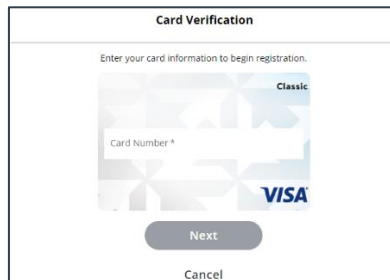# Getting Started with CardWise

Cardholders can enroll for **CardWise** through the **CardWise Mobile** app on their mobile device or **CardWise Online** via their computer's web browser.

For quick and easy registration, have the following ready:
- Your physical card
- Your email address that is on file with Collabria (typically, the email address provided at time of application). Contact the number on the back of your card if you require support.
- Download the **CardWise Mobile** app from the Apple or Google app store (based on device) or navigate to **CardWise Online** via www.cardwiseonline.ca.
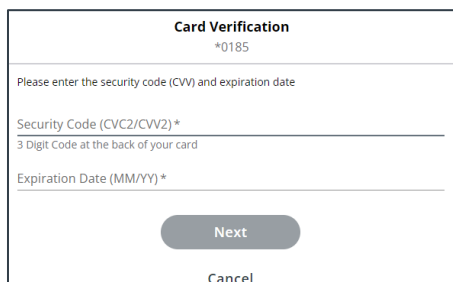
Enrolling in CardWise

1. Open the **CardWise Mobile** app on your mobile device or on your computer, go to **CardWise Online**: www.cardwiseonline.ca.

2. Click **New User**.

3. On the *User Registration page,* enter the full 16 Digit Card Number and click **Next.**

4. Enter Security Code (CVV/SEC) and Expiration Date (MM/YY) from the back of the card and click **Next**.

5. You'll now be moved to the *User Verification* page. As part of enhanced security protection, a security token will be sent to the email address provided. Once this is received enter it on screen and click **Next**.

    Check your email's "Junk/Spam" folder if the security token is not in your inbox. If the email goes here, mark sender as safe for future emails.

User Verification
*0043

Before proceeding, please retrieve the security token from the email address we have on record, T*********4@GMAIL.COM

Security token *   SHOW

Having Trouble?

Next

Cancel

6. Read and accept the Terms & Conditions and the Privacy Policy as displayed.

7. On the *Create New Account* screen:

   a) Enter your email address that is on file with Collabria.

   b) Click to use this email address as the Username or create a unique Username.

   c) Enter a Password which meets the required criteria listed.

   d) Re-enter the Password

   e) Enter User Full Name

   f) Click **Next**.

Create Account
*0050

Email Address *

Use this email as username   ☑

Password *   SHOW
Password Guidelines

✕ Password is between 9 to 20 characters in length.

✕ At least one uppercase letter [A-Z]

✕ At least one lowercase letter [a-z]

✕ At least one number [0-9]

✕ At least one special character from ! @ # $ % ^ & * ( )

✕ No spaces in between

Re-Enter Password *   SHOW

User Full Name *
User Full Name must be between 2 and 50 characters long and must contain only alphanumeric characters, spaces, periods, hyphens.
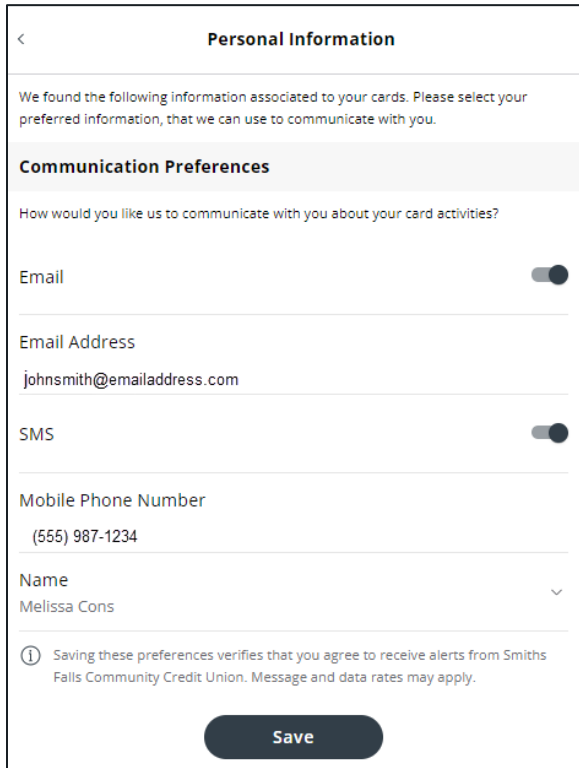
Next

Cancel

Registration is now complete.

Log in using the username and password set up.

Note: the first log in may take a few moments as the card(s) are added to the account.
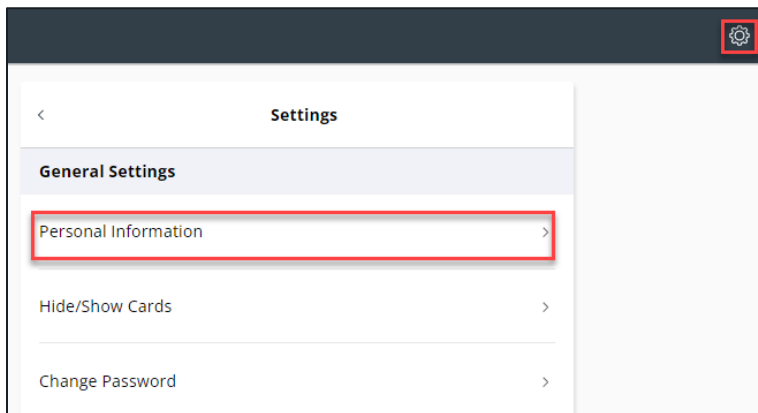
Set your communication preferences.

Upon first log in you may be prompted to confirm your preferences for receiving communications from CardWise. You can choose to receive communications via

email, SMS, or both.

To update your preferences, from the main menu, select **Settings » Personal Information** and make the applicable preference selections. If you need to update contact information call the number on the back of your card for assistance.

Personal Information

<

We found the following information associated to your cards. Please select your preferred information, that we can use to communicate with you.

Communication Preferences

How would you like us to communicate with you about your card activities?

Email

Email Address

johnsmith@emailaddress.com

SMS

Mobile Phone Number

(555) 987-1234

Name

Melissa Cons

ⓘ Saving these preferences verifies that you agree to receive alerts from Smiths Falls Community Credit Union. Message and data rates may apply.

Save

The CardWise platform supports both Mastercard® and Visa credit cards issued by Collabria Financial Services. The above instructions apply to both networks.

The Collabria Card is issued by Collabria Financial Services Inc. pursuant to a license. *All other trademarks are the Property of their respective owner(s).