



Cardholder Portal Frequently Asked Questions

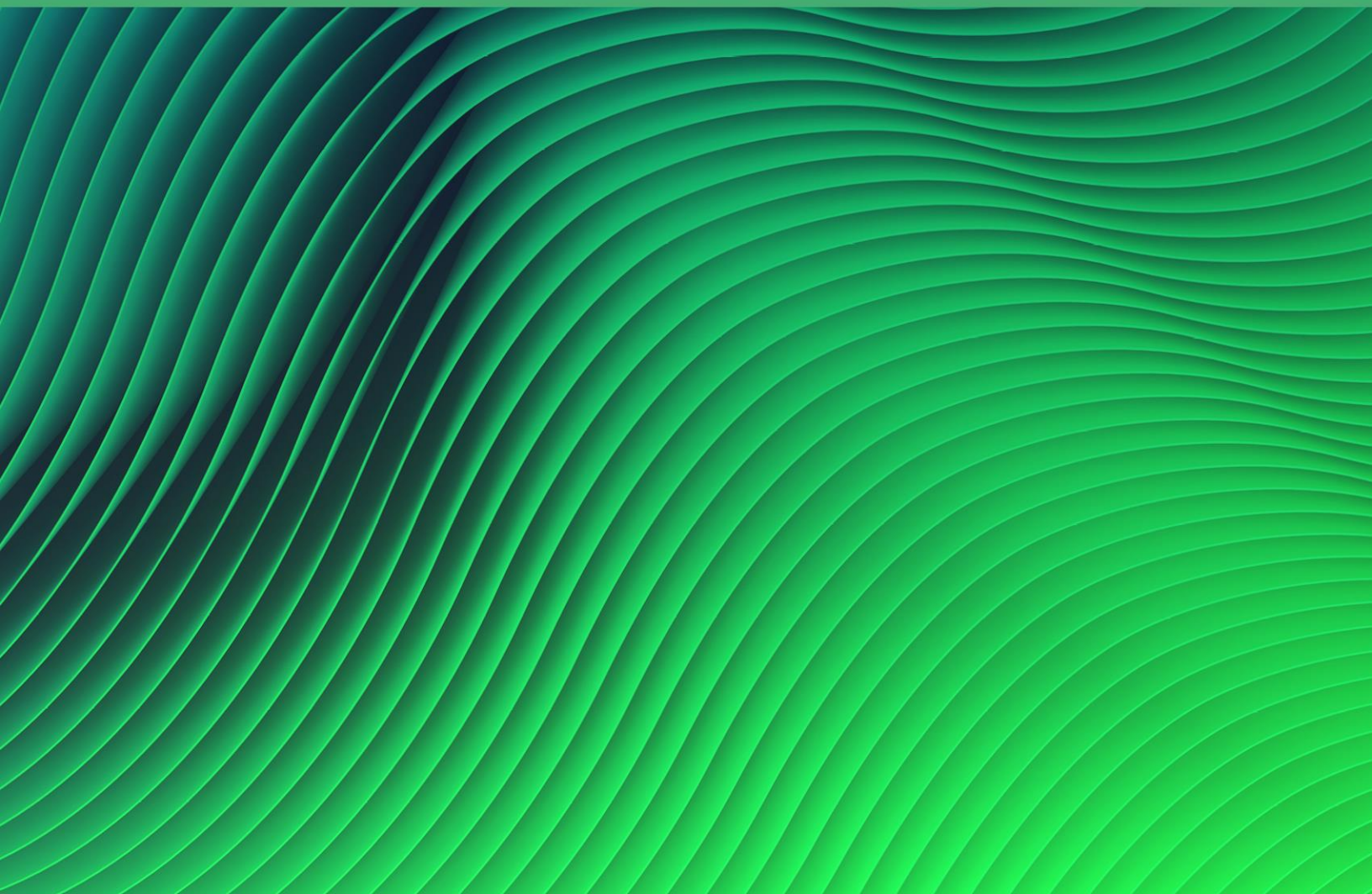


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Complete all the Required Check Boxes to Successfully Set up Your Account.

