

Complete the following fields and click 'Login' to access the system:

This system is for authorised users only

Language:

Issuer Code\*:

User ID:

Password:

←

\* For Europe and America South this will be the first 6 digits of the card number  
\* For Asia Pacific please refer to the help file

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## 1. Language

You are able to choose which language you prefer when using the site - you must make a choice before you can proceed. Your choice will be remembered for your next login but you can change it then also.

The following may be selected:

- Dutch
- English
- French
- German
- Italian
- Norwegian
- Portuguese
- Spanish

Your choice only affects use of the website and will not change the language of your invoices.

## 2. Issuer Code

You are required to enter an Issuer Code. For Europe, this will be the same as the first 6 digits of your Card number. For Asia Pacific (AP), please refer to table below:

Country	Issuer Code
Guam	800316
Hong Kong	800344
Malaysia	800458
Saipan	800580
Singapore	800702

After your first login the system will record the Issuer Code for you (see 'Cookie' below).

### 3. User ID

You will receive your User ID via email, please be sure to enter it exactly as written including any leading zeros.

### 4. Password

You will receive your Password via email.

Sample Email:

```
Important Login Information  
Dear Customer  
Please find your new password as requested.  
Your Password is : TOXIXE10
```

For your first login enter the password that was emailed to you. Be sure to enter it exactly as written - it is case sensitive.

You will be prompted to change the mailed password immediately.

My Profile > Change Password

[Refer Help for Password Rules](#)

Current Password\*:

New Password\*:

Confirm New Password\*:

\*Mandatory Field

*Note: For security reasons the system requires a complex password. The password email you received contains more information on the rules. You can also find them within the system help pages from the My Profile/Password Change screen.*

### Other Functions:

Before you can login to the system for the first time you must click to accept the Terms & Conditions and then accept the Security certificate.

### **Terms & Conditions**

These provide you with details of the conditions of use, security and privacy statements of the website.

In order to access the system you must agree to the Terms & Conditions. Please read them by scrolling down and if you agree, click on the 'Accept' button.

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Terms & Conditions are always available to you through the link on the home page.

### Security Certificate

EsoCardOnline (or your country specific URL) is a secure website. Before accessing it you will be prompted to accept the security certificate. Unless you do you will not be able to login.

You can permanently install the certificate to avoid being prompted in the future - follow the on screen instructions from your browser.

### Forgotten Password

If you remember your User ID but cannot remember the password, this function will email you a new one- it must be changed at first use.

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This function can only be used provided the user account is not blocked:

If you get a message that your account is blocked then:

- If you are a User then please contact your Administrator who can unblock your account.
- If you are an Administrator please contact your Card Centre Helpdesk and request they unblock your account.

After clicking the Forgotten Password link click Help for more information.

### **Cookie**

When you login to the system a cookie will be downloaded onto your computer (a cookie is a small text file). The purpose of this is to store the last login choices you made for language, issuer code and user ID. This saves you having to enter these details each time you want to access the system - all you need to do is check that the user ID is the right one for the account you want to access and enter the password.

Security settings on your browser may prevent this cookie being installed so if you find you need to enter these details each time check your internet browser's security setting.

The cookie is not used for any other purpose.

### **System Requirements**

#### **Internet & Browser:**

- high speed direct connection or dial-up with a minimum connection speed of 33.6 kbps
- internet browser (such as Internet Explorer 5.5 or later or recent versions of Netscape, Opera, Mozilla, Firefox, Safari)
- browser should be set to enable acceptance of cookies (otherwise user must enter full information for Language, Issuer Code, User ID at each login)
- browser should be able to accept SSL Security Certificates to allow use of this secure site
- browser screen resolution should be at least 1024x768

#### **Software:**

- Adobe Reader (to read .pdf files sent by email and from Fleet Management system)
  - Acrobat Reader can be downloaded free from:  
<http://www.adobe.com/products/acrobat/readstep2.html>
- Microsoft Excel or Excel Viewer (to use reports from Fleet Management system)
  - Excel Viewer can be download free from:  
<http://www.microsoft.com/downloads/details.aspx?FamilyId=C8378BF4-996C-4569-B547-75EDBD03AAF0&displaylang=en>

#### **Email System:**

- users must be able to receive attachments by email (.pdf files)
- users will receive important messages by email- notification of new password, new invoice, card expiry or payment advice