**Bank of America** **Merrill Lynch**

For General Inquiries - Contact Customer Service at 888.449.2273

## Introduction

Global Card Access is separate from Works, with a different login, and does not replace Works or the tasks that are required in Works.

## 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 Online PIN Check and Alerts. Your organization must be configured for an application to view and access the application within Global Card Access.
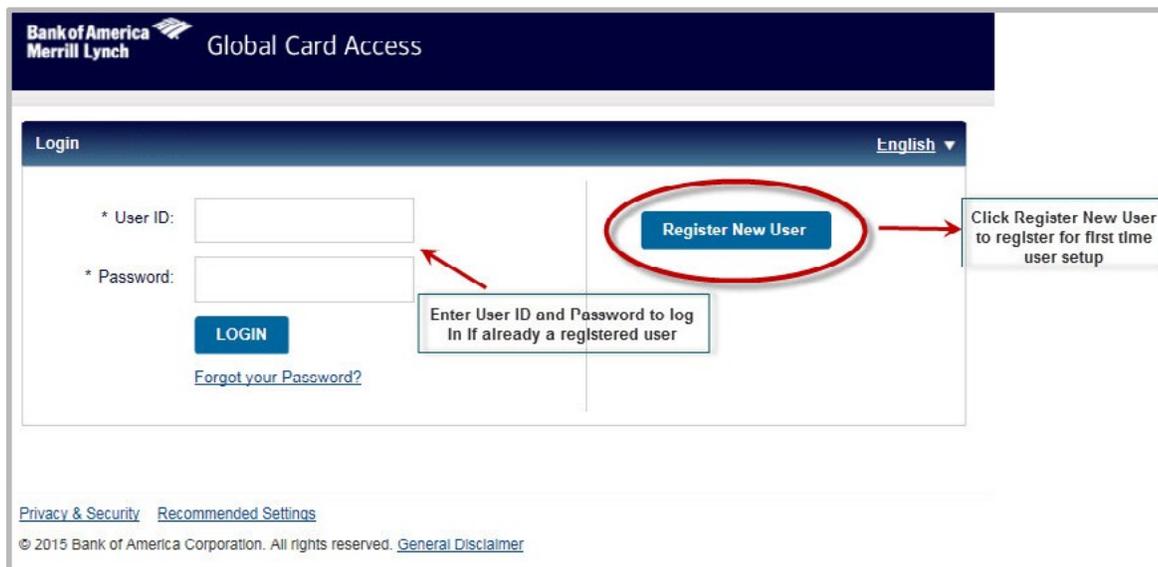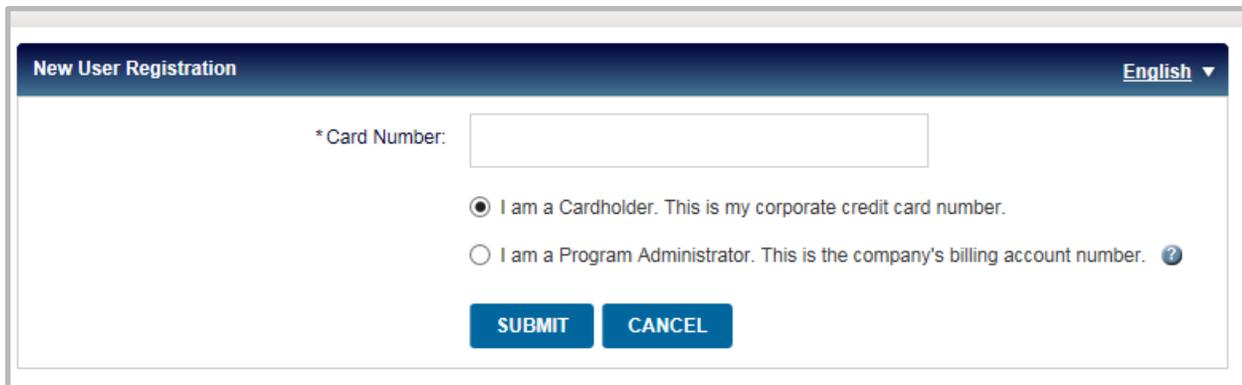
## Global Card Access Login Page



**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.bofaml.com/globalcardaccess*

2. From the Global Card Access Login screen (Figure 1), click **Register New User**

3. Enter your card account number in the **Card Number** text box

**Important**: The option, "**I am a Cardholder. This is my corporate credit card number.**" defaults (Figure 2)**.** Do not change this option.

