

Steve Sisolak  
Governor



Laura E. Freed  
Director

Colleen Murphy  
Deputy Director

Kevin D. Doty  
Administrator

STATE OF NEVADA  
DEPARTMENT OF ADMINISTRATION

*Purchasing Division*

515 East Musser Street, Suite 300 | Carson City, Nevada 89701  
Phone: 775-684-0170 | Fax: 775-684-0188

MEMORANDUM

June 23, 2020

To: All State Agencies, the Nevada System of Higher Education, the Court System, the Legislative Counsel Bureau, and all Political Subdivisions within the State of Nevada

From: Kevin D. Doty, Administrator

Subject: Bank of America Global Card Access - **Action Required by all Cardholders and Works System Users**

In their continued effort to provide 24/7/365 card account access, promote a green environment, and as a cost savings measure, Bank of America is moving all cardholder statements to electronic delivery. This change becomes effective July 9, 2020, and affects ALL State of Nevada CBA/Ghost Card Travel Accounts (Corporate Travel), Individual Liability Travel Card accounts (IL, ILA, UILA), and Procurement Card accounts (PCard).

**PRIOR to July 9, 2020, all cardholders and users must self-register in Bank of America's Global Card Access System (GCA).** If you have previously self-registered in Bank of America Payment Center, your information WILL NOT cross over to the new system and you must register in GCA. Instructions and the link to register are provided in the attached Global Card Access Reference Guide. It is important to please review all information and instructions prior to registering as you may need to self-register in more than one program.

After reviewing the attachments, if you have questions, concerns, or need help with self-registration, please contact the Bank of America Technical Help Desk at 1-888-589-3473, option 4.

Purchasing 2020-06

# Global Card Access Reference Guide

Table of Contents

Introduction .....3

Global Card Access Registration.....3

Global Card Access - First Time Registration for Individual Accounts .....4

First Time Registration for Corporate Account - New User Registration .....6

Log in as a Registered User.....8

Global Card Access Home Page .....8

Merging Multiple User IDs .....9

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

The screenshot shows the Global Card Access login page. On the left, there is a 'Login' section with fields for 'User ID' and 'Password', a 'Login' button, and a link for 'Forgot your password?'. Above the 'User ID' field, a text box says 'Enter User ID and Password to log in if already a registered user'. On the right, there is a 'Create an account?' section with three links: 'Apply for a new card', 'Check the status of an existing application', and 'Register a card'. These three links are circled in red. Red arrows point from each of these links to separate text boxes on the right: 'Select link to be taken to the Account Request Key Entry page' (from 'Apply for a new card'), 'Select link to check status of a submitted application' (from 'Check the status of an existing application'), and 'Select link to register first time user setup' (from 'Register a card'). At the bottom of the page, there is a footer with links for 'Privacy & Security', 'Recommended Settings', 'About SSL Certificates', and 'General Disclaimer', followed by the copyright notice '© 2019 Bank of America Corporation. All rights reserved.'

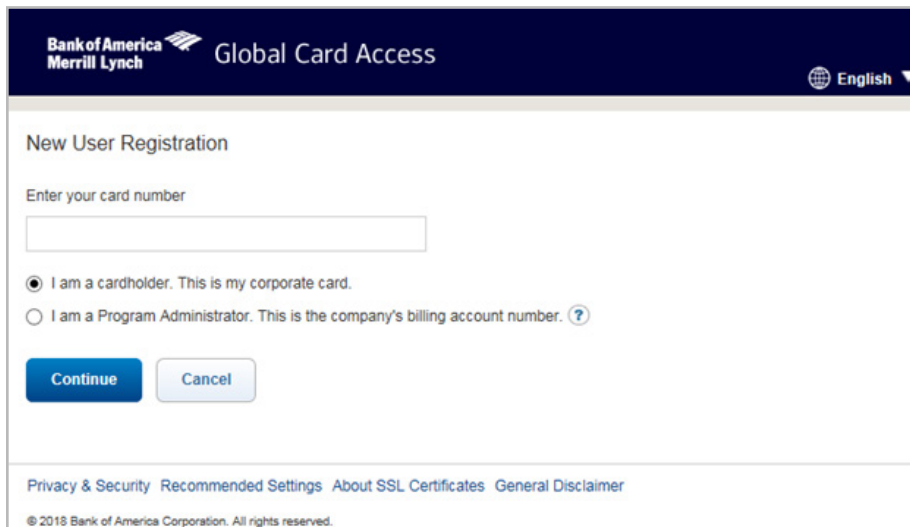
**Figure 1:** Global Card Access Login Page

## 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 [www.bofa.com/globalcardaccess](http://www.bofa.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

