



USBank AccessOnline

Frequently Asked Questions (FAQs)

The USBank AccessOnline Frequently Asked Questions is a one stop avenue to guide you on how to complete tasks within AccessOnline, gain knowledge about AccessOnline and learn how to find information in AccessOnline.

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1. How do I log into USBank AccessOnline?

- Quick link to the login page: [USBank AccessOnline](#) OR
(<https://www.access.usbank.com/cpsApp1/AxolPreAuthServlet?requestCmdId=login>)

2. How do I obtain a login for USBank AccessOnline?

- If you are a cardholder, you will need to setup your own login by using the [Self Register Procedures for One Cards](#) on the Division of Finance (DOF) website at http://doa.alaska.gov/dof/charge_cards/ under Cardholder Information.
- If you are a Department Program Administrator (DPA) or a Department Delegate (Delegate) you will need to submit the [AccessOnline Add User Request](#) form on the DOF website at http://doa.alaska.gov/dof/charge_cards/ under Forms.

3. What are my department's Hierarchy Agency Numbers?

The easiest way to find your Department's agency numbers is to refer to the [USBank Agency Hierarchy](#) list on the DOF website at http://doa.alaska.gov/dof/charge_cards/ under DPA References.

4. How do I find a list of Managing Accounts (Company Numbers) for my Department?

A list of Managing Accounts (i.e., Company Numbers) is displayed on the **Account List** Report within AccessOnline.

- Navigate to the *Reporting* link located in the secondary navigation panel in AccessOnline.
- Select *Program Management* under Reporting.
- Select **Account List** under the **Administration** section

Under Account Type – select Managing Account.

Under Additional Detail – if you do not select anything you will get a general summary list.

If you want more information you may select the needed check boxes. We do not use Default Accounting Code nor Training Certificate.

Group Report by: Depending on your security within AccessOnline will depend on the AGENT that will be populated in this area. Use the [USBank Agency Hierarchy](#) to find all your Departments Agent Numbers.

Change Report Output to Excel

Click Run Report

This information may also be found within the **Account Profile**.

- Navigate to *Account Information* located in the secondary navigation panel in AccessOnline.
- Select [Managing Account Profile](#) under **Account Profile** section.

- Enter the information you have on hand under **Managing Account Search** and then click Search (hint: you can use the wildcard of % for your search)
 - Select the correct account from the list (hint: if there is only one record that matches your search criteria you will not receive a list)

5. *How do I find a list of OneCard/CTS Accounts for my Department?*

A list of accounts is displayed on the **Account List** Report.

- Navigate to the *Reporting* link located in the secondary navigation panel in AccessOnline.
- Select *Program Management* under Reporting.
- Select **Account List** under the **Administration** section

Under Account Type – select Cardholder Account.

This information may also be found within the **Account Profile**.

- Navigate to *Account Information* located in the secondary navigation panel in AccessOnline.
- Select **Cardholder Account Profile** under **Account Profile** section.
- Enter the information you have on hand under **Cardholder Account Search** and then click Search (hint: you can use the wildcard of % for your search).
 - Select the correct account from the list (hint: if there is only one record that matches your search criteria you will not receive a list)

6. *How do I find the Hierarchy path to which an Account points to?*

A list of accounts is displayed on the **Account List** Report. This report will show you the Agent and Company number that accounts are pointing to.

- Navigate to the *Reporting* link located in the secondary navigation panel in AccessOnline.
- Select *Program Management* under Reporting.
- Select **Account List** under the **Administration** section
- Select the Account Type (Cardholder Account or Managing Account)
- Check the checkbox for **Account Details** under **Additional Details** Sections.
- Under Report Output Select Excel
- The results will only show the accounts you have been setup to have access to.

The information for specific accounts will also be displayed within the **Account Profile**.

- Navigate to *Account Information* located in the secondary navigation panel in AccessOnline.
- Select **Cardholder Account Profile**
- Enter the information for the OneCard you want to review and click search
 - select the correct account from the list (hint: if there is only one record that matches your search criteria you will not receive a list)
- Select **View Account Profile**
- Select **Show All Hierarchy Names** under **Processing Hierarchy** section on the first page

- A pop-up screen will show you the Agent and Company

The Managing Account Information will be shown on the first page as well.

7. *How do I find Account Merchant Authorization Control (MCC) Controls and Spending limits?*

A list of account MCC and spending limits is displayed on the **Account List** Report.

- Navigate to the *Reporting* link located in the secondary navigation panel in AccessOnline.
- Select *Program Management* under Reporting.
- Select **Account List** under the **Administration** section
- Select the Account Type (Cardholder or Managing Account)
- Check the checkbox for **Authorization Limits** under the **Additional Detail** Section.
- Under Report Output Select Excel
- The results will only show the accounts you have been setup to have access to.

