



Capitol Service
Online Cardholder Account
Management
www.mycapitolcards.com

USER GUIDE 2025



REGISTRATION

- ✓ Click on the link which appears on the email which you have received with the subject “Registration for Capitol Service”:
- ✓ The Credentials you create can be used to login both in the Capitol App and the Website.

From: noreply@mycapitolcards.com <noreply@mycapitolcards.com>

Sent: 03 March 2023 10:08

To:

Subject: Registration for Capitol Service

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Dear <Mr/Mrs> <First Name> <Last Name>,

As a <Bank Name> Capitol cardholder, you can manage your account online using our safe, secure, and convenient online card account management platform, Capitol Service.

Please make sure that you have your credit card and your mobile phone to hand, as you will require them both to register securely:

- Please visit: <registration URL>
- Follow the on-screen instructions to register

If your card is yet not activated, you can use Capitol Service to activate it. Just move the slider on the “Activate Card” button you will find in the “Card” section.

To successfully complete certain online transactions, you will need to define a personal 4-digit Online Transaction Code. You will be able to set this up by clicking on the “Transaction Code” button and following the instructions provided.

You can also install the Capitol App on your smartphone to get easy, fast, and secure access to your credit card account information and convenient functionalities anytime and anywhere. To install the app, simply scan the corresponding QR code or tap on the links in the attached flyer. Registering on the app is easy and fast; just tap the “Get Started” button and follow the instructions.

If you have any questions or issues registering, please do not hesitate to contact Cardholder Support on +352 26 15 74.

Yours sincerely,

Capitol Customer Service

Phone: +352 26 15 74

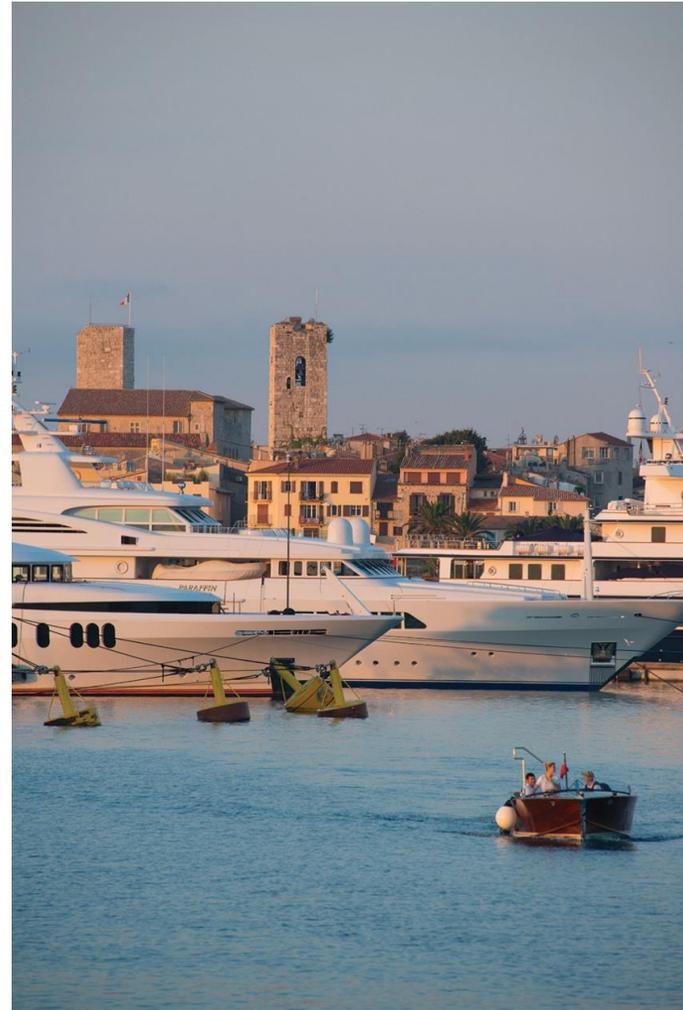
Website: <https://www.mycapitolcards.com>

Capitol Cards
Capitol Cardholder Service: +352 26 15 74



REGISTRATION

Once on the registration page, enter the Last 6 digits of your credit card, expiry date and your Date of birth and click on Next:



[< Go Back](#) [Register](#)

Capitol

Let's get started

In order to be able to identify you, we need some details.

Last 6 digits of your Credit Card

Credit card expiry date (MM/YY)

Date of birth (DD / MM / YYYY)

Next

REGISTRATION

You will receive a one-time password SMS,
please add the OTP



[< Back](#)

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Enter One Time Password

Please enter the one-time passcode that has been sent by SMS to your registered mobile number

[Resend OTP](#)

REGISTRATION

You will create your credentials



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Define your credentials

Set up your new credentials.

Choose a Username

Your username must have at least 4 characters, can only contain Latin letters, numbers and special characters (@ space ; / % \ are not allowed).

Choose a Password

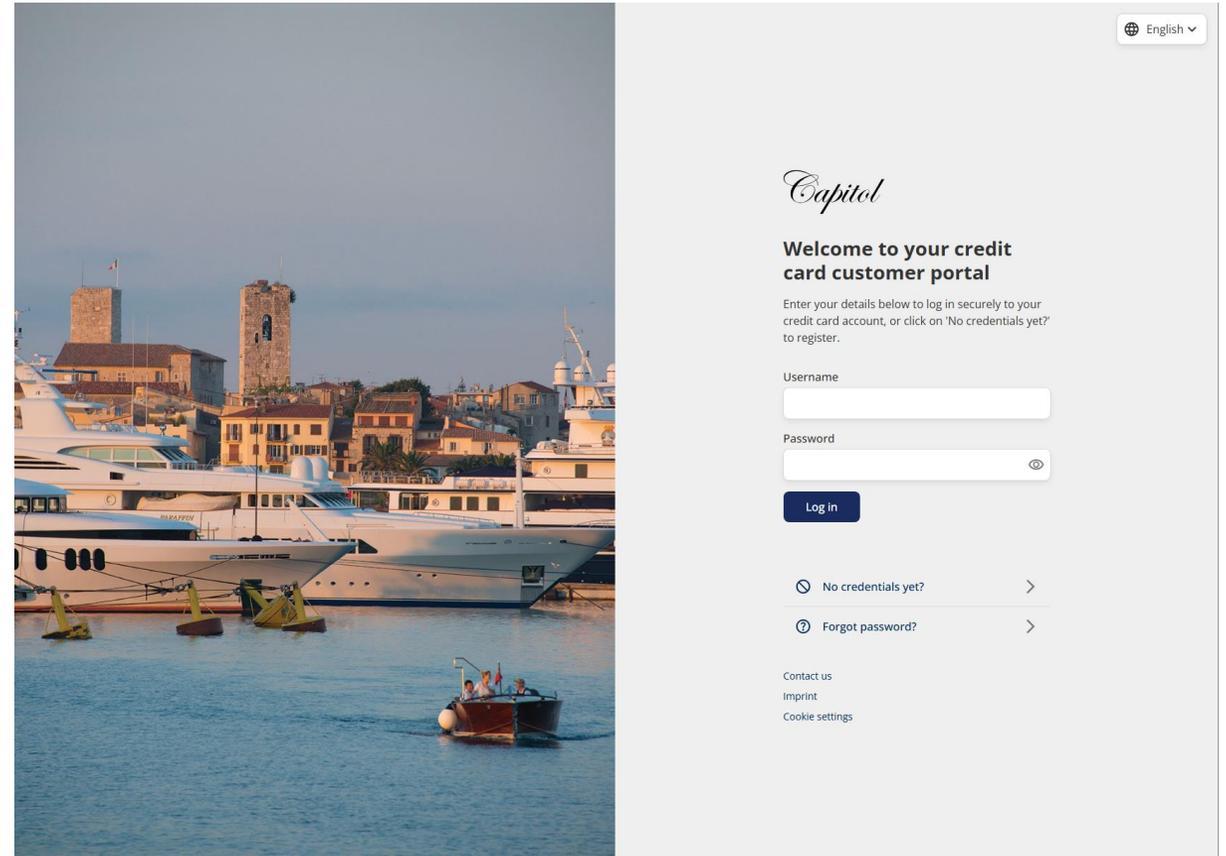
Your password must contain at least 8 characters, one uppercase, one lowercase, one special character and cannot be the same as your username.

