Instructions for SHAZAM BOLT$ Setup

- The SHAZAM BOLT$ App is currently available for iPhones only (Android and iPad App coming soon)
- The App is FREE
- When searching the App Store, type in the words *SHAZAMBOLT$*
- Once you have found the App, download it to your iPhone
- SHAZAM BOLT$ is also available through the Internet by going to https://bolts.shazam.net/ShazamWebPortal/index.php
- Whether you use this service by the URL or with the App on your mobile device, it will work exactly the same way.

The App will look like this within the App Store for iPhones:

Once downloaded, find the app on your phone and open it. When the app is opened, it will come to a login page. The login page looks like this:

The first time you access SHAZAM BOLT$, you will click on the "New Mobile Card User" button to create your profile and load your debit card into the App.

There are multiple steps to creating your profile. These steps are listed here:

- First it will ask for your entire debit card number. Once you enter this number it will verify this card is eligible for the functionality of the App. *Note: only debit cards for checking accounts are authorized for use within this App. ATM cards and savings accounts are not accessible at this time.
- The system will tell you whether or not you qualify for BOLT$. If so, continue on. If you do not qualify you can call your branch location and a Customer Service Representative will be happy to assist you.
- You will be required to read and accept the Terms and Conditions for this service.
- Next you will be asked to enter the expiration date of your debit card along with a phone number for SHAZAM BOLT$ to contact you. Note: this phone call will come immediately so make sure you are available to answer the call.
- When the call is answered, you will be asked to enter your PIN number and hit the pound sign (#). The PIN number it is requesting is your debit card PIN number used at an ATM or when making a purchase.
- Next the App will prompt you to create a username and password.
- Lastly you will be asked to enter your address, phone number, and email address(es).

Once you have successfully setup your profile, you will be directed to the home screen. The home screen looks like this:
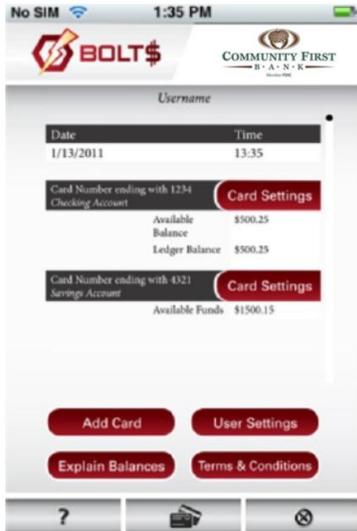
From the home screen you are able to view your checking account balance that is tied to your debit card. You will also see the following options:

- Card Settings: When choosing Card Settings, you can change the expiration date on your card(s), remove a card from the application or setup/modify your Card Alert Settings. These alerts are generated via email to the email address(es) you setup within the App and are defined below:
    - Transactions Exceeding Certain Amounts: These alerts will notify you of any transaction over the amount you specify.
    - Card-not-present Transactions: These alerts will notify you of any transactions initiated on your debit card from online or voice transactions.
    - International Transactions: These alerts will notify you of any transactions processed outside the United States.
    - BOLT$ Notifications: These alerts are required. SHAZAM BOLT$ will notify you of any security setting changes that take place within the App. These changes may include: a change in your email address, addition/deletion of a card, password changes, etc.
    - Suspicious Fraud Alerts: These alerts are categorized as "Standard Suspicious" or "High-Risk Suspicious."
        - Standard Suspicious Activity Alerts: This type of alert will let you know when a transaction scores moderately high within our fraud detection system. When you receive this alert, you will be instructed to call SHAZAM Fraud Operations and let them know if the transaction is valid or not.
        - High-Risk Suspicious Transaction Alerts: This type of alert will let you know when a transaction scores high within our fraud detection system. If this happens, your card is temporarily blocked to prevent further potential fraud and you are instructed to call SHAZAM Fraud Operations to let them know if the transaction is valid or not.
- Add Card: When choosing Add Card, you are able to add additional Community First Bank debit cards as well as debit cards from any other financial institution participating within the SHAZAM Network.

- User Settings: When choosing User Settings you are able to change your password and your profile information such as your email address or personal information.
- Explain Balances: When choosing Explain Balances you will see a definition of how the balance you see in your checking account is calculated.
- Terms and Conditions: When choosing Terms & Conditions you are able to review the Terms & Conditions you agreed to when setting up your card within the App.
- The question mark at the bottom left: When you click the question mark in the bottom left, the phone numbers for reporting your card lost or stolen, as well as, the phone number for SHAZAM Fraud Operations are displayed.
- The icon showing two debit cards at the bottom center of the screen: This icon allows you to switch between different financial institutions. If you do not have cards from other financial institutions enrolled in the App, this option will be unavailable.
- The circle with an X in the middle on the bottom right is the sign off button. Please make sure you sign off the App when you are finished.

Additional Information:

If you forget your username, you can go to the login page and click on the Forgot Username button. This will generate an email to the email address setup within the App that will deliver your Username.

If you forget your password, you can go to the login page and click on the Forgot Password button. This will generate an email to the email address setup within the App that will generate a temporary password for you to use. You will be required to change your password once you log in again.

If you get a new phone, you will need to delete the app off your old phone and install the app on your new phone. You will have to repeat part of the authentication process to authenticate the new phone. You will be allowed to use your current username and password.

When your card expires, you will receive a new card. You will be required to update the expiration date. Do so under Card Settings button and select Update card expiration date.

If you have any further questions, please do not hesitate to call a Customer Service Representative.