



MyCardUpdate Customer User Guide

Triple E Technologies, LLC

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Introduction

MyCardUpdate is a web based portal that allows you to monitor your private cards, change card permissions, and run card activity reports, all from the convenience of your computer or mobile device.

- ✓ Manage private cards from your mobile devices
- ✓ Change card information and permissions
- ✓ Activate and deactivate private cards
- ✓ Generate card status reports

Triple E Technologies, LLC (Triple E) has designed MyCardUpdate to run on any device with internet access, from desktop computers to smartphones, making MyCardUpdate a quick and convenient way to update your cards on the go or from the convenience of your home.

MyCardUpdate Browser Requirements

Desktop

- Internet Explorer 9 or higher
- Latest version of Firefox
- Latest version of Google Chrome
- Latest version of Safari running on latest version of Mac OS X

IOS

- Safari or 3rd party alternatives on IOS 9

Android

- Google Chrome for Android

Accessing MyCardUpdate

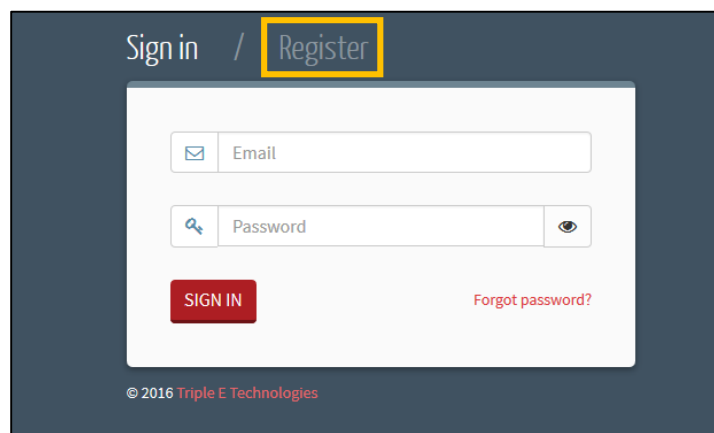
You can access MyCardUpdate by going to <https://mycardupdate.com> in your web browser, which displays the account login screen.

Creating an Account

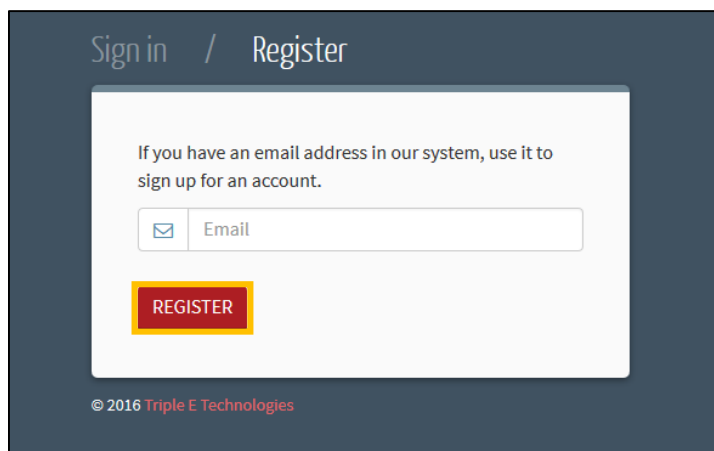
MyCardUpdate accounts are connected to your email address and are pre-registered by merchant administrators. If you do not have an account yet, contact your merchant to ensure your email address is in their user list or to request an account.

To create an account:

1. Go to <https://mycardupdate.com>. Login screen displays.



2. Click **Register**. Registration screen displays.



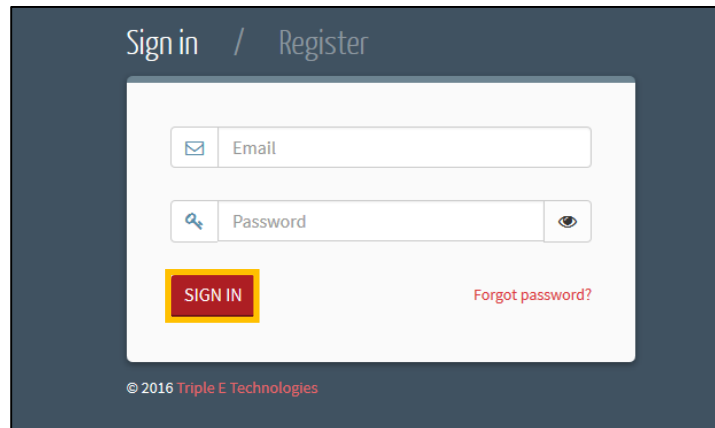
3. In the **Email** field, enter your email address, then click **Register**. This sends a password via email. If you receive an error message, contact your merchant to register your email address.
4. Log in to your email account and retrieve the password.

Logging In

Before you can access any of MyCardUpdate's features, you must first log in. If you are logging in for the first time, a temporary password will be sent to your email account and you will be prompted to change your password upon logging in.

To log in to MyCardUpdate:

1. Go to <https://mycardupdate.com>. Login screen displays.



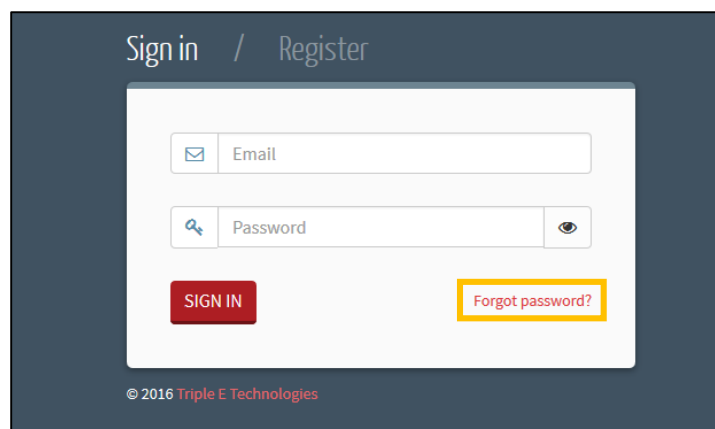
2. Enter your account email address and password, then click **Sign In**.

Retrieving Login Information

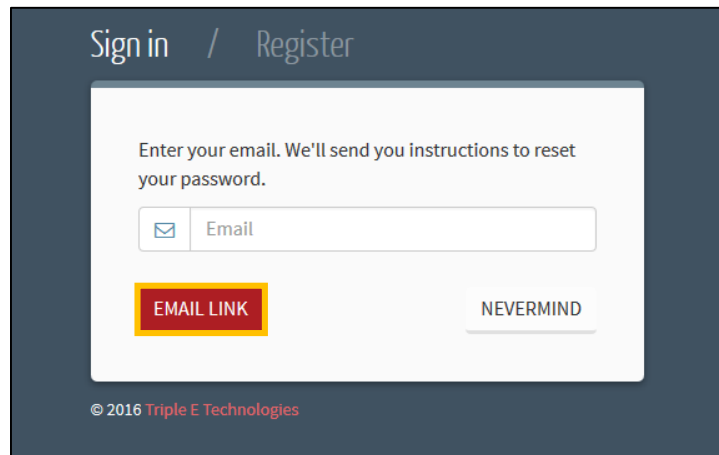
You can use MyCardUpdate's '**Forgot Password?**' feature to retrieve and/or reset your password. If you cannot remember your account email address, contact Triple E Support to retrieve it.

To retrieve password:

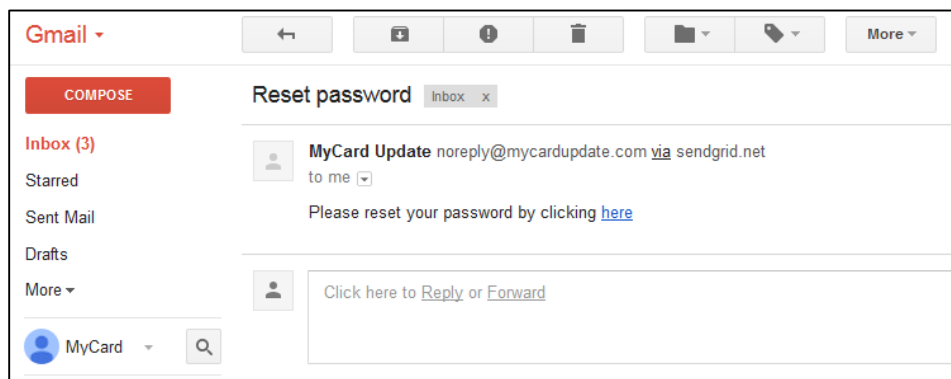
1. From the **Login** screen, click '**Forgot Password?**'. **Password Reset** screen displays.



