

# Global Card Access

## (Download Statements, Check PIN & Set Up Suspicious Activity Alerts)

### 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. (Ctrl+click on topic in list to go that section.)

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### 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. Your organization must be configured for an application to view and access the application within Global Card Access.

***\*\*If you have difficulty registering, please try using a different web browser. \*\****

### 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 is a text box that 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 options: 'Apply for a new card', 'Check the status of an existing application', and 'Register a card'. The 'Register a card' option is circled in red. To the right of these options are three callout boxes: 'Select link to be taken to the Account Request Key Entry page' (pointing to 'Apply for a new card'), 'Select link to check status of a submitted application' (pointing to 'Check the status of an existing application'), and 'Select link to register first time user setup' (pointing to 'Register a card'). At the bottom, there is a footer with links for 'Privacy & Security', 'Recommended Settings', 'About SSL Certificates', and 'General Disclaimer', and a copyright notice for 2019 Bank of America Corporation.

Figure 1: Global Card Access Login Page

# Global Card Access

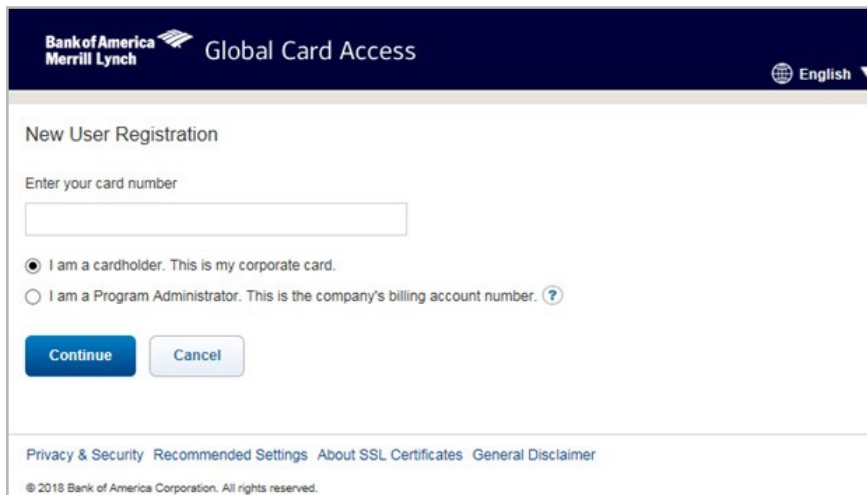
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### Global Card Access - First Time Registration for Individual Accounts

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

1. Access the Global Card Access website at [www.bofamf.com/globalcardaccess](http://www.bofamf.com/globalcardaccess)
2. From the Global Card Access Login screen (Figure 1), click **Register New User**.
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.



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

4. Click **Submit**.
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.

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The screenshot shows the 'Verify Your Card' step in the Global Card Access process. The page header includes the Bank of America Merrill Lynch logo and the text 'Global Card Access'. A progress indicator at the top shows three steps, with the first step (1) highlighted in blue. The form contains the following fields: 'Card Number' (pre-filled with 556719\*\*\*\*1160), 'Name on Card' (text input), 'Expiration Date' (two dropdown menus), 'Security Code' (text input), and 'Verification ID' (text input). Each input field has a help icon (question mark). At the bottom of the form are 'Continue' and 'Cancel' buttons. The footer contains links for 'Privacy & Security', 'Recommended Settings', 'About SSL Certificates', and 'General Disclaimer', along with the copyright notice '© 2018 Bank of America Corporation. All rights reserved.'

Figure3: 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 4).

## Important:

- Password and/or username resets cannot be handled by Program Administrators. Please remember your user ID and password. Program Administrators do not have the access to reset or view Global Card Access passwords or usernames. For help with usernames and password resets, please contact BOA at the number on the back of the pcard.
- 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.

