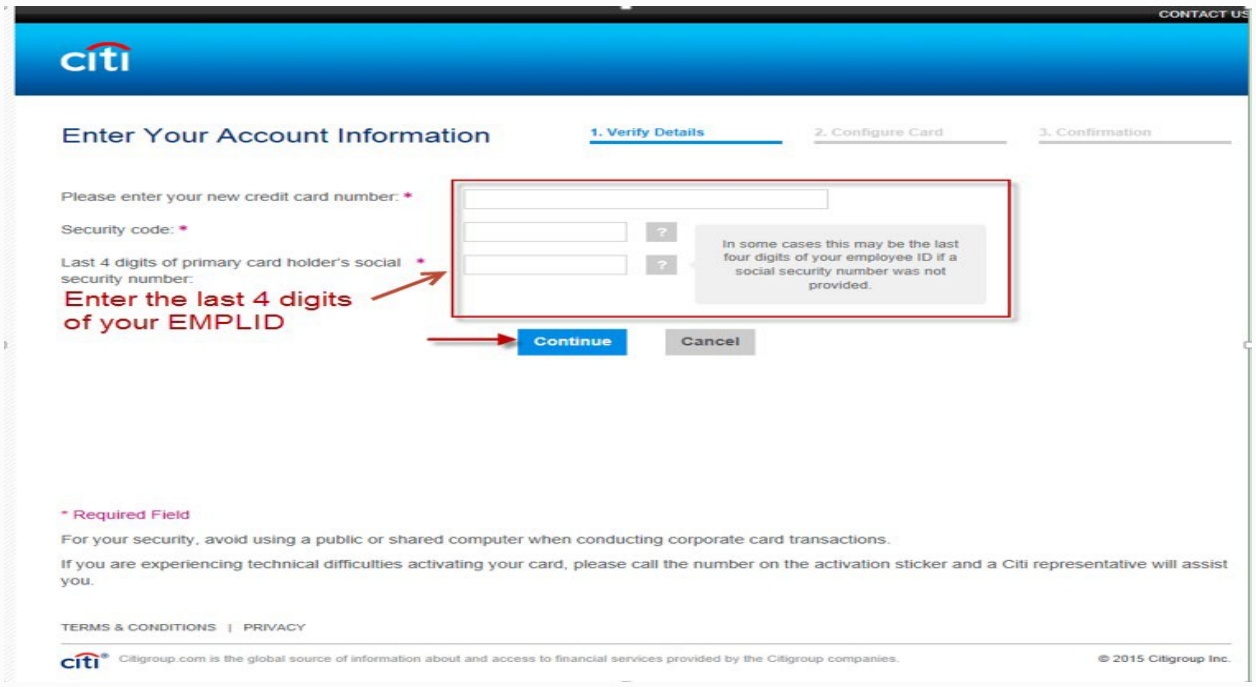
# Card Activation and CitiManager ® Registration

Revised 11/30/2020

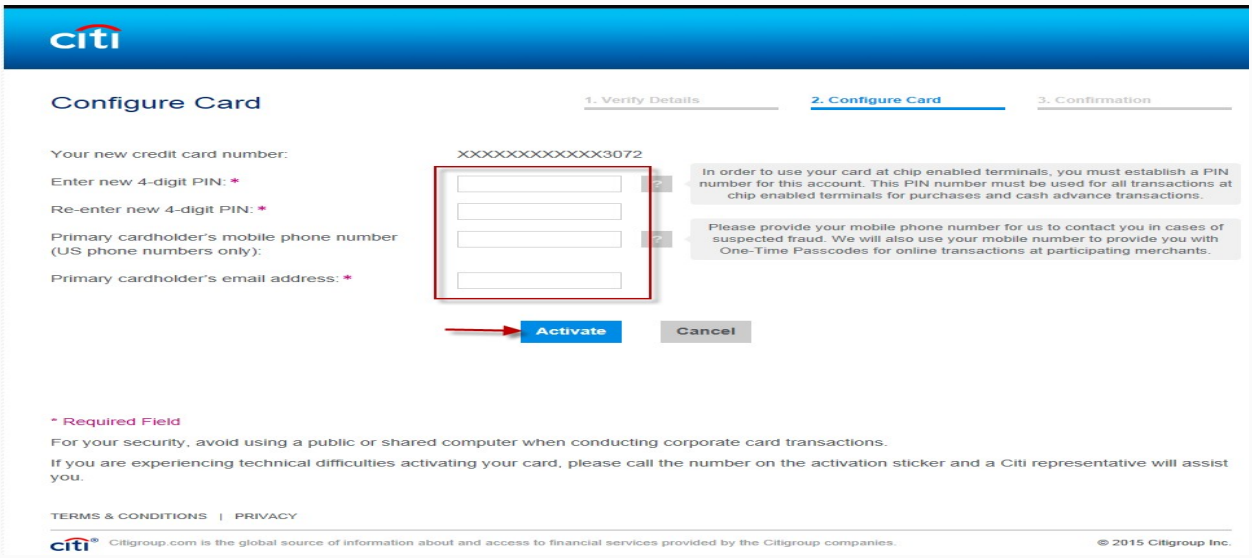
# Activation Website

*Enter the URL listed on the removal label on the front of the card. You will be directed to a secure Citibank webpage (HTTPS).*

