

CitiManager[®] Site Quick Start Guide

View and Unlock PIN Job Aid

June 2026

Services





View and Unlock PIN

Key Concepts

During the card activation process, you were prompted to set up a four-digit PIN as an extra layer of security.

Some merchants require that you to enter your PIN to complete a transaction.

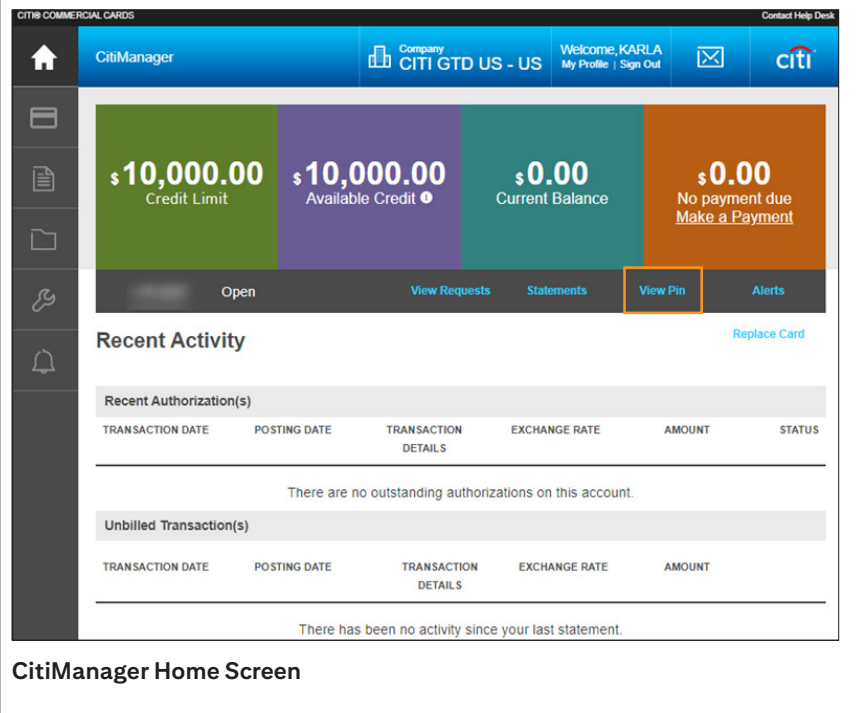
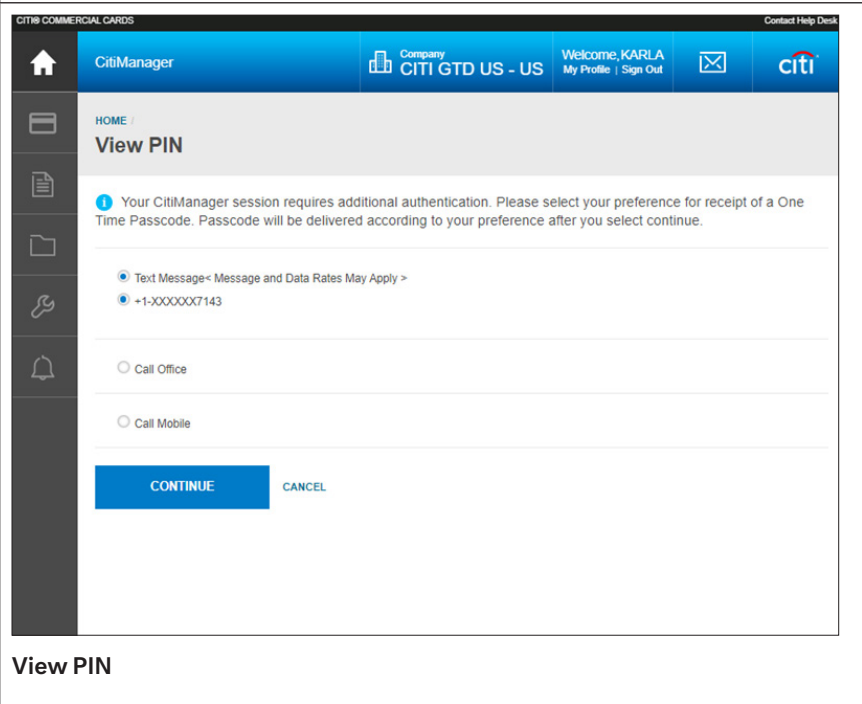
If you need to view your PIN if it's forgotten or unlock it after it's become locked, you can view and unlock it from CitiManager Site desktop or the CitiManager Mobile app. You do not need to call Customer Service.

If your PIN is locked after exceeding the allowable number of failed attempts, in most cases it will automatically be unlocked when you view your PIN. A message will display when you view your PIN indicating it was unlocked.

If your PIN is stored on the chip on your card instead of the our processor, you will need visit an ATM and perform a balance inquiry to synchronize and unlock your PIN. If this step is required a message will display when you view your PIN.

