MyPortal User Manual

Welcome to MyPortal, your secure and user-friendly online service that puts you in control of your cardholder experience. This user guide is designed to introduce you to the features of MyPortal and guide you through the process of using our online banking services.

Account Creation and Login

When you receive your card, take the first step towards unlocking the full potential of MyPortal by expressing your interest in becoming an online bank user. Provide your email address to the clerk at your office, and ensure it is recorded in your customer profile. Shortly after, you will receive an invitation via email. Follow these steps to get started:

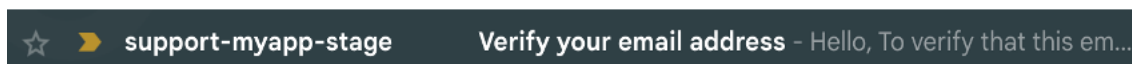## Logging into MyPortal for the First Time

1. Open the invitation email from support-myapp-stage.

2. Click on the invitation link and choose "Continue."
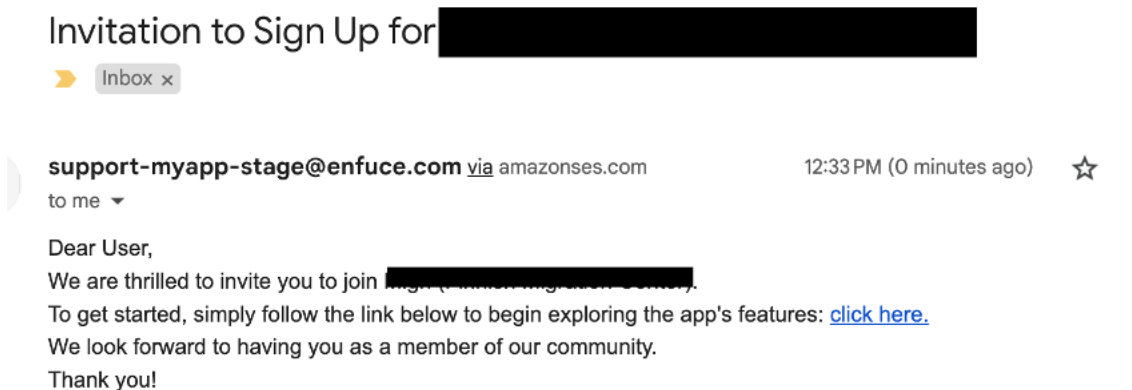
3. You will receive a six-digit verification code via email from support-myapp-stage.

Verify your email address ➤ Inbox ×

🖨

support-myapp-stage@enfuce.com via amazonses.com   12:36 PM (0 minutes ago)   ☆   ↩
to me ▾

Hello,

To verify that this email address belongs to you, please enter the verification code on the email verification page:

555320

Thank you!

(↩ Reply)   (→ Forward)

4. On the Security check page, enter the verification code in the appropriate field.

←   🇬🇧

Security verification

The verification code has been sent to
your email j***@enfuce.com

☐ ☐ ☐ ☐ ☐ ☐

Get a new code

VISA

VISA

5. Enter the last four digits of your card, located on the back of the card, into the designated field.

Please provide the last 4 digits of the card that can be found from the back of the card

Card number can be found from the back of the card. Card number starts with 492011. Please be aware that you have three attempts to provide the last 4 digits of the card number. Please exercise caution and attentiveness to avoid the risk of being blocked.

