Global Card Access Reference Guide

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Global Card Access

Introduction

Bank of America has developed the Global Card Access website to provide cardholders and Program Administrators with Bank of America corporate card programs a single point of access to self-service tools such as 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 PIN Check and Alerts.
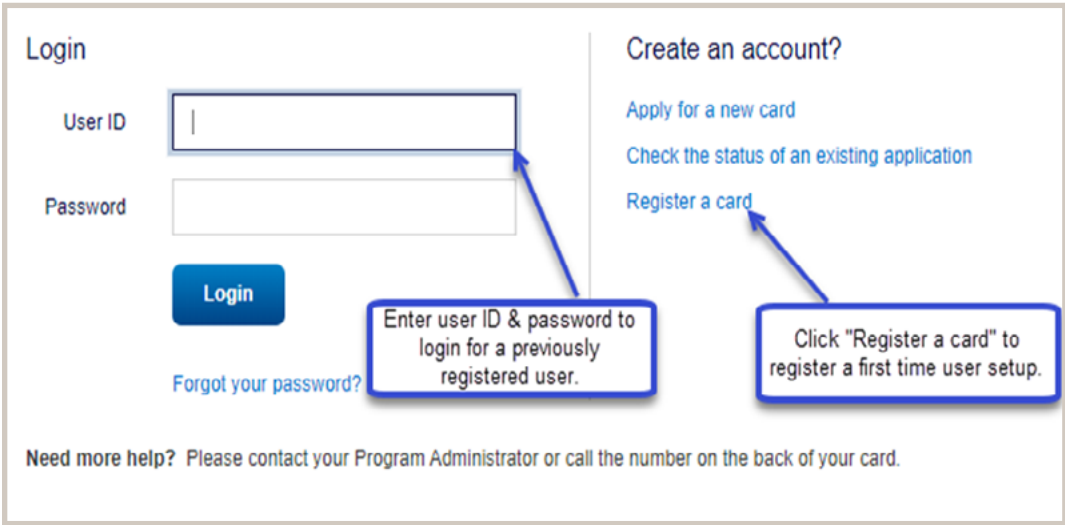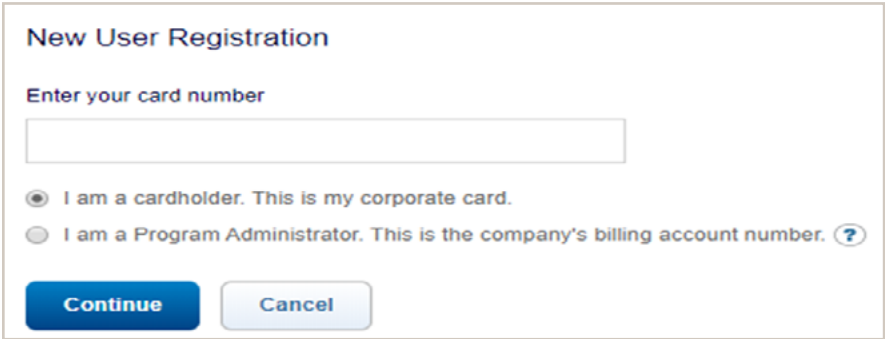
Global Card Access Login Page

Figure 1: Global Card Access Login Page

Global Card Access - First Time Registration for Individual Accounts

To register as a new user for Global Card Access, complete the following:

1. Access the Global Card Access website at *bankofamerica.com/globalcardaccess*

2. From the Global Card Access Login screen (Figure 1, page 4) click **Register a card.**

3. Enter your card account number in the **Card Number** text box.

Important: The option, "**I am a Cardholder. This is my corporate credit card number."** defaults (Figure 2). Do not change this option. For instructions on registering as a Program Administrator managing a corporate credit card program, refer to "*First Time Registration for Corporate Account - New User Registration"* on page 7.
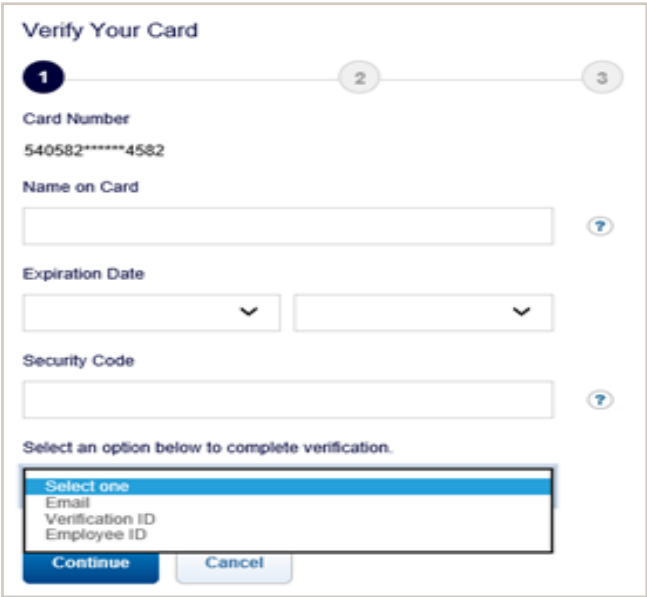

Figure 2: New User Registration Option as a Cardholder Registering an Individual Account

4. Click **Continue.**

5. Complete the additional account information (Figure 3).

   Important:

   ▪ Registration information required varies based on region and account type.

