

Global Card Access

Global User Guide – Program Administrators

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Introduction

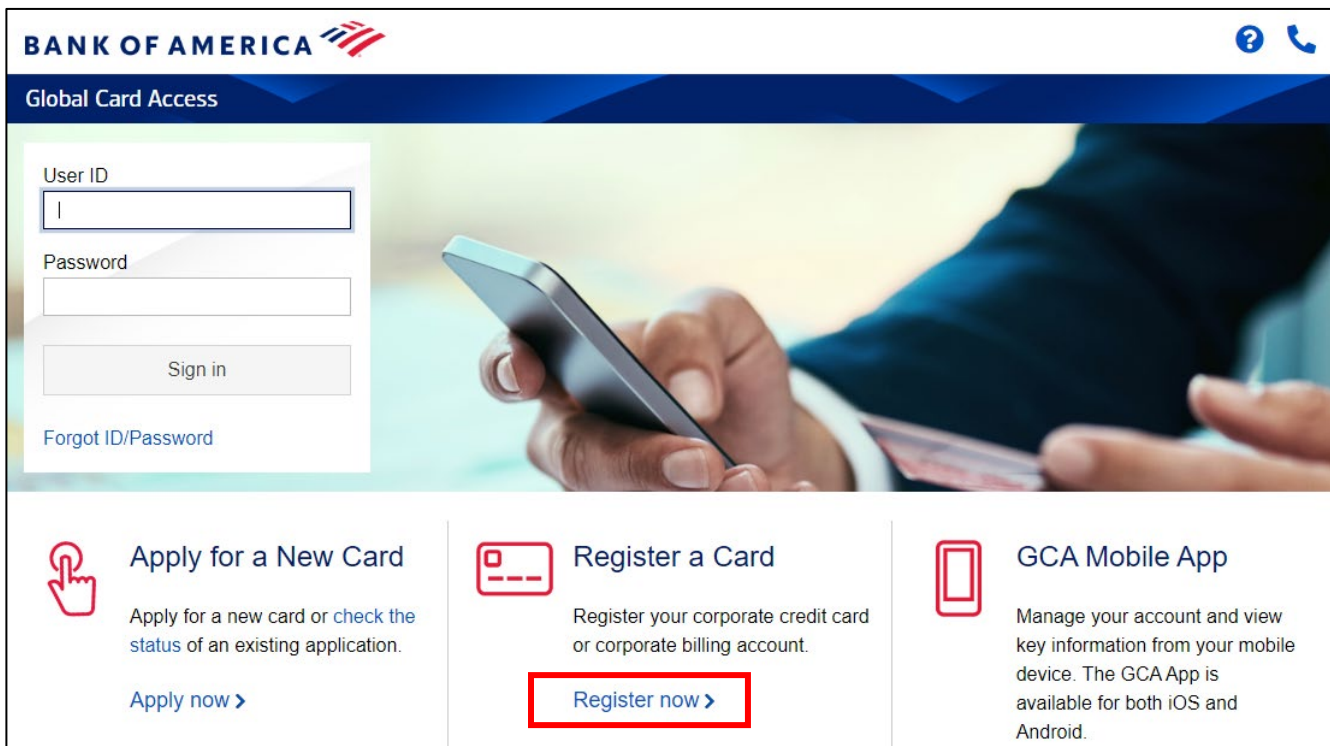
Global Card Access is an online card management tool that gives you and your cardholders access to your corporate card information whenever, wherever and however you need it. As a Program Administrator, you'll be able to view your global account dashboard, manage your cardholders and approve new account requests online¹, and view your current statement and up to 12 months of historical statements. Your cardholders will have access to features such as checking their credit limit, balance, and available credit, along with View PIN, Change PIN, Lock Card, Alerts, Statements and Payments² for added convenience and security.

First-time Registration for Corporate Accounts

A Program Administrator who manages a company's North America corporate card program can register for Global Card Access using the company's billing account number. Program Administrators who manage EMEA and APAC corporate accounts should contact Card Digital Services to be registered for Global Card Access. All cardholders, globally, are able to self-register their account on Global Card Access.

To register as a new user for a corporate account, complete the following:

1. Access the Global Card Access website at www.bankofamerica.com/globalcardaccess.
2. From the Global Card Access Login screen, click *Register now*.



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Global Card Access


User ID


Password

Sign in

[Forgot ID/Password](#)

 **Apply for a New Card**
Apply for a new card or [check the status](#) of an existing application.
[Apply now >](#)

 **Register a Card**
Register your corporate credit card or corporate billing account.
[Register now >](#)

 **GCA Mobile App**
Manage your account and view key information from your mobile device. The GCA App is available for both iOS and Android.

3. Enter your company's billing account number and click *Continue*.

New User Registration

Enter your corporate card number or your company's billing account number.

4. Enter your account information (company name, company number, credit limit, zip/postal code) and click *Continue*.

Important:

- Enter the company name exactly as it appears on your statement.
- Enter your credit limit without dollar signs, commas or decimals.

Verify Your Card

1

2

3

Card Number
471569*****0738

Company Name
 ?

Company Number
 ?

Credit Limit
 ?

ZIP / Postal Code
 ?

5. Create your user ID, password and answer three security questions. This information will be used to verify your identity. Click *Continue*.
- A user ID must be a minimum of 7 characters and a maximum of 50 characters.
 - A password must be a minimum of 8 characters and a maximum of 100 characters and include alphabetic and numeric characters. Passwords are case sensitive.

Create Your Account

1

2

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

Answer 1

Question 2

Answer 2

Question 3

6. Enter your user information (first name, last name, email address) and click *Submit*.

Enter Your Information

1

2

3

First Name

Program

Middle Name

Optional

Last Name

Administrator

Employee ID

Optional

Email Address

programadministrator@bofa.com

Submit

Cancel

7. You will be taken to the Global Card Access login page to sign in with the user credentials you just created. You will also receive an email confirming your enrollment.
8. Accept the Terms and Conditions upon next sign-in to complete your registration.

