

Instructions for Setting Up Your Card

Register a New Account or Login

- Go to **My Account**.
- If new account, select "Register" & follow instructions below:
 - Fill out the form, create a username and password, then click "Register".
 - Retrieve the activation code from email SoGoCashCard_noreply@e-customer-service.com (check junk or spam folder if needed).
- Log in and enter activation code in pop-up window.

To activate your account, click on the link below or copy and paste the link to the address line of your Internet Browser. Log in with your user name and password. You will then be prompted to enter your activation code, which can be found below.

https://sogocashcard-canada.prepaidaccess.com/consumer?locale=en_CA

Your activation code is: **t4s6Y6H7**

If you have any questions, please contact us at SoGoCashCard_USA@Sodexo.com.

*Example of email w/ activation code

Add a New or Additional Card

- Go to **My Account** and log in.
- Go to the **Register New SoGo Cash Card** tab.
- Insert Card Number, PIN on back of card (peel off cover), and Card Description. If card doesn't contain PIN, it cannot be registered.
- Click "Activate" to active & register a new card without adding funds.
- Click "Register" to register & add funds to a card.

*Enter your SoGo card information under the My SoGo Cash Card tab

Auto Reload

Auto Reload Rule Set Up

- **Threshold** - Automatically adds funds on a card whenever the balance is below the threshold.
 - We suggest a reload amount (minimum) of \$25, when the balance is \$15.
- **Time based** - Automatically adds funds on a card at the specific time requested (e.g., weekly, monthly).

SoGo will email confirmation each time a card is loaded.

*Set up your card with auto reload

Manual Reload

Manual Reload adds funds on your card whenever you access the site & initiate the reload.

- Enter credit card details (minimum reload \$25).
- Save your credit card information for future use.

SoGo will email confirmation each time a card is loaded.

*Manually set up and add funds on your card

Need Help?

Check our **FAQ section** for quick answers to common queries, or call us at **1-888-345-7646** directly for personalized assistance. We're committed to ensuring your experience with us is seamless and satisfactory.