



How do I update my contact information?

1. Login to citimanager.com/login
2. From the cardholder homepage, click the **My Card Account** tab and select the **Card Maintenance** sub-tab
3. Update the desired contact information
4. Scroll to the bottom of the page and click **Submit**



How do I access statements electronically?

1. Login to citimanager.com/login
2. From the cardholder homepage, click the **Statement** tab
3. Select the statement date you wish to view and click the **Download** icon
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 expand button to the left of the Current Account Summary section
The Current Account Summary displays information such as Current Balance, Credit Limit, Next Payment Due Date, and Last Payment Received
3. To view payment history, click **View Payment History**
4. To make a payment, click **Make Payment**



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

1. Login to citimanager.com/login
2. From the cardholder homepage, click the **My Profile** tab and select the **Alerts** link
3. Select the e-mail and/or SMS alerts that you wish to receive
4. Confirm your e-mail address and/or mobile number
5. Agree to the Terms & Conditions and click **Save**



How do I reset my password?

1. Navigate to 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 email. 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** tab
3. To dispute a transaction, click the radio button next to the transaction you want to dispute

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 Transaction** button
5. From the Dispute Reason drop-down list, select the reason for the dispute 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.*