Confirm your Password

Confirm

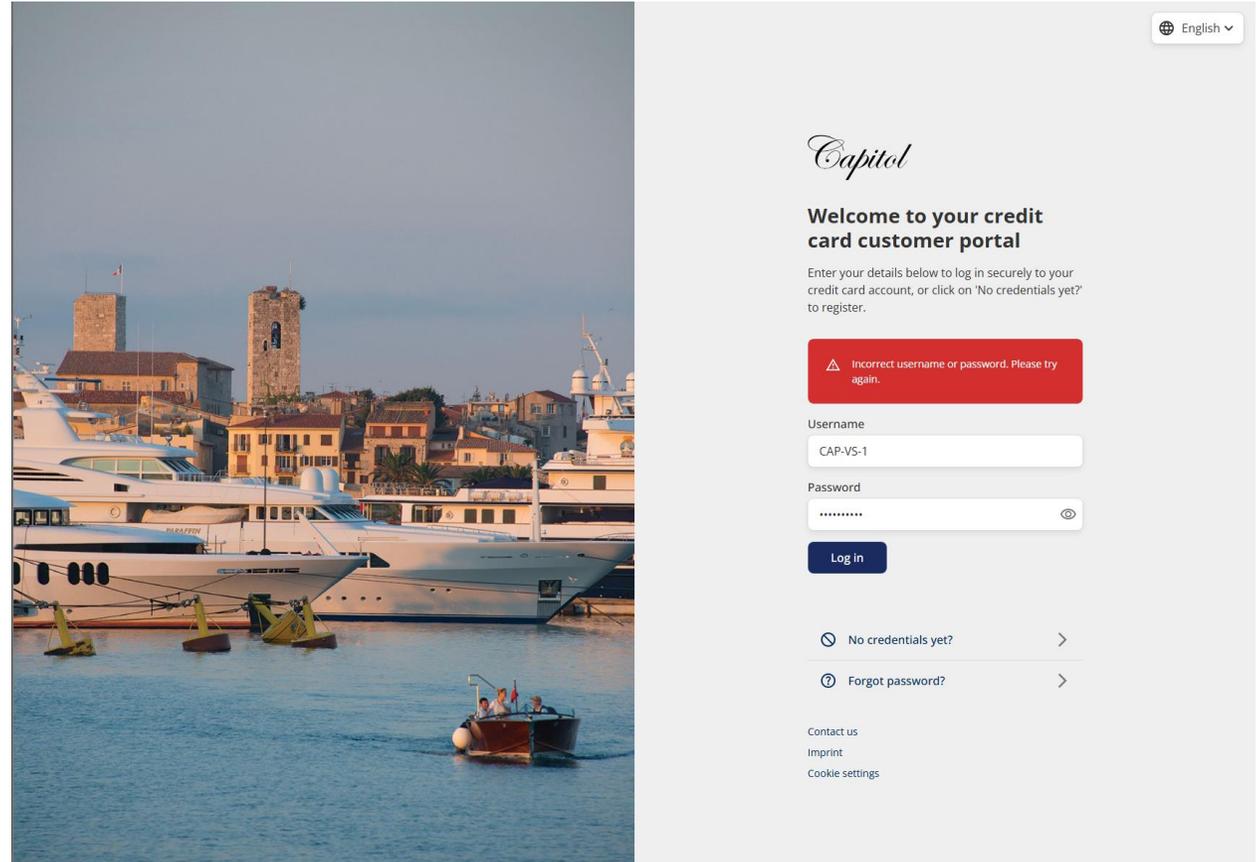
LOGIN

- ✓ Go to www.mycapitolcards.com
- ✓ In order to log in, you must first enter your username and password:



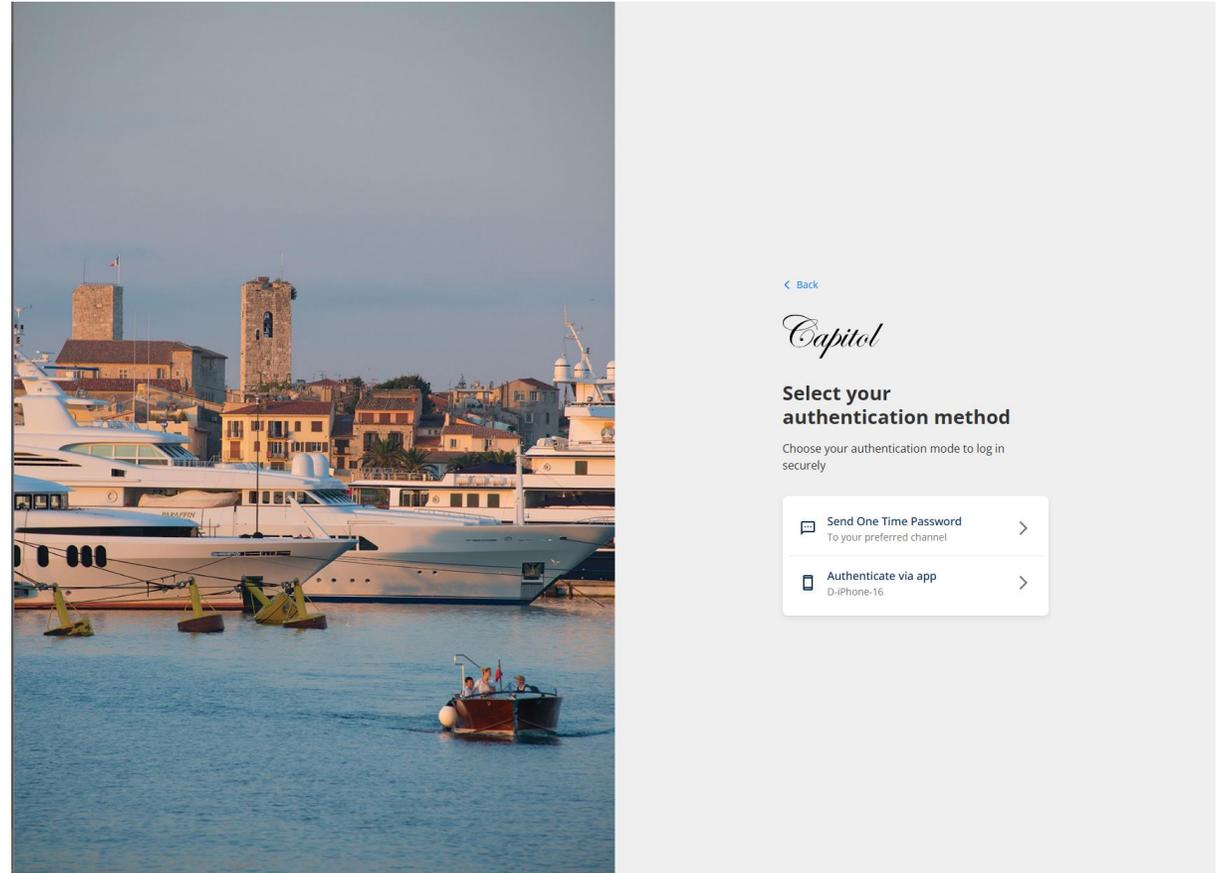
LOGIN

- ✓ If your username or password have not been entered correctly, you will receive an error message:



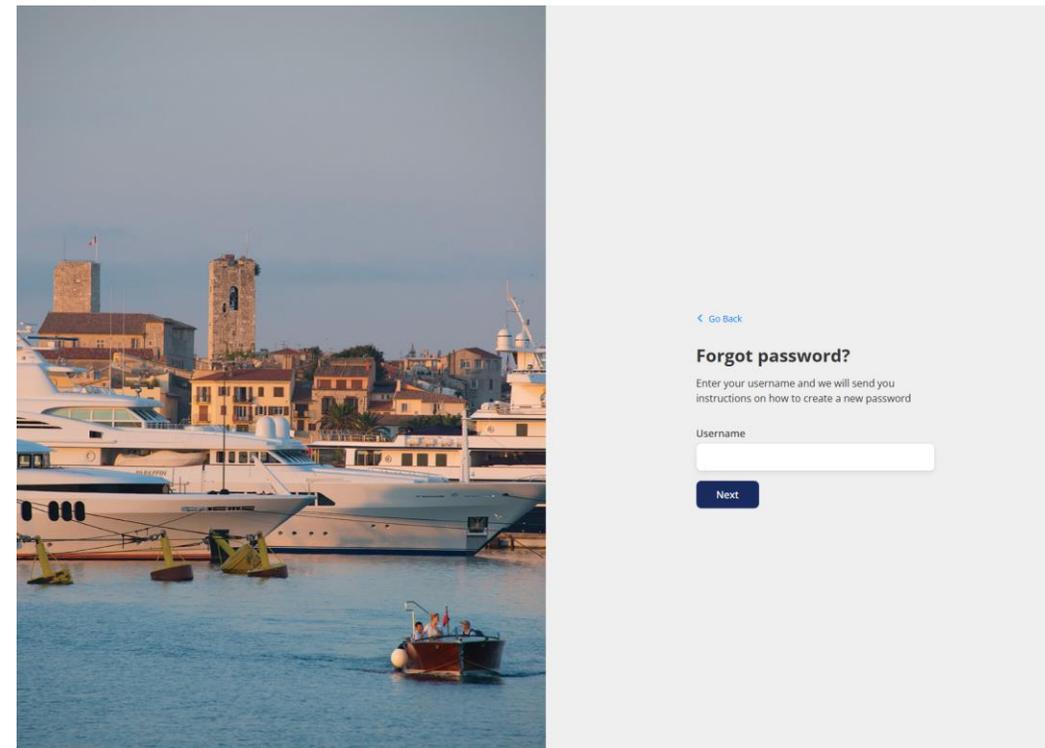
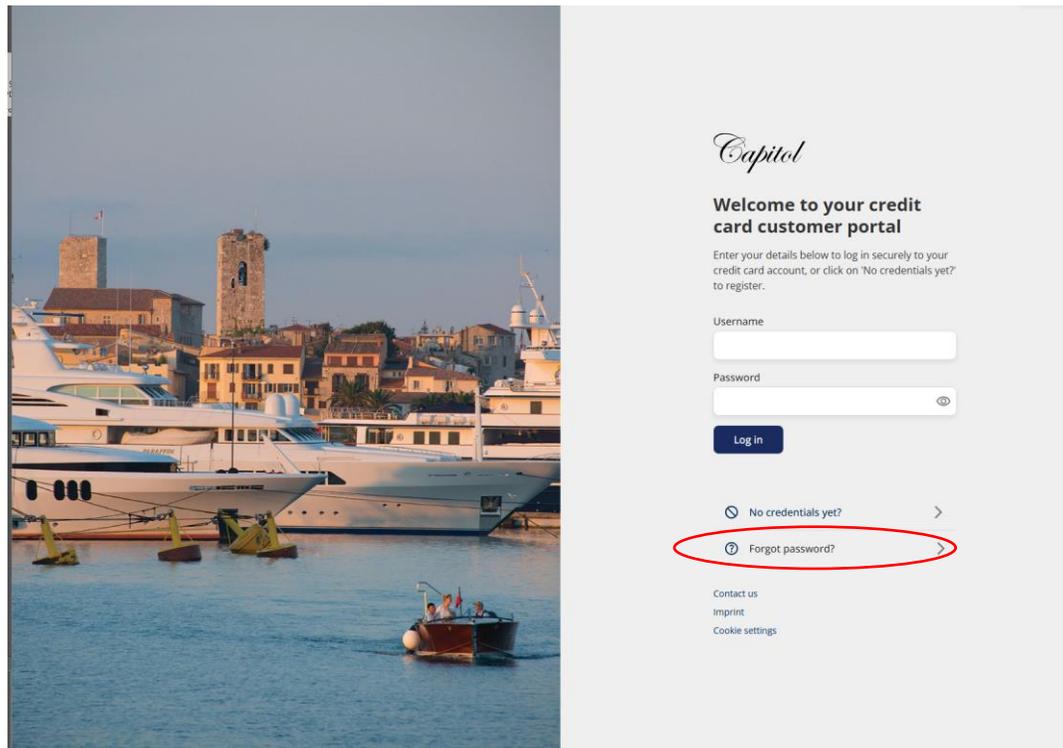
LOGIN

- ✓ If your username and password have both been entered correctly, you can either choose between receiving a one-time password (OTP) by SMS to your registered mobile phone or if you already have the Capitol app, you can authenticate via the app.
- ✓ The authentication via app will not be visible if you don't have the Capitol app yet.
- ✓ If you wish to receive the OTP's to your email address instead of by SMS, please contact Capitol Customer Service in order to set up this functionality



FORGOT OR CHANGE PASSWORD

- ✓ If you forgot your password or change it, please click on Forgot password and enter your Username.
- ✓ An email with instructions will be sent to you



RETRIEVE USERNAME

- ✓ To retrieve your username, please click on “No credentials yet?” on the Login page and follow the instructions. After entering the One-time password, you will see your username on the screen, and you will be able to either Log in or go throughout Forgot password journey.



