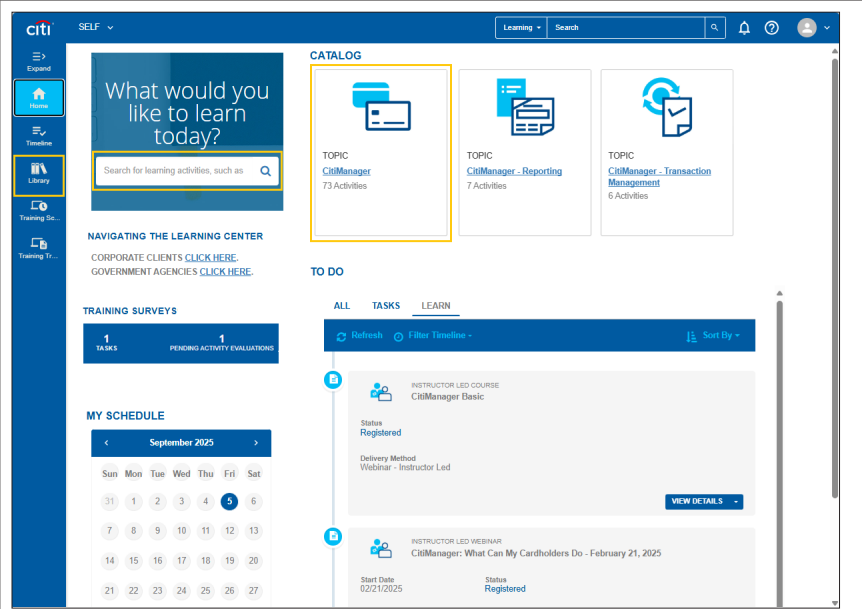
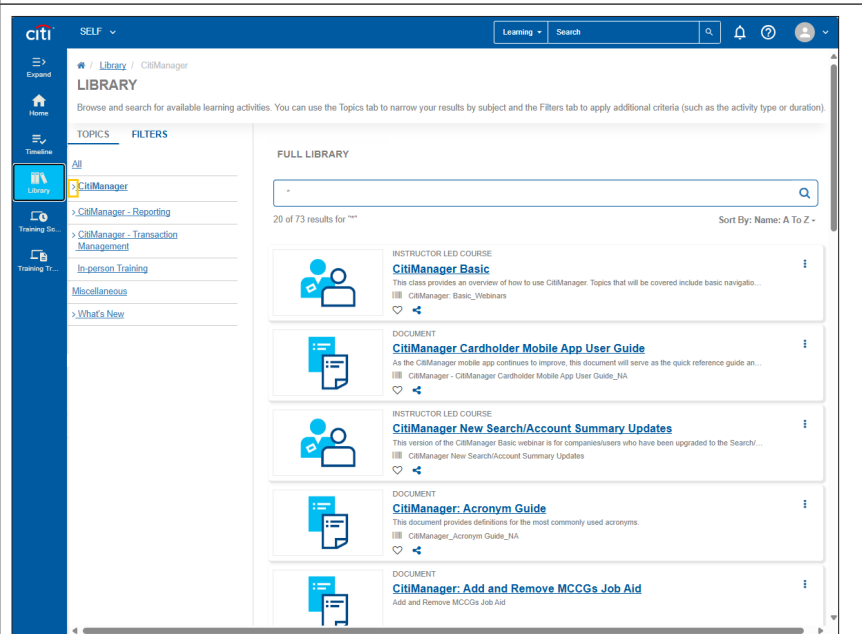
Screen	Step/Action
 CitiManager Site Home Screen	From the CitiManager Site navigation bar, position your mouse over the Resources & Tools drop-down menu and click the Learning Center link. <i>The Learning Center Home screen displays.</i>