2. In the **Email** field, enter your account email address, then click **Email Link**.



3. Log in to your email account and open the MyCardUpdate **Reset Password** email.



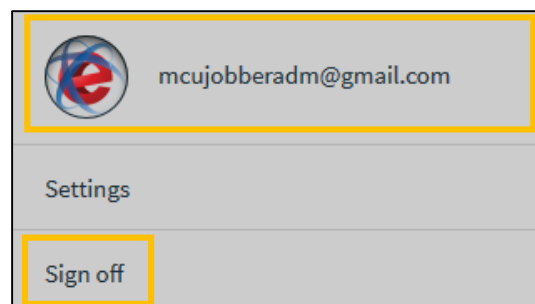
4. Follow the email instructions to reset your password.

Logging Out

When you are finished using MyCardUpdate, it is recommended to log out to protect your account information.

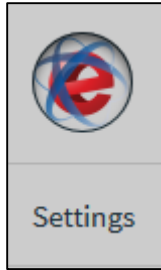
To log out:

1. Click your email address, located on the bottom-left side. Additional options display.



2. Click **Sign Off**.

Settings



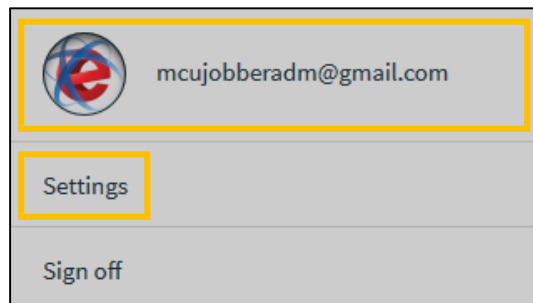
You can change your account settings, including your password, email address, and authentication configurations, at any time. You can access the **Settings** page by clicking the **Settings** tab located beneath your email address in the lower left corner of the MyCardUpdate screen.

The icon beside your email address is served from a third-party service called Gravatar. Gravatar allows you to associate an image with your email address, which can then be used on other sites. If you would like to create a Gravatar account for your email address, visit [Gravatar's website](#) for more information.

Access Settings

To access your settings:

1. Click your email address, located on the bottom-left side. Additional tabs display.

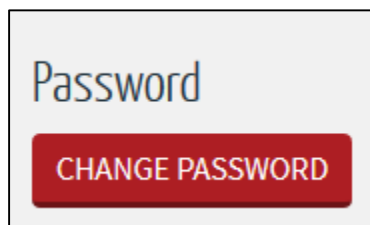



2. Click **Settings**.

Change Password

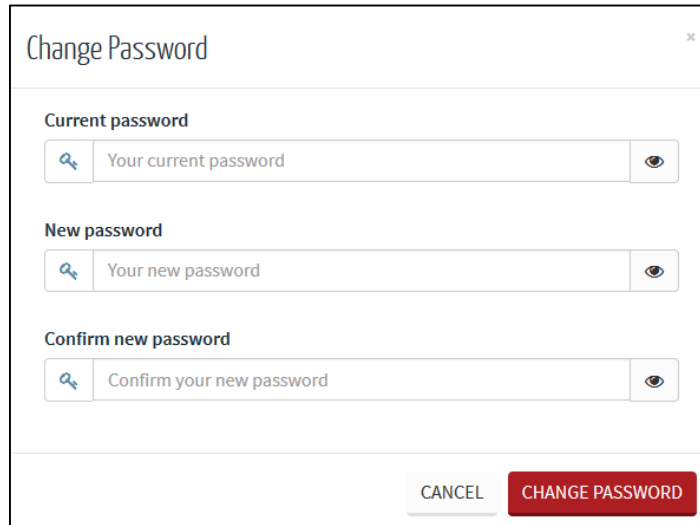
To change your password:

1. From the **Settings** page, in the **Password** section, click **Change Password**. **Change Password** screen displays.