   ▪ Click the ⊙ icon for additional details, as needed.

Figure 3: Complete Additional Account Information

Important: The Email option (Figure 4) will send a one-time passcode to the email address provided at the time of account setup.

Figure 4: Select Email Option

6. Click **Continue.** The **Create Your Account** screen displays.

7. Complete the information to define your **User ID** and **Password** (Figure 5).

    Important:

    ▪ 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.

Figure 5: Define User ID and Password

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

9. Click **Continue.**

10. Click **Accept** to acknowledge the Terms and Conditions (Figure 6). The Global Card Access Login screen displays a message confirming your registration is complete (Figure 7).

Figure 6: Accept Terms and Conditions

Figure 7: Registration confirmation message.

This completes the procedure.
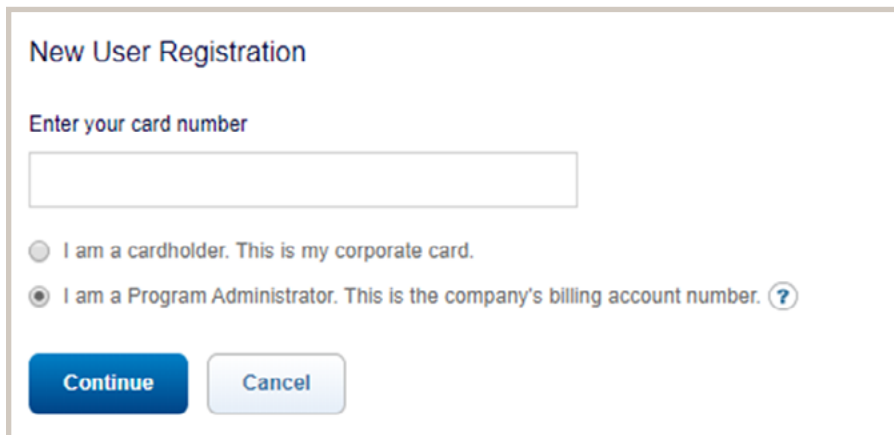
First Time Registration for Corporate Account - New User Registration

A Program Administrator who manages a company's corporate credit card program can register for Global Card Access using the company's billing account number.

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

1. Access the Global Card Access website at *bankofamerica.com/globalcardaccess*

2. Click **Register a card** on the Global Card Access Login screen.

3. Enter the corporate card number in **Card Number** field.

4. Select **I am a Program Administrator. This is the company's billing account number**. **(**Figure 8)

Figure 8: New User Registration Option for a Program Administrator with a Corporate Account

5. Click **Continue.**

6. Complete the additional account information:

    ▪ **Company Name**

    ▪ **Company Number**

    ▪ **Credit Limit**

    ▪ **Zip/Postal Code**

7. Click **Continue**. The New User Registration screen displays.

8. Complete the information to define your **User ID** and **Password** (Figure 9).

    Important:

    ▪ 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.

Figure 9: Complete New User Registration Information

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

10. Click **Continue.**

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 *bankofamerica.com/globalcardaccess*

2. Enter your **User ID**.

3. Enter your **Password**.

4. Click **Login**. The Global Card Access home page displays (Figure 10).

This completes the procedure.

Global Card Access Home Page - Cardholder

The menu bar that displays on the Global Card Access home page may differ depending on your company's configuration to applications and availability per region.
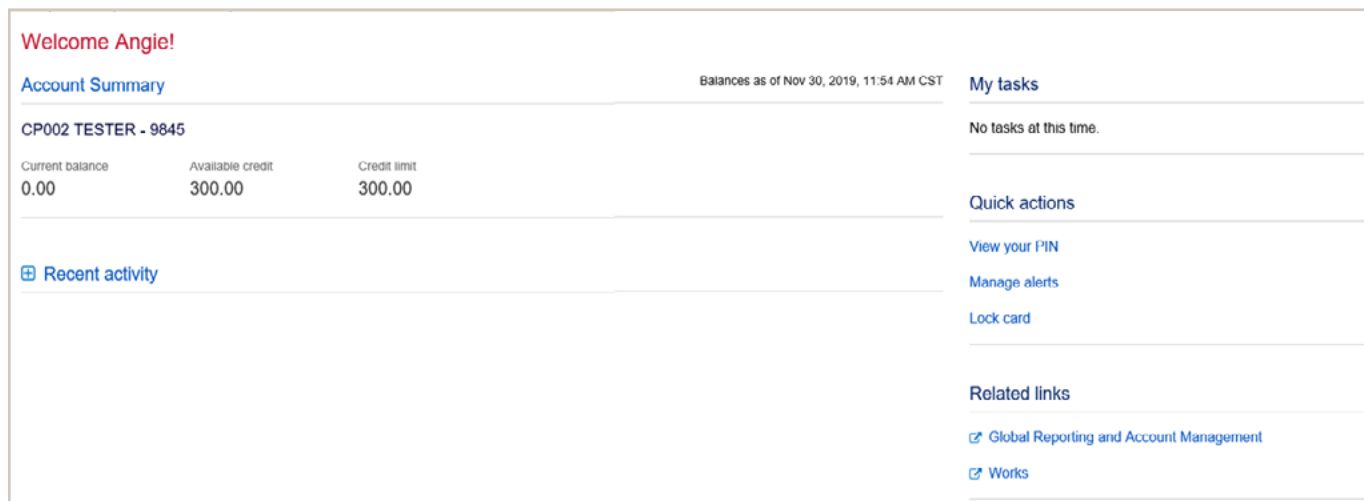
Figure 10: Global Card Access Home page - Cardholder

The following links are located on the right-side navigation bar and provide quick, easy access to commonly used features:

- **My tasks -** Notification area of any pending items that require attention. Examples are password expiration or account request key expiration.

