

CitiManager[®] Self-registration

Cardholders

June 2020



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Self-register as a Cardholder

Key Concepts

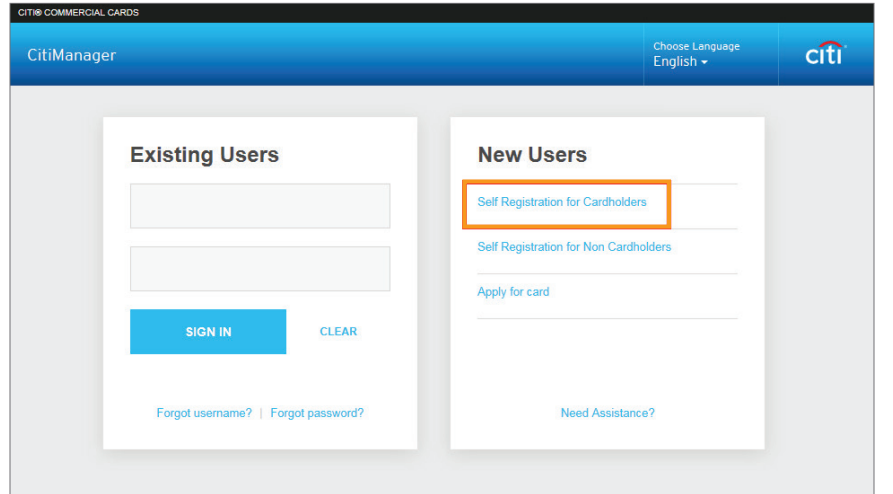
As a Cardholder, it's possible to self-register for the CitiManager Site so you can view your account information, view statements and balances and perform other self-service tasks such as updating your alerts.

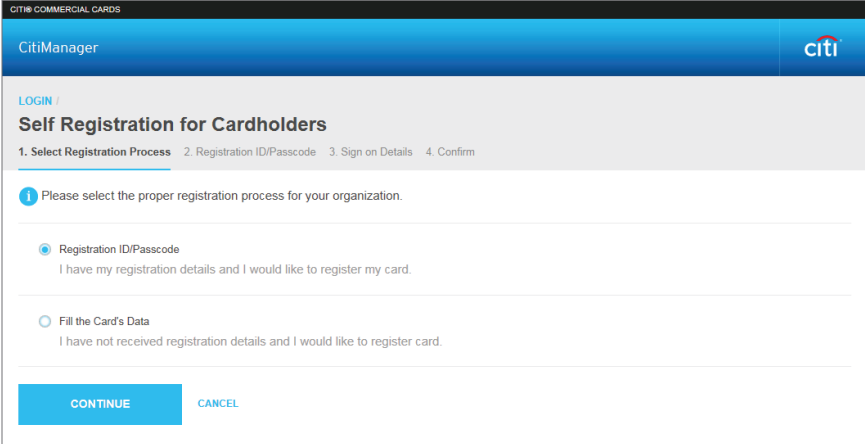
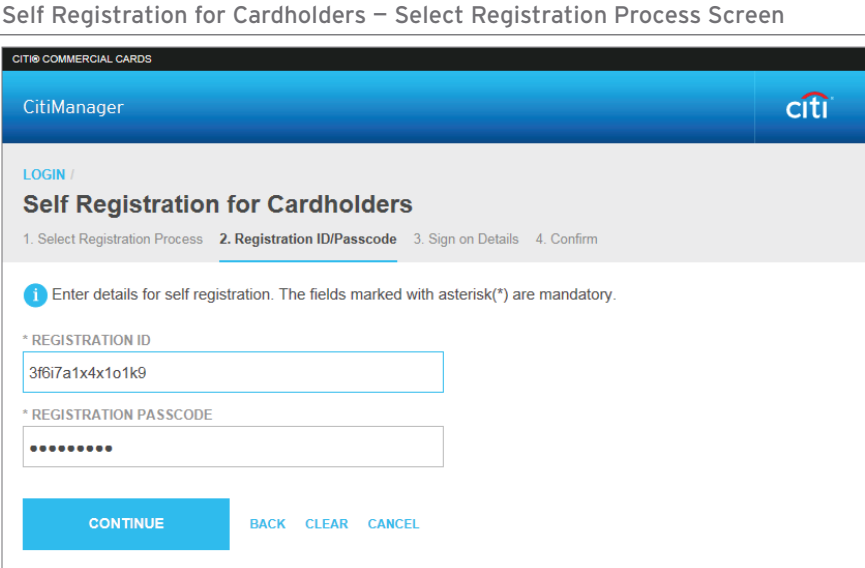
There are two possible self-registration options for Cardholders. The option used is based on your organization's set-up. You will use one of the following options:

- **Registration ID and Passcode** – If your organization uses this option, Citi will send you two e-mails once a transaction has posted to your account. You will receive one e-mail with your Registration ID and another with your Passcode. These e-mails are required during the registration process. Once you receive your registration details, you must register within 60 days or your details will expire. You will be reminded every 15 days until your registration is complete.
- **Card Details** – Use the details from your card account. You will need your card number, your mobile phone or the CVV/CVC code on the back of your credit card. When using this option, you will be prompted to either enter a one-time passcode if you have a mobile number on file or enter the CVV/CVC code from the back of your credit card. You will then be sent two e-mails; one with a Registration ID and another with a Passcode. You will need to enter the Registration ID and Passcode to complete the self-registration process.

