CitiDirect®
A short manual how to use a SafeWord card

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1. How to order a new SafeWord card and PIN

CitiDirect has launched a possibility to order a new SafeWord card and PIN for a User directly by Security Manager.

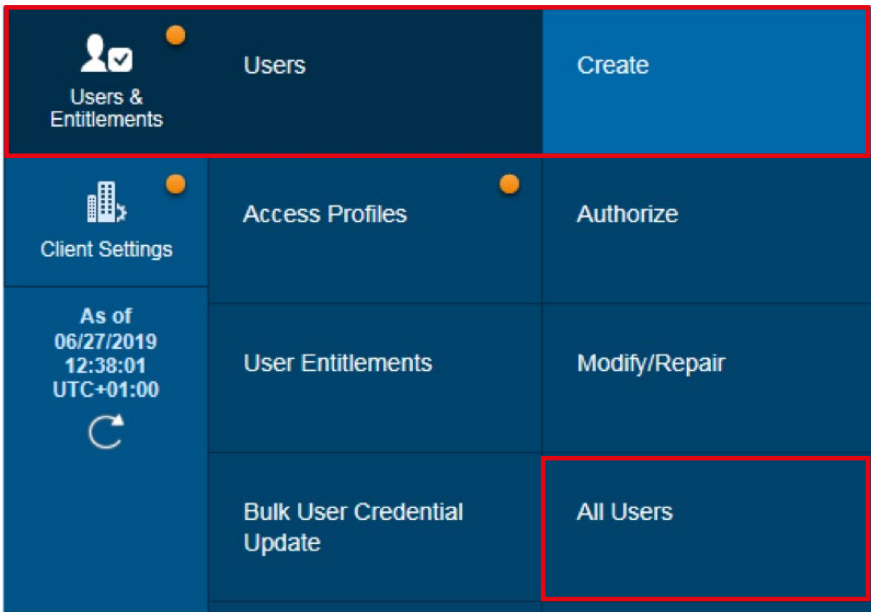
To order a new SafeWord card or PIN, you need to:

Step 1

log in to CitiDirect as Security Manager.

Step 2

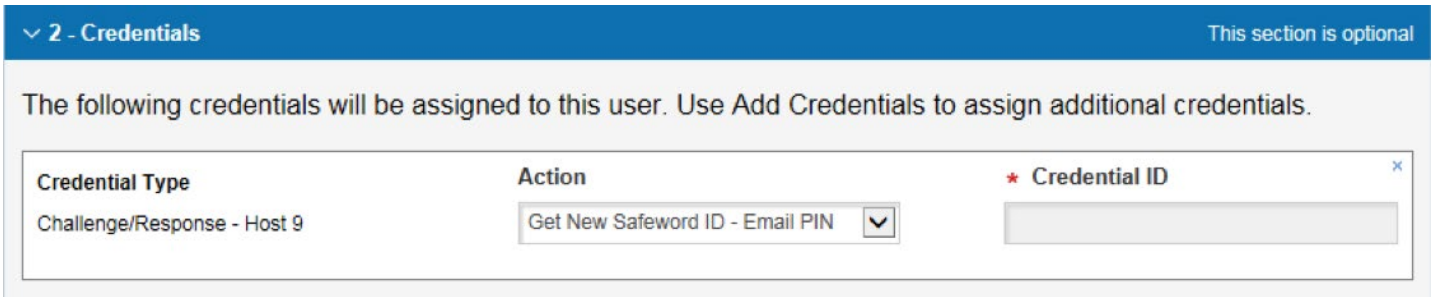
go to the options: *Self Service* > *Client Administration Service* > *Client Settings* > *Users & Entitlements* > *Users* > *Create* (for new Users) *or All Users* (to modify an existing User) *and select the User who is to receive a new SafeWord card and PIN.*



