

Jackson River

Community Credit Union

www.jacksonrivcommcu.org

(540)962-6154 or (540)862-3763

CardValet – Debit Card Security

The FREE APP to protect your money

1. Download the app from either the Google Play store or the Apple App Store. Search on CardValet.
2. Register for an account and debit card. You can register multiple Credit Union debit cards.

Turn your card on/off

To turn your card on/off, tap card, slide the tab right below the picture of your card left to turn off or right to turn the card back on. You will get a warning message asking if you are sure. Click yes. When you turn the card off, the green circle on the card and on the home screen will turn red. They will turn back green when you cut the card back on.

Setting alerts

From the home screen, tap on the card to open up the card details. Then, tap alert preferences. There you can choose alerts based on location, merchant type, or spend limits. This will pop up a message on your screen. Using location, you can set your card up so that you get an alert anytime it is used outside of your area. With merchant type, you can choose to be alerted based on certain merchant types. You can also set up alerts for transactions over a certain spending limit.

Setting Controls

From the home screen, tap on the card to open up the card details. Then, tap control preferences. This works like alerts, you can set the controls on location, merchant type, or spend limits. However, with controls, your card will not work if the transaction is outside the location you set (location is based on the location of the phone with the app installed), at a merchant type you don't allow, or if it is over a spend limit you set.

Recent transactions

You can see recent transactions by tapping on the home screen. This screen will only show transactions on your account using your debit card. It will not show ACH transactions or checks that have cleared. Also, CardValet only pulls your balance information on your accounts every 30 minutes so your balances might not show all transactions if any have cleared in that time.