<input type="checkbox"/>	<u>Registration of User ID and Password</u>
<input type="checkbox"/>	Step 1: Select Register Here.
<input type="checkbox"/>	Step 2: Enter Required Information and create a User ID and Password.

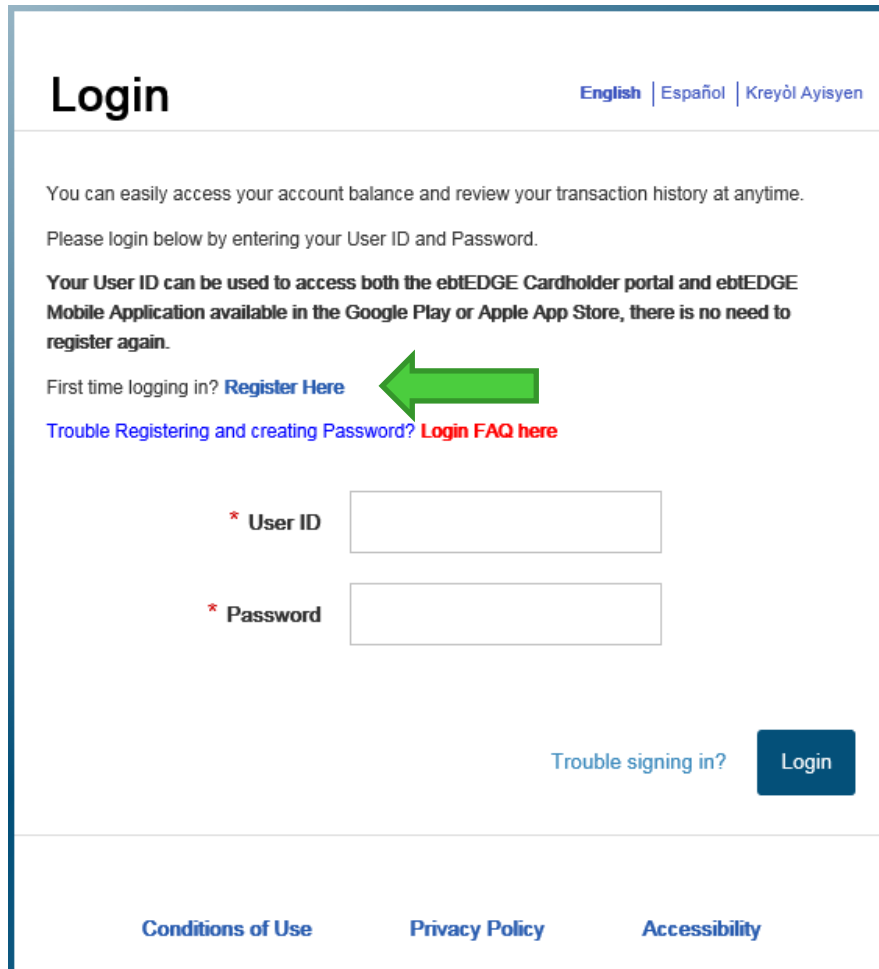
<input type="checkbox"/>	<u>Setting Challenge Questions</u>
<input type="checkbox"/>	Step 3: Select and Answer all three Security Questions.
<input type="checkbox"/>	Step 4: Click DONE.

<input type="checkbox"/>	<u>Linking User ID to Account</u>
<input type="checkbox"/>	Step 5: Click Add Account.
<input type="checkbox"/>	Enter Card Number and Click NEXT.
<input type="checkbox"/>	Step 6: Enter Validation Criteria.
<input type="checkbox"/>	Step 7: Click Add Card.

