



External

CitiManager Mobile App *User Guide*

Updated August 2025

CitiManager Mobile App: Overview

As Citi continues to enhance the CitiManager mobile app, this document will serve as a quick reference guide and will be updated in conjunction with new releases.

Not all app features are globally available for various reasons such as different regulations. To the extent possible, Citi's end goal remains to create global consistency across all markets.

The following slides will cover:

- **Current app features and where they are available**
- **Markets where the app is currently available**

App features have been categorized with one or more tags:

Account Management

Regulatory

Self Service

Security

CitiManager Mobile App: Current Features

Global Features

- Card Activation
 - User Registration
 - Biometric Login
 - One Time Password (OTP) Login (Select Markets)
 - Forgot Username and Password
 - Last Login Date Display
 - My Accounts
 - View Account Summary
 - View Recent Activity
 - View Authorizations and Declines
- View Transaction Summary
 - View Statements
 - Ancillary Service Charges
 - View Payment History
 - Push Notifications
 - Mobile Phone Number Capture
 - View PIN
 - Replace Card
 - In App Feedback
 - PDF Download

Rest of World Features (ex. NAM)



2-Way Fraud Notifications



Argentina Dual Currency Display

NAM Only Features



Pay Bill



Add Payment Accounts



Receipt Image Upload



Account Comments

Available on:



iOS

[Click Here](#)



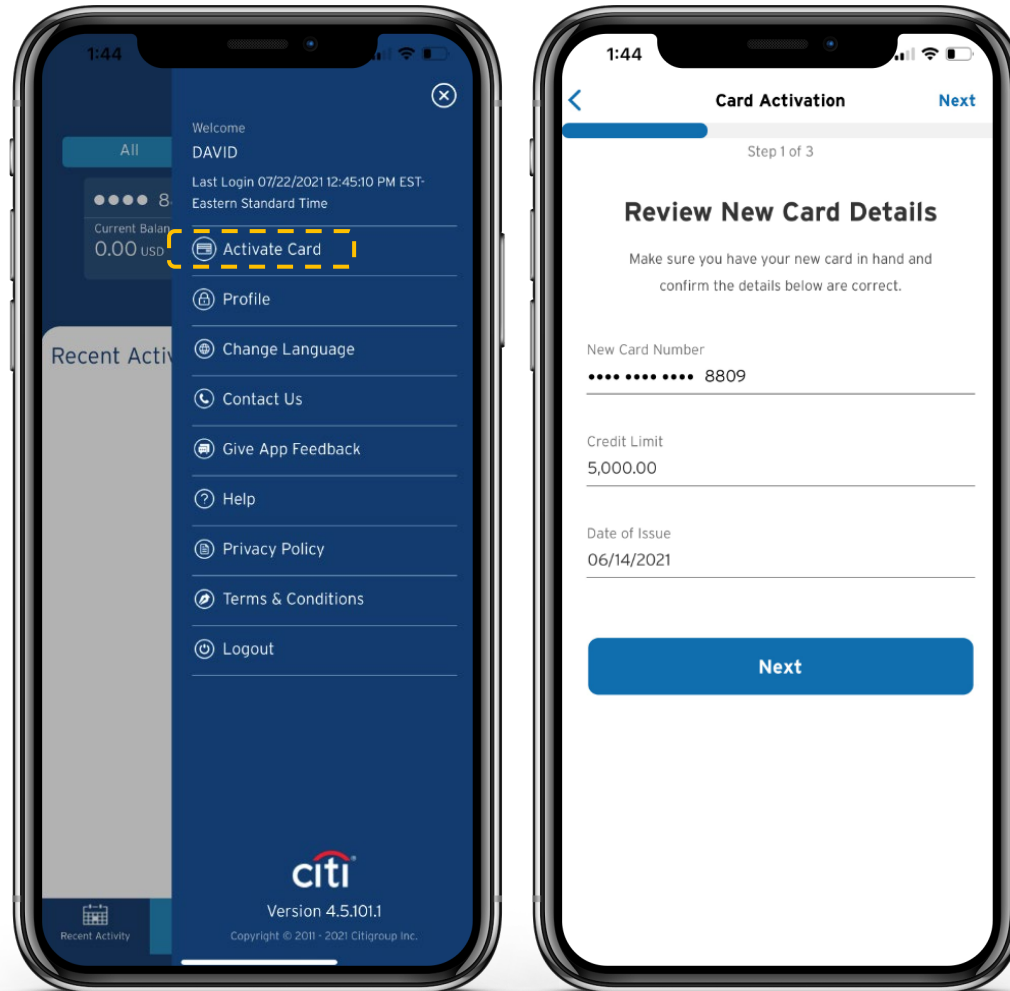
Android

[Click Here](#)



Global Features

Card Activation (Post-Login)



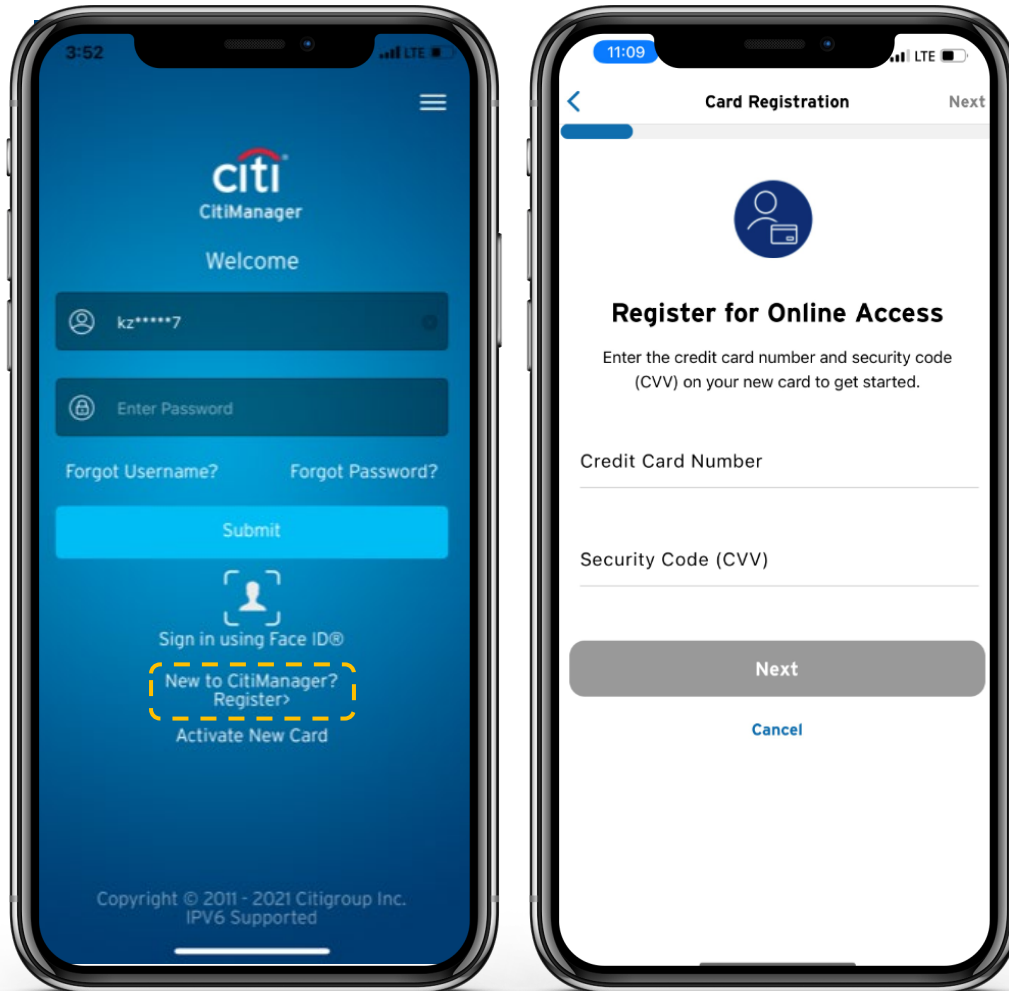
Description

Card Activation allows a cardholder to activate their Citi corporate card within the app instead of calling to the Help Desk or needing a desktop browser.

Availability

Global

User Registration



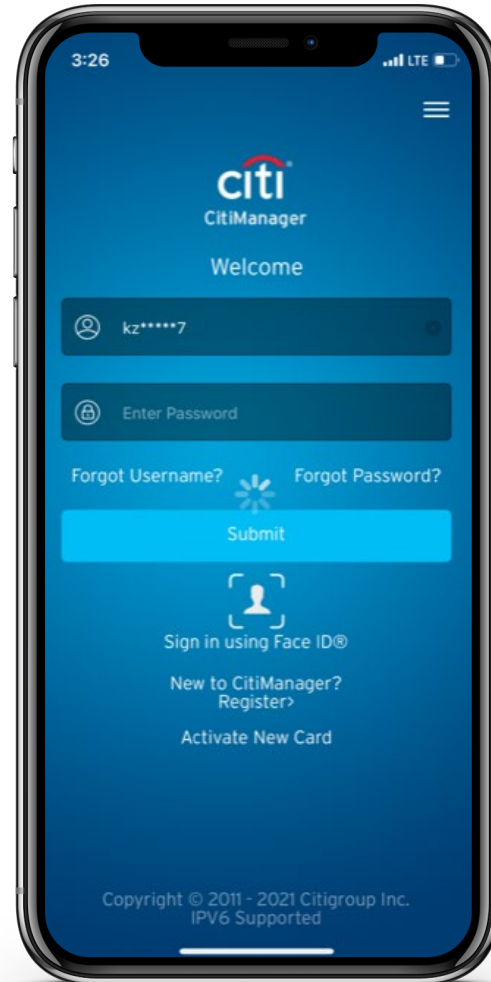
Description

User Registration allows a cardholder to set up their CitiManager user profile, without needing a desktop browser.

