

# Debit & Credit Card Controls

**It's Me 247** Mobile App Card Controls gives you more control over when your plastic is available, limiting the window of opportunity for fraudulent or unauthorized use. Members can simply follow the process outlined in this guide to quickly and easily deactivate and reactivate their plastics with the touch of a button.

This guide details the member experience when logging in to activate or deactivate plastics from start to finish.

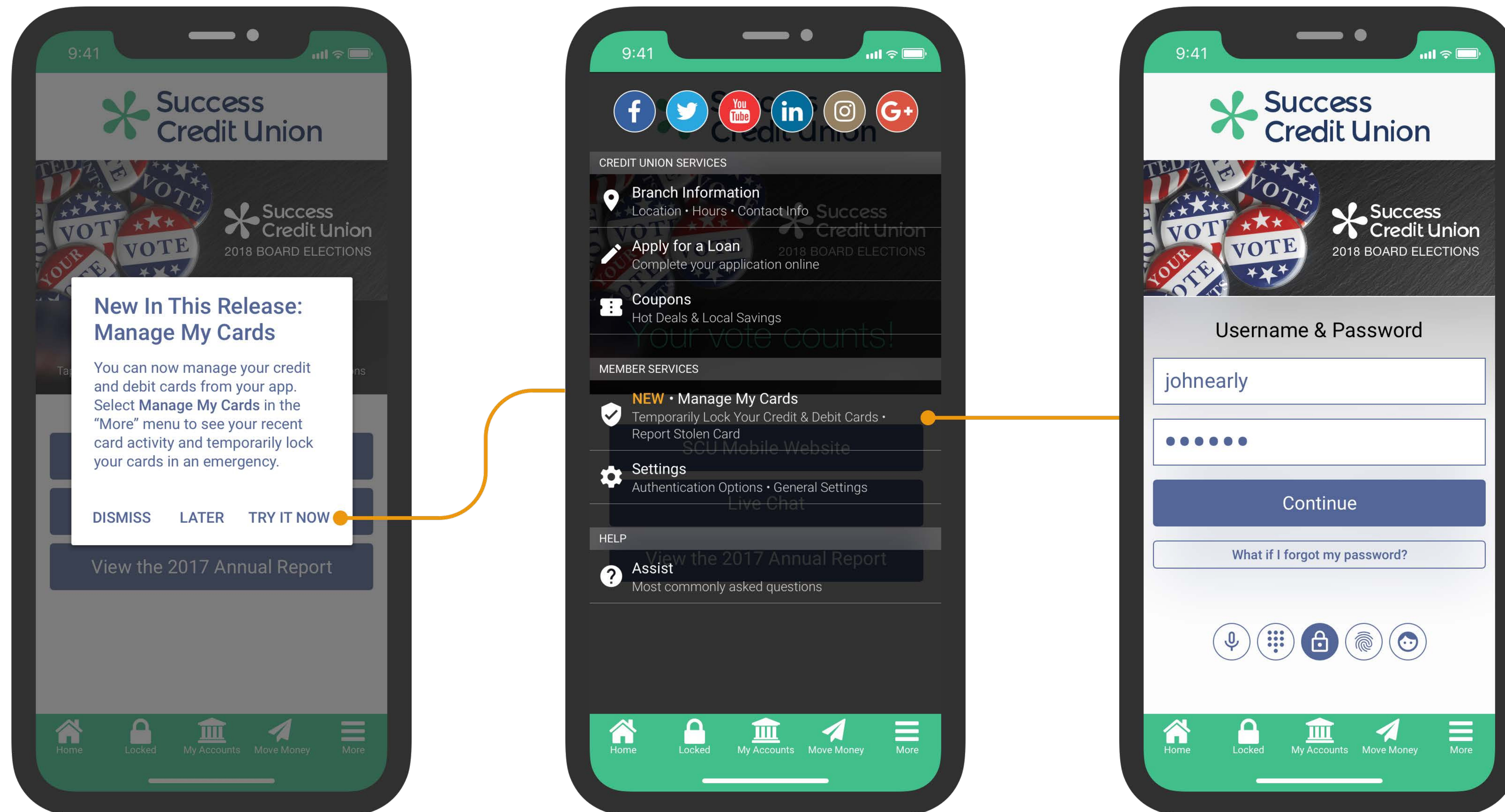




# Accessing Card Controls

User Journey

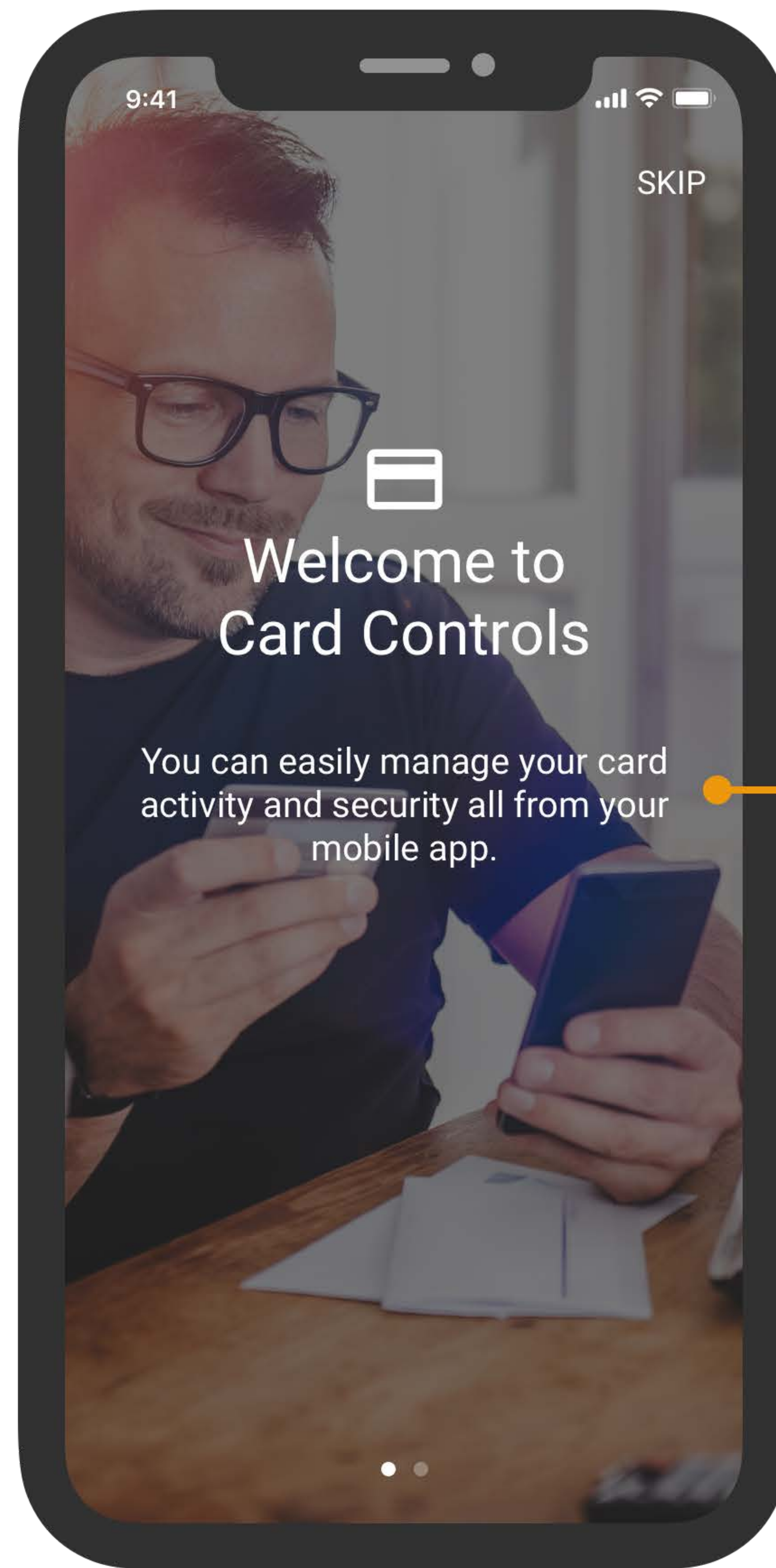




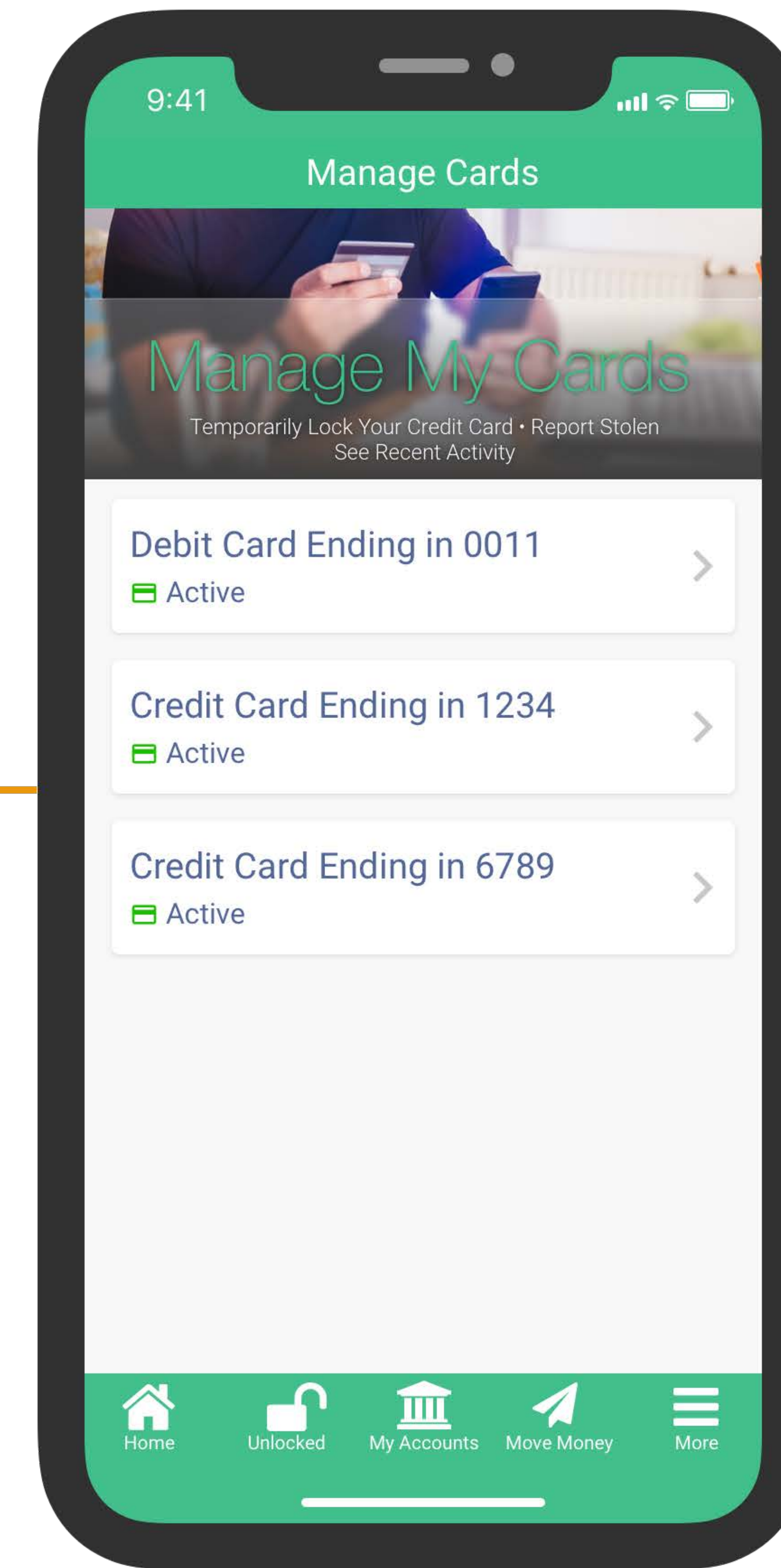
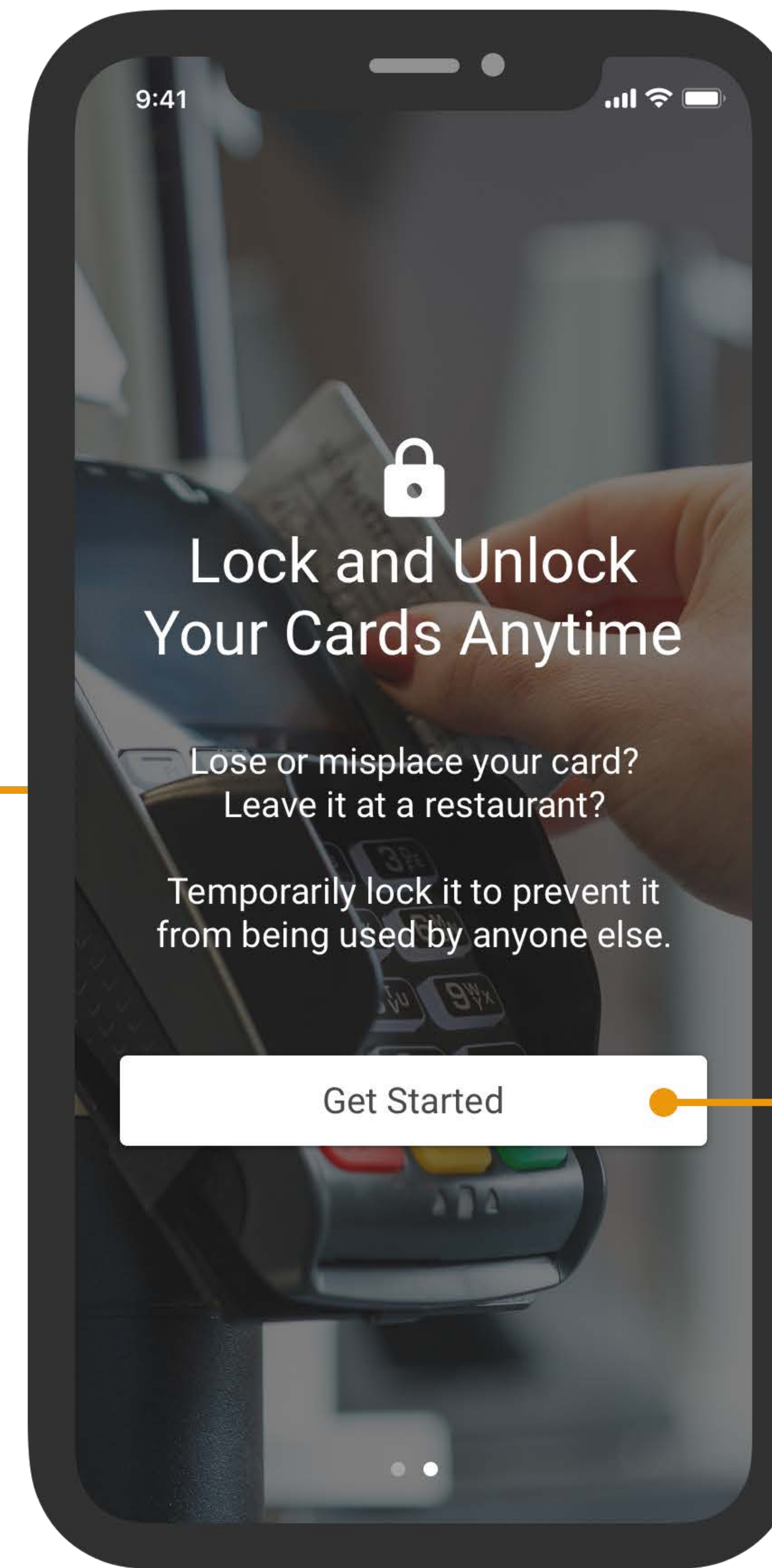
The first time a member launches their app with Card Controls available, they will be notified of the feature with a system dialog.

The member will be required to log in, if not already, to access Card Controls.