2. If desired, click the eye icons  to display characters.
3. In the **Current Password** field, enter current password.
4. In the **New Password** and **Confirm New Password** fields, enter new password in accordance with the following password requirements:

- At least 8 characters
- Include at least one of each of the following:
 - Uppercase letter (A, B, C...)
 - Lowercase letter (a, b, c...)
 - Number (0, 1, 2, 3, 4, 5, 6, 7, 8, 9)
 - Special character (` ~ ! @ # \$ % ^ & * () _ + - = { } [] \ : " ; ' < > ? , . /)

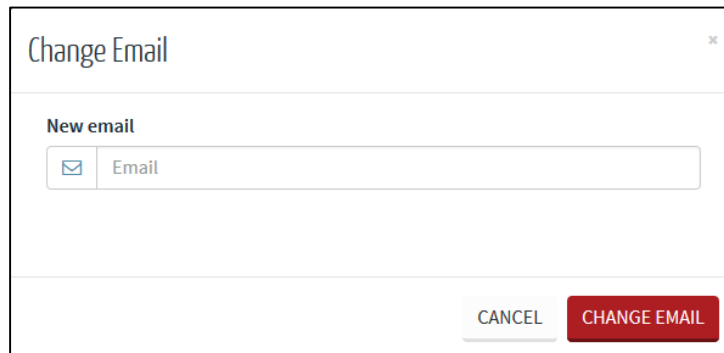


5. Click **Change Password**.

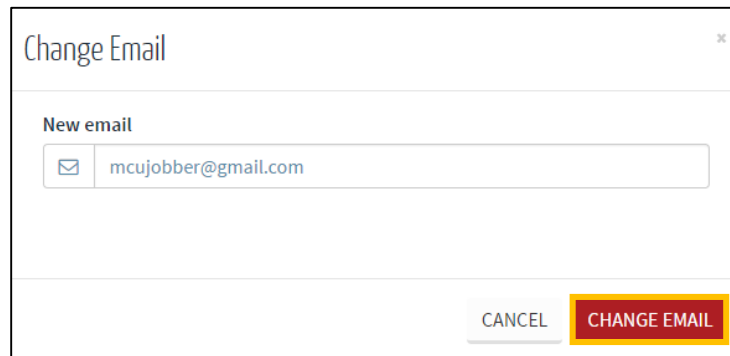
Change Email

To change your account email address:

1. From the **Settings** page, in the **Email Address** section, click **Change Email**. **Change Email** screen displays.



2. In the **New Email** field, enter new email address, then click **Change Email**.



A dialog box titled "Change Email" with a close button (X) in the top right corner. It contains a "New email" label above a text input field with an email icon on the left and the text "mcujobber@gmail.com". At the bottom right, there are two buttons: "CANCEL" and "CHANGE EMAIL".

Two-Factor Authentication

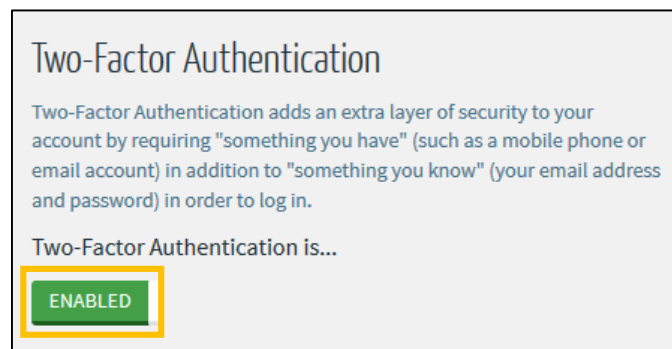
Two-factor authentication adds an extra layer of security to your account by requiring “something you have” (such as a mobile phone or email account) in addition to “something you know” (such as your email address and password) in order to log in. If you enable two-factor authentication, you will be prompted to provide a security code after logging in.

