



CitiDirect BE

- a short manual how to order a new SafeWord card and PIN

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CitiDirect BE has launched a possibility to order a new SafeWord card and PIN for a User directly by Security Manager.

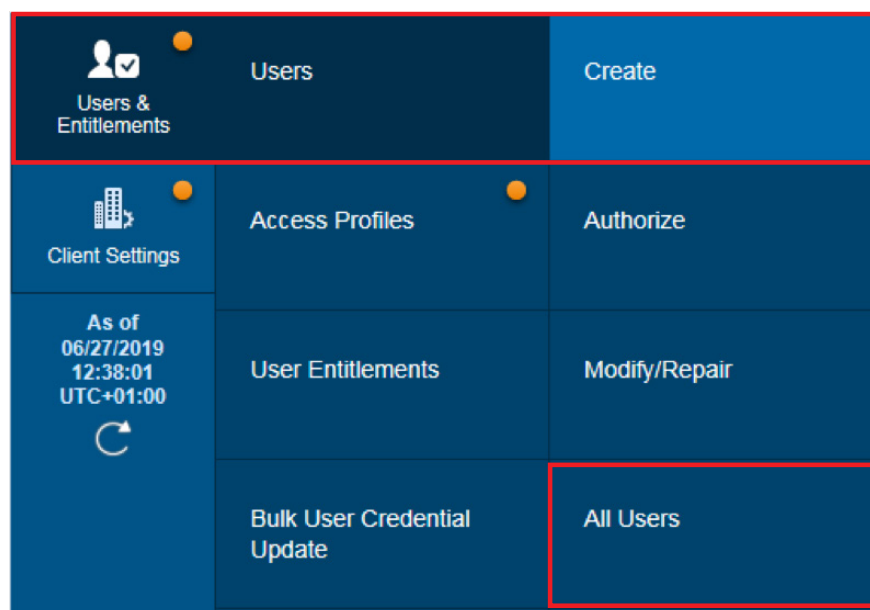
To order a new SafeWord card or PIN, you need to:

Step 1

log in to CitiDirect BE as Security Manager.

Step 2

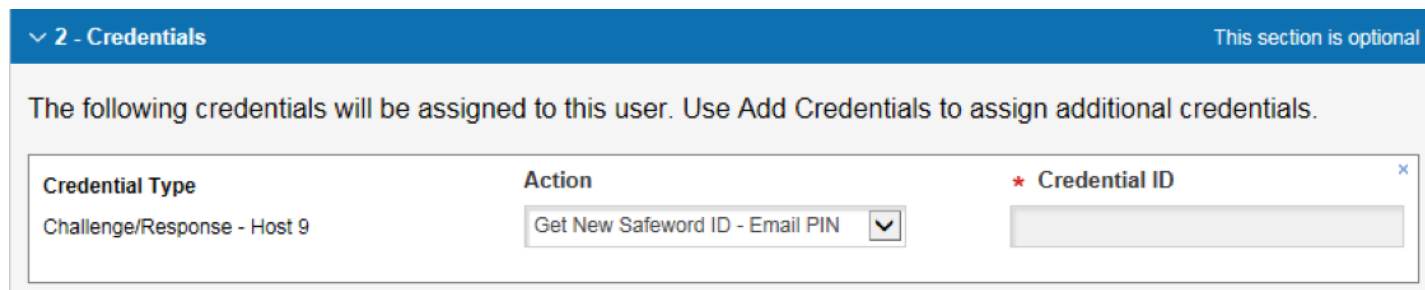
go to the options: *Self Service > Client Administration Service > Client Settings > Users & Entitlements > Users > Create* (for new Users) or *All Users* (to modify an existing User) and select the User who is to receive a new SafeWord card and PIN.



Step 3

after opening the User creation/modification window, in the section *Credentials* select *Credential ID - Challenge / Response - Host 9*, and then one of the available options:

option 1 - *Get New SafeWord ID - Email PIN* - the SafeWord card will be sent by courier mail, PIN for the card will be sent to User's e-mail address.



option 2 - *Get New SafeWord ID - Paper PIN* - the SafeWord card and PIN will be sent by courier mail.

2 - Credentials		This section is optional
The following credentials will be assigned to this user. Use Add Credentials to assign additional credentials.		
Credential Type Challenge/Response - Host 9	Action Get New Safeword ID - Paper PIN	* Credential ID

CAUTION, the field *Credential ID* must remain empty for those options. In the case of re-issue of a SafeWord card and PIN, you need to cancel the existing card first, by selecting X.

The authentication tools are sent to the address assigned to the User in the CitiDirect BE system. You should check if these data are correct and update them, if needed.

You can track the parcel [HERE](#).

option 3 - *Resend Email PIN* - refers to re-activation of PIN for the SafeWord card held by the User, the PIN will be sent to User's e-mail address.

2 - Credentials		This section is optional
The following credentials will be assigned to this user. Use Add Credentials to assign additional credentials.		
Credential Type Challenge/Response - Host 9	Action Resend Email PIN	* Credential ID JG1532

CAUTION, the field *Credential ID* must be filled in for this option. The authentication tools are sent to the address assigned to the User in the CitiDirect BE system. You should check if these data are correct and update them, if needed.

Step 4

changes introduced in CitiDirect BE must be authorized by another Security Manager. The User of CitiDirect BE for whom the new SafeWord card / PIN was ordered will receive an automatic system e-mail.

www.citihandlowy.pl
Bank Handlowy w Warszawie S.A.

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