

Learning Center

Quick Reference Guide

GSA and Public Sector
April 2021



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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
	<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>
<p>CitiManager Site Home Screen</p>	


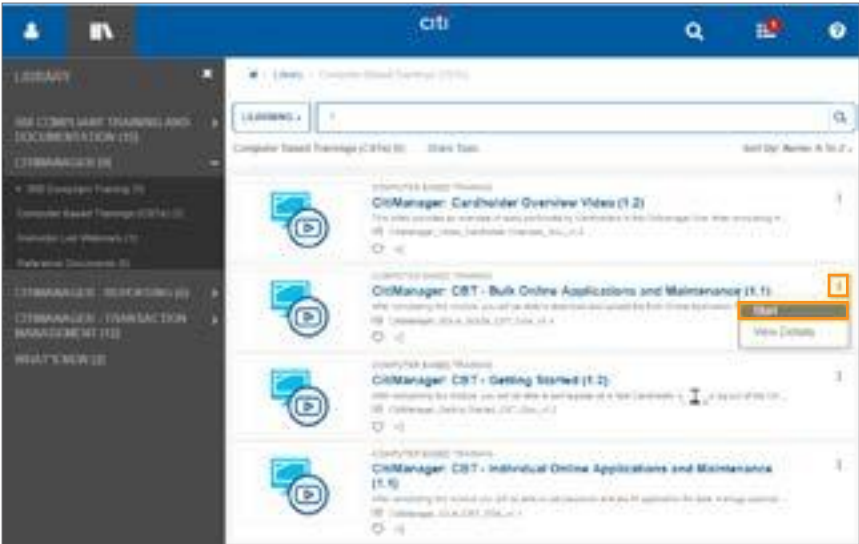
Learning Center Navigation

Screen	Step/Action
	<ol style="list-style-type: none"> 1. Self Icon – Click the Self icon to access your dashboards, training transcript and to sign out. 2. Library Icon – Click the Library icon to navigate to a library of training resources and courses. 3. Citi Logo – Click the Citi Logo to access the Learner Dashboard. 4. Magnifying Glass – Click the Magnifying Glass icon to complete a search for training resources or courses or to search by an area in the Learning Center such as Learner Dashboard. When the search screen displays, select either Learning or Navigation from the drop-down list. 5. Timeline – Click the Timeline icon to access a timeline of your training resources and courses. 6. Search – Enter your search criteria in the text field to search for training resources or courses. 7. Quick Links – Click these links to access your Training Transcript and Training Schedule. 8. My Learning Schedule – Click on the calendar dates for a quick glance of your upcoming trainings. 9. How Do I Navigate The Learning Center – Click the appropriate link to view the Learning Center Quick Reference Guide. 10. Catalog – Click the catalog topic links to access computer based training (CBTs), register for instructor-led webinars, and register for onsite classroom training and access reference documents. 11. To Do – This list displays the courses you have registered for and those in progress. To open a reference document, start/re-start a course, click the Start button from this list. 12. Start/View Details – Select a reference document or CBT from your To Do List and then click Start button to view. Select the drop-down arrow to view details or select an option to cancel your registration or add it to your Favorites menu.