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

4. Click **Submit.**

5. Complete the additional account information (Figure 3)

**Important**:

▪ Your Name on Card must match exactly what is imprinted on your card

▪ You can find your Verification Code on your profile in Works, or contact Kelly Moravek

▪ Click the ❷ icon for additional details, as needed

**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

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).
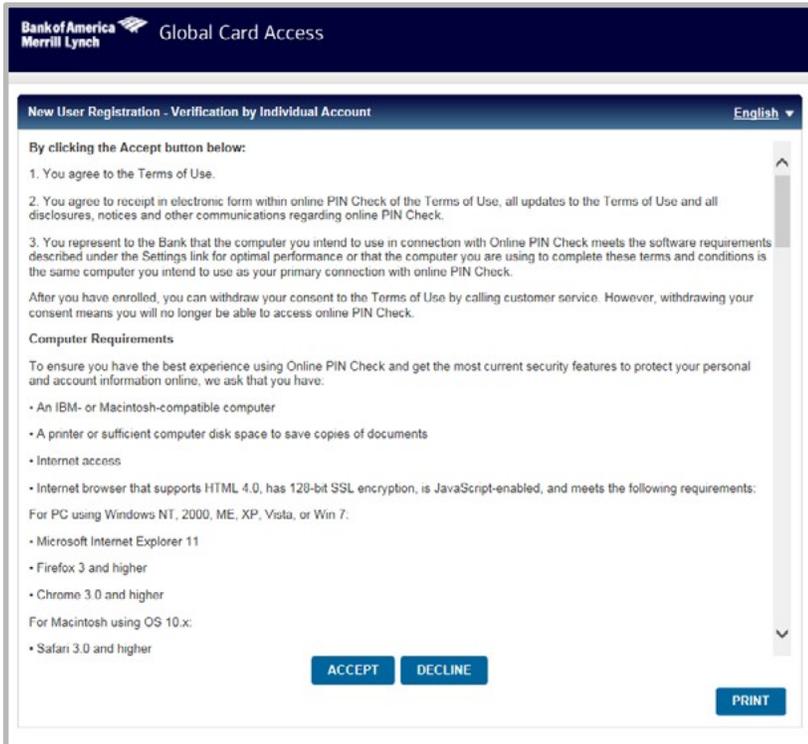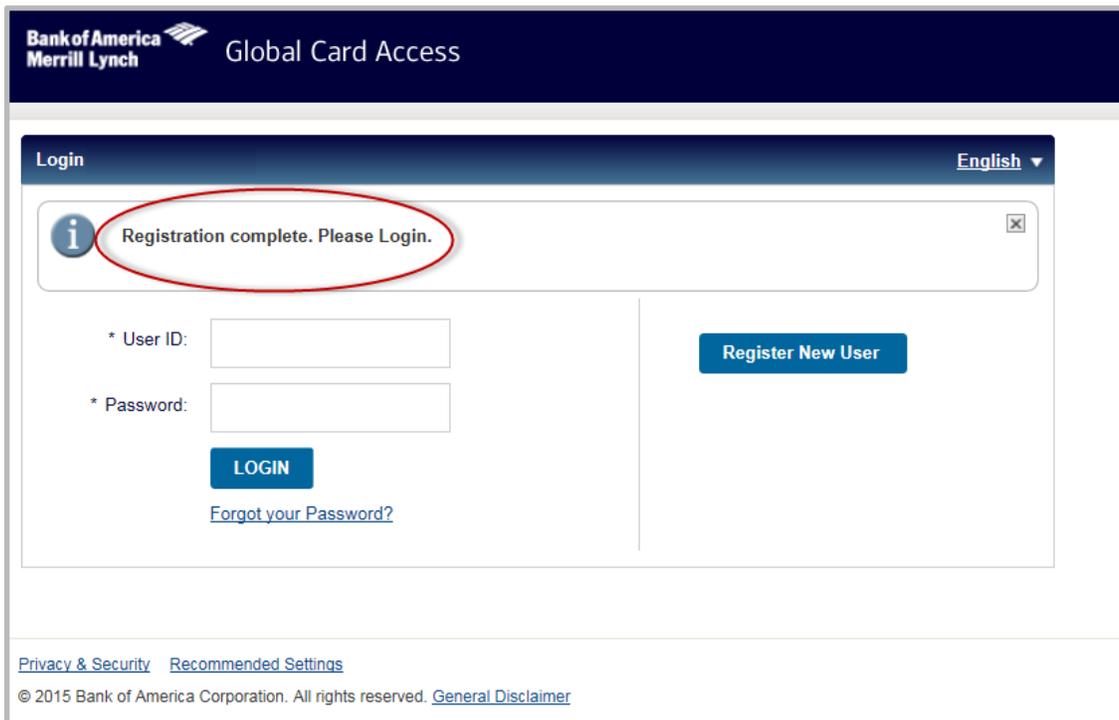
**Figure 5:** Accept Terms and Conditions