Availability

Global

Biometric Login



Description

Biometric Login allows for the user to login to the CitiManager Mobile App through a biometric authentication security process.

Depending on the user's software, this can be either with facial recognition (iOS only) or fingerprint recognition (iOS and Android) as the biometrics.

Availability

Global

One Time Passcode (OTP) Login



Description

One Time Passcode Login allows for the user to receive a one-time use passcode consisting of a combination of six characters and/or digits so the user can login to their account.

This can be delivered via Text Message or Mobile Phone Call, as per user's preference.

Availability

Global

Forgot Username/Password



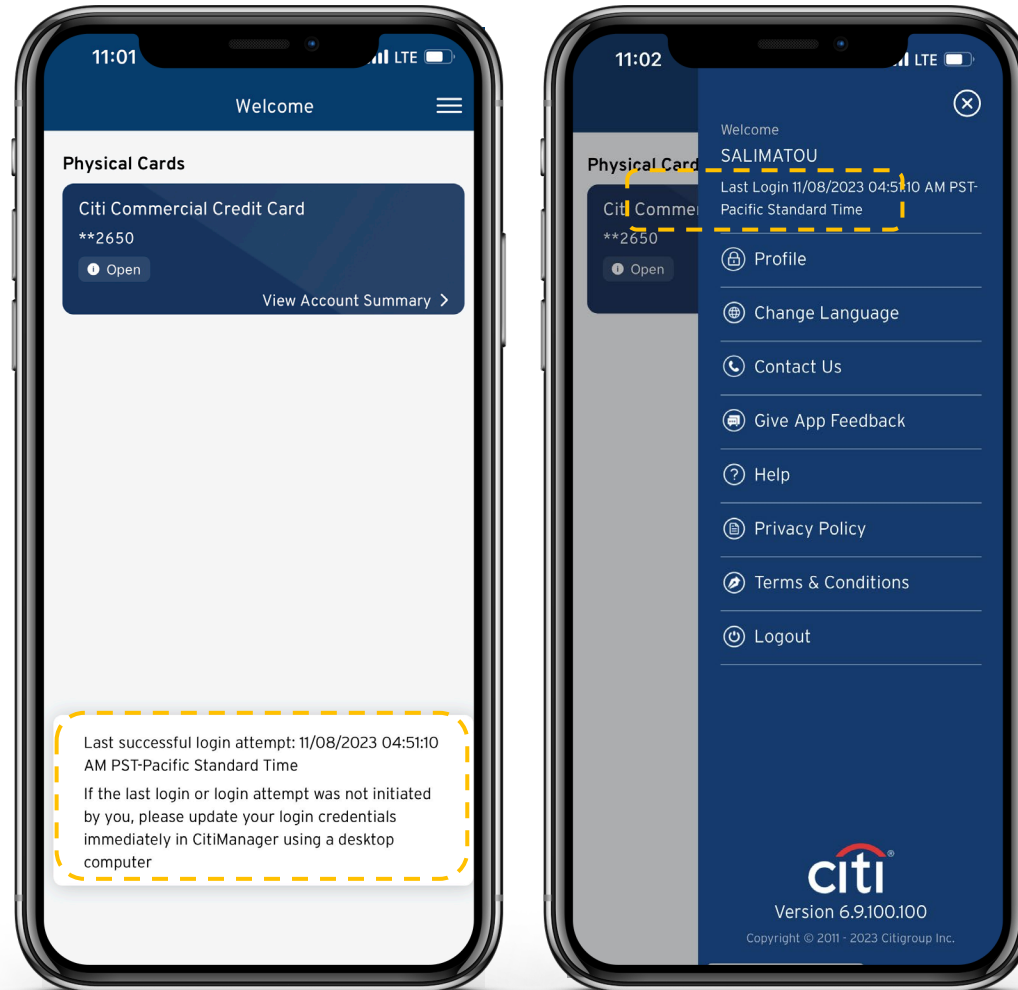
Description

Forgot Username and **Forgot Password** flows allow users to recover their username or reset their password if they forget either one when logging in.

Availability

Global

Last Login Date Display



Description

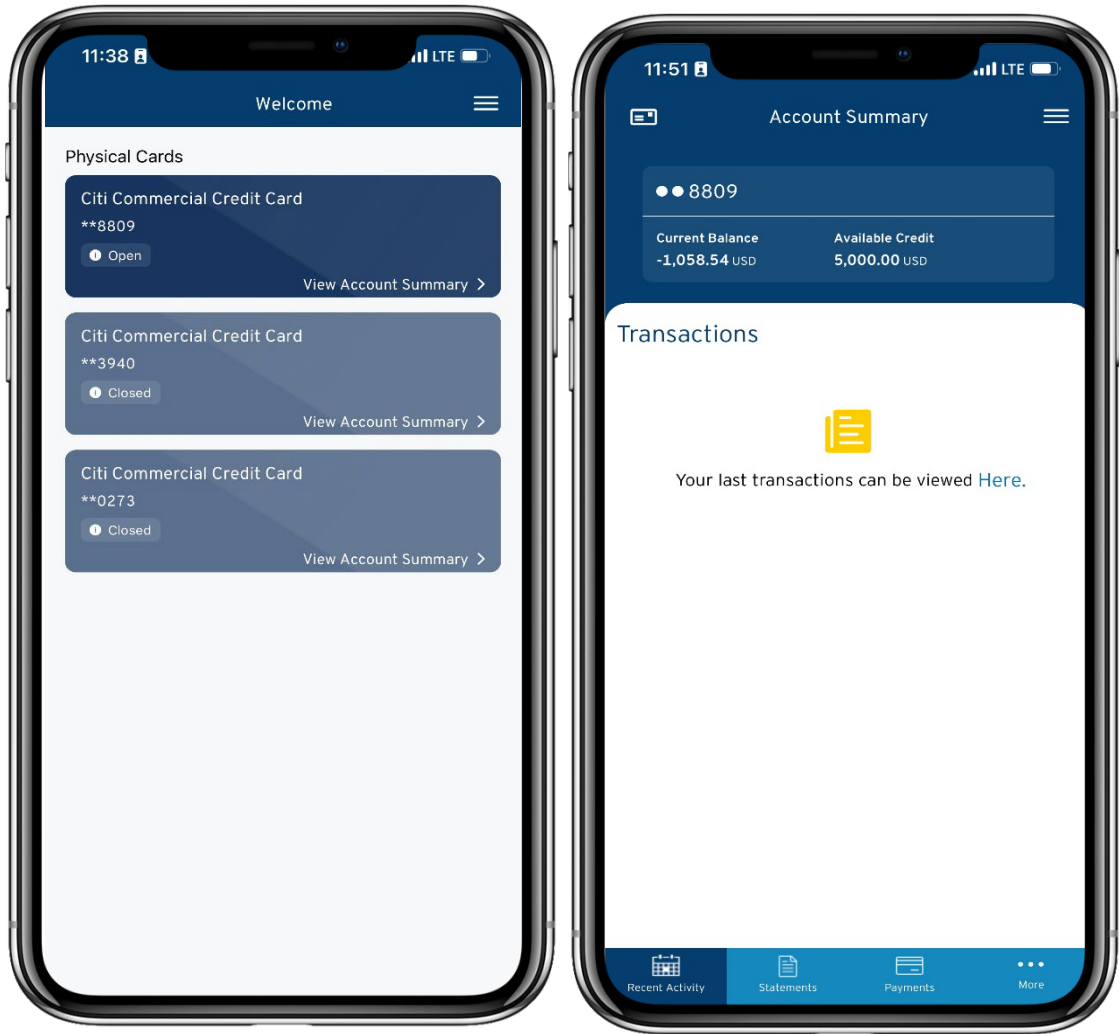
Last Login Date Display allows the user to view the date and time of last login.

Availability

Global

My Accounts

Physical Cards – Alternate User



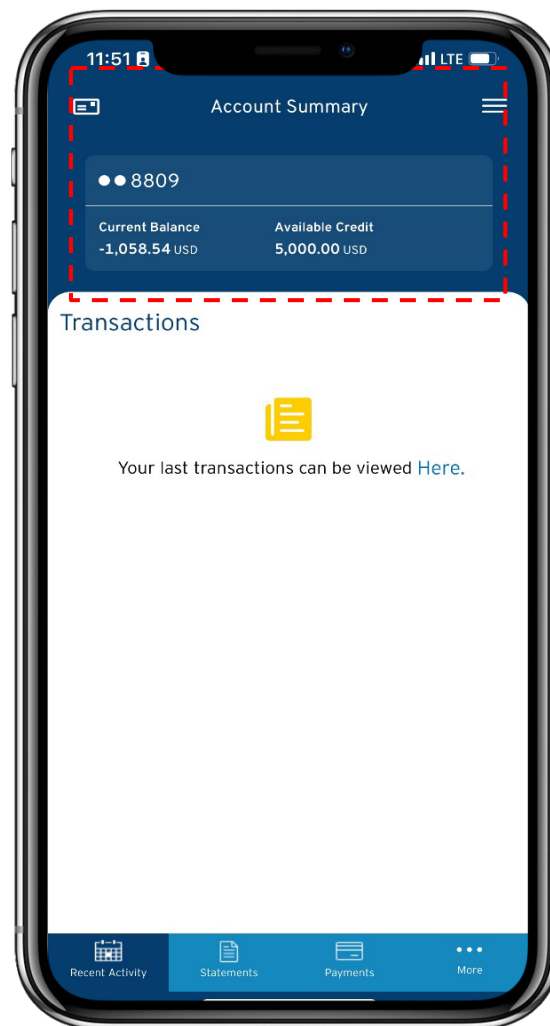
Description

My Accounts allows the user to view their accounts and select which one to view.

