

# Learning Center

## Quick Reference Guide

GSA and Public Sector  
December 2021



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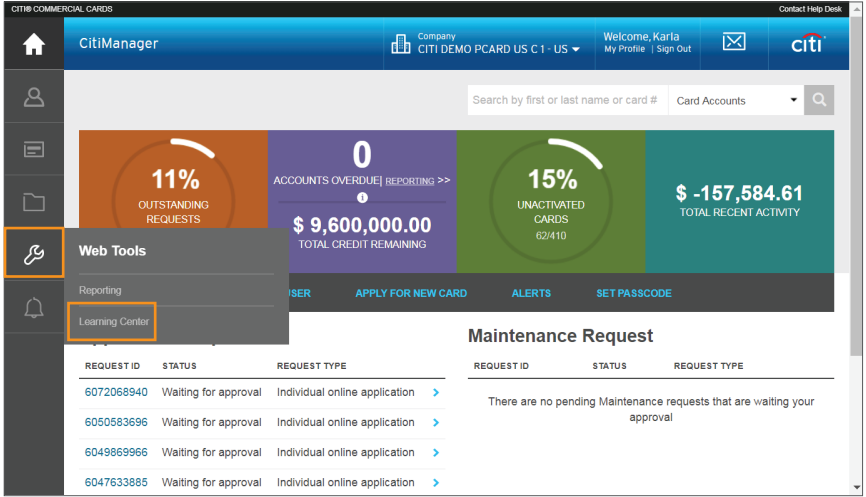
## Learning Center Overview

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

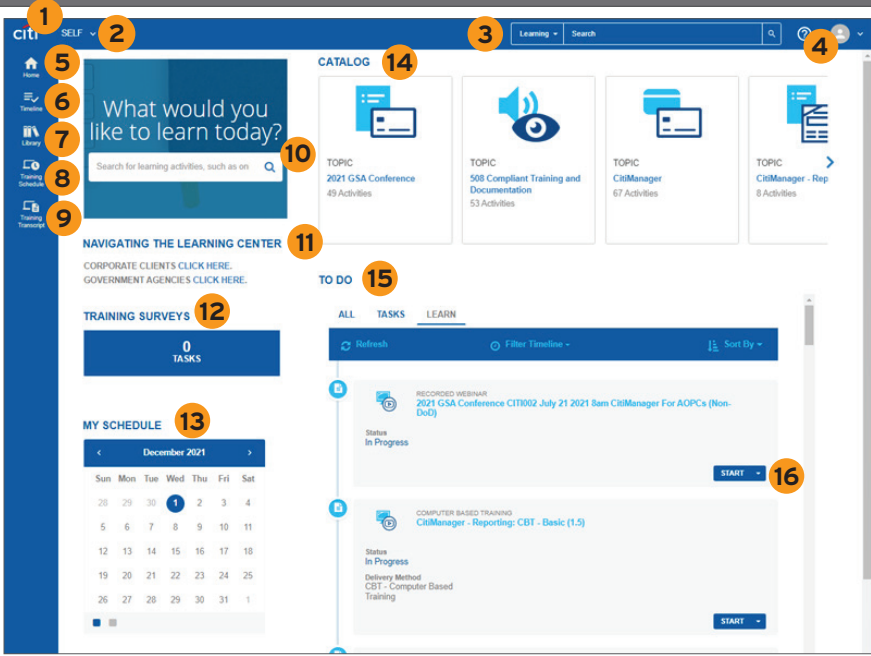
The Learning Center provides on-demand, self-paced training so you can complete computer based training and access reference documents at any time. If you need to exit a course prior to completion, you can access it again and begin where you left off. You can also register for instructor-led webinars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

## Access the Learning Center

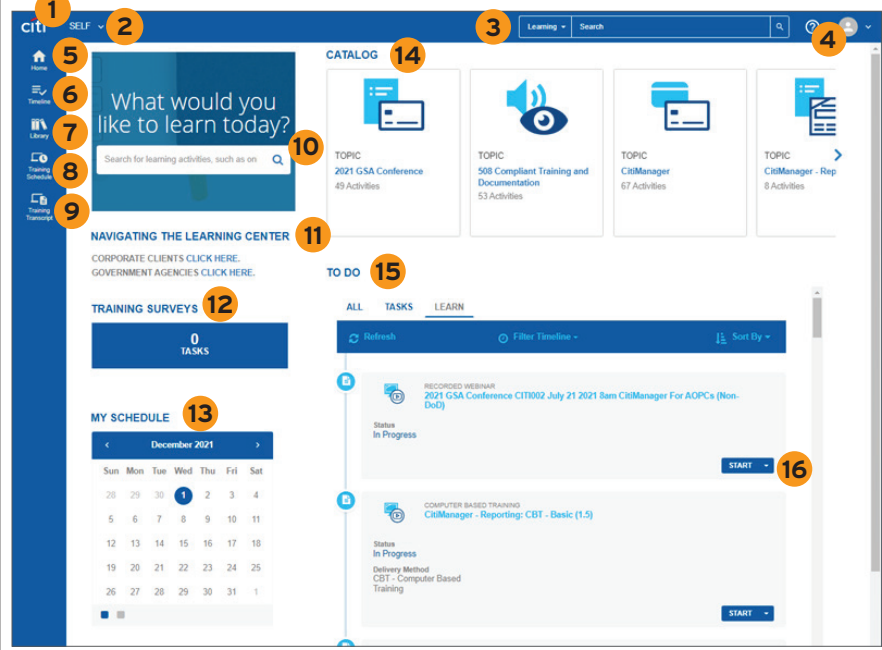
If you have a Cardholder and Non-cardholder login for different companies, you will need to set the Non-cardholder company as your primary company in order to access the Learning center. To change your primary company, click the **My Profile** link that displays at the top of the screen. When **My Profile** 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
 <p>CitiManager Site Home Screen</p>	<ol style="list-style-type: none"> <li>From the CitiManager Site side navigation bar, position your mouse over the <b>Web Tools</b> icon and click the <b>Learning Center</b> link. <i>The Learning Center Home screen displays.</i></li> </ol>

