Customizing Your Citibank Password

Login with the temporary User ID and Password that was provided to you:

Create a New Password

You will automatically be prompted to Create a New Password. Enter the temporary password in the “current password” field. Complete the remainder of the field appropriately. Choose a security question and answer. You may be asked to provide the answer to your security question when seeking help from Citibank over the telephone.

Finally, you will be prompted to choose three challenge questions and to provide three answers. You will be prompted to answer at least one challenge question each time you login. NOTE – this is different than the security question and answer that you established above.