Availability

Global

View Account Summary



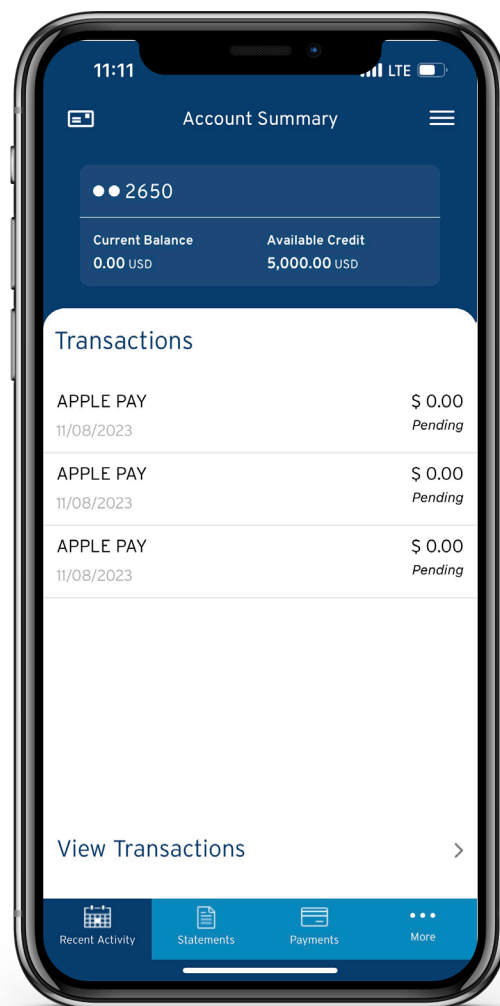
Description

View Account Summary allows the user to view the user's account, including Current Balance and Available Credit.

Availability

Global

View Recent Activity



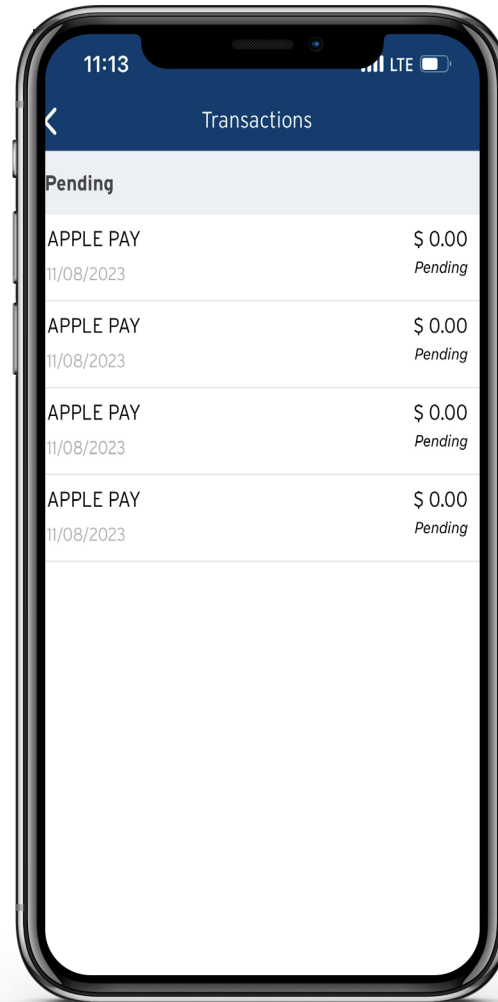
Description

View Recent Activity allows the user to see an overview of recent transactions made, and when clicking on the particular transaction, can view more details (e.g., Reference Number, Transaction Amount, Currency, Date, and Address).

Availability

Global

View Recent Activity



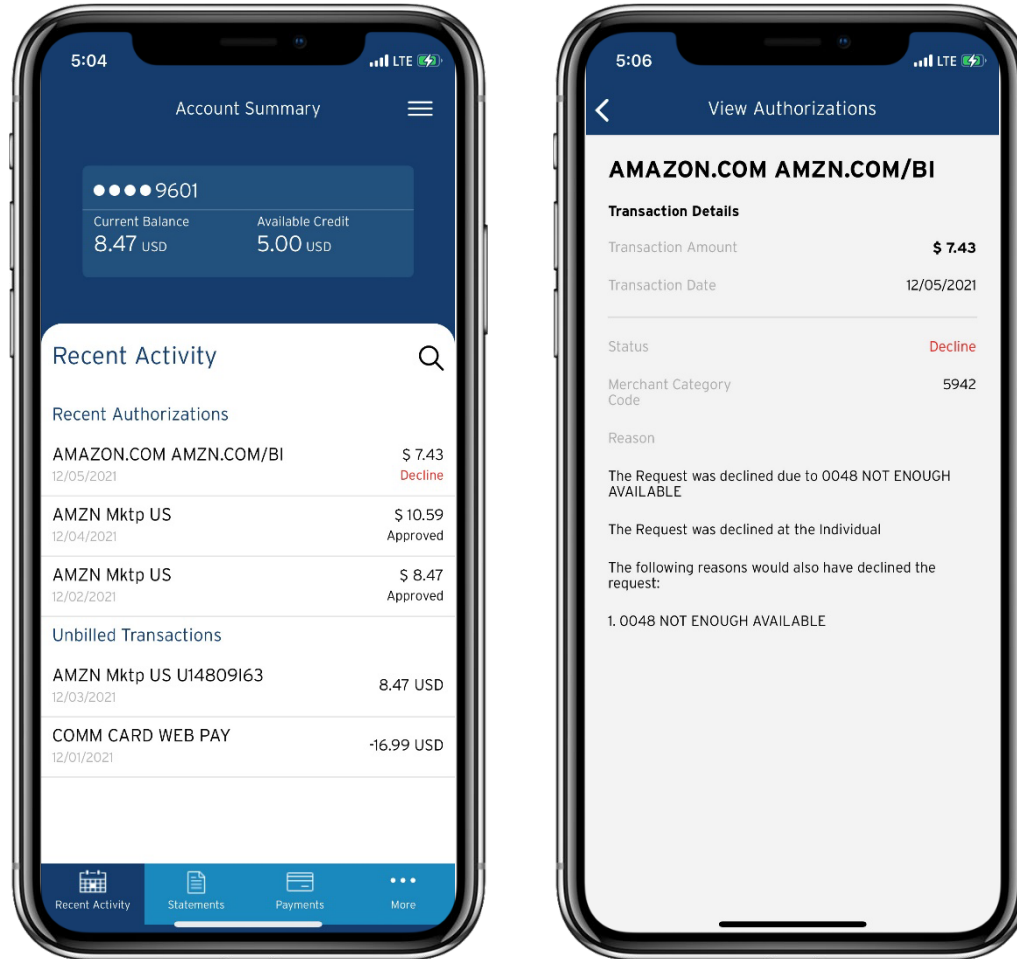
Description

View All Transactions allows the user to see an overview of their transactions made, and when clicking on the particular transaction, can view more details (e.g. Reference Number, Transaction Amount, Currency, Date, and Address).

Availability

Global

View Authorizations and Declines in Real Time



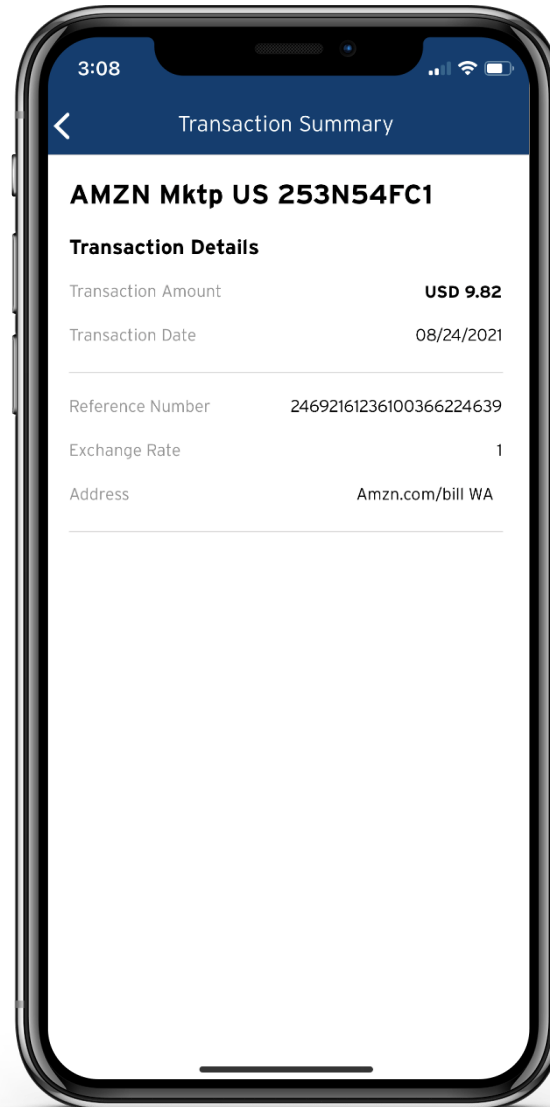
Description

View Authorizations and Declines in Real Time allows the user to see recent authorizations i.e., unbilled transactions and in addition, the reasoning behind a declined transaction.