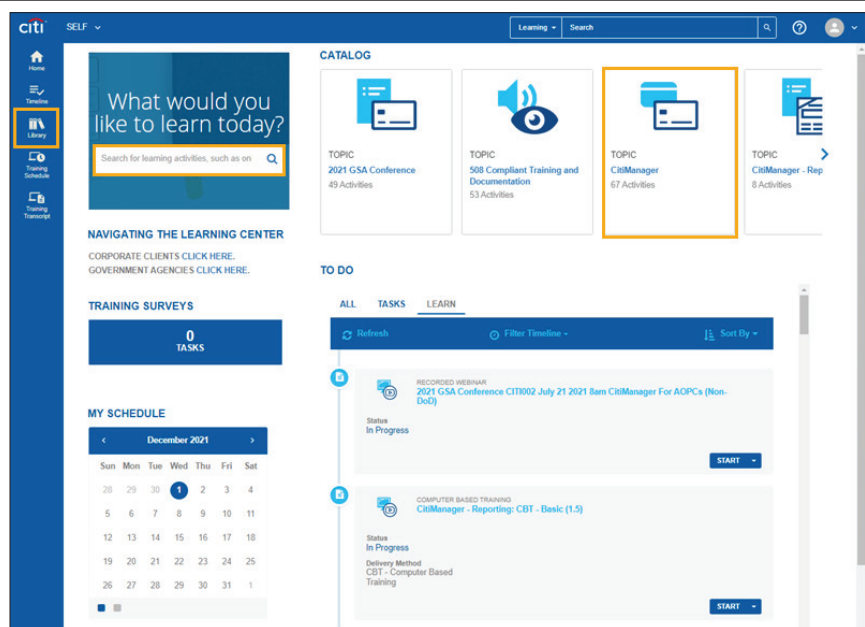
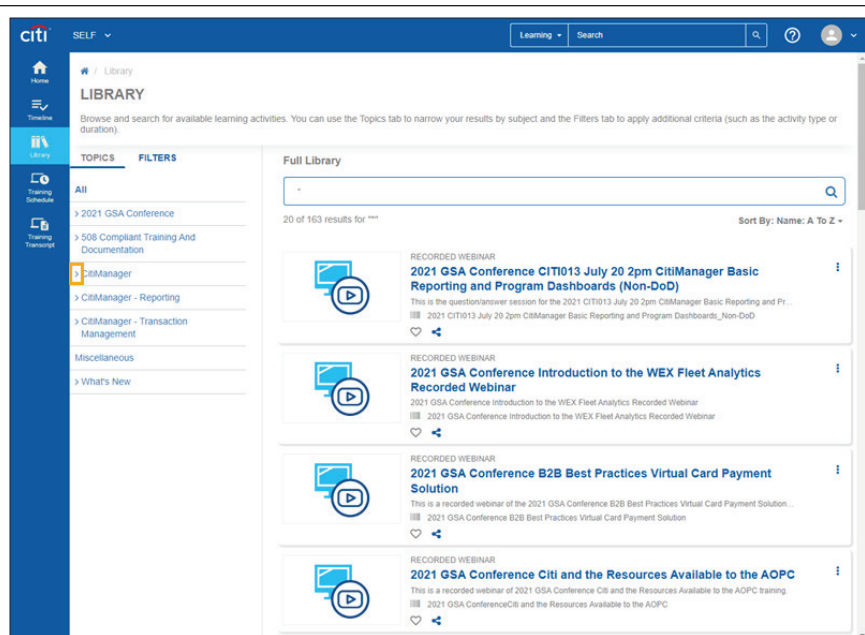
## Learning Center Navigation

