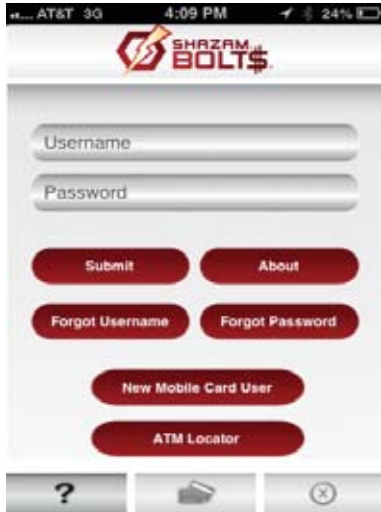
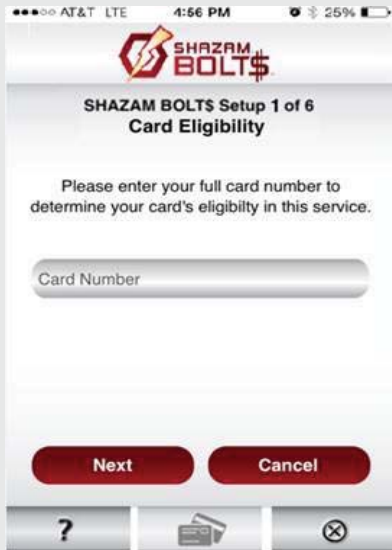


# Cardholder Enrollment

To enroll in SHAZAM BOLT\$, follow the steps below.

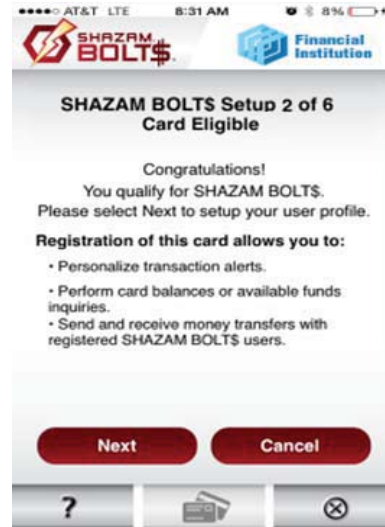
**Note:** These screen shots are from an iPhone. Android and PC versions are similar.

Step	Screen
<ol style="list-style-type: none"><li>1. Download SHAZAM BOLT\$ for free from the Apple App Store or Google Play Store. Or, log in to <a href="https://bolts.shazam.net/ShazamWebPortal/index.php">https://bolts.shazam.net/ShazamWebPortal/index.php</a>.</li><li>2. Select <b>New Mobile Card User</b>.</li></ol>	
<ol style="list-style-type: none"><li>3. Enter the full card number to determine SHAZAM BOLT\$ eligibility.</li></ol>	

Step	Screen
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- Learn whether the card qualifies for SHAZAM BOLT\$. This is the first place you will see DCCU's logo.

**Note:** The screen verbiage may vary slightly



- Accept the product terms and conditions.



**Step****Screen**

6. Complete the following steps:

**Note:** If a cardholder attempts to register a card number (PAN) twice with a PIN, expiration date or SSN that doesn't match what's on file with SHAZAM, the card (PAN) is blocked from access until midnight (regardless of which user attempts to register the card)

**PIN-Based Authentication**

- Verify the last four digits of his or her card number (PAN).
- Enter the card's expiration month and year.
- Enter a telephone number for an immediate call back. The cardholder receives an immediate automated call requesting that he or she enter the card's four-digit PIN.
- Proceed to Step 7.

**Note:** A cardholder isn't required to re-authenticate enrollment in SHAZAM BOLT\$ if his or her card is reissued. However, the cardholder is required to update the card's expiration date in SHAZAM BOLT\$.

