

Global Card Access

Bank of America
Merrill Lynch 

Global Card Access User's Guide

Table of Contents

About this Guide.....	4
Global Card Access.....	5
Introduction	5
Global Card Access Registration.....	5
Global Card Access - First Time Registration for Individual Accounts	6
Log in as a Registered User.....	9
Global Card Access Home Page	9
Changing your Password.....	10
Editing Profile Information	10
Resetting a Forgotten Password	11
Alerts.....	12
Introduction	12
Alerts Access	12
Alerts for Individual Accounts	12
Setting Up Alerts and Contacts	13
Editing Alerts	21

Editing Contacts..... 23

Editing Alert Preferences 24

User-Initiated Text Alerts 25

Alerts for Corporate Accounts..... 25

First Time Registration for Corporate Account - New User Registration 26

Setting Up Corporate Account Alerts and Contacts 27

Editing Corporate Account Alerts and Contacts..... 31

Online PIN Check..... 32

Introduction 32

First Time Registration 33

Log in as a Registered User..... 35

Retrieving Your PIN 36

About this Guide

Each of the topics includes step-by-step instructions for performing a specific task within Global Card Access or for accessing an application within the Global Card Access card portal. You can review all of the tasks in this guide or review the task that is specific to your interest. Your company must be configured for an application to view and access the application within the Global Card Access portal.

Within this guide, you will learn how to:

Global Card Access

- Log in to Global Card Access.
- Register as a new user.
- Update password and security questions.
- Edit profile information.
- Reset a forgotten password.

Alerts

- Set up Alerts and Contacts.
- Edit Alerts.
- Edit Contacts.
- Edit Preferences.
- Set up Corporate Account Alerts.

Online PIN Check

- Access Online PIN Check.
- Retrieve your PIN.

Global Card Access

For General Inquiries - Contact Customer Service at 888.449.2273

Introduction

Bank of America Merrill Lynch has developed the Global Card Access website to provide cardholders and Program Administrators with Bank of America Merrill Lynch corporate card programs a single point of access to self-service tools such as Online PIN Check and Alerts registration. Currently, Alerts via Global Card Access is only available for US and Canada Card programs.

Global Card Access Registration

All users must self-register for access to Global Card Access (Figure 1). After registration is complete, users may access other applications within the portal to which they are authorized, such as Online PIN Check and Alerts. Your organization must be configured for an application to view and access the application within Global Card Access.

Global Card Access Login Page

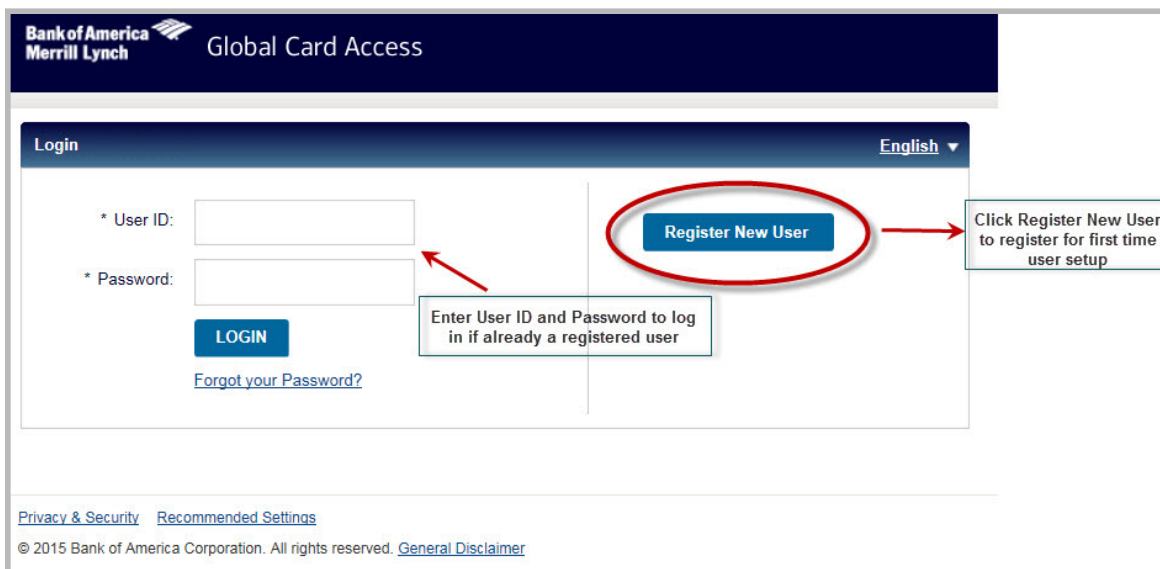



Figure 1: Global Card Access Login Page

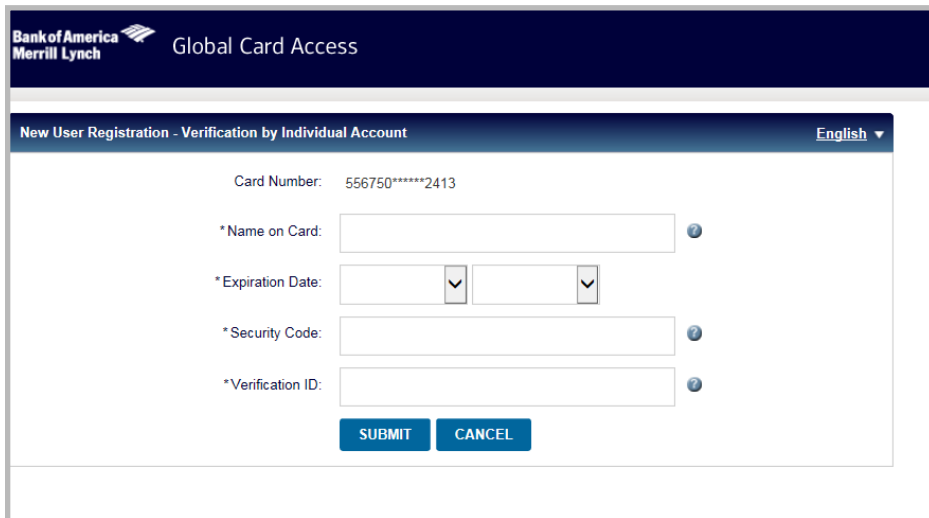
Global Card Access - First Time Registration for Individual Accounts

To register as a new user, complete the following:

1. Access the Global Card Access website at www.bofam.com/globalcardaccess
2. From the Global Card Access Login screen (Figure 1), click **Register New User**.
3. Enter your card account number.
4. Click **Submit**.
5. Complete the additional account information (Figure 2).

Notes:

- Registration information required varies based on region and account type.
- Click the  icon for additional details, as needed.



The screenshot displays the 'New User Registration - Verification by Individual Account' screen. At the top left is the Bank of America Merrill Lynch logo. The page title is 'Global Card Access'. Below the title bar, the page content includes a language dropdown set to 'English'. The main form area contains the following fields:

- Card Number: 556750****2413
- *Name on Card: [Text Input] with a help icon
- *Expiration Date: [Month/Year] dropdowns with help icons
- *Security Code: [Text Input] with a help icon
- *Verification ID: [Text Input] with a help icon

At the bottom of the form are two buttons: 'SUBMIT' and 'CANCEL'.

Figure 2: Complete Additional Account Information

6. Click **Submit**. The **New User Registration** screen displays.

7. Complete the information to define your **User ID** and **Password** (Figure 3).

Notes:

- A **User ID** must be a minimum of seven characters and a maximum of 50 characters.
- A **Password** must be a minimum of eight characters and must contain at least one alpha and one numeric character. Passwords are case sensitive.

The screenshot shows the 'New User Registration - Verification by Individual Account' page. At the top, there is a header with the Bank of America Merrill Lynch logo and 'Global Card Access'. Below the header, there is a language dropdown set to 'English'. A message box says 'Please create a new User ID and Password'. The form contains several input fields: *First Name, *User ID, Middle Name, Employee ID, *Last Name, and *Email Address. Below these is a section for setting a new password with *Password and *Confirm Password fields. The final section is for security validation questions, with three questions and their respective answer and confirm fields. The questions are: 'What is your favorite sport or hobby?', 'Which city was your youngest brother born in?', and 'Who was your first babysitter?'. At the bottom, there are 'SUBMIT' and 'CANCEL' buttons.

Figure 3: Define User ID and Password

8. Select three security validation questions and answers. This information will be used to verify your identity.
9. Click **Submit**.

10. Click **Accept** to acknowledge the Terms and Conditions (Figure 4). The Global Card Access Login screen displays a message confirming your registration is complete (Figure 5).