You can allow MyCardUpdate to remember your browser, enabling you to bypass the security code for all subsequent login attempts. Only use this option on trusted devices to help protect your account.

Two-factor authentication is disabled by default, meaning you will only need your email address and password to log in. You can enable and disable it at any time from the **Settings** page.

To set up two-factor authentication:

- From the **Settings** page, in the **Two-Factor Authentication** section, click the button to switch from **Disabled** to **Enabled**.

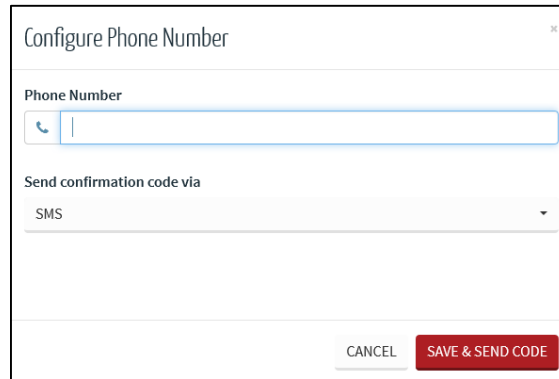


A settings card titled "Two-Factor Authentication". The text reads: "Two-Factor Authentication adds an extra layer of security to your account by requiring "something you have" (such as a mobile phone or email account) in addition to "something you know" (your email address and password) in order to log in." Below this, it says "Two-Factor Authentication is..." followed by a green button with the text "ENABLED".

Phone Authentication

To configure phone authentication:

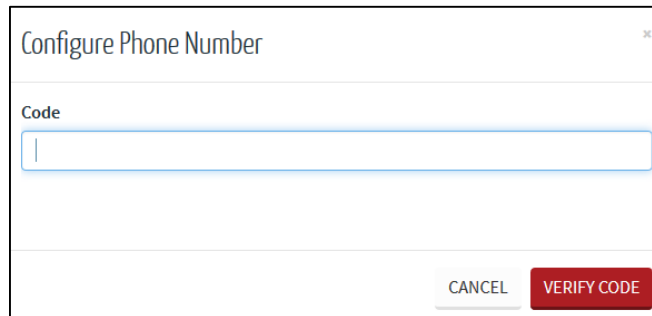
1. Click **Add Phone Number**.



2. In the **Phone Number** field, enter phone number.
3. In the **Send Confirmation Code Via** dropdown menu, select one of the following:

SMS	Receive code via automated text message. Charges may apply, depending on your carrier and plan.
Voice	Receive code via automated text to speech phone call.

4. Click **Save & Send Code** to send confirmation code to entered phone number. **Configure Phone Number** screen displays.



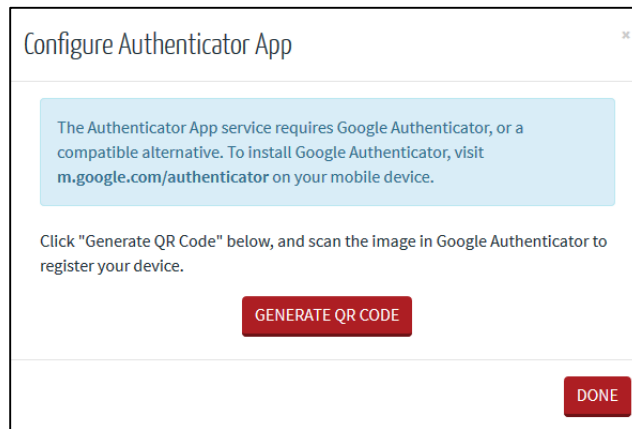
5. In the **Code** field, enter the confirmation code, then click **Verify Code**.
6. In the **Send codes to my...** dropdown menu, select **Phone**.