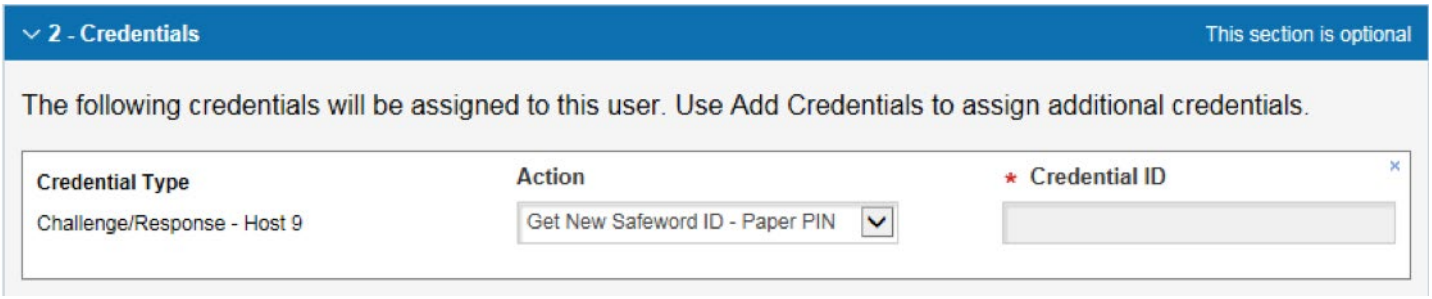
Step 3

after opening the User creation/modification window, in the section *Credentials* select *Credential ID – Challenge / Response – Host 9*, and then one of the available options:

option 1 – *Get New SafeWord ID – Email PIN* – the SafeWord card will be sent by courier mail, PIN for the card will be sent to User's e-mail address.



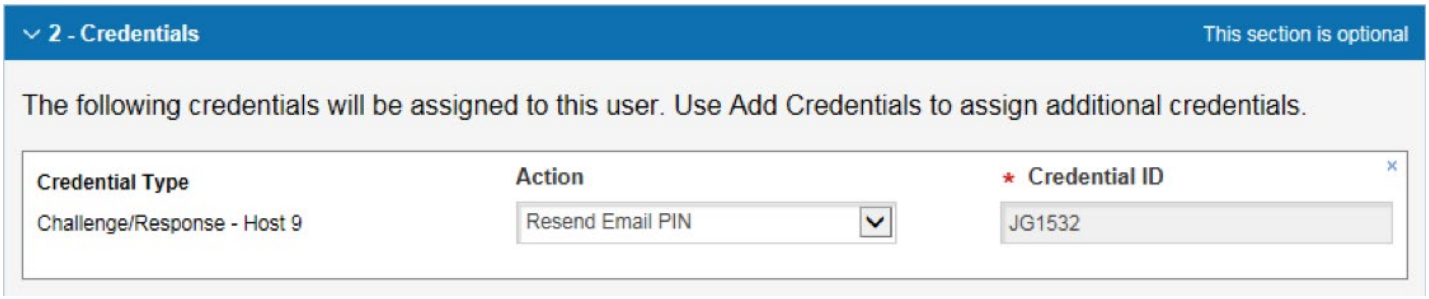
option 2 – *Get New SafeWord ID – Paper PIN* – the SafeWord card and PIN will be sent by courier mail.



CAUTION, the field *Credential ID* must remain empty for those options. In the case of re-issue of a SafeWord card and PIN, you need to cancel the existing card first, by selecting X.

The authentication tools are sent to the address assigned to the User in the CitiDirect system. You should check if these data are correct and update them, if needed.

option 3 – *Resend Email PIN* – refers to re-activation of PIN for the SafeWord card held by the User, the PIN will be sent to User's e-mail address.



CAUTION, the field *Credential ID* must be filled in for this option. The authentication tools are sent to the address assigned to the User in the CitiDirect system. You should check if these data are correct and update them, if needed.

Step 4

changes introduced in CitiDirect must be authorized by another Security Manager. The User of CitiDirect for whom the new SafeWord card / PIN was ordered will receive an automatic system e-mail.

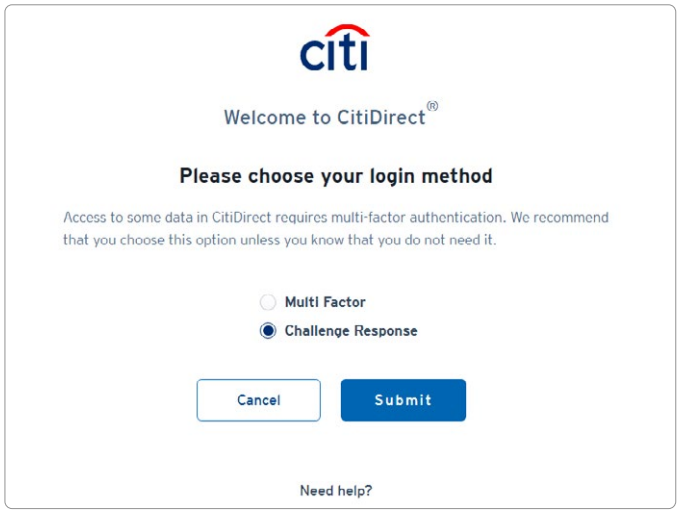
2. Login

Go to https://citidirect.com/login in a web browser.

