

Global Card Access



Global Card Access User's Guide

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Global Card Access



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For General Inquiries - Contact Customer Service at 888.449.2273

Introduction

Bank of America Merrill Lynch has developed the Global Card Access website to provide cardholders and Program Administrators with Bank of America Merrill Lynch corporate card programs a single point of access to self-service tools such as 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. Your organization must be configured for an application to view and access the application within Global Card Access.

Global Card Access Login Page

The screenshot shows the 'Global Card Access' login page. It features a 'Login or create an account' section. On the left, under 'Have an existing login?', there are fields for 'User ID' and 'Password', a 'Login' button, and a 'Forgot your password?' link. A red arrow points from the 'Enter User ID and Password to log in if already a registered user' text to the 'User ID' field. On the right, under 'New account?', there are three links: 'Apply for a new card', 'Check the status of an existing application', and 'Register a card'. A red circle highlights these three links. Red arrows point from each link to a corresponding callout box: 'Apply for a new card' points to 'Click link to be taken to the Account Request Key Entry page', 'Check the status of an existing application' points to 'Click link to check status of a submitted application', and 'Register a card' points to 'Click "Register a card" to register the first time user setup'. At the bottom, there is a 'Need more help?' section with contact information and links for 'Privacy & Security', 'Recommended Settings', 'About SSL Certificates', and 'General Disclaimer'.

Figure 1: Global Card Access Login Page

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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
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.
8. **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.

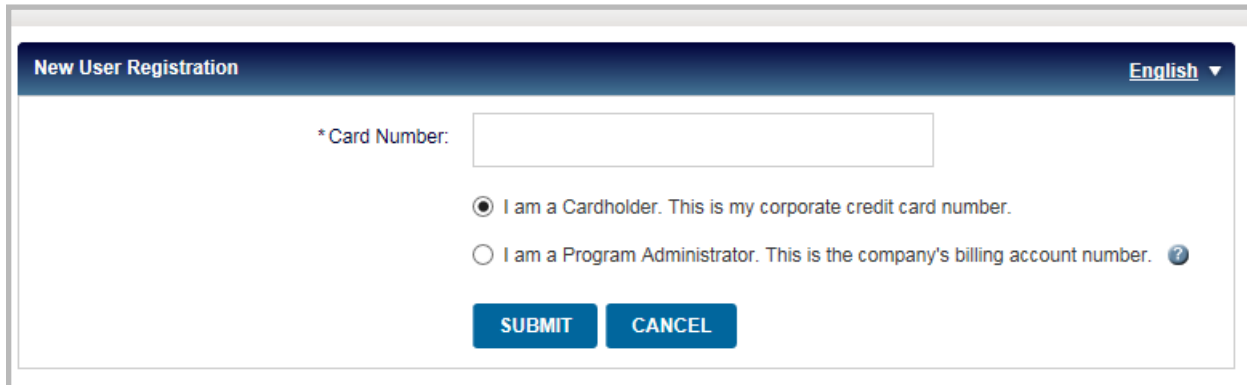


Figure 2: New User Registration Option as a Cardholder Registering an Individual Account

