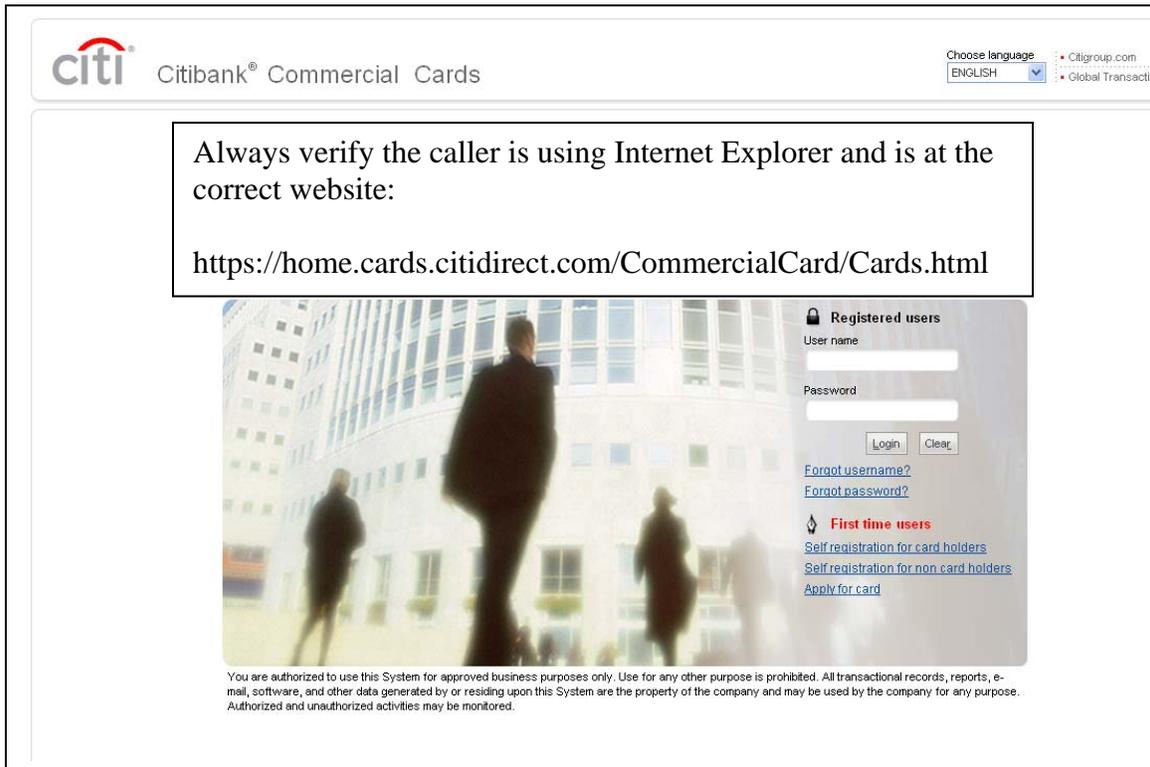


Getting Started with Citimanager



The screenshot shows the Citimanager website interface. At the top left is the Citi logo and the text "Citibank® Commercial Cards". At the top right, there is a language selection dropdown set to "ENGLISH" and links to "Citigroup.com" and "Global Transaction". A central text box contains the instruction: "Always verify the caller is using Internet Explorer and is at the correct website:" followed by the URL "https://home.cards.citidirect.com/CommercialCard/Cards.html". Below this is a login form with fields for "User name" and "Password", and "Login" and "Clear" buttons. There are also links for "Forgot username?", "Forgot password?", and a section for "First time users" with links for "Self registration for card holders", "Self registration for non card holders", and "Apply for card". At the bottom, a small disclaimer states: "You are authorized to use this System for approved business purposes only. Use for any other purpose is prohibited. All transactional records, reports, e-mail, software, and other data generated by or residing upon this System are the property of the company and may be used by the company for any purpose. Authorized and unauthorized activities may be monitored."

The screen above has several options for entry to the site:

- Regular Sign on with user/password (for those who established an id previously via online registration)
- Forgot User Name – allows user to input information as it appears on their account to receive their user name via email
- Forgot Password – If the user name, email, Zip match as it is on the account it will ask a question the user set up an reset the password via email
- Self registration for Cardholder – The cardholder can register an account associated to citimanager to gain access to view their statements online
- Self Registration for Noncardholders – This function is used for Agency Program Coordinators, Program Administrators, Supervisors and Helpdesk users to their credentials that they would have received via email
- Apply for Card – This allows the possible card member to apply for a card through their company. The card member is directed here by

Forgot User Name

Forgot sign on - username

 Enter details to retrieve your sign on - username. The fields marked with asterisk (*) are mandatory to proceed.

* First name

Last name

Contact details

* Country

* Contact number

* Zip/Postal code

* Email ID

* Confirm email ID

 **Continue**  **Cancel**  **Clear**

All Circled fields must match what is on user id profile to provide their user name. When using Forgot Username.

Once the user has satisfied the needs of the fields properly they will be asked a challenge question if they answer it correctly the system will send the user name to the email on file for the user.

Example below:

You have requested retrieval of your Citi EAS Username.
Your Username is testid1 and can be used, along with your password, to access home.cards.citidirect.com.
This email was system-generated. Please do not reply to this email as this email address is used for outbound messages only. If you have any questions about this message, please call our 24 hour customer service center at 1-866-670-6462 and select option 4. For international calls, dial collect at 1-757-853-2467.

Forgot Password

Forgot sign on - password

 Enter details to retrieve your sign on - password. The fields marked with asterisk (*) are mandatory to proceed.

