



Memorandum

To: Agency Program Administrators
From: IDOA Credit Card Services Program Manager
Re: New Credit Card Activation Instructions

Please forward the following memo to new cardholders for card activation:

Steps to Activate your State Credit Card:

1. Sign your card.
2. Call the number provided on the card to activate your card.
3. Cardholders will be required to enter the expiration date on the new card.
4. The Customer Service Representative will ask for access code #1. This was created by your agency or Agency Program Administrator at the time of account application. Access code #1 is a 4-digit numeric identifier. Typically, this is the last four digits of your State Identification Card (x10000123456 = 3456). This is not the last four digits of your Social Security Number (SSN). **DO NOT PROVIDE YOUR ACTUAL SSN.**
5. If additional verification is needed, the Customer Service Representative may ask for access code #2. This is another 4 digit identifier (alpha and/or numeric) that was also created at the time of account application.
6. If you do not know either identifier, please contact your Agency Program Administrator.
7. Keep the card in a secure place.

Please contact IDOA Credit Card Services if you have any questions at CreditCardServices@idoa.in.gov

Regards,
IDOA Credit Card Services Program Manager
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Indianapolis, IN 46204