

Learning Center

Quick Reference Guide

GSA and Public Sector

February 2023



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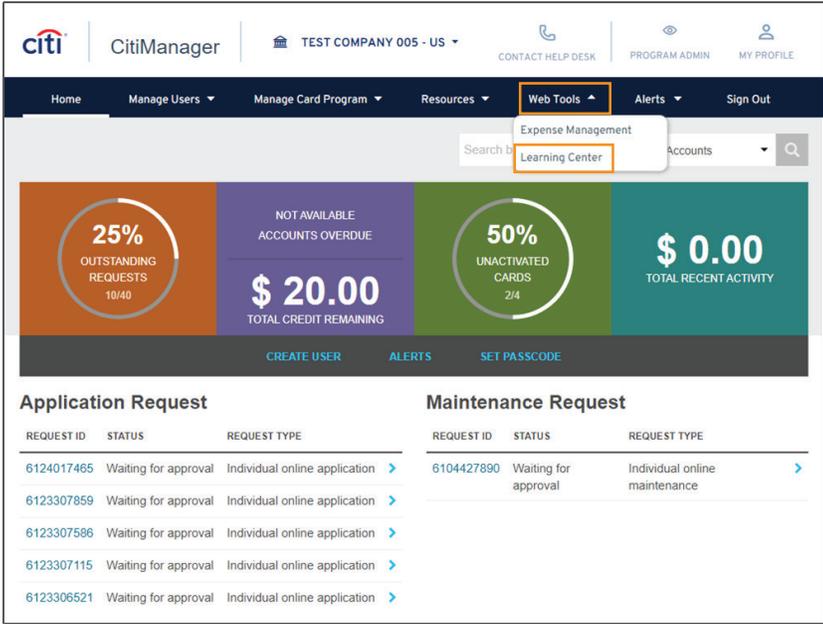
Learning Center Overview

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

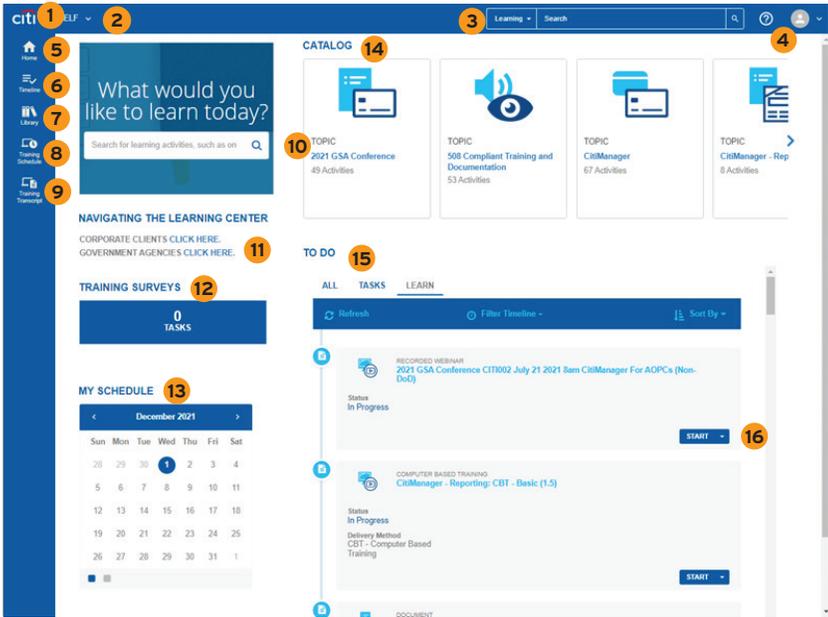
The Learning Center provides on-demand, self-paced training so you can complete computer based training and access reference documents at any time. If you need to exit a course prior to completion, you can access it again and begin where you left off. You can also register for instructor-led webinars 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"> From the CitiManager Site navigation bar, position your mouse over the Web Tools drop-down menu and click the Learning Center link. <i>The Learning Center Home screen displays.</i>

