

Learning Center

Quick Reference Guide

GSA and Public Sector
May 2022



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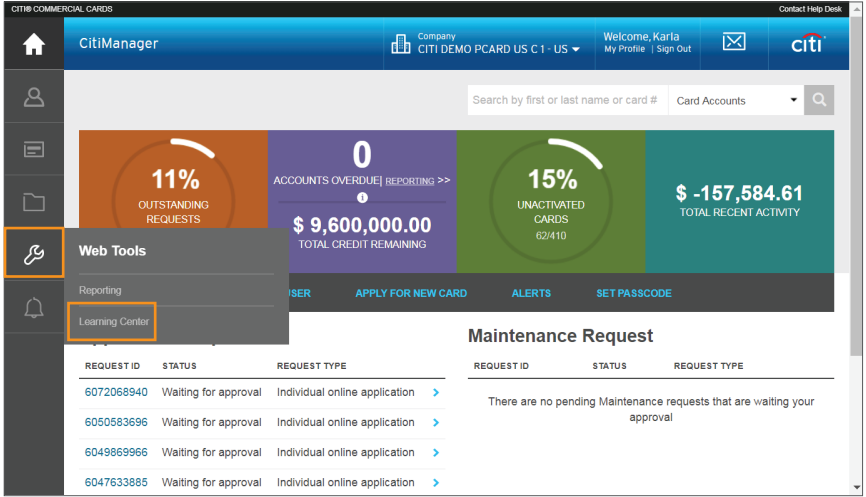
Learning Center Overview

A complete suite of training resources is available from the Learning Center, Citi's Learning Management System (LMS).

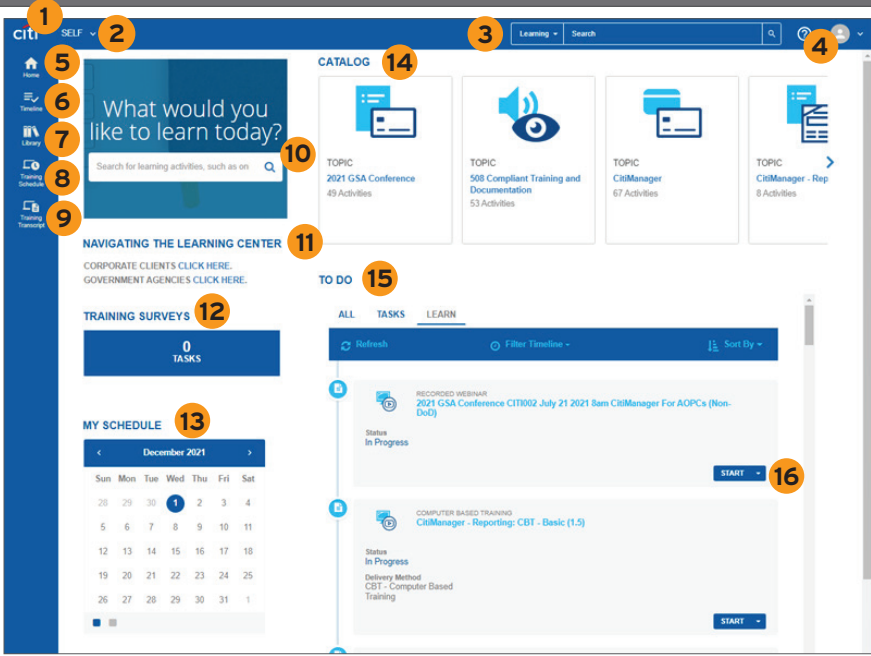
The Learning Center provides on-demand, self-paced training so you can complete computer based training and access reference documents at any time. If you need to exit a course prior to completion, you can access it again and begin where you left off. You can also register for instructor-led webinars and onsite instructor-led classroom training.

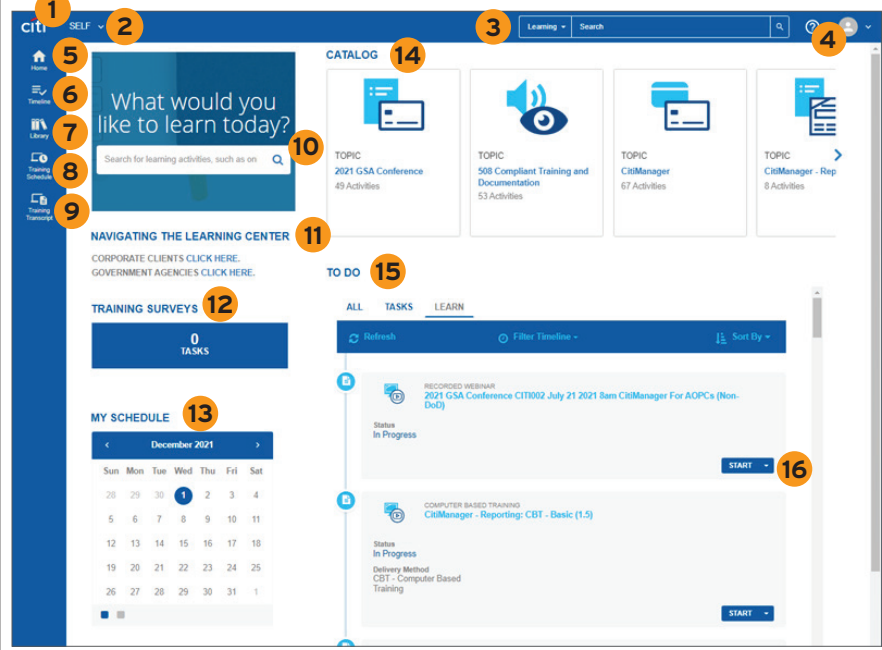
Access the Learning Center

If you have a Cardholder and Non-cardholder login for different companies, you will need to set the Non-cardholder company as your primary company in order to access the Learning center. To change your primary company, click the **My Profile** link that displays at the top of the screen. When **My Profile** screen displays, click the **Change Primary Company** link and select the radio button for the company you wish to set as your primary company.