- **Quick actions** - Options listed in this menu will vary depending on company configuration and availability per region.
  - **View your PIN -** View the PIN associated with your card.
  - **Change your PIN -** Change the PIN associated with your card.
  - **Activate my Card** - Activate your card account.
  - **Manage alerts** - Click **Manage alerts** to set up preferences, contacts and alerts.
  - **Lock Card** - Click **Lock Card** to place a temporary hold on your corporate card.
  - **Unlock Card** - Click **Unlock Card** to remove the temporary hold on your corporate card.
  - **View statements** – Click **View statements** to view current and prior (rolling 13 months) card statements. An email notification is sent when your statement is available for viewing.
  - **Make a payment** – Click **Make a payment** to process a payment in US Dollars for corporate billed or individually billed accounts. **Note**: This feature is only available in North America and option will only display if program is enabled.

- **Related Links –**
  - **Global Reporting and Account Management – Global Reporting and Account Management** displays in a new tab or browser window.
  - **Works** – **Works** displays in a new tab or browser window.

Global Card Access Home Page - Program Administrator

The menu bar that displays on the Global Card Access home page may differ depending on your company's configuration to applications for certain features and availability per region.

Note: Corporate card and Individual corporate card Alerts are available only for North America card programs.

Figure 11: Global Card Access Home page- Program Administrator View

The following links are located on the right-side navigation bar and provide quick, easy access to commonly used features:

- **My tasks -** Notification area of any pending items that require attention. Examples are password expiration or account request key expiration.
- **Quick actions** - Options listed in this menu will vary depending on company configuration and availability per region.
    - **Manage account requests** – Click **Manage account requests** to access the account requests awaiting approval.
    - **Manage users** – Click **Manage users** to display a complete list of users tied to your company to include all cardholders and proxy users in Global Card Access.
    - **Manage alerts** - Click **Manage alerts** to set up preferences, contacts and alerts.
    - **View statements** – Click **View statements** to view current and prior (rolling 13 months) card statements. An email notification is sent when your statement is available for viewing.
    - **Make a payment** – Click **Make a payment** to process a payment in US Dollars for corporate billed or individually billed accounts. **Note**: This feature is only available in North America and option will only display if program is enabled.
- **Related Links –**
    - **Global Reporting and Account Management – Global Reporting and Account Management** displays in a new tab or browser window.
    - **Works** – **Works** displays in a new tab or browser window.
    - **Card Assistant** – **Card Assistant** displays in new tab or browser window. Card Assistant is your commercial card resource center.
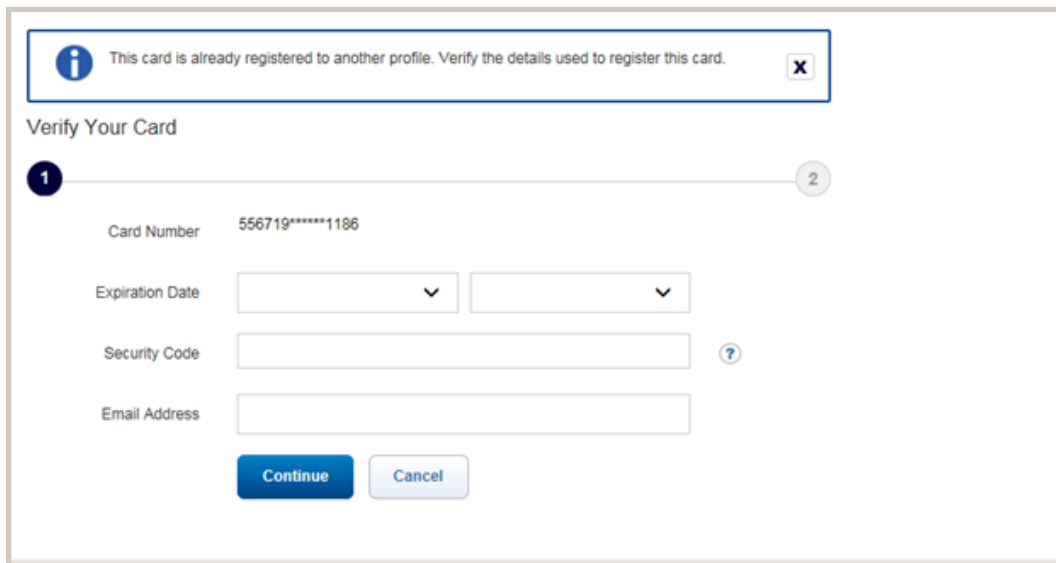
Merging Multiple User IDs

Users with multiple IDs can now merge their IDs into one User ID. The ability to merge multiple User IDs into one User ID provides an easier experience for users to manage multiple cards. Card Accounts are essentially moved under one User ID and the previous User ID becomes deactivated.

