

# MEMBER USER GUIDE

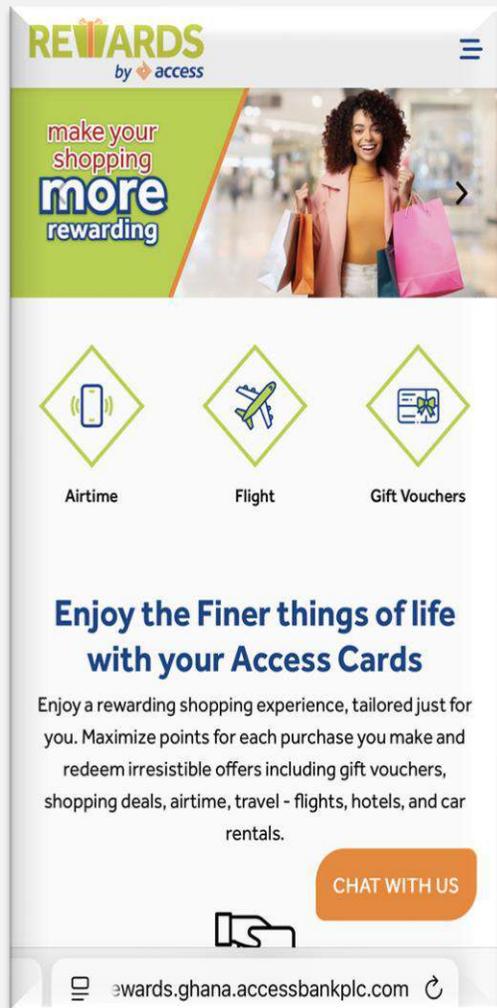
REWARDS BY ACCESS



## Outline

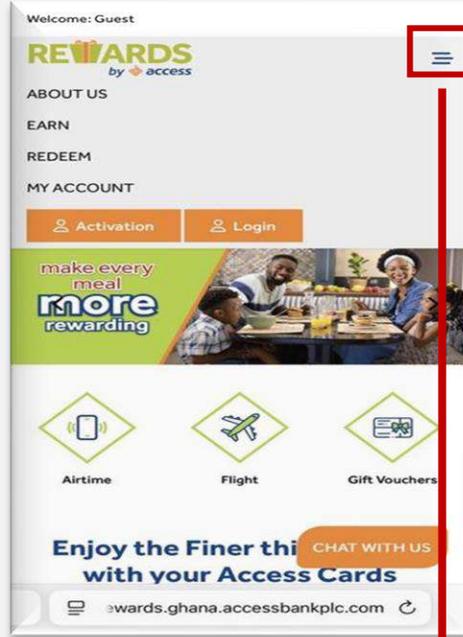
- 1) Member Activation
- 2) Login
- 3) Dashboard check
- 4) Redemption: Airtime
- 5) Redemption: Gift Voucher
- 6) Redemption: Shop
- 7) Redemption: Hotel Booking
- 8) Redemption: Flight Booking
- 9) Redemption: Lounges
- 10) Forgot Password Reset

# Member Activation



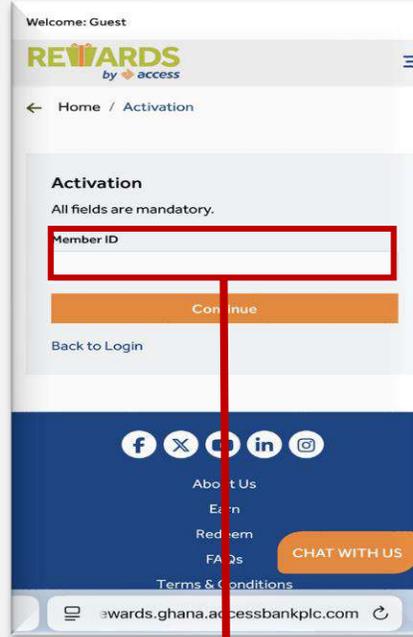
## Step 1:

Access Storefront via <https://loyaltyrewards.ghana.accessbankplc.com/Index.aspx?Locale=en>



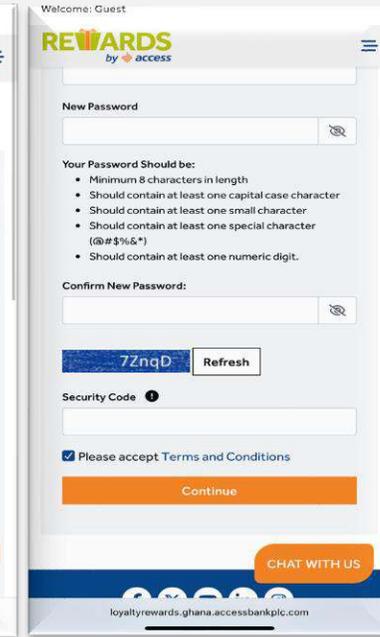
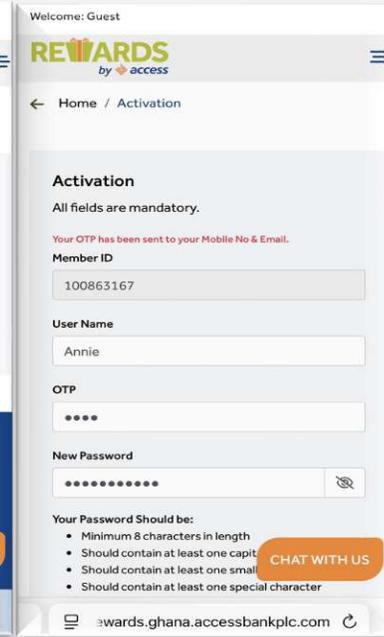
## Step 2:

Access the hamburger menu and click on Activation



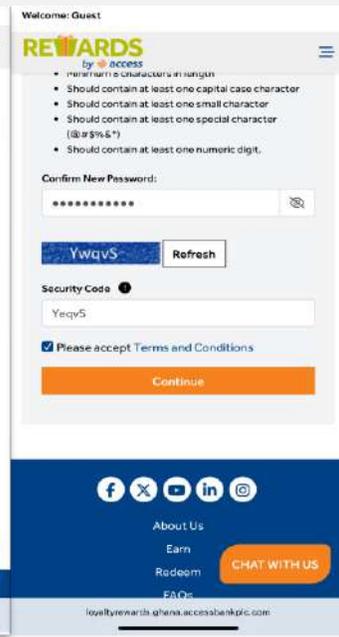
## Step 3:

Input membership ID & click continue.  
This can be found in user's welcome/activation mail message

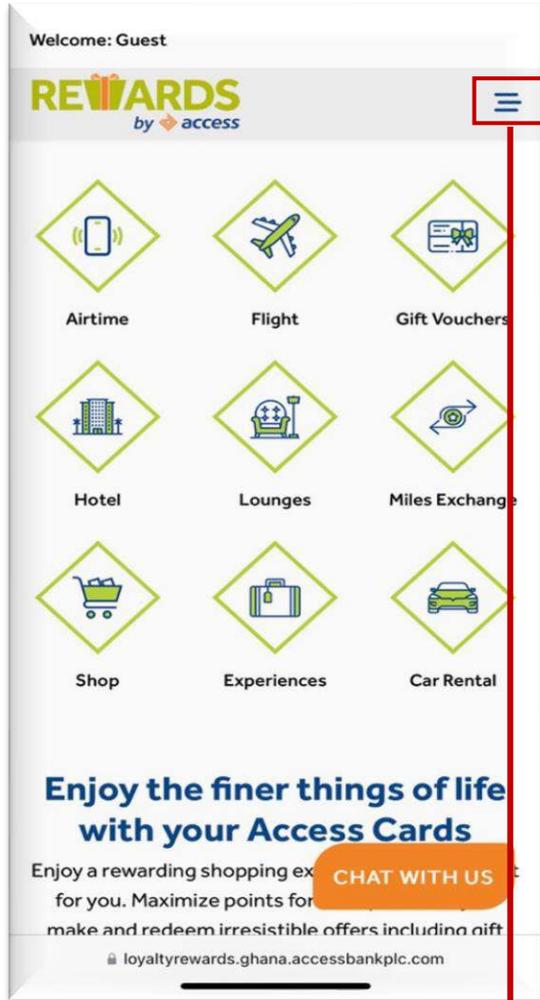


## Step 4:

Enter  
a) Preferred Username  
b) OTP ( SMS & Email)  
c) Preferred Password & confirm  
d) Enter security code  
e) Accept Terms & Conditions and complete the activation