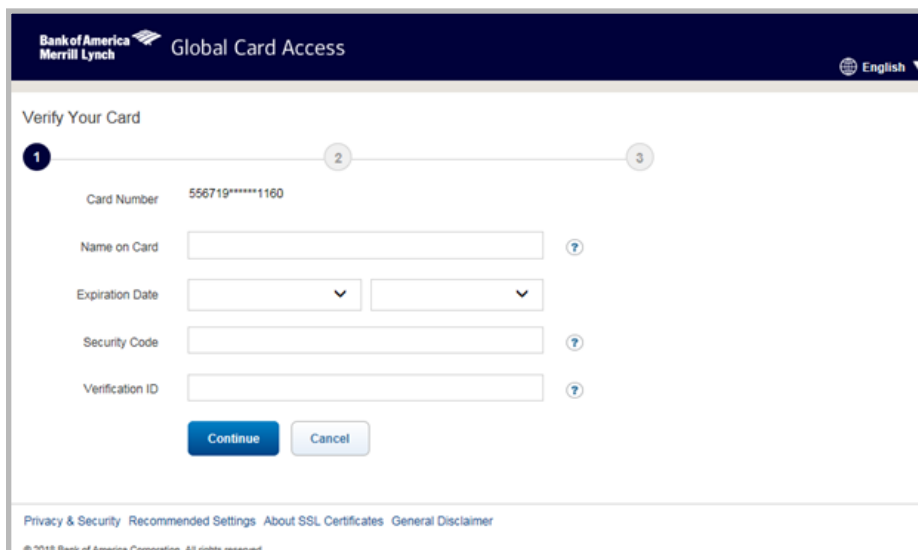


**Figure 2:** New User Registration Option as a Cardholder Registering an Individual Account

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

[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.

Bank of America Merrill Lynch Global Card Access English

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

Answer 3

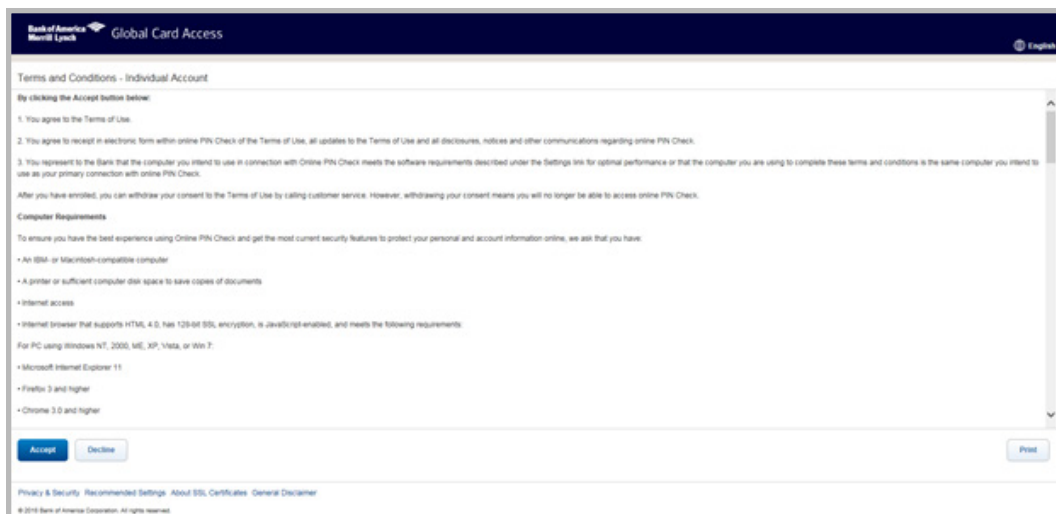
Continue Cancel

Privacy & Security Recommended Settings About SSL Certificates General Disclaimer

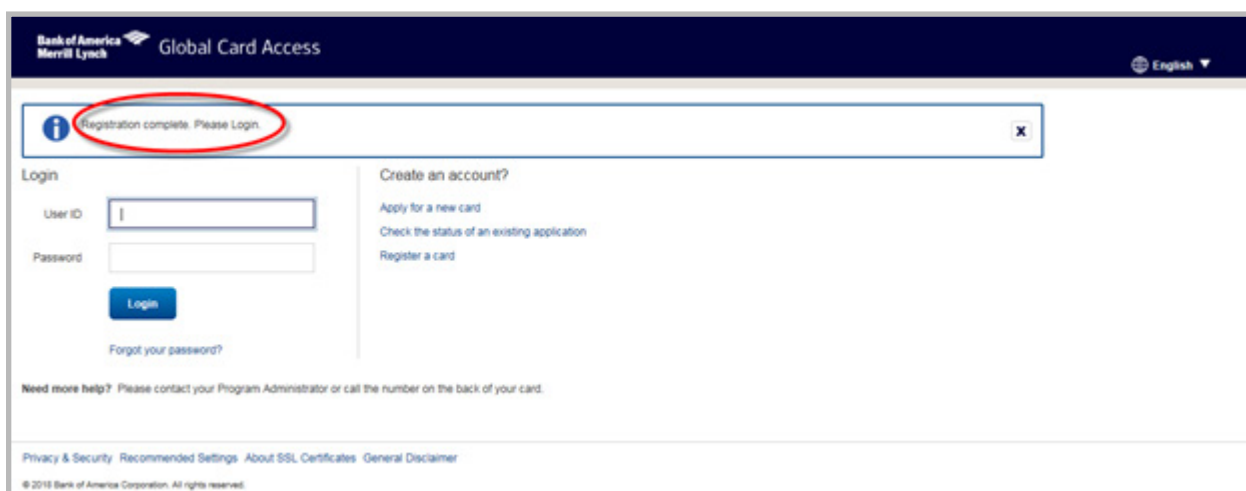
© 2018 Bank of America Corporation. All rights reserved.

