



# Access<sup>®</sup> Online

# Contents

Online Registration .....	2
Passwords and Password Phrases.....	7
Passwords .....	7
Allowed Special Characters for Passwords.....	7
Password Phrases.....	7
Allowed Special Characters for Password Phrases.....	7
Enrolling in Enhanced Security Authentication.....	10

# Online Registration

When you register online, you specify your user ID, specify your password, specify your contact information, and register your accounts. After you complete this process, you are ready to begin using Access Online.

Your organization may have enabled enhanced security for both the Access Online web site and the mobile app. When you register online, you may enroll in or decline the enhanced security option, as described in *Enrolling in Enhanced Security Authentication* on page 10.

If your program *does not* use online registration, then your Program Administrator has already registered you, and you can log in to Access Online right away. (Refer to the *Access Online: Navigation Basics* user guide for procedures on logging in.)

## Access<sup>®</sup> Online

---

[Contact Us](#)  
[Login](#)

### Welcome to Access Online!

Please enter the information below and login to begin.

\* = required

**Organization Short Name:\***

**User ID:\***

**Password:\***

[Forgot your password?](#)

[Register Online](#)

[Activate Your Card](#) | [Change Your PIN](#)

1. Click the **Register Online** link.



### Online Registration

#### Account Information

Please enter the account information below and select Send a Code. We'll use your email address on file to send you a passcode. To register additional accounts, go to My Personal Information.

\* = required

**Organization Short Name: \***

**Account Number: \***

**Account Expiration Date:**  
Month \*  Year \*

[<<Back to Login Page](#)

2. Type your organization short name.

3. Specify your account information.

### Online Registration

#### Account Information

Please enter the account information below and select Send a Code. We'll use your email address on file to send you a passcode. To register additional accounts, go to My Personal Information.

\* = required

**Organization Short Name: \***

**Account Number: \***

**Account Expiration Date:**  
Month \*  Year \*

[<<Back to Login Page](#)

4. Click the **Send a Code** button.

**Tip!** If you make a mistake in typing your information, then Access Online displays an error message. If you receive this error message, then check your entries for formatting (e.g., that you do not have spaces in your account number), correct the information, and continue. If you cannot continue, then contact the Help Desk or your Program Administrator for assistance. If you become locked out of the registration, then your Program Administrator can unlock you.

If you do not complete a required field (designated with an asterisk on the screen), then Access Online displays the following error message: "A required field has been left blank, please complete." If you receive this error message, then check the required fields and complete the blank ones.

**From:** Access Online <[donotreply@access-online.com](mailto:donotreply@access-online.com)>  
**Sent:** Wednesday, August 7, 2019 9:50 AM  
**To:** Smith, Carlos <[csmith@acme.com](mailto:csmith@acme.com)>  
**Subject:** Access® Online Passcode

Here's your passcode.

To register your account, please enter the following passcode on the Online Registration: Passcode page. The code will be active for 15 minutes.

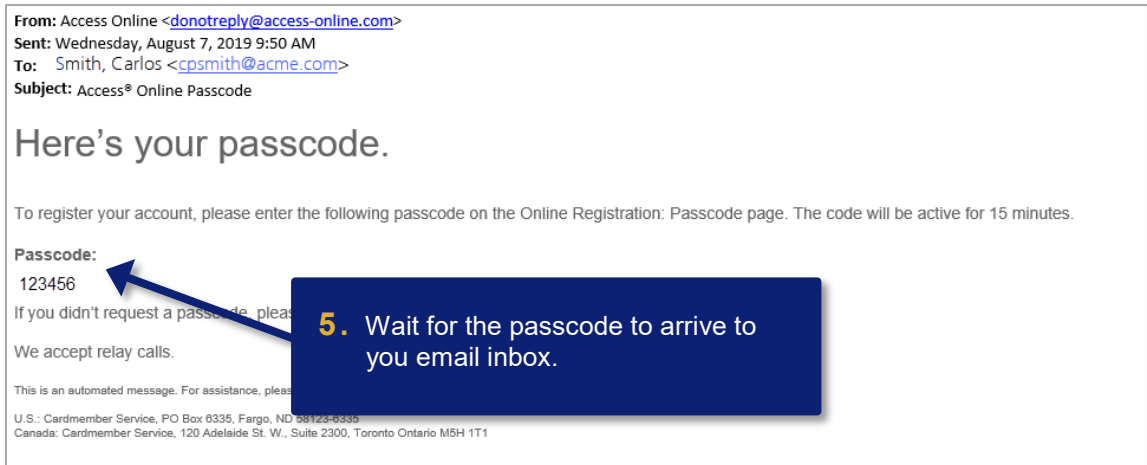
**Passcode:**  
123456

If you didn't request a passcode, please contact your organization's IT department.