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Global Card Access

Terms and Conditions

TERMS OF USE FOR BANK OF AMERICA GLOBAL CARD ACCESS WEBSITE

IMPORTANT! PLEASE READ THE FOLLOWING TERMS OF USE CAREFULLY.

By clicking the "Accept" button or Using the Network (as defined below), you:

1. Agree to comply with these terms of use ("Terms of Use") for the Services (as defined below) and GCA Service website (the "Site").

2. Agree that you may use the Service and the Site only if you have been expressly authorized to do so by the Client (as defined below).

3. Acknowledge that you have read all of the terms set out in these Terms of Use (in particular, we draw your attention to the terms set out under "Disclaimer of Warranties and Limitations of Liability" and "General" below).

4. Acknowledge that you are only being provided with the Service and the Site as an authorized user of the Client.

5. Acknowledge that you are not being provided with the Services and the Site either as a consumer or with respect to any of your individual or personal accounts with the Bank (as defined below) or its affiliates.

6. Agree to receive within this Site or through Alerts, the Terms of Use, all updates to the foregoing, and all disclosures, notices, alerts, and other communications regarding the Site.

7. Acknowledge that these Terms of Use will only be provided to you once even if you Use the Site with respect to multiple card accounts, and you agree that you will be deemed to have entered into these Terms of Use separately with respect to each such card account.

8. Agree, if you are resident in Canada, India or Singapore, to the collection, use and disclosure of your personal data and other data processing activities set out in the Privacy Notice for Canada, India and Singapore referenced below.

9. Agree to us communicating with you through the methods of electronic transmission set forth in the terms and conditions below, including through electronic mail (e-mail) and text messaging services.

10. Agree to us sending communications using an automatic telephone dialing system or an artificial or prerecorded voice system.

You can withdraw your consent to the Terms of Use by calling customer service through the telephone numbers provided in the Contact Us section within the Site. However, withdrawing your consent means you will no longer be able to access or otherwise Use the Site or the Services.

IF YOU DO NOT AGREE TO THE TERMS OF USE, YOU MUST NOT USE THE SITE OR THE NETWORK.

"Bank", "we", "our", or "us" means with respect to cards issued in (i) Australia, Bank of America, National Association acting through its Australia Branch; (ii) Austria, Belgium, Bulgaria, Czech Republic, Denmark, Estonia, Finland, France, Germany, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Sweden, Switzerland, Spain, Turkey, or the United Kingdom, Bank of America Europe Designated Activity Company; (iii) Canada, Bank of America, National Association acting through its Canada Branch; (iii) Hong Kong, Bank of America, National Association acting through its Hong Kong Branch; (iv) India, Bank of America, National Association acting through its Mumbai Branch; (v) Singapore, Bank of America, National Association acting through its Singapore Branch; and (vi) United States, Bank of America, N.A.

"Card Agreement" means a, Card Services Agreement, or Commercial Card agreement, in either case, entered into by Client with the Bank.

"Client" means client that is a legal entity and that has entered into a Card Agreement with the Bank.

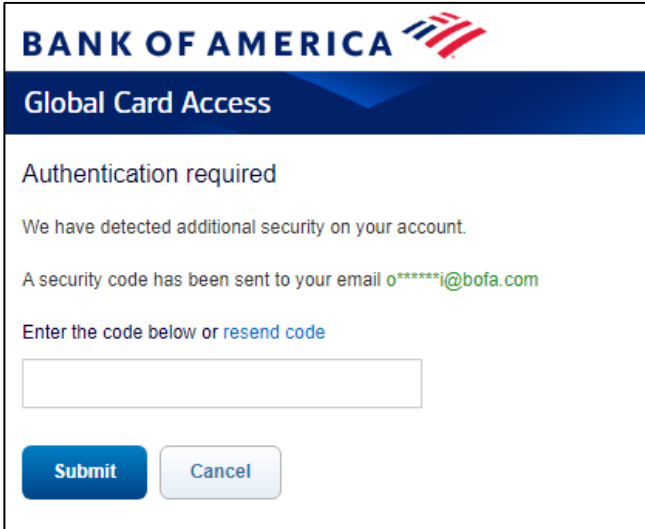
By choosing Accept, you agree to the terms and conditions. Choose Decline to cancel.

Accept

Decline

Logging in to Global Card Access

Log into Global Card Access via the following link: bankofamerica.com/globalcardaccess. After registration, subsequent sign-in to Global Card Access for all users will require additional authentication via a One-Time Passcode (OTP).



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Global Card Access

Authentication required

We have detected additional security on your account.

A security code has been sent to your email o*****i@bofa.com

Enter the code below or [resend code](#)

Submit **Cancel**

Important:

- The OTP is valid only for the current session and expires within 15 minutes from the time of generation. A new OTP will be required if the current session ends due to inactivity.
- The resend code link allows you to request a new single-use OTP to be resent via email. This will cause any outstanding passcodes previously sent during login to expire. Multiple, consecutive expired or invalid token entries will cause your account to be locked.
- For North America and EMEA users, an email OTP is only presented at first login from a particular device/browser. Users can continue to access Global Card Access from the same device/browser and will not be prompted for an email OTP going forward as this has now become a recognized device.
- APAC users will experience an email OTP upon each login due to regional regulatory requirements.

If you have self-registered for an account, you will use the User ID and Password you created upon registration to log in to Global Card Access.

If you have had your role created for you either by a Program Administrator in your organization or a Bank Servicing user, you will receive an email from Global Card Access containing your User ID and a link to complete registration by setting your password and security questions. You may change your User ID from your profile upon logging in to Global Card Access.

Program Administration Dashboard

From the account dashboard, you are able to view the spend details, credit limit, and available credit limit of your corporate accounts. The following links are also 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 (e.g. password expiration or account request key expiration).
- Quick actions – Options listed in this menu vary depending on company configuration and availability per region.
 - Manage account requests – access the account requests awaiting approval and view account request history.
 - Manage users – view a complete list of users tied to your company.
 - View statements – view current and prior (rolling 13 months) corporate statements. An email notification is sent when your statement is available for viewing.
 - Make a payment – Process a payment in USD or CAD for corporate or individual billed accounts.
 - Card Rewards (U.S. Only) – eligible accounts can view available Premium Reward points balance and access the rewards site to redeem reward points.
- Related Links
 - Global Reporting and Account Management – opens Global Reporting and Account Management in a new tab or browser window.
 - Works – opens Works in a new tab or browser window.
 - Card Assistant – opens Card Assistant, your commercial card resource center, in a new tab or browser window.

