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.

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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.

Global Card Access Login Page

![Global Card Access Login Page](image)

**Figure 1:** Global Card Access Login Page
BOA Global Card Access
(For PIN Check & Suspicious Activity Alert Set Up)
Global Card Access - First Time Registration for Individual Accounts

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

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.

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.
BOA Global Card Access
(For PIN Check & Suspicious Activity Alert Set Up)

Figure 3: 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:**
   - 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 4: Define User ID and Password](image)

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).
Log in as a Registered User

To log in to Global Account Access as a registered user:

2. Enter your User ID.
3. Enter your Password.
4. Click Login. The Global Card Access home page displays (Fig 9).
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.

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**
BOA Global Card Access
(For PIN Check & Suspicious Activity Alert Set Up)

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:

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.


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**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).
Figure 12: Change Expired Password

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

![Edit Profile Information](image)

**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.
Customer Services - Contact Information

<table>
<thead>
<tr>
<th>Region</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>US/Canadian Customer Services</strong></td>
<td>24 Hour Customer Service: 888.449.2273, TTY Hearing Impaired: 800.222.7365</td>
</tr>
<tr>
<td></td>
<td>Collect Outside of the United Status and Canada: 1 602.379.8753</td>
</tr>
<tr>
<td><strong>Europe, Middle East and Africa (EMEA) Customer Services</strong></td>
<td>International Free Phone: 00800 0456 7890, International Direct Dial: +44 (0)207 839 1481</td>
</tr>
<tr>
<td></td>
<td>The plus (+) sign represents the international dialing code from your location (in most countries 00).</td>
</tr>
<tr>
<td><strong>Asia Pacific (APAC) Customer Services</strong></td>
<td>India: Local Free Phone: 000 800 440 2314, International Direct Dial: +65 6818 5258</td>
</tr>
<tr>
<td></td>
<td>Australia: Local Free Phone: 02 8066 2412, International Direct Dial: +61 2 8066 2412</td>
</tr>
<tr>
<td></td>
<td>The plus (+) sign represents the international dialing code from your location (in most countries 00).</td>
</tr>
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