

CAE Online Banking Credit card accounts Guide

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Contents:

Initial Question and Answers

Connecting To your User Account

How to use the available functions

- Balance Enquiry
- Unbilled transactions
- Last Month Transactions
- Last 6 Months Transactions
- Change TPIN
- Block Card
- My Profile

What is Crédit Agricole Egypt Online Banking for Credit Card accounts?

CAE Online Banking for Credit Card accounts is part of CAE Online Banking Services which is an advanced service from Crédit Agricole Egypt, that enables you to conduct secure internet banking inquires from a home or office location, or maybe while on the move...just anywhere in the world, from a desktop or laptop, accessing your Credit card account(s) online, in real-time, anytime, at your convenience...

Just by getting connected, you may have online, real-time access to a wide range of inquires, including:

- Current Balance Inquiry
- Unbilled Transactions Inquiry
- Last Month Statement Inquiry
- Last 6 Month Statement Inquiry
- Changing Your TPIN
- Block credit card

What do I need to access the CAE Online Banking for Credit Card accounts?

You need to have:

- A PC with the following specifications:
 - A Pentium 3 or higher -class processor
 - 64 MB RAM memory (128 MB recommended)
 - 10 MB of free space on hard drive
 - An operating system: Windows 98, Windows 98 Second Edition, Windows Millennium, Windows 2000, Windows 2000 with Service Pack 1, Windows NT(R) 4.0 with Service Pack 3 or higher, Windows XP
- A Web browser:
 - Microsoft Internet Explorer 6.0
- An Internet access through a dial-up, ADSL or a LAN connection.

How do I register for CAE Online Banking for Credit Card accounts?

Just visit www.ca-egypt.com to follow the registration steps and make sure you have the following:

- An active CAE Credit card with the TPIN *
- Registered Mobile number at CAE
- Email Address

* In case you have an account with CAE, you will also need the Customer ID and the TPIN

How do I navigate through the CAE Online Banking for Credit Card accounts?

The main page is composed of only one menu which is the top menu and the page that actually contains the data.

What can I do with CAE Online Banking for Credit Card accounts?

- Current Balance Inquiry
- Unbilled Transactions Inquiry
- Last Month Statement Inquiry
- Last 6 Months Statement Inquiry
- Changing Your TPIN
- Send us your feedback and comments
- Block Credit card

What is the cost of enrolling to CAE Online Banking?

Crédit Agricole Egypt Online Banking is available free of charge for the time being.

Where can I get further help?

You may consult our "Help" section accessible from both the Crédit Agricole Egypt Online website or from the call center 19191 if you need further help or information.

Are there times during which Crédit Agricole Egypt Online Banking will not be available?

The bank may perform system maintenance or upgrades during which the Crédit Agricole Egypt Online Banking service will not be available.

Where Do I go from Here?

Please read the following detailed guides, which will explain full details as to the use of each function


Logging IN

1. Click on the bank's home page, <http://www.CA-Egypt.com/>
2. Click on **Access your accounts** to access and display your Credit card accounts

- To ACCESS YOUR ACCOUNTS you need:
 - **User Name**
 - **Password**
 - **Challenge Answer**

Notes:

In case it's your FIRST time to access your accounts after registration, Please Make sure you have your Activation Code, or kindly contact 19191 for further assistance.



The screenshot shows the homepage of the Crédit Agricole Egypt Online Banking portal. At the top, there is a navigation bar with links for HOME, CONSUMER BANKING, PRIVATE BANKING, CORPORATE BANKING, ENTERPRISES BANKING, FINANCIALS, LOCATIONS, ABOUT US, and APPLICATIONS & FORMS. A prominent banner for 'CA-EGYPT.COM' encourages users to 'Access your accounts online, transfer funds, pay bills & credit cards and much more ...' and to 'Register now with the new Online Banking Services.' Below this, there are sections for 'PRIVATE BANKING', 'CORPORATE BANKING', and 'ENTERPRISES BANKING', each with a list of services and a 'read more' link. A 'BECOME A CUSTOMER' section includes a dropdown menu and links for 'Special Offers', 'Applications & Forms', 'FAQs', and 'Contact us'. A 'Latest News' section features three news items with dates and brief descriptions. At the bottom, there is a 'Product Overview' section with a 'GLOBAL ACCOUNT' description and a 'Security Alert' section with an 'Email Security Alert' message. The footer contains copyright information and registration details.