9. Click **Submit**.
10. 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.

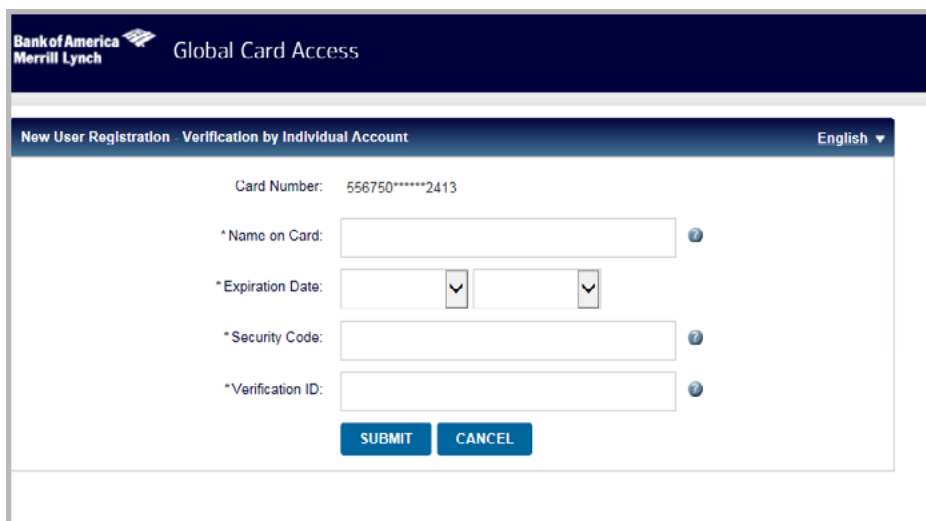


Figure 3: Complete Additional Account Information

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11. Click **Submit**. The New User Registration screen displays.
12. 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

New User Registration - Verification by Individual Account English

Please create a new User ID and Password

* First Name: * User ID:

Middle Name: Employee ID:

* Last Name: * Email Address:

Please set your new password:

* Password:

* Confirm Password:

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

Question 1: What is your favorite sport or hobby?

* Answer 1:

* Confirm 1:

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

* Answer 2:

* Confirm 2:

Question 3: Who was your first babysitter?

* Answer 3:

* Confirm 3:

Figure 4: Define User ID and Password

13. 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).

Bank of America Merrill Lynch Global Card Access

New User Registration - Verification by Individual Account English ▾

By clicking the Accept button below:

1. You agree to the Terms of Use.
2. You agree to receipt in electronic form within online PIN Check of the Terms of Use, all updates to the Terms of Use and all disclosures, notices and other communications regarding online PIN Check.
3. You represent to the Bank that the computer you intend to use in connection with Online PIN Check meets the software requirements described under the Settings link for optimal performance or that the computer you are using to complete these terms and conditions is the same computer you intend to use as your primary connection with online PIN Check.

After you have enrolled, you can withdraw your consent to the Terms of Use by calling customer service. However, withdrawing your consent means you will no longer be able to access online PIN Check.

Computer Requirements

To ensure you have the best experience using Online PIN Check and get the most current security features to protect your personal and account information online, we ask that you have:

- An IBM- or Macintosh-compatible computer
- A printer or sufficient computer disk space to save copies of documents
- Internet access
- Internet browser that supports HTML 4.0, has 120-bit SSL encryption, is JavaScript-enabled, and meets the following requirements:
For PC using Windows NT, 2000, ME, XP, Vista, or Win 7:
 - Microsoft Internet Explorer 11
 - Firefox 3 and higher
 - Chrome 3.0 and higherFor Macintosh using OS 10.x:
 - Safari 3.0 and higher

ACCEPT DECLINE PRINT

Figure 5: Accept Terms and Conditions

Bank of America Merrill Lynch Global Card Access

Login English ▾

i Registration complete. Please Login. ✕

* User ID:

* Password:

LOGIN Register New User

[Forgot your Password?](#)

[Privacy & Security](#) [Recommended Settings](#)

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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.bofaml.com/globalcardaccess
2. Click **Register New User** 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)