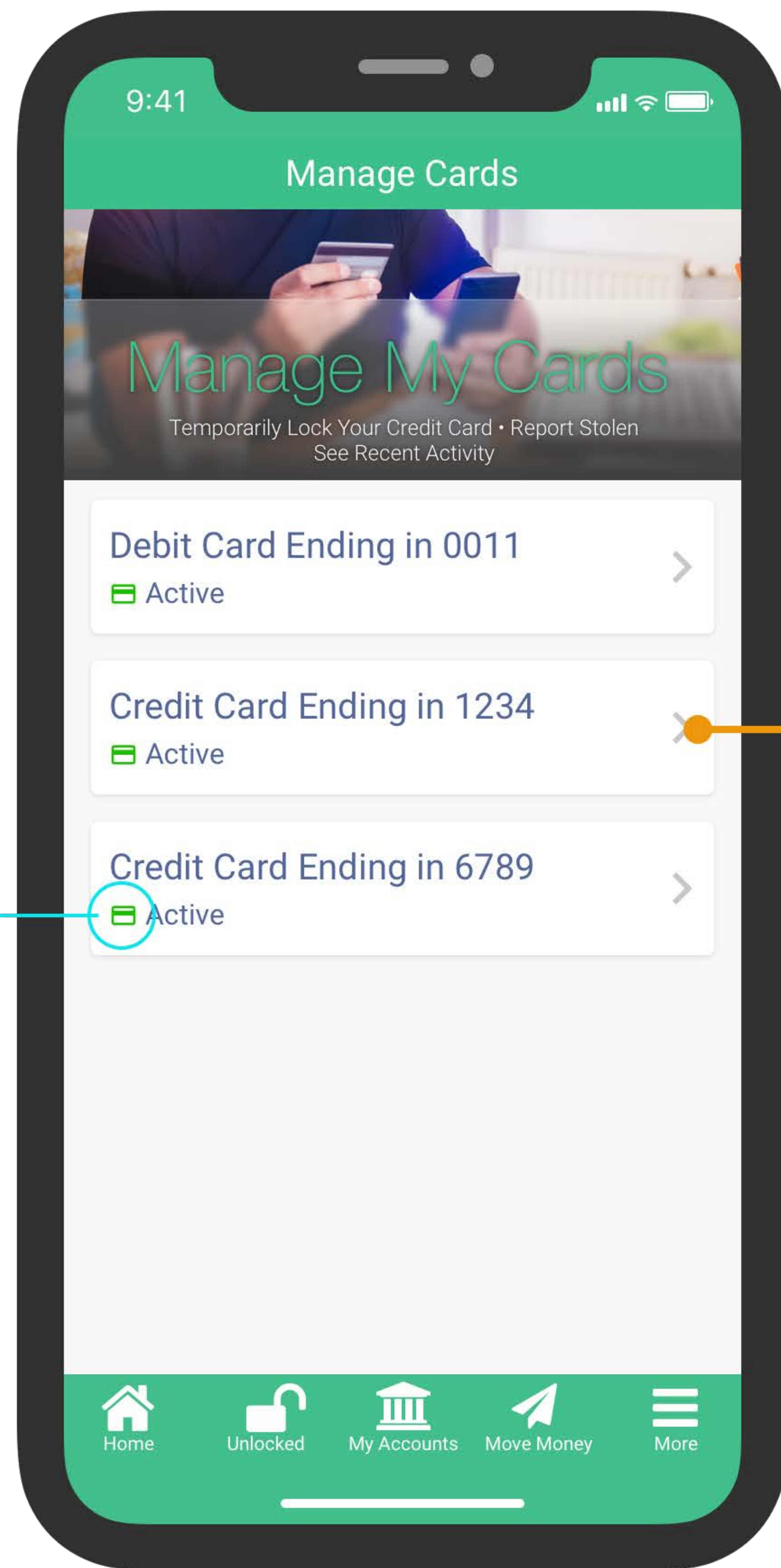


When members open Card Controls for the first time, they will be shown a short introduction slideshow, informing them what the feature can do when they use it.

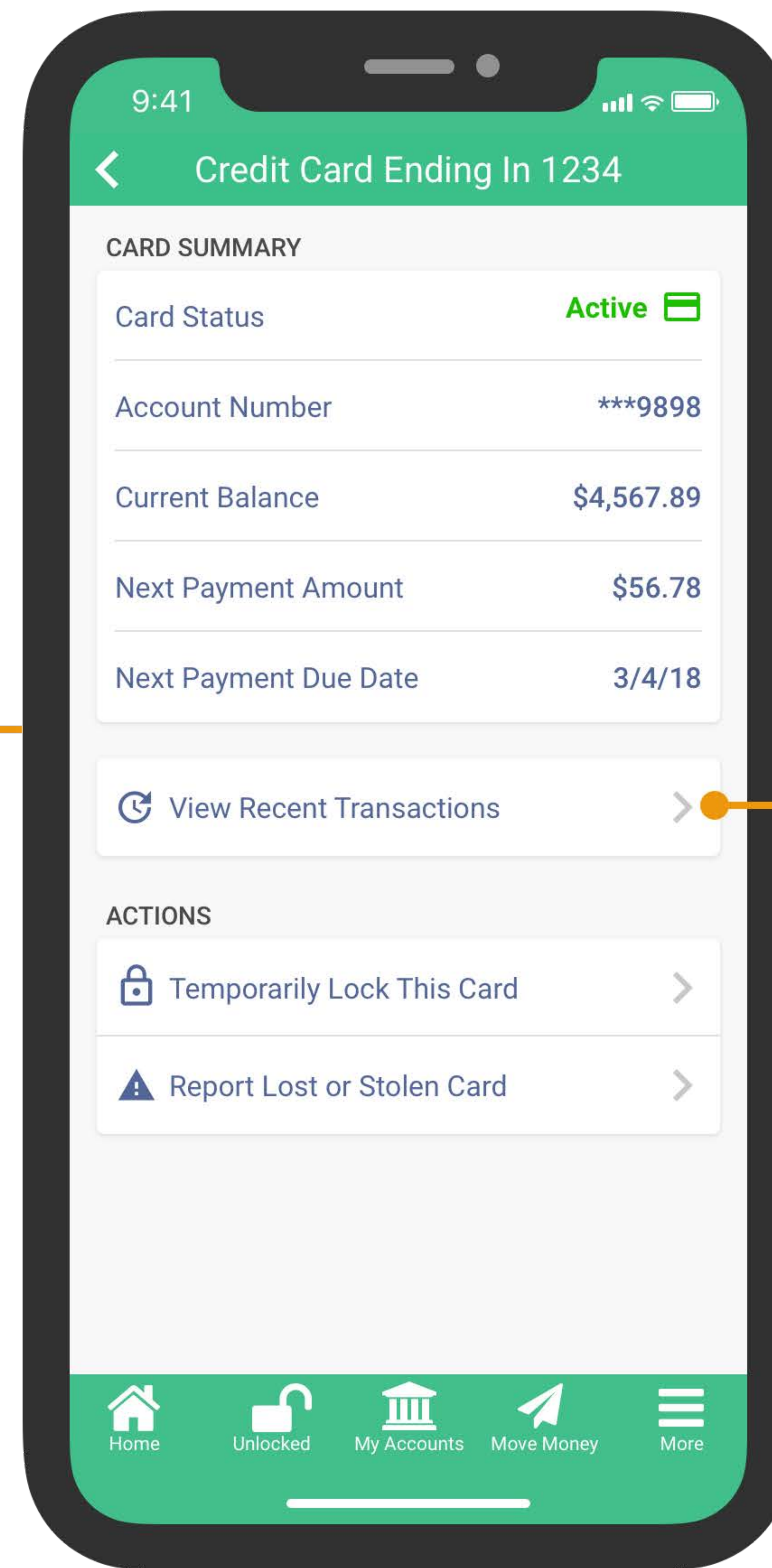


Once the member has either viewed or chosen to skip the slideshow, they will be taken to the **Manage Cards** screen.

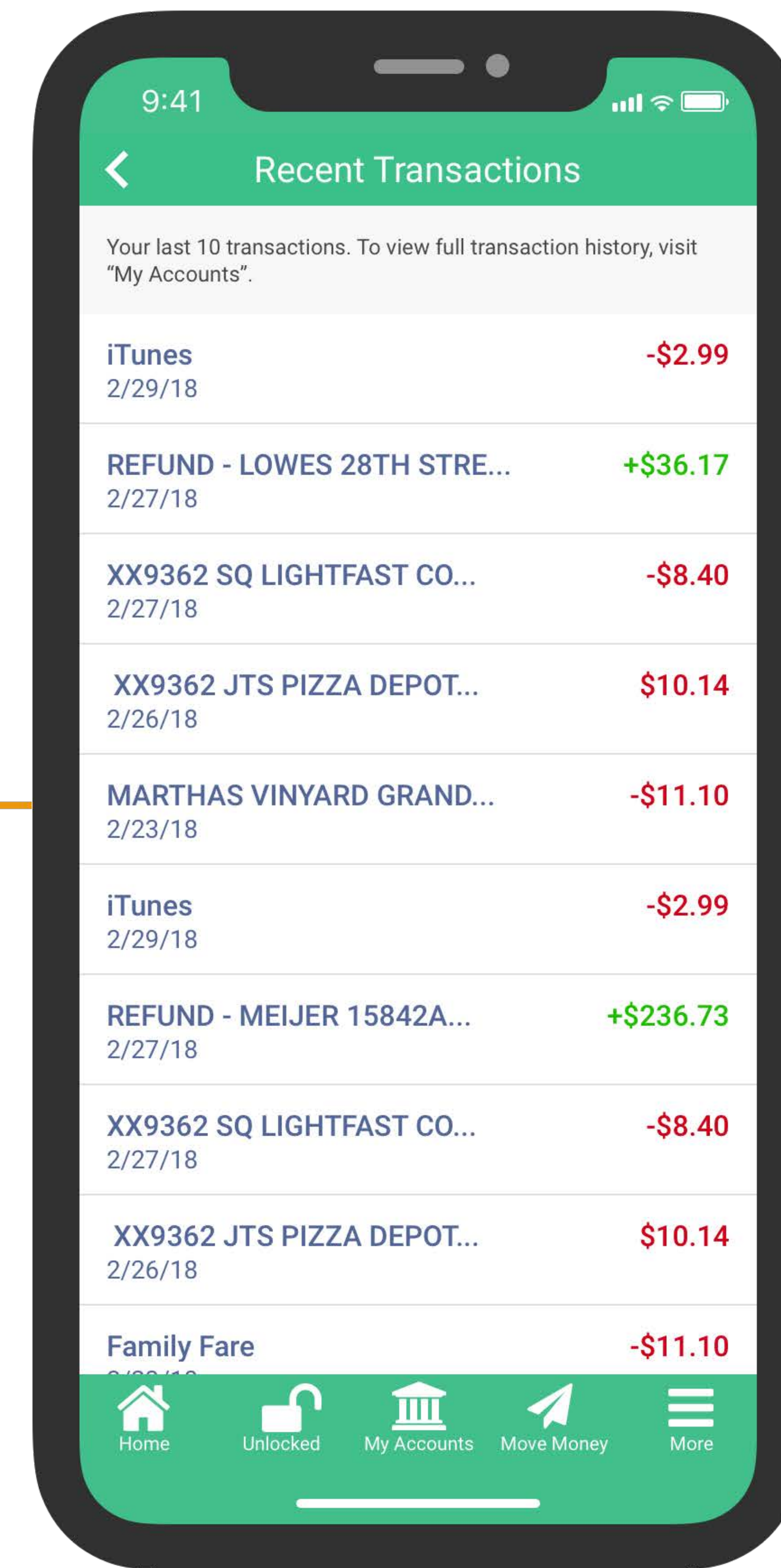




On the feature's main screen is the locked or unlocked status of the card.



