

# MASTERCARD GIFT CARD

## IMPORTANT CARD REGISTRATION UPDATE AND STEP-BY-STEP GUIDE

On Friday 27<sup>th</sup> October the EML website (<https://secure.eml.connect.com>) that we advertised for registering Mastercard Gift Cards crashed. This meant that **no** new Mastercard Gift Cards could be registered on that site going forward. A **NEW** EML website has now been set up from Monday 30<sup>th</sup> October for registering Mastercard Gift Cards. This website is: [www.getmybalance.com](http://www.getmybalance.com). All Mastercard Gift Cards must now be registered on this website **IF** they have not been already registered prior to Friday 27<sup>th</sup> October.

Here are some step-by-step instructions on how to complete the registration process and register your Mastercard's on the new [www.getmybalance.com](http://www.getmybalance.com) website.

***We advise that you use a laptop or PC for this process. If you do not have access to a laptop or PC and will be using your mobile phone, then we recommend that you either enable your 'phones web browser to view in 'Desktop' mode, or alternatively, turn your 'phone sideways so that you can view it in 'landscape' mode. This will make using the website easier and enable all the important buttons to show.***

1. The first step is to 'Create An Account' on the new website (you will have to do this even if you have already registered with EML on the secure.connect website). This is a new website that requires a new Account creating. Click here

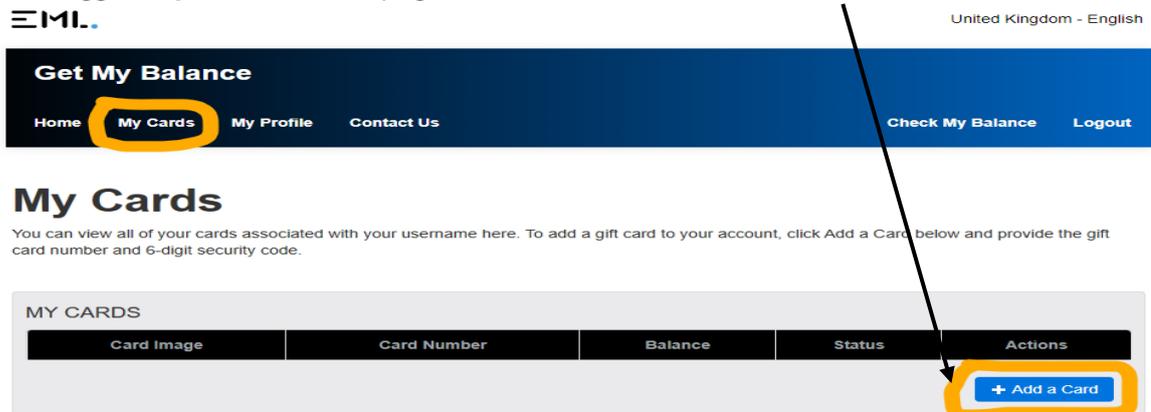


The screenshot shows the EML website interface. At the top left is the EML logo. At the top right, it says "United Kingdom - English". Below this is a dark blue navigation bar with the text "Get My Balance" and several menu items: "Home", "My Cards", "My Profile", "Contact Us", "Login", and "Create Account". The "Create Account" button is highlighted with a yellow circle. Below the navigation bar, there are two main sections: "Welcome" and "Card Lookup". The "Welcome" section contains instructions on how to check card balance and activity. The "Card Lookup" section contains input fields for "Card Number" and "Security Code".

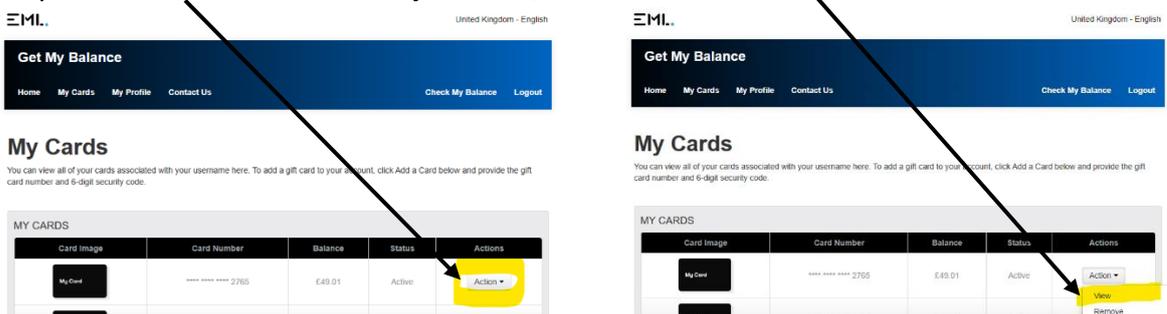
2. You will then need to complete the sections in the 'Create Account' page; including your name, address, email, and create a password (must be at least 8 characters long, contain at least 1 number(s) and 1 alpha character(s)), and then agree to the privacy notice and tick the reCAPTCHA box. Then click the blue 'submit' button.
3. Once you have created an account you will receive an email to verify your email address. In that email click the blue 'Verify Your Account' button.

