



CitiDirect®

How to create a new user profile

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1. Introduction

As our Client you can carry out various activities in the **CitiDirect** - a system that offers you extensive possibilities and, at the same time, all the key functionalities, in a clear and comprehensible way.

After the documentation is executed (prepared together with your agreement), you will be granted:

1. **A profile (definition) in CitiDirect** - this is your domain - a place where new users and accounts (if any) will be added.

After all the basic settings are defined, the users that have been created can make payments and carry out activities on accounts.

The name of your profile is visible after you have logged in, in the top left-hand corner



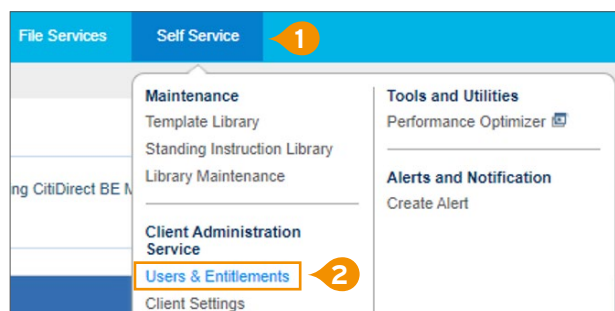
2. At least 2 persons from your company will have the entitlements of a **Security Manager**, which means an authorization to add or delete accounts, create users and modify their entitlements.
3. **Mobile Token**: Email with QR code, numerical activation code and instructions. During activation, enter a one-time verification code received in the SMS or during a voice call.

MobilePASS codes for **Security Managers**, required to configure the **MobilePASS** application on a mobile phone, and the login manual are available here: <https://www.citibank.pl/poland/corporate/english/manuals-and-documents.htm>.

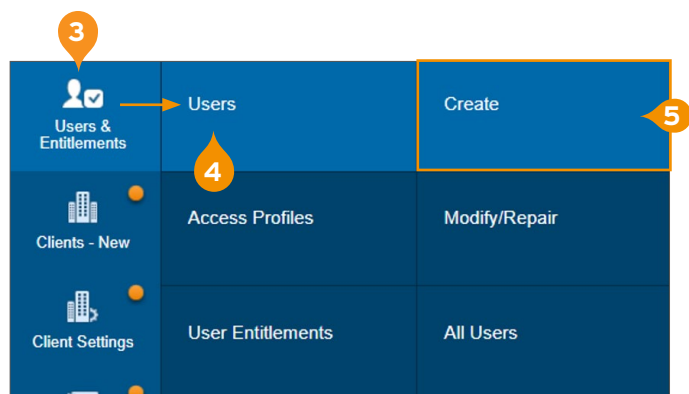
You will log in on: <https://portal.citidirect.com>.

2. How to create a new user profile

One of the first tasks a Security Manager has to do is to create users who can navigate throughout the system without limitations. It only takes a few minutes. You have to do this once, but you can modify the data later on. As the last step, the other Security Manager has to authorize the entered data.



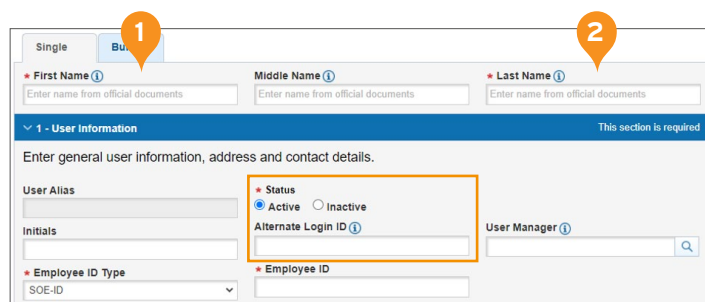
1. In the main menu, click on the option Self Service.
2. In the dropdown menu, select Users & Entitlements.



3. Hover the cursor over Users & Entitlements.
4. Now, move it smoothly to the right so that it is over Users.
5. Click on the third tile called Create.

3. User information

In the next step you need to fill in a form by entering the personal data of a new user. Each field with an asterisk should be filled in, unless the manual says otherwise

A screenshot of a 'User Information' form. At the top, there are three text input fields: 'First Name', 'Middle Name', and 'Last Name', each with an asterisk and a help icon. Below these is a section titled '1 - User Information' with a blue header and a note 'This section is required'. Inside this section, there are several fields: 'User Alias', 'Initials', 'Employee ID Type' (a dropdown menu), 'Status' (radio buttons for 'Active' and 'Inactive'), 'Alternate Login ID', and 'Employee ID'. A 'User Manager' field with a search icon is also present. A blue circle with the number '1' is over the 'First Name' field, and a blue circle with the number '2' is over the 'Status' field.

1. Enter the First Name and Last Name of the user.
2. Check that the user's Status is Active. If not, change it as appropriate.
3. Fields: Middle Name, Initials and Alternate Login ID are optional.

Note: Please remember that if you fill in the field Alternate Login ID, the user's Login ID used to log in to CitiDirect will change. The Security Manager is responsible for notifying the user of the new Login ID.