**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 [www.bofa.com/globalcardaccess](http://www.bofa.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)

**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.

**Figure 8:** Complete New User Registration Information

[Return to Table of Contents](#)



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

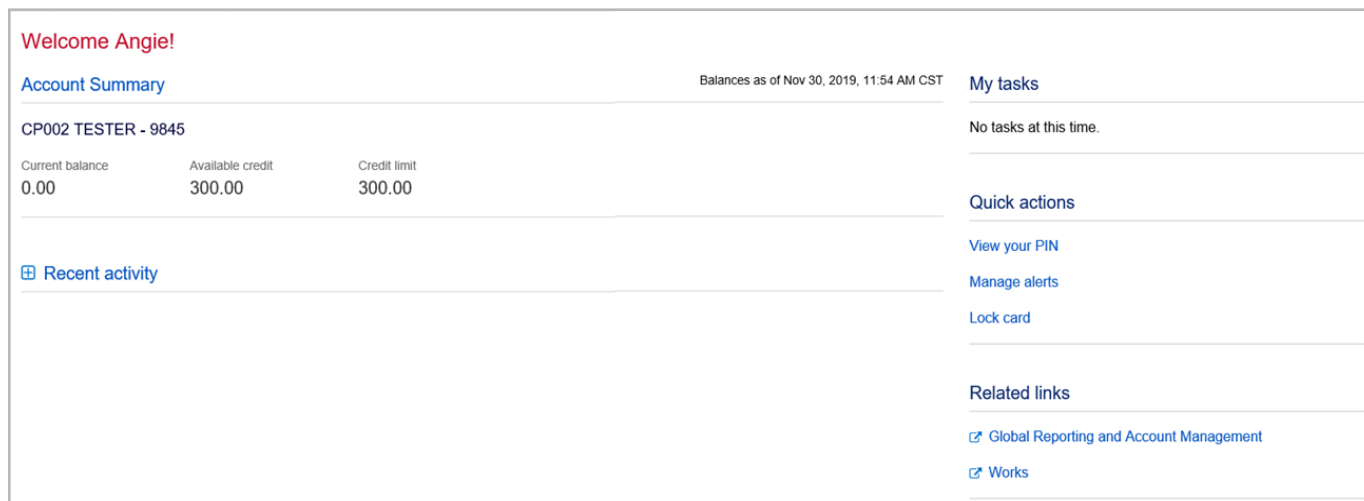
To log in to Global Account Access as a registered user, complete the following:

1. Go to Global Card Access at [www.bofa.com/globalcardaccess](http://www.bofa.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.



**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.
  - **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.

Welcome Angie!

Account Summary

LARGE COMMERCIAL VROL6 - 0285

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

Balances as of Nov 30, 2019, 12:53 PM CST

My tasks

No tasks at this time.

Quick actions

Manage account requests

Manage users

Manage alerts

View statements

Make a payment

Related links

Global Reporting and Account Management

Works

Card Assistant

**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.
- **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](#)


## Transfer Account to Your Profile

1

2

Transfer card account and all settings for:

Card ending	****1186
From User ID	agraham12
To User ID	Agraham11

 User ID agraham12 will be deactivated once completed. This action cannot be reversed.

