

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



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



Sample Screenshots for One-Time Passcode

CitiManager	sign Out CITI	CitiManager see Citi
Select OTP Option		Loom / Enter OTP
Your CitiManager session requires additional authentication. Please select your preference for receipt of a One Time Passcode. A Passcode will be delivered according to select Continue.	your preference after you	Please enter the One-time Passcode received.
Text Message D00000002159/< Message and Data Rates May Apply >		- ONE-THRE PASSCODE
Text Message to Email (XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX		CONTINUE CANCEL
Text Message to Email (XXXXXXXX)@cit.com)		
Call Office (0000000011730)		
C Call Home (00000000X8514)		Terms & Conditions Privacy Accessibility Institutional Clients Group ©2019 Ctilgroup Inc
C Call Nobile (000000002155)		CTC CTI and An Delays, CTERRAT and CTERRAT and CTERRAT and STERRAT and An Annual And Annual And Collagues Into a fla all filles and an used and registered throughout the went. The Blue Wave delays is table deep of Digrame and is used throughout the world. Cillare, Collague, Enc. and the solution of the solution of the instance of the International Annual An
Vour Citi Commercial Card One-	b Kumar	Fri 67/2019 1:41 PM citicommercialcards.admin@citi.com Your One-time Passcode
Tour official card offe-	Dear TESI	EST USER 10,
Time PIN is 48265794.	Your One-	Dne-time Passcode is 43706500.
It will expire in 120 seconds.	This passe	asscode will expire in 120 seconds.
Sent: 6 Jun 2010 08:25:42 PM	Regards, Citi® Con	ts, Commercial Cards
Sent. 0 Sun 2019, 00.23.42 Pivi	Global Cu	Customer Service
GMT	PLEASEI	SE DO NOT REPLY TO THIS MESSAGE.
	Protect yo Remember suspicious	t yourself from online fraud, or "phishing" nber, Citi will never ask you for your password, or to update personal or business information via email. If you receive email you believe to b ous or fraudulent, please forward the message to <u>submitphishing@citi.com</u> .



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-XXXXXXXXX]		
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		



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.*