Learning Center Navigation

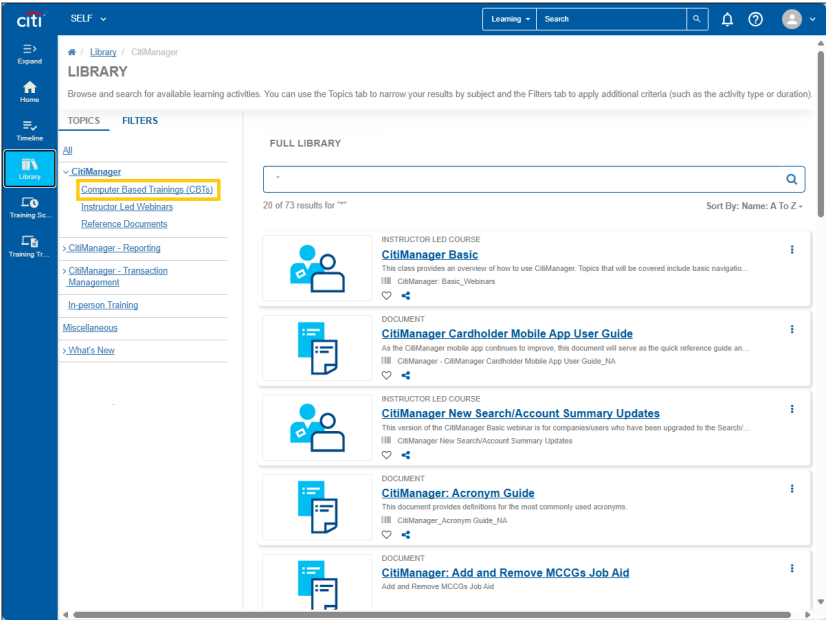
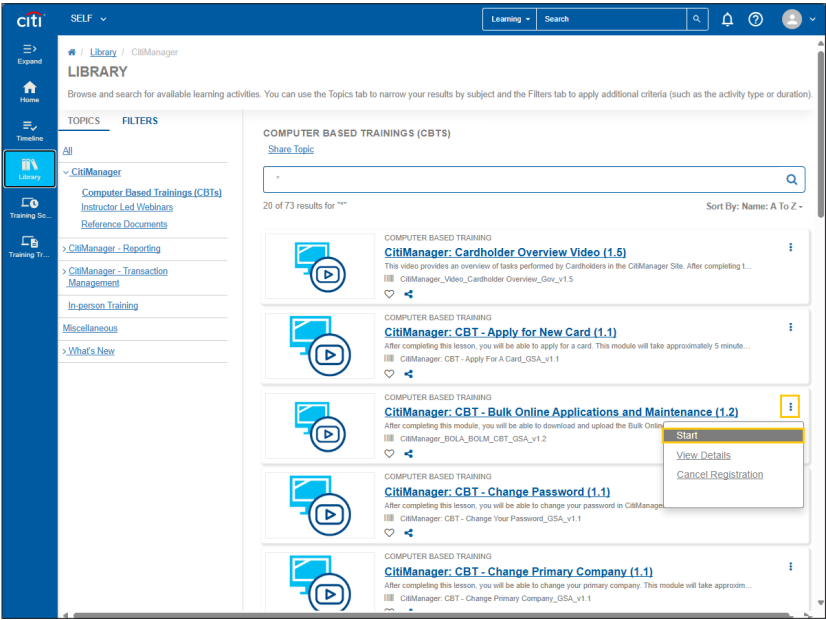
Screen	Step/Action
 The screenshot shows the Learning Center Home Screen. It features a top navigation bar with the Citi logo (1), a 'Self' dropdown menu (2), a 'Learning' dropdown (3), and a search bar (4). On the left is a sidebar with icons for Home (5), Timeline (6), Library (7), Training Schedule (8), and Training Transcript (9). The main content area includes a 'What would you like to learn today?' section (10) with a search bar, a 'CATALOG' section (14) with topic cards for CitiManager, CitiManager Reporting, and CitiManager Transaction Management, a 'TO DO' section (15) with tasks like 'INSTRUCTOR LED COURSE CitiManager Basic' and 'INSTRUCTOR LED WEBINAR CitiManager: What Can My Cardholders Do - February 21, 2025', a 'TRAINING SURVEYS' section (12) with a 'PENDING ACTIVITY EVALUATIONS' link, and a 'MY SCHEDULE' section (13) with a calendar for September 2025. A 'VIEW DETAILS' link (16) is also present.	Citi Logo — Click the Citi logo to access the Learner Dashboard. Self Menu — Click the Self drop-down arrow to access your dashboards, training transcript and training schedules. 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. Self Icon — Click the Self icon and then the Signout link to sign out. Home Icon — Click the Home icon to return to your Learner Dashboard. Timeline Icon — Click the Timeline icon to access a timeline of your training resources and courses. Library Icon — Click the Library icon to navigate to a library of training resources and courses. Training Schedule — Click the Training Schedule icon to access your upcoming training schedule. Training Transcript — Click the Training Transcript icon to access your training transcript. Search — Enter your search criteria in the text field to search for training resources or courses. Navigating the Learning Center — Click the appropriate link to view the Learning Center Quick Reference Guide. Training Surveys — Click the Pending Activity Evaluations link, if it displays, to start an evaluation for any instructor-led training you attended. My Schedule — Click on the calendar dates for a quick glance of your upcoming trainings.

Screen	Step/Action
 The screenshot shows the Learning Center Home Screen. It features a left sidebar with navigation links (1-8), a main content area with a search bar (2), a catalog of topics (14), a 'To Do' list (15), and a 'My Schedule' calendar (13). The 'To Do' list includes an 'Instructor Led Course' and an 'Instructor Led Webinar', both with 'View Details' buttons (16). The 'My Schedule' calendar shows the month of September 2025.	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