Capitol

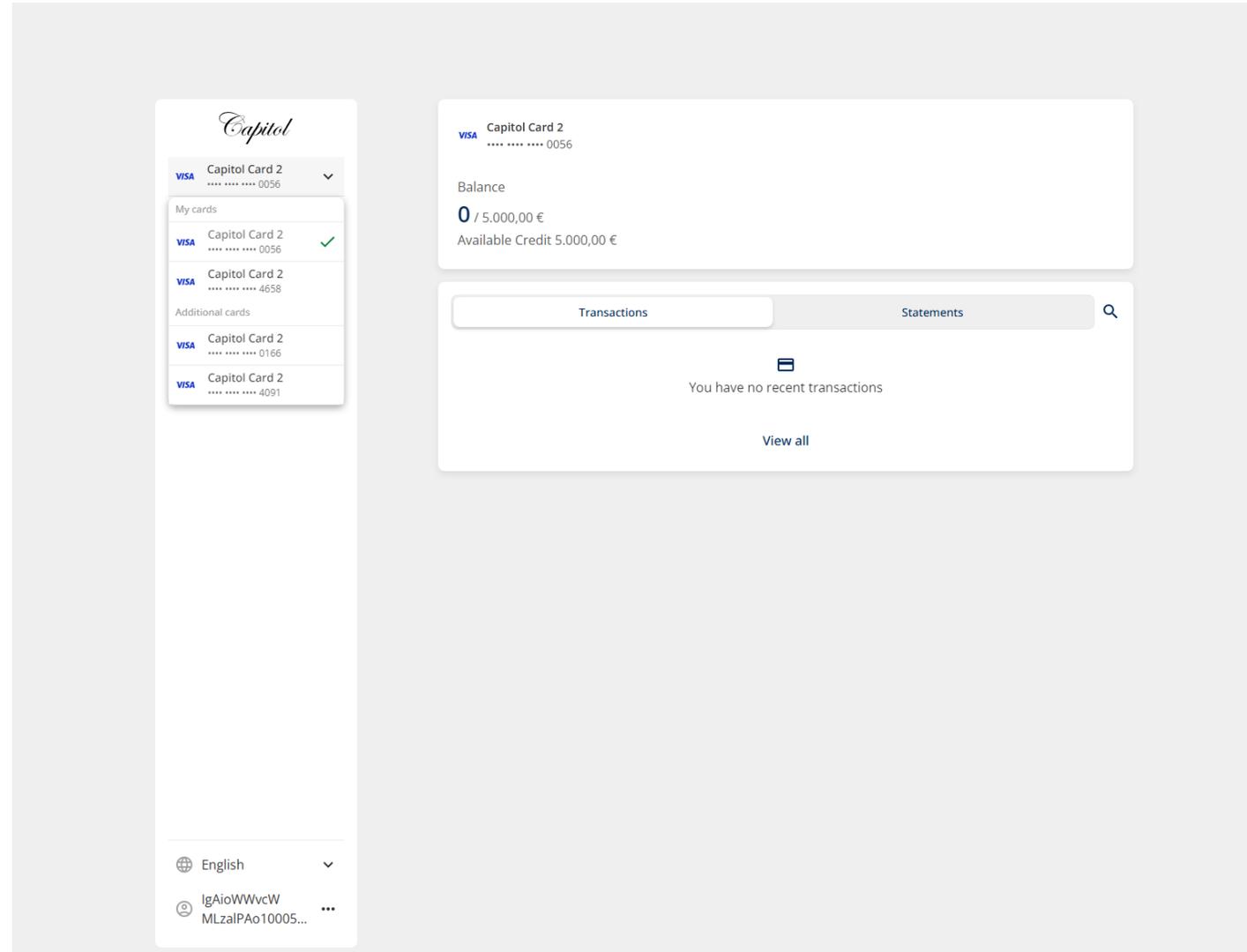
Username CAP-RO-1 already exists

-  **Log in** >
As user CAP-RO-1
-  **Forgot password?** >
Reset password for CAP-RO-1

[Back to login](#)

