

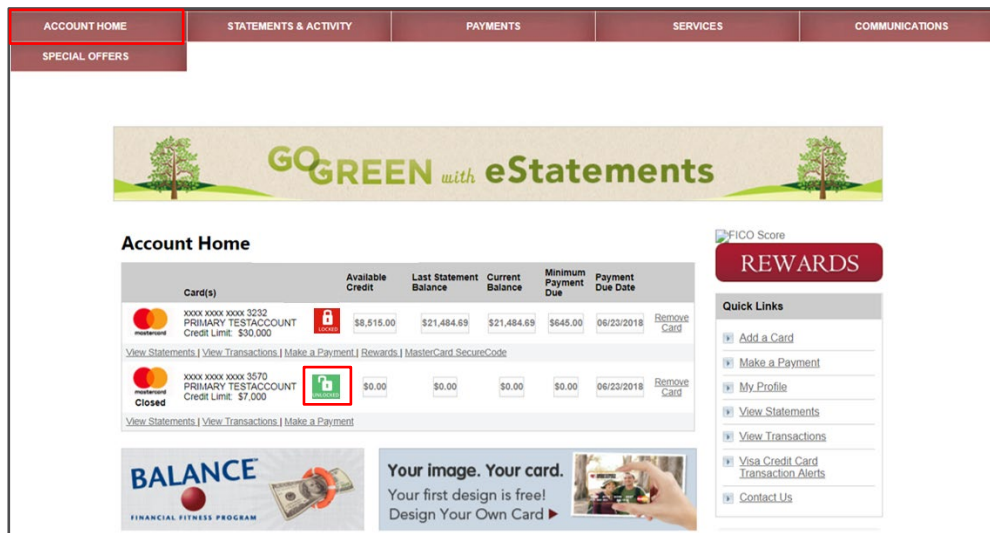
How To: Card Lock/Unlock

Cardholders can lock or unlock a card in either Access Point or DX Mobile. This document covers "How To" place a Card Lock/Unlock (temporary status) on credit cards in Access Point.

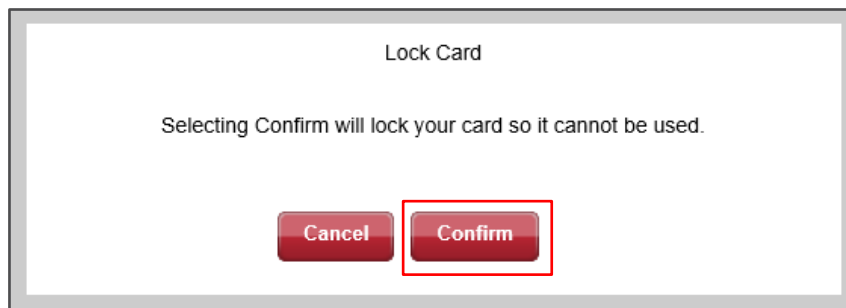
Locking Card from the Account Home tab

Cardholders can lock their credit card using the following steps:

1. Login to Access Point.
2. Click the **Account Home** tab.
3. Click the **Lock** icon. The confirmation screen displays.



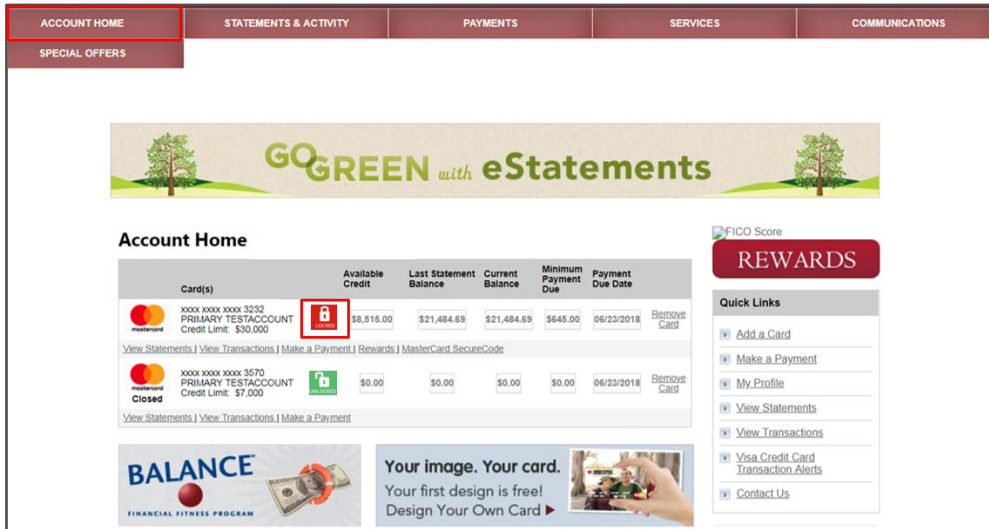
4. Click the **OK** button. The card is locked and cannot be used.







Unlocking Card from the Account Home tab

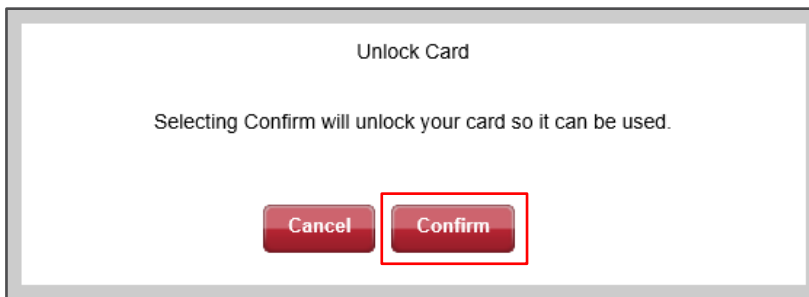
Cardholders can unlock their credit card using the following steps:

1. Login to Access Point.
2. Click the **Account Home** tab.
3. Click the **Unlock** icon. The confirmation screen displays.



