


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

Your prepaid digital CleverCard



Card Balance: £10

[Activate My Card](#)

By continuing through these card activation steps you agree that the [Card Token Terms](#) be applied to your Charis Voucher, and you consent to being issued with a Charis prepaid Mastercard that is subject to these [Mastercard Terms](#).

STEP 2

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

← Enter Your Mobile Number


Enter your Charis registered mobile phone number to activate your prepaid Mastercard.

[Confirm Mobile Number](#)

By continuing through these card activation steps you agree that the [Card Token Terms](#) be applied to your Charis Voucher, and you consent to being issued with a Charis prepaid Mastercard that is subject to these [Mastercard Terms](#).

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.



Please enter the passcode we've sent to +447917249318 via WhatsApp/SMS.

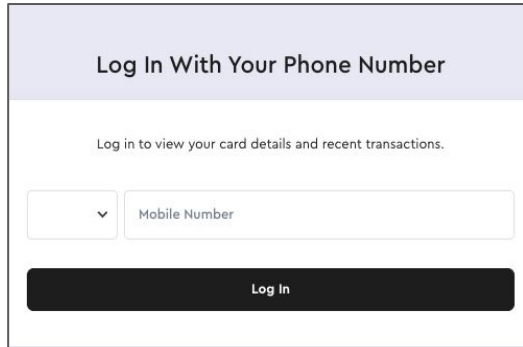
Enter the passcode below.

You can resend code in 00:16

Log into Account

STEP 1

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



Log In With Your Phone Number

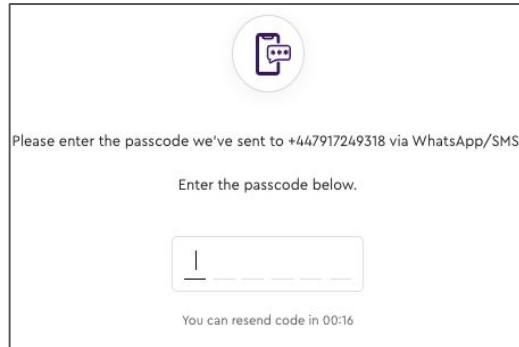
Log in to view your card details and recent transactions.

Mobile Number

Log In

STEP 2

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



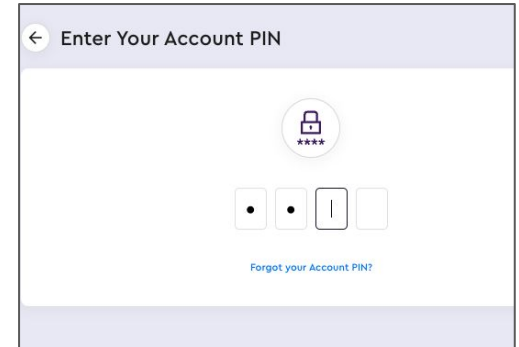
Please enter the passcode we've sent to +447917249318 via WhatsApp/SMS.

Enter the passcode below.

You can resend code in 00:16

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 your Account PIN?](#) To receive reset instructions via email.



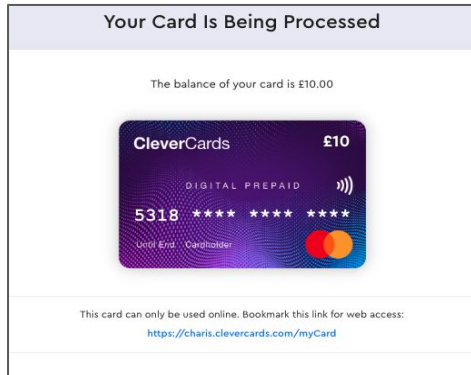
Enter Your Account PIN

Forgot your Account PIN?

Accessing Card Details

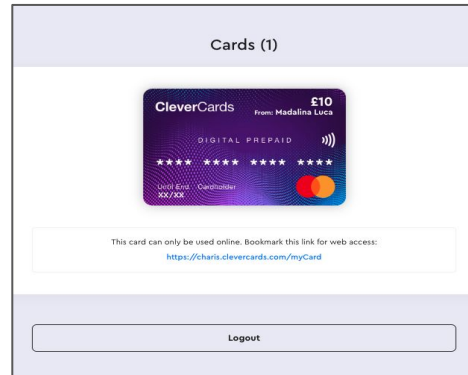
STEP 1

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.