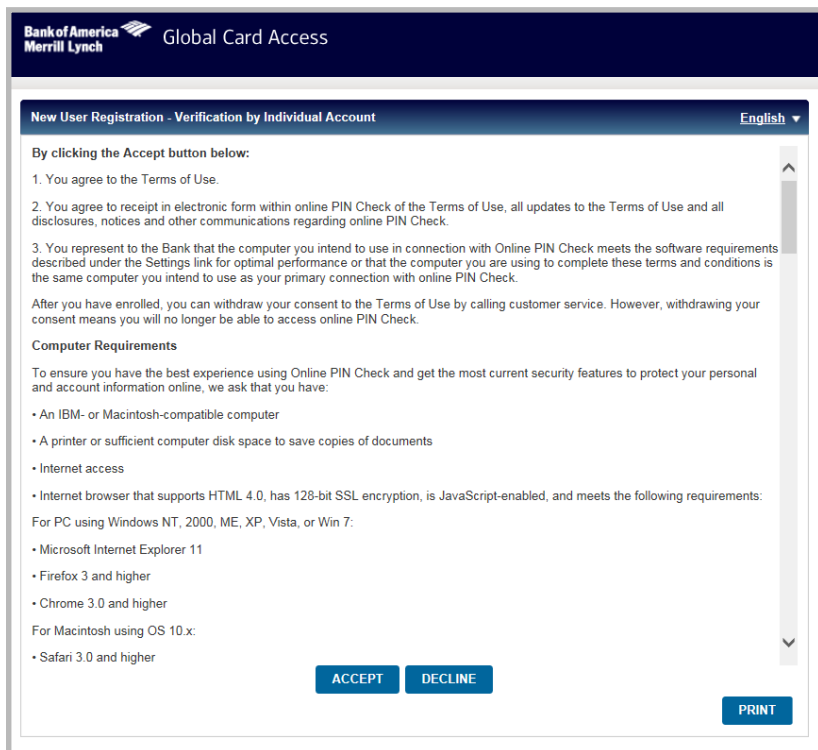


Figure 4: Accept Terms and Conditions

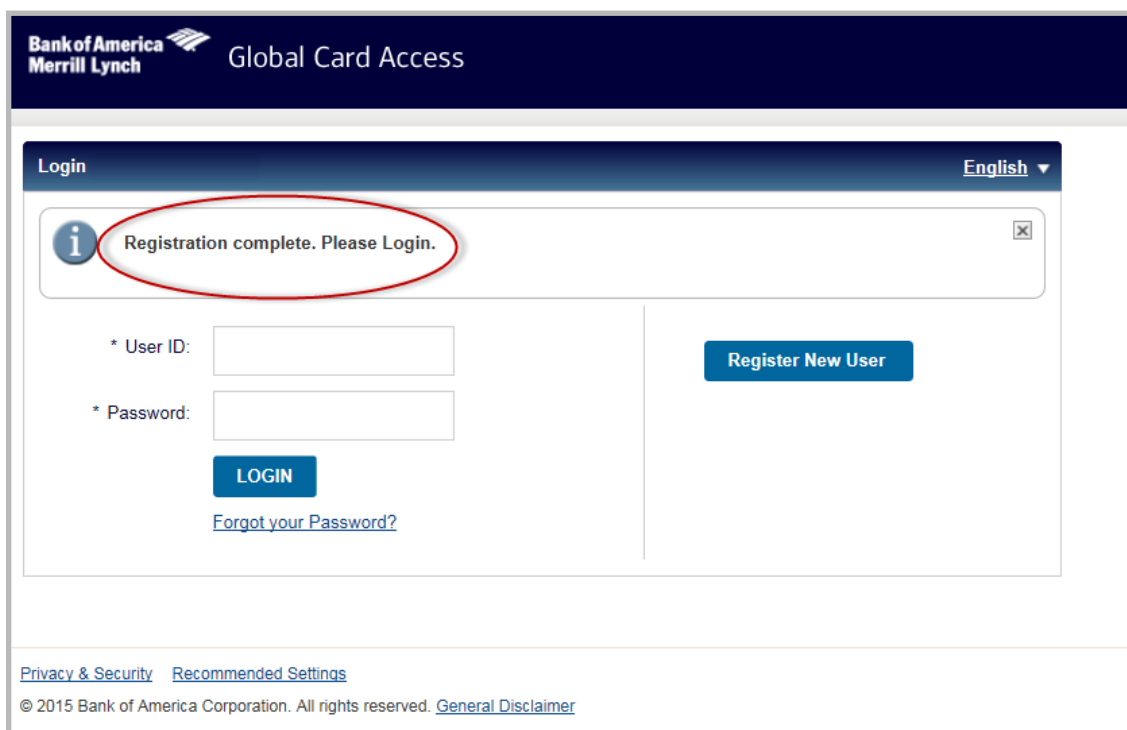


Figure 5: Registration confirmation message.

This completes the procedure.

Log in as a Registered User

To log in to Global Account Access as a registered user, complete the following:

1. Go to Global Card Access at www.bofam.com/globalcardaccess
2. Enter your **User ID**.
3. Enter your **Password**.
4. Click **Login**. The Global Card Access home page displays (Figure 6).

Global Card Access Home Page

The menu bar that displays on the Global Card Access home page may differ depending on your company's configuration to applications.

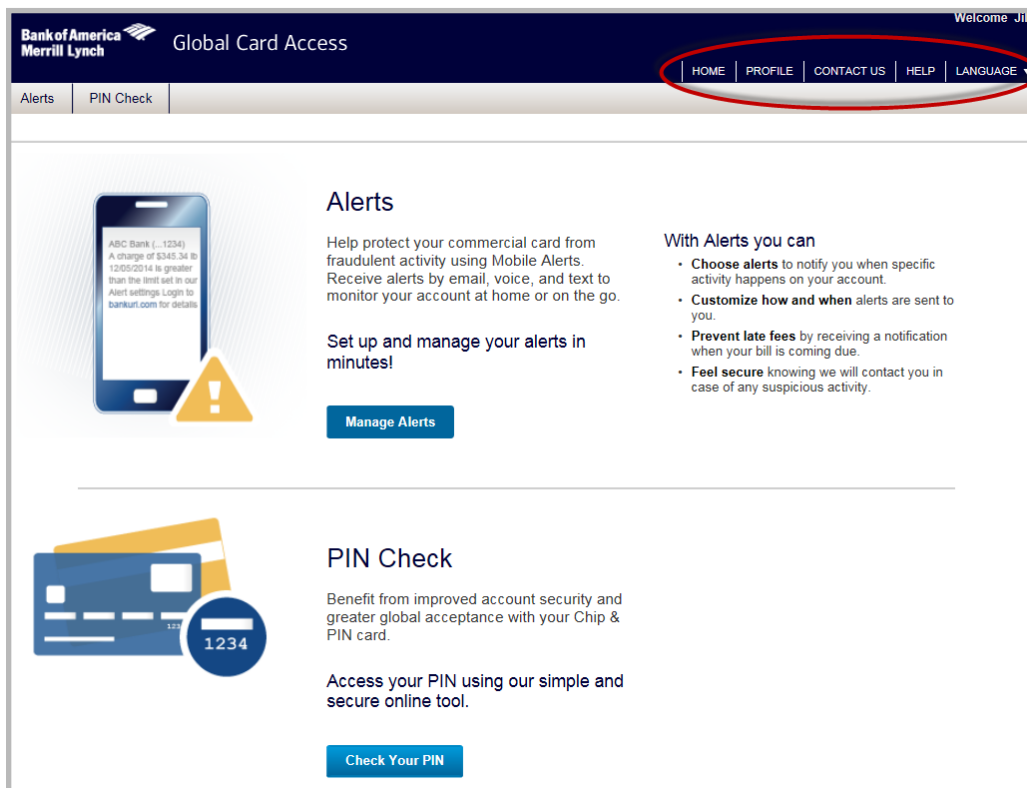


Figure 6: Global Card Access Homepage

The following links are located in the top-right corner of the home page:

- **Home** - Click **Home** from any screen to return to the home page
- **Profile** - Click **Profile** to change your password or edit information, such as User ID and email address.
- **Contact Us** - Click **Contact Us** to access Customer Service contact information.
- **Help** - Click **Help** to access reference documentation.
- **Language** - Users may select their language preference for Global Card Access from the drop-down menu.

[Return to Table of Contents](#)

Changing your Password

To change your password, complete the following:

1. Log in to Global Card Access.
2. Click **Profile** in the top right corner of the screen. The My Info screen displays.
3. Click **Change Password**.
4. Enter your current password in the **Current Password** field.
5. Enter your new password in the **New Password** field.
6. Re-enter your new password in the **Confirm Password** field.
7. Click **Submit**. A message displays indicating your password has been changed.

Note: In the interest of security, an email is sent to the user to confirm the update.

This completes the procedure.

Editing Profile Information

To edit your profile information, complete the following:

1. Log in to Global Card Access.
2. Click **Profile** in the top-right corner of the screen. The My Info screen displays (Figure 7).

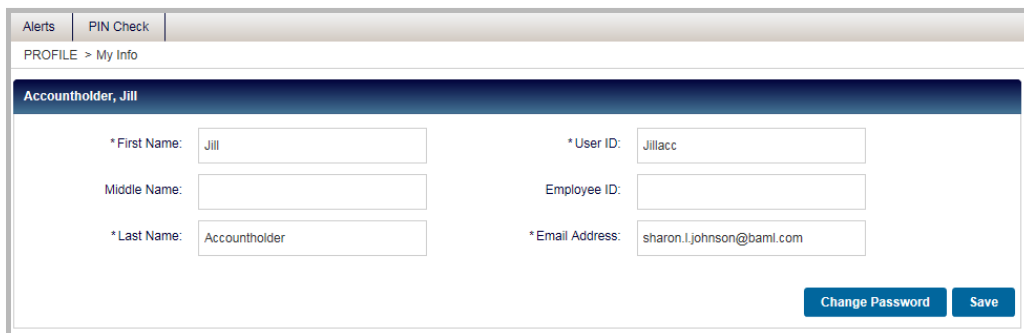


Figure 7: Edit Profile Information

3. Edit any of the desired fields:

- **First Name**
- **Middle Name**
- **Last Name**
- **User ID**
- **Employee ID**
- **Email Address**

4. Click **Save**. A confirmation message displays.

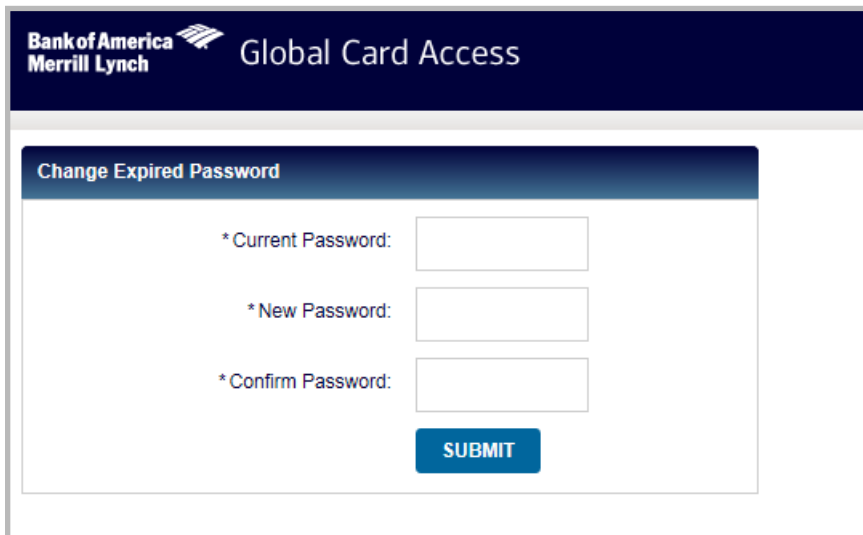
Note: In the interest of security, an email is sent to the user to confirm the update.

This completes the procedure.