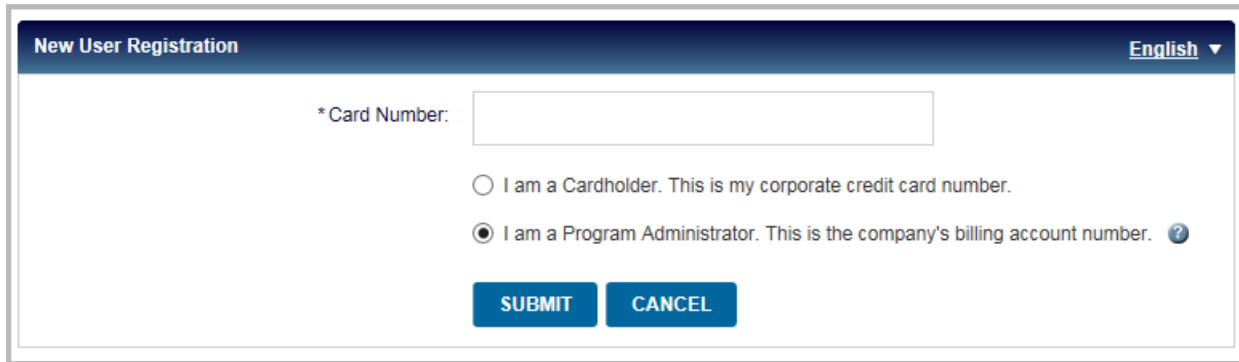
The screenshot shows a web form titled "New User Registration" with a language dropdown set to "English". It features a text input field for the "Card Number" and two radio button options. The first option is "I am a Cardholder. This is my corporate credit card number." and the second, selected option is "I am a Program Administrator. This is the company's billing account number." with a help icon. At the bottom are "SUBMIT" and "CANCEL" buttons.

Figure 7: New User Registration Option for a Program Administrator with a Corporate Account

5. Click **Submit**.
6. Complete the additional account information:
 - **Company Name**
 - **Company Number**
 - **Credit Limit**
 - **Zip/Postal Code**
7. Click **Submit**. The New User Registration screen displays.
8. Complete the information to define your **User ID** and **Password** (Figure 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.

Bank of America Merrill Lynch Global Card Access

New User Registration - Verification by Corporate Billing Account English ▼

Please create a new User ID and Password

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

Please set your new password.

* Password:
 * Confirm Password:

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

Question 1: What is your favorite sport or hobby?
 * Answer 1:
 * Confirm 1:

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

Question 3: Who was your first babysitter?
 * Answer 3:
 * Confirm 3:

SUBMIT CANCEL

Figure 8: Complete New User Registration Information

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

This completes the procedure.

Log in as a Registered User

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

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

This completes the procedure.

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.

