

## How to Add Program Administrators (PAs) to Receive Alerts:

1. From the CitiManager Home Page, Select the Program you are setting alerts for (CTA/MTG/IBT Program) from the drop down.
2. Click on “My Profile” Tab.

The screenshot shows the Citi Commercial Cards home page. At the top, there is a navigation bar with the Citi logo on the left and a welcome message: "Welcome! Lori Wasson 02/08/2017". To the right of the welcome message is a dropdown menu currently displaying "STATE OF CALIFORNIA CTA - US". A red arrow points to this dropdown menu. Below the navigation bar is a horizontal menu with several tabs: "Home", "My Card Account", "Manage Card Accounts", "Manage User Access", "Manage Card Program", "Resources", "My Profile", and "Web Tools". A second red arrow points to the "My Profile" tab. Below the navigation bar is a message area with a search bar and a list of messages. The messages include "System Maintenance" and "Updated Payment Address". Below the messages are sections for "Application and Maintenance Requests", "Web Tools", and "What's New?".

3. Click the red "Alerts" link at the bottom of the page.

The screenshot shows a web browser window displaying the Citi Commercial Cards 'My Profile' page. The browser's address bar shows the URL <https://cafeprod.cards.citidirect.com/CommercialCard/Cards.htm>. The page header includes the Citi logo, a welcome message for Lorraine Martindale dated 02/24/2017, and a 'Logout' link. A navigation menu contains links for Home, My Card Account, Manage Card Accounts, Manage User Access, Manage Card Program, Resources, My Profile (highlighted), and Web Tools. Below the navigation menu, there is a section titled 'View and update your profile details and preferences.' containing personal information: Name (Lorraine Martindale), Company (STATE OF CALIFORNIA IBT), and Title (CARDHOLDER, Non-cardholder). A table titled 'Non cardholder details' lists two entries:

No.	Non cardholder hierarchy name	Non cardholder name	Non cardholder User Profile Email Address	Non cardholder contact number
1	STATE OF CALIFORNIA IBT	LORI WATSON		
2	GENERAL SERVICES	LORI WASSON		

Below the table is a horizontal list of links: [Update user profile](#), [Update preferences](#), [Change password](#), [Reset challenge questions](#), [Username merger](#), [Change base company](#), [Card maintenance](#), and [Set out of office](#). A red arrow points to the [Alerts](#) link at the bottom left of this list. The footer of the page includes 'citigroup.com', 'Terms of Use', 'Privacy', 'Institutional Clients Group', and 'Copyright © 2008-2012 Citigroup Inc.'

4. Verify #17 “New Statement Available” is checked (font should be gray and checkmark doesn’t change when clicked).
5. Click red “Manage Email Address” link.

Citi® Commercial Cards

Welcome! **Lori Wasson** 02/08/2017 For assistance please contact Citi Customer Services

STATE OF CALIFORNIA CTA - US

Home My Card Account Manage Card Accounts Manage User Access Manage Card Program Resources **My Profile** Web Tools

Subscribe/Unsubscribe to receive Email and SMS Alerts

Save

No.	Alert Description	Email Alerts	Mobile Alerts	Select hierarchy	Alert Settings
1	Select All	<input type="checkbox"/>	<input type="checkbox"/>		
2	Account Cancellation Notice	<input type="checkbox"/>	<input type="checkbox"/>	>> Select hierarchy	
3	Account Cancelled Notice	<input type="checkbox"/>	<input type="checkbox"/>	>> Select hierarchy	
4	Account Suspension Notice	<input type="checkbox"/>	<input type="checkbox"/>	>> Select hierarchy	
5	Alert Returned Mail T2	<input type="checkbox"/>	<input type="checkbox"/>		
6	Card Delivery Issue Notice	<input type="checkbox"/>	<input type="checkbox"/>	>> Select hierarchy	
7	Card Renewal	<input type="checkbox"/>	<input type="checkbox"/>		
8	Declined Transaction	<input type="checkbox"/>	<input type="checkbox"/>	>> Select hierarchy	Note: If the Decline Alert is triggered, no other subscribed alerts will be sent, only the Decline Alert will be sent.
9	Direct Debit Payment Notification	<input type="checkbox"/>	<input type="checkbox"/>		
10	Direct Debit Setup	<input type="checkbox"/>	<input type="checkbox"/>		
11	Each Transaction	<input type="checkbox"/>	<input type="checkbox"/>		Notification will occur for every transaction made to the account, excluding payments.
12	Hierarchy Card Application Status	<input type="checkbox"/>	<input type="checkbox"/>	>> Select hierarchy	
13	Hierarchy Card Maintenance Status	<input type="checkbox"/>	<input type="checkbox"/>	>> Select hierarchy	
14	Library Folder Notification	<input type="checkbox"/>	<input type="checkbox"/>		
15	My Card Application Status	<input type="checkbox"/>	<input type="checkbox"/>		
16	My Card Maintenance Status	<input type="checkbox"/>	<input type="checkbox"/>		
17	New Statement Available	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
18	Passport Expiry Date Alert	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
19	Payment Due/Invoice	<input type="checkbox"/>	<input type="checkbox"/>	>> Select hierarchy	
20	Payment Received	<input type="checkbox"/>	<input type="checkbox"/>	>> Select hierarchy	Notification of payment reversals, if any will be sent out via email.
21	Reminder: Payment Past Due / Overdue	<input type="checkbox"/>	<input type="checkbox"/>	>> Select hierarchy	