Resetting a Forgotten Password

To use the *Forgot your Password?* feature, complete the following:

1. From the Global Card Access login screen, click **Forgot your Password?** The Forgot Your Password screen displays.
2. Enter your **User ID** and **Email**. Additional information on the password reset will be emailed to the email address entered.
3. Click **Submit**.
4. Enter an answer to the Security Question that displays.
5. Click **Submit**. The login screen displays with a message indicating an email will be sent with additional instructions for resetting your password.
6. Enter your **User ID** and the temporary password contained within the Forgotten Password Reset email on the login screen.
7. Click **Login**. The Change Expired Password screen displays (Figure 8).



The screenshot shows the 'Change Expired Password' form. At the top left, the Bank of America Merrill Lynch logo is visible. The title 'Global Card Access' is centered at the top. Below the title, the form is titled 'Change Expired Password'. It contains three input fields: '* Current Password:', '* New Password:', and '* Confirm Password:'. Each field is followed by a text input box. Below the input fields is a blue button labeled 'SUBMIT'.

Figure 8: Change Expired Password

8. Enter the temporary password in **Current Password**.
9. Enter a new password in **New Password**.

Note: Passwords must be a minimum of eight characters and must contain at least one alpha and one numeric character. Passwords are case sensitive.

10. Re-enter the new password in **Confirm Password**.
11. Click **Submit**. A confirmation message displays.

This completes the procedure.

Alerts

For General Inquiries - Contact Customer Service at 888.449.2273

Introduction

Alerts provide notifications about important, time-sensitive information about your corporate card account and activity. With Alerts, you receive critical information about your corporate card accounts without logging in to an application. You can select the communication channel that best suits your business needs including email and text message for all alert types, or select voicemail for suspicious activity alerts.

Alerts is currently available only to cardholders with US and Canada-based corporate card programs within the Global Card Access website, and users must have a US or Canadian mobile phone number in order to receive text or voice alerts. Your organization must be configured for Alerts to view and access the application within Global Card Access.

Alerts Access

All users must self-register for access to Global Card Access. After registration is complete, users may access the Alerts application within Global Card Access. Refer to [“Global Card Access - First Time Registration for Individual Accounts” on page 6](#) for registration instructions.

Alerts for Individual Accounts

Available Alert options vary according to the type of card account you are registering. Individual cardholders will register an ‘individual’ account number, and program administrators will register a ‘corporate’ account number. After you enter the Alerts tool the applicable alerts based on your program type will be viewable for you to select.

The Individual Account **Alert Types** include:

- Suspicious Activity
- Purchase Amount
- Distance From Zip
- Specific Balance Amount
- Merchant State/Country/Type
- Mail/Phone/Internet Purchase
- Purchase Declined
- Cash Purchase

[Return to Table of Contents](#)

- Credit Available
- % of Credit Limit (Multi-Threshold)
- Specific Balance Amount
- Payment Due in X Days (Individual Bill Only)
- Payment Amount (Individual Bill Only)
- Missed Payment (Individual Bill Only)
- Personal Info Changed
- New Card Requested

Setting Up Alerts and Contacts

To set up alerts and contacts, complete the following:

1. Log in to Global Card Access.
2. Click the Alerts tab or click **Manage Alerts**.
3. Select an option for **Language** and **Time Zone** preferences from the drop-down menus that display (Figure 1).

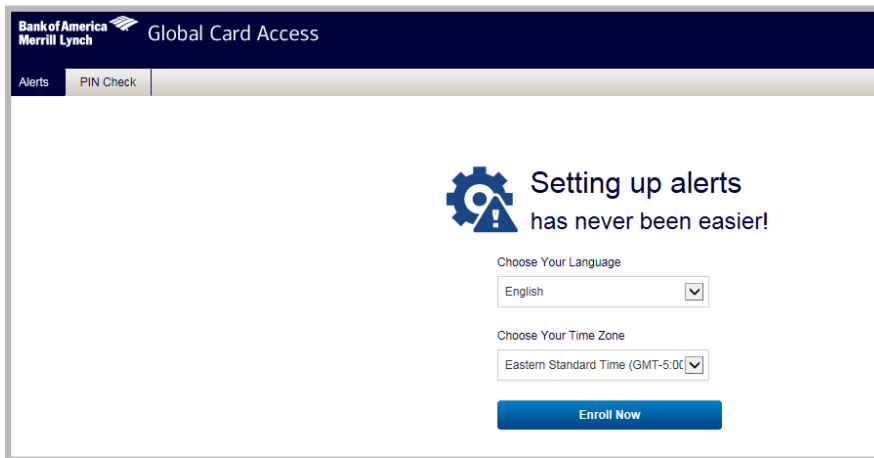


Figure 1: Select Alert Preferences

4. Click **Enroll Now**.

- Click **Accept** to acknowledge the Alerts Terms and Conditions (Figure 2). The Contacts screen displays with an enrollment confirmation message.

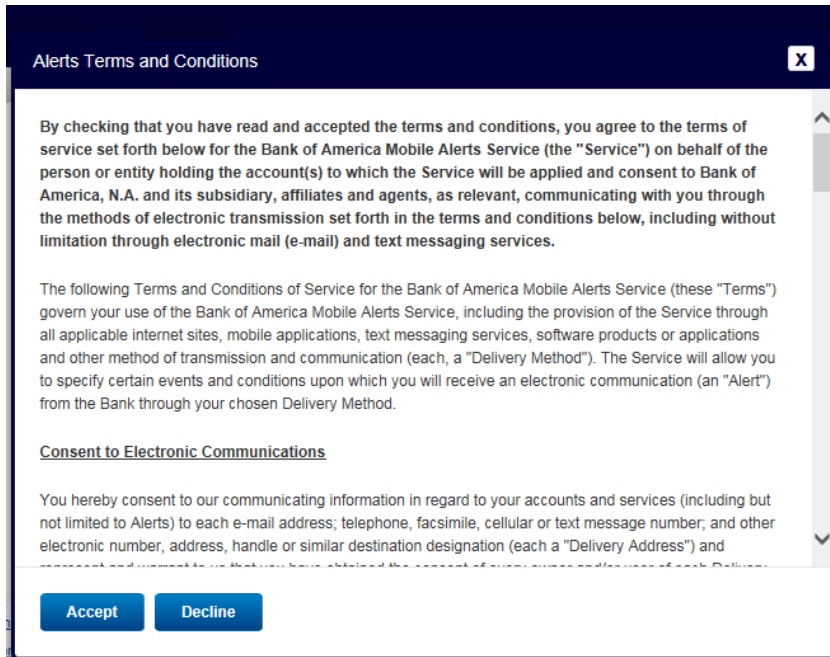


Figure 2: Accept Alerts Terms and Conditions

- Complete the actions, as needed (Figure 3). This feature will allow additional person(s) to receive the alert.

Notes:

- You may have a maximum of three contacts for each Alert.
- The information requested will vary based on the delivery option (**Contact Type**) selected.

To...	Then...
Set up a Voice contact	<ol style="list-style-type: none"> Enter a Nickname (maximum 25 characters, including special characters) for the contact. Select Voice from the Contact Type drop-down menu. The Voice option can only be selected for Suspicious Activity alerts. Enter a phone number, including the area code, in Phone/Email. Go to step 7.
Set up a Email contact	<ol style="list-style-type: none"> Enter a Nickname (maximum 25 characters, including special characters) for the contact. Select Email from the Contact Type drop-down menu. Enter the email address in Phone/Email. Go to step 7.

To...	Then...
Set up a Text contact	<p>a. Enter a Nickname (maximum 25 characters, including special characters) for the contact.</p> <p>b. Select Text from the Contact Type drop-down menu.</p> <p>c. Select an option in Country.</p> <p>d. Enter the phone number, including the area code, in Phone/Email.</p> <p>Important: A text message will be sent to the contact to verify the phone number. Text contacts must confirm their acceptance and reply within 15 minutes to complete their registration.</p> <p>e. Enter the specified time frame when text or phone alerts should be suppressed, if desired, in Do Not Disturb.</p> <p>f. Go to step 7.</p>

The screenshot displays the 'Contacts' configuration page. At the top, there are tabs for 'Alerts', 'PIN Check', 'Settings', 'Contacts', and 'Preferences'. The 'Contacts' tab is active. The main content area is titled 'Contacts' and contains several input fields: 'Status' (set to 'Enable'), 'Nickname' (empty with a red border and error message 'This field is required.'), 'Contact Type' (set to 'Select'), 'Country', 'Phone/Email', and 'Do Not Disturb'. At the bottom, there is a '+ Add Another Contact' link and a 'Save' button.

Figure 3: Set Up New Contacts

7. Do you wish to add additional contacts?

If...	Then...						
Yes	<p>a. Select Add Another Contact.</p> <p>b. Click the Select drop-down menu.</p> <p>c. Does the desired contact display in the drop-down menu?</p> <table border="1"> <thead> <tr> <th>If...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td> <p>i. Select the desired contact.</p> <p>ii. Continue adding contacts by clicking Add Another Contact, if desired.</p> <p>Note: You may have a maximum of three contacts for each Alert.</p> <p>iii. Click Save. A confirmation message displays.</p> <p>iv. Go to step 8.</p> </td> </tr> <tr> <td>No</td> <td> <p>i. Select Add New Contact from the drop-down menu.</p> <p>ii. Enter a Nickname (maximum 25 characters, including special characters) for the new contact.</p> <p>iii. Select an option for Contact Type.</p> <p>iv. Enter the information required for the new contact.</p> <p>v. Click Save. A confirmation message displays.</p> <p>vi. Go to step 8.</p> </td> </tr> </tbody> </table>	If...	Then...	Yes	<p>i. Select the desired contact.</p> <p>ii. Continue adding contacts by clicking Add Another Contact, if desired.</p> <p>Note: You may have a maximum of three contacts for each Alert.</p> <p>iii. Click Save. A confirmation message displays.</p> <p>iv. Go to step 8.</p>	No	<p>i. Select Add New Contact from the drop-down menu.</p> <p>ii. Enter a Nickname (maximum 25 characters, including special characters) for the new contact.</p> <p>iii. Select an option for Contact Type.</p> <p>iv. Enter the information required for the new contact.</p> <p>v. Click Save. A confirmation message displays.</p> <p>vi. Go to step 8.</p>
If...	Then...						
Yes	<p>i. Select the desired contact.</p> <p>ii. Continue adding contacts by clicking Add Another Contact, if desired.</p> <p>Note: You may have a maximum of three contacts for each Alert.</p> <p>iii. Click Save. A confirmation message displays.</p> <p>iv. Go to step 8.</p>						
No	<p>i. Select Add New Contact from the drop-down menu.</p> <p>ii. Enter a Nickname (maximum 25 characters, including special characters) for the new contact.</p> <p>iii. Select an option for Contact Type.</p> <p>iv. Enter the information required for the new contact.</p> <p>v. Click Save. A confirmation message displays.</p> <p>vi. Go to step 8.</p>						
No	Go to step 8.						