We accept relay calls.

This is an automated message. For assistance, please contact your organization's IT department.

U.S.: Cardmember Service, PO Box 8336, Fargo, ND 58123-8336  
Canada: Cardmember Service, 120 Adelaide St. W., Suite 2300, Toronto Ontario M5H 1T1



**Online Registration**  
**Passcode**

A passcode was sent to your email address on file:

c\*\*\*\*h@acme.com

The passcode will expire in 15 minutes. You may request another passcode after one minute. If this email address doesn't look correct, please contact your organization.

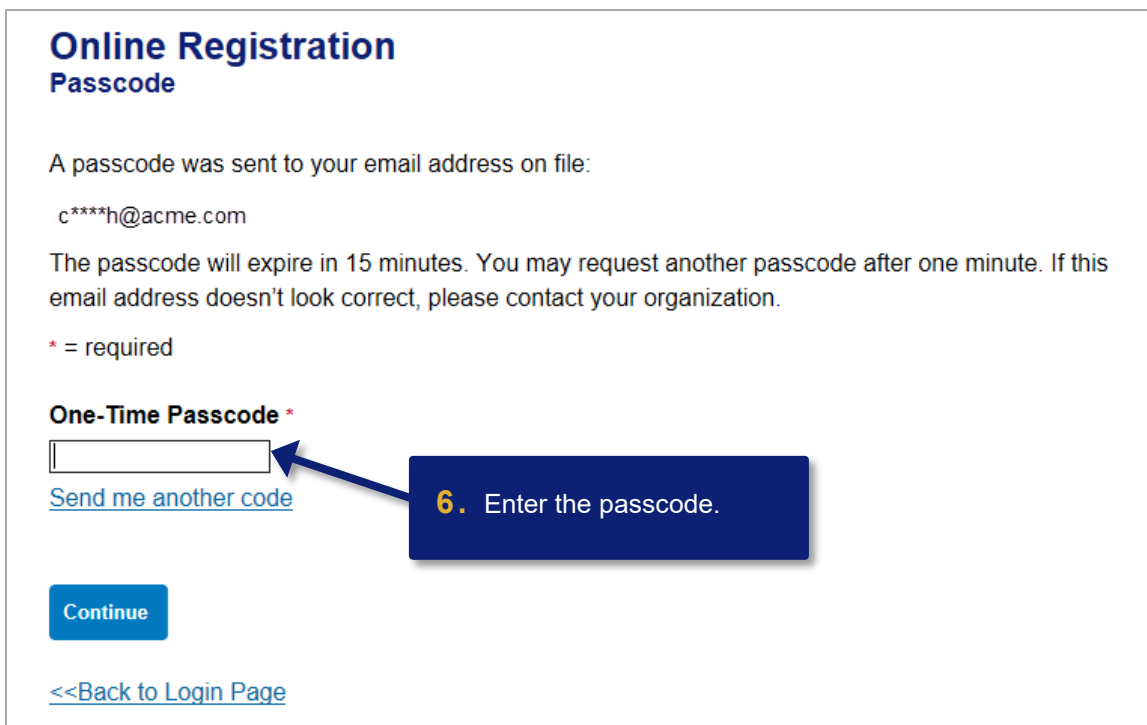
\* = required

**One-Time Passcode \***

[Send me another code](#)

**Continue**

[<<Back to Login Page](#)



## Online Registration

### Passcode

A passcode was sent to your email address on file:

c\*\*\*\*h@acme.com

The passcode will expire in 15 minutes. You may request another passcode after one minute. If this email address doesn't look correct, please contact your organization.