Learning Center Navigation

Screen	Step/Action
 <p>The screenshot shows the Learning Center Home Screen. On the left is a navigation menu with icons for Home, Training, Library, Search, and Training Transcript. The main area features a search bar, a 'CATALOG' section with four topic cards, a 'TO DO' section with two task cards, and a 'MY SCHEDULE' calendar for December 2021. Callouts 1-16 point to specific UI elements: 1 (Citi Logo), 2 (Self Menu), 3 (Search Menu), 4 (Self Icon), 5 (Home Icon), 6 (Timeline Icon), 7 (Library Icon), 8 (Training Schedule icon), 9 (Training Transcript icon), 10 (Search field), 11 (Learning Center navigation links), 12 (Training Surveys), 13 (My Schedule calendar), 14 (Catalog cards), 15 (To Do tasks), and 16 (Start button on a task card).</p>	<ol style="list-style-type: none"> 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
<p>The screenshot shows the Learning Center Home Screen. On the left is a navigation bar with icons for Home, Training, Library, Search, and Training Surveys, numbered 1 through 9. At the top, there's a header with 'Learning' and 'Search' options, numbered 3 and 4. Below the header is a search bar and a 'What would you like to learn today?' section with a search box, numbered 5 through 11. To the right is a 'CATALOG' section with four topic cards: '2021 GSA Conference' (49 Activities), '508 Compliant Training and Documentation' (53 Activities), 'CitiManager' (67 Activities), and 'CitiManager - Reporting' (8 Activities), numbered 14. Below the catalog is a 'TO DO' section with a 'Refresh' button and a 'Sort By' dropdown, numbered 15. The 'TO DO' list contains two items: a 'RECORDED WEBINAR' and a 'COMPUTER BASED TRAINING' item, both with 'START' buttons, numbered 16. At the bottom left is a 'MY SCHEDULE' calendar for December 2021, numbered 13. A 'TRAINING SURVEYS' section shows '0 TASKS', numbered 12.</p>	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>
Learning Center Home Screen	

View a Computer Based Training

Screen	Step/Action
<p>Learning Center Home Screen</p>	<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. <p>OR</p> <p>To search for a specific computer based training, 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>Learning Center - Library</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. <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. 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>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>
<p>Select Activity and Start</p>	

Register for Instructor Led Webinar

Screen	Step/Action
<p>The screenshot shows the Learning Center Home interface. On the left is a navigation menu with icons for Home, Library, Training Schedule, and Training Transcript. The main content area includes a 'What would you like to learn today?' search prompt, a 'Catalog' section with four topic cards, 'NAVIGATING THE LEARNING CENTER' instructions, 'TRAINING SURVEYS' with 0 tasks, and 'MY SCHEDULE' for December 2021. The 'Catalog' section is highlighted with a yellow border, showing four topic cards: '2021 GSA Conference' (49 Activities), '508 Compliant Training and Documentation' (53 Activities), 'CitiManager' (57 Activities), and 'CitiManager - Reporting' (8 Activities). Below the catalog is a 'TO DO' section with 'ALL', 'TASKS', and 'LEARN' tabs. The 'LEARN' tab is active, showing a list of training resources with 'START' buttons.</p>	<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. <p>OR</p> <p>To search for a specific instructor-led webinar, 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 Catalog icon.</p> <p><i>A list of library topics display on the left.</i></p>
<p>The screenshot shows the Learning Center Library interface. The left sidebar has a 'Library' icon highlighted. Below it are 'TOPICS' and 'FILTERS' sections. The 'TOPICS' section lists various categories like '2021 GSA Conference', '508 Compliant Training And Documentation', 'CitiManager', 'CitiManager - Reporting', 'CitiManager - Transaction Management', 'Miscellaneous', and 'What's New'. The 'CitiManager' topic is selected and highlighted. The main content area shows a search bar, a 'Full Library' section with 20 of 163 results, and a list of training resources. The first resource is a recorded webinar titled '2021 GSA Conference CIT1013 July 20 2pm CitiManager Basic Reporting and Program Dashboards (Non-DoD)'. Other resources include '2021 GSA Conference Introduction to the WEX Fleet Analytics Recorded Webinar' and '2021 GSA Conference B2B Best Practices Virtual Card Payment Solution'.</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. <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>