This information for specific accounts is also be displayed within the **Account Profile**.

- Navigate to *Account Information* located in the secondary navigation panel in AccessOnline.
- Select Cardholder Account Profile or Managing Account Profile
- Enter the information for the OneCard you want to review and click search
 - select the correct account from the list (hint: if there is only one record that matches your search criteria you will not receive a list)
- Select View Account Profile
- Expand **Authorization Limits** section

8. *How do I find a complete OneCard/CTS Account Number in USBank AccessOnline?*

Full account numbers are not viewable in USBank AccessOnline.

- Contact the individual card holder for the card holder account number.
- Contact your agency’s [Departmental Program Administrator](#) (DPA) if you need the full CTS number.
 - If your DPA doesn’t have the full account number, the DPA needs to contact our account coordinator at USBank.

9. *How do I activate a new CTS or OneCard?*

CTS are “ghost” accounts, and a physical card is not created. Therefore, in order activate a CTS your DPA will need to contact our account coordinator to obtain the 16-digit card number.

OneCards are mailed so the 16-digit card number is known upon receipt of the card.

Once the account number is obtained, the accounts can be activated using [One Card Activation – Step by Step Guide](#) on the Division of Finance (DOF) website at http://doa.alaska.gov/dof/charge_cards/ under Cardholder Information.

You will need to know your mailing address zip code that is associated with the CTS/OneCard. You will also be asked for the last four digits of your “SSN” – for OneCards this will be last four digits of the employee number. For CTS accounts it will be all Zeros.

10. How do I Close and Reopen an Account?

OneCard accounts can be put in two different closed statuses: “V9- Voluntarily Closed” is a temporary closed status. “T9- Closed – Terminated” is a permanent closed status. T9 would be used when an employee leaves State service or transfers to another department. T9 accounts cannot be re-opened. V9 can be used in cases where an employee is either seasonal or moves within the department (and it’s expected the OneCard holder will continue to need the card).

When a card is in V9 status it will not be automatically reissued. The card will need to be updated to open. To do this:

- Navigate to *Account Administration* and click on *Maintain Cardholder Account* Link
- Search for cardholder by last four OR First/Last name then select card and confirm
- In *Account Overview* click the edit icon and choose the status and click next
- Review your changes and click submit

11. How do I set up to allow Cash Withdrawals on a OneCard?

A OneCard can be set up to allow Cash Advances only if its associated Managing Account allows Cash Advances.

12. How do I update a Managing Account to allow Cash Withdrawals?

The [DPA](#) will need to contact the DOF PCard Team providing the Managing Account(s) they want to allow withdrawals.

The DOF PCard Team will contact USBank requesting the change to the Managing Account.

Once the Managing Account is setup to allow the withdrawal, the OneCard(s) can then be setup to allow the withdrawal.

13. When I setup a % for cash withdrawal what does this mean?

The percentage on the managing account is the overall percentage of cash available of the credit limit on the managing account.

The percentage on the cardholder account is based off the credit limit on that specific account per billing cycle.

14. Do I get charged a fee for Cash Withdrawals?

Yes, there is a finance charge of 2% of each withdrawal amount; with a minimum of a \$2.00 finance charge.

15. How do I need to reset my PIN for my OneCard for Cash Withdrawals?

If the Cardholder has a USBank User Profile they can go to the [login page](#) of USBank AccessOnline and click on the “Change Your Pin” link located at the bottom of the login page. Cardholder can then enter card information and they will receive an email with a code. They will follow the link in a second email to a unique page where you will enter the code.

If the cardholder does not have a User Profile to log into USBank AccessOnline, they will need to contact their [DPA](#) who will then contact our USBank [Account Coordinator](#) who will start the process for getting the PIN reset. The cardholder will not have to wait for the PIN to be mailed, however the cardholder will have to call USBank to reset their PIN.

16. How do I find the CVC Code for OneCards and CTS Accounts?

CVC codes are not viewable in AccessOnline.

DPA's can request the CTS Accounts directly from within AccessOnline and can request the CVC code for the cardholder.

The cardholder can request the CVC directly from USBank.

OneCard CVC codes must be requested from our [USBank Account Coordinator](#), via your agency's DPA or directly from the cardholder as it is printed on the back of the OneCard.

CTS CVC Codes will be sent via email within USBank AccessOnline to the State of Alaska Employee who makes the request, if that employee has the security to do so.