\* = required

### One-Time Passcode \*

[Send me another code](#)

Continue

7. Click **Continue**.

[<<Back to Login Page](#)

## Licensing Agreement

Please read and accept the Licensing Agreement to

8. Review the licensing agreement.

### Access Online Terms of Service

#### 1. ACKNOWLEDGMENT AND ACCEPTANCE OF TERMS OF ACCESS ONLINE

Access Online, owned and operated by Bank, is provided to the customer under the terms and conditions of this Access Online Terms of Service (ATS) which incorporates by reference any operating rules or policies that may be published by Bank. The ATS as it may hereafter be amended or modified without notice, comprises the entire agreement between Customer and Bank and supersedes all prior

commence within one (1) year after the cause of action arose; otherwise, such cause of action is permanently barred.

The section titles in the ATS are solely used for the convenience of the parties and have no legal or contractual significance.

I Decline

I Accept

9. Click the **I Accept** button.

**Online Registration**  
Password and Contact Information

Organization Short Name: BLAFS  
Functional Entitlement Group: CHE001

User ID & Password

\* = required

User ID: \* (7 to 20 alpha-numeric characters)

Password: \*

Confirm Password: \*

Authentication

Please select three unique authentication questions and responses. This information will be used in the event that you forget your password.

Authentication Question 1:

Authentication Response 1: \*

Authentication Question 2:

Authentication Response 2: \*

Authentication Question 3:

Authentication Response 3: \*

Contact Information

First Name: \* Last Name: \* MI:

Address 1: \* Address 2:

City: \* State/Province: \* Zip/Postal Code: \*

Country: \*

Phone Number: \* Fax Number:

Email Address: \*

Continue Cancel Registration

Required fields have red asterisks.

10. Type a user ID between 7 – 20 alphanumeric characters.

Your organization may use passwords or password phrases. Click the **Information** icon to find out which option your organization uses and to get suggestions and requirements.

11. Specify your password/password phrase by typing your password/password phrase two times.

12. Specify your authentication questions and responses.

13. Specify your contact information.

## Passwords and Password Phrases

### Passwords

Passwords must be 12 – 99 alphanumeric characters. Passwords must contain *at least* one uppercase letter, one lowercase letter, one number, and one special character. You cannot use any part of the user ID, the first name, or the last name. You cannot reuse a password for 12 months. Passwords are case-sensitive.

### Allowed Special Characters for Passwords

`	-	=	'	;	/	.
'	!	@	#	\$	%	*
(	)	_	+	{	}	
:	?	<	>	^	~	

### Password Phrases

Password phrases are a phrases, instead of single words. You can include multiple words with or without spaces, but do not put a space at the beginning or end of the password phrase and do not put two spaces together. Your password phrase must be at least 14 characters long, but longer is better. Your password phrase can include numbers and special characters, but they are not required. Your password phrase should be unique, so do not use lyrics, quotations, and aphorisms.

### Allowed Special Characters for Password Phrases

For password phrases, the system allows *all* special characters without restrictions.

**Learn More:** Access Online requires all users to set three authentication questions and answers. This practice increases the security of system access and thus protects the account information in Access Online. If you registered online, then you set your authentication questions answers then. You can update your questions and answers at any time using the My Personal Information function. Refer to the *Access Online: My Personal Information* quick start guide. You also answer one of your questions if you use the Forgot Your Password function. Program Administrators can view, but not edit, your questions. Program Administrators cannot view your answers. Help desk staff can also see your questions, but not your answers. Help desk staff can only validate as correct/incorrect the answers you give them on the telephone.

### Online Registration

#### Password and Contact Information

Organization Short Name: BLAFS  
Functional Entitlement Group: CHF001

#### User ID & Password

\* = required

**User ID:** \* (7 to 20 alpha-numeric characters)

**Password:** \*  ⓘ

**Confirm Password:** \*

#### Authentication

Please select three unique authentication questions and responses. This information will be used in the event that you forget your password.