The **Card Summary** screen displays critical details of the card, associated accounts, and payment information.



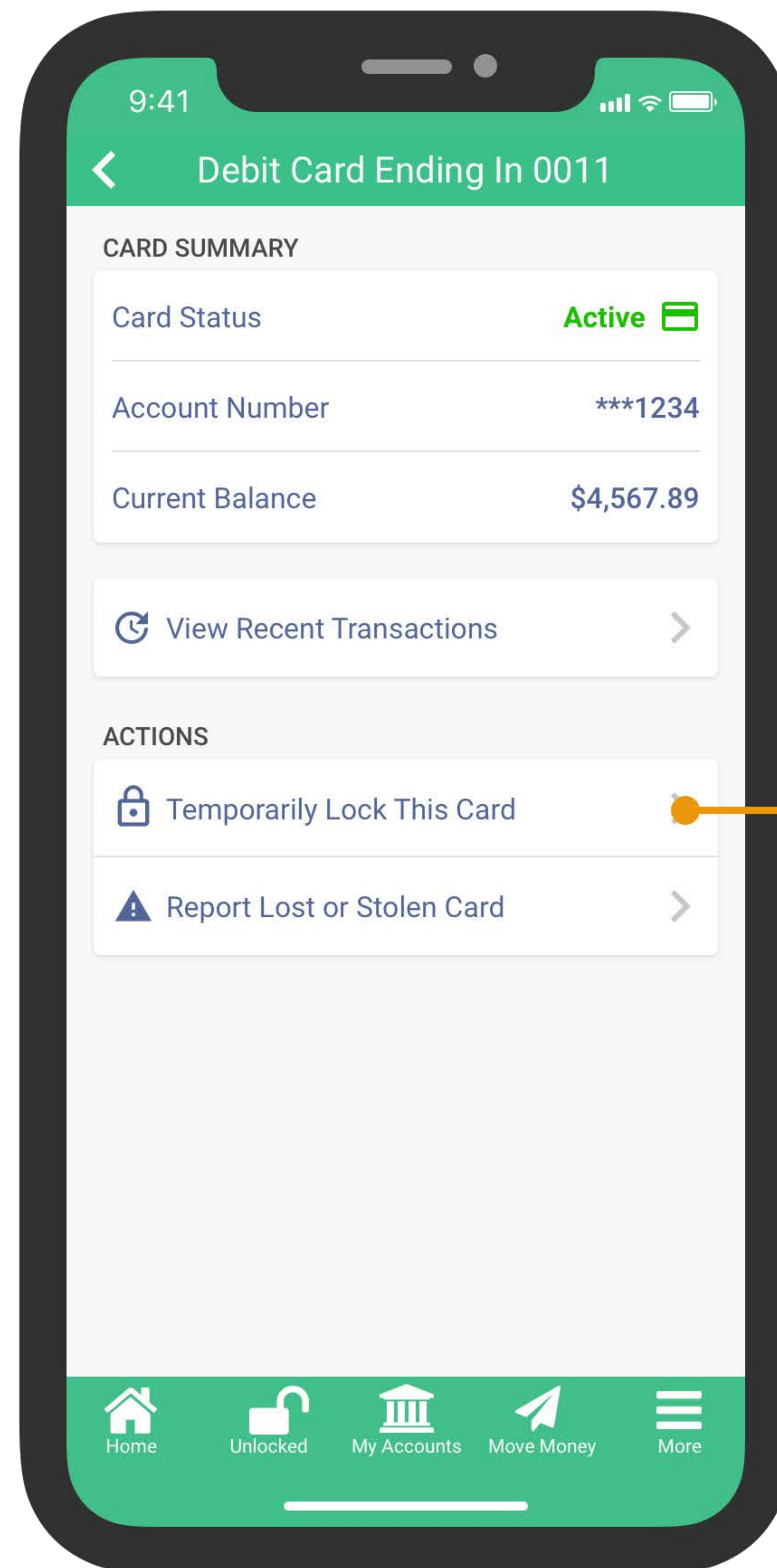
Additionally, to help the member track the card they are viewing, a **Recent Transactions** page shows them the 10 most recent transactions made with that card.



