CitiManager® Site Non-cardholder

GSA SmartPay®

Quick Start Guide

December 2021

Treasury and Trade Solutions

Table of Contents

Overview

Document Scope

This CitiManager® Site User Guide provides detailed step-by-step instructions for some of the most commonly used CitiManager Site functions available to Non-cardholders.

Your Access May Vary

The functions you have access to are based on your role and entitlements. You may not have entitlements for all the functions described in this User Guide. Some fields are defined at the company level so there may be variances in what is described in this User Guide based on your company's setup.

A Note About Navigation

Most step-by-step instructions in this User Guide assume you are already logged into the CitiManager Site. Refer to the **Log In to CitiManager Site** topic for the steps required to log in.

Unless otherwise noted, the step-by-step instructions begin from the CitiManager Site **Home** screen.

What Is CitiManager?

The CitiManager Site is a powerful online tool that allows Non-cardholders to efficiently manage their card programs. Depending on your company's setup, you will be able to:

- View accounts, statements, balances and transactions
- Dispute transactions
- View authorizations
- Review and approve/reject application and maintenance requests
- Perform account maintenance
- Create users
- Activate and deactivate users
- Assign applications and companies
- Set passcodes
- Manage alerts
- Manage your profile

Basic Navigation

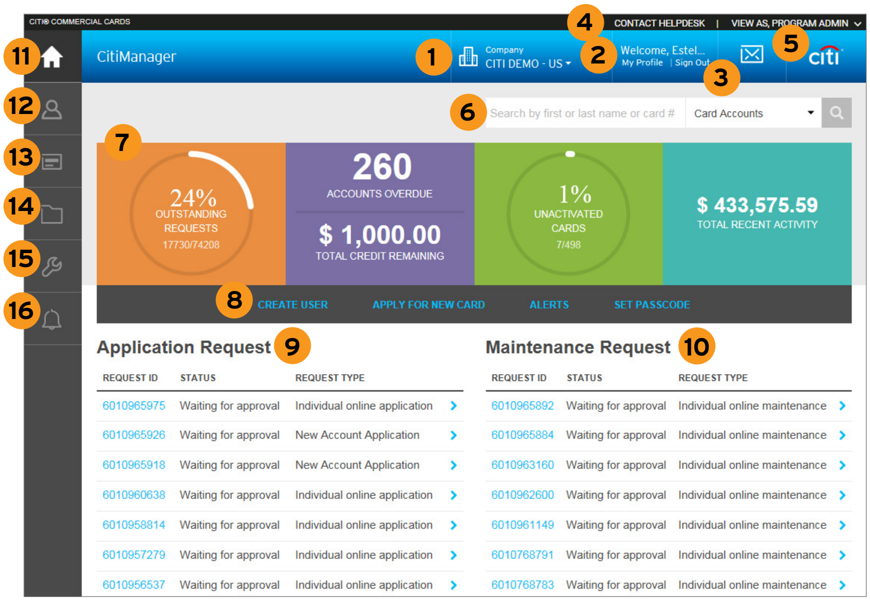
Description

After you log in to the CitiManager Site, the **Home** screen displays. The **Home** screen acts as a dashboard and displays a high level metric summary of your program – including outstanding requests, accounts overdue, total credit remaining, number of un-activated cards and recent activity.

You can also view a list of application and maintenance requests. Use the navigation options from the header and the side navigation bar as well as quick links to navigate to additional program information and preferences.

Screen	Step/Action

Screen



CitiManager Home Screen

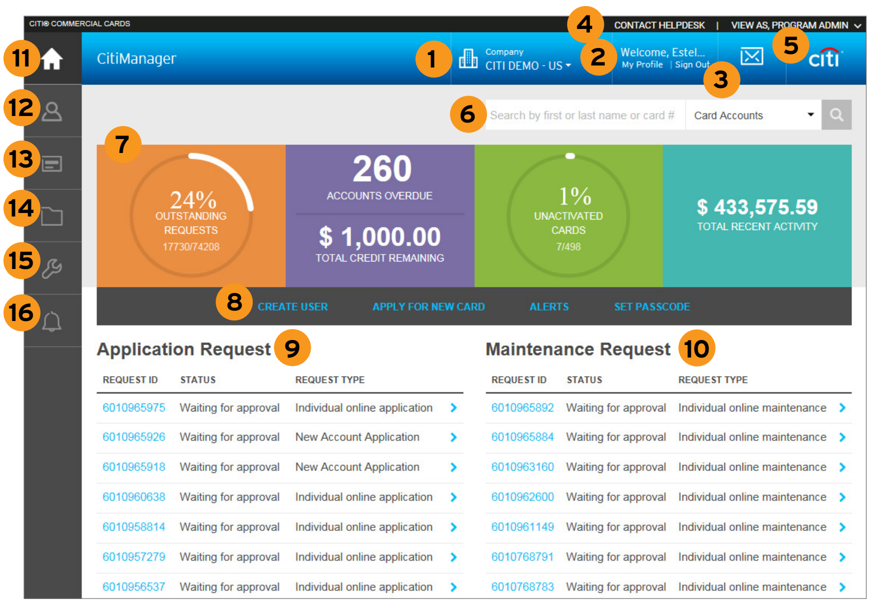
Step/Action

Header

1. View your company. If you have access to more than one, you may select another company by selecting it from the drop-down list.
2. Access **My Profile** functions or sign out of the CitiManager Site.
3. View the **Message Board**.
4. Contact the Help Desk for assistance.
5. If you have both Cardholder and Non-cardholder access to the CitiManager Site you can toggle between both using the drop-down list.

Screen Components

6. Complete a search by typing a name or card account number and then select an action from the drop-down list such as **Card Accounts** or **View Requests**.
7. View high-level account metrics such as outstanding requests, accounts overdue, total credit remaining, percent un-activated cards and total recent activity.
8. Use the quick links to create a user, apply for new card, set your personal alerts and set passcode.
9. View a list of pending **Application Requests** that are waiting for your review.
10. View a list of pending **Maintenance Requests** that are waiting for your review.

Screen	Step/Action
 **CitiManager Home Screen**	**Side Navigation Bar** 11. Click the **Home** icon to return to the **Home** screen. 12. Click the **Manage Users** icon to view card account details, view recent and billed statements, perform account maintenance, view requests, view refund history, perform a user search, print multiple statements, view disputes, view hierarchy, create a user and assign/unassign applications. 13. Click the **Manage Card Program** icon to complete a new account applications run reports and set passcodes. 14. Click the **Resources** icon to view messages, access FAQs and Links & Help. 15. Click the **Tools** icon to navigate to CitiManager – Reporting, CitiManager – Transaction Management or CitiManager – Expense Management if you are entitled and also the Learning Center. 16. Click the **Alerts** icon to manage your alert subscriptions, view the audit log and view on-demand mobile alert information.

Self Register as a Non-cardholder

Key Concepts

As a Non-cardholder it's possible to self-register for the CitiManager Site so you can manage your card program.

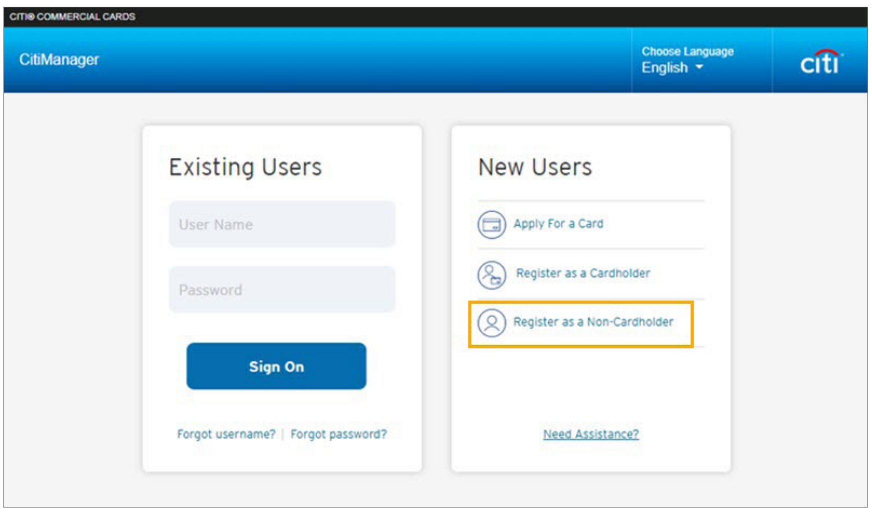
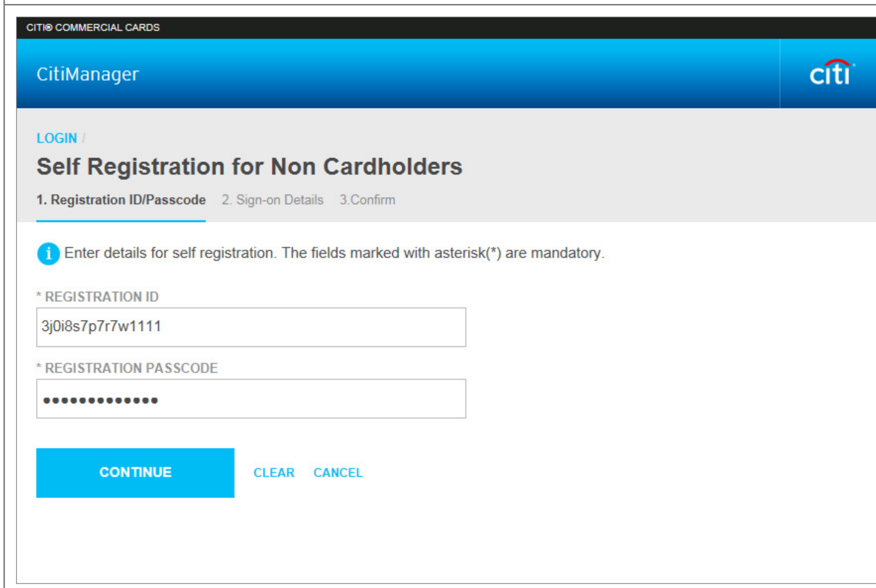
In order to self-register, a Registration ID and Registration Passcode are required.

Citi will send one e-mail with your Registration ID and another with your Registration Passcode. These e-mails are required during the registration process.

