

# GRAM Log In Guide

## First Time Log In

### Cardholder or Level Manager (approver):

1. Visit <https://globalcard.bankofamerica.com/sdportal/home.view>
2. Select 'Cardholder Self-Registration'
3. Enter the card number and the company registration code provided by the Program Administrator
4. Enter the user ID provided by the Program Administrator (user ID is case sensitive)
5. Create a new password
6. Setup challenge and security questions

### Account Group Manager (admin access only):

1. You will receive 2 emails from MasterCard with a user ID and password
2. Visit <https://globalcard.bankofamerica.com/sdportal/home.view>
  - Use the credentials provided by MasterCard (user ID is case sensitive)
3. Create a new password
4. Setup challenge and security questions

## Log In

1. Visit <https://globalcard.bankofamerica.com/sdportal/home.view>
2. Enter user ID and password and answer security or challenge question
  - User ID is case sensitive

## Troubleshooting Log In

User accounts are automatically locked for **30** minutes after **4** failed login attempts. After the lock out period, the user may use one of the following steps to regain access to the account.

### Forgot Password

1. Visit <https://globalcard.bankofamerica.com/sdportal/home.view>
2. Select 'Forgot Password'
3. Enter the user ID (case sensitive)
4. Follow email instructions from MasterCard to reset account password

### Incorrect Challenge Question Response

1. Visit <https://globalcard.bankofamerica.com/sdportal/home.view>
2. Enter user ID and password
3. Enter challenge question response
4. After 4 failed attempts the account will be locked
5. Follow email instructions from MasterCard to reset security questions