8. Do you wish to remove a contact?

If...	Then...
Yes	<p>a. Click X beside the contact to be deleted.</p> <p>b. Click Continue. A confirmation messages displays.</p> <p>Go to step 9.</p>
No	Go to step 9.

9. Click the **Settings** tab. The Alerts Settings screen displays (Figure 4).

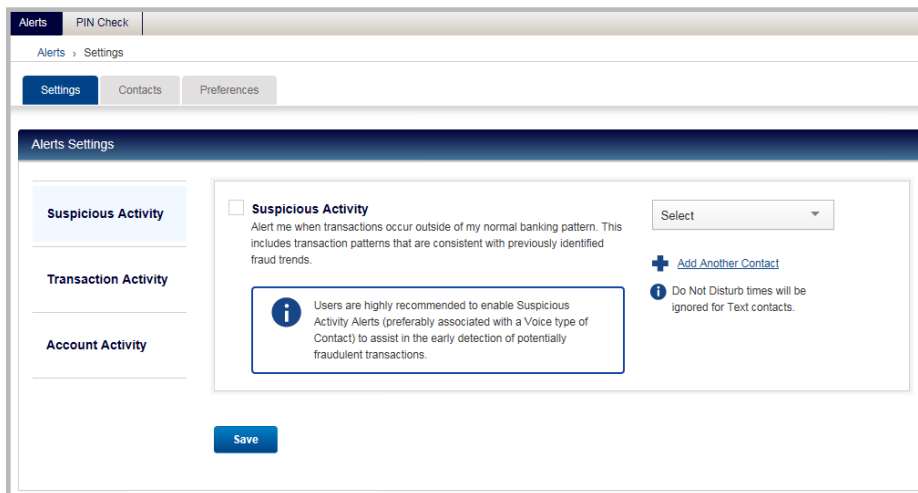


Figure 4: Set up Alerts Settings

10. Complete the following actions, as desired:

To...	Then...						
Set up Suspicious Activity Alert	<ul style="list-style-type: none"> a. Select the Suspicious Activity check box. b. Click the Select drop-down menu. c. Does the desired contact display in the drop-down menu? 						
	<table border="1"> <thead> <tr> <th>If...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td> <ul style="list-style-type: none"> i. Select the desired contact. ii. Continue adding contacts by clicking Add Another Contact, if desired. <p>Note: You may add a maximum of three contacts to each Alert.</p> <ul style="list-style-type: none"> iii. Click Save. A confirmation message displays. <p>This completes the procedure.</p> </td> </tr> <tr> <td>No</td> <td> <ul style="list-style-type: none"> i. Select Add New Contact from the drop-down menu. ii. Enter a Nickname (maximum 25 characters, including special characters) for the new contact. iii. Select a Contact Type. iv. Enter the information required for the new contact. v. Select the terms and conditions and privacy policy statement check box to accept, if it displays. vi. Click Save. A confirmation message displays. <p>This completes the procedure.</p> </td> </tr> </tbody> </table>	If...	Then...	Yes	<ul style="list-style-type: none"> i. Select the desired contact. ii. Continue adding contacts by clicking Add Another Contact, if desired. <p>Note: You may add a maximum of three contacts to each Alert.</p> <ul style="list-style-type: none"> iii. Click Save. A confirmation message displays. <p>This completes the procedure.</p>	No	<ul style="list-style-type: none"> i. Select Add New Contact from the drop-down menu. ii. Enter a Nickname (maximum 25 characters, including special characters) for the new contact. iii. Select a Contact Type. iv. Enter the information required for the new contact. v. Select the terms and conditions and privacy policy statement check box to accept, if it displays. vi. Click Save. A confirmation message displays. <p>This completes the procedure.</p>
	If...	Then...					
Yes	<ul style="list-style-type: none"> i. Select the desired contact. ii. Continue adding contacts by clicking Add Another Contact, if desired. <p>Note: You may add a maximum of three contacts to each Alert.</p> <ul style="list-style-type: none"> iii. Click Save. A confirmation message displays. <p>This completes the procedure.</p>						
No	<ul style="list-style-type: none"> i. Select Add New Contact from the drop-down menu. ii. Enter a Nickname (maximum 25 characters, including special characters) for the new contact. iii. Select a Contact Type. iv. Enter the information required for the new contact. v. Select the terms and conditions and privacy policy statement check box to accept, if it displays. vi. Click Save. A confirmation message displays. <p>This completes the procedure.</p>						

To...	Then...						
Set up Transaction Activity Alerts	<p>g. Click Transaction Activity. A list of transaction alerts displays.</p> <p>h. Select the check box beside the alert you wish to receive.</p> <p>Note: Some alerts have additional thresholds that require you to complete additional information. (Figure 5).</p> <p>i. Enter or select additional threshold options, as needed.</p> <p>j. Click the Select drop-down menu.</p> <p>k. Does the desired contact display in the drop-down menu?</p> <table border="1"> <thead> <tr> <th>If...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td> <p>i. Select the desired contact.</p> <p>ii. Continue adding contacts by clicking Add Another Contact, if desired.</p> <p>Note: You may have a maximum of three contacts for each Alert.</p> <p>iii. Go to step f.</p> </td> </tr> <tr> <td>No</td> <td> <p>i. Select Add New Contact from the drop-down menu.</p> <p>ii. Enter a Nickname (maximum 25 characters, including special characters) for the new contact.</p> <p>iii. Select a Contact Type.</p> <p>iv. Enter information required for the new contact.</p> <p>v. Select the terms and conditions and privacy policy statement check box to accept, if it displays.</p> <p>vi. Click Save.</p> <p>vii. Go to step f.</p> </td> </tr> </tbody> </table> <p>f. Continue to select the check box beside each alert you wish to receive, as needed.</p> <p>g. Select at least one contact from the Select drop-down menu for each alert selected.</p> <p>Note: You may have a maximum of three contacts for each Alert.</p> <p>h. Click Save. A confirmation message displays.</p> <p>This completes the procedure.</p>	If...	Then...	Yes	<p>i. Select the desired contact.</p> <p>ii. Continue adding contacts by clicking Add Another Contact, if desired.</p> <p>Note: You may have a maximum of three contacts for each Alert.</p> <p>iii. Go to step f.</p>	No	<p>i. Select Add New Contact from the drop-down menu.</p> <p>ii. Enter a Nickname (maximum 25 characters, including special characters) for the new contact.</p> <p>iii. Select a Contact Type.</p> <p>iv. Enter information required for the new contact.</p> <p>v. Select the terms and conditions and privacy policy statement check box to accept, if it displays.</p> <p>vi. Click Save.</p> <p>vii. Go to step f.</p>
If...	Then...						
Yes	<p>i. Select the desired contact.</p> <p>ii. Continue adding contacts by clicking Add Another Contact, if desired.</p> <p>Note: You may have a maximum of three contacts for each Alert.</p> <p>iii. Go to step f.</p>						
No	<p>i. Select Add New Contact from the drop-down menu.</p> <p>ii. Enter a Nickname (maximum 25 characters, including special characters) for the new contact.</p> <p>iii. Select a Contact Type.</p> <p>iv. Enter information required for the new contact.</p> <p>v. Select the terms and conditions and privacy policy statement check box to accept, if it displays.</p> <p>vi. Click Save.</p> <p>vii. Go to step f.</p>						

To...	Then...						
Set up Account Activity Alerts	<p>a. Click Account Activity. A list of account alerts displays.</p> <p>b. Select the check box beside the alert you wish to receive.</p> <p>Notes:</p> <ul style="list-style-type: none"> ▪ Account Alerts will vary based on the account type. ▪ Some alerts have additional thresholds that require you to complete additional information. <p>c. Enter or select additional threshold options, as needed.</p> <p>d. Click the Select drop-down menu.</p> <p>e. Does the desired contact display in the drop-down menu?</p> <table border="1" data-bbox="435 527 1529 1188"> <thead> <tr> <th>If...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td> <p>i. Select the desired contact.</p> <p>ii. Continue adding contacts by clicking Add Another Contact, if desired.</p> <p>Note: You may have a maximum of three contacts for each Alert.</p> <p>iii. Go to step f.</p> </td> </tr> <tr> <td>No</td> <td> <p>i. Select Add New Contact from the drop-down menu.</p> <p>ii. Enter a Nickname (maximum 25 characters, including special characters) for the new contact.</p> <p>iii. Select a Contact Type.</p> <p>iv. Enter the information required for the new contact.</p> <p>v. Select the terms and conditions and privacy policy statement check box to accept, if it displays.</p> <p>vi. Click Save.</p> <p>vii. Go to step f.</p> </td> </tr> </tbody> </table> <p>f. Continue to select the check box beside each alert you wish to receive, as needed.</p> <p>g. Select at least one contact from the Select drop-down menu for each alert selected.</p> <p>Note: You may have a maximum of three contacts for each Alert.</p> <p>h. Click Save. A confirmation message displays.</p> <p>This completes the procedure.</p>	If...	Then...	Yes	<p>i. Select the desired contact.</p> <p>ii. Continue adding contacts by clicking Add Another Contact, if desired.</p> <p>Note: You may have a maximum of three contacts for each Alert.</p> <p>iii. Go to step f.</p>	No	<p>i. Select Add New Contact from the drop-down menu.</p> <p>ii. Enter a Nickname (maximum 25 characters, including special characters) for the new contact.</p> <p>iii. Select a Contact Type.</p> <p>iv. Enter the information required for the new contact.</p> <p>v. Select the terms and conditions and privacy policy statement check box to accept, if it displays.</p> <p>vi. Click Save.</p> <p>vii. Go to step f.</p>
If...	Then...						
Yes	<p>i. Select the desired contact.</p> <p>ii. Continue adding contacts by clicking Add Another Contact, if desired.</p> <p>Note: You may have a maximum of three contacts for each Alert.</p> <p>iii. Go to step f.</p>						
No	<p>i. Select Add New Contact from the drop-down menu.</p> <p>ii. Enter a Nickname (maximum 25 characters, including special characters) for the new contact.</p> <p>iii. Select a Contact Type.</p> <p>iv. Enter the information required for the new contact.</p> <p>v. Select the terms and conditions and privacy policy statement check box to accept, if it displays.</p> <p>vi. Click Save.</p> <p>vii. Go to step f.</p>						