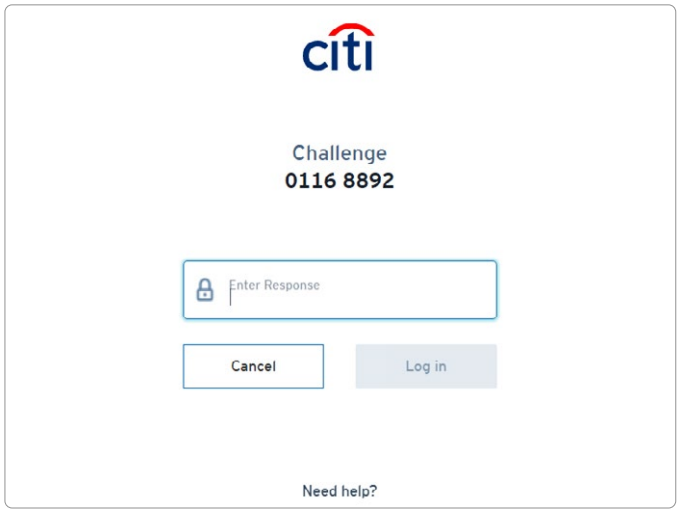
Technical requirements and proper CitiDirect system configuration is described on http://www.citidirect.pl.

1. A welcome screen will appear on the login page.
   Enter User ID (alias) received from the bank in the e-mail, while your entitlements were configured, then click **Log in**.

2. Alternatively you can choose the biometric login.



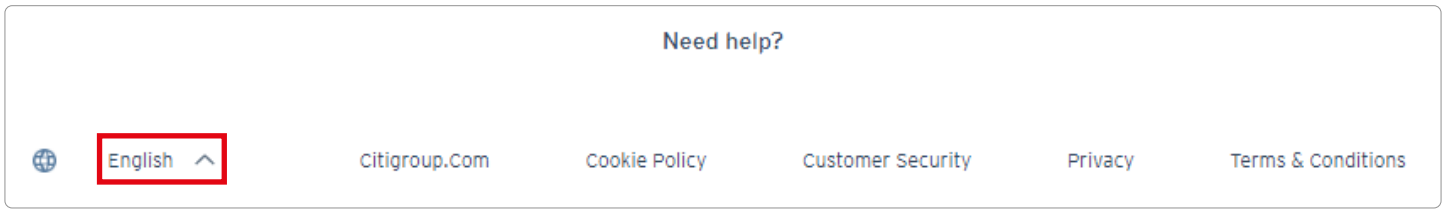
3. If you have got more than one login method available, a choice option will be displayed. If not, move to **step 4**.



4. One time password, that need to be entered to the token, will be displayed. The way how response password can be generated is described in section 2 **"Generating dynamic password"**.

5. Enter response and click on Log in. CitiDirect home page will be displayed if entered password was entered correctly.

NOTE: Language version of the system can be changed by the user in the left corner, below the main screen.



3. Generating dynamic password

At login, CitiDirect users make use installed on a mobile device or an individual SafeWord card (token).

- Generating a password – **SafeWord card**

Click **ON** in order to insert SafeWord card..

"**ENTR PIN**" will be displayed. Enter your PIN.

Upon entering the last PIN digit, "**HOST?**" will be displayed.

Enter the number **9**. "**CHALLNG?**" will be displayed.

Copy the digits from the **Challenge** field. Upon entering the last digit the card will automatically generate a dynamic password.
Enter the password in the **Response** field and click **Login**.

NOTE: Passwords generated by the SafeWord card consist of digits from 0 to 9 and letters A, H, C, P, E, F. In case of any doubt whether to type a digit or a letter (e.g. zero 0, or letter O), always type a digit.

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