How To – Do Card Lock Maintenance

Card Lock is a standalone smartphone application for iPhone and Android. Card Lock allows you to use your smartphone to lock, unlock, add a card, add a control, and manage alerts for your credit card accounts.

Account Main Menu
The Main Menu screen allows you to verify and modify alerts and controls for an enrolled account.

- **My Alerts** - view any triggered alerts on the account that are unread. Push notifications must be enabled from the Destination Management screen for My Alerts to populate. Alert history will remain for 60 days within the app.
- **Alert Management** - view active alerts set up for the account or to add, edit, or remove alerts.
- **Control Management** - view active controls set up for the account or to add, edit, or remove controls.
- **Destination Management** - customize and view what delivery methods are available for alerts, such as email, SMS or in-app; assign default destinations to any enabled future alerts.
- **Profile Settings** - change the account nickname or access Terms and Conditions.

Destination Management
Destination Management allows you to add your email address or phone numbers as different ways to receive alerts.

**To add a destination:**

1. Select **Add Destination**.

2. Enter any email or phone number for the SMS alerts. If a destination is not specified, all setup alerts default to automatic push notification.

   **The system sends:**
   - A confirmation email when a new email is successfully added.
   - A text message when a new SMS number is added. You must reply “YES” to confirm and accept future text alerts.

3. Follow the instructions in the email/text to confirm the information provided is correct and activate alerts.

   **Note:** Push notifications are enabled in the app by default.
Alert Management

Alert Management screens allow you to set an alert for many options, such as approaching a credit line, declined due to authorization control, declined purchases, fuel dispenser purchases, international purchases, online purchases, and purchases greater than a preset amount.

To configure an alert:

1. Click **Add New Alert** to view all alerts tied to the card program.

2. Select the alert you want to configure. If the alert has a threshold that you must set, it will be highlighted in yellow.

**Note:** Each alert allows you to customize the destination. The default destinations are automatically enabled.
Block/Release Cards

You can block all your cards or release all your cards from the app’s Home screen.

To block or release a card, select the corresponding button:
- **Block All Cards** places all cards within the app in a locked state.
- **Release All Card Blocks** releases an existing block on all cards.

**Controls:** Real-Time preferences that let you allow, decline, or block transactions.

You can set the following **controls:**

- Decline International Transactions
- Approved State Transactions
- Decline Online Transactions
- Decline Transactions Greater than a $ amount
- Lock Card/Unlock Card