Yes, transfer account

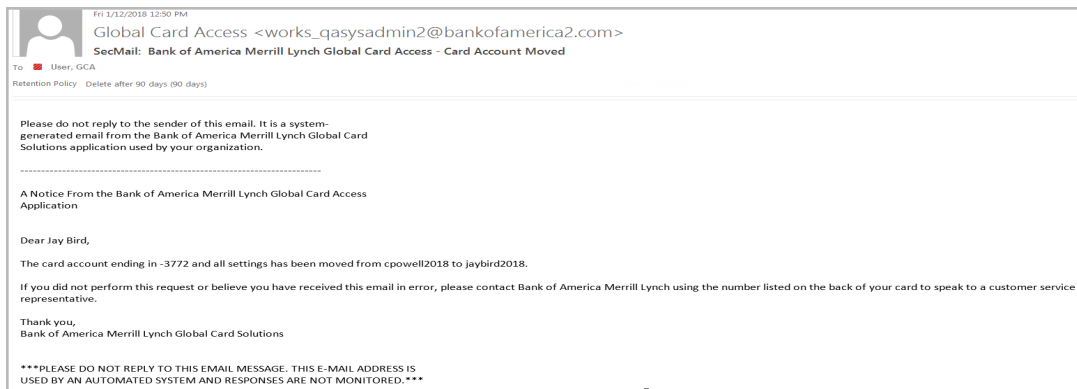
No, do not transfer account

**Figure 12:** Move Card Account Screen

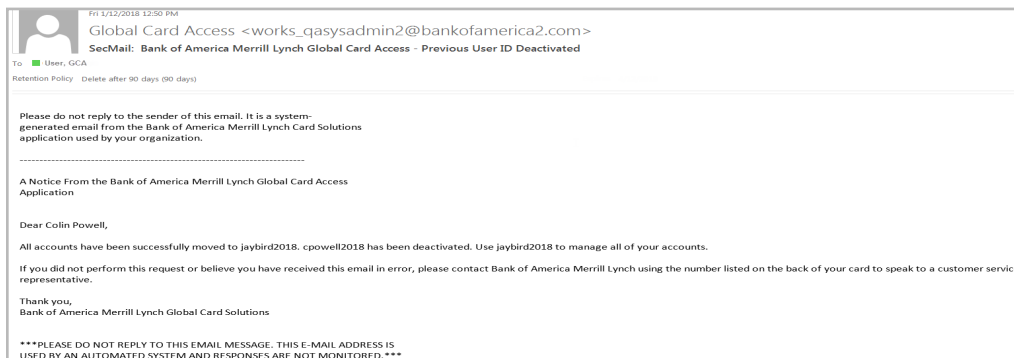
- Click **Yes, transfer account**. The card account is moved under the existing User ID and the previous ID is deactivated.

**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.

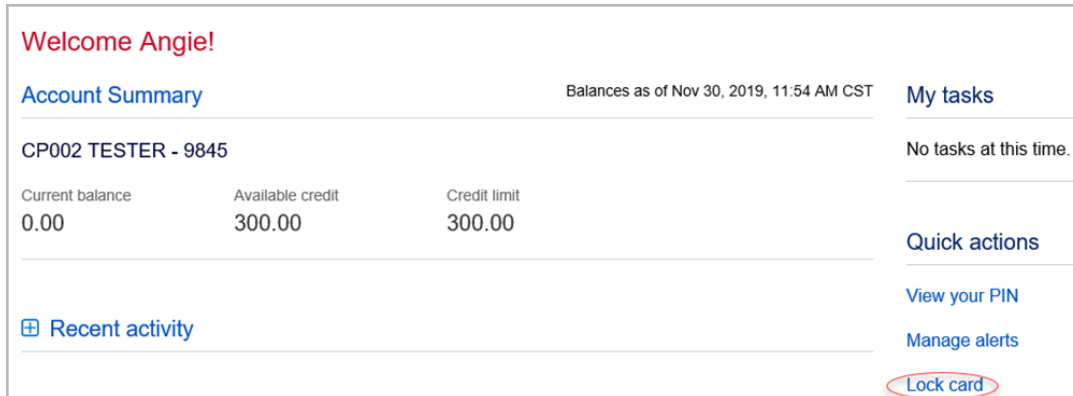


## Lock / Unlock Card

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

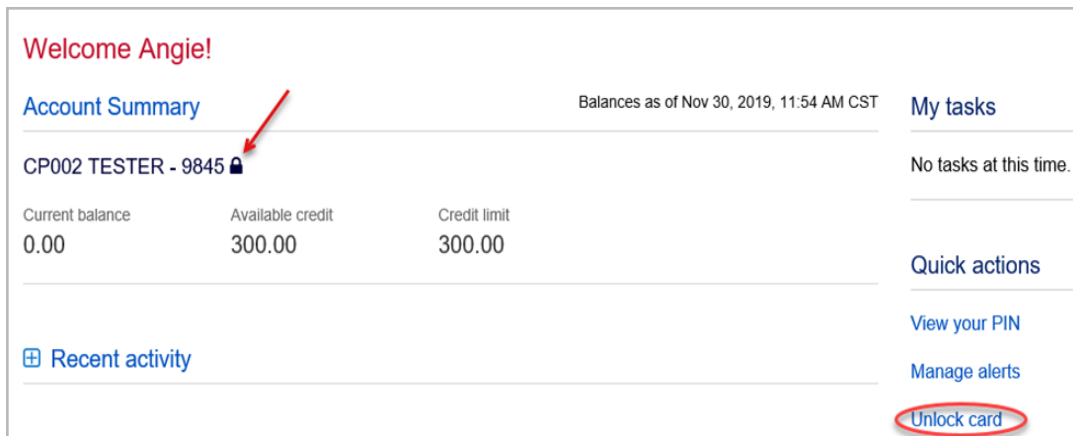
To use the *Unlock Card* feature, complete the following:

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

## 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:

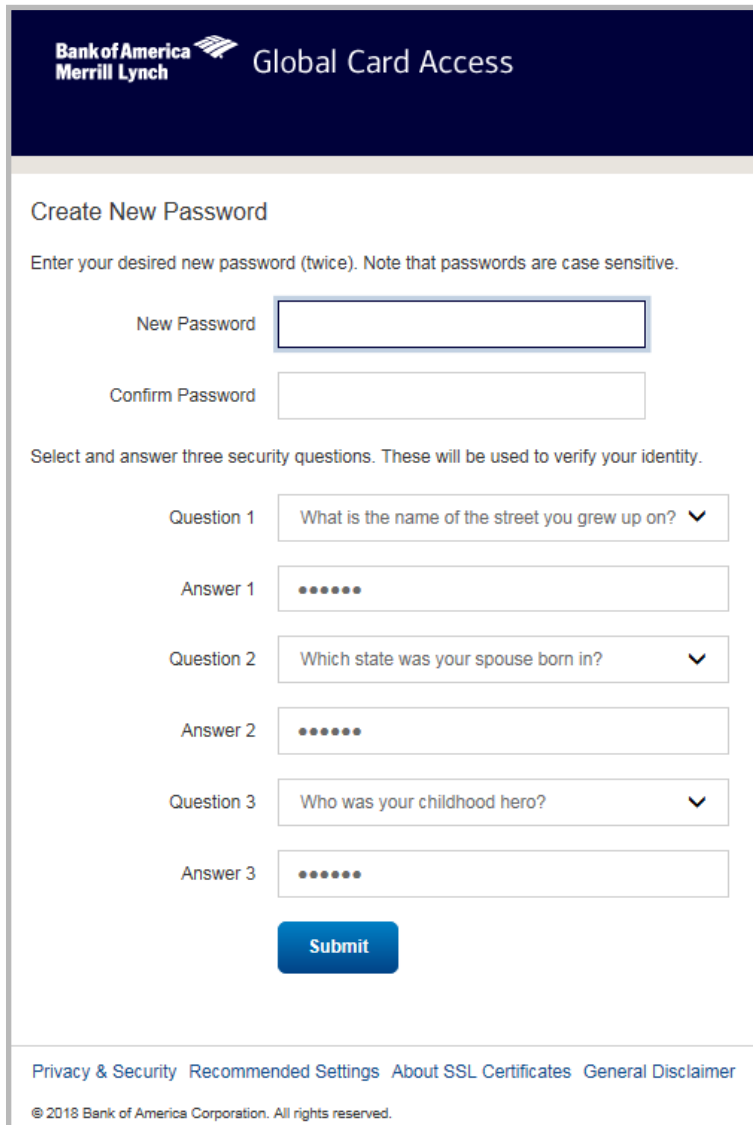
1. From the Global Card Access login screen, click **Forgot your Password?** The Forgot Your Password screen displays.
2. Enter your **Email and User ID**.
3. Click **Submit**.
4. Additional information on the password reset will be emailed to the email address entered.
5. Click on the URL provided in 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).



The screenshot shows the 'Create New Password' page for Bank of America Merrill Lynch Global Card Access. The page has a dark blue header with the Bank of America Merrill Lynch logo and the text 'Global Card Access'. Below the header, the title 'Create New Password' is displayed. A instruction reads: 'Enter your desired new password (twice). Note that passwords are case sensitive.' There are two input fields: 'New Password' and 'Confirm Password'. Below these, a instruction reads: 'Select and answer three security questions. These will be used to verify your identity.' There are three security questions, each with a dropdown menu for the question and a text input field for the answer. The questions are: 'What is the name of the street you grew up on?', 'Which state was your spouse born in?', and 'Who was your childhood hero?'. The answers are masked with dots. At the bottom of the form is a blue 'Submit' button. At the very bottom of the page, there are links for 'Privacy & Security', 'Recommended Settings', 'About SSL Certificates', and 'General Disclaimer', followed by the copyright notice '© 2018 Bank of America Corporation. All rights reserved.'

**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



# Manage expenses anytime, anywhere.

## Global Card Access

### Global visibility

Global Card Access is our online card management tool. A single sign-on, can deliver a clear view of your spending around the globe.

### Convenience

Our mobile-friendly dashboard offers the flexibility you need to track expenses while on-the-go. Quickly view your account details like available balance and recent card activity in real-time.

### More control

Conveniently manage card security from your desktop, laptop or mobile device. Simple and smart features provide the controls you need to help protect your account.



**View or change PIN** – can't remember your PIN? View<sup>1</sup> or change<sup>2</sup> your PIN from any device.



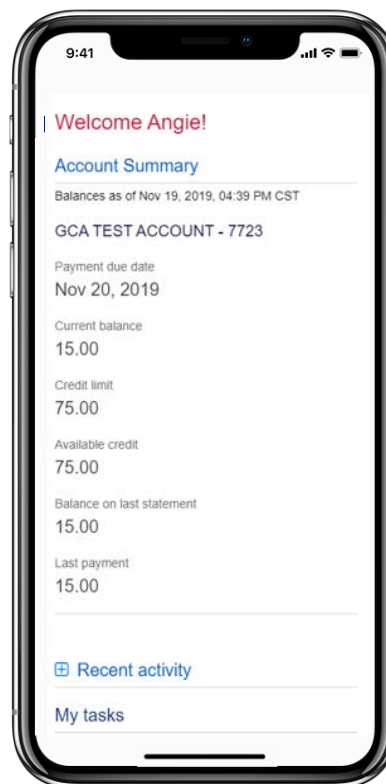
**Custom Alerts**<sup>3</sup> – Receive SMS text, email or a phone call to help protect your card against fraud. Admin reports provide additional layer of visibility.



