

Global Card Access Reference Guide

Table of Contents

- Introduction3
- Global Card Access Registration.....3
- Global Card Access - First Time Registration for Individual Accounts4
- First Time Registration for Corporate Account - New User Registration6
- Log in as a Registered User.....8
- Global Card Access Home Page8
- Merging Multiple User IDs9
- Lock / Unlock Card 12
- Changing your Password..... 13
- Expired Password 13
- Resetting a Forgotten Password 13
- Editing Profile Information 15
- Customer Services - Contact Information 16
- Program Administrator Technical Support 17

Global Card Access

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 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

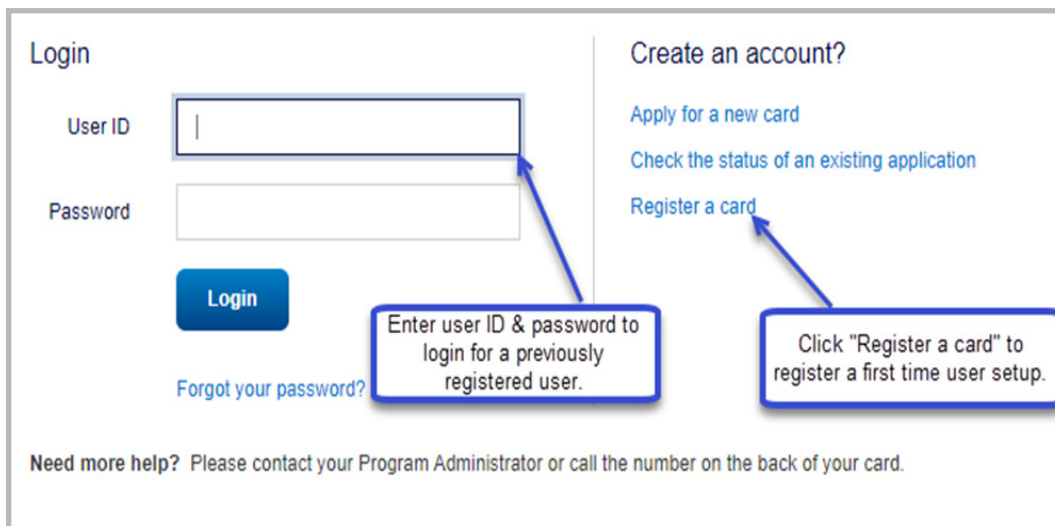


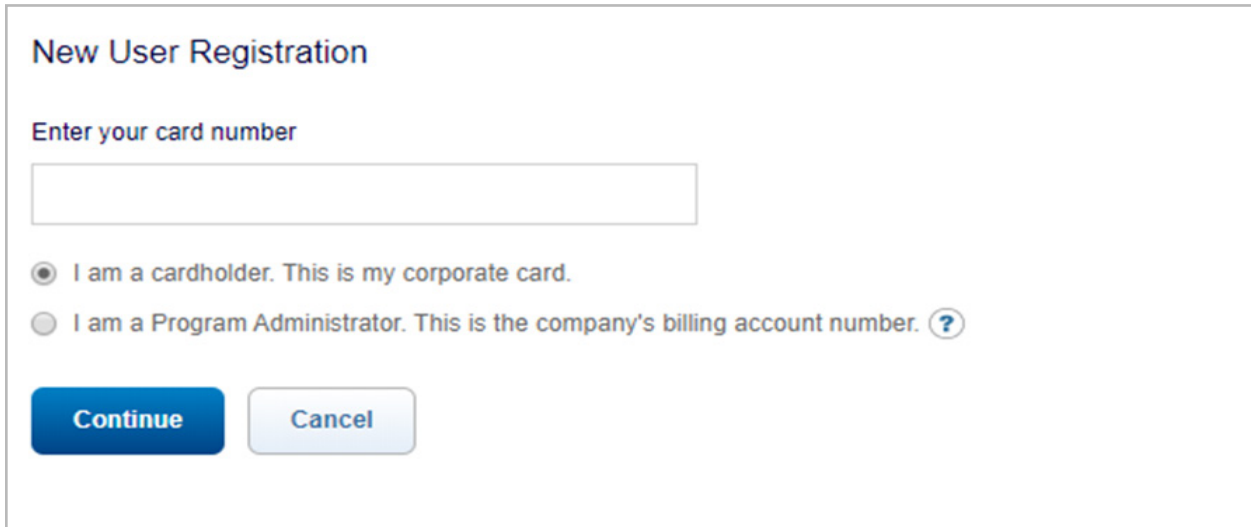
Figure 1: Global Card Access Login Page

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) 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 6