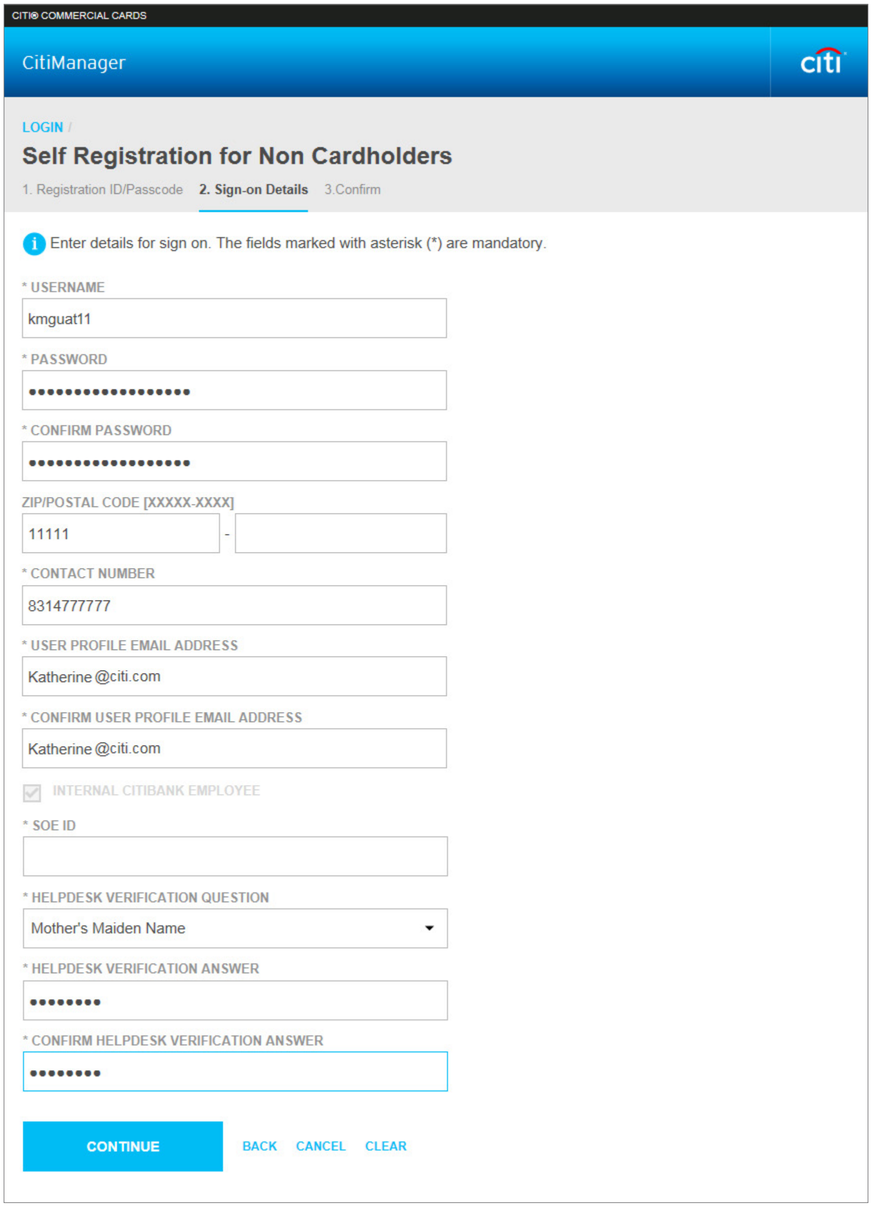
Once you receive your registration details, you must register within 60 days or your details will expire. You will be reminded every 15 days until your registration is complete.

The Registration ID and Passcode can be reset by your administrator.

Step-By-Step Instructions

Screen	Step/Action
 **CitiManager Site Login Screen**	1. Navigate to www.citimanager.com/login. *The CitiManager Site Login screen displays.* 2. From the **New Users** section click the **Register as a Non-Cardholder** link. *The Registration ID/Passcode screen displays.*
 **Registration ID/Passcode Screen**	3. In the **Registration ID** field, type the Registration ID supplied in the e-mail sent from the CitiManager Site. 4. In the **Registration Passcode** field, type the Registration Passcode supplied in the e-mail sent from the CitiManager Site. 5. Click the **Continue** button. *The Sign-on Details screen displays.*

Screen



Sign-on Details Screen

Step/Action

6. In the **Username** field, type your desired username.

   Note: The username requirements display in a window as you type your username. A checkmark displays when the requirement is fulfilled.

7. In the **Password** field, type and confirm a password that meets the requirements.

   Note: The password requirements display in a window as you type your password. A checkmark displays when the requirement is fulfilled.

8. In the **Confirm Password** field, re-type the password.

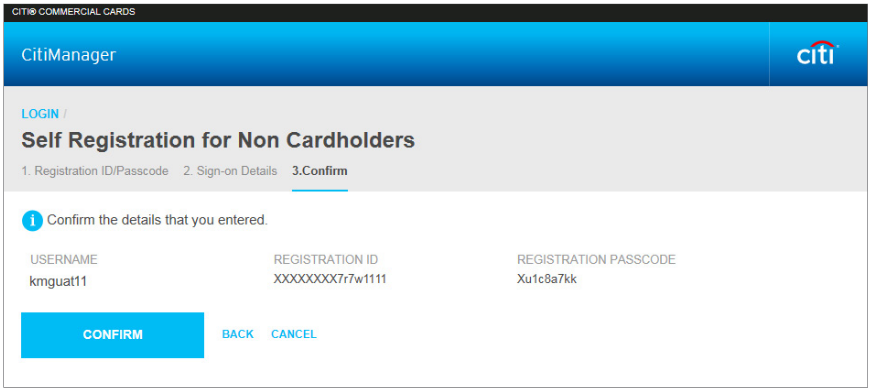
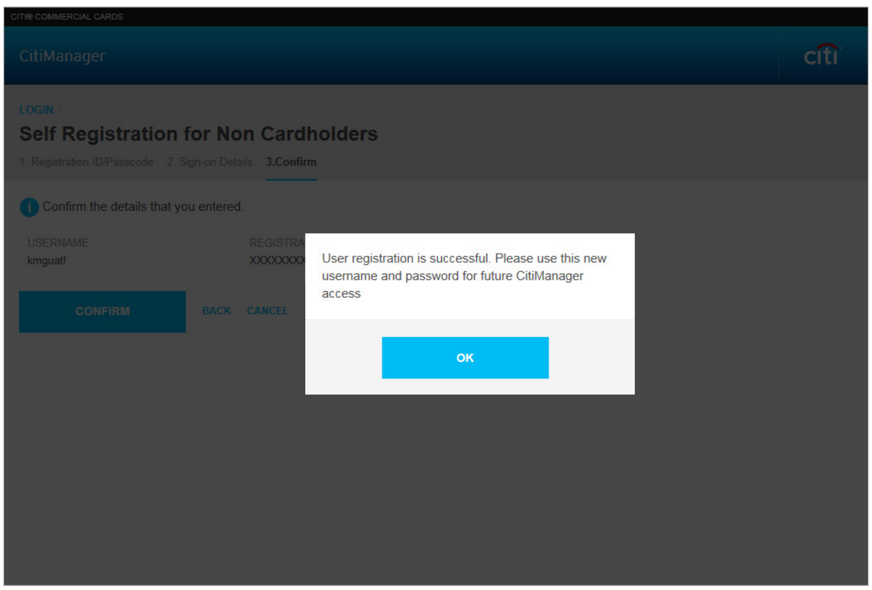
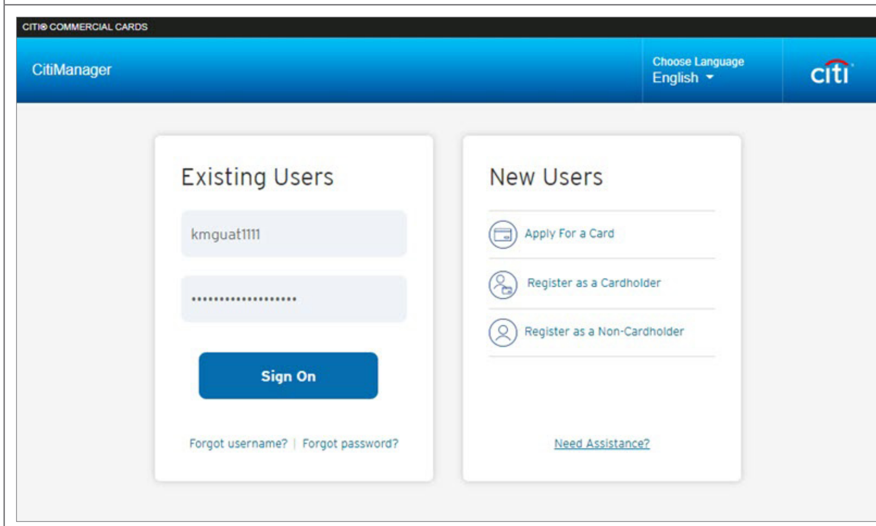
9. Verify the information in the **Zip/Postal Code, Contact Number** and **User Profile Email Address** fields and update if necessary.

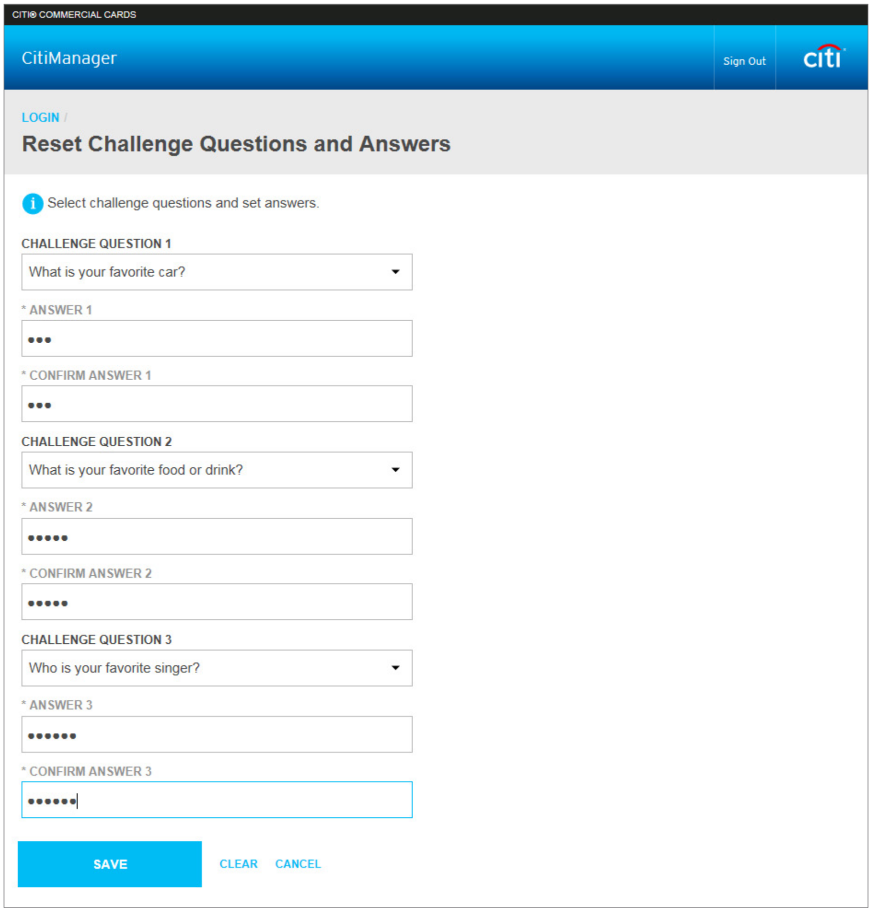
10. From the **Helpdesk Verification Question** drop-down list, select a question that will be used to verify your identity should you need to contact the helpdesk.

11. From the **Helpdesk Verification Answer** field, type an answer to the Helpdesk verification question you selected.

12. When you are finished, click the **Continue** button.

    The Confirm screen displays.

