

FAQs

Q1: What is the Marqeta Dashboard?

The Marqeta Dashboard is our new, unified application for Marqeta customers and partners to develop, access, review, and manage their card programs. The Marqeta Dashboard is replacing the features and functionality previously available through the Program Dashboard and DiVA applications.

Users can access the Dashboard at app.marqeta.com.

Q2: What is happening to the Program Dashboard?

Program Dashboard will be permanently decommissioned on January 14, 2021. Users will need to have a user account in the Marqeta Dashboard for access to the new application. Generally, all of the functionality (plus enhancements and net new functionality) from Program Dashboard will be available in the Marqeta Dashboard.

Q3: What is happening to the DiVA application?

The DiVA application is now a part of the Marqeta Dashboard. Users will be able to log in to Marqeta Dashboard using their existing DiVA credentials. Please keep in mind there are no changes to the DiVA API experience if you are leveraging that today.

Q4: Can I still use the old DiVA App?

Yes, you can still use the old DiVA App URL to login, however DiVA App is now part of the Marqeta Dashboard as the "Reports" section. After October 28, going to diva.marqeta.com will redirect you to app.marqeta.com.

Q5: Can I still use the old Program Dashboard?

Yes, temporarily. You can still use the old Program Dashboard until it is officially decommissioned on January 14, 2021. We encourage you to switch to the new Marqeta Dashboard before that so you can familiarize yourself with the new experience. After that date, the old Program Dashboard (admin.marqeta.com) will redirect you to the new Marqeta Dashboard (app.marqeta.com).

Q6: What is changing with the Marqeta Dashboard?

We have spent the past year working on creating a much improved experience for our customers in an effort to help you deliver results and operate best-in-class card programs.

An updated design and user experience, including:

- Modern and intuitive design you'll enjoy working in
- Enhanced user experience to improve time on task for key activities
- New home page with quick card program visibility and quick access to saved reports
- Improved reporting navigation
- 360 views of users and programs to increase visibility

Additional functionality, including:

- Ability to issue physical and virtual cards, individually or in bulk
- Visibility into card product configurations
- Visibility into and managing the digital wallet token lifecycle
- Self-service invoking of our stand-in-processing service - "Commando Mode"
- Granular user permissions and roles for more custom access and control
- Various other self-service workflows to improve the usability of the application

Q7: Is there anything that I can't do in the Marqeta Dashboard that was available in the Program Dashboard or DiVA App?

All data and functionality previously available in Program Dashboard and DiVA App will be available in the new Marqeta Dashboard. If this is not your experience with the Marqeta Dashboard, or you have a request for improvement, please reach out to us.

Q8: How do I add a new user?

New users can be enrolled by their administrator in the Marqeta Dashboard by going to "Control Center" in the left hand navigation > "User Management" > clicking the "Add user" button (this requires Admin-level access; not all users can do this).

Q9: What do I need to do after the launch of the Marqeta Dashboard on October 28?

At this time, you should only be accessing the Marqeta Dashboard through the new URL - app.marqeta.com. Users without the Marqeta Dashboard credentials (which you may already have if you are a Beta user of the Marqeta Dashboard or if you're an existing DiVA App user) will need to have a user generated by a program administrator.

Q10: Some people in my organization see a different view than I do; why is that?

Users within one organization may have different roles, departments, and role/feature supplements that can potentially provide them with different views and access. If you feel like you are not seeing what you should, please reach out to us.

Q11: Do I need to migrate any data to the Marqeta Dashboard?

No data will need to be migrated over from Program Dashboard or Diva. All of your existing card program data will be available in the Marqeta Dashboard.

Q12: Will users automatically be transferred from Program Dashboard to the new Marqeta Dashboard?

No, users will not be automatically transferred. They will need to create a new account on the Marqeta Dashboard in order to access their card program if you do not already have a user through Beta access or your existing DiVA App credentials. This will ensure that only permissioned users have access.

Q13: Is there a user guide or anything else that can help me in this transition to the new app?

Yes! There is a Marqeta Dashboard user guide that will be available on our Docs site, and we will also send out to all users shortly before the GA release on October 28. There will also be supporting training videos that demo the application broadly and also go into more specific, common use cases for anyone to reference.

Q14: If I do nothing, what happens?

Current Marqeta Dashboard beta users:

Continue to access the Marqeta Dashboard with your current credentials.

Current DiVA app users without Marqeta Dashboard beta access:

For existing DiVA app users, login with your existing credentials at app.marqeta.com on October 28, 2020. If you would like to access the beta version prior to launch please let us know.

Note: *this scenario applies if you also are a current Program Dashboard user in addition to a DiVA App user.*

Current Program Dashboard users without Marqeta Dashboard beta access:

For existing Program Dashboard users, you will need to have your program administrator create a new user account for you in Marqeta Dashboard at app.marqeta.com. Program Dashboard credentials will not be carried over. If you would like access to the beta version prior to launch please let us know.

Q15: I have feedback. How do I submit that?

We welcome all feedback and you can provide that in a number of ways:

1. Via the pop-up survey questions near the bottom of the page in the app
2. Via the “Feedback” button in the app
3. Directly to your Customer Success representative which will be shared with the product team

Q16: I still have questions. What’s the best way to get answers?

We will be scheduling a series of webinars that you’ll be able to attend in advance of the release (they will also be recorded in case you can’t make it). Keep an eye out for those invites to come soon!