Learning Center Home Screen



View a Computer Based Training

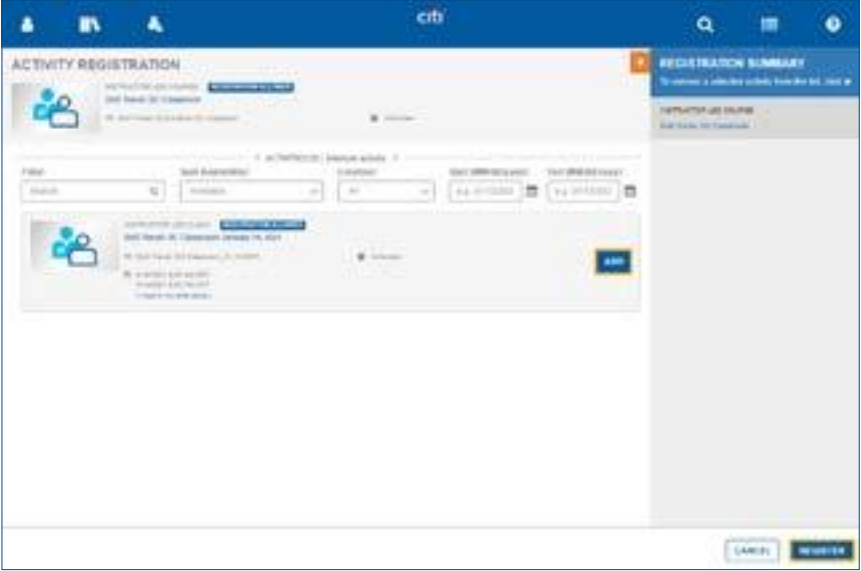
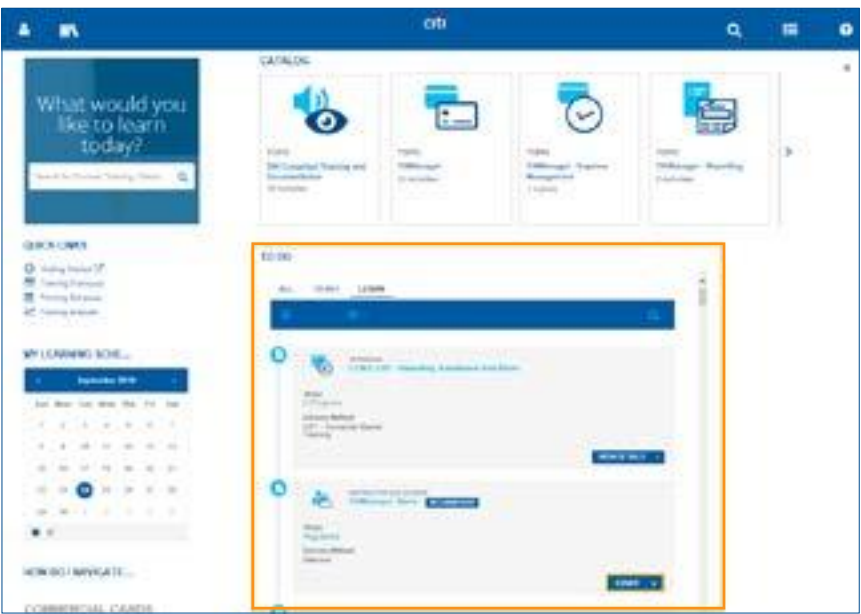
Screen	Step/Action
<p>Learning Center Home Screen</p>	<ol style="list-style-type: none"> From the Learning Center Home screen, click the Catalog Topic to view an unfiltered list of that topic's training resources and courses that will not be sorted by activity type. <p>OR</p> <p>To search for a specific computer based training, in the Search field type your search criteria.</p> <p>OR</p> <p>Click the Library icon to view a filtered list of training resources and courses that is sorted by activity type.</p> <p>In this example, we will use the Library icon.</p> <p><i>A list of library topics display on the left.</i></p>
<p>Learning Center – Library</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. <p>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.</p>

Screen	Step/Action
 <p>Learning Center – Computer Based Training (CBT)</p>	<p>3. Click Computer Based Trainings (CBTs).</p> <p><i>A list of CitiManager CBTs displays to the right.</i></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
	<p>1. 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.</p> <p>OR</p> <p>To search for a specific instructor-led webinar, in the Search field type your search criteria.</p> <p>OR</p> <p>Click the Library icon to view a filtered list of training resources and courses that is sorted by activity type.</p> <p>In this example, we will use the Catalog icon.</p> <p><i>A list of library topics display on the left.</i></p>
<p>Learning Center Home Screen – Instructor Lead Webinar</p>	
	<p>2. 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.</p> <p>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.</p>
<p>Learning Center – Library</p>	

Screen	Step/Action
 <p>Learning Center – Instructor Led Webinars</p>	<p>3. Click Instructor Led Webinar.</p> <p><i>A list of CitiManager Instructor Led Webinars display to the right.</i></p>
 <p>Select and Register</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>