**Authentication Question 1:**

**Authentication Response 1:** \*

**Authentication Question 2:**

**Authentication Response 2:** \*

**Authentication Question 3:**

**Authentication Response 3:** \*

#### Contact Information

**First Name:** \*  **Last Name:** \*  **MI:**

**Address 1:** \*  **Address 2:**

**City:** \*  **State/Province:** \*  **Zip/Postal Code:** \*



**Country:** \*

**Phone Number:** \*  **Fax Number:**

**Email Address:** \*

**14.** When you are done, click Continue.

Access® Online

 Chat With Us  
 Log Out

---

System Administration

Event Driven Notification

Order Management

Transaction Management

Account Information

Reporting

Data Exchange

My Personal Information

## Welcome to Access Online Carlos Smith

Your last login was 08/07/2019

**Message Center**

[Message\(s\) from Access Online](#)

**Language Selection:**

American English ▾

**Quick Links**

[Manage Home Page Settings](#)

[Account Alerts](#)

[Manage Contact Information](#)

[Manage Email Notifications](#)

[Run Transaction Detail Report](#)

[View All Statements](#)

[View Last Cycle Transactions](#)

---


**Home**

Email Center

Contact Us

Training

**Purchasing**

Account Name:	CARLOS SMITH
Account Unique ID: 	0712-9176-1900-0202
Account ID:	219176000411
Account #:	**1234
Account Status:	Open

---

Current Balance:	\$0.00
Credit Limit:	\$1.00
Available Credit:	\$1.00

This information is updated as of the previous business day and may not reflect current account activity.

**Last 10 Transactions Posted**

Posting Date	Merchant	Amount
07/19	RED ROOF INNS BLAT	\$67.31
07/19	RED ROOF INNS BLAT	\$67.31 CR
07/18	NEWS DEALERS BLAT	\$170.92
07/18	BLATS MELIA BLAT	\$1.00

If you did not enroll in Enhanced Security Authentication, then you are logged into Access Online.

## Enrolling in Enhanced Security Authentication

When you register online, your organization may allow or require you to enroll in Enhanced Security Authentication. With Enhanced Security Authentication, you request and enter a single-use passcode every time you log in to Access Online, for additional security.

Your organization may let you choose to use either your mobile telephone or your email address to receive the one-time passcode. Your organization may also have only one of those options available.

**Learn More:** If your organization lets you choose between mobile phone and email, then you have the option to pick which one. If you select to use email, the system uses the email address already in the system. If you do not already have an email address in the system, the system prompts you to specify an email address during enrollment. Your one-time passcode arrives at your email inbox each time you log in.

Our example shows mobile phone enrollment. No matter which option you use, the overall process for enrolling is the same.

**Learn More:** You can manage your enrollment using the My Personal Information function. Refer to the *Access Online: My Personal Information* quick start guide.

The screenshot shows the 'Enhanced Security Authentication Enrollment Preferences' screen. It includes a title, a paragraph of instructions, a note, a section for selecting a verification method, and a 'Continue' button. Three blue callout boxes with arrows point to specific elements: 1. Points to the radio button for 'Text Me a Passcode'. 2. Points to the radio button for 'No additional method'. 3. Points to the 'Continue' button.

**Enhanced Security Authentication Enrollment Preferences**

Please choose an additional method to verify your identity. You can change your preferences on the My Personal Information page.  
Note: Mobile phone must be a U.S. or Canadian number.

**Verify me using the following method:**

- Text Me a Passcode
- Email Me a Passcode
- No additional method

**Continue**

1. Select which Enhanced Security Authentication option you want to use, if needed.
2. If your organization makes enrollment optional, then you can select *No additional method*.
3. Click **Continue**.

## Enhanced Security Authentication Text Me a Passcode

Please enter your mobile number below.

\* = required

Mobile Number (U.S. and Canada only): \*

By providing your mobile number, you expressly agree to receive text messages. Message and data rates may apply and you are responsible for any such charges. Please review our [Privacy Policy](#)

You must view and agree to the [Terms and Conditions](#) before continuing.

I have read and agree to the Terms and Conditions agreement. \*

Continue

[<<Back](#)

4. Click the **Privacy Policy** link. The policy opens in a new window.

## Privacy

5. Review the privacy policy.

### Consumer Privacy Policy

- [Consumer Privacy Pledge](#)
- [Exercise Your Privacy Choice](#)
- [Want to know more about Consumer Privacy Pledge](#)
- [Online Privacy and Security](#)
- [Email Preferences](#)
- [How we use your cellular phone number](#)

6. Return to the *Enhanced Security Authorization* screen.

## Contact us

 Call 800.473.6372

 Find a branch

## Enhanced Security Authentication Text Me a Passcode

Please enter your mobile number below.

\* = required

Mobile Number (U.S. and Canada only): \*

By providing your mobile number, you expressly consent to receive text messages. Message and data rates may apply and you are responsible for payment. Please review our [Privacy Policy](#)

You must view and agree to the [Terms and Conditions](#) before continuing.