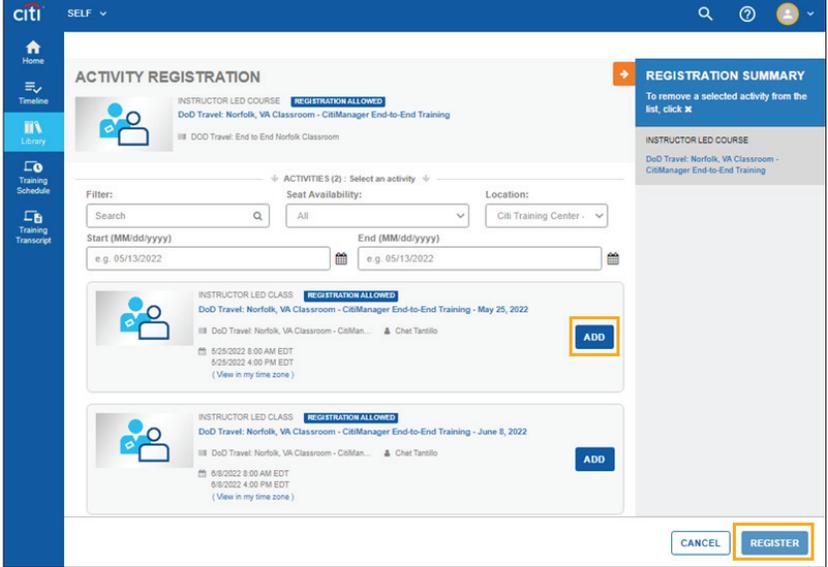
Screen	Step/Action
<p>Learning Center – Instructor Led Webinars</p>	<p>3. Click Instructor Led Webinars.</p> <p><i>A list of CitiManager Instructor Led Webinars display to the right.</i></p>
<p>Select and Register</p>	<p>4. To register for an instructor led webinar, click the ellipsis (...) to the right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

Screen	Step/Action
<p>Offerings and Register</p>	<ol style="list-style-type: none"> Select the Add button for the desired date. Click the Register button. <p><i>The Activities screen displays and a Registered message.</i></p>
<p>Learning Center – To Do</p>	<ol style="list-style-type: none"> Fifteen minutes prior to the start of the webinar, log back into Learning Center and click 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>

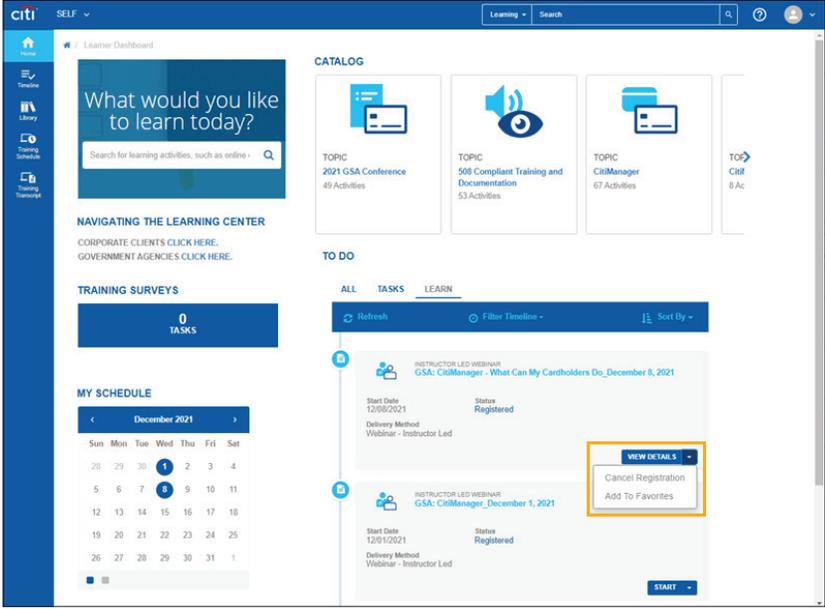
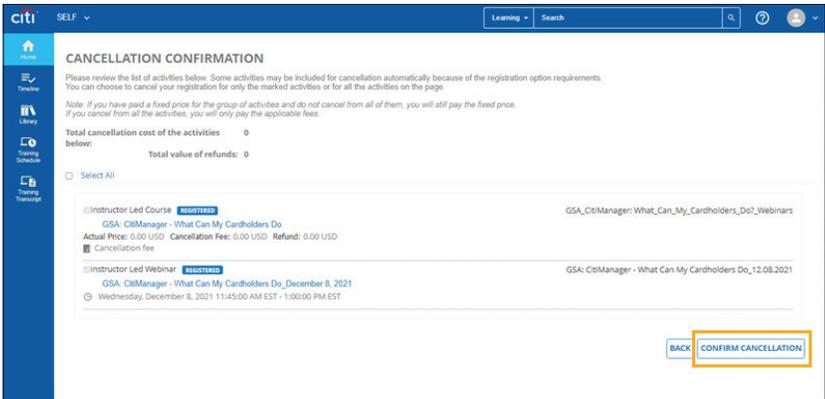
Register for In-Person Training