View PIN from the CitiManager Site Website

Step-by-Step Instructions

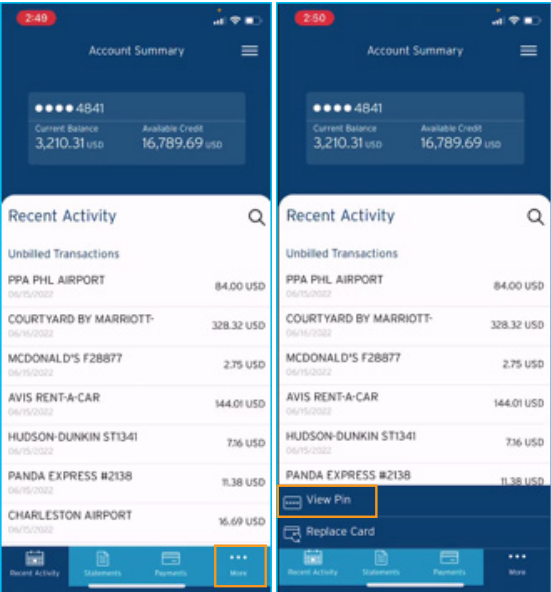
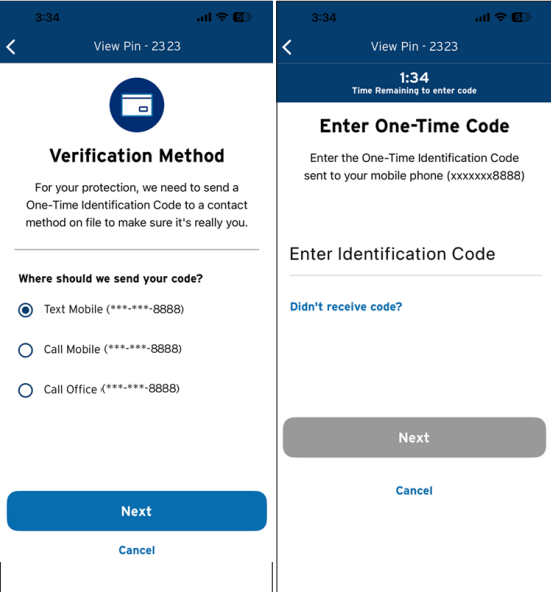
Screen	Step/Action
 The screenshot shows the CitiManager Home screen. At the top, there's a header with 'CitiManager', 'Company CITI GTD US - US', 'Welcome, KARLA My Profile Sign Out', and a 'Contact Help Desk' link. Below the header, there are four large colored boxes: a green box for '\$10,000.00 Credit Limit', a purple box for '\$10,000.00 Available Credit', a teal box for '\$0.00 Current Balance', and an orange box for '\$0.00 No payment due Make a Payment'. Below these boxes is a navigation bar with 'Open', 'View Requests', 'Statements', 'View Pin' (highlighted), and 'Alerts'. Underneath is a 'Recent Activity' section with a 'Replace Card' link. It contains two tables: 'Recent Authorization(s)' and 'Unbilled Transaction(s)'. Both tables show columns for Transaction Date, Posting Date, Transaction Details, Exchange Rate, Amount, and Status. The 'Recent Authorization(s)' table is empty, and the 'Unbilled Transaction(s)' table is also empty. At the bottom, it says 'There has been no activity since your last statement.'	1. From the CitiManager Site Home screen, click the View Pin link. <i>The View PIN screen displays.</i>
 The screenshot shows the 'View PIN' screen. At the top, there's a header with 'CitiManager', 'Company CITI GTD US - US', 'Welcome, KARLA My Profile Sign Out', and a 'Contact Help Desk' link. Below the header, there's a 'HOME / View PIN' section. A message states: 'Your CitiManager session requires additional authentication. Please select your preference for receipt of a One Time Passcode. Passcode will be delivered according to your preference after you select continue.' Below the message are four radio button options: 'Text Message< Message and Data Rates May Apply >' (selected), '+1-XXXXXX7143', 'Call Office', and 'Call Mobile'. At the bottom, there are two buttons: 'CONTINUE' and 'CANCEL'.	2. Select the radio button to indicate where you want the One Time Passcode to be sent and click the Continue button. <i>The View PIN — One Time Passcode screen displays.</i>



Screen	Step/Action
	3. In the One Time Passcode field, type the One Time Passcode you received and click the Continue button. <i>The View PIN screen displays the last four digits of your card number and your PIN.</i> Note: If your PIN was locked, it will either be unlocked automatically or you will be prompted to visit an ATM and view your balance to sync your PIN with your card. You do not need to call Customer Service to reset your PIN.
View PIN — One Time Passcode	
View and Unlock PIN	
View and Unlock PIN – Sync at ATM	

View PIN from the CitiManager Mobile App

Step-by-Step Instructions to Register as a Cardholder

Screen	Step/Action
 Account Summary and Account Summary — More	- From the Account Summary screen, tap the (...) More link. <i>The View Pin link displays at the bottom of the screen.</i> - Tap the View Pin link. <i>The View Pin — OTP screen displays</i>
 One Time Passcode	- Select the option for where the One Time Passcode will be sent and tap the Next button. <i>The Enter One-Time Code screen displays.</i> - Type the One-Time Passcode in the Enter Identification Code field and tap the Next button. <i>The Protect your PIN screen displays.</i>

Screen	Step/Action
3:34 View Pin - 2323 Your pin for the card ending 2323 ■ ■ ■ ■ Protect your PIN - Do not leave your screen unattended with your PIN on display. - Do not write it down or keep a record of it - even in a distinguished form. - Only enter your PIN when using your card at card terminals or ATMs. - Your PIN does not need to be used when making a transaction online, over the phone or via email. - Do not tell anyone your PIN - even people claiming to be law enforcement or bank staff. View PIN Cancel 3:34 View Pin - 2323 Your pin for the card ending 2323 1212 Hiding card PIN in 17 Seconds Protect your PIN - Do not leave your screen unattended with your PIN on display. - Do not write it down or keep a record of it - even in a distinguished form. - Only enter your PIN when using your card at card terminals or ATMs. - Your PIN does not need to be used when making a transaction online, over the phone or via email. - Do not tell anyone your PIN - even people claiming to be law enforcement or bank staff. Hide PIN Cancel View PIN	5. Review the protect your card tips and tap the View PIN button. <i>Your PIN displays at the top of the screen.</i>

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