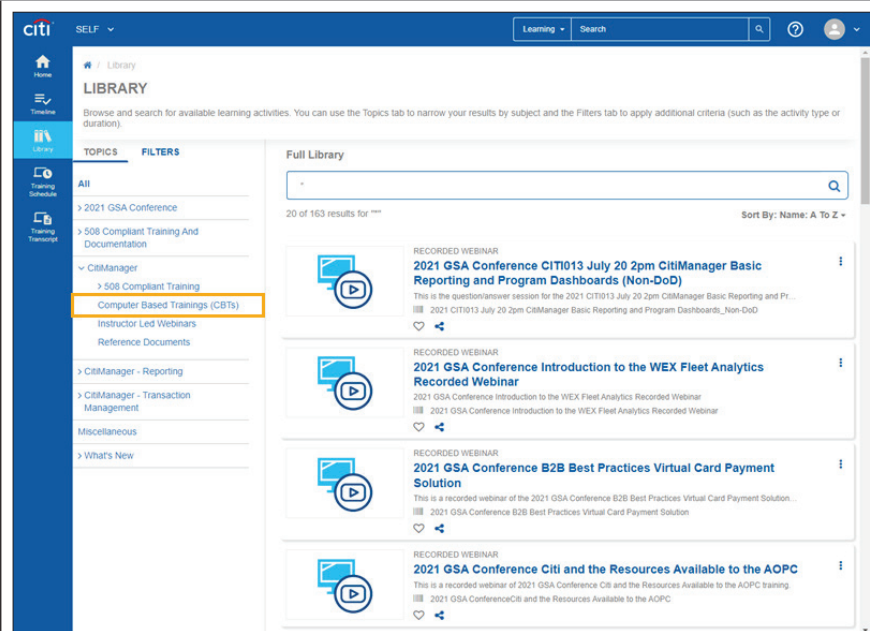
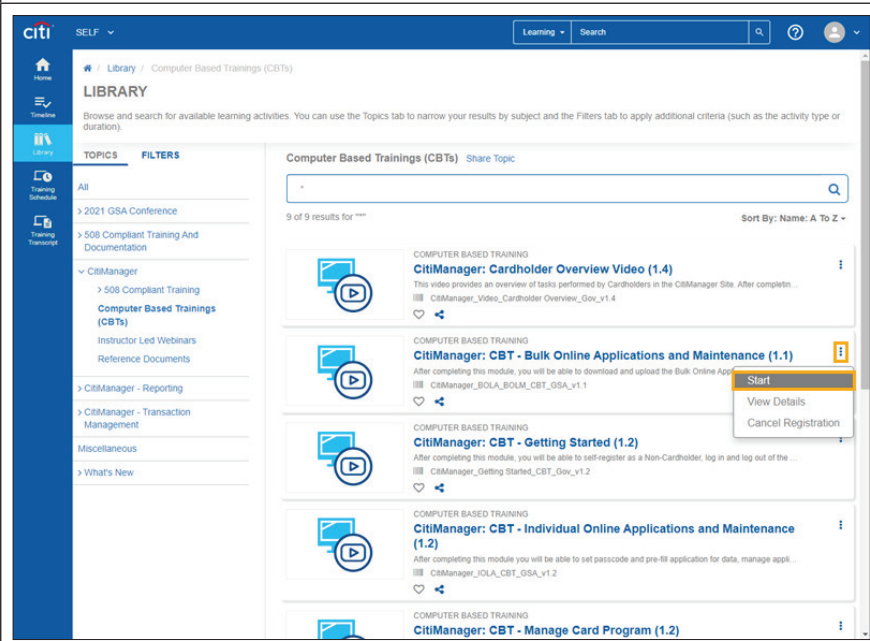
Screen	Step/Action
 <p>The screenshot shows the Learning Center Home Screen. It features a top navigation bar with the Citi logo (1), a 'SELF' dropdown menu (2), and a search bar (3). On the left, there is a sidebar with icons for Home (5), Training Schedule (6), Library (7), Training Transcript (8), and Training Surveys (9). The main content area includes a 'CATALOG' section (14) with various training topics, a 'NAVIGATING THE LEARNING CENTER' section (11) with links for corporate and government agencies, a 'TRAINING SURVEYS' section (12) showing 0 tasks, and a 'MY SCHEDULE' section (13) with a calendar for December 2021. The 'TO DO' section (15) lists upcoming training activities, including a recorded webinar and computer-based training. A 'START' button (16) is visible next to the training activities.</p>	<ol style="list-style-type: none"> <li><b>Citi Logo</b> – Click the Citi logo to access the Learner Dashboard.</li> <li><b>Self Menu</b> – Click the <b>Self</b> drop-down arrow to access your dashboards, training transcript and training schedules.</li> <li><b>Search Menu</b> – Click the arrow that displays to the left of the <b>Search</b> field to filter your search by <b>Learning</b> (guides or training) or <b>Navigation</b>. Type your search criteria in the <b>Search</b> field and click the <b>Magnifying Glass</b> icon.</li> <li><b>Self Icon</b> – Click the <b>Self</b> icon and then the <b>Signout</b> link to sign out.</li> <li><b>Home Icon</b> – Click the <b>Home</b> icon to return to your Learner Dashboard.</li> <li><b>Timeline Icon</b> – Click the <b>Timeline</b> icon to access a timeline of your training resources and courses.</li> <li><b>Library Icon</b> – Click the <b>Library</b> icon to navigate to a library of training resources and courses.</li> <li><b>Training Schedule</b> – Click the <b>Training Schedule</b> icon to access your upcoming training schedule.</li> <li><b>Training Transcript</b> – Click the <b>Training Transcript</b> icon to access your training transcript.</li> <li><b>Search</b> – Enter your search criteria in the text field to search for training resources or courses.</li> <li><b>Navigating the Learning Center</b> – Click the appropriate link to view the Learning Center Quick Reference Guide.</li> <li><b>Training Surveys</b> – Click the <b>Pending Activity Evaluations</b> link, if it displays, to start an evaluation for any instructor-led training you attended.</li> <li><b>My Schedule</b> – Click on the calendar dates for a quick glance of your upcoming trainings.</li> </ol>

