

INFORMATION PAPER

SUBJECT: Issuing EAGLS User ID and Passwords to Government Travel Charge Card Holders

1. PURPOSE. To inform Agency Program Coordinators (APC) about the process for creating a User ID and password on Bank of America's Electronic Account Government Ledger System (EAGLS) for Government travel card holders.

2. BOTTOM LINE. Customers with User IDs and passwords can view their accounts on line, allowing cardholders to make payments without delay due to mailing time.

3. PROCESS.

a. Log on to EAGLS at <https://www.gov-eagls.bankofamerica.com/>.

b. Click on USER OPTIONS from the EAGLS MAIN MENU.

c. Click on CREATE USER PROFILE.

d. Select a SEARCH BY (1) account number or (2) last name/first name.

e. Click SUBMIT.

f. Once the USER PROFILE SETUP USER INFORMATION screen displays, fill in the last name and first name.

(1) Next, create the User ID. User IDs should be the first letter of the first name, the first five letters of the last name, and a number between 11-99. Cardholder's whose last name is less than five letters, use additional letters from the first name. The same number should be assigned for all cardholders for consistency. Example User IDs are: John Smith (JSMITH55) and Richard Cox (RICCOX55).

(2) For the cardholder's role, enter DFLT_AH.

(3) Click CONTINUE.

g. Once the USER PROFILE SETUP ADD DEFAULT ACCOUNT NUMBER screen displays, enter the cardholder's account number.

h. Click END ROLE.

i. Verify the information is correct and click FINISHED.

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SUBJECT: Hardship Duty Pay- Location (HDP-L)

- j. Click OK to confirm. The process with the bank takes approximately 24-48 hours.
- k. After 24-48 hours have passed, Log on to EAGLS.
- l. Click on MAINTENANCE from the EAGLS MAIN MENU.
- m. Click on QUEUED REQUESTS.
- n. Once the QUEUED REQUESTS SEARCH screen displays, enter the cardholder's account number and click SUBMIT.
- o. The EAGLS QUEUED REQUESTS screen will display and provide the status of the account. If the request is approved, provide the cardholder the User ID from paragraph g. above.
- p. Inform the cardholder that the initial EAGLS password is SDK659 (CASE SENSITIVE). Inform the cardholder that when they log on, they will be prompted to change their password. Inform the cardholder that passwords must begin with a letter; passwords must contain at least one number; passwords must be a minimum of 7 characters in length; and passwords are **case sensitive**.
- q. Cardholders log on at <https://www.gov-eagls.bankofamerica.com/> to access their accounts.
- r. Payments are mailed to:

Bank of America
P. O. Box 53139
Phoenix, Arizona 85072-3139

APPROVED: Mr. Stephen Bridges, Finance and Accounting Policy

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