

Card activation online

You can easily activate your card online without having to call us. If you have a card that uses a PIN, you can also specify your PIN during the activation process.

Tip! You need to have a valid email address in Access Online before you begin. If you do not, contact your Program Administrator.

The screenshot shows the 'Access Online' login interface. At the top, it says 'Access Online'. Below that, there are links for 'Contact Us' and 'Login'. The main heading is 'Welcome to Access Online!'. Below the heading, it says 'Please enter the information below and login to begin.' There is a note '* = required'. The form fields are: 'Organization Short Name:*' with a text input box, 'User ID:*' with a text input box, and 'Password:*' with a text input box. Below the fields is a blue 'Login' button. There are also links for 'Forgot your password?', 'Register Online', 'Activate Your Card', and 'Change Your PIN'. A dark blue callout box with the text '1. Click Activate Your Card.' has an arrow pointing to the 'Activate Your Card' link.

Activate Your Card – Information

Enter Card Information

Complete the fields below to activate your card.
All fields required unless noted as *(optional)*

2. Type your 16-digit account number.

3. Specify the expiration date.

4. Specify the last four digits of your work telephone number.

5. Click Submit.

Card Number

Expiration Date

Month Year

Work Phone

Last 4 digits

Cancel Submit

Tip! The last four digits of your work telephone number are *not your PIN*.

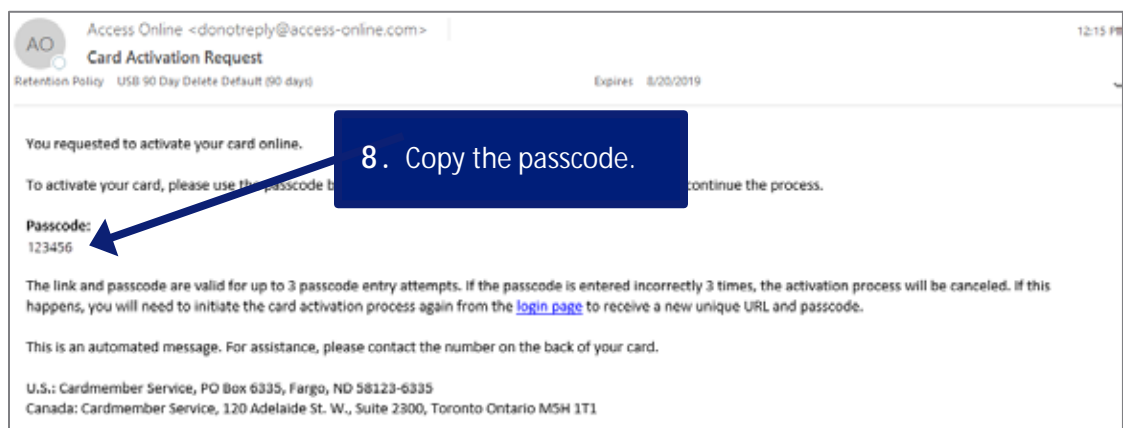
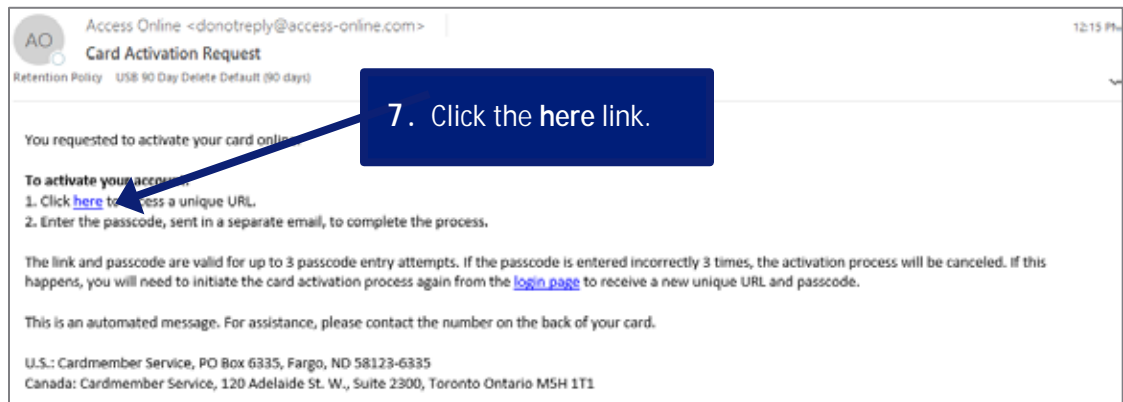
Activate Your Card – Email Confirmation

Information Submitted. Check Your Email.

6. Wait for two email messages to arrive.

If your information matches what we have on file, we'll send an email to your email address on file with instructions on how to finish the process. Contact the number on the back of your card if you don't receive an email.

Go to Login



Tip! The passcode is a temporary passcode that you use only one time during card activation. The passcode *is not your PIN*.

Access® Online

Activate Your Card – Passcode

Enter Passcode

Enter the passcode sent to your email address.

All fields required unless noted as *(optional)*.

Card Number
**1234

Passcode

Additional Contact Information

To keep our records updated, please enter your mobile phone number.

