

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

Login	Enter User ID and Password to log in if already a registered user	Create an account?	Select link to be taken to the Account Request Key Entry page
User ID		Apply for a new card Check the status of an existing application Register a card	Select link to check status of a submitted application
Ees	Login		Select link to register first time user setup
For	jot your password? ease contact your Program Administrator or c	all the number on the back of your card.	

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
- 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**

Bankof America 🏶 Global Card Access Merrill Lynch	۲	English	•
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. 			
Continue			
Privacy & Security Recommended Settings About SSL Certificates General Disclaimer			
© 2018 Bank of America Corporation. All rights reserved.			

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.

ify Your Card		2		3	
Card Number	556719*****1160				
Name on Card				•	
Expiration Date		~	~		
Security Code				۲	
Verification ID				۲	
	Continue	Cancel			

Figure 3: Complete Additional Account Information Global Card Access Reference Guide

- 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.

Bankof America 🗢 Global Card Access	🌐 English 🔻
Create Your Account	
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?	
Question 3 What is the name of the first organization that you I 🗸	
Answer 3	
Continue	
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).

Bala d'Annele Sent Rentel Spent
Terms and Conditions - Individual Account
By cloking the Accept button below:
1. You agree to the Terms of Use.
2. You agree to needs it reactions from within price PIN Check of the Tames of Use, all updates to the Terms of Use and all declosures, notices and other communications regarding online PIN Check.
3. Top represent to the Bank that the computer you intend to use in connection with Onice PIX Check meets the software requirements described under the Settings ins for splinal 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 PIX Check.
After you have enrolled, you can wellhold as your consent to the Termins of Use by calling customer service. However, which away you for any or consent means you will no longer be able to access unline PNC Deck.
Computer Requirements
To ensure you have the basit experience using Online PN Check and get the most current excurtly features to protect your personal and account information online, see ask that you have.
An IBM- of Macritosh-consultive computer
A priter or sufficient computer day space to save copies of documents
+ Internal access
Hitemat Dreveer that supports HTML 4.0, has 120-bit 50s, encryption, is associated-evaluate, and means the topoleng requirements.
For PrQ using Windows N7, 2000, ME, XP, Veda, or Win 3;
+ Microsoft Internet Explorer 11
+ Predix 3 and higher
<chrone 3.0="" and="" higher<="" td=""></chrone>
Accept Decline
Prvacy & Security Recomences Bettings: About SIX-Centricates: General Discamer
Hit have a knowne Deposition Afrique mean-ast

Figure 5: Accept Terms and Conditions

Bank of America 🍣 Global Card Ad	cess		🕀 English 🔻
Registration complete. Please Login.)	x	
Login User ID Password Login Forgot your password? Need more help? Please contact your Program Ad	Create an account? Apply for a new card Check the status of an existing application Register a card winistrator or call the number on the back of your card.		
Privacy & Security Recommended Settings About @ 2018 Bank of America Corporation. All rights reserved.	SSL Certificates General Disclaimer		

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
- 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)

Bank of America 🏶 Global Card Access	⊕ English ▼
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.	
Continue Cancel	

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.

Baskof America 🌮 Global Card Access		English ▼
Create Your Account		
0 0	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 I V		
Answer 3		
Continue		
Privacy & Security Recommended Settings About SSL Certificates General Disclaimer		
© 2018 Bank of America Corporation. All rights reserved.		

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 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
- 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.

Welcome Angie	1			
Account Summary			Balances as of Nov 30, 2019, 11:54 AM CST	My tasks
CP002 TESTER - 98	45			No tasks at this time.
Current balance	Available credit	Credit limit		
0.00	300.00	500.00		Quick actions
				View your PIN
Recent activity				Manage alerts
				Lock card
				Related links
				C 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.
 - 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						Balances as of Nov 30, 2019, 12:53 PM CST	My tasks
LARGE COMMERCIA	L VROL6 - 0285						No tasks at this time.
Payment due date Dec 29, 2019	Current balance 24,729.70	Credit limit 30,000.00	Available credit 5,270.30	Balance on last statement 24,729.70	Last payment 389.62		Quick actions
							Manage account requests
							Manage users
							Manage alerts
							View statements
							Related links
							C Global Reporting and Account Management
							C Works
							C 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.

- 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).

our Card			
Card Number 556719	*****1186		
Expiration Date	~	~	
Security Code		•	
Email Address			

Figure 11: New Card Registration Screen

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

Global Card Access Reference Guide

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

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.