**Lock/Unlock your card** – misplaced your card or planning a break from business travel? Temporarily lock or unlock your card.



**View statements** – easy access to 13 months of statements.



### For more information

For more information about [Global Card Access](#) including terms and conditions that may apply, contact your Bank of America representative.

<sup>1</sup>. Available in North America, EMEA, India and Australia. <sup>2</sup>. Coming soon to North America with planned expansion to EMEA and APAC. <sup>3</sup>. Available in North America with planned expansion to EMEA and APAC.

## Frequently Asked Questions Guide

Table of Contents

General Overview .....3

Registration .....4

Alerts .....4

Online PIN Check.....7

Lock/Unlock Card .....8

Technical Questions .....9

## General Overview

### 1. What is Global Card Access?

Global Card Access is a website developed for cardholders and program administrators with Bank of America Merrill Lynch corporate card programs. It is a single point of entry giving users easy access to self-service tools such as Online PIN Check and Alerts registration. Starting spring 2016, Alerts will be made available for US and Canada Card programs only, with other regions around the globe to follow shortly. Additional tools and applications will be accessible from this site in the future.

### 2. How do I access the Global Card Access website?

Enter the web address: <http://www.bofa.com/globalcardaccess> into an Internet browser.

### 3. Can I still access Online PIN Check from the old website?

If you enter in the old Online PIN Check website address ([www.bofa.com/pincheck](http://www.bofa.com/pincheck)) you will be directed to the new home page for Global Card Access. We recommend you bookmark the new web address (<http://www.bofa.com/globalcardaccess>).

### 4. What are Alerts?

Alerts can help our corporate cardholders and program administrators keep tabs on their business credit card accounts. The service is free through the Global Card Access website ([www.bofa.com/globalcardaccess](http://www.bofa.com/globalcardaccess)), and signing up is quick and easy.

- Alerts can be configured to notify you of important events, including:
  - Suspicious activity occurs outside of your normal spending patterns
  - A card is requested or personal information changes on your account
  - Your payment is due (if applicable)
- Alerts can be texted to a mobile device or sent via email. A phone call can be placed for suspicious activity notifications only.
- Alerts capabilities are currently available only to cardholders with a US and Canada-based corporate card program, and users must have a US or Canadian mobile phone number in order to receive text alerts.

### 5. What is Online PIN Check?

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.

### 6. What languages does Global Card Access support?

The Global Card Access website is currently available to be viewed in 5 languages: English, Spanish, French, German, and Italian.

## Registration

### 7. How long does it take a user to sign up?

The one-time registration process takes just a few minutes. Users register themselves by going to [www.bofa.com/globalcardaccess](http://www.bofa.com/globalcardaccess). For detailed information on the registration process, refer to the User Guide on the Global Corporate Cardholder Reference Site at [www.bofa.com/globalcardus](http://www.bofa.com/globalcardus).

### 8. Can Bank of America set up users on their behalf?

No, all users must register themselves on Global Card Access as users must accept the Terms and Conditions for use of the website. Registration also requires the setup of a user id and password, which the cardholder must create and memorize.

### 9. Can I register my personal Bank of America credit card(s) on Global Card Access?

No, Global Card Access is for corporate card programs only (Travel Card, Purchase Card, Commercial Card, and ePayables), and not consumer cards. Contact the customer service number on the back of your personal card if you have questions about your personal credit card program.

## Alerts

### 10. Why should I register for Alerts?

Alerts provide users access to real-time information related to activity on your account. These notifications help simplify and streamline interactions and allow us to communicate with you more effectively. Through Alerts, you have visibility into important account details such as your current balance and usage of your credit line. Also, Alerts can help reduce fraudulent activity by giving you the ability to rapidly respond to any suspected unauthorized transactions.

### 11. What benefits do Alerts provide to users?

- Access to a variety of customizable alerts ranging from account balance detail to suspicious activity
- Flexible notification options - schedule alerts to be sent at times designated by the user
- Convenience of receiving alerts on-the-go through email or text message to a mobile device
- Up to three contacts can be notified for each alert type, to ensure you can be reached

### 12. What functionality is available today to users?

After registering for alerts, cardholders can:

- Choose to receive alerts in English, Spanish or French
- Select to receive alerts via phone call, email, and/or text to their mobile phone
- Assign up to 3 contacts (different contact methods and/or different individuals) to receive each alert
- User-initiated text alerts (for example, text "BAL" to have your current account balance sent to your phone)

### 13. What Alerts are available to me?

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. Once you enter the Alerts tool the applicable alerts based on your program type will be viewable for you to select.