Authenticator App

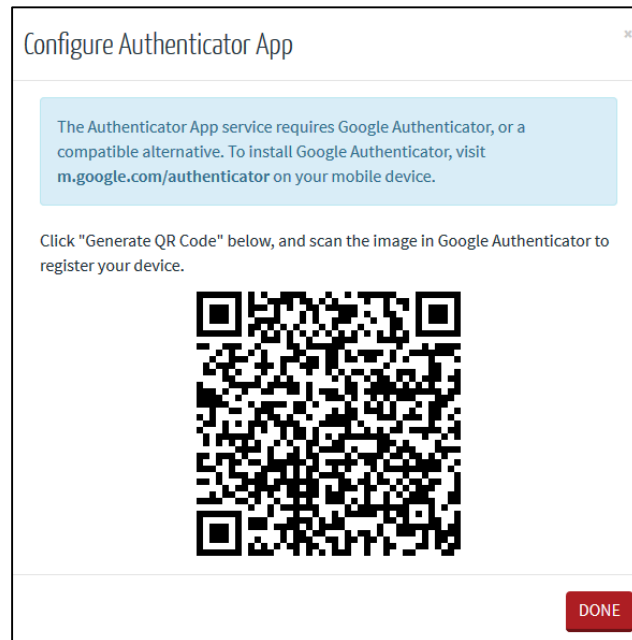
Using the Authenticator App requires you to download Google Authenticator or other authentication application to your mobile device.

To configure Authenticator App:

1. Download and install **Google Authenticator** on your mobile device.
2. In the MyCardUpdate **Settings** page, click **Configure Authenticator App**. **Configure Authenticator App** screen displays.