# Locking Credit or Debit Cards

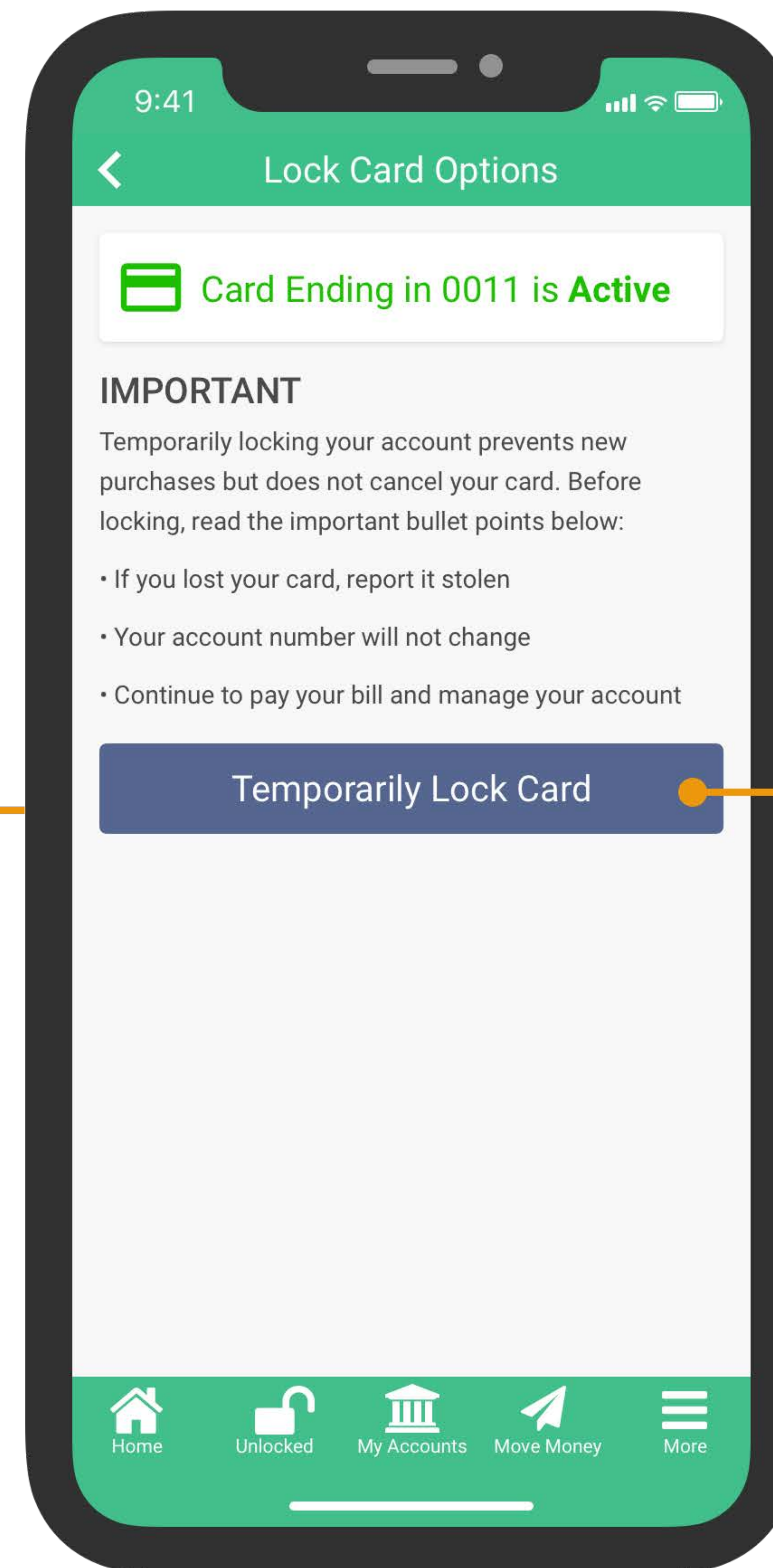
Member Self-Service Process



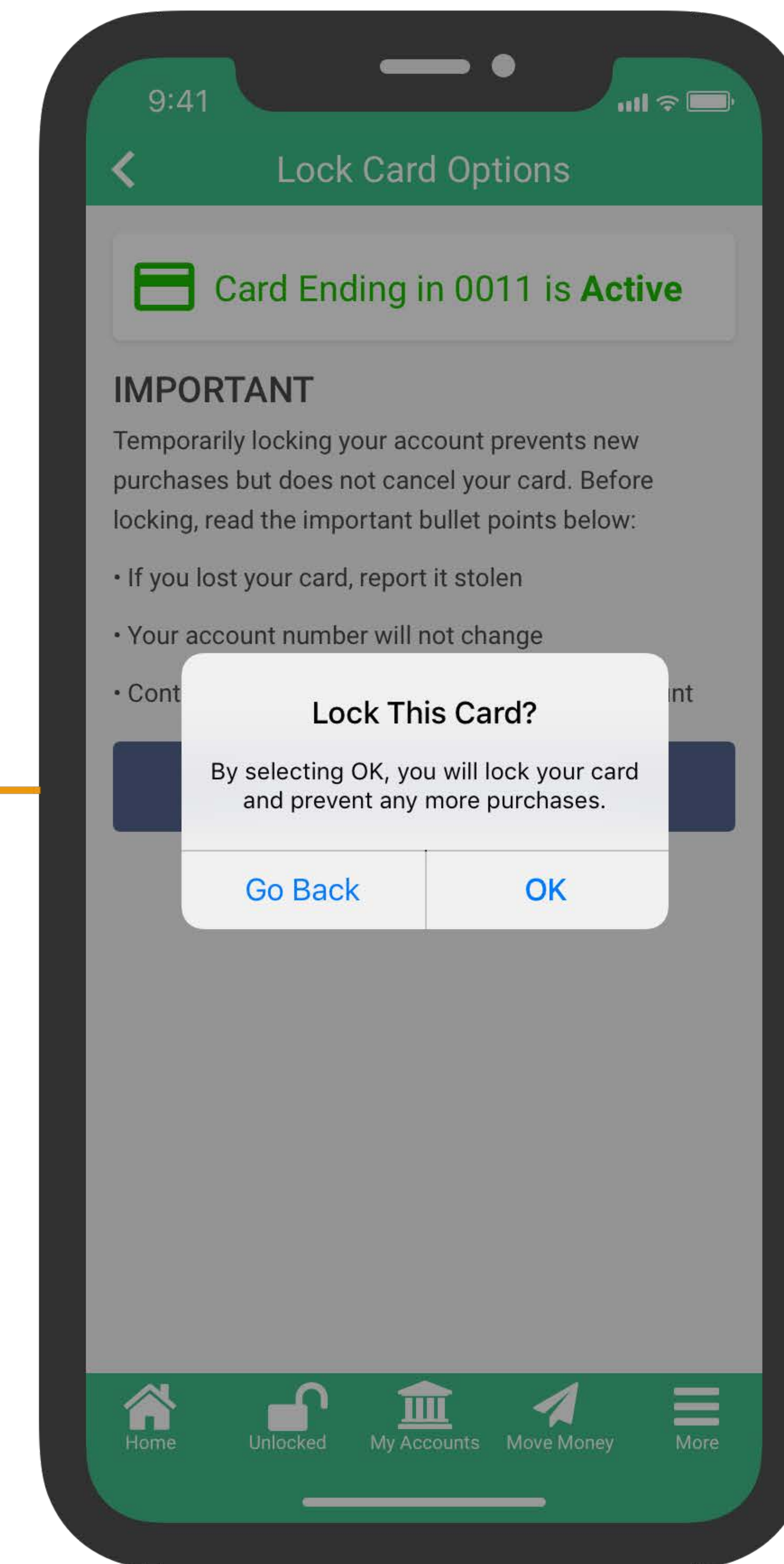


From the **Card Summary** screen, members can temporarily lock their credit and debit cards associated to an account.

**This process will be identical for credit and debit cards.**

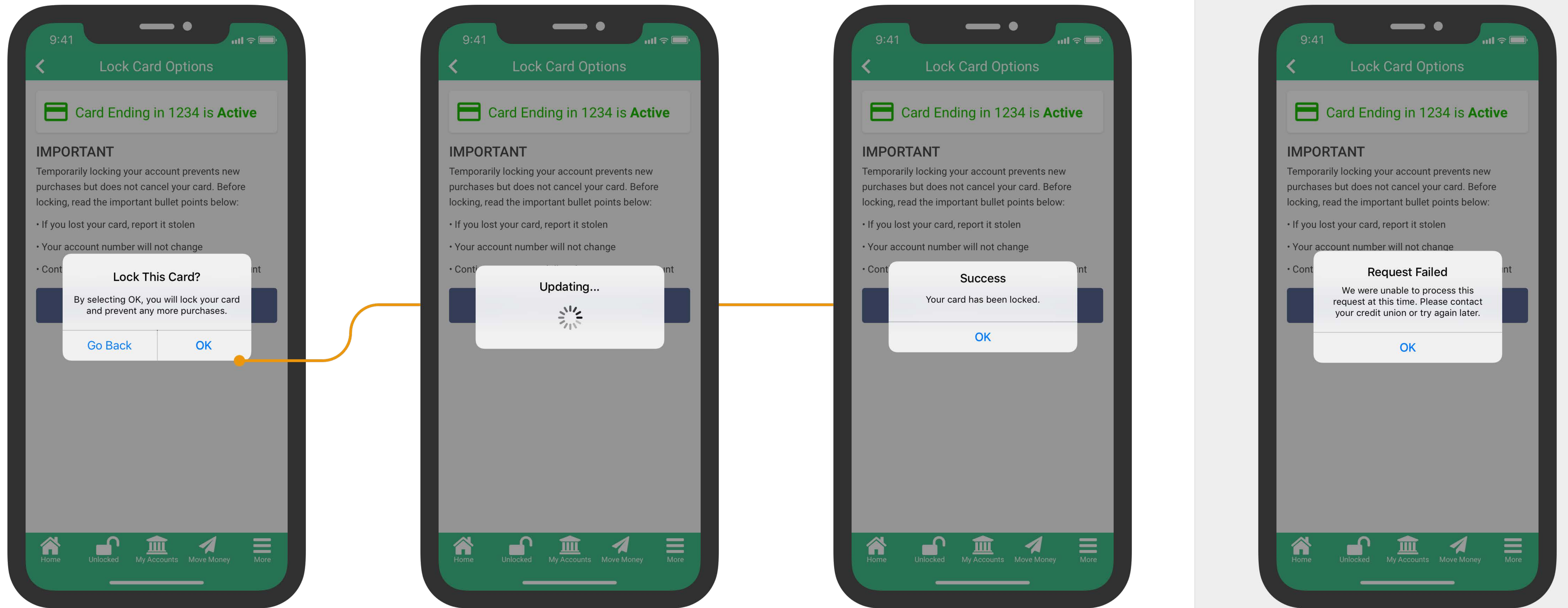


The member will be shown an informational message before locking their card.