To merge multiple User IDs into one User ID, complete the following:

1. From the Home page, click **Card Management**.
2. Select **Register a card** from the drop-down menu.
3. Enter the **Card Number** associated with another existing User ID, then click **Submit**.
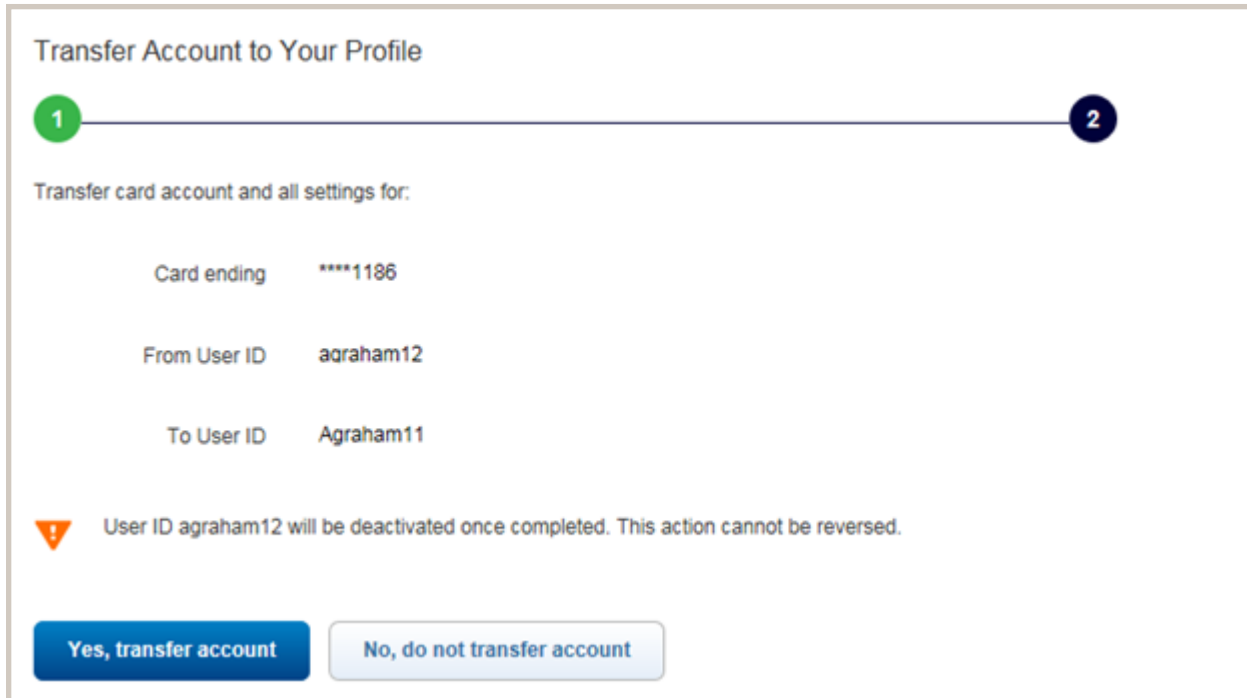
4. Enter the details associated with the card to be added on the Verify Your Card screen (Figure 12).

Figure 12: Verify Your Card Screen

5. Click **Continue**. The Transfer Account to Your Profile screen displays (Figure 13).

Figure 13: Transfer Account to Your Profile Screen

6. Click **Yes, transfer account**. The card account is moved under the existing User ID, and the previous ID is deactivated.

Important: You will receive two emails confirming these actions.

- One email confirms the account move under the User ID.
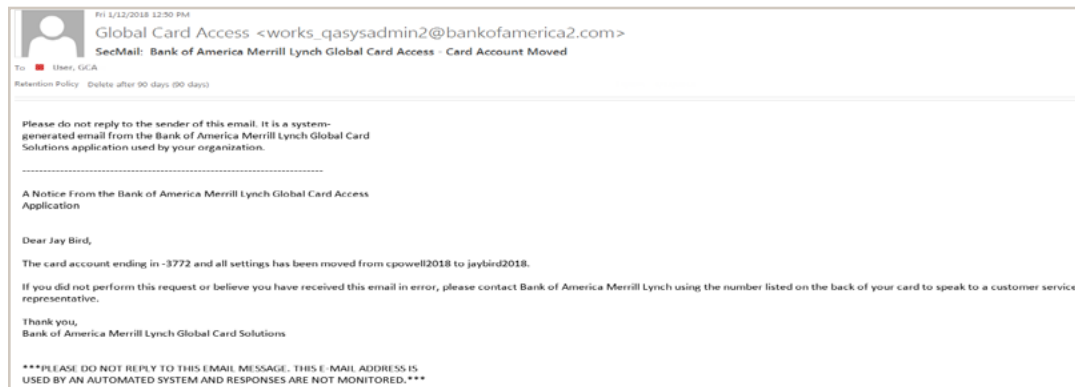
- A second email confirms the deactivation of the previous User ID.
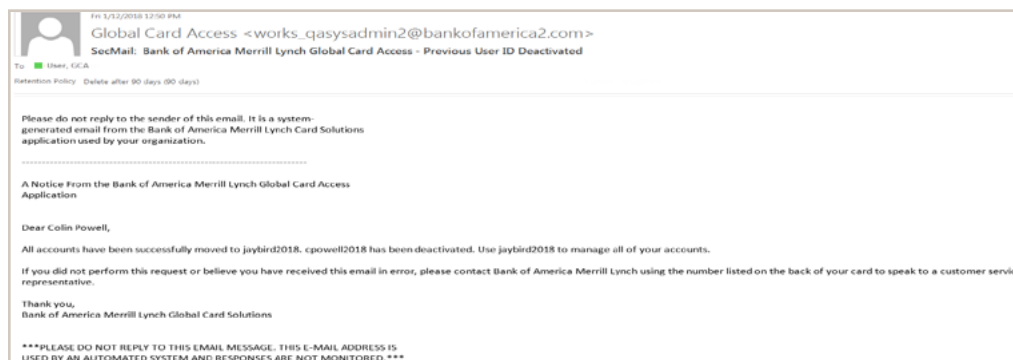
Changing Your PIN

