

BANK OF AMERICA 

Global Card Access Manual

for University Travel & Expense (T&E) Card & Purchasing Card (P-Card) Accountholders

 **UNC** | FINANCE AND OPERATIONS
Finance and Budget

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Register a new card in Global Card Access

1. Sign into [Bank of America Global Card Access](#). (If you have not registered for Global Card Access, [How to register for Global Card Access](#) has complete instructions and frequently asked questions.)
2. Select Register a Card under the Card Management menu at the top of the Cardholder Dashboard.
3. Enter your 16-digit corporate card number and click Continue.
4. Enter your account information (e.g. expiration date, security code), select a verification option and click Submit.
5. You will be taken to the Global Card Access sign-in page. Sign in with your existing credentials to view details for the new card you added. You will receive an email confirming your enrollment.

Merging multiple accounts in Global Card Access

1. Sign into [Bank of America Global Card Access](#). (If you have not registered for Global Card Access, [How to register for Global Card Access](#) has complete instructions and frequently asked questions.)
2. Select **Register a Card** under the Card Management menu at the top of the Cardholder Dashboard.
3. Enter the 16-digit corporate card number associated with another existing user ID and click **Continue**.
4. You will be notified that the card entered is already registered to an existing profile. Enter the details associated with the card (expiration date, security code, email address) and click Continue.
5. Click **Yes**, transfer account to transfer the card account from your previous user ID to your current user ID. Your previous user ID will be deactivated. The Cardholder Dashboard will now display details of the new card you just added. You will receive two emails confirming your deactivated ID and your card account transfer.

How to manage your account in Global Card Access

Global Card Access allows you to register multiple commercial card accounts (Purchasing Card & T&E Card) under a single Global Card Access user ID. If you have multiple Global Card Access accounts (i.e. user IDs), you can merge them under a single account. You can also view and edit your profile information at any time.

Editing your profile in Global Card Access

1. Sign into [Bank of America Global Card Access](#). (If you have not registered for Global Card Access, [How to register for Global Card Access](#) has complete instructions and frequently asked questions.)
2. Click on your name at the top-right corner of the Cardholder Dashboard.
3. Edit your contact information (email address and mobile phone numbers) and click Save. A confirmation message displays.

Important: Global Card Access notifications are sent to the email address you provide in your profile.

4. Click **Edit user details** to update your name or User ID and click **Save**. A confirmation message displays.
5. Your password and security questions can be updated under the Quick actions menu.



Download the Global Card Access app for on-the-go access. Activate a card, check balances, view PIN, lock card, manage alerts or make payments quickly and easily. The app is available in all major app stores.

Linking your user profiles in Global Card Access

Some Global Card Access users may have two or more user profiles. Linking profiles together allows you to access them using a single set of sign-in credentials (user ID and password). Once your user profiles are linked, you can use the sign-in credentials for your preferred user profile to sign into Global Card Access, and then switch between linked profiles by clicking on your name at the top-right corner of the dashboard.

To link your user profiles together:

1. Sign into [Bank of America Global Card Access](#). (If you have not registered for Global Card Access, [How to register for Global Card Access](#) has complete instructions and frequently asked questions.)
2. Click on your name at the top-right corner of the Dashboard and select **Link a user account**.
3. Enter the user ID and password for the user profile that you want to link to and select **Link account**.
4. As an additional layer of authentication, you may be prompted to enter a security code that will be emailed to you.
5. Once complete, you will receive a confirmation email.

Frequently Asked Questions

[I received a new Bank of America corporate card, but I already have an existing Global Card Access account. Do I need to register the card with a new Global Card Access account?](#)

No, you can register it within your existing profile. Make sure you select Register a Card from the home page after you are signed into Global Card Access instead of from the sign-in page. If you've had a replacement card sent to you, Global Card Access will automatically detect this once you sign in and ask you to complete the registration process for your new card.

[Will updating the information on my profile also update the information on my card account?](#)

Yes, profile updates to your email and mobile phone numbers will be updated on your card account.

I am locked out of Global Card Access. What do I need to do?

Contact Cardholder Services using the number on the back of your card and request to be unlocked. Once you authenticate yourself, the representative can unlock your account.



How to use your Chip and PIN card

Bank of America commercial cards use Chip and PIN technology to enhance fraud protection and increase global acceptance. It is important to memorize your PIN and keep it confidential. You should never provide your PIN to anyone via email, phone or website.