Availability

Global

View Transaction Summary



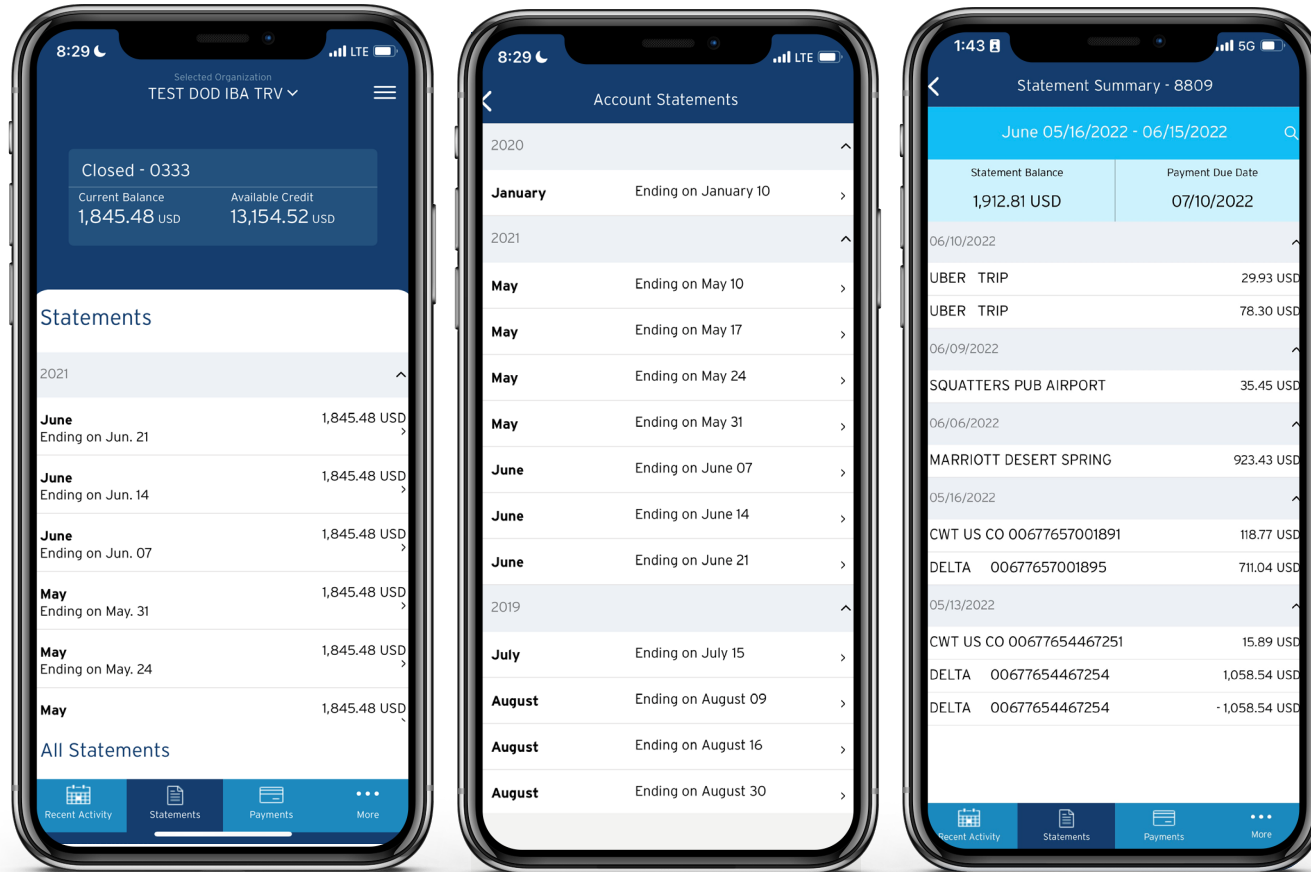
Description

View Transaction Summary allows the user to see further details on their transactions. This can be accessed from both the Recent Activity and Statements pages.

Availability

Global

View Statements



Note: Non-NAM Regions: All Statement History to be displayed
 NAM: Only last 3 years will be displayed

Description

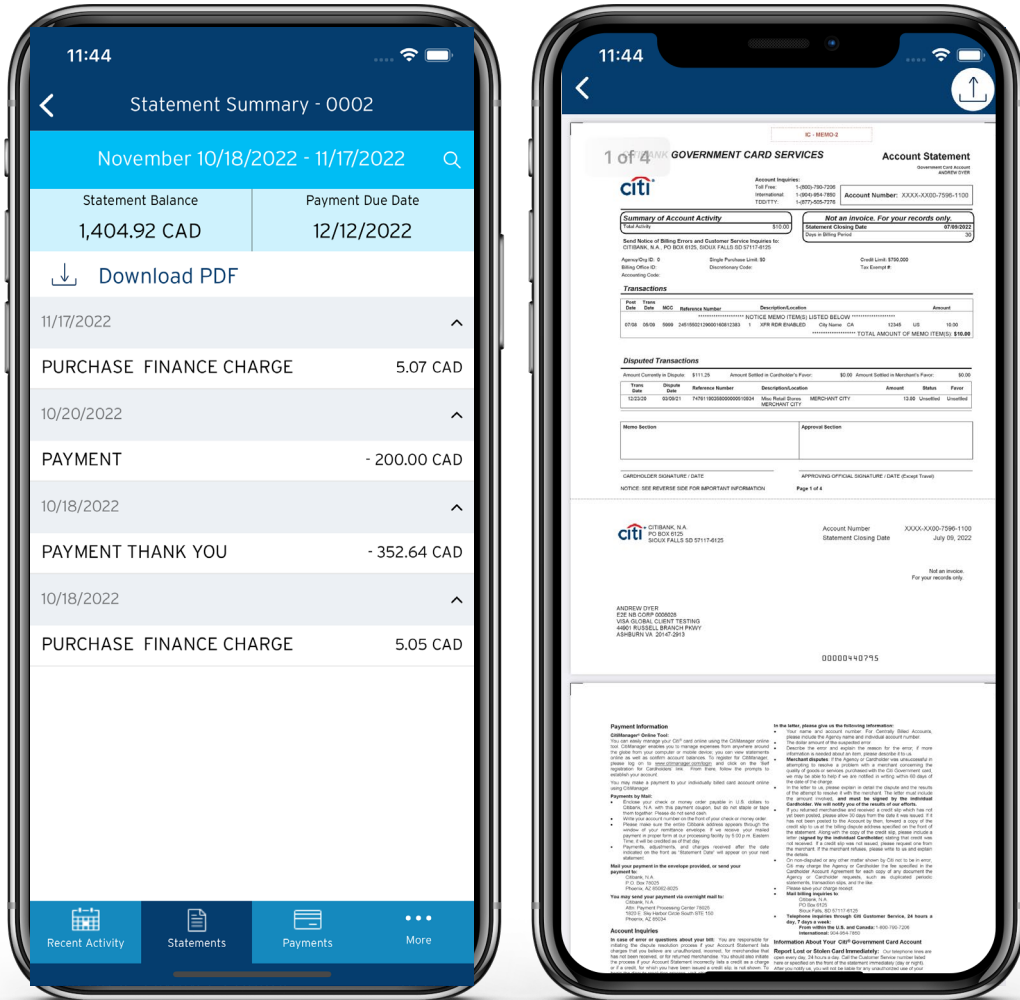
View Statements allows the user to view a summary of their statements including details of the Statement Date, Statement Balance, and the Payment Due Date.

All Statements bring users to a new screen displaying all Statement history.

Availability

Global

PDF Statement



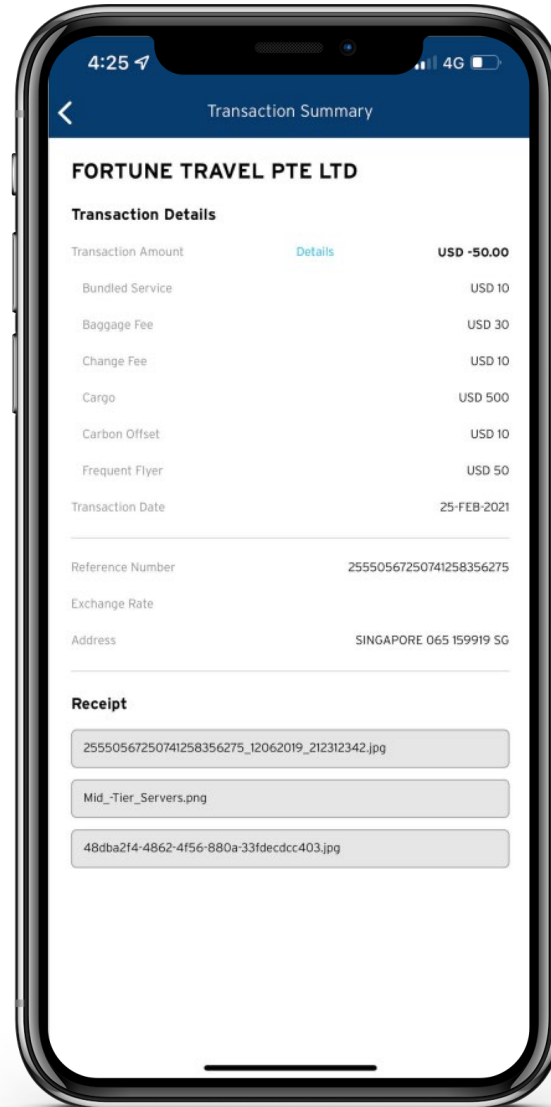
Description

PDF Statements allows the user to view, download and share their monthly statements.