I have read and agree to the Terms and Conditions agreement. \*

**Continue**

[<<Back](#)

**7. Click Terms and Conditions.**

## Enhanced Security Authentication Terms and Conditions

By providing us with a telephone number for a mobile device, including a number that you later convert to a mobile device number, you are expressly consenting to receiving communications-including but not limited to prerecorded or artificial voice message calls, text messages, and calls made by an automatic telephone dialing system-from us and our affiliates and agents at that number. This express consent applies to each such telephone number that you provide to us now or in the future and permits such calls for non-marketing purposes. Calls and messages may incur access fees from your mobile services provider.

Message frequency depends on your account usage. You may opt out at any time by replying STOP to the text message. By sending STOP, you agree to one additional confirmation message stating that you've opted out and will no longer receive messages from this Access Online Enhanced Security Authentication service. You must be the mobile phone account holder or have permission from the account holder to use this service. You are not responsible for any charges or condition of purchasing any property, goods or services. Wireless providers and wireless provider are not liable for any delayed or undelivered messages that may be delayed or not delivered due to factors outside of our Bank's control. Standard text messaging fees and data rates may apply and are governed by your mobile provider.

You can manage your mobile phone and email preferences online in the My Personal Information area of Access Online. Receive additional support or help by calling 888-994-6722. Please review our [Privacy Policy](#).

8. Review the terms and conditions for Enhanced Security Authorization.

9. Click **Back to Enrollment**.

[<<Back to Enrollment](#)

## Enhanced Security Authentication

### Text Me a Passcode

Please enter your mobile number

\* = required

Mobile Number (U.S. and Canada only): \*

6121231234

By providing your mobile number, you expressly consent to receive text messages. Message and data rates may apply and you are responsible for any charges. Please review our [Privacy Policy](#)

You must view and agree to the [Terms and Conditions](#) before continuing.

I have read and agree to the Terms and Conditions agreement. \*

Continue

[<<Back](#)

10. Type your mobile telephone number. If you selected to use your email address, then the system uses the email address in the system or prompts you to specify your email address.

11. Select the *I have read and agree to the Terms and Conditions agreement* check box.

12. Click Continue.

## Enhanced Security Authentication Passcode

Please enter the code we sent to your mobile number. It will expire in 15 minutes.  
You may request another code after one minute.

\*= required

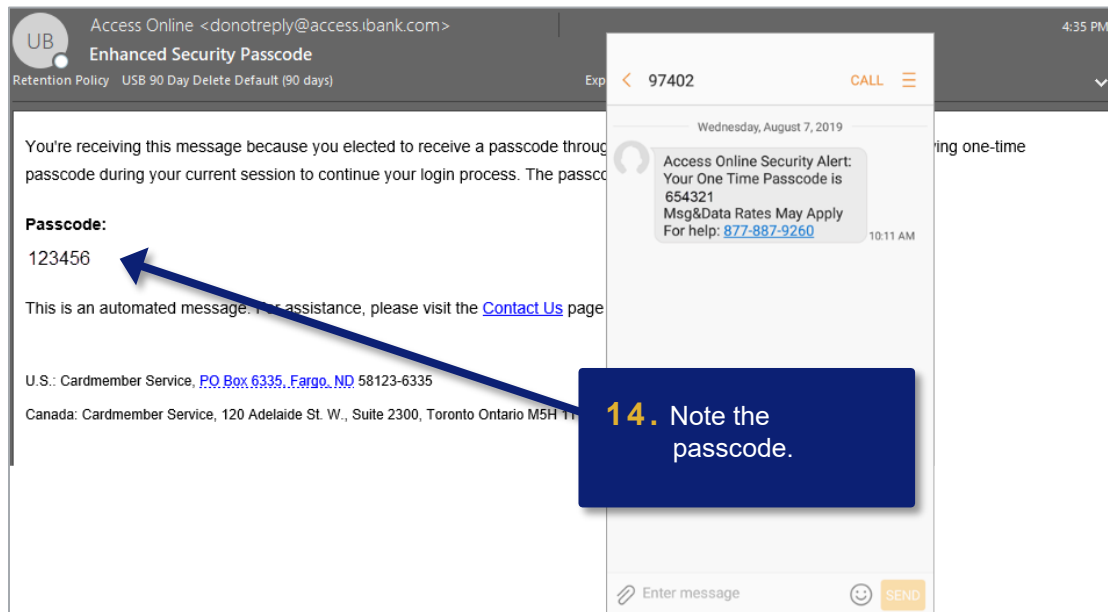
**One-Time Passcode:\***

[Send me another code](#)