Individual	Corporate
Suspicious Activity	Credit Available
Purchase Amount	% of Credit Limit (Multi-Threshold)
Distance From Zip	Specific Balance Amount
Merchant State/Country/Type	Payment Due in X Days (Corporate Bill Only)
Mail/Phone/Internet Purchase	Payment Amount (Corporate Bill Only)
Purchase Declined	Missed Payment (Corporate Bill Only)
Cash Purchase	
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	

**Note:** We will further expand on alerts available for Corporate Account users. At this time please continue to leverage the various reports available within your Works/Global Reporting and Account Management.

### 14. What are the contact methods to receive Alerts?

Text messages to a US or Canada mobile device and email notifications are available on all alert types. You can request a phone call (voice message) for Suspicious Activity alerts only.

### 15. Can I receive Alerts even if I travel internationally?

Yes, but be aware of any phone carrier charges in fees for receiving text messages when traveling abroad. Contact your carrier with questions about text message fees.

### 16. If I have a question about an Alert I receive, who do I call?

Based on the alert you receive, you will be provided specific instructions on whom to contact with questions.

### 17. What if my cell phone number changes?

You can update your profile information (ie: cell phone number, email address) anytime through the Global Card Access website.

### 18. Are there any fees for this service?

Bank of America does not charge any fees for Alerts, but you would be responsible for any text or data fees from your mobile phone provider. Bank of America is not responsible for fees charged by users' mobile providers for the use of Alerts. Refer to the Terms and Conditions for more information.

### 19. Can Bank of America or my program administrator register my card for Alerts?

No, users must register themselves for any Alerts. The user must accept and acknowledge the possibility of charges associated with use of their mobile device for alerts. Registration also requires the setup of a user id and password, which the cardholder must create and memorize.

[Return to Table of Contents](#)



## 20. What happens to Alerts if my card is lost or stolen and I get a new card, or if my account is closed?

If your card is lost or stolen and therefore replaced with a new card, the new account number will automatically be set up with the same alerts you previously established. You will still be able to use the same User ID and Password you set up previously, but you will need to answer a set of validation questions upon logging into the Global Card Access website for the first time after the new card has been issued. If the card account is closed, the user will no longer have access to Global Card Access and all alerts previously established will be deleted.

## 21. Can I proactively request information about my account through my mobile phone?

Yes, users can send a text message to the phone number **767262** with a command generating a request for information. These are known as or 2-way messages or User-Initiated inquiries. A user must register their mobile phone number on Global Card Access and follow the process to opt-in to receive text messages in order for 2-way message capabilities to be enabled. The following commands request account information:

- **BAL** = obtain your current card balance
- **AVAIL** = obtain your current available credit limit and/or cash withdrawal amount
- **BILL** = obtain your payment due date, full balance due, and date of last payment made along with total amount paid.
- **TRANS** = provides summary of last 3 transactions applied to the card
- **HELP** = Provides link to the Global Card Access website, along with instructions to text MENU for a list of commands or STOP to cancel receiving alerts to this device
- **STOP** = Option for the cardholder or program administrator to opt out of receiving text alerts from Bank of America to this mobile device
- **MENU** = provides list of above prompts available for use

## 22. What Alerts should I register for?

There are a variety of Alert options available to you, but their value will vary based on the type of card program you have, and how you use your card.

- One valuable Alert for any cardholder would be the **Suspicious Activity** alert, which generates a notification if activity outside your normal purchasing patterns occurs.
- If you travel regularly, we recommend configuring the **State/Country** Alert, based on the regions you typically visit. If a transaction is attempted outside of those areas, you will be notified. Another beneficial Alert would be **% of credit limit**, to keep aware of your balance usage and avoid your card being declined.
- If you use your card for routine purchases, we recommend using alerts to establish purchase amount thresholds for transactions. If a purchase is attempted in excess of the limits you define, you will be notified.

## 23. Is registering for Alerts mandatory?

No, registering for and receiving Alerts is not required. However, Alerts is a functionality that Bank of America offers users to give real-time access to account information, providing visibility into account balances, credit line usage and immediate awareness to suspicious transactions to help protect against fraudulent activities.

Given the value the Alerts application offers users, we strongly recommend you take advantage of this tool.

## Online PIN Check

### 24. How do I know if I have a Chip card and what is a PIN?

A Chip card has a rectangular 'chip' above the account number on the left. If your corporate credit card has this chip, you will need to know and use your four-digit Personal Identification Number (PIN) for many transactions across the globe. A PIN number helps prevent fraud by making it more difficult to copy or counterfeit a transaction at point of sale.

### 25. How do I get my PIN?

Visit the Global Card Access website ([www.bofa.com/globalcardaccess](http://www.bofa.com/globalcardaccess)), register your card and use the Online PIN Check tool to check your PIN.

### 26. Is there another way to get my PIN besides the PIN Check website?

Yes. There are several ways a cardholder is able to set or view their PIN: 1) As a new chip card is sent, a cardholder is able to set their PIN through the activation process; 2) Whenever needed after being reissued a chip card, a cardholder is able to change or re-set their PIN by calling the number on the back of the card and following the PIN change menu option; 3) A cardholder is able to view their PIN at any time by visiting the Online PIN Check site within Global Card Access.