Availability

NAM, EMEA, APAC

Ancillary Service Charges



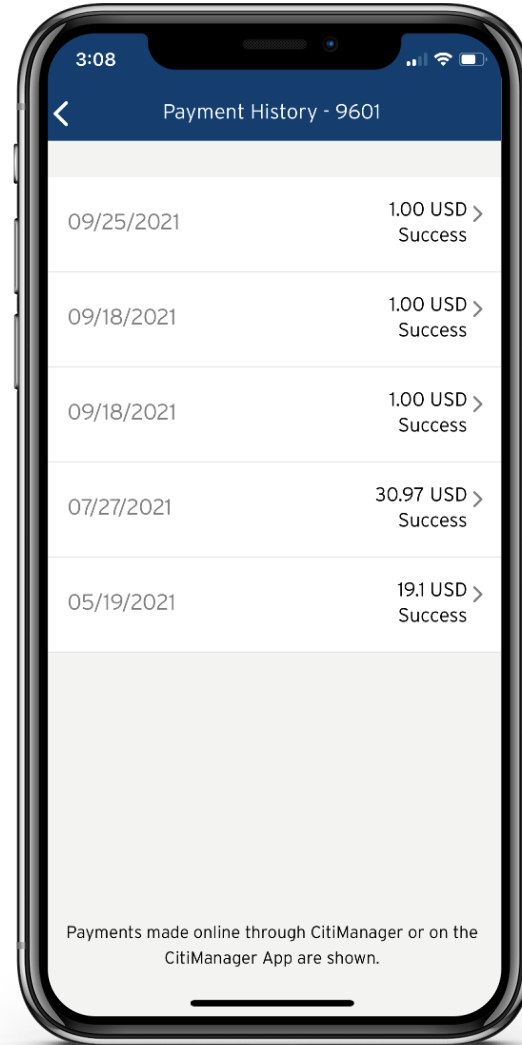
Description

Ancillary Service Charges allow the user to view additional details of various transactions where available, such as airline or hotel folio details.

Availability

Global

View Payment History



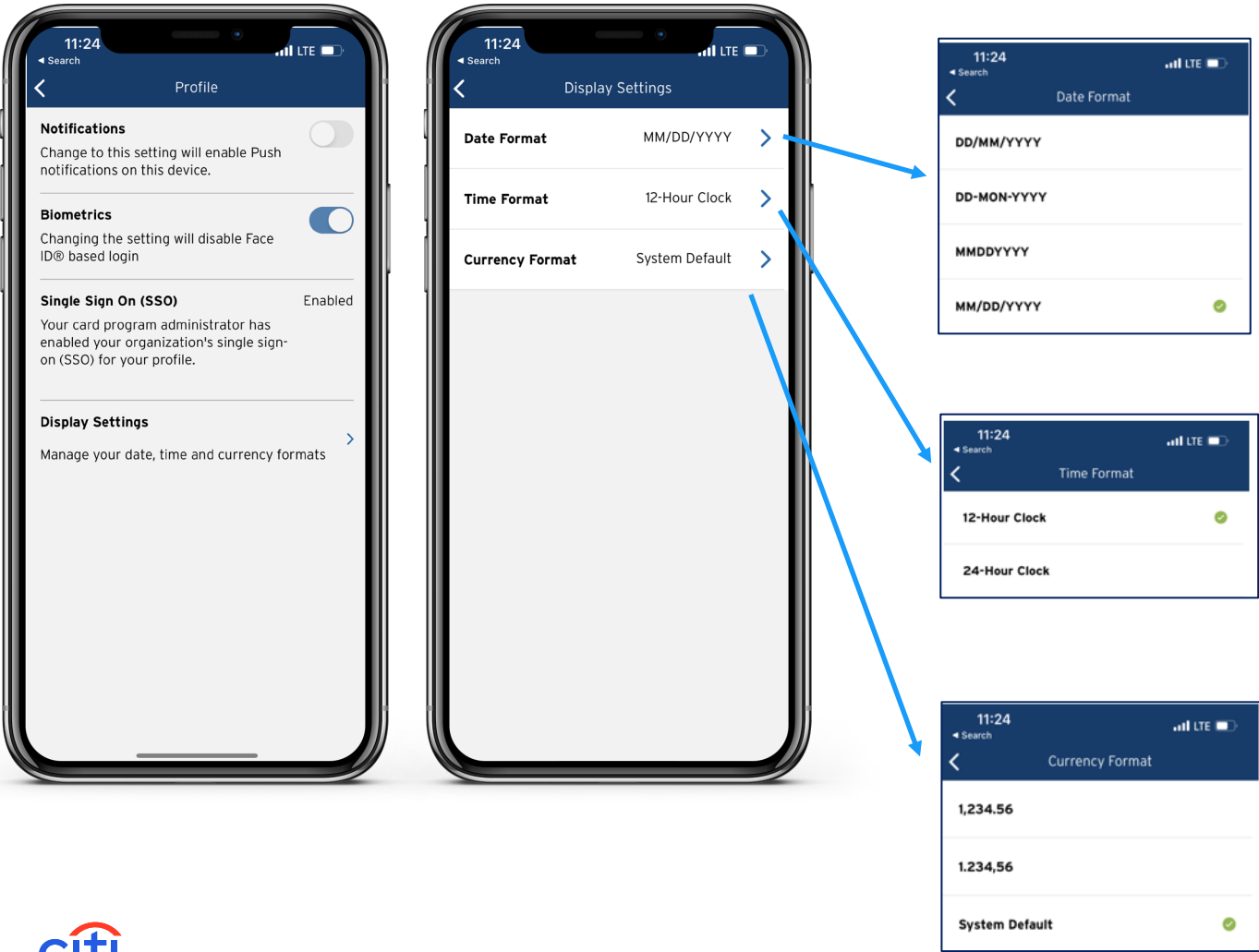
Description

View Payment History allows users to view payments that were made on their card account. In NAM, payments that are shown here are the payments that the user made on CitiManager app or website. In NAM, payments that were scheduled and deleted will also show here.

Availability

Global

My Profile- Display Settings



Description

Display Settings allows users to customize their date, time and currency format.

Availability

Global

Push Notification



Description

Push Notification allows the user to receive alerts on their mobile devices from CitiManager Mobile in addition to SMS text and email.

- Available credit remaining (%)
- Declined transaction
- Dispute resolution notice
- Each transaction
- Email statement
- High value transaction (\$)
- Payment due
- Payment received
- Payment past reminder
- Two-way fraud (ex. NAM)

Cardholders must sign up for alerts on Citimanager.com first and opting in will turn on SMS text alerts

Availability

Global

3D Secure



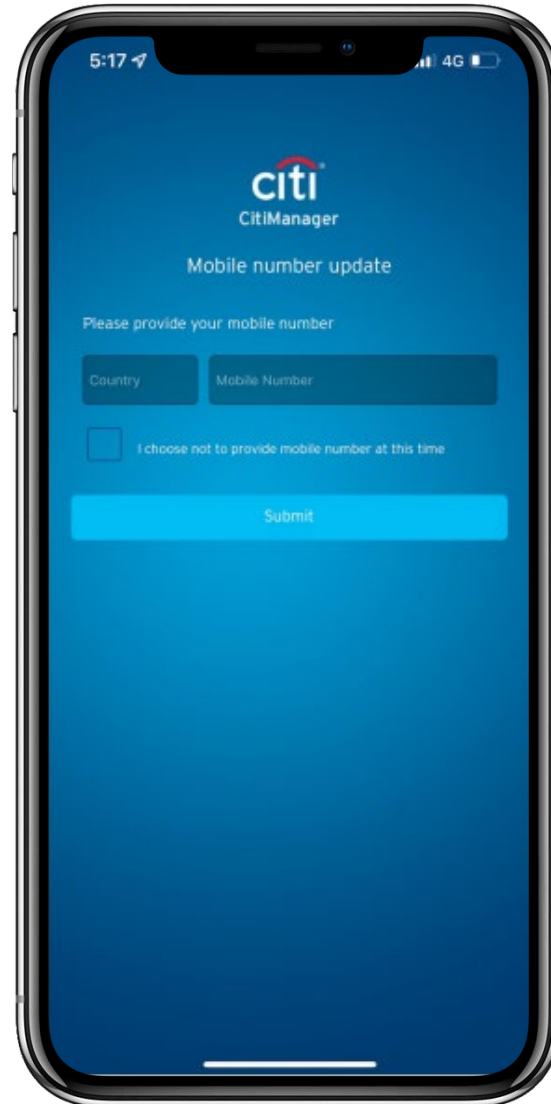
Description

In accordance with PSD2 regulation, cardholders will get **3D Secure notifications** through the CitiManager app to authorize transactions.

Availability

Global

Mobile Phone Number Capture



5:17 4G

citi
CitiManager

Mobile number update

Please provide your mobile number

Country Mobile Number

☐ I choose not to provide mobile number at this time

Submit

Description

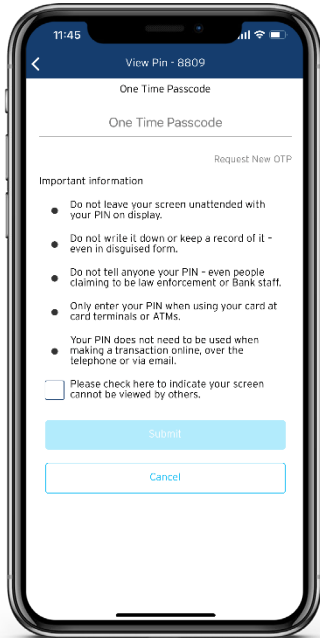
Cardholders are offered the option to sign up to receive notifications by text message if current profile does not have a mobile number. These alerts include notification for large transactions, payments, suspected fraud and more. These alerts are intended to keep cardholders in the know and their accounts safe, along with the associated personal information and financial assets.