SHAZAM BOLT\$ Financial Institution

SHAZAM BOLT\$ Setup 4 of 6  
Card Verification

Card Number x0110

Last four digits of your SSN

Card Expires Month Year

Next Cancel

SHAZAM BOLT\$ Financial Institution

SHAZAM BOLT\$ Setup 4 of 6  
Card Verification



Card Number x0560

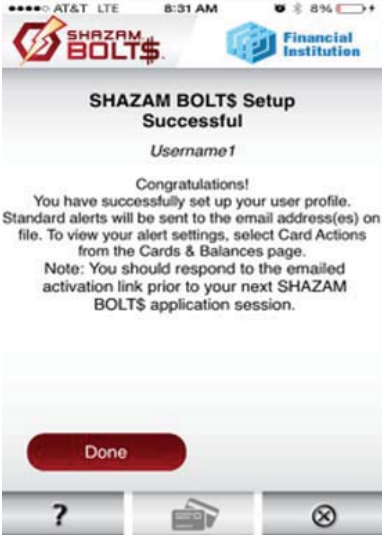

Card Expires Month Year

Please verify the 10-digit phone number entered is currently available for your use. After selecting Next, you will immediately receive a phone call to verify PIN information.

Phone Number

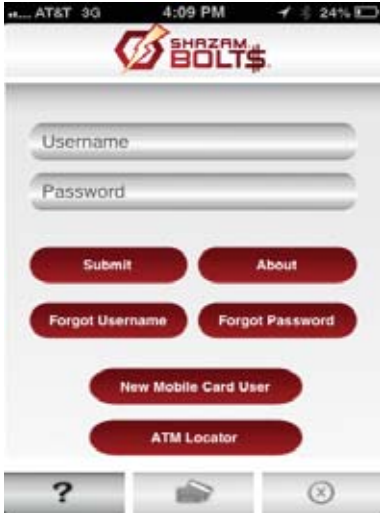

Next Cancel

Step	Screen
<p>7. Enter the following information to create SHAZAM BOLT\$ user profile:</p> <ul style="list-style-type: none"> <li>• <b>Username</b></li> <li>• <b>First name, Middle initial, Last name</b></li> <li>• <b>Password, Confirm password</b>            Passwords must contain at least one capital letter, one lowercase letter, one number, one special character (!, @, #, \$, %, &amp; or *) and be between 5 and 32 characters long.            Cardholders must change their password every 90 days.</li> <li>• <b>Mobile phone number</b></li> <li>• <b>Address</b></li> <li>• <b>City</b></li> <li>• <b>State</b></li> <li>• <b>ZIP code</b></li> <li>• <b>Primary email address, Confirm primary email address</b>            The primary email address must be unique.            For example: A husband and wife who share an email address can only establish a single SHAZAM BOLT\$ account.</li> <li>• <b>Secondary email address (optional)</b>            The primary and secondary email addresses are used for maintenance alerts.</li> </ul>	 

Step	Screen
<p>8. The cardholder is returned to the login screen upon tapping <b>Done</b>. The cardholder must then activate his or her account through email activation.</p>	
<p>9. If the cardholder attempts to log in without activating the email link, he or she will see the screen to the right.</p> <p><b>Note:</b> Every time a cardholder sees this screen, a new activation email will be sent to his or her email account. The most recent activation link sent must be used to proceed.</p>	

# Login

Immediately before and after logging in to SHAZAM BOLT\$, a user is presented with several options, as described below.

Step	Screen
<p><b>Before Login</b></p> <p>From the login screen, the user can tap the following options:</p> <ul style="list-style-type: none"> <li>• <b>About</b> Described below.</li> <li>• <b>Forgot Username</b> See <a href="#">Troubleshooting</a> for details.</li> <li>• <b>Forgot Password</b> See <a href="#">Troubleshooting</a> for details.</li> <li>• <b>New Mobile Card User</b> See <a href="#">Cardholder Enrollment</a> for details.</li> <li>• <b>ATM Locator</b> See <a href="#">Features</a> for details.</li> </ul>	
<p><b>About</b></p> <p>If the user taps <b>About</b>, the screen to the right appears. It contains the app's version number and details about what the app does.</p>	

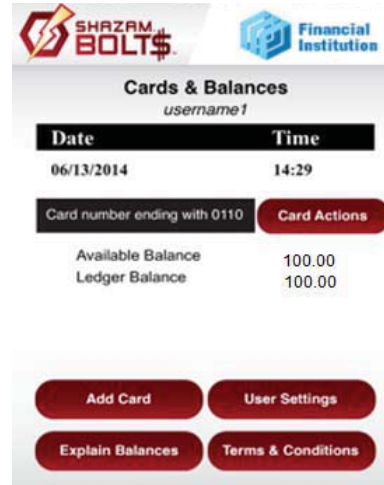
**Step**

**Screen**

**After Login**

After the cardholder enters a username and password on the login screen, the home screen displays. Here the cardholder can see his or her registered cards and their balances. Several screen shots are shown below, to the right. These vary based on how many cards the cardholder has registered.