To use the *Change PIN* feature, complete the following:

1. Log in to Global Card Access.

2. On the Cardholder Dashboard, click **Change Your PIN** under the Quick actions menu (Figure 14). The Change your PIN screen displays.

Figure 14: Click Change your PIN

3. Enter the verification information and the new PIN.

4. Click **Submit**.

A confirmation message displays at the top of the page. A confirmation email will be sent to the email address on file.

This completes the procedure.

Activating Your Card

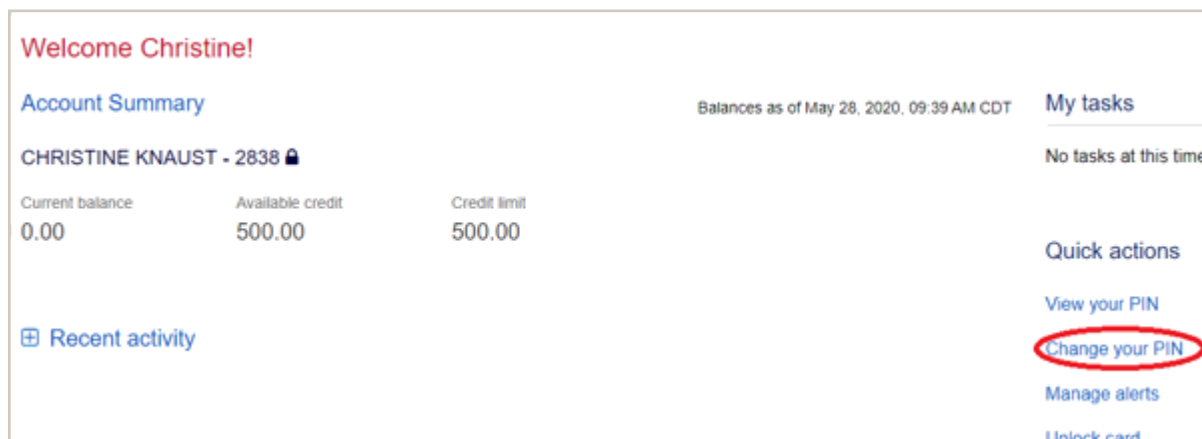After logging in to Global Card Access, if you have a card account that is ready to be activated, a pop-up box displays (Figure 15) to remind you.

- if you've received your card, click **Activate**.
- If you haven't received your card, or wish to activate it at another time, click **Activate later**. You will be able to click **Activate my card** from the **Quick actions** menu on the Global Card Access landing page.
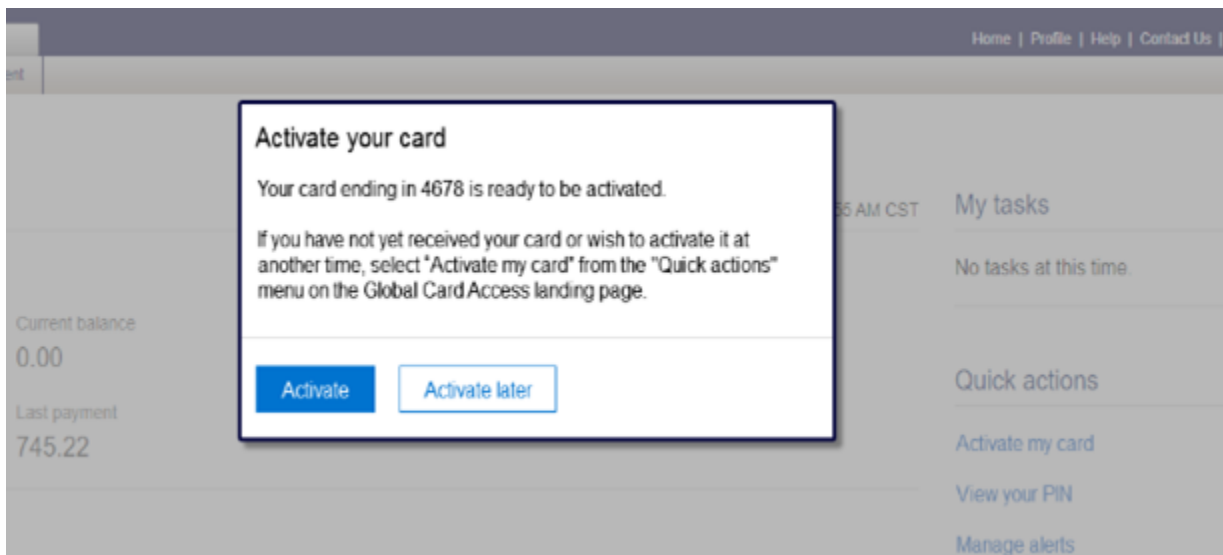
Figure 15: Activate your card Pop-Up

This completes the procedure.

