

Steps to View Your Ascentra Credit Card Online

For free, fast access to your Ascentra credit card account information, you will need to enroll at MyCardInfo. Go to <https://ascentra.mycardinfo.com> (type as is; there is no www. before this web address) or log in through your account within Ascentra's Online Account Access at www.ascentra.org.

After you enroll, you will be able to:

- Access current balance information
- View payment information
- View current activity (charges on your credit card)
- Review statement history
- Make a payment online
- Sign up to receive your Visa Statement electronically *NEW*
- Request a credit line increase

1. Log into your Ascentra Online Access Account at www.ascentra.org. If you are not currently signed up for Online Account Access, call us to set up your username and temporary password at (563) 355-0152 or (800) 426-5241 ext. 0. Within your account, the box below will be located in the upper right corner.



2. The MyCardInfo page will appear. This is where you can enroll for the free service or log into your account. ***Note: Members who were enrolled on the old MyCardInfo site will need to re-enroll in the new site.**

A) Enroll

1. Enter your full credit card number
2. Click Enroll

B) Log In – If you’re already enrolled in MyCardInfo

1. Enter your username
2. Click Login

The image shows a screenshot of the Ascentra credit union website's MyCardInfo page. The page has an orange header with the Ascentra logo and tagline "Listening, caring, doing what's right". Below the header, there are two main sections: "Account Management" and "ENROLL/LOGIN".

Account Management: This section includes a list of services: "View Statements", "View Current Activity", "Make A Payment", "Contact Us", and "And much more". It also contains a warning: "After 20 minutes of inactivity you will automatically be logged out of your session."

eStatements: This section features a message about environmental benefits of electronic statements and a source citation: "Source: PayItGreen Alliance, 2008". It also states: "Statements will generally be available within 3-5 days after your statement cycle. Enrollment in eStatements is free."

ENROLL/LOGIN: This section is split into two columns. The "ENROLL" column has the text "Enroll now to manage your credit card information online." and a form with a "Credit Card Number:" label, an input field, and an "Enroll" button. The "LOGIN" column has the text "Already enrolled? Enter your username here to access your information." and a form with a "Username:" label, an input field, a "Login" button, and a link "I forgot my username".

Two blue arrows point from boxes labeled "Enroll" and "Login" below the page to the respective buttons in the ENROLL/LOGIN section.

3. To enroll, you will be asked to enter information about your Ascentra Visa Credit Card. You will need your card for this part of the enrollment process.

- A) Step 1: Enter your card's expiration date
- B) Step 2: Enter the CVV/CVC 3-digit code from the back of your card
- C) Step 3: Enter the last 4 digits of your social security number
- D) Step 4: Enter your zip code
- E) Step 5: Click Continue

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Account Information
Your CVV/CVC is the 3-digit number at the end of your signature strip on the back of the card.
Please enter the 2-digit month and 2-digit year of your expiration date on the front of the card.

eStatements
Did you know... if one in five households switched to electronic bills, statements and payments, the collective impact would annually save 151 million pounds of paper, avoid filling 8.6 million household garbage bags with waste and avoid producing 2 million tons of greenhouse gas emissions?
Source: PayItGreen Alliance, 2008
Statements will generally be available within 3-5 days after your statement cycle. Enrollment in eStatements is free.

Credit Card Enrollment
Step 1 of 5: Enter Your Account Information

Expiration Date: (03/09)

CVV/CVC:

Last 4 of SSN: (0000)

Zip Code: (11111-1111)

Step 1 (points to Expiration Date)

Step 2 (points to CVV/CVC)

Step 3 (points to Last 4 of SSN)

Step 4 (points to Zip Code)

Step 5 (points to Continue button)

4. You will then be asked to create a unique username and password to access your account information. Be sure to keep your username and password in a secure location for future reference. ***Note: All parameters of the password must be utilized (letters, numbers and symbols).**

- A) Type in your Username
- B) Enter your Password*
- C) Re-enter your Password for Confirmation

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Enrollment
Do not share your password with anyone. We will never ask you for your password.
If you have any question or concerns during enrollment, please call customer service at 800-234-5354.

eStatements
Did you know... if one in five households switched to electronic bills, statements and payments, the collective impact would annually save 151 million pounds of paper, avoid filling 8.6 million household garbage bags with waste and avoid producing 2 million tons of greenhouse gas emissions?
Source: PayItGreen Alliance, 2008
Statements will generally be available within 3-5 days after your statement cycle. Enrollment in eStatements is free.