HOMEPAGE DASHBOARD

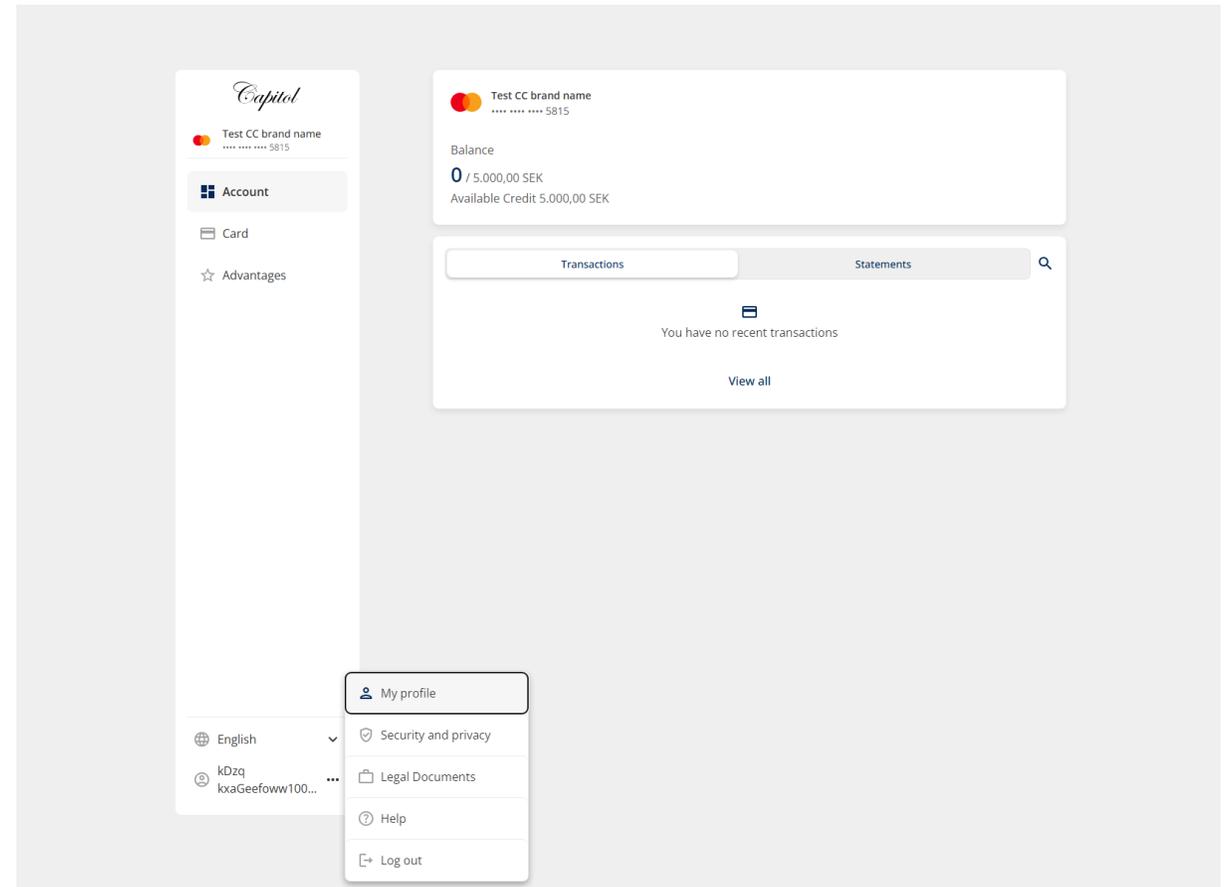
- ✓ When you log in you will be able to select your card from the top left selector and see the limit and balance of that card.
- ✓ You will also see the last 3 transactions and last 3 statements if any. Clicking on View all, will open the full list of either transactions or statements.
- ✓ For that card, clicking on your name at the bottom left, you will be able to access multiple section.



HOMEPAGE

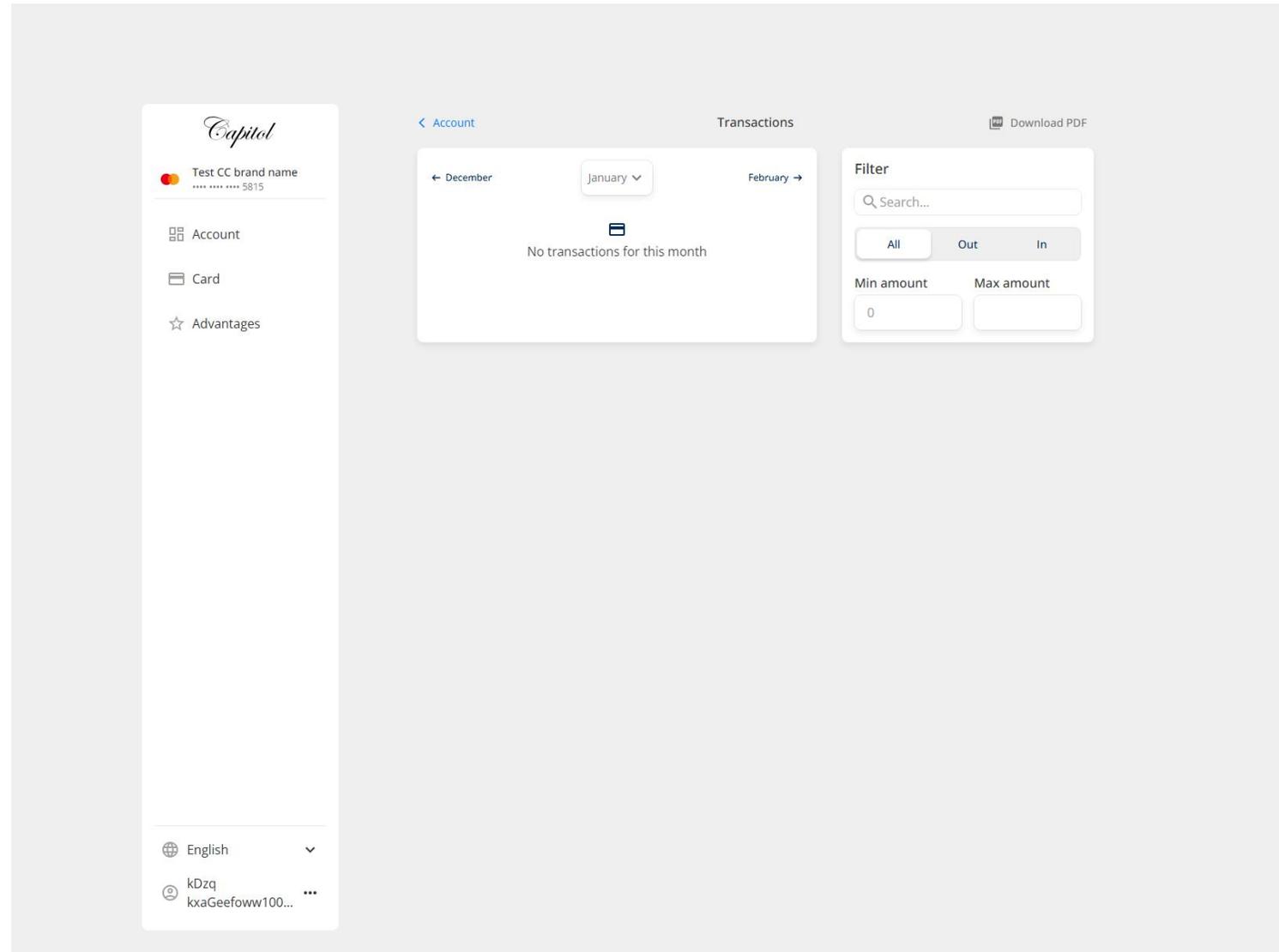
From here you can access:

- My profile
- Security and Privacy
- Legal Documents
- Help
- Log out



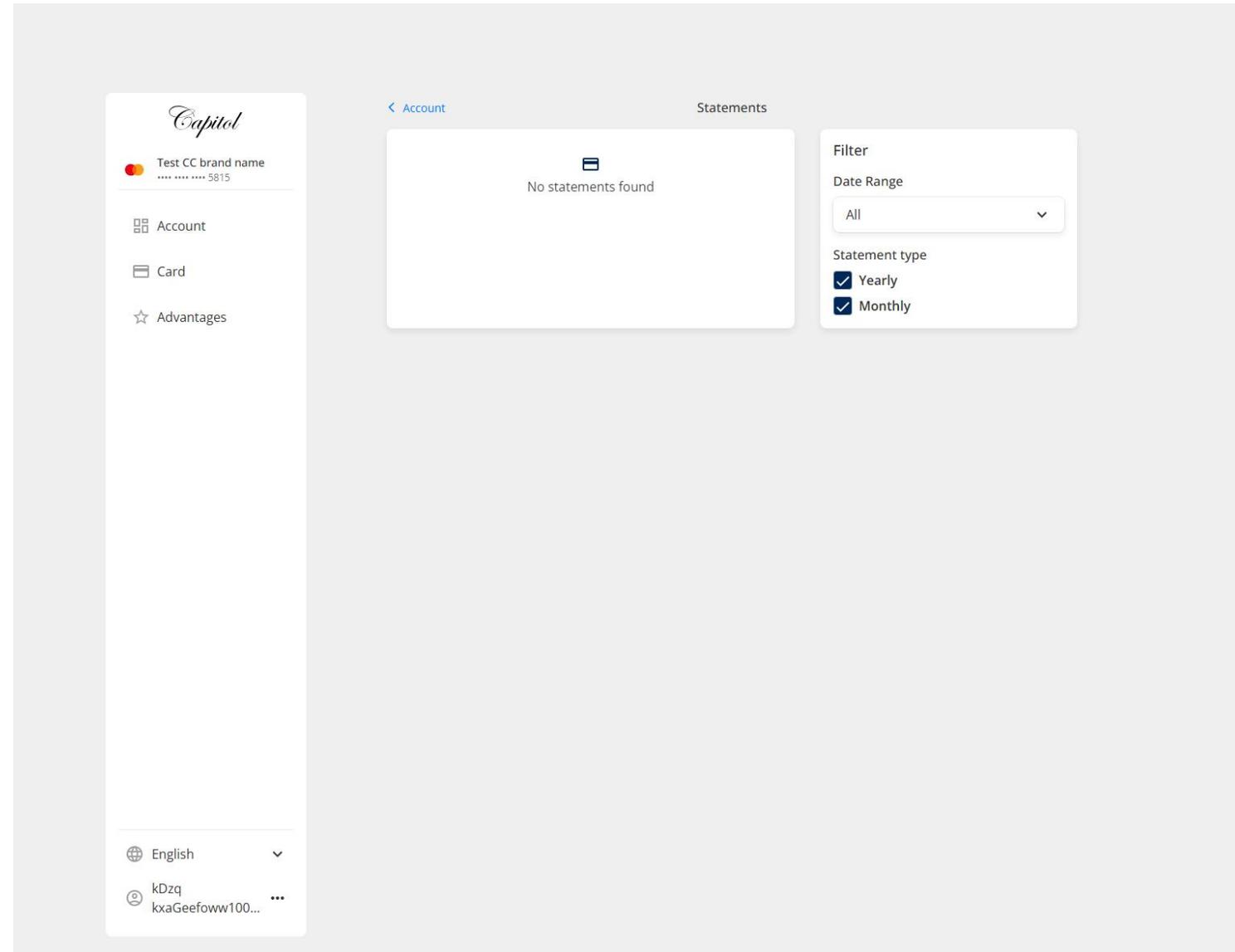
TRANSACTION PAGE

- ✓ You can filter the transactions using the filter on the right.
- ✓ You can download the transactions in PDF.



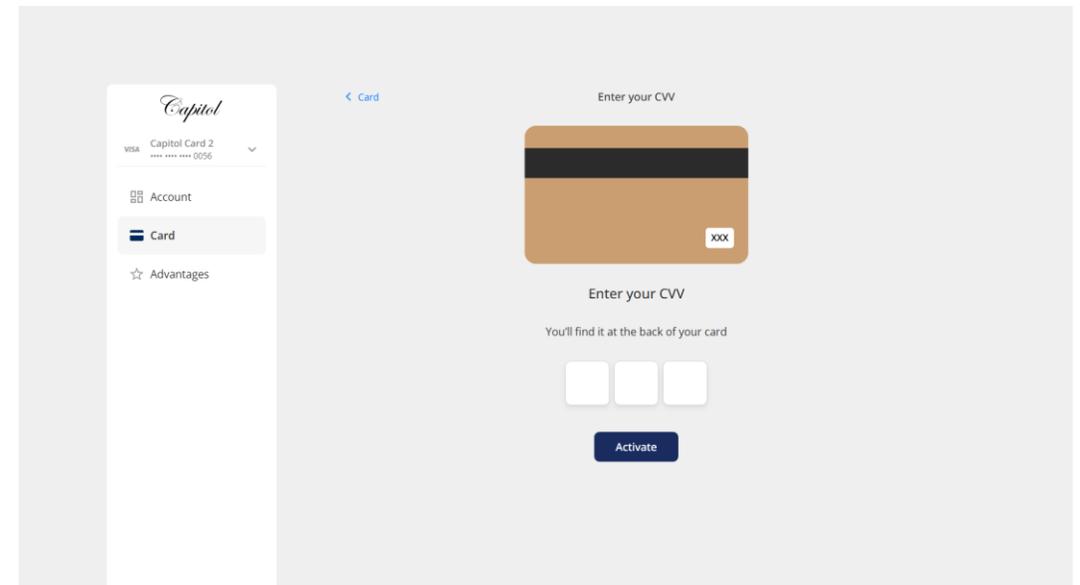
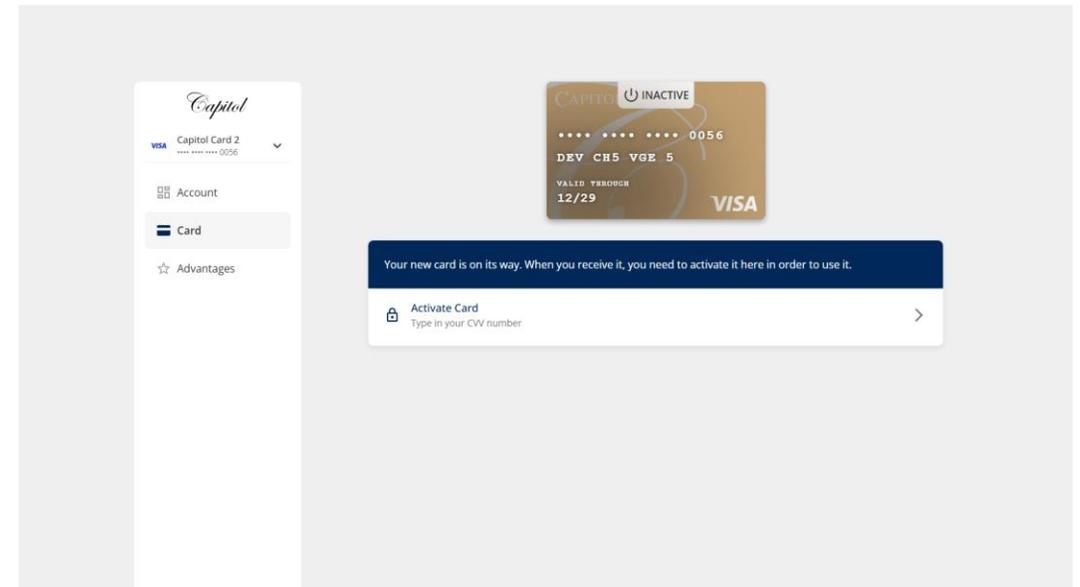
STATEMENT PAGE

