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**NUMARQE**

Cardholder

Onboarding 2023



# Welcome to **NUMARQE**

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Introducing your dedicated  
**Relationship Manager.**

Nik will be your **main point of contact** throughout the onboarding process and will be there to ensure your smooth transition to using NUMARQE.

Thereafter he will be **personally managing your account** and you can directly contact Nik should you have any questions or need assistance.



Nikolai Ueker  
CRO & Co Founder

[support@numarqe.com](mailto:support@numarqe.com)  
020 8164 5885





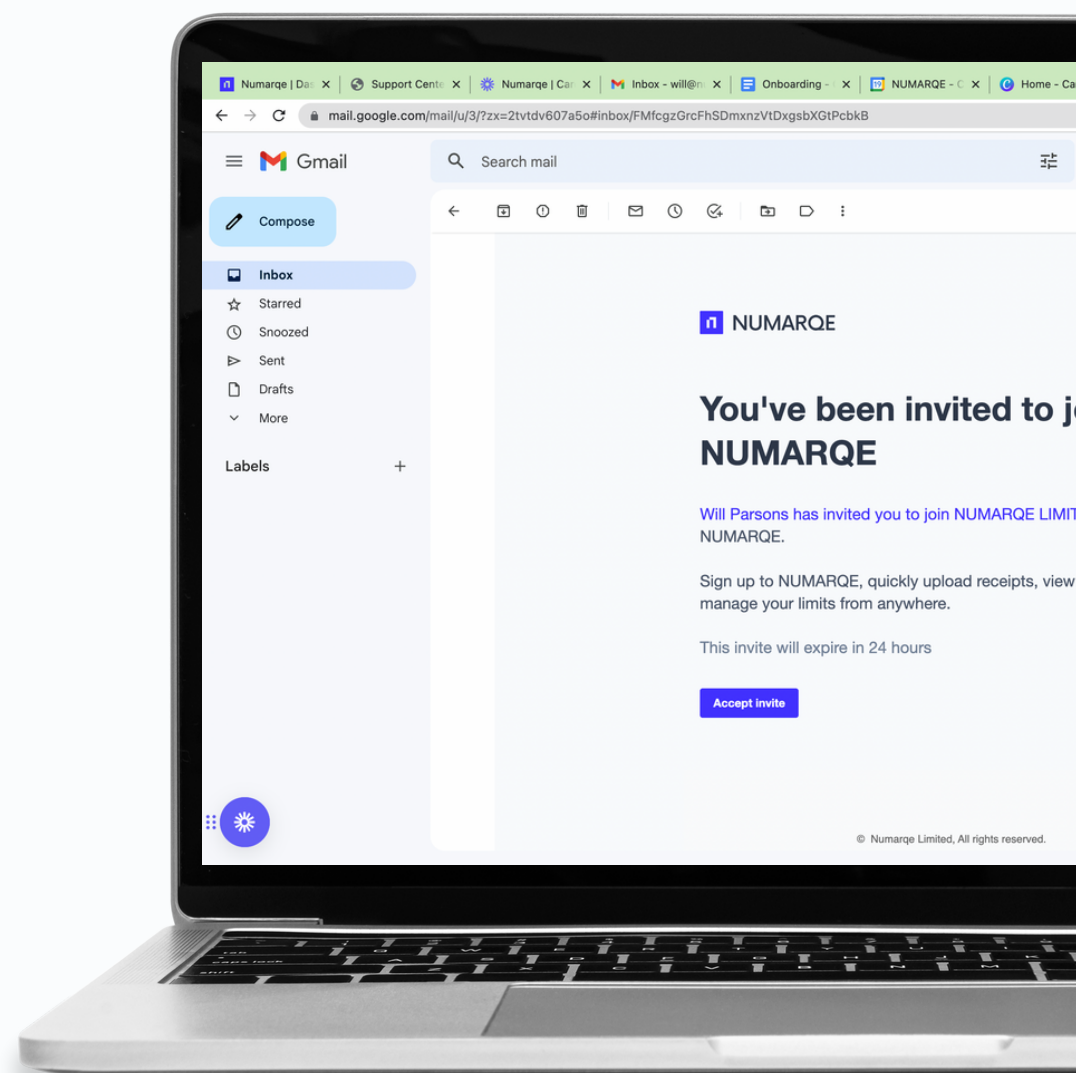
# Step 1

## Check your email

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Once the Admin for your company has added you as a member you will receive an email from us inviting you to join **NUMARQE**.

