

Enrolling, making purchases, or getting cash before your Wisely® card arrives - FAQs



What is this solution?

As a new Wisely® Pay member, this solution is a way for you to make purchases or get access to cash covering your entire available Wisely balance, even before you've received a physical plastic card.

How does it work?

- During enrollment, create a username and password in the myWisely® app¹ or at mywisely.com.
- Add your card to your digital wallet by tapping "Add to Wallet" from the app's main screen to make purchases at available merchants.
- To get cash, you will be able to select the "Get Cash" option at the top of the app's main screen. Additionally, the "Get Cash" option is also available under the "Move Money" screen, which can be accessed by clicking on the arrows in the upper right. After accepting the terms and conditions and confirming your information, choose a withdrawal amount. You will then get a code and a barcode emailed to you, or you can view in the app, which you can use to get cash at a nearby Walmart Money Center or Customer Service desk. The code and barcode expire after three hours.

How can I enroll in a Wisely card?

To enroll, use the referral link provided by your employer or login to myADP/Workforce Now Employee Self Service and look for the Wisely tile. Click or tap the Wisely tile to start.

How can I make purchases before my card arrives?

Add your card to your digital wallet to make purchases in-store and online at available merchants.

How can I use the "Get Cash" option?

After going through the withdrawal process in myWisely, you can get cash at any Walmart® in the United States, utilizing the code you generated in the app. [Click here](#) to find a nearby Walmart. You will be able to withdraw cash via this feature for three weeks after your Wisely card has been sent. After this time, the feature will not show in the myWisely app or mywisely.com. At that point, you can withdraw cash from any ATM, including tens of thousands that are surcharge free². [Click here to find surcharge free ATMs.](#)

Is there anything special I need to do?

These services are only available if you self-enroll and create a myWisely account at the same time. Then, you should follow the directions above.

Are there any fees for these services?

No, these services do not have any fees³.

What do I need to do to set up direct deposit⁴?

Your account information will automatically transfer over to payroll. No further action is required.

What if I need additional help?

You should call 1-866-313-6901, or chat with customer service in the myWisely app or on mywisely.com.

1. Standard message and data rates may apply.

2. The number of fee-free ATM transactions may be limited. Please log in to the myWisely app or mywisely.com and see your cardholder agreement and list of all fees for more information.

3. While this feature is available without a fee, certain other transaction fees and costs, terms, and conditions are associated with the use of this card.

4. Please allow up to three weeks for funds to be loaded to the card after initial set up of direct deposit to your card.