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#1. LOG ON/HOME PAGE

Step #1 – Enter in User ID and Password to log on

- You have three tries to log in before you get “locked”. If you forget your password you can click on the “forgot password” link to get your password hint emailed to you.
- Links on the left hand side will help you get your user ID, password, and unlock your account.
- SUPPORTED BROWSERS: Internet Explorer 7.0, 8.0, 9.0 or 10.0

STEP #2 – Home Page

Company messages and Announcements may be posted on the home page.

Edit Password - You will be required to change your password every 90 days.
#2. STATEMENTS MODULE – Viewing Account Information

STEP #1 – Go to Statements > Review Account Activity

Statements Module: Go to Statements => Account Activity

STEP #2 – Summary Tab

Summary Tab: View credit limit and available balance*

- Available balance includes recent transactions that may not have yet posted to your account.
**STEP #3 – Transactions Tab**

Transactions Tab: This will list your transactions by cycle date. Click on the drop down box to choose the statement cycle you want to view transactions for. *Only the last six cycles will be available.*

**STEP #4 – Authorization Requests**

Authorization Requests Tab: Here you can view recent transactions that may not have posted to your account yet. Or if you get a decline, you can check to see the reason.
STEP #5 – Authorization Requests – common decline reasons
- Invalid Expiration Date – wrong expiration date was inputted
- Individual MCCG is Excluded – MCC is restricted
- WATCH – Suspicious activity on the account, so account was frozen until the bank can verify if transactions were valid or not.
- Not enough Available Money – Monthly limit has been reached.
- Invalid CVV2/CVC2 – Invalid 3-digit code on the back of the card was inputted.

STEP #4. View Statement

- Statements are available online 1-2 days after cycle end date. An email will be sent to the cardholder to notify them that their statement is available online. Last 6 months of statements will be available.