

CITIDIRECT LOG IN PROCEDURES

The procedures for logging into CitiDirect are fairly straightforward for cardholders and vary slightly for Approving officials and Program coordinators.

All personnel will use the web address www.cards.citidirect.com. This will take them to the first page where the **client account code** will be entered. After entering the client code, personnel will click on the START LOGIN PROCESS button and you will be forwarded to the LOGIN page. If you don't know your client account code contact the Citidirect Help desk at 1-800-790-7206 option 2.

For card holders the User ID or Username consists of the **FIRST 4 letters of the last name combined with the LAST 6 numbers from the credit card**; for instance, John smith has a 16 digit credit card with a number 1234567887654342 the user name would be (smit654342). This user id never changes unless the card is lost and a new card is issued, then there would be a new ID issued. The username is not case sensitive so it will accept what you type.

The first time a cardholder logs in they will need a user name and password. The username was described above, The first time password is the **username spelled backward with all capital letters**. For instance Mr. Smith would use a first time password of (243456TIMS). After entering the username and password and clicking on LOGIN the cardholder will be taken to the CHANGE PASSWORD PAGE where they will have to enter the **backward username password** once more in the CURRENT PASSWORD box. The cardholder will then select a new password that is a **minimum of 6 characters long but no longer than 12 characters**. The new password **MUST contain 1 CAPITOL letter 1 LOWERCASE letter and one NUMBER**. For instance (Test1234) would be a valid password it contains one capitol letter one lowercase letter and one number. **There cannot be any SPECIAL characters such as, ! @ # \$ % ^ & * () _ +** And can not have two of the same letter or number together such as 11, 22 or AA, BB. The cardholder will then confirm the new password in the confirm password box and then click on the OK button. If the OK button is not seen on the Change Password page click on the bottom of the change password frame and drag it down to expose the OK button. If the password is acceptable the system will respond with **YOUR PASSWORD HAS BEEN CHANGED**. Click on the OK button and you will be logged into Citidirect automatically.

Final Notes

After the ID's are set up the user has 45 days to log in after this period the password function is turned off and the user will have to call the Citidirect Helpdesk. If you try 3 times to log in and are not successful do not continue to try, close the browser window and open a new window and go back to the Citidirect web page and then call Citidirect Helpdesk.

Important!

After you conclude your business on Citidirect you **MUST click on the LOGOUT link located on the upper right side of the web page just below the X for closing the page**. Failure to do so can cause the system to lock you out.

If you have problems logging in please feel free to call Citidirect between 7am and 8pm Eastern Time Monday through Friday. 1-800-790-7206