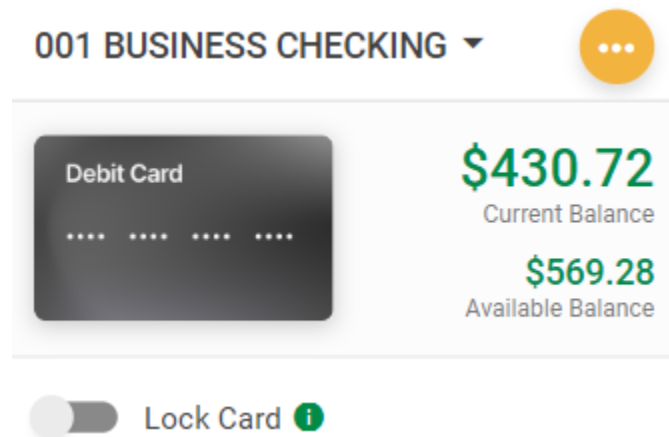# Online Banking Card Controls

Your JFCU online banking account offers card controls for your debit card, similar to the card controls available to you in the mobile app. (Transaction alerts need to be setup using mobile app card controls.)

Viewing Card Status

In the main online banking screen, you will be able to see whether your card is locked or unlocked.

You can click on the green information icon to reveal the message below:
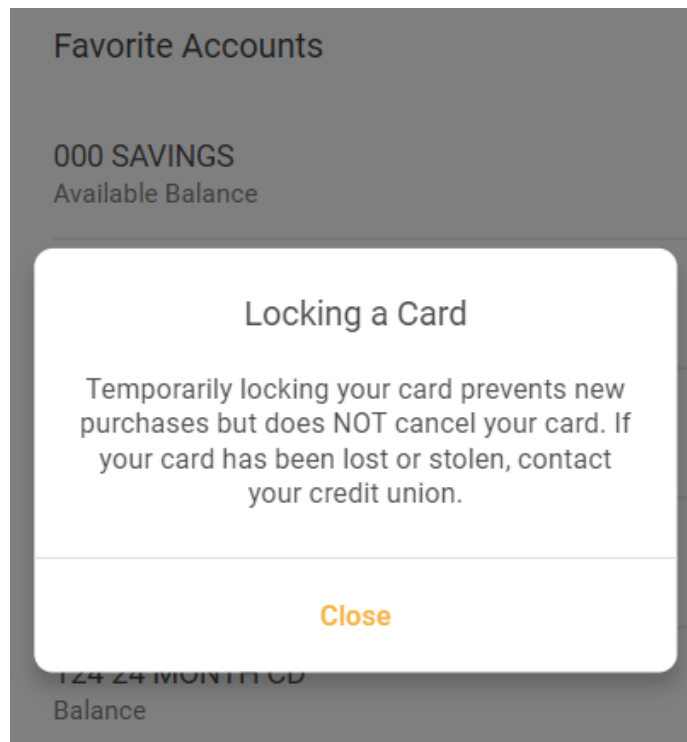
Activating and Deactivating a Card (Locking and Unlocking)

You can temporarily lock the debit cards associated with an account. When you click on the toggle switch to lock the card, you will receive a prompt to confirm your selection. If you proceed to lock your card, you will receive confirmation that the card is locked.
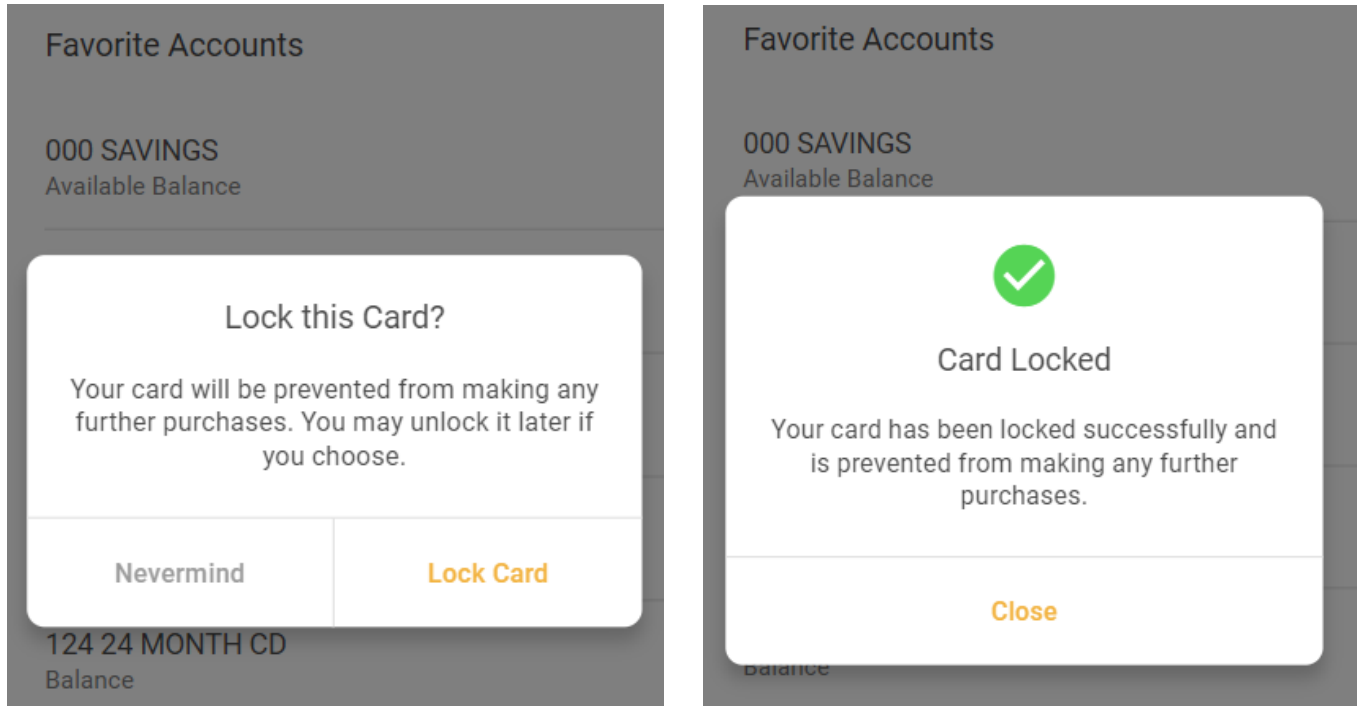
Once a card is successfully locked, transactions on the card will be denied until the card is unlocked. If you encounter a connection error, or if there is a problem with the server processing the request, an error message will notify you the operation could not be completed.

If the lock fails, you will get a message telling you of this status. Cards can be unlocked the same way they were locked.

Reporting a Card Lost/Stolen

If you were to lose your card or have it stolen, you must still call to request the card be canceled.