

**Anderson University
Business Office**

MasterCard SDG2 Initial Login/Setup Guide

CHROME DOES NOT WORK WELL WITH SDg2

A. Before you begin using SDG2, modify Internet Explorer settings (*not necessary if using Firefox*)

1. Turn off Internet Explorer Pop-Up Blockers
 - a. Open your Internet Explorer browser
 - b. On your menu bar, select Tools
 - c. Select Pop-Up Blockers
 - d. Select Turn off Pop-Up Blockers

B. Initial login

1. To access your account online, go to mastercard.anderson.edu or sdg2.53.com.
2. Enter the User ID that was sent to you in the automated email from 5/3.
3. Enter the temporary password that was sent in the automated email from 5/3. There have been issues reported when it is copied and pasted, as it sometimes captures and additional “space” thus making it invalid, so you might have to just type in the password.
4. The system will now prompt you to create a new password.
 - a. Passwords
 - i. Passwords must contain a combination of letters and numbers and be at least 8 characters long. At least two of the characters must be numbers, and two must be symbols, without repeating characters.
 - ii. A good password should be easy for you to remember, but difficult for others to guess.
 - iii. Passwords cannot be the same as your user ID.
 - iv. Passwords cannot be used more than once.
 - v. Passwords cannot contain spaces.
5. If you are an existing cardholder and are logging in after having your password reset, the system will prompt you to create a new password.
6. If you forget your password, use the “Forgot Password?” link on the initial login screen and your new password will automatically be sent to you by email from sdg2@mastercard.com. Note that this is a temporary password that will expire. (If a new password does not arrive within 24 hours, contact the Business Office. This likely means that your online status has become inactive and must be corrected by our office.) You can also contact the Business Office directly and they will issue a new password.

NOTE: Sometimes the site will not allow you to sign on at busy times, and it kicks out with a message that your user id or password is incorrect. You might try logging in a few more times before trying to reset your password.

Should you have questions or experience problems with your access to SDG2 for MasterCard, please contact:

Randy Coppess, Office Manager at (765) 641-4001 or racoppess@anderson.edu

Or

Kristine Wesson, Senior Accountant at (765) 641-4128 or kmwesson@anderson.edu