- ✓ You can filter the statements using the filter on the right.
- ✓ You can view statements for each of your card accounts



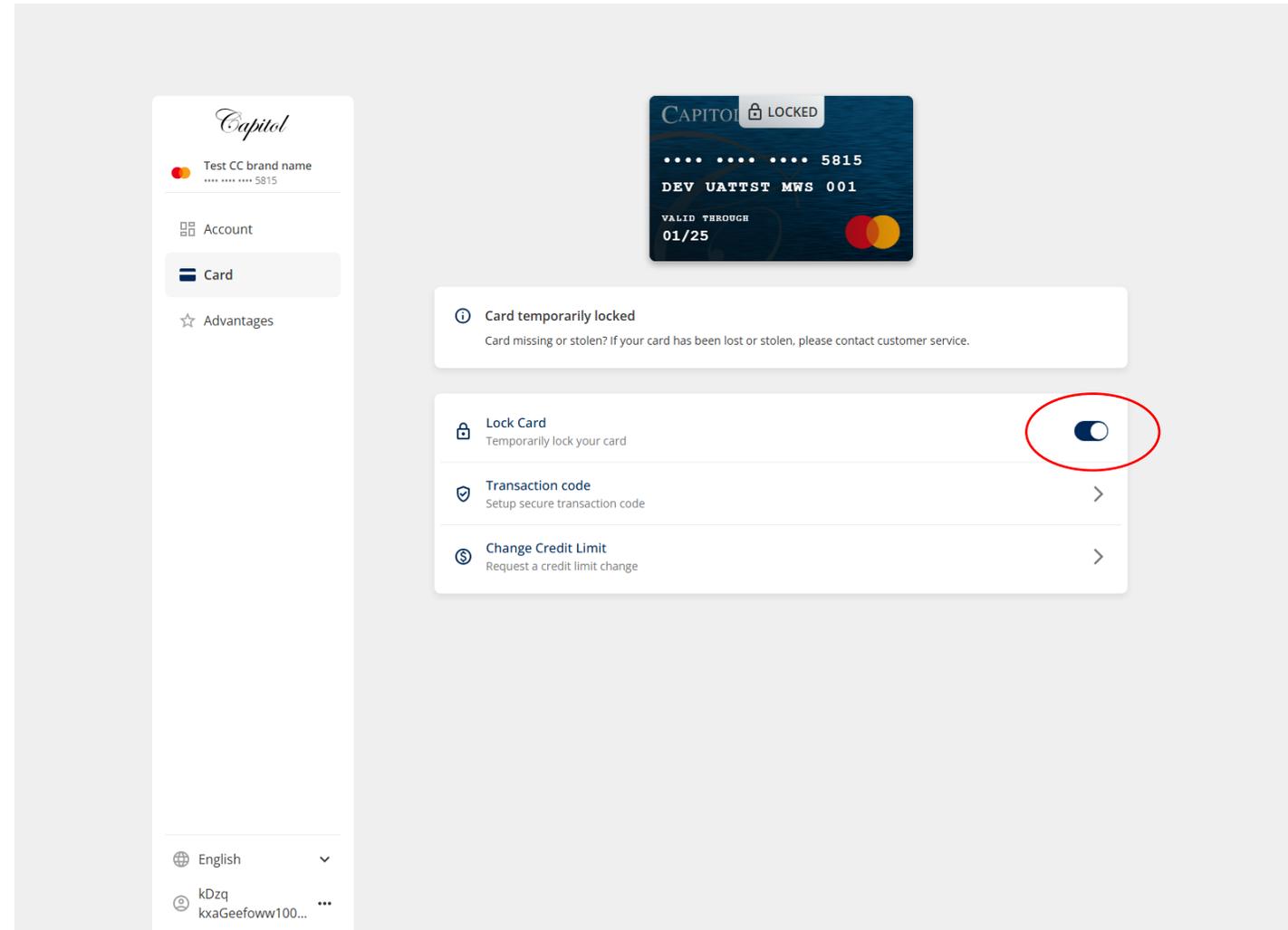
CARD SECTION

- ✓ You can activate your card
- ✓ Enter your 3 digits CVV and click on Activate.