3. Type your User Name, then click **CONTINUE**
Please read the security hint and you can also review the E-Banking security guide

كريد ايجري كول مصر
CRÉDIT AGRICOLE EGYPT

Access Your Account

Step 1 of 2 : Enter Your User Name, And Click "Continue"

Username:

Security Hint

For the security of your accounts with us, please note that any update or confirmation of your personal details (PIN, TPN or password) are only done through either logging into your personal accounts on the Credit Agricole Egypt website or through Plus service.

In our periodic review of online security, an unauthorized email came to our attention, asking clients to update their personal details through hyperlinks to a fake page similar to CAE's login page. Please note that CAE's emails do not ask for any personal information; they only contain important news and information.

In case of receiving an email requesting personal detail verification through a link, please disregard the link and forward the email to webmaster.egypt@ca-egypt.com or contact our call center at 1 81 81 , international (+202) 2791-1888.

Forwarding these emails allows us to secure your online banking activity from potential threats, in order to be able to serve you better.

For more information, please review [CAE's Online Security Guide](#)

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Related Information

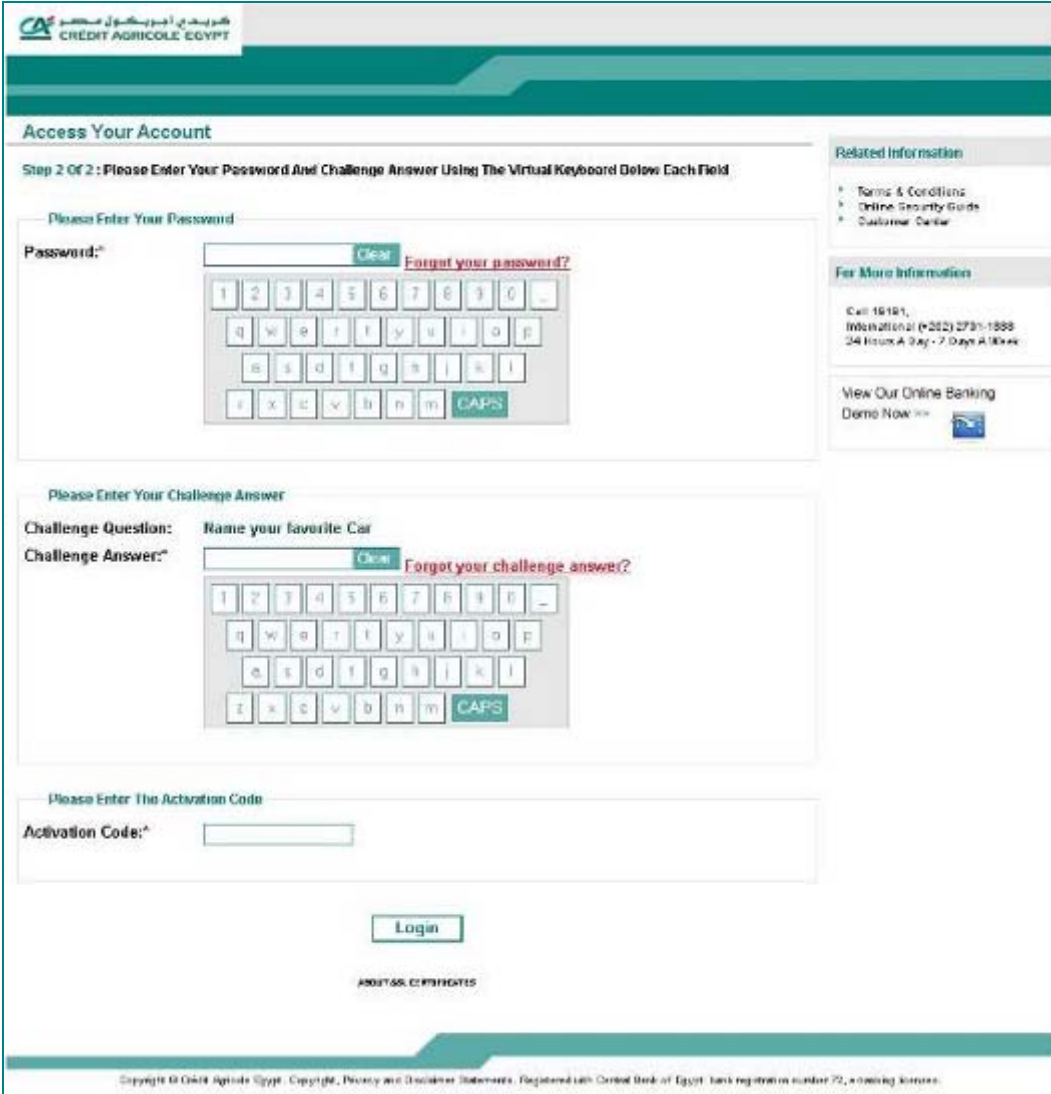
- Terms & Conditions
- Online Security Guide
- Customer Center

