

Multi-Factor Authentication

Multi-Factor Authentication

Recent Updates and Path Forward

- As of January 23rd, Citi has implemented all agencies who previously agreed to NIST standards or requested an exception to implement with a government email as a delivery method for One-Time Pass Code (OTP)
- Recently GSA advised all agencies opting out of NIST Standards is not an option
 - Agencies have two options:
 - Full NIST Standards: OTP delivered each time to cardholders and non-cardholders when logging in to CitiManager via **phone call or SMS** based on the user's profile
 - Exception to NIST Standards: OTP delivered each time to cardholders and non-cardholders when logging in to CitiManager via **government email, phone call or SMS** based on the user's profile
- Implementation of the OTP will occur during the month of March

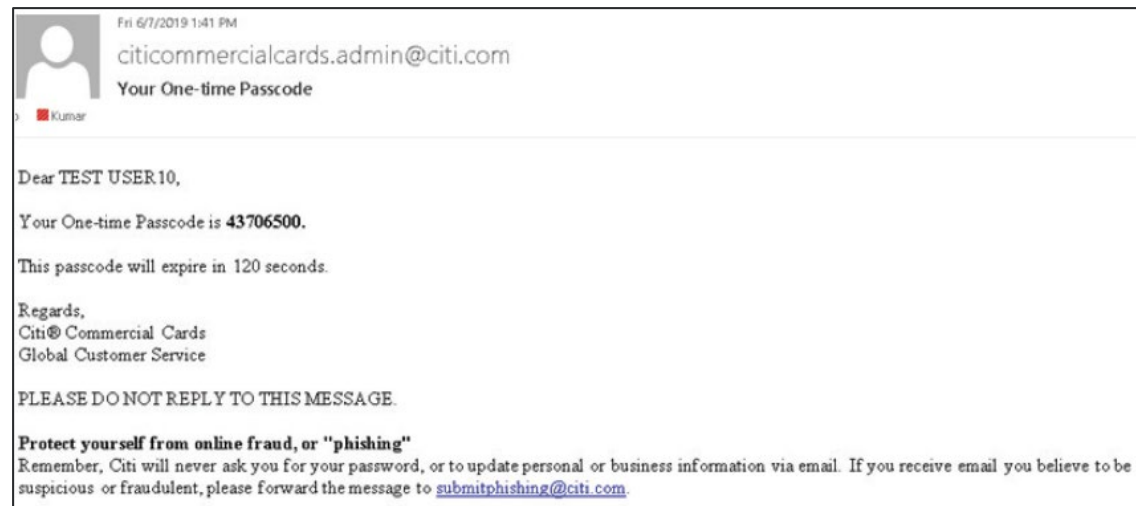
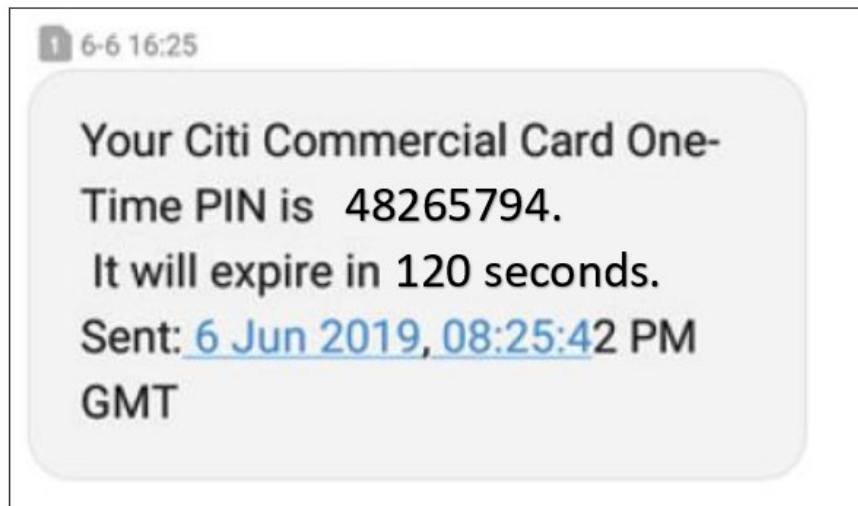
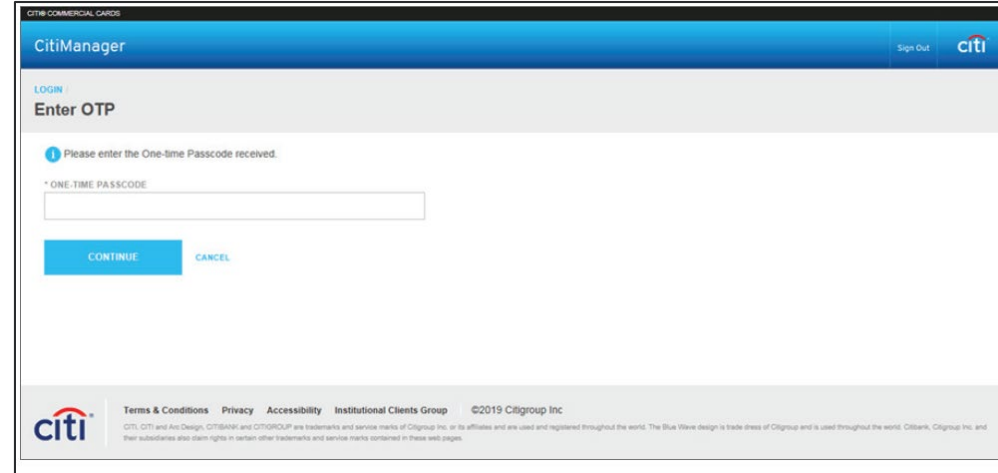
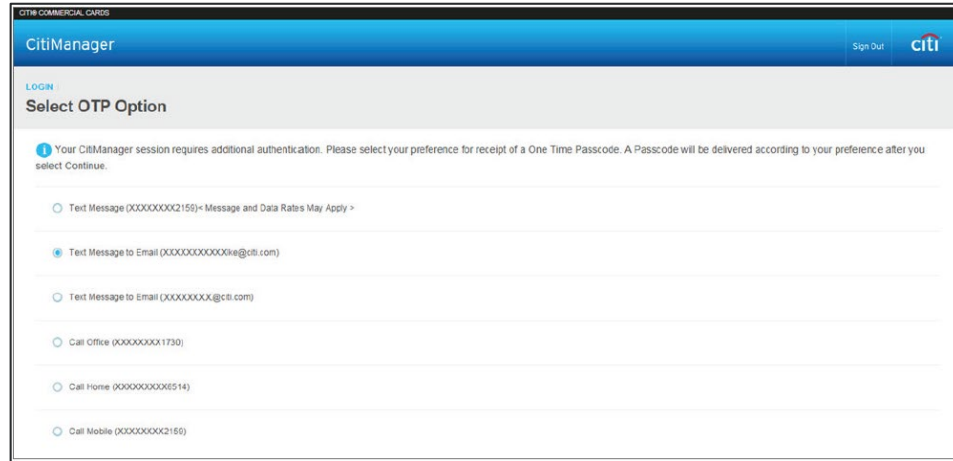
Multi-Factor Authentication

