

State of South Dakota

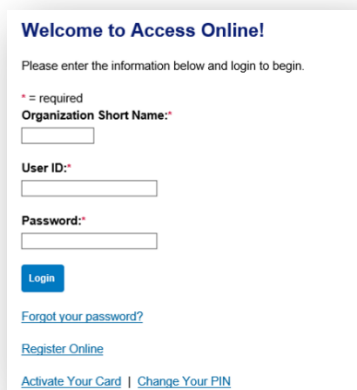
Cardholder Resource Guide

Access Online	Technical Help Desk
<ul style="list-style-type: none"> Assist with Access Online navigation. <ul style="list-style-type: none"> View or print statements Access Online login issues 	<p>Cardholder support 877-887-9260</p> <p>Access Online is available online 24/7 https://access.usbank.com</p>
24/7 Customer Service (cardholder support)	Contact information
<ul style="list-style-type: none"> Declined purchases Card activation Reporting lost or stolen cards Balance & statement inquiry Dispute items Reporting fraud Requesting manual authorizations Statement copies older than 18 months 	<p>800-344-5696 Fax: 701-461-3463</p> <p>Program Administrators and cardholders may call Customer Service for support 24/7.</p>
Fraud Department	Contact information
<ul style="list-style-type: none"> Report fraud activity Check on the status of an existing fraud case Available 24/7 	<p>800-523-9078</p> <p>Program Administrators and cardholders may call Customer Service for support 24/7.</p>

Access Online Login Guide:

1: <https://access.usbank.com> - Organization Short Name: **STOFSD**

2: Within Access Online you can create an account or activate your card. Select **Register Online** to create an account.



Welcome to Access Online!

Please enter the information below and login to begin.

* = required

Organization Short Name:*

User ID:*

Password:*

[Forgot your password?](#)

[Register Online](#)

[Activate Your Card](#) | [Change Your PIN](#)

Frequently Asked Questions:

What is Access Online?

Access Online is U.S. Bank's card management portal. This portal allows you to view your transaction history, manage statements, dispute charges, and update your contact details.

How do I create an Access Online profile?

Log into <https://access.usbank.com>. Select Register Online, Type in your Organizational Short Name: STOFSD and type in your account number and expiration. Select send me a code. You will receive a code to your business email address.

Follow the prompts to create your account.

How do I reset my password?

If you have an existing Access Online profile but don't remember your password or password phrase follow the below steps.

Log into <https://access.usbank.com> and select forgot password.

Can my card statement be emailed to me?

Unfortunately, U.S. Bank does not email monthly statements; however, you are able to receive an email alert to advise you of when your statement is ready.

Log into <https://access.usbank.com>, select "My Personal Information", "Contact Information", under Account Notifications, select statement and save.