Accept the invite.



Make sure you have your **mobile phone** to hand **and** your **desktop computer**. The onboarding starts on your desktop computer.

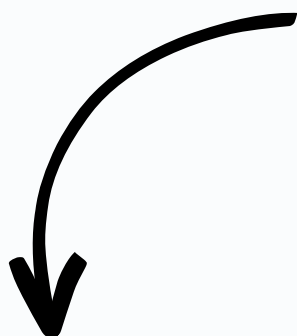
**NB:** Use the mobile phone with the number that your Admin would have used.



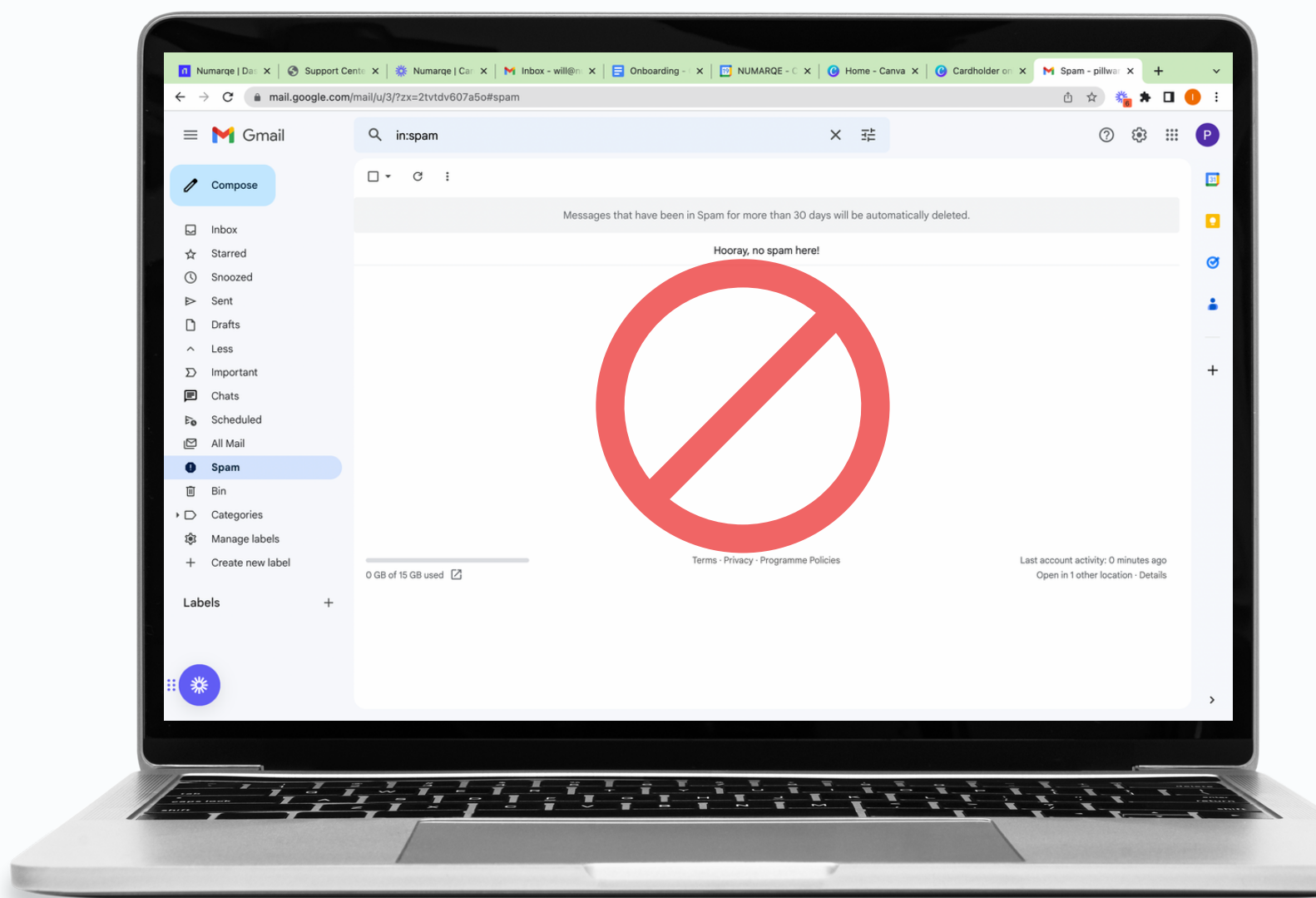
# I haven't received an email

## Check your spam

Your company's spam filters might be blocking our emails. Check with your IT Department and send them our domain list below.