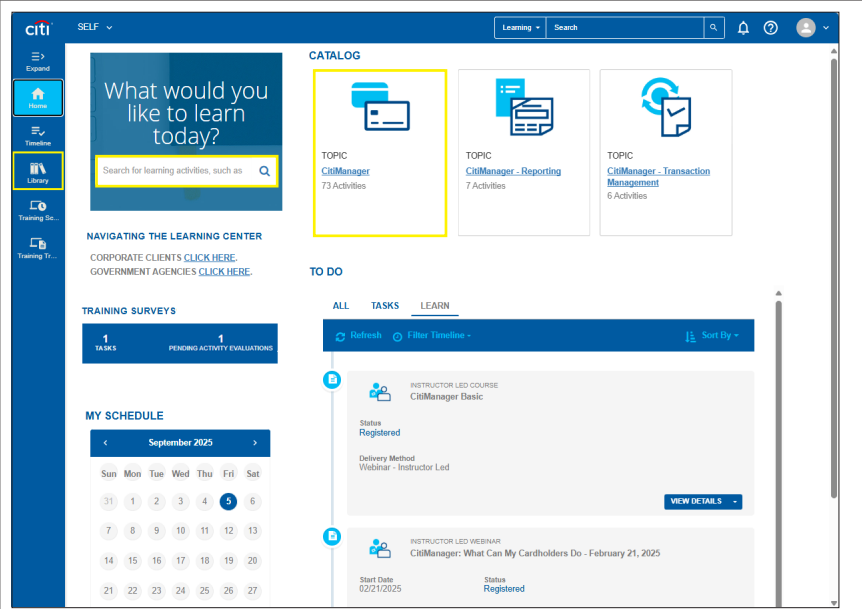
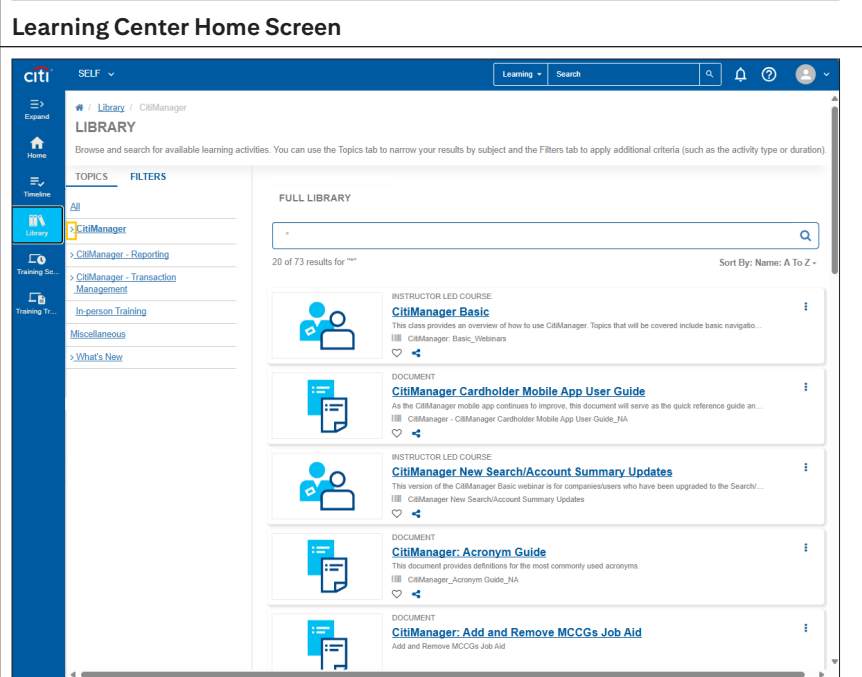
Screen	Step/Action
 The Learning Center Home Screen displays a navigation sidebar on the left with icons for Home, Library, Training Schedule, and Training Tools. The main content area includes a 'What would you like to learn today?' search prompt, a 'CATALOG' section with three topic cards (CitiManager, CitiManager - Reporting, CitiManager - Transaction Management), a 'NAVIGATING THE LEARNING CENTER' section with links for Corporate Clients and Government Agencies, a 'TRAINING SURVEYS' section with a '1 TASKS' button, and a 'MY SCHEDULE' calendar for September 2025. The 'TO DO' section shows a list of tasks, including 'INSTRUCTOR LED COURSE CitiManager Basic' and 'INSTRUCTOR LED WEBINAR CitiManager: What Can My Cardholders Do - February 21, 2025'. 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. <i>A list of library topics display on the left.</i>
 The Learning Center Library - Unfiltered screen shows a sidebar with 'Library / CitiManager' and a list of topics: CitiManager, CitiManager - Reporting, CitiManager - Transaction Management, In-person Training, Miscellaneous, and What's New. The main content area displays a 'FULL LIBRARY' search results page with 20 of 73 results. The results are sorted by Name (A to Z) and include items like 'CitiManager Basic', 'CitiManager Cardholder Mobile App User Guide', 'CitiManager New Search/Account Summary Updates', 'CitiManager: Acronym Guide', and 'CitiManager: Add and Remove MCCGs Job Aid'. 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.