One-Time Passcode Update

- One-time passcode ONLY has an impact on the end-user logging into CitiManager
- Users of CitiManager, both non-cardholder and cardholders, will be prompted to enter a one-time passcode each time the login to the system
- CPOPCs and OPCs have the ability to update non-cardholder's and cardholder's contact information that are within their hierarchy oversight
- The email address is pulled from the Primary Email field within your user profile
 - Only **.gov** or **.mil** email addresses will be prompted as options to receive the one-time passcode via email
 - Email addresses only pull from the non-cardholder and cardholder's user profiles in CitiManager
 - Email comes from **citicommercialcards.admin@citi.com**
- The option to select a phone number to have the one-time passcodes sent via SMS or Voice Call will provide each phone number loaded into a user's profile
 - For cardholders, both the phone numbers tied to their card account and CitiManager user profile will be prompted as options
 - The system will not dial extensions for the voice call option

Multi-Factor Authentication

Sample Screenshots for One-Time Passcode



Multi-Factor Authentication

Updating Your Contact Information

Updating your User ID

1. From the CitiManager Site header, click the **My Profile** link that displays under your name. *The **Contact Information** screen displays.*
2. Update the necessary contact details associated with your CitiManager Site profile. **Note:** An asterisk (*) indicates a required field.
3. When you are finished, scroll to the bottom of the screen and click the **Save Changes** button. *A confirmation message displays at the top of the screen.*
4. To view a log of changes that have been made to your contact information, click the **Audit Log** link. *The Audit Log screen displays the date/time of change, previous and current values and the status.*

HOME /

My Profile: Contact Information

* MOBILE PHONE NUMBER [1-XXXXX-XXXXXXXXXX]

1 - 2022347324

* PHONE NUMBER

1 6515036656

FAX NUMBER

* WORK EMAIL ADDRESS

anyuser@citi.com

* CONFIRM WORK EMAIL ADDRESS

anyuser@citi.com

ALTERNATE EMAIL ADDRESS

anyuser@gmail.com

Multi-Factor Authentication

Updating Another User's Contact Information

Updating Another User

1. From the CitiManager Site side navigation bar, position your mouse over the **Manage Users** icon and click the **User Search** link.
2. To narrow a search, type the desired search criteria in the **First Name**, **Last Name** or **Username** fields and click the **Search** button.
3. From the **Username** column, click the link for the user you wish to update.
The User 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.
4. Click the **Update User** link that displays on the right-side of the screen.
The Update User screen displays the Personal Details, Contact Details, User Role(s) and Hierarchy, and Entitlements.
5. To change contact details:
 - a) From the Contact Details section header, click the **(+)** plus sign icon to expand the section.
 - b) Maintain the **phone numbers** and **e-mail address** as necessary.
6. When you are finished making all changes, click the **Continue** button that displays at the bottom of the screen.
The Confirm Details screen displays.
7. Verify your changes and click the **Save** button.
A confirmation message displays at the top of the screen.
8. Click the **OK** button.
The Search for Users screen displays.