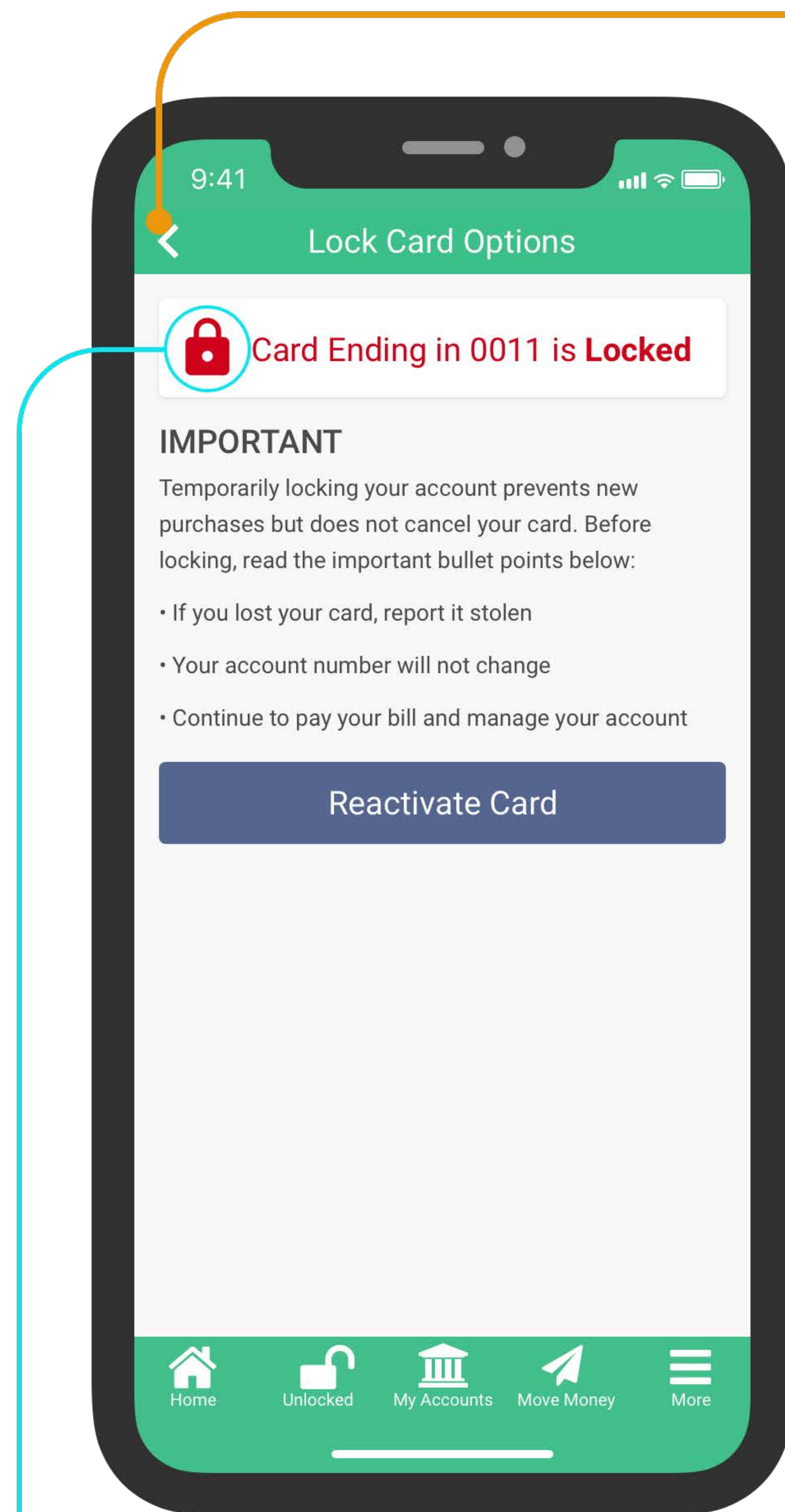
A system alert allows the user to officially lock the card, or allows them to exit to the previous screen if the button was pressed by mistake.





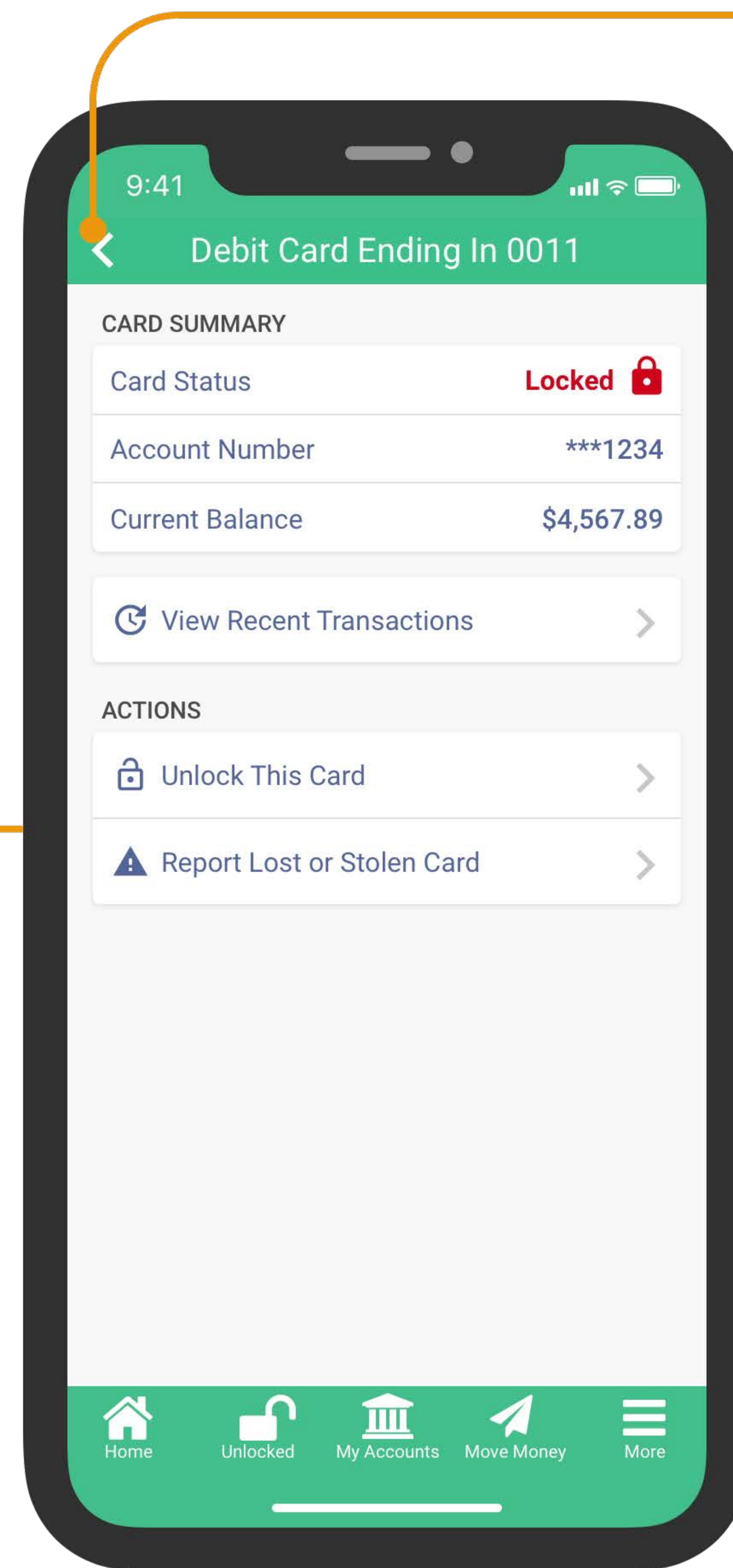
If the user encounters a connection error, or if there is a problem with the server processing the request, an error message will notify them the operation could not be completed.



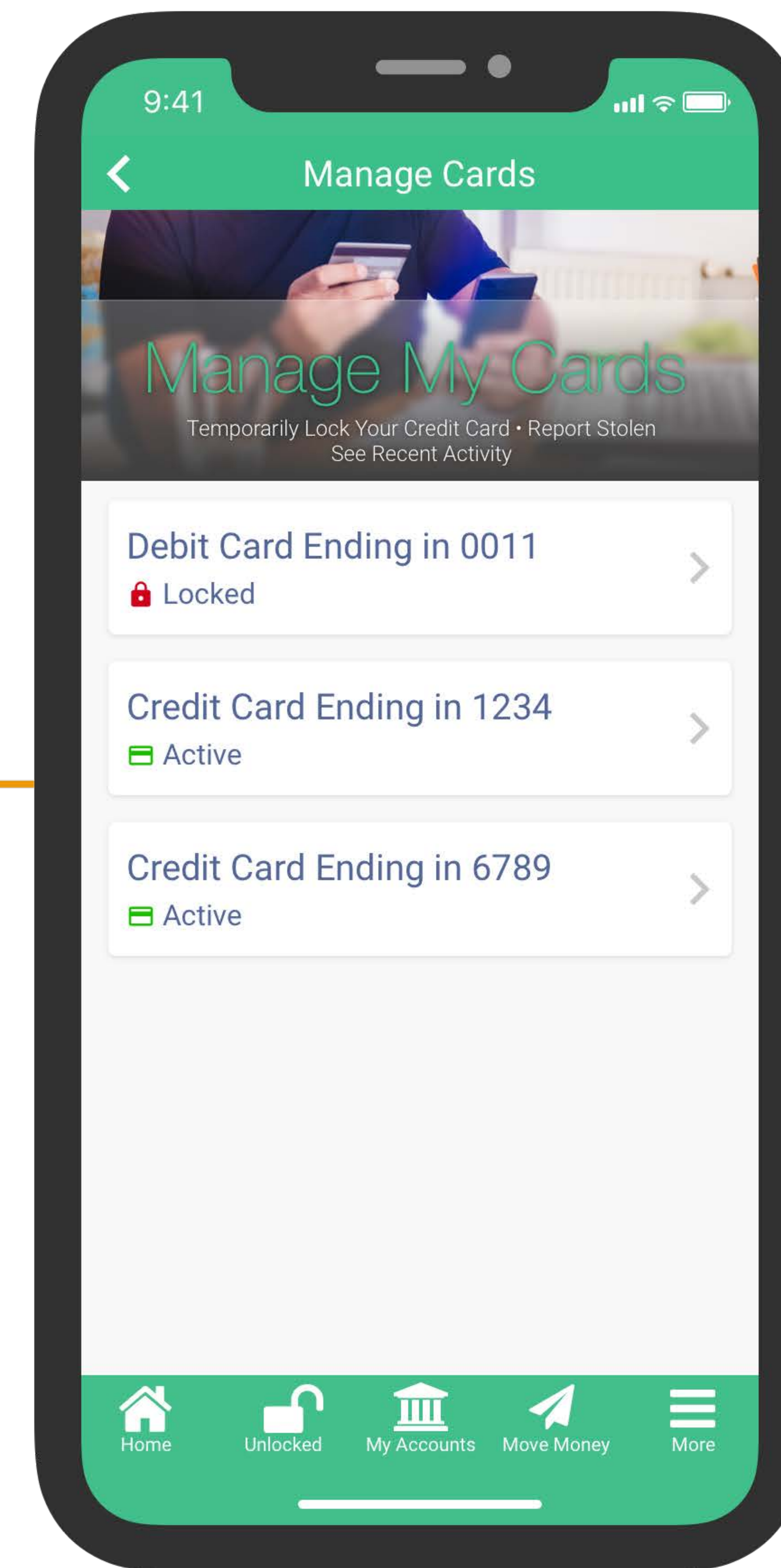


When a member successfully locks their card, they will be able to see it's locked status with a red lock icon.