**On-Demand Mobile Alerts**

In addition to any Citi Commercial Card Mobile Alerts your employees have selected on their Alerts Profile page, once they have registered their mobile number to receive Citi Alerts, they will have full access to Citi's On-Demand Mobile Alerts. With Citi's On-Demand Mobile Alerts, they can request and receive information from Citi right when they need it by sending the Citi short-message service (SMS) or "On-Demand" command to the appropriate contact number. For example, when a cardholder texts "HELP" to Citi, he/she will receive a reply back with contact information for greater assistance. Account specific On-Demand alerts will require your employees to send Citi On-Demand command followed by the last four digits of their account for Citi to reply. For example, to receive account balance information, the employee would text BAL1234 to 462484 (GOCITI) from their registered mobile device, where 1234 represents the last four digits of their account. For a full list of On-Demand Mobile Alert commands, [click here](#)

\* Country code - Mobile number  
[xxx-xxxxxxxxxx] 1 [REDACTED]

>> **Manage Email Address**

Mobile Alerts Time Preferences

Alerts: Audit Log

Terms & Conditions: Message and Data Rates May Apply.  
To suspend SMS Alerts, uncheck the SMS Alerts above or text STOP to GOCITI (462484) if in the U.S. or CANADA (226232) if in Canada.  
For help, on your mobile device, text HELP to GOCITI (462484) if in the U.S. or CANADA (226232) if in Canada.

Save

6. Enter the email address(es) of the department PAs who you want to receive alerts in the “User Profile Email Address #” and “Confirm User Profile Email Address #” boxes.
7. Click the red “Save” button.

Citi® Commercial Cards

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STATE OF CALIFORNIA CTA - US

Home My Card Account Manage Card Accounts Manage User Access Manage Card Program Resources **My Profile** Web Tools

**i** Add, edit or delete the Email Address(s) associated with an alert.

**User Profile Email Address**

User Profile Email Address 1 lori.wasson@dgs.ca.gov	User Profile Email Address 1 lori.wasson@dgs.ca.gov
User Profile Email Address 2 <input type="text"/>	Confirm User Profile Email Address 2 <input type="text"/>
User Profile Email Address 3 <input type="text"/>	Confirm User Profile Email Address 3 <input type="text"/>
User Profile Email Address 4 <input type="text"/>	Confirm User Profile Email Address 4 <input type="text"/>
User Profile Email Address 5 <input type="text"/>	Confirm User Profile Email Address 5 <input type="text"/>

**Save** **Cancel**


8. A message confirming the updated information saved will populate (green font) when successfully completed.

Citi® Commercial Cards

Welcome! **Lori Wasson** 02/08/20

STATE OF CALIFORNIA CTA - US

Home My Card Account Manage Card Accounts Manage User Access Manage Card Program Re

 User Profile Email Address(s) saved successfully

**User Profile Email Address**

User Profile Email Address 1 lori.wasson@dgs.ca.gov	Confirm User Profile Email Address 1 lori.wasson@dgs.ca.gov
User Profile Email Address 2	Confirm User Profile Email Address 2
User Profile Email Address 3	Confirm User Profile Email Address 3
User Profile Email Address 4	Confirm User Profile Email Address 4
User Profile Email Address 5	Confirm User Profile Email Address 5

Save Cancel

9. To exit the processing page, click the “Home” link.

Citi® Commercial Cards

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STATE OF CALIFORNIA CTA - US

**Home** My Card Account Manage Card Accounts Manage User Access Manage Card Program Resources My Profile Web Tools

**i** This is your Citi Commercial Cards home page where you can access a variety of card program tasks and web tools.

**+** Search : **Card Accounts** | Users in Unit | Print Multiple Statements | View Requests

**∨** **Messages** New message(s):1, Total message(s):2

<b>➤</b> System Maintenance	02/08/2017 11:00:13
<b>➤</b> Updated Payment Address	01/06/2017 13:33:15

**»** Application and Maintenance Requests

**»** Web Tools

**∨** **What's New?**

**➤** WHAT'S NEW IN CITIMANAGER