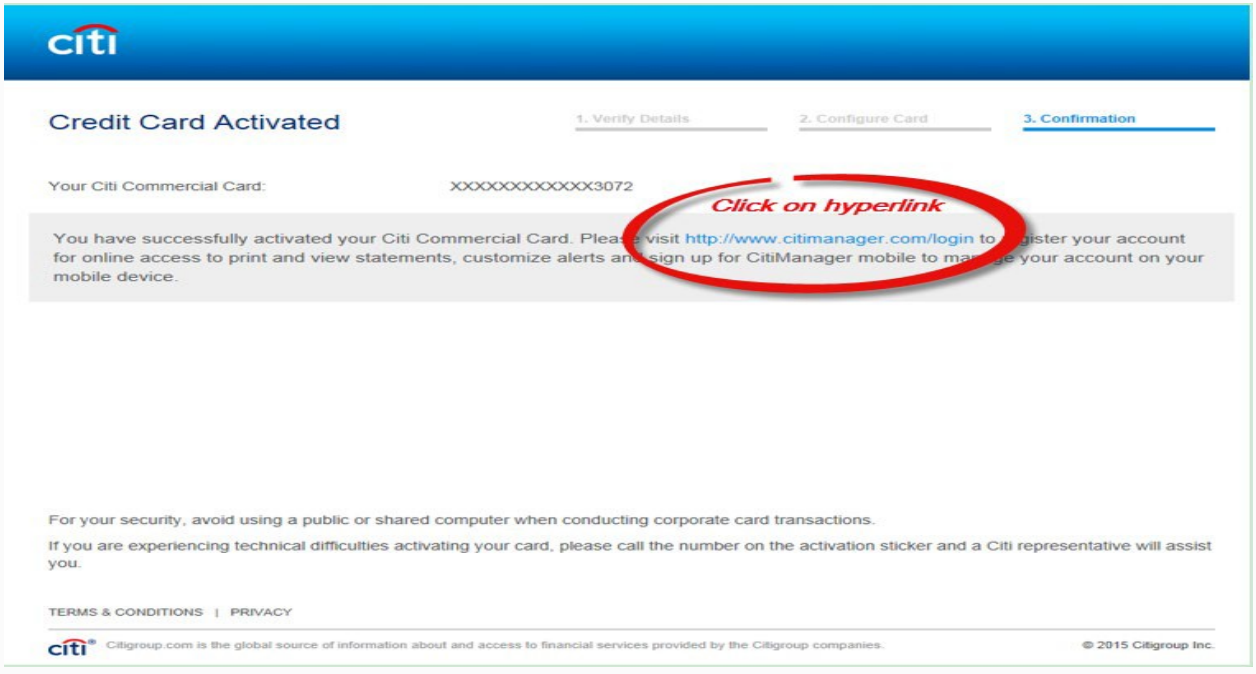
# Verify Card Details



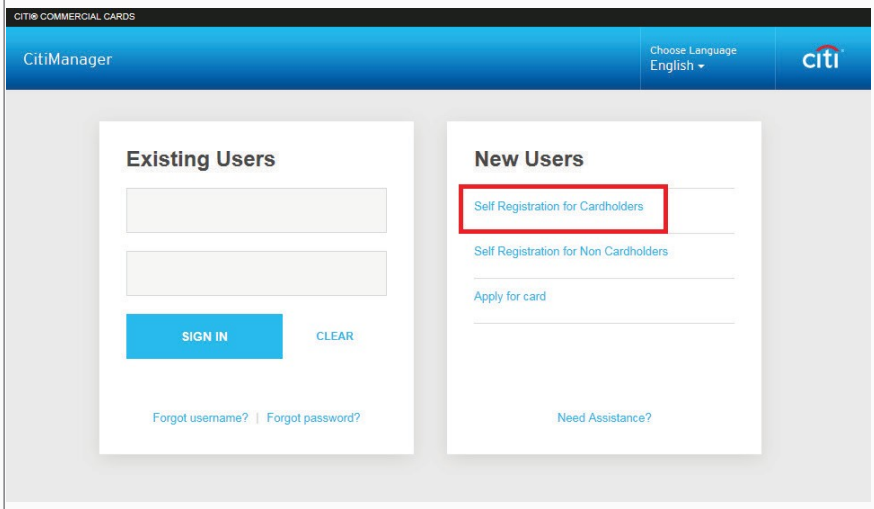
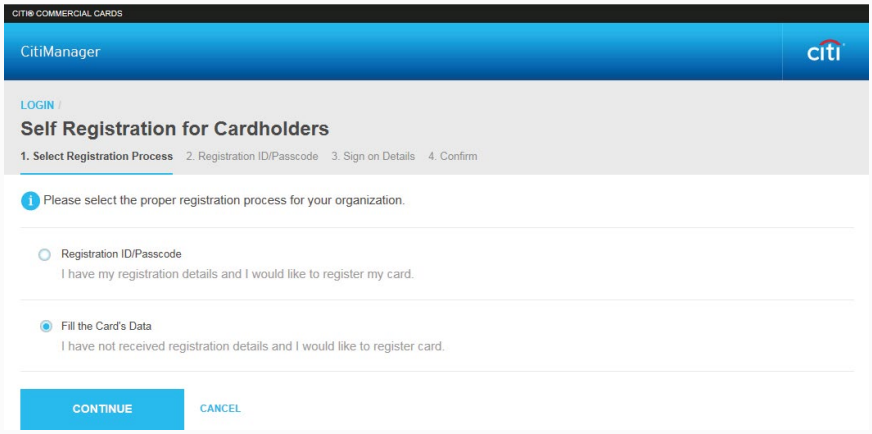
# Configure Card