Learning Center Home Screen

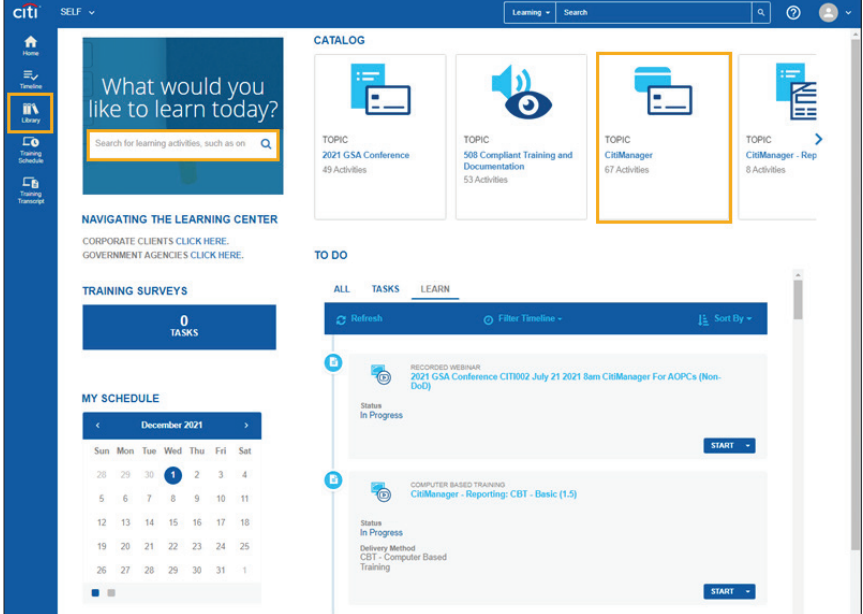
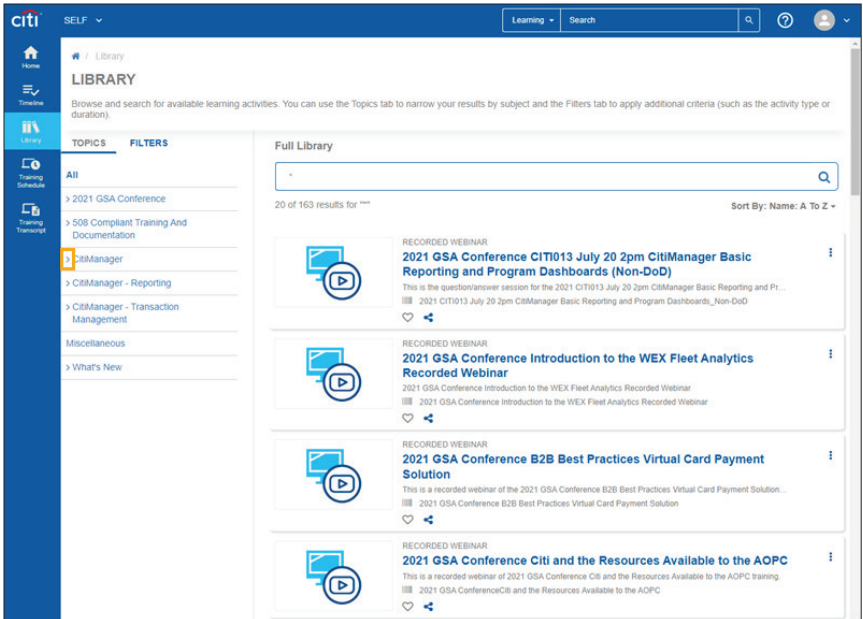
Screen	Step/Action
 <p>The screenshot shows the Learning Center Home Screen. It features a top navigation bar with a 'Learning' dropdown and a search bar. On the left is a sidebar with icons for Home, Training, Library, and Favorites. The main content area includes a 'What would you like to learn today?' section with a search bar, a 'CATALOG' section with topic cards, a 'TO DO' section with a list of tasks, and a 'MY SCHEDULE' calendar. Numbered callouts (1-16) point to specific elements: 1. Citi logo, 2. SELF dropdown, 3. Learning dropdown, 4. Search bar, 5. Home icon, 6. Training icon, 7. Library icon, 8. Favorites icon, 9. Training icon, 10. Search bar, 11. NAVIGATING THE LEARNING CENTER section, 12. TRAINING SURVEYS section, 13. MY SCHEDULE calendar, 14. CATALOG section, 15. TO DO section, and 16. START button.</p>	<p>14. <b>Catalog</b> – 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.</p> <p>15. <b>To Do</b> – This list displays the courses or documents to which you have registered. To open a reference document or start/restart a course, click the <b>Start</b> button from this list.</p> <p>16. <b>Start/View Details</b> – From your <b>To Do</b> list, click the the <b>Start</b> 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 <b>Favorites</b> menu.</p> <p><b>Note:</b> For instructor-led webinars, the <b>View Details</b> button will display until 15 minutes prior to the scheduled start time and then the <b>Start</b> button will display.</p>
<p>Learning Center Home Screen</p>	

## View a Computer Based Training

Screen	Step/Action
 <p>The screenshot shows the Learning Center Home screen. On the left sidebar, the 'Library' icon is highlighted with a yellow box. The main content area features a 'CATALOG' section with four topic cards: '2021 GSA Conference' (49 Activities), '508 Compliant Training and Documentation' (53 Activities), 'CitiManager' (67 Activities), and 'CitiManager - Rep' (8 Activities). The 'CitiManager' card is highlighted with a yellow border. Below the catalog, there's a 'TO DO' section with a list of tasks, including 'RECORDED WEBINAR 2021 GSA Conference CITI002 July 21 2021 Sam CitiManager For AOPCs (Non-DoD)' and 'COMPUTER BASED TRAINING CitiManager - Reporting: CBT - Basic (1.5)'. A 'MY SCHEDULE' calendar is visible on the left, showing December 2021.</p>	<ol style="list-style-type: none"> <li>From the <b>Learning Center Home</b> screen, click the <b>Catalog Topic</b> 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 <b>Search</b> field type your search criteria. OR Click the <b>Library</b> icon to view a filtered list of training resources and courses that is sorted by activity type. In this example, we will use the <b>Library</b> icon. <i>A list of library topics display on the left.</i></li> </ol>
 <p>The screenshot shows the Learning Center Library screen. The left sidebar has the 'Library' icon highlighted. The main content area displays a list of topics under the 'TOPICS' tab, including '2021 GSA Conference', '508 Compliant Training And Documentation', 'CitiManager', 'CitiManager - Reporting', 'CitiManager - Transaction Management', 'Miscellaneous', and 'What's New'. The 'CitiManager' topic is highlighted with a yellow box. Below the topics, there's a 'Full Library' section showing a list of 20 of 163 results, sorted by 'Name: A To Z'. The results include several recorded webinars, such as '2021 GSA Conference CITI013 July 20 2pm CitiManager Basic Reporting and Program Dashboards (Non-DoD)', '2021 GSA Conference Introduction to the WEX Fleet Analytics Recorded Webinar', '2021 GSA Conference B2B Best Practices Virtual Card Payment Solution', and '2021 GSA Conference Citi and the Resources Available to the AOPC'.</p>	<ol style="list-style-type: none"> <li>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. <b>Note:</b> 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.</li> </ol>

