Cardholders

GSA SmartPay® 3

Frequently Asked Questions

How Do I Activate My Card?

For Chip and PIN Cards

Please sign your card immediately and confirm receipt of your card by following the instructions below:

1. Visit cardactivation.citi.com

   • Alternately, you may call 1-877-905-1861. From outside the U.S. and Canada, call 904-954-7850.

2. Enter the required information and follow the instructions on the website.

   • To activate this card you are required enter your Verification ID, which is the last four digits of your Social Security Number, Employee ID or other personal reference numbers as instructed by your employer for verification.

3. Select your 4-digit PIN.

   • You MUST select a PIN to complete the card activation process.

For Non-Chip and PIN Cards

Please sign your card immediately and confirm receipt of your card by following the instructions below:

1. Visit cardactivation.citi.com

   • Alternately, you may call 1-877-905-1861. From outside the U.S. and Canada, call 904-954-7850.

2. Enter the required information and follow the instructions on the website.

   • To activate this card you are required enter your Verification ID, which is the last four digits of your Social Security Number, Employee ID or other personal reference numbers as instructed by your employer for verification.

How Do I Self-register as a Cardholder?

Self-register for the CitiManager Site so you can view and manage your account(s). It is possible to view your account details, recent activity, statements and balances. If you have not received your registration details, you can use your card details to complete the registration process.

There are two possible self-registration options. The option used is based on your agency/organization's setup. You will use one of the following options:

• **Registration ID and Passcode —** You will receive two e-mails with your Registration ID and Registration Passcode.

• **Card Details —** Use the details from your card account. You will need your card number, account name and address. The account name, address and zip code must match what appears on your billing statement exactly.

Self-register Using Registration ID and Passcode

1. Navigate to www.citimanager.com/login.

2. Click the **Self-registration for Cardholders** link.

3. Select the **Registration ID/Passcode** radio button.

4. In the **Registration ID** field, type the Registration ID supplied in the e-mail sent from the CitiManager Site.

5. In the **Registration Passcode** field, type the Registration Passcode supplied in the e-mail sent from the CitiManager Site.

6. Click the **Continue** button.

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

8. In the **Password** and **Confirm password** fields, type and confirm a password that meets the requirements.

9. Complete the rest of the fields and when you are finished click the **Continue** button.

10. Review the information displayed and click the **Continue** button.

11. When the **Log In** screen displays, type your username and password and click the **Sign In** button.

12. Choose three challenge questions and type an answer for each and click the **Save** button.

Self-register Using Card Details

1. Navigate to www.citimanager.com/login.

2. Click the **Self-registration for Cardholders** link.

3. Select the **Fill the Card's Data** radio button.

4. In the **Card Number** field, type your card number exactly as it appears on your billing statement, no spaces or dashes.

5. In the **Account Name** field, type the account name exactly as it appears on your billing statement.

6. Click the **Continue** button.

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

8. Complete the rest of the fields and when you are finished click the **Continue** button.

9. Review the details and click the **Continue** button.

10. When the **Log In** screen displays, type your username and password and click the **Sign In** button.

11. Choose three challenge questions and type an answer for each and click the **Save** button.

How Do I Log Into the Citi Manager Site?

Note: You must register first before you can log into the CitiManager Site.

1. Navigate to www.citimanager.com/login.

2. Type your username.

3. Type your password.

4. Click the **Sign In** button.

5. Answer the challenge question and click the **Continue** button.

How Do I Reset a Forgotten Password?

1. Navigate to www.citimanager.com/login.

2. Click the **Forgot password?** link.

3. Select the **Cardholder** role radio button and click the **Continue** button.

   Note: If you have applied for a card but have not received it, click the **Non Cardholder/Card Applicant** radio button.

4. Complete the required fields and click the **Continue** button.

5. In the **Helpdesk verification** answer field, type the answer to the verification question and click the **Continue** button.

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

7. A temporary password is sent to your e-mail address. Use the password to sign into the CitiManager Site and you will be prompted to create a new password.

How Do I Retrieve a Forgotten Username?

1. Navigate to www.citimanager.com/login.

2. Click the **Forgot password?** link.

3. Select the **Cardholder** role radio button and click the **Continue** button.

    Note: If you have applied for a card but have not received it, click the **Non Cardholder/Card Applicant** radio button.

4. Enter the required information on the **Enter Details** screen and click the **Continue** button.

5. Type the answer to the challenge question and click the **Continue** button.

6. Click the **OK** button to close the confirmation message.

How Do I Merge Usernames?

As a CitiManager Site user you may have more than one CitiManager profile/username based on your role or responsibilities. If this is the case, you can merge usernames, eliminating the need to log in separately to each. After the merge is complete, the alternate username will be deactivated.

Before you merge your usernames, be sure you are logged into the CitiManager Site using the username you wish to keep. This username will be kept as the primary username. You can only merge two usernames at a time. You must repeat the merge process to add additional accounts.

1. From the CitiManager Site header, click the **My Profile** link that displays under your name.

2. Click the **Merge Usernames** link.

3. Click the **Start Merge** button.

4. Read the disclaimer information displayed and when finished click the **Continue** button.

5. In the **Alternate Username** field, type your alternate username.

6. In the **Password** field, type the password for the alternate username.

7. Click the **Continue** button.

8. In the challenge question field, type the answer to the challenge question.

9. Click the **Complete Merge** button.

10. Log back into the CitiManager Site using the primary username and all of your permissions will be available from that user name.

How Do I Link Another Card Account?

If you already have a valid CitiManager Site login for an existing card account you can activate additional card accounts without creating another login, username and password. Once you have linked your card accounts you are able to select which account to view from the **Home, Card Details** or **Statements** screens by selecting it from the drop-down list.

1. From the CitiManager Site header, click the **My Profile** link that displays under your name.

2. Click the **Link/Unlink Card Account** link.

3. Click the **Link Card Account** button.

4. In the **Card Number** field, type your card number exactly as it appears on your billing statement, no spaces or dashes.

5. In the **Account Name** field, type the account name exactly as it appears on your billing statement.

6. From the **Contact Details** section, type the billing address as it appears on your billing statement.

7. Click the **Save** button.

How Do I Access User Guides?

You can view reference user guides by clicking the **Links and Help** link from the **Resources** icon.

Who Do I Contact for Help?

Contact your A/OPC first. They can also assist with specific Program/Agency-related questions.

If you receive an error message, please contact the Help Desk for resolution. It's recommended you e-mail the Help Desk to get a ticket number assigned immediately. It's also helpful to attach screen captures of the error and include your CitiManager username, your contact number and e-mail address.

CCJaxL1HelpDesk@citi.com