Screen	Step/Action
<p>Learning Home Screen</p>	<ol style="list-style-type: none"> 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>
<p>Library – In-Person Training</p>	<ol style="list-style-type: none"> Click In-Person Training. <i>The trainings display to the right.</i>

Screen	Step/Action
	<p>3. To register for an In-Person Training, click the title of the training you wish to register for.</p> <p><i>The Instructor Led Course – Details screen displays.</i></p>
<p>In-Person Training</p>	
	<p>4. Click the Register button.</p> <p><i>The Activity Registration screen displays.</i></p>
<p>Instructor Led Course – Register</p>	

Screen	Step/Action
 <p>Add – Register</p>	<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 and a confirmation message displays at the top of the screen.</i></p>

Cancel Registration for Instructor Led Webinar and In-Person Training

Screen	Step/Action
 <p>Learning Center Home Screen – To Do</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 for the training you wish to cancel then click Cancel Registration. <i>The Cancellation Confirmation screen displays.</i>
 <p>Cancel Registration</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>

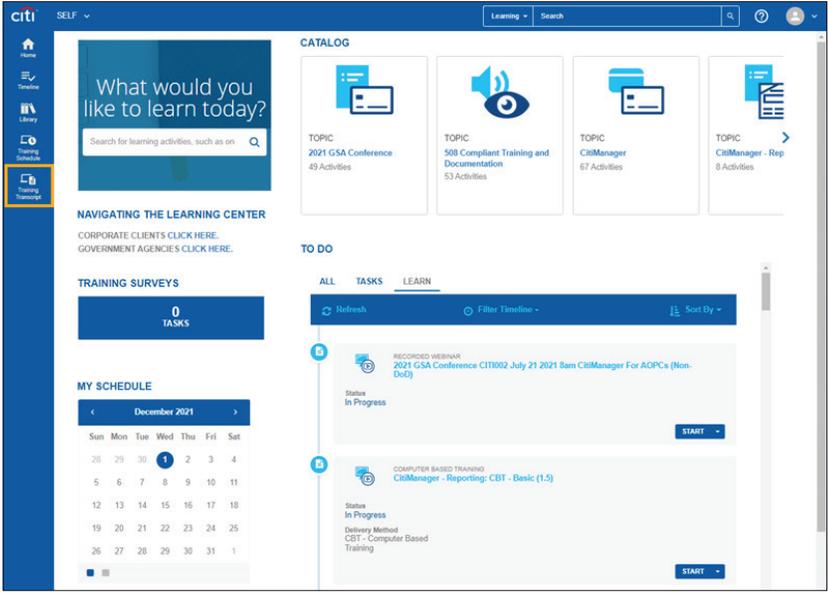
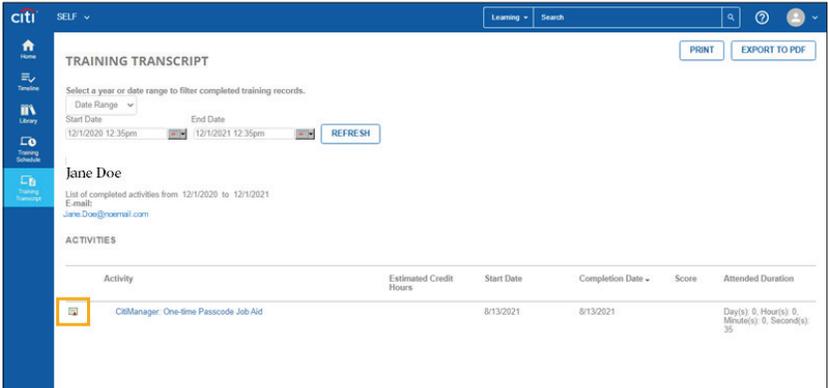
Open a Reference Document

