State of Alaska
Department of Administration

USBank Access Online User Profile Status

Each user profile in USBank will have one of six User Status. Each is caused by a different circumstance, and each has a different set of steps needed to change them to an Active status.

USBank User Profile Status

ACTIVE
Default status when a profile is initially created. The user has a functioning user profile and can log into USBank AccessOnline.

ADMIN LOCKED
The employee was identified as no longer needing access to USBank but is still a state employee, OR the employee caused this by having too many unsuccessful login attempts.

The Fix: Email The PCard Team requesting the account be unlocked. The user is unable to change this.
- DOF will activate the account and reset the password for the user and will contact the user with instructions on how to login
  - The user will receive an auto-generated email that contains the temporary password and should use the instructions provided by DOF to reset their password..
  - The user will receive a second email auto-generated email that contains the temporary password they will be required to use to reset their password.

EXPIRE
The user has not logged into the system within 180 days (6 months).

The Fix: Password needs to be reset
- User can reset the password through the Password Reset link at login.
- The PCard Team can also reset the password through the profile screen.
  - DOF will contact the user with instructions on how to login
  - The user will receive an auto-generated email that contains the temporary password and should use the instructions provided by DOF to reset their password.
  - The user will receive a second email auto-generated email that contains the temporary password they will be required to use to reset their password.

PASSWORD FAILED

The user has been locked out due to **three unsuccessful password entries.** When this happens, the user should receive an email that looks like this:
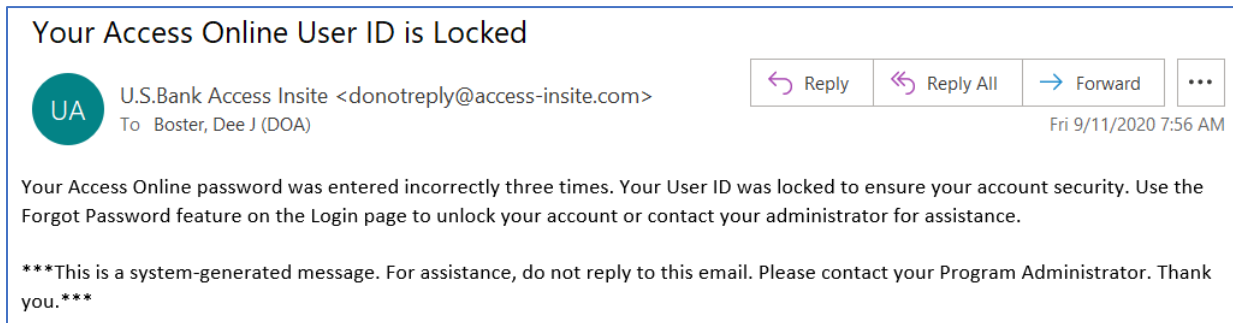
The Fix: The user can click the Forgot Password link directly from the Login Page.
- The user will be required to answer one of their three security questions, and once successfully answered, they will get a screen that indicates to request an authentication code.
- The user should click on Send a Code – an email will be sent to the email address attached to their user ID
- Once received, the user can copy the Authentication Code from their email and paste it into USBank field.
- The user will then be prompted to assign a new password and confirm that password.
- The user will then be taken back to the login page, where they should be able to log in.

NOTE: When users select Forgot Password, they will asked to answer three security questions. If these are answered incorrectly, user will be locked out with a Failed Self Service, which is explained below.

FAILED SELF SERVICE

The user didn't answer their security questions correctly when they either tried to log in or when they attempted to reset their password.

The Fix: The user must contact USBank by calling the Access Online Help Desk 1-877-452-8083 for assistance.

The user will need to tell USBank they forgot the answers to their security questions, and this should prompt USBank to reset the password and activate the account.

They may also ask for this information

- OSN: organization short name (Which is ALASKA)
- User ID
- Phone number on the account
- Email address on the account
- Mailing address on the account
- May ask to see if they can provide an answer to one of the three questions set on the account

If the user doesn't know this information, they should contact their Delegate or DPA.

TO BE REMOVED

The users whose accounts are set as To Be Removed may be carry over from previous processes that marked all users who no longer needed access with this status; or may have been removed because they left state service. Regardless this status means this UserID can no longer be used.

==The Fix:== The existing account cannot be reactived and a new User ID must be setup.

- If the User Profile is for Delegate or DPA needs – a new User ID Setup for must be submitted to DOF Pcard Team.
- If the User Profile is related to the users Onecard – contact the DOF PCard Team as they must first remove the existing onecard from the User ID that is locked.
    - Then the User can "re-register" their OneCard by setting up a new User ID.