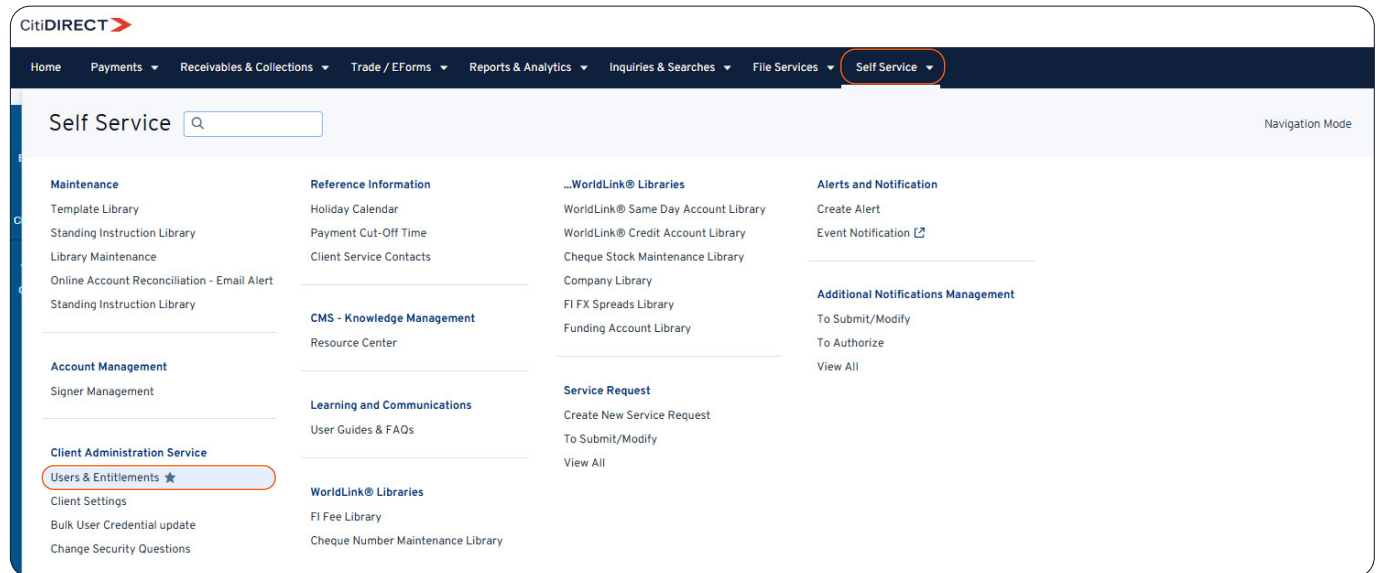
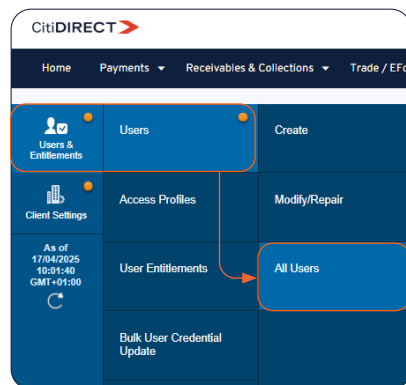


Security Manager – Adding a Safeword card

1. From the main menu, select **Self-Service**. In the Self-Service tab, select **Users and Entitlements**.



2. A panel will appear on the left. Select **Users and Entitlements** → **Users** → **All Users**.



3. A list of users will then be displayed. Click on the user’s name to access one’s profile.

CitiDIRECT

HomePaymentsReceivables & CollectionsTrade / EFormsReports & AnalyticsInquiries & SearchesFile ServicesSelf Service

Users & Entitlements

Client Settings

As of 17/04/2025 10:03:23 GMT+01:00

All Users (33)

> Show Search Criteria

All (1 - 33 of 33)Selected Items: 0(As of 17/04/2025 10:03:23 GMT+01:00)

	User name 2	User Alias	Worklist status	Access Profiles	User Status 1		Credential Registration			Mobile Access
<input type="checkbox"/>	GOL...	elgo0...	Processed	10	Active					YES
<input type="checkbox"/>	GRA...	prgr4...	Processed	11	Active					YES
<input type="checkbox"/>	HAL...	phala...	Processed	2	Active					YES
<input type="checkbox"/>	JASI...	ajasi...	Processed	2	Active					YES
<input type="checkbox"/>	KLIM...	mkli...	Processed	10	Active					YES
<input type="checkbox"/>	KOZ...	anko...	Processed	12	Active					YES
<input type="checkbox"/>	LUK...	allu1...	Processed	8	Active					YES
<input type="checkbox"/>	MAJ...	toma...	Processed	10	Active					YES
<input type="checkbox"/>	MINK...	omin...	Processed	2	Active					YES
<input type="checkbox"/>	NAW...	szna...	Processed	10	Active					YES

Reset UserAllow MobileRemove MobileDelete User

- In the user profile, go to [2 – Credentials](#), then [Add Credentials](#). There, select the [Challenge/Response – Host 9](#) option and click [Select](#).