Cardholders must sign up for alerts on Citimanager.com first

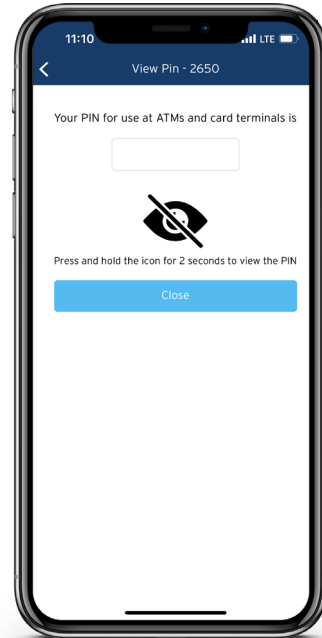
Availability

Global

View PIN (excluding reset PIN)

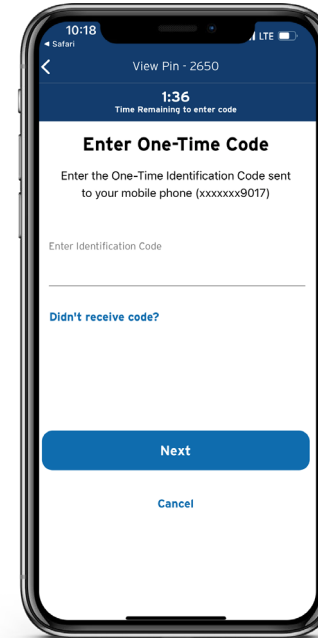


Input One Time PIN

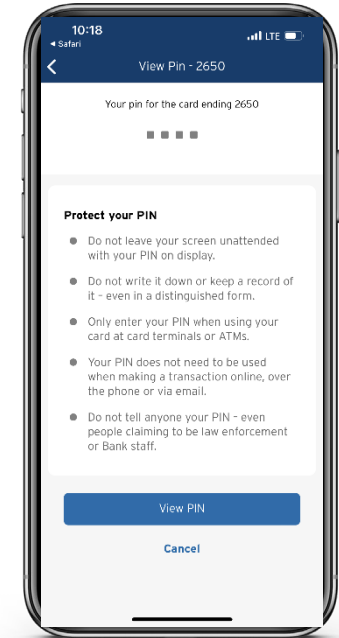


Press screen to display PIN

OR



Input One Time PIN



Tap screen to display PIN

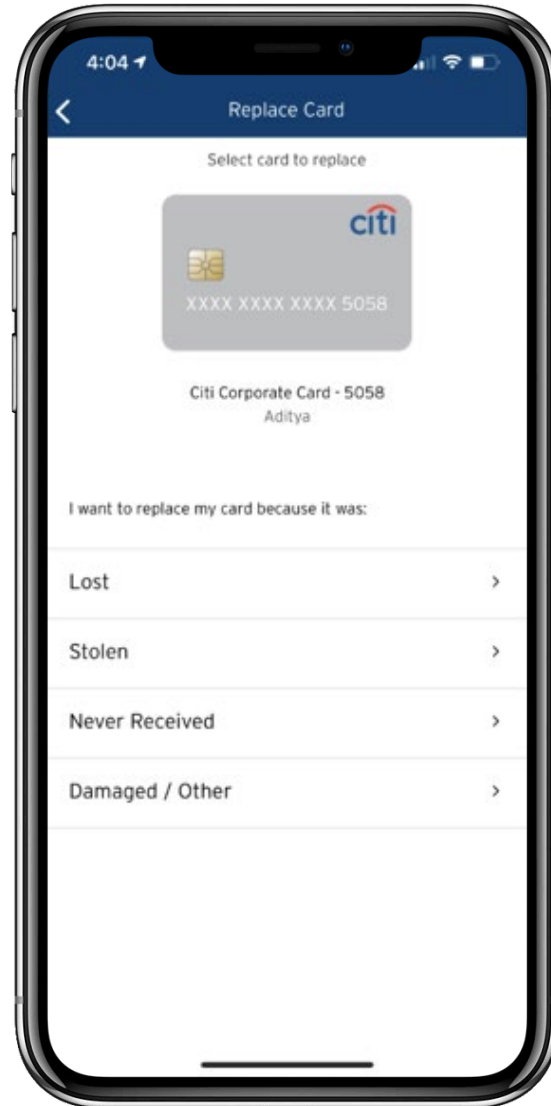
Description

View PIN (ex. Reset PIN) allows the user to view the PIN after providing either the card's CVV* or receive OTP for verification. After two views user must log out and back in for security purposes.

Availability

Global
(Except for Argentina)

Replace Card



Description

Replace Card allows users to request a replacement card directly from the app. User will report if their card was lost, stolen, never received or damaged.

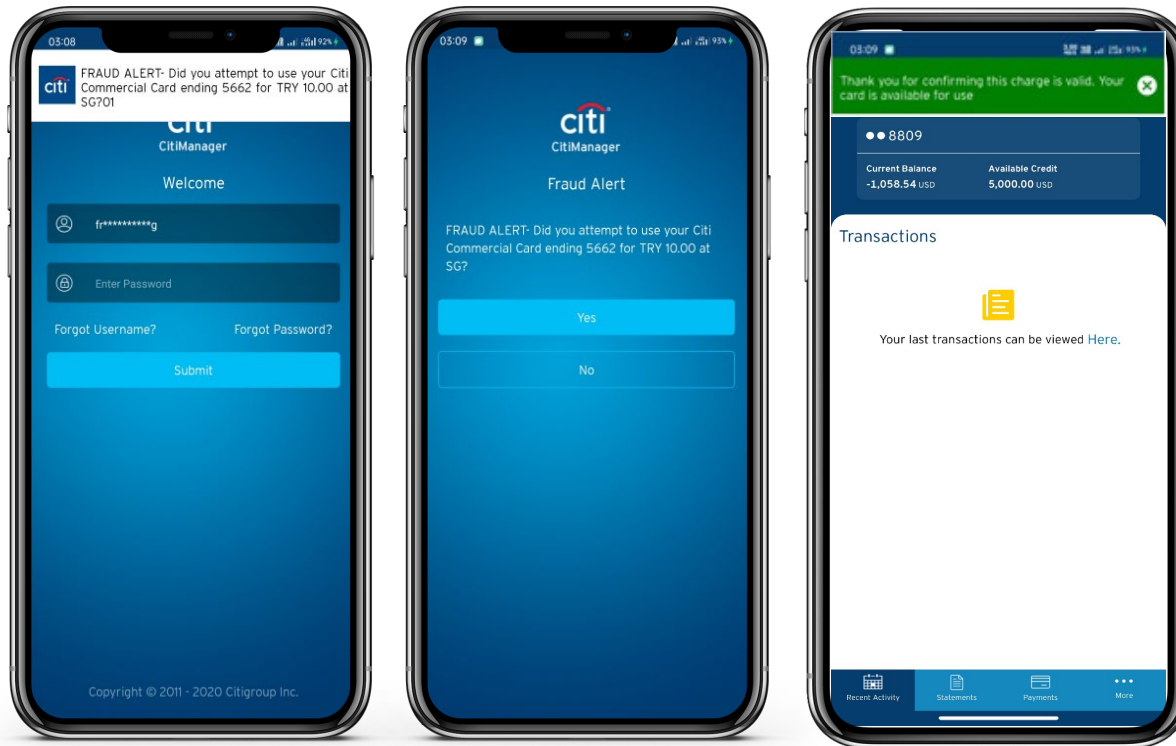
Availability

Global

A faint, stylized world map in the background, composed of many thin, parallel lines that form the outlines of continents. The map is light gray and covers most of the slide area.

Rest of the World Features (ex. NAM)

Two-Way Fraud Notifications



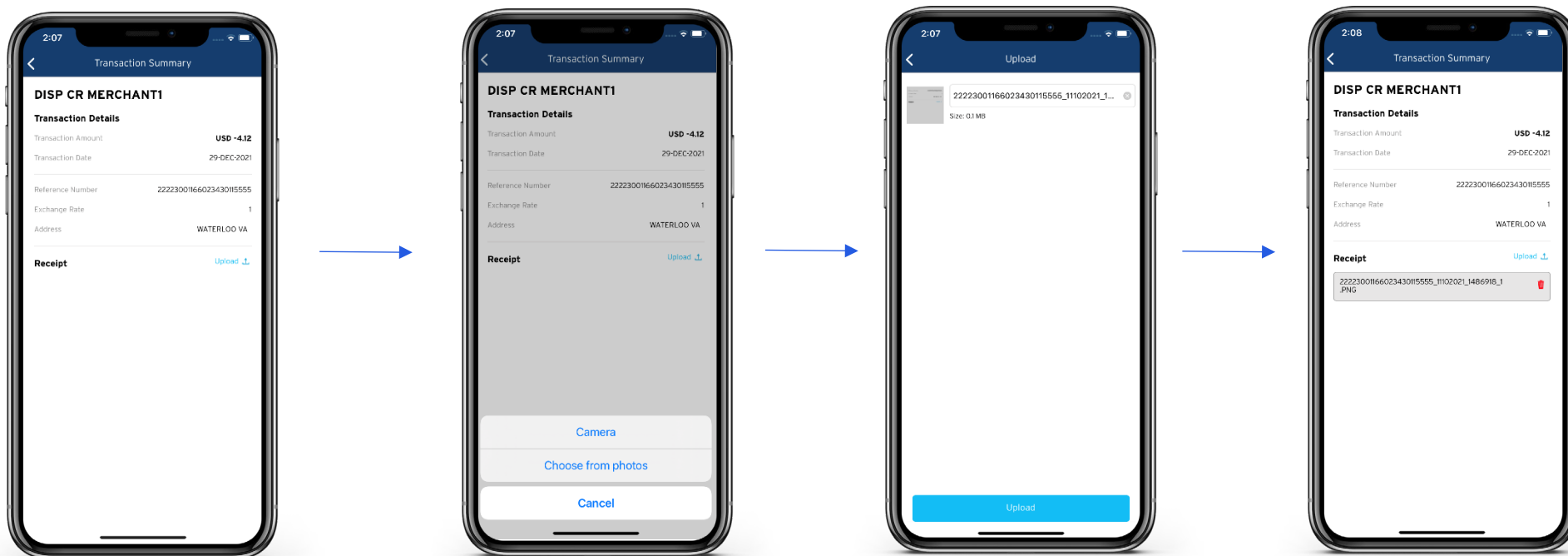
Description

Two-Way Fraud Notifications allows the user to receive an SMS or Push Notification in real time to verify suspicious activity on the user's card.