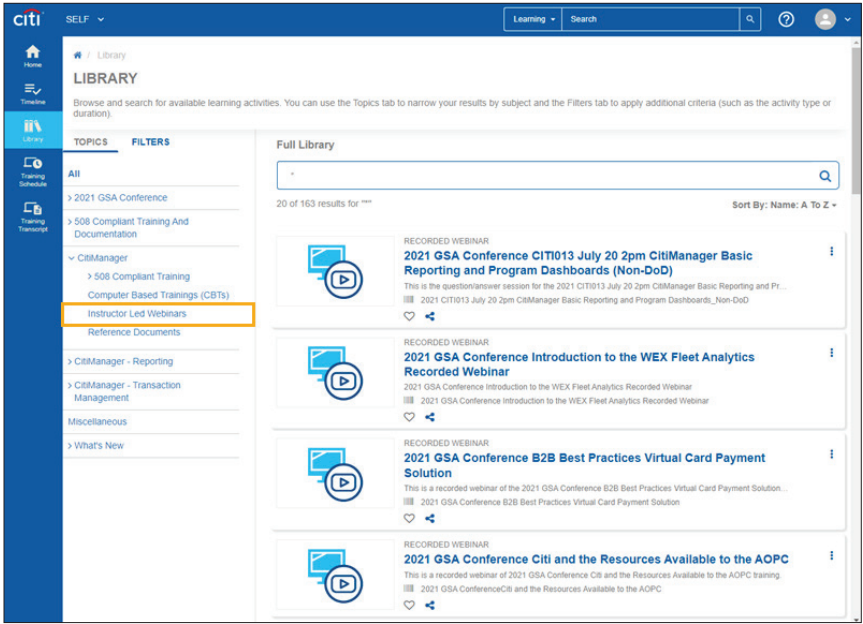
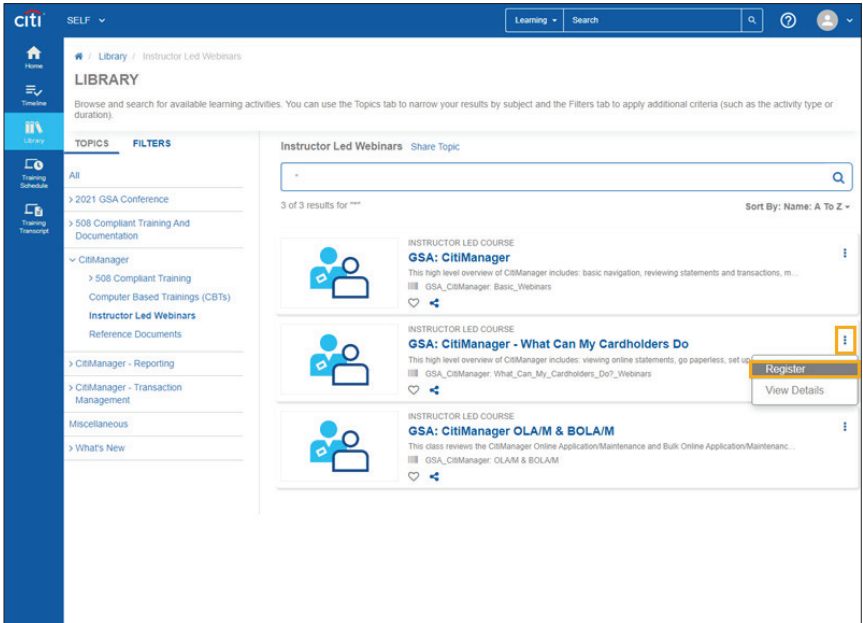
Screen	Step/Action
	<p>3. Click Computer Based Trainings (CBTs).</p> <p><i>A list of CitiManager CBTs display to the right.</i></p>
<p>Learning Center – Computer Based Training (CBT)</p>  <p>Select Activity and Start</p>	<p>4. To view a CBT, click the ellipsis (...) to the right of the activity you wish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

## Register for Instructor Led Webinar

Screen	Step/Action
	<ol style="list-style-type: none"> <li>From the <b>Learning Center Home</b> screen, click the <b>Catalog Topic</b> 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 <b>Search</b> field type your search criteria. OR Click the <b>Library</b> icon to view a filtered list of training resources and courses that is sorted by activity type. In this example, we will use the <b>Catalog</b> icon. <i>A list of library topics display on the left.</i></li> </ol>
	<ol style="list-style-type: none"> <li>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. <b>Note:</b> 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.</li> </ol>

Learning Center – Library

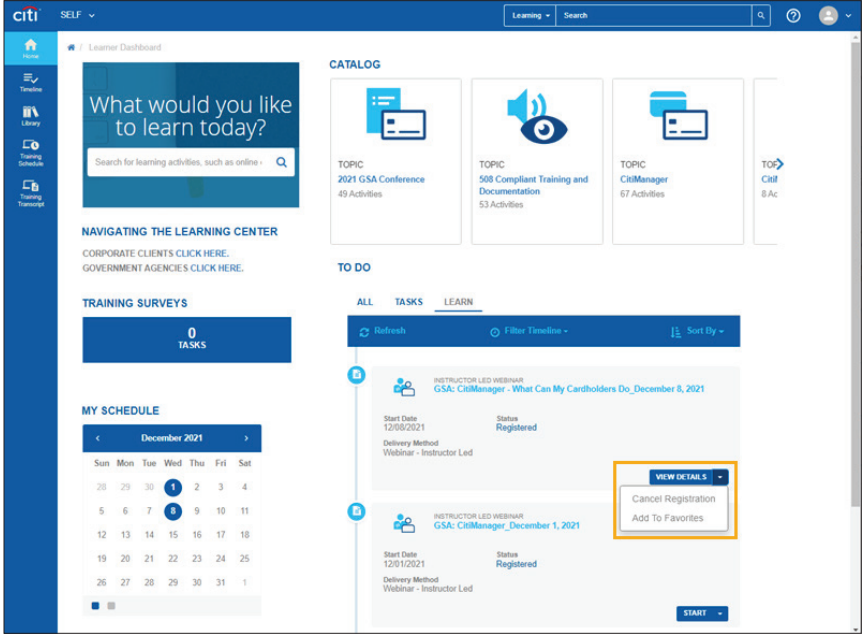
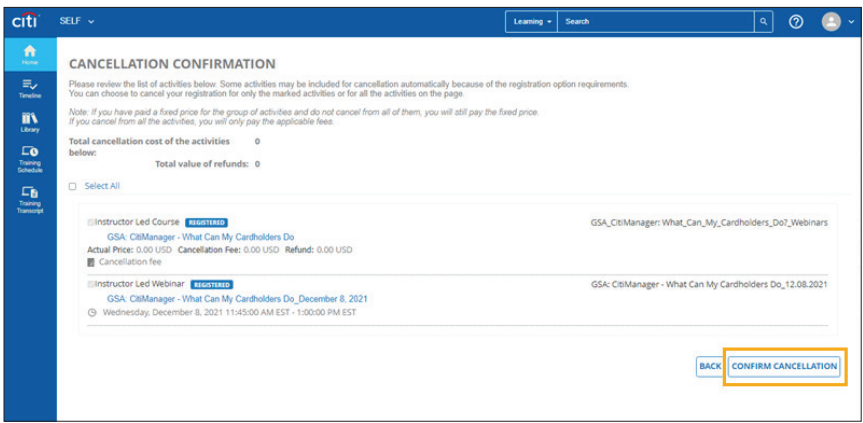


