

Learning Center

Quick Reference Guide

GSA and Public Sector
November 2019



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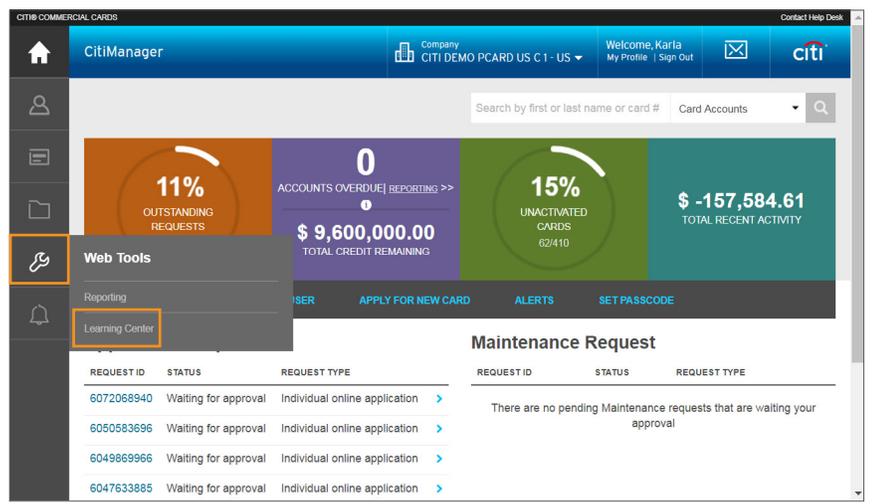
Learning Center Overview

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. At the top, there is a navigation bar with icons for user profile (1), library (2), Citi logo (3), search (4), and menu (5). Below the navigation bar is a search bar (6) with the text 'What would you like to learn today?'. To the left, there are 'QUICK LINKS' (7) including 'Getting Started', 'Training Transcript', 'Training Schedule', and 'Training Analysis'. Below that is a 'MY LEARNING SCHE...' calendar (8) for September 2019. At the bottom left, there is a section 'HOW DO I NAVIGATE THE LEARNING CENTER?' (9) with links for 'CORPORATE CLIENTS' and 'GOVERNMENT AGENCIES'. The main content area is divided into 'CATALOG' (10) with four topic cards, and 'TO DO' (11) with a list of tasks. Each task card has a 'START' button (12) or a 'VIEW DETAILS' button.</p>	<ol style="list-style-type: none"> Self Icon – Click the Self icon to access your dashboards, training transcript and to sign out. Library Icon – Click the Library icon to navigate to a library of training resources and courses. Citi Logo – Click the Citi Logo to access the Learner Dashboard. 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. Timeline – Click the Timeline icon to access a timeline of your training resources and courses. Search – Enter your search criteria in the text field to search for training resources or courses. Quick Links – Click these links to access your Training Transcript and Training Schedule. My Learning Schedule – Click on the calendar dates for a quick glance of your upcoming trainings. How Do I Navigate The Learning Center – Click the appropriate link to view the Learning Center Quick Reference Guide. 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. 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. 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>The screenshot shows the Learning Center Home interface. At the top, there's a navigation bar with a 'Library' icon highlighted in orange. Below it, a search bar is also highlighted in orange. The main content area features a 'CATALOG' section with four topic cards: '508 Compliant Training and Documentation' (16 Activities), 'CitiManager' (7 Activities), 'CitiManager - Reporting' (7 Activities), and 'CitiManager - Transaction Management' (12 Activities). The 'CitiManager' card is highlighted with an orange border. Below the catalog is a 'TO DO' section with a 'LEARN' tab selected, showing a list of training items including 'COMPUTER BASED TRAINING: Activate Or Deactivate Users' and 'DOCUMENT: CitiManager: Government Transaction Disputes Office Guide (508)'. A 'MY LEARNING SC...' 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. <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 Home Screen</p>	
<p>The screenshot shows the Learning Center Library interface. A dark sidebar on the left is titled 'LIBRARY' and lists several categories with counts: '508 COMPLIANT TRAINING AND DOCUMENTATION (15)', 'CITIMANAGER (9)', 'CITIMANAGER - REPORTING (6)', 'CITIMANAGER - TRANSACTION MANAGEMENT (12)', and 'WHAT'S NEW (2)'. The 'CITIMANAGER (9)' category is highlighted with an orange box. The main content area is similar to the home screen, with a search bar and a 'CATALOG' section. The 'TO DO' section now shows 'DOCUMENT: CitiManager: BOLA/BOLM User Guide - 152 (508 Version)' and 'WEBINAR: CitiManager: Cardholder Overview Video', both marked as 'RECOMMENDED'.</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>
<p>Learning Center – Library</p>	