Credential Type
Challenge/Response - Host 9

Action
Get New Safeword ID - Email PIN

*** Credential ID**

Add Credentials

2 - Credentials

The following credentials will be assigned to this user. Use Add Credentials to a

Credential Type
Mobile Token

Action
Select

Add Credentials

3 - User Entitlements

Expand All Collapse All

☐ Reset User
Select the Reset User checkbox and Submit to unlock the User.

Submit Save Delete Subscription Status

Reset Last Payment Transaction Date and Time ⓘ

Back to All Users

Select Credential Type (20)

Search

Credential Type

Search

List of Available Credential Types

<input type="checkbox"/>	Credential Type	Credential Description
<input type="checkbox"/>	Mobile Token	QR Code Login
<input checked="" type="checkbox"/>	Challenge/Response - Host 9	Safeword Card Login using Host 9
<input type="checkbox"/>	CBII ID	CBII App Credential
<input type="checkbox"/>	SpeedCollect ID	SpeedCollect App Credential
<input type="checkbox"/>	Tax & Child Support Payment ID	US Tax & Child Support App Credential
<input type="checkbox"/>	CLS System ID	Continuous Linked Settlement App Cre...
<input type="checkbox"/>	MBCC ID	Multi-Bank Cash Concentration App Cr...

Select Cancel

5. After making the changes, click the [Submit](#) button at the bottom. An information window will appear regarding the AML topic. If you want to make changes, click [Yes](#).

2 - Credentials
This section is optional

3 - User Entitlements
This section is optional

Expand All
Collapse All

☐ Reset User
Select the Reset User checkbox and Submit to unlock the User.

Submit

Save

Delete

Subscription Status

AML Entitlement Alert

×

This update may have Anti-Money Laundering (AML) regulatory impact. For Europe, Middle East, or African (EMEA) AML requirements, click [here](#). For Latin America and Asia AML requirements, click [here](#), then review the content for the relevant countries.

Based on the entitlements granted, users may be unable to authorize payments in AML impacted markets until Citi receives the required identity documents. The status of your users can be checked by running the AML User by Client Report under Access Management Reports.

Click Yes to continue or No to cancel the request.

YES

No

6. After making the changes, a message will appear that the user profile has been sent for authorization.

CitiDIRECT

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Users & Entitlements

Client Settings

As of
17/04/2025
10:07:37
GMT+01:00

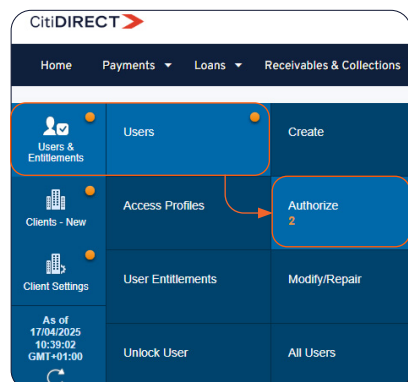
All Users (33)

Confirmation
The User has been sent for authorization.
1. You can track the record status in the [All Users](#) section

Send An Alert
You can [send an alert](#) to the authorizer(s) to let them know about this change.



Show Search Criteria

7. Security Manager can authorize by entering [Self-Service](#) → [Users and Entitlements](#) → [Users and Entitlements](#) → [Users](#) → [Authorize](#) (Security Manager can not authorize their own changes).





8. Then select the user and click [Authorize](#). You can also select [Send for Repair](#), which will send the process back to the creator and return it to the [Modify/Repair](#) tab, or [Reject](#) to reject the changes altogether.


Authorize Users (1)

[Show Search Criteria](#)

Authorize (1 - 1 of 1)

Selected Items: 1
(As of 17/04/2025 10:40:35 GMT+01:00)



<input checked="" type="checkbox"/>	User name 2 ▲	User Alias	Action	Worklist status	Access Profiles	User Status 1 ▲	
<input checked="" type="checkbox"/>	OST...	bao...	--	Pending Authorization to ...	2	Active	

Authorize

Send To Repair

Reject