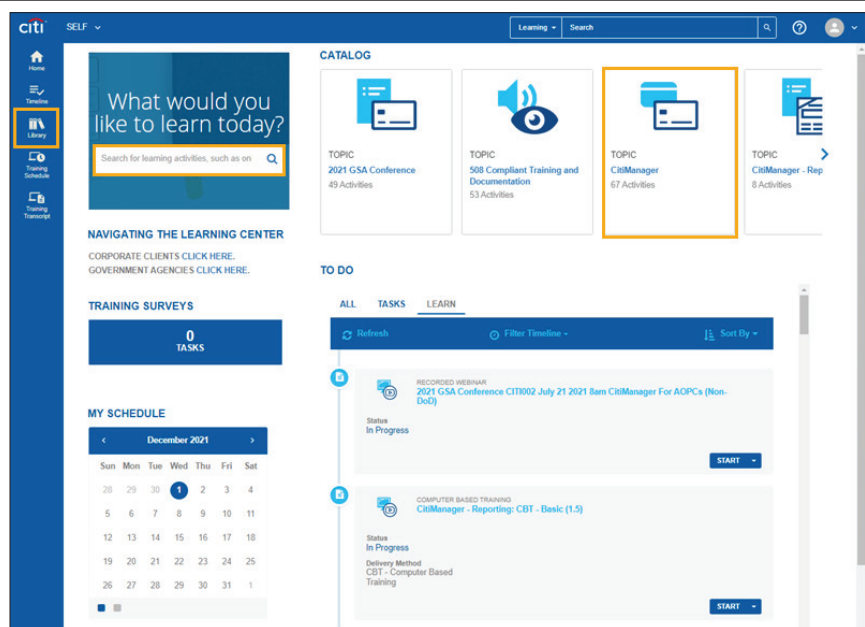
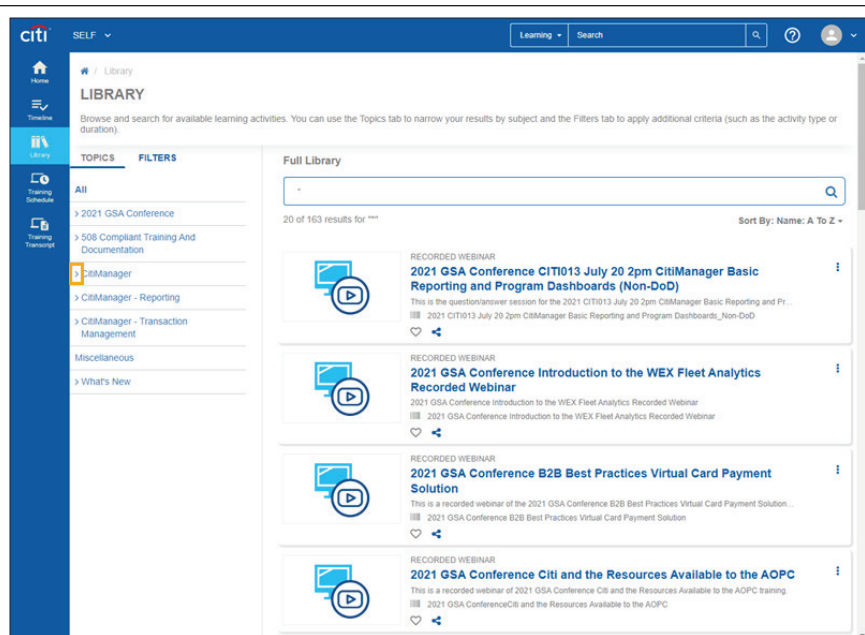
Screen	Step/Action
 <p>CitiManager Site Home Screen</p>	<ol style="list-style-type: none"> From the CitiManager Site side navigation bar, position your mouse over the Web Tools icon and click the Learning Center link. <i>The Learning Center Home screen displays.</i>

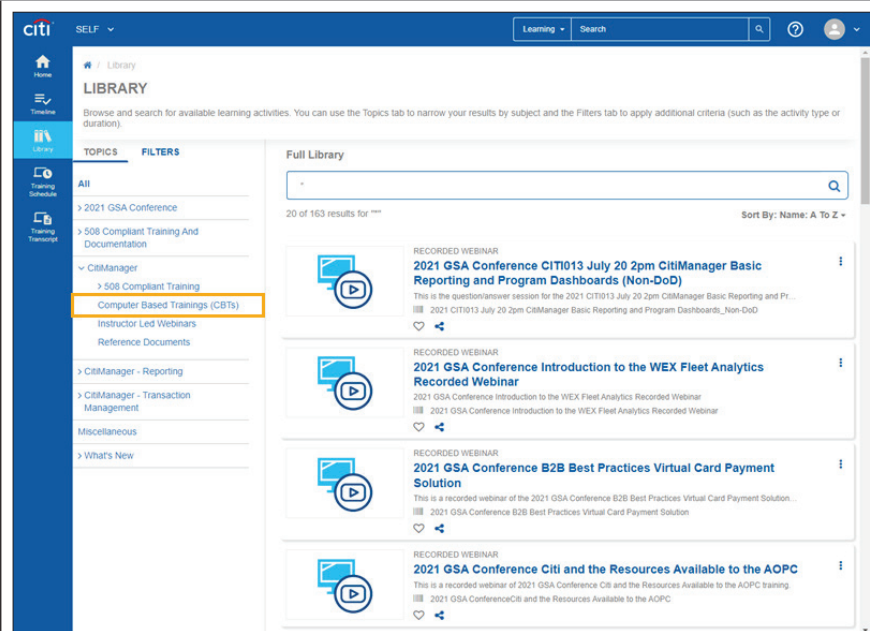
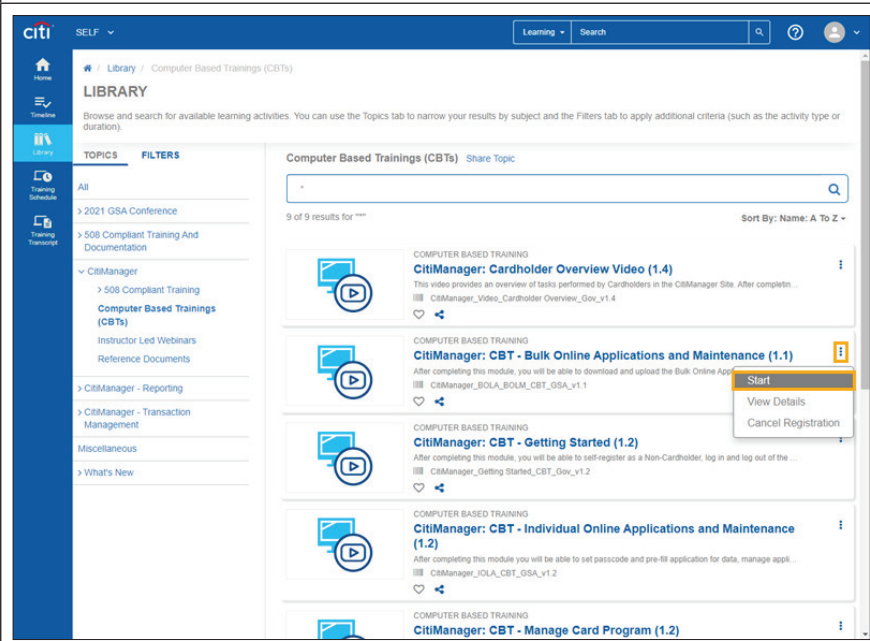
Learning Center Navigation

Screen	Step/Action
 <p>The screenshot shows the Learning Center Home Screen. It features a top navigation bar with the Citi logo (1), a 'SELF' dropdown menu (2), and a search bar (3). On the left, there is a sidebar with icons for Home (5), Training Schedule (6), Library (7), Training Transcript (8), and Training Schedule (9). The main content area includes a 'CATALOG' section (14) with various topics, a 'NAVIGATING THE LEARNING CENTER' section (11) with links for corporate and government agencies, a 'TRAINING SURVEYS' section (12) showing 0 tasks, and a 'MY SCHEDULE' section (13) with a calendar for December 2021. The 'TO DO' section (15) lists upcoming activities, including a recorded webinar and computer-based training. A 'START' button (16) is visible next to the training items.</p>	<ol style="list-style-type: none"> Citi Logo – Click the Citi logo to access the Learner Dashboard. Self Menu – Click the Self drop-down arrow to access your dashboards, training transcript and training schedules. Search Menu – Click the arrow that displays to the left of the Search field to filter your search by Learning (guides or training) or Navigation. Type your search criteria in the Search field and click the Magnifying Glass icon. Self Icon – Click the Self icon and then the Signout link to sign out. Home Icon – Click the Home icon to return to your Learner Dashboard. Timeline Icon – Click the Timeline icon to access a timeline of your training resources and courses. Library Icon – Click the Library icon to navigate to a library of training resources and courses. Training Schedule – Click the Training Schedule icon to access your upcoming training schedule. Training Transcript – Click the Training Transcript icon to access your training transcript. Search – Enter your search criteria in the text field to search for training resources or courses. Navigating the Learning Center – Click the appropriate link to view the Learning Center Quick Reference Guide. Training Surveys – Click the Pending Activity Evaluations link, if it displays, to start an evaluation for any instructor-led training you attended. My Schedule – Click on the calendar dates for a quick glance of your upcoming trainings.