If the member locates their card and wants to reactivate it, they can return here to do so.



The **Locked** status will be shown on the **Card Summary** screen when the card is locked...



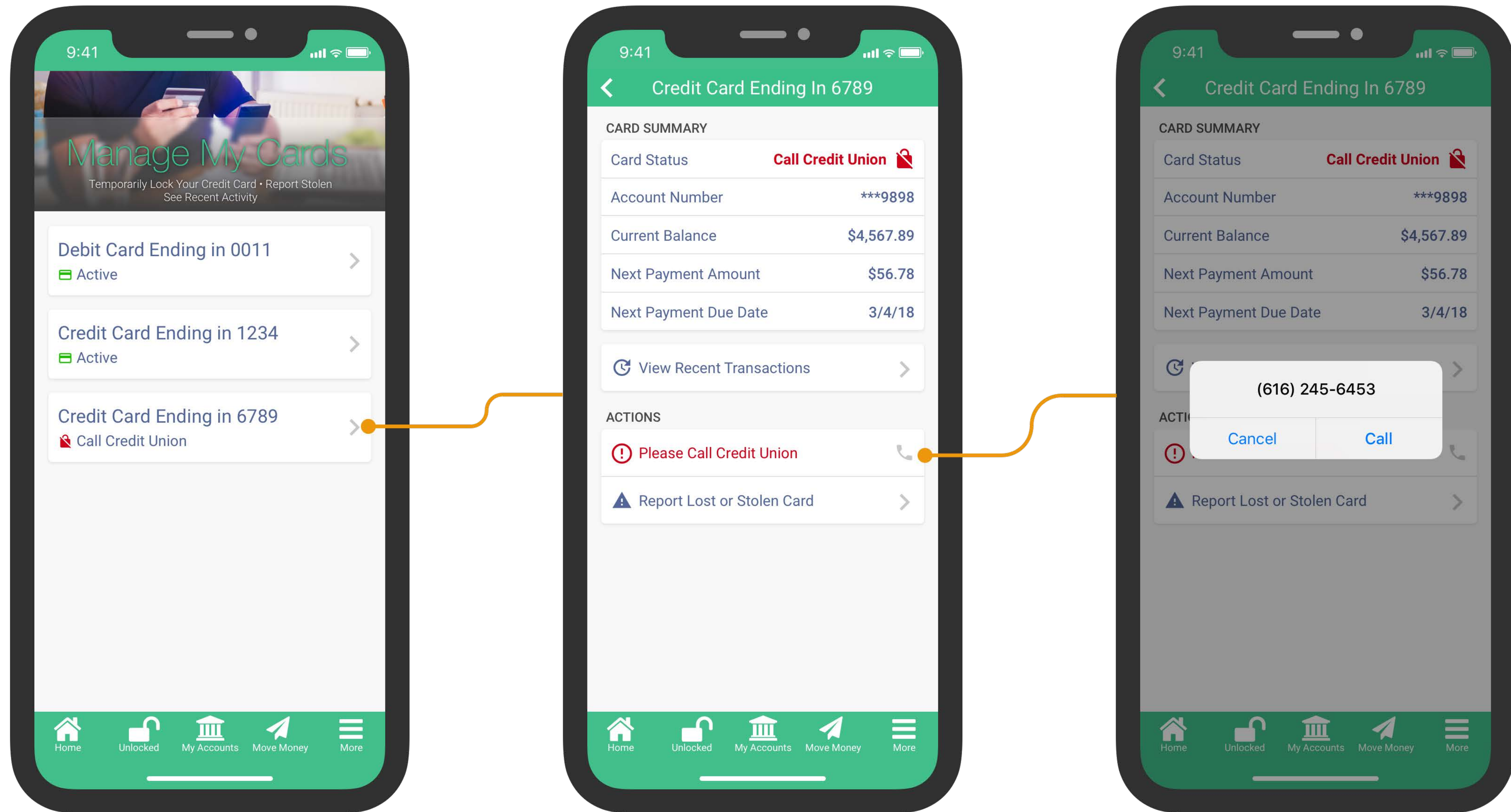
...as well as on the **Manage Cards** screen.



# CU Locked Credit or Debit Cards

When the Credit Union Locks a Member's Card and Prevents the User from Reactivating.





If a Credit Union locks a member's card, they have the option to allow/not allow the ability for the member to unlock/reactivate. The above shows what the member will see when only the credit union can unlock the card.

In the **Card Summary** page, the status of the card will read "Call Credit Union," directing the member to contact the Credit Union via menu option highlighted in red.

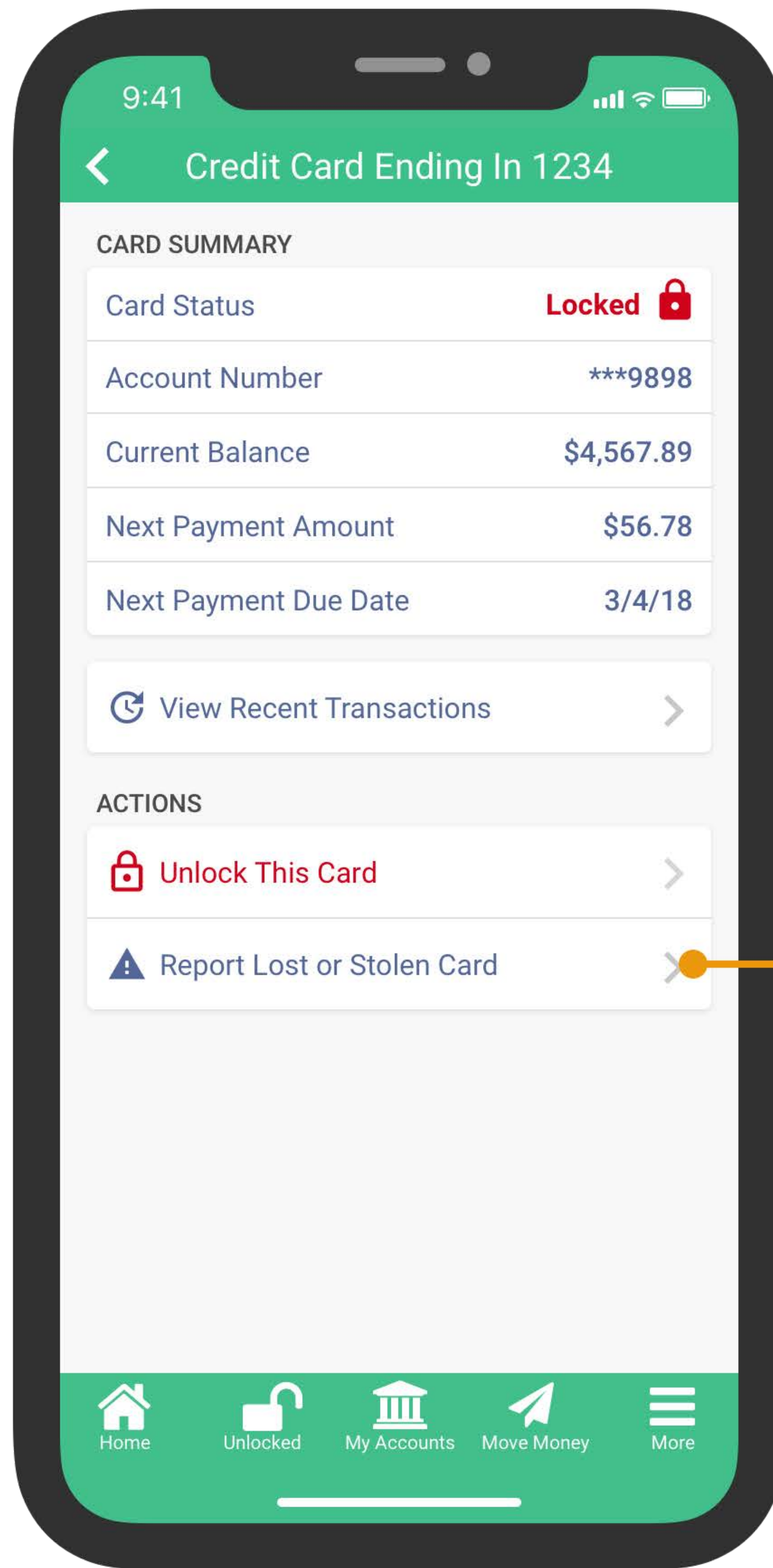
The "Please Call Credit Union" menu option will trigger a phone call to the member's Credit Union. Staff can inform the member why their card has been locked and unlock it if possible.