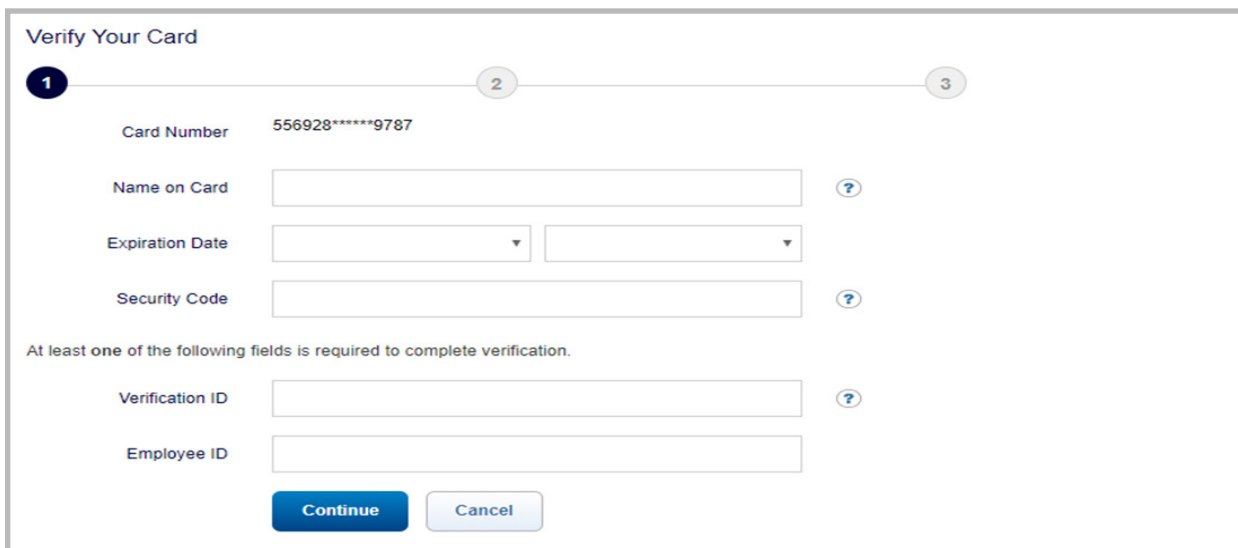
The image shows a 'New User Registration' form. At the top, it says 'New User Registration'. Below that is a prompt 'Enter your card number' followed by a text input field. There are two radio button options: 'I am a cardholder. This is my corporate card.' (which is selected) and 'I am a Program Administrator. This is the company's billing account number.' (with a question mark icon). At the bottom are 'Continue' and 'Cancel' buttons.

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.



The image shows a 'Verify Your Card' form. At the top, it says 'Verify Your Card'. Below that is a progress indicator with three steps: 1 (selected), 2, and 3. The form contains several fields: 'Card Number' (pre-filled with 556928*****9787), 'Name on Card' (text input with a question mark icon), 'Expiration Date' (two dropdown menus), 'Security Code' (text input with a question mark icon), and a note: 'At least one of the following fields is required to complete verification.' Below this are 'Verification ID' and 'Employee ID' (both text inputs with question mark icons). At the bottom are 'Continue' and 'Cancel' buttons.