Screen	Step/Action
 **Confirm Screen**	13. Review the details and click the **Confirm** button. *A confirmation message displays indicating registration was successful and a confirmation e-mail is sent to the address entered during the registration process.*
 **Confirmation Message**	14. Click the **OK** button. *The CitiManager Site Login screen displays. When you log in for the first time, you will be prompted to select and answer three challenge questions.* **Note:** As an extra security measure, each time you log in, you will be asked to answer one of the challenge questions.
 **CitiManager Site Login Screen**	15. Type your username and password and click the **Sign On** button. *The Reset Challenge Questions and Answers screen displays.*

Screen	Step/Action
 **Reset Challenge Questions and Answers Screen**	16. Select and answer three challenge questions. 17. Click the **Save** button. *The CitiManager Site Home screen displays.*

Log In to the CitiManager Site

Key Concepts

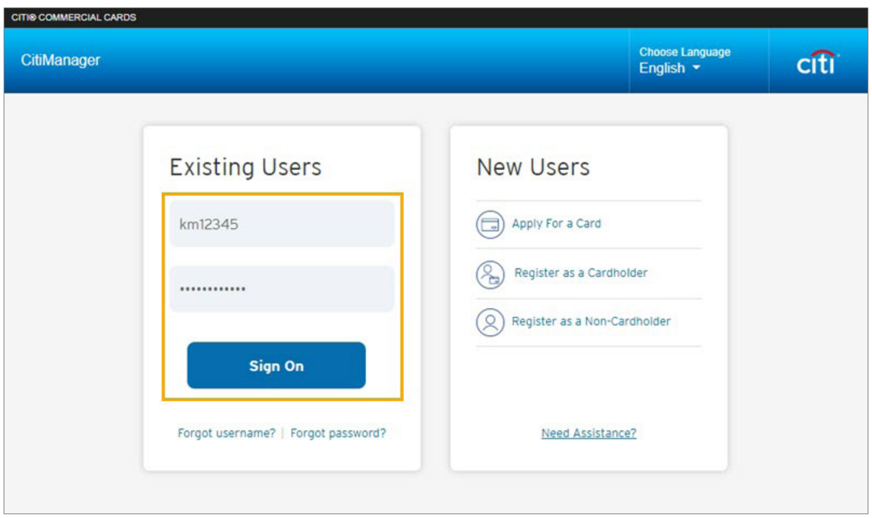
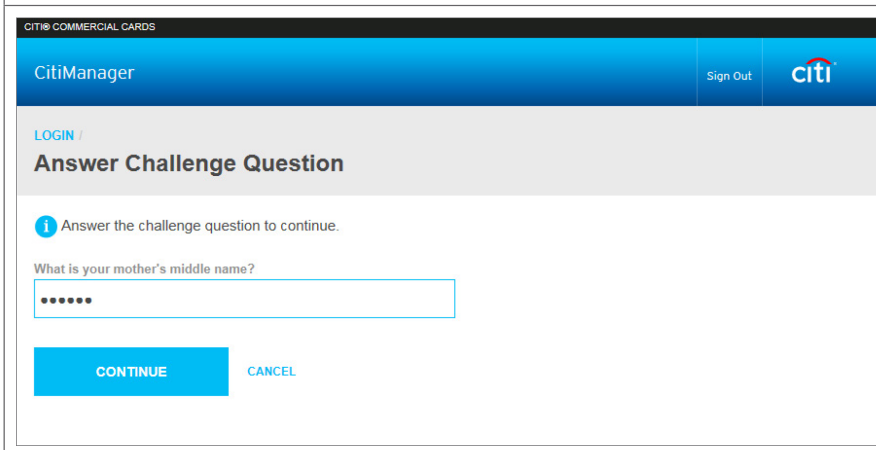
In order to access your account information in the CitiManager Site, you must log in to the application using a valid username and password and then answer a challenge question.

You can only have one session of CitiManager open at a time.

As an additional layer of security, you may be required to enter a one-time passcode (OTP) during the log in process. The CitiManager Site will assess the risk based on your previous log in history. This additional step of authentication will not be necessary for every login.

If you cannot remember your username or password, refer to the **Retrieve Forgotten Username** or **Reset Forgotten Password** topics in this User Guide.

Step-By-Step Instructions

Screen	Step/Action
 **CitiManager Site Login Screen**	1. Navigate to www.citimanager.com/login. *The CitiManager Site Login screen displays.* 2. In the **Username** field, type your username. 3. In the **Password** field, type your password. 4. Click the **Sign On** button. *The Challenge Questions screen displays.* **Note:** If the system determines it necessary, the One-time Passcode receipt option screen displays. Select how you would like to receive your one-time passcode (The text option is recommended provided your mobile phone number is current in your profile) and click the **Continue** button. When the eight-digit code is received, enter it on the **One-time Passcode** screen in the CitiManager Site and click the **Continue** button. The one-time passcode expires after five minutes (300 seconds).
 **Challenge Questions Screen**	5. Answer the challenge question and click the **Continue** button. *The CitiManager Site Home screen displays.*

View Card Account Details

Key Concepts

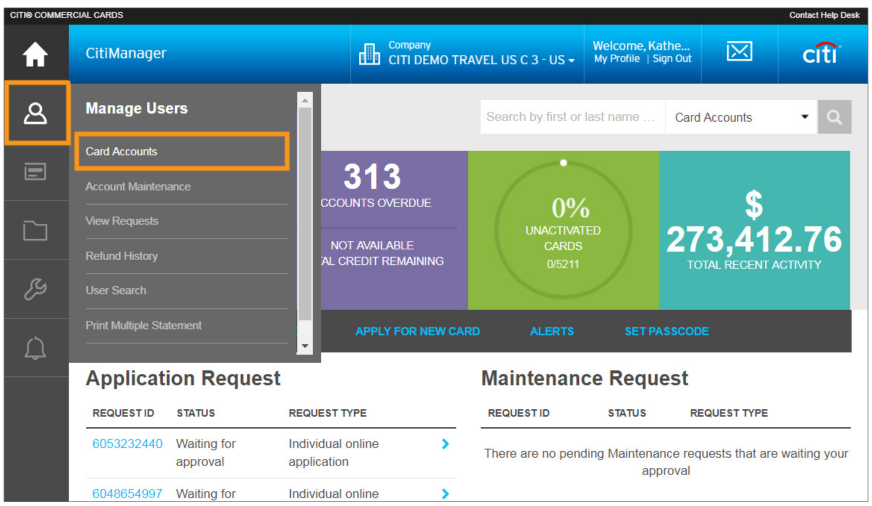
You can search for Cardholder accounts that reside in your assigned hierarchies. Once the search is complete, you may view:

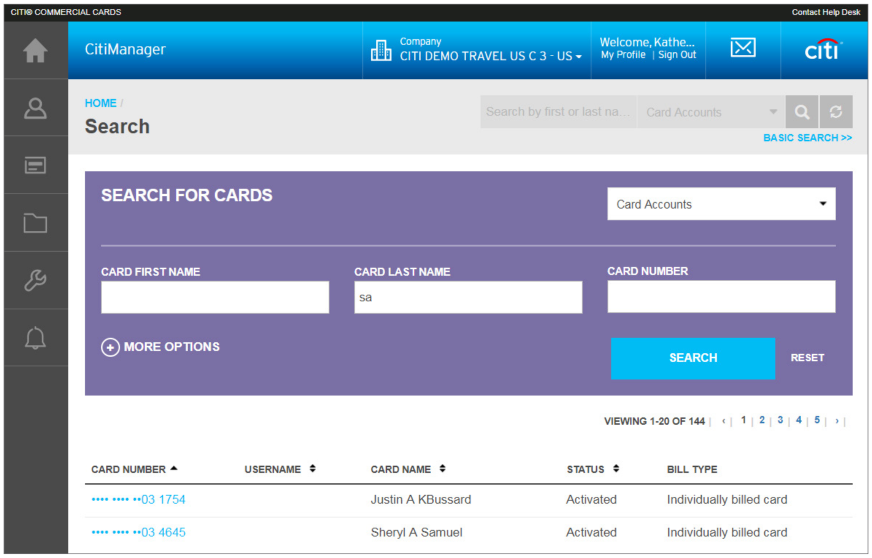
- Balance, credit limit and payment information
- Links to recent transactions and previous statements
- Aging of balance information
- Card contact information

Non-cardholders can only access accounts within their span of control.

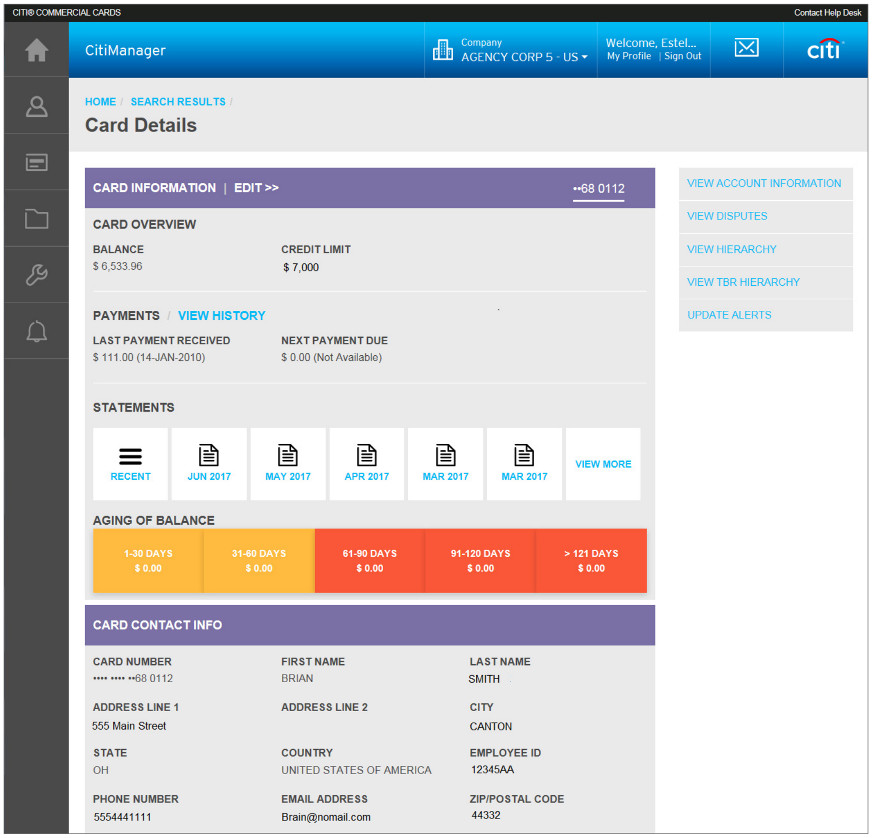
The **Card Details** screen is also a launching point if you want to view recent transactions, billed statements/transactions or perform other actions such as viewing disputes if they were submitted through the CitiManager Site, viewing the account hierarchy or setting alerts for the Cardholder.

Step-By-Step Instructions

Screen	Step/Action
 **CitiManager Site Home Screen**	1. From the CitiManager Site side navigation bar, position your mouse over the **Manage Users** icon and click the **Card Accounts** link. *The Search for Cards screen displays.*

Screen	Step/Action
 **Search for Cards Screen**	2. To perform a search, type the desired search criteria in the **Card First Name, Card Last Name** or **Card Number** fields and click the **Search** button. **Note:** To perform an advanced search using the **Bill Type, Country, Username, Hierarchy Name, Hierarchy Unit** or **Name Line 1** fields, click the **More Options** button. If you search by **Hierarchy Unit**, you must enter the full hierarchy number with no spaces or dashes. To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the (**+**) **plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** To sort the results by the **Card Number, Username, Card Name, Status** or **Bill Type** columns, click the column header name. 3. From the **Card Number** column, click the link for the card account you wish to view. *The Card Details screen displays the card overview including balance and payment history, links to recent and previous statements, aging of balance information and the card contact details.* **Note:** To navigate back to the **Search Results** screen, click the **Back** button that displays at the bottom of the screen or the link in the breadcrumbs displayed at the top of the screen.

Screen



Card Details Screen

Step/Action

4. From the **Card Details** screen you can also navigate to the following actions on the account:
   - Depending on your company's setup you can View Account Information, View Disputes, View Hierarchy, View TBR Hierarchy and Update Alerts for the account by clicking the desired link that displays on the right-side of the screen.
   - To view recent transactions or previously billed transactions for the selected card account, click the **Recent** icon or the desired statement date icon.