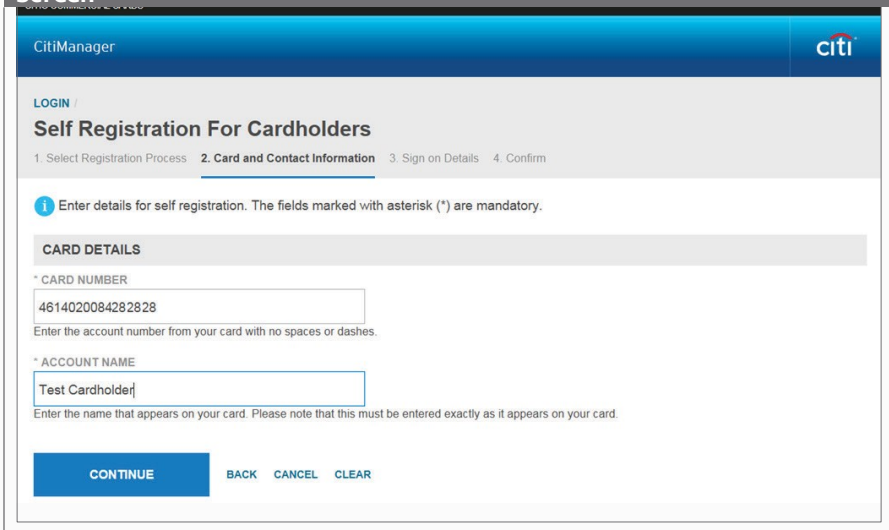
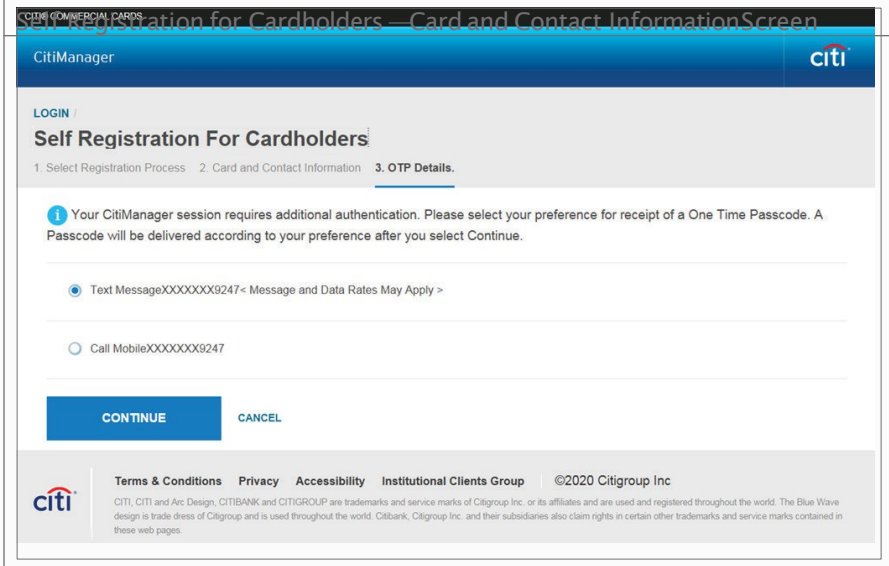

# Confirmation

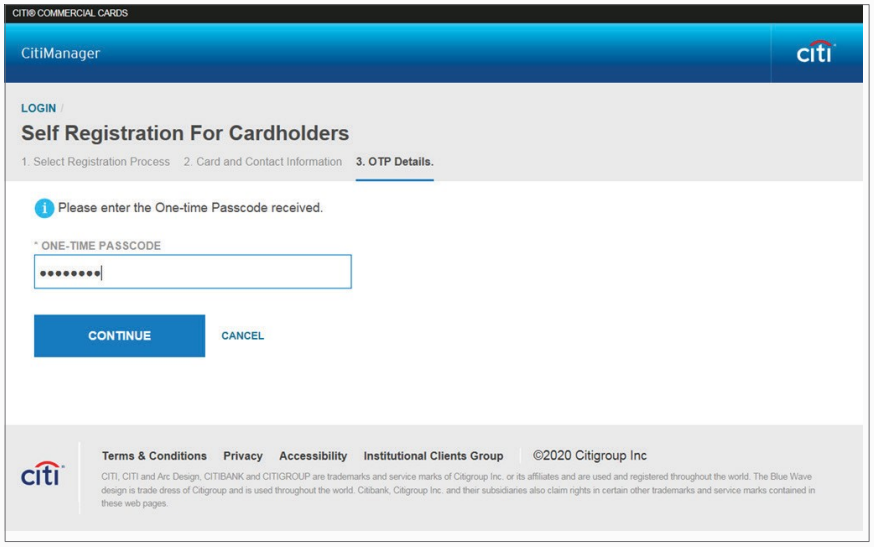
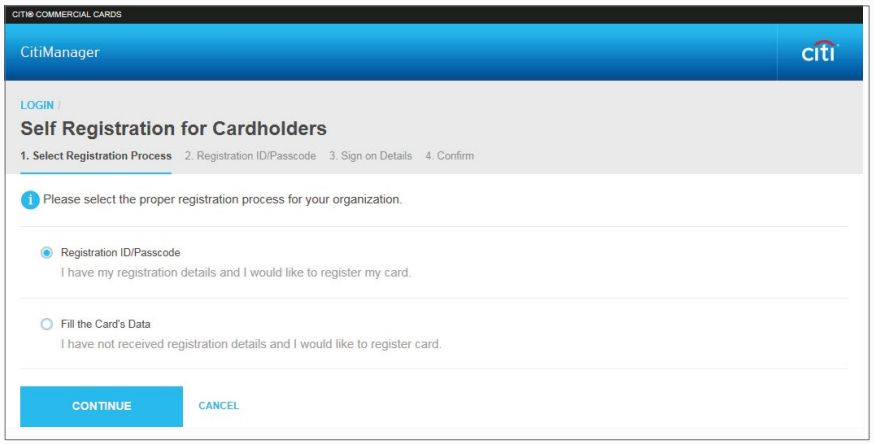


