

# CitiDirect BE<sup>®</sup> Login

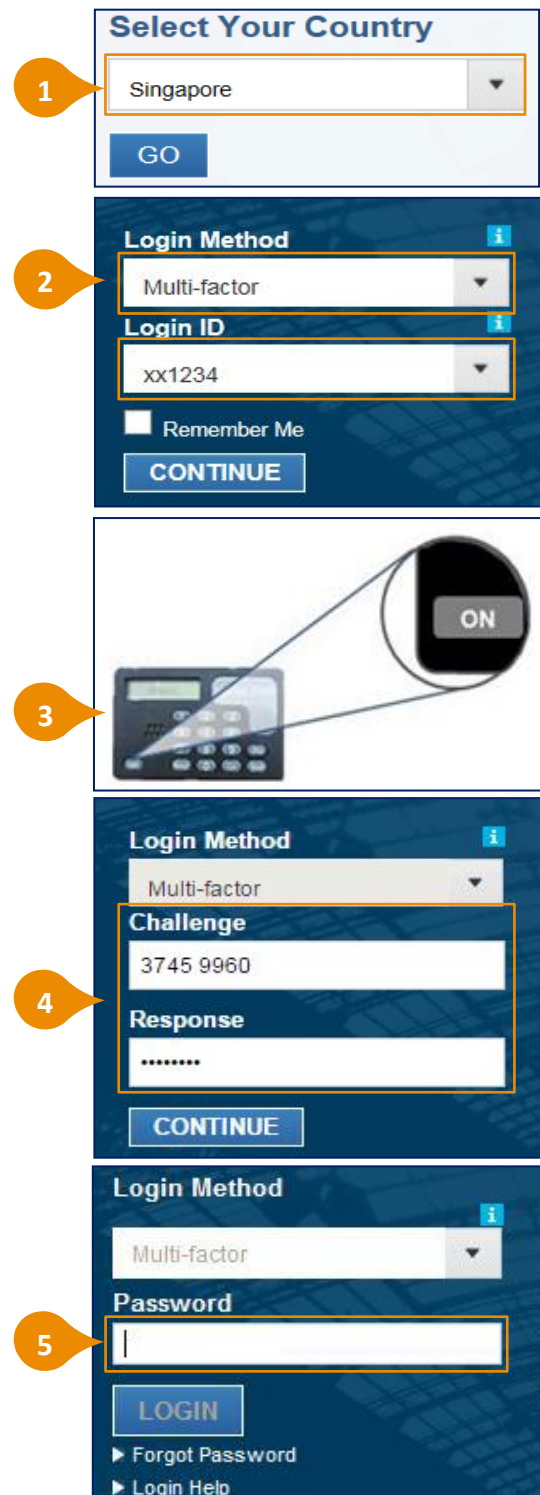
## Quick Reference Guide

### Logging In

1. On the CitiDirect login page at <https://portal.citidirect.com>, select your country and click Go.
2. 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.
3. Turn on your SafeWord Card and enter the 4-digit PIN it came with. Press '9' when you see the HOST? prompt.
4. Enter the 8-digit challenge code shown into your SafeWord Card and enter the response code from your SafeWord Card into your browser. Click Continue.
5. 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](mailto: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.



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### 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](mailto: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.

**1** Login Method

Select

▶ **Forgot Password?**

▶ Login Help

▶ Video Overview of CitiDirect BE

**2** Forgot Password

Step 1 of 3: Enter Credentials

\* Login ID

xx1234

\* Email ID

email@hotmail.com

CONTINUE

Step 2 of 3: Security Question

What high school did you attend?

\* Answer

.....

CONTINUE

Step 3 of 3: Password Reset Confirmation

**Success!**

**Your Password Has Been Reset**

**4** Subject: Important User Information

Transaction Services

You are receiving this message because you have been

Client: ACTIVATION AND SUPPORT - ASIA

You have successfully reset your Secure Password.

**5** Secure Password

Your temporary Secure Password is: xxxxxxxx