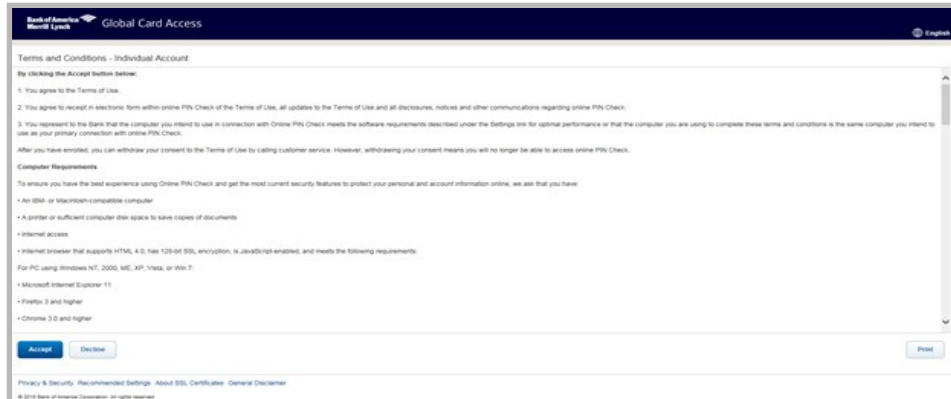
The screenshot shows the 'Create Your Account' step in the Global Card Access process. The page header includes the Bank of America Merrill Lynch logo and the text 'Global Card Access'. A progress indicator at the top shows three steps, with the first step (1) highlighted in green and the second step (2) highlighted in blue. The form contains the following sections: 'Create a User ID' (text input), 'Create a Password' (text input), 'Confirm Password' (text input), and 'Select and answer three security questions. These will be used to verify your identity.' The questions are: 'Question 1: What is the name of the street you grew up on?' (dropdown), 'Question 2: Which state was your spouse born in?' (dropdown), and 'Question 3: What is the name of the first organization that you...' (dropdown). Each question has a corresponding 'Answer' text input field. At the bottom of the form are 'Continue' and 'Cancel' buttons. The footer contains links for 'Privacy & Security', 'Recommended Settings', 'About SSL Certificates', and 'General Disclaimer', along with the copyright notice '© 2018 Bank of America Corporation. All rights reserved.'

# Global Card Access

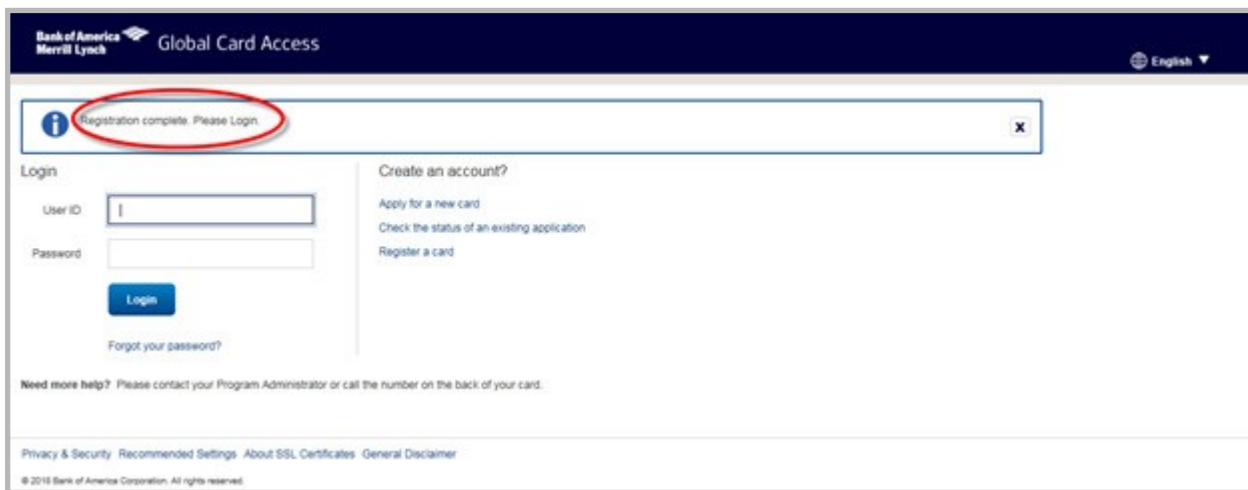
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**Figure 4:** Define User ID and Password

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

## Log in as a Registered User

To login to Global Account Access as a registered user:

1. Go to Global Card Access at [www.bofamf.com/globalcardaccess](http://www.bofamf.com/globalcardaccess).
2. Enter your **User ID**.
3. Enter your **Password**.
4. Click **Login**. The Global Card Access home page displays (Fig 9).