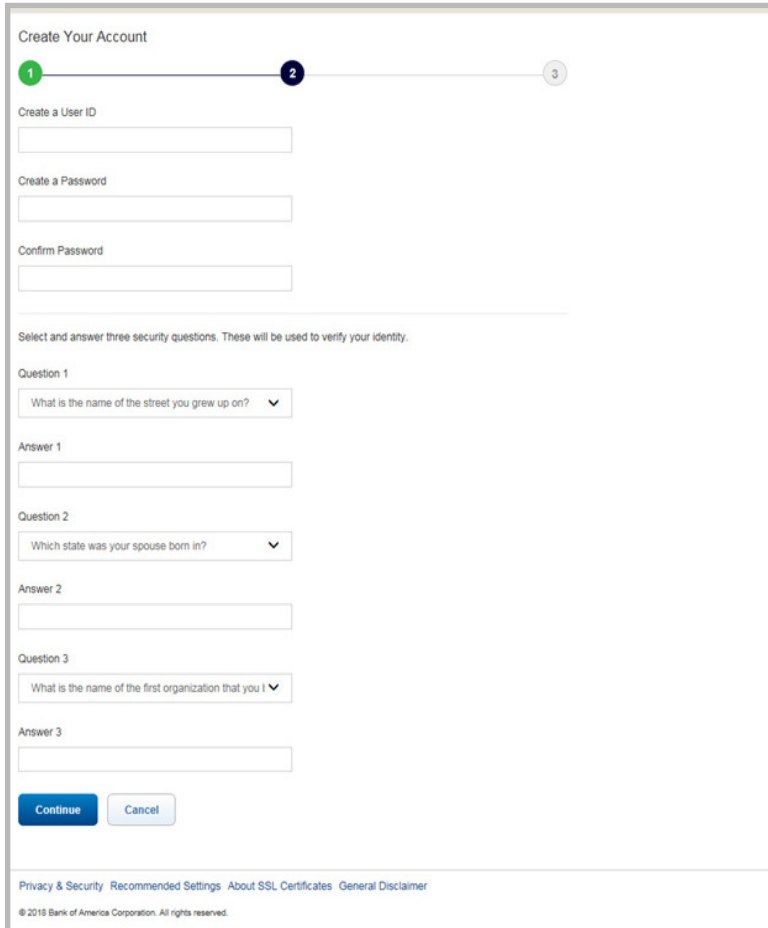
Figure 3: Complete Additional Account Information

[Return to Table of Contents](#)

6. Click **Continue**. The **Create Your Account** screen displays.
7. Complete the information to define your **User ID** and **Password** (Figure 4).

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.



The screenshot shows the 'Create Your Account' screen with a progress indicator at the top showing three steps: 1 (completed), 2 (current), and 3. The form includes the following sections:

- Create a User ID:** A text input field.
- Create a Password:** A text input field.
- Confirm Password:** A text input field.
- Select and answer three security questions. These will be used to verify your identity.**
- Question 1:** A dropdown menu with the text 'What is the name of the street you grew up on?' and a downward arrow.
- Answer 1:** A text input field.
- Question 2:** A dropdown menu with the text 'Which state was your spouse born in?' and a downward arrow.
- Answer 2:** A text input field.
- Question 3:** A dropdown menu with the text 'What is the name of the first organization that you...' and a downward arrow.
- Answer 3:** A text input field.

At the bottom of the form, there are two buttons: a blue 'Continue' button and a light gray 'Cancel' button. Below the buttons, there are links for 'Privacy & Security', 'Recommended Settings', 'About SSL Certificates', and 'General Disclaimer'. At the very bottom, there is a copyright notice: '© 2018 Bank of America Corporation. All rights reserved.'

Figure 4: 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 5). The Global Card Access Login screen displays a message confirming your registration is complete (Figure 6).