- Navigate to *Account Information* located in the secondary navigation panel in AccessOnline.
- Select Cardholder Account Profile
- Enter the information for the CTS you want to review and click search (the % sign is used as a wildcard)
- Select Search
- Select [View Account Profile](#)
- Expand the [Account Overview](#) section
- Click on Send Card Security Code
 - An email will be sent to email address of the person who makes the request.

17. How do I find a list of Users & their Account Status & Functional Entitlement Groups (FEGS)?

A list of individuals who have been set up for a User ID within USBank AccessOnline can be viewed on the **System User List**.

- Navigate to the *Reporting* link located in the secondary navigation panel in AccessOnline.
- Select *Administration* under Reporting.
- Select **System User List** under User Management
- Select the radio button for **Detail** for Report Type
- Select the **User Statuses** you want to review.

- You may find the [U.S. Bank User Profile Locked Out Statuses](#) document, located on the DOF website http://doa.alaska.gov/dof/charge_cards/ under AccessOnline helpful.
- Select all **Additional Detail** checkboxes
- Select **Excel** as the Output Type
- The **Group Report By** will default to whatever security YOU have for your agency.
- Click Run Report

The report will reflect all User IDs that match the Agent/Company number based on the security of the person who is running the report. If you want to see ALL your User ID's request your [Department Program Administrator \(DPA\)](#) to run the report on your behalf.

The list also provides the [Functional Entitlement Groups \(FEG\)](#) security.

- To view OneCard holders that have registered their account, those User IDs will show CHV001.
- To view DPAs the User IDs will show as PAF001
- To view Delegates the User IDs will show PAV001

It is recommended you consider changing your search criteria based on your needs.

18. How do I add/delete Merchant Authorization Control (MCC) Codes to an Account?

If you need to make changes to MCCs for CTS or MA accounts, you must contact [USBank Account Coordinator](#) directly. The DPA or DOF may make this request. Keep in mind that CTS accounts are restricted to [USBank allowable MCC Groups](#). MCC's not listed in this document can not be added to a CTS account, effective 10/01/2024.

If you need to make changes to a One Card Account, the DPA can make this change directly within USBank AccessOnline if they have the proper [Functional Entitlement Groups \(FEG\)](#) security.

19. How do I find the expiration date of Accounts?

A list of account expiration dates displays on the **Account List Report**.

- Navigate to the *Reporting* link located in the secondary navigation panel in AccessOnline.
- Select *Program Management* under Reporting.
- Select **Account List** under the **Transaction Management** section.
- Check the checkbox for **Account Details** under the **Additional Details** Section.
- Select **Excel** as the Output Type
- Click Run Report

20. How do I find the reason a specific charge was declined?

A list of declined transaction information is displayed on the **Decline Transaction Authorization** report.

- Navigate to the *Reporting* link located in the secondary navigation panel in AccessOnline.
- Select *Program Management* under Reporting.
- Select **Declined Transaction Authorizations** under the **Administration** section
- Select **Excel** as the Output Type
- Click Run Report

This information for specific accounts is also be displayed within the **Account Profile**.

- Navigate to *Account Information* located in the secondary navigation panel in AccessOnline.
- Select Cardholder Account Profile
- Search for the OneCard you want to review.
- Select Account Authorizations
 - Review the “Response” column of transactions.

For clarification on the most common decline reasons refer to the [Common Card Decline Reasons](#) document located the Division of Finance (DOF) website at http://doa.alaska.gov/dof/charge_cards/ under Cardholder Information and DPA References.

21. How do I find disputed transactions?

A list of disputed transaction on the **Transaction Detail** report.

- Navigate to the *Reporting* link located in the secondary navigation panel in AccessOnline.
- Select *Financial Management* under Reporting.
- Select **Transaction Detail** report
- Select the Posting/Transaction Date Range you want to search for
- Under the section named **Transactions Included, Disputed Status** – selected Disputed.
- Under Report Output select Excel
- The results will show on the accounts that you have access to based on security setup.

22. How do I find a list of ATM cash advances and ATM fees?

A list of ATM cash advances and ATM fees is displayed on the **Cash Advance** report.

- Navigate to the *Reporting* link located in the secondary navigation panel in AccessOnline.
- Select *Program Management* under Reporting.
- Select **Cash Advance** under the **Spend** section.
- Select the Date criteria (usually Posting Date or Transaction Date Range)
- Under Report Output select Excel
- The results will show on the accounts that you have access to based on security setup.

23. How can I find the new Account number for an employee whose account was closed?

A list of old and new account numbers is displayed on the **Account Status Change** report.