Locking / Unlocking Your Card

To use the *Lock Card* feature, complete the following:

1. Log in to Global Card Access.

2. On the Cardholder Dashboard, click **Lock card** under the Quick actions menu (Figure 16). The Lock Card screen displays.

3. Click **Lock Card.** A confirmation message displays at the top of the Home page.

4. A confirmation email will be sent to the email address on file.
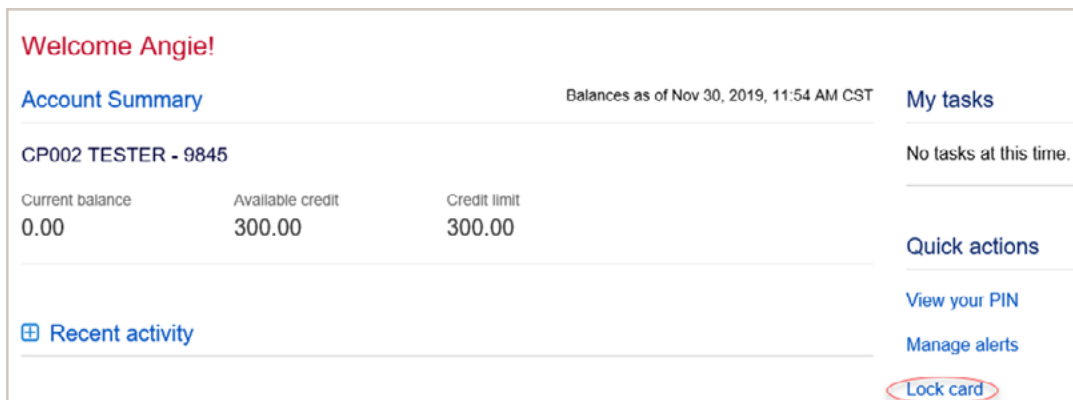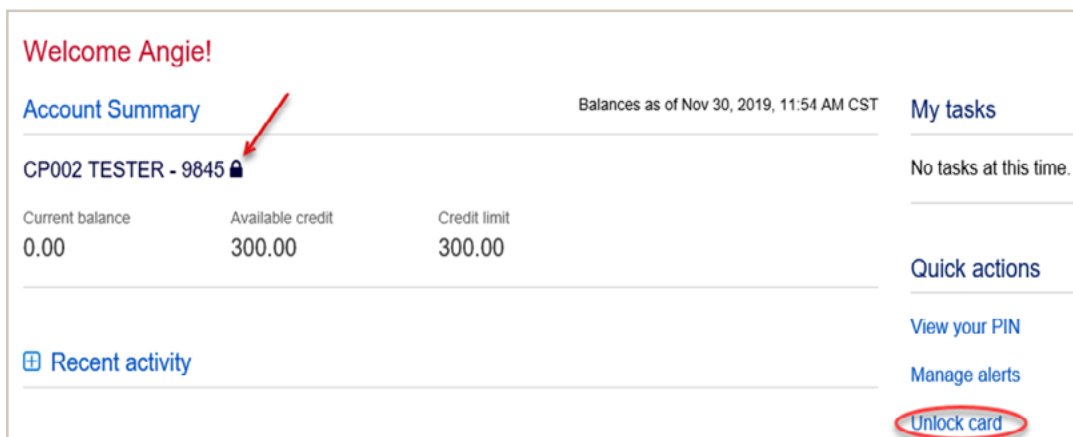
Figure 16: Lock Card

This completes the procedure.

To use the *Unlock Card* feature, complete the following:

1. Log in to Global Card Access.

2. On the Cardholder Dashboard, click **Unlock Card** under the Quick actions menu. The Unlock Card screen displays.

    Note: A lock icon will display next to the card name indicating the card is locked (Figure 17).

