QUICK START GUIDE

TO YOUR RELOADABLE CARD PROGRAM

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ENJOY THE BENEFITS

Password Protection

A required user name and password adds an extra layer of protection.

Address Validation

You are able to confirm your shipping address before your reloadable card is mailed to ensure you receive it.

Secure Card Loading

- Your card number is always masked on the site with only the last 4 digits visible.
- Your card number is prepopulated when you return to the site to load your card—making it easy to identify which card you are loading.
- You still securely load your card by entering the CVV number.

Proactive Communication

Confirmation emails and shipping and load notifications keep you informed at every step of the payment.

Convenient Self-Service

If you receive a load but no longer have your card, you can order a replacement directly from the payment platform—no need to call Cardholder Services.

USER NAME AND PASSWORD

If you already created a username and password for this program, you will have the same username and password on 360digitalpayments.com.

Forgot your password? Click the "Forgot Your Password?" link to reset it.

Log in to *My Digital Wallet* with:

| Token | Card | **Username** |

Log in to access your payment details, check your balance, view spend history and manage your wallet.

DC22-DFF96D-D249

J....C@email.com

Password — Show

Forgot Your **Password** ?

Continue

First time here?
Create a Wallet ⓘ

English US ⌄   **Contact Us**

Log in to *My Digital Wallet* with:

| **Token** | Card | Username |

Log in with your digital token to access your payment.

A362-713D6C-2747

JCARDHOLDER@EMAIL.COM

Create Password

Confirm Password

Show Passwords

Continue

Already have a Wallet?
Login ⓘ

If you don't have a username and password for this program, the first time you access your card at 360digitalpayments.com, you will be prompted to create a username and password. Your email will be prepopulated as a default username, but you can update the field to create any username you want.

English US ⌄   **Contact Us**

Welcome to *My Digital Wallet*

My Profile

Already have a Wallet? **Login**

Complete your profile to create a wallet and access your payment. All fields required.

Username	JCardholder@email.com
Email	JCARDHOLDER@EMAIL.COM
Confirm Email	
First Name	JOHN
Last Name	CARDHOLDER
Country	USA
Address 1	123 MAIN STREET
Address 2	150
City	ANYWHERE
State	ILLINOIS
Zip	60089
Mobile Phone	(847)325-4330

Security Question

In what city did you meet your spouse/significant othe ⌄

Answer

Your Digital Wallet profile information will be prepopulated. Review, complete or update all required fields to ensure your profile is accurate.

The first time you access your card at 360digitalpayments.com, you will need to select a new security question and answer.

LOADING YOUR CARD

Your payment emails will come from notification@360digitalpayments.com. Make sure to add this email address to your safe sender list.

My Profile

English US ⌄   My Currency: NONE ⌄   Contact Us   Log Out

Welcome to *My Digital Wallet*

Review and Confirm

Reload
Grab your reloadable card and apply this load.

Card Number

✱✱✱✱ ✱✱✱✱ ✱✱✱✱ 0172 Lost this card?

Enter CVV ⓘ

Have a different reloadable card? **Click here**

Confirm

VISA
Value
USD **15.00**
FAQs

Your card number is prepopulated when you return to the site to load your card—making it easy to identify which card you are loading.

For security purposes, you will need to enter the 3-digit security code (CVV) from the back of the card to load your funds.

ADDING YOUR CARD TO YOUR WALLET

Welcome to *My Digital Wallet*

Review and Confirm

Reloadable Card
Reloadable plastic card. Add funds as you continue to qualify.

Shipping Address

JOHN CARDHOLDER
123 MAIN STREET
150
BUFFALO GROVE, IL 60089
USA

Have a reloadable card? **Click here**

VISA
Value
USD **10.00**

FAQs

Confirm

If you log in to load your **current card**, and you are prompted to order a new card, select the "Have a reloadable card?" link to manually enter your card information.