[Program Administration](#)
[My Accounts](#)

Chris Test

Global Card Access

[Home](#)
[Administration](#)
[Enrollment Report](#)

Account Summary

Balances as of Oct 25, 2022, 10:32 AM CDT

US LC CERT CORP - 1717

Payment due date

Jan 27, 2023

Current balance

195.00

Credit limit

60.00

Available credit

0.00

Balance on last statement

195.00

Last payment

9.23

My tasks

No tasks at this time.

Quick actions

[Manage users](#)
[View statements](#)
[Make a payment](#)

Card rewards

[Redeem reward points](#)

Reward points

10,346 pts

User Management

As a Program Administrator, you can view, create, edit, and deactivate users, as well as reset their passwords.

Viewing Users

1. Go to *Administration* → *Users* from the top of the Program Administration Dashboard or *Manage users* from the Quick actions menu.
2. This will show you a view of all the users within your scope that are registered for Global Card Access, along with their role type.

Creating a User

1. Go to *Administration* → *Users* from the top of the Program Administration Dashboard or *Manage users* from the Quick actions menu.
2. Click *Create* from the top right-hand corner.
3. Select *Create User*.
4. Enter the user details: Name, User ID, Employee ID (optional), and Email Address.
 - A user ID must be a minimum of 7 characters and a maximum of 50 characters.
 - You may customize the field label from Employee ID to your preferred internal identifier (e.g. Person Number). Refer to the Customize Applications section for more information.
5. Click *Save and continue*.

The screenshot shows the 'Create new user' form in the Bank of America system. The form is titled 'Create new user' and is part of the 'Administration' section. It shows the '1. Enter user details' step. The form fields are: First name (Alec), Middle name (optional), Last name (Smith), User ID (alec_smith), Email address (customermail@works.com), and Employee ID (optional). There are 'Save and continue' and 'Cancel' buttons at the bottom.

6. Assign the desired roles to the new user. Role options are:
 - Program Administrator: User will have full administrative permission over the selected billing accounts.
 - i. Click *Add accounts* to assign accounts the user will be a Program Administrator for.
 - ii. Select the radio button for the type of Program Administrator you would like to create.
 1. Selecting *All accounts (Global)* will give the user the Global Program Administrator role, where they will have administrative privileges over all of your company's existing billing accounts, as well as any future billing accounts.
Note: This option may not be available based on your company's configuration.
 2. Selecting *Select accounts (Scoped)* will give the user the Scoped Program Administrator role, where they will have administrative privileges over a subset of your company's billing accounts. Use the radio buttons to designate these specific accounts.

3. Selecting *None* removes the Program Administrator role from the user.
- iii. Once you've made your selection, click *Add*.
- Auditor: User will have read-only permissions on the selected billing accounts.
 - i. Click *Add accounts* to assign accounts the user will be an Auditor for.
 - ii. Select the radio button for the type of Auditor you would like to create.
 1. Selecting *All accounts (Global)* will give the user the Global Auditor role, where they will have read-only permissions over all of your company's billing accounts, as well as any future billing accounts.

Note: This option may not be available based on your company's configuration.
 2. Selecting *Select accounts (Scoped)* will give the user the Scoped Auditor role, where they will have read-only permissions over a subset of your company's billing accounts. Use the radio buttons to designate these specific accounts.
 3. Selecting *None* removes the Auditor role from the user.

Important: A user cannot be a Program Administrator and an Auditor for the same billing account.





- Account Request Approver: If applicable to your program, the user will be able to approve online account request applications.
 - i. Click *Add approval groups* to add the groups that this user should approve applications for.
 - Cardholder: This user is assigned to another cardholder's card account in order to perform functions on their behalf, such as setting up alerts, checking statements, etc. This role is often assigned to Executive Assistants to perform functions for their manager's card.
 - i. Click *Add accounts* to add accounts the user will have certain permissions over.
7. Once you complete the role assignment, click *Finish*. The user will receive a welcome email from Global Card Access with their user ID and steps for completing their registration.

Editing User Details

1. Go to *Administration* → *Users* from the top of the Program Administration Dashboard or *Manage users* from the Quick actions menu.
2. Click the desired user's name and select *View Full Details*.

Administration / Users

Users Create Clear Filters

User ID	Name	Program Administrator (Global)	Program Administrator (Scoped)	Group Approver	Cardholder	Proxy User	Global Auditor	Scoped Auditor	GRAM	Locked	Email Address	Last Login Date
romainvyls	Wyts, Romain				X					Unlocked	customermail@works.com	2021-01-06 12:10 CST
cardholder2520	2520, card				X					Unlocked	medikonda.keerthi@bofa.com	2021-08-18 07:43 CDT
msEmailRegistration	2520, mari				X					Unlocked	mspencer@bofa.com	
number_2520	 View Full Details				X					Unlocked	mutheswari.muthuraj@bofa.com	2021-11-15 06:41 CST
	 Reset Password				X					Unlocked	mspencer@bofa.com	2021-06-30 09:22 CDT
	 Resend Welcome Email				X					Unlocked	mspencer@bofa.com	2021-06-30 09:22 CDT
	 Deactivate User				X					Unlocked	mspencer@bofa.com	2021-06-03 16:13 CDT
mari2520B					X					Unlocked	mspencer@bofa.com	
ms2520cpv2.4533					X					Unlocked	mspencer@bofa.com	

3. Edit the available fields as desired and click *Save*.
 - A user ID must be a minimum of 7 characters and a maximum of 50 characters.
 - Suppress awaiting approval email – selecting this checkbox provides the ability for the user to opt out of receiving an email each time an account request is submitted by an applicant.
 - Do not include my name or email address in emails to applicant – selecting this checkbox suppresses the user's name and email address in emails to applicants.

