

## American Express ~ My Account Online access and Alerts



### About My Account

#### **My Account ~ Online Statements and Email/Text Alerts**

Enjoy the convenience of managing your account online by downloading an EStatement within 2 days of your cycle cut.

Set-up Email or Text Alerts for payments and balance updates

**Register today: Visit [www.americanexpress.ca/myaccountlogin](http://www.americanexpress.ca/myaccountlogin)**

**Helpdesk: 1-800-716-6661**

# Easy login steps at [www.americanexpress.ca](http://www.americanexpress.ca)

Login for Online Services by choosing:

**First-time user?  
Register here**



Personal | Small Business | Corporations | Merchants

Canada | Change Country

Customer Service | Contact Us | Français | Search | Log in

AMERICAN EXPRESS

MY ACCOUNT | MEMBERSHIP BENEFITS | OUR CARDS | TRAVEL | INSURANCE | FINANCIAL SERVICES | NEED HELP?

**Cardmembers get more**

Not a Cardmember?

**Your Account**

User ID

Password

My Account - Cards

Log in securely

Forgot your User ID or Password?

**Online Services**

Register now

**Why register ?**

- Manage your account 24/7
- Check your rewards
- Get account alerts

More reasons to register

**Small Business Owner ?**

Click here

Share what makes your world special. Add someone to your account. They'll receive the same preferred access to events, AMEX Selects and many of the other privileges you enjoy.

[Add a Card.](#)

**Broaden Your World**

**Fraud Protection Guarantee**  
Feel Safe and Secure wherever you are

**Reward Yourself**  
So many rewards to choose from

**Share most of the Benefits**  
Give a Supplementary Card

**Plan for the Unexpected**  
AMEX Balance Payment Insurance

**Check Your Account Any Time**  
Manage your Card account online

**American Express Presents**

Information for American Express Cardmembers Holding Zoom Airlines Tickets  
[Find out more](#)

**Get a Card for someone else**

Add someone you trust to your Card Account. And watch your rewards add up faster than ever.  
[Apply for an additional Card](#)

**Get a Card for yourself**

Ready to access more benefits, rewards and offers?  
[Switch your Card](#)

Different Cards for different spending. And more rewards.  
[Apply for another Card](#)



# Easy login steps

Login for Online Services by choosing:  
**First-time user? Register here**

The screenshot shows the American Express website interface. At the top, there are navigation tabs for 'Personal', 'Small Business', 'Corporations', and 'Merchants'. Below this is a search bar and a 'Log in' button. A main navigation bar includes links for 'MY ACCOUNT', 'MEMBERSHIP BENEFITS', 'OUR CARDS', 'TRAVEL', 'INSURANCE', 'FINANCIAL SERVICES', and 'NEED HELP?'. A sidebar on the left lists various account management options like 'View Your Current Balance', 'Online-Only Statements', and 'Enroll Now'. The main content area features a banner with a woman's face and a text box stating: 'If you are an American Express® customer, registering for our Online Services gives you 24-hour secure access to manage your accounts online.' Below this, there are four registration sections: 'PERSONAL & SMALL BUSINESS CARDMEMBER', 'ONLINE MERCHANT SERVICES (OMS)', 'LINE OF CREDIT & SAVINGS ACCOUNTS', and 'CORPORATIONS'. Each section has a 'REGISTER NOW' button. A red box highlights the 'REGISTER NOW' button in the 'CORPORATIONS' section, with a green arrow pointing to it from the right. The 'CORPORATIONS' section also includes a 'LOG IN' button at the bottom.



# Register as a New User

The screenshot shows the American Express login page. At the top, there is a navigation bar with links: HOME, PERSONAL CARDS, FINANCIAL SERVICES, INSURANCE, OFFERS, TRAVEL, SMALL BUSINESS, CORPORATIONS, MERCHANTS. Below this is the American Express logo and the text "AMERICAN EXPRESS". To the right of the logo are links for "Global Sites", "Site Help", "Contact Us", and "Français".

The main heading is "Do you already have a User ID and Password?". Below this heading are two columns of options:

- Yes** I have a User ID and Password  
Enter User ID & Password  
User ID:   
Password:   
  
[Forgot your Password?](#)  
[Forgot your User ID?](#)  
[I'm registering for a new service and want a separate ID and Password](#)
- No** I need to create a User ID and Password  
**I am a new user**   
[Read about](#) the benefits of Online Account Access.

At the bottom left, there is a "<< Back" button and a "NEED HELP?" link.

Initial registration will only take a minute.  
Chose **I am a new user** Continue

Tip: make this page a Favorite to easily locate this login page




# Create User ID and Password

## Create User ID and Password and continue

Tip: Password requires at least one letter and one number



Canada Home | Personal | Small Business | Merchants | Corporations [Customer Service](#) | [Site Directory](#) | [Privacy](#) | [Français](#)

 **American Express**

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### Create User ID and Password

You are about to create a separate ID and Password. This will allow you to separate your accounts (e.g., Personal versus Business).