@numarqe.com  
@nmrq.cc





# Step 2

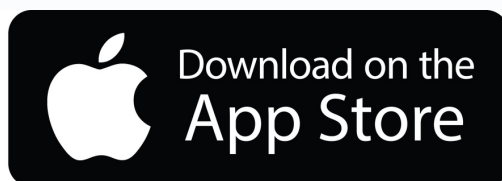
## Download Auth0 Guardian

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So that you can access the **NUMARQE** platform, for security we use 2-factor authentication.

Every time you log in, you will receive a notification from the Auth0 Guardian app to approve the login.

**On your phone** please **download the Auth0 Guardian app**. Below are links to the app for iPhones or Android phones (Google play):





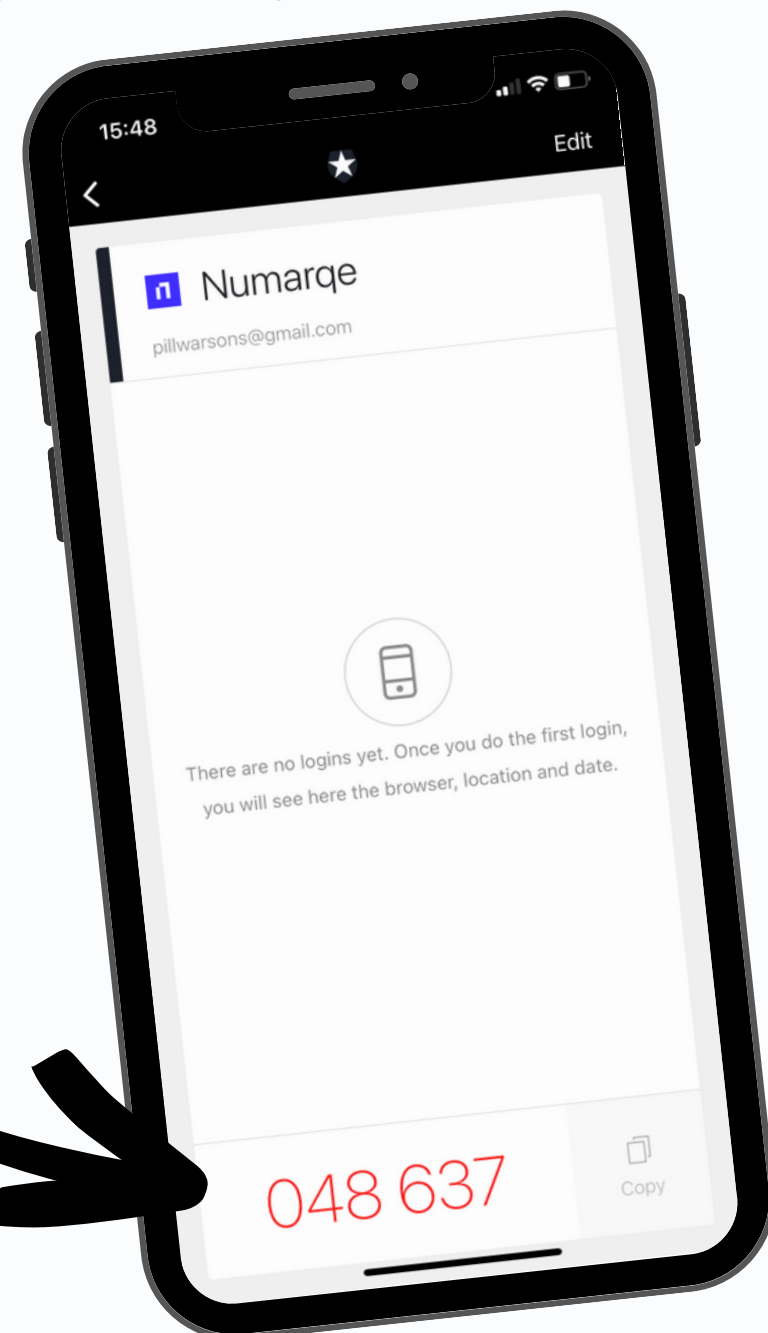
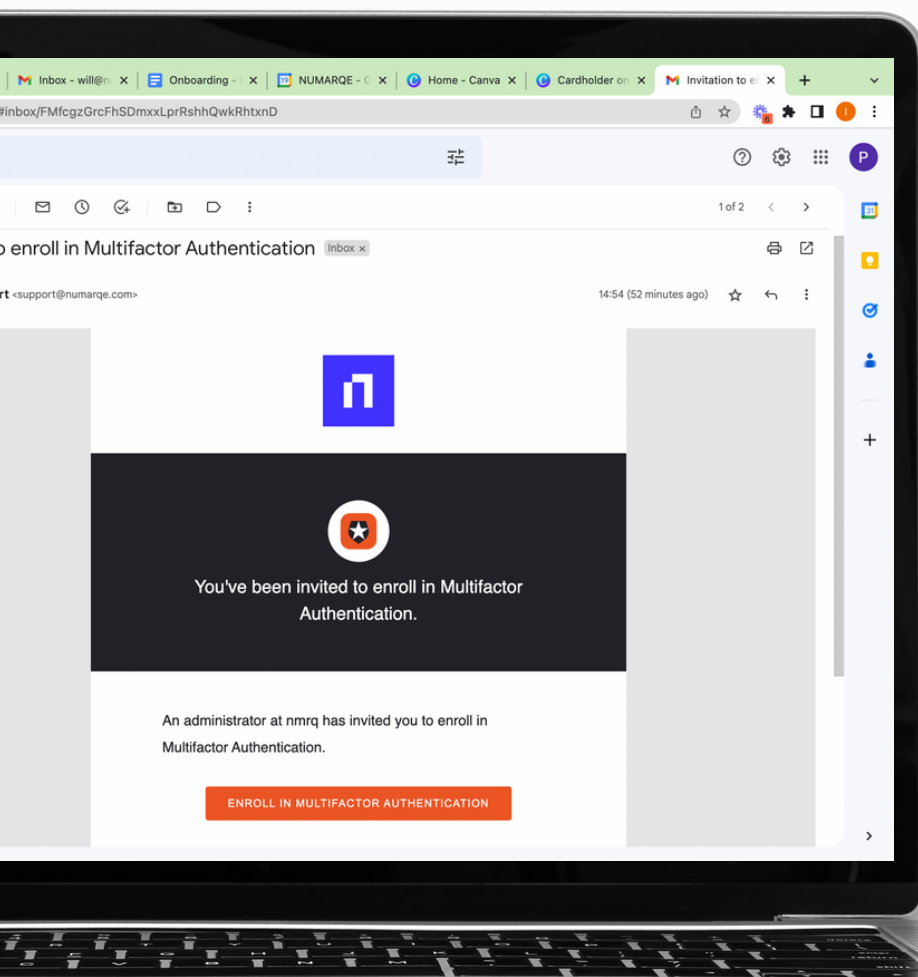
# Step 3