### 27. Can I change my PIN using this site?

No, Online PIN Check is only for viewing the existing PIN; however, as noted above, a cardholder that has received a new chip card since April 2017 is able to call the Global Card Servicing number listed on the back of their card and follow the menu options to re-set or change their PIN at any time. IMPORTANT: The ability to change a PIN via the Global Servicing number ONLY applies to US/Canada card programs.

### 28. Can I request a new PIN though the site?

No, cardholders may only view their existing PINs on the Online PIN Check website.

### 29. Can a program administrator get access to the site and view my PIN for me?

To maintain the security of your card, do not share your PIN with anyone else, including your program administrator.

### 30. I'm traveling and forgot my PIN, what should I do?

You may access the Online PIN Check tool through Global Card Access from your mobile device or computer in order to quickly view your existing PIN. Additionally, if you have received a new chip card since April 2017, you may call the number on the back of the card to change or re-set your PIN. Many transactions across the globe now require use of your PIN, so it is very important to know your PIN and be prepared to follow the merchant terminal instructions.

Always know your PIN by saving the Online PIN Check shortcut to your mobile device as follows:

- For iPhones – Access the URL for the PIN check system via Safari, [bofa.com/globalcardaccess](http://bofa.com/globalcardaccess). Click the up arrow box, and select 'Add to Home Screen.' This will add the icon to your phone.
- For Androids – Click the menu button, then depending on your browser, either select "Add to home page" or select "Page" then "Add to home page" through [bofa.com/globalcardaccess](http://bofa.com/globalcardaccess).

### 31. How many times am I allowed to view my PIN?

You can view your PIN as often as you like. Make sure you are in a secure location and others are not able to see this private information.

### **32. Are there any fees for this service?**

No, Bank of America does not charge cardholders for the use of the Online PIN Check tool.

### **33. What should I do if I think my PIN or corporate credit card has been compromised?**

If you think your PIN or corporate credit card number is compromised for any reason, please contact Global Card Services at 888.449.2273.

## **Lock/Unlock Card**

### **34. What is the Lock Card feature?**

The Lock Card feature enables cardholders to secure their card if they temporarily misplaced their card.

### **35. How do I lock/unlock the card?**

Within the GCA application, you can easily lock and unlock your card using the Quick Action menu.

### **36. Is Program Administrator reporting available for Lock Card?**

No, at this time reporting is not available for the Program Administrators.

### **37. Is the Program Administrator able to lock/unlock card for the cardholder?**

The Program Administrator is not able to lock the card. The card is only able to be locked or unlocked by the cardholder or a Bank Servicing Representative.

### **38. Should I use this feature if the card has been lost or stolen?**

No, please contact the bank immediately for assistance.

### **39. Does locking and unlocking take place immediately on the card?**

Yes, once the card is locked you will be unable to make purchases or ATM withdrawals (if company allows). Once the cardholder unlocks the card, it will be available for immediate use.

### **40. Will the cardholder receive any notification when the card is locked or unlocked?**

Yes, the cardholder will receive an email notification that the card has been locked or unlocked.

### **41. Can cardholders lock multiple card at one time?**

No, each card will need to be locked separately.

### **42. If I lock my card, can it still be used in my mobile wallet?**

No, once the card is locked you will be unable to make purchases through your mobile wallet.

### **43. Are there any fees for this service?**

Bank of America does not charge any fees for this service.

### **44. Are there any restrictions around the number of times or length of time the card can be locked?**

There are no restrictions around the number of times or length of time the card can be locked.

### **45. What is the decline description when a card is locked?**

The decline description will be displayed as "Watch".

### **46. Will I still have access to Global Card Access if my card is locked?**

Yes, you will still be able to login to Global Card Access.

### **47. What are the technical requirements for using Global Card Access?**

Since this is a web-based service, all that is required for site access is an internet browser.

### **48. How do we address any technical issues with Alerts or Online PIN Check?**

With any questions regarding Global Card Access, or the specific applications (Online PIN Check or Mobile Alerts) call the customer support number on the back of your card.

### **49. I have more than one corporate credit card account; can I register multiple accounts under the same User ID in Global Card Access?**

No, each account will need to be registered separately. You cannot access multiple accounts under the same profile.

### **50. I'm locked out of the Global Card Access website, what do I need to do?**

Contact cardholder customer service by the phone number on the back of your card and request to be unlocked. You will be asked questions to authenticate yourself and then the cardholder service representative can assist with unlocking your account.

### **51. I don't know my verification ID to register my card on Global Card Access. How do I get access to this information?**

Cardholders who don't know their verification IDs can check with their program administrator or call cardholder servicing at the number on the back of your card to obtain this information.

### **52. Can I reset my own password?**

Yes, if you forget your password, there is a link on the site where you can enter your information and receive an email with a new temporary password. You will then be asked to create a new password.

### **53. How can I unsubscribe from receiving Alerts?**

You can unsubscribe from receiving text messages to your mobile device by texting STOP to the phone number **767262**. In order to unsubscribe from email or phone notifications, you must log into Global Card Access and delete that contact option under Settings.