Screen	Step/Action
	<p>3. Click Instructor Led Webinars.</p> <p><i>A list of CitiManager Instructor Led Webinars display to the right.</i></p>
<p>Learning Center – Instructor Led Webinars</p> 	<p>4. To register for an instructor led webinar, click the ellipsis (...) to the right of the training you wish to register for then click <b>Register</b>.</p> <p><i>The Offerings screen displays.</i></p>

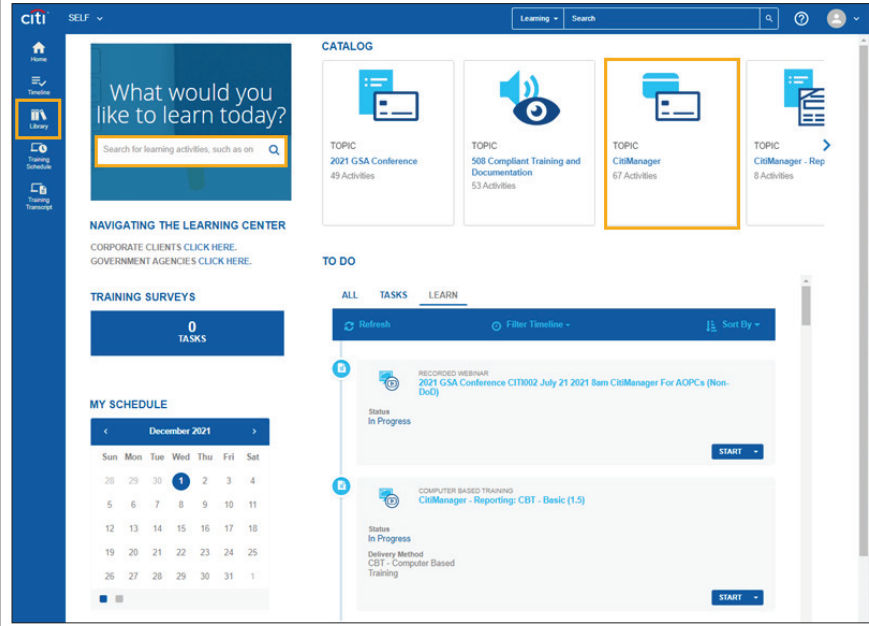
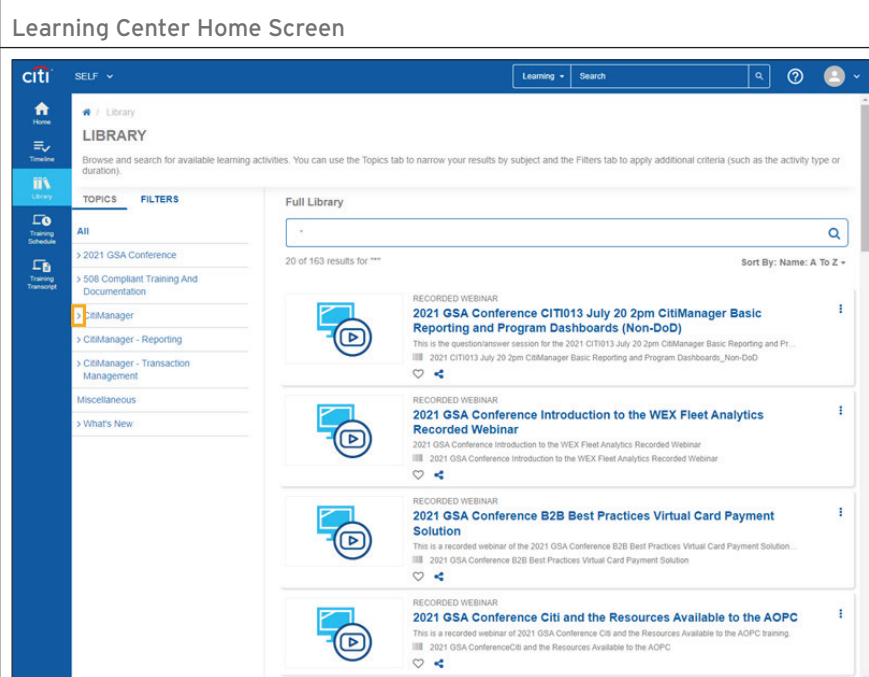
Select and Register