View your PIN on Global Card Access

1. Sign into [Bank of America Global Card Access](#). (If you have not registered for Global Card Access, [How to register for Global Card Access](#) has complete instructions and frequently asked questions.) Choose View your PIN from the Quick actions menu.
2. Enter the 3-digit security code from the back of your card and select Continue.
3. Click **Show my PIN** when you are ready to view it. Your PIN will be displayed one digit at a time.
4. Once your PIN is displayed, you will be returned to the page where you can enter your 3-digit security code. If you missed a number or want to confirm your PIN, you can repeat the process.



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Making a purchase using your Chip and PIN card

Purchases made at a chip-enabled merchant terminal will require your 4-digit PIN in most cases.

Note: Your chip card also has a magnetic stripe, and it will continue to work at merchants who are not yet chip-enabled. Online purchases or phone transactions do not require use of your PIN number.

Frequently Asked Questions

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 helps prevent fraud by making it more difficult to copy or counterfeit a transaction at point of sale.

What if enter my PIN incorrectly at a merchant?

You have three consecutive attempts to enter your PIN correctly. After the third failed attempt, your card will be blocked. Contact Cardholder Services using the number on the back of your card to reset your PIN.

What if I forget my PIN?

Visit [Bank of America Global Card Access](#) and use the View PIN option on the Quick actions menu.

Is there any other way to retrieve my PIN outside of Global Card Access?

You are able to change or reset your PIN by contacting Cardholder Services using the number on the back of your card.

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.

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 view this private information.

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 has been compromised for any reason, please contact Cardholder Services using the number on the back of your card.



How to change your PIN in Global Card Access

Global Card Access allows cardholders to customize the PIN associated with their card so that it's easier to remember. Only the cardholder is able to change the PIN.

Customize your PIN in Global Card Access [\(Video Tutorial\)](#)

1. Log into [Bank of America Global Card Access](#). (If you have not registered for Global Card Access, [How to register for Global Card Access](#) has complete instructions and frequently asked questions.)
2. Select **Change your PIN** from the Quick actions menu.
3. Enter the security code from the back of your card and your current PIN for verification. If you do not know your current PIN, choose Forgot your PIN? Then, enter your new PIN and confirm by entering the same PIN again.
4. Click Submit.

Frequently Asked Questions

[Does a PIN change take place immediately on the card?](#)

After the PIN has been changed, the new PIN can be used immediately. Although rare, the first transaction with the new PIN may result in an "invalid PIN" message. This is usually because the merchant's terminal is not properly checking for the new PIN. In this case, you may need to attempt to enter your PIN up to three times in order for the transaction to be successful. You will not continue to experience this issue on subsequent transactions.

[Are there any restrictions around the number of times the PIN can be changed?](#)

There are no restrictions around the number of times the PIN can be changed.

[Is the Program Administrator able to change my PIN for me?](#)

The Program Administrator is not able to change the PIN. The cardholder should be the only person who knows the PIN.

How to set up alerts in Global Card Access

Global Card Access Alerts provide real-time notifications about your corporate card account and activity. With Alerts, you can select the communication channel that best suits your business needs, including email and text message for all alert types. Your organization must be configured for Alerts in order for you to use this feature within Global Card Access.

Customize your alerts in Global Card Access

1. Sign into [Bank of America Global Card Access](#). (If you have not registered for Global Card Access, [How to register for Global Card Access](#) has complete instructions and frequently asked questions.)
2. Select **Manage Alerts** from the Quick Actions menu.
3. Choose the alerts that you would like to receive from the Transaction and Account activity tabs by toggling the Settings switch On or Off.

Note: Some transaction and account level alerts require you to set certain thresholds.

4. For each alert enabled, choose at least one channel to be notified, either SMS Text or Email.
5. You can edit your contact information (email and mobile phone numbers) from the Send alerts to section by selecting the edit link.

Important: All phone numbers entered must include the area code. Do not include any punctuation marks like dashes or slashes.

6. Some mobile phone numbers will require verification. Click **Verify number** under the Send alerts to section and a text message will be sent to the mobile number provided. You must reply to this message within 15 minutes to confirm acceptance and complete SMS registration.
7. To remove a phone number, click **Edit** in the Send alerts to section and uncheck the box beside the number you would like to remove.