Screen	Step/Action
	<p>3. Click Computer Based Trainings (CBTs). A list of CitiManager CBTs displays to the right.</p>
<p>Learning Center – Computer Based Training (CBT)</p>	

	<p>4. To view a CBT, click the Select button to the right of the activity you wish to view then click Start. <i>The Content player loads.</i> Note: If a popup blocker message displays, click Start.</p>
<p>Select Activity and Start</p>	

Register for Instructor Led Webinar

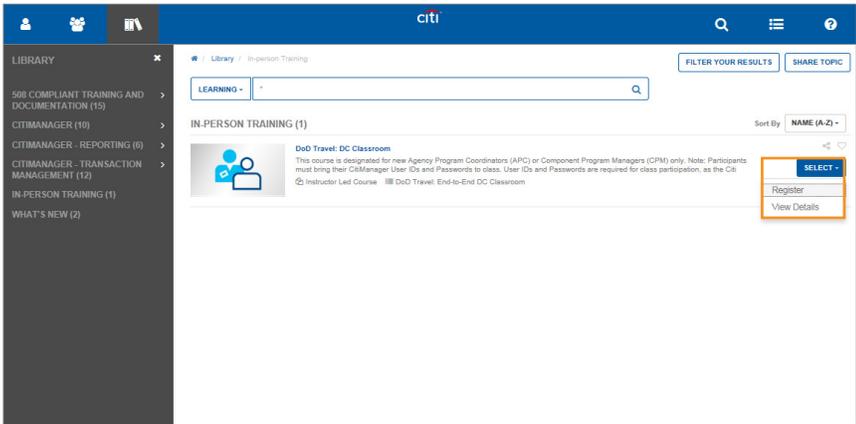
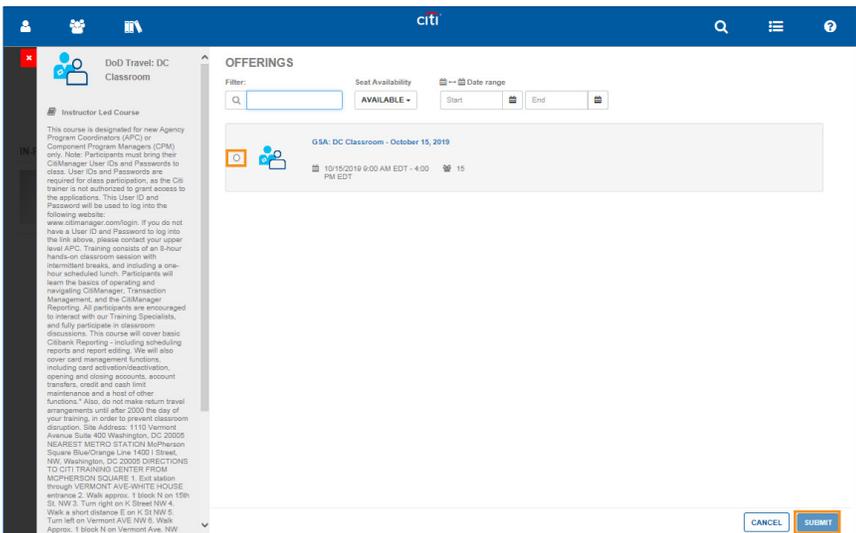
Screen	Step/Action
<p>The screenshot shows the Learning Center Home screen. At the top, there is a navigation bar with the Citi logo and a search icon. Below the navigation bar, there is a 'What would you like to learn today?' section with a search bar. To the right, there is a 'CATALOG' section with four topic cards. The first card, '508 Compliant Training and Documentation', is highlighted with an orange border. Below the catalog, there is a 'TO DO' section with a list of tasks. On the left, there is a 'QUICK LINKS' section and a 'MY LEARNING SC...' calendar.</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 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>The screenshot shows the Learning Center Library screen. On the left, there is a 'LIBRARY' sidebar with a list of topics. The first item, '508 COMPLIANT TRAINING AND DOCUMENTATION (15)', is highlighted with an orange box. To the right, there is a 'What would you like to learn today?' section with a search bar. Below that, there is a 'CATALOG' section with four topic cards. The first card, '508 Compliant Training and Documentation', is highlighted with an orange border. Below the catalog, there is a 'TO DO' section with a list of tasks. On the left, there is a 'QUICK LINKS' section and a 'MY LEARNING SC...' calendar.</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>
<p>Learning Center – Library</p>	

