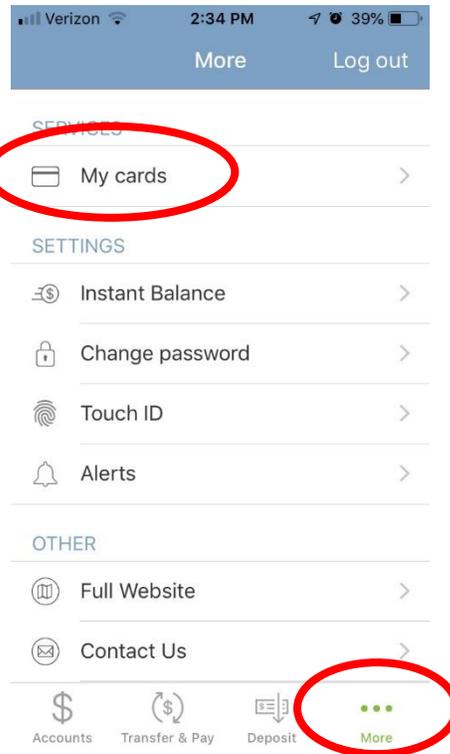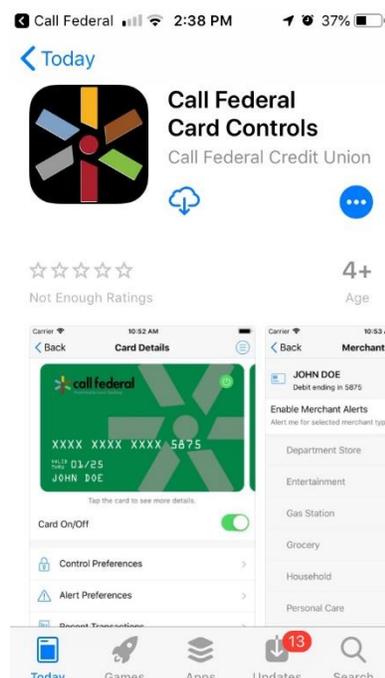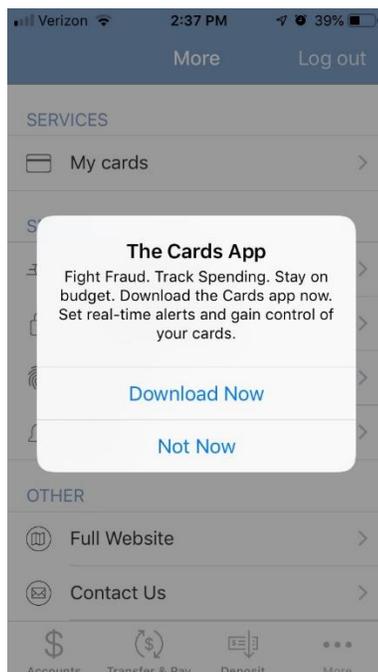# Call Federal Card Control Set-Up

1. Log-in To The Mobile Banking App. Select "More" in the bottom right corner then "My cards"

2. You will then be prompted to download the Call Federal Card Controls app from your App Store.

Android Troubleshooting: When attempting to install or login to the Call Federal Card Controls app, the following message may display: 'Update your device settings to enable Verify Apps, a Google utility used to secure your device.'
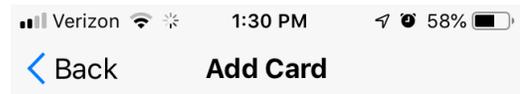
To enable the Google Security Utility:

- Open Settings.
- Tap Google.
- Scroll down and tap Security.
- Tap Google Play Protect.
- Open Settings, then toggle **Scan Device for Security Threats to Off**.
- Message displays: 'Your device will no longer be checked for security threats. Are you sure you want to disable this protection?' Select OK.
- After successful login to CardValet, it is advisable to repeat the above steps and **Toggle Scan Device for Security Threats to On**.