Continue

6. Explore your personal information on the Personal Information page.

Personal details

First name

Last name

Email

Customer number

Registration number

Country

City

ZIP

Street

Continue

7. Create a password. Remember, this password will be required every time you log into MyPortal.
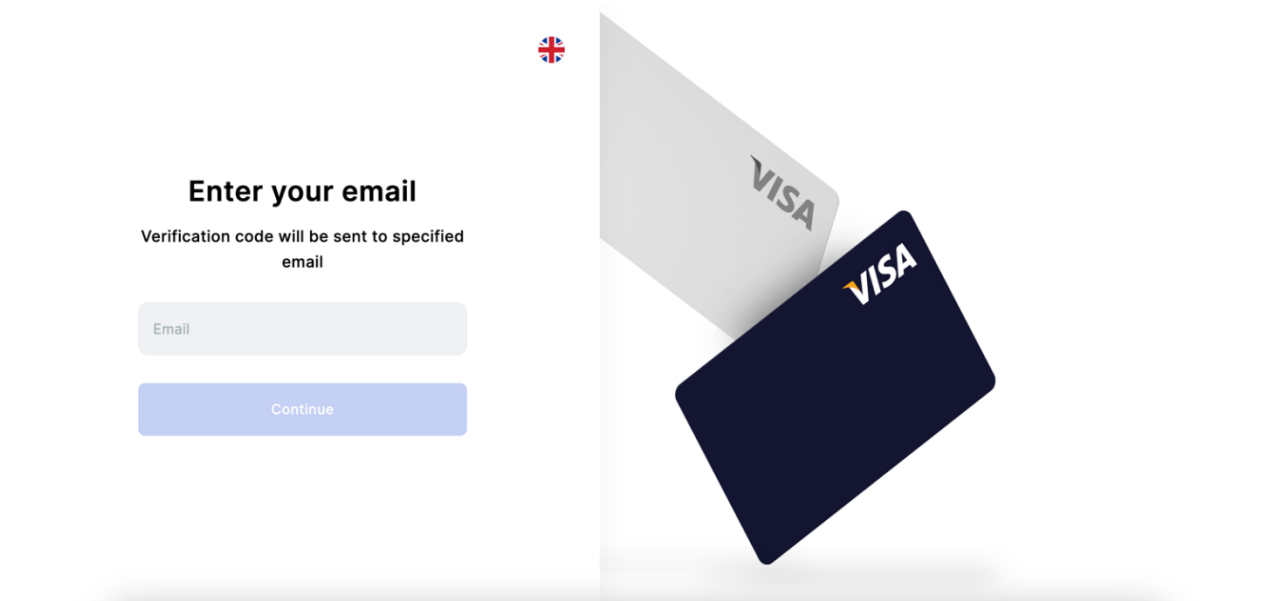
Create password

Finally, select "sign up" to access your personalized online banking experience.

Sign in to MyPortal after registration

1. Visit the Website:

Go to MyPortal and enter your email address in the provided field. Press "Continue."

2. Two-Step Verification:

Complete the two-step verification by entering the six-part code sent to your email into the provided field.

3. Password Entry:
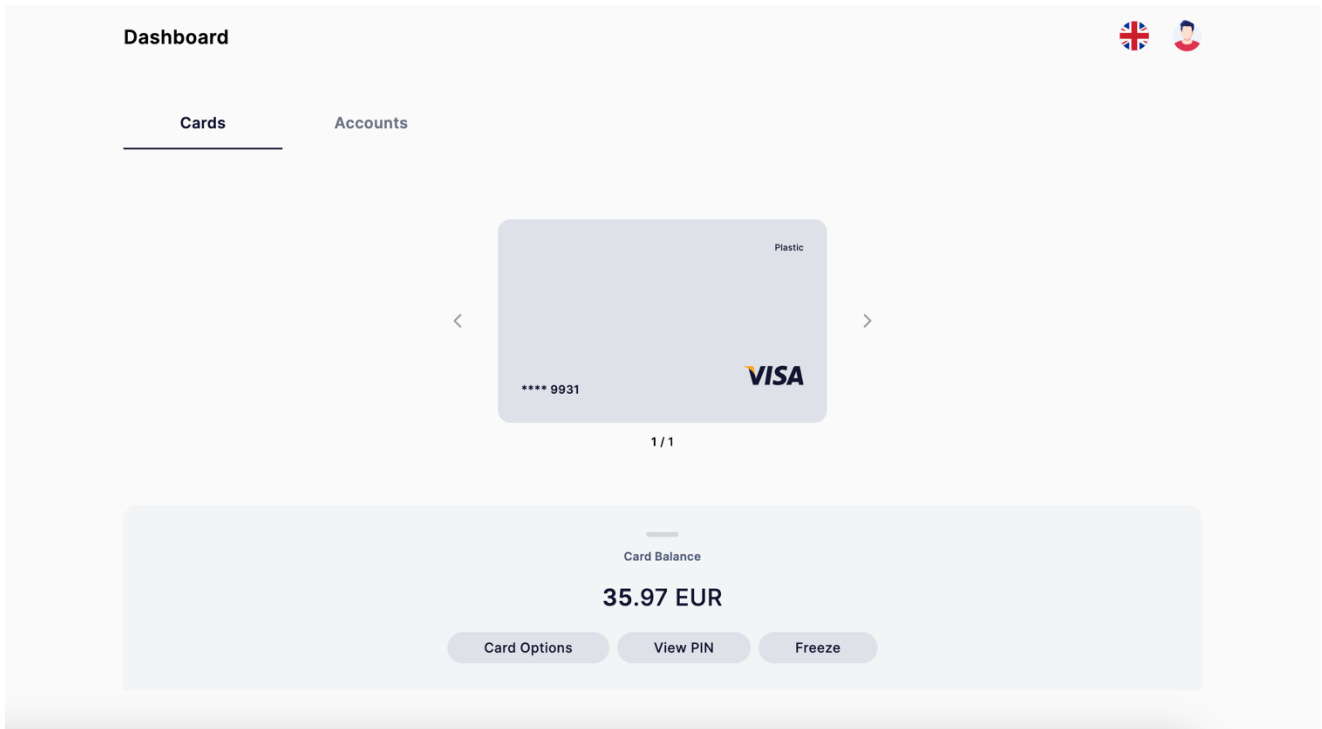
Enter your previously created password and click "continue" to access MyPortal.