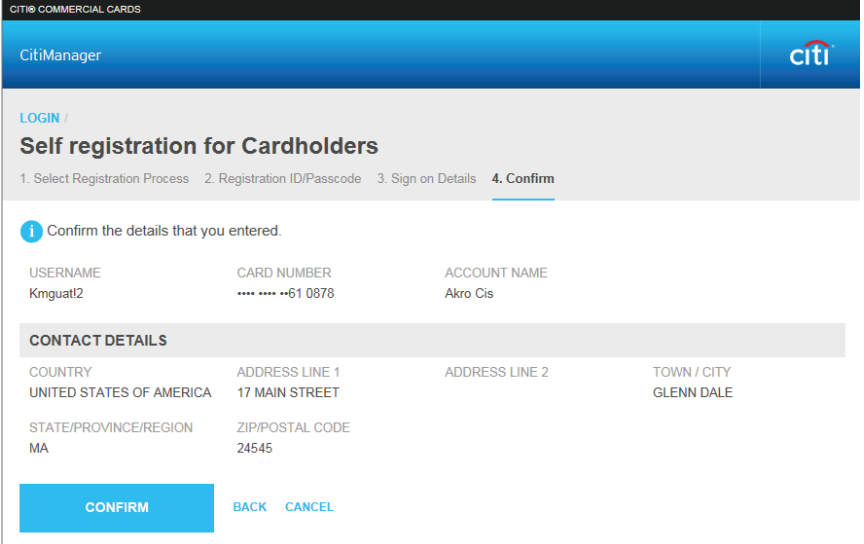
Step-by-Step Instructions

Self-registration Using the Registration ID and Option

Screen	Step/Action
	<ol style="list-style-type: none"> 1. Navigate to citimanager.com/login. 2. From the CitiManager Site Login screen New Users section, click the Self Registration for Cardholders link. <i>The Self Registration for Cardholders – Select Registration Process screen displays.</i>
<p>CitiManager Site Login Screen</p>	

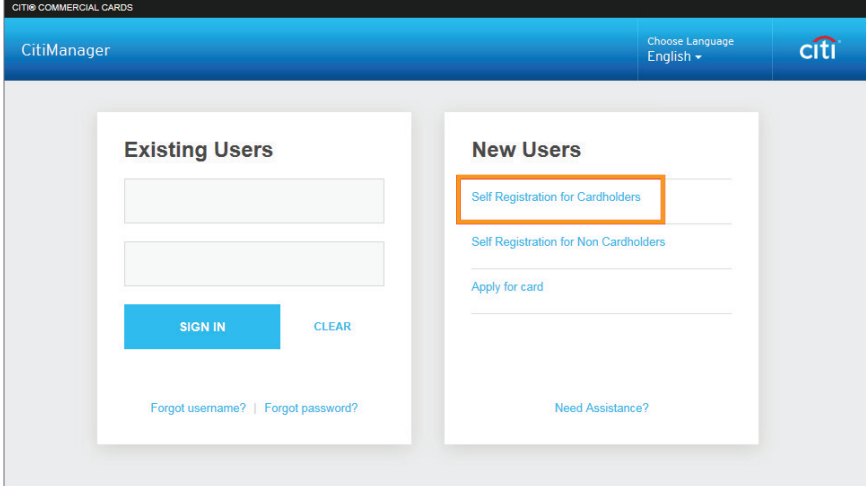
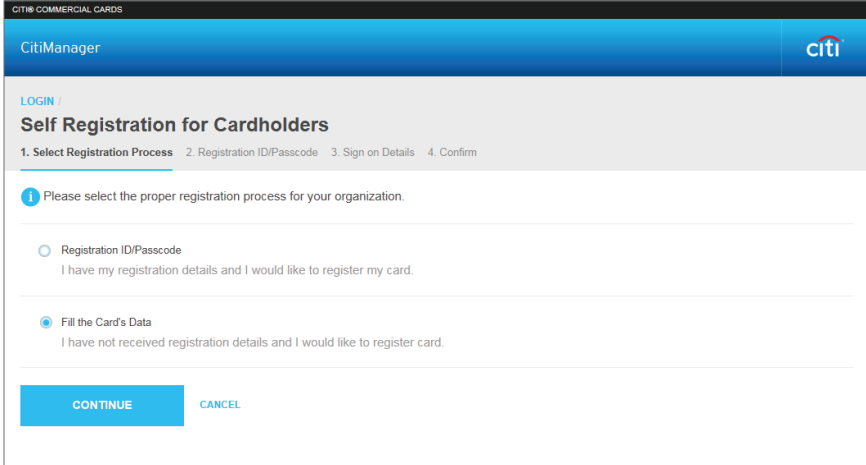
Screen	Step/Action
 <p>Self Registration for Cardholders – Select Registration Process Screen</p>	<p>3. Select the Registration ID/Passcode radio button and click the Continue button.</p> <p><i>The Self Registration for Cardholders – Registration ID/Passcode screen displays.</i></p>
 <p>Self Registration for Cardholders – Registration ID and Passcode Screen</p>	<p>4. In the Registration ID field, type the Registration ID supplied in the e-mail sent from Citi.</p> <p>5. In the Registration Passcode field, type the Passcode supplied in the e-mail sent from Citi.</p> <p>6. Click the Continue button.</p> <p><i>The Self Registration for Cardholders – Sign-on Details screen displays.</i></p>

