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 the card stock in your delivery envelope including your full name as it appears on the account and complete address.

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

8 Steps to CitiManager self-registration – Call Citi at 1-800-248-4553 if you need help with this process.

Step 1 Click on Self registration for card holders.
Step 2 Enter account information exactly as it appears in the delivery envelope. 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

Note – If you get an error message, try modifying your user name as it may already be in use.

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 user name selected entered has already been taken, you will get an error message – you should modify the user name to try again.

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. Be sure to use the download icon (and not the print icon) to access your monthly statement.
- UnBilled Tab allows you to review transactions posted since your last statement.
- My Profile – Allows you to update your user profile and preferences, change password, reset challenge questions, and merge User ID’s.

For Questions E-mail procard@umass.edu