Availability

Global
(except NAM)

Receipt Image Upload



Description

Receipt Image Upload allows the user to add, view, download, and delete receipt images of transactions in their statements.

This can be found on the Transaction Summary section accessed via Statements and Recent Transactions.

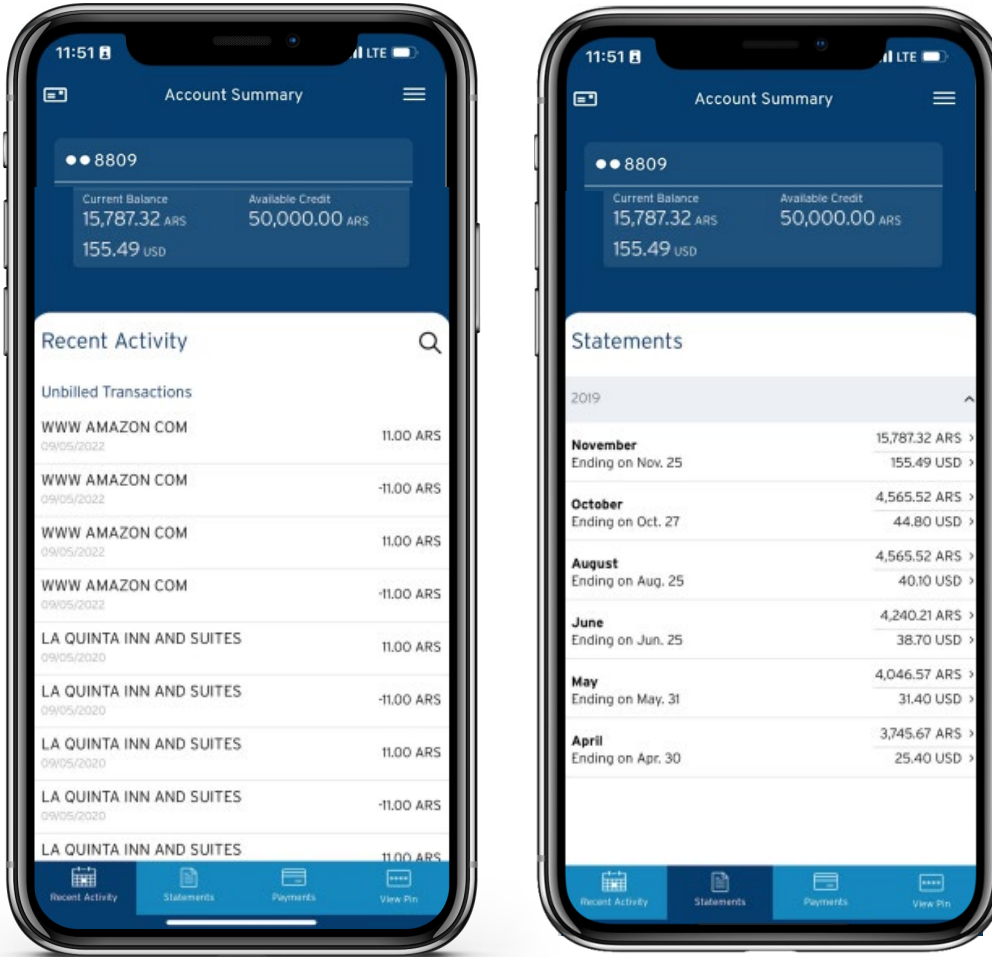
Availability

Global (except NAM and India)

A faint, stylized world map composed of parallel lines, serving as a background for the slide.

LATAM features

Argentina Dual Currency Balance Display



Description

Argentina Dual Currency Balance Display allows the user to see every transaction in both Argentine pesos and US dollars.

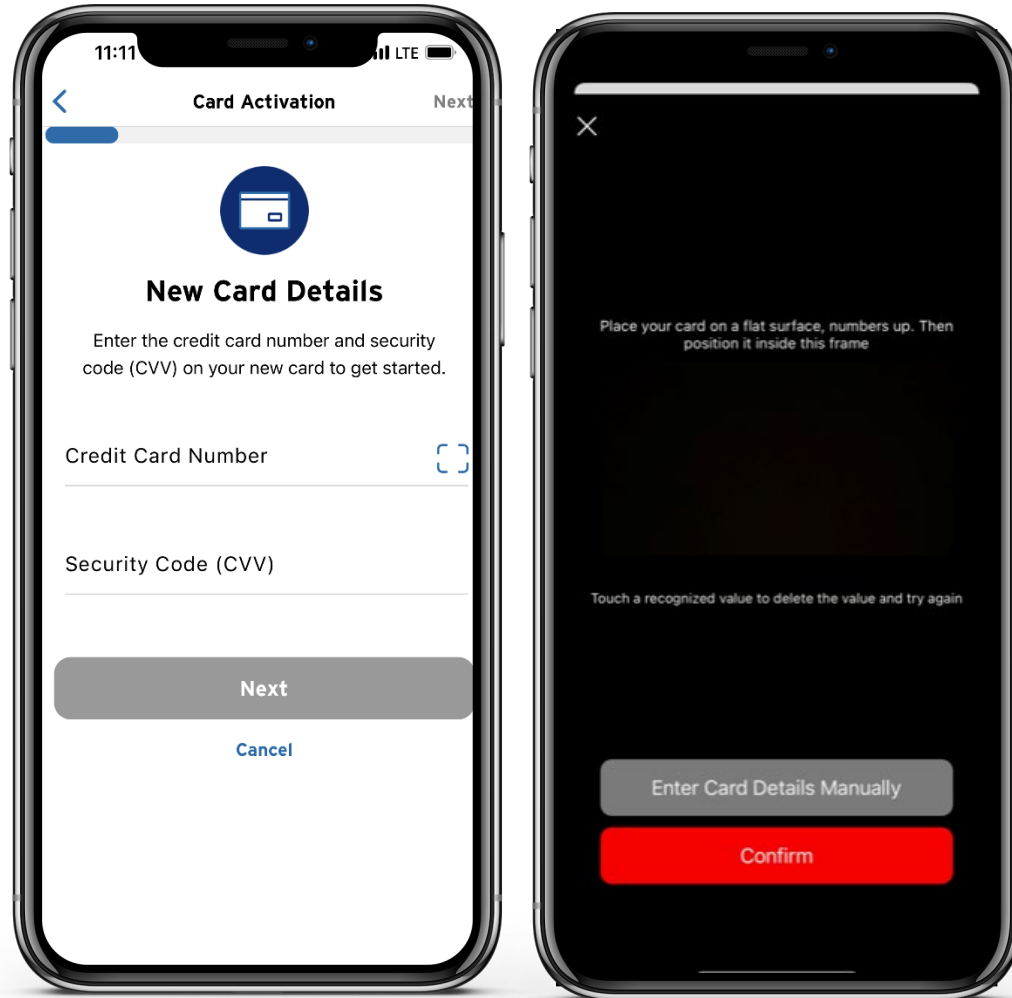
Availability

Argentina and Costa Rica

A faint, stylized world map in the background, composed of many thin, parallel lines that form the outlines of continents.

NAM features

Card Activation Scanner (Post-Login)



