Citibank Department Travel Card –

- Be sure to call to activate your card – The last four digits of your Employee ID are used for verification. Use the phone number on the sticker on the face of your card.
- These cards will now be treated like Procards.
- Should your card become Lost or Stolen – call Citibank to report this at 1-800-248-4553
- You will have access to your account statements on Citi Manager. You will need to download your statement each month. Please complete card registration set-up that follows. You will receive email alerts each month when a statement is available.

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 – Your Name as it appears on the card
3. Account Address – Use the address that shows in the window of your card envelope - The two address lines you need are the ones above City, State.

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. If you need any help with this call Citibank at 1-800-248-4553.

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

8 Steps to CitiManager self-registration:

2. Enter your 16-digit card number.
3. Enter your account name as it appears on the card.
4. Enter your account address as it appears on the card envelope.
5. Click on the ‘Register’ button.
6. Follow the on-screen instructions to complete the registration process.
7. You will receive an email notification once your registration is complete.
8. You will then be able to log in to CitiManager using your registered email address and password.

Once registered, you can access Citi’s online tools to manage your account, view statements, and more. CitiManager is a secure platform that allows you to easily track your spending and manage your finances. If you have any questions or need assistance with your CitiManager account, contact Citibank at 1-800-248-4553.
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.

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. If you get an error on this page you may have selected a User Name already in use…try another one.

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.

Step 7 Click OK then continue with your first log in and set up your challenge questions as part of Citi’s dual authentication security procedures.
Step 8 Click SAVE to complete your challenge question set up and access the CitiManager Cardholder Home screen.

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

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 and view current.
- **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.
- **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.

Travel Card Staff -
- Gary Duggan – Manager Business Services
- Holly Lankowski – Procard Card Manager (Travel Back-Up)
- Leasa Roberts – Travel \ Procard Support
- gsduggan@admin.umass.edu
- lankowski@admin.umass.edu
- ljroberts@admin.umass.edu
- 545-6231
- 545-1748
- 545-0363