Alerts

Manage Alert Subscriptions

Key Concepts

As a Cardholder, you can set alerts so notifications are automatically sent via e-mail and/or to your mobile device when certain selected activity occurs on your account, for example, when statements are available and when payments are received.

There are two types of alerts to which you can subscribe:

- **Transactional Alerts** – An alert is sent when a defined condition or threshold is met, for example an alert is triggered when a payment is received or when a defined percentage of your credit limit is met.
- **Account Alerts** – An alert is sent when there are status changes to your account, for example when your address is changed or when your statement is available.

It is possible to enter up to five e-mail addresses and customize when you will receive your alerts based on:

- Time zone
- Time of day
- Days of week

Once you have subscribed to mobile alerts in the CitiManager Site, you will receive a confirmation text message on your mobile device with a four-digit PIN. The four-digit PIN must be entered on the PIN confirmation number screen in the CitiManager Site. Once the PIN has been entered, the CitiManager Site will send another text to your mobile device confirming activation. The confirmation text message is sent any time you change or enter a new mobile phone number.

On-Demand Mobile Alerts

In addition, once you have registered your mobile device number in the CitiManager Site, you have full access to on-demand mobile alerts. On-demand mobile alerts allow you to request and receive immediate information such as account balances, payment amounts and due dates. Refer to the **Manage On-demand Mobile Alerts** topic in this user guide for additional information.

Table: Instructions for Setting Alerts

Step	Action
1.	From the CitiManager Site side navigation bar, position your mouse over the **Alerts** button and then click the **Alerts Subscription** link. *The Alerts Subscription screen displays.*
2.	To enter/edit the e-mail address(es) where you want alerts sent, click the **Email Addresses – Edit** link and complete the following steps when the **Email Address Preferences** window opens: a) Type and confirm up to five e-mail addresses. b) Click the **Save** button.

Step	Action
3.	To edit your mobile number, your mobile carrier, and your notification preferences, click the **Mobile Phone Number – Edit** link and complete the following steps when the **Mobile Number Preferences** screen opens: a) In the **Country Code** and **Mobile Number** field, type a valid mobile phone number where you wish alerts to be sent. 　**Note:** Only numeric values are allowed in this field. The country code defaults based on the country associated with your profile. b) Click in the **Supported Carriers** field and select your mobile carrier. 　**Note:** If Sprint is your carrier, you are automatically enrolled in this subscription notification. This is a requirement of Sprint. Canadian users are automatically enrolled in this subscription due to regulations in Canada. c) Click in the **Preferred Time Zone** field and select your preferred time zone. d) Click in the **From** and **To** fields and select the time-frame in which you would like to receive alerts. e) From the list of weekdays, select the days you would like to receive alerts. f) Click the **Save** button.
4.	To subscribe to alerts, select the **Email Alerts** and/or **SMS (Mobile Alerts)** checkbox(es) for each of the alerts you wish to receive. To unsubscribe to alerts, deselect the **Email Alerts** and/or **SMS (Mobile Alerts)** checkbox(es) for the alerts you no longer wish to receive. **Note:** Some alerts may be greyed out and unavailable. Available alerts are set by your Program Administrator. Alerts that are selected and greyed out are mandatory. For more information about each alert, click the information icon next to the alert name. Some alerts require you to type or select a threshold setting that will trigger the alert. For example, for the **Available Credit Remaining %** alert, you must select the desired **Available Credit Remaining %.** When the selected percent of remaining credit level is met, you will receive an alert.
5.	When you are finished, review the terms and conditions at the bottom of the screen and if you agree, select the checkbox. **Note:** If you do not agree to the terms and conditions, you will not be able to receive alerts.
6.	Click the **Save** button. *The alerts settings are saved and a confirmation message displays at the top of the screen. The PIN confirmation number screen displays if you elected to receive alerts on your mobile device for the first time or you changed your mobile phone number.* **Note:** If you elected to receive alerts on your mobile device, you will receive a text message with a PIN. On the CitiManager Site **PIN confirmation number** screen, type the PIN number received on your mobile device in the **PIN confirmation number** field and click the **Confirm** button.