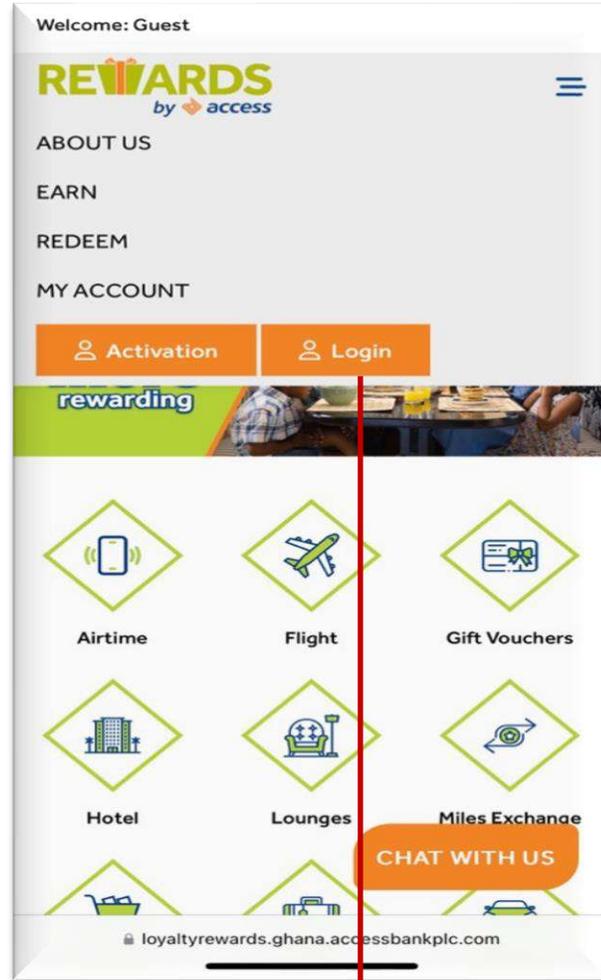
# Login



1. Click the Hamburger menu

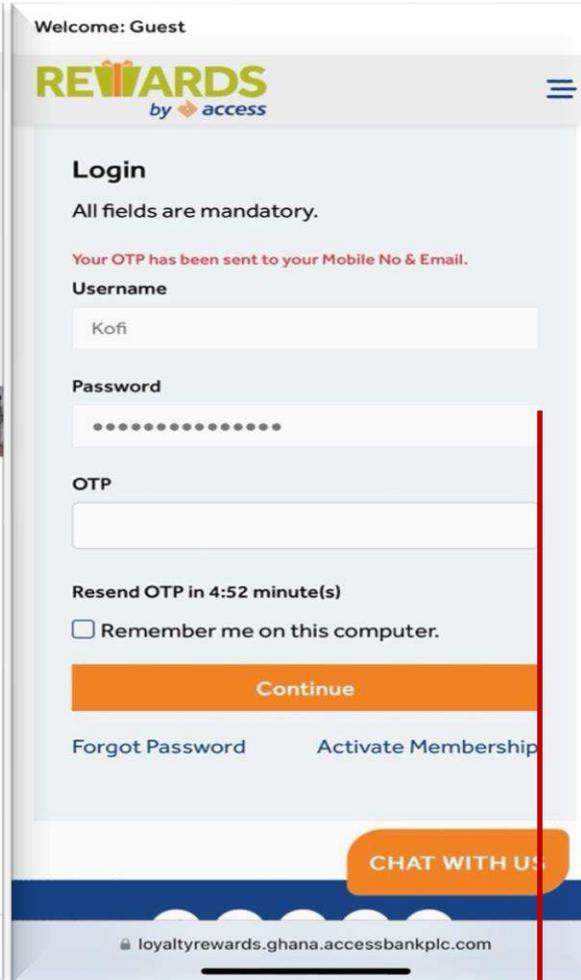
2. Click the login button

## Step 1:



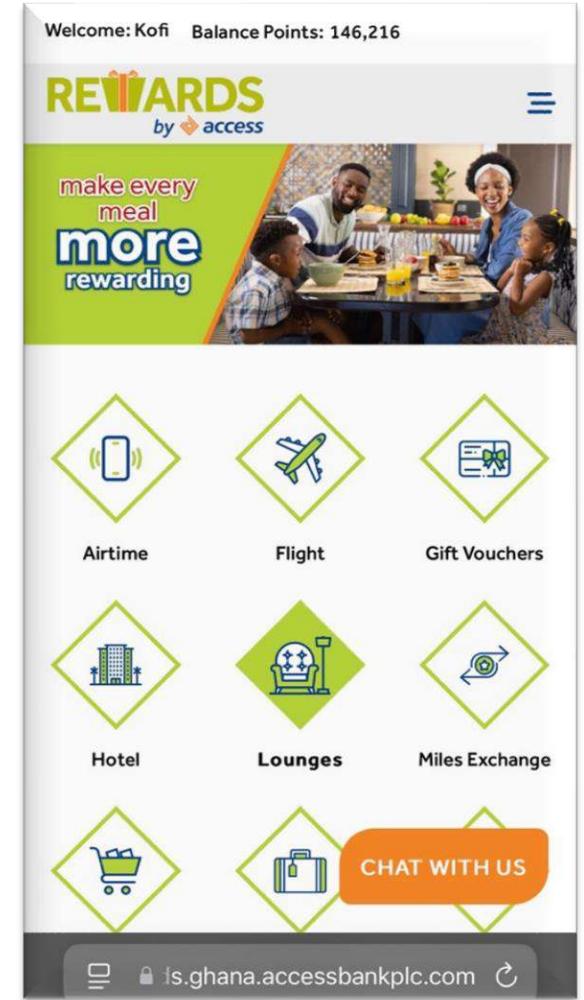
## Step 2:

1. Enter Username, Password and Authenticate with OTP
2. Click continue and login



## Step 3:

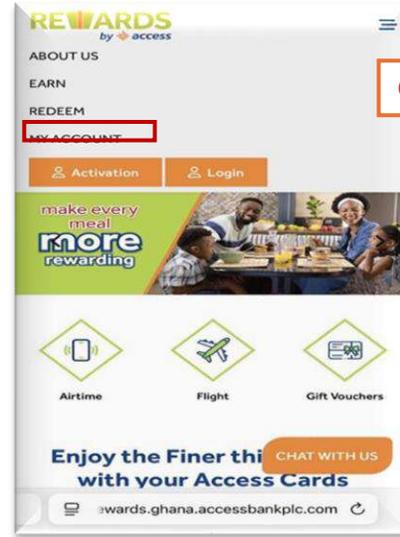
Login Successfully Display



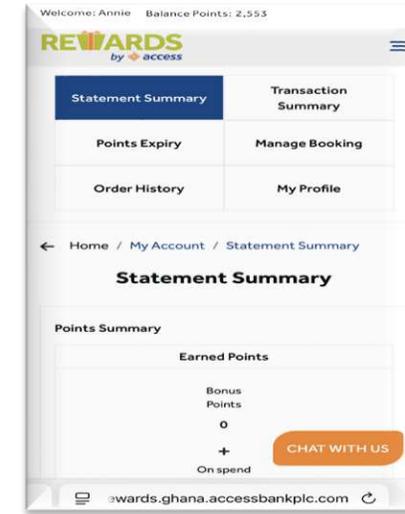
# Dashboard View/Profile management



**Step 1:**  
Access the hamburger menu after logging in

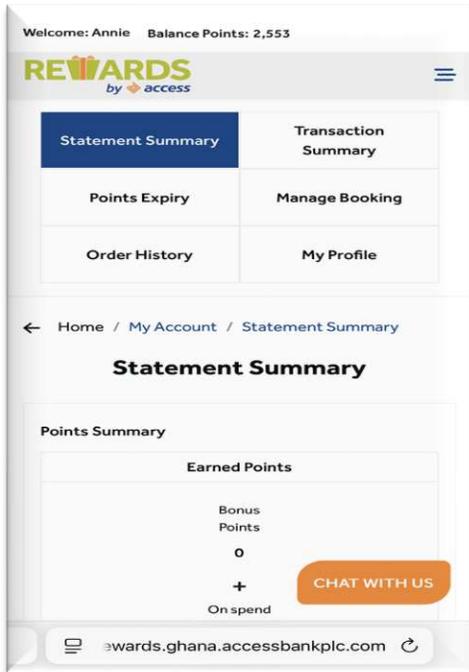


**Step 2:**  
Click on "My Account"

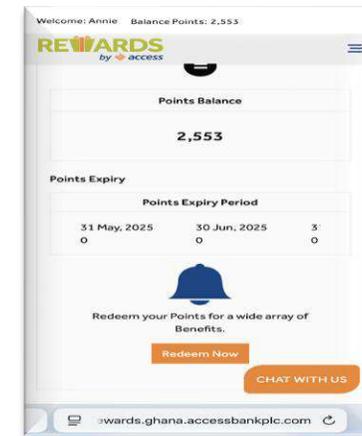
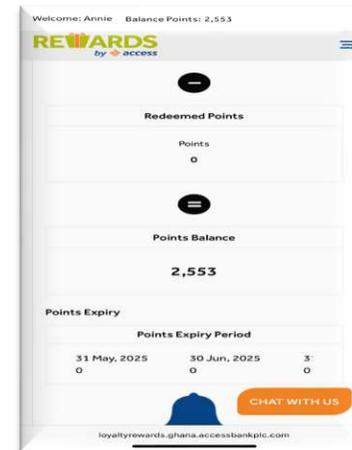
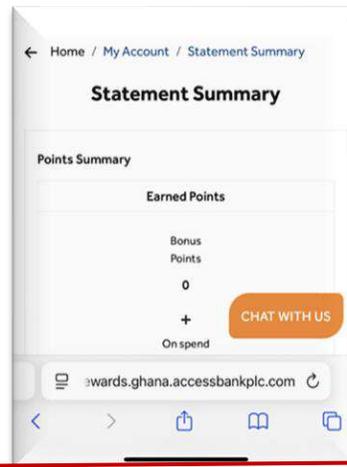


**Step 3:**  
View your Loyalty details:

- 1) Points Available
- 2) Booking management (hotel, flight etc)
- 3) Account//Redemption Statement



**Points view:**  
Earned,  
Redeemed,  
Balance

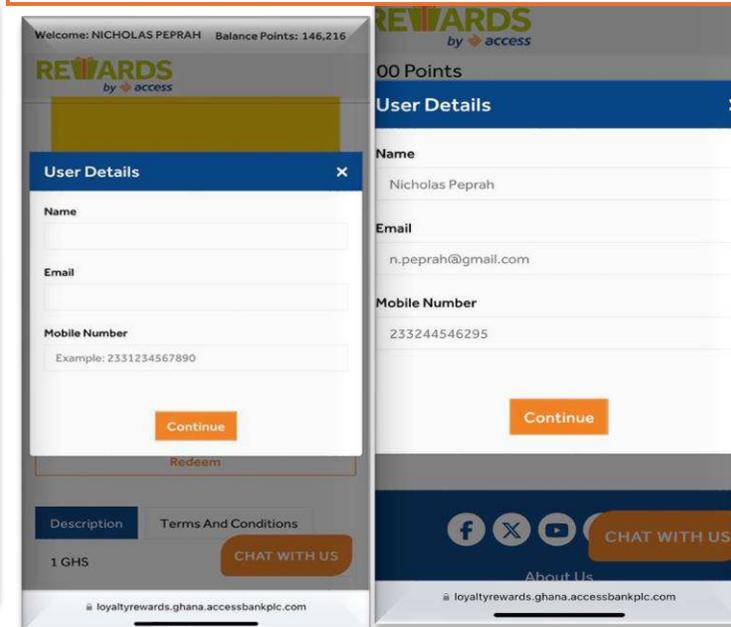


# Airtime Redemption



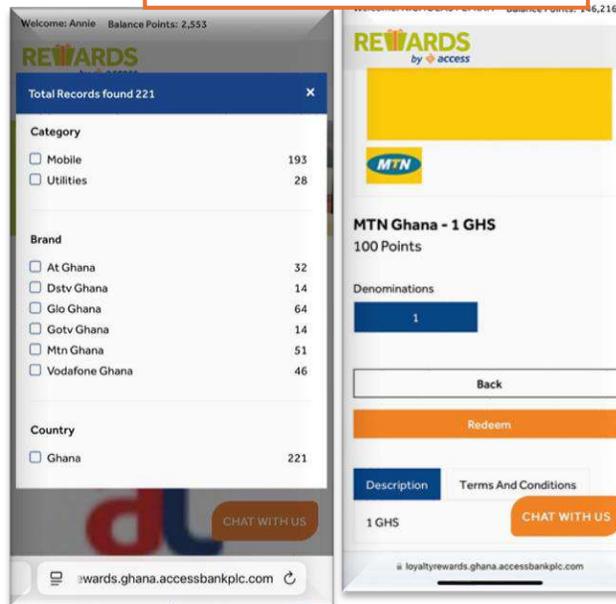
## Step 5:

Complete details and click on "continue"  
**NB: Phone number starting '233' as indicated (23355600000)**