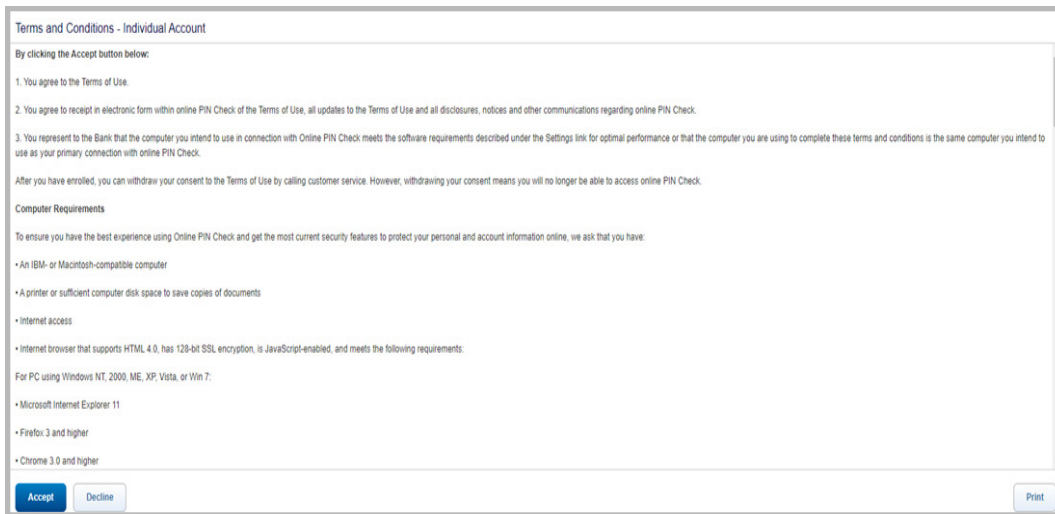


Figure 5: Accept Terms and Conditions

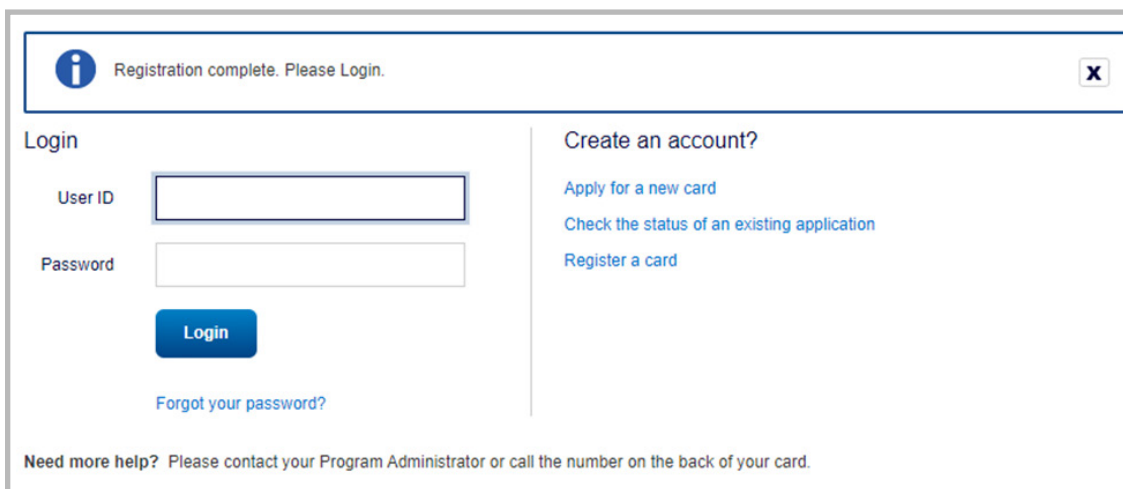


Figure 6: Registration confirmation message.

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 7)

[Return to Table of Contents](#)

New User Registration

Enter your card number

I am a cardholder. This is my corporate card.

 I am a Program Administrator. This is the company's billing account number. [?](#)

Figure 7: 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 8).

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.

Create Your Account

1 2 3

Create a User ID

Create a Password

Confirm Password

Select and answer three security questions. These will be used to verify your identity.

Question 1

What is the name of the street you grew up on?

Answer 1

Question 2

Which state was your spouse born in?

Answer 2

Question 3

What is the name of the first organization that you l

Answer 3

[Privacy & Security](#)
[Recommended Settings](#)
[About SSL Certificates](#)
[General Disclaimer](#)

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Figure 8: Complete New User Registration Information

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

[Return to Table of Contents](#)

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 9).

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.

The screenshot displays the Global Card Access Home page for a cardholder. The page is organized into several sections:

- Welcome Angie!** (Red text)
- Account Summary** (Blue link) with a sub-header "Balances as of Nov 30, 2019, 11:54 AM CST". Below this, the card number "CP002 TESTER - 9845" is shown. A table provides account details:

Current balance	Available credit	Credit limit
0.00	300.00	300.00

- Recent activity** (Blue link with a plus icon)
- My tasks** (Blue link) with the message "No tasks at this time."
- Quick actions** (Blue link) with the following options:
 - [View your PIN](#)
 - [Manage alerts](#)
 - [Lock card](#)
- Related links** (Blue link) with the following options:
 - [Global Reporting and Account Management](#)
 - [Works](#)