Using the Online Service

MyPortal provides two main tabs for your convenience.

1. Cards Tab: View information about your cards.

2. Accounts Tab: Access information about your account.

On the summary screen, essential details such as card balance are visible in the "Card Balance" section, offering various options for your convenience.
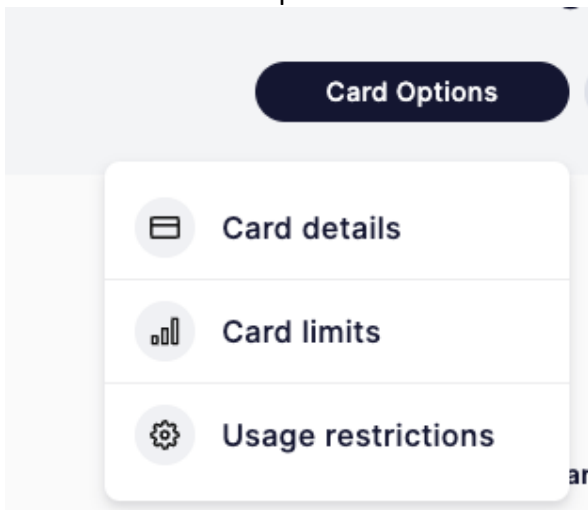
Cards Tab

On the home page, click the "Card Options" button to access card information, restrictions, and usage details.
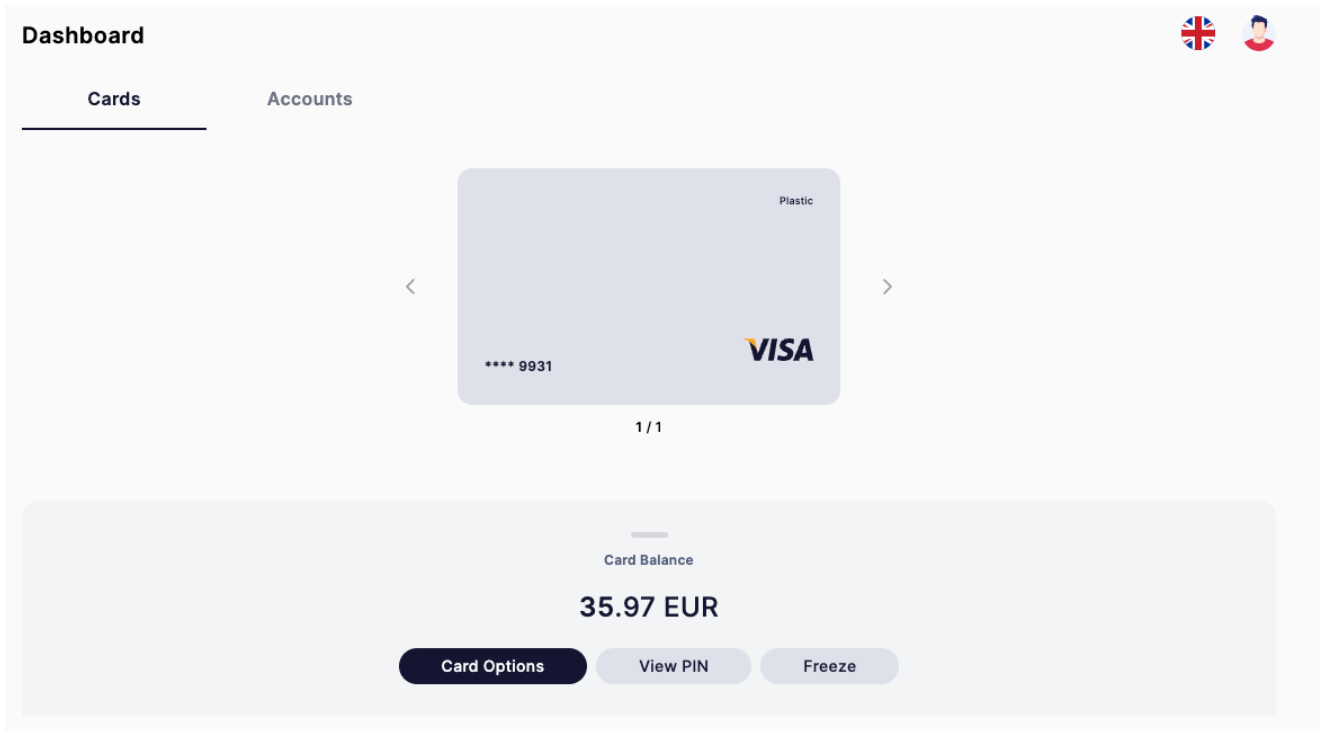
Card Details:

1. Press "Card Options" and then "Card details."

2. Enter your password and click "Continue."

Enter your password

Password

Continue

3. In the opened window, view the card number, last usage date, and the CVC (security code).

Card details

Card number:

4920 1100 0530 9931

Expiration date:

09/26

CVC:

902

Close

Card Limits:

1. Navigate to "Card Options" and select "Card Limits."

2. View daily purchase and withdrawal limits set for the card.

Card limits

Daily purchase limit   **500 EUR**

The limit is valid rolling 24 hours and limits
the sum of all purchases during that
period.

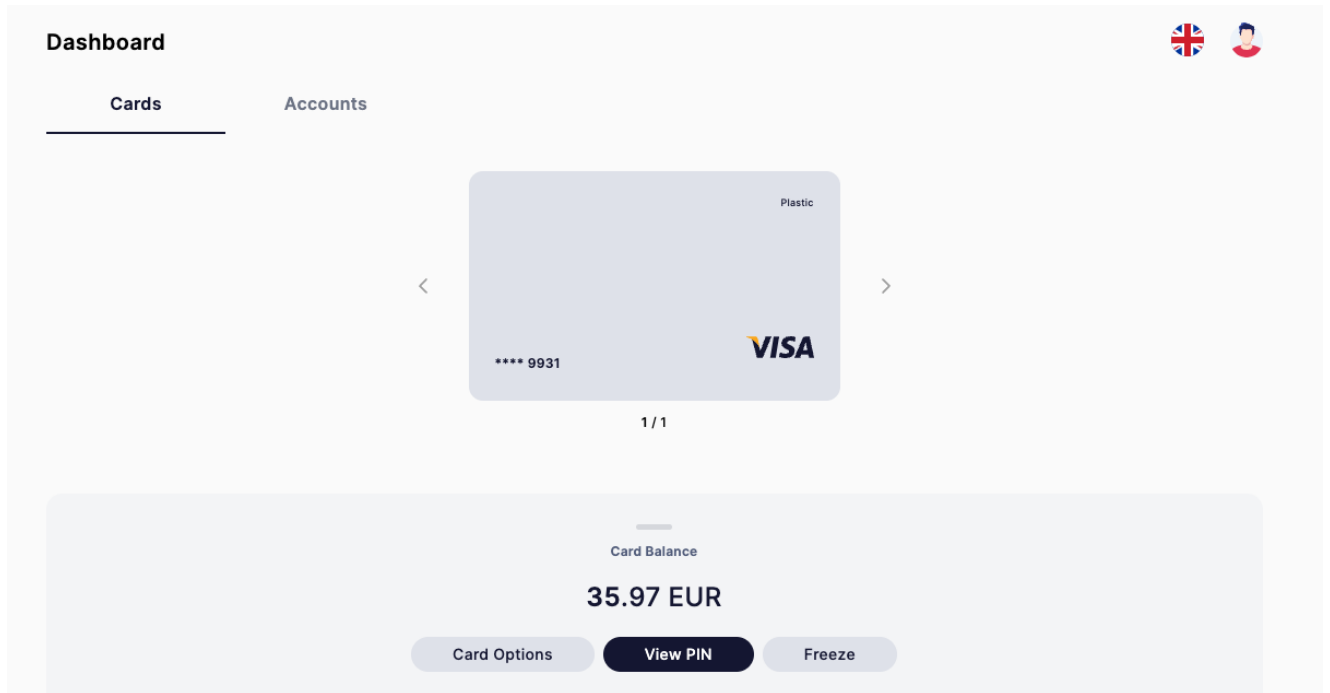**Daily ATM withdrawal limit**   **150 EUR**

