

Setting Up Security

question1
-- select a question --

question2
-- select a question --

question3
-- select a question --

question4
-- select a question --

The cardholder will need to select and answer four security questions

Finish

Important! Security Account provides security and ensures that only the account holder can access their credit card account online.

- The cardholder will create a Security Account which will only be shared between them and the institution.
- When they see their Security Account, they can be confident that they are at the legitimate eZCard website, not an imposters site.

In addition, Security Account remembers which computer(s) are normally used, preventing others from logging into the account.

If another computer is used to log in, the cardholder will be required to register it.

Note: Please choose to have eZCard remember your personal computer

- This will enable you to log in from your personal computers without going through the Security Account steps each time.

Migration Related FAQs

Q. Can I still use www.GoToMyCard.com?

A. Following the migration, you will need to access www.eZCardinfo.com.

Q. Will I be required to register for eZCard?

A. There will be a secure card registration process for you to establish access. You will need to register to access this website going forward.

Q. If I am setup for Autopay will I have to re-enroll in autopay on eZCard?

A. Account Auto-pay functionality will migrate from GoToMyCard at migration. However, you will not see those reflected in the new site, eZCard. It is important to note, if you establish a new auto-payment within eZCard, it will create a duplicate auto-payment situation.

Q. If I have enrolled in GoToMyCard Alerts, will the alert settings migrate?

A. No, alert settings will not be migrated. Upon registering for eZCard you will need to re-establish the alerts. You will have the same options as you did previously with GoToMyCard.com.

Q. Does eZCard allow me to download transactions like I could with GoToMyCard?

eZCard allows cardholders to download transactions as they do today. File types supported are Quickbooks, Quicken, comma delimited (.csv), and tab delimited (.tab).

Q. Are my account numbers changing?

A. No, your account numbers are migrating over.

Q. When is the last day that I will be able to access GoToMyCard.com?

A. 9/16/21

Q. Will my transaction history (statements migrate over with my accounts to see online)?

A. On 9/20/21, you will be able to see the prior 18 months of transaction history online and 12 months of PDF statements will become available within 2 weeks.

Q. Do Ucore Card reward points display in eZCard?

A. Yes, you will be able to see your points.

Account Services

Q. Can I send a question about my account via email?

A. Yes. Select settings & help, then select By Messaging, Phone or Mail under Contact Us. Select the appropriate inquiry type under Messaging. Enter the reason for the request and select Send Request. This will send a message to the team. All communication will be sent through the message center.

Q. What should I do if I receive a suspicious email that looks like it came from my website?

A. If you receive a suspicious email and suspect it might be fraudulent, do not reply or enter any information. Contact us at 866-604-0380 immediately. A representative can help you determine the authenticity of the email.

Q. I answered the security questions incorrectly and received a message saying my online account is locked. What should I do?

A. To unlock your online account, call 866-604-0380. For security reasons we're unable to reset your account online or by email.

Q. Why do I need to provide personal information to activate my card?

A. You will be required to provide certain information that will allow us to confirm that you are authorized to activate the card.

Q. What's the best way for me to protect my card?

A. Treat your card like cash. Never give your card number to anyone. NEVER give out your PIN. Verify the authenticity of retailers you do business with before giving them your card number over the phone or internet. Do not email your card number to anyone on the Internet, even if someone offers you money or "winnings". If an offer seems too good to be true, it probably is. If you feel that your account has been compromised or someone has access to your card information, please contact customer service immediately to report this.

Questions Regarding My Account

Q. How do I sign into my account?

A. Type in the User Name and Password created during your registration, to sign into the account. If you are getting an error message, check to make sure you are entering your information accurately. To ensure the security of your account information, do not reveal your password. Never write it down where anyone can find it. Change your password often and be sure that you do not use words that people identify with you. Do not use numbers in a series.

Use our 'Log Out' feature if you are going to be away from your computer for an extended period of time. The 'Log Out' feature will end your session. You will have to enter your User Name and Password before entering the website again.

For your protection, after too many unsuccessful attempts, you will be locked out of eZCard®. If this happens, verify that you are entering the User Name and Password you selected in the enrollment process. If you are having trouble logging in and would like to speak with one of our representatives, please call us at 866-604-0380 or 866-604-0380.

Q. What do I do if I have forgotten my password?

A. Perform the following steps if you have forgotten the password:

1. Click on the "Forgot My Password" link and a temporary password is sent to the default email address on the account.
2. Log in with Temporary Password:
 - Your Temporary password will need to be changed based on the password guidelines/rules presented on screen.
 - Your Password is case sensitive.
 - Your Username and Password cannot be the same

Q.What should I do if I am locked out?

A. For your protection, after too many unsuccessful attempts, you will be locked out. If this happens, verify that you are entering the Username and password you selected during the enrollment process. If you are having trouble logging in and would like to speak with one of our representatives, please contact customer service at 866-604-0380.

Q. How do I view my account if I have reported my card as lost or stolen?

A. Log in using your original Username and Password. Your account profile will be transferred to the new account automatically.

Q. How do I view my account if I have upgraded or had my card replaced?

A. Log in using your original Username and Password. Your account profile will be transferred to the new account automatically.

Q. How do I know if my card has expired?

A. All credit cards reflect an expiration date. If your account is in good standing, the card is valid through the last day of the month it expires. New cards are typically mailed out between the 10th - 15th of the month they expire. If you do not receive your new cards by the end of the month they expire, please call customer service at 866-604-0380.

Q. How do I obtain more information?

A. Call the Customer Service number at 866-604-0380 for further information.

Disputing a Transaction

Q. What is a credit card dispute?

A. Occasionally, when reviewing credit card transactions on your statement, you may believe that a charge has been posted to your account in error. You may choose to dispute the questionable charge and we will investigate for you. During the investigation, no fees or interest will be incurred on the questionable charge and payment of the amount in question will not be required. You are obligated to make payment on the portion of your balance not in question, if any.

We will research the questionable transaction and contact you with the results of our investigation. If the transaction has been posted to your account in error, we will correct your account. If no error has occurred, the amount will again be included as a portion of your balance owed and you will be required to pay the transaction and any associated fees or interest that were waived during the investigation period.

Q. How do I dispute a transaction online?

A. Perform the following steps to dispute a transaction:

1. Select the "Dispute Transaction" link presented under the Transaction Detail section on the Transactions screen.
2. Complete the form depicted.
3. Manual or Electronic submission options are available. If 'Print & Save' is selected, this would indicate manual submission has been selected indicating you would be responsible for mailing or faxing the completed dispute form in to our offices.
4. Click "Submit" to complete & Submit Electronically.

How long can I expect to wait for a resolution?

A. We will send written confirmation to your billing address within 7-10 business days. Although we will work quickly to respond to your dispute, a resolution could take up to 120 days. However, depending on the nature of your dispute we may require additional information from you or the merchant involved which could take additional processing time.