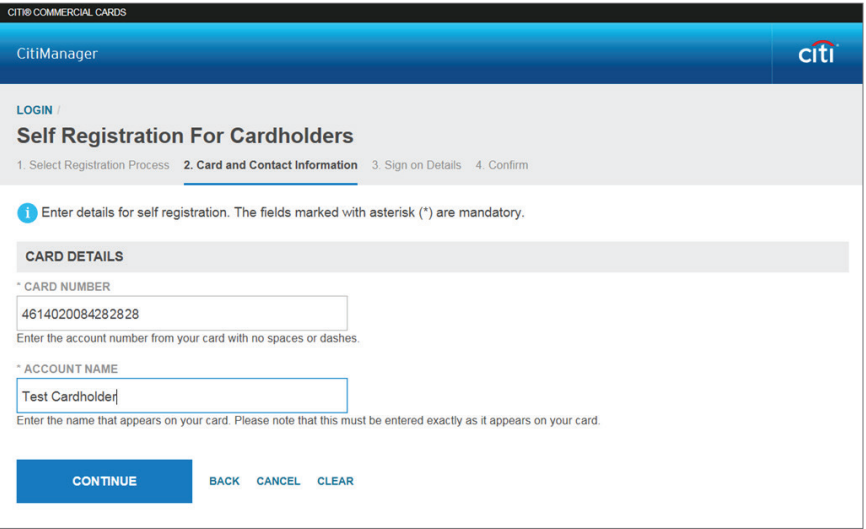
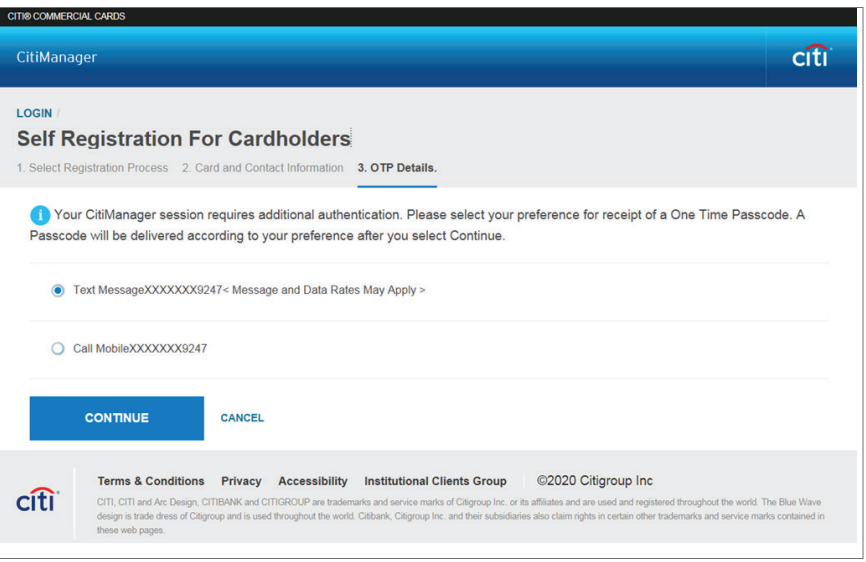
Screen	Step/Action
<p>The screenshot shows the 'Sign-on Details' step of the self-registration process. It includes a header with 'CitiManager' and 'Citi' logo. Below is a 'LOGIN / Self Registration for Cardholders' section with a progress indicator showing '3. Sign-on Details' as the current step. An information icon and text state: 'Enter details for sign on. The fields marked with asterisk (*) are mandatory.' The form contains several fields: Username (kmguat11), Password, Confirm Password, ZIP/Postal Code (11111), Contact Number (831477777), User Profile Email Address (Katherine@citi.com), Confirm User Profile Email Address (Katherine@citi.com), a checked checkbox for 'INTERNAL CITIBANK EMPLOYEE', SOE ID, a dropdown for 'HELPDESK VERIFICATION QUESTION' (Mother's Maiden Name), Helpdesk Verification Answer, and Confirm Helpdesk Verification Answer. At the bottom, there is a blue 'CONTINUE' button and 'BACK', 'CANCEL', and 'CLEAR' links.</p>	<p>7. Complete the required fields (*) for self-registration.</p> <p>Note: The username and password requirements display in a pop-up window as you enter them. A checkmark displays when the requirement is fulfilled.</p> <p>The fields displayed and the username and password requirements vary based on your company's setup.</p> <p>8. When you are finished, click the Continue button.</p> <p><i>The Self Registration for Cardholders – Confirm screen displays.</i></p>
<p>Self Registration for Cardholders – Sign-on Details Screen</p>	