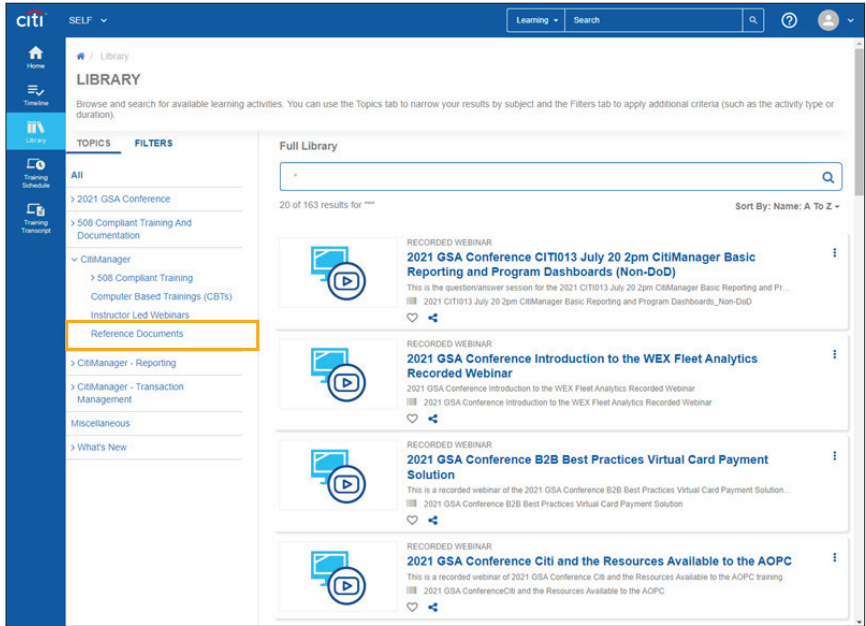
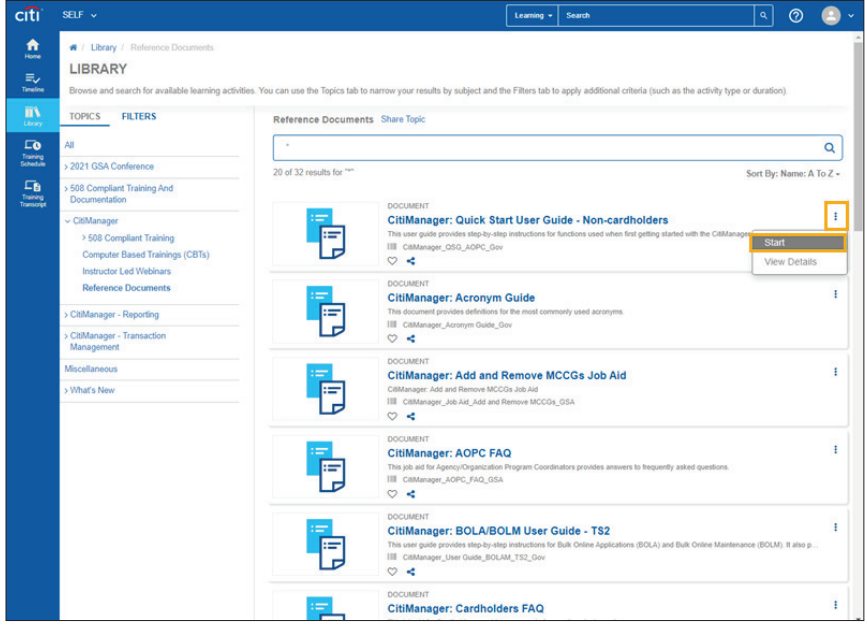
Screen	Step/Action
	<ol style="list-style-type: none"> <li>Select the <b>Add</b> button for the desired date.</li> <li>Click the <b>Register</b> button.</li> </ol> <p><i>The Activities screen displays and a Registered message.</i></p>
Offerings and Register	
	<ol style="list-style-type: none"> <li>Fifteen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

## Cancel Registration for Instructor Led Webinar

Screen	Step/Action
 <p>Learning Center Home Screen – To Do</p>	<ol style="list-style-type: none"> <li>From the <b>Learning Center Home</b> screen <b>To Do</b> list, click the drop-down arrow on the <b>View Details</b> button for the training you wish to cancel then click <b>Cancel Registration</b>. <i>The Cancellation Confirmation screen displays.</i></li> </ol>
 <p>Cancel Registration</p>	<ol style="list-style-type: none"> <li>Click the <b>Confirm Cancellation</b> button. <i>The dashboard redisplay and the training has been removed from your To Do list.</i></li> </ol>