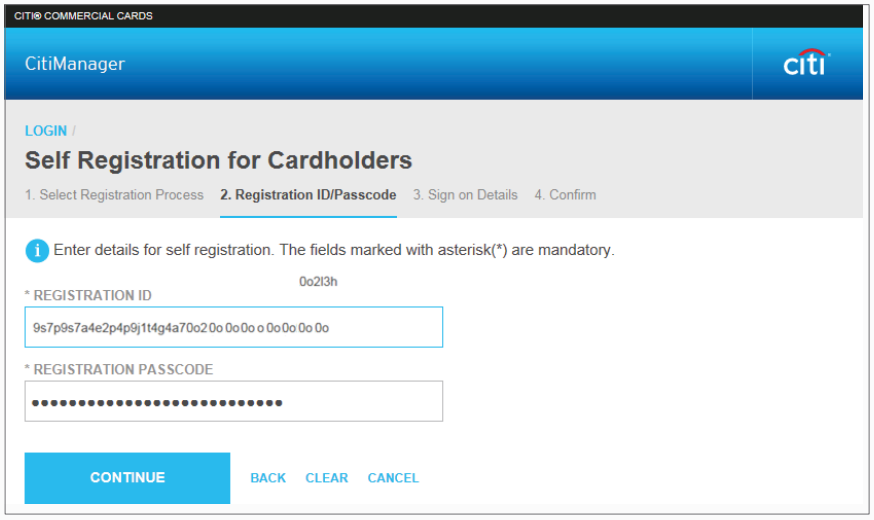
# Registration Website

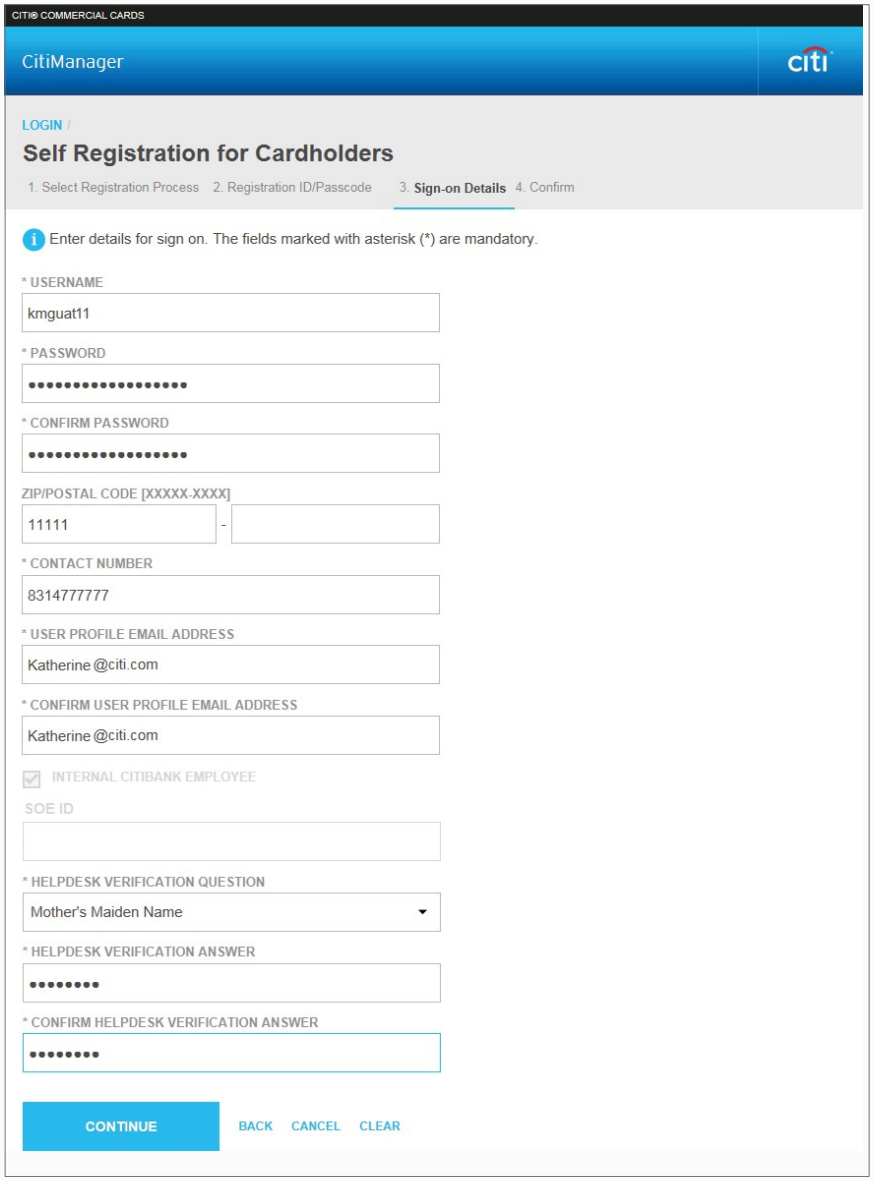
| Screen | Step/Action |
|---|---|
|  <br>CitiManager Site Login Screen | 1. Navigate to citimanager.com/login.<br>2. From the CitiManager Site Login screen New Users section, click the Self Registration for Cardholders link.<br>*The Self Registration for Cardholders — Select Registration Process screen displays.* |
|  | 3. Select the Fill the Card's Data radio button and click the Continue button.<br>*The Self Registration for Cardholders—Card and Contact Information screen displays.* |