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Demo Now 

4. Type your Password
5. Type your Challenge Answer
6. Type your Activation Code* click LOGIN (for 1st login only)



Access Your Account

Step 2 Of 2: Please Enter Your Password And Challenge Answer Using The Virtual Keyboard Below Each Field

Please Enter Your Password

Password:* [Clear](#) [Forgot your password?](#)

Please Enter Your Challenge Answer

Challenge Question: Name your favorite Car

Challenge Answer:* [Clear](#) [Forgot your challenge answer?](#)

Please Enter The Activation Code

Activation Code:*

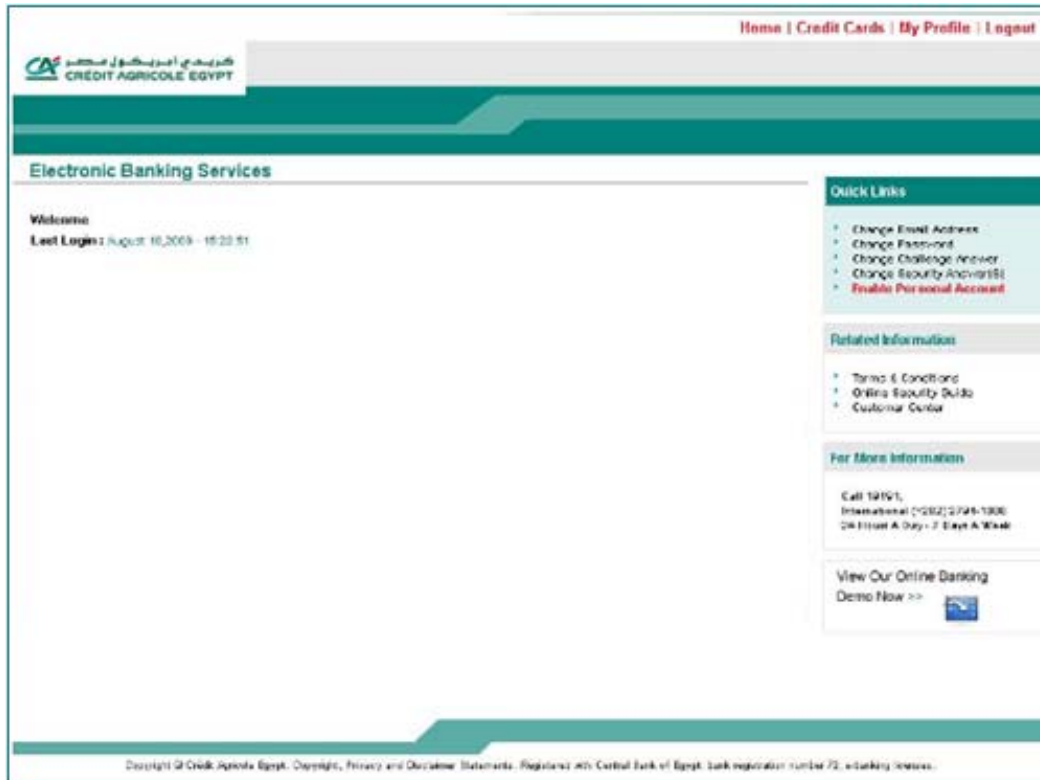
[Login](#)

