CitiManager® Cardholder Quick Reference Guide

How do I update my contact information?

1. Login to **citimanager.com/login**

2. From the cardholder homepage, click the **Card icon** on the side navigation bar

3. On the right side of the screen, click the **Card Maintenance** link. Verify your country and language preferences and click **Proceed**

4. Update desired fields, scroll to the bottom of the page and click **Submit Application**

How do I access statements electronically?

1. Login to **citimanager.com/login**

2. From the cardholder homepage, click the **Statement icon** on the side navigation bar

3. Select the statement date you wish to view and click the **Download** link

4. Choose desired format (e.g. PDF) and click **Download**

How do I view my card account summary?

1. Login to **citimanager.com/login**

2. From the cardholder homepage, click the **Card icon** on the side navigation bar

3. View the desired card account information in the Card Overview, Payments, Statements, Aging of Balance and Card Contact Info sections

How do I sign up for e-mail and SMS Alerts?

1. Login to **citimanager.com/login**

2. From the cardholder homepage, click the **Alerts icon** on the side navigation bar

3. Confirm your e-mail address and/or mobile number under Contact Preferences

4. Select the e-mail and/or SMS alerts that you wish to receive by checking the corresponding box

5. Agree to the Terms & Conditions and click **Save**

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🔒 How do I reset my password?

1. Navigate to **www.citimanager.com/login**. From the CitiManager Site Login screen, click **Forgot Password?**

2. Select the Cardholder role radio button. Complete the Username and Account Number fields.

3. Enter the code in the image field and click **Continue.**

4. In the challenge question answer field, type the answer to the challenge question. Click **Continue**.

5. A temporary password will be generated and sent to you via e-mail. Click **Ok** to return to the login screen. Login using your username and temporary password.

6. Type your temporary password in the Current Password field and type your new password in the New Password and Confirm Password fields and click **Save**.

7. In the challenge question answer field, type the answer to the challenge question. Click **Continue** to login.

⚠️ How do I initiate a billing dispute online?

1. Login to **citimanager.com/login**.

2. From the cardholder homepage, click the **Statement** icon on the side navigation bar to select the statement.

3. To dispute a transaction, click the **ellipsis** (...) link to display the additional transaction detail.

   Please note that a disputed transaction must be submitted within 60 days of the statement date. Multiple transactions are not allowed to be disputed at the same time.

4. Click the **Dispute** button.

5. From the Dispute Reason drop-down list, select the reason for the dispute, complete the required fields, and click **Continue**.

6. Review the dispute details, reason code and the additional details provided and click **Submit**.

   *Please note that if a message indicated a requirement to fax or mail additional dispute information when you selected the dispute reason, click the **Download Dispute Form** button and follow the instructions on the form.*