The limit is valid rolling 24 hours and limits
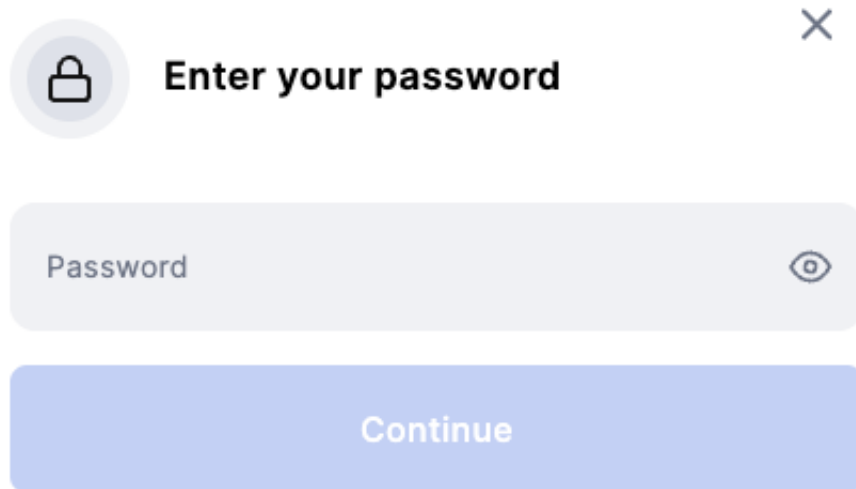the sum of all ATM withdrawals during that
period.

Close

Show PIN Code:

1. Check the card's PIN code by clicking "View PIN " on the front page.

2. Enter your password and select "Continue."

3. The PIN code is visible for 30 seconds.

Block card:

1. To temporarily block card usage, choose "Freeze" on the home page.
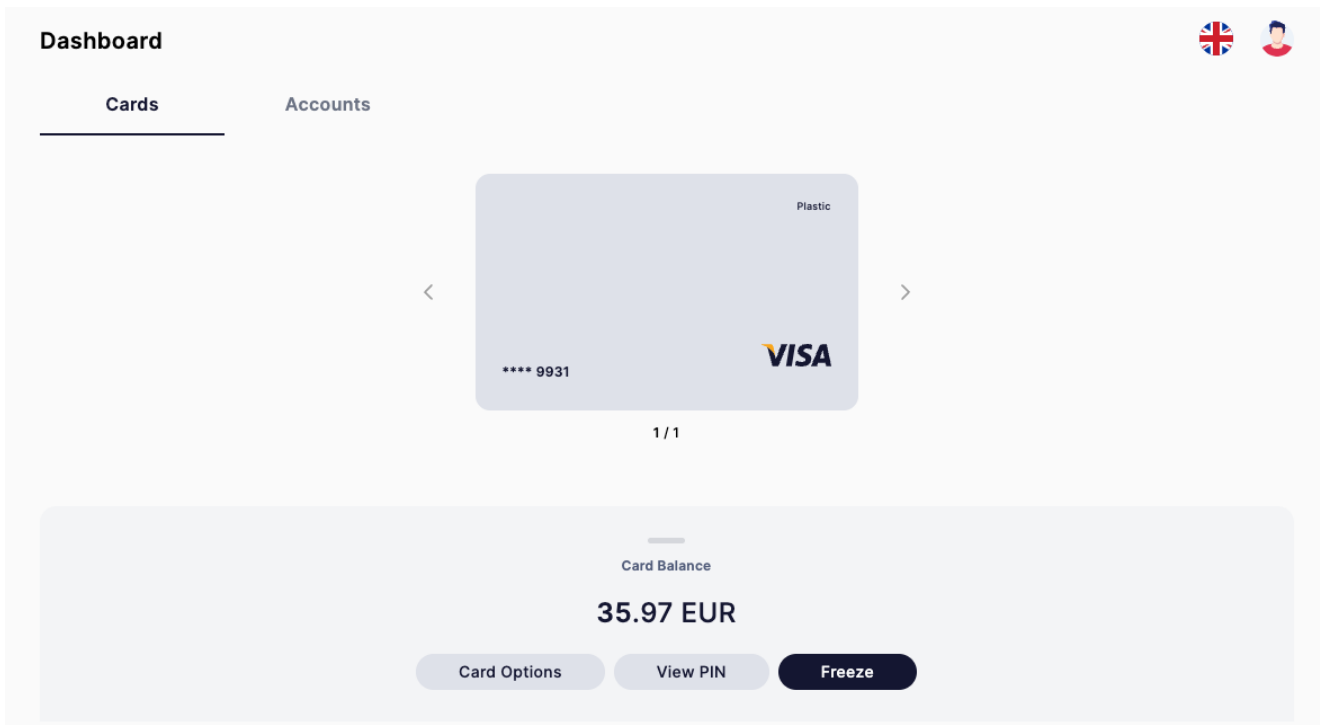
2. Enter your password and press "Continue."