Contact ebtEDGE.Cardholder.portal@fisglobal.com if you have further questions. **** For your security please only send your Name, the last four digits on your card, and the issue you are experiencing. ****

Registration of New User ID and Password

1. Select **Register Here** on the Login page.



The screenshot shows the 'Login' page of the Cardholder Portal. At the top right, there are language options: English, Español, and Kreyòl Ayisyen. Below the header, there is a message: 'You can easily access your account balance and review your transaction history at anytime. Please login below by entering your User ID and Password.' A bolded note states: 'Your User ID can be used to access both the ebtEDGE Cardholder portal and ebtEDGE Mobile Application available in the Google Play or Apple App Store, there is no need to register again.' Below this, there are two links: 'First time logging in? Register Here' and 'Trouble Registering and creating Password? Login FAQ here'. A green arrow points to the 'Register Here' link. There are two input fields: '* User ID' and '* Password'. At the bottom right, there is a 'Login' button and a link for 'Trouble signing in?'. At the very bottom, there are links for 'Conditions of Use', 'Privacy Policy', and 'Accessibility'.

2. Complete the required fields and click Register. The Register button becomes active after the user enters the required information on the screen.


Please fill out all details accurately to create a User Profile.

Required Fields *

Trouble Registering and Creating Password? [Login FAQ here](#)

User ID *

Password *

Re-Enter Password * 

First Name *

Last Name *

Email Address *

Phone Number *

[Already Registered? Click here to Login](#)

Required Information:

- **Unique User ID**
 - The User ID must be between **4-35 characters** in length and contain at least one alphabetical character.
- **Password with Confirmation**
 - The Password can be **6-8 characters** and must contain at least **one upper case alphabetical character, one lower case alphabetical character, and one number**. Special characters such as @, #, and \$ can be used.
- **First Name**
- **Last Name**
- **Email Address**

- **Phone Number**
- Once the User ID and Password have been successfully created, the application will redirect the cardholder to setup challenge questions.

[Click Here to go to Registration Checklist.](#)

Setting Challenge Questions

After the cardholder has successfully created a User ID, the page will automatically be redirected to the Set Challenge Question page.

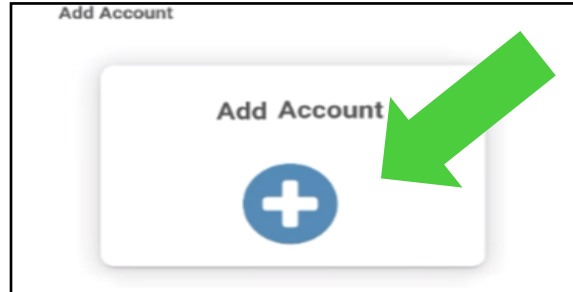
3. The application displays all three challenge questions on the screen. The cardholder selects a question from the Challenge Question drop-down and input their answer and confirm their answer.

4. After all required fields are entered, click **DONE**. When all three challenge questions are successfully set, the cardholder’s log in is complete, and the application displays the home page.

[Click Here to Return to Registration Checklist.](#)

Linking Account to User ID

5. To add an account to the User ID, the cardholder clicks the **Add Account**.



6. Enter the Card Number. Once the card number is validated, the screen will expand to show Next. Click the Next button to validate the card and display additional fields to validate the identity of the cardholder.

A screenshot of a form titled "Please enter your information below." with a sub-header "Required Fields *". It features a "Card Number *" label, a card icon, and a text input field containing "6104230000000000". A "Next" button with a right-pointing arrow is located at the bottom right of the form.

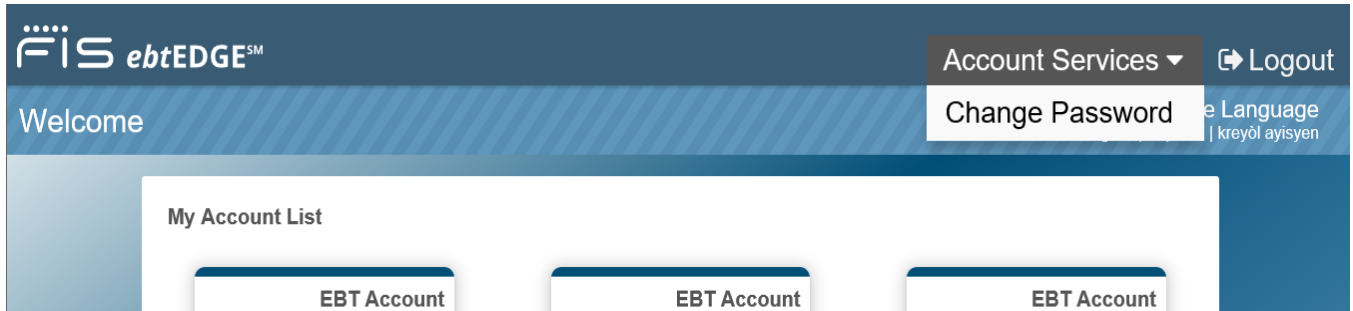
7. Enter the validation criteria. This is the same information that is used to validate the cardholder's identity when a cardholder selects or changes the password to a card. Once all required fields are complete, the Add Card button will be enabled.

