

CitiDirect BE[®] Login

Quick Reference Guide

Resetting Your Password

1. On the CitiDirect login page at <https://portal.citidirect.com>, click *Forgot Password?*
 2. Enter your Login ID and email address. Click Continue.
 3. Enter the answer to the security question you set up when logging in for the first time.
 4. A temporary password will be sent to the registered email address from citidirectbe.notifications@citi.com, titled '**Important User Information**'.
- If you do not receive this mail, check your spam or junk mail folders and add "@citi.com" to your list of accepted emails.
5. Reattempt the login process. When you are prompted for your password, copy and paste the temporary password as it appears in the email.
 6. Once you have logged in, change your temporary password to a preferred one.

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Re-enabling Disabled Accounts

Your user CitiDirect BE user account can be disabled if

- i) Your last login was more than 180 days ago
- ii) You made 6 or more invalid login attempts

You will need to have your account reset before you can request a new password and log in again.

Security Managers

This step involves 2 users with Security Manager access on CitiDirect BE. Each company has at least 2 Security Managers.

Security Manager 1

1. Login and select 'Users & Entitlements – New' from the Self-Service Menu.
2. Under Users & Entitlements, click Users, then All Users. The full list of your company's users will then be displayed.
3. Select the user account that has been disabled, and click 'Reset User'
4. Complete all boxes, check 'Reset User' and click Submit.
5. Select *Multi-factor* from the Login Method menu. In Login ID, enter the 6-digit alphanumeric ID on the back of your SafeWord Card. Click Continue.

Security Manager 2

1. Login and select 'Users & Entitlements – New' from the Self-Service Menu.
2. Under Users & Entitlements, click Users, then 'Authorize'. A list of users pending reset will be displayed.
3. Select the user account you want reset and click 'Authorize'.
4. Enter your password. If you are logging in for the first time or have reset your password, enter the temporary password from citidirectbe.notifications@citi.com and change it after logging in.

Note for First-Time Users

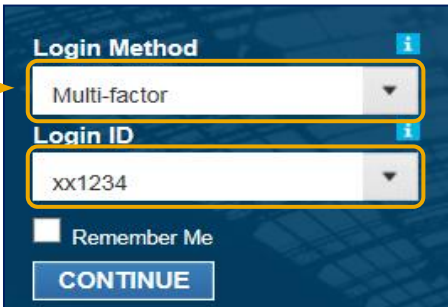
New users will be prompted to set up three security questions upon their first login. These are used in verifying your identity if you require a password reset.



1. Select Your Country

Singapore

GO



2. Login Method

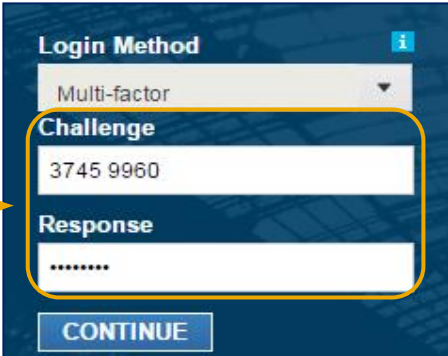
Multi-factor

Login ID

xx1234

Remember Me

CONTINUE

4. Login Method

Multi-factor

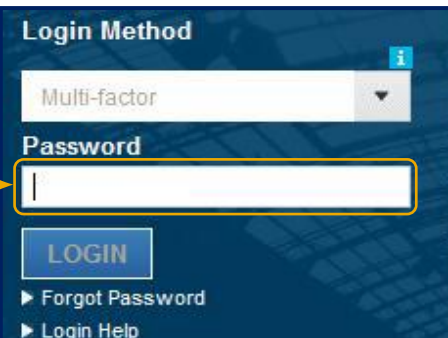
Challenge

3745 9960

Response

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CONTINUE



5. Login Method

Multi-factor

Password

LOGIN

▶ Forgot Password

▶ Login Help