

# CitiDirect® login methods

## 1. Log into CitiDirect on Your Computer

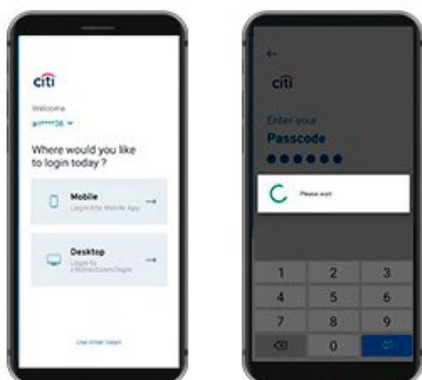


1. Launch CitiDirect on your computer and input your UserID, click on 'Login' to login with QR code or select 'Login with Biometrics' to login with biometrics.

- If you are a new user, you may be required to change your Password (sent by email) and set up the Security Questions.



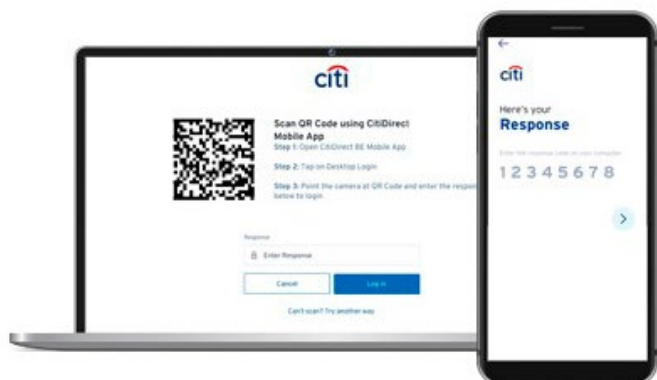
2. QR code and instructions will appear on the screen.



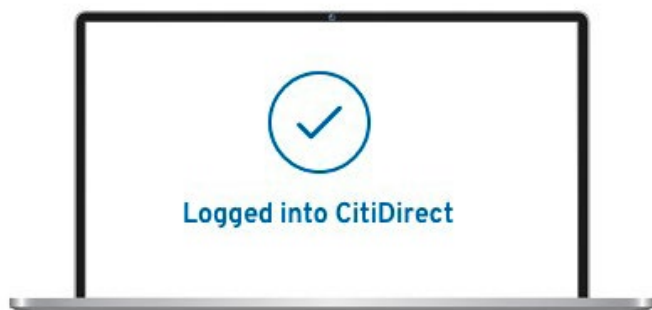
3. Open CitiDirect Mobile and select the "Desktop Login" option & enter Passcode (setup on your mobile during activation).



4. Scan the QR code displayed on your computer with the app.



5. Enter the one-time response code on the computer.

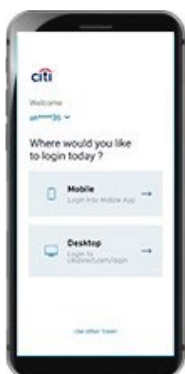


6. Success - you are logged into CitiDirect.

## 2. Log into CitiDirect Mobile App with Biometrics



1. Open CitiDirect Mobile App.



2. Select "Mobile Login".

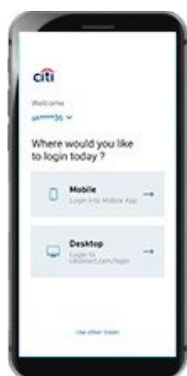


3. Login with Biometrics.

### 3. Log into CitiDirect Mobile App with Passcode



1. Open CitiDirect Mobile App.



2. Select "Mobile Login".



3. Login with Passcode.