

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

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

Click Begin Enrollment

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

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:

The screenshot shows the eZCard enrollment interface. At the top is the eZCard logo. Below it is a navigation bar with three tabs: 'Details' (active), 'Username', and 'Security'. The main heading is 'Step 1. Enter Account Details' with a lock icon and a help icon. The form contains several input fields: 'Name on Card' (placeholder: 'Name as it appears on your account'), 'Card Expiration Date' (placeholder: 'MM/YYYY'), 'Billing Zip Code' (placeholder: 'XXXXX'), 'Social Security Number or Tax ID Last 4' (placeholder: 'XXXX'), 'Mother's Maiden Name', and 'Birth Date' (placeholder: 'MM/DD/YYYY'). There are 'Cancel' and 'Next' buttons at the bottom of the form. To the right of the form is a graphic of a credit card with the text 'Your information is safe with us!' above it. The credit card graphic displays 'CREDIT CARD', the number '1234 5678 9123 4567', the name 'JOHN H DOE', and the expiration date 'VALID THRU 03/18'.

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

eZCard

Details Username Security

Step 2. Choose Your Username and Password

1 Username

Username

2 Password

Password

Re-enter Password

Re-enter Password

3 Email Address

ex: name@example.com

Re-enter Email

ex: name@example.com

4 Nickname

Nickname

Cancel Enroll Now

Please use the following guidelines when choosing a password.

Your password must:

- Password Must be Different Than Username
- not contain spaces
- be between 8 and 20 characters
- not match previous 10 passwords
- contain 1 numbers
- contain 1 special characters
- contain 1 lower case characters

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

question1
-- select a question --

question2
-- select a question --

question3
-- select a question --

question4
-- select a question --

Finish

The cardholder will need to select and answer four security questions

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