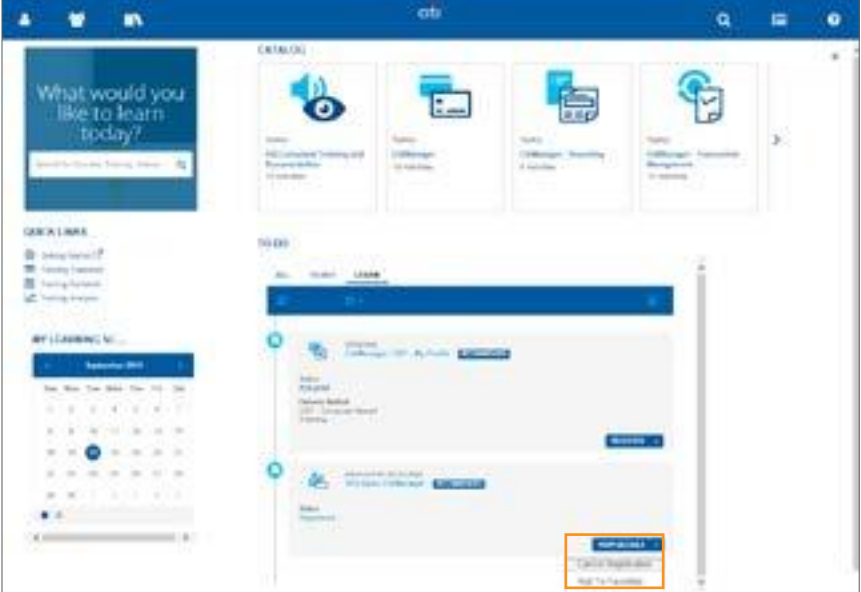

Screen	Step/Action
 <p>Offerings and Register</p>	<ol style="list-style-type: none"> 5. Select the Add button for the desired date. 6. Click the Register button. <p><i>The Activities screen displays and a Registered message.</i></p>
 <p>Learning Center – To Do</p>	<ol style="list-style-type: none"> 7. 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>

Register for In-Person Training

Screen	Step/Action
<p>Learning Center Home Screen – In-Person Training</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. <p>OR</p> To search for a specific computer based training, in the Search field type your search criteria. <p>OR</p> 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>Library – In-Person Training</p>	<ol style="list-style-type: none"> Click In-Person Training. <i>The trainings display to the right.</i>

Screen	Step/Action
	<p>3. To register for in-person training, click the ellipsis (...) to the right of the training you wish to view then click Register.</p> <p><i>The Offerings screen displays.</i></p>
<p>Select and Register</p>	
	<p>4. Select the ADD button for the desired date.</p> <p>5. Click the Register button.</p> <p><i>The Activities screen displays with a Registered message.</i></p>
<p>Offerings and Register</p>	

Cancel Registration for Instructor Led Webinar and In-Person Training

Screen	Step/Action
 <p>Learning Center Home Screen – To Do</p>	<p>1. 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.</p> <p><i>The Cancellation Confirmation screen displays.</i></p>
 <p>Cancel Registration</p>	<p>2. Click the Confirm Cancellation button.</p> <p><i>The dashboard redisplay and the training has been removed from your To Do list.</i></p>

Open a Reference Document

Screen	Step/Action
<p>The screenshot shows the Learning Center Home interface. At the top, there is a navigation bar with a 'Library' icon highlighted by an orange box. Below this, the 'Catalog' section features four topic cards: 'All Computer Training and Documentations', 'All Reference Documents', 'All Instructor Led Webinars', and 'All Self-paced Training and Documentations'. The 'All Reference Documents' card is highlighted with an orange box. A search bar is located in the top left of the main content area, also highlighted with an orange box. Other sections visible include 'QUICK LINKS', 'MY LEARNING SC...', and 'TO DO'.</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 interface. A dark navigation menu is open on the left side, with an orange box highlighting the 'Library' option. The main content area is the same as the previous screenshot, but the 'Library' icon in the top navigation bar is now active. The 'Catalog' section still shows the same four topic cards.</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.