3. Once the Call Federal Card Controls app has been downloaded, log-in with your mobile banking app *username and password.* You will then be asked if you want to set-up your Touch ID. If you would like to, select Continue and you will be asked to place your finger in the appropriate area.

Pro Tip: At this point you will be asked if this device should be listed as the "primary" for the cards you set-up in Card Controls. The primary device is used to track the GPS for "My Location" alerts and controls and all merchants and threshold alerts will be sent to the primary device. All devices that have registered a particular card can view or change the Card Control settings for that card. Controls (including the "On/Off" setting) are set at the card level, so the last update to a control will be honored regardless of which phone was used to make the change. Alerts are set at the device level, so each primary device will receive alerts that were set up from that particular device. The primary device can be re-set by accessing "Settings – Primary Device".

4. Next select "Add Card". Then enter your card number. We recommend adding the card manually vs. the scan feature. The scan feature can prove difficult to work and saves little to no time.

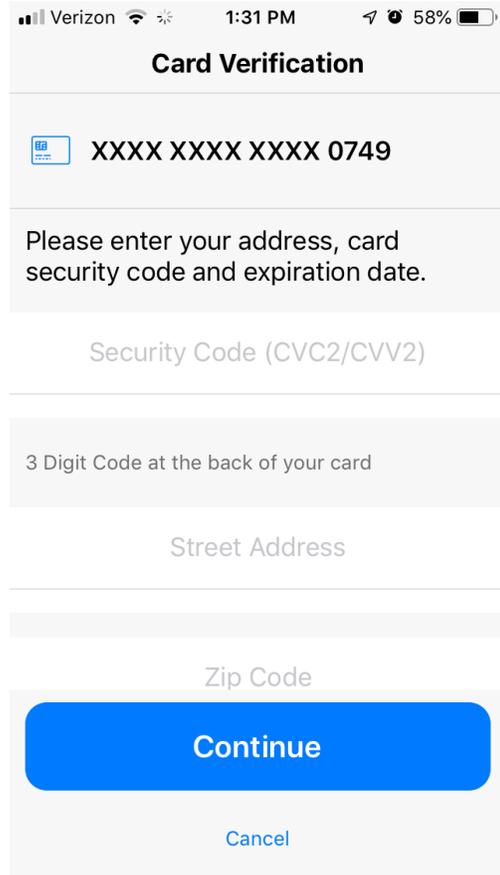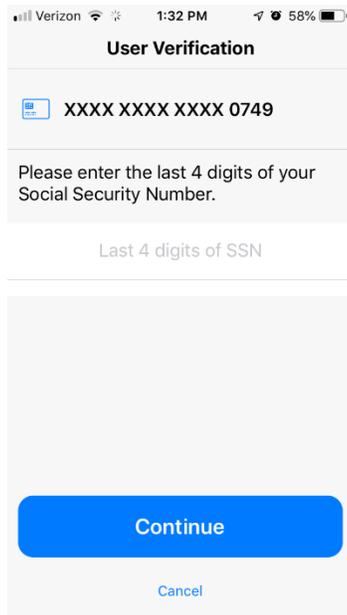Enter your card number to begin registration.

Card Number   scan

Continue

Your card number is used to verify service eligibility. When the card number has been verified, you will be asked to provide additional information to verify your identity.

By signing into the application, you agree to the Terms & Conditions and Privacy Policy

5. You will then be asked to verify the card by entering the security code or 3 digits on the back of the card as well as the address associated with the card. You will also have to verify the user by entering the last four digits of your social security number.

6. Finally, accept the privacy policy and user agreement and you are ready to set-up your alerts and controls. Once you have gone through this set-up process you will now be able to seamlessly access Call Federal Card Controls from "My Cards" in Mobile Banking without logging in again.

Visit Convenience Services on our website, callfederal.org for more information on Card Valet including a complete training guide.