

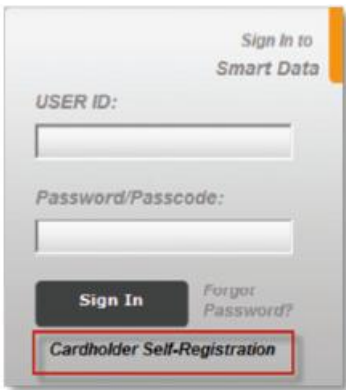
# GCMS Cardholder – User Set Up

## To Activate Your New Purchasing Card:

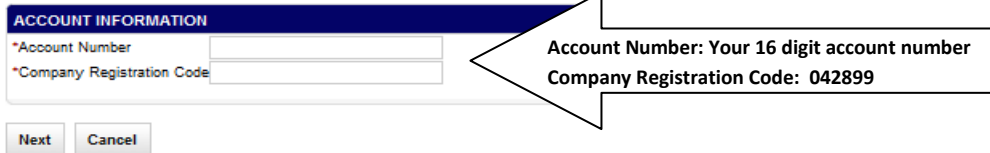
Call the telephone number listed on the front sticker of the card. Provide the sixteen digit card number. Provide the last four digits of your social security number.

## To View Transactions Online:

1. Go to <https://www.globalmanagement.citidirect.com/sdng/login/login.do>. This will take you to the Global Card Management System (GCMS). Cardholders Self-Registration will be required in GCMS for the first time users.
2. Click the Cardholder Self-Registration link under the Sign In button on the login page and fill in the required information.



## **Cardholder Self-Registration**



3. For the Account Number, enter the sixteen digit card number. For the Company Registration Code, enter 042899. Click Next.

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**Cardholder Self-Registration**

**USER INFORMATION**

\*User ID 133cardholder ← Create your own User ID

\*First Name Peggy

\*Last Name Dorris

\*E-mail Address pd@mc.com

\*Confirm E-mail Address pd@mc.com

\*Password \*\*\*\*\*  
(Must contain at least 8 characters, two of which must be numeric. Cannot be same as User ID.)

\*Confirm Password \*\*\*\*\*

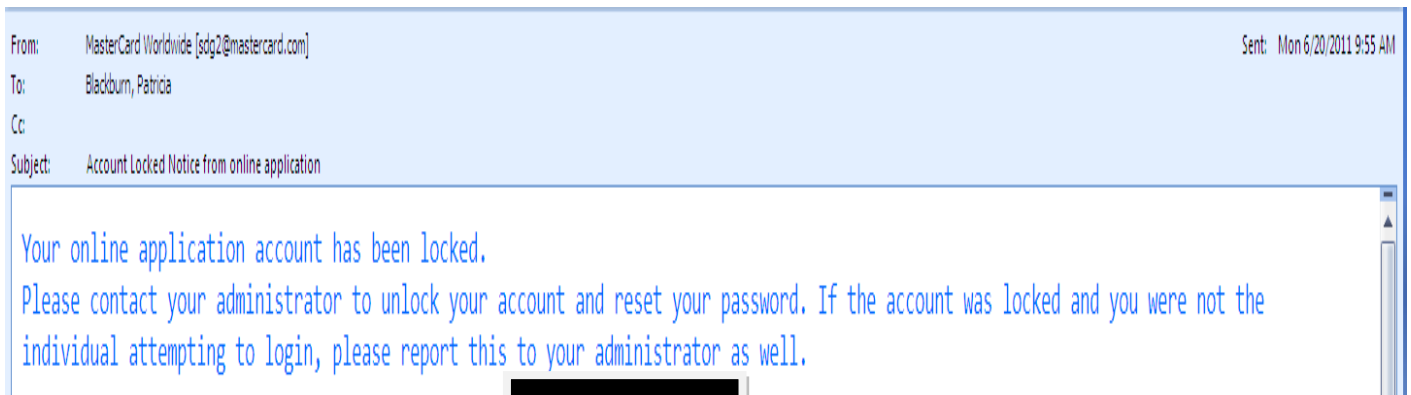
\*Security Question Your mother's maiden name? ▾

\*Security Answer

Register Account Cancel

1. The first time you log in, you will be prompted for additional information to help ensure a secure experience. Create your own User ID.
2. Password must contain at least 8 characters, two of which must be numeric. Cannot be same as User ID.
3. **E-mail** Verify e-mail address is correct.
4. **Security Question**. It is very important to remember the Security Question and the answer because if you ever need to click **“Forgot Your Password”** on the login screen you will be required to **select the Security Question and answer it correctly** to receive a temporary password. **Click Register Account**.
5. **Maintain Challenge Questions** Select (3) challenge questions and answers. Remember your answers. You will be required to answer one of the questions each time you login. Responses must be at least four (4) characters in length.