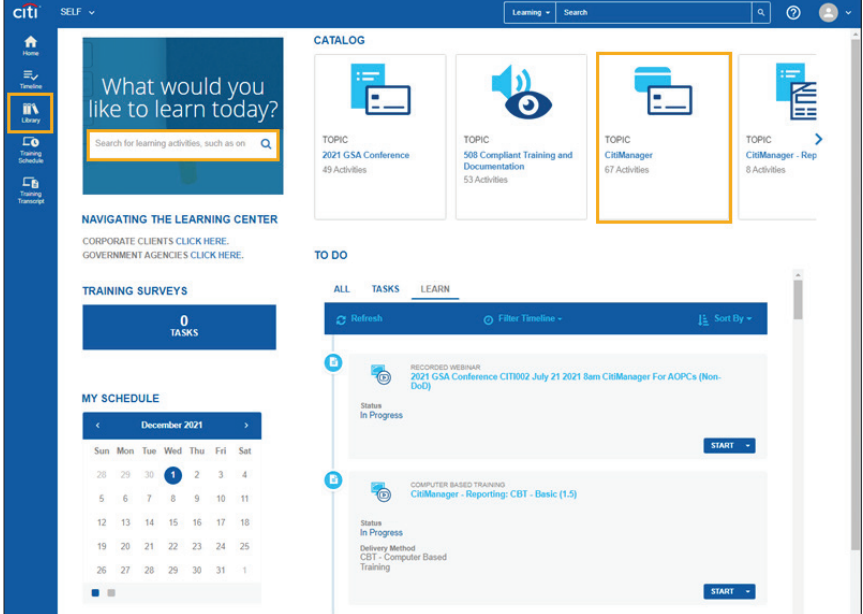
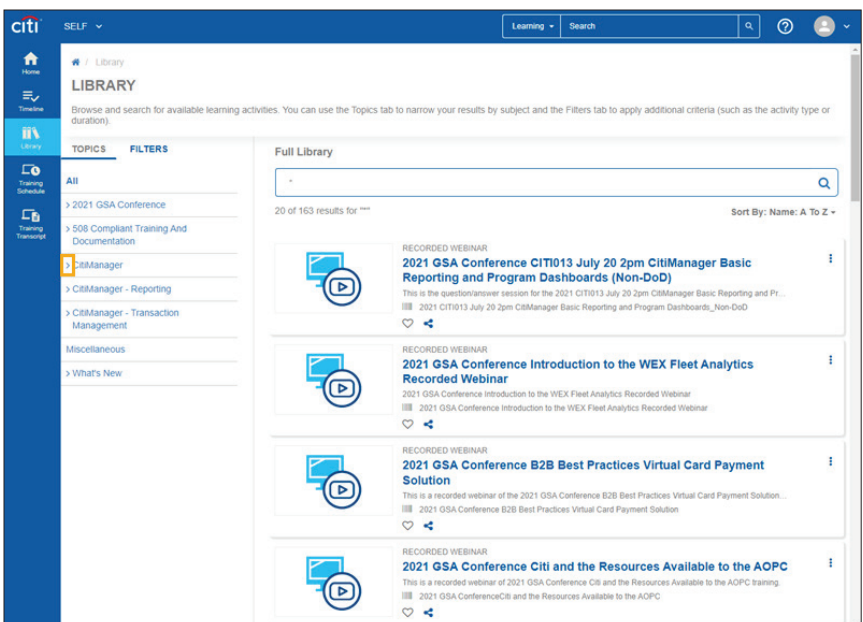
Screen	Step/Action
 <p>The screenshot shows the Learning Center Home Screen. It features a top navigation bar with a 'Learning' dropdown and a search bar. On the left, there is a sidebar with icons for Home, Training, Library, and Favorites. The main content area includes a 'What would you like to learn today?' section with a search bar, a 'CATALOG' section with four topic cards (2021 GSA Conference, 508 Compliant Training and Documentation, CitiManager, and CitiManager - Reporting), a 'TO DO' section with a list of tasks and a 'START' button, and a 'MY SCHEDULE' section with a calendar view for December 2021.</p>	<p>14. Catalog – Click the catalog topic links to access computer-based training (CBTs), register for instructor-led webinars, register for on-site classroom trainings and access reference documents.</p> <p>15. To Do – This list displays the courses or documents to which you have registered. To open a reference document or start/restart a course, click the Start button from this list.</p> <p>16. Start/View Details – From your To Do list, click the Start button for the document, CBT or instructor-led webinar you want to open/start. Click the drop-down arrow to view details or select an option to cancel your registration or add it to your Favorites menu.</p> <p>Note: For instructor-led webinars, the View Details button will display until 15 minutes prior to the scheduled start time and then the Start button will display.</p>
<p>Learning Center Home Screen</p>	

