



## 1—Access Information

A User ID will be required to access Mastercard Connect. The criteria for User IDs are as follows:

- Must begin with an Alphabetic character
- Cannot start with e, x, or z
- Characters a-z, A-Z, 0-9, @, \, -, \_ are all allowed
- No spaces or commas
- Minimum 6 character, maximum 30 characters
- If user ID was previously chosen by another user, your User ID will be your first initial and last name

## 2—Security Administrators

**Security Administrator (SA):** The SA manages Mastercard Connect users at their company, including approving application and data access requests.

Mastercard requires two SAs to be assigned for your Company. The SA is responsible for:

- Managing new user accounts, including creating the account and sending an invitation to the user to sign in to Mastercard Connect and complete the account set-up.
- Assigning access or approving requests to applications and data.

### Security Administrator 1 Information

Legal Name of Entity: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Title: \_\_\_\_\_ User ID: \_\_\_\_\_

Street Address: \_\_\_\_\_ City: \_\_\_\_\_

State/Country: \_\_\_\_\_ ZIP/Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

### Security Administrator 2 Information

Legal Name of Entity: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Title: \_\_\_\_\_ User ID: \_\_\_\_\_

Street Address: \_\_\_\_\_ City: \_\_\_\_\_

State/Country: \_\_\_\_\_ ZIP/Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Submit completed form to [online\\_provisioning@mastercard.com](mailto:online_provisioning@mastercard.com)**

**Digital Activity Customers should submit completed form to Regional Franchise contact**

**Note:** Security Administrators will receive software tokens (via an encrypted email from Mastercard) to use for authentication when signing in to Mastercard Connect. The tokens are used with RSA's SecurID Software Token application to generate a number sequence the user must enter to sign in to Mastercard Connect. **Your organization should become familiar with software token authentication before using Mastercard Connect and the products offered within.** Please visit RSA's website to learn more about the RSA SecurID Software Token application. You may also refer to the [Frequently Asked Questions](#) and the [Software Token User and Installation Guide](#) on the Mastercard Connect sign-in page ([www.mastercardconnect.com](http://www.mastercardconnect.com)).