CitiManager® Cardholder Quick Reference Guide

How do I update my contact information?

1. Login to **citimanager.com/login**

2. From the cardholder homepage, click the **Card icon** on the side navigation bar

3. On the right side of the screen, click the **Card Maintenance** link. Verify your country and language preferences and click **Proceed**

4. Update desired fields, scroll to the bottom of the page and click **Submit Application**

How do I access statements electronically?

1. Login to **citimanager.com/login**

2. From the cardholder homepage, click the **Statement icon** on the side navigation bar

3. Select the statement date you wish to view and click the **Download** link

4. Choose desired format (e.g. PDF) and click **Download**

How do I view my card account summary?

1. Login to **citimanager.com/login**

2. From the cardholder homepage, click the **Card icon** on the side navigation bar

3. View the desired card account information in the Card Overview, Payments, Statements, Aging of Balance and Card Contact Info sections

How do I sign up for e-mail and SMS Alerts?

1. Login to **citimanager.com/login**

2. From the cardholder homepage, click the **Alerts icon** on the side navigation bar

3. Confirm your e-mail address and/or mobile number under Contact Preferences

4. Select the e-mail and/or SMS alerts that you wish to receive by checking the corresponding box

5. Agree to the Terms & Conditions and click **Save**

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🔒 How do I reset my password?

1. Navigate to **www.citimanager.com/login**. From the CiitManager login screen, select **Forgot Password.**
2. Select either Cardholder or Non-Cardholder and **Continue.**
3. Enter the information under the Forgot Password Screen (Username, last 6 digits of card, and Code in the image).
4. Enter your answer to the HelpDesk Verification question.
5. **Select** the method (Text or Call) and phone number you wish to have the One Time Password (OTP) sent to.
6. A new screen appears asking to **enter** the OTP you received.
7. A "pop-up"message appears stating the temporary password has been generated and sent to the email on file with Citi.
8. Select the hyperlink in the email you received with the temporary password you received. **Login** using your username and temporary passcode.
9. **Enter** the temporary password again and **create** your new password
10. Once the new password is created, you will be logged into the CitiManager website.

⚠️ How do I initiate a billing dispute online?

1. Login to **citimanager.com/login**.
2. From the cardholder homepage, click the **Statement** icon on the side navigation bar to select the statement.
3. To dispute a transaction, click the **ellipsis** (...) link to display the additional transaction detail.

   Please note that a disputed transaction must be submitted within 60 days of the statement date. Multiple transactions are not allowed to be disputed at the same time.
4. Click the **Dispute** button.
5. From the Dispute Reason drop-down list, select the reason for the dispute, complete the required fields, and click **Continue**.
6. Review the dispute details, reason code and the additional details provided and click **Submit**.

   *Please note that if a message indicated a requirement to fax or mail additional dispute information when you selected the dispute reason, click the **Download Dispute Form** button and follow the instructions on the form.*

ACTION REQUIRED: To comply with National Institute of Standards and Technology (NIST) standards and GSA's SmartPay© 3 master contract, Citi will be enhancing the user authentication process, adding the presentment and entry of a One-Time-Passcode (OTP) for all users during each login session. Users will be prompted to select the email address on file to receive the OTP by email or may select the cell or office phone number on file to receive the OTP, either by text message or direct phone call. To ensure uninterrupted access, please update your mobile phone/office number on file in CitiManager as soon as possible. Please ensure you check with your agency representative if you have any questions on which method of OTP delivery is allowed.