8. Click Add Card. When the card has been successfully added, the application will redirect the cardholder to the home page.

[Click Here to Registration Checklist.](#)

Change Password


1. Select Change Password under the Account Services drop-down on the home page.






2. Enter the current password in the Old Password field, and then the new password with confirmation.

Please select a new password below.

Required Fields *

 Old Password *

 New Password *

 Re-enter New Password * 

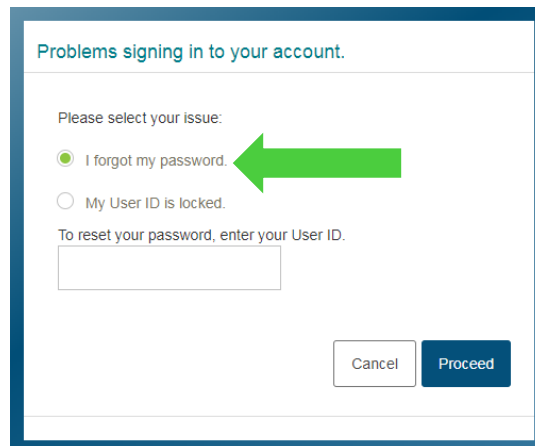
3. Select the Save button to update the password. When the password has been successfully changed, the application will redirect the cardholder to the Login page where they can log in using the new password.

Forgotten Password

1. Select the Trouble signing in link on the Login page.



2. Select the 'I forgot my password' option. Enter the User ID to reset the password and click Proceed.



3. Enter the answers to all three challenge questions and click Proceed.
4. An email like the sample shown below will be sent to the email address used to register the User ID.

From: IdP Dev Messenger <ldp-noreply@fisglobal.com>
Date: Thu, Mar 14, 2019, 7:06 AM
Subject: Password Reset Notification
To:

The password for your account TESTSTATEID has been reset to: 0L79YU4MG1
The information contained in this message is proprietary and/or confidential. If you are not the intended recipient, please: (i) delete the message and all copies; (ii) do not disclose, distribute or use the message in any manner; and (iii) notify the sender immediately. In addition, please be aware that any message addressed to our domain is subject to archiving and review by persons other than the intended recipient. Thank you.

5. Log in to the application using the User ID and temporary password that was sent in the email.
6. The application redirects the cardholder to reset their password. Enter the current temporary password in the Old Password field and the new password with confirmation. Click Proceed when all fields are complete.
7. Upon successful password reset, the application redirects the cardholder to the home page.

Please select a new password below.
Required Fields *

Old Password *

New Password *

Re-enter New Password *

Save Cancel

Forgot User ID

1. Select “Trouble Signing In” link on the Login page.

Login

English | Español | Kreyòl Ayisyen

You can easily access your account balance and review your transaction history at anytime.
Please login below by entering your User ID and Password.
First time logging in? Register Here

