






Your Cardholder Tools All in One Place.

Global Card Access

Global Card Access is our online card management tool, with access to your critical tools in a mobile-friendly website, bofa.com/globalcardaccess.

Our mobile-friendly dashboard offers a quick view of your account details like available balance and recent card activity in real-time. Simple and smart features also provide the controls you need to help protect your account while on the go

Key Functionality:

- ****** **View or change² PIN** – Can't remember your PIN? View your PIN from any device.
-  **Custom Alerts¹** – Receive SMS text, email or a phone call to help protect your card against fraud. Admin reports provide additional layer of visibility.
-  **Lock/Unlock your card** – Misplaced your card or planning a break from business travel? Temporarily lock or unlock your card.
-  **View statements¹** – Easily access up to 13 months of statements.

Additional Resources:



[Cardholder Reference Guide](#)

Visit Page 11 of the Reference Guide for in depth information on GCA first time registration and Alerts. Additional resources are available in the [GCA User Guide](#) and [GCA User FAQ](#).



[Cardholder Servicing](#)

The number for Cardholder Servicing is on the back of your card. Call our servicing team for help with changing your PIN or for assistance with User ID and password.

¹ Not all companies may have this feature enabled. ²Change PIN coming soon to North America.

Frequently Asked Questions:

How do I register for Global Card Access (GCA)?

Visit the GCA web site: www.bofa.com/globalcardaccess.

Under the “Create an Account?” Section, click on Register a card:

1. Enter your 16-digit card number. Confirm that the “I am a cardholder” button is pre-selected and continue.
2. Enter your name exactly as it appears on your card, the expiration date and the 3-digit security code (CVV).
3. Verify your card using either a Verification ID or Employee ID (your Program Administrator can provide this if you do not know it). If you select email address to verify your account, a one-time passcode will be emailed to the address we have on file.
4. Complete the registration by creating a user name and password, selecting three security questions and accepting the Terms and Conditions.

For more detailed instructions, please reference the [Global Card Access User Guide](#).

Why did I receive an error message during registration?

If any of the cardholder information entered when registering is incorrect, you will receive an 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 what information is correct, 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 in the past. If you cannot remember your User ID, please call the Cardholder Services number on the back of your card for assistance.

My password is invalid, what do I do?

Reset your password by selecting “forgot password” and using the self-service tool. Cardholder Servicing can assist with a password reset, if needed.

I never received my one-time passcode email?

If you are having problems receiving your one-time passcode via email, the email may have been flagged as Junk Mail or the email address on your account could be out of date. If you are unsure which email is on file, call Cardholder Services using the number on 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.

How do I access a copy of my statement?

Log into GCA and click on the View Statements link under the Quick Actions menu. Then click on View Last Statement. Online statements are available to all cardholders¹. If you do not see any statements here, your organization may not have turned this feature on. You may request online statements by contacting Cardholder Services using the phone number on the back of your card.

Why is the GCA link not working?

If the GCA link is bookmarked, it can occasionally time out. If this happens, close the browser window and re-establish the session by going back to the URL: www.bofa.com/globalcardaccess.

¹ Not all companies may have this feature enabled.