**Note: If you added your mobile phone when activating your card, follow the instructions on pages 7-11 and if not, follow the instructions on pages 12-14.**

| Screen | Step/Action |
|---|---|
|  <br>Self Registration for Cardholders —Card and Contact Information Screen | 4. In the Card Number field, type your card number exactly as it appears on your billing statement, no spaces or dashes.<br>5. In the Account Name field, type your account name exactly as it appears on your billing statement.<br>6. Click the Continue button.<br>*The Self Registration for Cardholders—OTP Details screen displays.*<br>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. |
|  <br>Self Registration for Cardholders —OTP Details Screen | 7. Select the radio button for the desired OTP (one-time passcode) receipt option and click the Continue button.<br>Possible options are:<br>• Text Message<br>• Call Mobile<br>*The Self Registration for Cardholders—OTP Details screen displays.* |

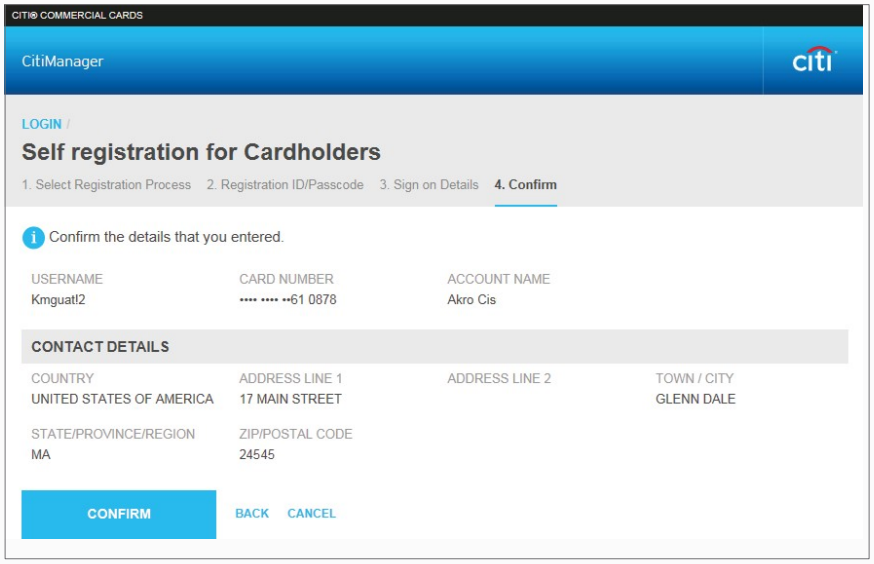
| Screen | Step/Action |
|---|---|
|  <br>Self Registration for Cardholders —OTP Details Screen —Enter One-time Passcode | 8. Retrieve your OTP from the receipt option selected.<br>9. In the One-time Passcode field, type the eight-digit passcode and click the Continue button.<br>*A message displays.*<br>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.<br>10. Click the OK button to close the message.<br>*The Registration ID and Passcodes are sent to your e-mail address and the Self Registration for Cardholders —Registration ID/Passcode screen displays.*<br>Note: If you experience any issues receiving the registration ID and passcode, please contact your Program Administrator. |
|  <br>Self Registration for Cardholders —Select Registration Process Screen | 11. Select the Registration ID/Passcode radio button and click the Continue button.<br>*The Self Registration for Cardholders — Registration ID/Passcode screen displays.* |

| Screen | Step/Action |
|---|---|
|  <br>Self Registration for Cardholders —Registration ID/PasscodeScreen | 12. In the Registration ID field, type the Registration ID supplied in the e-mail sent from Citi.<br>13. In the Registration Passcode field, type the Passcode supplied in the e-mail sent from Citi.<br>14. Click the Continue button.<br>*The Self Registration for Cardholders—Sign-on Details screen displays.* |

| Screen | Step/Action |
|---|---|
|  | 15. Complete the required fields (*) for self-registration.<br><br>Note: The username and password requirements display in a pop-up window as you enter them. A checkmark displays when the requirement is fulfilled.<br><br>The fields displayed and the username and password requirements vary based on your company's setup.<br><br>16. When you are finished, click the Continue button.<br><br>*The Self Registration for Cardholders—Confirm screen displays.* |