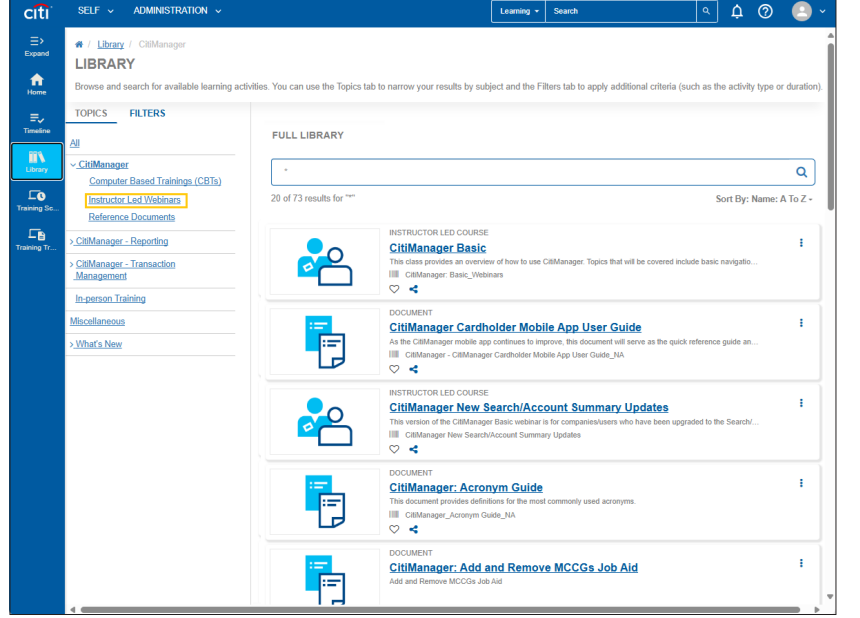
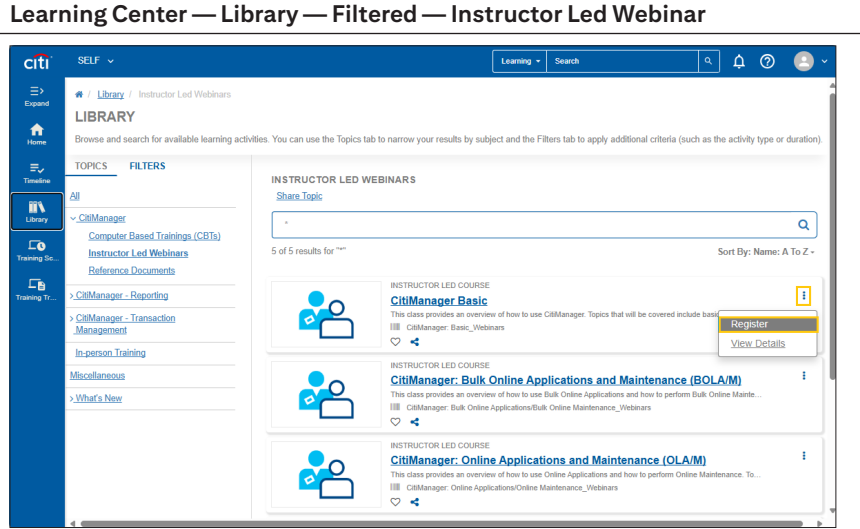


Screen	Step/Action
	3. Click Computer Based Trainings (CBTs). <i>A list of CitiManager CBTs display to the right.</i>
	4. To view a CBT, click the ellipsis (...) to the right of the activity you wish to view then click Start. <i>The Content player loads.</i> Note: If a popup blocker message displays, click the Start or Launch Course button/link.

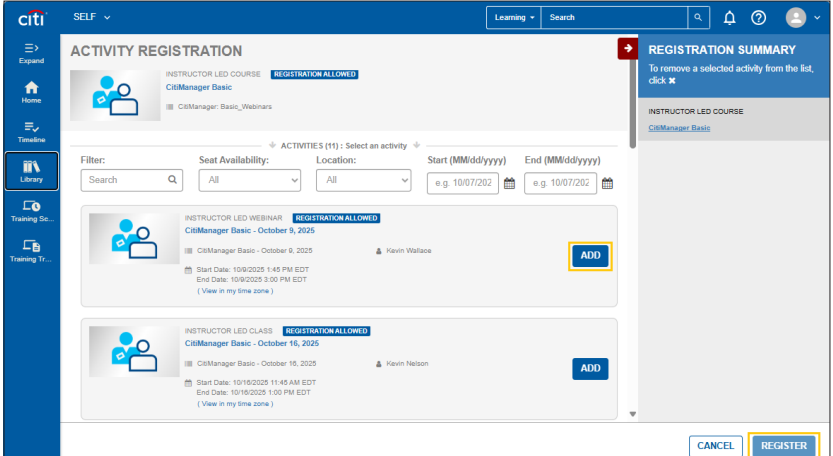
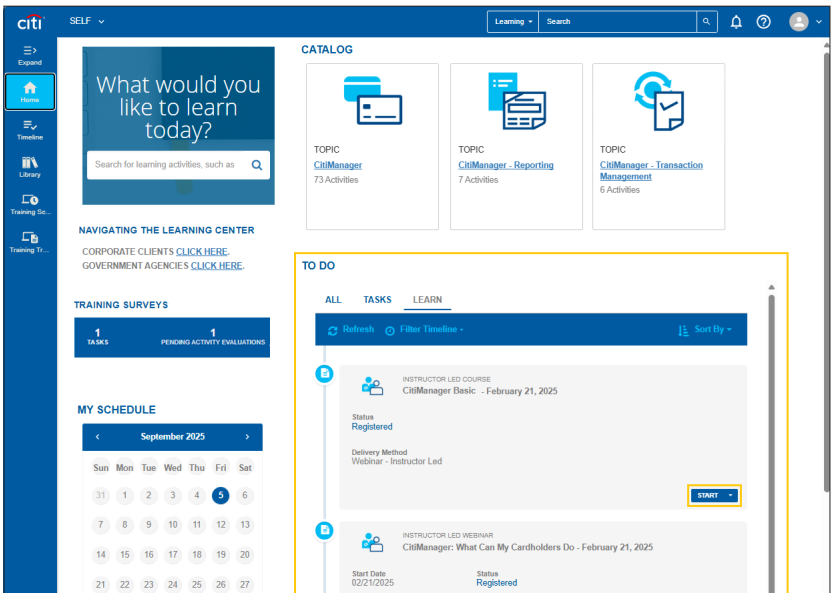
Select Activity and Start

