How to register for Global Card Access

Global Card Access is an online card management tool that gives you access to your card information whenever, wherever and however you need it. From the dashboard, you can quickly check your credit limit, balance, available credit and recent card activity. Other features like View PIN, Change PIN[1], Lock Card and Alerts[1] help you keep your card secure. For added convenience, you can easily view or download your current statement and up to 12 months of historical statements.

Register as a new user for Global Card Access (video tutorial)

Important: Registration information required varies based on region and account type.

1. Go to: bankofamerica.com/globalcardaccess and choose *Register now.*

2. Enter your 16-digit corporate card number and click *Continue.*

3. Enter your account information (e.g. expiration date, security code), select a verification option and click *Continue.*

   Possible verification options:

   - **Email:** The email option will send a one-time passcode to the email address provided at the time of account setup. If this option is selected, please confirm that the masked email displayed is an email you can access before continuing.

   - **Verification ID:** Available in North America and APAC, your verification ID is a code set up by your Program Administrator. If you are unsure of your verification ID, please contact your Program Administrator.

   - **Employee ID:** Available in North America only. If you are unsure of your employee ID, please contact your Program Administrator.

   - **Date of Birth:** Date of birth is only available to cardholders in EMEA.

4. Create your user ID, password and answer three security questions. This information will be used to verify your identity. Click *Continue*.

   - A user ID must be a minimum of 7 characters and a maximum of 50 characters.

   - A password must be a minimum of 8 characters and a maximum of 100 characters and include alphabetic and numeric characters. Passwords are case sensitive.

   - EMEA cardholders: The first security question may also be used to verify online purchases made using your EMEA Corporate Card.

5. Enter your user information (first name, last name, email address) and click *Submit.*

6. Accept the Terms and Conditions to complete your registration.

7. You will be taken to the Global Card Access login page to sign in with the user credentials you just created. You will also receive an email confirming your enrollment.

8. After signing in, if you have a card account that is ready to be activated, a pop-up box displays to remind you to activate your card. Click *Activate* to activate your card or *Activate later.* If you select *Activate later*, you can activate your card when ready by clicking *Activate my card* from the Quick actions menu.

Download the Global Card Access app for on-the-go access.
Check balances, view PIN, lock card or contact customer service quickly and easily.
The app is available in all major app stores.

Frequently Asked Questions

How long does it take a user to sign up?

The one-time registration process takes just a few minutes. Users register themselves by going to www.bankofamerica.com/globalcardaccess.

Can Bank of America set up users on their behalf?

No, all users must register themselves on Global Card Access and accept the Terms and Conditions for use of the website. Registration also requires the setup of a user ID and password, which the cardholder must create and memorize.

Can I register my personal Bank of America credit card(s) on Global Card Access?

No, Global Card Access is for commercial card programs only (Corporate Card, Purchasing Card, Commercial Card and Virtual Payables). Contact the customer service number on the back of your personal card if you have questions about your personal credit card program.

Where do I find my verification ID if I do not know it?

Cardholders who don't know their verification IDs can check with their Program Administrator, or call Cardholder Services at the number on the back of your card to obtain this information.

Why did I receive an error message during registration?

If any of the cardholder information entered when registering is incorrect, you will receive the error message: "We are unable to validate the information you provided." Please confirm accuracy of your information and complete the registration again. If you continue to receive an error message, or are unsure which information is incorrect, call the Cardholder Services number on the back of your card for assistance.

I am receiving a message that my account has already been registered.

You may have registered your card account in the past. If you cannot remember your user ID, select *Forgot User ID/Password* on the login page. Under the Forgot User ID section, enter the email address associated with your Global Card Access account and click *Get User ID*. An email will be sent to you with the user ID(s) corresponding to the email address. If you continue to have trouble, please call the Cardholder Services number on the back of your card for assistance.

My password is invalid, what do I do?

If you have forgotten your password, you can reset it by selecting *Forgot User ID/Password* on the login page. Under the Forgot Password section, enter the email address and user ID associated with your account and click *Reset Password*. An email will be sent to the email address you provide with password reset instructions. Cardholder Services can also assist with a password reset, if needed.

I never received my one-time passcode email. What should I do?

If you are having problems receiving your one-time passcode via email, the email may have been flagged as Junk Mail (look for an email from Global Card Access) or the email address on your account could be incorrect. If you are unsure which email is on file, call Cardholder Services using the number on the back of your card, and they can confirm/update the email on file. Remember that there are alternative methods to verify your account beyond one-time passcode, such as verification ID or employee ID.

Why is the Global Card Access link not working?

If the Global Card Access link is bookmarked, it can occasionally time out. If this happens, close the browser window and re-establish the session by typing the URL: www.bankofamerica.com/globalcardaccess.

In what languages is Global Card Access available?

English, French, Spanish, Italian and German.