Enter your password

Password

Continue

Dashboard

Cards   Accounts

Plastic

❄️
Frozen

VISA

**** 9931
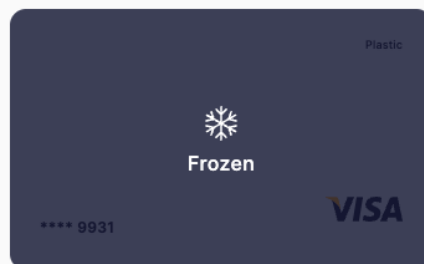
1 / 1

Card Balance

35.97 EUR

Card Options   Unfreeze   Report Lost

The card's usage is temporarily freezed.

Unblock Card:

If you wish to remove the temporary access block, select "Unfreeze."

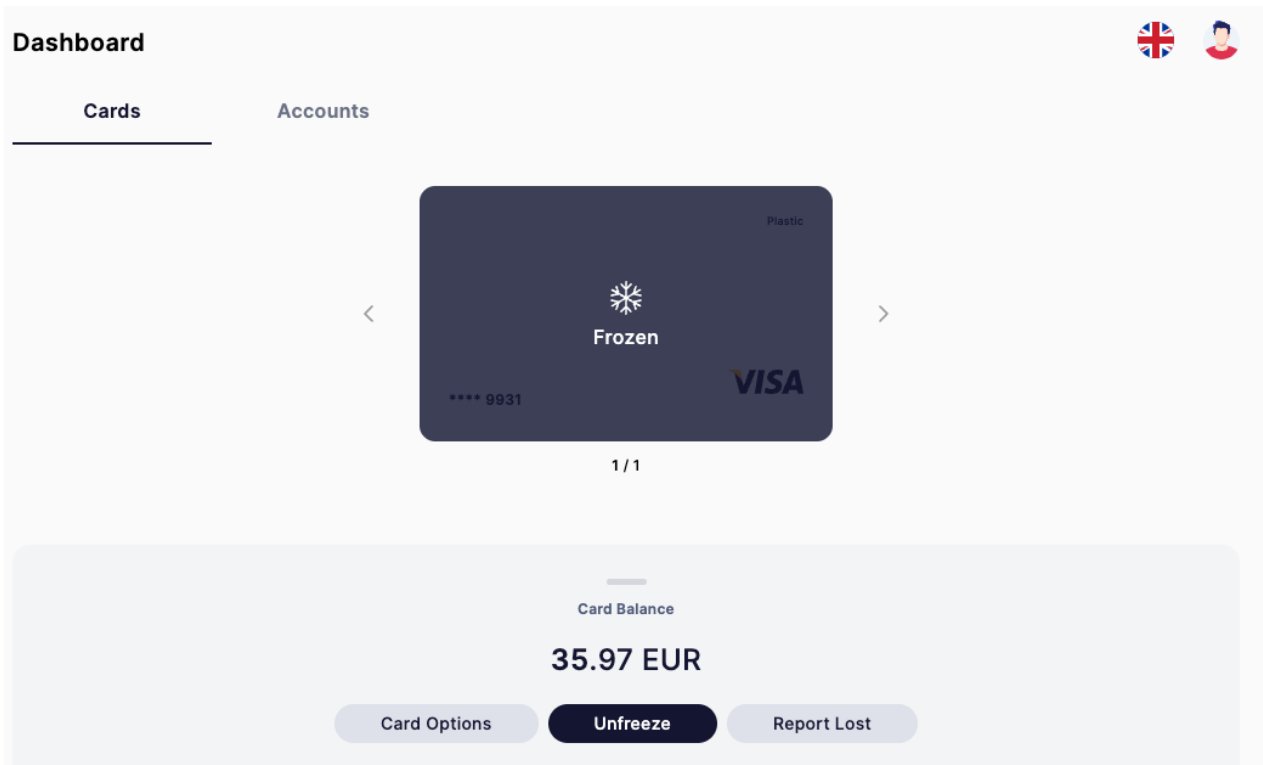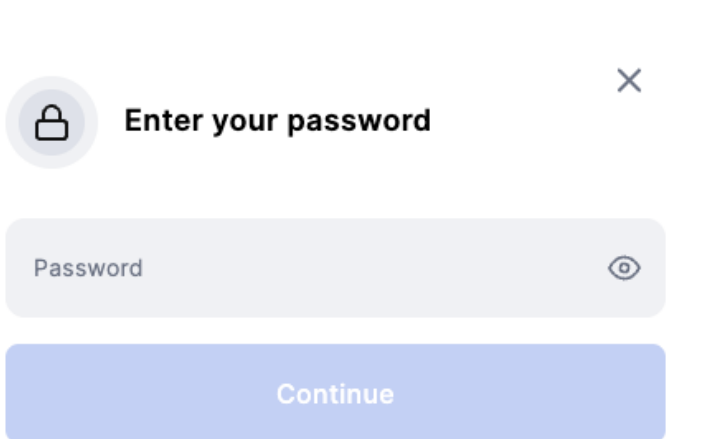1. Enter your password and press "Continue." The card resumes normal functionality.