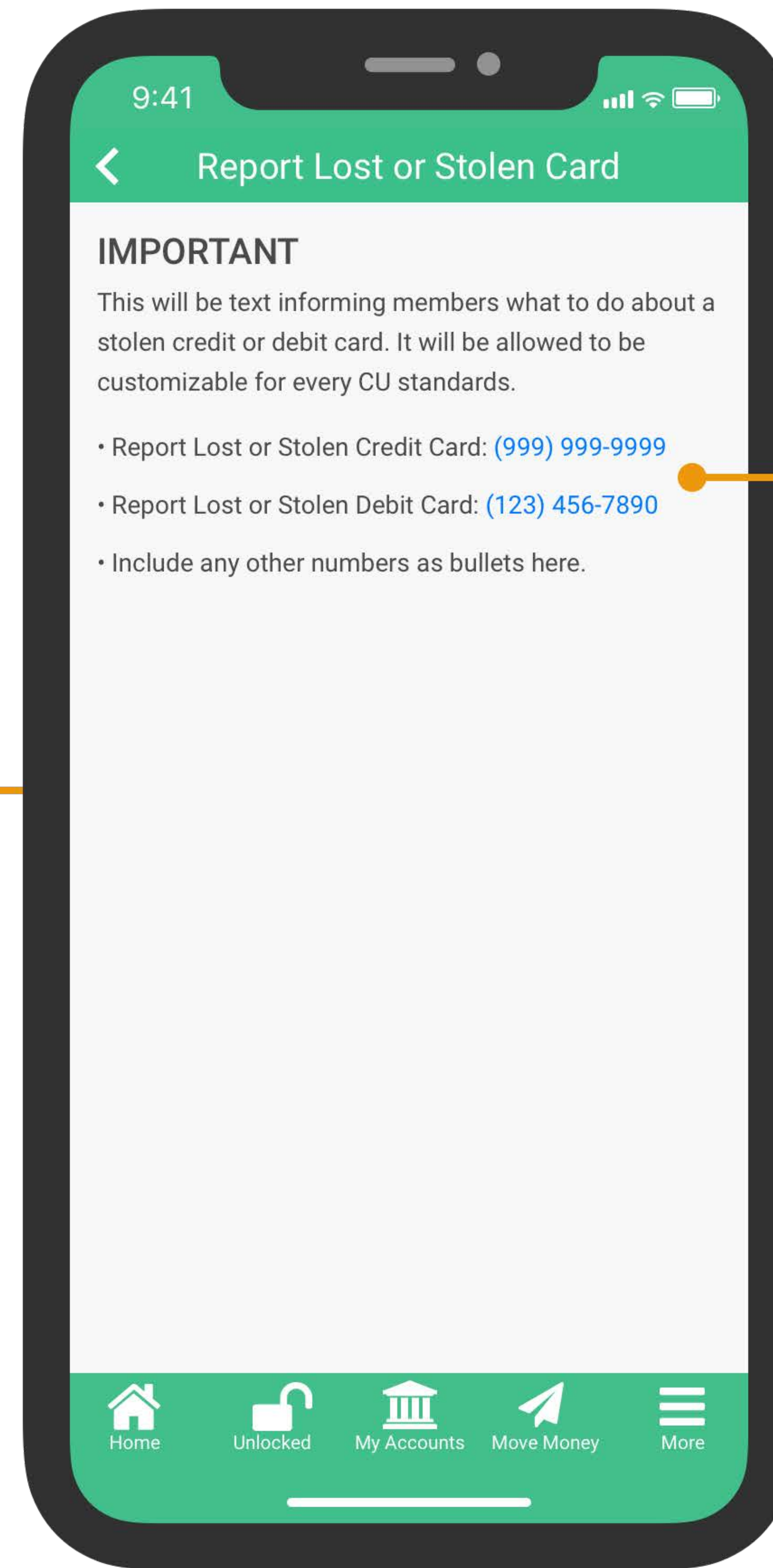
# Report a Lost or Stolen Card

User Journey

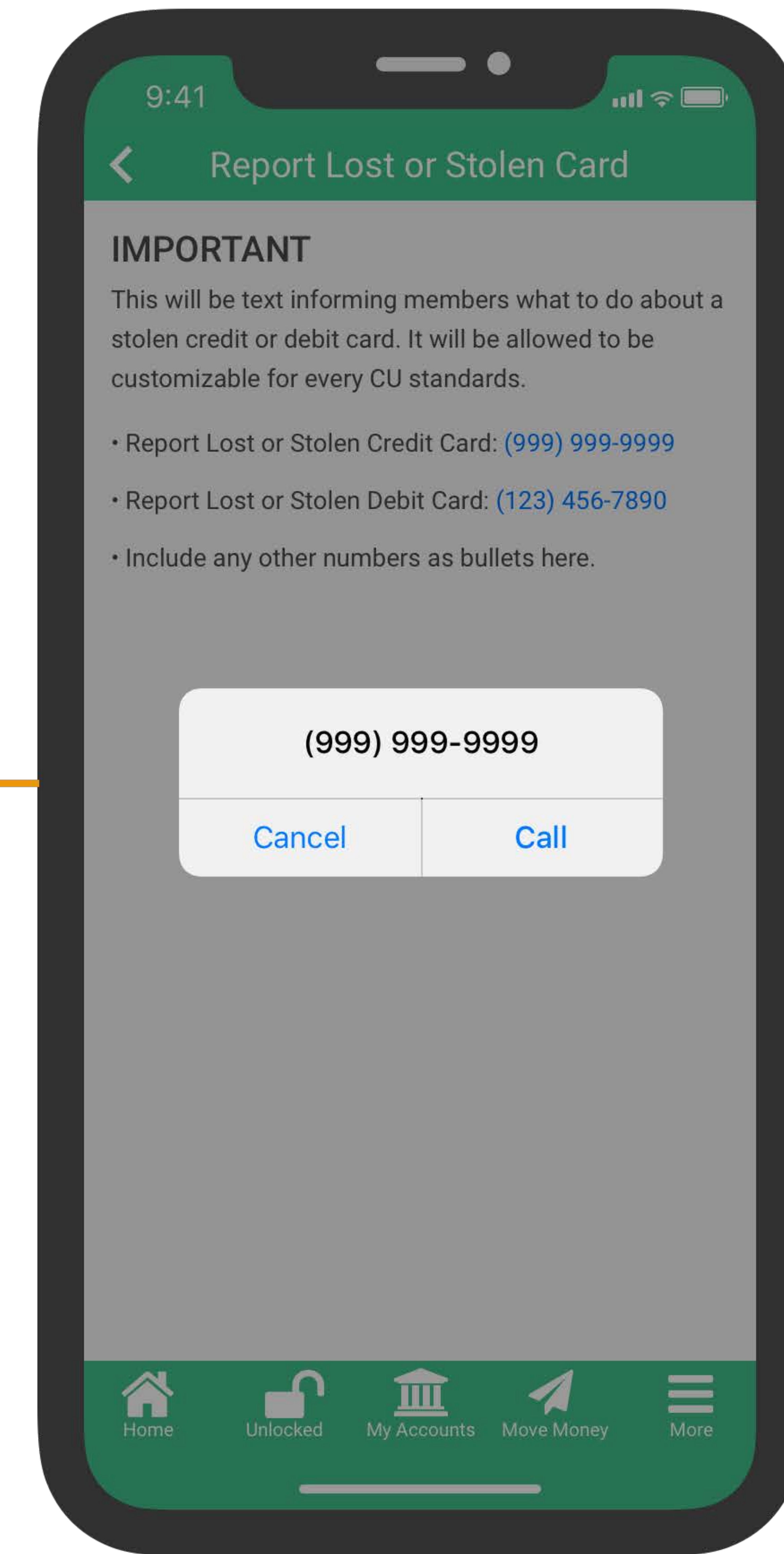




If a member were to lose their card or have it stolen, they must call to request having it canceled.



The **Report Lost or Stolen Card** menu option will populate with the correct phone numbers to call depending on the Credit Union and what type of card you have.



Credit Union staff will be able to assist the member and terminate their card.

**Note: Any card that has been cancelled will no longer appear in the member's Card Control feature.**