3. Click **Unlock card**. A confirmation message displays at the top of the Home page.

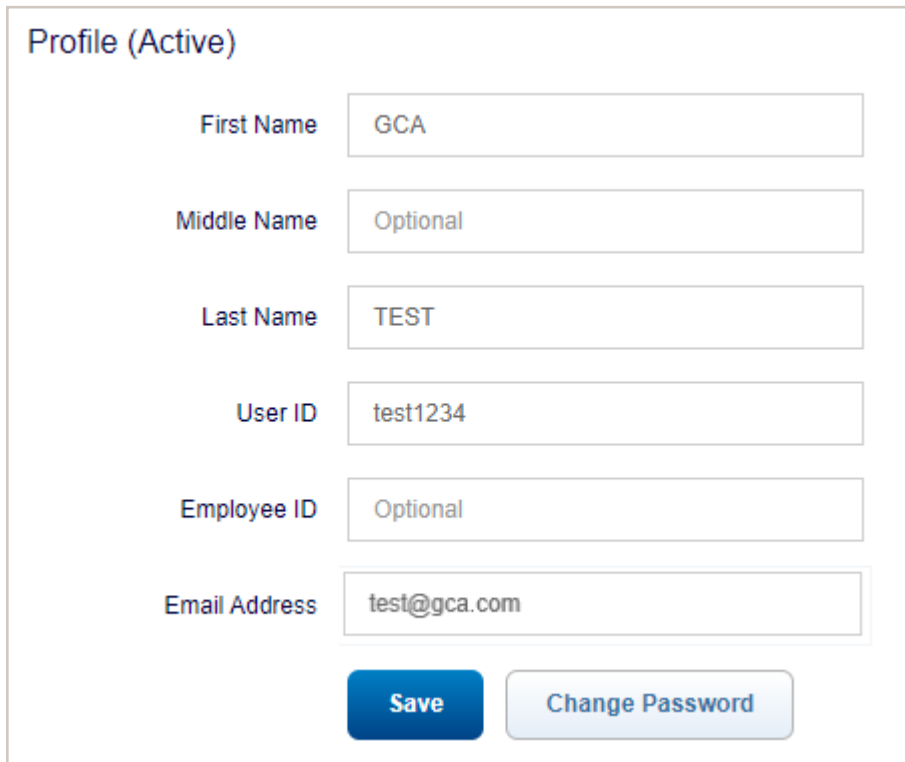4. A confirmation email will be sent to the email address on file.

Figure 17: Unlock Card

This completes the procedure.

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 Profile screen (Figure 18) displays.

Figure 18: Profile Screen

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 Passwor**d field.

7. Click **Submit**. A message displays indicating your password has been changed.

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

This completes the procedure.

Expired Password

After you have logged in with an expired password, you will then be prompted to reset your password.

To reset your expired password, complete the following:

1. Log in using your credentials from Global Card Access. The Create New Password screen displays.

2. Enter your current/expired password.

3. Enter the desired new password.

4. Enter the desired new password to confirm.

   Note: You may edit your security questions and answers, if desired.

5. Click **OK**. A confirmation message displays on the Login screen.

6. Log in using your credentials and new password.
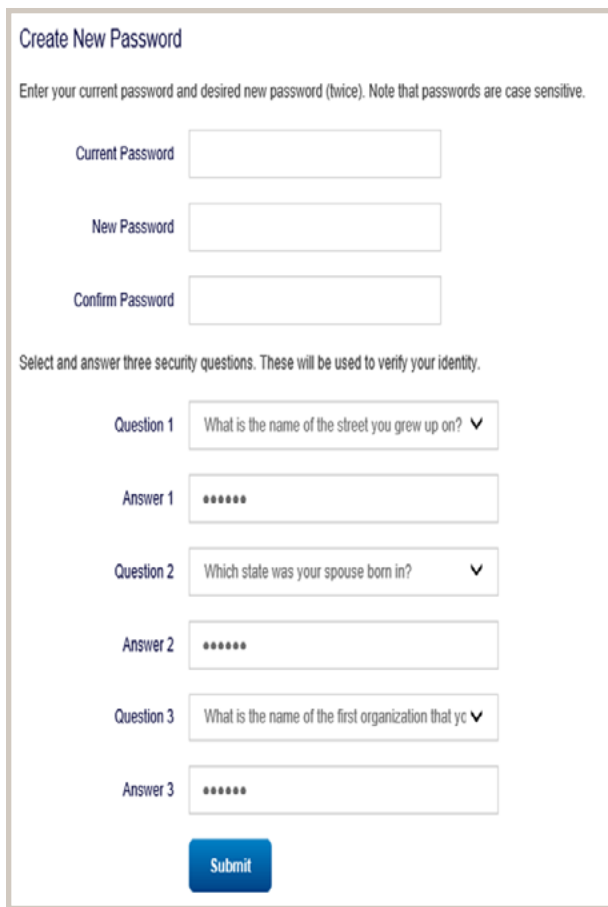
This completes the procedure.