Self Registration for Cardholders —Sign-on Details Screen

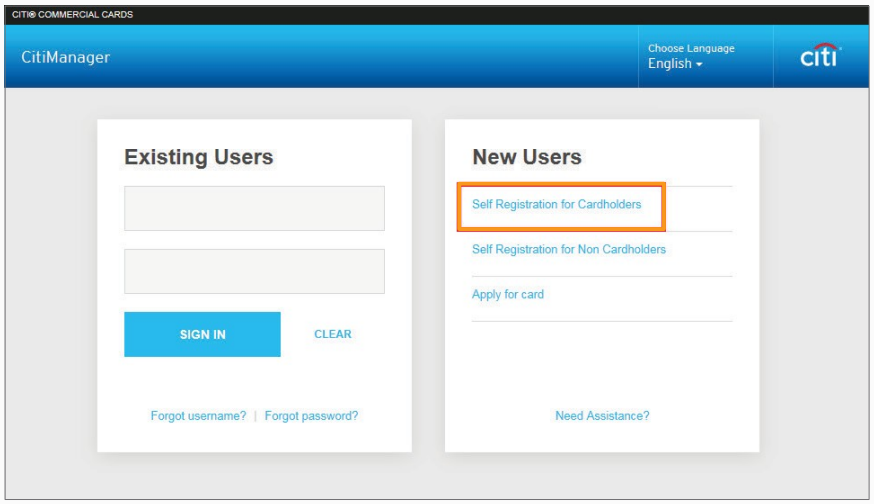
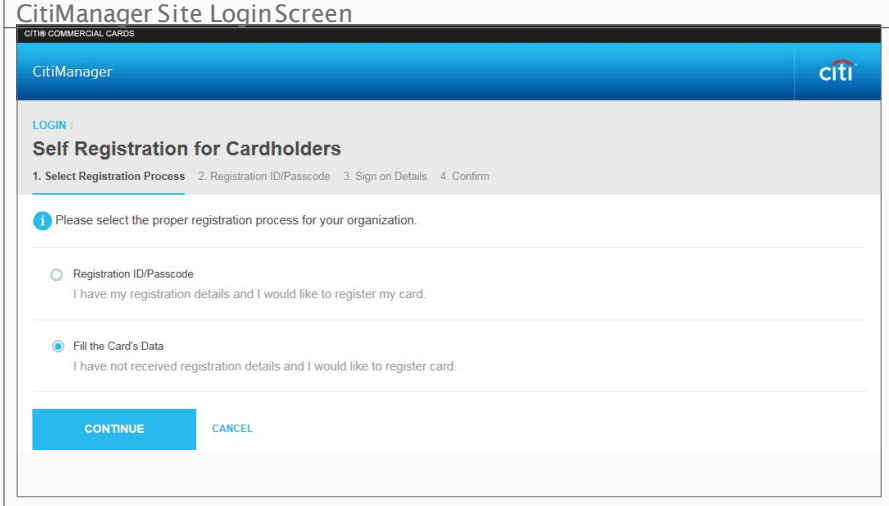
| Screen | Step/Action |
|---|---|
|  | 17. Review the information that displays and when you are finished, click the Confirm button.<br><br>*A confirmation message displays.*<br><br>18. Click the OK button.<br><br>*The CitiManager Site Login screen displays.*<br><br>Note: Use the Username and Password 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. |

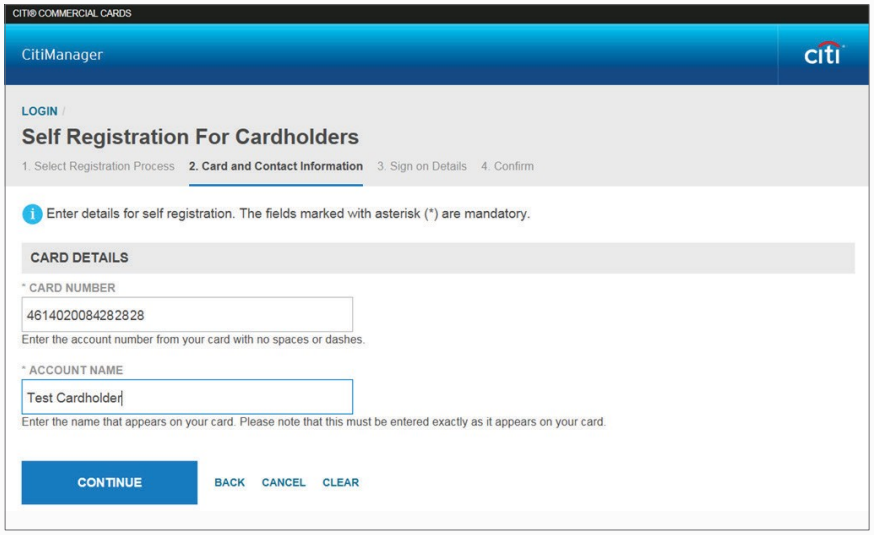
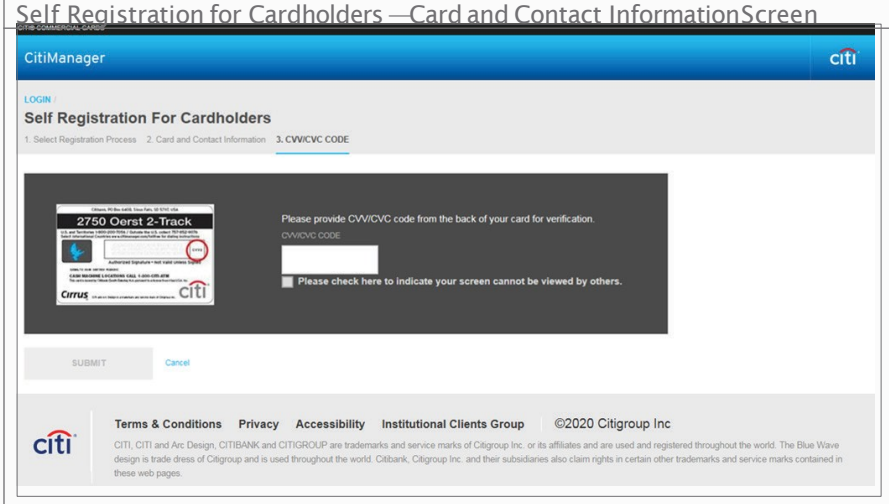
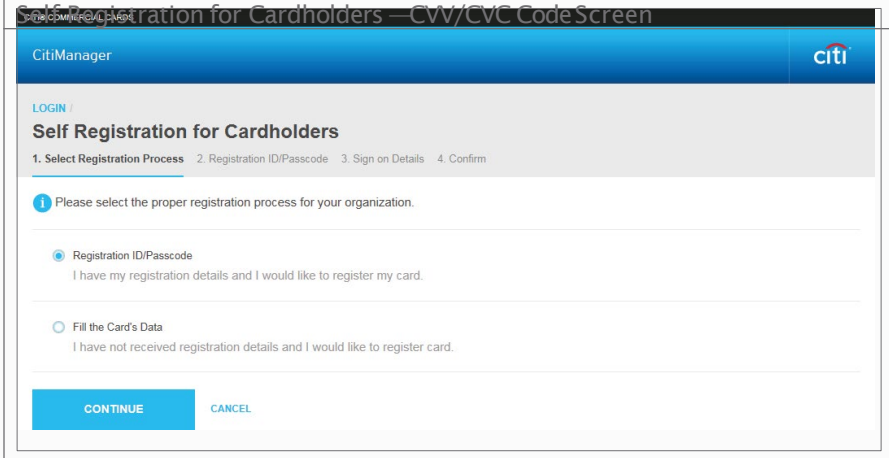