Alerts PIN Check

Alerts > Settings

Settings Contacts Preferences

Alerts Settings

Suspicious Activity

Transaction Activity

Account Activity

<input checked="" type="checkbox"/> Cash Withdrawals <small>Alert me when cash is withdrawn.</small>	<div style="display: flex; justify-content: space-between; align-items: center;"> Sue ✕ </div> <div style="text-align: right; margin-top: 5px;"> + Add Another Contact </div>
<input checked="" type="checkbox"/> Transactions Declined <small>Alert me when a transaction is declined.</small>	<div style="display: flex; justify-content: space-between; align-items: center;"> Sue ✕ </div> <div style="text-align: right; margin-top: 5px;"> + Add Another Contact </div>
<input checked="" type="checkbox"/> Transactions by Amount <small>Alert me when a transaction exceeds my specified amount.</small> Amount Exceeds: <input style="width: 80px;" type="text" value="1000"/>	<div style="display: flex; justify-content: space-between; align-items: center;"> Sue ✕ </div> <div style="text-align: right; margin-top: 5px;"> + Add Another Contact </div>
<input checked="" type="checkbox"/> Transactions made via Mail and Phone <small>Alert me when transactions are made by mail or phone.</small>	<div style="display: flex; justify-content: space-between; align-items: center;"> Sue ✕ </div> <div style="text-align: right; margin-top: 5px;"> + Add Another Contact </div>
<input checked="" type="checkbox"/> Transactions made via Internet <small>Alert me when transactions are made through the internet.</small>	<div style="display: flex; justify-content: space-between; align-items: center;"> Sue ✕ </div> <div style="text-align: right; margin-top: 5px;"> + Add Another Contact </div>
<input type="checkbox"/> Transactions by Merchant Country <small>Alert me when transactions are made based on merchant country.</small>	<div style="display: flex; justify-content: space-between; align-items: center;"> Select ✕ </div> <div style="text-align: right; margin-top: 5px;"> + Add Another Contact </div>

Figure 5: Complete Additional Threshold Options Where Provided

Editing Alerts

A user can perform the following maintenance on an alert:

- Un-enroll in an alert.
Note: To cancel enrollment of an account in Alerts, refer to [“Editing Alert Preferences” on page 24](#).
- Add an alert.
- Change the contact(s) for an alert.
- Change threshold options for an alert.

To perform maintenance on an alert, complete the following:

1. Log in to Global Card Access.
2. Click the Alerts tab or click **Manage Alerts**.
3. Do you wish to unenroll in an alert?

If...	Then...
Yes	<ol style="list-style-type: none">a. Click one of the desired Alerts Settings to display the list of alerts, as needed:<ul style="list-style-type: none">▪ Suspicious Activity Alert▪ Transaction Activity Alerts▪ Account Activity AlertsNote: If you are unenrolling in a corporate account alert, go to step b.b. Clear the check box of the desired alert(s).c. Click Save. A confirmation message displays.d. Go to step 4.
No	Go to step 4.

4. Do you wish to add an alert?

If...	Then...
Yes	<ol style="list-style-type: none">a. Click one of the desired Alerts Settings, as needed:<ul style="list-style-type: none">▪ Suspicious Activity Alert▪ Transaction Activity Alerts▪ Account Activity AlertsNote: If you are adding a corporate account alert, go to step b.b. Select the check box beside the alert(s) you wish to receive. Note: Some alerts have additional thresholds that require you to complete.c. Enter or select additional threshold options, as needed.d. Click Save. A confirmation message displays.e. Go to step 5.
No	Go to step 5.

5. Do you wish to change the contact(s) for an alert?

If...	Then...								
Yes	<p>a. Click the desired Alerts Settings, as needed:</p> <ul style="list-style-type: none"> ▪ Suspicious Activity Alert ▪ Transaction Activity Alerts ▪ Account Activity Alerts <p>Note: If you are changing a contact for a corporate account alert, go to step b.</p> <p>b. Complete any of the following on the desired alert, as needed:</p> <table border="1"> <thead> <tr> <th>To...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Replace an existing contact</td> <td> <p>i. Select a contact from the Select drop-down menu for the contact to be replaced. This action replaces one contact for another but does not remove the contact as an option.</p> <p>ii. Click Save. A confirmation message displays.</p> <p>iii. Go to step 6.</p> </td> </tr> <tr> <td>Add a New Contact</td> <td> <p>i. Select Add New Contact from the Select drop-down menu.</p> <p>ii. Enter a Nickname (maximum 25 characters, including special characters) for the new contact.</p> <p>iii. Select a Contact Type.</p> <p>iv. Enter the information required for the new contact.</p> <p>v. Select the terms and conditions and privacy policy statement check box to accept, if it displays.</p> <p>vi. Click Save. A confirmation message displays.</p> <p>vii. Go to step 6.</p> </td> </tr> <tr> <td>Remove a contact from the Alert</td> <td> <p>i. Click X beside the contact to be removed. This action removes the contact from the alert, but does not remove the contact as an option.</p> <p>ii. Click Save. A confirmation messages displays.</p> <p>iii. Go to step 6.</p> </td> </tr> </tbody> </table>	To...	Then...	Replace an existing contact	<p>i. Select a contact from the Select drop-down menu for the contact to be replaced. This action replaces one contact for another but does not remove the contact as an option.</p> <p>ii. Click Save. A confirmation message displays.</p> <p>iii. Go to step 6.</p>	Add a New Contact	<p>i. Select Add New Contact from the Select drop-down menu.</p> <p>ii. Enter a Nickname (maximum 25 characters, including special characters) for the new contact.</p> <p>iii. Select a Contact Type.</p> <p>iv. Enter the information required for the new contact.</p> <p>v. Select the terms and conditions and privacy policy statement check box to accept, if it displays.</p> <p>vi. Click Save. A confirmation message displays.</p> <p>vii. Go to step 6.</p>	Remove a contact from the Alert	<p>i. Click X beside the contact to be removed. This action removes the contact from the alert, but does not remove the contact as an option.</p> <p>ii. Click Save. A confirmation messages displays.</p> <p>iii. Go to step 6.</p>
To...	Then...								
Replace an existing contact	<p>i. Select a contact from the Select drop-down menu for the contact to be replaced. This action replaces one contact for another but does not remove the contact as an option.</p> <p>ii. Click Save. A confirmation message displays.</p> <p>iii. Go to step 6.</p>								
Add a New Contact	<p>i. Select Add New Contact from the Select drop-down menu.</p> <p>ii. Enter a Nickname (maximum 25 characters, including special characters) for the new contact.</p> <p>iii. Select a Contact Type.</p> <p>iv. Enter the information required for the new contact.</p> <p>v. Select the terms and conditions and privacy policy statement check box to accept, if it displays.</p> <p>vi. Click Save. A confirmation message displays.</p> <p>vii. Go to step 6.</p>								
Remove a contact from the Alert	<p>i. Click X beside the contact to be removed. This action removes the contact from the alert, but does not remove the contact as an option.</p> <p>ii. Click Save. A confirmation messages displays.</p> <p>iii. Go to step 6.</p>								
No	Go to step 6.								

6. Do you wish to change the threshold options for an alert?

If...	Then...
Yes	<p>a. Click the desired Alerts Settings, as needed:</p> <ul style="list-style-type: none"> ▪ Transaction Activity Alerts ▪ Account Activity Alerts <p>Note: If you are changing threshold options for a corporate account alert, go to step b.</p> <p>b. Select the check box beside the alert you wish to edit.</p> <p>c. Edit the threshold options that display, as needed.</p> <p>d. Click Save. A confirmation message displays.</p> <p>This completes the procedure.</p>
No	This completes the procedure.

Editing Contacts

A user can perform the following maintenance on a contact:

- Update contact information.
- Edit Status - Temporarily disables a contact.
- Add another contact.
- Delete a contact - Removes a contact from the Alerts database.

Note: Deleting a contact that is assigned only to one alert also causes the alert to be deleted.

To perform maintenance on a contact, complete the following:

1. Log in to Global Card Access.
2. Click the Alerts tab or click **Manage Alerts**.
3. Click the Contacts tab. The Contacts screen displays.
4. Complete the following actions, as needed:

To...	Then...						
Update contact information	<ol style="list-style-type: none"> a. Edit the information for the desired contact(s). b. Click Save. A confirmation message displays. 						
Edit Status	<ol style="list-style-type: none"> a. Select an option from the Status menu: <ul style="list-style-type: none"> ▪ Select Disable to temporarily suspend a contact. ▪ Select Enable to return a contact to an active status. b. Click Save. A confirmation message displays. 						
Add another contact	<ol style="list-style-type: none"> a. Select Add Another Contact. b. Click the Select drop-down menu. c. Does the desired contact display in the drop-down menu? <table border="1" data-bbox="435 1184 1529 1801"> <thead> <tr> <th>If...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td> <ol style="list-style-type: none"> i. Select the desired contact. ii. Continue adding contacts by clicking Add Another Contact, if desired. <p>Note: You may have a maximum of three contacts for each Alert.</p> <ol style="list-style-type: none"> iii. Click Save. A confirmation message displays. </td> </tr> <tr> <td>No</td> <td> <ol style="list-style-type: none"> i. Select Add New Contact from the drop-down menu. ii. Enter a Nickname (maximum 25 characters, including special characters) for the new contact. iii. Select a Contact Type. iv. Enter the information required for the new contact. v. Select the terms and conditions and privacy policy statement check box to accept, if it displays. vi. Click Save. A confirmation message displays. </td> </tr> </tbody> </table> 	If...	Then...	Yes	<ol style="list-style-type: none"> i. Select the desired contact. ii. Continue adding contacts by clicking Add Another Contact, if desired. <p>Note: You may have a maximum of three contacts for each Alert.</p> <ol style="list-style-type: none"> iii. Click Save. A confirmation message displays. 	No	<ol style="list-style-type: none"> i. Select Add New Contact from the drop-down menu. ii. Enter a Nickname (maximum 25 characters, including special characters) for the new contact. iii. Select a Contact Type. iv. Enter the information required for the new contact. v. Select the terms and conditions and privacy policy statement check box to accept, if it displays. vi. Click Save. A confirmation message displays.
If...	Then...						
Yes	<ol style="list-style-type: none"> i. Select the desired contact. ii. Continue adding contacts by clicking Add Another Contact, if desired. <p>Note: You may have a maximum of three contacts for each Alert.</p> <ol style="list-style-type: none"> iii. Click Save. A confirmation message displays. 						
No	<ol style="list-style-type: none"> i. Select Add New Contact from the drop-down menu. ii. Enter a Nickname (maximum 25 characters, including special characters) for the new contact. iii. Select a Contact Type. iv. Enter the information required for the new contact. v. Select the terms and conditions and privacy policy statement check box to accept, if it displays. vi. Click Save. A confirmation message displays. 						
Delete a contact	<ol style="list-style-type: none"> a. Click X beside the contact to be deleted. b. Click Continue. A confirmation message displays. 						