Deactivating a User

1. Go to *Administration* → *Users* from the top of the Program Administration Dashboard or *Manage users* from the Quick actions menu.
2. Click the desired user's name and select *Deactivate User*.
3. Click *Ok*. The user will no longer be able to sign in to Global Card Access.

Resetting a Password

1. Go to *Administration* → *Users* from the top of the Program Administration Dashboard or *Manage users* from the Quick actions menu.
2. Click the desired user's name and select *Reset Password*.
3. Click *Ok*. The user will be sent an email providing further instructions on how they can successfully reset their password.

Resend Welcome Email

1. Go to *Administration* → *Users* from the top of the Program Administration Dashboard or *Manage users* from the Quick actions menu.
2. Click the desired user's name and select *Resend Welcome Email*.
3. Click *Ok*. The user will be sent an email providing further instructions on how they can successfully reset their password and security questions.

Corporate Account Maintenance


1. Go to *Administration* → *Corporate Accounts* from the top of the Program Administration Dashboard.
2. Click the account you would like to edit and select *View Full Details*.

QL Test Company

Administration / Corporate Accounts

Corporate Accounts

Clear Filters

Account name	Account last 4	TSYS account ID	TSYS company number	Region	Eligible for account requests	Eligible for alerts
APAC AUD CC 1500000	0766	80000001108	1500000	APAC	X	
 View Full Details	7759	80000014047	5800044	EMEA	X	

3. Edit the fields as desired and click *Save*.
 - Embossed Name 2 is the default value that will display on cards that are issued to new applicants; this is usually the company name.
 - Suppressing the accounting code will hide the Accounting Code field to Program Administrators on online account requests.
 - Select the approval method for account requests. Selecting Additional Approval – Online will enable the ability to set up Approval Groups and Approval Panels to review and approve online account requests in addition to Program Administrator approval.

Program Administration My Accounts

BANK OF AMERICA

Olga Terezi

Global Card Access

Home Account Requests Administration

Administration / Corporate Accounts / Corporate Account Details

EXPERIAN FILE TEST34

Account Name: EXPERIAN FILE TEST34	Embossed Name 2 Default: EXPERIAN FILE TEST34 (1 - 21)
Account Last 4: 1086	Suppress Accounting Code: <input type="radio"/> Yes <input checked="" type="radio"/> No
TSYS Company Number: 6600067	Approval Method: Additional Approval - Online
HL1: 6600067	Allow Cash: <input type="radio"/> Yes <input checked="" type="radio"/> No
Region: US/Canada	Delivery Options: <input type="checkbox"/> Standard Post to the cardholder at the primary mailing address (5-10 business days)
Currency: U.S. DOLLAR	<input type="checkbox"/> Overnight/urgent delivery to the cardholder at the primary mailing address (A fee may apply.)
Enrolled in Alerts: No	<input type="checkbox"/> Ship to the Program Administrator using the company bulk ship address (2-6 business days)
	Save

4. To add a corporate account, select *Add* from the bottom left hand side of the Corporate Accounts screen (North America accounts only). The New Card Registration page will appear.

Online Account Request Management

Global Card Access allows your employees to apply for new card accounts online. You must provide your employees with an Account Request Key which you generate in order for online card applications to be successfully submitted. As a Program Administrator, you'll be able to create and manage Account Request Keys and review and approve new account requests. Your company must be configured for this feature¹.

Creating Account Request Keys (Video tutorial)

Your employees will use Account Request Keys to request accounts online. Each Account Request Key has specific settings that govern how an employee's account is set up and managed, such as the Corporate Account to which an account will be linked to, and the type of card the applicant will receive upon approval.

Note: Once an account has been requested for a particular Corporate Account or product type, it cannot be changed. If the applicant has submitted a request using an incorrect Account Request Key for the account intended, they must submit a new application.

1. Go to *Account Requests > Key Management* from the top of the Program Administration Dashboard.
2. Click the *Create* dropdown from the top right-hand corner and select *Create Account Request Keys*.

Global Card Access											
Home Account Requests Administration Bank User											
/ Account Requests / Key Management											
Account Request Keys											Create ▼
<div> <div>>></div> <div>Create Account Request Keys</div> </div>											
Status	Corporate Account	Account Last 4	Region	Account Request Key	Key Nickname	Approval Method	Group / Panel Name	Default Credit Limit	Start Date	Expiration Date	Maximum Number of Uses
<input type="checkbox"/>			All ▼								
<input type="checkbox"/> Active	WORKS 8594079 T JOHNSON	3152	US/Canada	dz2-ix4-5zj	MK-US	PA Approval Only			2020-12-16	2022-12-16	n/a
<input type="checkbox"/> Active	EXPERIAN FILE TEST34	1086	US/Canada	io0-0nm-5x4	Alerts	PA Approval Only			2020-12-16	2020-12-19	5
<input type="checkbox"/> Active	WORKS TEST CC 8705504	2279	US/Canada	7j1-67j-q8l	MK	Single Group Approval	Group	1,500.00	2020-09-22	2022-09-22	100
<input type="checkbox"/> Active	MCHIP ADV AUD TRVL	6735	APAC	x22-0ob-95n	MCHIP ADV AUD TRVL - Test Key	PA Approval Only			2020-11-05	2022-11-05	n/a
<input type="checkbox"/> Active	PINCHECK SEK	8422	EMEA	8ks-4by-97h	EMEA key	PA Approval Only		2,500.00	2020-07-22	2022-07-22	n/a
<input type="checkbox"/> Active	MCHIP ADV SEK COM	6705	EMEA	gv5-nb8-gu0	MCHIP ADV SEK COM - Test Key	PA Approval Only			2020-11-05	2022-11-05	n/a

Note: If multiple corporate accounts exist, the *Select Corporate Account(s)* window displays. Select a corporate account and click OK.

3. Complete the *Create Account Request Key(s)* page.
 - a. Configure your Account Request Key in the *Settings* section.
 - i. *Key Nickname* gives you the option to name the key with a user-friendly name.
 - ii. Fields under *Expiration Date* are optional and provide you with alerts when keys are near expiration.
 - b. Select any of the optional *Account Request Options*.