Learning Center Home Screen

Learning Center – Library

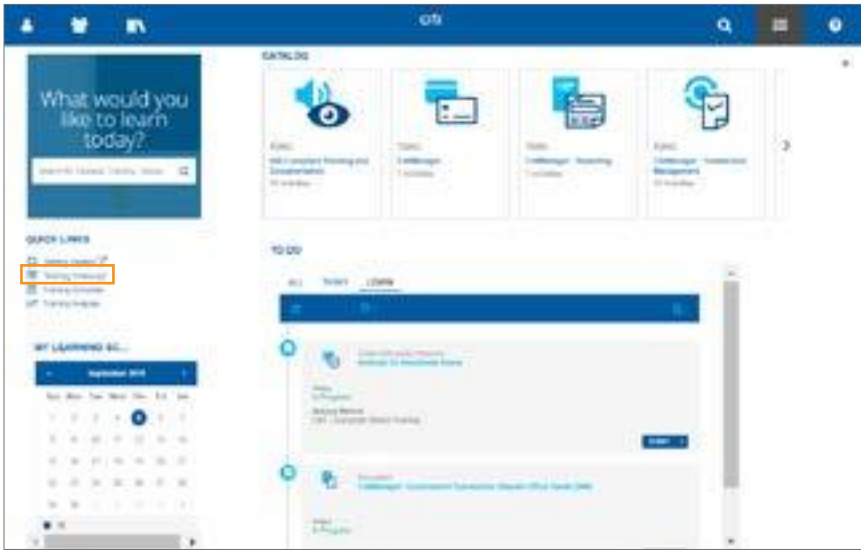

Screen	Step/Action
	<p>3. Click Reference Documents. <i>The documents display to the right.</i></p>
	<p>4. To view a document, click the ellipsis (...) to the right of the activity you wish to view then click Start. <i>The document will open in a new window.</i></p> <p>Note: If a popup blocker message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


Learning Center – Reference Documents

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															
 <p>Learning Center Home Screen</p>	<ol style="list-style-type: none"> From the Learning Center Home screen, click the Training Transcript link in the Quick Links section. <i>The Training Transcript screen displays.</i> 															
 <p>Training Transcript</p> <table border="1" data-bbox="105 1339 961 1430"> <thead> <tr> <th>Activity</th> <th>Start Date</th> <th>Expiration Date</th> <th>Completion Status</th> <th>Printed Certificate</th> </tr> </thead> <tbody> <tr> <td>Management Government Transition Course (MGT-100) (MGT-100)</td> <td>01/01/2014</td> <td>01/01/2014</td> <td>Complete</td> <td>Print Certificate (MGT-100) (MGT-100)</td> </tr> <tr> <td>Management 95-14852-100-100 (MGT-100)</td> <td>01/01/2014</td> <td>01/01/2014</td> <td>Complete</td> <td>Print Certificate (MGT-100) (MGT-100)</td> </tr> </tbody> </table>	Activity	Start Date	Expiration Date	Completion Status	Printed Certificate	Management Government Transition Course (MGT-100) (MGT-100)	01/01/2014	01/01/2014	Complete	Print Certificate (MGT-100) (MGT-100)	Management 95-14852-100-100 (MGT-100)	01/01/2014	01/01/2014	Complete	Print Certificate (MGT-100) (MGT-100)	<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>
Activity	Start Date	Expiration Date	Completion Status	Printed Certificate												
Management Government Transition Course (MGT-100) (MGT-100)	01/01/2014	01/01/2014	Complete	Print Certificate (MGT-100) (MGT-100)												
Management 95-14852-100-100 (MGT-100)	01/01/2014	01/01/2014	Complete	Print Certificate (MGT-100) (MGT-100)												

Screen	Step/Action
 <p>Certificate of Completion – Print</p>	<ol style="list-style-type: none"> 3. To print a Certificate of Completion, click the Print button. <i>The Print window opens.</i> 4. Select a printer and click the Print button. <i>The Certificate of Completion is printed on the selected printer.</i> 5. When you are finished, click the Close button.

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