Credit Card Enrollment
Step 2 of 5: Select a Username and Password

Create a New User

Username:

Password:

Confirm Password:

Enrollment Requirements
Your username must meet the following requirements:

- Length must be a minimum of 6 characters

Your password must meet the following requirements:

- Length must be a minimum of 6 characters
- Must contain at least one letter
- Must contain at least one number (0-9)
- Must contain at least one symbol

5. The third step of the enrollment process will require you to create a personal security code. This is one of the added security enhancements.

- A) Using your mouse, click on the numbers and/or letters to create your Personal Security Code. There are no guidelines for this code.
- B) Confirm your code by re-entering it the same way on the key pad below.

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Personal Security Code
Your Personal Security Code is different than your CVV/CVC code. It should be a personal code known only to you and a minimum of 4 characters.
The Personal Security Code feature helps to protect your online account.
If you have any questions or concerns during enrollment, please call our customer service at 800-234-5354.

Personal Security Code
Why do I have to use my mouse on the virtual keyboard?
This dual factor authentication method is for your security. Clicking with your mouse makes it more difficult for computer viruses to log your secret password information, helping to ensure that only you have access to your account.

Credit Card Enrollment
Step 3 of 5: Select Your Personal Security Code
Please use your mouse to click on the keys to enter your Personal Security Code.

Personal Security Code:

1	2	3	4	5	6	7	8	9	0	Backspace
Q	W	E	R	T	Y	U	I	O	P	
A	S	D	F	G	H	J	K	L		
Z	X	C	V	B	N	M				

Please use your mouse to click on the keys to confirm your Personal Security Code.

Personal Security Code:

1	2	3	4	5	6	7	8	9	0	Backspace
Q	W	E	R	T	Y	U	I	O	P	
A	S	D	F	G	H	J	K	L		
Z	X	C	V	B	N	M				

6. Next, you will need to pick two security questions and fill in the blanks with the appropriate answer. Click the drop down arrow for a selection of questions.



Security Questions

Security Questions are used to help verify your online identity.

Please choose answers that are known only to yourself and are easy to remember.

If you have any questions or concerns during enrollment, please call customer service at 800-234-5354.

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Source: PayItGreen Alliance, 2008