ABOUT OUR PRIVACIES

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Use the Top navigation menu to:

- Home
- Credit Cards
- My Profile
- Logout



Click on **Credit Cards** link on the top navigation menu to review your credit card account information.

Once you clicked **Credit Cards**, You will see the below links in the sub navigation menu

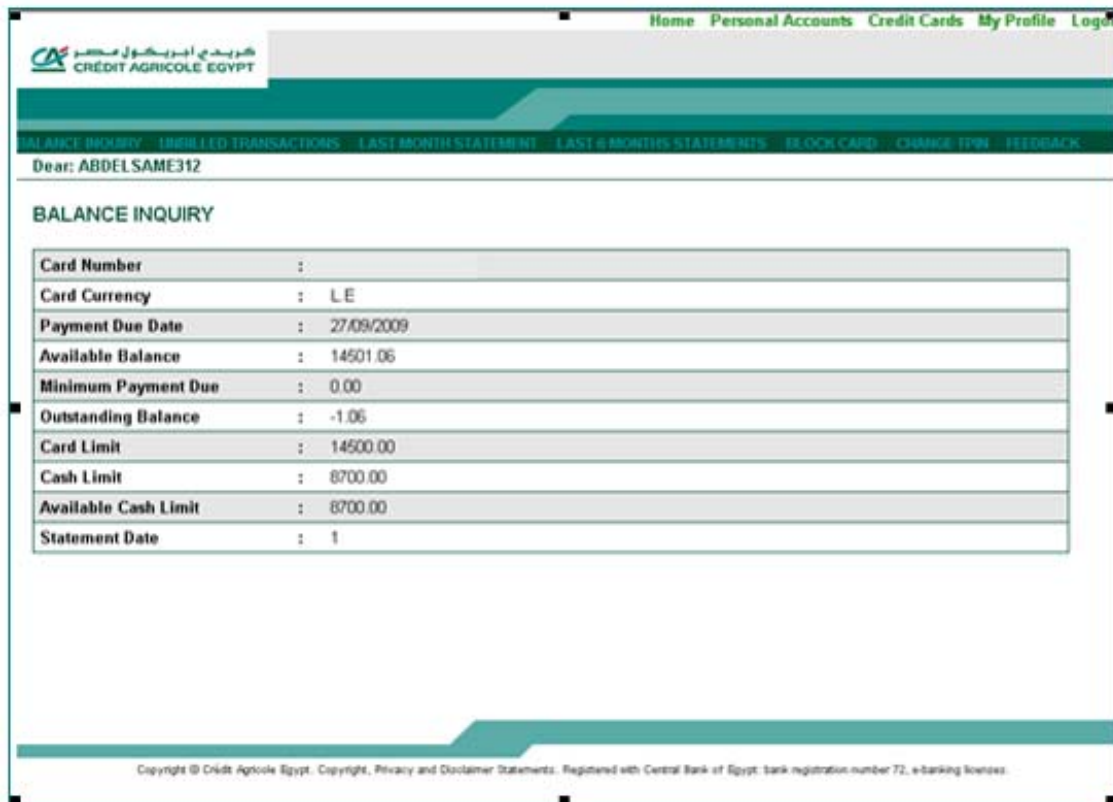
- 1) Balance inquiry
- 2) Unbilled transactions
- 3) Last month transactions
- 4) Last 6 months transactions
- 5) Block Ca
- 6) Change TPIN