- i. Selecting *Display Employee ID* requires you to set a minimum and maximum length for the Employee ID field. You can also indicate if the Employee ID is required when an account request is submitted.
 - ii. Selecting the *Suppress emails* option withholds any account request-related emails from being sent to applicants.
 - iii. Selecting the *Suppress Desired Credit Limit* option hides this field from applicants completing an online account request.
 - iv. Entering an amount in the *Default Credit Limit* field causes the Credit Limit amount to default on the Account Request form for Program Administrators. You may still edit the Credit Limit amount prior to approving a request, as needed.
 - v. Selecting *Require Manager Information* indicates that a Manager Name is required when an account request is submitted.
- c. Select one of the *Approval Method Options*.
 - i. Selecting *PA Approval Only* routes account requests directly to the Program Administrator for approval.
 - ii. Selecting *Single Group Approval* routes account requests to members of the selected Approval Group first for approval before routing to the Program Administrator. Click the search tool to select the name of an Approval Group.
 - iii. Selecting *Panel Approval* routes account requests to the Approval Groups in the order designated on the Panel before routing to the Program Administrator. Click the search tool to select the name of an Approval Panel.
4. Click *Save*.

Create Account Request Key(s)

* Corporate Account:

Settings

* Number of Keys: (1 - 100)

Key Nickname:

A sequence number will be added to the key nickname when more than one key is requested.

* Start Date:

* Expiration Date:

☐ Limit number of uses to (1 - 10,000)

☐ Send key expiration reminder days before expiration

Account Request Options

☐ Display Employee ID
☐ Suppress emails to applicants
☐ Suppress Desired Credit Limit from applicants

Default Credit Limit: (1234.00)

☐ Require Manager Information

Approval Method Options

Approval Options:

Disabling or Editing Account Request Keys

1. Go to *Account Requests > Key Management* from the top of the Program Administration Dashboard.
2. To disable an Account Request Key, select the Account Request Key you wish to disable, click *Disable*, then click *OK*.

Account Request Keys Create												
Clear Filters												
	Status	Corporate Account	Account Last 4	Region	Account Request Key	Key Nickname	Approval Method	Group / Panel Name	Default Credit Limit	Start Date	Expiration Date	Maximum Number of Uses
<input checked="" type="checkbox"/>	Active	WORKS 8594079 T JOHNSON	3152	US/Canada	dz2-ix4-5zj	MK-US	PA Approval Only			2020-12-16	2022-12-16	n/a
<input type="checkbox"/>	Active	EXPERIAN FILE TEST34	1086	US/Canada	io0-0nm-5x4	Alada	PA Approval Only			2020-12-16	2022-12-19	5
<input type="checkbox"/>	Active	EXPERIAN FILE TEST34	1086	US/Canada	kg6-ir5-177		Only			2020-12-16	2022-12-16	n/a
<input type="checkbox"/>	Active	WORKS TEST CC 8705504	2279	US/Canada	7j1-67l-q8l		Approval	Group	1,500.00	2020-09-22	2022-09-22	100
<input type="checkbox"/>	Active	MCHIP ADV AUD TRVL	6735	APAC	x22-0ob-95n		Only			2020-11-05	2022-11-05	n/a
<input type="checkbox"/>	Active	PINCHECK SEK	8422	EMEA	8ks-4by-97h		Only		2,500.00	2020-07-22	2022-07-22	n/a
<input type="checkbox"/>	Active	MCHIP ADV SEK COM	6705	EMEA	gv5-nb8-gu0	MCHIP ADV SEK COM - Test Key	PA Approval Only			2020-11-05	2022-11-05	n/a
<input type="checkbox"/>	Active	MCHIP ADV DKK COM	6101	EMEA	e7v-r4f-i1q	MCHIP ADV DKK COM - Test Key	PA Approval Only			2020-11-05	2022-11-05	n/a
<input type="checkbox"/>	Active	BROADCOM 5800044 NOK CC	7759	EMEA	2f2-062-u4w	BROADCOM 5800044 NOK CC	PA Approval Only		100.00	2020-08-13	2022-08-13	n/a
<input type="checkbox"/>	Active	BROADCOM 5800044 NOK CC	7759	EMEA	09o-b9e-f6s		Single Group Approval	test		2020-10-01	2022-10-01	n/a

1 Selected | 41 items

Show 10 per page

⏪
⏩
⏴
⏵

Page: 1 of 5

Disable

Download

3. To edit an Account Request Key, select the desired Account Request Key, edit the parameters as needed, and click *Save*.

Manage Approvers

As part of your online account request configuration, you can designate Approval Groups or Panels. Using Approval Groups and Panels enables your organization to require additional approvals for online account requests. Using a single Group Approval requires the approval of one approver from the designated Approval Group. Once approved, the request is routed to the Program Administrator for final approval. Using Approval Panels requires the approval by one approver from each of the Approval Groups that are members of the Approval Panel. A maximum of two Approval Groups can be assigned to a panel. An Approval Panel uses a set approval order, which can be edited by the Program Administrator.

Creating Approval Groups

1. Go to *Administration > Manage Approvers* from the top of the Program Administration Dashboard.
2. Click the *Create* dropdown from the top right-hand corner and select *Create Approval Group*.
3. Enter an Approval Group Name and Description (optional), and click *Save*.
4. The *Select User(s)* window displays. Select the checkbox next to each user to be added and click *OK*.