3. Click **Generate QR code**. QR code displays.

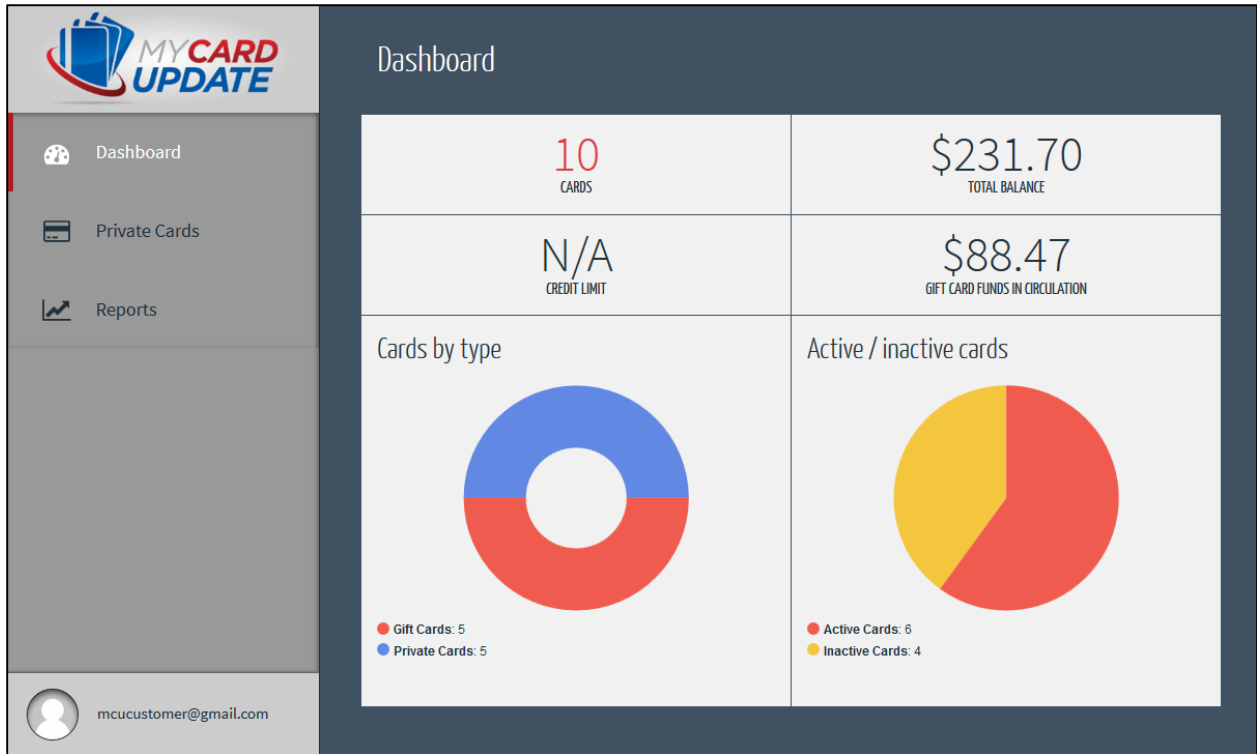


4. Using **Google Authenticator**, scan the QR code, then click **Done** on MyCardUpdate screen.
5. In the **Send codes to my...** dropdown menu, select **Authenticator App**.

Dashboard

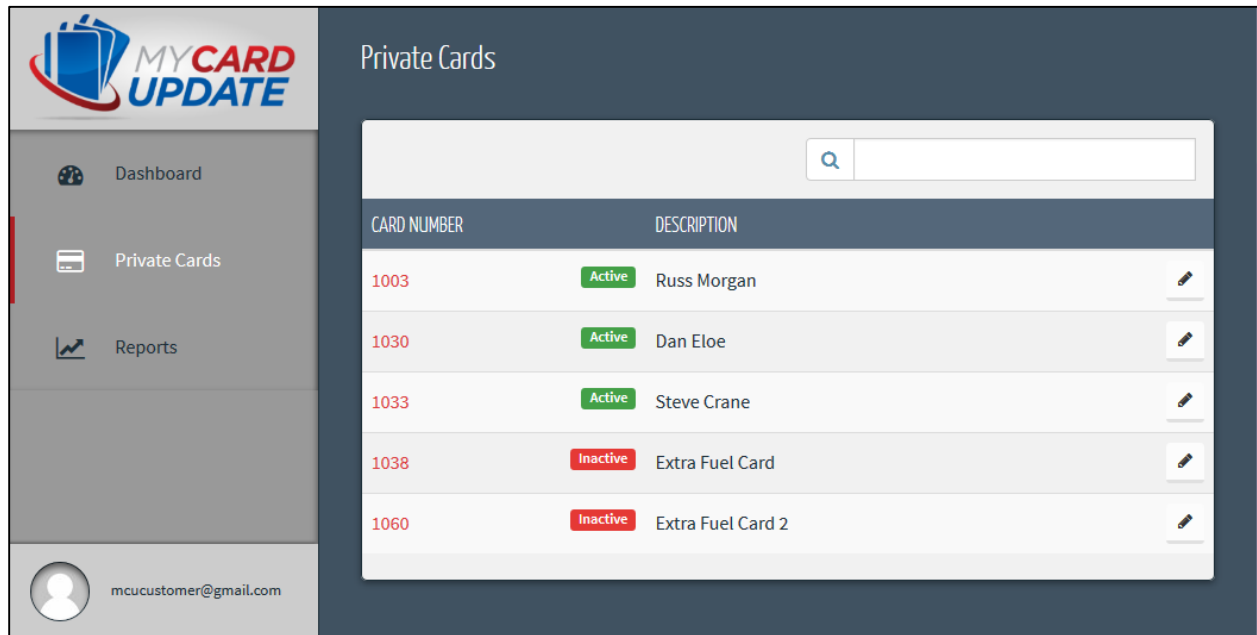
The first screen you will see upon logging in to MyCardUpdate is the **Dashboard**, which shows you the total number of active and inactive cards you have in circulation as well as your total outstanding balance.






NOTE: Balance and credit limit balance information may not be visible depending on your merchant's configuration.



Private Cards

The **Private Cards** tab shows you all of the active and inactive cards linked to your account. You can use this tab to view and edit your card information, including status, description, PIN and vehicle numbers, and prompts.




CARD NUMBER	STATUS	DESCRIPTION	ACTION
1003	Active	Russ Morgan	
1030	Active	Dan Eloë	
1033	Active	Steve Crane	
1038	Inactive	Extra Fuel Card	
1060	Inactive	Extra Fuel Card 2	

Editing Cards

You can edit basic information and verification requirements for each of your cards.