## Open a Reference Document

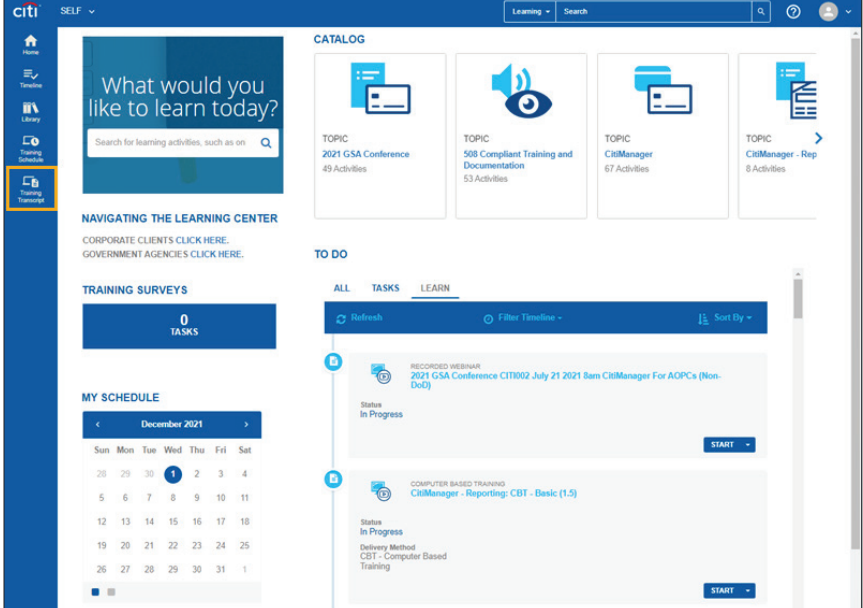
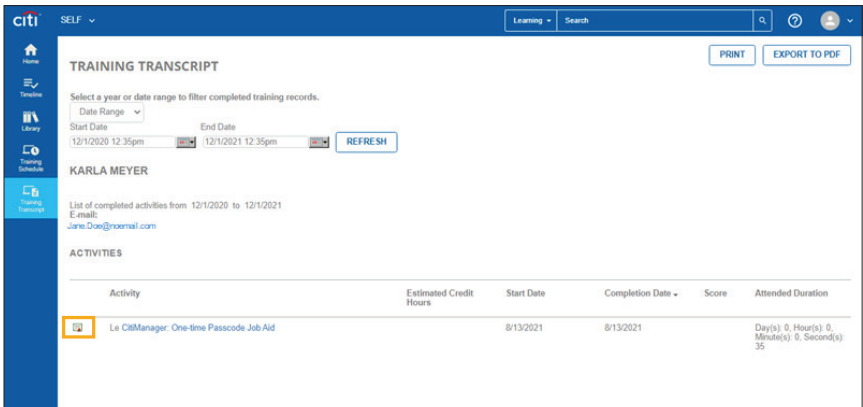
Screen	Step/Action
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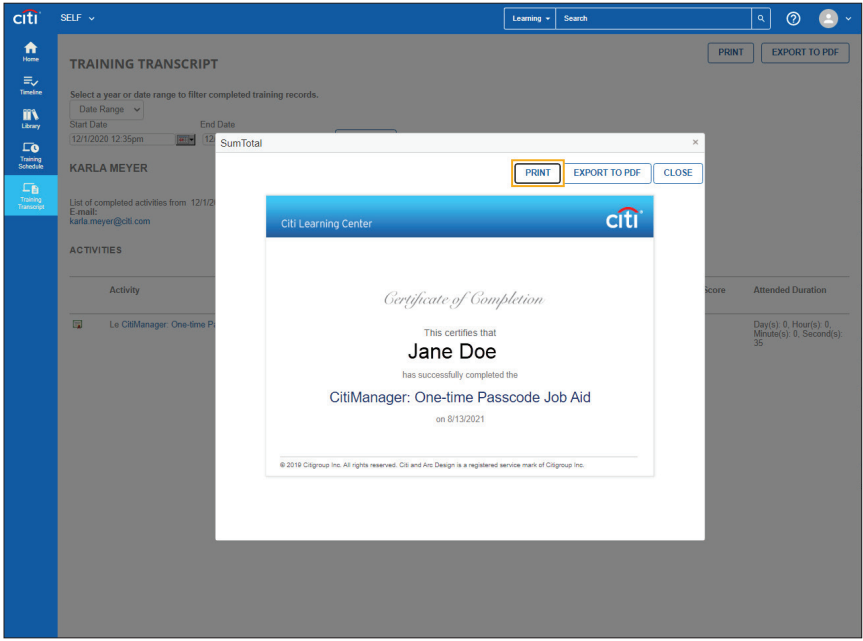
Screen	Step/Action
	<p>3. Click Reference Documents.</p> <p><i>The documents display to the right.</i></p>
	<p>4. To view a document, click the ellipsis (...) to the right of the activity you wish to view then click <b>Start</b>.</p> <p><i>The document will open in a new window.</i></p> <p><b>Note:</b>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

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

Screen	Step/Action
 <p>Certificate of Completion – Print</p>	<ol style="list-style-type: none"><li>To print a Certificate of Completion, click the <b>Print</b> button. <i>The Print window opens.</i></li><li>Select a printer and click the <b>Print</b> button. <i>The Certificate of Completion is printed on the selected printer.</i></li><li>When you are finished, click the <b>Close</b> button.</li></ol>



## 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

## Learning Center Home Screen

## Step/Action

- 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.

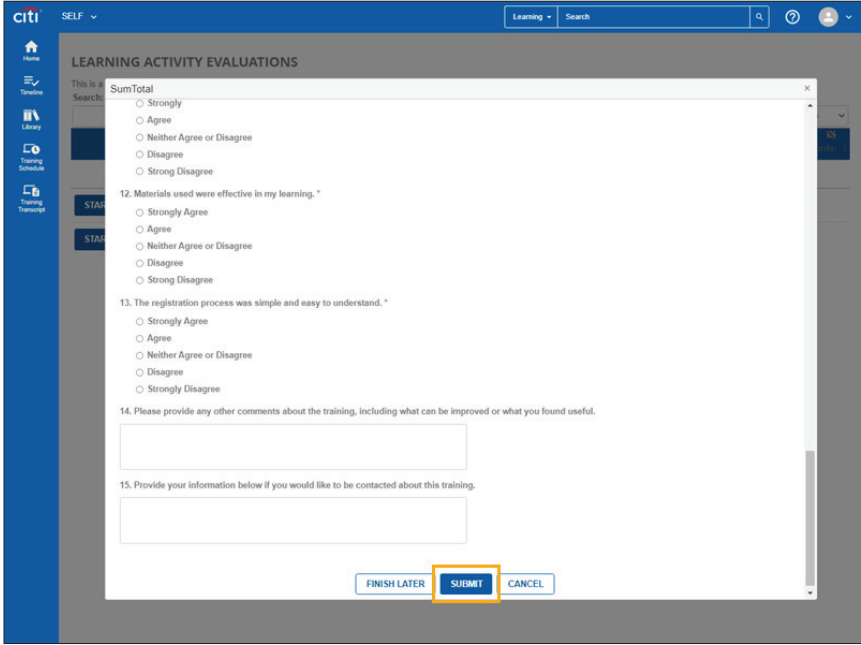
*The Learning Activity Evaluations screen displays.*

Evaluation Name	Activity Name	Code	Due Date	Status
GSA Training Evaluation	GSA: CitiManager	GSA_CitiManager_Basic_Webinars	12/4/2021	New
GSA Training Evaluation	GSA: CitiManager_December 1, 2021	GSA_CitiManager_December 1, 2021	12/6/2021	New

## Learning Activity Evaluation

- Click the **Start** button.  
*The Evaluation displays.*



Screen	Step/Action
<div data-bbox="105 342 961 982"></div>	<p data-bbox="998 342 1520 401">3. Complete the Evaluation and click the Submit.</p>
Evaluation	