DETAILS OF EACH FUNCTION ARE SHOWN BELOW:

Balance Inquiry:

This screen shows the current balances of your credit card as of today with the following details:

- 1) Credit Card Number
- 2) Card Currency
- 3) Next Payment Due Date
- 4) Available Balance
- 5) Minimum Payment Due
- 6) Outstanding Balance
- 7) Card Limit
- 8) Cash Limit
- 9) Available Cash Limit



BALANCE INQUIRY	
Card Number	:
Card Currency	: L.E
Payment Due Date	: 27/09/2009
Available Balance	: 14501.06
Minimum Payment Due	: 0.00
Outstanding Balance	: -1.06
Card Limit	: 14500.00
Cash Limit	: 8700.00
Available Cash Limit	: 8700.00
Statement Date	: 1

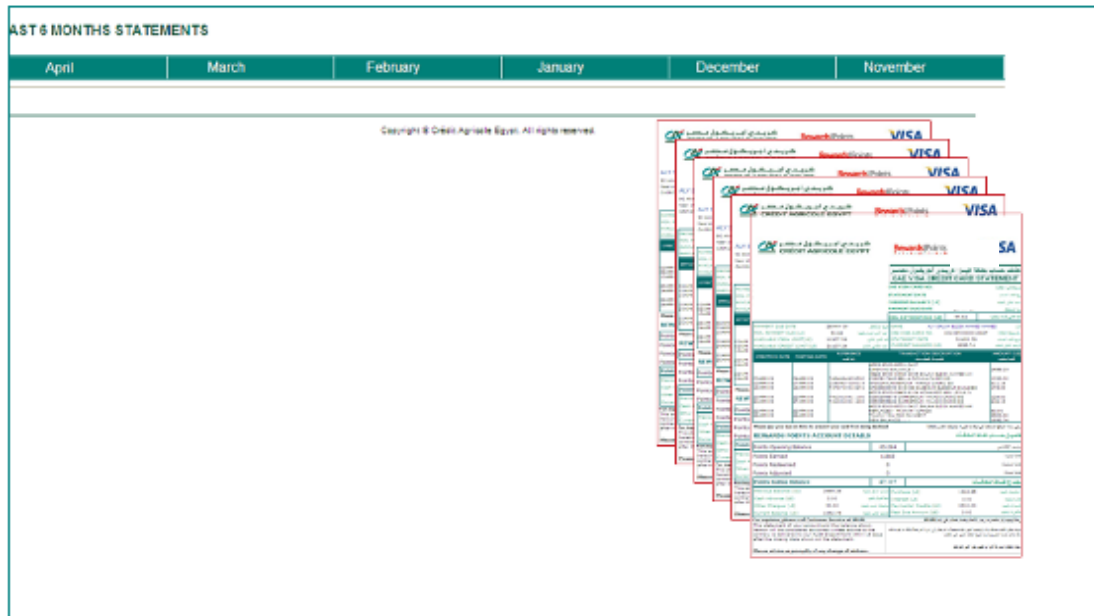
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Last Month Transactions:

This screen shows the statement for the previous month.

Last 6 Months Transactions:

This option allows you to view statements for the last 6 months. Simply select the month you require to view from the list provided.



Change TPIN:

This option allows you to change your password (TPIN), but please note that changing your password using the Crédit Agricole Egypt VISA online web site will automatically change your access code (TPIN) on the IVR.

Once you select this option the following screen will be displayed:

CHANGE VISA TPIN

Please do not give your TPIN to anyone

New TPIN

Confirm TPIN

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Enter a new 4 digit numeric TPIN (only numbers) and reconfirm then click submit. Your TPIN will be changed to the new code.