View a Computer Based Training

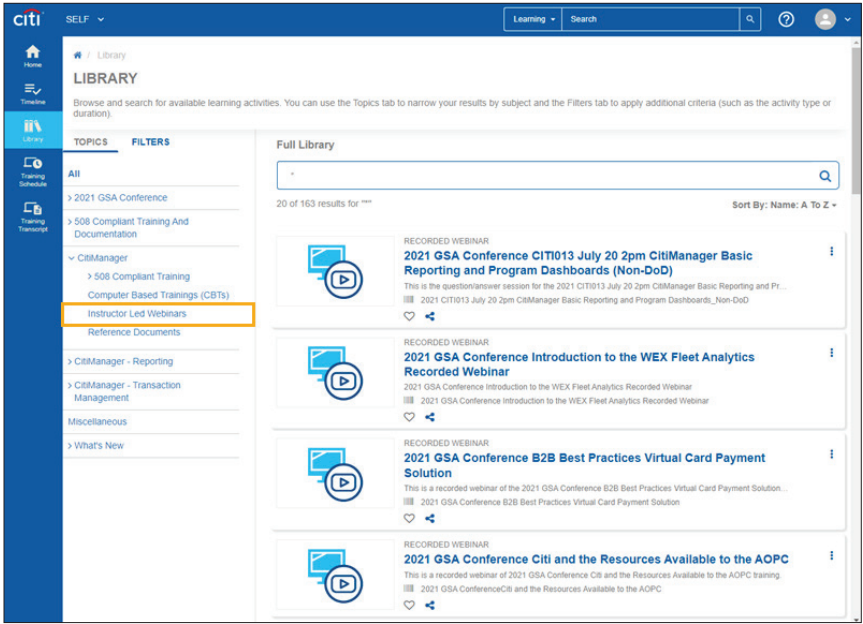
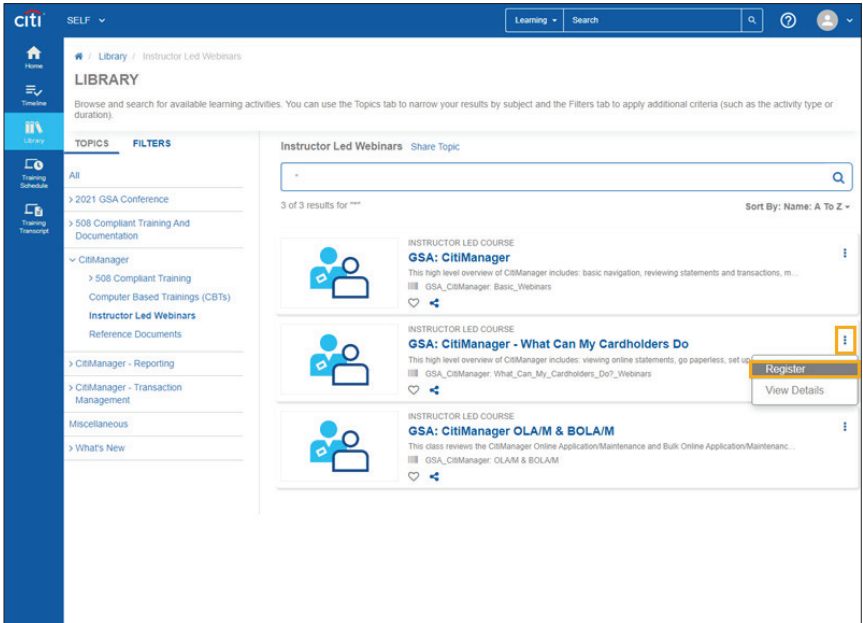
Screen	Step/Action
 <p>The screenshot shows the Learning Center Home screen. On the left sidebar, the 'Library' icon is highlighted with a yellow box. The main content area features a 'CATALOG' section with four topic cards: '2021 GSA Conference' (49 Activities), '508 Compliant Training and Documentation' (53 Activities), 'CitiManager' (67 Activities, highlighted with a yellow box), and 'CitiManager - Rep' (8 Activities). Below the catalog is a 'TO DO' section with a list of tasks, including a recorded webinar and computer-based training. A 'MY SCHEDULE' calendar is visible on the left.</p>	<ol style="list-style-type: none"> From the Learning Center Home screen, click the Catalog Topic to view an unfiltered list of that topic's training resources and courses that will not be sorted by activity type. OR To search for a specific computer based training, in the Search field type your search criteria. OR Click the Library icon to view a filtered list of training resources and courses that is sorted by activity type. In this example, we will use the Library icon. <i>A list of library topics display on the left.</i>
 <p>The screenshot shows the Learning Center Library screen. The left sidebar has the 'Library' icon highlighted. The main content area displays a list of topics under the 'TOPICS' tab, including '2021 GSA Conference', '508 Compliant Training And Documentation', 'CitiManager', 'CitiManager - Reporting', 'CitiManager - Transaction Management', 'Miscellaneous', and 'What's New'. The 'CitiManager' topic is highlighted with a yellow box. The right side shows a 'Full Library' search results page with 20 of 163 results. The results are sorted by 'Name: A To Z' and include several recorded webinars, such as '2021 GSA Conference CITI013 July 20 2pm CitiManager Basic Reporting and Program Dashboards (Non-DoB)', '2021 GSA Conference Introduction to the WEX Fleet Analytics Recorded Webinar', '2021 GSA Conference B2B Best Practices Virtual Card Payment Solution', and '2021 GSA Conference Citi and the Resources Available to the AOPC'.</p>	<ol style="list-style-type: none"> Click the arrow next to the topic name to view a filtered list of training resources and courses by activity type, for example Computer Based Trainings, Reference Documents and Instructor Led Webinars. Note: If the topic name is clicked, training resources and courses will display to the right in an unfiltered list that are not sorted by activity type.

Screen	Step/Action
	<p>3. Click Computer Based Trainings (CBTs).</p> <p><i>A list of CitiManager CBTs display to the right.</i></p>
<p>Learning Center – Computer Based Training (CBT)</p>  <p>Select Activity and Start</p>	<p>4. To view a CBT, click the ellipsis (...) to the right of the activity you wish to view then click Start.</p> <p><i>The Content player loads.</i></p> <p>Note: If a popup blocker message displays, click Start.</p>

Register for Instructor Led Webinar

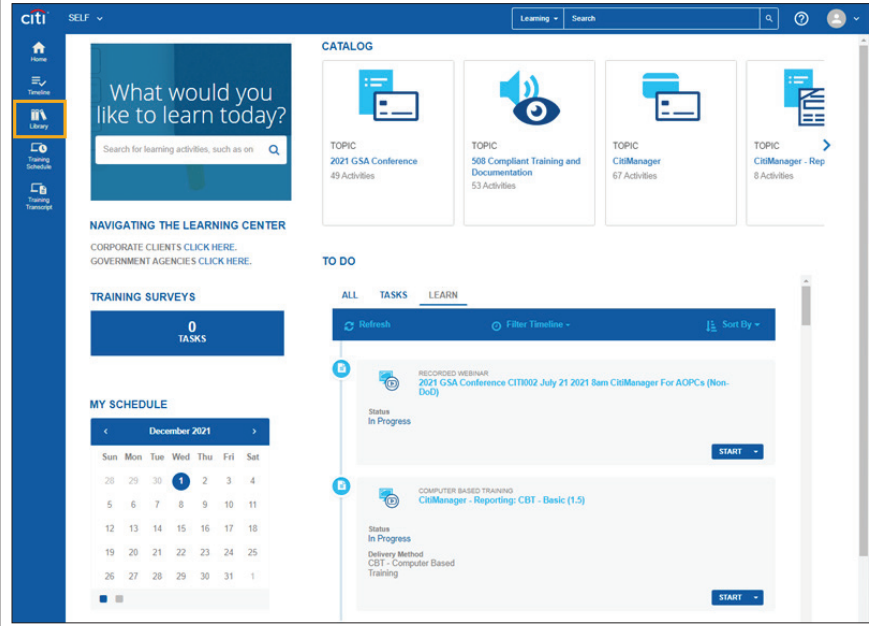
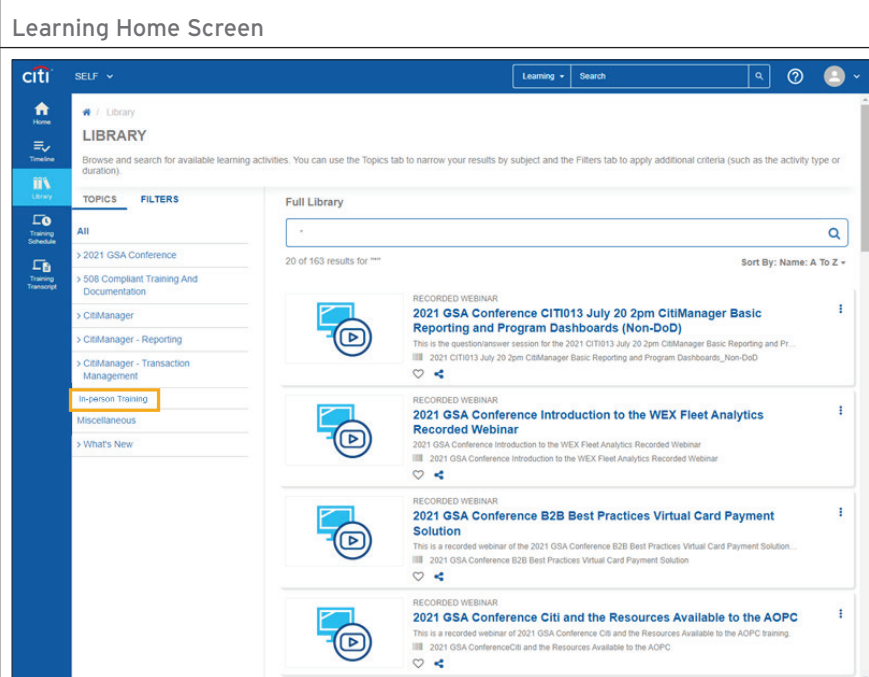
Screen	Step/Action
	<ol style="list-style-type: none"> From the Learning Center Home screen, click the Catalog Topic to view an unfiltered list of that topic's training resources and courses that will not be sorted by activity type. OR To search for a specific instructor-led webinar, in the Search field type your search criteria. OR Click the Library icon to view a filtered list of training resources and courses that is sorted by activity type. In this example, we will use the Catalog icon. <i>A list of library topics display on the left.</i>
	<ol style="list-style-type: none"> Click the arrow next to the topic name to view a filtered list of training resources and courses by activity type, for example Computer Based Trainings, Reference Documents and Instructor Led Webinars. Note: If the topic name is clicked, training resources and courses will display to the right in an unfiltered list that are not sorted by activity type.