View Alert Audit Log

Key Concepts

Use the Alert Audit Log to view the following information about a change made to an alert:

- Date/Time of Change
- Changed By
- Updated Alert
- E-mail/Mobile
- Previous Status
- Current Status

Table: Instructions for Viewing the Alert Audit Log

Step	Action
1.	From the CitiManager Site side navigation bar, position your mouse over the **Alerts** button and then click the **Audit Log** link. The Alerts Audit log screen displays.
2.	View the information displayed on the audit log to determine which alerts were updated, when they were changed, by whom and the current status of the alert.

Manage On-Demand Mobile Alerts

Key Concepts

In order to receive alerts on your mobile device, you must subscribe to the alerts in the CitiManager Site first. Refer to the **Manage Alert Subscriptions** topic in this user guide for additional information.

Once you have registered your mobile device number in the CitiManager Site, you have full access to on-demand mobile alerts. On-demand mobile alerts allow you to request and receive immediate information such as account balances, payment amounts and due dates.

For additional information about on-demand mobile alerts, from the side navigation bar, position your mouse over the **Alerts** button and then click the **On-Demand Mobile Alerts** link.

If you need to stop mobile alerts, reset your CitiManager Site password, or need additional support, choose one of the following options:

Table: On-demand Mobile Alert Action and Command Descriptions

Action	Command
To suspend mobile alerts from your mobile device	Text **STOP** to **GOCITI** (462484).
To reset your CitiManager Site password	Text **RESETXXXX to GOCITI** (462484), where XXXX represents the last four digits of your account number (e.g., RESET1234). **Note:** The reset password sent to you is valid for 48 hours. You are required to change the reset password when you log into the CitiManager Site.
To receive mobile alert help on your mobile device	Text **HELP** to **GOCITI** (462484).
To view the Citi Mobile Alerts Help website which provides a list of alerts available by region	Navigate to: http://home.cards.citidirect.com/SMSHelp **Note:** This link is case sensitive and SMSH is capitalized.

To receive on-demand alerts from your registered mobile device, text the desired command (e.g., HIST) to **GOCITI** (462484). A list of available commands is provided in the table below.

For some on-demand mobile alerts you are required to enter the last four digits of your account number after the command. For example, to receive account balance information, text BAL1234 to **GOCITI** (462484) where 1234 represents the last four digits of the account number.

Table: Mobile Alert Commands, Descriptions and Available Countries

Command	Description	Country Availability
BAL	To receive current balance, last payment, payment amount due, and payment due date **Note:** The last four digits of the account number are required. For example, text BALXXXX, where XXXX represents the last four digits of the account number.	Canada United States United Kingdom United Arab Emirates
COM	To receive information regarding valid on demand commands	Canada United States United Kingdom United Arab Emirates
CUST	To receive Citi Commercial Cards Customer Service numbers	Canada United States United Kingdom United Arab Emirates
HELP	To receive alerts help	Canada United States United Kingdom United Arab Emirates
HIST	To receive details on the three most recent posted transactions **Note:** The last four digits of the account number are required. For example, text HISTXXXX, where XXXX represents the last four digits of the account number.	Canada United States United Kingdom United Arab Emirates
LIMIT	To receive the available spend remaining on your account **Note:** The last four digits of the account number are required. For example, text LIMITXXXX, where XXXX represents the last four digits of the account number.	United Kingdom United Arab Emirates
RESET	To request password reset for the CitiManager site **Note:** The last four digits of the account number are required. For example, text RESETXXXX, where XXXX represents the last four digits of the account number.	Canada United States United Kingdom United Arab Emirates
STOP	To stop alerts from being sent to your registered mobile device	Canada United States United Kingdom United Arab Emirates