

NAVIGATING EAGLS for Cardholders

www.gov-eagls.bankofamerica.com

To navigate through EAGLS, simply click on a TAB and you're there! Refer to the table below for a description of the screen elements.

Government Card Services/EAGLS Portal	Home Tab	Account Tab
<p>EAGLS Sign In Sign into EAGLS using your User ID and Passcode</p> <p>Passcode Reset A self-service tool for resetting your passcode. To use this tool, you must complete a one-time registration process from the Welcome screen. See Home Tab for more information.</p> <p>Messaging Board This panel functions as a message board, providing information regarding system updates or issues for Government Card Services Clients.</p> <p>Products & Services Links to information on the web site include: Product Guides Program Forms</p> <p>Shortcuts Favorite links to other web sites include: Bank of America Military Bank My Easy Payment GSA SmartPay® Merchant Enrollment</p>	<p>The Welcome screen displays your personal information when you sign in to EAGLS.</p> <p>Change Passcode – Use this function whenever the security of your passcode needs to be maintained or simply when you want to change it or when it is approaching the 84-day expiration date.</p> <p>Access links to Training documents, EAGLS classroom training information, and the News & Information link for NewsBlasts, Quarterly Newsletters, Archives and the subscription page</p> <p>Automated Passcode Reset Set up your profile to use the automated Passcode Reset tool. Complete a one-time registration process to authenticate your user profile so that you can use the self-service tool if you forget your passcode.</p> <p>Navigate to other areas by clicking on the menu tabs.</p>	<p>Account Inquiry/Maintenance</p> <p>View and maintain - Account holder Information (address, phone number, email address) Accounting Code Information* - Master Accounting Codes (MAC) <i>*Applies to centrally billed transactions only and is Agency Specific</i> Card Receipt Verification Change Personal Identification Number (PIN) Request Card Request Credit and Cash Limit Changes</p> <p>View Point of Contact Information Summary Statement Information</p> <p>Link to view other information: Statement Detail Authorization Controls</p>

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Statements/Transactions Tab	Program Management Tab
<p>Statement /Invoice</p> <p>Search For transaction data by one of the following: Current Transactions – transactions that posted since your last statement Current Statement – transactions on your most recent statement Statement Range – select a series of statement transactions to view Statement – select a statement from the previous 16 months to view</p> <p>Transaction Information Transfer a transaction* (<i>Applies to Integrated Card Programs only*</i>) Dispute a transaction Request a sales draft Certify Transactions* (<i>Applies to centrally billed transactions only and is Agency Specific*</i>) Match a transaction(s)</p> <p>Cost Allocation/Certification* (<i>Applies to centrally billed transactions only and is Agency Specific *</i>) Allocate transactions to a specific accounting code. Account holders can certify transactions and submit for approval.</p> <p>Favorites* (<i>Applies to centrally billed transactions only and is Agency Specific *</i>) Create or maintain a favorites list of frequently used accounting codes for cost allocation</p>	<p>Queued Requests Review the status of your queued requests submitted to your A/OPC</p>