Screen	Step/Action
	<p>3. Click Instructor Led Webinar.</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 Select button 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>	

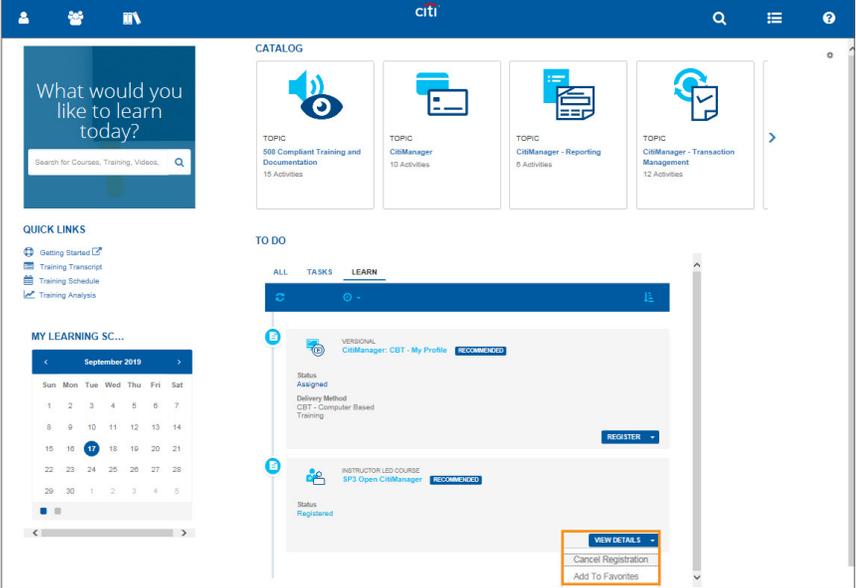
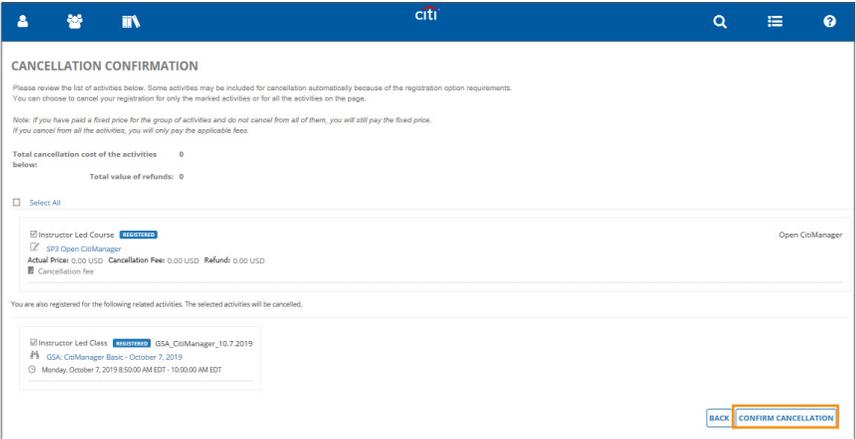
Screen	Step/Action
<p>Offerings and Submit</p>	<ol style="list-style-type: none"> Select the radio button for the desired date. Click the Submit button. <p>Note: You may need to scroll to the bottom of the screen for the Submit button to display.</p> <p><i>The Activities screen displays and a confirmation message displays at the top of the screen.</i></p>
<p>Learning Center – To Do</p>	<ol style="list-style-type: none"> When the webinar is scheduled to begin, log back into Learning Center and click link displayed in your To Do list.