**Enter User ID** Your User ID must contain:

- 5 to 20 characters - at least one letter
- no spaces nor special characters (e.g., &, >, \*, \$, @)

**Enter Password** Your Password must contain:

- 6 to 8 characters - at least one letter and one number
- no spaces nor special characters (e.g., &, >, \*, \$, @)

**Verify Password**



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# Record your created User ID

**You will receive a confirmation of your unique User ID**

**Tip: keep safe and confidential**



## You Have Successfully Created your User ID and Password

### Please record your User ID

If you forgot your Password, you will need your User ID to verify your identity to request a new password.

User ID: hillmarya1



For security, your Password is not displayed.

Click "Continue" to go to My Account.

Continue >>



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# Activate your Card

**Once Card Account entered, provide the 4-digit Identification Number on the front of the card**

Respond to the following possible security questions:

- Home phone #*
- Business phone #*
- Billing Postal Code*



# My Account Summary

The screenshot shows the American Express website interface. At the top, there are navigation links for 'Personal', 'Small Business', 'Corporations', and 'Merchants'. A search bar and 'Log out' button are also present. The main navigation menu includes 'MY ACCOUNT', 'MEMBERSHIP BENEFITS', 'OUR CARDS', 'TRAVEL', 'INSURANCE', 'FINANCIAL SERVICES', and 'NEED HELP?'. Below this, a 'WELCOME' banner displays 'MY ACCOUNT SUMMARY' and 'Hello KRISTEL NIRO Member Since 2001'. An 'Important announcement' box mentions 'Front Of The Line® e-updates'. The 'My Accounts' section features a table for the 'American Express - Corporate' account, showing a previous balance of \$370.55, payments of \$390.24, and a new balance of \$163.89. A 'Make a Payment' button is visible. A sidebar on the left lists 'Most Used Account Services' such as 'Pay Regular Bills' and 'Account updates by text message'. At the bottom, a banner promotes 'STAY INFORMED AND IN CONTROL' with regular account updates.

Personal Small Business Corporations Merchants

Canada Change Country

Customer Service | Contact Us | Français | Search | Log out

AMERICAN EXPRESS

MY ACCOUNT MEMBERSHIP BENEFITS OUR CARDS TRAVEL INSURANCE FINANCIAL SERVICES NEED HELP?

Online-Only Statements Account Alerts Your Details Account Services

WELCOME

**MY ACCOUNT SUMMARY**

Hello KRISTEL NIRO  
Member Since 2001

American Express - Corporate

Set up more Cards online

Most Used Account Services

- Pay Regular Bills
- Automatically with your American Express Card
- Account updates by text message
- Add someone to my account (For Consumer only)
- Apply for another card
- Setup a Pre-Authorized Payment (For Consumer only)
- FAQs

**My Accounts**

American Express - Corporate					Minimum Amount Due
Previous Balance	Payments & Credits	New Charges & Adjustments	=	Balance	
\$370.55	\$390.24	\$183.58		\$163.89	\$0.00
at 16 Aug 2008		since 17 Aug 2008			
<a href="#">Last Statement</a>		<a href="#">View Latest Transactions</a>		<a href="#">Make a Payment</a>	

Stay updated with [Account Alerts](#) - electronic notifications emailed to your computer or wireless device.

\* See your statement for information about your payment and payment due date

**STAY INFORMED AND IN CONTROL**  
GET REGULAR ACCOUNT UPDATES AND ALERTS BY EMAIL OR MOBILE. [Sign up now](#)

http://www.americanexpress.com/canada/en/onlineservices/receive\_alerts.shtml?page=CM

Internet





# My Account Activity

Select PDF E-Statement  
Receive your statement days earlier

Select up to 12 months of current and historical billing activity

**MY ACCOUNT ACTIVITY**

American Express - Corporate

Card benefits  
Download PDF statements  
Download statement data  
Set up more Cards online

Most Used Account Services  
Pay Regular Bills  
Automatically with your American Express Card  
Account updates by text message  
Add someone to my account (For Consumer only)  
Apply for another card  
Setup a Pre-Authorized Payment (For Consumer only)  
FAQs  
Sign up for latest cardmember offers  
Balance Transfer (For

**American Express - Corporate**

Previous Balance	- Payments & Credits	+ New Charges & Adjustments	= Balance	Minimum Amount Due
\$370.55 at 16 Aug 2008	\$390.24	\$183.58 since 17 Aug 2008	\$163.89	\$0.00

XXX-22002 [Last Statement](#) [Make a Payment](#)

STAY ON TOP OF SPENDING WITH FREE ACCOUNT ALERTS [LEARN MORE](#)

Stay updated with [Account Alerts](#)? electronic notifications emailed to your computer or wireless device.