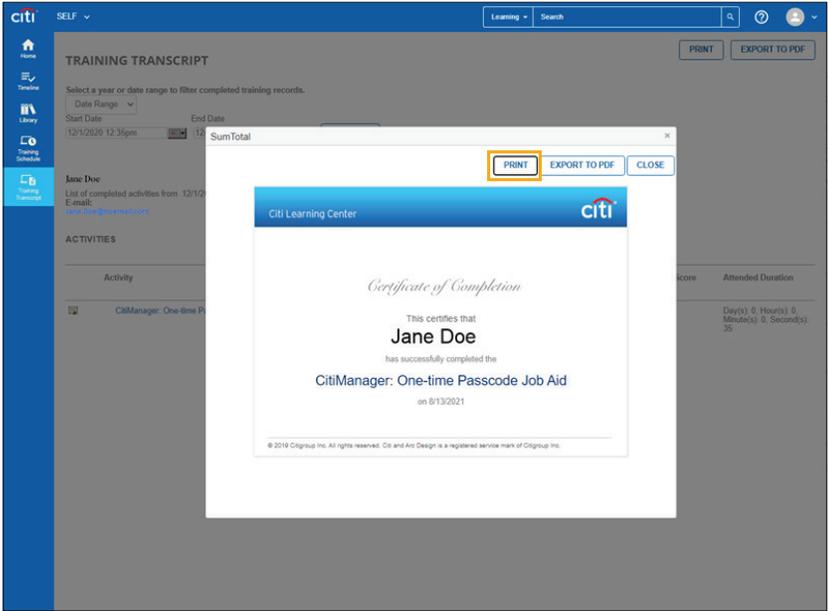
Screen	Step/Action
	<ol style="list-style-type: none"> From the Learning Center Home screen, click the Catalog Topic to view an unfiltered list of that topic's training resources and courses that will not be sorted by activity type. OR To search for a specific reference document, in the Search field 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>
	<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.

Screen	Step/Action
	<p>3. Click Reference Documents.</p> <p><i>The documents display to the right.</i></p>
<p>Learning Center – Reference Documents</p> <p>Select Activity and Start</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>