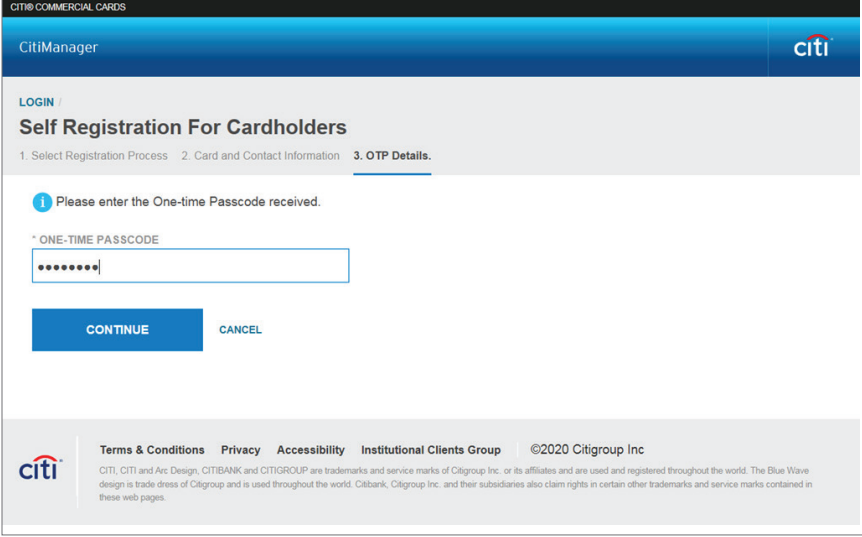
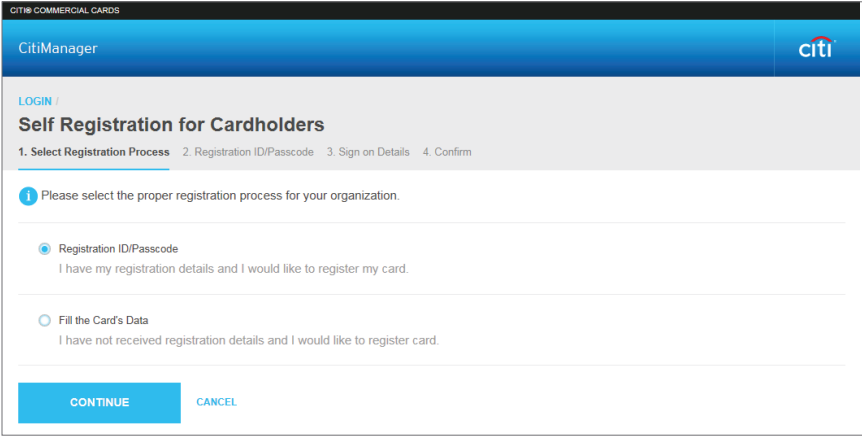
Screen	Step/Action
 <p>Self Registration for Cardholders – Confirm Screen</p>	<p>9. Review the information that displays and when you are finished, click the Confirm button.</p> <p><i>A confirmation message displays.</i></p> <p>10. Click the OK button.</p> <p><i>The CitiManager Site Login screen displays.</i></p> <p>Note: Use the Username and Password you created to log in to the CitiManager Site. When you log in for the first time, you will be asked to select and answer three challenge questions. You may be asked to answer one of the challenge questions each time you log in.</p>

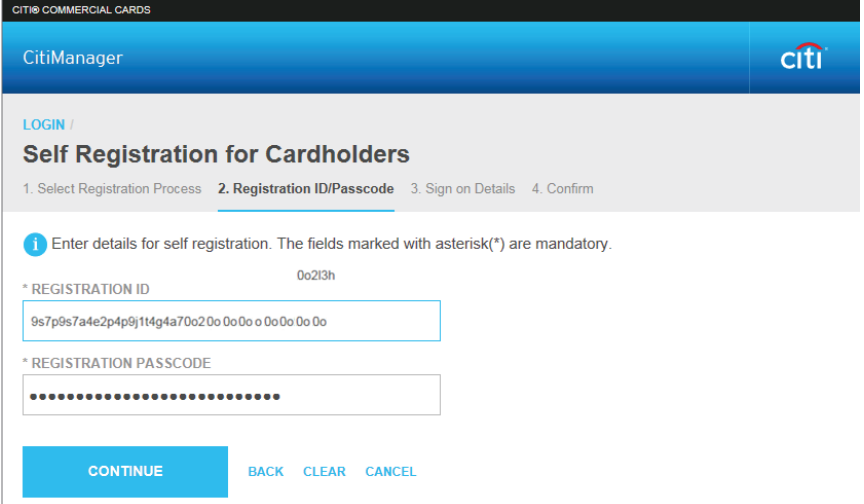
Step-by-Step Instructions

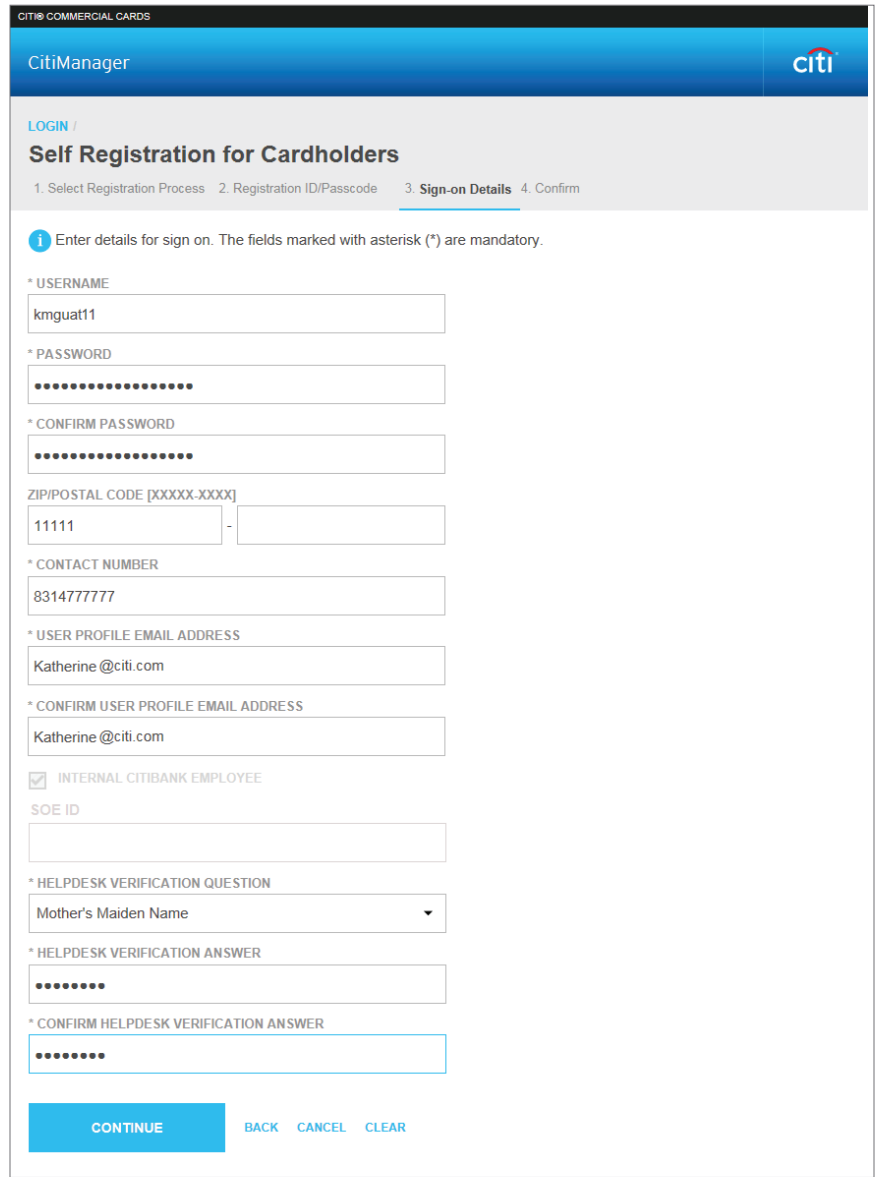
Self-Registration Using the Card Details Option with a Mobile Number on File