Figure 9: 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

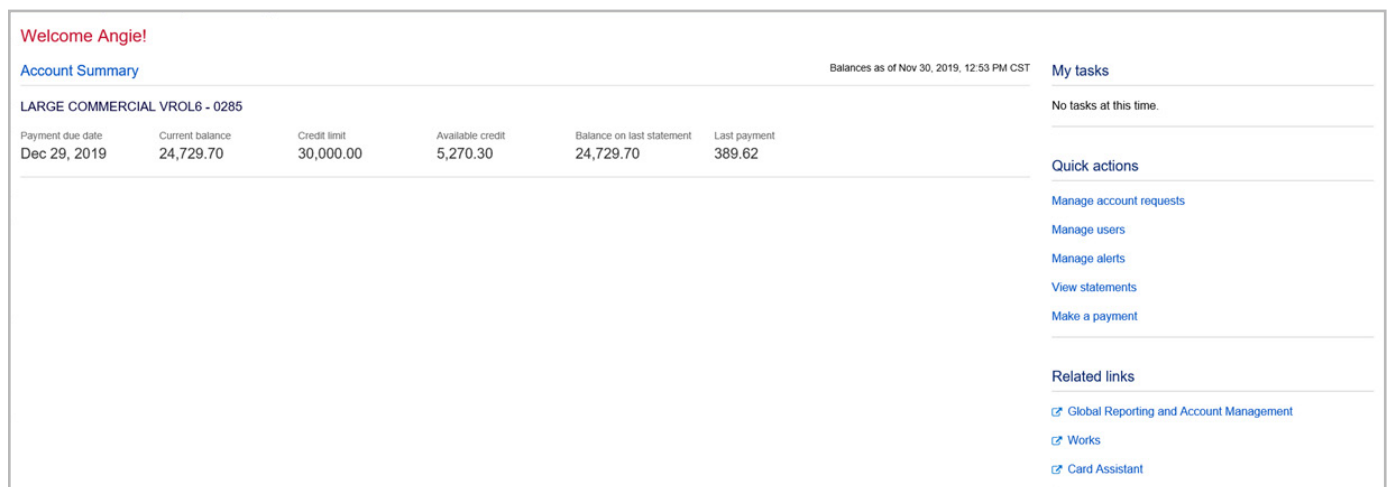
features:

- **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.
 - **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 only available for North America card programs.



Payment due date	Current balance	Credit limit	Available credit	Balance on last statement	Last payment
Dec 29, 2019	24,729.70	30,000.00	5,270.30	24,729.70	389.62

Figure 10: 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.

[Return to Table of Contents](#)

- **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 New Card Registration screen (Figure 11).

Figure 11: New Card Registration Screen

5. Click **Continue**. The Move card account screen displays (Figure 12).

[Return to Table of Contents](#)