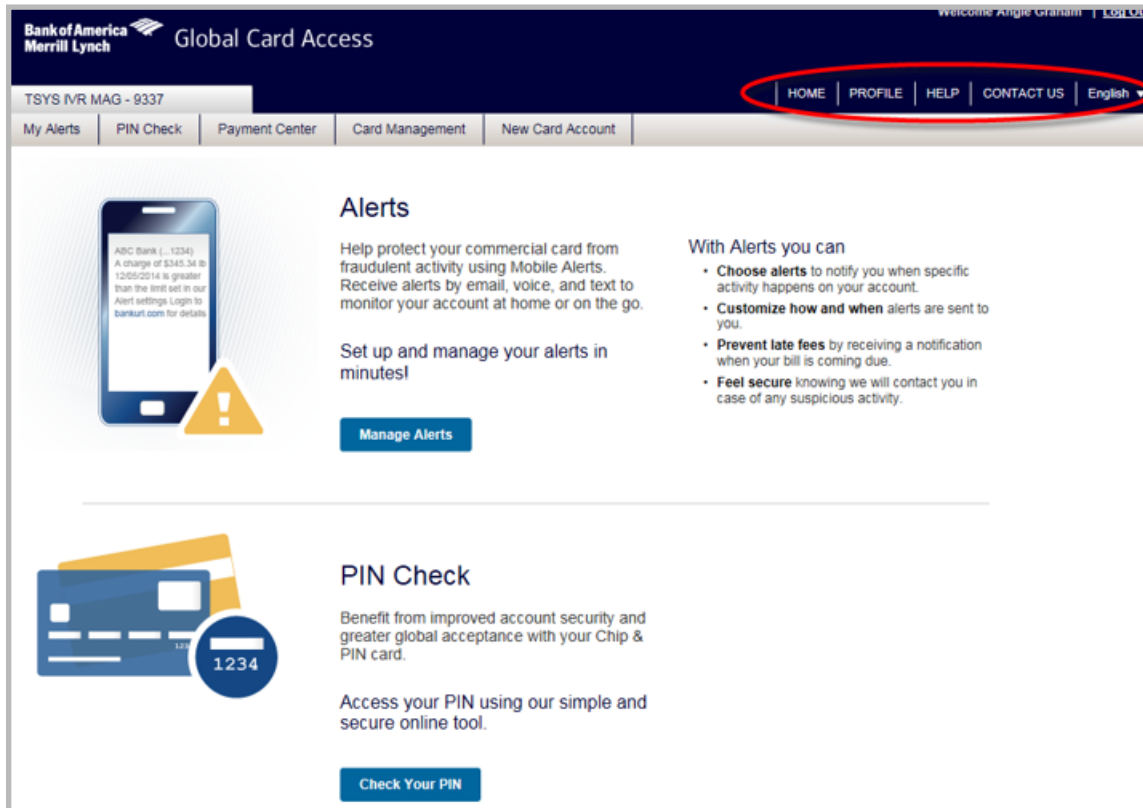


Figure 9: Global Card Access Home page

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

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.

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 10).

The screenshot shows a web application interface for editing profile information. At the top, there is a header bar with the user's name 'BETTY Q TRAVELER - 0762' and navigation links: HOME, PROFILE, HELP, CONTACT US, and a language dropdown set to English. Below the header is a sub-header with tabs: 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. This section has several input fields: '* First Name' (filled with 'Tammy'), 'Middle Name' (empty), '* Last Name' (filled with 'Fortune'), '* User ID' (filled with 'tammy0762'), 'Employee ID' (filled with 'abc123'), and '* Email Address' (filled with 'tammy.fortune@baml.com'). To the right of these fields are two buttons: 'Change Password' and 'Save'.

Figure 10: 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.

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Resetting a Forgotten Password

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

1. From the Global Card Access login screen, click **Forgot your Password?** The Forgot Your Password screen displays.
2. Enter your **User ID** and **Email**. Additional information on the password reset will be emailed to the email address entered.
3. Click **Submit**.
4. Enter an answer to the Security Question that displays.
5. Click **Submit**. The login screen displays with a message indicating an email will be sent with additional instructions for resetting your password.
6. Enter your **User ID** and the temporary password contained within the Forgotten Password Reset email on the login screen.
7. Click **Login**. The Change Expired Password screen displays (Figure 11).

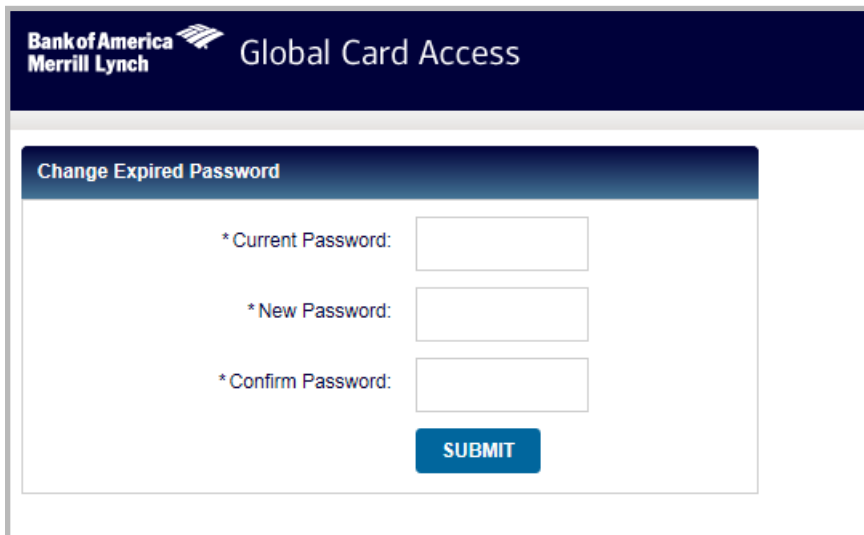


Figure 11: Change Expired Password

8. Enter the temporary password in **Current Password**.
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**.
11. Click **Submit**. A confirmation message displays.

This completes the procedure.