View Statements and Recent Transactions

Key Concepts

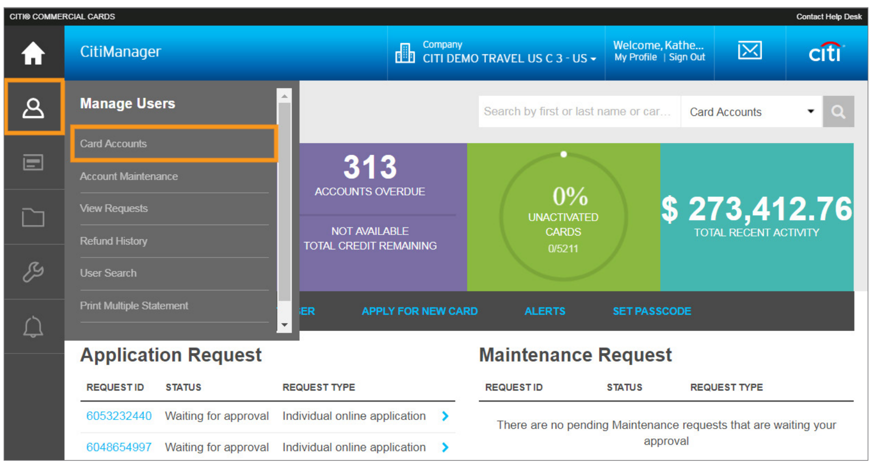
You can view a Cardholder's current statement or a statement from previous months. Transaction data will be retained for the previous 72 statements. You can also view recent transactions for a Cardholder that have posted to the account but have not yet been billed to a statement.

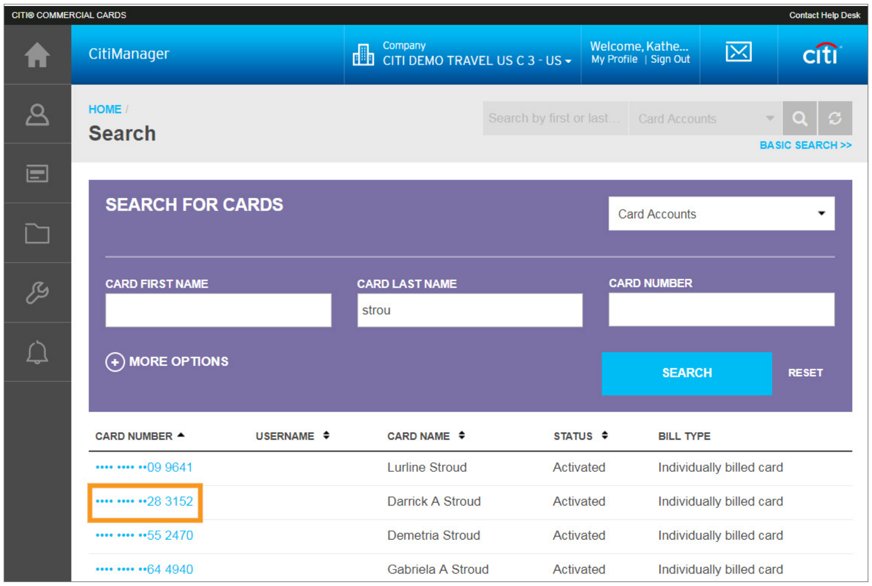
The **Statements** screen displays a snapshot of balances, payments posted and due dates. A list of transactions also displays and at the bottom the screen and you can expand each to view additional detail that may have been sent to Citi from a merchant. Transaction detail will include the original currency amount, currency exchange rate and the conversion amount that was posted and may include items such as airline name, ticket and flight number.

Additionally, you can initiate a dispute if the transaction meets the requirements.

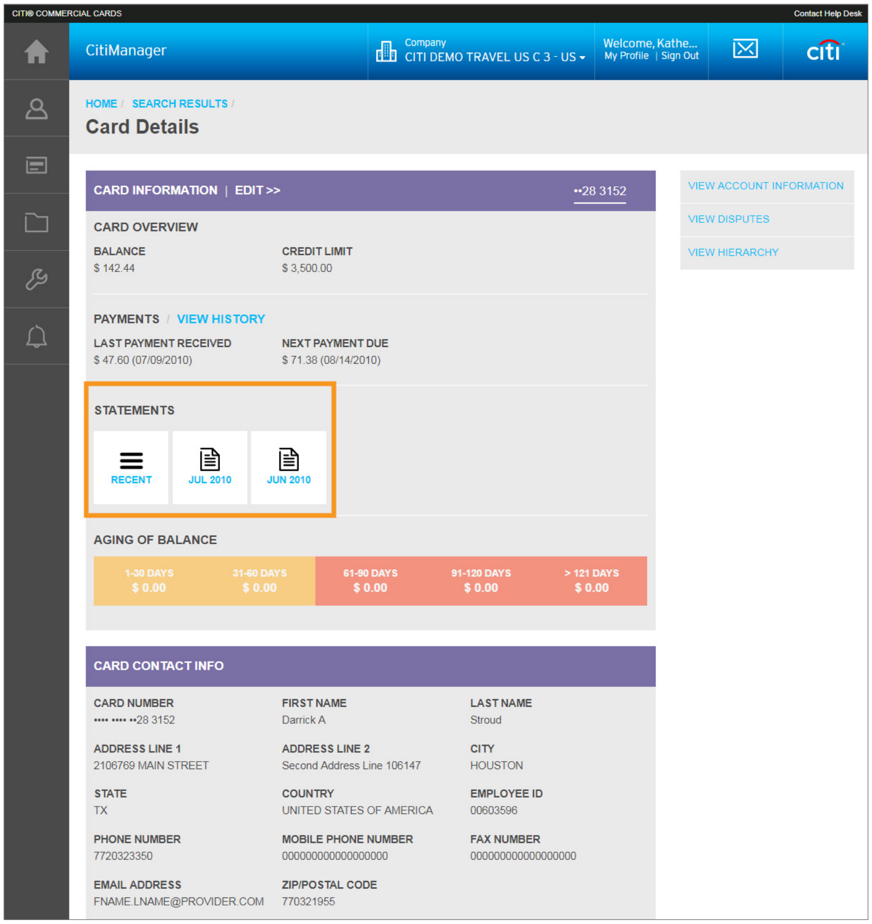
You can download and print transactions for individually or centrally billed accounts. If you wish to print recent transactions, it's recommended you download the transactions in Excel format. Once the document is open, you can print it by selecting **Print** from the **File** menu.

Step-By-Step Instructions

Screen	Step/Action
 **CitiManager Site Home Screen**	1. From the CitiManager Site side navigation bar, position your mouse over the **Manage Users** icon and click the **Card Accounts** link. *The Search for Cards screen displays.*

Screen	Step/Action
 **Search Screen**	2. To perform a search, type the desired search criteria in the **Card First Name, Card Last Name** or **Card Number** fields and click the **Search** button. **Note:** To perform an advanced search using the **Bill Type, Country, Username, Hierarchy Name, Hierarchy Unit** or **Name Line 1** fields, click the **More Options** button. If you search by **Hierarchy Unit**, you must enter the full hierarchy number with no spaces or dashes. To search for users at a specific hierarchy level, click the **Lookup Hierarch**y link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** To sort the results by the **Card Number, Username, Card Name, Status** or **Bill Type** columns, click the column header name. 3. From the **Card Number** column, click the link for the card account you wish to view. *The Card Details screen displays the card overview including balance and payment history, links to recent and previous statements, aging of balance information and the card contact details.* **Note:** To navigate back to the **Search Results** screen, click the **Back** button that displays at the bottom of the screen or the link in the breadcrumbs displayed at the top of the screen.

Screen



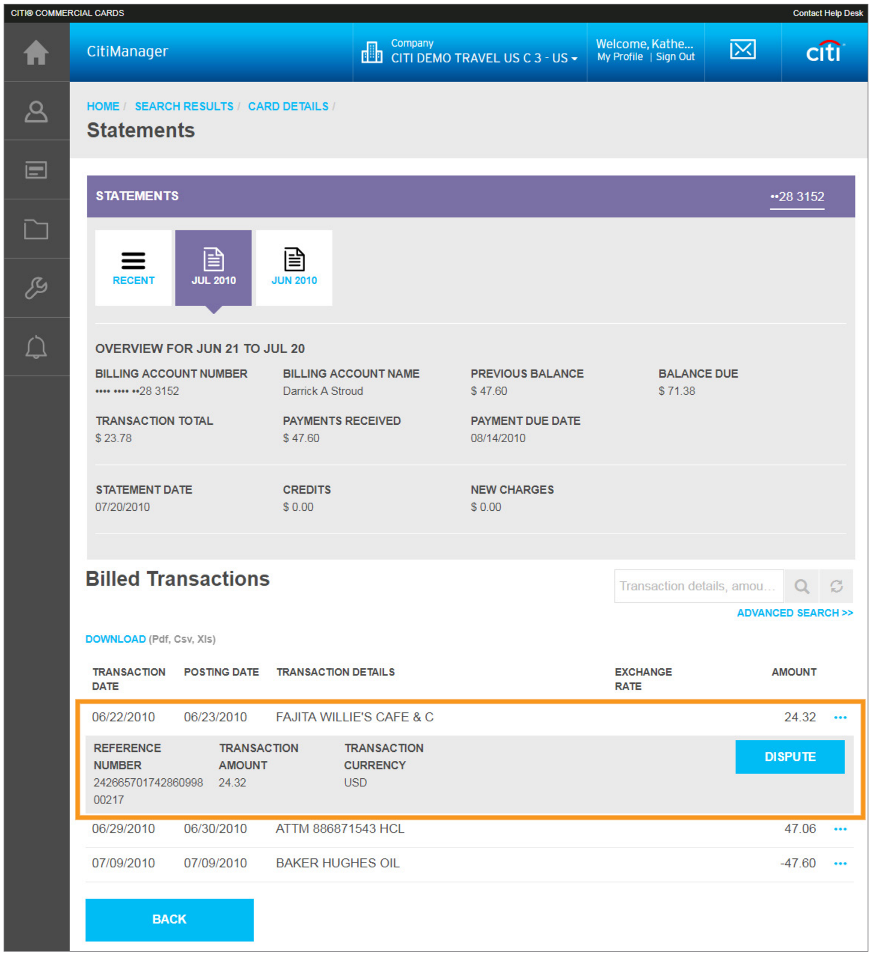
Card Details Screen

Step/Action

4. From the **Statements** section, click the icon for the statement date you wish to view or click the **Recent** icon to view transactions that have posted to an account but have not yet been billed to a statement.

   The Statements screen displays. A snapshot of the credit limits, balances and payments display at the top of the screen. Recent or billed transactions display at the bottom of the screen.

Screen



Statements Screen

Step/Action

5. 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 **Billed or Recent Transactions** section and click the **Search** icon. Click the **Advanced Search** link to access additional search criteria.

   The transactions are filtered by the search criteria entered.

6. To view additional transaction detail, click the ellipsis (...) link that displays on the right-side of the row you wish to expand.

   The row expands and additional transaction detail displays.

Perform Account Maintenance

Key Concepts

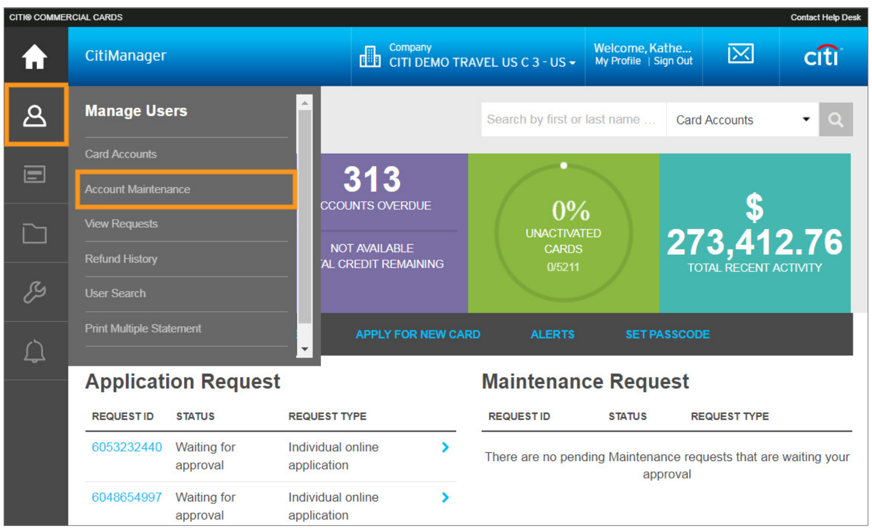
To perform account maintenance, the Cardholder Maintenance form must be completed and submitted to Citi. Account Maintenance allows the Non-cardholder to update Cardholder account information such as card address, discretionary codes, and spending controls and temporary spending controls.