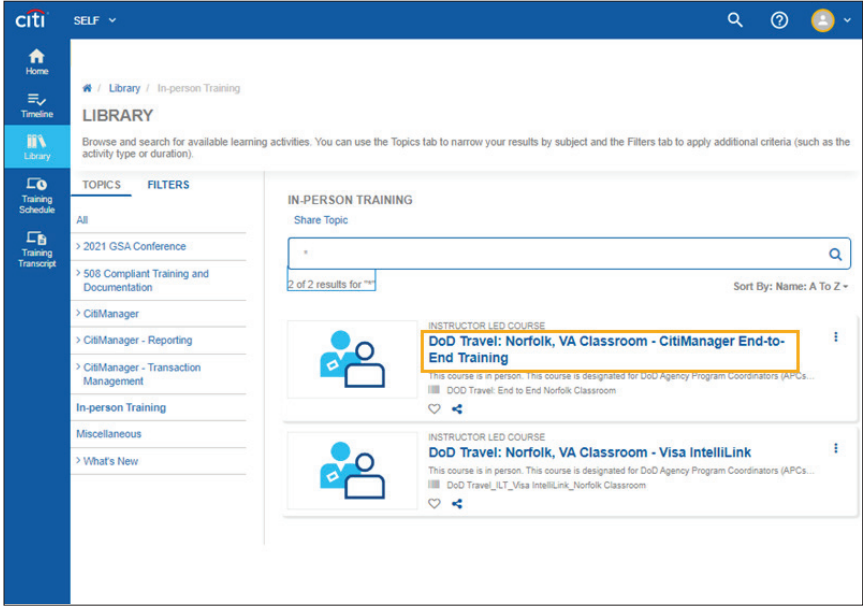
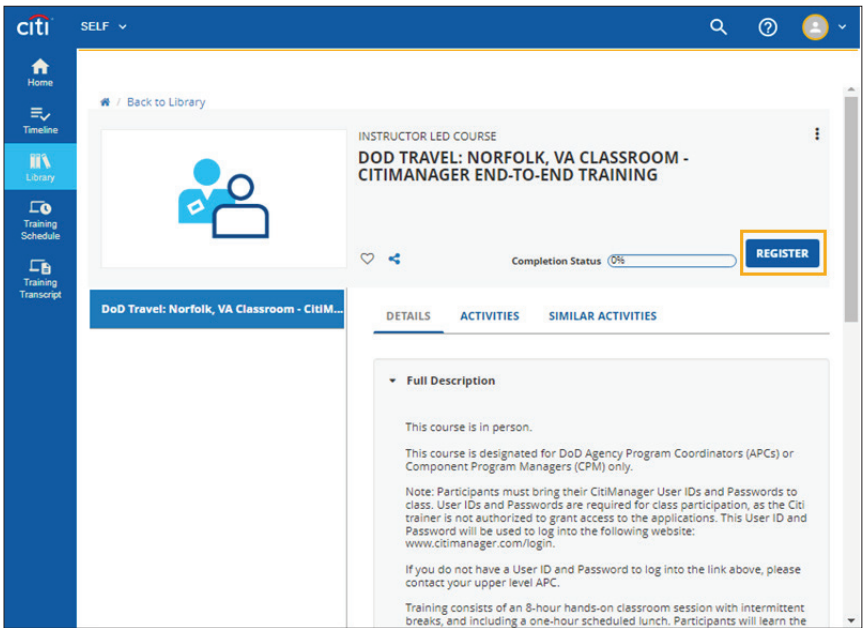
Learning Center – Library

Screen	Step/Action
	<p>3. Click Instructor Led Webinars.</p> <p><i>A list of CitiManager Instructor Led Webinars display to the right.</i></p>
<p>Learning Center – Instructor Led Webinars</p> 	<p>4. To register for an instructor led webinar, click the ellipsis (...) to the right of the training you wish to register for then click Register.</p> <p><i>The Offerings screen displays.</i></p>
<p>Select and Register</p>	

Screen	Step/Action
	<ol style="list-style-type: none"> 5. Select the Add button for the desired date. 6. Click the Register button. <p><i>The Activities screen displays and a Registered message.</i></p>
<p>Offerings and Register</p>	
	<ol style="list-style-type: none"> 7. Fifteen minutes prior to the start of the webinar, log back into Learning Center and click Start button displayed in your To Do list. <p>Note: The Start button will not be visible until 15 minutes prior to the session.</p>
<p>Learning Center – To Do</p>	