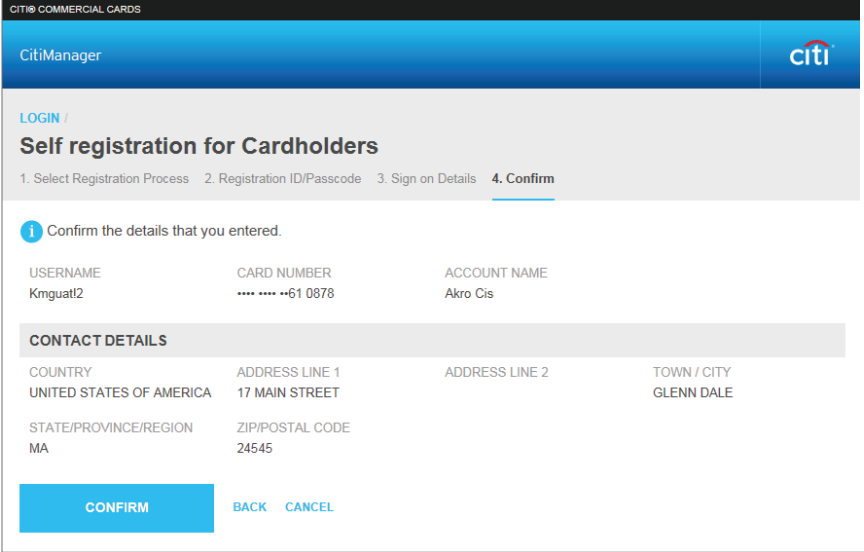
Screen	Step/Action
 <p>The screenshot shows the CitiManager Site Login screen. It features two main sections: 'Existing Users' on the left and 'New Users' on the right. The 'New Users' section has three links: 'Self Registration for Cardholders' (highlighted with an orange box), 'Self Registration for Non Cardholders', and 'Apply for card'. There are also 'SIGNED IN' and 'CLEAR' buttons in the 'Existing Users' section, and a 'Need Assistance?' link at the bottom.</p>	<ol style="list-style-type: none"> 1. Navigate to citimanager.com/login. 2. From the CitiManager Site Login screen New Users section, click the Self Registration for Cardholders link. <i>The Self Registration for Cardholders – Select Registration Process screen displays.</i>
<p>CitiManager Site Login Screen</p>  <p>The screenshot shows the 'Self Registration for Cardholders' screen. It has a progress indicator at the top: '1. Select Registration Process' (active), '2. Registration ID/Passcode', '3. Sign on Details', and '4. Confirm'. Below this is an information icon and the text: 'Please select the proper registration process for your organization.' There are two radio button options: 'Registration ID/Passcode' (with subtext 'I have my registration details and I would like to register my card.') and 'Fill the Card's Data' (selected, with subtext 'I have not received registration details and I would like to register card.'). At the bottom are 'CONTINUE' and 'CANCEL' buttons.</p>	<ol style="list-style-type: none"> 3. Select the Fill the Card's Data radio button and click the Continue button. <i>The Self Registration for Cardholders – Card and Contact Information screen displays.</i>
<p>Self Registration for Cardholders – Select Registration Process Screen – Card Details</p>	

Screen	Step/Action
	<p>4. In the Card Number field, type your card number exactly as it appears on your billing statement, no spaces or dashes.</p> <p>5. In the Account Name field, type your account name exactly as it appears on your billing statement.</p> <p>6. Click the Continue button.</p> <p><i>The Self Registration for Cardholders – OTP Details screen displays.</i></p> <p>Note: If the Self Registration for Cardholders – OTP Details screen does not display, then your mobile number is not on file. Refer to the Self-Registration Using the Card Details Option and CVV/CVC Code (No Mobile Number on File) topic in this User Guide.</p>
<p>Self Registration for Cardholders – Card and Contact Information Screen</p>	
	<p>7. Select the radio button for the desired OTP (one-time passcode) receipt option and click the Continue button.</p> <p>Possible options are:</p> <ul style="list-style-type: none"> • Text Message • Call Mobil <p><i>The Self Registration for Cardholders – OTP Details screen displays.</i></p>
<p>Self Registration for Cardholders – OTP Details Screen</p>	