For individuality billed accounts, a Non-cardholder is not permitted to perform account maintenance on their own account.

You can maintain information such as the address, credit limit, temporary credit limit, credit rating and Merchant Category Code Groups (MCCGs).

If a replacement card is required, contact Citibank Customer Service to initiate a replacement request.

Step-by-Step Instructions

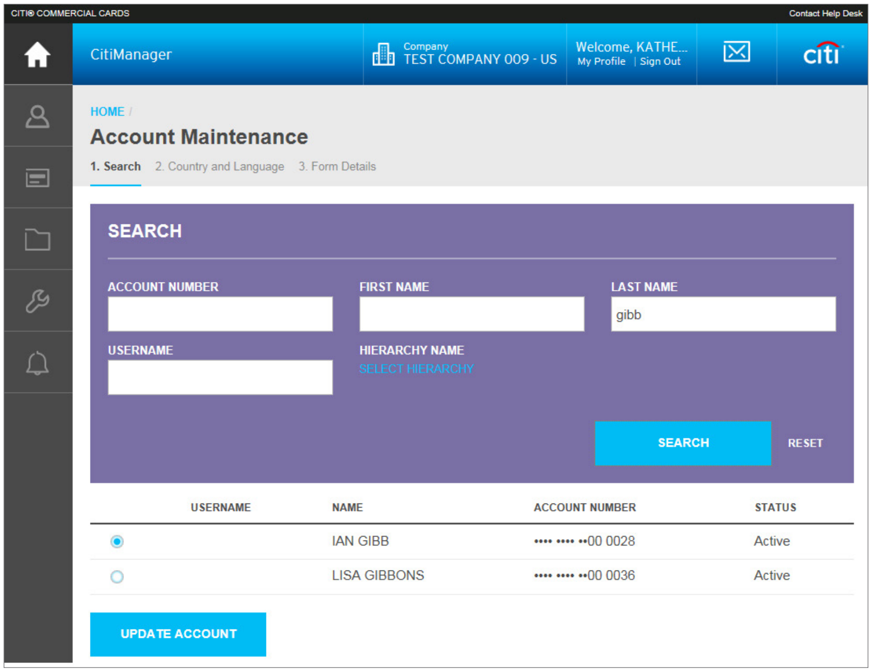
<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>


CitiManager Site Home Screen
</td><td>
1. From the CitiManager Site side navigation bar, position your mouse over the Manage Users icon and click the Account Maintenance link.

Note: You can also click the Account Maintenance link from the Card Details screen.

The Account Maintenance – Search screen displays.
</td></tr>
</table>

Screen



Account Maintenance – Search Screen

Step/Action

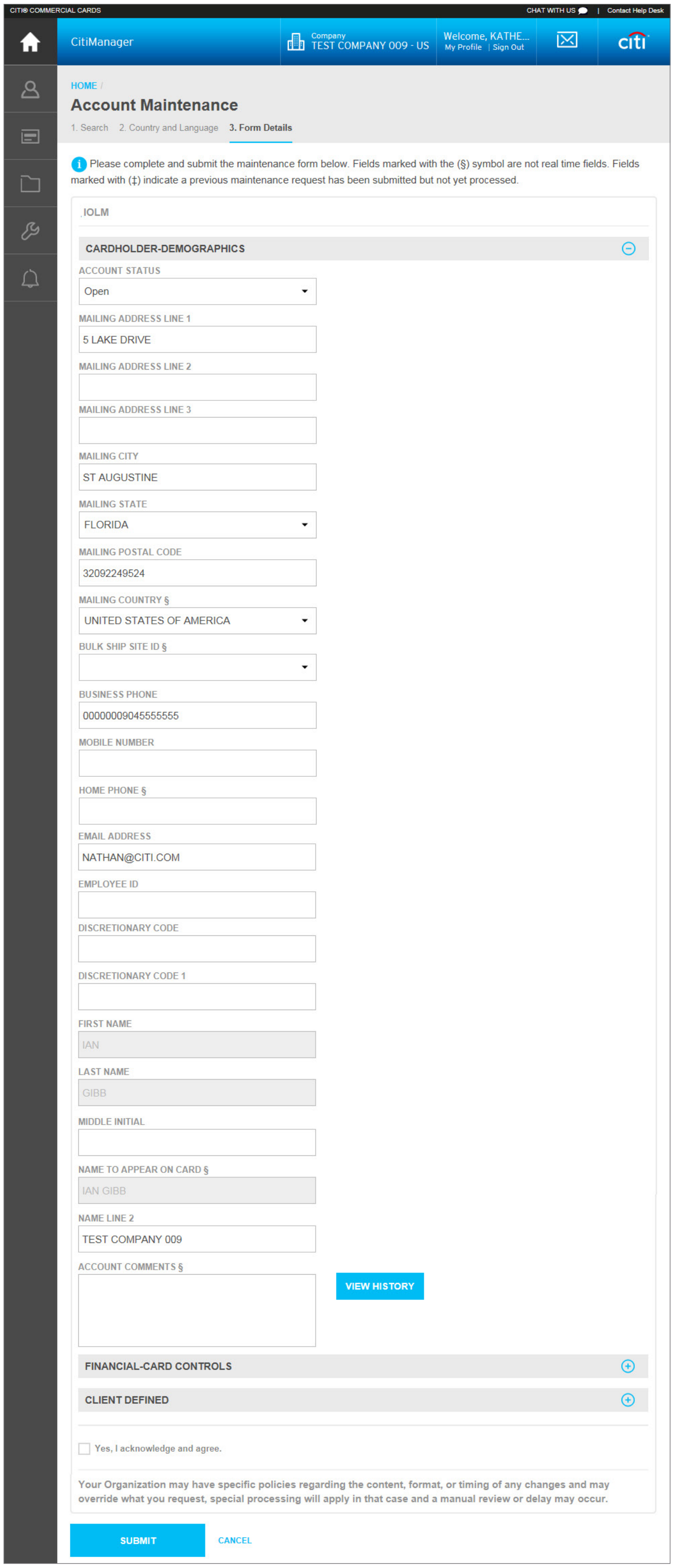
2. To perform a search, type the desired search criteria in **Account Number, First Name, Last Name** or **User Name** fields and click the **Search** button.

   Note: To search for users at a specific hierarchy level, click the **Select Hierarchy** link. If necessary, click the (**+**) **plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button.

   The search results display at the bottom of the screen including the Username, Name, Account Number and Status. The results are based on the hierarchy selected. If no hierarchy was selected, all users display.

3. Select the radio button for the account you wish to maintain and click the **Update Account** button.

   The Account Maintenance – Form Details screen displays.

Screen	Step/Action
 Account Maintenance – Form Details Screen	4. Complete the necessary updates to all sections of the form. **Note:** You can maintain information such as the address, credit limit, temporary credit limit, credit rating and MCCGs. Fields marked with the (§) symbol are not real-time fields. Fields marked with the (‡) indicate a previous maintenance request has been submitted but not yet processed. All un-marked fields are processed in real-time. The **Temporary Cash Advance Percentage Start Date, Temporary Credit Limit Start Date, and Temporary Single Purchase Limit Start Date** fields are real-time until 5:30 P.M. EST. After 5:30 P.M. EST, you must enter a date that is greater than today's date. To add/remove an MCCG, click the **Add/ RemoveMCCGroups** link in the **Spending Controls** section. Select or deselect the checkbox(s) for the desired MCCGs. If you are adding and deleting MCCGs to an account, you must perform the additions prior to submitting the deletions. When you are finished, click the **Update** button and then the **Back to Form** button. To close an account, from the **Spending Controls** section, from the **Credit Rating** drop-down list, select the desired rating. To order a replacement card, you may select the checkbox in the **Order a Replacement Card** section. Select the address to which you want the replacement card to be delivered. You may also initiate a card replacement in the CitiManager Site when a card has been lost, stolen, never received or damaged. Refer to the Replace Lost/Stolen/Never Received/Damaged Card topic in the CitiManager Non-cardholder End-to-End User Guide for additional information. 5. When you are finished updating the form, click the **Submit** button. *A confirmation message displays based on the maintenance performed.* 6. Click the **OK** button. *A confirmation screen displays at the top of the screen.*

Manage Application and Maintenance Requests (View Requests)

Key Concepts

You can search for and view all online application and maintenance requests submitted through the CitiManager Site. Non-cardholders can approve or reject the user requests as well as print requests, view the audit log and add comments to a request.

From the **View Request** screen you can also:

- View the Maintenance Audit Log
- Override an approval
- Delete an application request if entitled
- Download applications

The option to approve and reject a request depends on the workflow and the status of the selected request.

To delete an online application request, a Non-cardholder must have that entitlement assigned to them.

The **Delete Application Request** link is only enabled when the **Select Request Type** is **Individual online application, Bulk online application,** or **New account application** and the application status is not **Processed** or **Approved**.

Request Status Descriptions

Request Status	Description
Approved	Request was approved by the non-cardholder and will be processed by Citi.
Draft	Request was saved but not submitted.
More Information Requested	The application was rejected by approver and additional information is being requested.
Pending Final Review by Citi	Request was placed in queue for CAS to process (e.g. when two applications were submitted with the same social security number). This status is not updated in the CitiManager Site. Contact your CAS for the current status of the request.
Processed	Request was processed and a card will be issued.
Waiting for Approval	Online Card Application request is awaiting non-cardholder approval.
Waiting for Signed Copy	Request has been approved but the country regulations require the applicant to sign a physical copy of the application and forward it to (CGSL).
Waiting for Supervisor Approval	Request is awaiting Supervisor approval.

Step-By-Step Instructions

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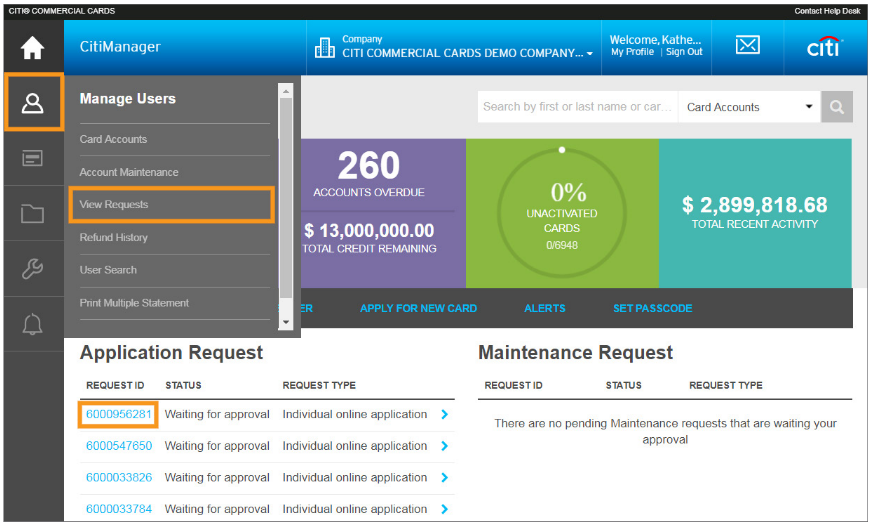
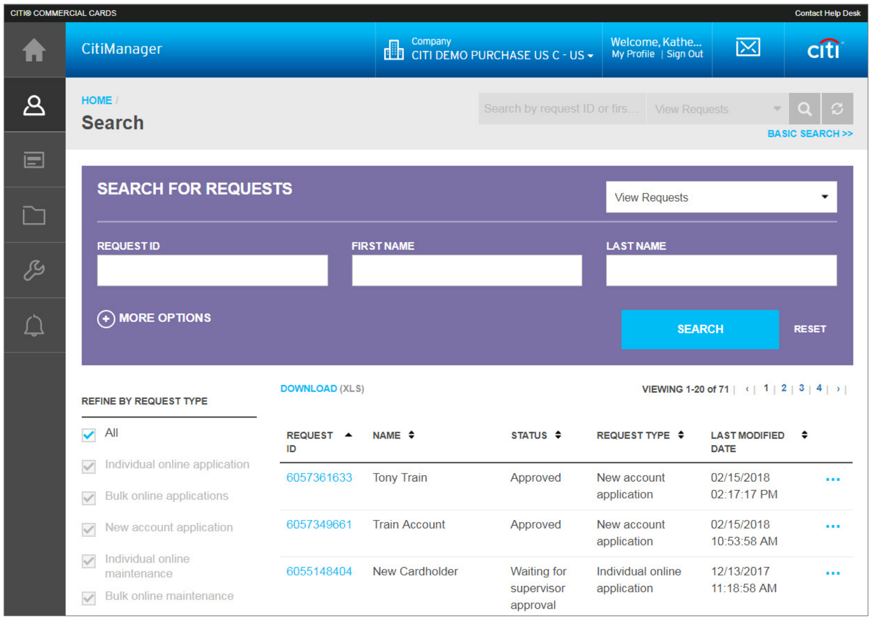


