

From: noreply@citi.com
Sent: Thursday, March 26, 2020 10:54:40 PM GMT
To: jose.luis.soto.posada@live.com
Subject: (Secure) Remote Access temporarily 24 hour access (UAT)
[Secure Reply](#)

Dear Citi User,

IMMEDIATE ACTION REQUIRED: - [Below Actions must be taken within 36 hours from receiving this email. You must read this email and execute the below outlined process within this time window.]

You are receiving this email as your Citi Contact/Manager has raised a Temporary Citi Remote Access request on your behalf.

This will grant you temporary access to the Citi network from your remote location for a limited period of time and will only be active for the next 36 hours. This temporary access will allow you to raise the respective requests for your Citi Remote Access Token and Bring Your Own Device (BYOD) applications such as Blackberry Work, where required. Please follow the instructions below:

Instructions:

1. Login to remote office using this link: <https://remoteoffice.citigroup.com>
2. Use your Citi SOE ID as your username (this would have been provided to you by your Citi Contact).
3. The first half of your password is: AW3R**** (the second half of your password should have been sent via SMS/Text Message to your personal cell / mobile phone). Please note, passwords are case sensitive.
* For example: If the email code you receive is OGUz and the SMS code you receive is XyZ3, your full login code would be OGUzXyZ3

4. Once successfully authenticated, you will now have access to the Citi Remote Office Portal.
5. You should now see available Desktop options, based on your approved Citi Desktop solution(s). Please review available options and reference the user guides, where required.
 - a. Access your Cloud or Virtual Desktop
 - b. Access your Standard Desktop at Work

*If you are a New Hire to Citi and this is your first time logging in, you will need to select "Outlook Web Access" option to first reset your Windows Password. Please login to this application using your Temporary Windows Password (this would have been shared with you by your Citi Contact/Manager).

6. Once you have connected to your Citi Desktop solution, please navigate to Citi Marketplace and place orders for your Remote Access Mobile Token and Bring Your Own Device applications:
 - a. Bring Your Own Device (BYOD) Applications (This is needed if you do not have this setup already and require Email / Browser connectivity at Citi)
 - b. BYOD Mobile Token
 - i. Subject to your BYOD Mobile Token being approved / completed and activated (based on instructions provide via Citi email), please login to Citi Remote Office portal going forward using the Mobile Token from your new Mobile App on your Mobile Device.

Note: If you are a New Hire to Citi, please check with your Citi Contact/Manager as these requests may have already been raised on your behalf.

Please Note: If the 36-hour window has expired, or you did not receive the second half of your password via SMS/Text message. Please contact your Citi Contact/Manager to re-submit this request on your behalf. Please ensure your mobile contact information is accurate before re-submission.

If you have any questions or concerns about the Citi products you have either purchased or intend to purchase, please reach out to your Citi contact/financial advisor. If you are not able to open/read the attached PDF document or have other issues related to using secure mail, help is available 24 hours a day by calling 1-866-535-2504 (inside U.S.) or International users call 1-904-954-6181 (collect calls accepted) or by email at secure.emailhelp@citi.com.