Continue

[<<Back](#)

**13.** Wait for the passcode to arrive to your mobile telephone or your email inbox.



**14.** Note the passcode.

## Enhanced Security Authentication Passcode

Please enter the code we sent to your mobile number. It will expire in 15 minutes.  
You may request another code after one minute.

\*= required

One-Time Passcode:\*

[Send me another code](#)

Continue

[<<Back](#)

15. Type the passcode.

If you do not get your passcode within 15 minutes, click **Send me another code**.

16. Click **Continue**.

Access Online

Log Out

### Licensing Agreement

Please read and accept the Licensing Agreement to continue.

#### Access Online Terms of Service

##### 1. ACKNOWLEDGMENT AND ACCEPTANCE OF TERMS OF ACCESS ONLINE

Access Online, owned and operated by Bank, is provided to the customer under the terms and conditions of this Access Online Terms of Service (ATS) which incorporates by reference any operating rules or policies that may be published by Bank. The ATS as it may hereafter be amended or modified without notice, comprises the entire agreement between Customer and Bank and supersedes all prior agreements between the parties regarding the subject matter contained herein. By logging on to Access Online and clicking the "I Accept" button, you are indicating Customer's agreement to be bound by all of the terms and conditions of the ATS and that you have the authority to so agree on behalf of Customer.

If any provision(s) of the ATS is held by a court of competent jurisdiction to be contrary to law, then such provision(s) shall be construed, as nearly as possible, to reflect the intentions of the parties with the other provisions remaining in full force and effect.

Bank's failure to exercise or enforce any right or provision of the ATS shall not constitute a waiver of such right or provision. Bank and Customer agree that any cause of action arising out of or related to the use of Access Online or the ATS, including such cause of action for breach of contract, shall be brought in the courts of the state of New York.

The section titles in the ATS are solely used for the convenience of the parties.

I Decline

I Accept

17. Click the **I Accept** button to accept the terms of the licensing agreement and continue.

Access® Online
Log Out

---

- Event Driven Notification
- Payment Plus
- Order Management
- Transaction Management
- Account Information
- Reporting
- My Personal Information

## Welcome to Access Online TONY PAULUS

Your last login was 08/25/2017

**Message Center**

[Message\(s\) from Access Online](#)

**Pre-Auth Purchasing**

Acct#/Name: ...7629 PURCHASING WEST

Account ID: 006976299071

Account Status: Open

---

Current Balance: ⓘ \$0.00

Credit Limit: ⓘ \$1.00

Available Credit: ⓘ \$1.00

**Last 10 Transactions Posted**

Posting Date	Merchant	Amount
07/25	PAULSEN FOODS LLC	\$10,685.25
07/20	PAULSEN FOODS LLC	\$13,333.32
07/15	PAULSEN FOODS LLC	\$19,595.00
07/11	PAULSEN FOODS LLC	\$16,802.60
07/06	PAULSEN FOODS LLC	\$25,299.92
06/26	PAULSEN FOODS LLC	\$10,016.82
06/22	PAULSEN FOODS LLC	\$16,199.25
06/15	PAULSEN FOODS LLC	\$6,183.45
06/11	PAULSEN FOODS LLC	\$17,619.00
06/05	PAULSEN FOODS LLC	\$13,234.30

Language Selection:

American English ▾

Home

Contact Us

Training

[Manage Contact Information](#)

[Manage Email Notifications](#)

[Run Transaction Detail Report](#)

[View All Statements](#)

[View Last Cycle Transactions](#)

[View Open Transactions](#)

ⓘ Information

After you enroll in Enhanced Security Authorization, you request a single-use passcode each time you log in.

©2020 Elavon Financial Services. All trademarks are the property of their respective owners.

You may not reproduce this document, in whole or in part, without written permission.

CAT ID: NA

## **Survey**

Please take a few minutes to respond to a short [survey](#) on our training.