

GRAM Log In Guide

First Time Log In

Cardholder or Level Manager (approver):

1. Click on the Bank of America 'GRAM/P-Card Management' button in Cardinal Apps
2. You will receive 2 emails from MasterCard with a user ID and temporary password
3. Enter the user ID provided by the Program Administrator (user ID is case sensitive) and temporary password provide by the bank
4. Create a new password
5. 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. Click on the Bank of America 'GRAM/P-Card Management' button in Cardinal Apps
 - o 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. Click on the Bank of America 'GRAM/P-Card Management' button in Cardinal Apps
2. Enter user ID and password and answer security or challenge question
 - o 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. Click on the Bank of America 'GRAM/P-Card Management' button in Cardinal Apps
2. Select 'Forgot Password'
3. Enter the user ID (case sensitive)
4. Follow email instructions from MasterCard (globalcard@mastercard.com) to reset account password

Incorrect Challenge Question Response

1. Click on the Bank of America 'GRAM/P-Card Management' button in Cardinal Apps
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 (globalcard@mastercard.com) to reset security questions