Print Certificate of Completion

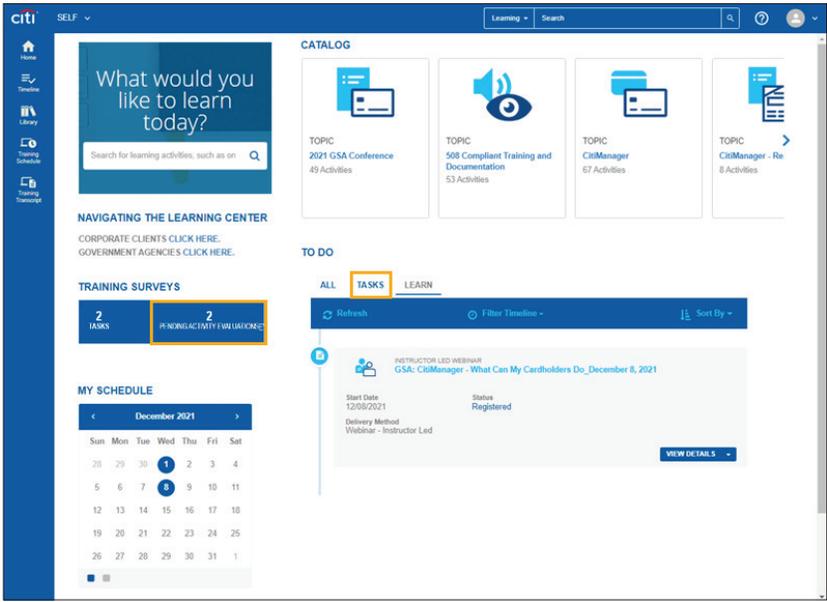
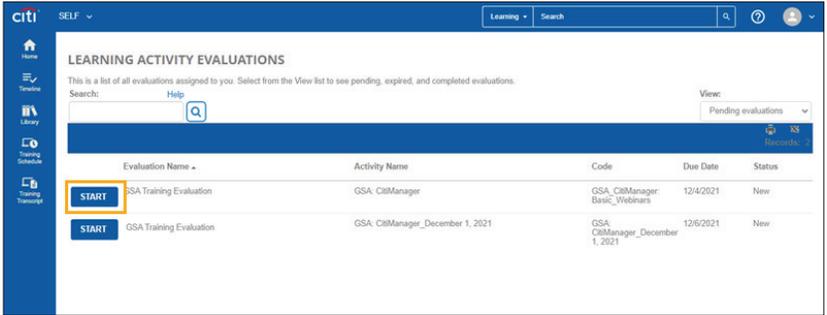
Once you have completed a course or viewed a reference document, it will appear on your transcript and you may print a Certificate of Completion.

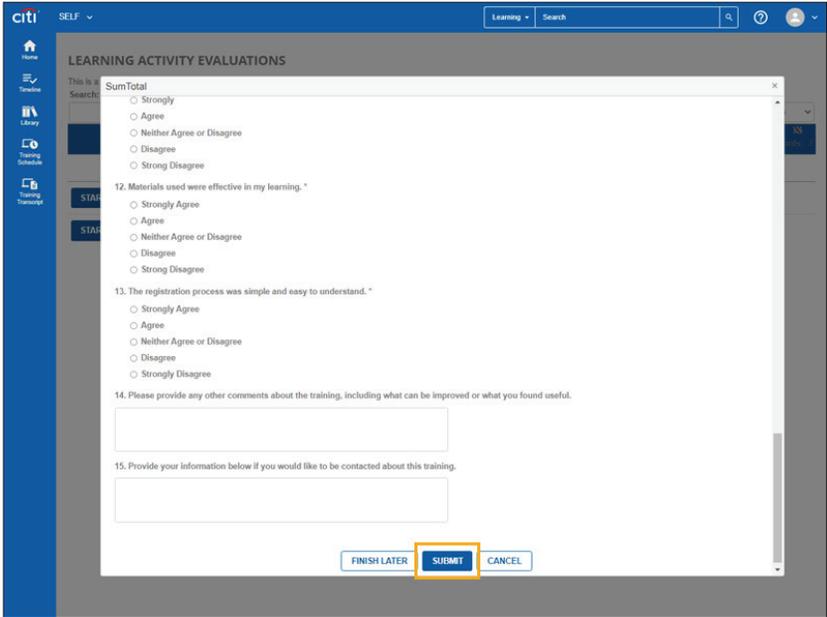
Screen	Step/Action												
 <p>Learning Center Home Screen</p>	<ol style="list-style-type: none"> From the Learning Center Home screen, click the Training Transcript link on the side navigation bar. <i>The Training Transcript screen displays.</i> 												
 <p>Training Transcript</p> <table border="1"> <thead> <tr> <th>Activity</th> <th>Estimated Credit Hours</th> <th>Start Date</th> <th>Completion Date</th> <th>Score</th> <th>Attended Duration</th> </tr> </thead> <tbody> <tr> <td>  CitiManager - One-time Passcode Job Aid </td> <td></td> <td>8/13/2021</td> <td>8/13/2021</td> <td></td> <td>Day(s): 0, Hour(s): 0, Minute(s): 0, Second(s): 35</td> </tr> </tbody> </table>	Activity	Estimated Credit Hours	Start Date	Completion Date	Score	Attended Duration	 CitiManager - One-time Passcode Job Aid		8/13/2021	8/13/2021		Day(s): 0, Hour(s): 0, Minute(s): 0, Second(s): 35	<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>
Activity	Estimated Credit Hours	Start Date	Completion Date	Score	Attended Duration								
 CitiManager - One-time Passcode Job Aid		8/13/2021	8/13/2021		Day(s): 0, Hour(s): 0, Minute(s): 0, Second(s): 35								