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Best practices

Suspicious Activity alerts will be automatically sent to cardholders' mobile numbers (if on file) in addition to email and phone call. This notification can help quickly identify when a transaction should or should not be flagged as fraudulent. As a best practice, we suggest that all cardholders include a mobile number in their Global Card Access profile for the fastest receipt of suspicious activity alerts.

Frequently Asked Questions

Transaction Activity

What alerts are available to me?

- Transactions Declined* – When a transaction is declined.
- Transactions by Amount* – When a transaction exceeds a specified amount.
- Transactions made Online* – When transactions are made on-line.
- Transactions made via Phone or Mail* – When transactions are made by phone or mail.
- Transactions by Merchant Country – When transactions are made at a merchant within a particular country.
- Transactions by Merchant State or Province – When transactions are made at a merchant within a particular state or province.

Account Activity

Card Requested* – When a card is requested or reissued on an account.

Personal Information Changed* – When personal information on the account has been changed.

Payment Due in xx days – When the payment on the account is due within the number of specified days (for individually billed accounts).

Payment Posted – When a payment has been posted (for individually billed accounts).

Payment not made by due date – When the payment has not been made by the due date (for individually billed accounts).

Available Credit Remaining – When the available credit is less than a specified amount.

Percentage of Credit Limit Used – When the current balance reaches or exceeds a specified percentage amount of the overall credit limit.

Current Balance Exceeds – When the current balance reaches or exceeds a specified amount.

What are the contact methods to receive alerts?

Text messages to a mobile device and email notifications are available on all alert types.

Can I receive alerts even if I travel internationally?

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

How to lock and unlock your card in Global Card Access

Global Card Access allows you to secure your card and prevent unauthorized purchases if temporarily misplaced or when the card will not be used for an extended period. When locked, the card cannot be used for purchases or ATM withdrawals. However, the card will still accept recurring charges (i.e. phone bills, subscriptions).



Lock/unlock your card in Global Card Access ([video tutorial](#))

1. Sign into [Bank of America Global Card Access](#). (If you have not registered for Global Card Access, [How to register for Global Card Access](#) has complete instructions and frequently asked questions.)
2. Select **Lock card** from the Quick actions menu.
3. Select **Lock card** again from the explanation pop-up. The card is now locked and you will receive an email alerting you that your card is locked. Also, a lock icon will display next to the card name on the Cardholder Dashboard indicating that the card is locked.
4. To unlock the card, follow the above instructions choosing **Unlock Card**.

Download the Global Card Access app for on-the-go access.

Activate a card, check balances, view PIN, lock card, manage alerts or make payments quickly and easily. The app is available in all major app stores.

Frequently Asked Questions

Who can lock or unlock my card?

Only the cardholder or a Cardholder Service representative is able to lock or unlock the card.

Should I use this feature if I believe my card to be lost or stolen?

No. Please contact the bank immediately for assistance if you believe your card has been lost or stolen.

Does locking/unlocking take place immediately?

Yes. Locking and unlocking of the card happens in near real-time.

Can I lock multiple cards at once?

No. Each card must be locked or unlocked individually.

If I lock my card, can it still be used in my mobile wallet?

No. Once locked, you will be unable to make purchases through your mobile wallet.

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

No. You are able to lock/unlock your card as often as needed and for any time period.

What is the decline description when a card is locked?

The decline description will be displayed as "Watch."

Will I still have access to Global Card Access when my card is locked?

Yes. You will be able to sign into Global Card Access to use any of the features including Unlock Card.

How to view your statement in Global Card Access

Global Card Access allows you to view your current month's statement and historical statements. Users will receive an email notice when the current month's statement is available for viewing.

View your statement in Global Card Access

1. Sign into [Bank of America Global Card Access](#). (If you have not registered for Global Card Access, [How to register for Global Card Access](#) has complete instructions and frequently asked questions.) Click on the Statements tab below Account summary.
2. To view a specific year of statements, select from the dropdown below Statements.
3. Click on the specific statement you would like to view. Statements download and open in PDF format.

Frequently Asked Questions

[Why do I only see a few statements and not all of my historical statements?](#)

Global Card Access retains historical statements according to each local market's record retention rules. Please note that a statement is not generated in months without transactions.