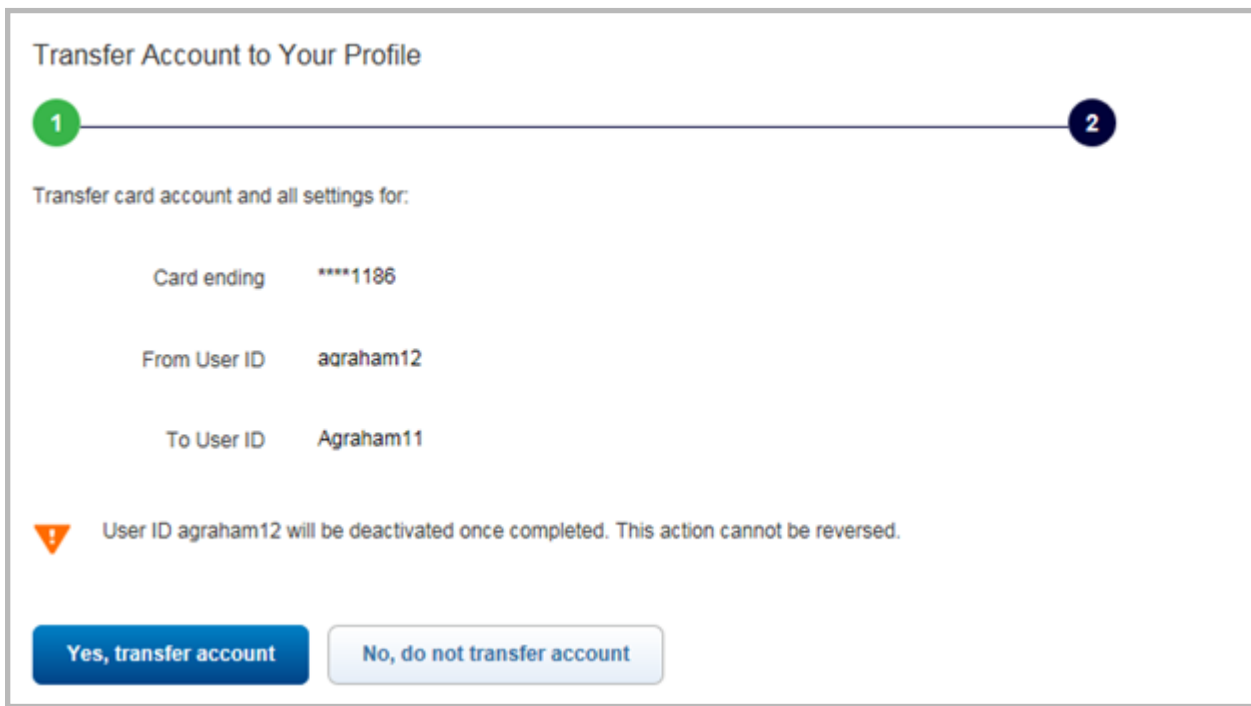
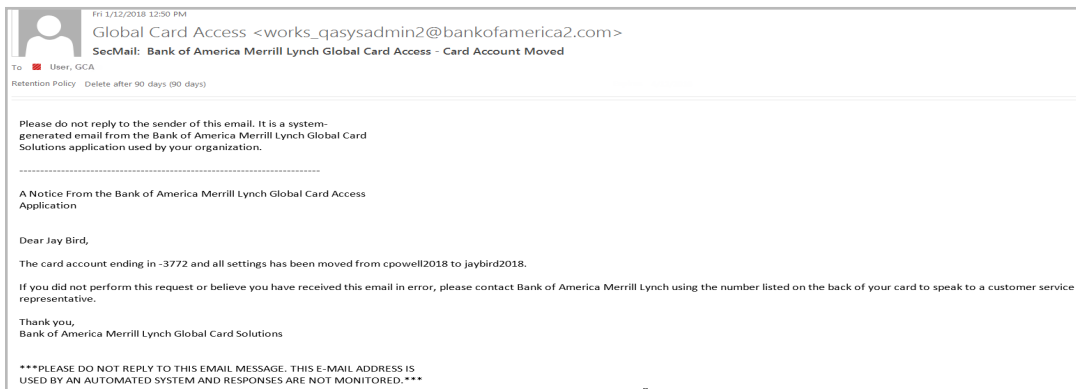


Figure 12: Move Card Account Screen

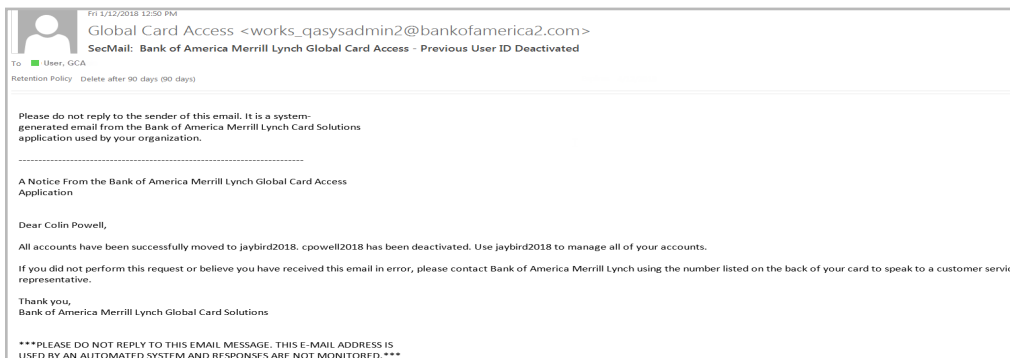
6. Click **Yes, transfer account**. The card account is moved under the existing User ID and the previous ID is deactivated.

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.



Lock / Unlock 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 13). 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.

This completes the procedure.