**Figure 6:** Registration confirmation message.

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.bofaml.com/globalcardaccess*
2. Enter your **User ID**
3. Enter your **Password**
4. Click **Login**. The Global Card Access home page displays (Figure 7).

This completes the procedure.

# Global Card Access Home Page

The menu bar that displays on the Global Card Access home page may differ depending on your company's configuration to applications.
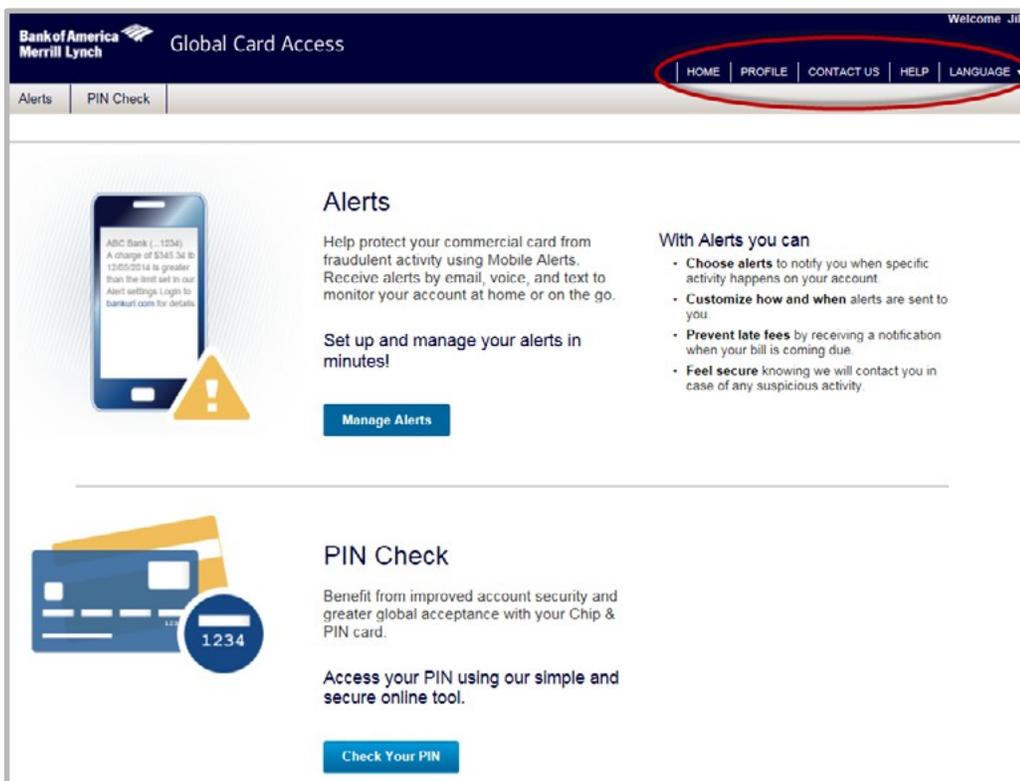


**Figure 7:** Global Card Access Home page

The following links are located in the top-right corner of the home page:

- **Home** - Click **Home** from any screen to return to the home page
- **Profile** - Click **Profile** to change your password or edit information, such as User ID and email address
- **Contact Us** - Click **Contact Us** to access Customer Service contact information
- **Help** - Click **Help** to access reference documentation
- **Language** - Users may select their language preference for Global Card Access from the drop-down menu

# Changing your Password

To change your password, complete the following:

1. Log in to Global Card Access
2. Click **Profile** in the top right corner of the screen. The **My Info** screen displays.
3. Click **Change Password**
4. Enter your current password in the **Current Password** field
5. Enter your new password in the **New Password** field
6. Re-enter your new password in the **Confirm Password** field
7. Click **Submit**. A message displays indicating your password has been changed.