Fri	Fri 1/12/2018 12:50 PM				
G	Global Card Access <works_gasysadmin2@bankofamerica2.com></works_gasysadmin2@bankofamerica2.com>				
S	ecMail: Bank of America Merrill Lynch Global Card Access - Card Account Moved				
To 🗱 User, GCA	To Weer, GCA				
Retention Policy Dele	rte affer 90 days (90 days)				
Please do not re generated email Solutions applica	sply to the sender of this email. It is a system- I from the Bank of America Merrill Lynch Global Card ation used by your organization.				
A Notice From the Bank of America Merrill Lynch Global Card Access Application					
Dear Jay Bird,					
The card accoun	nt ending in -3772 and all settings has been moved from cpowell2018 to jaybird2018.				
If you did not pe representative.	erform this request or believe you have received this email in error, please contact Bank of America Merrill Lynch using the number listed on the back of your card to speak to a customer service				
Thank you, Bank of America	a Merrill Lynch Global Card Solutions				
PLEASE DO N USED BY AN AUT	NOT REPLY TO THIS EMAIL MESSAGE. THIS E-MAIL ADDRESS IS TOMATED SYSTEM AND RESPONSES ARE NOT MONITORED. T				

• A second email confirms the deactivation of the previous User ID.

Fri 1/12/2018 12:50 PM					
Global Card Access <works_qasysadmin2@bankofamerica2.com></works_qasysadmin2@bankofamerica2.com>					
SecMail: Bank of America Merrill Lynch Global Card Access - Previous User ID Deactivated					
To User, GCA					
Retention Policy Delete after 90 days (90 days)					
Please do not reply to the sender of this email. It is a system- generated email from the Bank of America Merrill Lynch Card Solutions application used by your organization					
Dear Colin Powell,					
All accounts have been successfully moved to jaybird2018, cpowell2018 has been deactivated. Use jaybird2018 to manage all of your accounts.					
If you did not perform this request or believe you have received this email in error, please contact Bank of America Merrill Lynch using the number listed on the back of your card to speak to a customer service representative.					
Thank you, Bank of America Merrill Lynch Global Card Solutions					
PLEASE DO NOT REPLY TO THIS EMAIL MESSAGE. THIS E-MAIL ADDRESS IS USED BY AN AUTOMATED SYSTEM AND RESPONSES ARE NOT MONITORED.					

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.

Welcome Ang	jie!			
Account Summa	гу		Balances as of Nov 30, 2019, 11:54 AM CST	My tasks
CP002 TESTER -	9845			No tasks at this time.
Current balance 0.00	Available credit 300.00	Credit limit 300.00		Quick actions
⊕ Recent activit	у			View your PIN Manage alerts
				Lock card

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.

Welcome Ang Account Summa	iie! ry		Balances as of Nov 30, 2019, 11:54 AM CST	My tasks
CP002 TESTER -	9845			No tasks at this time.
Current balance	Available credit 300.00	Credit limit 300.00		Quick actions
⊞ Recent activit	у			View your PIN Manage alerts
				Unlock card

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 Passwor**d field.
- 7. Click **Submit**. A message displays indicating your password has been changed.

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

This completes the procedure.

Expired Password

After you have logged in with an expired password, you will then be prompted to reset your password. To reset your expired password, complete the following:

- 1. Log in using your credentials from Global Card Access. The Create New Password screen displays.
- 2. Enter your current/expired password.
- 3. Enter the desired new password.
- 4. Enter the desired new password to confirm.

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

- 5. Click **OK**. A confirmation message displays on the Login screen.
- 6. Log in using your credentials and new password.

This completes the procedure.

Resetting a Forgotten Password

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

- 1. From the Global Card Access login screen, click **Forgot 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** (Figure 15).

BankofAmerica 🏶 Global Card Access Merrill Lynch				
Create New Password				
Enter your desired new password (twice). Note that passwords are case sensitive.				
New 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? V				
Answer 1				
Question 2 Which state was your spouse born in?				
Answer 2				
Question 3 Who was your childhood hero?				
Answer 3				
Submit				
Privacy & Security Recommended Settings About SSL Certificates General Disclaime				

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 Status and Canada +1 602.379.8753
Europe, Middle East and Africa (EMEA) Customer Services
International Free Phone: 00800 0456 7890 International Direct Dail: +44 (0)207 839 1481 The plus (+) sign represents the international dialing code from your location (in most countries 00).
Asia Pacific (APAC) Customer Services
India Local Free Phone: 000 800 440 2314 International Direct Dail: +65 6818 5258 The plus (+) sign represents the international dialing code from your location (in most countries 00). Australia Local Free Phone: 02 8066 2412 International Direct Dail: +61 2 8066 2412 The plus (+) sign represents the international dialing code from your location (in most countries 00).

Program Administrator Technical Support

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