

Quick Reference Guide: Getting Help for P-Card Login Issues

TD BANK VIP PHONE SUPPORT

TD Bank provides toll-free phone support at **800-651-5983** for State of Maine Procurement Cardholders who are experiencing difficulties logging into their TD Commercial Plus Card Online account.

The services are available to assist cardholders with:

- Unlocking a user profile
- Resetting passwords
- Resetting security questions



Service agents are available Monday through Friday, 7:30AM to 7:00PM EST. (TD Bank Card service agents will only speak with the actual P-Cardholder.)

BENEFITS OF USING TD BANK VIP PHONE SUPPORT

The TD Bank VIP phone support is convenient and easy! You no longer have to troubleshoot login issues or wait for State of Maine personnel to unlock your TD Bank Commercial P-Card account. Just call the support line at **800-651-5983** for prompt assistance.

HELPFUL REMINDERS

Below are some helpful reminders to minimize potential issues when logging into your TD Commercial Plus Card Online account:

1. **Browser** – Use Internet Explorer 11 or higher, Google Chrome or Mozilla Firefox.
2. **Website URL** – Make sure you are accessing the correct website URL:
www.centresuite.com/centre?TDBankCard.
If you saved the website in your Favorites folder from an email you received (i.e., Statement is Available, Forgot your User Name etc.), those links expire and will not work after 48 hours.
3. **Logging In/Out** – Be sure to log out of the system when you have completed any transactions by using the Log Out button at top right of screen; do not just close out of the browsing window. Also, do not have multiple windows open for the website. If you already logged in on one window and try to open a new session in another window, your account will be locked. You may receive the error "Account in use" if either of these two things have occurred and you would need to wait 20 minutes for the system to time out your user profile before you can log back in.
4. **Security Questions** – Know your security questions. These are not case-sensitive, but the wording needs to match what was entered for an answer. If you forget your security questions, contact the TD Bank VIP phone support line at **800-651-5983** to reset. You will be asked to select and answer five new questions during your next login.

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5. **Saving Passwords** – Do not save your password in your browser. If your password is saved in your browser, when the system requires you to reset your password in the future, the browser will continue to try to use the old password saved, which will create issues.
6. **New Password** – When you receive a new password via email (after requesting a reset or by using self-help features on the login screen), TD Bank recommends that you copy and paste the new password into the login screen as it is very case-sensitive. Be sure to copy only the password with no additional spaces. You can also manually enter the password, keeping in mind the password is case-sensitive. (When the system asks for the last password, you would enter the password you just received in the email.)
7. **Self-Help Features** – You can access self-help features (see screenshot below) on the login screen if you are locked out of your account, or forgot your user ID or password, during non-business hours.

QUESTIONS ABOUT P-CARDS?

For Login Help: Contact TD Bank VIP Phone Support at **800-651-5983**.

For Other Issues: Contact Sue Garcia, State of Maine Program Administrator, at sue.h.garcia@maine.gov or 207-624-7338.