**One Card Registered**



If the user has two cards from the same financial institution, his or her home page will look like the image at the right.

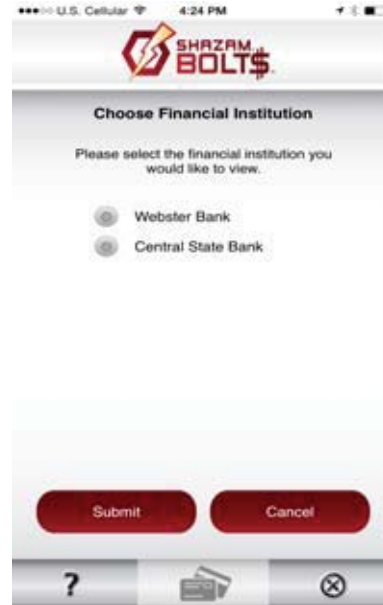
**Two Cards from Same Financial Institution**



Step	Screen
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When a SHAZAM BOLT\$ account contains cards from two or more financial institutions, the user must choose the financial institution for which he or she wants to view cards. Then all cards registered for that financial institution will display.

**Two Cards from Different Financial Institutions**



When a SHAZAM BOLT\$ account doesn't contain a card, the home page will look like the image at the right. The cardholder won't have access to **Explain Balances** or **Terms & Conditions**.

**Profile Only**

**Note:** If a user doesn't log in to a profile-only account for six months, the account is considered dormant and is purged. The user has to create a new account to use SHAZAM BOLT\$ again.





Step	Screen
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When a SHAZAM BOLT\$ user’s issuer isn’t signed up for SHAZAM BOLT\$, the home page will look like the image at the right.

**Note:** Cardholders from any SHAZAM financial institution may register to receive funds using SHAZAM BOLT\$.

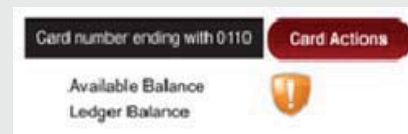
**Receive Only**



**Balances**

Balances are only shown for users whose financial institutions are enrolled in SHAZAM BOLT\$.

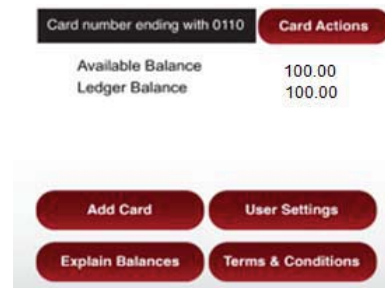
If a user’s balances are unavailable or can’t be displayed for any reason, the indicator to the right will show.



**Options**

On the home screen, the user also has access to several options, including:

- Card Actions
- Add Card
- Explain Balances
- User Settings
- Terms & Conditions



More details on these options are included in [Features](#).

Step	Screen
<p data-bbox="228 296 812 380"><b>Bottom Menu</b> There are three images displayed at the bottom of the home screen and each screen thereafter:</p> <ul data-bbox="228 415 812 695" style="list-style-type: none"><li data-bbox="228 415 812 548">• <b>Question mark (?) tab</b> — Signifies the Help section of SHAZAM BOLT\$. Cardholders can access this to find general information about SHAZAM BOLT\$, including frequently asked questions and answers.</li><li data-bbox="228 554 812 638">• <b>Double cards tab (in the middle)</b> — Can be used by cardholders who have cards enrolled in SHAZAM BOLT\$ at multiple institutions.</li><li data-bbox="228 644 812 695">• <b>Circle with the X</b> — Allows cardholders to log out of the application.</li></ul>	