## Follow the prompts

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You will be switching between your mobile phone for the Auth0 Guardian app/codes that we will send by SMS and your computer.

**NB:** If the Auth0 code turns red, wait for a new code to generate





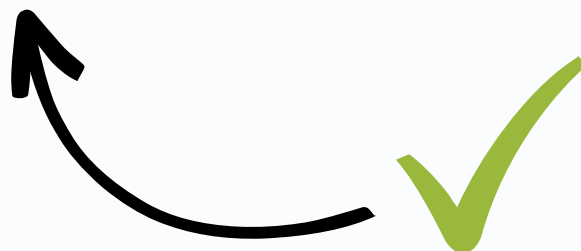
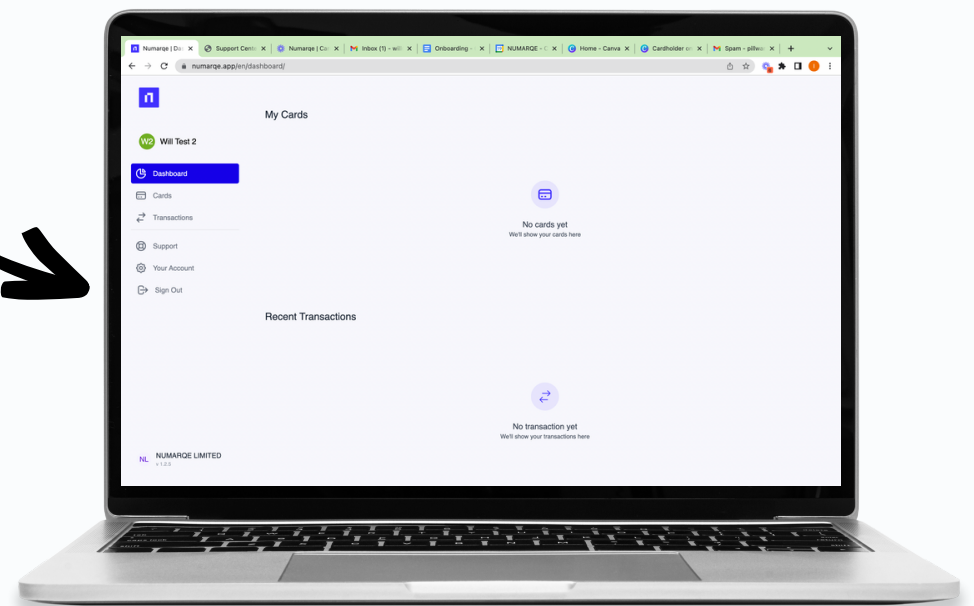
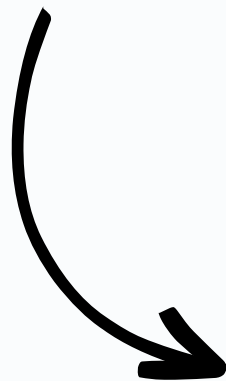
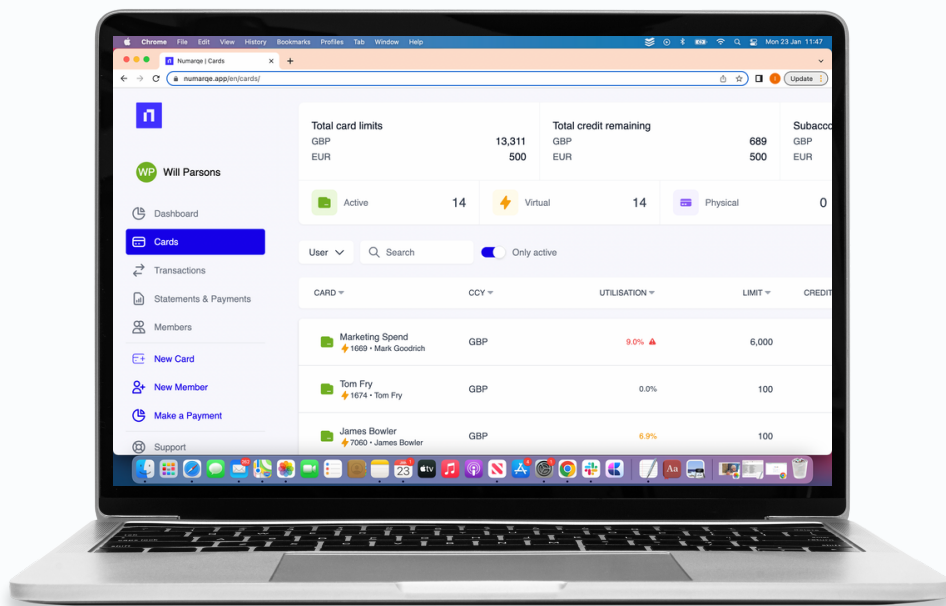
# Finished Head to the platform

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Once you have completed the steps you can now head to **www.numarqe.app**

If you need any help, please get in touch with Will.

Once logged in, if your screen looks like this, it means that your Admin has yet to set up your card.