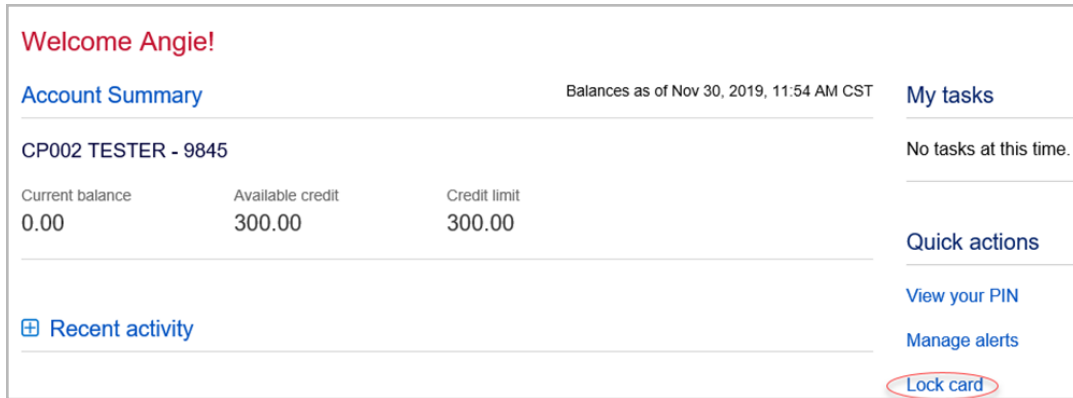


Figure 13: Lock Card

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 appear next to the card name indicating the card is locked (Figure 14).

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.

This completes the procedure.

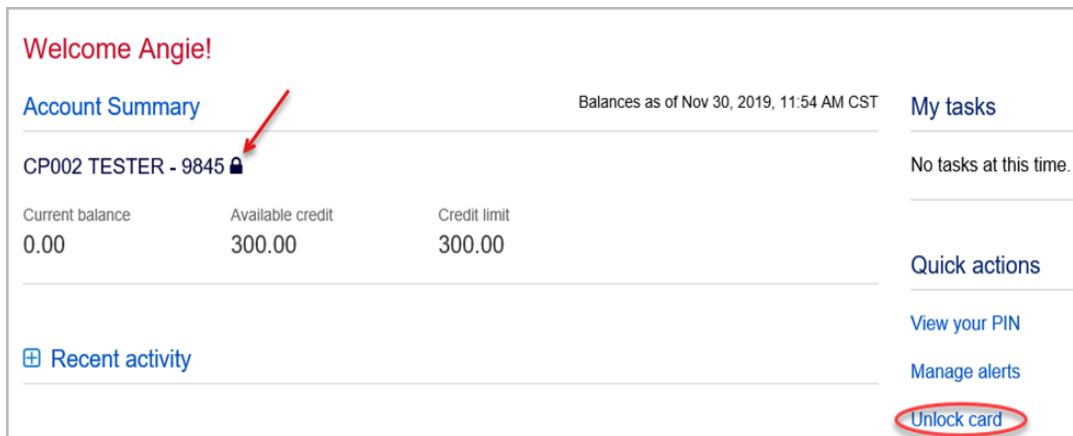


Figure 14: Card Locked

[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.

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 your Password?** The Forgot Your Password screen displays.
2. Enter your **Email and User ID**.
3. Click **Submit**.
4. Additional information on the password reset will be emailed to the email address entered.
5. Click on the URL provided in the Forgot your password email.
6. Enter your email address or User ID and answer the Security Question that displays.
7. Click **Submit**.
8. The **Create New Password** screen displays.

[Return to Table of Contents](#)

9. 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.

10. Re-enter the new password in **Confirm Password** (Figure 15).

Create New Password

Enter your current password and desired new password (twice). Note that passwords are case sensitive.

Current Password

New Password

Confirm Password

Select and answer three security questions. These will be used to verify your identity.

Question 1

Answer 1

Question 2

Answer 2

Question 3

Answer 3

Figure 15: Change Expired Password

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

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 16).

Figure 16: 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.

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 States and Canada +1 602.379.8753
Europe, Middle East and Africa (EMEA) Customer Services
International Free Phone: 00800 0456 7890 International Direct Dial: +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 Dial: +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 Dial: +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