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### 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.

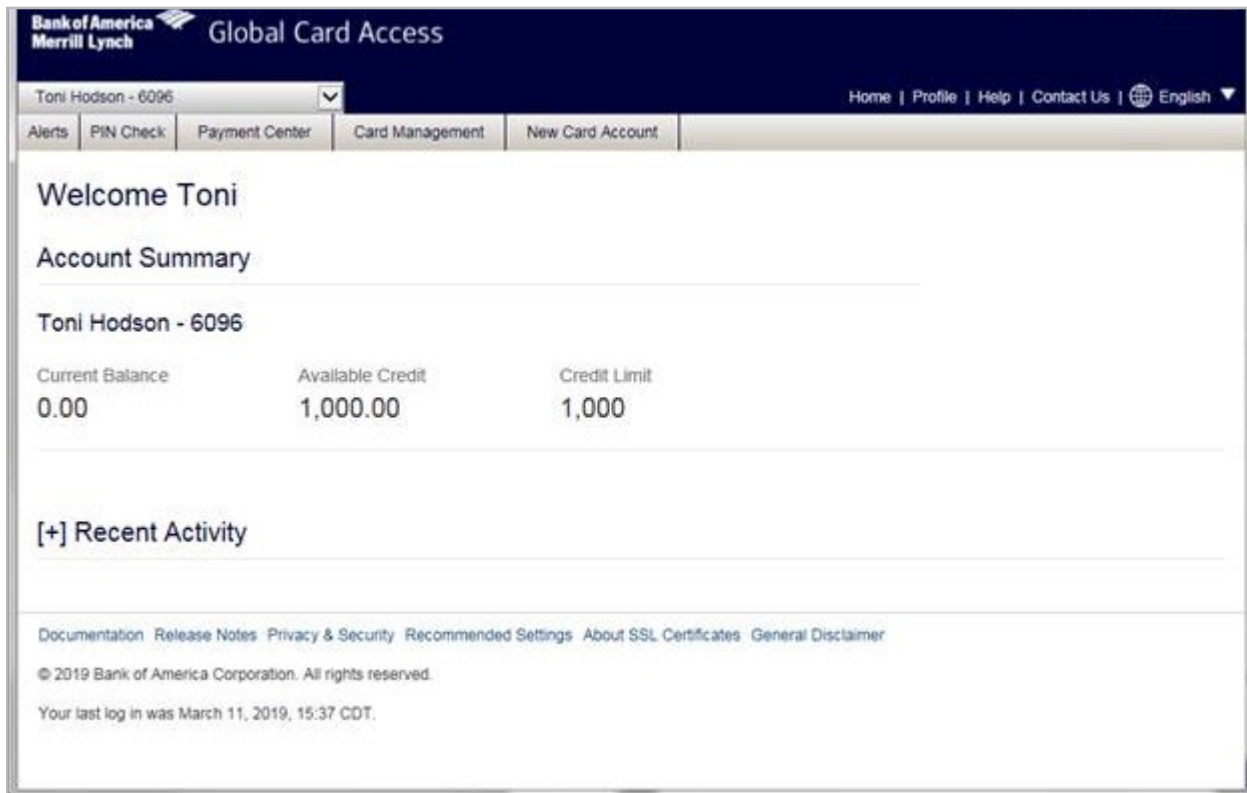


Figure 9: Global Card Access Home page

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.

### Changing your Password

*Program Administrators do not have the access to view or reset usernames and passwords. To reset forgotten passwords or obtain usernames, please contact BOA at the number on the back of the pcard.*

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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.

### 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:

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.

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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.

## Resetting a Forgotten Password

To use the *Forgot your Password?* feature:

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.

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** (Fig 12).

