



CitiManager Navigation – Card holder

The CitiManager online card program management portal organizes and enhances the Citi® Commercial Cards suite of innovative products. By navigating from one secure location, Card holders have direct access to Citi's online web tools available to support your Citi® Commercial Card Account. This Quick Reference Guide includes the following instructions:

- ✓ How to register on CitiManager
- ✓ How to access Citi's online tools
- ✓ Navigation Key

✓ How to register on CitiManager

The Self-Registration link is located just below the text **First time users.**

Prior to accessing the Self-Registration link it is important to have the following information available:

1. Full 16 digit Card Number
2. Account Name
3. Account Address – For Non-US card holders, please use Postal Code 00000

NOTE: Information must be typed exactly as it appears on your current statement including your full name as it appears on the account and complete address.

Access CitiManager directly at <https://home.cards.citidirect.com>

Registered users
User name
Password
Login Clear
[Forgot username?](#)
[Forgot password?](#)
First time users
[Self registration for card holders](#)
[Self registration for non card holders](#)
[Apply for card](#)

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8 Steps to CitiManager self-registration:

Step 1 Click on **Self registration for card holders**.

Step 2 Enter account information exactly as it appears on your statement. The account information marked with an asterisk identifies required fields.

The screenshot shows the 'Self registration for card holders' page on the Citibank Commercial Cards website. The page header includes the Citi logo and 'Citibank® Commercial Cards'. Navigation links for 'Citigroup.com', 'Privacy', and 'Global Transaction Services' are in the top right. A blue information icon and text state: 'Enter details for self registration. The fields marked with asterisk (*) are mandatory to proceed.' The form contains several input fields: '* Card number' (with a note to enter without spaces or dashes), '* Account name', and a 'Contact details' section with fields for '* Address line 1', 'Address line 2', '* Town / City', '* Country' (dropdown), '* State/Province' (dropdown), and '* Zip/Postal code'. A note at the bottom of the contact details section says 'Enter your billing address for your card.' At the bottom of the form are three buttons: 'Continue', 'Cancel', and 'Clear'. The footer includes 'CitiManager.com', 'Terms and Conditions', and 'Copyright © 2008-2009 Citigroup'.

Step 3 Select **Continue** to proceed, **Cancel** if you need to return to previous screen, or **Clear** if you need to edit the information entered.

If the account information is entered incorrectly or if the information was already entered, you'll receive an error message. *"The card details provided does not exist or the card has already been registered. Please verify the details provided or contact Customer Support for further assistance."*

Step 4 Once the card details are entered correctly, you'll be able to establish a User Name and Password.

User Name Guidelines: Unique, 7 – 16 characters, No special characters, Not case sensitive

Password Guidelines: 6 – 20 characters, Case Sensitive, Must include 1 Upper and 1 Lower case alpha and at least 1 number, and Special characters and spaces are acceptable, No more than 1 consecutive identical character

NOTE: User Name is locked after 90 days of inactivity and New Password cannot be the same as the last 3 passwords created.

Step 5 Select **Continue** to proceed, **Cancel** if you need to return to previous screen, or **Clear** if you need to edit the information entered.



Step 6 Once your User Name and Password has been established, you will receive a final review and confirmation screen. The final screen is a confirmation that your self registration process is complete.

The screenshot shows the 'Recap' section of the Citi Commercial Cards registration process. At the top left is the Citi logo and 'Citibank® Commercial Cards'. At the top right are links for 'Citigroup.com', 'Privacy', and 'Global Transaction Services'. Below the header is a 'Recap' section with a sub-header 'Confirm the details that you entered.' and a list of user details: 'User name: TEST CARDHOLDER', 'Card number: XXXXXXXXXXXX050191', and 'Account name: NAME1 L3'. A 'Contact details' box contains: 'Address line 1: 701 E 60TH ST N', 'Country: UNITED STATES OF AMERICA', 'Address line 2: MC 2145', 'State/Province: SD', 'Town / City: SIOUX FALLS', and 'Zip/Postal code: 57104-0432'. At the bottom of the recap are 'Confirm' and 'Cancel' buttons. The footer includes 'Citimanager.com', 'Terms and Conditions', and 'Copyright © 2008-2009 Citigroup'.

Step 7 Click OK in order to complete your first log in and set up your challenge questions as part of Citi's dual authentication security procedures.

The screenshot shows the 'Set challenge questions' screen. At the top left is the Citi logo and 'Citibank® Commercial Cards'. At the top right are links for 'Citigroup.com', 'Privacy', and 'Global Transaction Services'. Below the header is a 'Set challenge questions' section with a sub-header 'Select challenge questions and set answers.' and three challenge questions: 'Challenge Question 1: What is your mother's middle name?' with answer 'Smith', 'Challenge Question 2: In which city were you born?' with answer 'Smithville', and 'Challenge Question 3: What is your nickname?' with answer 'Smitty'. At the bottom are 'Save', 'Cancel', and 'Clear' buttons. The footer includes 'Citimanager.com', 'Terms and Conditions', and 'Copyright © 2008-2009 Citigroup'.



Step 8 Click SAVE to complete your challenge question set up and access the CitiManager Cardholder Home screen.

Citi® Commercial Cards

Welcome! **AGENCY 99** 09/08/2010 Logout For Assistance Please Contact Helpdesk Here

CITI DEMO - US

Home My Card Account Statement Payment My Profile Resources Web Tools

Hi **AGENCY 99** ! User Name : **democh1**

This is your Citi Commercial Cards home page where you can view your account statements and payment details.

Messages
No messages are available.

Quick Links

- ▶ Manage Alerts
- ▶ Update User Profile
- ▶ Apply For New Card
- ▶ View Requests
- ▶ Activate Another Card Statement

Overview Of Card Accounts

Card Number	Bill Type	Account Type	Billing Currency	Last Statement Amount	Payment Due Date	Current Balance
XXXXXXXXXXXX065593	Individual	Individual	USD	0.00	NA	0.00

View Statement View Payment History

What's New?

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✓ How to access Citi’s Card holder tools – Card holder navigation

Home My Card Account Statement Payment My Profile Resources Web Tools

Click the items across your tab selections to access CitiManager’s Card holder functions.

- Home – Displays the Citi Commercial Cards home page where you can view your account statements and payment details.
- My Card Account – Allows you to view account summary, view current statement and make a payment on your Citi Commercial Card account.
- Statement – Allows you to select a completed statement for review. You will be able to view statements for the past 36 months if a statement was generated for the desired month.
- Payments – Allows you to make a payment on your Citi Commercial Card account. You are able to add a payment account via the Payment Tab.
- My Profile – Allows you to update your user profile and preferences, change password, reset challenge questions, merge User ID’s, and set up desired email alerts.
- Resources – provides access to system tools, like the message board and company links, as granted by your Program Administrator.
- Web Tools – This tab provides Cardholders who are also Program Administrators access to the card and reports management web tools

Global Transaction Services
www.transactionsservices.citi.com

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