Register for In-Person Training

Screen	Step/Action
<p>The screenshot shows the Learning Center Home screen. At the top, there is a navigation bar with a search icon and a menu icon. Below the navigation bar, there is a large blue banner with the text 'What would you like to learn today?' and a search bar. To the right of the banner is the 'CATALOG' section, which displays four topic cards. The first card, '508 Compliant Training and Documentation', is highlighted with an orange border. Below the catalog is a 'TO DO' section with a 'LEARN' tab selected. On the left side, there is a 'QUICK LINKS' section and a 'MY LEARNING SC...' calendar for September 2019.</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. <ul style="list-style-type: none"> 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. <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 Home Screen – In-Person Training</p>	
<p>The screenshot shows the Learning Center Library screen. On the left, there is a 'LIBRARY' sidebar with a list of topics: '508 COMPLIANT TRAINING AND DOCUMENTATION (15)', 'CITIMANAGER (10)', 'CITIMANAGER - REPORTING (6)', 'CITIMANAGER - TRANSACTION MANAGEMENT (12)', 'IN-PERSON TRAINING (1)', and 'WHAT'S NEW (2)'. The 'IN-PERSON TRAINING (1)' item is highlighted with an orange border. The main content area is the same as the previous screenshot, showing the 'CATALOG' section with four topic cards and the 'TO DO' section.</p>	<ol style="list-style-type: none"> Click In-Person Training. <ul style="list-style-type: none"> <i>The trainings display to the right.</i>
<p>Library – In-Person Training</p>	

Screen	Step/Action
	<p>3. To register for in-person training, click the Select button to the right of the training you wish to view then click Register. <i>The Offerings screen displays.</i></p>
	<p>4. Select the radio button for the desired date. 5. Click the Submit button.</p> <p>Note: You may need to scroll to the bottom of the screen for the Submit button to display. <i>The Activities screen displays and a confirmation message displays at the top of the screen.</i></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 screen. At the top, there is a navigation bar with a search icon and a menu icon. Below the navigation bar, there is a large blue banner with the text "What would you like to learn today?" and a search bar. To the right of the banner is the "CATALOG" section, which displays four topic cards: "508 Compliant Training and Documentation", "CITIMANAGER", "CITIMANAGER - Reporting", and "CITIMANAGER - Transaction Management". The "CITIMANAGER" card is highlighted with an orange border. Below the catalog is the "TO DO" section, which shows a list of tasks and learning activities. On the left side, there are "QUICK LINKS" and "MY LEARNING SC..." section with a calendar for September 2019.</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>
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Screen	Step/Action
	<p>3. Click Reference Documents.</p> <p><i>The documents display to the right.</i></p>

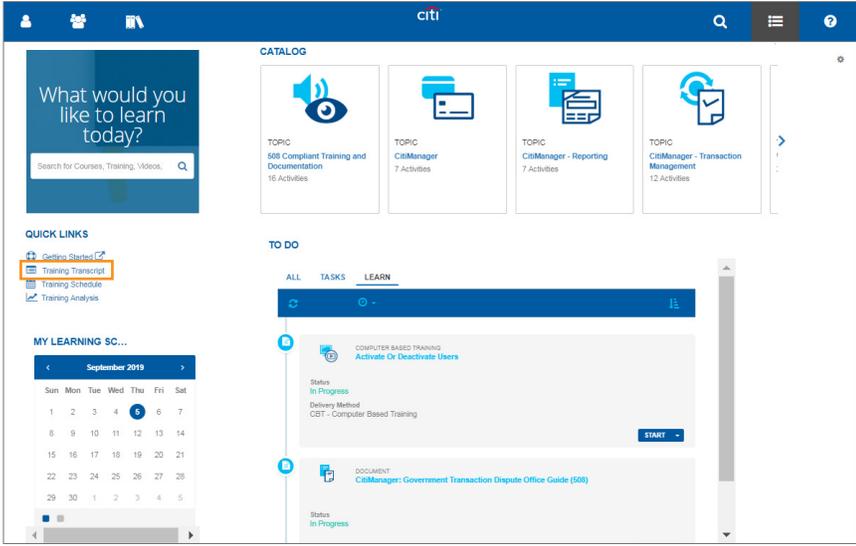
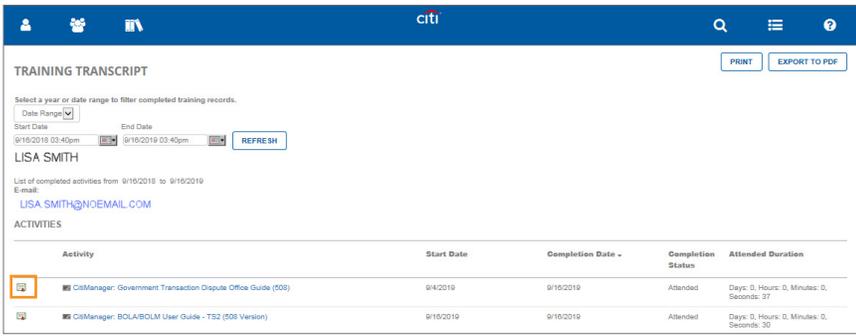
Learning Center – Reference Documents

