Cardholder Quick Reference Placemat

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Self Registration for CitiManager

- Navigate to **www.citimanager.com/login**
- Click **Self-registration for Cardholders** link
- Select **the Fill the card's data** radio button and click **Continue**
- In the **Card Number** field, type your card number exactly as it appears with no spaces/dashes
- In the **Account name** field, type the account name exactly how it appears on your card
- In the **Contact details**, type the billing address for your card exactly as it appears on your billing statement and click **Continue**.
- In the **Username field**, type your desired username
- In the **Password field**, type your desired password and then **confirm password** in **Confirm password** field
- In **Contact details**, verify the information and click **Continue**.
- Complete the rest of the fields on the screen and when finished, click the **Continue** button
- Review the information displayed and click **Confirm**

Logging In

- Navigate **to www.citimanager.com/login**.
- In the **Username** field, type your **username**.
- In the **Password** field, type your **password**.
- Click the **Login** button.
- Answer the **challenge question** and click the **Continue** button.

Changing Password

- From the **CitiManager Site** header, click the **My Profile** link that displays under your name.
- Click the **Change Password** link.
- In the **Current Password** field, type your **current password**.
- In the **Create New Password** field, type your **new password**.
- In the **Confirm New Password** field, re-type your new password.
- Click the **Change Password** button.

Cardholder Support

- For CitiManager Assistance, click on the link in the upper right hand corner, **Contact Help Desk**.
- Also, see contact Citi Customer Service at **1 (800) 790-7206** or Fax at **1 (605) 357-2092**

Using Quick Links

- From the **CitiManager** Site side navigation bar, position your mouse over the **Resources** button and then click the **Links & Help** link.
- Click the link for the resource you wish to access. Click the **OK** button.
- If a document was selected, click the **OK** button to close the message. *The browser document option window displays. The location of the Save or Open options vary based on your browser settings.*
- Click either the **Save** or **Open** option.

Viewing Transactions

- From the **CitiManager** Site side navigation bar, position your mouse over the **Statements** button and then click the **View Recent link** that displays at the top of the fly-out menu.
- **Recent transaction** activity also displays on the Home screen. Click the **> More** arrow that displays on the right-side of each transaction row to navigate to the **Statements — Recent** screen.
- To search for a specific transaction amount, date or description, type the search criteria in search field that displays in the upper-right corner of **the Recent Activities** section and click the **Search** button. Click the Advanced Search link to access additional search criteria.
- To view additional transaction detail, click the **ellipsis (…)** link that displays on the right-side of the row you wish to expand.

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Changing Challenge Questions

- From the **CitiManager** Site header, click the **My Profile** link that displays under your name.
- Click the **Reset Challenge Questions** link.
- Type the answer to the existing challenge question displayed.
- Click the **Confirm** button.

Viewing and Downloading Statement

- From the **Statements** screen, click the **Download** link that displays under the **Billed Transaction** header.
- Select the radio button for the desired download format and click the **Download** button.
    - Note: Download options include Comma Separated Value (CSV), Portable Document Format (PDF) or Excel. PDF is the default option. If you intend to print your statement, PDF is the recommended format.
- *A download message displays stating that the file will be cached to your computer.*
- Click the **OK** button.
    - *A message displays at the top of the screen indicating your document is ready for download and the browser document option window displays. The location of the Save or Open options vary based on your browser settings.*
- From the browser document option window, click the **Open** button

Disputing Transactions

- To navigate to billed transactions, from the **CitiManager** Site side navigation bar, position your mouse over the **Statements** button and then click the icon for the statement month you wish to view. Use the **Back** and **Forward (< >) arrows** to navigate between years.
- To navigate to recent activities, from the **CitiManager** Site side navigation bar, position your mouse over the **Statements** button and then click the **View Recent link** that displays at the top of the fly-out menu.
- Recent activity also displays on the Home screen. **Click the >** More arrow to navigate to the **Statements — Recent screen.**
- To initiate a **dispute** for a transaction, click the **ellipsis (…)** link that displays on the right-side of the transaction you wish to expand.
- From the expanded row, click the **Dispute** button.
- From the **Dispute Reason** section, select the **dispute reason** from the drop-down list.
- Select the **verification checkbox** to certify the information provided is accurate. Click the **Continue** button to validate your dispute. If the validation is successful, the **Dispute Transactions — Review screen displays**.
- Review the dispute details, reason code and additional information and click the **Submit** button.
- If the dispute reason you selected indicated a requirement to fax or mail additional dispute information, click the **Download Dispute** form button and follow the instructions on the form

Make a Payment and Add Banking Information

- From the **CitiManager** Site side navigation bar, position your mouse over the **Statements** button and then click the **Payments** link.
- You can also click the **Make a Payment** link that displays on the **Home screen** (under Due in date) or on the **Statements** screen (under the Payment Due Date).
- Before you can make a payment online, your banking account information must be entered. To add a new pay from account, click the **Add link** from the **Select Payment Account** header.
- From the Account Type drop-down list, select the appropriate pay from account type.
- In the Bank Routing Number field, type the **bank routing code** for the account.
- In the **Pay From Account** field, type the **account number**.
- Click the **Save** button.
- To select the desired pay from account, select the appropriate radio button.
- In the **Select Payment Amount** section, select the radio button for the desired payment option. If you selected Other amount, type the **payment amount** in the text entry field.
- To schedule a payment in the future, type a date or select it from the calendar.
- To submit your payment, click the **Pay** button.
- Review your payment information and click the **Confirm** button.
- Click the **OK** button.