Welcome to *My Digital Wallet*

Review and Confirm

Reload
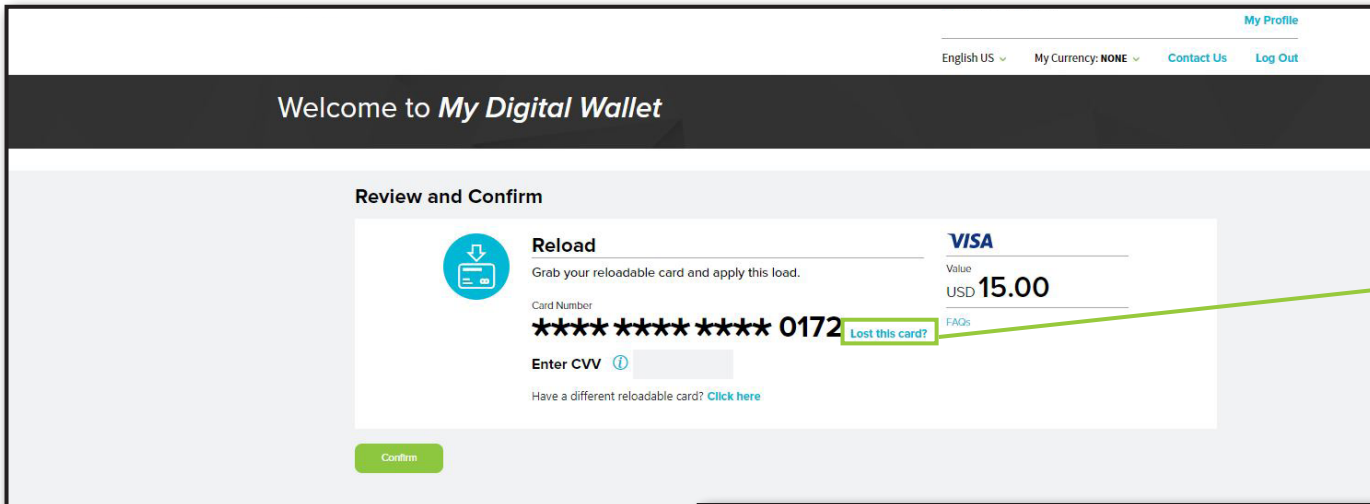Grab your reloadable card and apply this load.

Card Number

Enter CVV ⓘ
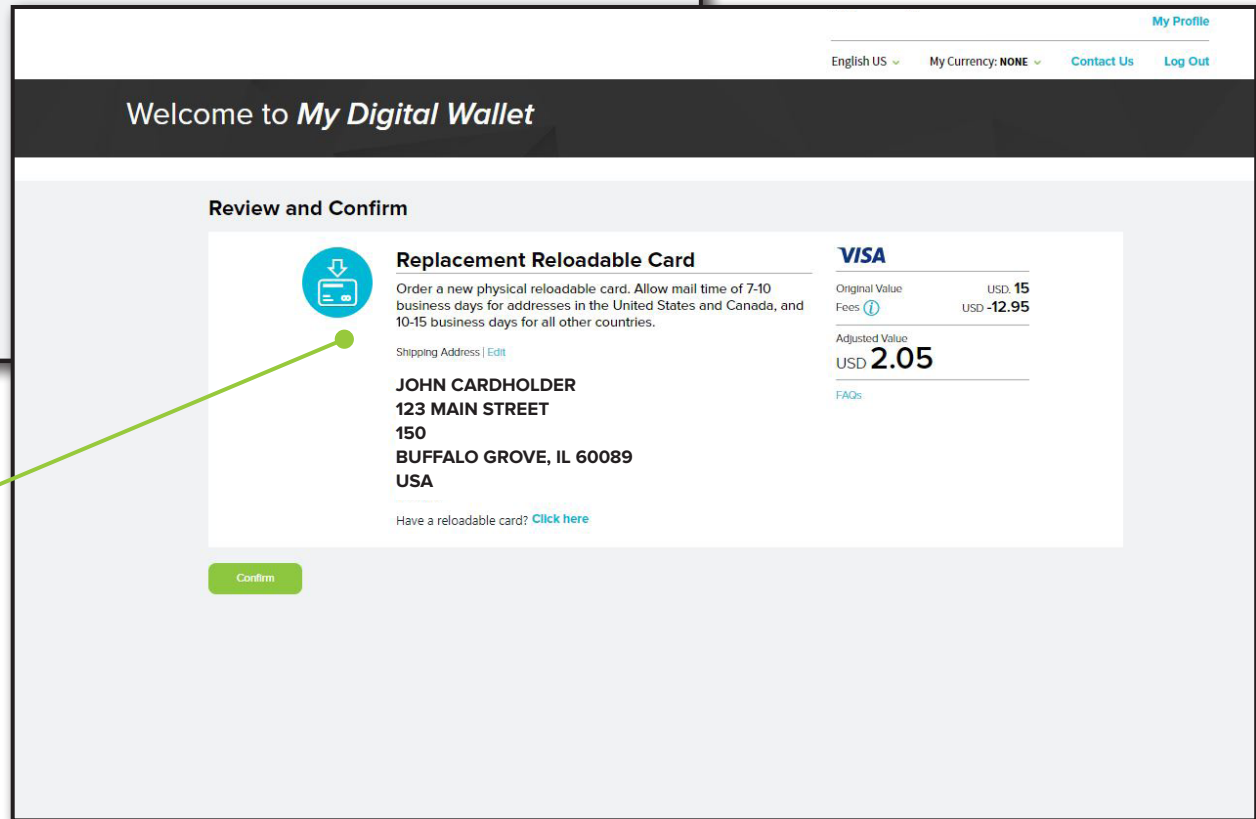
Use the other card we have for you? **Click here**