Card(s)	Available Credit	Last Statement Balance	Current Balance	Minimum Payment Due	Payment Due Date	
 xxxx xxxx xxxx 3232 PRIMARY TESTACCOUNT Credit Limit: \$30,000	\$8,515.00	\$21,484.69	\$21,484.69	\$645.00	06/23/2018	 Rewards Card
 xxxx xxxx xxxx 3570 PRIMARY TESTACCOUNT Credit Limit: \$7,000 Closed	\$0.00	\$0.00	\$0.00	\$0.00	06/23/2018	 Rewards Card

4. Click the **OK** button. The card is unlocked and can be used.



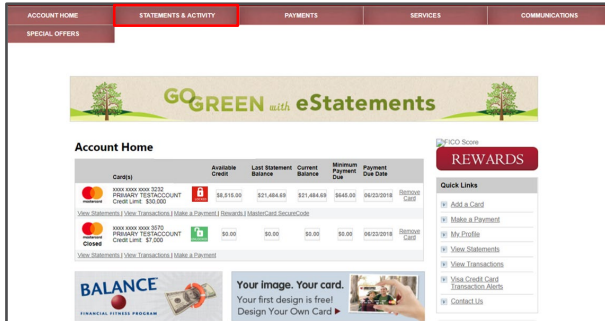
Unlock Card

Selecting Confirm will unlock your card so it can be used.

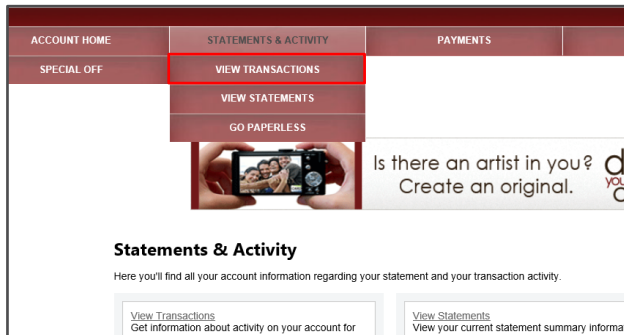
Locking Card from View Transactions

Cardholders can lock their credit card using the following steps:

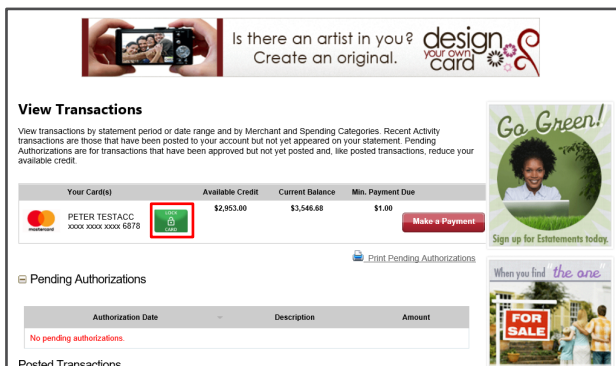
1. Login to Access Point.
2. Click the **Statements & Activity** tab.



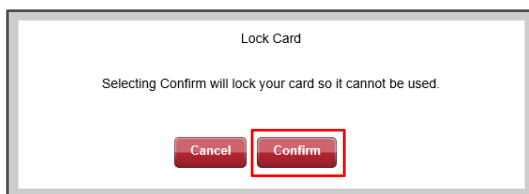
3. Select **View Transactions** from the drop-down menu. The View Transactions screen displays.



4. Click the **Lock** icon. The confirmation screen displays.



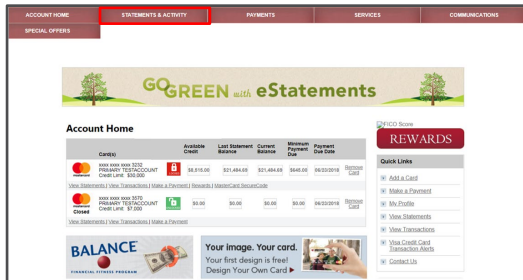
5. Click the **OK** button. The card is locked and cannot be used.



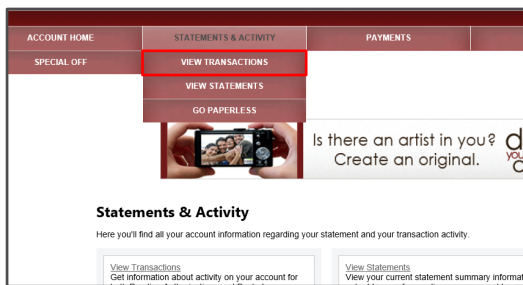
Unlocking Card from View Transactions

When the cardholder unlocks their card in Access Point, this removes the A-lock, places a set of memos, and removes the Account Status Reason code 01. Cardholders can unlock their credit card using the following steps:

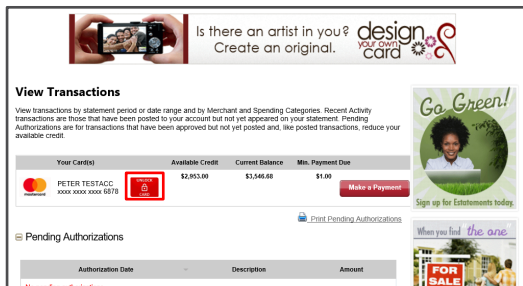
1. Login to Access Point.
2. Click the **Statements & Activity** tab.



3. Select **View Transactions** from the drop-down menu. The View Transactions screen displays.



4. Click the **Unlock** icon. The confirmation screen displays.



5. Click the **OK** button. The card is unlocked and can be used.