CitiManager Site Home Screen
</td><td>
1. From the CitiManager Site side navigation bar, position your mouse over the Manage Users icon and click the View Requests link,

OR

From the CitiManager Site Home screen Application Request or Maintenance Request sections, click desired Request ID link and continue to Step 5.
</td></tr>
</table>

Screen



Search for Requests Screen

Step/Action

2. To perform a search, type the desired search criteria in the **Request ID, First Name** or **Last Number** fields and click the **Search** button.

   Note: To perform an advanced search using the **User Name, From Date** and **To Date** fields, click the **More Options** button.

   To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the (**+**) **plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button.

   The search results display at the bottom of the screen.

   Note: To sort the results by the **Request ID, Name, Status** or **Request Type** columns, click the column header name.

3. To further filter the requests by type or status, select the desired checkbox(es) in the **Refine by Request Type** or **Refine by Status** sections displayed on the right-side of the screen.

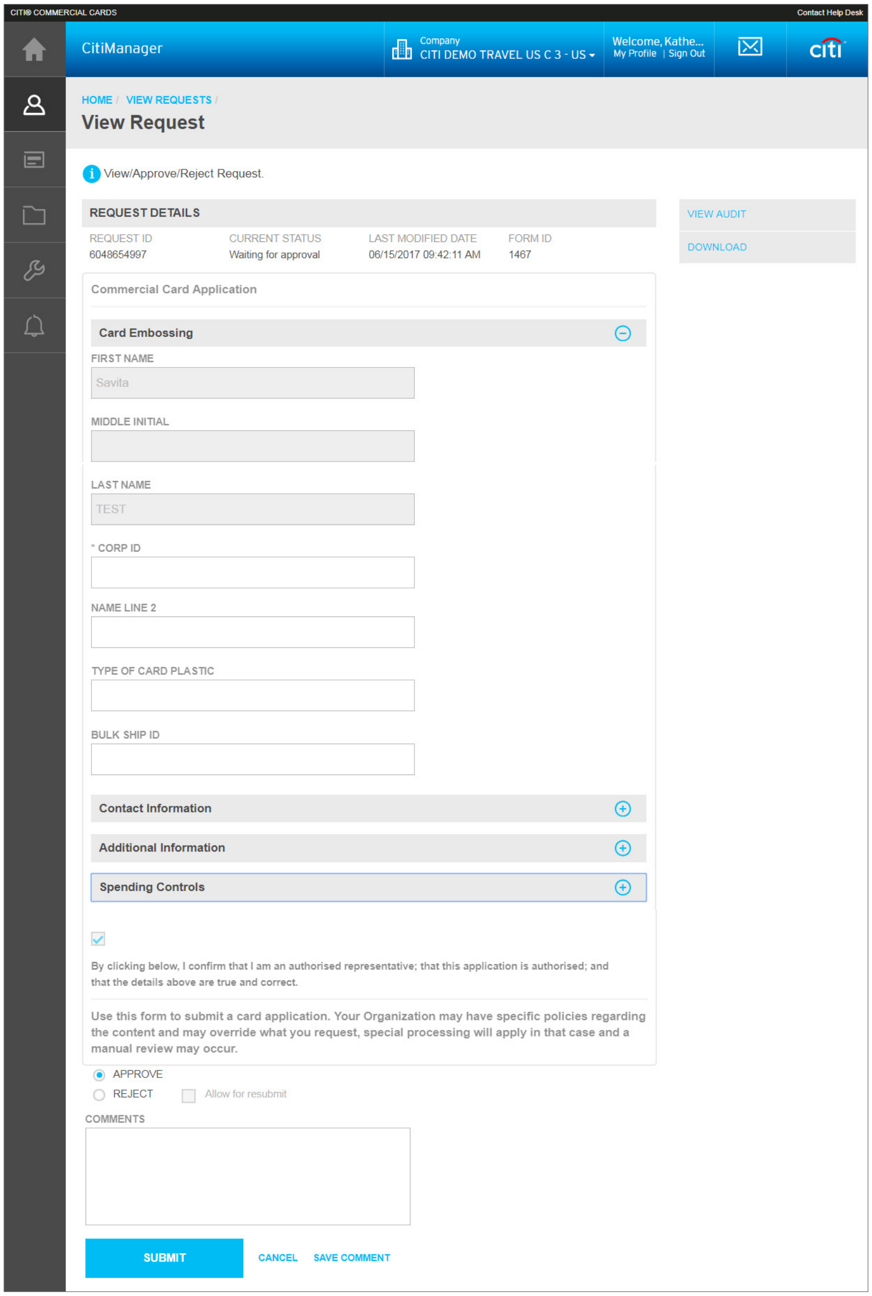
   Note: De-select the **All** checkboxes first to activate the sort option checkboxes.

   The requests displayed are filtered by the options selected.

4. To view a request, from the **Request ID** column, click the link for the request you wish to view.

   The View Request screen displays.

Screen



View Request Screen

Step/Action

5. Review the request details.
6. When you are finished reviewing the request, select either the **Approve** or **Reject** radio button.

   Note: If request is rejected, you are required to type a reason for the rejection in **Comments** field and then click the **Save** comment link. By default, the **Allow for Resubmit** checkbox is selected. De-select the checkbox if resubmission is not allowed.
7. When you are finished, click the **Submit** button.

   A confirmation message displays.

Search for User and View Details

Key Concepts

You search for users and then view their account details such as:

- Card details
- Contact details
- User roles
- User entitlements
- Hierarchy details

From the **User Details** screen you can also use the links that display on the right-hand side to:

- Reset a user's password
- Deactivate a user
- Update a user
- Assign/Unassign companies

Step-by-Step Instructions

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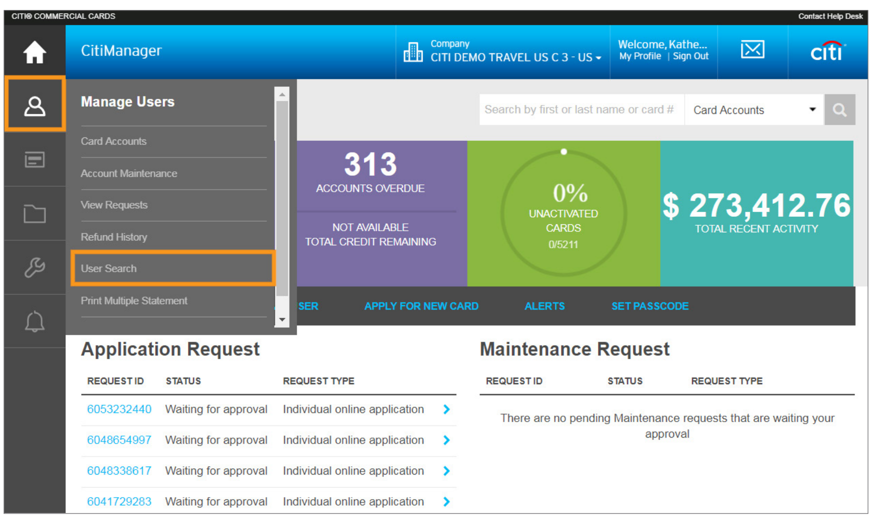
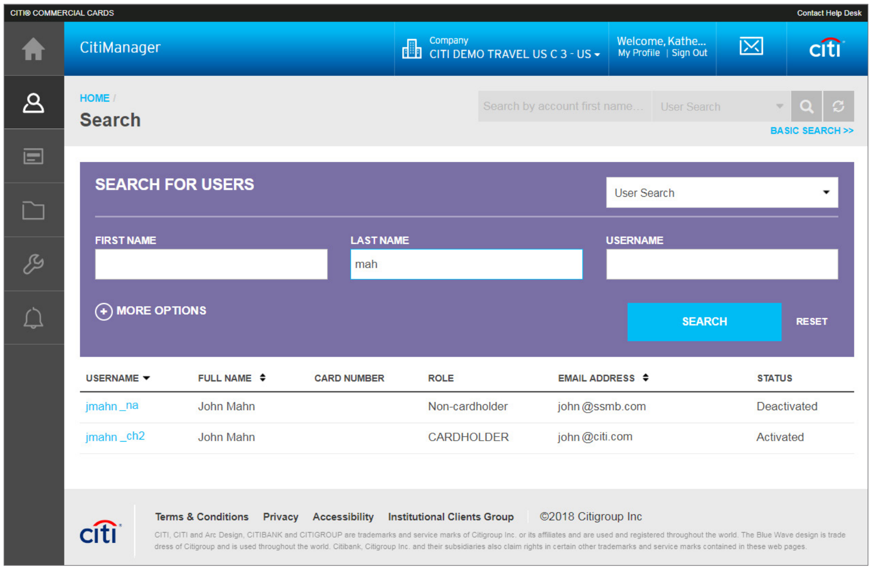
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>


CitiManager Site Home Screen
</td><td>
1. From the CitiManager Site side navigation bar, position your mouse over the Manage Users icon and click the User Search link.
The Search screen displays.
</td></tr>
</table>

Screen | **Step/Action**



Search Screen

2. To perform a search, type the desired search criteria in the **First Name, Last Name** or **Username** fields and click the **Search** button.

   Note: To perform an advanced search using the **Card Number, Company Name, Email Address, Employee ID** and **Status** fields, click the **More Options** button.

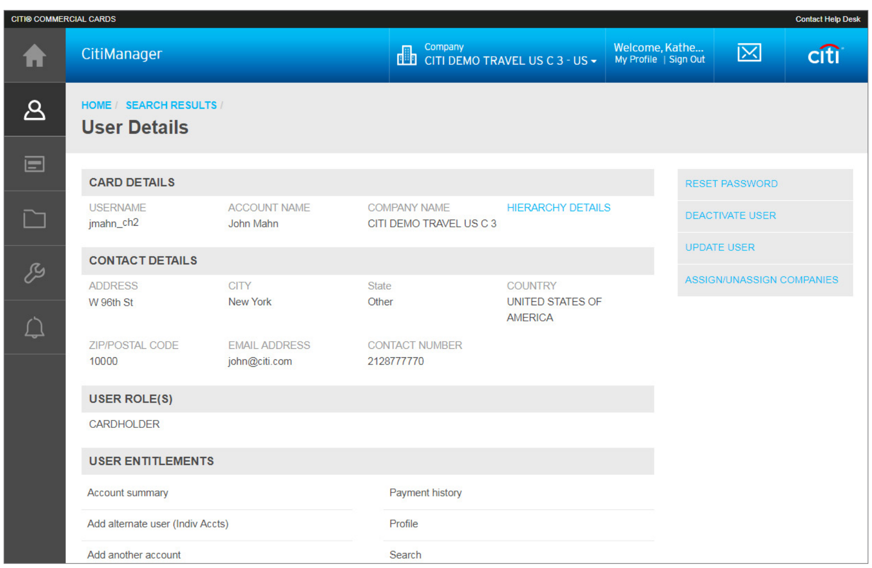
   To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the (**+**) **plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button.