Block Card:

This option allows you to block your lost or stolen credit card

My Profile


The My Profile page allows you to change any of the following

- Email Address
- Password
- Challenge Question/ Answer
- Security Question/ Answer
- Enable Personal Account

Change Email Address

- Type your new email address and confirm it

[Home](#) [My Profile](#) [Logout](#)



Change Email Address

Please Enter Your New Email Address

Please Enter Your Email Address

Old Email Address: adsad@asd.com

New Email Address:*

Confirm New Email Address:*

Quick Links


- ▶ Change Email Address
- ▶ Change Password
- ▶ Change Challenge Answer
- ▶ Change Security Answer(S)
- ▶ **Enable Personal Account**
- ▶ **Enable Credit Card**

Related Information

- ▶ Terms & Conditions
- ▶ Online Security Guide
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Change password

- Type your old password
- Type your new password and confirm it

[Home](#) [My Profile](#) [Logout](#)



Change Password

Please Enter Your Old Password And New Password

Please Enter Your Old Password

Old Password:*

Clear

1	2	3	4	5	6	7	8	9	0	_
q	w	e	r	t	y	u	i	o	p	
a	s	d	f	g	h	j	k	l		
z	x	c	v	b	n	m				CAPS

Please Enter Your New Password

New Password:*

Clear

1	2	3	4	5	6	7	8	9	0	_
q	w	e	r	t	y	u	i	o	p	
a	s	d	f	g	h	j	k	l		
z	x	c	v	b	n	m				CAPS

New Password Confirmation:*

Clear

1	2	3	4	5	6	7	8	9	0	_
q	w	e	r	t	y	u	i	o	p	
a	s	d	f	g	h	j	k	l		
z	x	c	v	b	n	m				CAPS

Send

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Quick Links


- ▶ Change Email Address
- ▶ Change Password
- ▶ Change Challenge Answer
- ▶ Change Security Answer(S)
- ▶ **Enable Personal Account**
- ▶ **Enable Credit Card**

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Change Challenge Question and Answer

- Type your password
- Select the New challenge Question
- Type the New challenge Answer and confirm it

[Home](#)
[My Profile](#)
[Logout](#)



Change Challenge Answer

Please Enter Your Password And Select Your New Challenge Question And Enter Your Challenge Answer

Please Enter Your Password

Password:* Clear

1	2	3	4	5	6	7	8	9	0	_
q	w	e	r	t	y	u	i	o	p	
a	s	d	f	g	h	j	k	l		
z	x	c	v	b	n	m				CAPS

Please Enter Your New Challenge Question

Challenge Question:* Clear

1	2	3	4	5	6	7	8	9	0	_
q	w	e	r	t	y	u	i	o	p	
a	s	d	f	g	h	j	k	l		
z	x	c	v	b	n	m				CAPS

Challenge Answer:* Clear

1	2	3	4	5	6	7	8	9	0	_
q	w	e	r	t	y	u	i	o	p	
a	s	d	f	g	h	j	k	l		
z	x	c	v	b	n	m				CAPS

Confirm Challenge Answer:* Clear

Quick Links


- ▶ Change Email Address
- ▶ Change Password
- ▶ Change Challenge Answer
- ▶ Change Security Answer(S)
- ▶ **Enable Personal Account**
- ▶ **Enable Credit Card**

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Change Security Question and Answer

- Type your password
- Select the New Security Question 1
- Type the New Security Answer 1 and confirm it
- Select the New Security Question 2
- Type the New Security Answer 2 and confirm it

[Home](#) [My Profile](#) [Logout](#)



Change Security Answer(S)

Please Enter Your Password And Choose Your Security Question(S) And Enter Your Security Answer(S)

Please Enter Your Password

Password:* [Clear](#)

1	2	3	4	5	6	7	8	9	0	_
q	w	e	r	t	y	u	i	o	p	
a	s	d	f	g	h	j	k	l		
z	x	c	v	b	n	m				CAPS

Quick Links

- ▶ Change Email Address
- ▶ Change Password
- ▶ Change Challenge Answer
- ▶ Change Security Answer(S)
- ▶ Enable Personal Account
- ▶ Enable Credit Card

Choose Your New Security Questions And Answers

Security Question 1:*

Security Answer 1:* [Clear](#)

1	2	3	4	5	6	7	8	9	0	_
q	w	e	r	t	y	u	i	o	p	
a	s	d	f	g	h	j	k	l		
z	x	c	v	b	n	m				CAPS