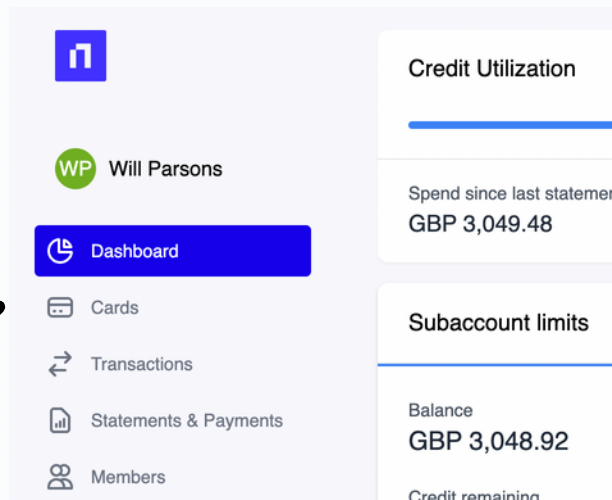


Your card is set up and **ready to use**



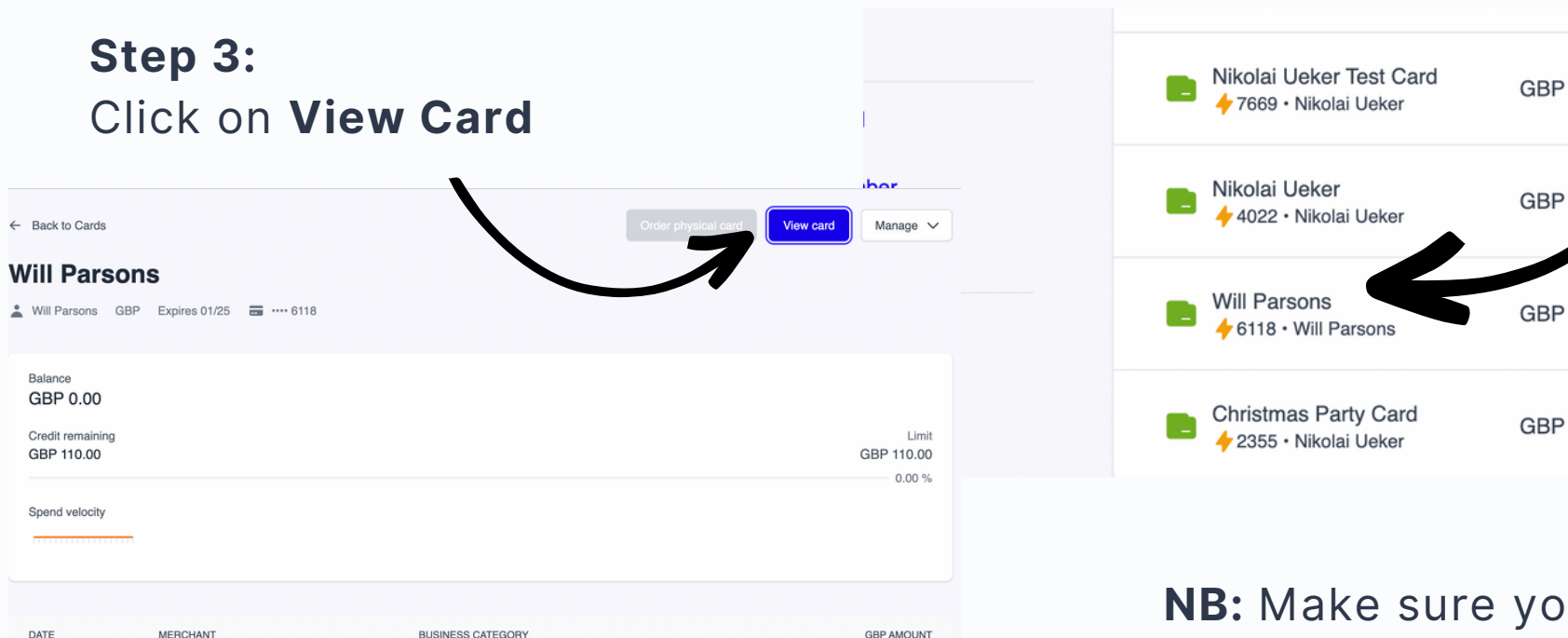
# Finding Your card details

**Step 1:**  
Click on **Cards**



**Step 2:**  
Click on **your card**

**Step 3:**  
Click on **View Card**



**NB:** Make sure you have your mobile phone to hand as we'll text you a security code



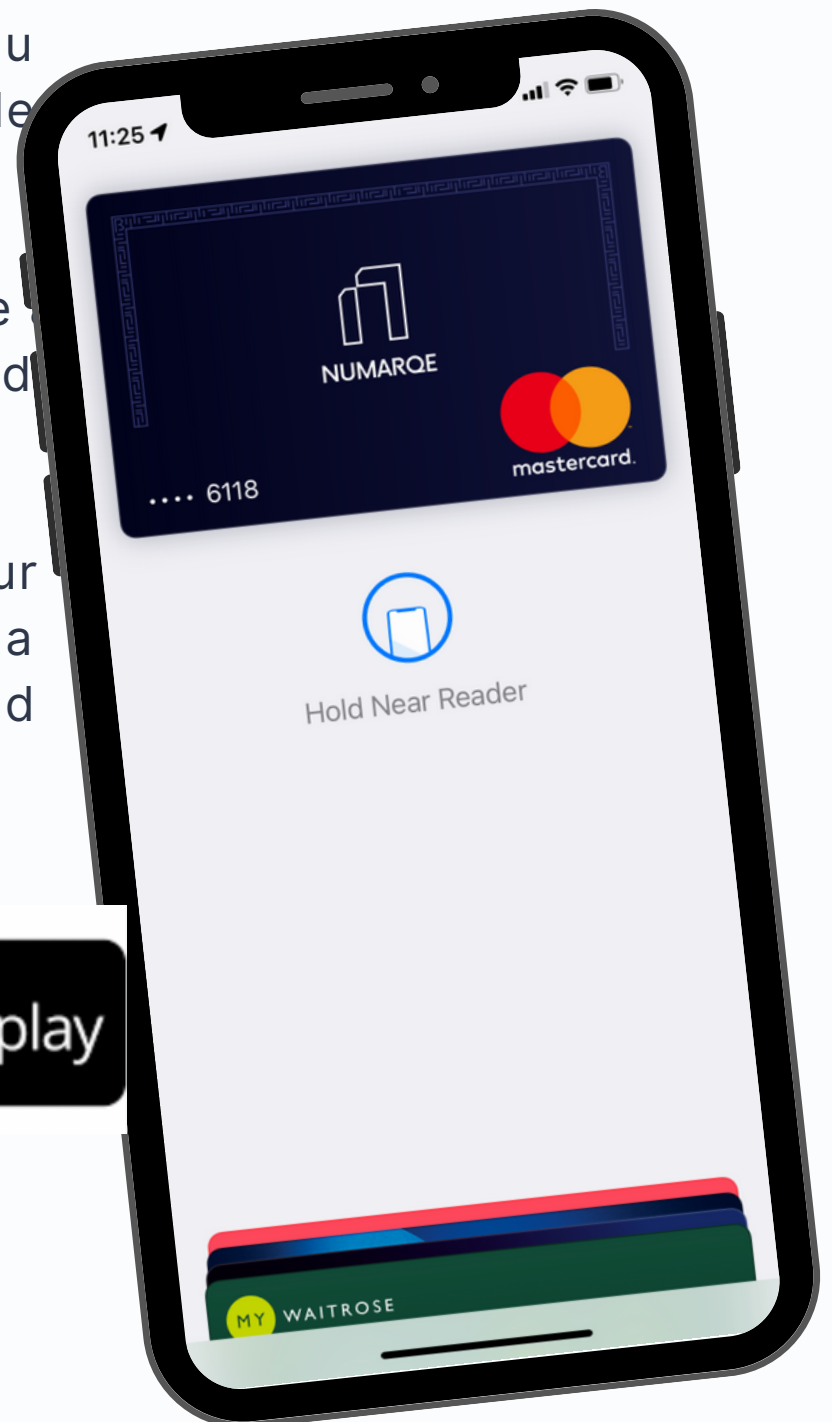
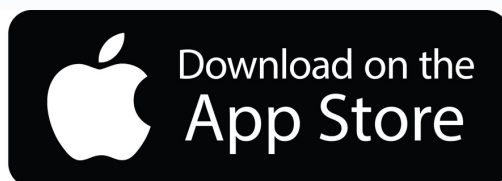
# Adding your virtual card

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Once you have followed the steps to find and view your card on the previous page, you can now add this to your Apple or Google wallet as a virtual card.

Simply log into either app on your phone and follow the prompts for adding a new card to that virtual wallet.

If you do not have a virtual wallet on your phone, use the links below to download a virtual wallet. Apple is for any iPhone and Google Play is for Android phones.





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