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Credit Card Enrollment

Step 4 of 5: Select Your Security Questions and Answers

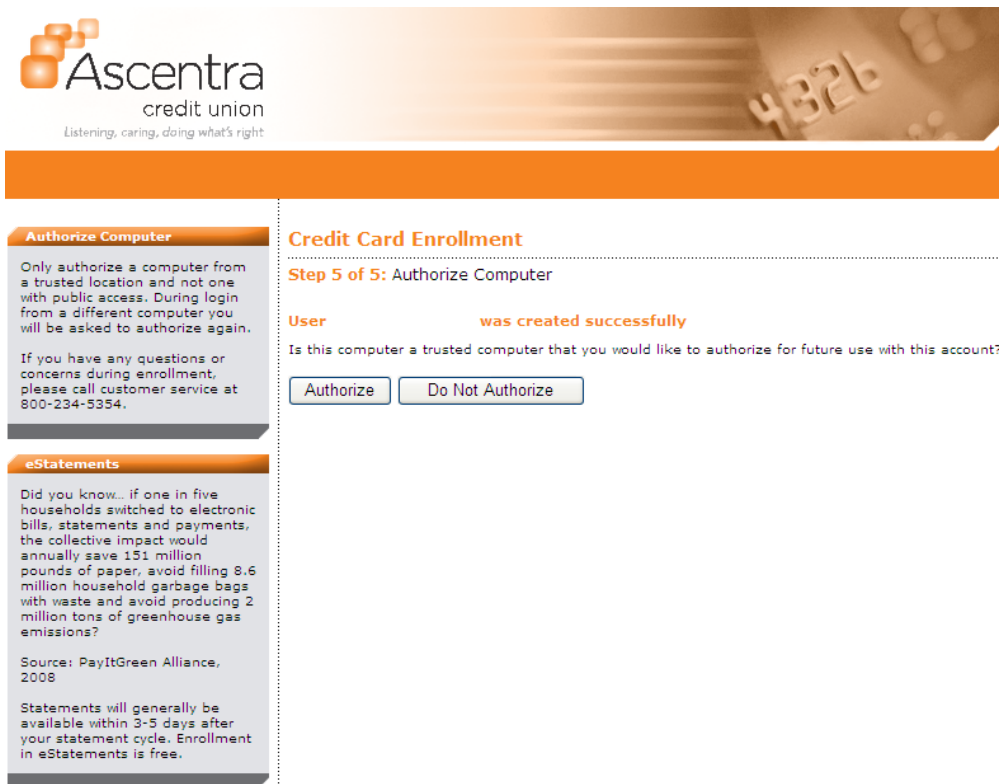
Security Question 1:

Answer:

Security Question 2:

Answer:

7. If you would like to authorize (make your computer recognized by the site) your computer, you may do so on this screen. You only want to authorize a computer from a **trusted** location. ****Important: Never authorize a public or shared computer you are using.***



The screenshot shows the Ascentra credit union website. The header includes the Ascentra logo and tagline "Listening, caring, doing what's right". The main content area is divided into two columns. The left column has a section titled "Authorize Computer" with instructions: "Only authorize a computer from a trusted location and not one with public access. During login from a different computer you will be asked to authorize again." Below this is a section for "eStatements" with text about environmental benefits of electronic bills and a source citation: "Source: PayItGreen Alliance, 2008". The right column is titled "Credit Card Enrollment" and shows "Step 5 of 5: Authorize Computer". A message states "User was created successfully" and asks "Is this computer a trusted computer that you would like to authorize for future use with this account?". At the bottom of this section are two buttons: "Authorize" and "Do Not Authorize".

8. You've completed the enrollment process! You are now officially logged into your Ascentra Credit Union Visa Platinum Credit Card Account. This screen will appear notifying you that you've completed the process.

The screenshot shows the Ascentra Credit Union Member Account Overview page. The header features the Ascentra logo with the tagline "Listening, caring, doing what's right" and a background image of a Visa Platinum credit card. A navigation bar includes "Account Info", "Payments", "Account Services", and "Help & Info". The main content area is divided into two columns. The left column contains sections for "Account Overview" (with a note about pending charges), "eStatements" (with an environmental message and a link to sign up), and "Statement & Payment Information" (with links for last statement balance and current payment due). The right column displays the "Ascentra Credit Union Member" title, account details, and a detailed "Account Overview" section with fields for Credit Limit, Current Balance, Pending Charges, and Available Credit. Below this are sections for "Cash Advance" (Cash Limit, Cash Available) and "Statement & Payment Information" (Last Payment Received, Current Payment Due). A footer contains links for HOME, HELP, PRIVACY POLICY, TERMS & CONDITIONS, and FREQUENTLY ASKED QUESTIONS.

Thank you!

For additional questions, log into MyCardInfo, click on Help & Info and go to the Frequently Asked Questions (FAQ's). If you have trouble enrolling or logging into your account within MyCardInfo, please contact Card Services at 1-800-234-5354. Be prepared to enter your 16-digit card number.