Register for Instructor Led Webinar

Screen	Step/Action
 The Learning Center Home Screen displays a navigation sidebar on the left with icons for Home, Timeline, Library, and Training. The main content area features a 'What would you like to learn today?' search bar, a 'CATALOG' section with three topic cards (CitiManager, CitiManager - Reporting, CitiManager - Transaction Management), a 'TO DO' section with a 'Refresh' button and a 'Filter Timeline' dropdown, and a 'MY SCHEDULE' calendar for September 2025. The 'Catalyst' icon is highlighted in the sidebar.	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. <i>A list of library topics display on the left.</i>
 The Learning Center Library screen shows a search bar at the top with the text 'CitiManager'. Below the search bar, there are tabs for 'TOPICS' and 'FILTERS'. The 'TOPICS' tab is selected, and a list of topics is displayed on the left sidebar. The main content area shows a 'FULL LIBRARY' section with 20 of 73 results. The results are sorted by 'Name: A To Z'. The list includes several items, such as 'CitiManager Basic', 'CitiManager Cardholder Mobile App User Guide', 'CitiManager New Search/Account Summary Updates', 'CitiManager Acronym Guide', and 'CitiManager Add and Remove MCCGs Job Aid'.	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
	3. Click Instructor Led Webinars. <i>A list of CitiManager Instructor Led Webinars display to the right.</i>
	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. <i>The Offerings screen displays.</i> 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.

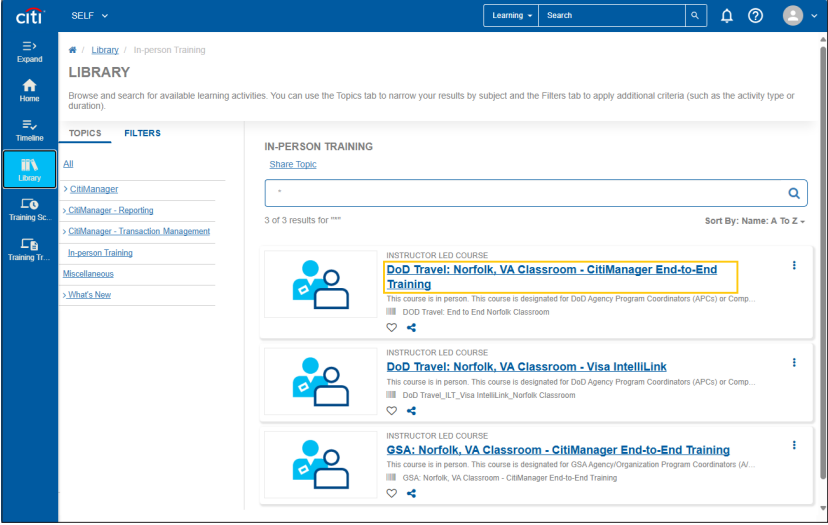
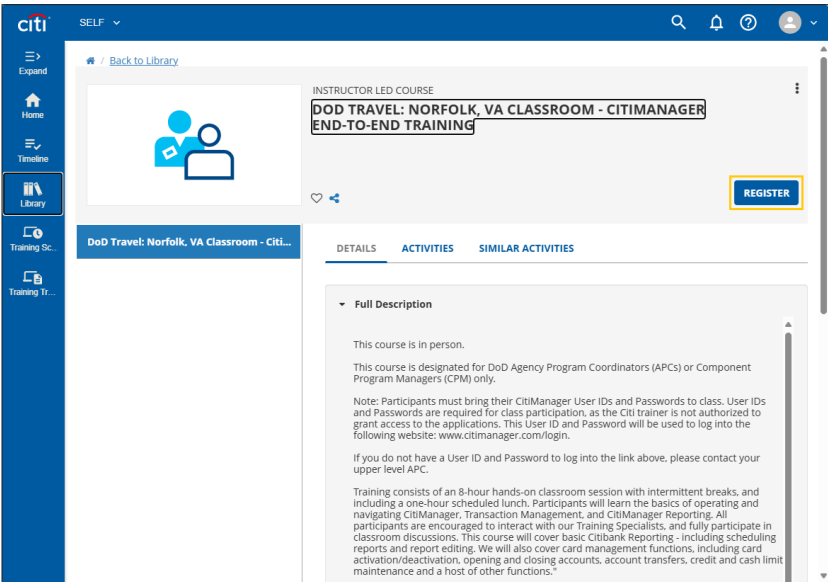
Select and Register