Resetting a Forgotten Password

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

1. From the Global Card Access login screen, click **Forgot User ID / Password?**.

2. In the **Forgot Password** section, enter your email address and User ID.

3. Click **Submit.** Additional information on the password reset will be sent to the email address entered.

4. Click on the URL provided in the Forgot your password email.

5. Enter your email address or User ID, and answer the Security Question that displays.

6. Click **Submit**. The **Create New Password** screen displays.

7. Enter a new password in **New Password**.

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

8. Re-enter the new password in **Confirm Password** (Figure 19).

Figure 19: Create New Password Screen

9.   Click **Submit**. A confirmation message displays.

This completes the procedure.
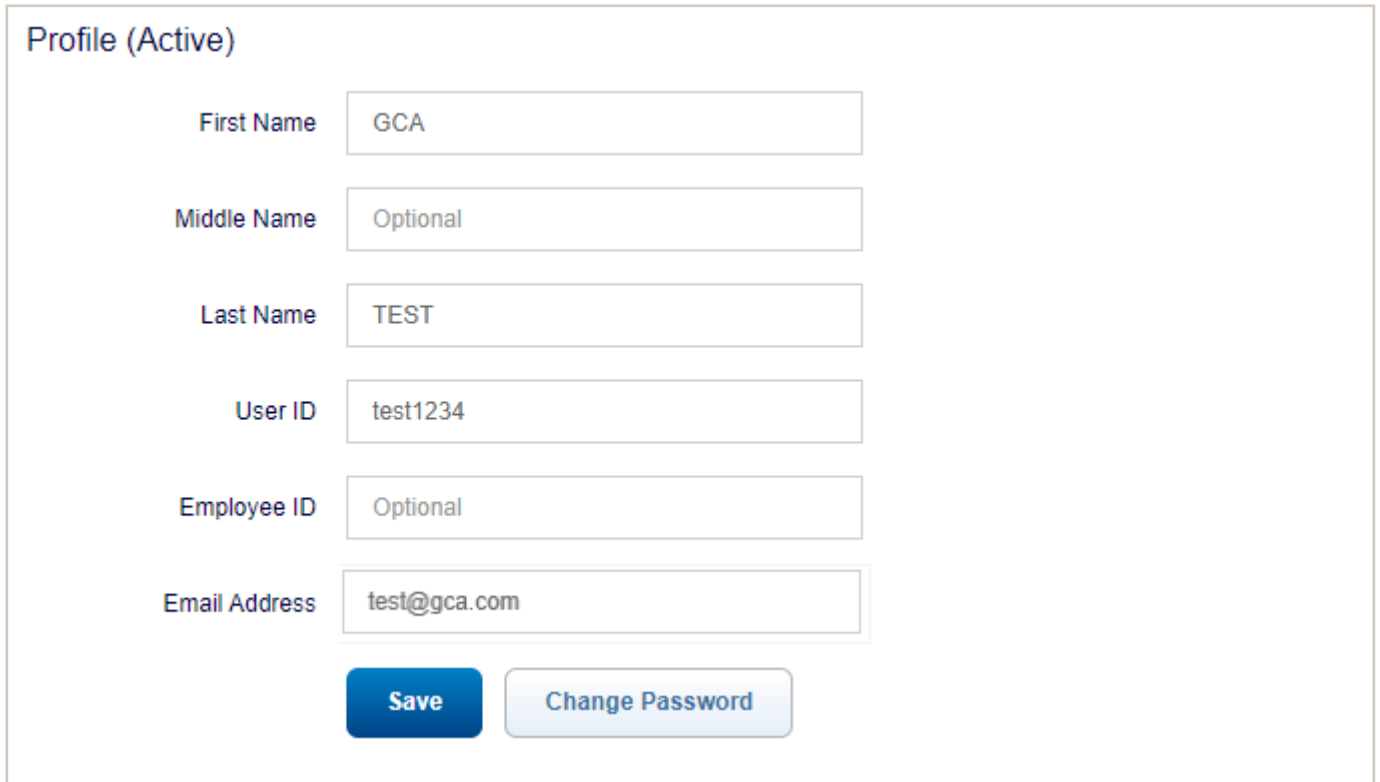
Retrieving a Forgotten User ID

1.   From the Global Card Access login screen, click **Forgot User ID / Password?**.

2.   In the **Forgot User ID** section, enter your email address and select **Get User ID**. An email is sent containing the User ID(s) associated with the email address.

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 Profile screen displays (Figure 20).

Figure 20: 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.

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

This completes the procedure.

Alerts Reporting for Program Administrators

Global and scoped administrators can view which cards are registered for Alerts and which are not.

Accessing Alerts Enrollment Reporting

1. After logging in to Global Card Access, click **Alerts Enrollment Report** in the navigation bar along the top of the screen.

2. When the screen refreshes, all card accounts within your scope display.

   - The **Enrolled** column indicates whether the card is enrolled in at least one type of alert.

   - A filter is available above each column.

   - To filter based on the corporate accounts within your company, use the **Advanced Filter** on the lefthand side.

   - If the cardholder hasn't registered the card in Global Card Access, there is no user profile associated with the card account. The **User Name** field says "No associated user".

Note: Administrators cannot view which categories of alerts a card is enrolled in.

Contact Information

Customer Services - Contact Information

Contact Us

Select the region of the card issued.

US/Canadian Customer Services

24 Hour Customer Service
888.449.2273
TTY Hearing Impaired
800.222.7365
Collect Outside of the United Status and Canada
+1 602.379.8753

Europe, Middle East and Africa (EMEA) Customer Services

International Free Phone: 00800 0456 7890
International Direct Dail: +44 (0)207 839 1481
The plus (+) sign represents the international dialing code from your location (in most countries 00).

Asia Pacific (APAC) Customer Services

India
Local Free Phone: 000 800 440 2314
International Direct Dail: +65 6818 5258
The plus (+) sign represents the international dialing code from your location (in most countries 00).

Australia
Local Free Phone: 02 8066 2412
International Direct Dail: +61 2 8066 2412
The plus (+) sign represents the international dialing code from your location (in most countries 00).

Program Administrator Technical Support

Region	Telephone Number	Hours	Email Address
US and Canada	1.888.715.1000 Option 2, then Option 4	Monday - Friday 7:00 a.m. - 9:00 p.m. Eastern Time	CardDigitalServices@bofa.com
Europe, Middle East and Africa	+44.0.208.313.2700, option 3	Monday - Friday 8:00 a.m. - 6:00 p.m. Greenwich Mean Time	CardDigitalServicesEMEA@bofa.com
Asia Pacific	(Australia) +61.280662411	Monday - Friday 8:00 a.m. - 6:00 p.m. Local Time	CardDigitalServicesAPAC@bofa.com