After six (6) invalid password attempts, GCMS users will be locked out of the system; you will receive an email from **“Mastercard Worldwide”** stating that your account has been locked. It will look like this:

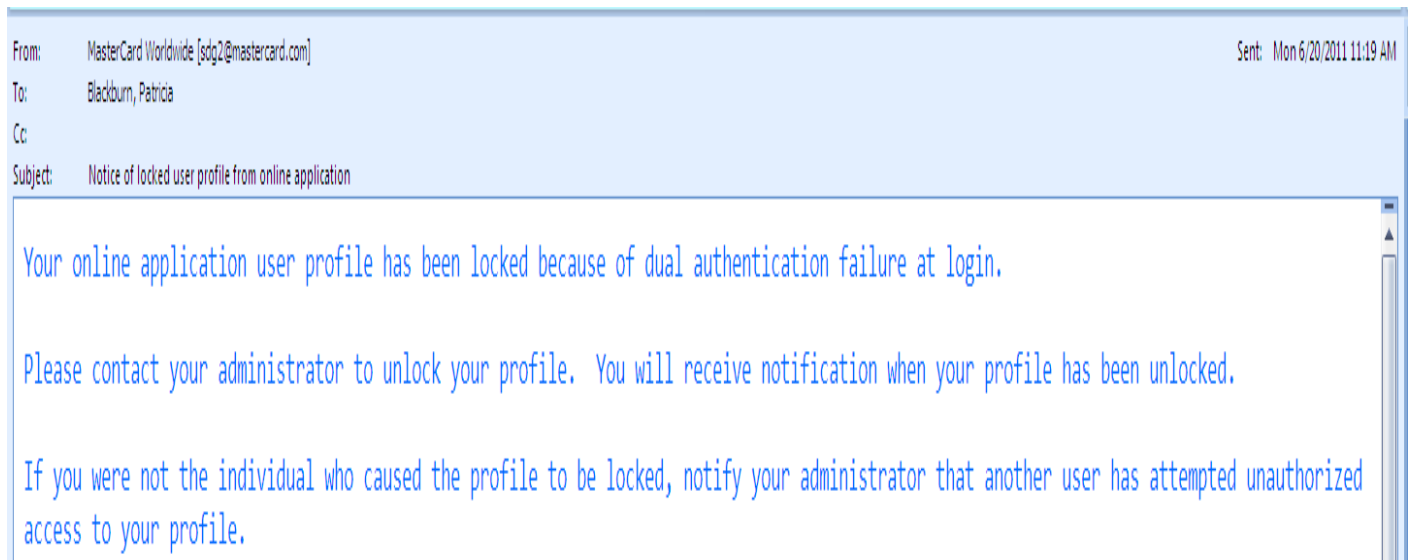


# GCMS Cardholder – User Set Up

Please call the Citi HELPDESK to have your password reset at **1.800.248.4553** (option 1) (option 1) and inform Customer Service that you have **GCMS. (P Card Staff are unable to reset passwords)** Citi cannot send your original password, but they can send you temporary login information so that you can log in and reset your password.

## Locked out due to Dual Authentication Failure (which means wrong answer to Challenge Question).

After 6 incorrect answers to the Challenge question you will be locked out and will receive an email from “**Mastercard Worldwide**”. It will look like this:



Please call the Citi HELPDESK to have your profile unlocked at **1.800.248.4553** (option 1) (option 1) informing Customer Service that you have **GCMS**.

## Forgot Your Password

### **To receive a temporary password:**

1. On the Login page, click **Forgot Password?** Screen opens.
2. In the Password Reset section, enter the required information.
  - Enter your valid **User ID**.
  - Select your **Security Question**. (This was setup at your first login. This is not a Challenge Question. It is a Security Question).
  - Enter your **Security Answer** just as you entered it at your first login.
  - **The Security Question must be the one you selected when you first registered, and the answer must be answered correctly to receive an email with a temporary password.**
3. Click **Submit**. You will receive a temporary password in an e-mail message. This is a one-time password, which allows you to log in and define a new password.

**Note: The temporary password expires after 24 hours.**

# GCMS Cardholder – User Set Up

When you have successfully logged in this is what the Home Page will look like.

## GCMS Home Page



My Profile

Account Activity