Screen	Step/Action
	5. Select the Add button for the desired date. 6. Click the Register button. <i>The Activities screen displays and a Registered message.</i>
	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.
Learning Center — To Do — Start Webinar	



Register for In-Person Training

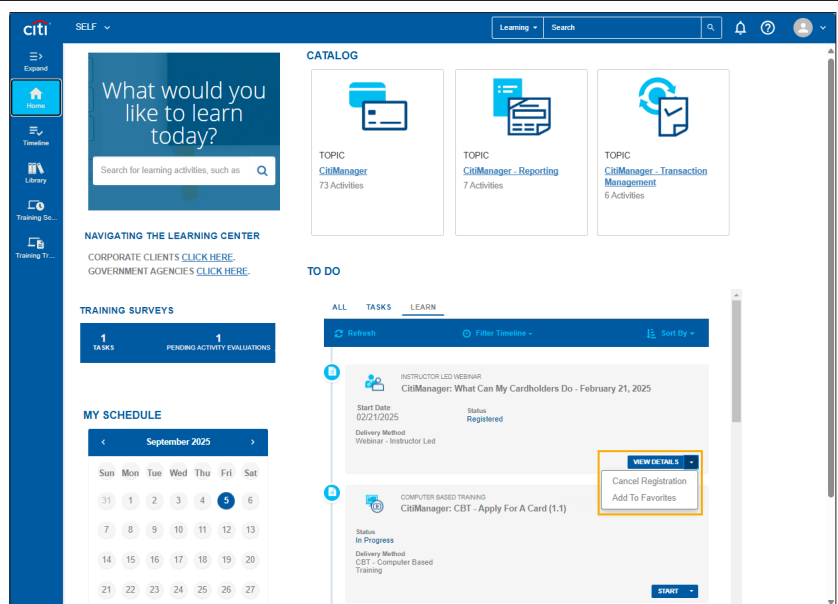
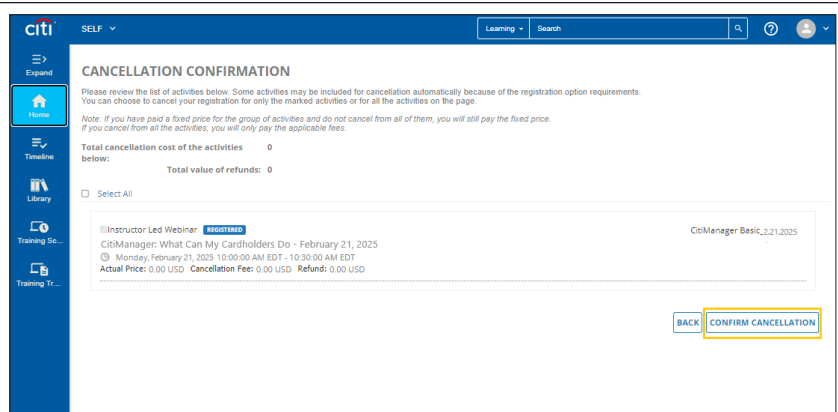
Screen	Step/Action
	1. From the Learning Center Home screen, click the Library icon to view a filtered list of training resources and courses that is sorted by activity type. <i>A list of library topics display on the left.</i>
	2. Click In-Person Training. <i>The trainings display to the right.</i>

Screen	Step/Action
	3. To register for an In-Person Training, click the title of the training. <i>The Instructor Led Course — Details screen displays.</i>
	4. Click the Register button. <i>The Activity Registration screen displays.</i> 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. <i>The Activities screen displays and a confirmation message displays at the top of the screen.</i>