VISA
Value
USD **10.00**

FAQs

Confirm

Enter your card number and security code (CVV) to load your card. It will be added to your Wallet for future use.

ORDERING A NEW CARD

My Profile

English US ⌄   My Currency: **NONE** ⌄   Contact Us   Log Out

Welcome to *My Digital Wallet*

Review and Confirm

Reload
Grab your reloadable card and apply this load.

VISA

Value
USD **15.00**

Card Number
**** **** **** 0172 Lost this card?

FAQs

Enter CVV ⓘ

Have a different reloadable card? **Click here**

Confirm

If you have a payment to load but no longer have your reloadable card, you can order a new one during the reload process.

My Profile

English US ⌄   My Currency: **NONE** ⌄   Contact Us   Log Out

Welcome to *My Digital Wallet*

Review and Confirm

Replacement Reloadable Card
Order a new physical reloadable card. Allow mail time of 7-10 business days for addresses in the United States and Canada, and 10-15 business days for all other countries.

VISA

Original Value   USD. **15**
Fees ⓘ   USD **-12.95**

Adjusted Value
USD **2.05**

FAQs

Shipping Address | Edit

JOHN CARDHOLDER
123 MAIN STREET
150
BUFFALO GROVE, IL 60089
USA

Have a reloadable card? **Click here**

Confirm

Your new card will be mailed to you, loaded and ready for use. There is a reissue fee based on the program setup.

Edit your Digital Wallet profile by selecting "My Profile". Here, you can also update your password and security question. Updating this profile will not change the profile associated with the card already in your Digital Wallet.

If you can't find what you are looking for in our FAQs, contact us via phone or our online form.

My Profile

English US ⌄   My Currency: NONE ⌄   Contact Us   Log Out

Welcome to *My Digital Wallet*

Total Access to Your Payments

Add Payment

Reloadable Card - 0172

Expiration Date
2024/08/31

Card Number
✱✱✱✱ ✱✱✱✱ ✱✱✱✱ 0172

FAQs | Cardholder Agreement

Card Shipping Date
In Progress

Profile | Edit
JOHN CARDHOLDER
123 MAIN STREET
150
BUFFALO GROVE, IL 60089
USA

PIN | Edit
3429

Transactions   Program Details

VISA
Current Balance
USD **25.00**

Read card FAQs and the Cardholder Agreement.

View and edit your PIN.

Edit the profile associated with your reloadable card by selecting the "Edit" link. Updating this profile will not change your Digital Wallet profile.

View your transactions and loads.

ADDITIONAL SECURITY: MULTI-FACTOR AUTHENTICATION (MFA)

While accessing your payment, you may be asked to verify your identity for security purposes. When this is required, the "Verify Your Identity" screen will pop up and you will be emailed a one-time verification code to the address you provided. **Don't close your current screen**. Open your email in a new screen.

Verify Your Identity

For your protection, additional verification is needed before you can view your payment. ⓘ

An email has been sent to **s......b@gmail.com** with a verification code.

Don't close this screen. Open your email in a new screen to get your verification code and enter it below within 10 minutes.

Verification Code

[ ] Verify

Not seeing this email? Check your spam/junk folder first for a message with the subject line: Your Identity Verification Code. If you do not receive the email or your code expires, select Resend.

Resend

If you don't receive the email with your verification code, request another code by clicking the resend button. (Make sure to check your spam/junk folder first.)

Grab the verification code from your email and enter it in the box provided. Then click the "Verify" button.

Success!

Remember This Device?

◯ **Yes**

By selecting **Yes**, you authorize us to remember this device. This will allow you to skip the verification step when you log in from this device.

◯ **No**

Select **No** if you are logging in from a public or shared device.

Continue

Once the verification is complete, you will be given the option to have the site "remember" your device. If you select "Yes," you will not have to complete the MFA step for subsequent log-ins.

360digitalpayments.com