   The search results display at the bottom of the screen.

   Note: To sort the results by the **Username, Full Name** or **Email Address** columns, click the column header name.

3. From the **Username** column, click the link for the card account you wish to view.

   The User Details screen displays.



User Details Screen

4. As necessary, click the link for the desired function that displays on the right side of the screen.

Retrieve Forgotten Username

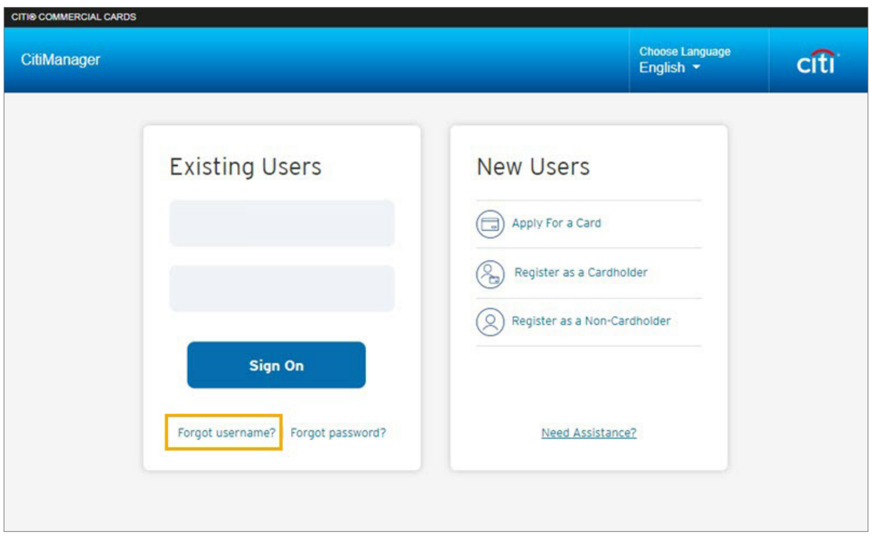
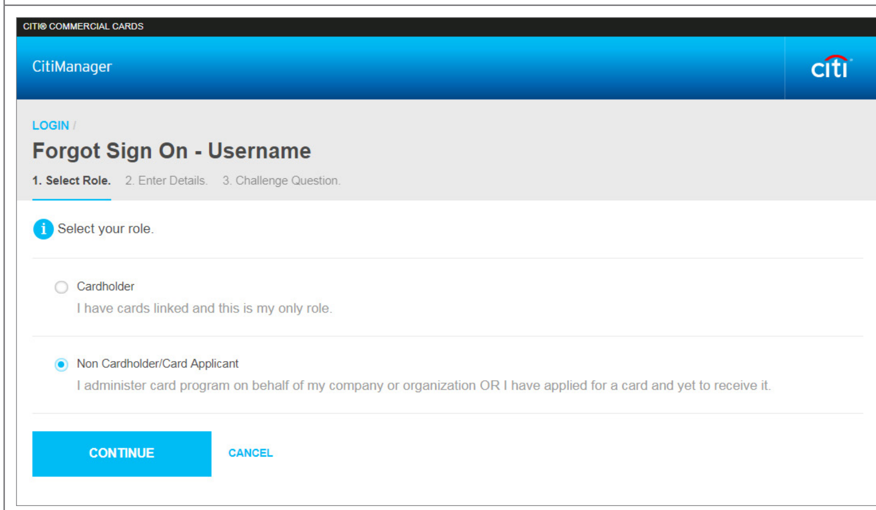
Key Concepts

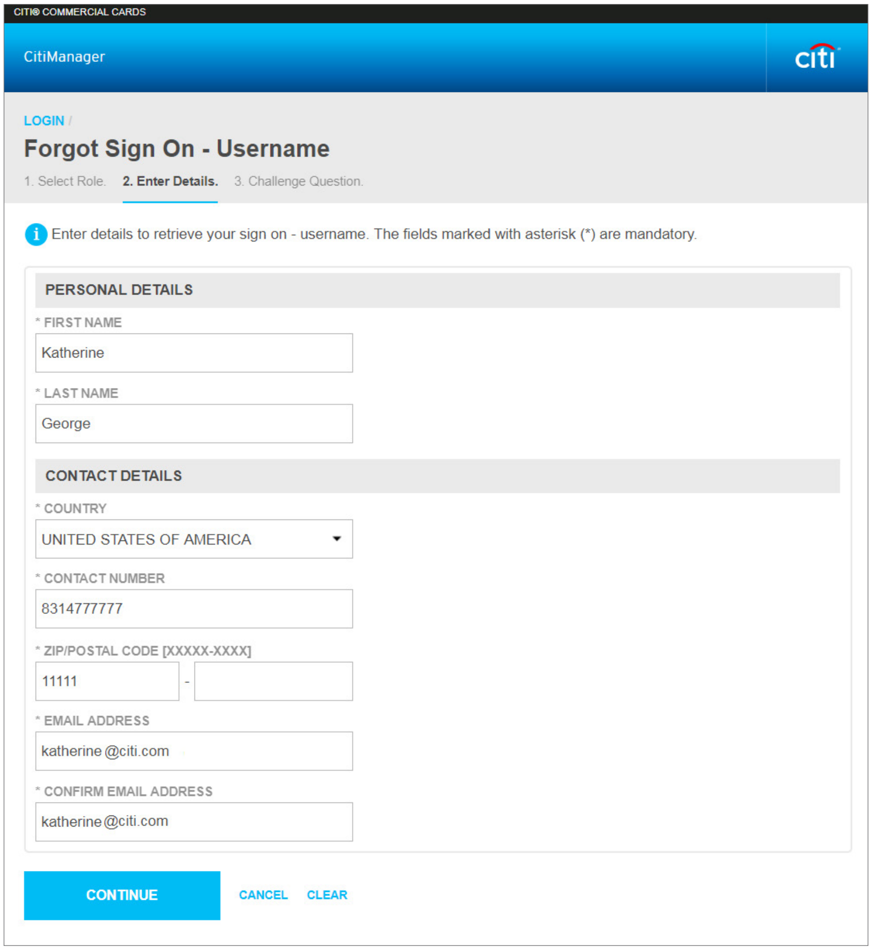
If you forget your username, you will need to retrieve it in order to log into the CitiManager Site. When you are finished submitting the request, your username will be sent to your e-mail address.

To retrieve your username, the following information is required:

- Your first and last name
- Your country
- Your contact phone number
- The zip code/postal code associated with your user profile
- The e-mail address associated with your user profile

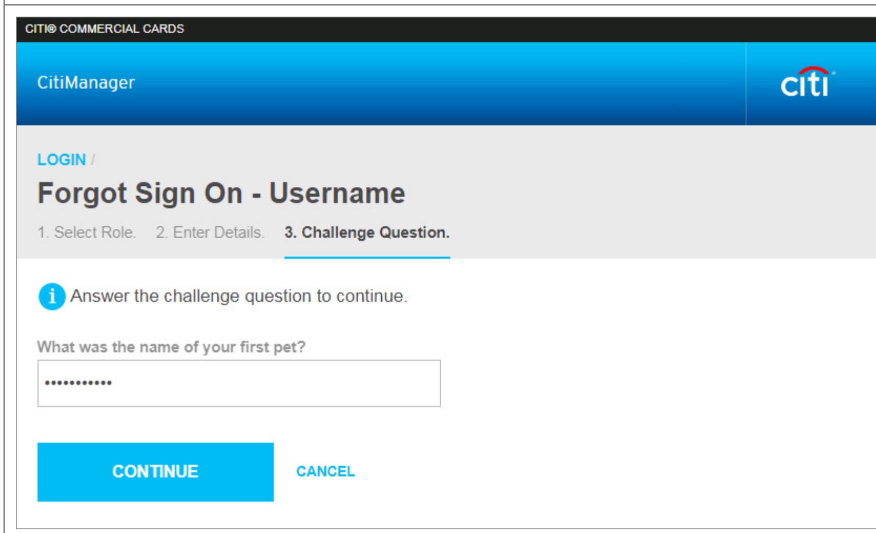
Step-By-Step Instructions

Screen	Step/Action
 **CitiManager Site Login Screen**	1. Navigate to www.citimanager.com/login. *The CitiManager Site Login screen displays.* 2. From the **Existing Users** section, click the **Forgot username?** link. *The Forgot Password – Select Role screen displays.*
 **Forgot Sign On – Username – Select Role Screen**	3. Select the **Non Cardholder/Card Applicant** role radio button and click the **Continue** button. *The Forgot Sign On – Enter Details screen displays.*

<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>


Forgot Sign On – Username – Enter Details Screen
</td><td>

4. In the **First Name** field, type your first name.
5. In the **Last Name** field, type your last name.
6. From the **Country** drop-down list, select your country.
7. In the **Contact number** field, type your contact phone number. Only numeric values are allowed.
8. In the **Zip/Postal** code field, type the zip code associated with your user profile.
9. In the **Email Address** field, type the e-mail address associated with your user profile.
10. In the **Confirm Email Address** field, re-type the e-mail address that is associated with your user profile.
11. Click the **Continue** button.

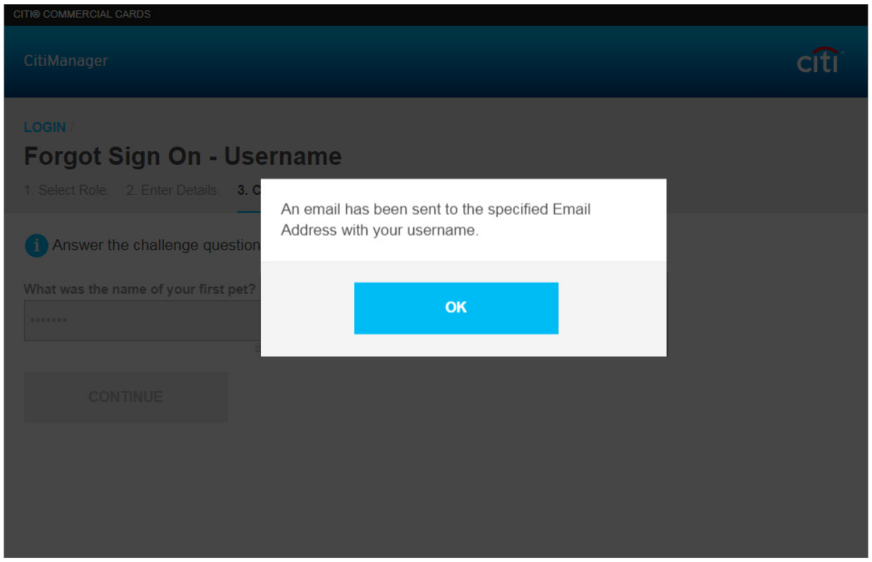
    The Challenge Question screen displays.
</td></tr>
<tr><td>


Forgot Sign On – Username – Challenge Question Screen
</td><td>

12. In the challenge question answer field, type the answer to the challenge question and click the **Continue** button.

    A confirmation message displays.