Account activity for KRISTEL NIHU - 22002 from 17 Aug 08 - Present [Create Expense Report](#) [Printable Version](#)

Date	Description	Payments & Credits	New Charges & Adjustments
19 August	VANCOUVER CANADIANS VANCOUVER BC		\$14.00
24 August	ROGERS TORONTO ON		\$161.17
28 August	CAFFE ARTIGIANO INC VANCOUVER BC		\$8.41
06 September	PROCEEDS FROM EXPENSE VOUCHER 09/06	\$390.24	
<b>Totals</b>		<b>\$390.24</b>	<b>\$183.58</b>



# E-Statements: View/ Download Online PDF Statement

**View/  
Download  
Online PDF  
Statement**

**Order  
Previous  
Statements**

The screenshot shows the American Express Corporate website interface. At the top, there are navigation tabs for 'Personal', 'Small Business', 'Corporations', and 'Merchants'. The 'Corporations' tab is selected. On the right, there are links for 'Canada', 'Change Country', 'Customer Service', 'Contact Us', 'Français', a search bar, and a 'Log out' button. Below the navigation, there are menu items: 'MY ACCOUNT', 'MEMBERSHIP BENEFITS', 'OUR CARDS', 'TRAVEL', 'INSURANCE', 'FINANCIAL SERVICES', and 'NEED HELP?'. Under 'MY ACCOUNT', there are sub-links: 'Online-Only Statements', 'Account Alerts', 'Your Details', and 'Account Services'. The main content area is titled 'DOWNLOAD PDF STATEMENT'. It features a section for 'Download Recent Statements' with a list of dates: 16 August 2008, 16 July 2008, 16 June 2008, 16 May 2008, 16 April 2008, and 17 March 2008. Below this is a note: 'You will need Adobe Reader to view PDF documents' with a 'Get Adobe Reader' button. The next section is 'Order previous statements', which explains that statements can be ordered dating back to September 2005 and will be available 24 hours after ordering. It also includes a section for 'Available statements' with a list of dates and checkboxes for ordering: 16 February 2008, 17 January 2008, 16 December 2007, and 16 November 2007.



# Gain control with Account Alerts ( Email or Text updates)

## Account Alerts

1. Payment Received
2. Balance Update
3. Payment Reminder

Pause Alerts available

American Express - Corporate

Set up more Cards online

### ACCOUNT ALERTS

**Account Alert Preferences** Need to put alerts on hold? [Pausing alerts](#)

The free service that updates you with key information.

**American Express - Corporate**  
XXX-22002  
Email: Amex@aexp.com  
Text: [Enter Text Here](#) [Change Details](#)

On/Off	Alerts	Options	Delivery	Sent To
<input checked="" type="checkbox"/>	<b>Payment received</b>	Alert is sent after payment is received	Email	Amex@aexp.com
<input checked="" type="checkbox"/>	<b>Balance Update</b>	send balance every <b>Sunday</b>	Email	Amex@aexp.com
<input checked="" type="checkbox"/>	<b>Payment Reminder</b>	send <b>20</b> days after the issuance of my billing statement	Email	Amex@aexp.com

I've read and agreed to the [Terms and Conditions\\*](#)  
\*Make sure you fill this in [Submit](#)



# Edit Contact Details

## Change Detail

1. Email or Text
2. Text Messages Preferences

The screenshot shows the American Express Corporate account management interface. At the top, there is a navigation bar with the American Express logo and links for 'Customer Service', 'Contact Us', 'Français', 'Search', and 'Log out'. Below this is a secondary navigation bar with 'MY ACCOUNT', 'MEMBERSHIP BENEFITS', 'OUR CARDS', 'TRAVEL', 'INSURANCE', 'FINANCIAL SERVICES', and 'NEED HELP?'. Under 'MY ACCOUNT', there are sub-links for 'Online-Only Statements', 'Account Alerts', 'Your Details', and 'Account Services'. The main content area is titled 'YOUR DETAILS' and contains a section for 'Alerts and service notification contact details'. This section includes a sub-header 'Alerts and service notification contact details' and a paragraph: 'To make sure you get all the information you need, you can edit your Email and Text Messaging contact details here.' Below this is a form for 'American Express - Corporate' with account number 'XXX-22002'. The form has two input fields for 'E-mail address\*' and 'Confirm E-mail address: \*', both containing 'Amex@aexp.com'. There is a checkbox checked for 'Check this box if you would like to receive relevant offers and important account information via email. Read our [Privacy Policy](#)'. Below that is a section for 'Please supply the number we should send text alerts to and the best time for us to text you'. It includes a 'Cell Phone Number' input field, a 'Between' section with two dropdown menus set to '09:00' and '18:00', and a time zone dropdown set to '(GMT-04:00) Atlantic ST - Atlantic Time (Canada)'. At the bottom right of the form are 'Cancel' and 'Submit' buttons. A red asterisk note '\* MANDATORY FIFID' is visible at the bottom right of the page.