Register for In-Person Training

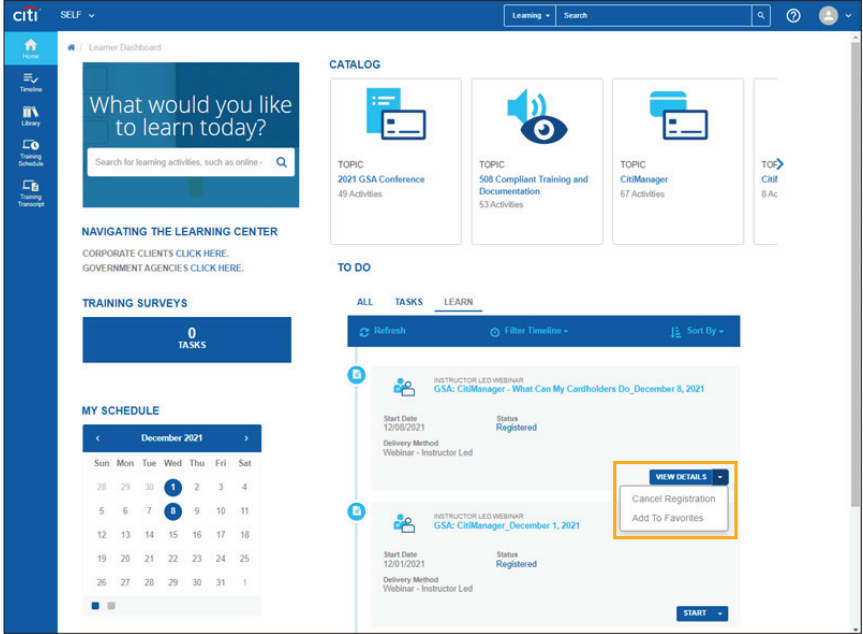
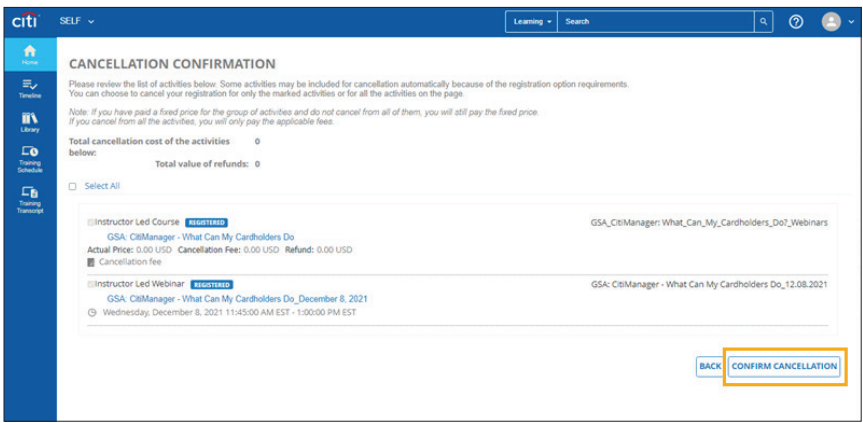
Screen	Step/Action
 <p>The screenshot shows the Learning Center Home screen. On the left sidebar, the 'Library' icon is highlighted with an orange box. The main content area includes a 'CATALOG' section with four topic cards: '2021 GSA Conference' (49 Activities), '508 Compliant Training and Documentation' (53 Activities), 'CitiManager' (67 Activities), and 'CitiManager - Rep' (8 Activities). Below this is a 'TO DO' section with a 'LEARN' tab selected, showing a list of training activities with 'START' buttons. A 'MY SCHEDULE' calendar for December 2021 is also visible.</p>	<ol style="list-style-type: none"> From the Learning Center Home screen, click the Library icon to view a filtered list of training resources and courses that is sorted by activity type. <i>A list of library topics display on the left.</i>
 <p>The screenshot shows the 'LIBRARY' screen with the 'In-person Training' filter selected in the left sidebar. The main content area displays a list of training activities under the heading 'Full Library'. The list includes four recorded webinars: '2021 GSA Conference CITI013 July 20 2pm CitiManager Basic Reporting and Program Dashboards (Non-DoD)', '2021 GSA Conference Introduction to the WEX Fleet Analytics Recorded Webinar', '2021 GSA Conference B2B Best Practices Virtual Card Payment Solution', and '2021 GSA Conference Citi and the Resources Available to the AOPC'. Each item has a play button icon and a brief description.</p>	<ol style="list-style-type: none"> Click In-Person Training. <i>The trainings display to the right.</i>

Screen	Step/Action
 <p>The screenshot shows the Citi Learning Center interface. On the left is a navigation menu with options like Home, Timeline, Library, Training Schedule, and Training Transcript. The main area is titled 'LIBRARY' and 'IN-PERSON TRAINING'. A search bar shows '2 of 2 results for "in-person"'. Two training items are listed, with the first one, 'DoD Travel: Norfolk, VA Classroom - CitiManager End-to-End Training', highlighted by a red rectangular box.</p>	<p>3. To register for an In-Person Training, click the title of the training you wish to register for.</p> <p><i>The Instructor Led Course – Details screen displays.</i></p>
<p>In-Person Training</p>  <p>This screenshot shows the details page for the selected training. The title is 'DOD TRAVEL: NORFOLK, VA CLASSROOM - CITIMANAGER END-TO-END TRAINING'. Below the title is a 'Completion Status' bar at 0% and a red 'REGISTER' button. The page has tabs for 'DETAILS', 'ACTIVITIES', and 'SIMILAR ACTIVITIES'. The 'Full Description' section is expanded, showing that the course is in-person and designed for DoD Agency Program Coordinators (APCs) or Component Program Managers (CPM) only. It includes a note about bringing CitiManager User IDs and Passwords and provides a login link. The training duration is noted as an 8-hour session with intermittent breaks and a one-hour lunch.</p>	<p>4. Click the Register button.</p> <p><i>The Activity Registration screen displays.</i></p>

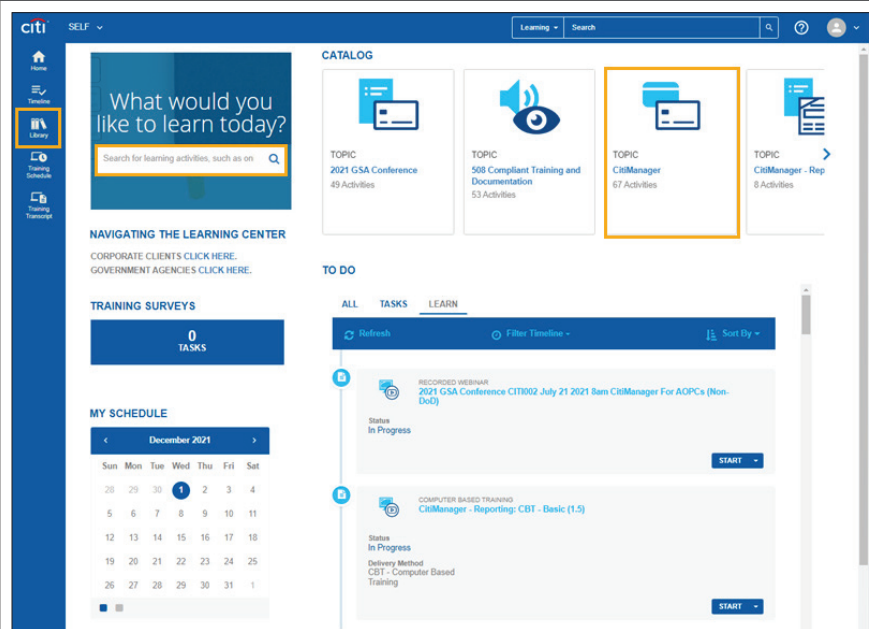
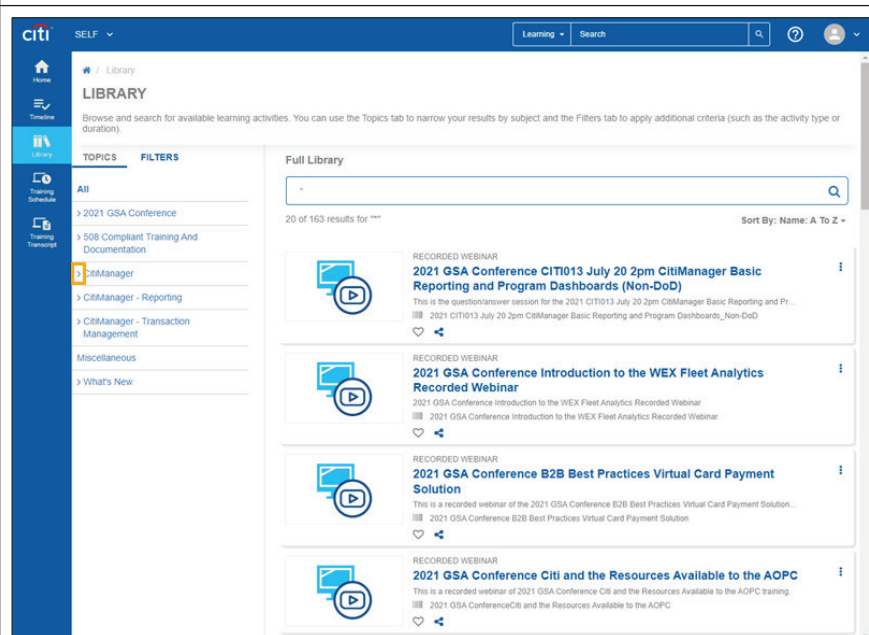