    Note: You have three attempts to answer the challenge question correctly.
</td></tr>
</table>

Screen	Step/Action
 **Confirmation Message**	13. Click the **OK** button. *The CitiManager Site Login screen displays and the CitiManager Site sends an e-mail with your username.*

Reset Forgotten Password

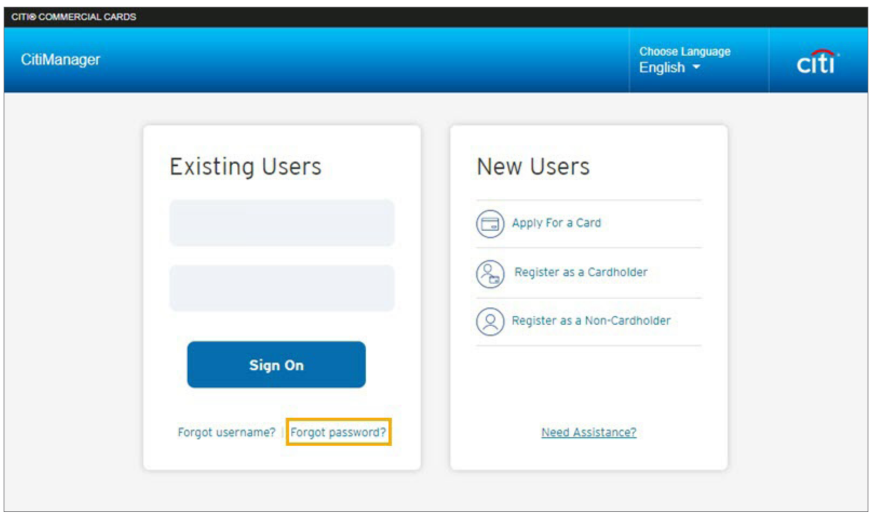
Key Concepts

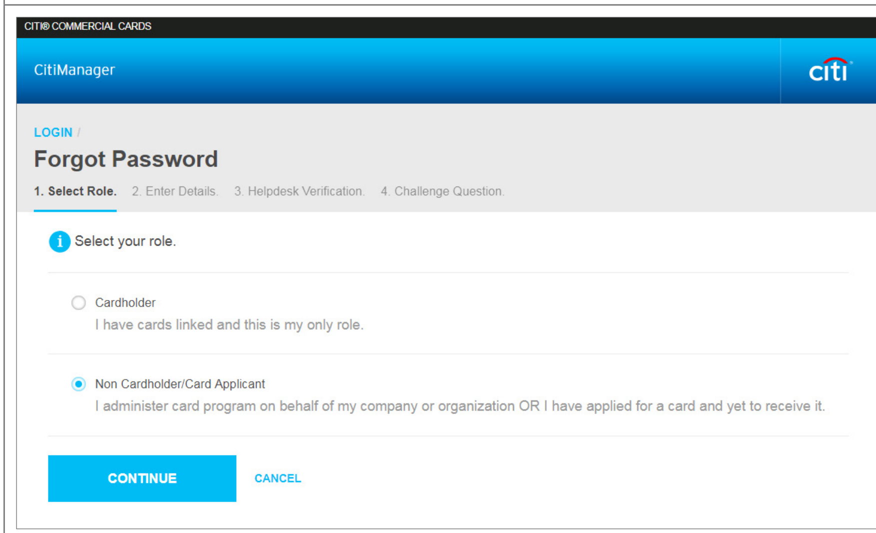
If you forget your password, you will need to reset it in order to sign in to the CitiManager Site.

To reset your password, the following information is required:

- A valid username
- The zip/postal code associated with your profile
- The e-mail address associated with your profile
- Your Helpdesk verification answer

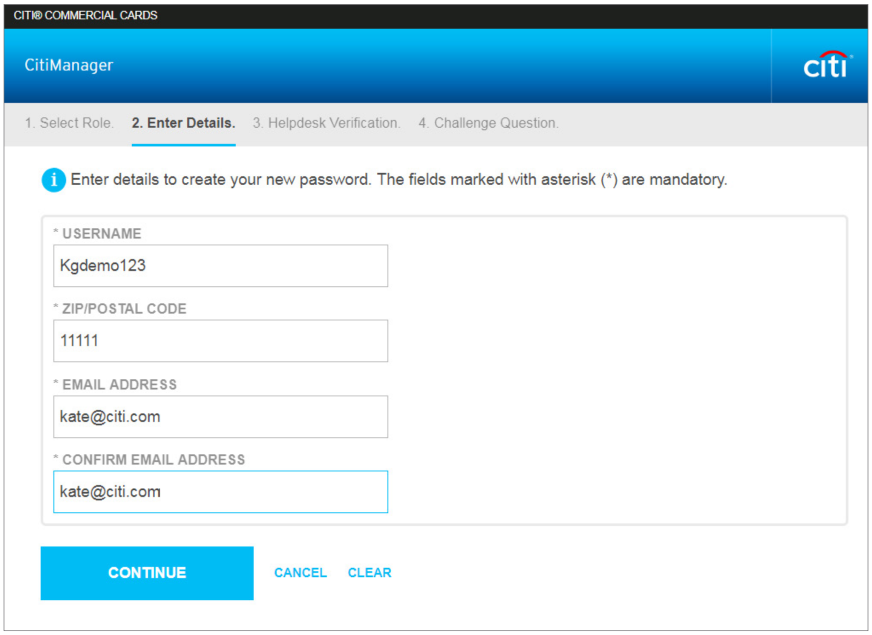
Step-By-Step Instructions

<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>


CitiManager Site Home Screen
</td><td>
1. Navigate to www.citimanager.com/login.
The CitiManager Site Login screen displays.
2. Click the Forgot password? link.
The Forgot Password – Select Role screen displays.
</td></tr>
<tr><td>


Forgot Password – Select Role Screen
</td><td>
3. Select the Non Cardholder/Card Applicant role radio button and click the Continue button.
The Forgot Password – Enter Details screen displays.
</td></tr>
</table>

<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>



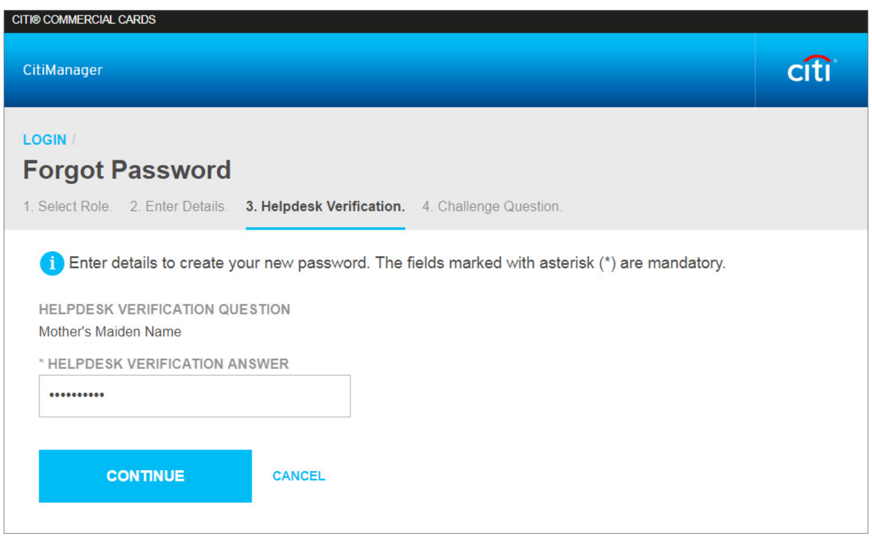
Forgot Password – Enter Details Screen

</td><td>

4. In the **Username** field, type your username.
5. In the **Zip/Postal Code** field, type the zip code associated with your user profile.
6. In the **Email Address** field, type the e-mail address associated with your user profile.
7. In the **Confirm Email Address** field, re-type the e-mail address associated with your user profile.
8. To validate the information entered, click the **Continue** button.

   The Forgot Password – Helpdesk Verification screen displays.

</td></tr>
<tr><td>



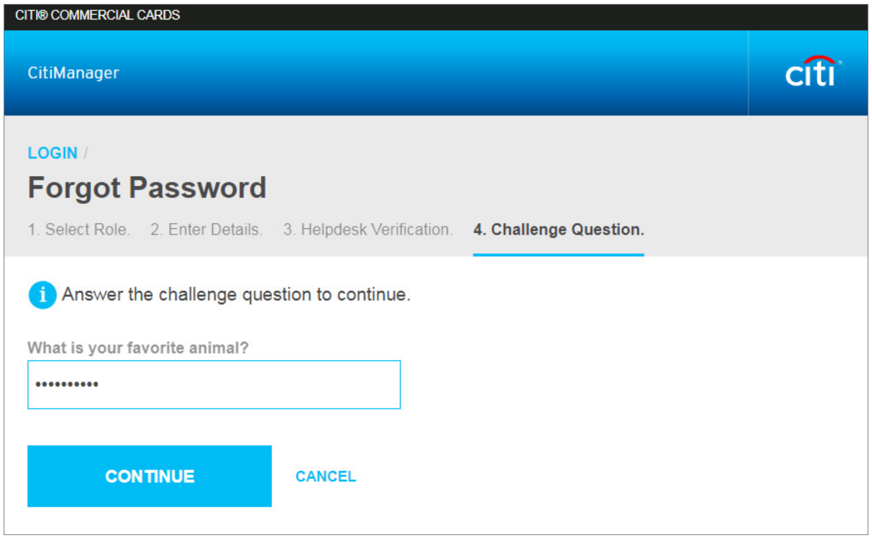
Forgot Password – Helpdesk Verification

</td><td>

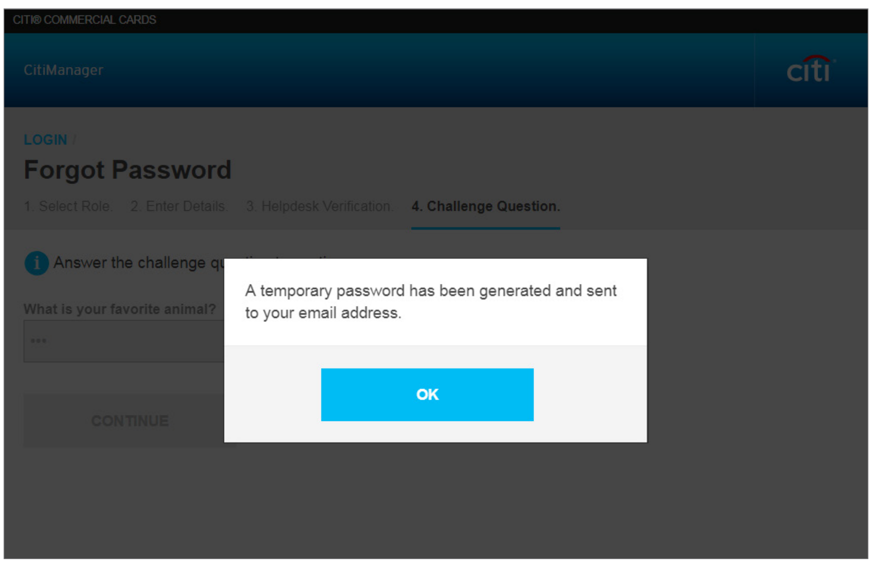
9. In the **Helpdesk Verification Answer** field, type the answer to the verification question.
10. Click the **Continue** button.

    The Forgot Password – Challenge Question screen displays.

</td></tr>
</table>

<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>


Forgot Password – Challenge Question
</td><td>
11. In the challenge question answer field, type the answer to the challenge question and click the Continue button.

A confirmation message displays indicating a temporary password has been created and sent to your e-mail address.
</td></tr>
<tr><td>


Confirmation Message
</td><td>
12. Click the OK button.

The CitiManager Site Login screen displays.
</td></tr>
</table>

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