Global Card Access

Home Account Requests

/ Administration / Manage Approvers

Test 3

* Name: Test 3

Approvers Panels

Select User(s)

Clear Filters

	Last Name	First Name	User ID	Email Address
<input type="checkbox"/>	a<script>alert(1)</script>	a'><script>alert(3)</script>	qwerqwer	michael.ayer@bofa.com
<input checked="" type="checkbox"/>	Approver	Priya	priya_grp	priyadharshini.sukumar@bofa.com
<input checked="" type="checkbox"/>	Approver	Anusha	Anusha.Approver	anusha.kantu@bofa.com
<input checked="" type="checkbox"/>	Approver	Friday	FridayApp	james.r.patterson@bofa.com
<input type="checkbox"/>	Approver	Friday	FridayAppr2	james.r.patterson@bofa.com
<input type="checkbox"/>	Approver	Friday	FridayAppr30	james.r.patterson@bofa.com
<input type="checkbox"/>	ApproverTest	Group	Group Approver	anusha.kantu@bofa.com
<input type="checkbox"/>	Auditor	Test	Test.Auditor	anusha.kantu@bofa.com
<input type="checkbox"/>	Auditor	Approver	ApprAud	james.r.patterson@bofa.com
<input type="checkbox"/>	Auditor	Global	Global.Auditor1	anusha.kantu@bofa.com

3 Selected | 51 items Show 10 per page Page: 1 of 6

OK Cancel

0 Selected | 0 items

Remove Selected Add Approver(s)

QL Test Company

Clear Filters

Last Login Date

Page: 1 of 0

- Click the *Keys* tab to assign Account Request Keys to the group.
- Click *Add Key(s)* and click the checkbox next to each Account Request Key you would like to add.
- Click *OK*.

Select Account Request Key(s) Clear Filters

	Account Request Key	Key Nickname	Corporate Account	Account Last 4	Region	Status
<input checked="" type="checkbox"/>	2f2-o62-u4w	BROADCOM 5800044 NOK CC	BROADCOM 5800044 NOK CC	7759	EMEA	Active
<input type="checkbox"/>	kq6-ir5-177		EXPERIAN FILE TEST34	1086	US/Canada	Active

1 Selected | 2 items Show 10 per page Page: 1 of 1 OK Cancel

Editing Approval Groups

- Go to *Administration > Manage Approvers* from the top of the Program Administration Dashboard.
- Click a particular Group Name.
- To remove an approver, select the checkbox next to the Approver's name, click *Remove Selected* and click *OK*.
- To remove Account Request Keys, click the *Keys* tab, select the checkbox next to each Account Request Key to be removed, click *Remove* and click *OK*.
- To edit a Group Name or Description, edit the text in the *Name* and *Description* field and click *Save*.
- To download Approval Group information, select the checkbox for each group, click *Download*, select a format option, and follow the prompts to Save or Open the file.
- To delete an Approval Group, select the checkbox for the group name to be deleted, and click *Delete*, followed by *OK*.

Note: Upon deletion, account requests will be routed to the Program Administrator(s).

Creating Approval Panels

1. Go to *Administration > Manage Approvers* from the top of the Program Administration Dashboard.
2. Click the *Create* dropdown from the top right-hand side corner and select *Create Approval Panel*.
3. Enter an Approval Panel Name and Description (optional), and click *Save*.
4. Click *Add Approval Group* to add groups to the panel.

Note: A maximum of two Approval Groups can be assigned to a panel.

Home Account Requests Administration

/ Administration / Manage Approvers / Groups and Panels / Panel Details

Panel 3

* Name:

Description:

Approval Groups

Approval Order	Name	Description
There are no approval groups assigned to this panel.		

[+ Add Approval Group](#)

[Save](#)

5. Click *Save*.
8. Click *Add Keys* in the Assigned Keys section and click the checkbox next to each Account Request Key you would like to add.
6. Click *OK*.

Editing Approval Panels


1. Go to *Administration > Manage Approvers* from the top of the Program Administration Dashboard.
2. Click the *Panels* tab, then select the specific panel name you would like to edit.
3. To remove an approval group, click the X next to the approval group name and click *Save*.
4. To change the order of the approval groups, click the Approval Order dropdown, select a number option for each group, and click *Save*.
5. To add an Account Request Key, click *Add Key(s)*. Select the checkbox for each Account Request Key to be added to the panel and click *OK*.
6. To remove an Account Request Key, select the checkbox for each Account Request Key to be removed, click *Remove*, and click *OK*.
7. To edit a Panel Name or Description, edit the text in the *Name* and *Description* fields as needed and click *Save*.
8. To download Approval Panel information, select the checkbox for each panel, click *Download*, select a format option, and follow the prompts to Save or Open the file.
9. To delete an Approval Panel, select the checkbox for the panel name to be deleted, and click *Delete*, followed by *OK*.

Note: Upon deletion, account requests will be routed to the Program Administrator(s).

Completing and Approving Account Requests (Video tutorial)

1. Go to *Account Requests > Approvals – Program Administrator* from the top of the Program Administration Dashboard or *Manage account requests* from the Quick actions menu.

[Home](#)
[Account Requests](#)
[Administration](#)

 / [Account Requests](#) / [Approvals - Program Administrator](#)

Account Requests - Program Administrator

Awaiting Approval

Submitted Requests

Completed Requests

Errors 1

Clear Filters

	Applicant	Embossed Name 1	Corporate Account	Submitted	Account Request Key	Account Request ID
<input type="radio"/>	Medikonda, Keerthi	US	WORKS TEST CC 8705504	2020-12-16 01:29 CST	7j1-67j-q8l	244624
<input type="radio"/>	Medikonda, Keerthi	US	WORKS TEST CC 8705504	2020-12-16 01:28 CST	7j1-67j-q8l	244623
<input type="radio"/>	Smith, Joey	JOEY SMITH	WORKS 8594079 T JOHNSON	2020-12-09 17:48 CST	ra1-ij1-6ux	244613
<input type="radio"/>	sample, test	TESTING	WORKS TEST CC 8705504	2020-11-16 00:49 CST	7j1-67j-q8l	244572
<input type="radio"/>	Corner, Lex	TOKENTEST	MCHIP ADV CHF.COM	2020-11-11 07:22 CST	yo2-oo9-jt9	244571

2. Select the radio button next to the desired account request and click on *Complete & Approve*.
3. Verify the card application information and edit any account details, as needed.

Note: You must verify the correct address has been entered to ensure successful card delivery.

4. Once your review and/or edits are complete, click on *Approve* to approve the application or *Reject* to reject the application.

Note:

- Applicants are sent an email to confirm approval or rejection of the account request, unless the Account Request Key has been set to *Suppress emails to applicants*.
- If the account request is rejected, the employee must create a new account request if one is needed.
- As a Program Administrator, you may bypass a particular application that requires Group Approval by going to the *Submitted Requests* tab, clicking the checkbox next to the applicant, and clicking *Bypass*. You will have to provide a comment to provide justification for bypassing.

