

Cardholder Online Information

U.S. Bank Access Online is an exclusive web-based electronic program management tool that provides cardholders with quick access to their complete account information enabling individuals to view their own account activity and billing statements online.

In order to begin utilizing AccessOnline you will need to get registered. AccessOnline self-registration empowers you to create your own User ID and Password and is easy to use. However, here are a few helpful hints:

- Go to: <https://access.usbank.com> and click on the “Register Online” link
- When asked to enter your company short name, please use: **Utah**
- **IMPORTANT:** When asked for the last 4 digits of your social security number, **enter either the last 4 digits of your social security number OR the last 4 digits of your State Employee ID Number**, depending on what was used on your card application.
- ZIP/Postal Code must match exactly what is on your billing statement- or you will receive an error message
- Phone and Fax number format: No dashes, hyphens, parenthesis, or spaces (i.e. 6121234567)
- **User ID’s must be 7 to 12 characters in length and can be alpha and/or numeric.** User ID’s must also be unique; try to think of a distinctive ID (i.e. if your name is John F Smith try the user ID jofsmith3)
- **Passwords must be 8 to 20 characters in length, with at least one alpha and one numeric character**
- User Verification is used to authenticate your account if you forget your User ID or Password
- When establishing your profile, you must click “Additional Account” to enter more than one card
- When entering information in self-registration, if any of the information is not valid the system returns an error message. You have three attempts to correct the information. If all three attempts fail, the account with the correct information will be locked out from self-registration. You will need to contact U.S. Bank Customer Service at 1-877-887-9260 to unlock your account.

You are now registered to enter AccessOnline. To maximize your online experience, check out the system’s web-based training materials prior to utilizing AccessOnline. This highly intuitive web-based training experience will help you get the most out of this new tool. To access the U.S. Bank online training tools go to <https://wbt.access.usbank.com> and enter the following password: **seattle**

Welcome to AccessOnline! If you have any questions, please call the U.S. Bank Customer Service Desk at 1-877-887-9260.