

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.

English US [Contact Us](#)

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.		
<input type="text" value="DC22-DF96D-D249"/>		<input type="text" value="J...C@email.com"/>
		<input type="password" value="Password"/>
		Forgot Your Password?
<input type="button" value="Continue"/>		First time here? Create a Wallet

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

English US [Contact Us](#)

Log in to *My Digital Wallet* with:

Token	Card	Username
Log in with your digital token to access your payment.		
<input type="text" value="A362-713D6C-2747"/>		<input type="text" value="JCARDHOLDER@EMAIL.COM"/>
		<input type="password" value="Create Password"/>
		<input type="password" value="Confirm Password"/>
		Show Passwords
<input type="button" value="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.

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	
<hr/>	
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.

The screenshot shows a web interface for reloading a card. At the top right, there are links for 'My Profile', 'English US', 'My Currency: NONE', 'Contact Us', and 'Log Out'. Below this is a dark header with the text 'Welcome to My Digital Wallet'. The main content area is titled 'Review and Confirm' and contains a 'Reload' section. This section includes a 'VISA' logo, the value 'USD 15.00', and a 'Card Number' field with the text '**** * 0172' and a 'Lost this card?' link. Below the card number is an 'Enter CVV' field with an information icon and a 'Have a different reloadable card? Click here' link. A green callout box points to the card number field with the text: '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.' A 'Confirm' button is located at the bottom left of the reload section.


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

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

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.

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

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

Welcome to My Digital Wallet

Review and Confirm

**Reload**

Grab your reloadable card and apply this load.

Card Number

Enter CVV ⓘ

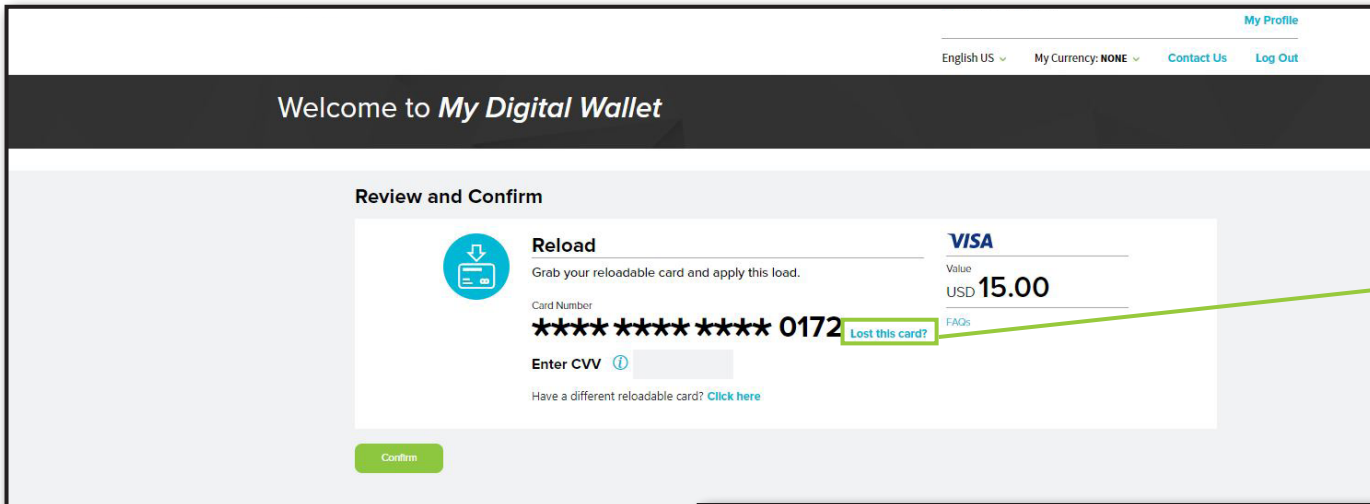
Use the other card we have for you? [Click here](#)