Screen	Step/Action
 <p>Self Registration for Cardholders – OTP Details Screen – Enter One-time Passcode</p>	<p>8. Retrieve your OTP from the receipt option selected.</p> <p>9. In the One-time Passcode field, type the eight-digit passcode and click the Continue button.</p> <p><i>A message displays.</i></p> <p>Note: OTPs received by voice message or text expires after 100 seconds. You have six attempts to enter the OTP correctly. If the OTP expired, or you have more than six failed attempts, you can click the Cancel button to return to the receipt options screen.</p> <p>10. Click the OK button to close the message.</p> <p><i>The Registration ID and Passcodes are sent to your e-mail address and the Self Registration for Cardholders – Registration ID/Passcode screen displays.</i></p> <p>Note: If you experience any issues receiving the registration ID and passcode, please contact your Program Administrator.</p>
 <p>Self Registration for Cardholders – Select Registration Process Screen</p>	<p>11. Select the Registration ID/Passcode radio button and click the Continue button.</p> <p><i>The Self Registration for Cardholders – Registration ID/Passcode screen displays.</i></p>

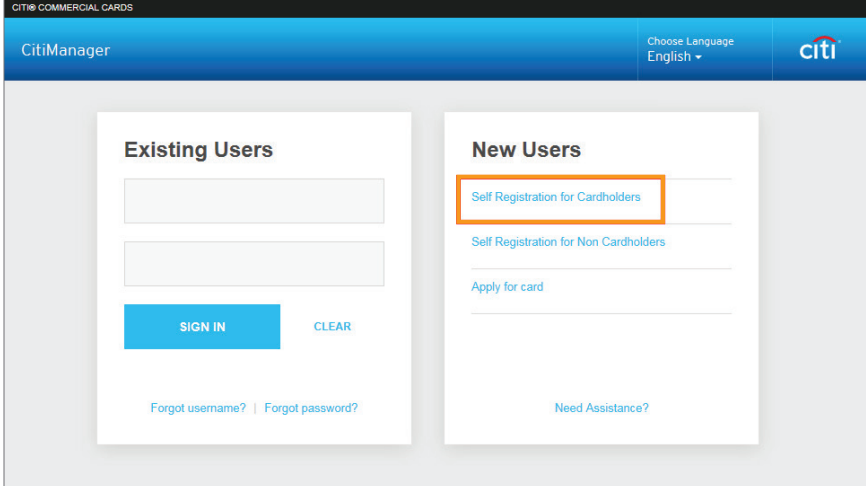
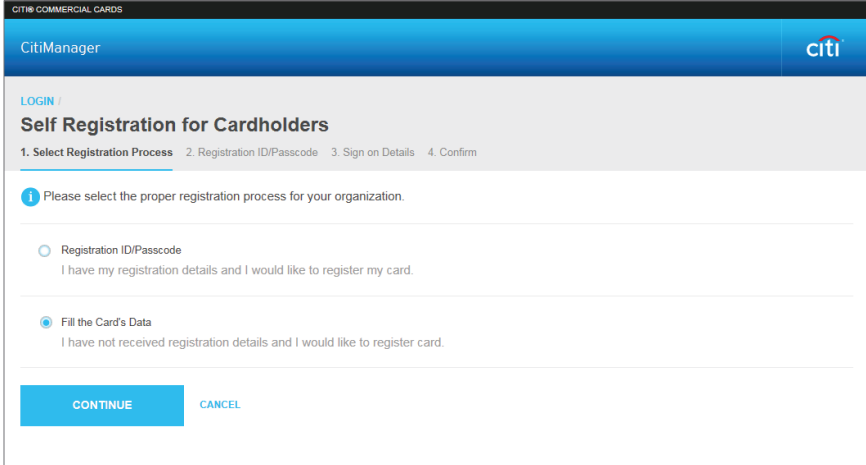
Screen	Step/Action
	<ol style="list-style-type: none"> 12. In the Registration ID field, type the Registration ID supplied in the e-mail sent from Citi. 13. In the Registration Passcode field, type the Passcode supplied in the e-mail sent from Citi. 14. Click the Continue button. <i>The Self Registration for Cardholders – Sign-on Details screen displays.</i>
<p>Self Registration for Cardholders – Registration ID/Passcode Screen</p>	

Screen	Step/Action
 <p>The screenshot displays the 'Sign-on Details' step of the self-registration process. It includes a progress bar at the top with four steps: 1. Select Registration Process, 2. Registration ID/Passcode, 3. Sign-on Details (current step), and 4. Confirm. Below the progress bar, there is an information icon and a message: 'Enter details for sign on. The fields marked with asterisk (*) are mandatory.' The form contains several input fields, each with an asterisk indicating it is mandatory. The fields and their values are: Username (kmguat11), Password (masked with dots), Confirm Password (masked with dots), ZIP/Postal Code (11111), Contact Number (831477777), User Profile Email Address (Katherine@citi.com), Confirm User Profile Email Address (Katherine@citi.com), Internal Citibank Employee (checked checkbox), SOE ID (empty), Helpdesk Verification Question (Mother's Maiden Name), Helpdesk Verification Answer (masked with dots), and Confirm Helpdesk Verification Answer (masked with dots). At the bottom, there is a blue 'CONTINUE' button and three smaller buttons: 'BACK', 'CANCEL', and 'CLEAR'.</p>	<p>15. Complete the required fields (*) for self-registration.</p> <p>Note: The username and password requirements display in a pop-up window as you enter them. A checkmark displays when the requirement is fulfilled.</p> <p>The fields displayed and the username and password requirements vary based on your company's setup.</p> <p>16. When you are finished, click the Continue button.</p> <p><i>The Self Registration for Cardholders – Confirm screen displays.</i></p>
<p>Self Registration for Cardholders – Sign-on Details Screen</p>	