Self Registration for Cardholders —ConfirmScreen

## Step-by-Step Instructions

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

| Screen | Step/Action |
|---|---|
|  <br>CitiManager Site Login Screen | 1. Navigate to citimanager.com/login.<br>2. From the CitiManager Site Login screen New Users section, click the Self Registration for Cardholders link.<br>*The Self Registration for Cardholders — Select Registration Process screen displays.* |
|  <br>Self Registration for Cardholders —Select Registration Process Screen — Card Details | 3. Select the Fill the Card's Data radio button and click the Continue button.<br>*The Self Registration for Cardholders—Card and Contact Information screen displays.* |

| Screen | Step/Action |
|---|---|
|  <br>Self Registration for Cardholders —Card and Contact InformationScreen | 4. In the Card Number field, type your card number exactly as it appears on your billing statement, no spaces or dashes.<br>5. In the Account Name field, type your account name exactly as it appears on your billing statement.<br>6. Click the Continue button.<br>*The Self Registration for Cardholders—CVV/CVC Code screen displays.* |
|  <br>Self Registration for Cardholders —CVV/CVC Code Screen | 7. 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.<br>8. Click the Submit button.<br>*A message displays.*<br>9. Click the OK button to close the message.<br>*The Registration ID and Passcodes are sent to your e-mail address and the Self Registration for Cardholders—Registration ID/Passcode screen displays.*<br>Note: If you experience any issues receiving the registration ID and passcode, please contact your Program Administrator. |
|  <br>Self Registration for Cardholders —Select Registration Process Screen | 10. Select the Registration ID/Passcode radio button and click the Continue button.<br>*The Self Registration for Cardholders—Registration ID/Passcode screen displays.* |

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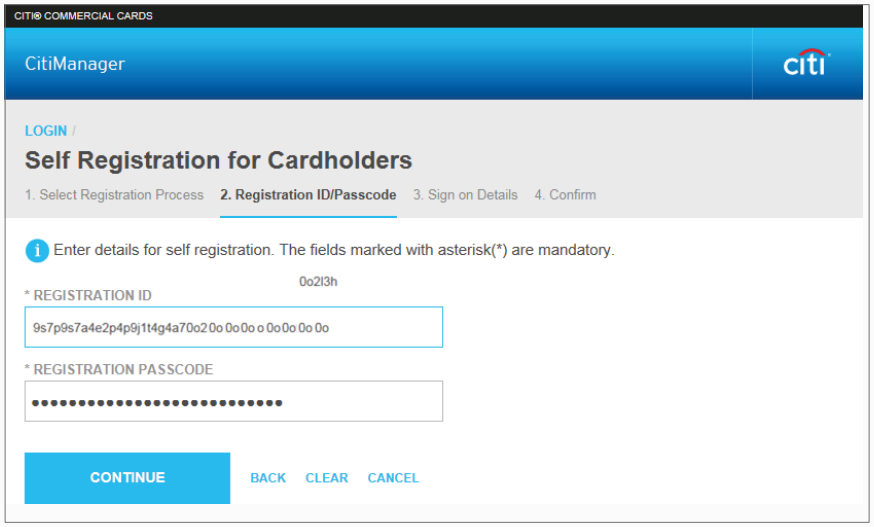
|  <br>Self Registration for Cardholders —Registration ID and PasscodeScreen | 11. In the Registration ID field, type the Registration ID supplied in the e-mail sent from Citi.<br>12. In the Registration Passcode field, type the Passcode supplied in the e-mail sent from Citi.<br>13. Click the Continue button.<br>*The Self Registration for Cardholders—Sign-on Details screen displays.* |