To edit cards:

- From the **Private Cards** tab, click on the pencil icon  for a card number. **Editing Private Card #** screen displays.
- In the **Basic information** section, change the following, as desired:

Card Status	Active to enable card, or Inactive to disable card.
Description	Unique card description, such as cardholder name.

Basic information

Card Status
 ACTIVE

Description

3. In the **Verification Requirements** section, change the following, as desired:

PIN	Cardholder P ersonal I dentification N umber
Prompt for PIN	Cardholder must enter PIN to use card.
Vehicle Identifier	Unique number identifying vehicle.
Prompt for Vehicle ID	Cardholder must enter Vehicle ID to use card.
Prompt for Driver ID	Cardholder must enter Driver ID to use card.
Prompt for Odometer	Cardholder must enter odometer reading to use card.

Verification requirements

PIN **Prompt for PIN** YES

Vehicle Identifier **Prompt for Vehicle ID** NO

Prompt for Driver ID NO **Prompt for Odometer** YES

4. Click **Save**.

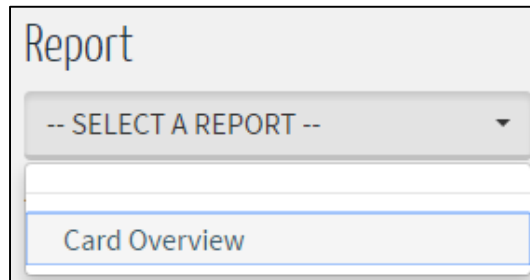
Reports

You can use MyCardUpdate to run the **Card Overview** report, which generates a list of all your private cards. When running this report, you can choose which information you'd like to display and can choose to include all your cards or just active ones.

Card Overview

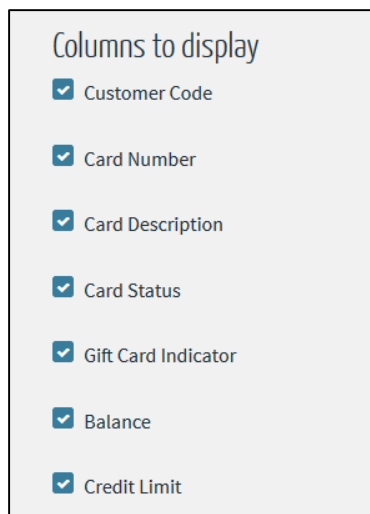
To run Card Overview report:

1. In the **Reports** tab, select **Card Overview** from the **Report** dropdown menu. Additional sections display.



2. In the **Columns to display** section, check or uncheck the following checkboxes:

Customer Code	Unique code identifying customer.
Card Number	Unique number identifying payment card.
Card Description	Unique name or brief text identifying card.
Card Status	Card Active or Inactive status indicator.
Gift Card Indicator	Card type indicator (e.g., Private Card, Loyalty Card, Gift Card).
Balance	Outstanding account or card balance.
Credit Limit	Customer account credit limit dollar amount.



3. In the **Report parameters** section, check or uncheck the following checkboxes:

Only include active cards	Only include cards with Active status.
Only include gift cards	Only include cards marked as gift cards.
Only show customers with credit lines	Only include customers with credit charges allowed.

Only include active cards

Only include gift cards

Only show customers with credit lines

[VIEW REPORT](#)

4. Click **View Report**. Report displays in a separate tab.

Card Overview [DOWNLOAD AS CSV](#)

CUSTOMER	CARD NUMBER	DESCRIPTION	STATUS	CARD TYPE	BALANCE	CREDIT LIMIT
ABC Markets - 85228						
	1003	Russ Morgan	Active	Private Card		
	1013		Active	Gift Card	\$22.47	
	1027	Pre Paid Fuel	Active	Gift Card	\$36.00	
	1028		Active	Gift Card	\$30.00	
	1030	Dan Eloe	Active	Private Card		
	1033	Steve Crane	Active	Private Card		
					Balance	Credit Limit
Master Total:					\$88.47	\$0.00

5. If desired, click **Download as CSV** to save the report as a CSV file.