Confirm Security Answer 1:* [Clear](#)

1	2	3	4	5	6	7	8	9	0	_
q	w	e	r	t	y	u	i	o	p	
a	s	d	f	g	h	j	k	l		
z	x	c	v	b	n	m				CAPS

Security Question 2:*

Security Answer 2:* [Clear](#)

1	2	3	4	5	6	7	8	9	0	_
q	w	e	r	t	y	u	i	o	p	
a	s	d	f	g	h	j	k	l		
z	x	c	v	b	n	m				CAPS

Confirm Security Answer 2:* [Clear](#)

1	2	3	4	5	6	7	8	9	0	_
q	w	e	r	t	y	u	i	o	p	
a	s	d	f	g	h	j	k	l		
z	x	c	v	b	n	m				CAPS


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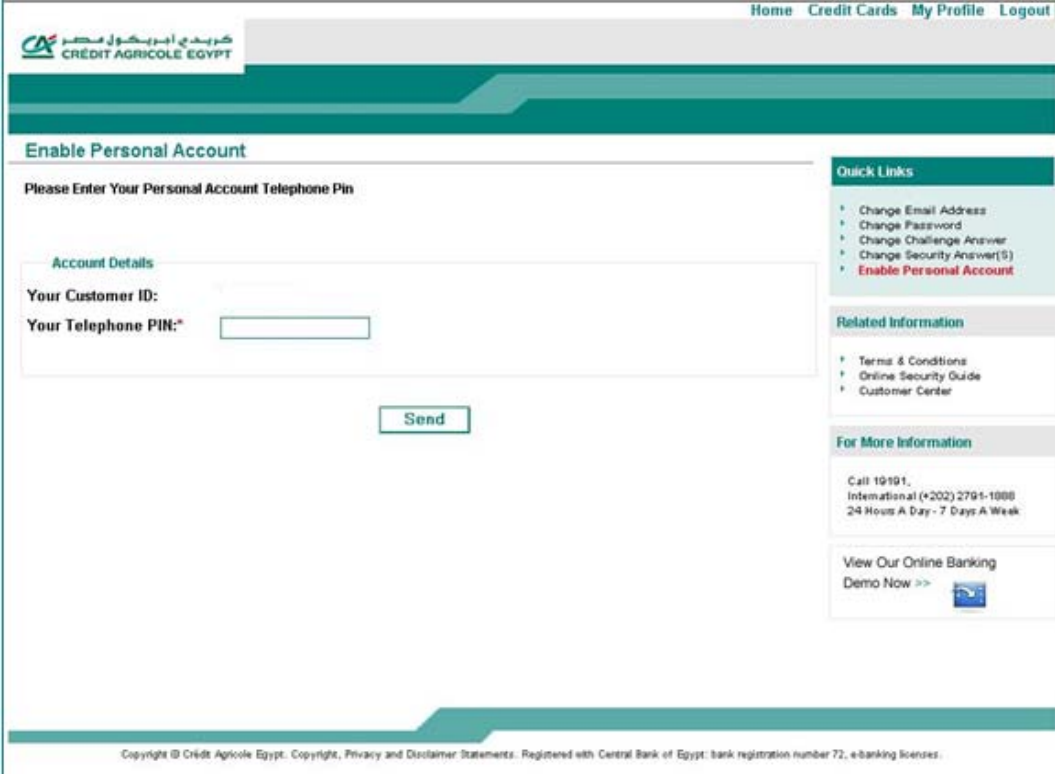
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Enable Personal Account

In case the Credit card customer opens an account after registration

- Your Customer ID will be displayed
- Just type your TPIN



Home Credit Cards My Profile Logout

Enable Personal Account

Please Enter Your Personal Account Telephone Pin

Account Details

Your Customer ID:

Your Telephone PIN:*

Quick Links


- Change Email Address
- Change Password
- Change Challenge Answer
- Change Security Answer(S)
- **Enable Personal Account**

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