

CitiManager[®] Set Email and Mobile Alert Messaging

Quick Reference Guide

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User Guide Overview

Use this procedure to set email and mobile alerts for various account activities.

Key Concepts

As a cardholder, you can set alerts so that notifications are automatically sent via email or to your mobile device when certain selected activity occurs on your account, for example, when statements are available and when payments are received.

It is possible to customize when you will receive your alerts based on:

- Time zone
- Time of day
- Days of week

In addition, once you have registered your mobile device number in the CitiManager Site, you have full access to on-demand mobile alerts. On-demand mobile alerts allow you to request and receive immediate information such as account balances, payment amounts and due dates.

Mobile Alert Set Up

In order to receive alerts on your mobile device, you must subscribe to the alerts in the CitiManager Site first. Only one mobile number per user ID is allowed.

Once you have subscribed to mobile alerts in the CitiManager Site, you will receive a confirmation text message on your mobile device with a four-digit PIN. The four-digit PIN must be entered on the PIN confirmation number screen in the CitiManager Site. Once the PIN has been entered, the CitiManager Site will send another text to your mobile device confirming activation.

If you need to stop mobile alerts, reset your CitiManager Site password, or need additional support, choose one of the following options:

Action	Command
To suspend mobile alerts from your mobile device	Text STOP to GOCITI (462484)
To reset your CitiManager Site password	Text RESETXXXX to GOCITI (462484), where XXXX represents the last four digits of your account number (e.g., RESET1234) Note: The reset password sent to you is valid for 48 hours. You are required to change the reset password when you log into the CitiManager Site.
To receive mobile alert help on your mobile device	Text HELP to GOCITI (462484)
To view the Citi Mobile Alerts Help website which provides a list of alerts available by region	Navigate to: https://home.cards.citidirect.com/SMSHelp Note: This link is case-sensitive and SMSH is capitalized.

On-Demand Alerts

Once your mobile number is registered in the CitiManager Site, you are able to request account information from Citi on-demand.

To receive on-demand alerts from your registered mobile device, text the desired command (e.g., HIST) to **GOCITI** (462484). A list of available commands is provided in the table below.

For some on-demand mobile alerts you are required to enter the last four digits of your account number after the command. For example, to receive account balance information, text BAL1234 to **GOCITI** (462484) where 1234 represents the last four digits of the account number.

On-Demand Alert Commands

Command	Description	Country Availability
BAL	To receive current balance, last payment, payment amount due, and payment due date Note: The last four digits of the account number are required. For example, text BALXXXX, where XXXX represents the last four digits of the account number.	Canada United States United Kingdom United Arab Emirates
COM	To receive information regarding valid on-demand commands	Canada United States United Kingdom United Arab Emirates
CUST	To receive Citi Commercial Cards Customer Service numbers	Canada United States United Kingdom United Arab Emirates
HELP	To receive alerts help	Canada United States United Kingdom United Arab Emirates
HIST	To receive details on the three most recent posted transactions Note: The last four digits of the account number are required. For example, text HISTXXXX, where XXXX represents the last four digits of the account number.	Canada United States United Kingdom United Arab Emirates
LIMIT	To receive the available spend remaining on your account Note: The last four digits of the account number are required. For example, text LIMITXXXX, where XXXX represents the last four digits of the account number.	United Kingdom United Arab Emirates
RESET	To request password reset for the CitiManager site Note: The last four digits of the account number are required. For example, text RESETXXXX, where XXXX represents the last four digits of the account number.	Canada United States United Kingdom United Arab Emirates
STOP	To stop alerts from being sent to your registered mobile device	Canada United States United Kingdom United Arab Emirates

Step-by-Step Instructions

To Set Email and Mobile Alerts:

Step	Action
1.	<p>From the CitiManager Site Home screen, click the My Profile tab.</p> <p><i>The My Profile screen displays.</i></p> <p>Note: This screen displays information relative to your specific user profile along with your name, company and title. Information for the primary contact, which may not be you, displays.</p>
2.	<p>Click the Alerts link.</p> <p><i>The Subscribe/Unsubscribe to receive Email and SMS Alerts screen displays.</i></p>
3.	<p>To subscribe to alerts, select the Email Alerts and/or Mobile Alerts checkbox(es) for each of the alerts you wish to receive.</p> <p>To unsubscribe to alerts, deselect the Email Alerts and/or Mobile Alerts checkbox(es) for the alerts you no longer wish to receive.</p> <p>Note: Some alerts require you to enter or select a setting that will trigger the alert. For example, for the Available Credit Remaining alert, you must select the desired % Remaining from the drop-down list. When the selected percent of remaining credit level is met, you will receive an alert on your mobile device.</p>
4.	<p>In the Country code – Mobile number field, type a valid mobile number where the mobile alerts will be sent. Only numeric values are allowed in this field.</p> <p>Note: The country code defaults based on the country associated with your profile.</p>
5.	<p>From the Carrier drop-down list, select your mobile carrier.</p> <p><i>The selected carrier displays.</i></p> <p>Note: If Sprint is your carrier, you are automatically enrolled in this subscription notification. This is a requirement of Sprint. Canadian users are automatically enrolled in this subscription due to regulations in Canada.</p>
6.	<p>To verify or change the email addresses for email alerts, click the Manage Email Address link.</p> <p><i>The Alert Email Address screen displays.</i></p>
7.	Type and confirm up to five email addresses where notifications will be sent.
8.	<p>When you are finished entering/updating your email address(es), click the Save button.</p> <p><i>A confirmation message displays.</i></p>
9.	<p>To return to the Subscribe/Unsubscribe Alerts screen, click the Cancel button.</p> <p><i>The Subscribe/Unsubscribe Alerts screen displays.</i></p>
10.	<p>To change your mobile alert time preferences, click the Mobile Alerts Time Preferences expand button.</p> <p><i>The mobile alerts time preferences display.</i></p> <p>Note: The mobile alert time preferences automatically display once you select a mobile alert. If no mobile alerts are selected, the expand button is disabled.</p>
11.	Select the desired time preferences.

Step	Action
12.	<p>To view the audit log, click the Alerts: Audit Log expand button.</p> <p><i>The audit log displays the alerts that have been subscribed/unsubscribed to on behalf of the cardholder.</i></p>
13.	<p>Review the terms and conditions and if you agree to them, select the checkbox.</p> <p>Note: If you do not agree to the terms and conditions, you will not be able to enroll in the Mobile Alerts.</p>
14.	<p>Click the Save button.</p> <p><i>The alerts settings are saved and the PIN confirmation number screen displays.</i></p> <p>Note: If you elected to receive alerts on your mobile device, you will receive a text message with a PIN.</p>
15.	<p>On the CitiManager Site PIN confirmation number screen, type the PIN number received on your mobile device in the PIN confirmation number field and click the Confirm button.</p> <p><i>A confirmation message displays.</i></p>

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