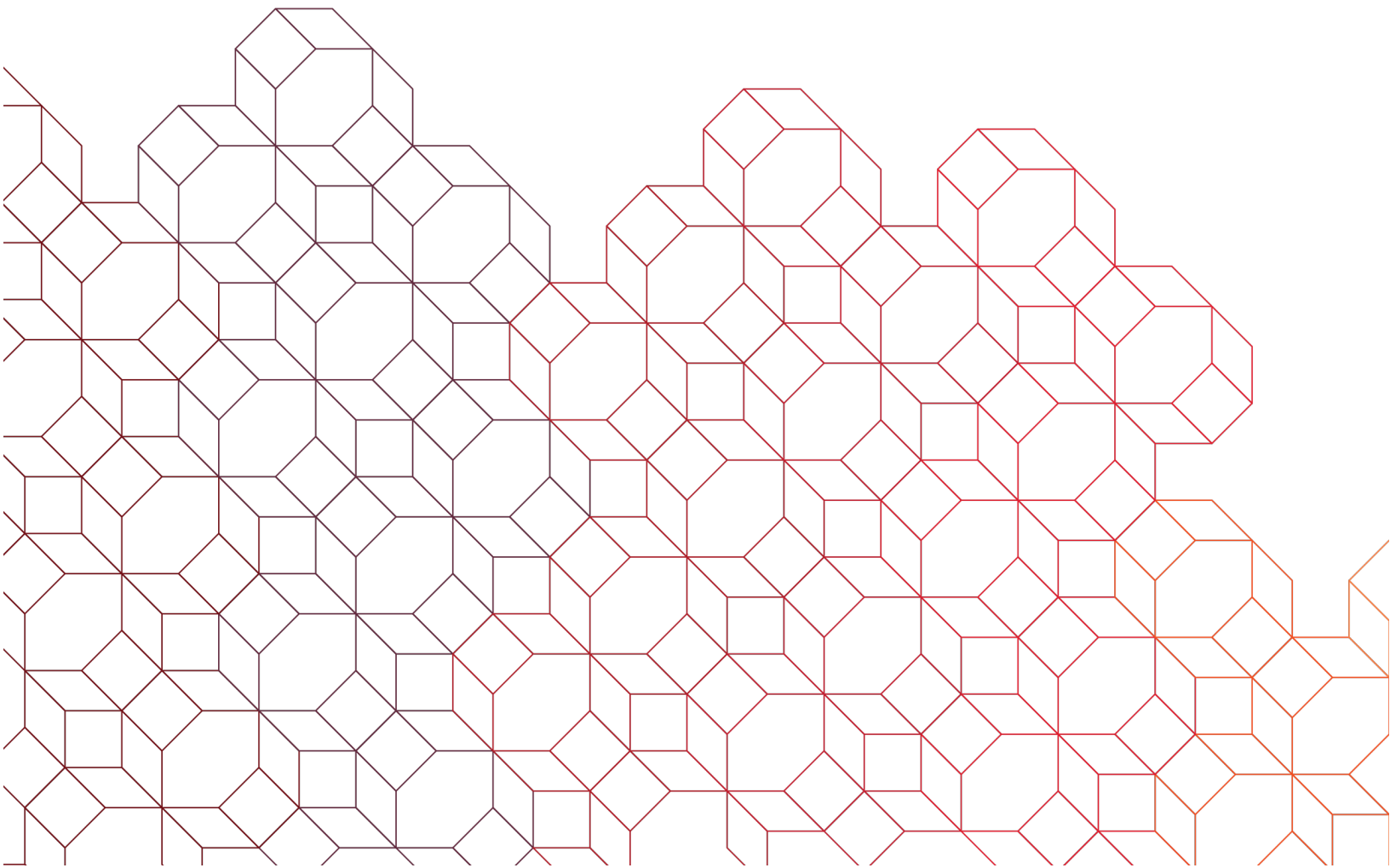




Spend Control

Password Reset Instructions



Program Administrators have the ability to unlock access and reset passwords for any User or fellow Administrators. Below you will find instructions and important notes on the two password reset options.

User/Admin Password Reset from Login screen

From Login screen, click “Forgot Password” link > Enter in Username (case sensitive) > You will be prompted to answer security question > An email containing a temporary password will be sent from MasterCard.

Note: If User/Admin **did not** receive temporary password email, it is likely because their profile is locked due to inactivity/too many failed attempts or because the Username input was input incorrectly.

If your user/admin has completed these steps and have not received password reset email, forgot username or still not able to login, please reach out to an Administrator to complete steps below.

Administrator to Unlock profile and Reset Password

Program Administrator login to Spend Control > go to User > User Summary > Search > Click on the User ID (blue hyperlink).

Step #1: In the User Information section, change the Status Code from “Inactive” to “Active” > Click “Save”.

Step #2: **Do not proceed until Step 1 has been saved.** Now you can click the “Reset Account Access” button > This will send temporary password email. The email will come from sdg2@mastercard.com.

Important: If the user/admin access was locked (Inactive), the User profile will only remain unlocked for 1 day. This means that if the user is not able to attempt login the same day, steps #1 and #2 will need to be repeated.

If the User/Admin has forgotten their username, you will be able to see that listed under the User ID field. Please note the Username **is case sensitive**.

The screenshot shows the 'USER INFORMATION' form. On the left, there are input fields for 'Display Name' (Test User), 'First Name' (Test), and 'Last Name' (User). Below these is the 'User ID' (TESTUSER1) and 'Last Password Change' (Never) with a 'Clear Security Question' checkbox. On the right, there are fields for 'Phone Number', 'Opt Out of E-mail' (No), and 'Status Code' (ACTIVE). A red box labeled 'Step 1' highlights the 'Status Code' dropdown and the 'Save' button. Another red box labeled 'Step 2' highlights the 'Reset Account Access' button.

If you have any questions, please contact CorporateCardSupport@bokf.com.