Verify Your Account

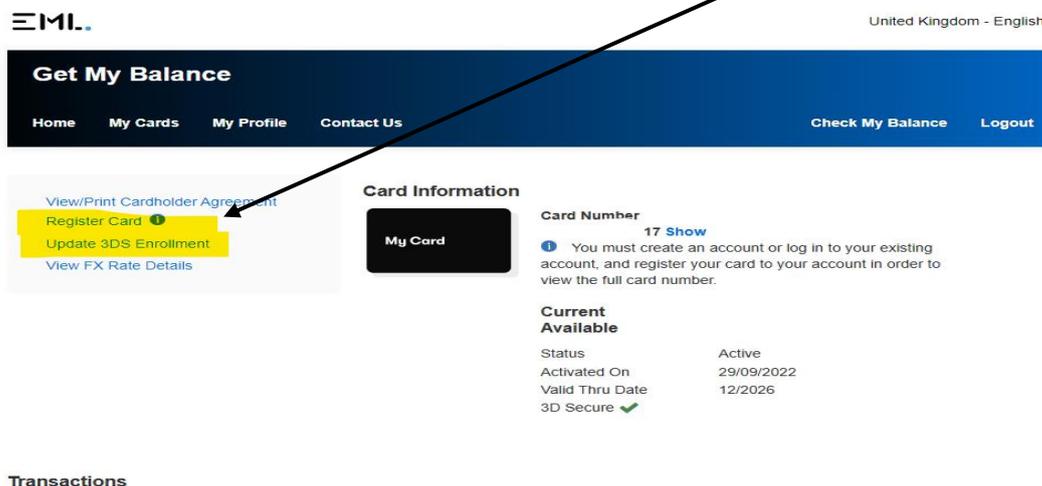
- You will then be able to 'Log In' to your new Account by clicking the login tab at the top right. Once logged in you will see this page... Click on the blue button '+Add a Card' button



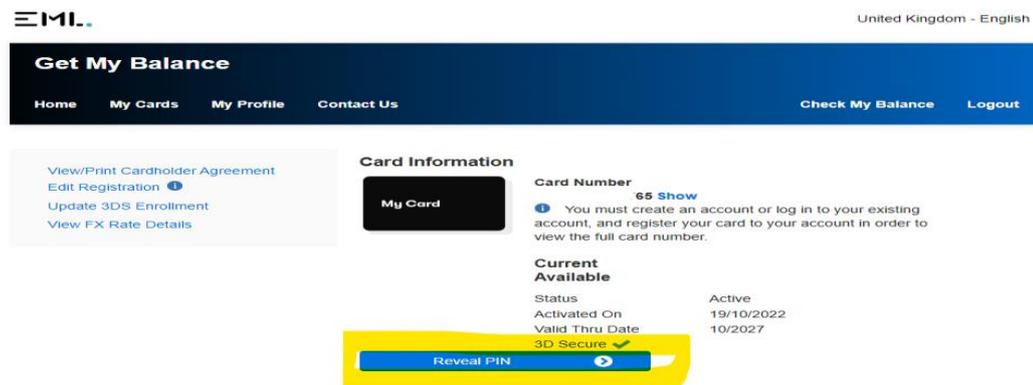
- A pop-up will then appear requesting you to input the 16-digit Mastercard gift card number from the front of the card, and the 6-digit 'Security Code' number from the back of the card (top left). **You will need to do this process for each Mastercard that you have.**
- Once you have added your card(s) you will see them in the 'My Cards' tab. **THIS NEXT STAGE IS VERY IMPORTANT TO ENABLE YOU TO VIEW YOUR CARDS PIN NUMBER.** Once you have added your card(s), you then need to **REGISTER** each card you have added. To do this click the drop-down 'Action' menu next to your card, and then click 'View'



- The View Card page shows more of the card details. You will then need to REGISTER THE CARD, and also ENABLE 3DS VERIFICATION, which are menu options on the left. **This will need to be done for each Mastercard you have.**



- In order to successfully process all online transactions you may make, you will need to enable 3DS. By clicking the 'Update 3DS Enrollment' menu option on the left, a new screen will open to input your mobile number. **THIS IS VERY IMPORTANT...** as the EML website is based in the USA, in this section you need to put your mobile number in with the '**international code**' preceding it. The international dialling code for the UK is **0044**. You also then need to miss off the first '0' from your mobile number. So, for example, you need to input your mobile number in this format: **004471234567891**. That will then able you to receive the 3D secure code for verifying online transactions. Click save and then that should be enabled.
- Once you've done all that the **REVEAL PIN** button will show underneath your card information. Click that to show the PIN number associated with that particular card.



- And that should be the opening an Account and adding & registering a card complete. Just remember that the FIRST transaction that you do with your Mastercard must be a CHIP & PIN transaction to 'activate' the card. After that the card can be used contactless and online. You will need to do the above process for each separate Mastercard you have.