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The screenshot shows the 'Global Card Access' page for Bank of America Merrill Lynch. The main heading is 'Create New Password'. Below it, a note states: 'Enter your desired new password (twice). Note that passwords are case sensitive.' There are two input fields: 'New Password' and 'Confirm Password'. Below these is a section for security questions: 'Select and answer three security questions. These will be used to verify your identity.' There are three questions, each with a dropdown menu and a corresponding answer field with masked characters (dots):  
Question 1: 'What is the name of the street you grew up on?'  
Answer 1: [Masked]  
Question 2: 'Which state was your spouse born in?'  
Answer 2: [Masked]  
Question 3: 'Who was your childhood hero?'  
Answer 3: [Masked]  
A blue 'Submit' button is located below the answer fields. At the bottom of the form, there are links for 'Privacy & Security', 'Recommended Settings', 'About SSL Certificates', and 'General Disclaimer'. A copyright notice at the very bottom reads: '© 2018 Bank of America Corporation. All rights reserved.'

Figure 12: Change Expired Password

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



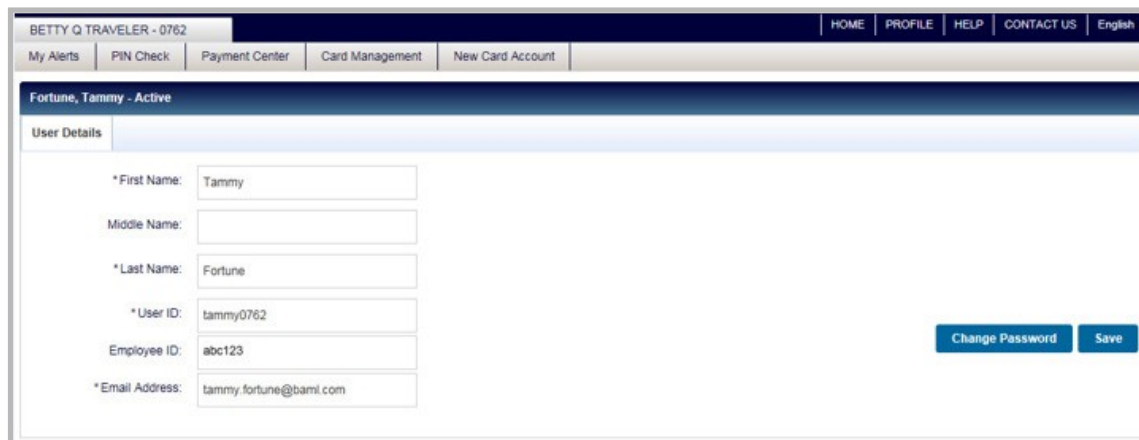
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### Editing Profile Information

To edit your profile information:

1. Log in to Global Card Access.
2. Click **Profile** in the top-right corner of the screen. The My Info screen displays (Fig 13).



The screenshot shows the 'My Info' screen for a user named Tammy Fortune. The page has a dark blue header with the user's name 'BETTY Q TRAVELER - 0762' and navigation links for 'HOME', 'PROFILE', 'HELP', and 'CONTACT US'. Below the header is a menu with 'My Alerts', 'PIN Check', 'Payment Center', 'Card Management', and 'New Card Account'. The main content area is titled 'Fortune, Tammy - Active' and contains a 'User Details' section with the following fields: First Name (Tammy), Middle Name (empty), Last Name (Fortune), User ID (tammy0762), Employee ID (abc123), and Email Address (tammy.fortune@bami.com). There are 'Change Password' and 'Save' buttons on the right side of the form.

**Figure 13:** 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.

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## Customer Services - Contact Information

Contact Us
Select the region of the card issued.
<b>US/Canadian Customer Services</b>
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
<b>Europe, Middle East and Africa (EMEA) Customer Services</b>
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).
<b>Asia Pacific (APAC) Customer Services</b>
<b>India</b> 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).
<b>Australia</b> 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).

General disclaimer for Bank of America Merrill Lynch, visit [bankofamerica.com/disclaimer](http://bankofamerica.com/disclaimer)