VISA

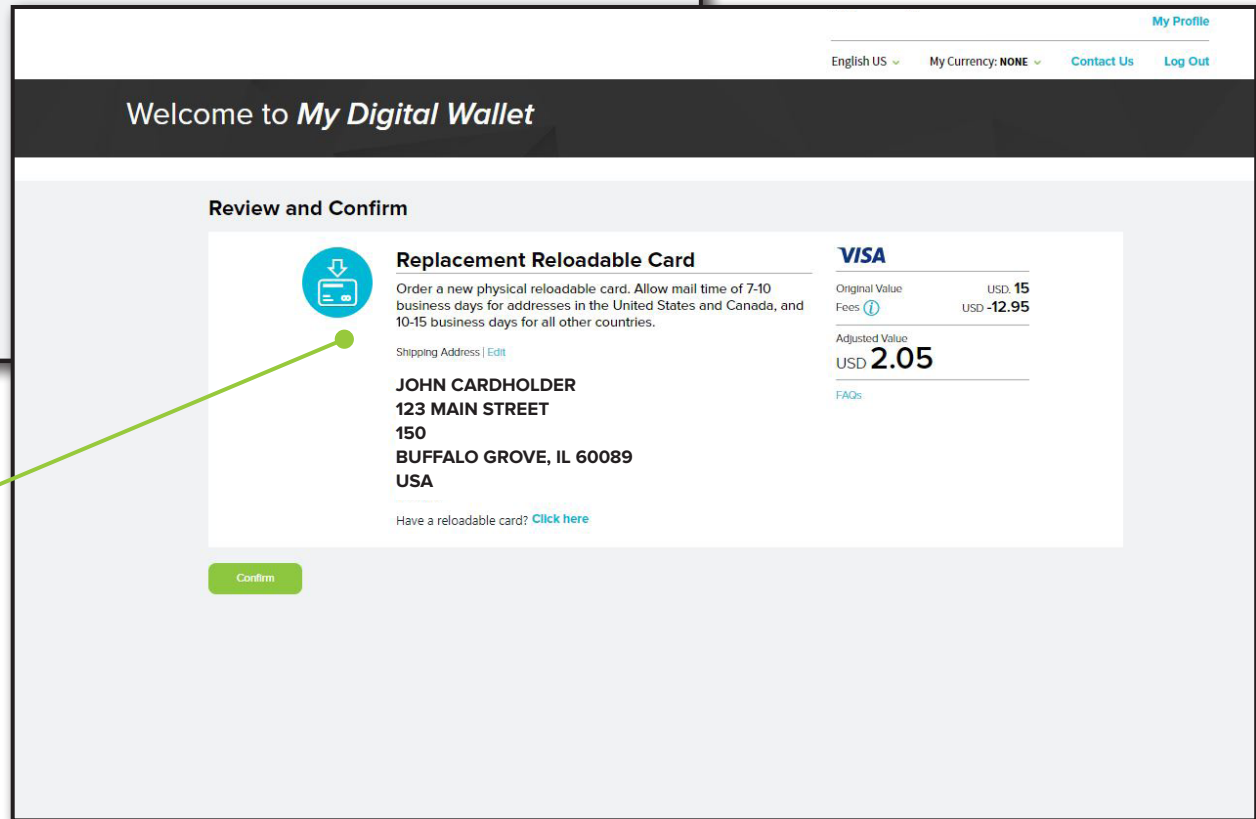
Value
USD **10.00**

[FAQs](#)

Confirm



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



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.

The screenshot shows the 'My Digital Wallet' interface. At the top right, there is a 'My Profile' link. Below it, the user's location is set to 'English US' and the currency is 'NONE'. There are 'Contact Us' and 'Log Out' links. The main heading is 'Welcome to My Digital Wallet'. Below this, there is a section for 'Total Access to Your Payments' with an 'Add Payment' button. The main content area displays a 'Reloadable Card - 0172' which is a VISA card. The card's expiration date is 2024/08/31, and the current balance is USD 25.00. The card number is masked as **** * 0172. Below the card details, there is a section for 'In Progress' with a 'Profile | Edit' link. The cardholder's name is JOHN CARDHOLDER, and the address is 123 MAIN STREET, 150 BUFFALO GROVE, IL 60089, USA. There is also a 'PIN | Edit' link showing the PIN 3429. At the bottom of the card details, there are 'Transactions' and 'Program Details' buttons. Callouts provide instructions: 'My Profile' for editing the profile; 'Contact Us' for finding information in FAQs; 'Profile | Edit' for editing the cardholder's profile; 'PIN | Edit' for viewing and editing the PIN; and 'Transactions' for viewing transactions and loads.

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**

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

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

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.

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

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.)

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.

Success!

Remember This Device?

Yes **No**

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.

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

360digitalpayments.com

Each payment will be delivered via email with instructions for requesting or loading your Visa® prepaid card. You must request or load your card within 3 months from the date these instructions are sent via email. The link to access your payment expires after that time. Use your Visa prepaid card anywhere Visa debit cards are accepted in the U.S. The card may not be used at any merchant, including internet and mail or telephone order merchants, outside of the U.S. Card is issued by The Bancorp Bank, Member FDIC, pursuant to a license from Visa U.S.A. Inc. Your use of the prepaid card is governed by the Cardholder Agreement, and some fees may apply. This is not a gift card. Please note that prepaid cards are subject to expiration, so pay close attention to the expiration date of the card.