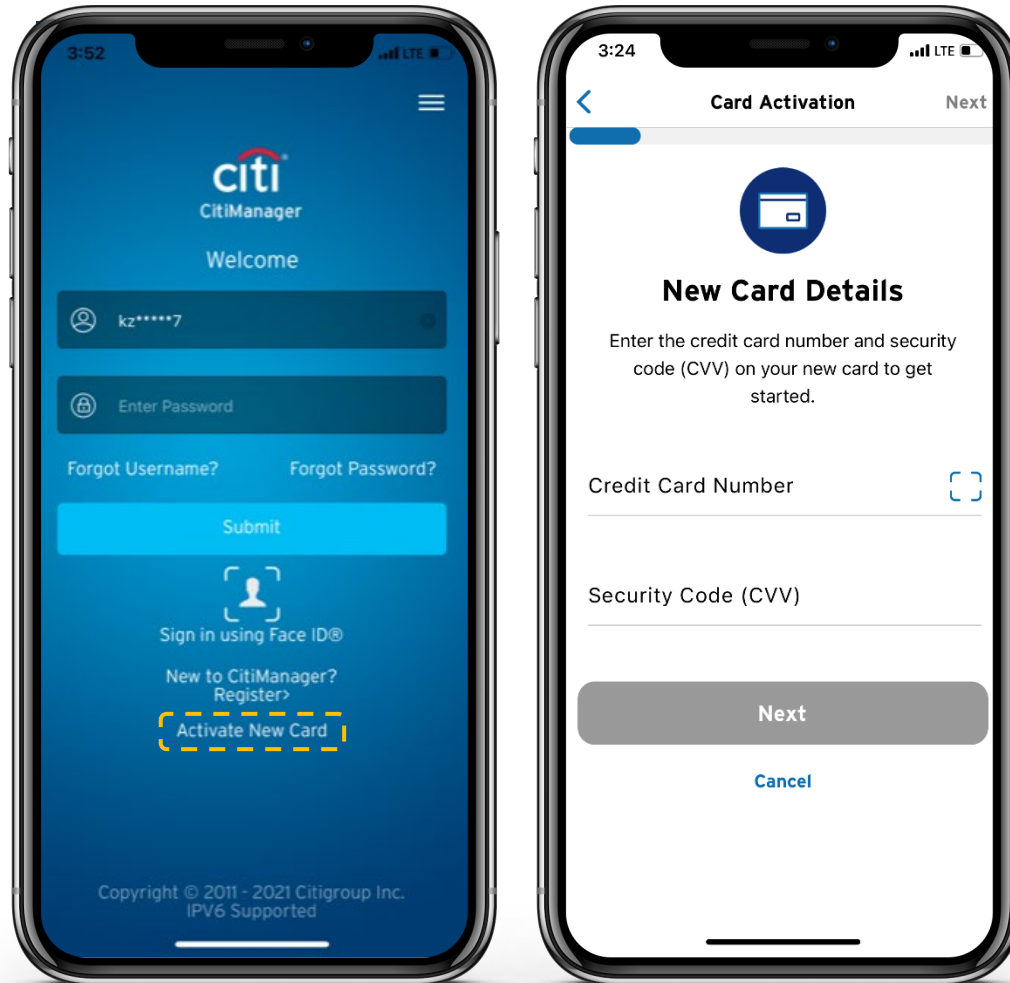
Description

Card Activation Scanner allows a cardholder to activate their Citi commercial card within the app using their device camera instead of manually entering their card information.

Availability

NAM and iOS Only

Card Activation (Pre-Login)



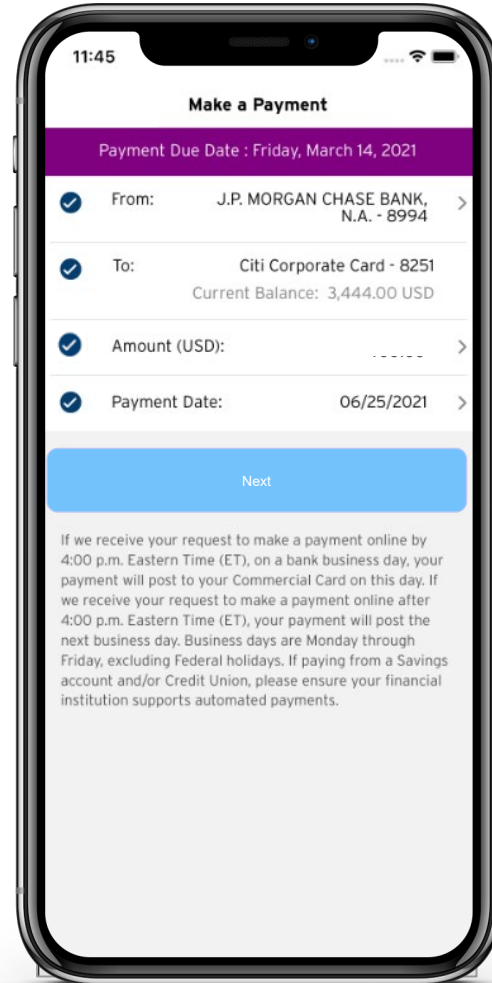
Description

Card Activation allows a cardholder to activate his or her Citi corporate card within the app instead of calling in to the Help Desk or needing a desktop browser.

Availability

NAM Only

Pay Bill



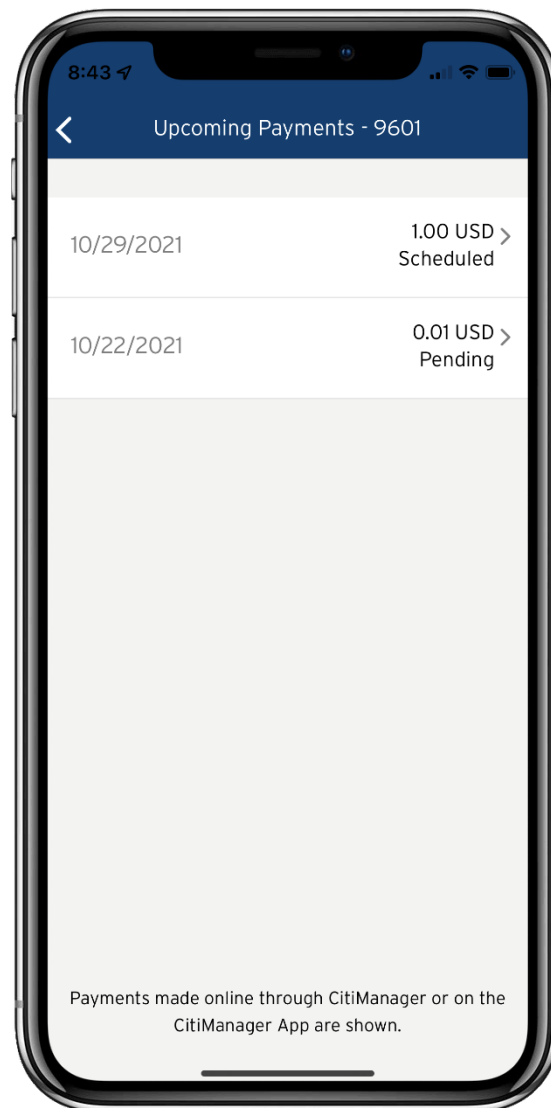
Description

Pay Bill allows users to make payments to their account. Users can make payments on the current day or schedule them for the future.

Availability

US Only

View Upcoming Payments



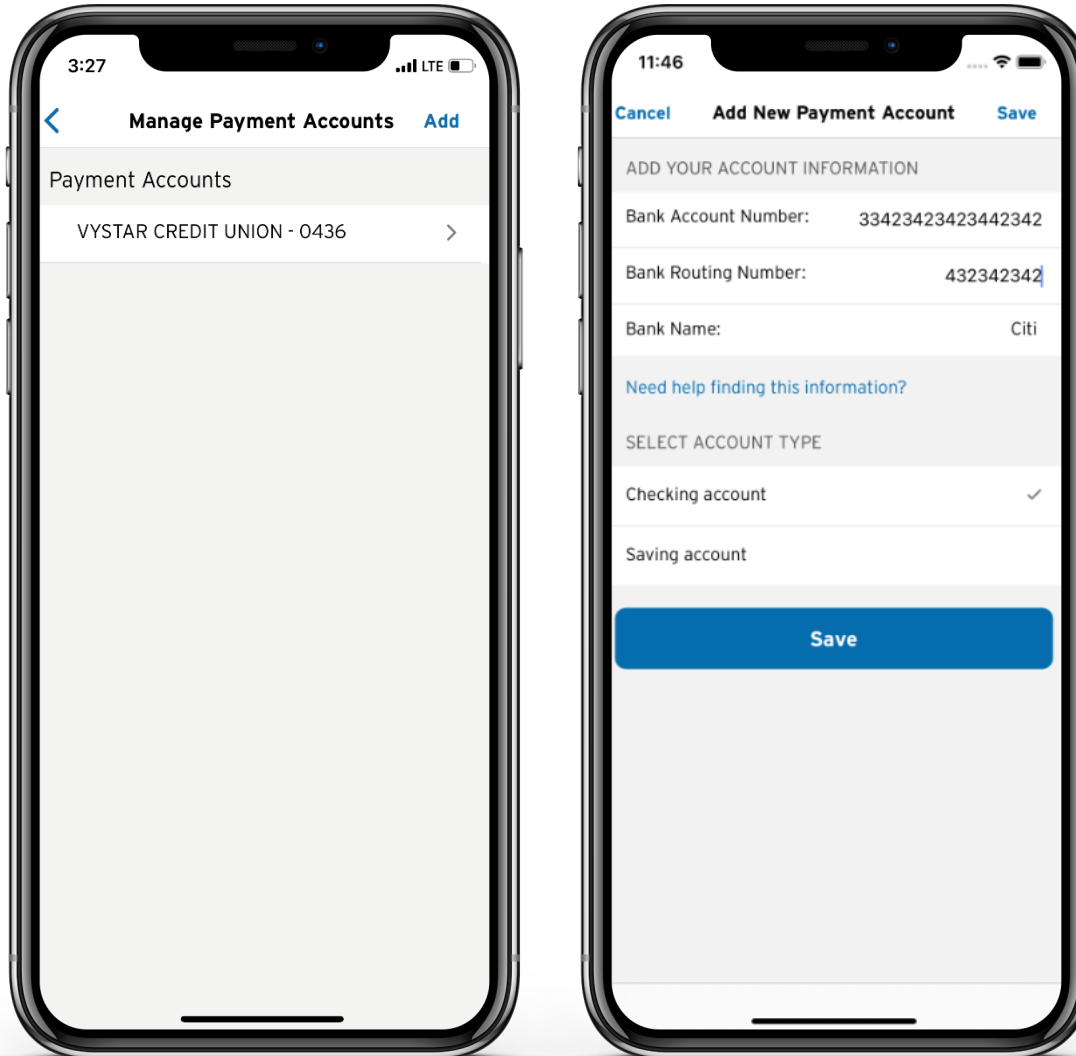
Description

View Upcoming Payments allows users to see payments that are pending or are scheduled for a future date.

Availability

US Only

Add Payment Accounts



Description

Users can **add payment accounts** to make payments from. Additionally, users can delete payment accounts that they no longer wish to use. The Manage Payment Accounts screen shows user a view of all the payment accounts that they have currently linked.

Availability

US Only