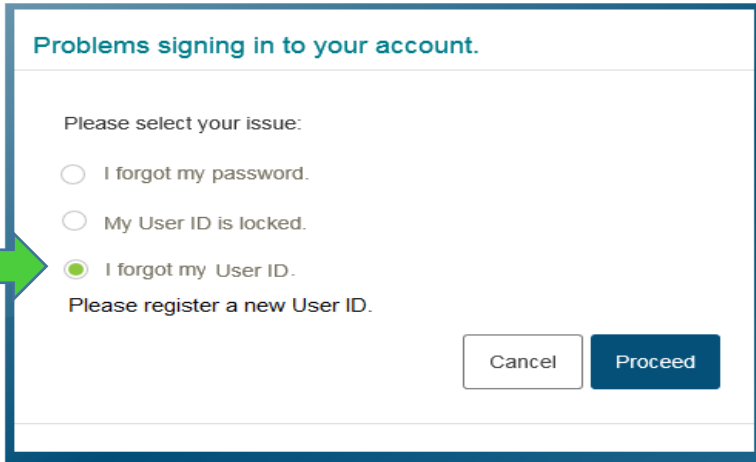
*User ID |

*Password

Trouble signing in? Login

Conditions of Use Privacy Policy Accessibility

2. Select "I forgot my User ID and click proceed. The user will be redirected to the Register Page to create a new account.



Problems signing in to your account.

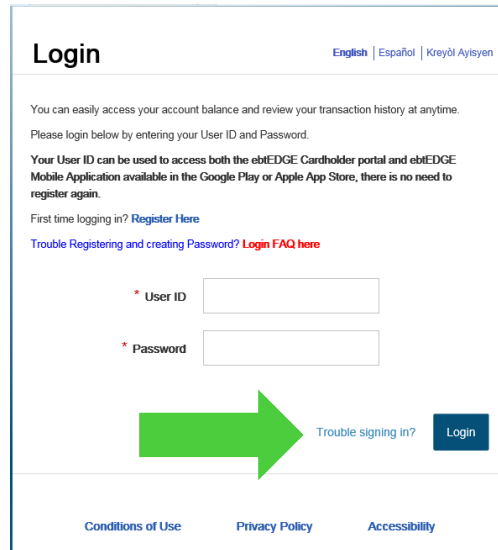
Please select your issue:

- I forgot my password.
- My User ID is locked.
- I forgot my User ID.

Please register a new User ID.

Unlock User ID

1. Select the Trouble signing in link on the Login page.



Login English | Español | Kreyòl Ayisyen

You can easily access your account balance and review your transaction history at anytime.
Please login below by entering your User ID and Password.

Your User ID can be used to access both the ebtEDGE Cardholder portal and ebtEDGE Mobile Application available in the Google Play or Apple App Store, there is no need to register again.

First time logging in? [Register Here](#)

Trouble Registering and creating Password? [Login FAQ here](#)