This completes the procedure.

[Return to Table of Contents](#)

Editing Alert Preferences

To change your language and time zone preferences, cancel enrollment in Alerts, or view Alerts Terms and Conditions, complete the following:

1. Log in to Global Card Access.
2. Click the Alerts tab or click **Manage Alerts**.
3. Click the Preferences tab. The Preferences screen displays (Figure 6).

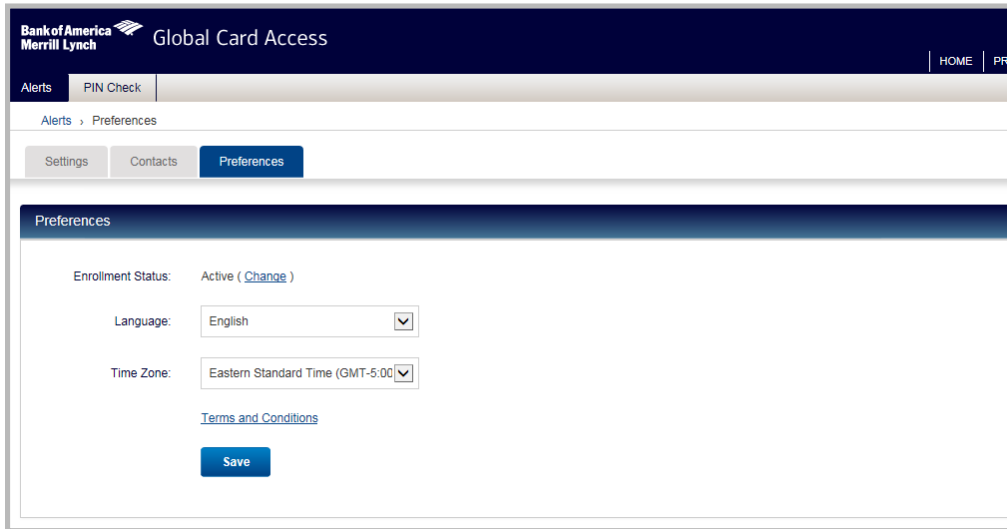


Figure 6: Edit Alerts Preferences

4. Complete the following actions, as needed:

To...	Then...
Change Language or Time Zone Preferences	<ol style="list-style-type: none"> Select an option from the Language drop-down menu, as needed. Select an option from the Time Zone drop-down menu, as needed. Click Save. <p>This completes the procedure.</p>
Un-enroll in Alerts	<ol style="list-style-type: none"> Click Change in the Enrollment Status field. Click Yes, I want to un-enroll. The Global Card Access home screen displays. <p>This completes the procedure.</p>
View Alerts Terms and Conditions	<ol style="list-style-type: none"> Click Terms and Conditions. Click Close. <p>This completes the procedure.</p>

User-Initiated Text Alerts

At the request of an Alerts user who is a registered text contact, a text alert can be provided regarding a registered account. Text messages regarding account activity or account transactions may be sent to a user on the mobile phone number when prompted by the user. A user can request account information using the following key words and a short code from the mobile phone. The short code is a multi-digit number that can send and receive messages with mobile phones. For Alerts, the short code is 767262. For example, text “BAL” to 767262 to have your current account balance sent to your phone.

Account Information Key Words

- BAL = Balance
- AVAIL = Available credit/cash
- BILL = Minimum/last payment
- TRANS = Last three transactions
- HELP = Help
- STOP = Cancel

Alerts for Corporate Accounts

Program Administrators may have access to Corporate Account alerts. Alert settings for Corporate Accounts are shared by all users for that account. Changes to an account's alert settings may impact other users.

The specific alerts available differ based on the Account Type and Billing Type combination of the account:

- Corporate Account/Corporate Bill
- Corporate Account/Individual Bill

The Corporate Account **Alert Types** include:

- Credit Available
- % of Credit Limit (Multi-Threshold)
- Specific Balance Amount
- Payment Due in X Days (Corporate Bill Only)
- Payment Amount (Corporate Bill Only)
- Missed Payment (Corporate Bill Only)

First Time Registration for Corporate Account - New User Registration

To register as a new user for a corporate account, complete the following:

1. Access the Global Card Access website at www.bofam.com/globalcardaccess
2. Click **Register New User** on the Global Card Access Login screen.
3. Enter the corporate **Card Number**.
4. Select **Corporate Billing Account**.
5. Click **Submit**.
6. Complete the additional account information:
 - **Company Name**
 - **Company Number**
 - **Credit Limit**
 - **Zip/Postal Code**
7. Click **Submit**. The New User Registration screen displays.
8. Complete the information to define your **User ID** and **Password** (Figure 7).

Notes:

- A **User ID** must be a minimum of seven characters and a maximum of 50 characters.
- A **Password** must be a minimum of eight characters and must contain at least one alpha and one numeric character. Passwords are case sensitive.

The screenshot shows the 'New User Registration - Verification by Corporate Billing Account' page. It features a header with the Bank of America Merrill Lynch logo and 'Global Card Access'. Below the header, there's a sub-header 'New User Registration - Verification by Corporate Billing Account' and a language dropdown set to 'English'. An information icon and a close button are next to the instruction 'Please create a new User ID and Password'. The form is divided into several sections: 1. Personal Information: Fields for *First Name, *User ID, Middle Name, Employee ID, *Last Name, and *Email Address. 2. Password Setup: A section titled 'Please set your new password.' with fields for *Password and *Confirm Password. 3. Security Questions: A section titled 'Please select three security validation questions and enter your answer for each question. This information will be used to verify your identity.' It contains three questions, each with a dropdown menu for the question, an *Answer field, and a *Confirm field. The questions are: 'Question 1: What is your favorite sport or hobby?', 'Question 2: Which city was your youngest brother born in?', and 'Question 3: Who was your first babysitter?'. At the bottom of the form are 'SUBMIT' and 'CANCEL' buttons.

Figure 7: Complete New User Registration Information

9. Select three security validation questions and answers. This information will be used to verify your identity.
10. Click **Submit**.
11. Click **Accept** to acknowledge the Terms and Conditions. The Global Card Access Login screen displays a message confirming your registration is complete.

This completes the procedure.

Log in as a Registered User

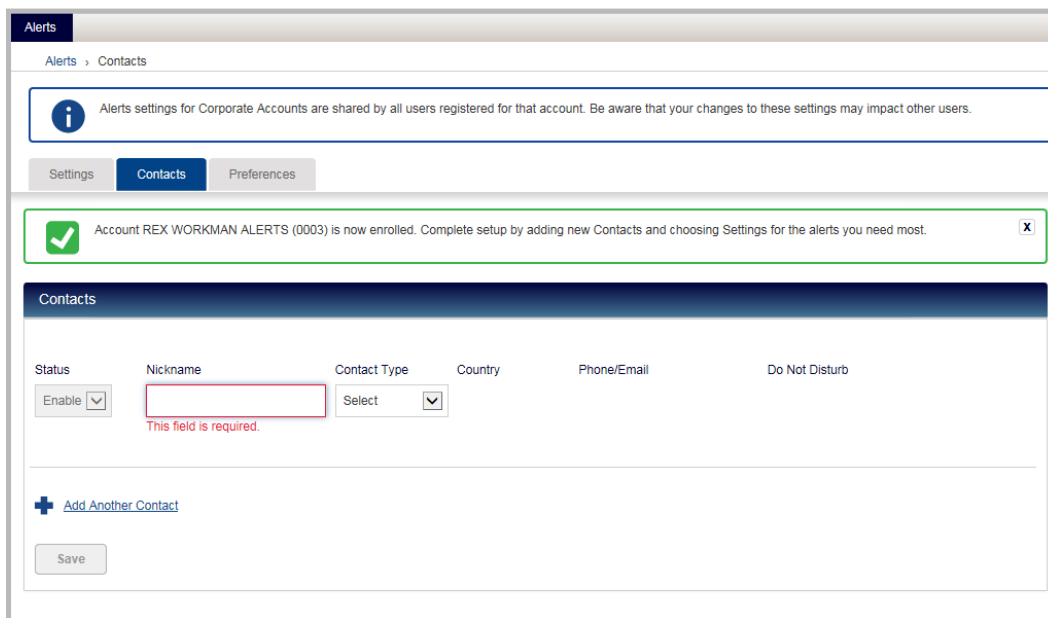
To log in to Global Account Access as a registered user, complete the following:

1. Go to Global Card Access at www.bofamf.com/globalcardaccess
2. Enter your **User ID**.
3. Enter your **Password**.
4. Click **Login**. The Global Card Access home page displays.

Setting Up Corporate Account Alerts and Contacts

To set up corporate account alerts and contacts, complete the following:

1. Log in to Global Card Access. The Global Card Access home page displays.
2. Click the Alerts tab or click **Manage Alerts**.
3. Select an option for Language and Time Zone preferences from the drop-down menus that display.
4. Click **Enroll Now**.
5. Click **Accept** to acknowledge the Alerts Terms and Conditions. The Contacts screen displays with an enrollment confirmation message (Figure 8).



The screenshot displays the 'Alerts' management interface. At the top, there is a navigation bar with 'Alerts' and 'Contacts' tabs. Below this, a message box states: 'Alerts settings for Corporate Accounts are shared by all users registered for that account. Be aware that your changes to these settings may impact other users.' The main content area has three tabs: 'Settings', 'Contacts', and 'Preferences'. A green notification box with a checkmark says: 'Account REX WORKMAN ALERTS (0003) is now enrolled. Complete setup by adding new Contacts and choosing Settings for the alerts you need most.' Below this is the 'Contacts' section, which contains a table with columns: Status, Nickname, Contact Type, Country, Phone/Email, and Do Not Disturb. The 'Nickname' field is currently empty and has a red border with the text 'This field is required.' below it. The 'Status' column has a dropdown menu set to 'Enable'. The 'Contact Type' column has a dropdown menu set to 'Select'. At the bottom of the 'Contacts' section, there is a '+ Add Another Contact' link and a 'Save' button.

