Biometric login to CitiDirect®

Biometric login is an innovative, simple tool for quicker access to the system. The process itself does not take more than a dozen seconds and ensures the same level of security as with login using MobilePASS or a token.

All you need is a smartphone
No tokens – all you need to log in is a smartphone or a tablet with the unlocked biometric functionality.

Automatic and intuitive
You don't have to remember which login method to choose – CitiDirect will recognize it automatically.

The access to Fingerprint or Face ID login is available to any user of CitiDirect. It is enough to have access to the CitiDirect Mobile application, which is a mobile version of the CitiDirect system.

If you do not have mobile access, it has to be activated by the **Security Manager** – the detailed procedure is described in **part 1** below.

If you do not have a Security Manager – designate such a person ››

It is necessary to designate at least two Security Managers, bank recommends three to ensure adequate backup.

PART 1 – ADMINISTRATION SETTINGS CONFIGURED BY THE SECURITY MANAGER

1. In the CitiDirect System, select the tab **Self Service** and go to the option **Users & Entitlements**.

2. Move the cursor smoothly to the right, selecting **Users & Entitlements → Users → All Users**.

3. From the list of users, select the user whose entitlements need to be expanded with mobile access. Click on the selected profile and verify, once all the details are displayed, whether the option **Allow Mobile Access** is ticked – if not, do so.
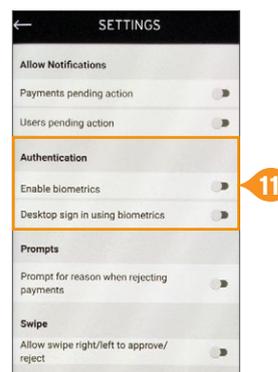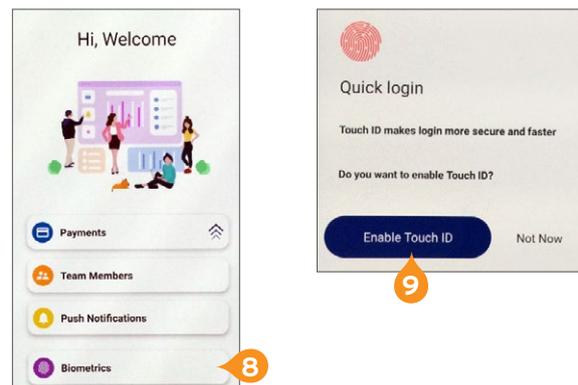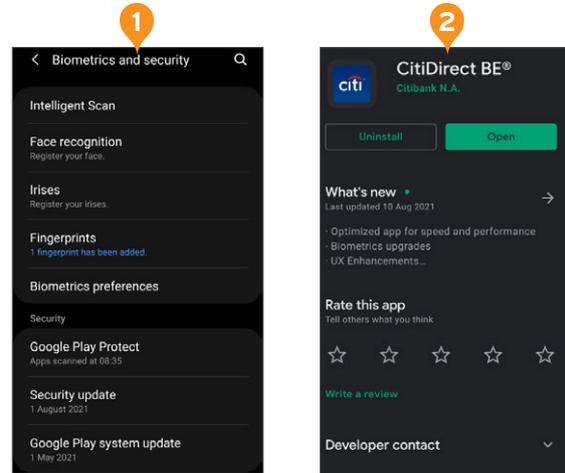
4. At the bottom of the page click on **Submit**.

NOTE: The change requires authorization by the second Security Manager. Changes must be approved from the tab **Users & Entitlements → Users → Authorize**.

## PART 2 – SETTINGS IN THE MOBILE DEVICE AND CITIDIRECT MOBILE APPLICATION

In order to use biometric login to the CitiDirect system, you need to have a mobile device (a smartphone or tablet) that allows activation of biometric tools.

1. If you don't use **Fingerprint** or **Face ID** on your device to secure your phone, you need to change that. In the security settings of your mobile device, activate a biometric security method (fingerprint or face recognition).

2. Download and install the **CitiDirect** application from the online store on your mobile device.

3. Open the installed application.

4. Enter the User ID (token number) and click on **CONTINUE**.

5. Open the token or the MobilePASS application, enter your PIN and copy the challenge displayed in **CitiDirect** on your phone.

6. Copy the response generated in the token to the application on your phone.

7. Click on **SIGN IN** in the application.

8. When you first log in, you will see a short guide to the system describing the functionalities of the application. **Click on every bar** to activate the **Next** button – click on it once it appears.

9. At the bottom of the page, you will see the message **Enable Touch ID** – click on the message and place your finger against the reader (or scan your face).

10. On the Home page of the mobile system, click in the top left corner of the screen and select **Settings**.

11. In the application settings, turn on **Enable biometrics** and **Desktop sign in using biometrics**, by dragging the respective toggle button to the right.

12. You can log out of the application.

PART 3 – BIOMETRIC LOGIN TO CITIDIRECT ON A DESKTOP

1. Open the login page https://portal.citidirect.com on your computer.

2. Enter User ID.

3. Click on the banner at the bottom of the page: **Log in with Biometrics on your mobile**.
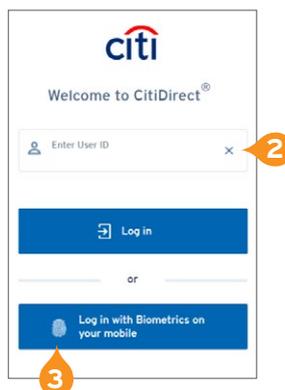
4. The system will generate a PUSH notification that you will receive on your mobile device.

5. Click on the message, select the option **Allow** and scan your **Fingerprint** or use **Face ID**.

6. You will be automatically logged in to the CitiDirect system immediately after correct user authentication.