Note: The Status can be modified without limitation. The Security Manager can activate or block users many times and for as long as he or she deems appropriate.

4. Address details

Address Details

Click 'The above address is correct' check-box to confirm that address details are correct.
Click 'Create New Address' to enter new address details.

Building/Floor/Room Jablonowskih Palace	Street Address 1 ul. Senatorska 16	City Warsaw
Country/Jurisdiction Poland (PL)	State / Province / Territory mazowieckie	Postal Code / Zip Code 00-923
Time Zone Sarajevo, Skopje, Warsaw, Zagreb (EC3)		

The above address is correct

[Create New Address](#)

2

Note: The user's token will be sent to this address..

1. The address of the user will be added automatically (this is the company address) and if it is correct, check the box **The above address is correct**.
2. If you want to modify it, click on the link **Create New Address** and enter the details.

5. Contact details

Contact Details

Telephone 1(234)567-8901	Mobile Country Code/Telephone Select	Email example@citi.com
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1

2

3

1. Enter the **Telephone** of the user, starting with the country code.
2. Enter the **Mobile Phone Number** that will be used by the user for access to the **mobile token** application.
3. Enter the **Email** address of the user.

Note: The email address you have entered for the user will be used to send login details or, alternatively, the user will receive PIN to a new token, so this email address must be active and correct.

6. Allow access details

Allow Access

Date From: 01/02/2021 To: 01/02/2026	Time From: 12:00:00 AM To: 11:59:59 PM	Days of the week <input checked="" type="checkbox"/> SUN <input checked="" type="checkbox"/> MON <input checked="" type="checkbox"/> TUE <input checked="" type="checkbox"/> WED <input checked="" type="checkbox"/> THU <input checked="" type="checkbox"/> FRI <input checked="" type="checkbox"/> SAT
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1

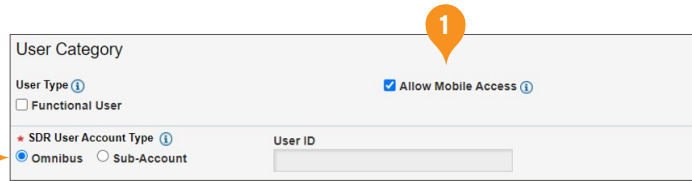
2

3

1. The field **Date** defines a period during which the user will be active in the system. After the end of this period, the user will be deactivated automatically. The standard option is 5 years, but you can modify this field as needed.
2. In the field **Time** you can define the hours during which the user may have access to CitiDirect.
3. **Days of the week** - they are also used to configure the user's access.

Note: A month before the access expiry date, the Security Manager will be notified by email. As a result, the Security Manager has enough time to make appropriate modifications.

7. User category



User Category

User Type ⓘ Allow Mobile Access ⓘ

Functional User

★ SDR User Account Type ⓘ User ID

Omnibus Sub-Account

1. Check **Allow Mobile Access** if you want to grant this option to the user.
2. Check the account type **Omnibus**.

LATAM Interactive Voice Response Handling - This is an optional service that is not available in Poland.

Note: Please remember that the next sections: **Login Details** and **User Entitlements** will only open after you have filled in all the required fields in the first section.

8. Login details

This section defines how the user will log in. As standard the following options are used in Poland:

Mobile Token and Biometrics or Challenge/Response - Host 9.



SafeNet card

1. Challenge/Response - Host 9

The user only needs a SafeNet card (token) and access to the Internet.

2. Mobile Token

The user logs in via CitiDirect application. Then, using a phone, the user scans QR code displayed on the computer screen and enters the one time response code from the application on the computer.

3. Multi-Factor Login

In this case, after all the steps are complete on the device, you also need to enter the password (defined previously).

9. Deleting Credentials (login methods)

<input type="checkbox"/>	Credential Type	Credential Description
<input type="checkbox"/>	MobilePass – Host 9	MobilePass Challenge/Response
<input checked="" type="checkbox"/>	Challenge/Response - Host 9	Safeword Card Login using Host 9
<input type="checkbox"/>	CBII ID	CBII App Credential
<input type="checkbox"/>	SpeedCollect ID	SpeedCollect App Credential
<input type="checkbox"/>	Tax & Child Support Payment ID	US Tax & Child Support App Credential
<input type="checkbox"/>	CLS System ID	Continuous Linked Settlement App Cre...
<input type="checkbox"/>	MBCC ID	Multi-Bank Cash Concentration App Cr...

1. If you want to delete the existing login method and add the new oneclick 'X' in the top right-hand corner.

2. Now, click on the magnifying glass icon **Add Credentials**.

3. In the menu that has been displayed check the box **Challenge/Response - Host 9**.

4. In the left-hand corner, click on **Select**.

5. After the above option is selected, you will see, to the bottom of the page, the message that you can switch the login method to **MobilePASS** - select **No thanks**.

The PIN and password (if the user is to use multi-factor authentication) will be sent by email to the address provided in the system (the address from which these details will be sent is: citidirectbe.notifications@citi.com).

The login details of the user will be added automatically after the profile is authorized by the other Security Manager.

www.citihandlowy.pl

Bank Handlowy w Warszawie S.A.

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