

CardValet Best Practices

Use your mobile devices as the primary source to receive push notifications and enable location alerts and controls for optimal performance with the app.



There have been a variety of recent CardValet app updates to enhance the user experience. To receive the best app performance, you will want to have the latest version of the CardValet app for Android (5.0.3) and iOS users (5.0.1).

Some cardholders have experienced difficulties with notifications and location alerts and controls. Below are a few recommended solutions to assist you.

Existing CardValet users - ensure you receive future push notifications:

Android and iOS users:

1. Log into the app.
2. Navigate to Menu > Settings > Toggle Primary Device to On

New CardValet users - receive future push notifications by completing these steps:

Android

1. Log into the app.
2. Select Yes when the first prompt appears asking: Would you like to set this device as a primary device?
3. Select Allow to let CardValet access the device's location

iOS

1. Log into the app.
2. Select Allow when the first prompt appears stating: CardValet would like to send you notifications.
3. Select Allow While Using the App when the second prompt appears asking: Allow CardValet to use your location.
4. Select Yes when the third prompt appears asking: Would you like to set this device as a primary device?

Cardholders can ensure they receive *My Location* push notifications by:

Android -Enable My Location Alerts:

1. Tap Alerts & Controls from the Card Details Screen.
2. Choose Alerts.
3. If Let me customize my alerts is selected tap Locations.
(This does not apply to users with Send me alerts for all transactions and Don't send me any alerts are selected).
4. Tap My Location to enable the feature.

Enable My Location Controls:

1. Tap Alerts & Controls from the Card Details Screen.
2. Choose Controls.
3. Tap Locations.
4. Tap My Location.
5. Select OK on the CardValet in-store transactions prompt.

iOS Enable My Location Alerts:

1. Tap on Alerts & Controls from the Card Details Screen.
2. Choose Alerts.
3. If Let me customize my alerts is checked, tap Locations.
(This does not apply to users with Send me alerts for all transactions and Don't send me any alerts are checked).
4. Tap My Location.
5. Select Turn on GPS when the Location Service prompt appears.
6. Change the Location setting to Always.

Enable My Location Controls:

1. Tap on Alerts & Controls from the Card Details Screen.
2. Choose Controls.
3. Tap Locations.
4. If enabled, tap My Location.
5. Select OK on the CardValet in-store transactions prompt.
6. Select Turn on GPS when the Location Service prompt appears.
7. Change the Location setting to Always.

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