- Navigate to the *Reporting* link located in the secondary navigation panel in AccessOnline.
- Select *Program Management* under Reporting.
- Select **Account Status Change** under the **Administration** section.
- Select reporting criteria you desire
- Under Report Output select Excel
- The results will show on the accounts that you have access to based on security setup.

Note: You will not see the full 16 digits account number. You can only view the four digits of the account.

24. How do I find a list of transactions for OneCards/CTS Accounts?

A list of transactions displays on the **Transaction Detail Report** and **Transactions Summary Report**.

- Navigate to the *Reporting* link located in the secondary navigation panel in AccessOnline.
- Select *Financial Management* under Reporting.
- Select **Transaction Detail** or **Transaction Summary** under the **Transaction Management** section.
- Select by date range (usually by Posting Date or Transaction Date)
- Under Report Output select Excel
- The results will show on the accounts that you have access to based on security setup.

25. What do User Profile Statuses mean in AccessOnline?

Each user of USBank AccessOnline has a specific User ID profile. Each User ID is marked with one of the following statuses.

- **Active** – Default for all users when the User account is added.
- **Password Failed** – The user tried to enter their password in 3 times unsuccessfully. This is an automatically generated status and cannot be manually applied.
 - The user can reset their password using the *Forgot your password* link on the login page.
- **Failed Self Service** – The user attempted to use the *Forgot your password* link on the login page unsuccessfully 3 times. This is an automatically generated status and cannot be manually applied.
 - The [DOF, PCard Team](#) must reset the password for the user if they have this status.
- **Expired** – The user has not logged in to the system for 180+ days. This is an automatically generated status and cannot be manually applied.
 - Passwords can be set by the account user / cardholder through Password reset link or by the [DOF, PCard Team](#).
- **Admin Locked** –Typically this is selected if a user is still with the State, but no longer needs access to the USBank Access online or the user unsuccessfully attempted too many times to login and locked themselves out. Anyone in an Admin Locked status can be moved back to Active.
 - Only a DOF can set a profile to this status.

- **To Be Removed** – Typically this should be used when a user is no longer with the State. The ID has been removed from the system and this account can no longer be used.
 - If employees need access to USBank and have an existing User ID with this status – the employee must be assigned a NEW User ID via the [AccessOnline Add User Request](#) form.

26. How do I change a Username associated with a CTS account?

Neither DOF nor DPAs can change contact names that are associated with CTS accounts directly within USBank AccessOnline. Either the DPA or [DOF, PCard Team](#) must contact our [Primary USBank Account Coordinator](#) and provide the following information:

- CTS Account Name
- Account ID
- Last Four Digits of Card
- New Name of the CTS

27. How do I reset my PIN on my OneCard?

There are two options to reset a PIN on a OneCard.

- Login into USBank AccessOnline and use the PIN reset link on the login page. Either the Cardholder or Department Program Administrator can take this action.
- Contact our [Primary USBank Account Coordinator](#) and have them place the CRV status back on the account and then have the cardholder call and reactivate the card and set the PIN. Only the DPA can take this action.

28. What does Card Does Not Need Activated mean as shown on the Account List Report?

This represents the Account **has been** activated with USBank.

29. What does Number of Cards Outstanding represent on the Account List Report?

There are no valid physical cards issued for the account. This typically happens when an account was in a closed status when it expired; and then was set back to Open.

30. What does Physical Card Re-Issue Status represent on the Account List Report?

This represents if a physical card can be reissued on the account. If the account is in good standing and has no blocks on it, this will be a '1' allowing a card to be reissued.

31. How do I schedule a report from USBank AccessOnline?

All AccessOnline Users can schedule reports in USBank AccessOnline. Using the Cash Advance report as an example, follow these steps.

- Log into USBank
- Navigate to the *Reporting* link located in the secondary navigation panel in AccessOnline.
- Select *Program Management* under Reporting.
- Select *Cash Advance* (or the report you want to schedule)
- Clear out Start and End Date if the report has dates.
- Select any other information that you want on the report.
- Change output to Excel.

- Click Create Scheduled Report
 - Enter Output Filename
 - Enter/Update Report Description if desired.
 - Select Report Frequency
 - Enter the date range of how long you want the report to be scheduled.
 - Update Include Data for the Previous
 - Note “Transaction Date” will automatically be used as the date criteria for reports involving transactions.
 - Select “Include Me”
 - If you want others to also have access to the report search for users.
- Click Submit

32. How do I receive a scheduled USBank AccessOnline Report?

Each time a scheduled report runs, all users selected to receive the report will get an auto generated email. The users will need to log into USBank AccessOnline and download the report from Data Exchange.

- Log into USBank
- Navigate to Data Exchange on the left-hand navigation menu.
- Download the scheduled report from your list of accessible reports.