Cancel Registration for Instructor Led Webinar and In-Person Training

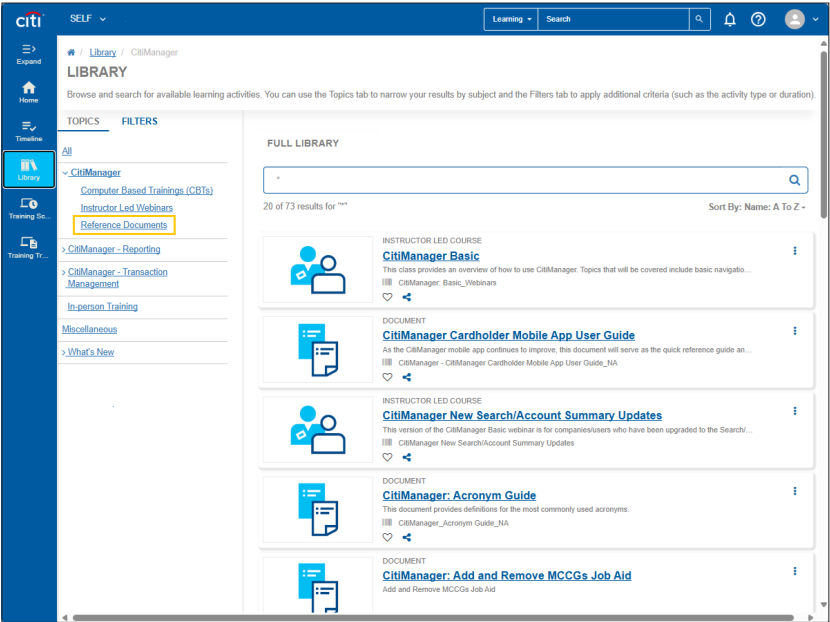
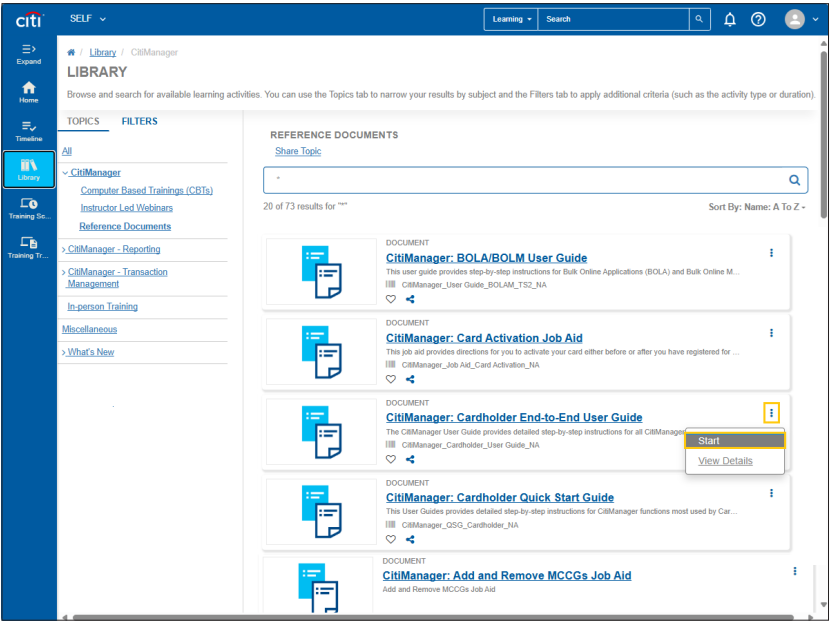
Screen	Step/Action
	From the Learning Center Home screen To Do list, click the drop-down arrow on the View Details button for the training you wish to cancel then click Cancel Registration. <i>The Cancellation Confirmation screen displays.</i>
Learning Center Home Screen — To Do	
	Click the Confirm Cancellation 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
	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. <i>A list of library topics display on the left.</i>
Learning Center Home Screen	
	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.
Learning Center — Library	



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

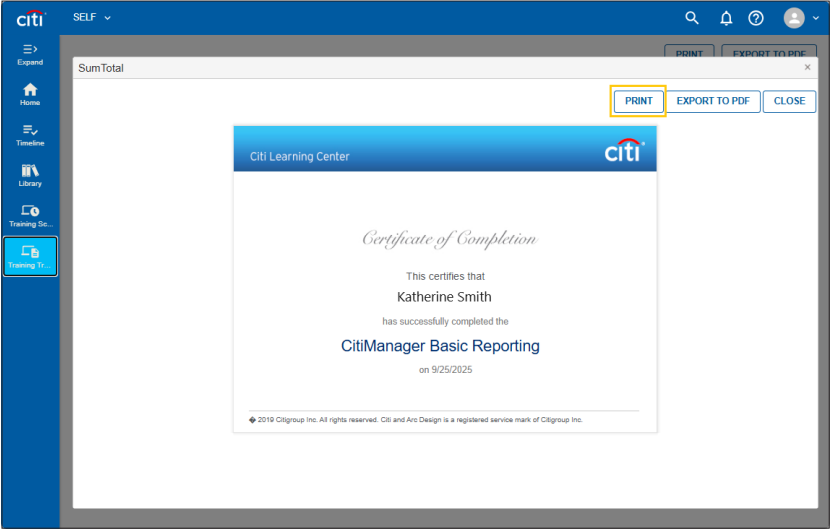
The Training Transcript screen displays.

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.