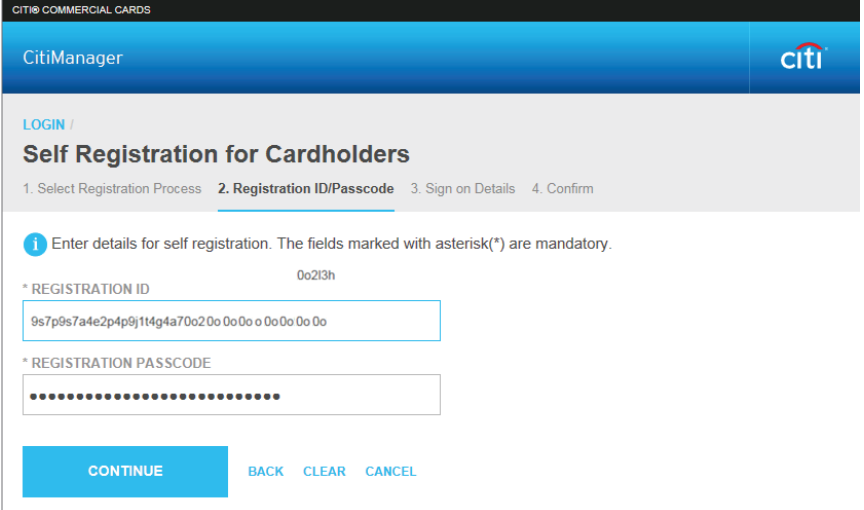
Screen	Step/Action
 <p>Self Registration for Cardholders – Confirm Screen</p>	<p>17. Review the information that displays and when you are finished, click the Confirm button.</p> <p><i>A confirmation message displays.</i></p> <p>18. Click the OK button.</p> <p><i>The CitiManager Site Login screen displays.</i></p> <p>Note: Use the Username and Password you created to log in to the CitiManager Site. When you log in for the first time, you will be asked to select and answer three challenge questions. You may be asked to answer one of the challenge questions each time you log in.</p>