## Step 4:

Select preferred network to get airtime/data and click redeem



## Step 3:

Click the "Filter" icon



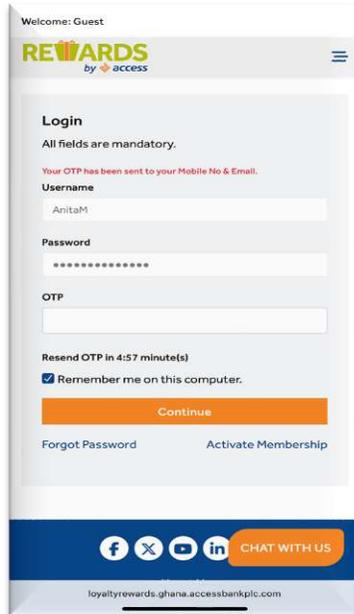
## Step 2:

Navigate to "Airtime"



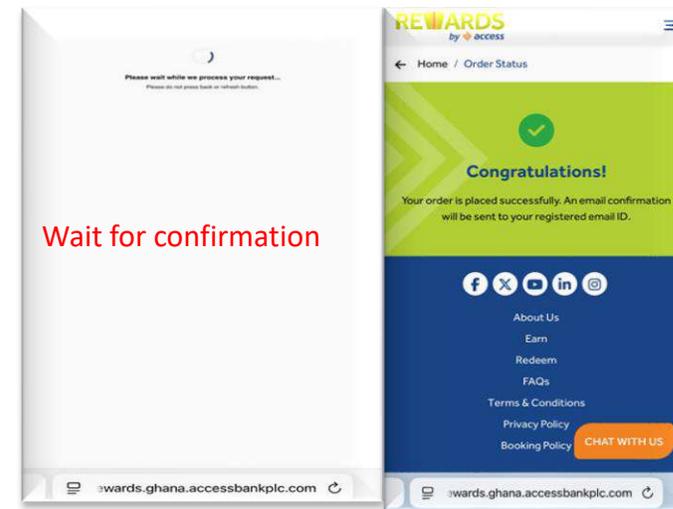
## Step 1:

Login



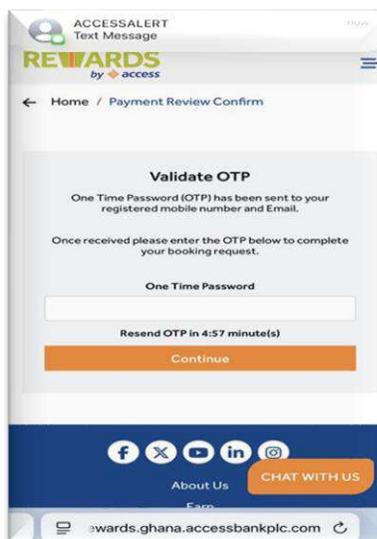
## Step 8:

Wait for confirmation



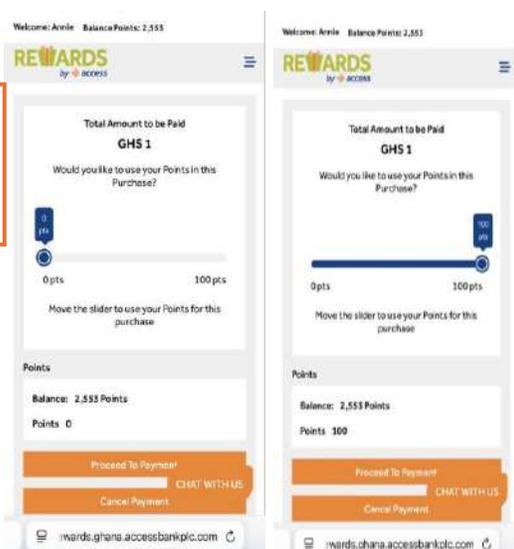
## Step 7:

Validate with redemption OTP and confirm airtime



## Step 6:

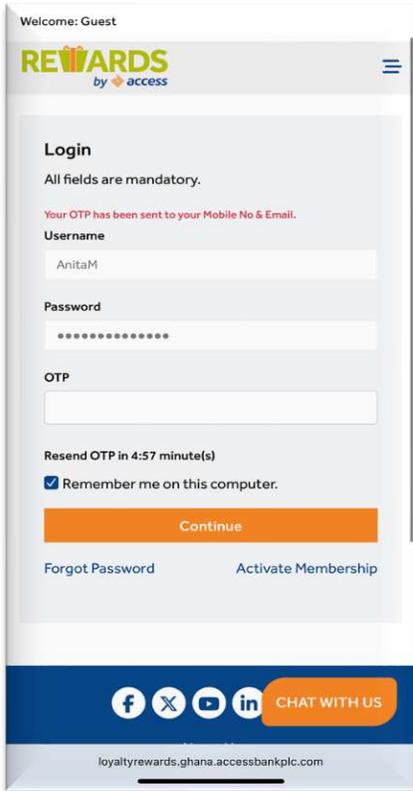
Move Slicer and proceed with Payment



# Gift Voucher Redemption 1/2

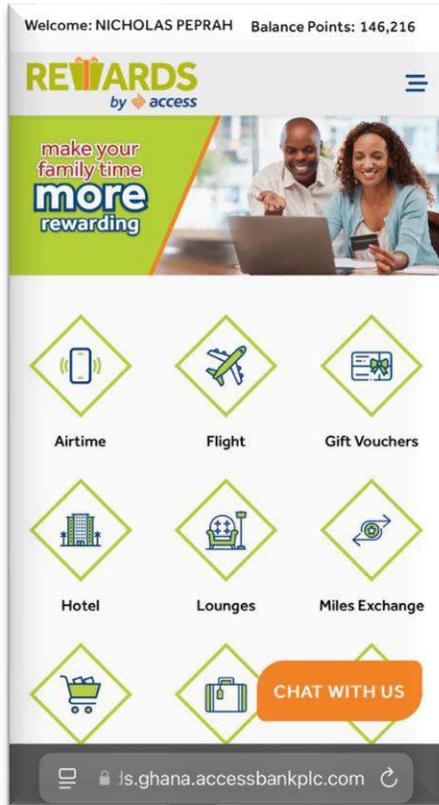
## Step 1:

Log in



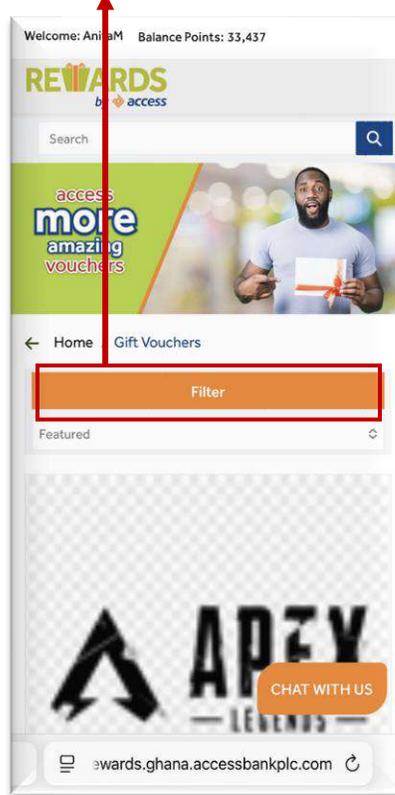
## Step 2:

Navigate to Gift Voucher



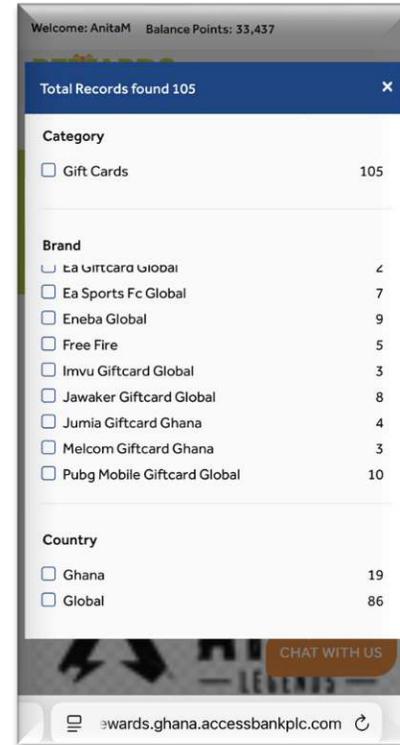
## Step 3:

Click the "Filter" icon

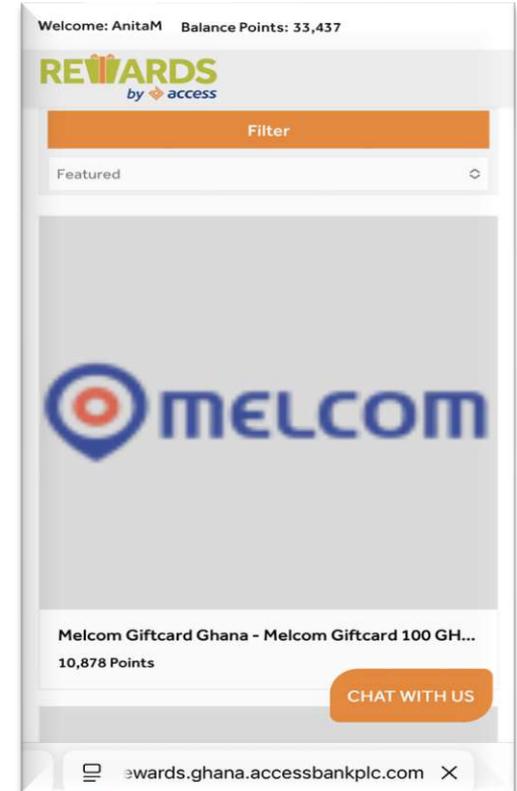


## Step 4:

Select preferred merchant to get voucher



Eg: Melcom. Follow subsequent process



# Gift Voucher Redemption 2/2

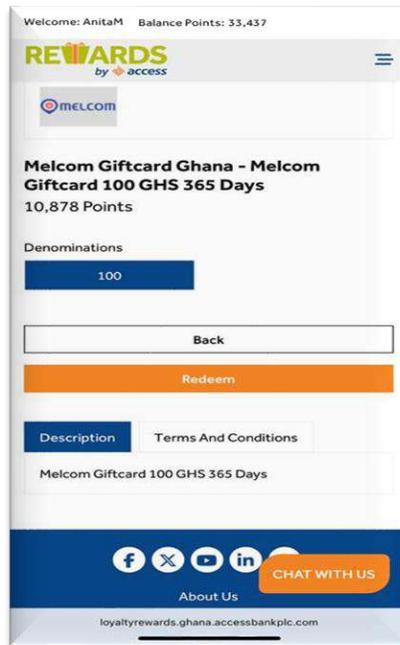
## Step 5:

Select preferred voucher



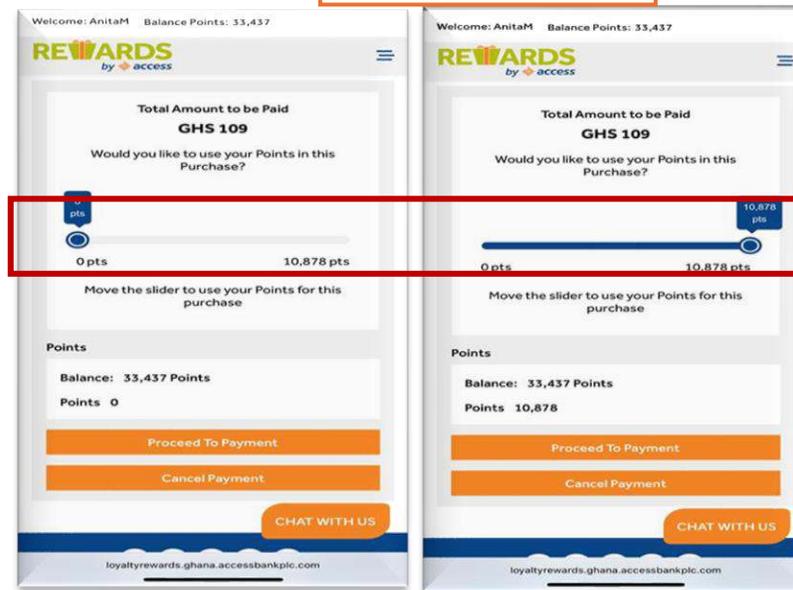
## Step 6:

Confirm and click redeem



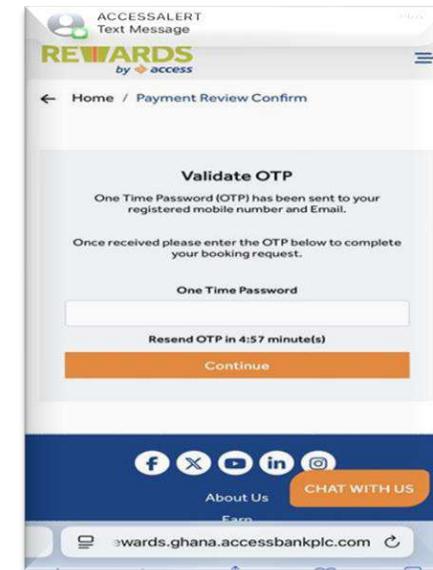
## Step 7:

Move Slicer and proceed with Payment



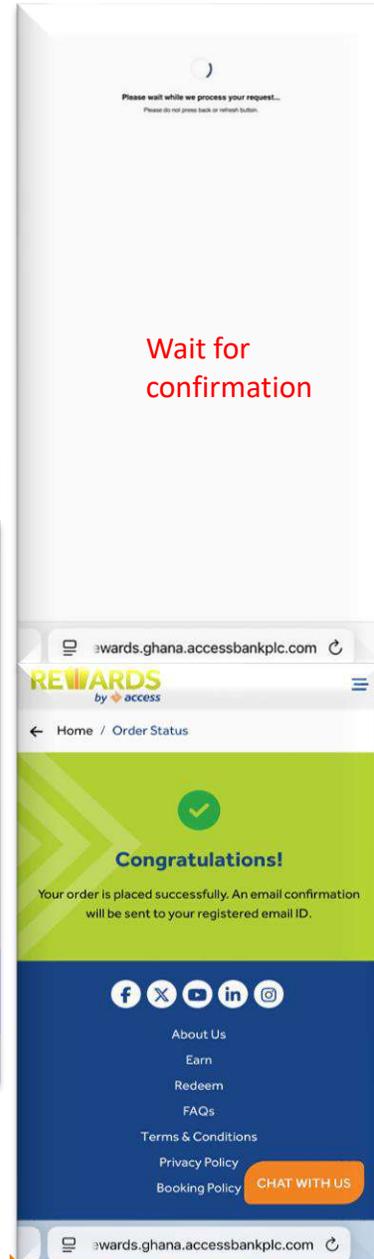
## Step 8:

Input redemption OTP received



## Step 9:

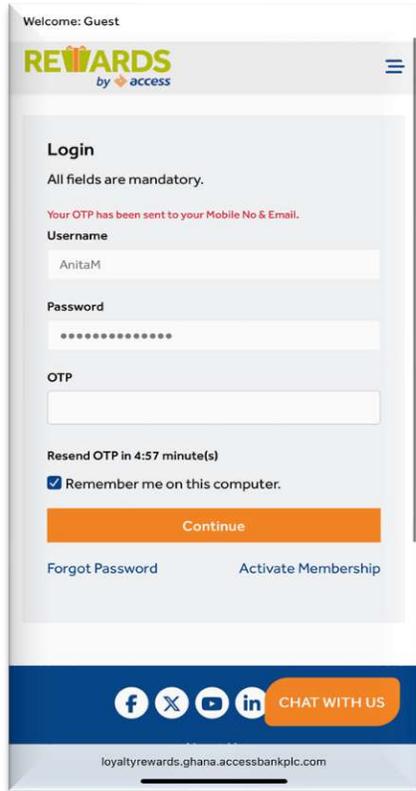
Wait for confirmation



# Shop Redemption 1/2

## Step 1:

Log in



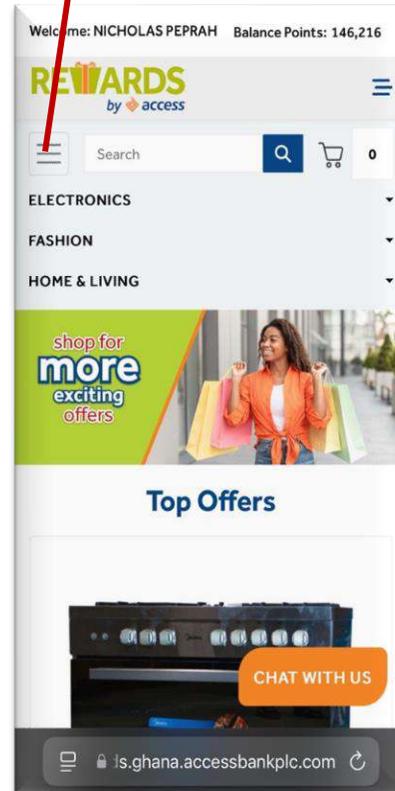
## Step 2:

Navigate Shop



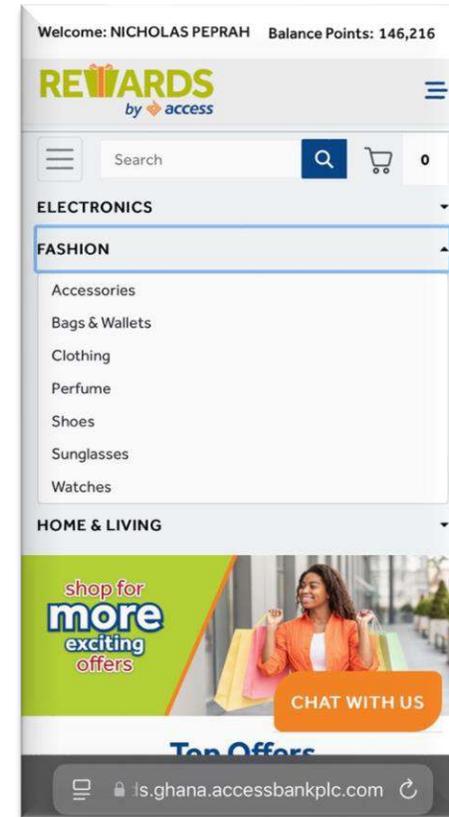
## Step 3:

Click the "Hamburger" icon



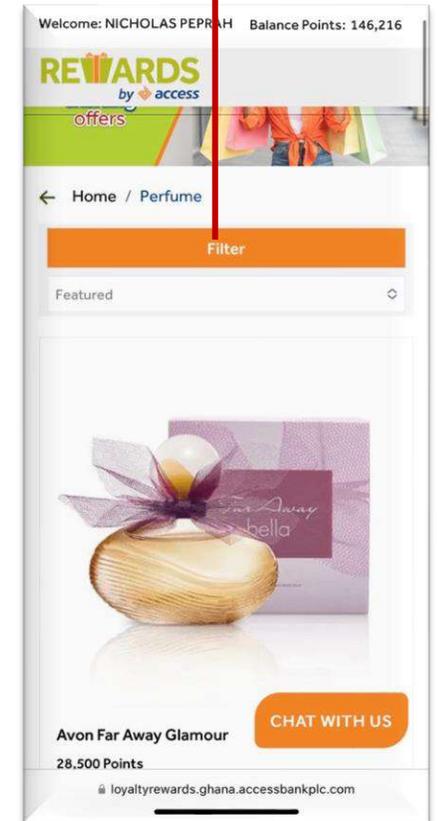
## Step 4:

Select Category and click on preferred item



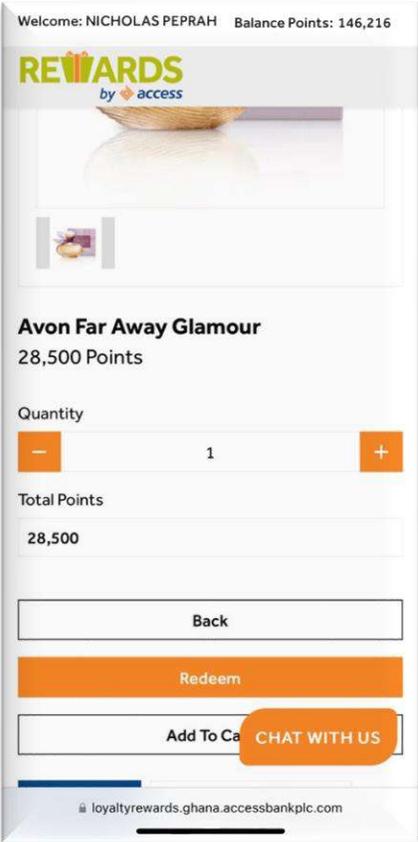
## Step 5:

Filter on Sub-product catalogue

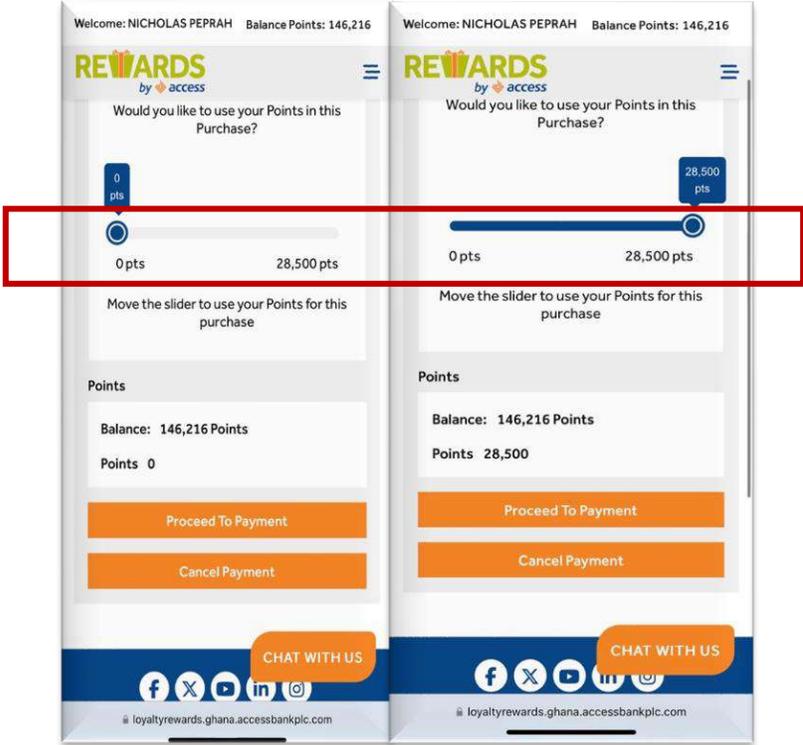


# Shop Redemption 2/2

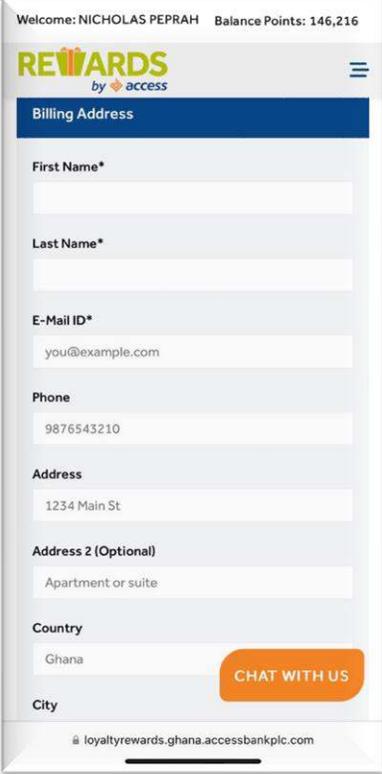
**Step 6:**  
Select redeem



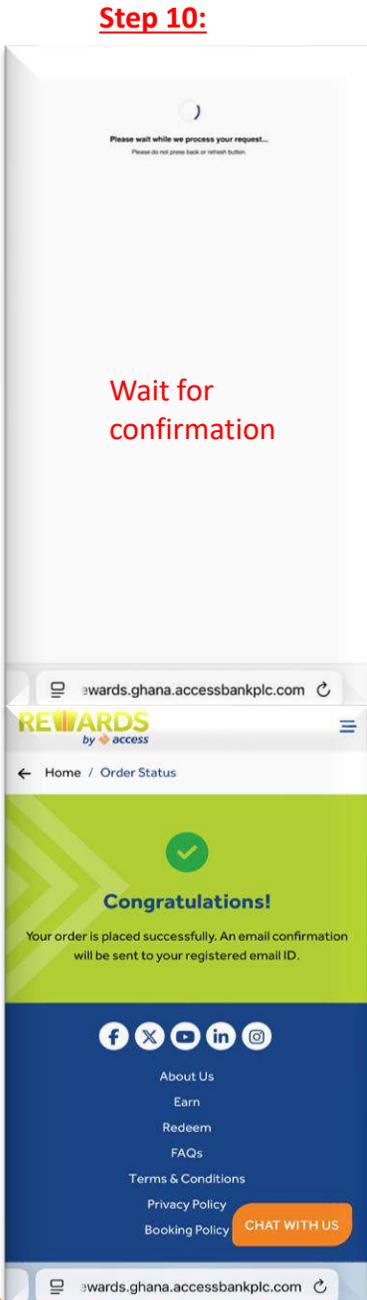
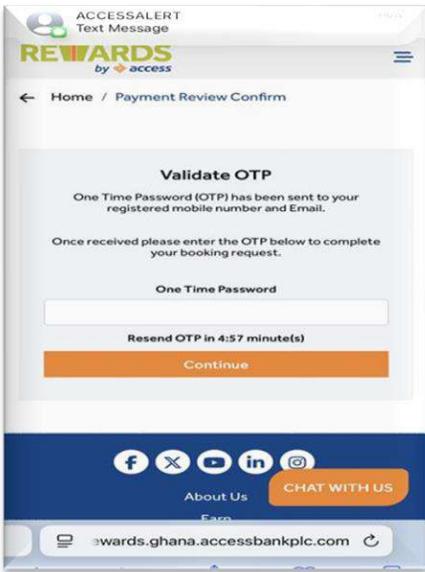
**Step 8:**  
Move slider



**Step 7:**  
Input billing address and click on checkout



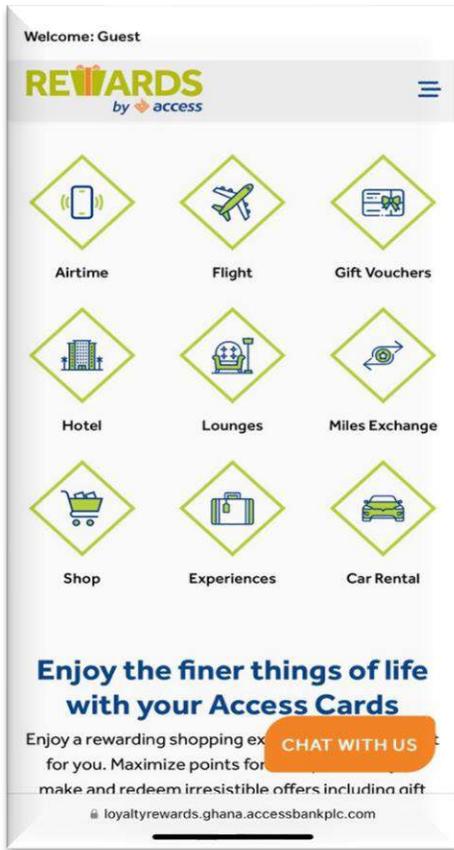
**Step 9:**  
Input redemption OTP received



# Hotel Redemption 1/2

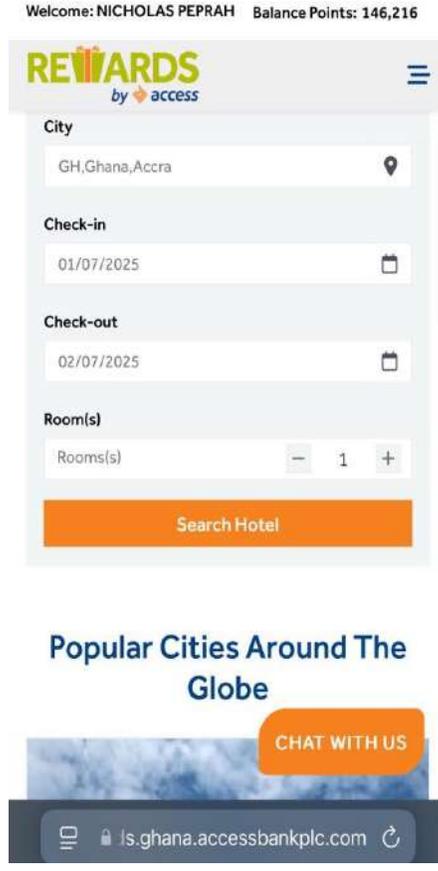
## Step 1:

Log in and navigate Hotel



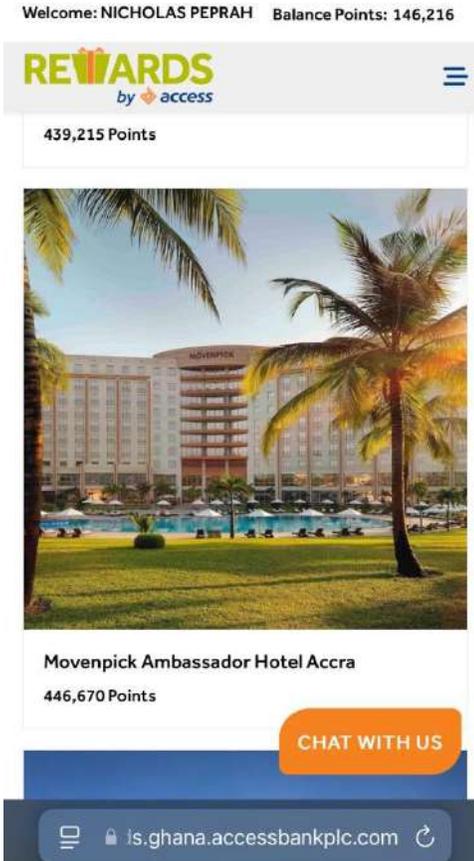
## Step 2:

Search preferred City etc



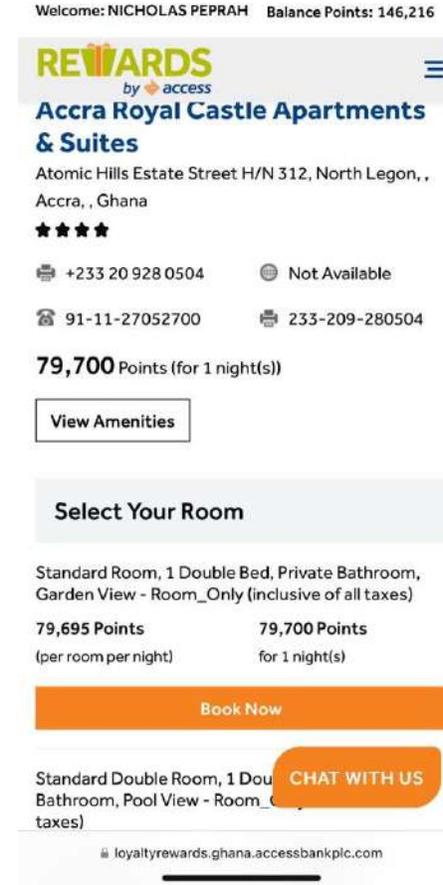
## Step 3:

Select the preferred Hotel



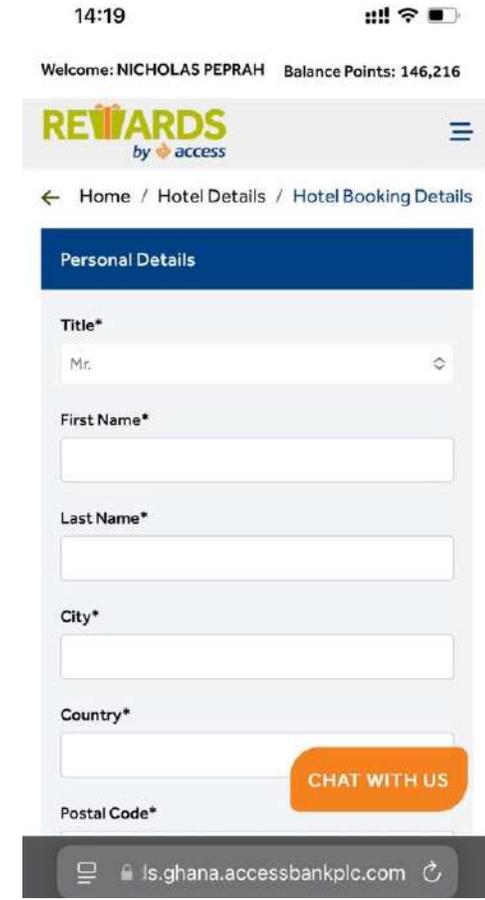
## Step 4:

Proceed with book now



## Step 5:

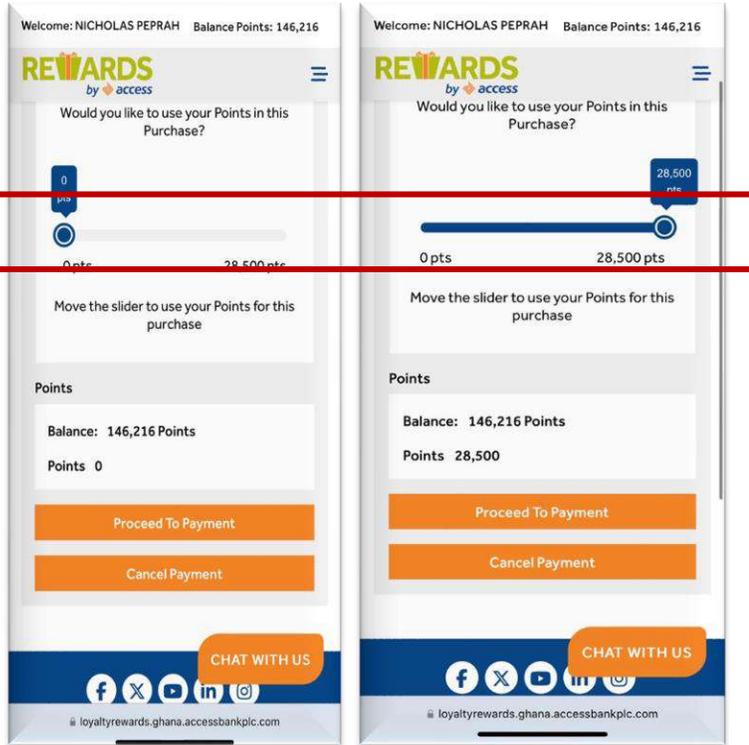
Complete details and accept T & C etc



# Hotel Redemption 2/2

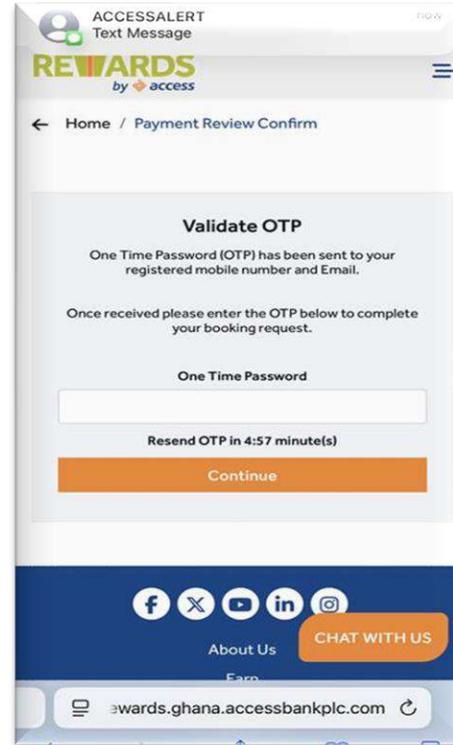
## Step 6:

Move slider



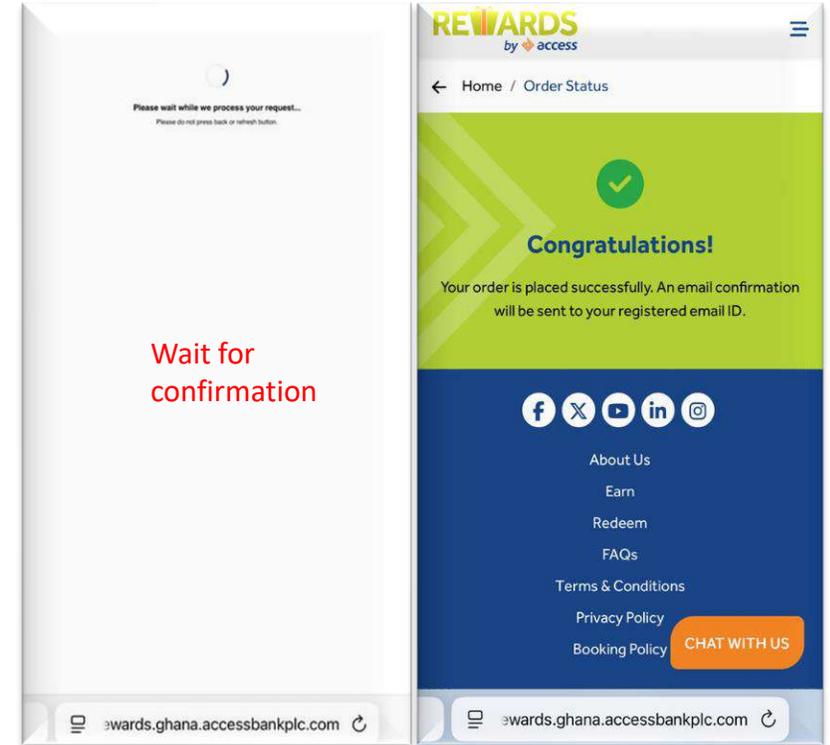
## Step 7:

Input redemption OTP received



## Step 8:

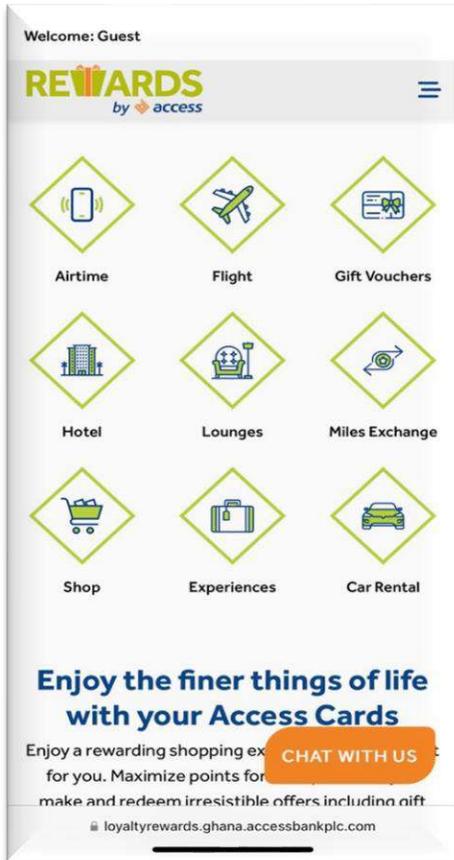
Wait for confirmation



# Flight Redemption 1/2

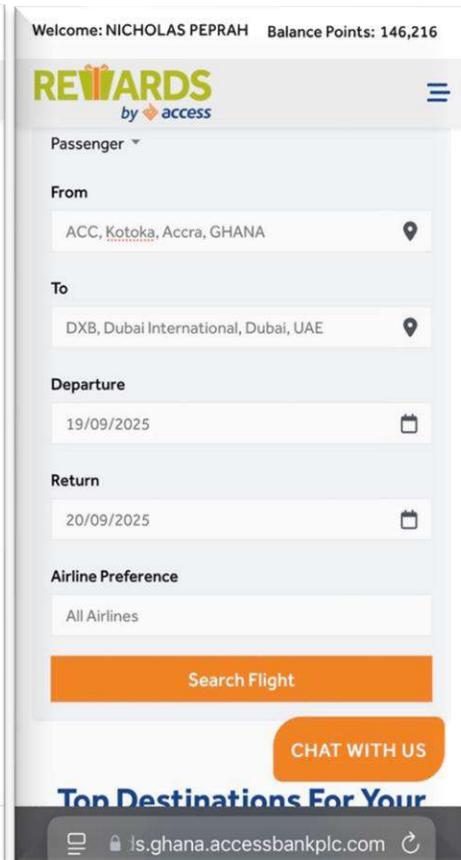
## Step 1:

Log in and navigate Hotel



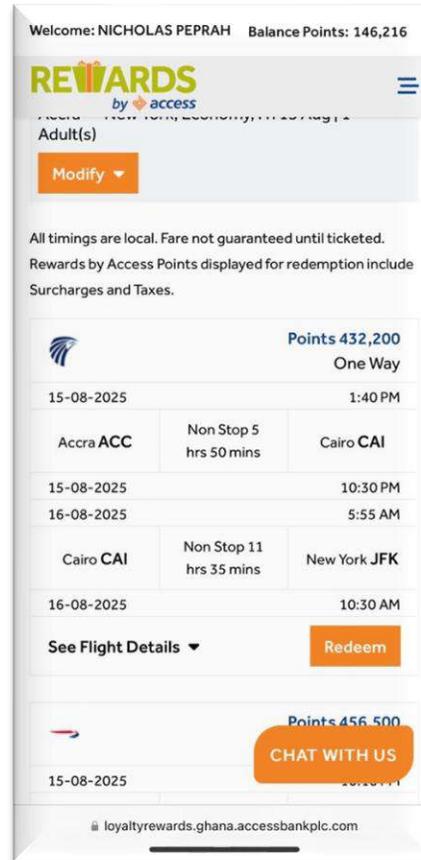
## Step 2:

Search flight



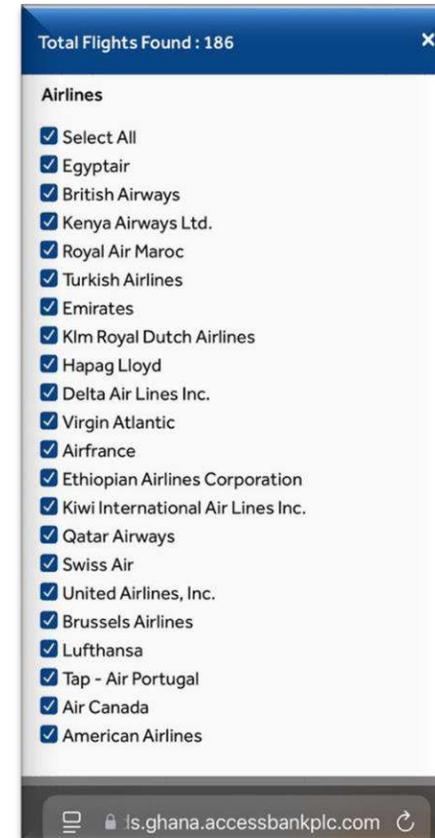
## Step 3:

Select the preferred airline and click on redeem



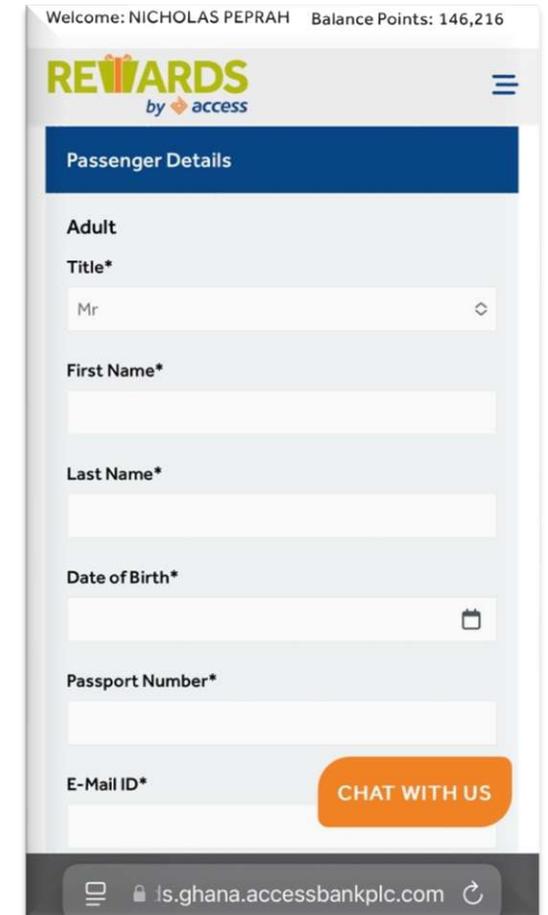
## Step 4:

Click the "Filter" icon for available option



## Step 5:

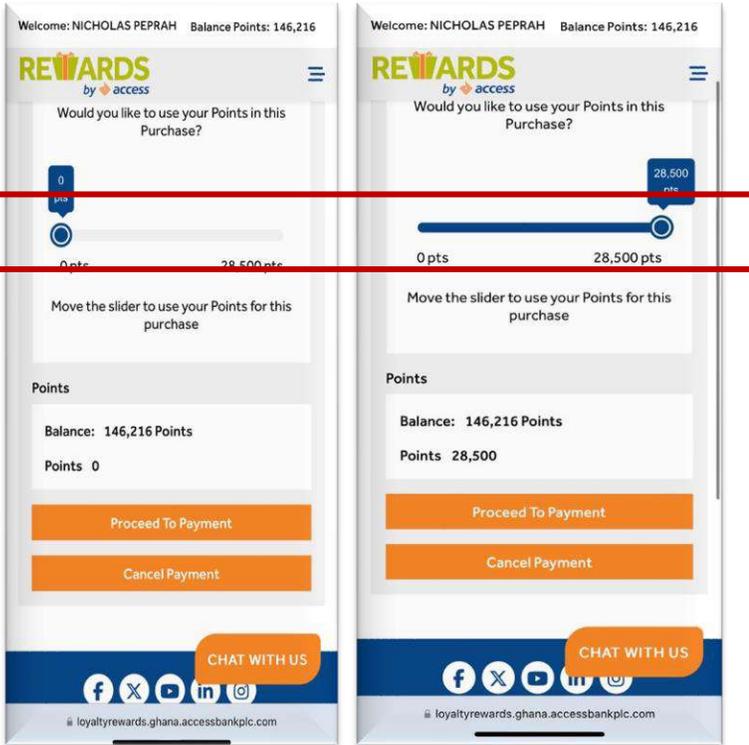
Complete details and accept T & C etc



# Flight Redemption 2/2

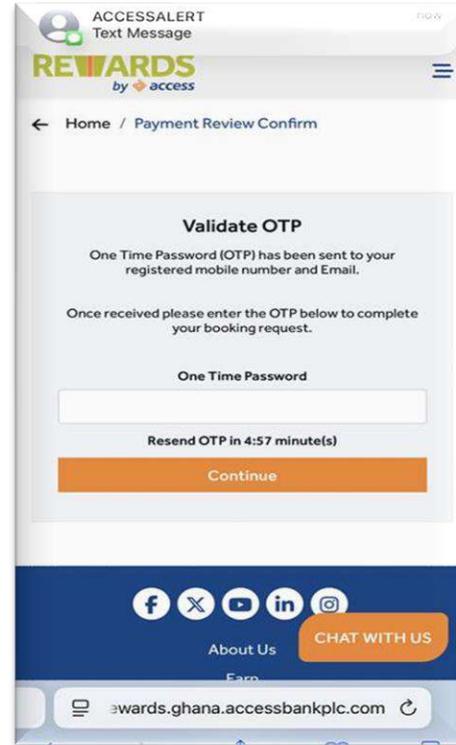
## Step 6:

Move slicer



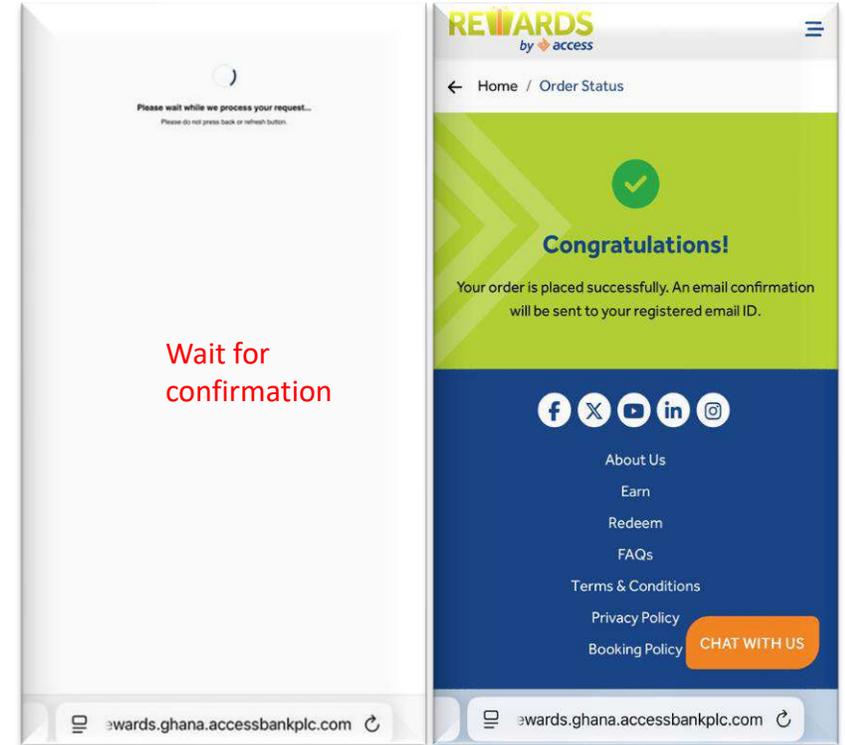
## Step 7:

Input redemption OTP received



## Step 8:

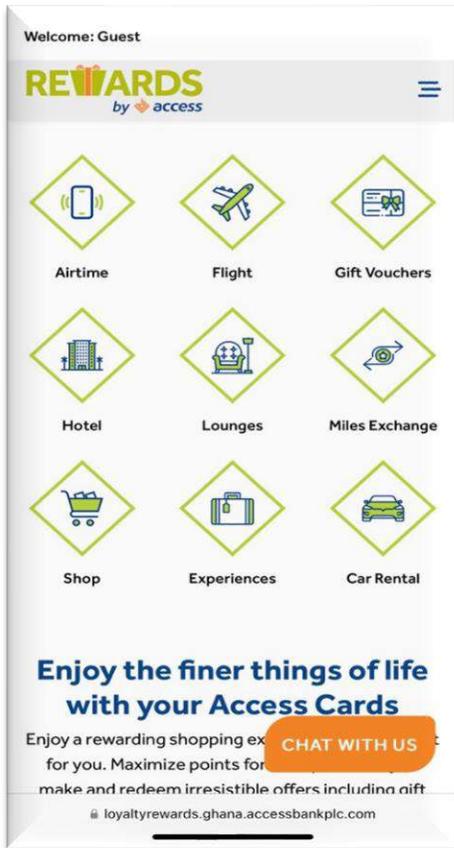
Wait for confirmation



# Lounges Redemption 1/2

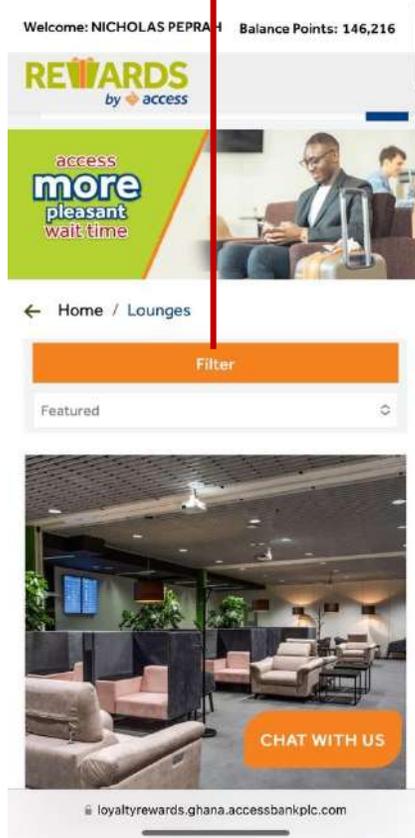
## Step 1:

Log in and navigate lounges



## Step 2:

Click the "Filter" icon



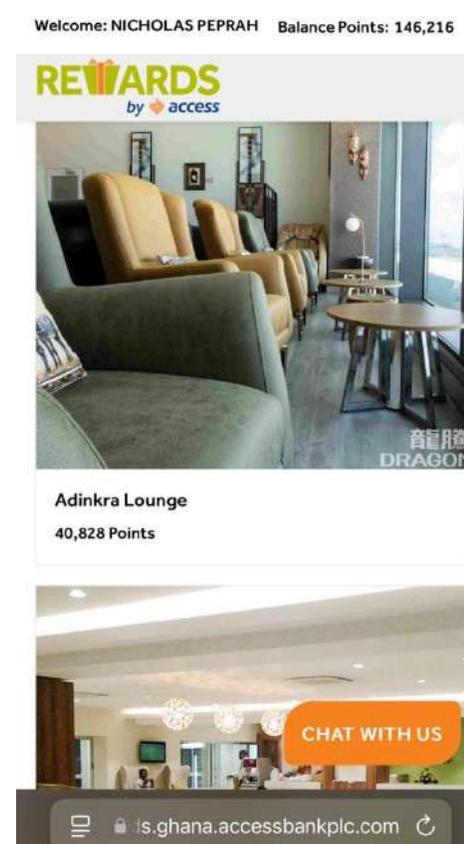
## Step 3:

Select the preferred airline and click on redeem



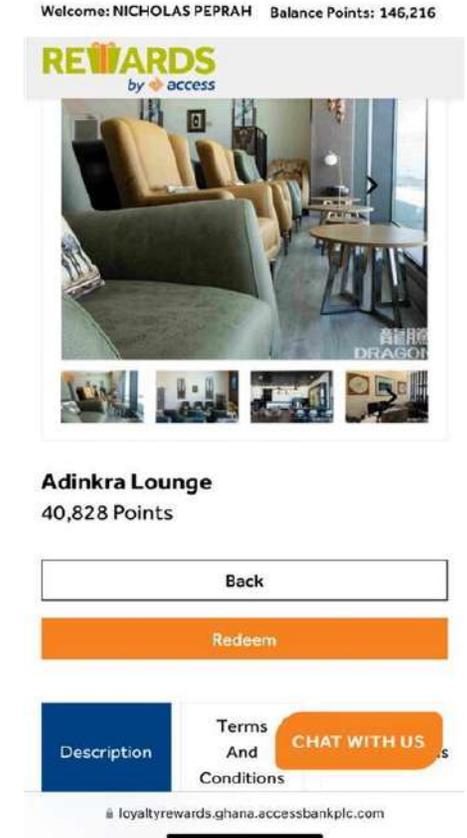
## Step 4:

Click preferred lounge



## Step 5:

Proceed with redeem



# Lounges Redemption 2/2

## Step 6:

Complete details and continue

Welcome: NICHOLAS PEPRAH Balance Points: 146,216

**REWARDS**  
by access

User Details

Last Name

First Name

Phone prefix

Phone number

Email

Continue

Terms And Conditions

CHAT WITH US

loyaltyrewards.ghana.accessbankplc.com

## Step 7:

Move slider and proceed to Payment

Welcome: NICHOLAS PEPRAH Balance Points: 146,216

**REWARDS**  
by access

Would you like to use your Points in this Purchase?

0 pts 28,500 pts

Move the slider to use your Points for this purchase

Points

Balance: 146,216 Points

Points 0

Proceed To Payment

Cancel Payment

CHAT WITH US

loyaltyrewards.ghana.accessbankplc.com

## Step 8:

Input redemption OTP received

ACCESSALERT  
Text Message

**REWARDS**  
by access

Home / Payment Review Confirm

Validate OTP

One Time Password (OTP) has been sent to your registered mobile number and Email.

Once received please enter the OTP below to complete your booking request.

One Time Password

Resend OTP in 4:57 minute(s)

Continue

CHAT WITH US

wards.ghana.accessbankplc.com

Wait for confirmation

Please wait while we process your request...

**REWARDS**  
by access

Home / Order Status

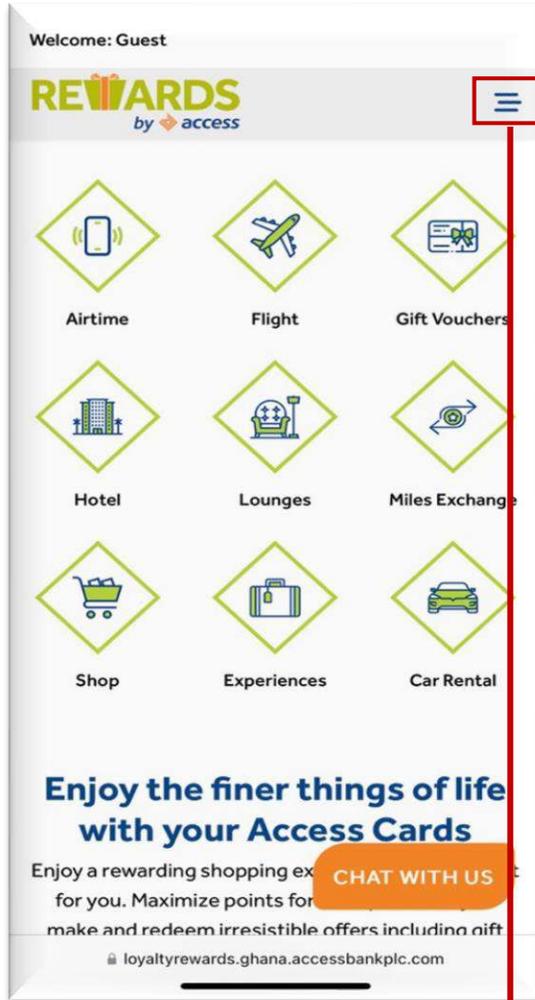
Congratulations!

Your order is placed successfully. An email confirmation will be sent to your registered email ID.

CHAT WITH US

wards.ghana.accessbankplc.com

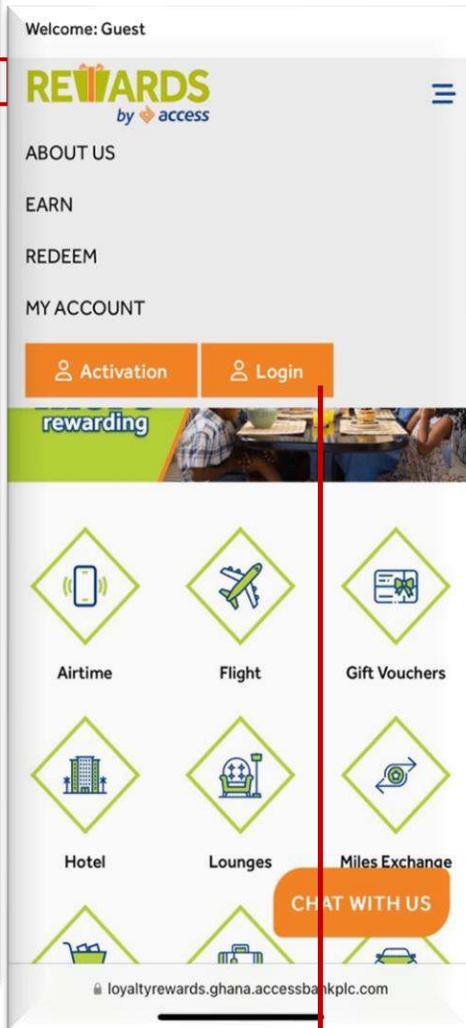
# Forgot Password Reset



1. Click the Hamburger menu

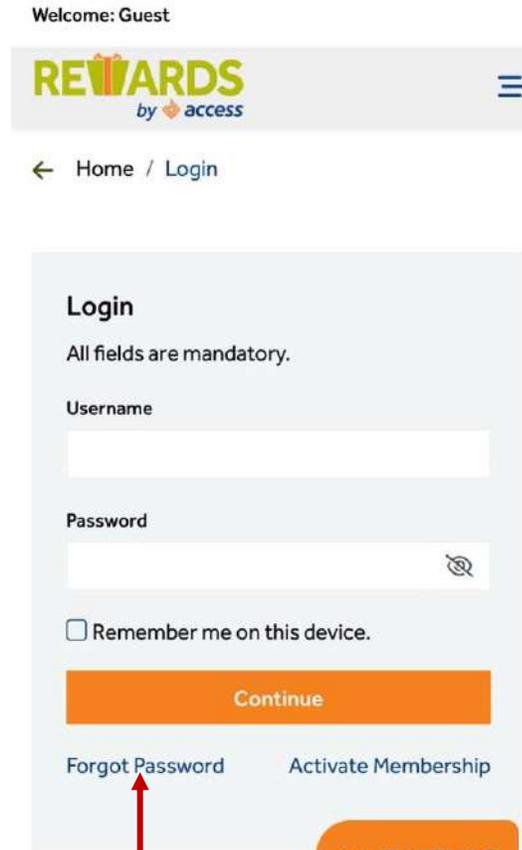
2. Click the login button

**Step 1:**



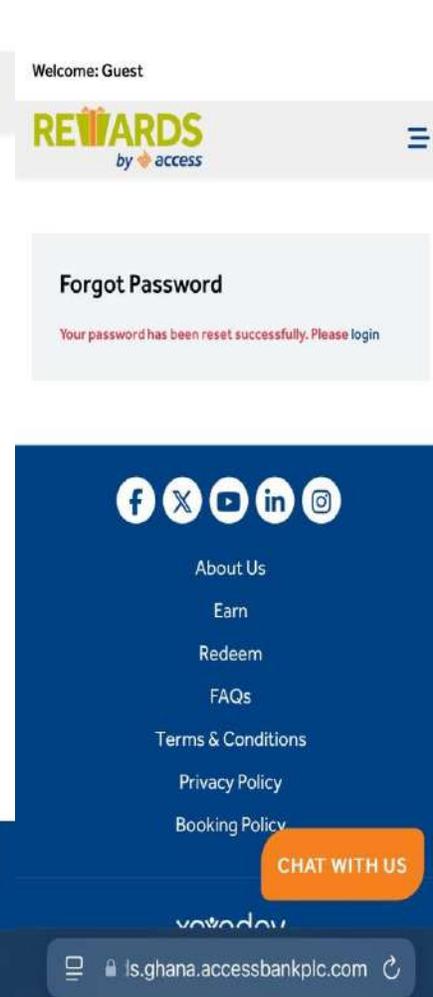
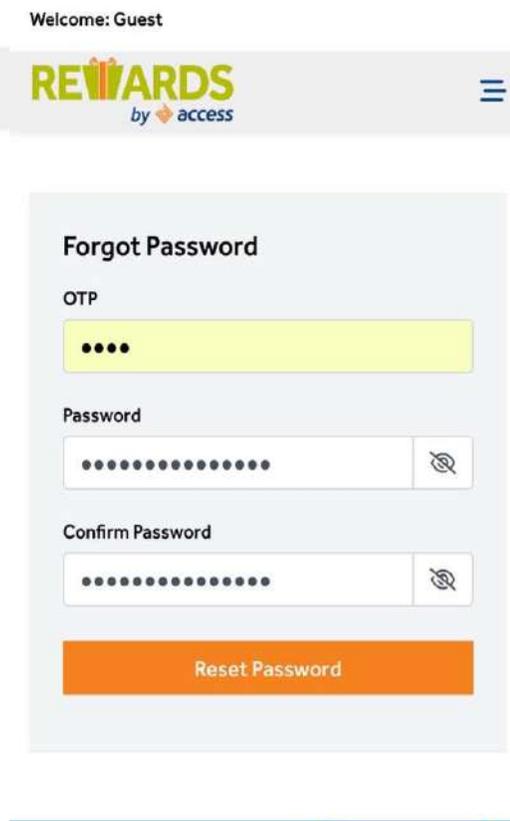
**Step 2:**

1. Click forgot Password



**Step 3:**

b) Enter OTP ( SMS & Email)  
C) Enter Password & confirm and proceed



**Thank You!**