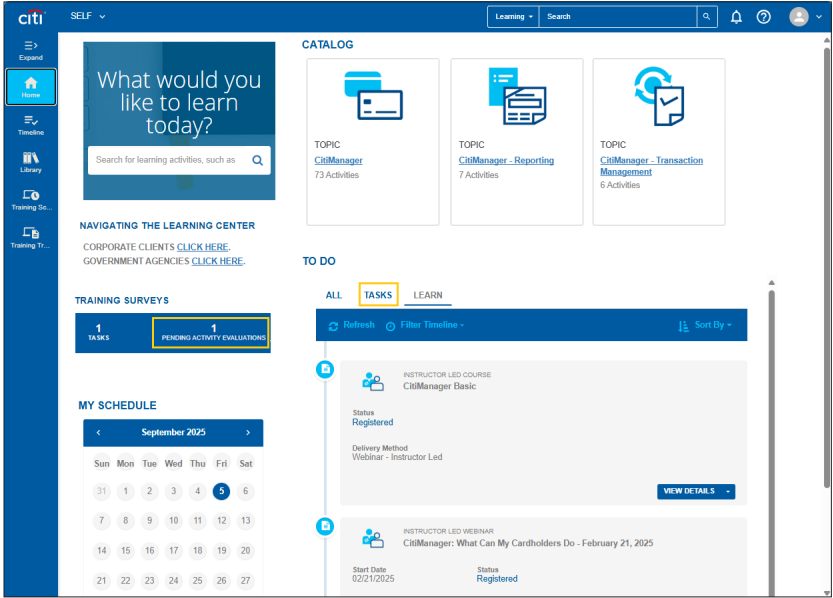
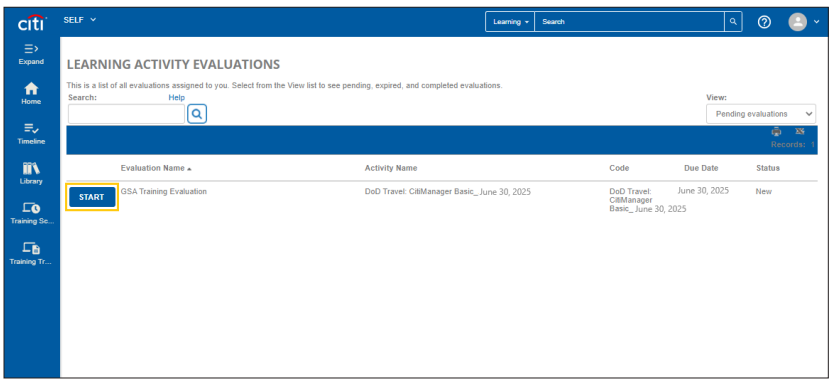


Screen	Step/Action
	3. To print a Certificate of Completion, click the Print button. <i>The Print window opens.</i> 4. Select a printer and click the Print button. <i>The Certificate of Completion is printed on the selected printer.</i> 5. When you are finished, click the Close button.

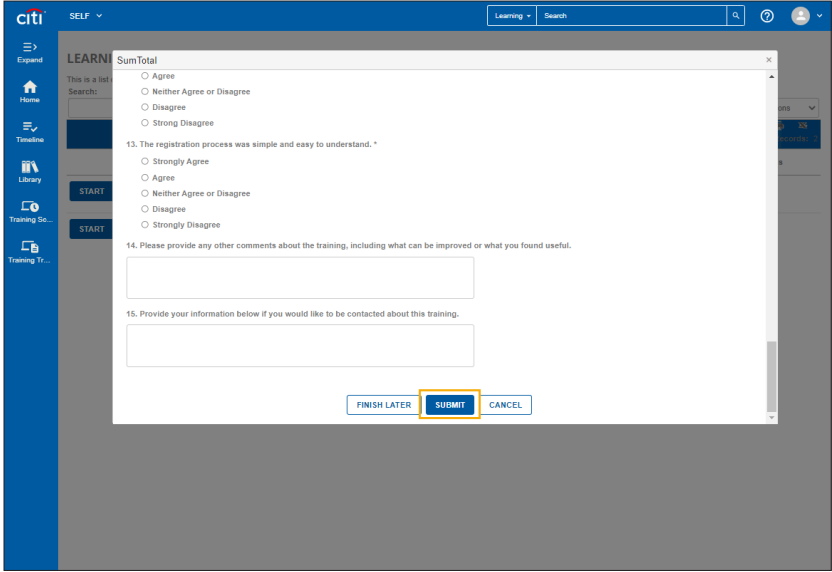
Certificate of Completion — Print

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
 The Learning Center Home screen displays various sections including a search bar, a catalog of topics, a 'To Do' section with 'Tasks' and 'Learn' tabs, and a 'Training Surveys' section. The 'Training Surveys' section shows a list of surveys, with the 'Pending Activity Evaluations' link highlighted. The 'To Do' section shows a list of tasks, with the 'Tasks' tab selected. The 'My Schedule' section shows a calendar for September 2025.	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. <i>The Learning Activity Evaluations screen displays.</i>
 The Learning Activity Evaluation screen displays a list of evaluations assigned to the user. The 'START' button is highlighted for the 'GSA Training Evaluation'.	Click the Start button. <i>The Evaluation displays.</i>



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