Screen	Step/Action
 <p>The screenshot shows the 'TRAINING TRANSCRIPT' page for a user named Jane Doe. A modal window titled 'Certificate of Completion' is open, displaying the following text: 'Certificate of Completion', 'This certifies that Jane Doe has successfully completed the CitiManager: One-time Passcode Job Aid on 8/13/2021'. The 'PRINT' button in the modal window is highlighted with a yellow box. The background interface includes a sidebar with navigation options like Home, Training, Library, and Training Schedule, and a main content area with filters and a table of activities.</p>	<ol style="list-style-type: none"> 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.
<p>Certificate of Completion – Print</p>	

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															
 <p>Learning Center Home Screen</p>	<ol style="list-style-type: none"> 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> 															
 <p>Learning Activity Evaluation</p> <table border="1" data-bbox="170 1304 917 1396"> <thead> <tr> <th>Evaluation Name</th> <th>Activity Name</th> <th>Code</th> <th>Due Date</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>GSA Training Evaluation</td> <td>GSA: CitiManager</td> <td>GSA_CitiManager_Basic_Webinars</td> <td>12/4/2021</td> <td>New</td> </tr> <tr> <td>GSA Training Evaluation</td> <td>GSA: CitiManager_December 1, 2021</td> <td>GSA_CitiManager_December 1, 2021</td> <td>12/6/2021</td> <td>New</td> </tr> </tbody> </table>	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	<ol style="list-style-type: none"> Click the Start button. <i>The Evaluation displays.</i>
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												

Screen	Step/Action
 <p>LEARNING ACTIVITY EVALUATIONS</p> <p>SumTotal</p> <p><input type="radio"/> Strongly Agree</p> <p><input type="radio"/> Agree</p> <p><input type="radio"/> Neither Agree or Disagree</p> <p><input type="radio"/> Disagree</p> <p><input type="radio"/> Strong Disagree</p> <p>12. Materials used were effective in my learning.*</p> <p><input type="radio"/> Strongly Agree</p> <p><input type="radio"/> Agree</p> <p><input type="radio"/> Neither Agree or Disagree</p> <p><input type="radio"/> Disagree</p> <p><input type="radio"/> Strong Disagree</p> <p>13. The registration process was simple and easy to understand.*</p> <p><input type="radio"/> Strongly Agree</p> <p><input type="radio"/> Agree</p> <p><input type="radio"/> Neither Agree or Disagree</p> <p><input type="radio"/> Disagree</p> <p><input type="radio"/> Strongly Disagree</p> <p>14. Please provide any other comments about the training, including what can be improved or what you found useful.</p> <p>15. Provide your information below if you would like to be contacted about this training.</p> <p><input type="text"/></p> <p><input type="text"/></p> <p><input type="button" value="FINISH LATER"/> <input type="button" value="SUBMIT"/> <input type="button" value="CANCEL"/></p>	<p>3. Complete the Evaluation and click the Submit.</p>

Evaluation

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