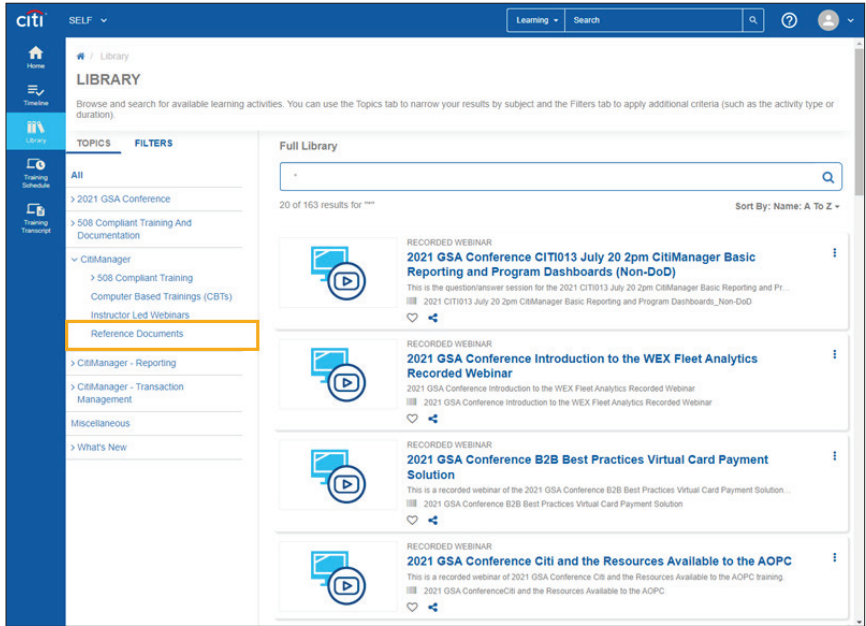
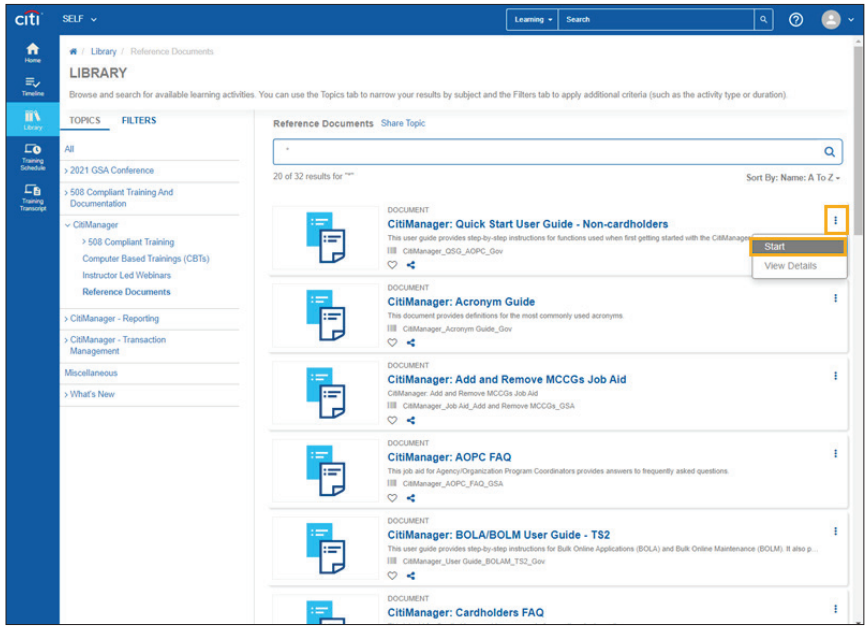
Screen	Step/Action
<div></div> <div>Add – Register</div>	<div><p>5. Select the ADD button for the desired date.</p><p>6. Click the Register button.</p><p><i>The Activities screen displays and a confirmation message displays at the top of the screen.</i></p></div>

Cancel Registration for Instructor Led Webinar and In-Person Training

Screen	Step/Action
 <p>Learning Center Home Screen – To Do</p>	<ol style="list-style-type: none"> From the Learning Center Home screen To Do list, click the drop-down arrow on the View Details button for the training you wish to cancel then click Cancel Registration. <i>The Cancellation Confirmation screen displays.</i>
 <p>Cancel Registration</p>	<ol style="list-style-type: none"> Click the Confirm Cancellation button. <i>The dashboard redisplay and the training has been removed from your To Do list.</i>

Open a Reference Document

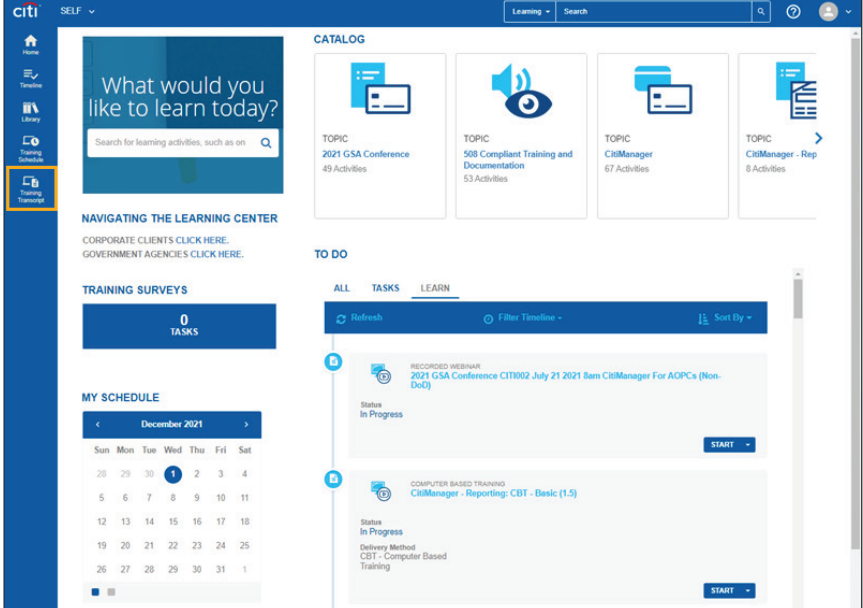
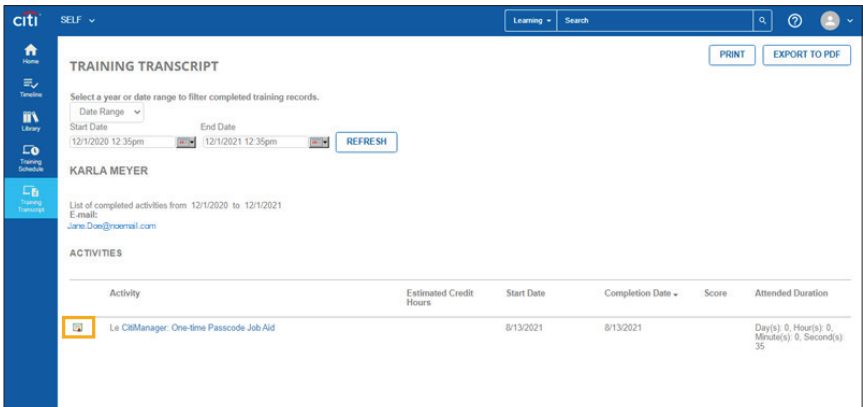
Screen	Step/Action
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 <p>The screenshot shows the Learning Center Library screen. The left sidebar lists various topics, with 'CitiManager' highlighted. The main content area displays a list of training resources under the heading 'Full Library'. The list includes several recorded webinars, such as '2021 GSA Conference CITI013 July 20 2pm CitiManager Basic Reporting and Program Dashboards (Non-DoD)', '2021 GSA Conference Introduction to the WEX Fleet Analytics Recorded Webinar', '2021 GSA Conference B2B Best Practices Virtual Card Payment Solution', and '2021 GSA Conference Citi and the Resources Available to the AOPC'. Each item has a play button icon and a brief description.</p>	<ol style="list-style-type: none"> Click the arrow next to the topic name to view a filtered list of training resources and courses by activity type, for example Computer Based Trainings, Reference Documents and Instructor Led Webinars. Note: If the topic name is clicked, training resources and courses will display to the right in an unfiltered list that are not sorted by activity type.