Reporting a Lost Card

In the unfortunate event that your card is lost, follow these steps to secure your account:

Block Access:

1. If you haven't already, initiate the process to block access to your card as described in the "Block Card" section.
2. Enter your password and click "Continue" to temporarily block card usage.

Report the Card as Lost:

After blocking access, select the option to "Report the Card as Lost."
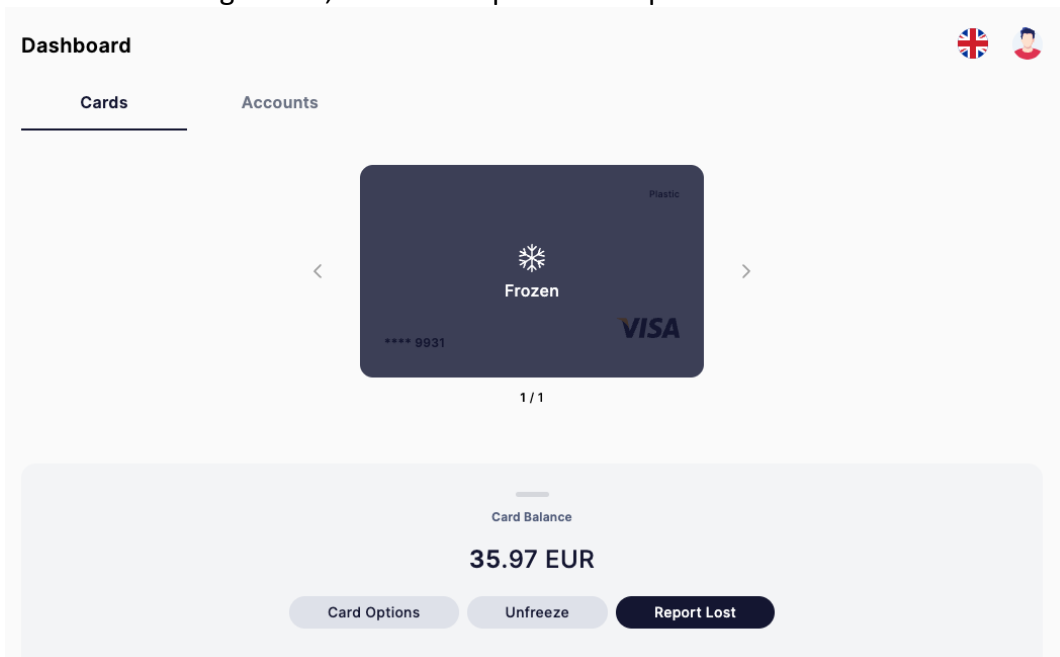
Confirmation:

Click "Confirm" to verify and proceed with reporting the card as lost.