Handling Account Request Errors (U.S. only)

For U.S. programs, Program Administrators may resolve address errors identified with account requests. Address errors consist of mismatches between the state and postal code provided in an account request. This functionality is only available for US programs.

1. Go to *Account Requests > Approvals – Program Administrator* from the top of the Program Administration Dashboard or *Manage account requests* from the Quick actions menu.
2. Click on the *Errors* tab.

Note: A number displays on the *Errors* tab when account request address errors have been identified.

3. Select the radio button next to the desired applicant.
4. Click *Correct & Resubmit*.

Home Account Requests Administration

/ Account Requests / Approvals - Program Administrator

Account Requests - Program Administrator

Awaiting Approval Submitted Requests Completed Requests Errors 1 [Clear Filters](#)

	Applicant	Error	Embossed Name 1	Errors Account	Submitted	Account Request Key	Account Request ID	Approved By	Approved Date
<input checked="" type="radio"/>	Creation, Request	View	REQUEST CREATION	WORKS TEST CC 8705504	2020-11-11 06:25 CST	711-671-981	244570	GPA, Anusha	2020-11-11 06:26 CST

1 Selected | 1 item Show 10 per page Page: 1 of 1

[Reject](#) [Correct & Resubmit](#)

5. Edit the State and/or Postal Code within the Address section as needed.
6. Click *Resubmit*. The application will then move from the *Errors* queue to the *Completed Requests* queue.

Viewing and Downloading Completed Account Requests

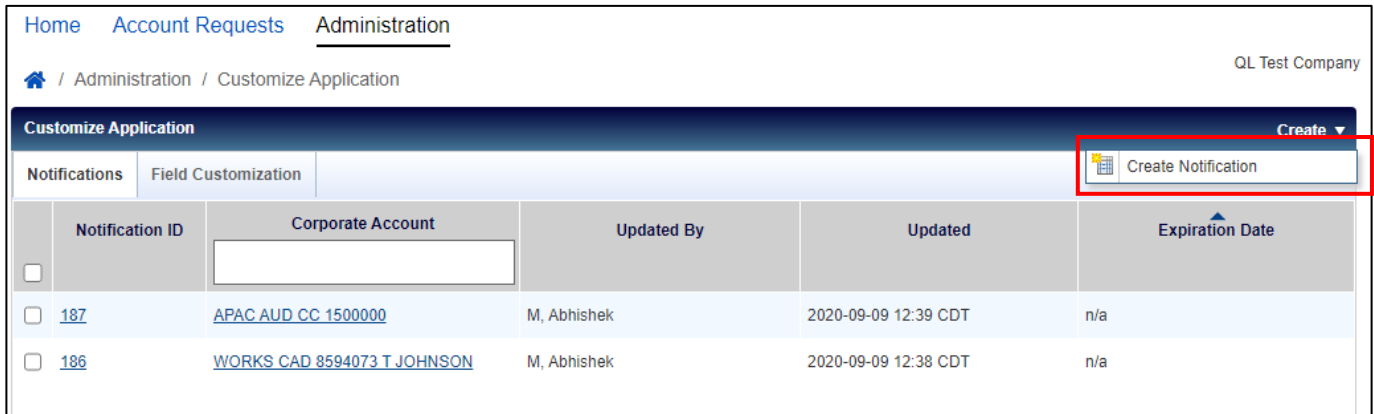
1. Go to *Account Requests > Approvals – Program Administrator* from the top of the Program Administration Dashboard or *Manage account requests* from the Quick actions menu.
2. Click on the *Completed Requests* tab.
3. Select the applicant whose application you would like to view and click *View Full Details*.
4. Select the checkbox next to each account request that you would like to download.
5. Click Download.
6. Select the download format and follow the prompts to Save or Open the file.

Customize Applications

You may customize card applications by either adding a notification that will display to applicants at the top of the account request form or by customizing the internal identifier asked of applicants during the online card application process.

Notifications

1. Go to *Administration* → *Customize Application* from the top of the Program Administration Dashboard.
2. If you have previously set up any notifications, you will see them listed in this view. If you would like to add a new notification, click the *Create* dropdown from the top right-hand corner.
3. Click *Create Notification*.



Home Account Requests Administration

QL Test Company

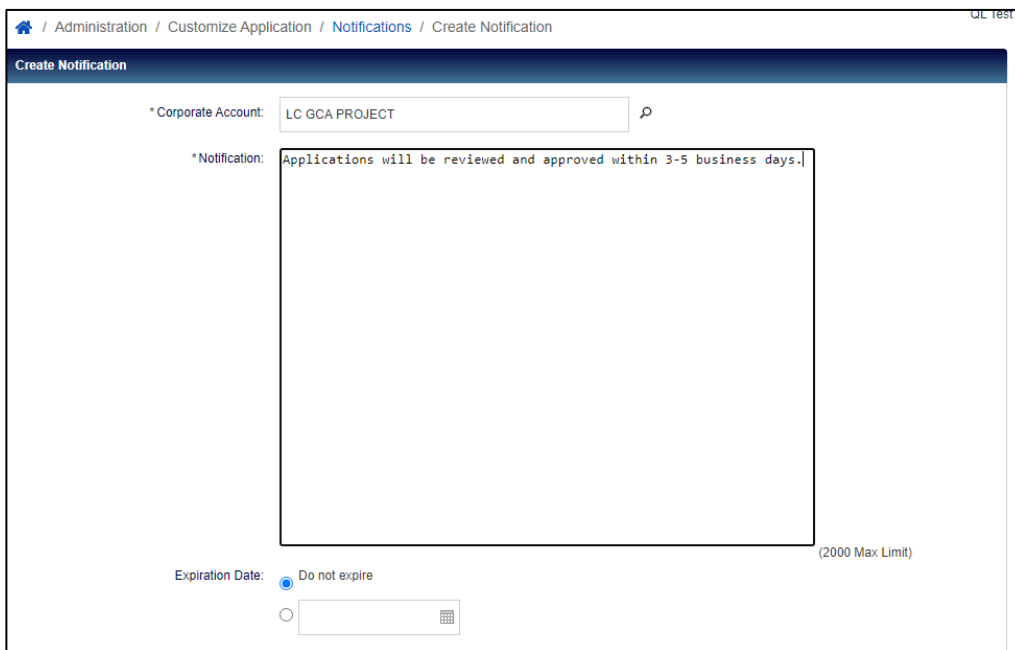
/ Administration / Customize Application