Mobile Phone *(optional)*

By providing us with a telephone number for a cellular phone or other wireless device, including a number that you later convert to a cellular number, you are expressly consenting to receiving communications — including but not limited to prerecorded or artificial voice message calls, text messages, and calls made by an automatic telephone dialing system—from us and our affiliates and agents at that number. This express consent applies to each such telephone number that you provide to us now or in the future and permits such calls for non-marketing purposes. Calls and messages may incur access fees from your cellular provider.

Submit

9. Paste the passcode.

10. Type your mobile telephone number if you want to get communications from us.

11. Click Submit.

Activate Your Card – Set PIN

Set New PIN
Enter a new 4-digit PIN number to complete the activation of your card.
All fields required unless noted as *(optional)*.

New PIN

Confirm PIN


12. If your card requires a PIN (e.g., you are authorized to withdraw cash or your card is an EMV card), then specify your new PIN two times. Your PIN cannot be all zeros.

13. Click Submit.

Submit

Activate Your Card – Confirmation

Card Activation Confirmation



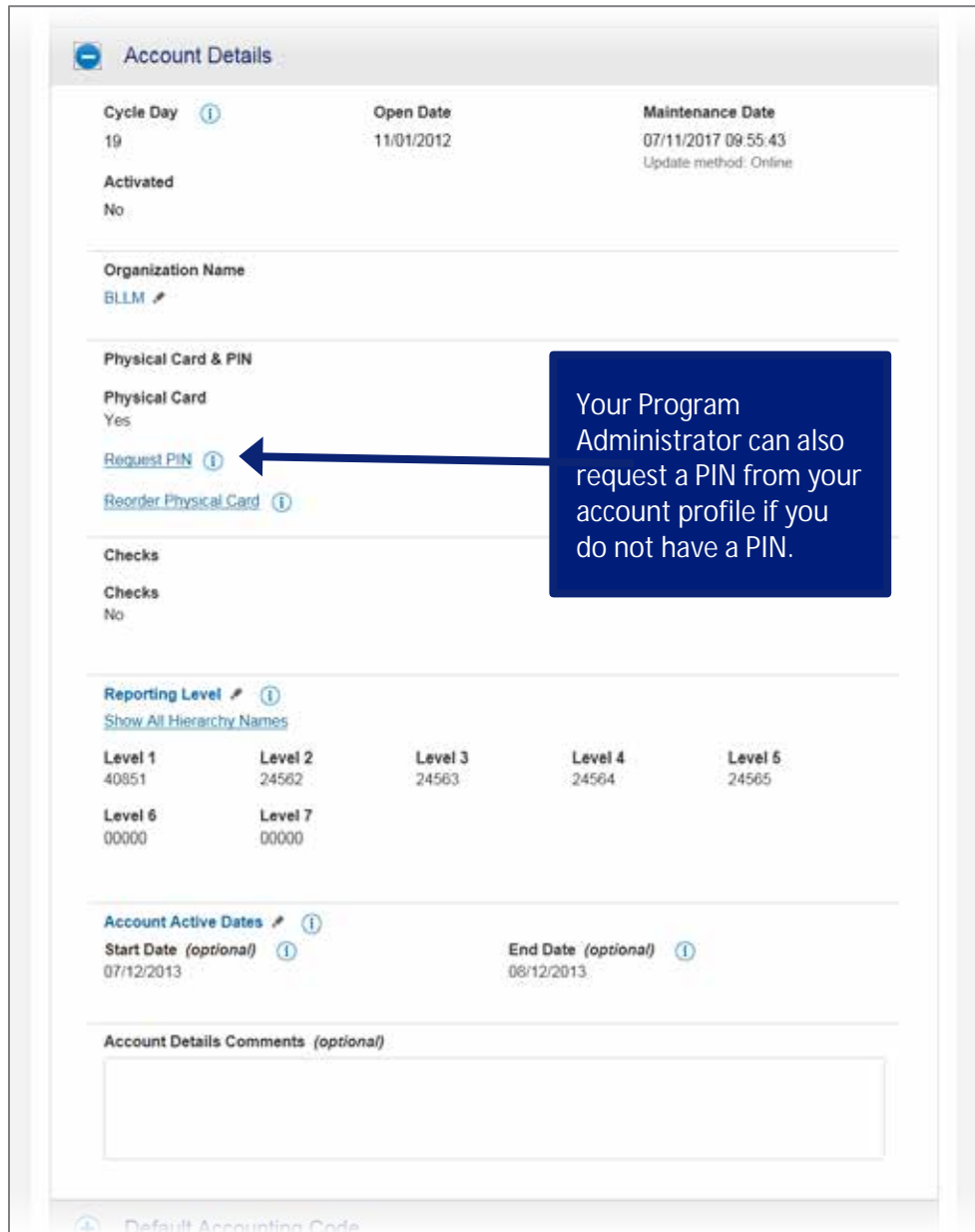
Your card has been successfully activated, and it may now be used for purchases.

14. Click **Go to Login** to log in to Access Online.

Go to Login

Learn more: Program Administrators can track the status of card activation by running an *Account List* report.

Tip! If you do not create a PIN when you activate your card, and you need a PIN, you can call the bank to request that customer service send you a PIN mailer. You can also call your Program Administrator who can also go into your account profile in Access Online and request that customer service send you a PIN mailer. PIN mailers arrive through the U.S. mail, so allow time for the paper mail to arrive and time to complete and mail back the paper form. The **Request PIN** link displays in your account profile only if your card does not already have PIN.



Learn more: You can update your PIN from the login screen. Refer to the *Access Online: PIN Update* quick reference.

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