* User name

Contact details

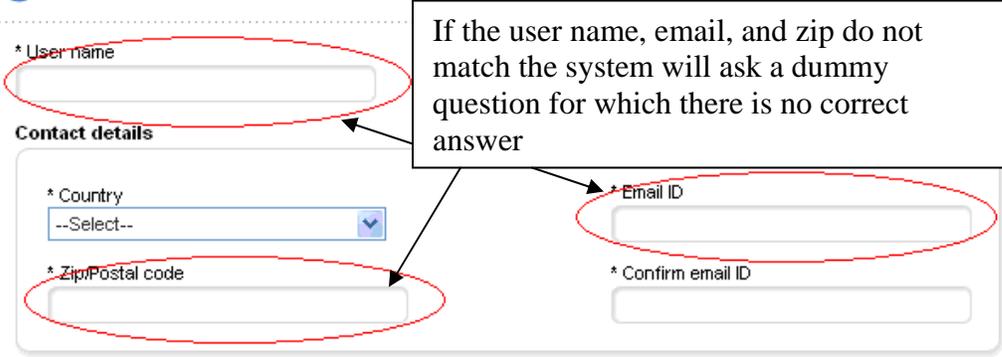
* Country

* Zip/Postal code

* Email ID

* Confirm email ID

If the user name, email, and zip do not match the system will ask a dummy question for which there is no correct answer



The Forgot password dummy questions:

- Favorite Food
- Date of Birth
- Date of Hire
- Mother's maiden name
- Pet name

Regardless how the user answers these questions there is no right answer and they will be directed to contact the helpdesk.

Self Registration for Noncardholder

Self registration for non card holders

 Enter details for self registration. The fields marked with asterisk (*) are mandatory to proceed.

* Registration ID

* Registration passcode

The noncardholder receives two emails one with registration id one with password. When copying and pasting it is common for an extra space to be copied over thus causing the registration to fail. These credentials are valid for 60 days and can be reset in pending users if need be after verification.

Sign on details

 Enter details for sign on. The fields marked with asterisk (*) are mandatory to proceed.

* User name

Internal Citibank employee

* Password

* SOE ID

* Confirm password

Contact details

* Contact number
7325908199

* Email ID
manikandan.somasundaram@citi.com

* Zip/Postal code [XXXXX-XXXX]
08839 - 1212

* Confirm email ID
manikandan.somasundaram@citi.com

* Secret question
--Select--

Only shown/required by Citi employees registering

Secret Question: Creates the Verification password they will use when calling in as part of verification. The user inputs whatever word/phrase they would like to use.

Self Registration for Cardholder



Enter details for self registration. The fields marked with asterisk (*) are mandatory to proceed.

* Card number

5472330003680179

Enter the account number from your card with no spaces or dashes.

* Account name

TEST 8

Enter the name that appears on your card. Please note that this must be entered exactly as it appears on your card.

Contact details

* Address line 1

701 E 60TH ST N

* Country

UNITED STATES OF AMERICA

Address line 2

MC 3130

* State/Province

SD

* Town / City

SIOUX FALLS

* Zip/Postal code [XXXXX-XXXX]

57104

0432

Enter your billing address for your card.

[» Continue](#) [» Cancel](#) [» Clear](#)

When a cardholder is registering there are key points for success:

- The information must match exactly how it appears on there statement/TSYS. The information is case sensitive if there is a period in the address the user would have to input it as it appears on the statement/TSYS. Adding extra information such as Street when the system has the account listed as St will cause the registration to fail.
- If a cardholder incorrectly tries to register 6 times it will lock the card from registration and the helpdesk user will need to unlock the card via the unlock user function located under Admin functions.
- If the cardholder recently updated their billing address they would need to wait until next business day to use that information to register with such as they called in Saturday to update their information that new information would be available Tuesday for registration.



Enter details for sign on. The fields marked with asterisk (*) are mandatory to proceed.

* User name

parlinecard

* Password

* Confirm password

User name must be 7-16 characters. The password requirements will show depending what the standard has been set for them.

>> [Continue](#) >> [Cancel](#) >> [Clear](#)

DOD password requirements for example are:

- Must be 6-9 characters
- Must contain 1 letter 1 number
- Cannot contain two consecutive characters
- Cannot be any of the previous 6 passwords

Recap



Confirm the details that you entered.

User name

parlinecard

Card number

XXXXXXXXXX680179

Account name

TEST 8

Contact details

Address line 1

701 E 60TH ST N

Country

UNITED STATES OF AMERICA

Address line 2

MC 3130

State/Province

SD

Town / City

SIOUX FALLS

Zip/Postal code

57104-0432

The recap allows the cardholder/noncardholders a final chance to confirm the user name they are choosing.

>> [Confirm](#) >> [Cancel](#)

APPLY FOR CARD

Apply for card

 If you were provided with a Client Code via email or from your organization, please choose "YES" below, if not select "NO" and Continue.

- Yes - I have a Client Code
 No - I do not have a Client Code

 Continue  Cancel

Apply for card rules:

- The applicant will either be provided their “apply for card” details via email or by their PA/APC.
- For DOD they will always be initiated/receive an email from their Agency Program Coordinator and their client code will always be DOD
- For corporate clients they will receive their log in (Company name/Hierarchy password from their Program Administrator)

CitiDirect® Card Management System



This is an example of DOD after entering the client code:

Please enter the requested information

Email:
Passcode:

Rules for Success:

- Email must match what the application was started with by the APC (Always direct the cardholder back to the APC as they would be the ones that would be able to verify the email address used)
- Once a cardholder submits an application any information put in incorrectly would require the APC to reinitiate the application process all over (such as incorrect supervisor email)
- The verification field in the application is any 4 digits the user would like to use as part of receipt of card verification