Customize Application Create

Notifications Field Customization

	Notification ID	Corporate Account	Updated By	Updated	Expiration Date
<input type="checkbox"/>					
<input type="checkbox"/>	187	APAC AUD CC 1500000	M, Abhishek	2020-09-09 12:39 CDT	n/a
<input type="checkbox"/>	186	WORKS CAD 8594073 T JOHNSON	M, Abhishek	2020-09-09 12:38 CDT	n/a

4. If you have scope over multiple corporate accounts, you will need to select which corporate account you would like to add the notification to. After selecting the corporate account, click *Ok*.
5. Enter your desired notification text in the *Notification* text box and select an expiration date for the message (optional).



/ Administration / Customize Application / Notifications / Create Notification

QL Test C

Create Notification

* Corporate Account: LC GCA PROJECT

* Notification: Applications will be reviewed and approved within 3-5 business days.

Expiration Date: ☒ Do not expire ☐

(2000 Max Limit)

6. Click *Save*.
7. You may edit notifications that you create at any time by clicking the *Notification ID*. To delete a notification, click the checkbox next to the Notification ID and click *Expire Now*, then click *Ok*.

Field Customization

1. Go to *Administration* → *Customize Application* from the top of the Program Administration Dashboard.
2. Click on the *Field Customization* tab.
3. The standard employee identifier field for card applications is the Employee ID. If you would like to change the label of this field to some other type of internal identifier, enter the new label you would like to display to applicants on the online card applications in the *English* text box.

Note: The Employee ID field label can be up to 30 characters.

The screenshot shows the 'Customize Application' page in the Bank of America system. The breadcrumb trail is 'Home / Account Requests / Administration / Customize Application'. The page title is 'Customize Application' with a 'Create' dropdown button. There are two tabs: 'Notifications' and 'Field Customization', with the latter being active. The main content area is a table with columns for 'Field label to customize', 'English', 'French', 'German', 'Italian', and 'Spanish'. The 'Employee ID' field is selected, and the 'English' column contains the text 'Person Number'. The other language columns are empty. A 'Save' button is located at the bottom right of the table.

Field label to customize	English	French	German	Italian	Spanish
Employee ID	Person Number	Identifiant de l'employé	Mitarbeiter-ID	Identificativo dipendente	ID del empleado

4. Enter the translated value of the new field label in French, German, Italian, and Spanish.
5. Click *Save*.

User Enrollment Report

Program Administrators can view which individual users are or are not registered for Global Card Access.

1. Go to *Enrollment Report* from the top of the Program Administration Dashboard.
2. The Enrollment Report displays with all card accounts that are within your scope.
 - a. A filter is available above each column to help you more easily search.
 - b. To filter based on particular corporate account(s), use the Advanced Filter on the left-hand side.
 - c. If the cardholder hasn't registered their card in Global Card Access, the User Name will appear as "No associated user".

Enrollment Report		Clear Filters			
Advanced Filter	User Name	Name on Card	Account Last 4	Corporate Account	Card Status
<input type="checkbox"/> Corporate Account - All					Active
<input type="checkbox"/> 0105, GccProxy	WILLIAM GOAT		5600	EXPERIAN FILE TEST34-1086	Active
<input type="checkbox"/> 1, proxy	DELETE TEST		4322	AUTOM CC 6600948 #1-0435	Active
<input type="checkbox"/> 1, proxy	TONI HODSON		7374	EXPERIAN FILE TEST34-1086	Active
<input type="checkbox"/> 1086, Proxy			7911	EXPERIAN FILE TEST34-1086	Active
<input type="checkbox"/> 2, proxy	2520CARD		2663	PINCHECK SEK-8422	Active
<input type="checkbox"/> 2520, check			8350	PINCHECK SEK-8422	Active

3. To download the Enrollment Report, select the checkbox for each account you would like to display in the report and click Download.
4. Select the download format and follow the prompts to Save or Open the file.

My Account

Global Card Access allows Administrators to access their own individual card accounts via the My Accounts tab.

The screenshot displays the 'My Account' interface for Global Card Access. At the top, there are tabs for 'Program Administration' and 'My Accounts'. The 'My Accounts' tab is active, showing the 'Global Card Access' header. Below this, a navigation bar includes 'Home', 'Administration', and 'Enrollment Report'. The main content area is titled 'Account Summary' and shows the account 'US LC CERT CORP - 1717'. A table lists account details: Payment due date (Jan 27, 2023), Current balance (195.00), Credit limit (60.00), Available credit (0.00), Balance on last statement (195.00), and Last payment (9.23). To the right, the 'My tasks' section indicates 'No tasks at this time.' Below that, 'Quick actions' include 'Manage users', 'View statements', and 'Make a payment'. A 'Card rewards' section shows 'Redeem reward points' with a reward of 10,346 pts.

- To add an account to your existing Global Card Access profile, merge multiple accounts in Global Card Access, or edit your profile in Global Card Access, refer to [How to manage your account in Global Card Access](#)
- To view your PIN, refer to [How to use your Chip and PIN card](#)
- To change your PIN, refer to [How to change your PIN in Global Card Access](#)
- To set up alerts, refer to [How to set up alerts in Global Card Access](#)
- To view your statements, refer to [How to view your statement in Global Card Access](#)
- To lock/unlock your card, refer to [How to lock and unlock your card in Global Card Access](#)
- To make a payment, refer to [How to make a payment in Global Card Access](#) (North America only)
- To learn more about Strong Customer Authentication (SCA), refer to the [SCA website](#) (EMEA only)
- For more information about account support, available reward types, and points usage, refer to [Premium Rewards FAQ](#) (U.S. only)