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

This completes the procedure.

# Editing Profile Information

To edit your profile information, complete the following:

1. Log in to Global Card Access
2. Click Profile in the top-right corner of the screen. The My Info screen displays (Figure 8).
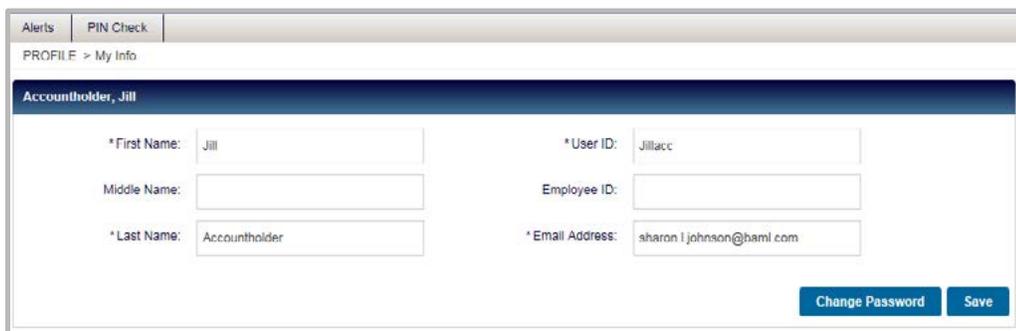


**Figure 8:** Edit Profile Information

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. The change of information only affects Global Card Access, and not your account information.

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 User ID and Email. Additional information on the password reset will be emailed to the email address entered.

3. Click Submit.

4. Enter an answer to the Security Question that displays.

5. Click Submit. The login screen displays with a message indicating an email will be sent with additional instructions for resetting your password.

6. Enter your User ID and the temporary password contained within the Forgotten Password Reset email on the login screen.

7. Click Login. The Change Expired Password screen displays (Figure 9).
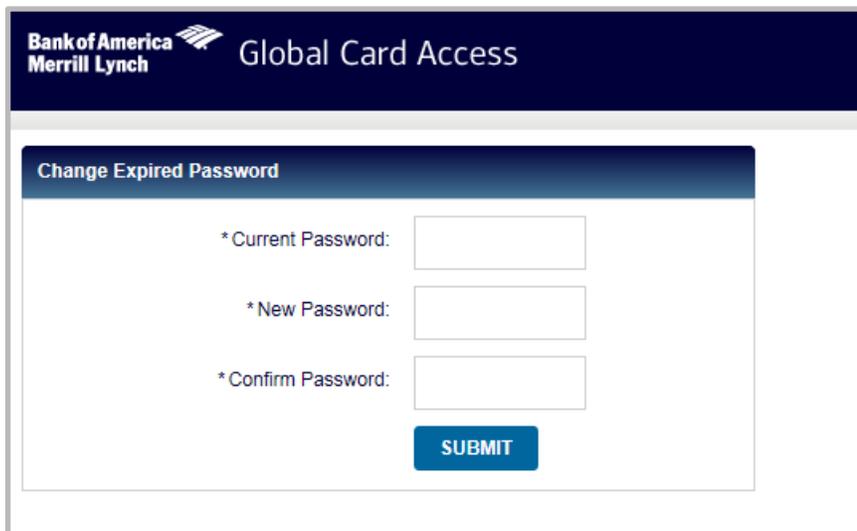


**Figure 9:** Change Expired Password

8. Enter the temporary password in Current Password.

9. Enter a new password in New Password

**Important**: Passwords must be a minimum of eight characters and must contain at least one alpha and one numeric character. Passwords are case sensitive.

10. Re-enter the new password in Confirm Password

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

This completes the procedure