Card Closure:

The card is now permanently closed for security purposes.
Please note that lost cards do not renew automatically.

Obtain a New Card:

Please contact your office to receive a new card.

Viewing Transactions and Managing Your Profile

Transaction History

You have the flexibility to monitor your card transactions seamlessly through both the Cards and Accounts tabs on MyPortal.

Cards Tab:

Access the card's transaction history on the home page.
Note that the Cards tab primarily displays card transactions and not those specific to the card account.

Accounts Tab:

View all transactions, including both account and card transactions.
In the transaction history, details such as transaction IDs, dates, sellers, amounts, and payment statuses are available. Customize your view by choosing the number of events displayed on the page and navigate forward from the bottom right. For a detailed review, click on a specific event.

Transaction history

			Date From 📅	Date To 📅

Transaction ID	Date	Merchant	Amount	Status
164279212	28/11/2023 10:43	API	-10.00 EUR	⊗ Rejected
164279112	28/11/2023 10:43	API	10.00 EUR	⊗ Rejected
164279012	28/11/2023 10:42	API	-1.00 EUR	⊗ Rejected
164278912	28/11/2023 10:42	API	-1.00 EUR	⊗ Rejected
164278412	28/11/2023 10:32	API	-1.00 EUR	⊗ Rejected
164278312	28/11/2023 10:32	API	-1.00 EUR	⊗ Rejected
164278212	28/11/2023 10:32	API	-1.00 EUR	✓ Completed
164278112	28/11/2023 10:32	API	-1.00 EUR	⊖ Inactive
164278012	28/11/2023 10:32	API	-1.00 EUR	✓ Completed
164277912	28/11/2023 10:32	API	-1.00 EUR	⊖ Inactive

10 ⌄   1 | >

In the detailed event view, explore additional information such as the seller's country and city.

Merchant

API

-1.00 EUR

Completed

Transaction ID	164278212
Transaction Date	28/11/2023 10:32
Amount	-1.00 EUR
Merchant Country	
Merchant City	

< Back

Event History and Status

164278912	28/11/2023 10:42	API	-1.00 EUR	⊗	Rejected
164278412	28/11/2023 10:32	API	-1.00 EUR	⊗	Rejected
164278312	28/11/2023 10:32	API	-1.00 EUR	⊗	Rejected
164278212	28/11/2023 10:32	API	-1.00 EUR	✓	Completed
164278112	28/11/2023 10:32	API	-1.00 EUR	⊖	Inactive
164278012	28/11/2023 10:32	API	-1.00 EUR	✓	Completed

Completed:

Represents a successfully completed transaction.
Pending:

Indicates an unfinished transaction where the amount is reserved but awaiting the seller's settlement.

Rejected:

Denotes a rejected transaction where the payment did not go through, and no debit occurred.

Inactive:

Authorization status after the matching transaction was successfully completed, or if the authorization is expired.
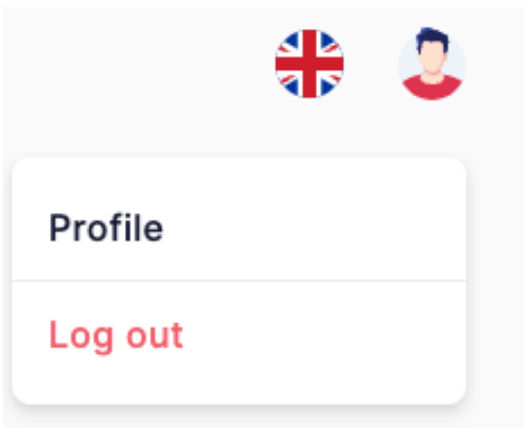
Profile

First name

Last name

Email

Mobile phone

Customer number

Registration number

Country

City

ZIP

Street

For any queries or assistance related to your MyPortal profile or transactions, please to reach out to your office where you received the card from We appreciate your diligence in managing your account information and transactions securely.