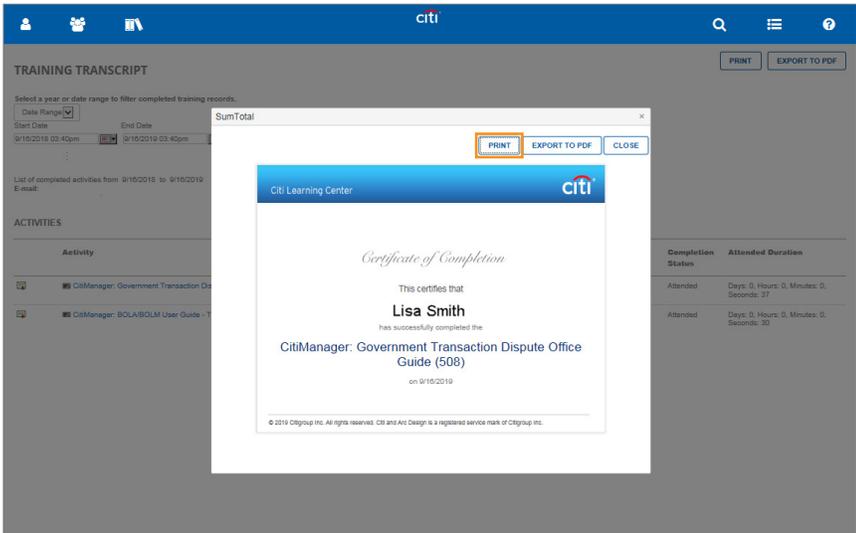
	<p>4. To view a document, click the Select button to the right of the activity you wish to view then click Start.</p> <p><i>The document will open in a new window.</i></p> <p>Note: If a popup blocker message displays, click Start.</p>
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Select Activity 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>	<p>1. From the Learning Center Home screen, click the Training Transcript link in the Quick Links section.</p> <p><i>The Training Transcript screen displays.</i></p>															
 <p>Training Transcript</p> <table border="1"> <thead> <tr> <th>Activity</th> <th>Start Date</th> <th>Completion Date</th> <th>Completion Status</th> <th>Attended Duration</th> </tr> </thead> <tbody> <tr> <td>CitiManager: Government Transaction Dispute Office Guide (508)</td> <td>9/4/2019</td> <td>9/10/2019</td> <td>Attended</td> <td>Days: 0, Hours: 0, Minutes: 0, Seconds: 37</td> </tr> <tr> <td>CitiManager: BOLABOLM User Guide - TS2 (508 Version)</td> <td>9/19/2019</td> <td>9/19/2019</td> <td>Attended</td> <td>Days: 0, Hours: 0, Minutes: 0, Seconds: 30</td> </tr> </tbody> </table>	Activity	Start Date	Completion Date	Completion Status	Attended Duration	CitiManager: Government Transaction Dispute Office Guide (508)	9/4/2019	9/10/2019	Attended	Days: 0, Hours: 0, Minutes: 0, Seconds: 37	CitiManager: BOLABOLM User Guide - TS2 (508 Version)	9/19/2019	9/19/2019	Attended	Days: 0, Hours: 0, Minutes: 0, Seconds: 30	<p>2. To view a Certificate of Completion, click the Diploma icon for the desired activity.</p> <p><i>The Certificate of Completion opens in a small window.</i></p>
Activity	Start Date	Completion Date	Completion Status	Attended Duration												
CitiManager: Government Transaction Dispute Office Guide (508)	9/4/2019	9/10/2019	Attended	Days: 0, Hours: 0, Minutes: 0, Seconds: 37												
CitiManager: BOLABOLM User Guide - TS2 (508 Version)	9/19/2019	9/19/2019	Attended	Days: 0, Hours: 0, Minutes: 0, Seconds: 30												

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.