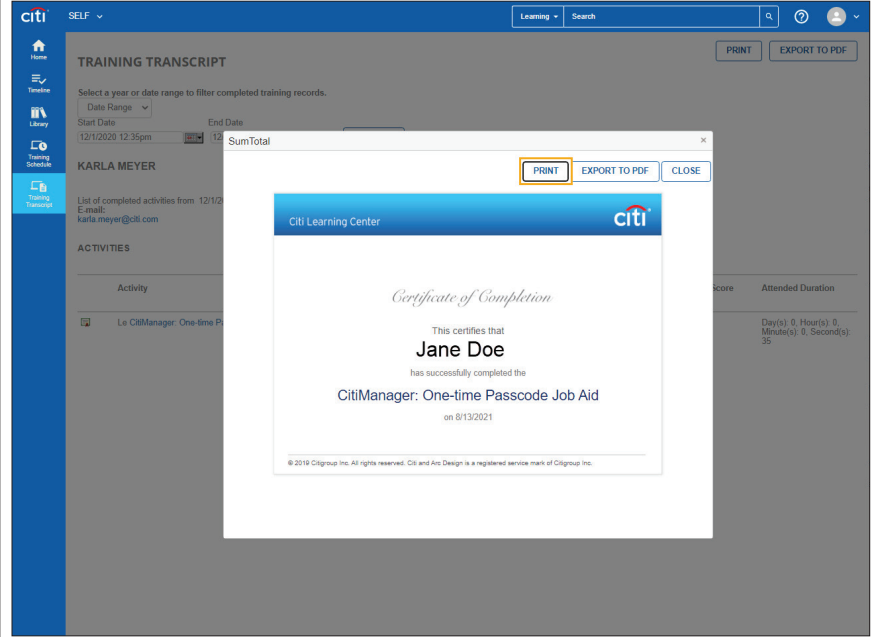
Screen	Step/Action
	<p>3. Click Reference Documents.</p> <p><i>The documents display to the right.</i></p>
	<p>4. To view a document, click the ellipsis (...) to the right of the activity you wish to view then click Start.</p> <p><i>The document will open in a new window.</i></p> <p>Note: If a popup blocker message displays, click Start.</p>

Select Activity and Start

Print Certificate of Completion

Once you have completed a course or viewed a reference document, it will appear on your transcript and you may print a Certificate of Completion.

Screen	Step/Action
	<ol style="list-style-type: none"> From the Learning Center Home screen, click the Training Transcript link on the side navigation bar. <i>The Training Transcript screen displays.</i>
	<ol style="list-style-type: none"> To view a Certificate of Completion, click the Diploma icon for the desired activity. <i>The Certificate of Completion opens in a small window.</i>
<p>Training Transcript</p>	

Screen	Step/Action
 <p>Certificate of Completion – Print</p>	<ol style="list-style-type: none">To print a Certificate of Completion, click the Print button. <i>The Print window opens.</i>Select a printer and click the Print button. <i>The Certificate of Completion is printed on the selected printer.</i>When you are finished, click the Close button.

Complete Training Surveys

Once you have complete an Instructor-Led Webinar and the trainer has marked you as complete, you are assigned a training survey which can be accessed from the **Training Surveys** section or the **Task** link in the **To Do** section on the Learning Center **Home** screen.

Screen

Learning Center Home Screen

Evaluation Name	Activity Name	Code	Due Date	Status
GSA Training Evaluation	GSA: CitiManager	GSA_CitiManager_Basic_Webinars	12/4/2021	New
GSA Training Evaluation	GSA: CitiManager_December 1, 2021	GSA_CitiManager_December 1, 2021	12/6/2021	New

Learning Activity Evaluation

Step/Action

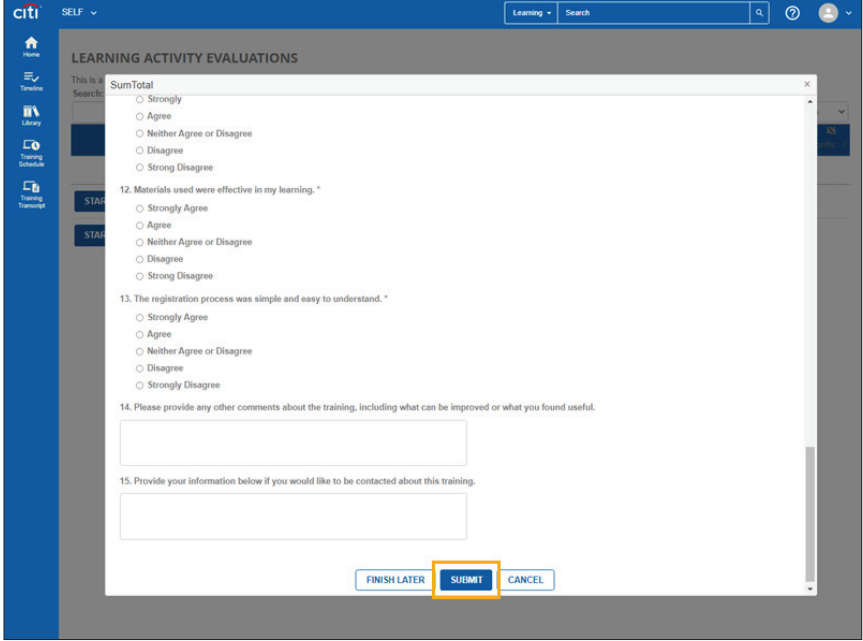
1. From the Learning Center **Home** screen, click the **Task** link in the **To Do** section or the **Pending Activity Evaluation** link in the **Training Surveys** section.

Note: If you click the **Task** link in the **To Do** section you will need to click the **Start** button.

The Learning Activity Evaluations screen displays.

2. Click the **Start** button.

The Evaluation displays.

Screen	Step/Action
 <p>LEARNING ACTIVITY EVALUATIONS</p> <p>12. Materials used were effective in my learning. *</p> <p>13. The registration process was simple and easy to understand. *</p> <p>14. Please provide any other comments about the training, including what can be improved or what you found useful.</p> <p>15. Provide your information below if you would like to be contacted about this training.</p> <p>FINISH LATER SUBMIT CANCEL</p>	<p>3. Complete the Evaluation and click the Submit.</p>