Figure 8: Complete Contacts Set Up

6. Complete the actions, as needed. This feature will allow additional person(s) to receive the alert.

Notes:

- You may have a maximum of three contacts for each Alert.
- The information requested will vary based on the delivery option (**Contact Type**) selected.
- The **Voice Contact Type** can only be selected for Suspicious Activity alerts, which are not available to corporate accounts.

To...	Then...
Set up a Email contact	<ol style="list-style-type: none">Enter a Nickname (maximum 25 characters, including special characters) for the contact.Select Email from the Contact Type drop-down menu.Enter the email address in Phone/Email.Go to step 7.
Set up a Text contact	<ol style="list-style-type: none">Enter a Nickname (maximum 25 characters, including special characters) for the contact.Select Text from the Contact Type drop-down menu.Select an option in Country.Enter the phone number, including the area code, in Phone/Email. Important: A text message will be sent to the contact to verify the phone number. Text contacts must confirm their acceptance and reply within 15 minutes to complete their registration.Enter the specified time frame when text or phone alerts should be suppressed, if desired, in Do Not Disturb.Go to step 7.

7. Do you wish to add additional contacts?

If...	Then...						
Yes	<p>a. Select Add Another Contact.</p> <p>b. Click the Select drop-down menu.</p> <p>c. Does the desired contact display in the drop-down menu?</p> <table border="1"> <thead> <tr> <th>If...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td> <p>i. Select the desired contact.</p> <p>ii. Continue adding contacts by clicking Add Another Contact, if desired.</p> <p>Note: You may have a maximum of three contacts for each Alert.</p> <p>iii. Click Save. A confirmation message displays.</p> <p>iv. Go to step 8.</p> </td> </tr> <tr> <td>No</td> <td> <p>i. Select Add New Contact from the drop-down menu.</p> <p>ii. Enter a Nickname (maximum 25 characters, including special characters) for the new contact.</p> <p>iii. Select an option for Contact Type.</p> <p>iv. Enter the information required for the new contact.</p> <p>v. Click Save. A confirmation message displays.</p> <p>vi. Go to step 8.</p> </td> </tr> </tbody> </table>	If...	Then...	Yes	<p>i. Select the desired contact.</p> <p>ii. Continue adding contacts by clicking Add Another Contact, if desired.</p> <p>Note: You may have a maximum of three contacts for each Alert.</p> <p>iii. Click Save. A confirmation message displays.</p> <p>iv. Go to step 8.</p>	No	<p>i. Select Add New Contact from the drop-down menu.</p> <p>ii. Enter a Nickname (maximum 25 characters, including special characters) for the new contact.</p> <p>iii. Select an option for Contact Type.</p> <p>iv. Enter the information required for the new contact.</p> <p>v. Click Save. A confirmation message displays.</p> <p>vi. Go to step 8.</p>
If...	Then...						
Yes	<p>i. Select the desired contact.</p> <p>ii. Continue adding contacts by clicking Add Another Contact, if desired.</p> <p>Note: You may have a maximum of three contacts for each Alert.</p> <p>iii. Click Save. A confirmation message displays.</p> <p>iv. Go to step 8.</p>						
No	<p>i. Select Add New Contact from the drop-down menu.</p> <p>ii. Enter a Nickname (maximum 25 characters, including special characters) for the new contact.</p> <p>iii. Select an option for Contact Type.</p> <p>iv. Enter the information required for the new contact.</p> <p>v. Click Save. A confirmation message displays.</p> <p>vi. Go to step 8.</p>						
No	Go to step 8.						

8. Do you wish to remove a contact?

If...	Then...
Yes	<p>a. Click X beside the contact to be deleted.</p> <p>b. Click Continue. A confirmation messages displays.</p> <p>Go to step 9.</p>
No	Go to step 9.

9. Click the **Settings** tab. The Alerts Settings screen displays with a list of Account Activity alerts.

10. Select the check box beside the alert you wish to receive.

Note: Some alerts have additional thresholds that require you to complete additional information (Figure 9).

The screenshot displays the 'Alerts Settings' page for a Global Card Access account. The page is titled 'Alerts Settings' and includes a 'Save' button at the bottom. The 'Account Activity' section is active, showing several alert options:

- Payment Due:** Checked. Alert me when my payment is due within a specified number of days. Number Of Days: 10.
- Payment Received:** Not checked. Alert me when a payment is made.
- Payment Missed:** Checked. Alert me when a payment has not been made by the statement due date.
- Available Credit Remaining:** Checked. Alert me when the credit available is less than my specified amount. Credit available is less than: 25000.
- Percentage of Credit Limit Used:** Checked. Alert me when my balance reaches or exceeds the specified percentages of my credit limit. Choose Up To Three: 50%, 25%, 25%.
- Current Balance Exceeds:** Not checked. Alert me when the account reaches or exceeds a specified balance.

Figure 9: Complete Additional Threshold Information

11. Enter or select additional threshold information, as needed.

12. Click the **Select** drop-down menu.

13. Does the desired contact display in the drop-down menu?

If...	Then...
Yes	a. Select the desired contact. b. Continue adding contacts by clicking Add Another Contact , if desired. Note: You may have a maximum of three contacts for each Alert. c. Go to step 14.
No	a. Select Add New Contact from the drop-down menu. b. Enter a Nickname (maximum 25 characters, including special characters) for the new contact. c. Select a Contact Type . d. Enter the information required for the new contact. e. Select the terms and conditions and privacy policy statement check box to accept, if it displays. f. Click Save . g. Go to step 14.

14. Continue to select the check box beside each alert you wish to receive, as needed.

15. Select at least one contact from the **Select** drop-down menu for each alert selected.

16. Click **Save**. A confirmation message displays.

This completes the procedure.

Editing Corporate Account Alerts and Contacts

The process to edit Corporate Account alerts and contacts is the same as those documented for Individual Account Alerts and contacts. Refer to [“Editing Alerts” on page 21](#) and [“Editing Contacts” on page 23](#).

Online PIN Check

For General Inquiries - Contact Customer Service at 888.449.2273

Introduction

As you travel, you will find that Chip and PIN terminals are becoming more common and require the use of a Chip and PIN enabled card. To complete a purchase at these terminals, you will need to enter a PIN rather than provide a signature. The chip supplements the magnetic stripe on the card, providing you with greater access to points of sale and improved acceptance around the globe. Online Pin Check is a simple online tool with robust security features, allowing you to access your 4-digit PIN associated with your Chip and PIN Card whenever you need it.

Online PIN Check is available only to Individual Accounts in:

- North America
- Europe
- Middle East Asia (not Asia Pacific)
- Australia

Your organization must be configured for Online PIN Check to view and access the application within Global Card Access.

You are never without your PIN

It is important that you remember your PIN and do not share with others. You can retrieve a forgotten PIN online at any time by visiting www.bofam.com/globalcardaccess after a one time registration. The instructions that follow will help you get started.


Figure 1: Cardholder Login Page

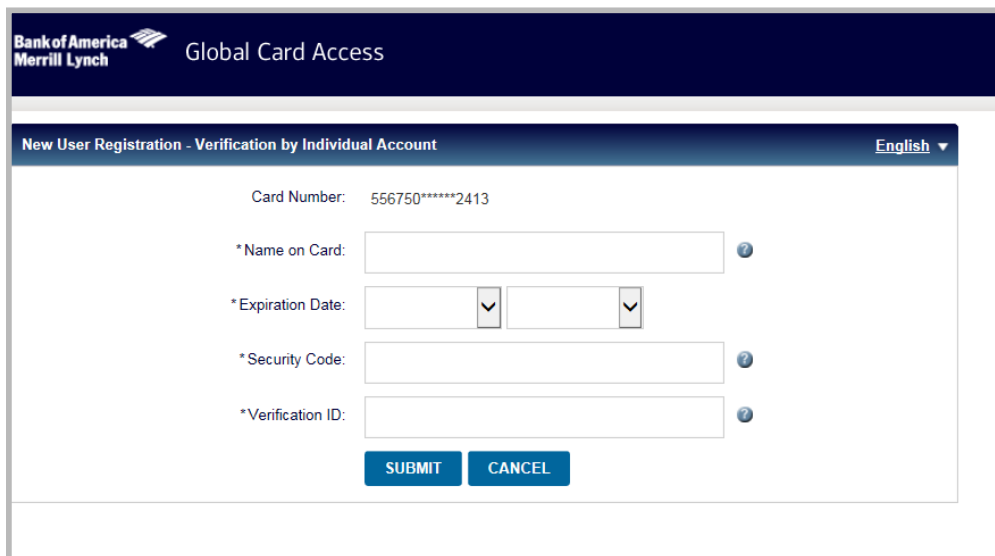
[Return to Table of Contents](#)

First Time Registration

A user must register through the Global Card Access website before gaining full access to the PIN Check site and retrieving a PIN. To register as a new user, complete the following:

1. Go to Global Card Access at www.bofam.com/globalcardaccess
2. From the Global Card Access login screen, click **Register New User**.
3. Enter your card Account Number.
4. Click **Submit**.
5. Complete the additional account information (Figure 2).

Note: Click the  icon for additional details, as needed.



The screenshot shows the 'New User Registration - Verification by Individual Account' page. The header includes the Bank of America Merrill Lynch logo and the text 'Global Card Access'. Below the header, there is a sub-header 'New User Registration - Verification by Individual Account' and a language dropdown menu set to 'English'. The form contains the following fields:

- Card Number: 556750*****2413
- *Name on Card: [Text input field] with a help icon.
- *Expiration Date: [Month dropdown] [Year dropdown]
- *Security Code: [Text input field] with a help icon.
- *Verification ID: [Text input field] with a help icon.

At the bottom of the form are two buttons: 'SUBMIT' and 'CANCEL'.

Figure 2: Complete Additional Account Information

6. Click **Submit**.

7. Define your **User ID** and **Password** (Figure 3).

Bank of America Merrill Lynch Global Card Access

New User Registration - Verification by Individual Account English

Please create a new User ID and Password

* First Name: * User ID:

Middle Name: Employee ID:

* Last Name: * Email Address:

Please set your new password.