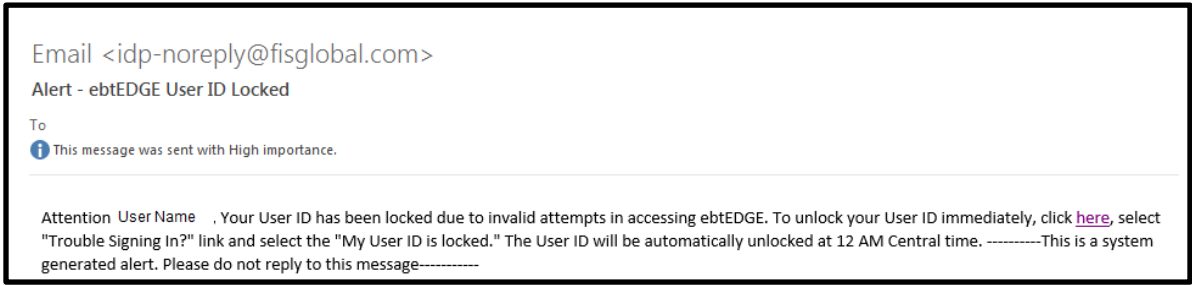
* User ID

* Password

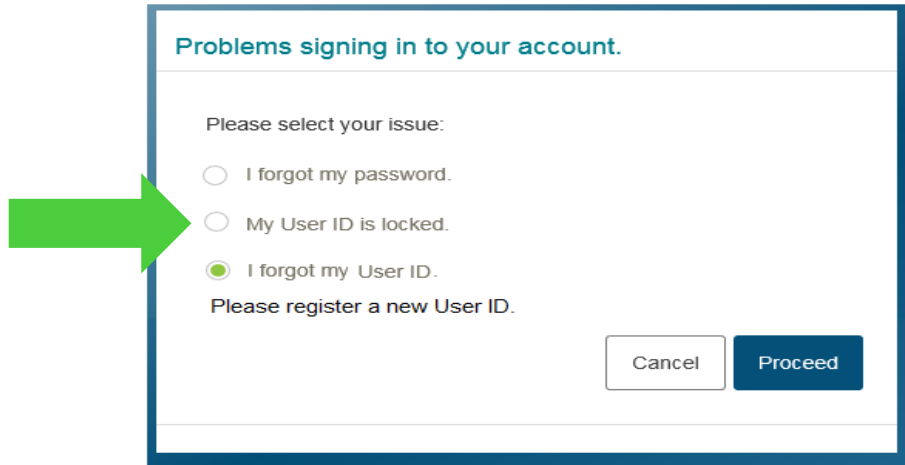
[Trouble signing in?](#)

[Conditions of Use](#) [Privacy Policy](#) [Accessibility](#)

Note: The User ID will become locked out after 3 consecutive invalid access attempts.

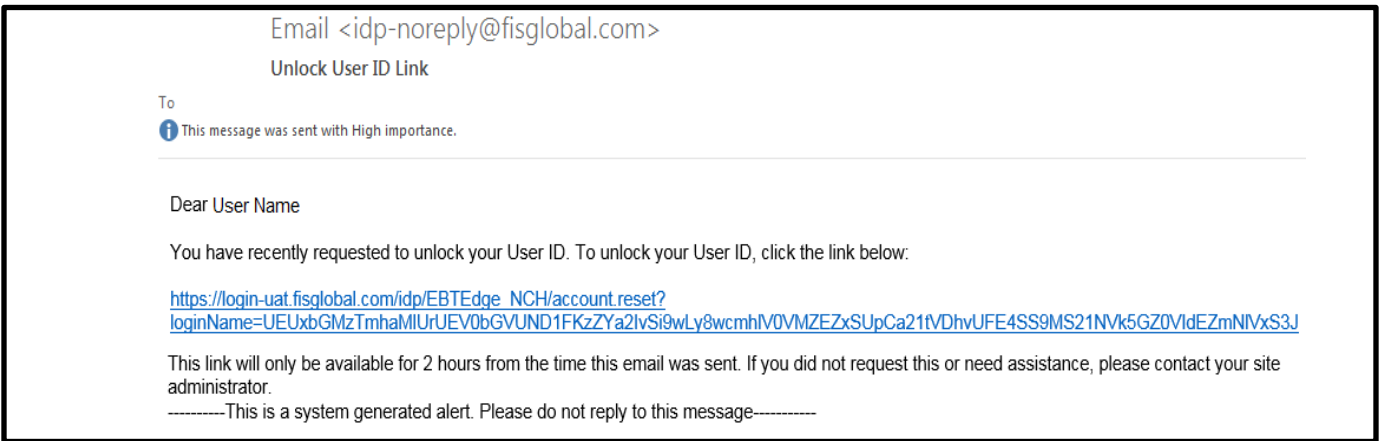


2. Select the My User ID is locked option and click Proceed.



3. Enter the answers to all three challenge questions and click Proceed.

4. An email like the sample shown below will be sent to the email address used to register the User ID.



5. The user will be re-directed to the home page and a message will display that the User ID was unlocked. The user can then log in to the application or reset their password.

Edit Challenge Questions and Password

1. Once the user has successfully logged into the Cardholder Portal or Mobile Application click on the Account Services dropdown in the upper right hand corner of the screen.
2. Then select “Update User Security Questions”.
3. To edit the questions and answers click **edit** in the right hand corner of the Challenge Question box.
4. To edit your password, click on **edit**.



Forgot Challenge Questions

1. If you forget the answers to the Challenge Questions please create a new account using a unique User ID. [Click here to go to Registration Checklist.](#)

Contact ebtEDGE.Cardholder.portal@fisglobal.com if you have further questions.