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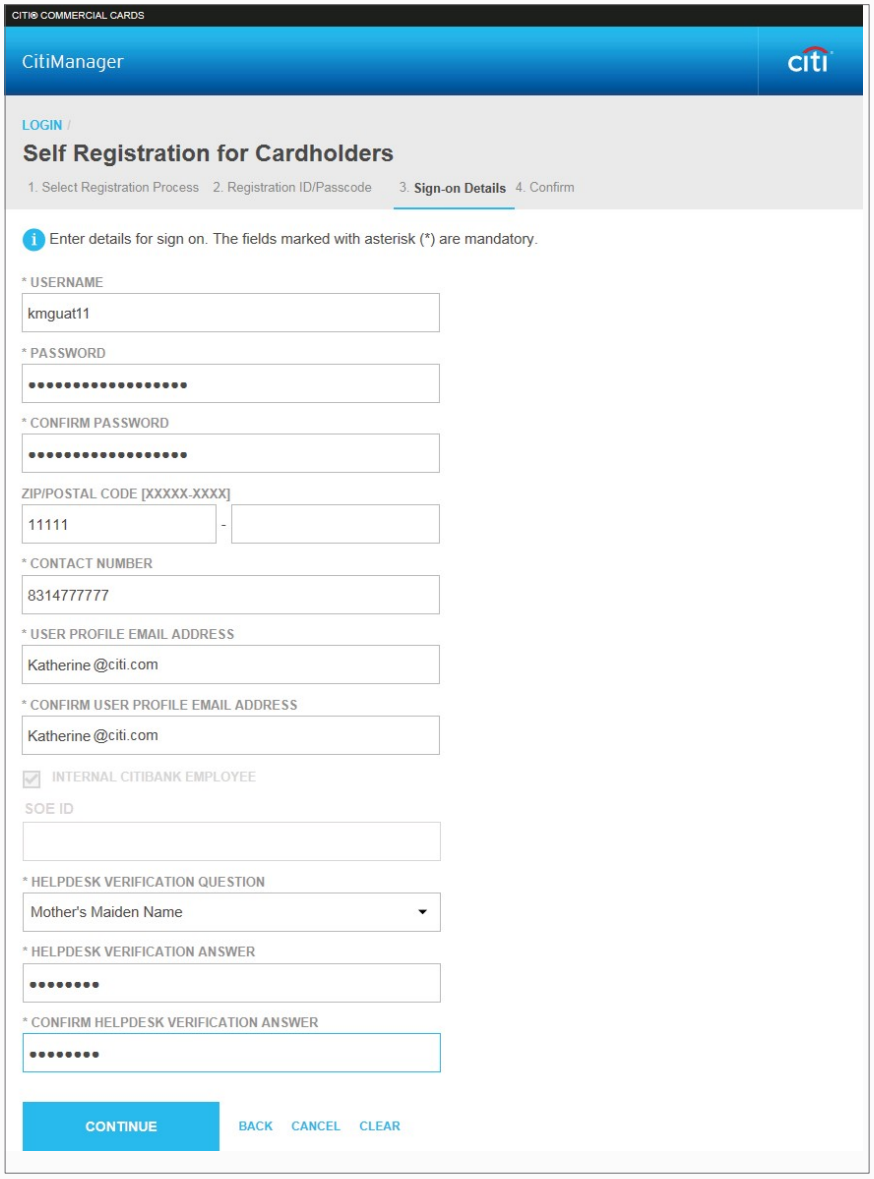
|  | 14. Complete the required fields (*) for self-registration.<br><br>Note: The username and password requirements display in a pop-up window as you enter them. A checkmark displays when the requirement is fulfilled.<br><br>The fields displayed and the username and password requirements vary based on your company's setup.<br><br>15. When you are finished, click the Continue button.<br><br>*The Self Registration for Cardholders—Confirm screen displays.* |



Self Registration for Cardholders —Sign-on Details Screen

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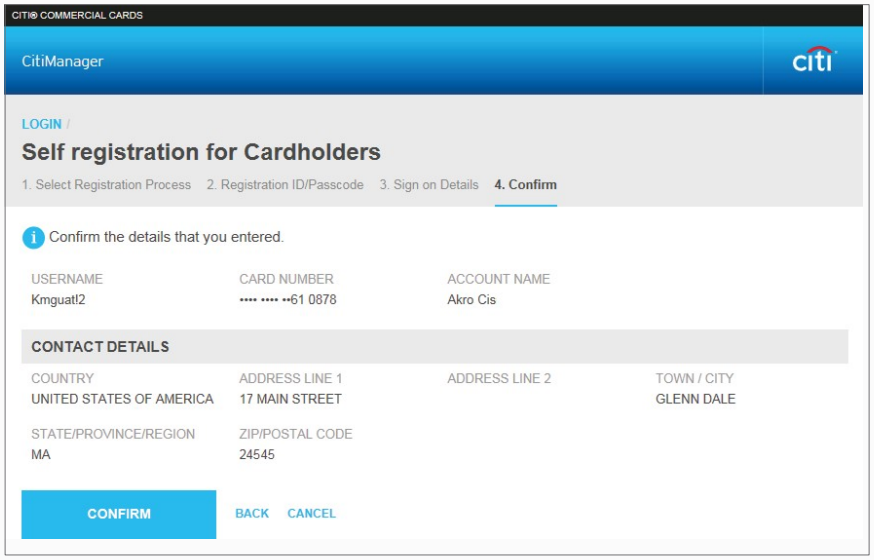
|  | 16. Review the information that displays and when you are finished, click the Confirm button.<br><br>*A confirmation message displays.*<br><br>17. Click the OK button.<br><br>*The CitiManager Site Login screen displays.*<br><br>Note: Use the Username and Password you created to log in to the CitiManager 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. |



Self Registration for Cardholders —ConfirmScreen

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