* Password:

* Confirm Password:

Please select three security validation questions and enter your answer for each question. This information will be used to verify your identity.

Question 1: What is your favorite sport or hobby?

* Answer 1:

* Confirm 1:

Question 2: Which city was your youngest brother born in?

* Answer 2:

* Confirm 2:

Question 3: Who was your first babysitter?

* Answer 3:

* Confirm 3:

Figure 3: Define User ID and Password

- 8. Select three security validation questions and answers. This information will be used to verify your identity.
- 9. Click **Submit**.

10. Click **Accept** to acknowledge the Terms and Conditions (Figure 4). The Global Card Access login screen displays with a message confirming your registration is complete.

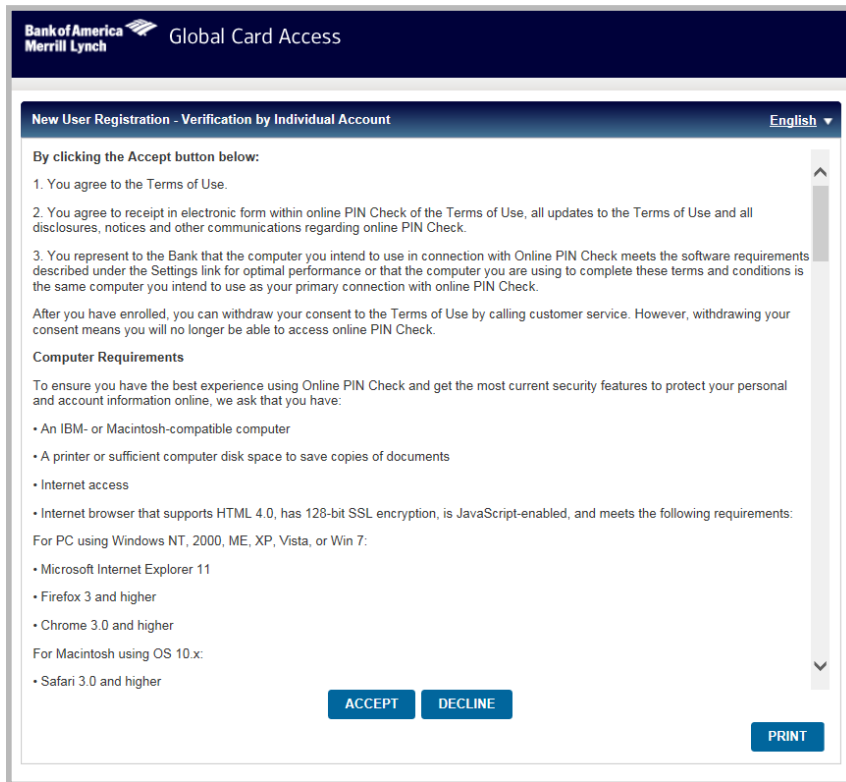


Figure 4: Accept Terms and Conditions

This completes the procedure.

Log in as a Registered User

To log in to Global Account Access as a registered user, complete the following:

1. Go to Global Card Access at www.bofam.com/globalcardaccess
2. Enter your **User ID**.
3. Enter your **Password**.
4. Click **Login**. The Global Card Access home page displays.

This completes the procedure.

Retrieving Your PIN

Once your registration is confirmed, you will be able to view the PIN Check navigation bar.

1. Log in to Global Card Access.
2. Click **Check Your PIN** or the PIN Check tab (Figure 5).

Note: If your company is only entitled to Online PIN Check, the Alerts tab and Manage Alerts button will not display.

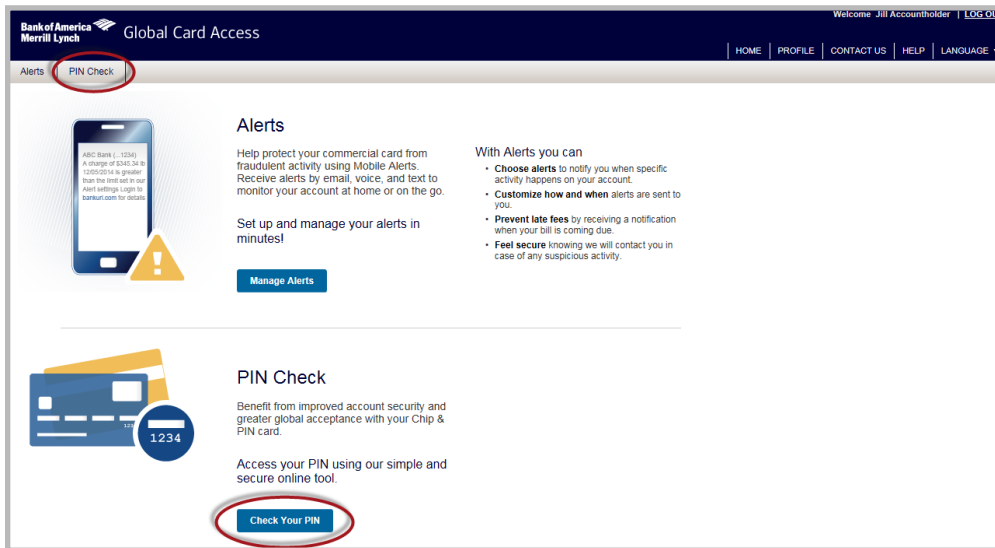


Figure 5: PIN Check Tab and Link

3. Enter your card's security code if the Security Code Form displays (Figure 6). The Security Code Form screen displays only when you are accessing PIN Check from a new device.

Note: The card security code is located on the back of your card and is the three digit number listed after your card account number.

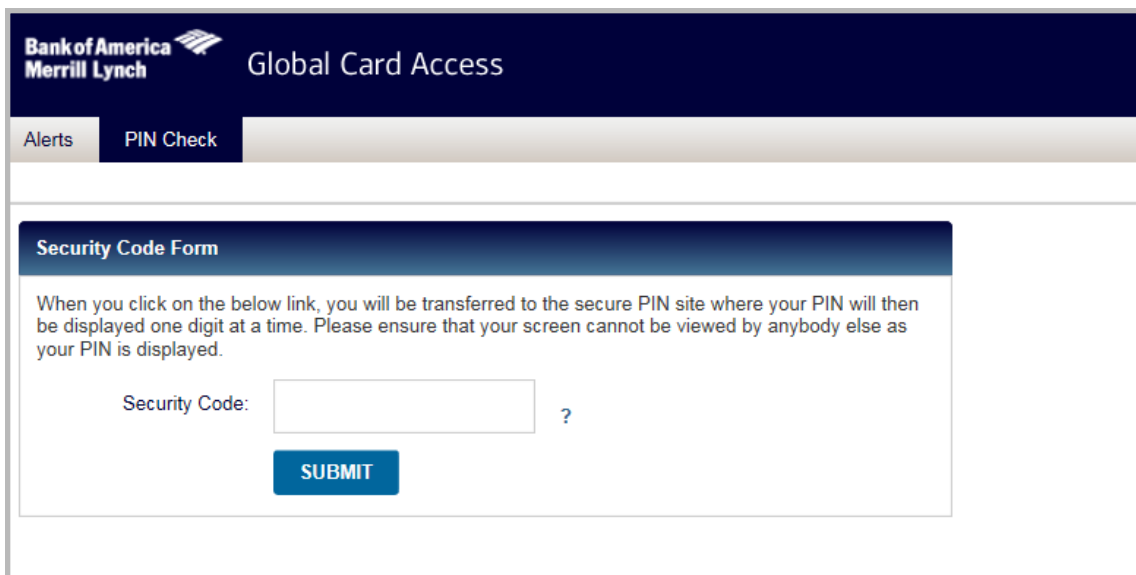
The image shows a screenshot of the Security Code Form on the Bank of America Global Card Access website. The form is titled 'Security Code Form' and contains the following text: 'When you click on the below link, you will be transferred to the secure PIN site where your PIN will then be displayed one digit at a time. Please ensure that your screen cannot be viewed by anybody else as your PIN is displayed.' Below this text, there is a text input field labeled 'Security Code:' followed by a question mark. A blue 'SUBMIT' button is located below the input field.

Figure 6: Enter Card Security Code

4. Click **Submit**. The secure Online PIN Check site displays and your PIN is displayed one digit at a time (Figure 7).

Notes:

- Please ensure that your screen cannot be viewed by anybody else as your PIN is displayed.
- If you miss any of the numbers, you can hit the **Back** button to view your PIN again.

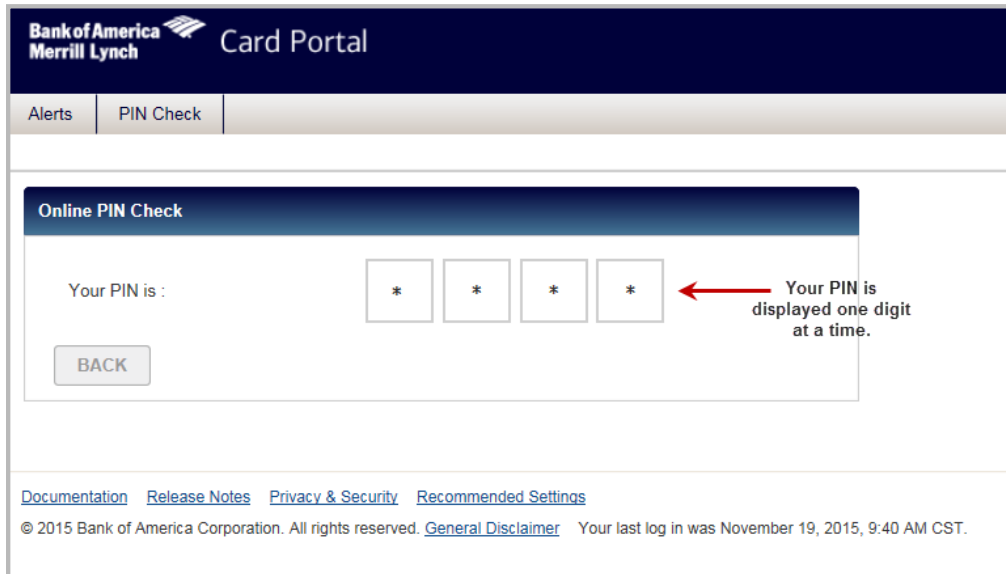


Figure 7: Online PIN Check Screen

This completes the procedure.