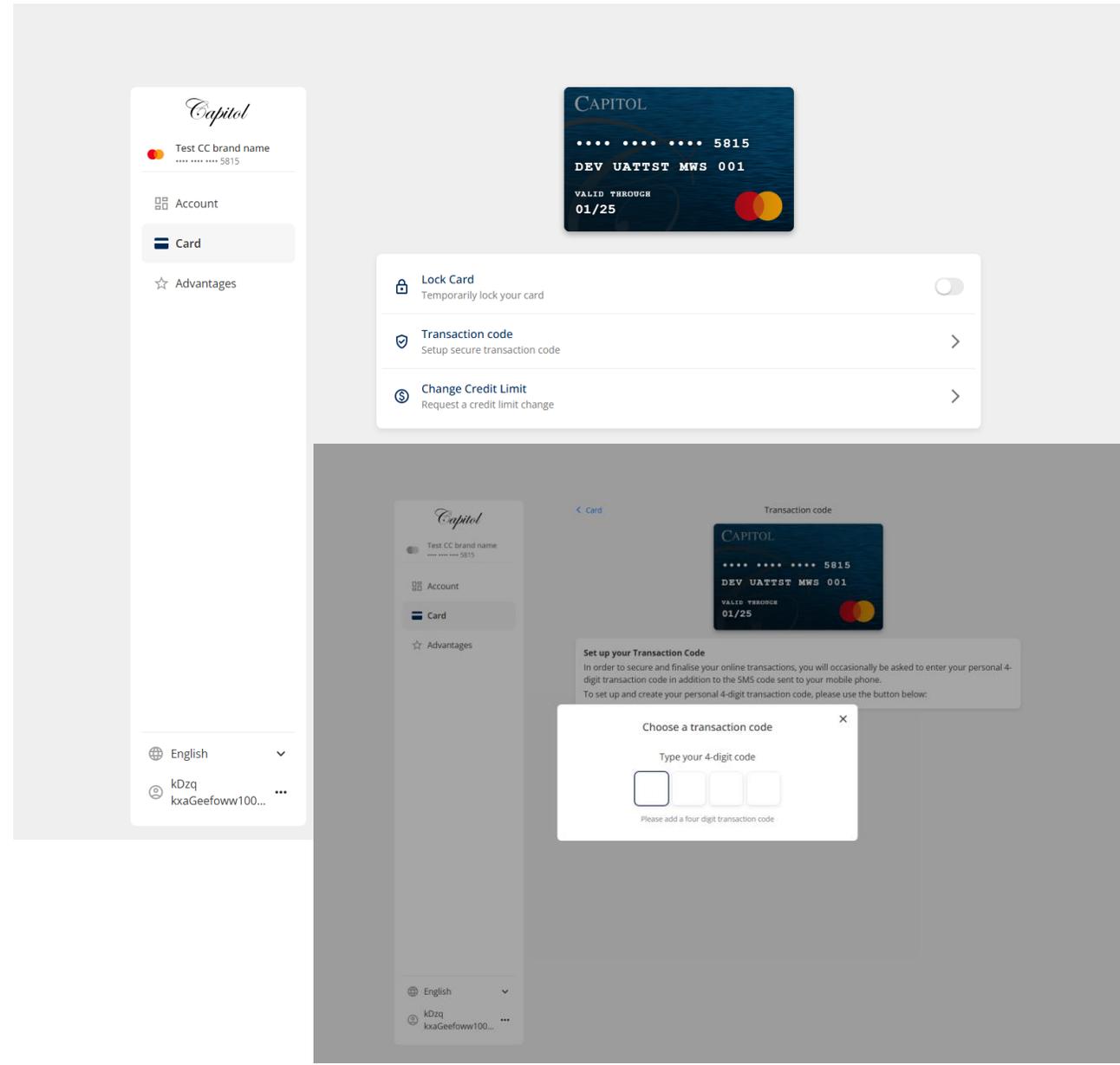
CARD SECTION – LOCK CARD

- ✓ You can temporarily lock your card, clicking on the tangle.



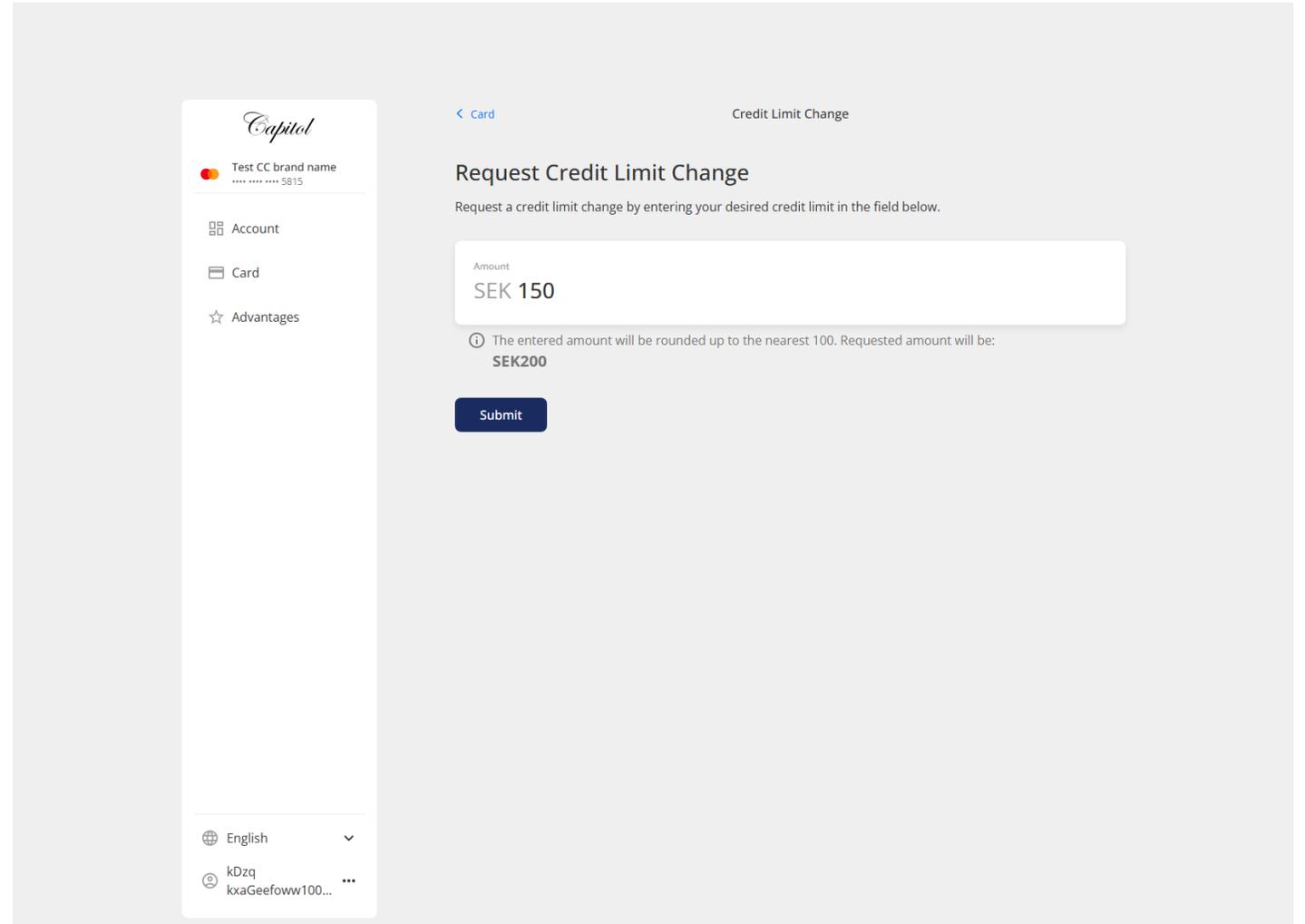
CARD SECTION – TRANSACTION CODE

- ✓ Click on “Set Online Transaction Code”
- ✓ Define your 4-digit code by entering it in the pop-up box
- ✓ In case of forgetting the code or wanting to change it, repeat the process at any time to define a new code



CARD SECTION – CREDIT LIMIT CHANGE

- ✓ Click on “Change Credit Limit” to send a request to your bank to change your credit limit



ADVANTAGES

- ✓ You can access Product Information, Card benefits, Insurance information etc. on the Advantages page.

The screenshot displays the 'Advantages' section of the Capitol mobile application. On the left is a vertical navigation menu with the following items: 'Account', 'Card', and 'Advantages' (which is highlighted with a star icon). Below the menu, there are options for 'English' and a user profile icon with the name 'kDzq kxaGeefoww100...'. The main content area on the right features a list of benefit cards, each with a document icon, a title, a subtitle, and a right-pointing chevron:

- Welcome to Capitol**
Welcome to your Capitol benefits
- AVIS exclusive benefits for VISA cards**
AVIS exclusive benefits for VISA cards
- Apple Pay**
Use your card with Apple Pay
- Google Pay**
Use your card with Google Pay
- Garmin Pay**
Use your card with Garmin Pay
- Travel Insurance**
Travel insurance conditions
- Mastercard Travel rewards**
View Mastercard Travel rewards information