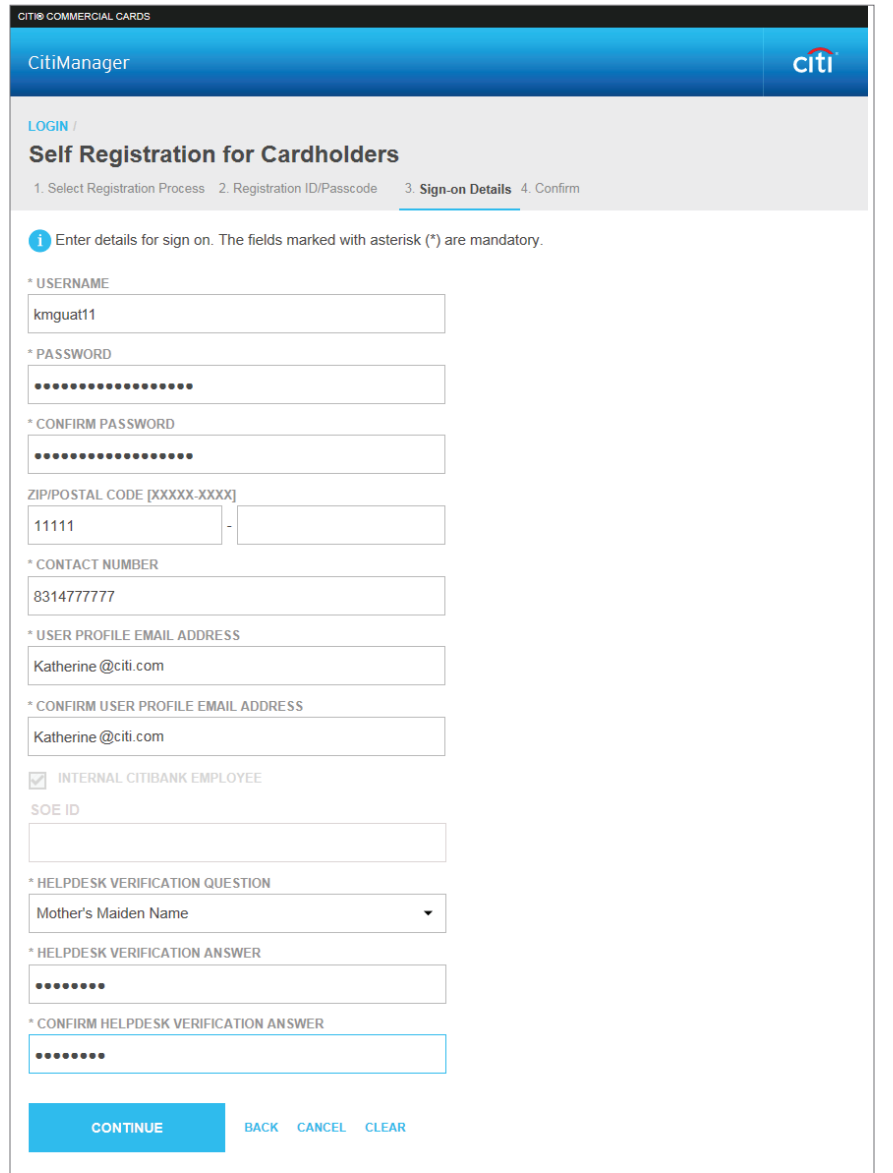
Step-by-Step Instructions

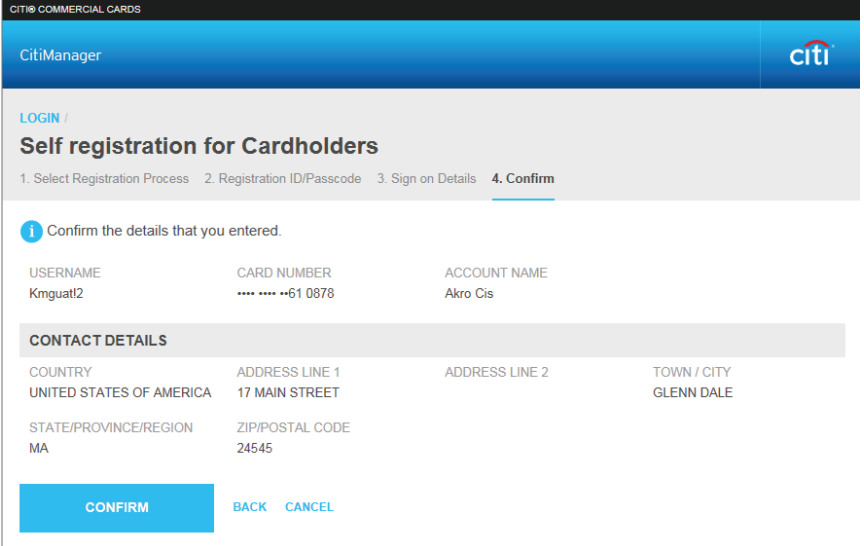
Self-Registration Using the Card Details Option and CVV/CVC Code (No Mobile Number on File)

Screen	Step/Action
 <p>CitiManager Site Login Screen</p>	<ol style="list-style-type: none"> Navigate to citimanager.com/login. From the CitiManager Site Login screen New Users section, click the Self Registration for Cardholders link. <i>The Self Registration for Cardholders – Select Registration Process screen displays.</i>
 <p>Self Registration for Cardholders – Select Registration Process Screen – Card Details</p>	<ol style="list-style-type: none"> Select the Fill the Card's Data radio button and click the Continue button. <i>The Self Registration for Cardholders – Card and Contact Information screen displays.</i>

Screen	Step/Action
	<ol style="list-style-type: none"> In the Card Number field, type your card number exactly as it appears on your billing statement, no spaces or dashes. In the Account Name field, type your account name exactly as it appears on your billing statement. Click the Continue button. <i>The Self Registration for Cardholders – CVV/CVC Code screen displays.</i>
<p>Self Registration for Cardholders – Card and Contact Information Screen</p>	
	<ol style="list-style-type: none"> In the CVV/CVC Code text field, type the code from the back of your card and select the checkbox validating that your screen cannot be viewed by others. Click the Submit button. <i>A message displays.</i> Click the OK button to close the message. <i>The Registration ID and Passcodes are sent to your e-mail address and the Self Registration for Cardholders – Registration ID/Passcode screen displays.</i> <p>Note: If you experience any issues receiving the registration ID and passcode, please contact your Program Administrator.</p>
<p>Self Registration for Cardholders – CVV/CVC Code Screen</p>	
	<ol style="list-style-type: none"> Select the Registration ID/Passcode radio button and click the Continue button. <i>The Self Registration for Cardholders – Registration ID/Passcode screen displays.</i>
<p>Self Registration for Cardholders – Select Registration Process Screen</p>	

Screen	Step/Action
	<ol style="list-style-type: none"> 11. In the Registration ID field, type the Registration ID supplied in the e-mail sent from Citi. 12. In the Registration Passcode field, type the Passcode supplied in the e-mail sent from Citi. 13. Click the Continue button. <p><i>The Self Registration for Cardholders – Sign-on Details screen displays.</i></p>
<p>Self Registration for Cardholders – Registration ID and Passcode Screen</p>	

Screen	Step/Action
 <p>The screenshot shows the 'Sign-on Details' step of the self-registration process. It includes a progress bar at the top with four steps: 1. Select Registration Process, 2. Registration ID/Passcode, 3. Sign-on Details (current), and 4. Confirm. Below the progress bar is an information icon and a message: 'Enter details for sign on. The fields marked with asterisk (*) are mandatory.' The form contains several fields: Username (kmguat11), Password, Confirm Password, ZIP/Postal Code (11111), Contact Number (831477777), User Profile Email Address (Katherine@citi.com), Confirm User Profile Email Address (Katherine@citi.com), a checked checkbox for 'INTERNAL CITIBANK EMPLOYEE', SOE ID, a dropdown for 'HELPDESK VERIFICATION QUESTION' (Mother's Maiden Name), HELPDESK VERIFICATION ANSWER, and CONFIRM HELPDESK VERIFICATION ANSWER. At the bottom, there is a blue 'CONTINUE' button and links for 'BACK', 'CANCEL', and 'CLEAR'.</p>	<p>14. Complete the required fields (*) for self-registration.</p> <p>Note: The username and password requirements display in a pop-up window as you enter them. A checkmark displays when the requirement is fulfilled.</p> <p>The fields displayed and the username and password requirements vary based on your company's setup.</p> <p>15. When you are finished, click the Continue button.</p> <p><i>The Self Registration for Cardholders – Confirm screen displays.</i></p>
<p>Self Registration for Cardholders – Sign-on Details Screen</p>	

Screen	Step/Action
 <p>Self Registration for Cardholders – Confirm Screen</p>	<p>16. Review the information that displays and when you are finished, click the Confirm button.</p> <p><i>A confirmation message displays.</i></p> <p>17. Click the OK button.</p> <p><i>The CitiManager Site Login screen displays.</i></p> <p>Note: Use the Username and Password you created to log in to the CitiManager Site. When you log in for the first time, you will be asked to select and answer three challenge questions. You may be asked to answer one of the challenge questions each time you log in.</p>

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