# **Activation Customer Journey**

### **STEP 1**

Click on the link received via email or SMS that should bring you to this landing page. Click on "Activate my card" to start the activation process

## STEP 2

Enter your mobile number and click on Confirm Mobile Number. You will receive an SMS with a 6 digits passcode.

## **STEP 3**

Enter the code in the indicated field. If you don't receive the SMS the first time, make sure your phone has signal and resend the code a few times.



# **Activation Customer Journey**

### **STEP 4**

You will now be asked to enter your personal details that will be linked to the card.

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|--|---|--|---|------------------------------------|--|
| First Nat  | ne *  |  | Last Name *   |                                    |  |
|  |   |  |   |                                    |  |
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### STEP 5

You will now be asked to set up an account PIN. You will need this PIN when logging into the account and when completing online payments.

## STEP 6

Once you set up the PIN, you'll see a Success message and your card has been fully activated.

| Create Your Account PIN   |
|---|
|   |
| Create a 4-digit Account PIN.   |
|   |
| You'll be asked for this PIN when logging in to see your card details. And from time-to-time when making<br>purchases online with your cards. |



# Log into Account

## STEP 1

Once the card has been activated, go to <u>https://charis.clevercards.com/myCard</u> to log into the account. Make sure you select the country code and then add the rest of your phone number.

### STEP 2

You will receive an SMS via WhatsApp with a 6-digits code. Enter the passcode in the indicated field.

### **STEP 3**

Lastly, you will be asked to enter the 4-digits PIN you set up during activation. If you forgot your PIN, click on *Forgot you Account PIN?* To receive reset instructions via email.

| Log | in to view your card details and recent transactions. |
|-----|---|
|     |   |
| ~   | Mobile Number   |

|                  | F   |  |
|------------------|---|--|
| Please enter the | passcode we've sent to +447917249318 via WhatsApp/SMS.<br>Enter the passcode below. |  |
|                  | You can resend code in 00:16  |  |



# **Accessing Card Details**

### STEP 1

If when you log in, you see this landing page, it means your card needs to be manually reviewed. It should be activated within 48 hours. If you urgently need access to the card, please reach out to charis.support@clevercards.com.



# STEP 2

If your card has been approved, you should see this page when logging in. On this page you won't see the card details yet. Click on the card to reveal the card details.



## **STEP 3**

Once you click on the card you will access the card details and the transaction history. To see the CVC, click on Show CVC. Use these card details to pay for your utility bills online on your utilities provider website or app.

