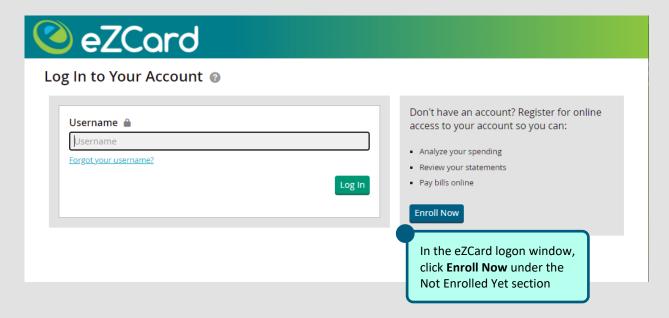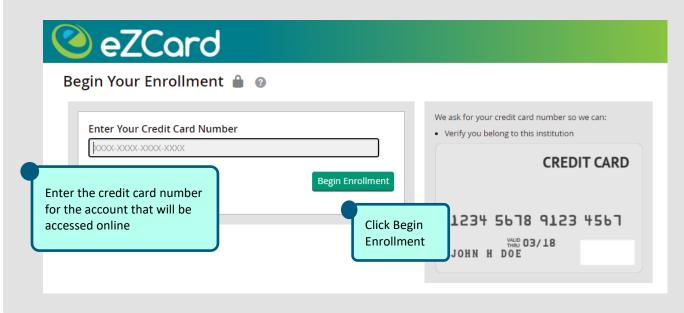FIS

eZCard

This job aid will help you guide customers needing assistance with the eZCard enrollment process.

Customer Self Enroll

Before customers can access the features of eZCard, they must first enroll on the **eZCardinfo.com** website. To guide a customer through enrolling with eZCard, please adhere to the following steps:

eZCard

Log In to Your Account ⊘

Username 🔒

[Username]

Forgot your username?

[Log In]

Don't have an account? Register for online access to your account so you can:

- Analyze your spending
- Review your statements
- Pay bills online

[Enroll Now]

> In the eZCard logon window, click **Enroll Now** under the Not Enrolled Yet section

The account enrollment page displays.

eZCard

Begin Your Enrollment 🔒 ⊘

Enter Your Credit Card Number

[XXXX-XXXX-XXXX-XXXX]

[Begin Enrollment]

> Enter the credit card number for the account that will be accessed online

> Click Begin Enrollment

We ask for your credit card number so we can:
- Verify you belong to this institution

CREDIT CARD

1234 5678 9123 4567

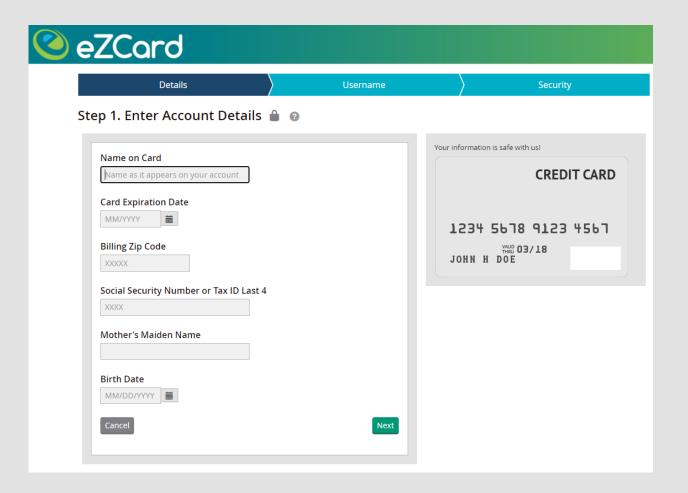VALID THRU 03/18

JOHN H DOE

Enter Account Details

The enrollment authentication page displays.

The cardholder will need to enter all the account details; required fields may vary depending on account type.
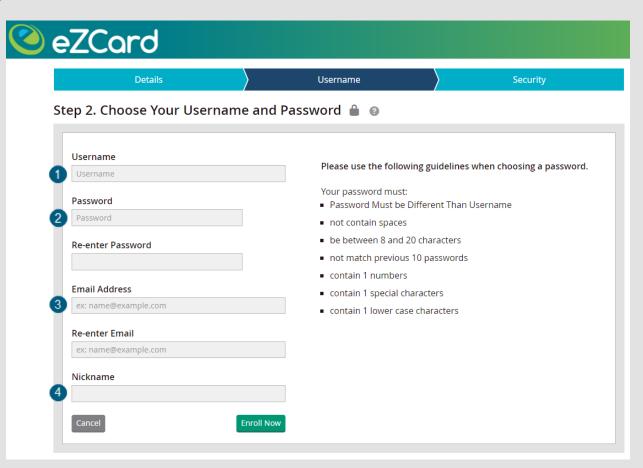
See example below:
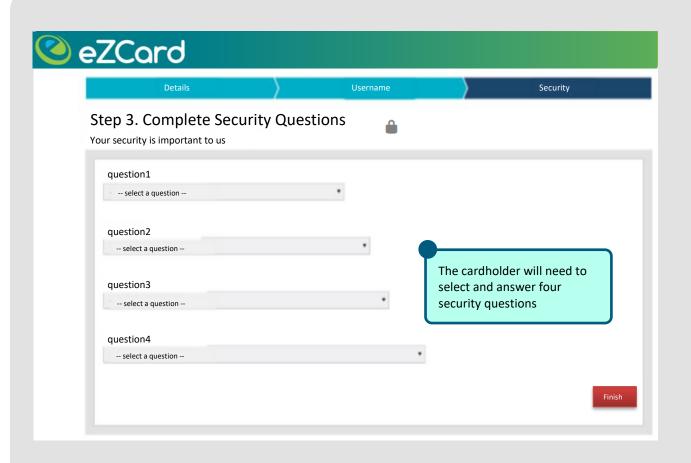
Choose You Username and Password

① Username – must be at least six characters in length and contain at least one number
  🔵 If the username chosen is not available, eZCard will display red text at the top of the page

② Password – follow password guidelines when choosing a password
  🔵 Password is case sensitive

③ Email Address

④ Create an account nickname

Once the information has been entered, the cardholder will need to select continue to complete enrollment, bringing the user to the Security Question page.

Setting Up Security

Important! Security Account provides security and ensures that only the account holder can access their credit card account online.

- The cardholder will create a Security Account which will only be shared between them and your institution

- When they see their Security Account, they can be confident that they are at the legitimate eZCard website, not an imposters site

In addition, Security Account remembers which computer(s) are normally used, preventing others from logging into the account

If another computer is used to log in, the cardholder will be required to register it

Note: Please advise the cardholder to choose to have eZCard remember their personal computer

- This will enable them to log in from their personal computers without going through the Security Account steps each time